

M25 J25 Improvement Scheme Report on Public Consultation June 2017

This consultation report reflects the views of the consultation on the M25 J25 improvement scheme which took place between 16 January 2017 and 28 February 2017.

Contents

Contents	2	
1. Executive summary		5
1.1. Context		5
1.2. Report purpose		5
1.3. Presented options		6
1.4. Consultation arrangements		7
1.5. Effectiveness of the public consultation		8
1.6. Questionnaire response analysis		9
1.7. Stakeholder responses		9
1.8. Conclusion		9
2. Introduction		10
2.1. Scheme background		10
2.2. Scheme objectives		10
2.3. Public consultation objectives		11
2.4. The purpose of this report		11
3. Consultation arrangements		12
3.1. Proposed options		12
3.2. Consultation events		12
3.3. Publicising the consultation		13
3.4. Consultation material		17
4 Effectiveness of the public consultation		18
4.1 Public consultation event attendance record		18
4.2 Highways England website hits		18
4.3 Analysis methodology		19
4.4 Period for comments		21
5 Questionnaire response analysis		21
5.1 Introduction		21
5.2 Part A – travel habits around M25 junction 25		21
5.3 Part B – about the scheme		26
5.4 Part C – the scheme options		28
5.5 Part D – consultation material		35
5.6 Part E – equality & diversity		39
6 Summary of enquiries		42

7	Key stakeholders	42
7.1	Summary of responses from key stakeholders	42
7.2	Further engagement	44
7.3	Summary of meetings	45
8	Conclusion and next steps	46

Figure 1-1: Origins of attendees at the Public Consultation exhibitions	8
Figure 3-1: M25 junction 25 public exhibitions schedule	12
Figure 3-2: Media approached	13
Figure 3-3: Residential letter distribution	13
Figure 3-4: Location of information points	15
Figure 4-1: Exhibition attendance by event	18
Figure 4-2: Visitor numbers to M25 junction improvement scheme web pages during the consultation period	18
Figure 4-3: Online response number by week	19
Figure 4-4: Questionnaire response distribution by post code	20
Figure 5-1: The most frequently used routes used around the junction	21
Figure 5-2: When respondents travel	22
Figure 5-3: How respondents usually travel around M25 junction 25	23
Figure 5-4: What respondents use the junction for	23
Figure 5-5: The key opinions related to the junction	24
Figure 5-6: Who the improvements would affect most	25
Figure 5-7: Is there a need to improve M25 junction 25?	26
Figure 5-8: The key concerns relating to the junction improvements	26
Figure 5-9: Will option 1 or 2 achieve the objectives set? (Percentage of 'yes' response)	28
Figure 5-10: Proportion of people who found the consultation materials useful in answering the questions	35
Figure 5-11: Proportion of people who found the public consultation helpful in addressing their concerns	37
Figure 5-12: How people found out about the public consultation	37
Figure A-1: Attendance distribution of all consultation exhibitions	47
Figure A-2: Attendance distribution at Broxbourne Borough Council (20 January 2017) – Stakeholders Only	48
Figure A-3: Attendance distribution at Broxbourne Borough Council, 20 January 2017 – Public	49
Figure A-4: Attendance distribution at St. Michaels Parish Hall (26 January 2017)	50

1. Executive summary

1.1. Context

The development of improvements to M25 junction 25 was announced as part of the Road Investment Strategy (RIS) 2015-2020, published by the Department for Transport (DfT) in December 2014. The improvements were described as an “*upgrade of the junction between the M25 and the A10 at Cheshunt, providing greater capacity for traffic.*”

Scheme background

Junction 25 is a nationally and regionally important road, connecting the M25 with the A10. Up to 6,300 vehicles per hour currently travel through the junction 25 roundabout at peak times, causing congestion and regular delays. Up to 6,300 vehicles per hour currently travel through the junction 25 roundabout at peak times, causing congestion and regular delays. The A10 southbound approach into the junction is also a congestion hotspot in local Broxbourne.

The junction itself is a four-arm signalised roundabout with three lanes on each approach, connecting the eastbound and westbound M25 entry and exit roads, and the A10 northbound and southbound approaches. The carriageways on the roundabout itself vary between two to four lanes wide. During peak times, traffic on the M25 westbound exit can end up queuing back to Holmesdale Tunnel.

Our research shows that traffic in the area is expected to increase by around 20% by 2037, some of which would be generated by a significant growth in the number of new homes and jobs in Hertfordshire including Broxbourne, Enfield and the Upper Lea Valley areas. More than 7,500 vehicles per hour are predicted to travel through the roundabout at peak times. Without intervention, congestion will get worse and delays will double. There have also been a number of traffic incidents at junction 25, which create delays and congestion along the M25 and A10 roads.

Scheme objectives

- Reduce congestion and delays at junction 25 between the M25 and the A10
- Increase capacity by widening both the roundabout, and the A10 southbound approach
- Improve safety and traffic flow on the roundabout by redesigning the layout
- Support future traffic demands to enable development and economic growth
- Maintain access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible
- Minimise the environmental effects of this scheme on local air quality and noise

1.2. Report purpose

The purpose of this report is to provide a summary of the public consultation held in 2017 and the responses gathered during the process.

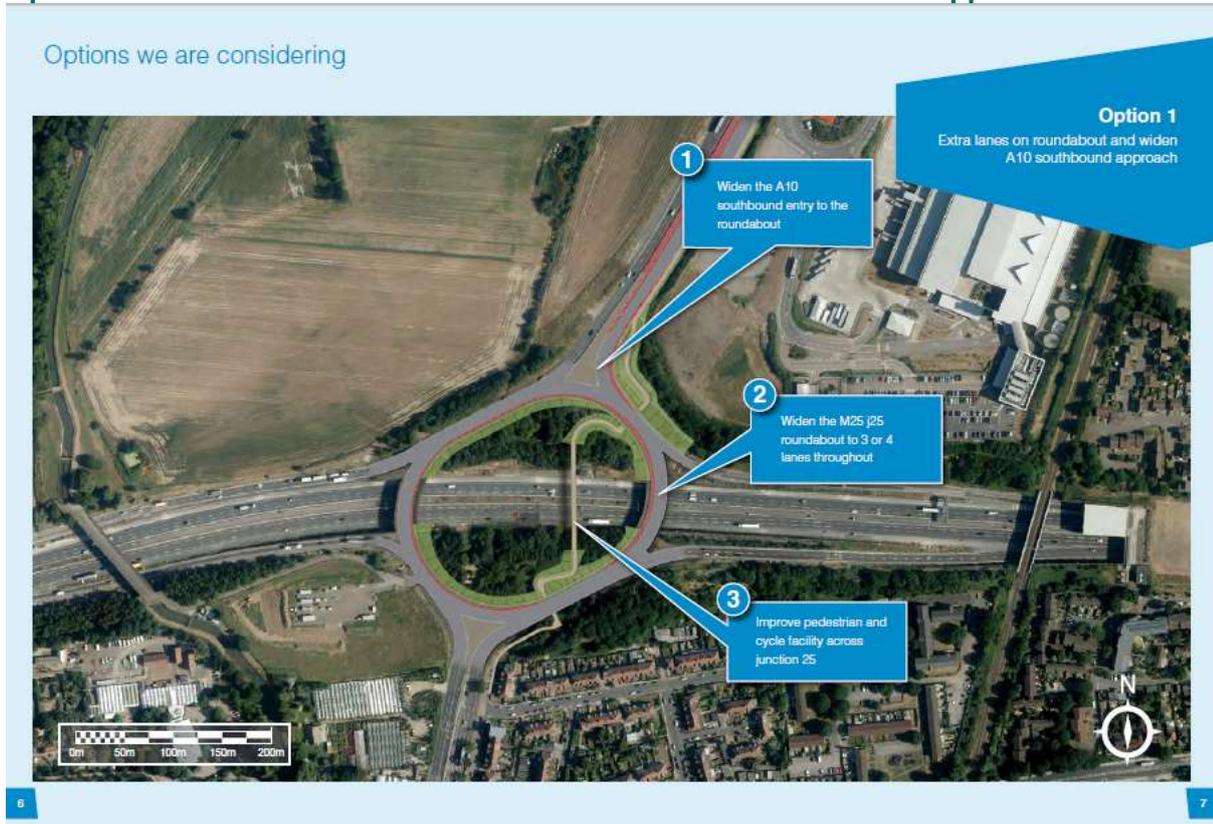
The report presents how the public were informed of the public consultation events; how the options identified were presented; what responses were received from members of the public, statutory stakeholders and other bodies; and key findings arising from the consultation responses.

These responses then assist in identifying the preferred option, plus any additional design requirements that should be considered as the scheme progresses through subsequent delivery stages.

1.3. Presented options

The two options which this consultation sought views on were:

Option 1 – Extra lanes on roundabout and widen A10 southbound approach



Option 2 – Extra lanes on roundabout, widen A10 southbound approach (as in Option 1) and M25 approaches, provide free flow left turn



1.4. Consultation arrangements

The public consultation ran from 16 January to 28 February 2017, a period of six weeks.

During this time six public consultation exhibition events open to the public were held across the M25 junction 25 area, including additional specific events for both the media and key invited stakeholders. Events were held in Enfield, Broxbourne and Cheshunt.

A letter of invitation to the exhibitions was sent to around 50,000 households within the locality. Information was also available via the Highways England website and posters advertised that hard copy brochures were available from five libraries across the area. Advertising in the local media was undertaken, both in hard copy and online.

The scheme and consultation were announced in October 2016 via a DfT press release which covered a number of South East RIS schemes. Local media were also alerted by the Highways England press office and invited to attend a dedicated briefing on Friday 20 January when the consultation held its first public event.

The consultation material consisted of a consultation brochure and questionnaire, exhibition boards available to view at the events. Two key technical reports – the Environmental Study Report and the Technical Appraisal Reports, were also available on the Highways England webpage.

A 3D visual representation of what each option could look like (URL: <https://youtu.be/0kn9XOjbuRE>) was also shown at each event, as well as being made available online.

1.5. Effectiveness of the public consultation

The public consultation exhibitions received 421 visitors over 6 events coming from 13 different postcode areas. A breakdown of their origins is marked in Figure 1-1 below.

Figure 1-1: Origins of attendees at the Public Consultation exhibitions

Post code	Attendees
EN1	65
EN10	4
EN11	8
EN2	32
EN3	78
EN5	2
EN6	1
EN7	87
EN8	118
GU14	1
N13	1
N21	2
SG13	2
Not disclosed	20
Total	421

The Highways England M25 j25 improvement scheme website recorded 767 unique page views.

Questionnaire responses for the consultation were received either in hard copy or electronically (online consultation survey or email relating to the consultation). Both hard copies and electronic responses were then collated into a single data source, which was then analysed to provide the charts, tables and text found in this report.

A total of 411 completed questionnaires were received during the consultation period, 285 were submitted online and 126 completed in hard copies.

There were 44 other correspondence made via the Highways England Customer Contact Centre (CCC):

- Nine were comments and suggestions made by members of the public;
- Six were responses from stakeholders (section 1.7 below);
- Three were requests for specific reports, and details about the assessments made;
- One was request under the Freedom of Information Act; and
- The rest (25) were general enquiries including incorrect addresses, requests for questionnaires and technical support with the online questionnaire.

Two other stakeholders, Broxbourne Borough Council and Transport for London, wrote to the Highways England Project Management team direct.

1.6. Questionnaire response analysis

A total of 411 questionnaires (paper and electronic) were received during the consultation period. The responses to the questionnaire have been analysed, including any free-form responses which have been grouped into key themes.

The questionnaire responses show that 95% of respondents are concerned about congestion and delays, road safety and the limited capacity currently provided. This supports the mandate for the scheme and its core objectives.

1.7. Stakeholder responses

A summary of the key findings from the stakeholder long form responses are as follows:

- Number of responses: 8
- Option 1 preference: 0
- Option 2 preference: 3
- No Option preference stated: 5

A summary of stakeholders' responses is included in section 6.

1.8. Conclusion

Of the two options presented during the public consultation, Option 2 gained the most support by a considerable margin by questionnaire respondents (77% for Option 2, 6% for Option 1, 17% did not indicate a preference).

Stakeholders had a mixed view, with the majority giving no preference, but those that did supported Option 2 only.

However, concerns from both questionnaire respondents and stakeholders were raised regarding congestion to adjacent areas and roundabouts near M25 junction 25 in particular Bullsmoor Lane, with an overall positive feeling for improvements for non-motorised users.

2. Introduction

2.1. Scheme background

Junction 25 is a nationally and regionally important road, connecting the M25 with the A10. Up to 6,300 vehicles per hour currently travel through the junction 25 roundabout at peak times, causing congestion and regular delays. Up to 6,300 vehicles per hour currently travel through the junction 25 roundabout at peak times, causing congestion and regular delays. The A10 southbound approach into the junction is also a congestion hotspot in local Broxbourne.

The junction itself is a four-arm signalised roundabout with three lanes on each approach, connecting the eastbound and westbound M25 entry and exit roads, and the A10 northbound and southbound approaches. The carriageways on the roundabout itself vary between two to four lanes wide. During peak times, traffic on the M25 westbound exit can end up queuing back to Holmesdale Tunnel.

Our research shows that traffic in the area is expected to increase by around 20% by 2037, some of which would be generated by a significant growth in the number of new homes and jobs in Hertfordshire including Broxbourne, Enfield and the Upper Lea Valley areas. More than 7,500 vehicles per hour are predicted to travel through the roundabout at peak times. Without intervention, congestion will get worse and delays will double. There have also been a number of traffic incidents at junction 25, which create delays and congestion along the M25 and A10 roads.

2.2. Scheme objectives

- Reduce congestion and delays at junction 25 between the M25 and the A10
- Increase capacity by widening both the roundabout, and the A10 southbound approach
- Improve safety and traffic flow on the roundabout by redesigning the layout
- Support future traffic demands to enable development and economic growth
- Maintain access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible
- Minimise the environmental effects of this scheme on local air quality and noise

2.3. Public consultation objectives

The objectives of the public consultation were to:

- Gather feedback from stakeholders and present as evidence which will feed into the consultation report and provide the project team with insight to help determine a preferred route
- Clearly understand and, where possible, resolve stakeholder concerns
- Measure the success of the consultation communications and feedback methods
- Ensure coordination within Highways England and other traffic authorities who may be planning or carrying out works nearby
- Work with other projects in the programme to maximise stakeholder engagement where they will be interested in the whole range of South East Road Investment Programme schemes.

2.4. The purpose of this report

This report presents the summary of:

- How the public was informed of the public consultation events
- How the options were presented at the public consultation
- The responses received from both statutory stakeholders and the public during the consultation
- The consideration of the consultation responses

The responses received during the consultation period will assist in identifying the Preferred Option, as well as the design requirements that would need to be considered as the scheme progresses towards future PCF Stages.

3. Consultation arrangements

3.1. Proposed options

The public was asked to give their views on two options designed to reduce congestion and delays, improve road safety and access for non-motorised users, and minimise environmental effects on local air quality and noise. These are presented below.

Option 1 – Extra lanes on roundabout and widen A10 southbound approach

Option 2 – As above, plus widen M25 off-slips, and provide a free-flow left turn from M25 eastbound to A10 northbound

3.2. Consultation events

The non-statutory public consultation took place from 16 January to 28 February 2017, providing the public an opportunity to express their views and opinions with respect to the scheme.

The target audience for the consultation included any organisation, stakeholder or individual who may have an interest in the scheme.

The consultation included six public exhibition consultation events, held at various venues in close proximity to the M25 junction 25 improvement scheme.

The consultation events were:

- Hosted by the project team from Highways England and Atkins, with a range of subject matter experts from; traffic modelling, economics design, environment, planning and communications to ensure queries raised could be addressed appropriately
- An opportunity for customers and stakeholders to view and comment on the scheme options, as well as to meet representatives of the project team

Figure 3-1: M25 junction 25 public exhibitions schedule

Date	Venue	Time and audience
Friday 20 January	Broxbourne Borough Council Offices EN8 9XQ	11:00 to 12.30 – media only 12.30 to 14:00 – invited stakeholders only 14:00 to 18:00 – open to public
Thursday 26 January	St Michaels Parish Hall EN2 0QP	10:00 to 16:00 – open to public
Friday 3 February	Enfield Ignatians Rugby Club, EN1 3PL	13:00 to 19:00 – open to public
Saturday 4 February	Enfield Ignatians Rugby Club, EN1 3PL	09:00 to 13:00 – open to public
Thursday 16 February	St Georges Parish Hall, EN3 6NR	11:00 to 18:00 – open to public
Tuesday 21 February	Cheshunt Club, EN8 8XG	14:00 to 21:00 – open to public

3.3. Publicising the consultation

In preparation for the consultation, Highways England implemented a targeted communications strategy to promote the consultation to local authorities, key stakeholders and the general public. All key activities are outlined in the sub-sections below.

3.3.1. Stakeholder briefing

A briefing session for invited key stakeholders was held on 20 January 2017 from 12:30 to 14:00 at Broxbourne Borough Council and included stakeholders; local authorities, local councillors and affected land owners. This session provided the opportunity for them to view, comment and ask questions on the consultation material and options for consideration.

Attendees were asked to complete the attendance sheet with their name and the organisation they represented.

3.3.2 Media engagement

A Department for Transport press release issued on 14 October 2016 announced the upcoming public consultation of a number of schemes in the South East.

Link to press release <https://www.gov.uk/government/news/multi-million-pound-road-improvements-for-south-east>

Advance media engagement was conducted via the Highways England press office to contact the local media and invite them to the dedicated briefing session on 20 January 2017 from 11:00 to 12:30, those approached are listed in table 3-2 below:

Figure 3-2: Media approached

Herts Mercury
Herts and Essex Observer
BBC Radio Essex
Jack Radio

3.3.3 Online engagement

Details of the M25 junction 25 improvement scheme are on Highways England website at www.highways.gov.uk/m25j25. The scheme website went live on 16 January 2017 and provided:

- Scheme background
- Details of the public consultation (exhibitions, how to respond to the consultation and a link to the Government website featuring consultation material)
- Electronic versions of the consultation brochure and questionnaire
- Electronic versions of the Technical Appraisal Report and the Environmental Study Report.
- An email registration system for users to receive email updates about new information on the site
- The web page address was included in all information released into the public domain.

3.3.4 Residential letters

A letter of invitation to attend the public exhibition events was issued in advance of the consultation period to around 50,000 households in the following postcode districts:

Figure 3-3: Residential letter distribution

Postcode district	Postcode town	Number of resident letters sent
EN1	Enfield	12,363
EN2 except EN2 7 & EN2 8	Enfield	4,036
EN3	Enfield	15,497
EN7	Waltham Cross	6,876
EN8	Waltham Cross	12,104
	Total	50,876

The letter contained the times and location of the events, community locations where brochures and questionnaires were available, Highways England contact details for further information, and online channels of communication.

3.3.5 Advertising campaign

Advertisement ran for one week in two newspapers; Herts and Essex Observer, and Enfield Advertiser, week commencing 2 January 2017. This was to ensure we covered as wide an area as possible, and gave customers and stakeholders plenty of advance notice of the public consultation events available to them.

3.3.6 Information points

Consultation brochures and questionnaires were made available at the following locations:

Figure 3-4: Location of information points

Location	Address
Cheshunt Library	Turners Hill, Cheshunt EN8 8LB
Goffs Oak Library	Goffs Lane, Goffs Oak EN7 5ET
Waltham Cross Library	123 High Street, Waltham Cross EN8 7AN
Ordnance Unity Centre Library	645 Hertford Road, Enfield EN3 6ND
Enfield Town Library	66 Church Street, Enfield EN2 6AX

3.3.7 Other communication channels

These communications channels were publicised for contacting the project team:

- Email: info@highwaysengland.co.uk
- Telephone: Highways England Customer Contact Centre 0300 0123 5000.

A summary of enquiries can be found in section 6.

3.3.8 Social media

Twitter

No proactive tweeting was carried out by Highways England, however some key stakeholders did tweet information specifically about the M25 junction 25 improvement scheme themselves (see examples below).

We recognise that social media could be utilised more in the future when publicising any information about this improvement scheme, to ensure we are fully engaging with all customers and stakeholders on every available platform.

A summary of how Twitter was used by some key stakeholders:



Joan Ryan MP @joanryanEnfield · Mar 6

I urge @HighwaysEngland revise **M25 J25 improvement** scheme & properly address traffic/pollution problems in #Enfield



Joan Ryan MP warns M25 Junction 25 improve...

Joan Ryan MP has warned that plans for the M25 Junction 25 improvement scheme will fail to address the longstanding traffic and pollution problems in Enfield.

joanryan.org.uk



Enfield @EnfieldRR · Mar 6

Joan Ryan MP warns **M25 Junction 25 improvement scheme** leaves a lot to be desired rightrelevance.com/search/article...



Harlow Chamber @harlowchamber · Feb 6

M25 Junction 25 improvements

Have your say at highwaysengland.citizenspace.com/he/m25-junctio...



Love Your DoorStep Enfield

19 February · 🌐

👍 Like Page

Have your say on our M25 junction

<http://roads.highways.gov.uk/.../m25-junction-25-improvements/>



M25 junction 25 improvements

Visit the post for more.

ROADS.HIGHWAYS.GOV.UK

👍 🗿 4

3.3.9 Hard-to-reach groups

The identification of local and wider community hard-to-reach groups was completed as part of the Equality Impact Assessment (EqIA) and included:

- Seasonal road users

- Commuters travelling through the consultation zone
- Gypsies and travellers
- Ethnic minorities
- Disabled and those with learning disabilities
- Elderly (+65)
- Young (16-24 year olds)
- Businesses
- Tourists
- Time poor, e.g. working parents.

