



The National Joint Utilities Group

NJUG Guidelines on Co-ordination, Co-operation & Communication

Volume 6

NJUG Guidelines on Co-ordination, Co-operation & Communication

**PLEASE ENSURE THAT YOU READ THE LEGAL NOTICE AND DISCLAIMER
WHICH APPEARS IN APPENDIX A OF THIS PUBLICATION**

Issue 1: 9th August 2013

NJUG has a vision for street works, this vision is simply:

- **Safety is the number one priority**
- **Utilities deliver consistent high quality**
- **Utilities work together in partnership, with local authorities and contractors to minimise disruption**
- **Utilities keep the public fully informed on all aspects of works**
- **Utilities maximise the use of sustainable methods and materials**
- **Damage to underground assets is avoided**

This document forms part of that vision.

Graham Bond, Wales & West Utilities
former Safety and Policy Director
Mark Ostheimer, Operations Director



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The following volumes constitute the National Joint Utilities Group Ltd (NJUG) Publications. They are living documents and may be amended from time to time. There is no attempt to describe any specific industry process as each utility has its own specifications and procedures. Not all the publications will necessarily be available at one time as individual volumes will be published when available.

NJUG PUBLICATIONS	
<i>Current</i>	<i>Previous</i>
VOLUME 1	
NJUG Guidelines on the Positioning and Colour Coding of Underground Utilities' Apparatus	NJUG 4 & 7
VOLUME 2	
NJUG Guidelines on the Positioning of Underground Utilities Apparatus for New Development Sites	NJUG 2, 5 & 6
VOLUME 3	
NJUG Guidelines on the Management of Third Party Cable Ducting	New
VOLUME 4	
NJUG Guidelines for the Planning, Installation and Maintenance of Utility Apparatus in Proximity to Trees	NJUG 10
VOLUME 5	
NJUG On-Site Environmental Good Practice Guidelines	New
VOLUME 6	
NJUG Guidelines on Co-ordination, Co-operation and Communication	New

The following NJUG publications have not been reviewed and have been completely withdrawn:

NJUG 3 – Cable Locating Devices

NJUG 9 – Recommendations for the Exchange of Records of Apparatus between Utilities

NJUG 11 – Proposed Data Exchange Format for Utility Map Data

NJUG 12 – NJUG Specification for the Digitisation of Large Scale OS Maps

NJUG 13 – Quality Control Procedure for Large Scale OS Maps Digitised to OS 1988

NJUG 15 – NJUG/Ordnance Survey Service Level Agreement (Technical) for Digital Map Products and Services



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Background

The New Roads and Street works Act 1991 (NRSWA) as amended by the Traffic Management Act 2004 (TMA) requires all works promoters to notify or apply for permits for all works in the public highway. This legislation also promotes the need for improved planning and co-ordination of all works in the highway in order to reduce the impact of works on the road user and wider community.

By using these guidelines as part of your operating principles the need for future legislation could be mitigated and would demonstrate that works promoters are committed to the principles of self regulation and the improvement of performance and overall perception of street works.

One of the key principles of the NJUG vision is that utilities work together and in partnership with local authorities and contractors in order to minimise disruption. This principle should also be applied to other stakeholders who may be affected by works undertaken by utilities and other works promoters. Improved planning, co-ordination, co-operation and communication between all parties will assist in meeting the objectives of this vision.

The current perception that works promoters tend to focus on their own works programme has led to a belief that they do not take into account the concerns and needs of the wider stakeholder community. The focus of this guidance document is to emphasise those actions which could be taken to alleviate this belief and encourage more communication, co-operation and co-ordination around street and road works.

The expectations of the public, businesses, central / local government and other regulatory / interested bodies have now changed, demanding more information, higher standards, shorter durations and better co-operation resulting in a reduction in the disruption on the UK road network.

Scope

These guidelines are intended to promote existing statutory requirements and encourage good practice in planning, co-ordination, co-operation and communication between all stakeholders when undertaking street and road works.

Target Audience for this document includes;

- Asset / Programme Managers
- Project Designers
- Project Managers / Supervisors
- Contractors / Construction Managers
- Other Works Promoters



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THREE Cs

This guidance document will focus on the use of the “**Three Cs**” to improve the progression of street and road works from initial planning and design through to project completion and review.

