

Scope

Procurement of Access Surveys and Guides of Motorway Service Areas (MSAs) in England.

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1. Summary of contract

- 1.1 The supplier shall undertake comprehensive access surveys of all Motorway Service Areas (MSAs) on the strategic road network in England.
- 1.2 The supplier shall make this information available to the public in easy to use and accessible ways, enabling disabled road-users to plan journeys on the strategic road network that meet their own specific access needs.
- 1.3 The Access Guides should be published, maintained and updated for the duration of the three-year contract.
- 1.4 The on-line Access Guides should be available to the public to view for up to 12 months after the end of the contract period.

2. Purpose

- 2.1 The provision of the disability Access Guides will help National Highways to:
- 2.2 (a) Meet its Public-Sector Equality duty to identify and remove inequalities and barriers experienced by our customers.
- 2.3 (b) Move closer towards fulfilling the Department for Transport's (DFT) Inclusive Transport Strategy ambition of an accessible and inclusive strategic road network.
- 2.4 (c) Respond to the identified needs of our disabled customers as identified by the Transport Focus (TF) research into the experiences of disabled road-users and feedback provided by the Roads for All Forum.

3. MSA surveys.

- 3.1 The supplier will prepare and publish on-line disability Access Guides to all motorway service areas in England. These guides will be based on accurate and detailed access surveys of each MSA, revisiting and updating the access surveys and guides as necessary. The full list of MSAs, and their locations, can be found in Appendix A
- 3.2 The disability access surveys will inform the preparation and subsequent publication of Access Guides for each MSA.
- 3.3 During the duration of this contract, new MSAs may be opened on the motorway network. National Highways will provide the supplier with at least 6 months' notice regarding the planned opening of new MSAs. The supplier should undertake surveys and publish Access Guides, within two months of any new MSA, opening.

4. Disability Access Guides

i. Overview:

- 4.1 The supplier will use the information they've gathered from the MSA surveys, to develop the Disability Access Guides.
- 4.2 Disability Access Guides will include detailed access information, together with less detailed, key accessibility features to the shop units and services within the MSA.
- 4.3 **Disability-related accreditation schemes** e.g. Sunflower, Stoma and Dementia Friendly, etc, which each MSA has signed up to, should be included.
- 4.4 **A virtual 360-degree walkthrough** must be provided for each location, to enable customers to undertake a virtual tour through the MSA, to test suitability – i.e. doors, rest areas, floor patterns etc.
- 4.5 **What3Words** has been designed with voice input in mind, so partially sighted and blind people, can get directions to exact and specific locations, just by speaking three words into their enabled devices. What3words should be included in the

Access Guides to support the access information, enabling navigation to the main entrance of the MSA, EVCPs and fuel station.

ii Types of Access Guides Required

- 4.6 A combination of Access Guides can be provided: (1) very detailed with objective measurements and photos, (2) an overview of key accessibility features and (3) virtual access guide tours.
- 4.7 (1) **Detailed Access Guides** should provide objective information about all aspects of accessibility that disabled customers may need when visiting MSAs and using the facilities and services provided. These should reflect the latest accepted standards, building regulations and best practice. They should include detailed measurements, and photographs. They should also include information about training provided to customer service staff. The following facilities must have detailed Access Guides:
- Toilets including accessible toilets and changing places
 - Any quiet areas / sanctuary spaces
 - Car parks
 - Petrol stations and electric vehicle charging points, aligning to the new EV charging standards, including new symbols
 - Entrances and routes through main service area to key facilities
 - Main refreshment areas
 - Spending areas for dogs, including any specifically designed for assistance dogs
- 4.8 (2) **Key access features** should provide a summary overview for customers to indicate whether the facilities and services meet accepted standards of accessibility, reflecting regulations and latest best practice, and the requirements of disabled people with a wide variety of impairments and access requirements. These should include participation in accreditation / support schemes such as dementia friendly, stoma friendly and the hidden disabilities sunflower. The following facilities should have key access features summarised:
- All areas covered by detailed Access Guides (listed above)
 - All café and restaurants, fast-food units, coffee shops.
 - All retail and entertainment units including newsagents, food retailers, arcade facilities etc.
 - All areas within the confines of the MSA provided for visitors to relax, walk dogs, eat picnics, smoking areas etc.
 - All intervening access routes, entrances, exits, changes of levels etc.

