Street Manager Tips & Tricks

Last updated: February 2021

The Street Manager team has collated a *'hole'* host of tips & tricks for your organisation to *'dig'* into when using the system.

Welcome to the latest version of the document. We've refreshed the contents as the service has been updated and will continue to do so as time goes on.

Please get in touch with us if you *'excavate'* any other hints and tips via Slack or the Streetmanager@dft.gov.uk email.

Contents

🔍 **Navigation, Search & Filtering**

You can find the Street Manager Business Rules via the GitHub website:

🔗 Business Rules

You can bookmark commonly used filters so that you do not need to define filters every time you login to Street Manager:

🔗 Google Chrome

🔗 Internet Explorer

You can find a list of commonly used filters that will support you in your role as either an authority or promoter:

🔗 Common Filters

Work records/Permits

By right clicking the 'view on map' button and selecting 'open in new tab', you can view the map and permit details side by side.

You can now upload more than one file at any one time, within a 10MB limit:

🔗 Uploading Multiple Files

Street Manager only supports the special characters hyphen and underscore. When creating a historic works for an EToN reference that contains special characters then replace the special characters with a hyphen or an underscore and ensure that the exact EToN reference is included in the historical permit works description field.

Add inspection to historical works

Historical works details

Start typing and/or select promoter organisation

VIRGIN MEDIA ⌄

Historical permit reference number

Enter the full EToN reference (External Transfer of Noticing). It must include organisation prefix and applicable district number

NK100-NEMTRE-NL-624396-1

Historical permit location description

Outside 166

Historical permit works description (optional)

Original EToN ref: NK100/NEMTRE/NL/624396/1

There is a guide to the S81 journey as designed by the Street Manager project team:

🔗 [S81 Journey](#)

Section 81s

Pending enhancements to the S81 process, please follow the below tips:

Authority
To add a S81 type inspection, there is a link to add, or schedule, this type of inspection within the S81 works record page. This inspection type should only be used when carrying out an inspection on a S81 that has been previously reported.

Promoter
To help the HA and SU identify a permit associated to a S81, when updating the S81 works record to 'mark S81 as fixed', the works record number (if applicable) of the works must be included in the additional details box.
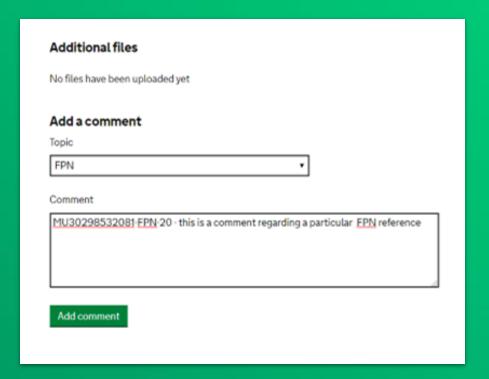
Both
To make a comment related to a recorded S81, choose the topic type of general and insert the S81 works reference in the text box.

Did you know...?

Fixed Penalty Notices

Additional files

No files have been uploaded yet

Add a comment

Topic

FPN

Comment

MU30298532081 FPN 20 - this is a comment regarding a particular FPN reference

Add comment

FPN Comments
When making a comment relating to a particular FPN, insert the FPN number into the comment box.

Section 58s

Until such time as an exportable list view of activities becomes available in Street Manager, it is strongly recommended Highway Authorities send details of Section 58 restrictions to utility companies via email and are discussed at local coordination meetings.

Please note: Section 58 is currently available as an 'activity type' when raising a permit. It is highly recommended not to use the permit journey to raise Section 58s as this activity type will be removed from the list in the near future.

Interim solutions...

You can find the process in practice of adding an activity to record a S58 restriction:

🔗 Adding an activity to S58s

Did you know...?

Pending functionality to withdraw a previously issued inspection, in instances where an inspection has been issued incorrectly or where a previous inspection outcome has been subsequently withdrawn an inspection type comment should be issued citing the inspection reference i.e. BR6101000208581-INSP-02 stating the reason for withdrawal.

A subsequent Routine inspection may be issued as a correction. It is highly recommended where a routine inspection is used as a correction, the initial inspection reference is cited in the additional comments section to be included within the inspection information.

Comments

Remember that comments in SM are just comments with an indication of what the comment is about. For example, a comment with a topic type of duration challenge is not an official duration challenge and does not have any impact on the reasonable period, unlike the dedicated functionality inbuilt into SM, and a comment with a topic type of imposed variation is not an official HA Imposed Change and has no impact on the details on a permit application unlike the dedicated function in SM.

Did you know…?

Any comments on a works record should follow the guide below:

Subject of comment	Topic type
All matters related to a Permit	General
Justification for extension after a duration challenge	Duration challenge
Ongoing discussions re duration challenge	Duration challenge
HA imposed changes discussion	Imposed variation
All matters related to a S81/Unattributable	Section 81

Subject of comment	Topic type
All matters related to an FPN	FPN
All matters related to an inspection	Inspection
Works/materials/plant/SLG present after end date	Overrun warning
All matters related to a Section 74	Section 74
All matters related to a Forward Plan	Forward plan
All matters related to change requests	Change request

Interim solutions…

Pending functionality to support the issuing of unattributable works in Street Manager, a temporary solution is to utilise the Section 81 flow.

You can view how this works in principle, from creation to receiving & processing:

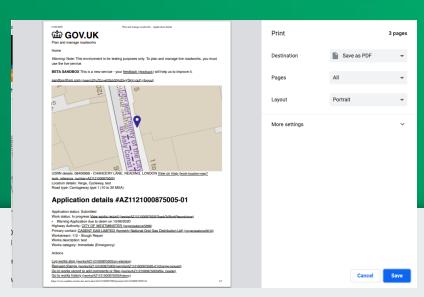Unattributable works

Did you know…?

Photos should be uploaded to the record to support the identification of unattributable works.

Saving PDFs from Street Manager

Street Manager does not have "print" functionality, however if evidence of a permit (or FPN, PMR etc) is required, you can use your browser's "print" function to convert to PDF.

To try this, please Print the page and change the printer to the PDF option. If you cannot see this, please speak with your IT/Technical Support team to look at options to convert web pages to PDF.

Reinstatements

Interim solutions…

This document provides interim solutions for two scenarios:
1) Subsumed and combined sites
2) Site submitted as interim in error

🔗 Reinstatements

Did you know…?

When planned excavation works result in no excavation being necessary - this can be recorded by answering the question 'Did an excavation take place?' with 'No'. Please note that this is not a change request and therefore needs no agreement in order to record these details.

For works which are planned as no excavation and it becomes necessary to excavate; a granted change request is necessary before any excavation can take place.