

Highways Agency: Spatial Planning Framework Review of Strategic Road Network Service Areas

East of England

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1 Introduction

- 1.1 The Highways Agency (HA) has commissioned the undertaking of a study into the provision of service areas on Trunk Roads and Motorways in the East of England region.
- 1.2 The report will present the findings of the study of provision of service areas on the Trunk Road Network in the East of England, followed by the results of the gap study of Motorway Service Areas in the East of England. The Trunk Road Network and Motorway Network combined comprise the Strategic Road Network, which is the road network under control of the Highways Agency.
- 1.3 Circular 1/2008 (the Circular) sets out the policy for the provision of service areas on the Strategic Road Network and the HA's role in relation to these facilities. The Circular supersedes previous guidance provided in Circular 1/94, Circular 4/94 and the Motorway Service Areas [MSA] policy statement 1998.
- 1.4 The study was conducted in two parts: Part A examined the provision of service areas along Trunk Roads in the East of England and comprised the following:
 - Identification of the location of service areas along the Trunk Road Network
 - Identification at each facility whether parking, refuelling, accommodation and refreshments are available, and therefore identify whether the area meets the requirements for signing
 - Identification whether signing is provided at each location
 - Provision of recommendations to upgrade the service areas on the routes to ensure that the route meets the requirements of the Circular.
- 1.5 Part B is a gap analysis of service areas on the Motorway Network in the East of England and comprises the following:
 - Identification of the location of MSAs along the Motorway Network
 - Determination of the separation of MSAs
 - Identification of any gaps in provision
 - Provision of recommendations to address provision issues along the Motorway Network.

Scope of the Report

- 1.6 The scope of the report will be as follows:
 - Section 2 contains the methodology for the Trunk Road study
 - Section 3 contains the methodology for the Motorway study

Part A – Identification of Signed Service Areas on the Trunk Road Network

- Section 4 identifies the Trunk Road service areas within the region
- Section 5 provides the results of the Trunk Road service areas studied
- Section 6 presents the conclusions of the Trunk Road study.
- Section 7 provides recommendations for service area provision along the Trunk Road Network

Part B – Identification of Motorway Service Areas

- Section 8 identifies the Motorway Network and the MSAs in the region
- Section 9 presents the results of the MSA gap study
- Section 10 presents conclusions and recommendations

Appendices

- Appendix A contains maps identifying service areas on the Trunk Road Network
- Appendix B shows the site location plans of each identified Trunk Road service area

2 Trunk Road Service Area Methodology

- 2.1 The Trunk Road Network is comprised of the parts of the Strategic Road Network that are not designated as Motorway.
- 2.2 Frequent rest areas are required to ensure motorists can take breaks at appropriate points on their journeys, thereby increasing motorist's comfort and reducing the risk of accidents related to tiredness, fatigue etc. The sections of the Circular that are most relevant to the Trunk Road Network include:
- “The maximum distance that any drivers should have to travel without the availability of fuel refreshments, toilets and parking...signed service areas should be sited at distances approximately 30 minutes or 14 miles (Whichever is lesser)” [paragraph 139]*
- 2.3 Generally this threshold translates to a value of 14 miles based on the assumption that average travel speeds on the Trunk Road Network are greater than 28 miles per hour.
- 2.4 The Circular also specifies the HA's obligations in relation to the provision of service areas and states that:
- “The HA will seek to identify stretches of trunk road network where there is a clear road safety need for Trunk Road Service Areas” [paragraph 141]*
- 2.5 In order to be signed from the Trunk Road Network the service area must provide the following facilities:
- Fuel
 - Refreshments
 - Seating
 - Parking
 - Toilets
 - Baby-change facilities
 - Cash operated telephone
 - Trailer Parking
- [paragraph 141]
- 2.6 There are additional requirements in relation to factors such as opening hours, equality legislation and competition between providers that have not been specifically considered within this study.
- 2.7 The initial scope for this work required the identification and survey of signed service areas. However when undertaking the surveys it became apparent that many service areas identified in a desktop study were unsigned, therefore the work has evolved to include detail of unsigned service areas.
- 2.8 This study identifies the location of existing service areas, whether they have facilities that meet the requirements (of the Circular) to be signed from the Trunk Road, and whether they are signed. The report then identifies where there are locations on the Trunk Road Network that do not have signed service areas (that provide facilities that meet the requirements of the Circular) at least every 14 miles and provides recommendations for upgrades that would achieve the requirements of the Circular.

2.9 **Table 2.1** displays the Trunk Roads located within the East of England

Table 2.1: Summary of Trunk Roads in the East of England

Region	Trunk Road	Start Point	Finish Point	Distance (Miles)
East of England	A1	East Midlands Border	A6141	49.4
	A5	South East Border	M1	14.5
	A11	M11	A47	60.8
	A12(1)	A47	Camden Street	8.7
	A12(2)	M25	A14	52.4
	A13-A1089	London Border	A126	8.6
	A14	East Midlands Border	Felixstowe	58.4
	A47	A1	A12	105.4
	A120	M11	Harwich	44.3
	A421	M1	A1	17.8
	A428	A1	M11	16.6

Desktop Survey

- 2.10 As there was no existing database providing a complete list of existing Trunk Road service areas, a desktop study was undertaken to identify service area locations along each road corridor. The desktop survey used online aerial mapping sources to identify the location of service areas on the route network. This work reduced the likelihood of missing service areas when undertaking the site surveys and also reduced the time required to survey the sites.
- 2.11 Information was collated into tabular forms for each corridor including the following details:
- Site Name
 - Grid Reference Co-ordinates
 - Distance from start of corridor
 - Access arrangements – both directions or one direction.

Road Network Survey

- 2.12 Having identified the locations of service areas, a survey of the Trunk Road Network was carried out between January and April 2009. The service area survey method was refined following a pilot survey and discussion with the HA project manager.
- 2.13 The full survey was undertaken to identify the facilities provided at the site and whether the service area is signed from the road, bearing in mind paragraph 143 of the Circular. The provision of the following at each service area was identified:
- Petrol Station (on or easily accessible to site)
 - Refreshments
 - Parking
 - Overnight Accommodation
- 2.14 The provision of refreshments was assessed based on the site observations. A “Yes” for refreshments available was recorded where tables and chairs were obviously present and/or the service area signing specified that refreshments were provided.
- 2.15 Toilets and parent/carer facilities have not been specifically surveyed. But it would be reasonable to assume that where refreshments are provided these other facilities are likely to also be provided in most cases.
- 2.16 The provision of cash operated telephones has not been surveyed.
- 2.17 It should be noted that some of the above information was also gathered in the desktop survey, but was validated on the site surveys.
- 2.18 There are numerous shopping areas, supermarkets and other destinations located on the Trunk Road Network. These have not been included within the surveys. Where a supermarket express type store makes up part of a service area, these have been included within the surveys.

