

SCOTTISH ROAD WORKS COMMISSIONER

Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 18th
February 2021 on MS TEAMS

Present: -

Kevin Hamilton	Scottish Road Works Commissioner	K.H.
David Armitage (Chair)	Aberdeenshire Council	D.J.A.
Mike Bartlett	Symology	M.B.
Jim Forbes	CityFibre	J.F.
Darren Grant	SSE	D.G.
Darren Grindell	Symology	D.Gri.
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.
Alex Rae	SGN	A.R.
Iain Ross	Office of the SRWC	I.R.
John Scougall	North Lanarkshire Council	J.S.
Brian Wilson	Scottish Borders Council	B.W.

In Attendance: -

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

Julie Greig	SGN	J.G.
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* Ian Jones encountered some problems with his internet connection to the meeting.

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 19th November 2020 were agreed with a correction to the sederunt.

b. Matters Arising

The comments on Matters Arising from the previous meeting are recorded on the Action Tracking Summary with extended discussion as below: -

20th August 2020

Item No. 10a Inspections – Compatibility with the new Inspections Code

A change Request is required to deal with the revisions. The Drop-Down menu needs to be changed with the removal of headings which are no longer relevant. Revisions are also needed to accommodate D1, D2, and D3 and F.McI. / J.G. have sent in a paper to indicate what changes are needed. I.R. agreed to speak to F.McI. and J.G. offline to consider the issues and agree Change Requests which may be needed. **Action – I.R. / F.McI. / J.G.**

19th November 2020 – Item No. 6b Process to deal with FPNs on Unattributable Works

A meeting was held with Symology and they circulated a paper to the attendees. C.C. and J.G. have considered the response and their view is there is still a problem. While the duplicate FPNs which are created can be dealt with there is still an inherent problem. F.McI. and J.G. will review the Symology paper and comment further. I.R. / F.McI. / J.G. / C.C. will meet in March to discuss this matter. **Action - I.R. / F.McI. / J.G. / C.C.**

3. Management and Operation of the SRWR

a. Quarterly Management Report

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

- Fees and Amounts

The Fees and Amounts will rise by £4k to £915k for next year. An estimate will be issued to all Organisations in March to help their preparation for an early payment of their Invoice which will be issued for 1st April. The estimate can not be guaranteed as being the final sum as it could vary if organisations join or leave the Register.

- Contact Details

An email has been circulated to all Organisations asking them to confirm their relevant Contacts. All are asked to respond as soon as possible.

- Support Desk

Any problems / queries about the Register should be passed to the Support Desk. If there is a delay in getting a response or the feeling is that the matter has not been dealt with, it can then be escalated to I.R. who will review it.

A unique log number will be allocated to the enquiry which will be used in tracking the progress through to sign off.

- Webinars

There has been a favourable response from the users who have viewed the webinars. Communication with the Community to advertise the Webinars will be improved. At present direct communication is being made with users.

- New Organisations on the Register

- Two new Undertakers, namely The Electricity Network Company Ltd. and Open Fibre Networks Ltd. (both part of the GTC group) will be given access to the SRWR from 1 April 2021.
- VAULT will now be updated on a two-monthly cycle. Details have now been distributed and comment has been made at the Area RAUC Meetings. The final sign off for this change will be requested at the March RAUC(S) Meeting.

- SAT

The SAT recently held another long meeting. Due to the workload the Team have agreed to meet again in one and a half months.

- SDTF4

SDTF 4 was introduced from 1st February 2021. Some R.As encountered some problems. If difficulties are being experienced, they should be reported to G.M. and Improvement Services and assistance will be given.

- SRWR Service Report

The Group noted that the version of the Report which was previously circulated had been updated and would be circulated. I.R. summarised the Reports and indicated that any subsequent queries could be passed to him.

b. Quarterly Operational Report

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

- Staff have been working from home with those working in the Offices restricted by Covid 19 guidance. Issues which are non-urgent should be dealt with by email.

A project is being carried out on the Telephone system to improve contact with the home numbers. The Larbert telephone number is being changed and details will be passed to the Community.

