

Outline process for out of hours (OOH) emergencies

Summary of Process

Calls are handled by the contractor directly. All issues raised are to be attended to.

Any positive traffic management (temp signals or road closure) that is proposed on a strategic or traffic sensitive road, as part of the OOH service, will require agreement with the client OOH Duty Manager before implementation. The contractor will deal with any 2-hour emergency as per the agreed process which involves City Watch requesting an OOH gang to visit the site to assess the risk and wherever possible remove the risk. If the risk cannot be mitigated/managed by the gang, they will feed this back to the contractor OOH Duty Agent explaining what issues are present and the proposed mitigation required to remove the immediate risk. If positive traffic management is required, and this is located on an A&B classified road or a road that is likely to experience significant capacity issues as a result of the proposed TM, the contractors OOH Duty Agent will liaise with the client OOH Duty Manager to agree the proposed approach.

If the client OOH Duty Manager considers that positive TM is required, and there are no other alternatives available, this will be agreed in writing via email. Depending on the anticipated duration of any potential road closure, the contractor can be instructed to provide a signed diversion route if there is confidence in the route being proposed by the client.

Communications

The client OOH Duty Manager will complete the following steps as part of the comms approach:

- Complete the OOH Incident Log, including copies of any emails issued. Uploading in Sharepoint.
- Compile an internal email to the following: joy.dennis@westsussex.gov.uk, matt.davey@westsussex.gov.uk, michele.hulme@westsussex.gov.uk, sustreetworks@westsussex.gov.uk, the OOH Duty Comms Officer, The OOH Duty RET Officer, the relevant County Councillor, Parish Council, Highway Ops Manager, Area Highway Manager and Assistant Area Highway Manager. The email should contain a clear location of the site, explanation as to the incident that has occurred, a rationale behind the immediate measures taken and implemented and an explanation regarding the follow up response if the temporary arrangement will remain in place until the next working day.

The relevant Area Team will take the lead on the next available working day to ensure that the correct people, on contractor and client side, are engaged to assess the site ASAP. Updates to internal and external stakeholders will follow, ensuring that Street Works are notified early on i.e., the necessary permit and paperwork where required.