A1 Scotswood to North Brunton

Report on the use of an event van and none traditional venues for non-statutory public engagement events

January 2019
Contents
1 Introduction ......................................................................................................................... 1
2 General event information ................................................................................................. 3
3 Effectiveness of the public engagement events ................................................................. 6
4 Lessons learnt .................................................................................................................... 7
5 Future events ..................................................................................................................... 7
Appendix A – Postcard issued to 115,000 addresses around the scheme ......................... 8
Appendix B - Approximate postcode area (black line) where the postcards were delivered ................................................................................................................................. 9
Appendix C – Advertising Poster issued to stakeholders to display .................................. 10
Appendix E – Update Brochure October 2018 ..................................................................... 12
Appendix F - Questionaire ................................................................................................... 21
Appendix G - Questionnaire Feedback .................................................................................. 23
Appendix H – Top Ten Frequently Asked Questions ............................................................... 29
1 Introduction

1.1 Document purpose

1.1.1 This report is regarding the six non-statutory public engagement events undertaken for the A1 Scotswood to North Brunton scheme in October 2018. The aim of the events was to update the public on the preliminary design progress for the scheme since the previous ten events that took place in summer 2017. It was decided to approach these events in a different way, using an event van and non-traditional locations. This report does not evaluate the scheme as this was undertaken in the previous stage and engagement in 2017. The focus of this report is how effective using an event van at non-traditional locations is.

1.1.2 This document addresses:
- Why an event van was used
- How event locations and times were decided
- Information offered to the public
- How the information was presented
- Feedback from questionnaires and views received at the event

1.1.3 The feedback will contribute to the analysis of how public events should take place in the future.
1.2 Public engagement events background information

Figure 1 – Diagram of the A1 Scotswood to North Brunton scheme including overview of narrower lane widening

1.2.1 The events were one of the first times when an exhibition van was used in the north region for scheme engagement.

1.2.2 The main objective was to try and communicate scheme information to a wider audience than the previous ten public information events in summer 2017 which took place in more traditional venues, e.g. hotels and community centres.

1.2.3 To ensure the events attracted as many people as possible, they took place over a number of days so members of the public could attend at the most convenient time. Sessions were provided throughout the day and in the evening, with events running until 7pm. School holidays were avoided and two of the sessions took place on a weekend.
2 General event information

2.1 Event arrangements

2.1.1 To maximise public attendance at the events, advertising was used in the following formats:

- 115,000 A5 postcards (Appendix A) detailing the events were delivered week commencing 8 October 2018 within and slightly beyond the drop area shown on the map (Appendix B)

- Scheme webpage was updated on 18 October 2018. The update included information about when the events were taking place, a copy of the update brochure and a video recording of the project manager promoting the scheme.

- People who had signed up to receive notifications received a message informing them of the website update. https://highwaysengland.co.uk/projects/a1-scotswood-to-north-brunton/

- A live media event took place on 25 October where BBC Newcastle interviewed project manager Charlotte Taylor.

- A digital advertising campaign at the intu Metrocentre took place at the beginning of September. (Appendix C)


- Tweets for people to follow the scheme on Twitter. (Appendix D)

- Emails to key stakeholders were sent out a week before the events, attached to the email notification was a copy of the update brochure.

2.1.2 The events took place over three days in two locations per day as follows:

• **Thursday 25 October 2018**
  - 9.30am -1.30 pm, McDonalds Car Park, North Brunton, NE3 5HN
  - 3pm - 7pm, Newcastle Great Park – Park and Ride, NE13 9NR

• **Friday 26 October 2018**
  - 9.30am -1.30 pm, Tesco Extra Car Park, Brunton Lane, NE3 2FP
  - 3pm - 7pm, Morrisons Car Park, Cowgate, 200 Two Ball Lonnens NE4 9SZ

• **Saturday 27 October 2018**
  - 9.30am -1.30 pm, Morrisons Car Park, West Denton, NE5 2QZ
  - 3pm - 7pm B&Q Scotswood Car Park, NE15 6UU
2.1.3 During the planning stage it was decided that the locations would be important to maximise visits from the passing public. It was determined supermarkets, retail parks, and park and ride schemes might be the most suitable locations as these are frequented by a large demographic from the local area.

2.1.4 To attract public attention the location of the event van was important. Preferable positioning would be in view of store and/or car park entrances, near to public walkways and near bus stops in the park and ride.

2.1.5 The van locations on event days were located as follows:

**Thursday 25 October**
*McDonald’s Car Park* - van located in the customer carpark to the left of the main entrance in full view of restaurant and drive in.

