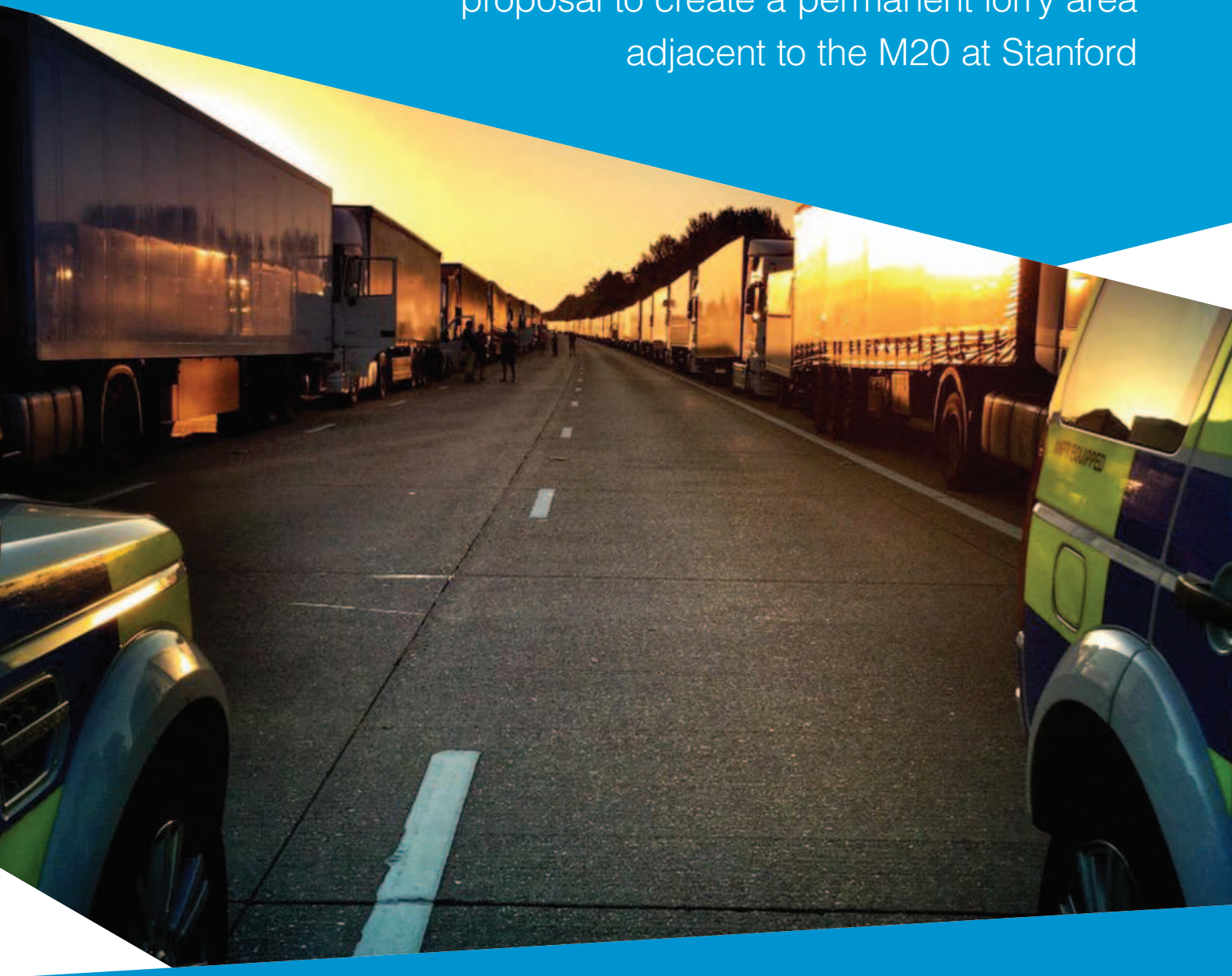
highways england

# Managing freight vehicles through Kent

## A Highways England consultation on a proposal to create a permanent lorry area adjacent to the M20 at Stanford



December 2015

## Contents

## 1. About us

Formerly the Highways Agency, Highways England is the government company charged with operating, maintaining and improving England's motorways and major A roads. We also manage - and help prevent - incidents on England's motorways through our Traffic Officer service.

Highways England manage the same road network as the Highways Agency. This network is around 4,300 miles long. It includes the A2, M2 - and M26, M20 and A20 – that provide the main access routes to the Port of Dover and Eurotunnel.

## 2. Why we are consulting

A significant cause of congestion and delay on the roads in Kent is delay at the Port of Dover and Eurotunnel, often caused by factors such as severe weather or disruption to services at the terminals. Any delay to ferries and Eurotunnel services causes queues of lorries that are too great to be accommodated within those locations. These lorries are currently queued on the M20 using the procedure known as Operation Stack, but this has proved an unsatisfactory method to many stakeholders, including residents, local businesses and lorry drivers.

