

# SCOTTISH ROAD WORKS COMMISSIONER

## Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 15<sup>th</sup>  
February 2024 on MS TEAMS

**Present:** -

<b>David Armitage (Chair)</b>	<b>Aberdeenshire Council</b>	<b>D.J.A.</b>
<b>Caroline Auld</b>	<b>Network Rail</b>	<b>C.A.</b>
<b>Mike Bartlett</b>	<b>Symology</b>	<b>M.B.</b>
<b>David Carter</b>	<b>South Lanarkshire Council</b>	<b>D.C.</b>
<b>Jim Forbes</b>	<b>CityFibre</b>	<b>J.F.</b>
<b>Roger Garbett</b>	<b>Improvement Service</b>	<b>R.G.</b>
<b>Julie Greig</b>	<b>SGN</b>	<b>J.G.</b>
<b>Darren Grant</b>	<b>SSEN</b>	<b>D.G.</b>
<b>Darren Grindell</b>	<b>Symology</b>	<b>D.Gri.</b>
<b>Kevin Hamilton</b>	<b>Scottish Road Works Commissioner</b>	<b>K.H.</b>
<b>Ian Jones</b>	<b>Fife Council</b>	<b>I.J.</b>
<b>Fiona McInnes</b>	<b>Scottish Water</b>	<b>F.McI.</b>
<b>Iain Ross</b>	<b>Office of the SRWC</b>	<b>I.R.</b>

**In Attendance:** -

<b>George Borthwick</b>	<b>Secretary – RAUC(S)</b>	<b>G.B.</b>
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**Apologies:** -

<b>Owen Harte</b>	<b>Virgin Media</b>	<b>O.H.</b>
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**1. Introduction and Apologies for absence**

David Armitage welcomed all to the meeting.

The Representatives heard a short message of condolence from David relating to the sudden death of Andy Matheson. The thoughts of the Community are with Andy's family following his sudden death which will be a huge loss to them and the RAUC(S) Community. Andy had been involved in the Community for several years during which he provided input in many ways which was appreciated by all.

Apologies were recorded as above.

**2. Minutes of the last Meeting**

a. Accuracy

The minutes of the last meeting of the SRWR Steering Group held on MS TEAMS on Thursday 16<sup>th</sup> November 2023 were agreed as read.

b. Matters Arising

All recorded on the Tracking Summary with the following additional comment and discussion: -

17<sup>th</sup> August 2023 – Item No. 2b / 6 - SAT Report - Quality Reports for Local RAUC meetings

The content of the reports had been agreed but a meeting was needed to discuss the final arrangements for the management of the reports.

While Some LRAUC meetings are arranged for one R.A. only there are other meetings which cover a number of R.As. There needed to be a facility to collate the data for the individual R.As into one report. A meeting will be arranged to discuss this matter, **Action – I.R. / Symology / F.McI. / J.G.**

bi. Multi-Factor Authentication Discussion

The previously circulated paper was taken as read with the following discussion: -

I.R. had spoken to Symology about MFA options / approaches that could be developed for the SRWR.

The first option would use OAUTH2.0 authentication via an authenticator app. This would allow the user to use the Authenticator app of their choice, as long as it is OAUTH2.0. e.g. Microsoft App and the Google App, but there are others around like LastPass, Authy etc.

MFA could be turned off / on across the whole system, for specific Organisations or for specific users. MFA could be turned off for specific users if they were having problems accessing the register. At some point the SRWC may want MFA turned on for all Organisations.

The second option is to allow Azure AD integration which can be used in conjunction with Option 1. If say an Organisation used Azure AD integration they could be set to use that instead, on the basis that Azure AD is just as secure. It would then avoid those Organisations with an existing Azure AD set up having a second authentication method for the SRWR separate from their existing corporate integration.

The Commissioner was concerned about the second option as it assumed that user Organisations maintained a high standard of cyber security.

Scottish Water and SGN would not be able to use Option 1. Several Organisations could be recorded on a Trusted listing. Scottish Water use a single sign on. J.G. was still concerned that Contractors working for say two Organisations could still gain access to both. The Support Desk could be asked to close a user's account access because of inappropriate use of the system. See Item No. 9 for discussion on Multi User Access.

