

## 1 Executive Summary

**1.1** In 1998 the four Council's in the eastern part of the County; Canterbury City Council, Dover District Council, Shepway District Council and Thanet District Council together with Kent County Council (as both Local Highway Authority and County Planning Authority) produced the first Planning Strategy for Roadside Services on Primary Routes.

**1.2** The Strategy met the need for a co-ordinated overview of the need for roadside services on these routes to ensure a consistent approach across district boundaries and an adequate level of facilities. This strategy successfully supplemented the Structure Plan and Local Plan policies and informed future plan reviews.

**1.3** This Strategy is now due for revision as it is eleven years old and does not reflect current planning and transport policy.

**1.4** The Primary Routes considered in the previous Strategy have been surveyed again and assessed against the new guidance provided in Circular 1/2008 with a view to informing policies in Local Development Framework documents. As with the original strategy, current Government guidance relates to motorways and all purpose trunk roads and it is considered that this general approach is also appropriate for other primary routes not covered by this guidance.

**1.5** The study has indicated that the provision has improved and there are no deficiencies in terms of spacing and journey times. Primary routes in East Kent traverse open countryside which is sensitive in landscape terms and is subject to important planning constraints.

**1.6** The proposals of this Strategy are that no new sites should be identified but that enhancement of existing provision should take place at existing sites subject to environmental and traffic safety considerations.

**1.7** This Strategy is based on provision of commercial facilities funded by the private sector. Informal public facilities such as lay-bys, toilets and picnic sites, are unlikely to be funded from Local Authority or Government resources. However, recommendations for improved signing may be implemented by the Highway Authority.

**1.8** The wider, Regional issue of a forecasted deficiency in lorry parking facilities and 'Operation Stack' have not been considered in this Strategy.



## 2 Introduction

**2.1** The provision of adequate services for road users, whether at the roadside or signed off the road to facilities on bypassed roads and settlements, is important for both safety and convenience. Road users need a basic level of provision - fuel, parking, toilet and refreshment facilities, which have to be met to ensure that they can complete their journeys safely, without undue stress and without making detours off primary routes. Additional or more frequent facilities may increase choice and convenience for road users, but careful planning (including appropriate policies) is needed to ensure that provision is consistent with safety and environmental policy.

**2.2** In 1998 the four Council's in the eastern part of the County; Canterbury City Council, Dover District Council, Shepway District Council and Thanet District Council together with Kent County Council (as both Local Highway Authority and County Planning Authority) produced the first Planning Strategy for Roadside Services on Primary Routes. This was in response to the major changes that had taken place at that time. There had been the completion of the M20, plus major improvement schemes on many of the other primary routes, the opening of the Channel Tunnel and a need to maintain good access to the Kent ports during a time of change and consolidation. This in turn led to the need to appraise the provision of facilities serving these new routes.

**2.3** The Strategy met the need for a co-ordinated overview of the need for roadside services on these routes to ensure a consistent approach across district boundaries and an adequate level of facilities. This strategy successfully supplemented the Structure Plan and Local Plan policies and informed future plan reviews.

**2.4** This Strategy is now due for revision as it is eleven years old and does not reflect current planning and transport policy. The A299 has also been completed and there are major development projects planned in the Strategy area that could lead to the increase in demand for services on the routes, such as the new Terminal 2 in the Western Docks, Dover, the China Gateway and the expansion of Kent International Airport in Thanet, the London Ashford Airport at Lydd in Shepway; and Little Barton Farm Business Park and Business Innovation Centre, both in Canterbury. In the spirit of the original document (and PPS12) this review has also been produced by joint working with the four District Council's and Kent County Council.

**2.5** As with the original strategy, current Government guidance relates to motorways and all purpose trunk roads and it is considered that this general approach is appropriate for other primary routes. This review of the Strategy will assess the current service provision with a view to informing policies in Local Development Framework documents.

**2.6** This Review has been based on assembling information on existing facilities and planning commitments for new facilities, assessing the adequacy of provision and providing guidance for future action.



## 3 Policies and Guidance

### Planning Policy Guidance Note 13 - Annex B

**3.1** PPG13 Transport (2001) does not specifically consider roadside services but Annex B does give general advice on development along trunk and local roads:

#### Access to Trunk Roads

**3.2** The Transport White Paper and the Roads Review document (A New Deal for Trunk Roads in England July 1998) set out the policy framework for development control near trunk roads. In support of integrated transport objectives, there will be a graduated approach to new connections to trunk roads or the intensified use of existing ones:

1. access will be most severely restricted in the case of motorways. It will be limited to junctions with other main roads, service areas, maintenance compounds and other major transport infrastructure facilities such as airports. The highest standard and most strategic routes on the core network will be subject to restrictions on access almost as stringent as those applying on motorways; and
2. the remainder of the network will be subject to a less restrictive approach to connections, subject to consultation with the local authorities concerned. This approach should particularly help in the development of urban brownfield sites. Whatever the type of access, safety considerations will be paramount. Good visibility will be of particular importance, and to improve safety, it is preferable for adjacent developments to share a common access point.

**3.3** The Highways Agency, in line with its strategic aim to maintain, operate and improve the trunk road network in support of the Governments integrated transport and land use policies, will work in active partnership with Government Offices, regional planning bodies, local authorities, and transport providers to promote integration with other modes and encourage sustainable transport options. In particular, the Highways Agency will:

1. encourage local planning authorities to consider public transport alternatives to access to new developments by car; and
2. where such alternatives have been agreed and secured, through a planning obligation or condition, take these into account in assessing the scale of or need for relevant highway works.

**3.4** This underlines the need for developers to discuss proposals with the Highways Agency, Government Offices and local highway and planning authorities at an early stage.

#### Local Roads

**3.5** The responsibility for the control of development affecting local roads generally rests with the local planning authority. However, they will need to consider the interface between core trunk routes and the rest of the transport system and to discuss this aspect with the Highways Agency which will continue to exercise its powers of direction where proposals accessing the trunk road via the local road network will have a significant impact on that trunk road. Although the guidance in paragraphs 1 and 2 of Annex B applies directly only to access to trunk roads, local authorities should apply the same principles when formulating their policy on local roads.

### Department of Transport Circulars

#### DfT Circular 02/2007

**3.6** This circular explains how the Highways Agency, on behalf of the Secretary of State for Transport, will participate in all stages of the planning process.

**3.7** This guidance has a general presumption that there will be no additional access to motorways and other routes of strategic national importance, other than for the provision of service areas, facilities for travelling public, maintenance compounds and, exceptionally, other major transport interchanges.

#### **DfT Circular 01/2008**

**3.8** This Circular is the only guidance specifically relating to Roadside Services. The Circular sets out policy on provision, standards and signing of roadside facilities on the Strategic Road Network, including motorway services, motorway rest areas, truck stops, and services and lay-bys on all purpose trunk roads. This Circular supersedes previous guidance contained in Roads Circulars 01/94 and 04/94.

**3.9** The main points of the Guidance are:

- Service areas should only provide facilities needed to serve people using the strategic road network in the course of a journey and should not be a destination in its own right;
- Any proposals for roadside facilities will need to comply with the policy set out in Circular 02/2007.
- Spacing between motorway service areas should be considered on the basis of a 28 mile (45 km) distance, or 30 minutes travelling time from the previous service area, whichever is the lesser, with an absolute minimum of 12 miles on the same route;
- Spacing between signed trunk road services should be approximately 30 minutes or 14 miles, whichever is the lesser.

**3.10** The Circular also lists mandatory features and levels of provision (such as free parking, toilets, and hot food and drinks) for motorway services and rest areas and facilities for signed service areas on all-purpose trunk roads.

### **South East Plan**

**3.11** The future strategic policy context for development in the south east is the South East Plan and whilst this strategy supports the improvement of the road network and the economic development of the towns that are connected, it does not include any specific roadside services policies.

**3.12** The Plan sets out ten regionally specific objectives for the Regional Transport Strategy, which include:

- to develop road and rail links that improve international and intra-regional connectivity
- to improve and develop transport connections to the region's international gateways (ports, airports and international rail stations)
- to support economic regeneration in East Kent through investment in improved accessibility; and
- to take forward transport management and infrastructure proposals required to support development in the Growth Areas of ...Ashford and designated new growth points.

**3.13** Policy T8, Regional Spokes, states that LDDs and Local Transport Plans will include policies and proposals that support and develop the role of regional spokes (A20/M20, A2/M2, A299, A256 & A28). The Plan also identifies the M20/M2 corridor as a corridor of international importance. Table 3 (page 78) 'Interventions Currently Programmed to Start by end 2013/14' includes East Kent Access Phase 2 (A299).

**3.14** The East Kent and Ashford sub region, identifies:

- Canterbury as a Regional Hub and a Primary Regional Centre;
- Dover as a Growth Point, Regional Hub, Regionally Significant Port, International Gateway and a Secondary Regional Centre;

- Folkestone as an International Gateway and Secondary Centre
- Ramsgate as a Regionally Significant Port, Westwood Cross as a Secondary Regional Centre and Kent International Airport as an International Gateway.

**3.15** The Kent ports and transport routes, and choice of modes and adequate capacity, are identified in the Plan as of vital international importance and should be maintained on the Cross Channel routes in order to foster economic development across the region.

**3.16** The Plan does state that the key issue for Dover is to ensure that land-side infrastructure supports further growth in port activity. The Plan also states that '...there will be a need for inland facilities within East Kent to provide more port related value-added services'.

**3.17** Policy EKA5, The Gateway Role, supports this and the appropriate development of Dover and Ramsgate Ports and the growth of Kent International Airport.

### Kent and Medway Structure Plan

**3.18** The Kent and Medway Structure Plan will come to an end on the 7th July 2009, when it will be superseded by the South East Plan. The Structure Plan included two relevant policies TP18: Roadside Services (on the motorway, trunk road and primary route network) and Policy TP12: Development and Access to the Primary/Secondary Road Network.

**3.19** The Plan also highlighted a significant shortage of overnight lorry parking in the county and suggests that this pressure will increase with the growth of cross-channel trade, development in Kent and the effect of the European Union Working Time Directive in limiting drivers' hours. The Plan suggests that new lorry parking facilities should be provided to meet this demand and to enable lorry traffic to be taken off the M20 when there is major disruption to the ferry and/or Channel Tunnel shuttle services.

