

DEPARTMENT FOR TRANSPORT

DfT Circular 01/2008
Department for Transport
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2 April 2008

POLICY ON SERVICE AREAS AND OTHER ROADSIDE FACILITIES ON MOTORWAYS AND ALL-PURPOSE TRUNK ROADS IN ENGLAND

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INTRODUCTION

1. Circular 01/2008 sets out policy on the provision, standards and signing of roadside facilities on the Strategic Road Network (SRN), including motorway service areas (MSAs), motorway rest areas (MRAs), truckstops, and services and lay-bys on all-purpose trunk roads (APTRs). It also sets out the role of the Highways Agency in relation to such facilities. This supersedes previous guidance contained in Roads Circular 01/94, the MSA Policy Statement of 1998, and Annex J to Circular Roads 04/94 (in respect of the SRN).
2. The provisions described in this policy would all have effect in England only.
3. This policy applies in respect of all signed roadside facilities on the SRN that do not have a planning application registered with the relevant Local Planning Authority (LPA) prior to 2 April 2008. The policy will also apply to the redevelopment of existing roadside facilities that do not have a planning application registered with the LPA prior to this date, when the gross floor area of a facility increases by 50 per cent or more.
4. Additionally, the relevant section of this policy will apply when any specific element of an existing facility is redeveloped, such as parking or toilets.
5. However, it is recognised that constraints on land availability at some existing sites may mean that it is not possible to meet all of the requirements of the policy when redevelopment of the whole site or a given element takes place. In such circumstances, compliance will become a subject of negotiation with the Highways Agency.
6. MSAs and other roadside facilities perform an important road safety function by providing opportunities for the travelling public to stop and take a break in the course of their journey. Government advice is that motorists should stop and take a break of at least 20 minutes every two hours. Drivers of heavy goods vehicles (HGVs) are subject to a regime of statutory breaks, and such facilities offer the opportunity for this.
7. The Government's objective is to encourage greater choice in the provision of service facilities for all road users, thereby encouraging drivers to take breaks more frequently and so reducing the number of fatigue-related accidents. The Government aims to work with the private sector to increase public satisfaction with roadside facilities in terms of their quality and value for money.
8. Operators of both new and existing roadside facilities in England are required to ensure that their sites are fully accessible to all members of the travelling public regardless of ability, race, gender, faith, age or sexual orientation. MSAs and other roadside facilities are required to comply with all existing and future equality legislation.
9. New and existing roadside facilities are subject to the provisions of the Town and Country Planning Act 1990 and the Planning and Compulsory Purchase Act 2004, which together set the framework under which local planning authorities are to consider applications for such developments. The Secretary of State for Transport is designated as a statutory consultee, and the Highways Agency exercises this function on his or her behalf, giving advice on applications in respect of road safety and traffic

management issues. Power to grant access from the highways to all roadside facilities is given under Section 62 of the Highways Act 1980. The provision of traffic signs for service areas is governed by the Road Traffic Regulation Act 1984.

10. Until 1992, the Department for Transport was responsible for developing MSAs: acquiring land, funding construction and leasing the completed sites to operating companies. Since 1992, government policy has been that the private sector should take the initiative in identifying and acquiring MSA sites and seeking planning consent from local planning authorities. When completed, these MSAs are owned by the private sector rather than the Government. The Government, through the Highways Agency, continues to have an interest in these (new and existing) privately owned sites, in relation to motorway safety and traffic management.
11. Operators of both new and existing MSAs, whether leased from the Government or privately owned, must comply with the requirements of government policy. These provisions are reflected in the Traffic Signs Agreements into which they enter with the Highways Agency. If they do not observe these conditions, action can be taken which could ultimately lead to the closure of sites. However, operators have responsibility for all other operational matters at MSAs, including pricing and staffing levels.
12. The development of roadside facilities on APTRs has traditionally been led by the private sector, with the Highways Agency providing advice on road safety and traffic management issues.

DESTINATION IN ITS OWN RIGHT

13. MSAs, MRAs, all-purpose trunk road service areas (TRSAs) and on-line truckstops should only provide facilities needed to serve people using the SRN in the course of a journey.
14. The primary function of the SRN is to facilitate long-distance transportation of people and goods. Service areas are signed from the SRN on the basis that they will provide essential services to road users. The potential risk to safety that is created by additional accesses and egresses is balanced by the improvement to safety resulting from refreshed and alert drivers.
15. Government policy is to discourage service areas and other roadside facilities from becoming destinations in their own right. A destination in its own right would be created if drivers were attracted onto the SRN solely to visit the service area. This is likely to involve short, local trips onto the SRN which would not otherwise be taken and might therefore interfere with the safety and flow of long-distance traffic.
16. Allowing a service area to become a destination in its own right can have a negative impact on road safety. Firstly, traffic on the road would increase and junctions would become more congested (and therefore potentially more dangerous). Secondly, increased patronage by local customers might place pressure on capacity at service areas, which could discourage drivers from stopping there to take a break during a long journey.

17. Furthermore, to permit a service area, or similar site, to become a destination for local customers would be contrary to government planning policy on retail and town centres as set out in *Planning Policy Statement 6: Planning for Town Centres*.¹ The consequence of this would be to threaten the viability of businesses in cities, towns or other local centres.
18. For these reasons it is important that the Highways Agency is consulted on any proposal affecting an existing or proposed service area.

IMPACT ASSESSMENT

19. If operators wish to make changes to their sites, they should first seek confirmation from the Highways Agency's Spatial Planning Team (or any successor) that their proposals conform to standards laid down in this circular as well as DfT Circular 02/2007 *Planning and the Strategic Road Network*.²
20. To safeguard the interests of all users of the SRN, operators of existing MSAs, MRAs and TRSAs and promoters of new MSAs, MRAs and TRSAs will be required to carry out Impact Assessments in respect of any proposed activity that is not specifically permitted under this policy or in respect of a permitted activity on a scale greater than that allowed for by this policy. Impact Assessments will enable the operator/promoter to detail how an activity will impact upon the SRN and service-area customers. This will allow the Highways Agency to give full consideration to proposed activities and their potential impact on the delivery of policy objectives. This mechanism cannot be applied in respect of activities prohibited by this policy.
21. Impact Assessments will enable the Highways Agency to make informed, evidence-based decisions on the impact these activities will have at facilities on the SRN.
22. Early consultation with the Highways Agency to discuss the scope of the Impact Assessments is encouraged. However, operators will still need to ensure that their proposal is fully compliant with national planning policy and equality legislation and seek planning approval in the normal manner.
23. The Impact Assessment will be evidence-based and its scope should first be agreed with the Highways Agency. As a minimum, operators will be expected to provide:
 - a detailed explanation of what is proposed;
 - a scale plan showing where the proposed facility will be located and its size;
 - an account showing how current activities at the service area will be affected by the proposal (for example, the impact on parking spaces of a coach interchange);
 - an assessment to demonstrate that the proposal would not result in the facility becoming a 'destination in its own right';

¹ Planning Policy Statement 6 'Planning for Town Centres', can be found online at www.communities.gov.uk/publications/planningandbuilding/planningpolicystatement11
² www.dft.gov.uk/pgr/regional/strategy/policy/circular207planningandstrategic

- a breakdown of current and forecast customer numbers;
 - a breakdown of any proposed enhancement of facilities (e.g. number of toilets, amount of indoor seating provided);
 - details of the anticipated benefits that the activity will provide to the service area user;
 - details of any potential adverse impact on normal use of the service area;
 - details of measures to mitigate any adverse impacts;
 - details of the monitoring proposed to ensure that the impact of the development is consistent with the Impact Assessment.
24. Operators/promoters will be required to demonstrate that their proposal does not have a potential to generate new vehicle trips on the SRN or, if new trips will be generated, how overall vehicle mileage will be reduced. They must also be able to show that the activity will cause no detriment to the safety or convenience of road users or those wishing to use the essential facilities.
25. If any of the above could occur, the operators will be required to demonstrate how the undesirable effects will be mitigated to the Highways Agency's satisfaction.
26. Proposals that provide overall benefits and otherwise meet with the Highways Agency's approval will be allowed, subject to a licensing regime agreed between the Highways Agency and the operator.
27. This approach cannot be used to attempt to justify activities that are prohibited under this policy.

DETERMINING THE NEED FOR ROADSIDE FACILITIES ON THE STRATEGIC ROAD NETWORK

28. DfT Circular 02/2007 *Planning and the Strategic Road Network*³ endorses the Highways Agency's role as a consultee in the planning system. Any roadside facility proposal will need to comply with the policy set out in that Circular. The Highways Agency will provide input to local development frameworks (LDFs), assisting LPAs to consider whether there is sufficient provision of roadside facilities on the SRN by taking account of traffic flows and the need for motorists to stop and take a break at regular intervals. Developers can expect that proposals which are in accordance with the LDF will, in most cases, be granted approval, unless material considerations indicate otherwise.
29. As a statutory consultee to LDFs, the Highways Agency will provide advice to LPAs on a range of issues, including the need for the provision of additional roadside facilities. The Highways Agency will also, when asked, provide input on the need for new roadside facilities to assist in the review of Regional Spatial Strategies.

³ www.dft.gov.uk/pgr/regional/strategy/policy/circular207planningandstrategic

30. In assessing any application for a new roadside facility, the Highways Agency will consider the impact of development on the SRN alongside the needs of road users. The Highways Agency will need to be satisfied that the access and egress to the roadside facility can be provided safely, that it conforms to Departmental standards and that it will not have a materially adverse effect on the capacity or performance of the SRN, in addition to considering the potential road safety benefit of a service area in reducing driver fatigue.
31. The Highways Agency will continue to assess the impact of any roadside facility proposal on traffic flow and safety. It may oppose particular developments when the location is considered unsuitable, where, for instance, there are existing capacity or infrastructure constraints. Roadside facility proposals must also be weighed against the achievement of other policy objectives for the SRN. However, the LPA will continue to determine the planning merits of any proposal.

