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1.0 BEFORE YOU BEGIN

For further information please refer to the Council website.

Where works are being carried out under a Section 278 agreement, you must not begin construction unless and until:

- we have given you technical approval;
- the Section 278 agreement has been completed and signed and an appropriate surety is set in place;
- you have provided us with written confirmation that you have notified the Health and Safety Executive, where applicable, that you are client for the works for the purposes of the Construction (Design and Management) Regulations;
- all necessary fees have been paid to us; and
- the following requirements have also been satisfactorily completed

1. Notification of start: You must normally give us notice in writing of your intention to begin construction work or begin it again. Please see below regarding streetworks notices.

2. Approving your contractor: Your highway works must be constructed by a contractor (including any sub-contractor) who has relevant experience and capabilities. You must not start construction of the highway works until we have approved your contractor. So, you must supply information about the contractor you want to use. Where you are unable to supply us with satisfactory details, or where we have previously experienced problems with a contractor (for example with quality of workmanship) we will not approve that contractor.

3. The contractor's insurance: You must indemnify us (protect us from legal responsibility) against any claims by third parties arising from the highway works. Before we will approve your contractor they must provide us with written evidence that they have, as a minimum, £5 million public liability insurance with no limit on the number of claims.

4. Pre-start meeting: You must arrange a ‘pre-start’ meeting (see typical pre-start agenda in appendix B).

2.0 SUMMARY – traffic management application process/work types/co-ordination and noticing of works

In June 2010 Birmingham’s Highways Private Finance Initiative (PFI) began with Amey, on behalf of Birmingham, supplying many of the services previously provided directly by the City Council. Amey on behalf of the City Council carries out the co-ordination of works and work activities on the highway.

All streetworks notices and traffic management plans relating to streetworks notices (including requests for early starts and extensions of time) shall be submitted to Amey as attachments of an email to:

BHMStreetworks@amey.co.uk

If Notices are not correctly submitted and do not have supporting information attached in order to check and approve the proposed works the notice will be challenged. This may delay and/or disrupt the timing of works and could result in the issuing of Fixed Penalty Notices.

Provide a traffic management plan to show proposals and demonstrate that it is required.

1. Complete TMP2 request for temporary traffic management approval. Send as attachment to works notification with supporting information.
2. Applications will be processed & copies sent to the appropriate sections within Birmingham City Council.
3. Works Promoter will receive response from the Birmingham City Council’s Streetworks Authority – Amey Streetworks via the notification return path confirming the decision, or a request for further information.

Amey Streetworks lines of communication are as follows:

<table>
<thead>
<tr>
<th>Type of communication</th>
<th>Email address;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Management Requests</td>
<td><a href="mailto:BHMStreetworks@amey.co.uk">BHMStreetworks@amey.co.uk</a></td>
</tr>
<tr>
<td>Early Start Requests</td>
<td><a href="mailto:BHM_Streetworksregister@amey.co.uk">BHM_Streetworksregister@amey.co.uk</a></td>
</tr>
<tr>
<td>Extensions/Error Corrections/Restriction Permissions</td>
<td><a href="mailto:BHM_Streetworksregister@amey.co.uk">BHM_Streetworksregister@amey.co.uk</a></td>
</tr>
</tbody>
</table>

**Work types**

Works types are defined within the ‘Code of Practice for the Co-ordination of streetworks and works for road purposes and related matters’ Chapter 78 – Works classification issued by the Department of Transport in conjunction with HAUC (UK) and forms part of the New Roads and Street Works Act 1991.

<table>
<thead>
<tr>
<th>Type of works</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major works</td>
<td>- Works that have been identified within a programme (normally planned about six months in advance of the proposed start date)&lt;br&gt;- Require a temporary traffic regulation order&lt;br&gt;- Have a planned duration of <strong>11 days or more</strong></td>
</tr>
<tr>
<td>Standard works</td>
<td>- Works with a planned duration of between 4 and 10 days.</td>
</tr>
<tr>
<td>Minor works</td>
<td>- Works with a planned duration of <strong>3 days or less</strong></td>
</tr>
<tr>
<td>Immediate works</td>
<td>- <strong>Emergency works</strong>&lt;br&gt;- <strong>Urgent works</strong> – unplanned/reactive work in order to maintain supply of service and/or maintain the safety of highway users.</td>
</tr>
</tbody>
</table>

The works promoter must also consider the location of the works when planning and noticing of proposed works, as standard or minor work may have a major impact on the movement of traffic and sufficient time will need to be given to plan works, agree traffic management proposals and carry out publicity.

**Noticing Of Works**

Types of notices are detailed within the ‘Code of Practice for the Co-ordination of streetworks and works for road purposes and related matters’ Chapter 8 - Notice requirements and validity issued by the Department of Transport in conjunction with HAUC (UK) and forms part
of the New Roads and Street Works Act 1991. Noticing of work etc shall be in accordance with the Act.