- 4.9 (3) **Virtual Access Guides** should provide a 360-degree virtual walk-through from the accessible parking bays to the accessible toilet and changing place (where provided). These should provide an interactive element so customers can obtain further detail and information as they need as they proceed on the walk-through.
- 4.10 Facilities not to include: The access surveys and guides should not include:
- Approach roads, slip roads and signage.
 - Hotels and associated car parking
 - Outdoor food and drink vans and stalls
 - Drive-thru facilities
 - Other facilities not associated with the routine rest and refreshment of travellers.
- 4.11 Whilst these facilities within the MSAs are not included in this contract, providers are invited to provide quotations for including these within the Access Guides if they were to be surveyed at the same time as the other facilities are being surveyed. These will be passed to the relevant operator who may wish to contract separately for these to be included in the completed Access Guides. Any work to be undertaken will be agreed between the supplier and Operator, during the MSA site visits.

iii. Standards and Principles:

- 4.12 The access surveys and subsequent Access Guides should meet the following principles and standards:
- Independent: The surveys should be undertaken by an organisation that is independent of any organisation that owns or manages the MSAs and is trusted by the public to provide reliable and trusted access information.
 - Objectivity: The information gathered in the access surveys and published in the Access Guides should be factual and based on published objective criteria.
 - Professional: The access surveys should be undertaken by trained professionals.
 - Quality assurance: The access surveys and guides should be quality assured.
 - Consistent: The same objective standards for assessing accessibility will be applied consistently across every MSA surveyed.
 - Tried, tested and trusted: The access surveys and guides should be designed according to the latest evidence about the access information needs of disabled people, ideally gathered through first- hand experience of this area of work.

iv. Overview of impairment types and access needs.

- 4.13 The access surveys and guides should enable disabled people and their travelling companions to plan accessible and inclusive journeys on the strategic road network. They need to meet the wide variety of access needs that disabled people have – e.g. physical, hearing, visual, hidden impairments, behavioural and cognitive impairments, learning disabilities etc.
- 4.14 Some example questions of the type of information that disabled people may wish to know before deciding where to plan their breaks on their journey include:
- I need assistance to get from my car to the toilet. Will staff be available to help me? How do I contact them?
 - How far is the disabled toilet from the disabled parking bay? Will I be able to walk that far?
 - Are there any steps? Where are they?
 - Will there be space to transfer to the disabled toilet from the left-hand side, because I cannot do this from the right?
 - Will the café have a menu in large print?
 - Have the staff in the service area been trained in Deaf awareness?
 - Are the doors automatic or at least easy to open for people with limited mobility and reduced strength?
 - Is there a quiet space that people with autism or those with dementia could use if they become distressed?
 - Are the directional signs easy to read and understand?
 - Is there a wheelchair available for customers to borrow and is the baby changing bench height adjustable?
 - Do I need a RADAR key to use the Changing Place?
 - Will someone at the petrol station be able to assist me to fuel my car? How can I request this?
 - Will I be able to link my enabled device to What3Words to help me safely navigate to the entrance of the MSA and fuel stations/EVCPs?
 - Does the MSA promote the hidden disabilities sunflower scheme to its customers?

5. Published disability Access Guides

i. General information:

- 5.1 If necessary, the supplier should publish and provide the links to the existing MSA Access Guides from April 2023, ensuring continuity of provision for customers.

