



1 Streetworks

Traffic Management Planning Automation

User Guide

Product Version: v 1.22

Document Version: v 1.22

Document Date: 07/05/2026

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1 Introduction

Welcome to 1Streetworks. This user guide begins with information to get you started as quickly as possible, with in-depth workflow features in separate sections, and with Administration and Resources sections containing additional non-workflow information.

Getting Started

Before reading through the detailed documentation, we recommend that you read the pages in the Introduction section:

- "What is 1Streetworks?" below
- Navigating the 1Streetworks "Interface" on page 4 and using "Layers" on page 10
- Learn about "Plans" on page 14 and "Opening Plans" on page 18
- See how "Collaboration Plans" on page 96 are viewed
- Optionally, read the Quickstart to dive right into creating Plans

The "Creating Plans" on page 23, "Editing Plans" on page 50, and "Generating PDFs" on page 85 sections are in workflow order, and contain all the details needed for you to create a Plan from start to finish.

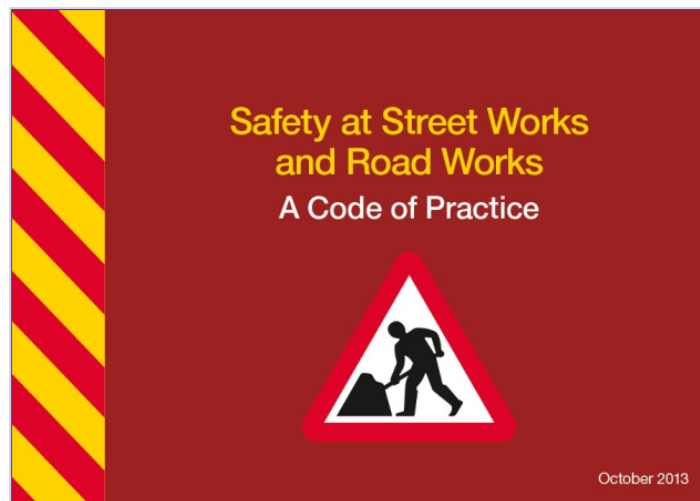
Administration covers information on what user and organisation settings and configurations can be handled in 1Streetworks or by the 1Streetworks team at 1Spatial.

Resources contains reference materials for the 1Streetworks platform.

1Streetworks is continuously improving with new and reworked features, and the most recent version updates can be found in What's New?

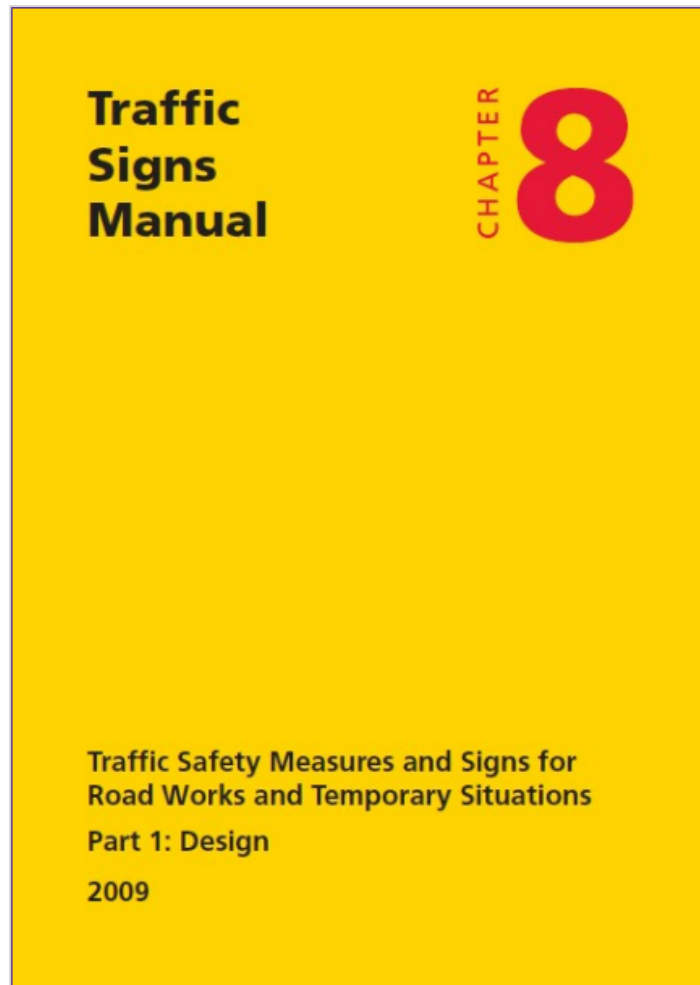
What is 1Streetworks?


1Streetworks is an online software service for automatically generating traffic management plans that are compliant with Safety at Street Works and Road Works - A Code of Practice (October 2013), often referred to as "the Red Book".





The Red Book (and The Traffic Signs Manual, Chapter 8) is a rule book that describes how to lay out signing, lighting, and guarding equipment for street works and road works that are compliant with the rules it describes.

1Streetworks uses a rules engine, which contains a digitalised version of the Red Book rules and logic. It submits some basic information for a plan and the geographical data at that location, accessed live as a service from Ordnance Survey (for example, OS MasterMap® Topography and OS MasterMap® Highways Network, including speed limits) and from GeoPlace, to the rules to evaluate what traffic management plan layout is compliant with the Red Book at that location.



 **Note:** All map data is © Crown copyright and database rights 2026 and reproduced under 1Spatial's OS licence 100041549 and should not be copied or distributed.

 **Note:** Bus timetable data contains public sector information licensed under the Open Government Licence v3.0.
Transport for London bus timetable data is Powered by TfL Open Data.

 **Note:** English permits are sourced directly from the Department for Transport's Streetworks Manager open data, and Scottish permits are sourced directly from the Scottish Road Works Register. At this time, there is no central source of Welsh permits.

2 Interface

When you first log into 1Streetworks, the SaaS (Software as a Service) Agreement panel will appear. This needs to be accepted in order to continue and will only reappear when there is an update to the agreement.

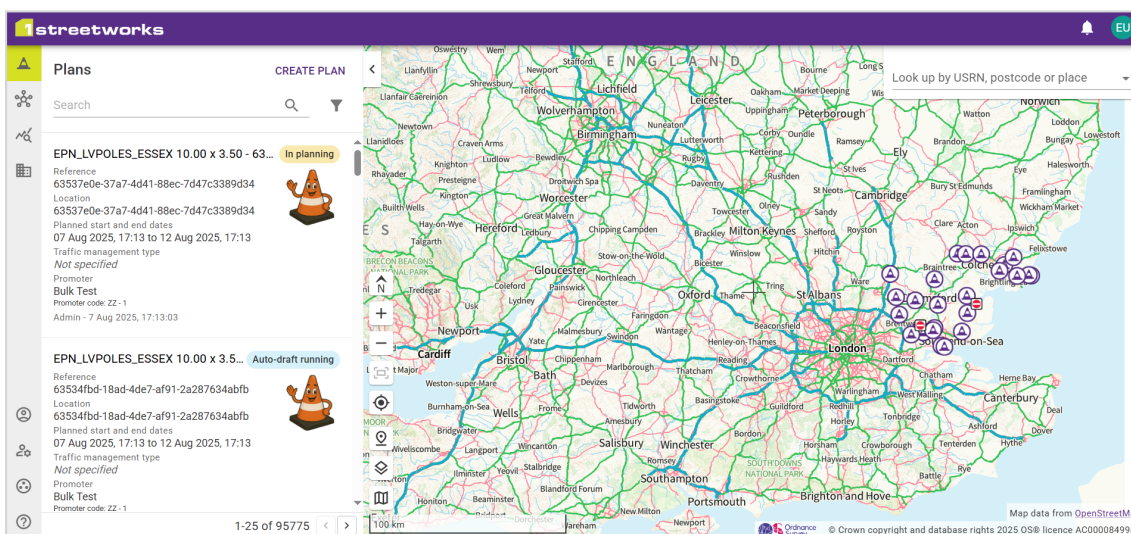
Software as a Service Agreement

To continue using 1Streetworks, please review and accept the current Software as a Service Agreement dated **1 November 2024**.


Read the latest [Software as a Service Agreement](#) within the 1Streetworks documentation.




DECLINE **ACCEPT**

After the agreement has been accepted and on any future login, the **Plans** tab is the default space; containing the map, plan summaries, and plan search functionality.



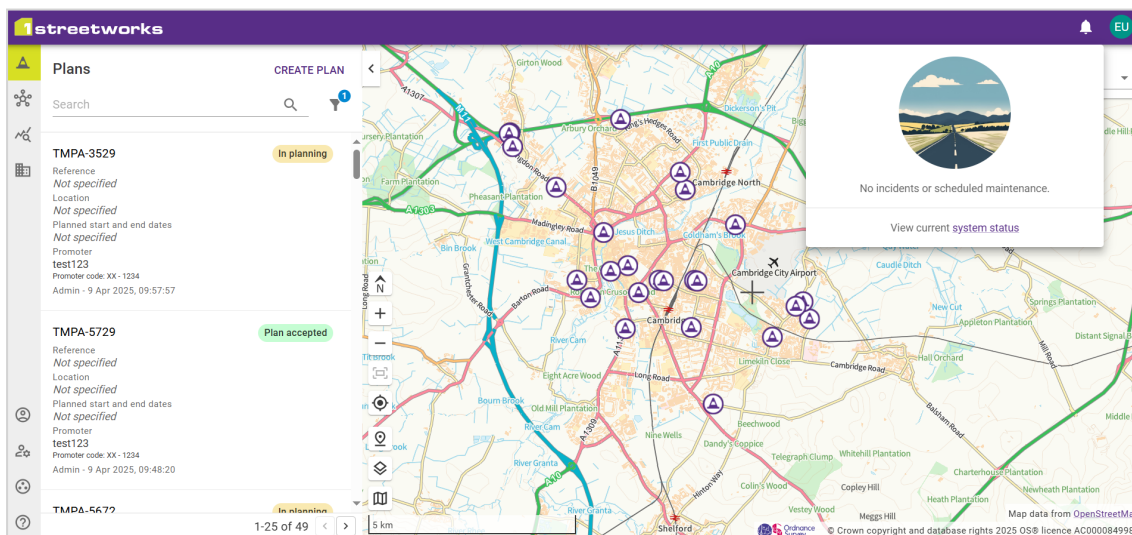
There are three sections users have access to in 1Streetworks: Plans, SWA Organisations, and Manage Account. These can be accessed from the following options from the side bar.


Tab	Description
 View Plans	This is the default start page and contains the map and the Plan Browser. The Plan Browser is a list of all your organisation's existing plans, including in-progress plans. Plan details can be viewed here, and

Tab	Description
 <p>Collaboration Plans</p>	<p>new plans can be created.</p>
 <p>Manage SWA Organisations</p>	<p>If your organisation is part of a consortium, this tab will be available. Plans for all members of the consortium are available to view in a read only mode.</p> <p>1Streetworks requires each plan to identify the works promoter or undertaker that a plan is for. The Manage SWA Organisations page shows all organisations that have been added to the list.</p> <p>Works promoters likely only have themselves listed. Works undertakers may have a list with all promoters that they work with.</p>
 <p>Account Management</p>	<p>You can manage your user profile and account security here.</p>

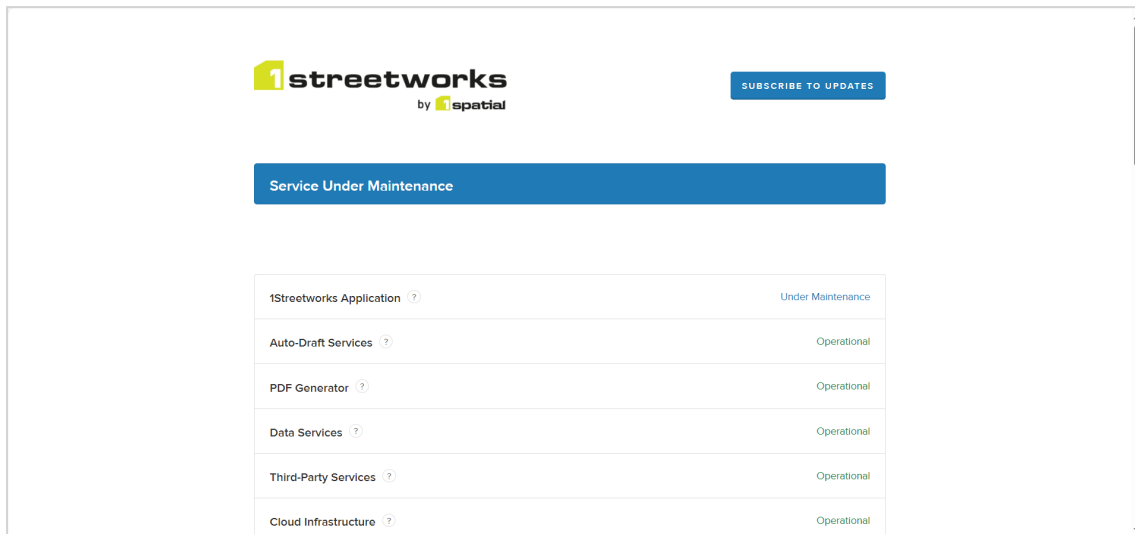
1 Streetworks System Status

1Streetworks is an online product that is hosted in the cloud. This means that services can and will occasionally be unavailable due to an incident or because of scheduled maintenance.



The System Status can be checked in the System Status panel by clicking the **Status** button . This lists any interruptions to the 1Streetworks Service. If

there is a live incident or current maintenance, there will be a yellow dot on the **Status** button.



A detailed System Status page can be reached via the link in the System Status panel, as well as via the System Status link in the documentation.

Click **Subscribe to Updates** to receive updates to the System Status via email, Slack, Teams, Atom Feed, or RSS feed.


The Map










The main workspace of the Plans screen is the map, until you choose to look at a specific plan, create a new one, or go to another tab. Part of the map will be obscured by the Plans panel, but this can be collapsed/expanded with the button at the top right of the panel.




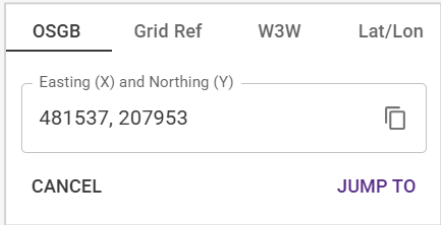
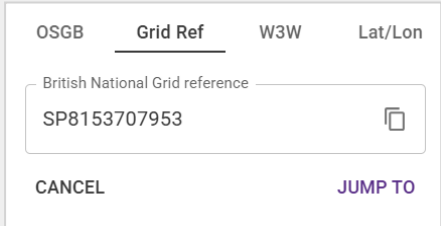
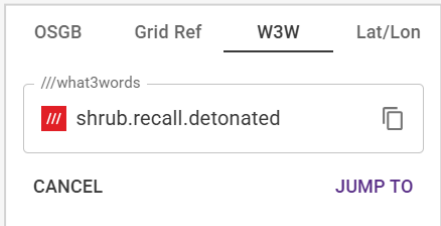
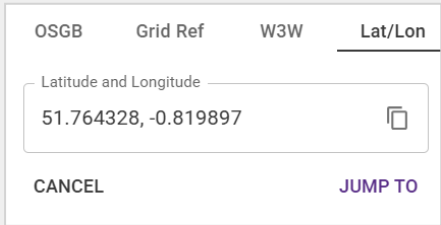
Collapse Panel Button

The map can be navigated by left-clicking and dragging, rotated and tilted by right-clicking and dragging, zoomed in and out with mouse/touchpad scrolling, and interacted with using the buttons in the bottom right of the Map panel.

Button	Description
 <i>Reset Orientation</i>	Resets the map grid orientation to North and the map tilt to 2D/ "flat".

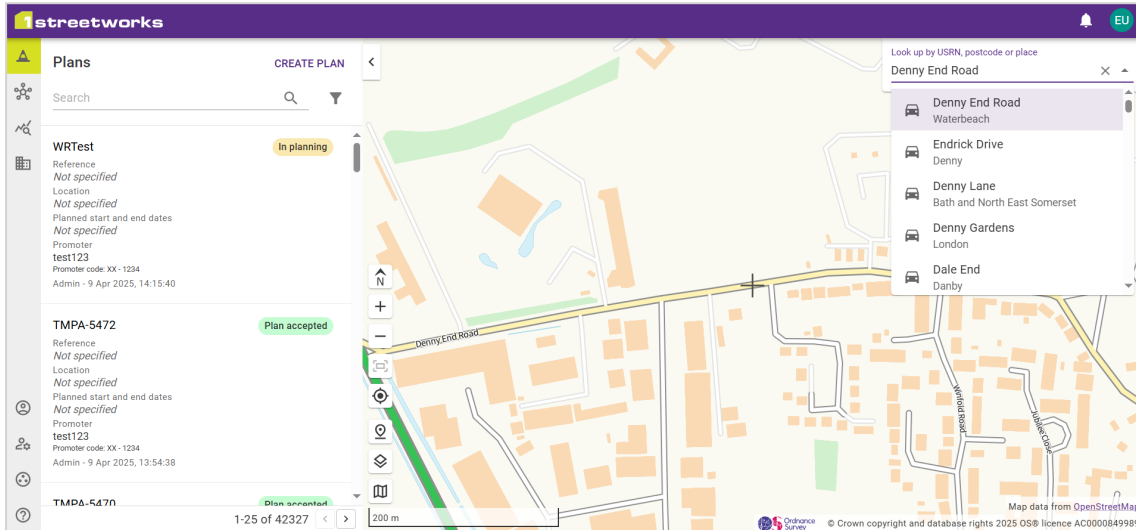
Button	Description
 <p data-bbox="363 362 472 392"><i>Zoom In</i></p>	<p data-bbox="636 273 1337 302">Incrementally increases zoom level down to 200m scale.</p>
 <p data-bbox="355 508 480 537"><i>Zoom Out</i></p>	<p data-bbox="636 418 1323 448">Incrementally decreases zoom level up to 100km scale.</p>
 <p data-bbox="341 674 494 703"><i>Zoom To Fit</i></p>	<p data-bbox="636 564 1310 629">Zooms to comfortably fit the visible contents of a plan on screen.</p> <p data-bbox="636 645 1054 674">Only enabled while a Plan is open.</p>
 <p data-bbox="341 815 494 844"><i>My Location</i></p>	<p data-bbox="636 725 1345 831">This jumps the map to the location of the device that you are using. This is affected by using a VPN (Virtual Private Network).</p> <div data-bbox="639 853 1342 965" style="border: 1px solid purple; border-radius: 10px; padding: 5px;"> <p data-bbox="660 875 1321 940"> Note: This will not work unless you allow your browser to share your location.</p> </div> <div data-bbox="639 987 1342 1066" style="border: 1px solid purple; border-radius: 10px; padding: 5px;"> <p data-bbox="660 1010 1302 1039"> Note: Jumping to a location resets the map orientation.</p> </div>
 <p data-bbox="363 1180 472 1245"><i>Jump To Location</i></p>	<p data-bbox="636 1090 1310 1227">Opens/Closes the Jump To panel, allowing specific locations to be centred on the Map. Choose one of the four options in the table below and click Jump To to centre the map on that location.</p> <div data-bbox="639 1249 1342 1328" style="border: 1px solid purple; border-radius: 10px; padding: 5px;"> <p data-bbox="660 1272 1302 1301"> Note: Jumping to a location resets the map orientation.</p> </div>
 <p data-bbox="336 1442 499 1471"><i>Select Layers</i></p>	<p data-bbox="636 1352 1302 1417">Opens the options for adding or removing information "Layers" on page 10.</p> <p data-bbox="636 1433 1310 1498">The Street Layers have filters for Speed Limits Special Designations, Reinstatements, Streets, and Roads.</p> <p data-bbox="636 1514 1334 1650">The POI Layers have toggles to show point of interest features such as Transport, Infrastructure, and Amenities. These include Bus Stops, Schools, Hospitals, Bridges, Tunnels, etc.</p> <p data-bbox="636 1666 1329 1731">The Boundary Layers have filters to show countries and local authorities.</p> <p data-bbox="636 1747 1334 1812">The Permits Layers have filters to show different permit types within a selection of date ranges.</p> <p data-bbox="636 1827 1345 1964">The Restriction Layers have filters for restrictions that are Proposed, In Force, Closed, and Cancelled. These can be further filtered with preset and specific date ranges e.g. "the next month".</p>

Button	Description
 <p data-bbox="339 360 496 394"><i>Map Options</i></p>	<p data-bbox="636 271 1114 304">Opens the display options for the map.</p> <p data-bbox="636 315 1302 383">This includes the choice of basemaps and a choice of flat or perspective views for Plan features.</p> <p data-bbox="636 394 1241 461">Show crosshair toggles the Map crosshair which denotes the centre of the current extents.</p> <p data-bbox="636 472 1342 584">Show 3D buildings, extrudes simple, transparent building geometry to the recorded heights on the map. This is not available on the Aerial basemap type.</p> <div data-bbox="639 600 1342 768" style="border: 1px solid red; padding: 5px;"> <p data-bbox="659 622 1326 745">⚠ Warning: These geometries are simple and cannot account for complex details and features. As such, this show 3D Buildings should be used as a guide only and not a definitive source.</p> </div>

Jump To options	Description
 <p data-bbox="432 1126 507 1160"><i>OSGB</i></p>	<p data-bbox="732 891 1342 958">This requires an Ordnance Survey easting (X) and northing (Y) for a location in metres.</p>
 <p data-bbox="376 1417 560 1451"><i>Grid Reference</i></p>	<p data-bbox="732 1182 1222 1249">Enter an Ordnance Survey National Grid reference for a location.</p> <div data-bbox="735 1272 1342 1413" style="border: 1px solid purple; padding: 5px;"> <p data-bbox="754 1294 1297 1395">✎ Note: You can enter up to a 10-digit reference with the 2 letter grid code, for example: TL4710161198</p> </div>
 <p data-bbox="387 1709 549 1742"><i>What3Words</i></p>	<p data-bbox="732 1473 1190 1574">Enter the three words that make up a What3Words address, for example: quest.bike.lovely</p> <div data-bbox="735 1597 1342 1715" style="border: 1px solid purple; padding: 5px;"> <p data-bbox="754 1619 1270 1686">✎ Note: This must be formatted with a period separating each word.</p> </div>
 <p data-bbox="347 2000 587 2033"><i>Latitude/Longitude</i></p>	<p data-bbox="732 1765 1230 1832">Enter a pair of latitude and longitude co-ordinates in decimal degrees.</p>

Look up location

Alternatively, the **Look up location** search bar in the top right of the map panel allows you to type a USRN, town name, postcode, or street name. This displays a list of all matching results. Selecting a result centres the map on its location.

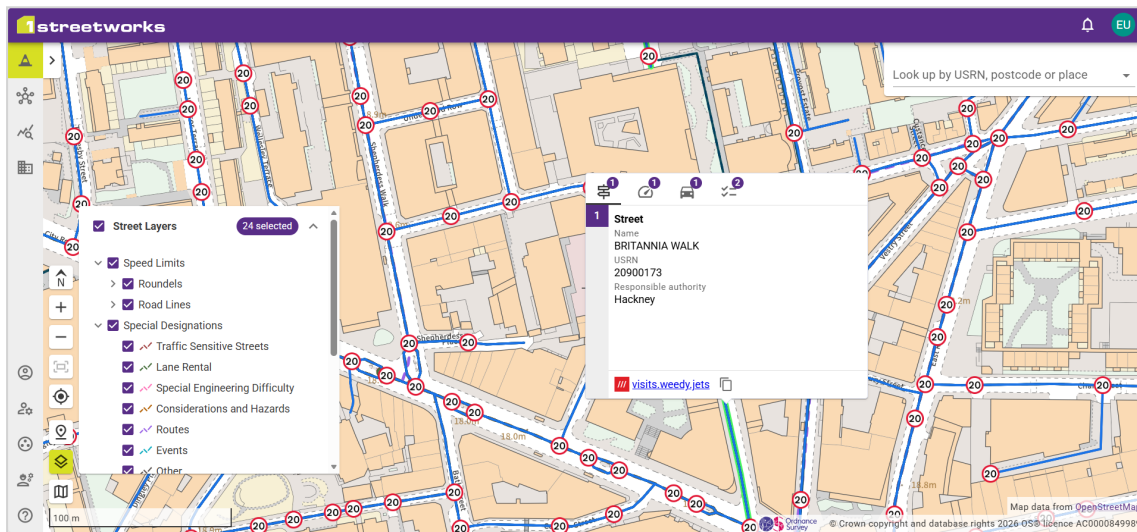


3 Layers

The Map interface can add extra context to the map with Layers. Layers are accessed from the Layers button .

Street Layers

All street layers are selectable and give information on the clicked Road or Roundel. This includes Special Designations, such as Considerations and Hazards, and Lane Rentals.

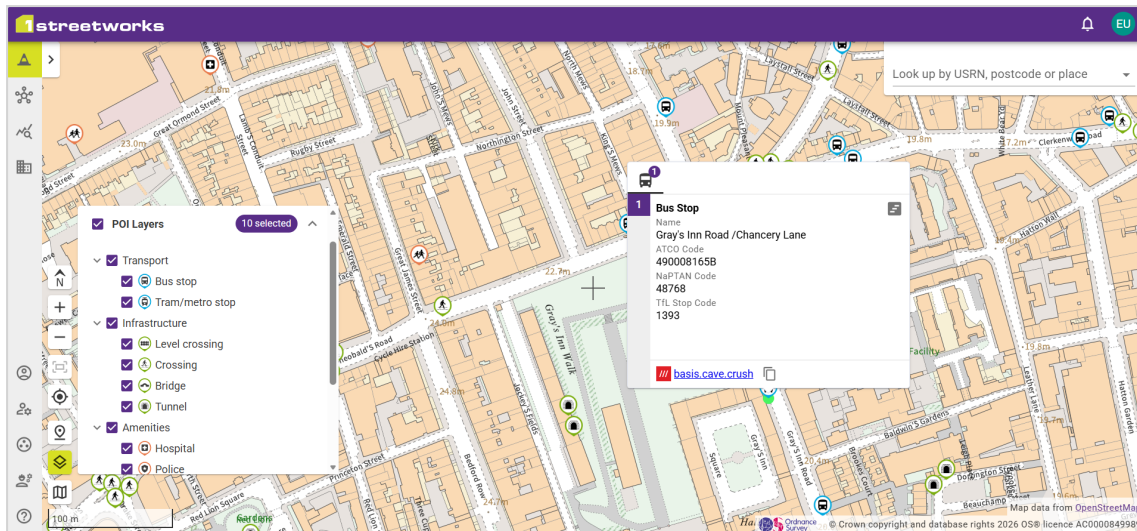


If multiple layers overlap, such as speed limits and streets, there are individual tabs for each type. The number on the icons show how many of that feature exists, which can all be viewed from that feature's tab.


Point of Interest Layers

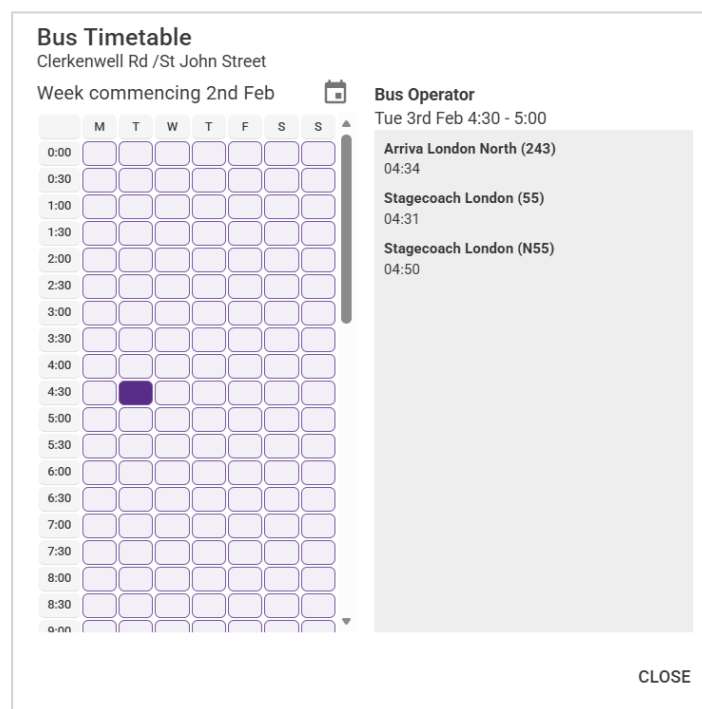
When points of interest are toggled on from the POI Layers dropdown, they can be clicked to provide extra information including the What3Words address and the name of the location if there is one e.g. Cambridge Fire Station.

3 Layers




Transport Timetables

If there is available data for transport points of interest, it will show on its Timetable. Click the **Show timetable** button  to see the data. Click the mouse on a purple cell to see all the data for that 30 minute timeslot.

