

Yorkshire Highways and Utilities Committee (YHAUC) Charter for Works in the Street



The Yorkshire Highway Authorities and Utilities Committee, is one of the regional Highway Authorities & Utilities Committees established throughout the UK.

Our aim is to work together to implement continuous improvement solutions and minimise disruption by effectively managing street and highway works

About the Charter

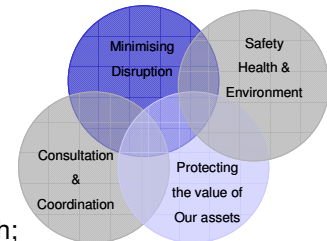
This Charter covering works in the street will help you understand the Commitments and Service Standards that members of YHAUC have agreed to provide to its Customers (users of the highway) together with an insight into how our standards are measured.

We recognise that we have a wide range of Customers within Yorkshire necessitating all members of YHAUC and their respective organisations to work in the spirit of mutual trust and cooperation in the interests of:

- ❖ Minimising Disruption;
- ❖ Providing effective consultation and coordination in respect of works in the street;
- ❖ Safety, Health and the Environment;
- ❖ Protecting the value of our assets;

and

- ❖ Achieving high quality and sustainable standards together with;
- ❖ Continually improving Standards and Service Commitments.



Commitments and Service Standards

1. To Minimise Disruption

Roads and footways are essential to modern day society carrying not only people and goods but also essential services, such as water, gas, electricity and tele-communications. We recognise that our Customers expect to have reliable travel times with minimal disruption to their journey. Essential maintenance and improvement works to roads, footways and utility services can lead to delays. As part of our commitments we will endeavour to minimise this disruption by influencing our respective organisation's to manage work activities with regard to this basic Customer expectation.

Service Standards

We will:

- Monitor the duration of works in the street and set reasonable duration periods for completion. We will monitor the number of works which take longer than necessary and the percentage of works completed on time.
- Aim to carry out works at a time which minimises disruption.
- Influence our respective organisations in developing and implementing new construction techniques or best industry practice to minimise the impact of our works on our Customers. We will gather information about these techniques and demonstrate their impact in reducing the time to complete works.
- Encourage adoption of a **Right First Time Approach** and monitor levels of success by establishing performance measures to monitor the quality of works and the percentage of permanent reinstatements which will avoid the need to return at a later date.

2. Consultation and Coordination

We recognise that works in the street, should be undertaken in a way that meets the approval of the local community. We are therefore committed to ensuring that works in the street are coordinated effectively and carried out in consultation with our customers.

Service Standards

We will:

- Coordinate the increasing and often conflicting demands to maintain and improve roads, footways and utility services for the community in the most timely and effective manner. This can be achieved by each organisation providing advance information regarding works in the street which allows consideration to be given of the likely impact on the local community.
- Aim to ensure that our work programmes are flexible but at the same time ensuring customer preferences and the regulatory and investment priorities of each organisation are met.
- Endeavour to measure customer satisfaction through questionnaires and surveys which will be used to establish a benchmark from which performance improvement can be measured.
- Promote involvement and consultation with key stakeholders and customers.
- Ensure that information regarding works in the street is recorded appropriately and meets regulatory requirements.

3. Safety, Health and the Environment

We are fully committed to ensuring a safe, healthy and sustainable environment. This will include providing Customers, especially pedestrians and people with disabilities, with a safe journey through our works; protecting the environment from excessive noise, fumes and dust and monitoring the safety of those undertaking the works. With ever reducing natural

resources and an increased need to protect the environment for future generations we are committed to reducing, reusing and/or recycling materials we have excavated.

Service Standards

We will:

- Ensure people are appropriately trained and qualified for the role they occupy.
- Ensure people have the correct equipment to carry out their activities effectively and safely.
- Ensure minimum standards with signing, lighting and guarding are achieved.
- Ensure quality issues in respect of workmanship are addressed quickly and works are monitored to ensure that they are completed on time.
- Contribute to developing and identifying best practice to provide a safe, healthy and sustainable environment and strive towards implementing best practice ideas in all organisations.
- Ensure our service providers maintain high standards.
- Monitor compliance against our CARE initiative. The CARE initiative has been established to improve the quality of signing and guarding at sites. CARE stands for **C**arry enough equipment, **A**chieve first time results, **R**egularly maintain sites, **E**nsure speedy closure of works.
- Promote the use of recycled materials.

4. Protecting the value of our assets

Highway and Utility assets have been built up over many years. This significant investment needs to be protected by ensuring that damage to these assets is minimised during works in the street.

Service Standards

We will:

- Endeavour to ensure that all works are carried out to the highest standard.
- Influence our respective organisations to deploy new technologies with the aim of protecting the assets.
- Investigate the quality of reinstatements by using tests to establish whether regulatory standards have been met.
- Work together to develop new initiatives and share best practice for the benefit of our Customers.

Providing Evidence

Evidence to demonstrate compliance with this Charter will be disseminated to key stakeholders, people within each of YHAUC's individual organisations and our Customers.

Key documents, such as the YHAUC Business Plan, best practice procedures, meeting minutes and action points will be published on the YHAUC web-site. The YHAUC secretary will have the responsibility for ensuring timely provision of information / data published on the web-site.

The Key Performance Indicators set out in Appendix 1 are based on the principle that they will contribute to a culture of improvement. They are designed to measure performance in all the key areas of the Charter. Reports will be produced and verified on a quarterly basis with reviews at YHAUC to ensure understanding of the previous and current position. The process will also require a review and where appropriate setting of future performance targets.



Charter
Dashboard.xls

