

A27

## Chichester Bypass Improvement Scheme

We want to hear your views

July - September 2016

### About us

**H**ighways England is the government company charged with operating, maintaining and improving England's motorways and major A roads. Formerly the Highways Agency, we became a government company in April 2015.

### Summary

We are consulting on different scheme proposals to improve the A27 Chichester bypass in West Sussex. There are important choices to be made, and your views will help us and the Secretary of State for Transport decide which option to take forward.

### We want to hear your views

We're carrying out a public consultation to obtain feedback on the proposed options for the A27 Chichester Bypass Improvement Scheme. Views and comments received during the public consultation will be considered and summarised in our public consultation report. After taking your views into account, we will present the public consultation report to the Secretary of State for Transport who will make the final decision and issue a Preferred Route Announcement, which is expected in early 2017.

**The consultation will run for 10 weeks, from 14 July until 22 September 2016.**

For full details of the scheme please refer to our web page [www.highways.gov.uk/a27chichester](http://www.highways.gov.uk/a27chichester)



Chichester bypass



You can use the following methods to contact us or to respond to the public consultation:

- complete the questionnaire at the back of this brochure and send to us via the freepost envelope provided

You can also:

- attend a public consultation event and complete a questionnaire
- complete the consultation questionnaire online at [www.highways.gov.uk/a27chichester](http://www.highways.gov.uk/a27chichester)
- email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk)
- call **0300 123 5000** (9.00am - 5.00pm, Monday to Friday)

## Chichester and the A27

The A27 Chichester bypass is a stretch of dual carriageway of just over 3 miles (5.5km) located south of Chichester. The Chichester bypass has 5 roundabouts at Fishbourne Road (A259), Stockbridge Road (A286), Whyke Road (B2145), Bognor Road (A259), and Portfield (A258). There is also a traffic signal controlled junction at Oving Road (B2144).

Congestion and extensive queuing occur daily at most of the junctions along the bypass, especially during the seasonal peaks.

The traffic volumes and congestion on the bypass also have an impact on air quality and noise in the surrounding areas of Chichester. As a consequence, Chichester District Council has declared air quality management areas (AQMAs) at the Stockbridge Road junction, St Pancras and Orchard Street. Some sections of the A27 around Chichester are also identified as noise important areas by the Department for Environment, Food and Rural Affairs.

## Scheme history

The A27 Chichester bypass improvement has a long history dating back to the 2000 South Coast Multi Modal Study. Following a number of iterations, the scheme was included in the 2013 White Paper *Investing in Britain's Future* and the 2014 *Road Investment Strategy*.

We have developed a number of options to help improve capacity along the bypass, while supporting the planned development growth, particularly housing, within The Chichester Local Plan.

In the government's 2014 announcement of the *2015-2020 Road Investment Strategy*, Highways England has committed to upgrading 4 junctions on the bypass. However, the initial development phases investigated all alternatives to ensure all possible opportunities for improvements were given due consideration.

A consultation on 6 options – 3 upgrading the existing route, 2 new routes to the north and a hybrid option containing existing elements and a new route to the south – planned for March 2016 was postponed. This was because after detailed consideration of these options, the available budget and the criteria set out in the government's *2015-2020 Road Investment Strategy*, we discounted new route options as not being viable and are focusing on improvements along the route of the existing A27. This consultation will ensure we consult on options that provide the best possible solution for the budget available.

## Regional and national benefits

The A27 Chichester bypass is included in the government's *2015-2020 Road Investment Strategy*, which states that England's strategic road network requires upgrading and improving to ensure it can deliver the performance needed to support the nation in the 21st century. The A27 Chichester bypass improvement scheme is part of a programme of investments in the area, including schemes in Arundel as well as Worthing and Lancing.

The Chichester Bypass scheme aims to:

- improve capacity and support the growth of regional economies
- improve road safety
- reduce adverse environmental impacts
- improve journey time reliability on the strategic road network
- facilitate timely delivery of the scheme to enable provision of housing to meet demand, in line with the Chichester Local Plan and in line with the *Highways England Delivery Plan*
- improve regional connectivity
- improve accessibility to areas with tourist activity

## Benefits for Chichester

We have worked in partnership with West Sussex County Council and Chichester District Council to develop the following objectives and to ensure the option brought forward meets local requirements.

### Transport

- Improve capacity on the A27 Chichester bypass and local road network
- Improve journey time reliability for road users in the area and beyond

### Safety

- Improve road safety during construction, operation and maintenance for all involved, including:
  - road workers
  - all road users
  - all other stakeholders

### Community and environment

- Address existing AQMAs and ensure no further AQMAs are created as a result of the scheme

- Address existing noise important areas and ensure no further noise important areas are created as a consequence of the scheme

