

# Audit and Governance Committee

**Dorset County Council**



Date of Meeting	7 December 2016
Officer	Denise Hunt
Subject of Report	<b>Call to Account Ironman 2016 - feedback from members of the public</b>
Executive Summary	<p>On 3 November the local press provided information on the Audit and Governance Committee "call to account".</p> <p>Local residents, businesses and groups were invited to give their views as part of the inquiry. The following table provides the positive and negative feedback that was received as a result of the press article.</p>
Recommendation	The Committee is asked to consider and explore public comments made in response to the Audit and Governance Committee Call to Account.
Reason for Recommendation	To ensure that public feedback is considered as part of the Call to Account process.
Appendices	Appendix 1 – table containing public feedback
Background Papers	N/A
Officer Contact	Name: Denise Hunt, Senior Democratic Services Officer Tel: 01305 224878 Email: d.hunt@dorsetcc.gov.uk



## Feedback and complaints - emails

1	<p>I have lived in the area since 1993.</p> <p>Any event using the public roads is likely to have some impact on other road users, but there is of course a limit to what is acceptable.</p> <p>I would prefer to see events such as the Weymouth Ironman taking place in the area, in preference to the many motor vehicle rallies and other events which take place each year, which cause a great deal of noise, environmental damage, and increased traffic.</p> <p>The recent Ironman event was very well organised and planned, and we were informed in good time regarding the road closures and delays which may occur. Information was sent to our home address, and information was also disseminated through other media.</p> <p>There was also clear and concise signage on the appropriate routes, giving advance and current warning of possible delays, and alternative routes.</p> <p>The cause of the exceptional and unacceptable levels of disruption to motor vehicle users was as a result of the removal and destruction of significant signs which had been placed by the organisers. This is not the first time that signs placed by event organisers of this type of event have been interfered with locally.</p> <p>As a local resident I would prefer to welcome events such as the Weymouth Ironman, in preference to the many vintage and veteran, club and marque vehicle rallies which regularly take place here each year.</p>
2	<p>I understand you're after statements regarding how the Weymouth Triathlon has affected the wider community.</p> <p>I live in Wool, and on the day of the 2015 event, I left home for a 10am appointment in Dorchester, unaware of any road closures on my route.</p> <p>There seem to be 3 main ways over communicating the road closures...</p> <ol style="list-style-type: none"><li>1. Signs on the routes saying "This Road will be Closed". So if you hadn't travelled that way in the previous week or so then you wouldn't see the signs.</li><li>2. Posted in the Dorset echo – I don't by the local paper.</li><li>3. Announced on Wessex FM – I live outside the main catchment area for Wessex FM.</li></ol>

So if you don't regularly travel on the route, (bearing in mind the event is on a Sunday, and therefore outside of peoples routine), and you don't read the Dorset echo or listen to Wessex FM you're in the dark.

After following a number of diversions I reached the roundabout on the outskirts of Dorchester via West Stafford, where the traffic was held up by Stop boards operated by stewards who were clearly uninterested in allowing traffic to flow despite significant gaps between cyclists. These stewards were clearly very young and incapable of adequately managing the traffic, drivers began to get frustrated and sounded their horns only to receive abuse from the competitors. This is NOT a nice way to spend a Sunday morning.

A 25 minute journey took me well over an hour and I was late for my appointment.

Therefore for the return journey I decided to avoid the A352 and take the A35 towards Bere Regis, exit at the Affpuddle junction and head back to Wool via Moreton. After leaving the A35 and driving under the flyover, I was confronted by "Road Closed" and cyclists in the road and having to head back on to the A35! There had been no signage on the A35 warning of this closure, and in 2015 they weren't blaming vandals for the poor signage.

I then had to go to Bere Regis and headed to Wool on the Tott Hill road. To my shock at Puddletown Road I was again confronted with a Stop board and again operated by someone incapable as at first he waved me on and then as I pulled away indicated for me to stop. When I did proceed I then discovered that the cyclist were competing on the open road with oncoming traffic having to negotiate around them as they overtook each other.

I eventually arrived home very late and extremely stressed by the experience. Not the way I'd planned to spend what turned out to be a significant part of my Sunday. Later hearing the organisers patting themselves on the back unaware the havoc and distress they(!) caused.

Key points for me:

1. Cyclists competitively overtaking should not be permitted on the public highway.
2. If this is the Weymouth Triathlon... **then keep it in Weymouth...** have them ride from Lodmoor to Portland Bill and back again as many times as it takes to complete the mileage they need to get their badge.
3. Stewards should be specially trained and of character capable of making the judgements required to manage traffic effectively.
4. It is wrong to close off so many routes and leave NO event free alternatives.