M.F.A. is required to provide a further layer of security of access to the Register.

At present other options e.g. email / SMS authentication are not being looked at as they are generally considered less secure – to the extent that Microsoft don't support them as they can be difficult to remove if over time they proved to be too insecure to use.

It may be worth thinking about fallback options i.e. what happens if a user loses their MFA device e.g. leaves their phone at home. We can turn MFA off temporarily, but of course there are security issues with doing this and we would have to consider protocols about how this is requested.

J.F. suggested that a telephone number could be registered to allow access but the Microsoft Authenticator APP would be the second option.

The Commissioner commented that the Microsoft App would require a Username and the Password would allow access if outed. If the Organisation access was used it would require to monitor and accept that the person is who is using it is the one who has the access right.

### 3. Management and Operation of the SRWR

#### a. Quarterly Management Report

The previously circulated Bulletin was taken as read with the following comments: -

#### **Prescribed Fees and Amounts**

The Prescribed Fees and Amounts matrix for 2024/25 invoices is being prepared. Estimates will be issued on 1 March 2024 and invoices will be issued on 4 April 2024.

#### **SRWR Procurement**

As previously reported; the current contract for the provision of the SRWR has been extended to end on 31 March 2025.

Following a recent procurement gateway review, the decision was made to delay the issue of the Invitation to Tender until January / February 2024. This will not impact the delivery of the new service on 1 April 2025.

#### **Extension of Works without Agreement**

A member of the public recently reported overrunning works to the Commissioner. An investigation established that the works overran and the S.U. had not updated the notice when the roads authority had declined to issue an extension. Where an extension cannot be agreed, S.U.s should extend their works without agreement. It is important that the notice on the register matches what is happening on the ground. This will ensure visibility to users on both the SRWR and [Scottish Road Works Online](#).

S.U.s should only extend without agreement as a last resort and must not overuse this function. The Commissioner expects the guidance in the Code of Practice for the Co-ordination of Works in Roads to be followed.

R.As are reminded that they can issue a NRSWA Section 125 Notice in circumstances where works are taking longer than is reasonably necessary.

#### **T(S)A Changes**

Transport (Scotland) Act changes to the SRWR for Unidentified Buried Objects (UBOs) and Compliance Notices which are expected to roll out on 4 April 2024.

New functionality was demonstrated to the SAT on 8 February 2024. They gave positive response to what was shown. Areas of Interest need to be set up for receiving UBOs. Symology and the Commissioner will set a default position, describing what each Organisation will receive, and indicate what is required if an Organisation wishes to use something different from this default.

It's worth noting that the legislative requirement for all S.U.s to have submitted a data set to Vault comes into force on 1 April 2024. The last Vault submission date to meet this deadline was 15 February 2024.

### **Vault**

The Vault FAQ has been updated to reflect the change to showing assets by type rather than owner. There is also updated guidance on how higher risk assets can be highlighted to users of Vault.

BT is now submitting data to Vault using an "on demand" model. This data is taken live from BT servers.

The option to provide data using an "on demand" model like BT's is available to other Organisations should they be interested.

### **SRWR Training**

The use of the SRWR e-learning packages (those in the Aurora Academy) has declined. This may be due to all operators having been trained and we now have a more stable user base, but the Commissioner reminds all Organisations that they need to be able to prove the competency of their staff. The easiest way to achieve this is to make use of the e-learning packages.

### **Late Inspection R32 SRWR Report**

Since the introduction of the Report R32 – Inspections Recorded Late, there has been a big improvement by all R.As recording inspections on time.

### **SRWR Gazetteer**

Every R.A. required to provide a gazetteer for the 24 November 2023 deadline made a submission. The Commissioner thanks all R.As for their efforts to achieve this.

### **RAUC(S) Community Diary**

The RAUC(S) Community Diary has been moved from a Google calendar to a Microsoft calendar. Anyone linking the calendar in their Outlook (or similar) systems will need to subscribe to the new link provided. More detail can be found on the Commissioners website at: -

[Online Community Diary | Scottish Road Works Commissioner](#)

### **Systems Assurance Team**

SAT met on 23 November 2023. Caroline Auld has taken over the Chair of the group.

### **New Organisations on SRWR**

Eclipse Power Networks Ltd has been given access to the SRWR.

