SCOTTISH RO△D WORKS COMMISSIONER

Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 17th August 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.
Jim Forbes	CityFibre	J.F.
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.
Andrew Matheson	Virgin Media	A.B.
Iain Ross	Office of the SRWC	I.R.

In Attendance: -

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

Apologies: -

Darren Grant	SSE	D.G.
Kevin Hamilton	Scottish Road Works Commissioner	K.H.
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. D.A. thanked the Commissioner for Chairing the last 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 18th May 2023 were agreed as read.

    b. Matters Arising

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

18th August 2022

6. SAT Report - Quality Reports for Local RAUC meetings

Meetings have been held and the first draft of the proposed Reports are almost completed ready to be circulated for comments.

At present the Cluster Chair must draw the information from the Register for each R.A. then collate them into a final report for the meeting. Symology will be asked to consider the automation of this process.

Comment was made that some LRAUC meetings are better organised than others and it is hoped that the provision of the reports will improve the discussion.

The final drafting of the reports and the Change Requests will be developed over the next Quarter. The Group were asked to raise the priority of this project. I.R. indicated that the completion of the Drafts will be done quite quickly but time will need to be allocated by Symology to revise the software.

Concern was raised that there was a lack of knowledge on the creation and use of the Report facility in the system. This would be a potential item for inclusion in a Webinar.
   Action – I.R. / Symology

9a. SRWR System - Inspection Sample Calculation

Changes have been made to the Register to revise the calculation of the Inspection Sample and this Item can now be closed pending any future issues being raised.   **Action - Closed**

18th May 2023

2b   Action Tracking - 20th Aug 20 Item No. 3b. Management and Operation of the SRWR - Quarterly Operational Report - Conflict Checking   **Action - Closed**

J.G. indicated that she was having a problem with enquiries being returned as not delivered. I.R. asked for examples of this problem so that he could investigate it with Symology. J.G. has asked her IT Dept. to check the system to see if it is an SGN problem.

D.C. commented that he had the same problem.

The Secretary was asked to raise a new Action.   **Action – J.G. / D.C. / I.R.**

2b.   Action Tracking - 16th Aug 22 Item No. 9a. SRWR System - Inspection Sample Calculation

There must be joint agreement between the R.A. and S.U at the start of the year and unless there is good reason that figure remains in place until the next year.

2b.   Action Tracking - 16th Feb 23 Item No. 3b.Quarterly Operational Report – Webinars

The Inspections Working Group are preparing a paper on what they think is required in the training presentation. Training is needed for both the S.U. and R.A. Representatives. It is hoped that the Webinar can be provided before the October introduction of the SROR.
         Action – Closed

3b   Management and Operation of the SRWR - Quarterly Operational Report

I.R. indicated that he had checked, and the system was working correctly, and he asked for examples of Notices which appeared to have not recorded the data correctly.

There have been no problems recorded since the last meeting so Item can be closed with the proviso that any examples submitted to I.R. will be investigated.   **Action – Closed**

5b   Gazetteer Group Highlight Report

There is a Road Type and Reinstatement Category error on roads on the Glasgow Gazetteer which has been notified and is being reviewed.

This problem may exist in other Gazetteers, so it needs to be investigated. DJA asked R.G. if he could develop a map to show potential errors which need to be checked.   **Action R.G.**

R.G. is meeting with the individual Custodians to discuss their Gazetteers. He would raise this problem where it is relevant. Examples of potential errors should be passed to R.G. as soon as possible.

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
As of 30th June 2023, all invoices for the Prescribed Fees and Amounts 2023/24 have been paid. (£950k from 95 organisations)

SRWR Procurement
The Commissioner has started the process of procuring the next iteration of the SRWR Service. F.McI. has joined the project board as a stakeholder representative. A volunteer preferably a R.A, Representative has been requested from SAT to take part in the evaluation team. No one has put their name forward yet. The volunteer should have a good knowledge of the operation of the Register.

