

Leicester
City Council

WARDS AFFECTED
All Wards

FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:
Cabinet

25th March 2002

PROTOCOL FOR MAJOR ROADWORKS

Report of the Director of Environment, Development & Commercial Services

1. Purpose of Report

This report details the proposed protocol for major roadworks to be issued to stakeholders of the City's highway infrastructure.

2. Summary of Report

A draft consultation protocol for major roadworks was sent out to various interested parties earlier this year. This protocol would ensure in the future that members, residents, businesses, the travelling public and the press were better informed and traffic disruption would be reduced. This report details the final version of the protocol.

3. Recommendations

It is recommended that Cabinet:

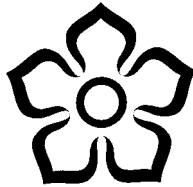
- 1) Approve the protocol.

4. Financial and Legal Implications

There are no financial or legal implications arising out of the report.

5. Report Author/Officer to contact

Alistair Reid, Assistant Director (City Development) Ext 7295.



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SUPPORTING INFORMATION

1. Report

- 1.1** There has been a general concern from members, residents and members of the public about the disruption that major road works have recently caused in the City. Unfortunately it is not possible to carry out major road or bridge works without causing some disruption and this was detailed in a report which went to Cabinet on the 11th March 2002.
- 1.2** One of the proposed methods of better informing members, residents, businesses, the travelling public and the press (and subsequently reducing disruption) was the use of a protocol for major roadworks. A copy of a draft protocol was forwarded to relevant parties (see para 5) for comment and the replies are detailed in Appendix 1. One of the aims of the protocol is to improve the quality of information given to the press. This has already started with the issuing of a weekly update bulletin by the Press Office detailing proposed and current roadworks on major roads in the City.
- 1.3** The protocol detailed in Appendix 2 did receive widespread support however it cannot take on all the views expressed in the responses to the consultation as different organisations have different points of view. Nevertheless however it does reflect the general views of the stakeholders in the City's highway infrastructure. It is proposed that, after further work to make the protocol more user friendly, it will eventually be sent out to appropriate people in a special publication.
- 1.4** It is not possible to list in the Protocol all of the many suggestions from the consultees for improving the way the City Council deals with major roadworks. However, these will be incorporated into the guidelines for staff and will include such issues as:
- a) Use of maps for press releases.
 - b) Earlier internal and external communication about proposed works.
 - c) Single contact number on signs.

- d) Looking at the effects of roadworks city-wide not just locally.
- e) Taking account in the planning of works of school holidays, Christmas, major sporting events etc.
- f) Noise inconvenience to residents of out of normal hours working.

2. Financial Implications

There are no financial or legal implications arising from this report.

3. Other Implications

OTHER IMPLICATIONS	YES/NO	Paragraph Within Supporting information	References
Equal Opportunities	No		
Policy	No		
Sustainable and Environmental	Yes	Use of protocol should improve access needs of pedestrians and cyclists	
Crime and Disorder	No		
Human Rights Act	No		
Elderly/Persons on low Income	No		

4. Background Papers

Report to Cabinet “Road and Bridge Works Affecting Major Roads in the City” 11th March 2002.

5. Consultations

The Press Office, Other Departments of the City Council, Bus Companies, Motorcyclist and Cyclist Groups, Pedestrian Association, Access Group, Emergency Services, City Centre Management, Chamber of Commerce, Freight Groups, Statutory Undertakers, Local Press and Radio.

6. Report Author/Officer to Contact

Alistair Reid, Assistant Director (City Development) Ext 7295.

