



STREETSCORE

Improving street works for customers

WHO IS INVOLVED?



WHAT IS THE CHALLENGE?

Vulnerable consumers and the wider public often find journeys through and around street works difficult. These experiences can then impact consumers to the extent that they may not want to leave home at all.

WHAT WAS OUR APPROACH?

The EIC launched a Call for Innovation on behalf of our network partners, searching for solutions that could improve street works planning and design a process to prevent disruptions to consumers in vulnerable situations. Steer Energy was commissioned to carry out a survey to groups of vulnerable consumers, their carers, and relevant representative organisations, to fully understand the challenges faced.

WHAT ARE THE OUTPUTS?

The EIC developed the communications strategy and sourced responses from not-for-profit organisations. The phase 1 survey led to suggested improvements including:

- Signage with clearer information
- Designing works around the most vulnerable first
- More education and training for staff to fully understand the needs of vulnerable groups
- More stable ramps
- Fewer diversions onto busy roads
- Better assisted crossings to lessen confusion or danger for pedestrians

IMPACT:
Transformational

KEY BENEFITS/THEMES



Customer vulnerability



Cross-sector potential



Shared learning

KEY FINDINGS

The survey confirmed that vulnerable individuals, carers and advocates are unhappy with the current way street works are designed and would like them to be more accessible.

During Phase 1, around 120 responses to surveys about street works and how they impact the lives of the most vulnerable were received. From these, we discovered that:

- 71% agreed that street works negatively impact those they care or advocate for
- 40% of individuals mentioned feeling unsafe being near traffic or having no safe crossing area
- 30% of individuals mentioned that signage was insufficient or confusing



"Street works are one of the things I dread when out and about, and more often than not, I would either detour to avoid, or turnaround to go home.

We understand that these works have to take place, but what to them may appear to be a small thing can be a huge obstacle if you're in a wheelchair or even a mum with a pushchair."

Response to survey



"There is a significant behavioural element to addressing the challenges of making street works suitable for all.

Providing empathy, understanding, and assistance is crucial, no matter the technology, products, or processes developed to provide this"

Iain Chirnside

STEER ENERGY

NEXT STEPS

Phase 2 of the project is well underway, with the project team now validating Phase 1 outputs, and identifying further ideas and concepts.

This second phase will review and co-create concept designs for processes and equipment that will help to minimise the disruption that street works can cause to vulnerable consumers.

A [website](#) has been developed, where you can get involved and see the ongoing progress of the project.

The project team are particularly interested in working with consumer user groups, including their carers and advocacy groups.

Utilising real-world feedback from these groups will be hugely beneficial for the project, and crucial to the process of progressing from idea, to prototypes, to functional procedures and products.

Sign up to the EIC hub today and explore the latest opportunities to get involved with our industry partners or get in touch with us at enquiries@ukeic.com to find out more