2.19 The methodology undertaken for the surveys was as follows:

- Survey teams of two enumerators surveyed the 437 miles of Trunk Road Network.
- Sign contents were recorded using digital camcorders fixed to car windscreens (this removed the need to stop on the live carriageway, but required additional data processing)
- Sign locations were identified manually and noted on a record sheet stating service area name, facilities, GPS location (using a GPS logger) and time (to ensure the service station can be found on the corresponding videos)
- Additionally automatic GPS tracker journey time units were utilised. This allowed validation of the routes surveyed.

2.20 The information collected from the desktop study and the Trunk Road Network survey has been collated to provide a comprehensive list of the signed and unsigned service areas, their locations, distances apart and the facilities provided. The information has been presented in Section 3.2 for each of the corridors identified earlier in **Table 1.1**.

2.21 A description of the headings used in the corridor tables is provided in **Table 2.2**

Table 2.2: Description of Service Area Table Headings

Column number	Heading	Description
1	Reference Number	Used to reference the service area to other parts of the report.
2	Service Area Name	Allows the service area to be identified on the ground.
3	Distance from Start Point (Miles)	Shows the distance in miles from the corridor start point. This enables the distances between service areas to be calculated. Distances have been measured in Google Earth Pro for which a corporate licence is held.

4	Accessibility	Which direction of traffic can access the service area? Both directions / Northbound / Southbound / Eastbound / Westbound.
5	Parking	If there are less than 5 spaces then no. Otherwise number of spaces available, broken down into Lights / HGVs if HGV parking is available.
6	Petrol	Is Fuel available. Yes or No.
7	Refreshments	Does the service area have tables and seats for a minimum of 8 people and/or is it signed as providing refreshments?
8	Accommodation	Does the service area contain over night facilities?
9	Signed as Services	Is the service area signposted from the trunk road network (Official Highways Agency Signs only) Yes or No.
10	Service area compliance with Circular 1/2008	Analysis of the facilities and signing compliance with the circular (Explained in Table 2-2 below)

2.22 The facilities and signing provision has been analysed based on compliance with the requirements of the Circular. This analysis has been simplified into several compliance statuses' outline in **Table 2.3** below.

Table 2.3: Service area compliance with Circular 1/2008 conditions Key

Conditions	Response in Service are Compliance with Circular 1/2008 (Column 11)
If Columns 6, 7, 8, 9 are not all Yes the service area does not meet service station standard for facilities	Not service station standard
If Columns 6, 7, 8, 9 are all Yes , and Column 10 is Yes , Signing (and facilities) meet requirements	Signing meets requirements
If Columns 6, 7, 8, 9 are all Yes , and Column 10 is No , facilities meet requirements but signing is required	Services may qualify for signing
If column L is both, 6, 7, 8, 9 are all Yes , and Column 10 is NB/SB/EB/WB only, facilities meet requirements but signing is required in one direction	Services may qualify for signing in one direction

3 Motorway Service Area Study Methodology

- 3.1 Circular 1/2008 (the Circular) sets out the policy for the provision of service areas on Motorways and the HA's role in relation to these facilities. The Circular supersedes previous guidance provided in Circular 1/94, Circular 4/94 and the MSA policy statement 1998.
- 3.2 MSAs perform an important road safety function by providing the opportunities for travellers to stop and take a break in the course of their journey. The Circular states that:
- “motorists should stop and take a break of at least twenty minutes every two hours. Drivers of heavy goods vehicles (HGVs) are subject to a regime of statutory breaks, and such facilities offer the opportunity for this.” [paragraph 6]*
- 3.3 Historically the spacing of MSAs has been every 30 miles based on drivers being offered the opportunity to stop roughly every 30 minutes. However, on congested parts of the network the travel time between MSAs can exceed 30 minutes. Furthermore, HGVs fitted with 56mph speed limiters have a maximum range over 30 minutes of 28 miles. Therefore any new applications for MSAs should be based upon a spacing of 28 miles or 30 minutes drive from the previous MSA, whichever is the lesser.
- 3.4 The Circular also specifies the HA's obligations in relation to the provision of service areas and states that:
- “The Highways Agency will provide input into Local Development Frameworks, assisting Local Authorities to consider whether there is sufficient provision of roadside facilities on the Strategic Road Network” [paragraph 28]*
- 3.5 The following analysis provides the evidence base from which the HA can provide input into Local Development Framework to identify the existing gaps in provision.
- 3.6 In order to identify priority locations a distance of 40 miles or greater has been defined to represent a gap between MSAs at which the HA would consider informing a local authority of the potential need for a new MSA.
- 3.7 In order to be signed from the Motorway Network the service area must provide the following facilities:
- Free parking for up to two hours for all vehicles
 - Free toilets and hand washing facilities for all users with no obligation to make a purchase
 - Parent/carer and child facilities containing baby-changing amenities
 - Access to a signed, free, private breast-feeding area
 - A free picnic area
 - Cash operated telephone
 - Fuel
 - Snacks and hot drinks
 - Free children's play area

[paragraph 68]

- 3.8 There are additional requirements in relation to factors such as opening hours, access from the surrounding highway network, equality legislation and competition between providers that have not been specifically considered within this study. MSAs should be intended to be for the sole use of those using the SRN and should not become a destination in their own right.
- 3.9 There is no official database of MSAs available therefore it was necessary to perform a desktop study in order to identify the locations of such sites on the Motorway Network.
- 3.10 The desktop study used online aerial mapping sources to identify the locations of MSAs on the Motorway Network. The information was then cross-referenced with conventional mapping to establish the names of the MSAs. Thus a comprehensive list of MSAs in the East of England has been produced. As an additional check, information was cross-referenced with unofficial internet based guides to MSAs – motorwayservices.info and motorwayservicesonline.co.uk.
- 3.11 Each MSA was selected with the distance to the nearest MSAs in all directions measured using GIS software. Where there is no other MSA between the selected site and the terminus of the motorway network, the distance to the terminus of the Motorway Network has been recorded.
- 3.12 When the Motorway Network leaves the East of England region, the distance to the next MSA along the route has also been recorded.
- 3.13 Distances between MSAs were recorded in the form of a matrix with separation of over 40 miles being highlighted as an issue for further consideration.
- 3.14 Maps displaying the location of MSAs and the Motorway Network were produced using Manifold to accompany the results matrix and display the information visually. The maps display the Motorway Network and the name and location of MSAs.

