

Email received 24/05/2022

Dear [REDACTED]

Thank you for your email of 17 May to our Customer Contact Centre about a street trading application for a layby on the A11. I'm replying as a team member responsible for the management of the A11.

We don't support applications to trade from any of our laybys. This is because we intend them to be used by drivers needing a short rest, as emergency refuges including for vehicle breakdowns, police observation areas and network maintenance.

As you'll understand, the placement of a catering van has implications for safety, litter and potential damage to kerbs and verges. We consider that the risks associated with street trading on laybys outweighs the benefits. For example, pedestrians moving between their cars and a street trader increases the risk of them coming into conflict with vehicles entering the layby at speed.

Thank you again for contacting us. I understand our response will be disappointing for [REDACTED], but hope it explains our position on the subject. If you need more information about this, please feel free to contact me. For anything else, please contact our Customer Contact Centre on 0300 123 5000 or by email at info@highwaysengland.co.uk.

To help us identify and make improvements to our responses, I'd be grateful if you would complete our [feedback survey](#).

Kind regards

[REDACTED]

[REDACTED]

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