



General Principles & Scheme Governance  
General Information

# GG 903

## Customer service standard for diversion routes for unplanned events

(formerly CHE Memo 426/18)

Revision 0

### Summary

This document contains the customer service standard requirements for diversion routes for unplanned events.

### Application by Overseeing Organisations

Any specific requirements for Overseeing Organisations alternative or supplementary to those given in this document are given in National Application Annexes to this document.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Highways England team. The email address for all enquiries and feedback is: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

**This is a controlled document.**

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## Release notes

Version	Date	Details of amendments
0	Aug 2020	GG 903 is a new DMRB document. This full document has been written in compliance with the new Highways England drafting rules.

## **Foreword**

### **Publishing information**

This document is published by Highways England.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## **Introduction**

### **Background**

This document contains the customer service standard requirements for diversion routes for unplanned events.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 1.N] apply to this document.

## Terms and definitions

### Terms

Term	Definition
Closure	A full carriageway closure that temporarily prohibits the passing of traffic and requires traffic to be diverted onto another road.
Contingency plan	<ol style="list-style-type: none"> <li>1. Responding activities should an identified risk to the available use of the diversion route occur;</li> <li>2. Contingency activities planned and agreed prior to any unplanned closure of the motorway and all purpose trunk road network.</li> </ol>
Diversion route classification	<p>A diversion route classification:</p> <ol style="list-style-type: none"> <li>1. provides the status of a diversion route at a specific point in time;</li> <li>2. is used for the purpose of identifying further work in order to improve the diversion route.</li> </ol>
Diversion routes for unplanned events	<ol style="list-style-type: none"> <li>1. A signed route to direct traffic around an unplanned closure of the motorway and all purpose trunk road network.</li> <li>2. A route agreed with all relevant traffic authorities for use in emergency situations.</li> </ol>
Diversion signage	Signs that convey instructions for the direction of travel, in order to guide traffic around a closed section of the motorway and all purpose trunk road network.
Established diversion route	<ol style="list-style-type: none"> <li>1. An existing diversion route.</li> <li>2. A diversion route that is agreed for use in an emergency.</li> <li>3. A diversion route that has diversion signage permanently installed along the diversion route, or temporary black on yellow signing to be opened or put out when the diversion route is implemented.</li> </ol>
Secondary diversion route	<p>A signed alternative diversion route for:</p> <ol style="list-style-type: none"> <li>1. a different class of vehicle;</li> <li>2. a strategic route to reduce the impact on the tactical route.</li> </ol>
Symbol signage	Diversion symbols, as found in Schedule 12, Part 11 (13) SI 2016 No.382 [Ref 2.N].
Unplanned closure	A full carriageway closure that temporarily prohibits the passing of traffic and requires traffic to be diverted onto another road, as a result of an incident or the requirement for emergency roadworks following an incident.
Unplanned disruption	<ol style="list-style-type: none"> <li>1. An unforeseen interruption to the free-flow of the motorway and all purpose trunk road network.</li> <li>2. An unexpected delay to customer journeys.</li> </ol>

## 1. Scope

### Aspects covered

- 1.1 The national requirements for the diversion routes for unplanned events as set out in the National Application Annexes shall be followed.

### Implementation

- 1.2 This document shall be implemented forthwith on all schemes involving the diversion routes for unplanned events on the Overseeing Organisations' motorway and all-purpose trunk roads according to the implementation requirements of GG 101 [Ref 1.N].

### Use of GG 101

- 1.3 The requirements contained in GG 101 [Ref 1.N] shall be followed in respect of activities covered by this document.

2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref 1.N	Highways England. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
Ref 2.N	The National Archives. <a href="https://www.legislation.gov.uk">legislation.gov.uk</a> . SI 2016 No.382, 'The Traffic Signs Regulations and General Directions 2016'



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General Principles & Scheme Governance  
General Information

## GG 903 ENAA

# England National Application Annex to GG 903 Customer service standard for diversion routes for unplanned events

(formerly CHE Memo 426/18)

Revision 0

### Summary

This document contains the customer service standard requirements for diversion routes for unplanned events.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Highways England team. The email address for all enquiries and feedback is: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

**This is a controlled document.**

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Release notes

Version	Date	Details of amendments
0	Aug 2020	New Highways England National Application Annex to GG 903

## **Foreword**

### **Publishing information**

This document is published by Highways England and replaces a Chief Highway Engineer's memorandum 426/18, which will now be withdrawn.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## Introduction

### Background

By virtue of the Infrastructure Act 2015 ( Act 2015 c.7 [Ref 4.N]), the Traffic Management Act 2004 ( Act 2004 c.18 [Ref 9.N]) was revised to include Highways England as a traffic authority. As such, Highways England is legally obligated to facilitate the expeditious movement of traffic both on our own network and on the network of other traffic authorities. Consequently, this changes our legal position in terms of diversion routes; with fit for purpose diversion routes being central, not only to meeting this obligation, but to providing our customers with a continuous journey during closures of the motorway and all purpose trunk road network, which ultimately supports our statutory Highways England Licence [Ref 3.N] requirement to proactively minimise disruption.

Highways England's licence stipulates that Highways England should:

- 1) seek to minimise disruption to road users that might reasonably be expected to occur as a result of:
  - a) planned disruption to the network (including from road works);
  - b) unplanned disruption to the network (including from incidents on the network and the short-term effects of extreme weather conditions).
- 2) proactively and re-actively provide relevant, accurate and timely information about traffic and conditions on the network to road users, including when there is disruption.

