

# London Borough of Barnet Utilities and Highways Charter



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# Foreword

This charter is the culmination of a six-month collaboration between our Utility promoters, contractors and the London Borough of Barnet. Jointly, we have explored new ways of working through this Charter. The intention is that we will continue to work collaboratively with our partners to minimise the pressure on the highways network. This will be the first Charter of its nature in London to be adopted by a London borough, and I would like to thank all involved for their support and commitment.

The Council was an early adopter of the London Permit Scheme (LoPS) in 2010. This charter builds on the scheme to ensure a collaborative approach is taken when working to the requirements set out with LoPs.

It's our intention that the Charter will act as a reference point for all those working on the roads and footways in Barnet. It promotes a collaborative and innovative culture.

By signing up to the principles and ways of working contained in the Charter, we are formalising best practice for collaboration on street works on the highways network, as well as increasing the level and quality of communications relating to the notification of works and the promotion of efficient working practices.

**Councillor Dean Cohen, Chairman of the Environment Committee.**

# Executive Summary

This Charter is the result of a common desire to improve access to Barnet's roads for the benefit of all residents, businesses and visitors, making the Borough a safer, healthier, and more desirable place to live and work.

Barnet is a thriving north London Borough. Its 33 square miles is home to approximately 402,000 residents, supported by a vibrant local economy. This places stress on the established road network, with Barnet Council permitting thousands of street work schemes each year. The Council and its Utility and promoter partners are keen to formalise a coordinated and collaborative approach to maintaining the road network, and this Charter is an important step in in this process.

Close collaboration across all those working on the road network is key to improving the efficiency and reducing congestion. Key elements include:

- An absolute requirement for collaborative working between promoters, Utilities and the Council to achieve a first-time approach to reinstatement.
- A structured and coordinated approach to the deployment of Temporary Traffic signals. While temporary traffic signals may be safe and effective, the type of signalling used needs to be appropriate to the situation encountered.
- Clarification of the expectations and responsibilities of promoters and the Barnet Street Works team ensuring we remain fully compliant with the London Permit Scheme (LoPS).
- Practical steps to managing and communicating works and works extensions, and clarification of the Council's expectations in relation to works around sensitive locations.
- Clarification of the requirements on promoters to communicate with stakeholders prior to planned works and making clear that the Council will support the promoter in fulfilling these duties. Timescales are clarified where proposed works have an impact on stakeholders, such as TfL.
- Clarification of the responsibilities of promoters in respect of compliance Barnet's inspection regimes
- A positive approach to the adoption of innovative methods, promoting new, more efficient, faster, and safer ways of working.
- Clarification of methods for monitoring and reviewing performance measures
- A new annual awards scheme recognising exceptional performance by promoters encouraging the best practices, innovation and collaboration.

With agreement and support from all parties to this Charter, we anticipate the Charter will have an immediate positive impact on the flow of traffic across the network, with consequential environmental benefits to air quality. The approach will help remove frustrations brought on by perceptions of duplicated street works, and allow potential bottlenecks to be anticipated and addressed in advance.



# Introduction

This Charter takes its inspiration from industry best practice and existing Code of Conduct with the aim of minimising congestion whilst supporting economic and environmental objectives of the Borough.

The Street Works team at LBB have recently implemented some changes to the structure of the team, to further enhance the performance of the team LBB have now appointed an Operations Manager, a Senior Street Works Coordinator and a Senior Street Works Inspector. The team still has four coordinators and four inspectors who continue to work hard ensuring the smooth running of the LBB network. The team will continue to support promoters working within LBB and will continue to ensure every effort is made to keep the network moving whilst accommodating the work of the promoters in the borough. The team are pleased to introduce the charter and look forward supporting its principles whilst continuing the ongoing work required to keep LBB moving.

The Council supports promoters working within the Borough whilst keeping the network moving, and the Charter will make this process clearer and more consistent. We are pleased to introduce the Charter and look forward supporting its principles.

Barnet is a busy and thriving borough situated in north London. It is the fourth largest borough in London by area, at thirty-three square miles, with the largest population of any London Borough at approximately 402,000 inhabitants, and clear growth projections aligned to the economic growth plans. Barnet is neighboured by five boroughs in the North East of London i.e. Camden, Haringey, Enfield, Harrow and Brent.