D,C, indicated that he would consider volunteering but would discuss the matter with V.P. who has better knowledge of the operation and respond to the oSRWC.   **Action – D.C.**

2 hour Start/Stop Notices
The legislation changed on 1 April 2023 to require a Start/Stop notice within 2 hours of works starting/completing.

The Commissioner has been disappointed to observe a significant increase in noticing failures across the whole community that is mostly attributed to non-compliance with the Stop / Start registering. Failure levels increased for R.As to 8% and S Us to 11%.

The Commissioner is reminding all organisations that the SRWR Works Promoter App is the recommended method of recording these notices. Uptake of the app however remains low, with only around 7% of applicable notices updated using this option since 1st April 2023.

Non-corporate Email Addresses

The Commissioner has been considering the policies for allocating access to the SRWR. The security of the system is dependent on administrators only giving access to users they recognise as working for their company or contractor.

To prevent access being given to a third party not affiliated with an organisation the SRWR will no longer accept users email addresses from non-corporate systems e.g. those using Google, Hotmail, Yahoo, AOL etc.

The Commissioner would also remind all users that their login details must not be shared. Every user must have their own login to the system. Organisation can have as many unique logins as they need. Logins found to be used by multiple individuals will be deactivated.

SRWR Terms of Use

The Commissioner has been updating the terms of use for the SRWR. As in the point above, these changes will emphasise that an Organisation is responsible for the actions of individuals they grant access on the SRWR.

These changes will also make it clear who each individual user's personal information on the register will be shared with. This will for example allow progress to be made on the sharing of training records with an Organisation's Managers.

There will be a requirement for full contact information to be recorded to meet the operational changes to the Register.

J.G. / J.F. requested a review of the recording of the Contact information for the user who has sent comments so that they could be contacted by phone to discuss the matter.

There was concern that a phone call was not a record while the information submitted to the Register was. In some cases, however the comments passing back and forward became unacceptable and these could have been avoided by a short discussion on the phone.

SGN are setting up contact groups related to the Area Depots. These would allow the calls to be picked up by any of the personnel in the relevant group. If the call was not picked up it would be diverted to the Central exchange in Perth.

Fife created a plan indicating the area and the relevant contact.

The suggestion was made that this topic be raised at the LRAUC Meeting with an Organisation / Contact Register be created. This matter should be added to the Agenda for the next RAUC(S) Agenda Setting Meeting for a potential Item on the RAUC(S) Agenda.
> **Action - Secretary**

Gazetteer AsD Geometry

The Commissioner continues to conduct a review of the Gazetteer Associated Data (ASD) records for compliance with the SDTF v4 specification. From the latest data extracted on 6 June 2023, the following three Gazetteers were not loaded: -

- Clackmannanshire Council
- Network Rail
- South Lanarkshire Council

The two Councils have since indicated they have resolved the outstanding issues and their next submission should load. Network Rail has also taken major steps to improve their submission and it is hoped that their data should load.
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The Commissioner recognises that a lot of time and effort went into resolving the Gazetteer issues and he would like to thank all Gazetteer maintainers for all their efforts.

The Commissioner will not carry out this validation process again in September but will ask the Improvement Service to improve their validation process. Anyone who wants to discuss the validation should contact the Improvement Service at: - (gazhelp@improvementservice.org.uk).

Reinstatement Quality Plan on Notices
Each notice now has a tick box to indicate an undertaker has a RQP in place (or the promoter is an R.A. which does not need one).

Notices for works under a NSRWA Section 109 licence also have tick boxes to indicate the applicant has agreed to the terms described in RAUC(S) Advice Note 22.

New Organisations on SRWR
The following two changes to the SRWR Membership are: -
Eclipse Power Networks Ltd has been given access to the SRWR.
Concept Solutions People has changed their name to Glide Fibre Ltd.

RAUC(S) Website
Work is underway to update the RAUC(S) website to align with the structure of the new Constitution for Area and Local RAUC meetings. This work should be completed by the end of August 2023.

The Secretary and Graham Milne will discuss the revisions as soon as possible and the update will be carried out.   **Action - 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 – Agenda Item under the Quarterly Operational Report.