ACCESS TO THE STRATEGIC ROAD NETWORK

32. As outlined in DfT Circular 02/2007, there is a general presumption against additional accesses to the motorway and other routes of strategic national importance other than for *'service areas, facilities for the travelling public, maintenance compounds and, exceptionally, other major transport interchanges'*.
33. Therefore, the Highways Agency will not agree to the provision of accesses to the SRN from private developments for the purpose of service provision other than for facilities that meet the standard range of minimum requirements set out in this circular, nor will it permit the development of activities at service area sites which are unconnected with the immediate needs of the travelling public and which would therefore lead to the site becoming a destination in its own right.
34. LPAs and developers are encouraged to discuss with the Highways Agency at the earliest opportunity any proposals to develop new roadside facilities to extend existing facilities or to sign existing facilities. The Highways Agency is particularly interested in facilities located wholly or partly within 400 metres of the motorway boundary, or developments exceeding 2 hectares in area that include the provision of fuel and refreshments and are situated within 1 kilometre of a motorway junction.

CHANGE OF USE OF REDUNDANT ROADSIDE FACILITIES

35. The Agency will oppose any change in permitted land use in respect of any roadside facility with direct access to the SRN if it ceases to operate. If any alternative use were to be allowed other than one that serves the immediate needs of the travelling public, there is a risk that additional, unnecessary trips might be generated on the network. Through its role in the planning system, the Highways Agency will seek to restrict alternative developments.
36. To prevent sites becoming derelict, the Highways Agency will seek the imposition of planning conditions that require sites to be landscaped, returned to agricultural use or otherwise rendered compatible with the surrounding landscape. All accesses to the SRN will be removed and the former highway boundary restored.

REAR ACCESS/ACCESS TO OTHER DEVELOPMENTS

37. Under normal circumstances, rear access roads connecting a roadside facility to the local road network will not be acceptable. Where, exceptionally, an access is agreed, the Highways Agency will expect developers to enter into arrangements to ensure its use is restricted to staff, deliveries, emergency services and agents and staff of the Highways Agency acting on behalf of the Secretary of State for Transport. If a connection to the local road network is needed to facilitate deliveries and staff access, the associated service yard and parking area normally should be physically segregated from the main MSA parking areas and circulatory roads by the provision of a permanent vehicular barrier.
38. Access to other developments through roadside facilities is not permitted.
39. All sites should be provided with a secure boundary fence to prevent unauthorised access by pedestrians and/or vehicles from adjacent roads and/or land.

DESIGN STANDARDS

40. In considering issues affecting the SRN, traffic flow and safety considerations are of great importance. Any access provided direct to the SRN would need to conform fully to the *Design Manual for Roads and Bridges* (DMRB) and any other relevant Departmental standard. At all roadside facilities, it will be particularly important to avoid significant adverse impacts upon the effective functioning of the SRN, such as the risk of congestion or slowing on the main carriageway. Proposals for new roadside facilities should not unduly conflict with meeting the objective of improving road performance through better network management. Advice on these aspects should be sought from the relevant regional office of the Highways Agency.⁴
41. The Government believes that good design should be the aim of all those involved in the development process. Those promoting service-area schemes will therefore be expected to demonstrate that they have taken account of the need for high standards of design in formulating their proposals.
42. In design terms, roadside facilities schemes should:
 - respond sensitively to both the site and its setting, including the existing landscape and other physical features, and take account of the purposes of any designation that may cover the site or the surrounding area; create character and identity within the site by the careful design of spaces and buildings and the relationship between them; and minimise the visual impact of the development on its surroundings;
 - incorporate vehicle accesses and means of circulation that are safe, clear to motorists and minimise vehicle congestion: with this in mind, developers will be required to apply the relevant Departmental standards when designing service area accesses and internal layouts; to submit the resulting proposals for processing through the formal road safety audit procedures set out in the DMRB;

⁴ Relevant contact details may be found at www.highways.gov.uk

- ensure that all traffic signing (including road markings) for drivers using the site complies with the Traffic Signs Regulations and General Directions 2002 (TSRGD);
 - be able to show that the proposal will cause no detriment to the safety or convenience of road users or those wishing to use the facility;
 - achieve building designs that take account of the needs of all users,
 - incorporate buildings that are safe, environmentally friendly and energy efficient so as to maximise sustainability and minimise environmental damage and waste;
 - ensure the sensitive design and siting of lighting schemes with the aim of minimising light pollution and light-spill onto adjacent roads, whilst ensuring that public areas are well lit;
 - in preparing the design for their lorry parking facilities, operators should give due consideration to the need for security, ensuring that there is adequate lighting and taking account of lines of sight from occupied buildings.
43. Future customer demand/capacity should be an early consideration within the design process.
44. Under normal circumstances, a bridge or underpass connecting facilities on opposite sides of a motorway or trunk road will not be permitted.
45. The internal layout of new service areas and proposed amendments to existing layouts must be subjected to a full Road Safety Audit carried out in accordance with the DMRB.
46. The access/egress arrangements for new and redeveloped roadside facilities must accommodate all types of vehicle permitted to enter the site, including abnormal loads (see paragraphs 86 to 88 below).

FUNDING OF WORKS

47. The full cost of any works within the motorway or trunk road boundary (including traffic management), will be met by the developer by means of an agreement with the Secretary of State under Section 278 of the Highways Act 1980.⁵

STANDARDS OF FACILITIES

48. Roadside facility operators should endeavour to provide high-quality facilities at all times. This will instil confidence in road users that, when they stop at a facility, their essential needs will be met. It is in the interests of operators to encourage drivers to use their facilities for as long as they require to rest. By ensuring consistently high standards of hygiene, service, catering, seating and other facilities, operators are likely to increase both customer numbers and lengths of stay. The consequence will be better-rested and more-alert drivers, and this is likely to have a positive impact on road safety.

⁵ Guidance on S278 Agreements can be found at www.dft.gov.uk/pgr/regional/strategy/policy/guidance/section278highwaysact

49. Roadside facilities can provide an important first impression for visitors to England. Thus it is vital that facilities can offer all road users a clean, safe and welcoming environment in which to rest during the course of their journey.
50. Improved standards at MSAs and MRAs will be promoted through the mechanism of an independent quality award scheme based on a cyclic inspection regime. Participation is voluntary, but the operators are encouraged to take part and assist in defining the framework for the system. However, it is expected that the scheme will include access and other equality issues as a consistent factor.
51. Advice on equality issues should be sought from national access and equality groups. Quality awards based on the outcome of the inspections should be displayed prominently within the amenity building; one 'star' will be the lowest rating possible, as it is necessary to distinguish participating and non-participating sites. Results may also be displayed on sign 2917 of the Traffic Signs Regulations and General Directions (TSRGD) (see Annex A).

SPACING OF ROADSIDE FACILITIES ON MOTORWAYS

52. Policy on the spacing of roadside facilities on motorways needs to balance the road safety benefit of allowing drivers regular access to services with the potential detriment to safety, traffic flow and the environment of development alongside motorways and at motorway junctions.
53. Drivers are encouraged to stop and take a break of at least 20 minutes every two hours. Drivers of HGVs are required by drivers' hours' legislation to take a break at specified intervals. Research has shown that up to 20 per cent of accidents on monotonous roads (especially motorways) are caused by tiredness. However, roadside facilities introduce new on- and off-motorway movements that have their own safety implications, and may disrupt the free flow of traffic.
54. There is also a need to limit development alongside motorways and motorway junctions to mitigate the impact of strategic roads on the environment. This applies particularly, though not exclusively, to open countryside and areas of planning restraint such as National Parks, Areas of Outstanding National Beauty (AONBs), the Green Belt and sites that either are themselves, or may affect, Sites of Special Scientific Interest (SSSIs). Finally, any development accessed from a motorway (including roadside facilities) risks the creation of additional local journeys that would not previously have been made.
55. The existing network of MSAs has evolved around a long-standing spacing criterion of 30 miles. This was based on the premise that drivers should be given the opportunity to stop at intervals of approximately half an hour. However, at peak hours, on congested parts of the network, travel between MSAs can take longer than 30 minutes. Further, 90 km/h (56 mph) speed limiters for HGVs limit the distance they can travel in 30 minutes to a maximum of 28 miles (45 km). Any new application for a core MSA should therefore be considered on the basis of a 28 mile (45 km) distance, or 30 minutes' travelling time,⁶ from the previous core MSA, whichever is the lesser.

⁶ Median average inter-peak travelling time.