Assumptions

- 3.15 No information has been collected regarding the facilities present at each MSA as this element of this study is primarily concerned with the distances between MSAs. The assumption has been made that the services are signed from the Motorway and are of sufficient standard.
- 3.16 In general, distances have been measured from the Motorway mainline at a point deemed to be the 'centre' of the MSA. If service stations are not directly opposite each other a point half way between them is utilised instead. Where MSAs are standalone or located at a junction the distance taken is to the entrance to the car parking area.
- 3.17 For simplicity it has been assumed that the distance between two MSAs is the same regardless of direction of travel.
- 3.18 All distances have been rounded to the nearest mile.

Part A – Identification of Signed Service Areas on the Trunk Road Network

Part A – Identification of Signed Service Areas on the Trunk Road Network

4 East of England Trunk Road Service Areas Survey Area

4.1 The area surveyed is shown in **Figure 4.1**. The roads surveyed are shown in **Table 4.1**

Figure 4.1: East of England Trunk Road Network



Table 4.1: East of England Trunk Roads

Trunk Road	Start Point	Finish Point	Distance (Miles)
A1	East Midlands Border	A6141	49.4
A5	South East Border	M1	14.5
A11	M11	A47	60.8
A12(1)	A47	Camden Street	8.7
A12(2)	M25	A14	52.4
A13-A1089	London Border	A126	8.6
A14	East Midlands Border	Felixstowe	58.4
A47	A1	A12	105.4
A120	M11	Harwich	44.3
A421	M1	A1	17.8
A428	A1	M11	16.6
Total Distance (Miles)			468.5

Results of the East of England Surveys

Table 4.2: Results for A1

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-modation	Signed	Service area compliance with Circular 01/08
A1-1	Wittering Service Station	4.3	Northbound	22	Yes	Yes	No	Yes	not service station standard
A1-2	BP Services	5.6	Northbound	30	No	Yes	No	Yes	not service station standard
A1-3	Kates Cabin Connect	10.1	Northbound	12	Yes	Yes	No	Yes	not service station standard
A1-4	Little Chef	10.1	Southbound	Yes	No	Yes	No	No	not service station standard
A1-5	Brampton Hut Connect & Premier Inn - Brampton Hut	25.4	Both	186	Yes	Yes	Yes	Yes	signing meets requirements
A1-6	Buckden Filling Station	28.4	Both	No	Yes	No	No	No	not service station standard
A1-7	Wyboston Filling Station	35.8	Southbound	33	Yes	Yes	No	Yes	not service station standard
A1-8	TCS Black Cat & Travelodge - Bedford Wyboston	36.3	Both	65 lights	Yes	Yes	Yes	No	services may qualify for signing
A1-9	Tempsford Service Station	39	Northbound	Yes	Yes	Yes	No	No	not service station standard

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-odation	Signed	Service area compliance with Circular 01/08
A1-10	Sandy Star Service Station & Holiday Inn - Garden Court	40.5	Both	Yes	Yes	Yes	Yes	No	services mau qualify for signing
A1-11	Biggleswade - Sainsbury's Service Station	43.2	Both	Yes	Yes	Yes	No	No	not service station standard
A1-12	Northway Filling Station & Travelodge - Baldock Hinxworth	48.8	Southbound	Yes	Yes	Yes	Yes	No	services may qualify for signing in one direction
A1-13	Baldock Service Station	48.8	Northbound	Yes	Yes	Yes	No	Yes	not service station standard

Table 4.3: Results for A5

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-od-ation	Signed	Service area compliance with Circular 01/08
A5-1	TCS Milton Keynes	2.7	Both	42	Yes	Yes	No	Yes	not service station standard
A5-2	Travelodge Dunstable Hockliffe	4.6	Both	Yes	No	Yes	Yes	No	not service station standard
A5-3	Albion Service Station	7.4	Both	No	Yes	No	No	No	not service station standard
A5-4	Priory Service Station	8.3	Both	No	Yes	No	No	No	not service station standard
A5-5	Premier Inn	10.6	Both	Yes	No	Yes	Yes	No	not service station standard
A5-6	Malthurst Packhorse Service Station	11.3	Both	No	Yes	No	No	No	not service station standard
A5-7	Flamstead Filling Station	14	Both	No	Yes	No	No	No	not service station standard

Table 4.4: Results for A11

1	2	3	4	5	6	7	8	9	10	11
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	HGV parking	Petrol Station	Refresh ment	Accom-modation	Signed	Service area compliance with Circular 01/08
A11-1	Fourwentways Service Station & Travelodge	3.6	Both	84	0	Yes	Yes	Yes	Yes	signing meets requirements
A11-2	Worsted Service Station	4.9	Southbound	No	0	Yes	No	No	Yes	not service station standard
A11-3	Rowley Mile Connect & One Thousand Guineas Connect	14.3	Both	No	0	Yes	Yes	No	Yes	not service station standard
A11-4	Millford Service Station	24.6	Northbound	34	0	Yes	Yes	No	Yes	not service station standard
A11-5	Barton Mills Service Station & Travelodge Barton Mills	24.6	Southbound	74	0	Yes	Yes	Yes	Yes	signing meets requirements
A11-6	Abbey Heath Service Station & Thetford West - Star Service Station	35.1	Both	No	0	Yes	No	No	Yes	not service station standard
A11-7	Beesthorpe Filling Station	51.7	Both	No	0	Yes	No	No	Yes	not service station standard

Table 4.5: Results for A12

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-odation	Signed	Service area compliance with Circular 01/08
A12(1)-1	Travelodge Great Yarmouth	3.3	Both	Yes	No	Yes	Yes	No	not service station standard
A12(1)-2	Gunton Garage & Premier Inn - Lowesoft	7.3	Both	Yes	Yes	Yes	Yes	No	services require signage
A12(1)-3	Jubilee Way Service Station	8.7	Both	Nearby	Yes	Nearby	Nearby	No	not service station standard
A12(2)-1	TCS South Weald Service Station & Holiday Inn - Brentwood	0	Both	Yes	Yes	Yes	Yes	No	services require signage
A12(2)-2	Brentwood Connect	4.4	Both	19	Yes	Yes	No	Yes	not service station standard
A12(2)-3	BP Service Station & Premier Inn - Chelmsford	17.9	Both	172	Yes	Yes	Yes	Yes	signage meets requirements
A12(2)-4	Witham Service Station	22.7	Northbound	Yes	Yes	Yes	No	Yes	not service station standard
A12(2)-5	The Rivenhall and BP Express	25.3	Westbound	Yes	Yes	Unknown	Yes	No	not service station standard
A12(2)-6	Feering Star Service Station & Travelodge Colchester Feering	30.1	Eastbound	Yes	Yes	Yes	Yes	Yes	signage meets requirements
A12(2)-7	TCS Southbound Service Station	32.4	Westbound	No	Yes	No	No	Yes	not service station standard