- **Co-ordination**
- **Co-operation**
- **Communication**

1. CO-ORDINATION

1.1 What is Co-ordination?

The dictionary definition of co-ordination is;

“The act of making parts of something, groups of people, etc. work together in an efficient and organized way”

Under NRSWA and the TMA the definition of co-ordination is basically the same as the dictionary. Section 59(1) of NRSWA requires street authorities to;

"use their best endeavours to coordinate the execution of works of all kinds (including works for road purposes and the carrying out of relevant activities) in streets for which they are responsible;

(a) in the interests of safety

(b) to minimise the inconvenience to persons using the street (having regard, in particular, to the needs of people with a disability)

(c) to protect the structure of the street and the integrity of apparatus in it."

In simple terms co-ordination is the effective sharing of information to enable works on the highway network to be undertaken in the most efficient and least disruptive manner possible.

1.2 Why do I need to Co-ordinate?

The efficient co-ordination of street works is one of the most important aspects of street works legislation, benefiting authorities, undertakers and road users alike.

There is a statutory duty for a street authority to co-ordinate works of all kinds in the highway [NRSWA section 59 England & Wales, NRSWA section 118 Scotland, The Street Works (Northern Ireland) Order 1995 article 19 and the Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters (hereby referred to as the Co-ordination CoP)].



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In addition, the Co-ordination CoP sets out three key principles that street authorities and undertakers must adhere to;

- **the need to balance the potentially conflicting interest of road users and undertakers' customers,**
- **the importance of co-operation and regular communication between street authorities and undertakers,**
- **an acknowledgement that works programmes and practices may have to be adjusted to meet the statutory objectives of the co-ordination provisions.**

The street authority also has an obligation to fulfil the Network Management Duty (NMD), under part 2 of the Traffic Management Act – to do all that is reasonably practicable to manage its road network effectively with a view to keeping traffic moving.

Whilst these statutory requirements fall largely upon the street authority, there are clear benefits to all parties by taking a pro-active approach to discuss planned works as early as possible in the planning process. The earlier in the planning process these discussions take place the less likely any potential adjustments will have on the efficient delivery of the overall programme and / or individual works.

This will ensure that there is a balance between the needs of those competing for space or occupation of the street and road users ensuring that the impact of the works on all affected parties is kept to a minimum.

The planning and layout of the works and the times of year / day at which they are undertaken should form an intrinsic part of these early discussions e.g. utilising verge instead of carriageway; working during holiday periods for works in the vicinity of schools.

Co-ordination in practice is the dissemination and sharing of information regarding:

- Long term works programmes; e.g. 6 months up to 5 years in advance or more
- Proactive engagement with all stakeholders likely to be affected by any works
- Short term programmes; street works, road works, events
- Visibility; EToN (Forward Planning Notices), Map based, London Works, Co-ordination meetings
- Inter utility co-ordination; sharing of asset management plans
- Co-ordination of traffic management planning



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2. CO-OPERATION

2.1 What is Co-operation?

The dictionary definition of co-operation is;

“the fact of doing something together or of working together towards a shared aim”

2.2 Why do I need to Co-operate?

There is a statutory obligation for utilities to co-operate [NRSWA section 60 England & Wales, section 119 Scotland), The Street Works (Northern Ireland) Order 1995 article 20 however, the benefits of co-operation beyond the legal minimum will lead to improved relationships, more effective work programming and a greater understanding between parties resulting in improved network management and minimal disruption to all road users.

Co-operation may include;

- Completing and updating co-ordination schedules within the necessary timescales
- Collaborative working; trench, site and reinstatement sharing
- Section 58; works programming
- Section 56; directions, conditions and comments
- Permit conditions
- Pre and post works joint site inspections
- Project Board; for large or complex schemes

3. COMMUNICATION

3.1 What is Communication?

The dictionary definition of communication is;

“the activity or process of expressing ideas and feelings or of giving people information”

We may not wish to discuss the expression of feelings in this document but we certainly do want to expand on the provision of information to people who may be affected by our works either directly or indirectly.

3.2 Why do I need to communicate?

The effective delivery of co-ordination and co-operation is dependent on regular and effective communication prior to and throughout all works.



