

# SCOTTISH ROAD WORKS COMMISSIONER

## Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 18<sup>th</sup>  
August 2022 on MS TEAMS

**Present:** -

<b>Kevin Hamilton (Chair)</b>	<b>Scottish Road Works Commissioner</b>	<b>K.H.</b>
<b>Mike Bartlett</b>	<b>Symology</b>	<b>M.B.</b>
<b>Jim Forbes</b>	<b>CityFibre</b>	<b>J.F.</b>
<b>Roger Garbett</b>	<b>Improvement Service</b>	<b>R.G.</b>
<b>Darren Grant</b>	<b>SSE</b>	<b>D.G.</b>
<b>Julie Greig</b>	<b>SGN</b>	<b>J.G.</b>
<b>Ian Jones</b>	<b>Fife Council</b>	<b>I.J.</b>
<b>Fiona McInnes</b>	<b>Scottish Water</b>	<b>F.McI.</b>
<b>Andrew Matheson</b>	<b>Virgin Media</b>	<b>A.B.</b>
<b>Clare O'Brien</b>	<b>Argyll and Bute Council</b>	<b>C.O'B.</b>
<b>Valerie Park</b>	<b>South Lanarkshire Council</b>	<b>V.P.</b>
<b>Iain Ross</b>	<b>Office of the SRWC</b>	<b>I.R.</b>
<b>Brian Wilson</b>	<b>Scottish Borders Council</b>	<b>B.W.</b>

**In Attendance:** -

<b>George Borthwick</b>	<b>Secretary – RAUC(S)</b>	<b>G.B.</b>
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**Apologies:** -

<b>David Armitage</b>	<b>Aberdeenshire Council</b>	<b>D.J.A.</b>
<b>Darren Grindell</b>	<b>Symology</b>	<b>D.Gri.</b>

### **1. Introduction and Apologies for absence**

Kevin Hamilton in the absence of David Armitage welcomed all to the meeting and agreed to take the chair.

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 12<sup>th</sup> May 2022 were agreed as read.

#### **b. Matters Arising**

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

19<sup>th</sup> August 21

Item 4a VAULT – Edinburgh Trams Plant

The Commissioner had spoken to Edinburgh Trams at the meetings with them about posting their plant information on VAULT. There has been no progress yet and the topic will continue to be raised at meetings.

17<sup>th</sup> February 2022

6b Change request No 775 – Using UPRNs

At present the UPRNs are contained in the Register but not as a searchable field. The CR is recorded on the C.R. Register so this Item can now be closed. **Action - Closed**

12<sup>th</sup> May 2022

4a VAULT Future Development - Access to Others

Following a request from DJA relating to access to VAULT to third parties undertaking initial planning activity for Transport Scotland, KH had reviewed the terms and conditions for VAULT access and concluded that this activity would not be covered. As data suppliers were providing data on the basis of the existing T&Cs it would not be possible to allow this sort of third-party access at present.

9a SRWR Performance Reporting - Inspection Reports for last 3 Years

This had been dealt with via the Support Desk but the provision of a suite of standard reports for the Area and Local meetings is being raised at RAUC(S).

**—Ongoing**

10a Replacing the SRWR Steering Group Chair

F.McI will discuss this matter with J.F and KH. She is concerned that as the RAUC(S) Chair she may be too busy to take on the Chair of the Steering Group. **Action – F.McI. / J.F /KH**

### 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**  
All Fees have now been collected.
- **Personal Details recorded on SRWR**  
All users are reminded that personal details (including someone's work email address) should not be recorded in any of the free text fields on the SRWR. Personal details (name, email, telephone etc.) should only be recorded in the contact sections provided in the relevant notices as described in the Commissioner Direction 3 – Contact Details Direction.
- **SRWC Monitoring of Inspections on SRWR**  
From 1 April, the Commissioner started tracking outstanding reinstatement defects. As such the requirement to:
  - i. Record a D/3 or DA3 pass following every defect remediation
  - ii, Record a D/2 or DA2 within 6 months of the prompted Due Date
  - iii. Carry out remedial repair within 6 months of reporting.

must be completed by all R.As and S.U.s.