Where temporary traffic management and proposed methods of working need to be submitted for approval and applications submitted for processing details should be submitted as an attachment to an Advance Notice.

A summary of notice period and response times:

<table>
<thead>
<tr>
<th>Work Category</th>
<th>Notice Period</th>
<th>Validity Period</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major</td>
<td>S 54</td>
<td>S 54</td>
<td>S 54</td>
</tr>
<tr>
<td></td>
<td>3months</td>
<td>10days</td>
<td>15days</td>
</tr>
<tr>
<td>Standard</td>
<td>N/A</td>
<td>N/A</td>
<td>10days</td>
</tr>
<tr>
<td>Minor</td>
<td>N/A</td>
<td>3days</td>
<td>N/A</td>
</tr>
<tr>
<td>Immediate</td>
<td>N/A</td>
<td>2hours after N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Notices

Section 54 (1) – Advance notice
Section 55(1) – Notice of starting date
Section 74 – Actual start date
Section 74(4) – In progress, revised duration
Section 74(5C) – Works clear (interim)
Section 74(5C) – Works clear (permanent)

Requests for early starts and extension of time requests

Works Promoters will need to carefully plan their works to ensure notices are submitted correctly and comply with the noticing periods. Early starts and extensions will only be considered if the works promoter can clearly justify the need for a change to the notice period and programmed works. Early starts and/or extensions may also be granted if there is a benefit to the coordination of works and a reduction of the impact to the movement of traffic.

Traffic sensitive streets

Under section 64 of NRSWA a street authority may designate certain street or parts of streets as traffic sensitive. The designation highlights that works in these situations are likely to be particularly disruptive to other road users, but it does not necessarily prevent occupation during traffic sensitive times. The sensitivity applies to all works taking place in the street. Highway authorities and undertakers should not work in the carriageway of traffic sensitive streets at sensitive periods unless there is no alternative.

Traffic sensitive streets are identified on the street gazetteer together with other additional street data.

The streets designated by Birmingham City Council as part of its winter maintenance programme, requiring the treatment of any part of it with salt or other chemicals when low temperatures are expected, to prevent the formation of ice are traffic sensitive from 07:00 to 19:00 hours, 7 days a week.

Work may be restricted on street where traffic has been displaced to as a result of major works taking place on nearby streets or other parts of the strategic network. For example major works on Bristol Road would be restricted while major works are being carried out on the Hagley Road. These restrictions will be site specific.
City centre restrictions

Working restrictions in the city centre is aimed at minimising the impact on the highway network while there is increased demand due to shopping etc. **Due to the increase in vehicular and pedestrian movements during Christmas period and the adverse effect highway restrictions will have on trading during that period the Council impose restrictions in the City Centre on defined sections of the highway network.** The restriction period starts at the end of October and runs through to the end of the second week in January.

If essential works are required agreement must be sort from the streetworks authority before starting with the exception of emergency works.

**Definition of information required from works promoter for the works notice**

Information required from works the promoter:

1. Details within the TMP2 submission – Should include contact details of works promoter, location of works, timing of works, reason for works, type of temporary traffic management, traffic management contractors details etc.
2. Location plan – Should include area of highway to be occupied, length of excavations to be open at any one time, site access points, pedestrian routes, site compound etc.
3. Method statement – Should include details of how work is to be carried out, working hours, resources to be used, extent of excavation, material storage, removal of spoil, access to site, site contact details, phasing of works and TM proposals. Methods of works need to be submitted for agreement and approval in such away that there can be no confusion or misunderstanding. The works promoter should be able to clearly demonstrate that the proposed planned works can physically be implemented.
4. Traffic management plan - Should be submitted for agreement and approval in such away that there can be no confusion or misunderstanding. The works promoter should be able to clearly demonstrate that the proposed planned works can physically be implemented. This can be demonstrated in the following way:
   - Traffic Management Plans (in addition to standard chapter 8 signage) are to show:
     - The working area, safety zones etc.
     - Position of trench excavations etc.
     - Working area, safety zone, traffic lane widths and pedestrian walkway widths should be measured and dimensions shown on the plan
     - The length working areas and lane restrictions should be shown on the plan
     - Advanced warning signage
     - Diversion routes
     - Alternative routes
     - Site access arrangements
   - Phasing of works plan.
   - Location of Site compounds and other site facilities.
5. Programme of works – should take into account, noticing dates and durations, time taken for approvals, implementation of TROs and other restrictions and must be realistic. The programme should clearly detail phases of works and highlight areas where road closures, restrictions, temporary traffic lights etc are required.
6. Statement to demonstrate the least disruptive method of working – should provide details of the nature of works, complexities and limitations of working. The statement...
should also show that other methods of working and temporary TM has been considered and investigated and proved to be less effective.

