

# Maidstone Joint Transportation Board

**30 July  
2024**



## Hart Street/Barker Road – Experimental scheme outcomes

<b>Decision Making Authority</b>	Kent County Council
<b>Lead Director</b>	Haroon Chughtai Director of Highways, Transportation & Waste
<b>Lead Head of Service</b>	Tim Read, Head of Transportation
<b>Lead Officer and Report Author</b>	Ryan Shiel – Programme Manager, West Kent Highway Improvements Team
<b>Wards and County Divisions affected</b>	Fant Ward, Maidstone
<b>Which Member(s) requested this report?</b>	Committee

### **This report makes the following recommendations:**

This report details investigations and works by KCC officers over the past 24 months in relation to the traffic congestion concerns at Barker Road / The Broadway (Maidstone Gyratory), and the effects of the experimental one-way system on Hart Street. Officers are seeking a recommendation from the JTB as to how officers should proceed based on the possible recommendations detailed in section 7 of this report.

### **Timetable**

<b>Meeting</b>	<b>Date</b>
Maidstone Joint Transportation Board	30 July 2024

# Hart Street/Barker Road – Experimental scheme outcomes

## 1. ORIGIN OF REPORT

- 1.1 This report is to update the JTB on the effects and impacts in and around the Lockmeadow Estate of the experimental one-way system on Hart Street.

## 2. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 2.1 This report outlines the findings of the public consultation and surveys carried out to date in relation to experimental one way system which is currently still in operation. The experiment prohibits vehicular traffic from turning right into the northern part of Hart Street from Barker Road, near McDonalds.

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## 3. INTRODUCTION AND BACKGROUND

- 3.1 Lockmeadow Estate consists of Barker Road, Hart Street and various residential side roads and cul-de-sacs. The site contains a mix of retail, leisure and residential use and has been gradually developed over the last 5-10 years, with MBC progressing various regeneration projects more recently in this area. As a result of this gentrification and development the amount of traffic in and out of this site has increased. Although there are alternative pedestrian/cycle routes into Lockmeadow, via the river and the railway station, all vehicle access is via the one entry/exit at Barker Road onto A20 The Broadway. During the first lockdown in 2020 the issues around traffic and congestion were exacerbated by the high number of customers wishing to reach the McDonalds Restaurant drive-thru facilities. This led to vehicles queueing back out of McDonalds, along Hart Street and backing up along Barker Road and then onto The Broadway (Maidstone gyratory). Although the queues were particularly noticeable during lockdown there was previous tailbacks noted during certain times, such as when there was a particularly popular film showing at the cinema. Various residents, customers and business owners have been in contact with KCC and MBC officers raising concerns about the congestion at the site.
- 3.2 In 2020 KCC officers submitted a bid to the local transport plan (LTP) for funds to carry out detailed traffic surveys and identify some potential 'quick win' experimental schemes which may be able to help alleviate queues and congestion in the area. To ensure that officers had the support of the local community, and to allow local input, a working group was formed in 2021 consisting of all elected KCC and MBC councillors for the area, local business owners/managers and resident representatives from the Barker Road estate. Officers from both authorities were also involved with the working group.
- 3.3 Funding is available via the Section 106 money Macdonald's contributed, much of this has been used for the expenditure on the Bridge Gyratory according to the wording of the S106 and £32,314.70 is still available which can be used towards any junction improvements. In addition to this, in

2021 KCC Highway Officers successfully bid for £15,000 Local Transport Plan funding to carry out designs and initial surveys to allow possible options to be explored. The £15,000 was spent on the various traffic and movement surveys already carried out at Barker Road/The Broadway for the detailed design and auditing of the various options and pre-construction surveys.

