

# SCOTTISH ROAD WORKS COMMISSIONER

## Scottish Road Works Register Steering Group

The minute of the meeting of the SRWR Steering Group held on Thursday 19<sup>th</sup>  
August 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.
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.
Valery Park	South Lanarkshire Council	V.P.
Alex Rae	SGN	A.R.
Iain Ross	Office of the SRWC	I.R.
Brian Wilson	Scottish Borders Council	B.W.

**In Attendance:** -

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

Clare Callaghan	Scottish Water	C.C.
Jim Forbes	CityFibre	J.F.
Julie Greig	SGN	J.G.

### 1. Introduction and Apologies for absence

David Armitage welcomed all to the meeting. Val Park from South Lanarkshire was welcomed as the new SW Area Representative.

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 13<sup>th</sup> May 2021 were agreed as read.

a. Item No. 11a - USRNs and UPRNs

C.C. to be added to the Action on this Item.

**Action - Secretary**

b. Matters Arising

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

There is a disconnect between the Area RAUC and the Area Gazetteer Group meetings with no direct reporting between the two.

The decision was made that this should be remitted to the RAUC(S) meeting with a recommendation for a Gazetteer Group Member to attend the Area RAUC meetings. Because the Gazetteers are not necessarily dealt by the Roads Department it will be necessary for arrangements to be made for the Representative to be appointed by the Area Gazetteer Group.

In addition, D.J.A. recommended that a S.U. Representative be appointed to attend the Gazetteer Group to provide their input. The appointed Representative would probably be better qualified if they were from the Department dealing with the mapping and g.i.s. provisions. J.F. would be asked to raise this at the SJUG meeting. **Action – J.F.**

The Secretary was asked to add a Gazetteer Item to the Agenda for both RAUC(S) and the Area RAUC. **Action – Secretary**

The Gazetteer Group Chairperson has indicated that a Gazetteer Group Highlight Report will be submitted to the SRWR Steering Group Meeting in future.

### 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 invoices have been paid and thanks were recorded for the actions of all Organisations to have the payments made timeously.
- Support Desk  
I.R. repeated his update on the Support Desk contact arrangements as follows: - Symology have introduced a new telephone number for the SRWR Support Desk which is 0808 196 8341 (email to [srwr@symology.co.uk](mailto:srwr@symology.co.uk)).

All problems should be passed to the support Desk initially but if the response does not appear to deal with the enquiry it can be escalated to I.R. All should remember that the response from I.R. may be no different from that received from Symology.

- **SRWR Aurora V2**  
Symology have announced plans for a major upgrade to their Aurora system used by the SRWR. The roll out is programmed for mid-October 2021.

This release contains enhancements to the look & feel of the system making it more user friendly and usable; improvements to the mapping, including allowing a view closer to the street; some new functionality around reporting such as the ability for reports to be produced offline overnight and the facility to extended reports as requested.

Further details can be found by watching Webinar 7, available on the Aurora Community Portal news page.

- Webinars

Several webinars on various topics about the SRWR have been made available to the Community. The events to date have been well received. Suggestions for topics to be covered in future webinars should be passed to Symology. Details of future events will be advertised on the [SRWR Aurora Portal news page](#).

- VAULT BT/SRWC Vault licence agreement  
The Commissioner has now entered into an agreement with BT allowing access to their asset data. This should soon lead to BT data being available to view in the Vault system.
- Interfacing Third Party Systems with the Register  
Another reminder was given that tools are available to allow the SRWR to interface directly with works management systems. Following discussion at the last SRWR Steering Group it was agreed to raise awareness of these tools with the community. If any Organisation is interested, they should contact Iain Ross (via [enquiries@roadworks.scot](mailto:enquiries@roadworks.scot)) and he will provide information on what is available.
- RAUC(S) Papers Distribution  
The SRWR were asked to note for information that the RAUC(S) Secretaries (George Borthwick and Brian Cooper) are being given access to Office 365. It is planned to circulate the papers for the relevant meetings using OneDrive shared folders, This is planned for the next tranche of meetings. Details on how to access the papers will be circulated to members before the meetings.
- RAUC(S) Website  
A reminder was being issued to all Chairs of Local RAUC meetings and Working Groups to keep George apprised of changes to their groups so he can keep the RAUC(S) website up to date and they were reminded that they must provide him with copies of Minutes/Papers that should be online.
- New Undertakers  
Two new organisations have been given access to the SRWR this quarter. They are Indigo Pipelines (who work with gas apparatus) and Indigo Power (who work with electricity).