*Newcastle Great Park - Park and Ride* - van located near to gate where park and ride bus stop is, this was in full view of passengers coming from and going to the bus.

**Friday 26 October**
*Tesco Extra* - van located within parking spaces to the right of the main entrance, down one of the parking aisles, this meant that the van was not in full view of customers in and out of store.

*Morrisons Cowgate* - van located to the right of main entrance, this was in full view of customers entering store on foot and those looking for car parking spaces.

**Saturday 27 October**
*Morrisons West Denton* - van located adjacent to the main entrance to the rear of car park next to bus stops, pedestrian walk way and main road. This made sure that the van was in full view of customers coming in and out of store.

*Scotswood B&Q* - Van located between the main entrance and exit, next to a food van. The customers visiting the store had to pass the van to access the store. The vans location was also alongside a pedestrian walkway.
2.1.6 Despite varying weather conditions, the events were well attended by the public. The weather conditions experienced at this three-day event were as follows:

**Thursday 25 October**
McDonald's Car Park - Cold and windy with sunny spells
Newcastle Great Park - Park and Ride - Cold and windy conditions and dark (by 16.45hrs)

**Friday 26 October**
Tesco Extra - Cold, sunny and breezy
Morrisons Cowgate - Cold, dark and windy

**Saturday 27 October**
Morrisons West Denton - Snow, sleet, rain and occasional sun.
Scotswood B&Q - Warm in the afternoon, hail in the evening and cold

2.2 Attendance

2.2.1 Team members included specialists from different areas such as traffic and environment. The team was there to listen to the public, provide information and take away and feedback or questions where additional information was required.

2.2.2 In total, 286 members of the public attended the events over the three-day period. Feedback questionnaires asking about the use of the van and the locations of the events were handed out at all of the events. A count of how many people attended each event was kept. The totals are as follows:

**Thursday 25 October**
McDonald's Car Park - 29 Attendees
Newcastle Great Park - Park and Ride - 30 Attendees

**Friday 26 October**
Tesco Extra - 72 Attendees
Morrisons Cowgate - 32 Attendees

**Saturday 27 October**
Morrisons West Denton - 53 Attendees
Scotswood B&Q - 70 Attendees
2.3 Information presented to the public

2.3.1 The information on display in the van at the events was also available as a brochure that could be taken away (Appendix E) and on the scheme webpage https://highwaysengland.co.uk/projects/a1-scotswood-to-north-brunton/. A fly through video of the scheme was also on display in the van.

2.3.2 The images displayed on the van for the event and in the update brochure (Appendix E) were simplified diagrams of the detailed General Arrangement (GA) drawings, contours and models. It was decided that the original GA drawings, contours and models would be kept on the exhibition van with the view that if someone wanted to view the more in depth detailed information they would be made available along with a member of the project team to explain them and answer any questions.

2.3.3 In the planning stages for the events it was decided that questionnaires (Appendix F) were to be developed and provided to formally collate opinion of the events and the usage of the van and non-traditional venues.

2.3.4 For people who were unable to attend the events in person, information was uploaded onto the scheme webpage. The email address link for the scheme was also on the webpage allowing the same opportunity to ask questions about the project.

3 Effectiveness of the public engagement events

3.1 The event van enabled Highways England to deliver scheme information to a diverse audience in the local area around the scheme.

3.2 Using a van allowed the team to several locations each day and the information panels on the van walls reduced set up time at each location.

3.3 Having members of the team in attendance meant that people could get quick answers to questions important to them. If answers could not be given on the day, a log was created so the team could provide answers after the event. See Appendix H for the top ten frequently asked questions and answers.
3.4 Questionnaires were handed out at the events. 19 responses were submitted (18 postal responses and 1 online). The feedback from the questionnaires is shown in (Appendix G). In summary the feedback shows that:

- It was felt that the van was a good way to consult with the public
- Most of the responders liked having a scheme representative there to talk to
- Most people heard about the event via the postcard
- Most people felt that the events helped them understand the scheme more than before they attended the event
- The location of the events was convenient and easily accessible
- The main reason for their visit to the van was to gather more information about the scheme

4 Lessons learnt

4.1 After the events took place a lessons learnt workshop was held to see what the advantages and disadvantages were in presenting information to the public via an event van and what Highways England could do for future events:

- The use of the event van appeared to be well received by the public and received a good attendance in comparison to more traditional venues. This indicates that delivering project information in this way in future would be a good approach.
- The event van was supplied with a ramp to help less able people access the van but there was no handrail to assist the walk up the ramp, or to help prevent falls from the side of the ramp. Although there were no incidents, for future events a handrail will be included on one side to create easier and safer access.
- The simplified technical information was easy to understand but having the detailed information for anyone wanting more detailed or specific information available worked well.
- Future events could possibly see more people visiting the van if they took place in late spring, summer and early autumn months to avoid the bitterly cold conditions experienced. This would be dependent on the timescales suitable to the programme of work.

