



Newsletter No 14: November 2019

STREET MANAGER



Department
for Transport

A new
approach
to road
works

Street Manager is a new digital service by the DfT that will transform 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.

Welcome to the latest edition of the Street Manager (SM) newsletter on the day, 1 November, that our Public Beta starts.

So, sign up now if you haven't already. Street Manager is now live on GOV.UK [here](#).

To sign up, all you have to do is email register@manage-roadworks.service.gov.uk. And if you'd like to meet the team face to face, there are still some spots available at Street Manager's upcoming roadshows.

In this edition we also share how setting up contractors works in Street Manager. What's more, we're pleased to announce that the project has passed its Government Digital Service (GDS) assessment and we have some news about HS2. For the assessment, the team presented the work we've built and the user journeys to a panel of experienced specialists from the government digital community, that includes a lead assessor, a user researcher, a designer and a technical lead.

Other announcements

The Business Change team have put out their latest guidance to ensuring a smooth transition within your organisation. And the latest API updates are now out which include the most up-to-date Street Manager functionality. As always, if you have any questions feel free to contact us on the DfT Slack channel.

We have an updated version of the Transition Rules, attached to this newsletter.

Grab your Street Manager roadshow spot

The team has enjoyed seeing people that have come to the 8 roadshows that have taken place so far. There are two left and there are still some places free. Please do join us to hear the latest news and see demos of Street Manager

7th November – Warrington - : <https://www.eventbrite.co.uk/e/street-manager-autumn-event-warrington-tickets-72386404685>

14th November – Durham - : <https://www.eventbrite.co.uk/e/street-manager-autumn-event-durham-tickets-73411101581>

HS2 is going to use Street Manager

We are pleased to announce that HS2 is working with DfT and our developers to enable Street Manager to be used for notification of both street works and highway work to local authorities along the line of the high speed railway route. This will mean that HS2 will be able to populate street works registers for both types of works via Street Manager's user interface. Local authorities, as well as other users, will be able to see when the works are taking place for coordination and planning purposes but which will enable the various disapplications of TMA and NRSWA legislation which applies to the HS2 project to be applied automatically within Street Manager. Please remember that authorities can give access to HS2 coordinators within their organisations as there are no limits on the number of users.

This aspect of the service will be built and tested during public beta and it should be available from 1 April 2020. There is a separate dedicated team working with HS2 on this development so it will not affect delivery of the wider Street Manager service improvements listed in the scope document.

Setting up contractors in Street Manager

Whether you're a highway authority or a utility company, make sure you get in touch with the Street Manager team so that we can set up your contractors, once we've received confirmation from you. In turn, you should also communicate with your contractors regardless of whether you intend on having them use the Street Manager website User Interface (UI) or the API link. What's more, it's a good idea for contractors to get in touch with their highway authority or utility to discuss transition options.

Finally, authorities and utilities can add individual people as contractors, but this will limit their visibility to the associated authority/utility only. Either way, you need to communicate any updates on contractors with the DfT so we can facilitate their setup and add them to our transition tracker.

Street Manager passes its GDS assessment

Great news! Street Manager passed its GDS assessment with flying colours. If you didn't already know, as part of the new GOV.uk aim to deliver good public services, every digital government service has to go through a rigorous assessment to show it meets the standard. Testament to how well the team has worked over the last 2 years to create a user experience that remains faithful to the principles of good design while capturing the complexity of the industry, the GDS Digital Assessment Manager said that Street Manager's assessment was 'one of the best she has ever seen.'

Message from HAUC England and HAUC UK

Dear Colleagues,

Much change is planned next Spring for the street works Community in England. Aside from Street Manager, which is significant in itself, there is also an increase in those planning to introduce new and/or revised permit schemes. Against this back-drop of fundamental change it is clear this will impact processes and resources leading to an increase the likelihood of errors, misunderstandings, system issues etc.

We hope that during this period of change, the long established sound relationships that exist between all parties will be maintained even though there are likely to be increased pressures on everyone.

To ensure that open constructive communication continues enabling the various initiatives to work, we are strongly recommending that from April to September 2020 FPN's for administration matters are used appropriately and only where there is a clear disregard for trying to work within the new rules and systems. Linked to this we would also strongly advise enhanced cooperation from those carrying out work to ensure the highway network runs as freely as possible.

The message we want to share with all practitioners is that during this time good communication is essential to making both Street Manager, and any permit scheme that it underpins are a success. It is important that our hard pressed teams efforts can be spent on getting it right for the industry as a whole for the long term.

The Department for Transport, JAG(UK) and Street Works UK fully support this approach and ask that all practitioners work constructively, and that no party should seek to exploit or take advantage as the industry makes this modal shift in operational delivery.