3.0 WORKS IN PROGRESS

Changes to proposed methods of working

Any changes to the proposed methods of working should be sent as an attachment to the notification via the ‘Notice Management System’ and the Birmingham City Council’s Streetworks Authority – Amey Streetworks will respond via the return path.

Unforeseen issues

All unforeseen issues that may have a minor impact to the agreed method of working can be agreed with the NRSWA Inspector. Unforeseen issues that have a major impact must be addressed by the works promoter and proposals sent as an attachment to the notification via the ‘Notice Management System’ and the Birmingham City Council’s Streetworks Authority – Amey Streetworks will respond via the return path.

Changes to traffic management proposals

Any changes to traffic management proposals that will have an impact on the movement of traffic must be sent as an attachment to the notification via the ‘Notice Management System’ and the Birmingham City Council’s Streetworks Authority – Amey Streetworks will respond via the return path.

4.0 TEMPORARY TRAFFIC MANAGEMENT AUDIT

As part of the assessment process the proposed temporary traffic management is considered and approved by Birmingham City Council (BCC) Traffic Management Services.

Temporary traffic light proposals are considered and authorised by Amey Urban Traffic Control (UTC). All temporary or existing permanent traffic light enquiries should initially be sent to Permits or Streetworks as applicable.

General requirements

The temporary traffic management audit is to be maintained and retained with supporting information by the owner/promoter of each scheme. The traffic management information may be required for:

- Audit purposes at any time.
- Evidence to refute third party claims.
- Supporting information for scrutiny.

The type of information to be retained is as follows:

- Contractors to produce Risk Assessments, Method Statements, drawings and operatives qualifications.
- Copies of traffic management approvals TMP1 and TMP2 with supporting information.
- Copies of traffic regulation orders/notices
- Copies of permits and authorisation to work on the highway
- Copies of temporary traffic light approvals etc.

Specific Precautions to be taken by Traffic Management Companies

- All operatives to have undergone site induction.
- All operatives should have undergone Manual Handling Training.
• All operatives will wear High Visibility clothing (or higher specification) that complies with the legislation for the type of road i.e. to B.S EN 471 Class 3 for work on Motorways.
• Operatives will be briefed and have a working knowledge of Temporary Traffic Management on High Speed Roads & Dual Carriageways A good Working Practice.
• All operatives will either be trained in the process of being trained to the relevant standard for work on that type of road, i.e. Sector 12D or the New Roads and Street Works Act Unit 002 (Unit 010 for supervisors)
• The appropriate ratio of T.M Foreman, Registered T.M Operatives & Unregistered T.M Operatives MUST be adhered to on all occasions.
• No work is to be carried out without the Operatives being instructed on the approved Method Statement for the work activity.
• Equipment should only be carried across the live carriageway at times of low traffic flow.
• All crossing of carriageways on foot should be done in accordance with HSE/CIS No. 53.
• All signs MUST be secured, by the use of sandbags, so that in the event of an accident the sand will be dispersed thus avoiding a more serious accident.
• All signs MUST be secured by the use of sandbags to reduce the risk of them being blown into the live carriageway.
• In the event of traffic management being erected for periods longer than 2 weeks all signs will need to be securely fixed to new poles or existing street furniture and maintained accordingly unless otherwise agreed.
• Where traffic flow is high, a Police rolling block may be required.

5.0 GENERAL REQUIREMENTS – CONSTRUCTION

SITE INSPECTION

Under the terms of the S278 agreement access to the works shall be permitted at all reasonable times to persons authorised by the Council including representatives of the Highways PFI Service Provider, Amey, to inspect the works (including traffic signals and works related to the Council’s urban traffic control and management system).

It is the developer/contractor’s responsible for supervising the highway works construction. We will only inspect the works to check that they are being constructed in accordance with the approved drawings and our requirements. Any inspections made of the works on behalf of the Highway Authority are made solely for the purposes of that Authority who will not accept any liability for defects in the construction works due to the standard of workmanship or materials used, howsoever arising.

It is in everyone’s interests that a competent engineer who is experienced in site supervision of highway works supervises the works. The level of supervision you must provide will depend on the nature and scale of the works. For larger schemes, you must provide supervision at all times. We can discuss and agree the level of supervision you must provide at the pre-start meeting.

INSPECTION OF STREET WORKS – Statutory Undertakers

Undertakers (mostly utilities) carrying out works in the highway are required by law to have regard to the needs of road users, particularly those with disabilities, when signing, lighting and guarding their works. The Safety at Street Works and Roadworks Code of Practice sets out the specific obligations in detail.

