



General Principles & Scheme Governance  
General Information

## GG 902

# Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

### Summary

This document contains the customer service standard requirements for accurate advance notification of planned closures.

### 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 National Highways team. The email address for all enquiries and feedback is: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

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GG 902	1.0.0	May 2022	Core document, England NAA, Northern Ireland NAA, Scotland NAA, Wales NAA	Change to policy, major revision, new document development
GG 902 document created to give customer service standard requirements for accurate advance notification of planned closures. This full document has been written in compliance with the National Highways drafting rules.				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways.

### **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 accurate advance notification of planned closures.

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

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

## 1. Scope

### Aspects covered

- 1.1 There are no United Kingdom wide requirements and the national requirements for accurate advance notification of planned closures set out in the National Application Annexes shall be followed.

### Implementation

- 1.2 This document shall be implemented forthwith on all schemes involving accurate advance notification of planned closures 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.	Document
Ref 1.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'

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General Principles & Scheme Governance  
General Information

## GG 902

# England National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

### Summary

This National Application Annex sets out the National Highways specific customer service standard requirements for accurate advance notification of planned closures.

### 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 National Highways team. The email address for all enquiries and feedback is: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

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GG 902	1.0.0	May 2022	England NAA	Change to policy, major revision, new document development
New National Highways National Application Annex to GG 902 for England				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways.

### **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 National Application Annex gives National Highways-specific requirements to maintain and maximise the accuracy of published road works information for planned (non-emergency) carriageway and slip road full closures by 13:15 on the day of the road works, seven day forecast and seven day rolling accuracy. The intent is to enable customers to plan ahead where they may be impacted by a section of motorway and trunk road network that has planned main carriageway or slip road closures for road works to take place and to provide this information by 13:15 on the day of the road works and seven days in advance of the road works, and to measure the accuracy of forecasting.

National Highways, as part of its customer service strategy PR101/15 [Ref 2.I] and customer service plan HE (Customer Service Plan) [Ref 3.I] is introducing customer service standards to help define what a customer can expect and to remind management and employees of the challenge and obligations that they face. Our customer service strategy identified that our customers want to trust what they are being told, feel in control and have stress-free-journeys.

This document will address freight customer views raised within the Transport Focus report "Incidents and roadworks a road user perspective" Incidents and Roadworks [Ref 4.I] which stated: "When road works are taking place, [all customers] want accurate, timely information so they can plan their schedules".

This document will also enable National Highways to demonstrate that it is listening and responding to customer concerns, and is delivering road works in a way that better meets its customers' expectations.

The provision of accurate road works information to customers is reliant on the accuracy of data maintained by National Highways relating to planned road works. This data is currently held in the Network Occupancy Management System (NOMS).

### Assumptions made in the preparation of this document

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

# Abbreviations

Abbreviation	Definition
NOMS	Network Occupancy Management System
NTOC	National Traffic Operations Centre
ROC	Regional Operations Centre

## Terms and definitions

Term	Definition
Bank holiday	a day that is a bank holiday under the Banking and Financial Dealings Act 1971 BFDA 1971 c.80 [Ref 1.1]
Daily accuracy report	report identifying the difference between planned and actual closures.
Daily closure report	report of planned closures (road works). Report includes information regarding closures from 11am to 11am the following day.
National Traffic Operations Centre	National Highways' 24/7 operating centre responsible for the strategic traffic management of motorways and all-purpose trunk roads providing traffic information to inform road users and provide front line customer services
Network Occupancy Management System	the system used to book and manage occupancies and the impact of activities on the motorway and trunk road network which comprises the IAMIS NOMS module  Network Event Manager (NEM) is a subsystem of NOMS.
Occupancy management teams	Operations Directorate teams responsible for managing network occupancy
Operational planning team	team based at NTOC Quinton that collates the closure information.
Planned closure (e.g. for planned road works)	activity resulting in a planned closure of a carriageway and/or slip road
Regional focal point	responsible for the co-ordination of planned closure information from region into the operational planning team in Quinton
Road closure details	details required to identify a specific road closure including location information; NOMS event reference, start and end times, details of the closure.
Seven-day look ahead forecast report	report identifying advanced closure information for the following seven days
Working day	any day other than a Saturday, Sunday, Christmas Day, Good Friday or a bank holiday.

