



Street Manager Governance Terms of Reference

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1. Summary

From 1st July 2020, the Street Manager digital service for planning and managing roadworks has been used by all Local Highway Authorities (HAs), utility companies and contractors involved in the management of street and road works in England.

The management and further development of the service will continue to be centrally overseen by the Department for Transport. However, dedicated governance arrangements have been established with user representatives from the industry to ensure that the service continues to develop in line with the needs of the user.

2. The governance structure consists of:

Steering Group (also known as the user governance group)

- The main role of this group is to decide on what is built and in what order from the backlog of improvements that we have and that will continue to be raised over the next few years.
- Matters of assurance, proposals for the way user charges are calculated and system performance issues will be presented to the group for approval prior to publication.
- It:
 - is chaired by the DfT.

- has equal representation from HAs and utilities as well as representation from Contractors and HA Promoters (see Annex A for a diagram showing the make-up of members).
- acts as a decision-making body meeting on a monthly basis.
- Representatives can use Microsoft Teams to join meetings from anywhere in the country. Meetings will continue to be held on Teams or an alternative digital platform as agreed, even when Covid-19 restrictions are lifted.
- One each of the HA and utility reps is a standing representative who has been appointed by JAG and Street Works UK. These representatives are appointed for a period of 2.5 years, to help provide continuity.
- The other representatives are appointed for a period of 1 year. They can re-apply for a further year.
- An additional representative has been added for industry observers. This place can be covered by one or more people. This representative will not vote in terms of decisions on what is built and in what order. Industry observers are appointed for a period of 1 year.
- Each representative is responsible for engaging with users and for representing their interests in monthly Group meetings and in decision making.
- Notes from each meeting will be circulated and can be shared with other users.

Subject Matter Experts (SMEs)

- Together with the project's Service Owner and Product Owner (DfT roles), 4 SMEs act as a Design & Technical authority to agree design requirements and sign off epics / big stories (See Annex A).
- They are appointed by JAG/Street Works UK and seconded to the project for one day a week. Once Covid-19 restrictions, that one day could require travel to the street manager's offices in London. At present, meetings are held on Teams – this may also continue once restrictions are lifted.
- They can be appointed for 1 or 2 years.
- SMEs participate in service design and piloting of new functionality.
- SMEs engage with users in their networks to generate feedback from them and represent their interests in the detailed design.

Industry Groups

- The project's Service Owner and Product Owner will continue to engage with all relevant industry groups such as HAUC Working Groups, regional HAUC committees, JAG/Street Works UK/HAUC UK/HAUC England.
- They will regularly engage with organisations including Highways England, Network Rail and HS2, and any key API developers.
- These arrangements will ensure these interests are represented in the decision-making process. Views are gathered, synthesised and presented to the Steering Group to help inform decisions.

Users

- Users can continue to provide feedback to the Street Manager team via Slack, polls/surveys that will be run, webinars and via email directly.
- User feedback can be provided to Steering Group reps, SMEs, or via Industry groups.
- Users will raise service tickets and note ideas on the ideas board, information about which will be used to develop stories for inclusion in the backlog.

Data and analytics products are built into Street Manager to monitor any bugs or issues with the web-site. This data will be used to provide further objective quantitative data on performance and functionality of the service and areas for improvement.

3. Ways of working and meetings schedule

- Steering Group meets once a month via Microsoft Teams.
- Each meeting is 2 hours.
- Meetings are chaired by Street Manager Service Owner and Product Owner.
- Steering Group meetings have a standing agenda. Additional items are added as and where necessary. In general, the meetings review latest developments and user feedback and move on to focus on future priorities.
- Subject Matter Experts work with Street Manager team one day a week and attend any design / development / sign-off meetings as required.
- Street Manager will continue to use both face-to-face and digital channels to engage with specific industry groups and the wider user population.
- All users are encouraged to participate in discussions on official forums and engage with Street Manager.
- One-off meetings may be arranged with the Steering Group to discuss specific issues or items.

4. Expected behaviours

- Every Steering Group representative and SME is expected to respect and collaborate with the Street Manager team as well as others involved in the Governance structure.
- Every representative and SME is expected to provide their honest, unbiased and impartial opinion and put the interest of the general user first.
- Every representative and SME is expected to engage with users and organisations in their network to ensure that their interests are represented in decision making and service development.
- Every representative and SME is expected to exhibit continuous engagement with Street Manager.
- Every representative is expected to attend all meetings (via Teams). Where this may not be possible, reps should inform the project's Service Owner and

- Product Owner in good time and/or nominate an alternative representative if deemed appropriate.
- Every representative is expected to participate in meetings and not simply act as an observer.

5. Role profile

(a) Standing Representative of Steering Group, appointed by JAG/Street Works UK

Overview of responsibilities

- A representative of the formal Street Manager Steering Group.
- Attending monthly meetings (remotely).
- Representing the interests of the whole industry. This role is responsible for engaging with LHAs, Utility companies and Contractors from all regions in England on an on-going basis and acting impartially for the benefit of the whole industry.
- The standing representative is intentionally appointed for a longer period of time to ensure continuation and knowledge transfer if and when the membership of the Steering Group changes.
- Continuous engagement and participation in relevant forums and discussions.
- Exhibit the behaviours and agreed ways of working and abide by the Terms of Reference of Street Manager Governance.

Duration of service

- 2.5 years
- Tenure review after 24 months, to understand if tenure will be extended or replacement is needed.

Appointed by

- JAG and Street Works UK
- Upon agreement by Street Manager Service Owner and Product Owner

NB: no expenses can be claimed for this role as attendance is remote, via Teams.

(b) User Representative of Steering Group

Overview of responsibilities

- A representative of the formal Steering Group.
- Attending meetings (remotely).
- Representing the interests of their respective stakeholder group and network:
 - LHA
 - Utility
 - Contractor
 - HA Promoter

- Continuous engagement with users in their network(s) and region(s).
- Continuous engagement and participation in relevant forums and discussions.
- Exhibit the behaviours and agreed ways of working and abide by the Terms of Reference of Street Manager Governance.

Duration of service

- 1 year
- Can re-apply for following years

Appointed by

- Anyone from an LHA, Utility, Contractor or HA Promoter can apply for the position. They should be familiar with and a regular user of Street Manager.
- Once applications are received, all users will be able to vote for who they would like to be their representatives. Voting mechanisms will be announced by DfT
- Appointment will be based on votes and agreement by Street Manager Service Owner and Product Owner.

NB: no expenses can be claimed for this role as attendance is remote, via Teams.

(c) Subject Matter Expert (SME)

Overview of responsibilities

- A representative of the formal Subject Matter Expert group (SMEs).
- Seconded to Street Manager 1 day a week and working for that day either in the London office or remotely.
- Collaborating with Street Manager Product Owner and Design Lead to feed into the design and development of the service and test new features prior to release.
- Representing the interests of their respective stakeholder group and network to ensure user-led design.
- Continuous engagement with users in their network(s) and region(s).
- Continuous engagement and participation in relevant forums and discussions.
- Exhibit the behaviours and agreed ways of working and abide by the Terms of Reference of Street Manager Governance.

Duration of service

- 1 or 2 years
- Tenure review close to end

Appointed by

- JAG and Street Works UK
- In addition, any LHA, Utility, Contractor or HA Promoter can apply for the position
- Appointment will be based on industry voting and agreement by Street Manager Service Owner and Product Owner and voting from the industry

NB: travel and other expenses can be claimed for this role for the attendance, if needed, in person in London. Salary costs can be recovered from Street Manager charges for the time spent as a SME.

Annex A