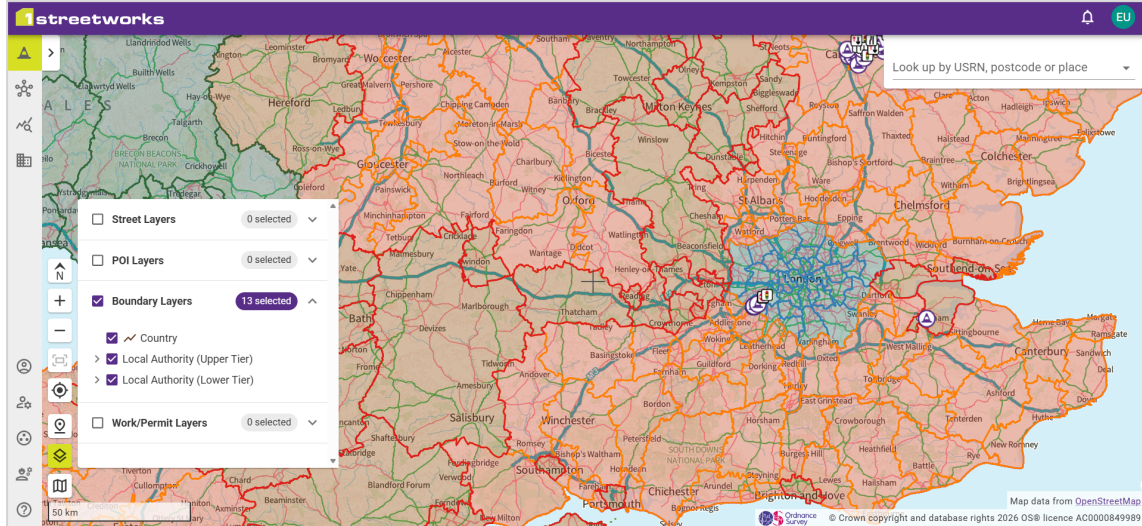


A Bus Timetable

 **Note:** This data is provided by external sources and should be used as a guide only. 1Streetworks and 1Spatial are not responsible for incorrect data.

Boundary Layers

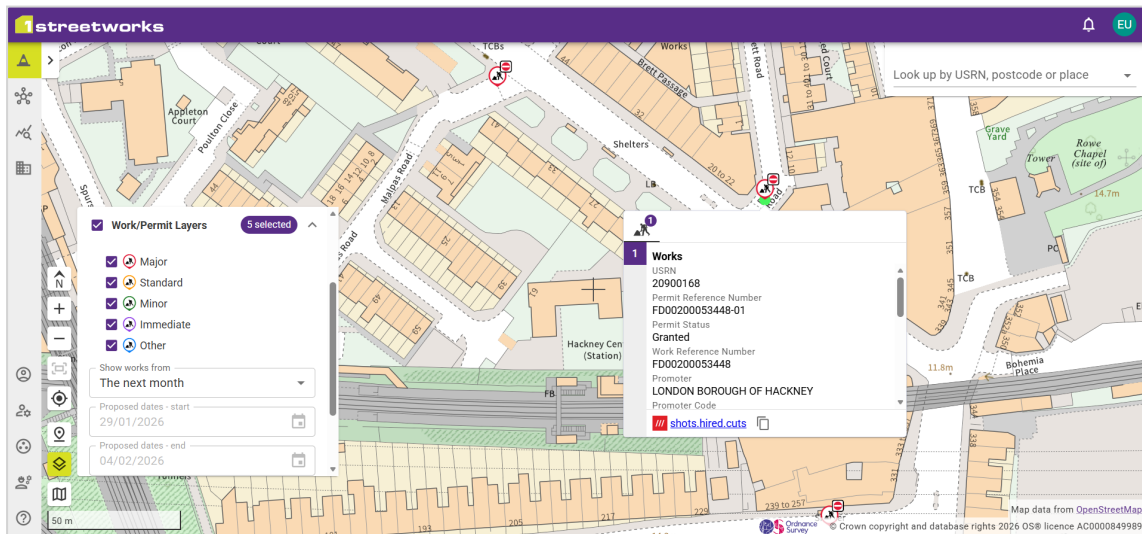
Boundaries for Counties and Local Authorities can be highlighted as layers on the Map.



Work/Permit Layers

Selecting a date range, Promoter, Traffic Management type, and/or permit types, shows all permits that meet the criteria on the map.

Promoters show both their SWA Code and whether they are for England and Wales, or Scotland. Promoter names and codes are provided by Geoplace for Promoters operating in England and Wales, and by Scottish Road Works Register for Promoters operating in Scotland.

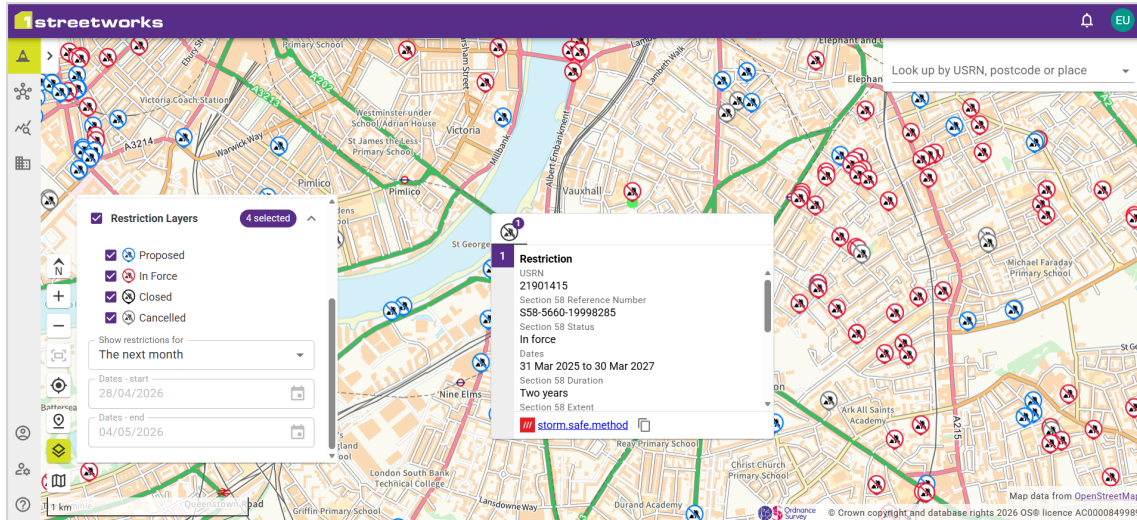


3 Layers

These can be selected to show the Works/Permit data such as the USRN, reference numbers, and proposed date range, along with a copyable What3Words address.


Restriction Layers

Restrictions can be filtered by date ranges and status.

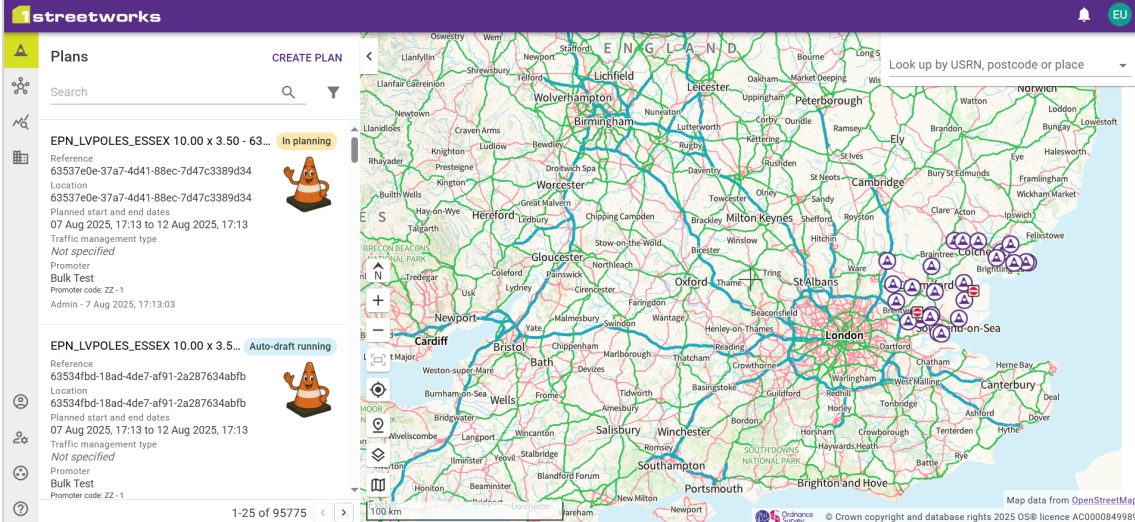



Selecting a restriction on the map displays detailed information including the duration and extent.

4 Plans

Select the **View Plans** tab  to open the Plans workspace, showing the map and the Plan Browser, which is open by default. The Plan Browser shows all Plans that 1Streetworks users in your organisation have produced to date or are in the process of producing.

The Plan Browser shows up to ten plans per page (1-X of Y), additional pages can be stepped through with the arrows in the bottom right of the Plan Browser. Each visible plan is denoted by a **Road Works** sign on the map.



 **Note:** The browser only shows plans on the list if they are within the area of the Map that is currently visible or if the filter allows plans that aren't on screen.

Plans CREATE PLAN

Search 🔍 ⌵

EPN_LVPOLES_ESSEX 10.00 x 3.50 - 53... In planning

Reference
53a06dbc-a5fa-4864-8b53-458e7137d2ba

Location
53a06dbc-a5fa-4864-8b53-458e7137d2ba

Planned start and end dates
08 Aug 2025, 16:33 to 13 Aug 2025, 16:33

Traffic management type
Not specified

Promoter
Bulk Test
Promoter code: ZZ - 1
Admin - 8 Aug 2025, 16:33:43

EPN_LVPOLES_ESSEX 10.00 x 3.5... Auto-draft running

Reference
539d4c0b-4eac-45f2-a012-c09ce16b82a7

Location
539d4c0b-4eac-45f2-a012-c09ce16b82a7

Planned start and end dates
08 Aug 2025, 16:33 to 13 Aug 2025, 16:33


Traffic management type
Not specified

Promoter
Bulk Test
Promoter code: ZZ - 1

1-25 of 24439 < >

Each plan in the list contains a summary, which is structured in the order shown in the next section.

Hover the mouse cursor over a plan to display the summary at its location on the map. This can only be seen if the location is visible on the map.

Click on a plan summary to select it, opening the plan on the map and zooming to the geographical extents of that traffic management plan. Return to the list by selecting the **View Plans** button  or clicking the **X** in the top right corner of the Plan panel.

Plan summaries


Each plan summary shows the following details. Hovering over each detail will display the detail field name.

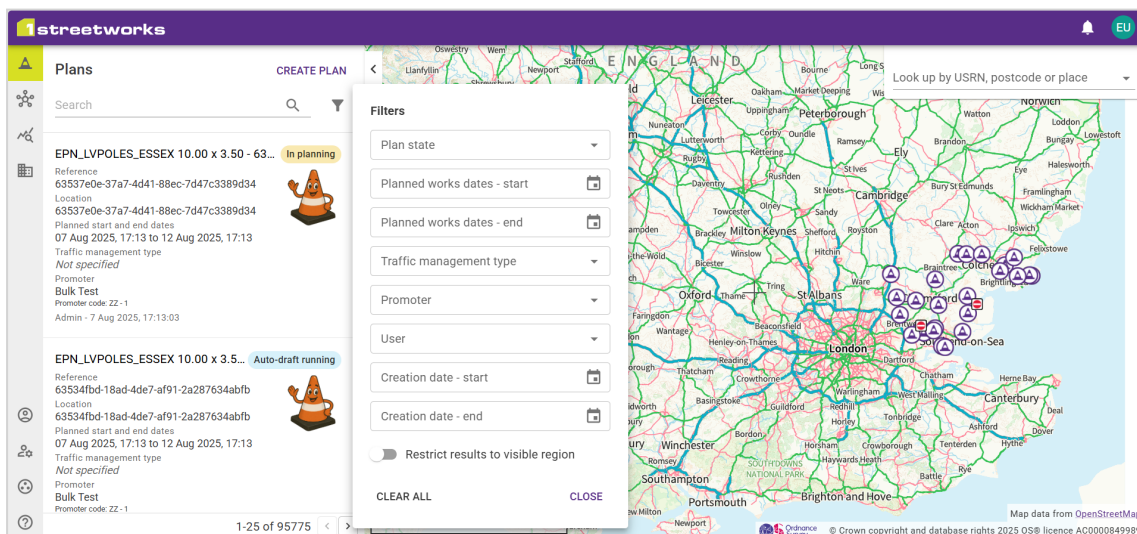
Detail Field Name	Description
Plan name	The name given to the plan.
Reference	This is a reference identifier for the plan. This will vary by organisation using 1Streetworks but is typically a contract reference or a drawing number.
Location	The descriptive location that has been written by a user.
Traffic management type	The type of traffic management plan that this is e.g. Road Closure, Give and Take, etc.
Planned start and end dates	The start and end dates and times for the works. These are usually a key input to the permit that will need to be applied for from the local highways authority.
Promoter	The assigned SWA Organisation and its SWA Code.
Username – date, time	Added automatically by 1Streetworks, this is the username of the user that created the plan and the date and time that it was created at.

Filtering the plans in the Plans list


Use the search bar and/or filter the plans listed in the Plans Browser list by using Filters.

Text entered into the Filter search bar filters the Plans list.

Click the **Filter** button  at the top-right of the plans list to open the Filters dialog for more options.

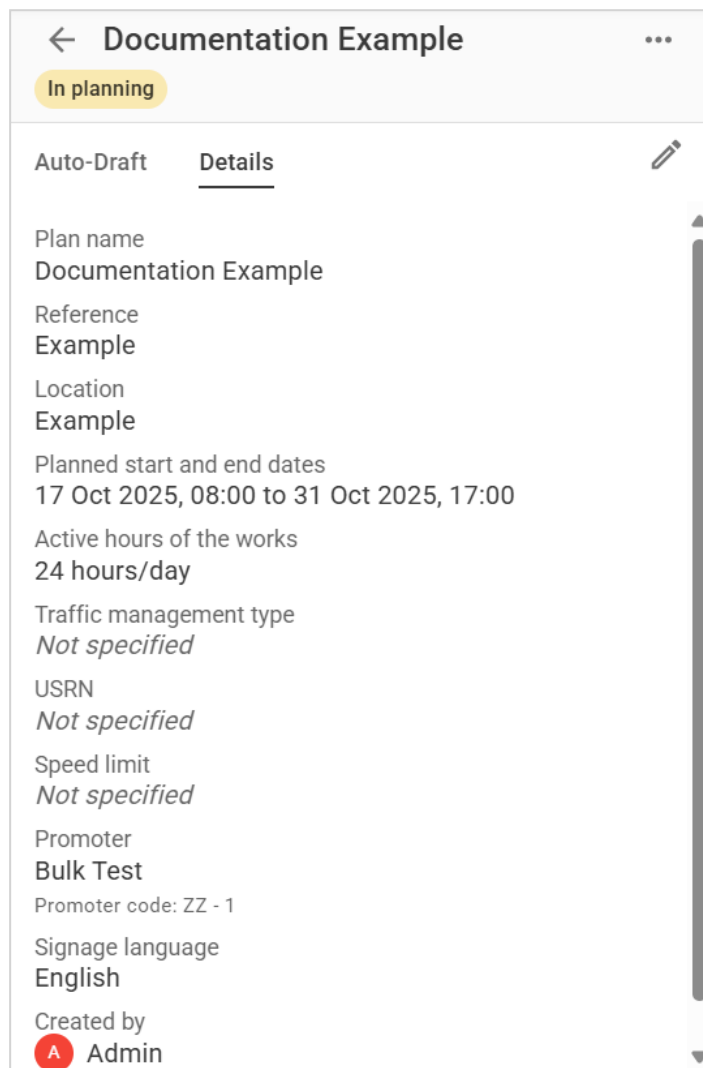


The filter can use multiple fields and toggle whether the rest should be restricted to the currently viewed map area. This includes the area behind the panel when it is expanded.

 **Note:** Filters persist between sessions and need to be cleared manually.

5 Opening Plans

When you select a plan summary from the Plans panel or select a **Road Works Ahead** sign on the map, the corresponding plan opens, zooming the map to the defined geographical extents of that traffic management plan, and listing the details of the plan in the Plan panel.



The screenshot displays a mobile application interface for a traffic management plan. At the top, there is a back arrow, the title 'Documentation Example', and a three-dot menu icon. Below the title is a yellow pill-shaped button labeled 'In planning'. The main content area is divided into two tabs: 'Auto-Draft' and 'Details', with 'Details' being the active tab. A pencil icon is visible in the top right corner of the details section. The details are listed as follows:

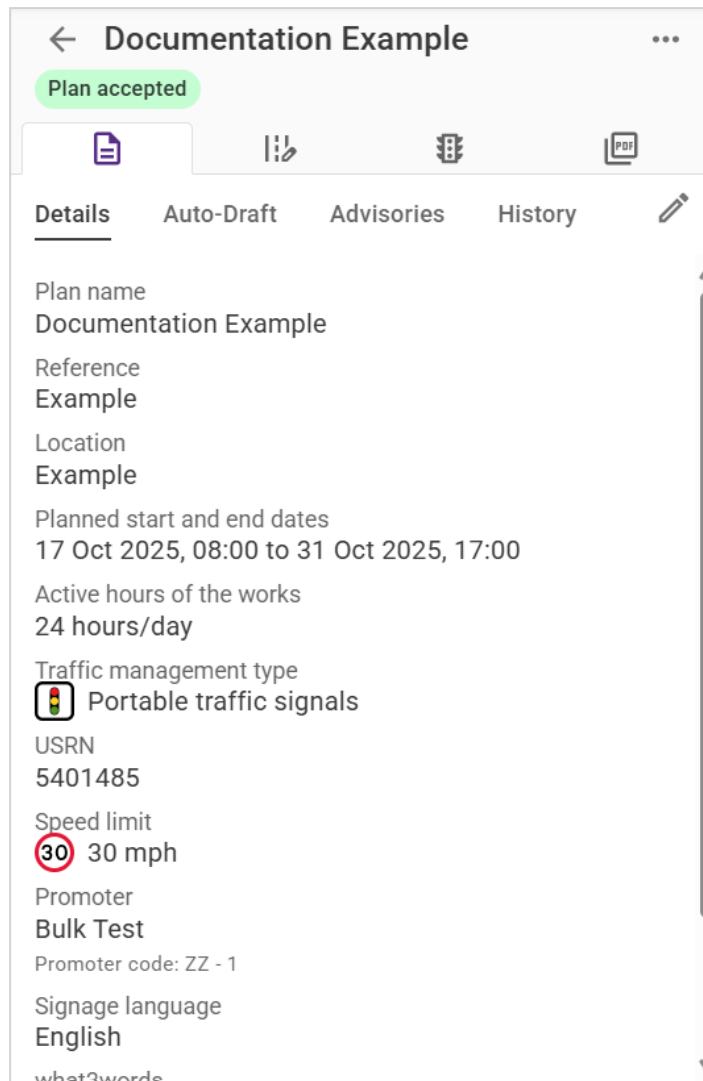
- Plan name: Documentation Example
- Reference: Example
- Location: Example
- Planned start and end dates: 17 Oct 2025, 08:00 to 31 Oct 2025, 17:00
- Active hours of the works: 24 hours/day
- Traffic management type: *Not specified*
- USRN: *Not specified*
- Speed limit: *Not specified*
- Promoter: Bulk Test
- Promoter code: ZZ - 1
- Signage language: English
- Created by: Admin (indicated by a red circle with a white 'A')

The above example is for a plan that has been created but not yet been submitted to the Auto-draft process.

At the very top is the name of the plan that the user entered when the plan was first created.

Immediately below the plan name is the current "Plan status" on page 20.

The details on a plan vary depending on what stage of the Auto-draft process it is in. A plan which has completed the Auto-draft process will contain more details and look closer to the example below.



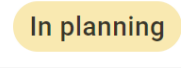
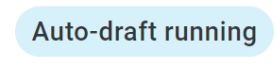
The full set of details for a completed plan are:

Detail	Description
Plan name	The name given to the plan.
Reference	This is a reference identifier for the plan. This will vary by organisation using 1Streetworks but is typically a contract reference or a drawing number.
Location	The descriptive location that has been written by a user.
Planned start and end dates	The start and end dates and times for the works. These are usually a key input to the permit that will ultimately be applied for from the local highways authority.
Active hours of the works	These are the start and end times of each working day between which works are taking place. These are usually a key input to the permit that will ultimately be applied for from the local highways authority.
Traffic	An automatically assigned type that can be filtered in the search.


Detail	Description
Management Type	This can be changed or removed while "Editing Plans" on page 50.
USRN	The Auto-draft process adds the Unique Street Reference Number (the 8-digit unique identifier for every street across the United Kingdom) by querying the Ordnance Survey data for the segment of road closest to the centre of the works area (or the first works area created for this plan if there are multiple).
Speed Limit	The Auto-draft process adds a speed limit by querying the Ordnance Survey data for the segment of road closest to the centre of the works area (or the first works area created for this plan if there are multiple).
Promoter	The assigned SWA Organisation.
Signage Language	Set the language(s) for any signage added to the Plan.
what3words	The what3words address is added automatically by the application for the centre point of the first (or only) works area of the plan. This is also an active link that opens a new browser tab/window for that location on what3words.com.
Created by	Shows which user created the plan and the date and time of the plan creation.

Plan status

The plan status is displayed at the top of each plan:

Status	Description
 <i>In planning</i>	A plan has been created but has not yet begun the Auto-draft process.
 <i>Auto-draft running</i>	A plan is currently in the process of being Auto-drafted.
 <i>Auto-draft complete</i>	Auto-draft is complete but not yet accepted by a user.
 <i>Plan accepted</i>	Auto-draft is complete and has also been accepted by a user.

Status	Description
<p data-bbox="368 286 676 331">Auto-draft unsuccessful</p> <p data-bbox="373 360 671 389"><i>Auto-draft unsuccessful</i></p>	<p data-bbox="844 271 1251 336">The Auto-draft process has been unsuccessful.</p> <div data-bbox="847 360 1342 470" style="border: 1px solid purple; padding: 5px;"> <p data-bbox="868 383 1310 448">Note: Unsuccessful Auto-drafts can be edited manually in 1Streetworks.</p> </div>


Clicking the **Options** menu  gives two options: **Delete plan** will remove the Plan from 1Streetworks, **Duplicate for new auto-draft** will create an exact duplicate of the Plan.

Duplicating Plans

Plans are duplicated through the **Duplicate for new auto-draft** option on any Plan that has at least been through the Auto-draft process. Plan details are auto-filled from the original Plan but can be updated before clicking **Duplicate** to confirm the duplication process.

← Documentation Example ...

Plan accepted


 Duplicate for new auto-draft

Review the configured details below.
These details have been copied from the current plan.


Plan name

Reference

Location

Planned start 

Start time

Planned end 

End time

Active working hours...

Active working hours...

Active working hours are 24 hours/day

Promoter

CANCEL

DUPLICATE

If an Auto-draft has been accepted then any information used in the "Creating Plans" on page 23 process is replicated but a new Auto-draft must be generated. Any additional features or customisation is not recreated, so "Diversion" on page 69, "Signals" on page 61, and anything else added by "Editing Plans" on page 50 must be created separately.

6 Creating Plans

Plans are created in four easy steps; draw a "Works Area" on page 28, complete the "Create Plan Wizard" on page 32 by filling out the three short questionnaires, generate the Auto-draft, and accept the "Drafted Plan" on page 40.

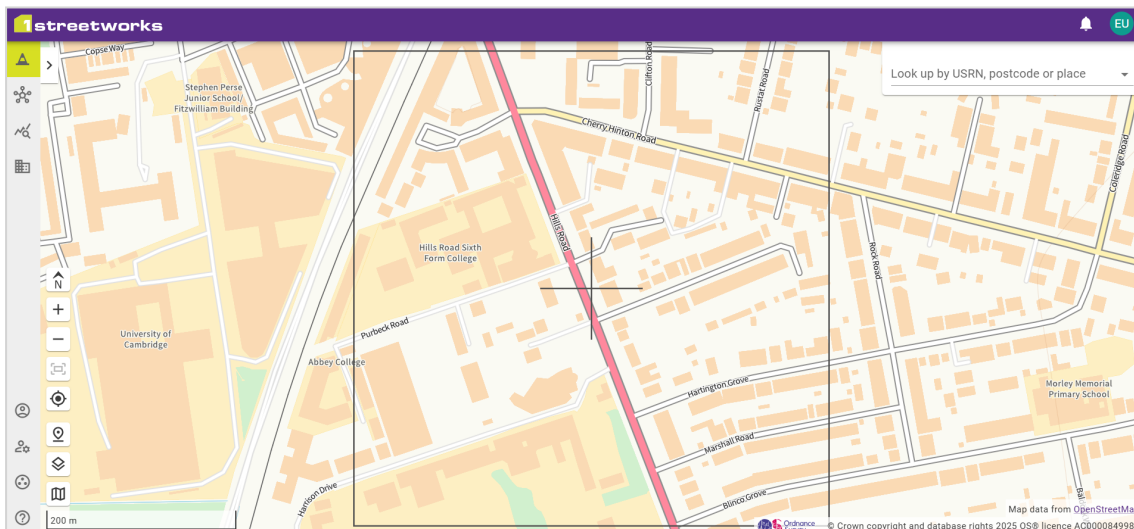
Make a new Plan

To create a new plan, select **Create Plan** at the top right of the Plans panel.



This will open the Create Plan panel.

If your map isn't at the correct location or zoomed in close enough, navigate there/zoom in using The Map until the extents box appears and covers the area that the plan is intended for.



The Create Plan panel is collapsed in the above screenshot

Complete the form in the Create Plan panel, only the Name and Promoter are required, the other fields are optional. If any details need changing later, this can be done by Editing Plans. Once everything is filled in, select **Create**.

Create Plan

Zoom in to create a plan.
Or use the gazetteer to choose a location.

Details

Plan name

Reference

Location

Planned start
17/10/2025

Start time
08:00

Planned end
31/10/2025

End time
17:00

Active working hours...

Active working hours...

Active working hours are 24 hours/day

Promoter

Signage language
English

CANCEL CREATE

Create Plan Details


Detail	Description
Plan Name	The name of the plan.
Reference	This is a reference identifier for the plan. This will vary by organisation using 1Streetworks but is typically a contract reference or a drawing number.
Location	The location name to be entered manually. This is a text field that can be as descriptive as necessary.
Planned works start	Select the date and the time that the works is required to start at.
Planned works end	Select the date and the time that the works is required to end at.
Active working hours start/end	Set the times for the active working hours that apply to this plan.

Detail	Description
Active working hours are 24 hours/day	Selecting this marks the Active working hours as all day, overriding the Active work hours start and end times.
Promoter	A choice of SWA Organisations from your organisations SWA Organisation list.
Signage Language	Set the language(s) for any signage added to the Plan.

Plans can be either created with the Auto-draft or manually. Select the preferred method and click **Continue**.


How would you like to create this plan?

Auto-draft



Create a red-book compliant plan using the auto-draft tool.

Create manually



Create a plan from scratch, designing the layout using the editor.

CANCEL
CONTINUE

Auto-Draft Plan

Creating an Auto-draft plan opens the 4-step Auto-draft tab, which guides you through the process of getting a plan ready. Beginning with creating the "Works Area" on page 28, to submitting the plan to the 1Streetworks Auto-Draft process.

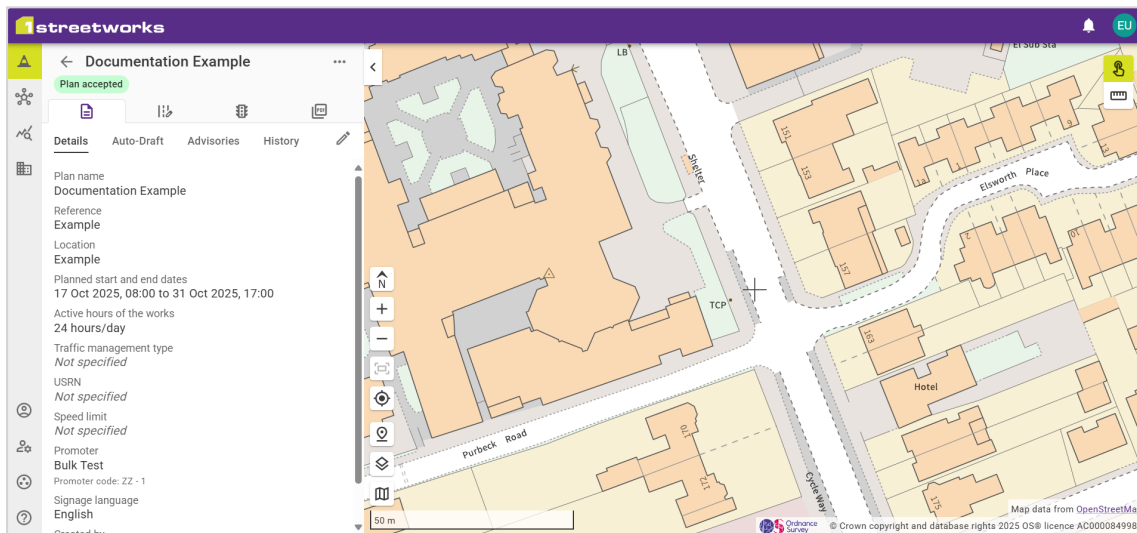
These steps are needed because they allow you to enter details that are specific to this plan and cannot be obtained from the Ordnance Survey data. The required information will affect things such as the size of the safety zone and the traffic management approach which will be determined by the underlying rules logic.

Step	Description
1 - Works Area	The initial building block of a plan is the Works Area, as represented in the <i>"Red Book" - Safety at Street Works and Road Works - A Code of Practice - October 2013</i> This may or may not be an excavation. At least one works area must

Step	Description
	be created per plan.
2 - Works	Further details about the works themselves.
3 - Vehicles	Information about the vehicle counts on the carriageway and bus and cycle questions.
4 - Pedestrians	This final step asks about pedestrian count and questions regarding whether a pedestrian diversion will be necessary.