	<p>On the day of the 2016 triathlon my wife and I left home for [REDACTED] However only my bad experience of the 2015 triathlon alerted me to the need to take a circuitous route via Wareham thus avoiding the delays and trauma of the event on the Wool to Bere Regis road. Seemingly no lessons learned and the organisers still patting themselves on their backs.</p>
3	<p>As a resident of Owermoigne, I drive to and from Wimborne every day for work but visit Dorchester on the weekends in order to do shopping etc. Due to this, I had no prior warning of the event taking place and thus, discovering that Broadmayne was closed caused a nightmare for me, as what should've been a 10/15 minute journey actually turned in to an hour and forty five minutes of waiting with a child in the car needing the toilet. Now, had I had a leaflet to advise me that the event was going on, I'd have rearranged that day and gone to Poole - not a problem, but the fact that a main village was completely closed off caused frustration and stress.</p> <p>I have no issue with events, I used to work for [REDACTED] and I'm a cyclist, so understand the occasional ride taking place is good fun and brings good publicity for an area. Although [REDACTED] got a bit of hostility from locals in the New Forest, at least the events were advertised with good notice and roads were still open but drivers were advised to proceed with caution. You will always get hostile people, but people that are informed and have the knowledge of such events taking place will most likely just rearrange plans.</p>
4	<p>Hi I would like to add my questions for the triathlon event and the problems we encountered. I will be unable to come to the meeting. We live on Alington road in Dorchester, DT1 [REDACTED]. I did receive the leaflet though the post, but it was not apparent that the houses that received this post were going to be directly affected. Upon reviewing the web site when I realised we would be directly affected it read that our road (it only gave the B0000 number and I had to look up which one was ours) that we would have a one way system in place. It would have been nice to watch but we had to out on this day [REDACTED]. It turned out that our road was fully closed!!! He had to park a distance away and walk in after queuing for 90 minutes from Bridport side of town to sort of near our house. He was eventually told after checking on our dog that he could park on our drive. We then returned home at 17.30 to be told we could not drive to our house!!! and to park nearby and walk in. Once finally getting a sensible steward we were able to continue as the event had practically finished and to keep an eye out for cyclists. If we were to be disrupted to this extent I would have expected a more personal way of notification, even a person to knock on the door with a letter of what can be done to help and if this would cause us any distress. The site quite clearly stated one way and this was incorrect on the day. I was not impressed to read we would make alternative arrangement for road work in the press, from the roadworks we have encountered they always give access to peoples drives. If this was to park elsewhere for the day I would expect an area arranged for this. So my main points are</p> <ol style="list-style-type: none"> <li>1- Road names to be mentioned as well as road numbers.</li> <li>2- That houses/businesses that are directly to be affected to get better communication of the road closures</li> </ol>

	<p>3- A one way system to the roads left open would have caused less congestion</p> <p>4- Stewards knowing the area better, they could have had maps of the routes themselves</p> <p>5- A rolling road closure may have been better</p> <p>6- Not closing all routes to the main roads</p> <p>7- THAT THE INFORMATION PROVIDED IS CORRECT</p> <p>I cannot explain how angry by the issues that we encountered made us there was absolutely no thought to how some people would be affected and stewards with no regard to individual issues. I thought I had made all the necessary arrangements and these were all wrong as advice given was INCORRECT.</p>
5	<p>I live in Dorchester and had planned to meet a friend from Poole for a walk along the coast near Lulworth on the day of the ironman race. Seeing the road signs the day before and investigating further on line, it was clear that it would be impossible to go in any direction except west for 12 hours on the day in question. So we sadly abandoned our plans for a nice sunny late summer day.</p> <p>I am retired and have some flexibility as to when I do things, but how unfair for the working population to have their movements on their precious weekend days dictated to by a minority. And there was obviously no thought given to people who were working on the Sunday and needed to get around. A 2 hour traffic restriction (with access allowed for people going to work) may have been acceptable, but I would feel any more imposition on other people unreasonable.</p>
6	<p>The following is self-explanatory and I would emphasize that I have no wish to have sporting events stopped - there are a multitude of benefits, but such events must be better organised.</p> <p>In response to today's Echo article and the 'review' that is being undertaken into the traffic management of the Ironman event, I would like to raise two points highlighting the inconvenience caused to my wife and I and on speaking with neighbours, many others. The advance notifications were displayed showing designated routes over lengthy blanket periods, but gave no indication that traffic movements would be totally stopped.</p> <p>We left our house at Casterbridge Road, Dorchester at about 9.30 am on the day with the intention of driving to Weymouth, specifically Goulds Garden Centre in Littlemoor. On arriving at the Littlemoor Roundabout from the bye-pass, a foreign speaking steward who clearly had no idea of local knowledge, surrounded by traffic cones, refused to allow us to travel along to Littlemoor, commenting that the garden centre was closed that day. The driver in front I understand was similarly instructed until he pointed out that he was Mr Gould, the owner and that it would be</p>

	<p>open. On eventually being allowed through, the centre was empty with restaurant staff just waiting around – I hate to think of the loss of revenue for the company.</p> <p>We chose to return up the Dorchester Road to the Tesco's roundabout, along the ring road to the A352 slip-road past the allotments. Fortunately, we had arrived at the head of the queue as the tailback quickly and dangerously lengthened back across the ring road. We wanted to cross the roundabout at Alington Road, (Max Gate junction) to follow round to our home at Casterbridge Road – there is no other access! The roundabout was closed off to circling traffic and we were directed back north towards the Town Centre. At the Trumpet Major pub, I was not prepared to go round in circles around Dorchester being only half a mile from home. I went round this roundabout heading towards Broadmayne and though driving slowly and considerately, was met with a tirade of abuse from Ironman supporters on the kerbside shouting that the road was closed.</p> <p>Why residents should be prevented from getting to their homes and freely travelling the county to allow for a sporting event is in my view, quite unacceptable. I hope that this is of use in your considerations and recommendations for next year.</p>
7	<p>We were caught up in this and to be honest what we experienced was nothing short of ridiculous.</p> <p>We were attempting to go from Dorchester to Sherborne, and the previous night I had checked the signage which informs us that the right hand side into Dorchester would be closed.</p> <p>We approached the Junction that goes down to Charlton Down on the old Sherborne road which a lorry had blocked off, so we continued to Sherborne only to find that The Sherborne Road was then closed at the Piddlehinton turn off.</p> <p>So you had about 20 cars that couldn't go forward or backwards.</p> <p>We were told no roads would be open until 4 o'clock that day.</p> <p>People besides ourselves included a lady that was trying to get to work, and a gentleman whose brother had been rushed into hospital with a heart attack.</p> <p>We all called the police but with little response and the only way we escaped was to force our way</p> <p>Through the junction leading to Charlton Down then onto the A352.</p> <p>None of the marshals had a clue what was going on. This mess was just very bad planning.</p>