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refreshment	Accommodation	Signed	Service area compliance with Circular 01/08
A12(2)-8	Holiday Inn - Colchester	35	Both	Yes	No	Yes	Yes	No	not service station standard
A12(2)-9	Colchester Bypass Service Station	39.7	Eastbound	No	Yes	No	No	Yes	not service station standard
A12(2)-10	Allstop Filling Station (eastbound)	42.4	Eastbound	No	Yes	No	No	No	not service station standard
A12(2)-11	Allstop Filling Station (westbound)	42.8	Westbound	No	Yes	No	No	No	not service station standard
A12(2)-12	Capelgate Service	48.8	Eastbound	23	Yes	Yes	No	Yes	not service station standard
A12(2)-13	Bentley Service Station & Travelodge Chapel St. Mary	48.9	Westbound	66	Yes	Yes	Yes	Yes	signing meets requirements

Table 4.6: Results for A13-A1089

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom- mod- ation	Signed	Service area compliance with Circular 01/08
A1089-1	Tilbury Asda	0	Both	Yes	Yes	Yes	No	No	not service station standard
A13-1	BP Service Station	5.2	Eastbound	3	Yes	No	No	Yes	not service station standard
A13-2	Bp Service Station	5.2	Westbound	40	Yes	Yes	No	Yes	not service station standard
A13-3	Turrock Service Station	6.8	Westbound	257	Yes	Yes	Yes	Yes	signing meets requirements

Table 4.7: Results for A14

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-odation	Signed	Service area compliance with Circular 01/08
A14-1	A1 Services	10.4	Both	Yes	Yes	Yes	Yes	No	services require signing
A14-2	A1198/B1514 Petrol and Truck Stop	15.4	Both	Yes	Yes	Yes	No	No	not service station standard
A14-3	Moat's Way Services	16.4	Both	50	Yes	Yes	No	Yes	not service station standard
A14-4	Huntingdon Fenstanton Travelodge and Services	19.4	Both	85	Yes	Yes	Yes	Yes	signing meets requirements
A14-5	Cambridge Service Area	23.4	Both	225	Yes	Yes	Yes	Yes	signing meets requirements
A14-6	Travelodge Cambridge Swevesey and Little Chief	23.4	Eastbound	80	Yes	Yes	Yes	Yes	signing meets requirements
A14-7	Cambridge Lolworth Travelodge	24.4	Westbound	50	Yes	Yes	Yes	Yes	signing meets requirements
A14-8	Newmarket Heath Petrol	41.4	Eastbound	Yes	Yes	Yes	No	Yes	not service station standard
A14-9	Newmarket Heath Petrol	41.4	Westbound	Yes	Yes	Yes	No	Yes	not service station standard
A14-10	Bury Road (EB)	46.4	Westbound	Unknown	Unknown	Unknown	Unknown	No	not service station standard

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-odation	Signed	Service area compliance with Circular 01/08
A14-11	Bury Road (EB)	46.4	Eastbound	Unknown	Unknown	Unknown	Unknown	No	not service station standard
A14-12	Bury Street Edmunds Central	55.4	Both	Yes	Yes	Yes	No	No	not service station standard
A14-13	Bury Street South East	56.4	Both	Yes	Yes	Yes	Yes	No	services may qualify for signing
A14-14	Ipswich Stowmarket Travelodge	66.4	Westbound	Yes	Yes	Yes	Yes	No	services may qualify for signing in one direction
A14-15	Tothill Services	67.4	Eastbound	Yes	Yes	Yes	No	Yes	not service station standard
A14-16	Ipswich Beacon Hill	73.4	Both	80	Yes	Yes	Yes	Yes	signing meets requirements
A14-17	Ipswich Supermarket	81.4	Both	Yes	Yes	Yes	No	Yes	not service station standard
A14-18	Shell Orwell	85.4	Westbound	Yes	Yes	No	No	No	not service station standard

Table 4.8: Results for A47

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-modation	Signed	Service area compliance with Circular 01/08
A47-1	Eye Green Service Station and Travelodge	11.2	Both	Yes	Yes	Yes	Yes	Yes	signing meets requirements
A47-2	Thorney Toll Service Area	18.6	Both	30	Yes	Yes	No	Yes	not service station standard
A47-3	AMG Wisbech Filling Station	27.9	Both	No	Yes	No	No	No	not service station standard
A47-4	TCS King Lynn Service Station & Premier Inn - Kings Lynn	39.6	Both	21	Yes	Yes	Yes	Yes	signing meets requirements
A47-5	Kings Lynn - Tesco Filling Station	41.3	Both	Yes	Yes	Yes	No	No	not service station standard
A47-6	Swaffham BP Service Station	57.2	Both	43	Yes	Yes	No	Yes	not service station standard
A47-7	East Dereham - Tesco Filling Station	67.2	Both	Yes	Yes	Yes	No	No	not service station standard
A47-8	TCS Thickethorn Service Station & Travelodge - Norwich Cringleford	81.4	Both	91	Yes	Yes	Yes	Yes	signing meets requirements
A47-9	TCS Broadlands	91.1	Both	Yes	Yes	Yes	No	No	not service station standard
A47-10	Q8 Xpress Budgens Acle & Travelodge - Great Yarmouth Acle	96.9	Both	74	Yes	Yes	Yes	Yes	signing meets requirements

Table 4.1: Results for A120

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-od-ation	Signed	Service area compliance with Circular 01/08
A120-1	Standsted Connect & Express by Holiday Inn - London Stansted	2.25	Both	Yes	Yes	Yes	Yes	Yes	signing meets requirements
A120-2	Travelodge - Stanstead Great Dunmow	8.09	Both	Yes	Yes	Unknown	Yes	No	not service station standard
A120-3	Express by Holiday Inn - Braintree Essex	17.6	Both	Yes	No	Yes	Yes	Yes	not service station standard
A120-4	Shell	26.7	Both	No	Yes	No	No	No	not service station standard
A120-5	Texaco Service Station	37.6	Westbound	No	Yes	No	No	Yes	not service station standard
A120-6	Premier Inn - Harwich	43.2	Both	Yes	No	Yes	Yes	No	not service station standard

