SCOTTISH RO△D WORKS COMMISSIONER

Scottish Road Works Register Steering Group

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

Present: -

David Armitage (Chair)	**Aberdeenshire Council**	**D.J.A.**
Mike Bartlett	**Symology**	**M.B.**
David Carter	**South Lanarkshire Council**	**D.C.**
Roger Garbett	**Improvement Service**	**R.G.**
Julie Greig	**SGN**	**J.G.**
Darren Grindell	**Symology**	**D.Gri.**
Kevin Hamilton	**Scottish Road Works Commissioner**	**K.H.**
Ian Jones	**Fife Council**	**I.J.**
Fiona McInnes	**Scottish Water**	**F.McI.**
Andrew Matheson	**Virgin Media**	**A.B.**
Clare O'Brien	**Argyll and Bute Council**	**C.O'B.**
Iain Ross	**Office of the SRWC**	**I.R.**

In Attendance: -

George Borthwick	**Secretary – RAUC(S)**	**G.B.**

Apologies: -

Jim Forbes	**CityFibre**	**J.F.**
Darren Grant	**SSE**	**D.G.**
Owen Harte	**Virgin Media**	**O.H.**
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.

    C.O'B indicated that she was required to attend another meeting and would be unable to attend this meeting.

    SAT have not met since the last meeting which took place on 31 July 2023. The last meeting was postponed and the Team will now meet again on 23 November 2023.

    She will be attending the SAT meeting next week and will sort out the Chair replacement to take over while she if off on Maternity Leave. Whether or not she takes over the Chair again on return to work can be sorted out, but she would be happy to be Chair again. Whoever takes over the Chair will attend the Steering Group. I.R. indicated that for a short period he could act as Chair, but his workload was such that his time would be restricted.

    All wished Clare best wishes and she left 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 August 2023 were agreed as read.

b.   Matters Arising

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

19th August 2021

Item No. 4a - VAULT Future Development – Symbology

The Commissioner at his meetings with the City of Edinburgh Council was continuing to raise the issue of the need to record the Edinburgh Trams plant information on Vault. At his most recent meeting Carlyn Fraser indicated that she would raise this matter with the relevant section.

The Commissioner asked for the Item to remain on the Summary. **Action - Secretary**

18th August 2022

Item No. 6 - SAT Report - Quality Reports for Local RAUC meetings

This action should be closed, and a new action raised following the discussion.   **Action - Secretary**

J.G. and F.McI. have produced a draft list of the Reports which were required for the LRAUC meetings and that would be reviewed with Symology. It was suggested that the Reports were probably available already, but the requirement is that the Register will draw several R.A. reports together to cover the relevant Cluster e.g. Perth and Kinross, Dundee, and Angus for the Tay LRAUC.

There did not appear to be a need to have additional guidance as the information was already contained in the Constitution.

J.G. / F.McI. and Symology will meet and review the proposal prior to submitting a Change Request which will be given a priority rating to have the work completed and the Reports available as soon as possible.   **Action – F.McI. / J.G. / Symology**

17th August 2023

Item No. 2b - Problem with email delivery to Symology Help Desk

I.R. and D.G. were of the view that this problem had been remedied but J.G. said that SGN was still having problems and a check by the I.T. Service at SGN had reported no fault in their system. She was asked to send examples of the problem to I.R. and D.G. so that they could be investigated.   **Action – J.G. / I.R. / D.G.**

Item No. 2b / 5 - Gazetteer Group Highlight Report
R.G. has presented a map showing the location of wrong Road Type / Reinstatement categories to RAUC(S) and the relevant roads authorities.

Item No. 3a - Management and Operation of the SRWR - SRWR Procurement

V.P. had volunteered to be on the Register Procurement Panel. D.C. was asked to pass on the appreciation of the Steering Group.

D.C. indicated that while he did not feel qualified to provide input on the operations of the Register, he would be happy to offer his assistance with the procurement process. He was thanked for his offer and his availability was noted.   **Action – Closed**

Item No. 3b - Vault Submissions - Introduction of BT VAULT Facility and new Symbology

F.McI. asked if risk level was included in the revised Symbology. This had been dealt with, but the available instructions need to be read before setting the risk level. There was a Webinar and instructions available which should be made available to the staff preparing the data for input to VAULT.