8	<p>My main question is Was and if so who did a full risk assessment of the roads used between Puddletown and Blandford on a Sunday?</p> <p>This is a very busy road at any time of the day and certainly more so on a Sundays - used by both motorcycles, cars and lorries.</p> <p>Closing the Puddletown by-pass was not a good idea when the majority of the alternative routes were also closed.</p> <p>The majority of the side roads between Puddletown and Blandford are single track with very few passing places. On the day in question these roads became a race track for motorists who had no idea where they were going and were not used to driving on this type of road. Actually there were just going in a circle as the road through Dewlish was closed at the Piddletrenthide junction.</p> <p>I live on one such road and the traffic was horrendous.</p> <p>████████ collapsed at ████████ on this day at approximately 13.45 - it took the ambulance 2 hours to get to him - the crew were from Sherborne and found numerous roads closed with no diversion signs.</p> <p>Why was this part of Dorset affected by something happening in Weymouth. I trust if the competition does go ahead next year more thought is given and more traffic assessments are made. Also any stewards/marshals are better trained and are specifically trained for the area they are working in. Roads that were supposed to be closed at a certain time were closed far earlier.</p> <p>I would appreciate confirmation that this e-mail has been received and the outcome of this meeting is fully reported.</p>
9	<p>I went out to Charlton Down to watch the cycle part of the Ironman. The sign that was placed there by DCC workmen in the road leading up to Charlton Down, past the bridge and past an entrance to Cowden Farm, stated that THIS ROAD IS CLOSED SOUTHBOUND SUNDAY 11TH SEPTEMBER 08.00 TO 16.45. On the day at the junction of the road to Cerne Abbas and the road to Charlton Down were four marshals, two who were out of the area and did not know where they were or what they had to do, and two who were in contact with DCC but equally did not know what they were doing and were trying to contact someone from DCC who could advise. At no time between 08.00 and 16.45 was any part of the road closed going up to Charlton Down or down. There was buses, delivery lorries, breakdown vehicles and a constant stream of traffic mixed in and holding up the cyclists. It is a wonder some of the cyclist and spectators were not seriously injured.</p> <p>Some of the spectators were running up and down the road asking the marshals not to allow any further traffic up the road until the bottlenecks could be cleared.</p> <p>This was clearly bad management on the part of DCC, no one else can be blamed for the lack of traffic management. It will be a great shame that the event is being reduced or even lost in the future because of the incompetency of DCC.</p>



10

I write on behalf of Goulds Garden centre, located in Littlemoor Road, Preston, Weymouth with regard to the Ironman event that was held in Weymouth during September 2016. We wholeheartedly support events that raise the profile of the local area and bring welcome new visitors and much appreciated trade and revenue to the local economy. However these events must be planned in such a way as to minimise disruption to local residents and businesses.

During the day of the event, Littlemoor Road was closed at the junction with the Bincombe Bumps roundabout which caused long tailbacks along the main relief road as each car was stopped by a marshal and either allowed through or re-directed. Despite having a business along Littlemoor Road that was open for business that day, I was refused entry at the first time of asking. After speaking to colleagues and finding out that other staff had been allowed through I made a second attempt and was granted access. Throughout the day a large number of our customers were refused access along Littlemoor Road which resulted in us losing several thousand pounds of turnover on the day in question.

In my opinion there was no need to close Littlemoor Road at that point. As all the 'action' was at the Chalbury Corner / Coombe Valley end of the road, Littlemoor Road could have been closed just before the turning to Coombe Valley Road, allowing local residents and visitors, access to homes and businesses all along Littlemoor Road. This would have prevented the large and potentially dangerous tailback of traffic along the relief road and would have significantly reduced the number of interactions the marshal's would have had to deal with.

I don't think any business or organisation should be allowed to put on an event or be given permission to run an event that causes numerous other businesses to lose thousands of pounds worth of turnover. Whilst I appreciate that many hotels, pubs and bed & breakfasts will have experienced a welcome uplift in trade, many other local retailers, including us had their turnover significantly impacted by road closures and disruption caused by the event. It is totally counterproductive to bring additional revenue into an area if the impact and loss of trade to local businesses is greater than the amount generated by the event itself. I'm sure if I contacted the organisers of the Ironman event and told them that I was going to hold a plant sale at the end of their road and that they had no say in the matter, and oh, by the way it's going to them 5k, they wouldn't be impressed. All we ask is that when planning events, they are sympathetic to businesses that already operate in the event area and do everything they can to mitigate any potential losses.

It is no good to say that if enough advanced warning is provided, people can make alternative arrangements to avoid the road closures. Whilst some people who don't work during the weekend will be able to make amendments to their leisure activities and shopping trips, there are many people who still need to turn up for work, visit the hospital or attend to a sick relative who can't make changes and will have no option but to travel into the affected areas, despite notice of road closures.

There are several improvements I would like to see.

