

SCOTTISH ROAD WORKS COMMISSIONER

Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 16th
February 2023 on MS TEAMS

Present: -

David Armitage (Chair)	Aberdeenshire Council	D.J.A.
Mike Bartlett	Symology	M.B.
Roger Garbett	Improvement Service	R.G.
Julie Greig	SGN	J.G.
Darren Grindell	Symology	D.Gri.
Ian Jones	Fife Council	I.J.
Fiona McInnes	Scottish Water	F.McI.
Valerie Park	South Lanarkshire Council	V.P.
Iain Ross	Office of the SRWC	I.R.

In Attendance: -

George Borthwick	Secretary – RAUC(S)	G.B.
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Apologies: -

Kevin Hamilton	Scottish Road Works Commissioner	K.H.
Jim Forbes	CityFibre	J.F.
Darren Grant	SSE	D.G.
Jason Halliday	Office of the SRWC	J.H.
Owen Harte	Virgin Media	O.H.
Andrew Matheson	Virgin Media	A.B.
Clare O'Brien	Argyll and Bute Council	C.O'B.
Brian Wilson	Scottish Borders Council	B.W.

1. Introduction and Apologies for absence

David Armitage welcomed all to the meeting.

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 17th November 2022 were agreed as read with a minor typing error on page 3.

ai. SRWR Service Report

Calls to the service desk have levelled off over the rear. Should read: -

Calls to the service desk have levelled off over the year.

b. Matters Arising

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

16th February 2023

Item No. 10a – Change Request No. 830

A revision was made to the C.R. so that relevant contacts for FPNs and Directions will be recorded. A separate C.R. has been created to deal with Inspectors details. I.R. will report back to this Group when required. **Action – Closed**

17th November 2022

4a. Vault - Future Development – Symbology

This development will be progressed in line with the NUAR proposal. There will be a need to update the BT Layers to complete them with the revised symbology.

The provision of data to VAULT may become mandatory in some 18 months.

8a. RAUC(S) Remits - The of works on Roads and Footpaths which are Prospectively Adoptable

A.M. raised this matter at the Coordination Working Group to get this matter progressed.

R.G. will remind Custodians that they needed to record prospectively adoptable roads on the Gazetteer.

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 2023/24 Matrix is being prepared. If you require an estimate, please contact the office (enquiries@roadworks.scot). An estimate will be issued to each Organisation on 1 March 2023, but please note the invoice amounts can change right up to issue on 1 April 2023.

Start/Stop Notices within 2 hours

On 1st April 2023 the legislation is changing to require a Start/Stop notice within 2 hours of works starting/completing.

Functionality has been added to the SRWR to allow the recording of the time when creating Actual Start, Works Clear and Works Closed notices. The same functionality is in acceptance testing for the SRWR Works Promoter App, which is expected to be rolled out at the end of February.

While there is no requirement to record these notices within 2 hours prior to the 1 April, the Commissioner strongly recommends you start doing so now, as part of the “soft

launch”, to give your organisation time to resolve any procedural issues this change may cause prior to it being a legal requirement.

The Commissioner reminds all organisations that the SRWR Works Promoter App is the recommended method to record these notices. Uptake of the app remains low, with less than 1% of applicable notices updated using this option.

The Commissioner will be closely monitoring compliance with this Legislation after it comes into force on 1 April 2023.

The Code of Practice for the Co-ordination of Road Works Working Group is drafting an advice note to supplement the current code of to describe the timing of these notices in more detail.

Gazetteer ASD Geometry

The Commissioner carried out a review of the Gazetteer Associated Data (ASD) records following the November Gazetteer submission deadline to determine what action was needed before starting acceptance of SDTF 4.

The Commissioner was pleased with the progress made, and he thanked the gazetteer custodians for their work to date. There was still much work to be done to ensure the street gazetteers are compliant with the conventions. When viewing a Council area virtually on the map, it was easy to identify data which had not been plotted correctly.

On 9 January 2023 the Commissioner sent out lists of records to relevant Authorities that potentially did not comply with the conventions. The Commissioner previously set a deadline of 24 February 2023 for any issues to be resolved. Please be aware any gazetteers provided on that date (or in subsequent submissions) which do not comply with the conventions will be rejected. Authorities were first informed there was an issue with compliance in December 2021 and were reminded in October 2022.

Providing a street gazetteer is a statutory duty for Road Works Authorities under NRSWA and repeated failure to supply compliant data could lead to a Commissioner penalty.

