A57 Link Roads

TR010034

7.5 Outline Traffic Management Plan

APFP Regulation 5(2)(q)

Planning Act 2008

Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009

May 2022

Infrastructure Planning

Planning Act 2008

The Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009

A57 Link Roads

Development Consent Order 202[x]

7.5 OUTLINE TRAFFIC MANAGEMENT PLAN

Regulation Number:	Regulation 5 (2)(q)
Planning Inspectorate Scheme Reference	TR010034
Application Document Reference	TR010034/APP/7.5
Author:	A57 Link Roads, Project Team, National Highways

Version	Date	Status of Version
Rev 3.0	May 2022	Deadline 11
Rev 2.0	November 2021	Section 51 Advice
Rev 1.0	June 2021	DCO Application

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1. Introduction

1.1 Purpose and Objectives

1.1.1 This Outline Traffic Management Plan (OTM Plan) has been prepared to support the application by National Highways (the Applicant) for a Development Consent Order (DCO) to authorise the construction, operation and maintenance of the A57 Link Roads (previously known as Trans Pennine Upgrade) (herein referred to as 'the Scheme').

1.1.2 This OTM Plan describes the proposed temporary traffic management (TTM) measures that will be followed for the safe and efficient construction of the Scheme. This plan provides details of how the works will be phased and how the associated TTM measures will be implemented for each phase to deliver the Scheme while minimising the impact on the road users and other stakeholders affected by the project, including the operations of National Highways, Tameside Metropolitan Borough Council (MBC) and High Peak Borough Council (BC) and any activities carried out by their asset management and maintenance providers

1.1.3 Feedback on this version of the Plan will be used to inform the OTM Plan for the construction of this project. Local businesses and other stakeholders that are likely to be impacted by the proposed traffic management will also be consulted regarding this plan. This will ensure that a comprehensive, detailed Traffic Management Plan is available and understood by all parties prior to commencing the works on site

1.1.4 This OTM Plan is a requirement of Part 4 of the Network Management Manual – Traffic Management and Chapter 8 of the Traffic Signs Manual – Roadworks and Temporary situations. The Traffic Management Strategy and design has been developed to ensure that the following key objectives below (taken from the Network Management Manual) are considered and achieved.

- Safety of the travelling public, non-motorised users and roadworkers to ensure that no person is injured either working within or travelling through the site on the strategic road network
- Clarity of temporary traffic management schemes to ensure that the OTM Plan is built around the road users and stakeholders
- Minimising delays to road users on both trunk and local roads
- Meeting the needs of the Local Highway Authorities and their maintainers
- Meeting the needs of key local stakeholders, including Tameside MBC and the Area 10 and 12 maintainer
- Maintaining adequate access for the emergency services including Police, Fire and Rescue and the Ambulance Service
- Maintaining adequate access to all affected properties during the construction works and ensuring access to local amenities for all users (including non-motorised users)

1.1.5 To meet the objectives set out above, the OTM Plan has been developed considering the aspirations of the National Highways Major Projects Executive Dynamic Roadworks Vision and in accordance with the 'Roadworks: A Customer View' and 'Traffic Management' guidance document.

1.1.6 Measures to monitor performance against the objectives will be developed for the construction phase. These will be reported monthly at scheme Progress Meetings and Traffic Management Meetings during construction. Key stakeholders will be invited to these meetings to discuss the ongoing monitoring and will provide input on how the Scheme affects their interests

1.2 Overview of the Scheme

1.2.1 The A57 and A628 between Manchester and Sheffield currently suffer from heavy congestion, creating unreliable journeys. This restricts potential economic growth, as the delivery of goods to businesses is often delayed and the route is not ideal for commuters, which limits employment opportunities.

1.2.2 The current Scheme, now known as the A57 Link Roads Scheme, has evolved over more than 50 years as different ideas have been explored. It was formerly known as the Trans-Pennine Upgrade (TPU).

1.2.3 The Scheme lies mainly within the administrative boundaries of Tameside MBC up until to the proposed River Etherow Bridge. To the east of this, the Scheme crosses over the boundary with High Peak BC and Derbyshire County Council.

