

Road Investment Strategy
M25 Junction 28 Improvements
Stage 2 Report on Public Consultation
May 2017

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Document control

The Project Manager is responsible for production of this document, based on the contributions made by his/her team existing at each Stage.

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1 Executive summary

1.1 Context

Highways England's Project Control Framework sets out the methodology for delivery of a major highways scheme. The process is split into eight stages, of which this scheme is currently in Stage 2:

- **Stage 0** (Strategy, Shaping and Prioritisation) – problem definition, scheme requirements and strategic business case
- **Stage 1** (Option Identification) – option identification and sifting out of options that are likely to perform less well compared with others
- **Stage 2** (Option Selection) – detailed option assessment and selection of the Preferred Option, including detailed public consultation of the options
- **Stage 3** (Preliminary Design) – scheme development including design of the Preferred Option in sufficient detail to produce draft orders and preparation of the Environmental Assessment
- **Stage 4** (Statutory Procedures and Powers) – gaining authority to construct the scheme through the normal statutory processes as laid down in legislation
- **Stage 5** (Construction Preparation) – procurement of the construction contractor and detailed design of the scheme
- **Stage 6** (Construction) – construction of the scheme
- **Stage 7** (Handover and Close-Out) – project close out.

The development of improvements to M25 junction 28 was announced as part of the 2013 Spending Review (SR13) where the improvements were described as “*addressing congestion, reliability and safety problems with a new free flow link for traffic turning right from M25 anticlockwise on to the A12 east.*”

1.1.1 Scheme background

Junction 28 plays a vital role connecting the M25 with the A12, and gives local access to Brentwood via the A1023 (Brook Street). It is a key connection between London and Chelmsford, Ipswich and Brentwood and other key destinations across the south east of England.

The junction is heavily used and features a roundabout mainly controlled by traffic lights. Up to 7,500 vehicles per hour currently travel through the roundabout at peak times. It is already operating at capacity, with motorists regularly experiencing congestion and delays.

Our research shows that traffic in the area is expected to increase by up to 30% by 2037, with more than 9,000 vehicles per hour travelling through the roundabout at peak times.

Without intervention, there will be further deterioration in traffic conditions:

- Delays will be at least five times greater
- Average speeds will reduce by 25%

The roundabout also carries traffic accessing Brentwood via the A1023 (Brook Street). Although this scheme is not directly focused on Brook Street, our proposed improvements to junction 28 will deliver some benefits for customers using the A1023.

The A1023 (Brook Street) arm of the roundabout is the only one not controlled by traffic lights. After leaving the roundabout, motorists pass through traffic lights at Nags Head Lane and Mascalls Lane junctions. During peak times, these junctions operate over capacity and queues of traffic regularly develop along Brook Street and often back on to the roundabout. These queues can also lead further back on to the M25 north and A12 east entry and exit roads.

In recent years, incidents at junction 28 have created delays and congestion along the M25, A12 and local roads.

Scheme objectives

- Increase capacity and reduce congestion and delays by providing an improved link from M25 to A12
- Reduce the incident rate and resulting disruption by increasing the capacity of the roundabout
- Improve safety on the roundabout by reducing traffic levels and redesigning the existing layout
- Cater for future traffic demands to enable development and economic growth
- Minimise the impact on local air quality and noise by smoothing traffic flow
- Continue to provide access as at present for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible.

1.2 Report purpose

The purpose of this report is to provide a summary of the responses gathered during the public consultation held in 2016/2017.

The report details how the public were informed, how the options identified were presented, the responses received from members of the public and statutory stakeholders and other bodies, and how the responses have been considered.

These responses will be used to help identify the Preferred Option and design requirements as the scheme approaches statutory consultation and Development Consent Order application (if applicable).

1.3 Options presented

The public consultation was held to gather views on three options designed to address congestion and delays, safety, resilience to accidents, and air and noise quality:

- Option 5B: single lane loop road, and widening of existing M25 bridge over junction 28
- Option 5C: single lane loop road, and widening of short section of M25
- Option 5F: two-lane loop road, widening of short section of M25, and reconfiguration of A12.

1.4 Consultation arrangements

The eight-week public consultation ran from 14 November 2016 to 6 January 2017.

There were six events in the vicinity of M25 junction 28 for the public and stakeholders including local authorities, landowners and businesses.

Around 28,000 letters of invitation to the exhibitions were sent to households nearby. Information was also available on Highways England website, and brochures and questionnaires were available from three libraries in the area.

The scheme and consultation were announced in October 2016 in a DfT press release which covered a number of South East RIS schemes. Advertising was carried in the local press. Local media were invited to a briefing session on the first day of the first public exhibition – 17 November 2016.

The consultation material consisted of a consultation brochure and questionnaire, and exhibition boards and technical reports displayed at events, which were also available on the Highways England consultation webpage.

A 3D visual representation of each option was displayed at the exhibitions and is also available online - <https://www.youtube.com/watch?v=Pf-5QrUmeZ0>

For further detail on the consultation arrangements please see Section 3.

1.5 Effectiveness of the public consultation

The public consultation exhibitions received 328 visitors at six events, with 33% of attendees coming from CM14 postcode.

The Highways England M25 j28 improvement scheme website recorded 4275 unique page views during the consultation period.

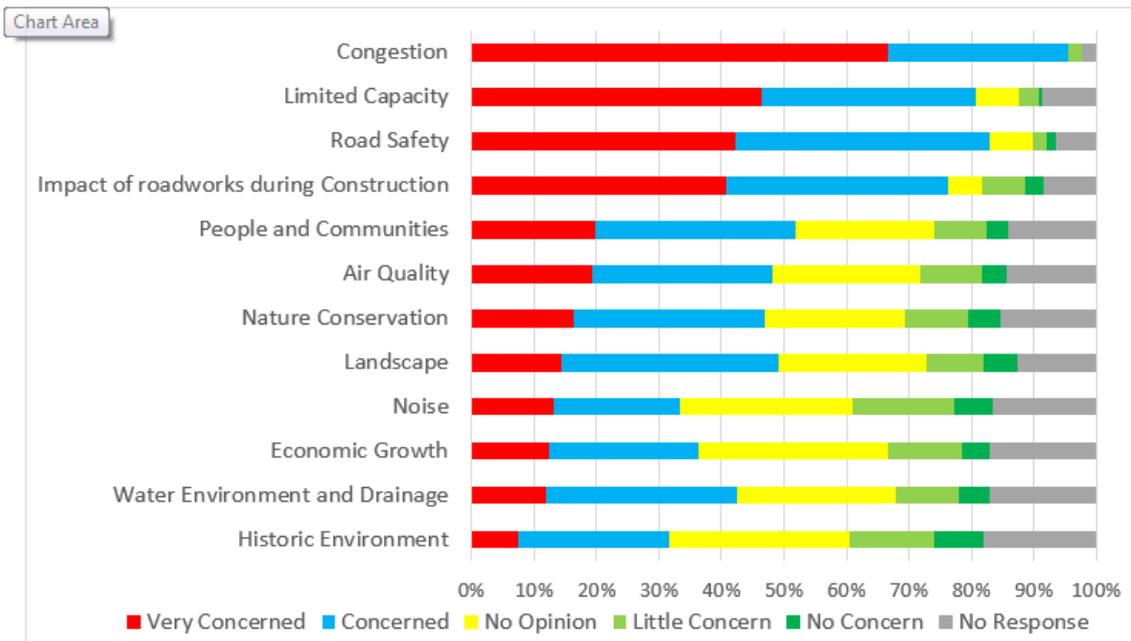
Questionnaire responses were received in hard copy (paper surveys and letters) and electronic form (online surveys and email). Hard copy responses were sent via a Freepost address or handed in at the exhibition events. Electronic responses were gathered via the website.

A total of 267 responses were received during the consultation period, comprising 145 online questionnaires, 83 hard copy questionnaires and 39 responses via Highways England Customer Care Centre.

1.6 Questionnaire response analysis

The results of this informal, non-statutory consultation sought to identify and prioritise issues in relation to M25 j28. Overall the responses showed respondents are most concerned with congestion, limited capacity and road safety. This supports the key scheme objectives which are to deliver improvements in these areas.

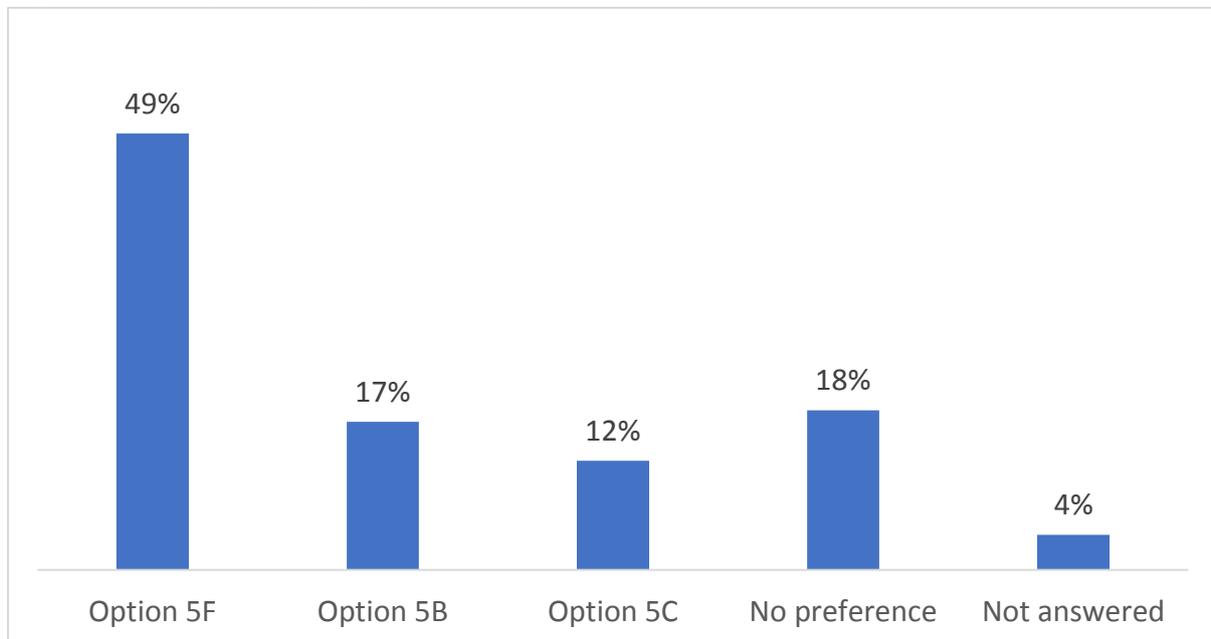
Figure 1: Which issues around M25 junction 28 improvements are you most concerned about?



1.6.1 Option preferences

Nearly half of respondents (49%) said they prefer option 5F.

Figure 2: Which option do you prefer?



1.6.2 Option outcomes

Respondents were asked about the extent to which they think the options will encourage economic growth; reduce congestion and delays; improve journey time reliability and road safety; and reduce noise and air quality issues.

Figure 3: Comparing the responses for each option against the scheme objectives.



1.7 Stakeholder responses

Three stakeholder responses were received, all of which stated support for Option 5F. Section 6.1 shows a summary of their responses.

1.8 Conclusion

More than 90% of respondents to the consultation agree there is a need to improve M25 junction 28. Congestion, road safety, and limited capacity drew the highest levels of concern.

Of the three options tabled, Option 5F (the two-lane solution) garnered more support than the other two options put together (49%), and is more likely to deliver the scheme's core objectives.

Options 5B and 5C did draw some positive comments for their reduced cost and environmental impact. However, the balance of opinion suggests these single-lane solutions would be insufficient to cope with the forecast future increase in traffic through junction 28.

2 Introduction

2.1 Scheme background

Junction 28 plays a vital role connecting the M25 with the A12, as well as providing local access to Brentwood via the A1023 (Brook Street). It is a key connection between London and Chelmsford, Ipswich and Brentwood and other key destinations across the south east of England.

The junction is heavily used and features a roundabout mainly controlled by traffic lights. Up to 7,500 vehicles per hour currently travel through the roundabout at peak times. It is already operating at capacity, with motorists regularly experiencing congestion and delays.

Our research shows that traffic in the area is expected to increase by up to 30% by 2037, with more than 9,000 vehicles per hour travelling through the roundabout at peak times.

Without intervention, there will be further deterioration in traffic conditions:

- Delays will be at least five times greater
- Average speeds will reduce by 25%.

The roundabout also carries traffic accessing Brentwood via the A1023 (Brook Street). Although this scheme is not directly focused on Brook Street, our proposed improvements to junction 28 will deliver some benefits for customers using the A1023.

The A1023 (Brook Street) arm of the roundabout is the only one not controlled by traffic lights. After leaving the roundabout, motorists pass through traffic lights at the Nags Head Lane and Mascalls Lane junctions. During peak times, these junctions operate over capacity and queues of traffic regularly develop along Brook Street and often back on to the roundabout. These queues can also lead further back on to the M25 north and A12 east entry and exit roads.

In recent years, there have also been a number of incidents at junction 28, which create delays and congestion along the M25, A12 and local roads.

2.2 Scheme objectives

- Increase capacity and reduce congestion and delays by providing an improved link from M25 to A12
- Reduce the incident rate and resulting disruption by increasing the capacity of the roundabout
- Improve safety on the roundabout by reducing traffic levels and redesigning the existing layout
- Cater for future traffic demands to enable development and economic growth
- Minimise the impact on local air quality and noise by smoothing traffic flow
- Protect access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible.

2.3 Public consultation objectives

- To gather feedback from stakeholders during consultation, then collect and present these results into a consultation report. These results will provide the project team with insight to help determine a preferred route

- Clearly understand, and where possible, resolve the concerns of high level stakeholders
- To measure the success of the consultation communications and feedback methods
- To ensure coordination within Highways England and other traffic authorities who may be planning or carrying out programme 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 Purpose of this report

This report presents a summary of:

- How the public were informed of the public consultation events
- How the options were presented at the public consultation
- The responses received from statutory stakeholders and the public during the consultation period
- How the responses were considered.

The responses to the consultation will help to identify the Preferred Option and the design requirements that would need to be considered as the scheme progresses towards the statutory consultation and the Development Consent Order (DCO) application.

3 Consultation arrangements

3.1 Proposed options

The public was asked to give their views on three options designed to address congestion and delays, safety, resilience to accidents, and air and noise quality.

