

**M25 Managed Motorways  
Consultation Document**

**December 2012**

**M25 Junctions 23 to 27**



## **Summary of the Consultation**

<b>Topic of this consultation:</b>	The regulations for the provision of Variable Mandatory Speed Limits between junctions 23 to 27 of the M25 motorway.
<b>Scope of this consultation:</b>	We are keen to have your comments on the draft Regulations for providing Variable Mandatory Speed Limits for the M25 managed motorway scheme between junctions 23 and 27; specifically on how the Regulations could affect your organisation or those you represent. The Regulations also introduce Emergency Refuge Areas as part of the motorway.
<b>Geographical scope:</b>	The proposed managed motorway scheme will enable proactive management of the M25 carriageway and intersecting routes between junctions 23 and 27 (A1(M) to M11) on this major motorway link around London.

## **General Information**

<b>To:</b>	The consultation is aimed at any affected stakeholder groups or individuals.
<b>Body/bodies responsible for the consultation:</b>	The Highways Agency.
<b>Duration:</b>	The consultation will last for a period of 6 weeks commencing on 3 December 2012. The consultation will close on 21 January 2013 (ensuring provision to cover bank holidays). Please ensure responses arrive no later than that date.
<b>Enquiries:</b>	John Martin Project Manager Highways Agency Federated House London Road Dorking RH4 1SZ Tel: +44 (0) 1306 878 129   Fax: + 44 (0)1306 878 366  M25J23toJ27MM@highways.gsi.gov.uk

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<b>How to respond:</b>	<p>Please send your consultation response using the Consultation response form in Appendix B to:</p> <p>John Martin Project Manager Highways Agency Federated House London Road Dorking RH4 1SZ</p> <p>Or alternatively you can respond to the consultation by email:</p> <p>M25J23toJ27MM@highways.gsi.gov.uk</p> <p>When responding, please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of a larger organisation please make it clear who the organisation represents, and where applicable, how the views of members were gathered.</p>
<b>Additional ways to become involved:</b>	<p>The Highways Agency website will include a copy of this consultation pack which will be available to the general public. The website address is:</p> <p><a href="http://www.highways.gov.uk/roads/projects/5743.aspx">http://www.highways.gov.uk/roads/projects/5743.aspx</a></p>
<b>After the consultation:</b>	<p>All responses received from consultees within the consultation period will be considered and responded to as necessary. Following the consultation a summary report will be made available on the Highways Agency website. The summary report will provide an analysis of responses received and the Highways Agency response.</p> <p>Subject to the results of the consultation; we envisage that the managed motorways scheme will be operational by 2015.</p>
<b>Compliance with the Government's Consultation Principles:</b>	<p>This consultation complies with the Government's Consultation Principles.</p>

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## **Background**

<b>Getting to this stage:</b>	<p>The M25 managed motorway scheme (M25MM) between junctions 23-27 was included in the review of motorway links identified in the “Advanced Motorway Signalling and Traffic Management Feasibility Study” as a potential priority for managed motorways. The scheme was included in the National Roads Programme announced in January 2009.</p> <p>In the October 2010 Spending Review, it was announced that the M25 J23 to 27 managed motorway scheme will be prepared for start of construction before 2015, subject to the outcome of statutory processes.</p>
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**Appendix A – Consultation response Form**

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## ***Executive Summary***

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Secondary legislation in the form of Regulations made under section 17 of the Road Traffic Regulation Act 1984 is required to implement the Variable Mandatory Speed Limits. This consultation provides an opportunity for interested parties to comment on draft Regulations for introducing Variable Mandatory Speed Limits on the M25 motorway between junctions 23 to 27 managed motorways scheme (“the M25MM Scheme”). The Regulations also introduce the concept of the Emergency Refuge Area.

