

# Transport and Environment Committee

10.00am, Tuesday, 18 March 2014

## Edinburgh Roadworks Ahead Agreement 2014

Item number	7.4
Report number	
Wards	All

### Links

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Coalition pledges	<a href="#">P28</a> and <a href="#">P33</a>
Council outcomes	<a href="#">C19</a> , <a href="#">C21</a> , <a href="#">C22</a> and <a href="#">C26</a>
Single Outcome Agreement	<a href="#">SO4</a>

### Mark Turley

Director of Services for Communities

Contact: Stuart Harding, Performance Manager

E-mail: [stuart.harding@edinburgh.gov.uk](mailto:stuart.harding@edinburgh.gov.uk) | Tel: 0131 529 3704

# Edinburgh Roadworks Ahead Agreement 2014

## Summary

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This report outlines improvement proposals to assist Road Services with executing its powers under the Transport (Scotland) Act 2005 in managing, co-ordinating and effectively controlling road occupations, particularly by Public Utilities (PUs).

The proposal is to re-vitalise and re-launch the Edinburgh Roadworks Ahead Agreement (ERWAA) with greater emphasis on customer needs and remove aspects of the previous agreement that proved to be ineffective.

The report proposes a way forward in partnership with PUs to deliver improved performance.

Included in the agreement are new initiatives to address issues of frustration regarding roadworks that are reported to the Council by both pedestrians and road users. Examples of these initiatives include:

- moving any temporary traffic lights when they are not required to allow two way traffic to flow, specifically at weekends where work has paused; and
- placing additional information signs at sites that require to be vacated for a period of time.

## Recommendations

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It is recommended that the Transport and Environment Committee:

- 1 approves the changes to the ERWAA; and
- 2 notes that the performance of this revised agreement is included in the quarterly performance reports currently presented to Committee.

## Measures of success

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Greater public satisfaction with:

- the effect of the agreement on the co-ordination of roadworks; and
- a reduction of an adverse effect of roadworks on the road network.

These will be measured at the end of each year by surveys placed on the Council website, targeting Community Councils with customer questionnaires. It will also be measured through discussion with Community Council representatives at the meeting held on a monthly basis.

## Financial impact

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Road Services foresee potential costs being incurred by Partner members in implementing the proposed initiatives. These costs will only be applicable in specific circumstances and could be avoided if planning and co-ordination is improved.

It is not possible to place an accurate figure on the Council's additional cost as it involves an unknown number of sites where the initiatives will be applied.

## Equalities impact

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The ERWAA will not directly affect the Rights of people who live, work or travel through Edinburgh. It will help in reducing frustration, anger and stationary traffic however this cannot be quantified.

It is not believed that this report will affect the unlawful discrimination, harassment or victimisation.

One initiative contained within the ERWAA that has an impact on protected characteristics is the use of pedestrian phases on temporary traffic lights. These are to be assessed for use wherever possible to allow unlit pedestrian crossings to be relocated. This will benefit older people and those with disabilities to cross safely near roadworks. The release of the restriction to two way traffic when temporary traffic lights are removed at roadworks, where this can be done safely, will reduce the stationary traffic and thus potentially reduce health inequality by reducing stationary traffic.

Also, Codes of Practice and Specifications dictate the type face and size of font for signs and these cannot be changed by the Council or PUs. However, the additional signage, to be provided as part of this Agreement, will be developed in line with the requirements of people with visual impairment.

## **Sustainability impact**

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There are no sustainability impacts arising directly from this report.

## **Consultation and engagement**

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Consultation has taken place with the Scottish Joint Utilities Group (SJUG) on the amended agreement.

Consultation has also taken place with all Community Councils and Transport functions of Neighbourhood Partnerships. Replies are awaited from a number of Neighbourhood Partnerships however the comments received at the time of writing do not affect the content of the report.

A summary of the Community Council comments are shown in Appendix B.

## **Background reading/external references**

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Edinburgh Roadworks Ahead Agreement – Item 6.2, Transport and Environment Committee, 23 September 2008.

Transport (Scotland) Act 2005

# Edinburgh Roadworks Ahead Agreement 2014

## 1. Background

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- 1.1 The City of Edinburgh Council as the Roads Authority is responsible for all occupations of roads and pavements for building materials, skips, scaffolds and Public Utility (PU) works. Whilst the PU companies have a statutory right to carry out work on the public road network, they and their contractors still have to comply with legislation with regard to co-operating with the Council in planning and co-ordinating these works.
- 1.2 The Council has worked in partnership with the main PU companies through the 'Edinburgh Roadworks Ahead Agreement' (ERWAA), since the original launch in 2007. This arrangement recognises the special status of Edinburgh as the capital city and also a World Heritage Site. The original agreement addressed issues including minimising disruption to the public, ensuring a high quality of reinstatements and having in place communication strategies to inform the public of the works.
- 1.3 It is known that customers are frustrated by, what appears to be, endless sets of roadworks within Edinburgh delaying their journey, excavations left open with no apparent work being undertaken, and reinstatements not being carried out correctly. This frustration is frequently documented through customer contact and local press coverage.
- 1.4 Since the introduction of the ERWAA in 2007, the relationship with PU companies has improved in parallel with the co-ordination of roadworks. This is primarily due to the work carried out by the Roadwork Support Team (RST) based in Road Services. Improvements include the introduction of Liaison meetings with each PU every two months. These meetings are held on a one to one basis where specific performance issues and any corrective actions required can be discussed. Other road work co-ordination initiatives that have been developed by the Council to help fulfil the requirements of the agreement are the improved notification to customers of roadworks through social media and the approval of all road work on the strategic road network through the City Wide Traffic Management Group (CWTMG).
- 1.5 This proposal to re-launch and re-vitalise the ERWAA aims to improve customer communication and perceptions and deliver robust working relationships, based on joint objectives, to deliver infrastructure improvements in the city.