1.2.4 The Scheme includes the following components:

- A new offline bypass of 1.12 miles (1.8km) of dual carriageway road connecting the M67 Junction 4 to A57(T) Mottram Moor Junction
- A new offline bypass of 0.81 miles (1.3km) of single carriageway connecting the A57(T) Mottram Moor to the A57 Woolley Bridge
- Creation of two new junctions, Mottram Moor Junction and Woolley Bridge Junction and improvement works to the existing M67 Junction 4
- Creation of five new structures (Old Mill Farm Underpass, Roe Cross Road Overbridge , Mottram Underpass, Carrhouse Lane Underpass, River Etherow Bridge and Roe Cross Road overbridge)
- One main temporary construction compound area, located on agricultural land to the east of the M67 Junction 4
- Detrunking, including safety measures from the M67 Junction 4 to Mottram Back Moor Junction, to be agreed with Tameside MBC
- Safety measures and improvements to the A57 from Mottram Moor Junction to Gun Inn Junction and from Gun Inn Junction to Woolley Lane Junction, to be agreed with Tameside MBC

1.3 Dynamic Roadworks Vision

1.3.1 To improve the road users experience, the Applicant has developed a vision of how it will manage major road works in the future; the Dynamic Roadworks Vision. Consideration has been given to the Vision's following principles as part of the deployment of the OTM Plan, which the Applicant is reviewing with regards to its approach to road works.

- Varying the speed limits so they are appropriate for the work taking place
- Shortening the length of road works
- Appropriate use of full road closures and associated diversions
- Delivering road works quicker
- Explaining clearly what activities are, or are not, taking place

1.3.2 The Scheme's traffic management proposals and impacts will be assessed against the Dynamic Roadworks Vision Scoring criteria, where possible.

Table 1.1: Dynamic Roadworks Vision

Vision	How Scheme Contributes
Varying the speed limits so they are appropriate for the work taking place	Green – Existing speed limits will be maintained on the A57
Shortening the length of road works	Green – The Scheme is already below the minimum length permitted
Appropriate use of full road closures and associated diversions	Green – No closures of the A57 are required to construct the Scheme
Delivering road works quicker	Amber – Off-line sections will depend on the detailed design but interface with existing roads will be kept to a minimum
Explaining clearly what activities are, or are not, taking place	Green – Local community and travelling public messaging will be visible throughout the Scheme

2. Outline Traffic Management Plan

2.1 Customer Requirements

2.1.1 This OTM Plan is required by National Highways to describe the TTM arrangement needed to facilitate the construction of the Scheme. The OTM Plan has been prepared with aims to achieve:

- No increase in personal injury accidents/collisions (or severity thereof)
- Protection to vulnerable road users and ensuring their access to local amenities is maintained
- Protection for the workforce from adjacent live traffic during construction

2.1.2 The Highways England 2020-25 Delivery Plan states a KPI target to exceed 82%

2.1.3 Road user satisfaction (measured by Transport Focus 'Strategic Road User Survey') and achieving 90% accuracy of roadworks information 7 day in advance of works. Roadworks – A Customers View' identifies 20 key principles which ensures traffic management and diversion routes are designed to minimise impacts upon road users through better information provision, clearer signage and adopting the highest possible safe speed limit through our works. Consideration has been given to this guidance during the development of the OTM Plan and these will be further developed during the detailed design of the Scheme.

2.2 Stakeholder Consultation

2.2.1 Appropriate consultation with key stakeholders has taken place throughout the development of the Scheme's design. Stakeholder consultation for the project is carried out in accordance with the Stakeholder Public Consultation Strategy.

2.2.2 The Applicant has held meetings with the area maintainers (Area 10 & 12) and the local highway maintainers (Tameside MBC and High Peak BC) to discuss design, construction, maintenance and operation considerations.

2.2.3 The project team has also engaged internally with National Highways Operations Directorate (OD) and other departments to gain a valuable insight into the operational and maintenance challenges, which are currently being faced on this part of the strategic road network, and the influence of key stakeholders.

2.3 Nature of the Works

2.3.1 The majority of the Scheme is to be constructed offline however at the tie in areas at the M67 J4, Mottram Moor and Woolley Bridge there will be TTM to allow safe construction of the new works. At Roe Cross Road, Old Road and Old Hall Lane TTM will be required to build the underpass.

2.3.2 The following sections outline examples of the TTM proposals for both the Tie in Works and underpass construction. The TTM proposals are currently outline and aim to define how the Scheme could be constructed and the impact during that period. The final TTM proposals will be developed in parallel with the detailed design of the Scheme.

