

## Design Manual for Roads and Bridges



General Principles & Scheme Governance  
General Information

# GG 910

## Customer Service Standard - Reducing litter

(formerly None)

Version 1.0.0

### Summary

This document contains the customer service standard requirements for reducing litter on motorway and all purpose trunk roads

### National Variation

This document has associated National Application Annexes providing alternative or supplementary content to that given in the core document, which is relevant to specific Overseeing Organisations. National Application Annexes are adjoined at the end of this document.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated National Highways team. The online feedback form for all enquiries and feedback can be accessed at: [www.standardsforhighways.co.uk/feedback](https://www.standardsforhighways.co.uk/feedback).

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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 910	1.0.0	July 2024	Core document, England NAA, Northern Ireland NAA, Scotland NAA, Wales NAA	Change to policy, major revision, new document development
New DMRB CSS document. [Publication: July 2024]				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## **Introduction**

### **Background**

This document contains the customer service standard requirements for reducing litter on motorway and all purpose trunk roads.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 1.N] apply to this document.

**1. Scope**

**Aspects covered**

- 1.1 There are no United Kingdom-wide requirements, and the national requirements for reducing litter on the motorway and all purpose trunk roads set out in the National Application Annexes shall be followed.

**Implementation**

- 1.2 This document shall be implemented forthwith on all schemes involving litter on the Overseeing Organisations' motorway and all-purpose trunk roads according to the implementation requirements of GG 101 [Ref 1.N].

**Use of GG 101**

- 1.3 The requirements contained in GG 101 [Ref 1.N] shall be followed in respect of activities covered by this document.

2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref.	Document
Ref 1.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'

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or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).





General Principles & Scheme Governance  
General Information

## GG 910 - ENAA

# England National Application Annex for Customer Service Standard - Reducing litter

(formerly None)

Version 1.0.0

### Summary

This National Application Annex sets out the National Highways specific customer service standard requirements for reducing litter on motorways and all purpose trunk roads

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated National Highways team. The online feedback form for all enquiries and feedback can be accessed at: [www.standardsforhighways.co.uk/feedback](https://www.standardsforhighways.co.uk/feedback).

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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 910 - ENAA	1.0.0	July 2024	England NAA	Change to policy, major revision, new document development
New Customer Service document for reducing and controlling litter on National Highways network. [Publication: July 2024]				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## Introduction

### Background

This National Application Annex gives National Highways-specific requirements for reducing litter on motorways and all purpose trunk roads.

Through our customer service strategy, we aim to deliver better relationships with our customers. Customer service standards (CSS) are a mechanism to address customer pain points and are a way of defining what customers can expect and the role National Highways plays in improving customer satisfaction.

A customer service standard is one which:

- 1) draws on customer insight and seeks to address key customer, communities, and stakeholders, needs and expectations; and
- 2) is aligned to the customer service strategy of the Overseeing Organisation.

The purpose of a customer service standard can be either:

- 1) to reinforce existing policy/standard (in which case the new standard will signpost the existing policy rather than duplicate);
- 2) to introduce a new standard where one does not currently exist; or,
- 3) to seek to identify and address behaviours that are preventing existing policy being followed.

This customer service standard is applicable to asset delivery and where National Highways has delegated the management and delivery of litter/litter clearance to an external provider.

National Highways roads are the gateways to our towns, cities and major ports and the quality of the environment is important to customers and key stakeholders. Roads free from litter, refuse and fly-tipping create a positive impression of the motorway and trunk road network.

Littering is considered socially unacceptable and people are more likely to drop litter if the environment is already littered.

The motorway and trunk road network can be litter-picked and returned to grade A as defined in the Litter CoP [Ref 2.N] and within 24 hours litter will begin to accumulate again. Adopting an approach of continually removing litter from the motorway and trunk road network is uneconomic and increases risks to road workers undertaking the litter picking activities adjacent to high speed traffic.

National Highways developed and implemented a Litter Strategy [Ref 6.N] which outlines the overarching goal to reduce the need for litter picking and to deliver an effective litter clearing service. This strategy is being delivered under four work streams that contribute to the vision of a network predominantly free from litter without compromising safety and affordability. These are:

- 1) influence littering behaviour;
- 2) improve operational delivery and asset maintenance;
- 3) seek and respond to customer feedback; and,
- 4) improve partnership working.

National Highways is not responsible for sweeping and cleaning across all of the motorway and trunk road network. The Litter Strategy [Ref 6.N] details which roads are the responsibility of National Highways and which roads are the responsibility of the local authority (LA).