In a typical year Barnet permits on average 35,200 sets of road works or street works making it a very busy place to live, work and travel. In the recent Covid 19 pandemic this has reduced to an average of 20,500 in 2020/21, however, all indications are that this will soon return to the pre-pandemic levels. As such, it is critical that all these works are managed and coordinated effectively. When this doesn't happen, the transport network can quickly become overloaded and congested.

The New Roads and Street Works Act 1991 (NRSWA), the Traffic Management Act 2004 (TMA) and the Highways Act 1980 set out statutory duties which local authorities must comply with. They also provide local authorities with powers needed to fulfil those duties. The legislation offers authorities the powers to ensure their networks are managed in a way that maintains free flowing and safe traffic movements.

This Charter sets out to form an alliance and professional understanding between the Council and the promoters which work on the Barnet network. It does not supersede or replace any existing legislation or codes of practice.





# Collaborative Working

Collaboration is a key objective for all infrastructure providers operating in the London Borough of Barnet. Collaborative working, together with the successful coordination of infrastructure planning and delivery, can achieve a wide range of societal, economic and environmental benefits for a diverse range of beneficiaries, primarily: works promoters, residents, businesses and the environment. The benefits include:

- Sustainable drainage systems (SuDS): by integrating SuDS into collaborative streetworks, reducing the likelihood of future flooding on London's streets, whilst realising further cost efficiencies.
- Future proofing: by future proofing (i.e. installing extra ducting) collaborations, works promoters can effectively reduce additional excavations on the road network by pre-empting future infrastructure needs.
- Healthy Streets: these micro-improvements can be integrated into collaborations' reinstatement works to improve local residents' experience of local streets whilst promoting active and low-carbon transport options. A range of improvements are available at little or no extra cost (i.e. decluttering, lowering kerbs).

Further information can be accessed here: <https://www.london.gov.uk/what-we-do/better-infrastructure/infrastructure-coordination/streets-service>

Together, statutory coordination and the collaborative efforts of all parties will ensure a joined up, positive and efficient delivery of streetwork projects within the Borough.

# Coordination and Planning

Monthly coordination meetings will be scheduled with all Utilities promoters and the Council. This ensures the effective planning and collaboration across the network.

These coordination meetings will give Utilities the opportunity to table works programmes and traffic management proposals in good time and gain feedback from the Council before formal permit submissions are made. It is important that proposals are put forward early to provide the Council with sufficient time to review other works and advise Utilities of any issues with their proposals.

Where possible, programmes should also be submitted for review by the Council to further assist with the coordinating of works and the forward planning of sites across the network.

We will work collaboratively on the development and implementation of a forward programme of major works with a five-year horizon, and with other works a six-month horizon in order to enable effective planning and coordination.

The Council will make Utilities aware of any opportunities to collaborate with other Utility companies and work to identify these opportunities within their coordination checks and reviews. It is critical that all Utility companies adopt the same philosophy and seek to liaise and engage with other Utilities, facilitating collaboration where possible and practicable.



As part of coordination and forward planning process, the Council will provide stakeholders, including Elected Members, Council Department, Developers and Statutory consultees with advance notice of any planned major works (including road closures) and other works which may result in significant disruption. This will be via a weekly bulletin and Temporary Traffic Regulation Order (TTRO) information sheet.

The Council will also coordinate and plan its own in-house works to collaborate with Utilities and other promoters where possible, to avoid duplicate site visits and unnecessary disruption to the network. The Council expects all contractors to adopt this approach and expects all promoters to cooperate and embrace these opportunities wherever possible.

The Council encourages all promoters to plan their works to minimise duration of impact. It is expected that the most reasonable duration is applied for at permitting stage, and every effort to reduce these durations should be made. The Council will challenge durations where necessary but would prefer to have an agreement that contractors will endeavour to propose the most appropriate timescales from the outset.

## Permanent First Time Reinstatement

The Council expects promoters to adopt and aim for a first-time approach to reinstatement. This approach will prevent sites being visited multiple times while fostering a trusting relationship between The Council and its promoters.

The Council still expects all promoters to comply with the Specification for the Opening and Reinstatement of Highways (SROH V4).

The Council will work collaboratively with promoters to achieve a first-time approach to reinstatement. This will include careful consideration of extension requests where it avoids secondary visits. However, The Council will not tolerate sites which are left unattended with associated requests for extensions. Therefore, it is expected that works will be planned and executed by the promoter in an efficient and organised manner to avoid unattended sites and duration requests.