- 3.4 The aim of improving the junction was/is two-fold. KCC is concerned about vehicles turning left into Barker Road and queuing on The Broadway which blocks the gyratory which can cause wider issues around the town and residents and businesses need relief from severe congestion at certain times of the day/week when exiting Barker Road.
- 3.5 A number of options were submitted and discussed with the working group. These included variations of an experimental one-way system and a couple of options for more significant improvements to the junction of The Broadway/Station Approach and Barker Road. At the JTB meeting on 12<sup>th</sup> January 2022 the board recommended the Option 1 proposal be instructed on a trial / experimental basis.
- 3.6 Option 1 involved a clockwise one-way system with a no right turn into Hart Street from Barker Road and the introduction of a mini roundabout at the southern end of Barker Road/Hart Street. The scheme was installed in across March and April 2023, with various amendments and additions to the signage and temporary barriers on site throughout the year.
- 3.7 Feedback about the scheme has been mixed, but overall feedback from residents living on Lockmeadow Estate has been positive. Since introduction of the experimental scheme KCC have not received complaints about queues backing up along Barker Road onto the gyratory which previously was occurring on a regular basis. We have had feedback from local businesses on upper Hart Street to advise that trade has been impacted by the scheme as some motorists may choose not to visit the site due to the length of the one-way system.

#### **4. Public consultation outcomes**

- 4.1 In February 2023 a consultation was launched on the KCC consultations website. Due to delays with fully setting out the signage and barriers for the No Entry gateway the scheme was not fully set up at the point the public consultation commenced, as such the consultation was extended for an additional few months up to November 2023.
- 4.2 The following promotional activities were undertaken to support the delivery of the public consultation:
  - Webpage appeared on the main Let's talk Kent [homepage](#) and the [Highways Hub](#)
  - Detailed report presented to Maidstone JTB
  - Email sent to key stakeholders
  - A [media release](#) was issued

- Public notices were displayed along the route and in the local newspaper
- Social media posts promoting the consultation
- Invite sent to 1,364 people registered with KCC's engagement platform, who had expressed an interest in transport and road consultation in the borough of Maidstone.

A webpage [www.kent.gov.uk/hart-street](http://www.kent.gov.uk/hart-street) was created for the consultation on [Let's talk Kent](#). Copies of the consultation material could be downloaded from this webpage or posted on request.

During the consultation there were:

- 6,012 visitors to the consultation webpage with the page being viewed 13,166 times
- 402 downloads of the consultation
- 18 downloads of the Equality Impact Assessment (EqIA)
- 14 downloads of the Word version of the consultation questionnaire.

The social media posts were seen by 95,575 people at least once, with the posts being displayed on someone's screen 241,607 times. The posts generated 9,264 clicks through to the consultation webpage.

People were asked to provide feedback via a consultation questionnaire, which was available online and in a paper version on request.

There was a total of 140 responses to the consultation. During the main consultation the questionnaire was broken into two parts. Part one included mandatory questions for the Experimental Traffic Regulation Order. In part two of the questionnaire, respondents were asked if they would answer some optional questions to help us better understand their views on the scheme as a whole. For the consultation extension all questions were optional. Most respondents (39%) opted not to disclose in what capacity they were responding to the questionnaire.

52% (72) of those who responded were either residents of Lockmeadow or the wider Maidstone area.

19 respondents who stated that they were a Lockmeadow Estate resident were in support of the one-way system, and 11 residents objected.

Only one person responded on behalf of a local business in the area.

In 2021 a working group was formed in response to the concerns raised about traffic congestion and highway safety at Lockmeadow estate. The group consisted of KCC and MBC councillors, representatives of local businesses, local residents, KCC and MBC officers. From June 2021 and during the experimental period the Hart Street working group met on various occasions.

These discussions helped influence and guide interim changes to the experimental scheme such as enhancements to the sensors of the traffic lights onto The Broadway and additional signage and barriers on site.

4.2 Respondents to the questionnaire were asked if they wished to support or object to the Hart Street one-way system. Of those who responded to this question 69 (50.4%) objected to the proposed one-way system and 68 (49.6%) responded in support. There was a greater number of objections received during the early stages of the consultation, many of these were related to the lack of compliance with the No Entry prior to the more substantial barriers and additional signage being installed. More recently subsequent to the enhanced No Entry gateway and following the extension to the public consultation there has been a greater volume of those responding in support of the scheme.

## **5. Survey Data and site analysis**

5.1 During the first few months the one-way scheme was operating, a number of drivers were not obeying or not seeing the No Entry signs at the Hart Street / Barker Road junction. During April and May, we were contacted by residents advising us that drivers and riders were disobeying the No Entry restriction. This was particularly by delivery drivers trying to reach the food establishments in Hart Street.