- 5.2 The supplier, having completed further access surveys, will be required to publish the information in the form of updated Access Guides to each venue, which can be downloaded and printed.
- 5.3 A summary document should also be provided, to enable the printing of key information for each MSA.
- 5.4 The Access Guides should enable provision for inclusion of real-time alerts when there are temporary impacts to access at MSAs.
- 5.5 Access Guides should be reviewed at least annually to ensure they are accurate and up to date.

ii. Accessible:

- 5.6 Information and guides should be accessible free of charge.
- 5.7 Information can be accessed, without having to establish log-in details. The supplier can request log-in details for customers who wish the website / App to remember their access preferences. However this must also be free of charge to customers and their data must be held confidentially, securely and not shared with any third parties, meeting the requirements of the GDPR regulations at all times.
- 5.8 The Access Guides should be available in ways that are accessible to the diverse range of disabled road-users. This means any on-line or downloadable guides should meet established web accessibility and colour contrast standards, and be compatible with accessibility software commonly used by disabled people.
- 5.9 Access Guides should be published so that information is available online and accessible via mobile devices. This could be on a website, where disabled customers and their families have the option to print copies or download to devices, so information can be viewed off-line. The summary of key access features for each MSA must be downloadable and printable.
- 5.10 The Home Page of each MSA access guide should include prominent at-a-glance overview of accessibility features, together with the relevant access symbols (i.e. stoma friendly, sunflower scheme)
- 5.11 Each MSA Access Guide should include prominent information on how to book support services, parking bays, charge points etc, including contact details and how to get help, once they arrive at the MSA.
- 5.12 Each MSA guide should include details of disability-related accreditation schemes e.g. Sunflower, Stoma Friendly, Dementia Friendly, etc. These should be searchable terms for customer to identify suitable MSAs for this journey also.

iii. Searchable:

- 5.13 Using, browsing and searching the online Access Guides must be prominent and easy to use features which:

- 5.14 (a) Enables customers to select access feature(s) they require and print a personalised list of MSAs that meet their specific access requirements.
- 5.15 (b) Be searchable by one or a combination of more than one of the following terms:
- MSA Operator name (e.g. Moto or Welcome Break)
 - MSA name (e.g. Leicester Forest East)
 - Motorway (e.g. M6)
 - Motorway direction (e.g. southbound)
 - Key access feature (e.g. wheelchair accessible entrance, quiet area or Hidden Disability Sunflower)

iv. Accurate:

- 5.16 The supplier must have a process in place with operators, to receive notifications, regarding temporary and permanent issues that could impact on access to MSA facilities. There must be an alert system in place, clearly notifying customers of issues, which may impact on being able to access MSAs. (i.e. refurbishment, building works etc)
- 5.17 Where refurbishment has taken place, the Supplier must visit the MSA within two months of completion, to undertake a further survey and update the Access Guides as required.

v. Open data:

- 5.18 The Access Guides should be freely available for any other provider to analyse or publish for the purpose of improving the journey planning of disabled road-users.
- 5.19 It is the intention that the data published in the Access Guides can be used by any other provider who wishes to enable disabled people to plan their journeys, refuelling and rest breaks on the strategic road network. As such other providers of this information to the public (such as journey planners, electric vehicle charging points and way finders) should be able to request to use the data either by gathering it directly from the website or by the supplier providing it in spreadsheet format (including whenever the Access Guides are refreshed).
- 5.20 All stakeholders and journey planners, on request, should be provided with deep links to the relevant access guide so they can publish these and forward to their customers.
- 5.21 The supplier should engage with potential journey planning route planning providers (e.g. Waze, Zap Maps etc) and take reasonable steps to ensure published information on access can be integrated.

6. Accuracy

- 6.1 The supplier will be required to keep the information in the Access Guides up to date and accurate and indicate to the user when the information was last assessed or confirmed to be accurate. As a minimum the accuracy of the access information provided in the guides should be reviewed annually or when a disruption to services at MSAs is known.
- 6.2 The supplier should use a variety of ways to ensure the accuracy of the guides, including:
- Seeking feedback from users of the guides as to their accuracy.
 - Encouraging MSA Operators to inform them of any planned closures, new services, refurbishments and scheduling access reviews accordingly. Suppliers should work with the MSA Operators, to agree a process to notify them of any accessibility issues, such as maintenance, refurbishment or construction work. The supplier must subsequently alert customers to any longer-term disruption, via the website and Access Guides.
 - Active engagement with MSA Operators to identify and remedy any inaccuracies.