2.3.3 At all times and through all the TTM phases pedestrian management will be included as part of the design as we are working in a semi urban environment and have both the general public and workforce to consider.

2.4 M67 Junction 4

2.4.1 The existing roundabout gyratory operates with two lanes, the M67 feeds in with two lanes from the east and two lanes exiting to the west. The existing A57 through Mottram is single lane carriageway and the A560 is also single lane carriageway to the south. Currently Lane 1 of the M67 heading east and the inside lane of the roundabout is dedicated to the A57 and often stationary with queues developing back on to the M67 at peak times. Lane 2 and the inside lane of the roundabout allow free flowing traffic to exit to the south on the A560.

2.4.2 During construction these two lanes will have to be maintained to allow traffic to have free flow onto the A560. The current design will require a new minor modifications of kerb lines, construction of the new lane through the centre of the roundabout, construction of the new entry and exit of the A57 dual carriageway, installation of traffic control lights and street lighting.

2.4.3 TTM used will be a combination of protection barrier laid at the edge of the road to enable tie in works to take place behind barriers. Overnight single lane closures will be required where the existing carriageway requires re construction.

2.5 Underpass

2.5.1 To enable the construction of the underpass the three roads which currently cross the line of the underpass will require closure or diversion. During the development of the detailed design the TTM for these three roads will be developed. Currently the method under consideration is always to keep Roe Cross Road operational, building a temporary diversion either to the east or west of the existing road to maintain two-way traffic while the new Roe Cross Road bridge is built.

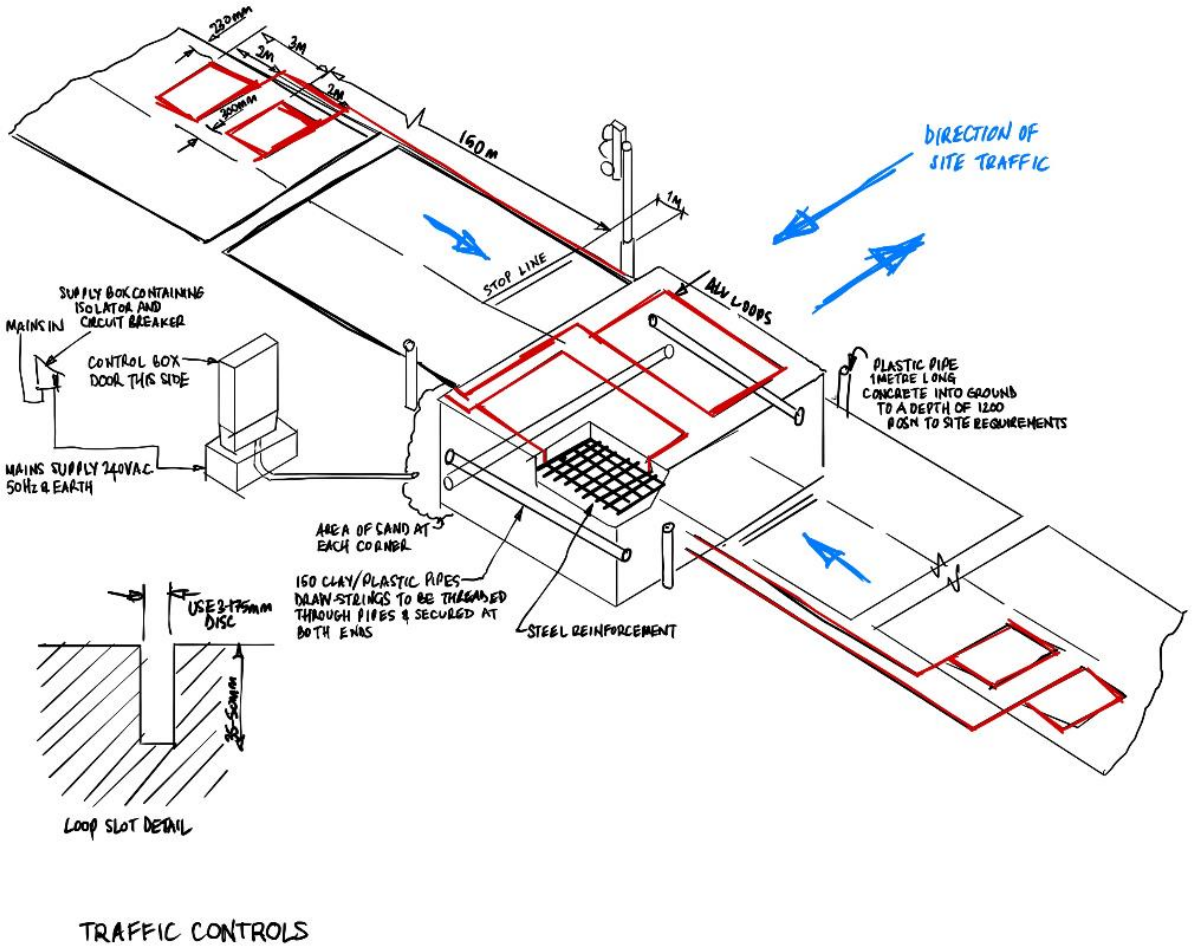
2.5.2 Old Road will be diverted onto Roe Cross Road north of the underpass and the short section south of the underpass left open for access to the properties number 1 to 15 (a, b & c). Old Hall Road which is only partially adopted would be closed from its junction with Tollemache Road on the north side to number 3 Old Hall Road at the south side, access to the properties on the south side of the underpass would be maintained to Roe Cross Road. On the northside the diversion would be via Tollemache Road and Old Road.

