



## Hampshire County Council Permit Scheme

### Effective Communications Discount For Major Works

#### What Type Of Works Does The Discount Apply For?

The definition of Major Planned Works has been lifted from the *HAUC (England) Guidance: Operation of Permit Schemes (Feb 2017)*.

Major Works are those that:

- Have been identified in an organisation's annual operating programme or, if not identified in that programme, are normally planned or known about at least six months in advance of the date proposed for the activity; or
- Other than immediate works, require a Temporary Traffic Regulation Order (i.e. not a temporary traffic notice) under the *Road Traffic Regulation Act 1984* for any other works; or
- Other than immediate works, have a duration of 11 working days or more.
- Major Works Permits are usually required for the most significant works on the highway, as Permit Authorities will generally need the most advance notice in for such works. This is why there is also requirement to obtain a **Provisional Advance Authorisation (PAA)** as part of the application process for a Major Activity Permit.

#### What Do We Mean By Effective Communication?

Hampshire's Streetworks Team defines Effective Communication as the communication between two or more Stakeholders, where the intended message is successfully delivered, received and understood.

The communication is effective when all parties in the communication assign similar meanings to the message and listen carefully to what all that has been said, in addition to making the Stakeholders feel heard and understood.

#### How To Qualify For The Discount

To qualify for the discount, a meeting 3 months prior to the works starting, or at the time of PAA submission will be required with the Stakeholder Engagement Officer (SEO) to discuss the Communication Plan. This meeting can take place within any pre-start meetings with the Area Co-Ordinators.



In this meeting, the communication methods and the number of complaints received before the discount is rejected will be agreed.

Throughout the works, evidence of the agreed communication methods will need to be sent to the SEO to be documented. All agreed communication methods will be outlined on the Permit in the condition text box.

If all communication methods have been met and Hampshire County Council receive less than the agreed number of complaints, the discount will be granted.

### **What Is The Discount Worth?**

The Effective Communications Discount is worth 30% off the overall Permit fee.

Please contact the Streetworks Enforcement Team on [streetworks@hants.gov.uk](mailto:streetworks@hants.gov.uk) to discuss invoicing and discounts.