5 Future events

5.1 More engagement will be needed before construction of the scheme starts in March 2020. Discussions will take place before this to determine how best to engage with the public in the area, including residents and businesses, to develop an engagement strategy.
Appendix A – Postcard issued to 115,000 addresses around the scheme

A1 Scotswood to North Brunton Improvement Scheme

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

From March 2020, we’re improving this road by widening to three narrower lanes within the existing road, without impacting properties.

This will benefit road users and local communities and support the region’s economy.

Talk to us at events in 2018:

**Thursday 25 October**
- 9.30am – 1.30pm, McDonald’s Car Park, North Brunton, NE3 5HN
- 3pm – 7pm, Newcastle Great Park – Park and Ride, NE13 9NR

**Friday 26 October**
- 9.30am – 1.30pm, Tesco Extra Car Park, Brunton Lane, NE3 2FP
- 3pm – 7pm, Morrisons Car Park Cowgate, 200 Two Ball Lonnen, NE4 9SZ

**Saturday 27 October**
- 9.30am – 1.30pm, Morrisons Car Park, West Denton, NE5 2QZ
- 3pm – 7pm, B&Q Scotswood Car Park, NE15 6UU
Appendix B - Approximate postcode area (black line) where the postcards were delivered
Appendix C – Advertising Poster issued to stakeholders to display
## Appendix D – Tweet Log

<table>
<thead>
<tr>
<th>TWEET LOG</th>
<th>9.30am</th>
<th>1.30pm</th>
<th>5pm</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scotswood to north Brunton</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>22-Oct-18</strong></td>
<td>Have you heard about the A1 Scotswood to North Brunton improvement scheme? You can meet members of the team this week at various locations in Newcastle. Find out more at <a href="http://www.highwaysengland.co.uk/a1scotswood">www.highwaysengland.co.uk/a1scotswood</a> #A1scotswood</td>
<td>Have you heard about the A1 Scotswood to North Brunton improvement scheme? You can meet members of the team this week at various locations in Newcastle. Find out more at <a href="http://www.highwaysengland.co.uk/a1scotswood">www.highwaysengland.co.uk/a1scotswood</a> #A1scotswood</td>
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</tr>
<tr>
<td><strong>23-Oct-18</strong></td>
<td>Have you heard about the A1 Scotswood to North Brunton improvement scheme? You can meet members of the team this week at various locations in Newcastle. Find out more at <a href="http://www.highwaysengland.co.uk/a1scotswood">www.highwaysengland.co.uk/a1scotswood</a> #A1scotswood</td>
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</tr>
<tr>
<td><strong>24-Oct-18</strong></td>
<td>We’ll be @McDonaldsUK in North Brunton tomorrow from 9.30am to 1.30pm - why not pop along to talk to us about the A1 Scotswood to North Brunton scheme? Find out more at #A1scotswood</td>
<td>Have you heard about the A1 Scotswood to North Brunton improvement scheme? You can meet members of the team this week at various locations in Newcastle. Find out more at <a href="http://www.highwaysengland.co.uk/a1scotswood">www.highwaysengland.co.uk/a1scotswood</a> #A1scotswood</td>
<td>Have you heard about the A1 Scotswood to North Brunton improvement scheme? You can meet members of the team this week at various locations in Newcastle. Find out more at <a href="http://www.highwaysengland.co.uk/a1scotswood">www.highwaysengland.co.uk/a1scotswood</a> #A1scotswood</td>
</tr>
<tr>
<td><strong>25-Oct-18</strong></td>
<td>We’re @McDonaldsUK in North Brunton today from 9.30am to 1.30pm - why not pop along to talk to us about the A1 Scotswood to North Brunton scheme? Find out more at #A1scotswood</td>
<td>Didn’t get to see us @McDonaldsUK North Brunton today? You can still find out about the A1 Scotswood to North Brunton scheme - come see us at @TheGreatPark @park &amp; ride this afternoon from 3pm. #A1scotswood</td>
<td>Didn’t get to see us at today? You can still find out about the A1 Scotswood to North Brunton scheme - come see us tomorror at @Tesco Extra Brunton Lane from 9.30am to 1.30pm. #A1scotswood</td>
</tr>
<tr>
<td><strong>26-Oct-18</strong></td>
<td>All set up and ready to go. Come talk to us to find out more about the A1 Scotswood to North Brunton scheme. @Tesco Extra Brunton Lane until 1.30pm today. #A1scotswood</td>
<td>Didn’t get to see us @Tesco Extra Brunton Lane today? You can still find out about the A1 Scotswood to North Brunton scheme - come see us at @Morrison Cowgate this afternoon from 3pm. #A1scotswood</td>
<td>Didn’t get to see us at today? You can still find out about the A1 Scotswood to North Brunton scheme - come see us tomoorrow at @Morrison West Denton from 9.30am to 1.30pm. #A1scotswood</td>
</tr>
<tr>
<td><strong>27-Oct-18</strong></td>
<td>Our last day on the road and we’re @Morrison West Denton today. Come talk to us to find out more about the A1 Scotswood to North Brunton scheme until 1.30pm today. #A1scotswood</td>
<td>Didn’t get to see us @Morrison West Denton today? You can still find out about the A1 Scotswood to North Brunton scheme - come see us at B&amp;Q Scotswood this afternoon from 3pm. #A1scotswood</td>
<td>Thank everyone who came to talk to us about the A1 Scotswood to North Brunton scheme. If you didn’t get to see us, why not visit our website at <a href="http://www.highwaysengland.co.uk/a1scotswood">www.highwaysengland.co.uk/a1scotswood</a></td>
</tr>
</tbody>
</table>
Appendix E – Update Brochure October 2018
Introduction

