

A1 Scotswood to North Brunton Improvement scheme

Report on Public Information Exhibitions
February 2022

PCF Stage 6

Version 6

Revision History

Version	Date	Description	Author	Approved by
1	02/03/22	1 st Draft	Paige Shiels	
2	23/03/22	2 nd Draft	Paige Shiels	
3	30/03/2022	3 rd Draft	Paige Shiels	
4	01/04/2022	NH PM Review	Sal Hopkinson	
5	11/04/2022	4 th Draft	Paige Shiels	
6	14/04/2022	NH PM Review	Sal Hopkinson	Sal Hopkinson

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2 Executive Summary

Public Information Exhibitions (PIEs) were arranged for the A1 Scotswood to North Brunton scheme on the 21, 23 and 26 February 2022. The purpose of the PIEs were to provide the public with an update on the scheme and to answer any questions or queries regarding recent works and activity. We intentionally targeted venues from each end of the scheme and one which was quite central in the scheme. We deliberately held an event at a venue close to where we have been carrying out some drainage works into a Sustainable Drainage System (SUDS) Pond and had to close a footpath – which meant we received queries and complaints from several residents in that area. We wanted to show that we do appreciate their feedback and we are willing to get out and see the public face to face.

The events were well attended, with a total of 161 attendees over the three days. The events allowed National Highways Staff to establish the key concerns of residents and answer any questions/queries from members of the public as to the nature of the scheme and how it will affect them.

The general response to the scheme was very positive.

The key areas of concern from attendees at the exhibitions were:

- Environment Impact
- Traffic/Congestion
- SUDS Pond
- Completion Date

3 Introduction Scheme Background

The A1 Scotswood to North Brunton scheme runs between junctions 74 (Scotswood) and 79 (North Brunton) of the A1 Newcastle-Gateshead Western Bypass to the northwest of Newcastle, which is currently a two-lane dual carriageway.

This section of the road currently experiences delays and journey time reliability issues. These issues are forecast to worsen in the future because of collision problems that are predicted to worsen - due to traffic growth from development sites within and around the regions.

Costain Jacobs Partnership (CJP) has been awarded the commission for stages 5, 6 and 7 (detailed design, construction and handover) of the scheme through the Regional Delivery Partnership framework.

The existing carriageways comprise:

- Two lanes with lane gains/lane drops between J74 (Scotswood) and J77 (Ponteland road) in both directions

- Two lanes between J77 (Ponteland road) and J79 (North Brunton) in both directions.

The current designed scheme proposes widening to provide:

- Three narrower width lanes with lane gains/lane drops between J74 (Scotswood) and J77 (Ponteland Road) in both directions:
- Three narrower width lanes between J77 (Ponteland road) and J78 (Kingston Park)
- Both directions have three standard lane widths between J78 (Kingston Park) and J79 (North Brunton).