All options will divert traffic away from the roundabout with a new dedicated loop road between the M25 and the A12, but each option requires a different approach to achieve this:

- Option 5B – single lane loop road, and widening of existing M25 bridge over junction 28
- Option 5C – single lane loop road, and widening of short section of M25
- Option 5F – two-lane loop road, widening of short section of M25, and reconfiguration of A12

Figure 4: Option 5B – single lane loop road, and widening of existing M25 bridge over junction 28

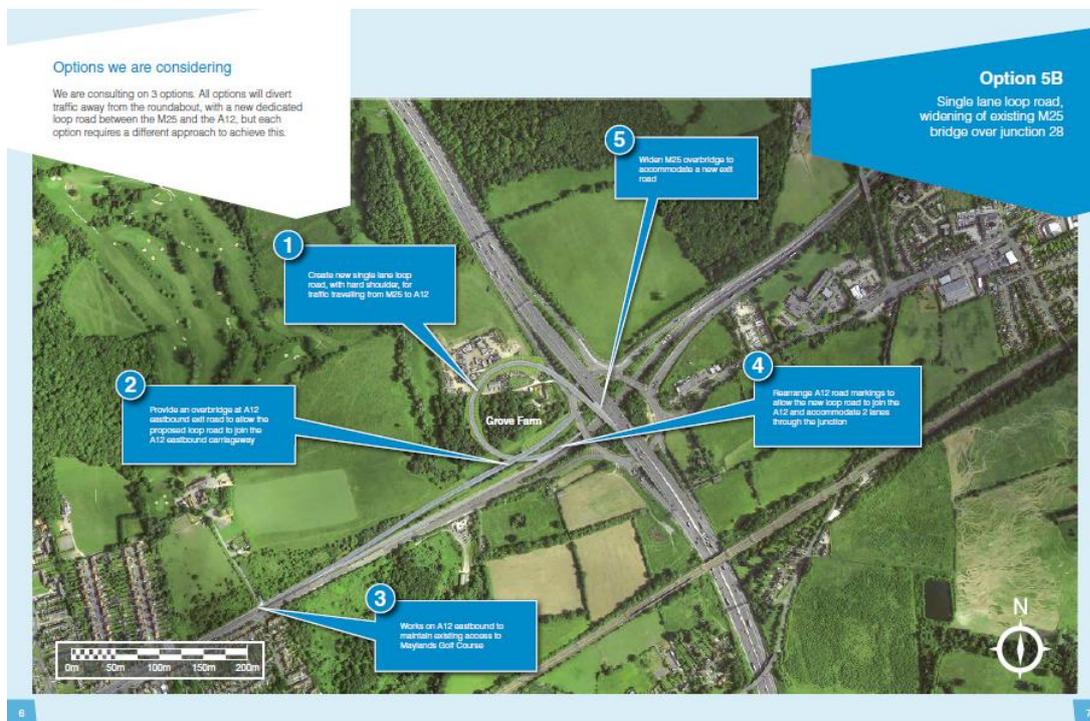


Figure 5: Option 5C – single lane loop road, and widening of short section of M25

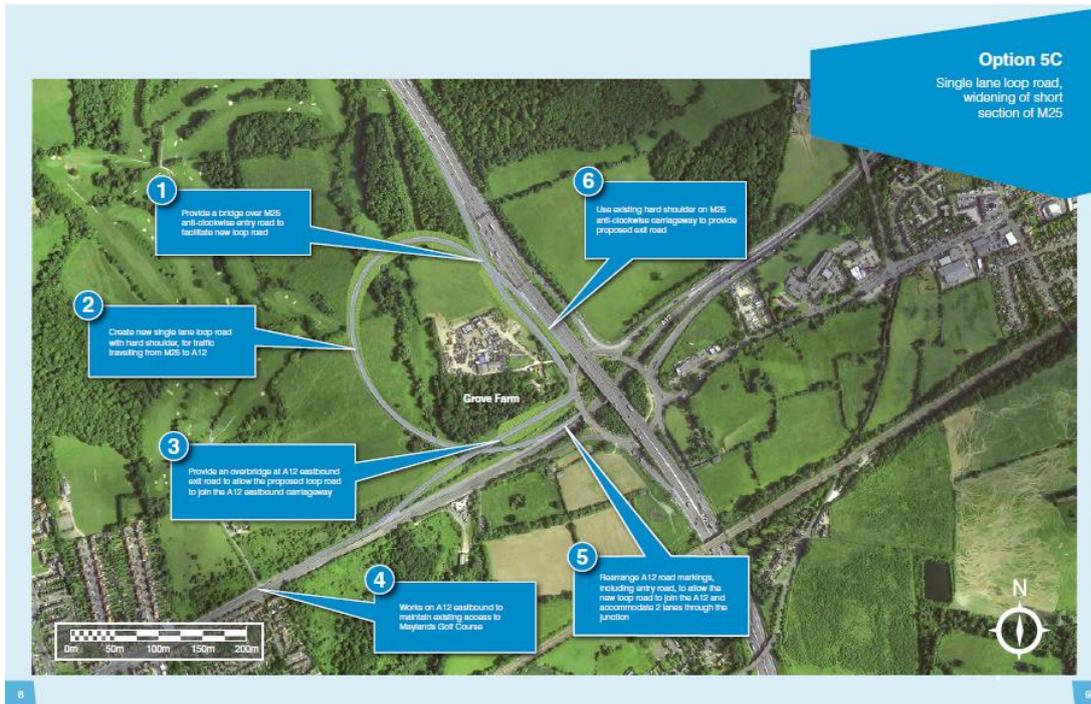
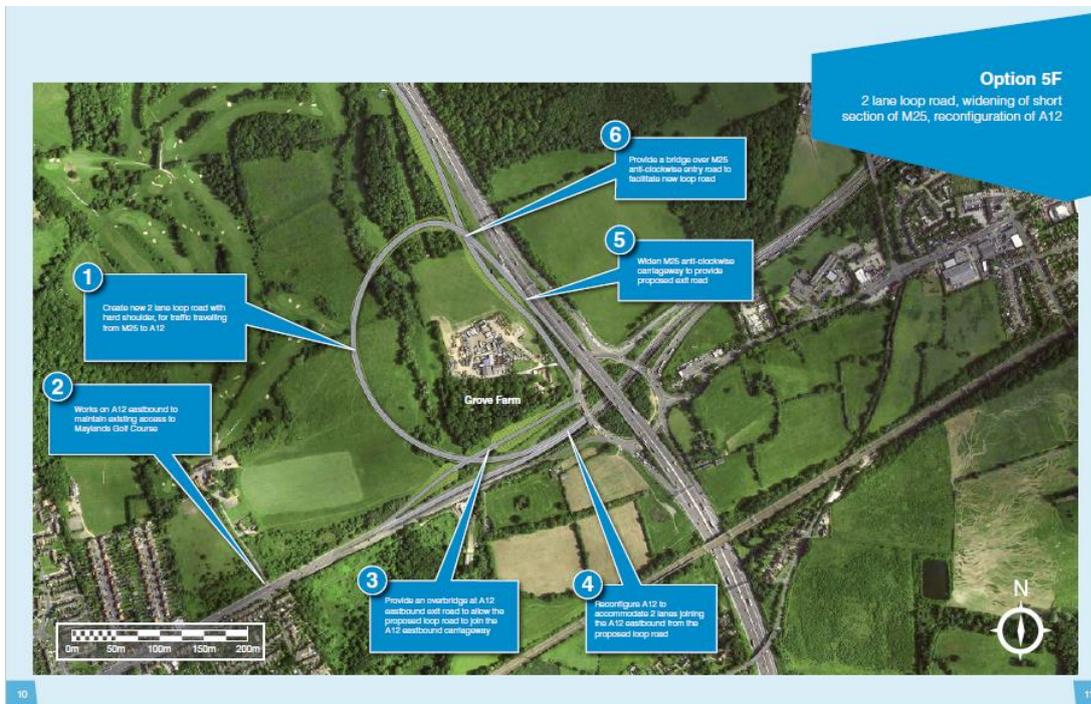


Figure 6: Option 5F – two-lane loop road, widening of short section of M25, and reconfiguration of A12



3.2 Consultation events

The public consultation took place over an eight-week period from 14 November 2016 to 6 January 2017, and gave 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 exhibitions held at various venues in close proximity to the M25 junction 28 improvement scheme. The exhibitions were an opportunity for individuals to view and comment on the scheme options and to talk directly with representatives of the project team from Highways England and Atkins.

The exhibitions were hosted by Highways England (project team and senior members) and Atkins (project, communications, modelling, traffic, economics and environment teams) to ensure queries raised during the consultation events could be properly addressed.

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.

Table 1: List of public exhibitions

Date and venue	Audience	Time
17 Nov 2016, Harold Hill Community Centre, RM3 9LB	Press	11am – 12.30pm
	Invited stakeholders	1pm – 2.30pm
	General public	2.30pm – 6pm
18 Nov 2016, Harold Hill Community Centre, RM3 9LB	General public	10am – 4pm
9 Dec 2016, South Weald Parish Hall, CM14 4NP	General public	2pm – 8pm
15 Dec 2016, Harold Wood Neighbourhood Centre, RM3 0QA	General public	10am – 4pm
4 Jan 2017, Holiday Inn, CM14 5NF	General public	6.30pm – 10pm
5 Jan 2017, Holiday Inn, CM14 5NF	General public	11am – 9pm

3.3.1 Stakeholder briefing

A briefing for stakeholders was held on 17 November 2016 (1pm – 2.30pm) at Harold Hill Community Centre, RM3 9LB. This gave borough and local councillors the opportunity to view and comment on the consultation material. Attendees were asked to complete the attendance sheet with their name and the organisation they represented.

3.3.2 Media engagement

A single press release was issued by Highways England encompassing a number of public consultations happening for road schemes across the south east. The press release is available at:

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

A number of local papers covered the story, including:

- Essex Live – <http://www.essexlive.news/100m-investment-into-brook-street-junction-spells-end-of-traffic-jams/story-29908994-detail/story.html>
- East London Enquirer – <http://www.theenquirer.co.uk/100m-plan-to-transform-brook-street-roundabout/>

3.3.3 Online engagement

Details of the M25 junction 28 improvement scheme are kept up-to-date on Highways England website at www.highways.gov.uk/m25j28. The scheme website went live with the consultation materials on 14 November 2016 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, questionnaire, technical appraisal report and environmental assessment 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.

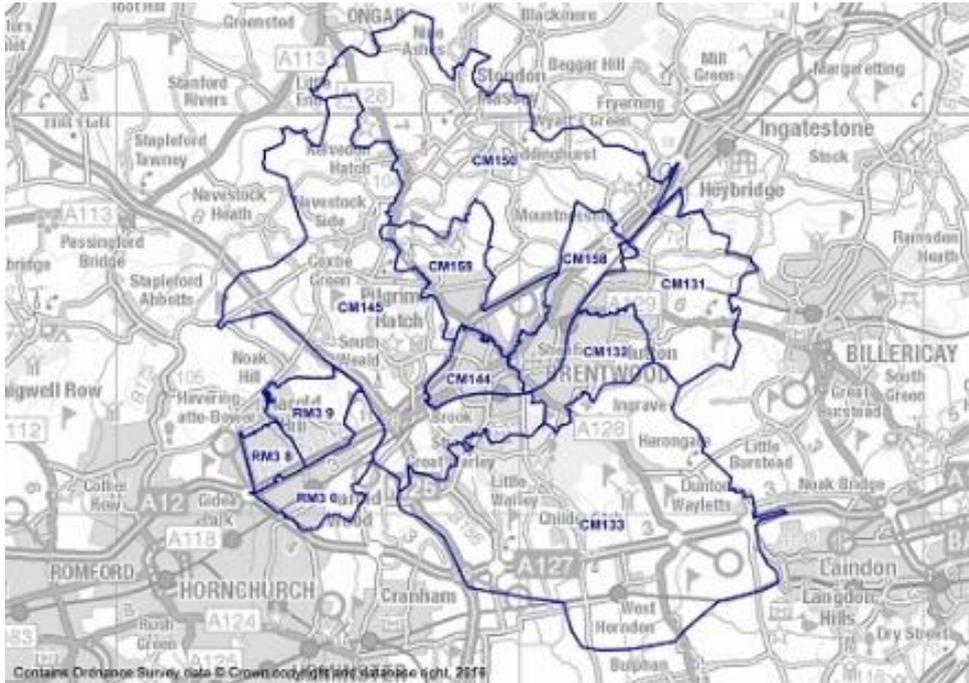
3.3.4 Letters to residents

Letters of invitation were distributed in advance of the consultation period to 28,000 households near the M25 junction 28 improvement scheme, containing full details of the public consultation. Figure 7 shows the coverage of the letter drop.

3.3.5 Advertising campaign

A full colour advertisement ran for one week in the Essex Enquirer (Thursday 3 November) in print and online editions. Posters were also displayed at key information points.

Figure 7: Letter drop distribution area



3.3.6 Information sites

Consultation brochures and questionnaires were available during the consultation period from:

- Central Romford Library, RM1 3AR
- Brentwood Library, CM14 4BP
- Shenfield Library, CM15 8NJ

Consultation posters were sent to community locations to inform the community about how they could take part in the consultation process.

3.3.7 Other communication channels

These communication channels were publicised for contacting the project team:

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

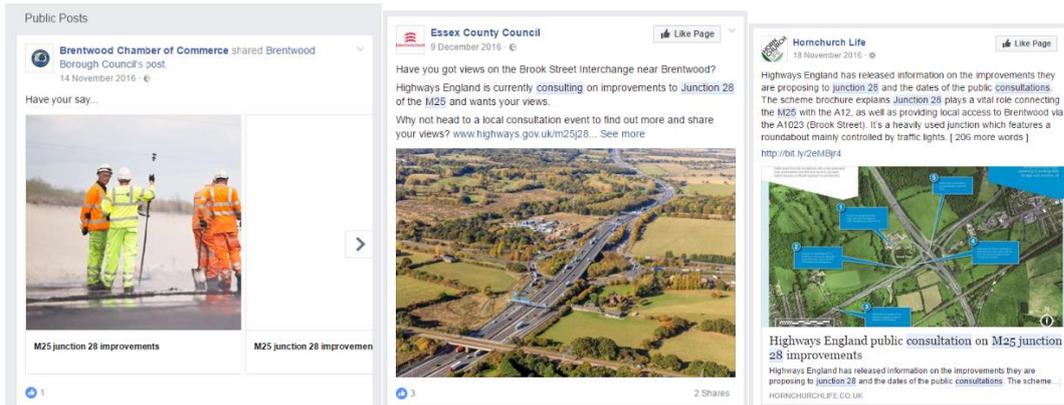
All responses received via the Customer Contact Centre during the consultation period were recorded and responded to by the customer care team.

Highways England Customer Contact Centre received 39 queries. A report on the activity is in [Appendix C](#)

3.3.8 Social media

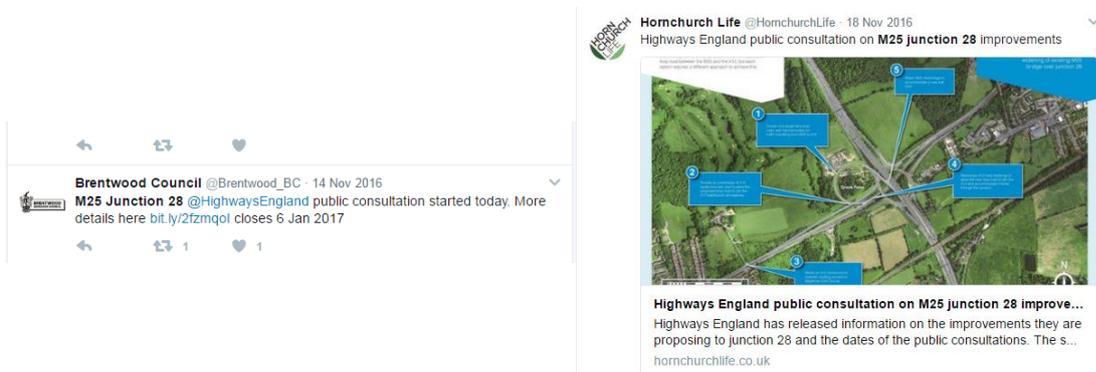
Facebook

Although Highways England did not post information about the consultation on Facebook, 10 stories were posted by Essex County Council, Brentwood Chamber of Commerce and Hornchurch Life, among others. Screenshots of example posts are below.



Twitter

Highways England tweeted about the consultation via @highwaysSEAST, along with a small number of other organisations and individuals.



3.4 Consultation material

3.4.1 Consultation brochure and questionnaire

A consultation brochure was produced with concise information about the project, including the scheme background, a summary of the options and their impacts and benefits. The consultation questionnaire was produced as a separate document and was also available in electronic format at www.highways.gov.uk/m25j28

A copy of the brochure and questionnaire are in [Appendix A](#).

3.4.2 Exhibition boards

The public consultation exhibition boards presented key information about the scheme including objectives, background, options, results of assessments, the consultation process, and next stages including DCO process. A copy of the consultation boards is in [Appendix B](#).

3.4.3 Technical reports and other documents

The technical appraisal report and environmental assessment report were published on Highways England website.

3.4.4 Visualisations

Visual representations of each of the proposed options were produced to indicate how the scheme could look for each scenario. The representations were run as a film on a continual loop and displayed on a television screen at each exhibition.

The visualisations can be seen online at <https://www.youtube.com/watch?v=Pf-5QrUmeZ0>

4 Effectiveness of the public consultation

4.1 Exhibition attendance record

To record visitor numbers, attendees were asked to provide their name, address, postcode and organisation (if applicable). There were 328 visitors to the consultation exhibitions, as detailed below.

Table 2: Visitor numbers at the public events

Date and venue	Audience	Attendance
17 Nov 2016, Harold Hill Community Centre, RM3 9LB	Press	2 (BBC Essex / Essex Live)
	Invited stakeholders	4
	General public	27
18 Nov 2016, Harold Hill Community Centre, RM3 9LB	General public	24
9 Dec 2016, South Weald Parish Hall, CM14 4NP	General public	97
15 Dec 2016, Harold Wood Neighbourhood Centre, RM3 0QA	General public	28
4 Jan 2017, Holiday Inn, CM14 5NF	General public	44
5 Jan 2017, Holiday Inn, CM14 5NF	General public	102

4.2 Highways England website hits

Visitor numbers to the Highways England M25 junction 28 improvement scheme project and consultation web pages were collected throughout the consultation period, as detailed in the table below.

Table 3: Visitor numbers to scheme web pages during the consultation period

Webpage	Total web hits	Total unique visitors	Average time on page
M25 junction 28 improvement scheme project page	5114	4275	4.32 minutes
Consultation page	1994	1566	3.09 minutes

4.3 Analysis methodology

4.3.1 Data collection

Questionnaire responses were received in hard copy (paper surveys and letters) and electronic form (online surveys and email). 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 responses and submissions came via email to the Customer Contact Centre. 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 entered manually into a database and have been analysed to deliver qualitative and quantitative data in the form of charts, graphs, tables and text.