A series of changes will be made to the SRWR in forthcoming months to enforce and report on these requirements. Further details on this roll-out will be provided in the Aurora News Portal.

In summary: -

Tranche 1 around end of Q1 – ability to clear Cat A without remedial phase (now complete)

Tranche 2 around end of Q2 – clear down of old prompts

Tranche 3 around end of Q3 – changes to prevent removal of prompts going forwards

- **SRWR Aurora Webinar**

A webinar was held on Wednesday 22nd June 2022 via MS TEAMS covering the results of the Customer Satisfaction Survey, upcoming Password rule changes, Terms of Use update and Tranche 1 of the Inspection Changes. A recording of this webinar can be found on the Aurora News page.

The Commissioner would like to remind all organisations that these webinars are intended to inform their staff of upcoming changes to the SRWR. The presentations are short and to the point. He strongly encourages all users to make use of these events.

C.O'B. asked if there was a better way to publicise these events as the red dot is often missed.

J.G. indicated that she issues a Teams Invitation to all relevant staff while F.McI. sends an email to relevant staff.

I.R. asked for any suggestions to be passed to him and he would review them.

Information on the Webinars will be issued at all the Area Meetings. **Action – o.S.R.W.C.**

The Commissioner indicated that he would send a reminder to all Primary Users and ask them to circulate the information to colleagues. **Action - Commissioner**

- **Annual SRWR User Check**

All Organisation have been sent a list of the current users accessing the SRWR in their name. In the interest of security all are asked to check this list for users who do not represent their organisation. The report also contains details of the training carried out by each organisation. **Action – All Organisations**

- **New Organisations on SRWR**

There have been no new organisations added to the SRWR since the last report,

ai. SRWR Service Report

The Group noted the version of the Report which was previously circulated. A summary of the various sub reports was given to the Group.

There had been issues with the mapping layer and some patches had been used to maintain the service. Discussions with the provider are ongoing.

F.McI commented that the Coordinates on Defect Notices had changed following the mapping problems which gave rise to Inspection problems.

There had also been problems with the Mapping on the App for about a month again causing inspection problems.

In future where these problems occur the Users will be notified by a Comms Notice. Symology now have more experience in dealing with these problems and will be able to action remedies and issue information to the Users.

There were variations in the monthly use of the Training Modules but this has settled to roughly 100 users per month.

Requests to the Support Desk were pretty level and there were no issues with outstanding requests.

Dial Before You Dig requests have dropped slightly.

There were no issues to be raised on the App usage or VAULT use.

The testing of the system to provide BT/ Openreach plant data through VAULT is ongoing and SAT will be asked to test it in due course.

#### b. Quarterly Operational Report

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

##### **The Hosted Service**

There was one significant disruption on 1st June 2022, when various reports of the register running slowly, and gateway timeouts were reported. Investigation identified degradation with the Microsoft Azure Active Directory service which had a significant impact on the SRWR. For a period of 55 minutes almost no activity was recorded on the register. Microsoft rolled out a hotfix which vastly improved SRWR operation allowing transactions to be recorded on the register. There was another hour or so of degradation while the full service was re-established. Fortunately, issues with core Azure services are rare and it is reassuring that it was resolved in a very timely manner by Microsoft.

Minor disruptions over this period were: -

On 24th May 2022 users generated reports from activities/grids. These were being queued up in the background but were not appearing in the notification bell as having successfully run. This was due to a background server process not restarting successfully after the previous night's upgrade and was quickly resolved.

On 9th June 2022 there were reports of mapping timeouts which was tracked down to the cache being overloaded. This was resolved quickly by increasing the size of the cache.

On 8th July 2022 there were reports of the mapping running slowly. This was caused by the GIS server geoprocessing task stopping processing requests. A GIS server reboot resolved the issue.

##### **SRWR Software**

There have been 5 upgrades to provide minor feature enhancements and stability improvements. With additional testing in place there were no major issues with these releases.

