

StreetWorks

Mini guide



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Roadworks and Streetworks

Streetworks are carried out by 'statutory undertakers' on or under the road to construct or maintain their infrastructure. Regulation of these bodies and the works they can carry out, qualifications and standards are covered within the [New Roads and Street Works Act 1991 \(NRSWA\)](#).

These are:

- Utilities
- Contractors
- Those who are licensed to carry out works under the [NRSWA Section 50](#).

Roadworks are carried out to repair and maintain the public highway. In Milton Keynes, the City Council is the Highways Authority who has a statutory duty to maintain the highway and keep it safe for all road users.

Our roadworks are carried out by our highways service provider but the design, planning and scheduling of the works is carried out by Council highways officers.

The [Highways Act 1980](#) is the UK legislation that covers roadworks.



Streetworks taking place to install utilities pipes in the verge.



A fibre broadband cable duct being laid in the ground under a footway.

New Roads and Street Works Act 1991

The New Roads and Street Works Act 1991 (NRSWA) allows statutory undertakers (see above), to carry out works in the highway as part of their general works including any emergency or maintenance works to their infrastructure.

Anyone else who wishes to carry out any works on the highway must apply for the relevant permit from Milton Keynes City Council. This must be done before any work takes place and more information on the different types of permit or licence required are on our website at www.milton-keynes.gov.uk/highways

The highway links every part of the borough so any works will cause some level of disruption. MKCC coordinate requests for streetworks with roadworks requests from our own service provider to keep the network flowing as much as possible whilst accommodating essential repairs and maintenance.

To find out more about NRSWA, visit legislation.gov.uk

The permit process

MKCC cannot refuse a request from a statutory undertaker to carry out works but can work with them to limit the inconvenience to road users where possible.

The Streetworks team liaise with the statutory undertakers on their request to work on the highway. The council can request certain changes or ask for conditions to be included as part of the permit process before approval. Each month the team process around 1000 permit requests to work on the highway in MK.

Damaged utility infrastructure

If damaged utility items on the highway are reported to us, we notify the asset owner. Sometimes this can take time to investigate as there are many assets across and underneath the highway that may have been in place for many years and it can be hard to locate the owner.

If the damaged asset is a safety issue, MKCC will make it safe by either putting a cordon around it or by using a cone to alert anyone to avoid the area. The asset owner must carry out maintenance to their apparatus or equipment under Section 81 of NRSWA.



A broken manhole cover in the road.

Inspections and enforcement

Utilities carrying out streetworks must follow certain safety regulations to ensure that:

- The work site area is safe for employees and the public including any excavations
- That any parts of the highway are reinstated after any work e.g., laying asphalt or grass seeding a verge bare patch.
- Employees carrying out the work are qualified to do the works
- The permit number is displayed at the site along with contact details and who is responsible for the works
- The works are done within the date and times in the approved permit
- Any diversion or closure signage is in place

We carry out regular inspections of all streetworks taking place across the borough to check they are complying with the conditions of their permit. If the inspectors find any breaches they will advise the utility company so they can take action. If they fail to do this we can take further action which may be a fine or revoking the permit.

Inspections also take place after streetworks have been completed by a utility to make sure they have left the site in a good condition. For example, if the type of works required digging up part of the footway, the utility company must reinstate the surface to an acceptable condition.



Signs advising motorists to use an alternative designated route (diversion). Only residents of the street may access the road.



The work site area is cordoned off using safety barriers and cones with a road closed sign to prevent any vehicles using the area.

Find information about road closures and diversions

All approved permits to work on the highway in Milton Keynes are listed on [one.network](#). This site is updated regularly through the day so the information you see will be the latest available.

Type in the street name where you want to search and then set the timeframe e.g., today, next two weeks etc.

Any approved works will appear on the map with a small icon to tell you what type of work it is. Icons are colour coded red, amber or green to indicate the level of disruption to road users with red being the highest.

Hover over the icon and the permit details will appear showing who is responsible for the works, dates and times, brief description of the work taking place and any diversion routes will be shown too.

Contact details

Phone

01908 252353

Monday to Friday 9am to 5:15pm.

Email

customerservices@milton-keynes.gov.uk

Online

Use the Report It section to let us know about an issue on the highway on www.milton-keynes.gov.uk

Emergencies

Dangerous and emergency situations on the highway should always be reported to the police on 999.

For an out of hours emergency (weekends/evening/Bank Holidays) such as wires exposed from column or traffic light failure, call 01908 226699.