Where there are multiple Organisations submitting data e.g. more than one Electricity transmitter it was suggested that it would be preferred if they all used the same levels of risk but this would depend on them agreeing a suitable standard to operate.

SGN are considering what risk should be attached to their apparatus. They are considering whether risk should be given to the destination of the service e.g. hospital should possibly be higher risk than the pressure rating on the pipe. Comment was made that the risk factor was introduced to ensure safety to operators working in the vicinity of the plant.

I.R. will check what information has been circulated to the Community and will make comment on the subject in the next newsletter and in the next round of RAUC meetings.
   Action – I.R.

Item No. 10c - Dial Before You Dig

Symology were asked to add a comment on the site to indicate to applicants that their name and contact information may be used in relation to the use of the site and for Organisations / oSRWC business. I.R. will take this matter forward including a survey of users when his workload eases.

The FAQs are up to date and should be commented on at the next round of RAUC meetings.   **Action – I.R.**

3.   **Management and Operation of the SRWR**

   a.   Quarterly Management Report

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

SRWR Procurement
The Commissioner issued the Prior Information Notice on 23rd September 23 and that was followed up on 23rd October 23 with the Bidders Conference to which 16 Organisations intimated interest.

A Data Protection Impact Assessment document was circulated to the Community for consultation. No feedback was received that requires a change to the specification.

Valerie Park from South Lanarkshire has volunteered to be on the Evaluation Team.

An Scottish Government Technology Assurance Framework Gateway review was undertaken and recommendations are being implemented. 13 recommendations were received which are being addressed. This will delay issue of Invitation to Tender by a few weeks.

SRWR Contract
The current contract has now been extended to its maximum (4 years plus 2 x 2year extensions), ending on 31 March 2025. A new contract must be in place for contract to take over on 1 April 2025.

Dial before you Dig
The use of the service has been declining and the poor service provided by Organisations has come into question. The SRWR Steering Group has suggested that a survey is carried out on users to get their views on the facility and the service they received.

New Organisations on SRWR
There were no new members recorded since the last meeting, but it has just been intimated by Broadway Broadband that they have transferred their assets to Voneus. More information will be provided on this change including details on the responsibility for reinstatements.

RAUC(S) Community Diary
Following discussion with the secretary the RAUC(S) Community Diary is being 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 here:

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

The Secretary will issue information on the new Diary to the Community and populate it with next year's meeting dates.   A**ction – Secretary**

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 – over the period of the Report the service availability remained high.

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

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

Dial Before You Dig Service – There has been a slight drop in the number of requests raised for the Dial Before you Dig service following a peak in April / May. The number currently runs between 80 and 100.

Number of SRWR Users – Numbers of Web App Users have dropped slightly since a peak around April.

The number of concurrent users during the peak period of 10.00 am to 11.00 am remains steady and well within the agreed limit.

Number of Mobile App Users – The App usage has increased during the months of May and June but overall, the take up of the Apps is low. The method of calculating the number of users was changed from May 2023 so earlier figures are not directly comparable. There has been no major increase in the app usage.

Data Transactions – during May the number of Inspections recorded via the mobile increased and via Arora went down with predominant recording now via the Mobile.

Recording Stop / Starts using the mobile has dropped slightly since a peak in May. The recording on Arora is much higher at 93% of the total.

Vault Information Users – The use of VAULT has dropped back to the level before the false peak occurred in March 23.

Open Small Projects Outside of the Support Requests – There are no issues of concern. Some enquiries about the API service have been dealt with.

Detailed Open Requests raised in the Month – There are no issues of concern.

New User Training Statistics – The numbers using the facility have dropped slightly and feedback from the Community would be welcomed..

There is a need for the Community to review their recording of Inspections etc in line with the Commissioner's comment that the Apps are the preferred method of submitting the records.

The revisions to the Register will be made in 2024 to accommodate recording of Unidentified Buried Objects and the management of Compliance issues.

There are some problems with the Inspectors App. Photographs are dropping off the record.

There are Change Requests in the system to deal with these issues and they will be dealt with in due course.

There had been no complaints raised with the Support Desk relating to this problem.

The provision of full history will take some time, but a Change Request has been submitted to SAT.

