

— OFFICE OF THE —  
SCOTTISH ROAD WORKS COMMISSIONER



**ROAD WORKS MONITORING REPORT 2021/22**

**01 April 2021 to 31 March 2022**



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## Authorising Context

This Report has been produced in accordance with the requirements set out in Schedule 2 of the *Transport (Scotland) Act 2005*, and covers the 12 month period from April 2021 to March 2022.

## Appointment

Kevin Hamilton was appointed in November 2020 as the 4th Scottish Road Works Commissioner for a period of 5 years. He brings a wealth of experience having worked in the roads sector for some 30 years.

## The Scottish Road Works Commissioner's Role

The Scottish Road Works Commissioner is an independent public official, appointed by Scottish Ministers. The Office was established following enactment of the *Transport (Scotland) Act 2005*.

The Act states:

*“[The Commissioner] will oversee improvements to the planning, co-ordination and quality of road works in Scotland.”*

The general functions of the 2005 Act are to:

- monitor the carrying out of road works in Scotland
- promote compliance with the *New Roads and Street Works Act 1991*
- promote the pursuit of good practice

The specific functions of the 2005 Act are to:

- publish an annual report
- prepare an annual account
- keep a register to be known as the Scottish Road Works Register

## Disclaimer

The views offered by the Commissioner within this document are his own and do not necessarily reflect the approach taken by previous Commissioners.

## 1. Introduction

I am delighted to present my third sector performance report since taking up office in November 2020, covering the period 1 April 2021 to 31 March 2022.

At the start of the reporting period, we were in a further period of restrictions due to the Covid-19 pandemic and whilst these did not prevent works being undertaken, the impacts of Covid continued to be felt throughout 2021. There were impacts in organisations due to staff absence and in some local authorities, some staff continued to be redeployed to other duties. There was also a period of significant winter storms which created significant additional pressures for both local authorities and some utility companies. Towards the end of the reporting period, the war in Ukraine and resulting sanctions on trade with Russia led to a short period where some contractors experienced localised supply chain issues.

However, despite this, road works activity in Scotland increased by around 18% when compared to the previous year.

The reasons for the increase in 2021/22 are a combination of three main factors. Firstly, utility companies and road authorities were more able to undertake works with the easing of restrictions and lessening impacts of the pandemic. Secondly, there was an element of catching up on work that had to be postponed from 2020. Finally, there has been a significant increase in activity in the telecommunications sector as utilities expand their networks and deliver superfast broadband across Scotland.

There is inevitably some disruption associated with road works but local authorities have a duty to co-ordinate works and utilities have a duty to co-operate with each other and with local authorities. Co-ordination of works is undertaken using the national Scottish Road Works Register (SRWR). This assists by flagging up conflicts and alerting authorities to potential failures which might lead to them issuing fixed penalties to utilities. SRWR information is available for anyone to download as [Open Data](#) and through the [Scottish Road Works Online](#) website.

For the first time, I instigated a customer satisfaction survey amongst users of the SRWR and I am pleased to report that the results were very positive. The intention is to repeat this survey annually to identify any emerging issues and continually

improve the system for the benefit of its users and better co-ordination of works across Scotland.

In terms of overall road works performance, I am concerned that utility companies are too often failing to properly notify works with an overall level of noticing failures well above the target of 4%. Improvement in this metric will be a key priority for 2022/23 along with the results from the National Coring Programme which will hopefully show significant improvement in compliance with the specifications.

Having undertaken further analysis of road works authority noticing, I am more reassured than my predecessors that in the main road works authorities are noticing works appropriately. However, I am undertaking further work in the coming year to understand this issue further and also to look in more detail at roads authority inspection practices.

During the year, my team supported the road works community in developing a new Code of Practice on Reinstatement Quality Plans (RQP). The code was published in January 2022 and the requirement for approved RQPs comes into force in April 2023.

Several other advice notes and guidance documents were revised during the year and some further provisions of the *Transport (Scotland) Act 2019* were commenced. This included an increase in the maximum penalty which I can impose on an organisation to £100,000.

Finally, I would like to thank my team for again supporting me and working tirelessly to improve road works in Scotland through the year.



Kevin Hamilton

Scottish Road Works Commissioner

## 2. Executive Summary

### The Organisation

The Policy Manager took up a secondment out of the organisation in March 2021 and subsequently decided to take up a permanent post, leaving the Commissioner's office in November 2021. Recruitment to a slightly revised post, Policy and Quality Manager was undertaken in late March 2022 with the successful applicant taking up the role in June.

At the same time, the Business Manager post was amended to include more duties around governance and retitled Business and Governance Manager. The new staffing establishment remains well placed to deliver the requirements of the *Transport (Scotland) Act 2005* and to address the governance required of a public office.

### Monitoring

The main sources of data available to the Scottish Road Works Commissioner's monitoring regime are:

1. performance data from a suite of indicator reports in the Scottish Road Works Register (SRWR)
2. statutory sample inspections of utility company road works by roads authorities, and
3. Periodic national coring programmes of the bound layers in utility company reinstatements.

The Scottish Road Works Register (SRWR) suite of indicators, which benchmarks roads authority and utility company road works performance across Scotland, and facilitates benchmarking against the rest of the UK, is regularly reviewed to enable organisations and the Commissioner to demonstrate continuous improvement.

Work commenced in 2021/22 on monitoring key road works indicators on a monthly basis and this led to early identification of an emerging issue in the telecoms sector which allowed early intervention from the Commissioner. Further work will be undertaken in 2022/23 to develop this monthly reporting.

On site technical standards monitoring was one area of work which had to be completely curtailed through the pandemic. This continued to be unviable in 2021/22.

## **Performance Indicator Trends**

The 5 year rolling period has been re-introduced, however a number of the graphics within appendix D will display a short gap in data associated with the onset of the pandemic in March/April 2020. An assumed trend can be construed to cover this data loss, however it was felt that a true reflection of the actual operations on the ground should be represented.

Several areas remain in need of continuing improvement including:

- noticing failures in the utilities sector
- percentage of unplanned works registered by some utility companies
- overall performance of many smaller utility companies
- the delivery of the Roads Authorities inspection process
- utility companies sample inspection pass rates, particularly in relation to the final reinstatements
- works registered per 100km of road network by some roads authorities
- the inconsistency of roads authorities to utilise their full range of powers including the issuing of FPNs

Despite the resourcing challenges facing the Scottish road works community, it is important that organisations fully embrace the concept of continuous performance improvement which is key to the delivery of co-ordinated road works.

## **Performance Reviews**

Annual Road Works Performance Reviews covering the period 1 April 2020 to 31 March 2022 were issued to all Roads authorities and Utility companies operating in Scotland during May 2022.

## **Safety at Road Works**

Safety at utility company road works and at roads authority works for roads purposes remained a key priority of the office.



## Utility Company Reinstatements

Improving the quality of utility company reinstatements remains a high office priority. It is not acceptable that utility companies leave legacy defects for roads authorities to repair.

An indication of the quality of reinstatements is found in the results of national coring programmes which sample and test the bituminous bound layers of utility company reinstatements. Programmes are undertaken by RAUC(S) every two to three years. The current national coring programme commenced in March 2022 covering a 2% sample of utility company reinstatements undertaken between 1 January 2021 and 31 December 2021. The full report is due to be published in March 2023 upon approval by RAUC(S).

The sample inspection pass rates for both Category B and Category C inspections fell in 2021/22 compared to the previous year. This raises some concerns regarding the quality of reinstatements.

## Commissioner Penalties

No Commissioner penalties were issued in reporting year 2021/22.

## Promotion of Compliance and Good Practice

The office continued to engage with the road works community at a national, area and local level in addition to membership of various working groups, promoting best practice, encouraging innovation and improved performance monitoring.

Two well attended webinar events were organised and run by the office during the year. The first provided an opportunity to refresh community understanding of the forthcoming requirements of the *Transport (Scotland) Act 2019* whilst the second focussed on the *Reinstatement Quality Plan Code of Practice*.

The Technical Standards Manager continued his engagement at a local level to improve compliance and communication between utility companies and roads authorities, helping to informally resolve issues before they significantly impacted road works performance.

The Commissioner issued an updated direction in January 2022 detailing what he considers to be good practice in terms of Section 17(4)(b) of the *Transport (Scotland) Act 2005*.

## **Consultations and Research**

The Commissioner continued his active engagement with various groups but in particular the Mobility Access Committee for Scotland (MACS) and the Society of Chief Officers in Transportation in Scotland (SCOTS).

The Commissioner and staff have continued to actively participate in the Scottish Road Research Board (SRRB) and the Transport Scotland Pavement Forum (TSPF). The Commissioner submitted a research proposal to the SRRB in June 2021 for a project to examine the service life of reinstatements. The proposal was approved by the SRRB in late 2021 for the project to be undertaken in 2022/23.

## **Scottish Road Works Register**

Management and operation of the SRWR continued with the support of the SRWR Steering Group, the SRWR Systems Assurance Team and the RAUC(S) Gazetteer Group.

The SRWR Manager and the Commissioner supported and attended all meetings of the SRWR steering group and the Systems Assurance Team. These forums provide community input into the development and operation of the Scottish Road Works Register.

There was no significant loss of service recorded during the reporting period.

### **3. The Organisation**

The Commissioner's permanent staffing numbers changed during the reporting period with the Policy Manager being seconded to Transport Scotland. The post was subsequently filled in June 2022.

#### **Policy and Quality Manager**

Key functions include keeping regulations, codes of practice and advice notes under review, promoting good practice, and media/complaint handling. The role also encompasses the review of Reinstatement Quality Plans (RQP's) which are due to become mandatory from 1st April 2023.

#### **Performance Manager**

This role entails the management of indicators, management of statistical information, working with the community to improve compliance and drafting performance reviews.

#### **SRWR Manager**

The key responsibility of this post is to manage the operation of the SRWR. The SRWR Manager is the primary contact with the provider of the register, currently Symology Ltd.

#### **Technical Standards Manager**

This post provides the office with engineering support. The main priority is to drive improvements in the overall quality and standard of road works through increased scrutiny of road works sites across Scotland and promoting best practice.

#### **Business and Governance Manager**

This key role deals with the general administration of the office, in house accounting, enquiries from the public, statutory returns, invoicing, budget monitoring, managing requests under FOI(S)A and EI(S)R and monitoring compliance with legislation and governance.

## 4. Monitoring

### Introduction

The duties of the Commissioner include “monitoring the carrying out of works in roads in Scotland” to ensure that roads authorities and utility companies are meeting their statutory obligations.

The Commissioner has been monitoring the performance of organisations since indicators were introduced in 2009. In parallel, roads authorities and utility companies have been improving their own use of management information, available from the SRWR, to monitor their own works. Over recent years, the general trend has been towards improvement, with reduced levels of non-compliance. The provision of better technology and user friendly interfaces for accessing the SRWR, has merited greater organisation engagement, resulting in general improvements.

In May 2022 all roads authority and utility company CEOs respectively received their Annual Performance Review, in respect of performance during 2021/22.

Performance reports are also available throughout the year in the SRWR for roads authorities and utility companies to interrogate, allowing individual organisations to monitor their own performance and take remedial action where necessary.

Five key questions are considered when monitoring performance:

- are roads authorities co-ordinating works on their roads?
- are utility companies co-operating with roads authorities?
- are works taking too long to complete?
- are works being carried out safely?
- are reinstatements in roads meeting the required standard?

### Performance Indicators

Indicator reports are used to identify trends in the performance of roads authorities and utility companies over time. A suite of indicator reports are available directly to roads authorities and utility companies with access to the SRWR. Organisations are encouraged to regularly interrogate the SRWR to monitor their own performance and take appropriate mitigating action.

The Commissioner indicator reports are continually reviewed and developed to ensure that they are relevant, up to date and transparent. Organisations are required to provide a written response when their performance is poor.

Quarterly performance dashboards capture key indicators and present them in a red/amber/green status report which is provided to all organisations.

## **Engagement and Improvement**

Ongoing engagement is intended to improve performance without the need to take formal enforcement action.

A number of organisations met (virtually) with the Commissioner to discuss their performance during 2021/22. In general terms, the major gas, electricity and water utility companies, and around 80% of roads authorities, performed satisfactorily. A number of smaller utility companies particularly within telecoms sector and 20% of roads authorities, were considered as needing to give greater priority to meeting their road works statutory obligations.

Discussions in relation to performance were held with the following Roads Authorities:

- Aberdeen City Council
- City of Edinburgh Council
- Clackmannanshire Council
- East Lothian Council
- Falkirk Council
- Fife Council
- Glasgow City Council
- Highland Council
- Midlothian Council
- Perth & Kinross Council
- Scottish Borders Council
- Stirling Council
- Transport Scotland (on behalf of Scottish Ministers)

and the following utility companies:

- Arqiva
- Axione
- BT
- CityFibre
- Energy Asset Pipelines
- ES Pipelines Limited
- Fulcrum Pipeline Limited
- Gas Transportation Company
- Last Mile Electricity Limited
- Mua Electricity Limited (formerly Murphy Power)
- Network Rail
- Scottish Hydro Electric Power Distribution
- Scottish Water
- SGN
- SP Energy Networks
- Verizon
- Virgin Media Group

## Key Facts 2021/22

Road Works started	141,743 (+18.4% above 2021/22 volumes)
Scotland's Road Network	56,959 km*
SRWR Users	2,065
Potential Noticing Offences	7,041
Potential FPNs Issued	45.4%
Commissioner Penalties issued	£ Zero
Sample Inspection Pass Rate	92.3%

**Table 1 - Key Facts 2021/22**

(\*Source: [Scottish Transport Statistics 2021](#))

## 5. Trends from Indicator Reports

Roads authorities have a statutory duty to co-ordinate the execution of works of all kinds in roads for which they are responsible, whilst undertakers have a statutory duty to use their best endeavours to co-operate with the road works authority and with other undertakers.

These endeavours are both in terms of section 118(1) and section 119(1) respectively of the *New Roads and Street Works Act 1991* (NRSWA) and are to ensure that road works are carried out:

- in the interests of safety;
- to minimise inconvenience to persons using the road; and
- to protect the structure of the road and integrity of apparatus in it.

Since the transition after the pandemic restrictions, road works delivery has returned to near normal for the majority of both roads authorities and utility companies. In some cases the pandemic has meant an acceleration of works during 2021/22 to recover any of the lost ground and in the particular the Telecoms sector has driven this increase in activity. This is largely due to the roll-out of super-fast fibre broadband across Scotland.

Note: In some instances the comparison of performance references 2019/20 delivery due to the effect caused by the pandemic in 2020/21. This is referenced at the start of each relevant section.

### Improvement Plans

The Commissioner Improvement Plans were first introduced in 2017/18. The following organisations met with the Commissioner and were required to develop a plan to improve their performance:

Authorities:-

- City of Edinburgh Council

and the following utility companies:

- Axione Uk Ltd

- Energy Asset Pipelines
- ES Pipelines
- Fulcrum Pipelines Limited
- Mua Electricity Limited
- Virgin Media Group

Following review meetings, the following organisations were subsequently removed from the Improvement Plan process within the reporting period:

- No organisations were removed during the reporting period.

## Performance Rating

The following rating was introduced for the individual organisation Performance Reviews in 2021/22 and the following is a general description of performance;

**Well-managed** – good performance across all indicators with minor non-compliance associated with one metric,

**Satisfactory** – between 1 and 3 non-compliant metrics with either near or slightly out with the respective targets, and

**Un-satisfactory** – more than 3 non-compliant metrics and/or 1 metric delivering consistently poor performance across 2 quarters or more.

Performance rating of Roads Authorities and Utility Companies – see Table 7.

The following summarises and highlights the notable performances and failings of individual organisations for each of the individual indicators:

## Noticing Failures

It is expected that all roads authorities and utility companies achieve a failure rate of 4% or less, as noticing of road works is largely an administrative function.

### Roads Authorities

In 2021/22, the rate of noticing failures was an all-time low of 3.3% across roads authorities (including all Transport Scotland (TS) operators). In particular Angus Council, Comhairle nan Eilean Siar, East Dunbartonshire Council, East Lothian



Council, Midlothian Council, Renfrewshire Council, most TS operators & West Lothian Council all achieved a rate of less than 2.0%.

Unacceptable performance was delivered by Clackmannanshire Council, Dumfries & Galloway Council, Dundee City Council, Glasgow City Council, Highland Council, Orkney Islands Council and Shetland Islands Council, all had a rate of greater than 7.0%.

There is some evidence to suggest that a small number of authorities may not be noticing all qualifying works and the Commissioner has initiated discussion with these authorities to identify the reasons and improve the level of noticing through 2022-23.

### Utility Companies

In 2021/22, the rate of utility company noticing failures increased to 6.5% (5.8% in 2021/22). This remained above the target of 4% and remains an area requiring improvement.

The following organisations had noticing failure rates of greater than 7%:- Axione UK Limited, Border Link Broadband Limited, ESP Electricity, Fulcrum Pipeline Limited, Hyperoptic, Indigo Power, Last Mile Electricity Limited, Lothian Broadband, Scottish Hydro Electric Power Distribution, SP Energy Networks, Verizon and Virgin Media Group.

Good performance was delivered by Indigo Pipelines, Neos Networks, Royal Mail and Vodafone Limited who had rates of less than 2.0%, albeit with very small numbers of notices.

Full details for Roads Authorities and Utility Companies see Figure 7.

### Actual starts (road works commenced)

Although the effects of the pandemic were still being felt, in 2021/22, Roads Authorities increased their noticing volumes by 34.3% to 35,869 (26,713 in 20/21). However, this was only a small increase when compared to pre-pandemic levels. In contrast Utility Companies appear to have used 21/22 to 'catch-up' with noticing increasing approximately 13.8% over pre-pandemic levels. In 2021/22, the telecoms

sector delivered a 28% increase compared to the previous year which in part is due to the roll-out of superfast broadband.

Full details for Roads Authorities and Utility Companies see Figure 8.

### **Early and late starts as a percentage of actual starts**

Roads authorities continued the downward trend across the year (average approx. 8.9%) albeit that there was the usual plethora of early starts in Q4. The Utility Companies delivered a very slight increase across the year, with the performance remaining around an average of 7.9%.

For full details of early starts see Figure 9.

Late starts delivered by the Roads Authorities continued to be erratic with the last 2 years delivering significant uplifts in non-compliance during Q2 and Q3. There is an assumption that this effect was due to a need to re-programme works as a result of the pandemic.

Utility Companies continued to deliver a very good performance of 0.5%.

For full details of late starts see Figure 10

### **Unplanned works as a percentage of actual starts**

Roads Authorities continued to deliver a consistent level of unplanned works (average 2.5%).

The large-scale utility companies delivering emergency response continued to undertake high percentages of unplanned works with Scottish Hydro Electric Power Distribution (45.0% ) Scottish Water (51.6%), SGN (39.0%) and SP Energy Networks (41.6%) all delivering above target performance. However, whilst the Commissioner keeps performance against this metric under continual review, he is content that the organisations were not misusing unplanned works in the delivery of their operations. Small volume operators sometime struggle to deliver a compliant performance.

For full details of unplanned works for Roads Authorities and Utility Companies see Figure 11.

## **Works extensions as a percentage of actual starts**

Both Roads Authorities and Utility Companies delivered compliant performance (approximately 8%) with a small number of individual organisations out with target for short periods.

For full details of works extensions for Roads Authorities and Utility Companies see Figure 12.

## **Overrunning Works as a percentage of actual starts (Major, Minor & Standard Works)**

Roads Authorities in general delivered a near compliant performance across all organisations at around 0.2%. The utility companies delivered a performance around the 2.8% figure with excessive use associated with failings by SGN (9.5%) and SP Energy Networks (8.2%) being notable.

For full details of overrunning works for Roads Authorities and Utility Companies see Figure 13.

## **Works awaiting closure and/or registration of final site reinstatement details (Comparison based on 2019/20 performance)**

There are high levels of compliance across both sectors for both these indicators with an improvement being delivered by the Roads Authorities from 2020/21 levels with just 21 works awaiting closure (76 in 2020/21). The Utilities although delivering an insignificant failure rate against the volumes of work delivered, the end of year figure continues to remain above 100 at 142 (109 in 2020/21).

For full details of works awaiting closure for Roads Authorities and Utility Companies see Figure 14.

The number of utility notices awaiting final site registration details has improved significantly since the year average in 2019/20 of 1368. The year-end figure in 2021/22 was 292 against a quarterly average of 418.

For full details of Utility works awaiting registration of final site details see Figure 15.

## Utility company interim reinstatements

A total of 1938 interim reinstatements were made permanent during the final quarter of the year (1982 in 2020/21).

The average number of interim reinstatements overdue due to be made permanent over the year was 455 in 2021/22 (598 in 2020/21). This may suggest that higher volumes of reinstatements are being made permanent within 6 months.

There was a slight increase in the number of reinstatements failing to be made permanent within 6 months at the end of the reporting period - 512. (474 in 2020/21). Organisations delivering reducing numbers from 2020/21 were Cityfibre (60 to 13), ES Pipelines (9 to 0), SP Energy Networks (72 to 53) and Virgin Media (34 to 13). Those organisations recording an increase were BT (125 to 174), Scottish Hydro Electric Power Distribution (4 to 17) and Scottish Water (121 to 158).

For full details of Utility company interim reinstatements both compliant and failing the 6 month timescale see Figure 16.

## Sample Inspections undertaken by roads authorities

A significant improvement was delivered by the Roads Authorities at an average of 94.4% (86.4% in 2020/21) having experienced substantial challenges in 2020/21. This improvement is very welcome as these inspections provide the Commissioner with reliable information on how effectively the utility companies are delivering their works and the quality of their reinstatements. Fourteen authorities delivered this performance with Angus Council, Comhairle nan Eilean Siar, Dumfries and Galloway, East Ayrshire Council, East Dunbartonshire Council, Fife Council, Glasgow City Council, Highland Council, South Ayrshire Council, Transport Scotland and West Lothian Council all delivering a better than 90% compliance.