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Effective communication can be conducted through a wide range of mediums including:

- EToN transactions and comments
- Co-ordination meetings at regional and local levels
- News letters
- Media; newspapers, radio and TV (if applicable), DVDs, joint press statements
- Signage; posters, standard signage, Variable Messaging Systems (VMS); mobile or fixed
- Letter and information leaflet distribution
- Company / authority websites
- Project specific stakeholder briefings/public meetings
- Customer information points
- Customer liaison officers
- Customer surveys
- Completion signage

Examples of signage





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When using signage in the highway, other than that specified in the Safety at Street Works and Road Works code of practice, you must ensure that they comply with the requirements in the Traffic Sign Regulations and General Directions Regulations.

Example of News Letter

Where to go for more information

If you have any queries regarding this essential gas replacement work, please contact our customer services team on 02920 270653.

Wales & West Utilities
WORKING TO KEEP OUR CUSTOMERS SAFE

SMELL GAS?
CALL FREE ON
0800 111 999

GAS MAINS
REPLACEMENT
WORK NORTH
STREET, HAMLET

Wales & West Utilities
WORKING TO KEEP OUR CUSTOMERS SAFE

Wales & West Utilities: Spire, Cricieth, Spilsby, Caeleir, Newzoo, NP10 0PE
T: 029 2027 8500 WWW.WWUTILITIES.CO.UK
Wales & West Utilities Limited Registered in England and Wales No 5346793

This newsletter has been designed to keep you up-to-date with Wales & West Utilities' plans for strengthening the gas network for residents and local businesses in your area

See Appendix B for full news letter

4. PUTTING THE THREE Cs INTO PRACTICE

We have looked at the basic principles of the “**Three Cs**”, now we will begin to bring them together in a set of easy to understand guidance notes which will guide you from project inception through to completion and review.

4.1 Before Works Begin

The purpose of this section is to give guidance on the steps you should take in order to effectively plan and undertake any street works activity. This guidance has broken this process into the following key steps:

- Forward Planning
- Early Engagement



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4.1.1 Forward Planning

The initial key step in the process leading to the placement, repair or maintenance of a utility asset is ensuring that the works as a whole are planned from inception to completion.

Effective planning is divided into a number of key elements all of which fit together to form an overall strategy for the works. The scale of planning is dependant upon the type and scale of the works proposed, for example major works will have a more comprehensive planning process than minor or immediate works.

The key elements are;

- **Why** – are the works required e.g. **why** lay a new main, is it to improve service levels to public and business?
- **What** – is the extent of the works and **what** will be the impact on the public highway?
- **When** – will the works begin and **when** will they be completed?
- **How** – will the works be undertaken and **how** will they be managed?

Once the principles above have been reviewed the impact of the works on the public highway can begin to be established.

4.1.2 Assessing the Impact of Works

As part of the planning process, assessment of the potential impact of works on the travelling public and local community is critical.

The Northern Powergrid tick sheet in **Appendix C** gives an example checklist of the factors that should be assessed as part of the planning process.

The collation of this type of information will allow the impact of the works to be assessed at the planning stage and also identify key actions that will be required during construction e.g. maintaining access to; local businesses, schools, public buildings etc. This information would normally live with the works / project through to completion, with a copy being available in the works / project folder.

4.1.3 Impact v Strategy

When the factors associated with the works have been identified it is possible to then categorise them by their impact e.g. High, Medium or Low.

The following table gives an example of the common factors associated with works and how they can be utilised to assess the overall impact:



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High Impact (H)

- Road category: 0 or 1
- Road category: 2 (and) TS
- 'Medium' impact category with 'road closure' or 'night working'
- Large Shopping Centre (eg: near city / town centre)
- Schools / Colleges / Universities
- Large Industrial Estate
- Main arterial routes – in and out of villages/towns, holiday routes
- Major local events
- Key Buildings – Emergency service, Government office, Sports centre, Business park
- Key people living in the street eg: Royal family, councillors etc.

Medium Impact (M)

- Road category: 2 (and) non TS
- Road category: 3 (and) TS
- Road category: 4 (and) TS
- Small / local shopping centre
- Small Industrial Estates
- Local Commuter Route
- Schools / Colleges / Universities in nearby street
- Residential parking permits

Low Impact (L)

- Road category: 3 (and) non TS
- Road category: 4 (and) non TS
- Single / local shops
- Housing Estates

Once the impact of your work has been established a plan of how you intend to implement the '**Three C's**' can be developed. This plan will vary in its scope and intensity dependent upon the category of works impact. For example high impact works are likely to have a more comprehensive strategy than those with a lesser impact.

