

## Mayor's Code of Conduct for Road Works 2012

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### Introduction/Background

Road works are undertaken by utilities and by TfL and the 33 London Boroughs as highway authorities and by others such as The Royal Parks. They are a vital part of delivering essential utility services and also facilitating much needed development and improvements to the public realm to ensure that it remains in a fit and proper state of repair. However, road works also cause significant delay and disruption to the road network and frustration to all road users.

There are almost 10 million car trips, over half a million cycle trips, and around six million bus passenger journeys on London's roads every day. Almost all freight is carried on the roads. Overall, four out of every five journeys in London depend entirely on the smooth operation of its road network. The average daily traffic flow in London is 40 per cent higher than average flows in other urban areas of England (e.g. Tyne & Wear, Greater Manchester, Merseyside, etc).

There are also large numbers of pedestrians who use London's roads. For example in the City of Westminster alone its daytime population is over 1.1million people and up to 40,000 pedestrians use Oxford Circus in the peak period.

The 34 Highway Authorities in London manage around 13,000 km of road. In addition, there are approximately 71 utilities and a number of smaller licensed operators currently undertaking road works.

Since the Mayor of London was elected in May 2008, a significant number of measures and initiatives have been delivered across London to help tackle the problem of road works within London.

In April 2009, and revised a year later, the Mayor launched the first Code of Conduct for Road works. This Code is currently signed up to by the six major utility companies operating in London (BT Openreach, UK Power Networks, National Grid Gas, Southern Gas Networks, Thames Water and Virgin Media), TfL and London's 33 Borough highway authorities (represented by London Councils). The Code is supported by the National Joint Utilities Group Ltd (NJUG), who themselves launched a similar national code of practice, in the Summer of 2010, based on the Mayor of London's model.

The London Permit Scheme was introduced on the 11 January 2010 by TfL and 16 other highway authorities with two further authorities joined in April of the same year. A total of 27 boroughs and TfL have now joined the Permit scheme, with the remaining 6 boroughs expected to operate the scheme from Autumn 2012.

The London Permit Scheme and the Mayor's Code of Conduct for Road Works have helped to reduce the amount of disruption on London's roads caused by road works. These initiatives have resulted in:

- An increase of 147 per cent in the number of recorded days of disruption saved through joint working and collaboration
- A 25% reduction in the hours of serious and severe congestion caused by planned road works in 2010/11 compared to 2009/10 across London
- A reduction in the total number of works undertaken by utilities of 17% within permitting authorities as compared to only 7% in non-permitting authorities, saving approximately 149,136 days of streetworks within those authorities.

In September 2011 the Mayor announced further measures to tackle disruptive road works on London's streets, building on the achievements in tackling this issue made over the previous three years.

The Mayor issued a pledge to clearly outline to Londoners the standards they should expect to see from road works sites and also called on borough highway authorities to do the same and hold all works promoters working on their streets fully to account.

The Mayor's pledge is that all road works on London's streets should:

- **Be tidy and safe** with a clutter-free site so it is safe for pedestrians, cyclists and other road users.
- **Always explain what's happening** through detailed, clear and consistent signage.
- **Always have activity on site** or, if not, explain why (for example if concrete is drying).
- **Take up as little road / pavement space as possible** with a compact working area and eliminating the unnecessary use of cones, safety barriers and storage of materials.
- **Help keep London moving** by working outside peak hours, re-opening the road to traffic at peak times and, where this is not possible, working 24/7 or extended hours to complete works as quickly as possible. Diversion routes should be clearly signed.