Manual Plan

Creating a manual plan immediately creates an empty plan with only the Plan information Details tab filled in.



"Editing Plans" on page 50 remains the same as Auto-drafted plans, allowing for features to be added/removed, "Diversions" on page 69 to be created, "Signals" on page 61 to be added, and "Generating PDFs" on page 85.

The Plan Information **History** tab will contain an entry for the Auto-draft being skipped to differentiate between Manual and Auto-drafted plans.

Documentation Example

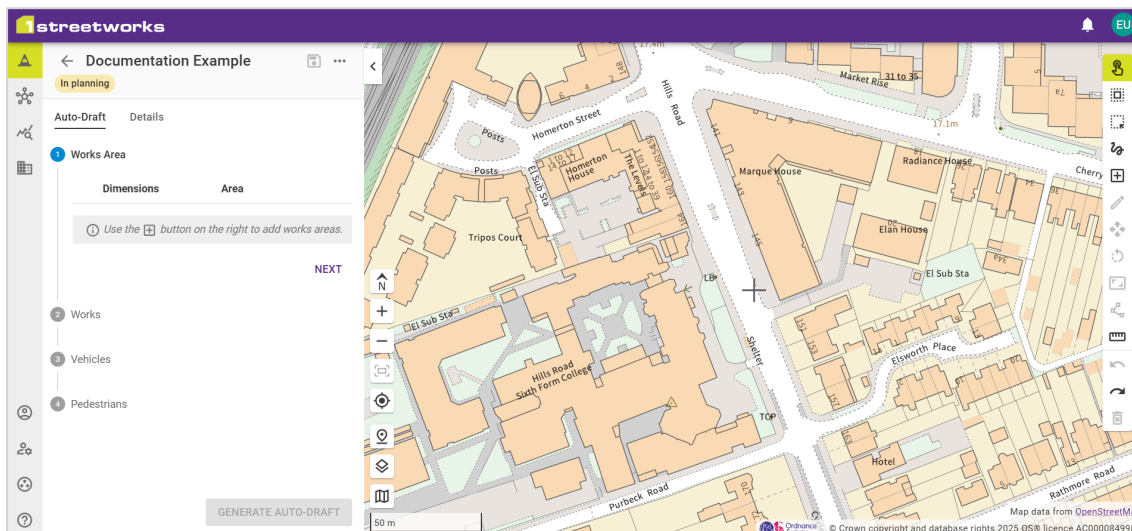
Plan accepted

Details Auto-Draft Advisories History

- 07 Jan 2025, 15:15
Auto-draft skipped
Admin
- 07 Jan 2025, 15:15
Created
Admin


7 Works Area

To draw a Works Area, click the **Add Works Area** button  in either the Works Area section of the Create Plan panel or the "Toolbar" on page 30.



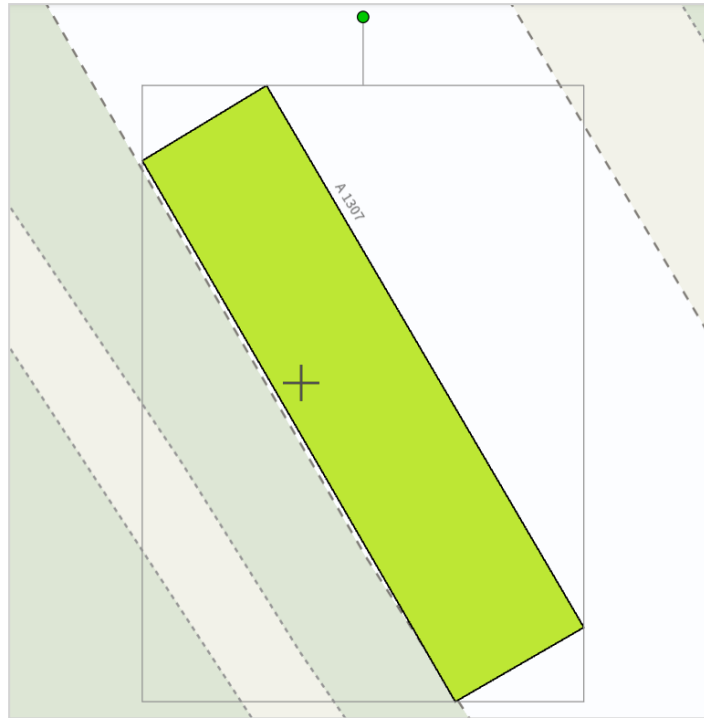
This expands the works area creation menu with the following options.

Creation Mode	Description
Draw a works area manually	This allows you to draw a Works Area on the map by clicking two points and moving the mouse to extend the area out to create a Works Area.
Select a preset works area size	There are three preset works area sizes. Click the map and a Works Area of those dimensions is placed with its centre at the point clicked. Place at Map Centre draws the Works Area at the position of the Crosshair position.
Place a custom size works area	You can also define the dimensions of the Works Area and click on a point on the map, creating the Works Area with that point as its centre. Place at Map Centre draws the Works Area at the position of the Crosshair position.

 **Note:** These are always created with a bearing of 0 degrees.

Once a Works Area is created the toolbar on the right can be used to edit the dimensions or move it.

Each tool interacts with an object in a different way. For example, the rotate tool rotates a works area by dragging the "antenna" of the boundary box:
















When editing a Works Area, you can drag an existing point to change the shape or pull an edge when a green dot appears along an edge to add another point.




Any alterations to the dimensions and area of the Works Area is updated in the Auto-draft panel. You can centre the map on a Works Area by selecting the locate icon or delete a Works Area with the bin icon.

The next steps are to complete the rest of the questions in the "Create Plan Wizard" on page 32.

Toolbar

Tool	Shortcut	Description
	Esc	Select an individual work area.
	Ctrl+A	Select all work areas.
	F	Select multiple work areas by dragging a selection box on the map.
	L	Select multiple work areas by clicking and dragging to "paint" an area between the initial point and your mouse cursor.
	A	Add a new works area. Note: These are always created with a bearing of 0 degrees. The Works Area can be subsequently edited and/or rotated - see below.
	E	Edit selected works area.
	M	Move selected works area.
	R	Rotate selected works area.
	S	Scale selected works area.
	D	Drag the selected works area edge.
	U	A linear measure tool for digitizing a line and displaying the length in metres.
	Ctrl+Z	Undo the last action(s).
	Ctrl+Y	Redo the last action(s).

Tool	Shortcut	Description
	Del	Delete the selected works area(s).
Copy	Ctrl+C / Ctrl+X	Copies the selected works area(s).
Paste	Ctrl+V	Pastes a copy of the selected works area (s).
Multi-Select	Shift+Click	Select Multiple objects by clicking on features while holding shift.

8 Create Plan Wizard

After creating the "Works Area" on page 28 the Create Plan Wizard continues with the Works questions.

Documentation Example

In planning

Auto-Draft Details

✓ Works Area

2 Works

Duration of works

More than 24 hours

Type of works

Planned

How much additional working space do you need for vehicles and equipment on the road?

Length: 3 metres

Width: 2 metres

Will TM operatives be on-site for the duration of the works?

No

PREVIOUS NEXT

GENERATE AUTO-DRAFT

Vehicles questions relate to your traffic survey and non-pedestrian traffic.

The screenshot shows a mobile application interface for a 'Documentation Example' wizard. At the top, there is a back arrow, the title 'Documentation Example', a save icon, and a menu icon. Below the title is a yellow pill-shaped button labeled 'In planning'. The main content area is divided into two tabs: 'Auto-Draft' (selected) and 'Details'. A vertical progress indicator on the left shows three steps: 'Works Area' (checked), 'Works' (checked), and 'Vehicles' (active, indicated by a blue circle with the number 3). The 'Vehicles' section contains several input fields: 'Vehicle count (per three minutes)' with a text input containing '20 per three minutes'; 'HGV count (per hour)' with a text input containing '3 per hour'; 'Are the works on a bus route?' with a dropdown menu set to 'Yes'; and 'What type of cycleway is present?' with a dropdown menu set to 'None'. Each input field has an information icon (i) to its right. At the bottom of the form, there are 'PREVIOUS' and 'NEXT' buttons, and a large grey button labeled 'GENERATE AUTO-DRAFT'.

Finally, pedestrian information needs to be entered.

Documentation Example

In planning

Auto-Draft Details

- ✓ Works Area
- ✓ Works
- ✓ Vehicles
- 4 Pedestrians

Pedestrian count (per minute) ⓘ

2 per minute

Is there an accessible footway on the opposite side of the road?

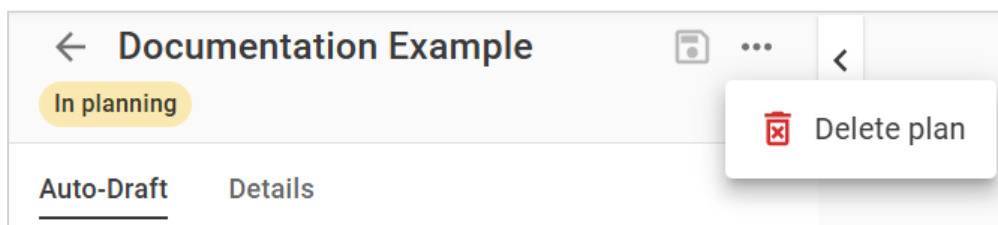
No

PREVIOUS SAVE

GENERATE AUTO-DRAFT

Steps don't need to be completed sequentially. Completed steps will be marked by a green check icon, the active step will be marked blue, and an orange exclamation icon marks any steps that are missing information. "Untouched" steps are marked in grey.

To delete a plan you've started creating, you can select the ellipsis in the top right of the panel and select **Delete plan**.

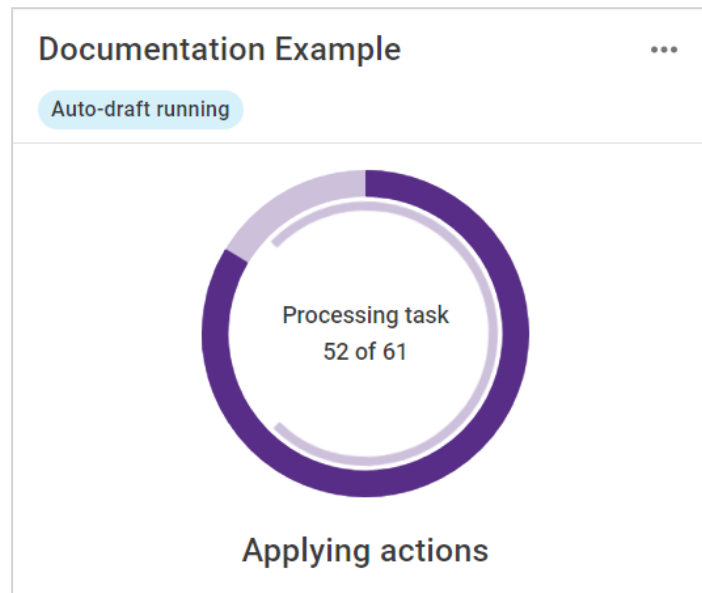


Confirm deletion with **Delete Plan** or cancel deletion by clicking **Back**.



8 Create Plan Wizard

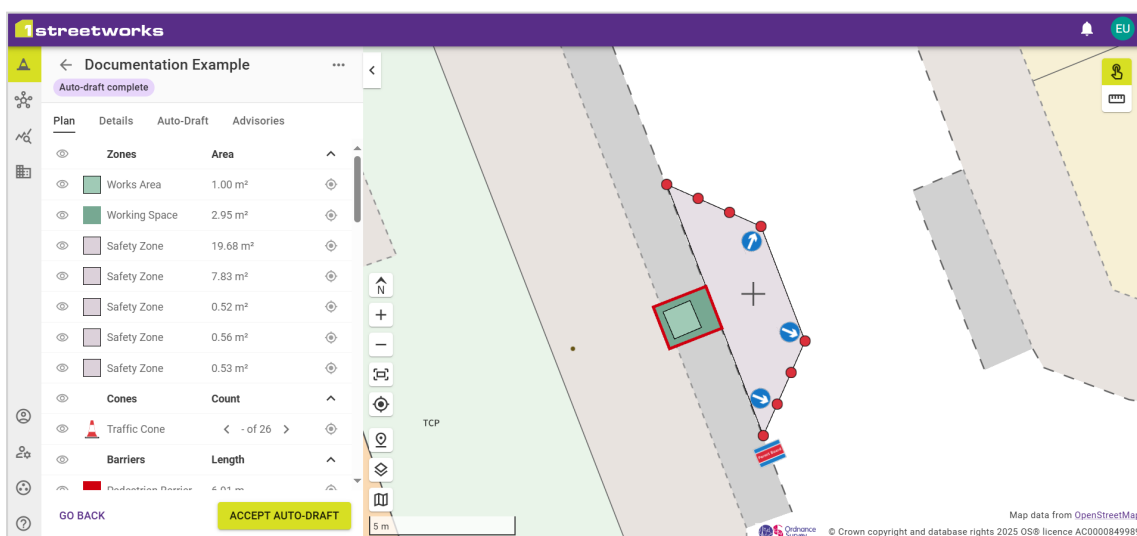
When all five steps are marked as complete, click **Generate Auto-draft** in the bottom right of the panel to begin generation.

The answers you submitted are referenced against the rules logic and 1Streetworks's Auto-draft process begins to generate a draft plan. The generation can be tracked via the progress indicator.



It typically takes under a minute to generate the Auto-draft.

Successful plans show the automatically produced traffic management plan on the map, and the **Plan** tab contains a list of all the features. Clicking the **Locate on Map** button  next to a feature centres the map on it, while clicking the **Hide Feature** button  will toggle hiding that feature on the map.

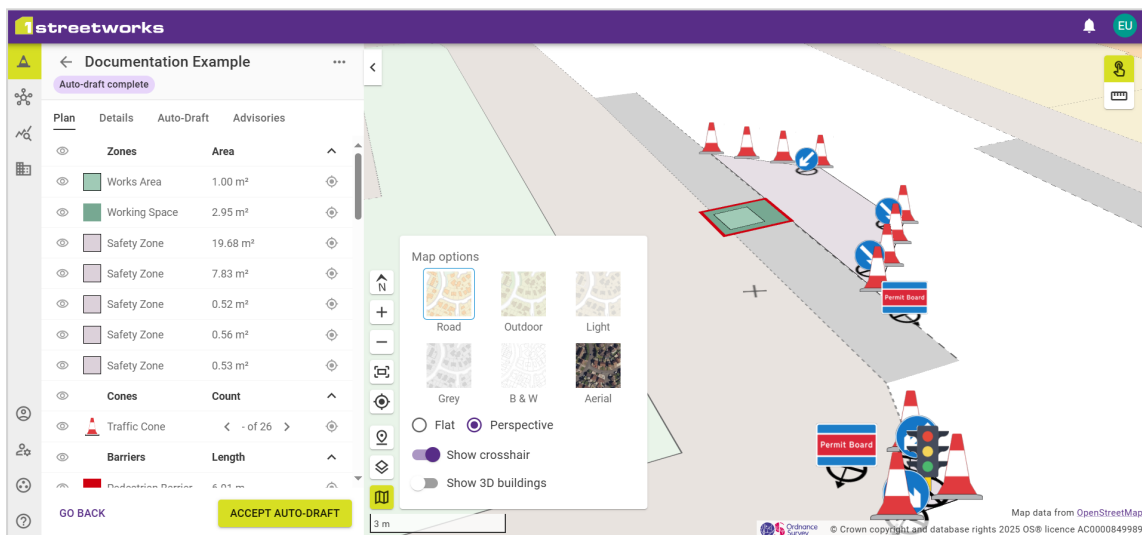


8 Create Plan Wizard

You can also display fewer features in the list using the expand/collapse arrows for each category of feature.

The signs and traffic signals are presented in whichever view mode you have selected, the image above shows the plan in Flat view. The bottom of each sign or signal is the “placement point” used to attach the feature to the correct location on the ground. Each is oriented according to the bearing that the Auto-draft logic assigned it based on the underlying Ordnance Survey data. If a sign has a supplementary plate, its base is the “placement point” for the entire sign. In Flat mode, red dots show placement points of traffic cones.

Perspective view orientates features to always face you, even when the map is panned in 3D view. The direction that each feature faces on the ground is shown by the arrow on the circular axis.



In Perspective view, the red dots used to denote traffic cones are replaced with cone symbols.

The **Details** tab shows the information given when creating the initial plan boundaries. These can be edited by clicking the Edit Plan Details button .

The **Auto-Draft** tab contains all of the Create Plan Wizard questions and answers.

The **Advisories** tab lists any advisories raised by the generation of the plan. This includes advisories on implementing controlled pedestrian crossings, diversions, etc. If no advisories have been raised, the tab states that none were raised.

To edit the answers or change the Works Area, select **Go Back**. You are then asked to confirm this.

If you confirm, all the features added to the plan disappear but the Works Area(s) will remain untouched.

If you are happy with the Auto-draft, click **Accept** and then confirm after checking the box to agree to the terms and cost of the plan. This allows PDFs to be generated or further changes to be added/made by Editing Plans.

Accept this auto-draft?

By continuing, the auto-drafted plan will be accepted and you will leave the auto-draft tool. You can make manual amendments to the plan.

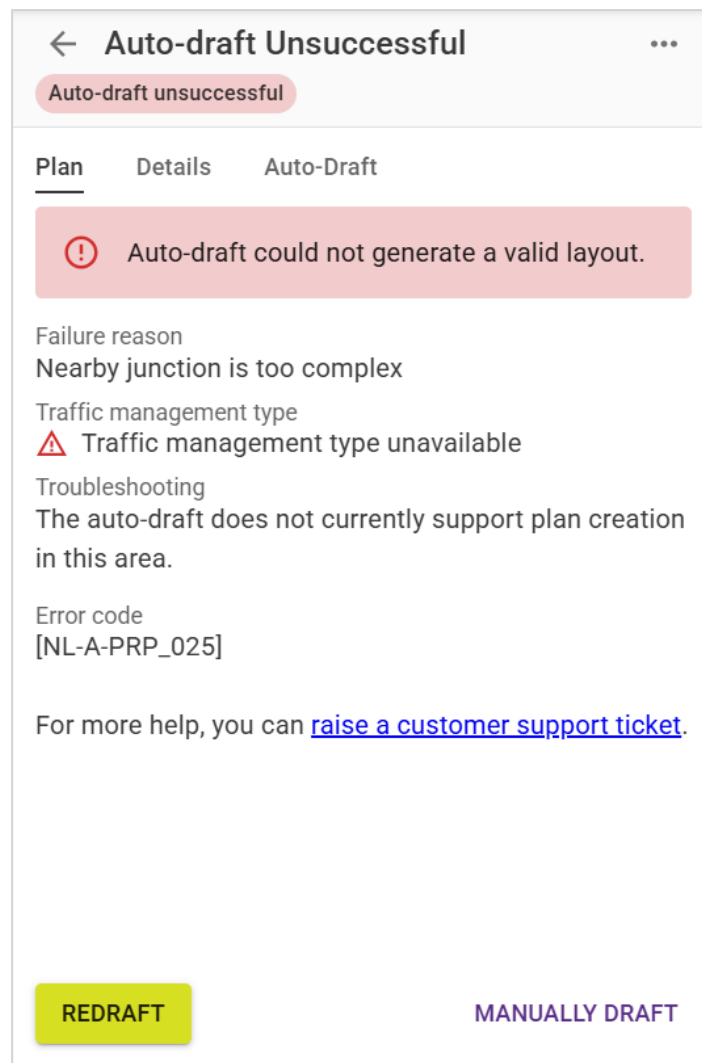
CANCEL CONTINUE

Once accepted, the status changes to **Auto-draft complete** and you can review the plan details in the panel's Details, Plan, Signals, Road, Diversions, Signs, PDF, History, Information and Advisories tabs.

Auto-draft Unsuccessful

Plans that cannot be automatically generated for the location and inputs you've specified, give a notification and a code based on the automation step that was unable to complete successfully.

This code can be given to Support to help identify the reason that a plan cannot be successfully generated and whether further refinement in the automation process is required in the future.



The plan can still be created by clicking **Manually Draft**, allowing the plan to be manually corrected, or click Redraft to make changes and regenerate the Auto-draft.

The Troubleshooting section of the Plan tab will give advice on how to generate a Plan if the traffic management type is supported. If this continues to be an issue see "Raising Support Tickets" on page 104 on how to contact support.


← **Unsuccessful Auto-draft** ...

Auto-draft unsuccessful

Plan Details Auto-Draft

i Auto-draft failed to complete, but was able to identify the traffic management type.

Failure reason
Unable to build road closure

Traffic management type
 Road closure

Troubleshooting
The auto-draft was unable to generate a full traffic management plan.

To redraft, you can try the following steps:

- Move the works area away from any boundaries.
- Rotate the works area so that it is parallel to the nearest carriageway or footway.

Error code
[NL-A-LYT-RC_041]

For more help, you can [raise a customer support ticket](#).

REDRAFT MANUALLY DRAFT

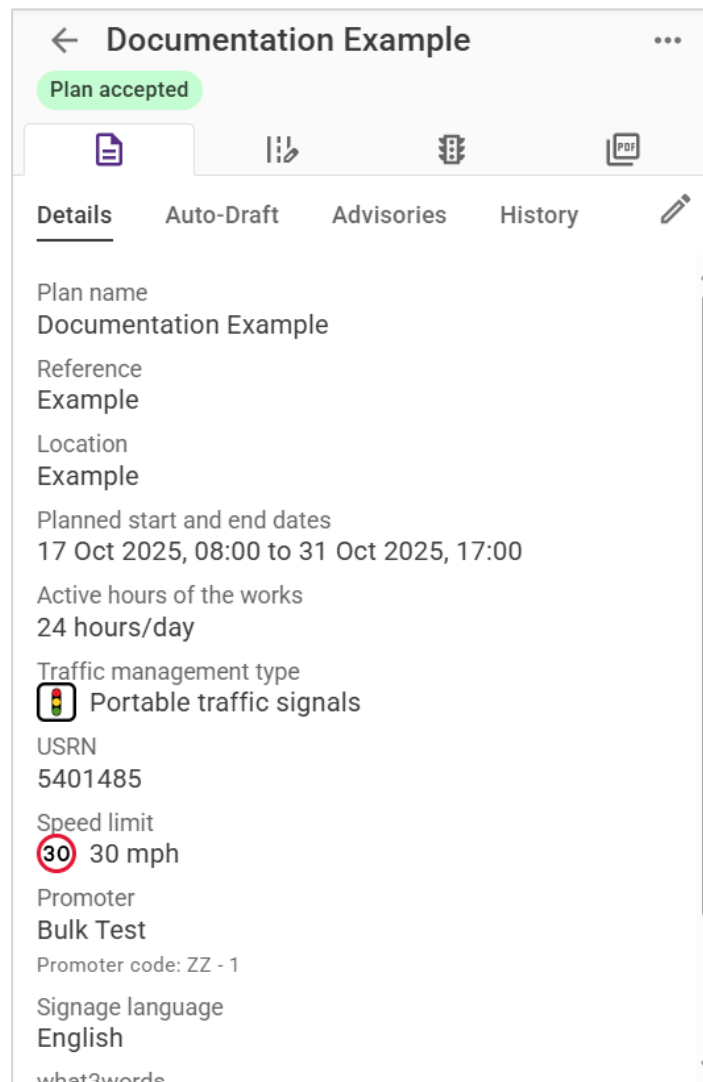
9 Drafted Plan

Drafted plans are ready to have additional changes made to them. This can be "Editing Plans" on page 50 to add additional features or diversions, or to change features or details that have changed since the draft was created. "Generating PDFs" on page 85 can also be performed on a drafted plan.

When saving most changes, a confirmation window appears, allowing a comment to be entered to describe any changes that have been made to the plan. If nothing is entered the default text for that tab will be used.

Plans contain four tabs, each with their own sections: Plan Information, Plan Design, Signals, and PDF.

Plan Information



← Documentation Example

Plan accepted

Details Auto-Draft Advisories History


Plan name
Documentation Example

Reference
Example


Location
Example

Planned start and end dates
17 Oct 2025, 08:00 to 31 Oct 2025, 17:00

Active hours of the works
24 hours/day

Traffic management type
 Portable traffic signals

USRN
5401485


Speed limit
 30 mph

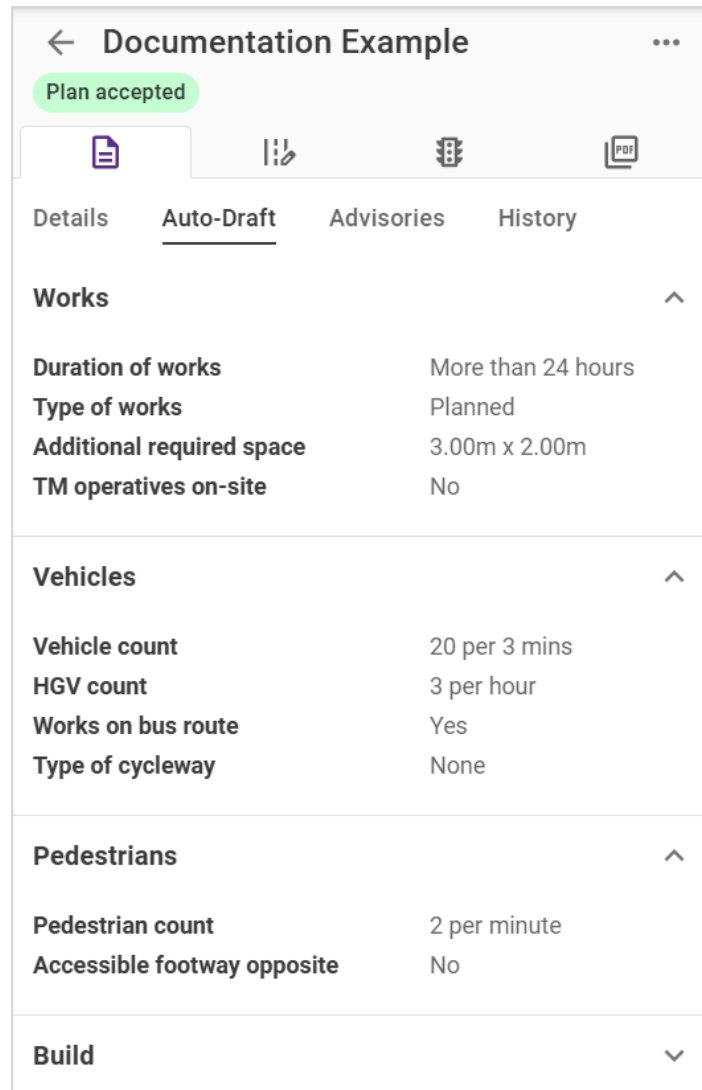
Promoter
Bulk Test

Promoter code: ZZ - 1

Signage language
English

what3words

The **Details** section retains the same information as when the plan was being created but can be edited by clicking the **Edit** button . A Traffic management type is automatically added but can be changed or removed.



