



General Principles & Scheme Governance  
General Information

# GG 907

## Customer service standard for diversion routes for planned works and activities

(formerly CHE Memo 448/19)

Version 1.0.1

### Summary

This document contains the customer service standard requirements for diversion routes for planned works and activities..

### 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.**

Contents

Release notes 2

Foreword 3

    Publishing information . . . . . 3

    Contractual and legal considerations . . . . . 3

Introduction 4

    Background . . . . . 4

    Assumptions made in the preparation of this document . . . . . 4

1. Scope 5

    Aspects covered . . . . . 5

    Implementation . . . . . 5

    Use of GG 101 . . . . . 5

2. Normative references 6

Latest release notes

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 907	1.0.1	August 2021	Core document	Incremental change to notes and editorial updates
Correction to core document title to match the England National Application Annex.				

Previous versions

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 907	1.0.0	July 2021	Core document, England NAA, Northern Ireland NAA, Scotland NAA, Wales NAA	Change to policy, major revision, new document development

## **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 planned works and activities.

### **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 The national requirements for the diversion routes for planned works and activities as set out in the National Application Annexes shall be followed.

### Implementation

- 1.2 This document shall be implemented forthwith on all schemes that temporarily prohibit the passing of traffic as defined by and supported with a temporary traffic regulation order; requiring traffic to be diverted onto another road as a result of a full closure of 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'
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General Principles & Scheme Governance  
General Information

## GG 907

# England National Application Annex to GG 907 Customer service standard for diversion routes for planned works and activities

(formerly CHE Memo 448/19)

Version 1.0.0

### Summary

This National Application Annex gives the Highways England specific requirements for diversion routes for planned works and activities.

### Feedback and Enquiries

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# Contents

<b>Release notes</b>	<b>2</b>
<b>Foreword</b>	<b>3</b>
Publishing information . . . . .	3
Contractual and legal considerations . . . . .	3
<b>Introduction</b>	<b>4</b>
Background . . . . .	4
Assumptions made in the preparation of the document . . . . .	4
<b>Abbreviations</b>	<b>5</b>
<b>Terms and definitions</b>	<b>6</b>
<b>E/1. Purpose</b>	<b>10</b>
<b>E/2. General requirements</b>	<b>11</b>
Diversion signage . . . . .	11
Physical attributes . . . . .	12
Travel time . . . . .	13
Speed . . . . .	13
Welfare facilities . . . . .	13
Toll roads . . . . .	14
Prohibited traffic and non-motorised users . . . . .	14
Number of local communities impacted . . . . .	14
Junction types . . . . .	15
Pavement condition . . . . .	15
Local traffic generators . . . . .	15
Roadside hazards . . . . .	15
Severe weather . . . . .	15
Major organised events . . . . .	16
Environment . . . . .	16
Crisis management process . . . . .	16
<b>E/3. Normative references</b>	<b>17</b>
<b>E/4. Informative references</b>	<b>18</b>

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 907	1.0.0	July 2021	England NAA	Change to policy, major revision, new document development
Highways England National Application Annex to GG 907.				

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 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

By virtue of the Infrastructure Act 2015 c.7 [Ref 5.N], the Traffic Management Act 2004 c.18 [Ref 12.N] was revised to include Highways England as a network management 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 network, which ultimately supports our Highways England Licence [Ref 3.N] requirement to proactively minimise disruption.

Section 5.1 of 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); and,
  - b) unplanned disruption to the network (including from incidents on the network and the short-term effects of extreme weather conditions); and,
- 2) proactively and reactively 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 planned works and activities 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 and suitable transportation of motorway and all purpose trunk road network traffic around a planned closure and to proactively seek to minimise the disruption to our customers and communities.

### Assumptions made in the preparation of the document

The assumptions made in GG 101 [Ref 7.N] apply to this document.

