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Lane Rental Scheme Evaluation Report

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Document information

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Reference documents

West Sussex Lane Rental Scheme Period 1 Evaluation Report 2022-2024 (PDF)

The Street and Road Works (Charges and Penalties) (Amendments) (England) Regulations 2025

Lane rental schemes: guidance for English highway authorities April 2025

Street works: fines and lane rental surplus funds

New Roads and Street Works Act 1991

The Street Works (Charges for Occupation of the Highway) (England) Regulations 2012

Traffic Management Act 2004

West Sussex Lane Rental Scheme Operational Guidance (PDF)

West Sussex Lane Rental Scheme Document (PDF)

West Sussex Lane Rental Scheme Charges Policy and Table (PDF)

West Sussex Lane Rental Scheme streets and timings (Excel)

Travel time statistics background quality report - GOV.UK

NICE Air pollution: outdoor air quality and health

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Introduction

The first principles of the West Sussex County Council Lane Rental Scheme (WSLRS) is an expectation that 80% to 90% of works on lane rental streets are **not** charged lane rental.

This is because the purpose of the WSLRS is to provide an incentive to encourage promoters to work outside busy periods or in a different way that reduces disruption, triggering a waiver or discount.

This different way of working is called behavioural change.

The Highway Network Management Team (HNMT) works with promoters to help and support them in their endeavours to avoid charges by delivering this behavioural change.

However, if a promoter makes a commercial decision to not deliver any behavioural change and decides to work in a 'normal' way, they will be charged the lane rental daily rate, as appropriate.

The daily lane rental charge covers the cost of operating the WSLRS and produces a surplus. This surplus is ringfenced to certain highway related expenditure, detailed below.

Following the implementation phase, the WSLRS went live on 1st December 2022.

The WSLRS applies the following guiding principles:

- The cost of disruption from activities on the highway network must be recognised.
- Inconvenience to all people using a street must be minimised, but especially to people with particular accessibility requirements, and other vulnerable road users such as people walking or cycling.

The objectives of the WSLRS are to:

- Apply the scheme to all Work Promoters on a consistent basis
- Promote behaviour change to minimise the duration of occupation of the highway at the busiest locations at the most sensitive times
- Minimise the number of activities taking place during the most traffic-sensitive times; and
- Contribute to reducing disruption to all road users

An evaluation report was prepared following the first year of operation of the Lane Rental Scheme covering the period from December 2022 to the end of March 2024 so future reports would align with annual financial years from 1st April to 31st March.

Now the surplus funds governance plan has also been implemented, this evaluation report is a single report that covers both an evaluation of the Lane Rental Scheme and the governance of the Lane Rental Surplus Funds (LRSF).

UK highways context

The main aim of lane rental schemes is to reduce the impact of activities on the busiest roads at the busiest times.

There are over 2.2 million street and road activities carried out in England each year. These can cause significant disruption to people's journeys, which is estimated to cost the economy over £4 billion per year ('Halcrow 2004, Estimation of the Cost of Delay from Utilities' Streetworks').

Disruption resulting from activities on the highway not only impacts all traffic from lost time but also has wider implications for the economy and the environment. Increased idling time and stop-and-go traffic contribute to higher fuel consumption and vehicle emissions, exacerbating air pollution and environmental concerns.

Efforts to mitigate the impact of activities include careful planning, communication, and co-ordination between highway authorities, activities promoters and local communities. This is delivered by the West Sussex Permit Scheme (WSPS).

Advance notice of activities, clear signage and alternative route information help motorists plan their journeys and minimises disruptions.

Additionally, implementing off-peak work schedules and utilising innovative techniques can help expedite project timelines and reduce the duration of road closures.

Despite these efforts, minimising the impact of activities remains a complex challenge. Balancing the need for asset management and infrastructure improvements with the demands of maintaining traffic flow and minimising disruptions requires a change of behaviour from all involved.

Legislation and guidance changes

Since the WSLRS was introduced, there have been changes to legislation and guidance from the Department for Transport (DfT).

