



Department  
for Transport

# Change Request v2 release

Introductory package for users of Street Manager

**Bartłomiej Syguła**

**Date: 2026-04-24**

Version 1.0

# Reasons for this update

# Key reasons this update was necessary

## We addressed limitations of the old design

- Applying a Change Request will no longer overwrite Permit details, updated (e.g. via imposed change or duration challenge) since the CR was raised
- Reverting a Change Request will no longer revert Permit details, updated (e.g. via imposed change or duration challenge) since the CR was raised

## We are doing the groundwork for future updates

- Enables possibility to support multiple Change Requests
- Enables possibility to apply or reject parts of a Change Request
- New system has potential for greater performance

# What is affected

# Street Manager screens affected

- Applications and Works screen now features two tabs:
  - “Change Requests”
  - “Legacy Change Requests”
- Works Record can show a section for “Change Requests”, “Legacy Change Requests” or both.

**Application and works**

Applications and permits | Change requests | Legacy change requests | Works records | PMAs to progress | Forward plans | Private street notices

**Filter options**

Search street name, town, area:

Search change reference:

Search USRN:

Search highway authority name:

Change submission date: From  To

Change request type:  Change (thruorder requests)  Change (thruimposed)  Modified permit  Promoter imposed change  Duration extension

Change request status:  Applied  Submitted  Granted  Granted with duration challenge  Refused  Cancelled  Revoked  Served

Work category:  Minor  Standard  Major  Major (PAA)  Immediate

Additional filters:  Working with traffic sensitive times  High impact traffic management

[Apply filters](#) [Clear filters](#)

Change reference	Works location	Highway Authority	Change request type	Work category	Change status	Change submitted date	Change request end date
<a href="#">ASB80G47804562-CR-01</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Immediate	Applied	23/3/2025 16:30	23/3/2025 16:30
<a href="#">VH880G47804562-CR-03</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Issued	23/3/2025 16:30	23/3/2025 16:30
<a href="#">FAB80G47804562-CR-03</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Issued	23/3/2025 16:30	23/3/2025 16:30
<a href="#">TH880G47804562-CR-01</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Modified permit	Standard	Applied	23/3/2025 16:30	23/3/2025 16:30
<a href="#">TY880G47804562-CR-01</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Modified permit	Standard	Issued	23/3/2025 16:30	23/3/2025 16:30
<a href="#">870G47804562-CR-01</a>	Location of works, Little Street London						
<a href="#">W080G47804562-CR-01</a>	Location of works, Little Street London						
<a href="#">PS080G47804562-CR-01</a>	Location of works, Little Street London						
<a href="#">C030G47804562-CR-01</a>	Location of works, Little Street London						

**Application details**

Reference: **MLK1657187920688-01**

Application status: Granted

Work status: Submitted [View works record](#)

Validity period end date set to 13/07/2024 [View proposed end date road route](#)

USRN details: 0840426 - Fale Street, London, LONDON [View on map](#)

Location details: Vergo, some works location description

Road type: Carriageway type 3 (0.5 to 2.5 PMS)

Section: 21/03/1996 To: 25/03/2023

Work description: some description of work

Work category: Planned (Standard)

**Activity and traffic management**

Activity type	Remedial works	Footway closure	Yes, a pedestrian walkway will be provided
Works known more than 6 months in advance or TTR0 required?	No	Is land rental applicable?	No
Response to COVID-19	No	Have you agreed collaboration with an existing application?	No
Excavation planned	Yes	Open to collaboration	Yes
Was an excavation carried out?	Yes	Collaboration types available	Trench sharing, sharing traffic management
Final site registered	No	Collaboration contact details	Name of person, Number, email address
Required traffic management type	Road closure		
Current traffic management type	Two-way signals from 08/07/2024		

**Dates**

Proposed start	Actual start	Duration	Reasonable period end date
01/07/2024 07:58	07/07/2024 09:00	10 working days (4 calendar days)	20/07/2024

Secondary contact number: Work mobile: 07816818304 email: j.bloggs@cadengas.com

**Application changes**

Date submitted	Change reference	Type	Status
18/07/2024 09:21	<a href="#">MLK1657187920688-01-CR-02</a>	Work extension	Awaiting assessment

**Application changes (Legacy)**

Date submitted	Change reference	Type	Status
04/07/2024 07:58	<a href="#">MLK1657187920688-01-CR-01</a>	Work extension	Granted with duration challenge

What remains as-is

# What remains as-is

## As a Promoter user

- To raise a Change Request, start in the same place and follow the same process.
  - This will seamlessly create a new Change Request.
- To see if your [new] Change Request has been assessed, check the “Change Requests” tab.

