

Safe vehicle recovery operations on smart motorways: Traffic Officer Service assistance

When attending an incident and assistance from Highways England is required, call:

0300 123 5000

Incident access through red X signals

- **DO NOT drive in a lane closed by a red X without permission.**
With permission, display warning beacons and dipped headlights, and exercise extreme caution, never exceeding 20 mph. Vehicle details are recorded automatically in case of enforcement.
- **Reverse access** is a way of accessing an incident if the carriageway is blocked, via the downstream junction on-slip. When given permission to use it, you will be met and escorted to the scene. Proceed with extreme caution, as above.

Entering and exiting an emergency refuge area

- **When the dynamic hard shoulder IS NOT in use** – exit the emergency area and re-join the carriageway as normal, using the hard shoulder to accelerate.
- **When the dynamic hard shoulder IS in use or where there is NO hard shoulder** - contact us before entering or leaving the emergency area. We will provide advice or assistance as necessary, which may include setting variable message signs. If the casualty vehicle is repaired, instruct the customer on how to re-join the carriageway safely.

Never attempt recovery from a live lane – wait until the scene has been made safe by traffic officers or the police.

