



Street Manager and the impact of Covid-19

Ministers have agreed that the coming into force date of The Street and Road Works (Amendments Relating to Electronic Communications) (England) Regulations 2020 will be amended from 1 April 2020 to 1 July 2020.

The current situation is changing rapidly. As a result of the impact of Covid-19, we have been asked by many representatives from the Street Manager steering group, HAUC, individual LAs, utilities and contractors, and other LA contacts who have been speaking to colleagues with DfT, to delay the implementation (coming into force date) of the Street Manager regulations we laid a few weeks ago from 1 April to 1 July 2020. We know that not everyone wants a delay but the vast majority have asked for this to happen.

Concerns that have been raised include the need for organisations to deal with potentially reduced staffing levels, the need to move staff who are available to focus on delivery of front-line services and maintaining utility services, a need to ease pressure at what is an increasingly difficult and stressful time for all, and some user organisations not being able to complete Street Manager training and testing, or integration with other IT systems. There has also been concern about compliance with the change made in the regulations, requiring works start and stop notices to be sent within 2-hours during the week.

We do also know that many of you have completed your transition to Street Manager and are ready to go live on 1 April or earlier. Street Manager is available in a live production environment today, so anyone already using it, or ready to start using it, can do so from now onwards. But it is also true that we do not know what the situation will be like on 1 April and it seems that any idea work can continue on a business as usual basis is not realistic at the same time as we are dealing with a national pandemic.

Ministers have therefore agreed that the coming into force date of The Street and Road Works (Amendments Relating to Electronic Communications) (England) Regulations 2020 will be amended from 1 April 2020 to 1 July 2020. **An amending Statutory Instrument will be laid this week (aiming for Thursday 27th March) that will make this change. It will also amend the transitional arrangements that had been put in place for the month of April.** The dates for these will be changed so that they can take place during the month of July. **The amendments will apply to the whole set of regulations and will mean that:**

- **It will not be mandatory to use Street Manager until 1 July 2020.**
- **Street Manager is available for use and can be used now.** Additional functionality will be added as planned in time for 1 April and at regular intervals after that. Users can, if they are able and want to, use Street Manager for production purposes from 1 April. This will however be on a voluntary basis. To note also, it is available for any LA going live with a permit

scheme on 1 April (if indeed you decide to proceed with this in the present climate).

- **The coming into force date of the other changes made in the regulations will be moved to 1 July. These include:**
 - **The requirement to submit start and stop notices within 2 hours**
 - **The change to the timings for S58 road restrictions**
 - **The definition of major works**
- **Charges for Street Manager will also not now begin until 1 July 2020.**
The DfT will cover the cost of running Street Manager for 3 months from 1st April to 1 July. This is a cost saving to users of approx. £1 million and should also help at this time.

Obviously, this will affect user organisations in different ways. The most important thing over the next few months is, of course, to keep in touch with each other and to support each other's organisations and needs. Please continue to engage with and contact the Street Manager team and each other via email, telephone, Service Desk portal, Slack or the business change app, as well as via your own local networks. Please do make sure you keep each other up to date with your own organisation's situation, whether and when you will be using Street Manager in production and from what date, and please do let us know if we can help. We will keep our own tracker up to date. And do try to progress with your transition arrangements as much as possible and avoid delaying all work and preparation until the last minute.

As we mentioned in our last newsletter, the Street Manager team is all still available, working from home and continuing with our plans as best we can. The team does not need physical access to any servers or services as Street Manager is cloud-based. We are also well used, as a team, to working remotely using all the available technology for keeping in touch. Should some members of the team be unfortunate enough to be affected by illness, then we will make sure we prioritise service support and user onboarding over delivery of continuous improvement stories.

We know this news may be disappointing for some, but it is unfortunately unavoidable. We have all been working hard to make Street Manager a success, and we really do appreciate all your efforts. This decision does mean that we now have 3 more months to continue improving the service and you have 3 more months to finalise transition arrangements if needed. We still plan to build the open data streaming service, so this can go live on 1 July. We would encourage you all to also use this time to complete any training, testing and systems integration and make sure you are all indeed ready for the new date of 1 July. Some other actions you can take now include:

- Local co-ordination and collaboration – switching to remote working, whilst undeniably difficult, will prove to many of us that we can still collaborate and communicate with each other even if this has not been our usual way of working. Given that a number of you will be using Street Manager and the rest of you will still be on EToN, it is now more important than ever before to ensure that you interact with each other so that you all know what is being sent out and via which system. We would encourage you to continue utilising your regional HAUCs and other committees, but also consider setting up informal collaborative groups via the Street Manager channels – such as the

Business change app, where you can create a private group in the Chat function. This can be particularly useful for private organisations such as utilities and contractors.

- Training and user awareness – we would encourage you to consider regular training sessions for your users, especially if you decide to delay transition to Street Manager. This will ensure that their knowledge is kept up to date for both existing functionality and any features that might come after April.
- Make sure you have activated user accounts (all types) and keep them activated.
- Support others – if you have transitioned to Street Manager, or are ready to transition, please do share advice and any tips with others who might be struggling and further behind in their journey. If you know of an organisation which is having particular difficulties, please do reach out and offer to help, or alternatively let us know. We do need to act as a community now and support each other where we can.

Finally, as we mentioned in our last newsletter, the contract with Kainos is in place. We will, however, be saying goodbye to the business change team at the end of March. They have been an enormous help to all of us, they have produced a huge range of support and training material that will stay with us, and we send them a huge thanks for their work.

We hope everyone is and stays well over the next few months. Take care of yourselves and each other. And please do let us know if we can provide any more help and support.

The Street Manager Team
23 March 2020