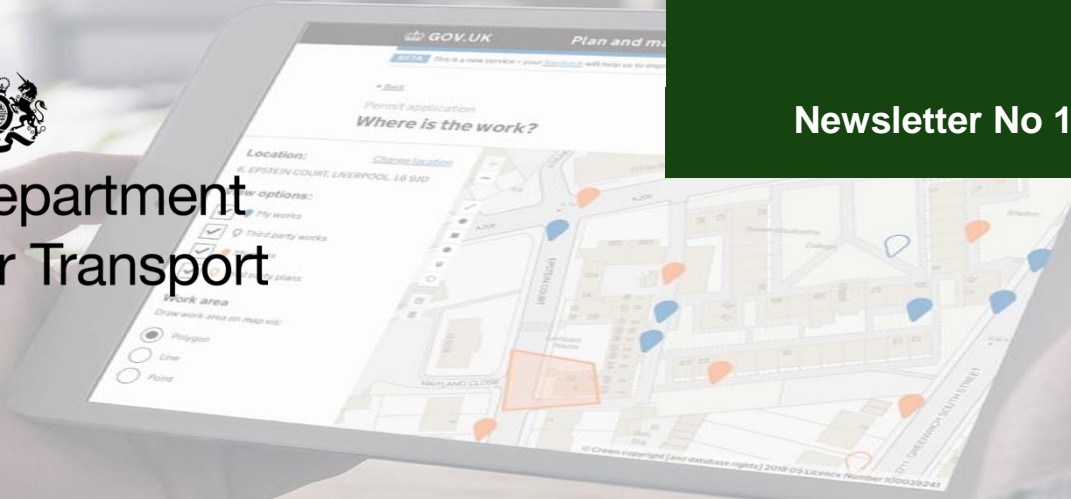




Department for Transport



Street Manager is a new 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.

Two weeks pass quickly in Street Manager Towers. We've really focused on onboarding people and resolving any queries people have around that. A lot of expired passwords are out there guys. So, to help with that, we've introduced a **30 day password expiry**. We want to underline the importance of getting into both production and sandbox now so that you are ready for your launch date. Avoiding a big backlog of support tickets will be good for everyone.

Do check out the attached document on contractors that accompanies this newsletter. We look forward to releasing this functionality well before launch. The key point is that, if you add a contractor to work for you directly, you are preventing them from associating that email with any other organisation now or in the future so it should generally be preferable to add them via adding that contractor as a whole and then choosing them from the list of available contractor account holders. The level of access you can grant them will be unchanged, individual workstreams, write or read only rights.

We've finished the 2nd round of webinars and the Business Change Team have been busy producing new content in response to what people are getting in touch with us about. We have 4 new videos, so do have a look at our YouTube channel. Just today, we've pushed both a HA and a Promoter towards our video on API log-ins and got positive feedback. But probably the most significant thing we've done is to lay the regulations (more details below). If your organisation needed any prompting, this should provide the impetus they need. In the words of one utility we spoke with today "it's all happening now".

WHAT'S THE LATEST IN STREET MANAGER?

Inspection Sampling

A topic that is starting to be raised more frequently is how inspection sampling will work in Street Manager. This has been discussed at various roadshows and events before, but we wanted to get something in the newsletter.

As you probably know, Street Manager is not taking in any bulk historic data. As such, you will need to have access to your historic data in some form or another. This could live anywhere and will vary from authority to authority. Firstly,

you will need to calculate in your EToN system, your 2020/21 sample figures based on the last 3 years in the usual way. Then, if you are using the API to carry out your inspections and have new jobs being mirrored from Street Manager in that same system, you might not notice any change. That system can carry on selecting samples for you. There is a need to send some additional information to Street Manager, because we don't have any of the details of these historic jobs, but it's likely your system will handle that for you.

If you are using the UI, however, you will need, by one method or another depending on where your data is stored, to randomly select the inspections to sample and then record them in Street Manager. When doing this, we ask you to put a pin on the map to capture the USRN and record some simple information, the works reference and the location text to allow the promoter to find the job at their end. One of the top priorities in Street Manager Towers after April 1st is to build a version 1 of Inspection Sampling so people can begin to get A and B inspections out of Street Manager itself. There will be a changeover of cat B inspections in the first few months with more and more able to be performed from Street Manager data. Depending on how you like to do your Cat Bs (soon after the job has finished, shortly before the six months ends), you may need to be flexible over the first few months of Street Manager going fully live while the amount of data increases.

So, to be clear, you can log Cat A inspections as of today in Street Manager and, in just a couple of weeks, we will release the functionality around adding inspections on works that pre-date Street Manager. We will continue to work with the Inspections Working Group on these matters.

Release and Outage Information

The Street Manager service will be subject to Service Level Agreements (SLAs) from 1st April and onwards. These cover items such as target response time and target fix time and we will confirm that they are when our ongoing service operation procurement has been completed around late February.

In the meantime, we thought it would be useful to try and provide more clarity over expected future release windows and downtimes. We currently have a 3 hour duration window for Production releases and this is expected to continue. But it is important to note that this does not mean that users will experience 3 hours of downtime at each release. The amount of downtime expected during releases varies by what is being released / changed in Street Manager. Required downtime is reviewed on a per release basis.

To help put this in perspective, in the last 3 months, we have had service availability in the Production environment of 99.95% which only equates to 20 min of downtime between 1st November 2019 and 31st January 2020.

If the release does require downtime, this will be advertised in advance and a service unavailable page will be shown while the work is happening. During a non-impacting release, users would be advised to be vigilant when using the system during the release window as work could be interrupted resulting in the user having to restart the task.