The Council encourages requests to trial new or innovative materials and reinstatement methodologies to reduce time on the network and enable a first-time fix. Where a promoter proposes a trial of a material such as rapid set concrete, the Council will consider this and work with the promoter to agree upon a trial usage. Results should be monitored and fed back to The Council and, where trials are unsuccessful, a reinstatement back to the original material will be required.

## Temporary Traffic Signals

The Council promotes the use of temporary traffic signals as an effective and safe solution to the management of traffic. However, signals have a greater impact on highway users than other methods, so wherever possible other methods should be considered as a first recourse.

To comply with Section 65 of the NRSWA 1991 and Section 174 of the Highways Act 1980, signal set ups will comply with methods and standards set out in the Safety at Street Works and Road Works – A Code of Practice (Redbook). This is a mandatory requirement on the Council network.





Where possible, SMART lights should be first choice due to the efficient operation of the systems. Where standard signal systems are used, the timings of the signals should be calculated to minimise impact on the network. Timings will be calculated using methods set out in “An Introduction to the use of Portable Vehicular Signals (Pink Book)”, modelling techniques or using TfL prescribed timings. Where SMART signals are not used and standard systems timings are not maintaining a suitable flow of traffic, manual control will be used to manage network flow and sustainability.

Where safe and practicable, The Council promotes the use of pedestrian signalised systems at locations which have high footfall or are particularly sensitive. The Council is aware that pedestrian signals will impact on traffic flows, however we will support their use where it improves the safety of all road users.

Any breakdowns of signals will be responded to within two hours of first notice. Breakdowns will be made safe using Stop/Go boards, where practicable, whilst signals are reinstated.

Sites which have signals deployed as a traffic management measure will have the relevant maintenance periods as set out in the National Highway Sector Scheme (NHSS) 12D. This will ensure sites are maintained to a high standard and will help to avoid disruption to the network. NHSS standards require sites which are being worked in to be checked a minimum of every two hours to a maximum of every four hours, and sites which are not being worked on are checked every twenty-four hours. Maintenance checks must be recorded and undertaken by suitably qualified operatives.

As a minimum, all operatives will be qualified with the relevant NRSWA units to deploy temporary traffic management. However, the Council prefers that operatives are qualified to those standards set out by Lantra under the NHSS 12D modules one through to six, where applicable. The Council expects that persons planning, preparing, designing, supervising, and managing traffic management operations are qualified to the Lantra standard of NHSS 12D M7.

Where signals are planned for use it is essential that all stakeholders are notified, and approvals are sought, where required. For example, TfL approval is needed for set ups which may disrupt or encroach on the TfL bus network. It is preferred that AWS are set out two weeks prior to major works involving temporary traffic signals, as determined by the Street Works team, on occasion standard works may require 2 weeks AWS also.



# Footway Boards and Road Plates

Where traffic management is not suitable, footway boards should be used to maintain the footway wherever practicable; this will ensure pedestrians can stay on the footway in a safe location and will reduce congestion caused by signals to accommodate a walkway in the carriageway.

Road plates should be used, where practicable and safe to do so. Where a site can be walked off and walked on then the use of road plates is preferred, provided that suitable risk assessments are carried out, and that road plates are installed as per manufactures specification. Road plates should be fit for purpose and comply with the relevant British Standards and notes in the Redbook. The use of road plates helps maintain a free-flowing network by avoiding traffic management measures, such as full road closures.

The use of road plates on cycle routes should be subject to a risk assessment and should be compliant with the appropriate standards available for this type of use. The safety of cyclists should be considered and assessed whenever using road plates.

Traffic Advice Leaflet (TAL) 6/14, or the most recent TAL, should be consulted when planning the use of road plates.

The Council notes that road plates are not always the most practical option and will work with promoters to ensure that the use of road plates is appropriate and safe. Where it is agreed that plates are not an appropriate option then traffic management will remain in place.