#### iii. SRWR Service Report

The Group noted the version of the Report which was previously circulated. The content of the report was summarised as follows: -

- 2 minor outages had been recorded. They would be commented on in the Quarterly Operational Report.
- The number of outstanding calls to the Support Desk varied through the quarter but were at a satisfactory level.
- Requests dealt with and cleared and those outstanding varied through the quarter.
- The number of calls received by Dial Before U Dig varied through the quarter,
- The system usage was consistent.
- The concurrent user numbers have dropped in the last few weeks. This will be monitored. It is possible that the work levels have settled back to precovid levels now that the programmes have caught up. The other potential rise in users was probably due to users investigating the new version of the Register and now work to normal levels.
- The Apps are being used on Android and IOS platforms with most using Android. Consideration will be given to running the report earlier in the week. But it will continue to be purely a snapshot.
- VAULT use is consistent.
- New user modules for training are being used with 120 users entering the system. Most are dipping in and out as they have time.

The Committee were happy with the format of the Report and it will continue to be issued with any requested changes being considered.

#### b. Quarterly Operational Report

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

- There have been a few disruptions to the Register though the Quarter. They were: -  
On 20 May 2021 there was a problem with Microsoft's network which caused intermittent issues accessing Azure services across the EU. There was a short period in the morning and in the late afternoon when the issue was reported.

On 29 July 2021 some users experienced a "Failed to authenticate" error when using the map. This problem was resolved in under an hour.

On 4 August 2021 the roadworksscotland.org website was reported as being unresponsive. This problem was resolved in under 10 minutes.

On 12 August 2021 there were performance issues reported late morning causing SRWR feature layers to be intermittently unavailable during the day preventing access to roads, activities, postcodes etc. New activities could still be plotted OK and background mapping services were fully operational. The problem was resolved late in the afternoon.

The Committee noted that 13 July 2021 marked the 1<sup>st</sup> Anniversary of the new Aurora version of the SRWR. Whilst it has by no means been without issues, the view is that it was very successful implementation.

Thanks were recorded to the OSRWC and SAT and the RAUC(S) Community for all their assistance and input before and after the roll out.

The Commissioner commented that he had concerns about rolling the new system out in the middle of the Covid lockdown but was pleased with the outcome which went better than could have been expected.

- SRWR Software and Roadworks Website  
A Series of upgrade releases to the SRWR have been issued. They were applied to the Live environment on a Thursday around 19:00 on a 2-weekly basis. Each release goes into the Sandbox environment beforehand, usually on the preceding Thursday. Details of each release are provided on the News page within the Community Portal:  
<https://aurora-portal.symology.net/category/release-notice/>

The work focus has mostly been on getting the register Ver 2 features ready. However, the following features have been provided in recent releases: -

- On the Operational District details screen, you can now only view the Contacts grid when viewing ODs that are in your OD group.
- As agreed with the Community, the register will now automatically cancel works that are not started and are 3 months past their start due date (i.e. 3 months later than the end of the validity period). This process will run daily. (Note this process will also include works without planned dates. These have a start due date of 3 months after their recorded date, so will be cancelled 6 months after recording if no dates are entered against them.) (Additional Note - There are still

- some issues with historic licences / events records which need to be included in this process. This will be introduced in a future release.)
- Organisation Administrators are now able to view user sessions for their organisation i.e. who has logged in and when.
- The enquiries listed below have been updated so that results are shown across all organisations in the Register meaning they are no longer filtered to just the users own organisation / ODs.
  - Inspections
  - Agreements
  - Fixed Penalty Notices
  - Messages
- If a works is under licence, the Register will now only create a “registration due prompt” if the works fall under NRSWA Section 109.