One release introduced a minor issue when emailing an activity report, but this was addressed by a timely patch release.

Notification of each release is sent to all users of the register and the detail of each release is made available on the News page within the Community Portal: <https://aurora-portal.symology.net/category/release-notice/>

The changes to the Surface Type and Base Material lookups are complete and are now in the live Register. To activate this, it requires a minor configuration change to be performed by Symology. It is proposed that a webinar outlining the changes takes place in September, followed by a News article detailing the change which will be implemented overnight ready for 1st October 2022.

### **Roadworks Scotland Website**

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

### **Roadworks Commissioner Indicators**

Phase 1 of the changes to the RWCI is now complete. Phase 2 is underway and due to be released by end of September 2022.

F.McI. asked if copies of the Reports could be made available for comment. This would be done but all should be aware of the limitations on the content of the Reports. **Action – M.B.**

The responses must be made within a week as the development needs to be completed to allow the publication of the Reports at the end of September.

J.F. commented that there was greater interrogation flexibility when the system used Insight and asked if a similar facility could be available.

M.B. indicated that a recent demonstration of one of the Reports had raised the issue of the fields available and the need for additional fields to be provided.

J.G. asked if the name of the Inspector could be included as a field. This would allow the performance on inspections to be monitored and any issues noted.

The grid is a high-level guide which may show that it is not possible to increase the fields.

M.B. asked for an indication of what is desirable in the reports so that an assessment can be made on what can be provided. These requests should be focussed to a particular report and not a general request. **Action – All**

If required a specific request can be submitted using a Change Request.

### **SRWR Mobile Apps**

On 17th May 2022 a change was introduced to the way the background maps were received from the third-party provider which prevented the detailed OS MasterMap background maps loading in the mobile apps. A workaround was implemented before the issue was finally resolved using server-side configuration changes which were recommended by the third-party provider. The changes were implemented successfully on 22nd June 2022.

Configuration changes required by App users at each stage were notified via the Community portal or the trust website.

Two further incidents were reported of problems with the Inspector app. The first resulted in Inspection Due Records being missed from the map and the second resulted in an app crash when pressing the site details when recording an inspection result. Both were caused by a missing database table. An overnight process was run to regenerate the table, and this resolved the problem. Discussions were held with the third-party mapping provider on the possible causes for the missing database table.

There was one release update to the Apps since the last meeting. A change introduced in the way we received our background map data generated some erroneous display lines which necessitated an upgrade of an underlying mapping software component. This was released on 27th June 2022.

### **Vault Submissions**

Symology are currently undertaking a proof-of-concept technical trial with BT to provide access to their data via the SRWR Vault mapping. We have successfully integrated the BT data into the Aurora Vault processing. Since the last meeting, we published the data to our Sandbox solution for internal testing. This testing identified some issues relating to authentication and highlighted the need for extra code to handle circumstances where the BT layer was transiently not available. These fixes are now actioned and are due to be made available in Sandbox by mid-September for SRWC/SAT review. Performance testing has also been carried out on the new layer and the results will be passed to the SRWC. Further investigation is taking place between Symology, ESRI and BT with regards to accessing the BT layer on the Mobile Vault app. There is an outstanding question about whether the BT layer should be made available on the main register when ready, or whether to wait until the Mobile Vault app can be upgraded to include the data.

Scottish Water previously raised an issue regarding supplying apparatus which they are not the owner of. It has been agreed to display a new field to separately identify who owns the data from who supplies it. This new field should be available within the register in late September 2022. In addition Scottish Water have provided new rules for their data so that this distinction can be captured. These new rules should be applied to the August submission and available when the register is upgraded in late September.

### **Gazetteer Submissions**

SDTF2 format gazetteers were loaded in June 2022.

SDTF4 Gazetteers have been received from all R.As, but there are still issues with the way the ASD is plotted in SDTF4 which is likely to provide a degraded service for users. Discussions are ongoing with the SRWC and the Improvement Service to find a solution to this. As a result it is expected that SDTF2 gazetteers will be loaded into the SRWR for the foreseeable future.

