



HM Revenue
& Customs



Department
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Manston Inland Border Facility

Operational Management Plan Non-Technical
Summary

January 2021

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1 Introduction

This document forms the non-technical summary of the Operational Management Plan (OMP) and has been developed for the Department for Transport (DfT) site at Manston, A299, Thanet, Kent.

The purpose of this document is to give an overview of the site, its purpose, its size and the operations that will take place on it. It also provides more detail in response to common queries raised by engagement parties during the Special Development Order process to aid better understanding of operations at the site.

1.1 Purpose of the Site

The use of the site is of a temporary nature to 30 June 2021 and will only be operational when Operation Brock is deployed to improve Kent's resilience in the event of cross-Channel disruption at the end of the EU transition period.

The Manston Inland Border Facility (IBF) site's primary use is as a temporary HGV holding facility. It will also be used for the safe and efficient processing of border readiness checks by DfT, customs paperwork relating to international freight movements for Her Majesty's Revenue and Customs (HMRC) and vehicle inspections by the Driver and Vehicle Standards Agency (DVSA).

There is one inspection shed located on the site for Heavy Goods Vehicles (HGVs) to be inspected.

A review of potential sites within Kent has been undertaken and, as part of the overall strategy, this location has been selected to act as a contingency site if required.

1.2 Design Considerations

The site has been designed to:

- Take account of COVID-19 and the associated requirements for social distancing, cleaning etc
- Operate a zero-pollution goal at the site in terms of spillage and contamination
- Provide safe environmental conditions for all who are working on site
- Provide protection measures that afford safety to the general public, staff / workers, organisers and visitors
- Maintain effective liaison with the emergency services
- In partnership with the emergency services, provide clear governance and co-operation to enable the emergency services to manage any incidents and the rescue and treatment of casualties
- Be sympathetic to the environment in and around the site, together with a robust and rapid approach to any incident that may have a possible harmful effect on the environment

