

Street Manager



NEWSLETTER



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 53 – 20/12/2024

Contents:

1. Intro
2. Starts and Stops Incident
3. User Feedback Survey 2024
4. Christmas at Street Manager
5. Lane rental Consultation
6. Response to street works consultation
7. File Uploads
8. The Agree Button
9. Cookies
10. Clash Management and Collaboration
11. Street Manager mailing lists



1. Intro

Welcome to the bumper Christmas edition of the Street Manager newsletter. And by Christmas edition, we mean that we are sending this out in December, and we've just stuck some pictures of holly in the corner of the page or something. What a year it's been in Street Manager Towers, we hope you made it to a Roadshow, many people did. If you didn't, we will host a webinar to cover off the Street Manager material in 2025. It's going to be at 1:30 on Tuesday the 14th of January. You can sign up for it here:

[Webinar sign-up](#)

Also, after that, we'll be able to distribute a version of the slide deck as well.

2. The Contractor Start Stop Issue

The first thing to cover is probably the incident recently where contractors using the User Interface were unable to send starts and stops for the day. This stemmed from a change made during one of our planned updates around the forthcoming New User Profiles functionality. Tickets started to arrive at 7am and the team soon identified the source of the issue and began to look into the fix. It was a huge effort by the team to identify, fix and release the fix through our various environments all within the same day. We were particularly keen to get things back to

normal on the same day to allow people to come in the next morning and be able to start catching up and get up to speed. We've had some good feedback from people about the comms, which is pleasing as it was something we've listened to people on and tried to tighten up. I think the final count was 107 tickets, various emails to the DfT, some text messages and a particular shout out to the person who got in touch via LinkedIn! Finally, just to repeat what we said on the day, please don't issue Fixed Penalty Notices to those who were impacted by this, the [Service Availability doc](#) records the time this was impacting the service.

3. User Feedback Survey 2024

Thank You for Your Feedback!

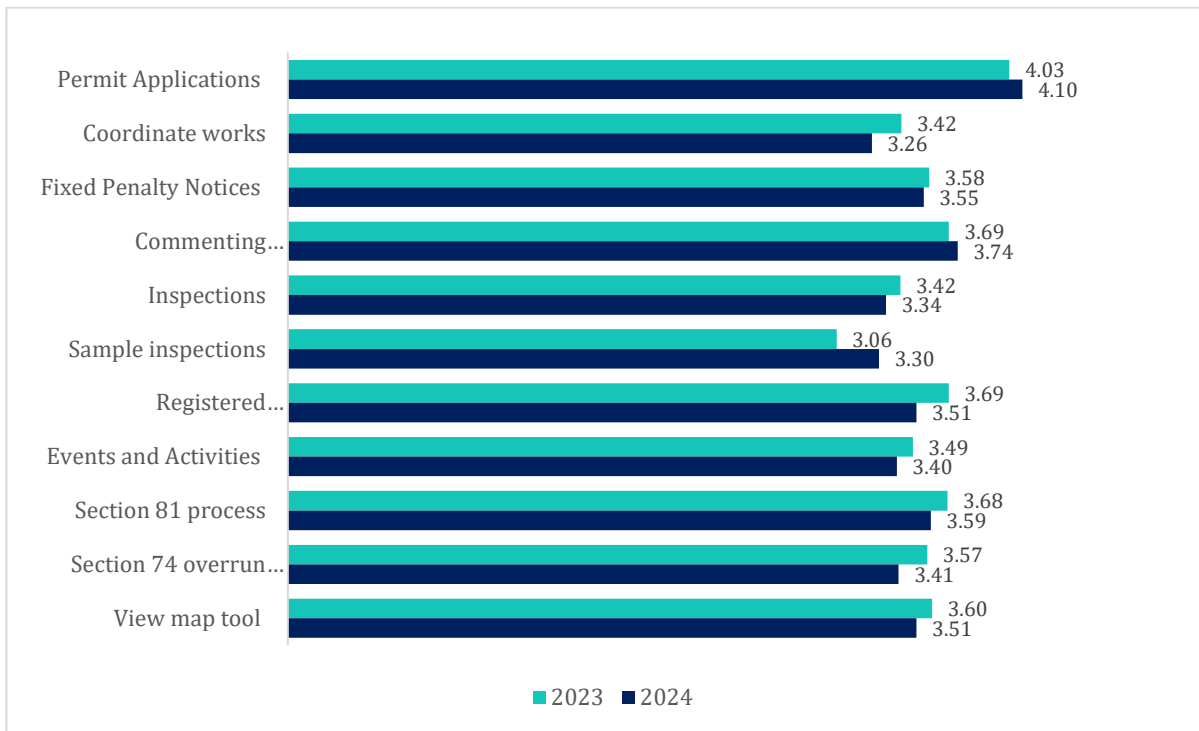
A big thank you to everyone who participated in our 2024 survey to gather user feedback. Your input helps us identify opportunities to improve and ensures our roadmap aligns with your needs. We received **261 responses**, an increase from 227 in 2023 (**+15%**). Of those, 71% (+8%) were from Highway Authorities and their contractors, and 29% (-8%) were from Promoters, statutory undertakers, and their contractors.

