

A64 2020 Survey - Responses to your feedback

Thank you for taking the time to complete the survey we sent out earlier this year. We're sorry it's taken longer than planned to get the responses collected and back to you.

If you have any further queries or comments please get in touch using the contact details at the end of this document.

We've grouped some of your feedback together to provide a single response please see below.

Village gateway schemes (Rillington, East & West Heslerton, Staxton, Sherburn and Ganton)

Feedback

Speed restriction should be 40mph in our village, signage needs to be bigger, confusion over what the speed limits were, why are they different in each village, speed restrictions causing delays. The speed restrictions have made the A64 a death trap and more unsafe.

Response

We haven't completed our village gateway schemes yet so hopefully we'll be addressing the speed issue in that village, but the feedback didn't say where it was. The size of the signage is designed to industry standards and the speed limits in each location are calculated from surveys and safety assessments. The speed restrictions are being installed for safety of the residents, while this may take slightly longer to get to a destination it will help to reduce the number of people killed or seriously injured on the A64. We will continuously monitor safety and speed, but we hope that road user's behaviour will improve once all the schemes are fully installed.

Signage, diversions and access for residents

Feedback

Signage was poor and sometimes wrong or unclear, diversion route too long or not enough detail on closure dates and residents should be allowed access. Refused access and redirected over 1 and ¾ hours when other traffic was allowed access.

Response

We work closely with our traffic management contractors and local authorities to develop diversions and signage that cause the least disruption to everyone. We do carry out drive throughs on the route to ensure diversions and the signage is in order. We apologise if we've got this wrong but assure you this is not the standard of service we want to deliver.

We always try to provide as much closure information as possible, but we can't always include specific dates and times on road signage. Instead we try to write to residents and businesses directly affected by our work.

We can only offer access through the site when it's safe for us to do so, we are unable to guarantee resident's access but will always try our best to accommodate this. Sometimes during the time that a diversion has been driven the work has been completed and the closure lifted, this might explain why it looks like some people are permitted access when others have not.

Dualling and bypasses

Feedback

We've been expecting a bypass since 1940, dualling along the A64 would be a better investment.

Response

The government published its Road Investment Strategy (RIS) 2 in March 2020, covering the period 2020-2025. In addition to projects that government is asking Highways England to build during this period, it has also asked us to develop plans for 32 named projects, including the A64 Hopgrove. These projects may be considered by government for delivery in future Road Investment Strategies.

Decisions about what will be constructed from 2025 onwards will be made by the government as part of its RIS planning process.

We've provided an individual response for this feedback.

1. National speed limit at village entrance you should have worked with North Yorkshire County Council (NYCC) to lower the limit here

NYCC was information about the proposed work in this area, unfortunately we're only responsible for the strategic road network not local roads.

2. Turning into Low Lane was unsafe due to work vans parking and the work hasn't improved safety

We're sorry that it was made difficult turning into Low Lane, we've discussed this with our contractors. We will continue to monitor the junction but since the work we've not recorded any near misses or incidents.

3. Some work appears more dangerous

Safety barriers are designed to spread the load of impact and is the safest possible way to protect road users by preventing vehicle impact with other hazards such as signposts, trees or hidden ditches as well as protecting pedestrians.

4. Why did you close the Welburn turn off without telling us?

It was our intention to keep the Welburn turn off to Greets House Lane open throughout the work with a limited number of overnight closures. However, when the traffic management was installed our traffic safety and control officer deemed that it was unsafe to leave the road open because the narrow lane and temporary barrier did not provide enough protection. This decision was made on the night we laid the traffic management which is why we were unable to provide advance notification. Please accept our apologies for the inconvenience this caused.

5. Why did Crambeck take an extra ten weeks?

During construction at Crambeck we faced issues with complex utilities buried in the verges. We had to redesign the scheme to move the drainage which meant relocating one of the bus laybys. The redesign caused a delay to the programme and the social distancing we had to implement on site slowed progress further.

