

THE SCOTTISH
ROAD WORKS
COMMISSIONER



**2019/20 ROAD WORKS
PERFORMANCE REPORT**

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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 2019 to March 2020.

Appointment

Angus Carmichael retired from his role as the Scottish Road Works Commissioner on 27 September 2020. Kevin Hamilton has been appointed as the 4th Scottish Road Works Commissioner for a period of 5 years and brings a wealth of experience having worked in the roads sector for some 28 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.

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1. Scottish Road Works Commissioner's (SRWC's) Introduction

This is my first annual performance report having taken up my appointment in November 2020. The reporting period is to the end of March 2020 and the performance and issues reported predate the COVID-19 pandemic, the 'lock down' restrictions which followed and the impacts that continue for the road works community and society as a whole.



Picture 1 – Kevin Hamilton, SRWC

My report next year will reflect these impacts but I think it is important to acknowledge now the contribution of everyone in the road works community to continuing with business within the rapidly changing circumstances we all continue to find ourselves in.

The Transport (Scotland) Act 2019 gained Royal Assent in November 2019 and when fully implemented, will bring the biggest change in road works regulation for over 15 years. The overall aim is to continue to improve road works performance in order to minimise disruption and maintain the integrity of the roads asset. The implementation of the Act will present challenges for the whole road works community and I am sure that through collaborative working and developing best practice, the aims will be achieved.

A range of indicators are used to monitor performance across roads authorities and utilities and these help to inform how well organisations are fulfilling their statutory duties in relation to road works.

It is heartening that performance in road works continued to improve in the reporting period and that is through the efforts of a great many people in a range of diverse organisations. However, there remain some areas of concern in relation to both roads authorities and utilities.

Roads authorities continue to show significant variation in the numbers of works being notified through the Scottish Road Works Register. I intend to examine this issue closely over the coming year.

Safety at road works should be paramount for all organisations. It is unacceptable for any road works to fail to comply with safety standards and I expect all organisations to take a zero tolerance approach to sub-standard traffic management. This includes making adequate provision for the most vulnerable road users in society and ensuring equality of access for people with mobility challenges.

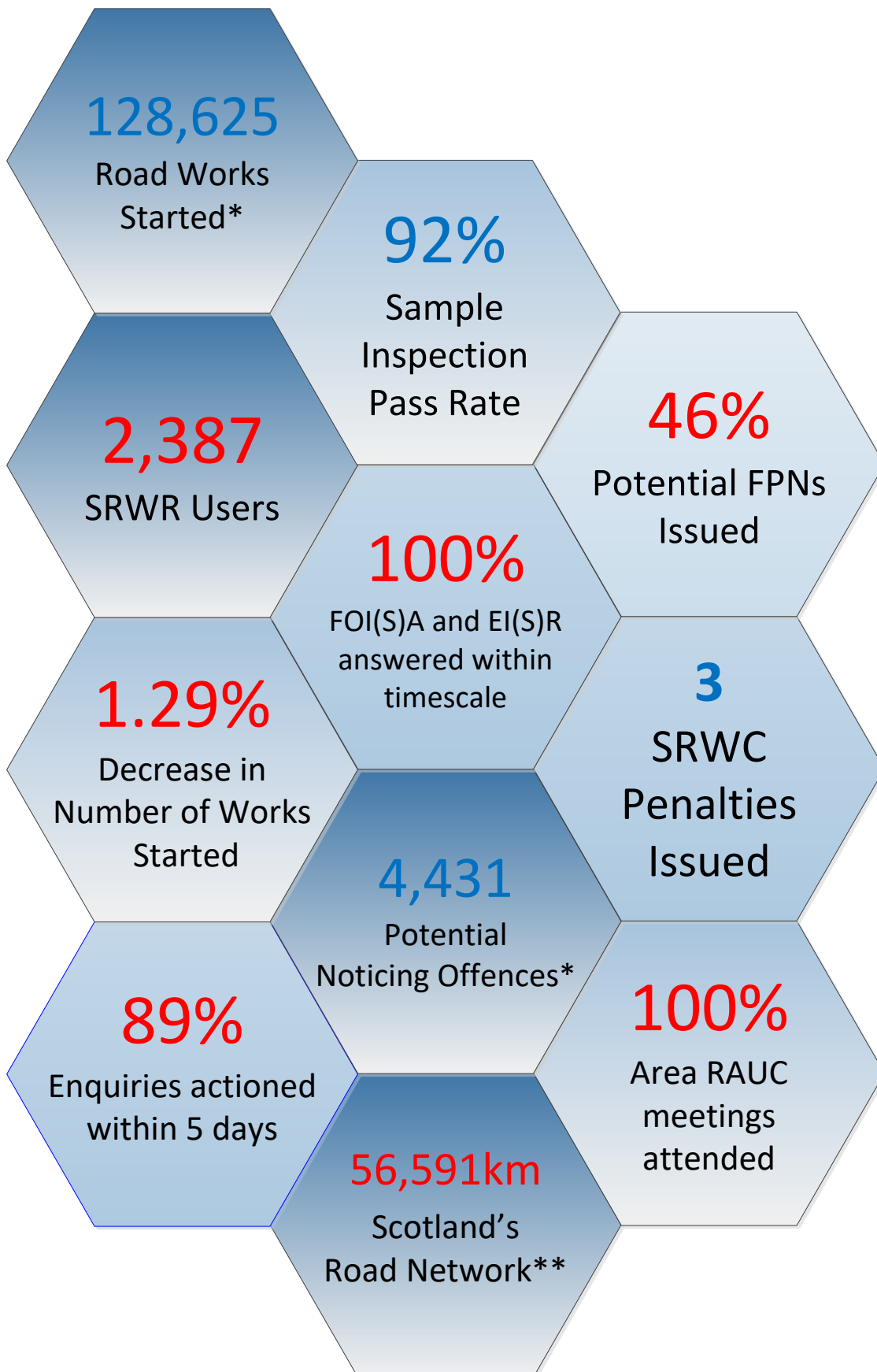
The quality of reinstatements remains a concern and this has been borne out by the recent National Coring Programme. Although the results were reported outwith the reporting period, they reflect cores taken during the period. Whilst there has been improvement, there was still a significant proportion of reinstatements which fell below the accepted standard and several organisations received penalties from my predecessor as a result. I firmly believe that further National Coring Programmes will be necessary in order to continue to monitor the quality of reinstatements going forward.

I would like to pay tribute to my predecessor, Angus Carmichael, for a very successful term, building on the successes of previous commissioners and engaging the whole road works community in advancing improved performance and best practice. Scotland undoubtedly has an enviable road works framework and co-operative spirit which I wholeheartedly aim to embrace in my term as Commissioner.

Finally, the challenges presented by the pandemic are still evolving and have impacted the staff in my office. I would like to thank them for all their hard work in the reporting period but especially in what have undoubtedly been difficult circumstances over the past few months.



Kevin Hamilton
Scottish Road Works Commissioner



* Source – Scottish Road Works Register

** Source – Scottish Transport Statistics 2019

2. The Organisation

The SRWC's permanent staffing numbers remained unchanged. The temporary support role of the Technical Consultant, assisting with field visits and coring ended in March 2020.



Picture 2 – The staff of the office of the Scottish Road Works Commissioner (2019/20).

The current establishment consists of:

Policy Manager

Key functions include monitoring compliance with legislation and governance, keeping regulations, codes of practice and advice notes under review, promoting good practice, managing requests under FOI(S)A and EI(S)R and media/complaint handling.

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.

Technical Consultant

This post was introduced to allow the oSRWC to gather independent evidence and information about various technical and legislative documentation. At the end of March 2020 the SRWC took the decision to suspend this post. It is possible that this post may be reinstated as the development of secondary legislation in connection with the Transport (Scotland) Act 2019 progresses.

Business Manager

This key role deals with the general administration of the office, in house accounting, enquiries from the public, statutory returns, invoicing, budget monitoring and management of the Commissioner's diary.

3. Monitoring

Introduction

The duties of the SRWC 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 SRWC 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.

By September 2020 all roads authority and utility company CEOs had received their *Annual Performance Review*, in respect of performance during 2019/20. Interim performance reviews were also available throughout the year for roads authorities and utility companies to interrogate, allowing individual organisations to access their own details in a summary format.

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 is 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.

Quarterly performance dashboards capture key indicators and present them in a red/amber/green status report, as shown in Figure 1. These reports are issued through area RAUC meetings and give organisations a chance to review their performance and raise any issues with the oSRWC.

SRWC 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.

Engagement and Improvement

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

A number of organisations met with the SRWC to discuss their performance during 2019/20. In general terms, the major gas, electricity and water utility companies, and around 80% of roads authorities, performed satisfactorily. However, the telecommunications sector and a number of smaller utility companies (approx. 50%), along with 20% of roads authorities, were considered as needing to give greater priority to meeting their road works statutory obligations.

Liaison took place with the following:

Roads Authorities

Aberdeen City Council
Aberdeenshire Council
City of Edinburgh Council
East Renfrewshire Council
Glasgow City Council
Highland Council
Orkney Islands Council
Perth & Kinross Council
Shetland Islands Council
South Ayrshire Council
Stirling Council
Tay Road Bridge Joint Board
Transport Scotland - M8, M74, M77 DBFO
West Dunbartonshire Council

Utility Companies

BT/Openreach
CityFibre
Concept Solutions People Ltd
Energy Asset Pipelines
ES Pipelines Limited
Fulcrum Pipelines Limited
GTC Pipelines Limited
Last Mile Electricity Limited
Royal Mail
Scottish and Southern Electricity Networks
Scottish Water
SP Energy Networks
Sky UK
Verizon
Virgin Media Group
Zayo

Improvement Plans

SRWC 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:

Roads Authorities

Aberdeen City Council
Aberdeenshire Council
City of Edinburgh Council
Glasgow City Council
Highland Council
Perth & Kinross Council
West Dunbartonshire Council

Utility Companies

Energy Asset Pipelines
ES Pipelines Limited
Fulcrum Pipelines Limited
GTC Pipelines Limited
INEOS FPS
Last Mile Electricity
Verizon
Zayo

Following review meetings, the following organisations were subsequently removed from the Improvement Plan process within the reporting period: Dumfries and Galloway Council; East Renfrewshire Council; Fife Council; Perth & Kinross Council and Scottish Borders Council.

4. Trends from Indicator Reports

Roads authorities and utility companies have a statutory duty to register their qualifying road works in the SRWR. This section of the annual report considers trends in compliance using a suite of key performance indicator reports extracted from the SRWR. Utility companies and roads authorities are encouraged to interrogate performance reports on a regular basis and to monitor their own performance.

The following summarises the data analysed in this section:

Trend	Figure(s)
Actual starts (road works commenced)	Figure 4, Figure 2 & Figure 3
Roads authority noticing failures as a percentage of actual starts	Figure 5 & Figure 6
Utility company noticing failures as a percentage of actual starts	Figure 5 & Figure 7
Early and late starts as a percentage of actual starts	Figure 8 & Figure 9
Unplanned works as a percentage of actual starts	Figure 10
Works extensions as a percentage of actual starts	Figure 11
Overrunning works as a percentage of actual starts	Figure 12
Works awaiting closure and/or registration of final site reinstatement details as a percentage of actual starts	Figure 13 & Figure 14
Utility company interim reinstatements	Figure 15 & Figure 16
Sample Inspections undertaken by roads authorities	Figure 17
Sample inspections utility company pass rate	Figure 18
Substandard traffic management from inspection results	Figure 19
Works registered with missing contact details	Figure 20 & Figure 21
Misuse of traffic management type “not yet known”	Figure 22 & Figure 23
Fixed Penalty Notices (FPNs) issued to utility companies	Figure 24
Undue delay (S125) notices issued by roads authorities and received by utility companies	Figure 25 & Figure 26
Roads authority works registered per 100 km	Figure 27 to Figure 34

Analysis in this report considers trends over five financial years, 2015/16, 2016/17, 2017/18, 2018/19 and 2019/20. Each financial year is subdivided into quarters.

Period	Date Range
Quarter 1 (Q1)	1 April 2019 to 30 June 2019
Quarter 2 (Q2)	1 July 2019 to 30 September 2019
Quarter 3 (Q3)	1 October 2019 to 31 December 2019
Quarter 4 (Q4)	1 January 2020 to 31 March 2020

Actual starts (road works commenced)

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.

Roads authorities - actual starts registered on the SRWR are shown in their respective SCOTS group. Most groupings have delivered a variable performance whether decreasing, increasing or static with West Dunbartonshire Council delivering a marked increase in notice registration against their 2018/19 reporting year.

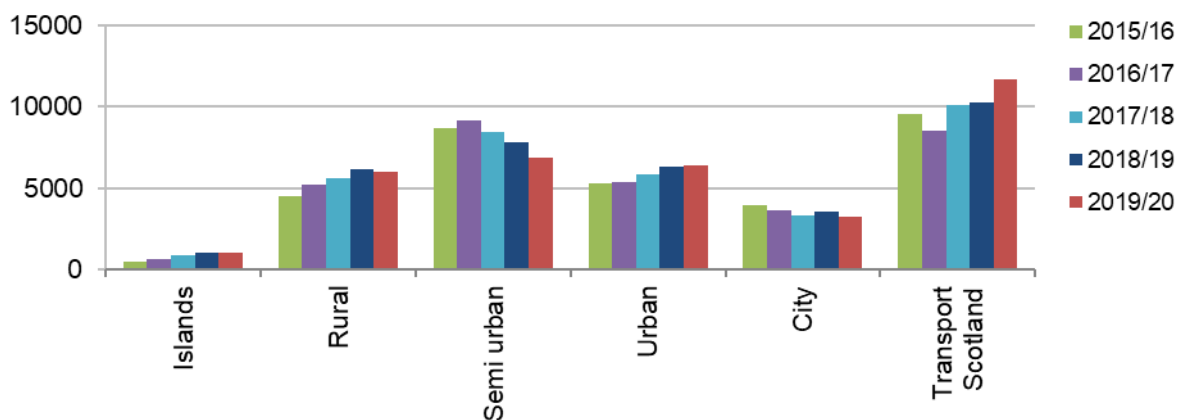


Figure 2 – Actual starts by roads authority SCOTS grouping.
(Source: SRWR Report 9a)

Utility companies - actual starts registered on the SRWR show a small increase in the number of works registered by the electricity and other sectors. Actual starts registered by the gas, telecommunications and water sectors all decreased their noticing for the reporting year.

Whilst scope remains for some improvement in the number of road works registered by utility companies, it is likely that a high percentage of utility company works are being registered.

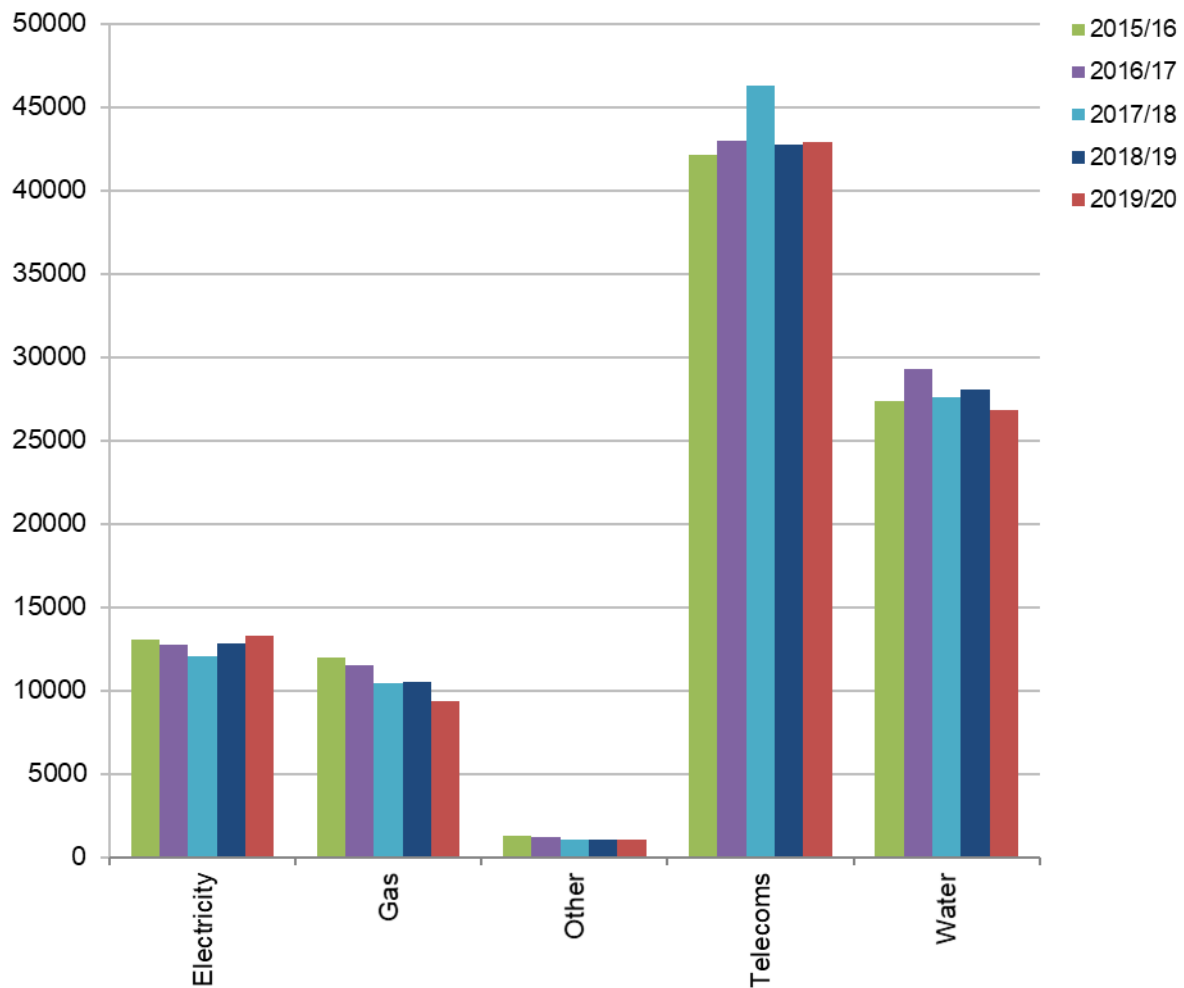


Figure 3 – Actual starts by utility sector.
(Source: SRWR Report 9a)