7. Stakeholder Relationships:

- 7.1 There are a number of stakeholder groups with whom communication and positive working relationships will need to be maintained during this contract. These include:
- i MSA Operators:**
- 7.2 The MSA Operators will invite potential suppliers to their sites, to ensure proposals to meet the tender contract are developed with a full understanding of the access issues specific to MSAs.
- 7.3 The operators will need to be kept fully informed of the plans to undertake the access surveys, of the progress being made, and when the Access Guides are due to be published.
- 7.4 The supplier should undertake a detailed review of accessibility at each MSA, identifying how improvements can be made.
- 7.5 The information contained in the Access Guides should be shared with the operators in advance of publication, to confirm their accuracy.
- 7.6 The supplier should work with the operators to help them understand the information contained in the Access Guides and to share any (anonymised) management information regarding disabled customer's access requirements and use of the Access Guides during the period of the contract.

- 7.7 The supplier may wish to consider how it could provide added value to the contract by helping MSA Operators to better understand the accessibility of their facilities and which elements of accessibility could be prioritised for improvement to deliver maximum benefit to disabled customers.

ii Other delivery partners at MSAs:

- 7.8 At times access may be required to effectively carry out access surveys to other facilities on the same sites but not covered by the Access Guides themselves such as petrol stations, hotel providers, drive through facilities etc

iii National Highways Roads for All Forum:

- 7.9 National Highways has a Roads for All Forum which involves a wide range of stakeholders who represent the interests of disabled road-users. The supplier may be required to attend meetings of this forum to update on progress or the findings of the access surveys, take up of the Access Guides etc. maintaining positive working relationships with the stakeholders may also enable the supplier to reach the membership of the external disability organisations on this forum to help promote awareness and use of the Access Guides.

iv Other strategic stakeholders

- 7.10 These include organisations such as DfT, ORR, Motability, Transport Focus etc.

8. Customer feedback:

- 8.1 The supplier must actively seek customer views via a prominent feedback link on the website, for example:
- How was the MSA for you?
 - Did it meet your access needs?
 - Was the access guide accurate?
 - Was the access guide easy to use?
 - How could we improve the access guide?
- 8.2 An automated message should be sent to the customer, thanking them for their contact, and advising how their feedback will be used. i.e., passed to the relevant area to action.
- 8.3 The supplier must review and action each response, to identify any recurring themes and challenges, for prompt resolution and improvement.
- 8.4 Customer feedback, together with supplier actions and outcomes, should be reported to National Highways on an annual basis.

9. Customer Engagement

- 9.1 The supplier will be required to identify and utilise opportunities to gather and expand customer feedback. Using this insight the supplier will report at agreed intervals to National Highways on the following:
- How satisfied disabled customers and their travel companions are with the quality and accuracy of the disability access information provided?
 - How accessible and easy to use, do customers find the information, including how this could be improved?
 - How easy do customers find the website to use and navigate, including what can be improved?
 - Did the information in the guides match the customer experience when visiting the MSA?
 - What is the diversity of customers in terms of age, gender, ethnicity, and impairment type?

10. Communications and Marketing

- 10.1 The supplier shall work with National Highways to plan, coordinate and review, suitable marketing activities to raise customer awareness of MSA Access Guides and how to make use of the available information for travel on the strategic road network.
- 10.2 This will include:
- Activity to promote the Access Guides face to face, via advertising and through the use of the supplier's social media channels.
 - Promotional activity to help target diverse groups, and in particular those where customer insight suggests may be currently under-represented.
 - Additional activity where customer insight indicates further communications are required.