**3.20** The Plan also set out the Transport Hierarchy and sets out policies for Safeguarding of Programmed Strategic Transport Schemes (TP4), Investment Major Transport Corridors (TP6) and Future Strategic Transport Schemes (Policy TP8)

### Transport Plan for Kent

**3.21** The Local Transport Plan for Kent 2006 - 2011 does not specifically consider roadside services. The Plan does, however, identify the role of the county as a major gateway to mainland Europe, which places a significant demand on the county's strategic road network, including the problem caused by many lorry drivers parking in the County overnight when there is a relatively small number of official parking sites available<sup>(i)</sup>. The Plan also seeks to identify an alternative to 'Operation Stack', the closure of the M20/A20 during periods of disruption to cross-channel services which severely disrupts both the strategic road network and Kent's local road network. These problems are highlighted in the chapter considering 'Other Transport Priorities' where it is stated that KCC will, with other partners, lobby for over-night lorry parking provision and associated facilities at suitable sites adjacent to Kent's motorway and trunk road network and to work with other agencies to reduce the occurrence of inappropriate lorry parking on Kent's roads<sup>(ii)</sup>.

### District Plan Policies

**3.22** The original Planning Strategy for Roadside Services in East Kent informed the policies in the Local Plans. Dover District Council adopted the District wide Local Plan in 2002, whilst the Local Plans for Canterbury, Shepway and Thanet were adopted in 2006.

i paragraph 3.44  
ii paragraph 8.42

**3.23** As part of the transitional arrangements from the Local Plan system to the new Local Development Framework, the Dover District Local Plan expired on the 27th September 2007, with only those policies saved by the Secretary of State's Direction continuing to be part of the Development Plan. Due to the recent adoption of the other Plans, the policies in these are currently being considered by the Secretary of State. The roadside services policies for each Local Authority area are as follows.

#### **Canterbury District Local Plan 2006**

**3.24** The 1998 Canterbury City Local Plan included a Policy D59, which recognised the role of facilities to cater for the needs of road users but stressed that such provision should not conflict with conservation or countryside policies or with residential amenity. The 2006 Local Plan did not, however, include a policy as the issue was covered in the Kent and Medway Structure Plan Policy TR18. As this Policy will not be saved after July 09, there will be no specific policy for the Canterbury District area.

#### **Dover District Local Plan 2002**

**3.25** The saved Local Plan includes Policy TR6. The Council will only grant permission for additions and extensions to existing service areas if it can be shown that there is an identifiable need for extra services (taking into account existing provision, traffic forecasts and road users' needs) and that the location is acceptable in relation to spacing, countryside and access considerations. The Council will resist all proposals (except for informal) for services on secondary and local roads, on the grounds that they would attract traffic away from the primary roads and undermine their function.

#### **Shepway District Local Plan 2006**

**3.26** The Shepway District Local Plan was adopted in 2006 and includes Policy TR9. This Policy permits services on primary routes subject to demonstrating that there is a significant need for the facility and the location; layout form and materials; and landscaping.

#### **Thanet Local Plan 2006**

**3.27** This Plan recognises the need for a roadside facility in the District to cater for traffic, including HGVs, from the port, airport and business park. Policy TR7 allocated land for a comprehensive range of facilities for motorists on the south east side of the A253 at Mount Pleasant.

### **Other Studies**

#### **Kent Transport Report 2007**

**3.28** The flows used<sup>(iii)</sup> for this report indicate that there was a decrease in traffic using the M2 of -18.1% between 2006 and 2007. Whilst this is the lowest count since 2000, traffic flows have fluctuated over the seven year period, with the highest count in 2004 (60,036). The 24hr traffic counts indicate that there was a total of 45,016 vehicles using the M2 in 2007, of which 32,068 were cars and 5,009 were HGV's. It should be noted that the count site is at Farthing Corner, outside the area of this Strategy.

**3.29** The flows for the M20 have, however, generally increased each year since 2000 starting at 52,000 and recording 63,047 in 2007. This figure was an increase of 3.7% over the flow recorded for 2006. The vehicle count indicated that this motorway carried 37,675 cars and 15,603 HGV's over a 24 hour period (the total number of vehicles was 63,047 over 24 hours). The counting location was at Charing, also outside the Strategy area.

**3.30** The document also includes counts for the A28 and the A299 (taken at Upstreet, Canterbury, and St Nicholas at Wade, in Thanet respectively). The figures for the A28 indicate that the number of vehicles has increased since 2000. The data taken for the A299 indicates that the number of

iii Fig B Total Flows at 22 Highways Agency MCC Sites for 2006 (24hours)



vehicles using this routes has doubled since the year 2000. The number of vehicles using the A28 totaled 10,006 over a 24 hour count (5,415 cars, 3,985 LGV's and 580 HGV's). The count for the A299 was 22,688 vehicles (16,744 cars, 4,162 LGV's and 1,782 HGV's).

**3.31** There were no counts taken for the other routes considered in this Strategy.

### **Kent Overnight Lorry Parking Study**

**3.32** This study was published in 2005 and was undertaken by Faber Maunsell for Kent County Council. The aims of the study were to;

- identify the extent of HGV parking related problems in Kent; and
- to understand the nature of the issues involved.

**3.33** The project also required an Action Plan to be developed, outlining a range of solutions to be delivered in the short, medium and long term to reduce the negative impact of HGV parking in Kent.

**3.34** The study identified six official overnight HGV parking areas in Kent (none within the this Strategy's area) and also considered unofficial parking on lay-bys on or in the vicinity of the main route corridors ( M20/A20, A2/M2, M26 and M25) and unsuitable parking, such as in business parks.

**3.35** The main findings were that if the current proposed level of provision were to remain, the situation in Kent will become more severe over time with the increase in HGV traffic being met with a reduction in official HGV overnight parking spaces. This will result in a disproportionate growth in the use of unsuitable or illegal locations for overnight parking. HGV overnight parking is not only a problem associated with Kent, as there will be a knock on effect on neighbouring counties and indeed nationally as the increased numbers of HGVs mean drivers are forced try to find parking further afield.

**3.36** The Action Plan identified in this document suggested five themes to address the problem in an incremental way. The five themes are:

- HGV Driver and Operator Information;
- Improving Signage to HGV Overnight Parking Facilities;
- Making the Best Use of Existing Infrastructure;
- Improved Enforcement to Reduce Illegal HGV Overnight Parking; and
- Provision of New HGV Parking Sites.

**3.37** The study concluded that although the first four themes will make a significant contribution to making the best of a bad situation (and as such are well worth pursuing), it is only the fifth theme – provision of additional HGV parking spaces - that provides a long term solution to HGV parking issues.

**3.38** This study also indicated that there was a big difference in the signing to MSAs and truck stops. The MSAs were all very well signed whilst the signing for the truck stops tended to be sporadic and unclear. It was noted that similar stops in Holland, for example, had signs showing the location of lorry parks on the approach to each city.

**3.39** The location and signing of some lorry parks meant that foreign HGV drivers and those drivers not on regular routes often overlooked potential because of the lack of signing and lack of knowledge.



## 4 Scope and Methodology

**4.1** This Strategy is concerned with motorway, trunk and primary routes and does not apply to secondary routes, where the need for services is of a much more local nature.

**4.2** The routes considered in this Strategy are listed below and they reflect the road hierarchy identified in the Kent and Medway Plan and the Local Transport Plan for Kent 2006 - 2011:

### Motorways:

M2  
M20

### Trunk Roads:

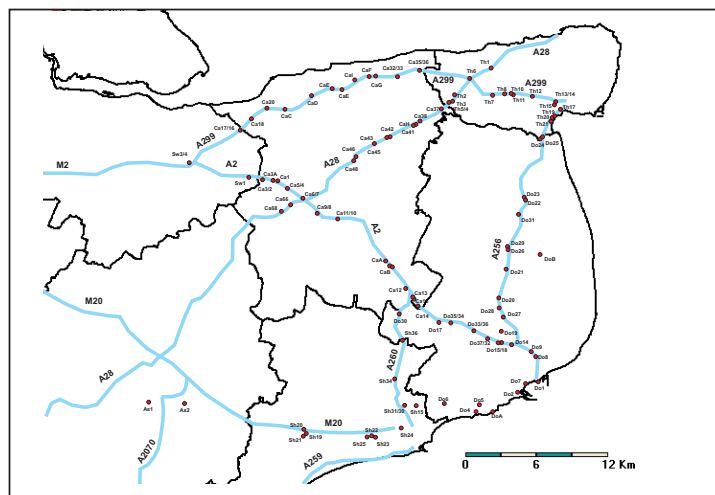
A2 from the end of M2 at Brenley Corner to Dover  
A20(T) Dover to Folkestone  
A259 South Coast Route

### Primary Routes:

A2070(T) Brenzett to Ashford  
A28 Ashford to Thanet  
A299 Thanet Way from M2 Brenley Corner to Ramsgate  
A256 Ramsgate to Dover

### Secondary Routes which are Primary Routes Designate:

A260 from A2 Barham to Folkestone.



Picture 4.1 Routes considered in Strategy

**4.3** In addition, the M2, M20, A2, A299 and A253 were part of the Trans-European Network of road communications, identified by the European Union as vital to the cohesion and competitiveness of the EU.

**4.4** The starting points for this overview were:

1. Criteria for provision, against which existing provision could be evaluated; and
2. Survey of existing service provision.

**4.5** Government guidance on the type and frequency of provision is available in relation to motorways and trunk roads (see Chapter 3). Other primary routes in the study area are the responsibility of Kent County Council as the transport authority, for which there is no Government advice on provision of services. These routes carry significant volumes of traffic but a higher proportion of this is likely to be of a more local or sub-regional nature, requiring a lesser order of facilities. Nevertheless, it was decided to apply the same, more onerous, criteria for assessment of provision to these routes as for trunk roads, as they form important linkages between the motorway/trunk road network and the Ports and Channel Tunnel.

**4.6** In addition, consideration was given to whether any particular or additional requirements were likely to apply in East Kent. The area's 'gateway' situation, with several Cross Channel Ports and the Channel Tunnel means that facilities for long distance drivers, HGV drivers and 24 hour facilities are of particular importance for drivers approaching and leaving the ports/terminal. Traffic forecasts indicate that freight traffic crossing the Channel is set to double over the next thirty years.

**4.7** Estimates for passenger throughput at Kent International Airport vary between 500,000 passengers and 5 million passengers per annum by 2011. Estimates of the throughput of airfreight are less variable and depend more on the investment made by the owners in freight handling facilities, but they too vary from 65,000 tons per annum, to in excess of 300,000 tons per annum.

**4.8** The South East Plan acknowledges the vital role ports play in supporting the UK economy and has identified Dover as a Gateway Port and Ramsgate as a regionally significant port (Policy T10). The South East Plan also supports the enhanced role of Kent International Airport (Policy T9).

**4.9** Although there are service facilities at the ports themselves, at the Channel Tunnel Terminal and on the Ferries, space for expansion of those facilities is physically restricted and environmentally constrained. Also, drivers may feel a need to rest and refuel before their final approach or shortly after disembarkation. Therefore, although there is not considered to be any justification for providing facilities for HGVs at more frequent intervals than for other facilities, it was felt that particular consideration was needed to allow for adequate facilities on the approaches to the ports, even where there are facilities at the ports.