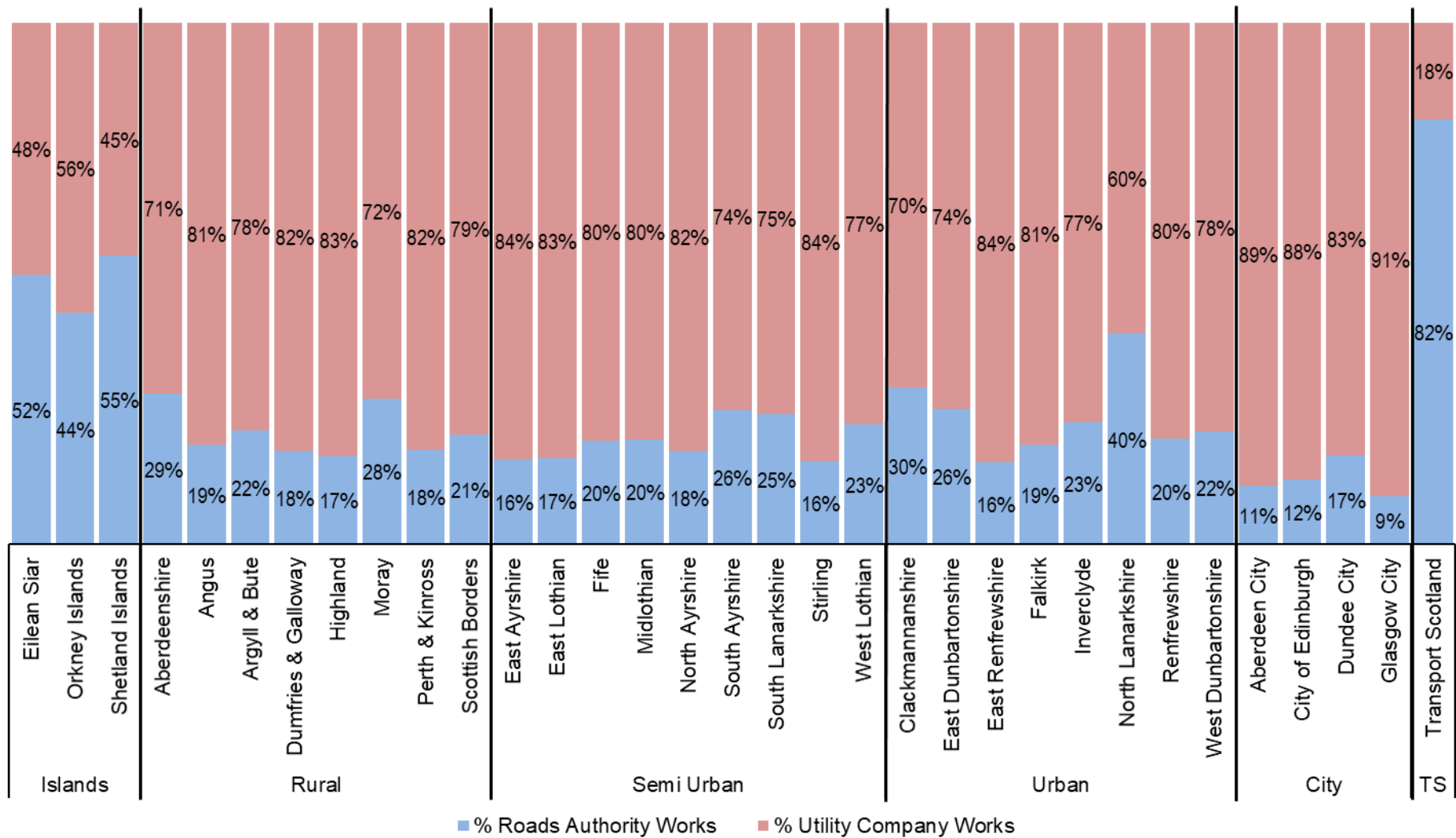


Figure 4 – Comparison of actual starts in each roads authority area.
(Source: SRWR Reports 9a & 2b)

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.

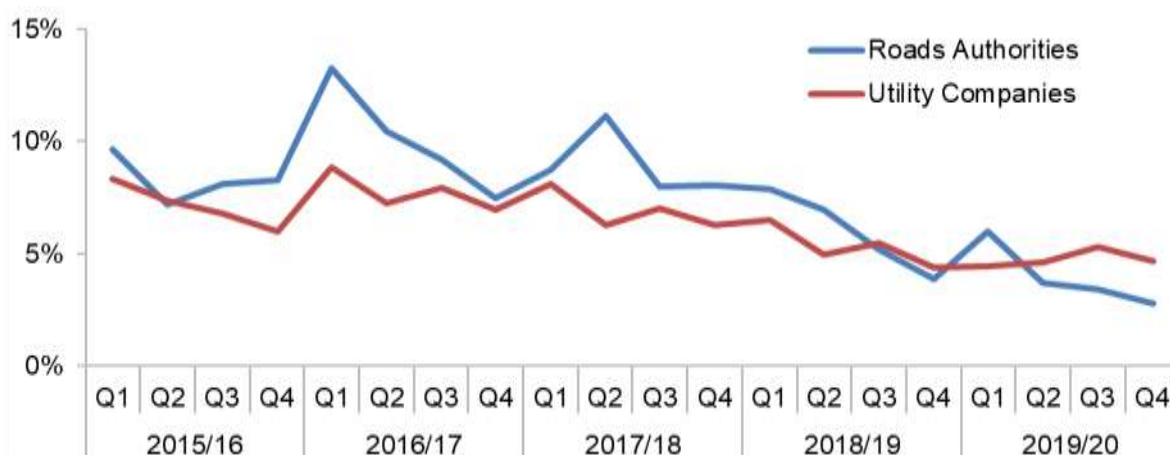


Figure 5 – Roads authority and utility company noticing failures
(Source: SRWR Reports 2a and 2b)

Overall, roads authorities further improved their performance to 2.8% from 3.6% (2018/19). Utility companies remained static with a noticing failure rate to 4.7%. Whilst 68% of utility companies failed to achieve the 4% target, it is encouraging that once again Scottish Water achieved a failure rate of only 3.1% against 26,821 works.

The following organisations achieved a failure rate less than 4%.

Roads Authorities		Utility Companies	
Aberdeen City Council	3.9%	Arqiva	3.0%
Aberdeenshire Council	4.0%	Axione UK Ltd	0.0%
Angus Council	1.2%	BT/Openreach	3.4%
Clackmannanshire Council	0.6%	Network Rail	2.0%
Comhairle nan Eilean Siar	0.8%	Lothian Broadband	0.0%
Dumfries & Galloway Council	2.5%	Network Rail	2.0%
East Dunbartonshire Council	1.6%	Scottish Water	3.1%
Fife Council	2.9%	Sky UK	0.0%
Inverclyde Council	1.7%	SSE Telecoms	3.2%
Midlothian Council	0.6%	Verizon	0.0%
Moray Council	2.5%	Vodafone Limited	3.8%
North Ayrshire Council	2.8%		
North Lanarkshire Council	1.9%		
Perth & Kinross Council	1.2%		
Renfrewshire Council	0.9%		
Scottish Borders Council	3.2%		
South Lanarkshire Council	2.6%		
Transport Scotland	3.1%		
West Lothian Council	3.0%		

The following organisations recorded an unacceptable failure rate in excess of 10%.

Roads Authorities		Utility Companies	
Dundee City Council	14.6%	CenturyLink	17.7%
East Ayrshire Council	16.7%	Concept Solutions People Limited	66.7%
East Lothian Council	10.1%	Energy Asset Pipelines	16.3%
East Renfrewshire Council	10.0%	Fulcrum Pipelines Limited	67.7%
West Dunbartonshire Council	35.8%	GTC Pipelines Limited	24.6%
		Hyperoptic	20.0%
		Last Mile Electricity Limited	16.2%
		Petroineos Manufacturing Scotland Ltd	66.7%
		Scottish & Southern Electricity Networks	13.5%
		Zayo	50.0%

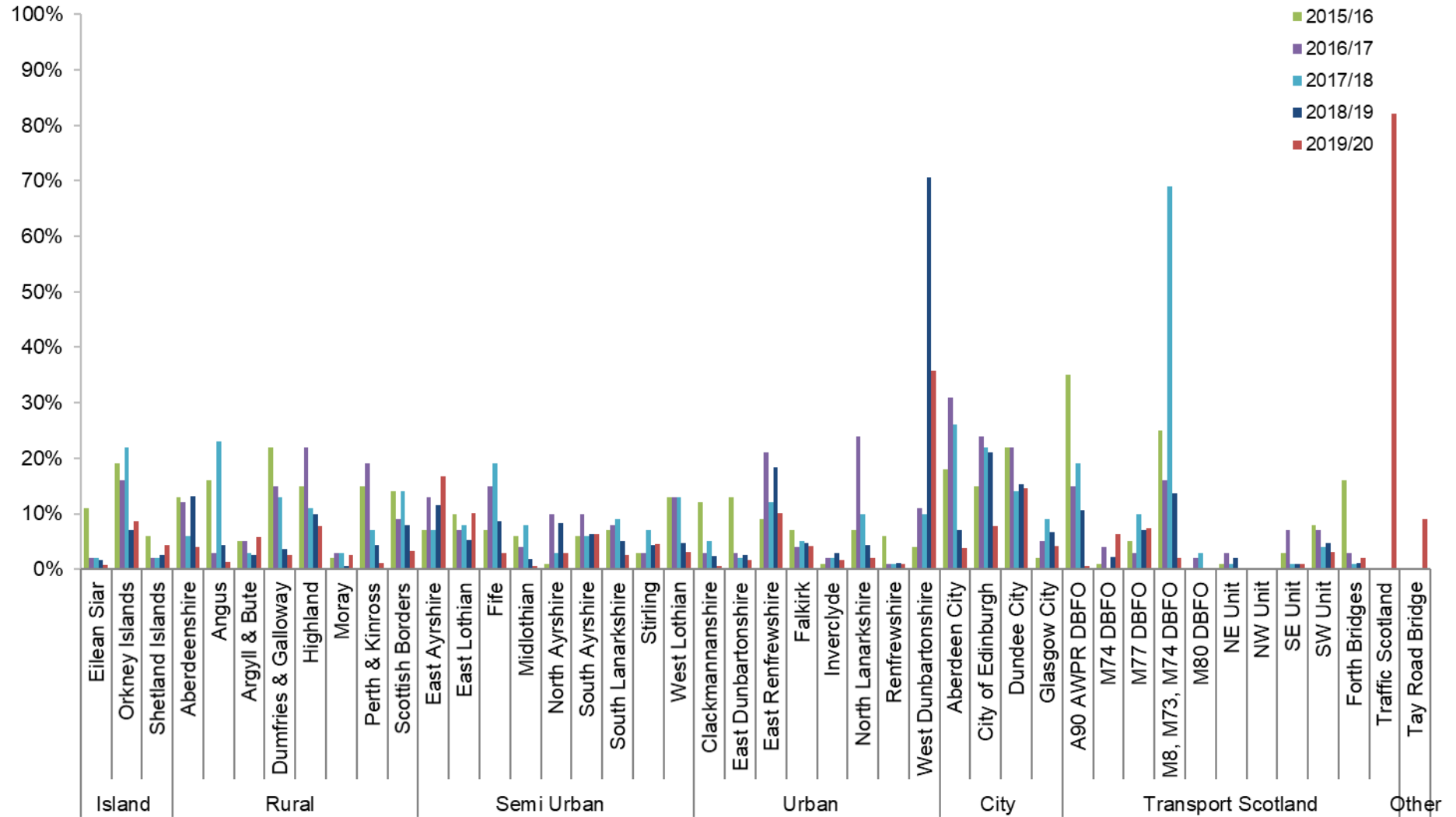


Figure 6 – Roads authority noticing failures as a percentage of actual starts
(Source: SRWR Report 2a)

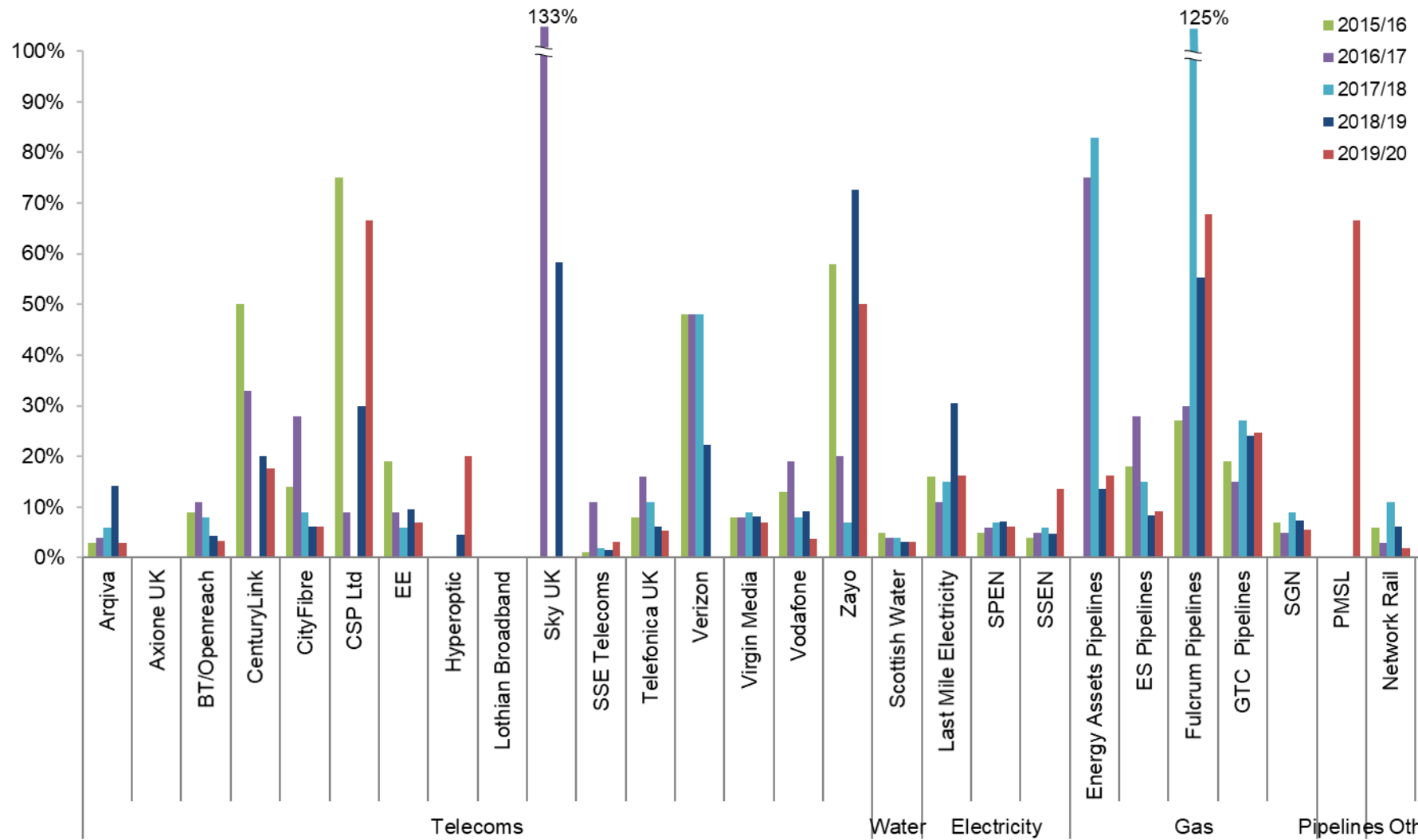


Figure 7 – Utility company noticing failures as a percentage of actual starts
(Source: SRWR Report 2b)

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.

Roads authorities continued to make use of early starts averaging 12.3% during 2019/20 (16.2 % in 2018/19). Similar to 2018/19, use of early starts fell to a low of 9.8% in Q3 before rising again in Q4. This again reflects the trend of previous years and may be due to the impact of winter maintenance activities.