# Abbreviations

Abbreviation	Definition
APTR	All purpose trunk road
HGVs	Heavy goods vehicles
IAMIS	Integrated Asset Management Information Systems
NOMS	Network occupancy management system
TTRO	Temporary traffic regulation order
VMS	Variable message signs
VSS	Variable signs and signals

## Terms and definitions

Term	Definition
Activity	an occurrence, including planned events off the network, that has the potential to adversely affect the road users of the network
Additional delay	the use of Highways England software to assess the impact upon journeys times, in accordance with DMRB GD 702.
Advanced notification	1. signing, prior to the date of the planned closure, to inform drivers of the upcoming closure dates and times; 2. signing during the closure, at strategic decision points, to provide drivers with traffic information in relation to the closure ahead of them (satellite signs)
At-grade junctions	a junction or intersection where two or more transport axes cross at the same level, that is where two or more conflicting traffic flows meet at the same level.
Authorised roadside traders	portable facilities that have permission to trade from the roadside
Clash analysis	a process within the Network occupancy management system (NOMS) to identify where multiple events on the network can potentially cause network availability problems
Closure	a full motorway and all purpose trunk road network carriageway closure that temporarily prohibits the passing of traffic as defined by and supported with a temporary traffic regulation order, by which requires traffic is to be diverted onto another road
Complex diversion routes	1. diversions that require a separate route for high-sided or heavy goods vehicles; 2. diversions where traffic is being directed around a strategic decision point and require traffic to be separated into two or more directions. 3. diversion routes that require diversion signage for a strategic destination, like a port or an airport  NOTE: An example of two or more directions is 'for M5 4 (W)' and 'for M6 (N)'.
Contingency plan	1. responding activities should an identified risk to the available use of the diversion route occur; 2. actions planned and agreed prior to the planned closure of the network.
Crisis management process	process carried out using Highways England's Crisis Management Manual to respond to incidents that have an impact on the business over and above what is managed routinely on a day-to-day basis

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Term	Definition
Decision point	A decision point is classified as a location where customers can change their direction of travel, that is a roundabout or major junction.
Destination signage	a temporary black on yellow sign or electronic sign providing guidance information in the form of a city, or a road and direction.  NOTE: For example, 'for Manchester' or 'for M6(N)'.
Diversion route	1. a diversion route for planned works and activities; 2. a strategic diversion route.
Diversion routes for planned works and activities	1. a signed route to direct traffic around a planned closure of the network; 2. a route agreed with all relevant authorities during the planning stage of works and activities.
Diversion signage	signs that convey instructions for the direction of travel, in order to guide traffic around a closed section of the network. For the purposes of this document this refers to diversion signage for planned works and activities.
Diversion symbol signage	diversion symbols, as found in Schedule 12, Part 11 (1 3) SI 2016 No 362 (TSRGD) [Ref 10.N].
Event	a planned off-network event that has the potential to have an adverse effect on road users of the network
General permanent signage	1. fixed traffic signs; 2. signs for conveying, to traffic on roads or any specified class of traffic, warnings, information, requirements, restrictions or prohibitions
Hazard warning signs	traffic signs (mostly triangular) that alert drivers to a potential danger ahead
Local communities	businesses and residents impacted by the diversion route and or the impact of sat-nav routes or "rat runs"
Local network, local route and local road	a street managed by another traffic authority
Local traffic generators	signed retail parks, entertainment venues and sporting venues
Major organised events	1. a planned off-Affected Property event that has the potential to have an adverse effect on road users of the network 2. Major organised events usually have a predicted daily visitor attendance greater than 15,000.
National cycle network	a series of traffic-free paths and quiet, on-road cycling and walking routes, that connect to every major town and city.
Network Rail	owns and operates the railway infrastructure in England, Wales and Scotland on behalf of the Department for Transport