6. The closure of Greets House Road for four months has inconvenienced our customers for too long

We'd hoped to open the road to Welburn earlier, but ongoing safety assessments determined that it was safer to keep the road closed until the widening work had been completed.

7. Crambeck residents and visitors' access via Crambeck Lane dangerous and frightening and lost clients, also why did it increase from four to 20 weeks?

We always try to find the safest, quickest and least disruptive way to complete our work. Unfortunately for this scheme it wasn't possible to keep the right turn while we were working. We're hoping that the new layout and pedestrian facilities have since improved the junction.

8. Why were Rillington drains covered with tarmac when we have surface water issues

The new surfacing is the same thickness as the material we removed, and the design didn't include removal or covering drains. We're not aware of any surface water issues here but will monitor this.

9. Whitwell new barriers outside footpath, no pedestrian protection and the speed of vehicles approaching the end of the dual carriageway needs to be reduced

We do try to install safety barriers at the front of the footpath if it's safe and practical to do so. During scheme design, several factors are considered such as; product specifications (design and

capability) choice of foundation, existing underground utility cables and pipe layouts, land ownership, spacing of verge and footpath, topography of land and, visibility requirements. The final design will be the safest product in the safest location to meet the needs of the scheme and is reviewed by the independent safety audit team during design and when complete.

We're currently carrying out a study underway to look at the potential for fixed speed enforcement on this section of road.

10. Why does the barrier near to Whitwell-on-the Hill have different sections?

Some of the barrier in this area is clad in timber, it works in the same way as a conventional steel barrier with steel posts and rails with timber casing and has passed the same rigorous testing procedures to approve its use. We worked closely with North Yorkshire County Council on this to use material that would soften the impact of the highway within the Howardian Hills Area of Outstanding Natural Beauty (AONB)

11. Different types of road surfacing outside our property to be resolved when next in the area

We're working on a solution to this and we're in liaison with the residents affected.

12. If the road is closed let's see workforce working

We're not sure where this is related to so it's difficult to respond directly, however please be assured that we do our best to work efficiently when we close the road which includes carrying out routine maintenance. Sometimes there are restrictions that limit working hours which means there is minimal or no activity on site, but we do our best to avoid these.

13. Sherburn junction, expected right turn filter onto Sked Dale and timings changed taking longer to get out of the village.

There were never any plans to include a right turn filter on this scheme. We are aware of an issue with the timing on the traffic lights and we're planning to fix this when we carry out resurfacing here in the new year.

14. Sherburn speed reductions and water doesn't completely drain off on the left turn towards Scarborough

We're not aware of any standing water issues so we'll keep monitoring this. Please read the earlier section about village gateways for an update on the speed reduction measures.

15. Sherburn traffic light system doesn't leave long enough for vehicles from the factory

We're aware of this issue and we're already looking at ways to address it.

16. Uneven road surface causing noise disruption at Rillington

We're planning to resurface the carriageway between Rillington crossroads and Scampston Hall during the next financial year and have already carried out some emergency repairs to the worst defects while we've been working on the village gateway schemes.

17. Work surfaces already breaking down between Sherburn and Heslerton

We'll feed this back to our construction and maintenance team to get this checked.

18. Crambeck 20mph signage removed (other parts to this feedback answered elsewhere)

This was not a legal sign and had to be removed.

19. New sign has been placed in front of Rillington Fields sign

The Rillington Fields sign will be relocated when we complete the remaining village gateway schemes.

20. Cones and signs left in ditches and hedgerows between Potter Brompton and Staxton and grass is coming through tarmac already and rusty and faded skid sign under chestnut tree approaching Staxton crossroads.

We'll need to check and survey the tarmac but, in the meantime, we'll send our maintenance crew to collect the cones and signs.

21. Cycle path between Staxton and Seamer doesn't have dropped kerb and no barriers and weeds are already growing through.

We've carried out the final scheme review, but no problems have been identified.

22. Speed limit signage at Flixton temporary and un-enforceable. Two flower tubs have gone missing and heaps of soil left.

Signage has now been installed after we resolved some technical issues with the original designs for this "gateway".

