

## Safe vehicle recovery operations on motorways: Traffic officer assistance

When attending an incident and assistance is required from Highways England, call the 'Recovery in' line at the regional operations centre relevant to your location:

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

### Incident access through red X signals

- **DO NOT drive in a lane closed by a red X without permission.**  
With permission, display warning beacons and dipped headlights, and exercise extreme caution, never exceeding 20 mph. Vehicle details are recorded automatically in case of enforcement.
- **Reverse access** is a way of accessing an incident if the carriageway is blocked, via the downstream junction on-slip. When given permission to use it, you will be met and escorted to the scene. Proceed with extreme caution, as above.

### Entering and exiting an emergency area

- **When the dynamic hard shoulder IS NOT in use** - exit the emergency area and re-join the carriageway as normal, using the hard shoulder to accelerate.
- **When the dynamic hard shoulder IS in use or where there is NO hard shoulder** - contact us before entering or leaving the emergency area. We will provide advice or assistance as necessary, which may include setting variable message signs. If the casualty vehicle is repaired, instruct the customer on how to re-join the carriageway safely.

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