The DfT has amended regulations to require authorities to spend 50% of surplus lane rental funds on road maintenance. This change came into effect 5th January 2026.

Updated guidance was also issued by the DfT in April 2025, requiring that the surplus funds, after deduction of ongoing costs and costs of carrying out scheme evaluation, are applied by the authority for purposes intended to reduce the disruption or other adverse effects arising because of street works. This could include, for example:

- Investment in innovation and developing new products or disruption-saving techniques
- Trials of new techniques and products
- Installing 'pipe subways' or ducting that enable apparatus to be accessed more easily and without disrupting traffic
- Measures to improve the quality or accessibility of records about the location of underground pipes, wires and other apparatus
- Measures to help abate noise, pollution or safety hazards arising because of works
- Repairing potholes caused by utility street works

- Implementing extraordinary measures to mitigate congestion caused by works, especially major works projects

The main change regarding this in the new guidance was removing Transportation Initiatives, Enabling Infrastructure and Research and Development from the list.

However, it does state this list is 'for example'.

The application to use surplus revenues will be applied towards initiatives and projects that are aligned with the objectives of the WSLRS, within the areas shown below.

- Investments in innovation and developing new disruption saving products, services or techniques.
- Trials of new disruption saving products or techniques.
- Transportation initiatives.
- Installing infrastructure to enable apparatus to be accessed without disruption.
- Measures to improve systems and records.
- Measures to improve noise, pollution or safety relating to activities.
- Measures to mitigate congestion and disruption caused by activities, particularly major projects.
- Enabling infrastructure.
- Industry improvement practices.
- Research and development.

Surplus funds may be used for either capital or revenue projects.

Enabling infrastructure supports the growth of the local economy, as well as improving the quality of people's lives.

Delivering network management in West Sussex

West Sussex has one of the most extensive highway networks in the country.

WSCC maintains over 4,000 kilometres of roads and 7.82 million square metres of footways as well as over 4,000 kilometres of public rights of way.

WSCC is also directly responsible for 726 road bridges and an increasing number of cycle routes.

London Gatwick is the UK's second largest airport and the busiest single-runway airport in the world and is a major economic driver for the South East region.

To support the ongoing delivery of critical asset, the West Sussex Local Transport Plan includes 4 key objectives.

- Promoting economic growth
- Tackling climate change
- Providing access to services, employment & housing
- Improving safety, security & health

In addition, the Traffic Management Act (TMA) introduced a Network Management Duty (NMD) that requires local traffic authorities to manage their road network to facilitate the expeditious movement of traffic and reduce congestion or disruption.

This includes co-ordinating road use, managing street works, and enforcing traffic regulations to ensure smoother traffic flow.

Key aspects of the NMD are.

- Objectives: The primary goal is to secure the "expeditious movement of traffic" while also having regard for other objectives, policies, and obligations of the local authority.
- Traffic defined broadly: "Traffic" is defined to include not only motor vehicles but also pedestrians and cyclists, requiring authorities to balance the needs of all road users.
- Balancing competing interests: Authorities must balance competing demands for road space, for example, balancing the flow of traffic with measures to promote walking and cycling, such as creating cycle lanes.
- Reducing congestion and disruption: The duty includes taking action to avoid, eliminate, or reduce road congestion and other disruption. This can involve exercising powers to regulate or co-ordinate road usage.
- Inter-authority co-operation: The duty emphasises co-operation between local authorities to facilitate the movement of traffic across their respective road networks.

To manage this extensive highway network and support these duties and objectives, WSCC have developed a range of operational processes and development plans that combine to deliver the key requirements.

These 4 key operational processes and development plans are:

- A road and street works permit scheme, WSPS, introduced in April 2016 and updated in April 2020. This manages the co-ordination process, agreeing when and how works are undertaken.

- A lane rental scheme, WSLRS, introduced on 1st December 2022. This delivers an additional financial incentive to Works Promoters on the most critical parts of the highway network to work outside busy periods or in different ways to reduce disruption. It also provides further co-ordination resources to work with promoters to mitigate disruption and plan works. The WSLRS also generates surplus revenue that is reinvested in the highway network and associated projects to improve its operational efficiency.
- A Highway Network Management Plan (HNMP), launched in January 2025, details how the Network Management Duty (NMD) will be delivered including the elements listed above.
- A Partnership Planning Team (PPT), due to be implemented mid 2025, which is a new resource structure that will proactively manage planned works on the highway network working in partnership with works promoters to plan network activity.