Highways England has therefore developed requirements for diversion routes for unplanned events in order to build customer trust in diversion routes and show our customers that we care.

The objective of this document is to ensure the safe transportation of motorway and all purpose trunk road network traffic around an unplanned closure, and to proactively seek to minimise the disruption to our customers and communities.

### Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 5.N] apply to this document.

Abbreviations

Abbreviation	Definition
AMOR	Asset maintenance and operational requirements
APTR	All-purpose trunk road network
DRUE	Diversion route for unplanned events
HGV	Heavy goods vehicle
RIN	Diversion route identification number
RIS	Roads investment strategy
SRN	Strategic road network

## Terms and definitions

Term	Definition
At-grade junctions	A junction or intersection where two or more transport axes cross at the same level.
Closure	A full carriageway closure that temporarily prohibits the passing of traffic and requires traffic to be diverted onto another road.
Contingency diversion route for unplanned events	An alternative diversion route to direct traffic around an unplanned closure of the motorway and all purpose trunk road network, when the primary diversion route for unplanned events is unavailable for use.
Contingency plan	<ol style="list-style-type: none"> <li>1. Responding activities should an identified risk to the available use of the diversion route occur;</li> <li>2. Contingency activities planned and agreed prior to any unplanned closure of the motorway and all purpose trunk road network.</li> </ol>
Decision point	A decision point is classified as a location where customers can change their direction of travel, i.e. a roundabout or major junction.
Diversion route	All references to diversion routes within this document are diversion routes for unplanned events, unless otherwise stated.
Diversion route classification	<p>A diversion route classification:</p> <ol style="list-style-type: none"> <li>1. provides the status of a diversion route at a specific point in time;</li> <li>2. is used for the purpose of identifying further work in order to improve the diversion route.</li> </ol>
Diversion routes for unplanned events	<ol style="list-style-type: none"> <li>1. A signed route to direct traffic around an unplanned closure of the motorway and all purpose trunk road network.</li> <li>2. A route agreed with all relevant traffic authorities for use in emergency situations.</li> </ol>
Diversion signage	Signs that convey instructions for the direction of travel, in order to guide traffic around a closed section of the motorway and all purpose trunk road network.
Diversion signage conflicts	The use of the same symbol on diversion routes that cross or use part of the same route.
Engagement activity	Contact with the relevant traffic authority that results in tangible decisions and actions about diversion routes for unplanned events.
Establish a diversion route for unplanned events	The works to make a diversion route fully operational, e.g. erecting diversion signage along the route.



(continued)

Term	Definition
Established diversion route	<ol style="list-style-type: none"> <li>1. An existing diversion route.</li> <li>2. A diversion route that is agreed for use in an emergency.</li> <li>3. A diversion route that has diversion signage permanently installed along the diversion route, or temporary black on yellow signing to be opened or put out when the diversion route is implemented.</li> </ol>
General permanent signage	<ol style="list-style-type: none"> <li>1. Fixed traffic signs.</li> <li>2. Signs for conveying, to traffic on roads or any specified class of traffic, warnings, information, requirements, restrictions or prohibitions.</li> </ol>
Local communities	Businesses and residents impacted by the diversion route.
Local traffic generators	As defined in CG 152 [Ref 2.] Traffic signs to tourist destinations and leisure facilities and CG 153 [Ref 1.] Traffic signs to retail destinations and exhibition centres.
Major organised event	<ol style="list-style-type: none"> <li>1. A planned event taking place off the motorway and all purpose trunk road network, that has the potential to have an adverse effect on road users of the motorway and all purpose trunk road network.</li> <li>2. Major organised events usually have a predicted daily visitor attendance greater than 15,000.</li> </ol>
National cycle network	A UK-wide network of signed walking and cycling paths connecting our cities, towns, and countryside.
Physical attributes	The height, weight, width, gradient and geometrical alignment of the diversion route.
Repeater diversion signage	<ol style="list-style-type: none"> <li>1. Diversion signage that is permanently fixed in place along the diversion route.</li> <li>2. Temporary diversion signage that is placed out on A frames to activate the diversion route.</li> </ol>
Restrictions for use	Time or physical attributes resulting in the unavailable use of a diversion route.
Roadside hazards	<ol style="list-style-type: none"> <li>1. Infrastructure on the diversion route where there is a potential risk to vulnerable users within our communities when the route is in use, e.g. schools, hospitals with A&amp;E departments and care homes.</li> <li>2. Infrastructure on the diversion route where there is a potential risk to the diverted traffic, e.g. railway crossings, tramlines, traffic calming measures and broken street lighting at junctions.</li> </ol>
Secondary diversion route	<p>A signed alternative diversion route for:</p> <ol style="list-style-type: none"> <li>1. a different class of vehicle;</li> <li>2. a strategic route to reduce the impact on the tactical route.</li> </ol>

(continued)

Term	Definition
Signage defect	Signing that is missing or the condition of the sign is poor. NOTE: For example, signing has faded.
Symbol signage	Diversion symbols, as found in Schedule 12, Part 11 (13) SI 2016 No.382 [Ref 8.N].
Toll road	A road that drivers have to pay to use.
Traffic authority	The organisation responsible for the planning and coordination of works and activities.
Traffic calming measures	The use of physical design and other measures to improve driver behaviour and control speed, to improve safety for motorists, pedestrians and cyclists.
Unplanned closure	A full carriageway closure that temporarily prohibits the passing of traffic and requires traffic to be diverted onto another road, as a result of an incident or the requirement for emergency roadworks following an incident.
Unplanned disruption	1. An unforeseen interruption to the free-flow of the motorway and all purpose trunk road network. 2. An unexpected delay to customer journeys.
Variable message signs and variable signs and signals	1. Electronic variable message signs (VMS) and electronic light emitting matrix signals, known together as variable signs and signals (VSS). 2. Devices, whether fixed or portable, for conveying, to traffic on roads or any specified class of traffic, warnings, information, requirements, restrictions or prohibitions.
Welfare facilities	Provide access to a toilet, water, food and fuel.

