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.
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**
How do we do better?

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
“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.”
What can you change to make things better?

Good design works for all.