Broadway Partners Limited has entered into administration and its assets were bought by Voneus Limited, which has taken responsibility for both the assets and reinstatements.

### **ai. SRWR Service Report**

The Group noted the previously circulated version of the Report. Comment on the various sub reports was summarised as follows: -

Availability of Service – There was a short 5 minute outage and the system was down during the weekend 1<sup>st</sup> to 3<sup>rd</sup> December 23 to allow the update of the GIS mapping environment. There were no other outages.

Number and Status of Raised Requests – The number of calls being logged and dealt have risen slightly.

Dial Before You Dig Service – There has been a slight rise in the number of users.

Number of SRWR Users – Numbers of Web App Users has seen little change.

Number of Mobile App Users – The App usage remains at a steady level.

Detailed Open Requests Raised – Scottish Water had a new enquiry which was being discussed and it appears it will be progressed.

New User Training Statistics – The numbers using the facility have risen slightly.

#### b. Quarterly Operational Report

The previously circulated Report was taken as read with the following comment: -

#### **SRWR Hosted Service**

On 14 November 2023, there was a 5-minute outage relating to a reported spike in failed requests, with no actual error reports. Restarting the web pods restored the service.

Between Friday 1st December 18:00 and Sunday 3rd December 18:00 2023, there was a planned outage to upgrade the ESRI mapping environment to a more up to date version. This was a major change to the service to improve the long-term stability of the platform which was successful with no significant issues. As a result of the upgrade, there have been no further incidents with the GIS server.

During any incidents, the SRWR community will be kept informed with regular posts to our service status page (<https://trust.symology.net>).

#### **SRWR Software**

Since the last meeting in November 2023, several upgrades have provided minor feature enhancements and stability improvements. Notification of each release is sent to all users of the register and the detail of each release is made available on the News page within the Community Portal: <https://aurora-portal.symology.net/category/release-notice/>

Some highlights across these releases are as follows: -

- A new “Failure Reasons” column can be added to the Inspections and Inspection Awaiting Assessment enquiry.
- Auditing has been added to the Operational Districts contact’s section.
- Date fields now support @QStart and @QEnd relative date parameters for use in Saved Views.
- A “Charge Text” column has been added to all Charge enquiries.
- Conflicts are now snapshot into the conflicts grid on the activity details screen. This means that you can see the state of the conflicting works when the conflict was detected.
- Performance improvements have been applied to the conflict checking process.
- Browser-native spell-checking facilities have been added to all multi-line entry fields such as description fields.
- Entity reports output from the Product Report function now have more meaningful names, including the report's name and the Works Reference.
- A new selectable column “Has S/A, T/A or U/A?” has been added which is set if one of these inspections has been performed on the works. When combined with

grid highlighting this can allow the user to identify works eligible for category A inspections.

- A new “Defect completion inspections”, which is a count of D/3 inspections done, has been added as a column to most enquiries.
- A new “Original Inspection Result” has been added as a column to most enquiries.

The next major planned changes to the SRWR are the Commissioner Compliance Notices and Unidentified Buried Objects features. These are due to be delivered in April 2024.

### **Roadworks Scotland Website**

There have been no changes to the roadworksscotland.org website since the last meeting.

### **SRWR Mobile Apps**

It is important that all mobile Vault users upgrade to the new version as this is a pre-requisite for the next stage of the Vault symbology project. Usage records show that almost all users have upgraded. A news article and notification have been sent requesting all users to upgrade by the end of February in readiness for the next stage of Vault.  
<https://aurora-portal.symology.net/category/srwr-news/vault/>

### **Vault Submissions**

It is planned to complete the next stage of the Vault symbology project as part of the February submission process. A news article and notification have been sent to all users detailing the changes.  
<https://aurora-portal.symology.net/category/srwr-news/vault/>

### **Gazetteer Submissions**

In December 2023, (for the first time) SDTF4 format gazetteers were loaded for all 42 submitting Organisations, including all Roads Authorities, Transport Scotland and Network Rail.

### **SRWR E-Learning**

The uptake of the e-learning courses has monthly peaks and troughs but generally, there have been an average of around 100 new course registrations each month since March 2021. In the quarter of August to October, this dipped to an average of 60, but in the most recent quarter, November to January, this has increased to around 90.

