



## **The Quality Protocol for Mobile Lane Closure Training on the Highways Agency's Strategic Road Network**

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# The Quality Protocol for Mobile Lane Closure Training on the Highways Agency's Strategic Road Network

## Foreword

The National Highway Sector Scheme (NHSS) 12C for Mobile Lane Closures (MLC) was published in 1999 to provide a consistent approach for companies who implement and manage MLC techniques on the UK roads network. It is also the basis of an accredited BS EN ISO 9001 scheme which is audited by third party certification bodies who have met the delivery requirements of the NHSS.

The NHSS12C committee appointed a working party to develop an effective national occupational standard of training and assessment to complement the document and provide rigorous and robust procedures for the management of the training and assessment of MLC. The training and associated procedures have been in place throughout the United Kingdom for several years and have received recognition and support from HSE as delivering best practice in a safe and managed way.

The acceptability of live lane training was challenged by the Highways Agency's (HA) Traffic Operations Directorate, now Network Operations Directorate (NOD) in March 2007 on the basis that the HA had no powers to close lanes for this activity. Live lane training on the HA's trunk road network has not taken place since this time. Some training has been carried out during routine maintenance operations but these operations do not provide enough opportunities for the number of trained operatives required.

This quality protocol has been developed by Lantra Awards and NOD following a meeting in January 2008 where agreement was reached in principle for live lane training for mobile lane closures to recommence.

The purpose of the quality protocol is to ensure a uniform and consistent approach is adopted by MLC trainers in the delivery of MLC training on the Strategic Road Network. This will help enable the HA's Area Performance Managers to deliver a quality managed service through the road space booking system as well as providing a clear audit trail for those responsible for ensuring compliance with the delivery of MLC training.

The decision on when to provide road space for MLC training purposes requires HA's staff to take all circumstances into account. NOD staff will utilise this protocol when deciding on whether or not to allow MLC training on live lanes. The protocol has been brought to the attention of relevant NOD staff.

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<b>Graham Bowskill</b> Regional Director For Network Operations South West Highways Agency	<b>Lance Williams</b> Chairman of NHSS 12C	<b>Wayne Grills</b> Managing Director of Lantra Awards
09 April 2008	09 April 2008	09 April 2008

## 1.0 Introduction

This document has been produced by HA's NOD and NHSS 12C Committee as a quality control procedure for the delivery of MLC training on live motorways and dual carriageways in England.

The main purpose of the document is as follows:

- a) To assist in managing road space for live lane MLC training over the Strategic Road Network.
- b) To provide assurance that live training for MLC conforms to standards developed by the National Highway Sector Scheme.
- c) To ensure that Journey Reliability (JTR) Targets are not compromised.
- d) To ensure a uniform and consistent approach to MLC is adopted by both the HA and the MLC training providers.
- e) To ensure MLC training is undertaken evenly across the HA's network.
- f) To provide a mechanism for monitoring compliance with the protocol.

## 2.0 Definitions

Title	Definition
Lantra Awards	An Awarding Body who is approved by the Qualifications Curriculum Authority to develop qualifications in accordance with the QCA code of practice. The sole awarding body for mobile lane closures qualifications in the United Kingdom.
Service Provider	The Organisation contracted to the Highways Agency for the maintenance of a defined section of strategic road network.
Instructor/Assessor	A suitably qualified person appointed by Lantra Awards in accordance with the Lantra Award's Centre Specification who will also have qualified as a 12C Operative/Supervisor.
Training Centre	The Organisation appointed by Lantra Awards in accordance with the Lantra Award's Centre Specification
Practical Demonstration	Justification by the trainee MLC operative/supervisor to show their ability in MLC techniques in a managed environment.

## 3.0 Key points

Only Lantra Awards approved 12C instructors and assessors who have been appointed in accordance with the Lantra Awards Centre Specification may operate these procedures and can implement these procedures.

Road space for MLC training purposes should only be requested outside the Public Service Agreement (PSA) Reliability Target assessment period (6am to 8pm, 7 days a week). Where it is proposed that training will take place within the PSA Reliability Target assessment period the request should be referred to the HA's Network Performance Manager in accordance with Area Management Memorandums 83 and 92.