In summary, the WSLRS, is a key operational process that seeks to limit the amount of disruption on West Sussex's roads by encouraging the undertaking of activities at the least disruptive time for road users, and/or in the least disruptive way and for the early completion of these activities wherever possible.

WSLRS evaluation

Executive summary

The scheme's independent consultant rates the WSLRS as **EXCELLENT**.

The reasons for the rating are that the WSLRS has been managed extremely well and continued to deliver its objectives.

Every effort is being made to ensure the WSLRS benefits the travelling public by either reducing disruption by driving behavioural change or generating a surplus where a commercial decision has been made and disruption caused.

Close liaison with promoters, the permit team, environment health teams, finance and senior management has been maintained and working practices and processes further developed and improved.

A range of policies and practical measures have been put in place to support and encourage behavioural change and reduce disruption on the most critical parts of the network and the busiest times.

The original vision and anticipated benefits continue to be realised.

Highlights are:

- 9.3 years of highway occupation has been saved in total since the WSLRS became operational.
- The public using the highway network in West Sussex have saved £66,664,053 from the introduction of the WSLRS.
- Immediate Urgent work durations have reduced from pre WSLRS levels. This equates to 37% in period 1 and 15% in year 2.
- On average >91% of activities were not charged due to behavioural change being delivered.
- During year 2, only 3 customer noise complaints have been received.
- The Coordination team work with promoters to help and support them in their endeavours to avoid charges.
- Environmental health impacts are being considered for out of hours working.
- Original modelled behavioural changes are being achieved.
- All Utility works durations have reduced since the introduction of the WSLRS.

In evaluation period 1, the average duration of utilities' Major activities (over 10 days) has seen a remarkable reduction, amounting to a decrease of 19.08 days.

This surpasses initial expectations, with the reduction percentage standing at 32.48%. This substantial improvement serves as compelling evidence for the positive impact of the WSLRS.

In year 2, the average duration of utilities' Major activities (over 10 days) has seen another reduction, amounting to a decrease of an average of 5.41 days per works.

This is a total across all works of 24.49 days and continues to surpass initial expectations, with the total reduction percentage standing at 41.7%. This substantial improvement serves as compelling evidence for the positive impact of the WSLRS.

It is noted that in year two, charges to WSCCs own works remain low. Before commencing scheme operation, WSCCs Planned Delivery team made significant efforts to forward plan works for the two-year transitional period provided in the WSLRS. Additionally, WSCC have also made efforts to programme works during less disruptive times which has led to significantly reduced Lane Rental Charges.

All other recorded metrics are detailed below.

Cost benefit analysis

Table 1 provides information on the Benefit to Cost Ratio (BCR) of the WSLRS over period 1.

Anticipated year 1 costs **£733,634**	Anticipated year 1 societal benefit **£52,844,839**	Anticipated year 1 benefit to cost ratio **77.59:1**
Actual period 1 costs **£624,050**	Actual period 1 societal benefit **£53,274,903**	Actual period 1 benefit to cost ratio **85.37:1**

For the period 1 analysis, only the administration / operating costs have been used to indicate benefit to cost ratio, which is consistent with the original cost benefit analysis submitted as part of the application to the Secretary of State (SoS).

Table 2 provides information on the BCR of the WSLRS over year 2.

Actual year 2 costs **£1,214,552**	Actual year 2 benefit **£66,664,053**	Actual year 2 benefit to cost ratio **54.89:1**

In line with the new DfT analysis requirements, future assessments will use the total charges paid by promoters as the total scheme costs and compare this to societal reductions in delay costs using works volumes, to identify the BCR.

Environmental health impacts

The SoS expects Authorities and activities promoters to work with local Environmental Health (EH) departments, before lane rental is implemented, to ensure an appropriate balance between congestion and noise-related objectives.

