

# Our Street Care Charter



## How to contact us

Northern Powergrid Street Care Team,  
98 Aketon Road, Castleford WF10 5DS

### Northern General Enquiries:

The Northeast and most of North Yorkshire

**0845 070 71 72**

Mon-Fri 08.30 to 16.40

### Yorkshire General Enquiries:

West, South and East Yorkshire, plus parts of  
North Yorkshire and northern Lincolnshire

**0845 602 4454**

Mon-Fri 08.30 to 16.40

Braille, large type and audio versions

**0800 169 2996**

### Website:

[www.northernpowergrid.com](http://www.northernpowergrid.com)



Committed to  
responsible  
street works

FREEPOST RSXE-LJZJ-GSAZ  
Northern Powergrid  
Street Care Team  
98 Aketon Road  
CASTLEFORD  
WF10 5DS

**Northern Powergrid is continually investing in its electricity network to improve the service it gives, aiming to provide people with a safe and secure supply of electricity, both today and in the future.**

In order to maintain a first-class electricity supply we need to repair and upgrade the network, which often requires us to excavate the public roads or footpaths. We are constantly working to minimise the inconvenience and disruption that can result from these essential street works.

## **Our Street Care Charter**

To demonstrate our commitment to managing high-standard street works, we have created the Northern Powergrid Street Care Charter. Our Charter follows other established national and regional street works initiatives, and has been developed through our close partnerships with local authorities.

*All employees of the organisation and our service providers have agreed to honour the Charter and adhere to the ten Street Care principles when conducting street works.*

## **We need your help**

To help us maintain our high standards when we carry out work in the street, we would like your feedback on any Northern Powergrid street works sites.

Please complete the pre-paid questionnaire (no stamp required) and use it to tell us how we are doing.

## **Our Street Care Charter principles**

### **1. SAFETY**

Follow all the industry standards and keep in line with the Disability Discrimination Act 1995. Ensure no hazards to pedestrians, particularly the disabled, drivers and workers.

### **2. COMMUNICATION**

Aim to inform occupiers of the impending works prior to their commencement and identify street works sites clearly with advance warning signs.

### **3. CO-ORDINATION**

Discuss long-term plans with local authorities, giving them the maximum possible advance notice so they can fulfil their duty to co-ordinate works and collaborate with other utilities wherever possible.

### **4. TRAINING**

Provide all staff with the relevant training to carry out their duties so they can maintain a compliant site.

### **5. DURATION**

Ensure the planning procedure, with timescales understood by all staff, is robust and ensures prompt closure of the work site and removal of all equipment.

### **6. ENVIRONMENT**

Maintain a tidy and environmentally friendly work site at all times, taking particular care when excavating in close proximity to trees.

### **7. COURTESY**

Always be courteous to residents and passersby and ensure there are sufficient information boards on the site.

### **8. INSPECTIONS**

Ensure we achieve 'right first time' standards and be aware that a work site could be inspected at any time.

### **9. EQUIPMENT**

Ensure that the appropriate PPE (personal protective equipment), tools and equipment are provided and being used for the job.

### **10. INNOVATION**

Continue to develop and use new techniques and working practices to reduce disruption.

## **We value your feedback**

If you have recently seen, or live, or work close to a Northern Powergrid street work site, we would appreciate your comments on how you think we are doing in meeting our Street Care Charter.

Please complete and return the following pre-paid questionnaire. Your feedback will play a vital role in helping us to maintain high standards of street works.

Name of contractor: .....

Address/location of site (essential): .....

.....

.....

Were you given sufficient information in advance? Yes  No

Were the workmen courteous? Yes  No

Were there any hazards to pedestrians/drivers? Yes  No

Was the site well signed? Yes  No

Was the site tidy? Yes  No

Are you satisfied with the standard of the completed works? Yes  No

Any other comments: .....

.....

.....

Name: .....

Address: .....

.....

Daytime tel no: .....

Email: .....

**Thank you for taking the time to complete this questionnaire**