Street Manager

Street Manager is a 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 52 – 18/11/2024

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1. Intro

Well, we say this every time, but what a busy period it has been in Street Manager (SM) Towers. New functionality dropping. a new Roadmap dropping, more roadshows, webinars, the SM fees coming out, discussions around potential additional funding, it's all going on.

Oh, it's also worth mentioning that after the most recent release, we've had a fair bit of feedback about how we've changed the map. For one thing, looks to be an issue with how the calendars are working. We're on that and looking into exactly what we need to do to improve that. Not got as far as a date for you as yet though.

2. Roadmap

Right, talking of the Roadmap, here it is:

https://indd.adobe.com/view/5d1f6e6c-be5b-4088-bbaa-e082f179bea7

For one thing we've gone into more detail about is how we are dividing up Clash Management and Collaboration. Looking forward to adding those features over the next several months. This is also the first time we've formally announced what we are doing in Phase 11. The Improvements to Work History functionality work has gone done a storm with those who have seen it. It includes some excellent commenting improvements in particular (nice changes to internal comments for one thing gang). Then the Change Request Redesign is not something hugely exciting in terms of front ends changes, but it is a lot of stuff in the backend which will

enable various things people often raise with us to be sorted out as well as future-proofing that area. We also plan to sneak in the functionality for creating a S.58 off the back of a permit if we can. Save people some double entry. This week the big excitement for the Product Team is the kick-off meeting internally for the Dashboards functionality, the start of a long journey to that dropping one day into the front end. Keep sending in your Qs and feedback, good and bad, it is all useful.
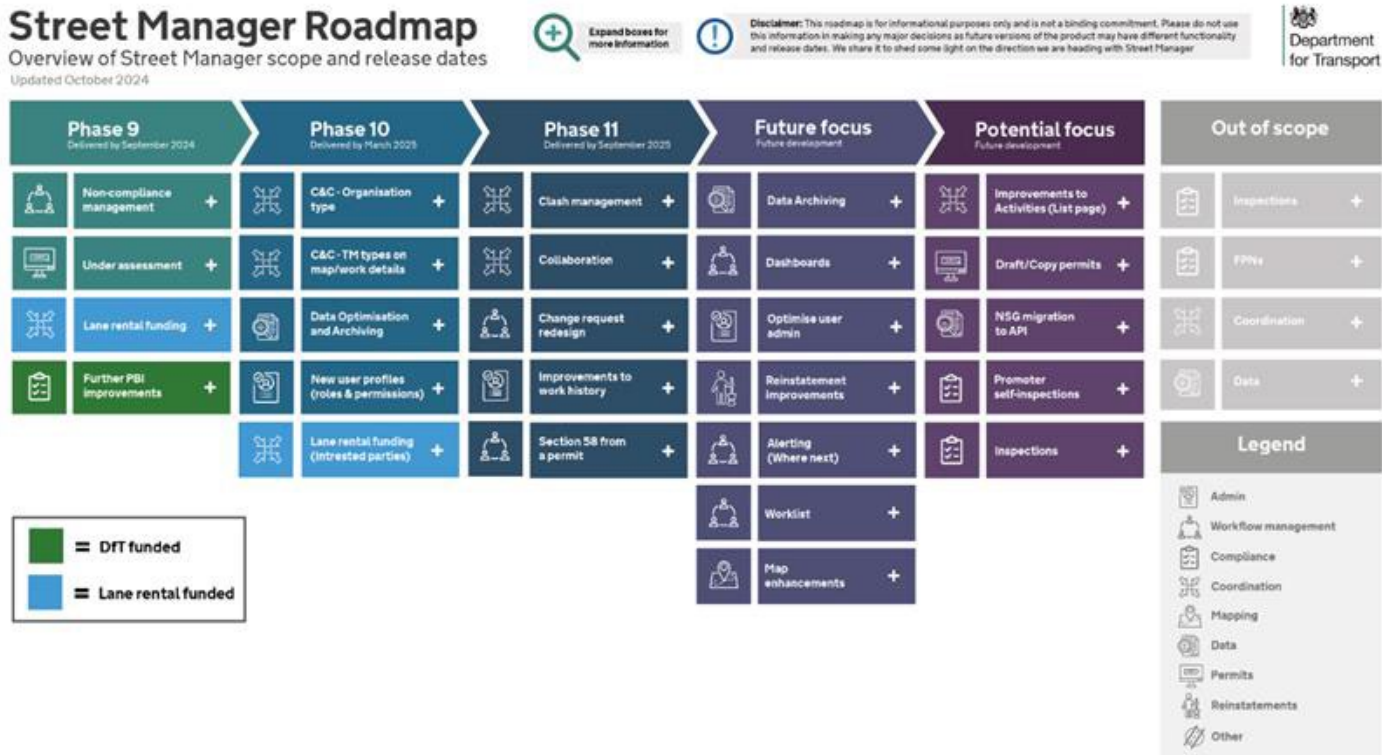
3. Street Manager Fees