## Economic

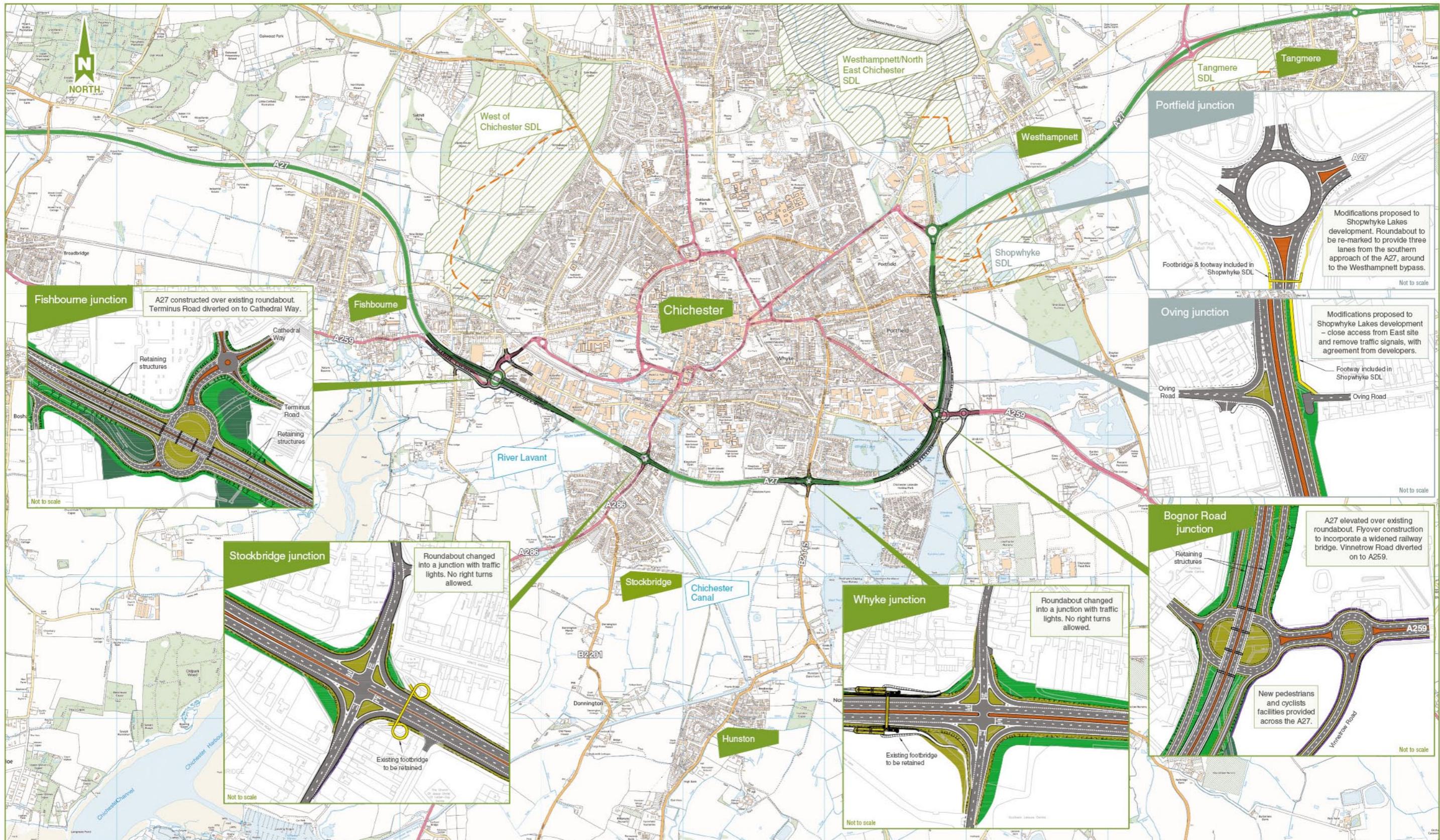
- Improve capacity and support the growth of the regional economy by:
  - facilitating timely delivery of the scheme to enable provision of housing to meet demand, in line with the Chichester Local Plan
  - improving connectivity with local roads, including for non-motorised users
  - improving accessibility to tourist attractions

## The proposed options

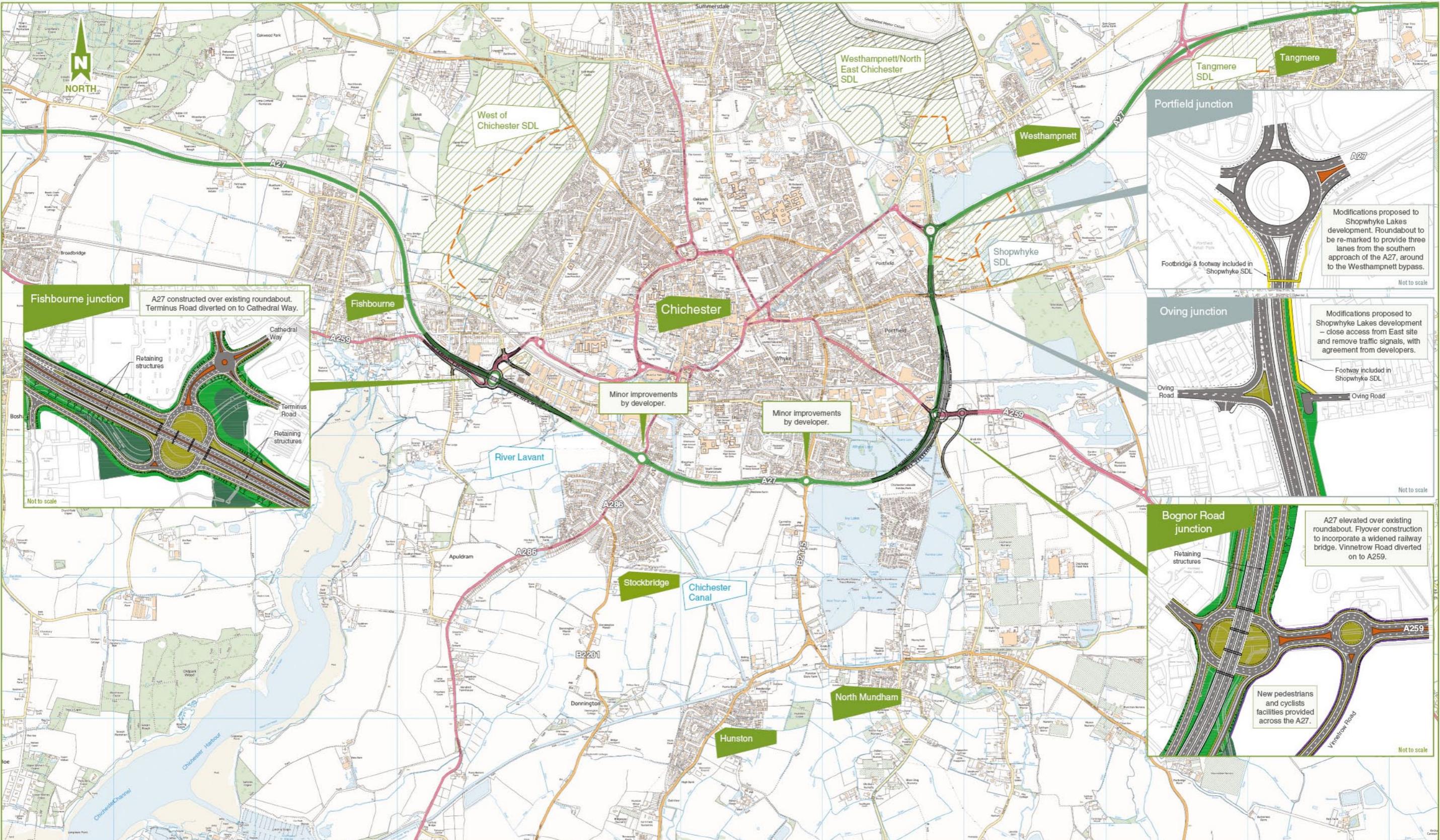
Since 2014, we have been developing and assessing options that have the potential to address the issues identified on the A27 Chichester bypass. To inform the option development process we have met with local authorities, statutory environmental bodies, emergency services, business groups and utility companies to understand the constraints, local priorities and their development plans.