2.5.3 TTM would be minimal as current speed limits would be maintained, access to all properties would be maintained and no lane restrictions or lane closures will be required apart from during the setting up and removal of the diversions

2.6 Mottram Moor Phase 1

2.6.1 The first phase of works on Mottram Moor will be the installation of a plant crossing to allow the movement of excavated material from the showground area to construct the road from Mottram Moor to Woolley Bridge. The plant crossing will be signal controlled and will operate during the daytime working hours only. At night the plant crossing will be closed and the Mottram Moor lights set to green or turned off. The plant crossing will be manually operated giving priority to Mottram Moor traffic over the site traffic. To ensure the road surface is kept clean a full-time cleaning regime will be put in place.

Figure 2.1: Draft schematic of the A57 plant crossing at Mottram Moor



2.6.2 Mottram Moor Road will be restricted to single lane running eastbound but two lanes will be kept open heading westbound, This is to keep the right turn open into Back Moor and traffic heading north towards Stalybridge.

2.6.3 Similar plant crossings have been used on previous schemes crossing A-Roads, recent examples can be provided from the A21 Tonbridge scheme and the A11 Thetford scheme, as shown in Figure 1.1.

2.7 Mottram Moor Phase 2

2.7.1 With the movement of excavated material completed over Mottram Moor, the construction of the Junction will commence, traffic will be maintained on the existing Mottram Moor Road while the majority of the new interchange is built to the south. The traffic will still be running with one lane east bound and two lanes westbound, this will enable a dedicated right turn lane to be installed to allow access for construction materials on to the site. Once the offline section of the new interchange is complete and the new A57 dual carriageway is complete a number of traffic switches will take place to enable the Junction to be fully completed and the new road opened for traffic. The sequence and phasing of these works will be developed as the detailed design progresses.

2.8 Woolley Bridge Junction

2.8.1 The tie in works to Woolley Bridge will be developed during the detailed design but are expected to be relatively simple for the TTM. Woolley Bridge will be maintained in its current form and tie in works will be carried out off peak using temporary traffic lights. Off peak could be during the day or at night depending on traffic flows at the time. Any tie in works would be short in duration over a number of days rather than months

2.9 Detrunking Works A57 and Gun Inn Junction

2.9.1 The detrunking works and works at Gun Inn Junction would be carried out once the new sections of road are open, so traffic flows are expected to have reduced. It is anticipated that these works would be carried out under single lane running with the use of temporary traffic lights.

2.10 Site Compound

Figure 2.2: Site Compound (extract from 2.8 Temporary Works Plan)

2.10.1 The site compound will be constructed, as the demonstrated by the yellow shaded area The top soil bund is shaded green and present to shield the compound from the village. Access into the compound will be through the existing layby just to the east of the M67 Junction 4 interchange and exit from the compound will be onto the M67 Junction 4 interchange. This will allow the majority of deliveries to and from the office and stores to be made without increasing traffic through the village

2.11 Working hours

2.11.1 Some TTM operations with limited durations might take place outside of the core working hours, as defined in the Development Consent Order (APP-020) Schedule 2 due to safety requirements, these could be:

- Installation and removal of TTM
- Setting up diversion roads at Roe Cross Road
- Carry out new lane markings to suit TTM layouts

2.11.2 Any works outside of the core hours would be agreed with the local environmental health officers through a Section 61 agreement (Control of Pollution Act 1974).

