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**Chief Executive's Office**  
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Mr Barber  
Brentwood Chamber of Commerce  
Pepperell House  
44 High Street  
Essex  
CM14 4AJ

Date: 21 April 2017  
Our Ref: ECC2340307 04 17

Dear Mr Barber

Thank you for your letter dated 3 April 2017, in which you relay a number of concerns held by your members in the Shenfield area in relation to the ongoing Crossrail works. I understand that Network Rail have provided you with a holistic response on behalf of the various rail industry partners, who are responsible for a number of the elements raised within your letter.

Below, I initially seek to address the various specific points, which relate to ECC influenced activities and then move on to provide assurances of the steps that my officers have taken throughout the project to minimise potential negative impacts.

To clarify, the construction activity and the associated Rail Replacement operation are the direct responsibility of Crossrail Limited and Transport for London respectively. Some of the project management is being undertaken by Network Rail on behalf of Crossrail. Additionally some of the weekend Rail Replacement buses are provided by rail operator Greater Anglia, when their services are affected by line closures. Community liaison officers working for the Crossrail project have been in regular contact with local traders in Shenfield, to raise awareness of the project and its progression and to provide a local representative with whom to discuss any issues. Additionally, a regularly updated newsletter has been circulated to local residents and others who wished to subscribe to it, providing information on upcoming activities related to the Crossrail project.

Essex County Council (ECC) were approached by Transport for London (TfL) in late 2016 in order to agree a safe and acceptable method of working for the Rail Replacement bus services. This required a number of Temporary Traffic Regulation Orders (TTRO) to be applied for, advertised and approved, in order to minimise the disruption caused during the construction phase of the project at Shenfield. We have however had cause to make TfL aware of a number of instances where it has been identified that the Rail Replacement service has not operated in accordance with what was agreed with Essex Highways officers. The enforcement of the Temporary Traffic Regulation Orders, covering the bus waiting arrangements, is however the responsibility of the South Essex Parking Partnership, who have the authority to issue penalty charge notices to any vehicles that are not complying with them. The rate for penalty charge notices are set by National Government.

ECC are not aware of any TTRO having been applied for to suspend parking bays adjacent to the Tesco store in Hutton Road. It is however possible that Tesco have agreed a form of dispensation with the South Essex Parking Partnership to allow parking contrary to the current restrictions.

It is my understanding that as a consequence of Brentwood Borough Council undertaking a review of the Hunters Avenue car park layout, the revised format has created approximately 9 additional spaces. With regard to both Hunters Avenue and Friars Avenue car parks, Brentwood Borough Council changed their charging regime to partially compensate for the reduction of parking spaces in Friars Avenue caused by it being partly used as a Crossrail worksite. This means that parking is now free for up to two hours, followed by a period when vehicles cannot return. This was also in line with the aspirations of local traders, who commented that the previous graduated charging scheme facilitated long term parking for commuters rather than the regular churn of the spaces desired by local traders. It should not be long before the full extent of the Friars Avenue car park is returned for public use providing about 20 more spaces.

The remaining issues within your letter relate to rail industry activity and have I believe been addressed by the letter from Stephen Deaville at Network Rail, dated 12<sup>th</sup> April 2017.

Moving on, I believe it is recognised that this late stage of the project, which encompasses major construction elements and ongoing line closures, is perhaps the most difficult stage for all parties concerned, with it involving the largest amount of obvious and significant 'public facing' activity. I hope; however, that your members will be able to draw some comfort from the fact that all major construction works and the line re-opening will have been completed by the end of May. You may already have seen testing of the new trains for the TfL Rail service taking place over recent weeks. These trains will be introduced from May 2017 to provide a significantly improved service quality that residents and visitors to Brentwood and Shenfield will experience. It is anticipated that the significant investment in what will become the Elizabeth Line will prove to be a valuable asset, re-invigorating the economic growth of businesses in the greater Brentwood area. From 2019 it will improve connectivity for residents and business customers alike, as the direct rail service extends to new purpose built stations in central London as well as providing convenient connections to destinations such as Heathrow, Maidenhead and Reading to the west of London, and to London Docklands and destinations in south-east London. It is understood that the simple addition of Brentwood and Shenfield to the London "tube map" has added value to the Borough. The arrival of Crossrail therefore has the potential to bring us all interesting opportunities, which we all need to ensure are maximised.

Local Chamber of Commerce members will also be aware that ECC has over the last 3-4 years ensured that the overall potential for disruption to residents and businesses in the areas around the two stations has been significantly reduced via active agreement of local construction arrangements and, where appropriate, discussions with Crossrail management to ensure that our concerns have been understood and addressed at a strategic level.

This has included elements such as active involvement in recommending designated suitable safe lorry routes to the various worksites and indeed facilitating the significant reduction of large vehicles previously planned to access Shenfield worksites which has meant that up to 60 fewer lorries per day have passed through Chelmsford Road, Hutton Road and Rayleigh Road during the construction period. ECC and Brentwood Borough Council have also worked hard to ensure that disruptive or noisy elements of work have been undertaken at the most suitable of times to minimise disruption to businesses and resident, whilst still helping to ensure that works are facilitated and do not overrun, guarding against the potential for extended periods of localised disruption.

Once again I would like to state that we recognise your members concerns during this difficult phase of Crossrail construction. Essex County Council will continue to monitor the impact of the ongoing works and to liaise with the rail industry to minimise their impact on local businesses, residents and rail passengers. I would hope that we can all agree that the longer term benefits will eventually outweigh the current issues.

Yours sincerely



**Gavin Jones**  
**Chief Executive**

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