11. Performance reporting

- 11.1 The supplier will be required to provide regular performance data and narrative reports, together with an annual report to National Highways detailing the following information. The supplier will provide information in clear dashboard style, which can be filtered and driven down, to enable interrogation and sharing of information, to drive and inform continuous improvements.
- How many people are consulting the Access Guides.
 - Customer demographics.

- Which Access Guides and which disability access features are most often / least often searched for.
- How, when and where people are consulting the Access Guides – e.g. which types of devices, the time of day etc.
- Feedback and outputs from the annual Customer engagement report.
- Details of customer satisfaction, based on feedback from customers and supplier responses/resolutions.

12. Improvement and delivery

- 12.1 Within the first year of the contract, the supplier will engage with customers and key stakeholders to develop and implement an improvement plan.
- 12.2 Active engagement with key stakeholders and customers should continue annually, throughout the contract lifecycle, sharing data and insight to identify, agree and deliver continuous improvements to accessibility and usage.

13. Contract Timetable

- 13.1 Suppliers will be required to commence and complete the delivery of the contract, commencing 30.3.23, according to the following timetable:
- Publish current Access Guides: 1 April 2023
 - Commence access surveys: 1 April 2023
 - Review access surveys: April 2023 – end of contract
 - Maintain Access Guides: April 2023 to end of contract (March 2026)
- 13.2 ** The on-line Access Guides should be available to the public to view for up to 12 months after the end of the contract period.**

14. Costs

- 14.1 The costs for providing this contract should be identified as followed:
- Cost of undertaking access surveys for any new MSAs.
 - Cost of publishing Access Guides per MSA for any new MSAs.
 - Cost of maintaining accuracy of access surveys and guides per MSA, per year, including alignment to the new EV charging standards, including new symbols
 - Costs for enhancing access surveys and Access Guides that meet requirements listed in paragraphs 4 and 5.
 - Cost of gathering and reporting performance information and customer insight, to be provided in a dashboard format

- Costs for developing, agreeing and implementing annual improvement plans for the duration of the contract, covering but not limited to, enhancements to information accessibility on the supplier's website.
- Costs for marketing and publicity.
- Costs for engagement activities with customers and stakeholders.
- Cost for a programme for growth and improvement especially for integration with other travel planning providers.
- Cost of providing source data via spreadsheets to stakeholders
- A separate cost for potentially expanding MSA Access Guides to APTRS and roads within devolved authorities (Wales and Scotland) should also be provided.

Appendix A: List of Motorway Service Areas in England

This list may increase during the course of this contract, to include new MSAs. National Highways will provide 6 months prior notice, for undertaking surveys and completing Access Guides on new MSAs.

Name	Motorway / Road	Junction	Address	Region
Baldock	A1 (M)	10	Baldock Services, Radwell, Baldock, Hertfordshire, SG7 5TR	E
Beaconsfield	M40	2	Beaconsfield Services, Windsor Road, Beaconsfield, Buckinghamshire, HP9 2SE	SE
Birch EB Twin	M62	18-19	Heywood, Lancashire, OL10 2HQ	NW
Birch WB Twin	M62	19-18	see above	NW
Birchanger Green	M11	8	Old Dunmow Road, Bishops Stortford, Herts, CM23 5QZ	E
Blackburn With Darwen	M65	4	Commercial Road, Darwen, Lancashire, BB3 0AT	NW
Blyth	A1 (M)	34	Hill Top Roundabout, Blyth, Nottinghamshire, S81 8HG	M
Bridgwater	M5	24	Huntworth Business Park, Bridgwater, Somerset, TA6 6TS	SW
Burton In Kendal NB Only	M6	35-36	Burton West, Carnforth, Lancashire, LA6 1JF	NW
Burtonwood	M62	8	Great Sankey, Warrington, Cheshire, WA5 3AX	NW
Charnock Richard NB Twin	M6	27 - 28	M6 Motorway, Mill Lane, Chorley, Lancs, PR7 5LR	NW
Charnock Richard SB Twin	M6	28 - 27	as above	NW