We considered over 20 options that had the potential to achieve our national, regional and local objectives. These were shortlisted to 6 options based on the Department for Transport's (DfT) criteria. The shortlisted options were those considered most likely to achieve the scheme's objectives. Following further consideration of budget and the criteria in the *2015-2020 Road Investment Strategy*, we have retained 5 options which are improvements to the existing road.

We have assessed each of the short-listed options with regards to their economic, traffic, safety, environmental and community impacts. The assessment has also taken into account the significant growth and development plans for the region.



You can compare the benefits and effects of the different options using the table on page 14 of the brochure



#### Key

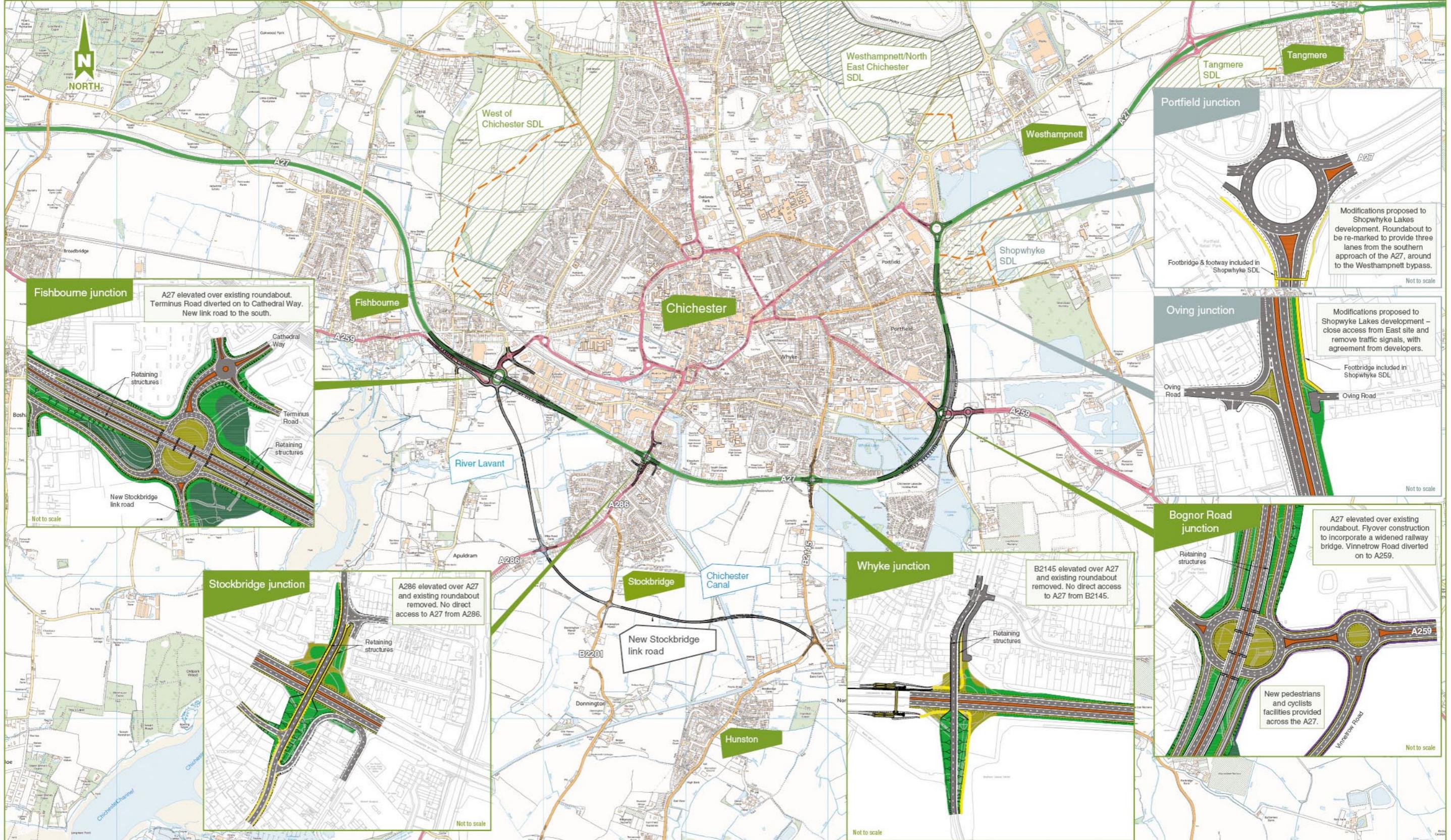
- Strategic Development Locations (SDL) from the Chichester Local Plan 2014-2029
- Access roads to SDL as indicated in Local Plans
- 400m noise buffer from Goodwood Motor Circuit

