

Our ref: 100252

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

www.highways.gov.uk

12 September 2019

Dear [REDACTED]

Thank you for your request for information about a Smart Motorway upgrade on the M25 between Reigate and Orpington, within 2013 and 2015, dated 4 August. I have dealt with your request under the terms of the Freedom of Information Act 2000.

Throughout the majority of the Smart Motorways scheme on the M25 between junctions 5 and 7, there were narrow lanes and a 50mph speed limit.

The main construction works for both the East and West bound carriageway, began on 15 May 2013 and finished on 30 April 2014.

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 100252 in any future communications.

Yours sincerely



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