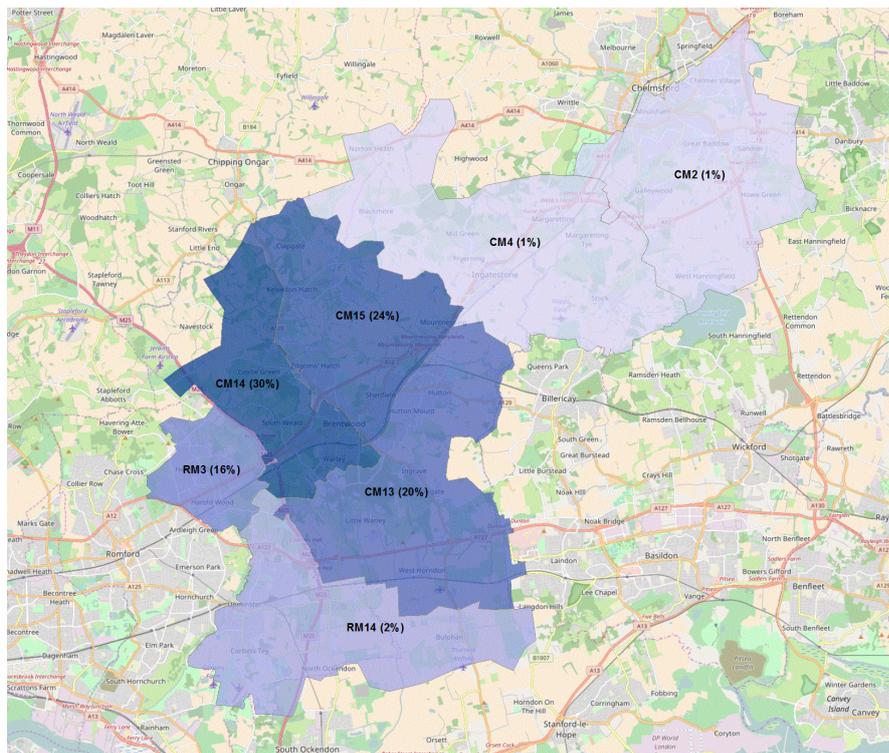
4.3.3 Rates of response

A total of 267 responses were received during the consultation period, comprising 145 online questionnaires, 83 hard copy questionnaires and 39 responses via Highways England Customer Care Centre.

Responses by postcode

Of the 228 online and paper responses, 226 provided a full or partial postcode. Of these, 74% live in the CM13, CM14 and CM15 postcode areas – the areas immediately surrounding the scheme.

Figure 8: Breakdown of questionnaire response by postcode



4.4 Period for comments

An extended eight-week consultation period over Christmas gave time for the public and stakeholders to consider the proposals and comment. The closing date for feedback was midnight on 6 January 2017. This timescale was made clear on all material published in conjunction with the consultation.

5 Questionnaire response analysis

5.1 Introduction

All figures are quoted as a percentage of the total number of online and paper responses. Of those completing the quantitative questionnaire, 64% submitted it online, with the rest submitting hand written surveys. Those using hand written tended to be older: 65% were aged 55+ versus 37% of those submitting online surveys.

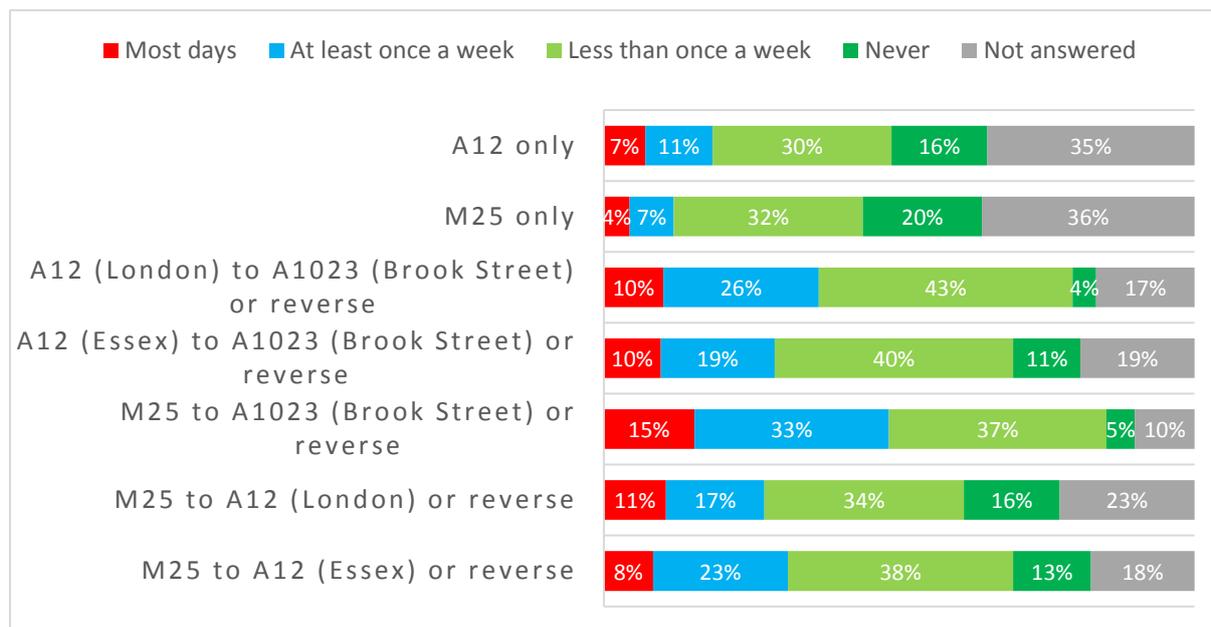
5.2 Part A: About the scheme

Part A of the questionnaire asked respondents about when, why and how they use the junction, and how they feel about current travel conditions.

A1: Which routes do you take through M25 junction 28 and when?

Most respondents are infrequent users of the junction, and report using it less than once a week across all key movements. The most frequent movement is between M25 and A1023 Brook Street. This shows that most of respondents are not using this route for work or business commuting.

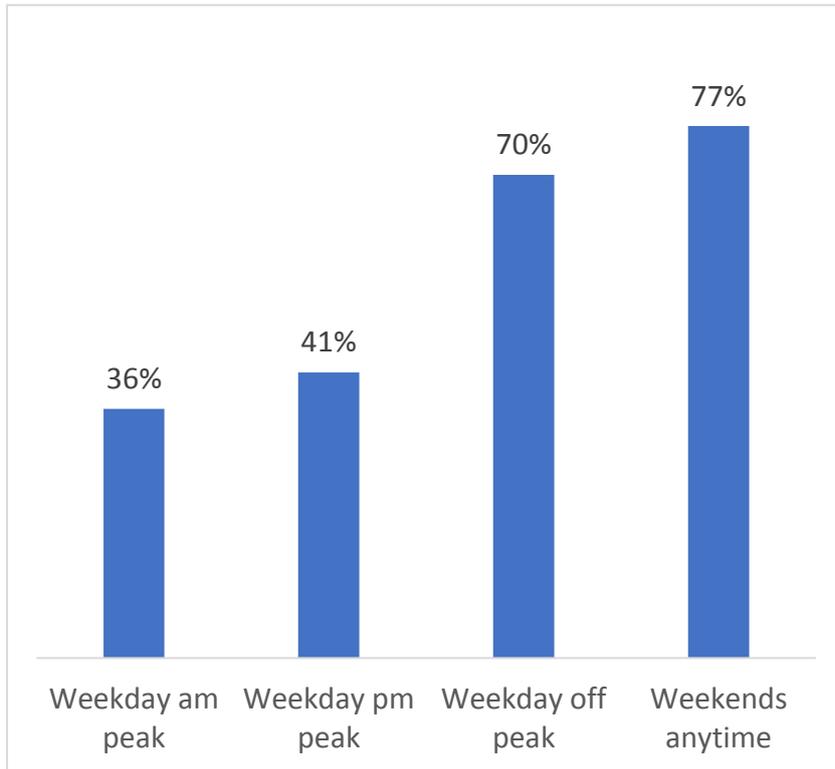
Figure 9: Which routes do you take through M25 J28 and when?



A2: When do you usually travel?

While most of the respondents to the questionnaire indicated they travel during off-peak hours and weekends, nearly half travel through the junction at peak times on weekday evenings.

Figure 10: When do you usually travel?

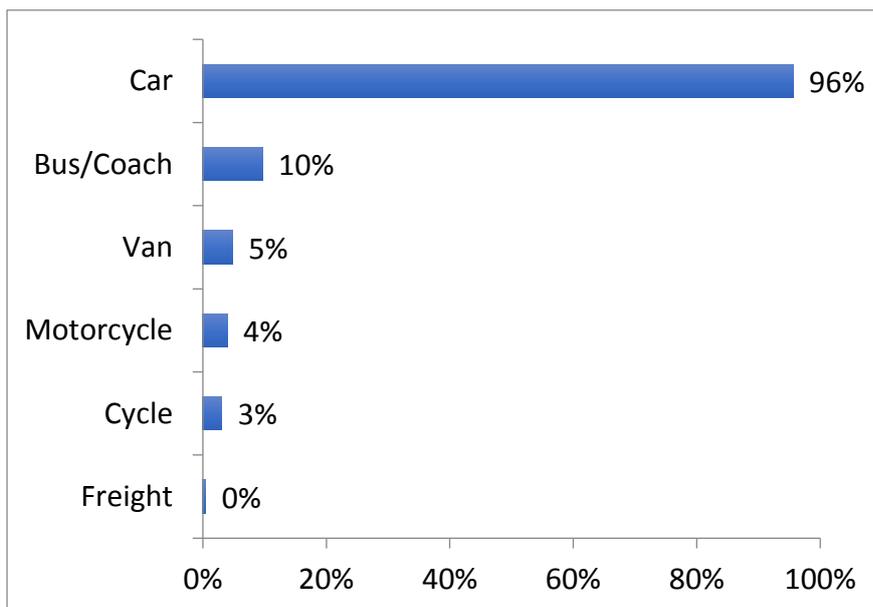


A3: How do you usually travel around M25 junction 28?

Nearly all respondents cited the car as their usual mode of transport. It is worth noting commercial freight drivers responded. There is also little representation from non-motorised users, especially pedestrians.

Also, the percentages below add up to more than 100% because some users will have indicated more than one mode of transport.

Figure 11: How do you usually travel around M25 junction 28?



A4: What do you usually use M25 junction 28 for?

Most respondents said they use the junction for long distance journeys, leisure and recreation or shopping during off-peak hours and for non-business use. This is more evidence that the respondents are not necessarily representative of the overarching views of all road users who travel through this junction.

However, it is also worth noting that 59% of those who said they use the junction to travel for work are aged between 25 – 54; and 42% of those who said they travel for business are aged between 25 – 54.

Figure 12: What do you usually use M25 Junction 28 for?

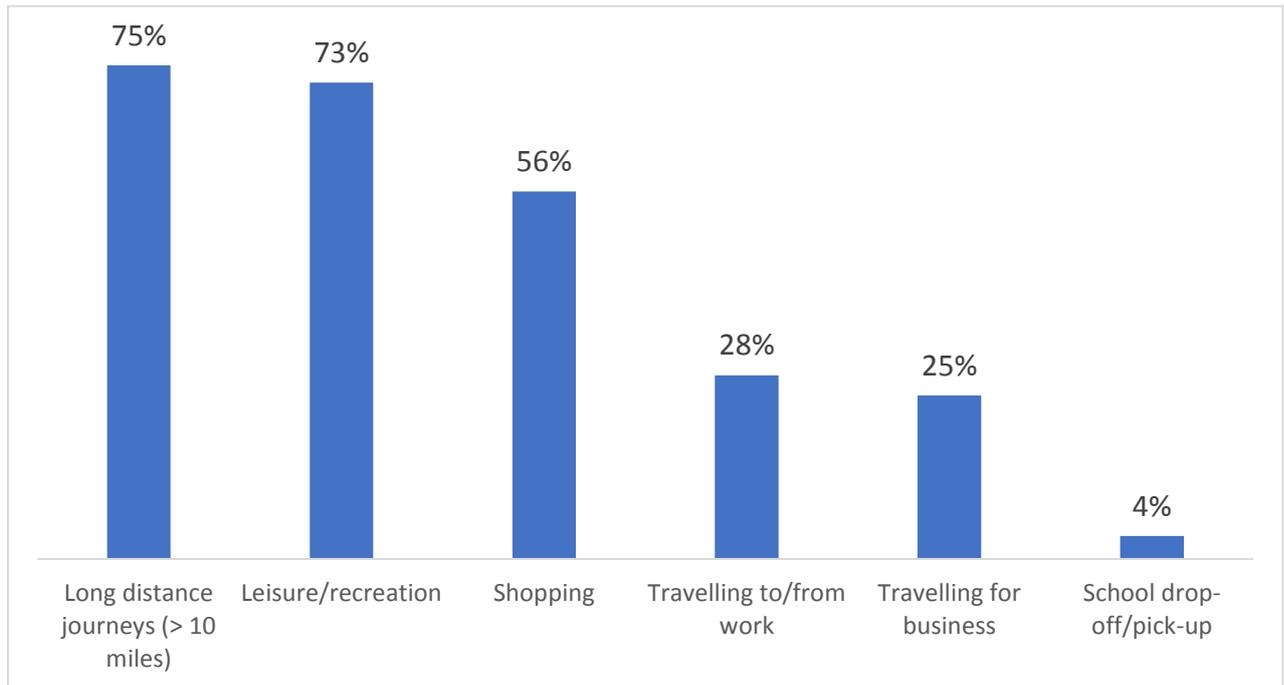
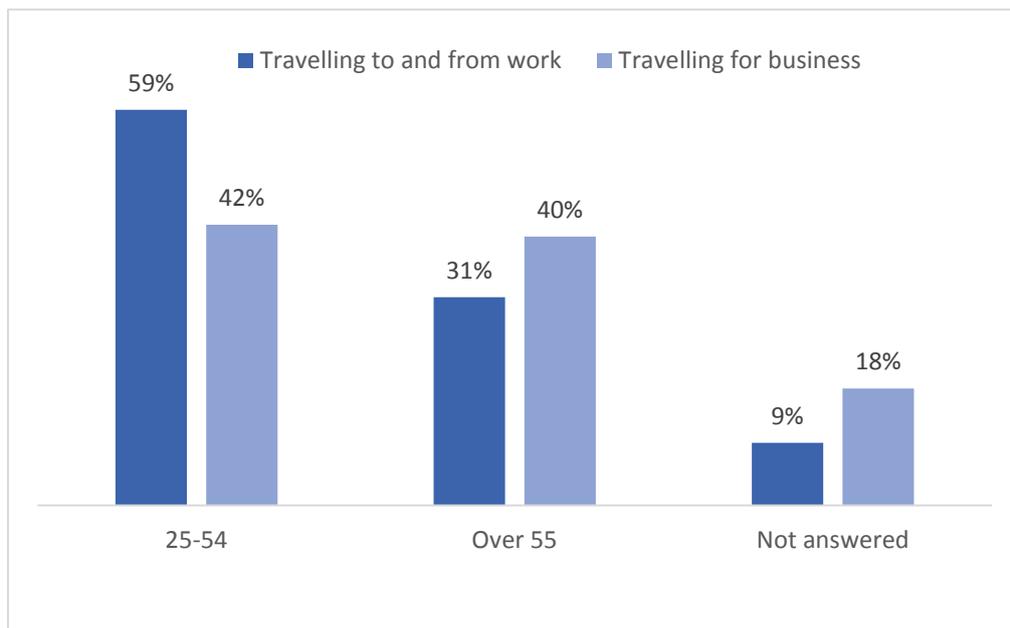


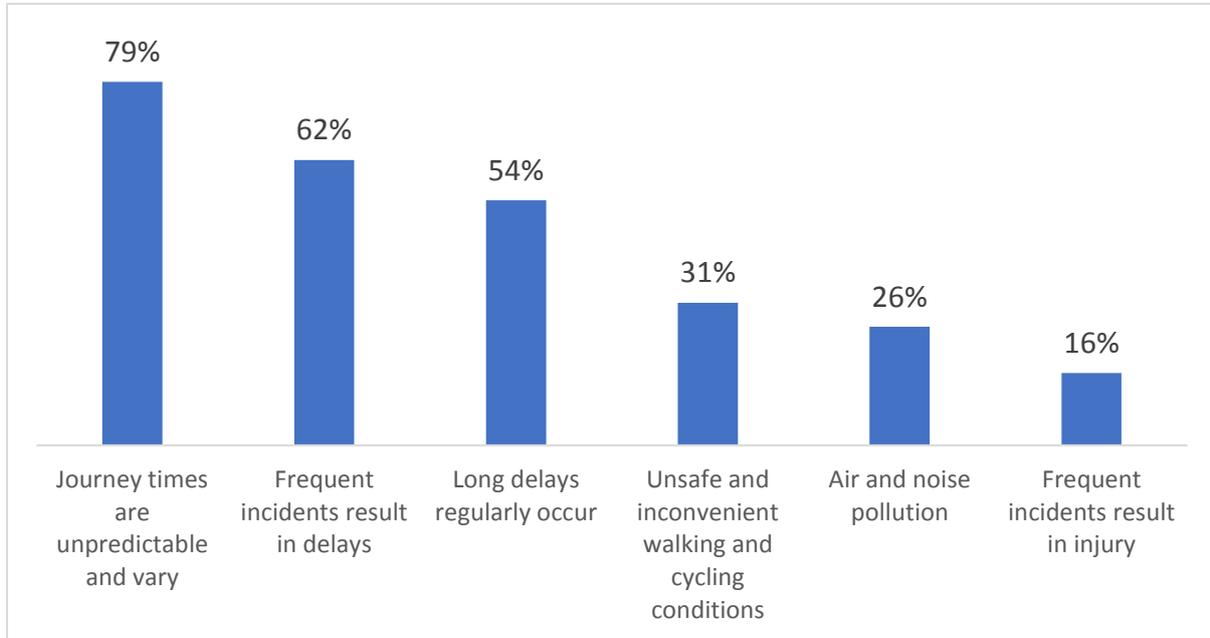
Figure 13: Breakdown in age groups for travel to and from work/travel for business



A5: Do you think any of the following apply to your current travel conditions at M25 junction 28?