**4.10** Current information has been compiled (as at September 2008) on existing facilities and on extant planning permissions and commitments for new facilities. To simplify and clarify the picture of current provision, facilities were placed in four categories:

**A** Lay-by, with or without telephones, toilets or mobile café.

**B** Site with specific use, such as petrol filling station, café/restaurant, public house or hotel, which may also have other facilities such as toilets and telephone.

**B\*** As B, but with facilities for HGVs.

**C** Grouped facilities providing for re-fuelling for cars and HGVs rest and refreshment, sometimes with overnight accommodation. This category includes purpose built service areas providing a number of facilities on one site, but may also include groupings of category 'B' facilities if they are in close proximity.

**4.11** This categorisation was also used in assessing whether there were any deficiencies in provision. Government advice on spacing of facilities does not apply solely to comprehensive, purpose built service areas. Although there are advantages in the grouping of facilities, the part played by single purpose facilities should not be discounted.

### Primary Routes Not Included in the Strategy

**4.12** Where primary routes (other than the A2 trunk road through Dover) pass through urban areas, B category facilities are relatively frequent and vehicle drivers can expect to encounter a generality of facilities either along the route or within a short distance of it. Since the strategy is concerned chiefly

with identifying major gaps in provision, details of the very frequent facilities on the A28 through the Canterbury urban area have not been included in the schedule, nor have those on the A260 through the Folkestone urban area.

**4.13** Similar considerations have also excluded the A259 South Coast Trunk Road from the study. The existing route is largely urban in character as far west as New Romney, with relatively frequent 'B' category facilities assessable from both directions on the single carriageway road. The remaining rural section of the A259 together with the A2070, which is largely in Ashford Borough, could be included in a wider study of the rest of the county.

### Toilets, Telephones and Picnic Areas

**4.14** These have not been recorded in this study as separate facilities. Most public houses, petrol stations and restaurants provide toilet facilities and many also provide public payphones. In addition, there are public telephones in some lay-bys. Past experience in providing free unstaffed public toilets in lay-bys indicates that this is not likely to be a practical or viable option in the future. The County Council does provide toilet facilities at some picnic sites, such as at Grove Ferry, a short distance off the A28, and at Pegwell Bay on the A256. The provision of additional transit picnic sites to provide drivers with an informal alternative to commercial service areas may be a desirable objective but, in view of current constraints on Local Authority expenditure, this strategy can make no specific recommendations in this regard. Should public or private funding become available in the future, proposals would stand to be evaluated on their merits.

**4.15** Many roads users may need to use toilet facilities only and not wish to make a commercial purchase in order to do so. The question as to whether such basic facilities should be provided free as part of the transport infrastructure is not addressed in Government guidance. There are no free public toilets on primary routes in the study area and public finance is unlikely to be able to provide them. Toilets at some service areas are accessible to the public without making a purchase. Service area operators on trunk roads are obliged by the criteria for the provision in Circular 2/2008 to provide free toilets and adequate free short term parking in addition to petrol, hot drinks and food (by vending machine if necessary) between 8.00 am and 8.00 pm daily. On other routes, use of a toilet is often possible when making even a modest purchase. Therefore, this strategy is based on the premise that toilet facilities are unlikely to be provided separately from commercial refreshment or fuel facilities.

### Overnight Accommodation

**4.16** Some overnight accommodation is provided in association with or close to other facilities, eg. at the A2 The Gate, Whitfield Roundabout, Lychgate Services on the A299, the Holiday Inn Express at the Minster roundabout on the A299 in Thanet and two hotels on the A2 at Harbledown (Holiday Inn Express Dover Bound and Travel Lodge London bound).

**4.17** The need for provision of additional roadside accommodation has not been specifically considered in this strategy. East Kent is an area with a long established tourist industry and there is a wide range and choice of accommodation in the towns and villages which are very accessible to transit traffic within a short distance of all the primary routes in the study area, assisted by hotel signing schemes.

**4.18** Equally, there is a choice of camping and caravanning facilities in the study area, clearly signed. Problems sometimes arise when campers or caravanners use lay-bys for overnight stops. This is seen as evidence of a desire to avoid commercial sites rather than a lack of provision.

### Tourist Information

**4.19** Information boards and leaflet boxes can be appropriately provided in association with many different types of facility. Larger service areas can even provide a bureaux de change, ticket booking and staffed Tourist Information Centres. There are existing TICs at Dover Eastern Docks and Medway

Pavilion, as well as in town centres, plus there are Tourist Information boards at various locations on the route network. Additional provision for such facilities are highly desirable rather than essential and it is not considered necessary in this study to make specific separate provision for them.

### **24 Hour Services**

**4.20** Demand for 24 hour facilities can, subject to local amenity considerations, be met at existing sites, thus avoiding the need for the development of new facilities.

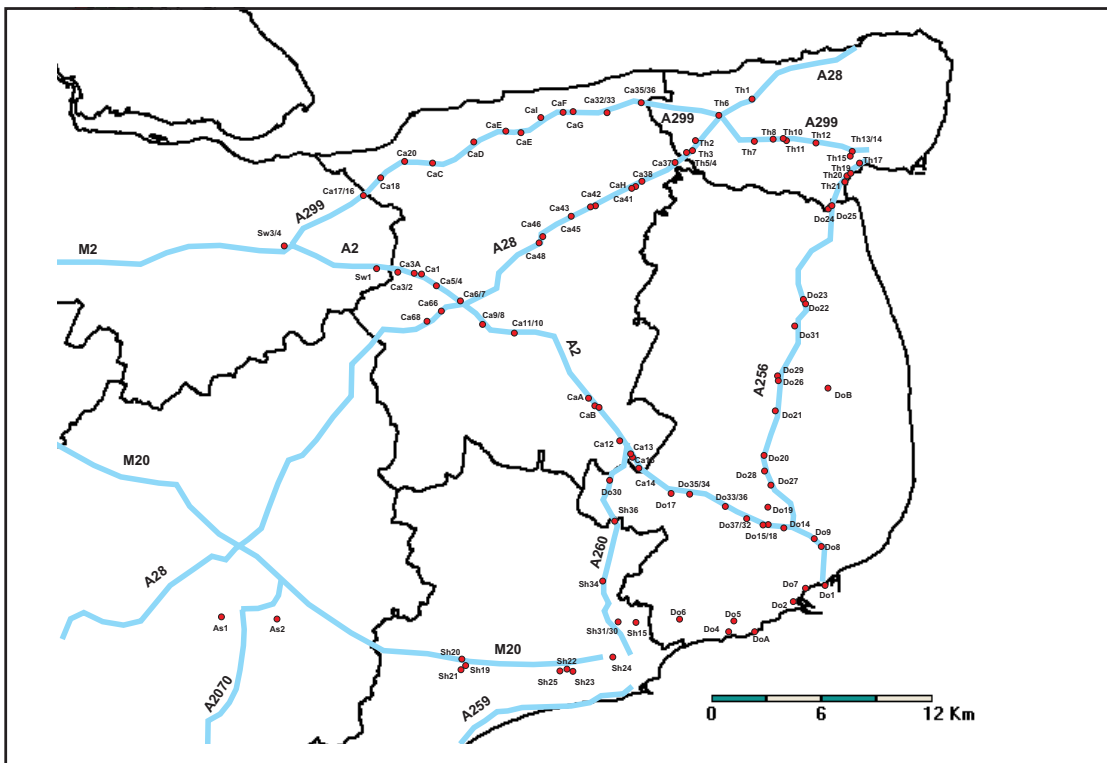
## 5 Analysis

### Analysis

5.1 The following is a summary analysis by route of:

- the role of each route relative to the need for service provision (eg. HGV facilities and 24 hour services are more important on trunk roads, motorways and port approach roads);
- any planned changes/improvement schemes which would affect service provision;
- the general picture of existing and committed provision in Categories B and C, with reference to the role of Category A facilities (chiefly lay-bys);
- planning policy constraining new provision.

### The Routes



Picture 5.1 Routes considered in Strategy

### The Services

5.2 The following tables show details of existing and committed provision on these routes and the plan entitled "Provision in East Kent" shows the location of the facilities with the main planning constraints applying. The location of each site can be found in Appendix 1

**M20/A20**

**M20**

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
Sh19	Service Area, Junction 11	3.3	23	All	C	24 hr petrol filling station 300 car parking spaces Amenity building (at present containing Starbucks, KFC, Burger King, Game Grid, WH Smith, Julian Graves). 24 spaces for lorries plus shower and toilets 12 Coach Spaces	



MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
Sh20	Proposed Hotel, Junction 11	3.3	23	All	B	Toilets - Ladies, Gents, Baby Changing and facilities for the disabled Wireless access to internet ATM (Sept 2008) Tourist Info Centre Picnic Area	Has Planning Permission.
Sh21	Proposed Hotel, Junction 11	3.3	23	All	B	150 beds.	Has Planning Permission.
Sh22	Tesco, off Junction 11	1.2		All	B	Petrol Station, food, car wash.	Petrol only, 24 hours, no HGV. Not signed off motorway.
Sh23	Little Chef, Cheriton	1.2		All	B	Restaurant, toilets.	Closed

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
Sh24	Sainsbury, junction of M20 with A20	5.0 (Dover)		All	B	Petrol Station, food.	Not signed off motorway.
Sh25	Junction of M20 with A20	5.0		All	B	Hotel (41 beds & restaurant) Cheriton Parc Hotel run by Holiday Inn Express	Not signed off motorway.
As1	Tesco off Junction 10				B	Petrol Station, food.	No HGV.
As2	Off Junction 10			All	B*	Truck stop, services, lorries only. Food toilets, beds and fuel.	Signed "truckstop" off motorway, also from Junction 13.

A20

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
Do1	Dover Eastern Docks		0.6	All	C	Restaurant for car passengers and "Truck Stop" restaurant (24 hour) for lorry drivers, truck wash and lorry parking spaces within port.	Not signed in either direction (urban location). Services within port area.  Petrol Station at entrance to port has been removed since 1998 study.
Do7	Townwall Street, Dover	0.6	0.6	Folkestone	B	Petrol Station including sales building and car wash.	Complete.  Not signed in either direction (Urban Location).
Do3	Limekiln Roundabout	0.6	3.6	All	B*	Fast food restaurant and Drive Thru' with parking.	Unimplemented outline permission 93/0822/
Do2	Limekiln Roundabout	0.6	3.6	All	B*	Dover South Service Station with petrol filling and HGV fuel facilities, shop (24 hours), car wash, car parking area, telephone and toilets.  New car wash centre and possible new shop in progress.	Not signed in either direction (Urban Location).