Respondents rated their satisfaction with different sections and features in Street Manager from 1 (dissatisfied) to 5 (satisfied). We compared these to the scores in 2023. Respondents were most satisfied with Permit Applications and Works (4.10) and least satisfied with Coordinating works (3.26).

Participants also had the opportunity to provide written feedback which was analysed alongside the survey responses. Key feedback included:

- Appreciation for the Street Manager team's efforts.
- Strong need for a way to better manage workflow and daily tasks within Street Manager
- Frustrations around **frequent error notifications**.
- Suggestions for improving reporting functions, as this increases reliance on APIs.
- A need for better FPN identification and management.
- Numerous map enhancement suggestions, including clearer private vs public visual distinctions.
- Several requests to improve commenting (e.g., internal comments and marking as read), many of which will be addressed by our upcoming work history improvements.

Your feedback is invaluable, and we want you to know it's been heard. Many of the issues you raised, such as identifying clashing works, introducing dashboards, and improving commenting features, are already on our roadmap and will be addressed in future updates. For suggestions not yet on the roadmap, we've carefully recorded them and added them to our backlog for future exploration. We will keep you updated as these improvements roll out. Thanks again for helping us make Street Manager better!



4. Christmas at Street Manager

You should have seen the notification (see below) sent out to Street Manager users on Monday 2nd December 2024 about the Street Manager services over the Christmas period but for those who miss it, please take note:

Hi,

Support for Street Manager will continue throughout the Christmas break, operating from 08:00 to 18:30 on Monday to Friday working days only, excluding public holidays. While we will remain available to respond to user issues as usual, we will not be carrying out regular onboarding activities, such as promoting admin users or adding new organisations, during this time.

The final date for onboarding requests to be actioned before Christmas will be 13th December 2024, with the first onboarding date in the new year set for 7th January 2025.

Additionally, there will be no production releases during the Christmas period. For information on scheduled releases, please refer to our release calendar:

<https://departmentfortransport.github.io/street-manager-docs/release-calendar/>

Regards,
manage-roadworks.service.gov.uk

5. Lane Rental Consultation

MHCLG published its English Devolution [White Paper](#) on Monday 16th December. The White Paper marks a major step towards achieving the Government's manifesto commitment of permanently transferring power out of Whitehall and into the regions. The White Paper includes a package of transport measures, that are aimed at ensuring powers and decision making are at the right level.

One of these proposals relates to lane rental. As you may know, the Secretary of State currently approves bids for new schemes under section 74A of the New Roads and Street Works Act 1991. The stakeholder consultation attached to this newsletter seeks views on whether or not the power to approve lane rental scheme applications should be devolved from the Secretary of State to Mayors of Strategic Authorities (our preferred option) or to highway authorities. Mayoral Strategic Authorities include the Greater London Authority, Mayoral Combined Authorities and Mayoral Combined County Authorities.

