

## **National Highway's Tunnel Closure**

**Report to:** Saltash Town Council

**Date of Report:** 28.02.25

**Officer Writing the Report:** Saltash Town Council: Development and Engagement Manager

### **Report Summary**

This report is in reference to the upcoming National Highways work on the Saltash Tunnel. As you are aware, National Highways have confirmed they are now fine-tuning the programme of works for the scheme. Current proposed key dates are:

- Early 2025 to late 2025 – the tunnel will be closed in both directions on weeknights with traffic using local diversion routes
- September 2025 for approx. 5 months – ‘the switch-off’. The tunnel and bridge will no longer operate on a tidal flow basis. Fixed lanes will be in operation with clear directions for each lane, until work is complete.

National Highways will oversee the project; however, Saltash Town Council (STC) are keen to make sure mitigation methods are put in place to reduce the negative impact on Saltash, as follows:

- Rail service improvements
- Bus service improvements
- Ferry service improvements
- Walking and cycling improvements
- Potential Park and ride services
- Provision of information

Please be aware that Cornwall Council is in discussions with Network Rail to introduce additional train services for Saltash in response to the upcoming tunnel closures and Saltash Town Council are actively working to minimize the impact on residents wherever possible.

Councillor Bickford has been liaising with rail companies to see if it is possible to improve the rail timetable from Saltash and will provide a verbal update at Full Council.

**Please refer to Appendix 1 to view the Town Clerks' letter of concern.**

**Please refer to Appendix 2 to view examples of resident's comments regarding the closure announcement.**

### **Officers Recommendations**

To request National Highways to include the details of this report in their communications so STC can help distribute it more widely across Saltash at National Highways expense – refer to the budget section of the report for costings. Additionally, to let STC know if any further internal communications can be created at STC to enhance or expand on this message.

As part of STC's plans to support the town, it is requested that useful communication materials are provided by National Highways for STC to communicate across Saltash. It is asked that this information be provided to support STC in sharing alternative solutions with those who may be negatively affected by the tunnel closures. It is extremely important that transport options are continuously improved, and alternative options provided, to support their residents and reflect STC's strategic priority which states:

*'To work with key stakeholders to support access to affordable, accessible and sustainable transport in Saltash and the rural and urban areas and promote walking and cycling.'* **STC Business Plan 2024-2027**

Potential options for consideration, along with a full cost breakdown, have been provided in the following sections.

### **Options**

**Local Newspapers:** STC have options to release content in local newspapers to share information with a wider audience. This is also an inclusive method to make sure information is shared with those who may not use or have access to social media.

**Community Bulletins:** Posters can be displayed within our local community bulletins.

**Local Social Clubs and Groups:** STC can distribute posters and leaflets to local social clubs and groups, such as Saltash Rotary Club.

Leaflets/Flyers: STC can distribute flyers in areas like local shops, businesses, and cafes (e.g., in Saltash town centre, near bus stops or at Saltash railway station) to ensure that information reaches passersby.

Posters: STC can place posters in high-traffic locations, such as shopping centres, bus stations, or community noticeboards. This ensures people who may not use social media still get the information. **Please see Appendix 3 for poster/leaflet design examples for these options.**

Facebook, Instagram, and LinkedIn: STC can utilize social media channels to communicate the information through posts, videos, and social media engagement. A social media campaign can be created to support residents through the tunnel closure by offering helpful information and support options.

STC website: The STC website can keep an updated forum of information for residents to easily access useful information during the tunnel closure.