## As a Highway Authority user

- To see if any [new] Change Request has been submitted, check the “Change Requests” tab.
- To assess a Change Request, start in the same place and follow the same process.
  - This will provide the same response options, as on Legacy Change Requests.
- Details of a submitted Change Request and Legacy Change Request are shown in the same way.

# What remains as-is

## Common for all users

- Details of a submitted Change Request and Legacy Change Request are shown in the same way.
- New Change Requests provide the same response and status options, as Legacy Change Requests.
- Legacy Change Requests will remain in the system, accessible via “Legacy Change Request “ tab.
  - There are no plans to delete or migrate them.

# Transition period

# Transition period

For a short time, after release, users should monitor both Legacy Change Requests and [new] Change Requests. During this time, please be aware of the following:

- Requests submitted close to the switch date will remain valid and may be deemed.
  - When checking if your Change Request has been actioned, please check both tabs.
  - When checking if a Change Request is awaiting assessment, please check both tabs.
  - Once all pending Legacy Change Requests have been assessed or deemed, there will be no need to monitor the Legacy Change Requests tab, as new Legacy CRs can not be submitted.
- When generating reports, that include the release data, one should export data from both “Legacy Change Request” and “Change Request” tabs, then merge them together.

# Frequently Asked Questions

# Frequently Asked Questions

**Q:** I'm reviewing a Change Request, but I do not see any changes. Why?

**A:** Rarely, changes requested in the CR might have been applied, eg. via imposed change. Effectively, the Change Request may no longer have any changes left to apply.

**Q:** What will happen to the Legacy Change Requests?

**A:** Legacy change requests will remain available via their dedicated tab.

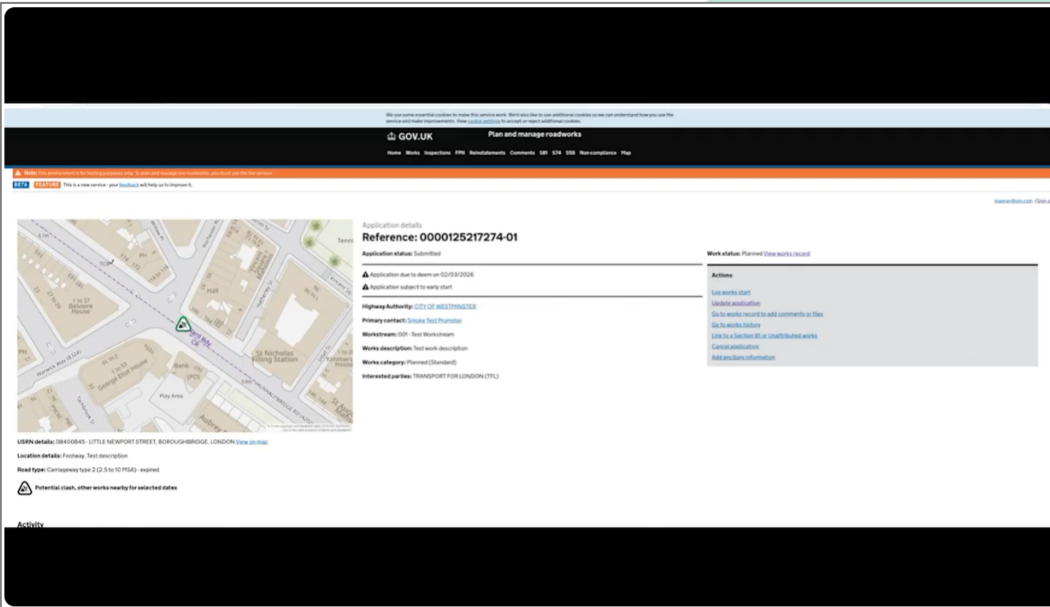
Requests submitted shortly before the release date will either be assessed, or will be deemed, as per policy.