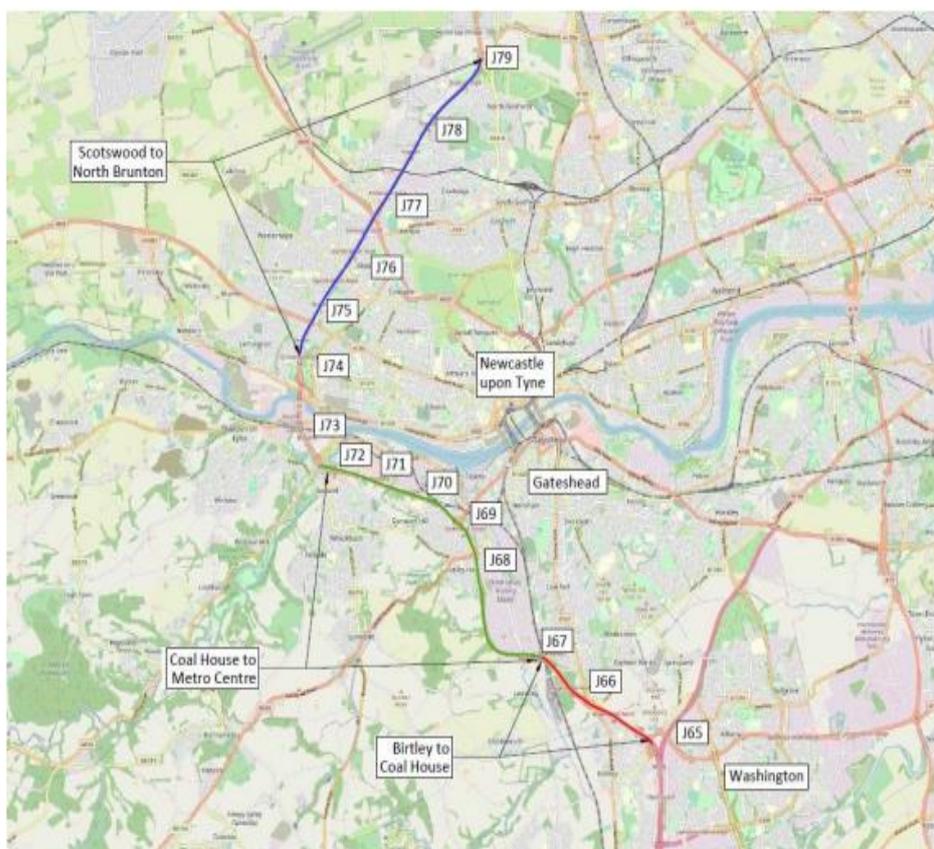


Figure 1: Scheme location plan

3.1 Purpose of the Public Information Exhibitions

The purpose of the events was to provide the public with an update on the progress of the scheme since the events held in September 2021.

The main objectives of the events were to:

- Provide an update of the scheme, specifically since the last public information events

- Confirm National Highways are on track to meet the Autumn 2022 completion deadline
- Identify and address the public's main areas of concern
- Provide residents with information regarding the SUDS Pond

4 Public Information Exhibition Planning

4.1 Location and Timing

Based on experience from previous events on other schemes, the PIEs were held across three days to ensure ease of access for as many public members as possible.

Since regulations and restrictions regarding Covid-19 had been lifted, we were able to book and confirm face to face events in popular venues. The dates were based on the availability at the community spaces in each of the stores, and the events were booked for the 21, 23 and 26 February 2022.

When identifying locations, consideration was given to the following groups of people:

- Kingston Park/Great Park residents
- Denton Residents
- Scotswood residents
- Travellers and commuters

The events were held as follows:

Monday 21 February

2pm – 8pm

The Grand Hotel

High Gosforth Park

Newcastle upon Tyne

NE3 5HN

Wednesday 23 February

10am – 4pm

B&Q,

Scotswood Rd

Scotswood

Newcastle upon Tyne NE15 6UU

Saturday 26 February

10am – 4pm

Kingston Park Tesco

Brunton Lane

Newcastle upon Tyne NE3 2FP

4.2 Marketing and Publicity

Consideration was given to several methods of promoting publicity for the PIEs. The following are descriptions of all the methods of publicity employed:

Website update

The scheme website was updated to include details of the public information exhibitions and a link to the most recent Winter newsletter.

The website can be viewed at the following link: [A1 Scotswood to North Brunton - Highways England](#)

Social media posts

Both Facebook and LinkedIn were used to share the posters via National Highways accounts and utilise relationships previously identified with residential Facebook groups admin to upload the exhibition posters on our behalf. We also posted on LinkedIn on the day of the event letting residents know where we were and at what times.

Posters

Posters were displayed in local shops within the vicinity of the exhibition locations 1 week before the events. For consistency we targeted the same local shops, businesses and community centres as we did at the previous PIES in September 2021. Some of the community centres offered to advertise the posters on their social media.

An example of the poster can be seen in Annex A.

Press Release

National Highways issued a press release.

An example of the press release can be seen in Annex B.

4.3 Organisation of the events

Opening hours for each day were chosen to maximise accessibility by including daytime, evening, and weekend sessions.

Before the event, staff were given briefing packs that included information about the venues, exhibition opening times, attendance rotas, dress code and expected behaviours, key scheme messages, and the appropriate approach to take when speaking to members of the public. Prior to this, the schemes frequently asked questions staff briefing document was updated to reflect any topics covered by the recent correspondence we had received on the scheme.

Staffing of the exhibition was set at a level that aimed to minimise the length of time members of the public would have to wait to speak to a representative during peak times without providing an 'excessive' staff/public ratio. This was based on experience from previous exhibitions. Representatives from CJP were also present alongside NH team members at the events to answer any queries.

The table below shows the staff attendance sheet.