**Please see Appendix 4 for social media design examples.**

## **Budgets**

A budget breakdown (estimates) has been provided below to give rough estimates of the costs incurred for STC to utilize this communication and outreach plan on behalf of National Highways:

<b>Item</b>	<b>Estimated Cost</b>	<b>Description</b>
Local Newspaper: Double page spread	£1500 (EX VAT)	Cost to release a double-page spread in a local newspaper. Includes design, copywriting, and printing.
Social media advertisements	£10 per advert x 6 = £60	STC would benefit from using one boosted post for each month of the tunnel closure, including one month prior to the closures.
Bus Stops	£506 (EX VAT)	2 panels for 2-weeks in a local bus stop, inclusive of the posters produced
Staff costs for design work	Average Hourly rate for SDGA £18.25 (inclusive of employer costs)	Additional time spent on design work that is used for development and distribution of external communications. Please note, this only reflects the average cost and is subject to change.
Printing leaflets	Qty 100 £50 Qty 200 £55 Qty 250 £65 Qty 500 £70	These prices are based upon an average from three printing suppliers.  It includes: A5 Flyers Printed single side Material stock 200gsm

## Appendix 1

13 November 2024



Dear Vicky

### Saltash Tunnel Works

We would like to work closely with Cornwall Council to consider and plan the potential mitigations that could help during the upcoming National Highways work on the Saltash Tunnel.

Saltash Town Council are extremely concerned that the works will be very impactful to the town of Saltash and its residents and are keen to ensure that all potential measures are considered carefully.

I am sure that you are already working on this, but we consider that local knowledge on what may or may not work be key to ensuring the best possible mitigation measures are put in place.

The measures we consider need to be considered are:

- Rail service improvements
- Bus service improvements
- Ferry service improvements
- Walking and cycling improvements
- Potential for Park and Ride services
- Provision of information

Locally, we consider that additional rail services calling at Saltash is the key mitigation measure, and we consider this to be very much a priority as rail is likely going to be the only mass transport system that will have a significant impact.

Walking and cycling around Saltash will be important, but it will be those whose journeys take them beyond the town will look to rail for a reliable, cost effective and regular option.

A 'half hourly' rail service would provide capacity for many hundreds of people, whereas all other options are either likely to provide much smaller capacity or, as in the case of buses be caught in the disruption.

We do consider that all potential mitigations be considered as they all have a part to play, but rail is the 'stand out' option that would deliver the greatest benefit for the least effort and potentially lowest cost.



The Guildhall  
12 Lower Fore Street, Saltash, Cornwall PL12 6JX  
Tel: (01752) 844846  
e-mail: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)  
[gdpr@saltash.gov.uk](mailto:gdpr@saltash.gov.uk)

Furthermore, we request that we are kept up to date on any local traffic monitoring that is being commissioned so we learn more about the impacts to journey times.

We would like to suggest we begin with a Teams meeting to better understand the impact of the tunnel works and possible mitigation measures and how they may be developed with all stakeholders.

Look forward to hearing from you soon.

Yours Sincerely,



Sinead Burrows  
Town Clerk / RFO



The Guildhall  
12 Lower Fore Street, Saltash, Cornwall PL12 6JX  
Tel: (01752) 844846  
e-mail: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)  
[gdpr@saltash.gov.uk](mailto:gdpr@saltash.gov.uk)

**Appendix 2:** Example of resident's comments shared on STC social media accounts regarding the announcement of the tunnel closures.

**National Highways: South-West**  
13 December 2024 at 15:45 · 🌐

 We're carrying out a major £25million technology upgrade of the A38 Saltash Tunnel. The works will help keep journeys safe, reliable and reduce the risk... [See more](#)

No insights to show ⓘ [Boost a post](#)

 2 7 comments 1 share

 Like  Comment  Send  Share

[View more comments](#)



I hope our old house can stand another year of tankers and giant lorries shaking it up in the night.  
I wish they'd make more use of Burraton Road, but apparently that's not an option.

3w Like Reply Hide



## NATIONAL HIGHWAYS

**\*\* Further information on the important works being done and the benefits it will bring.**



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**5**

## WANT TO FIND OUT MORE?

If you have any concerns, or want to find out more information on the Saltash Tunnel closure, please use the contact options below for National Highways.

If you would like any further information on Saltash travel options, please contact Saltash Town Council.

**\*STC CONTACT DETAILS HERE**

**GET IN TOUCH AND KEEP UP TO DATE**

-  NATIONAL HIGHWAYS WEB
-  NATIONAL HIGHWAYS LINK
-  NATIONAL HIGHWAYS LINK

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## SALTASH TUNNEL CLOSURE

**National Highways** will be undertaking important improvement work to Saltash Tunnel in Summer 2025, for 5 months.

**1**

## OVERVIEW

The Saltash tunnel and bridge will no longer operate on a tidal flow basis. Fixed lanes will be in operation with clear directions for each lane, until work is complete.