3. Proposed Traffic Management Measures

3.1 Restrictions

3.1.1 Traffic management will be carried out in a manner which minimises the need for traffic to divert on to alternative routes, minimises the impact on the local community and minimises delays/disruptions to existing traffic. The traffic management proposals will be developed such that they include all necessary measures to minimise delays, disruptions and diversions to traffic.

3.1.2 During construction, traffic management and capacity restrictions will aim not to cause vehicle delays or queues along the A57 and M67 that extend beyond those currently experienced. Areas of the road network that are particularly sensitive to blocking by queues will be identified, in collaboration with the relevant authorities, and measures implemented to resolve the perceived issues.

3.1.3 The TTM will comply with the requirements of Chapter 8 of the Traffic Signs Manual (TSM) and any additional requirements detailed in the Design Manual for Roads and Bridges (DMRB).

3.1.4 It is not anticipated that any works undertaken on National Highways operated highways will require full carriageway.

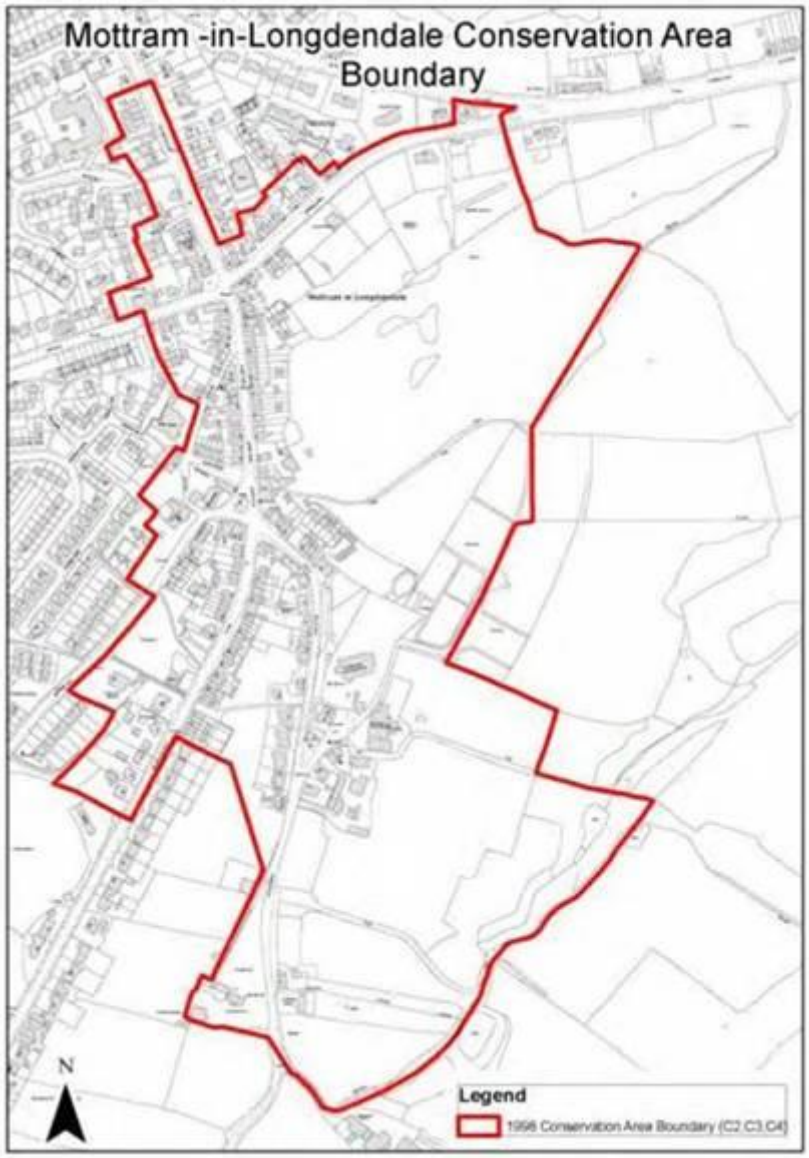
3.1.5 TTM will be designed will local business in mind, any lane restrictions will take these business needs into account especially businesses running night and day.