### **SRWR E-Learning**

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

### **SRWR Webinars**

SRWR Webinar 9 was held on 22nd June 2022 with around 50 attendees.

Another webinar is in the early stages of planning, potentially for late September. The following content has been proposed: -

- Agreements and the Agreement Register
- Surface Type and Base Material Lookups
- General Register enhancements
- SRWR Configuration (see below)
- New legislation

Symology look forward to receiving further suggestions.

### **SAT Meeting**

There have been two SAT Meetings since the last Steering Group meeting. See report below.

### **SRWR Configuration**

The Help Desk received a report from a R.A. which couldn't assign a Defective Apparatus to the suspected Utility Operational District because they didn't appear in the list. This was due to the S.U. incorrectly setting up by their Operational District. It is worth reminding all organisations that to facilitate correct Notice Posting, each Organisation needs to have at least one Operational District with the Notice Posting Area Defective Apparatus setting checked and then either: -

- "Receive Notices Regardless of Location?" set to Yes

OR

- Notice Posting Areas attached that cover the whole operational area for the Organisation.

Alternatively, they can have multiple Operational Districts with the Notice Posting Area Defective Apparatus setting checked each with Notice Posting Areas attached, that across all the ODs cover the whole operational area for the Organisation.

Note, some organisations have the Notice Posting Area Defective Apparatus setting checked but without either of the settings. This doesn't achieve anything in the system and will just muddy the water for all involved.

Any changes to the OD settings or requests to upload new spatial Notice Posting Areas should be handled by raising a case with the Help Desk.

It is suggested that this area is also mentioned at the next webinar.

#### c. Training Updates

All as previously discussed with the following comments: -

J.G. has staff who completed the transitional training courses but now wish to dip into the current courses to check processes and update their knowledge. Is it possible to have this facility provided for them.

This is not a facility which is generally available but if the request is passed to the Support Desk it can be arranged.

## **4. VAULT**

### a. Future Development

The development to provide BT Plant Information on VAULT is ongoing as reported above. If any member of the Group wishes access to the Sandbox, they should contact I.R.

### b. Vault Scorecard

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

- The R.As record is reasonable but as always could be improved.
- The smaller S.U.s need to ensure that their plant data is recorded on the system,.

## 5. Gazetteer Group

### a. Gazetteer Update Submission Report

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

- The S.W. Trunk Road Operator provision of data has been dealt with.
- Network Rail plant data will hopefully be available on the system by the end of the month.
- There are some problems with remote footpaths not being recorded on the Register. Recording notices etc against the nearest road is not a satisfactory option.

Any problems should be passed to Roger Garbett who will raise the matter with the relevant R.A.

- There are a number of problems with Responsible Authorities and Road Type records. R.G. is aware of this and is dealing with it presently with the Trunk Road Operators.

The Gazetteer is the backbone of the Register and needs to be accurate and kept up to date.

### b. Gazetteer Group Highlight Report

I.R. commented as follows: -

- Roads in the Low Emission Zones in Aberdeen, Dundee, Edinburgh and Glasgow will be recorded as Special Engineering Difficulty. These zones will be introduced by July 2023 so all Organisations need to be aware of them and have plant and vehicles available which meet the restrictions on access. Vehicles will need to meet Euro 6 but those constructed after 2015 should be within that category.

The SROR will allow for the use of materials which meet the restrictions in the zones.

Scottish Water have reviewed their practices as part of their zero emissions policy. The use of hot boxes may be a problem and the use of cold lay materials may need to be considered.

SGN have checked their fleet and have taken steps to have suitable plant and vehicles available.

Transfer to electric vehicles will be considered but range is a problem.

It was noted that in England there are some dispensations for Emergency Vehicles.

This matter will be raised at the next RAUC(S) Meeting and should be included in the topics for discussion at the Agenda Setting Meeting. **Action – Commissioner / Secretary**



- Progress is good on the update to the required ASD Geometry changes. Completion of these revisions is required for the SDTF4 format to be used.
- J.F. indicated that there is potentially two CityFibre Representatives for the Group, and they may attend alternative meetings.