These groups were informed of the public consultation events and communications activities, and offered additional opportunities if requested:

3.4 Consultation material

3.4.1 Consultation brochure and questionnaire

A consultation brochure was produced that provided concise information about the project, including the scheme background, a summary of both options and their impacts and benefits. The consultation questionnaire was produced as a separate document and was also available in electronic format at <http://www.highways.gov.uk/m25j25>.

A copy of the brochure and the questionnaire are included in Appendices B and C respectively.

3.4.2 Exhibition boards

The public consultation exhibition boards were designed to inform attendees about the scheme objectives, background, options identified, the results of assessments, the consultation process, as well as to explain what happens next, following the consultation.

A copy of the consultation boards and pull up banners can be found in Appendix D.

3.4.3 Technical reports

The Technical Appraisal Report and the Environmental Study Report were published on the scheme webpage <http://www.highways.gov.uk/m25j25>, and were also available at each public consultation event.

3.4.4 Visualisations

A visualisation was produced to provide representations of each of the proposed options. This was on display on a television screen at every public consultation event (run on a continual loop throughout) and was also hosted online through the consultation website.

The visualisations can be seen on line at <https://www.youtube.com/watch?v=0kn9XOjbuRE>

4 Effectiveness of the public consultation

4.1 Public consultation event attendance record

Attendees at the public exhibitions consultation events were asked to provide their name, address, postcode, and organisation (if applicable).

In total 421 people attended with 401 of these providing their postcodes.

Attendance numbers at each event are detailed in the table below:

Figure 4-1: Exhibition attendance by event

Date and venue	Audience	Attendance
20 January 2017 – Broxbourne Borough Council	Press	0
	Invited stakeholders	20
	Public	132
26 January 2017 – St. Michael’s Parish Hall	Public	37
3 February 2017 – Enfield Ignatians Club,	Public	41
4 February 2017 – Enfield Ignatians Club	Public	38
16 February 2017 – St. George’s Parish Hall	Public	99
21 February 2017 – Cheshunt Club	Public	54

A press release and images of the improvement scheme were sent to the local media prior in advance of the press exhibition. Highways England media team then contacted the local press again on the day of the exhibition and they confirmed they were happy with the materials they had been provided with, and so would not be attending the specific press exhibition.

4.2 Highways England website hits

Visitor numbers to the Highways England M25 junction 25 improvement scheme project webpage was collected throughout the consultation period, as detailed in the table below.

Figure 4-2: Visitor numbers to M25 junction improvement scheme web pages during the consultation period

Webpage	Total web hits	Total unique visitors	Average time on page (seconds)
Landing page	1004	767	110.89
Visualisation (YouTube)	458	-	-

4.3 Analysis methodology

4.3.1 Data collection

Questionnaire responses were received in hard copy (paper surveys and letters) and in electronic form (online surveys and emails). Hard copy responses were sent via a FREEPOST address or handed in at the exhibition events. Electronic responses were gathered via the website.

A number of queries came via the Customer Contact Centre (CCC). These were logged and responded to within a prescribed timeframe, and added to the master database of responses ready for analysis.

4.3.2 Methodology/database

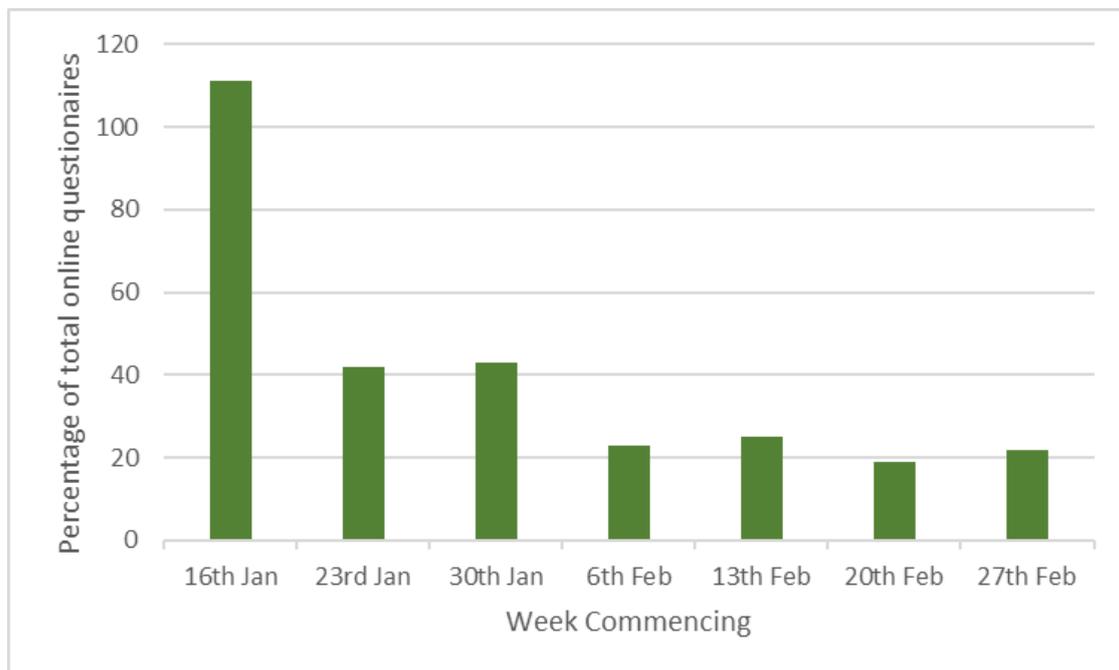
All responses were manually entered into a database, and were analysed to deliver qualitative and quantitative data in the form of charts, graphs, tables and text.

4.3.3 Rates of response

A total of 411 completed questionnaires were received during the consultation period, comprising 285 online and 126 as hard copies.

A week-by-week summary of when online questionnaires were received is shown below.

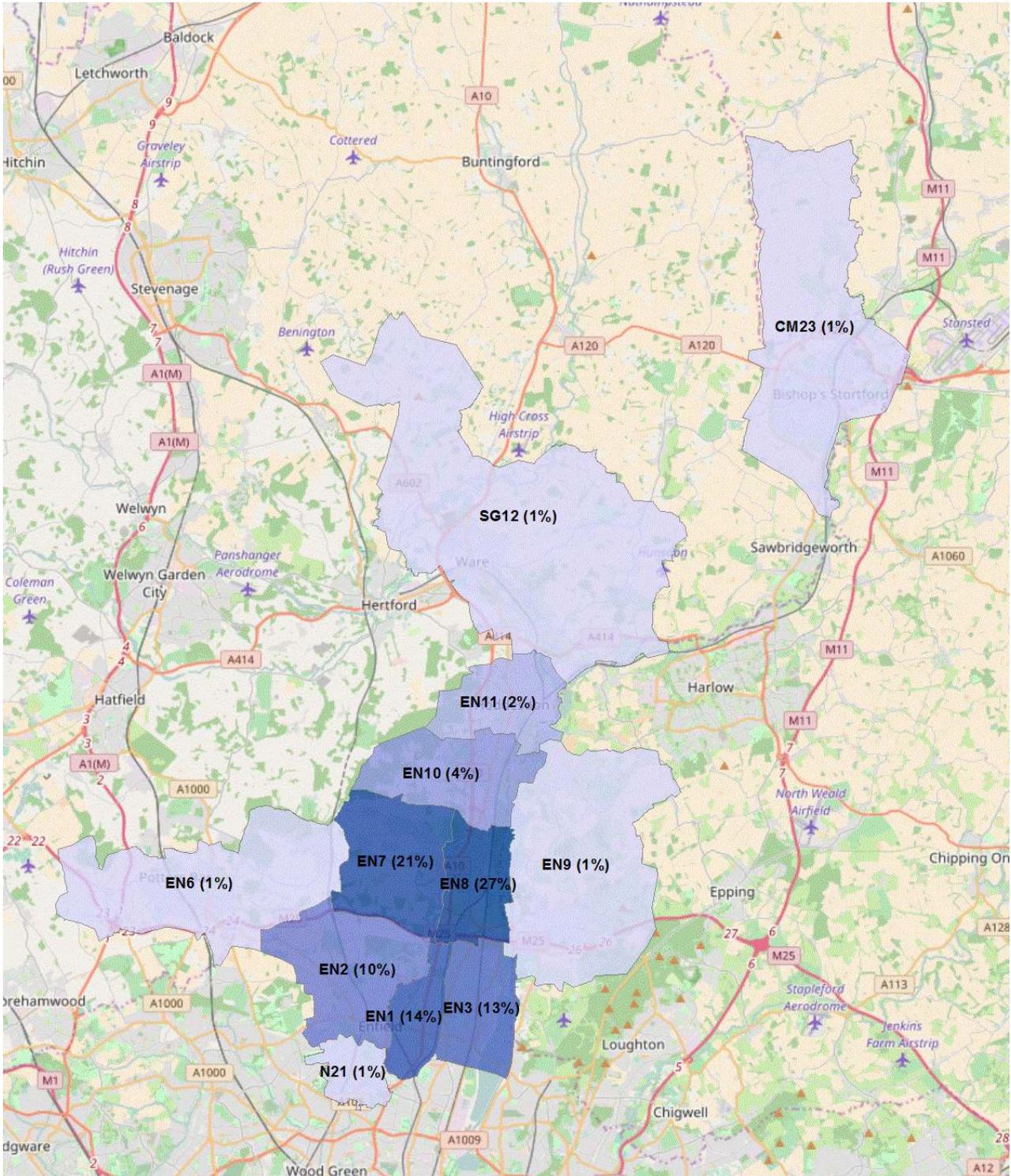
Figure 4-3: Online response number by week



Responses by postcode

Of the 411 online and paper responses, 190 (equal to approximately 46%) live in the EN7 and EN8 postcode areas - the areas are in the immediate vicinity of the scheme slightly north of the junction. Approximately 4% of respondents did not provide their postcode.

Figure 4-4: Questionnaire response distribution by post code



4.4 Period for comments

A six-week consultation period was provided to the public and stakeholders to consider the proposals and comment. The closing date for feedback was midnight on 28 February 2017 and this was stated on all material published for the public consultation.

5 Questionnaire response analysis

5.1 Introduction

The questionnaire responses were analysed to understand the opinions relating to M25 junction 25 improvement scheme. Of those completing the quantitative questionnaire, 77% submitted it online, with the rest submitting pencil & paper surveys. Those using pencil and paper tended to be older: 88% were aged 55+ versus 44% of those submitting online surveys.

The questionnaire was split into five areas;

- Part A – Travel habits around M25 junction 25
- Part B – About the scheme
- Part C – The scheme options
- Part D – Consultation material
- Part E – Equality and diversity

5.2 Part A – travel habits around M25 junction 25

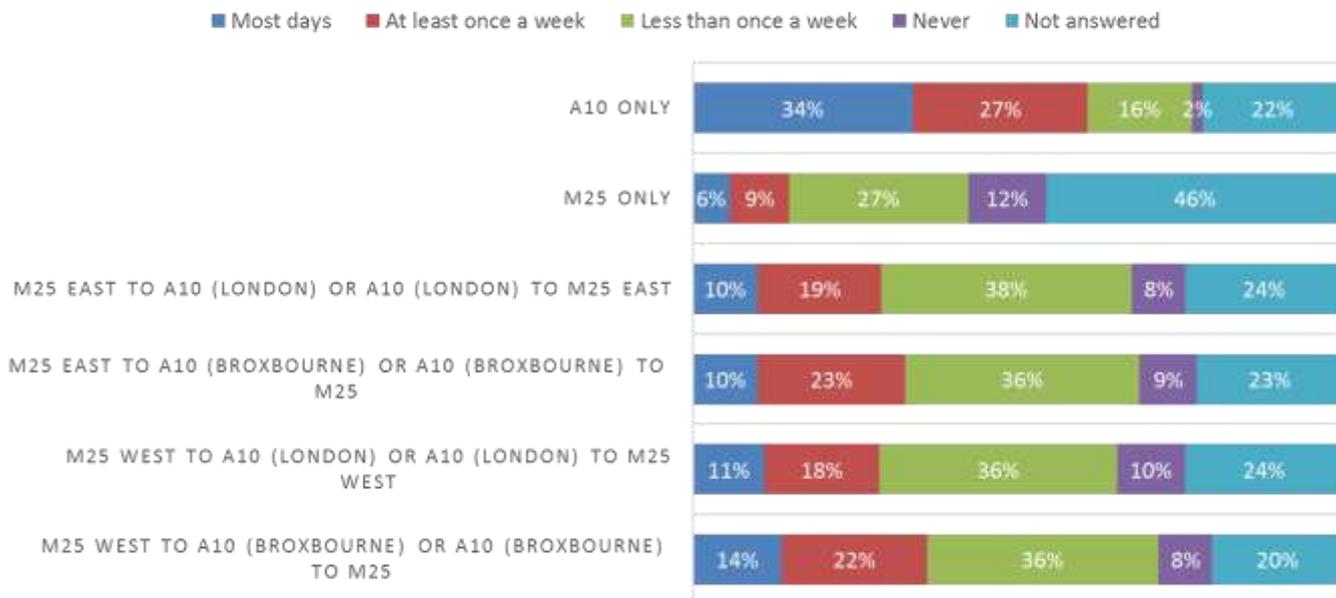
A1. Which routes do you take through M25 junction 25 and when?

Most respondents who answered this question were infrequent users of the junction, and reported using it less than once a week across all key movements.

The most frequent movement is across the A10 with 34% of the respondents making this journey on most days. Roughly 30 to 35% of respondents' interchange between the M25 and the A10 at least once a week or on most days.

Figure 5-1: The most frequently used routes used around the junction

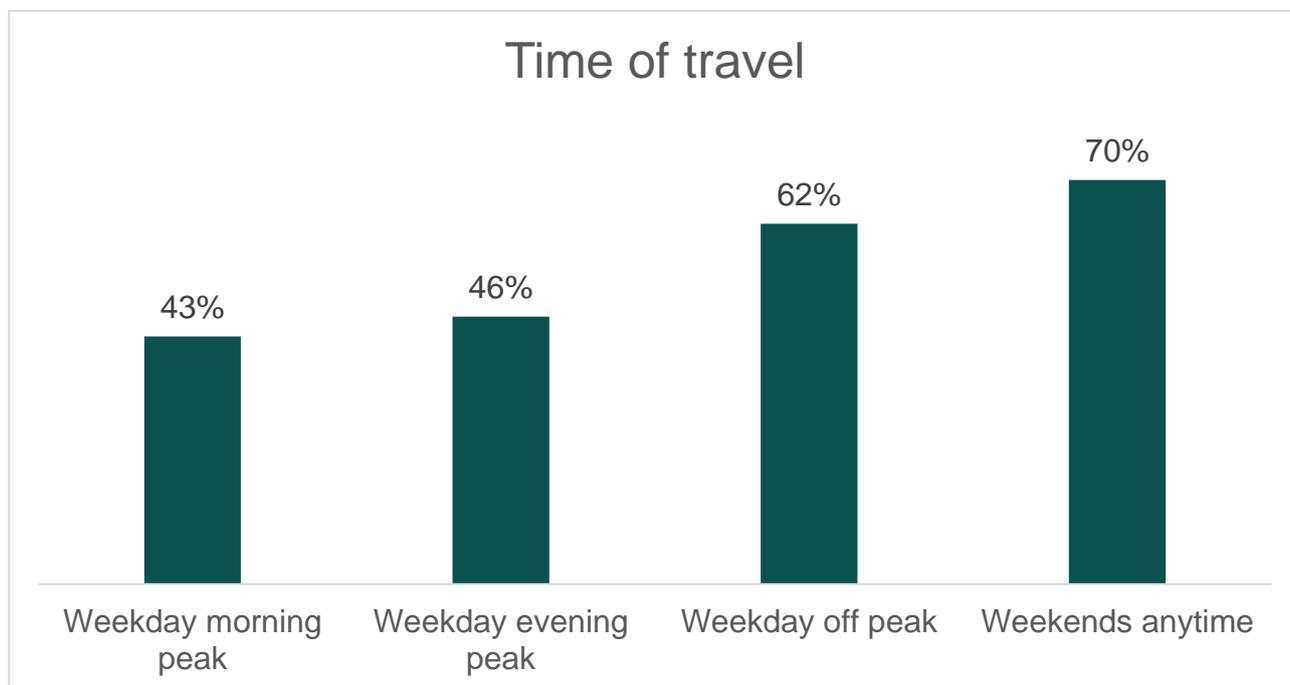
FREQUENCY OF ACTIVITY



A2. When do you usually travel?

Figure 5-2: When respondents travel

Most respondents use the junction during off-peak hours, notably 62% during weekday off-peak and 70% at weekends.

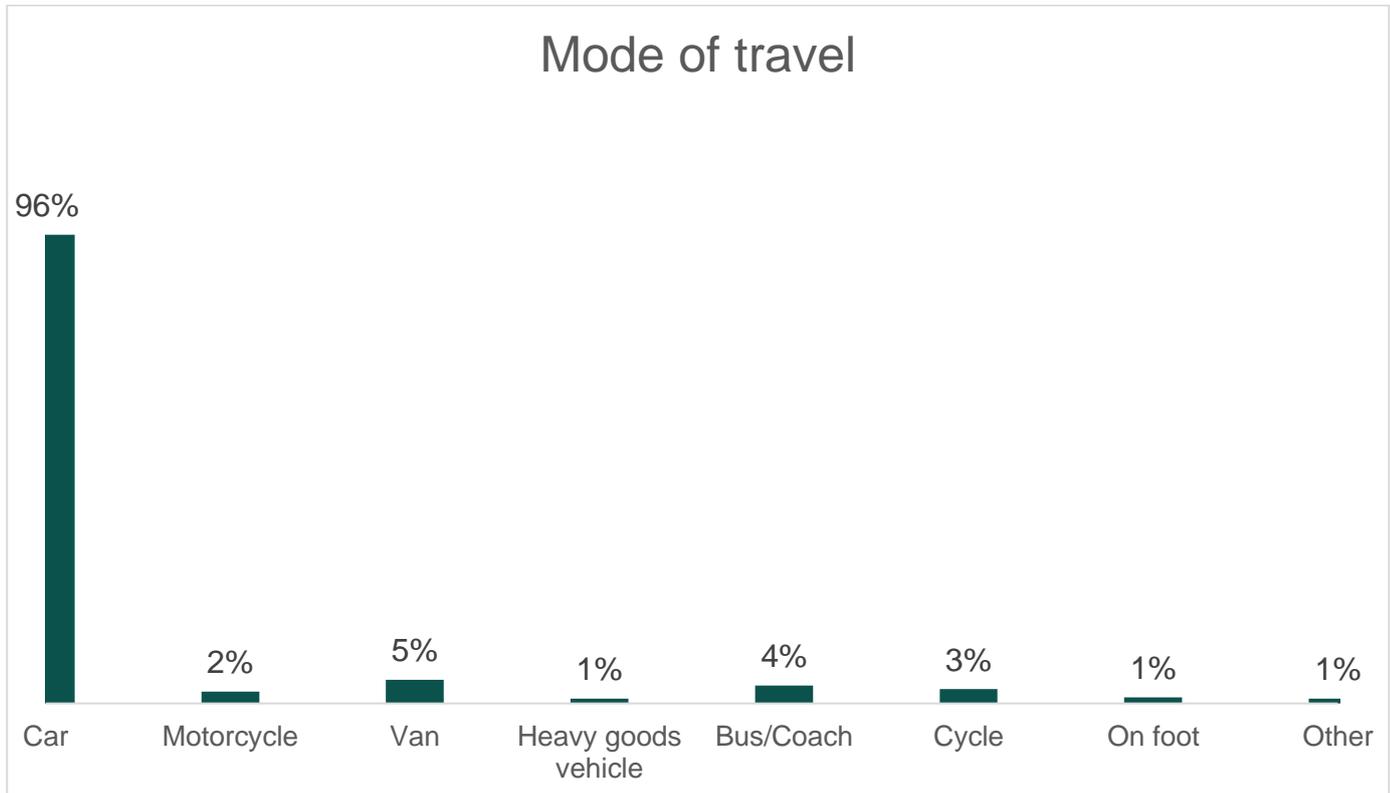


A3. How do you usually travel around M25 junction 25?

Around 96% of respondents indicated they travel around M25 junction 25 by car, followed by van (5%) and bus or coach (4%). Non-motorised users (cycle and on-foot) accounted for approximately 4%.

The percentages add up to more than 100%, as respondents were able to choose more than one mode of transport where applicable.