This customer service standard provides details of how the National Highways Litter Strategy [Ref 6.N] should be delivered, whilst complementing existing inspection and maintenance standards by utilising innovative solutions to reduce littering at source, reduce the exposure of risk to roadworkers, reduce litter picking frequencies, improve customer satisfaction and ultimately reduce the spend that is assigned to litter clearance that could be better utilised maintaining other assets.

This customer service standard follows the same priority order that is outlined within the Litter Strategy [Ref 6.N], this being:

- 1) reduce the need for litter picking activities by influencing littering behaviours;
- 2) utilising intelligence to undertake litter picking activities at the optimum time and/or in conjunction with other maintenance works to reduce the overall risk to roadworkers;
- 3) incorporate customer feedback to tailor future maintenance frequencies or to develop a behavioural intervention to influence littering behaviours and reduce the need for litter picking; and,
- 4) for roads that National Highways is not responsible for, work with the local authorities to co-ordinate their litter picking with other maintenance works and/or implement a behavioural intervention to reduce the need for litter picking.

This standard promotes an outcome-focused, intelligence-led approach to identifying the needs, implementing a behavioural intervention, and undertaking the cyclic and repair maintenance activities. This is achieved by using network knowledge, network inspections, asset intelligence, customer insight and safety risk implications to create bespoke cyclical maintenance frequencies and undertake repair maintenance activities, when appropriate, based on asset needs. Analysing the intelligence allows for the development of the right behavioural intervention and ensures cyclic and repair maintenance activities are undertaken at the optimum time without over specifying maintenance activities and increasing unnecessary risk to roadworkers.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 4.N] apply to this document.

# Abbreviations and symbols

Abbreviation	Definition
ADAir	Asset delivery asset inspection requirements
CoP	Code of practice (on litter and refuse) Litter CoP [Ref 2.N]
CPF	Collaborative performance framework
DEFRA	Department for Environment, Food & Rural Affairs
EPA	Environmental Protection Act UKPGA 1990/43 [Ref 3.N]
HGV	Heavy goods vehicle
LA	Local authority
LSG	Litter steering group
PI	Performance indicator
SRUS	Strategic road users survey
VMS	Variable message sign

## Terms and definitions

Term	Definition
Fly-tipping	illegal disposal of waste.
Hot spot	A litter hot spot is an area or location that is particularly challenging to keep free of litter, refuse or fly-tipping in relation to frequency and volume of littering as well as the practical aspects to safely collect the litter.
Litter	Litter is most commonly assumed to include materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public; or are spilt during business operations as well as waste management operations.
Refuse	Refuse should be regarded as having its ordinary meaning of waste or rubbish, including household and commercial waste, and can include fly-tipped waste.
Litter champion	champions any litter-related issues on the motorway and trunk road network.



**E/1. Purpose**

- E/1.1 The statutory obligations contained in the EPA ( UKPGA 1990/43 [Ref 3.N]) must be delivered.
- NOTE 1 *The EPA ( UKPGA 1990/43 [Ref 3.N]) places a statutory duty on National Highways and LAs, so far as is practicable, to keep public highways clean and clear of litter and refuse.*
- NOTE 2 *The EPA ( UKPGA 1990/43 [Ref 3.N])makes a distinction between special roads, which are the responsibility of the Secretary of State and National Highways manages litter clearance; and trunk roads, which are the responsibility of the LA. There are some exceptions, e.g. Design Build Finance Operate (DBFO) roads, where the Secretary of State has retained responsibility by order under Section 86(11) of the EPA ( UKPGA 1990/43 [Ref 3.N]). Details of these roads are contained in the Litter Strategy [Ref 6.N].*
- NOTE 3 *The Litter CoP [Ref 2.N] will assist in delivering the obligations.*
- E/1.2 The commitments in the DEFRA Litter Strategy (England) [Ref 5.N]shall be delivered.
- NOTE *National Highways commitments in the DEFRA Litter Strategy (England) [Ref 5.N]are;*
- 1) *Commitment 25. Identify opportunities for improvement in the cleaning of the motorway and trunk road network.*
  - 2) *Commitment 26. Put in place measures to deliver a lasting improvement in cleanliness at 25 priority hot spots on the motorway and trunk road network.*
- E/1.3 Roads shall be kept free from litter, refuse and fly-tipping through working effectively with local authorities and key stakeholders.
- E/1.4 Longer term innovative solutions to address the root causes of litter shall be found which results in improved customer satisfaction.