**E/1. Purpose**

**Implementation**

E/1.1 The requirements of this document shall be applied to all planned closures that result in the full closure of a carriageway or slip road.

**Health and safety**

E/1.2 Roads users shall be provided with information about planned closures on motorways and all-purpose trunk roads including the information outlined in section E/2.2.

*NOTE The operational activities taking place to close the carriageway, the operational activities planned for completion, or any operational impact on diversion routes are outside the scope of this document.*



## E/2. Requirements for advanced information relating to planned carriageway and/or slip road closures

### Accuracy of information

E/2.1 Source information shall be provided in accordance with the requirements of this document.

*NOTE This document does not mandate how the accuracy of source information is maintained.*

E/2.2 Occupancy management teams shall provide a list of closures requiring a full carriageway or slip road closure to their nominated regional focal point, including the following minimum road closure details:

- 1) area team;
- 2) ROC Region;
- 3) NOMS event;
- 4) road number;
- 5) direction;
- 6) location;
- 7) scheduled start time;
- 8) scheduled end time;
- 9) closure details, including diversions; and,
- 10) status.

### Daily planned closure reporting

E/2.3 On each working day by 12:00, a list of closures that are planned to be in place during the next 24 hours that require either a carriageway or slip road closure shall be provided by the nominated regional focal point to the operational planning team.

E/2.4 The list of closures requiring a carriageway or slip road closure sent on the last working day prior to a weekend or bank holiday shall include the following weekend or bank holiday information.

*NOTE Where bank holiday information is required, the planned works information for the next working day following the bank holiday is to be provided for any morning closures taking place the morning after the bank holiday.*

E/2.5 Any changes made after 12:00 to the list of closures referenced in E/2.3, shall be provided by 13:10.

*NOTE Any changes provided between 12:00 and 13:10 are only to be made in exceptional circumstances, which could not have been reasonably foreseen.*

E/2.6 Any changes to this list provided after 13:10, including unplanned emergency closures, shall be regarded as inaccurate for accuracy reporting performance.

*NOTE Operations Directorate are responsible for determining the target for daily accuracy reporting performance. In 2019/20 the expectation was at least 90% accuracy.*

E/2.7 By 13:15 the operational planning team shall produce a consolidated daily closure report containing all of the information included in section E/2.2 from each of the regional focal points.

E/2.8 At 13:15 the National Traffic Operations Centre (NTOC) shall publish the daily closure report.

E/2.9 Where any changes to the list of closures requiring a carriageway or slip road closure are provided after 13:10, an updated daily closure report shall be published at 15:30.

*NOTE An example of the daily closure report is provided as Table E/2.9N.*

Table E/2.9N Example daily closure report

Area team	RCC Region	NOMS event	Road number	Direction	Location	Scheduled start time	Scheduled end time	Closure scheme details, including diversion routes	Status
DBFO - A30 A35 (OD)	South West	0025366 9-002	A35	Eastbound	A35 Dorchester By Pass - closure	21/03/2022 2 0:00:00	22/03/2022 0 6:00:00	A35 Dorchester By Pass - Full closure - Periodic works - 2 nights	
DBFO - A41 7 A419 (OD)	South West	0025249 9-002	A419	Southbound	Full Road Closure Southbound	21/03/2022 2 0:00:00	22/03/2022 0 6:00:00	A419 Southbound Cricklade to Lady Lane from MP 17/1 to MP 10/8 Full Road Closure for Ditching Works	
M4 M48 Severn Crossings (OD)	South West	0023170 0-001	M4	Eastbound	Prince of Wales Bridge eastbound carriageway closed	21/03/2022 2 1:01:00	22/03/2022 0 6:00:00	M4 Prince of Wales Bridge eastbound carriageway closed overnight for bridge maintenance. Includes westbound safety lane closure. Diversion via M48 Severn Bridge.	
Area 01 (OD)	South West	0023798 9-001	A30	Eastbound	A30 eastbound Victoria to Callywith closed	21/03/2022 2 0:01:00	22/03/2022 0 6:00:00	A30 eastbound Victoria to Callywith closed for resurfacing works. Diversion via local authority road and A 389	
Area 01 (OD)	South West	0024003 1-001	A303	Westbound	A303 westbound Mere to Tinkers Hill ( B3081) carriageway closures	21/03/2022 2 0:01:00	22/03/2022 0 6:00:00	A303 westbound Mere (B3092) to Tinkers Hill (B3081) carriageway closures for resurfacing. Diversion via New Road through Bourton.	