4.2 Early Engagement

4.2.1 Long Term Strategic Programmes

Long term strategic programmes for maintenance, improvement or additions to existing utility networks are usually created 12 months to 5 years in advance of their commencement. These should be produced and collated for dissemination / discussion with other stakeholders at the earliest opportunity, even if they are still in their infancy as far as the availability of detailed plans or programmes of actual work. This disclosure could be done either at a one to one meeting with the street authority or at the quarterly Co-ordination meetings held by many authorities to facilitate the co-ordination of works on their network.

There may be circumstances where other interested parties need to be involved in these strategic planning meetings, e.g. Project Board for a large transportation project (e.g. Edinburgh tram / Cross Rail). Other major one-off events would also



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require long term visibility of these strategic programmes (e.g. Olympics, London Marathon, Tour of Britain).

By their very definition as long term programmes these works will be of a significant scale and with therefore often have a major impact on various stakeholders including the street authority and the travelling / resident public. By discussing these programmes at the earliest opportunity it flags up their potential effect upon the community and provides the opportunity for collaborations and co-ordination with other programmes in the same vicinity such as resurfacing or other utility works, thus minimising disruption and maximising resources.

The period before works commence is where the most impact can be made to minimize the level of disruption caused by planned works. The effective planning of street works using the tools outlined should ensure that the works you are proposing to undertake satisfy the needs of all stakeholders.

As part of the planning process you would have already assessed the impact of the works and identified who are the key stakeholders, so before works commence you are then able to effectively communicate the scope and impact of the works.

4.2.2 Strategic Development Plans

Long term strategic highway improvement plans developed by the local authorities, transport authorities, Highways Agency and harbour / airport authorities should also be considered as part of the planning process

4.2.3 Other Works

Works not included in the long term strategic programme or strategic development plans may also require co-ordination with the authority but would not require such long term advance planning and discussion. These types of work will most likely be discussed during either ad-hoc or at the local co-ordination meetings and may only be notified to the authority in the few weeks prior to the meeting.

Although immediate / re-active works are by their nature unplanned there may still be a need to co-ordinate with the local authority and this may be a pre-requisite for certain strategic streets as defined by the authority. Whilst the need to undertake the works is essential, consideration should be given to contacting the authority at the earliest opportunity where they are on recognised key routes and have the potential to cause serious congestion.

Assessing the impact of works using this process will allow the greatest focus to be applied to those situations where the co-ordination need is greatest and will give most benefit.

5. CO-ORDINATION OF WORKS

5.1 Works Programmes



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An up to date works programme should be produced in the format as detailed in the 'Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters' and submitted in accordance with the co-ordination schedule, this is usually 2-3 weeks in advance of a quarterly meeting.

These programmes will generally identify those works to be commenced within the next 6 months and give an indication of planned start, finish dates and identify affected streets.

5.2 Co-ordination Meetings

These are led by the street authority generally on a quarterly basis. When planning works that may either have a significant impact on road users and other stakeholders or are of a major works status. It is important that the works promoter is represented at the meeting by an appropriate person with adequate knowledge of the project.

It may be necessary for the representative to refer decisions affecting the timing of works programmes back to their organisation.

Ideally where there are any potential conflicts between works the authority should identify and communicate them prior to the co-ordination meeting. This will allow discussion to resolve the situation to the satisfaction of all interested parties prior to or at the meeting.

5.3 Notification / Permit Application

An essential part of the co-ordination process is the provision of accurate notice / permit information. Not only is this a statutory requirement (with financial implications for non compliance) but accurate notices / permits facilitate the co-ordination process as they are often the first communication of information any street authority receives in the case of immediate and minor works. The use of Forward Planning Notices is encouraged as well as the early submission of Permit Advance Applications wherever practical as they provisionally register works on the street authorities register of works and co-ordination tools such as Transport for London's LondonWorks.

6. COMMUNICATION OF WORKS

Communication before works commence should be relative to the impact of the proposed works as previously identified. Generally the larger the works the higher the impact and consequently the need for advanced communication to road users e.g. the use of Variable Message Signs (VMS) or advertising hoardings (see sub-section 3.2 for VMS example).

Early communication with key stakeholders such as Local Councillors, Chamber of Commerce and Transport Operators is beneficial and will both increase the



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involvement of the local community and may also reduce complaints and conflict during construction e.g. Public Meeting, Councillor briefings.