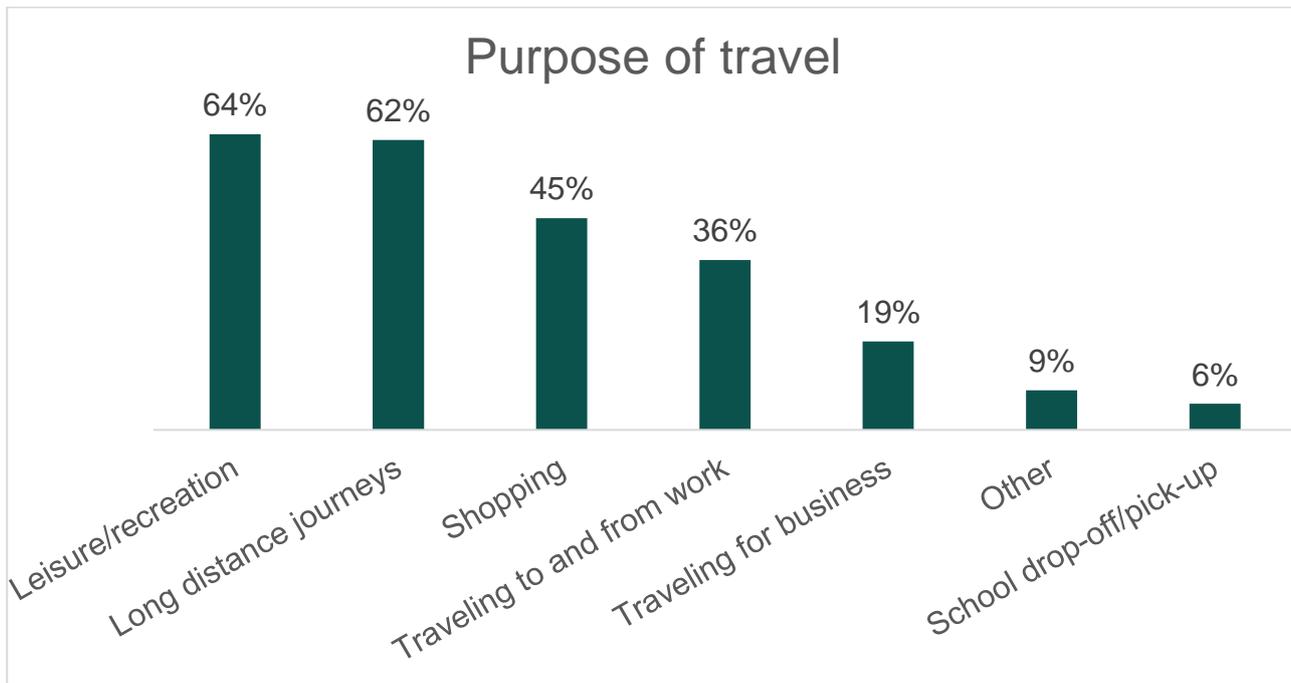
Figure 5-3: How respondents usually travel around M25 junction 25



A4. What do you usually use M25 junction 25 for?

Most respondents recorded that they used the junction primarily for leisure/recreational activities as well as long distance journeys (64% and 62% respectively) with the least using it for school runs 6%. This is consistent with the answers given to question A2, and is also a further indication that the respondents are not necessarily representative of the overarching views of all road users who travel through this junction. Again, respondents could choose more than one answer so percentages will add up to more than 100%.

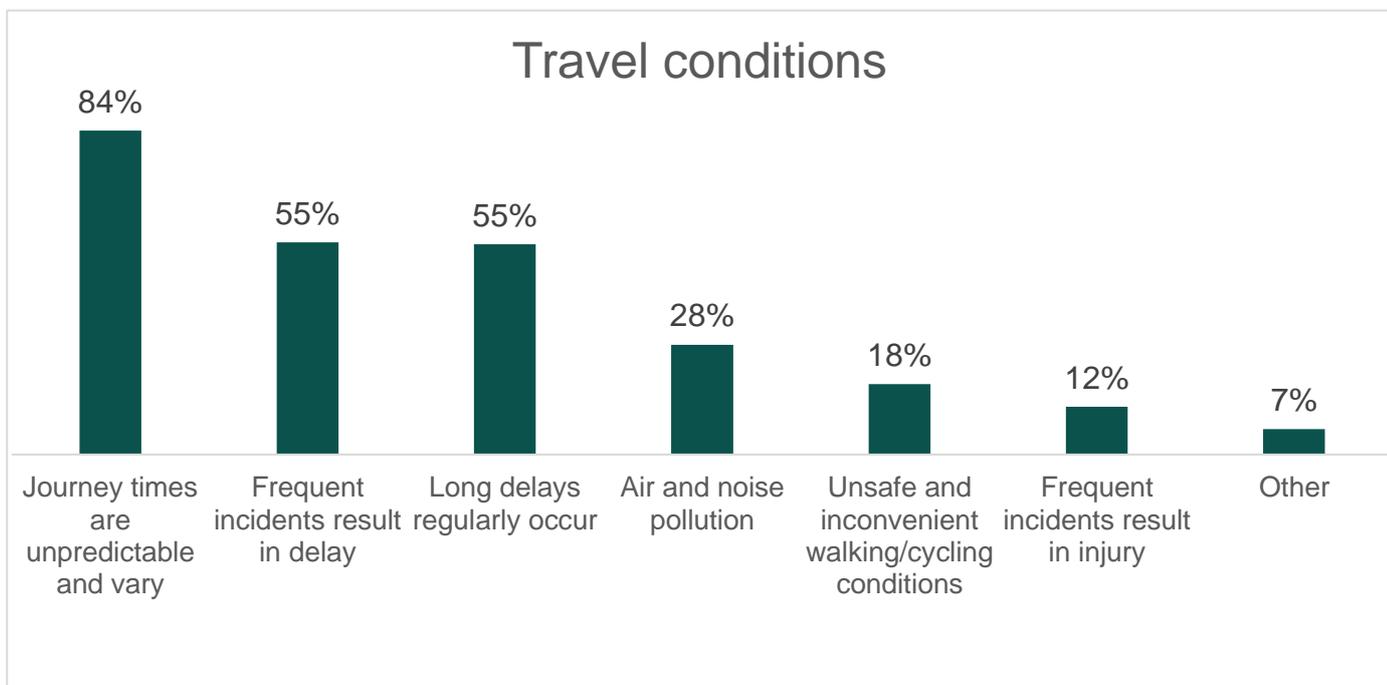
Figure 5-4: What respondents use the junction for



A5. Do you think any of the following apply to current travel conditions at M25 junction 25?

84% of respondents said they experience unpredictable journey times, while 55% respondents felt there were frequent incidents resulting in delay, and the same for regular occurrences of long delays. Results add up to over 100% as respondents could choose more than one answer.

Figure 5-5: The key opinions related to the junction



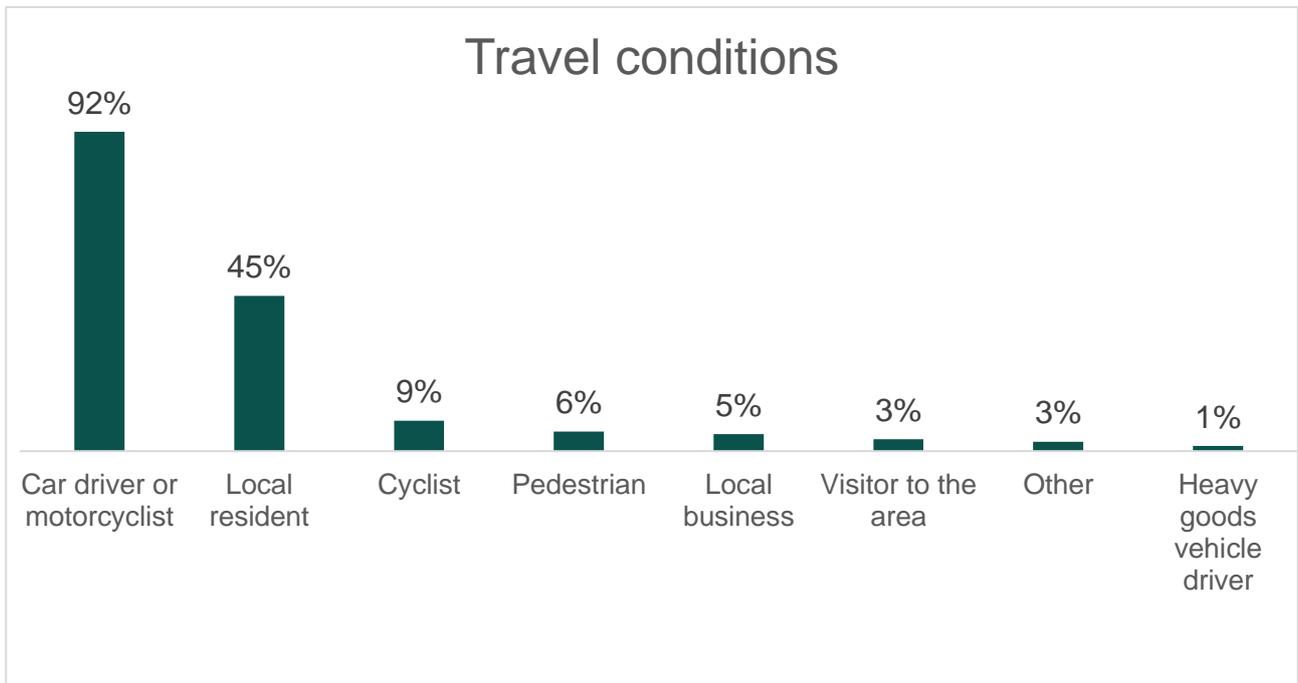
A6. How close do you live to the proposed junction 25 improvement?

88% of respondents live within 5 miles of M25 junction 25, with 41% under 2 miles. 1% of respondents did not answer this question, which shows us that local people are engaging in the process. However, when current figures show us that up to 6,300 vehicles per hour are currently travelling through this junction at peak times, this shows that a large amount of other road users travelling longer distances will not have completed the questionnaire.

A7. Would any improvement to the route affect you as a...?

92% of respondents felt that the planned improvements would affect them the most as car drivers or motorcyclists, and 45% as local residents, which is consistent with the purpose of the scheme.

Figure 5-6: Who the improvements would affect most

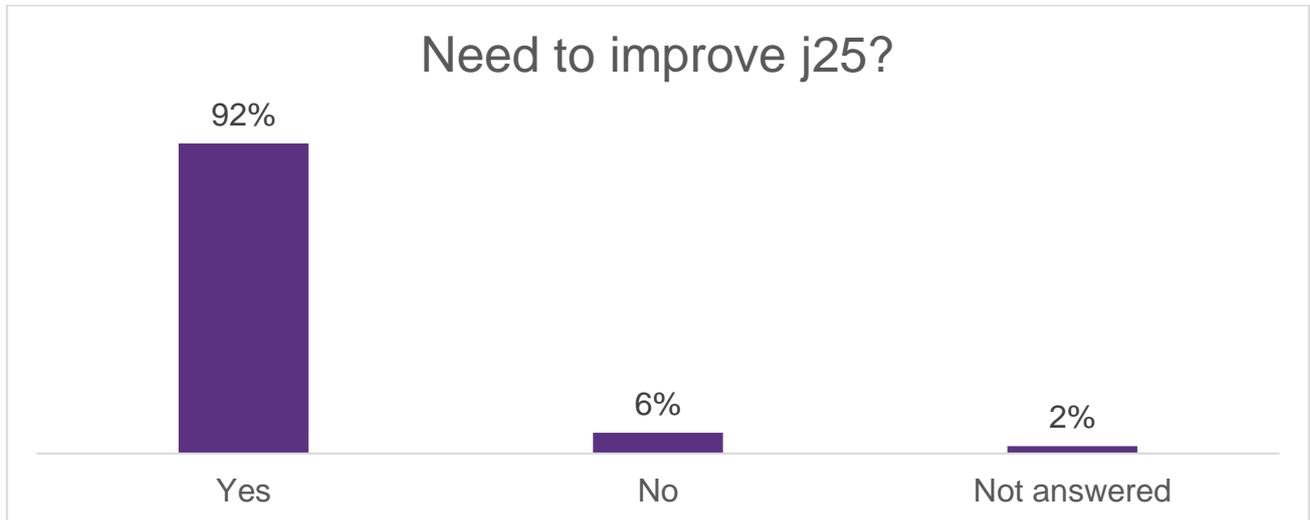


5.3 Part B – about the scheme

B1. Do you think there is a need to improve M25 junction 25?

92% of respondents believed that there was a need to improve the junction; 6% did not.

Figure 5-7: Is there a need to improve M25 junction 25?



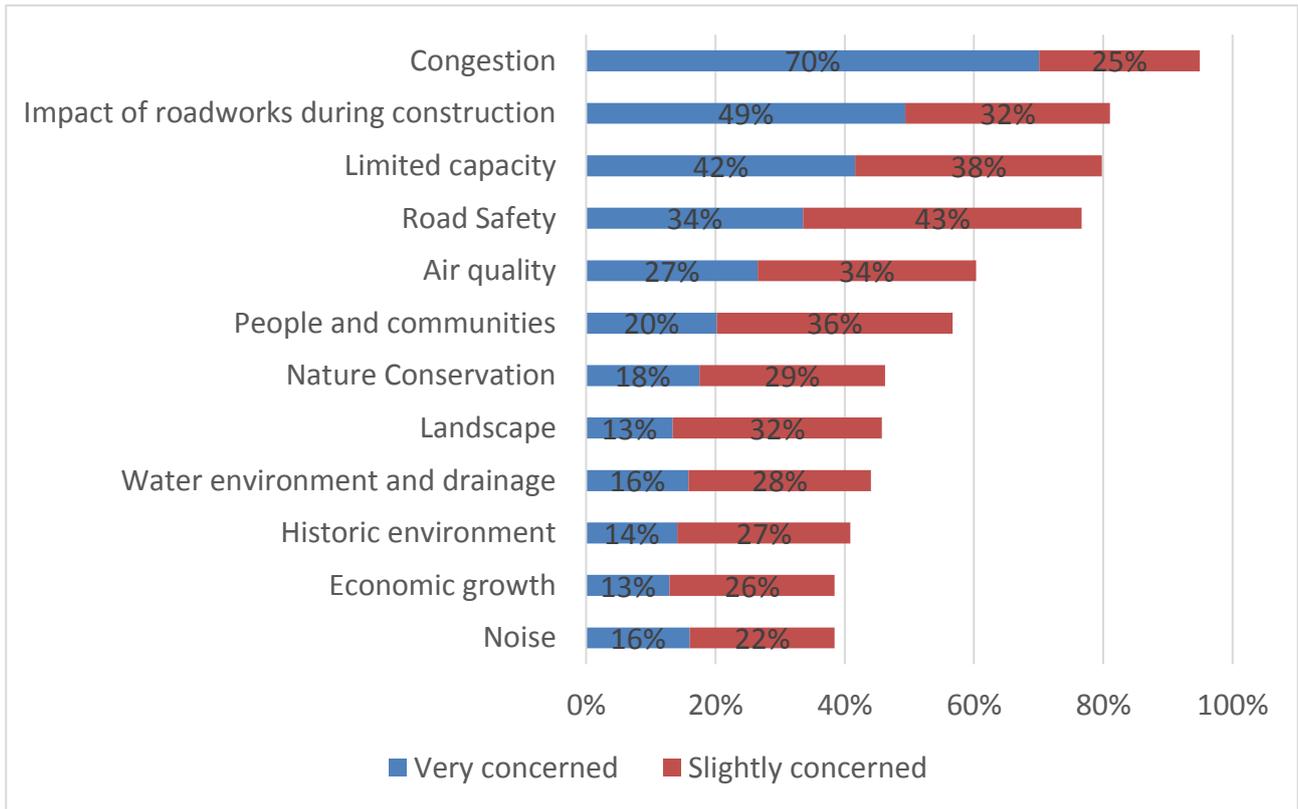
B2. Which issues around the M25 junction 25 improvement are you most concerned about?

Respondents were asked to indicate which issues they are most concerned about, and rank them from 'Very Concerned' to 'No Concern'.

The greatest concern from the respondents is related to congestion where 95% were 'very concerned' or 'slightly concerned'. Furthermore, 81% were concerned about the impact of roadworks during construction, 80% noted concern about limited capacity, and 77% related to road safety.

The concerns are consistent with the issues we have already identified.

Figure 5-8: The key concerns relating to the junction improvements



Respondents were also given the opportunity to give more comments to expand on their responses above with a free text response, with 31% choosing to use this.

There was concern around the lack of capacity on the roundabout itself and on certain surrounding roads impacting congestion on and near the junction. As well as concerns expressed around the current cycle route, construction impacts and air quality.

“When the A10 Southbound into London is busy and backed up from Bullsmoor Lane, the roundabout can become blocked. This causes tailbacks for Southbound traffic on the A10, which backs up into Cheshunt, blocking the Winston Churchill Way roundabout. The blocked roundabout can also cause traffic to queue on the slip roads and then onto the M25 in both directions, which is very dangerous. This is generally from 16:00 onwards.”

“The congestion on the A10 travelling south towards M25 is often horrendous. The thought of roadworks in addition to the present congestion is horrifying”

“The congestion is awful every week there is an incident that can delay me by an hour I have no choice but to go this way”

“Non-existent or safe cycle and pedestrian routes”

“A period of 16 months construction at the J25 roundabout will have horrific consequences in terms of sustained congestion and worsening air quality, both of which are bad enough already.”

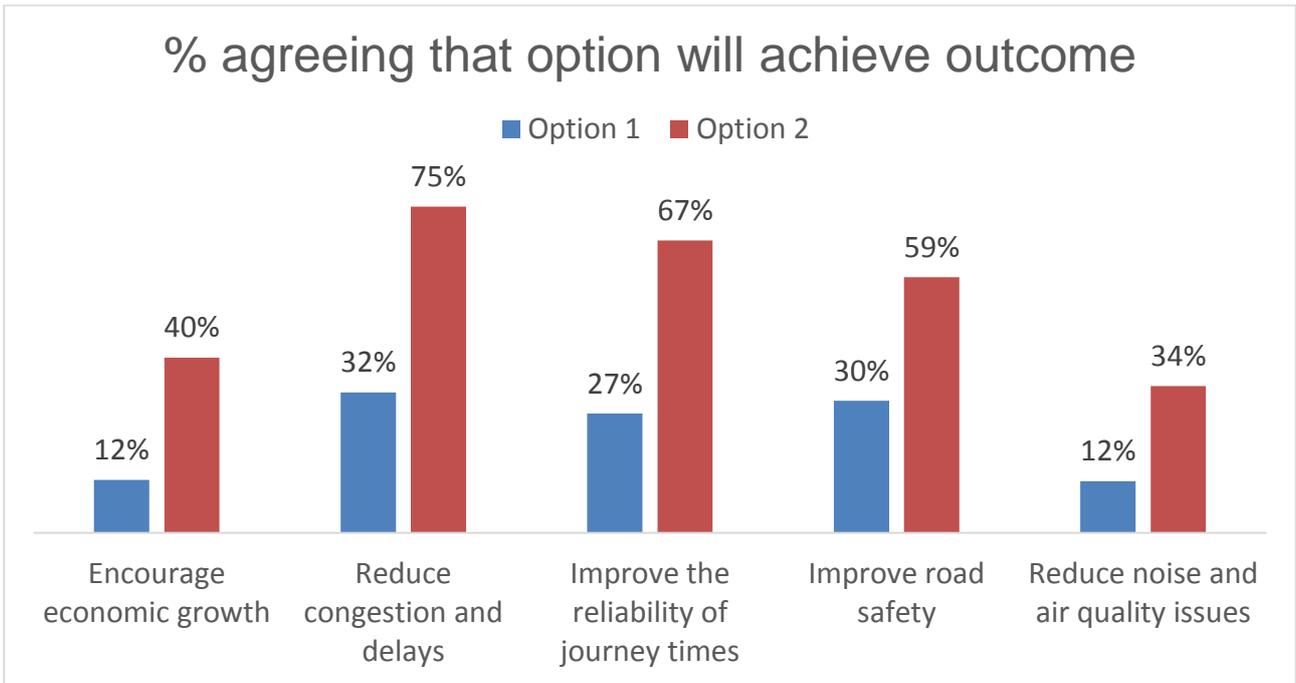
“Very poor air quality due to slow moving peak hours”

5.4 Part C – the scheme options

C1. If you think the options will achieve any of the below, please put a tick in the box

Most respondents felt that option 2 would be more likely to achieve the objectives, particularly with regards to reducing congestion and delays, and improving journey time reliability.

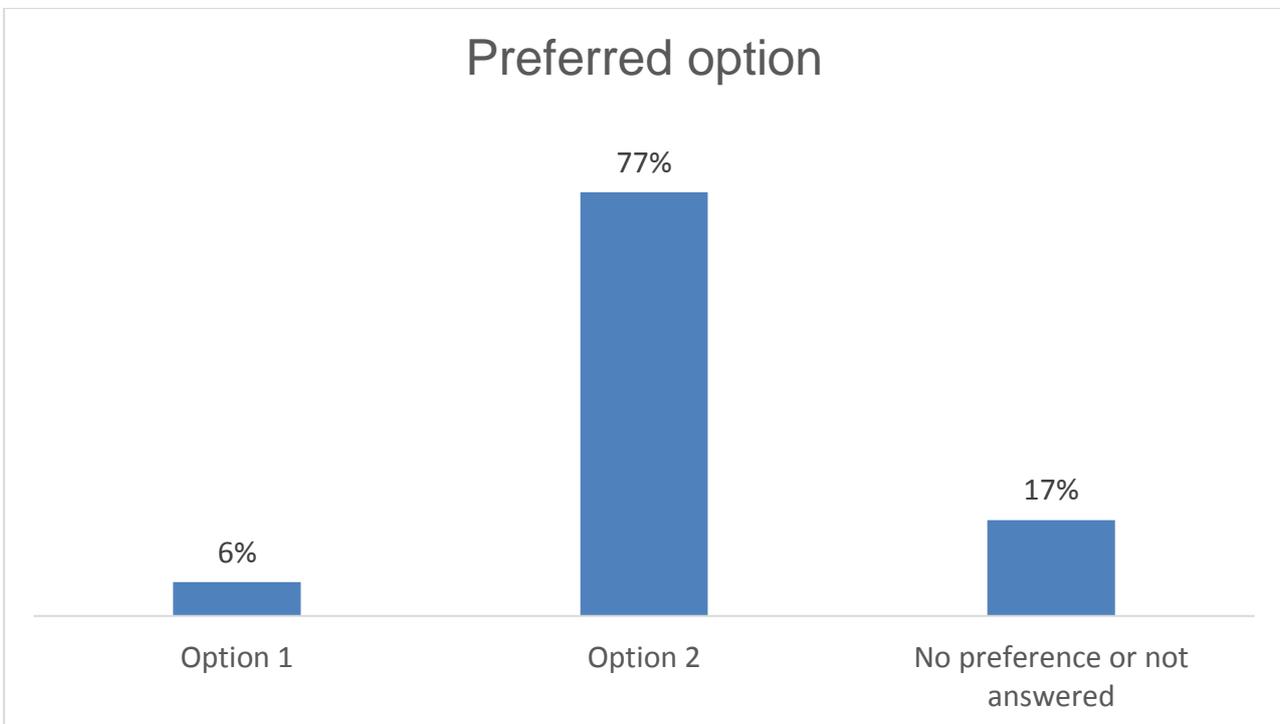
Figure 5-9: Will option 1 or 2 achieve the objectives set? (Percentage of 'yes' response)



C2. Which option do you prefer?

