

CASE STUDY NUMBER 79: Amey and United Utilities – Street Works Compliance Mobile Application *Winner of the Innovation Award*

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

Street Works Compliance Mobile Application: A mobile application used by operational teams to ensure compliant site set up, along with methodology and quality of backfill and reinstatement activities via live photographs and remote supervision.



Making the most of the latest technology and innovation Amey and United Utilities designed, developed and launched an app to better monitor the safety, quality and compliance of their sites.

By introducing a robust monitoring system they have positively transformed their working practices. This has enabled them to minimise disruption to customers, the general public and road users. In addition it has improved quality, ensuring real-time performance management of operatives' work whilst facilitating the rapid rectification of any non-conformance.

Case Study

- The app was designed to allow operatives to **carry out self-audits quickly and easily**, therefore minimising the impact it could have on their productivity. Feedback received from the operatives during the testing phase was used to ensure the app achieved this goal.
- It is **easily downloaded** onto their smart phone with all direct and indirect employees having complete access and the ability to demonstrate full compliance in real time.
- The data received by the support team through the app can be used to produce a full suite of reports or even **gather data** for each individual element of a job.
- The **web portal** that hosts the information captured on site can also be **easily shared** with clients, giving them visibility of work at the click of a button.
- **Trending Data** is also used to **identify any training needs** allowing the targeting of content for refresher training and tool box talks.



National Joint Utilities Group

- The **roll out** of the Street Works Compliance Application was done through careful and considerate training with our operative workforce, involving them at every step of the way as well as ensuring they would see the benefits of its use whilst carrying out their work.

How it works: The innovative Street Works Compliance Application enables real-time performance management, as audits are carried out pre, during and post work completion.

- The **on-site team captures images** from site set up through to site clear. These are submitted in real-time and audited by an office-based compliance team who check compliance against the Safety at Street and Road Works Code of Practice (Chapter 8) and Specification for the Reinstatement of Openings in Highways (SROH) with regard to backfill and reinstatement activities.
- The office-based **compliance team then approve the work or raise an issue**, contacting the onsite team directly with the action needed to rectify.
- On completion the **onsite team will submit a follow up audit** to demonstrate the highlighted issue has been resolved.
- If the non-conformance cannot be rectified immediately then the compliance team contact the management team highlighting the issue to be rectified.
- **Click here to view the [Streetworks Mobile application video](#).**

Impact: Since its creation, the application has had a significant positive impact on performance, reduced disruption to customers and elevated their clients' standing with Local Authorities across the North West.

- The use of the Street Works Compliance Application has made operatives **more mindful** of customers, clients and workmanship whilst carrying out their work.
- By carefully **assessing the impact** the works will have on the community and road users surrounding it, they have been able to **minimise the disruption** that working on a public highway often incurs, no matter how small a project may be.
- If site signage and safety equipment is set out correctly, customers are less likely to be inconvenienced by their presence, will be **safer** when coming across them during their daily routine and will be as **minimally disrupted** as possible.
- Stringent independent audit **Compliance Scores** increased to 96% in just six months.
- **Stronger relationships** with Local Authorities in the North West; all 24 of whom were extremely impressed by its implementation, usage and outputs.
- The success of the mobile application within the United Utilities contract has meant that it has been introduced in other Amey contracts, with a programme now in place to roll out the mobile compliance application to all of their contracts that undertake excavation work on the highway.

Danny Eastham, Customer Team

- *"It has driven a cultural change – there has been a downward trend in the number of site related complaints that we receive which is fantastic"*