In the 2015 Autumn Statement the Government set funds aside to build a permanent area where lorries can wait their turn to cross the Channel and do not cause disruption to local people or the economy.

The Government wishes to fully test the case for a permanent lorry area and to understand the views of the community and other stakeholders on the sites and alternative uses set out in this consultation.

Highways England will provide any agreed permanent lorry area using the powers available under Section 115 of the Highways Act 1980 taking account of Section 105A of the Act regarding Environmental Impact Assessments. This consultation, while taking into account normal good practice and, for example, the 2010 Equality Act, is a non-statutory consultation. In due course it will be followed by a formal consultation on the preferred site that will include greater detail on its design, layout and operation, and any associated, necessary highway works.

## 3. How you can get involved

Your views are really important to us.

We have prepared a questionnaire response form that accompanies this consultation document; available online or in hardcopy format. It will help us to process and understand your views if you use the questionnaire, referring to those aspects of our proposals that you support as well as those you may have questions or concerns about. Alternatively you may respond to us by email or letter.

Should this scheme be progressed there will be further formal consultation on the detailed proposals, but responding to this consultation is your best opportunity to have your say on a wider range of possibilities as laid out in this document.

The consultation period runs from 11 December 2015 until 25 January 2016.

Please respond by one of the methods below:

Online: www.gov.uk and then search for 'Managing freight vehicles through Kent'.

By email: m20lorryarea@highwaysengland.co.uk

By post: M20 Lorry Area, Highways England, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4LZ

**All responses to this consultation must be received by midnight on Monday 25 January 2016.**

If you need a questionnaire response form or have any other queries please contact the Highways England Customer Information Line on 0300 123 5000 (Lines are open 24 hours per day, 7 days a week).

# 4. Background

On average around 10,800 (5,400 in each direction[1]) freight vehicles cross the Dover Straits every day, as this provides the shortest, quickest and cheapest route to the continent. In 2014, the Port of Dover and Eurotunnel handled record numbers of freight vehicles and both predict a potential doubling of freight vehicles over the next decade[2,3]. While extra parking is being provided within both facilities, factors such as severe weather, industrial action or operational problems disrupt their services from time to time. As a consequence queues of lorries that are too great to be accommodated within Eurotunnel or the Port of Dover can form. The lorries and other traffic are then managed by many organisations including Kent Police, Kent County Council and Highways England.

# 5. Current traffic management response

Depending upon the nature, location and scale of the problem, traffic in Kent is managed in the following ways:

- **Localised, small scale incidents** – the Police, our Traffic Officer Service, Kent County Council Highways and others will deal with each situation, as appropriate, separately or jointly, based upon agreed ways of working: for example to clear accidents or manage congestion.

- **Queuing back on to the M20 from the Eurotunnel terminal** – Occasionally the queue of lorries from the Eurotunnel toll booths extends on to the M20 at Junction 11a. Lorries queue informally on the hardshoulder and the motorway signals are set to warn approaching drivers.

- **Dover 'TAP' (Traffic Assessment Project)** – Port-bound lorries are queued in the nearside lane of the A20 approaching Dover; forming a "rolling road" with lorries entering the town and port as capacity allows. It was introduced as a trial in April 2015 and has been used regularly ever since. It responds quickly to short term freight capacity shortage at the port. TAP is currently a temporary solution (although plans are being considered to continue its operation), and it has insufficient capacity to deal with more major disruption such as that which causes Operation Stack to be implemented.

- **Operation Stack** – Introduced in the late 1980s, Operation Stack is used in response to occasional major disruption. Historically it has typically been used for a few days a year and only for a day at a time; accommodating up to about 2,000 lorries[4].

  However between January and November 2015 Operation Stack was implemented on a record 32 days. This included three implementations each lasting five days; and on two occasions, both carriageways were closed to general traffic and used to accommodate over 5,000 lorries[5].

Operation Stack causes a lot of disruption to residents and businesses in Kent. Other traffic is unable to use the motorway and local roads become severely congested. This results in disturbance, increased travel times, missed appointments, late deliveries and a general negative impact on residents, businesses and visitors in Kent.

- **Use of Manston Airport** – Manston is an existing, currently vacant, paved area that has the capacity to accommodate a large amount of Port of Dover traffic. The government has agreed with the site owners that it will temporarily be made available to work as part of Operation Stack but recognises that it is not ideally located (for example it cannot serve Eurotunnel) and does not provide any more than a short-term interim relief measure.

The map below shows the main road network in Kent, the cross-Channel ports and the location of the current traffic management responses.