The Improvement Service have not yet included validation for these issues in their OSG portal but are expected to do so shortly.

Anyone who wants to check their data should contact the Improvement Service (gazhelp@improvementservice.org.uk).

Dial before you Dig Service

There has been a steady decline in the use of the Dial before you Dig service. The Commissioner asked R.As to pass on details of the service to third parties when granting permission to dig up the road. All Organisations are reminded of the requirement to respond to these requests, as laid out in RAUC(S) Advice Note 1.

Further information on the service can be found at <http://dialbeforeyoudig.scot>

Cancelling Inspections

The Commissioner was aware that some R.As are not updating inspection results where agreement was reached that no defect exists. All R.As where they record a defect, and decide at a later date not to pursue it must cancel it in the Register.

This is a simple process (cancel being one of the actions for inspections), but if you need assistance, please contact the Symology Support Desk. Please ensure this information is passed on to your inspectors.

J.G. indicated that there were some 100 defects raised against SGN which had not been cancelled despite the reminders sent to the relevant R.As. J.G. was asked for information on failures to cancel Notices to be passed to the o.S.R.W.C. J.G. said that she had asked for an invitation to LRAUC meetings so that she could speak with the affected R.As.

A Webinar for the Inspectors would be a valuable aid and one which could include the cancellation feature.

New Organisations on SRWR

Virgin Media Networks Limited, a telecoms company, have been given access to the SRWR. This organisation should not be confused with the Virgin Media Group, who have had access to the SRWR for quite some time.

ai. SRWR Service Report

The Group noted the version of the Report which was previously circulated. Comment on the various sub reports was summarised as follows: -
Availability of Service – Agenda Item under the Quarterly Operational Report.

Number and Status of Raised Requests – After a quieter period between April 22 and December 22 the number of calls had risen again.

Number and Status of Outstanding Requests – Most issues have been closed.

Dial Before You Dig Service – After a fall in numbers using the service between October 22 and December 22 the requests had started to rise again.

Number of SRWR Users – Numbers are level.

Number of Mobile App Users – Little change in the number using the Apps.

Vault Information Users - Little change in the number using VAULT.

Open Small Projects Outside of the Support Requests – Work ongoing on the BT VAULT service provision. Ongoing discussion and development of APIs for some Organisations.

Detailed Open Requests raised in the Month – Two Items on the system.

New User Training Statistics – The numbers using the facility are fairly level with new users (initial training) and existing users (checking system issues).

b. Quarterly Operational Report

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

The Hosted Service

There have been two disruptions since the last meeting.

On 2nd December 2022 there were reports of intermittent issues with the register. Our Technical Services Team identified that there were database connection issues and that the safest method to restore operation would be to run scripts to reset these connections. This required the register to be offline as there would be no database connectivity. The scripts ran and were successfully completed in 38 minutes, and access was restored. The analysis of the problem identified that some preparatory maintenance work on the DR solution had an unexpected effect on the live environment. The impact of this has been added to our internal knowledge base.

On 26th January 2023 there were reports of mapping issues similar to previous incidents, and Symology performed a well-known procedure to stop/restart the GIS server, requiring the register to be offline for 19 minutes. The issue is an ongoing one where the GIS server occasionally stops responding to requests. There are two strands of work to address this issue. Firstly, we are changing the SRWR so that it can temporarily disable the mapping for SRWR users to enable the GIS Box to restart without the need to restart the register application, resulting in a faster more reliable resolution. Secondly, a mapping server upgrade to a later version of ArcGIS Server which may provide more stability.

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

During the above temporary disable of the GIS, processes requiring map plotting would need to wait until the system was again fully operational. D.J.A. suggested that the Community should be made aware of this arrangement especially when it occurs.

Between the Bell warning and the Trust Page warning the users should be aware of a problem and when the system is again running.

SRWR Software

Since the last meeting in November 2022, six upgrades have provided minor feature enhancements and stability improvements.

We are pleased that with continued additional testing in place, there were no major issues with these releases. There were some minor issues with releases (such as contact details relating to the 09/02/2023 release), but these have all been resolved as a matter of urgency.

