

## A11 Spooner Row to Thickthorn concrete road reconstruction and surface repairs

24 January 2022

### Phase 2 - A11 Spooner Row to Tuttlés concrete road reconstruction

I'm writing to let you know that we'll be continuing our preparation work on the A11 between Spooner Row and the Tuttlés Interchange, ahead of the start of phase 2 of the scheme in spring 2022. This will require a full closure of the northbound carriageway on the following dates:

#### Northbound - A11 Spooner Row to Tuttlés Interchange

- Every evening between 8pm and 6am, from Monday 31 January 2022 to Friday 11 February 2022

This work will take place overnight, so our team can do the work in the safest way possible. This will also allow us to keep the A11 between Spooner Row and the Tuttlés Interchange open during the day. The preparation work may at times be noisy, and we apologise for any disturbance caused. We'll do our best to complete the work as quickly as possible. All dates are subject to change due to operational requirements.

During this time traffic will follow a signed diversion route, inviting customers to travel along the B1172 and B1135, ahead of re-joining the A11 at the Tuttlés Interchange. Please see the map on the following page for more information about the diversion route.

#### Keeping the community updated

The preparation work may at times be noisy, and so we've sent a letter to every home within a 500m of the scheme. We've also sent a letter to every property within a 150m radius of the diversion route to ensure customers are aware of the expected increase of traffic overnight. We've also provided them with a 24/7 telephone number and email address for the project, so they can get in contact if required.

#### ECHO – Every Customer Has an Opinion

We've now launched ECHO, our [A11 concrete surface repairs and maintenance feedback](#) tool that encourages users to click on an interactive map to make a specific comment or give us your general feedback.

ECHO is a one-way feedback tool, so we're informing customers that if they'd like a response to their feedback then they should contact us by calling the 24/7 National Highways Customer Contact Centre on 0300 123 5000, email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk) or visit our website at [www.nationalhighways.co.uk/A11concrete](http://www.nationalhighways.co.uk/A11concrete).

## Get in touch

Please visit our webpage at [www.nationalhighways.co.uk/A11concrete](http://www.nationalhighways.co.uk/A11concrete) for more information, or email [ConcreteRoadsEastA11@highwaysengland.co.uk](mailto:ConcreteRoadsEastA11@highwaysengland.co.uk). Or you can call the National Highways Customer Contact Centre on 0300 123 5000.

Road users can also keep up to date on road closures by visiting our Traffic England website at [www.trafficengland.com](http://www.trafficengland.com) or by following our Twitter feed: @HighwaysEAST.

Yours sincerely



Andy Dyer  
Project Manager

## A11 Spooner Row to Tuttle Interchange Diversion Route Map