## E/1. Purpose

- E/1.1 The requirements in this document shall apply to all diversion routes for unplanned events occurring on the motorway and all-purpose trunk road network.
- E/1.2 The requirements of this document shall apply where an unplanned closure temporarily prohibits the passing of traffic, and requires traffic to be diverted onto another road, due to an incident or emergency roadworks that result from an incident.
- E/1.3 The requirements in this document shall be used in the identification of new diversion routes for unplanned events.
- NOTE The identification of new diversion routes for unplanned events includes the identification of contingency diversion routes for unplanned events, where the primary diversion route for unplanned events has restrictions for use.*
- E/1.4 The requirements in this document shall apply when reviewing existing diversion routes for unplanned events.
- E/1.5 The requirements for the design of diversion routes for unplanned events shall be out of scope of this document.
- E/1.6 The requirements for the works and activities to establish a diversion route for unplanned events shall be out of scope of this document.
- E/1.7 The requirements for the real-time implementation and operation of diversion routes for unplanned events shall be out of scope of this document.
- E/1.8 The requirements to progress improvements to diversion routes for unplanned events shall be out of scope of this document.
- E/1.9 The outcomes of the requirements within this document shall inform the establishment and implementation of diversion routes for unplanned events, and any continual improvements.

## E/2. General requirements

- E/2.1 With the exception of abnormal loads, all motorway and all purpose trunk road network traffic shall be provided with a diversion route, or another contingency arrangement, in the event of an unplanned (emergency) closure of the motorway and all purpose trunk road network, which requires traffic to be diverted onto another road.
- NOTE Examples of a contingency arrangement are a strategic diversion route or disseminating information about the expected time to re-open the motorway and all purpose trunk road network, so that drivers can make informed decisions.*
- E/2.2 All diversion routes shall be agreed, approved and signed off by all relevant traffic authorities.
- E/2.3 All established diversion routes for unplanned events shall be reviewed against the requirements in this document, to identify if any continual improvements are required to establish the best route for diverting motorway and all purpose trunk road network traffic.
- NOTE Guidance for reviewing diversion routes for unplanned events against the requirements in this document can be found in Appendix E/A.*
- E/2.4 All new diversion routes for unplanned events shall be identified using the requirements in this document, to establish the best diversion route for diverting motorway and all purpose trunk road network traffic.
- E/2.5 A safety risk assessment shall be completed for all new diversion routes in accordance with GG 104 [Ref 6.N].
- E/2.6 All relevant traffic authorities shall be engaged each year as part of the assessment of established, and the identification of new, diversion routes for unplanned events, against the requirements of this document, and in accordance with Highways England's performance indicator contained in the RIS2 performance specification RIS2 2020-2025 [Ref 7.N].
- E/2.6.1 The engagement with relevant traffic authorities should include an annual formal workshop.
- NOTE Guidance and templates to support the delivery of workshops can be found in Appendix E/A.*
- E/2.6.2 The region may decide if another engagement activity(s) is more appropriate.
- E/2.6.3 Concerns about diversion routes should be raised with Highways England and any relevant traffic authorities as soon as a concern is identified, and not wait for the annual workshop.
- E/2.6.4 In preparation for workshops with traffic authorities, diversion routes for unplanned events should be prioritised for discussion against the requirements in this document based upon the frequency of use, route based strategies, feedback from traffic authorities and known issues: customer and political.
- E/2.7 As part of the workshops with traffic authorities, diversion routes where improvements are needed shall be identified, based upon the requirements of this document.
- E/2.7.1 The identification of diversion routes where improvements are needed should guide the identification of the priorities for on-road inspections.
- E/2.8 The decisions and actions that result from the workshop discussions shall be recorded.
- E/2.9 Where established diversion routes are prioritised for on- road inspection, the diversion route shall be driven within the timescale agreed at the workshop.
- E/2.10 Diversion routes for unplanned events shall be driven as part of the assessment of established and the identification of new diversion routes for unplanned events, against the requirements of this document.
- NOTE Guidance and templates to support the delivery of on road inspections can be found in Appendix E/A.*
- E/2.10.1 All established diversion routes for unplanned events should be driven at least once in a 5-year period.
- E/2.10.2 20% of diversion routes for unplanned events should be driven each year.
- E/2.11 During an on road inspection, the drive through of the diversion route shall assess the customer experience of the diversion route, based upon the requirements of this document.

- E/2.12 A record of the on-road inspection of the diversion route shall be made, recording any defects or required improvements.
- E/2.13 Where defects or improvements for established diversion routes for unplanned events are identified, the use of the established diversion route in emergencies shall continue while any action is taken.