Documentation Example

Plan accepted

Details Auto-Draft Advisories History

Works

Duration of works	More than 24 hours
Type of works	Planned
Additional required space	3.00m x 2.00m
TM operatives on-site	No

Vehicles

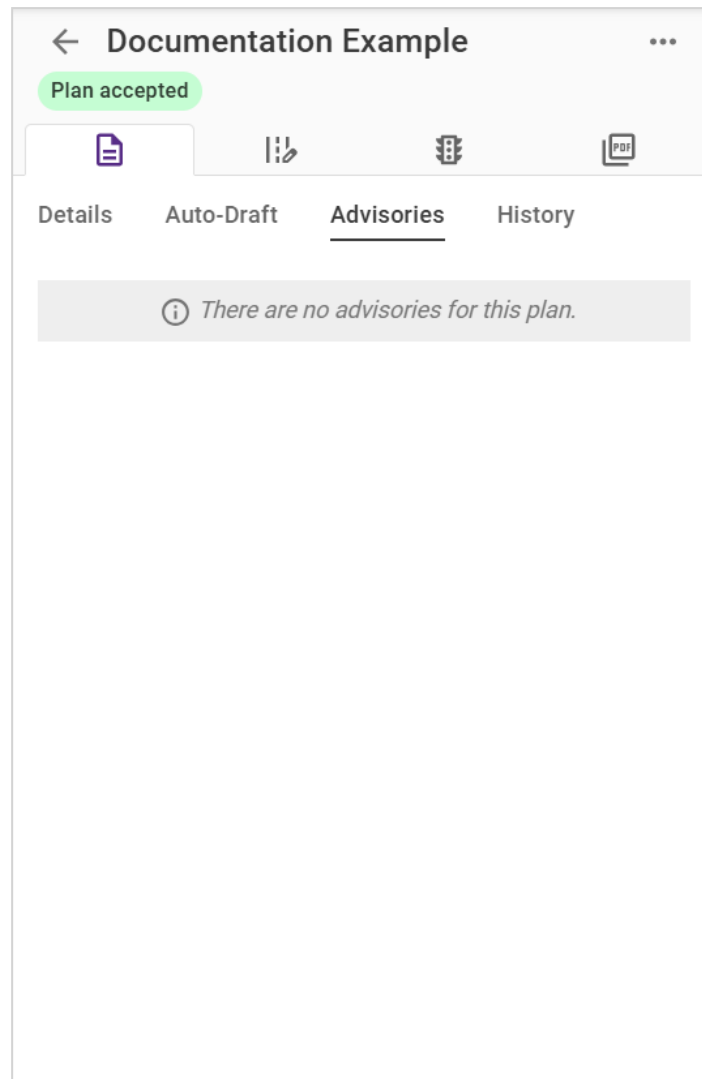
Vehicle count	20 per 3 mins
HGV count	3 per hour
Works on bus route	Yes
Type of cycleway	None

Pedestrians

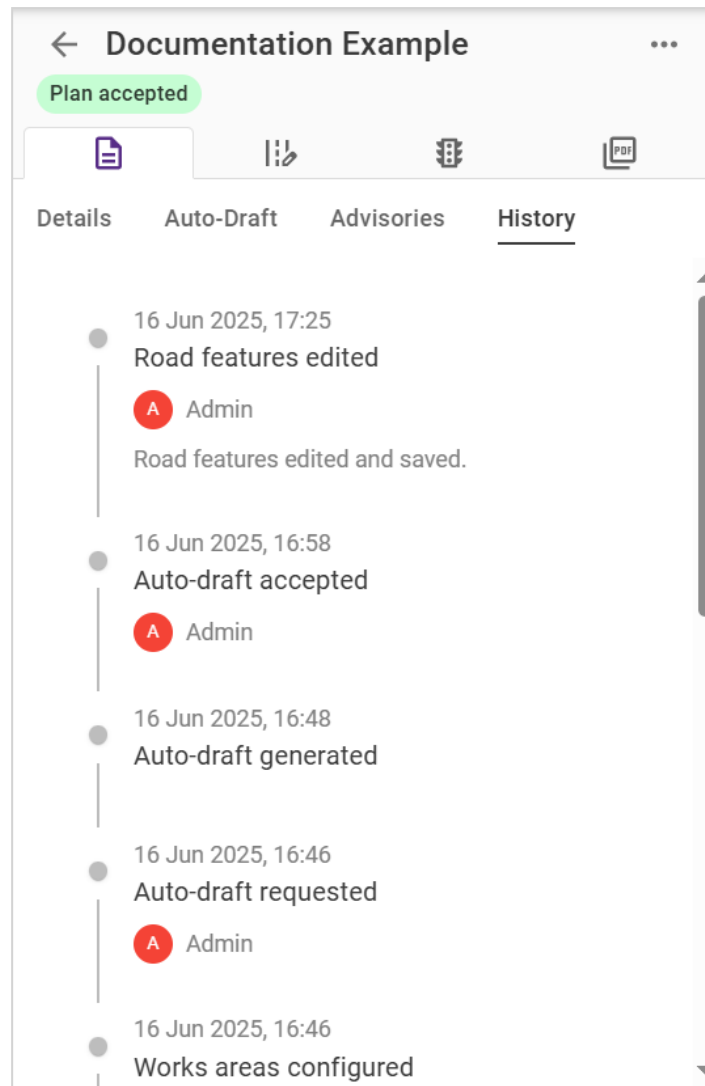
Pedestrian count	2 per minute
Accessible footway opposite	No

Build

The **Auto-Draft** section collates the answers received to the previous steps. It also contains Build information which can be used by Support to debug issues with Plans.

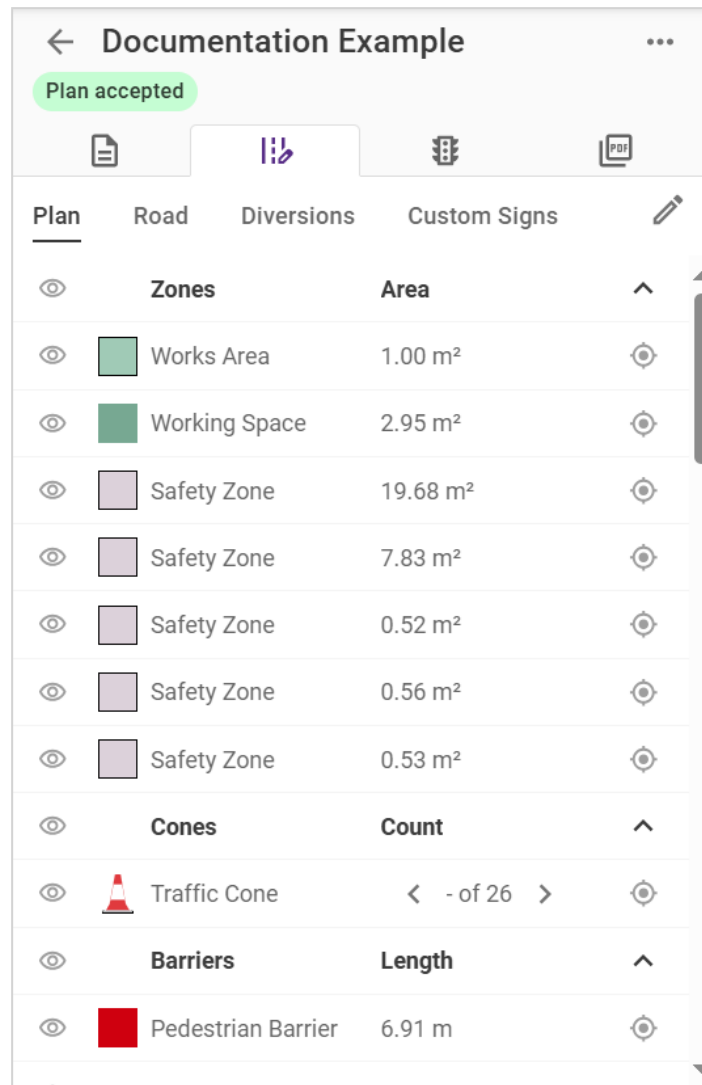


The **Advisories** section, lists any advisories raised by the generation of the plan. This includes advisories on implementing controlled pedestrian crossings, diversions, etc. If no advisories have been raised, the tab states that none were raised.












The **History** section records all specific events that have happened to the plan since it was first created. As new events occur, these will be added to the top of the list. This history records who performed what actions at which date and times, allowing users to see who has created or edited a plan.

Plan Design



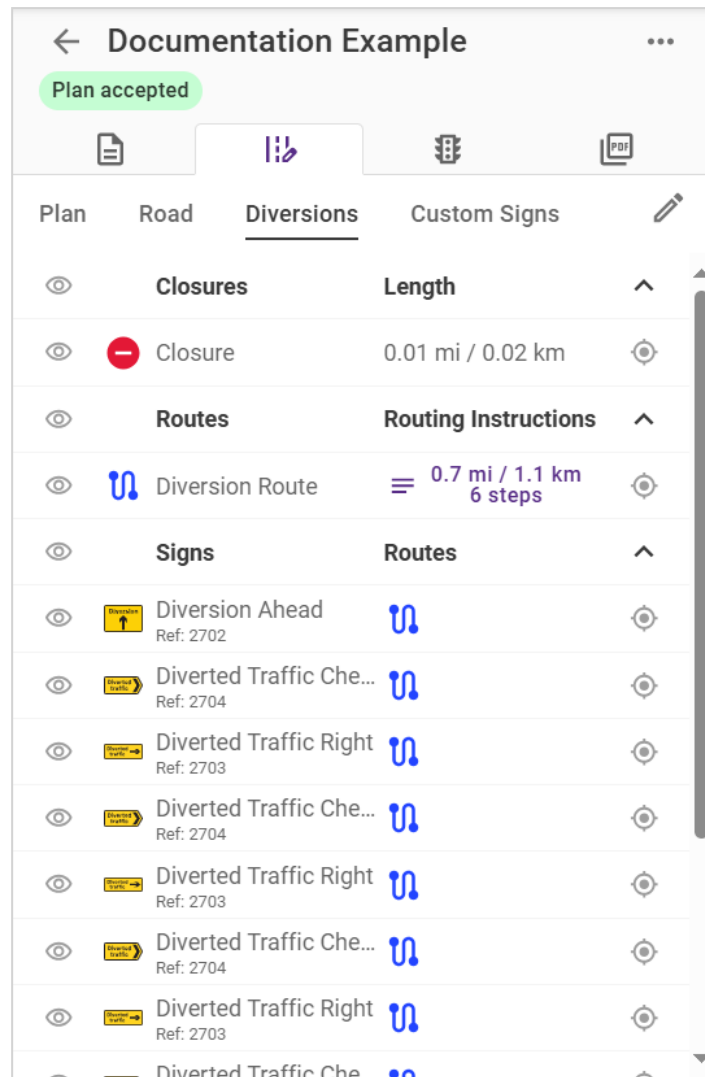
The screenshot shows a mobile application interface for 'Documentation Example'. At the top, there is a back arrow, the title 'Documentation Example', and a three-dot menu. Below the title is a green badge that says 'Plan accepted'. There are four tabs: 'Plan' (selected), 'Road', 'Diversions', and 'Custom Signs'. A pencil icon is visible to the right of the 'Custom Signs' tab. The main content is a table with columns for visibility (eye icon), name, area/length, and a settings icon (gear icon). The table is grouped into sections: 'Zones' (with an area column), 'Cones' (with a count column), and 'Barriers' (with a length column). A vertical scrollbar is on the right side of the table.

Plan	Road	Diversions	Custom Signs
<input type="checkbox"/>	Zones		Area
<input type="checkbox"/>		Works Area	1.00 m ²
<input type="checkbox"/>		Working Space	2.95 m ²
<input type="checkbox"/>		Safety Zone	19.68 m ²
<input type="checkbox"/>		Safety Zone	7.83 m ²
<input type="checkbox"/>		Safety Zone	0.52 m ²
<input type="checkbox"/>		Safety Zone	0.56 m ²
<input type="checkbox"/>		Safety Zone	0.53 m ²
<input type="checkbox"/>	Cones		Count
<input type="checkbox"/>		Traffic Cone	< - of 26 >
<input type="checkbox"/>	Barriers		Length
<input type="checkbox"/>		Pedestrian Barrier	6.91 m

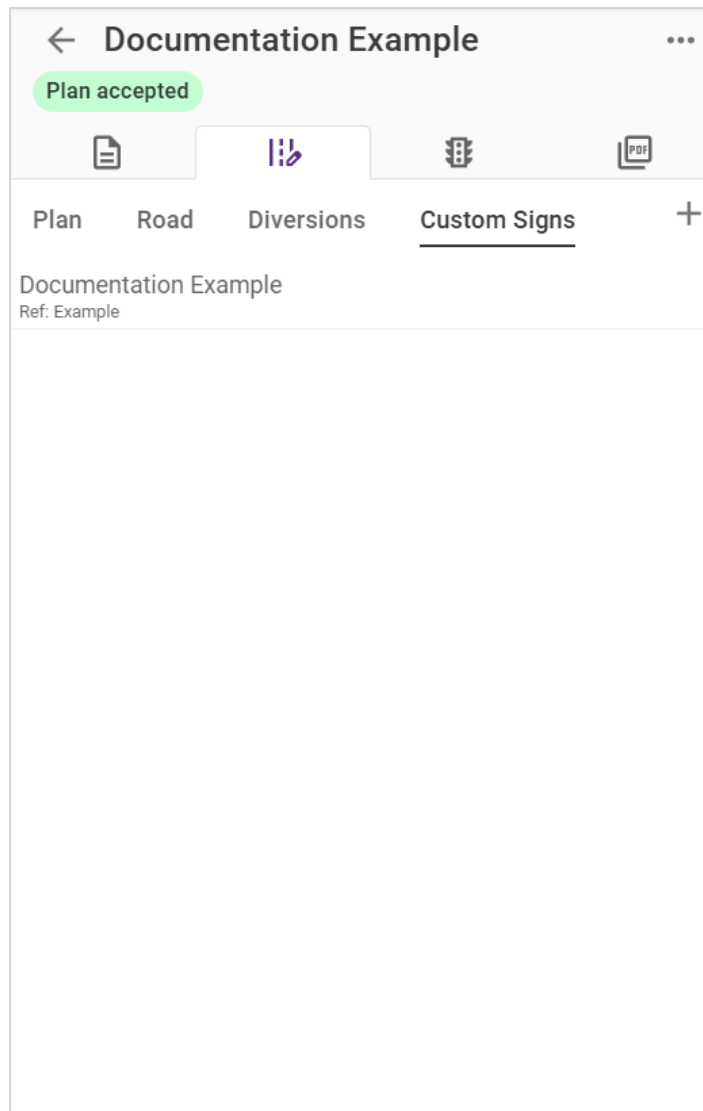
The **Plan** section contains the same information as the Plan tab before the draft was generated. However, there is now an option to edit the plan as described on "Editing Plans" on page 50.

← Documentation Example				
Plan accepted				
Plan	Road	Diversions	Custom Signs	
👁	Linear Markings		Length	⤴
👁	Division - 4M/2M Ref: 1004		28.74 m	👁
👁	Division - 4M/2M Ref: 1004		20.09 m	👁
👁	Division - 4M/2M Ref: 1004		15.69 m	👁
👁	Division - 4M/2M Ref: 1004		20.7 m	👁
👁	Area Markings		Area	⤴
👁	Box Junction Ref: 1043		142.47 m ²	👁
👁	Symbol Markings		Height	⤴
👁	Approach to Junction Ref: 1023A		3.750 m	👁
👁	Text Markings		Height	⤴
👁	T EXAMPLE		1.600 m	👁

The **Road** section shows any road markings that have been added to the map. These can be added to the plan by following the instructions within "Road Features" on page 59.


























The **Diversions** section shows any Diversions that have been added to the Plan. These can be added to the plan by following the instructions within "Diversions" on page 69.



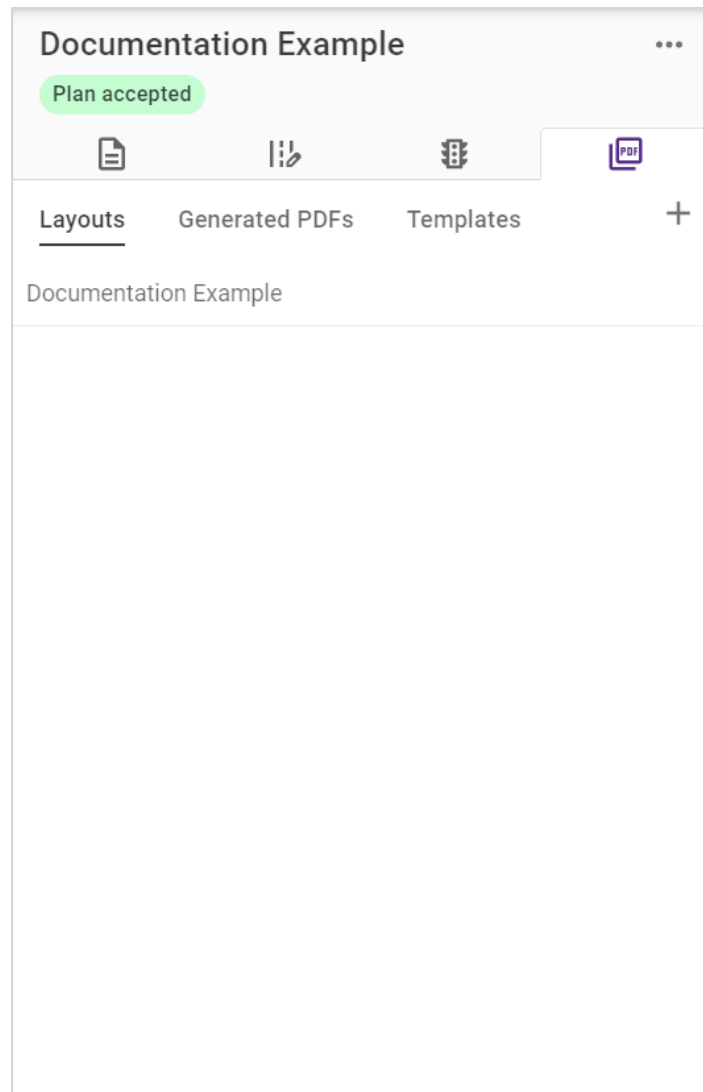
The **Custom Signs** section lists all the "Custom Signs" on page 81 available to use in the Plan.

Signals

Documentation Example ...			
Plan accepted			
			
Datums & Phases	Cycle	All-Red Matrix	
Datum Lines	Distance		
 Datum Line	18.15 m		
 Datum Line	37.14 m		
Phases	Distance		
 Phase 1	12.08 m		
 Phase 2	13.5 m		
 Phase 3	11.53 m		
 Phase 4	7.98 m		
 Phase 5	15.42 m		
 Phase 6	7.78 m		

The **Signals** tab contains three sections: Datums & Phases, Cycle and All-Red Matrix. These can be configured to add traffic management to the plan by following the instructions on the "Signals" on page 61 page.

PDF



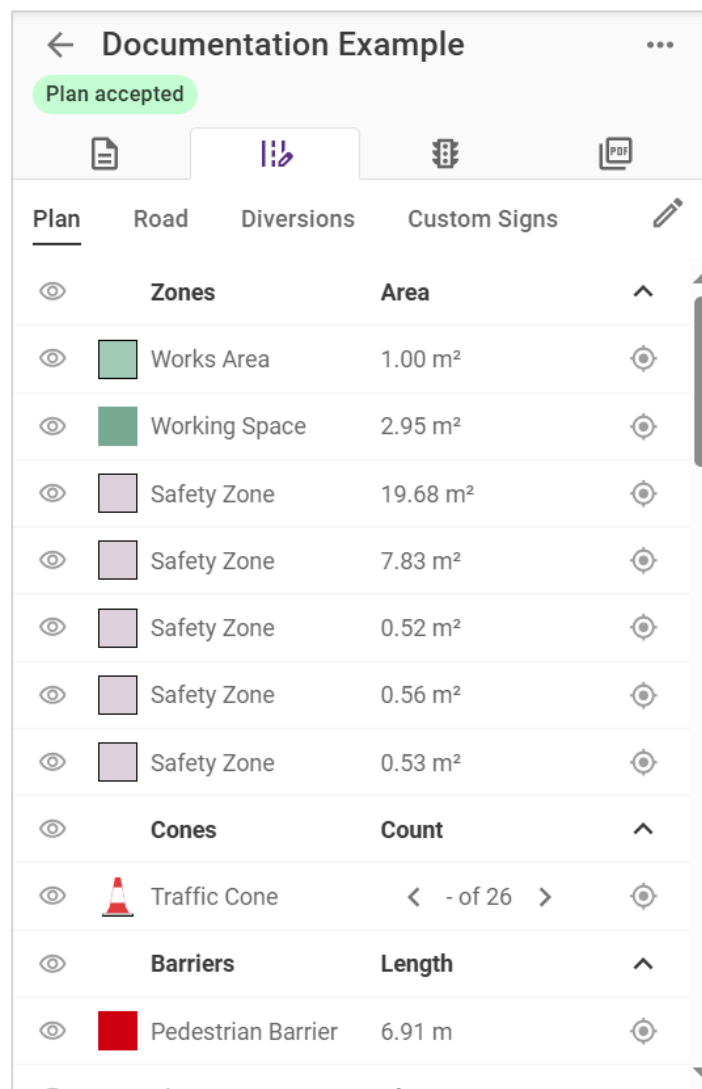
The **PDF** tab allows you to configure and generate PDF outputs for your plan, which are detailed in "Generating PDFs" on page 85.


10 Editing Plans


Accepted Plans can be edited in multiple ways. The draft plan can be edited to change the "Works Area" on page 28 or details from the "Create Plan Wizard" on page 32. "Road Features" on page 59 such as speed limits and road markings can be added to the map, "Diversions" on page 69 and Closures can be created, "Signals" on page 61 and their cycles can be added, and "Custom Signs" on page 81 can be designed and used.

Editing the Draft Plan

Accepted Drafts and Manually created plans can be adjusted by editing them from the **Plan** section of the Plan Design tab.

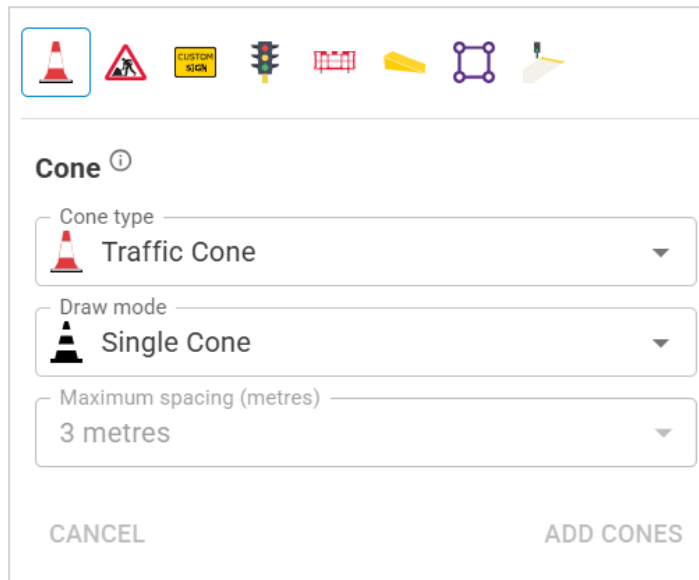


Click the **Edit** button  and the confirmation dialog appears.


 **Note:** By confirming to edit the plan, you agree to 1Streetworks being unable to undertake any subsequent automated compliance checks for any edits you make.


Confirming this enters the editing mode.

Adding a new feature uses the following feature palette.



Cone ⓘ

Cone type
 Traffic Cone

Draw mode
 Single Cone

Maximum spacing (metres)
 3 metres

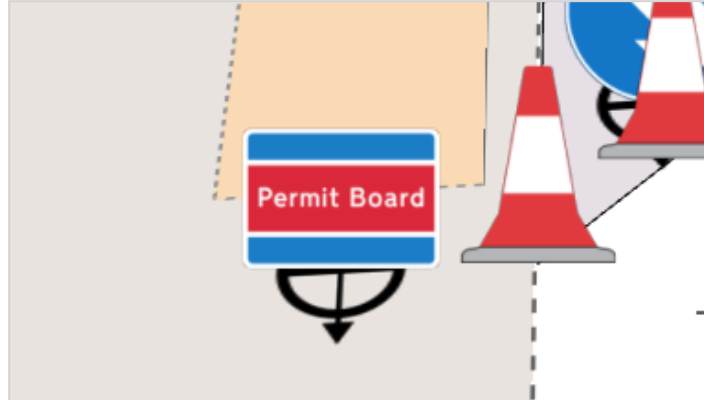
CANCEL ADD CONES

Features that can represent different options, like signs, the different types are available to be chosen from the properties, as listed below.

Feature	Description
Cone	Traffic cones and No Parking cones. With the option of placing single cones, or cone runs with maximum spacing.
Sign	Signs, and Supplementary Plates.
Custom Sign	"Custom Signs" on page 81.
Asset	Stop/ Go Boards, Traffic Signals, Pedestrian Traffic Signals, Portable VMS.
Barrier	Traffic Barrier, Pedestrian Barrier, Metal Barrier.
Ramp	Pedestrian Ramp.
Area	Works Area, Working Space, Safety Zone, Walkway.
TM Template	Controlled Crossing, Guide Island, Road Closed Assess Only, Safety Zone, and Traffic Lights Approach Signage.

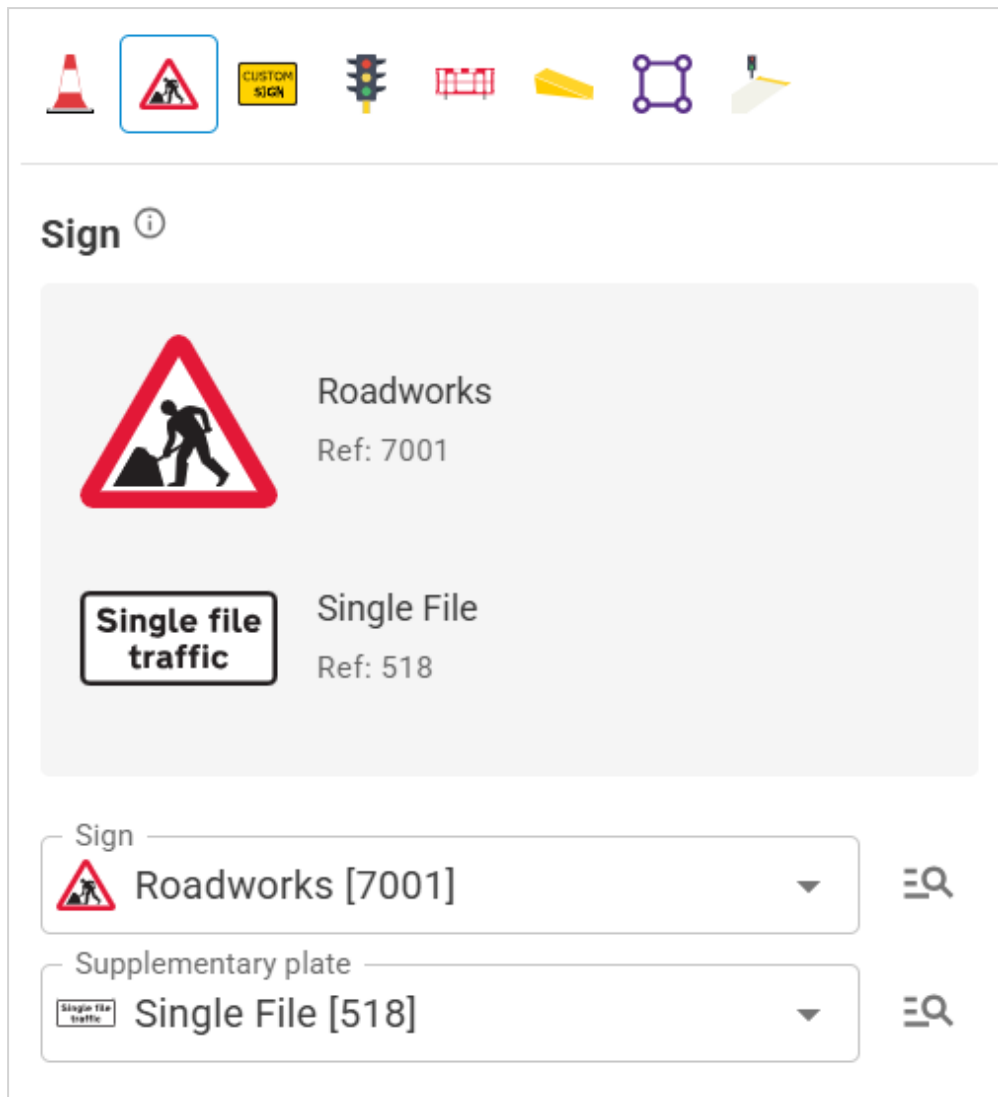
Selecting a feature allows the type and any properties to be configured.

For feature types that have a direction, such as signs and traffic signals, the bearing is set after the feature is placed. Click once to place the feature, the feature will then rotate in place, following the mouse, until clicked a second time to set the bearing.



A Permit Board with a bearing arrow at its base

The Sign feature palette includes a preview of the sign based on the Sign and supplementary plate.



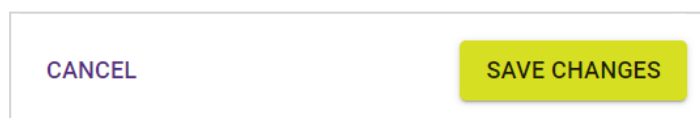
The **Sign Catalogue** button  opens the Sign catalogue.

Signs can be filtered through the search, matching the name or reference number, and by category. After choosing a sign, click **Select Sign** to add a sign.



In Perspective view, the bearing is shown as a directional arrow pointing beneath the feature.

If you want to cancel your changes, click **Cancel** in the Editing panel.

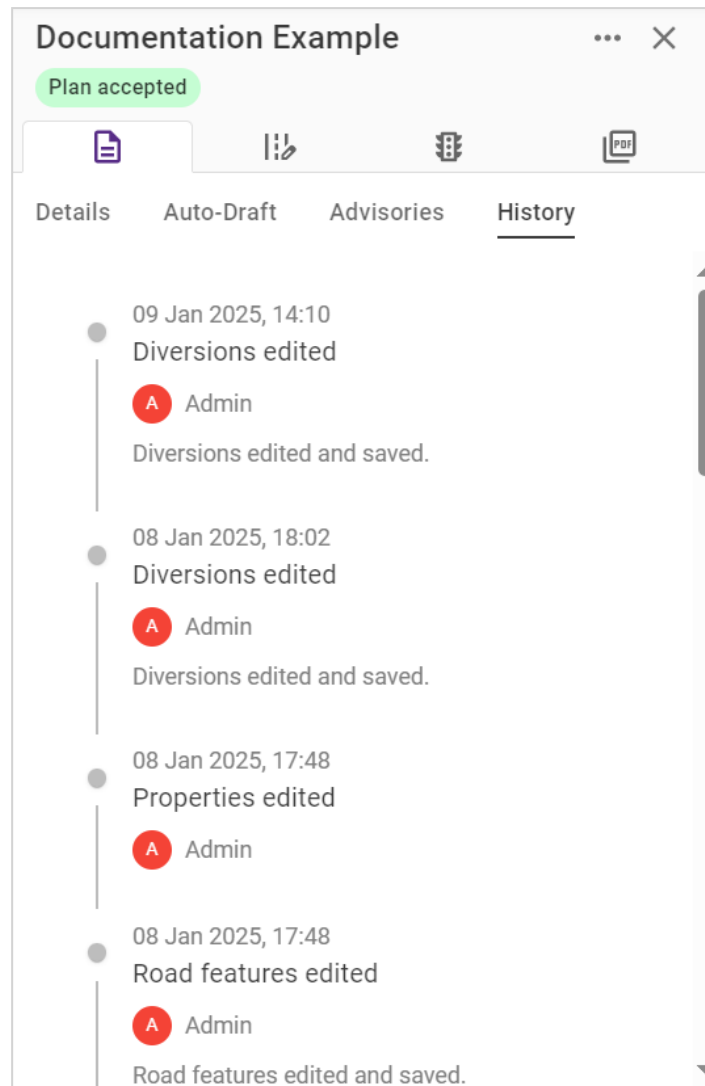


You will then be asked to confirm this by clicking **Discard Changes**.

