SCOTTISH RO△D WORKS COMMISSIONER

Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 18th May 2023 on MS TEAMS

Present: -

Kevin Hamilton (Chair)	Scottish Road Works Commissioner	K.H.
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.
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: -

David Armitage (Chair)	Aberdeenshire Council	D.J.A.
Maggie Baird	Fife Council	M.B.
Darren Grant	SSE	D.G.
Jason Halliday	Office of the SRWC	J.H.
Owen Harte	Virgin Media	O.H.
Ian Jones	Fife Council	I.J.
Clare O'Brien	Argyll and Bute Council	C.O'B.
Brian Wilson	Scottish Borders Council	B.W.

1. **Introduction and Apologies for absence**

   Kevin Hamilton welcomed all to the meeting. In the absence of David Armitage, K.H. would Chair 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 16th February 2023 were agreed as read.

b.   Matters Arising

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

20th August 2020

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

This Action was related to the number of conflicts being raised in a search especially in an urban area.

J.G. will send an email to I.R. to prepare a C.R. for consideration by SAT.

This Item should be closed with a new Action created.   **Action – Secretary**

18th August 2022

6.   SAT Report - Quality Reports for Local RAUC meetings

A meeting was held to review the potential Report formats. J.G. and F.McI. will draft an email to I.R. with comments including a request for additional reports to be included in the proposal.   **Action – J.G. / F.McI. / I.R.**

These reports will be produced to match the relevant LRAUC Clusters.

9a.   SRWR System - Inspection Sample Calculation

The Inspection Code should be reviewed to ensure the content reflects the Legislation, Calculation and Action. This should check that the algorithm matches the Legislation.

This Item will be remitted to the Inspections Code Working group.   **Action – J.G. / S.W.**

The calculation has included the works without excavation, but these will now be omitted.

The process needs to be clarified for the Community especially for staff which have been appointed more recently who may not be fully aware of how to deal with / agree the Inspection Sample e.g. the figures provided by the Register are a guide for discussion / agreement with the S.U.

A software update is due for the 1st June and the view was that this would be a good time to have the calculation revision rolled out. the 2023 / 24 Samples could then be agreed between the R.As and S.Us.

J.G. will review the calculated samples and submit any suggested revisions to the R.As e.g. where programmes in a R.A. area may be greater or lesser that in previous years.

Where an agreement on the sample cannot be reached the matter should be dealt with via the dispute procedure.

J.F. indicated that he had reached agreement on samples with the R.As taking into account the changes to the numbers of works which will be carried out in any R.A. area.

If the sample remains the same there will be no change to the Register but if the figure is revised from the auto calculated one the flag needs to be reset. This will be commented on at the Area meetings.

As indicated the Inspections W.G. will review the code and revise as required. Guidance should then be produced for next year for the Community. A Webinar could be prepared for next March to provide the required guidance.

J.G. was thanked for raising this matter and providing input to the review.

The calculation on the works clear and works closed was dealt with and explainedl.

I,R, will provide a paper for the Area Meetings to help Organisations deal with the sample agreement procedure. This will be included in the next Newsletter.   **Action – I.R.**

17th November 2022

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

This Item had been remitted to the coordination W.G. and DJA had passed a report to them.   **Action – Close**

9c   SRWR System - Material Drop Down Schedule

To accord with the materials in the revised SROR it may be necessary to revise the Drop-Down Table again.

The view was that the SROR W.G. could review the existing Table and decide if there were any changes required. For the present there is a category "Other" which with a description can be used.   **Action - Close**

16th February 2023

3b   Quarterly Operational Report – Webinars

The Inspectors will require training for the Inspections App as well as the SROR. The view was that the S.Us would also need training to be able to work to the new legislation / Codes and Advice Notes. The Commissioner / J.G. and I.R. will meet to discuss the requirement with a view to the provision of a Commissioner's Webinar.   **Action – S.R.W.C. / J.G. / I.R.**

There were common pitfalls and issues which required training to eradicate. D.C. indicated that he would ask V.P. to provide input to the discussions.   **Action – D.C. / V.P.**

This Item can be closed.   **Action – Closed**

4b   Vault Scorecard

At present plans are needed before works are commenced but VAULT can be used to provide guidance on which Organisations have plant in the relevant area of work.

The aspiration is to have VAULT as the main source of plant data, but discussions are needed on the information provided and some form of disclaimer.