For full details of sample inspections undertaken by roads authorities see Figure 17.

## Sample inspections utility company pass rate

The overall average pass rate for sample inspections was 92.3%. This compares to a pass rate of 93.4% in the previous year. However, a significant number of

individual organisations failed to achieve the required 90% pass rate within the three sample inspection categories.

The overall pass rate for Category A inspections, which are undertaken whilst the works are in progress, rose from 91% in 2020/21 to 92% in 2021/22. These inspections focus on the safety aspects of ongoing works and so the improvement is very welcome.

However, the pass rates for Category B and Category C inspections both dropped. In the case of Category B inspections, the fall was from 94% in 2020/21 to 91% in 2021/22. The pass rate for Category C inspections, which are undertaken at the end of the guarantee period, fell from 95% in 2020/21 to 93% in 2021/22. This gives some cause for concern around the quality of final reinstatements.

There were with six utilities which failed to achieve the 90% pass rate for Category A inspections. They were: Borderlink Broadband Limited; Cityfibre; GTC Pipelines; Last Mile Electricity; mua Electricity Limited; and Virgin Media.

For full details of category A sample inspections pass rates see Figure 18.

There were 15 utilities which failed to achieve the 90% pass rate for Category B inspections. They were: Axione; Cityfibre; Energy Asset Pipelines; EE; ES Pipelines; Fulcrum Pipelines; GTC Pipelines; Hyperoptic; Last Mile Electricity; Last Mile Gas; mua Electricity Limited; Network Rail; Telefonica; Virgin Media and Zayo.

For full details of category B sample inspections pass rates see Figure 19.

There were 9 utilities which failed to achieve the 90% pass rate for Category C inspections. They were: Arqiva; Cityfibre; Energy Asset Pipelines; Fulcrum Pipelines; Last Mile Electricity; Lothian Broadband, Neos Networks; Telefonica and Vodafone.

For full details of category C sample inspections pass rates see Figure 20.

### **Substandard traffic management from inspection results**

Failure levels for this indicator remain consistent year on year at around 1,000, representing approximately 1% of all utility companies' works. It is however noted that those organisations who deliver higher volumes are more likely to be inspected

and therefore carry a higher incidence of non-compliance. Of particular concern was Cityfibre, which accounted for over 30% of all the substandard traffic management failures identified during 2021/22.

For full details of sub-standard traffic management from inspection results see Figure 21.

### **Works registered with missing contact details**

Road Authorities further improved their compliance performance recording just 71 notices where contact information was missing. This represents 0.2% of all roads authority works.

The larger Utility Companies delivered a consistent rate with the exception of BT and Scottish Water failing to register contact names on 1046 (156 in 2020/21) and 121 (26 in 2020/21) notices respectively. These are two isolated instances and historically the non-compliance issue has been addressed over the previous two reporting years with non-compliance < 500 (see Figure 22). The following organisation, Borderlink Broadband Limited (136 against 181 works), Verizon ( 3 against 10 works) and Zayo (4 against 22 works) delivered significant levels of non-compliance against low works volumes, however low volumes of works does not in any way lessen organisations responsibility to manage their works effectively.

For full details of Roads Authorities and Utility Company works registered with missing contact details see Figure 22.

### **Misuse of traffic management type “not yet known”**

Roads Authorities achieved a failure rate of less than 0.1% overall. With a target of 0% failures, no single authority was highlighted as requiring further scrutiny.

Similarly the Utility Companies delivered a very similar performance with the same average failure rate of 0.1%. Borderlink Broadband Limited were the only organisation to have a significant failure rate, and at 25 incidences out of 181 notices.

For full details of Roads Authorities and Utility Company works registered with traffic management “not yet known” details see Figure 23.

## **Fixed Penalty Notices (FPNs) issued to utility companies (Comparison based on 2019/20 performance)**

Fixed Penalty Notices (FPNs) were issued by 18 of the 33 roads authorities in 2021/22. This compares to 22 in pre-pandemic 2019/20. Whilst the issuing of FPNs is discretionary, the trend is concerning as it indicates that fewer authorities are undertaking robust management of road works activity and utilising the full range of powers available to them. With 8 road authorities failing to issue FPNs over the last five years, the Commissioner would like to see more authorities utilising these powers in a more consistent way across Scotland.

The number of FPNs issued to utility companies was 3,001 out of a potential 7,041 (43%).

For full details of actual and potential fixed penalty notices issued to Utility Companies see Figure 24.

Roads authorities collected at least £255,680 from the issue of FPNs, a significant increase of 56.9% on the 2019/20 figure.

For full details of fixed penalty notices issued by roads authorities see Figure 25.

Approximate amounts collected through the issue of FPNs over the last 5 years are:

<b>Year</b>	<b>Amount</b>
2017/18	£287,000
2018/19	£229,200
2019/20	£162,960
2020/21	£138,240
2021/22	£255,680

**Table 2 – Fixed penalty notice fines collected 2017 to 2022**

## **Undue delay (S125) notices issued by roads authorities and received by utility companies (Comparison based on 2019/20 performance)**

The overall use of section 125 undue delay directions continued at previous levels for both the reporting years of 2020/21 and 2021/22 at 105 and 102 respectively. However, there are now more authorities issuing S125 Directions than in the pre-pandemic period. In 2019/20, 10 authorities issued S125 directions whereas in 2021/22, 15 authorities issued S125 directions.

Perth and Kinross who have been historically the largest user of this direction have significantly reduced their use of this direction from 50 in the pre-pandemic year to 13 in 2021/22.

The following four authorities issued 62 of the total 101 S125 directions: Aberdeen City Council – 23, Midlothian Council – 15, Perth & Kinross Council – 13 and South Lanarkshire Council – 11. The continued view of the Commissioner is that roads authorities are reserving this power for extreme situations and are not fully utilising the available legislation to improve the co-ordination of road works in their area.

For full details of undue delay (S125) notices issued by roads authorities see Figure 26.

## **Roads authority works registered per 100km (Comparison based on 2019/20 performance)**

This indicator scrutinises the number of road works registered on the SRWR by council roads authorities, Transport Scotland trunk road operating companies and Transport Scotland trunk road DBFO companies across Scotland. The Commissioner is concerned that some roads authorities may not be registering all relevant works within the register and uses this indicator to assess where issues might be.

Road works are influenced by many factors such as geographic location, political priorities, population, weather, available resources (numbers of operatives), structural and routine budgets, road network lengths, etc. For example, islands and rural authorities register fewer road works than urban authorities. Consequently, for



reporting purposes, authorities are grouped with peer organisations and any view on their performance is relative.

In addition, the pandemic during the 2020/21 reporting year created significant disruption to road works delivery and any comparison to the 2020/21 reporting year would not be consistent.

As in previous years, there were significant variations in the numbers of road works noticed by roads authorities within each of the five SCOTS groups and across the trunk road network managed by Transport Scotland.

Group	Range
Island	12 to 29 works registered per 100km (3 authorities)
Rural	13 to 44 works registered per 100km (8 authorities)
Semi Urban	32 to 107 works registered per 100km (9 authorities)
Urban	46 to 170 works registered per 100km (8 authorities)
City	57 to 117 works registered per 100km (4 authorities)
TS OC	145 to 737 works registered per 100km (4 companies)
TS DBFO	149 to 927 works registered per 100km (5 companies)

**Table 3 – Roads Authority works/100km**

In each of the family groups, there is a wide range of variation which indicates a degree of inconsistency in how roads authorities notify their works in the SRWR. Detailed investigation has identified that some authorities notify works which are discretionary and this can skew the average for the family group. This detailed investigation has also given the Commissioner some reassurance that the majority of authorities are noticing works appropriately. However, there are a small number of authorities which are significantly lower than others within the same family group. The Commissioner is in discussion with these authorities to identify the reasons and seek improvements in the level of noticing.

For full details of works per 100km for authorities in each SCOTS group see Figure 27.

## 6. Quality of Utility Company Reinstatements

Utility company reinstatements are required to be undertaken in accordance with the *Specification for the Reinstatement of Openings in Roads* (SROR).

Since 1997, roads authorities across Scotland have undertaken coring of the bituminous bound layers of utility company reinstatements as part of their investigative regime.

In September 2011, RAUC(S) agreed that a minimum acceptable pass rate of 90% should be introduced for all future National Coring Programmes.

A Commissioner Direction was issued to all organisations on 23 January 2012 requiring all utility companies to achieve a pass rate of 90% during all future National Coring Programmes, so far as reasonably practical.

The most recent National Coring Programme sampled and tested reinstatements completed between 1 April 2018 and 31 March 2019. The associated coring report was published in June 2020.

A full copy of the report can be downloaded here:

[National Coring Report 2019/2020 Programme](#)

### National Coring Programme 2021 - 22

In 2020 RAUC(S) agreed that a further coring programme would be undertaken. Advice Note 3 was updated in advance of the national coring programme planned for 2022 and the process agreed by RAUC(S).

The current national coring programme commenced in March 2022 covering a 2% sample of utility company reinstatements undertaken between 1 January 2021 and 31 December 2021. The full report is due to be published in March 2023 upon approval by RAUC(S).

## **Review of Specification for reinstatement of openings in Roads (SROR)**

In 2019/20 the Department for Transport (DfT) carried out a review of the *Specification for the Reinstatement of openings in Highways* (SROH) subsequently publishing the SROH Version 4.

In February 2020 the Scottish Government tasked the Commissioner to lead a review and publication of the SROR V5. Funding from the Scottish Government was awarded in March 2020. However, the COVID-19 pandemic has delayed work on the review by approximately 1 year and it is now scheduled for publication in June 2023. In addition the document will include the extended guarantee period for reinstatements from the current 2 years to 6 years for utility company works with a commencement date of October 2023.

## 7. Commissioner Penalties

Section 119A of NRSWA, as amended by the *Transport (Scotland) Act 2005*, provides powers to the Commissioner to impose penalties.

Where the Commissioner is satisfied that a roads authority has failed to comply with duties imposed on them under section 118 of NRWSA, or a utility company has failed to comply with duties imposed on them under section 119 of NRSWA, the Commissioner may impose a financial penalty.

### Penalties issued during the reporting period

No Commissioner penalties were issued during the reporting period.

In the latest five year period, the Scottish Road works Commissioner has issued the following penalties due to individual organisations failing to carry out their duties:

Year	Amount
2017	£35,000
2018	£89,000
2019	£nil
2020	£122,000
2021	£nil

**Table 4 – Commissioner Penalties issued since 2017**

Since the office was established in 2008, the Commissioner has issued penalties to utility companies and roads authorities totalling £538,000 for failures to comply with their statutory obligations.

## 8. Promotion of Compliance and Good Practice

The promotion of compliance and good practice is key to driving up standards across the road works community.

The committee and working group structure is long established in Scotland and is central to good practice across all road works undertaken.

### Organisational Structure

Roads authorities convene quarterly local co-ordination meetings which utility companies and other interested parties attend. These local meetings inform area meetings, each of which is represented at RAUC(S). The structure of these area meetings is being revised for 2022/23 and meetings will be held three times a year going forward.

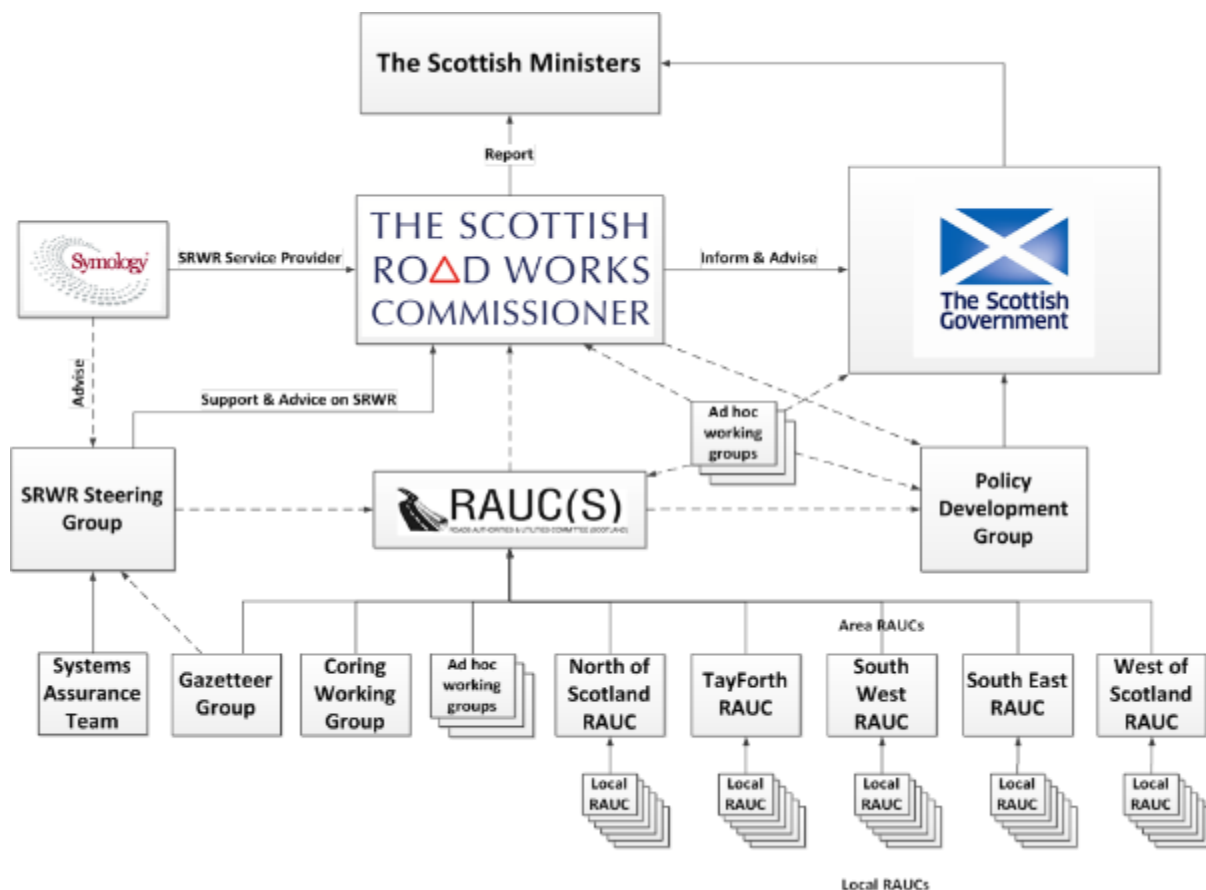


Figure 1 – Scottish road works community structure

The Commissioner has the overarching objective of improving the planning, co-ordination and quality of road works in Scotland.

RAUC(S) consists of representatives from both sectors of the road works community and provides support and advice to the Commissioner.

In addition to the RAUC(S) committee hierarchy, the road works community is represented on a wide range of working groups in Scotland and across the UK. These working groups inform the development of advice on:

- Legislation
- Codes of Practice
- Advice Notes
- Management and development of the SRWR

Working groups generally report directly to RAUC(S) or, where there are legislative or policy implications, to the Scottish Road Works Policy Development Group (PDG) which is chaired by the Scottish Government.

### **Publication of Codes of Practice and Advice**

The continued participation of roads authorities and utility companies in the development of guidance ensures that legislation, codes of practice and advice notes are fit for purpose. The Commissioner appreciates the resourcing challenges facing both the public and the private sectors, and continues to encourage organisations to maintain their support and participation in this vital area of work.

The Commissioner would like to take this opportunity to thank those members of the Scottish road works community and their employing organisations for their continued participation and contribution.

A new Code of Practice on Reinstatement Quality Plans was produced and approved by RAUC(S) during the reporting period. It was published as good practice on the Commissioner's website on 22 January 2022. On the same day, a launch webinar was held to raise awareness of this new CoP.

In addition to the new CoP, the following codes and advice note documents were revised in the reporting period:

- RAUC(S) Advice Note 8 - Portable Light Signals – March 2022
- Commissioner Good Practice Guidance – January 2022
- RAUC(S) Advice Note 22 - The Use of S109 of the New Road and Street Works Act 1991. Replacing S61 of the Roads (Scotland) Act 1984 – December 2021
- RAUC(S) Advice Note 3 - National Coring Programme 2022 – December 2021
- Code of Practice for Penalties – December 2021
- RAUC(S) Advice Note 4 - Revised Inspections, Defects & Other Charges – June 2021

Links to this and other publications can be found at the [Legislation & Guidance](#) section of the Commissioner's website.

The development of legislation and guidance is an ongoing process and updates will be included in future reports.

Appendix C lists committees and working groups which met during the period of this report. The Commissioner was represented at all meetings.

## Technical Standards Monitoring Programme

There has been no physical monitoring during the reporting period due to continuing impacts of the Covid pandemic.

## Training and Accreditation Group (TAG)

Section 126 of NRSWA 1991 introduced a requirement for supervisors and operatives to be qualified as prescribed in regulations. In parallel, the first edition of *Safety at Street Works and Road Works: A Code of Practice* ("the Red Book") was introduced in 1992.

TAG was established in 2017 to review the qualifications of supervisors and operatives and to develop question banks for use by accredited training providers. The group is co-chaired by a highway authority and a utility company. It consists of



representatives from DfT, office of the Commissioner, Welsh Government, Northern Ireland RAUC, utility companies, highway authorities and awarding organisations. The Street Works Qualification Register (SWQR) is also represented. New question banks and an electronic version of final assessments for candidates was implemented on 1 June 2021.

### **Safety at Street Works and Road Works : A Code of Practice (2013) – (Safety Code)**

Whilst, the safety code has been updated several times, most recently in 2013, the associated formal classroom training has remained largely undeveloped. The safety code now applies to roads authorities as well as utility companies working on Scotland's roads. A review of the safety code has been discussed in depth during 2020/2021 with a working group review panel to be formed. This has been delayed, pending confirmation from the Department for Transport but is now expected to commence in 2022/23.

## **9. Consultations and Research**

The Commissioner supports and encourages consultations, research and the promotion of good practice.

This section summarises the involvement of the office during 2021/22. This was obviously affected to some degree by the restrictions on meeting in person and all meetings were held online.

### **Scottish Road Research Board (SRRB)**

SRRB is a partnership between Transport Scotland, SCOTS and the Commissioner.

SRRB commissions research and development to inform improvements in safety, construction, operation and maintenance of the Scottish road network. Objectives include promoting innovation and best practice across roads authorities.

The research programme is jointly funded by Transport Scotland and SCOTS.

The Commissioner submitted a proposal to the SRRB in July 2021 for a project to examine the service life of utility reinstatements and develop a simple set of criteria for assessing reinstatements at the end of a 6-year period. The proposal was approved by the SRRB and will be undertaken through 2022/23.

### **Transport Scotland Pavement Forum (TSPF)**

The TSPF was established to promote and develop best practice in the selection and use of paving materials, specifically for use on the Scottish trunk road network. The remit was broadened in 2010 to cover all aspects of road pavement design, construction and maintenance, selection of material types and drainage across both trunk and local road networks.

The Commissioner has continued to have representation on this group through the reporting period.

## **Mobility and Access Committee Scotland (MACS)**

The Mobility and Access Committee for Scotland (MACS) was established in 2002 and is an advisory non departmental public body which is constituted to:

- consider matters about the needs of disabled persons in connection with transport that the committee think are appropriate.
- advise the Scottish Ministers about those matters that the committee think are appropriate.

The Commissioner continued to engage with MACS through the reporting period.

## **Society of Chief Officers of Transportation in Scotland (SCOTS)**

The Society of Chief Officers of Transportation in Scotland (SCOTS) was founded in 1996 following a change in local government. It is a strategic body comprising of transportation professionals from all the 32 councils and the seven regional transport partnerships. The society's work involves improving performance and innovation in the design, delivery and maintenance of transportation systems.

The Commissioner is keen to promote best practice amongst roads authorities and is now a regular participant in the SCOTS Liaison Committee.

## 10. Scottish Road Works Register

Under section 112 of NRSWA, the Commissioner has a statutory duty to keep a register of road works. This register is known as the Scottish Road Works Register (SRWR).

### The Scottish Road Works Register

The SRWR is a cloud based register used for the transfer, retention and management of data used for the planning of road works across Scotland. Utility companies and roads authorities operating in Scotland have access to the SRWR and are required to give notice of their proposed road works to others who undertake road works allowing roads authorities to co-ordinate these works. It includes a public facing website to inform the travelling public and others affected by works of potential disruptions. It is funded by the user community through a levy of Prescribed Fees and Amounts which are collected annually by the Commissioner.

In summary, the SRWR is the main tool used by roads authorities and utility companies to:

- share information on road works
- assist in the planning and co-ordination of works in roads and
- share the results of inspections carried out for compliance with safety and reinstatement standards
- a source of data for management information to measure the performance of organisations undertaking works in roads and
- a source of information for the public and other interested parties regarding planned, on-going and completed works

There were no outages of the SRWR service reported during the 2021/22 reporting period.