Monday 21 February 2022

Name	Organisation
Helen Callaghan	National Highways Assistant Project Manager
Richard Webster	Costain Project Manager
Sandra Evenden	Costain Community Relations Manager
Paige Shiels	Costain Community Relations Officer
Tim Smith	National Highways Group Engineer
Hafsa Asif	National Highways Assistant Project Manager (A1 Birtley to Coalhouse Scheme)
Chris Seward	Costain Package Environmental Manager

Wednesday 23 February 2022

Name	Organisation
Helen Callaghan	National Highways Assistant Project Manager
Sandra Evenden	Costain Community Relations Manager
Paige Shiels	Costain Community Relations Officer
Richard Webster	Costain Project Manager
Alex Tasker	National Highways Project Support
Chris Seward	Costain Package Environmental Manager

Saturday 26 February 2022

Name	Organisation
Helen Callaghan	National Highways Assistant Project Manager
Sandra Evenden	Costain Community Relations Manager
Paige Shiels	Costain Community Relations Officer
Richard Webster	Costain Project Manager
Chris Seward	Costain Package Environmental Manager

5 PIE Monitoring

5.1 Attendance and community

The number of people attending the exhibition was tracked using a clicker to count attendees each day.

5.2 Exhibition Attendance

The events were well attended, with 161 people attending across the three days.

- Grand Hotel 12
- B&Q Scotswood 37
- Tesco Extra 112

This enabled the scheme team to establish the key concerns of residents and answer any questions/queries from members of the public about the nature of the scheme and how it would affect them.

The low numbers are an indicator that the majority of the public and residents already feel well informed and kept up to date with the progress of the scheme.

5.3 Requests for Information

Any requests for information that could not be answered on the day or needed noting for future consideration were recorded in a 'Commitments Register' to ensure a later response would be provided.

'Commitments Register' Comments
<p>How the decision was made for speed to be 60mph - he would prefer 50mph for air quality. The background information was obtained, and an answer was provided to the customer regarding this query.</p>
<p>Replanting that will be done - wants to see replanting plans or confirmation that trees will be replanted outside his property. Following this, an email was sent to the customer with an answer to his query.</p>
<p>1. Pedestrian crossing at J79 slip roads/roundabout. Dangerous/NH Discourages use. 2. A19 DHL cycle path can't get into Follingsby Lane - what was the logic in no traffic lights? 3. Timescale for Birtley and Morpeth. Following this query – we advised the customer the question regarding traffic lights would be passed to the relevant department as it was outside the scope our scheme works. We spoke to the community relations manager for another National Highways project – A19 Testos Downhill Lane and obtained the information to be able to answer the question regarding the cycle path on that scheme. We also provided the customer with information on the dates for the A1 Birtley to Coalhouse and A1 Morpeth to Ellingham schemes.</p>
<p>DF Triple glazing scheme - not received the letter, but her mother who lives right next to her, did receive letter. We provided the customer with the information on the compensation scheme.</p>

Outcomes of customer feedback

Below are tables of common themes and trends which were a result of feedback from those who attended the events. The feedback has been broken down into categories depending on what it relates to.

Comments	Complaint/Compliment/Query
<p>Replanting: Customer does not agree with taking down the trees to improve a road.</p>	<p>Complaint One of our environmental specialists gave an explanation to explain why we need to remove the trees for things like drainage and earthworks.</p>
<p>Replanting: Resident asked if they could have compensation for the removal of the trees.</p>	<p>Query We informed residents there is no compensation for removal of trees and vegetation. We also provided replanting plans for people to look at the PIES.</p>

<p>Replanting: Resident stated we had removed trees and vegetation from the slip road at J7 but not yet carried out any work.</p>	<p>Query We informed the resident that sometimes we need to remove the trees well in advance as part of early works – this is to allow us to carry out works in that area.</p>
<p>Replanting: General enquiry as to why we are removing so much vegetation from the embankments.</p>	<p>Query We informed the resident that sometimes we need to remove the plants to allow us to carry out works. We also provided replanting plans for people to look at the PIES.</p>
<p>Replanting: Resident mentioned the replanting looks quite close to the barrier.</p>	<p>Query Construction team answered that this may be because the embankments are on a steep slope in places, so it looks like the trees that have been replanted close to the barrier – but they are not. They are all within the drawings and designs limits.</p>
<p>Structures Query: Several comments regarding the structures along the scheme and residents wondering how we can fit in three lanes.</p>	<p>Query The Project Manager for the scheme explained that our design team from Jacobs have managed to design the scheme so that we don't have to widen any structures and can fit the three lanes in.</p>
<p>Structures Query: Resident asked if we are widening any bridges.</p>	<p>Query As above.</p>
<p>Structures Query: Resident asked if we are widening any structures to fit in the extra lanes.</p>	<p>Query As above.</p>
<p>Birchfield Gardens Comment: J75 slip road – the junction coming out of Birchfield Gardens onto the A1 is a nightmare for people exiting and trying to join the A1.</p>	<p>Complaint The Project Manager explained the new lane layout to the resident who was very pleased and thinks this will make a huge difference to road users exiting Birchfield Gardens and joining the A1.</p>