Utility company use of early starts increased to an average of 8.8% during 2019/20 (7.5% in 2018/19).

In general terms organisations undertaking roadworks in Scotland used fewer early starts in 2018/19 suggesting improved co-operation and co-ordination.

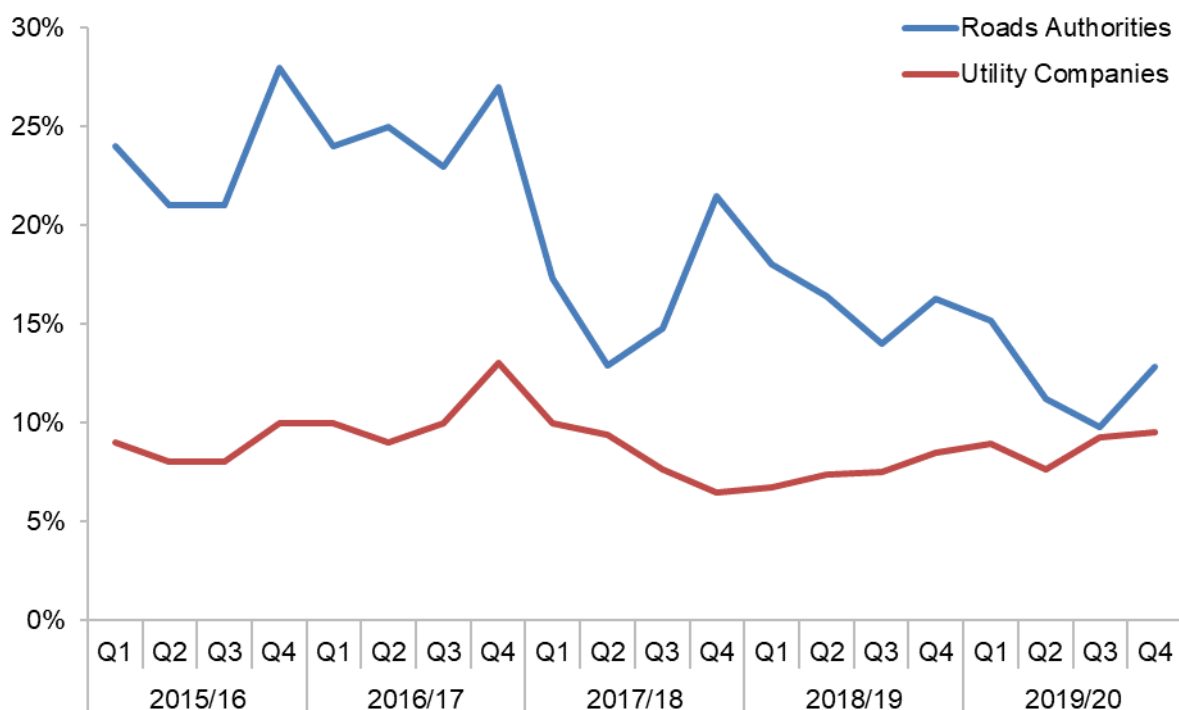


Figure 8 – Early starts as a percentage of actual starts
(Source: SRWR Report 10)

The use of late starts by both roads authorities and utility companies showed good consistency with improvement across the majority of the four quarters. At an average of around 0.6% (0.8% in 2018/19), the community are continuing to reduce their use of late starts.

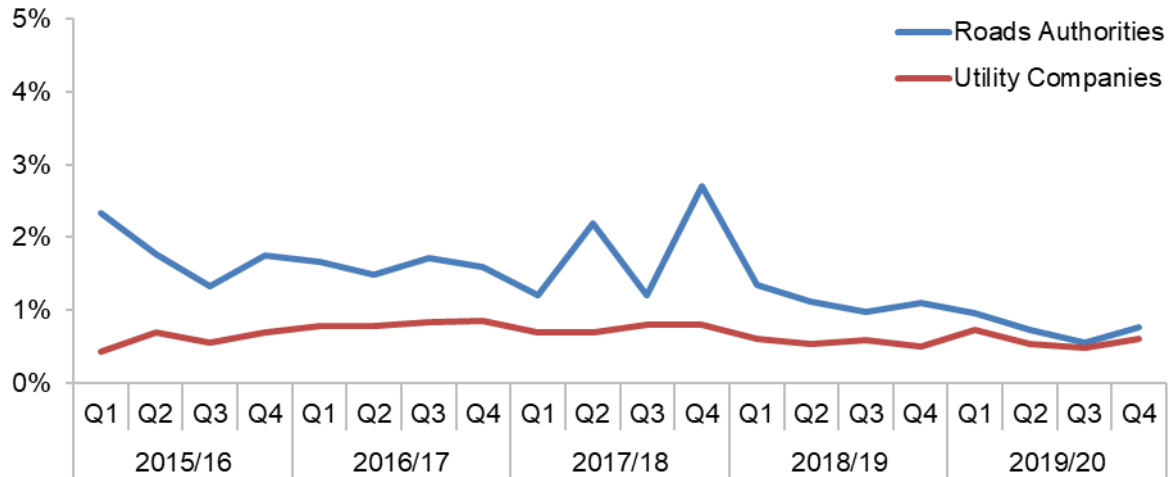


Figure 9 – Late starts as a percentage of actual starts
(Source: SRWR Report 10)

It is important that early starts and late starts are not used excessively to address poor works planning, co-operation and co-ordination.

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.

It is important that the use of unplanned works (emergency, urgent or remedial dangerous works) is minimised and that road works are properly planned and co-ordinated to minimise disruption to the travelling public. Excessive use of unplanned works is a failure by utility companies to co-operate and a failure by a roads authorities to co-ordinate.

Roads authority use of unplanned works remained steady with an average of 3.9% in 2019/20 (2018/19 3.8%), peaking at 4.6% in Q4. A significant decrease was noted across a number of sectors between Q4/Q1 in 2019. This historically is due to roads authorities re-scheduling works to align with available financial resources post their winter maintenance programmes.

Utility company use of unplanned works averaged 27.2% in 2019/20 (31.1% 2018/19). The performance of the major water, gas and electricity providers remains a concern. However, Scottish Water and SP Energy Networks have both provided good improvement, reducing to an average of 46.3% and 36.9% from 55.2% and 42.8% respectively in 2018/19. The performance of Scottish & Southern Electricity Networks at 40.9% (40.2% in 2018/19) and SGN at 33.9% (36.1% in 2018/19) suggests that further improvement could be delivered towards their sector targets of 30% (Electricity) and 27% (Gas).

Use of unplanned works needs to continue to reduce in order for utility companies to demonstrate that they are fulfilling their statutory duty to co-operate under the NRSWA.

Since 2018/19 the number of smaller organisations using a high % of unplanned works in relation to a low number of road works has seen improvement. Concept Solutions People Limited (66.7%) and Verizon (50%) continue to use unplanned works excessively.

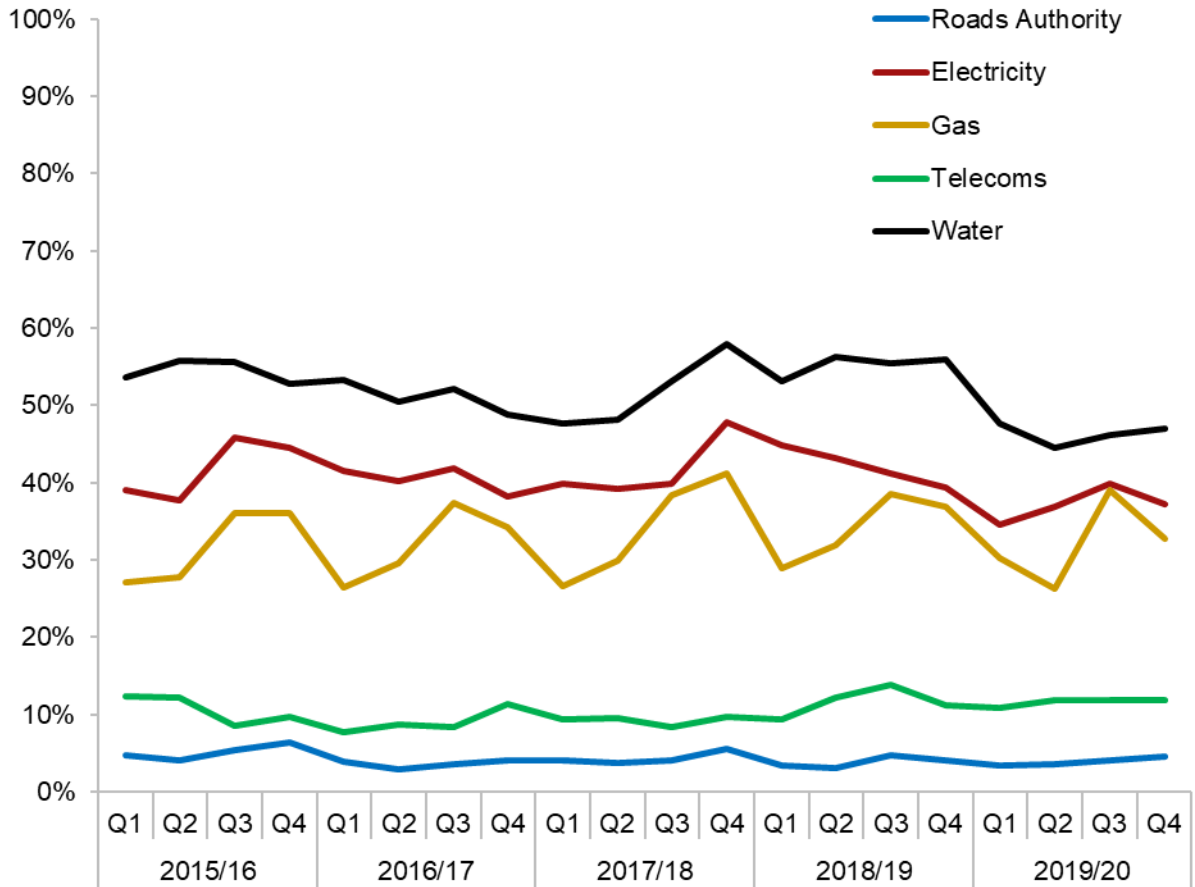


Figure 10 – Unplanned works as a percentage of actual starts
(Source: SRWR Report 9a)

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.

Roads authority and utility company use of work extensions again improved during 2019/20, both averaging 7.1% and 7.0% respectively. Wide variances exist in both groupings with individual roads authorities ranging from 0% to 26% and utility companies ranging from 0% to 40%. There continues to be a downward trend in the use of works extensions by roads authorities this reporting period.

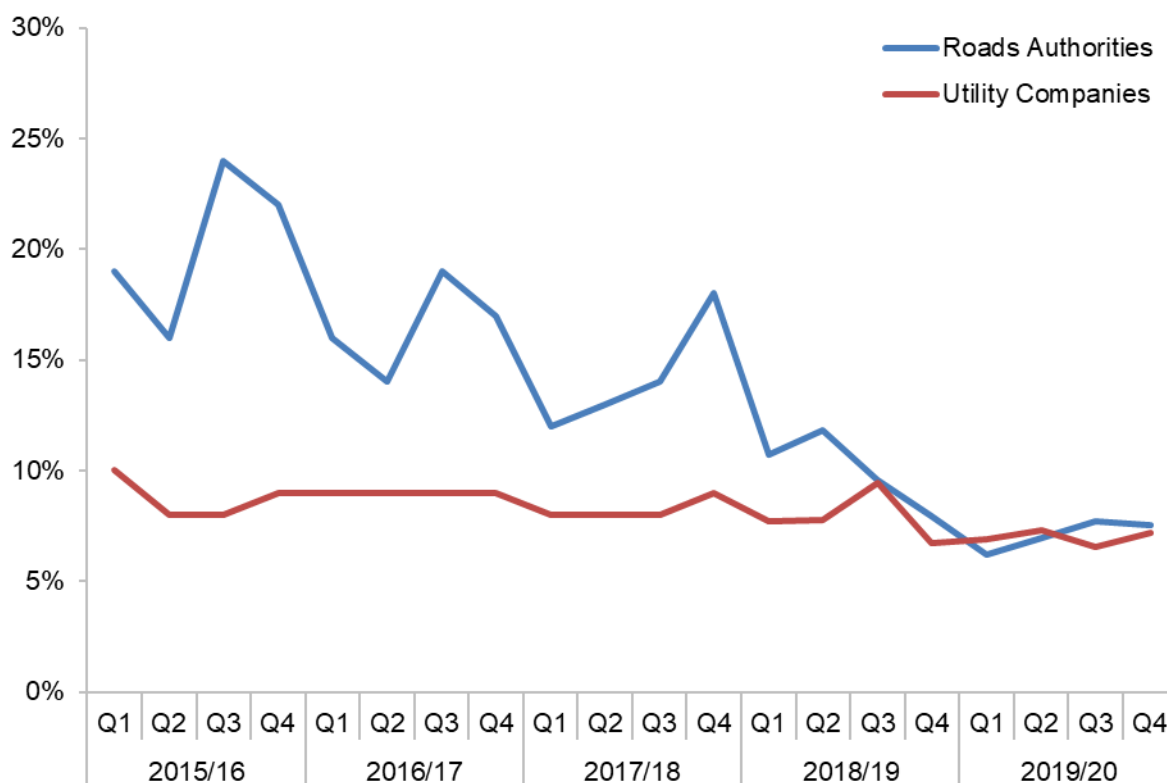


Figure 11 – Works extensions as a percentage of actual starts
(Source: SRWR Report 12)

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).

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

The performance of roads authorities improved during 2019/20 with only 0.4% overrunning their expected end date.

Utility companies failed to maintain their previous improvement in 2019/20 with 2.4% overrunning their expected end date.

Both sectors delivered slight increased use of overrunning works towards the end of the reporting period however in general work durations continued to be well planned.

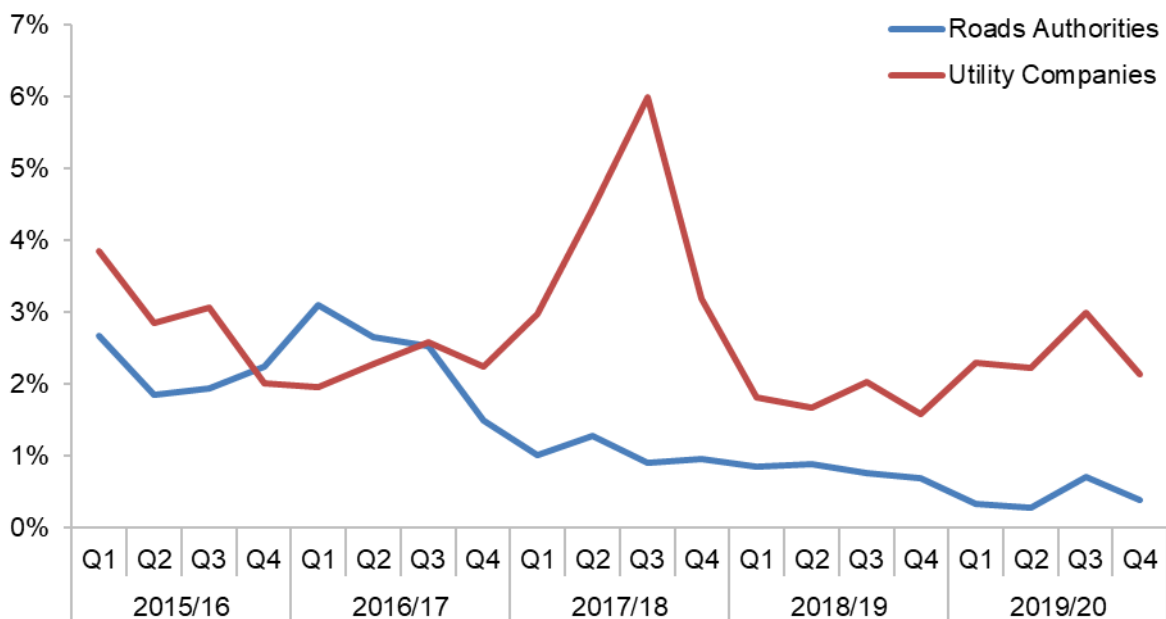


Figure 12 – Overrunning works as a percentage of planned works
(Source: SRWR Report 6)

Works awaiting closure and/or registration of final site reinstatement details as a percentage of actual starts

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.

Roads authority works awaiting closure notices continued the downward trend of recent years. At the end of 2019/20, 31 works required closure (2018/19 6). Utility company works awaiting closure decreased to 56 at the end of the reporting period (2018/19 89).

In general terms, these figures suggest that works closed notices are being well managed.