We don't know where the flower tubs are, but we will get our maintenance crew to remove the soil.

23. Wintringham – vehicle hit me from behind post improvements and the 40mph stretch is too long.

The scheme signage will be reviewed as part of our scheme follow up safety survey.

24. Traffic lights installed at Crambeck were unsafe when turning right and machinery was blocking the view

Please get back in touch with us so we can better understand the traffic management and make improvements.

25. Your staff turned up to do the work in West Heselton but work not carried out due to cars blocking the village

This doesn't sound like one of our schemes it could be local authority.

26. Resurfacing the same road twice in three years at Rillington/Whitwell

We might have to close the same section of the A64 but we've resurfaced different areas.

27. Sandbags, signage and site litter

We've passed this on for our supply chain and operatives to check and remove any debris left from our schemes.

28. Obscured signage particularly at Old Malton

We've passed this onto our maintenance team to action.

29. No real benefits from improvements at Scotchman Lane and Barton Hill

We're sorry that you feel the improvements have not been beneficial, we've had feedback from others who feel it is better now. We do monitor our work and these junctions are both under review for several elements including safety.

30. Outside our property is a dangerous fast road that motorcyclists use as a racetrack

Please get in touch with us, there is not mention of where this is.

31. Traffic approaching Welburn down the single carriageway at 70mph

We've passed this onto North Yorkshire County Council.

32. Cycle path between Staxton and Ganton not maintained

The farmer cuts this hedge and North Yorkshire County Council is responsible for sweeping, however we aware of this and we do go out and clear the hedge when customers call in and we're able to do so.

33. Continued surfacing at Rillington, westbound stop line unclear and no Covid-19 restrictions

We have resurfacing planned for Rillington next year which should prevent repeated maintenance and all our operatives and supply partners follow government guidelines for working during Covid-19.

34. During the resurfacing I only slept for two hours why can't you work during the day?

We appreciate the disruption that working overnight causes and always try to work during the day where possible. We sometimes have no option but to work overnight and do where possible try and limit the noisier work to earlier in the shift. We apologise for any inconvenience that has caused you.

35. Can you widen the pedestrian access at the bottom of Pinetree Avenue so it can accommodate a disability scooter?

We have no current plans to change the pedestrian access in this area, the size of the one here is probably determined by other factors such as the width of the road.

36. Weekend closure too long and expensive adding extra 15 miles to residents

We apologise for any inconvenience caused by closures but closing a whole carriageway is always the last option and means that we've considered all the alternatives. It will be the safest, quickest and least disruptive way to complete the work that we need to do. Diversion routes are dictated by the available routes in the area and permission from the local authority, we must also avoid clashes from other work we're doing nearby and utilities companies on the diversion itself. Again, we always

try to find the least disruptive for road users and residents while taking all the other details into consideration.

37. Musley Bank roundabout feasibility study

This could be North Yorkshire County Council.

38. Ganton village access needs to be for residents only

We'll investigate additional signage such as 'do not follow Sat Nav' and 'residents only' for Ganton and other schemes in the area.

39. Unable to get into Rillington from Scagglethorpe two nights running and operators weren't properly briefed.

We can only offer access through the site when it's safe for us to do so, we can't guarantee resident's access but will always try our best to accommodate and we apologise for any inconvenience this may have caused.

We do deliver a start of shift brief to our site teams and would expect operatives to be knowledgeable and able to provide alternative routes. We're going to add an agenda item to our site briefings for staff managing closure points.

40. It's frustrating when you complete work and there is pothole only a few feet away

We do try to complete repairs like this outside the scope of the scheme, unfortunately we're not always able to.

This table lists your comments about the communications we've shared with you and our feedback to you.

Your comments	Our feedback
Lack of notice when closing road. Changing working hours late without notice. More details on closures and dates and times. Late or no notification of road works. Clear understanding of how closures affect residents of villages. Letter about closure a few days before it happened. Send updated letters as soon as there are any changes. Communicate with people directly affected. Explain why improvements are being made	We've put weekly meetings in place to ensure we improve the start of work notification to send more timely and accurate information. This will also help identify any changes that we need to communicate to affected residents and businesses. The works notification letters include a paragraph about what we're doing and why and the leaflets we send out contain even more detail. Please also check the website www.highwaysengland.co.uk for specific scheme details.

