

Surrey County Council Street Works Department

Communication and Engagement Policy

Works that take place on the public highway are of great interest to the users of Surrey's highway network. The level of interest most often corresponding to the significance of the activity in terms of traffic disruption and or duration.

Communication, both internal and external, forms an essential part of the Street Works department strategy to inform and engage and contributes to the Member and Customer focus of Surrey Highways.

Effective proactive communication will support the reduction of reactive responses enabling a better managed service.

This document defines levels of communication and engagement expected relative to type of Street Works Activity. (Works for Road Purposes are not included in this strategy)

With the exception of the sending of Tweets, the responsibility for this process is held within the Coordination Team within the Street Works department.

It would be expected that the relevant Network Coordinator lead the communication and engagement process and the local Street Works Officer be included in early discussions with works promoters and details passed to Technical Support for information.

In all instances below **traffic management refers to temporary traffic signals or road closures** only.

General information on road works in Surrey can be obtained by following the web link

<http://www.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning/roadworks-in-my-area>

Works category definitions relate to those as defined in the New Roads and Street Works Act 1991

Traffic Sensitive Streets are those listed in the National Street Gazetteer in accordance with criteria set by the Department for Transport.

Immediate Activities (Emergency and Urgent)

1) With **Traffic Management** on streets defined as **Traffic Sensitive**

- The Local committee Chair, local Member and the Local Area Office, via the Area Highway Manager (AHM), must be informed by e-mail of these works as soon as is reasonably practicable.
- A twitter feed will be posted via Surrey Travel outlining the requirement for the works, the undertaker and the likely duration.

2) With **Traffic Management** on streets defined as **non Traffic Sensitive**

- The local Member, Local Area Office and Local Committee Chairman would only by exception be advised of these works if the street is known to be locally significant and/or the works were known to be going on for five days or more.
- In general works of this type would not involve communication or engagement.

3) **Without Traffic Management** on street defined as **non traffic sensitive**.

- This type would not involve communication or engagement.

Works of a nature that would require a **Provisional Advanced Authorisation** – (Reference must be made to the Major & Major Plus Works Process documentations)

1) With **Traffic Management** on streets defined as **Traffic Sensitive**

- Early discussions must be held with the relevant utility regarding works of this type to understand implications on the highway and agree timings, duration and traffic management requirements.
- The local Member and the Local Area Office, via the AHM, must be engaged early within the process for this type of works, the Local Committee Chairman must be advised of the works.
- A Surrey County Council Information Sheet, issued to relevant stakeholders, would be normal in areas of known traffic and or local sensitivity.
- The Contact Centre must be advised via e-mail
- A twitter feed may be considered

2) With **Traffic Management** on streets defined as **non Traffic Sensitive**

- Early discussions must be held with the relevant utility regarding works of this type to understand implications on the highway and agree timings and durations.
- The local Member, the Local Committee Chairman and the Local Area Office via the AHM, must be advised of the works and consideration given to Member and AHM engagement.
- It would be by exception that a SCC Information Sheet would be released, consideration given to significance of the road in the local highway network and the type of traffic management.
- The Contact Centre must be advised via e-mail.

Note 1) and 2) do not apply to single over night closures.

3) **Without Traffic Management** on street defined as **non traffic sensitive.**

- Discussions would be considered with the relevant utility regarding works of this type to understand implications on the highway and agree timings and durations.
- Release of a SCC Information Sheet could be considered if the location was determined locally sensitive but would not be the norm.
- Consideration could be given to inform the local Member, Local Committee Chairman and the Local Area Office of this type of works but would not be the norm.
- It would not be necessary to advise the Contact Centre.

Standard Activity (four to ten days) – (Reference must be made to the Major & Major Plus Works Process documentations)

4) With **Traffic Management** on streets defined as **Traffic Sensitive**.

- Communication should be had with the relevant utility regarding works of this type to understand implications on the highway and agree timings, duration and traffic management.
- A Surrey County Council Information Sheet could be issued to relevant stakeholders, but would not generally be the norm, local knowledge on area sensitivity being the significant factor.
- The local Member, Local Committee Chairman and the Local Area Office could be advised of this type of works if they are in an area of known local sensitivity.
- Contact Centre could be advised via e-mail if they are in an area of known local sensitivity.
- A twitter feed may be considered

5) With **Traffic Management** on streets defined as **non Traffic Sensitive**

- Communication should be had with the relevant utility regarding works of this type to understand implications on the highway and agree timings, duration where the street is known to be significant in the local network.
- A Surrey County Council Information Sheet could be issued to relevant stakeholders, but would not be the norm.
- It would be customary to advise the local Member, Local Committee Chairman and the Local Area Office of this type of works if they are in an area of known local sensitivity.
- It would not be normal to advise the Contact Centre.

6) **Without Traffic Management** on streets defined as **non traffic sensitive**.

- Discussions would generally be considered unnecessary with the relevant utility regarding works of this type.
- Member engagement is unlikely with this type of works.
- An Information Sheet would not be published for these works.
- In general works of this type would not involve communication or engagement.

Minor Activities (3 days or less)

- 7) With **Traffic Management** implications on streets defined as **Traffic Sensitive**.
 - The local Member, Local Area Office and Local Committee Chairman would only by exception be advised of these works if the street is known to be locally significant.
 - In general works of this type would not involve communication or engagement.

- 8) With **Traffic Management** implications on street defined as **non Traffic Sensitive**
 - The local Member, Local Area Office and Local Committee Chairman would only by exception be advised of these works if the street is known to be locally significant.
 - In general works of this type would not involve communication or engagement.

- 9) **Without Traffic Management** implications on **non traffic sensitive**
 - This type would not involve communication or engagement.

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