Notification to the immediate affected community is important and can be achieved through the use of leaflet and letter drops or personal contact to those directly affected, e.g. the property owner for a connection, or a whole street for replacement or rehabilitation project. Another means of communication on the largest projects is the use of customer service vehicles or drop in centres;



All communications should address:

- What is the extent of the work
- When will it happen
- Why will it happen
- How it will be undertaken
- Who will be undertaking it
- How long will it take

7. CO-OPERATION OF WORKS

When reviewing the design and implementation of a project opportunities to cooperate with other works promoters should be investigated. Trench sharing or co-operation with highway authority resurfacing or reconstruction works can often deliver significant financial and other benefits including the reduction of disruption and positive publicity opportunities.



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By following the above guidance you may increase the expectations of those stakeholders you have engaged with. It is therefore important that you follow through with any actions or agreements communicated as part of this process.

DO WHAT YOU SAY YOU ARE GOING TO DO!

7.1 During Works

Once works have commenced it is essential that the co-ordination, co-operation and communication aspects continue. The work done at the initial planning stages should have laid a foundation upon which further actions can be taken during the physical work activity.

It may be necessary to alter the original program of works beyond the scope originally disclosed in the “Before Works Begin” stage. Such alterations could include for example, changes in phasing and order, program fallout / additions, additional traffic management measures, different working methods or even the complete revision of the proposed route. These changes should only occur due to unforeseen circumstances not because of poor initial planning and design. It is essential that any changes to the previously disclosed program or design are communicated to those originally involved as early as possible and also to any additional stakeholders who would not have previously been informed but could now be affected by the changes in circumstances.

Progress updates should be regularly communicated to the authority; this could be achieved during regular progress meetings, site visits, notice comments via EToN or correspondence / telephone calls. These updates can be communicated to the wider stakeholder community as appropriate.

Barbican Gas Mains Replacement Project
April - November 2011

We apologise for any disruption our essential work programme may cause, but it is required to keep your gas supply safe and secure.

We are working hard to minimise disruption by:

- Working efficiently – Sutton Road complete one month early
- Regularly reviewing traffic management and diversion routes
- Keeping you updated throughout the works
- Letting you know all the shops, cafes, bars and restaurants are still open for business
- Working to accommodate key events

For more information call 02920 270653 visit www.wuutilities.co.uk
or drop in to Premier Inn Sutton Road, every Thursday between 10am and 4pm

WALES & WEST UTILITIES **amec** **MORRISON Utility Services**

WORKING TO KEEP OUR CUSTOMERS SAFE



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The use of enhanced or additional site information boards to keep the traveling public informed of progress and contact details is a very effective means of communication.

Site management – a well managed site will allow access to be maintained and is essential for the free movement of traffic & pedestrians, safety of employees and the public and ensures good public relation.

DO WHAT YOU SAY YOU ARE GOING TO DO!

8. COMPLETION AND REVIEW

The importance of the co-ordination, co-operation and communication machinery does not cease once the works have been completed. Completion of the works and reopening of any restrictions on the highway network should be notified to the street authority as soon as possible (minimum requirements are set in the Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters). Notwithstanding these requirements a simple phone call in cases where temporary traffic management has been in use and removed is good practice.

8.1 Post Completion

Communicating with the wider stakeholder community following completion is also a positive move as it demonstrates that you appreciate their co-operation and understanding especially those directly affected who could receive individual communications.

Post completion reviews are a useful tool to gauge the success of a project and understand where improvements could be made to make future schemes run even



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smoother. This may include a final site walk to identify and resolve any quality / compliance issues.

DID YOU DO WHAT YOU SAID YOU WERE GOING TO DO?

9. OTHER CONSIDERATIONS

9.1 Codes of Conduct

To enhance the 'Three C's'; Co-ordination, Co-operation and Communication, both utilities and authorities have adopted codes of conduct which encourage good practice and self regulation. There are a number of these codes in place throughout the UK, the nationally agreed code is the HAUC(UK) Code of Conduct which is reproduced in **Appendix D**.

9.2 Case Studies

There are various NJUG case studies that depict successful initiatives with both authorities and utilities which can be found on the following web link;
<http://www.njug.org.uk/good-practice-guidance/good-practice-case-studies/>

9.3 Internal Communications Strategies

When considering communications in relation to major projects and other works it may be necessary to consult the internal communications strategy of your company or organisation. These strategies often contain stipulations on format and content of any external customer communications.

