

Frequently Asked Questions

1. Why are we doing this?

Answer: We're installing 180m of vehicle barrier along the Grand Junction Reservoir in Hampton. The Grand Junction Reservoir requires further protecting against the risk of vehicle and /or debris entering the Grand Junction, because of a crash or loss of vehicle control from Upper Sunbury Road.

These works have been scheduled by Thames Water and agreed by OFWAT and the DWI, as protecting and maintaining our assets is key to delivering clean and wholesome drinking water. Vehicles have in the past breached the perimeter and entered the Grand Junction reservoir, The new barrier will offer an engineered high containment parapet solution which will not only be safer for the road user but will protect the grand junction reservoir to a greater level, that will aid Thames water in continuing to supply our valuable customer base.

2. What have you done to minimise the impact of the works? Why is it estimated that 4 months is needed to complete this works - that's almost 1 full day per metre of railing?

Answer: Please be assured everything has been done to minimise the impact of the work. We have been working closely with Richmond Council, Surrey County Council and TfL from the very early stages of planning for these works, who have all pushed us hard to minimise the length of time we are on site. We explored all possible options to keep the length of the works and the 15-week single lane closure down to a minimum, especially with houses in the vicinity. This scheme was originally a full road closure with a 20-week construction period, due to the complexity of construction so close to the Grand Junction reservoir, and the proximity of live traffic and receiving vital supplies daily, 15 weeks is the shortest period we can undertake while maintaining a fluid construction pathway.

3. Have you consider building the barrier on your land behind the fence? Why that wasn't possible?

Answer: To ensure the barrier is of adequate strength, we need to put concrete supports into the ground which involve using large machinery and the slope into the reservoir mean we cannot work on our land alone. The process of installing the 180m barrier will see us move down the reservoir line, digging boring holes, inserting posts and using concrete to keep them in place. Due to how steep the slope into the reservoir is and the risk of contamination, it is not possible to work solely on the Thames Water side. Moreover, regular vehicle access is required during the construction to facilitate excavated spoil removal, post-delivery etc.

4.What efforts have been taken to ensure wider publication of this planned works outside the immediate vicinity - e.g. adjacent councils, motorways etc, given the A308 where the works are (and subsequent one way/diversion scheme in place) is a major trunk road from and two the M25/M3 in and out of London and is already seriously congested.

Answer: We will be putting signs up well in advance of the works starting and several miles before the closure begins to provide as much warning as possible in the hope of discouraging traffic from the area. Press releases will also be sent to local media, including radio stations, to inform them of the works.

5.What monitoring and assurances are in place (and who is doing that monitoring) to ensure works are completed on a timely basis to reduce the heavy impact on residents, vehicles, commuters and emergency traffic.

Answer: We understand the impact these works will have so will be doing everything we can to keep these works to a minimum. The relevant highways authority will also be monitoring our work.

6. Who was responsible for the planning of the diversion routes and the provision of the map?

Answer: The route was developed in collaboration with the relevant highway authorities, keeping in mind the legal guidance on implementing diversions.

7.Were night works considered as part of the project?

Answer: Working at night was considered but ruled out due to the proximity of residential properties to the site, which will be noisy, and the risk to our colleagues working in a single lane at night with A-road traffic in an adjacent lane.

8.Bus diversion: What will happen to the westbound routeing of the 216 bus which calls at Hampton station on its journey from Kingston to Lower Sunbury, but which would not be able to do so under these proposals?

- 111 Bus route won't be affected.
- 216 Bus: Buses towards Kingston will not be diverted and should remain on normal line of route
- 216 Bus: Buses towards Staines **Diversion:** from Percy Road at Upper Sunbury Road then left onto Upper Sunbury Road, right onto Lower Sunbury Road, ahead onto Lower Hampton Road and, ahead Lower Hampton Road and then follow the normal line of route. A temporary stop will be sited in Lower Hampton Road near to Harfield Road, around lamp column 17 outside 22 Lower Hampton Road.

9.Has any effort been taken to co-ordinate the work to remove any other planned works on the diversion routes and surrounding roads, to help the diversions run as smoothly as possible?

Answer: We have times the works to avoid clashing with other major works in the area.

10. What discussions have taken place with the Surrey County Council Highway department to ensure that the proposal does not have an adverse effect on traffic in Lower Sunbury, particularly in the light of the area's 7.5 tonne vehicle weight limit? For instance, what steps are being taken to dissuade a westbound motorist (or his/her satnav) with any knowledge of the area from ignoring the proposed c.4.5 mile detour up through Hanworth and simply turning left down the Lower Sunbury Road and then turning right into Harfield Road and thus back onto the A308?

Answer: We have 7x VMS signs in the area and we will also be installing extra signs on the route toward the road closure, HGVs – they use HVGs satnavs for height and weight limits which should help and keep them away from the area – once the permit is live all satnavs will be updated with a correct route for said vehicle

11. What compensation will be provided to those motorists with non-ULEZ compliant vehicles coming from Hampton Court towards Sunbury Cross who will be advised to take the detour into the ULEZ zone rather than being able to stay on the ULEZ-free A308?

Answer: We have liaised with both TFL and London Council on ULEZ zone to ensure that no one receives any fines by using the agreed diversion route. We have received confirmation that ULEZ zone cameras will be switched off for the duration of our works, from 23:59 Sun 6 July to 17:00 20 October 2025.

12. The right turn from Hampton Court Road into Church Street at Hampton is already a significant hold-up point, even outside the rush hours. What proposals are there to manage this junction with the considerable extra traffic that will be expected to use the diversion and thus need to cross oncoming eastbound traffic?

Answer: This is the area what will be looked at over the first week on this closure being installed, we have talked about several actions we can take but we will need to see how it runs once installed, update on this one will follow.