Those organisations involved in the management and execution of road works have taken on board the Mayor's Pledge. This revision of the Code of Conduct reflects the developing nature of the partnership between the various parties involved, seeking to collectively raise the standard of road works undertaken across London and reduce their impact on the travelling public, in terms of traffic disruption and other impacts. This includes the environmental impact of the works and all signatories are encouraged to ensure that their contractors do not allow vehicle engines to be left idling unnecessarily. The revised Code applies to all those involved in road works including works promoters and traffic authorities and specifically identifies the actions and/or commitments each of the parties signed up to it are now undertaking, and the specific performance measures and/or targets that will demonstrate overall progress in our collective efforts to reduce unnecessary disruption from road works. Those signing

up to this Code also sign up to the provision of information relating to the measures so far as reasonably practicable

More information about the new Code of Conduct and how this fits into the Mayor's pledge is set out below.

## Tidy and Safe

First impressions of work sites are important and even the best managed sites can be let down by the presence of damaged or dirty signs and barriers. Signatories to the Mayor's Code will therefore use signs, barriers and cones that are in good condition and undamaged and will not be obscured or partially obscured by any other plant or material that may be on site.

Plant, equipment and material within the work site will be stored in a neat, tidy and safe manner at all times. At the end of each day works promoters are encouraged to sweep the site of excess debris so that it is left in a tidy manner and to cover any deep excavations so far as reasonably practicable or make them secure with adequate edge protection.

Where they are used, works promoters will ensure that barriers are locked together and do not take up more room than necessary. All spoil will be kept within the barriers, removed regularly and kept to a minimum. Locking barriers is a simple and effective way to ensure that a work site is kept tidy and secure and especially during periods of inclement weather when barriers can easily become dislodged and cause a safety hazard as well as looking unsightly.

All sites will meet the minimum standards set out by the Government's Code of Practice- Safety at Street Works and Road Works. The measures for this pledge are set out in table 1 below:

Pledge 1 - Tidy and Safe			
Actions	Measures	Current performance	Target
Keep all sites tidy and safe	Reduction in number of Report It complaints regarding untidy sites	926 pro rata for first year	834 (10% reduction)
Adherence to safety code of practice on road works	Number of failed inspections as a % of sample A inspections undertaken	TLRN 13.3 % *Borough 13.4%	10% failure rate
Increase in number of contractors adopting blind spot warning systems to protect pedestrians and cyclists	Number of contractors adopting the equipment as reported by the works promoter	Current No to be advised by works promoters	Target to be agreed

\* Data from first year permit report from the initial 19 LoPS Authorities

Table 1

## Explain what’s happening

The signatories to this Code recognise the importance of adequate signage at all works and the value of providing clear and concise information to the public including details of the works, who is carrying out the works with relevant contact details, and their likely completion date. The Mayor’s Code of Conduct will ensure that works promoters will provide this information to the public together with an update on the progress of works. This is particularly important for sites that are to be unattended for any length of time. The Mayor has already ensured that members of the public can find out what works are taking place on London’s Roads and the public can access this information at <http://public.londonworks.gov.uk/roadworks>

Works promoters will ensure adequate information boards are placed on site. Depending upon the size of the site this may mean more than one will need to be present. For example if a works promoter was working across a four way junction it would make sense to erect four information boards on each of the approaches.

The type of information contained on the information board is critical to helping improve the image of street works and road works. There is a balance to be struck in terms of information overload and adequate information. It is therefore important that we aim to highlight just the key areas of interest.

A good example of an information board should include:

- The works promoter’s name
- The contractor’s name
- The associated permit number that the works are being carried out under
- A plain English description of the works that are being carried out
- The expected completion date of the works
- Contact numbers – for both non urgent and urgent enquires
- The working hours

The measures for this pledge are set out in table 2 below

<b>Pledge 2 - Always Explain what’s happening</b>			
Actions	Measures	Current performance	Target
Promoting/explaining what’s happening on road works by providing information to stakeholders.	Number of signatories signing up to the use of enhanced information boards	6 utilities plus TfL on major and standard works	All signatories to provide enhanced information boards for all planned works
Always Explain what is happening on site.	Reduction in number of Report It complaints regarding lack of signage	1231 pro rata for first year	1108 (10% reduction)

Table 2

## Always have activity on site

It is vital that works are completed in a prompt and timely manner to enable road space to be returned to public use in the shortest possible time. However, a common complaint from the public is an apparent lack of activity on site leaving the impression that the road is occupied for longer than is absolutely necessary. Often this apparent lack of activity is for a valid reason, for example, when concrete or asphalt has been laid and time is needed for it to harden. There are also times during the day when noisy works are not allowed due to local environmental health constraints.

