



Delivered by

With support from

In partnership with



# We are the network

Since NGN started operating in 2005, we've been leading the way as one of the most cost-efficient of the UK's eight gas distribution networks.

We deliver great value for money to our customers, as well as a whole host of social and economic benefits to our region.

We're recognised as a dynamic, passionate, conscious and people focused team that safely and reliably delivers gas to over 2.7 million homes and businesses across the North East, northern Cumbria and much of Yorkshire.



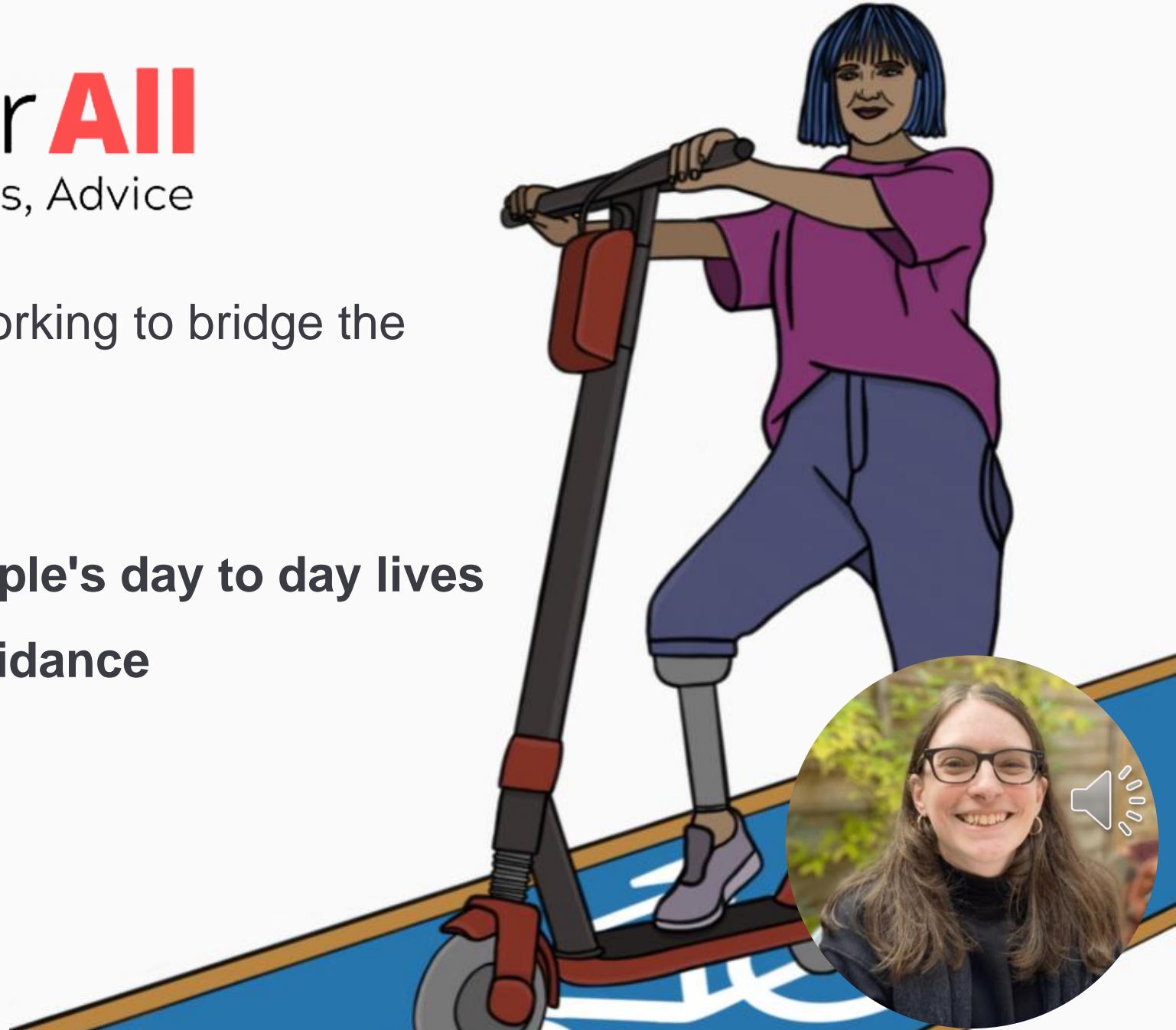
# Transport for All

Access, Rights, Advice

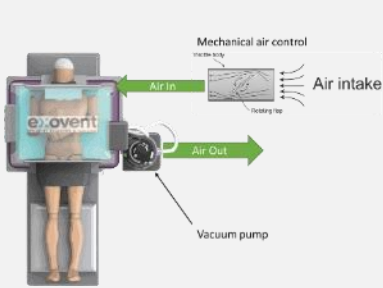
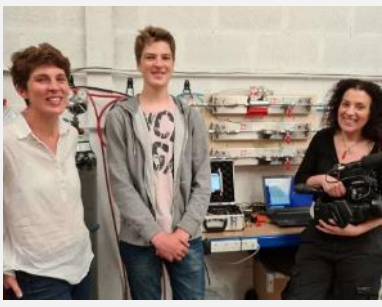
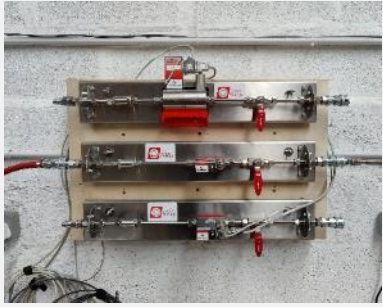
We're the disabled-led group working to bridge the transport accessibility gap.

We make change

- In **individual disabled people's day to day lives**
- In **systems, policy and guidance**
- In **practice**
- In **society**