The current changes to the symbology and provision of data on high / medium / low risk needs to be completed.

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
Invoices for the Prescribed Fees and Amounts 2023/24 were issued on 1 April 2023. At 18th May the amount collected was approximately £440k of the £950k total, from 55 of the 95 organisations. The late payers will receive a reminder.

Sharing SRWR Logins
During a recent audit Symology noticed suspicious usage of the Vault system, with a single user logging in and out multiple times a minute. This caused concern that someone was trying to extract data which is a misuse of access to Vault. Following investigation, it was found that it was due to a large number of individuals sharing a single login to the SRWR, which is in breach of the SRWR Terms of Use.

The Commissioner reminds all users that their login details must not be shared, and everyone should have and use their own login to the system. An Organisation can have as many unique logins as they need.

Only corporate logins should be used and private logins will not be accepted. An amnesty may be given to allow time to make the change.

Multi Factor Authentication will be introduced in due course.

The Commissioner is interested in receiving suggestions on how the management can be dealt with.

It is likely that the biggest problem will be with the small (possibly one family) contractors who assist with work in the rural / island areas. Use of an approved address for these contractors while a possible solution will not be manageable with the need for multi factor authentication. This matter needs to be considered further and Organisations using these Contractors need to consider how they can be managed.

J.F. commented that the difficulty arises with small contactors and self employed contractors and will make access to the Register and the use of the Apps a major problem.

Vault Updates
Symology will be circulating a phased plan describing updates to Vault that will allow: -

- The display of BT data on both the SRWR Aurora web interface and the SRWR Vault Mobile App.
- Update the symbology used to allow asset owners to highlight plant which pose a higher risk.
- Regroup the assets by type (e.g. Electricity, Water, Gas, etc.) rather than the Organisation providing the data.

These changes will require users of the SRWR Vault Mobile App to update the software on their devices. Data providers will also be required to identify the type of each asset in their submission (particularly the authorities who are providing S109 asset information).

Vault Usage

It has been noted that some organisations are using Vault data in place of obtaining plans directly from asset owners. While this is the long-term aim of Vault, at this time it should only be used to identify which Organisations have assets in the area. Before excavation starts, detailed plans should be sought from the asset owner until the Organisations approve Vault as the prime source of plant data.

Gazetteer ASD Geometry

The Commissioner is reviewing the gazetteer Associated Data (ASD) records for compliance with the SDTF 4 specification.

For information to each R.A. on their progress, the validation checks were re-run at the half-way point between the February and the upcoming May deadlines. Following the check on data for the 24 February 2023 deadline, only 14 of the 42 gazetteers passed validation. From the data extracted on 17 April 2023, 24 of the 42 gazetteers passed validation. The Commissioner was pleased to note improvement across the board. All but one authority showed improvement.

All are reminded that providing a street gazetteer is one of the statutory duties for a R.A. under NRSWA. Repeated failure to supply compliant data could lead to a Commissioner penalty and he asks that all authorities put in place appropriate resources to ensure a compliant gazetteer is provided by the 26 May 2023 deadline.

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

New Organisations on SRWR

Nexfibre Networks Limited (previously Virgin Media Networks Limited, not be confused with Virgin Media Group), Cornerstone Telecommunications Infrastructure Limited, Fibrus Networks Limtied and Giggle Fibre Limited, all telecoms companies have been given access to the SRWR.
Optify Mediaforce Limited (previously PCCW) have changed their name to Wifinity Limited and Forbury Assets Limited have changed their name to Optimal Power Networks Limited.

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.

Mapping issues covered in the Report, and it was noted that the new mapping system to be installed over the Summer should provide the required service.

Number and Status of Raised Requests – there has again been a rise in the number of calls being logged.

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

Dial Before You Dig Service – There has been a rise in the number of calls to the Dial Before you Dig service.

Number of SRWR Users – Numbers are level.

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

Vault Information Users – There has been an increase in the numbers using VAULT.

Open Small Projects Outside of the Support Requests – Work ongoing on the BT VAULT service provision. The work on the Apps has been ongoing to accommodate the various changes which have been made to the Register.

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

New User Training Statistics – The numbers using the facility have dropped slightly over the last quarter.

b.   Quarterly Operational Report

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

The Hosted Service

Two disruptions have occurred since the last meeting as follows: -

On 9th March 2023 there were reports of mapping issues. These were similar to previous incidents, and a procedure was carried out to stop/restart the GIS server, requiring the register to be offline for 16 minutes.