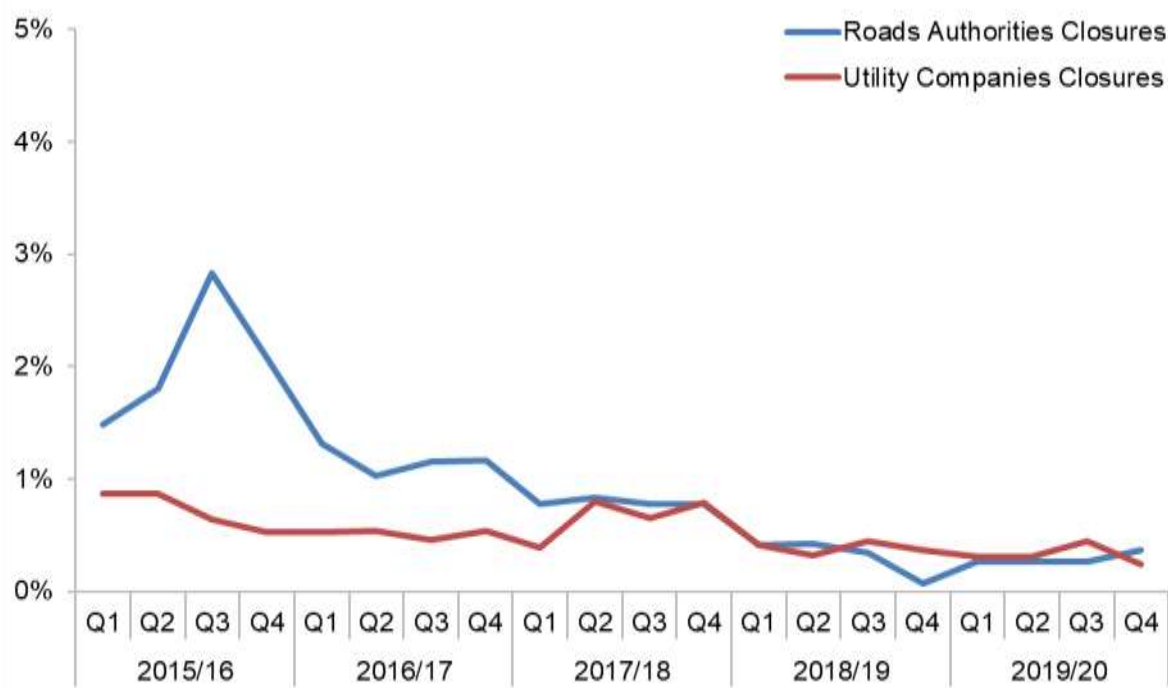


Figure 13 – Works awaiting closure as a percentage of actual starts
(Source: SRWR Report 16)

The number of utility company works awaiting registration of final site reinstatement details appears to be delivering some consistency although further progress is to the required target of zero.

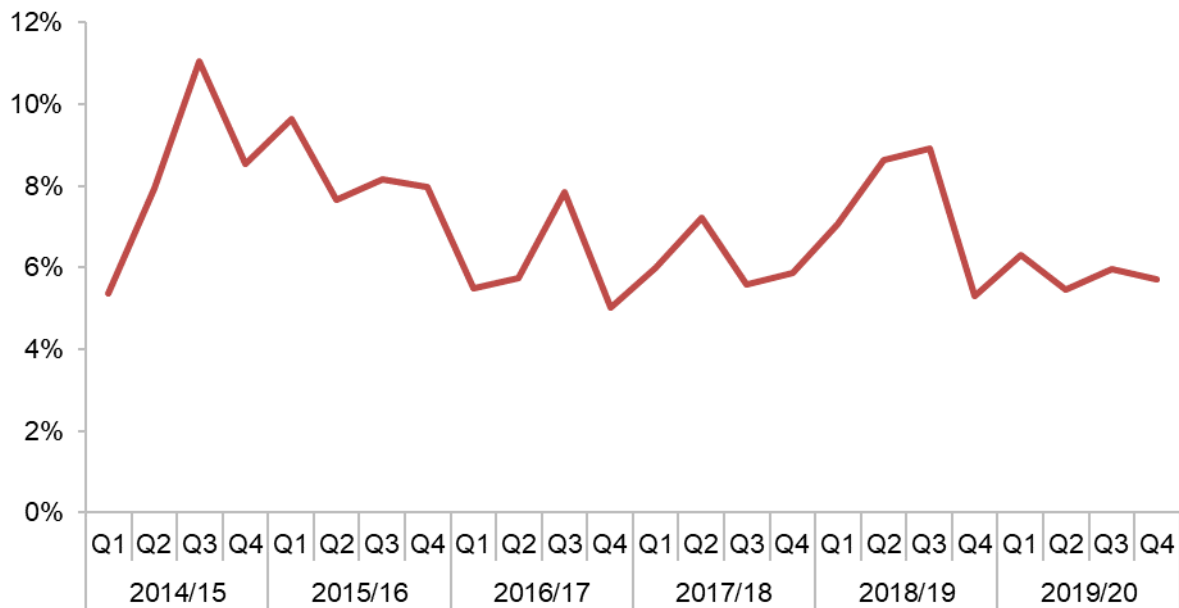


Figure 14 – Utility works awaiting registration of final site reinstatement details as a percentage of actual starts (Source: SRWR Report 16)

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 overdue to be made permanent without agreement from a roads authority, against the number of interim reinstatements made permanent at the year end.

The use of interim reinstatements should be minimised to avoid repeat visits and excessive disruption to road users.

The average number of interim reinstatements overdue to be made permanent in 2019/20 was 478 (617 in 2018/19).

A total of 1705 interim reinstatements were made permanent during the final quarter of the year (1454 in 2018/19).

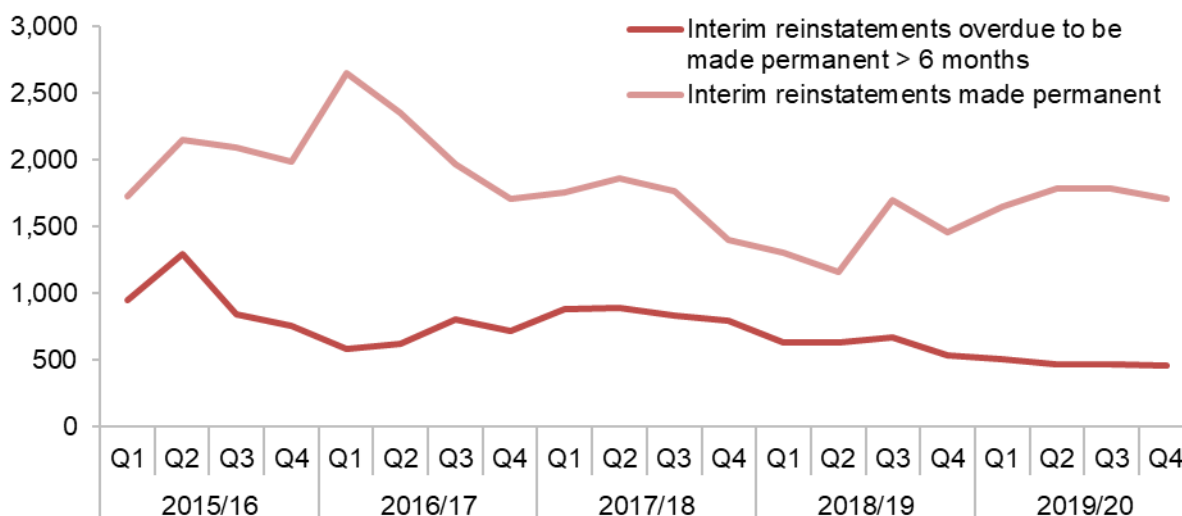


Figure 15 – Utility company interim reinstatements
(Source: SRWR Report 14 and Report 18)

Many utility companies reduced their interim reinstatements overdue to be made permanent at the year end. BT/Openreach, Scottish Water and SGN all delivered good improvement, whilst CityFibre Metro Networks Ltd and SP Energy Networks increased their interim reinstatements at the year end.

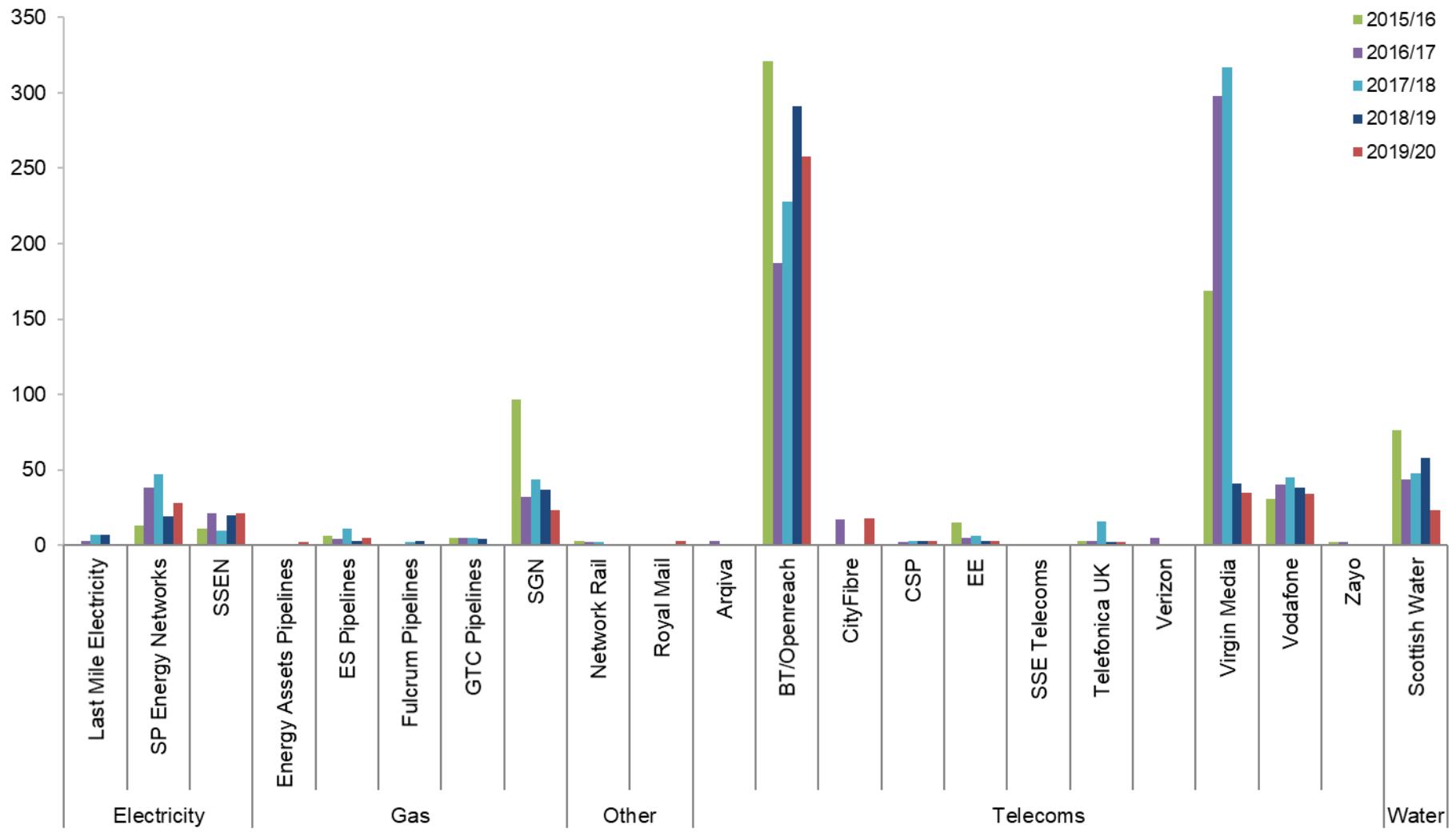


Figure 16 – Interim reinstatements overdue to be made permanent at the year end
 (Source: SRWR Report 18)

Sample inspections undertaken by roads authorities and utility company failure rate

Sample inspections are undertaken 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. These inspections are carried out by roads authorities.

Sample Inspections carried out by roads authorities consist of:

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* (commonly known as “The Red Book”) and the *Specification for the Reinstatement for Openings in Roads* (SROR).

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.

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.

There was a slight reduction in compliance with 73% of roads authorities achieving in excess of 90% of their target sample inspections. Angus Council (72.4%), East Ayrshire Council (47.6%), South Ayrshire Council (72.6%) and Transport Scotland (38.9%) undertook less than 75% of their target sample inspections. These inspections are an indication of utility companies co-operation and roads authorities co-ordination and identify which utilities are carrying out road works safely and to the proper standard.

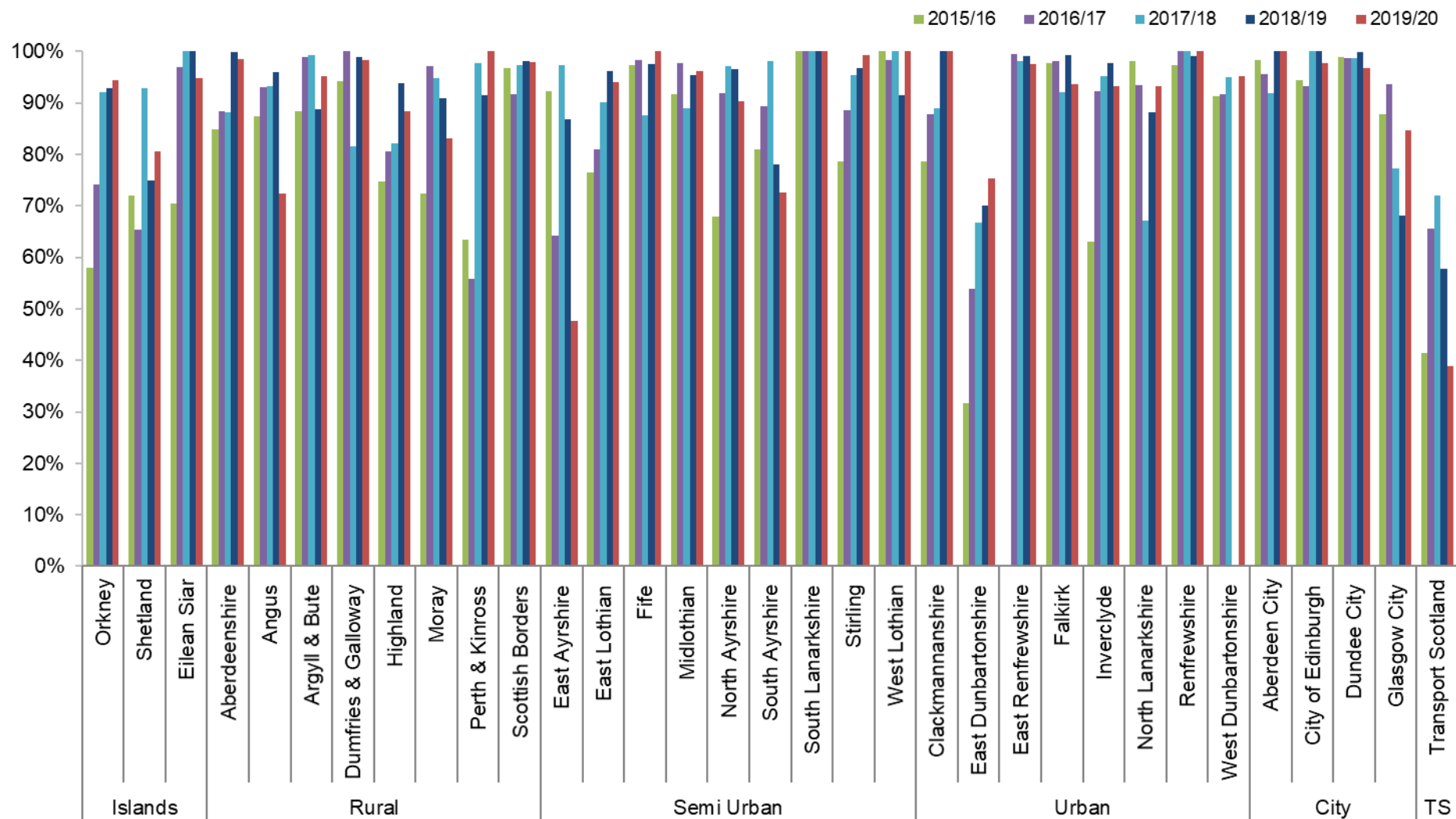


Figure 17 - Sample inspections undertaken by roads authorities (Source: SRWR inspection reports)

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.

Category A results

The number of organisations performing well, achieving greater than a 90% pass rate, increased in 2019/20 with Arqiva, BT/Openreach, EE, ES Pipelines, GTC Pipelines, Hyperoptic, Network Rail, Scottish Water, SGN, Scottish & Southern Electricity Networks, SSE Telecoms and Vodafone achieving the standard.

Several utility companies had unacceptable pass rates with CityFibre at 80%, Telefonica UK at 71.4% and Virgin Media Group at 81% performing poorly against required standards of health and safety.

Category B results

Arqiva, BT/Openreach, EE, Last Mile Electricity, ES Pipelines, Fulcrum Pipelines, Hyperoptic, Royal Mail, Scottish Water, SP Energy Networks, Scottish & Southern Electricity Networks, SGN and Vodafone Limited exceeded the 90% pass rate. BT/Openreach, Scottish Water, SGN and SP Energy Networks recorded less than 8% failures against a combined sample size of 5,376 inspections, in excess of 80% of the total sample size.

CityFibre, GTC Pipelines, SSE Telecoms and Telefonica UK recorded pass rates of 75% or less which is unacceptable.