56. The absolute minimum acceptable distance between facilities on the same route is 12 miles.
57. All existing MSAs, and new facilities that have been registered in the planning systems prior to the date of publication of this document (which subsequently receive planning consent) and any future sites that fill existing gaps in the core network must provide the required features of a site having that status.
58. Where a clear and compelling need and safety case can be demonstrated, applications for an infill service area may be considered. Individual cases will need to be treated on their merits, and it is not possible to prescribe a comprehensive list of the factors which it might be appropriate to consider in every case. There are, nevertheless, a number that are likely to be of importance in virtually all cases. Planning authorities therefore will be expected to have considered at least:
 - the distance to adjoining roadside facilities;
 - evidence (such as queuing on the roadside facility approach roads or lack of parking spaces at times of peak demand) that nearby existing roadside facilities are unable to cope with the need for services;
 - evidence of a genuine safety-related need for the proposed facilities (such as, for example, a higher than normal incidence of accidents attributable to driver fatigue);
 - whether the roadside facility is justified by the type and nature of the traffic using the road; the need for services may, for example, be lower on motorways used by high percentages of short-distance or commuter traffic than on those carrying large volumes of long-distance movements.
59. Where infill sites are proposed, the Government's preference will be that they should be located roughly halfway between MSAs, unless it can be shown that an off-centre location is more suitable in either operational, safety or spatial planning terms or in its ability to meet a particular and significant need. The Government will not agree to more than one infill site between any two core MSAs. Where the spacing between two existing MSAs is 40 miles or greater, any infill site that might be permitted will also be designated as a Core site and must provide the required range of facilities (see paragraphs 67 to 71 below).
60. Where the spacing between existing Core sites is less than 40 miles, any infill site that might be permitted may take the form of a Rest Area.
61. Rest Areas will provide some though not necessarily all of the range of facilities of a Core MSA.

PICNIC AREAS AT MSAS AND MRAS

62. Picnic areas are attractive to many drivers who would like to stop and take a break without leaving the motorway but who prefer to bring their own food rather than purchase it. All new MSAs and MRAs are required to provide picnic areas.

63. Operators of existing core MSAs are encouraged to invest in picnic areas at their own sites. The availability of a picnic area will increase the likelihood that drivers will stop and take a break at the MSA.
64. Provided the criteria set out in paragraphs 65 and 66 are met, MSA operators may indicate the availability of their picnic area to motorway users by the addition of a 'picnic area' symbol to diagram 2919.1 of the TSRGD (normally situated half a mile before the MSA).
65. The picnic area must be equipped with a minimum of ten tables, each with seating for six. Properly covered rubbish bins must also be provided within picnic areas. These are to be regularly emptied to avoid any spillage. Operators are encouraged to provide cover for the picnic area when possible.
66. The picnic areas provided at MSAs and MRAs should be laid out in an attractive setting. If the picnic area is segregated from the amenity building and the main car park by a circulatory carriageway, dedicated parking for motorcycles, cars and caravans/motorhomes as well as toilet facilities shall be provided at 0.1 of the figures set out at Annex B (rounded up) so as to avoid the need for pedestrians to cross the traffic flow.
67. The Highways Agency will work with the operators to increase the quality and availability of picnic area facilities at existing sites.

MANDATORY FEATURES OF AND LEVELS OF PROVISION FOR ROADSIDE FACILITIES ON MOTORWAYS

Requirements for motorway service areas

68. All MSAs (including the network of Core sites defined at paragraph 57 above) must provide as a minimum the following facilities for 24 hours a day, 365 days a year:
 - free parking for up to two hours for all types of vehicle (see Annex B);
 - free toilets and hand-washing facilities for all road users, with no obligation to make a purchase (see Annex C);
 - parent/carer and child facilities containing baby-changing amenities;
 - access to a signed, free, private breastfeeding area;
 - a free picnic area (meeting the criteria set out at paragraphs 65 and 66 above);
 - access to a cash-operated telephone (card phones alone will not suffice);
 - fuel;
 - snacks and hot drinks;

- free play area for children;
 - the site must also comply with all current and future equality legislation.
69. There must also be hot substantial food and hot drinks available between the hours of 6 am and 10 pm.
70. Under the Licensing Act 2003, any premises that provide late-night refreshment (i.e. hot food and drink) between 11.00 pm and 5.00 am for sale to the public require appropriate permission from the local licensing authority.
71. Access must be permitted for up to two hours for those carrying out emergency repairs to broken-down vehicles.
72. Access must be permitted for parties carrying out duties for and on behalf of the Secretary of State for Transport.

Requirements for motorway rest areas

73. A facility designated as a Rest Area must be open for 24 hours a day, 365 days a year and provide the following facilities:
- free parking for up to two hours for all types of vehicle at half the level required for MSAs (see Annex B);
 - free toilets and hand-washing facilities for all road users, with no obligation to make a purchase (see Annex B);
 - parent/carer and child facilities containing baby-changing amenities;
 - access to a signed, free, private breastfeeding area;
 - access to a cash-operated telephone (card phones alone will not suffice);
 - a free picnic area (meeting the criteria set out at paragraphs 64 and 65 above);
 - free play area for children;
 - the site must also comply with all current and future equality legislation.
74. Access must be permitted for up to two hours for those carrying out emergency repairs to broken down vehicles.
75. Other facilities provided would be at the discretion of the operator, but in every case these must be in full compliance with the other requirements of this policy.
76. Access must be provided for parties carrying out duties for and on behalf of the Secretary of State for Transport.

LEVELS OF PROVISION AT ROADSIDE FACILITIES ON MOTORWAYS

Parking general requirements

77. MSAs, and MRAs must provide free short-term parking for all classes of vehicle. Annex B sets out the method for calculating how many parking spaces must be provided for certain classes of vehicle and users at MSAs and MRAs.
78. The operator/designer of the MSA or MRA should reach agreement with the Highways Agency on the most appropriate method of controlling traffic and the layout of parking areas within the site (see 'Design Standards').

Parking for disabled travellers

79. Parking bays for disabled users of all types of vehicle should be located in close proximity to the main entrance of the amenity building. The number of bays dedicated for use by disabled travellers is set out in Annex B.

Facilities for motorcyclists

80. Operators should provide dedicated signed parking spaces for motorcyclists, enabling the rider to secure the bike to a sound structure. They should be located close to the amenity block for security reasons. A number of free lockers should be provided for storage of helmets and clothing, so that riders may rest comfortably. However, a deposit charge may be levied to ensure the return of keys.

Parking for caravans, motorhomes and other light vehicles towing trailers

81. Parking for caravans/motorhomes and other light vehicles towing trailers should not be located within the HGV parking area. A safe walking route from the parking area to the amenity building should be provided. Further, the parking area should not be situated such that manoeuvres cause a safety issue for other customers (see paragraphs 45 and 46). Parking bays should be laid out in a drive-through pattern so that caravan, motorhome and light vehicle trailer towing drivers are not required to reverse to exit.
82. A minimum of two parking bays suitable for caravans/motorhomes and other light vehicles towing trailers should be situated close to the amenity building for the convenience of disabled users of such vehicles (see Annex B).
83. Operators may provide overnight parking facilities for caravans and motorhomes. Facilities for the supply of fresh water, electrical hook-up and the disposal of foul and grey water may also be provided. However, caravans and motorhomes should not be permitted to stay on site for more than a maximum of twelve hours.
84. Operators are also expected to provide parking for vehicles towing all types of trailer (including horseboxes and trailer tents).

Coach parking

85. Coach parking should be segregated from the HGV parking area and a safe walking route to the amenity building should be provided.

Provision for abnormal loads

86. At MSAs, parking facilities suitable to accommodate abnormal-load vehicles should be provided for the purpose of statutory rest breaks or escort handover.
87. The minimum requirement is for the provision of a single bay capable of accommodating abnormal loads that are covered by the Road Vehicles (Authorisation of Special types) (General) Order 2003. This covers loads up to 30 m rigid length, 6.1 m wide and 150,000 kg total weight (maximum 16,500 kg axle weight). An allowance should also be made for a tractor unit for tractor/trailer combinations, so the bay should have a minimum length of at least 47.5 m.
88. However, the promoter of a new MSA should liaise with the Highways Agency's Abnormal Load Team regarding any need for enhanced provision, such as multiple bays or provision for larger 'Special Order' categories of vehicle.

HGV parking

89. In addition to the minimum parking spaces for HGVs, operators are required to provide shower and toilet facilities within the HGV parking area (for numbers see Annex B). A snack bar located within the HGV parking area providing hot food and drinks is permitted. A safe walking route to the amenity building should also be provided.
90. Operators are required to permit self-propelled horse boxes (as opposed to trailers – see paragraph 77) to park in the HGV parking area.

Toilets

91. Annex C indicates how the number of toilets should relate to the number of parking spaces. If an operator believes that the calculation will lead to overprovision of facilities, the Highways Agency will consider requests for derogation from these requirements, based on an impact assessment.
92. The standards laid down in the Charter of the British Toilet Association are commended, and the Highways Agency strongly advises all operators to meet its requirements.

Parent/carer and child rooms

93. Parent and child facilities should be provided at the levels laid down in Annex B.
94. Such facilities should be separate and not combined with toilets. Parent and child facilities must be fully accessible to disabled users.
95. The female parent/carer and child room must contain a screened area with seating, where women who do not wish to breastfeed in public can do so in private. This facility should be clearly signed.
96. However, operators are encouraged to adopt breastfeeding-friendly policies and should consider displaying the international breastfeeding symbol prominently in their amenity buildings.

ON-LINE AND JUNCTION SITES

97. Although an MSA situated at a junction may be signed from the motorway, there is a presumption in favour of on-line sites. Junction MSAs are more likely to generate undesirable trips from the surrounding area if the facilities are attractive to local residents. In addition, sites that are located further away from the motorway network might discourage drivers from stopping to rest. Where drivers do make use of such facilities, there is a need to leave the motorway, negotiate the junction and later rejoin the motorway. All of these manoeuvres increase the risk of accidents occurring and may cause congestion at the junction or exacerbate an existing congestion problem.
98. However, a junction site may be considered in circumstances where it can clearly be demonstrated that the construction of an on-line MSA would have an adverse impact or could not be delivered due to planning, operational or environmental constraints.

SIGNING OF ROADSIDE FACILITIES

Signing on road network

99. Annex A details the criteria for signing all types of roadside facilities on the road network and the signs that should be used.

Signing within roadside facilities

100. All traffic signs and markings within roadside facilities should conform to the standards laid down in the TSRGD 2002 as amended or replaced from time to time.