Since the events we held last summer, we have been working on developing the preliminary design for the scheme. We have now completed our assessments regarding traffic, environmental and other aspects and will be holding another series of public engagement events to update you.

This time, we will be using an exhibition van in six venues, from Sustead to North Brunton giving you the chance to speak to the team and ask questions about the scheme.

Talk to us at events in 2018:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday 25 October</td>
<td>9.30am - 1.30pm</td>
<td>McDonald’s Car Park, North Brunton, NE3 9HN</td>
</tr>
<tr>
<td></td>
<td>3pm - 7pm</td>
<td>Newcastle Great Park and Ride, NE19 9NR</td>
</tr>
<tr>
<td>Friday 26 October</td>
<td>9.30am - 1.30pm</td>
<td>Tesco Extra Car Park, Brunton Lane, NE3 1FF</td>
</tr>
<tr>
<td></td>
<td>3pm - 7pm</td>
<td>Morrisons Caregate Car Park, NE4 9SZ</td>
</tr>
<tr>
<td>Saturday 27 October</td>
<td>9.30am - 1.30pm</td>
<td>Morrisons Car Park, West Denton, NE5 20Z</td>
</tr>
<tr>
<td></td>
<td>3pm - 7pm</td>
<td>B&amp;Q Sustead Car Park, NE18 8UU</td>
</tr>
</tbody>
</table>

Scheme background

The A1 Newcastle Gateshead western bypass currently experiences delays, unreliable journeys and accidents. Forecasts suggest they will worsen in the future as a result of an increase in traffic from developments in the area. Proposals for junction 14 Sustead to junction 69 North Brunton will relieve this congestion and improve journey reliability.

What have we done to date?

We are currently at the development phase of the scheme, working on the preliminary design, and expect construction work to start by March 2021.

Over the past 12 months we have undertaken further ecology surveys to better understand the local habitats, including bat, badger and red squirrel.

Following the 10 public engagement events we held in 2017, we issued the engagement report which is available on the Website.

We have carried out condition surveys, geophysical investigations and drainage inspections so that we can progress the design of the scheme.

This year we will be holding further events to discuss progress on the scheme and how it has developed over the last year.
Scheme location

Traffic

Following assessments carried out since the summer 2017 events, we can see the scheme will relieve congestion in the area. If we do not make the proposed changes, by 2023 the congested areas will become worse and there will be no free-flowing areas remaining along this stretch of the A1.

Adding an additional lane in each direction will provide much needed additional capacity on this section of the A1. Reducing the speed limit from 70mph to 60mph will not significantly impact other local road users who hop on and off the A1 or the longer distance travellers during all periods of the day.

Traffic levels when scheme is finished

2023
If we do nothing
Technology

The technology assets along the scheme length have been reviewed and a decision based on requirements was taken to retain, repurpose or remove assets.

Overall there will be less traffic monitoring equipment along the scheme as outdated equipment will be removed and replaced with new, and this will improve data collection.

