Consultation good practice guide for Highway Works/Activities and Alterations

The aim of this good practice guide:

- To assist works promoters with developing and delivering highway works/activities and/or alterations with the minimal disruption and disturbance to residents, businesses and highway users.
- To ensure the residents, businesses and highway users are made aware of highway works/activities and alterations and are given the opportunity to comment and influence works promoter’s proposals.

This consultation guide does not cover consultation relating the planning permission or compulsory purchase orders.

The consultation process and timing of consultation must take into account the City Council’s Highways and Traffic Management Protocol’s that can be found on:

www.birmingham.gov.uk/traffic-management-services

The works promoter is expected to consult and engage to

- Collect local knowledge of conditions and issues
- Manage expectations about proposed work/activity and/or alterations
- Keep customers informed
- Clarify customer priorities and concerns
- Assist in the development of solutions or activities that best meet local needs
- Assist in the development of plans and strategies
- To help make balanced and reasonable decisions
- Prevent later complaints and misunderstandings
- Increase engagement with local people

The extent of consultation will be dependant on

- The specific work/activity and/or alterations to take place on the highway
- The impact work/activity and/or alterations will have on access and movement of traffic and pedestrians
- The location of the work/activity and/or alterations
- The duration of the work/activity and/or alterations
- The time of day when work/activity and/or alterations are to be carried out.

The works promoter is expected to make an assessment of the above before carrying out any consultation to ensure that all parties that are liable to be affected are consulted and informed and that the right level of information is consulted on and information sent out. If the assessment is not made or little regard is given to this process the planned works/activities or alteration will be delayed, disrupted and there are likely to be additional costs incurred.

The works promoter’s consultation should commence with the Highway Authority to get an agreement in principle
The following process map identifies what is expected of the works promoter with regard to consultation and information.

Works promoter to identify:
- The nature & extent of works
- Key target dates and anticipated:
  - Duration of works
  - Working times
  - Working area
  - Phasing of works

Works promoter to discuss and agree proposals in principle with Highways
- Consultation with Street Services & Amey where highway infrastructure is affected.
- Consult with Traffic Management Services where traffic and pedestrians are affected.

Works Promoter to develop working proposals
Develop proposals to a level for consultation
Proposals to take into account requirements of consultees where reasonable
Proposals to be developed to a detailed state that identifies:
  - Method of working
  - Traffic management
  - Access
  - On Street activities
  - Pedestrian movement
  - Working space etc

Works Promoter to carry out consultation
Issues raised by consultees to be considered and built into proposals
Consultees that raised issues to be informed of action taken to deal with issue
Works Promoter to deal with further issues raised

TMP form to be submitted with full details of proposals.
- Clearly identify any changes to the principle proposals following consultation.
- Provide evidence of consultation by way of consultation log and supporting information

Approval to be given for TM arrangements
Information letter to go out to consultees confirming arrangements and outcome of consultation

Consultees to be kept informed of progress and any mirror changes to plans. Where any new works/activities are planned or major changes planned consultation is required.
Consultation evidence to support the TMP application must be as follows:

- Completed consultation Log (figure A)
- Copies of information presented at the consultation
- Schedule of consultees
- Clearly show through TM plans, method statements etc that agreed actions have been addressed in the proposals.

When the City Council considers the TMP application and consultation evidence, there may be a requirement for the works promoter to carry out further consultation before approval is granted if plans and consultation is not adequate for the situation.

The consultation process is particularly important in the City Centre and where businesses and residents are directly affected.

Stephen K Taylor  
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# CONSULTATION LOG (Figure A)

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<th>PROJECT</th>
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<td>REASON FOR CONSULTATION</td>
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<td>CONSULTEES</td>
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<th>REF</th>
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<th>CONSULTEE</th>
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<th>ACTION TAKEN TO ADDRESS ISSUE</th>
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<th>CONSULTEE INFORMED OF ACTION TAKEN</th>
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- **REF**: Reference number for the consultation.
- **ISSUES RAISED**: Details of the issues raised.
- **CONSULTEE**: Name of the individual consulted.
- **DATE WHEN ISSUE WAS RAISED**: Date when the issue was raised.
- **ACTION TAKEN TO ADDRESS ISSUE**: Actions taken to address the issue.
- **DATE WHEN ACTION WAS TAKEN**: Date when the action was taken.
- **CONSULTEE INFORMED OF ACTION TAKEN**: Date when the consultee was informed of the action taken.
- **DATE WHEN CONSULTEE WAS INFORMED**: Date when the consultee was informed.
- **ANY FURTHER ISSUES OR ACTIONS REQUIRED OR ISSUE RESOLVED**: Any further issues or actions required or if the issue is resolved.