

Street Manager

NEWSLETTER



Department
for Transport

Street Manager is the digital service by the DfT that is transforming the planning, management and communication of street and road works. Using open data and intelligent services, its aim is to minimise disruption – and improve journeys for the public.

Street Manager Newsletter 39 – 18/08/2022

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1. Welcome

It has been a scorcher of a summer here at Street Manager towers, and the next reporting period promises to be a busy time for the service. Unattributed works will be finalised by late summer. Coring and other investigatory inspections are due to be added. The work to add specific £ amounts to the fee report is ready to go and will be an excellent addition, and non-compliance management is going to be one of the most significant improvements we've introduced since go live. Users will be able to view a list of their outstanding defects, acknowledge or dispute a defect and see the status of each non-compliance at any time.

In other news, the Government response to the street works consultation has concluded and has been published here: <https://www.gov.uk/government/consultations/street-manager-and-permit-scheme-changes>

You can also find:

- Updated permit scheme statutory guidance that comes into force next April [here](#)
- Updated permit scheme national conditions [here](#)
- The 2022 regulations that amend the permit, noticing and charging regulations [here](#)
- The new inspections regulations [here](#)

2. Consultation epics

We have started work in Street Manager towers to see what's needed to implement the outcome of the consultation:

New conditions - DfT and HAUC England have worked together to come up with new conditions and condition text and these will be introduced into Street Manager, including new NCT03 and NCT09d.

Traffic Management changes - We are looking to give users the ability to provide their current traffic management along with the already standard highest level of TM on the job.

Ancillary information - Users will be able to record the locations of traffic signal head, welfare units, etc that lie in USRNs that are different to the location of the actual works.

Inspection units - We will be changing the way inspection units work. Street Manager will be the sole source of data for the new duration-based units, eliminating any disagreements over units that now occur.

Performance Based Inspections - Lots to do on this, but the team is busy breaking it down into smaller chunks and working out how to introduce it into SM. Street Manager will become the sole generator of sample inspections and host API systems will be able to pick them up from Street Manager and supply them to users, rather than each system generating its own. We're working on making the process as automated as possible, but we also need to think about what version 1 for April 2023 looks like.

3. Performance

Street Manager Performance

You may be aware that Street Manager has, over the last couple of months, experienced a few performance issues which have caused, occasionally, errors to generate, in particular, when searching on the permit list page. Simply put, these errors occur because of the sheer amount of data the service is crunching through. Every 6 months, we add over a million works and we have a single search bar that lets you search in several different ways. We've treated this issue as a priority and have been working on a number of improvements. Some of these are quite technical, but we wanted to share as much info with you as we could.

Additional database - We added an extra database in the early days of discovering this issue. This helped to take the pressure off the service, but does carry an additional cost.

Removal of API v2 – due to some changes in v3 of the API, we saw some improvement as users switched over to v3.

Change to search – Currently, for UI and API users, we have one search bar that does 4 separate checks to find the permit/USRN/town/area that you are looking for. Over the next few weeks, we will be spacing these out into 4 separate search bars. We are working with large API integrators to get them to adopt this new search and, once UI and some major API users are using the new search bars, we should see some good improvements. Early indications from the UI look very promising.

Download all my data improvements – We've recently agreed with the Governance Group to prioritise a fix that will stop errors when using the download all my data feature. By setting up a dedicated database that takes a copy of production each night, we should be able to get rid of the vast majority of the errors we currently see. In turn, this takes strain off the main production database.

API notifications – Removing the need for users to call the service and instead pushing out the info to them will reduce the amount of API calls being made, taking load off the service, which can only be a positive.

Data archiving – Still in its early stages, this will involve keeping all data available in Street Manager but moving older works to a part of the service that isn't immediately searched. This will obviously be done with full consultation with the SMEs/Governance Group as we know how important old data is. As you can see, there are various solutions, some were planned already, some have been moved forward and some we've devised to address the feedback we were getting. We hope these improvements will resolve the majority of the issues and we will keep monitoring the situation to check.

4. Survey

We are pleased to announce our next Street Manager survey. It should take less than 10 minutes to do (depending on how many different areas of the service you use) and really does help us find out what our users' priorities are.



We plan to do these regularly and, hopefully, this follow-up will get a similar response to the first two which saw a phenomenal number of people taking part. From your point of view, the joy of these surveys is that we get to hear the views of end users, because we get different feedback, compared to the feedback we receive from other channels. Please send this on to anyone in your organisation that interacts with Street Manager, those who raise and assess the permits, those who do the inspections, those who deal with compliance and any other aspects.

The Governance Group has prioritised User Interface Optimisations as an important piece of work. Your responses this time will inform what optimisations we should tackle as part of that piece of work. We're also extremely interested to see how you feel about the service compared to previous surveys. For example, the last survey showed an improvement in satisfaction around S.81s, which we believe reflected the work done to introduce the ability to re-assign and link 81s which came in after the 1st survey was done.

<https://survey.alchemer.com/s3/6968025/Street-Manager-6-month-feature-feedback-survey-Aug-2022>

5. Performance Reports

Following discussions and agreement with the street manager governance group, the HAUC performance working group and based on the results from a survey we carried out earlier this year, we are sending out aggregated data from Street Manager on some key performance indicators. These are now being sent to the HAUC community on a quarterly basis, so they can be used for performance monitoring and reporting purposes.

The reports are sent to the co-chairs of the regional HAUCs who may send them on to colleagues from highway authorities and utility companies only. The reports are sent alongside a Terms of Use document, which advises that these reports should only be shared with highway authorities and utilities and should not be released to or accessed by the general public or third-party organisations. Nor should they be published in any format.

We have received positive feedback on the use of these reports, and it is our hope that Street Manager data will continue to benefit the industry.

6. Training Videos and Webinars

On Thursday 25th August at 13:30, we will be hosting a Q&A webinar, where you will have the opportunity to ask PO Paul all your Street Manager related questions. To join that event, click the link here.



[Join the Event](#)

We also have some new training videos available for you to view on our YouTube channel.



First, we have The Hole Story: Episode 31 – Geographical areas, where we discuss how Street Manager can work for those that work across multiple locations. [The Hole Story: Episode 31 - Geographical areas - YouTube](#)

We also have Diggin' Deeper: Episode 18 – Subsuming, where we give a demo of how to subsume a site in Street Manager. [Diggin' Deeper: Episode 18 - Subsuming - YouTube](#)

Finally, in Diggin' Deeper: Episode 18 – Section 74, we go into greater depth about the section 74 functionality, including functionality for contractors. [Diggin' Deeper: Episode 19 - Section 74 - YouTube](#)