<p>Birchfield Gardens Comment: Could we have a more in-depth Drive-Through of the scheme – showing the junctions as well – specifically Birchfield Gardens (J75).</p>	<p>Query This is something we will consider for other schemes going forward – due to the phase of work we are at it wouldn't be cost effective to change the scheme drive through now.</p>
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<p>Time Scale Queries: General comments and questions asking when the scheme will be finished.</p>	<p>Query We confirmed with residents that we are on track to complete the scheme by our commitment date of Autumn 2022.</p>
<p>Time Scale Queries: Is it ever going to end?</p>	<p>Query As above.</p>
<p>Time Scale Queries: A resident asked the finishing date and timescales.</p>	<p>Query As above.</p>

<p>Noisy Work: Noisy works on a night time</p>	<p>Complaint We tried to understand where residents lived along the scheme and explain exactly what activities we had been doing and why they must be done at night time.</p>
<p>Noisy Work: Noisy works at J77</p>	<p>Complaint As above.</p>
<p>Noisy Work: Workmen not being very considerate towards residents at night.</p>	<p>Complaint We tried to understand where residents lived along the scheme and explain exactly what activities we had been doing and why they must be done at night time. We have briefed our site teams on behaving responsibly on site whilst working close to residential properties. We have also installed signage in areas where the properties are very close to</p>

	remind the site team to talk – not shout – and try to keep noise to a minimum.
Noisy Work: Disturbing residents sleep who start work early.	Complaint We tried to understand where residents lived along the scheme and explain exactly what activities we had been doing and why they must be done at night time.

5.4 The Public Information Exhibition Outcome

The PIEs met their stated objectives, and positive feedback was received regarding the staff at the events:

'The project is very impressive; I often look out my window and am impressed with how well it seems to be running.'

'I live local and have not been bothered by any noise or disruption.'

'It's been wonderful to see a public face and be able to chat to you.'

Additional compliments:

Compliments:

"It's a fantastic project and very impressive."

Compliments:

B&Q Worker is very impressed at how well the scheme is being built and everything seems to be running smoothly. Resident lives close to the scheme and stated there hasn't been much nuisance or noise.

Compliments:

Resident is very impressed with the scheme and how we presented it in the drive through.

Compliments:

"You are doing a lovely job!"

Compliments:

Done really well with the scheme – worked hard!

6 Annexes

6.1 Annex A



Have you heard about the A1 Scotswood to North Brunton improvement scheme?

To find out more
please come and talk to us at one of our events:

Monday 21 February
Grand Hotel, High Gosforth Park, Newcastle upon Tyne NE3 5HN
2pm – 8pm

Wednesday 23 February
B&Q, Scotswood Rd, Scotswood, Newcastle upon Tyne NE15 6U
10am – 4pm

Saturday 26 February
Kingston Park Tesco, Brunton Lane, Newcastle upon Tyne NE3 2FP
10am - 4pm



www.highwaysengland.co.uk/our-work/yorkshire-and-north-east/a1-scotswood-to-north-brunton/

0202_2021

6.2 Annex B

Latest updates

09 February 2022

Come and meet the team - public information events

We're holding some public information events where you can meet the team, find out about progress, and ask any questions you have.

Monday 21 February
Grand Hotel, High Gosforth Park, Newcastle
upon Tyne NE3 5HN
2pm – 8pm

Wednesday 23 February
B&Q, Scotswood Rd, Scotswood, Newcastle
upon Tyne NE15 6U
10am – 4pm

Saturday 26 February
Kingston Park Tesco, Brunton Lane, Newcastle
upon Tyne NE3 2FP
10am - 4pm

[+ See more updates](#)

6.3 Annex C