## 2 Main report

2.1 The RST is based within the Council's Transport Service and is dedicated to liaising, monitoring, inspecting and co-ordinating the work of PUs and the Council's own work within Edinburgh. This includes actively participating in the statutory Road Authority and Utility Committee meetings (RAUC). These are held on a quarterly basis between Local Authorities and PUs. It also includes regular communication with each utility.

2.2 As an example, the following shows the average pass rates for all PUs in respect of sample inspections.

2009/10	2010/11	2011/12	2012/13
93%	82.6%	87.9%	88.2%

2.3 These are disappointing figures for PUs that fall short of the expected standard of 90%.

2.4 The table below shows the time taken in days to complete work on the roads and pavements broken down by PU. This indicates that of the 9468 items of work carried out by PU's within Edinburgh over the 12 month period March 2013-2014, 37% took one day, 28% lasted two to five days and 6% took over 20 days.

Duration in days	1	2-5	6-10	11-20	>20	Total
Scottish Water	1010	450	521	182	55	2218
Scotland Gas Networks	104	224	350	326	408	1412
Scottish Power	111	205	430	560	102	1408
Openreach	603	1064	166	193	44	2070
Virgin Media	1655	696	9	0	0	2360
<b>Total</b>	<b>3483</b>	<b>2639</b>	<b>1476</b>	<b>1261</b>	<b>609</b>	<b>9468</b>

- 2.5 A Review Team consisting of members of the partnership met at regular intervals to discuss and address issues relating to audits carried out of roadworks sites. It was also expected to put in place initiatives to monitor, measure and intervene when the traffic management arrangements and information boards were not adequate and did not serve the public sufficiently. This team stopped meeting due to time constraints where only a small handful of locations were visited over an eight hour period. The inspections and scoring has continued to be carried out by the RST Inspectors.
- 2.6 It is proposed to replace the review team with a group that will meet at regular intervals and will require the involvement and co-operation of Road Services, Neighbourhood staff, PU representatives and representatives from the public to undertake ad-hoc inspections and recording. Neighbourhood Partnerships and other representative bodies will be asked to nominate lay people to attend these meetings and provide the customers' perspective of the works.
- 2.7 The Council is responsible for the co-ordination of works to minimise or prevent conflicts on the same road or in the same vicinity. This is managed by RST through a map based database. Meetings are held with PU representatives at national, area and local levels, to discuss proposed works and agreement is reached on the timing of the works to ensure co-ordination.
- 2.8 Roadworks that are proposed on the Strategic Road Network are reviewed by the City Wide Traffic Management Group. It is this group that assesses whether the proposed work will have a detrimental effect on traffic flows and what measures are required to reduce the possibility of congestion.

### **Improvement Proposals**

- 2.9 It is proposed to develop further the success of the ERWAA with the PU companies to deliver a service to customers that will provide further improvements and increase positive perceptions.
- 2.10 Roadworks will continue be programmed to ensure they do not conflict with other schemes on the same route or area so that delays and disruption to the public are minimised. This will exclude emergency works.
- 2.11 Reinforced monitoring and inspection will ensure that all work sites will have clear signage. This will inform the public of the name of the organisation or PU responsible, the reason for the work, start date and duration of the works, or the completion date.

- 2.12 A new need for specific traffic management will be assessed to include the relaxation at weekends, or at the end of working shifts, to help reduce delays experienced at temporary traffic lights. The intention being to ensure two way traffic flow can resume where roadworks are not actually taking place, especially on traffic sensitive roads.
- 2.13 The area of the road taken up by roadworks will be assessed by the RST Inspectors, once work has commenced, to determine whether the extent of the occupied area could be reduced. If the area could be reduced, the Organisation or PU will be required to amend the site. This will potentially reduce the disruption to businesses and the public while work is progressing.
- 2.14 The customer should see improved and acceptable work sites. Sites should be clean and tidy with information boards indicating reasons and timings for the works. Standard and consistent styles of traffic management layouts, signs and barriers will give the customer a better understanding of roadworks restrictions and how they should be interpreted.
- 2.15 For all the major works, start and end dates or durations will be displayed and, if necessary, new explanations for delays to the completion of the work. Where possible, there will be advanced warnings to give the public notice of impending works.
- 2.16 There will be a new requirement to replace pedestrian crossing facilities where there is a need to close them, in the interest of safety for the duration of roadworks. This will include the use of temporary pedestrian crossing lights where work is of a duration of greater than three days.
- 2.17 Depending on the circumstances of particular projects, a publicity and communications strategy will be applied to work sites. This will require notification to the press/media, public, customers who live in or around the road being worked on, Neighbourhood Partnerships and Community Councils.
- 2.18 Additional resources have been provided in RST by employing a further two Inspectors on two year fixed term contracts. This additional resource will allow the inspection of 100% of all reinstatements carried out by PUs on Edinburgh's roads and pavements. Legislative powers available to Councils will continue to be used to support and enforce deviation from the standards. Recognition will be made by the Council of the Utilities and contractors who perform well. This recognition will be given in the annual performance report to this Committee and by letter to the Executive Officers of the PU concerned. More attention will be devoted to, and inspections undertaken, on the poor performers.