CCTV camera will aid Highways England control rooms to support incident responses and operations.

<table>
<thead>
<tr>
<th>Item</th>
<th>Equipment</th>
<th>Existing quantity</th>
<th>Proposed quantity</th>
<th>Current proposals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Queue protection (variable message signs)</td>
<td>4</td>
<td>0</td>
<td>Remove all as scheme proposals include additional lane and a reduced speed limit.</td>
</tr>
<tr>
<td>2</td>
<td>Queue protection (vehicle detection)</td>
<td>5</td>
<td>0</td>
<td>Remove all as scheme proposals include additional lane and a reduced speed limit.</td>
</tr>
<tr>
<td>3</td>
<td>Emergency roadside telephone (ERT)</td>
<td>1</td>
<td>1</td>
<td>Retain in existing location.</td>
</tr>
<tr>
<td>4</td>
<td>Traffic monitoring equipment</td>
<td>10</td>
<td>12</td>
<td>Remove all obsolete variant to improve data collection.</td>
</tr>
<tr>
<td>5</td>
<td>Automatic number plate recognition cameras (ANPR)</td>
<td>2 Sites (6 cameras)</td>
<td>2 Sites (8 cameras)</td>
<td>Retain in existing location.</td>
</tr>
<tr>
<td>6</td>
<td>CCTV Camera</td>
<td>9</td>
<td>8</td>
<td>Remove or relocate/rationalise/retain.</td>
</tr>
</tbody>
</table>

Queue protection
(variable message signs)
Signs detect situations requiring units to display variable message signs to assist with night-time driving.

Queue protection
(vehicle detection)
Units to detect any queueing or slow moving traffic ahead. Communicate wirelessly with the Vehicle Management System.

Emergency roadside telephone (ERT) These provide roadside assistance to motorists.

Traffic monitoring equipment
These collect traffic data that includes vehicle count, speed, headway and classification.

CCTV cameras
Central surveillance cameras providing assurance to Highways England's control rooms supporting incident responses and operations.

Automatic number plate recognition
Allows real time monitoring of journey times by analysing vehicle number plates and determining the time taken for a vehicle to travel between two points.
Noise

With the proposed speed reduction and proposed use of low noise surfacing, a beneficial reduction in noise level is predicted when the scheme is finished compared with the current situation.

What is a decibel?

A decibel is the unit used to measure the intensity of sound.

Source of noise

Decibels (dB)

30 40 50 60 70 80 90 100 110 120 130

Moderate Very loud Extreme Painful

Breathing (bank audible)
Running shoes
Walking
Street noise
Vacuum cleaner
Rush hour, heavy traffic
Airplane takeoff and landing
Locomotive
Forklift
Car horn
Subsonic jet
Jet flyover
Airplane overflying
Air Quality

The scheme will keep levels of nitrogen dioxide (NO₂) below 40mg/m³, in line with current EU objectives.

Nitrogen Dioxide is a reddish brown gas with the chemical formula NO₂. This gas is measured in µg/m³ (micrograms per cubic meters of air) by air monitoring equipment. NO₂ is a poisonous gas that is formed when fuel is burnt. In high concentrations NO₂ is bad for your lungs and can affect your breathing.

Current levels along the A1 Gateshead Western Bypass

Predicted levels along the A1 Gateshead Western Bypass

<table>
<thead>
<tr>
<th>Pollution levels</th>
<th>Nitrogen Dioxide µg/m³ levels</th>
<th>Current levels (Number of receptors)</th>
<th>Predicted levels when scheme is finished (Number of receptors)</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>40 – 100µg/m³</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Medium-High</td>
<td>38 – 40µg/m³</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Medium</td>
<td>30 – 36µg/m³</td>
<td>35</td>
<td>13</td>
</tr>
<tr>
<td>Low-Medium</td>
<td>30 – 35µg/m³</td>
<td>364</td>
<td>171</td>
</tr>
<tr>
<td>Low</td>
<td>6 – 25µg/m³</td>
<td>34</td>
<td>96</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>281</td>
<td>281</td>
</tr>
</tbody>
</table>

What is a receptor?

We’ve analysed current information from 281 significant locations (receptors) along the A1 which helps us to predict how air quality will change when the scheme is finished.

Speed Limit

As we will be converting this stretch of road to 3 narrower lanes, we have undertaken a series of assessments and a road safety audit, working alongside Newcastle City Council and Northumbria Police. We are proposing the speed limit between junctions 74 and 79 will be reduced from the current 70mph to 60mph. The speed limit between junctions 76 and 79 will remain at 70mph as these will be 3 standard width lanes.

