



NJUG CASE STUDY

CASE STUDY 23: Ensuring Legislative Compliance

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:

With the implementation of the TMA during 2008 there was a clearly identified need to ensure that Yorkshire Water, all of their service partners and the local authorities were fully prepared and trained to be compliant with the new legislation. It was agreed that the most sensible approach was to involve all interested parties in developing a standardised robust training package that comprehensively covered all aspects of the new legislation and could be delivered to utilities staff, highways authority staff, and contractors alike.

A key factor in this initiative was the involvement and agreement of all organisations affected by the TMA and the full endorsement and sponsorship of the Yorkshire HAUC. Over several months a dedicated team involving representatives from utilities, highway authorities such as Leeds, Sheffield and Kirklees, and contractors, developed a joint training initiative covering all aspects of the Act to ensure a co-ordinated and professional package was delivered.

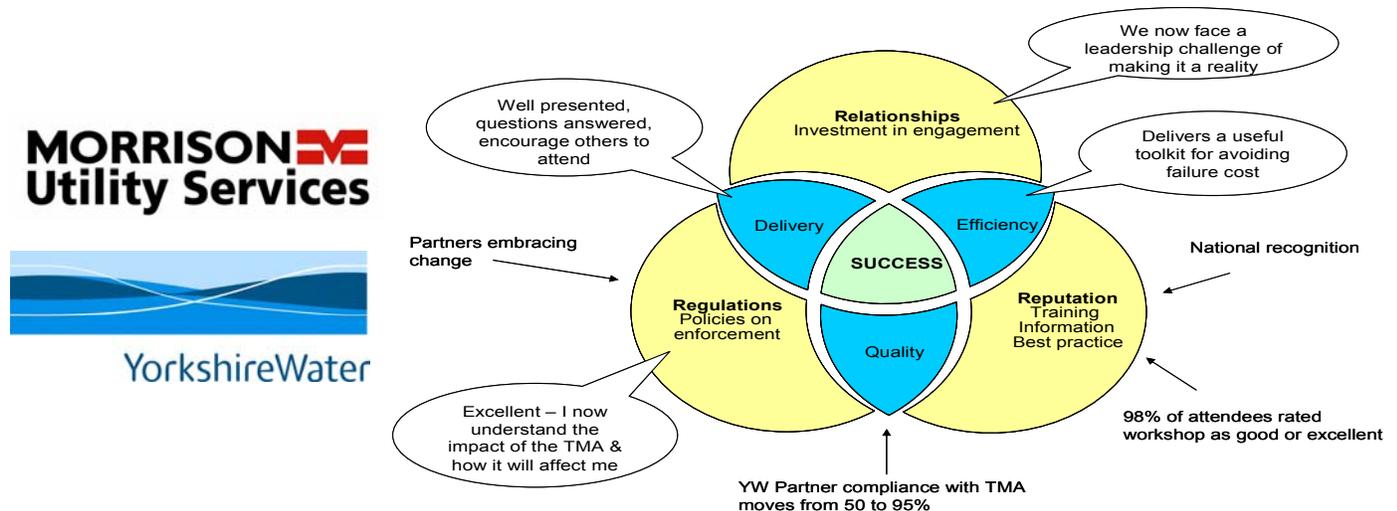
Case Study:

They decided to adopt a two-fold approach. Firstly they adopted the highly successful cartoon Tool Box Talk theme developed by Morrison Utility Services for their health and safety training programme that has been recognised across the utilities industry for its innovative and effective qualities. All operational task teams out in the field underwent a two hour tool box talk using the cartoon type presentation as detailed below. This exercise focused on verification on site of notice details to ensure accuracy of address, street name, surface type etc and the ability to use their observational skills to access the site conditions.

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.



Secondly, office staff involved in notice administration, irrespective of the organisation that they worked for, undertook a full one day training package delivered jointly by representatives from utilities, Highway Authorities and contractors. This enabled a consistent message to be delivered and facilitated closer working relationships and a common understanding. Discussions regarding ways of working were found to be useful and thought provoking.



Business Benefits

- Significantly improved supply chain effectiveness with a common understanding of requirements.
- Individuals developed new skills through the “partnership” bespoke learning and development programme.
- The initiative has helped all groups deliver effectively the requirements of the TMA.
- Utilities are better placed to avoid the possibility of fixed penalty notices and for local authority work promoters to comply with the regulations.
- Relationships formed between administrative groups leading to mutual support networks.
- Demonstrates YHAUC members working together to deliver a common set of objectives.

Customer benefits

- The local authorities (as the noticing body) receive better information which allows them to coordinate street and road works more effectively, therefore minimising disruption for road users (their customers).
- Customer enquiries received by local authorities and utilities can be dealt with effectively by well informed people.
- Customer work can be planned more effectively in accordance with noticing timescales and requirements.
- Correct promotion of notices means potential delays are minimised.