For example, it was considered helpful to ensure EH departments recognise that while some aspects of activities may cause substantial noise and vibration (for example, excavation), others should not (for example, laying new pipes and cables once a trench has been dug) and that some activities can be completed using trenchless techniques that do not require disruptive excavation.

Part of the evaluation of the WSLRS is recording the number of activities that are passed to local Environmental Health teams for an assessment of the potential impacts along with the number of subsequent complaints received from the public regarding the works and their impact.

The WSLRS was developed in close liaison with local EH teams and the process of EH review of proposed out of hours activities was put in place.

This also included recording and monthly reporting on any public complaints and queries detailed below.

Part of the permit application process now includes the submission of a pro-forma and accompanying documentation and informs the WSPS decision maker whether it is appropriate to grant a Permit; or grant a Permit subject to specific conditions; or refuse the Permit.

The required pro-forma is titled; 'Notification for Works that have the Potential to Cause Disturbance from Dust, Light, Noise and Vibration' and is submitted to the appropriate Authority Area Environmental Health Team for the area the activities are planned in.

Table 3 provides information on the volume of Out-of-Hours Pro-formas submitted by Authority Area.

Table 3 – Out-of-Hours Pro-formas by Authority Area	Dec 22-Mar 24	Apr 24-Mar 25
	Number of Pro-formas received for works on Lane Rental Scheme:	Number of Pro-formas received for works on Lane Rental Scheme:
Adur and Worthing Councils	25	21
Arun District Council	8	20
Chichester District Council	22	14
Crawley Borough Council	11	14
Horsham District Council	18	0[1]
Mid Sussex District Council	35	21
Total	119	90

There continues to be an issue with Pro-formas not always being fully completed and this adds additional unnecessary time to the process when information must be chased.

There is a plan to alleviate this issue through briefing sessions with the Works Promoters that submit pro-formas for review.

These briefing sessions have not taken place yet due to the staff restructure.

Customer complaints

Over the first 16 months of operating the WSLRS there were a total of 6 customer complaints.

During year 2 there have been a total of 3 customer complaints.

Considering the increase in out of hours works, reducing network disruption, and the process of embedding a new way of working and learning new processes, this is considered a very positive outcome.

[1] Information has not been received from Horsham.

Table 4 provides information on the number of customer complaints received from Out-of-Hours working by Authority Area.

Table 4 – Complaints by Authority Area	Dec 22-Mar 24	Apr 24-Mar 25
	Number of complaints:	Number of complaints:
Adur and Worthing Councils	3	0
Arun District Council	0	0
Chichester District Council	0	1
Crawley Borough Council	0	1
Horsham District Council	1	0[2]
Mid Sussex District Council	2	1
Total	6	3

Operational comments

Allan Pike – Partnership Planning Team Manager

The WSLRS continues growing from strength to strength. In our second full year of operation, we have continued to deliver a significant reduction in disruption across the busiest parts of the counties highway network. What is also impressive to see is the positive reaction from some of our utility partners, who have stepped up to the challenge and changed their ways of working to either expedite or replan works to avoid causing disruption to the network at the busiest times which is a huge positive for the highway authority, the works promoter and road users alike. The beneficial byproduct of this behavioural shift for the utility partner is that their exposure to Lane Rental Charges has drastically reduced. What it proves is that those shifts to only impacting the carriageway outside of traffic sensitive times or the reductions in duration are achievable and should be achievable across the board with all works promoters. What is incredibly surprising is that we have different companies in the same industry who have the same contractor, however one is making the behavioural changes and one is not. Works promoters should be looking to learn and understand from each other on how they can reduce disruption while continuing to deliver vital services to our communities.

In year 2, the Lane Rental process shifted to business as usual in West Sussex which saw the bespoke Lane Rental Team absorbed by the wider Coordination and Compliance teams, as part of a proposed restructure of the Highway Network Management Team. This change was managed extremely carefully and saw no diminished returns as a result and has in fact broadened the knowledge and understanding of the scheme to a wider group.