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Term	Definition
Network occupancy management system (NOMS)	the system used to book network occupancy and the impact of activities on the network which comprises the IAMIS NOMS module.
Propagated traffic data	traffic data from the main carriageway that is used to estimate the number of users of the slip road, to estimate the impact on the local road
Regional alert	1. crisis management plan process. 2. warnings that have been received for a situation that could lead to significant disruption to customers and our people
Regional response	1. Crisis management plan process; 2. The current situation deteriorates whereby it can no longer be managed as business as usual and more resource, along with enhanced coordination, is required.
Restrictions	a permanent traffic restriction that applies as set by a traffic regulation order
Roadside facility	a service area that is signed from the network
Roadside hazards	1. infrastructure on the diversion route where there is a potential risk to vulnerable users within our communities when the route is in use, such as schools, hospitals with A&E departments, and care homes; 2. infrastructure on the diversion route where there is a potential risk to the diverted traffic, such as railway crossings, tramlines, traffic calming measures and broken street lighting at junctions.
Secondary diversion route	a signed alternative diversion route for: 1. a different class of vehicles; or, 2. a strategic route to reduce the impact on the junction-to-junction diversion route
Signing defect	Signing that is missing or the condition of the sign is poor as defined in DMRB CS 125 [Ref 6.N]  NOTE: For example, signing has faded.
Strategic diversion route	n alternative route to reduce the impact on the junction to junction diversion route. The route can be used to reduce disruption, or if the junction to junction diversion route is unsuitable for some vehicle types, or for geographical reasons such as areas prone to flooding.
Traffic authority	the organisation(s) 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

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Term	Definition
Text-based diversion signage	Temporary signs that display a road, a region or a city to help enhance 'diverted traffic'  NOTE: For example 'M6 diverted traffic'.
The network	motorway and all purpose trunk road network in England, managed by Highways England on behalf of the Secretary of State.
Toll road	a road that drivers have to pay to use
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	facilities that provide access to a toilet, water, food and fuel
Working windows	the use of Highways England software and data to inform decisions on traffic management, in accordance with DMRB GD 702
Works	as defined in the New Roads and Street Works Act 1991 c.22 [Ref 8.N] and any associated secondary legislation.

## **E/1. Purpose**

- E/1.1 This document shall apply to diversion routes for planned works and activities for all motorway and all purpose trunk road network closures that have been entered and approved in the Network Occupancy Management System (NOMS).
- E/1.2 The requirements in this document shall apply where a motorway and all purpose trunk road network closure temporarily prohibits the passing of traffic as defined by and supported with a temporary traffic regulation order, which requires traffic to be diverted onto another road.
- E/1.3 The requirements in this document shall be used to identify and inform the establishment of diversion routes for planned works and activities.
- E/1.4 Where a motorway and all purpose trunk road network closure is required for works and activities, the requirements in this document shall be used as part of the planning stage.
- E/1.5 The requirements for the design of diversion routes for planned works and activities shall be out of scope of this document.
- E/1.6 The requirements for the works and activities to establish a diversion route for planned works and activities shall be out of scope of this document.
- E/1.7 The requirements for the real-time implementation and operation of diversion routes for planned works and activities shall be out of scope of this document.

## 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 in the event of a planned closure of the motorway and all purpose trunk road network that requires traffic to be diverted onto another road.
- E/2.2 All diversion routes for planned works and activities 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/2.2.1 Diversion routes for unplanned events may be used as a starting point in the identification of diversion routes for planned works and activities.
- E/2.3 All diversion routes for planned works and activities shall be agreed, approved and signed off by all relevant traffic authorities, in the planning stage for each works and activities in conjunction with S14 of 1984 c.27 (RTRA) [Ref 11.N].
- E/2.4 Evidence of relevant traffic authority sign-off for the diversion route shall be provided as part of the works and activities application for a motorway and all purpose trunk road network closure.
- E/2.5 Diversion routes for planned works and activities shall be driven prior to approval as part of the evaluation against the requirements of this document.
- E/2.6 During an on-road suitability observation, the drive-through of the diversion route shall evaluate the customer experience of the diversion route, based upon the requirements of this document.
- E/2.7 A record of the on-road suitability observation of the diversion route shall be made, recording required actions to establish the diversion route.
- E/2.8 Any decision to use a diversion route shall be coordinated with other motorway and all purpose trunk road network closures identified through the NOMS clash analysis.
- E/2.9 Any decision to use a diversion route shall be coordinated with local traffic authority works in conjunction with S59 of the New Roads and Street Works Act 1991 c.22 [Ref 8.N].
- E/2.10 A safety risk assessment shall be completed for all new diversion routes in accordance with DMRB GG 104 [Ref 9.N].