Transition rules (2nd version)

Thank you to people who have commented on the first version of the rules. These have now been updated and a second version is attached to this newsletter which incorporates the following amendments:

- Some further context regarding replication of EToN references in Street Manager under point 13.
- Suggested standard text to be adopted when requesting early starts in Street Manager from works previously raised in EToN following the scenarios detailed, as well as text for closing/cancelling works in EToN.
- Adding of 'Issuing an FPN' within the practical examples.
- Consistency changes to wording based on industry feedback.

Business Change updates

Make sure your transition is successful with this month's focus on the points below. If you still have questions, contact us via email or on the Slack channels #askdft or #businesschange.

1) Getting access to Street Manager and seeing how it works

From November onwards you can access Street Manager's testing environment (Sandbox) to see how it works with no commitment to use it in real life. Access is free of charge so you can better understand your transition options and what is possible in Street Manager. Request access now following the simple steps outlined in our regular 'Countdown to Public beta' emails.

2) Onboarding your contractors

Make sure your contractors can use Street Manager via either the website's User Interface (UI) or the API link by communicating with them. Equally, if you are a contractor get in touch with your LHA/Utility and discuss transition options. We can set up contractors via the Contractors functionality on Street Manager following validation by LHAs and Utilities. Alternatively, LHAs and Utilities can add individual persons as contractors, however this will limit their visibility to the associated LHA/Utility only. In any case, you need to communicate with the DfT any updates on Contractors so that we can facilitate their setup and add them to our Transition tracker.

3) Key change management activities

If you haven't done this already, now is the time to assess your current situation and develop a strategy for moving your organisation to Street Manager.

- Change readiness assessment
Assess your organisation's readiness for transitioning to Street Manager by carrying out a change readiness assessment. This takes into account people, processes and technology to help you focus your efforts in the coming months. Tips: Take a look at the change readiness template on Github <https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Organisation%20Readiness%20Assessment.xlsx>. Our 'How To' video tutorial is also helpful: <https://www.youtube.com/watch?v=bP64A69ehBQ>

- Stakeholder analysis
Understand the sentiment of individuals towards change within your organisation, so you can plan and deliver targeted engagement that addresses their needs and moves them seamlessly to the future state. Tips: you can find the stakeholder analysis template on Github: <https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Stakeholder%20Analysis.xlsx>. Our 'How To' tutorial is also helpful: <https://www.youtube.com/watch?v=LHt99MwZZOs>
- Change strategy
Define your change strategy to seamlessly and successfully transition over to the new system. Make sure you have covered all bases to avoid any surprises along the way. Tips: the change strategy deck can also be found on the Github page: <https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Playbook%20Street%20Manager%20Change%20management%20strategy.pptx>. Explore our 'How To' tutorial to see what your strategy should include: https://www.youtube.com/watch?v=HsWwW_YFce8

API update

The development team have been hard at work implementing the Public Beta specification published on 30th September. As per the release notes and [API specification docs](#), a number of important changes to our API interfaces have been introduced in releases v1.6, v1.7 and v1.8. These changes have allowed the team to deliver a number of new features and enhancements, such as:

- Introduction of a new type of permit assessment available to Highway Authorities known as a 'permit modification request', which allows users to request changes to a permit application without first having to reject it.
- An increase to the range of inspection types and outcomes a user can record.
- The ability to schedule an inspection directly from a work record, without having to carry out an initial inspection.
- The ability to cancel a scheduled inspection, giving Highway Authorities more control of their planned inspections.
- The 'forward plans' functionality has also been completed, with searching and filtering now supported in the Reporting API.
- Finally, we have iterated our Reporting API pagination approach in order to optimise performance for larger datasets.

All of the above will be available via the Street Manager APIs by 1st November. This functionality will also be available through the Street Manager API on the Sandbox environment by 1st November.

Keeping in touch

We're pleased so many of you have signed up to our Slack channel. We now have 891 members. For those that haven't yet, please consider joining as this where we answer questions, give updates and ask for your input. The Slack channel is also a valuable way for users to share knowledge.

Slack is available as an app, and it's free. Please note, when signing up use your organisation in your display name as it helps identify you. We welcome questions, and encourage discussion. Within the Slack channel there is also a document store that gives you access to previous newsletters and slide decks.

To sign up visit:

https://join.slack.com/t/dftstreetmanager/shared_invite/enQtNDE1MzYyODg1OTIzLTl2NTQzMDBiYjlxZDhiNjIjODY1YzIIM2ExNTBIZDBiYjY4MzY3NDViNWZhYzY3YjU2YzcyY2VkNDM3YmNmMjE

You can also find information on our github website, including business change support and API documentation. You can find this here <https://departmentfortransport.github.io/street-manager-docs/>

Contact us

Thank you to those who have been in touch this month. A reminder that if you wish to sign up to Street Manager or have any queries, please email: streetmanager@dft.gov.uk

or contact us on the #askthedft Slack channel.



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