The New Roads and Street Works Act makes the statutory undertakers wholly responsible for the management of their street works. This responsibility covers the signing, lighting and guarding of the works and the proper reinstatement of the street upon completion of the works.
The highway authority is only empowered to monitor the undertaker’s work, not to undertake its supervision.

ENERGY SUPPLY FOR LIGHTING APPARATUS

The developer is responsible for all charges or costs relating to the maintenance or energy of the lighting equipment installed under a developer agreement (S38 or S278, Highways Act 1980) until the council confirms partial or full adoption. The developer will liaise with the distribution network operator (DNO, Western Power Distribution) to ensure that all energy charges are covered and paid for in full until the adoption has been completed and as asset has been transferred to the council.

For further information go to the council guide entitled Guidance on Unmetered Electricity Connections. Also, information on how the competition in connections process works is available from Western Power.

PROTECTION OF THE PUBLIC

The Developer shall guard, fence, light and maintain all obstructions within or adjacent to an existing highway resulting from or in connection with the site works in accordance with the current requirements of Chapter 8 of the Traffic Signs Manual – Traffic Safety Measures for Roadwork’s (DfT) and Safety at Street Works and Roadworks – A Code of Practice (DfT).

“What’s going on?” - The Safety at Streetworks and Roadworks Code of Practice says that an information board must be displayed at every street and road works site except mobile works, short duration works and minor works that do not involve excavation.

The information board is to be placed on the highway so that it does not obstruct footways or carriageways but can be clearly read by pedestrians, and any drivers who have stopped close to the board.

Emphasis on the stability of barriers - The Safety Code now includes a requirement that barriers correctly erected are able to withstand certain levels of wind. This is based on the wind classes set out in Table 2 of BS 8442 Miscellaneous road traffic signs and devices - requirements and text methods, as calculated in Annex B of that standard. This is to help increase the stability of barriers.

What are the penalties for failing to adhere to the safety code?

Failure to adhere to the safety code may under section 65(4) of NRSWA (New Roads and Street Works Act 1991) result in a summary criminal offence which at a Magistrates Court has a maximum penalty of £5,000, but which is unlimited at Crown Court.

PROTECTION OF EXISTING STRUCTURES, WALLS, FENCES ETC.

For all works within or adjacent to the public highway the Developer shall, during the progress of the works, make arrangements for the safety, protection and stability of all structures, walls, fences, hedges, trees, land drains, sewers and apparatus. The Developer shall also be responsible for rectifying or repairing, at their expense, any damage to private or public property that may have been caused by his operations. It shall be the responsibility of the Developer to satisfy himself as to the accuracy of any information, which may be made available by the Highway/Drainage Authorities and Statutory Undertakers.

PROTECTION OF WATER COURSES

The Developer shall be responsible for keeping existing watercourses clear and unrestricted where such operations interfere or have interfered with them in any way, and shall be held responsible for any flooding and damage caused by his failure to carry out these requirements. The Developer shall take all necessary precautions to prevent tar, oil, bitumen, cement or other polluting substance entering any watercourse or surface water sewer.
BCC has responsibility for consenting works that affect the flow of an ordinary watercourse under the terms of the Flood and Water Management Act 2010, Land Drainage Act 1991 and Water Resources Act 1991. An ‘ordinary watercourse’ is a watercourse that is not part of a main river and includes rivers, streams, ditches, drains, cuts, culverts, dikes, sluices, sewers (other than public sewers within the meaning of the Water Industry Act 1991) and passages, through which water flows.

If your watercourse is part of a main river then you will need to apply for consent from the Environment Agency and not BCC. To identify whether your watercourse is a main river, visit the Environment Agency’s website and view their flood maps.

**PROTECTION OF GULLIES AND SEWERS/HIGHWAY DRAINS**

Residue must never be washed into nearby gullies or drains. During the development works, any gullies or drains adjacent to the building site must be maintained to the satisfaction of the Highway Authority. If any gully is damaged or blocked, the applicant will be liable for all costs incurred.

For example, if a concrete pump lorry is operated from the public highway, the surface of the highway and any gullies or drains nearby must be protected with plastic sheeting. When mixing concrete or mortar, cover plates laid on plastic sheeting must be used.

**PROTECTION OF EXISTING TREES AND LANDSCAPING**

The Developer shall take appropriate measures to ensure that all trees, hedgerows etc. required for retention are not to be removed or damaged by the works. Also refer to the Trees and Landscaping section in this guide.

**CONTROL OF NOISE**

The Developer shall comply with the general recommendations set out in BS 5228 – “A Code of Practice for Noise and Vibration Control on Construction and Open Sites” when working within or adjacent to the public highway.