Speed limits when scheme is finished
Designated funds

Designated funds are a series of ring fenced funds designated to Highways England to address a range of issues beyond the traditional focus of road investment.

The following four proposals fall within Highways England’s commitments under the delivery plan 2015-2020 to improve the environment, which focuses on the following topic areas: noise, water, carbon landscape, biodiversity and cultural heritage, benefiting the local community.

Opportunities to address environmental issues with regard to water, biodiversity and cultural heritage are addressed by these proposals. Funding is not yet committed for these and will be confirmed by 2019.

Newcastle Great Park Wetland

Wetland is an area of marsh or swamp which is saturated with water. For the outfall of the highway drainage north of the Ouseburn if the wetland is brought back into use the flows will not discharge straight into the Ouseburn and will instead flow through a series of wetlands before discharging to the Ouseburn. The benefits of this include reducing flood risk, improving water quality and enhancing biodiversity.

A696 Woollington

The aim of the project is to adapt an existing pond to the east of the A696 to reduce the effect of the drainage from the road (attenuate), improving water quality and reducing peak flood flows in the Ouseburn.

Haddrian’s Wall trail and site improvements

The aim is to reconnect local people and regional visitors with the remains of the wall in Newcastle, through an innovative blend of interpretation boards, improved signs, installations, panoramas and improvement of the surviving sites to create a trail through the western suburbs of Newcastle that follows Hadrian’s Wall.

Shilbord Meadow and Shilbord Pond

Designs have been produced to propose improvements that significantly increase/improve opportunities for a broad range of priority species including breeding and wintering waders (including curlew, lapwing & redshank), amphibians (including common toad) and otter.
What happens next?

Options
- Option selection
- Scheme refinement December 2017
- Public consultation
- Contractor appointed early 2018
- Start of works by March 2019
- Close out

Development
- Option evaluation
- Scheme refinement December 2017
- Contractor appointed early 2018
- Start of works by March 2019
- Tied up

Construction
- Option selection
- Scheme refinement December 2017
- Contractor appointed early 2018
- Start of works by March 2019
- Close out

Keeping in touch

Online
- Follow the links on www.highwaysengland.co.uk/atScotswood

Email
- AtScotswood.10Northlenton@highwaysengland.co.uk

Telephones
- If you have any queries about the project, please contact us on 0300 123 5000

Responses
- All responses should be submitted by 8 November 2018. An online questionnaire available via www.highwaysengland.co.uk/atScotswood.

When making comments please provide us with your name and address, or, if you prefer your comments to be anonymous, provide only your postcode.

Further materials, including an electronic copy of this brochure and our public exhibition boards are available online or by contacting us using the details provided.
Appendix F - Questionnaire

A1 Scotswood to North Brunton Improvement Scheme events questionnaire

Our customers are important to us and we value feedback. To help us improve, please take a few moments to complete this questionnaire.

1. Which event did you attend?
   - McDonald's Car Park, North Brunton
   - Newgate Great Park - Park and Ride
   - Tesco Extra Car Park, Brunton Lane
   - Morrisons Cowgate, 200 Two Ball Lane
   - Morrisons Car Park, West Denton
   - Tesco Extra Car Park, Brunton Lane
   - Saturdays 7th October – 17th October 9 am – 11 am

2. Do you think Highways England using an engagement van is a good way to reach the public?
   - Yes
   - No

3. How useful was talking to representatives from the A1 Scotswood to North Brunton Improvement Scheme at the event?
   - Useful
   - Nice to have
   - Not useful
   - Unsure

4. How did you hear about these events?
   - Newspaper
   - Radio
   - Scheme website
   - Postcard
   - Other (please specify)

5. The event helped me to understand the scheme
   - Strongly agree
   - Agree
   - Neither agree or disagree
   - Strongly disagree
   - Disagree
   - Unsure
6. Was the location of the exhibition van convenient?  
   □ Yes  □ No  
   If not, please tell us how it could be made more convenient:

7. Were you able to access the van easily?  
   □ Yes  □ No  
   If not, please specify a reason:

8. Why did you visit to the exhibition van?

9. Were you satisfied how your questions/enquiries were answered by the team?  
   □ Yes  □ No  
   If not, please explain why:

