

Street Works Consultation and Communication Framework

Level of Disruption (see footnote)	Consultation/Communication				Communication			
	Members	Senior Management level <small>(Leader of Council, Chief Executive, Portfolio Holder, Senior Managers)</small>	Parish/Town Council and relevant business groups <small>(BID/Chamber of Commerce)</small>	Integrated Transport Unit & Emergency Services	Public	Site Communication	Customer Service Centre	Social Media / Website
*Low to Moderate (eg up to 1 week closure on minor road / 3 or 4 way temp signals as identified)	Notification email sent via Elgin/works promoter when TTRO or temp signals approved as appropriate	Notification email sent via Elgin/works promoter when TTRO or temp signals approved as appropriate	Notification email sent via Elgin/works promoter when TTRO or temp signals approved as appropriate	Notification email sent via Elgin/works promoter when TTRO or temp signals approved as appropriate	Letter to affected residents/businesses with contact details (standard template) at least 2 weeks prior to start of works or as appropriate	Advance warning signs on site with contact details (standard template) at least 2 weeks prior to start of works	Notification email sent via Elgin/works promoter when TTRO or temp signals approved as appropriate	N/A
*Major (eg 1-2 week closure on A/B Road / 3 or 4 way temp signals as identified)	As above plus consultation email minimum of 10 weeks prior to start date of job, giving a 2 week window to reply with comments	As above	As above plus attendance at Town/Parish Council meeting on request	As above plus consultation email as soon as scoping info received from contractor / three months before start date.	As above plus face to face discussion with key stakeholders (businesses /schools etc) on request	As above plus VMS signs on request	As above plus use of dedicated page on Shropshire website and use of roadworks.org. Contact details provided by works promoter to assist with customer enquiries	As above plus dedicated page on Shropshire website with weekly updates and including link to roadworks.org & simplified plan of works & diversion route. Regular updates on Twitter and Facebook.
*Severe (eg longer than 2 week closure on A/B Road)	Consultation email minimum of 10 weeks prior to start date of job, giving a 2 week window to reply with comments, plus face to face meeting on request. Regular email updates	Initial email consultation to Senior Management prior to agreement and before consultation with other parties. Regular email updates.	Consultation email minimum of 10 weeks prior to start of job, giving a 2 week window to reply with comments, plus face to face meeting on request	Consultation email minimum of 10 weeks prior to start of job, giving a 2 week window to reply with comments, plus face to face meeting on request	As above plus public meetings, drop in sessions and appointment of dedicated Liaison Officer. Press release/advert with simplified plan.	As above plus on site drop in office and dedicated site officer	As above plus scripts and FAQs if requested. Dedicated web address. Key contact and regular updates on progress. Contact details provided by works promoter to assist with customer enquiries	As above plus videos/photos of works in progress included in weekly dedicated webpage updates. Regular updates on Twitter and Facebook.

**The decision of what level of disruption is likely per scheme would need to be with the Permit/Co-ordination Team as the task for minimising disruption lies within the Traffic Managers Statutory Network Management Duty. Key factors to consider when making this decision are: the type of road, location (eg town centre/rural), works duration, any nearby local influences (eg school/hospital/church etc).*