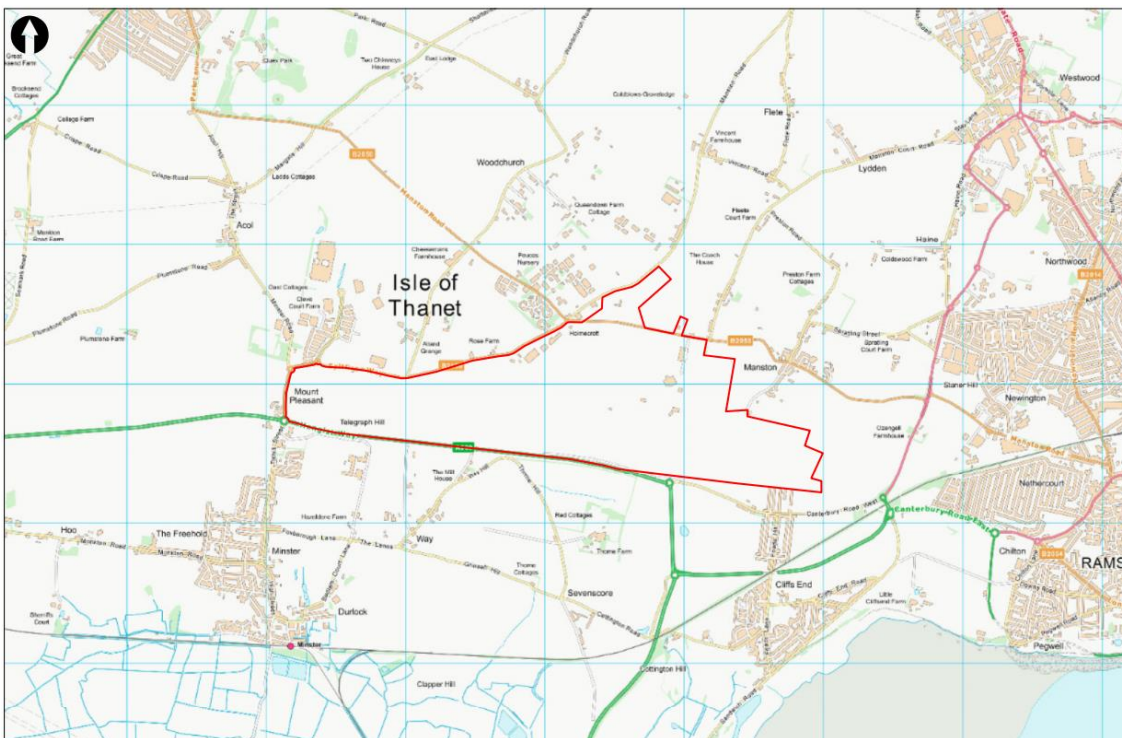
2 The Site

2.1 Overview of Site Location

The Manston IBF site is located on land within Manston Airfield, approximately 13 miles from the City of Canterbury, 5 miles from Margate and 2 miles from Ramsgate. The primary route to the site is the M2 / A2 corridor into the A299 Thanet Way. The site has a one-way system for vehicle movements through the site.

The limits of the site are denoted by the red line boundary as shown in Figure 2.1.

Figure 2.1: Site Redline Boundary



The route from the M20 is clearly signed via junction 7 of the M20 onward to the M2. At junction 7 of the M2, vehicles will continue onto the A299, towards Manston and then access the site from the B2190 (Spitfire Way) through the old Cargo Gate. The main exit at Gate 7 leads onto the dual carriageway on the A299 where Kent County Council have measures in place to ensure HGVs can join the road safely and without hinderance.

2.2 Site Capacity

The capacity at the Manston site is approximately 3,926 HGVs.

Procedures are in place to avoid the situation where HGVs queue back onto the road network leading to the site.

Additionally, there are 150 car parking spaces for staff, including Marshals, which are accessed via separate entrances to the HGVs. The eastern parking section is accessed by the entrance on Terminal Road, while the western section uses the entrance next to Polar Helicopters' site.

3 Overview of Site Operation

The use of the site is of a temporary nature for up to six months until 30 June 2021 and has been created to enable the safe and efficient processing of customs paperwork relating to international freight movements for the Department for Transport (DfT), and Her Majesty's Revenue and Customs (HMRC).

DfT are responsible for the activation and operation of the site through their Site Operator. Contractor(s) are on-site to support the Site Operator for the duration of the operations.

The site is only to be operational when Operation Brock is deployed and involves staff based on-site to manage this. This includes fully trained security staff, who regularly patrol the site, and incident management staff. Closed-Circuit Television (CCTV) cameras are positioned across the site and cover all entrances to buildings.

After entering the site, HGVs stop at the Vehicle Entry Check Point before being directed to a vacant HGV space. From there, the HGVs are processed as necessary. During processing no HGV drivers are allowed to leave the site. Once processing has been completed, the HGVs leave the site to continue on their journeys.

Due to COVID-19 there are various new requirements for the site which affect the site layout and how it operates. Government recommendations are to be adhered to as these reflect the latest advice. The site has been designed taking social distancing into consideration.

Cleaning contractors are appointed to fulfil the daily cleaning requirements. Toilet facilities are available on the site for drivers and staff.

3.1 Directing vehicles to the inland border facility

As the site is for the processing of outbound HGVs only to the Port of Dover. If Manston IBF becomes operational, HGVs will be required to travel to the site along the M2/A299 towards the site. This requires HGVs to divert to the A249 at Junction 7 of the M20, and on to the M2/A299 Via M2 Junction 5

When Operation Brock is in operation, all HGVs will be required to travel along from the M20/A20 towards the Port of Dover. The local routes that are expected to be used by outbound HGVs for the Port of Dover from Manston IBF are as follows:

- The A299 (Thanet Way) routes east to west between the M2 near Faversham and Ramsgate. The A299 is a two-lane dual carriageway with the National Speed Limit (70mph) applying. It is expected that all HGV traffic will route from M2 junction 7 to Minster roundabout (A299 / B2190 / Tothill Street).
- The B2190 routes north to south along the western perimeter of Manston in the form of a dual carriageway with a 50mph speed limit. It is expected that all HGV traffic will use the B2910 between Minster roundabout and Spitfire Way.
- Spitfire Way (B2190) routes roughly east to west along the northern perimeter of Manston. The road is a single carriageway with the National Speed Limit (60mph) applying. The main HGV access to Manston IBF will be from Spitfire Way.