Category C results

Arqiva, BT/Openreach, Fulcrum Pipelines, GTC Pipelines, Hyperoptic, Royal Mail, Scottish Water, SGN, SP Energy Networks, Scottish & Southern Electricity Networks, SSE Telecoms, Telefonica UK, Verizon and Virgin Media exceeded the 90% pass rate.

Last Mile Electricity and Network Rail recorded unacceptable pass rates of 75% or less.

Regardless of the number of road works undertaken, organisations are required to meet their statutory obligations.

As Category A inspections are based on a 10% sample, the actual number of substandard road works sites across Scotland is likely to be 10 times greater. For example, the yearly report similar to 2018/19 (618) identified 617 failures which would translate into approximately 6000 sites across the country that would have had compliance issues with public safety and specification.

A small number of roads authorities and operating companies again recorded a pass rate of 100% for category A sample inspections during 2019/20. It is unlikely that this is a robust representation of works on site in an environment where utility companies are failing to achieve a 90% pass rate across the rest of Scotland. One roads authority and one trunk road operating company have once again been asked to review their inspection practices.

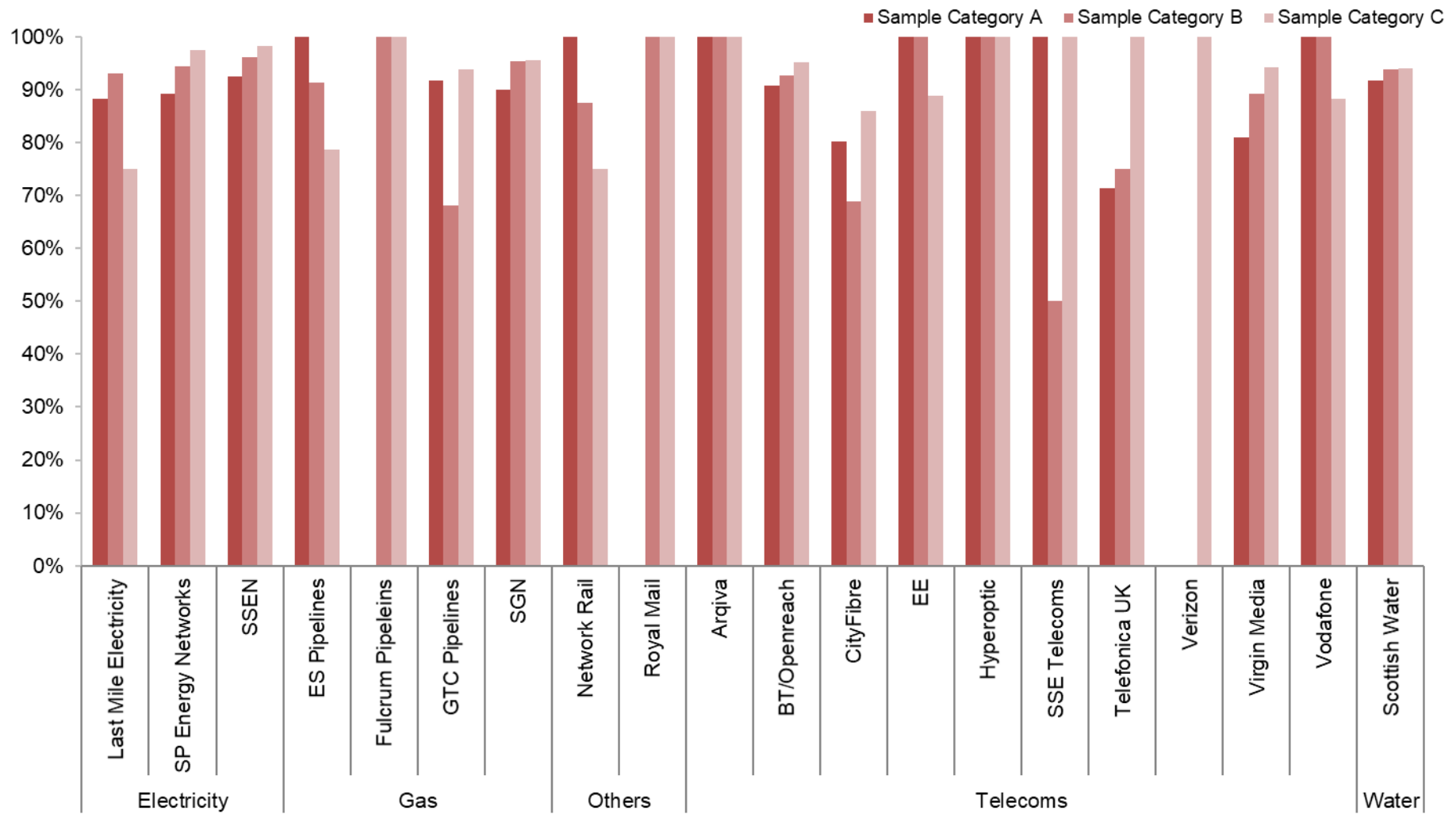


Figure 18 – Sample inspections utility company pass rate (Source: SRWR inspections reports)

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.

Performance was again variable during 2019/20, with a peak in Q1 and low in Q2. Average performance is maintained around the 1.1% level.

In addition to legislated qualifications for operatives and supervisors, the Technical Standards Manager within the oSRWC office continues to offer traffic management awareness sessions for operatives and managers to encourage greater compliance.

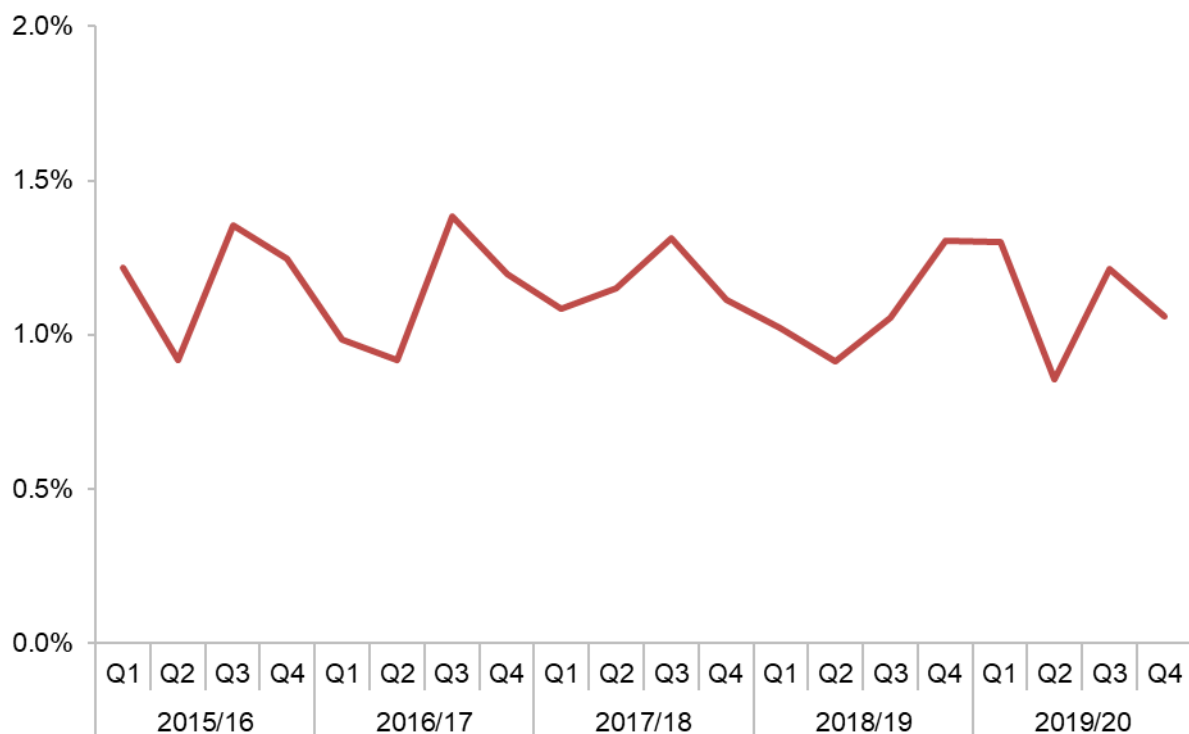


Figure 19 – Substandard traffic management from inspection results
(Source: SRWR Report 19)

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.

The following organisations performed poorly:

Organisation	Percentage of Failures
East Renfrewshire Council	2.4%
East Lothian Council	3.7%
Orkney Island Council	2.7%
West Dunbartonshire Council	2.3%
Arqiva	4.4%
Axione UK Ltd	42.8%
Fulcrum Pipelines Limited	3.2%
Zayo	12.5%

Over the reporting period roads authorities again improved their performance, only failing to provide contact details on 0.5% of all works (1.2% in 2018/19). Utility companies recorded an improved performance with 92% of organisations delivering <1%. The average failure rate was 1.7% (2.8% in 2018/19).

Provision of contact details is an administrative function and 100% compliance is expected.

Figure 20 and Figure 21 show the number of works with missing contact details.

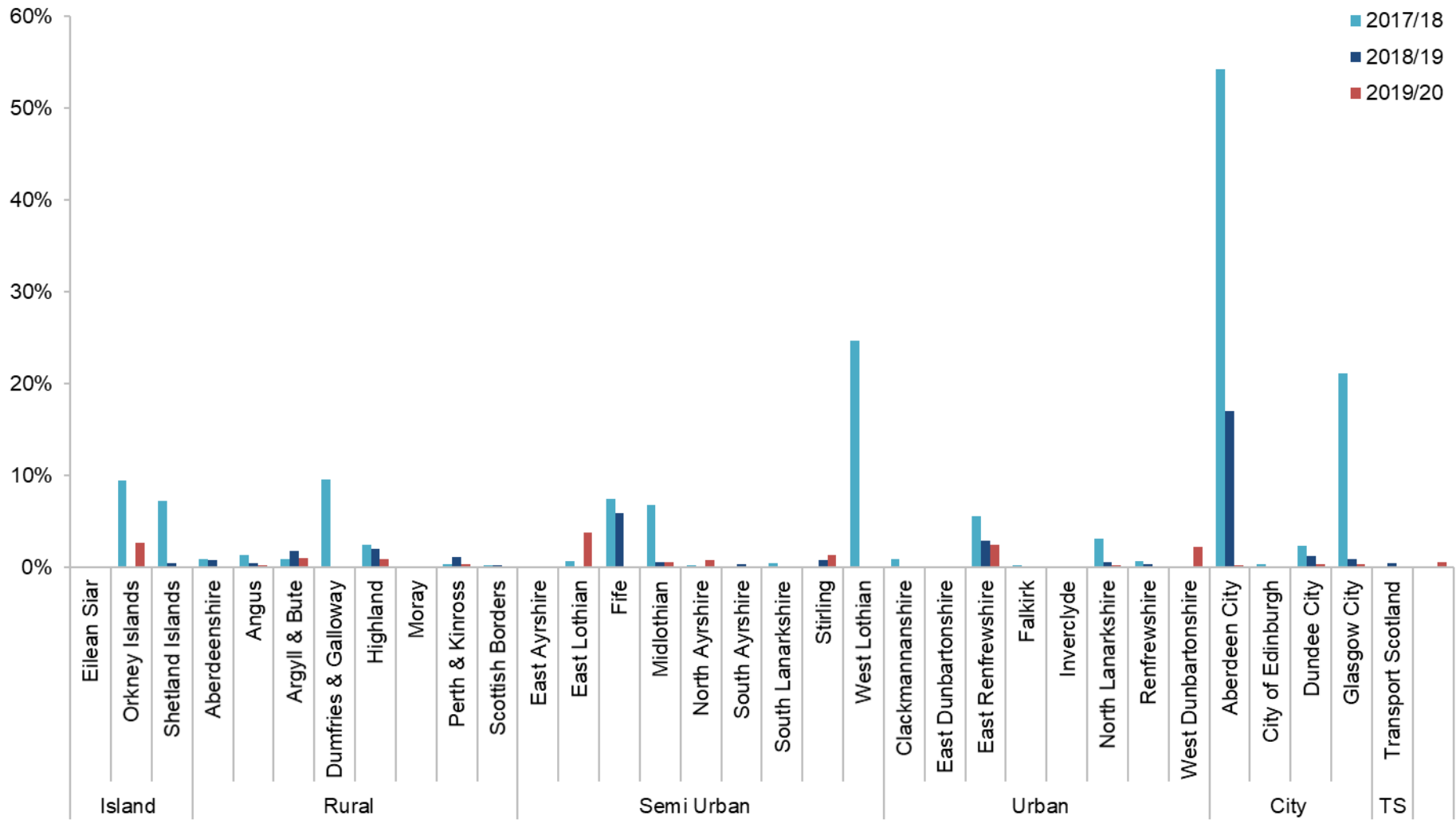


Figure 20 – Roads authority works registered with missing contact details as a percentage of actual starts
 (Source: SRWR Report 24)

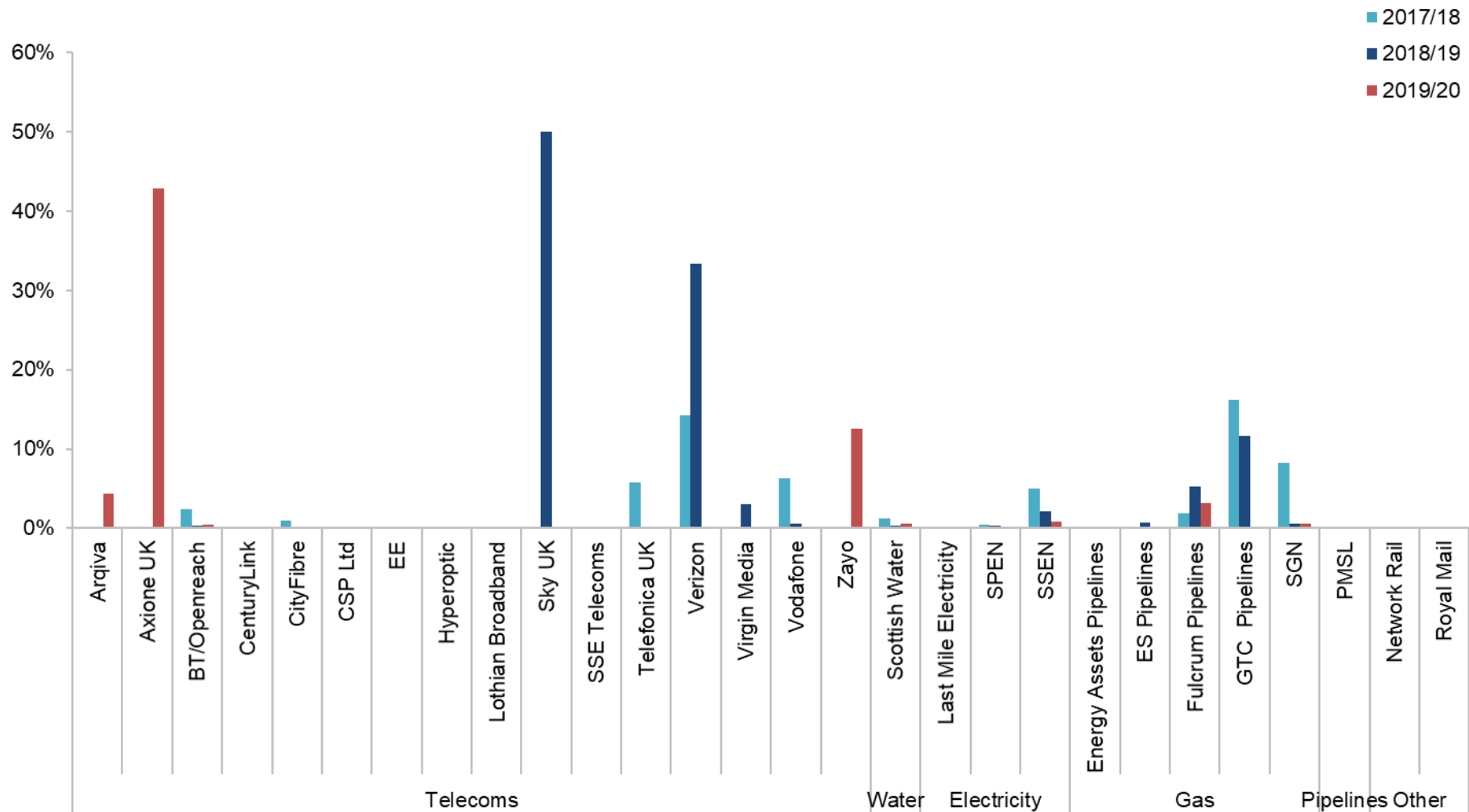


Figure 21 - Utility company works registered with missing contact details as a percentage of actual starts
(Source: SRWR Report 24)

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 SRWC considers it unacceptable for this information to be missing.

The failure rate of roads authorities improved with a range between 0% and 3% with an average failure value of 0.2% (0.8% in 2018/19). Glasgow City Council and Perth & Kinross Council recorded 2.6% and 1.1% respectively against the target figure of 0%.