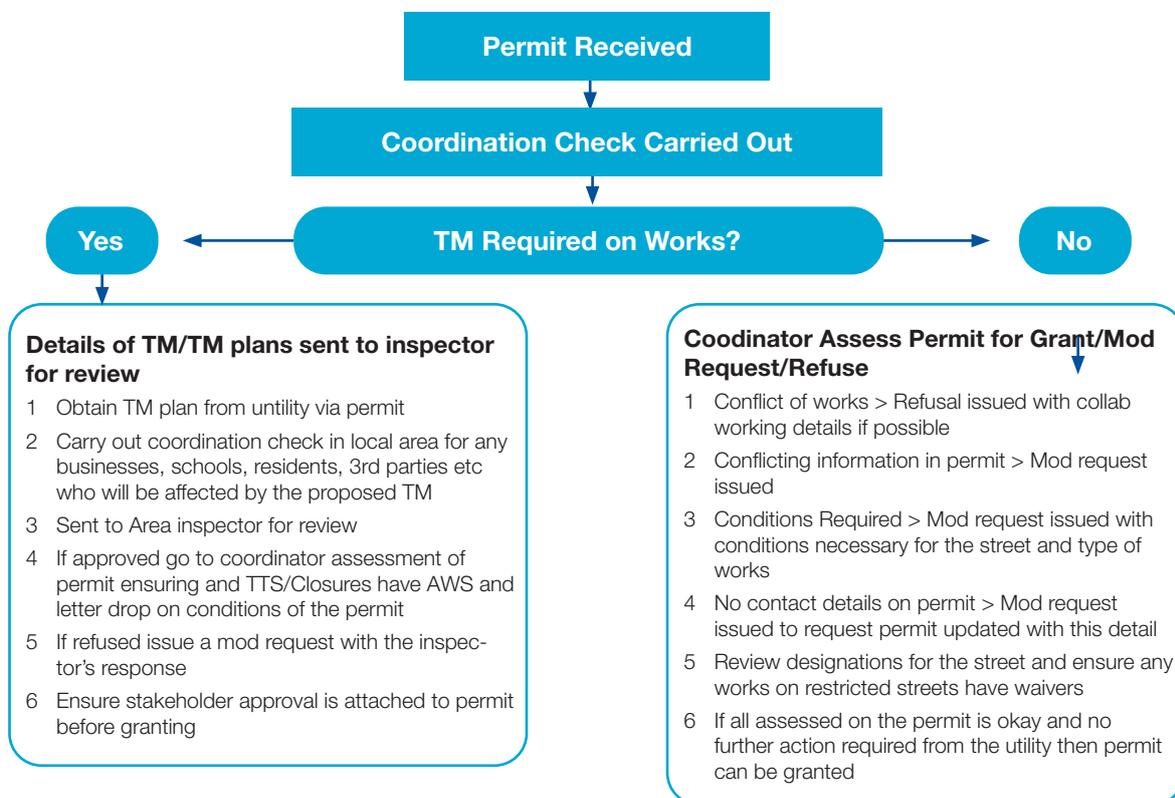
# The London Borough of Barnet Permit Scheme

In 2009, the Council successfully applied under the Traffic Management Permit Scheme to bring the Traffic Management (London Borough of Barnet) Permit Scheme Order 2009 into force, with the order commencing 11 January 2010. The Council scheme utilises the London Permit Scheme (LoPS) and includes this within its defined schedules. The scheme follows all principles set out within LoPS.

As a member of the LoPS, the Street Works team are responsible for fulfilling our statutory duties in accordance with NRSWA 1991, TMA 2004 and all associated codes of practice. It is expected that all contractors adhere to these legislative documents and associated good practice when submitting their permits.

All promoters working on the Council network are expected to communicate via the Department for Transport (DfT) Street Manager (or its successor) permitting system to ensure all parties are kept informed of works progress and completion dates. This will ensure effective coordination and compliance with LoPS, meeting the objectives laid out in the Permit, including reducing disruption to the network.

Figure 1 below shows a simple flow chart which sets out how the Council inspectors and coordinators assess works on the network.





## Works Comments and Notification of Site Difficulties

All promoters working on the network are expected to provide works comments on all planned works, with associated updates via DfT Street Manager, to the Council. Where a promoter does not have access to the DfT Street Manager – S171 system, email updates must be sent to the Street Works team. This will keep all parties up to date with work progress and completion dates.

Where circumstances change, e.g., in relation to duration, site layout, working hours etc, the Council will require the promoter to notify the Street Works team as soon as practicable (but no later than 2 hours after the issue is made aware to the contractor), through the DfT Street Manager system. Promoters should endeavour to contact the Street Works team in advance of any comments being submitted to inform them of any anticipated changes in the works.