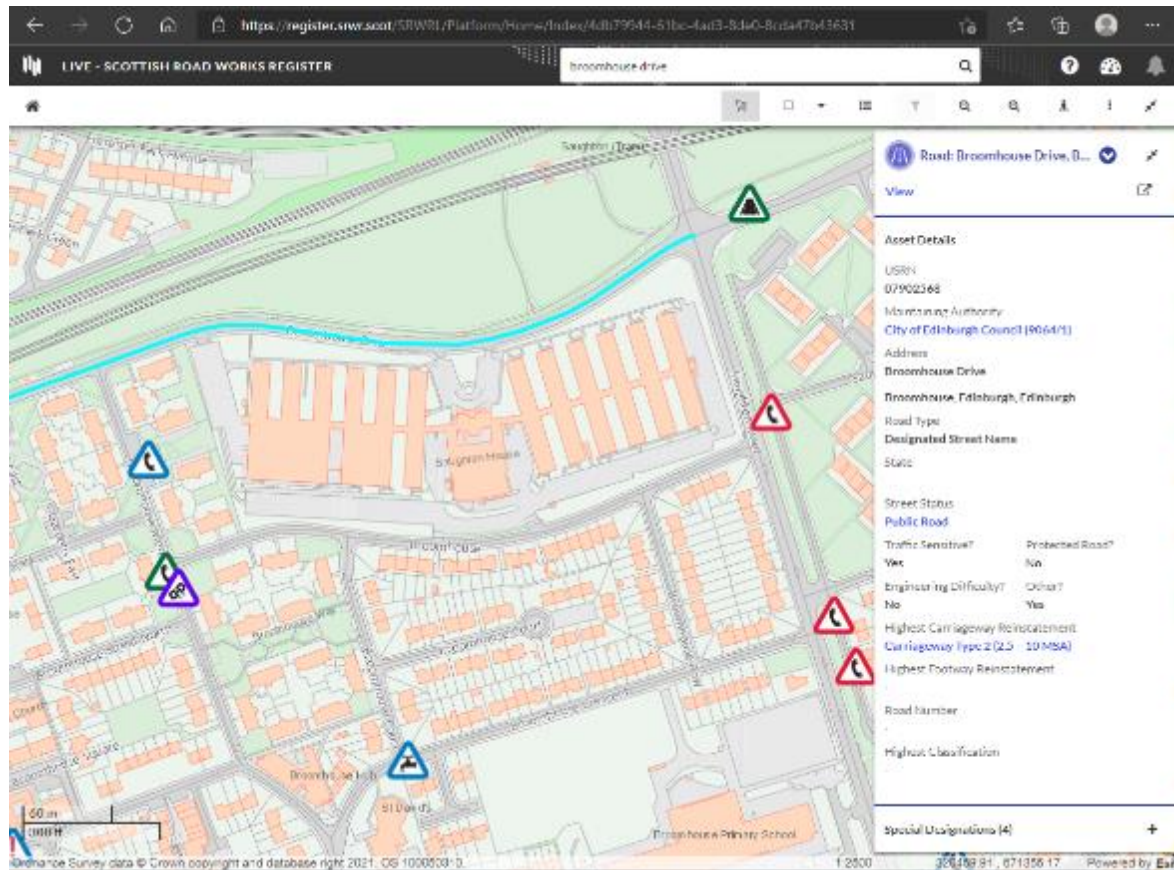


Figure 2 – Screenshot of the Scottish Road Works Register.

The average number of named users of the SRWR over the period was 2,065.

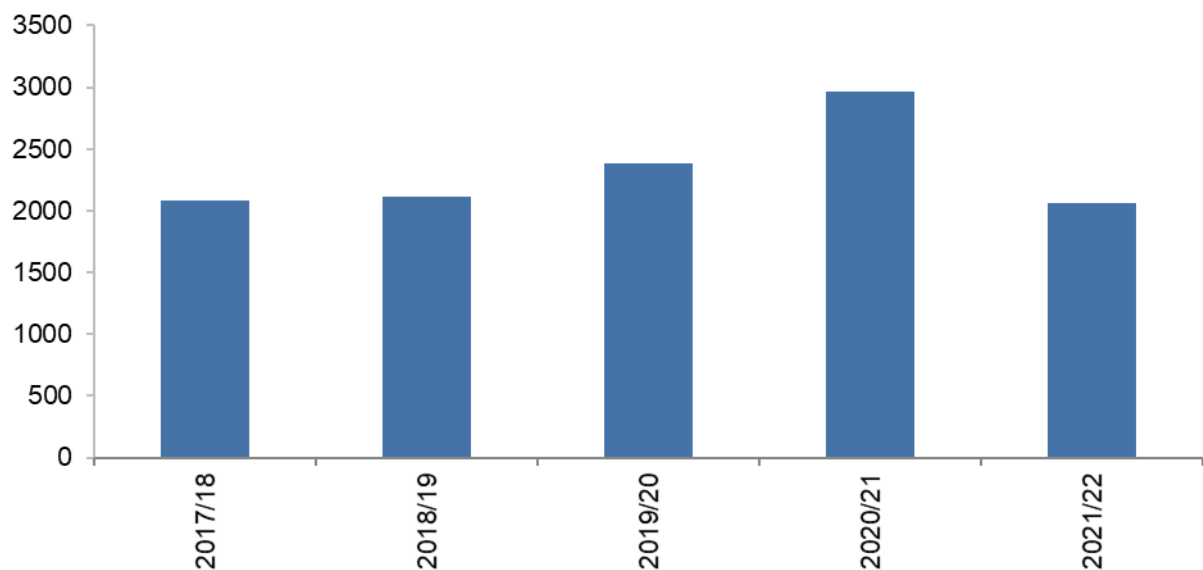


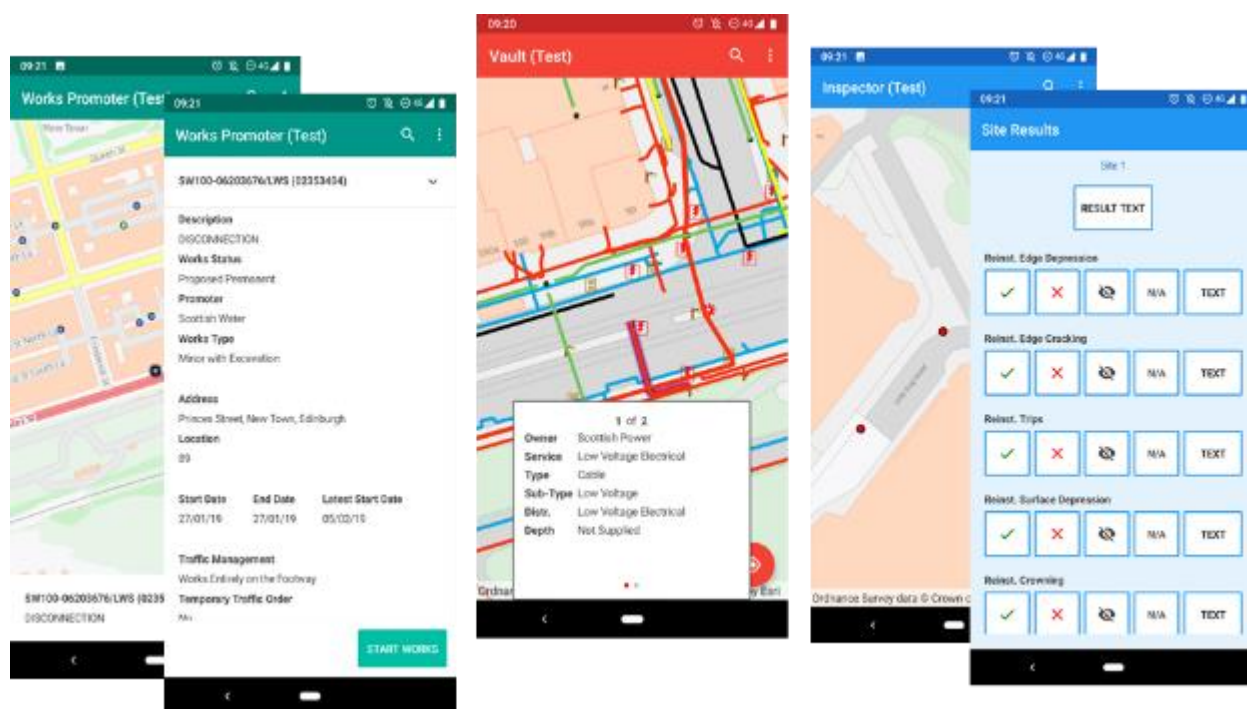
Figure 3 – Number of Named SRWR Users by Year.

Period	Users
2017/18	2088
2018/19	2117
2019/20	2387
2020/21	2960
2021/22	2065

**Table 5 – Number of Named SRWR Users by Year.**

The contracted maximum number of concurrent users (those logged into the SRWR at any one time) during 2021/22 was 256.

This reporting period was the fourth year of the contract for the provision of the SRWR on behalf of the Commissioner. The contract has a minimum duration of 4 years with the option to extend for an additional 3 years, in 1 year increments.



**Figure 4 – Screenshots of the three SRWR Apps available.**

Also included in the SRWR service are:



## Scottish Road Works Online

A cut down version of the SRWR is available on the internet for the travelling public to access information on road works, showing planned and current road works. The site is compatible with a variety of platforms including desktop, tablet and mobile phones.

Scottish Road Works Online can be found here:

[Scottish Road Works Online](https://www.roadworkscotland.org)

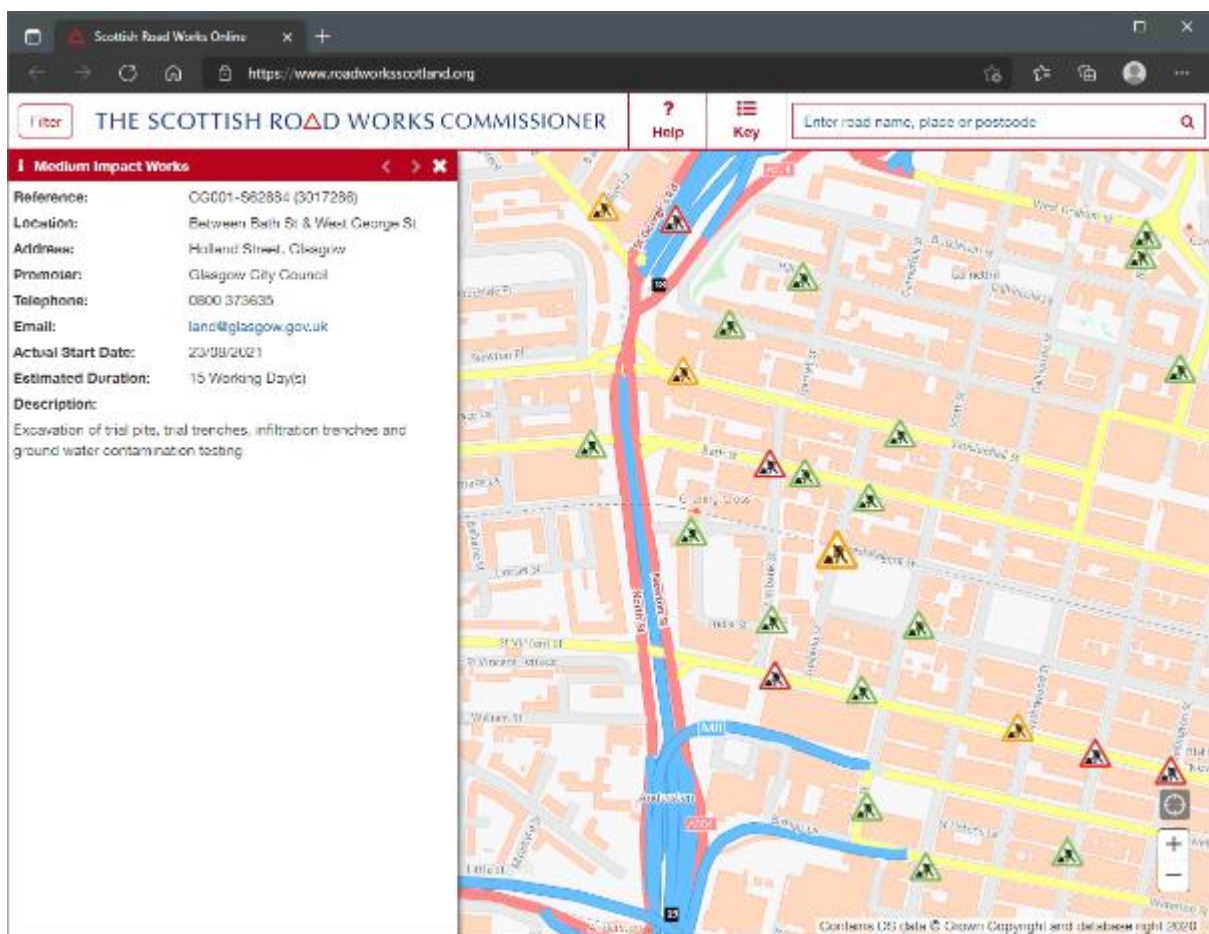


Figure 5 – Screenshot from Scottish Road Works Online

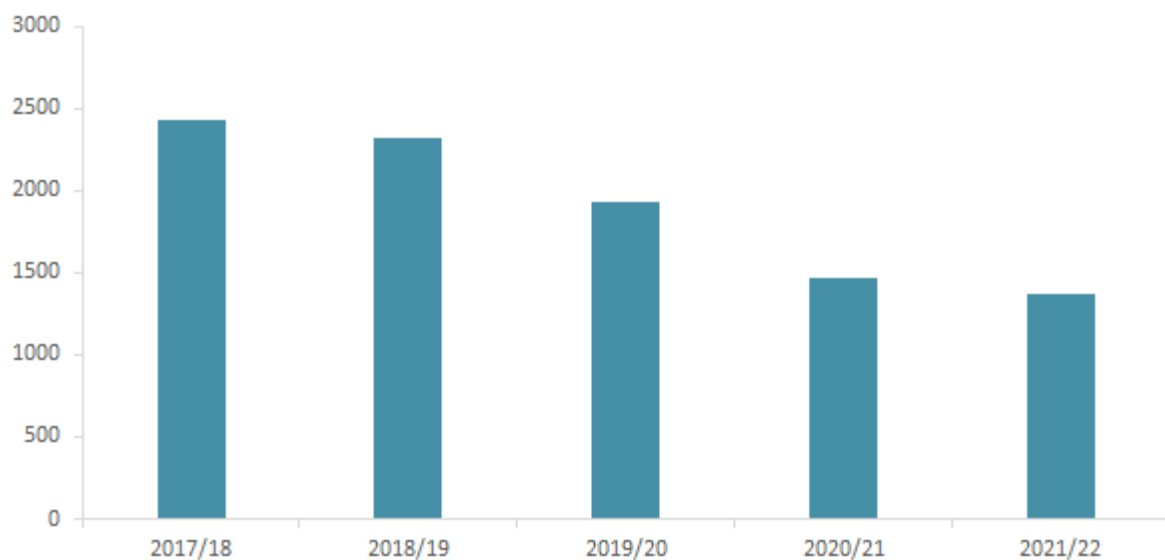
## Dial Before You Dig

Whilst the SRWR allows utility companies and roads authorities to exchange details of their apparatus, third parties (those not classed as undertakers or roads authorities) can request information using the Dial Before You Dig Plant Information

request facility. This protects operatives carrying out works from harm and protects assets from accidental damage caused by works.

Calls placed to the Dial Before You Dig service are handled by the service provider, Symology Ltd, as part of their contractual obligations for the provision of the SRWR. The provider uses the SRWR to pass details of the request to utility companies and roads authorities, who may have apparatus in the affected area. On receipt of a request utility companies and roads authorities are expected to respond with details of affected assets.

On average 128 requests/month were received during 2021/22.



**Figure 6 – Number of Dial Before You Dig requests processed**



Year	Requests
2017/18	2423
2018/19	2317
2019/20	1935
2020/21	1468
2021/22	1374

**Table 6 – Number of Dial Before You Dig requests processed**

Details on this service can be found at:

<http://dialbeforeyoudig.scot> or by calling 08000 231 251

## Community Apparatus Data Vault

*RAUC(S) Advice Note 1 – The Sharing of Plant Information* requires that records relating to apparatus/plant are made freely available for inspection by any roads authority or utility company. This information is provided using websites showing maps, CDs containing the data, maps by email or printed paper plans sent by post.

The Community Apparatus Data Vault (Vault) is a non-statutory addition to the SRWR introduced in 2011. It is one of the easiest ways available to an organisation to comply with its statutory obligation to share information. Vault displays information from all participating organisations simultaneously on one screen.

## SRWR System Training

The training in the use of the SRWR is now provided in a suite of 12 e-learning modules, which can be tailored to the users expected usage of the SRWR. Over the period 1,482 modules were completed by users.

## SRWR Open Data

As part of the new contract for the supply of the SRWR, it is a requirement that road works data recorded on SRWR is made available to download as Open Data. Every

transaction relating to works is available for download in a set of CSV (Comma Separated Value) files.

Further information can be found here:

[Scottish Road Works Register Open Data](#)

### **SRWR Steering Group and the System Assurance Team**

To ensure that SRWR services are fit for purpose, representatives of the SRWR user community meet regularly as members of the SRWR Steering Group and the System Assurance Team. These meetings are attended by representatives of the software contractor.

This engagement helps ensure that the SRWR continues to serve the needs of roads authorities and utility companies. These groups support both the Commissioner and RAUC(S).

### **Financing of the Scottish Road Works Register**

Provision of the SRWR is funded by the user community through a statutory Prescribed Fees and Amounts levy which is collected annually by the Commissioner.

The Parliamentary Regulations supporting the collection of “Fees and Amounts” required for the 2021/22 financial year were:

- *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008* which came into force on 29 February 2008. Whilst the “Fees” element of this legislation has been superseded, the “Amounts” element remains in force.
- *The Scottish Road Works Register (Prescribed Fees) Regulations 2021* which came into force on 1 April 2020 prescribes the fee to be collected for 2021/22.

The 2021/22 prescribed fees and amounts collected for the running of the SRWR totalled £915,000. Invoices for the operation of the SRWR were issued to the community on 1 April 2021. Of the 85 invoices issued, 65 were paid before the due date of 1 June 2021. The remaining 20 were all paid by 15 July 2021.

*The Scottish Road Works Register (Prescribed Fees) Amendment Regulations 2022* were laid before the Scottish Parliament on 19 January 2022. In conjunction with *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008*, these regulations prescribe the £882,993 required to operate the SRWR in 2021/22 and £950,387 required to operate the SRWR in 2022/23. During 2021/22 141,743 works were started, meaning an average cost of around £6.23 for each works started.

## 11. Legislation

The legal framework for road works in Scotland are the *New Roads and Street Works Act 1991* (as amended by the *Transport (Scotland) Act 2005*) and the associated secondary legislation, codes of practice and advice notes. In 2019 this was supplemented by the *Transport (Scotland) Act 2019*. Part 9 of the 2019 Act makes provisions to enhance the role of the Commissioner and to improve the regulation of road works in Scotland.

The *Transport (Scotland) Act 2019* received royal ascent in November 2019, and whilst there was a delay due to the Covid pandemic, several provisions contained in Part 9 have been commenced. The remaining provisions are due to be commenced in the next 2 years.

Reviewing legislation is an ongoing process which most public sector agencies undertake at some time. Reviews can be driven by sector developments, changes in technology/materials, changes in processes or be policy driven and should benefit stakeholders and the public. Consultation is an essential part of any review and a key part of developing legislation.

Links to this legislation and other publications can be found at the [Legislation & Guidance](#) section of the Commissioner's website.

### Policy Development Group (PDG)

The road works PDG meets quarterly and is chaired by the Scottish Government. Membership includes representatives from the Commissioner, RAUC(S), SCOTS, Street Works UK and the SRWR Steering Group. The group considers amendments to road works policy and provides advice on legislation, codes of practice and advice notes.

### Regulations

*The Scottish Road Works Commissioner (Imposition of Penalties) Regulations 2022* increased the maximum penalty that can be imposed by the Commissioner from £50,000 to £100,000. It came into force on 1 February 2022.

*The Scottish Road Works Register (Prescribed Fees) Regulations 2022* were made on 17 January 2022. These regulations revoked *The Scottish Road Works Register (Prescribed Fees) Regulations 2021*.

When applied in conjunction with *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008*, the 2022 regulations formed the basis for the collection of the 2022/23 and 2023/24 Prescribed Fees and Amounts for the operation of the SRWR.

## **Legislation and Future Legislation**

The Commissioner will continue to work closely with Scottish Government with this development and any future legislation.

## **12. Annual Report and Accounts**

AZETS Audit Services undertook an external audit of the 2021/22 Commissioner Annual Report and Accounts during the summer of 2022.

The Annual Report and Accounts for 2021/22 will be published by 31 December 2022 and be available to download here:

[Scottish Road Works Commissioner's Annual Accounts](#)

## 13. Reflection and Forward Planning

### Reflection

The number of road works registered in 2021/22 increased significantly on the previous year. There was an 18% increase in works compared to the year to 31 March 2021. This was largely down to three factors. Firstly, the impacts of Covid restrictions were lessened and both road authorities and utilities were able to undertake more works than in the previous year. There was almost certainly an element of ‘catching up’ on work that had been postponed from during the restrictive lockdown periods. In addition, there was a significant increase in works in the telecoms sector which reflects the ongoing drive to install superfast, fibre to the premises, broadband across Scotland.

Disruption from road works is inevitable but through good co-ordination and co-operation, facilitated by the Scottish Road Works Register, the disruption can be managed and minimised.

The Climate Emergency was brought to the forefront during the reporting period with COP26 in Glasgow in November 2021. Road works activities contribute to carbon emissions and it is therefore increasingly important to find ways to achieve net-zero road works as soon as possible. HAUC (UK) with Transport for London has recently commissioned a research study to identify how future road works could be carried out in a way that reduces congestion and supports the UK’s move to net zero carbon emissions. The findings of this important study will help inform the industry and allow the Commissioner to promote good practice in the pursuit of net-zero road works.

In the coming year there will be significant developments in the legislative framework requiring input from the Commissioner’s office including the full implementation of Reinstatement Quality Plans, changes to the requirements for noticing works start and works completion and the revision of the SROR.