The majority of respondents said they experience unpredictable journey times, delays due to incidents and frequent long delays around junction 28. This supports the scheme objectives for making improvements based on these metrics.

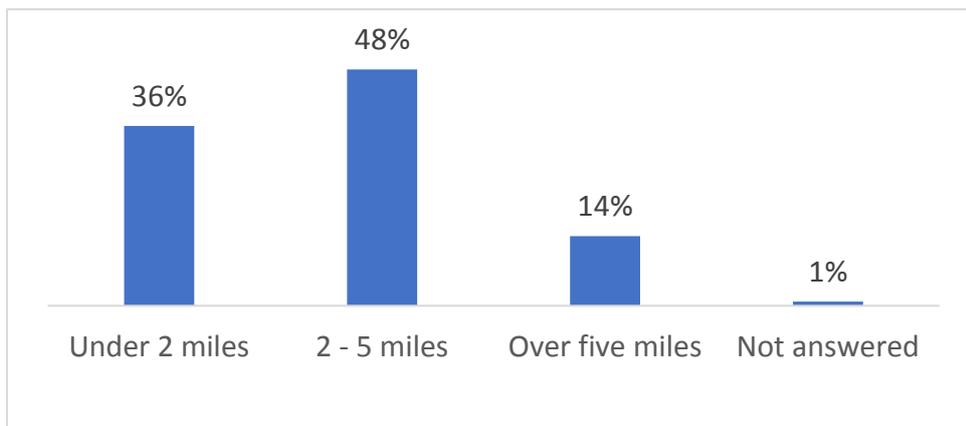
Figure 14: Do you think any of the following apply to your current travel conditions at M25 junction 28?



A6: How close do you live to the proposed improvements?

More than a third of the respondents live within two miles of the proposed improvements, while 84% live within a five-mile radius of junction 28.

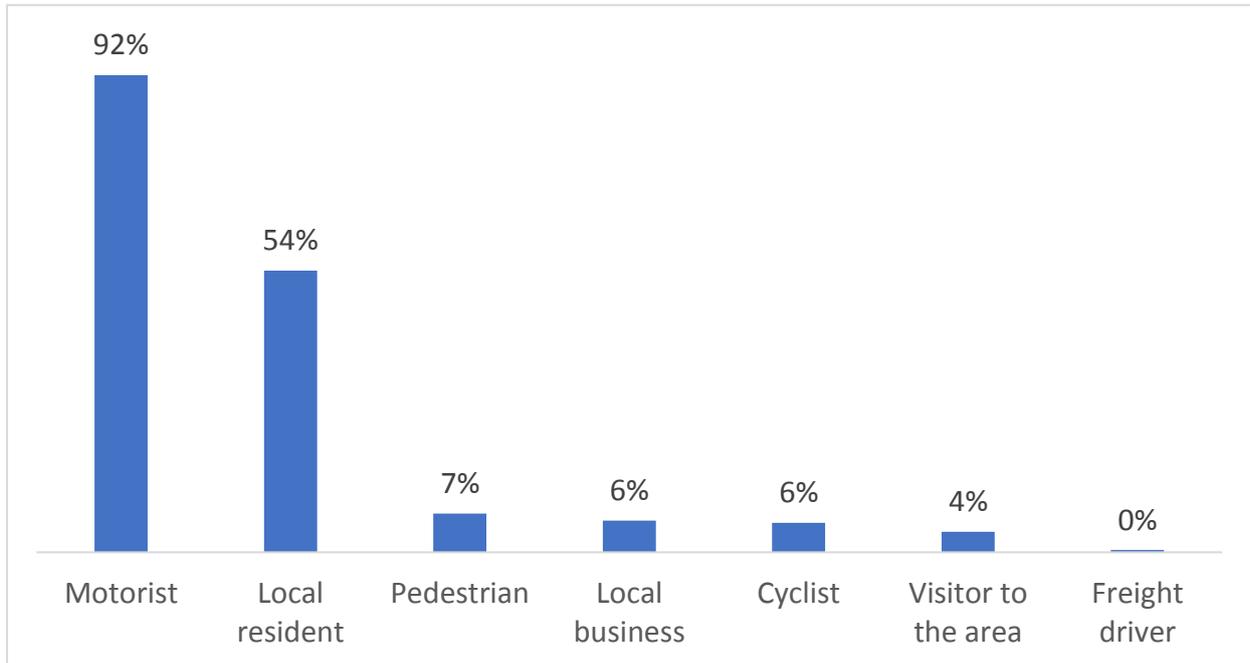
Figure 15: How close do you live to the proposed improvements?



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

Respondents were asked to indicate if the proposed improvements would affect them in their capacity as road users, etc.

Figure 16: Would any improvement to the route affect you as a...?

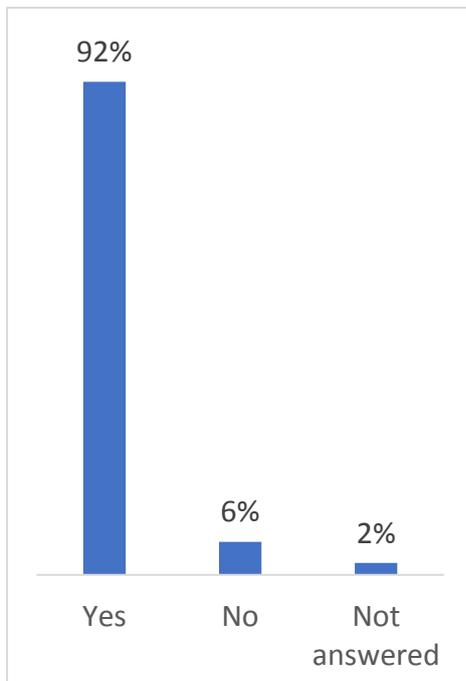


Part B of the questionnaire was designed to understand what respondents think about the need to improve junction 28 and which issues concern them the most.

B1: Do you think there is a need to improve M25 junction 28?

Over 90% of respondents believe the junction needs improving.

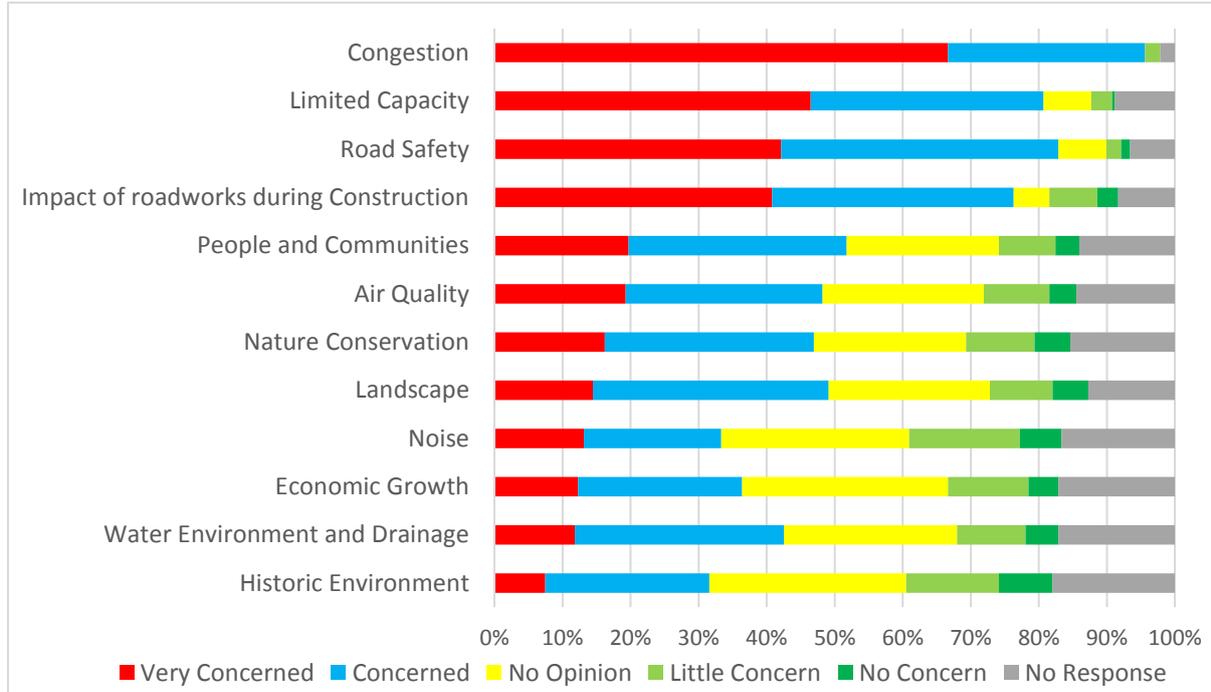
Figure 17: Do you think there is a need to improve M25 junction 28?



B2: Which issues around M25 junction 28 improvements are you most concerned about?

Respondents were asked to indicate which issues they are most concerned about, and rank them across five metrics from 'very concerned' to 'no concern'. Almost all respondents (96%) are concerned or very concerned about congestion, while 82% are concerned or very concerned about road safety. 80% are concerned or very concerned about capacity and 77% are concerned about the impact of roadworks during construction. This indicates a clear mandate for the scheme.

Figure 18: Which issues around the M25 junction 28 improvements are you most concerned about?



Part C of the questionnaire was designed to understand what respondents think about the proposed options and to indicate the option they prefer.

C1: If you think the options will:

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

Respondents were asked about the extent to which they think the options will encourage economic growth; reduce congestion and delays; improve journey time reliability and road safety; and reduce noise and air quality issues.

Figure 19 below shows most of the responses are positive towards Option 5F. Most people who responded think Option 5F will reduce congestion and delays, and improve journey time reliability and safety. One-third of respondents think Option 5F will encourage economic growth. However, the majority of respondents don't think any of the options will reduce noise or air quality issues.

Figure 19: Comparing the responses for each option against the scheme objectives



C2: Which option do you prefer?

Of the three options tabled, Option 5F (the two-lane solution) garnered more support than the other two options put together (49%), and is seen by respondents as more likely to deliver the scheme's core objectives (Figure 20).

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

Respondents were given the opportunity to make open comments about the proposed options. A snapshot of comments appears below in Table 4 and illustrated in Figures 21 and 22.

Generally, some of the negative comments cite higher comparative costs between options and environmental impact, including the effect of more traffic on noise, air quality, woodland and farmland. Some think motorists may end up using the existing roundabout instead of the proposed loop to save time, and there were also comments about capacity.

Option 5B drew some positive comments because of its lower cost and footprint. However, some criticise it for being a short term solution, for the perceived impact on Grove and the widening of the existing M25 overbridge.

Positive comments for Option 5C primarily relate to its better value for money, while most of the negative comments perceive it to be a short-term solution and that it won't be able to keep up with future growth.

Option 5F received the most positive and least negative comments. Most of the positive comments perceived this option to improve capacity and offer a better long-term solution.

Figure 20: Which option do you prefer?

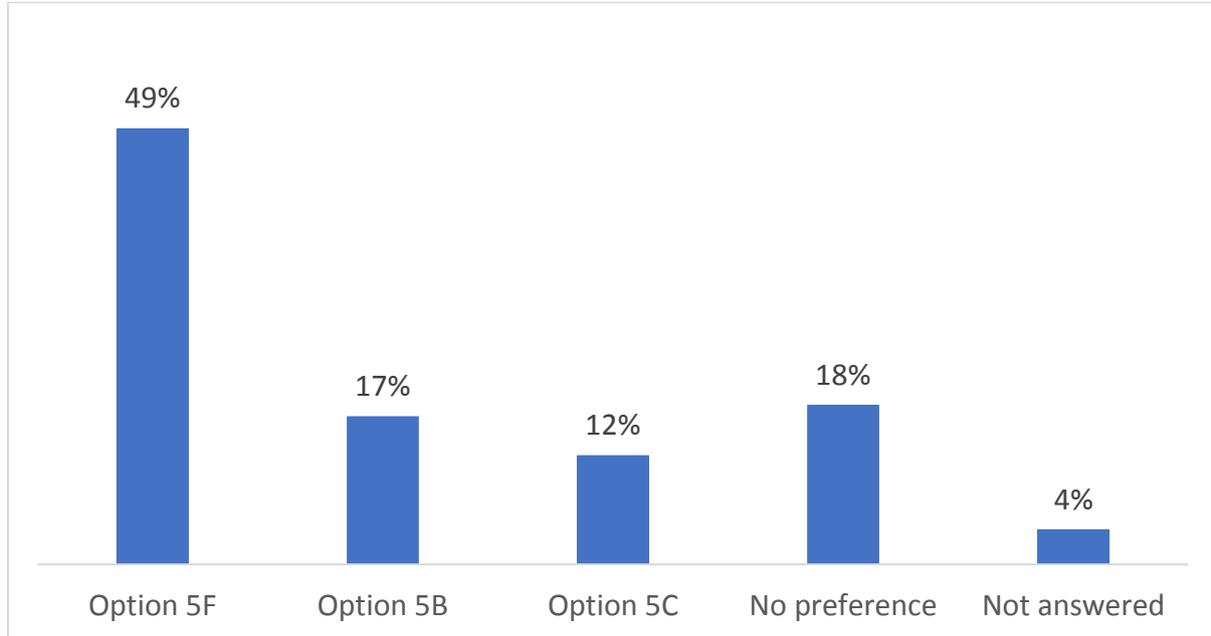


Table 4: A snapshot of positive and negative comments relating to each of the three proposed options

Option	Positive comments	Negative comments
Option 5B	"This is the simplest, least obtrusive option and the cheapest."	"Single lane option insufficient for future growth."
	"This appears to be the most contained and efficient improvement option."	"This option appears to have the biggest impact on Grove Farm. Is the compensation to its owners included in the overall costs?"
		"I'm concerned about the impact of construction of the bridge widening, reduced speed coming off M25 to A12 due to tight corner leading to congestion backing up onto M25."
Option 5C	"Offers the best value for money and as good a reduction in journey time as the two lane option."	"Single lane option insufficient for future growth."
	"Option 5C appears to be the simplest, and only cuts through greenbelt, not property."	"Single carriage way will eventually need two lanes. False economy."
Option 5F	"Preferred even at the additional cost as it is two-track, and therefore offers greater capacity which is critically needed."	"Cuts through woodland and is likely to affect wildlife."
	"This is a big investment and the two lane option will allow for further increases in traffic. In the long term this is the best solution in my opinion."	"The loop is so big that vehicles will more than likely continue to use Brook Street roundabout."

Figure 21: Do you have any comments on any of the options?

