

CITY OF EDINBURGH COUNCIL

EDINBURGH ROAD WORKS AHEAD AGREEMENT

2017

V1.6

Signed 31 January 2017

This agreement has been written in keeping with the requirements of The New Roads and Street Works Act 1991, The Scottish Road Works Register and all associated primary and secondary legislation relating to road works. Some specific elements of the legislation has been extracted and written into the agreement that the City of Edinburgh Council considers to be especially relevant to the City of Edinburgh Council. This agreement should not be considered in any way to supersede any associated legislation.

This document provides the details of the agreement reached and the Partnership arrangements between The City of Edinburgh Council and the Public Utilities named within the agreement document and is to be considered to be an example of Best Practice for the operation of road works in the City of Edinburgh.

This agreement will be reviewed annually and updated every 5 years to ensure it reflects up to date practices and working methods. Any recommended amendments to this agreement will be agreed by all Partners.

EDINBURGH ROAD WORKS AHEAD AGREEMENT (ERWAA)

Introduction

The City of Edinburgh Council and Public Utility Companies recognise the special status of the city as the Capital of Scotland, a major tourist destination and a World Heritage Site.

In recent years and despite the economic downturn, the City's economy has continued to perform well.

The demand for housing and retail commercial facilities has resulted in a need for an upgraded, reliable Utility infrastructure.

It is recognised that without the availability of secure networks of electricity, gas, water & drainage and ever improving telecommunications, major developments will not be readily attracted to the City of Edinburgh.

It is essential that to achieve the aims of the Agreement, details of all works are communicated in an efficient and effective manner by ensuring the correct use of the Scottish Road Works Register and all associated Specifications and Codes of Practice.

However it is equally important that the road network is managed in an effective and efficient manner, and the way in which Utility and the Council's own works are co-ordinated and undertaken, is a major element in achieving this aim. It is therefore essential that the details and requirements of this agreement apply equally to the City of Edinburgh Council and all Public Utilities.

Despite improvements in materials and installation technology, there is a recognition that most Utility installations are carried out by open track excavation.

There is a requirement to manage and co-ordinate road works, to reflect the special status of the City of Edinburgh and at the same time balance the needs of the public, customers, visitors to the city and the future development of the city, in a sustainable manner.

This agreement has been developed with Public Utility Partners to ensure proper road management arrangements are in place and the required standards are met in undertaking road works in the city.

The partners shall review the implemented procedures to ensure the impact on the public and other road users has been minimised through better planning, communication and execution of road works.

Accordingly, the signatories to this agreement will make the following commitments:-

(A) TO MINIMISE TRAFFIC CONGESTION AND THE IMPACT OF ROAD WORKS TO THE PUBLIC BY IMPROVING COMMUNICATION AND CO-ORDINATION THROUGH :-

1. Improving communications and co-ordination between the Agreement Partners, through regular liaison meetings between the Council and individual Utility Companies, and improving procedures for informing the public where they may be affected by road works operations, and ensure there is sufficient information boards provided on site.
2. The implementation of the Improved Communications Strategy.
3. Demonstrating that all appropriate staff involved in road works operations, receive adequate training in the management and maintenance of road works sites to required standards. **The Road Works (Qualifications of Supervisors and Operatives) (Scotland) Regulations**
4. An undertaking to supervise and monitor road works operations to ensure that all statutory and agreed requirements are being met and, to minimise the impact on road users by taking steps to maximise the productive hours available, while traffic management is in place.
5. Ensuring roads are not occupied unnecessarily, when works are not being undertaken or where there is a delay in completing the works. In such circumstances the road should be returned to normal traffic use, whenever practical and safe to do so. Traffic Sensitivity and the strategic nature of the road should always be considered when doing so.
6. An undertaking to place notices on sites, where possible and practical, for the other road and pavement users, where the road is occupied but where work has ceased for more than 3 working days. The notice shall explain the reason why no work is progressing and when it will recommence.
7. For standard and major works; ensuring changes to the start date, duration and end date are communicated to the residents and other road and pavement users by updating the information boards on site and by notifying the Council through the Scottish Road Works Register, to enable them to inform customers as soon as possible.

