

Street Manager – Talking Points

Street Manager has had a smooth launch in terms of uptime and performance of the service and, as such, focus has turned quickly to changes Street Manager has introduced or differences from previous processes.

This document seeks to advise on the current position with these issues. Any status can change if the Governance Group wishes it to be so, but the intention would be to take a decision on these matters and close them out to give assurances to API developers that things will not be in flux.

Edit before Grant - Street Manager allows a promoter to edit a Permit they have submitted up to the point of an assessment decision being made. Doing this does not cause the permit response period to be re-set, they do not “lose their place in the queue”. In most cases, these changes will occur before a Permit has ever been opened by a HA officer.

Status: Discussed and agreed with Governance Group - happy with Street Manager approach.

Auto-grant of immediate works - Street Manager auto-grants an immediate permit that is closed before an assessment decision has been made. This decision was made in association with the SMEs on the project. Users feel that this can result in inaccuracies being recorded on the register that cannot be changed. It has also been suggested that this feature is being abused with jobs opening and immediately being closed within the working day. DfT hopes to soon be able to review data on this to check the number of instances of this. The Governance Group would like DfT to propose options for a change in this area. One option is to be able to make changes after a works stop has been issued. Note that this should only be affecting a small number of jobs. Permits that start and stop without review are only a small subset of the total and then of those only a small number will have errors. This means that when any way forward is agreed with the governance group, it may not be the highest priority fix.

Status: DfT to propose options for improvement to Governance Group.

Calendar month definition – Street Manager set a definition of 28 calendar days for a calendar month, therefore 3 calendar months = 12 weeks/84 days. This is clear and unambiguous and has been signed off by the Governance Group.

Status: Discussed and agreed with Governance Group - happy with Street Manager approach.

2 days to respond to a modification - When a Promoter responds to a modification, the HA always has 2 days to respond. This means that if the HA responds to a standard works permit request on day 1 and the Promoter responds promptly as well, the HA has 2 days to respond to the change request. This maybe shorter than the period people had previously. The logic here is that the HA was happy with the application but for one or two small things and it should be a straightforward matter to see if the promoter has made the required changes or not.

Status: Discussed and agreed with Governance Group - happy with Street Manager approach.

6 months major works issue - The changes to regulations removed the requirement around jobs that are part of an annual programme needing to be raised as major works, but left in the part about works being known about more than 6 months in advance. Street Manager will shortly make a content change in the User Interface to update the “Is a TTRO required” Yes/No question to read “Were these works known about more than 6 months in advance or is a TTRO required?” This will cover off the issue.

Status: Content change in UI to resolve is pending. Recommendation is to check that tick box to make the works major in the meantime.

Use of PAA for remedial works – As of today, Street Manager only lets you issue a PAA the very first time you apply for a permit on a new works, regardless of the type of works being carried out. If you then cancel it or refuse it, you will not be able to submit another PAA. This will be resolved in the near future. Until then, a brand-new permit should be raised. In addition to this, some people may be aware that the Notices Code of Practice (2.8) states that an interim to perm should begin with a Section 55 notice. This is what the EToN spec was based where it only allowed a Section 54 for the first phase. The Governance Group needs to give a final ruling on this, but I would suggest that Street Manager would be better off just allowing a PAA wherever the criteria for Major Works is met during the life of the works.

Status: Final decision to be made by Governance Group and DfT will confirm exact nature of change.

PAA followed by PA has 5 days' response time - Street Manager has diverted from EToN in that, when a PA is submitted following a PAA, you have 5 days to respond, not the longer period of the remaining PAA response that you would have had under EToN. Regulation in this area is unclear so both are valid interpretations. This will go to the Governance Group for review.

Status: Pending Governance Group review

Excavation to no excavation and vice versa – Street Manager is aware that the process for updating the excavation required yes/no option in Street Manager needs optimisation and we are currently reviewing options and will aim to consult with some of those who have raised the issue before developing anything in this area. Note as per the tips and tricks doc, you can close a site to 0 x 0 x 0.

Status: This is a priority change, but the priority is to find the right solution.

HA available responses following issue of a modification – In the Street Manager UI, following the issuing of a Modification, the permit is on hold. The clock stops. The HA however does retain the ability to grant or refuse at any point. We have had a small amount of correspondence that some HAs using an API feel they need to refuse the permit because otherwise it will deem, as well as some reports of the permit still sitting in an assessment queue for API users.

Status: You do not need to refuse the Permit. It may be in the future that DfT will define a “statute of limitations” in this area rather than putting the permit on hold indefinitely.