5.2 Automated traffic count (ATC) vehicle surveys were carried out at various intervals during the experimental scheme to analyse changes in driver behaviour on Hart Street and Barker Road.

5.3 We commissioned a weeklong ATC survey on 5 June 2023 which recorded 1809 vehicles disobeying the No Entry and one-way system and turning right on to Hart Street from Barker Road. Following this survey, we arranged for additional signs and barriers to be installed at the junction. We also carried out further local advertising to make road users aware of the experimental scheme. The greatest proportion of road users (drivers / riders) disobeying the No Entry were cyclists (133 recorded) and motorcycle / moped riders (118 recorded).

5.4 A further survey was installed week commencing the 25 July 2023 following the additional works detailed above. The number of drivers disobeying the No Entry had dropped substantially to 716 road users. Of those still disobeying the restriction, the largest proportion of these were still cyclists (118 recorded) and motorcyclists / moped riders (23 recorded).

5.5 It is acknowledged that ongoing enforcement and observation of the No Entry would be required if the scheme was to remain. Delivery drivers in particular continue to disobey the restriction at times and KCC officers have made Kent Police aware of this. Requests have been made by residents for a fixed enforcement camera at this site. This may be something that could be considered as a long-term measure, but the one-way system is only intended

to be a short to medium term measure to help manage traffic flows within the Lockmeadow estate. With further development works being investigated in the area larger scale amendments to the Barker Road / The Broadway junction may be required to help manage traffic flow in and out of the estate which will have a more notable impact than the one-way system.

5.6 The results from the latest surveys show that average driver speeds are 12.69mph on Hart Street and 19.72mph on Barker Road. This demonstrates that the current speed limit of 30mph is well adhered to.

## **6. Next Steps**

6.1 Once an experimental scheme has been in place for 18 months a decision has to be made as to whether the experimental scheme has to be abandoned and removed, or made permanent.

6.2 If made permanent, all of the temporary concrete and plastic barriers, temporary a-frame signs and temporary notices will be removed from site. The concrete barriers will be replaced by an extended footway kerb line to permanently narrow the carriageway and reduce the crossing distance for pedestrians. New dropped kerbs will be installed and more prominent illuminated No Entry signage and road markings placed at the Hart Street / Barker Road junction. The completed scheme will be subject to an industry standard stage 3 road safety audit if made permanent.

6.3 The temporary scheme will need to be abandoned if it cannot be made permanent. This would mean all temporary features would be removed from site and the two-way operation of Upper Hart Street returned. This would allow traffic to travel in both directions between the McDonalds access and Barker Road. The mini roundabout at the southern end of Hart Street can remain in place regardless of the outcome of the experimental scheme with some minor amendments to the signage and lining on site.

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## **7. RECOMMENDATION**

7.1 Make the one-way experimental scheme on Hart Street permanent. An additional £15,000 has been secured via LTP funding in 2024/25 for installing the permanent scheme. Continue to monitor the site, and review further developments closely.