**Sections 60, 61 and 72 of the Control of Pollution Act 1974 (COPA)**

Section 60 of COPA gives BCC the power to serve a notice imposing requirements as to the way in which construction works are to be carried out. BCC serve such notices usually when a noise complaint has been made about activities at the site, however BCC can serve such notices before any works have started.

BS5228 provides guidance to enable compliance with Section 60. Section 61 allows the person intending to carry out construction works to apply for consent to operate prior to any activity commencing at a site. The consent must detail the methods by which all noisy activities are to be carried out. Under Sec 72 a contractor must use “Best Practicable Means” to control noise on the site.

**WORKING ADJACENT TO EXISTING HIGHWAYS**

The Developer shall at all times take such precautions and adopt such measures as are considered necessary to ensure the safety and convenience of the public and owners and occupiers of affected property. He shall also reduce to a minimum, interference with the use of the highway access to private property. The safe passage of vehicles and pedestrians shall at all times be maintained throughout the construction period unless the highway is closed with the agreement of the council and by due statutory process. No work within the existing highway shall take place without the written consent of the council and the entering into of the appropriate agreement and issuing of a works licence or permit to work.
SETTING OUT

The line and level of the formation, side slopes, drains, carriageways and footways, etc. shall be carefully set out in accordance with the planning consent, to an approved method and frequently checked by the Developer to ensure that the gradients and cross sections are in accordance with the approved drawings or agreed variations.

It is the responsibility of the Developer to set out the roadworks without assistance from the Council. The right is reserved not to adopt incorrectly aligned works.

The highway boundary fronting any properties must be set out and clearly established on the ground prior to occupation.

COLD WEATHER WORKING

No material in a frozen condition shall be incorporated in the works and material for use in road pavements shall not be laid on any surface, which is covered with ice or snow. Laying of bituminous materials in adverse conditions shall be in accordance with BS EN13108 and PD6691– Guidance on the use of Bituminous Mixtures.

CONSTRUCTION LEVELS

During all phases of construction it is important that the Developer ensures that the works are constructed in such a manner that they are not liable to damage during the remainder of the works and that they do not constitute a hazard. In particular, attention should be paid to carriageway construction layer levels in relation to manhole/gully covers.

The tie-in levels between the development and the publicly maintained highway must not result in BCC’s highway design standards being compromised. The Developer is responsible for any remedial works.

ROUTING OF CONSTRUCTION VEHICLES

Before the commencement of the works, the Developer shall provide the council details of all routes and the location and details of temporary road signs to be used for construction vehicles gaining access to the site. In some cases, the route(s) will be controlled by a planning condition. The routes and signage shall be agreed with the council prior to commencement of work. It is recommended that the routes, or any agreed variations, are inspected by the Developer and a BCC representative in order to establish the existing condition of the roads prior to use by the construction traffic. The Developer will be required to remedy any damage caused or increased by construction traffic.

KEEPING HIGHWAYS CLEAN

It is an offence under the Highways Act (1980) to deposit mud etc. on a public highway. Prior to commencement of the works, the Developer shall, where required by a planning Condition / site conditions provide within his site boundaries, vehicle and wheel cleaning apparatus to ensure that public highways affected by the site are kept clean. The Developer shall ensure that the facility is maintained in good and useable condition and that all vehicles use it before they leave the site. Any detritus that is deposited on the public highway that has originated from the Development shall be removed at the earliest opportunity.

PARKING FOR SITE STAFF (Construction Traffic Management Plan)

Prior to the commencement of the works, the Developer should provide adequate parking facilities within the site boundaries for all site personnel vehicles. The Developer should ensure that all site personnel use the parking facility and that they do not park on the public highway when attending the site. These stipulations may be required by a planning condition.
6.0 DEVELOPMENT PERMITS AND SECTION 50 LICENCES

The various types of permits are as follows, each of which has its own Guidance Notes: Hoarding Permit; Excavation Permit; Scaffold Permit; Crane Permit; Disposal of Materials Permit; Cart Over Permit; Section 50 Permit (Licence); Temporary Traffic Management – Request for Approval Form (temporary road closure).

Further information and online permit application forms can be downloaded from:
http://www.birmingham.gov.uk/generalpermitrequest

The Section 50 Licence is granted to accredited applicants wishing to place, maintain or retain apparatus (drains, cables, ducts, water and gas pipes etc.) in the public highway. Anyone other than a Statutory Undertaker (e.g. Severn Trent Water) wishing to carry out Streetworks which includes the breaking open, boring or tunnelling under any street to place, adjust, repair, alter or renew any apparatus must be in possession of a streetworks licence. The licence is granted to the owner of the apparatus needing repair, renewal etc. or the contractor working on their behalf.