77% of respondents showed a preference towards option 2, with 6% showing a preference for option 1. 17% did not answer or indicate a preference. Illustrating a strong preference for option 2

Figure 5-11 – Which option do you prefer?



C3. Do you have any comments on any of the options?

Respondents were given the opportunity to make further comments about the proposed options through a free text box.

Option 1 – 34% of respondents provided comments

There were concerns raised about the durability of the scheme, in terms of the impact and value for money, as well as its ability to reduce congestion and improve air quality.

“Option one does not go far enough to ease congestion and provide adequate road safety on the roundabout. Option 1 does not accommodate for future rise in usage and the junction will require further improvements again in the future, costing more money and causing disruption again for those using the M25 junction and the residents in the surrounding area.”

“Does little or nothing to improve current situation. I live approximately 3.5 miles from J25 and on weekends early mornings we can hear the drone noise from the motorway traffic. I don’t like the summer having windows open/sitting in the garden the noise is quite obvious”

“Does not feel the scheme takes account of wider impacts on local congestion; too piecemeal”

Positive comments were made on this option having the lesser impact on the environment and the surrounding landscape, as well as positive feedback on the design of the NMU route.

“I prefer option 1 because it will not change the landscape too much, will improve the flow of vehicles. It will not impact on the environment”

“At present the pedestrian/cycle route across the junction looks hilly and off putting. The erection of a bridge to make the route more level looks to be a great improvement and might encourage people to use their bikes rather than their cars”

“If this does go ahead note pedestrian/cyclist access should be suitable for elderly and disabled. Steep stairs are difficult.”

“Cycle through this area when possible not always happy to cycle under the existing underpass so welcome their improvement (i.e. bridge)”

Option 2 – 50 % of respondents provided comments

Respondents highlighted how they felt the benefits outweighed the costs and perceived it to have a greater value for money when compared to Option 1, highlighting in particular; greater capacity and a positive impact on journeys by having better flow of traffic and less congestion.

“Seems a much more comprehensive option, and for such a small amount extra compared to Option 1 a no-brainer to choose this option as a more permanent solution.”

“The predicted increased benefits, outweigh the additional cost. Long term this offers the best solution as traffic will continue to grow resulting in increased congestion and delays.”

“The reason that I have chosen option 2 is because of the segregated left turn from M25 west to A10 north. I use this route most often and at present the exit from M25 West can be congested at busy times”

“Option 2 seems to be the most forward thinking as the congestion on our roads will get worse as more and more cars use the roads as times goes on.”

“Again, a flyover for A10 will stop most of the trouble. It is the volume of traffic from Mollison Avenue up Bullsmoor Lane that gives most agro”

“This option would give a better flow to user and relieves congestion. Changes are long overdue”

Below is a sample of positive and negative comments across both the options.

	Positive	Negative
Option 1	<p>“I have chosen this option because I think the impact of widening the M25 west diverge and adding a segregated left turn would not be great. There are already two lanes here so adding a segregated one may mean that drivers arriving from the A10 heading north will get confused with those coming off the M25.”</p>	<p>“This is a good option however I believe it will only have short term benefit of a couple of years maximum.”</p>

	Positive	Negative
	“The times I use the motorway I don't usually encounter queues on the sliproad that would warrant a segregated sliproad from M25 west to A10 north”	“I believe this option would only represent a short term, incomplete solution that would considerably impact journeys through the junction while not giving in a worthwhile result.”
	“I prefer option 1 because it will not change the landscape too much, will improve the flow of vehicles. It will not impact on the environment”	“Doesn't go far enough. Widening the roundabout doesn't really solve the problem. The main problem is that traffic cannot leave the roundabout fast enough and once it becomes blocked it cannot clear itself. Increasing the capacity of the roundabout will help a little but at peak times, it won't be enough to keep the traffic moving.”
	“A definite improvement on the current traffic flow”	“Does very little to improve the congestion problems and will make little difference given future increase in traffic volumes.”
Option 2	“This will improve journey times around the M25 for both accessing the A10 and those passing by the junction. Coupled with roundabout widening this will improve traffic flow and journey times and make Waltham Cross more accessible via quicker commuting times”	“Whilst this option will help to some degree with the congestion it does not cater for traffic travelling out of London north on the A10 and therefore feel the scheme will have a limited impact on improving traffic flow at this point and within the local vicinity”
	“This is a much better long term choice. The extra cost is easily justified as it will be more cost effective in the long run. Both options will cause disruption but option 2 gives greater benefits. The dedicated left turn lane will be safer and quicker. The cycle lane and footpath is an excellent idea. A footpath would give access for local residents.”	“The continuous slip lanes would help traffic flow, but as previously mentioned it'll just move it faster to the next congestion hotspot. I'm very worried about the impact on local residents and the area in general and the cost of this is incredible - much better used elsewhere (eg public transport).”

	Positive	Negative
	<p>“This is a better option that seems to provide an improvement in the number of vehicles able to safely use the junction.”</p>	
	<p>“Flow lane directly to A10 is a great idea, the roundabout and lights always clog up and back up on to the M25 causing some erratic driving with people trying to jump queues.”</p>	
Both Options	<p>“The pedestrian and cycle route separation across the junction is an excellent idea.”</p>	<p>“Without improvements to the transit northbound through Cheshunt on the A10 any northbound improvements from J25 will transfer the queuing to residential areas. I do consider the changes worthwhile, but HCC needs to do some traffic flow improvements.”</p>
	<p>“At present the pedestrian/cycle route across the junction looks hilly and off-putting. The erection of a bridge to make the route more level looks to be a great improvement and might encourage people to use their cycles rather than their cars”</p>	<p>“Neither of the options really addresses this issue, instead suggesting a dedicated left turn filter lane from the M25 west off-slip which doesn't experience as much congestion as the opposite direction.”</p>
	<p>“The cycle lane and footpath is an excellent idea. A footpath would give access for local residents.”</p>	<p>“Both options 'provide' for pedestrian and cyclist movement across the junction. However, I think it is unlikely to attract pedestrians, as is 'leads to nowhere' for people on foot. It is more likely to be used by cyclists, which should be an improvement as long as it doesn't 'force' cyclists back onto the roads, north and south of the junction!”</p>

	Positive	Negative
	“Speedy transfer from the M25 to the A10 will only bring benefits if the issues relating to nearby junctions, eg B198 roundabout”	“With both options the lane markings need to be more defined. Every time i use the junction someone gets in the wrong lane especially when trying to get onto the A10 southbound and it causes a massive hold up with them trying to pull out of the lane they're in”

C4. Please use the box below to share your views on anything else we should consider to improve junction 25.

This question gave respondents the opportunity to express any other views they would like to make through a free flow text box with 52% respondents choosing to include a comment here.

Comments provided expressed the need for changes to be made to junctions and roundabouts adjacent to the scheme.

“The benefits of improving this junction will be lost if the southbound A10 traffic simply piles up at the traffic lights on the A10 at Bullsmoor Lane. Traffic could still tail back and block the roundabout. A lot of the traffic and most of the HGVs are heading for Mollison Avenue and a new M25 junction, between J25 and J26 would be a greater priority than simply improving J25.”

“I think you should talk to Enfield council with regards to re-routing the NS relief road directly onto the M25 rather than the present route using Mollison Avenue and Bullsmoor Lane”

“Instead of option 1 or 2 why don't you consider putting a junction between junction 25 and 26 to access Brimsdown Ind. area, thus reducing the traffic on Bullsmoor Lane and improving air quality”

“Traffic lights should be installed at the A10/Lt Ellis Way Roundabout in tandem with option 1 or 2 whichever is chosen.”

“The traffic light sequencing needs to be altered at the Bullsmoor Lane junction. That alone would solve a lot of congestion around the area”

Further comments were made regarding safety, congestion, noise and air pollution, and economic growth:

“Driving north on the A10 towards the junction, there is a need for much clearer signage indicating that the inside lane is for the M25 (westbound) only. Too many vehicles use that lane then try to push across onto an A10 northbound lane. Could that M25 lane be segregated?”

“How will the congestion be minimised during the works? Local residents are really worried. Both A10/M25 is already significantly congestion, not just at the junction. The planned 16 months of the works will be horrible.”

“Whether option 1 or 2 is decided upon I cannot see there will be any improvements at the junction 25 of the M25 once the house building development takes places adjacent to the A10 (north)”

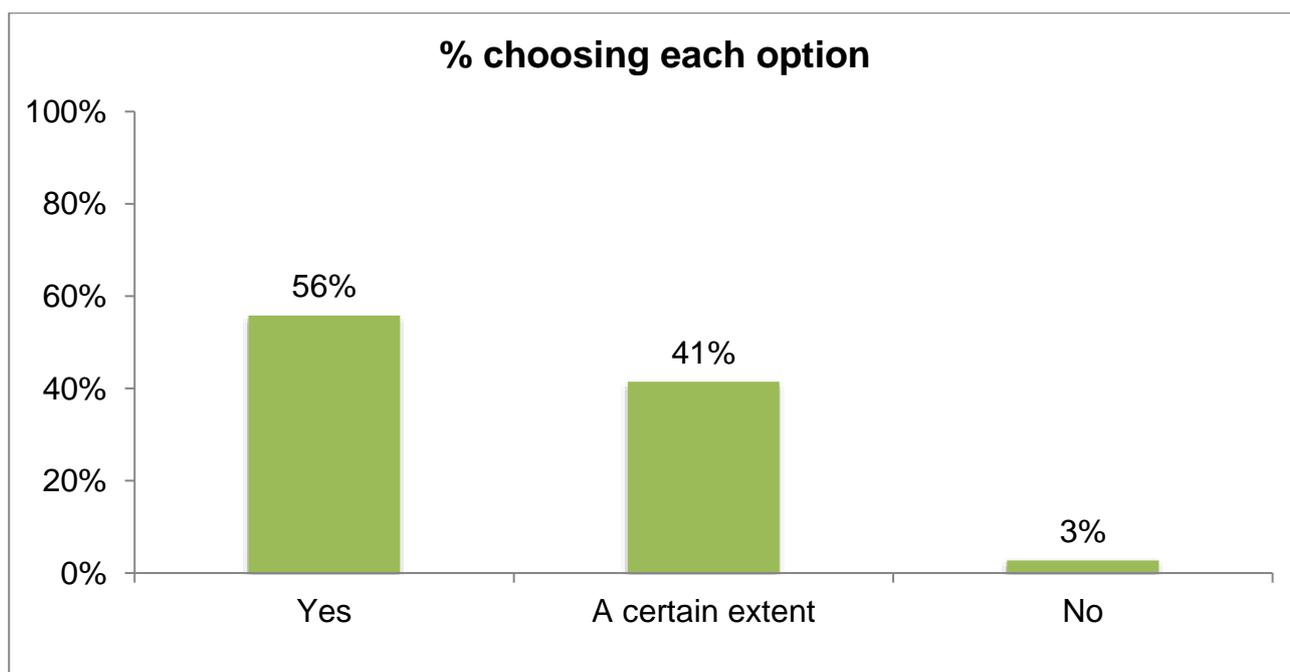
“Having a young family, my points of concern are the noise pollution (only at night mainly) and the air quality”

5.5 Part D – consultation material

D1. Have you found the consultation materials useful in answering your questions?

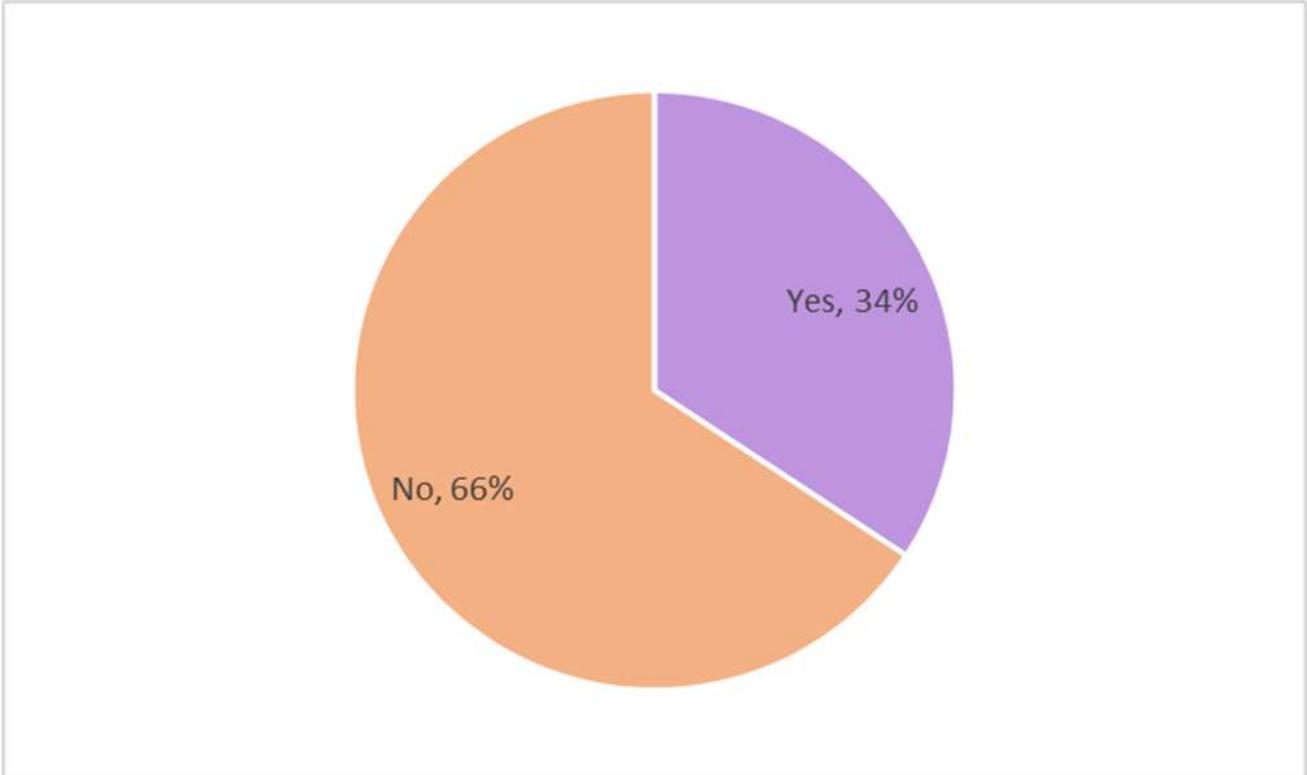
97% of all respondents found the consultation materials useful at least to a certain extent, with 56% finding them useful.

Figure 5-10: Proportion of people who found the consultation materials useful in answering the questions



D2. Did you attend an M25 junction 25 public consultation exhibition?

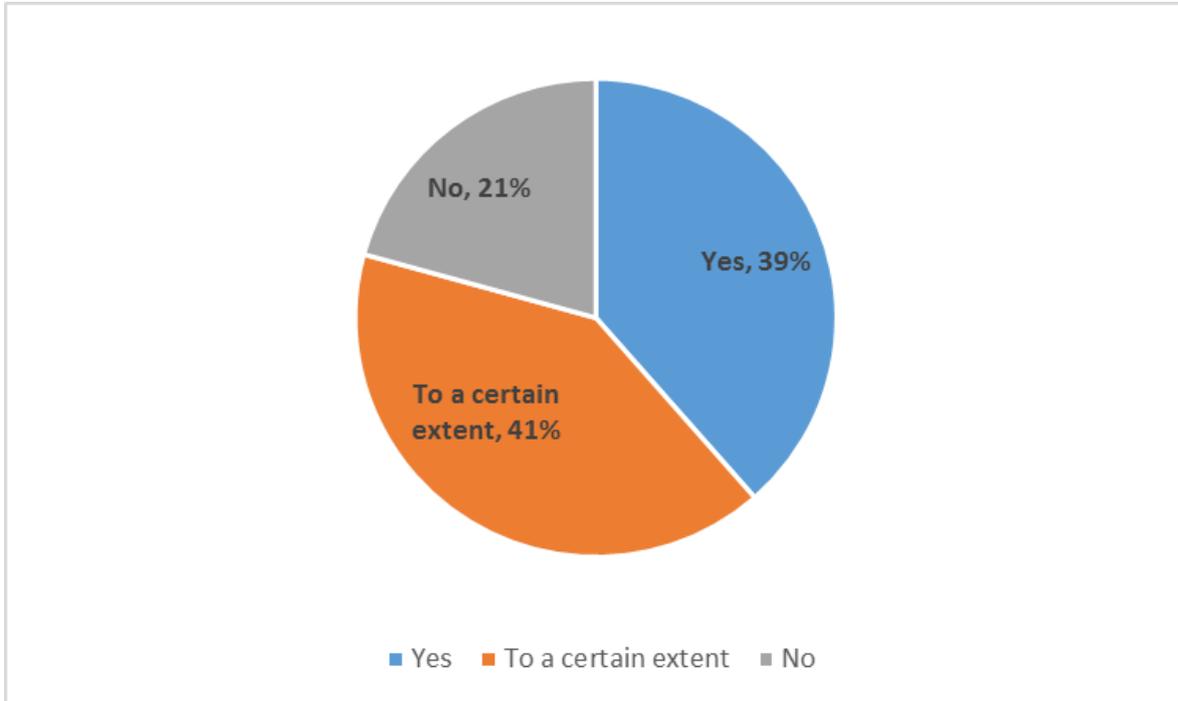
34% of all respondents attended a consultation exhibition.



D3. If yes to D2, did you find it helpful in addressing your questions?

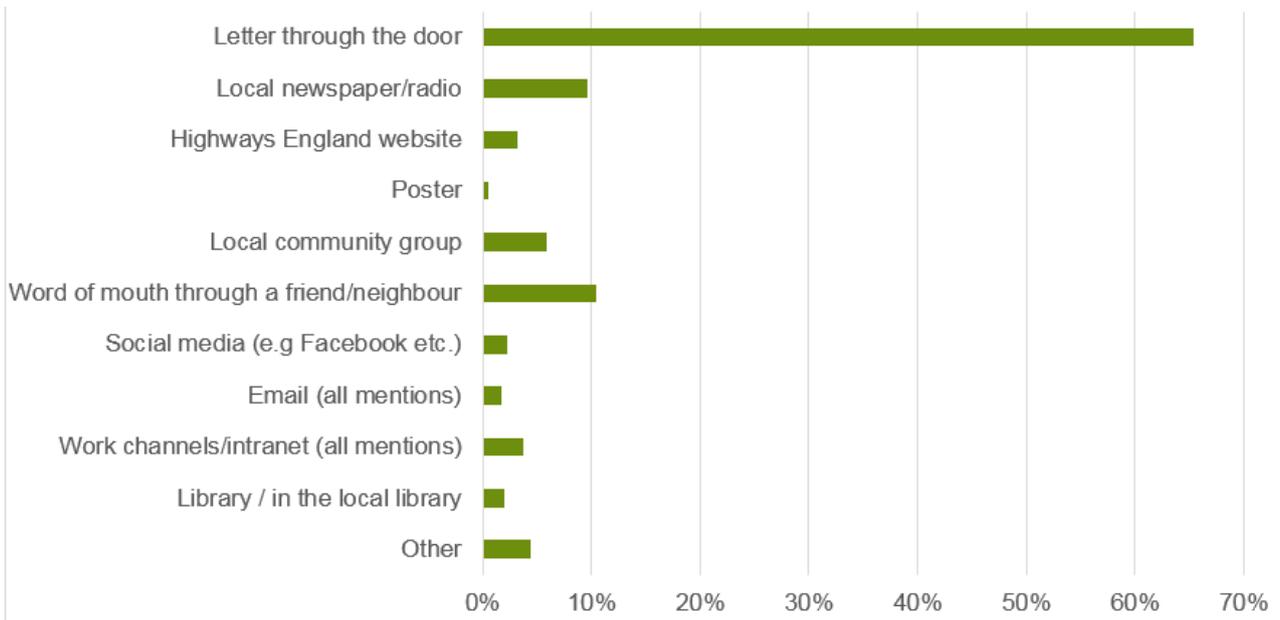
Of those who attended a public consultation exhibition 80% found it helpful in addressing their concerns at least to a certain extent, with 39% overall saying 'yes'; figure 5-14 below helps illustrate this. The total of these percentages adds to 101% due to rounding.

Figure 5-11: Proportion of people who found the public consultation helpful in addressing their concerns

**D4. How did you find out about the M25 junction 25 public consultation?**

65% of respondents found out about the consultation exhibitions through the mail out to local residents informing them about the public consultation. Word of mouth and local radio/newspaper were the next most common means of finding out about the exhibition, at approximately 10% each.

Figure 5-12: How people found out about the public consultation



5.6 Part E – equality & diversity

E1: Age

Over a quarter of respondents were aged 65 or over, and 10% were under 35. Figure 5-15 below shows of the distribution of the respondents' age. Although the total of these percentages adds to 101% this is due to rounding.