The Community Portal platform which includes the News, Knowledge Base etc. has been updated and the performance navigating around the site should now be greatly improved.

The roadworksscotland.org web-site has not had any changes since the last meeting.

The preparation on Version No. 2 is ongoing.

- SRWR Mobile Apps  
A new version of the SRWR Mobile App was released on 22 July 2021. The main issue was a fix to prevent the App crashing on start-up if it had not been used within the last month. In addition, the mobile mapping has been enhanced to allow the user to zoom up to 1:125 in line with the planned changes for Ver 2 of the SRWR.

<https://aurora-portal.symology.net/aurora-release-notice-22-07-2021/>

As reported previously, support for older Android devices will be removed in September 2021.

<https://aurora-portal.symology.net/srwr-mobile-apps-removing-support-for-older-android-devices/>

- SRWR APIs  
Several organisations have enquired about communicating directly with the SRWR via APIs. Discussions are ongoing on an individual basis. Progress has been made with Openreach and arrangements are progressing to provide them with the security credentials.
- Vault Submissions  
Symology are currently undertaking a proof-of-concept technical trial with Openreach to provide access to their data via the SRWR mapping. This is still on-going, and meetings have also been held with the SRWC and the Cabinet Office. **\*\*Update\*\*** Following a significant hiatus there are signs this project will be restarting soon.
- Gazetteer Submissions  
The Gazetteer load planned for 11 June 2021 had to be postponed due to technical issues. The rescheduled load was completed on the 18<sup>th</sup> June without any issues.

SDTF2 format gazetteers were loaded in June. SDTF4 Gazetteers have now been received from all Road Authorities (except for Transport Scotland) so the plan will be to load SDTF4 format gazetteers in September.

- **SRWR E-Learning**  
The uptake of the e-learning courses appears to have reached a plateau, with 100 new course registrations each month for the last 5 months.

There have been two queries raised where a user who had completed the transitional training and wished to enrol on some of the new courses. They were being forced to resit the introduction courses again. If this scenario occurs, the organisation should raise a call with the help desk. Once validated it should be possible for the support team to make manual adjustments so that the affected users can bypass this pre-requisite

- **SRWR Webinars**  
Symology has continued running webinars to cover tips and tricks; best practice on use of the register; and a summary of recent changes and enhancements.

<https://aurora-portal.symology.net/category/srwr-news/training/>

Seven webinars have been held to date. The most recent webinars covered the following topics: -

- Webinar 6 – Mobile Apps.
- Webinar 7 – Preview of SRWR Ver 2 and updates from the Road Works Commissioner's Office.

Attendance at recent webinars is still disappointing with only 80 attendees for webinar 7. It is strongly recommended that users watch all Webinars but especially No.7 so that they are prepared for the changes coming in v2.

- **SAT Meeting**  
Since the last contract meeting, SAT meetings have been held on 18 May 2021 and 12 August 2021.

Version No. 2 will be released to the next meeting of SAT.

#### c. Training Updates

All as previously discussed.

I.R. has revised the screen for the Training Report so that it is more user friendly.

## 4. VAULT

### a. Future Development

The Symbology

The Subgroup was happy with the proposed recommendation. The Default will be standard if the risk level has not been stated.

The desired level should be specified so that the symbology can be set accordingly. The information box is still available to indicate information about the plant. There is concern that a S.U. will set all plant as high risk on the basis of cost and not the danger to life. The possibility of trunk duct in rural areas and ducts serving hospitals being high risk needs to be considered.

A suggestion was made that the symbology could be covered by an oSRWC / Symbology Subgroup webinar rather than a Symology one. Symology indicated that they would wish to be involved with the Webinar preparation.