### **Route categorisation**

- E/2.14 All established diversion routes for unplanned events shall be assigned a diversion route classification.
- E/2.14.1 A diversion route classification should be assigned after the established diversion route is discussed at the workshop with traffic authorities, or after the on road inspection of the established diversion route.
- E/2.15 Where it is agreed that an established diversion route is to be used by all vehicles and where the requirements in this document have been met or mitigated against, the diversion route shall be classified as 'Class 1a'.
- E/2.16 Where it is agreed that an established diversion route is to be used by all vehicles, but there are outstanding actions to ensure the requirements of this document are met or mitigated against, the diversion route shall be classified as 'Class 1b'.
- E/2.17 Where it is agreed that an established diversion route is not to be used by HGVs, but all other requirements of this document have been met or mitigated against for light vehicles, the diversion route shall be classified as 'Class 2a'.
- E/2.18 Where it is agreed that an established diversion route is not to be used by HGVs and there are outstanding actions to ensure the requirements of this document are met or mitigated against for light vehicles, the diversion route shall be classified as 'Class 2b'.

### **Diversion signage**

- E/2.19 Diversion signage shall be agreed with the relevant traffic authority(ies).
- E/2.20 Diversion signage shall be at every decision point.
- E/2.20.1 Diversion signage should use diversion symbols.
- E/2.21 During the inspection of the diversion route, an assessment shall be made to determine the appropriateness and number of repeater diversion signs, to provide reassurance of the diversion route to be followed.
- E/2.21.1 Any decision(s) for the appropriateness and number of repeater diversion signs should be based upon local conditions.
- E/2.21.2 Any decision(s) for the appropriateness and number of repeater diversion signs should be informed by the level of risk of drivers deviating from the diversion route.
- E/2.22 A record shall be made of the repeater diversion signage to be used to provide reassurance of the diversion route to be followed.
- E/2.23 All diversion signs must comply with SI 2016 No.382 [Ref 8.N].
- E/2.24 Diversion signage shall provide clear direction and be positioned for all drivers to see.
- E/2.25 Diversion signage shall be visible at night.
- E/2.26 An assessment, in consultation with the relevant traffic authority(s), shall be made to determine and resolve any diversion signage conflicts.
- E/2.27 Where diversion signage defects or improvements are identified, during the assessment and inspection of the diversion route, a record of the defect or improvement shall be made.
- E/2.28 Where concerns are noted with the visibility of diversion signage, due to legibility and obstructions, during the inspection of the diversion route, the relevant traffic authority shall be notified.

- E/2.29 Where concerns are noted with general permanent signage on any local highway authority roads, during the inspection of the diversion route, the relevant traffic authority shall be notified.

### Physical attributes

- E/2.30 In conjunction with the relevant traffic authority(s), a decision shall be made as to whether the diversion route can be used, and whether it can be used by all vehicles or light vehicles only, based upon the level of risk of the physical attributes of the diversion route to motorway and all purpose trunk road network traffic and to the existing users of the diversion route.
- E/2.31 For a diversion route to be used by HGVs, there shall be no signed height, width or weight restriction on the diversion route, unless agreed with the relevant traffic authority.
- E/2.31.1 Vehicles up to 4.93 metres high should be able to travel the diversion route.
- E/2.31.2 A vehicle with a width of 2.9 metres should be able to travel the diversion route.
- E/2.31.3 Diversion routes should be able to take vehicles up to 44 tonnes.
- E/2.32 In conjunction with the relevant traffic authority(s), all risks associated with the gradient of the diversion route shall be identified and managed, to allow all vehicles, including HGVs, to use the diversion route.
- E/2.32.1 The identification of gradient restrictions should be based on prior knowledge and experience, and any signage in place.
- E/2.33 In conjunction with the relevant traffic authority(s), all risks associated with the width of the diversion route shall be identified and managed, to allow all vehicles, including HGVs, to use the diversion route in both directions at the same time.
- E/2.33.1 The identification of risks associated with the width of the diversion route should be based on prior knowledge and experience, with an assessment of street parking and traffic calming measures.
- E/2.34 Where the decision is that the diversion route can only be used in one direction at a time, a secondary, signed diversion route shall be identified and agreed with the relevant traffic authority(s) for unplanned closures of the motorway and all-purpose trunk road network in both directions.
- E/2.35 Where the decision is that the diversion route can only be used for a particular direction of traffic, a separate, signed diversion route shall be identified and agreed with the relevant traffic authority(s) for the opposite direction of traffic.
- E/2.36 Where the decision is to have a diversion route for light vehicles only, a secondary, signed diversion route, or another contingency arrangement, for HGVs shall be identified and agreed with the relevant traffic authority(s).
- NOTE *Examples of a contingency arrangement are an operational plan for strategically diverting HGVs, or providing information to allow informed decisions about their driving hours and rest breaks.*
- E/2.37 A record shall kept of any decisions made, any restrictions with diversion routes, and any required mitigating actions.

### Travel time

- E/2.38 The length and travel time of the diversion route shall be recorded, so that a decision can be made in real time about whether to use the diversion route, based upon these factors in comparison to the nature of the incident, the expected time to reopen the motorway and all purpose trunk road network and current conditions on the local network.
- NOTE *The travel time of the diversion route is calculated when travelling at the legal speed limit of the route, during free flow.*

### Permitted hours of use

- E/2.39 All risks that impact the 24/7 availability of the diversion route shall be identified and managed.