- Woodland
- Grass
- Trees/shrubs
- Hedgerow
- Hedgerow with trees
- Road surface
- Central reserves/islands
- Footways/cycleways



You can compare the benefits and effects of the different options using the table on page 14 of the brochure

A27 Scheme: option 1A  
Indicative design



#### Key



Strategic Development Locations (SDL) from the Chichester Local Plan 2014-2029



Access roads to SDL as indicated in Local Plans



400m noise buffer from Goodwood Motor Circuit

Woodland

Grass

Trees/shrubs

Hedgerow

Hedgerow with trees

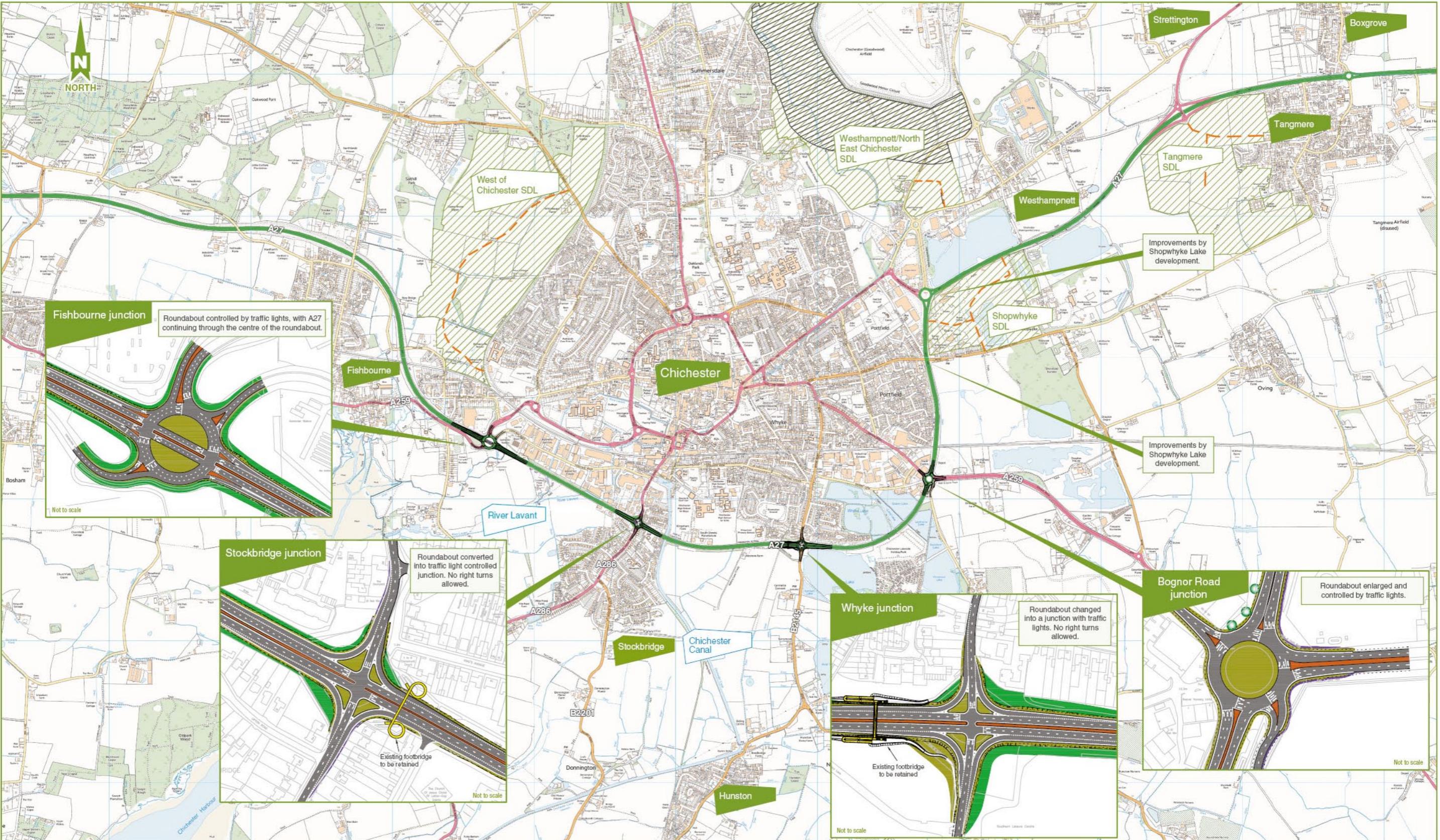
Road surface

Central reserves/islands

Footways/cycleways



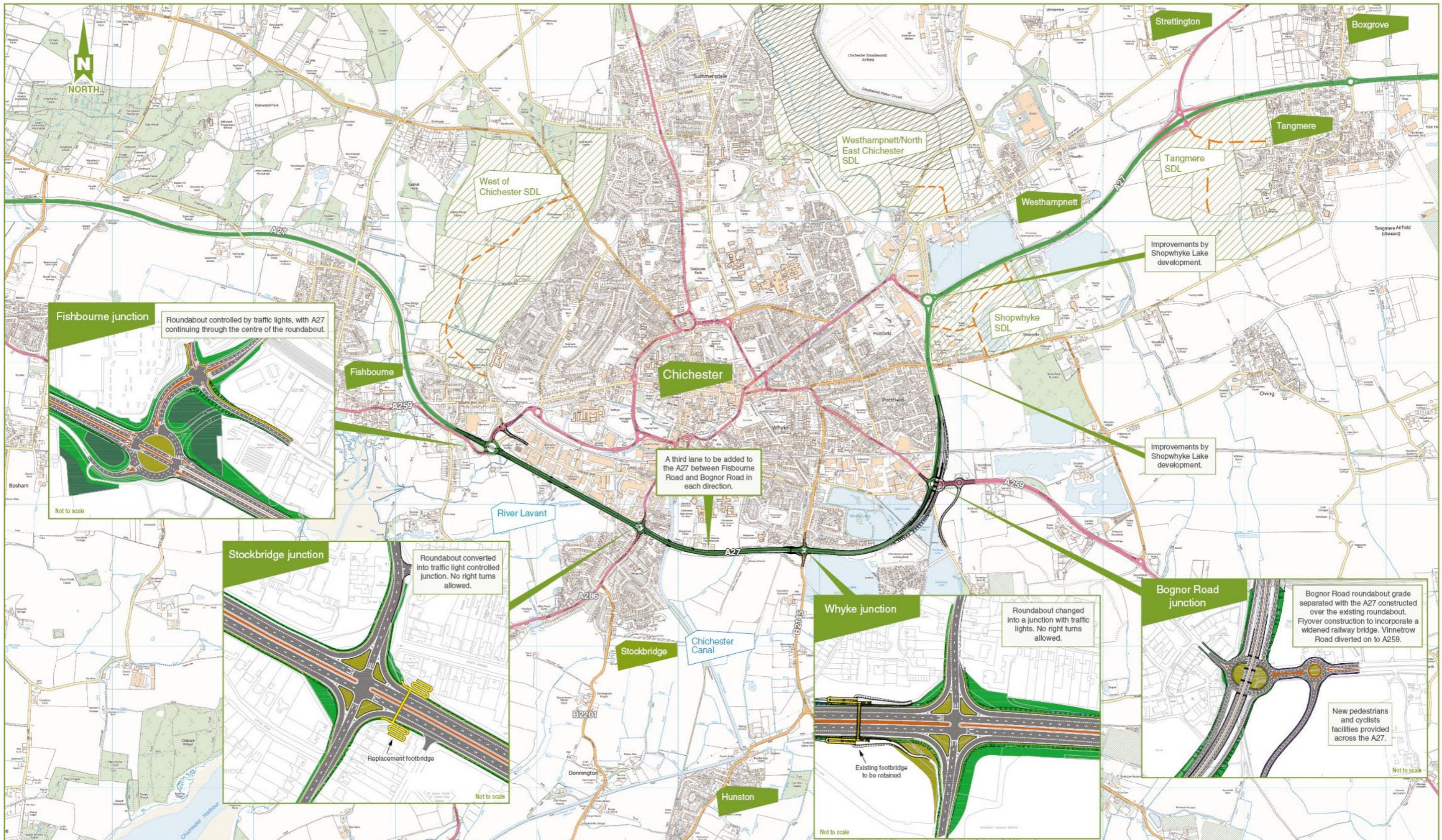
You can compare the benefits and effects of the different options using the table on page 14 of the brochure



Key	
	Strategic Development Locations (SDL) from the Chichester Local Plan 2014-2029
	Access roads to SDL as indicated in Local Plans
	400m noise buffer from Goodwood Motor Circuit
	Woodland
	Grass
	Trees/shrubs
	Hedgerow
	Hedgerow with trees
	Road surface
	Central reserves/islands
	Footways/cycleways

You can compare the benefits and effects of the different options using the table on page 14 of the brochure

**A27 Scheme: option 3**  
Indicative design



Key	
	Strategic Development Locations (SDL) from the Chichester Local Plan 2014-2029
	Access roads to SDL as indicated in Local Plans
	400m noise buffer from Goodwood Motor Circuit
	Woodland
	Road surface
	Grass
	Central reserves/islands
	Trees/shrubs
	Hedgerow
	Hedgerow with trees
	Footways/cycleways

*i* You can compare the benefits and effects of the different options using the table on page 14 of the brochure

## A27 Scheme: option 3A

Indicative design

## The benefits and effects of the different options

### Glossary

AQMA - Air Quality Management Area  
 NO<sub>2</sub> - Nitrogen Dioxide  
 SNCI - Site of Nature Conservation Importance  
 SLR - Stockbridge link road