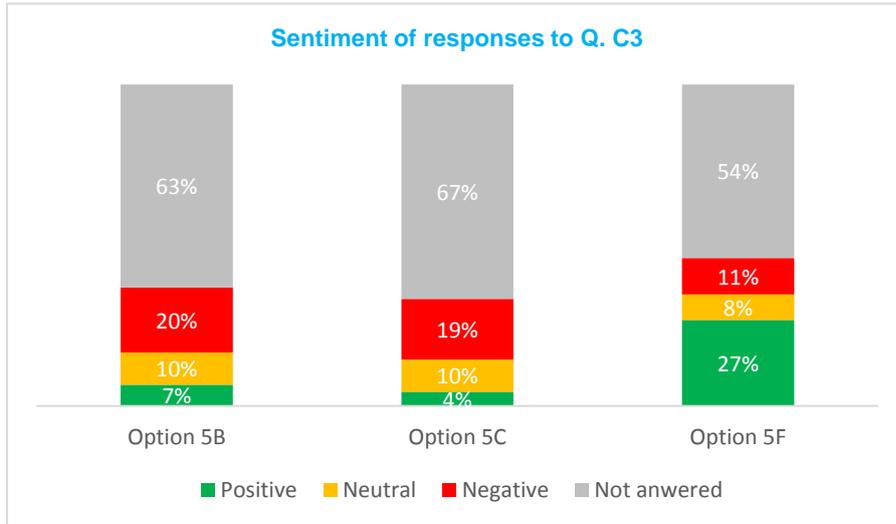
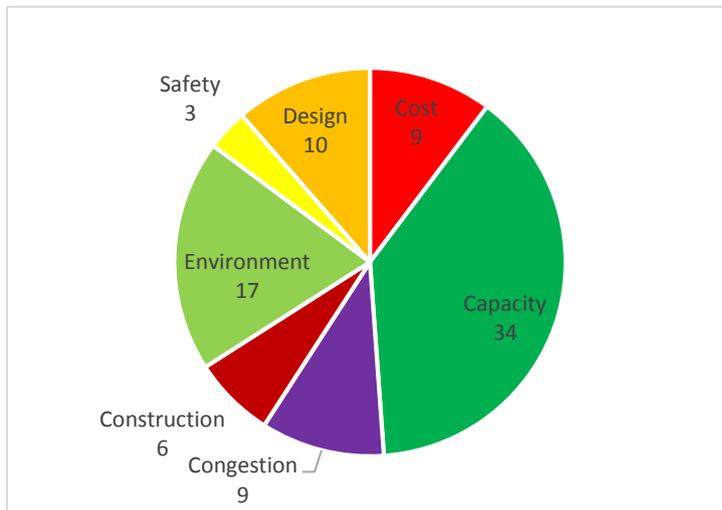


Figure 22: Key themes raised in question C3



C4: Please use the box below to share your views about anything else we should consider for junction 28 improvements

Respondents were invited to give their views about any other aspects they think should be considered. From a total of 131 comments, 47% gave neutral comments; 44% declined to answer; 8% gave negative feedback; and 1% were positive (Figure 23).

It is worth noting that out of a total of 112 respondents who prefer Option 5F, 56 people said other aspects including A12, A1023, lane markings and additional slips need to be considered.

From a total of 131 comments, more than half mentioned A1023 and A12 (Figure 24).

There was a significant number of comments regarding lane markings and traffic signals at junction 28, and how they result in congestion and near misses/accidents. There was also a number of comments about the widening of A1023, a direct slip road from A1023 to M25 and widening of A12 (Figure 25).

Figure 23: Please use the box below to share your views on anything else we should consider for junction 28 improvements

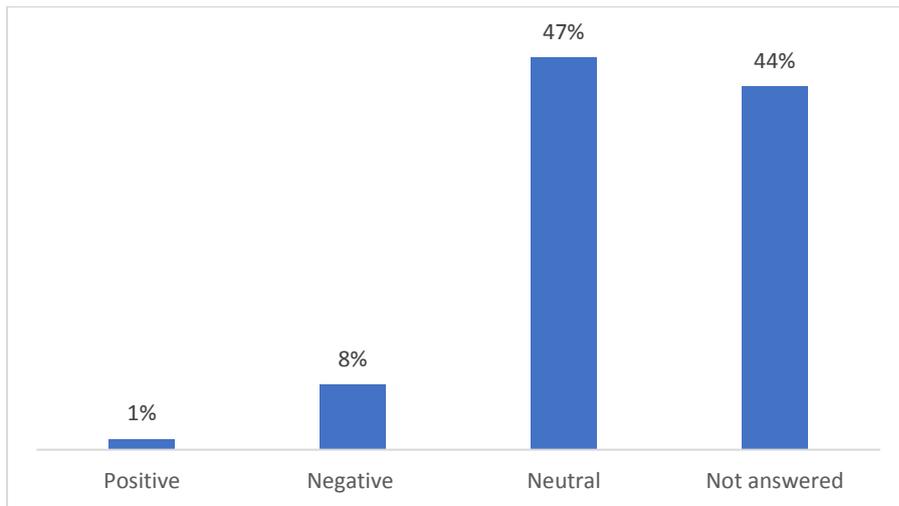


Figure 24: Key discussion points for question C4

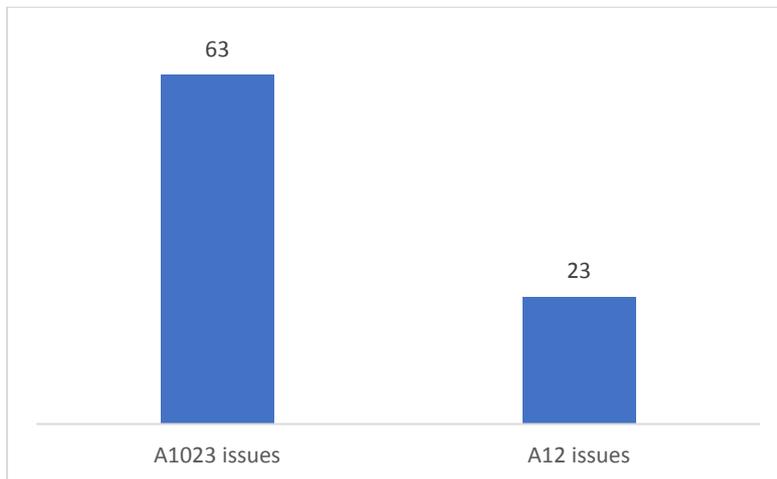


Figure 25: Other improvements discussed by respondents who prefer option 5F

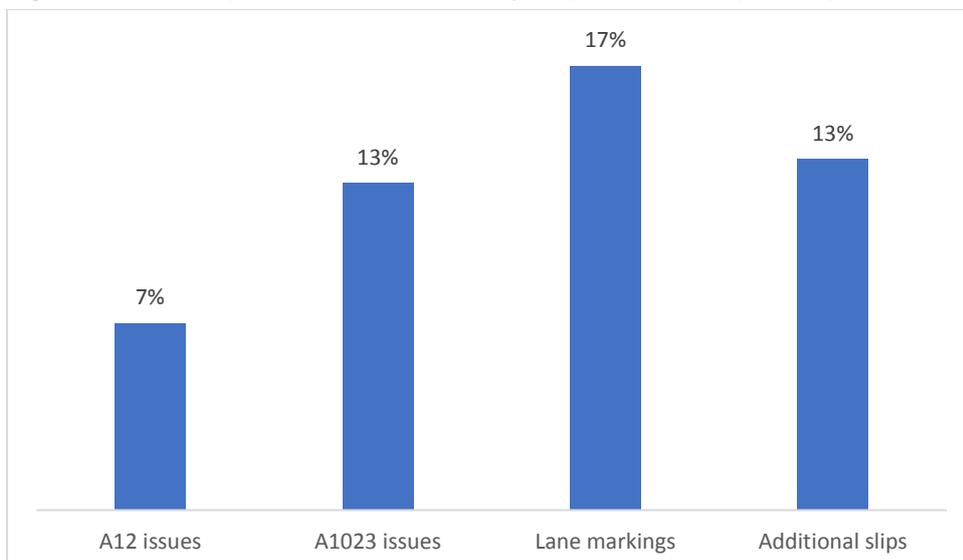


Table 5: Types of comments received for question C4

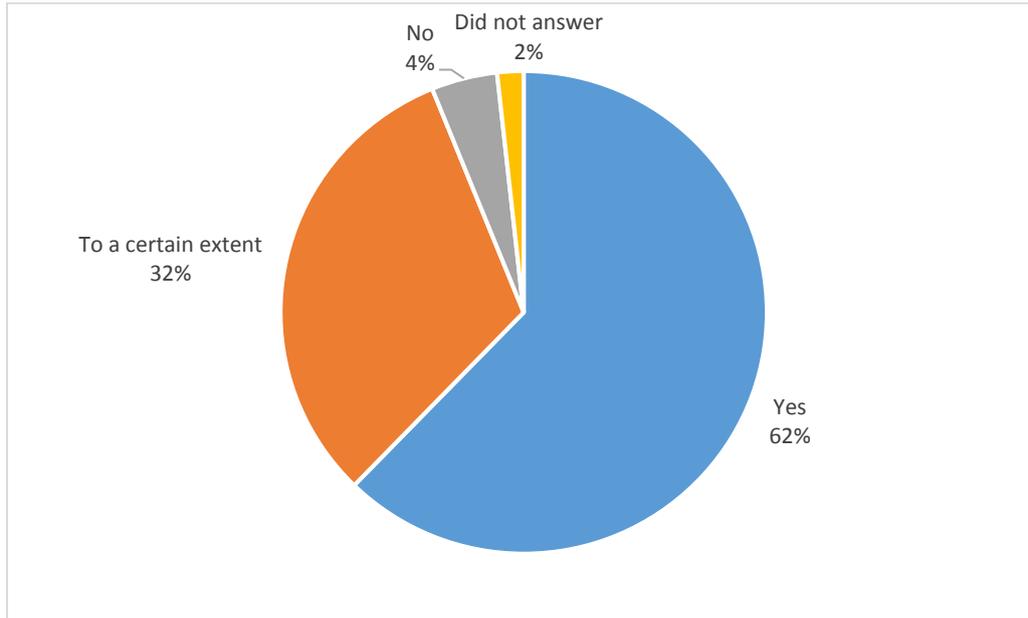
Comments on additional considerations	
Issues	Comments
A1023	“There is less info regarding what the impact will be for The A1023 (Brook Street). This road also causes congestion on the roundabout as it backs up to the traffic lights and is of course controlled by the Council rather than Highways England. Does this mean little to no investment for this road? If so I believe this to be an important oversight for this project.”
	“Really want to see improved access and exit from A1023 as part of this improvements to M25 junction.”
	“Will this REALLY reduce the tail back in towards Brentwood much, though, for those coming TO the junction FROM Brentwood... I hope so.”
A12	“Whichever scheme is chosen I trust full allowance will be made for the intended widening of the A12 to three lanes.”
	“The A12 under the roundabout and from Harold Wood all the way to the Mountnessing Roundabout is 2 lane, then 3 lane for a couple of miles and then back to 2 lane around Ingatestone and Fryerning. This causes accidents on a weekly basis and consequent gridlock.”
	“Consider some solution to drivers from Woodstock and Kenilworth Avenue who have to turn left and go all the way round Brook Street roundabout if they needed to go west on A12, horrendous when traffic jams!”
Lane markings	“The current signage/lane marking on the roundabout for the northbound route from A12 to A2013 (Brentwood Rd) is unhelpful, it is inaccurate and misleading.”
	“Better lane markings around the roundabout. I've had so many near misses where people can't work out which lane they should be in as they drive around it.”
	“Assess the roundabout including: * lanes and markings - drivers regularly in wrong lanes markings * introduction of box junctions to stop traffic blocking roundabout * consider including traffic lights on A1023 entrance to help traffic flow on A1023”
	“PLEASE, PLEASE, PLEASE sort out the road markings for the A1023 coming from London (A12) and north on the M25. I'm sick of getting into fights as a 73 year old lady!!!”
Additional slips	“I would have liked to seem some fast track lanes for traffic exiting A12 from London onto M25 counter clockwise and M25 counter clockwise exiting to A12 London bound as part of the same proposal.”
	“Do you need the equivalent going from the M25 going in the other direction? The proposal will only resolve 50% of the problem?”
	“Include slip roads off the A12 slip road on to Brook Street and off Brook Street and on the M25...”
	“Can we also provide a dedicated turn left lane from A1023 Brook Street to M25 south? This would also reduce congestion considerably.”

5.3 Part B: About the consultation

D1: Have you found the consultation material useful in answering your questions?

More than 60% of respondents felt the consultation material were useful, while one-third found it useful ‘to a certain extent’.

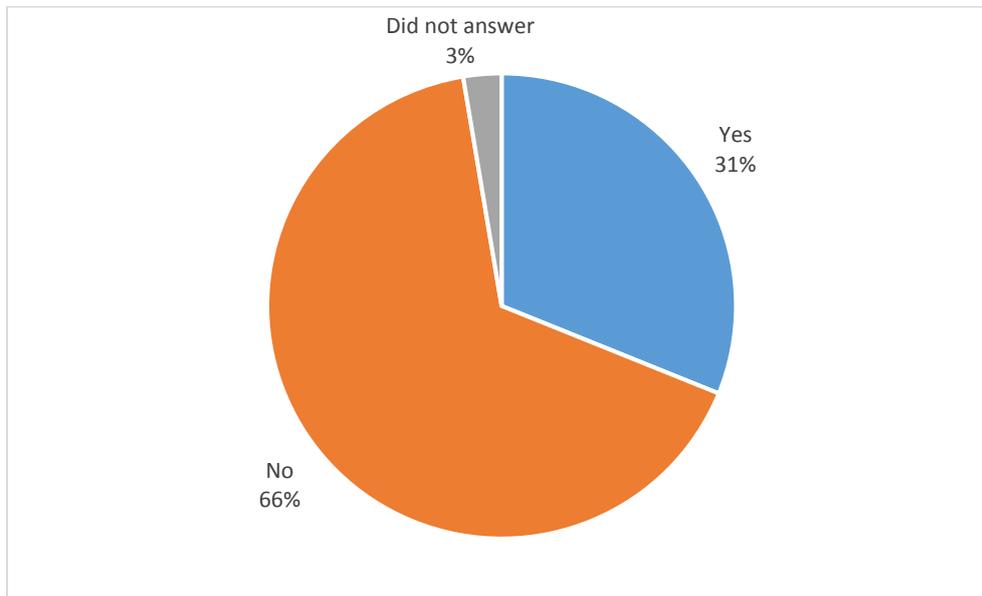
Figure 26: D1: Have you found the consultation material useful in answering your questions?



D2: Did you attend a public consultation exhibition?

Around one-third of the respondents attended a public consultation exhibition.

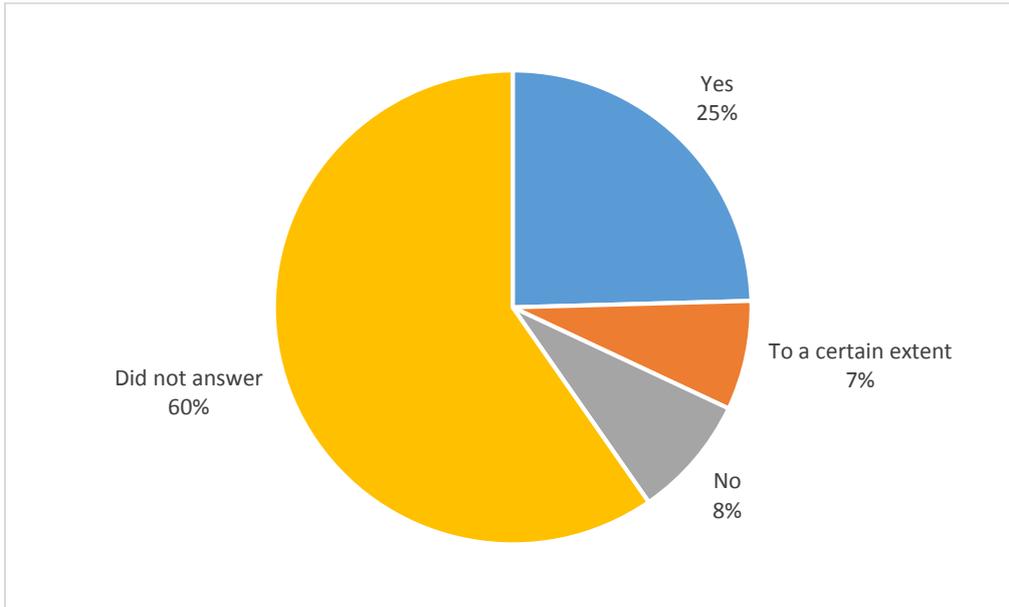
Figure 27: D2: Did you attend a public consultation exhibition?



D3: If you answered 'Yes' to D2, did you find it helpful in addressing your questions?