### **SRWR Webinars**

There have been no webinars since the last meeting. It is anticipated that a webinar to cover Commissioner Compliance Notices and Unidentified Buried Objects will be delivered. Further suggestions for Community led topics will be welcomed.

### **SRWR Organisation Administrators**

About 22 Organisations already have a user set up with an Organisation Administrator to perform the following administrative functions within their Organisation:-

- View all users for the Organisation (both enabled and not enabled).
- View currently logged in users.
- View which users have logged in and when.
- View what roles their users have.

- View what users have been granted and revoked access and when.
- View training records for their users.
- Create new users by replicating another user.
- Grant/Revoke licences for existing users.
- Send notifications to their users.

Note that as these functions are administrative only and intended for occasional use they have quite limited features and may not be as polished as the main register. However, they should be fit for purpose, and any issues should still be reported to the Service Desk.

E-learning for these facilities is available here: -

<https://aurora-academy.symology.net/courses-2/srwr/Organisation-administrator/>

Over the coming months, the Service Desk will be looking to expand the use of the Organisation Administrator role, with ideally at least one user (preferably more than one) in each Organisation having that role. This will enable Organisations to be more self-sufficient in their administration of the register, eliminating the need to contact the Service Desk for these day-to-day activities.

In addition, we are reviewing the process by which unused accounts get locked after a period of time to ensure that this process remains fully secure, but we can make the process of handling genuine account unlock requests quicker.

Once the changes above are implemented and embedded in with users, the Service Desk will look to direct organisation administrators to these self-service features.

Any changes to processes will be agreed in advance with the Scottish Road Works Commissioner and publicised through the usual methods.

Regardless of these changes the Service Desk will always still be available to take calls and either resolve the issue or direct the user to the solution.

### **SAT Meeting**

The most recent SAT meeting was on 8<sup>th</sup> February 2024. This included a demonstration of the new Commissioner Compliance Notices and Unidentified Buried Objects features.

#### c. Training Updates

See above reports.

##### ci. Access to Training Records

This was a problem with meeting GDPR requirements which has now been dealt with so the records can now be made available to Managers.

## **4. VAULT**

### a. Future Development

There is ongoing discussions at the P.D.G. relating to the regulation which is due to come into effect.

The P.D.G. is of the view that the appearance of VAULT e.g. symbology should remain the responsibility of the Community.

b. Vault Scorecard

The previously circulated report was taken as read with the following comment: -

- Performance was generally satisfactory.
- There are several new S.U.s which need to catch up and post their data.

**5. Gazetteer Group**

a. Gazetteer Update Submission Report

The previously circulated Report was taken as read with the following comments: -

- The quality of the Gazetteer has now improved with all R.As submitting successful uploads at the last period. The Commissioner was appreciative of the work of the Organisations to have their Gazetteers up to date and loading.

b. Gazetteer Group Highlight Report

R.G. reported to the meeting as follows: -

- There was a good end of year event.
- One to one meetings are being held with the Trunk Road Operators.
- The Regional Gazetteer meetings will be held in March.
- A meeting will be arranged with Network Rail.
- The training is ongoing and can be arranged via R.G.
- Reinstatement Types, Road Categories, Bridges, Protected Roads, Traffic Sensitivity etc records are being checked and revised as necessary. Good progress being achieved in some cases and overall the quality of the data is continuing to improve.

D.J.A. thanked Roger for his work in assisting and driving the improvement of the Gazetteer. It appeared the visualisations were assisting managers to deal with potential errors.

**6. SRWR System Assurance Team**

a. SAT Report

The SAT met in November and again in February (see comments in Reports above).

b. Change Requests

There were 5 new Change Requests reviewed at the last meeting. There were none referred to this meeting.

V.P had indicated to D.C. that there were no issues requiring SRWR Steering Group input.

Change Request No. 838 (Recording Inspectors Details on Notices) – This C.R. had been passed to Symology to consider but with a low priority on it. Symology were asked to indicate when this C.R. was likely to be progressed in order that any request for raising the priority could be considered. If they have any queries about the C.R. they should be referred to J.G. and F.McI. for clarification on what they wanted. **Action - Symology**

**7. Scottish Road Works Commissioners Report**



From 1<sup>st</sup> April 24 the mandatory action on Vault requires all to submit details of the plant they are constructing or working on. This does not affect the ongoing requirement to maintain and submit the plant data already provided on the regular updates.

