

# 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 54 – 10/04/2025

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### 1. Intro

Hello all, and welcome to another Street Manager Newsletter. April has started off with a bang, the DfT were firmly present at the HAUC(UK) Convention in Manchester, and it was great to catch up with some of you there. The day before the convention did however see a tricky start to the new financial year for us with a nasty problem with sample inspections. We started getting support tickets in early in the morning and began to triage the issue straightaway. The team sometimes were able to replicate it and sometimes not. Particularly thanks to Antony Richards from Sandwell who jumped on a call to help show the team what things looked like from his end.

An unusual issue, in that we didn't have to change anything in the code to resolve the issue. It's hard for me as a layman to explain, but in the background, the service is powered by pods. Now these pods regularly recycle on a rota basis, don't worry about it, it's happening all the time. If the pods hadn't recycled, and the ones in production hadn't, they were still on GMT and thought that we were still in March (they were incorrectly taking the date at pod start-up and we have identified a fix to prevent this in future), then the team were trying to replicate it in environments that are created fresh each day with new pods, and they were not seeing the issue. Like I say, really unusual, perfect storm with the time zone change falling when it did. Plenty of learning for us here and there's also a line of code we need to change to avoid this happening again. Apologies to anyone who was inconvenienced last week.

Comms on this issue were hard to judge. Anyone who raised a ticket got a response to say the issue was fixed and I wrote to the chairs of the Governance Group about it, but decided against sending an email to the DfT mailing list (over 1000+ people) or the full SM user list (13k + people). We will continue to speak to the Governance Group about comms.

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## 2. A well-earned Thank You

PO Paul writes - Just wanted to say a note of thanks to the people who do a lot of work on the project and rarely get recognised. A big, warm DfT thank you to Promoter Subject Matter Experts Jan Chapman and Paul Lucas and, for the Highway Authorities, Sarah Widdows and Jonathan Weeks. Thank you for your support. For those who may not know, the SMEs are inputting on changes to Street Manager, acting as a liaison point within the community and, absolutely crucially for me, a vital sounding board for the sometimes very detailed and esoteric scenarios that people are raising on the project. It's a huge service at this point and I've been up in my Ivory Tower for too long, so their input can sometimes crack a case, that I've been struggling with, wide open. Guys, take a bow.

## 3. Section 50s

In section 50 news, you might like to know that section 43 has been included in the Planning and Infrastructure Bill. This will give EV chargepoint operators access to permits and Street Manager once the Bill is through Parliament.

In the meantime, and for all those that will still need section 50s, can we remind people about the good practice guidance on the DfT's website

- <https://www.gov.uk/government/publications/issuing-section-50-street-works-licences/issuing-section-50-street-works-licences>

This provides advice on section 50s, including on fees and application templates. It points out what is legally permitted in terms of fees. HAs should check that the fees listed on their websites are in line with what is permitted since we have noticed some that need to be updated.

## 4. Lane Rental

For those HAs developing lane rental schemes, on 3rd April 2025, the DfT has published updated bidding guidance and templates that will apply to all bids sent to us for approval from October 2025 onwards.

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## [Street works lane rental charges - GOV.UK](#)

We have also published a new online application form that is available here: [Apply for a lane rental scheme - GOV.UK](#)

The aim of the updates is to improve consistency between HAs developing new schemes, to make it clear the process that should be followed when e.g. updating traffic sensitivity designations and carrying out local consultations, and to help the DfT assess bids when they come in.

## 5. Inclusive Street Works Training

A slight change from the norm if you don't mind guys. Anyone who went to the HAUC(UK) Convention was lucky enough to hear a talk around accessibility issues within Street and Road works from the inspirational Alexandra Akitici. It's our pleasure to share a video from her on that topic.

<https://www.youtube.com/watch?v=qpkqDxeGnfl>

## 6. Change to Contractor Terms

This is something that is already mentioned when signing up to SM but we are going to tighten things up. We are going to ask new contractors for a sponsoring Works Promoter and then will check that contractors have been added by at least one promoter. Various reasons for this that we won't go into but shouldn't present a problem for anyone signing up to the service. Could be a utility, could be a HA, but just need someone to confirm they will be using the applicant.

## 7. Governance Group

We would like to firstly thank all those who voted for their favourite candidates to be in the Street Manager Governance Group this year (April 2025 – March 2026). We would like to introduce you to your Street Manager Governance Group for this year:

### **Local highway authority members:**

Sarah Widdows – Norfolk County Council (standing member)

Paul Brooks – Surrey Council

Kevin Ferguson – Durham Council

Claire Wright – Transport for London

Emma Crutchley – Staffordshire Council

### **Utility members:**

Samantha Brothwell – National Gas Electricity Distribution (standing member)

Hannah Cook – Anglian Water

Catherine Taylor – City Fibre

Richard Boissieux – UK Power Network

James Kenney – Cadent Gas

### **Utility Contractor member:**

Tom Lambert – Morrisons Water

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**Highway Authority Promoter member:**

Emma Oakley - FM Conway

The monthly meeting is also attended by DfT officials, Subject Matter Experts and a National Highways and Network Rail representatives. This group will be deciding what is being built in Street Manager and we will continue to develop and improve Street Manager in line with user need.

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