Table 4.2: Results for A421

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-od-ation	Signed	Service area compliance with Circular 01/08
A421-1	TCS Marston Moretaine Service Station and Travelodge Bedford	3.7	Both	Yes	Yes	Yes	Yes	Yes	signing meets requirements
A421-2	Express by Holiday Inn - Bedford	8.3	Both	Yes	No	Yes	Yes	Yes	not service station standard
A421-3	TCS Black Cat & Travelodge Bedford Wyboston	17.8	Both	Yes	Yes	Yes	Yes	No	services may qualify for signing

Table 4.3: Results for A428

1	2	3	4	5	6	7	8	9	10
Ref	Name	Dist from Start (Miles)	Access-ibility	Parking Spaces	Petrol Station	Refresh ment	Accom-od-ation	Signed	Service area compliance with Circular 01/08
A428-1	Shell and Gibbet Services	8.8	Both	No	Yes	No	No	No	not service station standard
A428-2	Childerley Gate Filling Station	12.6	Both	No	Yes	No	No	No	not service station standard

5 Summary of Results

- 5.1 There are 28 service areas on the East of England Trunk Road Network that contain adequate facilities to qualify for signing from the adjacent highway, as specified in the DfT Circular 1/2008. Of these service areas, 18 are signed and 10 are unsigned.
- 5.2 The remaining 59 service areas in this region are identified as having insufficient facilities to meet the signing requirements
- 5.3 Most service areas that provide all of the facilities to require signing are signed (64% of service areas with facilities that meet the standard).
- 5.4 There are more service areas that do not provide a full selection of facilities to meet the requirements of the Circular than those that do provide sufficient facilities (67%)
- 5.5 Where routes are less than 14 miles no recommendations have been made for additional service areas. But where there are service areas provided on routes less than 14 miles comments have been provided on their compliance with the Circular for facilities and signing. Routes less than 14 miles are shown in **Table 5.1**.

Table 5.1: Routes less than 14 miles

Trunk Road	Start Point	Finish Point	Distance (Miles)	Service Stations
A13-A1089	London Border	A126	8.6	Yes

5.6 Compliance with the desirable maximum distance between signed service areas criteria set out in the Circular is summarised in **Table 5.2**.

Table 5.2: Signpost Criteria Summary

Trunk Road	Start Point	Finish Point	Distance (Miles)	Criteria Met	
				NB/EB	SB/WB
A1	East Midlands Border	A1(M) Baldock	49.4	X	X
A5	South East Border	M1	14.5	X	X
A11	M11	A47	60.8	X	X
A12	M25	A14	52.4	X	X
A13-A1089	London Border	A126	8.6	N/A	
A14	East Midlands Border	Felixstowe	58.4	X	X
A47	A1	A12	105.4	X	X
A120	M11	Harwich	44.3	X	X
A421	M1	A1	17.8	Borderline (14.1mile)	Borderline (14.1mile)
A428	A1	M11	16.6	X	X

6 Recommendations

- 6.1 As outlined above, there are two main requirements that are relevant within the Circular:
- Signed service areas should be located every 14 miles on Trunk Roads
 - Service areas should only be signed if they provide adequate facilities
- 6.2 Each route has been analysed and recommendations identified that will bring the route up to the standards required by the circular.
- 6.3 The recommendations attempt to identify the minimum number of service areas that will need to be upgraded to meet standards, which is not necessarily the lowest cost option.
- 6.4 The following recommendations have been made:
- **None** – the service area meets the standards and is sign posted
 - **May qualify for signing** – the service area meets the standard, but is not sign posted
 - **None or upgrade** – the service area does not meet the standards and is not sign posted. Upgrading facilities at this location would meet (and exceed) the requirements for less than 14 miles between services on the route (subject to overall route considerations)
 - **Upgrade & Sign** – the nearest signed services that meet the circular standard are more than 14 miles apart, upgrading this service area (and providing signing to it) will meet the minimum 14 mile distance between service areas
 - **Upgrade** – The existing service area does not meet the standards required for signing to the service area, therefore the signing should either be removed or the service area should be upgraded. Removing signing would leave sufficient signed service areas on the route to meet the standards required by Circular 1/2008. Upgrading facilities at this location would meet (and exceed) the requirements for less than 14 miles between services on the route (subject to overall route considerations).
 - **X mile route with no signed service areas that meet standards** – upgrade and provide signing and/or provide access in both directions to some of these service areas to meet standards
 - **Make accessible to traffic in both directions and upgrade to signed service area standards** – an existing service area only has access in one direction. The distance requirements can be met for the opposite direction by providing access
 - **Make accessible to traffic in both directions** - as above, but no upgrade required
 - Site specific recommendations have been made in some cases
- 6.5 The recommendations are subject to overall route considerations – changes to the provision of facilities at one location may affect the distances between compliant service areas and affect the need for additional service areas.
- 6.6 The recommendations are outlined in **Table 6.1** to **Table 6.10**.

Table 6.1: A1 Corridor recommendations

Reference Number	Name	Recommendations
A1-1	Wittering Service Station	25.4 mile section of the route with no signed service areas that meet standards
A1-2	BP Services	
A1-3	Kates Cabin Connect	
A1-4	Little Chef	Additional service area required after A1-4 in order to meet 14 miles between services on route criteria.
A1-5	Brampton Hut Connect & Premier Inn - Brampton Hut	None
A1-6	Buckden Filling Station	None or upgrade
A1-7	Wyboston Filling Station	Upgrade
A1-8	TCS Black Cat & Travelodge - Bedford Wyboston	May qualify for signing
A1-9	Tempsford Service Station	Upgrade
A1-10	Sandy Star Service Station & Holiday Inn - Garden Court	May qualify for signing
A1-11	Biggleswade - Sainsbury's Service Station	None or upgrade
A1-12	Northway Filling Station & Travelodge - Baldock Hinxworth	May qualify for signing
A1-13	Baldock Service Station	Upgrade

Table 6.2: A5 Corridor recommendations

Reference Number	Name	Recommendations
A5-1	TCS Milton Keynes	14.5 mile route with no signed services that meet standards
A5-2	Travelodge Dunstable Hockliffe	
A5-3	Albion Service Station	
A5-4	Priory Service Station	
A5-5	Premier Inn	
A5-6	Malthurst Packhorse Service Station	
A5-7	Flamstead Filling Station	

Table 6.3: A11 Corridor recommendations

Reference Number	Name	Recommendations
A11-1	Fourwentways Service Station & Travelodge - Cambridge Fourwentways	None
A11-2	Worsted Service Station	Upgrade
A11-3	Rowley Mile Connect & One Thousand Guineas Connect	Upgrade & Sign
A11-4	Millford Service Station	Upgrade
A11-5	Barton Mills Service Station & Travelodge Barton Mills	Meets signed to service area standards, but make accessible to traffic in both directions
A11-6	Abbey Heath Service Station & Thetford West - Star Service Station	Upgrade & Sign Additional service area required after A11-6 in order to meet 14 miles between services on route criteria.
A11-7	Beesthorpe Filling Station	Upgrade & Sign
A11-8	TCS Thickthorn Service Station & Travelodge - Norwich Cringleford	Upgrade & Sign