The M25MM Variable Mandatory Speed Limits will, if approved, be set in response to the prevailing traffic conditions and will be clearly displayed on signs located on gantry mounted Advanced Motorway Indicators above each lane of the main carriageway, on verge mounted Variable Message Signs and on post mounted Advanced Motorway Indicators. Once in force, the Regulations will restrict driving at a speed exceeding that displayed on the signs. When no speed is displayed on the signs then the national speed limit will be in force.

This policy regarding Variable Mandatory Speed Limits is settled. This consultation is seeking views on the imposition of variable speed limits at the location set out below. We would welcome comments specifically on how the imposition of Variable Speed Limits, at the locations specified within this document, could affect your organisation or those you represent.

## **Benefits of Managed Motorways**

The Highways Agency is committed to building upon the success of the existing managed motorways schemes which have been implemented at a number of busy motorway sections across the country. It is expected that the managed motorways scheme (including conversion of the hard shoulder to a running lane and Variable Mandatory Speed Limits) will:

- Increase motorway capacity and reduce congestion;
- Smooth traffic flows;
- Provide more reliable journey times;
- Increase and improve the quality of information for the driver;
- Maintain and, where possible, improve current safety standards.

## **1. HOW ARE WE CONDUCTING THE CONSULTATION?**

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### **1.1 WHAT IS THIS CONSULTATION ABOUT?**

We are consulting on the imposition of Variable Speed Limits at the locations set out below.

### **1.2 WHY DO WE NEED THE MANAGED MOTORWAYS SCHEME?**

The M25 is a key strategic route within the Highways Agency (HA) network, orbiting London. The section between Junction 23 (J23) and Junction 27 (J27) has a total length of approximately 16.8 miles (27km) and regularly features high traffic flows, especially around peak times, with the junctions heavily used by commuter traffic. The resulting congestion increases business costs and reduces mobility.

The M25MM scheme is part of the Highways Agency's programme to add capacity to the existing strategic road network in order to support economic growth and maintain mobility. It is expected that the managed motorways scheme will:

- Increase motorway capacity and reduce congestion;
- Smooth traffic flows;
- Provide more reliable journey times;
- Increase and improve the quality of information for the driver;
- Maintain and, where possible, improve current safety standards.

The use of Variable Mandatory Speed Limits allows the safe conversion of the hard shoulder to a running lane and hence is an essential element in achieving the objectives above. Through the introduction of technology the aim is to make best use of the existing road space.

### **1.3 JOINING THE DEBATE**

We would like to encourage any organisations, businesses or individuals affected by the proposed Managed Motorway Scheme to make contact with us and communicate their views.

If you are responding on behalf of an organisation, it would be helpful if you could note this in your reply. Please also indicate the nature of the organisation, how many individuals' views are included in the response and ways in which these views were gathered.

A response form has been included in Appendix B and a list of the consultees is contained in Appendix C.

#### **1.4 SENDING YOUR CONSULTATION RESPONSE**

All responses should be sent in writing (email or by post) to the address below. Please let us have your comments by the 21 January 2012.

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Project Manager  
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Or alternatively to [M25J23toJ27MM@highways.gsi.gov.uk](mailto:M25J23toJ27MM@highways.gsi.gov.uk)

#### **1.5 HOW WE WILL ACT ON YOUR RESPONSES**

Following the consultation period, we will publish a 'Response to Consultation Report'. This will be published on the Highways Agency website.

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 1998 (DPA) and the Environmental Information Regulations 2004).

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Highways Agency.

The Highways Agency will process your personal data in accordance with the DPA and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties.