Advertising within roadside facilities on the motorway

101. Advertisements situated within roadside facilities on motorways that are visible from the motorway are not permitted. This includes advertisements mounted internally or externally on footbridges or connecting road bridges.

TRAFFIC INFORMATION POINTS AT MSAS

102. To help the travelling public make informed travel decisions and plan their onward journeys, MSA operators are encouraged to provide traffic information to customers. Operators are also encouraged to provide sufficient space to support the installation of a Traffic Information Point.
103. Where a Traffic Information Point is installed, the Highways Agency will be happy to advise on its location and size, on a case-by-case basis.

RETAIL ACTIVITIES AT MSAS AND MRAS

Retail general requirements

104. The Government is committed to the principle of discouraging MSAs and MRAs from becoming destinations in their own right. A modest degree of retail development is permitted, so that MSAs and rest areas may serve the needs of road users, but not so

that they attract customers from the local area. Creating a destination in its own right would generate additional trips on the motorway network and may have an adverse impact on local retail trade.

105. The maximum retail sales floorspace permitted at an MSA or MRA is 500 m². Additional areas may be used for retail storage, but there shall be no public access and sales shall not be permitted from these areas. Where an MSAs amenities are split between two distinct sites on either side of the motorway, it will be permitted to have up to 500 m² of retail space at each site, provided customers are not required to cross the motorway to reach essential facilities. Where floorspace provision in excess of 250 m² per side is proposed, the provisions in paragraphs 106–108 shall apply:
 - any existing footbridge or underpass connecting the sites must be taken out of normal public use with a view to removal at an appropriate time;
 - a full range of services (including toilets, and hot substantial meals between 6 am and 10 pm) must be available and open at each site.
106. Trading will not be permitted on bridges connecting two sides of an MSA or MRA.
107. The floorspace restriction is set at a level to allow MSAs and MRAs to provide an adequate range of facilities to serve the travelling public. It has no direct correlation with traffic flows. Therefore, an MSA or MRA situated at a junction and which serves traffic using both carriageways is permitted only 500 m² of retail floorspace.
108. Operators are encouraged to provide a range of alternative catering outlets that would increase the choice available to road users.

Games area

109. MSAs and MRAs are permitted, in addition to retail space, a modest games/gaming machine/exercise machine area not exceeding 100 m² to provide drivers and passengers with an opportunity to relax during long trips.

TOURIST INFORMATION CENTRE

110. Operators are encouraged to develop and promote tourist information services by participation in the Enjoy England Official Partner programme promoted by Visit Britain. Space should be allocated within MSAs to undertake this activity, which will not be counted against the 500 m² retail limit. In order to provide an income stream to support the delivery of this service, an accredited tourist information centre located within an MSA may be accompanied by an additional 50 m² of retail floorspace (over and above the 500 m² limit as per paragraph 105) for the sale of products originating from the region.
111. Tourist information facilities may also be provided at MRAs.

FUEL FORECOURT

112. The petrol filling station is permitted a retail facility that is limited in scale and genuinely ancillary to the sale of fuel.⁷
113. Operators are encouraged to provide basic safety facilities such as air and water at no cost to customers.
114. Operators are encouraged to provide a wide range of fuels, including LPG and bio-fuels.
115. Operators are expected to provide assistance at pumps for disabled travellers.

SALE OF ALCOHOL

116. There is to be no sale or consumption of alcohol anywhere on the premises of a MSA or MRA.

LODGES

117. Service areas are permitted to provide a lodge offering overnight accommodation for drivers/passengers.
118. When located at an on-line MSA MRA or TRSA, lodges are expected to only serve traffic using the side of the carriageway on which the lodge is sited, unless a dedicated link road to the other side of the facility is provided.
119. The overnight accommodation is to serve road users on the way to their destination, and will not be permitted to become a destination in its own right.⁸ The lodge will be allowed to provide dining facilities.
120. There is to be no sale or consumption of alcohol within MSA or MRA lodges.
121. The lodge will be required to provide one parking bay per two lodge bedrooms in addition to the parking provision required for the service facilities.
122. Impact Assessments will be required for any proposal that exceeds the above criteria⁹ or where operators seek to deviate from the minimum criteria. Early discussions with the Highways Agency will enable the scope of the Assessment to be agreed.

CONFERENCE FACILITIES AND BUSINESS CENTRES AT MSAS

123. MSAs can offer a sustainable location at which to hold business meetings by reducing the overall distance that delegates need to travel. Operators may therefore be permitted to develop a modest conference facility or business centre at an MSA, where the proposal is supported by an acceptable Impact Assessment.¹⁰ This would need to demonstrate either that no new trips would be generated on the SRN, or, if there would be, that overall vehicle mileage would be reduced.

⁷ See Planning Policy Statement 6: Planning for Town Centres
www.communities.gov.uk/publications/planningandbuilding/planningpolicystatement11

⁸ See paragraphs 13–18.

⁹ See paragraphs 19–27.

¹⁰ See paragraphs 19–27.

124. Approval could only be granted if the MSA was shown to be an appropriate location for such a facility. It is unlikely that an MSA located close to a major settlement would be granted approval for a conference facility or business centre, as it would be likely to attract business from established centres and draw traffic onto the motorway from the local area.
125. Any conference facility or business centre should have additional parking spaces (approximately 0.75 spaces per delegate) and dedicated toilet facilities in adequate numbers.
126. The Highways Agency will not approve any proposal that would cover a floor area of greater than 200 m².
127. There is to be no sale or consumption of alcohol at conference facilities and business centres.

COACH INTERCHANGE/PARK-AND-RIDE/PARK-AND-SHARE AT ROADSIDE FACILITIES

General

128. The Highways Agency recognises that, because of their location between major settlements, MSAs can in certain circumstances be appropriate locations from which to promote or facilitate alternative sustainable means of travel. The benefit would be a reduction in overall vehicle mileage, leading potentially to reduced congestion and pollution, and improved road safety.
129. The construction/operation of park-and-ride/coach interchange or park-and-share facilities at an MSA or MRA would be subject to the production of an Impact Assessment, approved by the Highways Agency, which demonstrated that there would be an overall reduction in vehicle mileage.

Coach interchanges

130. Coach interchanges allow coach operators to increase the overall efficiency of coach movements. Feeder coaches bring passengers to the interchange, from where they can then be taken to a variety of destinations. By permitting an interchange at an MSA, it might be possible to reduce the need for coaches to leave the motorway to exchange passengers at a facility on the local road network. Provided that no extra trips are likely to be generated, the Highways Agency has no 'in principle' objection to the establishment of this type of facility at an MSA. Proposals will be judged on their merit, based on an Impact Assessment.
131. Any benefits of a coach interchange must be balanced with the needs of other motorway users to stop and take a break. Therefore operators should discuss their proposals with the Highways Agency at the earliest opportunity to agree the scope of the Impact Assessment. If a coach interchange is permitted, the operator will need to provide appropriate infrastructure (for example a parking area, a canopy and additional toilets) to ensure that customer safety and convenience are not compromised. No MSA will be permitted to operate a coach depot or otherwise to become a destination in its own right.

Park-and-ride

132. Park-and-ride schemes have the potential to reduce overall vehicle mileage and/or urban congestion. Where a scheme would link an MSA to a nearby city centre, additional parking spaces (over and above the minimum requirements defined in Annex B) would need to be provided at the MSA to meet demand. The scale of the additional parking would be determined through the Impact Assessment. For this form of park-and-ride, a relatively long car journey would be followed by a short bus ride, contributing to a reduction in the number of vehicles joining the local road network from the SRN.
133. An alternative form of park-and-ride would involve relatively short trips by car prior to a medium- to long-distance coach journey. To reduce the number of short trips on the motorway, wherever possible the car park/drop-off point should be located outside the MSA area and accessed from the local road network, with passengers provided with a safe walkway to board the coach from within the MSA. Operators would be required to demonstrate that this arrangement could not be achieved, before the Highways Agency would give any consideration to allowing the car-park/drop point to be built within the MSA.
134. Any park-and-ride proposal must be supported by an Impact Assessment, the scope of which should be agreed in advance with the Highways Agency. The risk with park-and-ride schemes is that travellers will switch from public transport to the private car for the early stage of their journey. The Impact Assessment will need to demonstrate that this would not occur.

Park-and-share

135. To promote sustainable travel, operators might wish to encourage drivers to park at an MSA and share the remainder of their journey. This would help to reduce overall vehicle mileage. Any park-and-share facility would have to provide long-stay parking in addition to existing minimum parking provision (as defined in Annex B), and there should be no detriment to drivers using the MSA to stop and take a break in the course of their journey. Any park-and-share facility must be agreed with the Highways Agency and will be considered subject to an acceptable Impact Assessment.

TRUCKSTOPS SIGNED FROM THE MOTORWAY NETWORK

136. In order to be signed from the motorway, a truckstop must meet the following criteria:
 - Signing should normally be limited to truckstops within 2 miles of the motorway that provide a minimum of 30 HGV parking spaces.
 - Truckstops should provide as minimum facilities: fuel; hot drinks and food; showers; adequate parking to cater for expected demand; free short-term parking (minimum two hours); free flush toilets together with hand-washing facilities of sufficient number to cope with demand, and access to a cash-operated telephone (card phones alone will not suffice).
 - These minimum facilities must be available 24 hours a day every day except Christmas Day, Boxing Day and New Year's Day.

137. Signing will not be provided where, in order to reach the truckstop, HGVs would be required to pass through residential areas.