- 2.19 There will be an undertaking by all partners to produce where possible, a long term programme of work. It is believed that to improve the co-ordination of roadworks it is essential to plan ahead as far as possible. Having information regarding future potential works, three to five years in advance, will allow better co-ordination of work being carried out at the same location. This will enable the Council and PUs to reduce the need to carry out repairs within roads and pavements within a short time of each other.
- 2.20 It is essential that those affected by roadworks are informed in advance of the work. It is proposed to include Community Councils in the Communication Plan where work has a significant impact.
- 2.21 The benefits of these improvements are expected to include:
- A reduction in the disruption and delay caused by roadworks.
  - Significant improvement in the quality of reinstatement works.
  - A reduction in the need for further roadworks to address remedial work.
  - A clearer explanation for the customer, in relation to the reason for and clarification of the works, and any delays.
  - A higher profile of roadworks management so the public can see the proactive approach being taken by the Council. The public should have a more developed understanding of how works are managed, minimised and controlled.
  - All works will be undertaken in compliance with legislation.
  - Safer pedestrian management through a site.

## **Risks**

- 2.22 Although these powers and Agreements are in place, there is currently a gap in what can be achieved and what is actually achieved, on the ground. There are competing pressures on Council staff and PU supervisors, so the management of roadworks often does not get the priority it requires. The revitalisation of the ERWAA is intended to make this a greater priority. The employment of the two additional inspectors has allowed the Council to address this same pressure.
- 2.23 The delivery of the initiative is almost entirely dependant on the “buy in” from Partners, including PU managers, bus operators, the Police and members of the community.

- 2.24 Although Legislation, Specifications and Codes of Practice exist to govern roadworks carried out by the Council and PUs, it is essential that there is a co-ordinated approach to all roadworks. A consistent approach in monitoring and communication is essential to ensure all partners comply and adhere to the agreement. This will be achieved through discussions at the local, area and national meetings of the Roads and Utilities Committee and at the bi-monthly one-to-one liaison meetings with each utility.
- 2.25 A review will be required to ensure adequate resources are provided, by all partners, to maintain the additional work created by this agreement.
- 2.26 On the part of the Council, an element of this review will be to consider retaining the additional resource provided by the two inspectors, employed on two year fixed term contracts. Consideration needs to be given, in the forthcoming Service Review, to whether it will be possible to maintain the level of inspections required to meet this new Agreement.

### **Neighbourhood and Stakeholder Impact**

- 2.27 The active involvement of staff from Neighbourhood teams will be crucial to the success of the initiative and their early involvement in developing the communication processes is essential. Briefings to Neighbourhood Partnerships will put into context their role and responsibilities.
- 2.28 The impact of roadworks can affect the operation of bus services and the flow of traffic into and around the city. Public transport operators and the Police are major players in planning and co-ordinating roadworks through the CWTMG. Members of the CWTMG will be invited to feedback on the new arrangements.

### **Measuring Progress**

- 2.29 The measuring, monitoring and reporting on the performance and success of the Agreement will involve Neighbourhood staff, PU representatives and representatives from the public to undertake unofficial inspections and recording. As discussed in paragraph 2.6, this will include Neighbourhood Partnerships and other representative bodies being asked to nominate lay people to attend meetings to comments on their inspections and to provide the customers perspective on the works.
- 2.30 Inspection reports are shared with the PUs at present through National, Area and Local RAUC meetings. The ERWAA representative group will also review indicators specific to this Agreement.

- 2.31 The Performance/success of this Agreement will be reported to the Road Services Management team at regular intervals and the Transport and Environment Committee on a quarterly basis.
- 2.32 The Agreement will be managed by the RST with the support of the Neighbourhood Teams.
- 2.33 This proposal aims to improve communications with all interested parties and deliver a robust working relationship based on joint objectives to deliver infrastructure improvements in the city with minimal impact.

### **3. Recommendations**

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- 3.1 It is recommended that the Transport and Environment Committee:
  - 3.1.1 approves the change to the ERWAA; and
  - 3.1.2 notes that the performance of this revised Agreement is included in the quarterly performance reports currently presented to Committee.

**Mark Turley**

Director of Services for Communities

## Links

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<b>Coalition pledges</b>	<p>P28 Further strengthen links with the business community by developing and implementing strategies to promote and protect the economic well being of the city.</p> <p>P33 Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used.</p>
<b>Council outcomes</b>	<p>CO19 Attractive Places and Well Maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm.</p> <p>C21 Safe – Residents, visitors and businesses feel that Edinburgh is a safe city.</p> <p>C22 Moving efficiently – Edinburgh has a transport system that improves connectivity and is green, healthy and accessible.</p> <p>CO26 The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives.</p>
<b>Single Outcome Agreement</b>	<p>SO4 Edinburgh's communities are safer and have improved physical and social fabric.</p>
<b>Appendices</b>	<p>A – New Edinburgh Roadworks Ahead Agreement</p> <p>B – Old Edinburgh Roadworks Ahead Agreement</p> <p>C – Table of comments from consultation</p>

## **APPENDIX A**

### **NEW EDINBURGH ROADWORKS 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 had continued to perform well.

The demand for housing and 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, telecommunications, water and drainage, major developments will not be readily attracted to the City of Edinburgh.

However it is equally important the road network is managed in an effective and efficient manner, and the way in which Utility and other roadworks are co-ordinated with the City of Edinburgh Council's own works programmes, is a major element in achieving this aim. It is recognised that details of all works are communicated in a more efficient and effective manner to all partners customers.

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

The requirement to manage and co-ordinate roadworks, to reflect the special conditions in the City of Edinburgh and at the same time balance the needs of the public, customers and the future development of the city in a sustainable manner is essential.

This new ERWAA has been put in place with Public Utility Partners to ensure proper management arrangements are in place. And the required standards are met in undertaking roadworks 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 roadworks.

