

# Street Manager Tips & Tricks

Last updated: 8th July 2020

# Introduction



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Over the past few months, the Street Manager team has been collating a '*hole*' heap of tips & tricks for your organisation to take advantage of when using the system.

Please get in touch with us if you have found any other hints and tips either via the Business Change App or email to [Streetmanager@dft.gov.uk](mailto:Streetmanager@dft.gov.uk).

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# Contents

1 [Navigation, Search & Filtering](#)

2 [Work records/Permits](#)

3 [Section 81s \[S81s\]](#)

4 [Fixed Penalty Notices \[FPNs\]](#)

5 [Section 58s \[S58s\]](#)

6 [Comments](#)

7 [Marking comments as read](#)

8 [Unattributable works](#)

9 [Saving PDFs in Street Manager](#)

10 [Reinstatements](#)

11 [Revoking a permit](#)

Did you know...?



# 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](#)

## Did you know...?



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.

# Work records/Permits

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**

- 1) 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.
- 2) Until such time that reassignment functionality is available, if a recorded S81 has been assigned to the incorrect promoter, the S81 record must be cancelled and a new one created to the correct promoter.



### **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. Additional comment types (including Section 81) will be available in street Manager before July 1st 2020.

Did you know...?



Interim solutions...

The screenshot shows the GOV.UK website header with the 'GOV.UK' logo and a 'BETA' label. Below the header, there is a 'SANDBOX' label and a message: 'This is a new service - your feedback will help us to improve it.' The main heading is 'Fixed penalty notice (FPN) list'. Below this, there is a date filter section with the text 'FPN issue date' followed by 'From' and a date input field containing 'DD/MM/YYYY', then 'to' and another date input field containing 'DD/MM/YYYY'. To the right of these fields is a green button labeled 'Apply filter'.

### FPNs received

To check for Fixed Penalty Notices issued/received, click on the FPN tile which will display all FPN's. Completing the date filter will limit the results. The export functionality is available on this tile for further analysis.

# Fixed Penalty Notices

The screenshot shows the 'Additional files' section with the text 'No files have been uploaded yet'. Below this is the 'Add a comment' section. It has a 'Topic' dropdown menu with 'FPN' selected. Below the dropdown is a 'Comment' text area containing the text 'MU30298532081-FPN-20 - this is a comment regarding a particular FPN reference'. At the bottom of the comment section is a green button labeled 'Add comment'.

### FPN Comments

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

# Section 58s

## Did you know...?

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](#)





## Interim solutions...

# Comments

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.

## 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

# Marking comments as read

## Did you know...?

If the HA sends a comment and marks it as read, then it is forever read by that person. This means that the promoter cannot then use this functionality to manage their workflow.

## Interim solution...

Mark as read should only be used by the recipient organisation to allow them to manage their work, otherwise filter by unread is useless.

The only place you can see an internal comment is in the comments tile on the homepage.



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](#)

# Unattributable works

Did you know...?



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



Interim solution...

# 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.

11/06/2020 Plan and manage roadworks - Application details

**GOV.UK**  
Plan and manage roadworks

Home

Warning: Note: This environment is for testing purposes only. To plan and manage live roadworks, you must use the live service.

**BETA SANDBOX** This is a new service - your feedback (Feedback) will help us to improve it.

[sandbox@dm.com](#) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#)) ([Feedback](#))

USRN details: 0640098 - CHANCERY LINE, READING LONDON [View on map](#) ([Work location map](#))

work\_reference\_number: AZ1121000875005

Location details: Verge, Cycleway, foot

Road type: Carriageway Type 1 (10 to 30 MSA)

**Application details #AZ1121000875005-01**

Application status: Submitted

Work status: In progress [View work record](#) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#)) ([Work record](#))

Warning: Application due to close on: 15/06/2020

Highway Authority: CITY OF WESTMINSTER ([Organisation](#))

Primary contact: CASCENT GAS LIMITED ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#)) ([Contact](#))

Workstream: 112 - Single Repair

Work description: foot

Work category: Immediate (Emergency)

Actions

[Log work](#) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#)) ([Log work](#))

[Request change](#) ([Request change](#)) ([Request change](#)) ([Request change](#)) ([Request change](#)) ([Request change](#)) ([Request change](#)) ([Request change](#)) ([Request change](#)) ([Request change](#))

[Go to work history](#) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#)) ([Go to work history](#))

[http://www.gov.uk/api/v1/works/0640098/USRN/AZ1121000875005-01](#)

Print 3 pages

Destination: Save as PDF

Pages: All

Layout: Portrait

More settings

Cancel Save





## Interim solutions...

This document provides interim solutions for three scenarios:

- 1) Subsumed and combined sites
- 2) Site submitted as interim in error
- 3) Works stopped with no excavation when planned with excavation



[Reinstatements](#)

# Reinstatements

# Revoking a permit (known issue)

Did you know...?

If a permit is revoked, the reason for revocation doesn't pull through.

Interim solutions...



The interim solution is to copy the reason for revocation before submission and pasting it as a general comment (visible to HA and utility).

Alternatively, the revoke reason is visible on the export of all revoked permits.