- There had been no major outages since the last meeting. There had been a minor problem on 8th January following and overnight update. Some dashboards were not updating but a work around was used and the problem remedied the next evening.
- All ongoing service incidents are reported and managed via our Service Status page at: -

<https://trust.symology.net/>

Updates to this page are automatically emailed to the Commissioner's office. There is now a link to this page on the SRWR sign-on screen and a spanner will be displayed in the top-left linking to the service page if there are issues.

- The last scheduled release on 4th February 2021 was postponed due to an issue being identified during Sandbox testing. These changes will be rolled over and included within the Production release on 18th February 2021.
- The following revisions will be added into the Register tonight (18-02-21): -
 - Copy all attachments across to the new works when accepting a Defective Apparatus / Unattributable works.
 - Inclusion of works-level attachments on the works report and inspection-level attachments on the inspection report.

- When accepting responsibility for unattributable works, any unissued FPN charges will be transferred to the accepted works.
- There have been issues reported of the mobile apps crashing if they have not been used for a significant amount of time. This appears to be due to a mapping token expiring. The workaround is to uninstall and reinstall the app. A fix has been found and will be rolled out soon with a new App which will replace the existing.
- APIs (Application Programming Interfaces) – A number of Organisations have indicated an interest in the API facility in the Register. If an Organisation considers they may have a need to use an API they should contact M.G. and I.R.

It was noted that while APIs were one method of operation there may be others. Ver 2 to be launched later this year may solve some of the requirements being raised by Organisations without needing an API.

More generic facilities may become available if not already there. Since Users may not be aware of what the Register can provide, I.R. and M.B. were asked to produce a summary of what can be provided by the Register. The suggestion was made that this could be a Webinar topic. **Action – M.B. / I.R.**

- Webinars – Symology has started running the Webinars with advice and information on using the Register. There have been 3 sessions so far with 200 Members attending each. At present the Webinars are fortnightly but this is likely to reduce to monthly as the initial backlog is covered.

The bell icon will be used to draw users attention to the Webinar session taking place. Suggestions for Webinar topics are welcome.

- The Knowledge Base is available with a wealth of information on the operation of the Register and FAQs. There is also the News page providing information on new releases, current issues, vault updates, gazetteer updates etc.

Suggestions for inclusion in the Knowledge Base are welcomed,

- SAT Meeting - SAT should focus on prioritising the outstanding change requests so that the Symology Development Team can then focus on addressing minor bugs to improve the day-to-day stability of the register.

A critical review is being carried out on the list of C.Rs and those covered in the Register and others which are not required are being rejected.

Ver. 2 will be rolled out sometime in September / October. It is not anticipated to be a major event as there are not so many upgrades to be made. It will be raised with SAT in March.

- Symology are delighted to be announced as the winners of the Street Works UK, Project Of The Year award for Aurora becoming the brand new Scottish Road Works Register. The introduction of the new Register went relatively smoothly thanks to the close working with SAT and the Community on testing and Auditing.

c. Training Updates

The New Users Courses are now ready to replace the Transitional Training Courses which would now be switched off. Notification would be issued to any user who was part way through a course so that they could choose to complete the unit or abandon the unit and complete their training on the new version. Two weeks' notice would be given.

Inspectors should complete the Intro to Aurora (Standard) and the Inspectors Module. Before commencing Inspections, the Commissioner's recommendation is that

Inspectors complete the training and be fully aware of the purpose and operation of the Apps. There are no rules governing this at present.

The Inspector having completed the Training Courses to deal with Inspecting and using the Register online should find using the App intuitive.

As commented on above, there is at present no rules which ban a user from going online before they have completed their training, but it is strongly advised they do so and if allowed access, it should be supervised. Training and use in tandem have some advantages as the trainee can see what the course is referring to while training.

A request was raised for the spread sheet detailing the training status of a manager's staff to be made available. Comment was made that this could be dealt with via an API. The Report should refer to the Transitional Training and the new Courses. M.B. was of the view that the Report would be on a quarterly basis dealing with the New Courses only. M.B. indicated that a wash up report on the Transitional courses could be provided.