The Council encourages regular progress meetings for standard or major works. This gives the promoter and the Council the opportunity to discuss any issues or problems which may have arisen on site. Early engagement will ensure the most appropriate solutions are put into place, which will help to lessen the impact to residents, businesses, and visitors to the Borough.



# Working Times and Restrictions

The Councils encourage working windows of slightly longer duration than normal during the working week (Monday to Friday) to complete works and minimise impact to the network over weekends and holidays. Where possible, promoters should work extended hours of 7am to 7pm on weekdays. Weekend working will be subject to the Council discretion and will be dependent on the relevant permit conditions set by The Council for a particular set of works.

The Council requires all promoters to inform them of any issues or unforeseen circumstances which may extend planned works outside of the agreed hours. Timely notification of such circumstances is key to the effective coordination of the network and a means of informing stakeholders of the new updates to specific works. The Council expects any such information to be provided within 2 hours of the contractor finding an issue or unforeseen circumstance.

Immediate works should be notified as required and where practicable, and should be in line with current legislation. It should seek to minimise disruption by adhering to the Council working hours policy. Where this is not possible, the temporary traffic management put in place should be agreed with the Council to provide a solution which minimises disruption to the road network and allows works to be carried out in safe and efficient manner. Immediate works should be notified in line with the timescales set out in the relevant code of practice.

Certain locations, such as schools, places of worship, hospitals etc, will have different conditions on working hours, as set by The Council. In addition, there are certain dates of the year in which works will not be permitted, and the Council will inform promoters of these prior to works taking place. During certain periods, such as half-term for schools, some conditions will be relaxed. The Council will, however, work with promoters to ensure a fair and collaborative approach is taken regarding certain the Council restrictions. It is also noted that where immediate works are required, these restrictions will not be practical. However, in these instances appropriate communication and traffic management will be a key requirement.

Regular communication with the Council Street Works team is key to a well-managed network. The Council requests that promoters keep regular contact with the Street Works team and seeks to inform the team of progress and any potential issues on site. All communication should be in line with those timings set out above, and those timings set out in the relevant codes of practice.

The Council highlights that where restrictions on streets are in place, such as s58's, a waiver must be sought prior to a permit being raised, and these waivers can be considered after the relevant information is submitted. Contact regarding s58's should be via the Street Works team in the first instance, through the [nrswa@barnet.gov.uk](mailto:nrswa@barnet.gov.uk) mailbox.



# Communication

All promoters should ensure that stakeholders are notified of planned works. This should be communicated in advance, via letter, email or approved social media as appropriate.

Where the permit coordinators from the Council have stated conditions on permits requiring advance warning of works, conditions should be adhered to at all times and must be carried out a minimum of 14 days in advance of planned works. Standard and major works must have advance warning signs as standard, and further notice by letter or email as advised on the Council permit conditions.

Regarding major works, these must have a developed and approved stakeholder engagement and communication plan of sufficient detail to ensure all stakeholders are fully appraised of the works and associated impact. The following detail should be included:

- Nature and extent of works with reasons
- Plans of the work and associated traffic management, including access and egress points
- Support mechanism for vulnerable groups
- Duration and planned end date
- Points of Contact
- Frequently Asked Questions and Answers

The Council will support the promoter on the dissemination of the stakeholder engagement, communication plan and associated feedback to ensure it remains live and addresses the requirements of the targeted stakeholder group(s).

Where advance warning signs are used, they should be of a yellow background with black text, an appropriate x-height and stroke width should be used for the type of road which works are being carried out on. Signs should adhere to x-heights and stroke widths, and the signs must be of suitable standard for use on the highway, in line with the Traffic Signs Regulations and General Directions (TSRGD) and Chapter 7 of the Traffic Signs Manual (TSM). Advanced warning signs should include: the type of work, the company working, start and end dates and contact details. It is important to ensure these signs are updated to reflect any extensions or overruns which may occur. The Council may on occasion require display signs in different languages.

Where Transport for London (TfL) buses are impacted by works on the Council network, a minimum of one week's notice should be provided to TfL, to allow for planning of a suitable diversion and bus mitigation. All contractors will be required to provide proof of TfL buses approval with any permit application. If TfL approval is not provided, where required, the permit/s will not be granted.

