

— OFFICE OF THE —

# SCOTTISH ROAD WORKS COMMISSIONER

## MONITORING AND IMPROVING COMPLIANCE – Nov 2022

### PERFORMANCE MONITORING

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

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

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

An additional three reports have been included within the Commissioner's Report section of the Scottish Road Works Register, with R32 – Inspection Results Recorded Late, R33 – Outstanding D/3 Inspections and R34 – Reinstatement Defects Awaiting Repair all focussing on specific areas of the inspection process. Currently these indicators do not form any part of the performance review and will only be included if there is significant evidence of non-compliance.

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

The dashboard will be issued on the following dates - week commencing:-

- 16 January 2023, 17 April 2023, 17 July 2023 & 16 October 2023

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

### FURTHER INFORMATION

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

**Performance Manager**  
**Office of the Scottish Road Works Commissioner**  
**November 2022**

## APPENDIX 1

### CURRENT PERFORMANCE TARGETS – 2022 TO 2023

Indicator	Expected Performance (Roads Authorities and Undertakers)	Current Targets		
		Red	Amber	Green
R2a/R2b Noticing Failures	≤4%	>4%		≤4%
R6 Over-running works (against all works)	0%	>0%		0%
R9a Percentage of unplanned works	Roads Authorities ≤ 4%; Telecoms/Others ≤ 10%; Electricity/Gas/Water ≤ 40%	>4%; >10%; >40%		≤4%; ≤10%; ≤40%
R10 Early Starts	≤15%	>15%		≤15%
R10 Late Starts	0% - 2%	>2%	1% - ≤2%	≤1%
R12 Works Extensions	≤5% - ≤15%	>15%	5% - ≤15%	≤5%
R16 Works awaiting closure	0	>0%		0%
R16 Works awaiting Final Site Reinstatement Details Notice	0	>0%		0%
R17e Undue delay in Works - S125 received *	0	>0%		0%
R18 Overdue Permanent Reinstatements *	0	>0%		0%
R19 Substandard TM inspections results received *	0	>0%		0%
R29 Misuse of Traffic Management “Not Yet Known” *	0	>0%		0%
R30 Missing Contact Details	0	>0%		0%
Sample Inspections Undertaken **	100% agreed (at end of year)			
Sample Inspections Category A Pass Rate *	100% agreed (at end of year)	<90%	90% - 95%	≥95%
Sample Inspections Category B Pass Rate *	100% agreed (at end of year)	<90%	90% - 95%	≥95%
Sample Inspections Category C Pass Rate *	100% agreed (at end of year)	<90%	90% - 95%	≥95%
Attendance at Area RAUC meetings	100% at year end	<75%		>75%
Gazetteer update submissions **	One submission per quarter	2	3	4
Vault update submissions	One submission/2 months	4	5	6

Notes: \* indicates a metric only measured against undertakers;

\*\* indicates a metric only measured against roads authorities.