Name	Motorway / Road	Junction	Address	Region
Cherwell Valley	M40	10	Northampton Road, Ardley, Bicester, Oxfordshire, OX27 7RD	M
Chester	M56	14	M56 Junction 14, Elton, Chester, Cheshire, CH2 4QZ	NW
Chieveley	M4	13	Oxford Road, Hermitage, Thatcham, Berkshire, RG18 9XX	SE
Clacket Lane EB Twin	M25	6 - 5	Clacket Lane Motorway Service Area, M25 Westbound, Westerham, Kent, TN16 2ER	SE
Clacket Lane WB Twin	M25	5 - 6	see above	SE
Cobham	M25	9-10 / 10-9	Cobham Motorway Service Area M25, Cobham, Surrey, KT11 3DB	SE
Corley EB Twin	M6	4 - 3	M6 Motorway, Jct $\frac{3}{4}$, Highfield Lane, Coventry, Warwickshire, CV7 8NR	M
Corley WB Twin	M6	3 - 4	see above	M
Cullompton (Only signed North)	M5	28	Cullompton Service Station, Old Station Yard, Old Station Road, Cullompton, Devon, EX15 1NS	SW
Doncaster North	M18	5	Hatfield, Doncaster, DN8 5GS	YNE
Donington Park	M1	23A	Castle Donington, Derby, East Midlands, DE74 2TN	M
Durham	A1 (M)	61	Durham Motorway Service Area, Tursdale Road, Bowburn, Durham, DH6 5NP	YNE
Exeter	M5	30	Sandygate, Exeter, Devon, EX2 7HF	SW

Name	Motorway / Road	Junction	Address	Region
Ferrybridge	A1/M62	33	Ferrybridge, Knottingley, West Yorkshire, WF11 0AF	YNE
Fleet NE Twin	M3	5-4A	M3 Motorway, Jct 4a/5, Fleet, Hants, GU51 1AA	SE
Fleet SW Twin	M3	4A - 5	as above	SE
Folkestone	M20	11	Stop24 Folkestone Services, Junction 11 M20, Stanford Intersection, Stanford, CT21 4BL	SE
Frankley NB Twin	M5	4 - 3	M5 northbound between Junction 3 and 4, Illey Lane, Frankley, Birmingham, West Midlands B32 4AR	M
Frankley SB Twin	M5	3 - 4	M5 southbound between Junction 4 and 3, Illey Lane, Frankley, Birmingham, West Midlands B32 4AR	M
Gloucester NB Twin	M5	12-11A	M5 Northbound, Brookthorpe, Gloucester, Gloucestershire, GL4 0DN	SW
Gloucester SB Twin	M5	11A-12	as above	SW
Gordano	M5	19	M5 Motorway, Jct 19, Portbury, Bristol, BS20 7XG	SW
Hartshead Moor EB Twin	M62	25 - 26	Clifton, Brighouse, Yorks, HD6 4JX	YNE
Hartshead Moor WB Twin	M62	26 - 25	as above	YNE
Heston EB Twin	M4	3 - 2	Phoenix Way, Heston, Hounslow, Middlesex, TW5 9NB	SE
Heston WB Twin	M4	2 - 3	as above	SE