Road space for Impact Protect Vehicle (IPV) training on hardshoulders may be requested within the PSA Reliability Target assessment period provided there is no impact on JTR targets.

Assessment that is carried out during planned construction work is not affected by this protocol

### **3.1 How to obtain road space**

(See flowchart in Appendix A)

#### **3.1.1 Method statement**

A site specific method statement for implementing the practical demonstration should have been prepared by a competent and appropriate person prior to applying for road space and be available for the service provider if requested .

The method statement should include the following:

- Road Type (motorway/dual carriageway)
- Number of Lanes available
- Road Name or Road Number
- Junctions to be worked between
- Date and Time for demonstration
- Lanes to be occupied
- Emergency procedures
- Determine traffic count applicable to road type
- Name of instructor(s)
- Number of candidates

This list is not exhaustive.

#### **3.1.2 Application**

Application must be made to HA's service provider (see Appendix C) for permission to use identified lengths of suitable road space. The application, should be submitted on the service provider's standard form which as a minimum should include the following:

- Name of the requestor
- Contact details of the requestor
- Road type, name, number
- Marker post numbers (start and finish)
- Direction of closure ie north, south, east or west
- Detailed location
- Start and finish times
- Date
- Type of works – shall be marked **Training at all times**

This list is not exhaustive.

### **3.2 Recorded acceptance of road space**

Following submission and approval, a booking reference number will be issued by the service provider and recorded on their published road works schedule.

### **3.3 Training at a site specific location**

Upon arrival on site the following matters should be addressed before any training commences:

- Carry out site specific risk assessment before commencement of closure.
- Initial briefing of all personnel involved in the MLC.
- Proceed to site.
- Park in a place of safety, off the carriageway, in a slip road/hard shoulder to carry out traffic counts to determine traffic flow suitability. (If the required traffic count has not been achieved within 15 minutes the equipment and personnel should pull off to a safe place and return 30 minutes later.)
- Traffic count within parameters and recorded.
- Contact the Network Control Centre (NCC) with reference number and traffic count and provide contact telephone number. (See Appendix D)
- Confirmation obtained of any local incidents.
- Contact the Regional Control Centre (RCC) if matrix (and/or VMS) are available on type of highway and provide contact telephone number. (See Appendix D)
- Final briefing of all personnel involved in the MLC.
- Proceed in accordance with training method statement.
- Mobile Lane Closure must be ready at all times to end the closure if traffic counts exceed the maximum permitted level in accordance with Chapter 8.

The training provider should contact the RCC and NCC once the training has been completed and before moving to a new location. (For example the adjacent carriageway.)

### **3.4 Records**

The following records must be kept by the training provider for at least 12 years.

- Road Space Booking Form
- Acceptance notification with reference number
- Method statement
- Site specific risk assessment
- Mobile Lane Closure request form
- Vehicle Check Sheets
- Traffic count sheets
- Course registration form
- Completed question papers
- Blue copies of tri partite sheets for successful candidates
- Copy of Lantra Awards Certificate Numbers and record of logbooks numbers supplied

### **3.5 Reporting**

The training provider should notify Lantra Awards that a training course is being scheduled. Upon completion of this course the training provider should provide Lantra Awards with a report that contains the following:

- Road type, name and number
- Location details (eg start and finish points, when and where)
- Date
- Start and Finish times
- Names of training staff
- Names of trainees

