

From: [REDACTED]
To: [Great Yarmouth Third River Crossing](#)
Cc: [REDACTED]
Subject: Reference TR010043
Date: 21 October 2019 10:07:41
Attachments: [REDACTED]



Goodchild Marine Services Ltd

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For the attention of Dominic Young
The Planning Inspectorate
National Infrastructure Planning
Temple Quay House
2 The Square
Bristol
BS1 6PN

GYTRC@planninginspectorate.gov.uk

Your reference TR010043

Please find attached our thoughts on the Written Questions 1.8.11

Kind Regards Sue

You are probably aware about the upcoming changes surrounding the General Data Protection Regulation (GDPR), which will come into force on 25th May 2018.

As an important and trusted customer or supplier we would like to inform you that we keep your contact details on our computer systems. This information may contain your name, job title, postal address, telephone number or email address. We keep this information securely and use it only for the purposes of contacting you in the normal course of our business.

We may retain this information for a reasonable time for legal, accounting and compliance purposes.

We will never use your information for marketing purposes without your expressed permission.

We will never share your information with any third parties without your expressed permission.



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18th October

Dear Sir

Please find as follows our thoughts on the Written Questions

1.8.11

Approximately how many openings of the Breydon and Haven bridges does your business reply upon each week and on average how long to does it take for the bridges to be opened?

As a company we build between four and five commercial craft each year, and on average each vessel requires 6 bridge lifts during its trials period (3 out and 3 in). In addition, we exhibit at the Seawork show held in Southampton annually and boats (usually two) for exhibiting requires a lift both outboard and inbound upon their return to the yard.

What is much harder to estimate is how many bridge lifts are requested by our clients as they arrange lifts directly, but we would estimate around 4 to 6 lifts per week as an average.

Clearly with the recent issues of bridge failures we are informed when a client is unable to get to our facility or indeed if they deem the risk of unreliable bridge lifts may stop them returning to sea they have cancelled work we had booked in which is immensely frustrating and jeopardises our business and staffs job security.

We also have a maintenance contract to maintain the Pilot boats for Great Yarmouth and Lowestoft ports, whilst the majority of repairs are done on station there are times when a lift out of the water is necessary, so the vessels have to transit to our yard. On average we maintain 4 Pilot boats and each one requires a bridge lift in and out every six months for routine work and of course in the event of a breakdown or damage immediate access is needed for us to honour our contract obligations.

We have recently also used the Mutford lock exit for some of our smaller vessels negating the need to be frustrated by a last min cancellation with the vulnerability of the availability of the bridge lifts.

We also if possible ask clients if they are able to go under the bridge at Low water to alleviate the need for a bridge lift.

The difficulty to equate is the loss of works due to the Bridge breakdowns as it has become evident that Wind Farm vessels do not attend the yard now due to the fragility of the bridge lifts, so over the past couple of years. Our work capacity has decreased to zero from those companies, as they have now chosen to use Lowestoft as a preference for their repair and moorings facility.

We hope if the workings of the new bridge and the current two bridges can be worked in tune then we will be able to whole heartedly encourage the Wind Farm and other commercial vessels back to our yard for moorings and repairs.

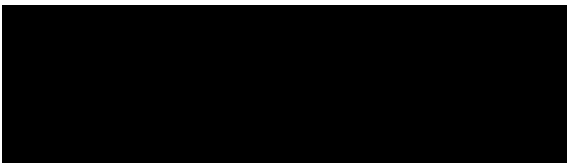
Please find attached a letter sent after the total frustration of this year's Boat show and an e mail from a frustrated client. I can furnish you with more but felt a couple of examples of how the bridges have caused problems to us as a company would indeed give background to our thoughts.

SoCG

Having read with interest the SoCG from the Broads Authority when publish on your site on the 10th October, we thought this would cover our concerns as a commercial entity it **does not**.

We now really feel as there is no mention of a commercial facility being within the Broads network our concerns have not been covered. Can you please consider if you feel we now need to do a SoCG.

Kindest Regards

A large black rectangular box redacting the signature of Sue Goodchild.

Sue Goodchild



Monday 1st July 2019

Mr Jim O'Sullivan CEO
Highways England Company Ltd.
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

Breydon Bridge Breakdown

Dear Mr O'Sullivan,

Forgive me for writing directly, you may be aware or not aware that we have had several communications over the past few years regarding the reliability and the speed in which repairs are actioned when the Breydon Bridge and Haven Bridge fail in Great Yarmouth, Norfolk.

This situation is now becoming untenable and has resulted in us, Goodchild Marine Services Limited, yet again having to face enormous financial losses to overcome the problems that either of these bridges causes us when they become un-operational.

We have just completed the UK's first Hybrid Pilot boat which was booked into the Seawork Boat Show in June at Southampton. This vessel is very much in the public eye given the technological advances made and therefore given the size of this vessel our only route to sea is via these two bridges, so when we were advised this bridge was yet again out of action we had to seek alternatives. The maximum height available for road transportation is 5.1m which by dismantling the roof mounted equipment and engaging the services of a specialist boat transport company we managed to get permission to undertake the road delivery option. The costs of preparing this vessel for transport and the necessary permits amounts to £23,162.47 and many many hours and pressures to get the boat to the show which was part of the commitment in the tender documents for the sale of this vessel.

We had very similar difficulties with Bridges in 2018 in June prior to our Seawork Boat show, and again had massive cost in time and money to achieve getting two boats to Seawork Boat show in time for the commencement.