### Diversion signage

- E/2.11 Diversion signage shall be agreed with the relevant traffic authority.
- E/2.12 Diversion signage shall be provided at every decision point.
- E/2.13 During the suitability observation of the diversion route, suitable diversion signage for each decision point shall be determined.
- E/2.13.1 Diversion signage should use symbols.
- E/2.13.2 Text-based diversion signage should complement diversion symbol signage at decision points.
- E/2.13.3 Any decision(s) regarding the suitability of diversion signage at decision points should be based upon local conditions.
- E/2.14 During the suitability observation of the diversion route, the appropriateness and number of repeater diversion signs shall be determined.
- E/2.14.1 Any decision(s) regarding the appropriateness and number of repeater diversion signs should be informed by the level of risk of drivers deviating from the diversion route.
- E/2.15 Destination signage shall be used for complex diversion routes.
- E/2.15.1 Destination signage may be used for non-complex diversions to reduce the level of risk of drivers deviating from the diversion route on a case-by-case basis depending on local conditions.
- NOTE** *Best practice includes signing for ports and international gateways in diversion signage, where deemed appropriate.*

- E/2.16 All diversion signs must comply with SI 2016 No 362 (TSRGD) [Ref 10.N].
- E/2.17 All diversion signs shall comply with TSM Chapter 8 [Ref 13.N].
- NOTE Details of the appropriate 'x' height for diversion signs, according to the location at which they are sited, can be found in TSM Chapter 7 [Ref 1.I].*
- E/2.18 Diversion signage shall provide clear direction, be positioned for all drivers to see, and kept legible and free from dirt and obstructions.
- NOTE If diversion signs are positioned on a footway, ensure they are secure and placed in accordance with the guidance in TSM Chapter 8 [Ref 13.N].*
- E/2.19 In the hours of darkness, diversion signage content shall be illuminated or reflectorised, according to Regulation 8 SI 2016 No 362 (TSRGD) [Ref 10.N].
- E/2.20 During the planning of the diversion route, it shall be determined if there are any signage conflicts, through a clash analysis on NOMS and in consultation with the relevant traffic authority.
- E/2.21 During the planning of the diversion route, it shall be determined if there are opportunities to avoid customers from using multiple diversion routes, through a clash analysis on NOMS and in consultation with the relevant traffic authority.
- E/2.22 Where concerns are noted with general permanent signage on any local traffic authority roads, during the suitability observation of the diversion route, the relevant traffic authority shall be notified.
- E/2.23 An assurance process shall be in place to ensure diversion signage remains in place and no new diversion signage conflicts arise, before each use of the diversion route.
- E/2.24 For works and activities that have multiple full carriageway closures, it shall be determined whether free-standing diversion signage is removed between closures of the motorway and all purpose trunk road network, to avoid diversion signage conflicts with works and activities on the local network.
- E/2.25 A record shall be kept of all decisions made with any identified risk(s) and mitigation regarding diversion route signage.

### Physical attributes

- E/2.26 In conjunction with the relevant traffic authority, 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/2.27 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/2.27.1 Vehicles up to 4.93 metres high should be able to travel the diversion route.
- E/2.27.2 A vehicle with a width of 2.9 metres should be able to travel the diversion route.
- E/2.27.3 Diversion routes should be able to take vehicles up to 44 tonnes.
- E/2.28 In conjunction with the relevant traffic authority, 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/2.28.1 The identification of gradient restrictions should be based on prior knowledge and experience, and any signage in place.
- E/2.29 In conjunction with the relevant traffic authority, all risks associated with the width of the diversion route, to allow all vehicles, including HGVs, to use the diversion route in both directions at the same time, shall be identified and managed.
- E/2.29.1 The identification of risks associated with the width of the diversion route should be based on prior knowledge and experience, with an assessment of on-street parking, and with traffic calming measures.