8. An undertaking to assess the type and need for specific traffic management at sites when work is not being undertaken, specifically at weekends when work has stopped and the need to maintain a reduced road width. Ensuring two way traffic flow can resume, whenever possible and practical, especially on traffic sensitive roads, throughout the duration of the works and in accordance with the current Safety at Street Works and Road Works - A Code of Practice.
9. An undertaking to reduce the occupied area wherever possible and practical and return road and pavement areas to public use as soon as reasonably practicable. Any change to the traffic management will be in accordance with the Safety at Street Works and Road Works - A Code of Practice. This will involve the ongoing assessment of sites on a daily basis while work is progress to ensure only necessary areas of roads and pavements have been occupied.
10. The City Of Edinburgh Council will give direction to all Notices placed on the Scottish Road Works Register, within the maximum timescales given in Table 7.1 of the Code of Practice for the Co-ordination of Works in Roads. Failure to provide direction within the relevant timescales will result in a presumption that approval has been given.

(B) TO IMPROVE THE QUALITY OF REINSTATEMENTS AND GENERAL WORKMANSHIP BY STRENGTHENING QUALITY MANAGEMENT SYSTEMS, SUPERVISION ARRANGEMENTS AND MATERIAL QUALITY THROUGH:-

1. Applying a Quality Management System that demonstrates a consistent approach of planning and execution of works which ensures the quality of materials and workmanship meet the required standards through regular audits. Evidence should be available that regular audits are being carried out.
2. Ensuring adequate supervision is provided for reinstatement works and staff are sufficiently trained and hold the appropriate level of recognised qualification.
3. Encouraging the use and development of new materials or innovative products and processes, that may provide a number of benefits, being:
 - Reduced construction costs;
 - Reduced construction times;
 - Reduced congestion on the roads;
 - Reduced disruption to traffic;

- Reduced disruption to pedestrians;
 - Reduced environmental impact;
 - Improved quality of reinstatements.
4. Encouraging the sharing of new, innovative and improved methods of working, to support (3) above.
 5. Ensuring traffic management, materials, workmanship and communications used in reinstatement works are of a quality that complies with the Specification for the Reinstatements of Openings in Roads.
 6. Ensuring all reported defects are dealt with appropriately, registered on the Scottish Road Works Register and repaired within the timescales given in the Code of Practice for Inspections.
 7. Encouraging the sharing of 'Best Practice'.
 8. An undertaking to put in place an effective inspection and monitoring process to ensure non-compliance is identified and rectified at the earliest opportunity.

(C) TO IMPROVE SERVICE PERFORMANCE THROUGH THE MONITORING OF THE FOLLOWING PERFORMANCE INDICATORS:-

(The Scottish Road Works Register will be used to gather and monitor the performance indicators where available)

1. The percentage of cores sampled and tested that fully comply with the requirements of the current Specification for the Reinstatement of Openings in Roads.
2. The percentage of Sample Inspections that fully comply with the requirements of the relevant Codes of Practice.
3. The percentage of correct notices issued.
4. The percentage of sites where the traffic management fully complies with the requirements of the Safety of Street Works and Road Works – A Code of Practice.
5. The number of outstanding items of defective apparatus.
6. The number of outstanding defective reinstatements.

(D) TO IMPROVE SAFETY AT ROAD WORKS THROUGH THE IMPLEMENTATION OF A HEALTH & SAFETY PROTOCOL BY:-

1. Establishing closer working relationships between Health and Safety Managers / Professionals of the Agreement Partners.
2. Ensuring adequate supervision is provided at road works and that staff are sufficiently trained in this discipline and hold the appropriate recognised qualification.
3. Working to improve road safety through effective planning and execution of road works operations.