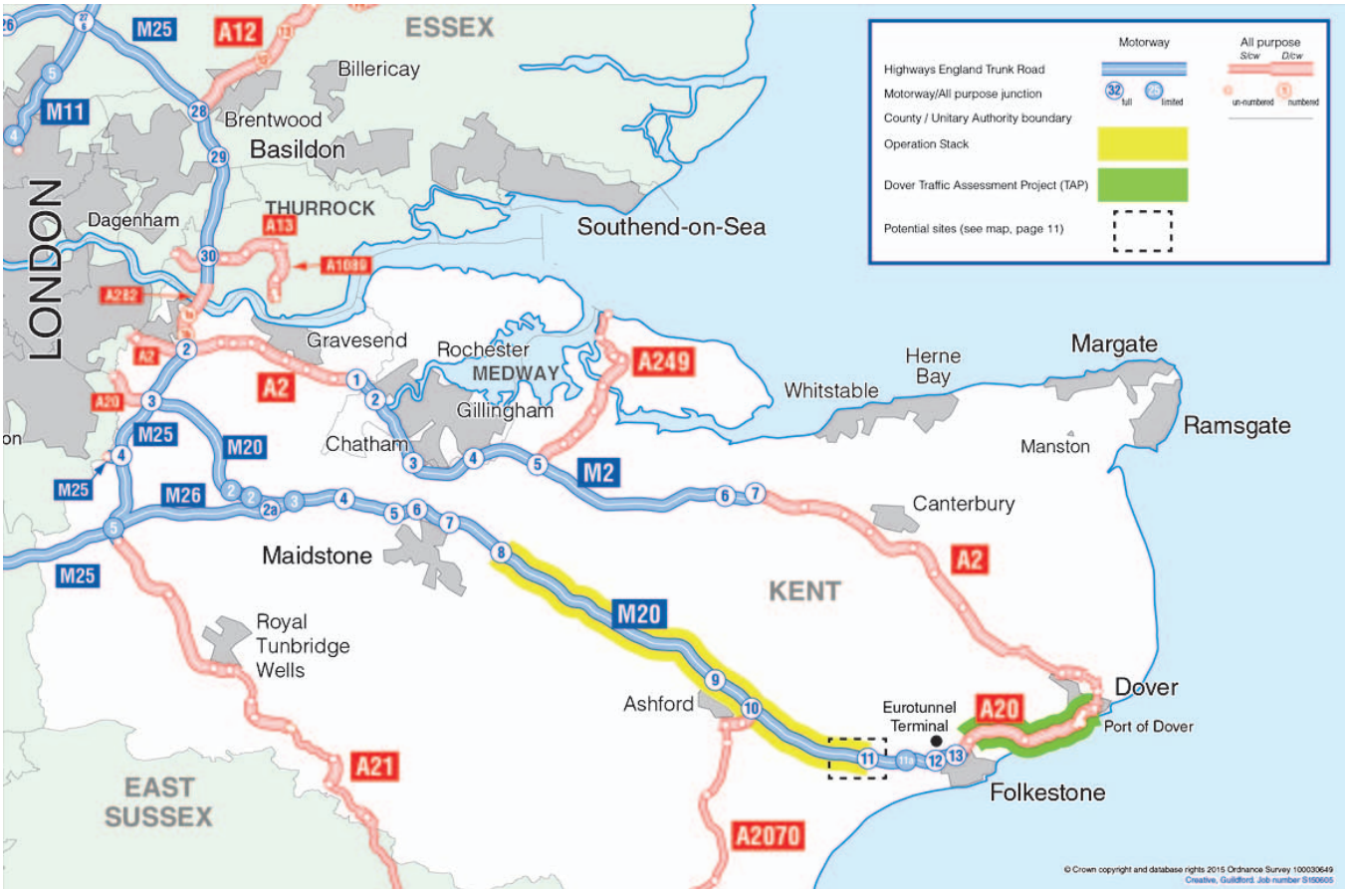
[1]Department for Transport Roll On Roll Off Freight Statistics

[2]http://www.doverport.co.uk/about/annual-reports

[3]http://www.eurotunnelgroup.com/uk/shareholders-and-investors/publications/

[4]Highways England & Kent Police monitoring records

[5]Highways England & Kent Police monitoring records



## 6. Other traffic management methods investigated

Highways England, in conjunction with Kent emergency services and local authorities, has also investigated whether two-way flows can operate on the M20 when Operation Stack is in use. Many alternatives, including contraflow, have been investigated, but none provide the necessary combination of safety of operation, speed of implementation and withdrawal, and effectiveness of traffic management.

## 7. The case for a permanent off-road solution

The Government, Highways England and many local stakeholders have agreed that Operation Stack, as currently used, should be the last not first resort. They have also concluded that none of the other available current traffic management measures satisfactorily address the problems that arise when major disruption of cross-Channel traffic occurs.

Consequently they consider there is a strong and urgent case for an alternative approach to traffic management in the form of an off-road permanent lorry area that would hold freight vehicles currently queued on the M20 during Operation Stack, while also helping to maximise freight flows in accordance with available cross-Channel capacity. It is on this basis that this consultation is taking place.

Respondents are therefore invited to comment on the general proposition of providing an off-road solution, the specifics of the sites and alternative uses put forward and the option to continue to rely on Operation Stack, rather than pursue the construction of an off-road lorry area. In doing so, respondents are asked to consider whether a permanent lorry area could also contribute to tackling a further major issue involving freight traffic that affects Kent.