SIGNED SERVICE AREAS ON ALL-PURPOSE TRUNK ROADS (TRSA)

Spacing

138. There is a clear need at intervals along trunk roads for fuel, parking, toilet and refreshment facilities, including picnic areas. From the point of view of both the safety and convenience of travellers there is advantage in the grouping of such facilities at appropriately sited and spaced locations, without the need (or opportunity) to cross traffic flows or use the local highway to reach them.
139. Half-an-hour's driving time should be regarded as the maximum that any driver should have to travel without the availability of fuel, refreshments, toilets and parking facilities, including parking for HGVs. It is considered that signed service areas should be sited at distances apart of approximately 30 minutes¹¹ or 14 miles (whichever is the lesser).
140. However, in determining applications for TRSAs, it will be necessary to consider the availability of existing provision nearby which, although not adequate by itself to secure traffic signs, is likely to reduce the overall demand for service facilities. In general, the aim should be to avoid the need for travellers to divert into by-passed communities to reach facilities that they require. Where there are significant barriers to developing new facilities on the trunk road and where there is a clear road safety need for services, it may be appropriate to sign traffic off to existing facilities on bypassed roads.
141. Responsibility for identifying sites, acquiring land, seeking planning permission and developing service areas rests with the private sector. To encourage the provision of services at appropriate intervals, the Highways Agency will seek to identify stretches of trunk road between settlements where there is a clear road safety need for a TRSA and will provide LPAs and developers with this information.

Facilities

142. To be signed from the SRN (see Annex A), the facilities must be:
- open at least between the hours of 8 am and 8 pm every day except Christmas Day, Boxing Day and New Year's Day;
 - limited to a single or two adjoining or interconnected premises;
 - accessed directly from on the road or directly accessible from a junction on the road;
 - the facilities must also comply with all existing and future equality legislation.

¹¹ Median average inter-peak travelling time.

143. To be signed from the SRN, the facilities must provide:

- fuel;
- hot drinks and hot food;
- adequate indoor tables and chairs to cater for expected demand (subject to a minimum provision for eight persons);
- free short-term parking (minimum two hours);
- free toilets available to all road users, together with hand-washing facilities in sufficient number to cope with demand;
- parent/carer and child facilities containing baby-changing amenities;
- access to a cash-operated telephone (card phones alone will not suffice);
- two car and caravan/motorhome/light vehicle towing trailer parking spaces.

144. The following criteria will also apply:

- Signing should normally be limited to service areas on 'A' numbered roads.
- Where services are provided on one side of the road only, signing will be limited to the nearside direction of approach unless adequate provision has been made for right-turning vehicles. Where facilities are split between two sites on opposite sides of the road, and connected by a footbridge or subway and with petrol and parking available at both sides, signing from both directions will be permissible.
- Only service areas that are accessed directly from the road or have direct access from a junction on the road can be signed. It is not acceptable to sign drivers *along* a route to remotely located facilities; the road must pass the service area. Where a service area is located at a roundabout, it will be for the traffic authority to decide on which approaches, if any, signs can be provided.
- Direct access to and egress from service areas should be provided either by diverging and merging lanes or other dedicated arrangements in accordance with Department for Transport Technical Document 41. Where flow exceeds 500 vehicles per day, then the appropriate full junction standard should be adopted – see Technical Document 42 or Technical Document 16.

145. Signs will **not** be provided:

- (a) in urban areas – subject to speed restrictions of 40 mph or less – as services are generally frequently available therein;
- (b) where discrimination would occur, ie two or more services establishments of a similar type on the same side of the road located within 1 mile of each other.

146. Operators are also encouraged to provide tourist information points.

147. Under the Licensing Act 2003, any premises that provide late-night refreshment (i.e. hot food and drink) between 11.00 pm and 5.00 am for sale to the public require appropriate permission from the local licensing authority.
148. Operators are encouraged to adopt breastfeeding-friendly policies and should consider displaying the international breastfeeding symbol prominently in their amenity buildings.

LOCAL SERVICES IN BY-PASSED COMMUNITIES

149. In order to receive signing, qualifying criteria must be met. **All** the following services must be available at least during normal shop opening hours, 9.30 am to 5.30 pm Monday to Saturday (half-day closing excepted), but excluding public holidays throughout the year:
 - (a) Adequate public parking and public toilets with hand-washing facilities (both clearly signed within the community); public cash-operated telephone; fuel; refreshments. (Where fuel is not available within the community, but is available on the main road, a special variant of the sign may be authorised by the Highways Agency).
 - (b) The community must be within 3 miles of the main (all-purpose) road from which its services would be signed, and must be the first town or village reached after leaving the road signed with the 'facilities' sign. Adequate confirmatory and return route signing must be provided.
 - (c) The community should not be so large that the provision of a full range of services would reasonably be assumed to be available by the majority of travellers. As a guide, towns with a population of over 10,000 would not normally be signed, but this figure is not to be taken as a rigid criterion.
 - (d) No equivalent (or better) roadside services are available on the main road ahead within the total detour distance plus 1 mile of the local facilities.
 - (e) No detriment to road safety, sound traffic management or local amenity should result from the encouragement of 'facilities-seeking' traffic.
 - (f) Encouragement of traffic is acceptable to the local community as a whole (to be determined by the district council).
 - (g) The cost of providing, erecting and maintaining the signs will normally be borne by local traders likely to benefit from their existence. Promoting local authorities may offer financial assistance.

TRADING FROM LAY-BYS

150. Lay-bys are provided on all-purpose trunk roads to enable motorists to stop in the course of their journey. This may be to take a brief rest, to use a mobile phone or, in the case of HGV drivers, to comply with drivers' hours regulations. However, lay-bys should not be considered substitutes for full service areas and are not satisfactory locations to rest

for more than a short period. Drivers should be encouraged to use service areas wherever these are available, using lay-bys only when stopping is an urgent necessity or where provision of services is inadequate.

151. Although lay-bys generally do not have any facilities, they are attractive to mobile traders serving refreshments to motorists. However, many lay-bys are unsuitable for this purpose, neither being large enough nor designed to standards that will accommodate the safe movement of a large number of vehicles. The availability of refreshments in lay-bys also has the potential to cause environmental and hygiene problems if traders and customers do not act in a responsible manner. Vehicle overrun damage to kerbs and verges also occurs and adjacent land may be subject to trespass.
152. Under Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982, with the Highways Agency's consent, local authorities may designate stretches of all-purpose trunk road as 'licensed streets' and issue licences to trade in lay-bys. Trading without a licence would be illegal where this provision is applied. The Highways Agency will seek to work proactively with local authorities to identify lay-bys where trading may safely be carried out.
153. It is expected that traders will be required, as a condition of being granted a licence, to provide adequate litter disposal, toilet and hand-washing facilities (that are maintained and kept clean) so as to mitigate the negative environmental and hygiene impacts of their operation. The payment for the issue of a licence is intended to be used to fund a regime of regular inspections of the operation. If facilities are not kept to the required standard or if the presence of the canteen gives rise to environmental, safety, maintenance or operational problems that cannot be resolved, traders may expect to have their licence withdrawn.
154. Licences should be granted only in circumstances where:
 - the lay-by in question is suited in terms of size and layout to accommodate anticipated demand safely;
 - there is no signed service area in close proximity;
 - the products on sale are intended to serve the immediate needs of the road user (i.e. drinks and snacks);
 - the trader undertakes to provide adequate litter disposal and toilet and hand-washing facilities;
 - the lay-by is suitable for the provision of the required facilities or will be adapted to achieve suitability prior to the operation commencing.
155. If the Highways Agency does not agree with the proposal, the local authority will not issue a licence.
156. If traders wish to provide hot food and drink between 11.00 pm and 5.00 am, they must hold appropriate permission from their local licensing authority under the 2003 Licensing Act.

157. A typical layout for a 'trading lay-by' is included in the DMRB and a copy of the drawing is attached at Annex D.

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

158. The Highways Agency expects operators of roadside facilities to conduct business in a socially and environmentally responsible manner and to act in the best interest of their customers, staff and the wider community. Operators should encourage their customers and staff to behave in an environmentally responsible manner by providing adequate recycling litter bins where appropriate, promoting sustainable waste practices, and ensuring the premises and surrounding environment are clean, safe and secure. Customers should be able to choose from a range of healthy food options, with products sourced from local providers wherever possible.

ANNEX A: POLICY ON THE DESIGN AND USE OF TRAFFIC SIGNS TO SERVICES AND FACILITIES ON THE STRATEGIC ROAD NETWORK IN ENGLAND

A1 INTRODUCTION

- A1.1 This policy covers the provision of traffic signs to roadside facilities from the Strategic Road Network (SRN) in England. It should always be read in conjunction with the Traffic Sign Regulations and General Directions (TSRGD), S.I.2002 No. 3113, or any succeeding document.
- A1.2 In order to be lawfully placed on or near roads in England, Scotland and Wales, traffic signs must either be prescribed by the TSRGD or be specially authorised by the Secretary of State in accordance with section 65 of the Road Traffic Regulation Act 1984.
- A1.3 This document supersedes the provisions of Annex J to Roads Circular 04/94 (Revision of the TSRGD) in respect of the SRN.
- A1.4 Detailed guidance on the design and use of traffic signs can be obtained in the *Traffic Signs Manual*, which is available from The Stationery Office or on the Department for Transport (DfT) website at www.dft.gov.uk/roads/signs. Working drawings for most of the signs described in this annex are also available at this location.
- A1.5 For non-prescribed signs on the SRN or non-prescribed variants to prescribed signs on the SRN, site-specific authorisation must be sought from the Highways Agency, who will act on behalf of the Secretary of State. For other roads, authorisation must be sought from the DfT centrally.