The average failure rate for utility companies was 0.3% (0.5% in 2018/19). The performance of Energy Assets Pipelines, GTC Pipelines and Hyperoptic at 3.6%, 1.4% and 2.5% respectively requires greater focus.

As traffic management details should be known in advance of works commencing, 100% compliance is expected.

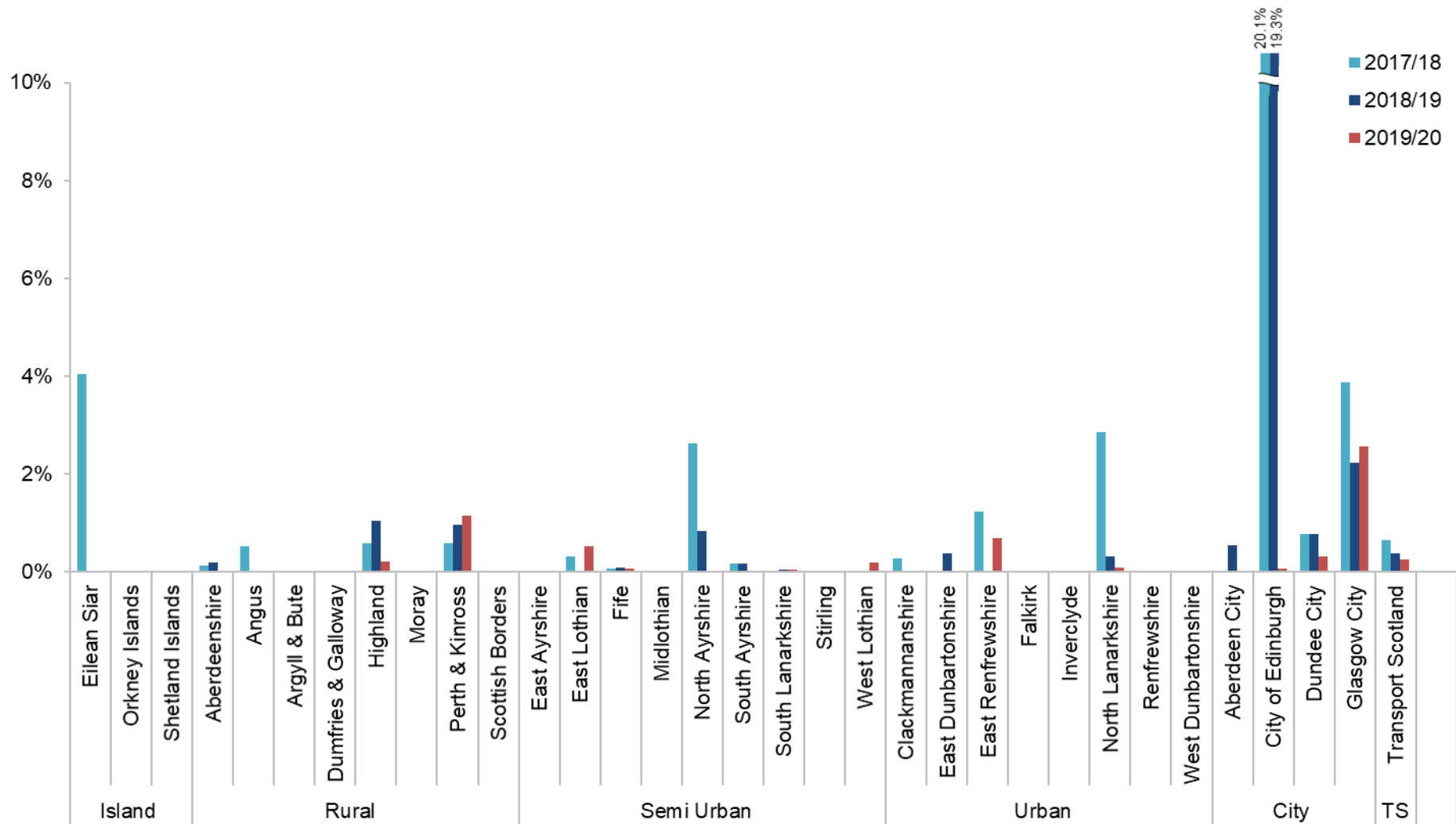


Figure 22 – Roads Authority works which misuse the traffic management type “Not Yet Known” as a percentage of actual starts
 (Source: SRWR Report 24)

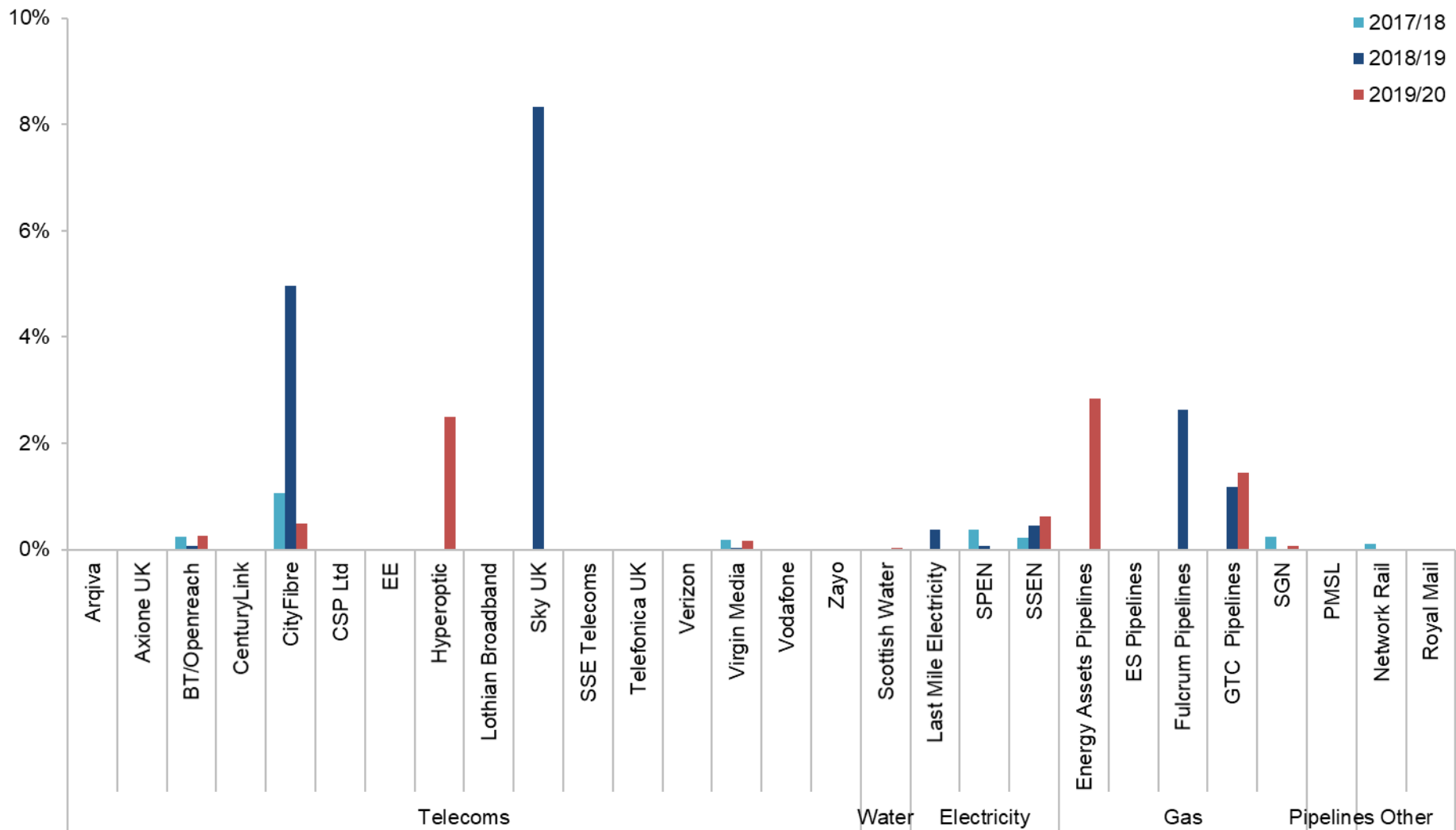


Figure 23 – Utility company works which misuse the traffic management type “Not Yet Known” as a percentage of actual starts
 (Source: SRWR Report 24)

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

Fixed Penalty Notices (FPNs) were issued by 22 of the 32 council roads authorities and 2 of the 5 Transport Scotland Operating Companies.

The overall rate of FPNs issued to utility companies reduced to 2.2% of utility company road works being subject to a penalty in 2019/20 (3.0% in 2018/19).

Good improvement was delivered by Sky UK (33% to 0%) and Verizon (22% to 7%).

A number of the smaller organisations recorded a disappointing performance with Concept Solutions People Limited (67%), Fulcrum Pipelines Limited (19%), Hyperoptic (10%) and Petroineos Manufacturing Scotland Ltd (67%). Full details are shown in Figure 24.

Roads authorities collected approximately £162,960 from the issue of FPNs, a 28.9% decrease on the previous year.

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

Year	Amount
2015/16	£288,000
2016/17	£287,000
2017/18	£268,000
2018/19	£229,200
2019/20	£162,960

Undertaker Type	Organisation	2015/16			2016/17			2017/18			2018/19			2019/20		
		Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%
Electricity	ESP Electricity	-	-	-	-	-	-	-	-	-	0	1	0.0%	-	-	-
	Last Mile Electricity Limited	27	329	8.2%	21	270	7.8%	20	241	8.3%	44	268	16.4%	16	266	6.0%
	National Grid	-	-	-	0	5	0.0%	0	1	0.0%	0	19	0.0%	-	-	-
	Scottish & Southern Electricity Networks	51	2,783	1.8%	34	2,522	1.3%	47	2,614	1.8%	47	2,582	1.8%	41	2,383	1.7%
	SP Energy Networks	293	10,247	2.9%	341	10,193	3.3%	305	9,392	3.2%	427	10,244	4.2%	311	10,630	2.9%
Gas	Energy Assets Pipelines	-	-	-	0	3	0.0%	3	6	50.0%	0	22	0.0%	7	141	5.0%
	ES Pipelines	16	110	14.5%	30	187	16.0%	11	105	10.5%	-11	133	-8.3%	8	120	6.7%
	Fulcrum Pipelines Ltd	4	82	4.9%	9	57	15.8%	38	53	71.7%	19	38	50.0%	6	31	19.4%
	GTC Pipelines	6	48	12.5%	6	71	8.5%	15	99	15.2%	27	171	15.8%	11	207	5.3%
	SGN	421	11,358	3.7%	234	10,866	2.2%	353	9,910	3.6%	320	9,873	3.2%	189	8,871	2.1%
Other	Edinburgh Trams	5	8	62.5%	1	9	11.1%	0	5	0.0%	-	-	-	-	-	-
	Network Rail	5	1,056	0.5%	-1	1,111	-0.1%	12	1,006	1.2%	27	953	2.8%	2	862	0.2%
	Royal Mail	14	170	8.2%	10	36	27.8%	-6	55	-10.9%	8	75	10.7%	4	169	2.4%
Pipeline	INEOS	0	2	0.0%	0	2	0.0%	0	2	0.0%	-	-	-	-	-	-
	INEOS FPS	-	-	-	-	-	-	1	1	100.0%	0	8	0.0%	-	-	-
	Petroineos Manufacturing Scotland Ltd	-	-	-	-	-	-	-	-	-	-	-	-	2	3	66.7%
Telecoms	Arqiva	1	34	2.9%	1	50	2.0%	0	49	0.0%	1	106	0.9%	0	68	0.0%
	Axione UK Limited	-	-	-	-	-	-	-	-	-	-	-	-	0	35	0.0%
	Broadband for the Rural North Ltd	-	-	-	0	2	0.0%	1	1	100.0%	-	-	-	-	-	-
	BT/Openreach	1,222	28,175	4.3%	1,279	25,823	5.0%	1,053	26,982	3.9%	619	26,637	2.3%	443	27,645	1.6%
	CenturyLink	2	4	50.0%	0	6	0.0%	0	9	0.0%	0	10	0.0%	0	17	0.0%
	CityFibre	45	893	5.0%	416	2,587	16.1%	136	1,873	7.3%	63	2,434	2.6%	241	4,475	5.4%
	Concept Solutions People	2	4	50.0%	0	23	0.0%	0	4	0.0%	3	10	30.0%	2	3	66.7%
	EE	26	424	6.1%	20	797	2.5%	14	518	2.7%	4	168	2.4%	7	215	3.3%
	Hyperoptic	-	-	-	-	-	-	0	42	0.0%	2	88	2.3%	4	40	10.0%
	Lothian Broadband	-	-	-	-	-	-	-	-	-	-	-	-	0	14	0.0%
	Sky UK	-	-	-	0	3	0.0%	-	-	-	4	12	33.3%	1	9	11.1%
	SSE Telecoms	0	74	0.0%	10	116	8.6%	3	173	1.7%	0	190	0.0%	0	93	0.0%
	Telefonica UK	10	370	2.7%	5	236	2.1%	17	227	7.5%	10	386	2.6%	11	380	2.9%
	Verizon	11	75	14.7%	6	33	18.2%	5	21	23.8%	2	9	22.2%	1	14	7.1%
	Virgin Media	661	10,924	6.1%	540	12,749	4.2%	907	15,953	5.7%	706	12,333	5.7%	287	9,515	3.0%
	Vodafone	70	1,164	6.0%	46	534	8.6%	10	457	2.2%	7	331	2.1%	4	345	1.2%
Zayo	0	12	0.0%	0	10	0.0%	1	14	7.1%	3	11	27.3%	0	8	0.0%	
Water	Scottish Water	702	27,356	2.6%	584	29,252	2.0%	401	27,595	1.5%	533	28,021	1.9%	439	26,821	1.6%
	Total	3,594	95,702	3.8%	3,592	97,556	3.7%	3,347	97,410	3.4%	2,865	95,133	3.0%	2,037	93,380	2.2%

Figure 24 – Fixed Penalty Notices issued to utility companies (Source: SRWR Report 1)

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.

The overall use of section 125 undue delay directions remains very low, with only 104 issued (2018/19 109). Only 10 of the 33 roads authorities made use of their statutory powers to accelerate works which had been unduly delayed.

14% of directions issued were served on CityFibre, 42% on Scottish Water and 13% on SGN. Small utility organisations were in the main not involved in receiving section 125 directions.

The following 4 authorities issued 90 of the total 104 directions:

Authority	S125
Aberdeen City Council	22
City of Edinburgh Council	9
Clackmannanshire Council	9
Perth & Kinross Council	50

Aberdeen City Council and Perth & Kinross Council significantly increased their use of directions, whilst South Lanarkshire Council decreased their use to 3 (14 in 2018/19).

It is unlikely that authorities the size of City of Edinburgh Council, Dundee City Council, Fife Council, Glasgow City Council, Highland Council and Scottish Borders Council were not subject to significant numbers of unduly delayed utility company road works. The view of the SRWC 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.