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## **8. REPORT APPENDICES**

Appendix A – Permanent scheme proposal

Appendix B – Traffic Survey summary

Appendix C – Comments from businesses at Hart Street Working Group

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## **9. BACKGROUND PAPERS**

9.1 For information the previous JTB report proposing the experimental scheme can be found here:

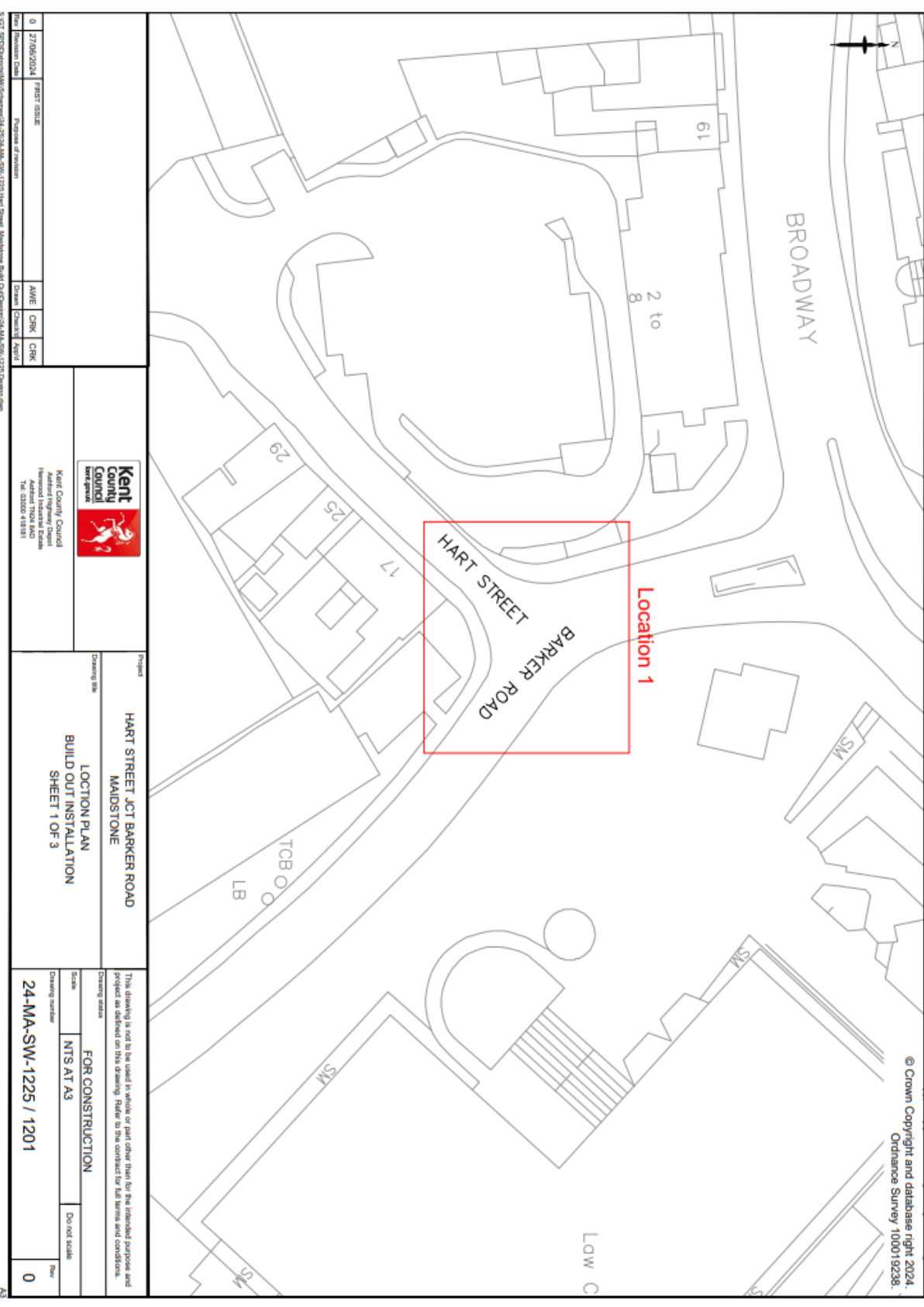
[E-Planning - Parish Copies of Applications \(maidstone.gov.uk\)](https://www.maidstone.gov.uk/e-planning/parish-copies-of-applications)

9.2 The consultation report can be found here:

[Hart Street and Barker Road, Maidstone - Experimental one-way system | Let's talk Kent](https://www.letstalkkent.co.uk/hart-street-and-barker-road-maidstone-experimental-one-way-system)