## 8. Inappropriate lorry parking

There is a shortage of lorry parking spaces in Kent. A number of commercially operated sites exist but these are often full with lorries being turned away. For reasons of safety lorry drivers are subject to strict rules on how long they can drive between breaks, and how long these breaks must be, and if no formal parking is available drivers stop where they can.

The shortage of spaces leads to inappropriate lorry parking, sometimes known as ‘fly-parking’, where lorries park in areas not intended for them, such as the motorway hardshoulder, rural verges, local streets and so on. Sometimes such parking is illegal and the authorities can take action. Elsewhere it is not illegal but can be highly disruptive to the local road network, towns and villages and local roads. It can cause damage to verges and pavements and residents are subject to noise and visual intrusion. Litter and waste can be a particular problem given that often no toilet facilities are available to lorry drivers.

As well as seeking to solve the problems associated with the queuing which arises whenever there is a lack of capacity at the Port or Eurotunnel, this consultation is also asking whether a permanent lorry area could help address the issue of illegal and other inappropriate parking.

# 9. How large would a lorry area need to be?

In deciding how large a lorry area would need to be, a balance needs to be struck between the wider costs of building and operating the site and the benefits to communities and the economy of maintaining traffic flow on the M20 and any more local environmental, social or economic impacts.

The summer of 2015 was the most disruptive to date in terms of Operation Stack use. Operation Stack has four stages:

| Stage | Location | Capacity |
|---|---|---|
| 1 | Junctions 8-9 Coast-bound | 2100 lorries |
| 2 | Junctions 9-11 Coast-bound | 1500 lorries |
| 3 | Junctions 9-8 London-bound | 2100 lorries |
| 4 | Junctions 11-9 London-bound | 1500 lorries |

On all occasions its use led to the closure of M20 junctions 8-9 Coast-bound with a capacity to hold up to about 2,100 lorries; and on many occasions junctions 9-11 was needed as well bringing the total held to 3,600. On two occasions M20 junctions 9-8 London-bound was required bringing the total capacity to 5,700.

We think that a lorry area should have sufficient capacity to avoid the need to implement Operation Stack Stages 3 and 4 and in most circumstances avoid the need to use Operation Stack Stages 1 and 2. On this basis, and assuming similar flow rates of lorries entering and leaving the site as achieved in Operation Stack, it should have a capacity of at least 3,600 lorry spaces.

In the scenario of Summer 2015 this would have resulted in only needing to use the current Operation Stack twice and only on the coast bound carriageway between junctions 8 and 9.

The exact size of any lorry area will depend on the site chosen, and factors such as its access and internal arrangements and boundary treatment. However, 3,600 spaces is roughly the same capacity as the area laid out for parking at Manston; which occupies approximately 61 Ha (152 acres).

This question is open in this consultation and we would like to know what you think the capacity of a permanent lorry area solution should be.

# 10. How often would it be used?

This is very difficult to forecast. Before 2015 Operation Stack was used infrequently. For example, it was used 103 times between 1998 and 2009. This is an average 8.5 times per year. On those occasions it was generally in place for less than 24 hours per event. During the period 2010-2014 Operation Stack was needed even less frequently and was only used once a year.

However, in 2015 all that changed and to the end of November it has been needed on 32 days. This might be regarded as an exceptional set of circumstances that included industrial action and migrant activity at a peak period for tourist travel across the Dover Straits.

But cross-Channel freight traffic is growing. There was 6% growth between the third quarters of 2014 and 2015 and, as stated above, a potential doubling is forecast over the next decade.

Dover TAP, introduced in April 2015, is currently used several times per week on average and on occasions may have avoided the need to use Operation Stack; but there are limits to the amount of traffic TAP can manage. Therefore while it is impossible to forecast accurately, it seems highly likely that freight management via Operation Stack or other means will be needed on a regular basis for the foreseeable future.

## 11. Where would it be built?

Over the years there have been a number of studies, principally by Kent County Council, of possible locations for a permanent lorry area; usually to provide commercial overnight parking. In consultation with key stakeholders we have reviewed these studies and considered whether the sites identified in them are suitable in the current context. The earlier studies generally looked at sites far smaller than what is now agreed to be required.

Taking account of past studies, the work of the European Gateway Group comprising many organisations in Kent and current circumstances, we and our partners in local authorities and emergency services have concluded that ideally any lorry area should meet the following criteria:

- Be as close as possible to Eurotunnel/ Port of Dover to minimise travel times once capacity is restored and help achieve the cooperation of lorry drivers
- Enable freight vehicles to be marshalled efficiently and effectively in to, within and out of the site, including enabling drivers to take any required rest periods
- Provide an appropriate level of welfare for drivers/passengers while using the facility
- Enable efficient and fair marshalling of lorry drivers so they are not disadvantaged by entering the lorry area, and therefore to be a single, rather than multiple location site
- Minimise disruption to local roads by being as close as possible to the M20
- Minimise vehicle miles and local and strategic network disruption by facilitating easy access from and to the M20 in the desired direction of travel i.e. Coast-bound; and
- In achieving these benefits also meet any relevant environmental, social and/or economic requirements.