10. Were the team representatives courteous and helpful?  
    □ Yes  □ No  
    If not, please explain why:

11. Do you have any other comments about the event?

<table>
<thead>
<tr>
<th>Religion or Belief – Do you follow a particular religion or hold a religious or similar philosophical belief?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes (please specify below)  □ No  □ Prefer not to say</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Ethnic Origin which ethnic group do you identify with?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Arab  □ Black or Black British – African  □ Mixed – White and Asian</td>
</tr>
<tr>
<td>□ Asian or Asian British – Indian  □ Black or Black British – any other Black background</td>
</tr>
<tr>
<td>□ Asian or Asian British – Pakistani  □ Mixed – any other mixed background</td>
</tr>
<tr>
<td>□ Asian or Asian British – Bangladeshi  □ Mixed – White and Black Caribbean</td>
</tr>
<tr>
<td>□ Asian or Asian British – any other Asian background  □ White – White</td>
</tr>
<tr>
<td>□ Black or Black British – Caribbean  □ White – any other White background</td>
</tr>
</tbody>
</table>

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On 20 May 2018, the General Data Protection Regulations (GDPR) came into force. This legislation requires highways England to explain in clear, understandable and easily accessible terms that personal data will be held and what it is used for.

Highways England adheres to the Government’s Consultation Principle, the Planning Act 2008 and the Highways Act 1991 as required, and only collects personal data to help shape development of highways schemes.

Purpose data collection for the A35 Footbridge in North Devon improvement scheme events will be processed and retained by Highways England and its appointed contractors until the evaluation is complete.

Under the new legislation you have the right to request the following information from us:
1. Right of access to the data (Subject Access Request).
2. Right to the rectification of errors.
3. Right to correction of personal data, this is at an absolute right under the legislation,
4. Right to data portability (data processing)
5. Right to data portability (data processing)

If at any point, Highways England plans to process the personal data for a purpose other than that for which it was originally collected, we will contact you with information about what other purpose is. This will be done prior to any further processing taking place. The extra information will include any relevant further information as referred to above, including the right to object to further processing.

You have the right to lodge a complaint with the supervisory authority, the Information Commissioner’s Office.

If you’d like more information about how we handle data, or a copy of our privacy notice, please contact:

Data Protection Officer, Highways England, 01000 000 000.
Appendix G - Questionnaire Feedback

Q1. Which Event did you attend?

- McDonalds Car park, North Brunton (Thursday 25 October 9:30Am - 1:30pm): 10.53%
- Newcastle Great Park and Ride (Thursday 25 October 3pm - 7pm): 26.31%
- Tesco Extra Car Park, Brunton Lane (Friday 26 October 9:30am - 1:30pm): 31.58%
- Morrisons Cowgate, 200 Two Ball Lonnen (Friday 26 October 3pm - 7pm): 21.05%
- Morrisons Car Park, West Denton (Saturday 27 October 9:30am - 1:30pm): 10.53%
- B and Q Car Park, Scotswood (Saturday 27 October 3pm - 7pm): 0%
- Not Answered: 0%

Q2. Do you think Highways England using an event van is a good way to reach the public?

- Yes: 94.74%
- No: 5.26%
Q3. How useful was talking to representatives from the A1 Scotswood to North Brunton Improvement Scheme at the event?

- Useful: 68.43%
- Nice to have: 21.05%
- Not Useful: 5.26%
- Unsure: 0%
- Not Answered: 5.26%

Q4. How did you hear about these events?

- Newspaper: 5.26%
- Radio: 0%
- Scheme website: 5.26%
- Postcard: 78.96%
- Other (please specify): 5.26%
- Not Answered: 5.26%
Q5. The event helped me to understand the scheme

- Strongly agree: 31.58%
- Agree: 47.37%
- Neither agree nor disagree: 5.26%
- Strongly disagree: 0%
- Disagree: 10.53%
- Unsure: 0%
- Not Answered: 5.26%

Q6. Was the location of the event van convenient?

- Yes: 100%
- No: 0%
- Not Answered: 0%
Q7. Were you able to access the van easily?

Yes: 100%
No: 0%
Not Answered: 0%

Q8. Why did you visit to the event van?

Express concerns about narrower lanes: 10.53%
To gather more information about the Scheme: 57.89%
Convenient and close to home: 5.26%
Not Answered: 26.32%
Q9. Were you satisfied how your questions/enquiries were answered by the team?

- Yes: 84.21%
- No: 10.53%
- Not Answered: 5.26%

Q10. Were the team representatives courteous and helpful?