Table 6.4: A12 Corridor recommendations

Reference Number	Name	Recommendations
A12(1)-1	Travelodge Great Yarmouth	None or upgrade
A12(1)-2	Gunton Garage & Premier Inn - Lowesoft	May qualify for signing
A12(1)-3	Jubilee Way Service Station	Upgrade
A12(2)-1	TCS South Weald Service Station & Holiday Inn - Brentwood	May qualify for signing
A12(2)-2	Brentwood Connect	Upgrade & Sign
A12(2)-3	BP Service Station & Premier Inn - Chelmsford	None
A12(2)-4	Witham Service Station	Either: <ol style="list-style-type: none"> 1. Upgrade both A12(2)-4 and A12(2)-5; or 2. Make A12(2)-4 accessible to traffic in both directions and upgrade to signed service area standards; or 3. Make A12(2)-5 accessible to traffic in both directions and upgrade to signed service area standards and remove signs for A12(2)-4
A12(2)-5	The Rivenhall and BP Express	
A12(2)-6	Feering Star Service Station & Travelodge Colchester Feering	Make accessible to traffic in both directions
A12(2)-7	TCS Southbound Service Station	18.8 mile section of the route with no signed service areas that meet standards
A12(2)-8	Holiday Inn - Colchester	
A12(2)-9	Colchester Bypass Service Station	
A12(2)-10	Allstop Filling Station (eastbound)	
A12(2)-11	Allstop Filling Station (westbound)	
A12(2)-12	Capelgate Service	
A12(2)-13	Bentley Service Station & Travelodge Chapel St. Mary	Make accessible to traffic in both directions

Table 6.5: A13/A1089 Corridor recommendations

Reference Number	Name	Recommendations
A13-1	BP Service Station	Upgrade or make A13-3 accessible to traffic in both directions
A13-2	Bp Service Station	Upgrade
A13-3	Turrock Service Station	Make accessible to traffic in both directions or upgrade A13-1
A1089-1	Tilbury Asda	None or upgrade

Table 6.6: A14 Corridor recommendations

Reference Number	Name	Recommendations
A14-1	A1 Services	May qualify for signing
A14-2	A1198/B1514 Petrol and Truck Stop	None or upgrade
A14-3	Moat's Way Services	Upgrade
A14-4	Huntingdon Fenstanton Travelodge and Services	None
A14-5	Cambridge Service Area	None
A14-6	Travelodge Cambridge Swevesey and Little Chief	None
A14-7	Cambridge Lolworth Travelodge	None
A14-8	Newmarket Heath Petrol	32 mile section of the route with no signed service areas that meet the standards
A14-9	Newmarket Heath Petrol	
A14-10	Bury Road (EB)	
A14-11	Bury Road (EB)	
A14-12	Tesco Supermarket – Bury Street Edmunds Central	
A14-13	Supermarket – Bury Street South East	None
A14-14	Ipswich Stowmarket Travelodge	Either: 1. Make A14-14 accessible to traffic from both directions and remove signing for A14-15; or 2. Upgrade A14-15
A14-15	Tothill Services	
A14-16	Ipswich Beacon Hill	None
A14-17	Ipswich Supermarket	Upgrade
A14-18	Shell Orwell	None or upgrade

Table 6.7: A47 Corridor recommendations

Reference Number	Name	Recommendations
A47-1	Eye Green Service Station and Travelodge	None
A47-2	Thorney Toll Service Area	Upgrade & Sign
A47-3	AMG Wisbech Filling Station	Upgrade & Sign
A47-4	TCS King Lynn Service Station & Premier Inn - Kings Lynn	None
A47-5	Kings Lynn - Tesco Filling Station	Upgrade & Sign Additional service area required between A47-5 and A47-6 in order to meet 14 miles between services on route criteria.
A47-6	Swaffham BP Service Station	Upgrade & Sign
A47-7	East Dereham - Tesco Filling Station	Upgrade & Sign Additional service area required between A47-7 and A47-8 in order to meet 14 miles between services on route criteria.
A47-8	TCS Thickthorn Service Station & Travelodge - Norwich Cringleford	None
A47-9	TCS Broadlands	Upgrade & Sign
A47-10	Q8 Xpress Budgens Acle & Travelodge - Great Yarmouth Acle	None

Table 6.8: A120 Corridor recommendations

Reference Number	Name	Recommendations
A120-1	Standsted Connect & Express by Holiday Inn - London Stansted	None
A120-2	Travelodge - Stanstead Great Dunmow	42.1 mile section of the route with no signed service areas that meet standards
A120-3	Express by Holiday Inn - Braintree Essex	
A120-4	Shell	
A120-5	Texaco Service Station	
A120-6	Premier Inn - Harwich	

Table 6.9: A421 Corridor recommendations

Reference Number	Name	Recommendations
A421-1	TCS Marston Moretaine Service Station and Travelodge Bedford	None
A421-2	Express by Holiday Inn - Bedford	Upgrade
A421-3	TCS Black Cat & Travelodge Bedford Wyboston	May qualify for signing

Table 6.10: A428 Corridor recommendations

Reference Number	Name	Recommendations
A428-1	Shell and Gibbet Services	Upgrade either A428-1 or A428-2
A428-2	Childerley Gate Filling Station	

7 Conclusion

- 7.1 Overall the level of compliance with the circular is low. There are a large number of service areas that are signposted despite not providing a full range of facilities as required by the Circular, and there are numerous service areas that do provide the full range of facilities but are not signed.
- 7.2 This report has not considered in any detail the type of signing provided at each service area. The formal service area signing (as outlined in annex A of the circular) specifies the facilities provided at the service areas using commonly recognised symbols. Further work could be undertaken to ensure that the signing itself complies with the requirements of the Circular.
- 7.3 Given the number of service areas with facilities that do not meet the Circular's required minimum, it may be appropriate for a future review of the Circular to consider the benefits of an alternative sign for a reduced standard of Service Areas.

Survey requirements

- 7.4 There were several facilities required by the Circular at signed service areas that were not specifically surveyed, these included:
- Toilets [Paragraph 143]
 - parent/carer facilities [Paragraph 143]
 - cash operated telephones [Paragraph 143]
 - Parking for trailers/caravans [Paragraph 143]
 - Provision of hot food [Paragraph 143]
 - Opening hours [Paragraph 142]
 - Compliance with equality legislation [Paragraph 142]
 - Maximum number of adjoining premises [Paragraph 142]
 - Access arrangements [Paragraph 142]
- 7.5 Future work could seek to identify the provision of these facilities at service areas to ensure that all service areas that are signposted are fully compliant with all of the policies within the Circular.