To save your changes, click **Save Changes** in the Editing panel.

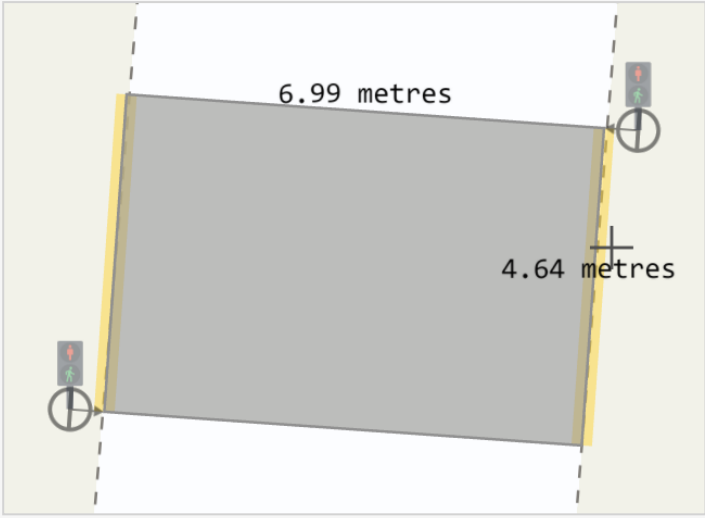
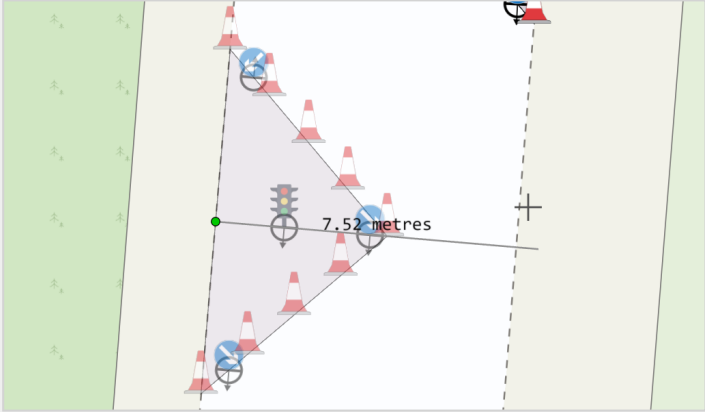
When saving any changes in an accepted Plan, a popup appears to confirm changes and requesting a comment to describe the changes. If no comment is added, the default text for that feature/section will be used e.g. "Diversions edited and saved."

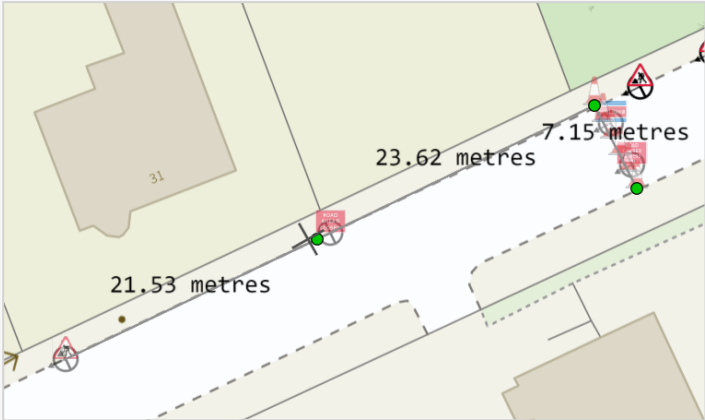
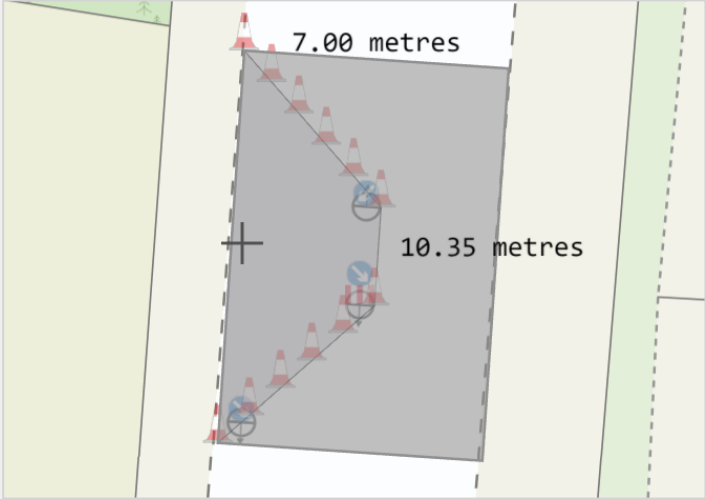

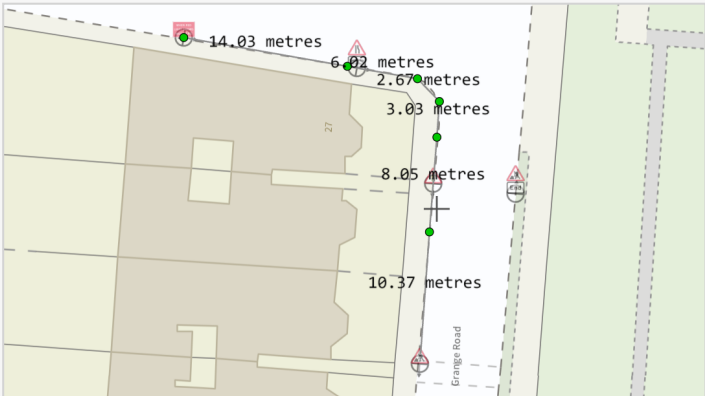
Any saved changes are added to the **History** section in the **Plan Information** tab alongside your comment.



TM Features

TM Type	Description
Controlled Crossing	Click on one side of the street to place one side, click parallel to this on the opposite side of the road to place the initial point. Drag the crossing until it is the necessary width and click to confirm placement. This will include the ramps and signals automatically.


TM Type	Description
	
Guide Island	<p>Click to place an initial point, the guide island will then face the mouse cursor and scale based on the cursor distance from the initial point. When the bearing and size is correct, click to confirm placement.</p> 
Road Closed Access Only	<p>Click on the side of the road which would contain oncoming traffic to place the first point. Place the second point on the opposite side to add closure signs and cones. Subsequent points must be added along the curve of the road until the leading Road Ahead Closed and roadworks signage has been placed. Double-click to confirm placement.</p>

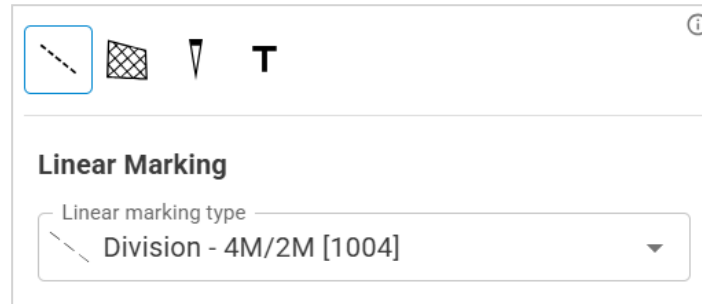
TM Type	Description
	
<p>Safety Zone</p>	<p>Click on one side of the road to place the first point, then click on the opposite side to begin placement. Drag the area to the desired size and click to place the final point.</p>  <div style="border: 1px solid purple; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p> Note: The longest edge connected to the first point will be where the safety zone extrudes from.</p> </div>
<p>Traffic Lights Approach Signage</p>	<p>Click to place the first point. Subsequent points can be added to follow the curvature of the road with the correct distance between signs. Double-click to confirm placement.</p> 

Toolbar


Tool	Shortcut	Description
	Esc	Select an individual plan feature.
	Ctrl+A	Select all plan features.
	F	Select multiple plan features by dragging a selection box on the map.
	L	Select multiple features by clicking and dragging to "paint" an area between the initial point and your mouse cursor.
	A	Add a new feature.
	E	Edit selected feature(s).
	M	Move selected feature(s).
	R	Rotate selected feature(s).
	S	Scale selected feature(s).
	U	A linear measure tool for digitizing a line and displaying the length in metres.
	Ctrl+Z	Undo the last action(s).
	Ctrl+Y	Redo the last action(s).
	Del	Delete the selected feature(s).
Copy	Ctrl+C / Ctrl+X	Copies the selected feature(s).
Paste	Ctrl+V	Pastes a copy of the selected feature(s).
Multi-Select	Shift+Click	Select Multiple objects by clicking on features while holding shift.

11 Road Features

The **Road** section of the Plan Design tab allows road features and additional markings to be added directly onto the map in the plan. Adding road features is done in the same way as with editing or adding features. The **Add Feature** button  gives access to the markings instead of works area features.

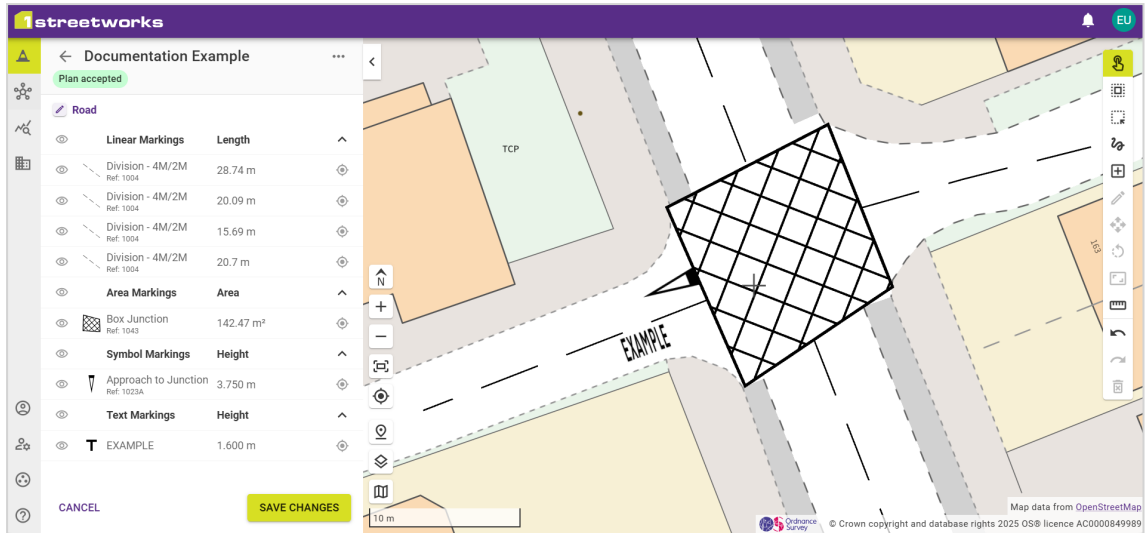


Marking Type	Description
Linear	Includes line markings such as carriageway divisions, stops, and zig-zags. Each can be edited after placement to align with road curvature.
Area	Creates an area for the marking to cover.
Symbol	Places the marking on the map at the specified bearing.
Text	Places text in the size and bearing selected.

 **Note:** Uppercase letters, digits, and ()/& only.

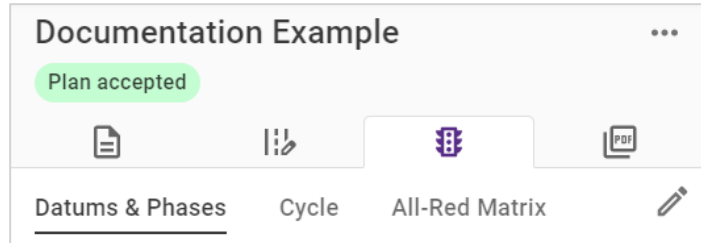
After selecting a type, click on the map to place as necessary. These follow the same types of placement commands as similar features, and can be edited after placement.

11 Road Features



12 Signals

To generate Signals for a plan, select the **Signals** tab for an accepted plan from the Plan panel.




Note: When creating Signals for a Plan it is recommended to be familiar with [ARTSM Guidance](#).

There are three sections, **Datums & Phases**, **Cycle**, **All-Red Matrix**.

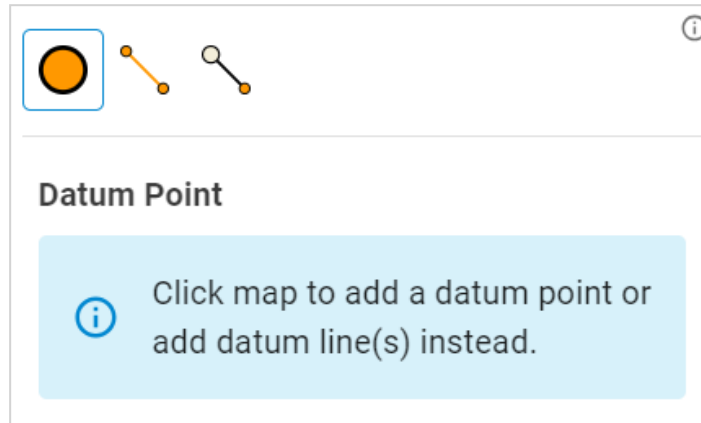
Datums & Phases

The screenshot shows the "Datums & Phases" section of the "Documentation Example" interface. It displays a table with two main sections: "Datum Lines" and "Phases". Each section has a "Distance" column and a "Datum Line" or "Phase" icon. The "Datum Lines" section shows two entries with distances of 18.15 m and 37.14 m. The "Phases" section shows six entries with distances ranging from 7.78 m to 15.42 m.

Datum Lines		Distance	
	Datum Line	18.15 m	
	Datum Line	37.14 m	
Phases		Distance	
	Phase 1	12.08 m	
	Phase 2	13.5 m	
	Phase 3	11.53 m	
	Phase 4	7.98 m	
	Phase 5	15.42 m	
	Phase 6	7.78 m	



Click the **Edit** button  to open the Signal feature editor. The plan features will appear on the map to help with positioning but will be transparent.


There are three feature types that can be placed to create the signalling set up needed to configure the Cycle and All-Red Matrix sections.



These are all added similarly to line and point features when "Editing Plans" on page 50. Both Datum Lines and Phases show their length from end to end.

Signal Features

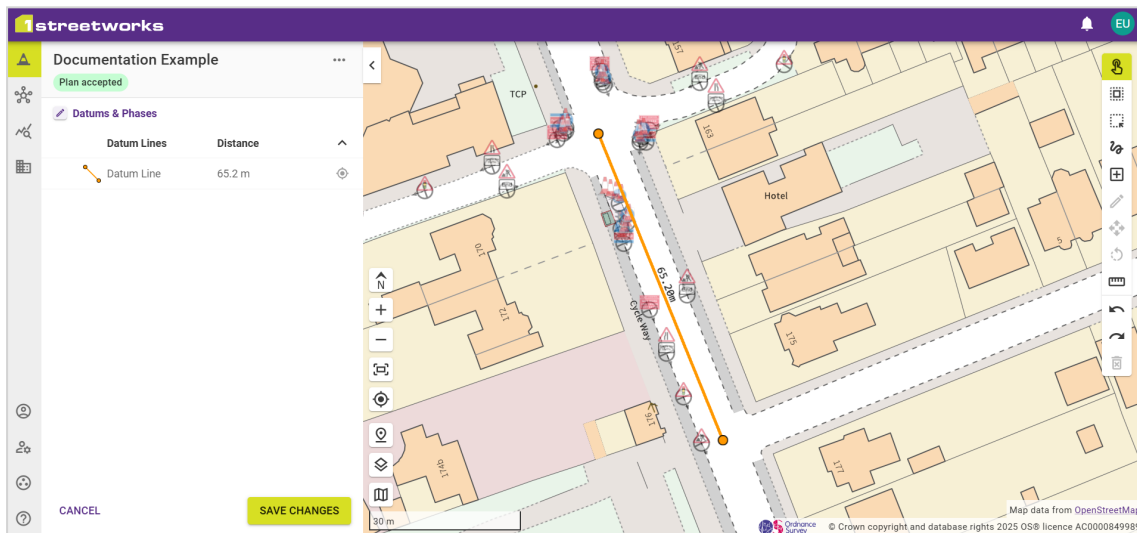
Signal Feature	Description
Datum Point	<p>Where all Phases meet only at single point, a Datum point should be used.</p> <p> Note: Only one Datum Point can be placed. If a Datum point exists, it must be deleted before a Datum Line can be placed.</p>
Datum Line	<p>When not all Phases meet at a singular point, one or more Datum Lines will need to be used.</p> <p>Each Datum Line is added individually and consists of two nodes. Any Datum Line added after the first can be connected to another Datum Line's node.</p> <p>Datum Lines are treated as individual features even when connected, and can be edited and moved independently of any linked Datum Lines.</p> <p> Note: All Datum Lines must be deleted before a Datum Point</p>
Phase	<p>Once a Datum Point or at least one Datum Line exists, Phases can be added. One Phase should exist for every route that enters the traffic works area.</p> <p>These can be added by in any order by clicking an appropriate point on</p>

Signal Feature	Description
	<p>the plan, and then clicking the relevant Datum Point or node on a Datum Line.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> Note: Phases should be added clockwise from the expected starting Signal Cycle's expected starting point but can be reordered after placement to correct the ordering.</p> </div>

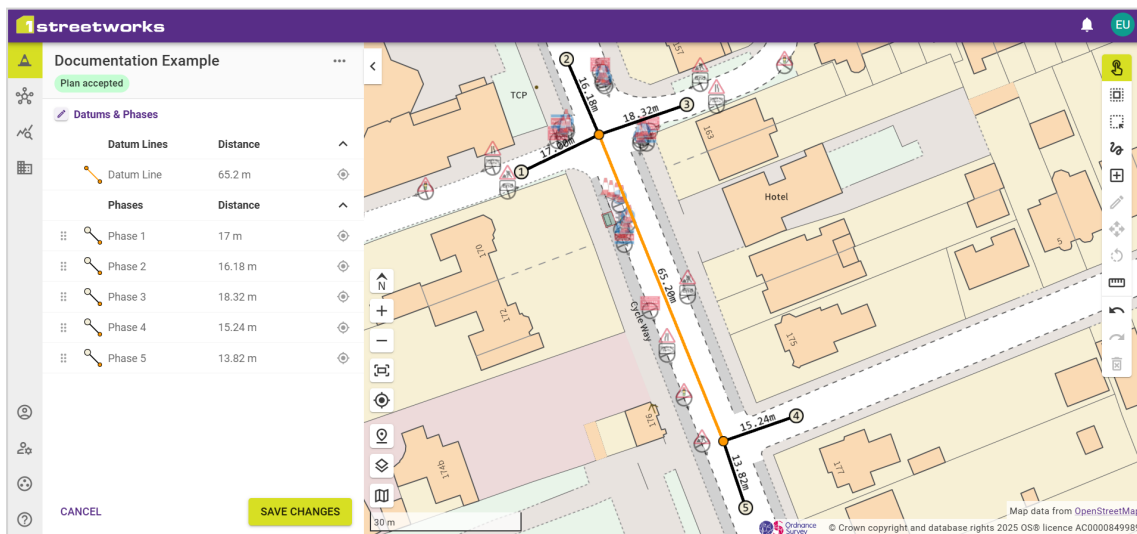
To save your changes, click **Save Changes** in the Editing panel.

Examples

Datum Lines



Phases



Cycle

Once the plan has Signal Features, a Cycle can be created to set cycles and stages for the different phases for the Traffic Lights.


Documentation Example ⋮

Plan accepted

✎ **Cycle** ✎⁺ +


	Stage	Diagram	Duration		
⋮	Stage 1 Traffic - Single Phase		10 secs	✎	🗑️
⋮	Stage 2 Traffic - Single Phase		10 secs	✎	🗑️
⋮	Stage 3 Traffic - Single Phase		10 secs	✎	🗑️
⋮	Stage 4 Traffic - Single Phase		10 secs	✎	🗑️
⋮	Stage 5 Traffic - Single Phase		10 secs	✎	🗑️
⋮	Stage 6 Traffic - Single Phase		10 secs	✎	🗑️

CANCEL
SAVE CHANGES

By clicking the **Auto-populate Signal Cycle** button , the signal stages can be automatically generated. The **Traffic Stage Duration (seconds)** can be set as a base time for stages to work from and the same can be done for pedestrians by ticking the **Generate pedestrian stages** and filling in the **Pedestrian Stage Duration (seconds)**.

✎ **Note:** If a Pedestrian Crossing exists in the plan, **Generate pedestrian Stages** should be selected automatically.

Auto-populate signal cycle

 This tool will auto-populate the signal stages based on phases you have already defined which may then be edited.


Traffic Stage Duration (seconds)

Generate pedestrian stages



Pedestrian Stage Duration (seconds)

CANCEL POPULATE CYCLE

Click **Populate Cycle** to create the necessary stages.



Stages can also be added manually by clicking the **Add Stage** button  , and choosing either Traffic or Pedestrian.

Stages show a diagram of the Phases with each phase showing an accurate angle compared to in comparison to the full cycle. Each phase is show as green if active or red if inactive during the current stage.


Each stage can then be configured by clicking the **Edit Stage** button  or deleted with the **Delete Stage** button  .

Documentation Example

Plan accepted

 Stage 1 

Traffic Stage
Single Phase
10 seconds




Duration (seconds)

Green Phases

- Phase 1
- Phase 2
- Phase 3
- Phase 4
- Phase 5
- Phase 6

Stages can be edited to change the duration and to choose which phases are active during that stage.

Once a stage is configured, click the **Finish Editing** button  to confirm the changes to the stage.

To save all **Cycle** changes, click **Save Changes** in the Editing panel.

All-Red Matrix

The All-Red Matrix shows the duration that all lights are red for between stages.

Documentation Example ...

Plan accepted

All-Red Matrix

To stage From stage	1	2	3	4	5	6
1						
2						
3						
4						
5						
6						

Each field can be configured by clicking the **Edit all-red matrix** button .

As an alternative to manually adding a duration to each stage change, the **Auto-populate all red matrix** button can be clicked to open the Auto-populate all-red matrix panel.

Auto-populate all-red matrix

This tool will auto-populate the all-red matrix based on the distances between phases and the ARTSM guidance. Manual checks and adjustments may be required.

Auto-populate

All periods Blank periods

Use a minimum of 5 seconds all-red period (no line of sight)

Add 10% to all-red periods (low speed carriageways)

Additional Time (seconds)

CANCEL
POPULATE MATRIX

All periods is selected by default, which will overwrite any populated values if Auto-populate is confirmed. Choosing **Blank periods** will only populate any

remaining blank values, preventing any existing values from being overwritten.

The option **Use a minimum of 5 seconds all-red period (no line of sight)** is chosen by default to ensure all-red periods are never less than 5 seconds long.

Additional time can be added with both the **Additional Time (seconds)** field and the option **Add 10% to all-red periods (low speed carriageways)**. The 10% is calculated first, so the duration is further extended only by the exact additional time requested.


Click **Populate Matrix** to create the necessary stages.

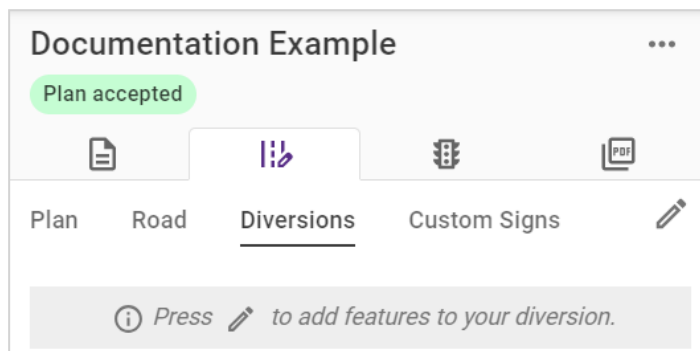
Auto-populated values can be manually edited after being populated.

Click **Save Changes** to save the All-Red Matrix values.

13 Diversions

Accepted plans can have diversions added to them from the **Diversions** section of the Plan Design tab.

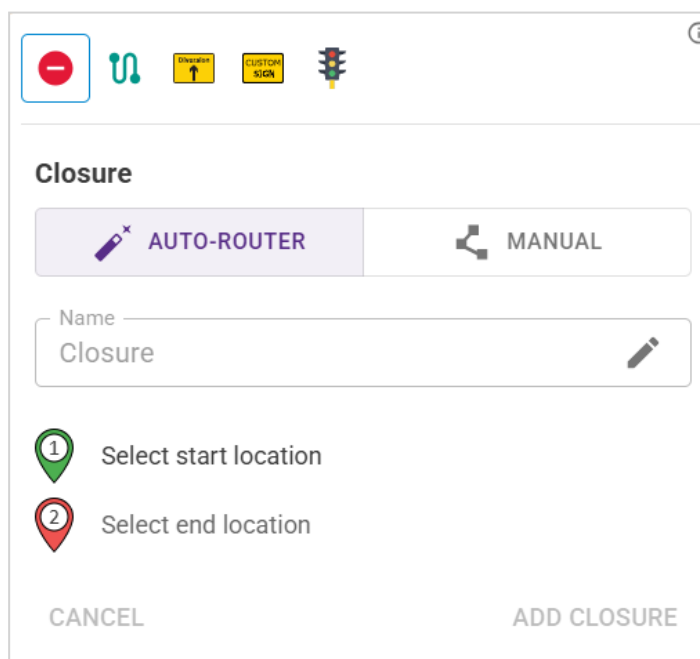
Begin creating a Diversion by clicking the **Edit** button  .



Diversions use the same tools as "Editing Plans" on page 50, however, the features that you can add are replaced with road closures, routes, and diversion specific signs. These can be " Manual Diversions " on page 75 or using the " Auto-Router " on page 71, which automates some of the diversion creation.

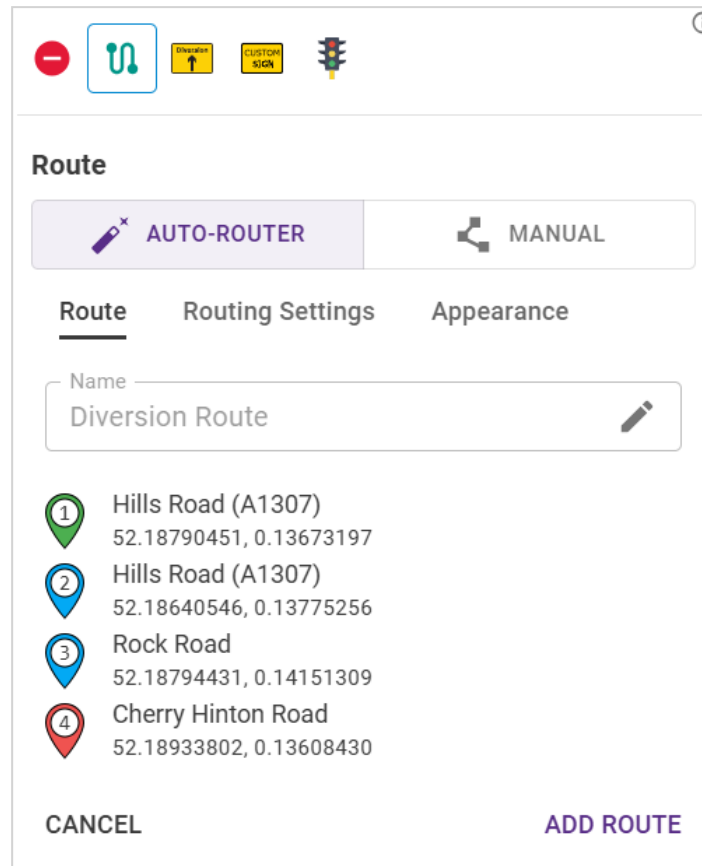
Diversion Features

Closures, when added, create a red, dashed line between any points added to the map.



13 Diversions

Routes, when added, create a coloured line between any points on the map, avoiding any Closures that are present.

