

Our ref: 100369

[REDACTED]  
[REDACTED]

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

[www.highways.gov.uk](http://www.highways.gov.uk)

22 October 2019

Dear [REDACTED]

Thank you for your request for information about speed restrictions during the M25, junctions 5 to 7 Smart Motorway upgrade, dated 24 September. I have dealt with your request under the terms of the Freedom of Information Act 2000.

Since reviewing your query, I have been advised that one of the dates provided in my response of 12 September, was incorrect, for this I apologise. Please see below, a timeline of events.

### **3 December 2012 to 30 April 2014**

The main construction works took place. This involved various traffic management as works progressed, all under a 50mph speed restriction.

### **November 2014 to Summer 2015**

Additional resurfacing works took place between junctions 5 and 6, which included the slip roads at junction 5. These works took place at night with no traffic management or speed restrictions in place during the day.

Any speed restrictions witnessed after 30 April 2014 during the day, may have been as a result of congestion or incident management. This would have caused the Smart Motorways overhead gantries to display speed restrictions.

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 100369 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

Team Executive - OD SE Business Management Team  
[OPSSECorrespondenceTeam@highwaysengland.co.uk](mailto:OPSSECorrespondenceTeam@highwaysengland.co.uk)