

## **CALDERDALE METROPOLITAN BOROUGH COUNCIL**

### **QUESTION UNDER RULE 13 OF THE COUNCIL PROCEDURE RULES**

**Council Meeting:**        **Wednesday, 24 September 2025**

**Question from:**        **Councillor Thompson**

**Question to:**        **Councillor Courtney, Cabinet Member with  
responsibility for Regeneration and Transport**

Throughout the works in Halifax Town Centre, multiple businesses have reported that they do not feel they have received effective communication about what is happening on their doorsteps. This uncertainty is difficult for businesses, who can only plan effectively if they know what the immediate future holds. What work is the Council doing to ensure it updates stakeholders effectively on the Town Centre roadworks going forward, including businesses, and what lessons have been learned from the project so far?"

#### **Answer**

The A629 Phase 2 project team and Galliford Try, the works contractor, continue to be in direct contact with the affected businesses across the scheme, including at Cross Hills junctions. Day-to-day contact is maintained by Galliford Try's Public Liaison Officer (PLO), and on-site concerns are generally resolved by the PLO and site teams.

The above is supplemented with review and input from the Council's project team, which includes dedicated communications officers. A designated project mailbox is in place for the public to raise concerns and queries for response from the project team. Officers from the Council's Highways service are also engaged to ensure challenges and concerns are effectively managed.

Corridor and junction completion dates are routinely communicated, along with any delays. However, within junctions phasing of works may be reprogrammed in response to emerging issues, and as such the latest information at any given point is provided as requested, which remains subject to change. Such rephasing of works within a junction can create uncertainty, the Project Team and the Contractor work collaboratively through any required decision making processes to provide more accurate updated timescales.

The lessons learnt continue to inform not only the approach to Stakeholder Management, but also in informing the approach to the phasing and delivery of works. Communication plans for the Eastern Corridor works are under review, with ongoing engagement with the Halifax Business Improvement District (BID) team to ensure that the reach of communications to businesses.

**NOTE: Questions under Rule 13 must be in writing and submitted to the Head of Legal and Democratic Services by noon the Friday before the Council Meeting.**