The Council will ensure that regular contact sheets are provided to all promoters, providing any promoter working on the network with access to the Council Street Works team, along with all relevant contact details. The Council expects all promoters to provide the same information, a contact sheet with all relevant contacts for the works on site, or which are planned to be on site. Contact sheets should be updated regularly and shared, at least each quarter. The Council Street Works team are contactable individually for each defined area, with the contact details are included on the contact sheet issued to all promoters. The team are also contactable for generic requests, such as s58 waivers, via [nrswa@barnet.gov.uk](mailto:nrswa@barnet.gov.uk).

The Council will monitor the performance of all promoters on the network and will set up quarterly performance meetings to discuss any issues, well managed sites and lessons learnt. These performance meetings are intended to identify problems on site or poor performance. It is equally important to recognise good performance and any ways of working which may benefit the smooth operation of the Council network.

The Council will look to recognise promoters who consistently deliver good performance.



# Inspections and Compliance

All promoters on the Council network are expected to fully understand and adhere to the relevant codes of practice for reinstatement and inspections – these being the Specification for the Reinstatement of Openings in Highways fourth edition, and the Code of Practice for Inspections.

All prescribed standards, timescales and methods within these codes of practice should be part of all promoters' ways of working and should be complied with at all times. The Council expects any known deviations to be communicated as soon as possible and will approve these if deemed safe and acceptable to do so.

The Council will ensure that their own inspection regime is compliant with the current standards and will inform Utilities of their regime at the start of each year. This will engender a collaborative and transparent approach to working and will help ensure each party is adhering to their set requirements and standards.

A collaborative approach to working between the Council Street Works inspectors and any promoter will be key to a successfully managed network and will ensure all parties are complying with all standards, conditions and compliance required by law and by the Council. Joint site meetings and inspection days are fully encouraged by the Council.

Additionally, codes of practice, such as the Statutory Guidance for Permit Schemes – National Guidance, should be fully understood, complied with, and included within any promoter's way of working. Legislation, including the LoPS, is critical to a successfully managed network and the legislation should be adopted by all promoters on the Council network.

The Council will advise what codes and standards are available and currently in use as required (for example, the current Code of Practice for Inspections). The Council will not advise on the actions a promoter should take in relation to these codes or standards. This is the responsibility on the promoter.

The Council takes Utilities responsibilities under s81 seriously and requires all Utilities to respond and act upon s81 notices as appropriate. The Council expects all Utilities to attend site and rectify defective apparatus as soon as possible and, at the very minimum when first attending, to make safe for continued smooth and safe running of the Council network. Where possible, the Council will make the site safe in advance of any Utility attending, but still expects a prompt response and actioning of the defective apparatus. The basic make-safe will not be chargeable to the promoter. The Council will, where required, step in to repair defective apparatus if a Utility does not respond or attend site in a reasonable timescale. Where the Council must repair a Utility's defective apparatus, costs will be recoverable and charged back to the relevant Utility company. The Council promotes any innovative ways of responding and dealing with s81 notices across the network. The Council will make every effort to ensure an inspector will remain on site until it is made safe for the public.

For temporary traffic management, all promoters must ensure that the current Safety at Street Works and Road Works – A Code of Practice is understood and adhered to. The Council will not accept deviations from this code and expects all promoters to adopt its principles and standards. It is a legal requirement for promoters to comply with this code, under s65 of the New Roads and Street Works Act 1991 and s174 of the Highways Act 1980. All promoters are expected to be suitably qualified, as per the requirements of the code regarding NRSWA training units and as a preferred standard, as per the requirements of the National Highway Sector Schemes 12D suite of training and standards.

All maintenance periods should be adhered to regarding temporary traffic management and suitable records should be kept. The Council prefers the timescales set out in the NHSS 12D as a minimum.



## Barnet Schemes - Parity

The Council will take the same approach toward their own works and ensure all highway scheme and works are carried out with this code of conduct in mind. As such, the Council will promote parity between all parties and take a collaborative approach to working on the network.

The Council will notice all their own works to demonstrate the above, in accordance with current legislation and applicable codes. Additionally, coordination and planning will take a similar approach by holding regular coordination meetings in house, collaborating on works at every opportunity.

The Council has structured its own teams and put into place a working code of conduct to provide a productive, fair, and efficient service. This applies to its own in-house schemes and to all promoters working on the Council network. The Council will make available its own performance data to support lessons learnt and sharing of best practice.