- E/2.39.1 Peak periods, such as school exam periods and the holiday season, should be assessed to determine if the diversion route is available 24/7.
- E/2.39.2 A secondary route, or an alternative contingency arrangement, may be identified and agreed, in consultation with the relevant traffic authority(s), for any restrictions.
- E/2.40 A record shall be kept of identified risks and their agreed mitigation.

### **Welfare facilities**

- E/2.41 All risks associated with the impact of the closure upon access to and egress from signed roadside facilities shall be identified and managed.
- E/2.41.1 Where the closure of the motorway and all purpose trunk road network impacts a signed roadside facility, the diversion route may allow access to existing alternative welfare facilities.
- E/2.42 A record shall be kept of identified risks and their agreed mitigation.

### **Toll roads**

- E/2.43 Where a proposed diversion route diverts traffic onto a toll road, it shall be determined whether it is appropriate to do so.
- E/2.44 A record shall be kept of any decisions and any agreement(s) to use the toll road.
- NOTE** *Business guidance is not to divert traffic into a toll road, unless traffic is being diverted from a toll road or agreed by the crisis management process HE CMM [Ref 2.N].*

### **Prohibited traffic and non-motorised users**

- E/2.45 A secondary diversion route, or another contingency arrangement, shall be provided where all-purpose trunk road traffic is diverted onto a motorway.
- E/2.46 In consultation with the relevant traffic authority(s), any risks to non-motorised users shall be identified and managed.
- E/2.46.1 The identification and management of the risks to non-motorised users should be based on knowledge and experience.
- E/2.46.2 Dedicated cycle lanes along the diversion route should be clearly marked, if the route is part of the National Cycle Network.
- E/2.46.3 School and residential crossings that are not controlled with traffic signals should be clearly marked.
- NOTE** *The relevant traffic authority retains responsibility for the signing of cycle lanes and all pedestrian crossings on the local road network.*
- E/2.47 A record shall be kept of identified risks and their agreed mitigation.

### **Number of local communities impacted**

- E/2.48 In consultation with the relevant traffic authority(s), the impact to local communities shall be identified and managed.
- E/2.48.1 The assessment of the impact should identify the potential impact to businesses; including freight distribution centres.
- E/2.48.2 The assessment of the impact should identify any impact to emergency services.
- E/2.48.3 The assessment of the impact should include the identification of any political, customer or community sensitivities.
- E/2.49 Mitigating activities to reduce any identified disruption shall be proposed.
- E/2.50 A record shall be kept of any identified risks and their mitigation.

### Junction types

E/2.51 In consultation with the relevant traffic authority, it shall be determined whether any mitigating action is required to manage any increased traffic at the 'exit' junction from the motorway and all purpose trunk road network.

*NOTE Mitigating action can include refining or disabling traffic signals at the exit junction from the motorway and all purpose trunk road network to support the egress from the motorway and all purpose trunk road network.*

E/2.52 In consultation with the relevant traffic authority, it shall be determined whether any mitigating controls are required for at-grade junctions where the diversion route does not have the priority.

*NOTE Mitigating controls to ease congestion along the diversion route can include refining traffic signals to provide priority to diverted traffic, or the prevention of right hand turns to help maintain flow.*

E/2.53 A record shall be kept of any decisions and any required mitigation.

### Pavement condition

E/2.54 Any aspects of pavement condition that are identified as a hazard to road users during the inspection of the diversion route shall be notified to the relevant traffic authority.

*NOTE The relevant traffic authority retains responsibility for the condition of their road network and building a Section 58 Highways Act 1980 [Ref 1.N] defence on the local network.*

### Local traffic generators

E/2.55 In consultation with the relevant traffic authority(s), the impact of the diversion route on local traffic generators shall be determined.

E/2.55.1 The assessment should identify tourist destinations and leisure facilities that are signed in accordance with CG 152 [Ref 2.I], along with retail destinations and exhibition centres that are signed in accordance with CG 153 [Ref 1.I].

E/2.56 Mitigation of the impact shall be proposed.

E/2.57 A record shall be kept of those impacts and any proposed mitigation.

### Roadside hazards

E/2.58 In consultation with the relevant traffic authority(s) and Highways England area team, the risks to everyone within our communities, including vulnerable users, at locations such as schools, hospitals, care homes, tramlines and railway crossings shall be determined.

E/2.58.1 The assessment of risk should be based on knowledge and experience.

E/2.59 Mitigation of the risks to everyone within our communities, including vulnerable users, at locations such as schools, hospitals, care homes, tramlines and railway crossings shall be proposed.

E/2.60 A record shall be kept of the risks to everyone within our communities, including vulnerable users, at locations such as schools, hospitals, care homes, tramlines and railway crossings, and any proposed mitigation.

### Severe weather

E/2.61 For diversion routes prone to severe weather, it shall be determined, in consultation with the relevant traffic authority(s) and Highways England regional operations, whether any additional activities are required to supplement existing arrangements.

E/2.61.1 The identification of routes prone to severe weather, such as flooding or snow, should be based on prior knowledge and experience.

E/2.62 A record shall be kept of the decision and any required additional activities.



**Major organised events**

- E/2.63 In consultation with the relevant traffic authority(s) and Highways England Resilience/Emergency Planning Team, any major organised events that can impact the availability of the diversion route shall be identified.
- E/2.64 Mitigating activities shall be proposed.
- E/2.65 A record shall be kept of any major organised events, along with any proposed mitigation, to be agreed with the relevant traffic authority(s) and event organisers, when planning the event.