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
DoA	Samphire Hoe			Dover		Car parking, information office with refreshments, picnic area, telephone, toilets. Open 7 days a week, 7am until dusk.	Signed northbound.
Do4	Lay-by Lydden Spout			Folkestone	A	None. Mobile fast-food.	Signed Northbound- Hot Food sign.
Do4	Lay-by Lydden Spout			Dover	A	None.	Signed Southbound.
Do5	Plough Service Area on B2011, Church Hougham	3.6	5.0	All	C	Premier Inn, restaurant, car showroom.	Only hotel sign/ B&B sign; Local services sign later just before entrance.  No Petrol Station and Shops, instead there is now a car showroom. No car wash, telephone, toilets. Travel Inn instead of Premier Inn.
Do6	Lay-by Capel Bypass			Folkestone	A	None.	Closed. Signed Northbound.
Do6	Lay-by Capel Bypass			Dover	A	None.	Signed Southbound.
Sh16	Lay-by East of A20/A260 Junction			Folkestone	A	None.	Closed.

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
Sh16	Lay-by East of A20/A260 Junction			Dover	A	None.	Closed.

- 5.3** The A20/M20 is the most important route in the study area, being identified as a route of International Importance in the South East Plan and being part of the historic Trans European Network route.
- 5.4** This is also the primary route to the Channel Tunnel and the Port of Dover and is subject to heavy freight traffic (and 'Operation Stack'). The Kent and Medway Structure Plan has also identified that there is a significant shortage of overnight lorry parking in the County, so, whilst it is not specific where these facilities should be provided, as this is the main route, there will be pressure for services.
- 5.5** The roadside service provision has improved since the 1998 study with the completion of the Category C services at Junction 11, which has facilities for HGV's. The remaining provision remains the same with the exception of the loss of a petrol station at the port.
- 5.6** The distance between the facilities at Dover Eastern Docks and Junction 11 is approximately 15 miles and in between there are facilities at the Western Docks, in Dover itself, and in addition The Plough Service Area at Hougham on the B2011 (old A20), signed from the A20(T) at Capel. In addition, there are three pairs of lay-bys on the A20 between it junction with M20 and Dover, spaced at approximately 3km.
- 5.7** The provision of the Category C services along the A20 within reflect the guidance within Circular 1/2008, which stipulates that spacing between a signed trunk road service should be approximately 30 minutes or 14 miles, whichever is the lesser. There are also other planning considerations. For instance, the majority of the route outside of the urban area from Dover to Junction 11 is within the AONB. West of Junction 11, there are local facilities off Junctions 9 and 10 (Ashford).
- 5.8** Applying the distance recommendations in Circular 1/2008, the existing level of facilities and the other planning considerations, such as the AONB, indicates that no further service areas would be necessary on the A20/M20 route within the study area.

M2/A2

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Dover	Towards London				
Sw1	Esso, Little Chef, "The Gate"		18.6	London	C	Petrol Station, Restaurant, Travelodge, Car Wash, Lorry Parking.	
Ca1	Texaco, Harbledown Holiday Inn Express	10.6		Dover	C	Petrol Station, 24 Hour Shop, Jet Spray Car Wash, Little Chef Restaurant and Parking, Information, Service, Telephone, Toilets (including Disabled).  Holiday Inn Express (overnight accommodation)	
Ca2	Lay-by Stumps Farm, Harbledown			London	A	None.	
Ca3	Lay-by Harbledown			Dover	A	Telephone Box	
Ca3A	Lay-by			London	A	Tourist Information, Mobile Café.	
Ca4	Lay-by Bigbury			London	A	None.	
Ca5	Lay-by Bigbury			Dover	A	None.	

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Dover	Towards London				
Ca6	Lay-by Thanington			London	A	None.	
Ca7	Lay-by Thanington			Dover	A	None.	
Ca8	Lay-by Nackington			London	A	Telephone Box	
Ca9	Lay-by Nackington			Dover	A	None.	
Ca10	Lay-by Bridge Turn Off			London	A	None.	
Ca11	Lay-by Bridge Turn Off			Dover	A	None.	
CaA	Lay-by Ilenden Farm			Dover	A	None	Small / unofficial layby
CaA	Lay-by Ilenden			London	A	None	Small / unofficial layby
CaB	Lay-by Out Elmstead			Dover	A	None	Small / unofficial layby
CaB	Lay-by Out Elmstead			London	A		Small / unofficial layby
Ca12	Shell, Barham Local Services off main carriageway, Barnham	6.1*	10.7	All	B	Petrol Station, Shop, Garage, Car Sales.	Unclear signing on A2 (*to Whitfield Roundabout).
Ca13	Old Coach House Hotel and Restaurant	5.8*		Dover	B*	Ropersole Caravan Park, Old Coach House Hotel and Restaurant.	(*to Whitfield Roundabout).
Ca14	Lay-by Shepherdswell			Dover	A	None.	
Ca15	Lay-by Shepherdswell			London	A	Mobile Café, Parking for Caravans.	



MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Dover	Towards London				
Do17	Husks Freight Terminal, Lydden Hill	3.4	13.1	All	B*	Freight Terminal with diesel, and HGV parking with fuel facilities for refrigerated lorries.	Not signed in either direction.
Do32	Lay-by near Temple Farm			Canterbury	A	None.	Signed.
Do37	Lay-by near Temple Farm			Dover	A	None.	Signed.
Do33	Lay-by between Temple Farm and Coldred Junction			Canterbury	A	None.	Signed.
Do36	Lay-by between Temple Farm and Coldred Junction			Dover	A	None.	Signed.
Do34	Lay-by between Coldred Junction and Lydden Hill			Canterbury	A	None.	Signed.
Do35	Lay-by between Coldred Junction and Lydden Hill			Dover	A	None.	Signed.
Do16	Forte Hotel, Singledge Lane, Whitfield Roundabout	<1	6.1	All	C	Hotel and Restaurant, McDonalds Drive-In Restaurant, New Car Wash	Signed - Northbound. Unofficial sign - Southbound.

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Dover	Towards London				
							2 shut down Petrol Stations with diesel facilities and shop (24 hours). No telephone and no toilets as it was before.
Do14	White Cliffs Business Park	<2	<1	All	B	Tesco Petrol Station, diesel and shop, Tesco Superstore with coffee shop and toilets.	Access via Whitfield Roundabout. Signed on the Roundabout.
Do12	Lay-by adjacent to White Cliffs Business Park			Canterbury	A	None. Site not found.	Signed Northbound.
Do10	Phase I, White Cliffs Business Park	1.2	0.7	All	C	Travellers Centre providing services and facilities for coach passengers/lorry drivers.	Unimplemented permission 95/1036.
Do9	Lay-by opposite Duke of Yorks School			Canterbury	A	None.	Signed Northbound. "No Overnight Parking" - ?
Do8	Guston Roundabout	1.2	1.2	Canterbury	B	Premier Inn, Public House/Restaurant with children's equipped playspace, petrol station, diesel and shop (24 hours), car wash, toilets	Unimplemented permission 95/1036 for fast food restaurant. Signed Northbound on Jubilee Way and Guston Roundabout/ Sign with services.

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Dover	Towards London				
							There is Premier Inn on the site and no fast food restaurant as it was before.
Do1	Dover Eastern Docks	1.2	1.2	All	C	Restaurant for car passengers and "Truck Stop" restaurant (24 hour) for lorry drivers, truck wash and 287 lorry parking spaces.	Not signed in either direction. 2 Petrol Stations with Shops (24 hour), toilets and eating area have been demolished (Does not exist anymore).

**5.9** Although the M2 is outside the study area the A2 and M2 need to be considered together as a route. Whilst the A2/M2 is now no longer the preferred route to the ports and Channel Tunnel it still has importance as part of an alternative route to Dover and part of the road also forms an alternative route (with the A260) to the Channel Tunnel, as well as a sub-region link between Canterbury, Whitstable and Herne Bay and the Channel Tunnel Terminal/Folkestone.

**5.10** Reflecting its former importance, successive improvements to the A2 have resulted in a 4 lane dual carriageway road with mostly grade separated junctions, except for the section between Lydden Hill and Dover Eastern Docks, which is identified in the Kent and Medway Structure Plan as a route with existing problems<sup>(iv)</sup>. Improvements to the Whitfield and Guston roundabouts have been identified as part of the Whitfield development in the Core Strategy.

**5.11** Village facilities have long been bypassed but comprehensive roadside facilities have been developed in response to the strong growth in the Cross Channel port traffic, which took place in the years prior to the opening of the M20/A20 and then the Channel Tunnel. This growth has ceased and there are signs that some existing facilities are experiencing decline in demand. Since the survey in 1998, the route has lost three petrol stations, the BP Station, Ropersole, the Esso Station, Whitfield and the station at the entrance to the Port.

**5.12** Although outside the study area, the Medway Pavilion Services on the M2 near Gillingham and The Gate at Dunkirk in Swale Borough, must be taken into account in any consideration of service area provision on this route. The relevant intervals are:

**5.13** Eastwards:

- Medway Pavilion to Harbledown Services – 19.3 miles
- Harbledown to Ropersole Services – 10.6 miles
- Harbledown to Husks Depot (Lydden) – 12.5 miles
- Ropersole to Whitfield Roundabout – 5.7 miles
- Whitfield to Dover Eastern Docks – 3.5 miles

**5.14** Westwards:

- Dover Eastern Docks to Whitfield - 3.5 miles
- Whitfield to Lydden (Husks Depot)– 3.4 miles
- Lydden to The Gate Services, Dunkirk – 13.1 miles
- Whitfield to The Gate Services – 16.5 miles
- The Gate Services to Medway Pavilion – 18.6 miles

**5.15** In addition, there are frequent lay-bys on the Canterbury Bypass and Lydden to Dover sections of the A2.

**5.16** Husks Depot is not available to general non-HGV traffic. Arter's Garage on the A260 at Barham (map ref: Ca12) catering for non-HGV traffic, is accessible to both east and west bound traffic and is too small for large volumes of traffic. Services at Halfway House can cater for HGVs but the restaurant is currently closed (A Bureau de Change and Ferry Ticket Office formerly located there has been removed).

**5.17** The petrol station at Whitfield has closed and has been allocated for residential in Dover District Council's Site Allocations Preferred Options Document. Whitfield does, however, have a variety of facilities including the petrol facilities at the Tesco's store (not HGV) and the Mc Donalds drive-thru restaurant at the roundabout. A new application for a Public House and restaurant has been submitted at the entrance to the Port Zone, just off the Whitfield roundabout. The unimplemented permissions for comprehensive facilities at the nearby White Cliffs Business Park and a further one at Old Park Barracks are unlikely to be built and have been removed from the table. There are, however, Lorry

Park signs from the A2 at the Whitfield Roundabout but there does not appear to be a dedicated lorry park in the Port Zone. There are also facilities for motorists & HGV's (fuel) at the Guston Roundabout between the Docks and Whitfield.