## E/2. Requirements

### Influencing littering behaviour

- E/2.1 The objective of this customer service standard shall be to provide methods and processes that assist in reducing the need for litter-picking the motorway and trunk road network by influencing littering behaviour.

### Intelligence discovery

- E/2.2 Intelligence shall be used to identify areas of concern and understand the root cause of littering and litter hot spots.

**NOTE** *Examples of intelligence include but are not limited to;*

- 1) *safety patrols, safety inspection and condition inspection, and litter performance indicator data;*
- 2) *understanding the correlation between litter and low speed areas of the network; for example slip roads and roadworks;*
- 3) *understanding the location of service areas and the associated distribution patterns of litter;*
- 4) *assets vulnerable to the impact of litter; for example gullies in flood risk areas or concrete central reservation barriers trapping windblown litter; and,*
- 5) *customer complaints, internal and external customer surveys/data, Strategic Road Users Survey (SRUS) and stakeholder feedback (e.g. Transport Focus).*

- E/2.3 Intelligence shall be used to monitor trends and the impact of interventions.

### Interventions

- E/2.4 To keep the motorway and trunk road network free from litter, refuse and fly-tipping, interventions shall be developed to address the root cause and encourage behavioural change.

**NOTE** *The National Highways behavioural toolkit has worked examples of behavioural interventions with detailed guidance on how to implement them. Please e-mail [litter@nationalhighways.co.uk](mailto:litter@nationalhighways.co.uk) for a copy.*

### Assessment

- E/2.5 An assessment shall be undertaken to determine the potential safety risk impact to roadworkers, road users and other affected parties as defined in GG 104 [Ref 5.1] including costs from implementing a behavioural change intervention.

### Intervention validation

- E/2.6 Each intervention shall be measured, monitored and impact evaluated to determine if the intervention delivered the desired outcomes and if any continual improvements can be incorporated to future interventions.

**NOTE** *Interventions such as anti-litter campaigns, targeted poster campaigns, car/HGV height drive up to bins, mobile variable message signs (VMS), HGV in-cab bins, messages on temporary signs highlighting the risk to roadworkers have been previously used successfully.*

### Reporting

- E/2.7 The outcomes of any behavioural interventions shall be reported to the Litter Steering Group (LSG).

### Enforcement

- E/2.8 Where littering from a vehicle is witnessed, the following information shall be recorded and shared with the relevant LA to be used as evidence to enable them to prosecute:

- 1) location;

- 2) time of littering offence;
- 3) vehicle registration;
- 4) make of vehicle;
- 5) model of vehicle;
- 6) distinguishing features; and,
- 7) any videos or photographs of the vehicle / offence.

**NOTE** *Under the EPA ( UKPGA 1990/43 [Ref 3.N]) registered keepers of vehicles can be issued with penalty charge notices from prosecuting authorities such as the relevant LA. National Highways does not have any enforcement powers.*

### **Campaigns**

E/2.9 All litter campaigns relevant to the motorway and trunk road network shall be developed based on intelligence/ data/research, and the impact evaluated to determine if the campaign delivered the desired outcomes and if any continual improvements can be incorporated to future campaigns.

### **Improve operational delivery and asset maintenance**

E/2.10 Where accumulations of litter fall below the accepted grade, the motorway and trunk road network must be brought up to the required grade and within the required response period as defined in the EPA ( UKPGA 1990/43 [Ref 3.N]).

E/2.11 The Litter CoP [Ref 2.N] and National Highways maintenance standards define the approach that shall be utilised to comply with the UKPGA 1990/43 [Ref 3.N].

E/2.12 Evidence shall be recorded in accordance with the ADMM [Ref 1.N].

E/2.13 Reducing the need for litter-picking the motorway and trunk road network by influencing littering behavioural shall be achieved by implementing behavioural change interventions/measures.

E/2.14 Effective operations and maintenance shall focus on litter picking and collection but also on preventative maintenance to mitigate the effects of litter on other assets.

**NOTE** *This relates to assets vulnerable to the impact of litter, for example gullies in flood risk areas or concrete central reservation barriers trapping windblown litter.*

### **Inspection and classification**

E/2.15 Litter accumulations shall be classified and recorded as a defect when any part of the motorway and trunk road network fails to meet the grade defined by the Litter CoP [Ref 2.N].

