

Andrew Butterfield
Head of Service Delivery
Operations Directorate Midlands
Floor 9 The Cube
199 Wharfside Street
Birmingham
B1 1RN

www.highwaysengland.co.uk

07 August 2019

A49 Peterstow Resurfacing Scheme Update

Change to night time working

Thank you to those who were able to attend the Parish Council meeting on Monday 5 August to discuss the roadworks we're currently carrying out on the A49. I'm sorry for the inconvenience these works are causing, and I'm grateful for the feedback you've provided. This has allowed me to re-visit how we're delivering this scheme, and make some changes to address the concerns you've raised. I'd also like to thank Peterstow Parish Council, Herefordshire County Council, Jesse Norman MP, and members of his office, for their time and efforts in working collaboratively with us to help address the issues raised.

When planning roadworks, we always try and look at the least disruptive approach for road users, residents and local businesses. In advance of the scheme, we carried out investigative work overnight, when traffic flows are lightest, to try and minimise disruption to road users. This did however generate complaints from local residents due to the noise of our operations throughout the night. We therefore decided to deliver the main works during the day, to avoid repeat complaints.

It's never easy to balance conflicting needs, but it was clear at the meeting that the vast majority of attendees were in favour of night time delivery. I'm therefore pleased to advise that we'll be switching to night time work from Monday 12 August for the remainder of the works.

Work will begin at 9pm and finish at 6am, and there will be no restrictions on the A49 during the day. Unfortunately, there will be additional noise and lighting overnight that may cause some inconvenience to local residents, however please be assured that we'll do our best to mitigate these.

In order to better keep the community informed, we'll be improving our scheme communications. From Monday 12 August, we'll be producing a weekly update explaining the work we've completed, along with details and locations of the restrictions for the forthcoming week. This will be shared with the Parish and County Council to circulate to residents. Copies will also be available from local businesses, and from our operatives working on the scheme. We will also be posting information on our twitter feed @highwayswmids, and will share this with Hereford County Council to post on their twitter feed @hfdscouncil and facebook page at facebook.com/hfdscouncil. We'll also be visiting local businesses on Friday 9 August to ensure they're fully aware of the revised working hours.

I was very disappointed to hear of concerns raised with the professionalism of our operatives, and take this feedback very seriously. I have reminded our operatives of their responsibilities when interacting with the public, which should always be conducted with courtesy and respect. All our operatives have now been issued with bodycams for their safety and yours. This will also enable us to thoroughly investigate any future allegations and take appropriate action as required.

Once again, I'm sorry for the inconvenience caused by our works. Once completed, the life of the road will be extended, the road surface will be safer and smoother, and there will be less need for future maintenance. We are currently scheduled to complete our works by Wednesday 28 August.

Yours sincerely



Andrew Butterfield
Head of Service Delivery