	<p>Marshals need to be employed locally and must possess good knowledge of the local area so that they can redirect people effectively. Ideally they should be given paper maps to hand out showing road closures and alternative routes so that travellers can re-plan routes easily.</p> <p>Marshals need to be able to communicate with each other so that problems can be communicated and dealt with much earlier.</p> <p>Signage needs to be much improved with clear instructions.</p> <p>Most importantly, the course needs to be designed to avoid heavily populated areas and major traffic bottlenecks altogether. There are plenty of beautiful roads and places around Dorset that could accommodate part of the route and not impact on the daily lives of hundreds of local people who need to go about their daily business.</p> <p>I hope you find the feedback above useful.</p>
11	<p>I fully support having the Ironman locally and have no objection to our road being closed for it. We live in the narrow part of Coombe Valley Road. It was a brilliant spectacle.</p> <p>However, the communication beforehand and during the event was pitifully inadequate.</p> <p>About a month beforehand, a general leaflet (covering the Ironman area) was provided which stated that the road would be closed but that alternative parking would be provided.</p> <p>I expected that we would be provided with more details before the event including detail of where the alternative parking was located, how to access it etc. When this wasn't received, I tried emailing and phoning but I didn't get a reply to the email and the phone wasn't answered. Some people in the road were clearly not aware at all before the event that the road would be closed and one or two ignored it.</p> <p>In the wider part of the road below Rhosewood drive, it wasn't obvious whether cars were allowed or not. The side roads weren't manned and the cones and signage at the junction of Barton drive remained in a pile all day.</p> <p>A more general comment about the event:</p> <p>Leaflet and signage were focused on what you couldn't do but gave no useful info about how to get round it.</p> <p>The people manning individual barriers had no knowledge of how they fitted in to the big picture so could provide no useful advice.</p> <p>In conclusion, the communication and signage for the event must be vastly improved but it's a great event which should continue.</p>

12	<p>The issue of the 'Ironman Call to Account' was discussed at the meeting of Dorchester Town Council's Planning and Environment Committee on 7 November 2016 and I have been asked to forward on their comments to you.</p> <p>Committee members had not received any complaints directly and while they were aware that there had been problems and lessons to be learned, they felt that some problems had been exaggerated and the benefits outweighed the negatives.</p> <p>Councillor Richard Biggs commented that he had not personally received any complaints only two praising the event and he would like to see it repeated.</p>
13	<p>I recently read a report regarding the above event which I took part in this year,</p> <p>Firstly I would like to take the opportunity to thank you and Dorset county council for allowing this event to take part in 2016 and giving my family and me a reason to visit Weymouth having never had any desire to in the past .....</p> <p>I have completed Ironman Wales twice as it's on my doorstep and is classed as my Local Ironman Event now I'm sure if you were to speak to anyone regarding Ironman in the UK they would all comment on the support on offer from everyone in Pembrokeshire and when I say everyone I mean everyone.</p> <p>Weymouth has the infrastructure to hold these events as I'm sure you are aware after the success of London 2012 and it baffles me as to why it seemed to struggle with an influx of triathletes and supporters I suppose this is something you are looking into.</p> <p>As an area which thrives during the tourist seasons I would have expected Weymouth as a whole to support the event as the holiday season had ended weeks before surely it should have been a welcomed event as it would bring much wanted revenue to the area I for one spent in excess of £500 over the 4 days I spent in Weymouth add in my family who supported me (5 extras) who also spent money in your local area over the weekend .....</p> <p>It baffles me as to how and who has decided IM Weymouth 2017 will not go ahead.... it's a shame as you definitely have the making of a world leading Triathlon in your grasp but are failing to cease the moment</p> <p>The highlight of my Day was being asked by a couple (whilst I was running along the seafront) what's everyone running for?</p>
14	<p>I am relatively new to Ironman, but have participated in the UK Ironman in Bolton, the Wales ironman in Tenby and the 70.3 UK Ironman on Exmoor as well as participating in the 70.3 Ironman in Weymouth.</p>

	<p>In all but the Weymouth Ironman, the locals thoroughly embraced the events and respected the road closures and parking restrictions. There was a positive atmosphere round each of the courses, from volunteers to people on the side of the road camped out to enjoy the day, to pedestrians and even people temporarily held up in their cars.</p> <p>However, with Weymouth there was a lot of dissension and discussion prior to the event. On the day, when cycling through Crossways, two vehicles, a car and a motorcycle overtook us along the wrong side of the road - should traffic have wanted to come in the opposite direction I am not sure what would have happened. When cycling through Tolpuddle there was a police car and police motorcyclist trying to sort out the problems as the clearway had not been respected and vehicles trying to travel East were held up by parked cars causing a considerable tailback and ill feeling. It was also noticeable that this was the one village where no one was out to watch or encourage. When riding through Puddletown, again the clearway had not been respected and not only was no one was out to encourage, but I was sworn at by a pedestrian.</p> <p>Whilst I acknowledge that there were problems on the day, especially due to the lack of experience and local knowledge, of some of the marshals, many locals contributed to the problems.</p> <p>The Ironman coming to Weymouth is a great asset, not only to businesses by bringing in so many athletes and their families to the area and the World wide publicity for Weymouth by the Ironman, but also for the locals in the area who are inspired to take up sport and participate in such events, thus improving their health and decreasing the demands on the National Health Service.</p>
15	<p>I am writing to give my full support to this event which was highly enjoyable and the only time I have ever spent 6 hours on the Weymouth Esplanade and spent £10 in Weymouth because of it. I also enjoyed the Challenge Weymouth, September 2014 when I spent at least 4 hours on the Esplanade and also spent a some cash.</p> <p>I travelled outside of Weymouth on the Sunday morning of the Iron Man and made my plans accordingly as I kept the free map and instructions delivered to my home. I had also taken note of the road signage which went up days ahead of the competition to give warning. I know that some of my friends in more rural parts of Dorset e.g. Wynford Eagle also kept their maps and planned accordingly.</p> <p>I enjoyed the sporting atmosphere which was created briefly during the 2012 Olympic &amp; Paralympic Games returning to Weymouth. It was a real pleasure to see many of these amateur athletes, many of whom live in Dorset compete. Their endurance was amazing and you could only applaud as they raced past. I cannot believe that there has been so much fuss and lack of preparation by local businesses and residents, it was one day and they did have notice.</p>
16	<p>I would like to contribute to your discussion of the Ironman event of September this year.</p> <p>We live in Osmington and were very much affected by the road closure surrounding the event.</p>