## 12. What we are proposing

With the above criteria in mind we have honed our search to focus on the M20 between junction 8 and Eurotunnel. Within this area we consider there are two potentially suitable sites, near Junction 11 at Stanford, to construct a lorry area with at least 3,600 spaces. The approximate location of each site is show on the map below. At this stage the exact location of the boundaries are not fixed. Full details will be available in due course as part of any consultation on a preferred site.

The two sites are:

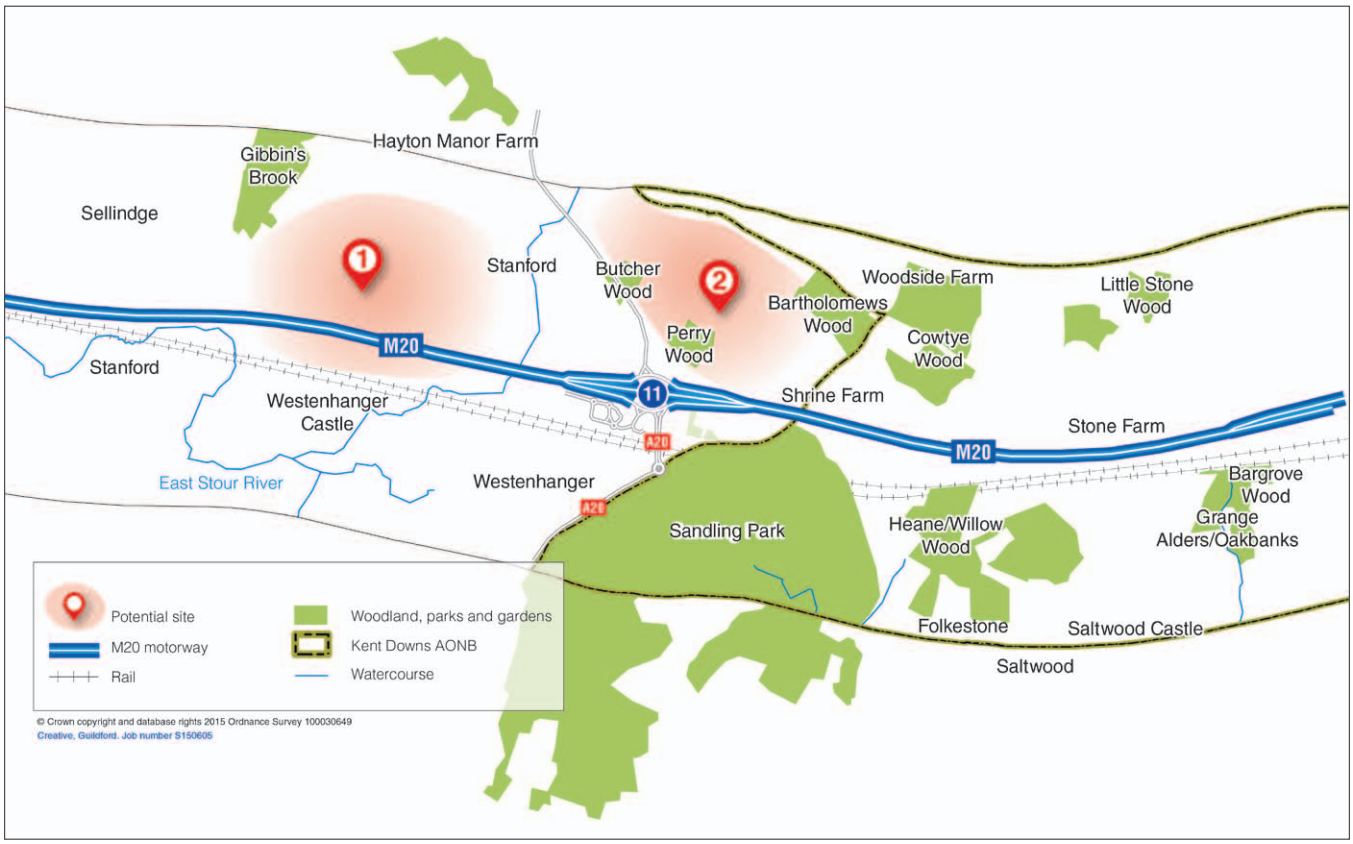
- Stanford West - to the north and south of M20 just west of Junction 11. The main entry and exit to the site would be direct from the M20 but with a secondary access through the Stop 24 services. When being used for Operation Stack etc, the secondary access would enable lorries to approach from the east without having to travel to and turn around at the already congested junction 10. Similarly, the secondary access would enable the site to be used for any overnight parking or truckstop purposes, while minimising the impact on the M20.

- J11 North - just north of Junction 11. The site would be accessed from the B2068 which would be dualled between the site entrance and M20 junction 11. There would be improvements to the roundabout and possibly the coast-bound on slip at junction 11. There would be a secondary access from the A20 at the east end of the site for emergency use only.