- The A256 is a two-lane dual carriageway with the National Speed Limit (70mph) applying which routes north to south between Ramsgate and Dover. All HGVs will route along the A256 between Sevenscore roundabout (A299 / A256) and Whitfield Interchange (A2 / A256 / Honeywood Parkway).

3.2 Prominent road signage

There is prominent road signage that directs HGV drivers to the inland border facility from the A299 approach to the site. There will be no signage on the Strategic Road Network (SRN) as this is too far away and drivers will use satnav to navigate to Manston IBF and off-site signage is local to the site. Additional signage directs HGV drivers between the motorway and the site in both directions.

There is also signage outside the site entrance to advise hauliers about the use of site facilities and providing site contact details.

3.3 Arrival at the site

After entering the site, HGVs stop at the Vehicle Entry Check Point before being directed to a vacant HGV space. From there, the HGVs are processed as necessary. During processing, no HGV drivers are allowed to leave the site. Once processing has been completed, the HGVs leave the site to continue on their journeys.

3.4 Vehicle processing

Border Readiness Checks operate on a 24/7 basis with staff on-site at any one time. For DfT purposes, vehicles may need to remain on-site for up to 48 hours depending on traffic disruption.

For HMRC purposes, it takes a maximum of two hours for an HGV to be processed unless a physical examination of a vehicle is required. If a physical examination is required, processing may take up to eight hours.

3.5 Monitoring the number of HGVs arriving at the inland border facility

Manston Airport operates a manual counting system at the site entrance and egress, complemented by more detailed counting within the site. This includes Automatic Number Plate Recognition (ANPR) cameras within the site in order to record vehicles associated with customs checks. This data will be used to identify when the site is nearing capacity.

When the site area used for customs checks reaches 60% capacity, this changes its status to Amber, whilst 80% capacity changes the site status to Red, resulting in messaging on the Strategic Road Network and the Government website to deter HGVs from using the site.

3.6 Staffing the inland border facility

The number of staff at the site is subject to change depending on the delivery of other sites and change throughout the day and week. A maximum of 225 DfT and HMRC staff (which consists of Site Management, Site Operator Personnel, Traffic Management Marshals, Security Marshals) and Border Force staff will be on the site at any one time .

All staff working on-site work a standard set of shift patterns. For the government agencies, staff work across three shifts, with each shift split into two in order to reduce the number of vehicle movements on-site at shift changeover times. Shifts changeover periods will be timed to avoid the network peak hours which are typically 08:00-09:00 and 17:00-18:00.

Social distancing measures will be fully met to ensure safe travel (including a 50% occupancy rate, use of seat covers, hand sanitiser on board, cleaning between shifts and a deep clean every day).

3.7 Managing site capacity

The Manston IBF will only be operational when Operation Brock is deployed to improve Kent's resilience in the event of cross-Channel disruption at the end of the EU transition period. The site has additional capacity available to manage levels of high demand that are likely to occur. In the event of capacity being reached, procedures are in place to mitigate disruption around the site.

3.8 Notifying hauliers of the site's closure

Should the inland border facility be closed, information about the site's status will be notified to the Border Operating Centre (which oversees operations of all IBFs nationally), the local highways authority and Highways England.

3.9 Biodiversity improvements

Recommendations for on-site biodiversity enhancement are limited due to safety constraints associated with the airport. The creation of habitats that would encourage flying species such as birds and bats to the area (such as the replanting of fruit bearing trees or bird / bat boxes) is not advisable. For these reasons, no on-site biodiversity measures are proposed, and off-site enhancement opportunities are instead being considered.

Although the scheme has limited impact upon biodiversity, as a responsible Government department, DfT on behalf of Her Majesty's Government, is keen to ensure that the provision of the inland border facilities can also bring forward wider community benefits as we recognise the importance and value of this.

Biodiversity initiatives can play an important role in combating the effects of climate change and help to contribute to Her Majesty's Government's wider net zero carbon emissions commitment by 2050. Planting schemes have a variety of wider benefits, including tackling poor air quality, supporting biodiversity and health and wellbeing.