I.R. and M.B. will discuss the management and circulation of the Training Reports going forward. **Action – I.R. / M.B.**

4. VAULT

a. Future Development

The discussions on the Symbology will be reported to a future meeting.

b. Vault Scorecard

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

The Report has been updated and will be recirculated. **Action – I.R. / Secretary**

There are no issues to be dealt with in relation to updating.

One of the new S.U.s joining the Register has uploaded data to VAULT.

C.O'B. indicated that she was having difficulty updating her data on VAULT despite files being provided and loaded previously. (June 2020)

I.R. will contact C.O'B to try to arrange a discussion between the Symology and A&B Technical Sections to remedy the problem. In the meantime C.O'B. will speak to Graeme Robin at North Ayrshire. **Action – I.R. / C.O'B.**

5. Gazetteer Group

a. Gazetteer Update Submission Report

The previously circulated Report was taken as read.

SDTF 4 was introduced from 1st February and uploads should now be in the new format. The Report for the end of February will show any R.As having a problem supplying data.

Transport Scotland now has a Gazetteer Maintenance Tool so will now be able to deal with the Gazetteers.

Alan Bowman (Dundee City) has resigned as Chair of the Group and a new Chair is required. Alan Ramage is Chairing the meetings and has agreed to do so for one more meeting. J.O'N. Chair of the TayForth Area will be asked to arrange a replacement for Alan. **Action – I.R. / Secretary**

The Secretary has moved to a new post, so a replacement is also required.

There was some concern that the Area Meetings and the Area Gazetteer Groups are not communicating. This needs to be raised with the two Committees. **Action – RAUC(S)**

b. Gazetteer Group Highlight Report

The Minutes of the previous meeting will be circulated. **Action – I.R. / Secretary**

6. SRWR System Assurance Team

a. SAT Report

C.O'B. reported as follows: -

The SAT held another marathon meeting on the 28th January. As a result of the work load the Team will meet again in March in an effort to catch up.

The C.R. management system was considered and revised to ensure greater flow of information to the C.R. sponsor so that they are updated on the progress.

Thanks was recorded to the Team for their work and the input they are providing. The Team membership is healthy with a good knowledge base.

So far out of the 26 C.Rs 12 have been cancelled and 4 resolved.

The Team are being more critical of the submissions and will reject C.Rs which do not meet a need in the Register. 20 have been sent back to the sponsors who can review the result and if they consider necessary, they can raise the matter with the Team.

C.O'B. will, at the next meeting, ask for a Co-Chair to volunteer to replace her when she is not available.

Discussion on the C.R. management process is ongoing.

A minute of the meeting will be issued in due course. **Action – C.O'B**

b. Change Requests

The three C.Rs escalated to the meeting were discussed as follows: -

C.R. No. 693 – The System is prompting Registrations Due for works under Licence.

A number of R.As were asking for the Register to deal with the closure on the assumption that it was done by the closing date and close the Notice automatically.

The legislation promotes the applicant for a Section 109 to Undertaker Status. This is not relevant to permits for skips, scaffolds etc.

J.F. and F.McI. raised the issue of the Section 109 Permit Holder needing a Quality Plan to allow them to carry out work on the road and this needs to be managed by the R.A.

This could require responses to be made to the R.A. when the work was completed. The Reinstatement Code needs to be met by the permit holder. The Fee for the Permit must cover all the management of the License.

Section 61 will be repealed under the Transport (Scotland) Act 2019 so does not need to be considered in this C.R.

Works under Sect. 56 are of a more major nature e.g. construction of a new junction so the requirement for a reinstatement is not relevant.

J.F. considered that a Section 109 holder must be treated as an Undertaker and provide the details to the R.A. in order that the Notice can be managed within the requirements of the Legislation, Advice Notes and Codes.

K.H. commented that: -

- It was apparent that the Sect. 109 Legislation and its management on the Register was inconsistent.
- The monitor on Notices relating to Section 109 should not be part of Report No. 16.
- The other Permits are not relevant to this discussion,

This C.R should go forward for further consideration based on the discussion above.

C.R. No. 709 - Request for greater access to the Customer Service Portal to be able to keep track of my open cases in a reactive way rather than using email chase ups.

Symology are currently revising the system and suggested that the C.R. is deferred pending the completion of the changes being completed.