- E/2.30 Where the planned works and activities traffic management plan is to close the motorway and all purpose trunk road network in both directions, and 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 for the opposite direction of traffic.
- E/2.31 Where the decision is to have a diversion route for light vehicles only, a separate, signed diversion route or another contingency arrangement for HGVs shall be identified and agreed with the relevant traffic authority.
- 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/2.32 A record shall be kept of all decisions made, any restrictions with diversion routes, and any required mitigating actions.

### Travel time

- E/2.33 In consultation with the relevant traffic authority and the regional intelligence unit, an assessment of the impact of displacing motorway and all purpose trunk road network traffic onto local roads shall inform the decision to close the motorway and all purpose trunk road network.
- E/2.33.1 Any decision to close the motorway and all purpose trunk road network should assess the impact of displacing traffic onto local roads, based on traffic data.
- E/2.33.2 Any decision to close the motorway and all purpose trunk road network should also consider working windows, based on traffic data.
- E/2.33.3 When considering the closure of a slip road where traffic sensors are not available, the impact of displacing motorway and all purpose trunk road network traffic should be based on propagated traffic data.
- E/2.34 For increased journey times greater than 10 minutes for all purpose trunk roads and 15 minutes for motorways, known as additional delay, a relaxation shall be in place within the Highways England area.
- E/2.35 It shall be determined whether any mitigating actions are required to proactively inform customers of any additional journey time.
- E/2.35.1 Advanced notification may be provided at the roadside using satellite signs.
- E/2.35.2 Technology and portable variable message signs (VMS) may be used to provide on-road, real-time diversion route travel time information, in line with the Highways England policy HE VSS Policy [Ref 4.N].
- E/2.36 A record shall be kept of any decision making.

### Speed

- E/2.37 It shall be determined whether any measures are required due to the signed speed limit(s) along the proposed diversion route, considering the risk of speeding traffic.
- E/2.37.1 Roads with a signed speed limit of less than 30 mph should be avoided.
- E/2.37.2 Speed enforcement activities may be used on the diversion route.
- E/2.38 Records shall be kept of any identified risks and their agreed mitigation.

### Welfare facilities

- E/2.39 In conjunction with signed roadside facilities, the impact of the closure upon access to and egress from the facility shall be determined, along with what mitigating actions are required.
- NOTE** *Consider what level of access/egress to signed roadside facilities needs to be maintained during the closure for customers because of accessing hotel accommodation or their workplace, or because of driving hours and any identified risks to vulnerable drivers.*

- E/2.39.1 Where the closure of a section of the motorway and all purpose trunk road network impacts a signed roadside facility, the diversion route should allow access to existing alternative welfare facilities.
- E/2.40 Roadside facility owners, both on the network and on the proposed diversion route, shall be engaged directly, or via the relevant traffic authority for authorised roadside traders, about the planned closure, at least 12 weeks in advance.
- E/2.41 Records shall be kept of any identified impact and agreed mitigation.

### **Toll roads**

- E/2.42 Where a proposed diversion route diverts traffic onto a toll road, it shall be determined whether it is appropriate to do so.
- E/2.43 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 onto a toll road, unless traffic is being diverted from a toll or prescribed by the Highways England Crisis Management Manual HE CMM [Ref 2.N].*

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

- E/2.44 Where an all purpose trunk road is diverted onto a motorway, a separate and signed diversion route shall be provided for non-motorway traffic.
- E/2.45 In consultation with the relevant traffic authority, any risks to non-motorised users shall be identified and managed.
- NOTE** *This identification and management can be based on knowledge and experience.*
- E/2.45.1 Dedicated cycle lanes along the diversion route should be clearly marked, if the route is part of the National Cycle Network.
- E/2.45.2 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/2.46 A record shall be kept of identified risks and their agreed mitigation.

