

Streetworks Q&A

Q1: Are all works on the highway treated equally?

A1: Yes SCC has to seek a permit for its own works in the same way as utility companies and anyone else seeking to work on the highway, however Surrey's own works do not pay a fee for their permits, whereas Utility Companies pay a fee for each permit granted to cover Surrey CC's costs for scheme operation

Q2: How much notice is required?

A2: Notice requirements vary according to the type and length of works and are specified in the legislation. Everyone is encouraged to provide as much notice as possible, but often notice is not received until the deadline which may only be a few days before work is due to start.

Q3: How is the length of the permit determined?

A3: A 'reasonable period' must be granted. Officers will challenge works that appear to be longer than necessary, but there is no obligation or penalty for work not taking place on site continuously throughout the permit period, as there may be legitimate periods of no activity between works phases and hand-over between specialist teams. The Utility Companies are able to schedule the work phases within each permit to optimise use of their available resources and fit with their business processes.

Q4: Can financial penalties be imposed for poor performance?

A4: Yes. Fixed Penalty Notices (FPNs) can be issued for failure to comply with a condition placed on a permit and for not displaying an information board about the works on site. (Each FPN can be discharged by a £120 payment, or £80 if paid within a discount period). Penalties can also be charged for over running works which exceed the 'reasonable period' granted for the permit, which can vary according to the type and location of the work.

Q5: Why can't more work be scheduled at night?

A5: Night work can be a condition of a permit, but this increases the cost for the operator and would usually only be requested on very traffic sensitive routes. It can lead to resident complaints as a result of noise disturbance even if they are not adjacent to the work. For some works there can also be a safety risk to night working.

Q6: What is done to avoid clashes of work?

A6: Officers always try to avoid clashes of work and to programme works on the same road together where possible. However, there is often little notice or none in the case of emergency works. The volume of works requests across the County means that it is sometimes impossible to avoid conflicting works and officers often need to consider short term greater disruption vs longer term lesser delays.

Q7: How is work publicised?

A7: All work is displayed on <https://one.network/tm> and this website is embedded in the SCC website here: <https://www.surreycc.gov.uk/roads-and-transport/roadworks-and->

[maintenance/roadworks](#) although there may be a slight lag in information on utility work as they are currently not obliged to notify the end of work until the day after completion. On this website, residents can register for notifications tailored to their requirements. Under legislation Utility companies have no legal obligation to display on-site signage in advance of work taking place nor notify local residents by letter, although both may sometimes be a required condition of the permit.

Q8: Are newly surfaced roads protected?

A8: Yes, these roads can be embargoed but emergency work and new connections are still permitted. All reinstatement work is guaranteed for two years and is checked and repairs requested if necessary.

Q9: What constitutes an emergency?

A9: The definitions within legislation are open to some interpretation. It is sometimes hard to determine whether the emergency permit request is a genuine emergency which requires immediate response or rather a known problem which may meet the criteria for 'emergency' but that is scheduled by the organisation when they have resources available to undertake a repair, but with the Highway Authority still given no forward notice of the works.

Lane Rental Scheme

Q1: What would be the purpose of introducing a lane rental scheme?

A1: The primary purpose would be around changing culture within works promoters to shorten and better plan works on Surrey's most congested routes, as opposed revenue generation.

Q2: How might a Lane Rental scheme be established in Surrey?

A2: Following a recent legislative update, SCC could now apply to the DfT to be given approval to operate a scheme. All works promoters, including Surrey's own works, would pay a fee for each day of occupation on those sections of the road network specified as liable to Lane Rental. There are restrictions on how any surplus scheme funds could be used. In the Kent CC pioneer scheme, surplus funds are allocated by a Governance Board with representatives from the county council and utility companies to bids which satisfy their criteria.

Q3: Could more than 5% of the network be included?

A4: Around 5% is the Government expectation and needs to be evidenced based. It is unlikely to be significantly higher, but SCC Officers will explore the potential for a larger percentage of the network to be included, during ongoing engagement with DfT Officers