There had been no outages over the period however there had been mapping issues which are covered in the Quarterly Report.

Number and Status of Raised Requests – The number of calls being logged and dealt with are at a fairly consistent level.

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.

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.

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.

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 recently which is probably due to summer breaks.

The July Report will be circulated after the meeting.   **Action – I.R. / Secretary**

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.

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 three minor incidents where the GIS server has been overloaded and not responding to requests in a timely manner. These occurred on 11th July, 27th July and 28th July during which mapping was limited for about 20 minutes in each case.

The SRWR now has a new system management feature whereby the GIS server can be restarted without the need to take the SRWR offline. While the GIS server is restarted the mapping features are limited, but most of the SRWR remains usable.

Since these issues occurred an issue with a query has been identified which has placed an excessive load on the server and this has been rectified with a hot fix.

During the incidents, the Community was kept informed with regular posts on the Symology service status page (https://trust.symology.net).

SRWR Software
 Since the last meeting in May 2023, several upgrades have provided minor enhancements and stability improvements.

Notification of each release is sent to all users of the register and the detail is provided on the News page in the Community Portal: https://aurora-portal.symology.net/category/release-notices/

Some of the highlights are as follows: -
- Allow R.As to specify the agreed extended interim reinstatement period when adding agreements of this type.
- When creating or updating works a summary of the road special designations is now displayed.

- When recording a Section 109 "Works Licence", the system now prompts for, and validates additional checkboxes agreeing to qualified supervision of the activity and for the undertaking of remedial works, where directed to do so.
- The login screen has been updated so that future releases can support enhanced authentication, such as multi-factor authentication. Consequently, logging into Aurora will now be a two-step process, whereby you are initially required to input your username before selecting the "Next" button and inputting your password.
- The facility to update the details associated with a contact when creating a works (and other similar screens) has been added. For example, you can now easily correct the telephone number of a contact if you notice it is wrong when selecting the contact for a works.
- There have been further changes to hide specific columns from the grid column selection where they are not applicable. For example, hiding Scotland fields from England and England fields from Scotland.
- The "Ticked Items Functions" have been added to the following enquiries. This includes the facility to produce reports.
  - Comments
  - Notices
  - Late Notices
  - Proposal Due
  - Follow-up Due
  - Start Due
  - Closures Due
  - Registration Due
  - Permanent Reinstatement Due
  - Warranty End Date
- The Year and Quarter parameters on the Commissioner Reports enquiry will now default to the "current quarter" if they are left blank.

Roadworks Scotland Website

The roadworksscotland.org website has not changed since the last meeting.

However, a change will be required in the very near future to address three issues: -

1. Display Diversionary Works which have been missing.
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.

We will be liaising with the SRWC to sign-off testing of the new site. This will need to be performed on Sandbox using the URL below. Note that the data on Sandbox is quite old so filters would need to be adjusted or new works created for full testing.
https://viewit-sandbox.symology.net/)

SRWR Mobile Apps

The Mobile Apps have not changed since the last meeting.

A new version of the Vault Mobile App will be issued shortly to provide access to the BT Vault on-demand data and utilise the new symbology. Once this is published it is important that all users upgrade to the new version as this is a pre-requisite for the next stage of the Vault symbology project. Users should aim to have this done by mid-October 2023 at the latest.

Vault Submissions
The rollout of the BT Vault on-demand data and new Vault symbology is just awaiting final SAT sign-off. Once confirmed, a news item will be published, and the Production system will be updated to include the new features and a new version of the Vault app will be made available.

The updating requirements was covered in the Webinar and all Users will be reminded of the changes when they are introduced. I.R. will assist with the actions and the Secretary was asked to include an Item on the Agenda for the Agenda Setting meeting.   **Action - Secretary**

Gazetteer Submissions
SDTF4 format gazetteers were loaded for all but 3 R.As in June 2023. Gazetteers for the remaining organisations did not pass the validation and they have been contacted by the Commissioner's office.

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.