3.1.6 Where it is intended for road works to be left in place for some time without any visible construction works being undertaken, e.g. at weekends, the public will be informed as to why this TTM is required and access to local amenities will be maintained through provision of alternative routes if needed.

3.1.7 General construction deliveries traffic will be routed through the Mottram-in-Longdendale Conservation Area, at its peak amounting to c.10 vehicles per hour. However, earthworks material will be routed along the Scheme to avoid the Conservation Area. The conservation area to the west of the new Mottram Moor Junction is described by Figure 3.1.

3.1.8 National Highways recognises the sensitivity of the Peak District National Park and commits not to route HGVs associated with the construction works via the A57 Snake Pass due to the sensitive nature of the road (being in a National Park), even though there are not any current restrictions. However, the A628 will be required because it is the only reasonable route in from the east.

Figure 3.1: Mottram-in-Longdendale Conservation Area Boundary



3.2 Speed Limits

3.2.1 In line with the Dynamic Roadworks Vision, where possible road works will be designed so that they are adequately safe at the permanent speed limit, in accordance with TSM, Chapter 8, Part 3. For this scheme the current speed limits are 70 mph on the M67, 40mph on the M67 J4 roundabout and the northern section of Roe Cross Road, all other roads are currently 30mph. New local restrictions may come into place before the Scheme commences, which sees speed limits on local roads dropped to 20mph in line with Government guidance.

3.3 Road Closures

3.3.1 The existing A57 Trunk Road will not require any full closures for this scheme and no strategic diversion routes are planned for the Scheme. The Scheme will have to coordinate with other local schemes on the M62, as the A57 is a potential diversion route for these other schemes.

3.3.2 Old Hall Lane is the only road which is proposed to be closed and Roe Cross Road and Old Road will have temporary diversion roads constructed to allow for the underpass construction.

3.4 Bank Holidays, Significant Events and Seasonal Traffic

3.4.1 Consideration will be given to Bank Holiday traffic, any significant events and seasonal traffic to minimise disruption. In addition, the provision of key information and links to further up-to-date information on ongoing improvement works would further reduce disruption. The impact of these events upon possible working restrictions will be developed before construction starts.

3.5 Incident Management

3.5.1 An Incident Management and Severe Weather Management Plan will be developed as part of the Construction Management Plan (which will be part of Second Iteration of the Environmental Management Plan, a DCO requirement). Vehicle recovery services will be assessed and will be in proportion to the quantity and limitations of the TTM designed and installed to minimise the duration of incidents within the TTM and restore the smooth flow of traffic.

3.5.2 Standard targets for the recovery of vehicles of 30 minutes for light vehicles and 60 minutes for heavy vehicles will apply to this scheme.

3.6 Communication Plan

3.6.1 A Communication Plan will be developed for the whole scheme and as part of this plan advance notification of any TTM will be provided prior to start of works and any restrictions / closures via the following platforms:

- Announcement on local and regional radio
- Notices in local papers
- The Regional Operations Centre
- Emergency Planning Team
- Blue Light First Responder Community
- National Highways Digital Channels via the ‘Related road projects’ tab of each scheme’s project webpage and via the Traffic England webpage
- Advance warning signs and scheme information boards at the road side on affected routes in accordance with TSM Chapter 8 (a minimum of four weeks in accordance with ‘Roadworks – A Customers View’)
- Additional advance warning is to be provided to key stakeholders in the vicinity of the Scheme that may be affected by the works via the following platforms with particular sensitivity around significant events and holidays

3.6.2 The Scheme will aim to seek and act on feedback from road users regarding TTM measures. This information will be used alongside other sources of evidence and insight to continuously improve TTM on the Scheme.

3.6.3 During the development of the detailed Communication Plan for the Scheme consideration should be given to improve engagement with road users by:

- Widening the catchment area, going beyond those immediately impacted and reaching those living along diversion routes and at local commuter hubs
- Up-to-date information should be provided frequently via multiple methods including social media and roadside signage
- Periods where no visible activity is undertaken should be explained with clear signage to reduce frustrations from road users
- Information should be provided via signage within roadworks (and through other mediums) to show how road user input has influenced delivery as well as highlighting benefits when these are realised

3.6.4 Notice of any TTM restrictions should be advertised in local papers with announcements on local and regional radio prior to the start of works, including any restrictions and closures.