	<p>Firstly, we received no advance notification of the road closures or the timings of the cycle racing. We had planned to go out that day to see friends and had to cancel our plans at the last minute. This is dreadful - if the county council closes a road, then there is weeks of warning and advanced notice - Ironman gave nothing in the way of information.</p> <p>Secondly, there were 2 young girls manning the road closures at Chapel Lane and Church Lane. They were super - but placed in a very difficult situation dealing with irate motorists and residents who found that their freedom of movement was denied. I felt very sorry for them. In fact they had no authority to stop traffic and only a warranted police officer can do so.</p> <p>Finally, the A353 in Osmington is a dangerous road at the best of times. The cyclists were passing through at speeds of 40 MPH and I dread to think of the consequences of a farm tractor or large machine having got onto the road because a farm access was not blocked off.</p> <p>Our village dairy closed on the day due to the lack of business as the road was closed - a disaster for a small business on what is normally one of their busiest days of the summer.</p> <p>Simply crossing the road in the day was hazardous - one can hear a car coming, bicycles are silent and their speed well above the speed limit - can they be prosecuted for exceeding the 30 MPH speed limit during a race - there are special laws covering that fact in the Isle of Man for the TT races.</p> <p>Overall, the event information was poor and many, many people inconvenienced. What if there had been a fire and an emergency appliance had been on the route and met cyclists cutting the corner in Osmington (as many did) head on??</p> <p>Bad show sadly. Thank you for your efforts in holding this investigation.</p>
17	<p>One of many emails written to Ironman and Dorset for You follows.</p> <p>As you will see, I wrote this one a few days before the Ironman event but in total I sent 9 emails to either/and/or Dorset For You. I did not receive a single reply. I also tried to ring Ironman on the number given on the closure signs. On the 5th attempt and having had to hold for an unacceptably long time on the previous 4, I timed the duration that I was on hold - 25 minutes before I was unceremoniously cut off! I had left messages asking for a return call on 2 previous occasions but no one rang me back at all.</p> <p>Finally about 3 days before the event, I rang County Hall and, whilst again I had to wait for nearly half an hour during which time I had been asked on several occasions whether I had looked on the website for my answer as that would save me time, which was extremely frustrating as there was no solution to be found on the website, despite looking about 8 times. However, on this occasion I spoke with a very pleasant and apologetic lady who spent a long time looking at what I had been looking at, but who eventually came to the conclusion that there was no way</p>

back to Osmington once the event had started until 2 p.m., or was it 2.30 p.m. or 3 p.m. (she acknowledged that the sign times and those shown on the internet varied and were of no value).

The lady gave me the address and telephone number of 'traffic', assuring me that they would help. I left a message and I sent an email but, guess what? No one came back to me.

**From:** [REDACTED]

**Sent:** 06 September 2016 13:13

**To:** [weymouth@ironmanroadaccess.com](mailto:weymouth@ironmanroadaccess.com)

**Subject:** Road closure

I live in Osmington just off A353 and have to travel to Bere Heath on Sunday, 11th September. I would usually go on A353 to Warmwell roundabout, straight across on to B3390 and then turn right towards Clouds Hill. It would seem that this is not going to be possible, in which case I would go to Warmwell and then right on to A352 to Wool. Is this possible?

If it is impossible to get out of Osmington that way, then presumably I will need to go down the hill and on to the A354 at Charlbury Corner, using the A35 to Dorchester and then Bere Regis. Your map does not even seem to show Littlemoor Road from Charlbury Corner so I am assuming that that road will be open.

Can you advise on that one, please?

Then, my partner has to go to Dorchester for 7 a.m., which is fine, but how is he to get home again at about 9 a.m.? It would seem that the Broadmayne road is closed as is from Charlbury Corner to Osmington, what is he supposed to do?

I await your reply.

I would also be interested to learn who locally benefits from this Ironman challenge? Certainly not the local businesses who live along the road closures - Craig's Dairy for example, or all the little nurseries and shops throughout the area, lots of whom have to work 7 days a week but will have no income for that day. How are their staff supposed to get to them from, say, Portland? If people want to participate in this event they should learn how to ride on the roads along with the usual traffic, like so many of the smaller, local events do. I suspect that it will bring little or

no income to the area, other than to Weymouth town centre, possibly, but only at the exclusion of the normal, Sunday beach visitors anyway, who will be deterred from coming.

Perhaps you can advise from a road point of view how we are to conduct ourselves on Sunday.

**From:** [REDACTED]  
**Sent:** 07 September 2016 15:12  
**To:** [traveldorset@dorsetcc.gov.uk](mailto:traveldorset@dorsetcc.gov.uk)  
**Subject:** Ironman Road Closures

Good afternoon,

During the Ironman road closure I need to go from DT3 [REDACTED] (Osmington) to Bere Heath (BH20 [REDACTED]).

Whilst the road is closed eastbound for a chunk of the day, I think that I can get through via Charlbury Corner, Littlemoor Road, to Dorchester and then along the A35 to Bere Regis.

However, I am unable to find a return journey as Osmington Hill eastbound is closed, so unable to get back the same way. I would usually use the B3390 in both directions but I understand that that is affected for most of the day and, anyway, Clouds Hill is closed going towards the B3390. If I come back via Wool, then part of the A352 is closed, so no access to Warmwell roundabout. Perhaps you can advise how I can get out of Osmington to Bere Heath and back again whilst the event is on.

Also, my partner has to go to Dorchester, so down Osmington Hill will be fine but he is unable to get back that way, Broadmayne is closed so how is he to get back from Dorchester?

I have emailed [weymouth@ironmanroadaccess.com](mailto:weymouth@ironmanroadaccess.com) but have received no reply, I have rung their number and been answered by an ansafone, leaving my number, but no one has rung back.

I assume that in the absence of any authoritative response on how to travel, then I may continue to use the roads as best I can.