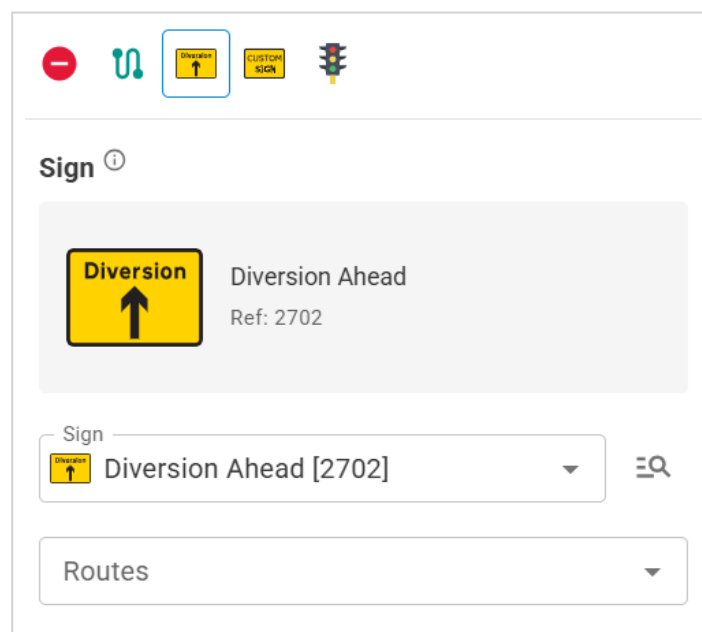


The screenshot shows a 'Route' configuration window. At the top, there is a toolbar with icons for a minus sign, a blue 'u' icon, a yellow 'Diversion' sign, a yellow 'CUSTOM SIGN' button, and a traffic light icon. Below the toolbar, the title 'Route' is displayed. There are two tabs: 'AUTO-ROUTER' (selected) and 'MANUAL'. Underneath, there are three sub-tabs: 'Route', 'Routing Settings', and 'Appearance'. A text input field labeled 'Name' contains the text 'Diversion Route'. Below this, there is a list of four points, each with a numbered icon and coordinates:

- 1 Hills Road (A1307) 52.18790451, 0.13673197
- 2 Hills Road (A1307) 52.18640546, 0.13775256
- 3 Rock Road 52.18794431, 0.14151309
- 4 Cherry Hinton Road 52.18933802, 0.13608430

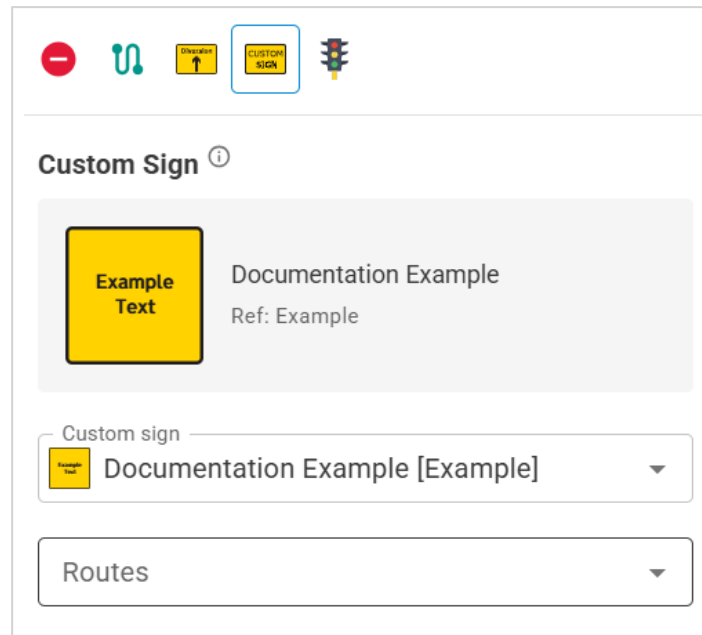
At the bottom of the window, there are two buttons: 'CANCEL' and 'ADD ROUTE'.

Signs are created in the same way as when editing plans, but the option to add supplementary plates is replaced with the Route(s) to associate them with.



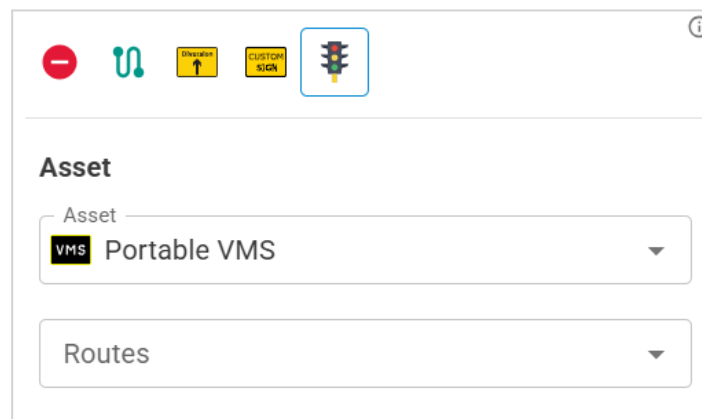
The screenshot shows a 'Sign' configuration window. At the top, there is a toolbar with icons for a minus sign, a blue 'u' icon, a yellow 'Diversion' sign, a yellow 'CUSTOM SIGN' button, and a traffic light icon. Below the toolbar, the title 'Sign' is displayed. A large preview area shows a yellow 'Diversion Ahead' sign with an upward arrow and the text 'Diversion Ahead' and 'Ref: 2702'. Below the preview, there is a dropdown menu labeled 'Sign' with the selected item 'Diversion Ahead [2702]'. At the bottom, there is another dropdown menu labeled 'Routes'.

Any accessible "Custom Signs" on page 81 can be added from those available.



The screenshot shows a configuration window for a "Custom Sign". At the top, there is a toolbar with icons for a red circle with a minus sign, a blue U-shaped icon, a yellow sign with an upward arrow, a yellow sign with "CUSTOM SIGN" text, and a traffic light icon. The "CUSTOM SIGN" icon is highlighted with a blue border. Below the toolbar, the title "Custom Sign" is followed by an information icon. The main content area features a preview of a yellow sign with the text "Example Text" and the label "Documentation Example" with "Ref: Example" below it. Below the preview is a dropdown menu labeled "Custom sign" with the selected option "Documentation Example [Example]". At the bottom, there is a dropdown menu labeled "Routes".

Assets can be assigned and attached to Routes.



The screenshot shows a configuration window for an "Asset". At the top, there is a toolbar with icons for a red circle with a minus sign, a blue U-shaped icon, a yellow sign with an upward arrow, a yellow sign with "CUSTOM SIGN" text, and a traffic light icon. The traffic light icon is highlighted with a blue border. Below the toolbar, the title "Asset" is followed by an information icon. The main content area features a dropdown menu labeled "Asset" with the selected option "Portable VMS". Below the dropdown is a dropdown menu labeled "Routes".

Auto-Router


The Auto-Router allows Closures and Routes to be created in an assisted fashion. This will take two or more points and path a route or closure along the roads automatically. Points after the initial A and B points inform the Auto-Router of points on the map that the pathing should take. This allows routes to be set "the long way around" or where it is otherwise necessary to not take the shortest route.

Closures and Routes are built by adding a minimum of two points to the map. The first two points added are the primary points, with each additional point being used to influence the route between the start and end point.

Changing the Name will update how the Closure/Route is identified in the left-hand panel and makes it more identifiable when generating PDFs with Diversion information.

Additional points can be added, which will affect the pathing of the Closure/Route on the map. This follows the shortest route to each point, based on the order they are placed.

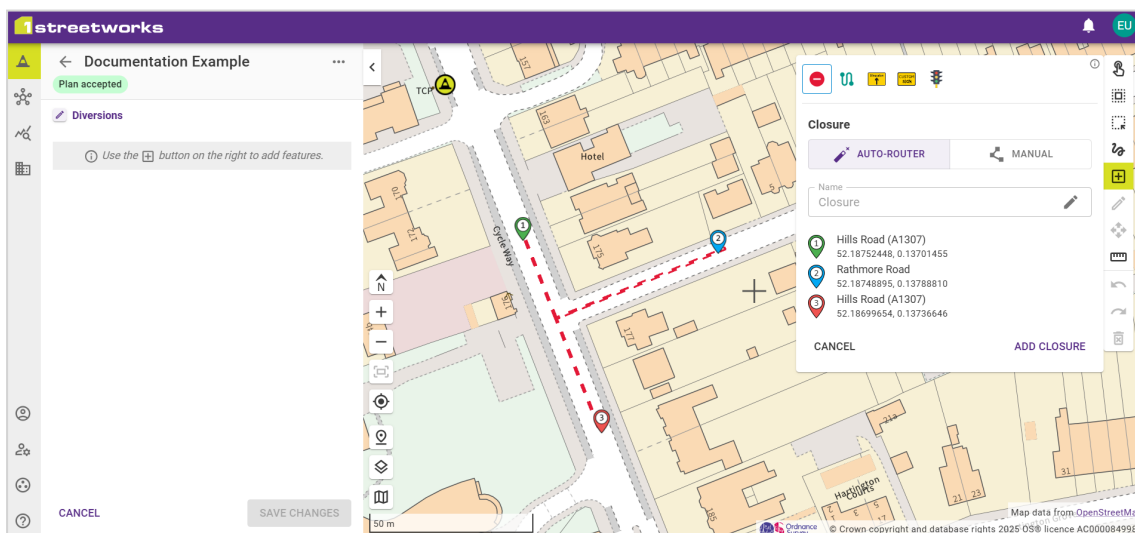
Click and drag points in the panel to change the ordering, updating the pathing.

Individual points can be deleted by clicking the **Delete Waypoint** button  when hovering over its entry, automatically updating the pathing.

Co-ordinates are recorded for each point, updating if any changes made, but are only shown while building the route.

Closures

By adding two points to the map a Closure is created as a red, dashed line. Placing additional points will make the closure follow any necessary paths that are part of the closure.



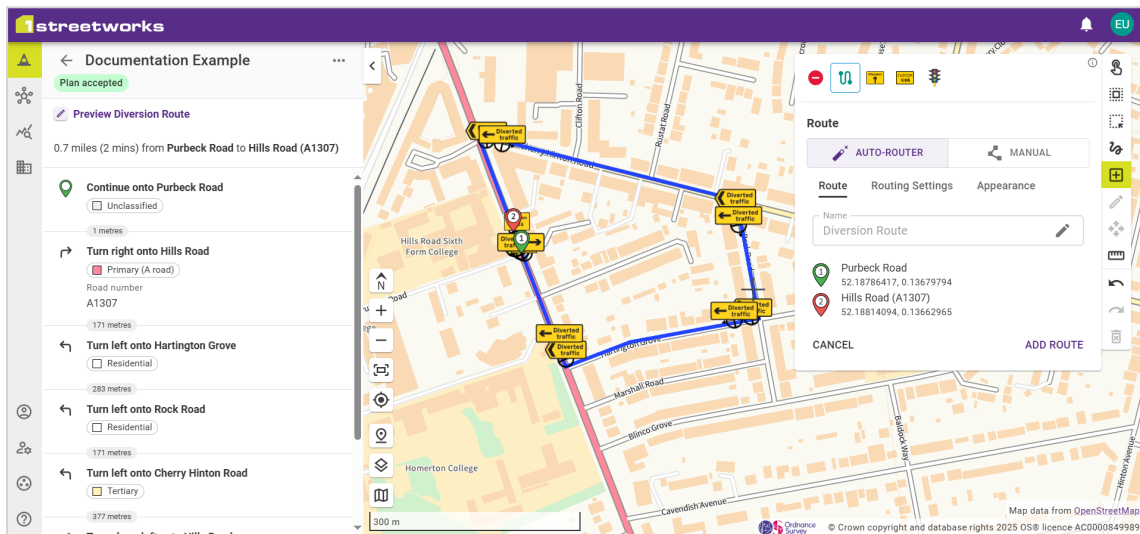
In the image above, one additional point has been added to ensure that the closure doesn't take the shortest route from the start to the end point, instead heading east before heading south and then west.

Click **Add Closure** to save the Closure.

Routes

By adding two points to the map, a coloured line representing the Route will be created, automatically adding Diversion signage by default. Routes will automatically path around any Closures that are present in the Plan to create a valid Diversion.

The left-hand panel shows a preview of the directions that would be taken on that route.



The Routing Settings and Appearance tabs are available when using the Auto-router.

Routing Settings allows the routing to be created based on road classes and whether HGVs require access.

Route

AUTO-ROUTER **MANUAL**

Route **Routing Settings** Appearance

Routing mode

Suitable for local traffic

Suitable for HGVs

Custom

Minimum road class

Maximum road class

This route is for HGVs ⓘ

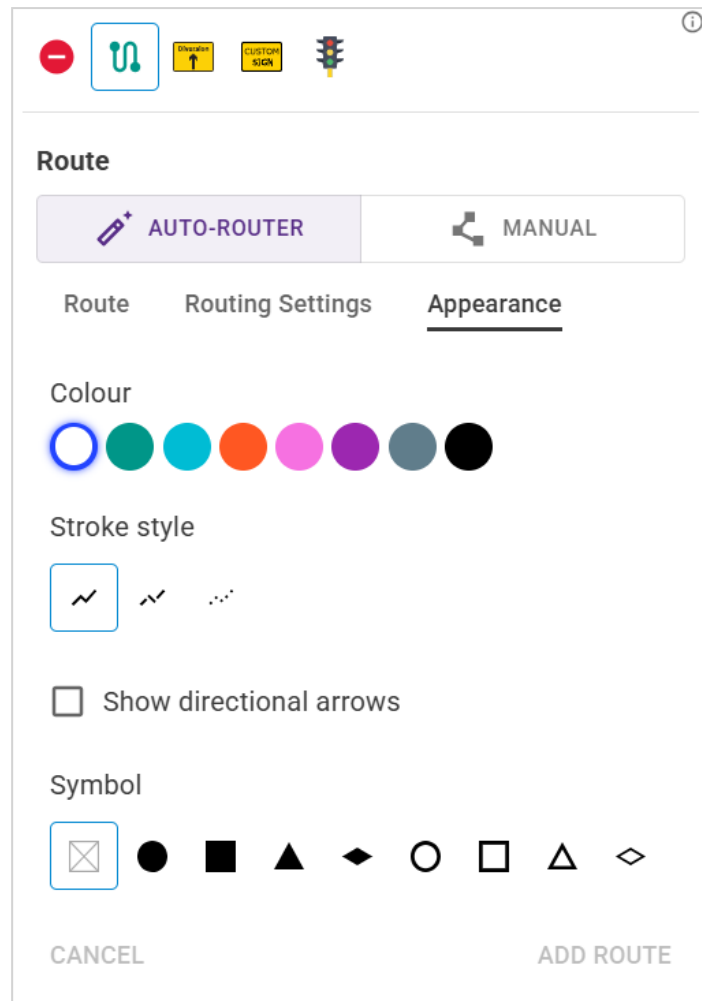
Create suggested signage

CANCEL **ADD ROUTE**

The toggle **Create suggested signage** will automatically add signage to the route.

Note: These are suggested signage only and may require manual additions/changes to ensure that all the correct signage has been placed.

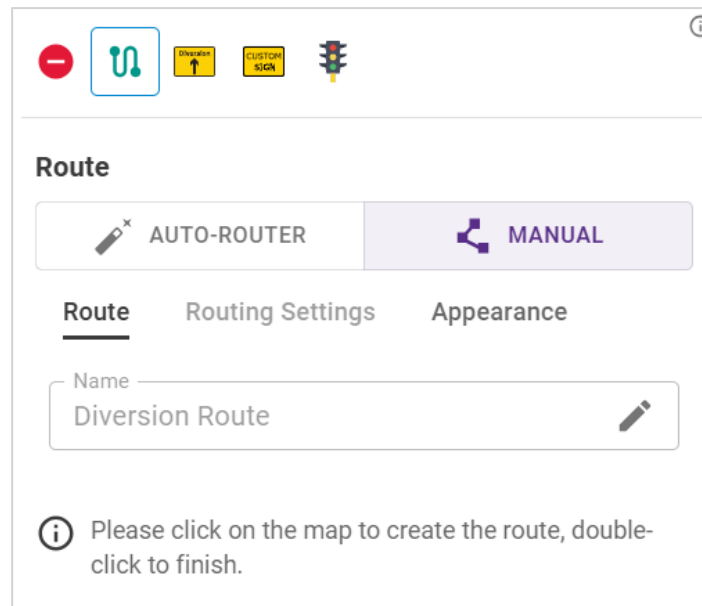
The Appearance tab changes the colour, stroke style, and symbol for the Route.






Click **Add Route** to save the Route.

Manual Diversions

Closures and Routes are added via their palette and are drawn by clicking points on the map. Each point is anchored to the map and you should finish drawing the route before making any alterations. Right-clicking on the final point will confirm the route or press **Esc** to cancel it.

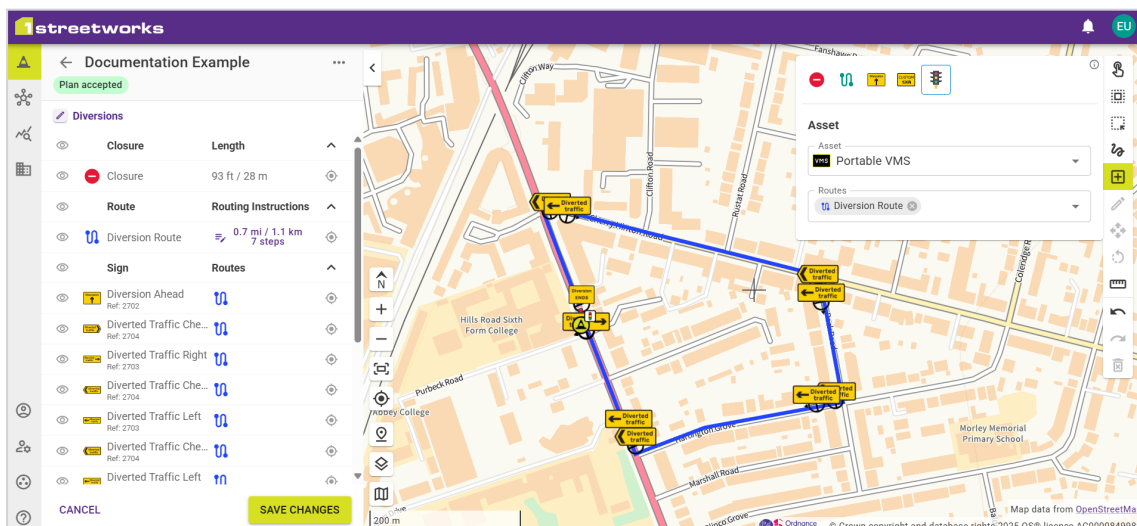


Once a route has been established, select it and choose the **Edit** button  from the toolbar to allow the route to be edited. Click and drag a point allows you to move that point around and the route will move in relation to it. Click along a line connecting two points to create a new point where the black dot is. Right-clicking on a point will remove it.

 **Note:** While editing, each individual change to a route can be undone with the undo shortcut or by clicking the **Undo** button .

When adding signs make sure that you have the correct route(s) selected when placing these signs to save time adding them manually later on.

If any signs are added without being assigned to a route it will show up in the Diversion tab with **No Routes Selected** on its entry.

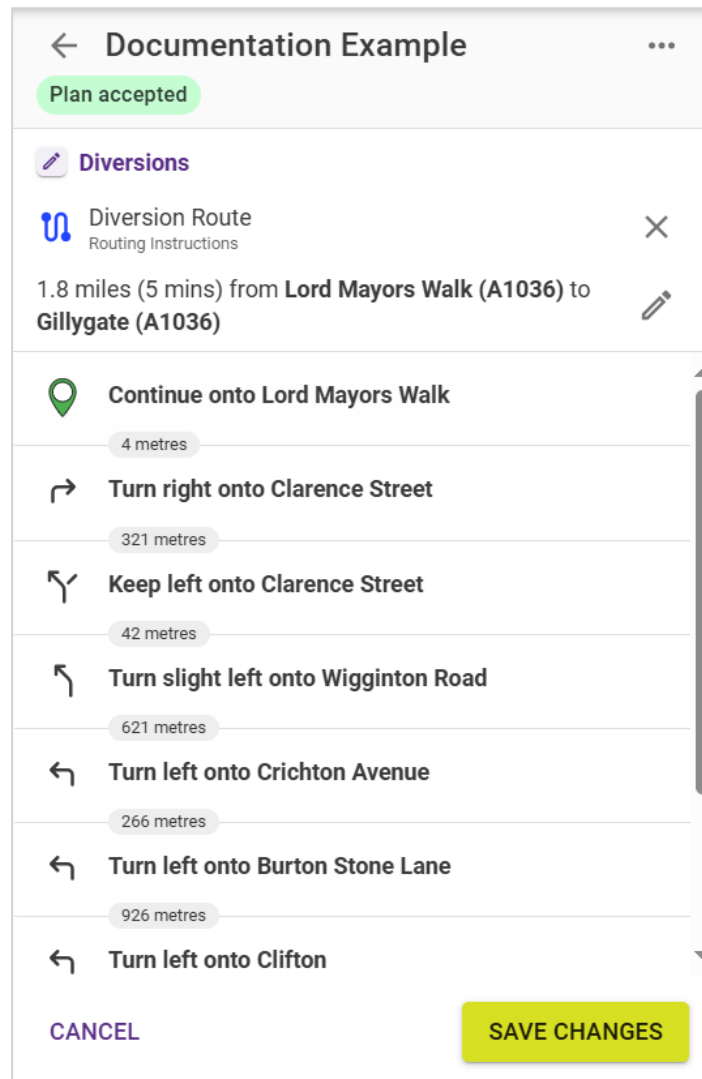


Routing Instructions

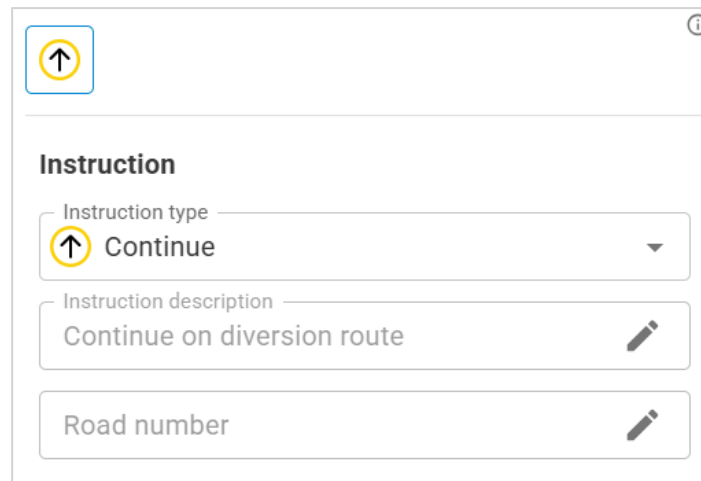
When a Route has been added it will display the length of the route and how many steps there are.

 1.8 mi / 2.9 km
9 steps


Clicking this opens up the Route instructions.

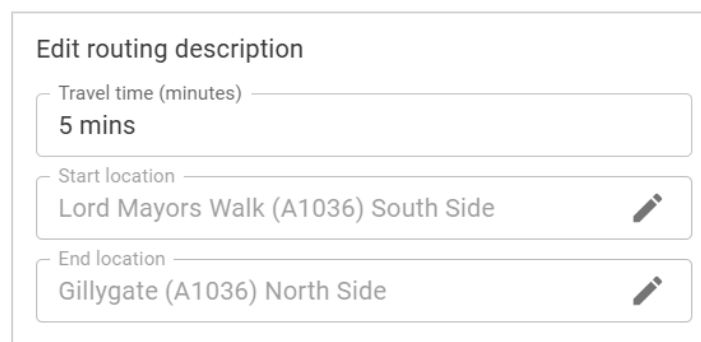


This contains the full set of generated instructions, describing each step in the diversion route.



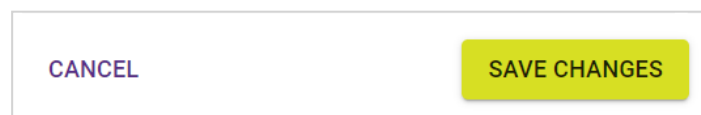
Clicking a step opens the editor panel where the instruction type and the description can be updated. The Instruction type updates the image used in the instructions while the Instruction description changes the written instructions for that step.

Click the **Edit** button  next to edit the routing description.



The Travel time, Start location and End location can all be updated here but only change the text, and will not update if changes are made to the Route.

If you want to cancel your changes, click **Cancel** in the Diversions panel.



You will then be asked to confirm this by clicking **Discard Changes**.

To save your changes, click **Save Changes** in the Diversions panel.

You are required to enter a comment to describe any changes that you have made to the plan.

Save changes

Added a Diversion

Do you want to save changes to the diversion?

CANCEL SAVE CHANGES

This editing session is then added to the History in the Plan panel alongside your comment.

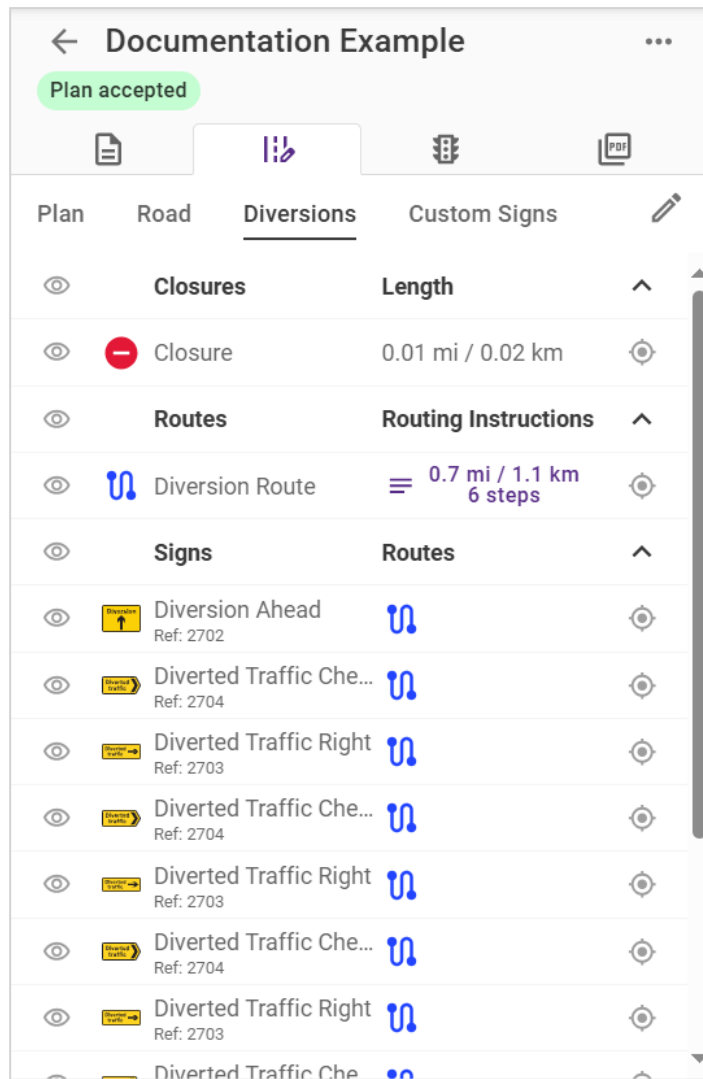
Documentation Example


Plan accepted

Details Auto-Draft Advisories History

- 08 Jan 2025, 18:02
Diversions edited
Admin
Diversions edited and saved.
- 08 Jan 2025, 17:48
Properties edited
Admin
- 08 Jan 2025, 17:48
Road features edited
Admin
Road features edited and saved.
- 08 Jan 2025, 17:23
PDF layout created
Admin


With the Diversion(s) saved, they can now be seen on the map in the Diversions tab, listing all routes and signs.




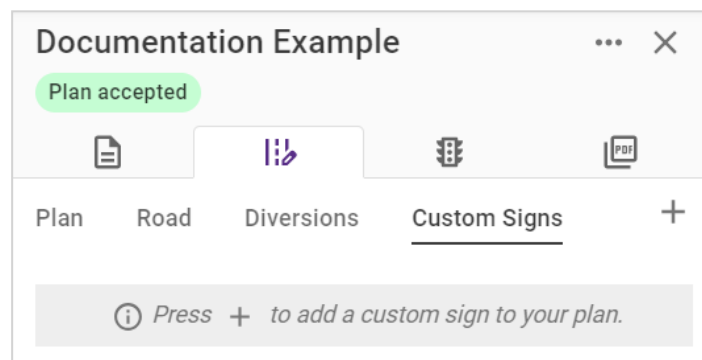
Any changes that are required can be made by clicking the **Edit** button  .

14 Custom Signs

If the default signs within 1Streetworks don't meet the signage needs, Custom Signs can be created as required. This is done while editing a plan, and the signs can be used while "Editing Plans" on page 50 or adding "Diversions" on page 69.

 **Note:** The language on the signage for custom signs appears exactly as written. If additional languages are needed, they must be added manually.

Create a new sign by clicking the **Add Custom Sign** button  in the **Custom Signs** section in the Plan Design tab.



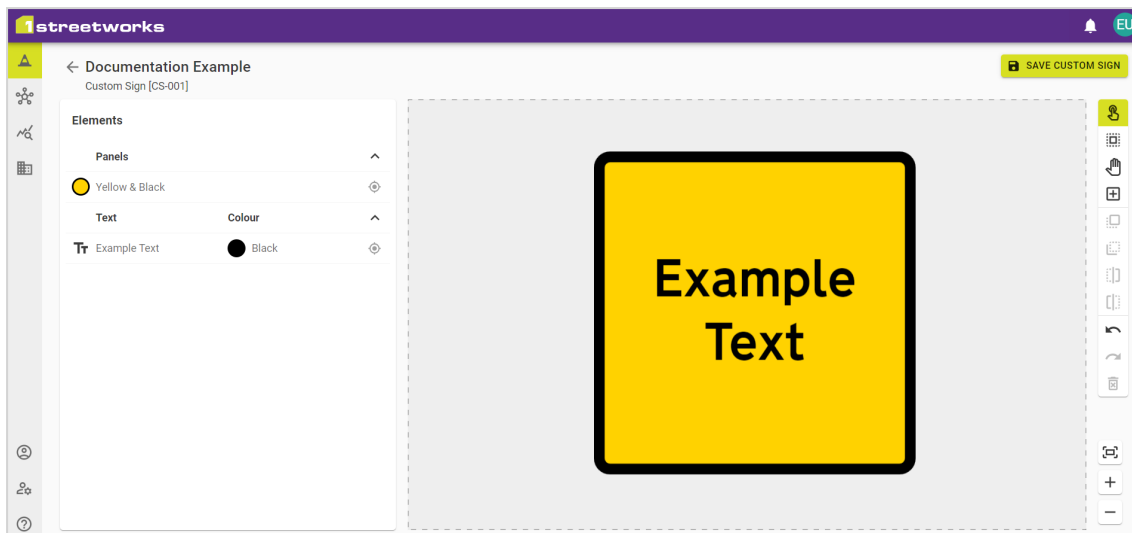
Each custom sign requires a unique Name but the Reference field is optional.