3.6.5 The following measures will be adopted by the Scheme to keep road users informed of progress on the Scheme and improve the user experience through roadworks or overall user satisfaction:

- In accordance with MPI 48, billboard signage should be provided to communicate scheme information. Billboards should be located at the start of works and repeated after every junction to improve their effectiveness
- In accordance with MPI 54, portable travel time variable message signs should be used repeatedly throughout the length of the traffic management, to communicate both the time and distance to the end of roadworks

Appendix A. TM Options Selection

Table A1: Options Selection

TM Option	Details of TM Option	Advantages	Disadvantages	Further implications if this option is selected	Option selected or rejected
1	M67 J4, two lanes maintained with working behind temporary barriers	Little effect to road users, two lanes maintained which enables the roundabout to operate even with traffic queued into Mottram Village	Workforce working adjacent to live traffic, pedestrian movements across live lanes required via light controlled pedestrian crossings	N/A	
2	M67 J4, overnight closures	Removes workforce interface with road users	Causes significant diversion routes through residential areas	Construction work progress will be slow in limited work periods and noise will be an issue	
3	Roe Cross Road, temporary diversion either by building underpass in sections or building diversion the west of underpass	Keeps Roe Cross Road open to two way traffic for the duration of the scheme	For the road user none	N/A	
4	Roe Cross Road, closure of road for 6 months	Enables construction of a major structures to proceed without an interface with the road user	Extensive diversion for a long duration cutting off villages of Matley and Stalybridge from access to the M67	Option rejected due to adverse effect on road user	
5	Mottram Moor Junction, Plant Crossing to move excavated material from the Showground to River Etherow embankment	Simple solution for movement of construction materials from the north to the south	Additional traffic lights for road users going through Mottram Village	Plant crossing light to give priority to road user	
6	Mottram Moor Junction, temporary bridge to move material from the Showground to River Etherow embankment	Material movements with delay to road user	Out of context with the area, blocking light from adjacent properties and causing noise to spread further due to the elevation	Full A57 closures required for installation and removal	

TM Option	Details of TM Option	Advantages	Disadvantages	Further implications if this option is selected	Option selected or rejected
7	Woolley Bridge, overnight single lane running for tie in works	Minor works using single lane traffic off peak	Work can only be completed off peak	N/A	
8	Wooley Bridge, Weekend closure for tie in works	Works can be completed in short number of weekends	Unsuitable diversion routes	N/A	

Appendix B. Roadworks Principles

Table A1: Roadworks Principles

		Key Principles	Proposed Approach
Planning and Design of Traffic Management	1	Other roadworks and improvements	• All works will be carefully planned and co- ordinated to minimise disruption and avoid potential conflicts. • We do not plan to have closures but need to be aware that the A57 may be used as a diversion route for other roadworks which have planned closures (M62). • Scheme to be included in HE's monthly area national conference call to discuss potential cross-boundary issues with roadworks and rerouting
	2	Speed of delivery	• *N/A due to the nature of the scheme*
	3	Length of roadworks	• *N/A due to the nature of the scheme*
	4	Lane width	• *N/A due to the nature of the scheme*
	5	Speed Limit	• *N/A due to the nature of the scheme*
	6	Line demarcation	• *N/A due to the nature of the scheme*
	7	Visibility of temporary barrier	• *N/A due to the nature of the scheme*
	8	Night time visibility	• *N/A due to the nature of the scheme*
Information Provision	9	Advance notice of works	• Advance notice of works displayed at roadside at least four weeks prior to start of works • Ensure up-to-date information about the works is available through multi-media channels • Develop a communications strategy in line with the Construction and roadworks communications toolkit
	10	Scheme information at the roadside	• Ensure scheme billboards are in place • Signage to clearly communicate the reason and timescales for the works (including on pedestrian/NMU routes) • Review traffic management at least weekly to make sure signs meet customer expectations
	11	Electronic signage	• Likely N/A due to offline nature of scheme although could be considered to explain nature and timescales of works
	12	Travel Time VMS (TTVMS)	• N/A due to offline nature of scheme and lengths of roadworks
	13	Visible progress	• Scheme progress updates provided online through website, interactive maps, social media and conventional newsletters • Use of progress-o-meter signs used either on roadside or in local communities or on pedestrian routes

