

Answers from Thames Water, received by email March 2025

The following are answers from Thames Water to [questions sent in a letter by Caroline Russell AM](#) in February 2025.

Questions for all parties

1. Could you clarify whether there are still any plans underway to improve this diversion, if so what they are, and whether any options have been discontinued including reasons?
2. Is there any memorandum of understanding between you that reflects the importance of the Greenway as a local walking and cycling connection?
3. What alternatives to the present diversion have you considered and what steps have you taken to support them?
4. What is your role in regards to any closure and diversion away from the Greenway, and how do you discharge it?
5. Where do you publish planned disruptions from your works, and how far ahead is such information available?

Answers to Questions for all parties

1. The final improvement currently under consideration for the cyclist and pedestrian diversion is the removal of temporary signage with permanent signage. We are waiting the final design of our protection works around Manor Road bridge to be finalised as this may impact the diversion route and whether we use permanent or temporary signals for the duration of our works. This is on top of works Thames Water have already funded to improve the diversion including widening the cycle ramp and traffic calming measures on Abbey Road.
2. There is no memorandum of understanding that I am aware of. Thames Water's objective was to keep the Greenway open at all times. Unfortunately the degree of corrosion on Manor Road bridge has meant that a number of above deck (surface level) temporary works have needed to be erected. This, combined with the planned sequence of works, has meant there is simply insufficient space for pedestrians, cyclists and construction traffic to be safely accommodated on the bridge. This situation will be reviewed as soon as the bridge has been rehabilitated sufficiently to provide adequate space for pedestrians and cyclists.
3. Diversion routes were considered in conjunction with LB Newham. They advised of the route, approved the diversion signage, which was then reviewed by the Metropolitan Police.
4. Thames Water is the asset owner of the Northern Outfall Sewer (NOS). The Greenway runs along the top of the sewer. Thames Water permit access to the Greenway where possible outside of significant construction and rehabilitation works on the NOS. Thames Water has assisted LB Newham to improve local road conditions through funding of traffic calming measures on Abbey Road.
5. Prior to the closure, the information was published via the Thames Website (QR code on the site fences), advanced warning signs were situated along the Greenway, the Thames Water community bus was on site on August (a video about that can be found [here](#)), notice boards on site with the closure information, letter drops to the local area and an article in local newspapers.

Questions for Thames Water

1. How are you managing roadworks as an organisation and what extra steps do you take when interrupting a walking and cycling route?
2. What future works are you expecting that could disrupt the Greenway?
3. What risk is there that works on the Greenway need to be extended?
4. What support has been available to you from the GLA and TfL given that the Greenway is a cycleway?

Answers to Questions for Thames Water

1. Potential disruption to residents, road users, pedestrians and cyclists are reviewed at the outset of each project. A bespoke customer communication plan is then drafted to cater for the project specific requirements. Thames Water works with all stakeholders to ensure disruption is minimised. The original project objective of keeping the Greenway open at this location was not able to be met due to additional works required which have become apparent over the last 12 months.
2. Thames Water are planning a c.£70m investment into the NOS over the next financial period (2025-30). Over this time further Greenway closures are a risk, particularly an extension of the current closure from Manor Road to Upper Road covering bridges due for refurbishment at Corporation Street and Cemetery Underpass. If it is safe to do so, the Greenway will remain open as it has done during the refurbishment of Stratford High St crossing. If we cannot be assured we can manage the works safely, we will close further stretches of the Greenway. A final decision on additional Greenway closures will be taken later this year.
3. The current closure of the Greenway is highly likely to be extended. This is due to uncovering of significant defects when we removed the bridge deck on Manor Road forcing a re-design of the solution going from a repair to a full bridge re-build. We will keep under review when we can re-open and will communicate once we have more certainty.
4. Relations remain good between LB Newham and Thames Water. Once we have a firm timescale for re-opening/delay we will ensure a joint comms strategy between parties is in place to communicate change.