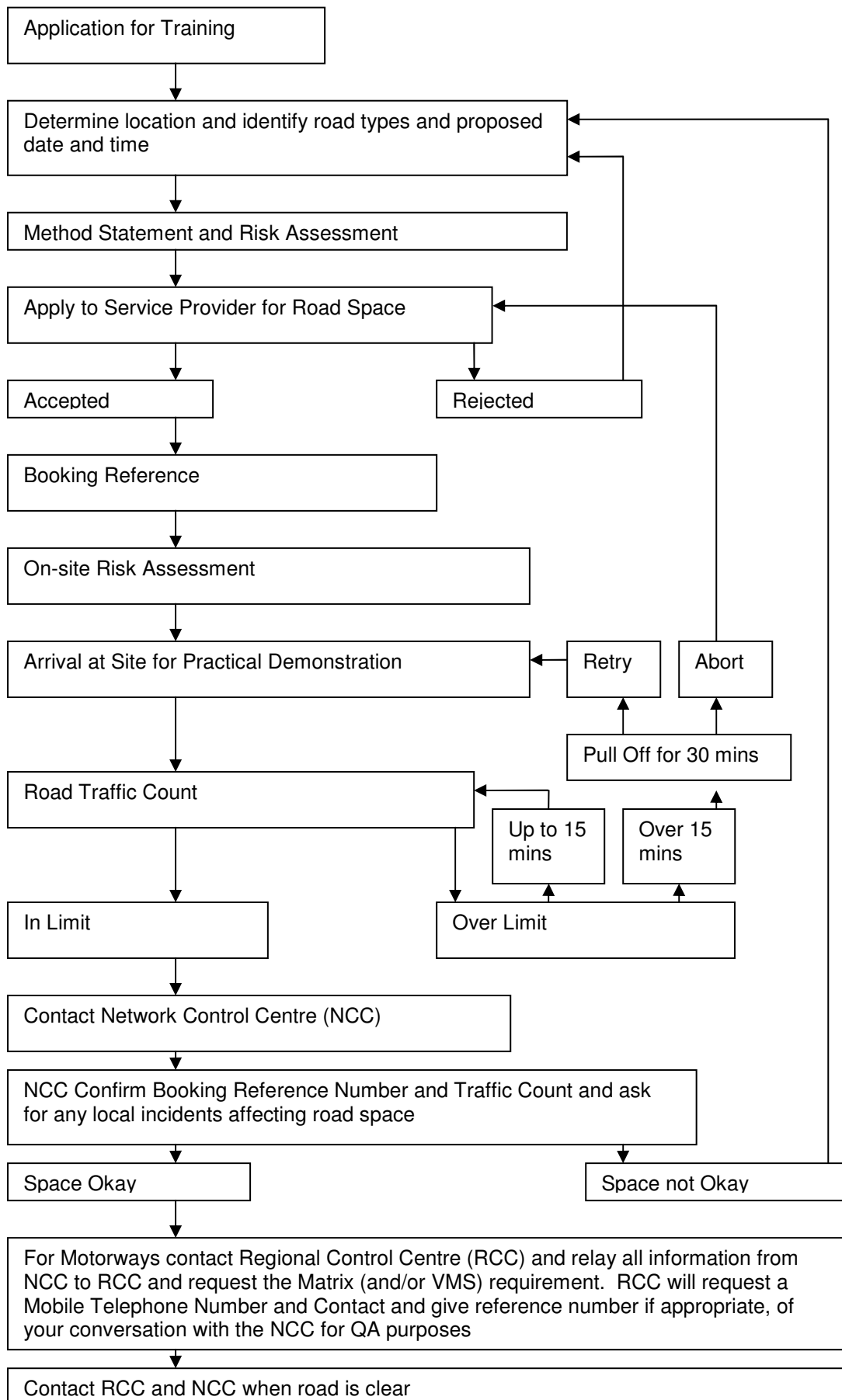
This list is not exhaustive.

The report should be submitted within seven days of completing the course and will be used by Lantra Awards as evidence that MLC training on live lanes is being spread evenly across the HA's network.

Lantra Awards will collate this information and submit a summary of their findings to the designated HA representative (Network Operations-Divisional Director (South West) or his successor) every six months (at the end of May and November.) The information collated should include the following:

- Area
- Road
- Specific location
- Number of occasions used
- Overall usage relative to other areas