F.McI. indicated that the need is for information on the Log Number / Submission Data / and progress.

This C.R, will be reviewed at the next meeting.

Action – I.R.

C.R. No. 744 - Currently you cannot identify the description of a previous phase notice once subsequent phases are raised.

For Remedial Works you are required to type the information in the Works Description Box. When this is done the original information disappears and it is thought that the life history is lost. The system requires that a full audit is available for the site.

The suggested work around is to type the information in the Notice text box. This would be a short-term measure until a proper solution is found.

The comment was repeated that the system must be able to record any change in the Notice and in the future provide a full history of all stages of the site.

The fact that the Inspection Status can be changed but does not indicate who has made the revision was noted and will be dealt with separately.

The proposal was agreed that the Notice Text Field would be used as a short-term fix, but the system needs to be checked to ensure this and the final solution provides a full audit.

Symology will investigate the issue and report to the next meeting.

Action – M.B.

K.H. agreed with the discussion that the system must record the information at all stages and be able to provide an audit trail.

I.R. commented that the Audit trail may still be on the system but not visible so the matter needed to be checked. **Action – I.R. / M.B.**

This C.R. requires to be held pending the investigation by Symology.

7. Scottish Road Works Commissioners Report

a. Changes in Legislation

The Commissioner reported: -

- He had concern that some R.As were not recording all their Works on the Register so he would be monitoring their performance in relation to the Number of Notices per 100km.
- Safety / Mobility – he would be monitoring Traffic Management and considered that all sites should be signed to meet at least the minimum requirements of the “Red Book”. He is conversing with groups involved with Mobility problems and would be looking for people with mobility problems to be properly accommodated through the area affected by the works. He had noted that during the pandemic, active travel had increased with more pedestrians and cyclists needing to be accommodated.
- Performance Frameworks – Some targets will be considered for revision but these changes will not be major. Before they are introduced the Community will be asked for their comments.
- Transport (Scotland) Act 2019 – The commencement is still being delayed.

K.Q. has circulated a schedule to the Community indicating the commencement batches which will be submitted to Parliament but no dates for them to progress are available. The Schedule also indicates where revisions will be needed to Codes and Advice Notes.

It was noted that Sect. 61 of the Roads Scotland Act had not yet been repealed.

A Code of Practice is being drafted for Quality Plans and while it may not be mandatory for R.As to have a Q.P. the Commissioner may require them to have one. Section 109 Licence holders automatically become Undertakers for the duration of the Licence. It is likely that a R.Q.P. needs to be issued as part of the process and they would be expected to employ a Contractor who is qualified to work to the R.Q.P.

There may be a need for the Register to be revised to accommodate the above.

A Working Group has been drafting a Code of Practice to manage works through the various stages of pre, during and after the works. It will be discussed by the Group on 25th February with the aim of submitting it to the March RAUC(S) Meeting. The next stage would be to deal with any comments from the Community prior to submitting the final draft to the June RAUC(S) meeting for approval.

8. RAUC(s) Remit

There were no remits submitted by RAUC(S).

9. SRWR System

a. SRWR Training

See comments on this topic earlier in the Minutes.

10. A.O.C.B.

a. Diary dates for 2021

The date of the May meeting has been changed to 13th May to avoid conflict with the dates of the HAUC UK Conference.

b. SRWR Reporting Group

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

Symology commented that progress had been made on revising the Reporting facilities on the Register and considered that some of the content was now out of date. They would, however, comment to the Group on the content of the summary.

I R, indicated that there was a need to provide detail to indicate the reason / purpose for the changes being requested.

The paper indicates what was discussed but needs to be flushed out with additional information on the topics recorded in the Report.

The remit of the Group should be checked to ensure it was clear what the Group should be dealing with.

Action – O.S.R.W.C.

The Group were asked to report to the next meeting and the Secretary was asked to add an Item to the Agenda.

Action – W.G. / Secretary

11. Dates of Future Meetings

The next meeting will be held on: - Thursday 13th May 2021

Venue to be MS TEAMS

**The Future Meetings will be held on: - Thursday 19th August 2021
Thursday 18th November 2021**

The meeting closed at 13.25