A2 MOTORWAY SERVICE AREAS

A2.1 Traffic Signs Agreement

- A2.1.1 Provided that a proposed motorway service area (MSA) or an existing MSA seeking to upgrade its facilities meets the criteria set out by Circular 01/2008, operators will be required to enter into a Traffic Signs Agreement. Only when such an agreement has been concluded may signing to an MSA be erected on the SRN. Funding for such signing will be secured by means of an agreement under section 278 of the Highways Act 1980.

A2.2 Sign design and use

A2.2.1 Signing from motorways

A2.2.1.1 At each entry to a motorway (space permitting), there will be a sign to diagram 2918, indicating the distance to the next MSA along that motorway. It should normally follow the route confirmatory sign. This sign is not provided where the MSA is sited before the next junction. If there are no services on the motorway, or on any intersecting motorway, then diagram 2918.1 “No services on motorway” should be used.



Diagram 2918

A2.2.1.2 Only if the motorway intersects another one *before* the next MSA should a different sign, with distances to more than one MSA, be provided. This will then be a variant of diagram 2917, with only one MSA per route (up to a maximum of three routes) and *no* operators' names. A permitted variant allows the legend “No services” to be shown against a particular motorway on this sign.



Diagram 2917 variant

A2.2.1.3 On the approach to an on-line MSA, at its simplest, the signing should be as follows:

- 1 mile before a MSA, there should be a sign to diagram 2917;
- half a mile before the MSA, there should be a sign to diagram 2919.1;
- at the start of the diverge into the MSA, there should be a sign to diagram 2920.1; and
- on the exit nosing, there should be a sign to diagram 2921 or 2921.1, depending on the road layout.

No other site-specific signing is permitted, and these standard signs should not be varied, other than as permitted by the TSRGD. For example, the sign at the start of the diverge must *not* include the pictograms indicating the range of services.

A2.2.1.4 Diagram 2917 includes the distance to the next two MSAs and names the operators. Where only one motorway route is shown, the motorway number should be omitted. However, other MSAs reached on other routes can be included if they are the next but one MSA when following a particular route. Where appropriate, “No services” can be substituted next to the motorway number in place of the operator’s name and distance. No more than three motorway routes should be indicated on this sign. Where the sign is located on a motorway of four lanes or more, it may be sensible to vary the distance to 2 miles. The results of an independent inspection scheme may also be displayed on this sign.



Diagram 2917 – single route

A2.2.1.5 Diagram 2919.1 includes provision for the addition of a header board displaying the operator’s name and logo in their house style. Height restrictions apply to this header board, and the width is governed by the width of the main sign below when designed in accordance with the normal design rules. It is not permitted to alter the layout of the main sign to increase the overall width. All lettering on the header board must at least as large as the transport alphabet used on the main sign. Where the petrol price panel is included, the numerals should be the size shown on the DfT working drawings and the display panel should be remote-operated. Where the petrol price panel is omitted, the white petrol pump symbol should be added to the beginning of the top row of symbols. Where the sign is located on a motorway of four lanes or more, it may be sensible to vary the distance to 1½ miles.

A2.2.1.6 All MSAs are required to meet the strict requirements for disabled access laid down in primary legislation; therefore signs to diagram 2919.1 will no longer display the symbol indicating that the MSA is accessible to disabled users. The omission of this symbol has been authorised until such time as it is prescribed. Where appropriate, a symbol denoting the availability of a picnic area (shown on diagram 2305) may be used in its place.



Diagram 2919.1

A2.2.1.7 Diagram 2920.1 also includes provision for the addition of an operator's header board. As with diagram 2919.1, height restrictions apply to this header board, and the width is governed by the width of the main sign below when designed in accordance with the normal design rules. It is not permitted to alter the layout of the main sign to increase the overall width. All lettering on the header board must be at least as large as the transport alphabet used on the main sign.



Diagram 2920.1

A2.2.1.8 On the diverge nosing at the entrance to a MSA, there will normally be a sign to diagram 2921.1. Exceptionally, diagram 2921 might be appropriate. It is not permitted to vary these signs in any way, i.e. neither a header board nor symbols should be included.

A2.2.1.9 Where the MSA is at a standard junction, the 1 mile sign is replaced by one at 2 miles, the half-mile sign is replaced by one at 1½ miles, and the word “Services” is added below the route number on the standard nose-exit sign to diagram 2910 (with a five-stroke width vertical space between the exit route number and “Services”). Where possible, the destination “Services” should be added to the standard directional signing approaching the junction. However, where this would lead to overload on these signs, a separate sign to diagram 2920.1 should be provided between the half-mile and final ADSs. This should be sited at least 200 metres, and more if possible, from any other directional signing.

A2.2.1.10 Where the access to an MSA is from a non-motorway route, continuity signing should be provided by means of diagrams 2311.1 and 2311.2, as appropriate. The geographical name may be omitted from these signs, in which case “services” should be varied to “Services”.

A2.2.1.11 In the unlikely event that the MSA is some distance from the motorway, the distances given on the motorway signing should be those to the turn-off for the MSA. It is important not to give the overall distance to the MSA, as this could mislead drivers into passing the junction, seeking a later turn-off for the MSA.

A2.2.2 *Signing from all-purpose roads*

A2.2.2.1 The TSRGD now prescribes signs for use on non-motorway roads approaching a local road from which a named MSA is accessed. These indicate the distance and, where required, the direction. Like motorway signs, these are blue background signs with white lettering, but unlike motorway signs they may *not* include either header boards or petrol price panels.

A2.2.2.2 On the approach, a sign to diagram 2310.1 should be used. Signs to diagram 2310.1 must include the geographical name as well as the word “services”. This sign is normally provided at half mile, but, where this would interfere with standard directional signing, other distances may be shown. Permitted variants are set out in Schedule 16, item 8, to the TSRGD, and the maximum distance is 2 miles. Note that, unlike the motorway sign to diagram 2919.1, this sign may *not* include a panel showing the price of unleaded petrol. As with signs to diagram 2919.1, signs to diagram 2310.1 will no longer display the symbol indicating that the MSA is accessible to the disabled. The omission of this symbol has been authorised until such time as it is prescribed. On non-trunk roads authorisation for this change is required from DfT. Where appropriate a symbol denoting the availability of a picnic area (shown on diagram 2305) may be used in its place.



Diagram 2310.1

A2.2.2.3 Continuity signing should be provided in the form of signs to diagram 2311.1 and 2311.2 as appropriate. Alternatively, Schedule 16, item 35 lists those standard directional signs to which a blue panel with the legend “Services” may be added. “Services” may be varied to a geographical name and “services”.



Diagram 2311.1



Diagram 2311.2

A2.2.2.4 Signs to diagram 2330 may be used on all-purpose roads to indicate that there are no services available on a motorway.

A2.2.2.5 Alternatively, signs to diagram 2917 (without operators’ names) may be placed on all-purpose roads near a motorway. They can be particularly helpful on the approaches to a motorway junction, where the distance to the first MSA along one or all of the motorway routes accessed from the junction is greater than drivers would reasonably expect.

A2.3 Financial arrangements

A2.3.1 Signs to diagrams 2917, 2918 and 2921/ 2921.1 should be erected and maintained at the Highways Agency’s expense and will remain the property of the Highways Agency.

- A2.3.2 The faces of diagram 2919.1, diagram 2920.1 and diagram 2310.1 signs must be paid for by the MSA operator and will remain their property and responsibility. The support posts, safety fences and any lighting are the Highways Agency's responsibility but shall be funded by the MSA operator. The MSA operator will pay for any surveys by the Highways Agency's Regional Office to determine the work necessary for the erection of the diagram 2919.1 sign, including in relation to cabling for any remote control of the petrol price display.
- A2.3.3 For signs to diagrams 2919.1 and 2920.1, a commuted sum should be charged to recover costs incurred in maintenance that will be the responsibility of the Highways Agency. This sum should include an allowance for administration and maintenance. The operator should be given an estimate of the costs and be asked to pay in advance. The costs of future replacement of these signs must also be borne by the MSA operator. It will be acceptable for an MSA operator to arrange the manufacture and erection of these signs, provided their contractor is approved by the Highways Agency for working on the motorway and that written agreement from the Highways Agency's Regional Office is provided in advance for the work to be done. For those signs for which the MSA operator is responsible, the operator must sign a Traffic Signs Agreement.
- A2.3.4 All other MSA signs are the financial responsibility of the Highways Agency, which will meet all maintenance and replacement costs. However, where an MSA operator changes its operating name, any costs associated with changes to signs for which the Highways Agency is responsible will be met by the MSA operator provided no other changes are needed to the signs. Operators will also be required to submit a revised signing agreement to reflect changes to the sign permitted. Where changes are required to existing signs to reflect the opening of a new MSA, this cost must be met by the operator of the new facility.

A3 MOTORWAY REST AREAS

A3.1 Traffic Signs Agreement

- A3.1.1 Provided that a proposed motorway rest area meets the criteria set out in Circular 01/2008, operators will be required to enter into a Traffic Signs Agreement. Only when such an agreement has been concluded may signing to a rest area be erected on the trunk road network. This applies to all of the SRN. Funding for such signing will be secured by means of an agreement under section 278 of the Highways Act 1980.
- A3.1.2 Because they do not provide all of the facilities of an MSA (in particular, fuel may not be available) rest areas will *not* be included on any advance direction signs (ADS) to diagram 2917 or standard signs to diagram 2918 at motorway entries.

A3.2 Sign design and use

A3.2.1 Signing from motorways

A3.2.1.1 On the approach to an on-line rest area, the signing should be as follows:

- One mile before a rest area, there should be a sign to diagram NP2918.2 (non-prescribed sign). In some circumstances, it may be appropriate to vary the distance on this sign.