Highways Agency Message

- 7.6 The Highways Agency tag line is: Safe Roads, Reliable Journeys, Informed travellers. Therefore it is important that travellers are clear that signing to a service area implies that a minimum level of facilities (as set out in the circular) are provided. For that reason, where the required facilities are not provided the services should not be signed from the Trunk Road Network.
- 7.7 Currently it is likely that many travellers and service area providers are not aware of the policies relating to the signing of service areas and therefore some publicity and marketing may be required to inform people of the standards to be expected of service areas. In fairness to existing business, there should be

a period of notice to service area providers to allow them an opportunity to upgrade their facilities before their signing is removed.

- 7.8 When considering whether to remove signing to sub-standard service areas, a consistent approach should be adopted throughout the country and some consideration should be given to the consistency of service area provision in the rest of the UK. This will ensure that a constant message is provided to travellers.

The need for new service areas

- 7.9 The Circular specifies that the HA will seek to identify stretches of the Trunk Road Network where there is a clear road safety need for a TRSA and will provide LPAs and developers with this information” [Paragraph 141]. The circular also specifies that the HA will assist LPAs to identify the need to provide additional roadside facilities or service areas in the preparation of spatial strategies [Paragraph 29]. Where the distance between compliant service areas is more than 14 miles there is likely to be a safety need for new service areas and this need should be identified to LPAs and developers.
- 7.10 This report has not considered any of the safety aspects relating to the provision of service areas on the Trunk Road Network. Future work should consider any existing safety issues on the network in comparison with the sections of Trunk Road with inadequate provision of service areas outlined in the recommendations section. This may help to prioritise areas where future service areas should be developed.

Part B – Identification of Motorway Service Areas

Part B – Identification of Motorway Service Areas

8 Identification of the Motorway Network and MSAs

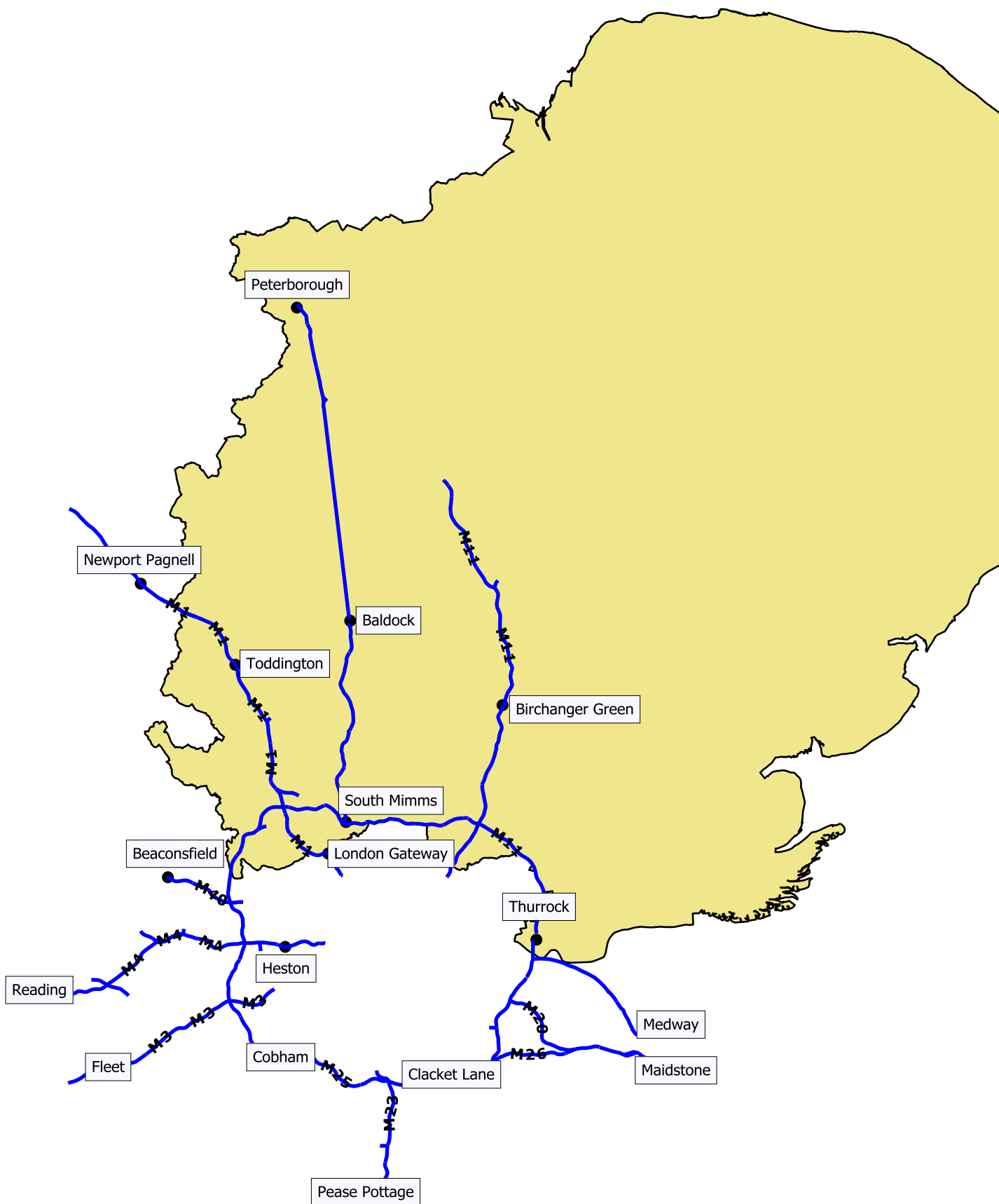
- 8.1 The Motorway Network in the East of England comprises the M11, the A1(M) and parts of the M25. These routes are confined to the south and east of the region with little or no Motorway provision elsewhere.
- 8.2 **Table 8.1** shows the Motorways studied in the East of England region.

Table 8.1: Summary of Motorways in the East of England

Trunk Road	Start Point	Finish Point
M25	South East Border	South East Border
M11	South East Border	Cambridge
A1(M)	South East Border	East Midlands Border

- 8.3 The East of England region contains six MSAs, many of which are close to the South East region border. Therefore there are a greater number of cross-boundary issues in the East of England region than elsewhere in England. **Figure 8.1** displays the location of the MSAs and the Motorway Network in the East of England region.

