

— OFFICE OF THE —

SCOTTISH ROAD WORKS COMMISSIONER

Commissioner Advice Paper 14

Performance Monitoring Framework 2026/27

This Commissioner Advice Paper sets out the list of performance indicators and targets that organisations undertaking road works activity in Scotland are expected to achieve in 2026/27. The indicators will be used as the basis for annual performance reviews and could be used by the Commissioner in assessing whether organisations have complied with their duties under the New Roads and Street Works Act 1991.

Appendix 1 provides the detailed list of performance indicators and targets for each of the individual indicators for the period 1 April 2026 to 31 March 2027.

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 in April, July, October and January of the reporting year containing a subset of indicators. To view all key indicators, organisations can access combination reports in the Scottish Road Works Register.

Organisations are expected to have their own monitoring processes in place to ensure they meet expected targets.

Organisations are expected to contact the Commissioner's office when performance does not meet the required standards. Details should be provided by e-mail to enquiries@roadworks.scot at the earliest opportunity on publication of the quarterly SRWC performance dashboard or where organisations identify a significant failure through their own monitoring process.

Should your organisation require further information on this matter, please contact enquiries@roadworks.scot.

Appendix 1 - Performance Targets – 1 April 2026 to 31 March 2027

Indicator	Target	Reported
R2a/R2b Noticing Failures	≤ 4%	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
R6 Works that over ran (against all works)	0%	Annual Performance Review Road Works Monitoring Report
R9a Percentage of unplanned works	Road Works Authorities ≤ 4% Telecoms/Others ≤ 10% Electricity/Gas/Water ≤ 40%	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
R10 Early Starts	≤ 15%	Annual Performance Review Road Works Monitoring Report
R10 Late Starts	≤ 2%	Annual Performance Review Road Works Monitoring Report
R12 Works Extensions	≤ 15%	Annual Performance Review Road Works Monitoring Report

Indicator	Target	Reported
R16 Works awaiting closure	0	Annual Performance Review Road Works Monitoring Report
R16 Works awaiting Final Site Reinstatement Details Notice	0	Annual Performance Review Road Works Monitoring Report
R17e Undue delay in Works - S125 direction received*	0	Annual Performance Review Road Works Monitoring Report
R18 Overdue Permanent Reinstatements*	0	Annual Performance Review Road Works Monitoring Report
R19 Substandard Traffic Management Inspection Result*	0	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
R29 Misuse of Traffic Management “Not Yet Known”	0	Annual Performance Review Road Works Monitoring Report
R30 Missing Contact Details	0	Annual Performance Review Road Works Monitoring Report

Indicator	Target	Reported
R32 Inspection Results Recorded Late**	0	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
R33 Outstanding Final Inspections**	0	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
R34 Defects Overdue for Repair*	0	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Compliance Notices Received	0	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Sample Inspections Undertaken against Targets**	100% agreed (at end of year)	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report

Indicator	Target	Reported
Sample Inspections Category A Pass Rate*	≥ 90%	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Sample Inspections Category B Pass Rate*	≥ 90%	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Sample Inspections Category C Pass Rate*	≥ 90%	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Attendance at Area RAUC meetings	100% at year end	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Gazetteer updates**	One update per quarter	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report

Indicator	Target	Reported
Vault updates	One update every 2 months	Annual Performance Review SRWR Quarterly Dashboard Road Works Monitoring Report
Reinstatement Quality Plans Approved*	Must have RQP approved before work commence.	Road Works Monitoring Report

* indicates a metric only measured against undertakers.

** indicates a metric only measured against road works authorities.

VERSION HISTORY

Date approved:

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