

— OFFICE OF THE —

SCOTTISH ROAD WORKS COMMISSIONER

MONITORING AND IMPROVING COMPLIANCE – May 2024

PERFORMANCE MONITORING

The Scottish Road Works Commissioner adopts a variety of mechanisms to improve performance across the sector and his team works with organisations to improve performance and compliance, whilst offering advice and awareness sessions.

Appendix 1 (below) sets out and replaces all the previous Scottish Road Works Commissioner's Monitoring and Improving Compliance bulletins and provides a comprehensive list of the current performance targets for each of the individual indicators.

The indicators and targets will, if necessary be added to, or revised in response to circumstances and will be published on the Commissioner's website.

The Commissioner issues a quarterly performance 'dashboard' to provide a view of all organisations working on the road network. This allows transparency and aims to assist organisations to benchmark their own performance against peer groups.

The dashboard will be issued after the register data is locked down in:-

- April, June, October & January of the reporting year.

Please be aware there is an expectation that organisations will contact the Commissioner's office when performance does not meet the required standards. Details should be provided to the enquiries@roadworks.scot email address at the earliest opportunity on publication of the quarterly SRWC performance dashboard.

Performance Reporting

In November 2022 the following three reports:-

- R32 – Inspection Results Recorded Late

- R33 – Outstanding D/3 Inspections and
- R34 – Inspections on Defects Awaiting Repair (NB. Revised Report Title)

were included within the Commissioner's Report section of the Scottish Road Works Register. There was no intention to include the results within the performance process, however and as stated at that time, inclusion would be as a result of ongoing and significant non-compliance.

After review, disappointingly, it is apparent that little improvements have been delivered for both the R33 and R34 reports and these will now be included within the performance process. R32 will also be included, however the majority of Road Authorities are now delivering compliance.

Further Information

Should your organisation require further information on this matter, please contact the SRWC office using the following email address: enquiries@srwc.gov.scot

Performance Manager

Office of the Scottish Road Works Commissioner

May 2024

APPENDIX 1

CURRENT PERFORMANCE TARGETS – 2024 to 2025

| Indicator | Expected Performance (Roads Authorities and Undertakers) | Current Targets | | |
|--|--|-----------------------|-----------|-----------------------|
| | | Red | Amber | Green |
| R2a/R2b Noticing Failures | ≤4% | >4% | | ≤4% |
| R6 Over-running works (against all works) | 0% | >0% | | 0% |
| R9a Percentage of unplanned works | Roads Authorities ≤ 4%; Telecoms/Others ≤ 10%; Electricity/Gas/Water ≤ 35% | >4%; >10%; >35% | | ≤4%; ≤10%; ≤35% |
| R10 Early Starts | ≤15% | >15% | | ≤15% |
| R10 Late Starts | 0% - 2% | >2% | 1% - ≤2% | ≤1% |
| R12 Works Extensions | ≤5% - ≤15% | >15% | 5% - ≤15% | ≤5% |
| R16 Works awaiting closure | 0 | >0% | | 0% |
| R16 Works awaiting Final Site Reinstatement Details Notice | 0 | >0% | | 0% |
| R17e Undue delay in Works - S125 received * | 0 | >0% | | 0% |
| R18 Overdue Permanent Reinstatements * | 0 | >0% | | 0% |
| R19 Substandard TM inspections results received * | 0 | >0% | | 0% |
| R29 Misuse of Traffic Management "Not Yet Known" * | 0 | >0% | | 0% |
| R30 Missing Contact Details | 0 | >0% | | 0% |
| R32 Inspection Results Recorded Late** | Trending to 0 | >0% | | 0% |
| R33 Outstanding D/3 Inspections** | Trending to 0 | >0% | | 0% |
| R34 Inspections on Defects Awaiting Repairs* | Trending to 0 | >0% | | 0% |
| Sample Inspections Undertaken ** | 100% agreed (at end of year) | | | |
| Sample Inspections Category A Pass Rate * | 100% agreed (at end of year) | <90% | 90% - 95% | ≥95% |
| Sample Inspections Category B Pass Rate * | 100% agreed (at end of year) | <90% | 90% - 95% | ≥95% |
| Sample Inspections Category C Pass Rate * | 100% agreed (at end of year) | <90% | 90% - 95% | ≥95% |
| Attendance at Area RAUC meetings | 100% at year end | <75% | | >75% |
| Gazetteer update submissions ** | One submission per quarter | 2 | 3 | 4 |
| Vault update submissions | One submission/2 months | 4 | 5 | 6 |

Notes: * indicates a metric only measured against undertakers;

** indicates a metric only measured against roads authorities.