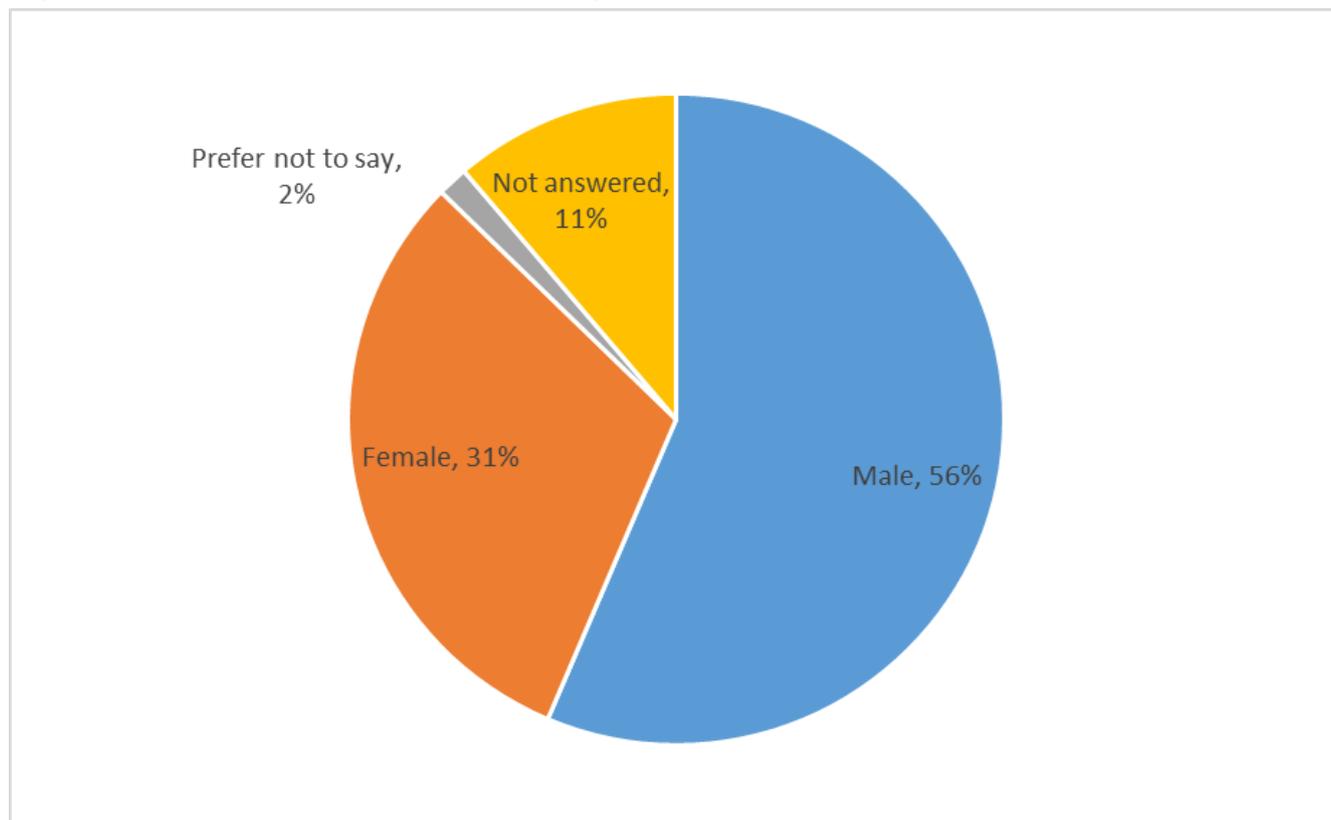
Figure 5-15: Distribution of respondents' ages

	Under 18	18-24	25-34	35-44	45-54	55-64	65 or over	Not answered
Proportion of respondents' age	0%	2%	8%	15%	18%	19%	27%	12%

E2: Gender

Figure 5-16 below shows the difference in respondents' gender; approximately 31% female and approximately 56% male.

Figure 5-16: Distribution of respondents' gender



E3: Please tick which group you consider you belong to

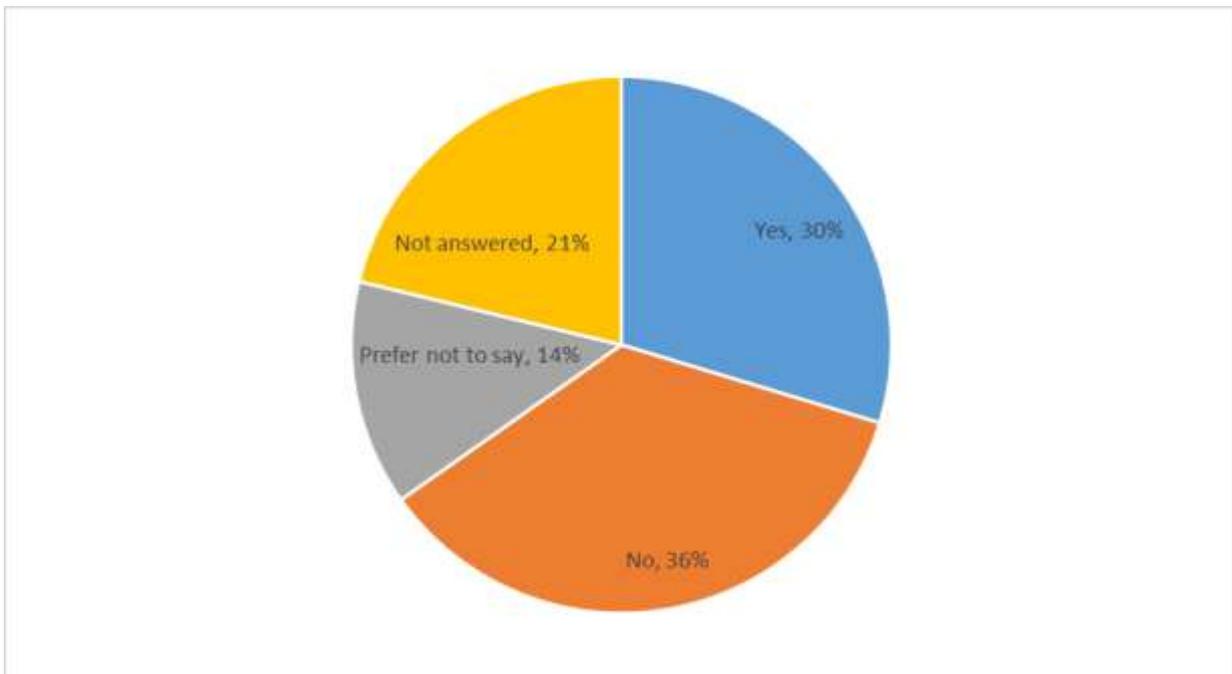
Figure 5-17 below shows the distribution of the respondents' ethnicity. The total is higher than the number of responses received, this is because respondents could consider themselves belonging to more than one ethnic group.

Figure 5-17: Distribution of respondents' ethnicity

British or Mixed British	325
South Asian	3
Black	13
East Asian	1
Prefer not to say	10
Not answered	61
Total responses	413

E4: Do you follow a religion or faith?

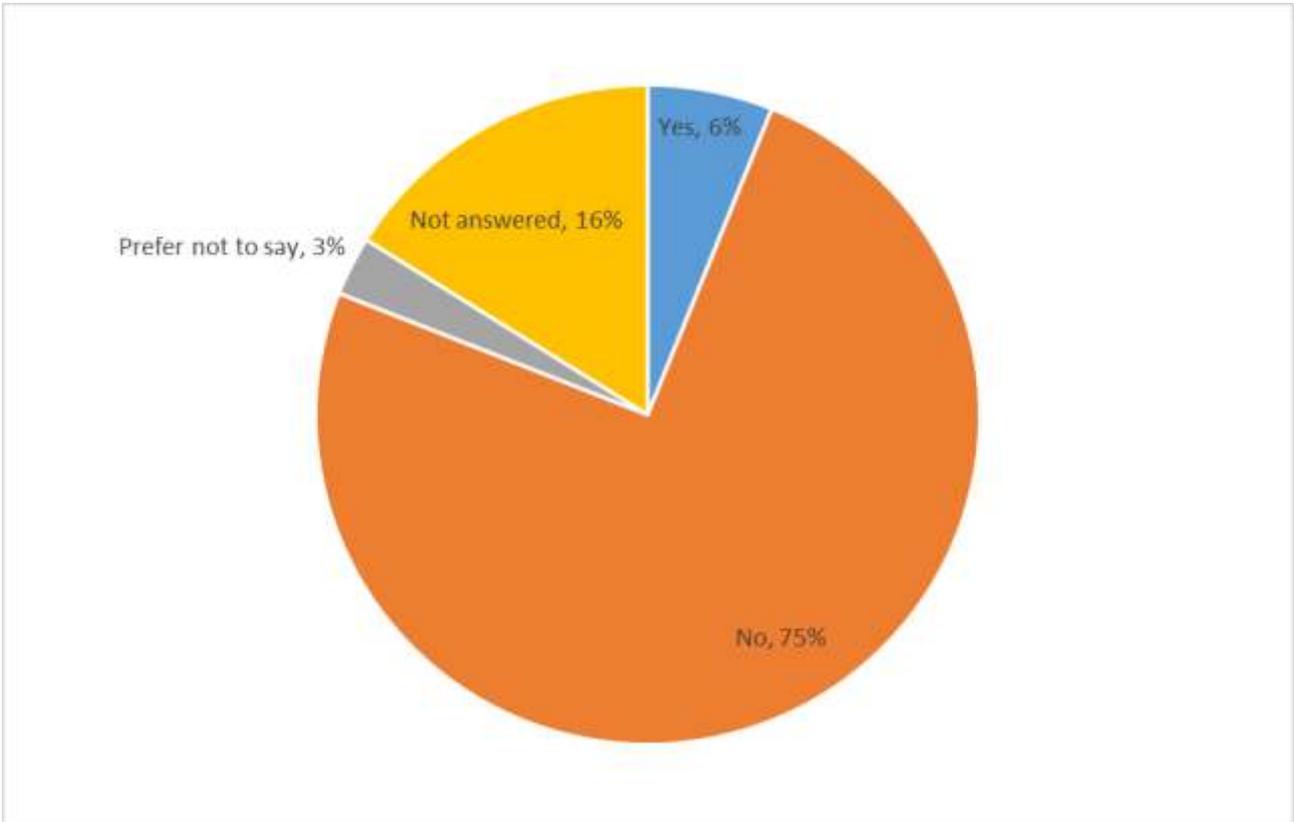
Figure 5-18 below shows that approximately 30% of respondents follow a religion or faith whereas approximately 36% do not. The percentages add up to 101% due to rounding.

Figure 5-18: Proportion of respondents who follow a religion or faith

E5: Do you consider yourself to have a disability?

Figure 5-19 shows that approximately 6% of respondents considered themselves to having a disability.

Figure 5-19: Respondents considering themselves to have a disability



6 Summary of enquiries

All responses received via the Customer Contact Centre during the consultation period were recorded and responded to by the customer care team.

There were 44 correspondences made during the consultation period:

- Nine were comments and suggestions made by members of the public;
- Six were responses from stakeholders (section 1.7 below);
- Three were requests for specific reports, and details about the assessments made;
- One was request under the Freedom of Information Act; and
- The rest (25) were general enquiries including incorrect addresses, requests for questionnaires and technical support with the online questionnaire.

Two other stakeholders, Broxbourne Borough Council and Transport for London, wrote to the Highways England Project Management team direct.

7 Key stakeholders

7.1 Summary of responses from key stakeholders

This section provides a summary of the responses received from key stakeholders and their position on the options presented, alongside a summary of other issues/opportunities/concerns they raised. In total 8 responses were received. The table below summarises the key points made by each stakeholder.

Organisation/ Representative	Preferred Option	Comments
Rt. Hon. Joan Ryan, MP, Enfield North	Not stated	The Rt. Hon. Joan Ryan MP of the Enfield North constituency had specific comments regarding the effect that noise and air pollution could have on those living, working and attending schools nearby, especially as the scheme was in an existing Air Quality Management Area (AQMA). She also made reference to her discussions with Enfield Council that their traffic modelling indicated the proposed junction 25 scheme, on its own, could have the potential to increase traffic along Great Cambridge Road and Bullsmoor Lane. She also asked for more comprehensive measures to address the traffic issues in the area.

Organisation/ Representative	Preferred Option	Comments
Broxbourne Borough Council	Option 2	Broxbourne Borough Council also participated in the consultation whose key comments were about NMU safety and the modelling used. In particular, it was suggested that greater emphasis should be placed on providing a safe, attractive and convenient route through the junction for pedestrians and cyclists. They also questioned the modelling that was used, and asked for consideration for a southbound A10 to M25 (eastbound) free-flow slip road.
Enfield Council	Not stated	Enfield Council was generally supportive of the need to significantly improve junction 25. However, they also asked the scheme not to be considered in isolation as their evidence suggested that queues and delays in Enfield would worsen, in particular the A10 and A1055 (Bullsmoor Lane). Enfield Council also had some reservations about the geographical constraints of the VISSIM model used (a traffic modelling software) and that greater emphasis should be given to the local road network, in particular Bullsmoor Lane. Concern was also expressed about suppressed demand the effect construction could have on the local area.
Freight Transport Association (FTA)	Option 2	The Freight Transport Association (FTA) believed that Option 2 – creating extra lanes on the roundabout, widening the A10 southbound and M25 approaches, and providing a free-flow left turn – could provide the greatest benefit for the freight industry as it will improve reliability.
Hertfordshire County Council (HCC)	Not stated	<p>HCC questioned what impact the scheme could have on their highway network, in particular the A10 north of the J25 junction. In addition, they made the following observations:</p> <ul style="list-style-type: none"> • HCC was considering improvements to the A10/B198 roundabout (with Winston Churchill Way), there is a need to consider the impacts of these improvements in a wider strategic context. • There were concerns over NMU safety, in particular as the NMU route as shown in the consultation materials was separated from the highway, which may heighten perceived security risks as it is unlikely to be visible by passing motorists. They reinforced their previous suggestions of providing alternative NMU facilities near the New River or over the Holmesdale Tunnel. • The age of the traffic flow data could be a potential weakness of the modelling, as well as the times chosen to represent the AM and PM peaks. • They also had specific technical queries relating to the A10 north of the junction, which they felt they would require in order to make an informed decision with regards a preferred option.

Organisation/ Representative	Preferred Option	Comments
Systra	Option 2	<p>Systra responded on behalf of developers Commercial Estates Group (CEG) in the context of the Park Plaza development adjacent to the A10, northwest of junction 25.</p> <p>Their concerns relating to option 1 were centred around the longevity of the benefits, given the M25 approach arms were of insufficient to accommodate future traffic growth.</p> <p>Systra / CEG were also concerned that the traffic modelling did not include for the full level of development potential at the Park Plaza site. They were however supportive of the pedestrian and cycling facilities by means of the bridge over the M25 within the junction; they believed they could offer greater safety and better accessibility.</p> <p>Option 2 was considered to give significant benefits and was their preferred option. Systra / CEG did add that should this not be possible, option 1 would suffice.</p>
Transport for London	Not stated	TfL were supportive of the aim to improve journey time reliability, and are working with Highways England and Atkins on the signals coordination scheme between M25 junction 25 and the A10/Bullsmoor Lane junction.
Federation of Enfield Residents and Allied Associations (FERAA)	See text	<p>The key points raised by the FERAA were:</p> <ul style="list-style-type: none"> • In view of the current traffic conditions and the expected traffic growth over the next twenty years, Option 2 would be the obvious solution • Option 2 would not do anything at all to alleviate the problem of the daylong traffic congestion this section of Bullsmoor Lane. In fact, it would encourage more traffic to use this already heavily congested length of mainly residential road. • Highways England should refer this matter back to the Department for Transport (DfT), and inform it that it might well be feasible that the £3.8m less expensive Option 1 scheme would be adequate if NGAR were to be built.

7.2 Further engagement

The following stakeholders were highlighted as requiring further engagement as the design process continues:

- Natural England
- Environment Agency
- English Heritage

- Broxbourne Borough Council
- Transport for London
- London Borough of Enfield
- Hertfordshire County Council
- Affected landowners to the northwest quadrant of junction 25
- Newsprinters UK

7.3 Summary of meetings

Meetings were held with various stakeholders to provide information about the scheme and respond to their questions.

Date	Stakeholders	Key discussion points
28 March 2017	Broxbourne Borough Council Hertfordshire County Council	<ul style="list-style-type: none"> • Consultation findings • Response to consultation queries • Coordination with highway schemes within Broxbourne/Hertfordshire Councils • Non-motorised user provisions • Future developments and traffic modelling approach
19 April 2017	Transport for London	<ul style="list-style-type: none"> • Consultation findings • Response to TfL queries • Network performance • Signal coordination (with A10 / Bullsmoor Lane junction) • Non-motorised user provisions • Traffic modelling approach

8 Conclusion and next steps

The public consultation received 411 responses and has given insight into the preferences respondents have for the M25 junction 25 improvement scheme.

There is clear support from questionnaire respondents that there is a need to improve the M25 junction 25 (92%), and out of the two options for consideration 77% of the respondents showed preference for option 2; extra lanes on roundabout and widen A10 southbound approach, plus widen M25 off-slips, and provide a free-flow left turn from M25 eastbound to A10 northbound. Feedback from key stakeholders was mixed, with the majority not stating a preference at this stage, but of those that did express a preference, it was in support of Option 2.

Both respondents to the questionnaire and key stakeholders preferred the greater capacity and better flow offered by Option 2, but did have some concerns related to the local road network, the value for money it offers and the impact of traffic in the wider area.

Overall there was a positive feeling from respondents about the improvements to be made for non-motorised users (NMU) such as pedestrians and cyclists. However no clear pattern could be established on what provision should be put forward, for example a footbridge over the junction or smaller scale, general improvements.

We acknowledge the concerns of all stakeholders and will continue to work closely with the local authorities; Broxbourne Borough Council, Hertfordshire County Council and Transport for London as we move the scheme forward, to ensure it will complement other developments and highway improvements in the area, including facilities for pedestrians and cyclists across the junction.

We will continue to be proactive in supporting Enfield Borough Council with their development of the Northern Gateway Access Package (NGAP).

In terms of the public consultation's effectiveness at enabling Highways England to understand customers' current travel habits and usage at this junction, we contacted customers and stakeholders from a wide area. The majority of those who responded to the consultation via the questionnaire cited they used this junction mainly at weekends (70%), lived within 5 miles of the junction (88%) and cited leisure and recreation as their main use (64%). We know up to approximately 6,300 customers use junction 25 at peak times, so it is possible the consultation has reached the daily commuters who do not live in the local area, but has received few responses from the methods we used.

We recognise that for future announcements social media could be an opportunity to engage with a wider customer base.

The consultation materials were well received and 97% of respondents found the consultation materials useful, within which 41% found them useful to a "certain extent". To help better inform the public, at the consultation we also gave examples of what mitigating measures could be applied on, for example, the potential construction and environmental impacts. These measures will be further developed in future design stages.

The consultation did prove successful at enabling Highways England to understand how to proceed with the presented options, and to understand and respond to the impact the scheme would have on its customers and stakeholders. The opportunity to spend time talking through the proposed options at the public events and meeting with stakeholder groups has been invaluable.

