

# managing

## street works in cambridgeshire

In addition every Utility Company supervisor and at least one operative on the site must have training and accreditation in carrying out street works.

### HOW DO I KNOW WHO IS DOING THE WORKS?

The contractor should have a courtesy board on site advising who they are, the Utility Company they are working for and contact telephone numbers. On small works this information may be displayed on the contractors vehicle.

### WHAT CAN GO WRONG?

The County Council and the Utility Companies have computerised systems for planning, notification and logging of highway and utility works. These systems rely on human input so errors do sometimes occur particularly in locating works accurately.

Emergency works cannot be planned and as such can cause extensive disruption to traffic flows and local businesses.

Whilst every effort is put into planning works there is always the potential for unforeseen problems arising with assets under the highway which cannot be seen until the excavation takes place. This may prolong works.

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### WHO CAN I CONTACT TO REPORT PROBLEMS WITH STREET WORKS?

Problems can be reported to the Street Works Co-ordination Manager on 0845 045 5212 during normal office hours.

Any highway defects can be reported on line to the County Council website or to the local Highways office. A map showing the areas covered and telephone numbers are shown elsewhere in the leaflet.

### TELEPHONE NUMBERS FOR UTILITY COMPANIES:

Anglian Water	08457 145 145
British Telecom	0800 917 3993
Cambridge Water	01223 403000
Transco	0800 111 999
24Seven	0800 783 8838

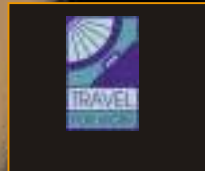


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### WHICH ROADS DO WE MANAGE?

There is a network of 2700 miles of road in Cambridgeshire, which is managed by the County Council as Highway Authority. The Motorway & Trunk Road Network is managed by Highways Agency through various contractual arrangements. There are four trunk road Managing Agents working for Highways Agency in Cambridgeshire.

### WHAT ARE STREET WORKS?

Any works carried out in the public highway by the Highway Authority or by Utility Companies providing essential services like electricity, gas, water & telecoms. There are approximately 20000 utility excavations in Cambridgeshire each year.

### WHAT STATUTORY RIGHTS DO UTILITY COMPANIES ENJOY?

Utility companies have a statutory right to install their equipment in or on the Highway. The term Highway includes carriageways, footways and roadside wastes or verges.

### WHAT RIGHT HAVE UTILITY COMPANIES TO DIG UP NEW ROAD AND FOOTWAY SURFACES?

Utility companies cannot excavate to lay new mains in surfaces less than 12 months old providing that the Highway Authority has served the appropriate notices under the provisions of the New Roads & Street Works Act 1991. They can however excavate in surfaces less than 12 months old to lay service connections to individual premises.

Utility Companies have statutory requirements within their industry sector to provide consumers with service within specified timescales. Telephone numbers for the main Utility Companies can be found at the end of this leaflet.

Under the provisions of the New Roads & Street Works Act 1991 the Highway Authority has a duty to co-ordinate street works and the utility companies have a duty to co-operate.

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### HOW DOES THIS WORK?

Notices of planned works are exchanged electronically between the Highway Authority and the Utility companies. The notification period varies according to the size and complexity of the works. These are then co-ordinated by the County Council Street Works Co-ordination Manager.

The works notices sent out by the utility company must specify a time period for the works. If this is exceeded without adequate reason or application for extension of time the County Council can impose a charge on the utility company.

County Co-ordination Meetings are held quarterly where advance notice of Highway Authority & Utility major schemes can be forward planned and co-ordinated.

### WHAT HAPPENS WITH SMALL WORKS?

Approximately 90% of excavations are for service connections and repairs and are only notified late afternoon of the day before the works are carried out. This complies with the requirements of the New Roads and Street Works Act but makes it almost impossible to co-ordinate minor works.

The County Council website has a map portal where utility companies, planners and the public can see on a map base where utility works are in progress or planned. This is automatically updated over night as works notices are received into our Street Works Register. This enables utility planners to schedule their works either to avoid the area or utilise road closures which may be in place for other works.

### WHAT HAPPENS WITH EMERGENCY REPAIRS?

Utility Companies sometimes have to carry out emergency repairs to restore services. These cannot be planned and consequently cause disruption particularly on heavily used routes. The Utility Company still has to notify the work in retrospect so the reinstatement can be inspected by the County Council.

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### ARE THERE ANY RESTRICTIONS ON WORKS AT PEAK TRAFFIC TIMES?

The County Council and Utility companies have agreed a network of traffic sensitive routes using nationally agreed traffic flow guidelines where work will not be carried out at times of peak flows unless this is absolutely unavoidable.

The Utility Companies have to give 28 days notice of planned works on these routes, which allows time to plan suitable traffic management measures, or diversionary routes where work at peak flow times is unavoidable.

### WHO IS RESPONSIBLE FOR THE SURFACE REINSTATEMENT FOLLOWING EXCAVATION?

The Utility Company has to guarantee the reinstatement carried out for a minimum of two years from the date of permanent reinstatement. Temporary reinstatements have to be made permanent within six months of the works completion date.

### HOW CAN I FIND OUT ABOUT PLANNED WORKS?

This is available on the County Council's website along with dates of major events like Duxford Air Shows, which may cause traffic disruption. We also issue press releases to advise of the larger works, which are likely to disrupt traffic flows.

### WHO CHECKS THE STANDARD OF UTILITY REINSTATEMENTS?

This is done by the County Council's Street Works team based at our East Highways Division office. We comply with the National Code of Practice for Inspections and check a total of 30% of excavation and repairs.

In addition we carry out regular coring tests to check compliance with specification. Results are reported quarterly to Utility Companies and annually to the Council's Scrutiny Committee.