Any preferred site and the facilities provided on it will be decided following this consultation. We have carried out initial design to confirm both sites are practicable but we do not have a final layout for either site.

Any preferred site, depending upon the use and operation, will provide appropriate boundary fencing and landscape screening and on-site lighting and security. Full details will be available in due course as part of any consultation on a preferred site.

The Chancellor in his 2015 Autumn Statement stated the Government's preference for a site at Stanford but was clear that alternatives would also be considered on an equal basis ahead of making any final decision.



## Stanford West

| Advantages | Disadvantages |
|---|---|
| No significant impacts on the adjacent Site of Special Scientific Interest are likely. Ongoing work on the Environmental Impact Assessment is investigating this in detail. | The site is located close to the villages of Sellindge and Stanford and some individual residential properties. |
| The main site access would be direct to the M20, minimising the use of local roads. | An existing belt of mature vegetation and a man-made lake would probably need to be removed. |
| The site has less visual impact than the Junction 11 North site on the context and setting of the Kent Downs Area of Outstanding Natural Beauty (AONB). | The site is close to Westenhanger Castle, a Scheduled Monument. |
| The site provides good opportunities for buffer planting and landscaping to provide additional screening. | The site is likely to take longer to construct than the Junction 11 North site. |
| Part of the site could provide overnight lorry parking with access probably taken from M20 junction 11 though the Stop 24 services or with entry direct from the coast-bound M20 and exit through the Stop 24 services. | The site is intersected by the M20 and will require a new bridge over the motorway to provide secondary access. |
| Part of the site could act as a 'truckstop' (see below) with access probably taken from M20 junction 11 though the Stop 24 services or with entry direct from the coast-bound M20 and exit through the Stop 24 services. | |

## Junction 11 North

| Advantages | Disadvantages |
|---|---|
| Ancient woodland on the site can be retained. | The site abuts the Kent Downs AONB on two sides. |
| The site is less expensive to construct than the Stanford West site. | Even after mitigation the site is likely to impact significantly on the setting of the AONB. |
| The site is further from settlements than the Stanford West site. | The site is located close to some individual residential properties. |
| The site provides good opportunities for buffer planting and landscaping between it and the small number of adjacent residential properties. | The site will affect M20 junction 11 more than the Stanford West site. |
| Part of the site could provide overnight lorry parking with access taken via M20 junction 11 and the B2068. | The site will increase traffic on the B2068 between M20 junction 11 and the main site access. |
| Part of the site could act as a 'truckstop' (see below) with access taken via M20 junction 11 and the B2068. | The site has a number of drainage and flooding issues. |

# 13. What would be on the site?

We are also consulting on how these sites should operate in terms of how the site should be used and when they would be available. There are potentially many variations but we have identified four main alternatives.

## Alternative 1:
## Emergency use

**Emergency lorry holding area which reduces or removes the need for Operation Stack only.**

A lorry area to accommodate all lorries currently queued on the M20 during most implementations of Operation Stack. This alternative would be required to operate only when Operation Stack currently operates.

Basic welfare provision would be made such as toilets, hand washing, fresh water and waste disposal facilities for users.

Lorries would not be charged for using the area except, possibly, if they failed to leave the site when their turn came.

Any lorry area would be used for a similar number of days to current Operation Stack in this configuration.

## Alternative 2:
## General disruption

**Emergency lorry holding area which reduces or removes the need for Operation Stack and/or Dover TAP and/or any M20 based Eurotunnel queue management.**

A lorry area to accommodate all lorries currently queued on the M20 during most implementations of Operation Stack. This alternative could also reduce or remove the need for Dover TAP, the traffic relief scheme for Dover. It could also take excess HGV traffic from the nearby Eurotunnel terminal when queues extend back on to the M20.

Again, basic welfare provision would be made such as toilets, hand washing, fresh water and waste disposal facilities for users.

And also again lorries would not be charged for using the area except, possibly, if they failed to leave the site when their turn came.

We think that the lorry area could be used a few times per week in this configuration.

## Alternative 3:
# General disruption + Overnight parking

**Emergency lorry holding area as above, (with free provision for Operation Stack and Dover TAP/ Eurotunnel excess) but with additional chargeable basic overnight parking.**

This would operate as per Alternative 2 above but also provide overnight parking for about 500 lorries. Anecdotal evidence indicates that this could be sufficient to meet local needs regarding inappropriate lorry parking, but further evidence will be obtained before including any proposals in the preferred option consultation.

Use for overnight parking should provide sufficient formal parking to avoid the need for lorries to use informal parking. This would make it easier for local authorities to move on lorries that were parked in inappropriate locations, but would increase any site's environmental impact.

Overnight parking would be suspended if there was insufficient space for off road queuing. There would be no charge for queuing lorries.

We anticipate that there would be a charge for overnight parking. We would particularly welcome comments regarding the effects any use described in this alternative might have on the existing and/or future provision of commercial or other lorry parking in the local or wider area.

