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Dear Jesse Norman

A49 Peterstow Resurfacing Scheme Update - Change to night time working

Thank you for meeting with Robert Jaffier and I on Friday 2 August to discuss the concerns with our ongoing works on the A49 in Peterstow. We have listened to your feedback, and that of your constituents, and will be changing our delivery approach to night time working.

We attended the Peterstow Parish Council meeting on Monday 5 August to listen to the feedback from the local community. It's never easy to balance conflicting needs of road users, residents and local businesses, 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.

From this date, work will commence at 9pm and finish at 6am. We'll be visiting local businesses on Friday 9 August to discuss our revised working hours, enabling them to make plans as necessary. Starting at 9pm gives us a longer working window, and I have instructed our contractors to allocate additional resource to the work to ensure our target completion date of 28 August is met. I'm aware of the Cider Festival on 30 August and the increased traffic it will generate in the local area. We are fully committed to achieving a completion date in advance of this event.

Unfortunately, there will always be some disruption when we carry out essential work on the strategic road network. I am conscious that night time working will result in additional noise, which may generate complaints from local residents. We will try, where possible, to complete the loudest operations before midnight, and we will manage additional lighting as best we can to minimise the impact on those living nearby.

I welcome the feedback we've received in relation to scheme communications, and I'm committed to improving this to ensure the community is better informed. 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 and I will ensure your office receives a copy each week. Copies will be available from local businesses, and from our operatives working on the scheme. We'll 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 will also be installing additional roadside signage to improve messaging and assist road users with their journey.

I was very disappointed to hear of concerns raised with the professionalism of our operatives, and take this feedback very seriously. I have reminded those working on the scheme 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 which will enable us to thoroughly investigate any future allegations and take appropriate action.

Once again, I'm sorry for the inconvenience caused to your constituents by these works. I'd like to personally thank you for the time you, and members of your office, have given to help us address the issues that have been raised. I'm happy to meet with you again should you, or your constituents have any further concerns.

Yours sincerely



Andrew Butterfield
Head of Service Delivery