A screenshot of the 'New Custom Sign' form. It has two input fields. The first is labeled 'Name' and contains the text 'Custom Sign'. The second is labeled 'Reference' and contains the text 'CS-001'. At the bottom left is a 'CANCEL' button, and at the bottom right is a '+ CREATE' button.

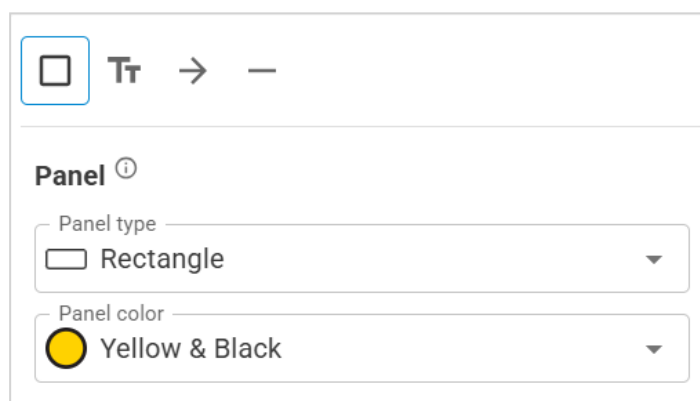
Once created the custom sign can be added as a feature in the Plan tab or in the Diversion tab.

Editing a Custom Sign

Custom signs can be updated in the editor, starting from the same base design.



Existing elements can be edited by selecting them, or additional elements can be added to the sign.



Elements

Element	Options
Panel	Panel Type - Red & White, Yellow & Black, Blue & White, White & Black.
Text	Text Colour - Black or White. Text Alignment - Left, Centre, Right. Text is free text and can contain special characters as well as returns.
Symbol	Symbol Type - Arrows, Roadworks sign, basic shapes, etc. <i>See app for full list.</i> Symbol Colour - Black or White.
Divider	Divider Orientation - Horizontal or Vertical. Divider Colour - Black or White.

Elements can be adjusted in size by selecting it and pulling on the green nodes that outline it.

Guide lines appear when placing objects, for help centring elements over others. There is a light "snapping" effect to help with placement.



Fully select multiple elements together to temporarily group them, allowing them to be moved as though they were a single object. This also allows the grouping to be moved forward and backward within the editor.














Once editing is complete, click **Save Custom Sign** to see a preview of the sign that will be created.



Click **Save** to make it available as a Custom Sign feature.

Toolbar

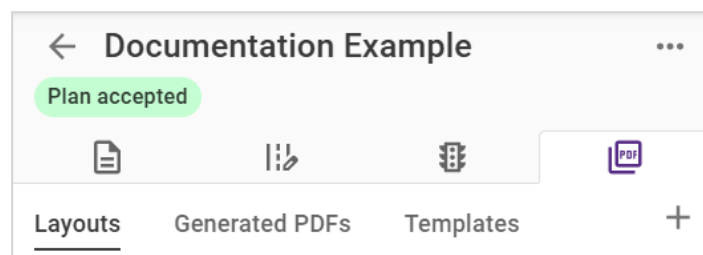
Tool	Shortcut	Description
	Esc	Select an individual element.
	Ctrl+A	Select all elements.

Tool	Shortcut	Description
	F	Select multiple plan features by dragging a selection box on the map.
	P	Click and hold to pan around the editor.
	A	Add a new element.
		Bring element to the front.
		Send element to the back.
		Bring element forward.
		Send element backward.
	Ctrl+Z	Undo the last action(s).
	Ctrl+Y	Redo the last action(s).
	Del	Delete the selected feature(s).
Copy	Ctrl+C / Ctrl+X	Copies the selected feature(s).
Paste	Ctrl+V	Pastes a copy of the selected feature(s).
		Zoom to fit page.
		Zoom in. The mouse wheel and trackpad also work.
		Zoom out. The mouse wheel and trackpad also work.

15 Generating PDFs

The final output of a Plan is intended to be a PDF version of the Plan. All information and features configured when "Creating Plans" on page 23 or "Editing Plans" on page 50 can be used in PDF Customisation, with a variety of "Widget Types" on page 91 to generate a PDF that fits your needs.

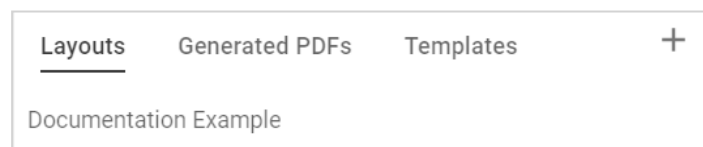
PDFs can be generated and customised in the PDF section of an accepted Plan.



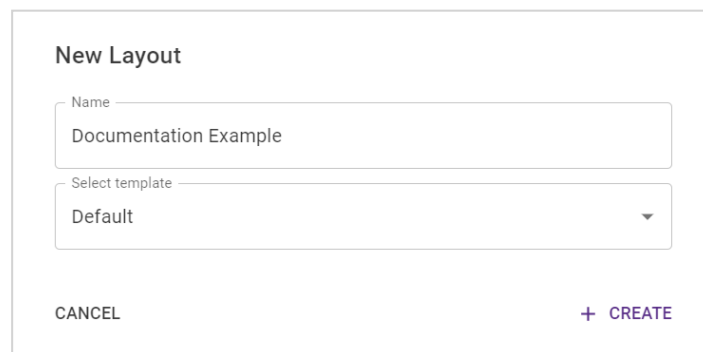
There are three sections, Layouts, PDFs, and Templates.


Layouts


The Layouts section shows all the currently saved Layouts and allows new ones to be created.



Click the **Add** button **+** to create a new Layout. Layouts can select a template, which includes Default and Blank options, as well as any Templates that have been saved within your organisation.


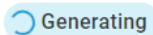
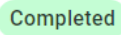

A screenshot of the "New Layout" form. The form has a title "New Layout". It contains two input fields: "Name" with the value "Documentation Example" and "Select template" with a dropdown menu showing "Default". At the bottom left, there is a "CANCEL" button, and at the bottom right, there is a "+ CREATE" button.



Hovering over a Layout gives the option to edit the Layout by clicking the **Edit** icon , which opens the Layout for PDF Customisation.

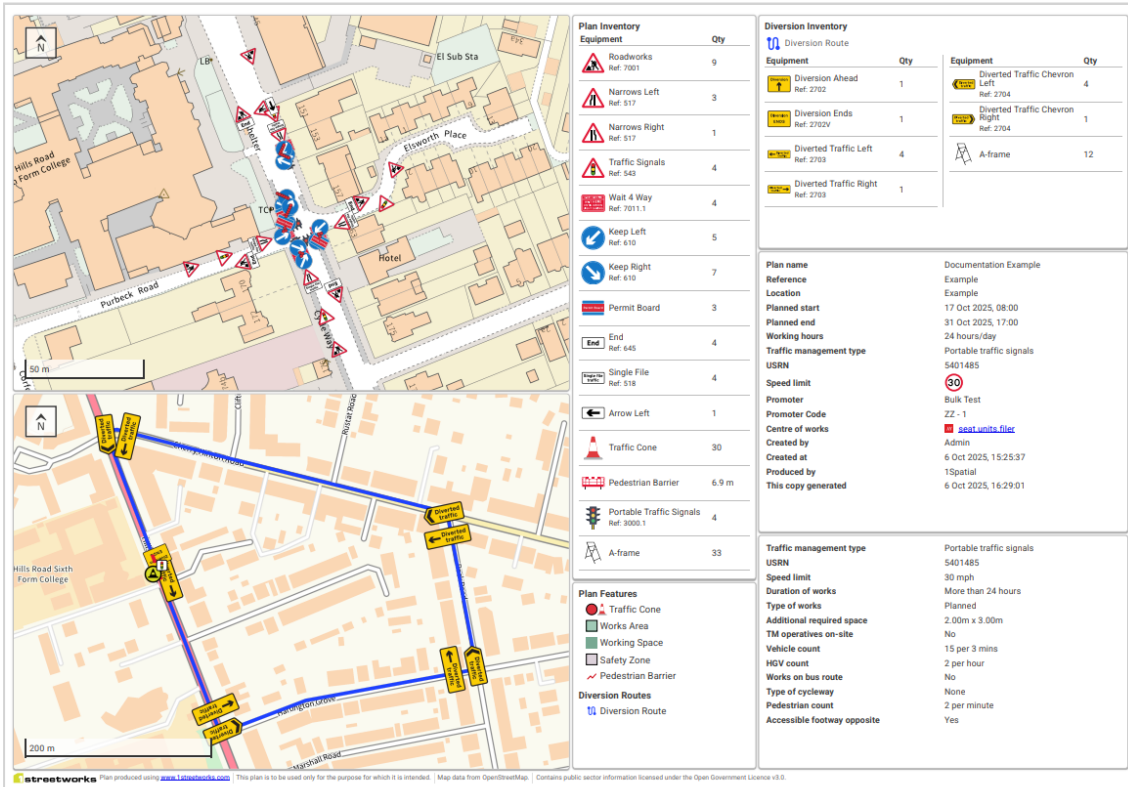
Clicking the **Options** icon  gives options for generating PDFs and Draft PDFs with the selected Layout, saving the Layout as a Template, and renaming and deleting the selected Layout.

Generated PDFs

The PDFs section shows all PDFs and their current status. PDFs that are generating can be seen and monitored from here.

Layouts	PDFs	Templates	
Documentation Example			
Created	5 Mar 2024, 14:54:00		
User	Admin		
Version	v1		
Documentation Example			
Created	5 Mar 2024, 14:52:15		
User	Admin		
Version	v1-DRAFT-1		
			

Generated PDFs can be downloaded with the **Download** button . PDFs cannot be deleted but can be filtered using the **Filter** button .



The screenshot displays a comprehensive traffic management plan. On the left, two maps show the site layout with various traffic management equipment and diversion routes overlaid on a street network. The top map shows a detailed view of a specific area with equipment like traffic cones and barriers. The bottom map shows a wider view of the diversion routes. To the right of the maps are two inventory tables and a detailed plan information section.

Equipment	Qty
Roadworks Ref: 7003	9
Narrows Left Ref: 517	3
Narrows Right Ref: 517	1
Traffic Signals Ref: 543	4
Wait 4 Way Ref: 7011.1	4
Keep Left Ref: 610	5
Keep Right Ref: 610	7
Permit Board	3
End Ref: 645	4
Single File Ref: 518	4
Arrow Left	1
Traffic Cone	30
Pedestrian Barrier	6.9 m
Portable Traffic Signals Ref: 3000.1	4
A-frame	33

Equipment	Qty	Equipment	Qty
Diversion Ahead Ref: 2702	1	Diverted Traffic Chevron Left Ref: 2704	4
Diversion Ends Ref: 2702V	1	Diverted Traffic Chevron Right Ref: 2704	1
Diverted Traffic Left Ref: 2703	4	A-frame	12
Diverted Traffic Right Ref: 2703	1		

Plan name: Documentation Example
Reference: Example
Location: Example
Planned start: 17 Oct 2025, 08:00
Planned end: 31 Oct 2025, 17:00
Working hours: 24 hours/day
Traffic management type: Portable traffic signals
USRN: 5401485
Speed limit: 30
Promoter: Bulk Test
Promoter Code: ZZ - 1
Centre of works: [seat units file](#)
Created by: Admin
Created at: 6 Oct 2025, 15:25:37
Produced by: 15patial
This copy generated: 6 Oct 2025, 16:29:01

Traffic management type: Portable traffic signals
USRN: 5401485
Speed limit: 30 mph
Duration of works: More than 24 hours
Type of works: Planned
Additional required space: 2.00m x 3.00m
TM operatives on-site: No
Vehicle count: 15 per 3 mins
HGV count: 2 per hour
Works on bus route: No
Type of cycleway: None
Pedestrian count: 2 per minute
Accessible footway opposite: Yes

An example of a generated PDF page.

Templates

Templates are created from Layouts that users would like to reuse in other plans. These are shared across your organisation and can be created from your own Layouts by choosing the **Save as Template** option.

Save Layout As Template

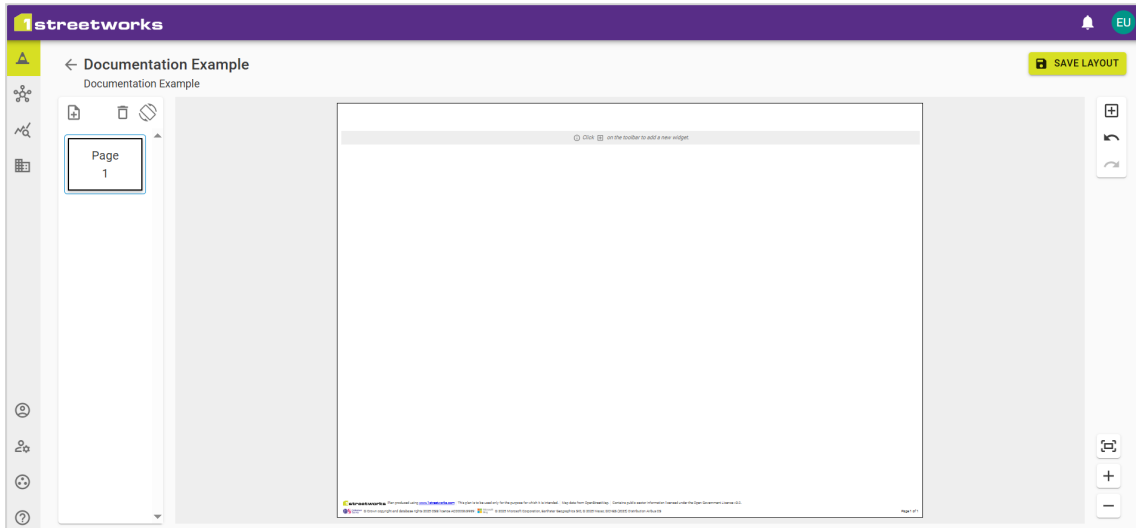
ⓘ Templates are shared with everyone in your organisation.

CANCEL SAVE


Templates can be renamed or deleted from this section.




16 PDF Customisation

PDFs can be customised to have a number of pages with different information by adding an assortment of "Widget Types" on page 91.









Blank Layouts begin with a single blank page with copyright information along the bottom.

 **Note:** Copyright information cannot be removed or covered up.

Pages can be managed by adding new blank pages with the **Add Page** button , deleting a selected page with the **Delete Page** button , or toggling the orientation of the page with the **Change Page Orientation** button .

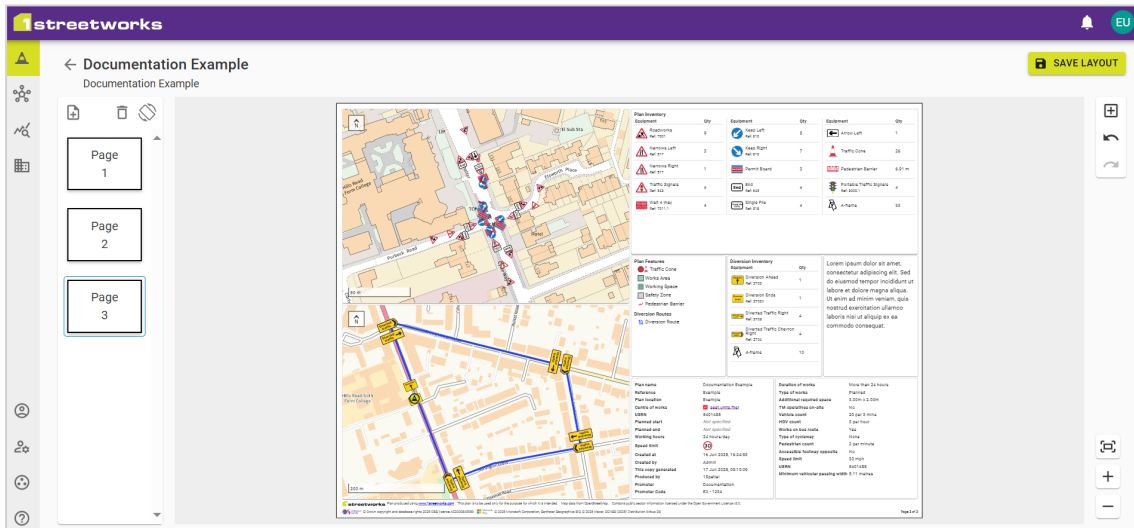
Customisation Interface

Button	Description
	Opens the list of widgets. Choosing one of these will add it to the selected page fully populated with the related information. Placement customisation
	Undo the last action(s). Does not affect changes to the "Map View" on page 91.
	Redo the last action(s). Does not affect changes to the "Map View" on page 91.


Button	Description
	Zoom to fit page.
	Zoom in. The mouse wheel and trackpad also work.
	Zoom out. The mouse wheel and trackpad also work.


Widgets

Widgets have fully customisable sizes and placement. Widgets can cover or overlap each other but the order can be changed on the widget. Once added to the page hovering over them will show three clickable icons.




An example Layout with all widgets.

Click and hold the **Move** button  while dragging the widget to change its placement. If the widget is "dropped" outside of the page boundaries or covering the copyright information, the widget will automatically move within bounds, to the closest viable position.

The **Options** button  gives options to edit the widget if it is editable, to delete the widget, or to move the widget forward, backward, to the front or to the back of the page.

Not all "Widget Types" on page 91 can be edited; Plan Inventory, Auto-draft information and the Legend are not editable.


Click **Save Layout** in the top right corner, to save all changes.

The **Resize** button  allows the widget to be resized by clicking and dragging with the mouse. As with moving the widget, the widget will resize automatically to a valid size if dragged out of bounds or over the copyright information.

This will also rescale features within a widget, including moving text around and adjusting the scale measurements on maps.

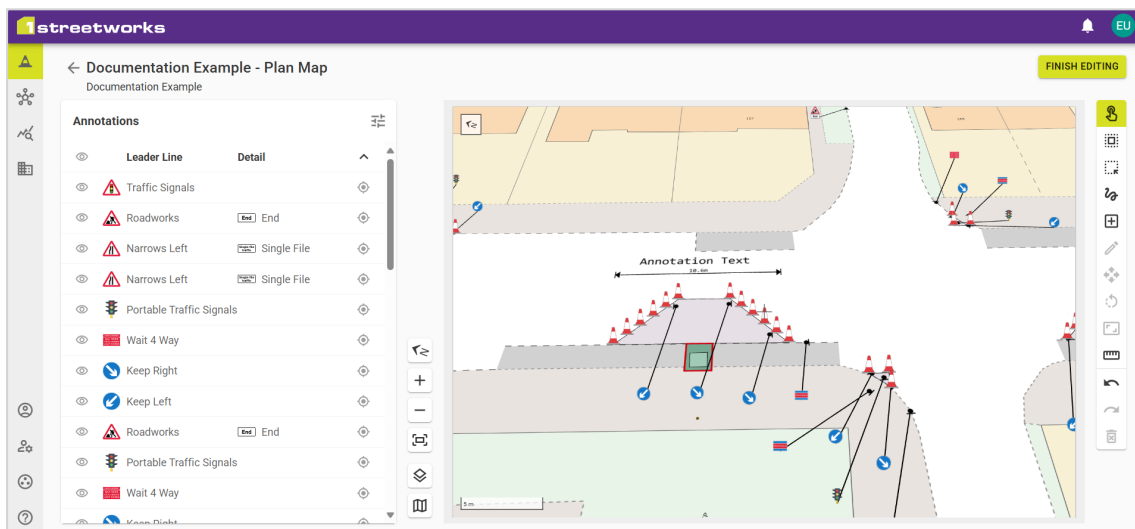
Click **Save Layout** to confirm any changes. Leaving the page without saving, prompts a confirmation window for discarding changes.

17 Widget Types


Editing a widget gives different options based on widget type. Plan Inventory, Auto-draft Information, Legend, Phase Diagram, Stage Diagram, and All-Red Matrix widgets are not editable. If a widget is too small to show all of the contained information a **Warning** icon  will appear to let you know.

Plan Map and Diversion Map

To increase the readability of the plan, annotations can be added to both the Plan Map and Diversion Map widgets. There are three annotation types, Leader Line, Measurement, and Text.




A map with examples of all three types of annotation

Annotations are added with the **Add New Feature** button  in the same way as when "Editing Plans" on page 50.

Map View

The map orientation can be adjusted using some of the same features as the map "Interface" on page 4 and the map elements can be customised.

Click the **Map Elements** icon  to access placement customisation for the North Arrow and Scale Bar, and to enable the map as an inset map on other Map widgets.

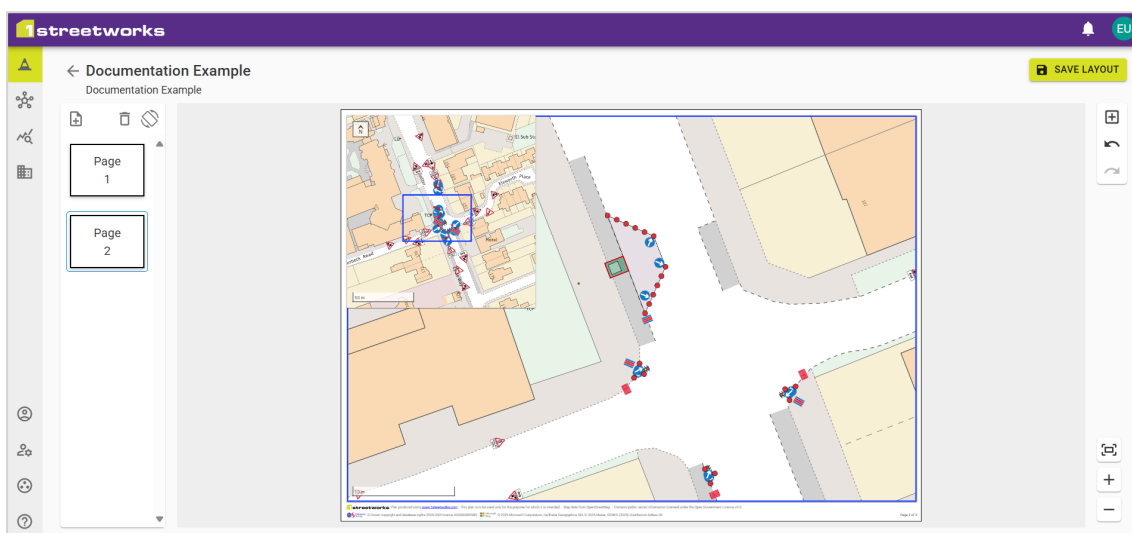
For Diversion Maps, click the **Select Routes** icon  to select which Diversion Routes to show.

Once you have the view you want, click **Finish Editing** to save the changes.

To leave without saving, click the **Back** button  and click **Discard Changes**.



Inset Maps


Enabling a map as an Inset map allows another map to show the view of any and all linked Inset Maps as a coloured border.



A map with a smaller map that it is an inset map for

Annotation Types

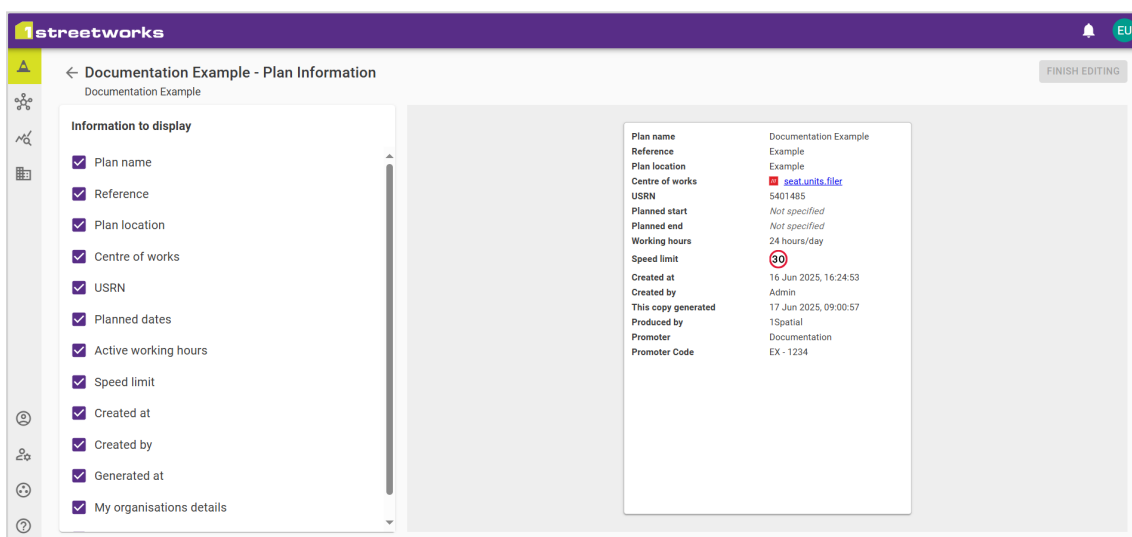
Type	Description
Add auto-generated Leader Lines to reposition features	<p>Automatically add Leader Lines to allow feature icons to be moved to another part of the map, while a leader line shows the point it belongs at.</p> <p>The icon size, line length, and icon spacing can be adjusted to increase readability.</p> <p> Note: The icons will always face you.</p>
Add Leader Lines manually to reposition features	<p>Manually add Leader Lines by selecting a feature and clicking somewhere on the map. This moves the icon and draws a line to the new location.</p> <p>The icon size can be changed to increase readability.</p> <p> Note: The icons will always face you.</p>
Add measurements	<p>Measurements can show Total, Cumulative and Incremental values for a multiple point line added to the map.</p> <p>A label can be added to this and the start and end of the full line can have different arrow types.</p>

Type	Description
Place Text	Text can be added directly to the map with a chosen bearing. <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; margin-top: 10px;"> <p> Note: This attaches flat on the map and can be covered by other features so positioning informs its readability.</p> </div>

After adding annotations each can be edited in the same way as when editing features.

Plan Information

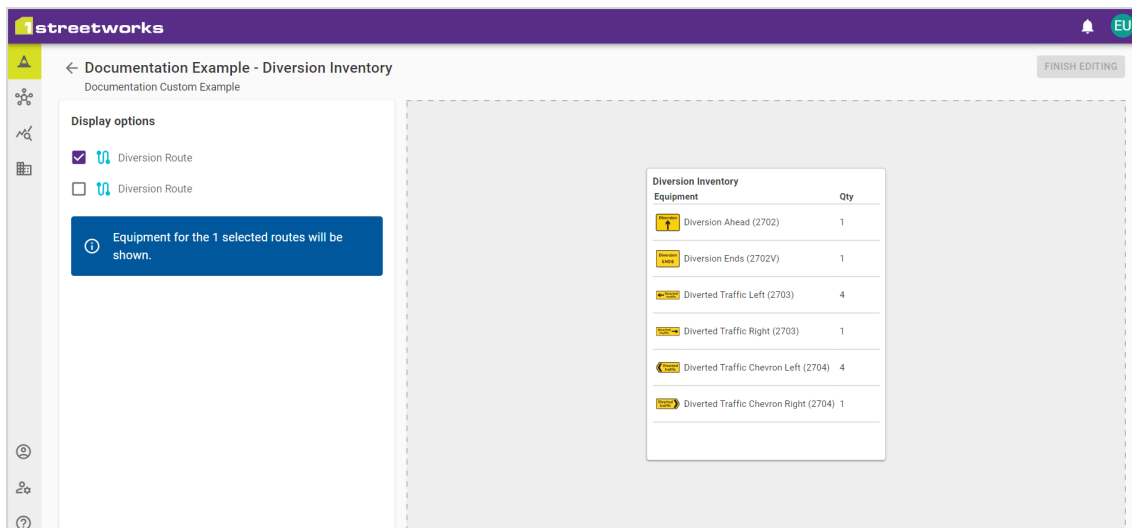
All the Plan Information is customisable by selecting/deselecting the information to be shown in the widget.



An example of the Plan Information widget

Diversion Inventory

Diversion Inventory can be customisable to only show inventory of the selected Diversion Routes.