# More information

# Where to look for further information

## DfT Street Manager YouTube channel

The Hole Story, Episode 45, is dedicated to version 2 of Change Requests:



The screenshot displays the DfT Street Manager interface for a Change Request. The reference number is 0000125217274-01. The application status is 'Submitted'. The location is Little Newport Street, Boroughbridge, London. The road type is 'Cartipave type 2 (2.5 to 10 MSA) - sealed'. The page includes a map, application details, and an activity log.

Reference: 0000125217274-01

Application status: Submitted

Application due to close on: 22/03/2026

Application subject to early close

Highway Authority: C2C 02.0023796233

Primary contact: C2C 02.0023796233

Work description: Test work description

Work category: Planned (Standard)

Interested parties: TRANSPORT FOR LONDON (TFL)

Work status: Planned (One works closed)

Actions

- View works list
- Send notification
- Go to works closed to add comments or files
- Go to works history
- Go to works closed or completed works
- Cancel application
- Add more information

Location details: 08400845 - LITTLE NEWPORT STREET, BOROUGHBIDGE, LONDON [View on map](#)

Location details: Footway, Test description

Road type: Cartipave type 2 (2.5 to 10 MSA) - sealed

Potential clash, other works nearby for selected dates

Activity

The Hole Story: Episode 45 - Change Request Version 2

DfT Street Manager  
634 subs krybentow

Subs krybuji

<https://www.youtube.com/watch?v=ksCJwGOCB8I>

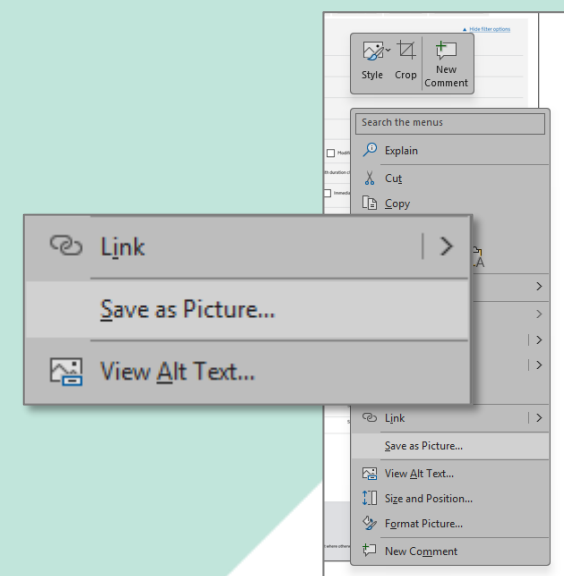
# Support material

# Support material

Those screenshots, of screens affected by Change Request rework, have been provided to help and facilitate creation of training material and communication within your organisation:

- Applications and Works – showing two tabs
- Change Requests and Legacy Change Requests tabs, close-up, with tabs highlighted
- Change Requests and Legacy Change Requests tabs, close-up, as they appear in Street Manager
- Works Record screen, with Application Changes sections highlighted
- Application Changes sections, close-up, with highlight
- Application Changes sections, close-up, as they appear in Street Manager

**Hint:** use the “Save as Picture...” option, to create a local copy of the image, that you can then embed in your own comms.



# Applications and Works - Support material

**GOV.UK** Plan and manage roadworks

Home Applications and works Inspections FPN Registered reinstatements Comments Section 81 Section 74 Section 58 Map

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

planner@am.com (Sign out)

### Application and works

Applications and permits Change requests Legacy change requests Works records PAAs to progress Forward plans Private street notices

**Filter options** Hide filter options

Search street name, town, area

Search change reference

Search USRN

Search highway authority name

Change submission date From  to

Change request type  Change (Promoter requested)  Change (HA-imposed)  Modified permit  Promoter imposed change  Duration extension

Change request status  Applied  Submitted  Granted  Granted with duration challenge  Refused  Cancelled  Revoked  Deemed