The new Street Manager fees are out, and we've made the first significant changes since the service went live. We discovered that the volume of Streetworks this period had fallen slightly, and this would have left us with a shortfall compared to this year. Leaving us with a choice between reducing development of new features slightly, (this is the only option, other costs like cloud storage and the support team are pretty fixed) or altering fee levels. We looked at putting up the fees themselves but that didn't seem satisfactory, so we went back to the drawing board. In the end, what we decided to do is to move some of the banding levels around. Maybe if it took 30,000 works to fall into a particular band before, we changed it to 25,000. And for Highway Authorities we also added in a new band entirely, to try and even out the spread a little more. The net impact is that some orgs are paying more this year due to this and some orgs who have done less works might be paying the same. We took this decision after much consideration. During recent roadshows the feeling has been to keep the development level at its current rate, and we also had discussions with the Governance Group. To be clear, if work volumes go back up next period, and with a new AMP period for water companies coming for instance, this is a possibility, we will review the banding levels accordingly, not simply accept the increase. Also, we will work closely with the Governance Group on the medium-term development rate. At what point should we reduce the development rate? There's still so many things we could do with the service, but are email notifications something the industry wants for example? That is a big piece

of work. And when we do reduce the rate, how far do we go? Just keep the lights on, or have a team that can make improvements but at a much lower rate?

* Please note there was a typing error in the Street Manager 2025-26 charges email in the charge band allocated table at the bottom of the email. The yellow highlighted years (below), should have read 2025 and 2026, respectively.

Finance/primary contact email address	????@?????
Name of organisation*	????
SWA code	????
Charging band	?
Quarterly Charge (excl of VAT)	????
Total Charge (1st April 2023 to 31st March 2024 excl of VAT)	????
Invoice Frequency (quarterly or annually)	????

4. Primary Contact Update

If you have not received the Street Manager charges 2025-26 email, it is likely that the primary contact information registered to your Street Manager account needs updating. Please could you take this opportunity to check the primary contact's name and contact details are correct. If this needs to be changed, please raise a service ticket at Street Manager Beta Support - Jira Service Management (atlassian.net) stating the name and email address of the required primary contact. Please be aware a primary contact needs to be a real person rather than a generic service inbox or email address.

It is essential that the primary contact details are correct as we will use these details to contact your organisation with important information or issues affecting your Street Manager account.

5. Zombie Permits

Fun when an idea catches on isn't it. Last week I was emailed about this topic and was told people miles away from where this idea originated (shout out to Dorset…) had been talking amongst themselves about it. What are Zombie permits? They are maybe granted permits that are past their date and never actually took place or maybe ones that were refused and never got cancelled, they clutter up the list pages and makes everything slightly more inefficient. The DfT has secured a little extra funding internally for 24/25 and we want to use some of that money to research and design the solution on this, it might involve hiding the "zombie" or "hanging" permits from the list pages by default, whilst obviously allowing for the filters to be removed. Maybe we need to flag the zombies up to the owner. Maybe life is too short to worry about them

idk. We don't have all the answers yet, but I just wanted to flag it up to people as something coming down the pipe.

6. Street Manager and Printing

Feedback received

The user was "satisfied" with their experience of the service.

The following comments were left: It would be great if we could have the map image back when we print the permit.

Here's a fun example of the sort of things we debate in quiet moments in Street Manager Towers (ed – what is a "quiet moment"?) A while back we updated a component we use in the service, and it had the unexpected knock-on effect of removing the map when people were saving the permit to pdf. Now we don't support printing (or saving as a pdf to then email) within Street Manager itself and we don't control how browsers handle that side of things, should we do a quick fix and get this back up and running? We could do that and then it could break again in a month's time, or two years' time, we don't know. Are we setting a precedent if we fix it that we will do so again? Should we speak to the Governance Group about creating a proper solution that would see us generate a PDF within the service? What gets pushed down the list if we do this? Additional SM log-ins don't cost anything, could some of these be turned into email links? Accessed on site via smart devices? The current solution is to switch to screen shots (or the snipping tool if you're a real pro), but if the community needs this functionality, we can prioritise it accordingly.