Our biggest operational challenge remains the consolidation of charges post completion of works and how permit fees are reconciled alongside this. It has been positive to see the DfT's Street Manager development team move into this space as more Lane Rental schemes are rolled out across England. It is hoped these conversations continue, with particular weight given to the voices of current practitioners in both Highway Authorities and Utilities in order to gain an understand of the backend processes and how things could be improved.

[2] Information has not been received from Horsham.

Recommendations

Following the evaluation of the WSLRS, a number of recommendations have been made.

1. No changes are made to the charge and discount table.
2. Modify the WSLRS so that it applies 7 days a week in line with new national guidance.
3. Undertake a detailed Traffic-Sensitive Streets (TSS) review to ensure individual streets timings and periodicity are appropriate and to ensure the WSLRS charges periods are appropriate and reducing disruption. (Lane Rental Streets are a subset of the TSS so timings and periodicity are the same).
4. Review the Lane Rental Streets list and update it to ensure it is delivering the maximum impact and covers the most critical parts of the highway network including future expectations of increased works on specific streets.
5. Support a full review of Network Hierarchy to ensure the Lane Rental Streets are aligned to critical streets and the primary route network, where appropriate.
6. Prepare briefings with promoters submitting Out-of-Hours Pro-formas to improve the quality of information provided.
7. Liaise closely with planning teams so roads that will support access to future development areas can be considered as part of the lane rental network.

LRSF evaluation

Executive summary

The development of the Lane Rental Surplus Fund (LRSF) in West Sussex, in line with proposals to the SoS, was initiated in early 2024 developing a detailed process, set of documents and internal approval mechanism.

The work included these elements:

- Appointing a Project Support Officer.
- Legal documents, review and advice.
- Financial reporting and monitoring.
- Communications and LRSF promotion.
- Group membership and Utility liaison.
- Application process and documents.
- Application review process, voting and recommendations.
- Approvals and Limits set by WSCC.
- Funding arrangements such as grant funding or procurement.
- Project monitoring during and post-delivery.
- Evaluation of the LRSF.

The operational design of the LRSF delivers these component parts in an appropriate, legal and auditable way, in compliance with our constitution.

The LRSF began development and, although delayed due to extensive legal considerations, the process has been successfully implemented and was in operation for the last 7 months of the 24/25 financial year.

The first operational meeting of the LRSF was held on 24th August 2024.

Costs and income

Over year 2, £4,000,000 of total surplus revenue was allocated to the LRSF.

Over year 2, zero costs were incurred operating the LRSF.

Outcome of funded projects

No projects have been funded and completed during year 2 up to April 2025.

Future developments

Building on the operational processes and deploying the development plans will have a significant long-term impact on network management in West Sussex.

New powers and new revenue will combine to not only improve the operational efficiency of the highway network but also:

- Build new infrastructure.
- Support initiatives such as active travel.
- Divert underground assets away from the highway.
- Increase resource and management capacity.
- Bring investment in innovation and technology.
- Improve data volume, quality and record keeping.

This is a substantial increase in operational costs that is being invested in the network's future, met by new revenue.

As of 5th January 2026, 50% of surplus lane rental funds will be spent on road maintenance, as required by the DfT.

It is the intention of the LRSF to continue to focus spending the remaining surplus fund on innovation.

Future reports will detail the maintenance spend. Discussions with asset teams will be a critical pathway to deploying the surplus to the network in reaction to the 2026 legislation changes.

Operational comments

Jason Setford-Smith – Scheme Consultant and Chair of the lane rental surplus fund governance group

It is never easy being the first. After the successful trials of lane rental in Kent and Transport for London (TfL), West Sussex was the first authority to take on the challenge of designing a lane rental scheme that could be submitted to the SoS for Transport as an application.

It's been an exciting time for the industry, with lane rental beginning to build momentum nationally and showing what it can deliver in West Sussex.

Utilities, developers and strategic delivery partners have all risen to the challenge and embraced behavioural change wherever possible to reduce the disruption their essential works inevitably cause.