7.0 ACCESS TO FURTHER INFORMATION

There are some useful documents which can be downloaded from the council’s website,
http://www.birmingham.gov.uk/highwaystrafficmanagement

- Traffic Management Protocol (New Highway Scheme Traffic Management Approval, Temporary Traffic Management Approval)
- Birmingham Streetworks Code of Good Practice
- Traffic Management Road Closure Application
- Portable Temporary Traffic Signals Protocol
- Development Activities on the Highway (Developers & Contractors Guidance Notes) -
- Highway Development Protocol (Factors to be considered by Developers & Contractors at pre-planning & pre-implementation)

Further information about third party works agreements and an online Section 278 (Section 38) New Developments Application Form that you can complete and submit to us. Please visit our website at:
www.birmingham.gov.uk/pds

Birmingham City Council’s Development Standard Specification for Street Lighting Works 2010 is available at:
http://www.birmingham.gov.uk/highwaylighting
# 8.0 USEFUL CONTACT DETAILS

Birmingham City Council Contacts

<table>
<thead>
<tr>
<th>Service Description</th>
<th>TEL</th>
<th>E-MAIL / WEBPAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.278 Works</td>
<td>0121 303 7695</td>
<td>See details below <a href="http://www.birmingham.gov.uk/pds">http://www.birmingham.gov.uk/pds</a></td>
</tr>
<tr>
<td>Adopted status of a road</td>
<td>0121 303 7689</td>
<td>Email: <a href="mailto:highways.searches@birmingham.gov.uk">highways.searches@birmingham.gov.uk</a></td>
</tr>
<tr>
<td>Streetworks Register (Amey)</td>
<td>0121 212 5397</td>
<td>Email: <a href="mailto:BHM_Streetworksregister@amey.co.uk">BHM_Streetworksregister@amey.co.uk</a></td>
</tr>
<tr>
<td>Permits (Hoarding etc.)</td>
<td>0121 303 6644</td>
<td><a href="http://www.birmingham.gov.uk/generalpermitrequest">http://www.birmingham.gov.uk/generalpermitrequest</a></td>
</tr>
<tr>
<td>Traffic Management Enquiries *</td>
<td>0121 303 6644</td>
<td><a href="http://www.birmingham.gov.uk/highwaystrafficmanagement">http://www.birmingham.gov.uk/highwaystrafficmanagement</a></td>
</tr>
<tr>
<td>Highways - reporting defects inc. highway drainage *</td>
<td>0121 303 6644</td>
<td><a href="mailto:contact@birmingham.gov.uk">contact@birmingham.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.birmingham.gov.uk/streets">http://www.birmingham.gov.uk/streets</a></td>
</tr>
<tr>
<td>Streetlighting Faults **</td>
<td>0121 303 6644</td>
<td><a href="mailto:contact@birmingham.gov.uk">contact@birmingham.gov.uk</a></td>
</tr>
<tr>
<td>Footway crossing / dropped kerb requests</td>
<td>0121 303 7577</td>
<td><a href="mailto:droppedkerbs@birmingham.gov.uk">droppedkerbs@birmingham.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.birmingham.gov.uk/droppedkerbs">http://www.birmingham.gov.uk/droppedkerbs</a></td>
</tr>
<tr>
<td>Out of Hours Control Room for EMERGENCIES</td>
<td>0121 303 4149</td>
<td></td>
</tr>
<tr>
<td>Parking Section (inc. suspension of pay &amp; display bays)</td>
<td>0121 303 7617</td>
<td><a href="mailto:parking@birmingham.gov.uk">parking@birmingham.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.birmingham.gov.uk/parking">http://www.birmingham.gov.uk/parking</a></td>
</tr>
<tr>
<td>Street Cleansing</td>
<td>0121 303 1112</td>
<td><a href="mailto:streetcleansing@birmingham.gov.uk">streetcleansing@birmingham.gov.uk</a></td>
</tr>
<tr>
<td>Environmental Protection Unit</td>
<td>0121 303 9900</td>
<td><a href="mailto:Pollution.team@birmingham.gov.uk">Pollution.team@birmingham.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.birmingham.gov.uk/environmental-health">http://www.birmingham.gov.uk/environmental-health</a></td>
</tr>
</tbody>
</table>

* Via BCC Customer Services (Monday to Friday).

** Generally office hours (Monday to Friday)
For enquiries regarding S.278 works:

Private Development Section

Transportation Services
Birmingham City Council

Located at:

Lancaster Circus
Birmingham
B4 7DJ (Navigation)

Postal Address:

PO Box 14439
Birmingham
B2 2JE

CONTACT Private Development Section

If you have any questions about this information or the Section Agreement process, please call 0121 303 7695 or email us.