Accordingly, the following commitments have been made by the signatories:-

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

1. Improving communications and co-ordination between the Agreement Partners, through regular meetings with individual Utility Companies, and improving procedures for informing the public where they may be affected by roadworks operations, and ensure there is sufficient information boards provided on site.
2. The implementation of the Improved Communications Strategy.
3. Demonstrating that all staff involved in roadworks operations, receive adequate training in the management and maintenance of roadworks sites to acceptable standards. **The Roadworks (Qualifications of Supervisors and Operatives)(Scotland) Regulations**
4. An undertaking to supervise and monitor roadworks operations to ensure that all statutory and local 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 and if or where there is a delay to completing the works then the road is returned to traffic temporarily whenever practical and safe to do so. **Traffic Sensitivity and the strategic nature of the road should always be considered when doing so.** (ADDITIONAL WORDING)
6. **An undertaking to place notices on sites, for the other road and pavement users, where the road is occupied but where work has ceased. The notice shall explain the reason why no work is progressing and when it will recommence.** (NEW PARAGRAPH ADDED)
7. **Ensuring changes to the start date, duration and end date are communicated to the residents and other road and pavement users immediately by updating the information boards on site and by notifying the Council to enable them to inform customers as soon as possible.** (NEW PARAGRAPH ADDED)

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, especially on traffic sensitive roads, throughout the duration of the works. (NEW PARAGRAPH ADDED)
9. An undertaking to reduce the occupied area wherever possible and return road and pavement areas to public use as soon as reasonably practicable. This will involve the ongoing assessment of sites on a daily basis to ensure only necessary areas have been occupied. (NEW PARAGRAPH ADDED)

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

1. An undertaking to apply a Quality Assurance System that demonstrates a consistent approach of planning and execution of works which ensures the quality of materials and workmanship meet the required standards. Regular audits are carried out and that the records are available to the review team.
2. Ensuring that adequate supervision is provided for reinstatement works and staff are sufficiently trained and hold the appropriate level of recognised qualification.
3. Encouraging the use of new materials, products and processes that may provide a number of benefits being:
  - Reduced construction costs;
  - Reduced construction times;
  - Reduced disruption to traffic;
  - Reduced environmental impact;
  - Improved quality of reinstatements.
4. Ensuring traffic management, materials, workmanship and communications used in reinstatement works are of adequate quality, within specification and fit for purpose.

5. Ensuring all reported defects are dealt with appropriately and registered on the Street Works Register.
6. Encouraging the sharing of 'Best Practice'. (NEW PARAGRAPH ADDED)
7. An undertaking to put in place an effective inspection and monitoring process to ensure non-compliance is identified and rectified at the earliest opportunity eg by the introduction and implementation of additional resources to achieve this. (NEW PARAGRAPH ADDED)

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

1. The percentage of cores sampled and tested that fully comply with the requirements of the current Specification.
2. The percentage of materials sampled and tested that fully comply with the relevant specification.
3. The percentage of sample inspections that fully comply with the requirements of the relevant Codes of Practice.
4. The percentage of correct notices issued.
5. The percentage of sites where the traffic management fully complies with the requirements of the Safety of Street Works and Roadworks Code of Practice.
6. The number of outstanding items of defective apparatus. (NEW PARAGRAPH ADDED)
7. The number of outstanding defective reinstatements. (NEW PARAGRAPH ADDED)

**(D) TO IMPROVE SAFETY AT ROADWORKS 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 roadworks and that staff are sufficiently trained in this discipline and hold the appropriate recognised qualification.



3. Demonstrating that improvements to road safety are being achieved through effective planning and execution of roadworks operations.

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

1. Clearly defining the administrative and operational procedures for the exchange of accurate and reliable information.
2. An undertaking to co-operate with the requirements of the 'City Wide Traffic Management Group' (CWTMG) within the Council. (NEW PARAGRAPH ADDED)
3. Providing specific training for Operators of the SRWR electronic system, designers and works planners within the Agreement Partnership organisations, highlighting the importance and necessity for improving the quality, and accuracy of information provided on notices.
4. Identifying best and worst practice and disseminating information within the partnership to facilitate best practice.
5. Fully complying with the requirements of the relevant legislation and Codes of Practice with regards to notices.
6. Encouraging better co-operation to enable the Roadworks Authority to properly co-ordinate roadworks within the City of Edinburgh area and to ensure information is provided to achieve this.
7. 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.
8. These structures will be reviewed, updated and distributed to the Agreement Partnership organisations at the local RAUC meetings.
9. An undertaking to produce long term programmes, 3–5 years where possible, and place them on the register as 'Potential Work' to allow future planning and allowing improved co-ordination to avoid conflicting works between all partners. (NEW PARAGRAPH ADDED)

**(F) ESTABLISH A REVIEW TEAM TO PROVIDE REPORTS ON PROGRESS TOWARDS THE PARTNERSHIP'S STATED OBJECTIVES THROUGH:-**

1. The development and implementation of a monthly team monitoring programme.

2. The development and implementation of a representative group to discuss issues that customers perceive as not working. (NEW PARAGRAPH ADDED)

3. Providing data on performance, workmanship and quality required.

Performance Indicators, test results and the sharing of information will greatly assist with progress towards achieving the Agreement objectives. This will be used as a measure of the effectiveness of the Agreement partnership.

4. The working relationship between the Roadworks Authority and the Public Utility Companies is underpinned by the documents listed below. These documents encompass the current statutory requirements for all organisations involved in road and street works.

