

# 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>  
November 2020 on MS TEAMS

**Present:** -

<b>Kevin Hamilton</b>	<b>Scottish Road Works Commissioner</b>	<b>K.H.</b>
<b>David Armitage (Chair)</b>	<b>Aberdeenshire Council</b>	<b>D.J.A.</b>
<b>Mike Bartlett</b>	<b>Symology</b>	<b>M.B.</b>
<b>Jim Forbes</b>	<b>CityFibre</b>	<b>J.F.</b>
<b>Darren Grant</b>	<b>SSE</b>	<b>D.G.</b>
<b>Julie Greig</b>	<b>SGN</b>	<b>J.G.</b>
<b>Darren Grindell</b>	<b>Symology</b>	<b>D.Gri.</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>Iain Ross</b>	<b>Office of the SRWC</b>	<b>I.R.</b>
<b>John Scougall</b>	<b>North Lanarkshire Council</b>	<b>J.S.</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>Alex Rae</b>	<b>SGN</b>	<b>A.R.</b>
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**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 20<sup>th</sup> August 2020 were agreed as read.

b. Matters Arising

The comments on Matters Arising from the previous meeting are recorded on the Action Tracking Summary.

### 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 from £911k for this year to £915k for next year. If you require an estimate of the share your Organisation will need to pay please contact I.R. There are a number of new S.U.s joining the Register so the final shares will change from the current estimate.

- The New Version of the Register

All problems or queries about the operation of the Register should be passed to the Support Desk. If the response is slow to be provided or is not thought to deal with the issue it should be passed to I.R., who will review the matter.

- Data Extraction and Reports

Changes have been made since this Item was raised. Additional columns have been added reflecting what was provided in the old version. Further work is being considered depending on the response from the the Working Group and users of the reporting functionality.

- Training

The Transitional Training modules are now being replaced by the New Users modules. Not all modules are available yet and those under development have a price tag on £9999.99 against them. All completed modules are free to use as they are covered by the Fees and Amounts.

- New Organisations on the Register

In this Quarter, Commsworld Limited have been given access to the SRWR. Three other Organisations namely Energy Asset Networks and PCCW Global Networks and In Focus Networks have also started the process gaining access to the Register.

- SAT

The SAT recently held a marathon meeting to review all the C.R.s on the existing register. All C.R.s which are no longer valid for one reason or another were removed and those remaining transferred to a new version of the C.R. register,

A new process for managing the C.R.s was agreed which will require greater interaction with the C.R. sponsor so that they are aware of its progress and what the final agreement is.

- SDTF4

SDTF 4 will be the required format from 1<sup>st</sup> February 2021. R.As should be preparing for the changeover.

- Inspections App

Symology has reported that for the first time more Inspections are being recorded on the App than on the live site. New users are continuing to use the App for recording their Inspections,

- SRWR Service Report

The Group noted the content of the previously circulated Report and commented as follows: -

The monthly report would be reviewed to produce a quarterly version for the Meeting.

The Service Availability indicated that there had been very low amount of outage time. The Outages which did occur were listed.

Calls to the Support Desk had risen following the roll out of the new version of the Register. The number of calls had now dropped down.

The Number Cleared is a check on the performance overall in dealing with the Calls.

Calls Outstanding are either with Symology to deal with or back with the Reporter awaiting additional information

The data provided on Dial Before You Dig indicates the number of enquiries Symology has received.

Usage – This is the track of the active users. The numbers have been increasing. No users have yet been disabled and it is expected that the numbers will reduce.

Concurrent Users – The busy period is between 10am and 11 am. The average maximum users is about 258 which is within the contract maximum.

Vault Users – This is a record of the users of VAULT. It only notes the user if the disclaimer is recorded.

Log of Additional Projects – The username should be removed leaving only the Organisation.

Open Requests – These are Items under consideration. The Organisation name should be used but the User record should be removed.

Subject to the Reports meeting the requirements of Data Protection these Reports will be issued. I.R. will highlight any issues which need to be considered.

I.R. will anonymise Reports before issuing them.

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.

- There was an outage in September caused by a Microsoft servers problem which was out with the control of Symology. An alternative will be introduced to deal with this and other problems in order to maintain a robust system.
- The mapping layers have dropped out on several occasions. There is an alternative set of base maps in a different location and instructions will be issued to users to enable them to locate them when necessary.
- The updates are made to the system on a Thursday at 1900. The outage depends on the time taken to complete the update.
- The upgrades have been made to reinstate the post code facility and the problem of R.As exceeding the allocation of Sample Inspections in a period.