(E) TO IMPROVE THE ARRANGEMENTS FOR THE EFFECTIVE CO-ORDINATION AND MANAGEMENT OF ROAD WORKS THROUGHOUT THE CITY OF EDINBURGH AREA BY:-

1. All Partners fully utilising the Scottish Road Works Register and complying with the Code of Practice for the Co-ordination of Works in Roads.
2. A commitment encouraging signatories to ensure decisions relating to road works are made locally where possible and practical and within the timescales set out in the Code of Practice for the Co-ordination of Works in Roads.
3. Clearly defining the administrative and operational procedures for the exchange of accurate and reliable information in accordance with the Code of Practice for the Coordination of Works in Roads.
4. An undertaking to co-operate with the requirements of the 'City Wide Traffic Management Group' (CWTMG) within the Council. A copy of the process for the operation of the CWTMG is shown in Appendix A.
5. Providing specific training for Operators of the Scottish Road Works Register, designers and works planners within the partnership organisations, highlighting the importance and necessity for improving the quality, and accuracy of information provided on notices.
6. Identifying best and worst practice and disseminating information within the partnership to facilitate best practice.
7. Comply with the requirements of the relevant legislation and Codes of Practice and Specifications.

8. Encouraging better co-operation to enable the Road Works Authority to properly co-ordinate road works within the City of Edinburgh area and to ensure information is provided to achieve this.
9. An undertaking from the partners to notify each other promptly of changes to management structures or key staff, including operational responsibilities, names and contact phone numbers.
10. These structures will be reviewed, updated and distributed to the Agreement Partnership organisations at the local RAUC meetings.
11. An undertaking to produce long term programmes, 3 – 5 years where possible, and place them on the Scottish Road Works Register as 'Potential Work' to allow future planning and allowing improved co-ordination to avoid conflicting works between all partners.

(F) ESTABLISH AND IMPLEMENT A PROCESS TO PROVIDE REPORTS ON PROGRESS TOWARDS THE AGREEMENT'S STATED OBJECTIVES THROUGH:-

1. The development and implementation of a monitoring programme that will form part of the Local Co-ordination meetings.
2. The commencement of a meeting between a customer representative and the Council that will form part of the report to the Local Co-ordination meetings.
3. The development of a process to include the invitation of representatives from Community Councils, as part of the procedure to include their attendance, at a pre-meeting of the Local Co-ordination meeting, to discuss issues that customers perceive as not working. Implementing any agreed changes and recording this at Local Co-ordination meetings.
4. A commitment that a representative from the Transport and Environment Committee will be invited to attend the meeting annually.
5. Providing high level performance data on workmanship and quality, where required, at the Local Co-ordination meetings, including any other relevant results and the sharing of information. This will greatly assist with progress towards achieving the Agreement objectives. This will be used as a measure of the effectiveness of the Agreement partnership.

6. The working relationship between the Council and the Public Utility Companies is underpinned by the various Specifications, Codes of Practice and Advice Notes that encompass the current statutory requirements for all organisations involved in road works. An up to date copy of all relevant documents can be found on the web site of the Office of the Scottish Road Works Commissioner found at www.roadworksscotland.gov.uk.

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We the undersigned, on behalf of our organisations and companies, commit to the spirit of this Partnership Agreement:-

Name

Organisation

Date

.....
Signature on behalf of - The City of Edinburgh Council

.....
Signature on behalf of - Scottish Water

.....
Signature on behalf of - SGN

.....
Signature on behalf of - Scottish Power

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Signature on behalf of - Openreach

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Signature on behalf of - CityFibre

.....
Signature on behalf of - Virgin Media

.....
Signature on behalf of - Telefonica



EDINBURGH ROAD WORKS AHEAD

ROADWORKS CUSTOMER CHARTER

1. The Agreement Partners' aim is to achieve Best Practice by means of a collective approach, towards minimising the impact of road works on the general public and reducing delays and disruption.
2. The Agreement Partners' will aim to provide work of the highest quality at all times, and will monitor the performance actually achieved.
3. Any planned road works, which are considered will cause significant delay and disruption or environmental impact on the community, will be given appropriate advanced publicity. This may include an Organisations own communications strategy.
4. A Communications Strategy will be implemented to improve the information available to those both directly and indirectly affected by road works.
5. Any comments or complaints from the public will be fully investigated and responded to.
6. On major works, a representative of the Organisation or Public Utility, or their agent or contractor, will be available to deal with all enquiries.
7. The Agreement Partners will monitor performance and publish an Annual Report.

EDINBURGH ROAD WORKS AHEAD AGREEMENT

IMPROVED COMMUNICATIONS STRATEGY

The Edinburgh Road Works Ahead Agreement encourages all partners to continue to improve procedures for communicating, with the members of the public and other road users that may be affected by their planned road works operations.