We believe that the lorry area site could be used every night in this configuration.

## Alternative 4:
# General disruption + Truckstop

**Emergency lorry holding area as above, with free provision for Operation Stack and Dover TAP/ Eurotunnel excess but with additional chargeable overnight parking AND 24 hour lorry focussed motorway service area facilities including hot food and drink.**

This would operate as per Alternative 3 and also provide a Truckstop (a motorway service area focussed on providing facilities for lorries).

Parking, (except for use under Operation Stack and Dover TAP/ Eurotunnel excess) would be chargeable after the first 2 hours.

As a minimum this alternative would:

- Be open 24 hours a day 365 days a year
- Provide free parking for up to 2 hours minimum
- Provide free toilets and hand washing facilities
- Provide shower and washing facilities for lorry drivers

- Have hot drinks and food available 24 hours a day 365 days a year for consumption on the premises
- Fuel would be provided on the Stanford West site and possibly on the Junction 11 North site

Other parking would be suspended if there was insufficient space for off road queuing. There would be no charge for queuing lorries.

For use under Operation Stack, permanent facilities might need to be supplemented by temporary basic welfare provision such as toilets, hand washing, fresh water and waste disposal facilities for users.

We would particularly welcome comments regarding the effects any use described in this alternative might have on the existing and/or future provision of commercial or other lorry parking in the local or wider area.

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For either site, when in use for off-road queueing, we think it likely that a temporary 40mph or 50mph speed limit would have to be imposed on the coast bound carriageway of the M20 for safety reasons. Using a system known as a 'controlled motorway' the speed limit, and any necessary instructions to lorry and other drivers, would be displayed electronically on gantries or similar structures. These would probably extend along the coast bound carriageway from junction 10 to junction 11a. Full details will be available in due course as part of any consultation on the preferred site.

## 14. When would it be built?

Assuming the case for the lorry area is generally supported by the public and agreed by Government it will be built as soon as possible; and, to reduce the need for Operation Stack and/or accommodate any other agreed uses, we would open parts of the lorry area as soon as we are able. We will be able to provide a more detailed timetable as part of any next stage consultation.

## 15. How will it take into account and mitigate potential environmental effects?

In developing our proposals Highways England and our partners have been conscious of the need to take account of any environmental effects and to mitigate them to the extent reasonably possible. The table below summarises the main potential environmental effects and the means by which any impacts might be mitigated. Full details will be available in due course as part of any consultation on the preferred site.

## Stanford West – Environmental Effects Summary

| Environmental Topic | Site Characteristics | Potential Effects | Possible Mitigation |
|---|---|---|---|
| Ecology | Gibbin's Brook Site of Special Scientific Interest (SSSI) is located 70m north west of the northern site. Otterpool Quarry SSSI is located 890m to the south.<br>It is likely that a number of European Protected Species are present within the site. | Displacement of protected species and loss of habitat. | Creation of new habitats and translocation of affected species. |
| Landscape | Arable farmland including improved grasslands with hedgerows bordering the fields.<br>The Kent Downs Area of Outstanding Natural Beauty (AONB) lies 1km north east of the site. | Visual impacts on residential properties and Public Rights of Way (PRoW), including from the AONB. | Planting on site to reduce visual impacts, as well as selection of surfacing materials. |
| Noise and Air Quality | Sellindge village is located approximately 400m and Stanford village approximately 300m from the site, with a small number of closer individual properties. A number of residential properties lie along the eastern boundary of this site with the existing Stop 24 Services facility lying further to the east. | Increases in ambient noise levels and vehicle emissions resulting from traffic movements and idling of engines. | Screening of site from residential properties through planting and bunds. |
| Cultural Heritage | One Scheduled Monument (Westenhanger Castle) is located approximately 40m south of the site, as well as two Grade I and two Grade II Listed Buildings within 300m of the site. A further 12 Grade II Listed Buildings are located within 1km of the Scheme. | The development may visually affect the setting of heritage assets. Also likely to affect unknown buried archaeology. | Screening of site with planting where possible. Evaluation of buried assets and further mitigation where required. |
| People and Communities | A number of Public Right of Ways (PRoW) cross the site. | Severance of PRoW and loss of amenity at residential properties. | Maintaining PRoW through site or appropriate diversions. |
| Water Environment | There are two water bodies on site, the largest of which is a stocked fishing lake. The East Stour River flows to the north east side of the site and is culverted under the M20 with a number of smaller tributary streams flowing north to south across this site which slopes gently downwards from south to north. | Pollution of groundwater from vehicles. | Pollution control measures to intercept any spills. |
| Trees | Several areas of woodland including a linear strip which is associated with the fishing lake and stream. | Loss of trees and related habitat. | Habitat creation to replace loss. |