It has been a privilege to be part of the team at West Sussex that has been at the forefront of this significant transformation, not only creating real change in the way works are managed and delivered, but also building a new revenue stream, when commercial decisions dictate.

With this in place, it has been fulfilling leading on designing and building a process and internal and external engagement that will improve the operational efficiency of the highway through new spending on innovation and technology and on a wide range of initiatives supporting the highway and its users, in so many different ways.

The Government has been busy updating guidance and regulations, moving the management of street works forward on numerous fronts so there is still much to do as we learn more and continue to improve operations.

It is a credit to West Sussex and the team that they have been at the forefront of this modernization agenda which has delivered enormous benefits to residents, businesses and visitors to West Sussex.

Glossary

Term	Explanation
Activities	Means street works as in Part 3 of NRSWA and works by licences under Section 50 of NRSWA and works for road purposes as defined by Section 86 of NRSWA.
Apparatus	As defined in Section 105(1) of NRSWA "apparatus includes any structure for the lodging therein of apparatus or for gaining access to apparatus".
Bank holiday	As defined in Section 98(3) of NRSWA, "bank holiday means a day which is a bank holiday under the Banking and Financial Dealings Act 1971 in the locality in which the street in question is situated".
Carriageway	As defined in Section 329 of Highways Act 1980, "carriageway means a way constituting or comprised in a highway, being a way (other than a cycle track) over which the public have a right of way for the passage of vehicles".
Code of Practice for Permits	As published by Department for Transport March 2008.
Cycle Track	As defined in Section 329(1) of the Highways Act1980, "cycle track means a way constituting or comprised in a highway, being a way over which the public have the following, but not other, rights of way, that is to say, a right of way on pedal cycles with or without a right of way on foot".
Day	In the context of the duration of activities, a day refers to a working day, unless explicitly stated otherwise.
DfT	Department for Transport.
Footpath	As defined in Section 329 of the Highways Act 1980 “footpath means a highway over which the public have a right of way on foot only, not being a footway”.
Footway	As defined in Section 329 of the Highways Act 1980, "footway means a way comprised in a highway which also comprises a carriageway, being a way over which the public have a right of way on foot only".
HAUC(UK)	The Highway Authorities and Utilities Committee for the UK.
Highway	As defined in Section 328 of the Highways Act 1980, "highway means the whole or part of a highway other than a ferry or waterway".
Highway Authority	As defined in Sections 1 and 329 of the Highways Act 1980.
Highway works	"works for road purposes" or "major highway works".
Immediate activities	Immediate activities are either emergency works as defined in Section 52 of NRSWA or urgent works as defined in The Street Works (Registers, Notices, Directions and Designations) (England) Regulations 2007.
Maintenance	As defined in Section 329 of Highways Act 1980, "maintenance includes repair, and "maintain" and "maintainable" are to be construed accordingly".
Major activities	As defined within the West Sussex Permit Scheme and as found for works categories in the 2007 Notices Regulations under NRSWA.

