

Our ref: 102281

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

21 July 2021

Dear

A11 Thetford to Attleborough – layby closures

Thank you for your email of 5 July 2021 in which you request information about the number of times any layby along the A11 between the Thetford and Attleborough roundabouts has been closed over the last 2 years. You also ask us to include the reasons for closure, the period of closure and the dates.

We have now completed our search for information.

Laybys are generally closed whilst we have carriageway or lane closures associated with road works in place. There will also be occasions where the road or lane has been shut because of an incident and by inference, adjacent laybys will also be closed. Occasionally there are event-led layby closures, such as for the placing of a wreath at the Elveden war memorial on Remembrance Sunday. Layby closures for this type of events are not recorded.

Whilst we do not specifically record layby closures, we do hold records about road and lane closures associated with road works. Annex A, attached, provides data about all A11 road works regardless of location for the period 14 July 2019 to 14 July 2021.

In this, we've highlighted specifically mentioned layby closures in green and potential layby closures by virtue of carriageway and lane closures in yellow where they fall between Thetford and Attleborough.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaintsprocedure>

If you require a print copy, please phone our Customer Contact Centre on 0300 123 5000; or email info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number 102281 in any future communications.

Yours sincerely

Senior Business Coordinator
Operations (East)