Table E/2.9N Example daily closure report (continued)

Area team	RCC Region	NOMS event	Road number	Direction	Location	Scheduled start time	Scheduled end time	Closure scheme details, including diversion routes	Status
Area 01 (OD)	South West	00244918-004	A38	Eastbound	A38 eastbound Manadon to Marsh Mills, Plymouth, carriageway closures	21/03/2022 20:01:00	22/03/2022 06:00:00	A38 eastbound Manadon to Marsh Mills, Plymouth, carriageway closures for signing works. Diversion via A386, B3432 and B3413.	

**Daily planned closures accuracy reporting**

- E/2.10 After the planned closures each regional focal point shall compare the planned closures with the actual closures that took place.
- E/2.11 The comparison of planned closures with actual closures shall be undertaken at least weekly.
- E/2.12 The comparison of planned closures with actual closures shall be undertaken via the production of a daily accuracy report.
- E/2.13 In addition to the advance notification of closures information detailed in section E2.2, the daily accuracy report shall also include actual start time, actual end time and a commentary.
- E/2.14 Where the closure did not take place the actual start time and actual end time shall be left blank.
- NOTE** *An example of the daily accuracy report to be used is provided as Table E/2.14N.*

Table E/2.14N Example daily accuracy report

Region	Area team	NOMS reference	Scheduled start time	Scheduled end time	Road number	Location	Direction	Actual start time	Actual end time	Commentary
West Midlands	Area 9	23052	20:00	06:00	M5	Junction 1 to 2 including slips	South-bound	19:44	04:40	
West Midlands	Area 9	42852	20:00	06:00	A500	Hanchurch to Hanford	North-bound			This schedule was cancelled at 01:42 due to an incident on the M6 Junction 15 to 16.
West Midlands	Area 9	57025	20:00	06:00	M42	Junction 4 Entry Slip	North-bound	20:25	05:47	
West Midlands	Area 9	57025	20:00	06:00	M42	Junction 4 Exit Slip	South-bound	20:25	05:47	
West Midlands	Area 9	45323	21:00	06:00	M6	Junction 2 to 4 including Slips	North-bound	21:47	05:02	
West Midlands	Area 9	66128	22:00	06:00	A5	Church-bridge Roundabouts	Both ways	21:53	03:53	

### Seven-day forecast for planned closures reporting

- E/2.15 To support the accuracy of daily reporting, a seven-day look ahead forecast report detailing closures (main carriageway or slip road) covering the following Monday to Sunday (inclusive) period shall be produced.
- E/2.16 The seven day look ahead forecast report shall be used in a weekly planning call (usually held on Friday) to discuss the planned closures for the next seven days.

### Seven-day rolling accuracy report

- E/2.17 For overnight full carriageway and slip road closures, a seven-day rolling accuracy report shall be produced that measures the accuracy of road works information seven days (rolling) in advance.
- E/2.17.1 The accuracy should be measured using the the data held in the Network Occupancy Management System (NOMS) as per Network Occupancy Requirements GM 702 [Ref 2.N].
- E/2.18 A monthly report on seven-day accuracy shall be produced.
- E/2.19 A tool shall compare what did happen, to what was planned to happen seven days in advance, flagging up five sub-categories of outputs. See table E/2.19.

