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FAO Alex Howard MRTPI

23 January 2026

Dear Mr Howard

Our Ref: DWT368

RE: APPLICATION REF NH/25598/2025 Whitehorse Service Station, Clothall Road, Baldock

We write on behalf of the applicant in response to the Highway Authority's comments and maintained objection, as set out in the correspondence from dated 30 December 2025. We have carefully reviewed the issues raised and amended the proposed site layout accordingly to address highway safety, provide operational clarity, and pedestrian and cyclist safety. The following points summarise how the matters have now been resolved.

Omission of Car Parking Bay 11

Car parking bay 11 has been removed from the layout. This amendment improves internal circulation, reduces vehicle conflict at a critical manoeuvring point close to the store entrance, and enables safer vehicle tracking when all remaining bays are occupied. The omission directly responds to concerns regarding restricted exit movements, reversing manoeuvres, and potential queuing within the forecourt.

Cycle Parking Strategy and Relocation

The previously proposed cycle parking has been relocated to the north-east corner of the site, where it is separated from the main vehicle circulation routes and forecourt activity. This area will be covered by CCTV surveillance, providing user security and natural surveillance.

A health and safety concern has been identified regarding cyclists needing to cross the busy forecourt to access cycle stands. Unlike comparable petrol filling stations, including the applicant's other PFS sites, the preference is to discourage unnecessary cycle movements within the forecourt. Instead, cyclists are encouraged to approach safely via the public footpath network, minimising interaction with vehicles and pedestrians and reducing the risk of collision.

This approach reflects a safety-led design response, prioritising vulnerable users by limiting exposure to high-risk vehicle movements rather than increasing conflict points within the site.

Car Wash Exit Definition and One-Way Flow

The car wash exit has been significantly clarified through the following measures:

- 'EXIT/TURN LEFT' road marking and a left turn arrow indicating that all traffic must turn left when exiting the car wash lane;
- Clear directional signage identifying the route as exit-only; and
- installation of TURN LEFT flag sign on shop wall.

These changes establish a clear east-to-west IN-OUT circulation pattern, preventing vehicles exiting the car wash from re-entering the forecourt. This reduces internal conflict, removes ambiguity for drivers, and improves pedestrian safety by creating predictable vehicle movements.

Upgraded Vehicle Access Crossovers

Both vehicular accesses have been upgraded to dropped kerb vehicle crossovers with a concrete wearing course. This improvement enhances structural resilience, provides a level pedestrian crossing surface, and aligns with current highway design expectations. The upgrades also better define access points, encouraging slower vehicle speeds and improved driver awareness when entering and exiting the site.

Queuing Mitigation

To maximise the efficiency of the site and limit queuing, the site will adopt a formalised east-west one-way flow with entry-only access on the east and exit-only access on the west. This will prevent driver hesitation, reversing, and decision-making near the access. It will also reduce peak-time impact and improve throughput. The one-way system will be supported with signs and surface markings.

The car wash has stacking space for up to four cars, depending on the size of vehicle and so the impact on the rest of the site is expected to be negligible.

Conclusion

The applicant has proactively addressed the Highway Authority's concerns through targeted design amendments that improve safety, legibility, and operational efficiency. The revised layout:

- Removes a key constraint by omitting parking bay 11;
- Improves cyclist safety by reducing forecourt interaction;
- Establishes a clear and enforceable one-way vehicle flow; and
- Upgrades access geometry in line with modern standards.

It is respectfully requested that these amendments are taken into account when reassessing the proposal, as they materially reduce the risks previously identified and demonstrate a commitment to policy-compliant, safety-focused design.

Yours sincerely,

Dean Watkins IEng, MCIHT

A handwritten signature in blue ink, appearing to read 'D. Watkins', with a stylized flourish at the end.

Managing Director

DW Transportation Limited

Encl. revised transport statement