Non-prescribed sign NP2918.2

- Half a mile before the rest area, there should be a sign to diagram NP2919.3 (non-prescribed sign) indicating the facilities available at the rest area.



Non-prescribed sign NP2919.3

- This diagram does *not* include provision for a header board to be added. However, it should include the name of the rest area to help driver identification.
 - The pump, LPG fuel, and "i" symbols may be omitted as appropriate. The spoon and fork symbol (denoting restaurant facilities) may be substituted for the cup symbol. The remaining facilities may be shown on a single row.
 - Where a lodge is provided at a rest area, its availability may be indicated by the inclusion of a bed symbol on this diagram. The bed symbol should be shown after the symbols illustrated above.
- At the start of the diverge into the rest area, there should be a sign to diagram NP2920.2 (non-prescribed sign).



Non-prescribed sign NP2920.2

- On the exit nosing, there should be a sign to diagram NP2921.2 or NP2921.3 (non-prescribed signs), depending on the road layout.



Non-prescribed sign NP2921.2



Non-prescribed sign NP2921.3

No other site-specific signing is permitted, and these standard signs should not be varied.

A3.2.2 Rest areas at junctions

A3.2.2.1 Where a rest area is located at a motorway junction and the same slip roads are being used by other traffic, special arrangements should be followed to avoid a conflict between the rest area signs and the standard advance direction sign on the approach to the junction.

A3.2.2.2 Where the rest area is at a standard junction, the 1 mile sign (on diagram NP2918.2 non-prescribed sign) is replaced by one at 2 miles in advance of the junction exit and the half-mile sign (diagram NP 2919.3 non prescribed sign) is replaced by one at 1½ miles. The distances on both signs are changed accordingly.

A3.2.2.3 At the junction, a nose exit sign to diagram NP2910.2 (non-prescribed sign), which has the words “Rest area” added below the route number on the standard nose-exit sign (with a five-stroke width vertical space between the exit route number and “Rest area”).



Non-prescribed sign NP2910.2

A3.2.2.4 A sign to diagram NP2920.2 (non-prescribed sign), should be provided between the half-mile and final advanced direction sign for the ordinary junction signing. It should be sited at least 200 metres, and more if possible, from any other directional sign. Once on the slip road and on the route to the services, continuity signing using the legend “Rest area” should be provided to direct drivers. These signs should be white on blue throughout, irrespective of the status of the road. Where appropriate, they may be integrated into the advance direction signs.

A3.2.2.5 Where the access to a rest area is from a non-motorway route, continuity signing should be provided by means of diagrams NP2311.3 and NP2311.4 (non-prescribed signs), as appropriate. The geographical name may be omitted from these signs, in which case “rest area” should be varied to “Rest area”.



Non-prescribed sign NP2311.3



Non-prescribed sign NP2311.4

A3.2.3 Signing from all-purpose roads

- A3.2.3.1 Non-prescribed signs may be used on non-motorway roads approaching a local road from which a named rest area is accessed. These indicate the distance and, where required, the direction. Like motorway signs, these are blue background signs with white lettering.
- A3.2.3.2 On the approach, a sign to diagram NP2310.2 (non-prescribed sign) should be used and must include the geographical name as well as the words “rest area”. This sign is normally provided at half-mile, but, where this would interfere with standard directional signing, other distances may be shown. The symbols may be varied as appropriate to the facilities available at the rest area and the maximum distance is 2 miles.



Non-prescribed sign NP2310.2

- A3.2.3.3 Continuity signing should be provided in the form of signs to diagram NP2311.3 and NP2311.4 (non-prescribed signs) as appropriate.
- A3.2.3.4 Alternatively, the words “Rest area” may be added to those standard direction signs identified in Schedule 16, item 35 as being signs to which a blue panel with the legend “Services” may be added. However, such variations are non-prescribed and authorisation will be required. “Rest area” may be varied to a geographical name and “rest area”. On non-trunk roads, authorisation for this is required from DfT.

A3.3 Financial arrangements

- A3.3.1 Signs to diagram NP2918.2 (non-prescribed sign) should be erected and maintained at the Highways Agency’s expense and will remain the property of the Highways Agency.
- A3.3.2 The faces of diagram NP2919.3 and diagram NP2310.2 signs (non-prescribed signs) must be paid for by the rest area operator and will remain their property and responsibility. The support posts, safety fences and any lighting are the Highways Agency’s responsibility. The rest area operator must also pay for signs to diagram NP2920.2 (non-prescribed sign), but they will be the property of the Highways Agency, who will bear the maintenance costs. The rest area operator will pay for any surveys by the Highways Agency’s Regional Office to determine the work necessary for the erection of the signs to diagram NP2919.3 (non-prescribed sign).

- A3.3.3 For signs to diagrams NP2919.3 and NP2920.2 (non-prescribed signs), a commuted sum should be charged to recover costs incurred. This should include an allowance for administration and maintenance. The operator should be given an estimate of the costs and be asked to pay in advance. The costs of future replacement of these signs must also be borne by the rest-area operator. It will be acceptable for a rest-area operator to arrange the manufacture and erection of these signs, provided their contractor is approved by the Highways Agency for working on the motorway and that written agreement from the Highways Agency's Regional Office is obtained in advance for the work to be done. For those signs for which the rest-area operator is responsible, the operator must sign an Operating Agreement covering the maintenance and replacement.
- A3.3.4 All other rest-area signs are the financial responsibility of the Highways Agency, which will meet all maintenance and replacement costs.

A4 MOTORWAY TRUCKSTOPS

A4.1 Traffic Signs Agreement

- A4.1.1 Since the introduction of the 2002 TSRGD, it has been possible to sign various HGV destinations and routes from motorways using diagram 2929.1. Now, subject to the standards laid out in Circular 01/2008 being met, specialist HGV facilities (generally known as truckstops) can receive signing more akin to standard MSA signing. In light of this change, a non-prescribed sign design has been developed that requires site-specific authorisation.
- A4.1.2 Provided that a truckstop meets the criteria set out in the main body of Circular 01/2008, operators will be required to enter into a Traffic Signs Agreement. Only when such an agreement has been concluded may signing to a truckstop be erected on the SRN. Funding for truckstop signs, as for MSA signs, should be secured by means of an agreement under section 278 of the Highways Act 1980.

A4.2 Sign design and use

- A4.2.1 Truckstops are generally located on the local road network adjacent to a motorway junction. The sequence of signing, therefore, should be as follows:
- One and a half miles before the junction from which the truckstop can be accessed, there should be a sign to diagram NP 2919.2 (non-prescribed sign) indicating the distance to the junction. It is important that it is this distance, rather than the overall distance to the truckstop, that is given, or drivers might pass the turn-off, believing that there was an access further along the motorway. This sign is, as yet, non-prescribed, and must be authorised on a site-specific basis. It is similar in appearance to other services signing,

but, in keeping with the standard convention for HGV route signing, it has a black background with white lettering. No header board is permitted.



Non-prescribed sign NP2919.2

- Between the half-mile and final ADSs for the junction, there should be a sign to diagram 2929, with legend “Puddleworth truckstop” and an inclined arrow. This is a permitted variant of the prescribed sign and does not require site-specific authorisation.



Diagram 2929 for truckstop

- On the motorway slip road, signing may be provided either by a further variant of diagram 2929, or by incorporating a black panel into the standard directional signing. Again, this is permitted by the TSRGD.

A4.2.5 Continuity signing on local roads should be provided either by means of signs to diagrams 2805, 2806 and/or 2806.1, varied as necessary, or by adding black panels to standard directional signing. This, too, is permitted by TSRGD.

A4.3 Financial arrangements for truck stops signed from the motorway

A4.3.1 All signs should be erected and maintained at the operator’s expense, but will remain the property of the Highways Agency.

A4.3.2 Where sites do not comply with policy, the operator of the site will be responsible for the costs of removing any signs.

A5 SERVICE AREAS ON ALL-PURPOSE ROADS

A5.1 Traffic Signs Agreement

A5.1.1 Provided that a proposed service area or an existing service area seeking to upgrade its facilities meets the criteria set out by Circular 01/2008, operators will be required to enter into a Traffic Signs Agreement. Only

when such an agreement has been concluded may signing to an all-purpose trunk road service area be erected on the SRN. Funding for such signing will be secured by means of an agreement under section 278 of the Highways Act 1980.

A5.2 Sign design and use

A5.2.1 The TSRGD 2002 introduced a new signing regime for service areas on all-purpose roads. Black and white signs are now prescribed for all service areas other than named MSAs. A deadline of 1 January 2015 has been set for replacing existing green background signs on primary routes.

A5.2.2 In advance of services that are open 24 hours of those days required by the eligibility criteria (laid down in paragraphs 144 and 145 in the main body of this policy), a sign to diagram 2313.1 may be provided. The normal distance is half a mile, but, where this would interfere with standard directional signing, this may be varied in accordance with Schedule 16, item 8. "Services" may be varied to a geographical name and "services". Symbols should be varied according to available facilities, but should always be used in the order shown on the drawings, and must always include the WC, petrol pump and cup or fork and spoon (but not both). If LPG fuel is available, the symbol should be placed after the petrol pump. The "i" symbol may be omitted if no tourist information is available and the bed symbol may be added.



Diagram 2313.1



Diagram 2313.1 variant

A5.2.3 Where services are not open 24 hours, the advance signing should be to diagram 2313.3. The lower panel may read either "not 24 hrs" or "Fuel only 24 hrs" as appropriate. Additionally, the same permitted variants apply as for diagram 2313.1.