SUMMARY OF COMMENTS ON DRAFT PROTOCOL	
ORGANISATION	COMMENTS
Max Boden (Chamber of Commerce)	Supports proposals, commitment to continue Dec/Jan moratorium is welcome, agrees need more advance information, would be useful to put information on the Council website. Chamber looks forward to adoption of positive policy.
Leicester Mercury	Leicester Mercury would welcome regular briefings and weekly bulletins. Single telephone contact number useful. Maps of areas affected by roadworks would be useful.
Police	Support the policy and would include <ul style="list-style-type: none"> • “Ensure that due account is taken of major sporting and other public events through consultation with the Police, City Council Events Planning and other interested parties”. • Stating in plain English what the long term aims of the City’s Transport Policy and then tell affected parties how any given set of works contributes to this. General view that more works be undertaken in summer time when working hours are longer and the machinery is already in place to manage the various programmes to best effect.
Leicester Citybus	Understands it is essential for roadworks to take place and agrees with the points raised in the draft protocol There could be improvements in communicating when roadworks commence and the scale of work More radical thinking on how to carry out major works on main roads which affect bus services Useful to obtain information from Statutory Undertakers.
Steve Eburne (Freight)	Fully supports principal but need to take notice of large goods vehicles movements. Need to look wider at the effect of works on roads. Possibly temporary cameras to prevent grid locking.

SUMMARY OF COMMENTS ON DRAFT PROTOCOL

ORGANISATION	COMMENTS
Transco	<p>Wholeheartedly agree with commitment to reducing disruption. Concerns about the Dec/Jan Moratorium of road works in the City. Make the quarterly Co-ordination meetings effective.</p>
Arriva	<p>Does not go any way to addressing fundamental concerns. They are: little practical consideration of buses when works are planned, more serious view of impact of works on bus service provision, more lateral approach to planning and costing. Additional points for protocol are:</p> <ul style="list-style-type: none"> • Consult with bus operators in order to minimise disruption to services <u>before</u> plans are finalised. • Liaise internally and externally to ensure minimum impact of any works on other Council objectives/targets. • Give due weighting to such impacts when formulating overall costs of works.
BT	<p>Finds the contents comprehensive and they will assist in achieving the objectives.</p>
Phil Toyne (Haymarket Manager)	<p>Welcomes the proposals to improve flow of information. States Christmas trade now starts mid November and works affecting access to City Centre should stop late November.</p>

SUMMARY OF COMMENTS ON DRAFT PROTOCOL	
ORGANISATION	COMMENTS
David Best City Centre Manager	View that City Council needs to lead for moratorium to be longer i.e. from mid November to mid January otherwise the Statutory Undertakers would not agree.
Andy Brookes Transport 2000	Supports the Protocol, but more work to be done to define text e.g. better definitions, clearer aims, rules for advance signing, improved consultation and participation procedures.
Leicestershire Fire and Rescue	Meetings are very time consuming, standard pro forma to Fire Service for them to respond. Access details required by Fire Service submitted. Supported the protocol.
Freight Quality Partnership/Freight Transport Association	Protocol warmly received and totally supported - it was felt to be a good initiative. Information could be included in FTA monthly newsletter. Pleased with improved information links.
Central Leicestershire Local Transport Plan Interest Group	Protocol warmly received, and supported, signing to schemes should be more informative. Pedestrians, the disabled, and cyclist need more consideration. Information to be available on the web. How will the protocol be presented??
Leicestershire and Leicester Motorcycle Forum	Welcomes the Protocol

SUMMARY OF COMMENTS ON DRAFT PROTOCOL

ORGANISATION	COMMENTS
City Council	<ol style="list-style-type: none"> 1. Press to quarterly NRSWA Co-ordination meeting. 2. Improved links with Press - Upcoming schemes to Press Office as soon as possible. 3. Definition of major/.minor works. 4. Improved consultation with businesses/use of school holidays. 5. Reasons why work is being carried out need to be advertised. 6. Better definition of consultation required/more consistency. 7. Ensure Press say what we want not their view. 8. Guidelines for staff is important for consistency/clear lines of responsibility. 9. Compulsory attendance at NRSWA. Co-ordination meeting. 10. Earlier involvement of other dept possibly affected. 11. Protocol not radical enough we should aim to: <ol style="list-style-type: none"> a. minimise peak time disruption on arterial routes. b. re-route arterial route traffic giving them priority. c. Certain works only undertaken outside peak . d. Statutory Undertakers charged for overrun and work outside peak times except in emergencies. 12. Road work noise in sensitive areas can only be carried out in normal working hours.