I.R. asked for Change Requests to be raised on these issues. D.C. will raise the matter at the next Scottish R.A. Meeting.

The Community should be progressing to a point where there is no need for repeated inspections of a defect.

b.   Quarterly Operational Report

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

The Hosted Service

Since the last meeting there have been four minor incidents where the GIS server was overloaded and not responding to requests timeously. The SRWR now has a new system management feature whereby the GIS server can be restarted without the need for the SRWR being offline. Whilst the GIS server is restarted, mapping features are limited, but the majority of the SRWR is usable. During these incidents the mapping was limited for about 20 minutes. On the morning of the 20th October there were intermittent problems with scheduled processes which meant that grid exports and production of reports may have been delayed or failed. The service was reinstated by late morning. During the incidents, the Community was kept informed with regular posts on the service status page (https://trust.symology.net).

There is a planned outage of the SRWR between Friday 1st December 18:00 and Sunday 3rd December 18:00 to upgrade the ESRI mapping environment to a later version. This is a major change to the service and whilst our technical teams have detailed action plans, it is inevitable that there might be some additional work required. Users should report any problems to the Help Desk and the Community is asked to bear with Symology during this essential upgrade. Note when the GIS server is unavailable for any reason the mapping is broadly functional for day-to-day operational use, but with the following limitations: -
- Basemaps are displayed, but the user can not change the basemap and must use the "Standard Open" which is based on OS GB Cartographic data and does not go down to OS MasterMap level.
- Plotting / editing of features is available, but users cannot plot items on the map using the "Plot Route" tool, which affects the ability to plot diversion routes.
- Individual map features are displayed on the map when they are selected, but the Table of Contents is not available and Map Feature layers are generally not shown.
- Map features that have been displayed temporarily on the map cannot be selected.
- Conflict checking is fully operational, and any conflicts detected can be shown.
- The Map Snapshot feature is not available.

There may be some teething problems but Symology / Ezri will be dealing with them as soon as possible.

Notices can not be created during the outage but the service should be back to normal to allow the Notices to be created during the first 2 hours on the Monday morning.

If there is a problem the R.As should be aware and deal with the late Notices accordingly.

SRWR Software

Since the August 2023 meeting, several upgrades have provided minor feature enhancements and stability improvements. Notification of each release was sent to the Community and the detail provided on the News page within the Community Portal at : -

https://aurora-portal.symology.net/category/release-notices/

Some of the highlights across these releases are as follows: -
- We have implemented auditing for charges, so that the history of changes to charges can be viewed by pressing the clock button on the charge info card.
- The Inspection Awaiting Assessment info card was updated to include a new section "How to clear this assessment". This explains how the assessment record can be removed from the list.

- For scheduled Saved Views, it is now possible to view the email recipients on the Saved View info card.
- There are some aesthetic improvements to the Aurora login screen. The Next button has been centralised and the Back button has been replaced with a Chevron.
- The "Latest Reinstatement Inspection" and "Latest Other Inspection" information is now shown on the Inspection and Inspection Awaiting Assessment info cards. Additionally, most enquiries now support adding columns with details of the "latest reinstatement" and "latest other" Inspection. (Latest Reinstatement Inspections include S/B's, S/C's, TB's, TC's, D/3's. Latest Other Inspections are other non-reinstatement types of inspection such as S/A's, TA's, D1/2's).
- From 1st October 2023, the rules for determining the warranty period for sites are changing. Sites that are permanently reinstated on or after 1st October 2023 will be subject to a 6-year warranty period, unless they are on the verge, in which case a 1- year period will be used. This rule has been agreed with the Commissioner's office. • Where remedial works is undertaken on a site and the warranty period is reset, then the date that the site was first made permanent will be used to determine the required warranty period. For example, if a standard depth site is made permanent on 5th September 2023 (i.e. under the old rules) and the warranty is reset on 5th October 2023, then the original 2-year warranty period would apply, calculated from 5th October 2023.
- The details and info card "status" fields will now indicate if the works has a registration due by displaying the indicator (R) and/or if a permanent reinstatement due the indicator (P) is shown.
- You can now add a column to the following grids that will show you the validation message number that triggered the FPN (where applicable): -
- FPN Awaiting Assessment
- FPN Enquiry o FPN Charges enquiry o Activity Details – Charges grid'
- Inspection info cards now have fields to indicate (1) if this is the most recent inspection on the works; and (2) if there is an inspection awaiting assessment for the inspection.
- When producing entity reports (e.g., Activity reports) for tagged rows, it is now possible to choose for the reports to be produced separately and sent as a compressed zip file.
- The date shortcuts have been updated so that in addition to "@t + 1″, the shortcut "@today + 1" may also be used.
- A number of enhancements have been made to the "My Notification Settings" options. The new list is: -
  - Defective Apparatus: Suspected Operational District – unchanged from before. You will receive a notification if your operational districts are a suspected OD on a defective apparatus, regardless of the type of failure.
  - Defective Apparatus: High-Risk, Suspected Operational District – only "high risk" – As above, but you will only receive a notification if the failure is considered high risk,
  - Inspections: High-Risk Failure – unchanged from before. o Inspections: High-Risk Reinstatement Failure – as above, but only if the failure relates to a reinstatement.
  - Inspections: SLG Failure – only notifications for signing, lighting and guarding failures.
  - Inspections: Other-Risk Failure – this is renamed from the "Non-High-Risk Failure" option. It behaves in the same way,
  - Notice: Undue delay – notifications when you receive an undue delay notice.
- Depending how you have configured these options, it is possible that you could receive multiple notifications for the same thing. For example, if you have

