



NJUG CASE STUDY

CASE STUDY NUMBER 75: SEHAUC – PLANT IDENTIFICATION TOOL

WINNER OF THE NJUG HIGH QUALITY AWARD 2014

The National Joint Utilities Group (NJUG) is the UK industry association representing utilities solely on street works issues. The 43 utility companies and 16 utility contractors we represent are major contributors to economic growth and 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 seven main principles:

- Safety
- High Quality
- Minimise Disruption
- Keep the Public Fully Informed
- Sustainable Methods and Materials
- Avoid Damage to Underground Assets
- Innovation

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

Overview

SEHAUC developed an online tool to communicate to all those involved in road or street works whose plant is whose. The tool, which is expected to become a mobile app, takes photos supplied by utility or authority apparatus owners, and lists them by sector to enable quick navigation.

Case Study

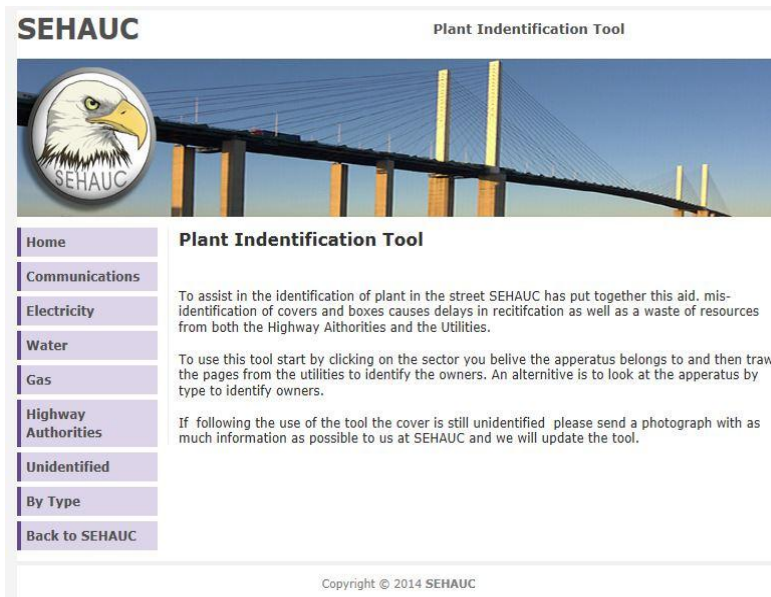
The problem: Acknowledging that a lot of the industry's staff were new and did not necessarily have a street works background, SEHAUC identified the misidentification of plant as an area of concern that needed to be addressed. Whilst, this tool won the NJUG 2014 Quality Award, it also has major safety benefits.

SEHAUC looked at a method of communicating to all those within underground apparatus within the SEHAUC area, and deemed the internet the most obvious method. SEHAUC requested details of apparatus from both utility companies and highway authorities and plant owner, utility company and highway authority. The submission to SEHAUC from Openreach in the form of a series of web pages detailing different plant backed up by an off line CD version led to the development of a web-based tool which is now available on www.sehauc.org.uk, not only to SEHAUC members but the entire HAUC / RAUC community.

The Openreach package was uploaded to the internet and was subsequently re-hosted on the Openreach company website and a link provided on the tool.

NJUG

National Joint Utilities Group



Plant identification tool: The tool works by listing photos supplied by apparatus owners, utility companies and highway authorities by sector and by type, to enable quick navigation. The tool therefore enables the user looking at a small square footway cover to easily and quickly identify those who may own that type of plant.

The tool is particularly beneficial as it provides an expanding data bank of images – this is contrary to the scatter gun approach employed in the past. It also ensures that any

issues raised about apparatus in the highway are dealt with and resolved more quickly, thus enhancing the safety of road users and workers.

Benefits: The benefits that the tool provides can be measured in several ways:

- Quality – Delivering the right information to the right organisation in a professional manner;
- Efficiency – Ensuring that the report goes to the correct owner in the first instance;
- Cost – Savings are made from not having site meetings with multiple companies to ascertain ownership, as well as wasted time reacting to misidentified plants;
- Public Image - demonstrating to the public that reported incidents are dealt with promptly and correctly in the first instance.

Openreach has seen a reduction in misidentified boxes from the highway authorities in the South East. Prior to the tool being made available, they were receiving 54 reports per month that were not BT boxes. In comparison, in September 2014, this was down to 6 in the South East – meanwhile, in other areas it has remained the same. Information from Openreach indicates that the average cost of a callout is £280 taking into account the time taken and the distance travelled

Future development of the tool: The tool now works off of its current platform. Once it grows and further develops it is expected to be converted into a free mobile app so that plants can be identified offline in the field. This move will embrace the changing technological environment of the street works industry.