DRAFT PROTOCOL FOR MAJOR ROAD WORKS

1. Introduction

The City Council has recently received an increasing number of complaints from businesses, residents, Councillors and the press about the disruption major roadworks can cause on main roads and in the City centre. These major roadworks are normally either City Council Maintenance and Improvement Works or Statutory Undertakers Works.

a) City Council Maintenance Works

The City Council has a duty to maintain the highways in a safe condition and the decision to undertake essential maintenance on major roads and/or bridges is only undertaken after extensive surveys of the network. There will always be some disruption, but this is reduced if work is planned rather than unplanned. There is no consultation with road users or businesses on the need for the works as they will be essential to keep the highway safe. There is, however, consultation with residents, road users, emergency services, bus companies etc., on how the maintenance works are carried out, diversion routes etc in order to minimise disruption. All works are coordinated at the quarterly New Roads and Street Works Act (NRSWA) Coordination meeting attended by the City Council and the Statutory Undertakers.

b) City Council Improvement Works

Over the next five years the City Council will be completing an extensive programme of works to improve the public transport network, cycle and pedestrian routes, complete safer routes to school and speed reduction measures within the City. These works will, in some cases, increase disruption in the short term but will reduce it in the long term and achieve the objectives of the Local Transport Plan. Extensive consultation with all involved stakeholders is carried out, not only concerning the need for the works but also how the works are carried out. All works are also coordinated at the quarterly NRWSA Coordination meeting.

c) Statutory Undertakers Works

Statutory Undertakers are entitled to carry out works on all roads under the NRSWA. They obviously do not carry out consultation on the need for the work, however their major works are co-ordinated with other Statutory Undertakers and the City Council at the quarterly NRSWA Co-ordination meeting organised by the City Council. They may have to carry out emergency works in the highway without notice.

The issue of Disruption of Traffic is already being considered as part of the Best Value Review of Transport currently being undertaken by the City Council. This consultation is part of that review and it is proposed that the following draft Consultation Protocol is adopted by the Council so as to ensure

that the effects of disruption caused by major road and bridge works in the City will be reduced in the future.

2. Roads Affected by the Protocol

Major roadworks are any roadworks that are likely to cause disruption to the travelling public on the following categories of road in the City:

- a) All principal, non principal and classified roads
- b) All bus routes
- c) All road closures
- d) All “traffic sensitive” roads as defined in the New Roads and Street Works Act which are designated roads where the City Council, as Highway Authority, only allows roadworks (except emergencies) at agreed times of the day and/or week.

3. Protocol for Major Road Works

The City Council will:

- **Involve the press more closely with regular briefings and information on major roadworks.**
- **Include major roadworks on the City Council Intranet and Internet Sites.**
- **Improve the quality of the radio information on major roadworks including advertising major roadworks in advance.**
- **Issue a weekly bulletin in the Leicester Mercury with a copy in the Business Pages detailing the major roadworks (proposed and current).**
- **Explain better to affected parties the benefits and the reasoning on how major roadworks contributes to City’s Transport Policy.**
- **Improve signage at major roadworks so that it is more useful and informative.**
- **Ensure the involvement of Bus Operators at the earliest opportunity in the planning of major roadworks .**

- **Be more proactive in informing local residents and businesses affected by the major roadworks in advance and in ensuring that all correspondence is clear, consistent and informative.**
- **Ensure that the moratorium of City Council roadworks and Statutory Undertakers works on major roads and in the City Centre during December and early January is continued in future years (except emergency works).**
- **Ensure that the quarterly Coordination meeting between the City Council, the Statutory Undertakers and other interested parties takes place and provides effective co-ordination between all the parties.**
- **Ensure that every opportunity is taken to explain the need and reasoning for major roadworks eg by inclusion in the monthly City Council Link magazine.**
- **Ensure the design of major roadworks meets the need of pedestrians, cyclists and the disabled.**
- **Comply with the 'Participation Principles for the LTP' (section 2.6 of the Central Leicestershire Local Transport Plan 2001-2006).**
- **Prepare guidelines for all staff managing major roadworks in the City.**