Name	Motorway / Road	Junction	Address	Region
Hilton Park NB Twin	M6	10A - 11	Essington, Wolverhampton, Staffs, WV11 2AT	M
Hilton Park SB Twin	M6	11 - 10A	as above	M
Hopwood Park	M42	2	Redditch Road, Ivechurch, Birmingham, B48 7AU	M
Keele NB Twin	M6	Jnc 15-16	Off Three Mile Lane Keele, Newcastle-Under-Lyme, Staffs, ST5 5HG	M
Keele SB Twin	M6	JNC16-15	as above	M
Killington Lake SB Only	M6	37 - 36	Killington Lake Motorway Service Area, M6 Southbound, Nr Kendal, Cumbria, LA8 0NW	NW
Knutsford NB Twin	M6	18 - 19	Northwich Road, Knutsford, Cheshire, WA16 0TL	NW
Knutsford SB Twin	M6	19 - 18	see above	NW
Lancaster NB Twin	M6	32 to 33	White Carr Lane, Bay Horse, Lancaster, LA2 9DU	NW
Lancaster SB Twin	M6	33 - 32	see above	NW
Leicester Forest East NB Twin	M1	21 -21A	Leicester Forest East, Leicester, Leicestershire, LE3 3GB	M
Leicester Forest East SB Twin	M1	21A - 21	see above	M
Leigh Delamere EB Twin	M4	18 - 17	Chippenham, Wiltshire, SN14 6LB	SW
Leigh Delamere WB Twin	M4	17 - 18	see above	SW
London Gateway	M1	2 - 4	M1 Motorway, Jct 2/4, Mill Hill, London, NW7 3HU	SE
Maidstone	M20	8	Hollingbourne, Maidstone, Kent, ME17 1SS	SE

Name	Motorway / Road	Junction	Address	Region
Medway EB Twin	M2	4 - 5	Rainham, Gillingham, Kent, ME8 8PQ	SE
Medway WB Twin	M2	5 - 4	see above	SE
Membury EB Twin	M4	14 - 15	Lambourne, Hungerford, Berks, RG17 7TZ	SE
Membury WB Twin	M4	15 - 14	see above	SE
Michaelwood NB Twin	M5	14 - 13	Lower Wick, Dursley, Gloucestershire, GL11 6DD	SW
Michaelwood SB Twin	M5	13 - 14	see above	SW
Newport Pagnell NB Twin	M1	14 - 15	Newport Pagnell, Buckinghamshire, MK16 8DS	E
Newport Pagnell SB Twin	M1	15 - 14	see above	E
Northampton NB Twin	M1	15A	Northampton, NN4 9QS	M
Northampton SB Twin	M1	15A	see above	M
Norton Canes	M6 T	T6 - 7	Norton Canes, Cannock, Staffordshire, WS11 9UX	M
Oxford	M40	8A	Thame Road, Waterstock, Oxfordshire, OX33 1LJ	SE
Pease Pottage	M23	11	Brighton Road, Pease Pottage, Crawley, West Sussex, RH11 9YA	SE
Peterborough	A1 (M)	17	Peterborough Services, Great North Road, Haddon, Peterborough, Cambridgeshire, PE7 3UQ	E
Reading EB Twin	M4	12 - 11	Burghfield, Reading, Berkshire, RG30 3UQ	SE
Reading WB Twin	M4	11 - 12	see above	SE

Name	Motorway / Road	Junction	Address	Region
Rivington NB Twin	M61	6-8	M61 Northbound, Bolton, Lancashire BL6 5UZ	NW
Rivington SB Twin	M61	8 - 6	see above	NW
Rownhams EB Twin	M27	3 - 4	Rownhams Motorway Service Area, M27 Southbound Southampton, Hampshire, SO16 8AP	SE
Rownhams WB Twin	M27	4 - 3	see above	SE
Sandbach NB Twin	M6	16 - 17	Sandbach Motorway Service Area, M6 Northbound, Sandbach Cheshire, CW11 2FZ	NW
Sandbach SB Twin	M6	17 - 16	See above	NW
Sedgemoor (NB) (Welcome Break)	M5	22 - 21	Sedgemoor Motorway Service Area, M5 Motorway, Northbound, Jct 22/21, Nr Weston-Super-Mare, Avon, BS24 0JL	SW
Sedgemoor (SB) (Roadchef)	M5	21 - 22	M5 Southbound Jnc 21/22, Rooksbridge, Axbridge, Somerset, BS26 2UF	SW
Severn view	M48	1	Aust, Bristol, South Gloucester, BS35 4BH	SW
South Mimms	M25	23	Bignells Corner, Potters Bar, Herts, EN6 3QQ	SE
Southwaite NB Twin	M6	41 - 42	Broadfield Road, Carlisle, CA4 0NT	NW
Southwaite SB Twin	M6	42 - 41	see above	NW
Stafford (NB) (Moto)	M6	14 - 15	Stone, Staffordshire, ST15 0EU	M