The level and extent of communication will be dependent on the size, extent and duration of the works and the impact they will have on road users, residents and frontages.

The City of Edinburgh Council will endeavour to provide information to Community Councils in advance of any planned major work, whether being undertaken by the Council or a Utility.

Where a member has an existing Communications Strategy it should be used.

The attached matrix gives guidance on some appropriate communications strategy that may be adopted. These measures are based on road hierarchy and significance of operation and the Minimum Notice Periods given in Tables 5.2 and 5.3 of the Code of Practice for the Co-ordination of Works in Roads.

These criteria are defined as follows:-

1.0 ROAD HIERARCHY.

- 1.1 Traffic Sensitive Streets.
- 1.2 Traffic Sensitive Streets out-with peak hours.
- 1.3 Non-Traffic Sensitive Streets.
- 1.3 Cycle ways.
- 1.4 Foot ways

2.0 SIGNIFICANCE OF OPERATIONS.

Significant Operations will be regarded as significant if:-

- 2.1 Any road is closed.
- 2.2 Two-way traffic cannot be maintained, with the exception of one-way streets, and/or the numbers of lanes have been reduced.
- 2.3 Vehicle access to frontages or driveways cannot be maintained out-with site working hours.
- 2.4 Pedestrian movements are disrupted such that access cannot be maintained to the frontages of properties or free passage is hindered out-with site working hours.

INFORMATION TO BE PROVIDED

In accordance with Safety at Street Works and Road Works –
A Code of Practice

1. The organisation responsible for the works.
2. The reason for works.
3. A contact telephone number.
4. The start date on site and duration in weeks / months of the works, or completion date.
5. The reasons for any delay to the completion of the work and a revised estimated date for completion.

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COMMUNICATIONS MATRIX

SIGNIFICANT IMPACT	Media (through EdinTravel)	Letter drop to frontages and residents directly and/or house to house where affected by works	Advanced Notice of Work to Community Councils	Advanced Notice of Works Signs	Roadside Information Boards	Advanced Notice Timescale (see note 1)
Traffic sensitive streets: <i>Within peak hours</i>	Y	Y (major, standard & substantial works only)	Y	Y	Y	Max 3 months Min 1 month
Traffic sensitive streets: <i>Out-with peak hours</i>	Y	Y (major, standard & substantial works only)	Y	Y	Y	Max 3 months Min 1 month
Non-traffic sensitive streets	Y	Y (major, standard & substantial works only)	Y	Y	Y	Max 3 months Min 7 days
Cycle ways	Y	Y	Y	Y	Y	Max 3 months Min 7 days +
Footways	Y	Y	Y	Y	Y	Max 3 months Min 7 days

Note 1 – Advanced Notice Timescales are to be in relation to Tables 5.2 and 5.3 and Chapter 5.3 of the Code of Practice for the Co-ordination of Works in Roads and will be dependant on the Works Categories.

COMMUNICATIONS MATRIX

NON-SIGNIFICANT IMPACT	Media	Letter drop to frontages and residents directly and/or house to house where affected by works	Advanced Notice of Work to Community Councils	Advanced Notice of Works Signs	Roadside Information Boards
Traffic sensitive streets: <i>Within peak hours</i>					Y
Traffic sensitive streets: <i>Out-with peak hours</i>					Y
Non-traffic sensitive streets					Y
Cycle ways					Y
Footways					Y

Note 1 – Advanced Notice Timescales are to be in relation to Tables 5.2 and 5.3 and Chapter 5.3 of the Code of Practice for the Co-ordination of Works in Roads and will be dependant on the Works Categories.

EDINBURGH ROAD WORKS AHEAD AGREEMENT
PROCEDURES FOR MANAGING REQUIREMENTS

(A) A REDUCTION IN TRAFFIC CONGESTION CAUSED BY ROAD WORKS OPERATIONS.

Prior to any road works operation regarded as “significant”, (as defined in 2.0 above), commencing on site, it may be necessary to hold a pre-start meeting. This meeting will discuss and agree the temporary traffic management arrangements, any closures requires and associated diversion routes. These are intended to minimise the possible disruption and congestion of the road network.

The decision regarding site meetings will be notified through the Scottish Road Works Register.