The Council has specific performance targets in relation to street works and will ensure these are met or exceeded.



# Stakeholders

The Council understands and acknowledges the impact street works and road works can have upon the community and businesses within the community. As such, The Council makes every effort to advise in good time of any significantly disruptive, standard, and major works which are taking place.

Regular bulletins and temporary traffic regulation order sheets will be sent out to key stakeholders, which contain information relating to upcoming disruptive works. These are sent out weekly and will be shared with ward members and Utilities representatives for information.

The Council operates a strong community engagement programme. The Council will ensure all stakeholders are kept up to date with current activities on the network, while seeking to mitigate any issues which may arise on site or across the network. The Council will respond to complaints, enquiries, requests and ensures to respond in an efficient and informative manner in line with the Council's enquiry and complaints procedures.

The Council will work with relevant Utility communication teams to ensure adequate information/ notification is provided to all stakeholders. This approach will ensure consistency of communication methodology and content.

It should be noted that National Highways and TfL also operate as highway authorities on certain roads across the Council network. The national strategic road network (such as the A406) is operated by National Highways, while TfL is responsible for operating principal routes through the borough, for example the A1000 and Brent Street (A502). As such, there are certain disruptions which are outside of our control. However, the Council actively seeks to maintain close working relationships with both authorities, and works together to minimise disruption and coordinate the network as best for all parties.





# Environmental considerations

The Council takes its commitment to the care of the environment seriously. This means we expect a high level of consideration to for the wellbeing of the environment and local green areas from our promoters.

Congestion management is a key topic, and every effort should be made to minimise increased congestion due to road works. Where works are required, temporary traffic management should be reviewed and prescribed in a way that reduces any congestion or increased traffic as much as possible.

Minimising congestion via effective temporary traffic management solutions is key to pollution control. Where here congestion is minimised then pollution will naturally fall. To further minimise pollution, all promoters are required to switch off machinery when it is not in use. Plant such as generators, diggers or powered saws should all be switched off when not in use.

Dust must be controlled at all times, water dampeners on machinery must be used and, where possible, any cutting of materials or work which will create dust should be carried out off site. For example, plant such as sweepers must always be fully loaded with water before starting work to dampen dust output.

All promoters must ensure that no materials, such as mud, are deposited on the highway after a site has been cleared or when a vehicle leaves site. Legislation, such as the Highway Act 1980, is in place to control such offences and it is expected that all promoters will comply with such legislation.

Consideration should be given to sensitive locations, such as schools, places of worship, care homes and other similar premises, with efforts made to minimise any environmental impact. This should be considered at the planning stages, and it is expected that promoters factor such considerations when planning methods of work around these locations.

The Council is happy to assist with cross team communication, such as requests for out of hours working. The street works team will be able to help the promoters liaise with the environmental team, if required.



# Innovation

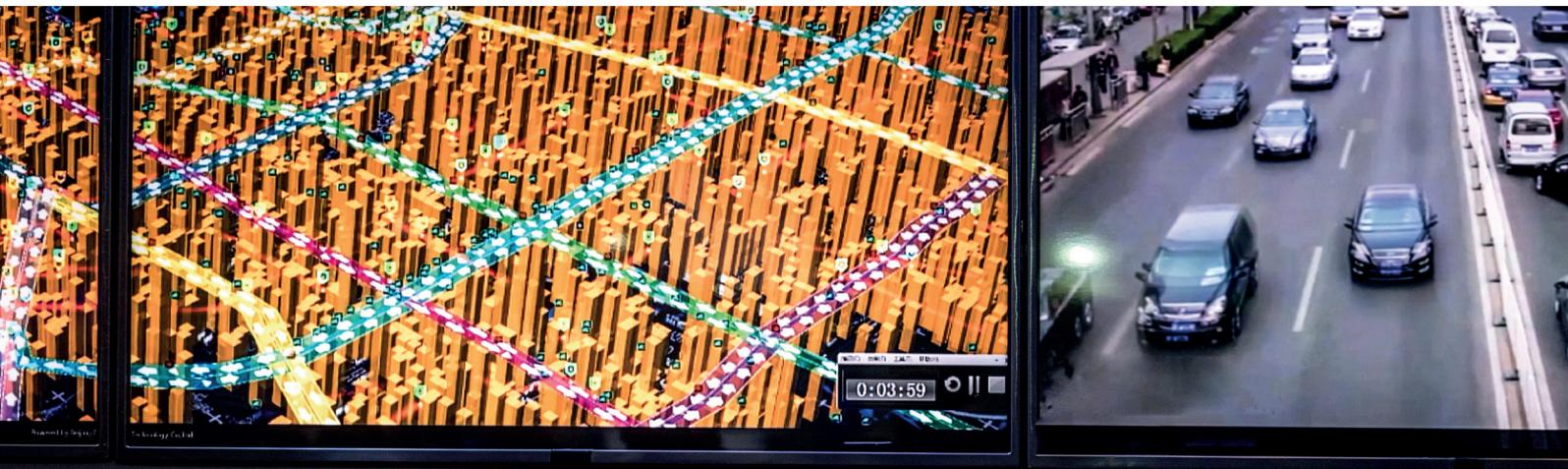
The Council promotes innovation wherever possible, and new ways of working and new methods are welcomed on the network. When any new approach is proposed, promoters should liaise with the Council to agree the proposal.