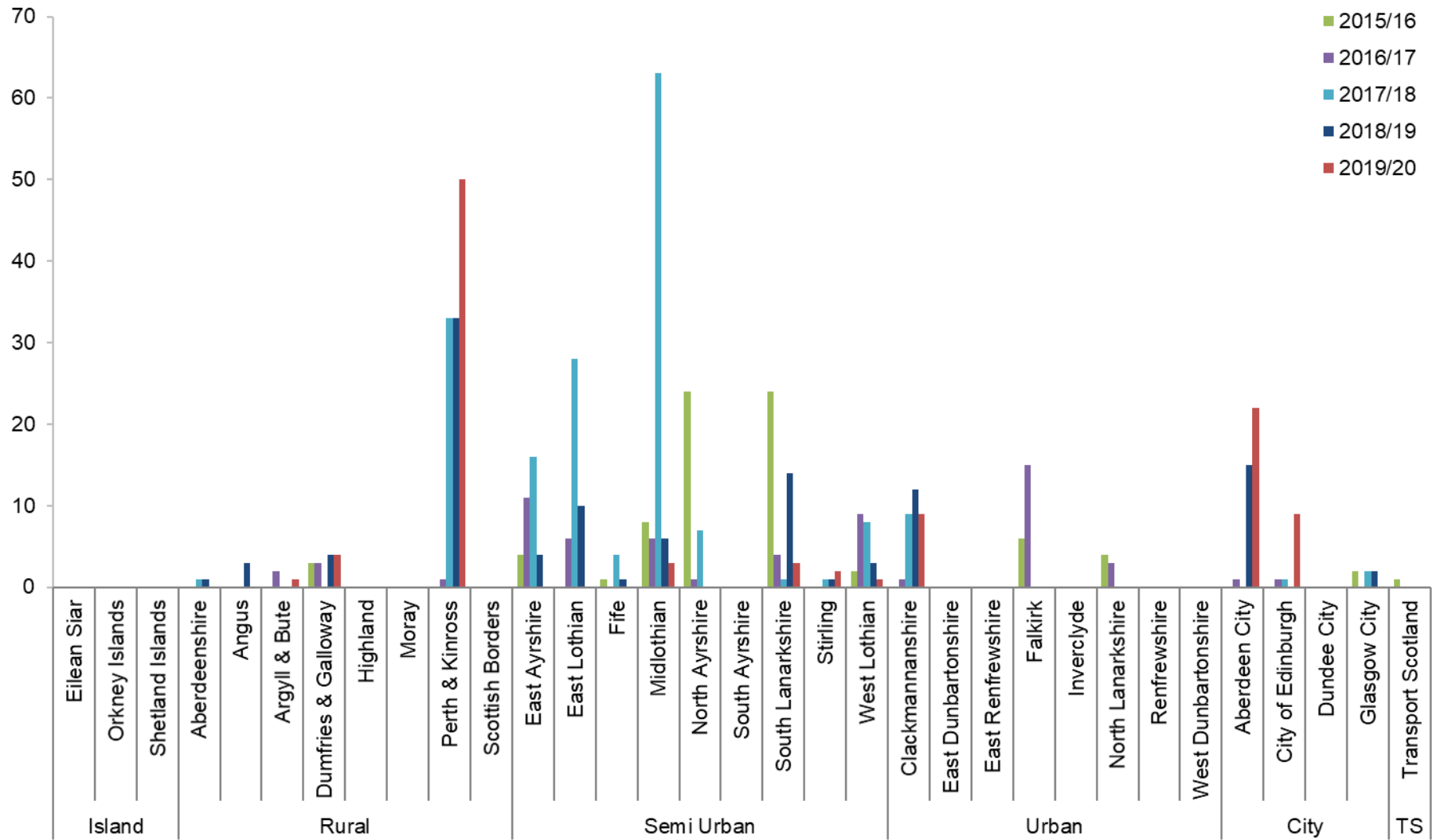


Figure 25 – Number of undue delay (S125) direction notices issued by roads authorities
 (Source: SRWR Report 17e)

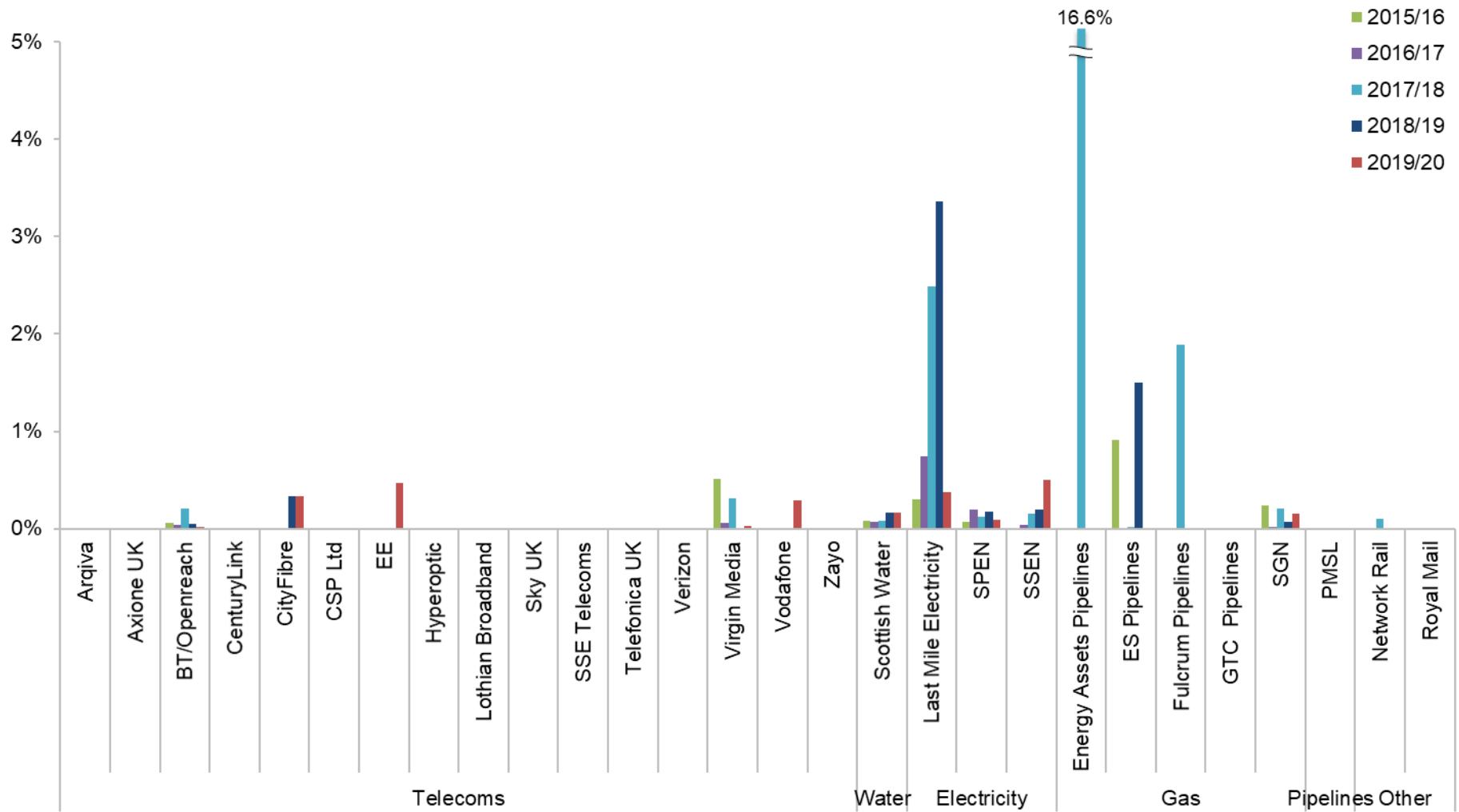


Figure 26 – Number of undue delay (S125) direction notices received by utility companies as a percentage of actual starts
(Source: SRWR Report 17e)

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.

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 are grouped with peer organisations and any view on their performance is relative.

Improvement was again recorded, with 12 of the 32 council roads authorities increasing the number of works registered. It remains the view of the SRWC that roads authorities are not registering all of their qualified works.

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	20 to 42 works registered per 100km (3 authorities)
Rural	13 to 44 works registered per 100km (8 authorities)
Semi Urban	37 to 95 works registered per 100km (9 authorities)
Urban	60 to 198 works registered per 100km (8 authorities)
City	47 to 102 works registered per 100km (4 authorities)
TS OC	175 to 558 works registered per 100km (5 companies)
TS DBFO	156 to 1,202 works registered per 100km (5 companies)

In general terms, the noticing of works by roads authorities across all groups was inconsistent. The majority of Transport Scotland Operating Companies (ave +4%) and Transport Scotland DBFOs (ave +21%) delivered improvement in 2019/20.

The number of works registered increased by more than 25% in Orkney Islands Council (26%), East Dunbartonshire Council (39%), East Renfrewshire Council (40%) and Transport Scotland – M74 DBFO (73%) and Transport Scotland – M80 DBFO (69%).

South Lanarkshire Council reduced their works registered to 77 works per 100km in 2019/20 (2018/19 105).

It is reasonable to expect a degree of correlation across Scotland within SCOTS family groups and within trunk road operating areas. Further scrutiny of authorities at the lower end of each group will continue to confirm that all qualifying works are being registered.

Grouping	Organisation	2015/16	2016/17	2017/18	2018/19	2019/20
Island Group	Comhairle nan Eilean Siar	21	31	48	46	42
	Orkney Islands Council	15	10	15	24	30
	Shetland Islands Council	10	16	18	23	20
Rural Group	Aberdeenshire Council	24	25	26	27	29
	Angus Council	31	35	21	23	22
	Argyll & Bute Council	13	20	23	25	21
	Dumfries & Galloway Council	11	17	15	18	17
	Highland Council	6	7	14	16	13
	Moray Council	44	47	53	53	44
	Perth & Kinross Council	18	19	21	21	24
Scottish Borders Council	12	13	13	18	20	
Semi-Urban Group	East Ayrshire Council	28	26	57	60	45
	East Lothian Council	38	37	33	43	40
	Fife Council	86	72	70	48	57
	Midlothian Council	40	35	46	53	52
	North Ayrshire Council	29	46	55	46	37
	South Ayrshire Council	36	31	50	50	46
	South Lanarkshire Council	156	186	108	105	77
	Stirling Council	51	52	64	50	53
West Lothian Council	80	90	118	117	95	
Urban Group	Clackmannanshire Council	57	105	122	106	109
	East Dunbartonshire Council	54	95	135	101	140
	East Renfrewshire Council	22	28	34	43	60
	Falkirk Council	44	44	75	68	60
	Inverclyde Council	130	125	92	106	93
	North Lanarkshire Council	198	169	168	231	198
	Renfrewshire Council	49	72	85	69	85
West Dunbartonshire Council	94	78	71	15	82	
City Group	Aberdeen City Council	27	66	79	60	47
	City of Edinburgh Council	132	98	108	70	102
	Dundee City Council	101	60	45	99	56
	Glasgow City Council	71	73	46	69	55
Transport Scotland	Forth Bridge OC	661	218	388	455	363
	NE OC	340	303	352	242	292
	NW OC	214	150	239	160	175
	SE OC	239	204	402	324	322
	SW OC	498	455	554	458	558
	AWPR DBFO	546	340	179	432	395
	M74 DBFO	34	112	90	90	156
	M77 DBFO	167	344	392	348	327
	M8, M73, M74 DBFO	481	938	804	994	1203
	M80 DBFO	56	205	370	363	613

Figure 27 – Roads authority works registered per 100km
(Source: SRWR Report 9a and Scottish Transport Statistics “Public Road Lengths”)

SCOTS – Island group

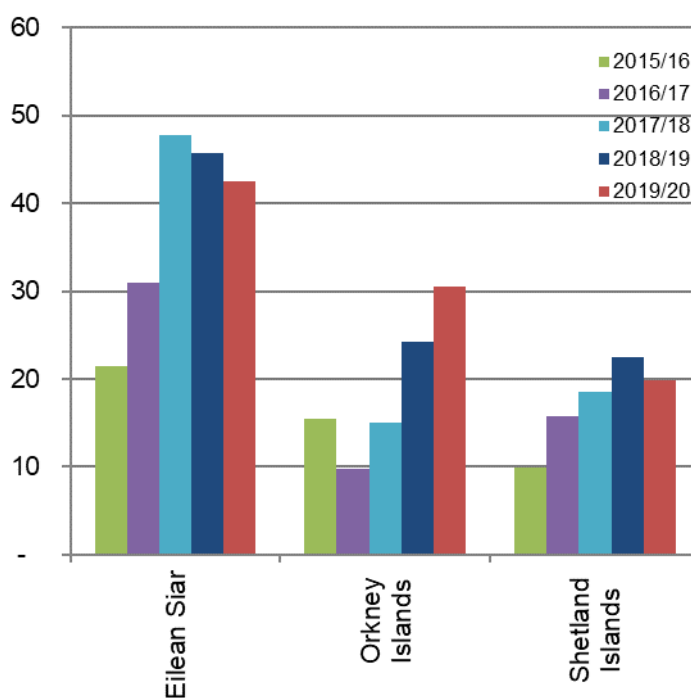


Figure 28 – SCOTS Island group – works registered per 100km

Year	Range
2018/19	23 to 46 works per 100km
2019/20	20 to 42 works per 100km

Orkney Islands Council continued to improve, increasing works registrations by 26%. Both Comhairle Eilean Siar and Shetland Islands Council delivered decreases of 7% and 12% respectively. It remains the view of the SRWC that significant increases could be achieved by both authorities.

SCOTS – Rural group

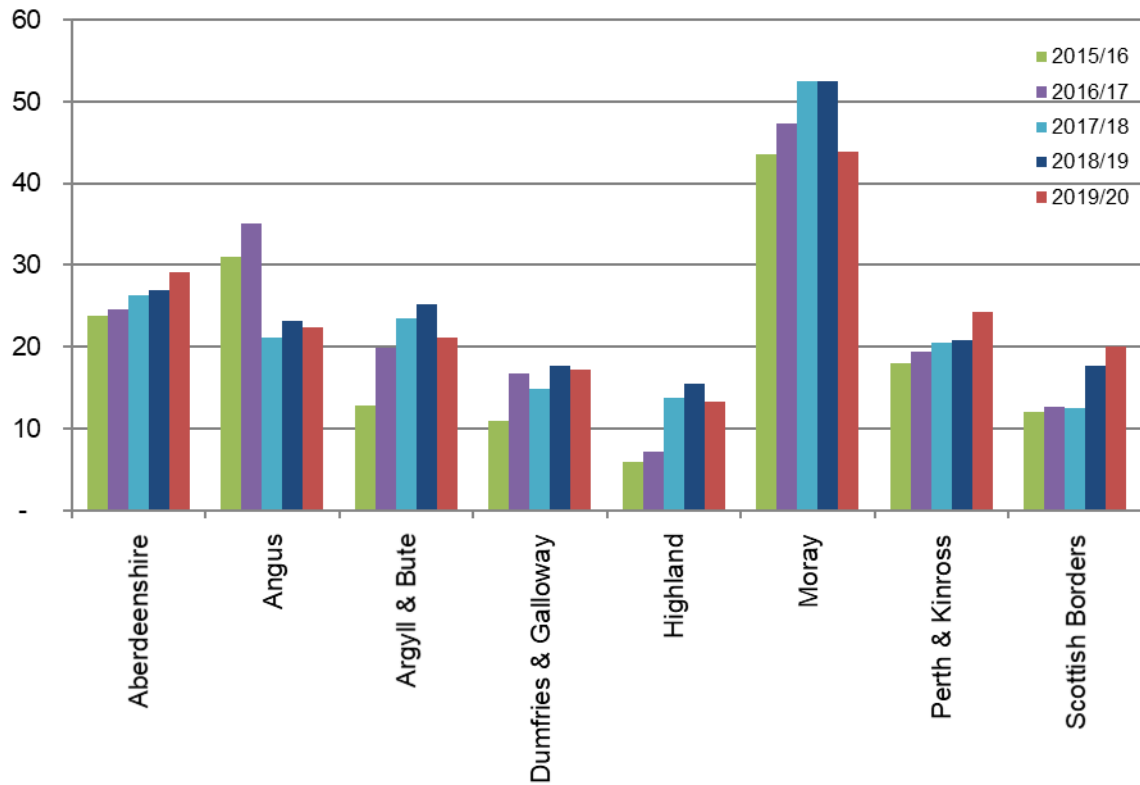


Figure 29 – SCOTS Rural group – works registered per 100km

Year	Range
2018/19	16 to 53 works per 100km
2019/20	13 to 44 works per 100km

This group recorded an average decrease of 4% with the majority of organisations delivering a reduced performance. Perth & Kinross Council recorded an increase of 16% with both Argyll & Bute Council and Moray Council recorded decreases of a similar value.

SCOTS – Semi Urban group

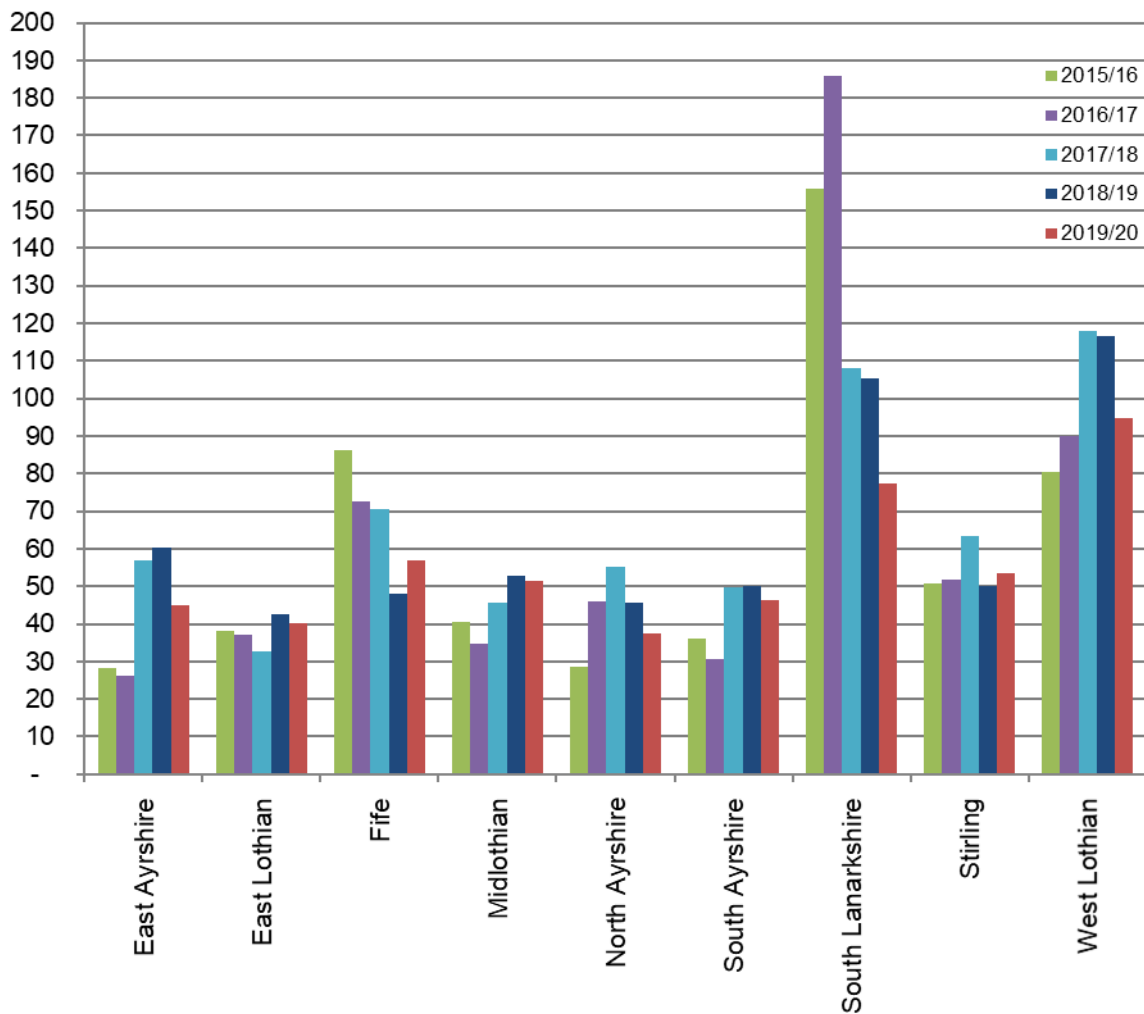


Figure 30 – SCOTS Semi Urban group – works registered per 100km

Year	Range
2018/19	43 to 117 works per 100km
2019/20	37 to 95 works per 100km

The group average reduced from 64 to 56 works registered per 100km.