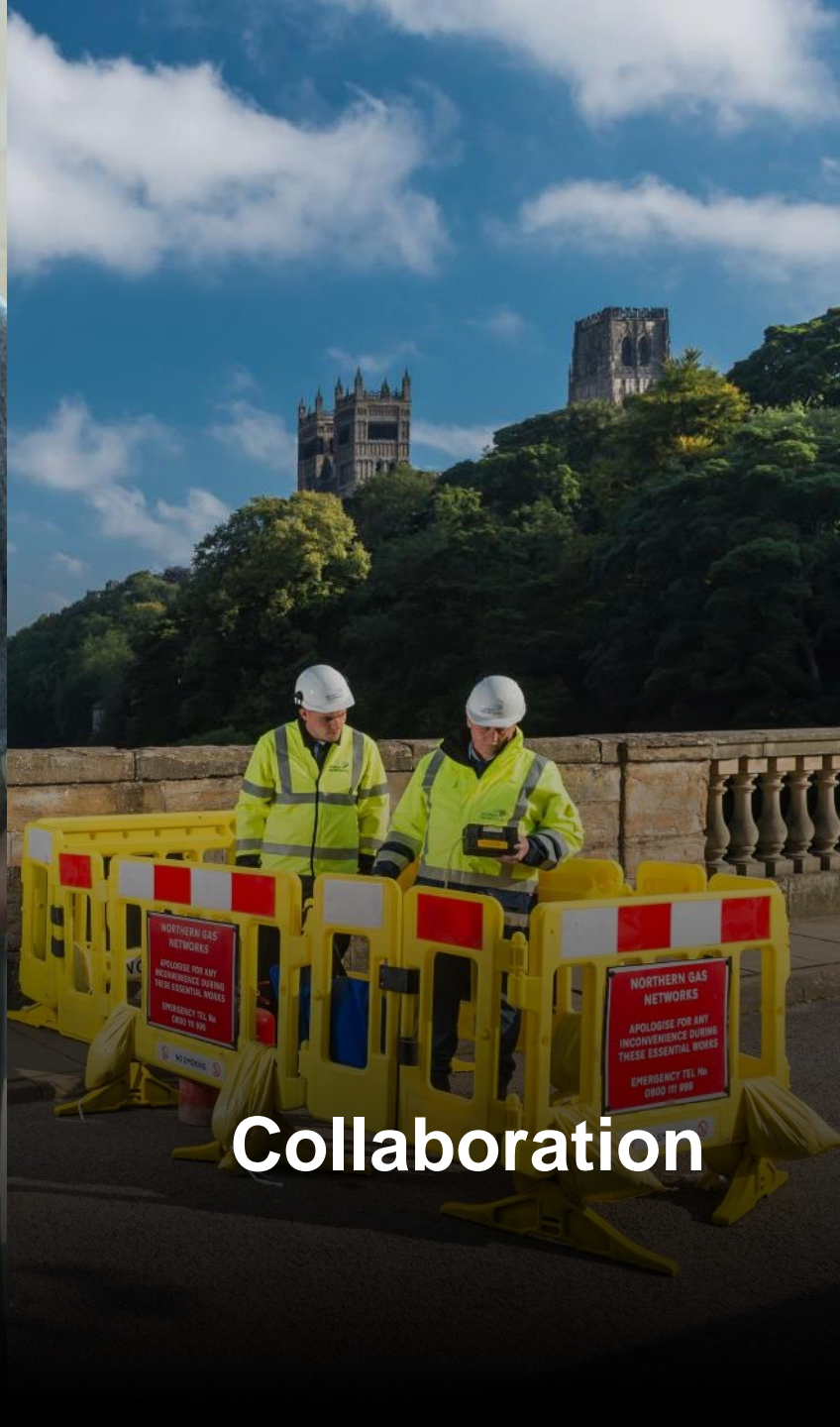








**Different  
needs**



**Collaboration**



**How do we  
do better?**





## Navigating StreetWorks

### Our Commitment to You



We believe that street works should be accessible for all and that enabling your journey through or around these matters to us.

We believe that the design and layout of street works should offer minimal disruption whilst ensuring the safety of the public and our workers.

We aim to do better, actively seeking your feedback. Please speak to us on-site or via the details below.

To achieve this, we have developed a new design code that uses current technology and processes to remove as many issues around street works as possible. We have created this as part of a joint project with our customers.

1. Where ramps are needed, we will ensure sufficient turning and run-off space for those in wheelchairs.
2. Where possible, we will remove uneven ground and trip hazards from the journey.
3. We will ensure that information is clear and accessible at the site and through other means.
4. Pedestrian Diversions will be signed and at least as accessible as the original route.
5. Where crossings, benches or other street furniture is out of use, we will seek to replace these elsewhere.

We have trained our staff in how to better layout and maintain works; they are willing to help you and are empowered to make appropriate changes as required.



Your journey matters.

For more information or to discuss anything about street works, please contact us :- [www.Street-score.com](http://www.Street-score.com)







<div>  <h2>OPERATIONS CHECKLIST</h2> <p>Improving public experiences when navigating Streetworks</p>  </div>				
CHECK ITEM	YES	NO	IF NO, THEN:	