#### **1.6 FURTHER INFORMATION**

To receive further information on the M25MM you can contact the M25 project team in writing at:

John Martin  
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Tel: +44 (0) 1306 878 129 | Fax: + 44 (0)1306 878 366  
Alternatively visit the Highways Agency website at:

<http://www.highways.gov.uk/roads/projects/5743.aspx>

## 1.7 GOVERNMENT'S CONSULTATION PRINCIPLES:

We are conducting this consultation in accordance with the Government's Consultation Principles. The consultation criteria are listed below;

- 1) Subjects of consultation** - The objectives of any consultation should be clear and will depend to a great extent on the type of issue and the stage in the policy-making process – from gathering new ideas to testing options.
- 2) Timing of consultation** - Engagement should begin early in policy development when the policy is still under consideration and views can genuinely be taken into account.
- 3) Making information useful and accessible** - Policy makers should think carefully about who needs to be consulted and ensure the consultation captures the full range of stakeholders affected. Information should be disseminated and presented in a way likely to be accessible and useful to the stakeholders with a substantial interest in the subject matter.
- 4) Transparency and feedback** - The objectives of the consultation process should be clear. To avoid creating unrealistic expectations, any aspects of the proposal that have already been finalised and will not be subject to change should be clearly stated.
- 5) Practical considerations** - Consultation exercises should not generally be launched during local or national election periods.

If you have reason to believe this consultation document does not comply with these Consultation Principles, please write to our consultation co-ordinator at the address below, setting out the areas where you believe this Paper does not meet the criteria:

Ian Sweeting  
Highways Agency,  
The Cube,  
199 Wharfside Street,  
Birmingham, B1 1RN

Or alternatively [ian.sweeting@highways.gsi.gov.uk](mailto:ian.sweeting@highways.gsi.gov.uk)

Further information about the Consultation Principles can be located on the Cabinet Office website:

<https://update.cabinetoffice.gov.uk/resource-library/consultation-principles-guidance>

## **2. LEGISLATIVE CHANGES**

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### **2.1 LEGISLATIVE CHANGES FOR THE IMPLEMENTATION OF VARIABLE MANDATORY SPEED LIMITS**

Subject to the outcome of the consultation, regulations need to be made under section 17(2) and (3) of the Road Traffic Regulation Act 1984 ('the 1984 Act') for the implementation of Variable Mandatory Speed Limits for the M25MM scheme. The proposed Regulations will restrict drivers from driving within the area of the managed motorways scheme at a speed exceeding that displayed on the speed limit signs, or the national speed limit where no other speed limit sign is displayed.

The relevant legislative power in the 1984 Act permits the making of Regulations that regulate the manner in which, and the conditions subject to which, motorways may be used by traffic authorised to use such motorways.

The proposed Regulations will also introduce the concept of the Emergency Refuge Area. The proposed Regulations will therefore modify the Motorways Traffic (England and Wales) Regulations 1982 (S.I. 1982/1163) in relation to the M25MM scheme.

Within the M25MM scheme it will be an offence to use a motorway in contravention of Regulations applying to the scheme made under section 17(2) of the 1984 Act.

Drivers of vehicles that pass a speed limit sign indicating that a speed limit other than the national speed limit applies, should obey that sign until the vehicle passes another sign indicating either that a new speed limit or the national speed limit applies.

Where a speed limit changes less than ten seconds before a vehicle passes the sign, the Regulations allow a driver to proceed at a speed up to the maximum applicable before the change, and to continue to do so until the driver leaves the specified road, the national speed limit applies or until the next speed limit sign. The intention behind this 'ten second' rule is to protect the driver from being prosecuted if, on the approach to a speed limit sign; it changes to a lower speed. For example should a driver approach a speed limit sign and it changes from 60mph to 50mph and he/she is within ten seconds of passing that sign then the driver can legally continue beyond that sign at 60mph until a subsequent speed limit applies or until he/she leaves the specified road. If there was no ten second rule, the issue of safety arises, as the driver would be required to brake sharply in order to comply with the new lower speed limit.

Subject to the outcome of the consultation, the proposed Regulations when made will apply in relation to the M25 between junctions 23 and 27 and to the

on-slip and off-slip roads between junctions 23 and 27. The roads governed by the Regulations will be set out in the Regulations.

The proposed draft Regulations will not apply nationally – they will apply only to those parts of the motorway as specified in the Regulations (namely, the area between and including junctions 23 to 27 of the M25 motorway). As drafted, these Regulations would put in place the legislative framework required to operate the M25MM scheme.