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

- E/2.47 In consultation with the relevant traffic authority, the impact to local communities shall be identified and managed.
- E/2.47.1 The identification of the impact to local communities and any activities to reduce the disruption should account for any political, customer or community sensitivities.
- E/2.48 Engagement with relevant traffic authorities shall commence at least 12 weeks before the planned closure.
- E/2.49 Engagement with emergency services shall take place at least 12 weeks before the planned closure, to establish if any mitigating actions are required.
- E/2.50 Businesses, including freight distribution centres, shall be engaged during the planning of the closure and subsequent diversion route, at least 12 weeks before the planned closure.
- E/2.51 Engagement shall take place with bus companies at least 12 weeks before the planned closure.
- E/2.52 Mitigating actions, including proactive and reactive, tailored and personalised engagement shall be taken for any complaints received from residents and drivers.
- E/2.52.1 To reduce the impact on a specific community, the use of two or more diversion routes may be used together, or alternated in agreement with the relevant traffic authority.
- E/2.53 A record shall be kept of any identified impact and agreed mitigation.

### Junction types

- E/2.54 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.
- E/2.54.1 Traffic signals at the exit junction from the network should be refined, disabled or bagged to support the egress from the network.
- E/2.54.2 Temporary traffic signals may be installed, with agreement from the relevant traffic authority, on the exit slip to manage the egress of traffic from the network.
- E/2.55 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 include additional or refining traffic signals to provide priority to diverted traffic, and preventing right hand turns to help maintain flow. These need to be agreed with the relevant traffic authority.*
- E/2.56 A record shall be kept of any agreed mitigation.

### Pavement condition

- E/2.57 Any concerns identified with pavement condition during the planning and suitability observation of the diversion route shall be notified to the relevant traffic authority.
- NOTE 1** *Consider whether the route is subject to maintenance checks by the relevant traffic authority.*
- NOTE 2** *The relevant traffic authority retains responsibility for the condition of their road network and building a Section 58 defence Highways Act 1980 c66 [Ref 1.N] on the local network.*

### Local traffic generators

- E/2.58 In consultation with the relevant traffic authority, the impact of the diversion route on local traffic generators shall be determined, along with any proposed mitigation.
- E/2.58.1 Signed retail parks, entertainment and sporting venues should be identified especially if significant visitor numbers are expected on certain dates.
- E/2.59 A record shall be kept of those impacts and any proposed mitigation.

### Roadside hazards

- E/2.60 In consultation with the relevant traffic authority and the 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, along with any proposed mitigation.
- E/2.60.1 The identification of risks may be based on the knowledge and experience of the relevant traffic authority and Highways England area team.
- E/2.61 Where traffic is diverted over a railway crossing, Network Rail shall be informed.
- E/2.62 A record shall be kept of those impacts and any proposed mitigation.

### Severe weather

- E/2.63 For diversion routes prone to severe weather, and where the diversion route is expected to be used in a time period of anticipated severe weather, it shall be determined, in consultation with the relevant traffic authority and Highways England regional operations, whether any additional activities are required to supplement existing arrangements.
- NOTE** *Additional activities can include contingency diversion routes and salting local roads.*



E/2.63.1 The identification of routes prone to severe weather, such as flooding or snow, should be based on prior knowledge and experience by liaising with the relevant traffic authority and Highways England area team.

E/2.64 A record shall be kept of all decision making and any required additional activities.

### Major organised events

E/2.65 During the planning stages of works and activities, in conjunction with the relevant Network Resilience Team, major organised events within the diversion route area shall be identified.

E/2.66 Where diversion routes are impacted by major organised events, contingency diversion routes or other mitigating actions shall be put in place.

E/2.67 Contingency diversion routes or mitigating actions shall be discussed and agreed with the relevant Highways England Network Resilience Team and relevant traffic authority, during the planning of works and activities.