**5.18** Circular 1/2008 indicates that for trunk roads, the distance between service facilities should be 14 miles or 30 minutes, whichever is the lesser. The interval between comprehensive service at Harbledown/The Gate and Dover Eastern Docks is approximately 20 miles and via the A260 to the Channel Tunnel also 20 miles. Given that there are intervening facilities between, the provision along the A2/M2 route would appear to be adequate and no new services would be necessary.

**5.19** The A2 between Bridge and Lydden Hill, the A260 between the A2 and A20 and the A20 from the M20 to Dover are, in landscape policy terms, the most highly constrained routes in the study area, lying within an AONB, and the remainder of the A2 route is affected by SLA and Local Plan landscape designations. The A2 from Whitfield to the north western end of the Bridge Bypass follows a particularly exposed and prominent line.

**5.20** This study reveals that there is no need to identify new roadside service locations but, in any event, it would be difficult to identify any such site which did not have serious adverse impacts in this sensitive landscape.

## A299 Thanet Way and A253

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards London				
	Medway Pavilion		17.8	All	C	Restaurants, Toilets, Telephones, Petrol, HGV and Coach facilities.	
Sw3	Brenley Corner			Thanet	A	Lay-by with telephone and mobile café.	Signed.
Sw4	Brenley Corner			London	A	Lay-by, telephone.	Signed.
Sw2	Duke of Kent		2.6	All	B	Public House.	Derelect / burnt down
Ca16	Lychgate Services (East Carriageway)	20.4		All	C	Shell Petrol Station (HGV) and shop, toilets (including disabled), telephone, Little Chef restaurant, children's play area, Travelodge.	London bound traffic can get to this site via bridge.
Ca17	Lychgate Services (West Carriageway)		1.5	London	C	Shell Petrol Station (HGV) and shop, toilets, telephone and Little Chef restaurant.	Need to improve signing for Travelodge for this direction.
Ca18	Lay-by off main carriageway, Yorklets			London	A	None.	Signed. Mobile cafe most of the time.
Ca20	Premier Inn & Long Reach, Whitstable			both	B	Hotel & Public House/ Restaurant	Direct Access off the A299.
CaC	Whitstable			London	A	Layby	
CaC	Whitstable			Thanet	A	Layby	

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards London				
CaD	Chestfield			London	A	Layby	
CaD	Chestfield			Thanet	A	Layby	
CaE	Herne Bay			London	A	Layby	
CaE	Herne Bay			Thanet	A	Layby	
CaI	Hotel at Herne Bay Golf Club			Both	B	Hotel, pub & restaurant	Planning permission 07/1426 Erection of 90 bedroom hotel and pub/restaurant with associated car parking. (Outline application). Granted 11/12/07 Could be signed from both directions when built.
CaF	Margate Road, Junction with A299			Thanet	B	Harvester restaurant	Completed in September 2008. Could be accessed off London Bound carriageway with signing
CaG	Premier Inn Hotel, Altira Business Park			Thanet	B	Premier Inn Hotel nearing completion	Development of a 50 bedroom hotel with public house / restaurant

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards London				
Ca32	Lay-by Hawthorn Corner			Thanet	A	None.	and associated parking. Could be accessed off London bound carriageway with signing.
Ca33	Lay-by Hawthorn Corner			London	A	None.	
Ca35	Lay-by Reculver			Thanet	A	None.	Signed.
Ca36	Lay-by Reculver			London	A	None.	Signed.
Th6	Lay-by St Nicholas Roundabout			All	A	Telephone.	Signed on Roundabout and on A299 into Thanet.
Th7	Lay-by A299			Ramsgate	A	Telephone.	Signed.
Th8	Lay-by A299			London	A	None.	Signed.
Th9	Elf, A299 Minster	7.6		Ramsgate	B*	Petrol Station (including HGV), Shop, Toilets.	Not signed, currently closed.
Th10	The Prospect Inn, Mount Pleasant Roundabout, Minster		0	All	B	Hotel, Public House, Restaurant, Telephone.	



MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards London				
Th11	Total Petrol Station, Mount Pleasant Roundabout, Minster		3.1	All	C	Petrol Station, shop, car wash, provision of 20 lorry parking spaces.	Drive-thru restaurant still outstanding
Th12	Lay-by A253			All	A	Lay-by.	Not signed, poor surfacing. Would be lost through East Kent Access Phase 2.
Th13	Burmah, Cliffsend	2.3		All	B	Petrol Station, Shop, Car Wash.	East Kent Access Phase 2 would bypass this facility.
Th14	Lay-by Cliffsend			All	A	Telephone.	East Kent Access Phase 2 would bypass this facility.
Th15	Shell, Ramsgate			All	B*	Petrol Station, Car Wash, Shop, Toilets (including Disabled), HGV fuel.	Not signed (Urban Location).
Th16	Mobil, Ramsgate	0.85		All	B	Petrol Station, Shop, Car Wash.	Not signed (Urban Location), currently closed.

**5.21** The A299 links the coastal towns of north east Kent to the national motorway network via the M2. Since the 1998 study the new off line A299, from Herne Bay to Whitstable, and the Ramsgate Harbour Approach Road have been completed. The former route (now the A2990) has been excluded from the survey as it no longer falls within the road network considered by this study. Facilities along this route have only been included within this Strategy where they are accessible from the A299. The new facilities have been included in the table above and are identified alphabetically rather than numerically.

**5.22** Improvements to the A299/A253 between Minster and Lord of the Manor (East Kent Access Phase 2) is included in the South East Plan (Schemes Currently Programmed for Delivery - Table 3) for the 2011-2016 period. The preferred route will bypass existing facilities at Cliffsend (the route will also bypass facilities in the southern part of Cliffsend which will affect provision on the A256). However, the service area at Minster will be accessible to both east and westbound traffic from the roundabout junction.

**5.23** The provision of lay-bys along this route have been improved since the 1998 study along this route with the addition of three sets of lay-bys along the new stretch of the A299 from Herne Bay to Whitstable.

**5.24** The distances between Lychgate Services and the next comprehensive facilities (the 'C' category facilities at Minster, which includes provision for overnight lorry parking) is about 15 miles. The travel time between facilities has also been improved with the A299 improvements since the 1998 study. The distance from the Lychgate Services westwards to the Medway Pavillion service area on the M2 is 17.8 miles.

**5.25** The A253 traverses a very open landscape which is designated mostly to the south side as an Area of High Landscape Value in the Thanet and the Canterbury District Local Plans. This designation also affects the A299 inland from Reculver, Herne Bay. A Special Landscape Area lies to the south of the new off-line Sections 2, 3 and 4 and on the north side at Lychgate.

**5.26** Whilst the A299 is a Primary Route and not a trunk road, the nature of the road (dual carriageway) suggests that the same distances and times should be used from Circular 1/2008 (30 minutes or 14 miles, whichever is the lesser). The distances between services indicate that there is adequate provision along the route. Journey times to Port Ramsgate are also likely to improve with the completion of the East Kent Access Phase 2.

**5.27** The survey has however, indicated a need to improve signage for the Travel Lodge at the Lychgate service area, the Premier Inn at Altira, the Premier Inn at Whitstable and the Hotel at the Golf Course when this has been built.

**A260 Between A20 and A2**

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Folkestone	Towards London				
Sh30	White Horse, Hawkinge	1.2	1.7	All	B	Public House.	
Sh31	Lay-by Hawkinge			All	A	None.	Residential Area.
Sh32	Shell, Hawkinge	1.5	1.8	All	B	Petrol Station.	Closed
Sh33	Lay-by North of Hawkinge			Canterbury	A	Mobile Café.	Removed when Spitfire Way was completed 2years ago
Sh34	Black Horse	1.2	1.7	All	B	Public House.	
Sh35	Esso, Densole	1.2	1.7	Folkestone	B	Petrol Station.	demolished and replaced with houses some 7 years ago
Sh36	Chequers, Selsted	1.7	1.8		B	Public House.	Village Location.
Do30	Jackdaw.	1.8	-	Canterbury	B	Public House	Village location
Ca12	Arter's Garage, Shell, Barham Local Services off main carriageway, Barham.	2.4	-	All	B	Petrol Station, shop, garage, car sales and toilets.	Better signing required.

**5.28** Since the previous study the A260 has changed from a secondary route to a primary route. As a link between the A2 and A20, it has importance as part of a subsidiary route to the tunnel. KCC as Strategic Highway Authority regards the route as part of a strategic diversionary route to the Channel Tunnel when the M20 is closed, for example when Operation Stack has been introduced. The Highways Agency has also recognised its strategic diversionary role by signing the A260 accordingly. It also provides a link from the Channel Tunnel Terminals to North Kent and to the important tourist destination of Canterbury.

**5.29** The Hawkinge bypass scheme has created a virtually new single carriageway link between the A20 and A2, with an interchange at Lydden.

**5.30** Because of its diversionary role, this route needs to be viewed as part of the M2/A2/A260/A20/M20 route. However, its contingency role will generate demand for services on a very infrequent basis, insufficient to support a case for permanent facilities. Though some Cross Channel traffic is issuing the route as an alternative to the M20, the greater proportion of the traffic using the route will be local or sub-regional, with a lesser order of need for services.

**5.31** There is a selection of 'B' category facilities at settlements that are accessible along the route. These are not, however, suitable for serving HGVs. The relevant distances are between services on the A2 at The Gate and Harbledown to local facilities at Junction 11 on the M20 and the Channel Tunnel Terminal, approximately 20 miles.

**5.32** The entire length of the road lies, however, within an AONB. Reflecting the sensitivity of the landscape, the alignment of the new route received considerable attention in terms of minimising its landscape impact. The introduction of a new service area onto the route would inevitably exacerbate its impact on the landscape. As it lies within a AONB, it could only be justified in terms of overriding need in the national interest. Though it would increase choice for road users, an overriding need is not apparent.

A28

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Canterbury	Towards Thanet				
Th1	Q8, Brooks End, Birchington	3		Canterbury	B	Petrol Station and Shop, Workshop.	Not Signed.
Th6	Lay-by St Nicholas Roundabout			All	A	Lay-by, Telephone.	Not signed on A28, signed on Roundabout.
Th2	Lay-by between St Nicholas and Sarre			All	A	Lay-by.	Not signed, poor surface.
Th3	Sarre Mill, Sarre	0	3	All	B	Shop, Café, Toilets, Telephone.	Access now only from A253.
Th4	Kings Head, Sarre	0	0	All	B	Public House, Overnight Accommodation.	Not Signed.
Th5	Crown Inn/Cherry Brandy	2.4	0	All	B	Public House, Restaurant, Overnight Accommodation.	Not Signed.
Ca37	Lay-by Cut End near Sarre			Canterbury	A	None.	
Ca38	Lay-by Grove Ferry			Thanet	A	None.	
Ca39	Lay-by Grove Ferry			Canterbury	A	None.	
Ca H	Lay-by Upstreet			Canterbury	A		Shop and Post Office opposite

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Canterbury	Towards Thanet				
Ca41	Royal Oak, Upstreet	0.2	2.4	Canterbury	B	Public House,	Not Signed (Village Location).
Ca42	Lay-by Hersden			Thanet	A	None.	Not Signed (Village Location).
Ca43	Chopsticks, Hersden	0.9	1.3	Thanet	B	Chinese restaurant.	Not Signed (Village Location).
Ca45	Spice Master, Westbere	1.1	0.9	Thanet	B	Indian restaurant.	Not Signed (Village Location).
Ca46	Lay-by Sturry			Thanet	A	None.	
Ca48	Welsh Harp, Fordwich		0.3	Canterbury	B	Public House.	Not Signed (Village Location).
Ca66	Lay-by Milton Manor			Ashford	A	None.	
Ca68	Lay-by Milton Manor Farm			Canterbury	A	Telephone, Post Box.	