	<p>Whilst there is a lot of hype about how good this event is for the area, I would be interested to hear who is going to benefit and measure the cost of this against those small businesses who will be paying the cost!!! (Craig's Farm, for example, who will lose all custom during the day at their shop/tea room, not to mention the problem of delivery drivers and workers needing to get to and from work if they live on Portland).</p> <p>I await your reply, though if Ironman Road Access is anything to go by, the event will long be over before I find the answer.</p> <p>I am, as you can tell, a very frustrated resident, not least because I had to hold for 37 minutes this afternoon to be answered by a very helpful young lady (she was actually very good but where is the management organisation that I should be kept waiting so long, being bored to death about how wonderful your website is, very patronising since I use it all the time), who was unable to resolve the problem and then gave me your contact details. Again, another cost for a local council tax payer caused by the holding of this 'prestigious event'.</p>									
18	<p>I am writing to make a representation in relation to this event. We run a shop and beach carpark at Ringstead Bay whose business was severely damaged on the day of the Ironman event. Members of the public were prevented from accessing Ringstead until the afternoon and consequently on a fine September Sunday we had hardly any visitors. I have had similar comments from other local businesses and if the event is to be run again it needs to be organised in such a way as not to damage the financial interests of local businesses.</p>									
19	<p><i>(see below)</i></p>									
	<table border="1"> <thead> <tr> <th data-bbox="280 772 1160 809">Problem</th> </tr> </thead> <tbody> <tr> <td data-bbox="280 809 1160 1066"> <p>Too little consultation over significant effects of closing off areas to access all day. Such as Dorchester recycling or Trumpet Major inaccessible all day Isolating some villages and areas totally all day Woodsford, Broadmayne</p> </td> </tr> <tr> <td data-bbox="280 1066 1160 1246"> <p>Failure to stick to their own information – generating a lack of trust for future arrangements No access for Carers without having to walk or no access at all to vulnerable elderly</p> </td> </tr> <tr> <td data-bbox="280 1246 1160 1388"> <p>Isolating businesses without warning</p> </td> </tr> </tbody> </table>	Problem	<p>Too little consultation over significant effects of closing off areas to access all day. Such as Dorchester recycling or Trumpet Major inaccessible all day Isolating some villages and areas totally all day Woodsford, Broadmayne</p>	<p>Failure to stick to their own information – generating a lack of trust for future arrangements No access for Carers without having to walk or no access at all to vulnerable elderly</p>	<p>Isolating businesses without warning</p>	<table border="1"> <thead> <tr> <th data-bbox="1160 772 2031 809">Suggestions</th> </tr> </thead> <tbody> <tr> <td data-bbox="1160 809 2031 1066"> <p>Set up consultation criteria with responses from local district/Parish councils/BID/farmers/ local residents to proposed route. Risks to residents and businesses and facilities to be assessed by local councillors/volunteers/BID as acceptable before giving permission for road closures.</p> </td> </tr> <tr> <td data-bbox="1160 1066 2031 1246"> <p>Despite their information Carers were not allowed access -all main agencies within the area should be consulted on route and access to all areas MUST be available for visits throughout any closures as times of visits to supervise clients for medication can arise at a variety of times.</p> </td> </tr> <tr> <td data-bbox="1160 1246 2031 1388"> <p>ALL businesses likely to be cut off should be consulted and compensation for loss of earnings provided or refund on business rates. Time for restrictions kept to only a couple of hours which businesses might be able to live with.</p> </td> </tr> </tbody> </table>	Suggestions	<p>Set up consultation criteria with responses from local district/Parish councils/BID/farmers/ local residents to proposed route. Risks to residents and businesses and facilities to be assessed by local councillors/volunteers/BID as acceptable before giving permission for road closures.</p>	<p>Despite their information Carers were not allowed access -all main agencies within the area should be consulted on route and access to all areas MUST be available for visits throughout any closures as times of visits to supervise clients for medication can arise at a variety of times.</p>	<p>ALL businesses likely to be cut off should be consulted and compensation for loss of earnings provided or refund on business rates. Time for restrictions kept to only a couple of hours which businesses might be able to live with.</p>
Problem										
<p>Too little consultation over significant effects of closing off areas to access all day. Such as Dorchester recycling or Trumpet Major inaccessible all day Isolating some villages and areas totally all day Woodsford, Broadmayne</p>										
<p>Failure to stick to their own information – generating a lack of trust for future arrangements No access for Carers without having to walk or no access at all to vulnerable elderly</p>										
<p>Isolating businesses without warning</p>										
Suggestions										
<p>Set up consultation criteria with responses from local district/Parish councils/BID/farmers/ local residents to proposed route. Risks to residents and businesses and facilities to be assessed by local councillors/volunteers/BID as acceptable before giving permission for road closures.</p>										
<p>Despite their information Carers were not allowed access -all main agencies within the area should be consulted on route and access to all areas MUST be available for visits throughout any closures as times of visits to supervise clients for medication can arise at a variety of times.</p>										
<p>ALL businesses likely to be cut off should be consulted and compensation for loss of earnings provided or refund on business rates. Time for restrictions kept to only a couple of hours which businesses might be able to live with.</p>										