REGULATIONS

You will have seen that the Government laid the Street and Road Works (Amendments Relating to Electronic Communications) (England) Regulations 2020 on 6th February. They come into force on 1st April 2020.

We also published the Government's response to the consultation we carried out on the Regulations in 2019, as well as the Impact Assessment, <https://www.gov.uk/government/consultations/street-manager-and-street-works-permit-scheme-changes>

The main change to legislation that is being made is to support the delivery and implementation of Street Manager. In particular, the Regulations:

- Set the date for when the requirement to use Street Manager comes into force. In practice, this will mean that local authorities and utility companies need to complete their transition to Street Manager by and the existing EToN Technical Specification will be withdrawn in England at 00.00 on 1st April 2020. Transitional arrangements have been put in place during April to help manage any in-flight works.
- Permit the DfT to recover the ongoing costs of maintaining Street Manager and for continuous improvement to the service from local authorities and utility companies from 1 April 2020.
- Remove the current barrier in legislation to the real-time submission of works start and stop notices, by requiring works start/stop notices to be sent within 2 hours during the working day.
- Amend the definition of major works.
- Remove the requirement for fixed penalty notices to be in PDF format and/or sent by post and, instead, requiring them to be issued via Street Manager.
- Amend the timeframes associated with road restrictions that can be put in place under Section 58 of the New Roads and Street Works Act 1991. These will be reduced to 3 years (from 5) years in relation to substantial road works involving reconstruction and 2 years (from 3) in relation to substantial road works involving resurfacing or an alteration in the level of the highway.

We will issue more information and advice on the regulations in the coming weeks

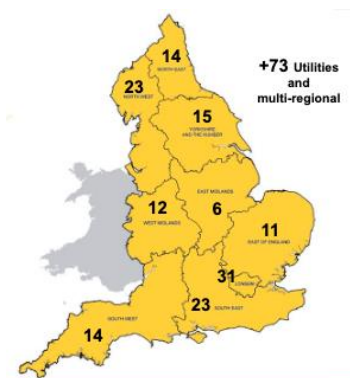
Highways England

Highways England has written to HAUC England about their plans for integrating with Street Manager from 1 April 2020. From the point of 'go-live', we are jointly pleased to announce that Highways England we will be directly using Street Manager. This will mean that statutory undertakers can send notifications to Highways England via Street Manager, and local highway authorities will receive permit applications from Highways England for works on the local road network via Street Manager.

GOVERNANCE

Thanks to those people who have applied for the new roles in the new Steering Group that is being set up for governance of Street Manager. We are in the process of contacting people and finalising arrangements. More information will be available soon.

WHO IS IN STREET MANAGER TODAY



Since the last newsletter, we have on-boarded more organisations, bringing the total number in Sandbox up to 216.

We also have two organisations using UI Production for S.58.

Have a look at your region on the map and the whole list here: [Link](#)

BUSINESS CHANGE AND TRANSITION

There are several updates from the Business Change team this week.

The Transition rules have been updated by the SME team in response to user feedback after the transition rules webinar which we ran last month. You can find the new version [here](#). The updates are minor, encompassing a new scenario around 'Works in progress where an extension has been requested extending permit beyond 30th April' and clarity around 'Identification of Resubmissions'. Nothing else has changed.

The second round of webinars concluded last week. We were thrilled to have over 400 attendees. Thanks to everyone who found time to dial in. If you missed any of the topics then you can find recordings and FAQ documents by clicking the links below:

- Latest updates [recording](#) and [FAQs](#)
- API [recording](#) and [FAQs](#)
- End-to-end demo [recording](#) and [FAQs](#)
- Transition rules [recording](#) and [FAQs](#)

We've collated new case studies from the Royal Borough of Kensington and Chelsea, Thames Water and Hertfordshire County Council on how they plan to transition. You can find all case studies by following [this link](#). The new ones are attached.

Finally, we have filmed new transition guidance videos on [contractor functionality](#) and on [how to obtain API credentials](#). These are two commonly asked questions, so do share them amongst your organisation if you or anyone you work with has struggled with either of these activities.

COUNTDOWN TO GO-LIVE

With only **7 weeks to go** before end of March, we want to encourage everyone to:

1. Ensure they have requested **access** to Sandbox and Production by **28 February**
2. Ensure they have returned all on-boarding forms and signed **T&Cs** by **28 February**
3. Complete testing of API connectivity against both Sandbox and Production environments by **6th March**
 1. Ensure they have set up their admin and other **user profiles (separately)** in both Sandbox and Production by **10 March**
 2. Ensure their **contractors** have access to Street Manager by **31 March**

TROUBLESHOOTING

There has been an influx of tickets on the service portal over the past few weeks and have identified three recurring topics: onboarding Contractors, API credentials and dual roles. We have created guidance materials which are available on Github & The Business Change App to resolve any issues you may have for these three topics.

1. **"How do Contractors get access to Street Manager?"**
[Click here](#) to find the Contractor onboarding process.
2. **"Where can I find API credentials?"**
[Click here](#) to understand how to get your API credentials.

3. *“How can I get dual roles/admin access?”*

[Click here](#) to find out how to request dual roles or admin access.

Please make sure you read these documents before raising a ticket on the service portal, available here: <https://streetmanager.atlassian.net/servicedesk/customer/portals>

If you have any further questions contact us on streetmanager@dft.gov.uk, Slack or the Business Change App.

Contact us

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

You can also contact us on the #askthedft Slack channel or register for the Street Manager Business Change app. [here](#)



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