Appendix A: Exhibition attendance by event and postcode

Figure A-1: Attendance distribution of all consultation exhibitions

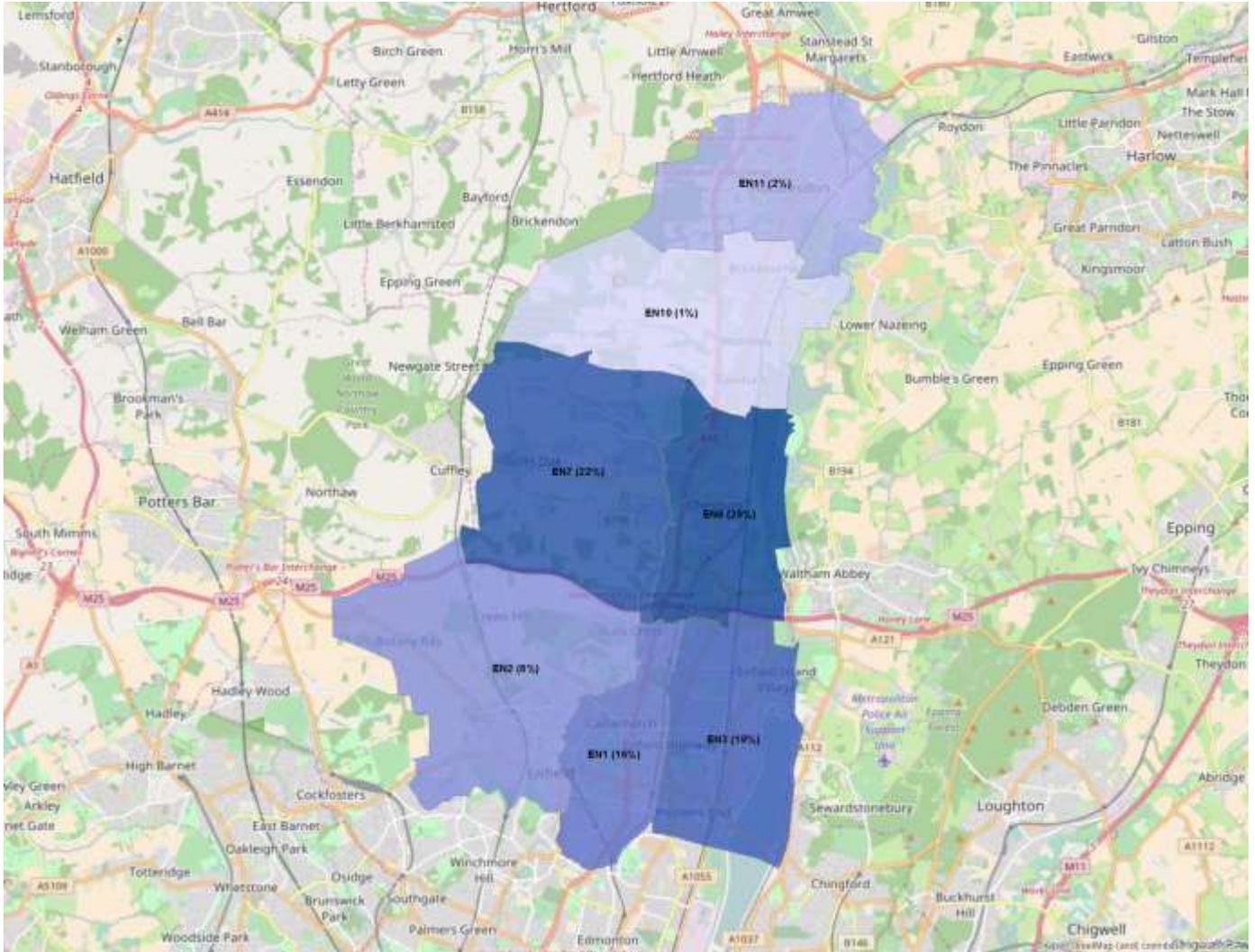


Figure A-2: Attendance distribution at Broxbourne Borough Council (20 January 2017) – Stakeholders Only

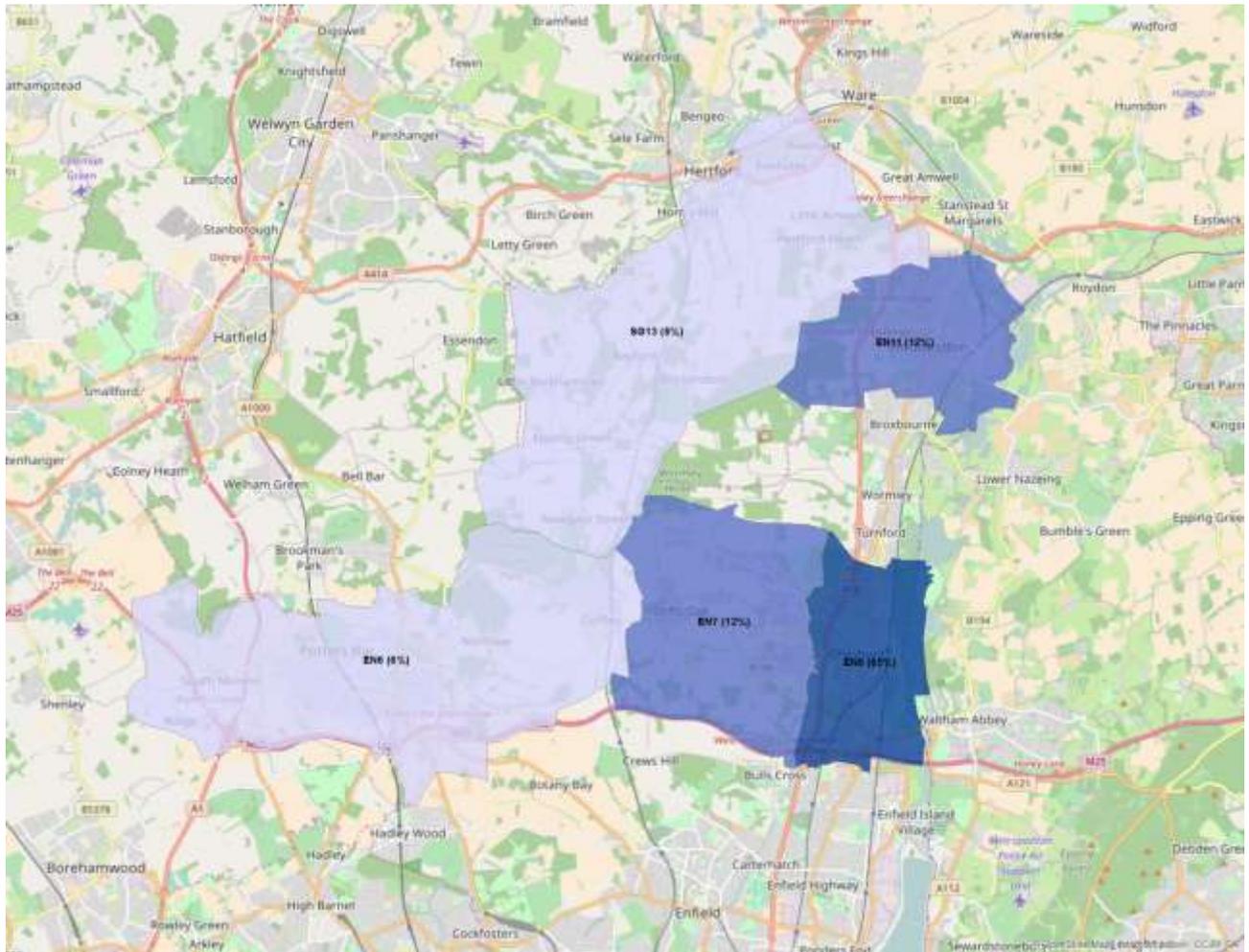


Figure A-3: Attendance distribution at Broxbourne Borough Council, 20 January 2017 – Public

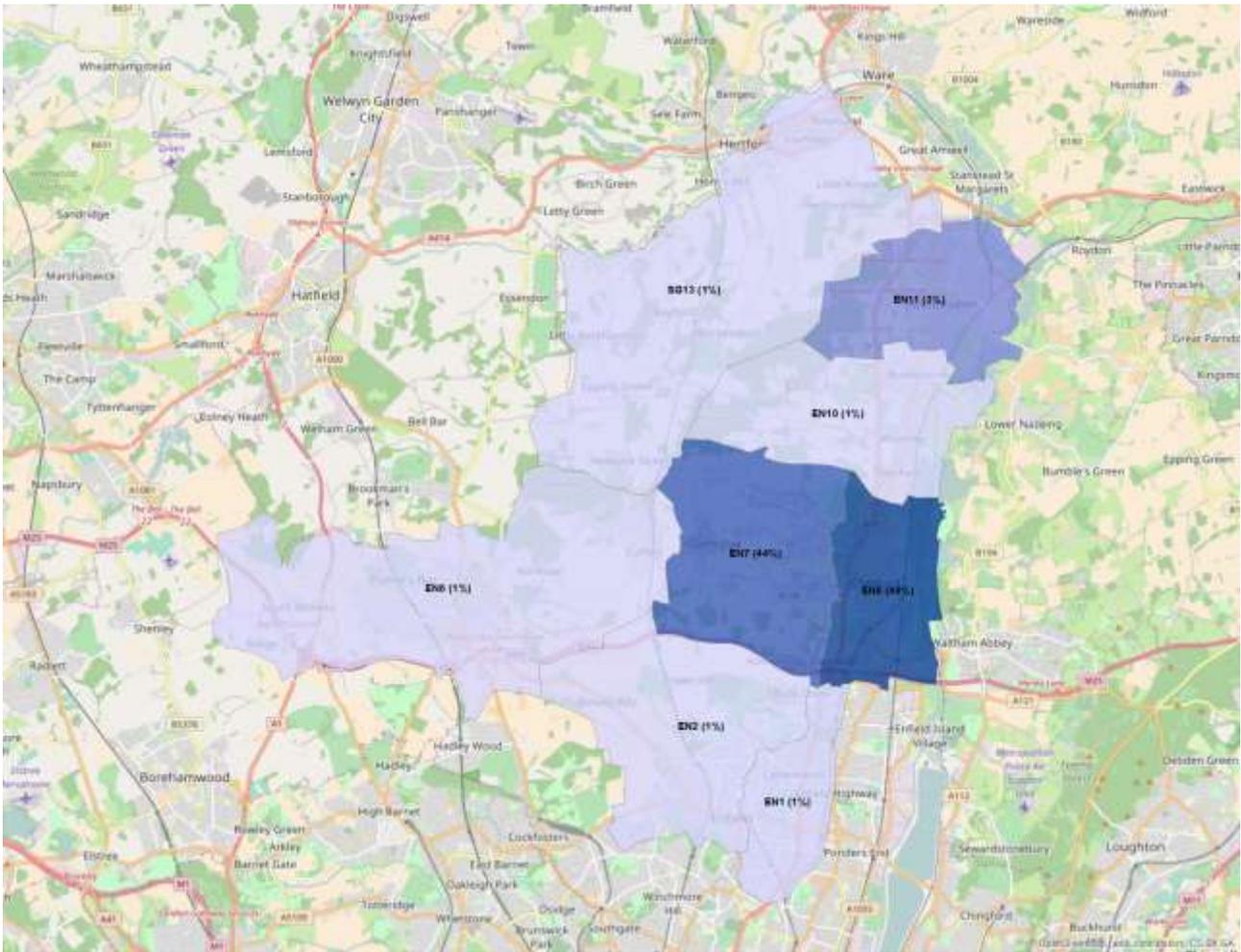


Figure A-4: Attendance distribution at St. Michaels Parish Hall (26 January 2017)

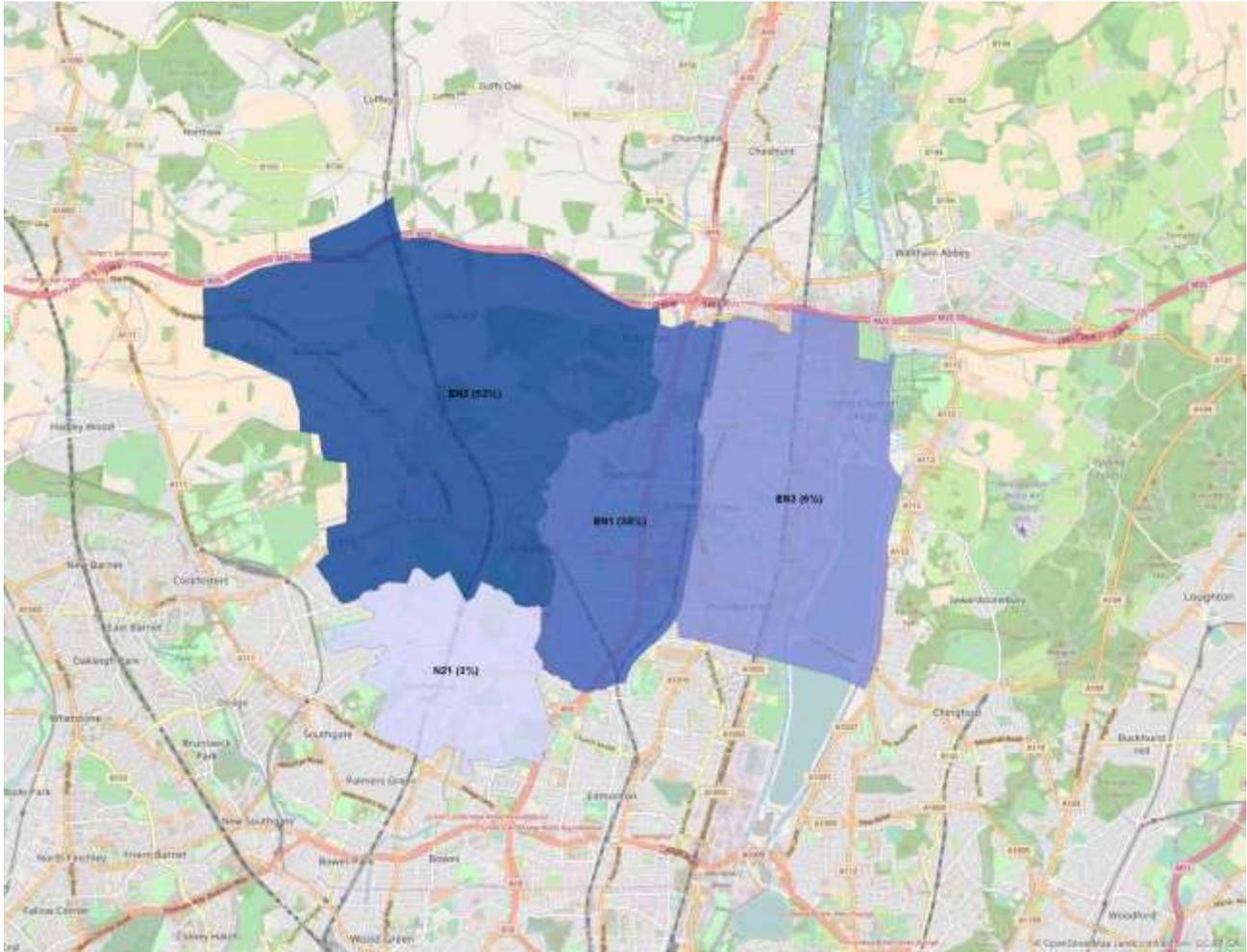


Figure A-5: Attendance distribution at Enfield Ignatians (3 February 2017)

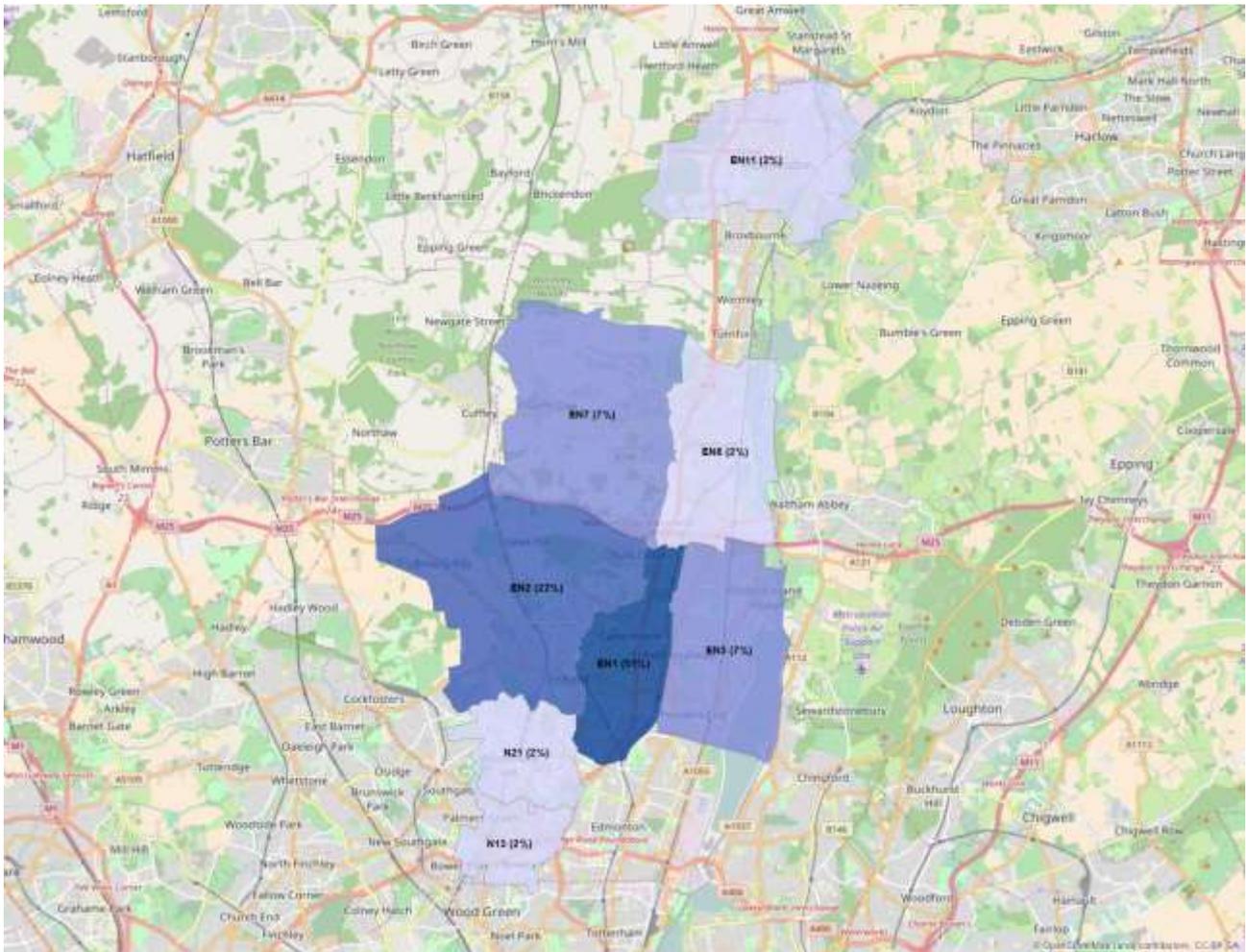


Figure A-6: Attendance distribution at Enfield Ignatians (4 February 2017)

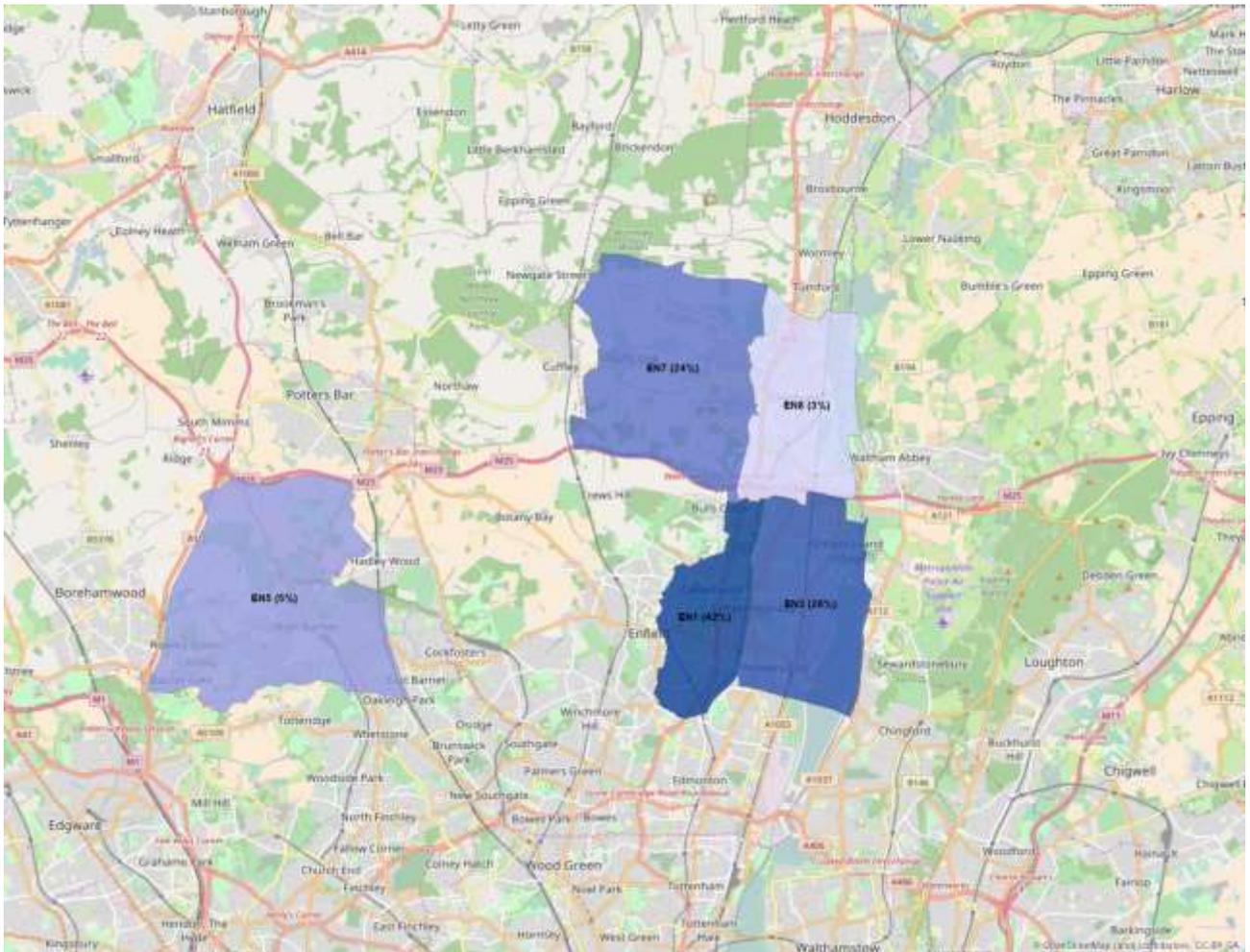


Figure A-7: Attendance distribution at St. Georges Parish Hall (16 February 2017)