	<p>Changes in information prior to the roads being closed e.g. Closing road before Budgens when closure only at Coombe valley road – isolating Budgens, Goulds, Aquatic centre etc.</p>	<p>Once road closures are decided on route these cannot be changed by organization – all closures and signage to be approved by local councillors/BID/emergency services by going round the route and imagining you are non-resident and need to understand where signage needs to provide clear diversions to e.g. Dorchester from the Yeovil road.</p>
	<p>Map flyer was confusing and difficult to follow for non-cyclists. Circulation was limited.</p>	<p>All residents to be provided with a map showing access routes as well as where roads closed without confusing east, west directions which may be understandable to cyclists but not a resident.  ALL residents and businesses need to be provided with clear map showing red with time where closed and arrows showing where any one way access and access routes to all areas which appear cut off.  Posters of maps should be displayed in libraries, post offices, tourist information, council offices, GP surgeries etc.  Unlikely many people actually will look at their website – they need to be provided with information hard copy.</p>
	<p>Number of hours when access restricted was unacceptable for some residents e.g. Coombe Valley road 8 hours</p>	<p>No loss of access for residents of more than 2? Or 3? Hours maximum – these residents to be offered some compensation for losing access.</p>
	<p>Gridlock in Dorchester – could have been predicted.</p>	<p>A lot more criteria should be in place before any submission for permission to close roads is accepted by Highways.</p>
<p>20</p>	<p>Please relay the following at the "call to account" Council probe into Ironman.</p> <p>It's staggering that so many highly paid members of the council could mess up so badly! Who from the council was in overall charge of the Ironman event?</p> <p>It has been stated that Councillor Finney (Cabinet member for highways) worked closely with the organisers in the lead-up to the event, attended all meetings prior to the event. Why did it go so wrong??</p> <p>As the Leader of the council has stated: "Heads of Service do an outstanding job and therefore deserve their pay." What went wrong and what part has Mike Harries (highways) had in this debacle? Is this really the standard we can expect from an individual with such an inflated salary? In his terms of reference it states - Set high standards and enhance the performance, effectiveness and reputation of the County Council - in this case he has failed miserably; what measures will be taken against him?</p>	

	<p>To add to the mismanagement of the Event it is now known that the road closures were illegal - why did this happen? The Chief Executive has the remit - to ensure that the Authority remains up to date and compliant with all relevant legislation - what went wrong?</p> <p>The responsibility for this Event was obviously delegated, however the accountability cannot be. Who will be reprimanded, censured, fined, demoted, sacked for this pathetic shambles of an event?</p> <p>I look forward to the answers to the questions posed, but please do not come back with the nauseous "lessons have been learned" comment. It is my taxes that pay for these individuals and I expect value for money!</p>
21	<p>In the days following the event I was on a high. But I was so disappointed and indeed surprised to see the negative coverage in the local press. As a competitor I saw nothing adverse. I certainly saw no queues of traffic at any of the junctions or any traffic chaos. In a couple of places vehicles were shepherded along or across the route and the marshalls took this into account.</p> <p>I have consulted with the members of the groups I represent and with my friends and acquaintances. Most of these people are not athletes and some have local business interests. They all welcomed this huge boost to the West Dorset economy over a week when the area would otherwise be very quiet. This boost was in excess of £2m. Some of those to whom I spoke wrote off the adverse publicity, blaming the media. Several suggested it was the same small minority of moaners who rubbished the Tall Ships race and the Olympics.</p> <p>Please could I urge you to do all you can to facilitate and encourage the 2017 event? We have already lost the prestigious full Ironman event which last September flashed lovely pictures of West Dorset around the world. We cannot afford to lose the Ironman 70.3. We need all the footfall we can get in September.</p> <p>Our economy depends on tourism. I am sure that most local residents are happy to make small concessions to enable our economy to prosper. After all we make concessions all the time during the summer season, and for the many other events year round. Other areas, including our capital city, do this cheerfully, why not us for the Ironman?</p> <p>Please could I urge you to facilitate the Ironman event which many residents enjoy with the expectation that it will flourish and expand in the years to come?</p>
22	<p>I am writing in support of holding the Ironman in Weymouth, and indeed similar events in Dorset as a whole.</p> <p>I am a Weymouth resident and was in the town throughout Friday, Saturday and Sunday of the Ironman weekend in September this year. On Friday and Saturday briefings were held and were compulsory for all competitors. On Saturday the bikes had to be deposited at the transition area. Therefore all non local competitors had to stay at least one night, most would have stayed two or three. Some of those I spoke to were</p>

staying longer and enjoying a holiday with family or friends. Competitors came from throughout the UK and from many other countries, including from as far away as Australia and South Africa. These people are high spenders.

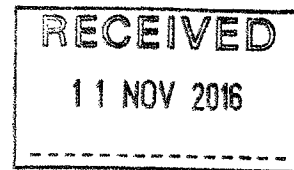
Dorset as a whole and Weymouth in particular need the income from tourism. Our economy depends on it. This event, after the high season has finished, must have brought an enormous boost to business. The event itself was a huge success which led to good publicity for our beautiful county.

The atmosphere throughout the town was electric on all three days. Competitors and spectators were all friendly and enthusiastic. On the day itself many spectators encouraged the swimmers into the water very early in the morning, and more were there on their return. The cycling and running routes were lined with spectators cheering and waving them on.

I am disappointed that the full Ironman will not run next year. I urge you to do all that you can to support the organisers of the 70.3 in 2017 and hopefully both events in future years.



Councillor Trevor Jones  
Chairman Audit and Scrutiny Committee  
Dorset County Council  
County Hall  
Dorchester



5<sup>th</sup> November 2016

Dear Councillor Jones

**Re: Ironman competition**

As the Secretary of the Dorchester Rifle and Pistol Club (which has over 100 members locally) I have been asked to write to you on behalf of the Club to register our dissatisfaction with the organisation (or lack of) of the Ironman competition in September. Like most sports clubs in and around Dorchester, we plan and book our events at least twelve months in advance. This is to allow time for members to book the dates in their diaries and arrange their social and work life around these dates. We are always mindful of avoiding clashes with other events i.e. Dorchester County Show and have in past moved our event so as not to clash with theirs.

