

On 6 Dec 2019, at 07:30, Morphew, Leanne wrote:

Dear Mr Brooker

Thank you for your email of 28 November to our Customer Contact Centre regarding litter on the M11 near junction 11. Your enquiry has been forwarded to me for reply as I am a member of the Highways England team responsible for the management of the M11.

We are aware of the continuous problem of litter being discarded on the road network in the East Region.

The litter at this location was graded on 18 November and this information was passed to our contractors Ringway, to arrange for this area to be picked within 28 days.

As they have a 28 day timeframe to conduct the litter picking, I am unable to provide you with an exact date this will be taking place however if this is not complete by the 16 of December, we will be chasing this up.

I hope you find my reply helpful and thank you again for contacting us. If you need anything further, please feel free to contact me or our Customer Contact Centre at [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk) or telephone 0300 123 5000.

Kind regards

**Leanne Morphew** Administrator, Business Services Team East

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