E/2.68 A record shall be kept of identified impact and any agreed mitigation.

### Environment

E/2.69 In consultation with the relevant traffic authority, it shall be determined whether roads with environmental charging zones or other environmental vehicle restrictions can be used for the diversion route.

**NOTE** *The relevant traffic authority retains the responsibility for any air quality impact assessments for the local network.*

E/2.70 During the on-road suitability observation of the diversion route, it shall be determined whether any mitigating actions for noise are required.

**NOTE** *Mitigation could include the fixing of loose manhole covers or the sequencing of traffic lights to avoid HGV braking and acceleration noise.*

E/2.71 A record shall be kept of any decision making regarding environmental concerns connected with the diversion route.

### Crisis management process

E/2.72 Highways England's Network Resilience Team shall be consulted in advance of the closure to determine whether the crisis management process HE CMM [Ref 2.N] is to be applied.

**NOTE** *Typically for diversion routes for planned works and activities, the first stage of the crisis management process will be considered, which means activating a Regional Alert for the duration of the closure.*

E/2.73 A contingency plan shall be prepared during the planning of the closures for unexpected overruns and how these are to be managed, including escalation to regional response.

## 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.co.uk. Highways Act 1980 c66, 'Highways Act 1980 [General Act 1980 c66]'
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	Highways England. HE VSS Policy, 'Highways England policy for the use of Variable Signs and Signals'
Ref 5.N	The National Archives. legislaion.gov.uk. 2015 c.7, 'Infrastructure Act 2015'
Ref 6.N	Highways England. CS 125, 'Inspection of traffic signs'
Ref 7.N	Highways England. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
Ref 8.N	The National Archives. legislation.gov.uk. 1991 c.22, 'New Roads and Street Works Act 1991'
Ref 9.N	Highways England. GG 104, 'Requirements for safety risk assessment'
Ref 10.N	The National Archives. legislation.gov.uk. SI 2016 No 362 (TSRGD), 'ROAD TRAFFIC - The Traffic Signs Regulations and General Directions 2016'
Ref 11.N	The National Archives. legislation.gov.uk. 1984 c.27 (RTRA), 'Road Traffic Regulation Act 1984'
Ref 12.N	The National Archives. legislation.gov.uk. 2004 c.18, 'Traffic Management Act 2004'
Ref 13.N	TSO. TSM Chapter 8, 'Traffic Signs Manual Chapter 8 - Traffic Safety Measures and Signs for Road Works and Temporary Situations'

**E/4. Informative references**

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

Ref 1.I	TSO. TSM Chapter 7, 'Traffic Signs Manual Chapter 7 - The Design of Traffic Signs'
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General Principles & Scheme Governance  
General Information

## GG 907

# Northern Ireland National Application Annex to GG 907 Customer service standard for diversion routes for planned works and activities

Version 1.0.0

### Summary

The requirements of GG 907 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@infrastructure-ni.gov.uk](mailto:dcu@infrastructure-ni.gov.uk)

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Contents

Release notes	2
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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 907	1.0.0	July 2021	Northern Ireland NAA	Change to policy, major revision, new document development
Department for Infrastructure Northern Ireland National Application Annex to GG 907.				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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General Principles & Scheme Governance  
General Information

## GG 907

# Scotland National Application Annex to GG 907 Customer service standard for diversion routes for planned works and activities

Version 1.0.0

### Summary

The requirements of GG 907 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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Contents

Release notes	2
---------------	---

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Transport Scotland National Application Annex to GG 907.				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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General Principles & Scheme Governance  
General Information

## GG 907

# Wales National Application Annex to GG 907 Customer service standard for diversion routes for planned works and activities

Version 1.0.0

### Summary

The requirements of GG 907 do not apply in Wales.

### Feedback and Enquiries

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Contents

Release notes	2
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GG 907	1.0.0	July 2021	Wales NAA	Change to policy, major revision, new document development
Welsh Government National Application Annex to GG 907.				

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