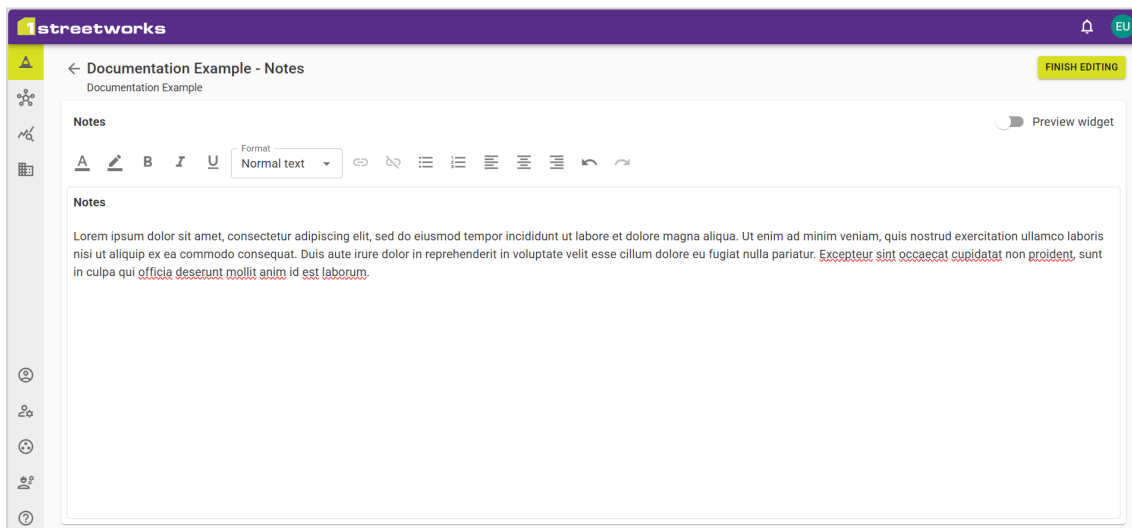


An example of the Diversion Inventory widget

Notes

Notes can be added to display on the PDF pages. This allows basic formatting and can include hyperlinks to external web addresses.

Toggle **Preview Widget** to switch between the text editor and widget preview. The preview uses the size of the widget to give an accurate depiction of what will be shown on the PDF page.

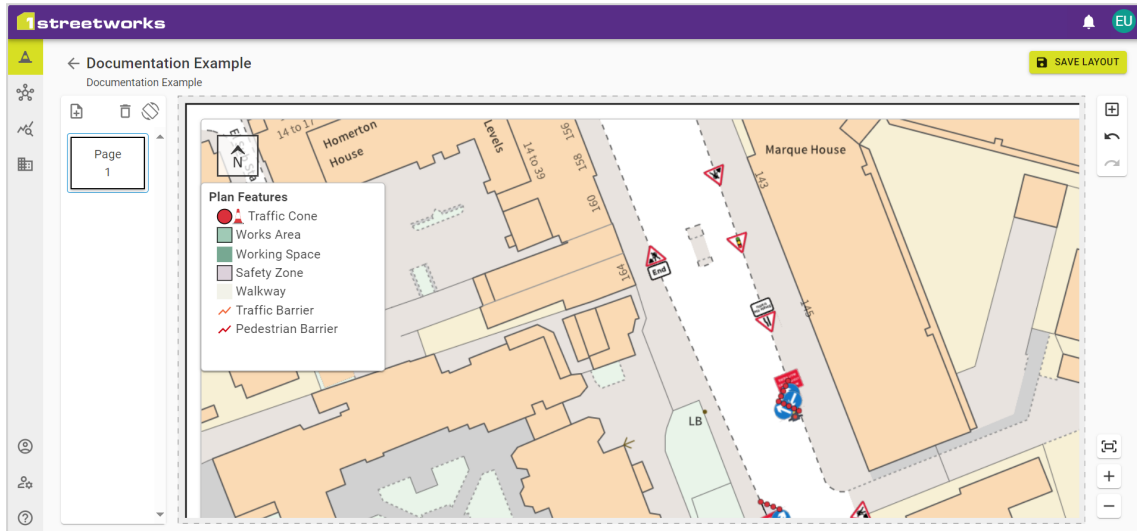


An example of the note editor

Note: Pasting from the clipboard with Ctrl + V will include formatting, Ctrl + Shift + V will paste plain text only.

Legend

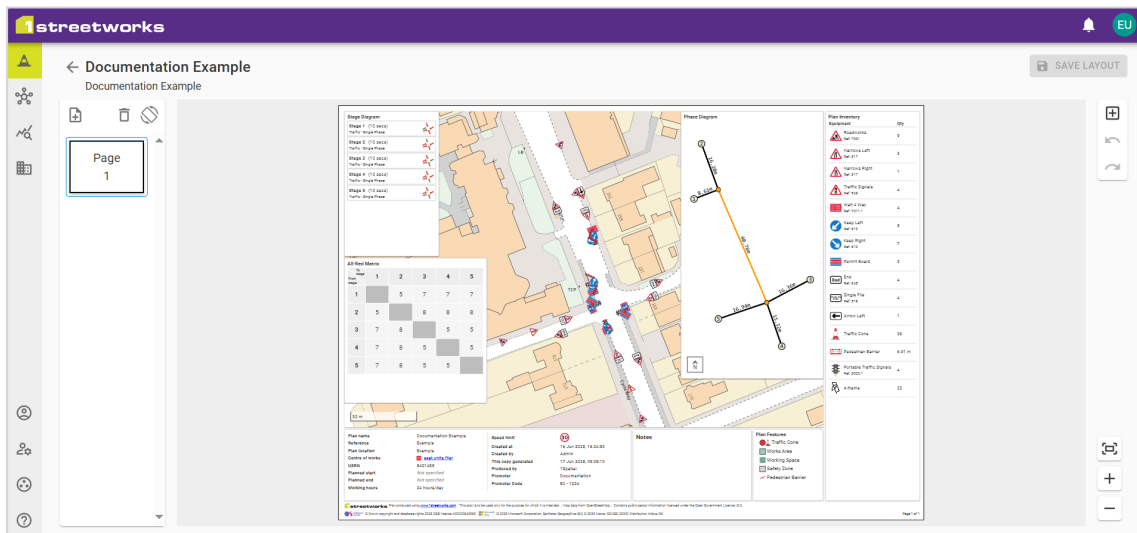
A Legend can be added to PDF pages that displays an uneditable list of all Plan features.



An example of the Legend widget

Signals

All three Signal tabs are represented by their individual widgets.




An example of the Phase Diagram, Stage Diagram, and All-Red Matrix widgets

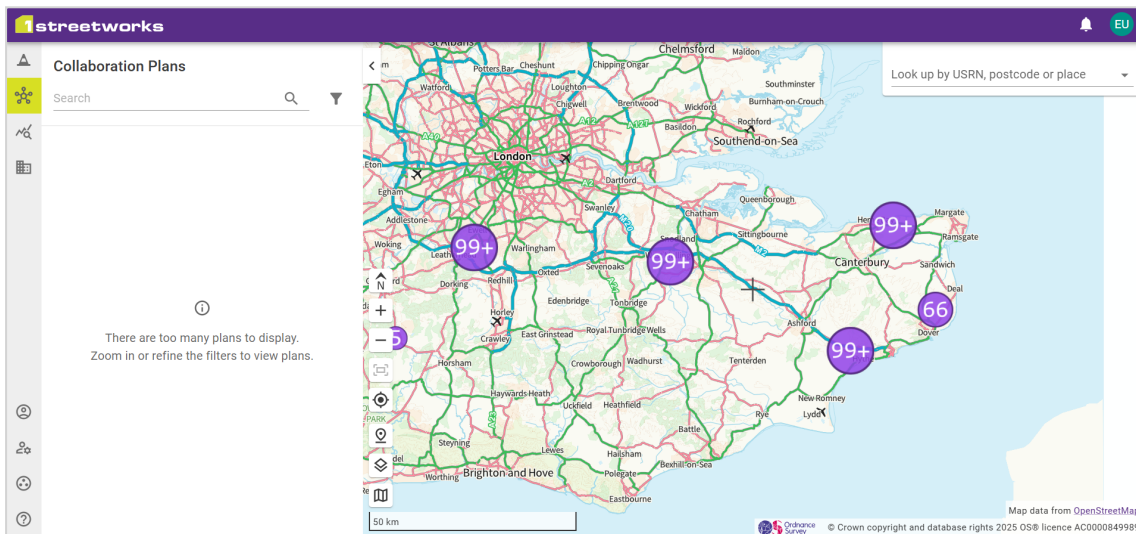
The Stage Diagram and All-Red Matrix widgets show the information from the tab they originate from.

The Phase Diagram shows the Datum Point/Lines and all Phases, with their respective distances. This is intended for reference only and shows on a blank background, without a visible map layer or plan features.

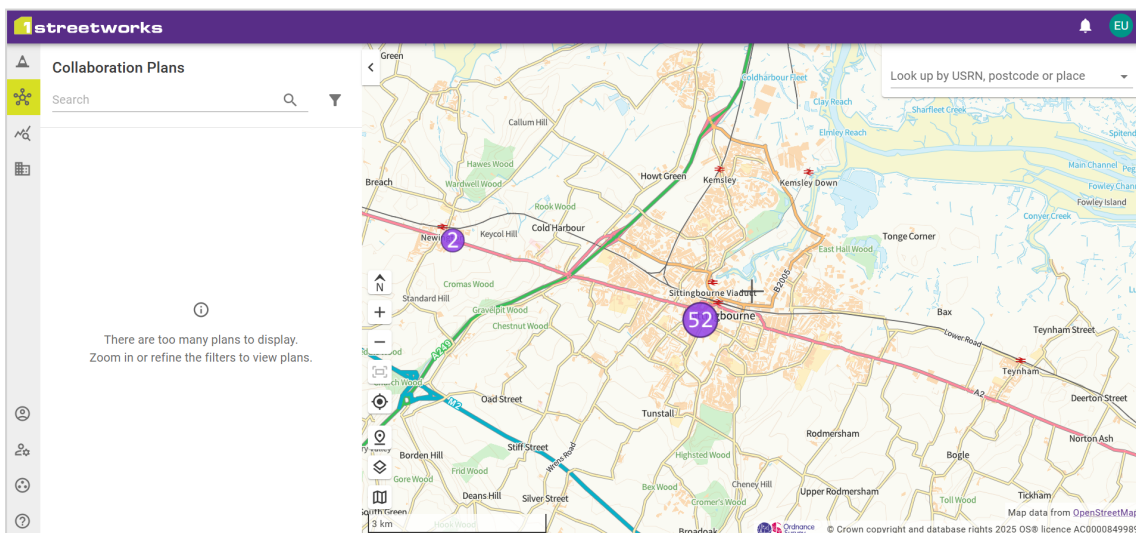
18 Collaboration Plans

If a User is in an organisation that is a member of one or more Collaboration groups, they can access the **Collaboration Plans** tab . This shows the plans for all members of your Collaboration group in a read-only mode. Members can be added to a consortium by an Administrator.

Plans are grouped in clusters, represented as purple spheres containing the number of plans in its area. Individual plans are hidden until the map is zoomed in or filters are used to reduce the number of visible plans on-screen.

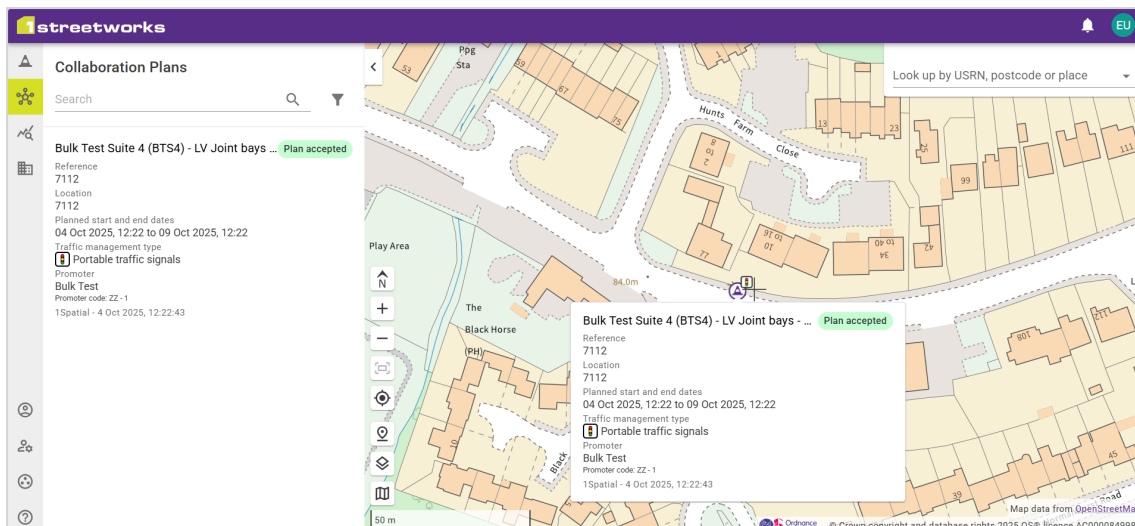


Click a Cluster to zoom in to the next level of focus.

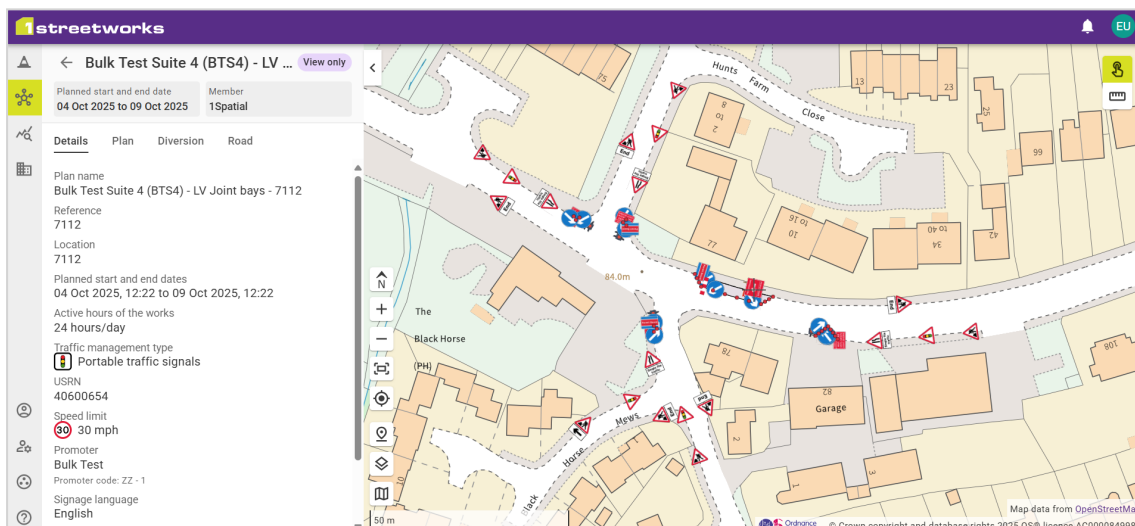


Once the number of on-screen plans is below the limit, individual plans can be selected via the map or by the plan panel on the left-hand side.

18 Collaboration Plans



Hover over a Plan to show summary plan details. Click the plan to open it in the collaboration view.



The Collaboration view shows the Plan on the map, and information from the **Details**, **Plan**, **Diversion**, and **Road** tabs. Other information from plans is not shared.

All Plans can be seen on the map, and opening another plan updates the plan panel and map.

Filters

Filters

Show works planned for

Planned dates - start

Planned dates - end

Traffic management type


Members


Only plans with diversion routes

CLEAR ALL **CLOSE**

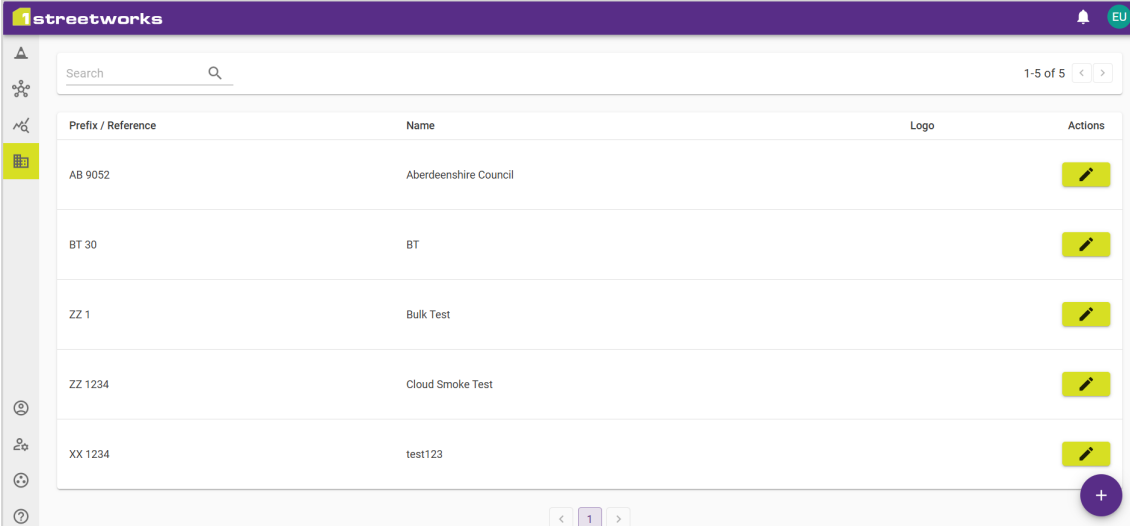
The filters can be restricted to a selection of time-frames, by members, and whether the plan has diversion routes.






19 Manage SWA Organisations

Manage SWA Organisations can be reached by clicking the **Manage SWA Organisations** tab  in the side bar.


 **Note:** The New Roads and Street Works Act 1991 describes organisations that can undertake road works and street works. In England and Wales, there is a “Street Works Act (SWA)” code list that provides a complete list of organisations that have been allocated a SWA data capture code. Provision of an SWA Code identifies that an organisation has the powers and/or is regulated to undertake works in the street. The Street Works Act (SWA) Code list is maintained by GeoPlace. For more information, see: <https://www.geoplace.co.uk/local-authority-resources/street-works-managers/view-swa-codes>

1Streetworks requires every plan to identify which organisation will be undertaking the works. When making a plan, the possible organisations are picked from a list curated from this section of 1Streetworks. Your organisation has a curated list of SWA Organisations, which can be added to, edited, or removed from.



Prefix / Reference	Name	Logo	Actions
AB 9052	Aberdeenshire Council		
BT 30	BT		
ZZ 1	Bulk Test		
ZZ 1234	Cloud Smoke Test		
XX 1234	test123		

The list of SWA Organisations can be filtered by using the search filter in the top left.

Click the **Edit** button  to change details for an existing SWA Organisation.


The screenshot shows the Streetworks web application interface for managing SWA Organisations. The top navigation bar includes the Streetworks logo and a user profile icon labeled 'EU'. The main content area is divided into three sections:





- SWA Organisation Details:** A form with input fields for Name (Documentation Example), Prefix (EX), Reference (1234), Address, and Telephone. A 'SAVE DETAILS' button is at the bottom.
- SWA Organisation Logo:** A section for uploading a logo, showing a 'No logo' placeholder and a 'Drop files here, or click to browse' area. A 'REMOVE LOGO' button is below.
- Manage SWA Organisation:** A section with a red 'Delete SWA Organisation' button and a yellow 'DELETE SWA ORGANISATION' button. The text below the red button reads: 'Delete SWA Organisation Permanently remove the organisation'.

Panel	Description
SWA Organisation Details	Change the name of the organisation, its address, and its telephone number. The organisation's code prefix or reference number cannot be changed.
SWA Organisation Logo	Upload a new logo for the organisation.
Delete SWA Organisation	Delete and permanently remove this organisation from the list if it is not referenced in an existing plan.

Add an organisation to your SWA organisation list


To add a new SWA organisation, click the **Add** button  and fill in the form.

Field	Description
Look up organisation from the SWA Code List	This is the current SWA Code list from GeoPlace. Arranged alphabetically on organisation name, you can either select the field and scroll through the list or search the list by typing the name of an organisation. Selecting an organisation populates the following fields.
SWA Organisation Name	The name of the SWA Organisation.  Note: Selecting an organisation from the SWA Code List will fill this automatically.
SWA Code Prefix	The SWA code prefix must be two uppercase alpha numeric characters.

Field	Description
	<p data-bbox="502 275 1343 353"> Warning: Once saved, this code prefix cannot be changed.</p> <p data-bbox="502 376 1343 488"> Note: Selecting an organisation from the SWA Code List will fill this automatically.</p>
SWA Code Reference	<p data-bbox="502 510 1343 577">The code reference number must be four digits, padded with leading zeros where required. eg 0001, 0345, 1408 etc</p> <p data-bbox="502 600 1343 678"> Warning: Once saved, this code reference cannot be changed.</p> <p data-bbox="502 701 1343 813"> Note: Selecting an organisation from the SWA Code List will fill this automatically.</p>

Click **Add** to create a new SWA Organisation entry or **Cancel** to discard the current information.

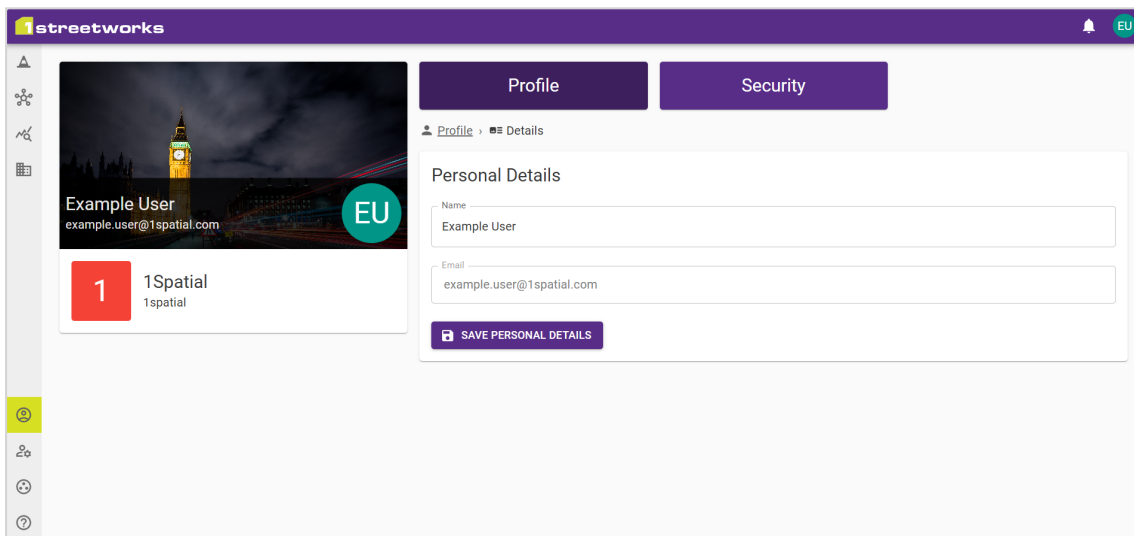
20 Account Management

You can manage your user profile and account security by selecting the **Manage Account** tab  from the bottom of the 1Streetworks side menu.

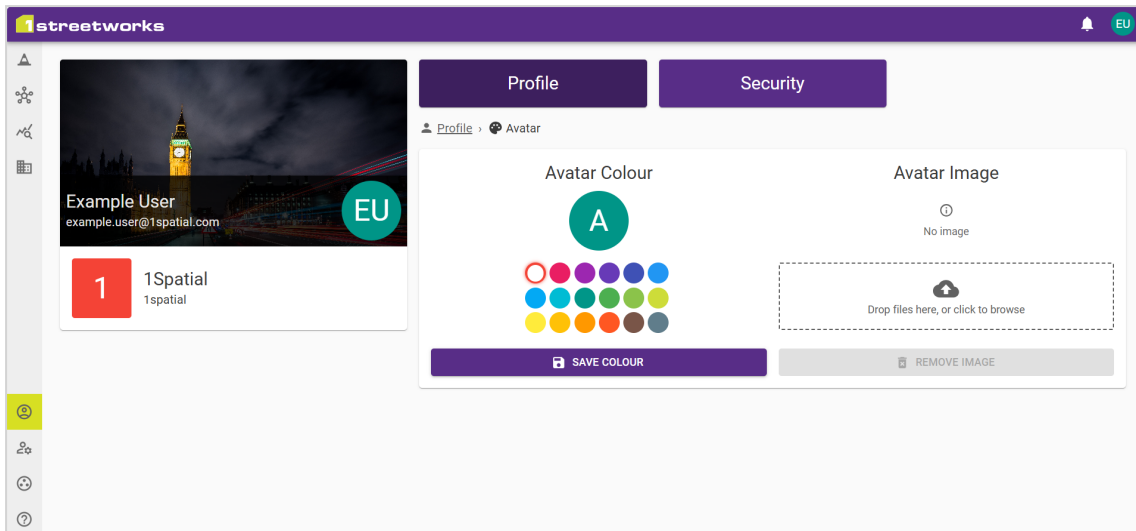
Manage your user profile

Your user profile is where you update your personal details. This allows you to change your name and view the associated email address.

Your email address cannot be changed by you, unless you have administrative privileges.



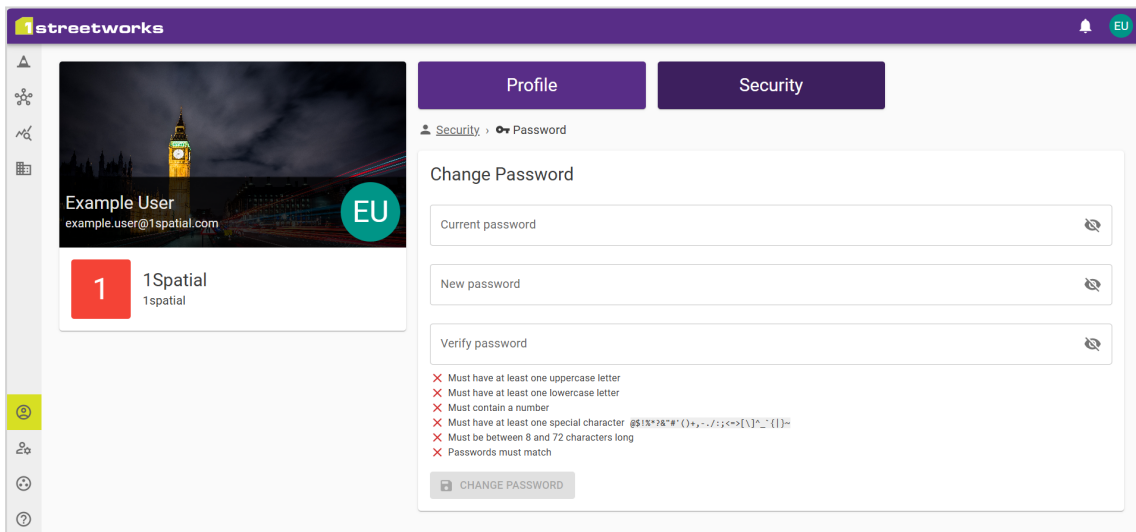
You can also manage your Avatar, which appears in the top right of 1Streetworks. By default, the Avatar is your initials (first name and last name) from the Name field in your Personal Details, with a random background colour. You can choose an alternative image by uploading an image file into the upload box.



Manage your account security

You can manage your password in the Security tab.

You require your current password to update it to a new password. For resetting your password, please contact an administrator.



21 Raising Support Tickets

This quick guide provides an overview of our support service and to help you understand how to get the most benefit from it.

Contacting Support

Email us

You can email new support requests to support@1streetworks.com

Emails to this address are handled as follows:

- A new support case is created and assigned to a member of the Customer Success team.
- You will receive an automatic email notification confirming the cases details, case number and a unique tracking reference. Including this tracking reference in all subsequent emails will ensure the details are automatically logged to the case.

Entering Case Details

When logging a support case please supply as much information as possible, including:

- Your preferred contact details.
- The web address (“URL”) by which you are accessing 1Streetworks.
- The browser you are using, including version.
- Any error messages, screenshots, PDF outputs, and, where applicable, the web address (“URL”) of a plan.
- Confirmation of the steps performed leading up to the problem, whether or not the problem is repeatable, and if the problem occurs on a single or multiple devices and/or browsers.
- To help us to assign a priority, please provide details of the operational impact.

Case priority

Setting an appropriate case priority ensures 1Spatial Support Engineers and Managers understand the severity of the case to you and your business.

Priority	Description
P1 – Critical	The reported error has caused major services to become unavailable, resulting in loss of data, or stopping production.
P2 – High	The reported error results from software failure causing partial loss of major services but there is no loss or corruption of data.
P3 – Medium	The reported error results from apparent failure of certain functions within the software but is not causing an immediate problem to the customer.
P4 – Low	Standard operational assistance is required, or unexpected behaviour has been observed during use of the software.

Case Status

Status indicates the progress of the case.

Status	Description
New	The case status will be set to New until a Support Engineer has been assigned to the case.
Acknowledged	The case status will be set to Acknowledged once a Support Engineer has been assigned to the case.
Open	The case status will be set to Open once a Support Engineer has begun reviewing/investigating the reported issue.
Awaiting Customer	The case status is set to Awaiting Customer if additional information is requested to assist diagnosis of the issue, and when the Support Engineer is awaiting acceptance of an offered solution.
With Development	Where an issue has been determined to be a defect or software improvement request, a record will be opened in our internal issue tracking system.
Closed	A case is set to Closed either when the Support Engineer has provided the customer with an acceptable resolution.

Case Reason

To help define the problem, a case reason should be assigned based on the type of issue you are experiencing.

Reason	Description
Software Query	General software support queries.
Performance Issue	Issues relating to software performance.
Defect	Where an issue has been determined to be a defect, a record will

Reason	Description
	be opened in our internal issue tracking system.
Improvement	Where an issue has been raised and it is confirmed that the software is working as designed, at the customer's request we can open an improvement in our internal issue tracking system.
Documentation	Standard documentation queries.
License Request	Software licence requests or to request a new user be allowed access to 1Streetworks.
Shipment Request	Software shipment requests. This is not directly relevant to 1Streetworks because it is accessed as a service via the Internet.