### 3. GENERAL INFORMATION ON THE M25MM SCHEME

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#### 3.1 PROPOSED EXTENT OF THE M25 MM VARIABLE MANDATORY SPEED LIMITS

A map showing the M25MM scheme is shown in Figure 3A, including the proposed coverage of the scheme. The precise configuration of the extent of the roads that are included within the scheme may be subject to variation. The M25MM scheme will include the motorway and the on-slip and the off-slip roads between junctions 23 and 27 of the M25.



Figure 3A: M25 Managed Motorways Scheme Map

#### 2.2 KEY FEATURES

Evaluation of the existing managed motorway schemes, demonstrated that managed motorways are able to deliver clear benefits by providing:

- Improved journey time reliability through reduced congestion;
- a scheme at lower cost and with less environmental impact than conventional widening programmes; and
- no negative impact on road safety performance.

The design features of an M25MM scheme include:

- Conversion of the hard shoulder to a permanent running lane;
- Variable Mandatory Speed Limits with an associated enforcement/compliance system;
- Driver information, including lane availability, generally provided at intervals not exceeding 1500m. Information will be provided through a mixture of signs and signals capable of displaying appropriate combinations of: mandatory speed limits; lane closure wickets; pictograms; and text legends, and will also include entry slip signals;
- A queue protection system and congestion management system;
- Comprehensive low light pan-tilt-zoom (PTZ) CCTV coverage;
- Refuge areas generally provided at maximum intervals of 2500m. Refuge areas may either be bespoke facilities (e.g. an emergency refuge area) or alternatively may be converted from an existing facility, for example a wide load bay.
- Emergency Roadside Telephones (ERT) provided in all dedicated refuge areas. Existing ERTs elsewhere will be removed, apart from those within a junction where the existing hard shoulder is retained.

### **3.3 ENFORCEMENT**

Obtaining an acceptable level of compliance with the Variable Mandatory Speed Limits (displayed on overhead gantries, verge mounted Variable Message Signs and on post mounted Advanced Motorway Indicators) is key to the successful and safe operation of the M25 Managed Motorway Scheme. No new offences or sanctions will be introduced as a result of the proposed changes to legislation.

Enforcement of Variable Mandatory Speed Limits is planned to be carried out using a combination of gantry-mounted and verge mounted speed enforcement equipment, and traditional enforcement by the Police.

#### ***4. M25MM SCHEME WITH VARIABLE MANDATORY SPEED LIMITS***

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To signify that the speed limit is mandatory and enforceable, the speed shown will have a red circle around it, as is the case with all other mandatory speed limit signs.

The operational regimes to be implemented within the MM-ALR scheme are:

- **Normal Operation;**
- **Variable Mandatory Speed Limits;** and
- **Incident Management**

An overview of these operational regimes is provided in Sections 4.1, 4.2 and 4.3.

#### 4.1 NORMAL OPERATION

During normal motorway operation the Advanced Motorway Indicators and Variable Message Signs will remain blank and the motorway will operate as shown in Figures 4A and 4B below. When there are no speed limits being displayed the national speed limit will apply.



Figure 4A: Illustrative M25MM section operating in normal motorway conditions with blank Advanced Motorway Indicators and blank gantry mounted Variable Message Sign



Figure 4B: Illustrative M25MMM section operating in normal motorway conditions with a blank verge mounted Variable Message Sign

## 4.2 VARIABLE MANDATORY SPEED LIMITS

When variable mandatory speed limits are operational clear instructions will be given to drivers via speed limit signs displayed on post mounted Advanced Motorway Indicator signals, via speed limit signs displayed on the Advanced Motorway Indicator signals above the main carriageway and on the verge mounted Variable Message Signs. This is illustrated in Figure 4C and 4D below. The speed limit displayed will take account of prevailing traffic conditions and will be automatically calculated from sensors buried in the road surface or alternatively set by the Regional Control Centre. The Variable Message Signs located on gantries or on the verge will provide further information for drivers.