**NOTE** *The Litter CoP [Ref 2.N] emphasises the need for a management plan to ensure an area is keep clean.*

E/2.16 Litter-related defects as defined by the Litter CoP [Ref 2.N] shall be identified through safety patrols, safety inspections, condition inspections or through reporting by third parties.

**NOTE** *For asset delivery areas/regions, a performance indicator (PI) has been introduced during Roads Period 2. This PI provides an overview of the grading of the motorway and trunk road network in accordance with the Litter CoP [Ref 2.N]. The PI is calculated using the cleanliness data collected whilst carrying out network condition inspections, as outlined in GS 801 Asset Delivery Asset Inspection Requirements (ADAIr) GS 801 [Ref 1.I]. Network condition inspections are usually carried out on a rolling 12-month basis.*

E/2.17 Where the litter grade fails to meet the Litter CoP [Ref 2.N] on roads that the LAs are responsible for, the relevant LA shall be informed for them to carry out work.

### **Developing intelligent-led maintenance strategies**

E/2.18 Intelligence shall be used to develop cyclical maintenance frequencies ensuring litter picking activities are undertaken at the optimum frequency without over-specifying maintenance activities and/or increasing unnecessary risk to road ADMM [Ref 1.N] workers.

**NOTE 1** *Examples of intelligence include but are not limited to;*

- 1) *safety patrols, safety inspection and condition inspection and litter performance indicator data;*
- 2) *understanding the correlation between litter and low speed areas of the network; for example slip roads and roadworks;*
- 3) *understanding the location of service areas and the associated distribution patterns of litter;*
- 4) *assets vulnerable to the impact of litter; for example gullies in flood risk areas or concrete central reservation barriers trapping windblown litter;*
- 5) *customer complaints, internal and external customer surveys / data, Strategic Road Users Survey (SRUS) and stakeholder feedback (e.g. Transport Focus); and,*
- 6) *previous maintenance frequencies / works and risks to road workers.*

**NOTE 2** *For asset delivery areas/regions refer to GM 701 [Ref 2.I] when determining cyclic maintenance frequencies.*

E/2.19 All vegetation management activities (e.g. grass cutting) shall be combined with litter picking to reduce instances of litter being shredded and exacerbating the littering problem.

E/2.19.1 For roads where the LA has responsibility for litter picking, reference should be made to the requirements to improve partnership working within this customer service standard to reduce instances of shredding litter.

E/2.20 Regional data/intelligence shall be regularly interrogated to understand sweeping and cleaning performance outcomes across the motorway and trunk road network.

E/2.21 Each region shall be responsible for assuring the requirements of this customer service standard and the maintenance standards are implemented, which supports delivery of the National Highways litter strategy.

E/2.22 Litter hot spots shall be identified, managed and monitored on the motorway and trunk road network.

E/2.23 The quantity of bags picked and the number of customer complaints for each litter hot spot shall be collated on a monthly basis.

E/2.24 Litter hot spots shall be prioritised using quantity of bags picked and the number of customer complaints for a specific area.

E/2.24.1 National Highways litter hot spot data should be reported to the LSG.

E/2.25 Where litter hot spots are the responsibility of an LA, collaboration with the LA shall be undertaken to facilitate them delivering their statutory duty.

E/2.26 To influence littering behaviours, and reduce the need for litter picking on the motorway and all-purpose trunk road network, behavioural change interventions shall be utilised to deliver a lasting improvement in cleanliness at the 25 priority hot spots. This a commitment contained in the DEFRA Litter Strategy (England) [Ref 5.N]

E/2.27 To continually improve efficiency and effectiveness of litter picking and collection, best practice and innovative solutions shall be shared with and by the LSG.

### **Requirements to seek and respond to customer feedback**

E/2.28 All customer engagement shall be as undertaken as GG 901 [Ref 3.I].

E/2.29 Records shall be kept, and be available to demonstrate to customers, that the motorway and trunk road network is being kept to the correct level of cleanliness.

**NOTE** *Examples of records required for customers are;*

- 1) *completed records of litter picking including location, area (in m<sup>2</sup>) of litter picked and number of bags collected;*
- 2) *photographic evidence (before and after photographs of the works area);*

- 3) *records of before and after gradings in accordance with the Litter CoP [Ref 2.N];*
- 4) *future maintenance programmes and schedules; and,*
- 5) *locations where influencing littering interventions have been implemented and the outcome.*

E/2.30 The National Highways correspondence library shall be used when replying to customers in order to ensure a consistent approach.