**Appendix A - Example of a flow chart for application and use of road space**



## Appendix B – List of Approved MLC Training Centres (current February 2008)

12C MLC Centre Name	Address	Contact Information
<b>Atkins</b>	2 Wellbrook Court Girton Road Cambridge CB3 0NA	<b>Tel No.</b>  <b>Contact Name</b> Mr Joe Biggin <a href="mailto:Joe.biggin@atkinsglobal.com">Joe.biggin@atkinsglobal.com</a>
<b>Highway Assessment Services</b>	18 Bleachers Way Huntingtower Nr Perth PH1 3NY	<b>Tel No.</b> 01738 582201 <b>Contact Name</b> Mr Len Williamson <a href="mailto:len@scottwill.freeserve.co.uk">len@scottwill.freeserve.co.uk</a>
<b>Highway Care Ltd</b>	Unit D Wharton Court Leominster Herefordshire HR6 0NX	<b>Tel No.</b> 01622 734215 <b>Contact Name</b> Mr Alan Morgan <a href="mailto:training@highwaycare.co.uk">training@highwaycare.co.uk</a>
<b>Highways Training</b>	Brambles Lichfield Road Abbots Bromley Staffordshire WS15 3DN	<b>Tel No.</b> 01283 840429 <b>Contact Name</b> Mr Peter Male <a href="mailto:peter@Highways-Training.co.uk">peter@Highways-Training.co.uk</a>
<b>KJ Thulborn Contractors and Engineers Ltd</b>	The New Yard Totnes Road Collaton Paignton TQ4 7HD	<b>Tel No.</b> 01803 551217 <b>Contact Name</b> Amanda Mallen <a href="mailto:Info@kjthulborn.co.uk">Info@kjthulborn.co.uk</a>
<b>MLC Training Services</b>	Units 24&25 Chilton Development & Industrial Estate Squares Road Chilton Trinity Bridgewater TA5 2BW	<b>Tel No.</b> 01278 459045 <b>Contact Name</b> Mr Brian Adams <a href="mailto:office@mlc-training-services.co.uk">office@mlc-training-services.co.uk</a>
<b>Notter Bridge Training</b>	Notter Bridge Saltash Cornwall PL12 4RW	<b>Tel No.</b> 01752 851373 <b>Contact Name</b> Mr Chris Bowden <a href="mailto:cbowden@cornwall.gov.uk">cbowden@cornwall.gov.uk</a>
<b>Optima</b>	Silica House Galena Close Amington Tamworth B77 4AS	<b>Tel No.</b> 01827 313313 <b>Contact Name</b> Mr Peter Evans <a href="mailto:Peter.evans@optima-im.com">Peter.evans@optima-im.com</a>
<b>Road Safety UK Ltd</b>	35 Frinchwell Road Sheffield South Yorkshire S13 9A5	<b>Tel No.</b> 01142 647908 <b>Contact Name</b> Mr Keiron O'Rourke <a href="mailto:Admin@roadsafetyuk.com">Admin@roadsafetyuk.com</a>
<b>Road Services Training Centre</b>	65 Newlodge Road Caulside Antrim Northern Ireland BT41 8EY	<b>Tel No.</b> 02894 461138 <b>Contact Name</b> Mr Brian Godfrey <a href="mailto:Brian.Godfrey@drdni.gov.uk">Brian.Godfrey@drdni.gov.uk</a>

<b>12C MLC Centre Name</b>	<b>Address</b>	<b>Contact Information</b>
<b>SWH Training</b>	Rockbeare Hill Rockbeare Exeter EX5 2HB	<b>Tel No.</b> 01404 821504 <b>Contact Name</b> Mr Mark Mallen <a href="mailto:Rachael.snell@swhltd.co.uk">Rachael.snell@swhltd.co.uk</a>
<b>Swords Traffic Management</b>	28 Falcon Road Suttonfields Wrexham LL13 9AB	<b>Tel No.</b> 07810 745656 <b>Contact Name</b> Mr Brian O'Neill <a href="mailto:swordsauto@yahoo.co.uk">swordsauto@yahoo.co.uk</a>
<b>Tormarton Training Centre</b>	Tormarton Interchange Dodington Ash Chipping Sodbury Bristol BS37 6EJ	<b>Tel No.</b> 01454 218315 <b>Contact Name</b> Mr C Mark Harrison <a href="mailto:Janet.hunt@southwest-ra.gov.uk">Janet.hunt@southwest-ra.gov.uk</a>
<b>TQ Exel Ltd</b>	Mendip Vocational Skills Centre Mendip Business Park Mendip Road Rooksbridge Somerset BS26 2UG	<b>Tel No.</b> 01934 750066 <b>Contact Name</b> Mr Bob Abbott <a href="mailto:Sam.abbott@tqexel.co.uk">Sam.abbott@tqexel.co.uk</a>
<b>Training for the Highways Ltd</b>	66 Mendip Way Stevenage Herts SG1 6GQ	<b>Tel No.</b> 0845 680 1016 <b>Contact Name</b> Mr Martin Olbrycht <a href="mailto:info@training4thehighway.com">info@training4thehighway.com</a>