#### c. Training Updates

The Transitional Training Courses are now being replaced by the New Users Courses. Some courses are still under development / testing and they are tagged with a £9999.99 price tag, but all available courses are free to use.

The help button provides access to the Community Portal which has a suite of assistance sections.

Works Promoter Advanced and Works Coordinator Advanced will be available in due course.

#### Reporting and Data Extraction Working Group

The Group had held its initial meeting when is considered the existing facility.

Symology were interested in finding out what the existing problems were, and, in the meantime, they were revising some of the reports to allow them to replicate what had been available in the old system.

I.R. and G.M. had been feeding in some information to the process.

The Group will be meeting again in the near future to continue the review.

## 4. VAULT

### a. Future Development

The proposal was made that the update of VAULT be reprogrammed with a bimonthly submission.

The view was that the bimonthly update of VAULT would be a good move as it would mean that data was more current.

The topic of indicating the risk from the plant e.g., high pressure or high voltage was raised again. The view was that this was essential and symbology e.g., line type / colour had to be reviewed again and a final decision made.

The proposal was that the move to bimonthly should be pursued with a commencement from the 1<sup>st</sup> April to tie in with the beginning of the first Quarter Performance Indicator. The VAULT FAQ would be revised to provide the revised information to the Community VAULT Maintenance Staff. In addition, I.R. would update the Area meetings in February.  
**Action – I.R.**

This information would also be commented on at the RAUC(S) meeting in December,  
**Action – D.J.A. / Secretary**

In the Commissioner's view this was a sensible way to progress.

A suggestion was made that SGN provide a data set which could be looked at to produce a format for other Organisations.

The Symbology Working Group should be invited to sit again to revisit the problem.

There were several issues raised relating to the Symbology to be used. Comment was made as follows: -

- There are several colour keys used and a decision on which should be chosen to best reflect the recorded plant is needed.
- Should the colour relate to the type of plant e.g. water pipe no matter the owner (private / Utility) or the Organisation which owns the plant.
- The detail of the plant is available in the pop up box raised by hovering the cursor over the line.
- Orange was suggested for recording the District Heating Plant. M.B. indicated that variants of Orange were already used for indicating other plant.
- Risk is of prime importance with the plant type / owner. All were concerned about the risk.
- UAR and O.S have produced a colour key but neither had considered the existing VAULT version. The question of whether VAULT sets its own version or if a discussion be held with UAR / OS to come up with a UK standard which could be read on any system.

The Symbology Group should meet with Symology and discuss the way forward. **Action – A.R. / J.G. / F.McI / J.F. / I.R. / M.B.**

K.H. was happy to see the matter move forward to an early conclusion.

b. Vault Scorecard

The previously circulated report was taken as read.

The Group noted that there were a number of small S.U.s which had still to provide their plant information. The O.S.R.W.C. will continue to raise this with them when they are dealing with performance.

Three Council R.As need to provide an update. All but one of the Operating Companies have provided data and Transport Scotland need to catch up.

So far progress on providing data by the small Organisations has been slow. The new Transport (Scotland) Act requires all to supply and maintain data on VAULT so there will be legislation behind the requests when the relevant Sections are commenced.

Comment was again made about the lack of data from the Oil Pipeline Organisations who coincidentally require a buffer zone to be maintained around their plant.

## 5. Gazetteer Group

a. Gazetteer Update Submission Report

The previously circulated Report was taken as read. The dates of the uploads have changed but the report is still based on the data from the last upload.

The Trunk Road data is being supplied in flat files which do not auto record the date of upload on the Report, so the information has to be collected manually. A maintenance tool is due to be introduced which will assist everyone.

b. Gazetteer Group Highlight Report

The previously circulated Minutes of the 5<sup>th</sup> November meeting of the Gazetteer Group were taken as read.

**6. SRWR System Assurance Team**

a. SAT Report

The SAT recently held a marathon meeting when they reviewed all the C.Rs on the Register. Those which were no longer relevant were cancelled and the remainder prioritised on a new Register.

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.

26 C.R. were retained on the Register with 12 either being dealt with or in the process of being dealt with. 27 new C.Rs have been added to the Register to be progressed.