Around a third of the respondents who attended a public consultation said they were at least helpful 'to a certain extent'.

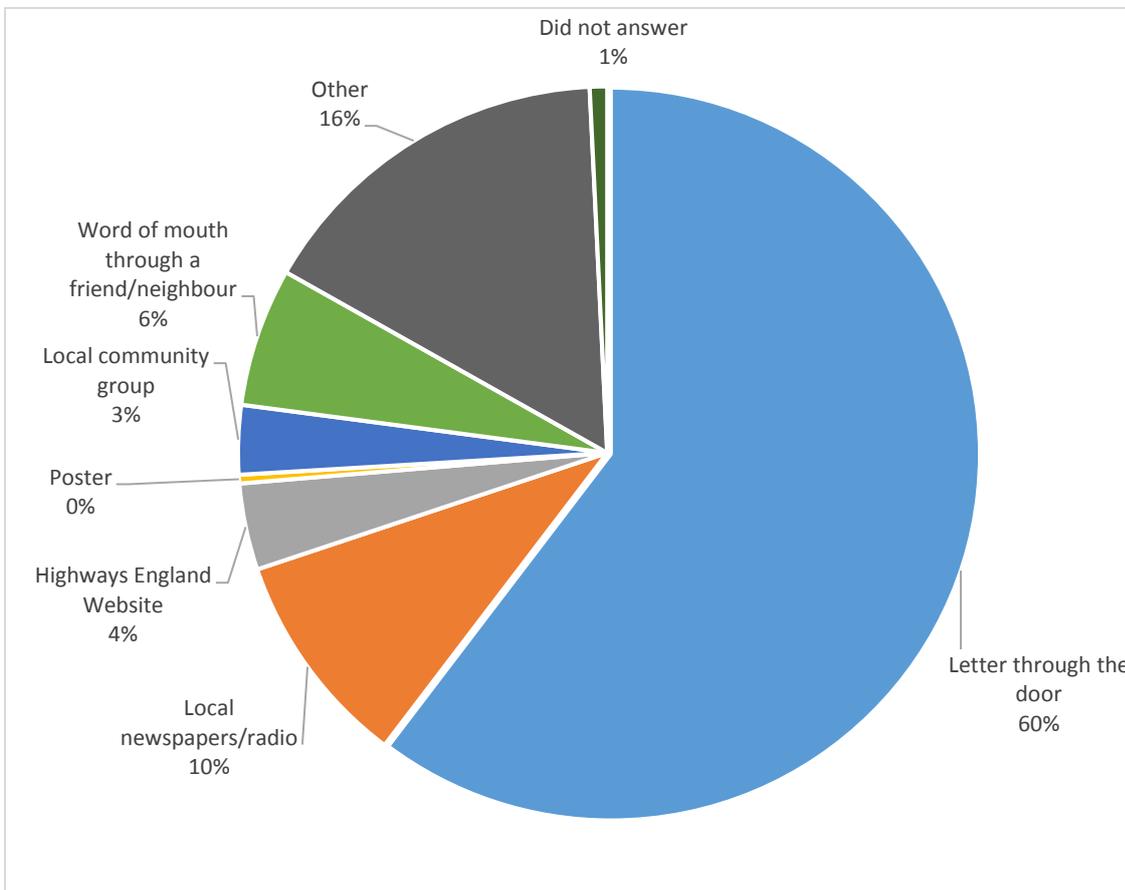
Figure 28: D3: If yes to D2, did you find it helpful in addressing your questions?



D4: How did you find out about the M25 junction 28 public consultation?

Respondents found out about the consultation in a wide variety of ways, but the letter to households was by far the most popular (60%). The second highest source was 'other', which is difficult to read into.

Figure 29: D4: How did you find out about the M25 junction 28 public consultation?

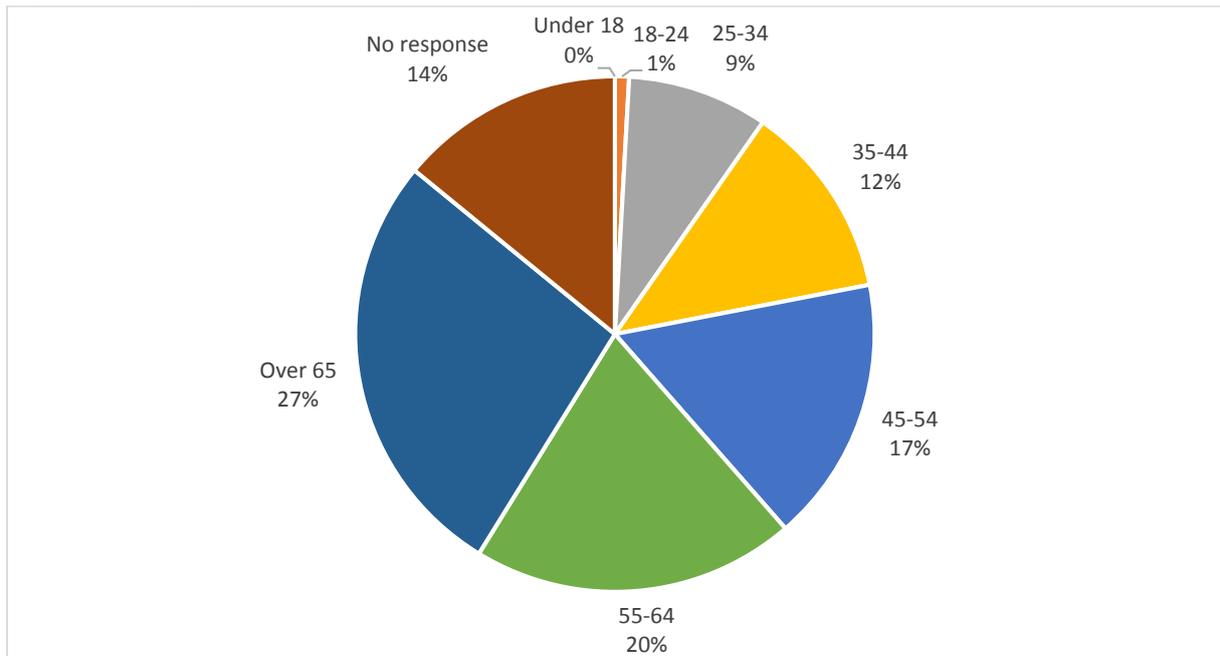


5.4 Part C: Equality and diversity

E1: Age

Respondents were generally older, with 47% aged 55 or above. Those aged between 25 – 55 returned 38% of responses. This is broadly representative of local census data, although a higher proportion of responses came from people aged 65+ compared with 2011 census data figures.

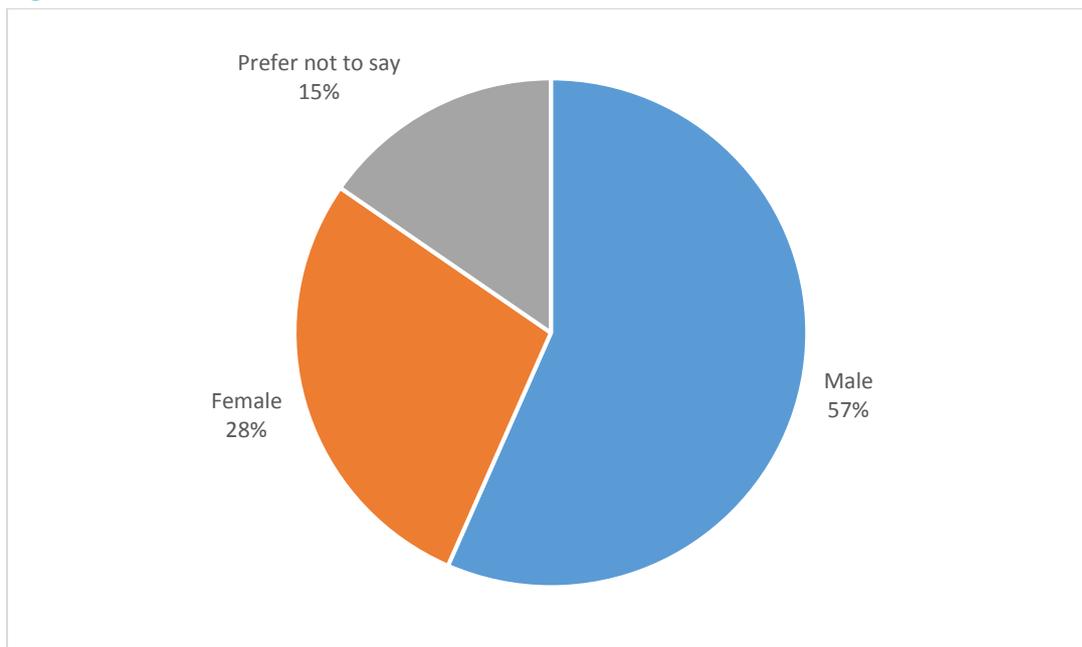
Figure 30: E1: Age



E2: Gender

More than half the questionnaires responses were completed by males.

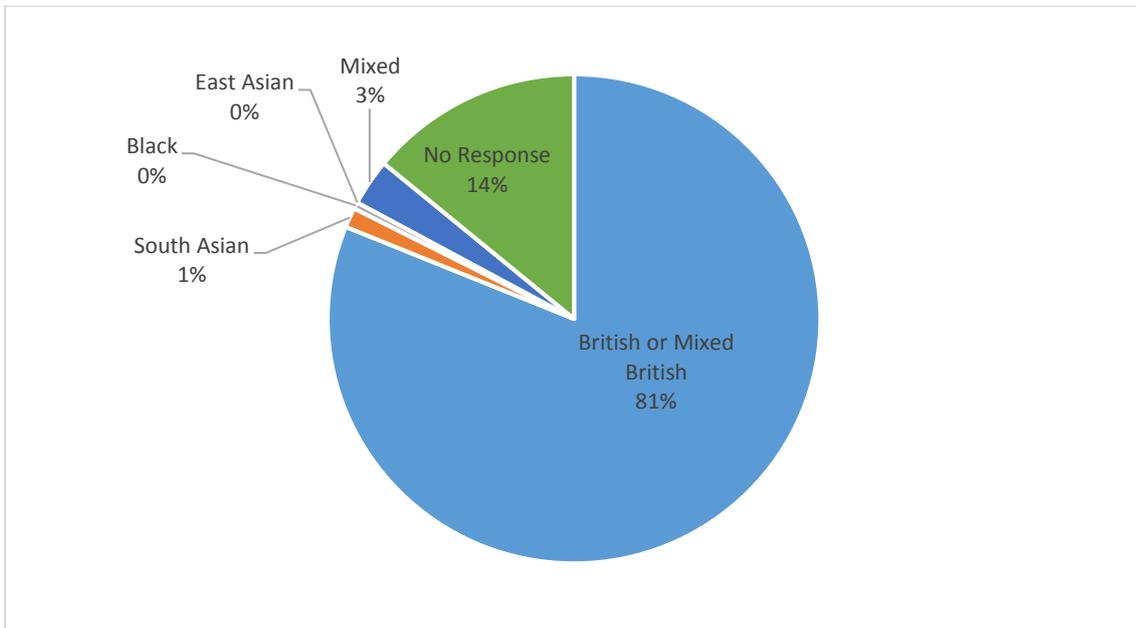
Figure 31: Gender



E3: Ethnicity

Most respondents identify as British (81%), with most indicating English as their ethnic background. There were very few respondents from other backgrounds, with 14% not providing a response. This broadly accords with 2011 census data from Brentwood that showed 89% of the local population identifying as British (as stated in section 4.3.3, 74% of respondents live in CM13, CM14 and CM15 postcodes).

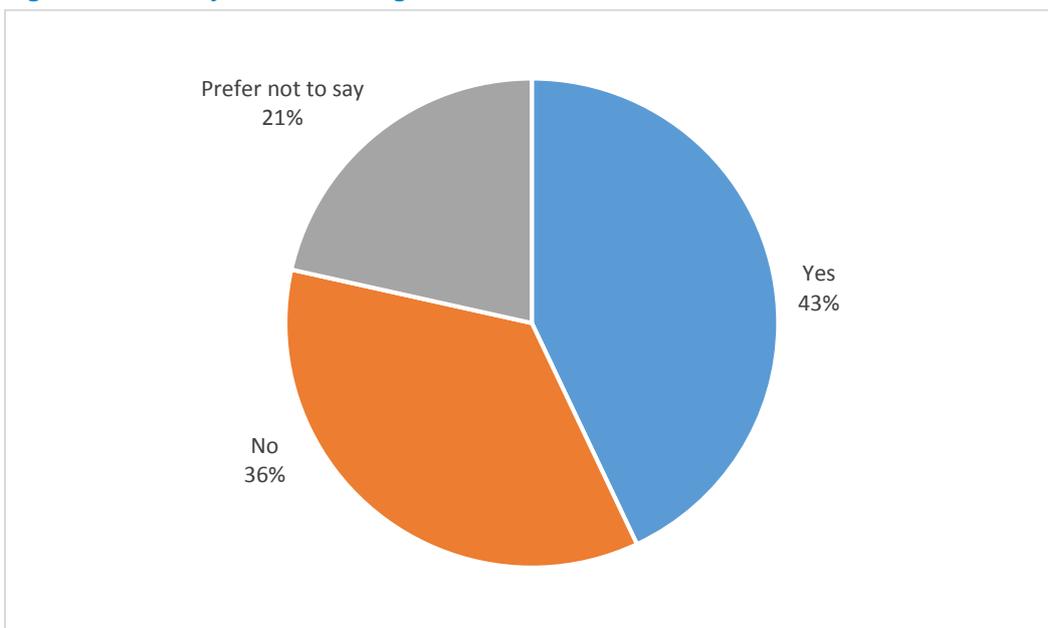
Figure 32: Ethnic background



E4: Do you follow a religion or faith?

While 43% of respondents identify as following a religion (the majority as Christian), more than one-third indicated they do not follow a faith.

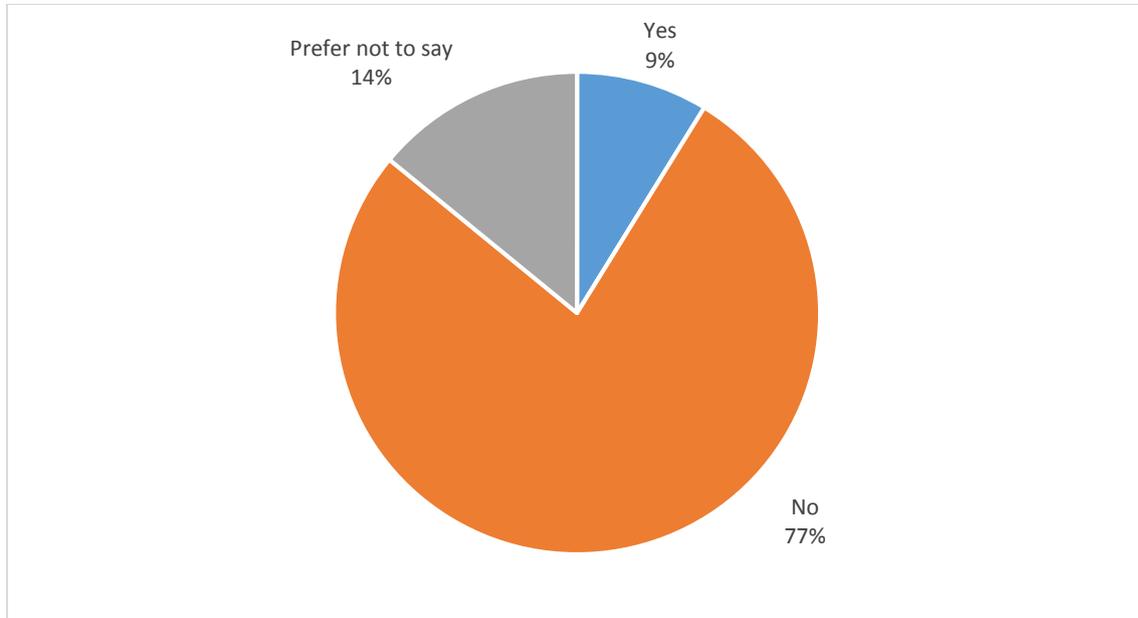
Figure 33: E4: Do you follow a religion or faith?



E5: Do you consider yourself to have a disability?

The majority of respondents do not consider themselves to have a disability (14% chose not to answer).

Figure 34: E5: Do you consider yourself to have a disability?



6 Summary of responses from stakeholders

This section provides a summary of responses received from stakeholders, their position on the Options presented and a summary of other issues/opportunities/concerns they raised. We received three long form responses.