Work category  Minor  Standard  Major  Major (PSA)  Immediate

Additional filters  Working within traffic sensitive times  High impact traffic management

Apply filters Clear filters

Change reference	Works location	Highway Authority	Change request type	Work category	Change status	Change submission date	Change request item date
<a href="#">KA080G47804562-CR-01</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Immediate	Applied	21/3/2025 16:30	23/3/2025 16:30
<a href="#">LU080G47804562-CR-02</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Issued	21/3/2025 16:30	23/3/2025 16:30
<a href="#">FH080G47804562-CR-03</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Issued	21/3/2025 16:30	23/3/2025 16:30
<a href="#">TY080G47804562-CR-04</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Modified permit	Standard	Applied	21/3/2025 16:30	23/3/2025 16:30
<a href="#">TY080G47804562-CR-05</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Modified permit	Standard	Issued	21/3/2025 16:30	23/3/2025 16:30
<a href="#">UT080G47804562-CR-06</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Applied	21/3/2025 16:30	23/3/2025 16:30
<a href="#">XC080G47804562-CR-07</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Applied	21/3/2025 16:30	23/3/2025 16:30
<a href="#">MK080G47804562-CR-08</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Change (promoter requested)	Standard	Issued	21/3/2025 16:30	23/3/2025 16:30
<a href="#">CX080G47804562-CR-09</a>	Location of works, Little Street London	CITY OF WESTMINSTER	Modified permit	Standard	Issued	21/3/2025 16:30	23/3/2025 16:30

Showing 1 - 25 of [Show search results number](#) [Next >](#)

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## Application and works

Applications and permits

Change requests

Legacy change requests

Works records

### Filter options

Search street name, town, area

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Applications and permits

Change requests

Legacy change requests

Works records

### Filter options

Search street name, town, area

Search change reference

# Works Record - Support material

GOV.UK Plan and manage roadworks

Application details  
**Reference: MLK1657187920688-01**  
 Application status: **Granted** Work status: Submitted View works record

Validity period end date set to 13/07/2024  
 The proposed end date could move

USRN details: 0840426 - Fake Street, London, LONDON View on map  
 Location details: Vege, some works location description  
 Road type: Carriageway type 2 (0.5 to 2.5 MSA) - active  
 From: 21/03/1996 To: 21/03/2023

Primary contact: **CITY OF WESTMINSTER**  
 Works team: 001 - lifting  
 Works description: some description of work  
 Works category: Planned (Standard)

Activity and traffic management

Activity type	Remedial works	Footway closure	Yes, a pedestrian walkway will be provided
Works known more than 6 months in advance or T100 required	No	Is land rental applicable?	No
Response to COVID-19	No	Have you agreed collaboration with an existing application?	No
Excavation planned	Yes	Open to collaboration	Yes
Was an excavation carried out?	Yes	Collaboration types available	Trench sharing, sharing traffic management
Final site registered	No	Collaboration contact details	Name of person, Number, email address
Required traffic management type	Road closure		
Current traffic management type	Two ways signals from 08/07/2024		

Dates

Proposed start	03/07/2024 07:58	Actual start	03/07/2024 09:00
Proposed end	20/07/2024	Duration	10 working days (14 calendar days)
Validity period end date	13/07/2024	Reasonable period end date	20/07/2024
Early start pre-approval	No		
Reason for requesting an early start	some early start reason		

Designations

No designations found against USRN

Applicable conditions

NCT0a	Condition comments
NCT0b	Not provided
NCT1a	Not provided

Additional information

Additional works information	Not provided	Secondary contact email	Not provided
Works reference number	MLK1657187920688	Additional contact	John Bob
Project reference number	ABC12345	Additional contact number	07712345678
Secondary contact	Joseph Bloggs	Additional contact email	jbob@example.org
Secondary contact number	Work mobile: 07816818304 email: j.bloggs@cadengas.com		

**!** This permit will have two "Application changes" sections due to new functionality being added to improve the change request journey. This will only happen for some permit applications during this transition phase

Application changes

Date submitted	Change reference	Type	Status
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Secondary contact number Work mobile: 07816818304  
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