Street Manager

NEWSLETTER

Department for Transport

Street Manager is a digital service by the DfT that is transforming the planning, management and communication of street and road works. Using open data and intelligent services, its aim is to minimise disruption – and improve journeys for the public.

Street Manager Newsletter 55 – 01/07/2025

Contents:

1. Intro
2. Real Time
3. Other Footways
4. D-TRO Webinar
5. Award Contracts
6. Updated Terms and Conditions
7. Permit Timing Issues

1. Intro

Can you believe we are celebrating 5 years of live running of Street Manager? The SM team were in Belfast a couple of weeks ago discussing the medium and long term plans for the service and I was struck by the sheer amount of things we still have on the launchpad. Here's a flavour of what's going on at the moment:

Archiving - We're busy taking meetings with DfT engineering colleagues around this at the moment. We think we might have a solution that will be popular with people and solve some potential problems, but we haven't even got as far as sharing the plan with the Governance Group at the moment. Watch this space.

<u>Lane Rental Functionality</u> - Huge thanks to everyone on the Surrey Lane Rental Board, we recently had a funding application approved to build phase 2 of Street Manager Lane Rental Functionality. The idea is to have this built by the end of the financial year. Which means we really need to crack on with the research for it. Luckily, we've already done some initial workshops and have an initial idea of the scope.

<u>Worklists</u> - A big and much anticipated piece of work that will really change how people interact with Street Manager, the work you need to do today in a few handy lists. Due to its size and everything else going on, this is going to carry over into the next phase as well, but the plan is to start delivering some worklists in this phase.

<u>Zombie Permits</u> - Cleaning up list pages of dead permits that are expired etc. This was all researched in 2024 and is ready to be built. The intention is to work on this in Phase 12 (October to March next year).

<u>Gov.uk rebrand</u> - For boring reasons this is actually a major piece of work for us, we need to move over to a new set of front end components to be able to move over to the major Gov.uk rebrand that has just launched this month.

2. Real Time

Do you ever feel like Streetworks is lacking a bit in data? We don't mean system data from SM or your API, we have plenty of that, we're talking about historic or real time traffic data. Do you really know how your co-ordination decisions will impact on a key junction? Do you have a way to tell if some of your works are causing a very detrimental impact on the road network? Imagine a world where you can see a real time map of your network and you can see that the average speed on a road is 23mph but it's down to 11mph and you can see that there's a job with temp lights at that exact location, maybe it could even flash red. You could take pre-emptive action, no need to wait for drivers to inform you about it, can the lights be re-timed? Can the works be expedited? The real time data is telling us that job is the number one priority in terms of traffic impact, let's put our resources on it.

Some of you might know that alongside Street Manager the DfT is also working on a project to digitise Traffic Regulation Orders. That takes us into a slightly different world and recently we went to a Conference called MOVE. You couldn't move at that event for people offering up real time traffic data. It's everywhere, data in phones, data from cars, data from the SIMs in cars. For Highway Authorities, the data has loads of applications, info about road condition, data around areas of heavy breaking to inform decision making about network safety improvements, Streetworks info is an afterthought at the moment but surely there's something to be done in this area?

We're not sure Street Manager itself is the right area for this, we've always said we wouldn't pay for data from third parties, but it does seem an area ripe for innovation. Maybe some forward thinking parties will come up with a lane rental bid to pilot the idea.

3. Other Footways

You know we've ticked a few things off the Street Manager To-Do-List over the years if we have space to talk about Other Footpaths, but it is one of those things that crops up every so often and causes confusion. Now we at the DfT are not and have never been NSG Custodians, but we must admit, we aren't sure what the benefit is, in the Streetworks world, to adding "other footways" to your NSG submission when a street already has a carriageway type? Sure it has lots of other applications but in a Streetworks world, it just seems to confuse people every now and again and a permit gets granted with that designation and then your permit scheme doesn't allow you to charge for works on Other Footways and a support ticket gets raised with Street Manager and... here we are.

DfT recommends maybe consider removing them from your submission and failing that, let permit assessors in your team know not to grant permits with Other Footways as the designation, when the USRN has a carriageway type available.

The views contained in this article are not necessarily those of GeoPlace LLP.

4. Digital Traffic Regulations Order Webinar

Although not technically Street Manger related, but a close relative. The DfT will be hosting a Digital Traffic Regulation Orders (D-TRO) – Public Beta Launch Webinar on Thursday 10th July 2025 at 10:30am.

In this webinar, the D-TRO Beta project team including Harrod Booth Consulting Ltd and PA Consulting, working alongside the DfT, will provide details of the launch of Public Beta for the D-TRO Service, this will enable all users to publish and consumer data to and from the Service, not a limited cohort. In the webinar we will cover our simplified onboarding process, proposed enhancements and more. There will be a Q&A and the session will be recorded for subsequent playback.

Please register to attend this webinar at https://events.teams.microsoft.com/event/169f89dc-be89-496d-b9be-09f90b83ef5f@28b782fb-41e1-48ea-bfc3-ad7558ce7136.

5. Award Contracts

We've become aware of cases where organisations have created (or attempted to create) award contracts to Kainos in order to raise purchase orders internally. While we understand this may be intended to meet internal accounting requirements, this should not be done.

To clarify:
- There is no contract between individual organisations and Kainos for Street Manager.
- Street Manager charges are paid to the DfT.
- Kainos Software Limited simply acts on behalf of DfT to issue and collect charges.
- Creating contracts or procurement awards to Kainos can lead to confusion and incorrect procurement reporting.

If you're experiencing difficulties with processing Street Manager invoices, please contact:
- streetmanager@dft.gov.uk

- or dftstreetmanagerinvoice@kainos.com

We appreciate your cooperation.

6. Updated Terms and Conditions

We would like to bring to your attention that the Street Manager terms and conditions (T&Cs) will be updated as of **Monday 14*th* July 2025.** A notification email will be sent to all active users on Street Manager on Friday 4th July 2025.

In summary, the following changes have been made:

- Contractors are only permitted to access Street Manager for the purpose of completing roadworks on behalf of a Promoter or Highway Authority.
- You must ensure the device used to connect to the Street Manager UI or API is secured to NCSC's Cyber Essentials standard or equivalent.
- Organisations with an annual charge of less than £3,000 will be invoiced annually and will NOT have the option of quarterly invoicing. Coming into from 2026-27 charges.
- If a business merges with another Street Manager account. The parent company will be liable for all current and outstanding charges of the acquired company's Street Manager account.
- Must notify the DfT if a business no longer requires a Street Manager account and pay all charges up until the end of that quarter.
- I agree to inform DfT Street Manager Team immediately if any user within the organisation, or the organisation as a whole becomes the target of a cyber-attack and promptly take the required actions.

The update version of T&Cs are available to read at – [Service Terms and Conditions - Plan and manage roadworks information](#)

We would strongly encourage that all users of SM should read these updated T&Cs and make themselves familiar with the changes and inform the relevant members of their team and organisation of changes that affect them.

Please note that it is the account manager's responsibility to inform the DfT Street Manager Team of any cyber-attack incident to their systems. Please ensure that your IT Team is aware of this obligation.

7. Permit Timing Issue

This seems like a good spot to menu a wee issue we've got with permit timings, since the last release, which itself was only launched last Thursday rather than the usual Monday, due to a small snag. When you create a permit in the user interface, if you do not record an end time of the works, the permit will error. This will be fixed in the next release which should be 7th of July, but in the interim, please record a permit end time, 23:59 is fine and you won't see the error.