SRWR Webinars
In June 2023 there was a webinar to cover the planned Vault Symbology and BT on-demand changes and other recent enhancements to the register. Any further suggested topics for future webinars are welcomed.

SAT Meeting Symology attended the SAT meeting on 31st July 2023

c. Training Updates

The access to training records is being reviewed and a system developed

4. **VAULT**

a. Future Development

More information will be given on a presentation on augmented reality by a Dutch company at the end of the month. The problem may be that the actual location of the item of plant may not be totally reliable, and it may need the addition of information on the depth of the item.

More information can be found on: -
goconnectit.com – on the Augmented Reality page.

b. Vault Scorecard

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

- BT data needs to be introduced.
- Network Rail are plotting their data and have almost completed the exercise.

J.F. asked if other Organisations would be allowed to use a similar system to BT to provide their plant data on VAULT. The view was that a period of about 6 months should be allowed to test the system to ensure it works satisfactorily. The concern is that if there were a number of Organisations using this system it could have a significant speed reduction on the operation. The performance will be monitored, and consideration given to expanding the system in future.

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 improving with fewer records failing to validate and the R.As / Custodians should be congratulated for their input.

b.   Gazetteer Group Highlight Report

Orkney and Shetland have updated their Gazetteers.

R.G. presented a draft map of the network showing the Reinstatement classification shown against the roads. The map would give Custodians a visual check on the reinstatement Categories allocated to their roads to allow them to see any records which needed to be updated. This problem will be raised with the relevant Organisations.

The history to the allocation of the apparent wrong category needs to be checked. It may have been a recording problem where the default mechanism recorded the wrong category when the information had been omitted from the upload.

The Reinstatement Category is based on the number of standard axles. Type 0 and 1 have a high HGV count and in many cases will not merit such a high reinstatement category. From the section of plan being viewed (area of housing) the high Category allocated to the roads would appear an error.

These maps will assist Organisations to see quickly where there is an apparent error.

The validation tests should be reviewed to possibly include a test for this problem.
   Action – R.G.

Type / Category changes should be raised at the LRAUC meetings with evidence given for the proposal.

6.   SRWR System Assurance Team

a.   SAT Report

- Regular meetings continue to be held.
- There were 6 new C.Rs reviewed and 2 C.Rs resolved and 2 C.Rs rejected at the last meeting.

b.   Change Requests

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

7.   Scottish Road Works Commissioners Report

K.Q. had met with Symology to discuss several issues related to the introduction of the new Compliance legislation.

8. RAUC(s) Remit

No issues remitted from RAUC(S).

9. SRWR System

Item "a" on the agenda can be closed.   **Action - Secretary**

10. A.O.C.B.

a.   SRWR OD Names

The previously circulated papers were taken as read with the following discussion: -

- The system can be interrogated to show Organisation against the O.D. reference.
- The system could be set up to show any names which the Organisation previously used.
- The name on the Register must match the Organisations name which it is recorded with Code Powers.
- If an Organisation has multiple powers each service must have separate companies.
- The decision was made to provide the Organisation name on the Activity list.

b.   SRWR User satisfaction Survey 2022 / 23

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

- The review was carried out on the text information.
- Managers are asked to review the comments and where necessary deal with them. This may be via the Support Desk.
- Symology has a copy of the report.
- If there are any queries, they can be raised with I.R.

c.   Dial Before You Dig

A survey of applicants was carried out to check the quality of the responses they received.

There is a major problem with applicants not receiving any response to their request for plant information via the Dial Before You Dig Service. All Organisations must respond to applications even if it is to indicate they are not affected.

Information will be circulated to Organisations to assist them to provide the required level of service.

F.McI. asked for examples of Scottish Water failures to be passed to her for investigation.

I.R. will provide a report to the RAUC(S) Agenda Setting meeting.   **Action – I.R. / Secretary**

11.   **Dates of Future Meetings**

The next meeting will be held on: **- Thursday 16th November 2023**

Venue to be MS TEAMS or as agreed

Future Meeting Dates: - The Dates will be agreed and circulated

The meeting closed at 13.05