In addition, the results of the latest National Coring Programme and the research project on the Service Life of Reinstatements will provide evidence of the current performance of utility reinstatements.

## Forward Planning

The *Business Plan 2022/23* developed in March 2022, is published on the Commissioner's website;

[Business Plan 2022-23 | Scottish Road Works Commissioner](#)

In addition to addressing the corporate aims of the office, the plan focuses on the overall governance and objective setting by business area. The plan acknowledges the work to assist Transport Scotland, associated with the progression of the *Transport (Scotland) Act 2019*.

The *2020-23 Corporate Plan* is also published on the Commissioner's website and it is intended that this will be reviewed in the coming year;

[Scottish Road Works Commissioner's Corporate Plan 2020-23](#)

The adoption of new remote working technology through the pandemic could allow the office to move to a hybrid working model which could bring significant benefits for the health and wellbeing of staff whilst reducing the office's carbon footprint.

This way of working is currently being trialled with staff.



## Appendix A. List of Terms and Descriptions

The table below provides a list of acronyms and terms used in this report.

Term	Description
Area RAUC	Area sub-group of the Roads Authorities and Utilities Committee
Commissioner	Scottish Road Works Commissioner
DBFO	Transport Scotland contractors engaged to Design, Build, Finance and Operate the road
EI(S)R	Environmental Information (Scotland) Regulations 2004
FOI(S)A	Freedom of Information (Scotland) Act 2002
FPN	Fixed Penalty Notice
Gazetteer	List of all roads maintained by a roads authority
HAUC (UK)	Highway Authorities and Utilities Committee (UK)
Local RAUC	Local Roads Authorities and Utilities Committee
NRSWA	New Roads and Street Works Act 1991, as amended by the Transport (Scotland) Act 2005 and the Transport (Scotland) Act 2019
PDG	Policy Development Group
RAUC(S)	Roads Authorities and Utilities Committee (Scotland)
Register	Scottish Road Works Register
Roads Authority (RA)	The authority responsible for the maintenance of the road and co-ordination of road works taking place on that road.
SCOTS	Society of Chief Officers of Transportation in Scotland
SROR	Specification for the Reinstatement of Openings in Roads
SRRB	Scottish Road Research Board
SRWR	Scottish Road Works Register

Term	Description
Utility Company (U)	Those organisations with the statutory powers to place and maintain apparatus in the road. Referred to “undertakers” in NRSWA.

## Appendix B. List of Roads Authorities and Utilities

### Roads Authorities

#### City Group

Aberdeen City Council  
Dundee City Council  
City of Edinburgh Council  
Glasgow City Council

#### Island Group

Comhairle nan Eilean Siar  
Orkney Islands Council  
Shetland Islands Council

#### Rural Group

Aberdeenshire Council  
Angus Council  
Argyll & Bute Council  
Scottish Borders Council  
Dumfries & Galloway Council  
Highland Council  
Perth & Kinross Council  
Moray Council

#### Semi-Urban Group

East Ayrshire Council  
East Lothian Council  
Fife Council  
Midlothian Council  
North Ayrshire Council  
South Ayrshire Council  
South Lanarkshire Council  
Stirling Council  
West Lothian Council

#### Urban Group

Clackmannanshire Council  
East Dunbartonshire Council  
East Renfrewshire Council  
Falkirk Council  
Inverclyde Council  
North Lanarkshire Council  
Renfrewshire Council  
West Dunbartonshire Council

#### Trunk Road

Transport Scotland on behalf of Scottish Ministers

## Other

Tay Road Bridge Joint Board

## Utility Companies

### Electricity

Electricity Network Company Ltd  
Energy Asset Networks  
ESP Electricity  
Forbury Assets Limited  
Fulcrum Electricity Assets Limited  
Indigo Power  
InFocus Public Networks  
Last Mile Electricity Limited  
Moray Offshore Windfarm (West) Ltd  
mua Electricity Limited (formerly Murphy Power Distribution Limited)  
National Grid  
Persimmon Homes Ltd  
Scottish Hydro Electric Power Distribution plc (formerly SSEN)  
SP Energy Networks (SPEN)

### Gas

Energy Assets Pipelines  
ES Pipelines Limited  
Fulcrum Pipeline Limited  
GTC Pipelines Limited  
Indigo Pipelines  
Last Mile Gas Limited  
mua Gas Limited (formerly Murphy Gas Networks Limited)  
NorthConnect  
Premier Transmission Limited  
SGN

### Pipelines

BP  
EnQuest  
Exolum Pipeline Systems Limited  
INEOS O & P UK  
INEOS FPS  
Petroineos Manufacturing Scotland Ltd (PMSL)  
Shell

## Telecoms

Arqiva  
Axione UK Ltd  
Border Link Broadband Limited  
Broadband for the Rural North (B4RN)  
Broadway Partners Ltd  
BT  
CityFibre  
Commsworld Limited  
Concept Solutions People Limited (CSP Ltd)  
EE  
Grain Communications  
Hutchison 3G  
Hyperoptic  
Lothian Broadband  
Lumen Technologies UK Ltd (previously CenturyLink)  
Neos Networks (formerly SSE Telecoms)  
Netomnia Limited  
North Connect  
Open Fibre Networks Ltd  
Optify Mediaforce Ltd (formerly PCCW Global Networks UK Ltd)  
Sky UK  
TalkTalk Business  
Telefonica UK  
Verizon  
Virgin Media Group  
Vodafone Limited  
Zayo (previously GEO)

## Water

Scottish Water

## Others

Network Rail  
Royal Mail

## Appendix C. Extent of Engagement

Committees and working groups which met during the reporting period at which the Commissioner or a representative attended. Due to the pandemic, meetings were held virtually.

Committees	Frequency	Reports to
Highway Authorities and Utilities Committee (UK)	3 per year	N/A
Roads Authorities and Utilities Committee (Scotland)	Quarterly	N/A
Area RAUC	Quarterly	RAUC(S)
Local RAUC	Quarterly	Area RAUCs

Working Groups	Frequency	Reports to
Policy Development Group	Quarterly	Scottish Government
Specification for the Reinstatement of Openings in Roads Working Group	When required	RAUC(S)
SRWR Steering Group	Quarterly	The Commissioner/RAUC(S)
RAUC(S) Gazetteer Working Group	Quarterly	RAUC(S)
System Assurance Team	Quarterly	SRWR Steering Group
SRWR Reporting Group	When Required	SRWR Steering Group
Code of Practice for Inspections Working Group	When Required	RAUC(S)
Training and Accreditation Group (UK)	Quarterly	HAUC (UK)

In addition to the above specific groups, the following summarises other engagements undertaken during the reporting period by the Commissioner during 2021/22.

Meeting/Engagement	Frequency/Summary
Utility company specific meetings	Meetings include the promotion of good practice, compliance and enforcement.
Roads authority specific meetings	Meetings include the promotion of good practice, compliance and enforcement.
Scottish Government	Specialist technical policy groups to assist in the progress of specialist policies and directives.  Input into significant national events.  Liaison meetings as required.
Continued professional development	Staff development and knowledge exchange to ensure good practice within the industry.
SRWR contract meetings	Quarterly liaison meetings with the software provider.

## Appendix D. Additional Indicator Reports

### Performance Review Rating 2021/22

Type	Organisation	Rating
RA	Comhairle nan Eilean Siar	Well Managed
RA	East Lothian Council	Well Managed
RA	Midlothian Council	Well Managed
RA	Moray Council	Well Managed
RA	North Ayrshire Council	Well Managed
RA	North Lanarkshire Council	Well Managed
RA	Renfrewshire Council	Well Managed
RA	Scottish Borders Council	Well Managed
RA	South Lanarkshire Council	Well Managed
RA	West Dunbartonshire Council	Well Managed
RA	West Lothian Council	Well Managed
U	EE	Well Managed
U	Gas Transportation Company	Well Managed
U	NEOS Networks	Well Managed
U	Network Rail	Well Managed
RA	Aberdeen City Council	Satisfactory
RA	Aberdeenshire Council	Satisfactory
RA	Angus Council	Satisfactory
RA	Argyll & Bute Council	Satisfactory
RA	City of Edinburgh Council	Satisfactory
RA	Clackmannanshire Council	Satisfactory
RA	Dumfries & Galloway Council	Satisfactory



Type	Organisation	Rating
RA	Dundee City Council	Satisfactory
RA	East Dunbartonshire Council	Satisfactory
RA	East Renfrewshire Council	Satisfactory
RA	Falkirk Council	Satisfactory
RA	Inverclyde Council	Satisfactory
RA	Orkney Islands Council	Satisfactory
RA	Shetland Islands Council	Satisfactory
RA	Transport Scotland	Satisfactory
RA	Stirling Council	Satisfactory
RA	Transport Scotland	Satisfactory
U	BT	Satisfactory
U	Commsworld	Satisfactory
U	Indigo Pipelines	Satisfactory
U	Last Mile Gas	Satisfactory
U	Royal Mail	Satisfactory
U	Scottish Water	Satisfactory
U	SGN	Satisfactory
U	SP Energy Networks	Satisfactory
U	Scottish Hydro Electric Power Distribution	Satisfactory
U	Telefonica UK	Satisfactory
U	Vodafone	Satisfactory
RA	East Ayrshire Council	Unsatisfactory
RA	Fife Council	Unsatisfactory
RA	Glasgow City Council	Unsatisfactory

Type	Organisation	Rating
RA	Highland Council	Unsatisfactory
RA	Perth & Kinross Council	Unsatisfactory
RA	South Ayrshire Council	Unsatisfactory
RA	Tay Road Bridge Joint Board	Unsatisfactory
U	Arqiva	Unsatisfactory
U	Axione	Unsatisfactory
U	Borderlink Broadband	Unsatisfactory
U	CityFibre	Unsatisfactory
U	E S Pipelines	Unsatisfactory
U	Energy Assets Pipelines	Unsatisfactory
U	ESP Electricity	Unsatisfactory
U	Fulcrum Pipelines Limited	Unsatisfactory
U	Hyperoptic	Unsatisfactory
U	Indigo Power	Unsatisfactory
U	Last Mile Electricity	Unsatisfactory
U	Lothian Broadband	Unsatisfactory
U	mua Electricity Limited	Unsatisfactory
U	Verizon	Unsatisfactory
U	Virgin Media	Unsatisfactory
U	Zayo	Unsatisfactory

**Table 7 – Performance review rating 2021/22**

## Roads authority and utility company noticing failures as a percentage of actual starts

All qualifying road works carried out by utility companies and roads authorities are required to be registered (noticed) on the Scottish Road Works Register (SRWR).

Utility company noticing failures are system generated by the SRWR and referred to as potential noticing offences. Each potential noticing offence is reviewed by a roads authority and may attract a Fixed Penalty Notice (FPN) (not all roads authorities have taken up the option to issue FPNs).

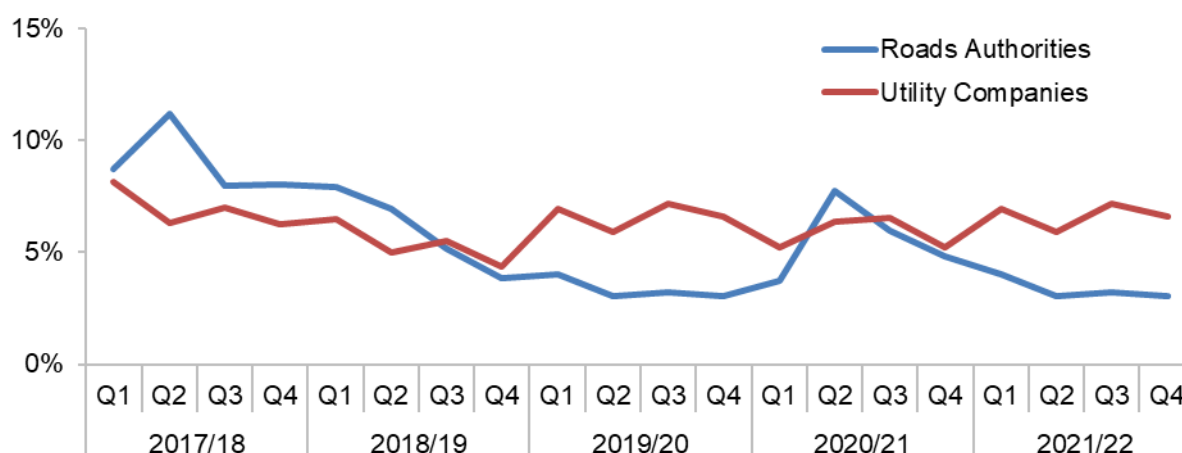
Roads authority noticing failures are also system generated by the SRWR and referred to as potential noticing failures for comparison purposes with utility company performance. They are not subject to FPNs as an authority cannot issue a penalty against themselves.

This indicator compares the average noticing failure rate of all utility companies against the average noticing failure rate of all roads authorities and the individual failure rates of utility companies and roads authorities.

Notices required to be registered on the SRWR include:

- Advance Notice (NRSWA Section 113(5))
- Start Notice (NRSWA Section 114(5))
- Emergency Notice (NRSWA Section 116(4))
- Works Closed Notice (NRSWA Section 129(6))

It is expected that all roads authorities and utility companies achieve a failure rate of 4% or less, as noticing of road works is an administrative function.



**Figure 7 – Roads authority and utility company noticing failures as a percentage of actual starts**

*(Source: SRWR Reports 2a and 2b)*

Roads Authorities	2017/18	2018/19	2019/20	2020/21	2021/22
Aberdeen City Council	26.3%	7.0%	3.9%	5.5%	3.8%
Aberdeenshire Council	6.1%	13.1%	4.0%	6.9%	6.4%
Angus Council	22.7%	4.3%	1.2%	3.4%	1.4%
Argyll & Bute Council	2.6%	2.6%	5.8%	13.7%	4.1%
City of Edinburgh Council	21.6%	21.1%	7.8%	9.4%	5.5%
Clackmannanshire Council	4.6%	2.3%	0.6%	6.1%	8.8%
Comhairle nan Eilean Siar	2.1%	1.7%	0.8%	1.0%	1.2%
Dumfries & Galloway Council	13.3%	3.7%	2.5%	12.0%	8.6%
Dundee City Council	13.7%	15.3%	14.6%	17.6%	9.8%
East Ayrshire Council	7.5%	11.6%	16.7%	10.5%	4.1%
East Dunbartonshire Council	1.6%	2.5%	1.6%	2.5%	1.6%
East Lothian Council	8.3%	5.3%	10.1%	19.7%	2.3%
East Renfrewshire Council	12.4%	18.4%	10.0%	5.6%	3.6%
Falkirk Council	5.3%	4.7%	4.2%	6.8%	4.6%

<b>Roads Authorities</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
Fife Council	19.2%	8.6%	2.9%	6.9%	4.5%
Glasgow City Council	9.2%	6.7%	4.1%	17.9%	7.8%
Highland Council	11.4%	10.0%	7.8%	11.4%	9.0%
Inverclyde Council	1.8%	3.0%	1.7%	1.4%	2.4%
Midlothian Council	8.0%	1.9%	0.6%	4.0%	0.0%
Moray Council	3.3%	0.5%	2.5%	12.1%	5.3%
North Ayrshire Council	3.3%	8.3%	2.8%	15.2%	2.0%
North Lanarkshire Council	9.6%	4.4%	1.9%	3.8%	2.0%
Orkney Islands Council	21.6%	7.1%	8.7%	21.5%	9.7%
Perth & Kinross Council	7.4%	4.4%	1.2%	3.0%	5.6%
Renfrewshire Council	1.4%	1.1%	0.9%	3.7%	1.2%
Scottish Borders Council	14.0%	8.0%	3.2%	7.3%	4.1%
Shetland Islands Council	2.1%	2.5%	4.3%	10.4%	7.9%
South Ayrshire Council	5.8%	6.3%	6.3%	5.8%	3.6%
South Lanarkshire Council	9.2%	5.0%	2.6%	6.1%	5.2%
Stirling Council	6.5%	4.3%	4.6%	14.8%	2.8%
Tay Road Bridge Joint Board	0.0%	0.0%	9.1%	200.0%	0.0%
Transport Scotland	6.5%	3.9%	3.1%	3.1%	1.3%
West Dunbartonshire Council	9.7%	70.7%	35.8%	5.2%	3.8%
West Lothian Council	12.9%	4.7%	3.0%	4.3%	1.8%

**Table 8 – Roads authority noticing failures as a percentage of actual starts**

*(Source: SRWR Report 2a and SRWR Report 9a)*

Organisation	2016/17	2017/18	2018/19	2019/20	2021/22
Arqiva	6.1%	14.2%	2.9%	0.0%	66.7%
Axione UK Limited	N/A	N/A	0.0%	7.1%	28.0%
Borderlink Broadband Limited	N/A	N/A	N/A	N/A	42.5%
Broadband for Rural North	N/A	N/A	N/A	N/A	N/A
BT	7.9%	4.3%	3.4%	3.7%	4.2%
CityFibre	9.1%	6.1%	6.1%	5.6%	4.0%
Commsworld Limited	N/A	N/A	N/A	0.0%	6.8%
Concept Solutions People	0.0%	30.0%	66.7%	N/A	N/A
EE	6.2%	9.5%	3.5%	5.6%	3.3%
Energy Assets Pipelines	83.3%	13.6%	16.3%	14.9%	10.3%
ES Pipelines Limited	15.2%	8.3%	9.2%	50.8%	42.5%
ESP Electricity	N/A	0.0%	N/A	N/A	100.0%
Fulcrum Pipeline Limited	124.5%	55.3%	67.7%	46.2%	42.9%
GTC Pipelines Limited	27.3%	24.0%	24.6%	7.9%	3.1%
Hyperoptic	0.0%	4.5%	20.0%	17.0%	25.1%
INEOS FPS	100.0%	25.0%	N/A	0.0%	N/A%
INEOS O & P UK	50.0%	N/A	N/A	N/A	N/A%
Last Mile Electricity Limited	14.5%	30.6%	16.2%	8.8%	10.9%
Last Mile Gas Limited	N/A	N/A	N/A	4.2%	6.2%
Lothian Broadband	N/A	N/A	0.0%	0.0%	15.7%
Lumen Technologies UK Ltd	0.0%	20.0%	17.6%	50.0%	N/A
mua Gas Limited	N/A	N/A	N/A	100.0%	N/A
mua Electricity Limited	N/A	N/A	N/A	65.4%	36.7%

Organisation	2016/17	2017/18	2018/19	2019/20	2021/22
National Grid	0.0%	10.5%	N/A	N/A	N/A
Neos networks	2.3%	1.6%	3.2%	7.4%	1.3%
Network Rail	10.9%	6.1%	2.0%	3.9%	3.4%
Petroineos Manufacturing Scotland Ltd	N/A	N/A	66.7%	N/A	N/A
Royal Mail	14.5%	25.3%	4.1%	25.3%	0.0%
Scottish Hydro Electric Power Distribution	5.6%	4.7%	13.5%	8.2%	9.6%
Scottish Water	3.7%	3.1%	3.1%	3.4%	4.5%
SGN	8.7%	7.3%	5.6%	7.9%	6.6%
Sky UK	N/A	58.3%	0.0%	0.0%	N/A
SP Energy Networks	7.1%	7.1%	6.2%	5.8%	8.1%
Telefonica UK	11.5%	6.2%	5.3%	11.6%	4.1%
Verizon	47.6%	22.2%	0.0%	50.0%	10.0%
Virgin Media	8.5%	8.1%	6.9%	13.6%	19.3%
Vodafone	8.3%	6.0%	3.2%	4.1%	2.3%
Zayo	7.1%	72.7%	50.0%	20.0%	54.5%

Note: N/A indicates the organisation did not undertake any works in that year.

**Table 9 – Utility company noticing failures as a percentage of actual starts**

*(Source: SRWR Report 2b and SRWR Report 9a)*

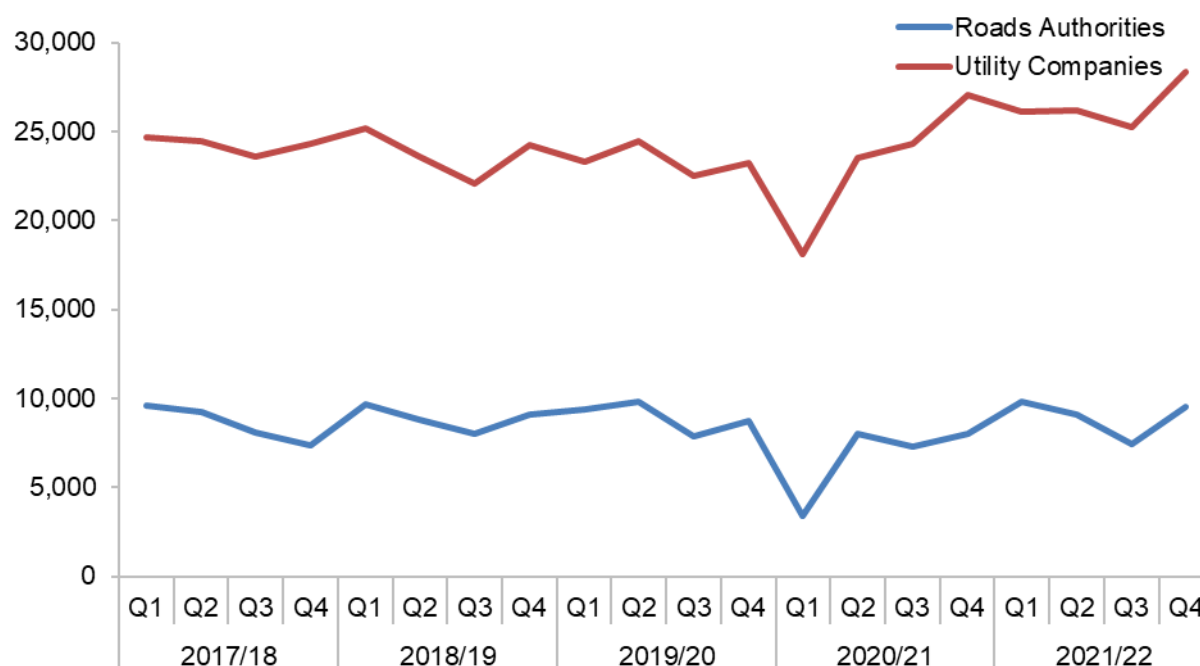
## Actual starts (Roads authority and utility company)

Subject to the scale of the road works, utility companies and roads authorities are required to register 24 hour, 3 day or 7 day advance notifications on the Scottish Road Works Register (SRWR) for all qualifying works.