Are Pedestrian Signs placed early allowing alternative route choices? (ie by crossing or other obvious points)	<input checked="" type="radio"/>	<input type="radio"/>	Consider how this could be undertaken	
Have signs been laid out so as not to block pedestrian routes?	<input checked="" type="radio"/>	<input type="radio"/>	Consider how these could be moved	
Are ramps used for all changes of height?	<input checked="" type="radio"/>	<input type="radio"/>	Ensure that all potential changes of height on pedestrian route are wheel friendly	
Do all ramps have sufficient turning areas before and after, as well as sufficient run out?	<input type="radio"/>	<input checked="" type="radio"/>	Consider turning circles and space around is enough	
Is the ground smooth and easy to walk and wheel over?	<input checked="" type="radio"/>	<input type="radio"/>	Consider if plates would make a difference or consider if manual work could smooth out	
Has the overall works size been optimized so as small as possible?	<input checked="" type="radio"/>	<input type="radio"/>	Reconsider layout	
Are all barriers straight and well constructed?	<input checked="" type="radio"/>	<input type="radio"/>	Consider straightening and ensuring construction is robust	
Are all street furniture items useable? (Bus Stops, Benches, Crossings etc)	<input checked="" type="radio"/>	<input type="radio"/>	Look at how best to reinstate elsewhere	
Are all drive ways, side roads and paths accessible?	<input type="radio"/>	<input checked="" type="radio"/>	Speak to the customer and organise access or place suitable plates	







**“It's much better to be 80% right  
and make an effort, than not  
try something because it's  
not 100% right.**

**Something is better than nothing.”**

**Nothing about us, without us**



**What can you change  
to make things better?**

**Good design works for all.**