- New Roads and Street Works Act 1991.
- Transport (Scotland) Act 2005.
- Code of Practice for the Co-ordination of Works in Roads.
- Safety at Street Works and Roadworks – A Code of Practice.
- Specification for the Reinstatement of openings in Roads.
- Code of Practice for Inspections.
- Measures Necessary Where Apparatus is affected by Major Works (Diversionary Works).
- Best Practice in Street Works and Highway Works.
- All other relevant Advice notes to be found on the Scottish Roadworks Commissioners web site. (NEW POINT ADDED)

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

	<u>Organisation</u>	<u>Date</u>
Signature <i>on behalf of</i> -	The City of Edinburgh Council	
Signature <i>on behalf of</i> -	Vodafone (UPDATED)	
Signature <i>on behalf of</i> -	Openreach	
Signature <i>on behalf of</i> -	Scotland Gas Networks	
Signature <i>on behalf of</i> -	Scottish Water	
Signature <i>on behalf of</i> -	Scottish Power	
Signature <i>on behalf of</i> -	Telefonica (UPDATED)	
Signature <i>on behalf of</i> -	Virgin Media	

## EDINBURGH ROADWORKS 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 roadworks on the general public and reducing delays and disruption.
2. The Agreement Partners' will strive to provide work of the highest quality at all times, and will monitor the performance achieved.
3. Any planned roadworks, which are considered will cause significant delay and disruption or environmental impact on the public, will be given appropriate advanced publicity.
4. A Communications Strategy will be implemented to improve the information available to those, both directly and indirectly, affected by roadworks.
5. Any comments or complaints from the public will be fully investigated and responded to **within an appropriate timescale**.
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 Partner will monitor performance and publish an Annual Report.

## **EDINBURGH ROADWORKS AHEAD AGREEMENT**

### **IMPROVED COMMUNICATIONS STRATEGY**

The Edinburgh Roadworks Ahead Agreement stipulates that all partners are required to develop improved procedures for communicating with the members of the public that may be affected by their planned roadworks operations.

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

The attached matrix gives direction on the appropriate communications strategy to be adopted. These measures are based on the following criteria, road hierarchy and significance of operation.

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.
- 1.4 Cycle ways.
- 1.5 Footways – Prestige streets e.g. Princes Street and high amenity roads and pavements.
- 1.6 Footways – Primary walking routes, busy shopping centres and main routes linking interchanges between modes of transport.
- 1.7 Footways – Secondary walking routes.

#### **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**

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

## COMMUNICATIONS MATRIX

SIGNIFICANT IMPACT	Media	Letter drop to frontages and residents directly and/or house to house where affected by works	<b>Advanced Notice of Work to Community Councils</b> (NEW)	Advanced Notice of Works Signs	Roadside Information Boards	<b>Advanced Notice Timescale</b> (NEW)
Traffic sensitive streets: <i>Within prescribed hours</i>	X	X	X	X	X	<b>21 days</b>
Traffic sensitive streets: <i>Out-with prescribed hours</i>		X	X	X	X	<b>21 days</b>
Non-traffic sensitive streets		X	X	X	X	<b>14 days</b>

<b>SIGNIFICANT IMPACT</b>	<b>Media</b>	<b>Letter drop to frontages and residents directly and/or house to house where affected by works</b>	<b>Advanced Notice of Work to Community Councils / Cycling Organisations (NEW)</b>	<b>Advanced Notice of Works Signs</b>	<b>Roadside Information Boards</b>	<b>Advanced Notice Timescale (NEW)</b>
<b>Cycle ways</b>			X	X	X	<b>14 days</b>
<b>Footways: Prestige streets</b>	X	X	X	X	X	<b>21 days</b>
<b>Footways: Primary walking routes</b>		X	X	X	X	<b>21 days</b>
<b>Footways: Secondary walking routes</b>		X	X		X	<b>14 days</b>



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 (NEW)	Advanced Notice of Works Signs	Roadside Information Boards
Traffic sensitive streets: <i>Within prescribed hours</i>					X
Traffic sensitive streets: <i>Out-with prescribed hours</i>					X
Non-traffic sensitive streets					X

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 (NEW)	Advanced Notice of Works Signs	Roadside Information Boards
Cycle ways					X
Footways:					X
<i>Prestige streets</i>					
Footways:					X
<i>Primary walking routes</i>					
Footways: <i>Secondary walking routes</i>					X

## **EDINBURGH ROADWORKS AHEAD AGREEMENT**

### **PROCEDURES FOR MANAGING REQUIREMENTS**

#### **(A) A REDUCTION IN TRAFFIC CONGESTION CAUSED BY ROADWORKS OPERATIONS.**

Prior to the commencement of any roadworks operation regarded as “significant”, a pre-start meeting must be held, within an agreed timescale to which Police Scotland (Traffic Management Division), and all affected Bus Operating Companies will be invited. The meeting will discuss and agree the temporary traffic management arrangements which will be designed to minimise disruption and congestion.

All Partners will comply with the Improved Communications Strategy.

The City of Edinburgh Council as Roads Authority will be notified of the following information in advance:

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

All Partners agree to share advanced details of the location and timing of their planned works 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 Assurance System.

Regular audits will be carried out and reported upon to ensure compliance with Quality System requirements.

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

Site records will be completed to log all road work activities for roadworks defined as “significant”.

Site diaries may include comments on the following:

- Plant, labour & materials on site
- Traffic management evaluation
- Site safety evaluation
- Site cleanliness
- Damage to services

Quality Systems adopted will state the frequency for sampling and testing, including coring for all roadworks operations, defined as “significant”, to ensure that materials used in reinstatements are of adequate quality, are 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 roadworks operations.

The Partners will abide by the Roadworks Customer Charter and agree to attend regular meetings to discuss improved methods of working, material specifications, material testing results, quality audit results and the way forward for achieving continuous improvement.

They also agree to share information, and other relevant data, 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, staff training and qualification requirements.

The Partners agree to adopt procedures for the rapid resolution of issues of Health and Safety identified at road work sites. This will include recording of all incidents involving damage to persons or property caused, either directly or indirectly, by the roadworks 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 Roadworks Register are correct and accurate, are provided timeously and are in accordance with the requirements of current legislation and the relevant Codes of Practice.