<p>No consultation, went to village hall but work already planned.</p>	<p>The work must be planned to a certain degree so we can secure funding and permission, to get to that point we need to carry out surveys and designs to assess what we can achieve within budget. This does impose some limitations, but we always welcome your points and view and try to balance them with the needs of the route or area.</p>
<p>Distribute leaflets and surveys more widely. Distribute to villagers nearby. Ensure all postcodes receive communications about work. Don't publish as many leaflets use notice boards instead. More regular updates on progress. Too elaborate, fancy and costly.</p>	<p>From the feedback most people are happy with the leaflets and surveys and we do try to capture the widest possible area of directly affected residents along the route, but we must cut that off at some point. Ideally, we would distribute these to a vast catchment area but that's not possible. We do send leaflets and letters to local Parish Councils if you are just outside the catchment area, you can also check the website at www.highwaysengland.co.uk.</p>
<p>Emails never replied to</p>	<p>If you have an enquiry that we haven't responded to please get in touch.</p>
<p>Survey questions in wrong order.</p>	<p>We're happy for you to make suggestions about how we can improve the survey, please get in touch.</p>
<p>Accurate response to enquiries.</p>	<p>We've recently implemented an internal cross check audit system for our email replies to improve the standard. Please get in touch if you think we can improve in other ways.</p>
<p>Talk to people instead of closed questions.</p>	<p>Please give us a call on 033 123 5000 or email info@highwaysengland.co.uk</p>
<p>Linking communications to social media pages.</p>	<p>This is a great idea and we've started collating the social media sites for parish councils.</p>
<p>Staff with correct knowledge at public events.</p>	<p>We do try to make sure that the designers or delivery managers responsible for the schemes are at the events, but this isn't always possible. Where we are unable to directly respond we always offer to take details and get back to customers with any queries.</p>

Accurate update to date information on the website. Road signs with website details.	A new improved website has recently been launched which is checked constantly for accuracy and is more user friendly than the previous platform. We are looking at ways we can increase awareness and direct customers to the new website but unfortunately, we aren't permitted to advertise this on a road sign.
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Comments and suggestions that we've sent for further investigation

Brambling Fields to Scagglethorpe needs a reduced speed as it goes into one lane.

Still won't be safe to cross at Crambeck when it's complete.

Knapton junction should have been longer, it's still not easy to get across.

The left turn into West Knapton is too tight and dangerous.

Cyclists are unable to go from Staxton to Seamer without crossing the A64.

Still seeing a lot of overtaking at Rillington we need a speed van out / More needs to be done i.e speed cameras, regular patrols, lighted signs (both these have been passed onto police)

We need more cycle lanes in Ryedale.

Flooding on Staxton roundabout low point east side and kerbs (already with our environmental asset team).

What about making it safer for villagers to enter the A64 it's getting more dangerous.

Property used to be a petrol station at Scagglethorpe which has a recess that floods with heavy rain (passed to environmental asset team for checking)

An example of the compliments you sent as part of your feedback

Good tidy job, hope it will slow traffic down, it needs to.

Excellent 10/10

Now the new traffic lights are working I feel safer and the road doesn't flood anymore.

I feel the work along the A64 is well signed and appears to be done safely.

The A64 is a difficult road layout to improve, thanks for trying.

Workmen were professional and friendly and helpful.

Hopefully the new work will have a greater effect on speeding and poor overtaking.

Received updates on changes that occur regularly.

I think the communication is clear.

How to contact us

You can find out further details about the closure on Highways England's website <https://highwaysengland.co.uk/our-work/yorkshire-and-north-east/a64-improvements/> or by following @HighwaysYorks on Twitter using #A64.

If you would like to discuss this scheme, or need further information, please contact Highways England **0300 123 5000** or email info@highwaysengland.co.uk.