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 of the highlights across these releases are as follows:

- In preparation for the 1st April, the Register can now support recording the time when creating Actual Start, Works Clear and Works Closed notices. Note: Until 1st April 23 this time field is not yet mandatory. When provided, the time is added to Activity Details, Info and Notice info cards.
- When using the easting/northing or coordinate searches, the map is now zoomed to 1:500, rather than 1:125 to provide a better view of the area.
- We have added the ability to drilldown on the contacts grid from the OD details screen.
- We have increased the Road Works attachment limit to 10MB.
- To improve visibility on the Activity Details screen, when a special designation does not match the street value, it is now highlighted in blue, rather than grey.
- We have added a new “Suspected Organisation” field to the list of available columns on most grids. This is populated on Defective Apparatus/Section 140 and Unattributable/Unattributed Works. Note: this is currently only populated for new and updated works. A change is being developed to populate this for historical data. The field is also available on the info card.
- The App has been updated to allow the time to be entered when recording Actual Start, Works Clear and Works Closed notices. The App is now available for download from the <https://downloads.srwr.scot/aurora-sat>

The Works Promoter App is due to become available from the 24th February 2023.

Vault Submissions

Further investigation is taking place between Symology, ESRI and BT with regard to accessing the BT layer on the Vault Mobile app. Conference calls were held to progress the issue and the next steps have been jointly agreed.

Gazetteer Submissions

SDTF2 format gazetteers were loaded in December 2022.

The plan is that from March 2023 uploads will only be on SDTF4. There will be pre-validation checks on the files from each R.A. If the checks fail on a gazetteer submission, it will not be loaded for the R.A. for that quarterly submission.

SRWR E-Learning

The uptake of the e-learning courses has monthly peaks and troughs, but we are generally still averaging over 100 new course registrations each month since March 2021.

Discussions are taking place to agree a way of providing user training reports. The concern is in relation to GDPR which governs how personal data is used and circulated. A list of Contacts will be prepared and only they will be issued with the report for their staff. They can use the information within their Organisation as they require.

SRWR Webinars

There have been no webinars since the last Steering Group meeting. We look forward to receiving any further suggestions of topics to cover.

As suggested above, a Webinar for Inspectors would be appreciated. Consideration could also be given to including Inspector Training in the eLearning module.

A suggestion was made that a face-to-face Forum would possibly be more attractive to some Inspectors. The Webinar could be the first phase after which consideration could be given to forums etc.

J.G. suggested that she would raise these proposals with the Inspections Working Group to get the recommendations of the R.As and S.U.s. Possible Topics which could be included are Recording Management and what is and what is not a defect. **Action – J.G. / Inspections Working Group**

SAT Meeting

Symology attended the SAT meeting on 9th February 2023.

I.R. and M.B. are reviewing changes to Legislation, Codes and Advice Notes and ensuring that the required changes are developed in the Register.

c. Training Updates

All as previously discussed.

4. VAULT

a. Future Development

There were no issues raised under this Item.

b. Vault Scorecard

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

- There were Organisations which need to supply / update their data on VAULT. A number of these Organisations may be small S.U.s which are still catching up with the requirements of the Register which they have to deal with.
- Amey have taken over from BEAR Scotland in the N.E. and may need a push to catch up with inputting data.
- Data upload is being monitored and where it is considered necessary, letters will be issued to the relevant poor performers.
- Legislation is being brought forward which will require plant information to be up to date on VAULT in order that it can be used on site in paper copies or electronically. A date may be issued after which all plant details must be digitised and provided to VAULT.
- Organisations have found that Data upload is easier than they expected especially after their first attempt. Mandatory upload of data will help Organisations justify the costs and staff time needed to create and maintain their plant records.
- F.McK. will raise this matter at SJUG to get accelerated delivery of a fully functional system. **Action – F.McI.**
- When VAULT is used as the main source of plant data on a site, there will be a need to have a facility to record the data search and the employee who has raised the enquiry for that site.
- VAULT is an efficient source of plant data at all stages of a scheme from the planning through to the onsite works.

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 is satisfactory and the R.As / Custodians should be congratulated for their input.
- There may be problems in the February uploads where data is not loaded in SDTF4.

b. Gazetteer Group Highlight Report

R.G. reported as follows: -

- The data has been significantly improved over the last 12 months with 18000 records updated leaving about 1000 to be dealt with.
- Perth & Kinross have a software problem which is being discussed with the maintenance software provider.
- Edinburgh, Dundee and Aberdeen City have been made aware of the updates they need to carry out.
- Some Trunk Road data needs to be checked and I.R. was asked to contact the custodian.
- There are several T1 and T2 roads which need their Reinstatement Category updated.
- The Maintenance Organisation and the Reinstatement Category need to be correct.
- I.R. and R.G. are in contact to try to get the required revisions dealt with.