When road works actually commence on site, organisations are then required to register an actual start notice.

For example, works subject to a 7 day notification require an actual start to be registered between Day 7 and Day 14, and this must be registered by noon the following day.

This indicator shows the number of actual start notices registered on the SRWR by roads authorities and utility companies, including emergency and urgent works.



**Figure 8 – Roads authority and utility company actual starts**

*(Source: SRWR Report 9a)*



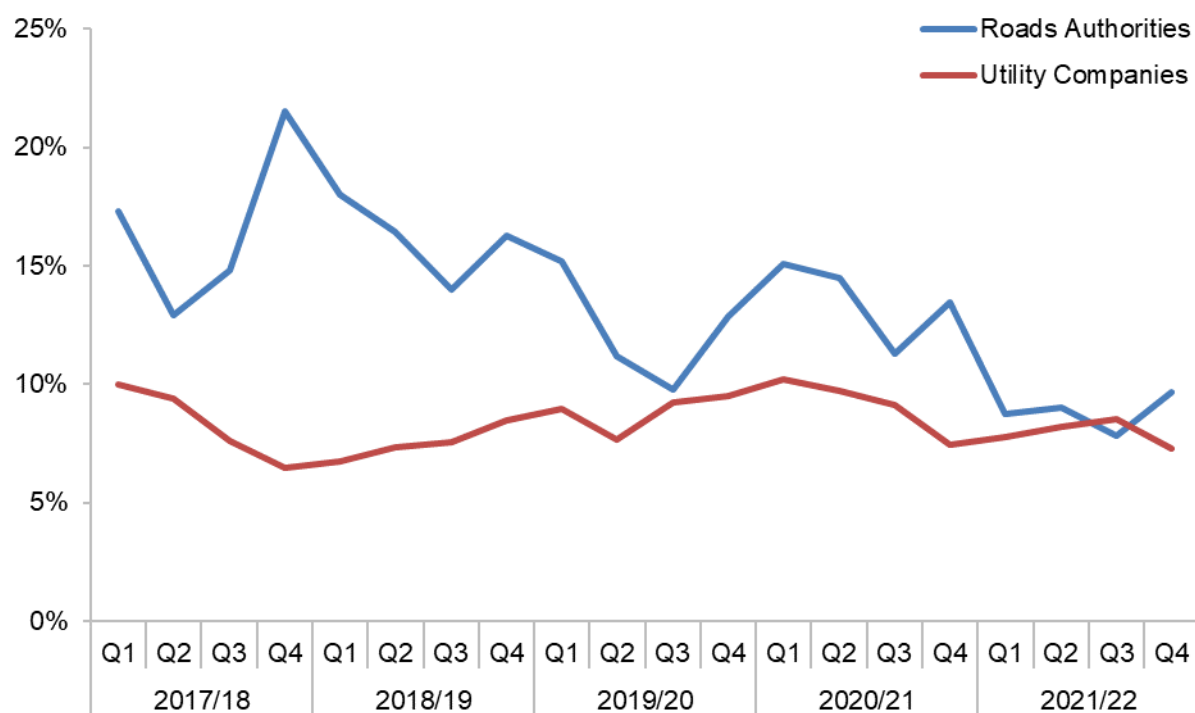
Period	Roads Authorities	Utility Companies
2017/18 Q1	6,090	24,651
2017/18 Q2	9,213	24,840
2017/18 Q3	8,099	23,595
2017/18 Q4	7,343	24,324
2018/19 Q1	9,640	25,194
2018/19 Q2	8,807	23,622
2018/19 Q3	7,981	22,096
2018/19 Q4	9,070	24,249
2019/20 Q1	9,375	23,265
2019/20 Q2	9,842	24,470
2019/20 Q3	7,786	22,494
2019/20 Q4	8,725	23,216
2020/21 Q1	3,388	18,101
2020/21 Q2	7,990	23,519
2020/21 Q3	7,316	24,325
2020/21 Q4	8,019	27,066
2021/22 Q1	9,820	26,083
2021/22 Q2	9,076	26,179
2021/22 Q3	7,458	25,253
2021/22 Q4	9,515	28,359

**Table 10 – Roads authority and utility company noticing actual starts**  
(Source: SRWR Report 9a)

## Early and late starts as a percentage of actual starts

This indicator records the percentage of works with a registered start date in the SRWR where an early or late start request has subsequently been made.

Early starts with the agreement of utility companies and roads authorities can be a sign of good co-ordination. Where a window of opportunity exists to undertake works, it should be considered. Excessive use suggests poor works planning.



**Figure 9 – Early starts as a percentage of actual starts**

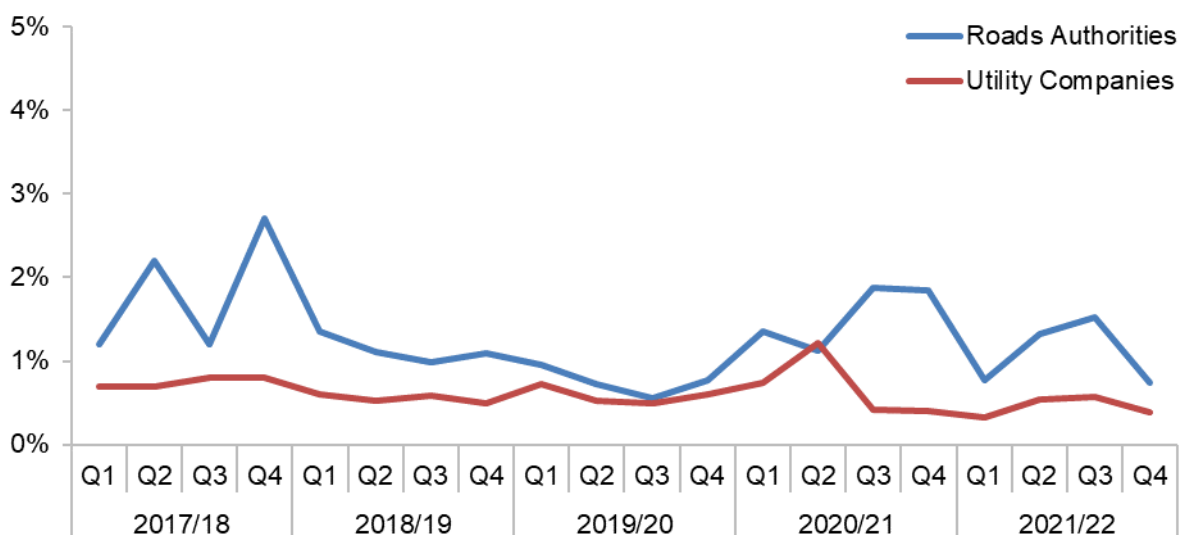
*(Source: SRWR Report 10 and SRWR Report 9a)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	17.3%	10.0%
2017/18 Q2	12.9%	9.4%
2017/18 Q3	14.8%	7.6%
2017/18 Q4	21.5%	6.5%
2018/19 Q1	18.0%	6.7%

Period	Roads Authorities	Utility Companies
2018/19 Q2	16.4%	7.4%
2018/19 Q3	14.0%	7.5%
2018/19 Q4	16.3%	8.5%
2019/20 Q1	15.2%	9.0%
2019/20 Q2	11.2%	7.7%
2019/20 Q3	9.8%	9.2%
2019/20 Q4	12.9%	9.5%
2020/21 Q1	15.1%	10.2%
2020/21 Q2	14.5%	9.7%
2020/21 Q3	11.3%	9.1%
2020/21 Q4	13.5%	7.4%
2021/22 Q1	8.8%	7.8%
2021/22 Q2	9.0%	8.2%
2021/22 Q3	7.8%	8.5%
2021/22 Q4	9.7%	7.3%

**Table 11 – Early starts as a percentage of actual starts**

*(Source: SRWR Report 10 and SRWR Report 9a)*



**Figure 10 – Late starts as a percentage of actual starts**

*(Source: SRWR Report 10 and SRWR Report 9a)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	1.2%	0.7%
2017/18 Q2	2.2%	0.7%
2017/18 Q3	1.2%	0.8%
2017/18 Q4	2.7%	0.8%
2018/19 Q1	1.4%	0.6%
2018/19 Q2	1.1%	0.5%
2018/19 Q3	1.0%	0.6%
2018/19 Q4	1.1%	0.5%
2019/20 Q1	1.0%	0.7%
2019/20 Q2	0.7%	0.5%
2019/20 Q3	0.6%	0.5%
2019/20 Q4	0.8%	0.6%
2020/21 Q1	1.4%	0.7%

Period	Roads Authorities	Utility Companies
2020/21 Q2	1.1%	1.2%
2020/21 Q3	1.9%	0.4%
2020/21 Q4	1.8%	0.4%
2021/22 Q1	0.8%	0.3%
2021/22 Q2	1.3%	0.5%
2021/22 Q3	1.5%	0.6%
2021/22 Q4	0.7%	0.4%

**Table 12 – Late starts as a percentage of actual starts**

*(Source: SRWR Report 10 and SRWR Report 9a)*

## Unplanned works as a percentage of actual starts

Where works are considered, by a roads authority or utility company to be emergency, urgent or remedial dangerous they are considered to be unplanned works and there are special noticing procedures which allow works to start as soon as possible.

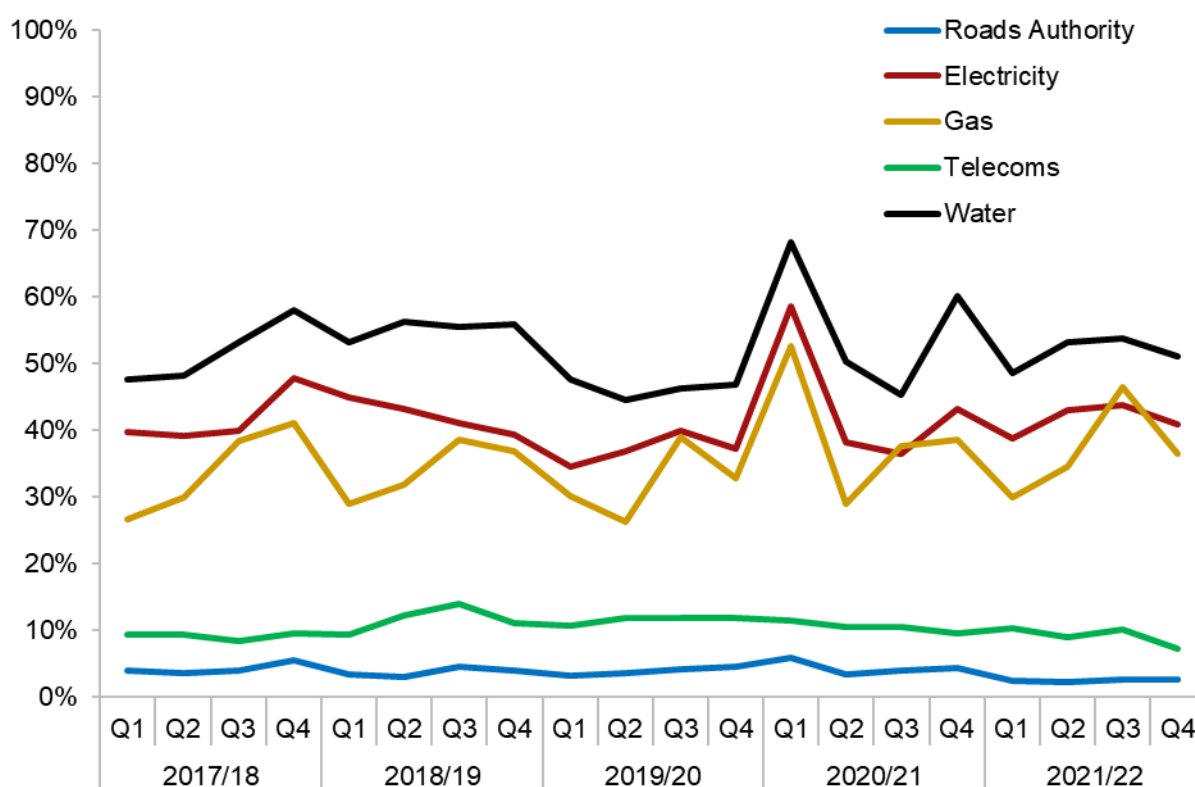


Figure 11 – Unplanned works as a percentage of actual starts

(Source: SRWR Report 9a)

Period	Elec	Gas	RA	Tel	Water	Other
2017/18 Q1	39.8%	26.6%	4.0%	9.4%	47.7%	3.7%
2017/18 Q2	39.2%	30.0%	3.7%	9.5%	48.2%	6.8%
2017/18 Q3	39.9%	38.4%	4.1%	8.4%	53.2%	3.0%
2017/18 Q4	47.8%	41.2%	5.5%	9.7%	58.0%	7.5%
2018/19 Q1	44.9%	29.0%	3.4%	9.4%	53.2%	5.4%

Period	Elec	Gas	RA	Tel	Water	Other
2018/19 Q2	43.2%	32.0%	3.1%	12.2%	56.2%	6.7%
2018/19 Q3	41.2%	38.6%	4.7%	13.9%	55.5%	7.8%
2018/19 Q4	39.3%	36.9%	4.1%	11.2%	55.9%	8.9%
2019/20 Q1	34.6%	30.2%	3.3%	10.8%	47.6%	3.6%
2019/20 Q2	36.9%	26.3%	3.6%	11.9%	44.5%	4.2%
2019/20 Q3	39.9%	39.1%	4.1%	11.9%	46.2%	3.0%
2019/20 Q4	37.2%	32.8%	4.6%	11.9%	47.0%	3.0%
2020/21 Q1	58.6%	52.7%	5.9%	11.5%	68.3%	1.5%
2020/21 Q2	38.2%	29.0%	3.4%	10.5%	50.3%	2.7%
2020/21 Q3	36.5%	37.6%	4.0%	10.6%	45.3%	2.4%
2020/21 Q4	43.2%	38.5%	4.4%	9.6%	60.1%	6.7%
2021/22 Q1	38.8%	29.9%	2.4%	10.4%	48.6%	1.7%
2021/22 Q2	43.0%	34.5%	2.3%	9.1%	53.3%	2.0%
2021/22 Q3	43.8%	46.4%	2.8%	10.2%	53.9%	2.5%
2021/22 Q4	40.8%	36.4%	2.7%	7.3%	51.0%	1.6%

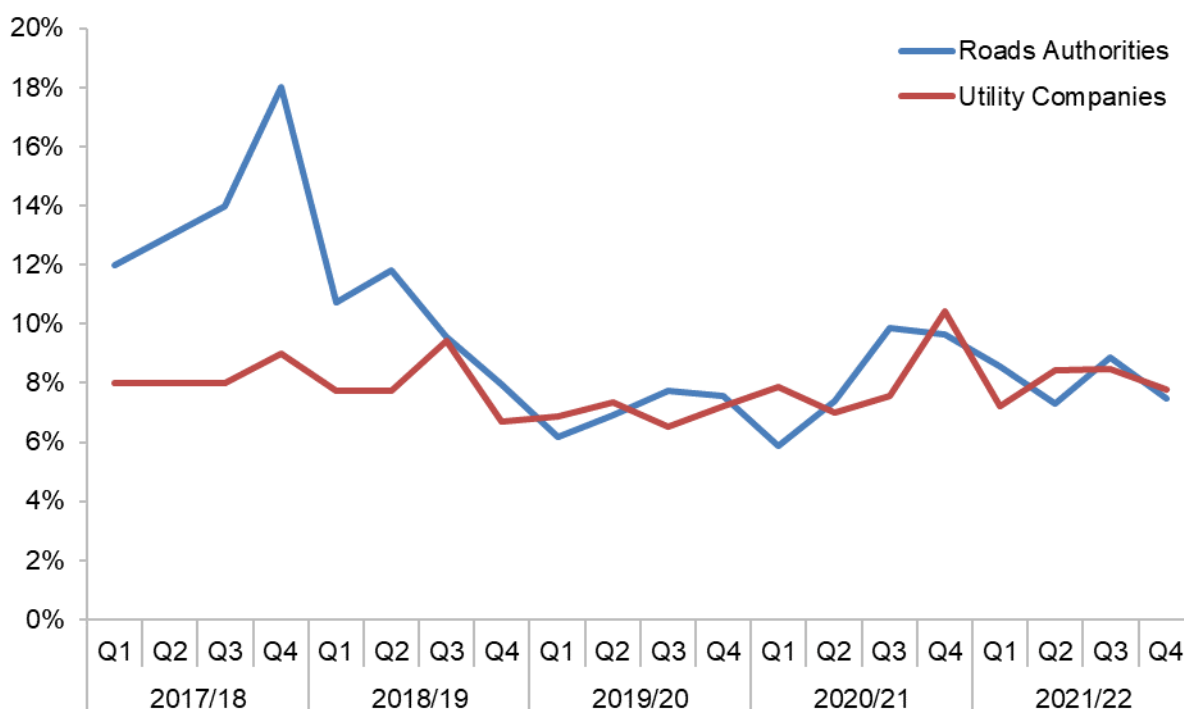
**Table 13 – Unplanned works as a percentage of actual starts**

*(Source: SRWR Report 9a)*

## Work extensions as a percentage of actual starts

Works extensions are granted to a utility company with the agreement of the affected roads authority when an expected completion date is unlikely to be achieved.

This indicator compares the percentage of utility company road works and roads authority works which have been extended beyond their expected end date.



**Figure 12 – Works extensions as a percentage of actual starts**

*(Source: SRWR Report 12 and SRWR Report 9a)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	12.0%	8.0%
2017/18 Q2	13.0%	8.0%
2017/18 Q3	14.0%	8.0%
2017/18 Q4	18.0%	9.0%
2018/19 Q1	10.7%	7.7%
2018/19 Q2	11.8%	7.7%



Period	Roads Authorities	Utility Companies
2018/19 Q3	9.5%	9.4%
2018/19 Q4	7.9%	6.7%
2019/20 Q1	6.2%	6.9%
2019/20 Q2	6.9%	7.3%
2019/20 Q3	7.7%	6.5%
2019/20 Q4	7.6%	7.2%
2020/21 Q1	5.9%	7.9%
2020/21 Q2	7.4%	7.0%
2020/21 Q3	9.8%	7.6%
2020/21 Q4	9.7%	10.4%
2021/22 Q1	8.6%	7.2%
2021/22 Q2	7.3%	8.4%
2021/22 Q3	8.9%	8.5%
2021/22 Q4	7.5%	7.8%

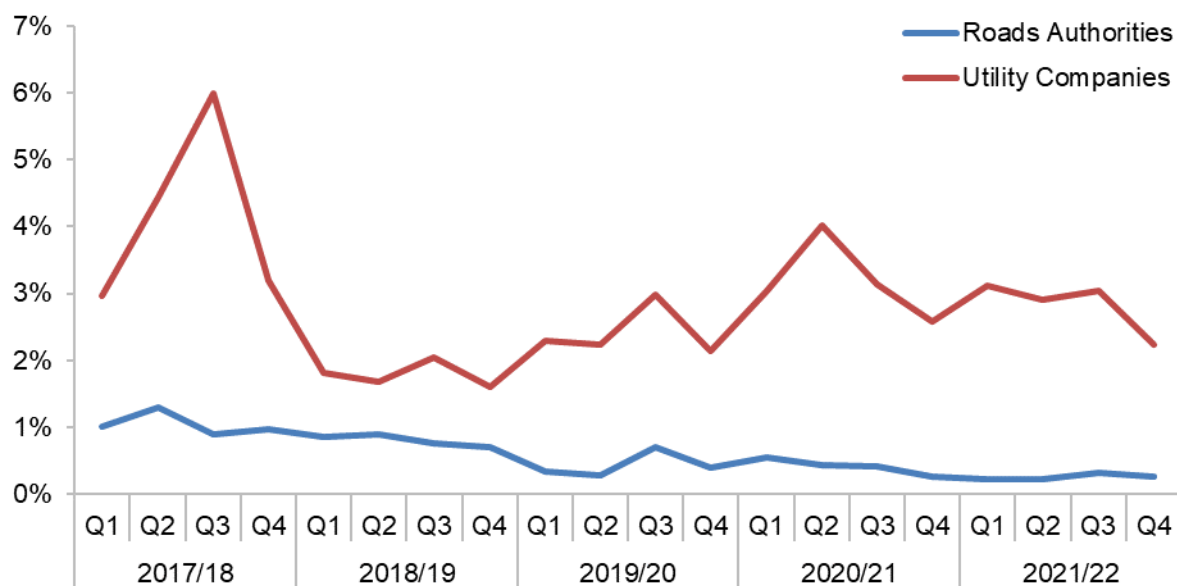
**Table 14 – Works extensions as a percentage of actual starts**

*(Source: SRWR Report 12 and SRWR Report 9a)*

## Overrunning works as a percentage of planned works

Works overruns occur when a road works completion date goes beyond the expected end date recorded in the Scottish Road Works Register (SRWR).

Note: The term “planned works” include major standard and minor works registered on the SRWR.



