

## **What Good Looks Like**

We recognise that roadworks are necessary and that they can involve disruption and inconvenience, not only through congestion but in terms of access to business and residential property.

We recognise the significant impact this can have on businesses and residents.

We share a common aim to minimise that disruption and inconvenience whilst delivering essential utility services.

To this end we have developed a common understanding between Highway Authorities and utilities of what good roadworks look like, based on five principles: cooperation, communication; quality; safety and impact reduction.

This document sets out our shared aspirations. It represents what we would like to see and what we are working towards. We hope that by publishing this statement we will add to the momentum behind that work.

### **Cooperation**

We work together to maximise opportunities to complete as many different works as possible at once, thereby reducing the number of openings in the road.

We share in advance investment programmes for planned works.

We seek and take opportunities to combine Highway Authority and other works promoters works, in particular resurfacing with reinstatement of carriageway openings.

We share and promote best practice.

### **Communication**

We provide information on what businesses affected by roadworks can expect from different sectors/companies, including information on compensation.

Highways authorities and utilities inform businesses of planned works in advance and contact them when conducting emergency works.

Site teams provide businesses with information on and a chance to comment upon local arrangements in advance of planned works (e.g. where plant will be parked, which parts of road or footway closed).

Detailed, clear and consistent work site courtesy boards at every site contain contact details of utility/Highway Authority and contractor together with an update of the progress of works. Where no work is ongoing these signs explain why.

We provide details of planned works online in a manner accessible to business.

## **Quality**

Site teams are NRSWA accredited and competent to know what they are supposed to do, how to do it and take responsibility for their work, with a view to getting it right first time. Permanent reinstatement to a standard that minimises risk of subsequent defects is embedded in contractor contracts and (where possible) carried out at the same time as the rest of the work.

The Utility/Highway Authority regularly inspects work it has commissioned and rectifies any aspect that does not meet required standards.

Local Authority regulatory inspections are targeted to improve performance.

## **Safety**

Work is carried out and supervised by NRSWA accredited competent and responsible operatives and supervisors who work to the Safety at Street Works & Road Works statutory Code of Practice.

Where existing crossings and/or traffic lights are temporarily out safety is a priority.

Sites are kept to a high standard.

## **Impact reduction**

The need to minimise impact on both congestion **and** premises access is central to planning roadworks.

In areas of high traffic flow or retail access we either:

Work 24/7 or extended hours where appropriate to complete work as quickly as possible, not leaving sites unattended except where necessary (e.g. to let concrete dry).

Or work outside peak hours, re-opening the road to traffic at peak times

Works are planned to utilise the space in the most efficient way possible.

Diversion routes are clearly signed.

We promote a flexible approach to business deliveries during periods of disruption (for example through temporary changes to parking restrictions and their enforcement).

We are committed to working together for the benefit of businesses and residents and will review this document later in 2014 to ensure this is being achieved