OTHER USEFUL CONTACTS

<table>
<thead>
<tr>
<th>Service</th>
<th>TEL.</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>0845 113 5000</td>
<td><a href="mailto:Contactus@west-midlands.pnn.police.uk">Contactus@west-midlands.pnn.police.uk</a></td>
</tr>
<tr>
<td>Fire Service</td>
<td>0845 5000 900</td>
<td><a href="mailto:contact@wmfs.net">contact@wmfs.net</a></td>
</tr>
<tr>
<td>West Midlands Ambulance Service</td>
<td>0138 415 555</td>
<td><a href="mailto:enquiries@wmas.nhs.uk">enquiries@wmas.nhs.uk</a></td>
</tr>
<tr>
<td>Gas Emergency (24 hours)</td>
<td>0800 111 999</td>
<td></td>
</tr>
<tr>
<td>Electricity Emergency (24 hours)</td>
<td>0800 328 1111</td>
<td></td>
</tr>
<tr>
<td>Sewerage, water services and emergencies</td>
<td>0800 783 4444</td>
<td></td>
</tr>
<tr>
<td>Severn Trent Water (24 hours)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9.0 REPORTING A FAULT AND ONLINE FORMS

If you consider any fault you are reporting to be causing a serious hazard to traffic or pedestrians and is in need of urgent attention, please telephone 0121 303 6644 (week days, 8 AM to 8 PM) or 0121 303 4149

How quickly will we carry out safety repairs?

The speed of the repair depends on how urgent the problem is:

- We'll inspect within **five working days** maximum anything you report.
- Highway related dangerous defects will be made safe within **1 hour** of the report.
- All other safety repairs will be repaired within a scheduled programme of works.

**You can report faults in most cases using the individual forms which can be accessed from the council webpages listed below.**

Should you need to speak to someone regarding street services and fault reporting, then please telephone 0121 303 6644 (Monday to Friday 8am until 8pm) or alternatively you can email contact@birmingham.gov.uk

<table>
<thead>
<tr>
<th>TYPE OF FAULT</th>
<th>LINK TO COUNCIL WEBPAGE (use CTRL + left click)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic signals and traffic signs</td>
<td><a href="http://www.birmingham.gov.uk/trafficlightrepair">http://www.birmingham.gov.uk/trafficlightrepair</a></td>
</tr>
<tr>
<td>Footway and carriageway defects</td>
<td><a href="http://www.birmingham.gov.uk/pavements">http://www.birmingham.gov.uk/pavements</a></td>
</tr>
<tr>
<td>Faulty Streetlights or street nameplates</td>
<td><a href="http://www.birmingham.gov.uk/streetlights">http://www.birmingham.gov.uk/streetlights</a></td>
</tr>
<tr>
<td>Faulty guardrails, bollards and benches</td>
<td><a href="http://www.birmingham.gov.uk/guardrails">http://www.birmingham.gov.uk/guardrails</a></td>
</tr>
<tr>
<td>Footway and carriageway obstruction</td>
<td><a href="http://www.birmingham.gov.uk/highwayorpavementobstructions">http://www.birmingham.gov.uk/highwayorpavementobstructions</a></td>
</tr>
<tr>
<td>Highway flooding</td>
<td><a href="http://www.birmingham.gov.uk/drainageontheway">http://www.birmingham.gov.uk/drainageontheway</a></td>
</tr>
<tr>
<td>Gritting and winter maintenance</td>
<td><a href="http://www.birmingham.gov.uk/gritting">http://www.birmingham.gov.uk/gritting</a></td>
</tr>
<tr>
<td>Graffiti removal</td>
<td><a href="http://www.birmingham.gov.uk/highwaysgraffiti">http://www.birmingham.gov.uk/highwaysgraffiti</a></td>
</tr>
</tbody>
</table>
Appendix A: Required contractor information

The level of information we will require will depend, amongst other things, on whether or not your intended contractor has worked before on a project of a similar scale and nature in Birmingham and whether or not we have been satisfied with the way that they have performed.

1. Company name
2. Head Office address, telephone and fax numbers
3. Local Office address, telephone and fax numbers
4. Website
5. Contact details
6. Name and address of insurance brokers
7. Employers liability insurance details
8. Public liability (third party) insurance details
9. Brief description of the firms business
10. A statement of the company's tools, plant, technical equipment and manpower available to them for carrying out the works
11. Details of previous similar work (for each scheme give the following)
   - title of scheme and date
   - brief description
   - cost of scheme
   - state whether main contractor of sub-contractor
   - name and address of client
   - name, address and position of engineer supervising the contract from whom a reference may be obtained
12. Details of Quality Assurance Accreditation to BS EN ISO 9000
13. A banker's address for references if required.
14. Health and safety questions:
   - name and position of senior person within the company with responsibility for co-ordinating health and safety
   - copy of the most recent health and safety policy statement including the organisation in place, and a list of the arrangements in force (the contents page may suffice as a list of arrangements)
   - name, health and safety qualifications and experience of safety advisor
   - are formal systems in place to ensure that all plant, equipment and vehicles used on site are regularly inspected and adequately maintained? Enclose a recent example of an inspection/maintenance report.
   - has the company developed permit to work systems, safe systems of works, safety procedures etc. appropriate to the work undertaken by the company? Enclose a recent example
   - are specific resources allocated for safety supervision, training and safety equipment as appropriate to the work undertaken by the company? Give details.
   - are risks assessed, assessments recorded and control implemented as appropriate, prior to commencement of work?
has the company been prosecuted or served with a prohibition and/or improvement notice for any breach of health and safety in the last three years?
Appendix B: Pre-start Meeting