enabled Inspections: High-Risk Failure and Inspections: High-Risk Reinstatement Failure.

- The term "TRO" / "Traffic Regulation Order" has been changed to "Temporary Traffic Restriction" throughout the system.
- We have added a new "Abortive?" column that can be added to the inspection enquiries. This is set to "Yes" if the inspection is currently abortive or was abortive before it was cancelled.
- Two new reports are added relating to Reinstated Units which are available via the REPORTS / Database reports section of the menu. These are: -
  - Reinstated Units This report details all activities (one row per activity) that contribute to the reinstated units.
  - Reinstated Units (Breakdown) This is a detailed report showing how durations are accumulated for a works to make up the inspection units total per works for the supplied parameters.

In addition to the above, the latest release notices have included additional screenshots to make the release notice more readable for the user.

Alongside this, at regular intervals Symology will be producing short videos summarising the new features. These are available here: -

https://aurora-portal.symology.net/category/srwr-news/release-videos-srwr/

These may not be produced for every release. It will depend on the level of new features. The first release video applied to both England and Scotland. For the second video we provided separate England and Scotland videos.

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, with testing in the Sandbox system by UAT before then.

As per the SRWC Newsletter the Terms of Use of the SRWR have been updated on the following page: -

https://roadworks.scot/srwrtermsofuse

The SRWR database was updated on 8th November to force users to accept the new terms and conditions the next time they log onto SRWR system in the production environment.

Roadworks Scotland Website

The roadworksscotland.org website was updated on Thursday 6th October to address the following three issues: -
 1. Display Diversionary Works which have been missing up until now.
 2. Include a new cookie control system like that now used by
    https://roadworks.scot/
    which also brings it in line with current ICO Guidelines, which generally covers: -
     a. Displaying a cookie banner preventing the user from accessing the website until they have made a consent decision.
     b. Enable the user to turn off non-essential cookies (i.e. analytics).
     c. Show information about each cookie.
     d. Allow the user easy access at any time to change their consent decision.
 3. Updating a number of internal components to the latest version to comply with security requirements. All other functionality remains the same.

SRWR Mobile Apps

The Android SRWR Inspector and Promoter Apps were updated on the 11th October 2023 to make use of a later version of the Google Android API for security and performance improvements.

The Android/iOS Vault Apps were updated on the 4th October 2023 and 10 October 2023 in line with the recent Vault changes i.e.
- Add BT Openreach layers to the SRWR Vault app
- Update the SRWR Vault app for new layers and symbology
- Update to the SRWR Vault app disclaimer text

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.

Vault Submissions

The rollout of the BT Vault on-demand data facility and new Vault symbology was completed on 3rd October 2023. The new features are now available for submitters. There is some follow-up activity to move existing data to some of the new layers, but this will require all Mobile App users and will be looked at early in 2024.