Symology indicated that they were ready to go on this development. I.R. will discuss this with M.B. and report to the next meeting. The instruction should indicate the agreed symbology. **Action – I.R. / M.B.**

NUAR have indicated that they are interested in the project and the symbology to be used on VAULT.

Applications will be needed to revise an asset presentation.

b. Vault Scorecard

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

The revised Report has been passed to Symology.

There are several smaller S.U.s which have not yet provided an upload of their plant data. The provision of data is covered by the Introduction to the Register discussions and the Performance Reviews. The Commissioner has been in discussion about the responsibility to upload plant information to VAULT and has been encouraging them to provide their data. It was explained that this requirement will become mandatory so all should be providing data ahead of the legislative need.

The Committee noted that Edinburgh Trams are not a S.U. so do not require to provide data to VAULT although for plant protection and safety they should be encouraged to do so. The Commissioner indicated that he could only encourage as he would not have powers to demand it.

Critical Data should be recorded on VAULT by all Organisations including Edinburgh Trams. The commissioner agreed to raise this issue with City of Edinburgh Council at his next scheduled meeting with them **Action – The Commissioner**

Only VAULT accommodates overhead cables.

## 5. Gazetteer Group

a. Gazetteer Update Submission Report

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

There are some problems which are being addressed.

Network Rail are behind in the provision of data.

The Committee noted a request for tunnels to be added to the Gazetteer / Vault data provided. Tunnels should be recorded as Engineering Difficulty and appear on VAULT but there did not appear to be any reason why they did not appear on the Gazetteer.

The owner of the tunnel should approach the R.A. to designate it as Engineering Difficulty so it is not straight forward to record them on the Gazetteer and a process would be needed. They are the same as cellars.

It is up to all Organisations to decide on what plant they are recording on VAULT.

b. Gazetteer Group Highlight Report

The previous circulated Minutes of the last meeting were taken as read.

**6. SRWR System Assurance Team**

a. SAT Report

The Group met in the last week.

There was a good discussion on the matters raised.

Symology will introduce SAT to the functionality in Version No. 2 of the Register. The Group will then start a period of testing to be completed prior to the system being rolled out in October.

b. Change Requests

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

C.R. No. 709 – The Access to the Customer Service Portal.

C.C. had met with D.Gri. online and discussed the existing facilities in the Register. C.C. was happy with the facilities. D.Gri. will continue to assist where required.

The process to view the lifetime history of a Notice was found to be acceptable.

This C.R. can be closed

C.R. No. 769 - Looking to enhance the detail in the register in relation to Hot Rolled Asphalt. Can there be a distinction made between 15/10 and 30/14 as this will assist in identifying materials.

There are several designs for HRA which could be used so the list would be extensive and if this was mirrored by other materials the list could be unmanageable. Scottish Water would be happy if the 30/14 and 15/10 were added to the list as it would allow better monitoring and reported.

The drop-down list should reflect the materials specified in the SROR and it was suggested that the list be passed to the SROR Group for review.

The concern was that the list would be too long and complicated. The Group will review the list and report back to this Committee. They will discuss with the SROR Group if that is considered necessary.

R.As have been discussing the continued use of 30/14 which was temporarily approved for use in footway reinstatements during the covid crisis. The S.U.s are eager for the temporary agreement to be extended until the revised SROR is approved but in the meantime it should be considered by the SROR Review Group so that a view could be reached for the future use. The Commissioner indicated that he had passed the request to the Group for consideration.

The reviewed data for the SROR will be passed to a Technical Writer who will produce the first draft for consideration by the Review Group.

Scottish Water would continue to press for the temporary agreement to be extended. The Commissioner indicated that he would support this request.

The Group set up to consider the dropdown list (D.J.A. / F.McI. / J.F. / C.C. / I.R. and I.J.) will continue and report back to the next meeting.

The C.R. will remain open.

C.R. No. 775 - UPRNs - Can we have this included in Aurora. I see these records are free.

D.J.A. indicated that the inclusion of UPRNs was a good idea but would need to be discussed with Improvement Services and the Gazetteer Group.