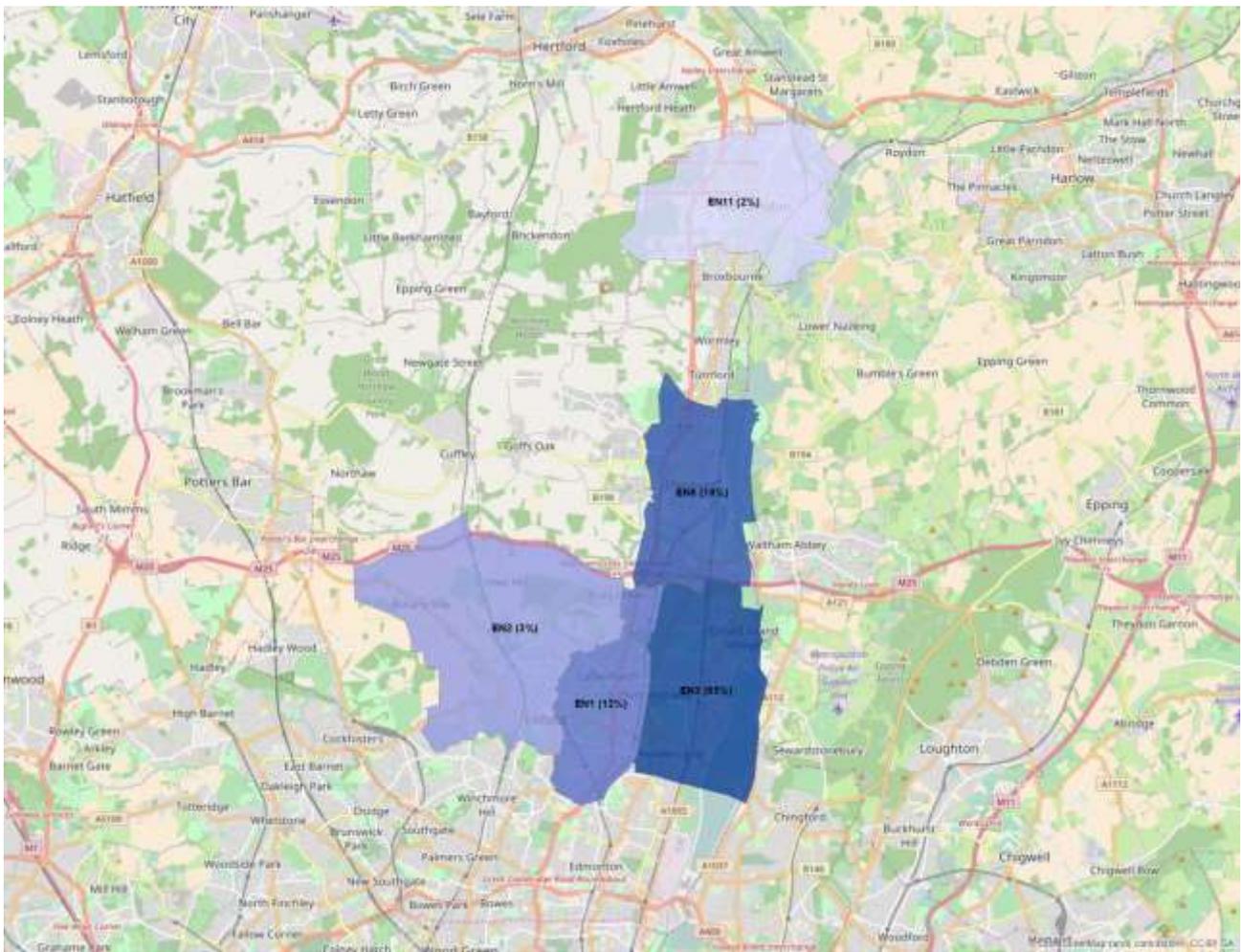
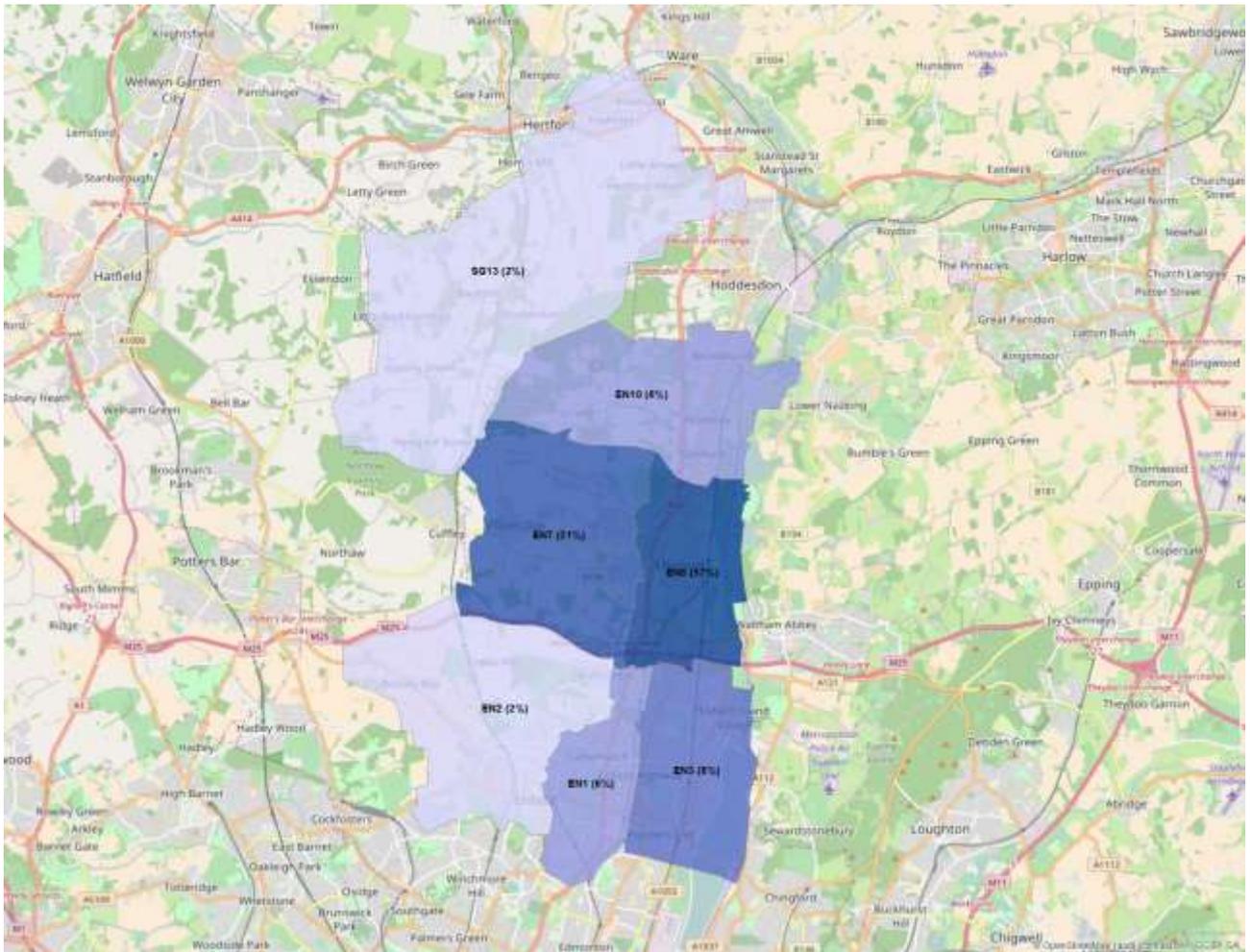
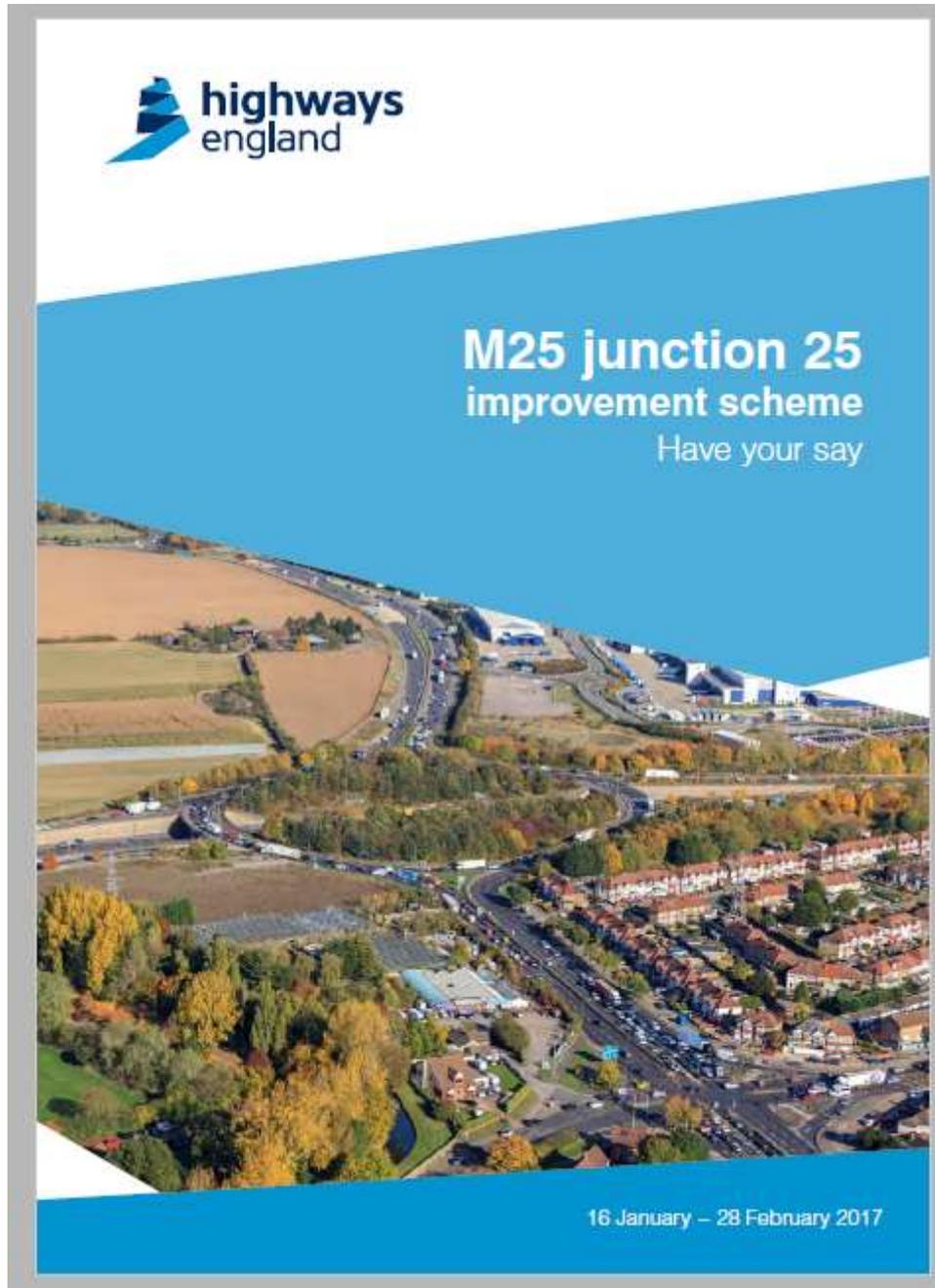


Figure A-8: Attendance distribution at Cheshunt Club (21 February 2017)



Appendix B Consultation brochure





M25 junction 25 improvement scheme

Have your say

About us

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

Have your say

We want your views about plans to improve junction 25 on the M25. Inside this brochure, we've set out options for improvement with a budget of £20 million to £30 million.

These tell us what you think about these plans by filling in the questionnaires included with the brochure.

The public consultation starts on 16 January and finishes on 28 February 2017.

For full details please visit www.highways.gov.uk/j25

Inside this brochure you will find:

The background of the scheme

- The need for improvement at M25 junction 25
- Scheme objectives
- Environmental considerations
- The Government's Road Investment Strategy 2015/20

Options we are considering

- Option 1 – extra lanes on roundabout and wider A10 southbound approach
- Option 2 – extra lanes on roundabout, wider A10 southbound and M25 approaches, provide free flow left turn
- Benefits and effects at a glance (an overview of both options)

Have your say about our proposals

- Details of public consultation activities
- Brochure and questionnaire collection points
- Complete a questionnaire online or on included with the brochure
- Contact us (back page)

Following the public consultation

- How we'll use your response
- What happens next

The need for improvement at junction 25

Junction 25 is a nationally and regionally important road which connects the M25 with the A10.

Up to 8,000 vehicles per hour currently travel through the junction 25 roundabout at peak times, causing congestion and regular delays. The A10 southbound approach into the junction is also a congestion hotspot in local roadworks.

The junction itself is a four-arm signalised roundabout with three lanes on each approach, connecting the southbound and westbound M25 entry and exit roads, and the A10 northbound and southbound approaches. The carriageway on the roundabout itself only has one lane in four lanes wide. During peak times, traffic on the M25 westbound exit can end up queuing back to Holmsdale Tunnel.

Our research shows that traffic in the area is expected to increase by around 30% by 2037, some of which would be generated by a significant growth in the number of new homes and jobs in hotspots including Borehamwood, Colindale and the Upper Lea Valley areas. More than 7,000 vehicles per hour are predicted to travel through the roundabout at peak times. Without intervention, congestion will get worse and delays will double.

There have also been a number of multi-accidents at junction 25, which create delays and congestion along the M25 and A10 roads.





If we don't improve junction 25 by 2037, we can expect:

- Increased congestion, lengthy queues and journey times could double
- Average speeds could reduce by up to 30% through the junction
- Disruption would be more widespread following incidents
- Congestion would constrain future development and growth opportunities
- Uncontrolled deterioration to local air quality

Scheme objectives

- Reduce congestion and delays at junction 25 between the M25 and the A10
- Increase capacity by widening the roundabout and A10 southbound approach from 3 lanes to 4
- Improve safety and traffic flow on the roundabout by widening the layout
- Support future traffic demands to enable development and economic growth
- Maintain access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible
- Minimise the environmental effects of the scheme on local air quality and noise

Environmental considerations

M25 junction 25 is on the local authority boundary between the Luton Borough of Enfield (LBE) and Borehamwood Borough Council (BBC). The whole of LBE has been declared an air quality management area (AQMA) and there are three AQMAs in BBC, one at Holmsdale round and two in Walkers Green, with residential properties located close to the junction.

Appropriate mitigation measures will be considered to reduce any impact of the scheme on local noise and air quality, for example by using earth mounds, planting, environmental barriers and low noise surfacing.

There is one Grade II listed building, Copal House, and 10 Grade II listed buildings including those at Theobalds Park Farm near to the scheme area. There are two Grade II registered paths and gardens, Myddleton House and Forty Hall, both approximately a mile to the south-west. Parts of the Watlington Hill, Sully Cross and Forty Hall Archaeological Priority Area also fall within the scheme area.

There are nearby watercourses including New River, a man-made waterway passing over the M25 immediately to the west of junction 25. Turkey Brook and Cuffey Brook are located to the south of the junction, and Theobalds Brook is located under a mile to the north.

There are two existing sites of international national importance for nature conservation, Lee Valley Special Protection Area and Fenner Site, as well as two sites of special interest for nature conservation, Turford and Chestnut Pits. Habitats within the proposed scheme boundary could potentially support legally protected species such as great crested newts, reptiles, breeding birds, bats, hazel dormice and badgers. Ongoing investigations and design work will allow us to set out mitigation measures to minimise any potential effects.

The Government's Road Investment Strategy 2015/20

Largest investment in a generation

In 2014, the government released its Road Investment Strategy, announcing £16 billion to invest in England's strategic road network between 2015 and 2020. The funding will be used to increase the capacity and condition of the network in key areas, including the M25.

The south east will benefit from £2.2 billion of road investment, with a number of major improvement projects planned by 2020. The aim for the south east is to:

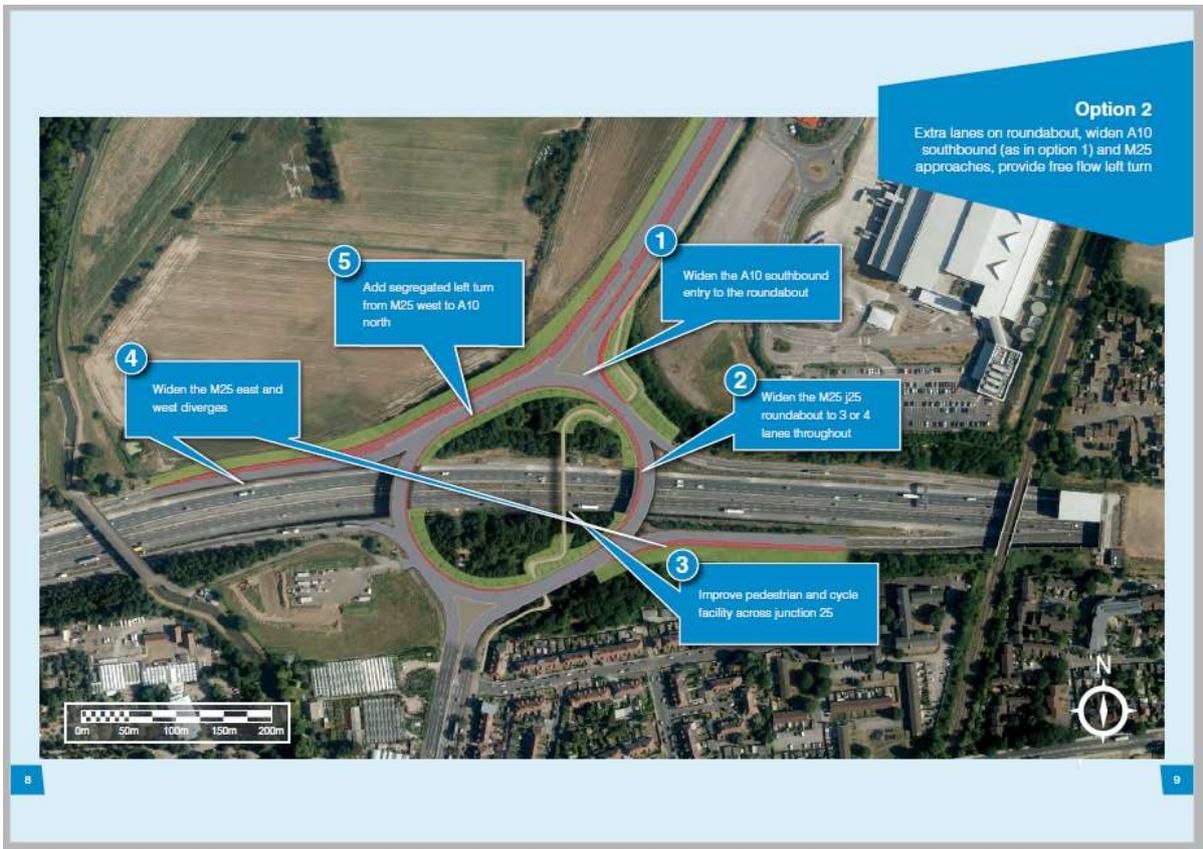
- Eliminate congestion on 300 miles of strategic road network in the region – 20 major improvements to start by 2020
- Help reduce the number of people killed or seriously injured on the network by 40%
- Reduce noise in specific areas and mitigate / improve the environment
- Efficiently deliver 120 miles of extra lanes for the south east
- Support regional growth
- Improve the customer experience

Junction 25 on the M25 is one of the major improvement projects planned within the south east as it performs a national, regional and local function.

Construction is due to begin by March 2020.







Option 2
Extra lanes on roundabout, widen A10 southbound (as in option 1) and M25 approaches, provide free flow left turn

8

9

The benefits and effects at a glance

At this stage we have identified the likely potential benefits and effects, but ongoing investigations and design work will allow us to set out our mitigation measures.

Criteria	Option 1 Extra lanes on roundabout and wider A10 southbound approach	Option 2 Extra lanes on roundabout, wider A10 southbound and M25 approaches, provide free flow left turn
Notes	A minor decrease in noise is anticipated at the southbound M25 exit at J25. Minimal effects are predicted elsewhere in the vicinity of the junction. The widening of the southbound entry to the roundabout will provide the widened road slightly closer to the main line and work in Welham-Cross, although these buildings will still be over 300m away.	A minor decrease in noise is anticipated at the southbound M25 exit at J25. Minimal effects are predicted elsewhere in the vicinity of the junction. The widening of the southbound entry to the roundabout will provide the widened road slightly closer to the main line and work in Welham-Cross, although these buildings will still be over 300m away. There could be minor short-term increases in noise with the Noise Sensitive Area of Sully Cross Hall, and people that live in approximately 150 residential buildings in Sully Cross Way, Sully Cross Hall and Sully Cross Gardens, but these will be mitigated through the design process where possible.
Air quality	The scheme is located in an Air Quality Management Area (AQMA). An increase in traffic is anticipated which may lead to a potential increase in air pollution levels for people that live and work within the [old AQMA and other Sensitive AQMA. We will investigate measures to lessen the impact where possible.	
Landscape	There are likely to be changes to the views of the local landscape. Any potential impacts will be mitigated, for example through tree planting.	
Heritage and historic environment	During construction there is potential for changes to the historic setting of the Grade II listed buildings at Trebaldie Park Farm and Grade II* listed Copel House. There is a potential impact on listed buildings and suitable investigations will take place.	
Nature conservation	There is potential for the scheme to affect habitats and protected species (such as great crested newts and dormice) during construction. We aim to avoid areas of environmental importance, but where this is not possible we seek to minimise any further loss by replanting or enhancing it.	
Water environment and drainage	This scheme has the potential to affect nearby watercourses, New River, Turkey Brook, Cully Brook and Trebaldie Brook, but any impact will be mitigated through the design process.	
Benefits for customers	<ul style="list-style-type: none"> Reduce congestion and delays at junction 25 between M25 and the A10 Increase capacity by widening the roundabout and A10 southbound approach from 3 lanes to 4 Improve safety and traffic flows on the roundabout by redesigning the layout Support future traffic demands to enable development and economic growth Maintain access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible 	
Impacts during construction	Some disruption is expected to traffic using the M25, A10 and local roads in the area close to junction 25 during construction work. The M25 and the A10 will remain open during the majority of the construction period with some overhead cranes and some lanes in place, as well as some hard shoulder and lane closures. A limited number of night time closures are likely, but will be investigated further before final design and construction. To ensure suitable signed diversions are put in place. The main important user route through the junction (used by pedestrians and cyclists) will be affected, though a wide access route alternative will be made available.	
People and communities	Existing facilities for pedestrians and cyclists at junction 25 will be maintained and enhanced. To ensure connectivity between communities in Oxford and Brighthelm is improved as part of this scheme. We are exploring different ways in which this could be achieved. Any land purchases required to implement either option will be discussed and conducted in agreement with the respective land owners.	
Approximate construction duration	10 months	10 months
Estimated project costs (millions)	£25.5m	£26.0m
DfT's benefit to cost ratio	2.8	16.2
Value for money	High	Very High
Average expected improvement in journey time through junction 25	All jobs: 25 seconds 74% jobs: 1 minute 30 seconds 23% jobs: 1 minute	0 minutes 55 seconds 3 minutes 2 minutes 12 seconds

10

11

Your views are important

We want to hear your views about these options. You can find out more and speak to members of the project team at the public consultation exhibitions (information below). We also want to know if you think there are other possible alternatives based on your knowledge of the area.

The consultation period provides a key opportunity for you to have your say on the future direction of the scheme. We will review and consider all comments received.