Figure 4C: Illustrative M25MM section operating with Variable Mandatory Speed Limits



Figure 3D: Illustrative M25MM section operating with Variable Mandatory Speed Limits and information for road users

### 4.3 INCIDENT MANAGEMENT

During incident management, the Advanced Motorway Indicators and Variable Message Signs can be set to protect the scene of an incident and assist the access of Emergency Services and other core responders.

On the Advance Motorway Indicators, speed limits and lane availability will be indicated through the use of Variable Mandatory Speed Limits and lane divert arrow signals with flashing amber lanterns and Red X signals with flashing red lanterns as shown in Figure 4E below.

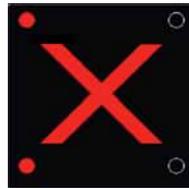


Figure 4E: Red X (STOP) aspect with flashing red lanterns and a lane divert signal shown on an Advanced Motorway Indicator over any lane

Appropriate supporting information will be displayed on the Variable Message Signs to further encourage compliant driver behaviour. Modifications to the signal control software will enable a single Variable Message Sign to display three simultaneous elements: in addition to the speed restriction, (as enabled through the Regulations), and supporting text legend, the sign will also be able to display either a warning pictogram (typically a 'red triangle') or lane closure 'wicket' aspect, as indicated in the examples below.



Figure 4F: Variable Message Sign displaying queue caution information with a reduced mandatory speed limit



Figure 4G: Variable Message Sign warning of a closed lane ahead due to an accident

**5. APPENDICES**

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APPENDIX A - CONSULTATION RESPONSE FORM:

MANAGED MOTORWAY SCHEME – M25 Junctions 23 to 27

Please complete this pro-forma and send to the address below:

John Martin  
Highways Agency  
Federated House  
London Road  
Dorking  
RH4 1SZ

Or alternatively you can respond to the consultation by email:

[M25J23toJ27MM@highways.gsi.gov.uk](mailto:M25J23toJ27MM@highways.gsi.gov.uk)

**CONSULTATION RESPONSE FORM:**  
**MANAGED MOTORWAY SCHEME – M25 Junctions 23 to 27**

**PART 1 - Information about you:**

Name	
Address	
Postcode	
Email	
Company Name or Organisation (if applicable)	
Please tick one box from the list below that best describes you/ your company or organisation.	
<input type="checkbox"/>	Small to Medium Enterprise (up to 50 employees)
<input type="checkbox"/>	Large Company
<input type="checkbox"/>	Representative Organisation
<input type="checkbox"/>	Trade Union
<input type="checkbox"/>	Interest Group
<input type="checkbox"/>	Local Government
<input type="checkbox"/>	Central Government
<input type="checkbox"/>	Police
<input type="checkbox"/>	Member of the public
<input type="checkbox"/>	Other (please describe):
If you are responding on behalf of an organisation or interest group, how many members do you have and how did you obtain the views of your members:	
If you would like your response or personal details to be treated confidentially please explain why:	

**PART 2 – Your comments:**

1. Do you consider that the proposal to introduce the Managed Motorway Scheme on the M25 between Junctions 23 to 27 will lead to an improvement in travelling conditions on this section of motorway?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please add any comments:		

2. Are there any aspects of the proposal to introduce the Managed Motorway Scheme on the M25 between Junctions 23 to 27 which give you concerns?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please give your comments:		
Are there any additional comments you would like to make about the proposal to introduce the Managed Motorway Scheme on the M25 between Junctions 23 and 27?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please give your comments:		

## APPENDIX B – LIST OF CONSULTEES

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**APPENDIX C – Q&A FOR M25 JUNCTIONS 23-27**

