



Who you gonna call?

Advice for people
with mobility issues
using England's
motorways

Pop-out and keep card inside



Keep us all moving on the motorways

Highways England looks after England's motorways and A-roads.

Breakdowns and emergencies on our motorways aren't common but we understand that, as a driver with, or a driver of a person with a mobility issue, you may have some particular concerns when you set out on the road.

Preparing well for your journey and knowing what to do in an emergency can help you feel more confident when you travel.



Find out more at:

highwaysengland.co.uk/motorways

Check the latest motorway traffic conditions at

trafficengland.com

Follow us on twitter [@highwaysengland](https://twitter.com/highwaysengland) for the latest updates.

Things to do before you set off...

You and your journey – Make sure you are well rested and have any medication you need with you. Plan your route before leaving, and identify places to take a break during your journey. Check the latest traffic conditions too.

Tyres – Check your tyres are not too worn or damaged and that they're properly inflated.

Fuel, oil and water – Always keep your fuel tank at least one-quarter full to avoid running out during your journey. Check your oil level before setting off and make sure your screen wash is topped up.

Lights – Check all your lights work properly, they're essential for you to see and be seen.

What to do with the pop-out contact card

Remove the card from this leaflet by gently tearing along the perforations.

We've added advice and numbers to call for different situations to the card.

Add your vehicle insurance company and recovery provider details (in pencil if you change them regularly) and keep the card somewhere handy like your wallet or purse, or inside the door pocket of your vehicle.

Store useful numbers including Highways England's customer contact centre number in your phone so you'll always have them to hand.



Here to help

Our Traffic Officers are here to support road users and keep them safe whilst our control centre teams monitor the roads.

Our customer contact centre team are here to answer your questions on **0300 123 5000**

*Highways England

Leave vehicle on the left and wait behind barrier if possible / safe.

If you break down or your vehicle is damaged and you're on the motorway **hard shoulder or in an emergency area** call: **0300 123 5000***

Hard shoulder or emergency area

Live traffic lane or other danger

If you break down or your vehicle is damaged and you're in a **live lane** or **you feel in danger** call:

999 from your mobile immediately.

Keep seatbelts on. Turn on your hazard warning lights.

Top tips for motorway driving

The electronic signs and signals are there to guide your journey. Make sure you observe the variable speed limits.

Don't ignore the red X. It means a lane is closed. It is illegal to drive in a closed lane.

Keep in the left-hand lane unless you are overtaking.

We all share the motorway. Give other vehicles space to travel safely.

My vehicle insurance details

Company name:

.....

Name of policy holder:

.....

Policy number:

.....

Company phone no.:

.....

My breakdown service

Company name:

.....

Name of policy holder:

.....

Policy number:

.....

Company phone no.:

.....

Remove the card by gently tearing it along the perforations.

Breakdown basics for motorway driving

What to do if the vehicle you are in breaks down or is damaged on the motorway.

Turn on your hazard lights and pull into an emergency area or exit the motorway at a service station or junction.

Emergency areas are marked with blue signs showing an orange SOS telephone symbol.

If your vehicle breaks down at the roadside or hard-shoulder, use the left-hand door to exit the vehicle where you can and if it's safe to do so.

Get away from the road and use an SOS telephone or call Highways England on **0300 123 5000**.

If you can't reach the left-side of the road, are unable to leave your vehicle or you feel in danger, keep your hazard lights and seatbelts on, stay in your vehicle and call **999** from your mobile immediately.

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