**5.33** This route has been identified as a Regional Spoke in the South East Plan as it forms an important sub-regional link between the Thanet towns, Canterbury and Ashford and connects via the A2070 to the A259 South Coast Trunk Road. However, a greater proportion of the traffic using them is likely to be local than for the other primary routes and HGV flows are relatively small.

**5.34** B Category facilities are available at intervals of a mile or two at village and rural locations on the A28, which is entirely single carriageway. There are few lay-bys. This provision is not likely to be affected by road improvements for the foreseeable future.

**5.35** Much of the route within the study area is subject to local plan landscape designations. There is no evidence of a need for additional facilities which would override the planning constraints.

## A256

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards Dover				
Do15	Whitfield Roundabout	0.2	0.4	All	C	McDonalds Drive-In Restaurant, New car wash	Partially bypassed by new road but still on A2(T).  Not signed in either direction.  2 shut down Petrol Stations with diesel facilities and shop (24 hours). No telephone and no toilets as it was before.
Do18	Whitfield	0.4	0.2	All	B	Lay-by with Take Away, Restaurant and Public House.	Partially bypassed by new road opened in June 1997, but still on A2(T).  Not signed in either direction.
Do19	Royal Oak, Whitfield	1.7	0.4	All	B	Public House with food is now closed down and for sale.	Bypassed by new road opened in June 1997.  Not signed in either direction.
Do20	High and Dry, Waldershare	1.5	1.7	All	B	Public House with restaurant.	Bypassed by new road opened in June 1997.



MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards Dover				
							Signed Northbound "High and Dry" and with the restaurant symbol only.
Do21	Plough and Harrow, Tilmansstone	7.8	1.5	All	B	Public House with food and Bed and Breakfast.	Bypassed by new road opened in June 1997. Signed Northbound and Southbound "Plough and Harrow Inn" but with no Bed & Breakfast symbol.
DoB	Hare and Hounds			All	B	Public House with restaurant	Signed northbound and southbound
Do31	Picnic Site, Eastry			All	A	Picnic Tables.	Signed in both directions.
Do22	Lay-by Sandwich Bypass			Dover	A	None. Mobile cafes on both sides of the road.	Signed Southbound and Northbound with mobile cafes on both sides.
Do23	Lay-by Sandwich Bypass			Dover	A	None. Site not found.	Signed Southbound and Northbound. Site not found.
Do24	By Richborough Power Station	1.2	7.8	Thanet	B	Petrol Station, Shop and Car Wash.	Not signed.
Do25	Opposite Richborough Power Station	1.2	7.8	Dover	B	Petrol Station, restaurant Viking, Telephones and Hand Car Wash.	Not signed. Little Chef is now called Viking. New Hand Car Wash.

MAP REF	NAME/LOCATION	DISTANCE TO NEXT SERVICE		ACCESSED FROM	CATEGORY	FACILITIES	NOTES
		Towards Thanet	Towards Dover				
Do26	Lay-by Sandwich Bypass			Dover	A	None.	Signed Southbound - Sign not found.
Do27	Lay-by Whitfield Bypass			Dover	A	None.	Signed Southbound.
Do28	Lay-by Whitfield Bypass			Thanet	A	None.	Signed Northbound.
Do29	Lay-by Whitfield Bypass			Thanet	A	None.	Signed Northbound – Sign not found.
Th21	Pegwell Bay Picnic Area			All	A	Toilets, Picnic Tables, mobile cafe.	Time limits on access. Signed.
Th20	Texaco, Cliffsend		1.0	All	B	Petrol Station, Shop.	Not signed (Urban Location).
Th19	Sportsman's Inn, Cliffsend	1.2	0.3	All	B	Public House, Telephone, Toilets.	Not signed (Urban Location).
Th18	Lay-by Cliffsend			Dover	A	None.	Not signed, poor surface and access.
Th17	Cliffsend Picnic Area			All	A	Shop with snacks, etc. Toilets, Picnic Tables.	Open only in summer. Signed.

**5.36** This route connects the ports of Dover and Ramsgate and links the Thanet towns and Sandwich to the Channel Tunnel. Improvements have been completed just north of Sandwich (East Kent Access Phase 1) which has improved journey times but has resulted in the loss of a Lay-by. As with the A28, a greater proportion of the traffic using the road is likely to be local than for the other primary routes and only a small proportion is HGV (although lay-bys along this route are used by HGV's for overnight parking) but, like the A28, it is important to the effective functioning of East Kent as a sub-region and to its future economic prosperity. The route has been identified as a Regional Spoke in the South East Plan. There should be a basic level of provision to allow them to function well.

**5.37** As with other Primary routes in the Strategy, the guidance outlined in Circular 1/2008 has been used to assess the A256 (much of the route is also dual carriageway). The distance between facilities at Richborough, in the north and the on the A2 at Whitfield and Guston roundabout, in the south is approximately 12.5 miles and takes approximately 20 to 30 minutes to drive. This is within the guidance recommended in Circular 1/2008. In between these facilities there are category A and B facilities that further enhancing the provision along this route.

**5.38** The East Kent Access Phase 2 will divert the road line just north of the former Richborough Power Station towards the A299 (which it will join before reaching the Lord of the Manor Roundabout ) and will bypass facilities at Pegwell and Cliffsend. Journey times will, however, be reduced and HGV provision will be enhanced with improved accessibility to the facilities at Minster on the A299.

**5.39** The section between Eastry and the A2 is constrained by the Special Landscape Area designation applying to the countryside on either side of the route. The Sandwich Bypass section passes through open countryside and it occupies an exposed position for much of its length. The section between Cliffsend and Richborough traverses a flat open landscape, adjoining a Site of Special Scientific Interest with views across Pegwell Bay.



## 6 Conclusions of Analysis

**6.1** The 1998 study concluded that there were no deficiencies in roadside services that would cause serious safety concerns or inconvenience to vehicle drivers or passengers on any route. This conclusion was based on existing and committed services.

**6.2** Since that study, there have been a number of changes relating to the road network, the number of facilities and Government guidance.

**6.3** With regard to the road network, there have been improvements to:

- The off line improvements to the A299
- The East Kent Access Phase 1 (Sandwich)
- The Hawkinge by-pass
- Ramsgate Harbour Approach Road
- Thanet Way Dualling Section 7b (is this the bit between Minster and Monkton?)

**6.4** There have also been two Category C facilities opened since the previous study, at junction 11 on the M20 and the Minster Roundabout, and a number of additional lay-bys have also been completed as part of the road improvements listed above.

**6.5** Government Guidance has also changed. The advice considered in the 1998 Study was from Circular 4/88 indicated that spacing between service facilities should be roughly half an hour driving time or a maximum of 25 miles and a minimum of 12 miles. The most recent guidance, Circular 1/2008 indicates that spacing on a motorway should be 28 miles or 30 minutes travelling time, whichever is the lesser, with an absolute minimum of 12 miles on the same route. The Circular also identifies spacing for service facilities on trunk roads, which should be approximately 30 minutes or 14 miles, whichever is the lesser.

**6.6** The improvements to the road network and the changes to government guidance have not resulted in any deficiencies along any stretches of the routes in the study area. The only route that appears to have a deficiency (for HGV drivers) is that of the A260, but this deficiency would not outweigh the other planning considerations of the detrimental impact new services would have on the AONB.

**6.7** The logic of attempting to improve quality by further increasing the number of service area is not proven, even for the longer intervals between existing or committed services. There is little evidence of unmet demand which has not already been addressed. More frequent facilities could merely displace trade from existing facilities rather than increase the general share but, even assuming that permitting new sites would increase the number of sites rather than displace existing facilities, any potential benefits from a widening of choice will need to be weighed carefully against other planning and environmental considerations.

**6.8** The opportunities for identifying new sites are highly constrained by environmental and planning policy considerations. Wildlife and landscape are protected by National and Regional policies.

**6.9** Whilst there is no scope for new facilities (other than possibly at disused sites), this is not to say that the quality and range of provision could not or should not be improved. In addition and subject to planning considerations, there is some potential for enhancement of facilities at appropriate existing roadside sites. Further improvements to signage for HGV drivers, for example, has also been suggested in other studies and should be reflected in this Strategy.

**6.10** The transport infrastructure in East Kent is continuing to go through fundamental changes. Flows on some routes, such as the A2, appear to be on a declining trend and reduction in provision, as at the existing site at Ropersole, suggests declining demand. On others, increases in demand may be expected, for instance flows on the M20 and on the improved A299 and A256 routes are likely to increase.

**6.11** Such uncertainties argue for caution in making further commitments to new provision. Evidence of decline in provision, or failure to develop permitted facilities at existing or new sites does not justify the development of new facilities at alternative locations. It cannot be taken as evidence of poor location but rather as of insufficient demand or implementational difficulties. It will not be accepted by the Local Planning Authorities participating in this strategy as lending support to speculative planning applications or as evidence of need which overrides other planning considerations.

**6.12** Government sustainability policy presumes against the development of 'greenfield' land, except where there is no alternative 'brownfield' site, and in favour of concentrating development at urban areas. In line with this stance, new roadside facilities should be provided by redevelopment, enhancement and where appropriate by expansion of existing services or by redevelopment of edge of urban area brownfield sites or as part of an appropriate business/industrial development site (as at White Cliffs Business Park).

**6.13** This Strategy has not considered the wider issues of the forecasted shortage of lorry parking facilities and 'Operation Stack', as these issues should be considered on a Regional basis.

## 7 Proposals

**7.1** Should it be proven, this study shows that with the completion of the committed programme of improvements to the primary route network in East Kent, the majority of the network will be in open countryside where a need sufficient to override the strategic and Local Plan restraint policies applying would need to be demonstrated to justify new built facilities. This study has found no evidence of such need. For those sections of the routes within the AONB it would be necessary to demonstrate that this need amounted to necessity in the national interest which could not be provided elsewhere. A high standard of design of facilities would be needed.