9.4 Regional Good Practice

Regionally around the UK there are many examples of good practice relating to the 'Three C's', in particular the use of co-ordination tools such as LondonWorks, the Scottish Road Works Register and other map based electronic registers. These may also be available for public access, to enable the public to view works planned or in progress in their area or on a particular journey or route.

It may also be appropriate to place details of planned work on your own company / organisation's website.



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GLOSSARY

Co-ordination COP	Co-ordination of Street Works and Works for Road Purposes and Related Matters code of practice
EToN	Electronic Transfer of Notices
HAUC(UK)	Highway Authorities and Utilities Committee
NRSWA	New Roads and Street works Act 1991
NJUG	National Joint Utilities Group Limited.
TMA	Traffic Management Act 2004
Utility	An undertaker by statute that has a legal right to provide customer services (e.g. communications, electricity, gas, water)



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APPENDIX A

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APPENDIX B

Examples of Good Practice (letters / leaflets, DVDs etc.)

1. Wales & West Utilities - example news letter / leaflet;

Where to go for more information

If you have any queries regarding this essential gas replacement work, please contact our customer services team on 02920 270653.

If you have any queries or concerns please contact us on 02920 270653 or customer.enquiry@wwutilities.co.uk

SMELL GAS? CALL FREE ON 0800 111 999*

GAS MAINS REPLACEMENT WORK NORTH STREET, HAMLET

WALESWEST UTILITIES
WORKING TO KEEP OUR CUSTOMERS SAFE

WALESWEST UTILITIES
WORKING TO KEEP OUR CUSTOMERS SAFE

Wales & West Water, Spirec, One, Citi, Solihull, Conkerrow, Newcast, WPOFF, T. 029 2027 8302, www.wwutilities.co.uk
Wales & West Utilities Limited, Registered Office and Wales No. 504791

This newsletter has been designed to keep you up-to-date with Wales & West Utilities' plans for strengthening the gas network for residents and local businesses in your area

INTRODUCING WALES & WEST UTILITIES

Wales & West Utilities (WU) owns, operates and maintains the gas mains and service pipes that deliver gas to homes and businesses across Wales and the South West of England, ensuring the safety and security of gas supplies to more than 7 million people through our network of some 35,000km of gas pipes.

We also deal with gas emergencies and it is our people who respond to gas emergency calls by providing a 24-hour, 365 days a year service to ensure the safety of our customers and consumers.

Where and when will the work take place?

The project, which will take place on North Street, Hamlet, will begin on Monday 1st January 2012 and is expected to take around 12 weeks to complete.

The project, which represents a major investment by Wales & West Utilities, will involve the replacement of more than 350 metres of main gas mains, together with approximately 85 services, supplying gas to both residential and business consumers in the vicinity.

Why is it necessary?

The replacement of gas mains and associated services is a requirement of the Government's Health and Safety Executive (HSE).

The work is essential to maintain the safe and secure supply of gas to the area.

WU has a 20-year multi-million pound gas mains replacement programme where old metal pipes within 20 metres of buildings are replaced with modern plastic alternatives with a lifespan of more than 80 years.

Who will oversee this work?

First Line Manager John Smith will oversee the project. John is a highly professional member of the team and is committed to ensuring the smooth delivery of the project.

He said: "We will have a Two to Four team team of highly experienced gas engineers on site throughout the project to ensure that the work is controlled safely, efficiently and with minimal disruption."

"Wales & West Utilities is very aware of the effect of this work on local people and businesses and will work closely with Hamlet Parish to minimise inconvenience."

Business as usual!

All businesses in the affected area will be open as usual and deliveries will be accommodated.

How will traffic flow be managed?

For the safety of road users, pedestrians and the workforce involved in the project, a traffic management plan has been agreed with Hamlet Highway's Department.

A temporary parking restriction will be introduced on North Street.

If case note that bus routes may be affected by this project.

How are we communicating with those affected?

In addition to this newsletter, letters will also be sent by WU to all those affected by the works. Direct contact by WU appropriate personnel will also be made to ensure that everyone is aware of the implications of getting prompt access to people lines to replace and reconnect services.

Experience has shown that this is one of the key issues in the timely completion of projects and it is something that WU, and its people, want to avoid.

The co-operation and assistance of local residents and businesses in making sure that access is available will contribute greatly to the timely and successful outcome of this important gas replacement work.

