



# Motorway recovery

**Never attempt recovery from a live lane – wait until the scene has been made safe by traffic officers or the police.**

## 1. Preventative measures

Where possible, before deployment contact your Highways England Regional Operations Centre with incident details.

These could include vehicle location, vehicle registration, an indication of the vehicle fault if known. We will record details of the vehicle driver and recovery driver if these are available.

It is useful for us to have an idea of your recovery strategy. Tell us what your initial recovery plan looks like. Are you attending to assess or remove, are you sending a fitter in a van, heavy or large recovery vehicles and is an incident manager making to scene?

If you know it, then advise Highways England of your estimated time to scene or to any agreed rendezvous point (RVP). What support are you likely to require from Traffic Officers, this may be a patrol on scene or at any agreed RVP. We can then discuss options we have to assist – this might be lane closures, rolling road blocks or something else.

East Region.....	0170 760 8507	South East Region.....	01883 74 5313
East Midlands Region .....	0115 855 2014	South West Region.....	0117 316 5708
North East Region .....	01924 24 3715	West Midlands Region .....	0121 421 8808
North West Region .....	01925 29 8014		

## 2. Initial response

We strongly suggest that an agreement is made to confirm where responders are to meet. Make it clear to all involved where the RVP is. This may be at an upstream junction, motorway service area, off network location or somewhere else.

This allows for a discussion to take place to confirm an approach strategy, an incident response plan and importantly, an exit plan.

When recovery is complete, what support is required to get you safely away from the location.

### Marker posts:

Our location systems work using marker posts in the first instance. If you are able to provide them, pass on the numbers and letter on any marker post to enable Highways England to accurately pinpoint any location.



## 3. Scene management

This will generally require a dynamic response as further details become available and a clear picture of the recovery is established.

Traffic Officer patrols will determine and request signal settings, traffic management deployment (cones, lights etc) and advise recovery of what is confirmed to be in place.

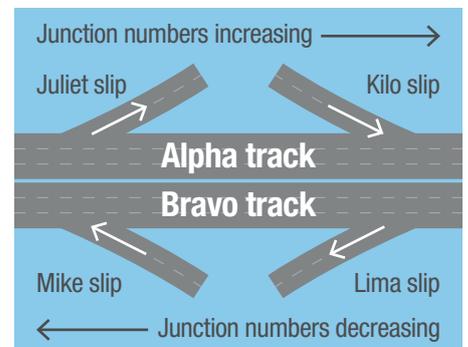
Highways England will always place the safety of responders and road users above all else.

**We will assess any impact on traffic volume and flow as an integral part of our incident response plan.**

### General terminology:

Carriageway on which junction numbers are:  
Ascending or increasing = **Alpha track**  
Descending or decreasing = **Bravo track**

**Slip roads:** Highways England use Juliet, Kilo, Lima and Mike to determine slip roads.



## 4. Restoration to normality

Using current guidelines, let Highways England know when you are ready to leave any emergency area. If a Traffic Officer patrol is on scene, then discuss with them what support is required. If the patrol was not required or has left scene then call the Operations Centre

using the dedicated telephone number provided or emergency roadside telephone to discuss your plans and any support required to allow you to exit the emergency area safely.