East of England Region MSA Locations



Key	
	East of England Region
	Motorway Service Area
	MSA Name

Figure 8.1

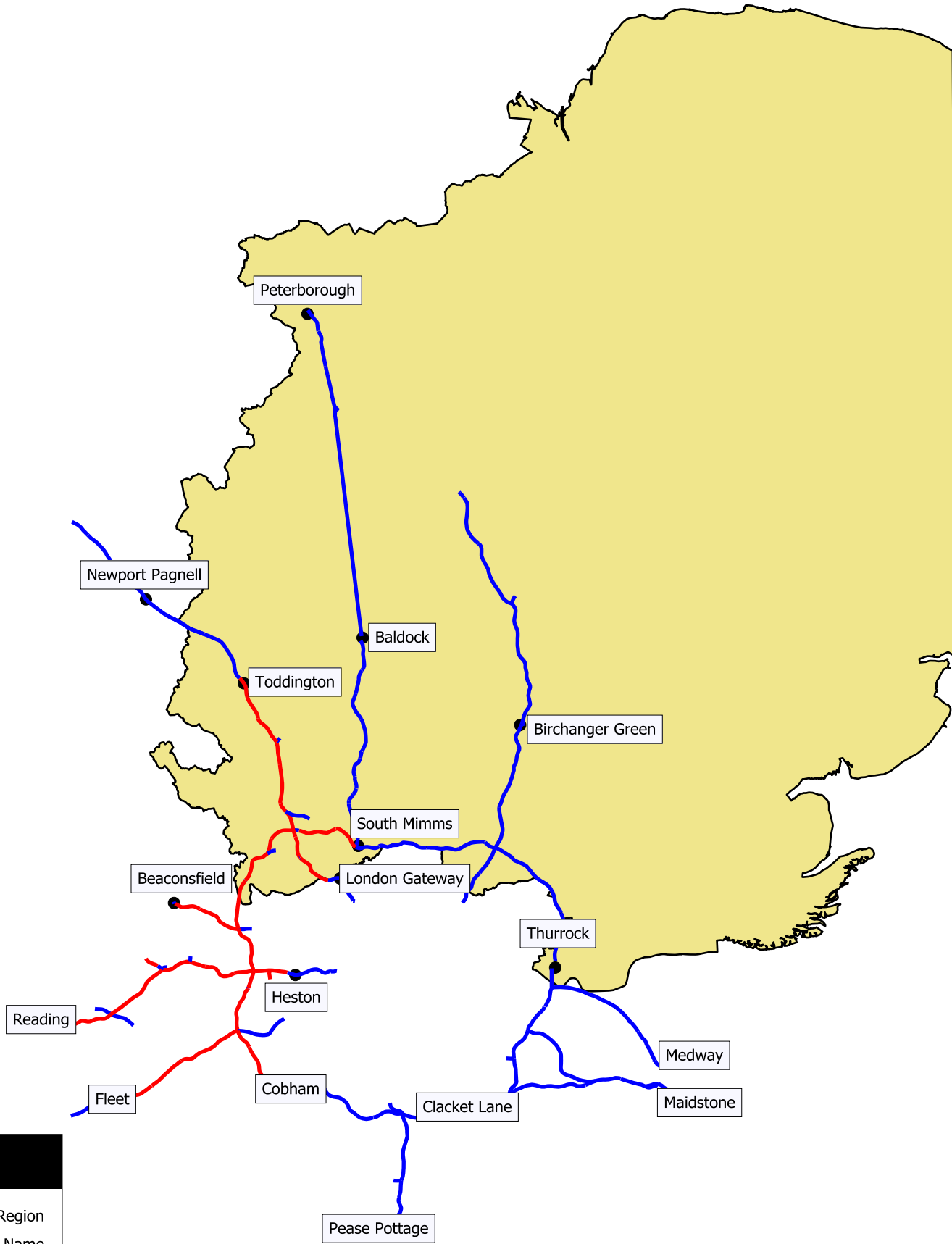
9 Results – Motorway Service Areas

- 9.1 **Table 9.1** overleaf displays the matrix showing the distances between MSAs in the East of England. Where MSAs are subject to access restriction or other factors, these have been recorded in the notes column on the far right of the table.
- 9.2 The matrix is read by selecting an MSA in the far left column. The distance to the nearest MSAs (listed along the top) are recorded in the matrix itself.
- 9.3 Distances less than 40 miles are coloured green with distances greater than 40 miles coloured red. Those distances coloured green are deemed to be acceptable separations for MSAs.
- 9.4 **Figure 9.1** is a map displaying the Motorway Network within the East of England and the MSAs located within the region. It shows that whilst there are no separation issues between MSAs within the region, there are a number of cross-boundary issues with MSAs in the South East.

Table 9.1: Matrix Displaying MSA Separation in the East of England

Motorway Service Area	Government Office Region	Baldock	Birchanger Green	Clacket Lane	Fleet	Heston	London Gateway	Newport Pagnell	Pease Pottage	Peterborough	Reading	South Mimms	Terminus of A404(M) (Maidenhead)	Thurrock	Toddington
		#	#	#	#	#	#	#	#	#	#	#	#	#	#
Baldock	East of England	#								39		25			
Birchanger Green	East of England		#							56		31		31	
Clacket Lane	South East			#			64						51	22	80
Fleet	South East				#		47					51			60
Heston	South East					#	30					33			42
London Gateway	South East			64	47	30	#		71		54	17	37		27
Newport Pagnell	East Midlands							#							15
Pease Pottage	South East						71		#			73			82
Peterborough	East of England	39	56							#					
Reading	South East						54				#	54			63
South Mimms	East of England	25	31		51	33	17		73		54	#	41	33	27
Terminus of A404(M) (Maidenhead)	South East						37					41	#		50
Thurrock	East of England		31	22								33		#	
Toddington	East of England			80	60	42	27	15	82		63	27	50		#

East of England Region Map Distance between MSA's



Key

East of England Region

MSA Name

Motorway Service Area

Motorway

Distance between MSA

> 40 Miles

< 40 Miles



Figure 9.1

10 Conclusions and Recommendations

- 10.1 **Table 9.1** shows that within the East of England region all the distances separating MSAs are less than the 40 mile threshold. The majority of these distances are also less than the 28 miles specified in the Circular and are therefore compliant with HA policy.
- 10.2 The routes which are above 28 miles but less than 40 are: Thurrock to South Mimms, South Mimms to Birchanger Green and Thurrock to Birchanger Green.
- 10.3 Significant cross-boundary issues have been identified at MSAs between the East of England and the South East regions

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