**QUESTIONS AND ANSWERS:**

<b>Question</b>	<b>Response</b>
<b>Where exactly will the Managed Motorway be introduced?</b>	It will be introduced between Junctions 23 (A1M) and 27 (M11) on both carriageways, a distance of 14 miles.
<b>What is the main period of work?</b>	Preparatory work will start Winter 2013/Spring 2014 which will include the installation of CCTV cameras and vegetation clearance. Central reserve barrier works will start in Spring 2013 with main construction following in the Summer. The Managed Motorway will come into operation in Spring 2015.
<b>Who will be carrying out the work?</b>	Work will be carried out by our contractor: Connect Plus, a consortium of Balfour Beatty, Skanska, Atkins and Egis.
<b>Will working hours be seven days a week?</b>	We will work Monday to Saturday, however on some occasions it may be necessary to carry out work at other times for some specific areas of work.
<b>Will work only be carried out during the day?</b>	We are required to keep three lanes running on the motorway. This restricts the available working area and consequently we have to undertake some of the works at night.
<b>How much does this project cost?</b>	The estimated cost range for this project is £264m to £411m with a mid–point of £326m. We will be able to be more specific as we get closer to the start of works.
<b>Why don't you just widen the road like on the northern parts of the M25?</b>	Installing Managed Motorways uses land already owned by the Highways Agency, this reduces the cost to install and provides additional capacity in a shorter time frame than widening the road.
<b>How will the hard</b>	The hard shoulder will become an additional traffic lane, which

<p><b>shoulder be used?</b></p>	<p>will provide much needed capacity on this stretch. Signs will indicate when road users are able to use the hard shoulder. New emergency refuge areas will be located periodically along the carriageway. The distance between areas will vary according to road layout, such as bridges or other structures, but the maximum distance between areas will not exceed 1.5 miles (3 Kilometers).</p>
<p><b>This part of the motorway is already congested at peak times. Will it mean even greater disruption while the managed motorway work goes on?</b></p>	<p>We will be keeping three lanes open during the daytime to minimise disruption to road users and will be providing a dedicated 24/7 free recovery service.</p>
<p><b>Where have Managed Motorways been used elsewhere in Britain and how successful was it in cutting congestion?</b></p>	<p>The Managed Motorway (MM) scheme has been live on the M42 since 2006 and has shown improvements in journey times (a combined average daily saving of about two minutes per vehicle for a return journey in peak periods when MM is in operation) and reduced congestion. MM are also in operation on two sections of the M6 around Birmingham.</p>
<p><b>What happens when there is an accident on the motorway?</b></p>	<p>Incidents can be detected by on road equipment, on road observations; or calls from the public via emergency roadside telephones and mobile phones.</p> <p>When aware of an incident the Highways Agency regional control centre operator will look to confirm its location, number of lanes blocked any other characteristics via CCTV.</p> <p>The regional control centre will make a decision on the most appropriate access route for emergency responders and advise them accordingly. This may need to change during the course of the incident.</p> <p>Where appropriate signs and signals will be set to clear and protect this route.</p> <p>Typically a red x will be set above the selected access route to close the lane(s) to traffic. Supporting variable message signs will be set to reinforce the closure instruction and warn approaching motorists.</p> <p>The regional control centre will ensure that all signs and signals relating to the incident and associated traffic management</p>