Diagram 2313.3

- A5.2.4 Where services are not open to HGVs, the advance signing should be to diagram 2313.5, with the lorry symbol varied to the lorry symbol with the red bar through it, and the words “Lorries only” omitted. Again, the same permitted variants apply as to diagram 2313.1.



Diagram 2313.5 – no HGVs

- A5.2.5 Where required, final advance direction signs to service areas should be designed to diagrams 2313.2, 2313.4 or 2313.6 as appropriate. These signs may also include the range of symbols shown on the half-mile advance direction signs, and the symbols should be the same on both signs. Signs of this type, incorporating symbols, should only be used where drivers are required to turn off the main road in order to reach services accessed from a minor road. They should not be used as final signs at the entrance to a service area.

- A5.2.6 At the entrance to the service area itself, either diagram 2314.1 or diagram 2314.2 should be used, as appropriate for the road layout. Signs to diagram 2314.2 may also be used at slip road nosings. The direction to a service area may also be indicated by adding the destination “Services” to standard directional signing, either directly in the case of non-primary route signs, or in a panel in the case of green primary route signs. Schedule 16, item 35 indicates those sign diagrams to which this permitted variant applies.



Diagram 2314.1



Diagram 2314.2

A5.3 Financial arrangements

- A5.3.1 All signs should be erected and maintained at the operator’s expense but will remain the property of the Highways Agency.

A6 TRUCKSTOPS ON ALL-PURPOSE ROADS

A6.1 Traffic Signs Agreement

- A6.1.1 Provided that a facility meets the criteria set out in the main body of Circular 01/2008, operators will be required to enter into a Traffic Signs Agreement. Only when such an agreement has been concluded may signing to a truckstop be erected on the SRN. Funding for truckstop signs, as for MSA signs, should be secured by means of an agreement under section 278 of the Highways Act 1980.

A6.2 Full standard services – sign design and use

- A6.2.1 Fully qualifying services that cater only for HGVs should be signed in advance using diagram 2313.5, with symbols varied as appropriate.



Diagram 2313.5

- A6.2.2 Where required, final advance direction signs to lorry only service areas should be designed to diagram 2313.6, varied to omit the lorry with the red diagonal line and add the lorry symbol plus “Lorries only”. These signs may also include the range of symbols shown on the half-mile advance direction signs, and the symbols should be the same on both signs. Signs of this type, incorporating symbols, should only be used where drivers are required to turn off the main road in order to reach services accessed from a minor road. They should not be used as final signs at the entrance to a service area.



Diagram 2313.6 – lorries only

- A6.2.3 At the entrance to the service area itself, either diagram 2314.1 or diagram 2314.2 should be used, as appropriate for the road layout. Signs to diagram 2314.2 may also be used at slip road nosings. The direction to a service area may also be indicated by adding the destination “Services” to standard directional signing, either directly in the case of non-primary route signs, or in a panel in the case of green primary route signs. Schedule 16, item 35, indicates those sign diagrams to which this permitted variant applies.

A6.3 Special lorry facilities

A6.3.1 Where facilities are provided for HGVs, but do not meet the signing criteria for all-purpose road services, variants of diagrams 2502, 2505 and 2507 may be used on all-purpose roads. It is for the route manager to decide whether signing is appropriate. However, an HGV driver should not be expected to follow such signs unless overnight parking is available.

A6.3.2 The signs would include the blue “P” symbol plus the black lorry symbol on a white background, with no legend, and certain other permitted symbols where appropriate.



Diagram 2502



Diagram 2505



Diagram 2507

6.4 Financial arrangements

A6.4.1 All signs should be erected and maintained at the operator’s expense but will remain the property of the Highways Agency.

7 LOCAL FACILITIES IN OFF-LINE COMMUNITIES

7.1 Restrictions on use

A7.1.1 These signs are for use where a range of basic services are available in a small town or village lying off the main road, which will often but not necessarily be a purpose-built bypass. These signs are *not* to be used on motorways. Neither are they to be used for towns or cities large enough for the traveller to assume that a full range of services is available (see paragraphs 151 and 152 of main policy body).

7.2 Sign design and use

A7.2.1 Advance signing to local facilities should be by means of diagram 2308.1. This sign should be positioned so as to avoid last minute manoeuvring by drivers.



Diagram 2308.1

- A7.2.2 The WC, petrol pump and cup symbols should appear on all signs, as these represent the minimum qualifying criteria for signing. The spoon and fork (denoting a restaurant), bed or tourist information “i” symbol shall be omitted where these facilities are not provided.
- A7.2.3 Tourist attraction and camping site/caravan park symbols should **not** be added, as these would make the sign too complicated. These are tourist facilities and should be signed separately in accordance with TD 52/04.
- A7.2.4 Normally, drivers will be able to obtain the name of the community shown on the local facilities sign from the standard directional signing at the junction and on the continuation of the route. However, a flag-type sign to diagram 2309.1 is prescribed for use at any junction on the route where the existing local directional signing is not adequate.



Diagram 2309.1

A8 LAY-BYS

- A8.1 Lay-bys are an essential element in highway design, giving frequent opportunities for drivers of all types of vehicle to take a short break. Lay-bys are signed by means of an advance sign to diagram 2501, plus a sign at the start of the lay-by to diagram 801.



Diagram 2501



Diagram 801

- A8.2 Where there is a WC and/or telephone in a lay-by, advance signing should be to diagram 2502. The “i” symbol, indicating general information not associated with tourist attractions, may be added. This sign may also be used to indicate a parking area reserved for commercial vehicles, by incorporating the lorry symbol (see paragraph 6.3.2)



Diagram 2502 variants

ANNEX B: STANDARDS FOR PARKING AT MOTORWAY SERVICE AREAS AND MOTORWAY REST AREAS

The calculations below set out the requirements for MSAs. The requirement in respect of facilities for MRAs will be half that required for MSAs, and rounded to the higher number where clear division can not be made.

	Calculation ¹²	Variable	Notes
Traffic flow (vehicles per day)¹³			
Light vehicle		A	Advice on traffic flows is available from the Highways Agency
HGV and coach		B	
No. of parking spaces required¹⁴			
Cars	0.5% of A	C	
HGV	0.5% of B	D	
Abnormal load	Minimum of 1		
Coach	0.1% of B	E	
Coach interchange ¹⁵	No. of bays provided	E1	
Caravan/ motorhome/ vehicle & trailer	0.015% of A	F	
Motorcycle	0.015% of A (where the percentage falls below 10 a minimum of 10 should be provided)	G	Dedicated motorcycle bays for securing bikes
Additional spaces for lodges	One space per 2 bedrooms		

¹² The Highways Agency's Spatial Planning Team can assist with these calculations.

¹³ Where the necessary information exists operators may wish to increase the number of parking spaces for particular types of vehicle to recognise the particular demographics of the road served by the facility.

¹⁴ Parking for disabled travellers should be clearly signed at the entrance to the MSA.

¹⁵ Where such a facility has been permitted.

No. of parking spaces required continued

Spaces for disabled users	5% of C (where the percentage falls below 5 a minute, 5 should be provided)	
Spaces for disabled users caravan/motorhome/ vehicle and trailer	5% of F (where the percentage falls below 2 a minute, 2 should be provided)	Located adjacent to the front entrance
Spaces for disabled lodge users	5% of F (where the percentage falls below 2 a minute, 2 should be provided)	

ANNEX C: STANDARDS FOR TOILETS AT MOTORWAY SERVICE AREAS AND MOTORWAY REST AREAS

The calculations below set out the requirements for MSAs. The requirement in respect of facilities for MRAs will be half that required for MSAs, and rounded to the higher number where clear division can not be made. The variables used are the same as those used in Annex B.

No. of passengers requiring use of toilets		
Light vehicles	$2.3 \times (C+F)$	H
HGV	$1.2 \times D$	I
Coach	$30 \times (E + E1)$	J
Total	$H + I + J$	K

No. of toilets required		
Average length of toilet use	3 minutes	
Hourly turnover	$60 \div 3 = 20$	
No. of toilets required	$K \div 20 =$	L
Distribution of toilets and parent/ carer and child room		
Female	$60\% \text{ of } L =$ (minimum of 10)	M
Female and child room	minimum of 2	Located within the female toilet block
Female disabled users	$5\% \text{ of } M =$ (minimum of 2)	N
Male	$40\% \text{ of } L$ Minimum of 10	Two-thirds urinals, one-third WCs
Male and child room Male disabled user	Minimum of 2 Minimum of N	Located within the male toilet block
Disabled user independent unit	Minimum of 1	Independent unit to allow for male/female access

Dedicated facilities for lorry drivers

Male toilets	1% of I (minimum 2)
Female toilets	1% of I (minimum 2)
Independent disabled user	Minimum of 1
Male showers	Minimum of 2
Female showers	Minimum of 2
Independent disabled user shower	Minimum of 1

GLOSSARY

ADS	Advance direction signs
AONB	Area of Outstanding Natural Beauty
APTR	All-purpose trunk roads
DfT	Department for Transport
DMRB	Design Manual for Roads and Bridges and any subsequent revision.
HGV	Heavy goods vehicle
LPA	Local Planning Authority
MRA	Motorway rest area
MSA	Motorway service area
SRN	Strategic Road Network – network of trunk roads, including motorways, for which the Secretary of State for Transport is the highway authority
SSSI	Site of Special Scientific Interest
TRSA	Trunk road service area
TSRGD	Traffic Signs Regulations and General Directions

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Printed by The Stationery Office Ltd under the authority and superintendence of the Controller of Her Majesty's Stationery Office and Queen's Printer of Acts of Parliament.

Printed in Great Britain on paper containing at least 75% recycled fibre.

ISBN 978-0-11-552950-4

£19.50



www.tso.co.uk

ISBN 978-0-11-552950-4



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