6.1 Stakeholder responses

Respondent	Preferred Option	Key concerns and issues raised
Essex County Council	5F	<ul style="list-style-type: none"> Concerns about the impact of traffic exiting southbound from Brentwood onto A1023 Brook Street and seek assurances that the scheme will not exacerbate traffic congestion Request traffic signals be introduced at this arm of the junction with possibility of phasing with signals at junction 28 Request consideration be given to public byway crossing southern end of A1023, running south of the Poplars and crossing M25 slip road Putwell Bridge Farm and Oak Farm to the south as this area earmarked for improvement re: walking and cycling.
London Borough of Havering	5F	<ul style="list-style-type: none"> The Council is keen to work closely with Highways England once a specific option is chosen to deal with the issues set out in this response. Concern about the proximity of the junction to Havering's Green Belt, and the Ingrebourne River is listed as a Site of Metropolitan Importance to Nature. Requests details about how the impact on the Green Belt will be minimised and what mitigation will take place at the river to prevent any loss of habitat Havering is an Air Quality Management Area and has targets to meet for Nitrogen Dioxide and Particulate Matter set by the Mayor. Requests further details from Highways England about measures to minimise noise Request that Havering's Public Protection team work with Highways England to investigate measures to minimise air pollution at properties near new slip road. A planning application for a graveyard and chapel which would affect Highway's England's proposed routes was refused by Havering Council but is currently being appealed Request further information about traffic implications for the wider network during construction and after the scheme is complete. Request an assessment of the traffic implications on the wider network carried out before the next consultation to understand highway impact during construction and post implementation. Request a full understanding of the traffic implications of the scheme on Gallows Corner. A project is underway to replace a bridge across the Great Eastern Mainline on A127 in Havering, which is taking 18 months and causing traffic delays. Concerned about the additional impact of works on the junction and local road network.
Will Quince, MP for Colchester		<ul style="list-style-type: none"> Please advise if there are plans to extend the length of the slip road at junction 28 of the A12 as the area has more developments planned that may create more traffic at this location.

7 Summary of enquiries

During the consultation period, 39 enquiries were received via Highways England Customer Contact Centre. Most of the queries came from members of the public and covered the following topics:

- Queries regarding plans to improve A12 junction with M25
- Lack of consultation materials in public libraries
- Respondents reporting trouble with using consultation website
- Queries about the amount of money being spent to improve the junction
- Requests from respondents to be removed from mailing list
- Queries about compensation for local businesses likely to be affected
- Queries about improvements to facilities for pedestrians and cyclists
- Requests for consultation material to be posted to respondents' home address
- Response to turn on street lighting at night
- Request from respondents to cancel parking charges issued by consultation venue during consultation
- Request for clarification about planning appeal on land proposed for scheme improvement.

Some communication received provided a response to the consultation or feedback on the proposals without asking a specific enquiry.

Where communication was received as an enquiry or direct feedback, it has been processed along with the other responses to the consultation and included in the analysis.

8 Conclusion and next steps

The public consultation yielded 267 responses. More than 90% of respondents agree there is a need to improve M25 junction 28, with congestion, road safety, and limited capacity being the highest levels of concern.

Of the three options tabled, Option 5F garnered more support than the other two options put together (49%), and is more likely to deliver the scheme's core objectives. While Options 5B and 5C drew some positive comments for their reduced cost and environmental impact, the balance of opinion suggests these single-lane solutions would be insufficient to cope with the forecast future increase in traffic.

There was little written feedback from Tier 1 stakeholders. However, the feedback received showed support for Option 5F.

Regarding the effectiveness of the public consultation, data shows that most respondents are infrequent users of the junction and report using it less than once a week. This is likely to be because of the geographical reach of the consultation. If Highways England wishes to consult more widely amongst the public in future, they could consider distributing information about the scheme proposals and consultation at motorway services and through third-party apps such as Waze.

Although Highways England uses little in the way of social media such as Facebook and Twitter, various individuals and organisations used their own social media accounts to promote the public consultation. Again, Highways England could consider increasing their use of social media platforms to increase awareness of future public engagement consultations.

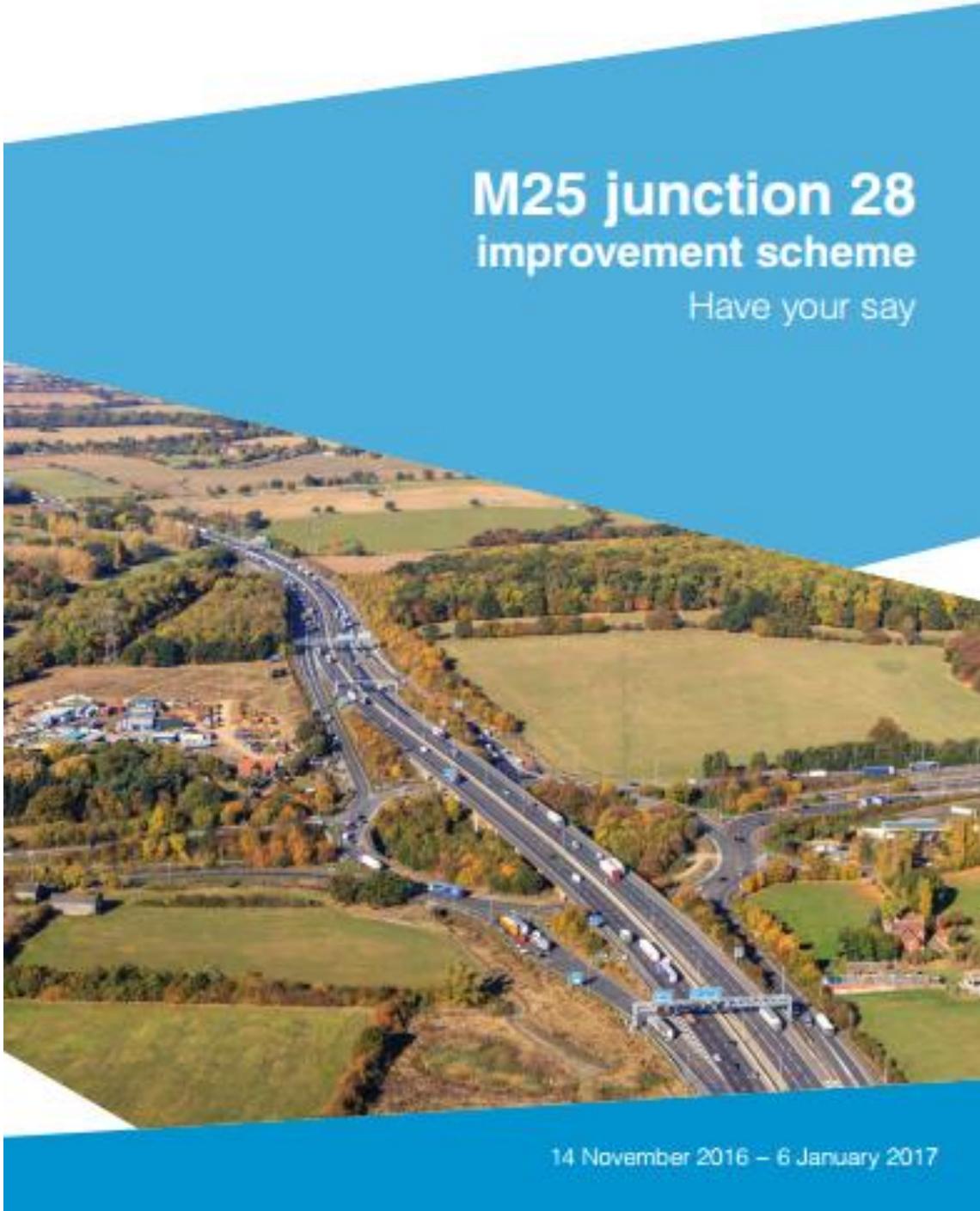
The feedback gathered via the public consultation and subsequent engagement undertaken has helped Highways England to evaluate the effectiveness of the scheme prior to a Preferred Option Announcement being made in summer 2017.

Appendix A: Consultation brochure



M25 junction 28 improvement scheme

Have your say



14 November 2016 – 6 January 2017



M25 junction 28 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 28 on the M25. Inside this brochure, we've set out options for improvements with a budget of £50 million to £100 million.

Please tell us what you think about these plans by filling in the questionnaire included with this brochure.

The public consultation starts on 14 November 2016 and finishes on 6 January 2017.

For full details please visit www.highways.gov.uk/m25j28

Inside this brochure you will find:

The background of the scheme

- The need for improvements at junction 28
- Scheme objectives
- Environmental considerations
- The Government's Road Investment Strategy 2015-2020.

Options we are considering

- Option 5B – single lane loop road, widening of existing M25 bridge over junction 28
- Option 5C – single lane loop road, widening of short section of M25
- Option 5F – 2 lane loop road, widening of short section of M25, reconfiguration of A12
- Benefits and effects at a glance (an overview of all three options).

Have your say about our proposals

- Details of public consultation exhibitions
- Brochure and questionnaire collection points
- Complete a questionnaire (online or in this booklet)
- Contact us (back page)

Following the public consultation

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

The need for improvements at junction 28

Junction 28 plays a vital role connecting the M25 with the A12, as well as providing local access to Brentwood via the A1023 (Brook Street).

It's a heavily used junction which features a roundabout mainly controlled by traffic lights. Up to 7,500 vehicles per hour currently travel through the roundabout at peak times. It is already operating at capacity, motorists regularly experience congestion and delays.

Our research shows that traffic in the area is expected to increase by up to 30% by 2037, with more than 9,000 vehicles per hour travelling through the roundabout at peak times.

Without intervention, there will be further deterioration in traffic conditions:

- Delays will be at least 5 times greater
- Average speeds will be reduced by 25%

The roundabout also caters for traffic accessing Brentwood via the A1023 (Brook Street). Although this scheme is not directly focused on Brook Street, our proposed improvements to junction 28 will deliver some benefits for customers using the A1023.

The A1023 (Brook Street) arm of the roundabout is the only one not controlled by traffic lights. After leaving the roundabout, motorists pass through traffic lights at the Nags Head Lane and Mascalts Lane junctions. During peak times, these junctions operate over capacity and queues of traffic regularly develop along Brook Street and often back on to the roundabout. These queues can also lead further back on to the M25 north and A12 east entry and exit roads.

In recent years, there have also been a number of incidents at junction 28, which create delays and congestion along the M25, A12 and local roads.



If we don't improve junction 28 by 2037, we can expect:

- Increased congestion and lengthy queues, at least 5 times worse than at present
- A 25% reduction in average speeds through the junction (excluding mainline M25 and A12)
- Widespread disruption following incidents
- Constraints on future development and growth opportunities
- Local air quality issues to deteriorate further.

Scheme objectives

- Increase capacity and reduce congestion and delays by providing an improved link from M25 to A12
- Reduce the incident rate and resulting disruption by increasing the capacity of the roundabout
- Improve safety on the roundabout by reducing traffic levels and redesigning the existing layout
- Cater for future traffic demands to enable development and economic growth
- Minimise the impact on local air quality and noise by smoothing traffic flow
- Protect access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible.

Environmental considerations

Junction 28 is in an air quality management area. There are also a number of noise important areas nearby, where residents experience high noise levels from traffic.

Vicarage Wood and Lower Vicarage Wood are both designated as Ancient Woodland. There are several local wildlife sites to the north and east, including sites in the Ingrebourne Valley.

There is a Grade II Listed Building, The Nags Head Inn, just to the east of the junction on Brook Street, and two Registered Park and Gardens – at Warley Place to the south and Weald Park to the north.

The proposed junction 28 improvements aim to reduce the amount of traffic travelling through the roundabout and will subsequently reduce noise and airborne emissions in that area. Appropriate measures will be considered to lessen any impact on noise and air quality, for example by using earth mounds, planting, environmental barriers and low noise surfacing.

The area surrounding the junction is agricultural land and there is a former landfill site immediately to the north-east.

The Ingrebourne River and the Weald Brook run alongside this section of the A12. We may need to realign these watercourses to accommodate supporting structures for the new loop road.



The Government's Road Investment Strategy 2015/20

Largest investment in a generation

In 2014, the government released its Road Investment Strategy, announcing £15 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 over the next 5 years, with a number of major improvement projects planned by 2020. The aim for the south east is to:

- Ease congestion on 932 miles of strategic road network in the region – 24 major improvements to start by 2020
- Help reduce the number of people killed or seriously injured on the network by 40%
- Tackle noise in specific areas and mitigate/improve the environment
- Effectively deliver 120 miles of extra lanes for the south east
- Support regional growth
- Improve the customer experience.

Junction 28 on the M25 is one of the major improvement projects planned within the south east and will provide better access towards Essex and London, as well as connecting Brentwood, Chelmsford, Colchester and Suffolk with London and other key destinations.

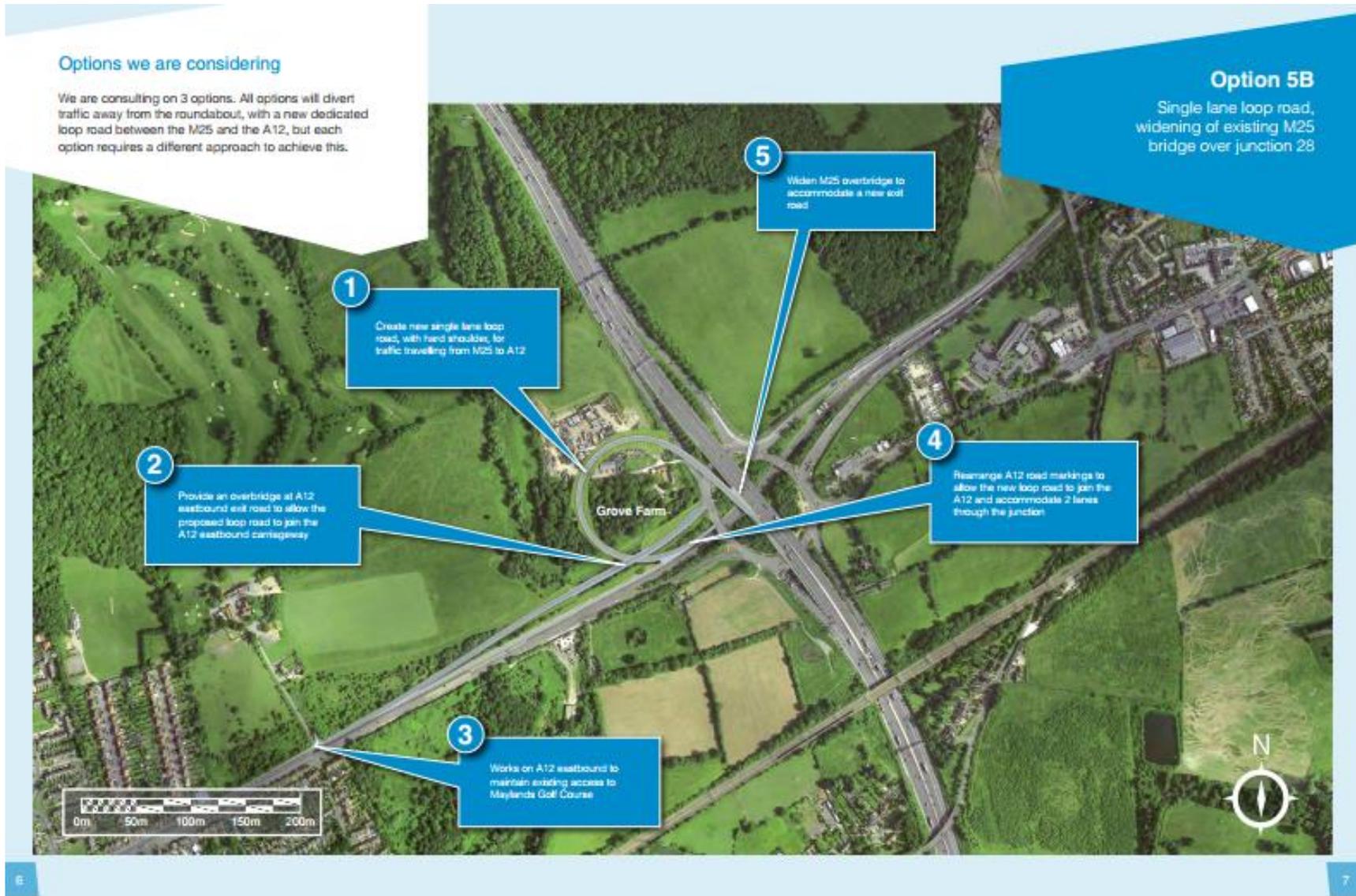
Construction is due to begin by March 2020.