The C.Rs have been classified as Critical / High / Low / Rejected / Resolved or More information required.

The web site will be updated when I.R. has discussed it with C.G.

A minute of the meeting will be issued in due course.

**Action – C.G.**

b. Change Requests

There were no C.Rs escalated to the meeting.

D.J.A. informed the meeting that the Aberdeenshire Local RAUC meeting had been held earlier today and the following queries were raised: -

- Historic Works are not displayed on the Map. The system only shows live sites. There is a work around, but it needs to be reset after each query. The need for training was noted and a webinar may be the way forward.
- If the system times out it requires a full re-entry to get back online. The system operates correctly, with a 21minute time out provision. This is unlikely to be changed. D.J.A will ask if a C.R. is needed to provide a facility to speed up the process of returning to the point when the log out occurred.
- Defective Apparatus – The system should auto cross reference a Defect Notice to the Works Notice and to the Organisation not to the R.A. The process is working as it was designed but needs to be reviewed. This matter relates to all Unattributable Defect Notices. If the Notice is accepted, it should move over to the Organisation and take their O.D.

C.O'B commented that the Unattributable Notice / New Notice needed to link as part of the F.P.N. process.

The FPN cannot be issued if the Unattributable Notice is not accepted.

This may be a topic which needs to be included in the Training and FAQ facility so that all are aware of how the process works and the steps which needs to be taken.

This has been an issue since the new version was rolled out. Prior to that there was no problem with issuing an F.P.N. on an Unattributable Notice.

In order to remedy this issue I.R. / M.B / C.O'B. / F.Mc.I. and J.G. will meet to come up with a solution. A report will be submitted to the Steering Group in due course.  
**Action - I.R. / M.B / C.O'B. / F.Mc.I. / J.G.**

## **7. Scottish Road Works Commissioners Report**

### a. Changes in Legislation

The Commissioner reported: -

- There were no issues he had concerns about at present.
- the Transport (Scotland) Act 2019 commencement was delayed due to the Government Offices dealing with the Covid 19 pandemic. It is likely to be about a year behind the original programme. Because of two other issues i.e., Brexit and the 2021 Government Elections, no timetable has yet been agreed.

## **8. RAUC(s) Remits**

There were no remits submitted by RAUC(S).

## **9. SRWR System**

The previously circulated paper was taken as read with the following comments and discussion: -

### a. SRWR Training

The eLearning Review – The previously circulated paper was taken as read with an invitation to send any proposed changes to I.R.

The Secretary was asked to remove this Item from the Agenda. **Action – Secretary**

The provision of Webinars to give hints on the operation of the Register was being considered. This together with the Community Hub appeared to be a good way forward. M.B. asked the Group to send him suggestions for the Webinars. **Action – All**

Within reason the Webinars could be tailored to meet the User requirements. M.B. will report back to the Group for the February 21 meeting. **Action – M.B.**

J.G. to comment back on the suggestion of a User Support Group. **Action – J.G.**

J.G. will keep M.B. in the loop when arranging her user support groups. J.G. was asked to share the videos with M.B. **Action – J.G.**

b. Communication

At the Contract Meeting held on 18<sup>th</sup> November, communication with Users was considered. This was commented as follows: -

- As discussed above better communication with C.R. Sponsors would be provided.
- Symology are considering the best way of tracking and reporting on issues raised to the Support Desk.
- On Log In the Trust Site provides the status of the system and indicates any problems at that time.
- The problem was to get information up front for the Users so that they would look at it and benefit from the news items published. An option being considered was to use a bell to indicate there was news. The bell would remain online until the information was read and cancelled. The number of times the bell would ring in a day needed to be considered and an optimum level set to avoid annoyance while getting a reaction from the User.

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

a. Diary dates for 2021

The Secretary was asked to check if the HAUC Conference was still planned for the 21<sup>st</sup> May as that would require the SRWR Steering Group meeting date to be revised. If the Conference was going ahead the Secretary should revise the date and reissue the diary to the Members. **Action - Secretary**

**11. Dates of Future Meetings**

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

**Venue to be MS TEAMS**

**The Future Meetings will be held on: - Thursday 20<sup>th</sup> May 2021 (to be revised)  
Thursday 19<sup>th</sup> August 2021  
Thursday 18<sup>th</sup> November 2021**

The meeting closed at 12.55