## Junction 11 North – Environmental Effects Summary

| Environmental Topic | Site Characteristics | Potential Effects | Possible Mitigation |
|---|---|---|---|
| Ecology | Gibbin's Brook Site of Special Scientific Interest (SSSI) is located over 1.5km north-west of the site.<br>It is likely that a number of European Protected Species are present within the site. | Displacement of protected species and loss of habitat. | Creation of new habitats and translocation of affected species. |
| Landscape | Arable farmland including improved grasslands with hedgerows bordering the fields.<br>The Kent Downs Area of Outstanding Natural Beauty (AONB) abuts the northern and eastern boundaries of the site. | Visual impacts on residential properties and Public Rights of Way (PRoW), including within the AONB. | Planting on site to reduce visual impacts, as well as use of surfacing materials. |
| Noise and Air Quality | Stanford village is located approximately 350m from the site.<br>There are number of residential properties close to the site. | Increases in ambient noise levels and vehicle emissions resulting from traffic movements and idling of engines. | Screening of site from residential properties through planting and bunds. |
| Cultural Heritage | One Scheduled Monument (Westenhanger Castle) is located approximately 1km south-west of the site, as well as a number of listed buildings. | The development may visually affect the setting of heritage assets. | Screening of site with planting where possible. |
| People and Communities | A number of Public Right of Ways (PRoW) cross the site. | Severance of PRoW and loss of amenity at residential properties. | Maintaining PRoW through site or appropriate diversions. |
| Water Environment | The site is criss-crossed by numerous ditches, drains and dykes and is notably wet and boggy. The East Stour River flows to the west of the site.<br>The site is partially located within the extent of the high risk Flood Zone 3 where the annual probability of flooding is greater than 1 in 100 (1%). | Part of the development may be at risk from flooding. Pollution of groundwater from vehicles. | Flood attenuation areas or compensation on site. Pollution control measures to intercept any spills. |
| Trees | Ancient woodland abutting the north-western (Bartholomew's Wood), south-western (Perry Wood) and the western boundaries (Butcher Wood) of the site. | None predicted. | Retention of all areas of ancient woodland to be incorporated into the landscape mitigation design. |

# 16. How to get involved

## Exhibitions

We are holding a series of staffed exhibitions about our proposals for the possible sites. Listed below are the various dates, times and venues:

| Date | Time | Venue |
|---|---|---|
| Saturday<br>12 December 2015 | 12pm to 6pm | **Sellindge Sports and Social Club**<br>69 Swan Lane, Sellindge, Ashford, Kent TN25 6HB |
| Monday<br>14 December 2015 | 2pm to 8pm | |
| Monday<br>4 January 2015 | 2pm to 8pm | **Civic Centre, Shepway District Council**<br>Castle Hill Avenue, Folkestone, Kent CT20 2QY |
| Tuesday<br>5 January 2015 | 2pm to 8pm | |
| Wednesday<br>6 January 2016 | 2pm to 8pm | **The New Ashford Market**<br>Monument Way Orbital Park, Ashford, Kent TN24 0HB |
| Thursday<br>7 January 2016 | 2pm to 8pm | **Dover Town Hall**<br>Maison Dieu Place, Biggin Street, Dover, Kent CT16 1DL |
| Monday<br>11 January 2016 | 2pm to 8pm | **Sellindge Sports and Social Club**<br>69 Swan Lane, Sellindge, Ashford, Kent TN25 6HB |
| Tuesday<br>12 January 2016 | 2pm to 8pm | **Hawkinge Community Centre**<br>Hawkinge CT18 7FP |

Please come along to the exhibition and meet the Project Team who will be available to answer your questions.

## 17. How to respond to this consultation

We have prepared a questionnaire response form that accompanies this consultation document; available online or in hardcopy format. It will help us to process and understand your views if you use the questionnaire, referring to those aspects of our proposals that you support as well as those you may have questions or concerns about. Alternatively you may respond to us by email or letter.

The consultation period started on 11 December 2015 and will run until 25 January 2016.

Please respond by one of the methods below:

Online: www.gov.uk and then search for 'Managing freight vehicles through Kent'.

By email: m20lorryarea@highwaysengland.co.uk

By post: M20 Lorry Area, Highways England, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4LZ

**All responses to this consultation must be received by midnight on Monday 25 January 2016.**

If you need a questionnaire response form or have any other queries please contact the Highways England Customer Information Line on 0300 123 5000 (Lines are open 24 hours per day, 7 days a week).

Updates about the consultation will be posted on our website or are available on request.

## 18. Next steps

In order to deliver any lorry area as quickly as possible we will continue to develop both sites during the consultation period. This will not mean that we have decided that there is a case for a lorry area or for a particular site or alternative.

Following this public consultation, we will carefully consider your views and publish a report on the consultation. If the case for proceeding is established the report will identify the preferred site and level of facilities to be provided. We will then design the preferred site in detail and set out a timetable for further consultation that is likely to take place in spring 2016.

### Alternative Formats

Highways England has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on its website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact Highways England.

**Highways England, Bridge House, Walnut Tree Close, Guildford, Surrey, GU1 4LZ**

Telephone **0300 470 1370**

Website **www.gov.uk/government/organisations/highways-england**



### Freedom of Information

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