This will be a soft introduction requiring initially as much data as possible to be provided but there will be a quality element introduced once the standard is decided.

The VAIULT FAQ Schedule has been updated and can be referred to in the first instance to get guidance.

In advance of the legislation (effective from 1<sup>st</sup> April) the SRWC has published his Authorised Officer Code of Practice, which was a Ministerial requirement as part of the Transport Bill. The oSRWC is responsible for this document.

The Inspection information and observations will be added to the Notice on the Register but where action is required the information will be issued to the Mian Contact via an email. This information will only be available to the relevant Organisation and not to the public.

A Webinar is to be held to provide guidance on the introduction of Compliance. This will indicate to all Organisations what they need to do when they receive Notifications.

R.As will be receiving guidance on their requirements in relation to the Inspections, especially signing, guarding and lighting, on their own works sites.

## **8. RAUC(s) Remit**

No issues remitted from RAUC(S).

## **9. SRWR System**

### **a. SRWR Policy on Multi-Organisation Users**

The previously circulated draft Policy was taken as read with the following discussion: -

The Commissioner indicated that he was concerned that the existing arrangement for Contractors working for different S.U.s with access to all their Registers was not acceptable and the policy was drafted to start the dialogue with the Community and Symology to resolve the matter.

If the proposal was not acceptable the S.U.s would need to agree an alternative using say, an email alias which would need the services of the relevant IT department.

It must be clear who is signing in and to check if they are carrying out work of relevance to their Company and the S.U. they are signed in to.

If the single sign-in is not acceptable the use of multi factor authentication would be necessary.

All should consider the content of the draft policy and send comments to the Commissioner. **Action – All**

J.F. realised that action was needed. In his view there would be fewer CityFibre Contactors available and shared arrangement would become more prevalent.

I.R. suggested providing a list of Contractors on the Register for the use of the S.U.s. M.B. indicated that he would give some thought to how that could be done. **Action – I.R. / Symology**

The Terms of Reference can have Information on the user and who they are acting for in accessing the Register.

There were concerns about a Contractor's access being stopped without the information reaching Symology having knowledge of the change. In Symology's view the changes should only be made via the support desk. J.G. indicated that SGN would require full control of any closures.

The Commissioner was concerned that a Contractor with dual access without the correct securities in place could make changes to the wrong S.U. records with or without realising the error. User competence and integrity was absolutely essential and the arrangements for monitoring and control were needed to deal with that.

The Commissioner suggested that the draft Policy be adopted as an interim solution on the understanding that changes could be discussed and agreed if appropriate.

Other comments were made as follows: -

- There is concern about who is already in this category.
- Any Contractor acting on behalf of two or more S.U.s (Multi Users) must have agreement and approval of all S.U.s involved.
- There needs to be a process for a Contractor moving into the Multiuser category.
- An S.U. must be aware of a Contractor operating in this category and have agreements made.
- Contractors would need to be checked and the S.U.s would need to agree if they could continue as a multi user or not with their contract revised accordingly.
- A draft Contractors List for the Register will be considered. **Action – I.R. / D.Gri.**

## **10. A.O.C.B.**

### **a. Ian Jones**

Ian informed the Committee that he is retiring in May so this would be his last meeting. The Committee thanked him for his input to the Group during his time as a Member.

He indicated that he could provide a replacement Representative from Fife but this would need to be agreed with the EAREA. He would raise that with the EAREA Chair.

### **b. David Armitage**

David informed the Committee that he is considering retiring in July so a new Member will be required to take over as Chair. He will discuss this matter with Fiona as it should be a S.U. Representative who takes over if the Chair rotation is followed.

## **11. Dates of Future Meetings**

David thanked all for attending.

**The next meeting will be held on: - Thursday 16<sup>th</sup> May 2024**

**Venue to be MS TEAMS**

**Future Meeting Dates: - Thursday 15<sup>th</sup> August 2024  
Thursday 14<sup>th</sup> November 2024**

The meeting closed at 13.10