

Our ref: [REDACTED]

[REDACTED]  
Email: [REDACTED]

[REDACTED]  
Highways England  
Bridge House  
Walnut Tree Close  
Guildford  
GU1 4LZ  
[www.highways.gov.uk](http://www.highways.gov.uk)

22 May 2018

[REDACTED]

We have now completed our search for the information you requested on the 23 April in relation to HGVs using the Dartford Crossing, northbound via the tunnels. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

I will answer each of your requests for information about:

**For accounting years 2015-2016 and 2016-2017, how many over height vehicles have caused the traffic to be held at the Dartford Tunnel entrance and removed from the traffic?**

Our records show that the following number of over height vehicles have caused the traffic to be held at the Dartford Tunnel.

\*2015/2016 – 4  
2016/2017 – 1307

\*Please note that the tracking system that monitors vehicles wasn't fully functional until the end of February 2016. Therefore the data recorded only reflects one month's worth of data for that year.

**For accounting years 2015-2016 and 2016-2017, how many ADR/Hazchem vehicles under escort through the Dartford Tunnel, have broken down inside the tunnel?**

Our database does not record this information.

**Could you please supply me the standard operating procedures you have in place for your staff, for escorting ADR/Hazchem vehicles through the Dartford Tunnel. Including how a driver in the escort lane would make contact with the tunnel control.**

Please find attached a copy of our procedures for escorting HGVs and abnormal load vehicles.

It isn't possible for drivers to contact the tunnel control directly, when they are in the escort lane. Drivers would be expected to contact the Highways England information line on 0300 123 5000 or a deployed traffic officer.

If you have any queries about this letter, please contact me. Please remember to quote reference number [REDACTED] in any future communications.

If you are unhappy with the way we have handled your request you may ask for an internal review. 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

Yours sincerely

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]