The level of detailed to be discussed at the meeting will depend, amongst other things, on the scale and location of your proposed works.

Attendees, representatives from: BCC PDS; District Engineer (BCC Local Services); Highways PFI Service Provider, Amey; Consultant; Developer; Contractor (including temporary traffic management contractor if applicable); Police if appropriate.

List of matters to be considered for the agenda:

1. Who’s who including site representatives - Contractors contact details, including names/telephone numbers and 24hr emergency contact details for BCC distribution.
2. Completion of S278 agreement and payment of fees, bond in place etc.
3. Completion of any necessary consents, easements or wayleaves.
4. Daytime and out of hours contacts and phone numbers.
5. Valid public liability insurance certificate for Contractor.
6. Sub-contractors.
7. Approved drawings.
9. The notice of intention to commence works and subsequent notices shall comply with the Traffic Management Act Part 4 (NRSWA). Streetworks notices and traffic management plans are to be sent to bhmstreetworks@amey.co.uk. Birmingham’s Highways Maintenance and Management PFI Service Provider, Amey, are responsible for registering streetworks notices (BCC is the Streetworks Authority). Amey will liaise with BCC Traffic Management Services regarding the traffic management proposals (Refer to Birmingham Streetworks Code of Good Practice).
10. Dilapidation survey of the existing public highway with BCC’s Construction Project Leader. All documents to be submitted to the Highway Authority (BCC Private Development Section) for approval.
11. Results of site investigations and tests.
12. Date of commencement.
13. ‘What's Going On’ display boards for the duration of the contract (as required by the Safety at Street Works and Road Works Code of Practice) to BCC requirements.
14. Liaison with local residents and any advance signing/notice requirements.
15. Programme of works (including working hours) and coordination of public utilities services diversions, lowering or protection of services, risk assessments, method statements and Health & Safety Plan for highway works.
16. Working hours.
17. Methods of working.
18. Traffic management inc. traffic control, road closures, diversions, suspensions (on-street parking, bus stops) - Temporary traffic management (TTM): detailed layout drawings, risk assessments and method statements for installation, maintenance and removal of measures including any modification or changes to the installation/layout during the works; Details of the inspections of TTM whilst in operation; proof of appropriate training of operatives carrying out TTM. Refer to TTM Protocol Guidance Notes.
19. Application Form TC56 for temporary Traffic lights or any existing signal heads affected by works.
20. Temporary traffic regulation orders.
22. CDM Regs. inc. Copy of F10 form submitted to HSE & Health & Safety File and as-built drawings.
23. Arrangements for inspections – under the terms of the S278 agreement access to the works shall be permitted at all reasonable times to persons authorised by the Council including representatives of the Highways PFI Service Provider, Amey, to inspect the works (including traffic signals and works related to the Council’s urban traffic control and management system).
24. Notification of stages of construction
25. Materials sampling and testing
26. Materials suppliers
27. Setting out including visibility splays and highway boundaries
28. Clearance of visibility splays
29. Affect on any existing rights of way
30. Site accesses and storage areas
31. Approval of any proposed or specified routes for construction traffic
32. Temporary signs within the highway
33. Mud, materials and equipment on the highway
34. Protection of existing trees and other features to be retained
35. Permits (Birmingham Streetworks Code of Practice) – Hoarding, excavation, scaffold, crane, carting over etc.) TEL 0121 675 0273.
36. Occupation of properties prior to completion
37. Completion of building works prior to surface course
38. Routine maintenance requirements prior to adoption, Final Certificate (or Substantial Completion Certificate).
39. Any other business.
Monitoring and Review of this document

This is a live document that will be updated as and when changes in policy relevant to the above process occur. All comments received will form part of a recurring review process and will be taken into account when preparing an updated version, as appropriate.

Legislation may change over time and the comments made are based on the information available at the time this guidance was produced. It is not necessarily comprehensive and is subject to revision in the light of further information.

This guidance is not intended to be a definitive guide to, nor substitute for the relevant law and independent legal advice should be sought if required.