3.10 Noise monitoring

Ambient noise monitoring will be undertaken using long-term noise monitoring equipment for a period of six months following the commencement of site operations and, wherever practicable prior to site operations. At each monitoring location, the equipment will include a sound level meter housed in a weatherproof case, a power supply (which could be batteries, mains, solar power, or a combination), an external microphone and weatherproof wind shield, and internet connectivity for remote download of data.

If monitoring results in the first six months of operation confirm that additional mitigation is not required, then the monitoring survey will cease. In the event that the monitoring indicates that further mitigation may be necessary then the monitoring will be extended as required.

Monitoring locations have been selected to enable impact to be determined at the nearest representative receptor locations. These receptor locations are:

- One at a location to represent properties on Southall Close
- One at a location to represent properties on Manston Court Road

- One at a location to represent properties on High Street
- One at a location to represent properties on Spitfire Way

Noise monitoring data will be measured on a monthly basis and reported to Kent County Council.

In the event that the monitoring indicates exceedance of the noise limits, details of additional mitigation that will be implemented as soon as reasonably practicable will be set out and will comprise noise control measures such as extending the height or improving the noise insulation properties of any fences between the site and receptors, restricting use of some parking areas to daytime only, or making other operational changes on the site or restrictions that would reduce noise at particularly affected receptors.

3.11 Air Quality monitoring

Monitoring of traffic movements in and out of the site, and on surrounding roads will include:

- Monitoring of vehicles entering and exiting the site using manual counts undertaken by marshals
- Monitoring of traffic flows on the A229 will be undertaken using Automatic Traffic Counters (ATCs)
- Monitoring of traffic flows on the A256 will be undertaken using ATCs

Data will be collected for the first year of operation as a minimum. Following the first year of monitoring, this will be reviewed based on usage of the scheme and monitored traffic flows. Data will be collected for total traffic flows (Annual Average Daily Traffic (AADT)) and Heavy-Duty Vehicles ((HDVs) vehicles greater than 3.5 tonnes).

Following the first month of operation, the collected traffic count information will be analysed and indicative AADT and HDV numbers calculated, for comparison with the data used within the assessment for the Article 4 submission. A technical note will be prepared detailing the observed traffic flows compared to the assessed flow.

Following the first six months of operation, the collected traffic count information will be analysed and indicative AADT, HDV numbers calculated, for comparison with the data used within the assessment for the Article 4 submission. A technical note will be prepared detailing the observed traffic flows compared to the assessed flow.

Following a whole year of operation, the collected traffic count information will be analysed and the required AADT, HDV numbers calculated, for comparison with the data used within the assessment for the Article 4 submission. A technical note will be prepared detailing the observed traffic flows compared to the assessed flow.

After a year of operation, in the event that the collected traffic data demonstrates the assumptions used with the assessment are an underestimate of existing and scheme traffic flows, the risks of the scheme creating an exceedance of the air quality objectives will be assessed. This will be undertaken by considering the difference in traffic flows, and the likelihood of an exceedance of the air quality objectives. If required, the air quality modelling assessment will be updated. If the updated assessment indicates potential likely significant effects, the operation capacity of the site will be reviewed to reduce air quality impacts.

For future years, the number of vehicles entering and exiting the site will be compared to the first year of operation. Where the total number is lower than the first year, no further action is required as traffic impacts will be lower than during the first full year of operation. Where the

total number is higher, the need for additional traffic counts will be determined considering the additional number of vehicles using the site and the risk of likely significant effects.

If monitored traffic flows are higher than those assumed in the Article 4 air quality assessment, after a whole year of operation, air quality dispersion modelling will be undertaken. Modelled results will be compared against the annual mean air quality objectives to confirm if there are any predicted exceedances of nitrogen dioxide (NO₂). In the event that there are any exceedances, the operating procedures at the site will be revisited to reduce the capacity such that there are no predicted exceedances of the air quality objectives.

A. General FAQs

Please access the general FAQs for the Manston Airfield IBF using the following link:

[Manston Airport Inland Border Facility – Inland Border Facilities](#)