

Storyboard (answer plan)

Section	Install		
Weighting	5%	Page / Word Limit	6000 characters
Owner	Tom Lambert	Lead Author	Tony Fern
Contributors		Reviewer	
Evaluation Criteria			
The Question			
<p>Our Vision is “To be the leading Utility nationally in Streetworks Compliance, Performance & Customer Service” by working collaboratively with Highway Authorities and our service partners in order to achieve this vision.</p> <p>Describe how your organisation has previously managed the Streetworks process for clients in the Utility sector?</p> <p>This should include traffic management and pavement closures etc, enable safe access to existng meters</p>			
Defining Our Offer			
Client Drivers			
<p>Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response.</p> <p>A 'Good Response' will explain how:</p> <ul style="list-style-type: none"> - Streetworks are carried out to cause limited disruption - Safe working practices <p>A 'Poor Response' will not share knowledge of how streetworks are carried out to a suitable standard currently</p> <p>-</p>			

Win Themes

Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client?

Win Theme

Benefits

Building Our Response

Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.

In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements.

Overall message

Our response

6000 (Currently 5993)

At MWS, we continually review best practice solutions across our business, focusing on streetworks and reinstatement as we know these can result in significant financial penalties, disruption, inconvenience, reputational damage; and present potential safety challenges. We approach streetworks and reinstatement both from a systems and processes point of view and, secondly, in terms of stakeholder management, communication and client reputation considerations; always aiming to *Deliver What We Promise*.

The success of this approach is demonstrated by our current United Utilities Enhanced Metering Contract, which has recently been awarded Project of the Year 2023 by Street Works UK in recognition of our excellent streetworks approach, collaboration with local authorities and use of innovation to help drive continuous improvement. The project has seen completion of over 32,000 installations with only 254 defects (0.8% defect rate).

Driving our efforts to achieve streetworks excellence is our National Streetworks Manager, Tom Lambert, Former Director of Street Works UK. Tom has 32 years' experience of managing streetworks, is Chair of the DfT Safety Code working group and member of the Street Manager Governance Group. MWS leads on Safety Code Review.

Tom's streetworks team liaise daily with highways authorities to develop positive, mutually beneficial relationships with them, discussing traffic management and pavement closure plans etc. to ensure works are completed with minimum disruption to all stakeholders including the travelling public. As a

member of the Streetworks UK (Formally NJUG) and other working groups, we ensure the entire team is appraised of the very latest legislation and ways of working as these are identified and then cascaded to contract operatives.

When excavating, reinstating, or carrying out any other construction work on private or public land, we adhere to requirements specified in the Specification of the Reinstatement of Openings in Highways standards (SROH) and relevant legislation including the New Roads and Street Works Act 1991 (NRSWA). All operatives are assessed for competency, qualifications, training and certification compliance against our minimum standards and contract-specific training requirements, including HSG47 training for safe excavation. They are also briefed on quality requirements as part of their contract-specific inductions and toolbox talks and receive frequent streetworks briefings and bulletins, such as our recent 'Close the Gap' bulletin, reminding operatives to maintain adequate safety zones and gaps between traffic cones and work areas.

Our supervisors assess completed work to identify areas for improvement and, using any feedback received from the client, highways authorities and customers, arrange for further training/coaching and/or review of MWS processes, where required.

We use a range of measures and innovative techniques to ensure our works cause the least disruption possible and cause no harm to our operatives, customers or the public; which we monitor and regularly review to ensure they are fit for purpose – improving upon them where we can using audit results and feedback from customers and highways authorities.

We particularly focus on the use of innovation such as no-dig technology, for example HDD, to minimise the need to excavate. Such methods have helped us significantly improve the quality and performance of our streetworks, save our clients cost and time; and reduce general disruption; health and safety risk and environmental harm.

In 2022 we introduced FYLD, an AI-driven digital platform that transforms the visual risk assessment process for field workers, enabling field teams to record date-stamp and log video evidence of a job site at any stage – saving time and increasing accuracy and safety. The system won the Innovation Excellence in the SWUK Awards 2022.

Another area of innovation is our bespoke **MWorkS** work management system, based on Salesforce, which we are currently using on our Thames Water Smart Metering contract to record overall quality and our compliance levels. The system allows teams to upload photographs to demonstrate the quality of backfills and reinstatement and record pre-work site set up for street works compliance. Risk assessments can be videoed and then reviewed remotely by supervisors to make sure the teams are working safely and correctly. This reduces the number of site visits supervisors need to make – saving travelling time, costs and associated carbon.

Our quality team review the uploaded photos remotely and report back on any issues they find, identifying trends or issues and arranging additional coaching or training necessary to help improve quality. This information is then reported to the management team and supervisors to allow them to implement on-site corrective measures immediately.

Our teams also use **MWorkS** to record and report any incidents occurring during our street works, which they can then escalate immediately, where necessary, to obtain any advice or assistance they need to resolve the issue – remotely. Our contract managers and H&S teams regularly monitor reports generated by **MWorkS** via Power BI dashboards to identify areas for improvement, which are then discussed and agreed during scheduled contract progress meetings.

MWorkS also handles our mapped processes for managing SLG defects, reinstatement defects and interim defects.

To minimise costs associated with financial penalties, we manage S74 overruns on a daily basis using exception reports and implement FPN risk reduction measures. These tighter controls on notice and permit processes have seen us achieve a 50% reduction in FPNs during 2021.

The latest initiative to be rolled out to our contracts by our QA team over the next 12 months is to implement our new Reinstatement Quality Plan, established to further drive reinstatement quality, ensure compliance and minimise costs associated with reworks and financial penalties.

Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question

Relevant Policies, MOPs accreditations, attachments etc

Linked Case Studies: Have we written about this before?

Name/Project	Growth Team Contact	Ops Contact

Graphics

A picture / diagram / flow chart is worth a thousand words!

Sketch any graphics needed to support the answer?

- Drop graphics in here and which subsection they apply to