## 6. SRWR System Assurance Team

### a. SAT Report

The last meeting of the SAT was held with business including 7 new CRs being dealt with. They were allocated as follows: -

The change to a 6 year guarantee was considered and changes will need to be made to accommodate the Cat C inspections.

Scottish Water are arranging for a new Representative to attend future meetings.

The B.T. / Openreach Representative has stood down, so a replacement is needed. Other Telecom Utilities may wish to provide a replacement.

A C.R. may be required to reflect the discussions required by new Constitution for Local Meetings including the date of the first Inspection.

There is a need for suitable reports for the Statistics. The format should be standard and available from the Register. C.O'B. is liaising with Inverclyde to produce reports for these meetings. The liaising should probably be extended to all Area and Local Chairs. The Reports should cover all Inspection and Defect statistics. C.O'B. considered that these Reports are an essential management tool.

J.G. / C.O'B. / V.P. will discuss this matter and produce a suitable set of templates for consideration. **Action – J.G. / C.O'B. / V.P.**

There is a need for improved Coordination to avoid all users (residents / road users etc) being affected by repeated works by different Organisations.

### b. Change Requests

The following C.R. which had been circulated was taken as read with the following discussions: -

C.R. No. 813 – When working on a one-way system, with works on CW but no traffic impact there is no option but to select Road Narrowing (two way working) which is obviously not correct. Road Narrowing (one way system/ route) or something similar could be added.

Discussion on this C.R. was recorded as follows: -

- The suggestion was made that the option should be “Road Narrowing” with no other text but with additional clarification detail provided in the Work Description Field.
- All should consider the C.R. and pass their suggestions to I.R. for collation for discussion at the next meeting. **Action – All / I.R.**

A suggestion was made that the Contact Information on the Notices should be expanded to accommodate Sub contractors, T.M. Contractors etc. All were asked to pass their suggestions to I.R. for collation for discussion at the next meeting **Action – All / I.R.**

## 7. Scottish Road Works Commissioners Report

### a. Changes in Legislation

The Commissioner reported: -

- The legislation for the Stop / Start regulations will be mandatory in April 2023. The Commissioner's view was that the best way to record the dates / times was via the Promoters App. He was concerned that to date there is a poor uptake on this technology.
- The SROR review is ongoing with the due date for the first draft still set for autumn 2022.
- A survey on the use of the app and plans to manage Stop / Starts is due to end. It was sent to the Primary Contacts and all are asked to provide their input.
- A second Senior Management Webinar is planned for October (provisionally 27<sup>th</sup>) which will cover: -
  - RQPs – key themes, deadlines etc. The drafts need to be submitted by the end of the year as there is considerable work needed to have them approved.
  - The results of the survey on Start / Stops and the way forward.
  - The next batch of Legislation to be laid.
- The Commissioner is aware that there is a considerable amount of new Legislation which is creating additional workload for managers. The changes should ease following the completion of the Transport (Scotland) Act 2019 introduction.

## 8. RAUC(s) Remit

The Low Emission Zones will be remitted to the October RAUC(S) meeting. (As Above)

## 9. SRWR System

### a. Inspection Sample Calculation

In the absence of D.J.A. this Item was remitted to the next meeting.  
**D.J.A.**

**Action –**

## 10. A.O.C.B.

There were no issues raised.

## 11. Dates of Future Meetings

KH thanked all for their attendance at this meeting and indicated that the next meeting would be held on: -

**The next meeting will be held on: - Thursday 17<sup>th</sup> November 2022**

Venue to be MS TEAMS or as agreed

**Future Meeting Dates: - Thursday 16<sup>th</sup> February 2023  
Thursday 18<sup>th</sup> May 2023  
Thursday 17<sup>th</sup> August 2023  
Thursday 16<sup>th</sup> November 2023**

The meeting closed at 12.40