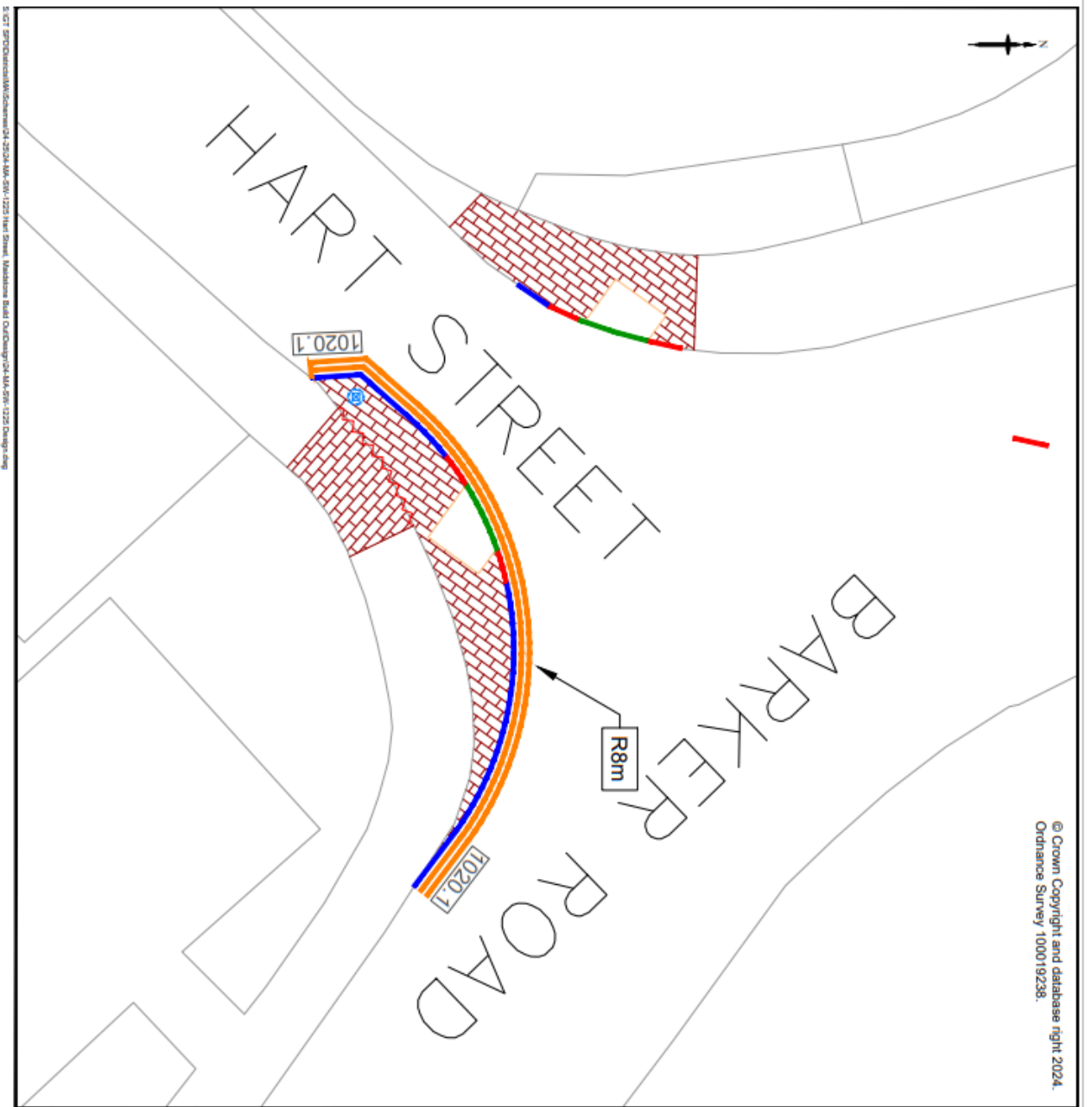
## **Appendix A – Permanent Scheme Proposal**

Location plan :



Scheme plan





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Ordnance Survey 100019238.

**Notes**  
All setting out is to be agreed on site with the Engineer prior to commencement of works.

-  Proposed 125 x 255mm HB2 PCC, variation B. Upstand 125mm to KCC/HTW/100/001.
-  Proposed 125 x 150mm tapered kerb units (type DL / DR), variation B to KCC/HTW/100/001.
-  Proposed 125 x 150mm bullnose kerbing, variation B. Upstand 0-6mm to KCC/HTW/100/001.
-  Buff PCC tactile paving, installed to KCC/100/011, type C. Blisters to align with kerbs on opposite side of road.
-  Remove existing PCC kerb to tip. Install 125 x 255mm PCC kerbing, type HB2, variation B to KCC/HTW/100/001. Upstand to be 125mm or to match existing.
-  Footway construction. Install Marshalls standard concrete block paving 200mm x 100mm x 50mm deep block paving, red (Brindle) in colour, to KCC/100/011, type D. Laying pattern to be stretcher bond.
-  Raise cover to new footway level.
-  Road marking TSRGD 2016 Diagram number.