E/2.31 Customer feedback shall be used when determining the future maintenance frequencies or to identify the need for a behavioural change intervention to reduce the requirement for litter picking.

E/2.32 Engagement with the regional communications partners shall be undertaken to publish litter picking activities and/or the implementation of any behavioural change initiatives that have influenced littering behaviour and have had a positive effect in reducing litter on the motorway and all-purpose trunk road network.

### **Requirements to improve partnership working**

E/2.33 Where LAs are responsible for keeping the network free from litter, refuse and fly-tipping, collaboration with the LA shall be undertaken to facilitate them delivering their statutory duty.

**NOTE** *The EPA ( UKPGA 1990/43 [Ref 3.N]) makes a distinction between special roads, which are the responsibility of the Secretary of State and National Highways manages litter clearance; and trunk roads, which are the responsibility of the LA. There are some exceptions, e.g. Design Build Finance Operate (DBFO) roads, where the Secretary of State has retained responsibility by order under Section 86(11) of the EPA ( UKPGA 1990/43 [Ref 3.N]). Details of these roads are contained in the Litter Strategy [Ref 6.N].*

E/2.34 All vegetation management activities (e.g. grass cutting) shall be combined with litter picking to reduce instances of litter being shredded and exacerbating the littering problem.

E/2.35 The tackling litter together collaboration pack shall be used to facilitate the LA in fulfilling their statutory duty. Please e-mail [litter@nationalhighways.co.uk](mailto:litter@nationalhighways.co.uk) for a copy

**NOTE 1** *The purpose of the tackling litter together collaboration pack is to actively encourage engagement with LAs, which includes development of an integrated approach.*

**NOTE 2** *The aim of this collaboration is to work with the local authorities and co-ordinate their litter picking activities with other maintenance works to reduce customer disruption and road worker exposure, and/or implement a behavioural intervention to reduce the need for litter picking.*

E/2.35.1 A memorandum of understanding or working arrangements should be agreed with the LA that documents the approach to be taken in working together towards the common objective of making the network free from litter, refuse and fly-tipping.

**NOTE 1** *This approach includes sharing best practice and gathering information that can be used as evidence to address anti-social behaviour (for example, littering from vehicles).*

**NOTE 2** *Under S.5 of the Highways Act ( UKPGA 1980/66 [Ref 4.I]) there is a general duty to co-operate, in so far as reasonably practicable, with other persons exercising functions which relate to highways.*

E/2.36 Where the motorway and trunk road network adjoins other highway authority roads, National Highways shall consult together with the relevant LA to develop an integrated approach and identify opportunities to improve how litter, refuse and fly-tipping is reduced.

E/2.37 Records of engagement with LAs as detailed in the tackling litter together collaboration pack shall be kept and available to demonstrate compliance with this customer service standard.

**NOTE** *Each month there is a requirement score performance, as detailed in the collaborative performance framework (CPF). Engagement with LAs is included within the sweeping and cleaning CPF metric. The records collated for the CPF metric can also be used to provide evidence of engagement with LAs, typically evidence being:-*

- 1) *evidence of engagement with the relevant duty bodies to reduce detritus, litter and refuse on the trunk road network;*

- 2) *records of supporting National Highways in giving access to the relevant duty bodies; and,*
- 3) *records of supporting delivery of this customer service standard through the tackling litter together collaboration pack.*

- E/2.38 Where LAs are responsible for keeping parts of the motorway and trunk road network free from litter, refuse and fly-tipping, but fail to do so, or don't collaborate, this shall be escalated.
- E/2.38.1 Where a matter requires escalation, the Service Delivery Team Leader or Regional Director should facilitate further discussions with the LA.
- E/2.38.2 Where the matter is unresolved following discussion between the Regional Director and LA. The matter should be escalated to the LSG
- E/2.38.3 If the LSG cannot resolve, then the LSG should escalate the matter to DEFRA.
- E/2.39 Collaboration shall be undertaken with the relevant LA to record and reduce instances of fly-tipping, providing information that leads to prevention and prosecution.

E/3. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref.	Document
Ref 1.N	Highways England. ADMM, 'Asset Data Management Manual'
Ref 2.N	Defra. Litter CoP, 'Code of Practice on Litter and Refuse'
Ref 3.N	National Archives. UKPGA 1990/43, 'Environmental Protection Act'
Ref 4.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
Ref 5.N	Defra. Litter Strategy (England), 'Litter Strategy for England'
Ref 6.N	National Highways. Litter Strategy, 'National Highways Litter Strategy'

E/4. Informative references

The following documents are informative references for this document and provide supporting information.