- Yes: 94.74%
- No: 5.26%
- Not Answered: 0%
Negative comments included:

- Insufficient technical detail of the planned works, diversions and phases.
- Video being used is "unrealistic".
- Concerns about the scheme affecting local traffic problems.
- Van was hard to pick out in a busy car park
- URL is a bit strange

Positive comments as included:

- Very useful
- Staff were polite and friendly
- Staff were knowledgeable
- Good idea to do the event and to have regular updates
- Well thought out scheme.
- Well presented
- Sooner the scheme starts the better
Appendix H – Top Ten Frequently Asked Questions

The top ten he frequently asked questions were as follows:

1. How are you going to fit three lanes in?
   Currently between junctions 74 and 79 of the A1 the two lanes are standard lane widths. We will be introducing three narrower lanes between junctions 74 to 78 and three standard lane widths between junction 78 and 79 where the boundaries of the A1 open out. We will also be making changes to the central reservation which will give us the space to create the three narrower lanes.

2. Is it safe to use narrower lanes in this section when it is already constrained?
   As well as the design work and safety assessments we have done, we have also done a speed limit assessment along the length of the scheme looking at how it will run with three narrower lanes once it is finished. Based on this work will be reducing the speed limit from 70mph to 60mph between junctions 74 to 78.

3. What will the speed limit be when it's finished?
   60mph between junctions 74 to 78 and 70mph from junction 78

4. What are you doing about Blaydon Bridge?
   To minimise the number of changes in speed limit along the route, the 60mph speed limit will be extended south (as part of this scheme) to J71 (Metrocentre) where a 50mph speed limit will already be in place following completion of the J67 (Coal House) to J71 (Metrocentre) scheme. No lane changes are being made over the bridge as this is not within the scope of the scheme.

5. When will the building work start?
   By March 2020
6. How long will it take to build?  
   The scheme is currently planned to be open to traffic by October 2022.

7. Won’t it increase noise and dust?  
   The traffic and noise assessments we have recently carried out show no overall increase to the noise levels due to implementation of the scheme. During construction all necessary measures will be taken to minimise the impacts of noise, dust, drainage and light during the construction operations. Full details will be finalised during the detailed design stage, once the contractor is appointed and the construction sequence and construction methods have been finalised.

8. Why does it take so long to build?  
   As with all Major Schemes delivered by Highways England, projects are developed through our Project Control Framework.

   The Project Control Framework is a joint Department for Transport (DfT) and Highways England (HE) approach to managing major projects. It is designed to help us work together to develop and deliver major projects and comprises of a standard project lifecycle, standard project deliverables, project control processes and governance arrangements.

   A brief description of the Project Control Framework and its different stages are described below:-

   **Stage 0- Strategy Shaping and Prioritisation:**
   - This stage consists of feasibility work to identify and prioritise potential transport Issues and the shaping, investigation and assessment of the viability of transport scheme solutions to the problem.

   **Stage 1- Options Identification:**
   - In this stage work will be undertaken to identify options to be taken to public consultation and assess options in terms of environmental impact, traffic forecasts and economic benefits.

   **Stage 2- Options Selection:**
   - In this stage further assessment of the options identified in Stage 1 will be carried out and the options will be presented at a public consultation. Comments received at the consultation will be analysed and a preferred route will be announced.
Stage 3- Preliminary Design:
- Throughout this stage further surveys will be undertaken and the preliminary design of the scheme will be completed. Environmental assessments will be completed and work will begin on applications relating to statutory planning procedures.

Stage 4- Statutory Procedure and Powers:
- In this stage the scheme will complete all necessary statutory planning procedures in order for Highways Act 1980 orders/Development Consent to be confirmed. -- this is not applicable to this scheme as there is no land take required, all the construction is within the existing highway boundary.

Stage 5- Construction Preparation:
- This stage will consist of obtaining approval for any advance works and agreeing costs of construction with the contractor.

Stage 6- Construction Commissioning and Handover:
- In this stage notices to treat and enter and take possession of land will be issued and detailed design will be completed. The scheme will be constructed and commissioned, transferred to Highways England Operations team and be opened to traffic.

Stage 7- Closeout:
- In this stage any outstanding works will be completed and a review of the project delivery will be undertaken.

9. Aren’t you just putting more tarmac on the road?
   No. By reducing the existing two lanes to three narrower lanes we need to change the current layout slightly including making changes to the central reservation which will give us the space to create the three narrower lanes. Whilst all this is being done within the existing highway boundary so no additional land is required it means we need to do more than resurfacing and redrawing the road markings.

10. How is this going to solve the problem?
   Adding an additional lane will increase capacity and improve traffic flow, this is confirmed by the assessments we have undertaken over the past few months. This improvement scheme is similar to the three narrower lanes that were added to the Coal House to Metrocentre stretch of the A1 further south.