



Road closures - your questions answered

It is sometimes necessary for us to temporarily close a section of road for emergency maintenance, safety maintenance and minor or major improvement work. We close roads to keep our workforce and road users safe and to undertake the work as quickly as possible.

When deciding what method of traffic management to use, safety is always our priority. We also have to consider the classification of the road, the time of year, the disruption to the highway network and the local community and the duration of the works.

We know there is never a good time to close roads, especially on busy routes and we do everything we can to co-ordinate planned works, to minimise their impact on Cornwall's highway network.

If you live or work on a section of road that will be closed, we hope this information will help to answer any questions you may have.

If you are travelling in the early morning, please be aware that your route may be impacted by closures starting the evening before.

QUESTION	ANSWER
What is the difference between the work area and the road closure area?	The work area is the section of the road where our operatives will be working. The road closure area often extends beyond this in order to manage through traffic and divert it on to an alternative route. If you receive information notifying you about a road closure, where possible, we include a map which indicates both the work and road closure areas if these are different.
Will we be able to drive back and forth from our property while the road is closed?	We always seek to maintain access to residents and businesses whose properties fall within the limits of a road closure, as long as it is safe to do so. You may sometimes have to wait or use the diversion route. As the work often involves hot asphalt and large equipment, we cannot guarantee access to properties in the work area . If you normally drive into or out of the work area during the hours when the closure is in place, we ask you to please make alternative arrangements. However, we will do all we can to assist. Please speak directly with the site team or marshals on site who will ensure you receive the most up to date information about accessing properties.

QUESTION	ANSWER
Can I walk through the road closure?	We will seek to maintain pedestrian access at all times.
Can I cycle through the road closure?	Cyclists will be required to dismount for the safety of operatives and road users.
Why do you close roads and work at night?	<p>Night-time work is usually carried out on busy strategic roads in order to minimise traffic congestion on the highway network. Restrictions are often placed upon us to prevent these roads from being closed during the day.</p> <p>When working at night we do give residents advance warning and always aim to complete the noisiest element of the work as early as possible. Our teams often work through the night to deal with maintenance, repairs and emergencies. Their dedication helps to keep Cornwall moving.</p>
Where can I park while the road is closed?	<p>If you usually park on the road within the work area, you will need to find alternative parking nearby during the hours of the road closure. Off-road parking will not be affected. However, we cannot always guarantee access in or out during the work hours.</p> <p>Parking on or off-road in the road closure area (where it extends beyond the work area) should be possible, but please check with the site team or marshals who will be pleased to assist you.</p>
I have a business, how will staff / customers / deliveries be able to get through?	We respectfully ask you to encourage staff and customers to park nearby and use the pedestrian access, where it is feasible to do so. If your business is inside the work area then unfortunately we cannot guarantee access during our work hours and ask you to make alternative arrangements. If your business is in the road closure area but outside the work area, please speak to the site team who will assist with essential access and deliveries. They will also be able to help if 'business as usual' signs are needed. If you need access through a closure you will be asked to say where you are going.
I'm expecting a delivery to my home during this period – will it get to me?	Delivery drivers are often happy to park nearby and use pedestrian access to make their deliveries. To avoid disappointment we recommend that you consider rearranging any deliveries after the work is finished or outside of the hours of closure.
I'm disabled and need vehicular access to my property – can this be accommodated?	Please email customerrelations@corma ltd.co.uk or call on 0300 1234 222 with details of your requirements. If work is already underway, please let our site team know your circumstances and they will do all they can to assist you.
We are expecting home visits from a carer / district nurse / midwife– will they be able to get through?	If work is already underway, please let our marshals or site team know your circumstances and they will do all they can to help. Also let your carer / district nurse / midwife know about the road closure, as they may need to allow extra time for the visit in case of delays. If you live in the work area then vehicular access cannot be guaranteed and they may need to park and use pedestrian access.

QUESTION	ANSWER
How will be our rubbish and recycling be collected?	Cornwall Council's waste contractor will have been advised of the closure in advance and should have made alternative collection arrangements. Residential customers can contact Cornwall Council on 0300 1234 141 if further information is needed. Businesses will need to contact their waste contractor.
What will happen to the buses while the road is closed?	We always notify the bus companies about road closures well in advance, they will have arranged alternative routes. Planned public transport service disruptions can be found on the Cornwall Council website here: https://www.cornwall.gov.uk/transport-parking-and-streets/public-transport/planned-public-transport-service-disruptions/
Will Cormac let me know about upcoming roadworks?	<p>Wherever possible we inform road users about planned closure dates and times by using message boards in advance of the works.</p> <p>Information about our programmes of work can be found on our website here: www.cormacltd.co.uk/cormac-programming/</p> <p>Where our work is likely to have an impact on traffic flows or be quite disruptive we also post details on our social media channels.</p> <p>Where closures are likely to immediately affect residents and business, information is sent to residents whose properties are adjacent to the works. The local councillor and town or parish council also receive this information. The information will tell you:</p> <ul style="list-style-type: none"> • How you can access your property during the works • If any road closures or diversions are needed • The expected start and finish dates • What the site working hours will be • What type of work we will carry out • What will change or improve <p>The volume of work we carry out makes it impractical to send information to every resident every time we close a road. We cannot give advance notice for unplanned work such as emergencies.</p>
What is an emergency road closure?	We sometimes have to close a road without giving advance notification. We do this when we have to deal with emergency situations and where there is an immediate danger to road users, such as road subsidence, dangerous buildings, or we need to remove debris such as fallen trees.
How do I find out about current and planned roadworks?	You can view roadworks, road closures and other traffic disruptions on the One Network web site, please visit: one.network . You can search by street name and for roadworks today and in the next two weeks. You will need to register an account if you are searching for works due to start fifteen or more days ahead of your search date.

QUESTION	ANSWER
How do you decide on diversion routes?	We must use roads of a similar designated level or higher to allow all road users to travel along the signed diversion. For example, we must divert traffic from an A class road onto other A class roads, but we can divert B class roads onto both A and B class roads. Unfortunately, this can sometimes result in lengthy diversions.
Is Cormac responsible for closures on the A30 and A38?	We do not maintain the A30 (other than the section west of Penzance from the Chy and Mor roundabout), or the A38 from Bodmin to Plymouth. These trunk roads form part of the National Highways trunk road network.

Notifications

Please be aware resurfacing and patching work is weather dependent and may be delayed by cold temperatures or heavy rain. If this situation arises, it may result in works being delayed and we will do our best to update the advance notice boards on the site.

It is important to remember that we are not the only ones who carry-out works on the highway. Utility companies and private developers, or home owners can also request to close a road. Cornwall Councils' Street Works team coordinate temporary licences to make sure that congestions on the roads is kept to a minimum. More information can be found here: <https://www.cornwall.gov.uk/transport-parking-and-streets/street-works/>.

Report it

You can report an issue on a road, highway or footway on the Cornwall Council website: <https://www.cornwall.gov.uk/reportroad>.

If there is an issue which is a threat to public safety, please telephone **0300 1234 222 (24 hour service)** giving details of the location.

Thank you