The UPRNs would assist with the definition of locations for issuing works orders.

M.B. commented that it would depend on what was to be recorded.

I.R. will report to the next meeting.

**Action – I.R.**

The C.R. will remain open.

C.R. No. 784 – I am raising the issue with registering remedial repairs (smaller than the original size) as a change request following our SAT meeting on 18/5/21. Registering a remedial repair larger than the original size is not an issue, we create a new site enter the new date and this is subject to a new warranty period. Repairs smaller than the original size is proving tricky. If we create a new site with a new date, it prompts a new warranty period which shouldn't happen. If we enter the new smaller repair size on the original site, put the new date of repair but don't tick the warranty box, this doesn't reset the warranty.

The S.R.W.C. indicated that he would prepare a paper for Scottish Water and CityFibre to clarify the process which the Register operates for the reset of the Guarantee Period which only occurs in certain circumstances. The SROR indicates when Warranty should be reset.

**Action – S.R.W.C..**

The C.R. will remain open.

C.R. No. 789 - Would it be possible to have Footpath Closure on as a choice for Traffic Management? At the moment we have to select Road Closure (which flashes up that it may not be suitable) so this would be much more appropriate for closing a footpath.

SAT were quite happy with the arrangement which was fairly commonly used.

The Commissioner queried if this was Footways or Footpaths. Footpaths can often be Cycleways which would require a TTRO and the information would be posted on the public facing web site.

M.B. indicated that the English version of Aurora had a facility to deal with this matter and suggested that consideration could be given to developing it into the SRWR. I.R. and M.B. will discuss this C.R. and report to the next meeting. **Action – I.R. / M.B.**

The C.R. will remain open.

## **7. Scottish Road Works Commissioner's Report**

### **a. Changes in Legislation**

The Commissioner reported: -

- Transport Scotland / SRWC Webinar is planned for the end of October on MS TEAMS to update Senior Managers on the content of the Transport (Scotland) Act 2019 which will affect their Organisations and need to be planned for.

Items which will be included in the session include: -

Red Book becoming Mandatory for R.As.

Increase in the charges to be levied for penalties.

Revocation of Section 61.

Sections in the previous Act which have not been enacted will be removed from the Legislation.

The introduction of Quality Plans (S.U.s Mandatory – Soft introduction April 2022 – Hard introduction April 2023) R.As can be asked by the Commissioner to set a Q.P. in place. R.As will also need to prepare a Q.P to be issued to Section 109 Applicants.

The Commissioner will set up an Inspectorate.

The invitations are issued to the Senior Managers which is the focus of the event but others can attend.

## 8. RAUC(s) Remit

No remits recorded.

## 9. SRWR System

### a. Unattributable Works Referencing

This Item has been completed and can now be closed.

**Action – Secretary**

### b. SRWR Forums and Chat Rooms

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

Paper No. 1

This paper indicated the benefits of the Chat Room (open all the time) and Forums (messages posted on board which can be responded to in due course)

The facility whichever is chosen will be the Commissioners Site and I.R. will assist in setting it up.

Paper No. 2

This paper is a cookbook on the provision and operation of the facility.

The Committee agreed that I.R. / J.G. and the SAT would take this project forward.

**Action – I.R. / J.G. / SAT**

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

### a. Checking Randomness of Sample Inspection Selection

The Stop facility on non-random sampling is in the system and is being used.

Random sampling should be monitored and where the Inspection does not meet the criteria it should not be included in the agreed sample. This would be reviewed but it is possible that a report may not be available. This will be investigated and if it is not possible to provide the report a manual survey will be carried out to assess the situation. There may be a need to compare two months to get a more complete picture.

**COMMISSIONER / I.R.**

**Action – THE**

## **11. Dates of Future Meetings**

**The next meeting will be held on: - Thursday 18<sup>th</sup> November 2021**

**Venue to be MS TEAMS**

**The Future Meetings will be held on: - Dates to be agreed once the RAUC(S) Constitution Review is agreed.**

The meeting closed at 13.15