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

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

In addition to the above, the Partners will share details of their operational staff structures, including contact names and telephone numbers. The information provided will be updated at the local RAUC meetings.

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

**(F) COMPLAINTS AND OBSERVATIONS FROM CUSTOMERS** (NEW PARAGRAPH ADDED)

Road and pavement users will be encouraged to report any observations and make complaints through the Clarence freephone number 0800 23 23 23.

The Partners agree to fully investigate, or take the necessary action to resolve and remedy complaints and observations from customers. The actions taken will be reported back to the complainant, if details are provided, stating the actions taken to resolve their complaint or observation.

**(G) PORTABLE TRAFFIC SIGNALS** (NEW PARAGRAPH ADDED)

Pedestrian crossings that have been switched off by either partner, to facilitate the safe undertaking of roadworks will consider the appropriate use of portable pedestrian crossing signals incorporating traffic control.

Sites where this is appropriate, and the duration of the works, prior to sanctioning these signals must be discussed in advance with the Council.

Where work with a duration of three days or less is scheduled, the Council will not require the installation of temporary pedestrian crossing lights. However, if the work on or near a crossing site cannot be repaired within three days, then portable pedestrian crossing lights require to be installed.

The safe passage of pedestrians should always be considered when deciding the appropriate traffic management for a site.

## APPENDIX B

### PREVIOUS EDINBURGH ROADWORKS AHEAD AGREEMENT

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 the City has been at the forefront of commercial development linked with a thriving business environment.

This is also associated with a demand for housing and retail support facilities, which has resulted in a need for an upgraded, reliable Utility infrastructure.

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

However it is equally important the road network is managed in an effective and efficient manner and the way in which Utility and other roadworks are co-ordinated with the City of Edinburgh Council's own works programmes, is a major element in achieving this aim.

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

The requirement to manage and co-ordinate roadworks, to reflect the special conditions in the City of Edinburgh and at the same time balance the needs of the public, customers and the future development of the city in a sustainable manner is essential.

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

Accordingly, the following commitments have been made by the signatories:-

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

1. Improving communications and co-ordination between the Agreement Partners through regular meetings with individual Utility Companies, and improving procedures for informing the public where they may be affected by roadworks operations, and ensure there is sufficient information boards provided on site.
2. The implementation of the Improved Communications Strategy.

- 3 Demonstrating that all staff involved in roadworks operations have receive adequate training in the management and maintenance of roadworks sites to acceptable standards. **The Roadworks (Qualifications of Supervisors and Operatives)(Scotland) Regulations.**
- 4 An undertaking to supervise and monitor roadworks operations to ensure that all statutory and local 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 and if there is a delay to completing the works then the road is returned to traffic temporarily whenever practical and safe to do so.

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

- 1 An undertaking to apply a Quality Assurance System that demonstrates a consistent approach of planning and execution of works which ensures the quality of materials and workmanship meet the required standards. Regular audits are carried out and that the records are available to the review team.
- 2 Ensuring that adequate supervision is provided for reinstatement works and staff are sufficiently trained and hold the appropriate level of recognised qualification.
- 3 Encouraging the use of new materials, products and processes that may provide a number of benefits being:
  - Reduced construction costs;
  - Reduced construction times;
  - Reduced disruption to traffic;
  - Reduced environmental impact;
  - Improved quality of reinstatements.
- 4 Ensuring traffic management, materials, workmanship and communications used in reinstatement works are of adequate quality, within specification and fit for purpose.
- 5 Ensuring all reported defects are dealt with appropriately and registered on the Street Works Register.

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

- 1 The percentage of cores sampled and tested that fully comply with the requirements of the current Specification.
- 2 The percentage of materials sampled and tested that fully comply with the relevant specification.
- 3 The percentage of sample inspections that fully comply with the requirements of the relevant Codes of Practice.
- 4 The percentage of correct notices issued.
- 5 The percentage of sites where the traffic management fully complies with the requirements of the Safety of Street Works and Roadworks Code of Practice.
- 6 The percentage of defects rectified within the specified timescale. (AMENDED)
- 7 The percentage of works that exceed the planned duration. (AMENDED)

**(D) TO IMPROVE SAFETY AT ROADWORKS 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 roadworks and that staff are sufficiently trained in this discipline and hold the appropriate recognised qualification.
- 3 Demonstrating that improvements to road safety are being achieved through effective planning and execution of roadworks operations.

**(H) TO IMPROVE THE ARRANGEMENTS FOR THE EFFECTIVE CO-ORDINATION AND MANAGEMENT OF ROADWORKS THROUGHOUT THE CITY OF EDINBURGH AREA BY:-**

- 1 Clearly defining the administrative and operational procedures for the exchange of accurate and reliable information.
- 2 Providing specific training for Operators of the SRWR electronic system, designers and works planners within the Agreement Partnership organisations, highlighting the importance and necessity for improving the quality, and accuracy of information provided on notices.
- 3 Identifying best and worst practice and disseminating information within the partnership to facilitate best practice.



- 4 Fully complying with the requirements of the relevant legislation and Codes of Practice with regards to notices.
- 5 Encouraging better co-operation to enable the Roadworks Authority to properly co-ordinate roadworks within the City of Edinburgh area and to ensure information is provided to achieve this.
- 6 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.
- 7 These structures will be reviewed, updated and distributed to the Agreement Partnership organisations at the local RAUC meetings.