## Appendix C – List of Highways Agency's Service Providers and contact details

(Correct as at January 2008)

Please see the Highways Agency website for current listing [www.highways.gov.uk](http://www.highways.gov.uk)

Area	HA manager	Service Provider
1: Cornwall & Devon	Malcolm Roberts	AccordMP (Joint Venture) Unipart House Garsington Road Oxford OX4 2PG Tel 01865 383 024
2: Somerset, Avon, Wilts, Gloucs & Devon	Malcolm Wilkinson	InterRoute, 910 Hempton Court, Aztec West, Almondsbury, Bristol BS32 4SR Tel 01454 452300
3: Berks, Bucks, Dorset, Hants, Surrey & Oxon	Angela Koenig	Easton Lane, Junction 9 (M3) Winchester, Hampshire SO23 7TY Tel 01962 893023
4: Kent, Surrey, East Sussex & West Sussex	Simon Duke	InterRoute, InterRoute House, Bailey Drive, Gillingham Business Park, Gillingham, Kent, ME8 0TT Tel 01634 385500
5 Berks, Bucks, Essex, Herts, Kent & Surrey (M25 Area)	Francis Cluett	Carillion Highway Maintenance, M25 Area 5 Project Office, Leatherhead Motorway Compound, Leatherhead Bypass Road, Leatherhead, Surrey KT22 7GZ Tel 01372 377304
6: Essex, Cambs, Suffolk & Norfolk	Peter Smith	Amey Mouchel Masons Works, Bramford Road, Great Blakenham, Ipswich, IP6 0JX Tel 01473 835842
7: Leics, Notts, Lincs & Derbyshire	Paul Cockell	AM Scott The Willows, Ransom Wood Business Park, Southwell Road, Mansfield, Notts Tel 01623 676555

<b>Area</b>	<b>HA manager</b>	<b>Service Provider</b>
8: Bucks, Herts, Beds, Essex, Cambs & Northants	Iain Semple	Carillion-URS Joint Venture Pytchley Maintenance Compound, Pegasus Court, Kettering South Business Park, Kettering, Northants NN16 6XS Tel 01536 413700
9: Gloucester, Worcester, West Midlands, Warwickshire & Staffordshire	Ivan Beavis	Amey Mouchel Unit 2030-2035, The Crescent, Birmingham, B37 7YE Tel 0121 779 6171
10: Cheshire, Merseyside, Greater Manchester, South Lancashire	Roy Wood	AOne+, Swallwell Depot, Unit A Derwenthaugh Industrial Estate, Derwenthaugh Road, Swallwell, Tyne and Wear NE16 3BQ Tel 0191 4615200
11: Northants, Warwicks, Leics, Staffs & Shropshire	Iftikhar Mir	Optima Infrastructure Management, Calena Close, Amington, Tamworth, B77 4AS Tel 01827 313313
12: Yorkshire & North Lincolnshire	Antony Firth	Carillion-WSP Ltd Ripley Drive , Normanton Industrial Estate, Normanton, Wakefield, WF6 1QT Tel 01924 224120
13: Cumbria & North Lancashire	Bob Baldwin	Amey Mouchel Sutton Courtney, Oxfordshire, OX14 4PP Tel 01235 848811
14: Northumberland, Tyne and Wear, Durham & North Yorkshire	Peter Moffatt	A-one Integrated Highway Services, Valley House Street North, Darlington DL1 1TJ Tel 01325 389991

HA Managers can be contact via the Highways Agency's main switchboard on 08457 50 40 30

## Appendix D - Regional and National Control Centres

The National Control Centre is based in Quinton, Birmingham.

Regional Control Centres are based around the England. For information regarding Regional Control Centres please see the Highways Agency website:

[www.highways.gov.uk](http://www.highways.gov.uk) and type in the search engine – map of control centres

Below is example of map, where you can click to obtain specific information.