**OVER VIEW OF WHY THE SALTASH TUNNEL NEEDS TO CLOSE - WHAT ARE THE BENEFITS OF THIS FOR THE FUTURE?**



**Please see the range of alternative transport options for Saltash residents and visitors.**

**2**

## TRANSPORT

Stay connected and make your journey as smooth as possible!

The range of alternative transport options are as follows:

**Rail Service**  
 INFORMATION REGARDING RAIL SERVICE OPTIONS

**Bus Service**  
 INFORMATION REGARDING BUS SERVICE OPTIONS

**Ferry Service**  
 INFORMATION REGARDING RAIL SERVICE OPTIONS

**Walking**  
 INFORMATION REGARDING WALKING OPTIONS

**Cycling**  
 INFORMATION REGARDING CYCLING OPTIONS

**3**

## SALTASH TRAVEL

Please find below the locations of our main services.

**Rail Service**  
 INFORMATION REGARDING RAIL SERVICE ADDRESS

**Ferry Service**  
 INFORMATION REGARDING FERRY SERVICE ADDRESS

**Cycling**  
 INFORMATION REGARDING CYCLING ROUTES

**Walking**  
 INFORMATION REGARDING WALKING ROUTES

**Bus Service**  
 INFORMATION ON MAIN BUS STOPS - FORE STREET ETC

**4**



## SALTASH TUNNEL CLOSURE

**National Highways** will be undertaking important improvement work to Saltash Tunnel in Summer 2025, for 5 months.



### OVERVIEW/WHY?

**\*\*Why are the works being done?**

### BENEFITS

**\*\* Further information on the important works being done and the benefits it will bring.**

### ALTERNATIVE TRANSPORT **FOR SALTASH RESIDENTS AND VISITORS**

**Stay connected and make your journey as smooth as possible!**

**The range of alternative transport options are as follows:**



#### **Rail Service**

**INFORMATION REGARDING  
RAIL SERVICE OPTIONS**



#### **Bus Service**

**INFORMATION REGARDING  
BUS SERVICE OPTIONS**



#### **Ferry Service**

**INFORMATION REGARDING  
RAIL SERVICE OPTIONS**



#### **Walking**

**INFORMATION REGARDING  
WALKING OPTIONS**



#### **Cycling**

**INFORMATION REGARDING  
CYCLING OPTIONS**

**FOR MORE INFORMATION ON TRANSPORT  
OPTIONS, PLEASE GET IN CONTACT WITH  
SALTASH TOWN COUNCIL:**



<https://www.saltash.gov.uk/>



[enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)



[@saltashtowncouncilofficial](#)

**GET IN TOUCH AND KEEP UP TO DATE WITH NATIONAL HIGHWAYS**



NATIONAL HIGHWAYS LINK



NATIONAL HIGHWAYS LINK



NATIONAL HIGHWAYS WEB





## Appendix 4: Social media design example (Instagram and Facebook)

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### BENEFITS

\*\* Further information on the important works being done and the benefits it will bring.

## ALTERNATIVE TRANSPORT FOR SALTASH RESIDENTS AND VISITORS

Stay connected and make your journey as smooth as possible!



### Rail Service

INFORMATION REGARDING RAIL SERVICE OPTIONS



### Bus Service

INFORMATION REGARDING BUS SERVICE OPTIONS



### Ferry Service

INFORMATION REGARDING RAIL SERVICE OPTIONS



### Walking

INFORMATION REGARDING WALKING OPTIONS



### Cycling

INFORMATION REGARDING CYCLING OPTIONS



NATIONAL HIGHWAYS CONTACT NUMBER  
NATIONAL HIGHWAYS LINK

### FOR MORE INFORMATION

 @saltashtowncouncilofficial  
 <https://www.saltash.gov.uk/>  
 [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)

END OF REPORT