It is therefore important to always have work on-going during permitted working hours where practicable or, if for any reason this is not possible (e.g. concrete curing etc.), having clear information signs explaining why.

The signatories to this Code will ensure that the impact of those works is minimised. In particular, on major routes or on locations where their works have a high impact and will ensure that works take place for as long as possible during the day and that works are not left unattended unnecessarily and sign up to:

- Work extended hours to complete works as quickly as possible (subject to noise constraints imposed by Borough EHO in consideration of local residents).
- Explain any inactivity during permitted working hours with on site signage.
- Plan works and resources effectively to ensure there are no unnecessary delays in reopening road space to users (including general traffic, buses cyclists and pedestrians).

The measures for this pledge are set out in table 3 below.

Pledge 3 - Always have activity on site			
Actions	Measures	Current performance	Target
Reducing work durations	Average duration of work types	TLRN – Major – 25.1 Standard – 5.8 Minor -1.7 Immediate- 2  *LoPS Authorities Major – 42.1 Standard – 8.4 Minor -2.7 Immediate- 3.5	TLRN: 23.8 (5% reduction) 5.5 (3% reduction) 1.6 (3% reduction) 1.9 (3% reduction)  LoPS Authorities 40 (5% reduction) 8.1 (3% reduction) 2.6 (3% reduction) 3.4 (3% reduction)
Always having activity on site or an explanation of why work is not taking place.	Reduction in number of Report It complaints regarding sites being left unattended and materials remaining	3177 pro rata for first year	2860 (10% reduction)
Customer Satisfaction with the speed with which essential road works are carried out	Satisfaction measure in annual Streets Management Customer Satisfaction Survey Report	26% satisfied (Streets Management CSS 2011)	28% satisfied

\* Data from first year permit report from the initial 19 LoPS Authorities

Table 3

## Take up as little road/pavement space as possible

As set out above it is important that works sites are tidy and well signed. However, notwithstanding this requirement, it is still possible that works are unnecessarily disruptive because too much road space has been taken up. It is important that safety standards are adhered to. However, it is also important that works promoters plan, manage and implement works on site in a way that minimises the amount of carriageway and footway space taken by road works at all times.

At the works planning stage works promoters should look into the possibility of storing some materials off site until such time as they are required on site. For example large sections of pipe or ducting may not all be required from the beginning of the excavation phase. Instead they may be able to be delivered to site on a daily or weekly basis thus reducing the amount of space taken up by such plant.

It is important that works promoters:

- Plan, manage and implement works on site in a way that minimises the amount of carriageway and footway space taken for road works at all times
- Do not use unnecessary cones and barriers
- Remove barriers during peak times where this is possible
- Use technology such as road plates free up road space during peak hours and when there is inactivity on site to help both pedestrians and drivers gain use of the footways and carriageways.
- Where practicable, promote the use of non excavation techniques, such as thrust boring, pipe insertion, use of existing and or new main or service subway, trench sharing etc.

The measures for this pledge are set out in table 4 below

<b>Pledge 4 - Take up as little road/pavement space as possible</b>			
Actions	Measures	Current performance	Target
Promoters to provide clear traffic management plans designed to minimise disruption and Authorities to provide clear feedback on the quality of the information provided.	Number of permit refusals due to lack of clear traffic management plan provision	TLRN – 1560 (refusal codes 13 and 17)  Boroughs Codes not yet used	TLRN -1482 (5% reduction)  Boroughs Introduce standard refusal codes
Minimising Number of Report It complaints on disrupting traffic	Reduction in number of Report It complaints regarding unnecessary coning off	3010 pro rata for first year	2710 (10% reduction)
Customer satisfaction - with how often they encounter street works that require road closures.	Surveys on road works	36% are satisfied	38% satisfied

Table 4

## Help keep London moving

Finally, it is imperative that Authorities and works promoters work together to help keep London moving.