Where sufficient traffic management information and work details are provided the need for a site meeting will be assessed with the aim to minimise site meetings where possible.

All Partners will co-operate to comply with the Improved Communications Strategy.

The City of Edinburgh Council will be notified through the Scottish Road Works Register of the following information in advance:

- The type of work being carried out; and
- Details of traffic management proposals for the work being carried out; and
- The proposed start date of the works; and
- The expected duration of the works and completion date is to be agreed with the Roads Authority.

All Partners agree to share advanced details of the location and timing of their planned works with each other in an agreed format to allow notification and discussion at the Local Co-ordination meetings.

(B) IMPROVED QUALITY OF REINSTATEMENT AND GENERAL WORKMANSHIP.

All Partners will undertake to operate a Quality Management System.

Regular audits are to be carried out and shared, where possible, to ensure compliance with Quality System requirements.

Site personnel will be trained and qualified to the required standards.

Risk assessments are to be carried out on all sites by qualified personnel to ensure adequate measures are taken to ensure the safety of operatives, customers and all other road and pavement users directly affected by road work operations.

Quality Systems adopted should state the frequencies for any sampling and testing, including any coring, for all road works to ensure that materials used in reinstatements are of required quality, within specification and fit for purpose.

(C) IMPROVEMENT OF SERVICE PERFORMANCE.

The Partners will ensure that the agreed Performance Indicators are measured and reported, for all elements and stages of their road works operations.

The Partners will abide by the Road Works Customer Charter and agree to attend Edinburgh RAUC the (Local Co-ordination) meetings and Edinburgh Liaison meetings to discuss, road work co-ordination, improved methods of working, material specifications, report on quality audit results and the way forward for achieving continuous improvement.

They also agree to share information, and other relevant data, where possible, to enable the Performance Indicators to be kept up to date.

(D) IMPROVEMENT IN HEALTH AND SAFETY AT ROADWORKS.

The Partners agree to hold meetings between Health and Safety Managers or other responsible persons, when appropriate, to discuss site safety issues and staff training and qualification requirements.

The Partners agree to adopt procedures for the rapid resolution of issues of Health and Safety identified at road works sites. This will include recording of all incidents, involving damage to persons or property, caused either directly or indirectly by the road works operations.

(E) IMPROVEMENT OF OPERATIONAL PROCEDURES.

The Partners will ensure that the information provided on all notices, and responses to notices, placed on the Scottish Road Works Register, is correct and accurate, is provided timeously and in accordance with the requirements of current legislation and the Code of Practice for Co-ordination of Works in Roads.

The Partners will co-operate to enable road works within the City of Edinburgh area to be co-ordinated, and agree to the disclosure of all relevant information to achieve this.

The Partners will provide details to each other of their management structures, and associated responsibilities and will advise timeously of any key staff changes, to ensure that these key individuals can be contacted and consulted when necessary.

In addition to the above, the Partners will provide each other with details of their operational staff structures, with contact names and telephone numbers. The information provided will be updated at the Local Co-ordination meetings.

The Partners also agree, where appropriate, to encourage the use of new materials, processes and products, that may result in cost savings, the reduction in construction times, environmental impact and disruption.

(F) OBSERVATIONS, COMMENTS OR COMPLAINTS FROM CUSTOMERS

The general public and motorists will be encouraged to report any comment or complaint regarding roadworks to the organisation responsible for the work as detailed on the site information boards or for through the Clarence freephone number 0800 23 23 23 for the Councils own work.