7. Works Footprint

Every so often someone when we go through the mail in Street Manager Towers, we'll find a letter where someone is suggesting we allow people to create multiple polygons at the point of permit creation. Now this is a perfectly reasonable suggestion. Maybe this would provide greater

info when assessing the works impact. Maybe 5 pins for 5 lamp columns on a lighting job *(ed - great example by the way, how do you know all this stuff?)* is better than just one in the middle, or a big polygon taking in the "hole" footprint. But it would be a big change. And it was something we discussed in 2018 when we were first building SM and decided against. Why? Well, that notebook is lost in the midst of time, but I do recall the conversation, and the decision back then was the right one. Is the time right to review that? Maybe. But the key point is that a change like this should come from the industry into the project from HAUC England and the Governance Group, not pushed by the project. Partly it's not a good spend of time to be debating this and trying to win people over, we're neutral on this one, but if it's something that the industry wants, we'll gladly look at how best to implement it.

8. Non-compliance Management

Non-compliance list

Filter options

Search street name, town, area

Search promoter name

Search non-compliance reference number

Search USRN

Apply filters   Clear filters

Non-compliance reference	Promoter	Created date	No of inspections	Non-compliance status	HA response	HA response date	Promoter response	Promoter response date
00001NC-2-NC-01	Smoke Test Promoter	11/11/2024 14:11	1	Withdrawn	Withdrawn	11/11/2024 14:35	Will attend joint site meeting	11/11/2024 14:14
00001NC-1-NC-01	Smoke Test Promoter	11/11/2024 11:31	2	Resolved	Works completed and passed	11/11/2024 14:28	No response	
AZ12342341697-NC-01	CADENT GAS LIMITED	06/11/2024 09:37	1	Issued	Issued	06/11/2024 09:37	No response	
0000106096112-NC-01	Smoke Test Promoter	12/09/2024 10:48	1	Issued	Joint site meeting suggested	07/11/2024 11:13	Will attend joint site meeting	07/11/2024 11:15
0000107015640-NC-01	Smoke Test Promoter	06/09/2024 10:26	1	Issued	Will attend joint site meeting	25/09/2024 10:49	Joint site meeting suggested	06/09/2024 10:28
0000193400748-NC-02	Smoke Test Promoter	23/07/2024 14:58	1	Issued	Joint site meeting suggested	07/11/2024 11:21	Accept suggestion	12/11/2024 09:56
0000193400748-NC-01	Smoke Test Promoter	23/07/2024 14:57	3	Resolved	Works completed and passed	23/07/2024 15:00	No response	

How many defects do you have in your org or in your patch as of today? What's the oldest one? Maybe you know the answers to these questions, but I would bet it took a good bit of effort to derive the answers. Maybe you keep a spreadsheet or maybe you get a report out a system that you got custom made and reckon is pretty accurate. Well, if you have the answers to those questions or not, Non-compliance Management is here and it's going to make your life better. An idea we had right back in the earliest days of the SM build, we are delighted it is now a reality. The functionality went live in production on the evening of the 11th. Importantly, note that it will take a while to build up your list now it has gone live, an inspection needs to be carried out for a non-compliance to be created.

It's been in Sandbox for a while, the first time ever that we've done that, and that meant we've already gathered some feedback, we added some columns and filters among other tweaks and for example people are suggesting it needs to be on Investigatory Works as well, so we are putting that on the To Do List. API providers are fully aware of the work and are beavering away as we speak to add it to their services. We had a webinar to launch it with over 200 people on the call, which is on the Street Manager YouTube channel now to watch - https://youtu.be/4nTK-hms4L8

and we'll soon be recording a Hole Story video on the topic as well and looking to produce something written down as well.

9. Merging of Organisations in Street Manager

We suspect this will be more relevant to Promoters than to Highway Authorities, but we would like to outline the current procedure. If multiple organisations wish to merge their Street Manager accounts into a single account (e.g. one SWA code) while retaining access to historical works, the short answer is that this is not possible. SM does not have the functionality to transfer work from one organisation to another.

As such, in this scenario, the following will apply:
- **Retention of inactive organisations' accounts for access historical works**: All new work will be raised under the newly merged organisation. However, the organisation(s) that have ceased to operate must remain as an active account in SM to access works with ongoing activities (e.g., remedial works, inspections, etc.) or historical records, for as long as necessary.
- **Charges**: SM charges for the current SM year will need to be paid for all accounts at the designated level.
- **Banding for subsequent years**: The SM banding levels for the next year will be calculated based on the total number of permits raised across all accounts. The dominant SM account will be assigned to the appropriate band, while other accounts (not used for new permits) will be assigned to the lowest band category.
- **Account access**: A valid email address is required to log into accounts kept for the purpose to access historical work. This email must not be associated with another SM account. We recommend having more than one login for these accounts, ideally with a shared email address. If an email account becomes invalid, you will lose access, as there will be no destination for password resets.

Organisations must retain all SM accounts until they no longer need access to works created on these accounts.

If a merge is required, please contact us as early as possible. Early communication allows us to explore potential alternative options and ensure a smoother transition process. SM is continuously improving, and future functionality may provide alternative solutions.