Measures that will help to keep London moving include:

- Promoters working outside of peak hours, re-opening the road to traffic at peak times.
- A reduction in the number of road works and the duration of those works
- An increase in the number of works taking place collaboratively in the same road space
- Providing better pedestrian diversion signs based upon the Legible London way-finding signs.

The measures for this pledge are set out in table 5 below

Pledge 5 - Help keep London Moving			
Actions	Measures	Current Performance	Target
Minimising the number of road works	Number of works starting	TLRN – 42038  Boroughs Figures not yet collated	TLRN- 39937 (5% reduction)  Boroughs Introduce measure for Principal Route Network
Reduce serious and severe disruption London Wide caused by planned works	Serious and severe disruption	575 (2010/11 figure)	546 (5% reduction)
Promoting/Co-ordinating more joint working	No of days disruption avoided through collaborative works and early engagement	TLRN - 1315 *Boroughs – 739 (cumulative)	TLRN - 4000 Boroughs - 1500
Using innovative technology to reduce disruption	Number sites where innovative technology has been used (provided by works promoter) on footways and carriageways e.g road plates, core and vac	Figures not yet collated	Works promoters to sign up to providing information to Highway authorities about the use of innovative technology
Undertake more works out of hours	Number of works with out of hours tick box	TLRN 6221  Boroughs Figures not yet collated	TLRN 6843 (10% increase) Boroughs – Sign up to collating information
Ensuring the quality & timelines of advance notifications and sharing long term plans	Number of forward planning EToNs and transactions to LondonWorks	TfL -921  Other promoters 68 as at Dec 11	TfL – 1015  Other promoters 136

\*Data from first year permit report from the initial 19 LoPS Authorities

Table 5

## Customer Satisfaction

The Mayor strongly believes that the adoption of his pledge will help to keep London Moving. However, it is important to ensure that the public are happy with the progress being made and so the final measures will be based on customer satisfaction.

To help Londoners report disruptive or badly managed road works that don't meet this criteria, the Mayor and TfL have updated and improved the 'Report It' system on the TfL website, to allow people to identify and report issues quicker. By visiting [www.tfl.gov.uk/roadworks](http://www.tfl.gov.uk/roadworks), or by tweeting @report It with the hashtag #roadworks, complaints can be sent directly to the highway authority responsible, ensuring that direct and swift action can be taken. All road works on the TfL Road Network (TLRN) will be monitored on a daily basis.

The Report IT web-site also contains a section on customer satisfaction where the public can provide feedback and this will be used as a means to monitor customer satisfaction.

Customer Satisfaction			
Actions	Measures	Current Performance	Target
Management of customer enquiries through Report IT and ensuring the quality of replies to improve satisfaction	Report IT response levels	TLRN – 100% Borough 45%	TLRN – 100% Boroughs - 95%
Customer Satisfaction with the way that essential road works are managed.	Customer satisfaction recorded in annual Streets Management Customer Satisfaction Survey	28% are satisfied	30% satisfied

Table 6

May 2012

**SIGNED BY:**

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**Isabel Dedring, Deputy Mayor for Transport**

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**Garrett Emmerson, Transport for London**

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**Nick Lester, London Councils**

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**Mike Galvin, Openreach (a BT Group Company)**

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**Ed Syson, National Grid Gas**

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**Malcolm Russell, Southern Gas Networks**

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**Patrick Clarke, UK Power Networks**

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**Nick Harris, Thames Water**

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**Paul Buttery, Virgin Media**

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