**Figure 13 – Overrunning works as a percentage of planned works**

*(Source: SRWR Report 6 and SRWR Report 9a)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	1.0%	3.0%
2017/18 Q2	1.3%	4.4%
2017/18 Q3	0.9%	6.0%
2017/18 Q4	1.0%	3.2%
2018/19 Q1	0.9%	1.8%
2018/19 Q2	0.9%	1.7%
2018/19 Q3	0.8%	2.0%

Period	Roads Authorities	Utility Companies
2018/19 Q4	0.7%	1.6%
2019/20 Q1	0.3%	2.3%
2019/20 Q2	0.3%	2.2%
2019/20 Q3	0.7%	3.0%
2019/20 Q4	0.4%	2.1%
2020/21 Q1	0.5%	1.9%
2020/21 Q2	0.4%	2.9%
2020/21 Q3	0.4%	2.3%
2020/21 Q4	0.3%	1.8%
2021/22 Q1	0.2%	3.1%
2021/22 Q2	0.2%	2.9%
2021/22 Q3	0.3%	3.0%
2021/22 Q4	0.3%	2.2%

**Table 15 – Overrunning works as a percentage of planned works**

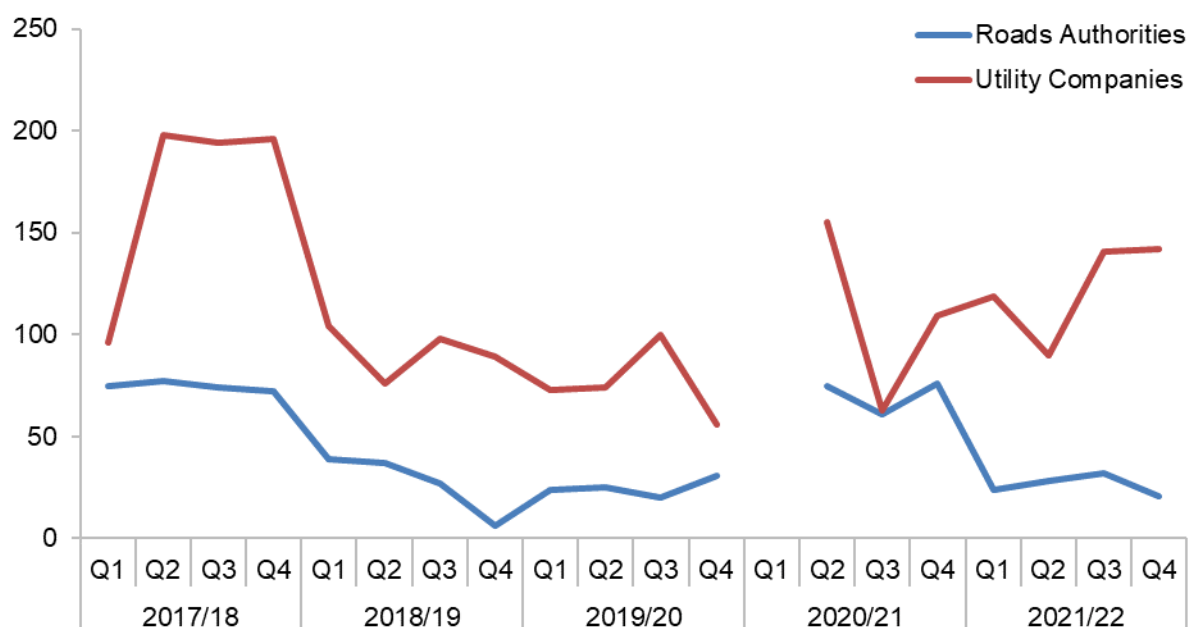
*(Source: SRWR Report 6 and SRWR Report 9a)*

## Works awaiting closure and/or registration of final site reinstatement details

On completion of road works on site, utility companies are required to place a “works closed” notice in the SRWR by 16:30 the following day. This is followed by a “final site reinstatement details” notice within 5 days.

On completion of road works on site, roads authorities are required to place a “works closed” notice in the SRWR by 16:30 the following day. There is no requirement to record site reinstatement details.

This report compares utility company failures to place “works closed” notices against roads authority failures to place “works closed” notices.



Note: Figures for 2020/21 Q1 were incorrectly inflated due to a problem with a SRWR upgrade. The incorrect figures have been removed

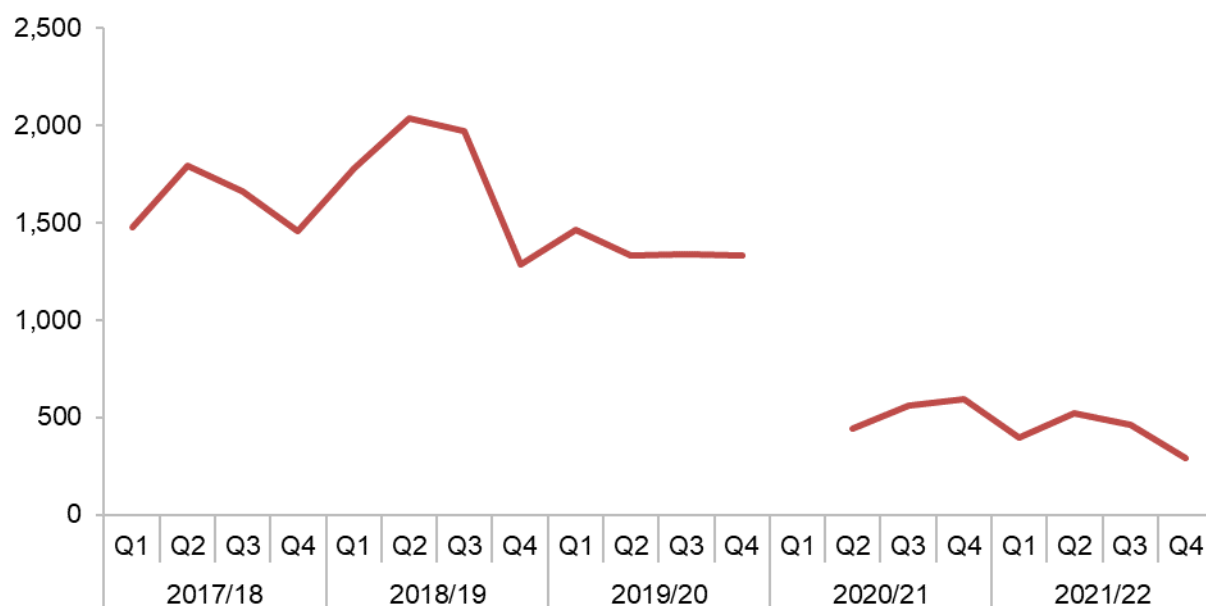
**Figure 14 – Works awaiting closure**

*(Source: SRWR Report 16)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	75	96
2017/18 Q2	77	198
2017/18 Q3	74	194
2017/18 Q4	72	196
2018/19 Q1	39	104
2018/19 Q2	37	76
2018/19 Q3	27	98
2018/19 Q4	6	89
2019/20 Q1	24	73
2019/20 Q2	25	74
2019/20 Q3	20	100
2019/20 Q4	31	56
2020/21 Q1	Removed	Removed
2020/21 Q2	75	155
2020/21 Q3	61	63
2020/21 Q4	76	109
2021/22 Q1	24	119
2021/22 Q2	28	90
2021/22 Q3	32	141
2021/22 Q4	21	142

**Table 16 – Works awaiting closure**

*(Source: SRWR Report 16)*



Note: Figures for 2020/21 Q1 were incorrectly inflated due to a problem with a SRWR upgrade. The incorrect figures have been removed.

**Figure 15 – Utility company works awaiting registration of final site reinstatement details**

*(Source: SRWR Report 16)*

Period	Utility Companies
2017/18 Q1	1,478
2017/18 Q2	1,796
2017/18 Q3	1,663
2017/18 Q4	1,456
2018/19 Q1	1,782
2018/19 Q2	2,038
2018/19 Q3	1,971
2018/19 Q4	1,287
2019/20 Q1	1,465

Period	Utility Companies
2019/20 Q2	1,335
2019/20 Q3	1,341
2019/20 Q4	1,329
2020/21 Q1	Removed
2020/21 Q2	443
2020/21 Q3	562
2020/21 Q4	591
2021/22 Q1	399
2021/22 Q2	518
2021/22 Q3	462
2021/22 Q4	292

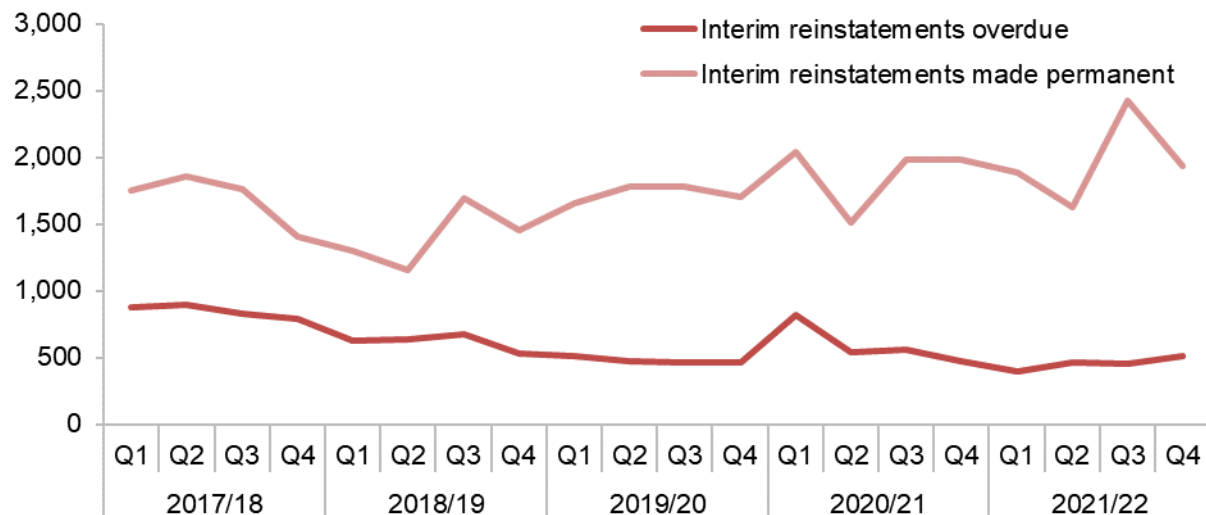
**Table 17 – Utility works awaiting registration of final site reinstatement details**  
(Source: SRWR Report 16)

## Utility company interim reinstatements

Utility companies are permitted to use a temporary road surface (interim reinstatement) to allow a road to be reopened to the travelling public. A permanent road surface (permanent reinstatement) must be made within 6 months of the temporary road surface being placed.

This indicator shows the number of interim reinstatements made permanent, against the number of interim reinstatements overdue to be made permanent without agreement from a roads authority at each quarter's end. Interim reinstatements should be made permanent within 6 months of completion of the interim phase of works. If they are not made permanent in this time without the permission of the local authority they are considered overdue.

The use of interim reinstatements should be minimised to avoid repeat visits and excessive disruption to road users. There does appear to be a slight increase in the trend of interim reinstatements and, while small, this trend is being monitored.



**Figure 16 – Utility company interim reinstatements as a number**

*(Source: SRWR Report 14 and report 18)*



Period	Interim reinstatements overdue	Interim reinstatements made permanent
2017/18 Q1	880	1,755
2017/18 Q2	893	1,861
2017/18 Q3	830	1,763
2017/18 Q4	794	1,401
2018/19 Q1	628	1,302
2018/19 Q2	635	1,157
2018/19 Q3	672	1,695
2018/19 Q4	532	1,454
2019/20 Q1	512	1,654
2019/20 Q2	471	1,784
2019/20 Q3	465	1,782
2019/20 Q4	462	1,705
2020/21 Q1	820	2,044
2020/21 Q2	543	1,508
2020/21 Q3	555	1,981
2020/21 Q4	476	1,982
2021/22 Q1	392	1,888
2021/22 Q2	462	1,624
2021/22 Q3	456	2,426
2021/22 Q4	512	1,938

**Table 18 – Utility company interim reinstatements**

*(Source: SRWR Report 14 and report 18)*

## Sample inspections undertaken by roads authorities and utility company failure rate

Sample inspections by the Roads Authorities are undertaken by the Roads Authorities on a 30% randomly generated sample of utility company road works. Inspections are carried out at various stages during the works and the reinstatement guarantee period.

Utility companies are expected to regularly inspect their own works at all stages throughout the works cycle, whilst the roads authorities carry out sample inspections on an agreed percentage, relevant to their total work volume within that local authority area. When a utility company fails in excess of 10% of their sample inspections, under the Code of Practice for Inspections, a roads authority may require a utility company to follow an improvement plan process.

### Inspections undertaken by Roads Authorities.

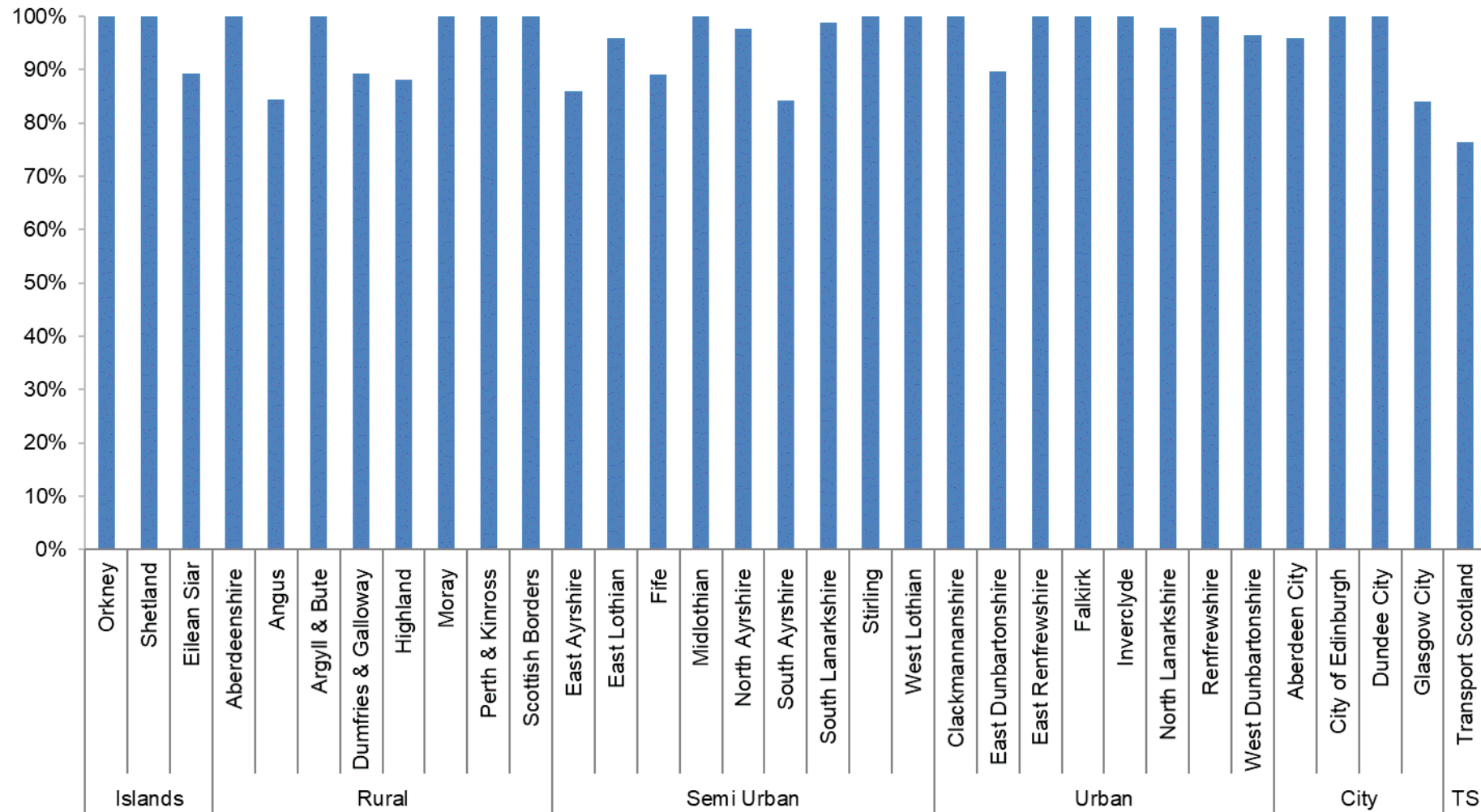
The roads authority are required to undertake 100% of the 3 sample inspections categories (A, B & C) for each utility company. Sample Inspections carried out by roads authorities are shown below:

Authority	Inspections Done	Sample Size	Sample % Done
Aberdeen City Council	981	1,023	95.9%
Aberdeenshire Council	879	873	100.7%
Angus Council	322	381	84.5%
Argyll & Bute Council	411	402	102.2%
City of Edinburgh Council	2,504	2,451	102.2%
Clackmannanshire Council	198	189	104.8%
Comhairle nan Eilean Siar	75	84	89.3%
Dumfries & Galloway Council	656	735	89.3%
Dundee City Council	530	526	100.8%

Authority	Inspections Done	Sample Size	Sample % Done
East Ayrshire Council	468	544	86.0%
East Dunbartonshire Council	390	435	89.7%
East Lothian Council	431	449	96.0%
East Renfrewshire Council	351	345	101.7%
Falkirk Council	577	570	101.2%
Fife Council	1,211	1,359	89.1%
Glasgow City Council	2,222	2,644	84.0%
Highland Council	810	918	88.2%
Inverclyde Council	283	273	103.7%
Midlothian Council	372	363	102.5%
Moray Council	379	372	101.9%
North Ayrshire Council	400	410	97.6%
North Lanarkshire Council	1,237	1,266	97.8%
Orkney Islands Council	55	54	101.9%
Perth & Kinross Council	594	585	101.5%
Renfrewshire Council	674	673	100.1%
Scottish Borders Council	566	564	100.4%
Shetland Islands Council	30	30	100.0%
South Ayrshire Council	332	394	84.3%
South Lanarkshire Council	1,409	1,425	98.9%
Stirling Council	654	637	102.7%
Tay Road Bridge Joint Board	N/A	N/A	N/A
Transport Scotland	305	399	76.4%

Authority	Inspections Done	Sample Size	Sample % Done
West Dunbartonshire Council	275	285	96.5%
West Lothian Council	808	794	101.8%

**Table 19 – Sample inspections undertaken by roads authorities in 2021/22**  
*(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)*



**Figure 17 – Sample inspections undertaken by roads authorities in 2021/22**  
(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)

## Inspections undertaken by utility companies

### Category A (10% sample) – Undertaken while works are in progress.

Inspections check that works are carried out safely and that signs, barriers, safety zones, compaction, layer depth, etc., comply with *Safety at Street Works and Road Works : A Code of Practice* and the *Specification for the Reinstatement for Openings in Roads* (SROR).

Type	Organisation	Passed	Inspected	Pass %
Electricity	Last Mile Electricity Limited	6	9	66.7%
Electricity	mua Electricity Limited	1	5	20.0%
Electricity	Scottish Hydro Electric Power Distribution	177	182	97.3%
Electricity	SP Energy Networks	794	865	91.8%
Gas	Energy Asset Pipelines	6	6	100.0%
Gas	ES Pipelines Limited	8	8	100.0%
Gas	GTC Pipelines Limited	10	12	83.3%
Gas	Last Mile Gas	3	3	100.0%
Gas	SGN	903	952	94.9%
Other	Network Rail	15	16	93.8%
Telecoms	Axione UK Limited	3	3	100.0%
Telecoms	Borderlink Broadband Limited	3	5	60.0%
Telecoms	BT	1,285	1,358	94.6%
Telecoms	CityFibre	420	528	79.5%
Telecoms	Commsworld Limited	2	2	100.0%
Telecoms	EE	19	20	95.0%
Telecoms	Hyperoptic	10	10	100.0%
Telecoms	Lothian Broadband	1	1	100.0%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Neos Networks	11	12	91.7%
Telecoms	Telefonica UK	12	12	100.0%
Telecoms	Virgin Media	391	462	84.6%
Telecoms	Vodafone	7	7	100.0%
Water	Scottish Water	1,916	2,030	94.4%

**Table 20 –Category A sample inspection pass rates undertaken by utility companies in 2021/22**

*(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)*

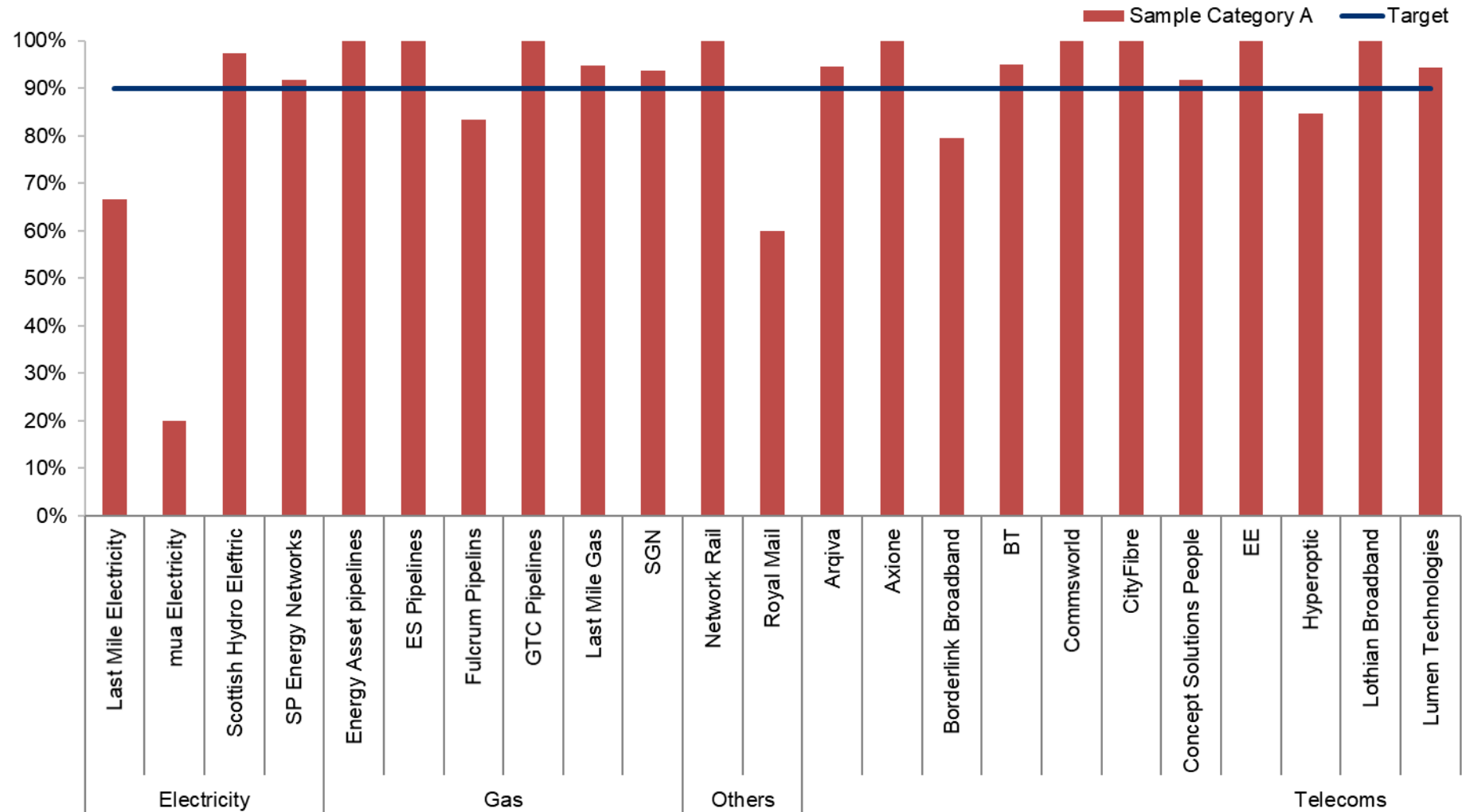


Figure 18 – Category A sample inspection pass rates undertaken by utility companies in 2021/22  
(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)



**Category B (10% sample) – Undertaken within the six month period following interim or permanent reinstatement.**

Inspections check that works are completed to the proper standards. Checking for items, such as edge depression, crowning, etc., in accordance with the SROR.

