HOUSE OF COMMONS
LONDON SW1A 0AA

Chief Executive
Port of Dover
Harbour House
Marine Parade
Dover
Kent
CT17 9BU

Reference No. HW68734 7 July 2025

Dear Doug

I am writing to express significant concerns from my constituents regarding the frequent deployment of Operation Brock and the resulting disruption to our local road network.

Constituents feel that Operation Brock is activated too often, causing unnecessary blockages that are unfair to local residents and businesses. This situation is compounded when HGVs attempt to avoid the traffic queues by diverting onto alternative routes such as the A20 and A251, which can be dangerous for other road users.

I understand that the decision to trigger Operation Brock on the M20 is typically made when the Port of Dover informs National Highways that high levels of traffic are expected. However, there is a growing perception that these anticipated traffic surges do not always materialise, leading to frustration and inconvenience for motorists and businesses.

I would appreciate your response on the following points:

- What specific criteria are used to determine when Operation Brock is deployed?
- How do you assess the accuracy of traffic forecasts provided to National Highways?
- What steps are being taken to minimise unnecessary disruption to local communities and businesses?
- Are there plans to review the current procedures for activating Operation Brock to ensure it is only used when absolutely necessary?

I look forward to your response and welcome the opportunity to discuss this matter further.

With best wishes



Helen Whately MP
Member of Parliament for Faversham and Mid Kent