Details of public consultation exhibitions

You can find out more about the options by attending one of our public consultation exhibitions. Our team of experts will be on hand to answer your questions and you can view 3D visualisations of the options.

Date	Location	Time	Address
Friday 26 January	Widmore Borough Council (Widmore Community Centre)	3:00pm - 6:00pm	Widmore College, Widmore Cross, W16 8JG
Thursday 28 January	St Michael's Parish Hall	10:00am - 4:00pm	Quinton Hill, Enfield EN2 0QF
Friday 3 February	Enfield Ignisium Rugby Club	1:00pm - 7:00pm	Donkey Lane, Enfield EN1 3PL
Saturday 4 February	Enfield Ignisium Rugby Club	9:00am - 1:00pm	Donkey Lane, Enfield EN1 3PL
Thursday 16 February	St George's Parish Hall	11:00am - 3:00pm	770 Harbord Road, Enfield EN2 8RN
Sunday 21 February	The Chessnut Club	3:00pm - 6:00pm	Albury Hill, Chessnut, Widmore Cross, W16 8JG

Brochure and questionnaire collection points

Alternatively, you can collect brochures and questionnaires from a number of community locations. Please contact each location directly for their opening hours.

Location	Address
Chessnut Library	Albury Hill, Chessnut EN2 8JG
Gulls Oak Library	Gulls Lane, Gulls Oak W17 3ET
Widmore Cross Library	123 High Street, Widmore Cross W16 7JH
Enfield City Centre Library	661 Harbord Road, Enfield EN2 8BG
Enfield Town Library	66 Church Street, Enfield EN2 6AT

Complete a questionnaire

We want to hear your views on these options. You can provide feedback in a number of ways - either in person, by post or online. To get involved:

- Fill in the questionnaire online at www.highways.gov.uk/m25j25
- Complete the questionnaire included with this booklet and return to us:
 - at one of our public consultation exhibitions
 - pop it in an envelope and post it back to us, free of charge at **FREEPOST M25 junction 25 improvement scheme**
- Get in touch via the contact details on the back page.

Following the public consultation, we will:

- make sure potential impacts on the community and environment have been fully considered
- ensure the final scheme design considers all relevant responses where applicable
- ensure the final environmental considerations have not account impacts and mitigation measures you have told us about
- record how we have considered feedback to develop the scheme further within our consultation report





M25 junction 25 improvement scheme
What happens next

Views and comments received during the consultation will be considered and summarised in our public consultation report.

Work on the scheme is due to be completed and open for traffic in 2022-2023, depending on which option is selected.

14

15

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

Contact us

If you have any queries relating to the M25 junction 25 improvement scheme please contact us at info@highwaysengland.co.uk

For the latest information and updates, please visit our website www.highways.gov.uk/m25j25

If you have any queries relating to Highways England, you should contact our customer contact centre on 0300 123 5000 or alternatively email info@highwaysengland.co.uk

© Crown Copyright 2016.
You may reuse this information (not including logos) free of charge in any format or medium under the terms of the Open Government Licence. To view the licence visit www.nationalarchives.gov.uk/open-government-licence/ write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email policy@nationalarchives.gov.uk

This document is also available on our website at www.gov.uk/highways
If you have any enquiries about this publication email help@highwaysengland.co.uk or call 0300 123 5000. Please quote the Highways England publication code P16A016

Highways England Contract S160020

*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and most count towards any inclusion restriction in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone. Call charges for recorded or recorded.

Printed on paper from well-managed forests and other controlled sources.

Registered office: Bridge House, 1 Water View Close, Guilford GU10 1LZ
Highways England Company Limited registered in England and Wales number 06286020

Appendix C Consultation questionnaire

 **highways**
england

M25 junction 25 improvement scheme

Have your say

Questionnaire

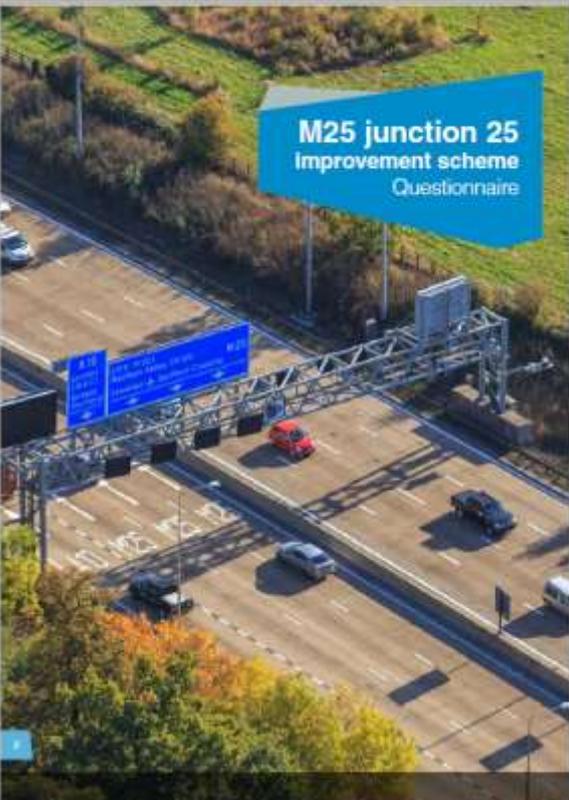
 Contact information

Please complete this questionnaire and return to us by **Tuesday 28 February 2017**, using our freepost address: **FREEPOST M25 junction 25 improvement scheme**

You can also:

- complete this consultation questionnaire online at www.highways.gov.uk/m25j25
- email info@highwaysengland.co.uk
- call **0300 123 5000** 9:00am - 5:00pm, Monday to Friday







M25 junction 25 improvement scheme questionnaire

Please return this questionnaire to any of our public consultation exhibitions or by posting it to: **FREEMPT M25 junction 25 improvement scheme** by Tuesday 28 February 2017. Alternatively you can complete the questionnaire online anytime until 11.59pm on Tuesday 28 February 2017 via www.highways.gov.uk/m25q25.

Please complete your contact details below. If you prefer not to give these, it would still really help us if you can provide your postcode.

Name: _____

Address: _____

Postcode: _____

Telephone (optional): _____

Email (optional): _____

Organisation (if applicable): _____

Please note: The information you provide will be kept in a secure environment and accessible to Highways England and the specific contractors working with us on the project. Your personal information will not be shared with any other individuals or organisations, beyond the project team and the Freedom of Information Act 2000 and Environmental Regulations Act 2002. You do not have to provide any information to support the projects outlined in this survey. Personal details are included only to ensure letters are sent to the right person and to help us contact you if necessary. All personal details will be deleted at the end of the survey analysis period.

Your travel habits around M25 junction 25

A1. Which routes do you take through M25 junction 25 and when? (Please tick ✓)

I travel on the	Most days	At least once a week	Less than once a week	Rarely
M25 west to A10 (Droghdaun) or A10 (Shrewsbury) to M25 east				
M25 east to A10 (London) or A10 (London) to M25 west				
M25 north to A10 (Shrewsbury) or A10 (Droghdaun) to M25 east				
M25 north to A10 (London) or A10 (London) to M25 east				
M25 only				
A10 only				

A2. When do you usually travel? (Please tick all that apply)

Weekday morning peak (7am to 9am)	Weekday evening peak (4pm to 7pm)	Weekday off peak (all other times)	Weekends anytime
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A3. How do you usually travel around M25 junction 25? (Please tick all that apply)

Car Motorcycle Van
 Heavy goods vehicle Bus/Coach Cycle
 On foot Other (please specify) _____

A4. What do you usually use M25 junction 25 for? (Please tick all that apply)

Traveling to and from work Traveling for business
 Shopping Leisure/recreation
 School drop-off/pick-up Long distance journey (greater than 10 miles)
 Other (please specify) _____

A5. Do you think any of the following apply to your current travel conditions at M25 junction 25? (Please tick all that apply)

Long delays regularly occur
 Journey times are unpredictable and vary
 Frequent incidents result in injury
 Frequent incidents result in delays
 Air and noise pollution
 Unsafe and inconvenient walking and cycling conditions
 Other (please specify) _____

A6. How close do you live to the proposed junction 25 improvement? (Please tick)

Under 2 miles
 Between 2 - 5 miles
 Over 5 miles

A7. Would any improvement to the route affect you as a...? (Please tick all that apply)

Car driver or motorcyclist
 Heavy goods vehicle driver
 Cyclist
 Pedestrian
 Local business
 Local resident
 Visitor to the area
 Other (please specify) _____

About the scheme

B1. Do you think there is a need to improve M25 junction 25? (Please tick)

Yes No

B2. Which issues around the M25 junction 25 improvement are you most concerned about? (Select all relevant)

	Very concerned	Concerned	No opinion	Little concern	No concern
Road safety					
Congestion					
Current capacity					
Economic growth					
Risks					
Air quality					
Landscape					
Nature conservation					
Water environment and drainage					
Health and communities					
Historic environment					
Impact of materials during construction					

B2 continued
 Please use the box below if you wish to expand on your response to B2.

The scheme options

C1. If you think the options will:

- Achieve any of the below, please put a tick in the box
- Not achieve any of the below, please put a cross in the box

	Encourage economic growth	Reduce congestion and delays	Improve the reliability of journey times	Improve road safety	Reduce noise and air quality issues
Example	✓	✓	✗	✓	✗
Option 1					
Option 2					

C2. Which option do you prefer?

Scheme option	Please tick one
Option 1	
Option 2	
No preference	

C3. Do you have any comments on any of the options?

Scheme option	Comments
Option 1	
Option 2	

C4. Please use the box below to share your views on anything else we should consider to improve junction 25.

Consultation material

D1. Have you found the consultation materials useful in answering your questions? (Please tick)

Yes To a certain extent No

D2. Did you attend an M25 junction 25 public consultation exhibition? (Please tick)

Yes No

D3. If yes to D2, did you find it helpful in addressing your questions? (Please tick)

Yes To a certain extent No

D4. How did you find out about the M25 junction 25 public consultation? (Please tick all that apply)

Letter through the door

Local newspaper/radio

Highways England website

Poster

Local community group

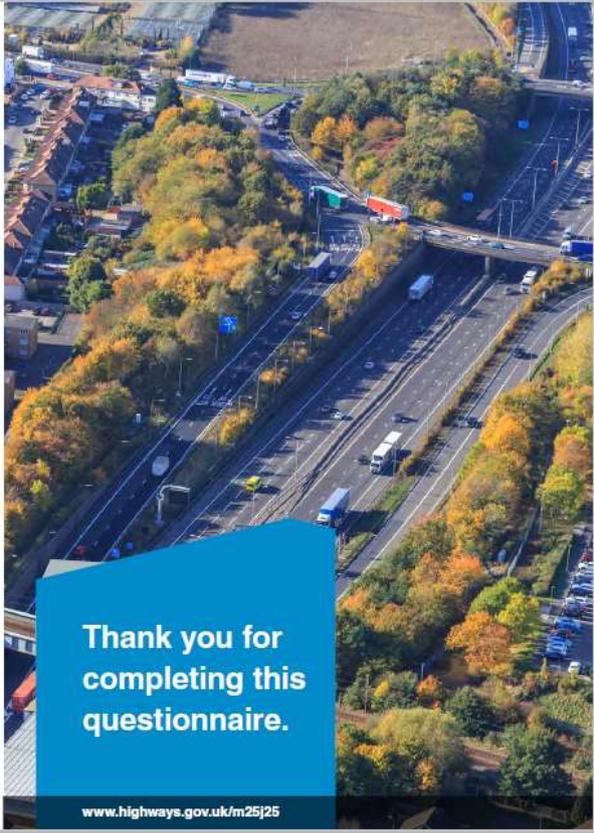
Word of mouth through a friend/neighbour

Other (please specify) _____

Thank you for completing this questionnaire.

Please return this questionnaire to any of our public consultation exhibitions or place in an envelope and post it to **FREEPOST M25 junction 25 improvement scheme** by Tuesday 28 February 2017.

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



Thank you for
completing this
questionnaire.

www.highways.gov.uk/m25j25



Equality and
diversity

Equality and diversity

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

E1. Age

Under 18 18-24 25-34 35-44 45-54 55-64 Over 65

E2. Gender

Male Female Prefer not to say

E3. Please tick which group you consider you belong to:

British or Mixed British

English Irish Scottish Welsh Other (specify if you wish)

South Asian

Bangladeshi Indian Pakistan Other (specify if you wish)

Black

African Caribbean Other (specify if you wish)

East Asian

Chinese Japanese Other (specify if you wish)

Mixed

Please specify if you wish

Any other ethnic background

Please specify if you wish Prefer not to say

E4. Do you follow a religion or faith?

Yes No If 'yes', specify if you wish Prefer not to say

E5. Do you consider yourself to have a disability?

Yes No If 'yes', specify if you wish Prefer not to say

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

Contact us

If you have any queries relating to the M25 junction 25 improvement scheme please contact us at info@highwaysengland.co.uk

For the latest information and updates, please visit our website www.highways.gov.uk/m25j25

If you have any queries relating to Highways England, you should contact our customer contact centre on 0300 123 5000 or alternatively email info@highwaysengland.co.uk

© Crown copyright 2016.

You may re-use this information (not including logos) free of charge in any format or medium under the terms of the Open Government Licence. To view this licence visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email policy@nationalarchives.gov.uk

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

If you have any queries about this publication email info@highwaysengland.co.uk or call 0300 123 5000. Please quote the Highways England publication code **PH25a/16**

Highways England, Creative Commons

*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, 3G, other fixed line or payphone. Calls may be recorded or monitored.

Printed on paper from well managed forests and other controlled sources.

Registered office: Bridge House, 1 Watnud Way, Chesham, Bucks HP8 4JF

Highways England Company Limited registered in England and Wales number 10260363

Appendix D: Consultation banners



Welcome
to the M25 junction 25
public consultation

Thank you for coming

Today we are showing you the early design options to improve M25 junction 25.

Please tell us what you think by filling in a questionnaire.

The public consultation runs from 16 January to 28 February 2017.





Welcome
to the M25 junction 25
improvement scheme
public consultation

Staff from Highways
England and the project
engineering team are
here to answer your
questions.

www.highways.gov.uk/m25j25

The need for improvement on junction 25

- This is a nationally and regionally important junction connecting the M25 and A10
- It is a heavily-used junction with up to 6,300 vehicles per hour travelling through it at peak times
- During busy periods, traffic on the M25 westbound exit often queues back to Holmesdale Tunnel
- Traffic incidents cause delays and congestion along the M25 and A10.



If we don't improve junction 25

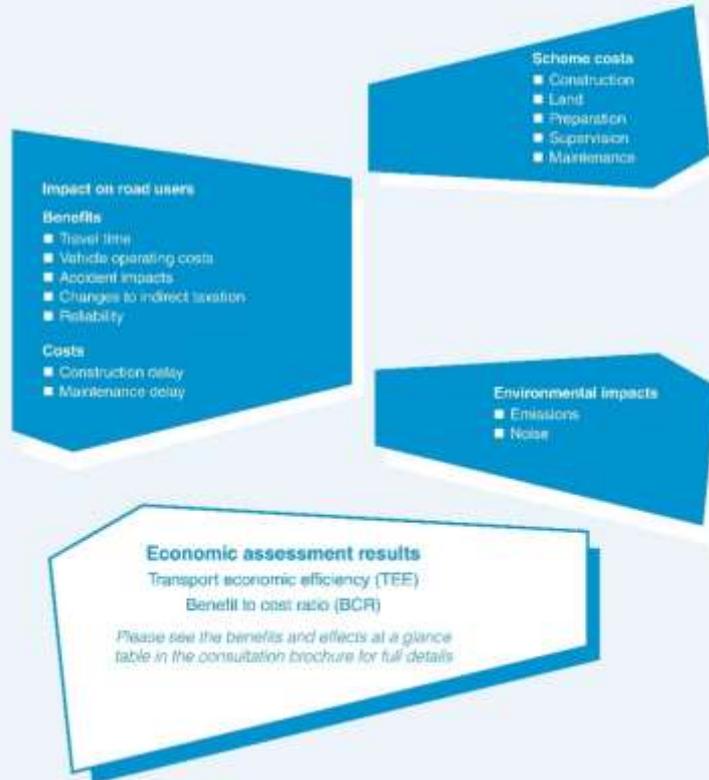
By 2037 we can expect:

- Increased congestion, lengthy queues and journey times could double
- Average speeds could reduce by up to 30% through the junction
- Disruption would be more widespread following incidents
- Congestion would constrain future development and growth opportunities
- Uncontrolled deterioration to local air quality



Consultation roadmap

How we completed our economic assessment:



Environmental considerations

- The London Borough of Enfield is in an air quality management area (AQMA), and there are three AQMAs in Broxbourne Borough Council.
- Grade II* listed building: Capel House; Grade II listed buildings including Theobalds Park Farm; two Grade II registered parks and gardens, Myddelton House and Forty Hall.
- Watercourses close by include, New River, Turkey Brook, Cuffley Brook and Theobalds Brook
- There are statutory sites of national and international importance, and sites of special interest for nature conservation.

Ongoing investigations and design work will allow us to set out mitigation measures to minimise any potential effects.



Objectives for the area

Scheme objectives:

- Reduce congestion and delays at junction 25 between the M25 and the A10
- Increase capacity by widening both the roundabout, and the A10 southbound approach
- Improve safety and traffic flow on the roundabout by redesigning the layout
- Support future traffic demands to enable development and economic growth
- Maintain access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible
- Minimise the environmental effects of this scheme on local air quality and noise



Have your say

We want to hear your views on these options and if you think there are other possible alternatives based on your knowledge of the area.

Please tell us what you think by:

- Filling in a questionnaire online
www.highways.gov.uk/m25j25
- Completing a hard copy questionnaire and return it to us at **FREEPOST M25 junction 25 improvement scheme**
- Contacting us at
info@highwaysengland.co.uk
or 0300 123 5000

The public consultation runs from
16 January to 28 February 2017.

Thank you for coming



Your views and comments help us to:

- make sure potential impacts on the community and environment have been fully considered
- ensure the final scheme design considers all relevant responses where applicable
- ensure the final environmental considerations take into account impacts and mitigation measures you have told us about
- record how we have considered feedback to develop the scheme further within our consultation report.

Thank you for attending the public consultation event.
If you have any further questions, you can:

Go online at: www.highways.gov.uk/m25j25

Email us at: info@highwaysengland.co.uk

Call us on: 0300 123 5000

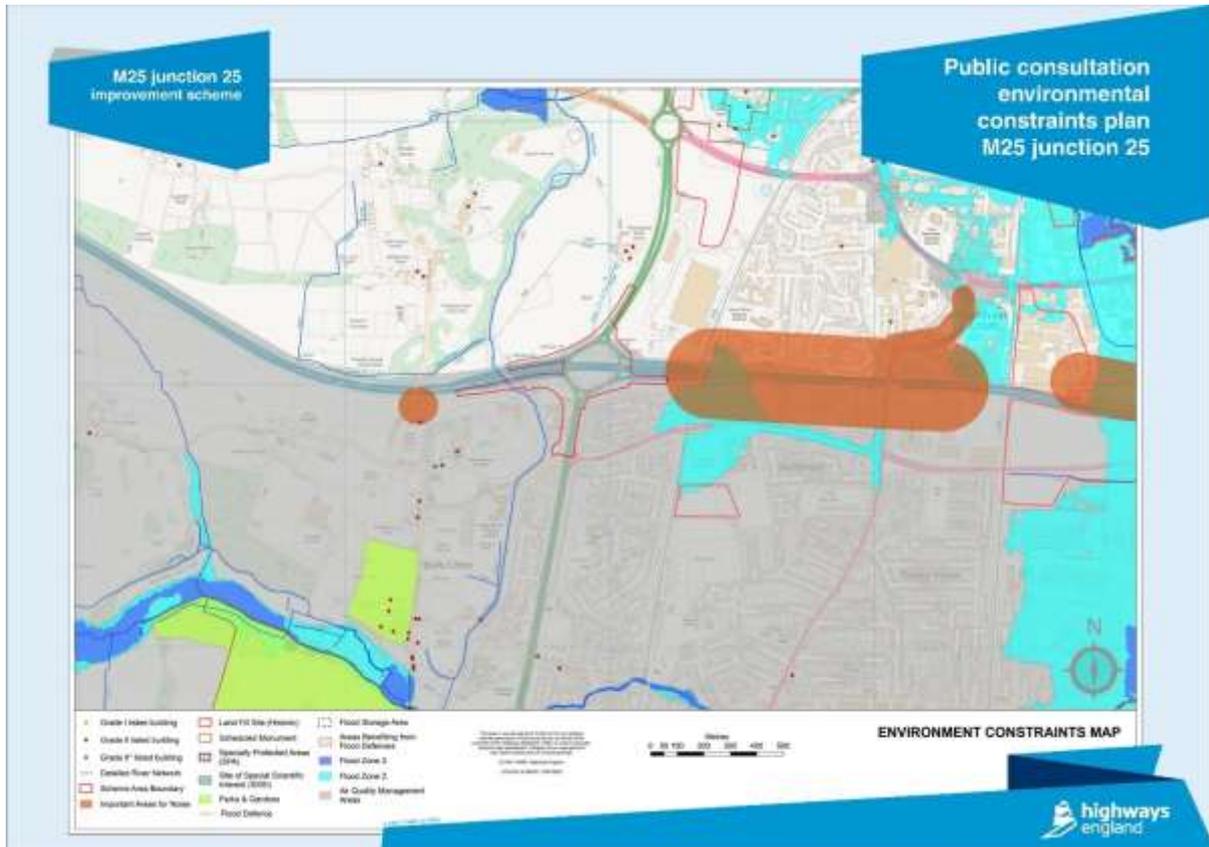
What happens next?

Views and comments received during the consultation will be considered and summarised in our public consultation report.

Work on the scheme is due to be completed and open for traffic in 2022 – 2023, depending on which option is selected.







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