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4 September 2024

Dear Elliot

### **European entry/exit system implementation: impact on road users**

As I am sure you are too, we are concerned about the potential impact of the European entry/exit system on road users seeking to travel to Dover and Folkestone. There is the prospect of exceptionally long queuing times, both for those travelling abroad and making domestic trips.

We understand that National Highways cannot influence the time it will take for people to get through French immigration. However, there are steps you can take to ensure that information to those using your roads is excellent, allowing informed choice and for people to prepare for their likely experience. Road users will expect to see a strong focus on welfare, in the event that people are stuck for an extended period.

We appreciate that uncertainty about the proportion of checks France will initially undertake has made estimating the road user impact difficult. However, we are not as confident as we would like to be this close to 10 November that information and welfare plans will meet road users' reasonable needs. Three areas are of particular concern:

- Many people affected will be travelling from far beyond Kent and it is important they have the information they need in good time to plan their journeys. This will require a coordinated approach from all the agencies involved and a key role for you in communicating to your customers. Is this critical information strategy in place?
- Motorway services will be a crucial part of the plan, especially in allowing users to take a last stop before joining a queue that might be hours long. Do the relevant services operators have adequate contingency plans in place to maintain a good level of service even with sharply increased levels of demand?
- If drivers and passengers are stuck in long queues they will need access to food and drink, toilets, medical assistance and more. This applies to all users – lorry drivers as well as families with children and disabled users. If four hours is confirmed as the trigger point for offering welfare (a very long time to wait), users will expect it to be delivered promptly at that point. Will welfare arrangements be delivered in a way that meets users' needs?

I would welcome reassurance as soon as possible, and certainly this month, about the steps being taken to address these points.

Yours sincerely



pp

**Louise Collins**  
Director