**(F) ESTABLISH A REVIEW TEAM TO PROVIDE REPORTS ON PROGRESS TOWARDS THE PARTNERSHIP'S STATED OBJECTIVE THROUGH:-**

1. The development and implementation of a monthly team monitoring programme.
2. Providing data on performance, workmanship and quality required for Performance Indicators and test results and the sharing of information will greatly assist with progress towards achieving the Agreement objectives and will be used as a measure of the effectiveness of the Agreement partnership.
3. The working relationship between the Roadworks Authority and the Public Utility Companies is underpinned by the various documents listed below that encompass the current statutory requirements for all organisations involved in road and street works.
  - New Roads and Street Works Act 1991.
  - Transport (Scotland) Act 2005.
  - Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters.
  - Safety at Street Works and Roadworks – A Code of Practice.
  - Specification for the Reinstatement of openings in Highways – A Code of Practice.
  - Code of Practice for Inspections.
  - Measures Necessary Where Apparatus is affected by Major Works (Diversionary Works).
  - Best Practice in Street Works and Highway Works.

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

**Organisation**

**Date**

.....

**Signature on behalf of -**

**The City of Edinburgh Council**

.....

**Signature on behalf of -**

**Cable & Wireless**(UPDATED)

.....

**Signature on behalf of -**

**Royal Mail**

.....

**Signature on behalf of -**

**Scotia Gas Networks**

.....

**Signature on behalf of -**

**Scottish Water**

.....

**Signature on behalf of -**

**Scottish Power Systems**

.....

**Signature on behalf of -**

**Thus** (UPDATED)

.....

**Signature on behalf of -**

**Virgin Media**

.....

**Signature on behalf of -**

**Openreach**

## **EDINBURGH ROADWORKS 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 roadworks 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 roadworks, which are considered will cause significant delay and disruption or environmental impact on the community, will be given appropriate advanced publicity.
- 4 A Communications Strategy will be implemented to improve the information available to those both directly and indirectly affected by roadworks.
- 5 Any comments or complaints from the public will be fully investigated and responded to.
- 6 On major works a representative of the undertaker, 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 ROADWORKS AHEAD AGREEMENT

## IMPROVED COMMUNICATIONS STRATEGY

The Edinburgh Roadworks Ahead Agreement stipulates that all partners are required to develop improved procedures for communicating with the members of the public that may be affected by their planned roadworks 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 attached matrix gives direction on the appropriate communications strategy to be adopted. These measures are based on the following two criteria, road hierarchy and significance of operation.

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.
- 1.4 Cycle ways.
- 1.5 Foot ways – Prestige streets e.g. Princes Street.
- 1.6 Footways – Primary walking routes, busy shopping centres and main routes linking interchanges between modes of transport.
- 1.7 Footways – Secondary walking routes.

### **2.0 SIGNIFICANCE OF OPERATIONS.**

- 2.1 Any road closure.
- 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

- 1 The organisation responsible for the works.
- 2 The reason for works.
- 3 A contact telephone number.
- 4 The estimated length of time of operation / restrictions. (REMOVED)

## COMMUNICATIONS MATRIX

SIGNIFICANT IMPACT	Media	Letter drop to frontages and residents directly and/or house to house where affected by works	Advanced Notice of Works Signs	Roadside Information Boards
Traffic sensitive streets: <i>Within prescribed hours</i>	X	X	X	X
Traffic sensitive streets: <i>Out-with prescribed hours</i>		X	X	X
Non-traffic sensitive streets		X	X	X
Cycle ways			X	X
Footways: <i>Prestige streets</i>	X	X	X	X
Footways: <i>Primary walking routes</i>		X	X	X
Footways: <i>Secondary walking routes</i>		X		X

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 Works Signs	Roadside Information Boards
Traffic sensitive streets: <i>Within prescribed hours</i>				X
Traffic sensitive streets: <i>Out-with prescribed hours</i>				X
Non-traffic sensitive streets				X
Cycle ways				X
Footways: <i>Prestige streets</i>				X
Footways: <i>Primary walking routes</i>				X
Footways: <i>Secondary walking routes</i>				X

**EDINBURGH ROADWORKS AHEAD AGREEMENT  
PROCEDURES FOR MANAGING REQUIREMENTS**

**(A) A REDUCTION IN TRAFFIC CONGESTION CAUSED BY ROADWORKS OPERATIONS.**

Prior to any roadworks operation regarded as “significant”, commencing on site, a pre-start meeting must be held, within an agreed timescale to which Lothian and Borders Police Traffic Management Division and all affected Bus Operating Companies will be invited. The meeting will discuss and agree the temporary traffic management arrangements which will be designed to minimise disruption and congestion.

All Partners will comply with the Improved Communications Strategy.

The Roadworks Authority will be notified 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 Assurance System.

Regular audits will be carried out and reported upon to ensure compliance with Quality System requirements.

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

Site records will be completed to log all activities for roadworks defined as “significant”.



Site diaries may include comments on the following:

- Plant, labour & materials on site
- Traffic management evaluation
- Site safety evaluation
- Site cleanliness
- Damage to services

Quality Systems adopted will state the frequencies for sampling and testing, including coring, for all roadworks operations defined as “significant” to ensure that materials used in reinstatements are of adequate 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 roadworks operations.

The Partners will abide by the Roadworks Customer Charter and agree to attend regular meetings to discuss improved methods of working, material specifications, material testing results, report on quality audit results and the way forward for achieving continuous improvement.

They also agree to share information, and other relevant data, 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 roadworks sites. This will include recording of all incidents involving damage to persons or property caused either directly or indirectly by the roadworks operations.

**(E) IMPROVEMENT OF OPERATIONAL PROCEDURES.**

The Partners will ensure that the information provided on all notices, and responses to notices, is correct and accurate, is provided timeously and in accordance with the requirements of current legislation and relevant Codes of Practice.