Flood Zone 2 - Areas with a 1%-0.1% chance of river flooding, or a 0.5%-0.1% probability of sea flooding, in any one year  
 Flood Zone 3 - Areas with a >1% or greater chance of river flooding, or a >0.5% greater chance of sea flooding in any one year

Feature	Option 1	Option 1A	Option 2	Option 3	Option 3A
Air quality	Not significant beneficial effects as several properties in the St Pancras AQMA would experience improvements, however there would be a deterioration in air quality at Stockbridge AQMA, where NO <sub>2</sub> levels would slightly increase.	Not significant adverse effects as there would be improved air quality in the St Pancras AQMA, although several properties in the Stockbridge AQMA would experience a deterioration in air quality, with increased NO <sub>2</sub> levels.	Not significant beneficial effects as there would be an overall benefit to air quality, with several properties in the St Pancras AQMA experiencing benefits from reduced NO <sub>2</sub> levels.	Not significant beneficial effects as several properties in the St Pancras AQMA would experience improvements, however there would be a deterioration in air quality at Stockbridge AQMA, where NO <sub>2</sub> levels would slightly increase.	Not significant beneficial effects as several properties in the St Pancras AQMA would experience improvements, however there would be a deterioration in air quality at Stockbridge AQMA, where NO <sub>2</sub> levels would slightly increase.
Cultural heritage	Significant adverse effects on Fishbourne Conservation Area and the setting of 4 Grade II Listed buildings, and the AoNB from the proposed flyover at Fishbourne junction.	Significant adverse effects on Fishbourne Conservation Area and the setting of 4 Grade II Listed buildings, and on the AoNB from the proposed flyover at Fishbourne junction.	Significant adverse effects on Fishbourne and Chichester Conservation Areas, the setting of 5 Grade II Listed buildings, and the AoNB from the proposed flyover at Fishbourne junction.	No significant effects upon the historic environment anticipated.	Significant adverse effects on Chichester Conservation Area.
Landscape	Significant adverse effects due to proposed flyovers at Fishbourne and Bognor junctions.	Significant adverse effects due to proposed flyovers at Fishbourne and Bognor junctions.	Significant adverse effects due to proposed SLR and flyovers at Fishbourne, Stockbridge, Whyke and Bognor junctions.	Only limited effects anticipated.	Significant adverse effects due to proposed flyover at Bognor junction.
Nature conservation	Significant adverse effects on Chichester Gravel Pits and Leythorne Meadow SNCI, and Fishbourne Meadow SNCI.	Significant adverse effects on Chichester Gravel Pits and Leythorne Meadow SNCI, and Fishbourne Meadow SNCI.	Significant adverse effects on Chichester Gravel Pits and Leythorne Meadow SNCI, and Fishbourne Meadow SNCI. There would be loss of hedgerow and other habitat from the creation of the SLR.	Would not have a direct or indirect effect on designated sites within the study area.	Significant adverse effects on Chichester Gravel Pits and Leythorne Meadow SNCI.
Geology and Soils	There is contaminated land associated with the historic landfills along the route of the A27 between Bognor and Portfield junctions, and the historic fuel depot at Bognor junction.				
Materials	Effects associated with the transportation of materials and imports of primary aggregates and/or fill material, and exports of surplus waste material have been identified for all route options.				
Noise and vibration	There would be an overall reduction in noise levels, due to the implementation of mitigation measures such as noise screening and thin course road surfacing, which can reduce noise levels.	There would be an overall reduction in noise levels, due to the implementation of mitigation measures such as noise screening and thin course road surfacing, which can reduce noise levels.	There would be an overall reduction in noise levels, due to the implementation of mitigation measures such as noise screening and thin course road surfacing, which can reduce noise levels.	Lower potential for changes to noise levels, due to the limited scale of the improvement works.	There would be an overall reduction in noise levels, due to the implementation of mitigation measures such as noise screening and thin course road surfacing, which can reduce noise levels.
Effects on all travellers	Not significant adverse effects on public rights of way and drivers due to construction works being carried out while the A27 remains open. However, any loss of public rights of way or crossing facilities would be replaced where possible, to reduce severance caused by the A27. Safety is a primary consideration when designing new non-motorised user facilities.				
Community and private assets	Significant adverse effects are anticipated in terms of community severance and private assets, with the anticipated loss of 5 buildings.	Significant adverse effects are anticipated in terms of community severance and private assets, with the anticipated loss of 5 buildings.	Significant adverse effects are anticipated in terms of community severance and private assets, with the anticipated loss of 20 buildings.	Significant adverse effects are anticipated in terms of community severance and private assets, although no buildings would be lost.	Significant adverse effects are anticipated in terms of community severance and private assets, with the anticipated loss of 2 buildings.
Road drainage and water environment	There are areas of Flood Zone 3 along the proposed route at Stockbridge and Portfield junctions, with Flood Zone 2 located at Whyke, Bognor and Portfield junctions. Finished road levels would therefore ensure no flooding of the carriageway and no blockage of flow paths that may increase flooding elsewhere. Potential effects on water quality would be managed by pollution prevention and best practice construction methods.				
Construction duration	41 months	23 months	41 months	15 months	27 months
Construction costs (millions)	£182m	£139m	£280m	£47m	£172m
BCRs (benefit to cost ratio)	2.5	2.5	2.7	4.1	2.3
Value for money	High	High	High	High	High
Average peak journey change on A27 (minutes)	-4 mins 23 secs	-2 mins 58 secs	-5 mins 40 secs	-2 mins 55 secs	-4 mins 5 secs
On local routes (minutes)	-1 mins 22 secs	-1 mins 9 secs	-2 mins 10 secs	-0 mins 22 secs	-1 mins 14 secs

## Your views are important

We would like to understand your views on the options presented, and whether you think there are other viable alternatives that meet the objectives set for us, based on your knowledge of the area. You can find out more about the options at the formal public consultation exhibitions where our team of experts will be on hand to answer your questions. Although there will be other opportunities to comment on and influence the proposals, this is a key opportunity for you to comment on the future direction of the scheme. We will review and consider all comments received.