Options we are considering

We are consulting on 3 options. All options will divert traffic away from the roundabout, with a new dedicated loop road between the M25 and the A12, but each option requires a different approach to achieve this.

Option 5B

Single lane loop road, widening of existing M25 bridge over junction 28







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 5B Single lane loop road, widening of existing M25 bridge over junction 28	Option 5C Single lane loop road, widening of short section of M25	Option 5F 2 lane loop road, widening of short section of M25, reconfiguration of A12	
Noise	People that live and work around the new loop road will potentially experience an increase in noise levels, but these will be mitigated through the design process where possible.			
Air quality	With the scheme in place, traffic will use the new loop road, rather than the exit road off the M25 northbound and the entry road onto the A12 eastbound. This could lead to a potential reduction in air pollution levels at properties near these slip roads, but an increase in air pollution levels at properties near the new loop road, so we would investigate measures to lessen the impact here. In addition, traffic using the roundabout should be able to move more freely, which should reduce the number of stationary vehicles and lead to an improvement in air quality			
Landscape	People that live and work in nearby areas are likely to see changes to the views of the local landscape. Any potential impacts will be mitigated, for example through tree planting.			
Heritage and historic environment	No effects anticipated on designated heritage assets, but there is potential for impact on buried archaeology 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 dormouse) within the Ingrebourne Valley Site of Importance for Nature Conservation. We aim to avoid areas of ecological importance, but where this is not possible we work to minimise any habitat loss by replacing or enhancing it.			
Water environment and drainage	The scheme has the potential to impact on the Weald Brook, River Ingrebourne and the streams that feed into them. These will be mitigated throughout the design process.			
Benefits for customers	<ul style="list-style-type: none"> ■ Increase capacity and reduce congestion and delays by providing an improved link from M25 to A12 ■ Reduce the incident rate and resulting disruption by increasing the capacity of the roundabout ■ Improve safety on the roundabout by reducing traffic levels and redesigning the existing layout ■ Cater for future traffic demands to enable development and economic growth ■ Minimise the impact on local air quality and noise by smoothing traffic flow ■ Protect access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible. 			
People and communities	During construction, any effect on people's access between communities is expected to be minimal with all existing routes maintained. Some minor alterations to the access of Maylands Golf Course may be required. There may also be loss of some private land.			
Approximate construction duration	27 months	27 months	27 months	
Estimated project costs (millions)	£61.3m	£72m	£79.8m	
BCRs (benefit to cost ratio)	3.5	4.8	4.5	
Value for money	High	High	High	
Average expected improvement in journey time through junction 28	AM peak PM peak Off-peak	1 mins 5 secs 2 mins 20 secs 0 mins 10 secs	1 mins 5 secs 2 mins 25 secs 0 mins 10 secs	1 mins 5 secs 2 mins 25 secs 0 mins 10 secs

Your views are important

We want to hear your views about the options we are considering. 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.

Although there will be other opportunities to comment and influence the proposals as they progress, this 8 week 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 each option.

Date	Location	Time	Address
Thursday 17 November	Harold Hill Community Centre	2:30pm – 6:00pm	Gooshays Drive, Harold Hill, Romford RM3 9LB
Friday 18 November	Harold Hill Community Centre	10:00am – 4:00pm	Gooshays Drive, Harold Hill, Romford RM3 9LB
Friday 9 December	South Weald Parish Hall	2:00pm – 8:00pm	85 London Road, Brentwood CM14 4NP
Thursday 15 December	Harold Wood Neighbourhood Centre	10:00am – 4:00pm	The Old School, Gubbins Lane, Harold Wood, Romford RM3 0QA
Wednesday 4 January	Holiday Inn	6:30pm – 10:00pm	Brook Street, Brentwood CM14 5NF
Thursday 5 January	Holiday Inn	11:00am – 9:00pm	Brook Street, Brentwood CM14 5NF

Brochure and questionnaire collection points

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

Location	Address
Central Romford Library	St Edmunds Way, Romford RM1 3AR
Brentwood Library	New Road, Brentwood CM14 4BP
Shenfield Library	Hutton Road, Shenfield, Brentwood CM15 8NJ

Complete a questionnaire

- Online at www.highways.gov.uk/m25j28
- As a hard copy in this brochure, simply complete and return to us at
 - one of our public consultation exhibitions
 - FREEPOST M25 junction 28 improvement scheme
- You can 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 statement takes 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.

What's happening next?

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

Another opportunity to have your say

When the detailed designs are complete, there will be a second public consultation and you will have another opportunity to give your views and influence the development of the designs. We will let you know more about this nearer the time.

Development Consent Order

After the second consultation, we will apply for a Development Consent Order. This will be examined by the independent Planning Inspectorate, who will ask for representations from interested parties. This provides a third opportunity to have your say.

Scheme milestones

The preferred route is announced by Minister for Roads	2017 (dates to be confirmed)
The preferred route is designed in more detail	2017 (dates to be confirmed)
Full public consultation on the preferred route	2017 (dates to be confirmed)
An application is sent to Planning Inspectorate	2017/2018 (dates to be confirmed)
Start of work (if planning consent is granted)	2020
Work complete and open for traffic	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.

Contact us

If you have any queries relating to the M25 junction 28 improvement scheme please contact us at info@highwaysengland.co.uk

For the latest information and updates, please visit our website www.highways.gov.uk/m25j28

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

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

If you have any enquiries about this publication email info@highwaysengland.co.uk or call 0300 123 5000. Please quote the Highways England publication code PR12016.

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Appendix B: Consultation displays



Welcome to the M25 junction 28 improvement scheme consultation

Thank you for coming.

We want to hear your views about plans to improve junction 28 on the M25.

Today we are showing you some proposed options for improvements with a budget of £50m to £100m.

Construction is due to begin by March 2020.

The public consultation runs from 14 November 2016 to 6 January 2017.

Please give us your views by filling in one of our questionnaires.

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





The need for improvements on junction 28

Junction 28 on the M25:

- Is one of the major improvement projects planned within the south east and will provide better access to Essex and London, as well as connecting Brentwood, Chelmsford, Colchester and Suffolk with London and other key destinations
- Plays a vital role connecting the M25 with the A12, as well as providing local access to Brentwood via the A1023 (Brook Street)
- Is a heavily used junction, featuring a roundabout mainly controlled by traffic lights. Up to 7,500 vehicles per hour travel through the roundabout at peak times
- Has seen a number of incidents in recent years, which create delays and congestion along the M25, A12 and local roads.





If we don't improve junction 28

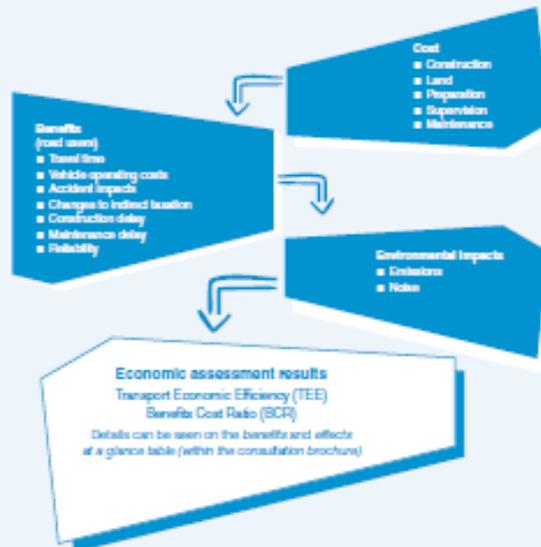
By 2037 we can expect:

- Increased congestion and lengthy queues, at least 5 times worse than at present
- A 25% reduction in average speeds through the junction (excluding mainline M25 and A12)
- Widespread disruption following incidents
- Constraints on future development and growth opportunities
- Local air quality issues to deteriorate further.



Consultation roadmap

How we completed our economic assessment:



Environmental considerations

Junction 28 is in an air quality management area and surrounding features include:

- 2 Ancient Woodlands - Vicarage Wood and Lower Vicarage Wood, and there are several Local Wildlife Sites to the north and east
- A number of Noise Important Areas
- A Grade II Listed Building, The Nags Head Inn
- 2 Registered Park and Gardens - at Warley Place to the south and Weald Park to the north
- A former landfill
- The Ingrebourne River and the Weald Brook.

The proposed junction 28 improvements aim to reduce the amount of traffic travelling through the roundabout and subsequently reduce noise and airborne emissions. Appropriate measures will be considered to lessen any impact on noise and air quality, for example by using earth mounds, planting, environmental barriers and low noise surfacing.

Objectives for the area

Scheme objectives:

- Increase capacity and reduce congestion and delays by providing an improved link from M25 to A12
- Reduce the incident rate and resulting disruption by increasing the capacity of the roundabout
- Improve safety on the roundabout by reducing traffic levels and redesigning the existing layout
- Cater for future traffic demands to enable development and economic growth
- Minimise the impact on local air quality and noise by smoothing traffic flow
- Protect access for non-motorised users (pedestrians and cyclists) and improve conditions wherever possible.





Have your say

Your feedback will help shape our proposals.

Please tell us what you think about the designs you have seen today by filling in a questionnaire.

You can also complete a consultation questionnaire online at:

www.highways.gov.uk/m25j28

The public consultation started on **14 November 2016** and finishes on **6 January 2017**.



Thank you for coming

Following the public consultation, we will:

- make sure potential impacts on the community and environment have been fully considered
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Thank you for attending the public consultation event. If you have any further questions, you can:

Go online at: www.highways.gov.uk/m25j28

Email us at: info@highwaysengland.co.uk

Call us on: 0300 123 5000



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Development consent order (DCO)

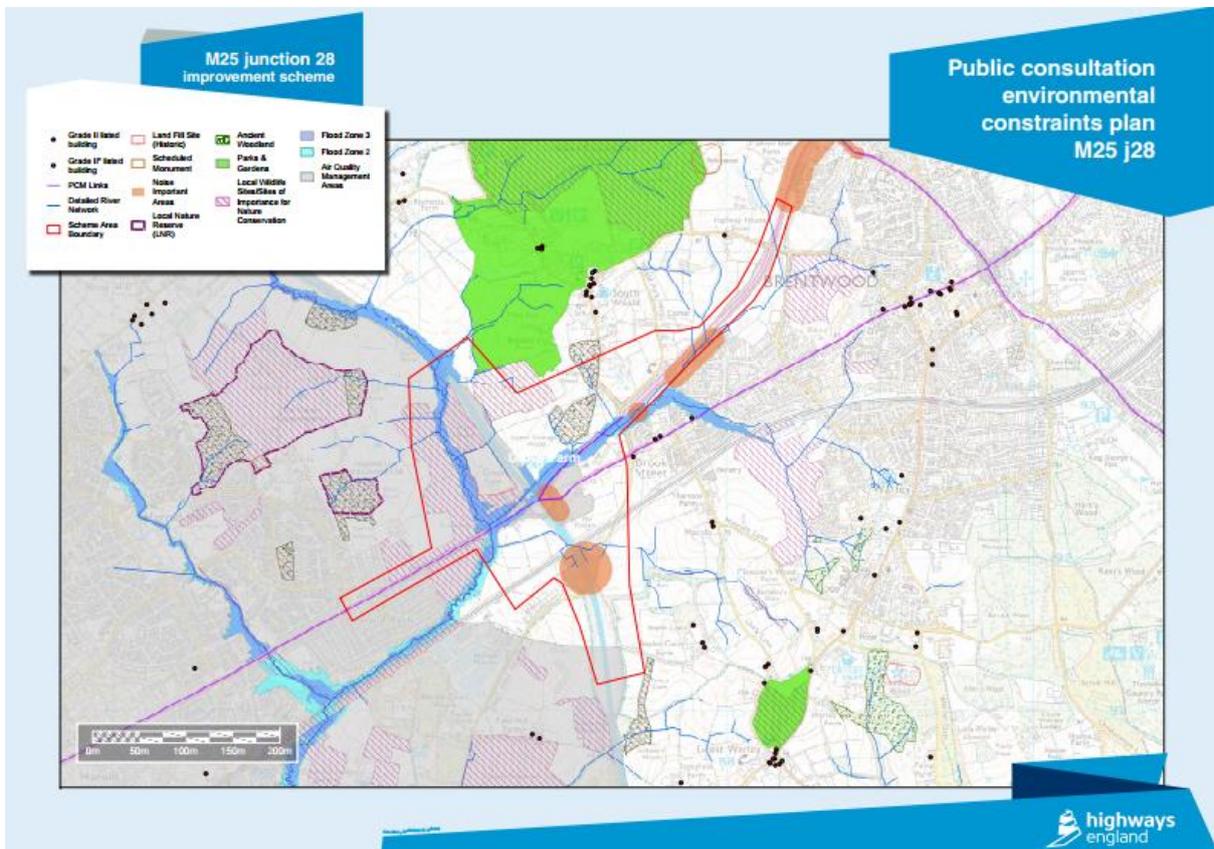
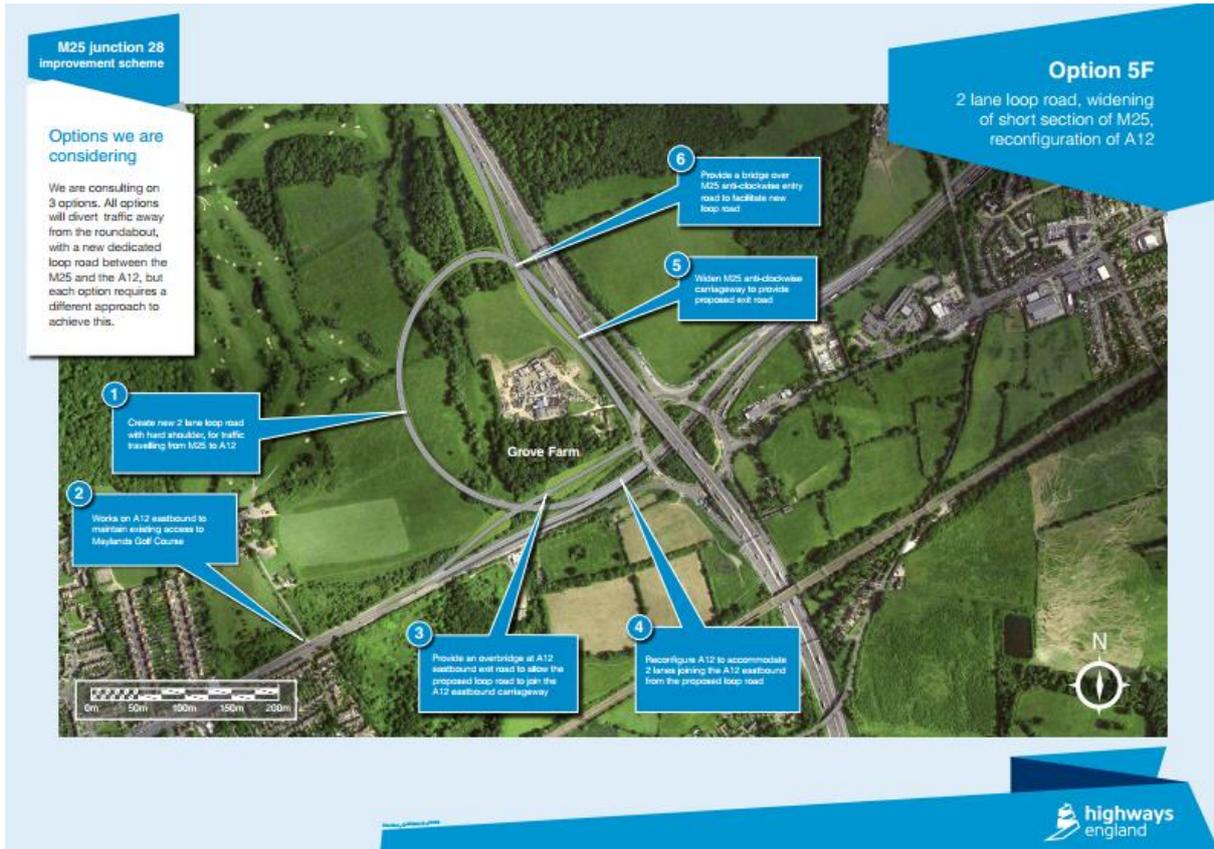
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Appendix C: Highways England Customer Contact Centre queries

Highways England Customer Contact Centre received a total of 39 comments, enquires, questions or submissions regarding M25 junction 28 improvement scheme, as summarised in the table below.

Table 6: Highways England Customer Contact Centre queries

Query type	Number of queries
Letter submission by stakeholder	4
Enquiry related to accessing consultation material	9
Consultation submissions by general public	1
General comments on the scheme	16
Questions and points of clarification relating to scheme	1
Other	8

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