The SRWR release of 23rd March 2023 which included a new system management feature allowing the team to stop/restart the GIS server without the register being offline. Users will be notified if mapping has been temporarily disabled. This should mitigate the impact of future GIS server issues.

On 5th May 2023 (morning) the SRWR Aurora Academy training system was unavailable following the previous night's upgrade. This was resolved by 10am.

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

SRWR Software

Since the February meeting, several upgrades have provided minor feature enhancements and stability improvements.

All users of the register were notified of each release and the detail was made available on the News page within the Community Portal:

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

Some of the release highlights are as follows: -
- A link has been added from the Road Info card to access the General Activity Search, which allows users to view historical works for the road.
- There is a new menu option to allow a user to change a password whilst in the register, instead of having to follow the forgot password route.
- Additional fields for a works are now shown on the Activity Info card.
- As mentioned earlier, changes to allow Symology to stop/restart the GIS server without requiring an SRWR outage.
- Introduction of the Reinstatement Quality Plan checkbox onto the Create /Update Works screen. It is also available as a grid field and on the Activity Details card.

- The conflicts window has been streamlined to improve performance and allow more focus on just the conflicts. Consequently, only conflicts are shown on the map, no other layers are shown, and there is no table of contents.

Roadworks Scotland Website

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

SRWR Mobile Apps

The Vault/Inspector Mobile Apps have not changed since the last meeting.

The Works Promoter App was updated to allow the time to be entered when recording Actual Start, Works Clear and Works Closed notices. This was made available on the 24th February 2023. There have since been two instances where users have reported duplicate due inspections and sites within the SRWR Inspector App (30th March and 9th May). Each time an overnight process was run to resolve the issue, then the affected users were advised to perform a "Clear Data" within their mobile app.

Vault Submissions

The issues with accessing the BT on-demand layer on the SRWR Vault Mobile app have been resolved after some configuration changes by BT. Symology are now planning the rollout to the SRWR and Mobile App, along with the Symology changes proposed by the Vault sub-group. A presentation on the plan was given to arecent SAT meeting.

Gazetteer Submissions

SDTF4 gazetteers were loaded for 14 R.As in March. Gazetteers for the remaining Organisations did not pass the validation and they have been contacted by the Commissioner's office. It is expected that significantly more R.As will submit validated gazetteers for the June 2023 upload.

User Authentication

There has been an issue with a contractor for an Organisation accessing the SRWR using a single named user login by multiple users, sharing the same credentials. We are continuing to work with the SRWC and the organisations involved to resolve this matter.

This would constitute a breach of the contractual condutions and generally go against accepted industry data security best practice. All Organisations must ensure that no users are sharing credentials.

The SRWR licence is limited by concurrency, not the number of named users so there is no limit on the number of user logins.

The aforementioned contractor was using the login to access Vault data and due to multiple sign-ins from different sources it has generated multiple Vault "usages". As a result, the vault accesses per month (distinct users per day) rose from a baseline of 3,000 to 19,000 in March.

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

There have been no webinars since the last Steering Group meeting, but a webinar is planned for June to cover the planned Vault Symbology and BT on-demand changes. We will also include a session on recent changes to the SRWR software that are worth highlighting. Any further suggestions of topics for this or future webinars are welcomed.

SAT Meeting

Symology attended the SAT meeting on 11th May 23.

Concern was raised about the errors which were cropping up in the early stages. The question was asked about the testing which was carried out. Was it sufficient to show up the problems which had materialised. Some errors had resulted in FPNs being created. Fortunately, the R.As had taken a pragmatic approach to these issues.

The problem of there being no warning to operators when the start time was not filled in had been rectified and a flag was raised when the error was made.

There had been errors with the time submitted showing as 4 hours late and there were issues with recording works on a Friday afternoon.

Testing had been carried out but these errors were symptomatic of the introduction of a new process with step changes being made to the process management.

I.R. asked for some examples of the problems to be sent to him for further investigation.

Action – All

The spike in failures could have been caused by; -
- System changes
- Ongoing issues requiring training
- The bank holidays within the quarter.

The issues raised will be commented on at the Area Meetings.

There would be some leniency given during this initial introductory period.