0	27/08/2024	First issue	AME	CRK	CRK
Rev	Revision Date	Purpose of revision	Drawn	Checked	Agreed

**Kent County Council**  
kent.gov.uk



**Kent County Council**  
Ashford Highway Depot  
Henwood Industrial Estate  
Ashford  
TN24 8AD  
Tel: 03000 418181

**Project**  
HART STREET JCT BARKER ROAD  
MAIDSTONE

**Drawing title**  
BUILD OUT INSTALLATION  
SHEET 2 OF 3

**Drawing status**  
FOR CONSTRUCTION

**Scale**  
1:100 @ A3

**Do not scale**

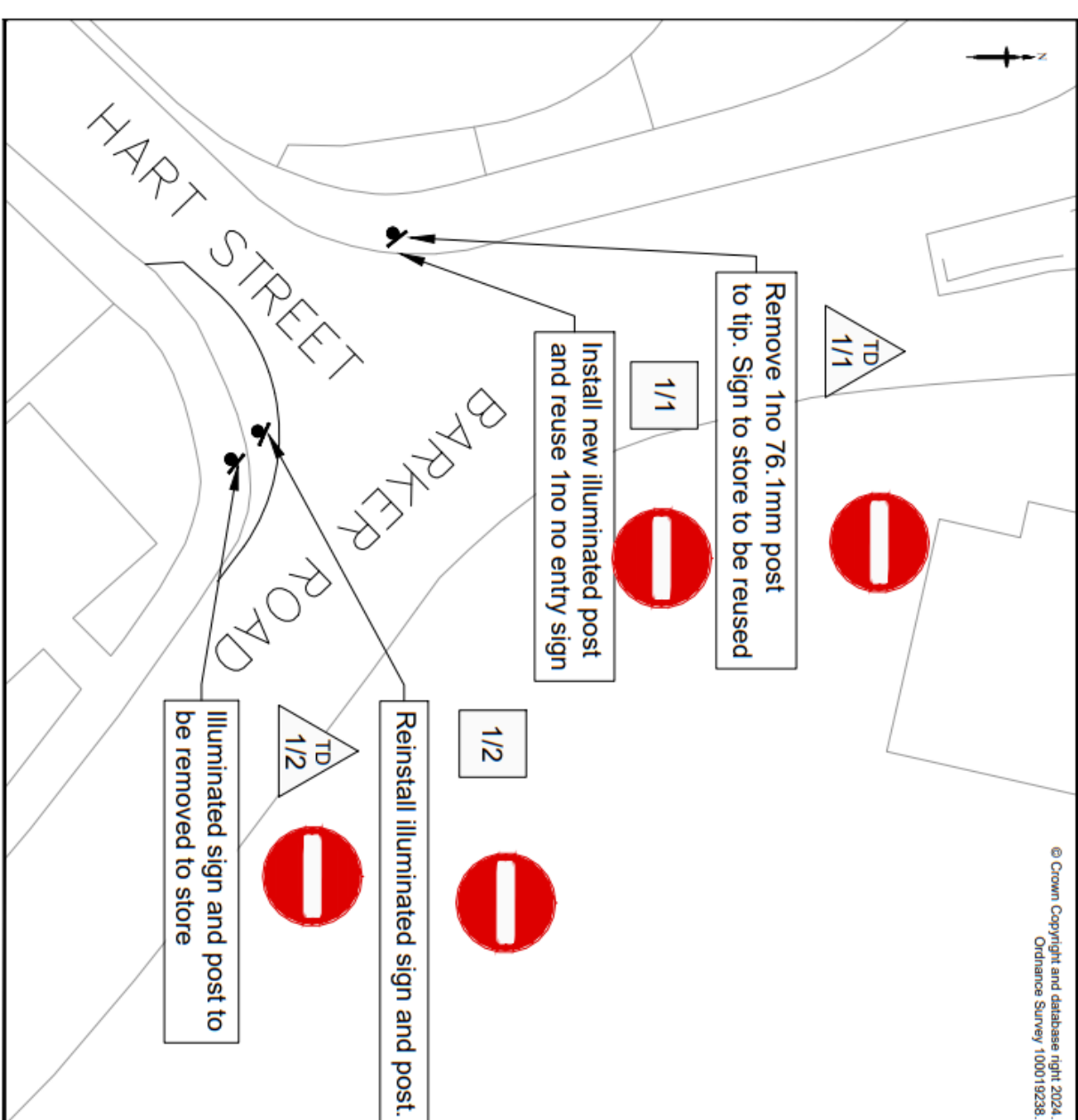
**Drawing number**  
24-MA-SW-1225 / 1202