Term	Explanation
Major highway works	As defined in Section 86(3) of NRSWA, "major highway works means works of any of the following descriptions executed by the Highway Authority in relation to a highway which consists of or includes a carriageway - (a) a reconstruction or widening of the highway; (b) works carried out in exercise of the powers conferred by Section 64 of the Highways Act 1980 (dual carriageways and roundabouts); (c) substantial alteration of the level of the highway; (d) provision, alteration of the position or width, or substantial alteration in the level of a carriageway, footway or cycle track in the highway; (e) the construction or removal of a road hump within the meaning of Section 90F of the Highways Act 1980; (f) works carried out in exercise of the powers conferred by Section 184 of the Highways Act 1980 (vehicle crossings over footways and verges); (g) provision of a cattle-grid in the highway or works ancillary thereto; or (h) tunnelling or boring under the highway".
Minor activities	Minor activities are those activities other than immediate emergency and major activities where the planned duration is 3 days or less.
Network management duty	As stated in Part 2 of TMA.
NRSWA	New Roads and Street Works Act 1991.
Permit	The approval of a Permit Authority for an activity Promoter to carry out activity in the highway subject to conditions.
Permit Authority	A Local Authority or other “Highway Authority” which has been given approval by the Secretary of State to operate a permit scheme on all or some of its road network
Permit Scheme	A scheme approved by the Secretary of State or Local Order under which permits for highways activities are sought and given.
Promoter	A person or organisation who commissions or promotes activities on the highway.
Provisional Advance Authorisation (PAA)	The early provisional approval of activities in the highway. Refer to West Sussex Permit Scheme.
Reasonable period	As defined in Section 74(2) of NRSWA, "a reasonable period means such period as is agreed by the Authority and the undertaker to be reasonable or, in default of such agreement, is determined by arbitration to be reasonable, for completion of the activities in question".
Registerable	As stated in NRSWA, registerable activities correspond to specified works in the regulations and codes of practice.
Reinstatement	As defined in Section 105(1) of NRSWA, "reinstatement includes making good".
Remedial work	Remedial works are those required to put right defects identified in accordance with the provisions of the Code of Practice for Inspections and regulations.
Road	"highway".
Standard activities	Standard activities are those activities, other than immediate emergency and major activities, that have a planned duration of between 4 and 10 days inclusive.
Statutory right	As defined in Section 105(1) of NRSWA, "statutory right means a right (whether expressed as a right, a power or otherwise) conferred by an enactment (whenever passed or made), other than a right exercisable by virtue of a street works licence".

Term	Explanation
Street	As defined in Section 48(1) of NRSWA, "street means the whole or any part of any of the following, irrespective of whether it is a thoroughfare (a) any highway, road, lane, footway, alley or passage; (b) any square or court; (c) any land laid out as a way whether it is for the time being formed as a way or not".
Street works	As defined in Section 48(3) of NRSWA, "street works means works of any of the following kinds (other than works for road purposes) executed in a street in pursuance of a statutory right or a street works licence: (a) placing apparatus; or (b) inspecting, maintaining, adjusting, repairing, altering or renewing apparatus, changing the position of apparatus or removing it, or works required for or incidental to any such works (including, in particular, breaking up or opening the street, or any sewer, drain or tunnel under it, or tunnelling or boring under the street".
TMA	The Traffic Management Act 2004.
Traffic	As defined in Section 105(1) of NRSWA, "traffic includes pedestrians and animals".
Traffic flow	The number of vehicles using the particular street at specified times of the day and year, measured in accordance with DfT guidelines.
Traffic-sensitive street	This means a street designated by a Street Authority as traffic-sensitive pursuant to Section 64 of NRSWA and in a case where a limited designation is made pursuant to Section 64(3) any reference to works in a traffic-sensitive street shall be construed as a reference to works to be executed at the times and dates specified in such designation.
Transportation	Transport or transportation is the movement of humans, animals and goods from one location to another. In other words, the action of transport is defined as a particular movement of an organism or thing from a point A to a Point B. Modes of transport include air, land (rail and road), water, cable, pipeline and space. The field can be divided into infrastructure, vehicles and operations. Transport enables trade between people, which is essential for the development of civilization.
Undertaker	As defined in Section 48(4) of NRSWA, "undertaker in relation to street works means the person by whom the relevant statutory right is exercisable (in the capacity in which it is exercisable by him) or the licensee under the relevant street works licence, as the case may be".
Urgent activities	Urgent activities are (a) activities (not being emergency activities) whose execution at the time they are executed is required (or which the person responsible for the activity believes on reasonable grounds to be required) (i) to prevent or put an end to an unplanned interruption of any supply or service provided by the undertaker; (ii) to avoid substantial loss to the undertaker in relation to an existing service; or (iii) to reconnect supplies or services where the undertaker would be under a civil or criminal liability if the reconnection is delayed until after the expiration of the appropriate notice period; and (b) Includes activity that cannot reasonably be severed from such activities.
Working day	As defined in Section 98(2) of NRSWA, "for the purposes of this Part a working day means a day other than a Saturday, Sunday, Christmas Day, Good Friday or a bank holiday; and a notice given after 4.30 p.m. on a working day shall be treated as given on the next working day".
Works	Street works or works for road purposes.