Should you have any specific concerns or would like to discuss the works in more detail then a drop-in centre is being held on the 31st December at The Guildhall, Hamlet from 09:00 - 12:00 in the Rob'n mood suite.

2. See link for Wales & West Utilities - example customer information DVD; www.wwutilities.co.uk/Gas_Mains_Video.aspx?GroupKeyPos=03,07,



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APPENDIX C

Example Pre-planning Sheet

STREET WORKS COMPLIANCE Pre-Site Survey Summary	 COMMITTED to RESPONSIBLE STREET WORKS
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Name:		Business Unit/Service Provider:		Contact No:	
Project Ref:		Survey Date:/...../.....			
Location:				Grid Ref.	
Local Highway Authority:			Adv Notice Ref:		
Local Highway Authority: (Co-ordination information actioned)			Yes / No		
Works Category		NB TMA Major Works (Duration > 10 Days) Requires 3 Months Advance Notice to LA		Permit or Notice	
Proposed Work Start Date:/...../.....			Works Duration: DAYS		
Significant Considerations			Applicable	2.0	
1	LOCAL Community		Yes / No	Comments/Actions/Required	
(a)	Pedestrians (Residents, Visually Impaired, Disabled, OAP's etc.)				
(b)	Local businesses Shops / Public Houses / Factories / Farmers				
(c)	Schools / Colleges etc.				
(d)	Utilities (Gas, Water / Drainage, Telecommunications etc.)				
(e)	Emergency Services (Police etc.)				
(f)	Motorised Vehicles / Cyclists				
(g)	Consultation & Publicity				
2	TRAFFIC Restrictions; CONTROL MANAGEMENT		NRSWA Section 58	Yes / No	Comments/Actions/Required
(a)	Road Category / Street Sensitivity				
(b)	Road Layout (Junctions/Lay-bys/Roundabouts)				
(c)	Local Highway Authority (Traffic Management/Lights)				
(d)	Traffic Lights: 2-Way				
(e)	Stop & Go, Give and Take				
(f)	Specialist Traffic Management (Advanced warning signs)				
(g)	Work Activity Footprint Dimensions				
(h)	Road Closure (Advanced warning signs)				
(i)	Footway/Footpath Space Available or Closure				
(j)	Temporary Traffic Orders				
(k)	Parking Restrictions / Motor Vehicles				
(l)	Priority Lanes (Bus, Cycle, Other)				
(m)	Temporary Bus Stop Arrangements				
(n)	Pedestrian & Cycle Crossing Control (Bagging)				



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(o)	Parking (Meters, Disabling)			
(p)	Section 58 Restrictions Following Resurfacing Works			
3	TIMING of WORKS	NRSWA Section 56, 56A, 74	Yes / No	Comments/Actions/Required
(a)	Normal Hours			
(b)	Off Peak Hours			
(c)	Weekend/Bank Holiday			
(d)	LA Agreed times			
4	STRUCTURES: SPECIAL ENGINEERING DIFFICULTIES (SED's.)	NRSWA Section 61-64	Yes / No	Comments/Actions/Required
(a)	Bridges			
(b)	Anti-Skid			
(c)	Parking Bays (Bagging etc.)			
(d)	Traffic Loops			
(e)	Special Surfaces/Materials			
(f)	Subway / Culverts			
(g)	Confined Spaces			
(i)	Works adjacent to Rail tracks / Level Crossings			
(j)	Traffic Signs (e.g. Information & Street markings-Yellow Lines)			
5	CO-ORDINATION LIASION / SITE MEETING REQUIRED	NRSWA Section 54-60	Yes / No	Comments/Actions/Required
(a)	Local Authority Highway Representative			
(b)	Local Residents Representative			
(c)	Service Provider Representative			
(d)	Other Affected Third Party			
(e)	Special Events			
6	ENVIRONMENTAL	NRSWA Section 70-73	Yes / No	Comments/Actions/Required
(a)	Sites of Specialist Scientific Interest (SSSI's)			
(b)	Areas of Outstanding Natural Beauty/Conservation/Heritage Area			
(c)	Contaminated Ground			
(d)	YORK Archeologist Dept (Guide to excavation work in city walls)			
(e)	Water Course (River, Canal etc).			
(f)	Trees / Hedges / Shrubbery			
(g)	Third Party Waste (Storage/Disposal)			
(h)	Noise			
(i)	Horticultural Controlled Waste e.g. (<i>Fallopia japonica</i>) Japanese Knotweed & Giant Hogweed Control the spread of invasive non-native plants			
(j)	Hazards (Skips and scaffolding associated with building works)			
(k)	National Heritage etc. (Historical Monuments, Buildings e.g. Hadrians Wall)			
7	HEALTH & SAFETY	NRSWA Section 65-69	Yes / No	Comments/Actions/Required
(a)	Acceptable Site Access/Egress			
(b)	Vandalism			
(c)	Alternative Barrier System			