If powers are devolved, we are consulting on whether supporting amendments should be made to the 2012 [lane rental regulations](#), for instance, should there be limits on the amount of the network (total length) that could be included in a lane rental scheme and subject to charges?

We are also consulting on whether to bring highway authorities and the road works that they carry out within scope of Section 74A NRSWA to formalise the current arrangements.

The consultation period will run until Friday 21st February 2025. Please ensure that your response reaches us before the closing date.

Please complete the [online survey](#) or you can email your response to: lane.rental@df.gov.uk

Please also share this consultation with anyone else in your organisation or with colleagues who might be interested.

6. Response to the street works consultation

As you may have seen, the Government has published its response to the street works consultation that we carried out earlier this year.

The Government has decided to proceed with proposals to double the level of FPNs available for some street works offences; to allow overrun charges to be applied at weekends; to allow FPNs to be issued for late submission of works start and stop notices at weekends; and to require at least 50% of surplus lane rental funds to be spend on road maintenance.

<https://www.gov.uk/government/consultations/street-works-fines-and-lane-rental-surplus-funds/street-works-fines-and-lane-rental-surplus-funds>

We will now prepare the necessary statutory instrument that will implement these changes, which is likely to be by autumn 2025

7. File Uploads

Just a quick note to say that when you are uploading a file to Street Manager, no apostrophes are allowed. We've had a few tickets lately where that has been the root cause. Feel free to mention that one to your colleagues as well.

8. The Agree Button

Guys, please, with great power comes great responsibility. HAs please only use the "Promoter accepts failed inspection" button as intended, when a non-compliance is agreed by the promoter, via email, or meeting or phone. Equally, promoters, please don't be universally disputing things to stop the clock etc, that probably contributes to the incorrect use of the The Agree Button. Street Manager can't legislate for every angle in this area, users need to follow the agreed processes in the Code.

Inspection outcome response

Promoter accepts failed inspection

! You can only select this option if the promoter has agreed to the failed inspection

Reason for accepting

Reviewing dispute

Withdraw inspection

No agreement

9. Cookies



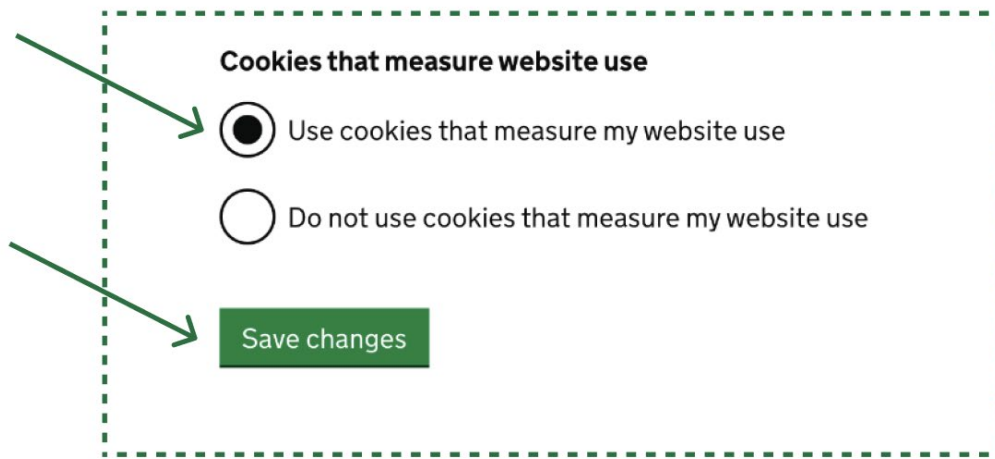
Now we don't blame you, we're the first to say no to something on the internet but seems a lot of you are saying no to the request to analytics cookies on the SM webpage. If you can enable this, that would be great. We use that data for some useful stuff, not tracking you in any way, (*isn't that exactly what we'd say if we were tracking them?*) but we look at things like browser usage and page load speed. We can check loading times are up to spec. In fact, this helped us spot that the Expiring Interim Reinstatements page was running slow, and our Tech Lead Richard (shout out to

Richard) made a breakthrough with how that page worked and now it runs like a dream. We're adding 250k permits a month to the service remember guys, add those cookies.

