

Street Manager – Talking Points

Street Manager has had a smooth launch in terms of uptime and performance of the service and, as such, focus has turned quickly to changes Street Manager has introduced or differences from previous processes.

This document seeks to advise on the current position with these issues. Any status can change if the Governance Group wishes it to be so, but the intention would be to take a decision on these matters and close them out to give assurances to API developers that things will not be in flux.

Environmental Health notifiable/Out of Hours – The Out of Hours tick box that was used inconsistently in EToN no longer exists and has replaced it with the “Environmental Health notifiable?” Yes/No tick box. Yes should be given as an answer if works are taking place outside working hours in accordance with Control of Pollution Act or local Planning Authority Policies if applicable

Note also that condition “NCT12a -Limit timing of certain activities” may also be used to limit “noisy” works for out of hours works

Status: This has been added as a Talking Point as some orgs are still referring to the old Out of Hours field that is now defunct.

One PMR Per Permit – Note that Street Manager only allows for one Permit Modification Request per permit. This was a deliberate choice to encourage best practise - one PMR to be issued by the HA, encompassing all points that need to be addressed and one response by the promoter addressing all points. After this the options are grant or refuse.

Status: This is agreed by the Governance Group.

Sample Inspection Definition – Please note that Street Manager does not have the concept of a routine Cat A/B or C inspection. Anything done under the auspices of a A, B or C inspection should be a sample. Routine should be used when undertaking a non-randomly sampled inspection.

Status: The DfT will be using sample inspection results to monitor performance and potentially as part of a review of the sample inspection process, so the data should accurately reflect performance.

Edit before Grant - Street Manager allows a promoter to edit a Permit they have submitted up to the point of an assessment decision being made. Doing this does not cause the permit response period to be re-set, they do not “lose their place in the queue”. In most cases, these changes will occur before a Permit has ever been opened by a HA officer.

Status: Discussed and agreed with Governance Group - happy with Street Manager approach.

Auto-grant of immediate works - Street Manager auto-grants an immediate permit that is closed before an assessment decision has been made. This decision was made in association with the SMEs on the project. Users feel that this can result in inaccuracies being recorded on the register that cannot be changed. It has also been suggested that this feature is being abused with jobs opening and immediately being closed within the working day. DfT hopes to soon be able to review data on this to check the number of instances of this. The Governance Group would like DfT to propose options for a change in this area. One option is to be able to make changes after a works stop has been issued. Note that this should only be affecting a small number of jobs. Permits that start and stop without review are only a small subset of the total and then of those only a small number will

have errors. This means that when any way forward is agreed with the governance group, it may not be the highest priority fix.

Status: DfT to review central Street Manager data. Thank you to those who have provided local examples. Input on this topic is welcome.

Calendar month definition – Street Manager set a definition of 28 calendar days for a calendar month, therefore 3 calendar months = 12 weeks/84 days. This is clear and unambiguous and has been signed off by the Governance Group.

Status: Discussed and agreed with Governance Group - happy with Street Manager approach.

2 days to respond to a modification - When a Promoter responds to a modification, the HA always has 2 days to respond. This means that if the HA responds to a standard works permit request on day 1 and the Promoter responds promptly as well, the HA has 2 days to respond to the change request. This maybe shorter than the period people had previously. The logic here is that the HA was happy with the application but for one or two small things and it should be a straightforward matter to see if the promoter has made the required changes or not.

Status: Discussed and agreed with Governance Group - happy with Street Manager approach.

6 months major works issue - The changes to regulations removed the requirement around jobs that are part of an annual programme needing to be raised as major works, but left in the part about works being known about more than 6 months in advance. Street Manager will shortly make a content change in the User Interface to update the “Is a TTRO required” Yes/No question to read “Were these works known about more than 6 months in advance or is a TTRO required?” This will cover off the issue.

Status: The above described update has now been introduced into the user interface.

Use of PAA for remedial works – As of today, Street Manager only lets you issue a PAA the very first time you apply for a permit on a new works, regardless of the type of works being carried out. If you then cancel it or refuse it, you will not be able to submit another PAA. This will be resolved in the near future. Until then, a brand-new permit should be raised. In addition to this, some people may be aware that the Notices Code of Practice (2.8) states that an interim to perm should begin with a Section 55 notice. This is what the EToN spec was based where it only allowed a Section 54 for the first phase. The Governance Group needs to give a final ruling on this, but I would suggest that Street Manager would be better off just allowing a PAA wherever the criteria for Major Works is met during the life of the works.

Status: The Co-ordination Working Group’s view is that for remedial works there is no requirement for a PAA. This is because HA’s will be usually aware of the requirement to carry out remedial works, following the inspection of the site. If the remedial works require a TTRO for a road closure, then there will still be the need to apply for the permit and the TTRO three months in advance of the works, or a shorter timeframe if agreed between all parties to complete the remedial works promptly. We would also apply this principle to second phase Interim to Permanent Reinstatement.

Where the transition rules mean that a second phase of a works is the first phase in Street Manager and is the type of activity that falls into Major (e.g. works requiring a TTRO) then Street Manager will require a PAA, based on current functionality. This scenario should reduce over time.

PAA followed by PA has 5 days' response time - Street Manager has diverted from ETON in that, when a PA is submitted following a PAA, you have 5 days to respond, not the longer period of the remaining PAA response that you would have had under ETON. Regulation in this area is unclear so both are valid interpretations. This will go to the Governance Group for review.

Status: Governance group agreed that the longer period should always apply and Street Manager will introduce this change in the near future.

Excavation to no excavation and vice versa – Street Manager is aware that the process for updating the excavation required yes/no option in Street Manager needs optimisation and we are currently reviewing options and will aim to consult with some of those who have raised the issue before developing anything in this area. Note as per the tips and tricks doc, you can close a site to 0 x 0 x 0.

Status: This change has now happened. We introduced the question “Was an excavation carried out?” which can be updated once the works have started. This is separate to the question “Is an excavation required?” which can only be used in the planning stages.

You can only use this new function to change from excavation to no excavation after works have started - this effectively replaces the ETON works stop no excavation notification and does not require approval before use

To update a permit that was planned as no excavation to excavation, you will need to either, cancel and re-plan, as this is a significant change to the works that were agreed, or, send a change request.

Note that this feature is only available in version 2 of the Street Manager API, so it will take some time for API developers to introduce this into their systems.

HA available responses following issue of a modification – In the Street Manager UI, following the issuing of a Modification, the permit is on hold. The clock stops. The HA however does retain the ability to grant or refuse at any point. We have had a small amount of correspondence that some HAs using an API feel they need to refuse the permit because otherwise it will deem, as well as some reports of the permit still sitting in an assessment queue for API users.

Status: You do not need to refuse the Permit. It may be in the future that DfT will define a “statute of limitations” in this area rather than putting the permit on hold indefinitely.