## Details of public exhibitions

Meet staff from Highways England to learn about the proposed schemes:

Date	Location	Time	Address
Monday 25 July	Chichester Assembly Rooms	10:00am - 8:00pm	Chichester City Council The Council House, North Street, Chichester, PO19 1LQ
Monday 01 August	Fishbourne Centre	10:00am - 7:00pm	Blackboy Lane, Fishbourne, Chichester, PO18 8BE
Tuesday 02 August	Fishbourne Centre	10:00am - 7:00pm	Blackboy Lane, Fishbourne, Chichester, PO18 8BE
Saturday 06 August	North Mundham Community Centre	10:00am - 2:00pm	School Lane, North Mundham, Chichester, PO20 1LA
Tuesday 09 August	Chichester Baptist Church	10:00am - 7:00pm	Sherborne Road, Chichester, PO19 3AW
Wednesday 10 August	Chichester Baptist Church	10:00am - 7:00pm	Sherborne Road, Chichester, PO19 3AW
Friday 19 August	Boxgrove Village Hall	10:00am - 7:00pm	The St, Boxgrove, Chichester, PO18 0EE
Saturday 20 August	Boxgrove Village Hall	10:00am - 2:00pm	The St, Boxgrove, Chichester, PO18 0EE
Tuesday 30 August	Lavant Memorial Hall	10:00am - 8:00pm	Pook Lane, Lavant, Chichester, PO18 0AH
Wednesday 31 August	Bognor Regis Arena Sports Centre	10:00am - 7:00pm	Westloats Lane, Bognor Regis, PO21 5JD
Friday 02 September	Lavant Memorial Hall	10:00am - 8:00pm	Pook Lane, Lavant, Chichester, PO18 0AH
Monday 05 September	The Selsey Centre	10:00am - 8:00pm	Manor Road, Selsey, Chichester, PO20 0SE
Friday 09 September	Bracklesham Barn	10:00am - 7:00pm	Beech Avenue, Chichester, PO20 8NU
Saturday 10 September	Bracklesham Barn	10:00am - 2:00pm	Beech Avenue, Chichester, PO20 8NU
Wednesday 14 September	Chichester Assembly Rooms	10:00am - 8:00pm	Chichester City Council The Council House, North Street, Chichester, PO19 1LQ
Thursday 15 September	Chichester Assembly Rooms	10:00am - 8:00pm	Chichester City Council The Council House, North Street, Chichester, PO19 1LQ

## Public viewing places

You can also find this brochure and a drop point for surveys from 14 July 2016 until 22 September 2016 at the following community locations:

Location	Address
Chichester City Council Offices	North Street, PO19 1LQ
Chichester Library	Tower Street, PO19 1QJ
Chichester District Council	East Pallant, PO19 1DY
Chichester Tourist Information Centre	Tower Street, PO19 1QH
West Sussex County Council office	County Hall, PO19 1RQ
Witterings Library	East Wittering, PO20 8BT
Selsey Library	School Lane, PO20 9EH

## How will you use my response?

All views and comments received help us to:

- make sure potential impacts on the community and environment have been fully considered
- ensure the final scheme design is updated with all relevant responses where applicable
- ensure the final environmental statement takes into account impacts or mitigation measures that you have told us about
- record how we have considered feedback to develop the scheme further within our consultation report

## What happens after the public consultation?

We will review the responses and report our findings and conclusions to the DfT. Should the DfT find that there is a compelling case for the

scheme and a suitable option, they will announce a preferred route.

Following a preferred route announcement we will develop detailed proposals for the scheme. This will include surveys and investigations to allow us to design the proposals in more detail. We will consult further on these detailed proposals and you will have additional opportunity to influence their development. After this consultation, we will apply for a Development Consent Order (DCO).

The application for a DCO will be examined by the independent Planning Inspectorate. During the examination, the Planning Inspectorate will ask for representations from interested parties and this provides another opportunity for you to have your say. After this examination, the Planning Inspectorate will make a recommendation to the Secretary of State for Transport, who makes the final decision on the scheme. Only once the DCO is granted will we be given consent to construct the scheme. This consent will also allow us to compulsorily purchase any land required.

Full public consultation on the scheme options	Dates
The preferred route is announced by Minister for Roads	End of 2016
The preferred route designed in more detail	2017 (dates to be confirmed)
Full public consultation on the preferred route	2017 (dates to be confirmed)
An application is sent to Planning Inspectorate	2017/2018 (dates to be confirmed)
Start of works (if planning consent is granted)	2019
Works complete and open for traffic	2021-2023 (depending on which option is selected)



## Contact information

You can use the following methods to contact us or to respond to the public consultation:

- complete the questionnaire at the back of this brochure and send to us via the freepost envelope provided

You can also:

- attend a public consultation event and complete a questionnaire
- complete the consultation questionnaire online at [www.highways.gov.uk/a27chichester](http://www.highways.gov.uk/a27chichester)
- email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk)
- call 0300 123 5000 (9.00am - 5.00pm, Monday to Friday)



## A27 Chichester bypass improvement scheme questionnaire

The consultation will run from 14 July to 22 September 2016. The closing date for responses is 11.59pm on 22 September 2016. Please complete your contact details below. If you would prefer not to give these details, please provide your postcode only.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone (optional): \_\_\_\_\_

Email (optional): \_\_\_\_\_

Organisation (if applicable): \_\_\_\_\_

The information you provide will be kept in a secure environment only accessible by Highways England and the specific contractor(s) working with us on this project. Your personal information will not be shared with any other individuals or organisations, beyond the provisions set out in the Freedom of Information Act 2000 and Environmental Information Regulations 2004. The information you submit will only be used in support of the purpose specified in the survey. Personal details are collected only to ensure entries are not duplicated and in order to contact correspondents if necessary. All personal details will be deleted at the end of the survey analysis period.