Type	Organisation	Passed	Inspected	Pass %
Electricity	Last Mile Electricity Limited	20	25	80.0%
Electricity	mua Electricity Limited	1	3	33.3%
Electricity	Scottish Hydro Electric Power Distribution	161	167	96.4%
Electricity	SP Energy Networks	847	901	94.0%
Gas	Energy Asset Pipelines	11	17	64.7%
Gas	ES Pipelines Limited	14	16	87.5%
Gas	Fulcrum Pipeline Limited	3	4	75.0%
Gas	GTC Pipelines Limited	17	21	81.0%
Gas	Last Mile Gas	5	6	83.3%
Gas	SGN	885	940	94.1%
Other	Network Rail	17	19	89.5%
Telecoms	Axione UK Limited	3	4	75.0%
Telecoms	BT	1,523	1,617	94.2%
Telecoms	CityFibre	411	578	71.1%
Telecoms	Commsworld Limited	2	2	100.0%
Telecoms	EE	30	34	88.2%
Telecoms	Hyperoptic	4	9	44.4%
Telecoms	Neos Networks	13	14	92.9%
Telecoms	Telefonica UK	19	24	79.2%
Telecoms	Verizon	2	2	100.0%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Virgin Media	722	819	88.2%
Telecoms	Vodafone	20	22	90.9%
Telecoms	Zayo	2	4	50.0%
Water	Scottish Water	2,073	2,194	94.5%

**Table 21 – Category B sample inspection pass rates undertaken by utility companies in 2021/22**

*(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)*

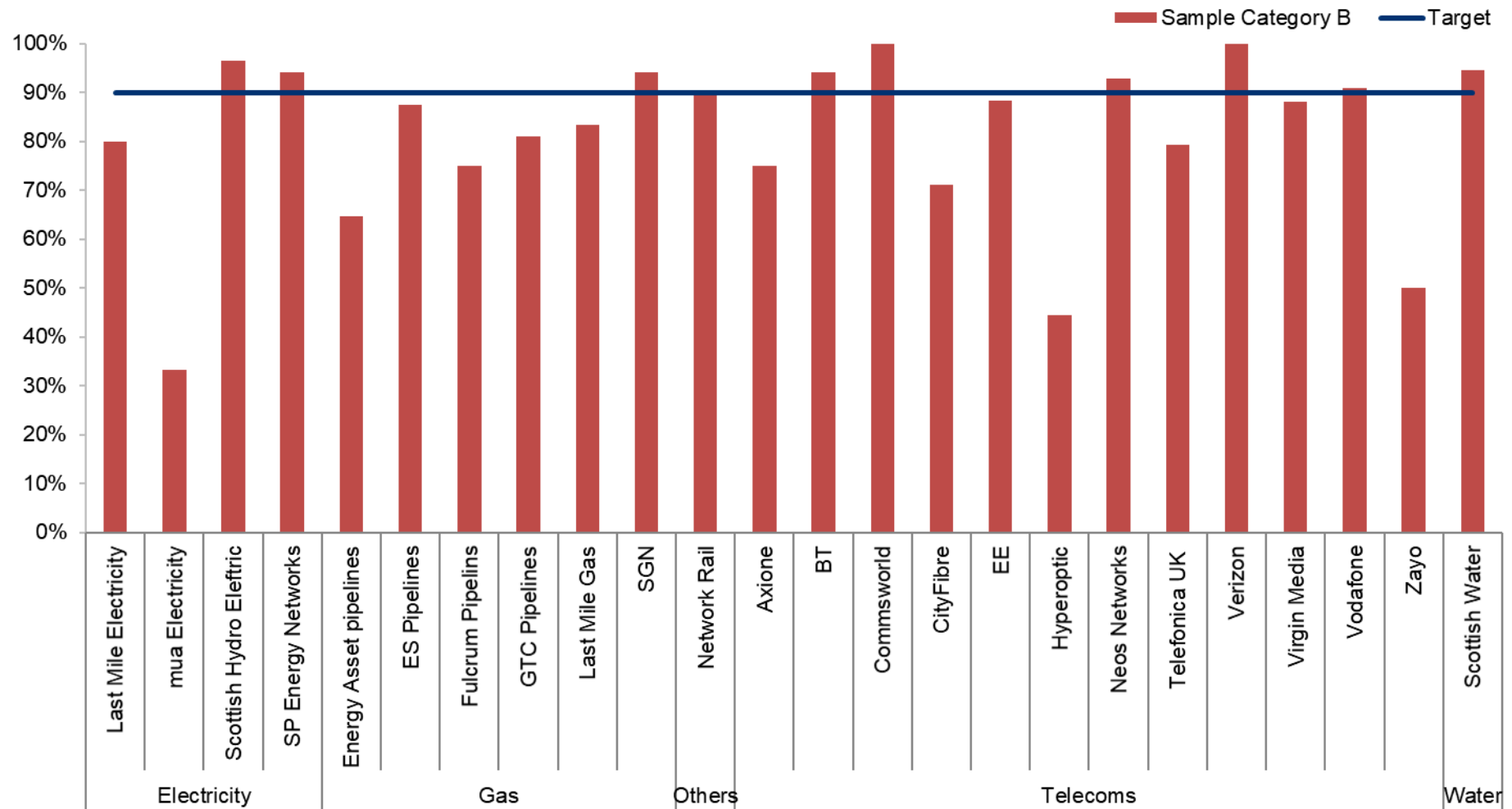


Figure 19 – Category B sample inspection pass rates undertaken by utility companies in 2021/22  
(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)

Category C (10% sample) – Undertaken within the three month period preceding the end of the guarantee period.

Inspections again check that works are constructed to the proper standards in accordance with the SROR. Greater focus is given to settlement, cracking and joint failure following trafficking.

Type	Organisation	Passed	Inspected	Pass %
Electricity	Last Mile Electricity Limited	22	26	84.6%
Electricity	Scottish Hydro Electric Power Distribution	166	175	94.9%
Electricity	SP Energy Networks	880	902	97.6%
Gas	Energy Asset Pipelines	20	24	83.3%
Gas	ES Pipelines Limited	18	18	100%
Gas	Fulcrum Pipeline Limited	1	3	33.3%
Gas	GTC Pipelines Limited	30	31	96.8%
Gas	SGN	919	949	96.8%
Other	Network Rail	16	16	100.0%
Other	Royal Mail	12	12	100.0%
Telecoms	Arqiva	5	6	83.3%
Telecoms	BT	1,542	1,617	95.4%
Telecoms	CityFibre	339	478	70.9%
Telecoms	Concept Solutions People	1	1	100.0%
Telecoms	EE	33	34	97.1%
Telecoms	Hyperoptic	8	8	100.0%
Telecoms	Lothian Broadband	3	4	75.0%
Telecoms	Lumen Technologies UK Ltd	2	2	100.0%
Telecoms	Neos Networks	8	9	88.9%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Sky UK	0	1	0.0%
Telecoms	Telefonica UK	22	28	78.6%
Telecoms	Verizon	1	1	100.0%
Telecoms	Virgin Media	757	840	90.1%
Telecoms	Vodafone	30	35	85.7%
Telecoms	Zayo	3	3	100.0%
Water	Scottish Water	2,092	2,216	94.4%

**Table 22 – Category C sample inspection pass rates undertaken by utility companies in 2021/22**

**(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)**

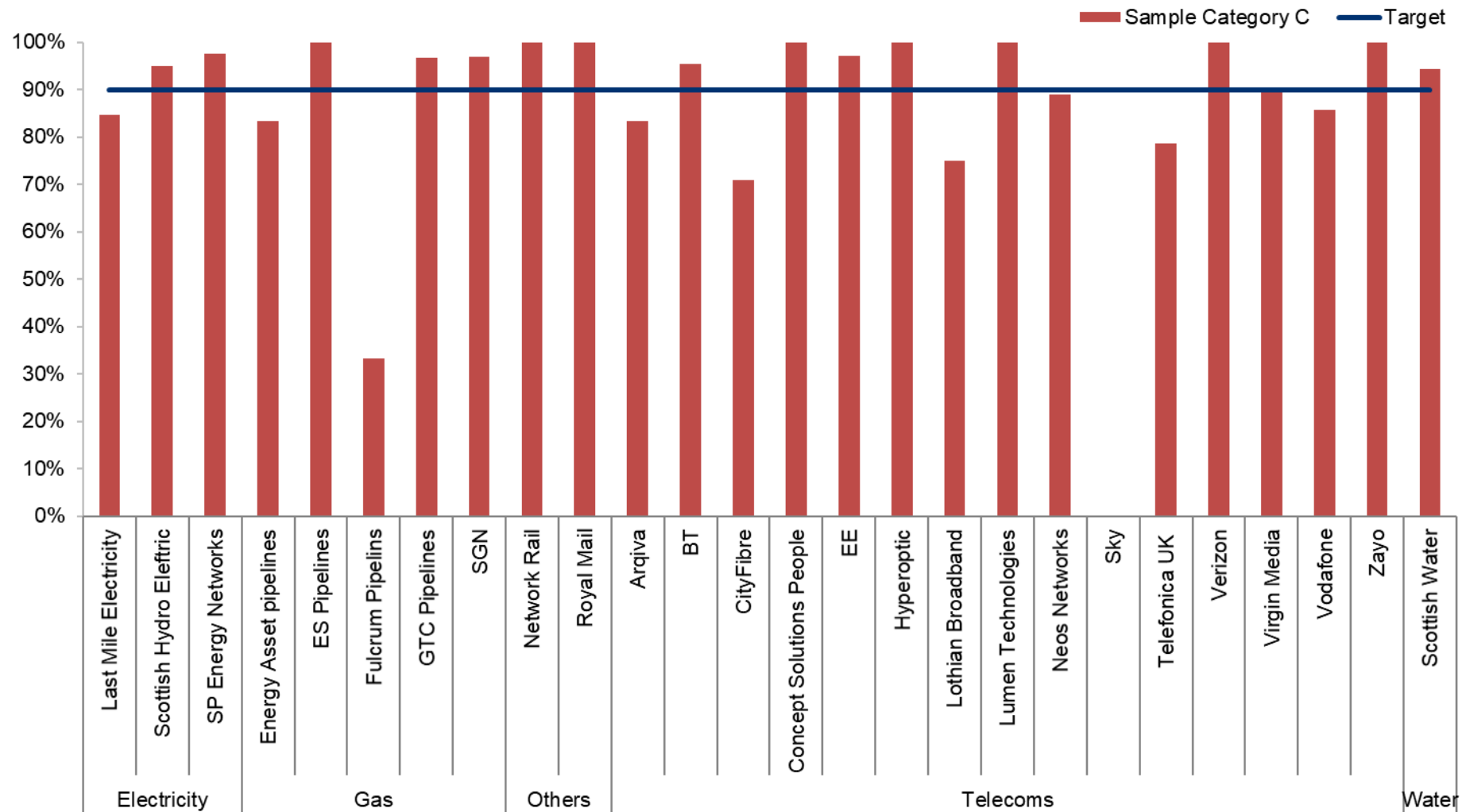
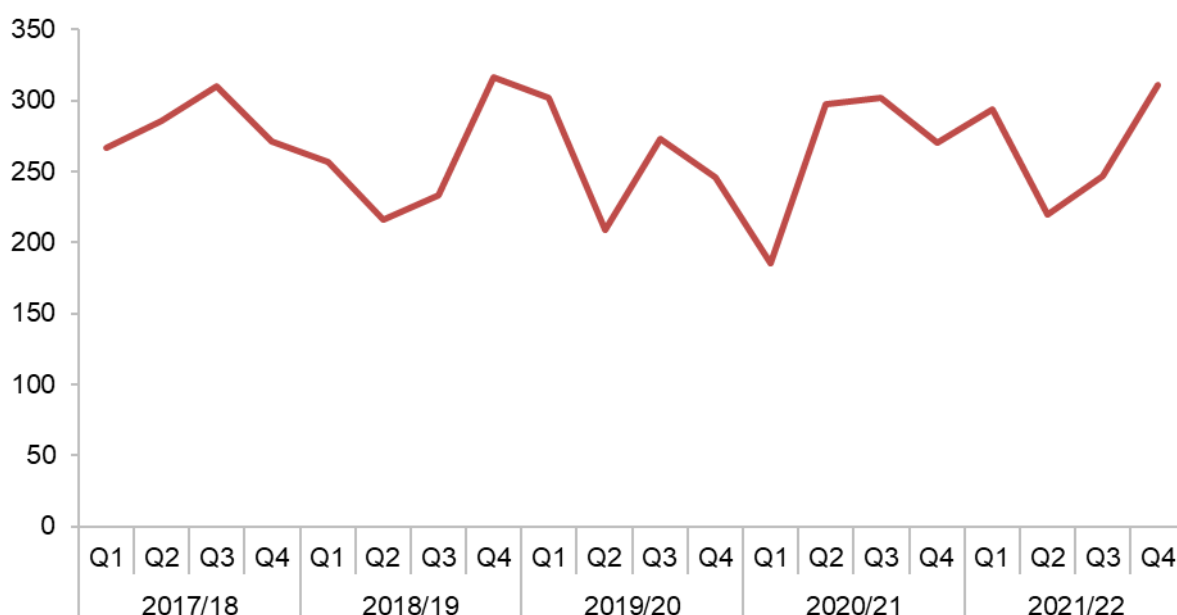


Figure 20 – Category C sample inspection pass rates undertaken by utility companies in 2021/22  
(Source: SRWR Quarterly Inspection Report and SRWR Inspections Statistics)

## Substandard traffic management from inspection results

This indicator considers the number of substandard traffic management layouts recorded during roads authority inspections of utility company road works.

In addition to sample inspections, roads authorities also carry out inspections at their discretion. These inspections include routine inspections, inspections relating to a previously identified defect, inspections following a third party report and inspections following notification of a defective reinstatement. This report shows the total number of inspection results which failed, showing substandard traffic management as the reason for failure.



**Figure 21 – Substandard traffic management from inspection results**

*(Source: SRWR Report 19)*

Period	Substandard TM
2017/18 Q1	267
2017/18 Q2	286
2017/18 Q3	310
2017/18 Q4	271

Period	Substandard TM
2018/19 Q1	257
2018/19 Q2	216
2018/19 Q3	233
2018/19 Q4	316
2019/20 Q1	302
2019/20 Q2	209
2019/20 Q3	273
2019/20 Q4	246
2020/21 Q1	185
2020/21 Q2	297
2020/21 Q3	302
2020/21 Q4	270
2021/22 Q1	294
2021/22 Q2	220
2021/22 Q3	247
2021/22 Q4	311

**Table 23 – Substandard traffic management from inspection results**

*(Source: SRWR Report 19)*

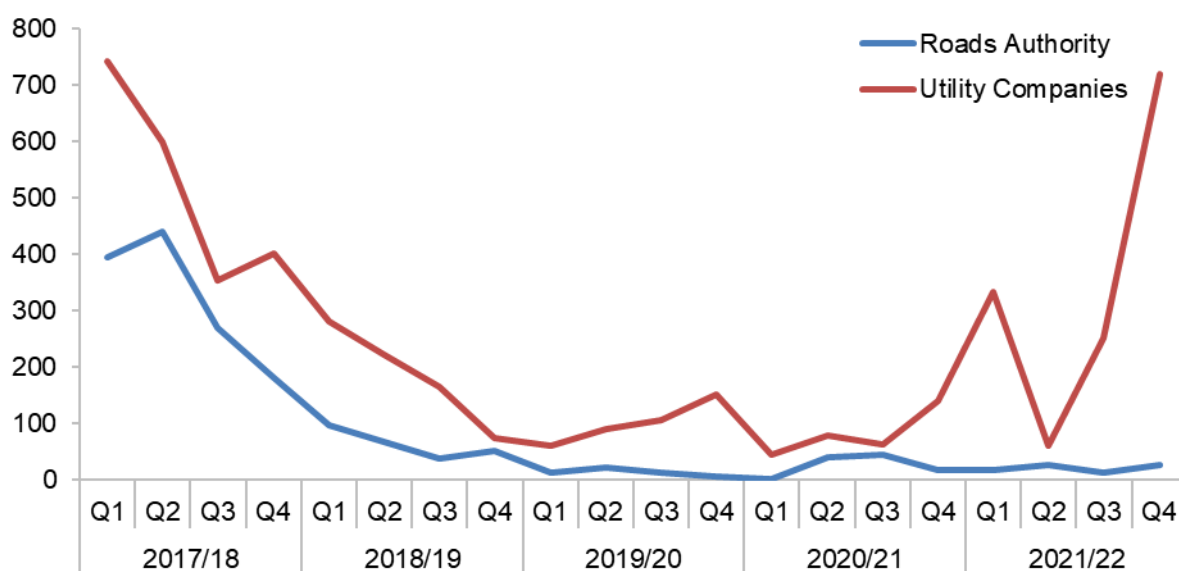


## Works registered with missing contact details

Organisations are required to provide contact details of the contractor carrying out road works and details of the person registering the works on the Scottish Road Works Register (SRWR).

Each road works notice recorded in the SRWR must include the originator name, the originator telephone number, the contractor name and the contractor telephone number. At the very latest, these four fields must be populated when works reach the “in progress” phase. For example when an actual start notice is registered for a works.

Contact details entered in the SRWR by roads authorities and utility companies undertaking road works are expected to be accurate. This information is required for co-ordination and co-operation.



**Figure 22 – Roads authorities and utility companies works registered with missing contact details**

*(Source: SRWR Report 24 and SRWR Report 9a)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	395	742
2017/18 Q2	440	600
2017/18 Q3	269	355
2017/18 Q4	182	401
2018/19 Q1	98	281
2018/19 Q2	69	222
2018/19 Q3	39	165
2018/19 Q4	52	74
2019/20 Q1	13	62
2019/20 Q2	23	91
2019/20 Q3	13	106
2019/20 Q4	6	152
2020/21 Q1	2	46
2020/21 Q2	41	80
2020/21 Q3	45	63
2020/21 Q4	17	141
2021/22 Q1	12	334
2021/22 Q2	22	61
2021/22 Q3	12	256
2021/22 Q4	25	719

**Table 24 – Roads authorities and utility companies works registered with missing contact details**

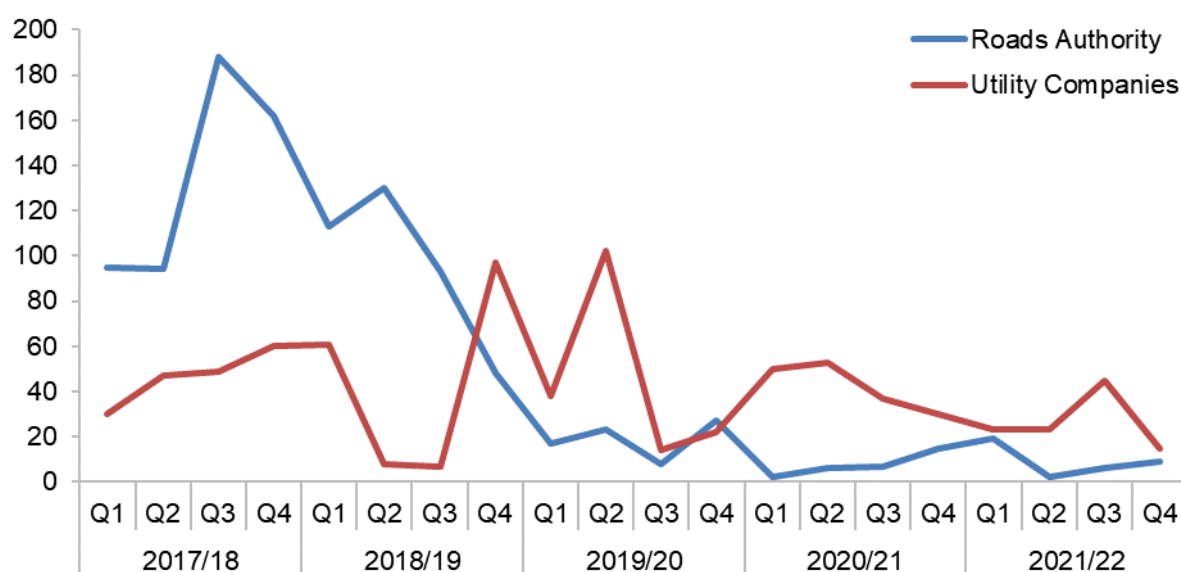
*(Source: SRWR Report 24 and SRWR Report 9a)*

## Misuse of traffic management type “not yet known”

Organisations are required to provide details of traffic management layouts for each of their road works sites. When registering an expected start date, it is not acceptable to record “Not Yet Known” as the traffic management layout.