**Rev**  
0

This drawing is not to be used in whole or part other than for the intended purpose and project as defined on this drawing. Refer to the contract for all terms and conditions.

S:\CT\24\24-MA-SW-1225\1225 Hart Street\_Maidstone Build\_Out\Drawings\24-MA-SW-1225 Drawg.dwg

Permanent No Entry signs (No Entry markings are also being investigated)



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Ordnance Survey 100019238.

<p>North</p> <ul style="list-style-type: none"> <li>Sign position and orientation (one post).</li> <li>1/1 Illuminated traffic sign (refer to Sign Schedule).</li> <li>TD 1/1 Sign to be removed (refer to Sign Schedule).</li> </ul>		
<p>0 27/09/2024</p> <p>Rev Revision Date</p>	<p>FIRST ISSUE</p> <p>Rev Revision Date Purpose of revision</p>	<p>AME CRK CRK</p> <p>Drawn Checked Approved</p>
<p><b>Kent County Council</b> Ashford Highway Depot Henwood Industrial Estate Ashford TN24 8AD Tel: 03000 418181</p>		
<p><b>Kent County Council</b> Ashford Highway Depot Henwood Industrial Estate Ashford TN24 8AD Tel: 03000 418181</p>		
<p>Project <b>HART STREET JCT BARKER ROAD MAIDSTONE</b></p>		
<p>Drawing title <b>STREET LIGHTING PLAN SHEET 3 OF 3</b></p>		
<p>Drawing status <b>FOR CONSTRUCTION</b></p>		
<p>Scale <b>NTS AT A3</b></p>	<p>Do not scale</p>	
<p>Drawing number <b>24-MA-SW-1225 / 1203</b></p>	<p>Rev <b>0</b></p>	

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Hart Street surveys, collected via automated traffic counter (ATC) tubes placed for one week outside the Fish and Chip Shop opposite McDonalds w/c 25<sup>th</sup> July 2023.

Day of week	Total number of vehicles	Average Speed	85 <sup>th</sup> percentile speeds	95 <sup>th</sup> percentile speeds
Monday	1482	12.76	15.81	18.12
Tuesday	1714	12.66	15.67	18.03
Wednesday	1813	12.67	15.63	17.69
Thursday	1819	12.96	16.01	18.47
Friday	2045	12.64	15.60	17.71
Saturday	1983	12.50	15.55	17.80
Sunday	1813	12.67	15.69	17.80
5day	8873	12.73	15.73	17.98
7day	12669	12.69	15.69	17.92

Table below shows number of vehicles disobeying No Entry Gateway during survey period.

Day of week	7am-7pm	6am - Midnight	Across full day
Monday	54	82	85
Tuesday	46	82	87
Wednesday	56	103	110
Thursday	74	124	130
Friday	67	100	102
Saturday	46	94	103
Sunday	57	86	99
<b>Grand Total</b>	<b>400</b>	<b>671</b>	<b>716</b>

Table below shows total number of vehicles recording using Hart Street (both directions) during survey period.

<b>Day of week</b>	<b>7am-7pm</b>	<b>6am - Midnight</b>	<b>Across full day</b>
Monday	909	1465	1482
Tuesday	1113	1686	1714
Wednesday	1167	1780	1813
Thursday	1196	1792	1819
Friday	1333	2015	2045
Saturday	1308	1943	1983
Sunday	1183	1744	1813
<b>Grand Total</b>	<b>8209</b>	<b>12425</b>	<b>12669</b>