**Environment**

- E/2.66 In consultation with the relevant traffic authority(s), it shall be determined whether roads with environmental charging zones or other environmental vehicle restrictions can be used for the diversion route.
- E/2.67 A record shall be kept of the decision and any action required.
- NOTE The relevant traffic authority retains the responsibility for any air quality impact assessments for the local network.*

## E/3. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref 1.N	The National Archives. legislation.gov.uk. Highways Act 1980, 'Highways Act 1980'
Ref 2.N	HE CMM, 'Highways England Crisis Management Manual'
Ref 3.N	Department of Transport. Highways England Licence, 'Highways England Licence'
Ref 4.N	The National Archives. legislation.co.uk. Act 2015 c.7, 'Infrastructure Act 2015, Schedule 1'
Ref 5.N	Highways England. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
Ref 6.N	Highways England. GG 104, 'Requirements for safety risk assessment'
Ref 7.N	gov.uk. Highways England. RIS2 2020-2025, 'Road Investment Strategy 2: 2020–2025, outcome 5, page 66'
Ref 8.N	The National Archives. legislation.gov.uk. SI 2016 No.382, 'The Traffic Signs Regulations and General Directions 2016'
Ref 9.N	The National Archives. legislation.co.uk. Act 2004 c.18, 'Traffic Management Act 2004'

**E/4. Informative references**

The following documents are informative references for this document and provide supporting information.

Ref 1.I	Highways England. CG 153, 'Traffic signs to retail destinations and exhibition centres'
Ref 2.I	Highways England. CG 152, 'Traffic signs to tourist destinations and leisure facilities '

## Appendix E/A. Guidance for the review and inspection of diversion routes for unplanned events

### E/A1 Methodology for inspecting diversion routes for unplanned events (DRUEs)

#### E/A1.1 Stage 1: audit of diversion routes for unplanned events

Regional directors will have ownership of how both DRUE inspections and a programme of work to improve DRUEs are carried out.

Through relevant delegation, they will ensure required access to DRUE data for their region.

They will identify the priorities for inspecting DRUEs, e.g. in terms of route- based strategies, local highway authority feedback and known issues: customer and political. These priorities will determine which DRUEs are to be discussed at stage 2.

#### E/A1.2 Stage 2: workshop inspections

Workshops will take place before any on road inspections.

Desk-based workshops will be arranged and chaired by delegation of the Regional Director.

The number of workshops required within each region will be dependent on the grouping of DRUEs, based on local geographical demographics (authorities can be combined).

A desktop review of the DRUE will be carried out; assessing the DRUE against the general requirements of this standard.

The workshop inspection help sheet (see E/A1.2.3) and the workshop inspection guidance (see Table E/A.1) can be used in addition to the general requirements of this standard, to support workshop inspections.

Workshop notes will be recorded as per E/A1.2.4.

DRUE data from workshop inspections will be collated and analysed in the template for diversion routes for unplanned events inspection data (see E/A2). If a DRUE is used in both directions, the diversion route data for each direction will be recorded separately for ease of analysis.

It is recommended that these workshops take place at a frequency which will enable regions to inspect 20% of the DRUEs annually.

##### E/A1.2.1 Workshop requirements

All attendees will receive a copy of the DRUEs to be discussed and the general requirements of this document at least two weeks prior to the workshop.

All attendees will be required to review the DRUEs and this customer service standard prior to the workshop, so that they have any necessary material to provide input.

##### E/A1.2.2 Workshop purpose and objectives

The purpose of the workshop is to establish if the existing DRUEs remain the best route for diverting motorway and all purpose trunk road network traffic.

The objectives of the workshop are to:

- 1) assess prioritised DRUEs within the 'local highway authority area' against this document;
- 2) identify any DRUEs that need improving, based on the requirements of this document; and,
- 3) prioritise DRUEs that will require on road inspections based on the outcomes of the workshops.

##### E/A1.2.3 Workshop inspection help sheet

During the workshop, the following questions need to be answered:

- 1) Has the DRUE been inspected within the last 12 months?

- 2) Does the DRUE need to be prioritised for an on-road inspection because there are concerns about the diversion signage along the diversion route?
- 3) Are there any height, weight or width restrictions that would prevent motorway and all purpose trunk road network traffic from using the DRUE?
- 4) Do we need to change the DRUE?
- 5) Can the DRUE be used in both directions at the same time, for all motorway and all purpose trunk road network traffic, except abnormal loads?
- 6) Are any mitigating actions required to implement the DRUE?
- 7) Is a contingency diversion route required for certain situations or times of the year?

