

Our ref: CRS 762748

2nd Floor  
 Bridge House  
 1 Walnut Tree Close  
 Guildford GU1 4LZ

11 June 2018

Dear

### M20 Closures

We have now completed our search for the information you requested in your email of 14 May 2018. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

I will answer your request for information as follows:

**All dates when the M20 motorway has been completely closed overnight between junctions 7 & 8 in either or both directions between 1<sup>st</sup> June 2017 and 14 May 2018. I would also like to know the reasons why for the closures of all lanes was considered necessary and why a contra-flow was not used when the closure was in place for more than five consecutive nights.**

Please see below details of the only full closure that took place on the M20 between junctions 7 & 8 between 1 June 2017 and 14 May 2018.

Description	Planned start date	Actual start date	Planned complete date	Actual complete date	Nature of works	Length in miles
M20 between Junctions 6 and 8. Night works, east and westbound full carriageway closures for resurfacing works.	06/09/2017 20:00	06/09/2017 21:53	17/01/2018 06:00	17/01/2018 04:44	Carriageway - Reconstruction/ Repair	39.172

The reason for the closure of all lanes was to maintain the safety of the workforce and the travelling public. It is paramount to us to provide a safe working environment for our operatives, a suitable work area for the extensive equipment and plant required and minimal disruption for all.

Contraflows require a significant amount of extra traffic management. The installation of a contraflow system would require us to close both carriageways of the M20 for 48 hours at the start of the works to install it and a further 48 hours of closures to remove it at the end of the project. The contraflow would need to stay in place for 24 hours a day during the duration of the project. This would create an unacceptable additional impact on the travelling public and local residents, as there would be a risk that motorists wishing to avoid the queues on the M20 would choose to use neighbouring local roads as an alternative.

If you are unhappy with the way we have handled your request, you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests. Our internal review process is available at:

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

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto: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 (CRS 762748) in any future communications.

Yours sincerely