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APPENDIX D



HIGHWAY AUTHORITIES & UTILITIES COMMITTEE

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HAUC(UK) Code of Conduct

The Highway Authorities Utilities Committee (HAUC(UK)) recognises the need to promote self regulation for road and street works and actively works together with street authorities, highways and roads agencies, utilities, contractors and other key stakeholders to manage and reduce disruption and inconvenience these works may cause to road users, businesses and residents within the UK.

HAUC(UK) promotes active participation at co-ordination meetings focussing on discussing advance planning, joint working and collaborative practices. We also promote working with utilities, authorities and other key stakeholders on the following:

Network Management Duty

HAUC(UK) endorses the aims and objectives of the Traffic Management Act 2004 and in particular the requirement for local traffic authorities to manage their road network and will strive to work towards achieving those aims in conjunction with Traffic Managers.

Permitting

HAUC(UK) offers to assist prospective permit authorities and their respective Traffic Managers develop their proposed permit schemes and help guide them towards maximising benefits to the community as a whole. We offer to work with system developers to help the community deliver efficient and practical software solutions using knowledge gained across the UK.

Advance Planning

Utilities and authorities will continue to share long term plans for asset upgrades and major maintenance projects to promote greater opportunities for trench and site



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sharing, and accommodating authority planning as part of their commitment to encouraging improved and enhanced work co-ordination.

3 Use of Minimum-Dig Technology

HAUC(UK) will continue to promote the use of minimum-dig technology where, practical and safe to do so, in order to reduce the size, environmental impact and duration of works.

Plating

To maximise the availability of carriageways and footways for road users and pedestrians during traffic-sensitive times, HAUC(UK) will encourage its members to consider the option of trench plating, or applying bridging techniques to utility excavations at sites where it is beneficial, safe and practical to do so and where it does not unduly extend the duration of the works or adversely affect the highway structure.

Working Outside Peak Hours

On the busiest roads, utilities and authorities will strive to work at times of the day that minimise disruption to traffic and reduce excessive delay and inconvenience to the road user. As part of the planning / project approval process and in discussion with environmental and highway departments and affected stakeholders, the options of evening, weekend and 24 hour working at key locations will be encouraged where it is deemed safe to do so and where environmental concerns and disturbance to residents can be kept to an acceptable level.

Communications

HAUC(UK) will actively encourage all works promoters to employ communications strategies appropriate to the works and customer needs. We will continue to encourage the use of work information boards at all sites to provide contact details and additional unique information boards specific to long term (major works) projects displaying updates on progress and estimated completion dates.

Inspection

HAUC(UK) will continue to promote improvement in inspection and compliance processes along with performance monitoring and will encourage prompt rectification of non-compliance. Utilising the benefits of inspections of all street and road works we will work together to minimise the effects of essential maintenance works on both the highway infrastructure and its availability to the highway user



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First Time Reinstatements

To ensure work sites are returned to public use at the earliest opportunity and help reduce any unnecessary delays and disruption, HAUC(UK) promotes the use of first time permanent reinstatements wherever possible.

Good Practice Guide

An important key to self regulation is publicising good practice to the street and road works community. HAUC(UK) is committed to both elicit and share good practice to help raise awareness and drive performance improvement. We will continue to share examples of good practice on our web site and at events around the country, and adopt the highest standards that emerge from this awareness.

Support and Continuous Improvement

To ensure best possible practice, it is important that all relevant parties agree to sign up to the principles of this code of conduct.

HAUC(UK) will review and revise the code as appropriate to ensure it remains relevant and continues to reflect good practice.

Jerry McConkey
Highways-side Chair
Joint Chair of HAUC(UK)

Mark Ostheimer
Utilities-side Chair
Joint Chair of HAUC(UK)

May 2011