It is expected that the correct traffic management types are populated in the SRWR for all road works. This information is used for co-ordination and displayed on the Scottish Road Works Online site. Information must be as accurate as possible to highlight the impact and severity of the works.

When placing a 7 day notice (in advance of planned Substantial, Major and Standard Works), a 24 hour notice (in advance of planned Remedial or Minor Works) or a 2 hour notice (for Urgent and Emergency Works) it is not acceptable to describe the traffic management which is planned to be used as “Not Yet Known”. As traffic management types should always be known in advance of works the Commissioner considers it unacceptable for this information to be missing.



**Figure 23 – Roads authorities and utility companies registering works with traffic management type “not yet known”**

*(Source: SRWR Report 24)*

Period	Roads Authorities	Utility Companies
2017/18 Q1	95	30
2017/18 Q2	94	47
2017/18 Q3	188	49
2017/18 Q4	162	60
2018/19 Q1	113	65
2018/19 Q2	130	8
2018/19 Q3	93	7
2018/19 Q4	48	125
2019/20 Q1	17	38
2019/20 Q2	23	102
2019/20 Q3	8	14
2019/20 Q4	27	22
2020/21 Q1	2	50
2020/21 Q2	6	53
2020/21 Q3	7	37
2020/21 Q4	15	30
2021/22 Q1	19	23
2021/22 Q2	2	23
2021/22 Q3	6	45
2021/22 Q4	9	15

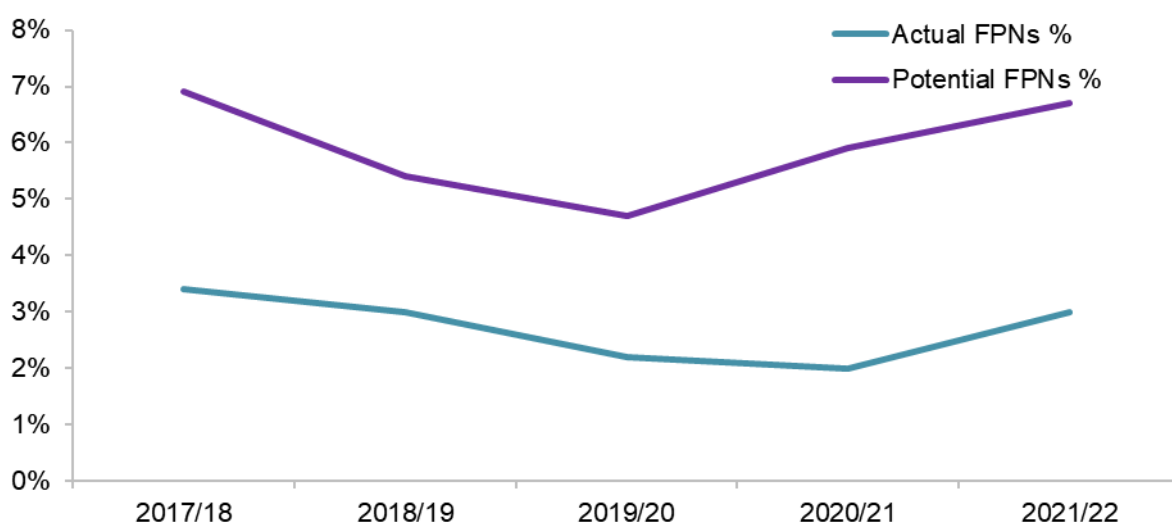
**Table 25 – Roads authorities and utility companies registering works with traffic management type “not yet known”**

*(Source: SRWR Report 24)*

## Fixed Penalty Notices (FPNs) issued to utility companies

Fixed Penalty Notices (FPNs) are similar in nature to Parking Penalty Charge Notices. Roads authorities are not required by legislation to issue FPNs. Where they are not issued, generally authorities consider that the potential financial returns would not cover the cost of administration.

However, the benefit is improved utility company compliance with road works legislation which may provide them with time and cost savings elsewhere



**Figure 24 – Actual and potential fixed penalty notices (FPNs) issued to utility companies as a percentage of actual starts**

*(Source: SRWR Report 1 and SRWR Report 9a)*

Period	Actual FPNs %	Potential FPNs %
2017/18	3.4%	6.9%
2018/19	3.0%	5.4%
2019/20	2.2%	4.7%
2020/21	2.0%	5.9%
2021/22	3.0%	6.7%

**Table 26 – Actual and potential fixed penalty notices (FPNs) issued to utility companies as a percentage of actual starts** *(Source: SRWR Report 1 and SRWR Report 9a)*

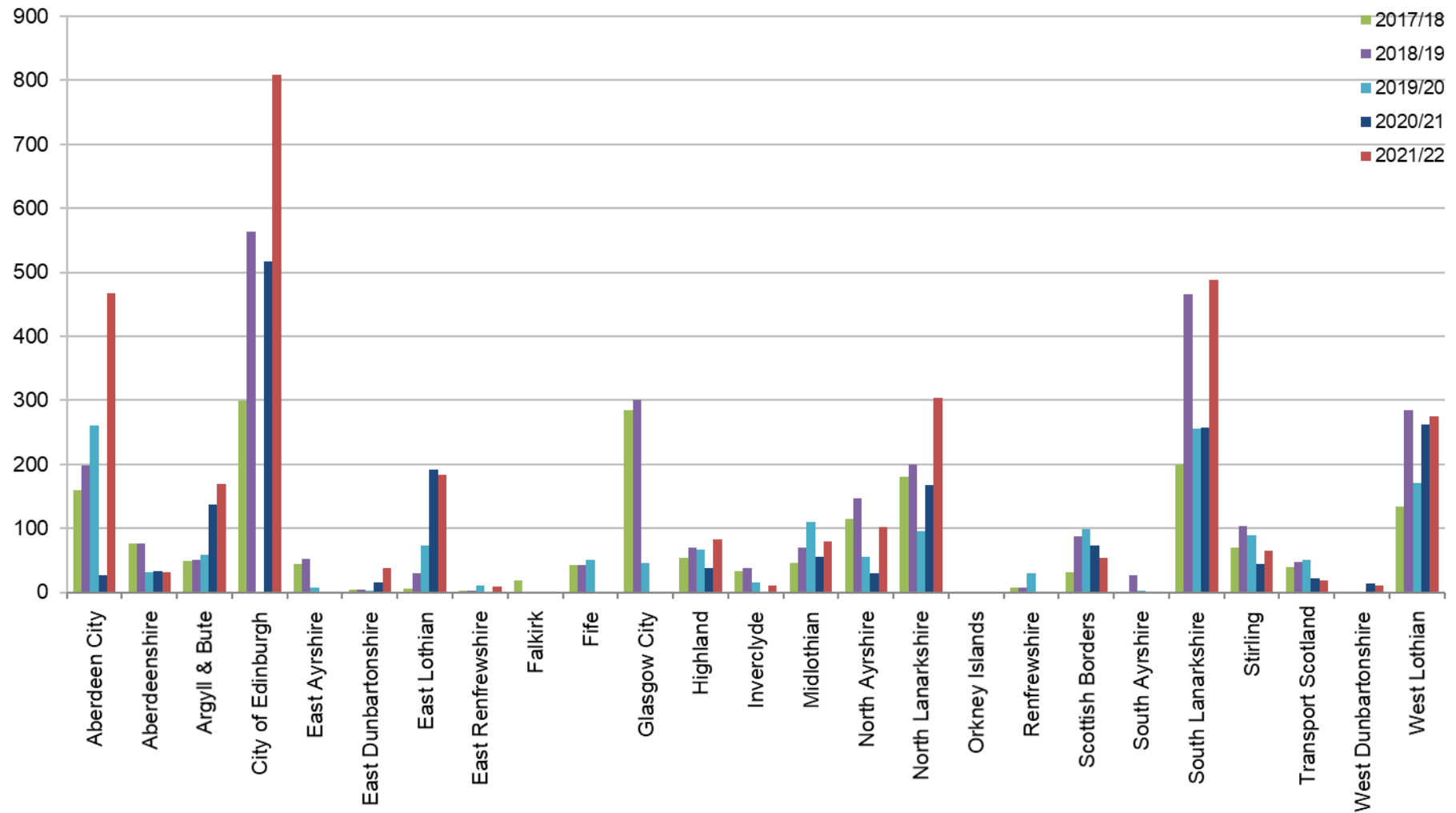


Figure 25 – Fixed penalty notices (FPNs) issued by roads authorities  
(Source: SRWR Report 1)

<b>Roads Authority</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
Aberdeen City Council	212	198	260	26	467
Aberdeenshire Council	69	76	32	33	31
Angus Council	0	0	0	0	0
Argyll & Bute Council	108	51	58	137	169
City of Edinburgh Council	668	563	456	517	809
Clackmannanshire Council	0	0	0	0	0
Comhairle nan Eilean Siar	0	0	0	0	0
Dumfries & Galloway Council	0	0	0	0	0
Dundee City Council	-6	0	0	0	0
East Ayrshire Council	189	52	8	0	0
East Dunbartonshire Council	0	4	3	15	37
East Lothian Council	94	30	73	191	184
East Renfrewshire Council	16	2	11	0	9
Falkirk Council	19	0	0	0	0
Fife Council	0	43	50	0	0
Glasgow City Council	355	300	46	0	0
Highland Council	283	69	66	37	83
Inverclyde Council	30	38	16	0	11
Midlothian Council	179	70	110	55	80
Moray Council	0	0	0	0	0
North Ayrshire Council	222	147	56	30	102
North Lanarkshire Council	154	199	95	167	304
Orkney Islands Council	0	0	1	0	0
Perth & Kinross Council	0	0	0	0	0

<b>Roads Authority</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
Renfrewshire Council	0	8	29	0	0
Scottish Borders Council	103	88	98	73	53
Shetland Islands Council	0	0	0	0	0
South Ayrshire Council	-290	26	3	0	0
South Lanarkshire Council	540	465	255	258	488
Stirling Council	74	104	89	44	65
Transport Scotland	68	47	51	21	18
West Dunbartonshire Council	-7	0	0	13	11
West Lothian Council	267	285	171	262	275

Note: negative (-) values are where roads authorities have rescinded previously issued penalty notices.

**Table 27 – Fixed penalty notices (FPNs) issued by roads authorities**

**(Source: SRWR Report 1 and SRWR Report 9a)**



## Undue delay (S125) notices issued by roads authorities and received by utility companies

When a utility company unduly delays completion of their road works, a roads authority has the power, under section 125 of the New Roads and Street Works Act 1991 (NRSWA), to serve an undue delay direction on the utility, directing that the works are completed within a specified time.

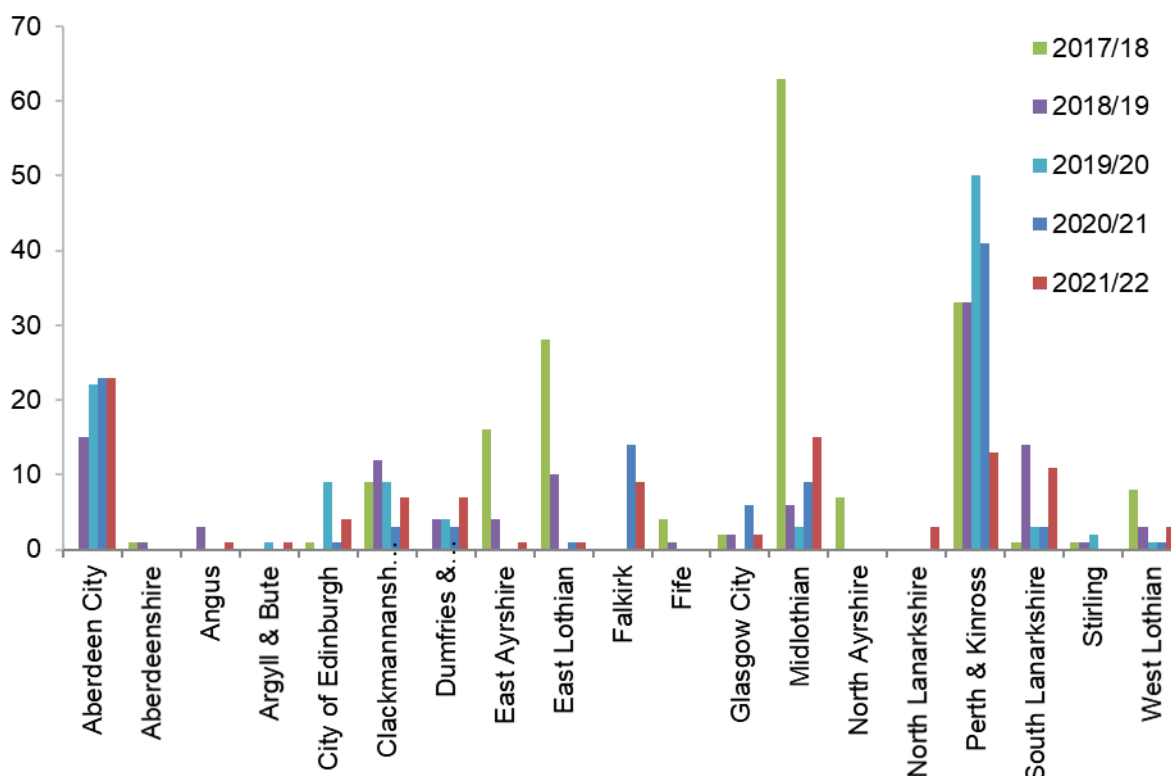


Figure 26 – Undue delay (s125) notices issued by roads authorities

(Source: SRWR Report 17e)

Roads Authority	2017/18	2018/19	2019/20	2020/21	2021/22
Aberdeen City Council	0	15	22	23	23
Aberdeenshire Council	1	1	0	0	0
Angus Council	0	3	0	0	1
Argyll & Bute Council	0	0	1	0	1
City of Edinburgh Council	1	0	9	2	5

<b>Roads Authority</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
Clackmannanshire Council	9	12	9	3	7
Comhairle nan Eilean Siar	0	0	0	0	0
Dumfries & Galloway Council	0	4	4	3	7
Dundee City Council	0	0	0	0	0
East Ayrshire Council	16	4	0	0	1
East Dunbartonshire Council	0	0	0	0	0
East Lothian Council	28	10	0	1	1
East Renfrewshire Council	0	0	0	0	0
Falkirk Council	0	0	0	14	9
Fife Council	4	1	0	0	0
Glasgow City Council	2	2	0	6	2
Highland Council	0	0	0	0	0
Inverclyde Council	0	0	0	0	0
Midlothian Council	63	6	3	9	15
Moray Council	0	0	0	0	0
North Ayrshire Council	6	0	0	0	0
North Lanarkshire Council	0	0	0	0	3
Orkney Islands Council	0	0	0	0	0
Perth & Kinross Council	33	33	50	42	13
Renfrewshire Council	0	0	0	0	0
Scottish Borders Council	0	0	0	0	0
Shetland Islands Council	0	0	0	0	0
South Ayrshire Council	0	0	0	0	0
South Lanarkshire Council	1	14	3	3	11

Roads Authority	2017/18	2018/19	2019/20	2020/21	2021/22
Stirling Council	1	1	2	0	0
Transport Scotland	0	0	0	0	0
West Dunbartonshire Council	0	0	0	0	0
West Lothian Council	8	3	1	1	3

**Table 28 - Undue delay (s125) notices issued by roads authorities**

*(Source: SRWR Report 17e)*

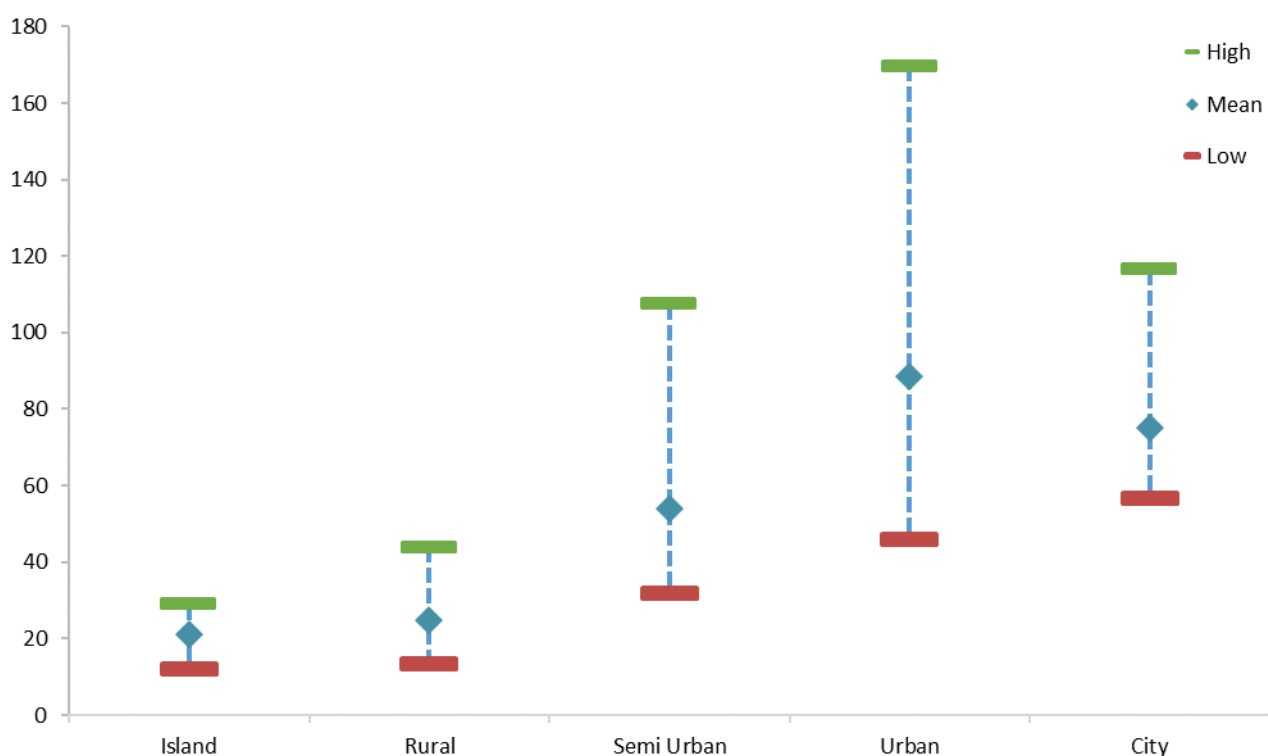
## Roads authority works registered per 100km

Prior to enactment of the Transport (Scotland) Act 2005, only utility companies were required to register their qualifying road works in the Scottish Road Works Register (SRWR).

Since 2005, roads authorities have also been required to register their qualifying works, however, their performance remains inconsistent and in need of further scrutiny.

This indicator compares roads authority works registered against others with a similar demographic make-up.

This indicator scrutinises the number of road works registered on the SRWR by council roads authorities, Transport Scotland trunk road operating companies and Transport Scotland trunk road DBFO companies across Scotland.



Note: Transport Scotland data has been removed for clarity.

**Figure 27 – Works per 100km for authorities in each SCOTS group, showing the high, mean and low values for each group (2021/22).**

*(Source: SRWR Report Works per 100km)*

Road works registered are influenced by many factors such as geographic location, political priorities, population, weather, available resources (numbers of operatives), structural and routine budgets, road network lengths, etc. For example, islands and rural authorities register fewer road works than urban authorities. Consequently, for reporting purposes, authorities and transport Scotland operators are grouped with peer organisations and any view on their performance is relative.

Organisation	2017/18	2018/19	2019/20	2020/21	2021/22
Island Group	27.1	30.8	31.0	16.6	21.0
Rural	23.1	24.9	23.9	15.1	24.9
Semi-urban Group	66.6	63.5	55.8	39.1	54.1
Urban Group	97.8	92.3	103.2	73.1	88.7
City	69.4	74.0	65.3	52.3	75.1
Transport Scotland	284.7	287.0	327.1	314.0	347.0

**Table 29 – Mean value of works per 100 km for authorities in each SCOTS group and Transport Scotland**

*(Source: SRWR Report Works per 100 km)*

## Contact Details

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You can email us at [enquiries@roadworks.scot](mailto:enquiries@roadworks.scot)

Our website is <https://roadworks.scot>

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