Table E/A.1 Workshop inspection guidance

Workshop inspection objective	DRUE requirements	Guidance
Has the DRUE been inspected within the last 12 months?		DRUEs inspected within the last 12 months do not need to be discussed or inspected.
Does the DRUE need to be prioritised for an on road inspection because there are concerns about the diversion signage along the route?	Diversion signage	1. DRUEs will need to be prioritised for on road inspection if there are concerns with the diversion signage. 2. You may want to prioritise DRUEs for on road inspection where the existing DRUE already splits HGV traffic from light vehicles or if you have concerns that the same diversion symbol is used for nearby DRUE(s).
Are there any height, weight or width restrictions that would prevent motorway and all purpose trunk road network traffic from using the DRUE?	Physical attributes	Do we need to change the DRUE, or will we have a separate DRUE for HGVs?
Can the DRUE be used in both directions at the same time, for all motorway and all purpose trunk road network traffic, except abnormal loads?	Physical attributes	Establish if there is any risk to HGVs passing each other along the diversion route; considering traffic calming, on street parking and tight bends.  Examples of potential mitigating actions:  1) The use of traffic signals at either end of an 'S' bend to allow HGVs to use the other lane rather than mounting the pavement to make the turn.  2) A secondary route.  3) An operational variable signs and signals plan to strategically divert traffic should the section of the motorway and all purpose trunk road network be closed in both directions.
Do we need to change the DRUE?	1. toll roads 2. environment	

Table E/A.1 Workshop inspection guidance (continued)

Workshop inspection objective	DRUE requirements	Guidance
Are any mitigating actions required to implement the DRUE?	<div>1. welfare facilities</div> <div>2. number of local communities impacted</div> <div>3. junction types</div> <div>4. local traffic generators</div> <div>5. roadside hazards</div> <div>6. severe weather</div>	<div>1. The needs of our vulnerable road users become acute quickly during unplanned closures of the motorway and all purpose trunk road network.</div> <div>2. A number of our customers plan their journeys around rest areas; we need to be able to provide an alternative.</div> <div>3. Does the DRUE pass through small local communities? Are houses located directly on the roadside, with no pavement?</div> <div>Mitigating actions could include:</div> <div>1) An operational plan to inform schools, hospitals and care homes of a closure of the motorway and all purpose trunk road network and the subsequent use of the DRUE.</div> <div>2) A communications plan, to be activated when the DRUE is required, for residents and businesses, like freight distribution centres, along the diversion route.</div> <div>3) Operational variable signs and signal plans to strategically divert drivers during severe weather.</div> <div>4) Having a remote system in place to be able to refine the traffic signals to prioritise the traffic flow of the diversion route, to reduce HGV braking and acceleration.</div>

Table E/A.1 Workshop inspection guidance (continued)

Workshop inspection objective	DRUE requirements	Guidance
Is a contingency diversion route required for certain situations or times of the year?	1. permitted hours of use 2. prohibited traffic and non-motorised users 3. major organised events	1. We need to ensure that we do not direct prohibited traffic onto the motorway network, that we do not encourage illegal manoeuvres for learner drivers and tractors. 2. Think about pedestrian crossings, particularly outside schools: the guidance states that all school crossings should have traffic signals. Is it an issue if there are not traffic signals? Would engagement with the school be sufficient? 3. Think about any cyclists that you are diverting and the regular existence of cyclists on the DRUE and any risks associated with the increase in traffic. 4. We need to record if a contingency diversion route needs to be identified and agreed as part of the planning for a major organised event.



**E/A1.2.4 Record of workshop inspection**

A record of the decisions and actions from the workshop inspection will be kept, and approval of these workshop minutes will be required from all attendees.

The record of the workshop inspection for each DRUE will include the following diversion route details:

- 1) area team;
- 2) road (SRN);
- 3) diversion route identification number (RIN);
- 4) diversion route card number (if different to RIN);
- 5) section of SRN (e.g. Jx to Jx);
- 6) area location (if required);
- 7) Is the diversion route used in both directions?;
- 8) direction of travel;
- 9) local highway authorities impacted by the use of the diversion route;
- 10) police; and,
- 11) diversion route symbol.

It will also detail the following in terms of the DRUE requirements:

- 1) the location and detail, if known, of any diversion signage concerns;
- 2) the location and detail, if known, of any HGV restrictions, including any concerns;
- 3) the length and travel time of both the diversion route and the relevant section of the motorway and all purpose trunk road network;
- 4) any restrictions, in terms of time, with the use of the diversion route;
- 5) any service areas impacted by a closure of the motorway and all purpose trunk road network, and the location of welfare facilities on the diversion route;
- 6) any tolls that you are diverting from and to;
- 7) where a diversion route diverts APTR traffic onto a motorway;
- 8) where the diversion route is part of the national cycle network;
- 9) the location and detail of any risks for non-motorised users along the diversion route, for example, a concern about the lack of a pavement for pedestrians;
- 10) the location and detail of any roadside hazards;
- 11) where the diversion route is prone to flooding or other severe weather; and,
- 12) any known annual major organised event(s) that impact the diversion route, and if we need to consider a contingency diversion route for such events during the planning of the event.

In terms of decisions and actions, the record of the workshop inspection will detail:

- 1) the diversion routes which have been prioritised for on road inspection;
- 2) the diversion routes which need to be changed, and the potential new route, if known;
- 3) where a secondary or contingency diversion route is required, and if known, what this alternative diversion route will be;
- 4) the diversion routes which require a further review to establish mitigating actions;
- 5) for specific diversion routes, any required engagement or other mitigating actions that need to be established to implement the diversion route; and,
- 6) any administration requirements, such as reviewing a traffic regulation order or updating a diversion route card.

**E/A1.3 Stage 3: on road inspections**

A drive through of prioritised DRUEs will be carried out by the service provider or regional operations. If the DRUE is used in both directions, the DRUE will need to be driven in both directions and data collected separately.

An example of an on road inspection data checklist is provided in Table E/A.2, to support the assessment of each DRUE against the following requirements of this standard:

- 1) Signage: inspecting diversion signage against the standard and validating any height or weight restrictions.
- 2) Inspecting pavement condition against the standard.