It is important to continuously pursue new, more efficient, faster, and safer ways of working. Therefore, The Council will look favourably upon promoters who propose innovative solutions to the delivery of works on the network.

Current innovative ways of working include the use of SMART lights, pedestrian signalised crossings, the use of CCTV and CCTV warning signs at high profile or high-risk traffic management sites, and the use of new materials for reinstatements.

The Council is keen to promote the use of air quality monitors for long term, larger scale schemes, and would help monitor the impact of road works on the network regarding pollution.

For further information or to make a proposal please contact the Council team via the highway's correspondence email address.





# Measurement and Performance

Performance will be monitored via the quarterly performance reviews and any improvements or good practice will be discussed and recorded via the meeting minutes. Actions or issues will be reviewed at following performance reviews.

The Charter will not introduce any key performance indicators (KPI's) over and above those set out in LoPS. Promoters' performance will be measured via this route as well as via the quarterly performance reviews.

Performance will also be monitored by the number of fixed penalty notices (FPN's) issued in each quarter as well as the number of overruns in each quarter. These will be discussed at the quarterly performance reviews.



# Recognition and Awards

The Council feels that recognition of consistent, high quality, innovative working practices that minimise the disruption on the Highways Network need to be rewarded. The Council proposes the introduction of an annual award that recognises the positive performance of promoters.

The intention is that these awards will recognise performance, best practice, innovation, and collaboration. Categories, as listed below, will be judged by a panel of three judges which will vary each year. The panel will be put in place each year by the Council.

Promoters will be required to make a submission outlining how they have performed in the given category. Submissions will be judged by the panel and a winner for each category. Exact dates will be released in advance.

The award categories will be as below:

- Innovation
- Reinstatement Performance
- Temporary Traffic Management
- Permitting and Noticing
- Health & Safety
- Equality, Diversity and Inclusion
- Collaboration

An invitation for submissions will be released each year in advance of the awards and will define each category in more detail, highlighting what the Council are looking to see in a submission.

The Council believe it is important to recognise the performance and hard work of promoters and are excited to promote the awards through this Charter.



# Conclusion

The Councils charter will help set the framework for a smooth-running highway network across Barnet and its neighbouring boroughs. The Council is delighted to collaborate with promoters on the creation of this charter and their consent will make for a more a coordinated approach to work on Barnet's highways. We look forward to working with our promoters to achieve the common goal of a safe, right first-time delivery of highway and utility works.

# Glossary

**CCTV** – Closed Circuit Television

**CoP** – Code of Practice

**HE** – Highways England

**LBB** – London Borough of Barnet

**LoPS** – London Permit Scheme

**NHSS** – National Highway Sector Schemes

**NRSWA** – New Roads and Street Works Act 1991

**Promoter** – a company or contractor working on the network

**Re** – Regional Enterprises Joint Venture

**SMART Lights** – a system of traffic signal which actively monitors and controls flow

**SROH** – Specification for the Reinstatement of Openings in the Highway

**TAL** – Traffic Advice Leaflet

**TfL** – Transport for London

**TMA** – Traffic Management Act 2004

**TSM** – Traffic Signs Manual

**TSRGD** – Traffic Signs Regulations and General Directions

**TTM** – Temporary Traffic Management

**TTRO** – Temporary Traffic Regulation Order