Gazetteer Submissions

SDTF4 format gazetteers were loaded for all Roads Authorities (including Transport Scotland) in September 2023. The only exception is Network Rail who are currently unable to submit in this format.

SRWR E-Learning

The uptake of the e-learning courses has monthly peaks and troughs. Generally, users have been averaging over 100 new course registrations each month since March 2021. However, since June 2023 the average has dropped to just over 60.

SRWR Webinars

There have been no webinars since the last meeting. Any further suggestions of topics for future webinars are welcomed.

SAT Meeting

There has been no SAT meeting since the last Steering Group, but Symology will be attending the SAT meeting on 23rd November 2023

Comments on the Report: -

Weekend Outage for Mapping Upgrade

The Commissioner agreed that no FPNs for late Noticing relating to the weekend of the Mapping update should be issued by the R.As and if they are they should be cancelled. He commented further that in his view no FPNs should be issued without a check that they are valid.

Symology is checking their systems and the Mapping update should be smooth but as always cannot be guaranteed.

Symology will check that the system will queue data from the Promoter App over the weekend and upload it when it goes live again.   **Action – Symology**

SGN / Scottish Water Shared Contractors

There is a problem with shared Contractors with access to the Register being able to access the systems in either Organisation.

The view was that this problem could only be dealt with by using unique credentials.

The Commissioner / J.G. / F.McI, and M.B will discuss this matter off line in an effort to find a suitable solution. The Commissioner indicated that this was a serious issue which needed to be addressed urgently.   **Action – S.R.W.C. / J.G. / F.McI / M.B**

I.R, informed the meeting that the User Check would be issued soon and the data from that may throw up some suggestions.

c. Training Updates

The e-training and the Webinars are ongoing albeit with reduce usage and frequency respectively.

ci. Access to Training Records

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

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: -

- Performance was generally satisfactory.
- There are several new S.Us 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 and all R.As submitted their recent uploads in SDTF 4 format.
- Network Rail still has problems and these are being worked on.

b. Gazetteer Group Highlight Report

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

- Since the last meeting he had met with all R.As / Gazetteer Custodians.

- The task to review and correction of Road Type / Reinstatement Category had progress leaving about 270 records to be dealt with. The next upload should show a considerable improvement.
- The ability to record the material types to match the SROR is being addressed.
- The recording of Bridges / Sensitivity and Protected Roads was discussed and will be reviewed.
- The Blue Light Services had shown an interest in the addresses and street description data available on the Gazetteer. The suggestion was made that long roads should be segmented for greater clarity. R.G. suggested that this may be a good topic for a presentation to RAUC(S). This will be added to the Agenda for the next Agenda Setting Meeting **Action – Secretary**
- The two issues which were apparent is that there is a general staff shortage and there are sometimes difficulties arranging joint working to ensure that the different uses of the Gazetteers are covered.

D.J.A. thanked Roger for his work in assisting and driving the improvement of the Gazetteer.

D.J.A. commented on the fact that several R.As were now specifying a upgraded specification for road construction which needs to be reflected in the reinstatement to be provided. This is not a special engineering category but is just to increase the life of the road.

The recording of the bridges is important to ensure the S.Us are aware of them and can notify the R.As correctly of their planned works.

6.   SRWR System Assurance Team

a.   SAT Report

- See previous comment in the minutes above.

b.   Change Requests

There were no C.Rs remitted to this meeting for discussion.

7.   Scottish Road Works Commissioners Report

The legislation covering Unidentified Buried Objects and Compliance Notices will come into effect on 1st April 24. The specifications have been produced and passed to Symology to develop in the SRWR.

Multi Factor Authentication needs to be discussed and the Secretary was asked to add it as Item 9a in the agenda for the next meeting. I.R. will circulate a paper once Symology has added a few changes. **Action - Secretary**

8.   RAUC(s) Remit

No issues remitted from RAUC(S).

9.   SRWR System

No Items were raised for discussion.

10.   A.O.C.B.

No AOCB Items were raised for discussion.

11.   Dates of Future Meetings

The next meeting will be held on: - Thursday 15th February 2024

Venue to be MS TEAMS

Future Meeting Dates: - Thursday 16th May 2024
Thursday 15th August 2024
Thursday 14th November 2024

The meeting closed at 12.55