The Partners will co-operate to enable roadworks within the City of Edinburgh area to be co-ordinated and agree to the disclosure of all 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 RAUC 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) THE REVIEW TEAM. (REMOVED)**

A team will be formed from the partners on one full day a month to inspect and audit individual roadworks sites. The team will comprise of one roadworks authority representative and three Utility representatives and an invited member of the community. 'Live' sites will be randomly chosen from the 'Street Works Register' and visited by the team who will complete a 'Performance Monitor Form' which will address issues such as signing, safety, tidiness, quality of work and disruption to the public. Each site will be scored and these will be taken forward to overall scores for each road undertaker.

## APPENDIX C

Community Council Comment	Response
<p><b>Stockbridge and Inverleith</b></p> <p>The agreement drawn up seems very sensible and it is high time that the waste of money and inconvenience caused by the lack of liaison between the utility companies etc was dealt with. However I am not sure an agreement of this sort will be sufficient - there needs to be some sort of sanction on companies that do bad work and cause unnecessary disruption - it probably needs to hurt them financially as well as making bad publicity for the company involved.</p>	<p>There are existing Fixed Penalties that can be imposed on Utilities for not complying with co-ordination requirements through the Scottish Roadworks Register. There are measures contained within Legislation that will be utilised to ensure compliance with co-ordination and specification.</p>
<p><b>Morningside Community Council</b></p> <p>I have read through the document and think it is extremely comprehensive - however a policy is only as good as its implementation and therefore in order to be effective, the monitoring process MUST be fully implemented.</p> <p>I also notice that no time limit is given on re-instatement defects (I realise that this may be indicated in one of the acts cited). I feel that a time should be included in the policy and that it should be long enough for any defects to show up. Perhaps the agencies should be required to post a bond which is retained for say 3 - 5 years and paid back after this time if all is well.</p>	<p>The implementation will be carried out by Roads teams within Transport and the Neighbourhood Areas.</p> <p>The time limit for correcting any defective reinstatement is contained within existing Legislation and cannot be changed within this agreement, however it is hoped that the repeat inspections (every 17 days), for which the Council can charge, will be minimised by the partner agreement.</p> <p>A consultation document was completed at the request of Transport Scotland, where a suggestion to extend the warranty period for defects was made.</p>

<p><b>Morningside Community Council cont.</b></p> <p>Thank you for circulating the draft “Edinburgh Roadworks Ahead Agreement”. On behalf of Morningside Community Council, I would like to commend the content. We particularly welcome the commitment to an improved communication strategy for those directly and indirectly affected by works. We hope that the Agreement will be fully implemented by all the signatories.</p>	<p>No comment required</p>
<p><b>Trinity Community Council</b></p> <p>While the document is full of good intentions, there is no mention of sanctions for default. This seems a serious omission which could well undermine the effectiveness of the Agreement</p> <p>it appears that monitoring will be undertaken by CEC officials and the utility partners – there is no provision for independent monitoring nor for online facilities to enable members of the public to log issues</p> <p>the specification of minor contact detail suggests a lack of good relationships for which rules-based procedures would offer a poor substitute</p>	<p>Sanctions already exist within Legislation and it is believed these are sufficient to manage non conformance.</p> <p>There will be further publicity regarding how our customers can report defects and particular Work that is being carried out in an unsafe manner. This agreement will be on the Councils web site for all to view. This agreement applies not only to Utility work but all work carried out on the roads and pavements.</p> <p>Members of the public will have an opportunity to report on this agreement through customer contact forms, survey and directly at meetings where representatives will be invited to attend.</p>
<p><b>Ratho &amp; District Community Council</b></p> <p>Welcomes these proposals, particularly with a view to improving communications with road users.</p> <p>Adoption of paragraphs in (A) – ‘To Minimise Traffic Congestion ...’ Paragraphs 5, 6 and 7; would significantly reduce frustration of pedestrians and drivers but we have found that</p>	<p>The amended Communications Strategy should improve this.</p>

<p>communication with the public tends to be forgotten after the initial planning stage.</p> <p>The following minor amendments are suggested as an aid to clear communication:</p> <p>Front page of the ERWAA; Paragraph 7: “ to reflect the special condition in the City of Edinburgh including its rural areas...”</p> <p>The Customer Charter; Paragraph 4: “The Strategy will be written in Plain English and in standard typeface.”</p> <p>The Customer Charter; Paragraph 5: “responded to in an agreed timescale.”</p> <p>On the “Information to be provided” page; “The information provided will be written in Plain English and in clear typeface to allow access by partially sighted people.” (Equalities impact)</p> <p>In the Communications Matrix: Routes to Schools should receive its own place in the Communications Matrix.</p> <p>In the Communications Matrix: Community Councils should receive email advice about all proposed works. (This will allow them to provide information and possibly coordinate concerns, thereby lessening unnecessary correspondence with contractors.</p>	<p>“ .. Including its rural areas..” could be included within the paragraph however all areas are included in the City of Edinburgh Council without identifying one area over another or rural over urban areas.</p> <p>This will be communicated to all Partners as a requirement without the need to include it within the paragraph.</p> <p>Para 5 has been amended to state that comments or complaints will be responded to “within an appropriate timescale”.</p> <p>There are Codes of Practice and Specifications that require to be followed that dictate the type face and size of font for signs. These cannot be changed. However, the “information signs” that are supplementary to these can be developed in line with any Equalities requirements.</p> <p>Local Neighbourhoods and/or Community Councils would notify local schools affected by the works. Also, advance signage for proposed works would provide sufficient information.</p> <p>There are over 7500 openings by Utilities in each year. It is not possible, given the current staff resources, to notifying every item of proposed work. This type of communication is being considered as part of the current Transport Service Review.</p>
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<p>In "Procedures for Managing Requirements" part (F): An appropriate timescale should be included here.</p>	<p>Negotiations will be undertaken to determine a standard response time that can be met by all partners.</p>
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