

FactSheet

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Managing utility roadworks on the highway network *A guide to how we manage street works by utility companies.*

Work on the highway by public utility companies is necessary to ensure we receive the services we expect – such as water, gas, electricity, and broadband.

Organisations such as public utility companies have legal powers to undertake such work, whether planned or emergency repairs. Nearly two thirds of authorised works on the public highway last year were undertaken by utility companies.

Island Roads, working on behalf of the Isle of Wight Council, cannot stop utility work - nor would we seek to do so. Our role is to liaise with utility companies to minimise the disruption such work has on residents, businesses, and road users.



This factsheet explains more about how street works are carried out, who can work on the highway and how we liaise with utility companies to ensure these works are carried out as quickly and as safely as possible and with the least impact on the highway network.

Who is entitled to work on the highway network?

Work can be carried out by:

- Utility companies. These include water, gas, and electric companies (and their contractors) and companies such as WightFibre.
- Companies licensed by Island Roads on behalf of the council.
- Island Roads or Isle of Wight Council contractors.

Planned works by these companies must be agreed in advance. Anyone planning to carry out work on or under a public highway, pavement or footpath must notify us first under the New Roads and Street Works Act 1991.

How many permit applications do we deal with?

In 2022, we received 10,799 permit applications of which 9,267 were approved, 1,532 were refused, 32 were revoked after work had started, because of our concerns, and 195 were modified.

Of the 10,799 applications – nearly three-quarters - were made by utility companies.

How do we manage applications to work on the highway?

We use a permit system to agree the scope and duration of works and the measures that can be put in place to limit disruption to the local community. The permit process is also used to ensure safety and that the public highway is protected during and after work. Failure to comply with the terms of these permits can mean the utility company can be given a fixed penalty notice.



We keep a record of all works we have been notified about – known as the Street Works register.

Utility companies must also inform us of emergency work although, because of the urgent nature of such works, this can be done retrospectively.

On the very rare occasions when we are unable to agree a permit with a utility company, the matter can go to The Highway Authorities and Utilities Committee (HAUC), for arbitration.

What powers do we have?

We cannot prevent a utility company from carrying out works, but we can delay their works to a preferred date if necessary. This might be to ensure factors such as the impact on residents, businesses and road users has been taken into consideration.

Such considerations may include whether work is planned on a busy road, at the height of summer, during major events, or when there are other works on the diversion route.

We monitor work – prioritising major schemes - by, or on behalf of, utility companies to make sure the safety of the road network is maintained. On completion of their works, we carry out a further inspection to check the road or pavement has been reinstated to a satisfactory standard. Utility companies have up to six months to carry out a reinstatement. If they fail to do so, or the work is not of the required standard, we can order utility companies to redo the work or we can reinstate it ourselves and recharge the utility company.

Find out who is working in your area

You can view a map of all roadworks on the Island and identify who is carrying out the work in a particular location using our 'Roadworks Live' tab on the main menu of our website www.islandroads.com Alternatively you can go direct to One.Network via the following link <https://one.network/custom/isleofwight/>

Simply enter the postcode or name of the road that you want to look up and then click on the roadworks items showing in that location. Each will open a box with details of who is carrying out work, what it involves, the duration of the work and whether there are any traffic restrictions e.g., a road closure or traffic lights in operation.

What to do if you are concerned about utility road works

Despite the efforts of all parties to minimise the impact of work, some problems can still occur. If there are issues you need to take up, then contact details for the utility company should be provided on information boards placed at the work location.

For major works, households in the immediate vicinity of the work should be notified by the utility company in advance by letter, this should also contain the company's contact details.

If you do not get a resolution after contacting the utility company, then you can email us at info@islandroads.com

Report a problem on the road network

To report a problem e.g., a pothole or other defect on the Island's roads simply click on the [Report it Online](#) section of our website. There you will be able to check if the issue has already been reported and if not, you can enter details to report the problem. The system can also provide updates on progress. Alternatively, you can email info@islandroads.com with the relevant details.



In an emergency where there is a threat to public safety, for example, a fallen tree blocking the highway, please call 01983 822440. This phonenumber is manned 24 hours a day, seven days a week.

You can visit our website for more details about any of our services www.islandroads.com