An email had been issued to the Community to get a focus on the need to have trained staff in place to manage the issue of notices.

c.   Training Updates

   I.R. is preparing a list of primary users who can request training details of staff within their organisation.

4.   **VAULT**

a.   Future Development

A paper on the changes within VAULT has been passed to SAT for review. Topics covered include: -
- BT data in a tile format.
- Requests to VAULT for BT data has a check system in place for security which can result in a delay of up to 10 seconds to respond.
- Symbology colour changes in line with the NUAR symbology.
- Polygon recording for the plant routing.
- Inclusion of street lighting plant records.

- Symbology for high medium and low risk plant.
- The inclusion of oil and gas pipeline plant.
- The community heating pipelines will be indicated in green.
- Changes to software / contents / underlying data need to be reviewed.
- A programme is needed to progress all the changes.

The roll out will is programmed for June 23.

The mobile app will need to be updated to accommodate the changes and user will need to be asked to action that.

All VAULT users should attend the Webinars on 20th June.

b.   Vault Scorecard

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

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

The Committee noted the following: -

- Although progress is being made there are still several R.As which need to complete the revision of their data to SDTF 4 and revising ASD as necessary.
- R.G has been assisting R.As with the changes and he will continue to do so.
- F.McI. indicated that there appears to be problems with the Glasgow Gazetteer. Road Type and Reinstatement Category appear to be wrong on some roads and she has spoken to Glasgow about this problem, and they are reviewing their records. I.R. asked F.McI. to send him some examples so that he could review the problem.   **Action – F.McI.**

   R.G. Asked for problems to be copied to him in order that he could look at them and offer assistance if necessary.
- Comment about Gazetteer revisions should be made at the LRAUC meetings.
- All should remember that it takes 3 months for the revisions of the Gazetteer to come through to the Community.
- The Commissioner indicated that if progress is not made with updating the Gazetteer by a R.A. he can issue a Penalty. The performance will be reported in the Annual Reviews which are due to be published.

The R.As have made progress with the revisions of their Gazetteers but there are several still needing to provide updates which will validate and be added into the National Gazetteer.

The progress on the Trunk Roads is now catching up but there is still work to be done.

Perth and Kinross are using a work around to complete their update.

J.H. in Scottish Borders has two problems which he is addressing with his IT unit and his Gazetteer maintenance Contractor.

Training and advice is being provided to the custodians on data collection etc and the alignment of the roads is now becoming clear across the Community.

6.   SRWR System Assurance Team

a.   SAT Report

- Meetings are being held with a full Team available.
- The Change Requests are being reviewed.

b.   Change Requests

C.R. No. 857 When works take place near a bridge this should be highlighted to the operator when creating their notice for the works. In a similar method used to highlight a Special Engineering difficulty.

Bridges should in general be recorded as S.E.D. and S.Us should be aware that they must contact the R.A. Structures Departments as required by Section 147.

The proposed method of works should be discussed and either approved or an alternative method agreed.

C.R. No. 858 When creating a notice for works affecting a SED display, a warning reminding the user to follow the processes described in the Co-ordination CoP. should be followed.

Where works are to be carried on or adjacent to Level Crossing contact should be made with Network Rail and agreed in accordance with the Coordination Code.

bi.   SAT Permissions and Consents

The following issue was discussed at the SAT meeting, and it was remitted to the SRWR Steering Group to approve the approach and action.

There are over 230 permissions & consents records in the Register with a status of "recorded" that have an end date before March 2020. All of these records have an application status of refused. These records are cluttering the Current Activities enquiry. It is proposed that a simple process is run to cancel them which will remove them from the Current Activities enquiry and change the status to "abandoned".

In the unlikely event that one of these records is subsequently required, the abandoned record can be manually resurrected by the Roads Authority.

The Action was approved, and a News Article will be published to announce the details of the planned action.   **Action – Symology**

The Commissioner and other Representatives required to leave the meeting so I.R. agreed to close the meetings and carry the remaining Agenda Items over to the next meeting in August.

7.   Scottish Road Works Commissioners Report

a.   Changes in Legislation

8.   **RAUC(s) Remit**

9.   **SRWR System**

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

11.   **Dates of Future Meetings**

         The next meeting will be held on: **- Thursday 17th August 2023**

         Venue to be MS TEAMS or as agreed

         Future Meeting Dates: - Thursday 16th November 2023

         The meeting closed at 13.05