**Table E/2.19 5 sub-categories**

Category	Result
Closures that were planned and did take place, with the works commencing within 60 minutes of planned start time	PASS
Closures that were planned and did take place, but the works commenced outside of the 60 minutes window	FAIL
Closures that were planned but did not take place	FAIL
Closures took place but were not known about 7 days in advance	FAIL
Closures that weren't anticipated, but were cancelled	FAIL

- E/2.20 The tool shall then calculate the accuracy rate for performance reporting.
- NOTE 1 *Accuracy rate = Total volume of closures that did take place (number of PASS records) ÷ Total of all closures (number of PASS and FAIL records), expressed as a %.*
- NOTE 2 *The tool will be provided by the Overseeing Organisation.*
- E/2.21 Performance shall be measured via an increasing trajectory of improvement.
- NOTE *The starting level is 41.64% and the incremental target will be advised each year to reach a target of 90%.*

**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.	Document
Ref 1.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
Ref 2.N	Highways England. GM 702, 'Operational requirements for network occupancy'

## E/4. Informative references

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

Ref.	Document
Ref 1.I	The National Archives. <a href="https://www.legislation.co.uk">legislation.co.uk</a> . BFDA 1971 c.80, 'Banking and Financial Dealings Act 1971'
Ref 2.I	Highways England. PR101/15, 'Customer Service Strategy'
Ref 3.I	Highways England. HE (Customer Service Plan), 'Highways England Customer Service Plan'
Ref 4.I	Transport Focus (Passenger Council). Incidents and Roadworks, 'Incidents and Roadworks - A road user perspective'



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General Principles & Scheme Governance  
General Information

## GG 902

# Northern Ireland National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

### Summary

The requirements of GG 902 do not apply in Northern Ireland.

### 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@infrastructureni.gov.uk](mailto:dcu@infrastructureni.gov.uk)

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**NI/1. Applicability of this document** 5

**NI/2. Normative references** 6

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 902	1.0.0	May 2022	Northern Ireland NAA	Change to policy, major revision, new document development
Northern Ireland National Application Annex to GG 902.				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways on behalf of the Department for Infrastructure, Northern Ireland.

### **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 National Application Annex gives the Department for Infrastructure, Northern Ireland-specific requirements for accurate advance notification of planned closures.

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

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

## **NI/1.     Applicability of this document**

NI/1.1     The requirements of GG 902 shall not apply in Northern Ireland.

**NI/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.

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General Principles & Scheme Governance  
General Information

## GG 902

# Scotland National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

### Summary

The requirements of GG 902 do not apply in Scotland.

### 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 Transport Scotland team. The email address for all enquiries and feedback is: [TSSStandardsBranch@transport.gov.scot](mailto:TSSStandardsBranch@transport.gov.scot)

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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 902	1.0.0	May 2022	Scotland NAA	Change to policy, major revision, new document development
Scotland National Application Annex to GG 902.				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways on behalf of Transport Scotland.

### **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 National Application Annex gives the Transport Scotland-specific requirements for accurate advance notification of planned closures.

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

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

## **S/1. Applicability of this document**

S/1.1 The requirements of GG 902 shall not apply in Scotland.

**S/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.

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General Principles & Scheme Governance  
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## GG 902

# Wales National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

### Summary

The requirements of GG 902 do not apply in Wales.

### 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 Welsh Government team. The email address for all enquiries and feedback is: [Standards\\_Feedback\\_and\\_Enquiries@gov.wales](mailto:Standards_Feedback_and_Enquiries@gov.wales)

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Welsh Government National Application Annex to GG 902.				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways on behalf of the Welsh Government.

### **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 National Application Annex gives the Welsh Government-specific requirements for accurate advance notification of planned closures.

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

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

## **W/1. Applicability of this document**

W/1.1 The requirements of GG 902 shall not apply in Wales.

W/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.	Document
Ref 1.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'



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