

— OFFICE OF THE —

SCOTTISH ROAD WORKS COMMISSIONER

MONITORING AND IMPROVING COMPLIANCE – No. 4

SRWC INTERVENTIONS

This document sets out the Scottish Road Works Commissioner’s (SRWC) Performance targets in line with improving practice across road works in Scotland.

PERFORMANCE MONITORING

The SRWC adopts a variety of mechanisms to improve performance across the sector. Quarterly and annual monitoring is undertaken by the SRWC office and breaches are normally highlighted early. The SRWC and his team work with organisations to improve performance and compliance, offering advice and awareness sessions.

The continued improvements by both Roads Authorities and the Undertaker Companies to deliver a target based service has highlighted the need to standardise a number of the SRWC Indicator targets:-

AMENDMENTS TO TARGETS OF EXISTING MEASURES

The values reported for the following indicators will be indicated by a percentages of incidences against works started/complete (as applicable) and will have a performance colour status applied:-

Indicator and Description	Applied to	Red	Amber	Green
R2a/b Noticing Failures	All	>4% of works started	N/A	<4% of works started
R6 Over-Running Works	All	>0% of works completed	N/A	0% of works completed
R9a Percentage of Unplanned Works	Roads Authorities	>4% of works started	N/A	<4% of works started
	Gas/Elec/Water	>35% of works started	N/A	<35% of works started
	Telecoms/Others	>10% of works started	N/A	<10% of works started
R10 Early Starts	All	>15% of works started	N/A	<15% of works started
R10 Late Starts	All	>2% of works started	Between 1% and 2% of works started	<1% of works started
R12 Work Extensions	All	>15% of works started	Between 5% and 15% of works started	<5% of works started

NUMBER (PERFORMANCE COLOUR STATUS APPLIED)

The values reported for the following indicators will be indicated by the number of incidences and will have a performance colour status applied:-

Indicator and Description	Applies to	Red	Amber	Green
R17e Undue Delay in Works Directions	Undertakers	>0 directions	N/A	0 directions
R24 Misuse of "Traffic Management – Not Yet Known"	All	>0 misused	N/A	0 misused
R24 Missing Contact Details	All	>0 missing	N/A	0 missing
R25 Inspection failures relating to Sub-Standard TM	All	>0 failures	N/A	0 failures

NUMBER (NO PERFORMANCE STATUS APPLIED)

The values reported for the following indicators will be indicated by the number of incidences only – no performance colour status applied:-

Indicator and Description	Applies to
R16 Works Awaiting Closure	Undertakers
R16 Works Awaiting Final Site Reinstatement Details	Undertakers
R18 Overdue Permanent Reinstatement Details	All
RA Inspections Undertaken	Roads Authorities

INSPECTION/REINSTATEMENT MONITORING

Additional monitoring of the Inspection and reinstatement processes is required and this will be reported as a number and will include information on:-

Indicator and Description	Applied to	Target
RA Inspections Undertaken	Roads Authorities	% sample inspections carried out against target set by authority
Inspection Results Recorded Late	Roads Authorities	0 late
Outstanding D/3 inspections*	Roads Authorities	0 outstanding
Reinstatement Defects awaiting repair**	Undertakers	0 outstanding

* If a D/3 is required and hasn't been recorded within 27 working days of the initial inspection or 17 working days of the last follow up inspection, it is considered to be outstanding.

** Remedial works which have not been planned or carried out within 6 months of the acceptance of the inspection result are included in this indicator.

The changes in the targets have been created after reviewing the general performance levels of all relevant operators and has taken cognisance of the disruption to service delivery during the 2020/21 reporting period.

Compliance across all organisations will continue to be summarised in the quarterly performance dashboards. However, organisations are encouraged to self-monitor using the standard reports available directly from the Scottish Road Works Register (SRWR).

FURTHER INFORMATION

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

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