



NJUG CASE STUDY

CASE STUDY 27: Street Works Training

The National Joint Utilities Group (NJUG) is the UK industry association representing utilities on street works issues. The 37 companies¹ we represent work to deliver gas, electricity, water and telecommunications to both individual consumers and UK plc.

NJUG members need to continue to drive forward further improvements. We have therefore developed the NJUG Vision for Street Works, which revolves around six main principles:

1. Safety is the number one priority
2. Damage to underground assets is avoided
3. Utilities work together and in partnership with local authorities to minimise disruption
4. Utilities deliver consistent high quality
5. Utilities maximize use of sustainable methods and materials
6. Street works in the UK are regarded as world class

This case study is an example of NJUG delivering on these principles and turning the vision into reality.

Overview:

Central Networks is one of the UK's largest electricity distribution companies, with almost 5 million customers connected to its network across central England. Central Networks is part of E.ON, one of the world's largest investor-owned power companies.

In August 2007, following a comprehensive audit of their street works activity, Central Networks identified a need to provide refresher training to all of their staff working in the highway network. So, working with OSISS training services, which had previously worked with the Guide Dog Association, Central Networks created a four hour training package specifically tailored to their craft staff.

Case Study:

Following a trial in the Birmingham area, Central Networks has invested in and is delivering a two year training package which will incorporate every operative and supervisor working in the highway under the Central Networks Street Works licence. This includes:

- All internal Central Networks staff;
- All internal staff currently working for E.ON's New Connections business; and
- All external service providers currently working on behalf of Central Networks and associated E.ON businesses.

In total 3500 staff will have attended the Street Works refresher training by the end of 2009 at a total cost of £70,000, with training being delivered locally to the work locations of the various staff involved to minimise Central Networks' carbon footprint and to encourage the interest of other supporting staff.

Central Networks has engaged local authority Street Works Managers and the respective Street Works

¹ NJUG's current members are Energy Networks Association (representing electricity and gas), Water UK (representing all water and wastewater companies), National Grid, Openreach, and Virgin Media. Our associate members are Clancy Docwra, Skanska McNicholas, Balfour Beatty, Morrison Utility Services, Morgan Est, NACAP, PJ Keary, First Intervention, Carillion, Enterprise, Laing O'Rourke and AMEC. Including members through trade associations, NJUG represents thirty-seven utility companies, and twelve utility contractors.

Inspectors by inviting them along to attend the refresher training sessions when they are in their areas, enabling them to see and experience the work Central Networks has undertaken to raise awareness and improve on-site safety and performance.

E.ON's values and behaviours were considered when we were putting together the training package:

- Values: Integrity; Openness; Trust and Mutual Respect; Courage; Social responsibility;
- Behaviours: Customer Orientation; Drive for Excellent Performance; Change Initiation; Teamwork; Leadership; Diversity and Development.

The training course aims to refresh all staff working in the highway for Central Networks by reminding them of their legal obligations. It also adds value, over and above the requirements set down in the Safety at Street Works, a Code of Practice with a 'specific regard for those people with disabilities who use the street'. Furthermore we have chosen to concentrate on the particular needs and anxieties that visually impaired pedestrians have whilst negotiating our street works.

The training course is part site based and part classroom based, with a written test at the end. The objectives of the course include:

- Roles & Responsibilities on site;
- Awareness of site for visually impaired, disabled pedestrians, wheelchairs, mothers with pushchairs etc;
- Potential consequences of poor sites;
- Hazard spotting;
- Ownership of your site; and
- Risk assessing signing, lighting and guarding at the start and end of works.

Central Networks has developed a training package that encompasses an already recognised and highly sought after training package from the Guide Dog Association and has taken it to a new level which incorporates a clear focus on working safely and legally and minimising the disruption of Central Networks works sites.