How to accept cookies

- Scroll to the bottom of any page in Street Manager
- Select the 'Cookies' link in the footer
- Scroll to the bottom of the cookies policy screen
- Select 'Use cookies that measure my website use' radio button
- Select 'Save changes' Button

[Find out more about cookies on GOV.UK](#)



10. Clash Management and Collaboration


Nice to see the improvements we've made for the Clash Management and Collaboration work starting to come through. We've introduced some icons (we've been looking forward to that one for a while) and if it's a road closure for example you'll see a red border for icon and no carriageway incursion would correspondingly have a green border. We've also changed the way the work details work and tweaked things so that mobile users should no longer have an issue with pop ups making it difficult to navigate around the map. You'll be seeing more of this over the next few months.

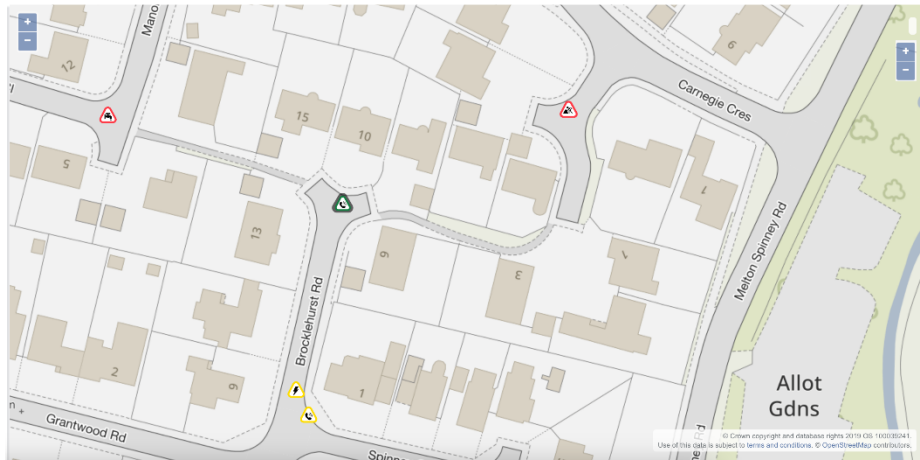
BETA INT This is a new service - your [feedback](#) will help us to improve it.

planner@sm.com (Sign out)

< Back

Work details

	Marylebone High Street SMOKE TEST PROMOTER
Application details	
Work dates:	21-03-2024 - 22/02/2024
Application Status:	In progress
Works category:	Immediate
USRN details:	0867656 - Montagu mansions, Marylebone, high street, London
Highway Authority:	CITY OF WESTMINSTER
Permit reference:	JHSJW75262873823_01
Highest traffic management type:	Stop/go boards
Current traffic management type:	Two way signals



11. Street Manager mailing lists

It has been brought to our attention that there are concerns about receiving comms regarding Street Manager (SM), and some confusion over who receives which notifications.

There are 2 mailing lists that people should be aware of, that are being used to distribute comms relating to SM. One list is maintained by Kainos Software Limited and is a list generated from all active SM users at the time. This is anyone with a SM login, who has logged into the service in the last 6 months. All notifications directly related to the SM digital service will be sent to this list from the email account street.manager@notifications.service.gov.uk. This includes upcoming release schedule, service availability details etc.

The other list is maintained by the DfT Streetworks Team and is a list of those in the Streetworks industry who have requested to be on the DfT Street Manager mailing. If you are reading this newsletter, you are most likely already on this list, as the Newsletter is sent to all contacts on this list. This distribution list is used to send out DfT Streetworks Team policy comms such as webinar announcements, Street Manager newsletters and relevant policy matters. To be added to this distribution list, please make the request to streetmanager@dft.gov.uk.

Please do direct your colleagues using SM to add themselves to the DfT Street Manager mailing.