### About the scheme

**A1.** Do you think there is a problem with congestion on the A27 Chichester bypass? Please tick ✓

Yes

No

**A2.** Which issues around the A27 Chichester bypass scheme are you most concerned about?

	Very concerned	Concerned	No opinion	Little concern	No concern
Limited capacity					
Limited opportunities for economic growth					
Congestion					
Construction impact					
Ecology					
Landscape and scenery					
Historic properties/features					
Impact of scheme on residential properties					
Road safety					
Regional connectivity					

**A3.** Please refer to the 5 schemes that start on page 4 of this brochure. If you think a scheme will help achieve one or more of the objectives below, please tick the appropriate box. If you think an option will not achieve one or more of the objectives, please put a cross in the appropriate box. You do not have to put a tick or cross in every box.

	Improve congestion	Support economic growth	Improve journey times	Enable provision of housing to meet demand	Improve regional connectivity	Improve road safety	Reduce adverse environmental impacts
<i>Example</i>	✗	✓		✓		✓	✗
Option 1							
Option 1A							
Option 2							
Option 3							
Option 3A							

**A4.** Do you have any comments on the schemes? Please note them below:

Scheme option	Comments
Option 1	
Option 1A	
Option 2	
Option 3	
Option 3A	

**A5.** Tell us your preferred option (please tick one):

Scheme option	Please tick one
Option 1	
Option 1A	
Option 2	
Option 3	
Option 3A	
No option	

Please share your views on any alternative improvements we should consider.

#### About the consultation

**B1.** How did you find out about the A27 Chichester bypass improvement scheme consultation (please tick as many as required)?

- Letter through door
- Local newspaper advert
- West Sussex County Council website or email
- Chichester District Council website or email
- Local radio
- Highways England website
- Poster
- Local community group
- Public notice
- Others (please state) \_\_\_\_\_

**B2.** Have you found the consultation materials useful in answering your questions?

Yes      To a certain extent      No  
           

**B3.** Have you found any of our public exhibitions helpful in addressing your questions?

Yes      To a certain extent      No  
           

**B4.** Please tell us about your travel habits.

How frequently do you:	Every day	More than 3 times a week	Less than 3 times a week	Less than once a week	Less than once a month	Never
Drive on local roads to places inside the Chichester district?						
Drive to places outside the Chichester district?						
Cycle						
Walk						
Take local buses						
Use a train						

Thank you for completing this consultation questionnaire.

You can submit your completed questionnaire:

- online at: [www.highways.gov.uk/a27chichester](http://www.highways.gov.uk/a27chichester)
- in the freepost envelope provided at the community drop points
- or you can drop it off at any of the public exhibitions or public viewing places listed on page 16 of this brochure

Your views help shape the scheme. All consultation questionnaires received are formally recorded and in accordance with data protection your personal details are used solely in connection with the consultation process.

**Equality and diversity**

To ensure we are meeting our diversity guidelines please help us by filling in the following section of this questionnaire. You are not obliged to complete this; the information will only be used by Highways England to monitor its effectiveness at consulting with the whole community. This information will not be used for any other purpose and in publishing the results individuals will not be identified.

**C1. Age**

Under 18	18-24	25-34	35-44	45-54	55-64	Over 65
<input type="checkbox"/>						

**C2. Gender**

Male	Female	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C3. Please tick which group you consider you belong:**

**British or Mixed British**

English	Irish	Scottish	Welsh	Other (specify if you wish)
<input type="checkbox"/> _____				

**South Asian**

Bangladeshi	Indian	Pakistan	Other (specify if you wish)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

**Black**

African	Caribbean	Other (specify if you wish)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

**East Asian**

Chinese	Japanese	Other (specify if you wish)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

**Mixed**

Please specify if you wish  
 \_\_\_\_\_

**Any other ethnic background**

Please specify if you wish  
 \_\_\_\_\_

**C4. Do you follow a religion or faith?**

Yes	No	If 'yes', specify if you wish	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____	<input type="checkbox"/>

**C5. Do you consider yourself to have a disability?**

Yes	No	If 'yes', specify if you wish	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____	<input type="checkbox"/>

If you need help accessing this or any other Highways England information, please call **0300 123 5000** and we will help you.

## Contact us

If you have any queries relating to the A27 Chichester improvement scheme, please do not hesitate to contact us at **A27ChichesterBypassImprovements@highwaysengland.co.uk**

For the latest information and updates, please visit our website  
**www.highways.gov.uk/a27chichester**

This document is also available on our website at  
**www.gov.uk/highways**

If you have any queries relating to Highways England, you should contact the information line on  
**0300 123 5000**

or alternatively email  
**info@highwaysengland.co.uk**

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\*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone. Calls may be recorded or monitored.

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