DRUE data from on road inspections will be collated and analysed in the template for diversion routes for unplanned events inspection data (see E/A2).

It is recommended that each region drives 20% of their DRUEs each year.

Table E/A.2 Example on road inspection data checklist

DRUE details			
Section of SRN	Motorway	APTR	Junctions / A intersections
Direction of travel			
Diversion route identification number			
Diversion route symbol			
Diversion route description (i.e. route it follows)			
Bi-directional or Uni-directional?			
Previous classification as per AMOR			
Local highway authorities impacted by the diversion route			
Diversion signage and physical attributes of the diversion route			
Does the diversion route meet the following requirements for diversion signage and physical attributes? (Y/N)		If the answer to the individual questions is no, list the location(s) of any issues and provide detail on the nature of the issue	
		Location	Issue
Is there diversion signage at every decision point?			
Is diversion signage appropriate and sufficiently repeated to provide reassurance of the diversion route to be followed?			
Is signing visible and clear from obstruction?			
Is the diversion route easy to follow with no misleading signing?			
Is the diversion route free from any signed height or weight restrictions?			
Record the locations of diversion signage and the detail of what is displayed.			
Record any locations where A frames will be required to provide repeater diversion signage.			
Pavement condition			
Are there any concerns with the pavement condition of the diversion route? (Y/N)		If the answer is yes, list the location(s) of any issues and provide detail on the nature of the issue	
		Location	Issue

**Table E/A.2 Example on road inspection data checklist** (continued)

Have any aspects of the pavement condition been identified as a hazard to road users?			
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**E/A1.4 Stage 4: classification following inspections**

Through relevant delegation, the regional director is responsible for ensuring that data from the inspections is collated and stored.

The region is responsible for assigning route classifications either after the workshop or after the workshop and on road inspection.

The region is responsible for reviewing classifications once any required action has been taken.

**E/A2 Template for diversion route for unplanned events inspection data**

The review of each DRUE will need to be captured in a template for diversion routes for unplanned events inspection data. This template will need to detail the following data as a minimum.

Diversion route details:

- 1) area team;
- 2) road (SRN);
- 3) diversion route identification number (RIN);
- 4) diversion route card number (if different to RIN);
- 5) section of SRN (e.g. Jx to Jx);
- 6) area location (if required);
- 7) Is the diversion route used in both directions?;
- 8) direction of travel;
- 9) local highway authorities impacted by the use of the diversion route;
- 10) police;
- 11) diversion route symbol.

Outcomes from workshop:

- 1) date of workshop inspection;
- 2) link to record of workshop inspection;
- 3) Did the workshop identify any issues with the diversion route requirements?
- 4) Is there a requirement to change the diversion route? Detailing the new route, if known, or indicating that a further review is required to identify a new diversion route.
- 5) Is there a requirement for a secondary or contingency diversion route? Detailing the alternative diversion route, if known, or highlighting that a further review is required to identify a secondary or contingency diversion route.
- 6) Is there a requirement for mitigating actions, e.g. an operational plan or changing the prioritisation of traffic signals? Detailing the mitigating actions that need to be established, or noting that a further review is required to identify mitigating actions.
- 7) Are there any administration requirements, e.g. reviewing a traffic regulation order or updating the diversion route card?
- 8) Did the workshop prioritise the diversion route for on road inspection?

Summary of on-road inspection:

- 1) date of on road inspection;
- 2) link to record of on road inspection;
- 3) Did the on road inspection identify any issues along the diversion route?
- 4) Is there a requirement to renew, replace or add diversion symbols, or fix damaged signage?
- 5) Is there a requirement to remove an obstruction from any signage?
- 6) Is there a signed restriction for HGVs?

- 7) Is there a concern about the pavement condition that needs to be reported to the local highway authority?
- 8) any relevant comments; and,
- 9) priority action(s) and owner(s).

Summary of review:

- 1) diversion route classification;
- 2) year audited; and,
- 3) review updates.

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General Principles & Scheme Governance  
General Information

## GG 903 NINAA

# Northern Ireland National Application Annex to GG 903 Customer service standard for diversion routes for unplanned events

(formerly CHE Memo 426/18)

Revision 0

### Summary

There are no specific requirements for Department for Infrastructure, Northern Ireland supplementary or alternative to those given in GG 903.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated team in the Department for Infrastructure, Northern Ireland. The email address for all enquiries and feedback is: [dcu@infrastructure-ni.gov.uk](mailto:dcu@infrastructure-ni.gov.uk)

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Release notes

Version	Date	Details of amendments
0	Aug 2020	Department for Infrastructure Northern Ireland National Application Annex to GG 903

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General Principles & Scheme Governance  
General Information

## GG 903 SNAA

# Scotland National Application Annex to GG 903 Customer service standard for diversion routes for unplanned events

(formerly CHE Memo 426/18)

Revision 0

### Summary

There are no specific requirements for Transport Scotland supplementary or alternative to those given in GG 903.

### Feedback and Enquiries

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General Principles & Scheme Governance  
General Information

## GG 903 WNAA

# Wales National Application Annex to GG 903 Customer service standard for diversion routes for unplanned events

(formerly CHE Memo 426/18)

Revision 0

### Summary

There are no specific requirements for Welsh Government supplementary or alternative to those given in GG 903.

### Feedback and Enquiries

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