		Key Principles	Proposed Approach
Engaging and Communicating with Customers	14	Local communications and outreach	• Establish a plan for local outreach, including holding public exhibitions, community/stakeholder forums and engaging with local schools and charities • Align the project communications plan with the DCO stakeholder map and identify proactive communications approaches to identity new/changing stakeholders
	15	Use multiple media channels, regularly	• Work closely with National Highways' regional communications manager to develop a communications plan that integrates HE corporate and regional communications channels • In particular, use of HE Regional Twitter account and updating of website. • Ensuring not just digital channels are used and that communications are inclusive of all users' needs
	16	Impactful messages	• Ensure all members of the project team involved in written communications undergo 'Normal not Formal' tone of voice and writing style training • All members of the project team to undergo customer training
	17	Explain no activity	• N/A due to offline nature of scheme
	18	Seek customer feedback on new Traffic Management	• Scheme customer audits unlikely to be implemented on this scheme due to offline nature of scheme. However, in-house audits of TM and pedestrian diversion routes will be undertaken
	19	Understand customer experience	• Act on feedback from National Highways' Customer Leads and the Customer Assurance Framework to address areas to improve customer experience
	20	Complete the feedback loop	• Feedback to customers where we have made changes/addressed their needs ('we said, we did' approach)

Appendix C. Customer Requirements Log

Table A3: Roadworks Principles

Customer group	Who is affected by this project?	What are their requirements and how are they impacted?	How has the TTM Plan taken these requirements into account and proposed mitigations using the customer principles?
Customer	HGV drivers Car drivers Motorcyclists Emergency services Local traffic Tourist traffic Public transport Royal Mail/couriers	Journey time reliability (JTR) Advance warning of delays Co-ordination with other schemes	Minor TTM works to the existing network Advance notice of works Up to date information provided through a communication strategy Clear signage Communication with local businesses to ensure feedback on the scheme is taken into account
Stakeholder	Local Councils (Tameside, High Peak) Local businesses Area 10/12	Disruption of trade for local business Ease of maintenance for Area 10 Council normal business, bin collection etc..	Minor TTM works to the existing network, manage any additional delays to A57 trunk road due to the plant crossing
Partner	Aggregate suppliers Concrete suppliers	Clear route for ease of delivery Journey time reliability to site Suitable access and egress	Manage haul roads to facilitate site deliveries Access and egress points clearly marked and close to delivery site
Community	Local residents to project Walkers, Cyclists and Horse riders Disabled provision	Advance warning of footpath closures and/or diversions Sensitivity to local requirements e.g. market days Minimal disruption due to works, including environmental factors (e.g. noise, dust, lighting) Access for disabled users, access to care providers to meet local needs	Notification and liaison with individuals and/or local group representatives Activity curfews, no piling between 19:00 – 06:00 Pedestrian diversion route signs and information to meet customer service standard for diversion routes for planned works and activities.

Appendix D. Customer Impact Assessment Tool

Table A4: Impact of Roadworks and associated construction traffic on different types of road user and level of impact

	Road user type	Level of impact		
		High	Medium	Low
1.	Local residents			x
2.	Road users, HGV drivers, car drivers and motorcyclists			x
3.	Non motorised users			x
4.	Emergency Services			x

Table A5: Impact of roadworks and associated construction traffic on communities and level of impact

	Community	Level of impact		
		High	Medium	Low
1.	Commuters			x
2.	Leisure drivers			x
3.	Non motorised users			x
4.	Local business			x

Table A6: Impact of diversion routes on road users and communities and level of impact

	Customer types	Level of impact		
		High	Medium	Low
1.	No division routes required for this project			x

Appendix E. Dynamic Roadworks Benchmarking Template

Table A7: Dynamic Roadworks Benchmarking Template

Element	Comments	Red/Amber/Green
Speed	N/A for this Scheme	
Length	N/A for this Scheme	
Closures and diversions	N/a for this Scheme	
Delivering quicker	N/A for this Scheme	
Explaining activity	Communication Plan to be developed in Stage 5	Green

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National Highways Limited registered in England and Wales number 09346363