These two issues are just a small indicator of the huge costs incurred throughout the last two years.

We now are formally seeking compensation to cover these high costs which we feel was a direct cost aligned to the lack of navigational transit to sea. The lack of transiting to sea is jeopardising our complete Boatbuilding operation which employs 37 + employees.

Can you please advise whom we should address further correspondence to, for this claim, which would be much appreciated?

The Haven Bridge was out of action last year for an undisclosed period awaiting reports on the electrical system, this period alone cost our company a refit which we had been awarded worth around £130k as the client was unable to get assurances from Peel Ports or the Council when the bridge would be operational again. This clearly is affecting our operation and the job security of our staff and in this case that client has declared they will not consider us in the future as the risk of becoming land-locked is too onerous on their operations.

Another recent incident took place last week on Tuesday 25th where we had booked a Breydon Bridge lift for 1030hrs outbound with engineers arranged to meet us in Lowestoft. However, when the bridge tried to lift it failed after the barriers had closed resulting in a call for an engineer to attend from Lowestoft. This took around one hour and once the engineer arrived it opened as two buttons needed pressing which were beyond the scope of the operator according to his account.

Having transited Breydon Bridge we were then forced to stem the tide from 1140hrs until 1315hrs as the Haven Bridge refused to lift stating it was lunch time! The frustration then continued as the lifting crew then failed to lift the bridge till 1330hrs. The Haven Bridge crew had advised us they would return to lift just before 1200hrs when the Breydon Bridge had failed.

This completely obliterated our arrangements to carry out final sea trials and sign off of a vessel awaiting delivery and final stage payment from the client. As a result of this disruption we had to cancel the vessel sign off and travel immediately to Hull for a pre-arranged 3-day programme of events. We had engineers waiting in Lowestoft to change a part, they had travelled many hours and miles to sort it for us resulting in an aborted fee for the engineer's attendance. Again, evidence of how this has effected our business with financial loss and also now a delay in receiving final stage payment from the client.

Given the situation we feel it was completely inconsiderate to not lift the Haven Bridge given the delay was completely beyond our control and just demonstrates how insignificant the needs of river traffic are over road users.

The lack of co-operation between Breydon and Haven bridges is clearly evident, along with Peelports complete disregard to assist any inland and National Park Inland Water Way users through the port. It is becoming even more apparent with the use of channel 12 now being answered by Liverpool!

I have attached various Letters, Internal and External e mails for reference but have many more to corroborate the problems we are having to contend with almost monthly.

I await your responses and to whom we should make our claim to please.

Yours sincerely

Alan Goodchild
Managing Director

cc.

Highways Agency, Norfolk County Council
Richard Goffin, Peel Ports
Tim Gower, Peel Ports
Brandon Lewis MP
Nusrat Ghani MP
Dr. Wendy Thompson, CEO Norfolk County Council
John Packman, CEO Broads Authority
A V Middleton, Highways England Guildford
Brian Pitkin, Highways England Bedford
Sheila Oxtoby, CEO Great Yarmouth Borough Council
Cllr. Graham Plant, GYBC
Cllr. Trevor Wainwright, GYBC
David Broad
James Fazer Norfolk Yacht Agency
CEO Highways
Mark ~Whitworth CEO Peel Ports
Aimee Edwards Operations Manager Peel Port
Harbour Master Peel Ports Great Yarmouth

Sue Goodchild (info)

From: [REDACTED]
Sent: 27 August 2019 17:02
To: [REDACTED]
Cc: [REDACTED]
Subject: Haven bridge

This year has been particularly bad for Haven bridge lifts with many sea trips having to be cancelled and very early morning (0400) departures as the bridge seems out of action as much as working. I have had to use Lowestoft on two occasions and waiting for low tide on numerous Occasions

On Friday 23rd August following a week of broken bridge reports I contacted bridge control (Aimee Edwards) and asked if the bridge was now working as I was due back to Great Yarmouth on Saturday and would need a lift at 17.00.

I had suffered a breakdown of one engine and as I was on way back from Ramsgate that day and i knew it would take all day on one engine allowing for tides etc and 17.00 was my arrival time. I was told bridge was being worked on that day and hopefully would be working for the weekend. I asked to be called back if bridge not fixed and I would make arrangements for lowestoft entry.

I didn't get a call back and on calling haven bridge later that Friday afternoon was told by Aimee that there was only 2 lifts ALLOWED on Saturday one at 12 noon and one at 15.00. I asked what had happened to the 17.00 lift I had requested only to be told she had been inundated with calls all week for bridge lifts and that 12 noon and 15.00 were the only ones available I asked when the 15.00 lift had been booked but no answer was given. I explained my situation with the broken engine and with best speed I could not make a 15.00 bridge lift. Aimee then contacted the person with 15.00 lift and it was arranged for 16.00.

I left Ramsgate at 05.30 and as I was passing Southwold it was obvious I could not make the 16.00 deadline so I contacted Haven bridge control asking for the lift to be held till 16.15 as that was my best chance of getting in.

I was told that could not be done and the 16.00 was going ahead at 16.00 no other lifts could be arranged.

This shows a complete inflexibility by the staff at bridge control particularly as I had asked for a 17.00 lift and had exceptional circumstances why it was necessary.

I am now considering moving my boat off the Broads and mooring on lake lothing as the Haven bridge fiascos this year are making planning trips to sea very difficult and I feel trapped on the Broads.

Regards Fred Minney

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Sent from my Android phone with mail.com Mail. Please excuse my brevity.