Ref.	Document
Ref 1.I	National Highways. GS 801, 'Asset delivery asset inspection requirements'
Ref 2.I	National Highways. GM 701, 'Asset delivery asset maintenance requirements'
Ref 3.I	National Highways. GG 901, 'Customer service standard for the quality and timeliness of responses to customer contact'
Ref 4.I	National Archives. UKPGA 1980/66, 'Highways Act'
Ref 5.I	National Highways. GG 104, 'Requirements for safety risk assessment'



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or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

General Principles & Scheme Governance  
General Information

## GG 910 - NINAA

# Northern Ireland National Application Annex for Customer Service Standard - Reducing litter

(formerly None)

Version 1.0.0

### Summary

The requirements of GG 910 do not apply in Northern Ireland

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated team in the Department for Infrastructure, Northern Ireland. The email address for all enquiries and feedback is: [dcu@infrastructure-ni.gov.uk](mailto:dcu@infrastructure-ni.gov.uk)

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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 910 - NINAA	1.0.0	July 2024	Northern Ireland NAA	Change to policy, major revision, new document development
RELEASE NOTES: New Customer Service document NAA for Northern Ireland. Publication: July 2024]				

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## **Foreword**

### **Publishing information**

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### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## **Introduction**

### **Background**

This National Application Annex gives the Department for Infrastructure, Northern Ireland-specific requirements for reducing litter on the Northern Ireland trunk roads network.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 1.N] apply to this document.

**NI/1.     Applicability of this document**

NI/1.1     The requirements of GG 910 [Ref 1.]shall not apply in Northern Ireland.

**NI/2. Normative references**

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref.	Document
Ref 1.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'



**NI/3. Informative references**

The following documents are informative references for this document and provide supporting information.

Ref.	Document
Ref 1.I	National Highways. GG 910, 'Customer Service Standard - Reducing litter'

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General Principles & Scheme Governance  
General Information

## GG 910 - SNAA

# Scotland National Application Annex for Customer Service Standard - Reducing litter

(formerly None)

Version 1.0.0

### Summary

The requirements of GG 910 do not apply in Scotland.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Transport Scotland team. The email address for all enquiries and feedback is: [TSSStandardsBranch@transport.gov.scot](mailto:TSSStandardsBranch@transport.gov.scot)

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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 910 - SNAA	1.0.0	July 2024	Scotland NAA	Change to policy, major revision, new document development
Release Notes: New Customer Service document GG 910 SNAA. See Summary above. [Publication: July 2024]				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways on behalf of Transport Scotland.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## **Introduction**

### **Background**

This National Application Annex gives the Transport Scotland-specific requirements for reducing litter on motorways and all purpose trunk roads.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 2.N] apply to this document.

**S/1.      Applicability of this document**

S/1.1      The requirements of GG 910 [Ref 1.N] shall not apply in Scotland.



**S/2. Normative references**

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref.	Document
Ref 1.N	National Highways. GG 910, 'Customer Service Standard - Reducing litter'
Ref 2.N	National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges'

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or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).



Llywodraeth Cymru  
Welsh Government

General Principles & Scheme Governance  
General Information

## GG 910 - WNAA

# Wales National Application Annex for Customer Service Standard - Reducing litter

(formerly None)

Version 1.0.0

### Summary

The requirements of GG 910 do not apply in Wales

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Welsh Government team. The email address for all enquiries and feedback is: [Standards\\_Feedback\\_and\\_Enquiries@gov.wales](mailto:Standards_Feedback_and_Enquiries@gov.wales)

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Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
GG 910 - WNAA	1.0.0	July 2024	Wales NAA	Change to policy, major revision, new document development
RELEASE NOTES: New Customer service document NAA for Wales. [Publication: July 2024]				

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
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## **Foreword**

### **Publishing information**

This document is published by National Highways on behalf of the Welsh Government.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## **Introduction**

### **Background**

This National Application Annex gives the Welsh Government-specific requirements for reducing litter on motorways and all purpose trunk roads.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 2.N] apply to this document.

**W/1.      Applicability of this document**

W/1.1      The requirements of GG 910 [Ref 1.N]shall not apply in Wales.



**W/2. Normative references**

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

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Ref 1.N	National Highways. GG 910, 'Customer Service Standard - Reducing litter'
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