



NJUG CASE STUDY

CASE STUDY 21: TMA Project team

The National Joint Utilities Group (NJUG) is the UK industry association representing utilities on street works issues. The 37 companies¹ 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:

Severn Trent Water (STW) first formed the TMA Project team in early 2005 to direct, implement and action the Traffic Management Act (TMA) for the company. It aimed to provide a framework for compliance within the requirements of the TMA. The projects sought to deliver compliance processes, enabled software, trained personnel and management information, all fed into the STW vision of 'Being the best'.

At its height the TMA Project team consisted of nearly 50 people ranging from all departments that would exercise key directions in making sure that compliance, standards of systems, training and competence was of the highest excellence. To date the TMA project team has strived to ensure the company is compliant with the TMA by continually raising awareness and promoting compliance with all relevant codes of practice relating to street works activities.



¹ NJUG's current members are Energy Networks Association (representing electricity and gas), Water UK (representing all water and wastewater companies), National Grid, Openreach, Virgin Media. Our associate members are Clancy Docwra, Skanska McNicholas, Balfour Beatty, Morrison, 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.

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STW decided at a very early stage that TMA required them to move from an in-house system to 'Street Works Manager' EXOR to meet compliance timescales, which enabled the company to adopt a proactive approach to the TMA. STW were at the forefront of the industry, leading and organising various workshops, enabling collaborative working and aiding some Highway Authorities (HA) in implementing and testing new software.

To minimise disruption the systems had to be integrated to accomplish the company's objective and the TMA Project Team produced a three staged plan for the company. This consisted of release 1, which was the manual insertion of compliant TMA notices across the company due to the move from EToN 3 to EToN 4. Release 2 consisted of partial integration of the internal systems to improve working practices and processes within the company. Release 3 consisted of fully integrated systems within the company and striving to be fully compliant with the TMA.

During these three processes the Project Team had been working together with the HAs on the successful implementation and improvement of the EToN 4 systems, partially through STW's own user acceptance testing. They exchanged faults regarding the systems with the HAs so that all parties were aware and could productively plan and develop strategies for the future. The project has been praised by the HA for the TMA Project Team's good communication and helpfulness regarding such matters.

STW has strived to communicate openly with the HAs regarding issues within the Act that would affect both parties. There were regular seminars and workshops that communicated both parties concerns and praises. On 19th December 2007 the TMA Project Team hosted a workshop to discuss SWA's current position with a group of HAs. STW received very positive feedback and were praised for how they have worked in the past and were commended for their "noticing". Although STW were not 100% compliant, they were praised as one of the better utilities. The HAs appreciated the early communication with them and also made clear that they were keen to work with SWA to ensure a smooth transaction of the Act takes place.

Business models and processes were introduced to ensure that SWA exceeded all expectations on working practices and notifications to the HAs. Working practices across the company were brought into affect including first time permanent works, which helped in reducing disruption to the public. The 'Better, Safer, Faster Scheme' implemented designs on how to proactively carry out street works under the TMA, with minimum disruption to the public, whilst also maintaining high compliance with positive and encouraging results.

During the implementation of all the factors the company managed 98% compliance while issuing over 40,000 notices a month to the relevant highway authorities. The STW company goal is to be 100% compliant by April 2010.

The success of the training while implementing the systems internally was crucial in maintaining high notice standards. The training was made a success by involving the business experts and trainers, who had a detailed knowledge of the business and its processes. Staff undertook training seminars throughout each stage of the software development and understood the impact this had on working practices, which enabled them to deliver TMA compliant notices to the HA. The training received exceptionally good feedback from staff on user friendliness, explanation and communication regarding the new Act, and also on planning.