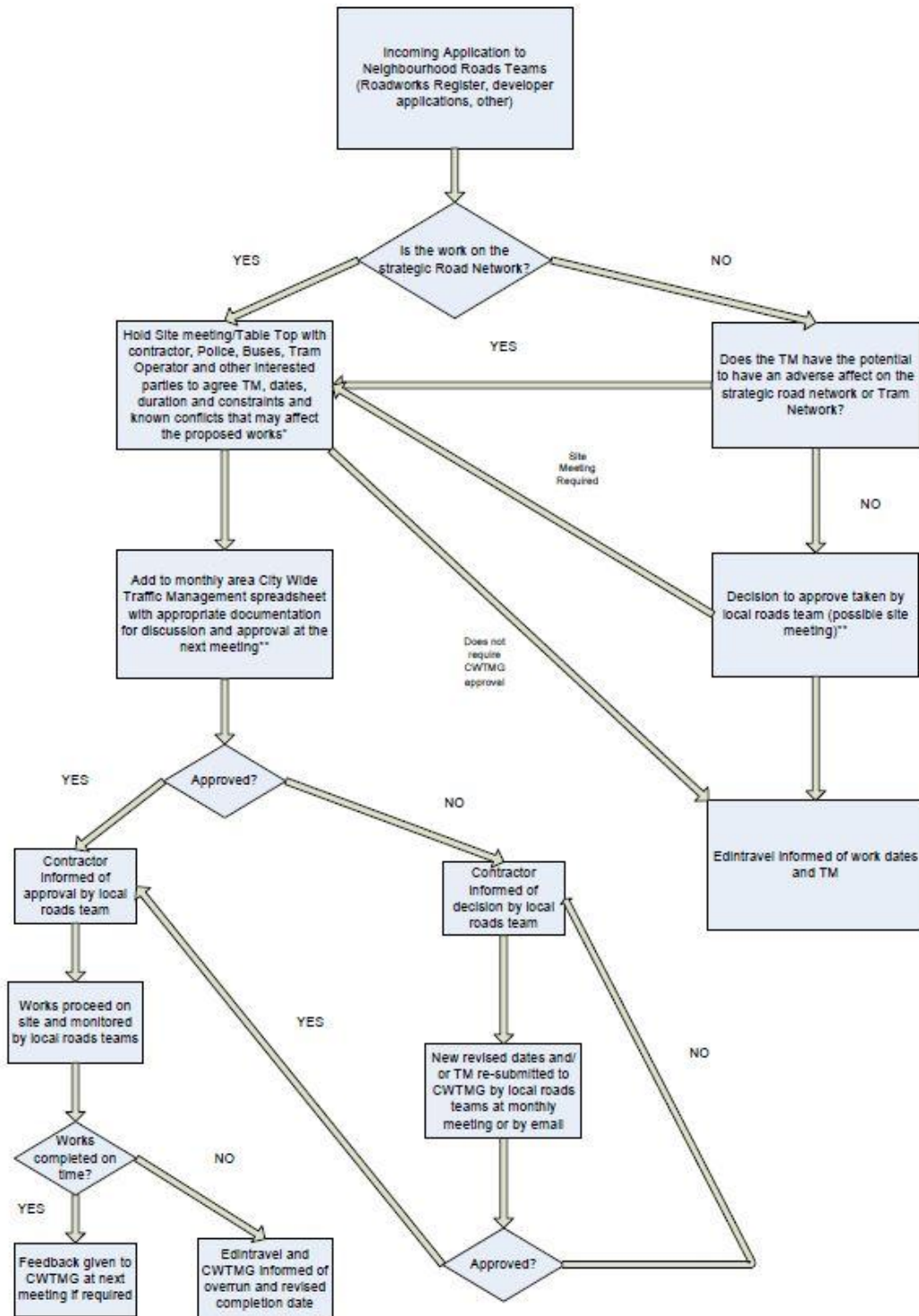
The Partners agree to fully investigate, or take the necessary action to resolve and remedy, comments and complaints from the general public and motorists. The actions taken will be reported back if details are provided, stating the actions taken to resolve the issue raised.

(G) PORTABLE TRAFFIC SIGNALS

- 1 Where an existing pedestrian crossing is switched off prior to or as a result of the work being carried out, a temporary replacement will be provided.
- 2 At the sites where it is considered appropriate to use temporary traffic signals incorporating signal controlled pedestrian crossings, the Council should be consulted, to discuss sanctioning these signals and the appropriate signal phasing.
- 3 The safe passage of pedestrians shall always be considered when deciding the traffic management proposals for a site and in accordance with the Safety at Street Works and Road Works - A Code of Practice.

APPENDIX A

Chart showing procedure to be followed for work assigned to the CWTMG



* Urgent Work can be emailed to CWTMG members for quick approval. Details of work and traffic management details must be provided
 ** Any work on or near the tram way must have an Authority to Work from Edinburgh Trams. Available on their website – <http://edinburghtrams.com/community/working-around-trams>