At our committee meeting in December 2015 we booked our Club Championships at our outdoor range at Piddlehinton for Saturday 10<sup>th</sup> September. We made all the necessary arrangements, including publicity, arranging for portable toilets, catering, scorers, etc. The Club Championship has taken place every year on the same weekend. It was therefore very frustrating to find out shortly before it took place that because of various road closures, we could not get access to our range. This resulted in having to cancel, at short notice, our Club Championship. Bearing in mind

that this has not happened since the end of World War 2 you can understand our anger that no consideration had been given to the impact the Ironman competition would have on other sports clubs in the area. No attempt was made by anybody to contact other organisations in the area to see what impact the proposed road closures would have upon their members' activities. It showed a total lack of regard and consideration for other users. Rescheduling our Club Championship for another weekend is not an easy option as our range is fully booked every weekend to other users such as the Purbeck Gun Club and the Bridport Shooting Club, as well as being used for County competitions.

We would ask that if any such future events are planned that local clubs are consulted prior to dates being fixed.

On a personal level I can give you a good example of the poor organisation and poor management of certain aspects of this event based upon my experience of it on the day. [REDACTED] and I were returning home around lunchtime on Saturday on the A352. Although I had seen signs around Dorchester and Weymouth in the preceding weeks about the Ironman event, there were no signs from Sherborne to say that the road would be closed, until you hit the bend in Middlemarsh where the road forks towards Dorchester in one direction and Cerne Abbas in the other. As traffic came around the bend we found that the road was closed in both directions. Stewards and the police were telling motorists to turn around and find an alternative route. This was easier said than done as there was little room to turn around on the bend, especially for those with caravans and horse trailers. It would not be an exaggeration to say that it was mayhem.

The stewards were very pleasant but lacked local knowledge. This was not their fault, but the fault of the organisers for not briefing them fully on alternative routes. The police officer was totally useless. When asked how to get around the road closure, he merely shrugged his shoulders and told people to check their satnavs. All he kept reiterating was that the road was closed and would be for at least 4-6 hours. To say it was chaos is an understatement. Not surprisingly, many motorists were extremely angry. From Middlemarsh to Sydling St Nicholas normally takes about 15 minutes. After several abortive attempts to find a way around the road closure (bearing in mind I know the local roads) it took me 55 minutes to get home. For those who didn't know the area, I hate to think how long it took them to get to their destination. I suspect many of them gave up and went home. This must have affected many businesses in the area. I know for a fact that two of the vehicles in the queue behind me were supposed to be having lunch at pubs in Cerne Abbas.

By closing a circular route it made it impossible to cross inside it and by not having advance warning signs on the A352 leaving Sherborne it meant that people drove past possible alternative routes. This resulted in unnecessarily having to back track for many miles in order to reach a possible alternative route.

Judging by conversations with friends and colleagues, as well as looking at the comments in the press and social media, it is clear that the event caused a major disruption to many people in the county. All of which could have been reduced, or avoided, had the organisers and the local authorities managed the organisation and communication of the event much better than they did. Hopefully lessons will have been learned in order to avoid a repeat of the fiasco that took place.

Kind regards



Steve Maros

Hon. Secretary – Dorchester Rifle & Pistol Club





Trevor Jones, Councillor,  
Syward Cottage, 35 Syward Road,  
Dorchester DT3 2A3,  
Email [trevor@sywardcottage.co.uk](mailto:trevor@sywardcottage.co.uk)

Dear Councillor, Re Traffic congestion during "Iron Man" race, 2016 Nov 4<sup>th</sup>.

As you may have realized, I live very near to "Brownlee" brothers, who "pollute" the roads around this beautiful Dales area, and together with "Tour de France" or Tour de Yorkshire, Gary Verity claims, "Brings millions of visitors" to Yorkshire, does it ?

Up to recently [REDACTED] & I, enjoyed cycling, camping holidays in your area, usually en-route to visit my "baby" brother [REDACTED] even more traffic congested.

Iron Man Triathlon MUST be a "JOKE" as the race is timed END to END but three races are taking part (1) Swimming, (2) Cycling, (3) Running" with a FINISH TIME.

No allowance is made for "errors" in the change-over, eg Unable to un-dress & dress quickly, and body muscles to adapt to "new" movements with "heart" trying to cope.

Could emergency services be able to cope with "competitors" suffering collapse ??.

Take this into consideration with the traffic disruption caused by "IRON MAN" and any compensation claims, by residents AND/OR visitors to "Dorset" is SCARY.

Locally in Yorkshire, cyclists "pretend" to be "Tour de France" competitors BUT forget, Police close the roads, prior to "race" arriving, and later, spectators leaving

"Would be "Cycle Racers" throw their empty drink bottles into nearby drains, WHICH being "plastic" do not breakdown and finish up beneath tracks to farm fields WHICH could be reason, we have much larger flood problems, than in [REDACTED], long gone by.

Contrary to Gary Herity claim "Million's of Visitors" to stay, perhaps for a period, BUT I ask, "Where are they going to stay? An increase of Hotels / Guest Houses CANNOT be funded on the "promise" that "Million's of EXTRA visits will come to the area"

The increased threats from ??? has already caused the closure of flights to "Sharm el Sheikh" and anybody, thought was a "good idea" to invest in Hotels, think again.

Crowds waiting to view "Competitions" require "Toilets", where are they situated ?.

Extra trains "might" be provided BUT where are the "extra" train drivers WHO have to work, alone in train cabs, that DO NOT comply with H.S.E Welfare at Work laws WHICH require EMPLOYERS to provide, without delay, TOILETS for EMPLOYEES.

1999 Oct 5<sup>th</sup> @ 8-08, my life changed for ever, as did for others, they went to HEAVEN

Regent [REDACTED]

MY ENVELOPE OPENED EARLY FROM  
ABBOTSBURY