6. SRWR System Assurance Team

a. SAT Report

I.R. reported on the meeting held in the last week as follows: -

- The C.Rs were reviewed.
- None of the C.Rs needed to be escalated to the Steering Group.
- Reviewing the Contacts who are recorded on the different Notices so that queries and responses can be made.
- Emma West (Scottish Water) has joined the Team and the Secretary was asked to update the RAUC(S) Recruitment List. **Actioned - Closed**
- Val Park and David Carter have changed Groups. V.P. now on the SAT and D.C. now on the Steering Group.

b. Change Requests

- There were no C.Rs escalated to this Group for consideration.

7. Scottish Road Works Commissioners Report

a. Changes in Legislation

The Commissioner reported: -

- There were no Legislative issues to be discussed.
- Start / Stop Registration is now on the Register and will be available on the Works Promoters App within the next week.
- R.Q.Ps can now be added to the Register but they can only be viewed by the Organisation owning the document and J.H. and I.R in the Commissioner's Office. The eight approved RQPs will now be added to the Register.
- In relation to the 6 Year Guarantee Period the Cat C inspections facility to action them is being dealt with by the Scottish Government. The Commissioner is content that the proposals can be achieved by the SRWR.

8. RAUC(s) Remit

No issues raised to this meeting from RAUC(S).

9. SRWR System

a. Inspection Sample Calculation

This Item was remitted to the next meeting.

Action – D.J.A.

b. Additional Contact Types

The SAT is in general supportive of the proposal and will progress the matter. The list will be reduced then circulated to J.G. and F.McI for comments.

The Secretary was asked to close this Item and remove it from the Agenda. **Action – Secretary – Action Completed - Closed**

c. Material Drop Down Schedule

This matter was discussed as follows: -

There was some concern raised about the new list. The decision was made to either keep the new list or revert to the old list.

J.G. and F.McI. indicated that there should be no change as inhouse training had been started. The new version accommodates the original request for the surface materials to be listed and specified.

There is a possibility that the SROR Review may suggest changes but for the present no changes will be made. This Item can be closed and removed from the Agenda. **Action – Secretary – Action Completed - Closed**

d. SRWR User Satisfaction Survey 2022

I.R. commented on the Survey as follows: -

The annual survey has closed with 158 responses which is down slightly on last year. A good mix of users and Organisations responded generally with a positive view of the system.

The response on the Apps indicated below average satisfaction which probably reflects the low usage. There may be staff in the Community who sampled the earlier versions of the App and because they were not impressed, they are now avoiding them.

The survey had indicated that users who don't have experience of the Apps should ignore that section.

The Organisations who indicated poor satisfaction will be asked to contact the support desk and explain why they are unhappy with the system.

Some Organisations have indicated that they have problems with the Inspectors App repeating error messages.

Validation and provision of history on the Apps is being considered.

I J. explained that the Fife Inspectors have Laptops which they use in preference to the Apps.

D.J.A. considered that User rather than Manager responses were more important and gave better information due to their constant use of the system. The responses should report on the good and the bad aspects of the Register.

10. A.O.C.B.

a. Reporting Relationships

At the RAUC(S) Meeting there is a report from SAT but not from the SRWR and the Chair queried how the Group should be reporting to that meeting.

The Commissioner indicated that I.R. reported to Area RAUCs and RAUC(S) on the operation of the Register while SAT provides a report to the Steering Group.

RAUC(S) should be made aware of the work of the Steering Group so an Item will be added to the RAUC(S) Agenda. **Action – Secretary – Action Completed - Closed**

SAT will no longer report to the RAUC(S) meeting so the Secretary will remove that Item from the Agenda. **Action – Secretary – Action Completed - Closed**

b. Development of Diversionary Works Notifications

A Change Request will be submitted to ask for a different mail box.as they are likely to be dealt with by other Sections within the Organisations.

D.J.A. suggested that the information should be sent to the email address of the relevant person to deal with the Notification as they may or may not be a regular Register User.

The system should accommodate the fact that there will be different category of users and the possibility should be considered that different folders are available.

Concern was expressed about issues requiring immediate action not being dealt with.

This matter needs to be considered and the raising of a C.R. is probably the best way to progress this matter.

11. Dates of Future Meetings

D.J.A. thanked all for their attendance at this meeting and indicated that the next meeting would be held on: -

The next meeting will be held on: - Thursday 18th May 2023

Venue to be MS TEAMS or as agreed

**Future Meeting Dates: - Thursday 17th August 2023
Thursday 16th November 2023**

The meeting closed at 13.20