

Our ref: 768976

[REDACTED]
Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

www.highways.gov.uk

11 March 2019

Dear [REDACTED]

Thank you for your request for information about delays on the M25 between junctions 24 and 26, over the past 3 years dated 12 February. I have dealt with your request under the terms of the Freedom of Information Act 2000.

Please see attached incident data for the M25 which resulted in a full carriageway closure for at least 30 minutes in one or both directions, from 1 January 2016 to the 31 December 2018.

I am unable to provide you with delay data as we do not record incident delay times.

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. 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 768976 in any future communications.

Yours sincerely



Team Executive - OD SE Business Management Team
OPSSECorrespondenceTeam@highwaysengland.co.uk