

Our ref: CEO 18142494

Helen Whately MP
House of Commons
London
SW1A 0AA

Mike Wilson
Operations Director
Temple Quay House
2 The Square
Temple Quay
Bristol
BS1 6HA

www.highways.gov.uk

11 May 2016

Dear Ms Whately

Thank you for your letter of 11 April 2016, addressed to David Brewer, regarding the delay in installing permanent bollards on the M20 at junction 8. David has left Highways England and I have taken on his responsibilities.

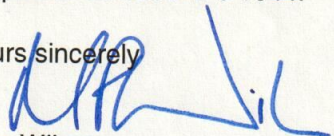
I am sorry that we did not update you when our planned work did not go ahead at the end of the financial year, as indicated in David's response to you in November.

Safety is our main priority and as the preparation for the scheme progressed we identified that the bollards we had originally intended to use proved to be unsuitable for this location. We have allocated a new product which we consider will perform better in terms of both safety and maintenance. We have trialled this type of bollard on the M23 and it has proved successful.

As a result, I am pleased to say we are planning to start the work on the M20 J8 in June 2016 and are currently putting measures in place for the closure of the hard shoulder. Once work begins we expect the barriers to take four nights to install. In the meantime we have removed the traffic cones because they were continually being knocked down by passing vehicles and caused a potential safety hazard to road users.

Once again, I apologise for not keeping you informed regarding these works. If for any reason these works are further delayed we will make contact with you. In the meantime, if you would like any further information please contact the Maintenance and Operations Manager for Kent, Scott Rodgers. Scott can be contacted by email at Scott.Rodgers@highwaysengland.co.uk or by telephone on 0300 470 1044.

Yours sincerely



Mike Wilson
Executive Director