	measures have been cleared at the appropriate time in accordance with existing procedures.
<b>Has a visual impact assessment been carried out?</b>	Landscape and visual impact assessment has been carried out in accordance with the relevant guidance in the scheme Environmental Assessment Report.
<b>How will you screen views from nearby houses?</b>	If possible we will adjust the location of the gantry, if this is not possible we will consider other practical screening.
<b>Will I be able to see the gantry, there is already vegetation on the motorway embankments?</b>	In order to install key pieces of infrastructure such as gantries and Emergency Refuge Areas, some trees and vegetation may need to be removed. Vegetation clearance will be kept to a minimum in order to preserve as much of the highway verge screening and local ecology as possible.
<b>Why can't you replace the vegetation you have removed?</b>	Where possible we are replacing vegetation that has been removed. However, it is not possible to replace the vegetation everywhere due to new drainage works, retaining walls, etc. It will, in some instances, take a number of years to fully re-establish affected areas.
<b>Why can't you move the gantry 20m left/right?</b>	For safety and clarity, gantries have been placed at suitable spacing to ensure drivers have an adequate view of each sign or signal to allow them enough time to make safe decisions. The team have made every effort to minimise the impact of the infrastructure on the surrounding environment. Where possible existing gantries are to be re used and the number of new gantries has been reduced during the design process, to ensure that the impact on the local environment is as low as possible, whilst still tackling congestion, increasing road user safety and bringing wider economic benefits to the region.
<b>Why can't you move the blue (directional signs) on top of the gantries?</b>	<p>The location of the overhead information signs are governed by standards and guidance which has been developed through trials, detailed safety assessment work and evaluation of signs performance during live normal motorway operations.</p> <p>The location, type and size of sign is prescribed, so that drivers receive an appropriate amount of information in a recognised form and they can make informed route decision at the right times during their journeys. Effective signing helps to minimise the risk of late weaving manoeuvres, which creates a safer environment for other road users.</p>
<b>Why can't you make</b>	All gantries need to allow high sided vehicles to pass under

<p><b>the gantry lower?</b></p>	<p>them safely. Signs and signals, for safety and clarity, need to be of sufficient size and height to allow drivers to make safe decisions on their journey. Where possible we have minimised the size of signs, by adjusting the layout of the information on the sign plate. On sign only gantries, the signage is to be located on the front face of the gantry boom, to minimise the height of the sign above the top of the gantry. By undertaking these steps the project is making significant steps to minimise the impact on surrounding areas.</p>
<p><b>Will there be lights from the gantry visible from my property?</b></p>	<p>The lighting of the permanent blue information signs are directed onto the sign face and are designed such that light spill is minimised as far as practicable. The new electronic message signs and signals being installed use LED technology, which provides a more directional light than older forms of electronic signage, which makes it less visible from outside the highway boundary and minimises the impact on the local environment.</p>
<p><b>Is this going to affect air quality and what do long term trends show?</b></p>	<ul style="list-style-type: none"> <li>• Industry best practice will be used to control dust from construction to prevent impact</li> <li>• There would be no overall significant effects on local air quality (human health)</li> <li>• There would be an increase in regional emissions including carbon (very small in the context of national emissions).</li> </ul>
<p><b>Will there be more noise as a result of the improvement works?</b></p>	<ul style="list-style-type: none"> <li>• 50-60% of the M25 between Junction 23 and 27 currently has low noise surface with the remainder being either concrete or rolled asphalt.</li> <li>• The scheme does not include resurfacing but the whole motorway will have noise surface installed as part of maintenance operations over the next ten years.</li> <li>• When the scheme opens there are properties which would experience a minor increase in noise predominantly in the area with concrete road surface, with the majority of other properties experiencing a negligible change in noise levels</li> <li>• By 2030 there are no properties which would experience a minor increase in noise and the vast majority would experience a negligible change in noise levels. This result is similar to the situation should the scheme not be built.</li> </ul>
<p><b>How will you control construction noise levels?</b></p>	<p>Where possible noisy operations will be undertaken during the day or as early as possible in the night shift. The most modern machinery we are able to bring to site will be used at every opportunity.</p>
<p><b>Am I entitled to any</b></p>	<p>Because we are working within the Highway Boundary we</p>

<b>compensation?</b>	believe the impact has been minimised. However, the Highways Agency has an established Part 1 claims route for people who own and also occupy property that has been reduced in value by more than £50 by physical factors caused by the use of a new or altered road. The physical factors are noise, vibration, smell, fumes, smoke and artificial lighting and the discharge on to the property of any solid or liquid substance.
<b>Why haven't you told us about this until now?</b>	The scheme was confirmed in programme, we had to develop the scheme further and have engaged with the public at the earliest available opportunity. A Public Information Exhibition for the scheme was held locally on 12 <sup>th</sup> and 13 <sup>th</sup> October 2012.