**7.2** Enhancement of the existing overall pattern of provision could take place at existing or committed sites and/or by improved signing, in response to market demand, subject to environmental, local amenity and traffic considerations.

**7.3** Existing Category A facilities, mostly in the form of standard lay-bys, provide useful supplementary stopping points, especially on the longer stretches of dual carriageway between service areas.

**7.4** Facilities within built up urban areas and rural settlements are not generally signed. Recommended signing improvements for facilities in rural locations are set out in the table below. Except where to be provided as part of road improvement schemes as stated, signs would be funded by the service operators. A proliferation of signs should be avoided.

Route	Location and Map Ref	Description
A2	Ca12 Petrol Station on A260 south of Barham	Petrol and toilet facilities could be more clearly signed from A2 north and southbound.
A2	Do17 Husks Freight Terminal	HGV facilities could be signed north and southbound.
A2	Do16 and Do15 Hotel, Restaurant and Petrol Stations, Whitfield	Clearer signing, especially for southbound traffic.
A256	Do20 The Plough and Harrow, Tilmanstone	Signed but no Bed and Breakfast symbol.
A256	Do24 and Do25 Petrol Stations, Richborough, plus Little Chef.	Could be signed as Petrol, Restaurant and Toilets etc north and southbound.
A299	Ca20 Hotel & Restaurant, Ca1 Proposed Hotel & Restaurant and CaG, Hotel	Improved signage from the A299 to facilities.
A299	Ca17 Lychgate Services	Travelodge accommodation could be added to signs for the London bound direction and old signs renewed.

Table 7.1 Suggested Improvements to Signage

**7.5** No recommendations are made regarding the provision of additional transit picnic sites or informal rest areas with or without public toilets. The desirability of providing drivers with informal alternatives to commercial service area could be re-examined in the event that public or private funding becomes available in future both for capital works and to ensure a viable method of management. Proposals would stand to be evaluated on their merits and would need to be acceptable in terms of environmental and amenity impact and traffic safety.

**7.6** Similarly no specific recommendations are made regarding the provision of additional public telephones. These could be provided at existing service areas or as freestanding telephone boxes at lay-bys, subject to landscape, local amenity and other considerations.





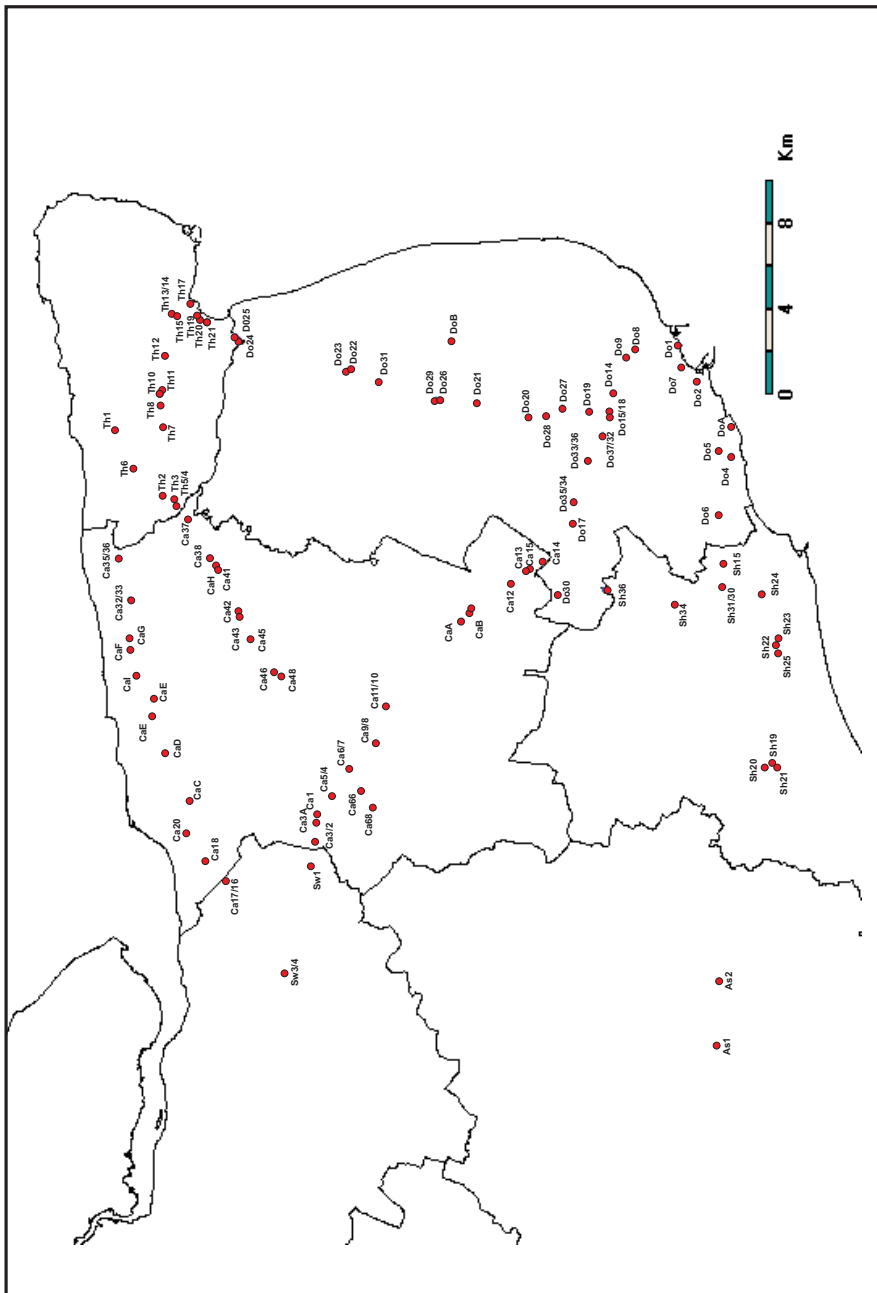
## 8 The Strategy

- Any need for new facilities in the rural area which might emerge in the future would have to demonstrate a case for overriding the planning constraint applying to most of the primary routes in the study area. The need for additional facilities on new sites has not been identified. The pattern of traffic flow on primary routes in the eastern part of Kent is evolving, but not in ways would be likely to give rise to such a need.
- Enhancement of existing facilities will be permitted/encouraged, subject to planning, environmental and safety considerations. Within these constraints the precise nature will be a matter for the market.
- Enhanced signing of some of the facilities, as recommended in Table 7.1 'Suggested Improvements to Signage' , would assist road users by raising awareness of the availability of services.

