



## NJUG CASE STUDY

### CASE STUDY 40: East Sussex / Southern Water Partnership

The National Joint Utilities Group (NJUG) is the UK industry association representing utilities on street works issues. The 37 companies<sup>1</sup> we represent work to deliver gas, electricity, water and telecommunications to both individual consumers and UK plc.

NJUG members need to continue to drive forward further improvements. We have therefore developed the NJUG Vision for Street Works, which revolves around six main principles:

1. Safety is the number one priority
2. Damage to underground assets is avoided
3. Utilities work together and in partnership with local authorities to minimise disruption
4. Utilities deliver consistent high quality
5. Utilities maximize use of sustainable methods and materials
6. Street works in the UK are regarded as world class

This case study is an example of NJUG delivering on these principles and turning the vision into reality.

#### **Overview:**

Southern Water and its main street works suppliers (Clancy Docwra, Morrison & 4D) are currently in a partnership arrangement with East Sussex County Council (ESCC).

This was initiated by ESCC in May 2007, and was recognised by Southern Water as a way to establish a solid working relationship that could improve the performance of all work activities. In addition to this, it was acknowledged that such a partnership would have many benefits for local communities through minimised disruption, enhanced awareness, and coordinated planning.

As a result of the success of this partnership Southern Water is in discussions with Kent County Council and Hampshire County Council over similar agreements.



#### **Case Study:**

A Partnership Steering Group, comprising of the Southern Water Regional Distribution Manager, key Southern Water & supplier staff, and ESCC's Traffic Manager and key personnel, is responsible for overseeing the partnership agreement. This Group sets the objectives and indicators against which

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<sup>1</sup> NJUG's current members are Energy Networks Association (representing electricity and gas), Water UK (representing all water and wastewater companies), National Grid, Openreach, and Virgin Media. Our associate members are Clancy Docwra, Skanska McNicholas, Balfour Beatty, Morrison Utility Services, Morgan Est, NACAP, PJ Keary, First Intervention, Carillion, Enterprise, Laing O'Rourke and AMEC. Including members through trade associations, NJUG represents thirty-seven utility companies, and twelve utility contractors.

performance is measured. These are then recorded on the 'Balanced Scorecard', which measures the success in achieving the Partnership objectives and agreed levels of performance. Progress on the scorecard is assessed at the quarterly Steering Group meetings.

### Partnership Advantages

The Partnership indicates to all involved that Southern Water is providing a commitment to best practice. The Department for Transport, National Joint Utilities Group, and UK Highway Authorities Utilities Committee all advocate partnership approaches above any adversarial relations.

As a result of the partnership the following benefits have been recorded:

- Assisting in delivering an efficient network;
- Improved co-ordination, co-operation and communication;
- Sharing best practice and encouraging safe working practices;
- Enhancing relationships between Southern Water's suppliers and ESCC;
- Mutual understanding of business objectives, drivers, pressures and constraints;
- Promoting joint and reasonable understandings of new legislation;
- Reaching amicable agreements on issues of initial disagreement;
- Demonstrating parity;
- Tangible feedback on performance of those parties involved in street works.

### Joint Training Sessions

A number of joint training workshops have taken place under the partnership, with two examples detailed below. These have assisted the partnership in improving good practice and performance levels.

- **The Red Book:** A 'Red book' signing, lighting and guarding workshop was organised with a target audience of reinstatement sub contractors and ESCC NRSWA inspectors. ESCC Managers ran through site safety photographs showing different scenarios / layouts and 'good sites, poor sites'. This was very useful for Southern Watersuppliers, provoking thought and discussion. Compliance under HAUC site safety surveys has increased significantly as a result of this session.
- **Notice Quality workshop:** A Notice Quality Workshop attended by ESCC, Southern Water and Supplier NRSWA Noticing Teams focused on noticing errors, to identify root causes of errors (system or user errors), and potential FPNs. All sides worked together to rectify these errors and compliance is improving as a result.



*Representatives from East Sussex County Council, Southern Water, May Gurney, Clancy Docwra, Morrison and HMP at a Partnership Workshop.*



*Andy Riches (Southern Water) & Roger Williams (Traffic Manager, ESCC) Signing the*