



Lorry Driver Facilities

12-month action plan
June 2025

Lorry Driver Facilities – 12-month action plan

Context

Logistics and road freight play a key part in the growth of the UK economy, with **81 per cent** of freight moved by road. In 2023 HGV's made around **160 million** journeys, keeping supermarket shelves stocked and deliver hospital supplies.

Attracting and retaining a skilled workforce of drivers is vital to keeping Britain moving and being able to take a decent break or park and sleep overnight is part of that.

Drivers shouldn't have to worry about where they'll go to the toilet or whether they'll have their vehicle broken into while they're asleep in the cab.

Our report from November 2024 highlighted that more can be done to try and improve lorry driver facilities across the country and there is a consensus across the industry that there is a need for progress on this issue.

What is happening now?

On 27 March 2025 Transport Focus hosted a roundtable bringing decision makers together to discuss solutions to improving facilities for lorry drivers.

Discussions centred around three priority areas where we know lorry drivers want to see things getting better:

- **Better and consistent quality** of services that provide a welcoming environment - driving up standards and ensuring consistent quality of facilities across sites. Challenging the approach of some services, which leaves lorry drivers feeling less valued than other customers.
- **Parking capacity that meets demand** - a sustained focus on increasing parking capacity and lorry driver facilities in the right places to ensure that availability meets the growing demand.
- **Safety and security for drivers and vehicles** – improving standards, particularly at sites where there are security concerns, so that drivers and loads are safe and feel safe.

As well as confirming that there was a broad agreement across the industry on the key areas that could be improved, the workshop discussions also highlighted several areas where work on potential solutions to make things better was already underway.

These included:

- The tabling of a Freight Crime Bill by Rachel Taylor MP (19 March 2024), which introduces the creation of a unique crime code for freight which could enable police to record and respond to freight theft more effectively.
- Investment in facilities supported by National Highways and the Department for Transport matched funding schemes.
- Some operators trialling dynamic parking at night to deliver additional capacity

- Potential expansion of specific measures to benefit drivers (loyalty schemes)
- Staff training and culture change to focus customer service on areas where there are gaps or issues
- Cross industry support to with operators helping each other to negotiate the planning process which is often needed to make operational changes to sites

What next to drive positive change?

With priority areas and existing workstreams identified, Transport Focus used the expertise present at the round table to generate a list of ideas for potential solutions

The top solutions have been distilled to form a 12-month action plan to prioritise the areas where we can have the greatest impact. We will reconvene the group in a year to review progress and agree next steps.

We will continue to engage with stakeholders over the next year to hear how things are progressing and offering support wherever we can. We will hold a further roundtable in Spring 2026 to monitor progress and review what else can be done, ensuring that we keep a focus on driving positive change for this important group of transport users.

Roundtable attendees

- Transport Focus
- Department for Transport
- National Highways
- Logistics UK
- Road Haulage Association (RHA)
- Unite the Union
- Moto
- Roadchef
- Extra
- Welcome Break
- Formula Services
- DB Schenker
- Evri
- Transport Asset Protection Association (TAPA)
- British Parking Association
- National Vehicle Crime Intelligence Service (NaVCIS)
- RAC Foundation
- TT Club
- SNAP
- Rachel Taylor MP (Chair of the APPG on Freight and Logistics)

12-month action plan

No.	Action area	Lead organisation	Action
1	Matched funding / grants	Department for Transport	Subject to spending review, establish a budget for grants to improve lorry parking facilities. Collaborate with National Highways to ensure it facilitates enhancements at these facilities. The fund should be allocated to improve the overall quality of lorry parking facilities for drivers, focusing on parking capacity, security, showers, and toilets. Investments should be directed to areas with the greatest need, based on demand and mapping of current facilities, where market conditions do not support a viable business case.
2	Mapping existing provision	National Highways	Map existing rest stop facilities across the Strategic Road Network, including both provision (e.g. numbers of parking spaces, numbers of showers, level of security) and quality. Use and share the map to articulate gaps and inform targeting of both government and commercial funding initiatives. Measure the impact of funding and showcase and celebrate successful investment.
3	Planning guidance	Department for Transport	Update the DfT Circular 01/2022 , a key document that provides guidance on planning policy, to reinforce the importance of HGV parking facilities and monitor the effectiveness of the policy. Further consideration should be given to publishing guidance as to how the Circular should be weighted in planning applications
4	Engagement with logistics operators	Logistics UK, RHA, Unite the Union	Engage with logistics operators to share findings from the roundtable and aim to secure commitments to closer working in future. This should include exploring how logistics operators could take a more active role in providing rest stop facilities (potentially through opening up access to their own sites/offering EHGV charging), their role in influencing drivers (e.g. increasing awareness of security risks, educating re welfare) and attendance at future working groups or roundtables.
5	Maximising existing space	Site operators (MSAs, Truck stops and 'A' road)	Review the existing space and explore ways to create additional parking, showers, toilets, and security improvements. Share examples of successes with Department for Transport, National Highways and other operators to promote best practice.
6	Raise profile of the issue	Transport Focus	Raise and maintain the profile of the issue with media, politicians and other stakeholders. Coordinate a group of communications leads from interested organisations to co-ordinate activity and share resources and intelligence.
7	Security awareness and training	DB Schenker, TAPA, British Parking Association and NaVCIS	Launch educational initiatives to help drivers assess and minimise risks. This could cover topics such as identifying secure sites and understanding crime hotspots. Promote simple good practices, such as parking trailers side-by-side to prevent unauthorised access.

Transport Focus
25 Cabot Square
London
E14 4QZ

0300 123 2350
www.transportfocus.org.uk
info@transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council

© 2025 Transport Focus