Name	Motorway / Road	Junction	Address	Region
Stafford (SB) (Roadchef)	M6	15 - 14	Stone, Staffordshire, ST15 0XE	M
Strensham NB Twin	M5	8 - 7	Strensham Motorway Service Area, M5 Motorway, Strensham, Worcestershire, WR8 0BZ	M
Strensham SB Twin	M5	7 - 8	see above	M
Tamworth	M42	10	Green Lane, Tamworth, Staffordshire, B77 5PS	M
Taunton Deane NB Twin	M5	26 - 25	Trull, Taunton, Somerset, TA3 7PF	SW
Taunton Deane SB Twin	M5	25 - 26	see above	SW
Tebay NB Twin	M6	38 - 39	Westmorland Limited, Westmorland Place, Orton, Penrith, Cumbria CA10 3SB	NW
Tebay SB Twin	M6	39 - 38	see above	NW
Telford	M54	4	A464 Priorslee Road, Shifnal, Shropshire TF11 8TG	M
Thurrock	M25	31	Arterial Road, West Thurrock, Grays, RM16 3BG	SE
Tibshelf NB Twin	M1	28- 29	Tibshelf, Derbyshire, DE55 5TZ	M
Tibshelf SB Twin	M1	29 - 28	see above	M
Toddington NB Twin	M1	11 - 12	Toddington, Bedfordshire, LU5 6HR	E
Toddington SB Twin	M1	12 - 11	See Above	E

Name	Motorway / Road	Junction	Address	Region
Trowell NB Twin	M1	25 - 26	Ilkeston, Trowell, Nottingham, NG9 3PL	M
Trowell SB Twin	M1	26 - 25	Ilkeston, Trowell, Nottingham, NG9 3PL	M
Warwick EB Twin	M40	12 -13	Banbury Road, Ashorne, Warwickshire, CV35 0AA	M
Warwick WB Twin	M40	13 - 12	see above	M
Washington NB Twin	A1 (M)	64	Portobello, Birtley, County Durham, DH3 2SJ	YNE
Washington SB Twin	A1 (M)	64	see above	YNE
Watford Gap NB Twin	M1	16 - 17	Watford Gap Motorway Service Area, M1 Motorway, Northampton, NN6 7UZ	E
Watford Gap SB Twin	M1	17 - 16	see above	E
Wetherby	A1 (M)	46	Kirk Deighton, Wetherby, LS22 5GT	YNE
Winchester NB Twin	M3	9 - 8	Shroner Wood, Winchester, Hampshire, SO21 1PP	SE
Winchester SB Twin	M3	8 - 9	see above	SE
Woodall NB Twin	M1	30 - 31	Andrew Jagger, Woodall, Sheffield Yorks, S26 7XR	YNE
Woodall SB Twin	M1	31 - 30	see above	YNE
Woolley edge NB Twin	M1	38 - 39	West Bretton, Wakefield, Yorkshire, WF4 4LQ	YNE
Woolley edge SB Twin	M1	39 - 38	see above	YNE
Rugby	M6	1	Moto Hospitality, Rugby Motorway Services, Junction 1 M6, Leicester Road,	M

Scope: Procurement of Access Surveys and Guides of Motorway Service Areas (MSAs) in England.

Name	Motorway / Road	Junction	Address	Region
			Churchover, Rugby, Warwickshire, CV23 0EZ	
Leeds Skelton Lake	M1	45	Extra MSA Group, Leeds Skelton Lake Services M1 J45, Leeds, Yorkshire, LS9 0AS.	YNE