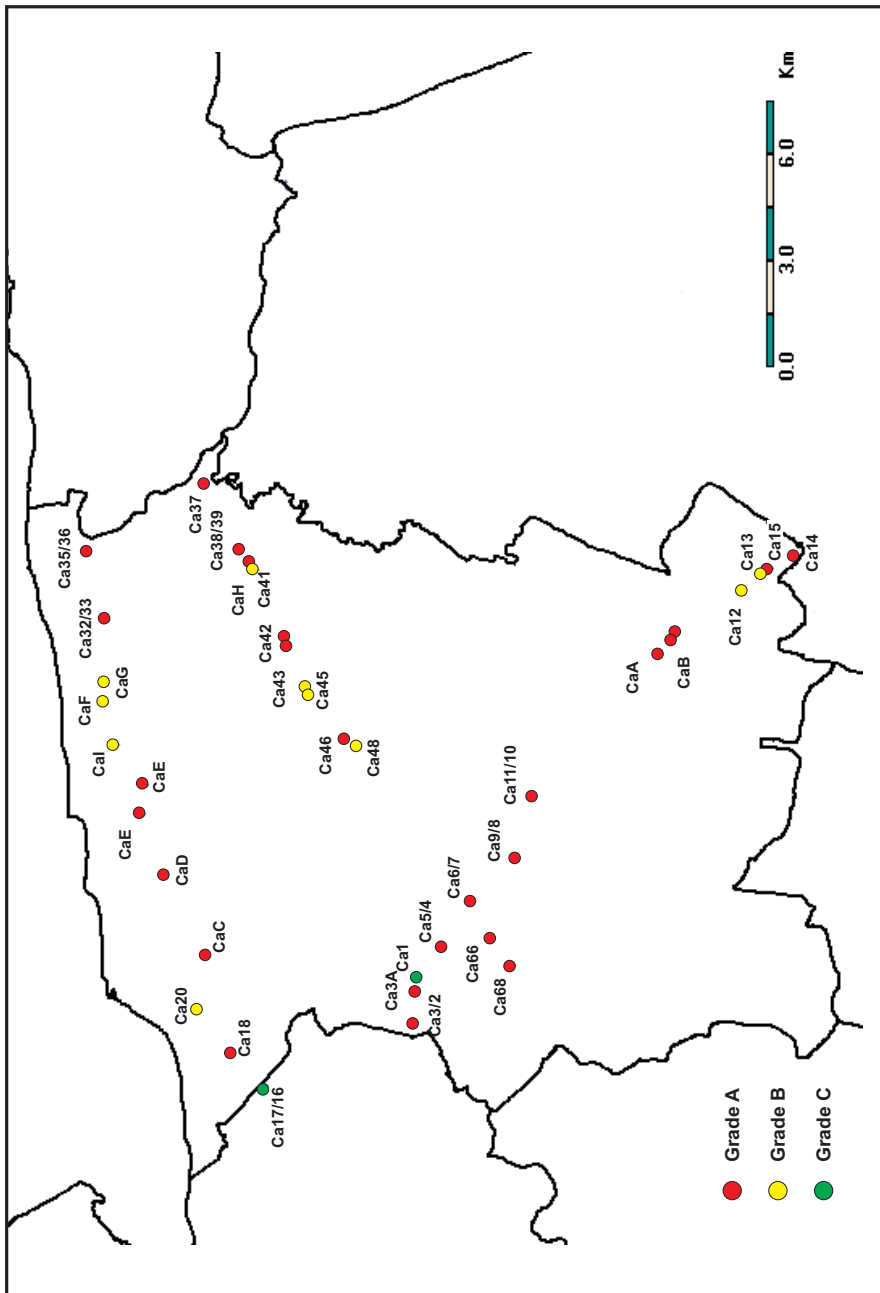


## 1 Appendix

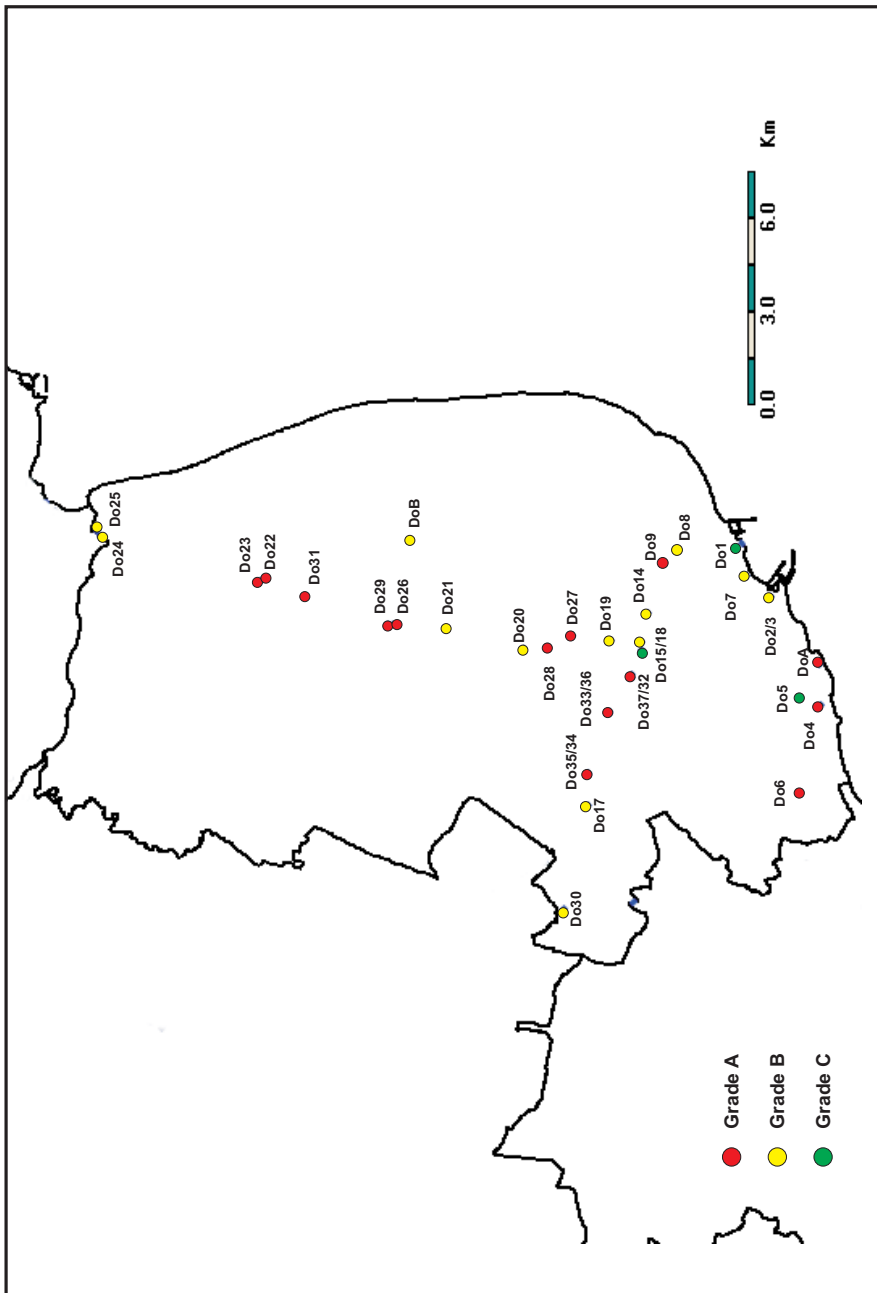
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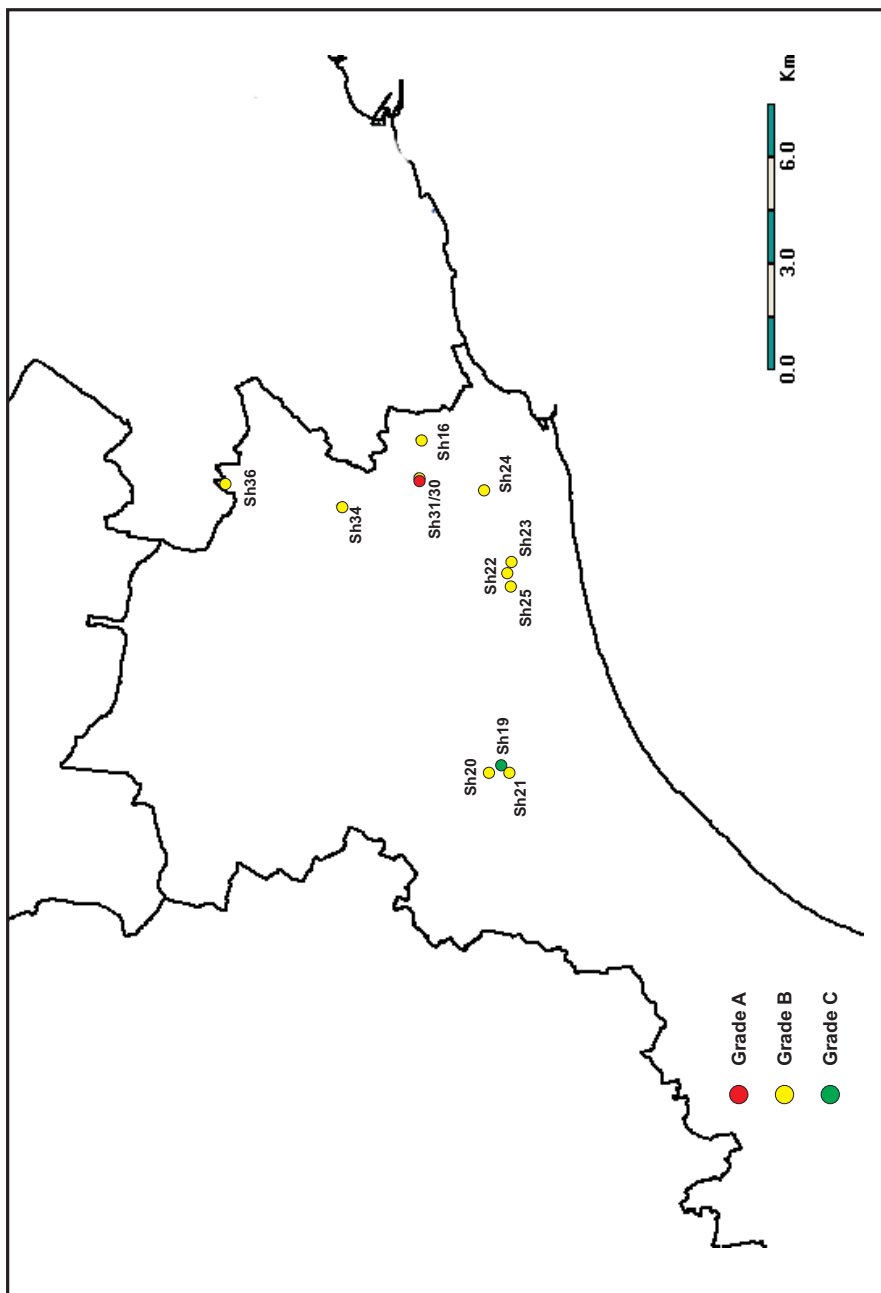
Picture 1.1 All Roadside Services



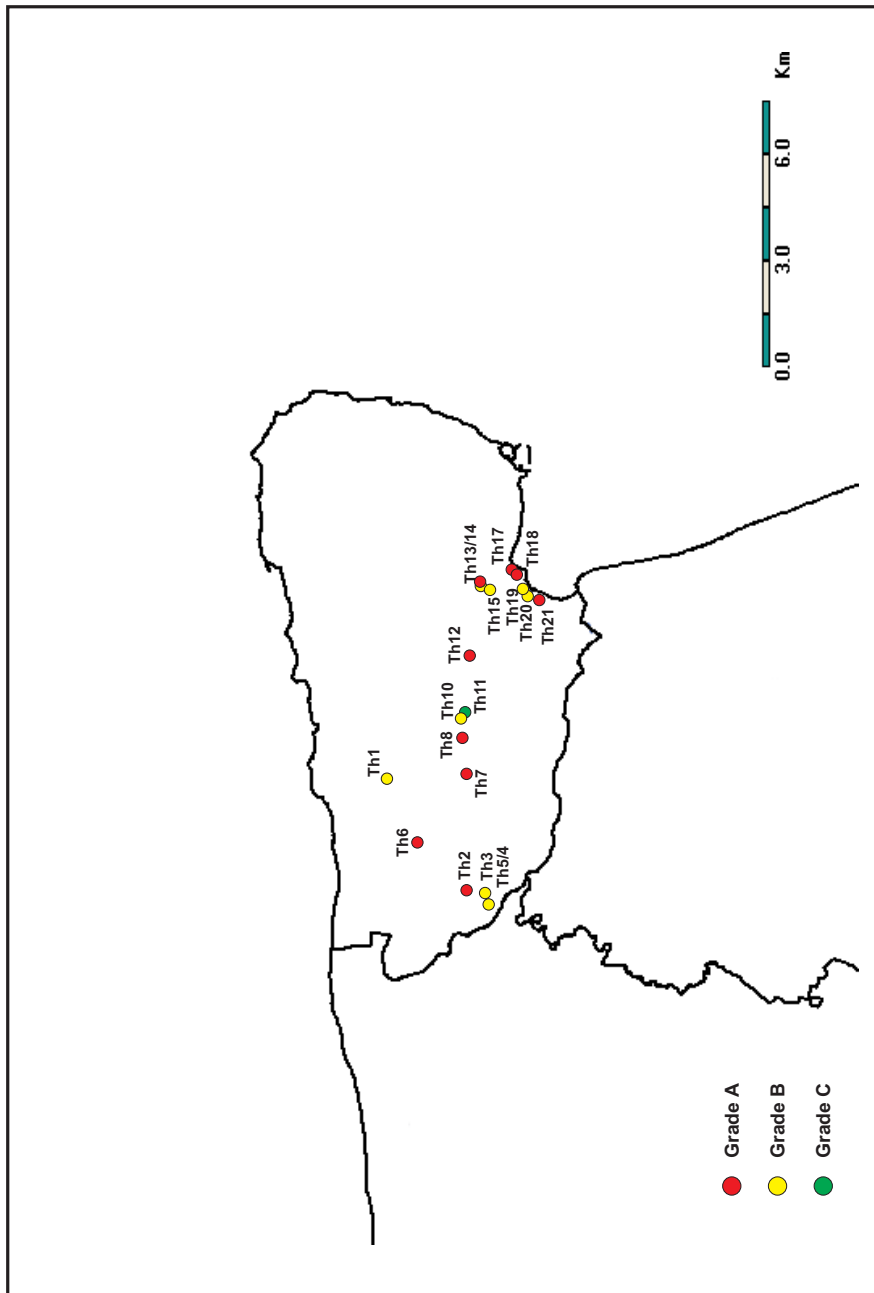
Picture 1.2 Canterbury District



Picture 1.3 Dover District



Picture 1.4 Shepway District



Picture 1.5 Thanet District