In this group and similar to 2018/19 performance a majority, 7 of the 9 organisations failed to increase their works registered. This is a concern. The performance of Fife Council delivered good improvement (+18%), however still below historic levels.

SCOTS – Urban group

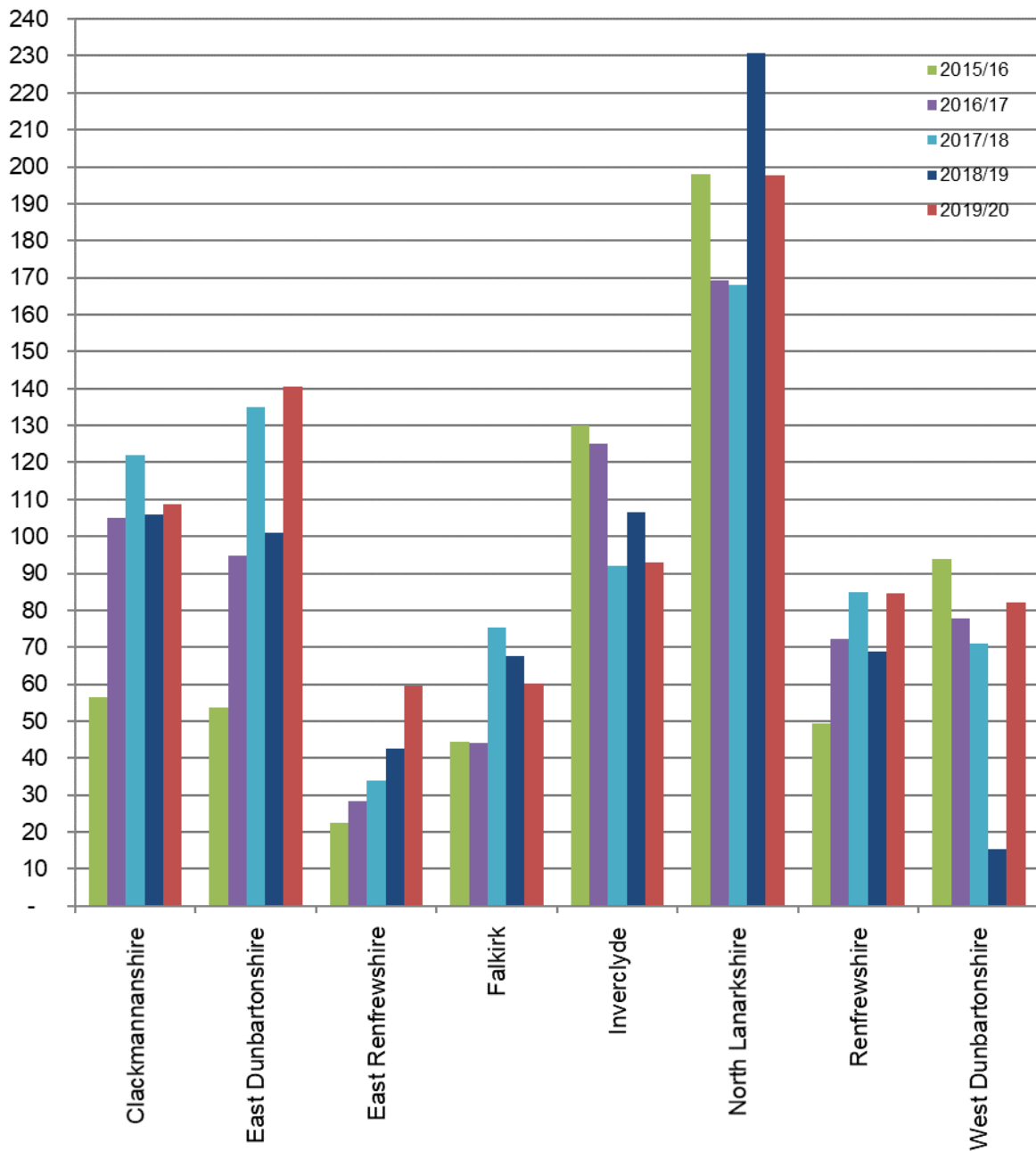


Figure 31 – SCOTS Urban group – works registered per 100km

Year	Range
2018/19	15 to 231 works per 100km
2019/20	60 to 198 works per 100km

The urban group average increased by some 12% to 103 works per 100km.

The group continued to show a wide variation. East Dunbartonshire Council, East Renfrewshire Council and West Dunbartonshire Council recorded noteworthy increases over the reporting period. Falkirk Council, Inverclyde Council and North Lanarkshire Council decreased by an average of 13%.

SCOTS – City group

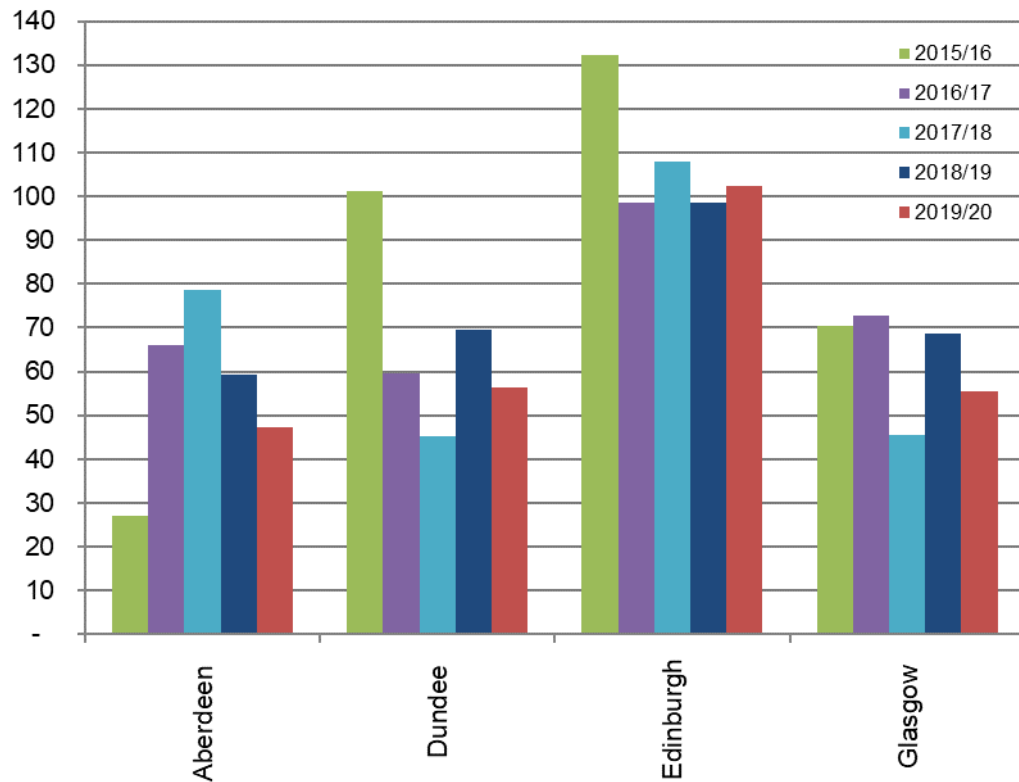


Figure 32 – SCOTS City group – works registered per 100km

Year	Range
2018/19	60 to 99 works per 100km
2019/20	47 to 102 works per 100km

The city group average decreased by 12% to 65 works per 100km.

All City Group Councils either recorded a declining performance or only a marginal increase resulting in an 11% reduction overall which is disappointing. City of Edinburgh Council recorded around double the number of works relative to other City Councils.

Transport Scotland - Operating Companies (OC)

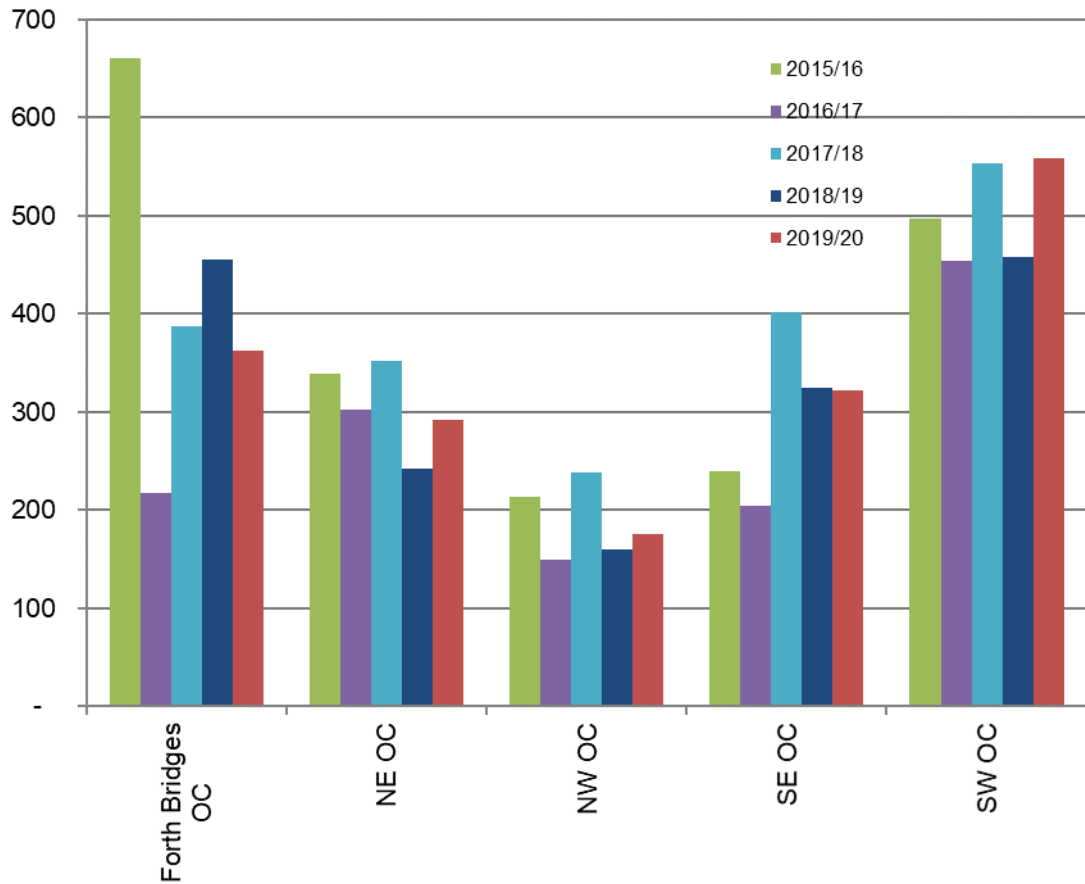


Figure 33 – Transport Scotland Operating Companies– works registered per 100km

Year	Range
2018/19	160 to 458 works per 100km
2019/20	175 to 558 works per 100km

The Transport Scotland Operating Companies average has risen from 328 to 342 works per 100km (4%).

Good improvement was delivered by Transport Scotland - NE OC (21%), Transport Scotland - SW OC (22%) and Transport Scotland - NW OC (10%) and this improvement should be encouraged. Transport Scotland - Forth Bridges OC recorded a reduction of 20%.

Transport Scotland – Design Build Finance and Operate Companies (DBFO)

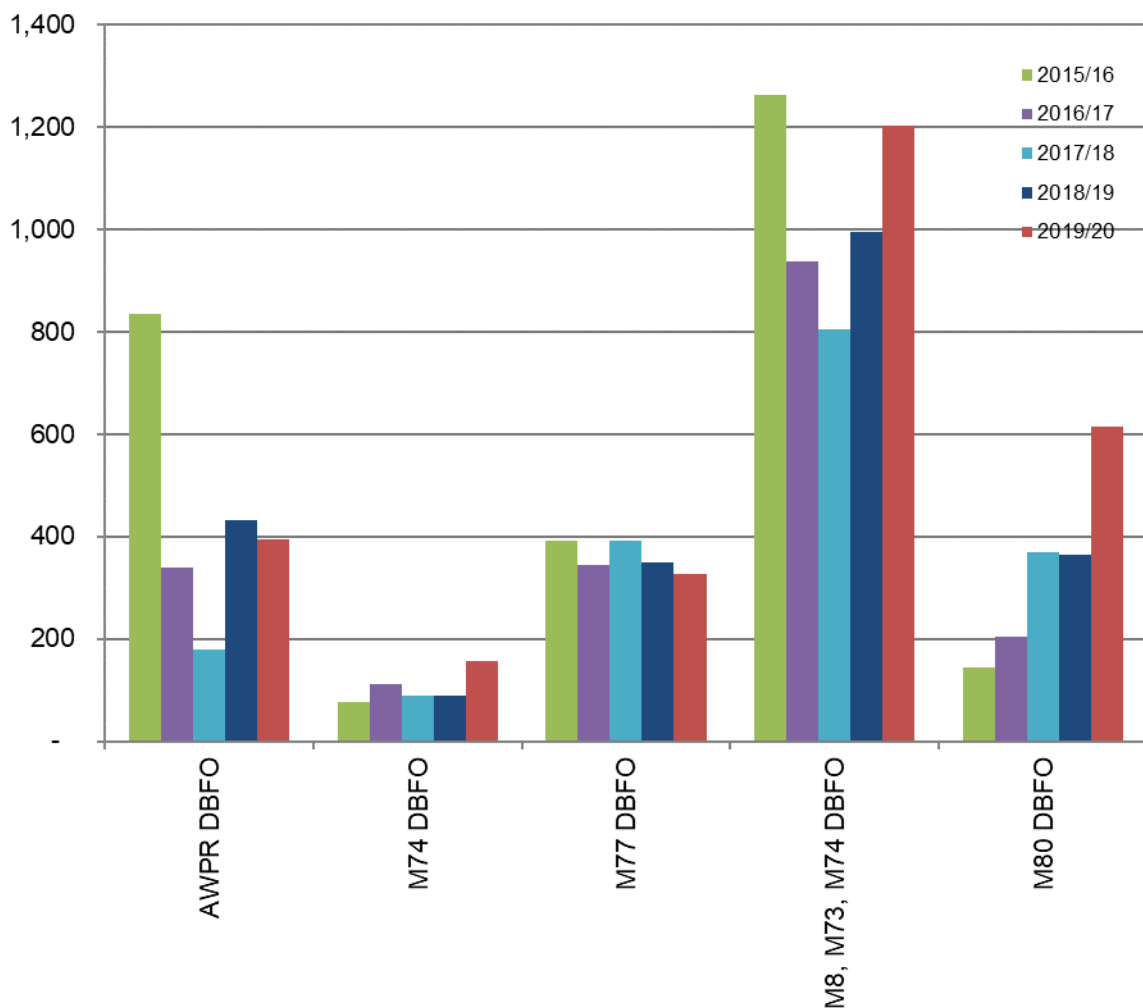


Figure 34 – Transport Scotland Road DBFO Companies – works registered per 100km

Year	Range
2018/19	90 to 994 works per 100km
2019/20	156 to 1,203 works per 100km

Transport Scotland’s DBFO companies maintain networks of between 30km and 100km in length. It continues to be difficult to compare the performance of DBFO companies, however the Transport Scotland - M74 DBFO and Transport Scotland M80 DBFO increased their works per 100km by 73% and 69% respectively.

5. 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.

National Coring Programme 2019/20

In 2017 RAUC(S) agreed that a further coring programme would be undertaken to investigate the bituminous bound layers in utility company reinstatements completed between 1 April 2018 and 31 March 2019. Advice Note 3 was updated in January 2019 and the process agreed by RAUC(S). The SRWC welcomed the first time participation of Transport Scotland and Comhairle nan Eilean Siar.

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, outwith the current reporting period.

A full copy of the report can be download here:

<https://roadworks.scot/index.php/publications/national-coring-report-20192020-programme>

SROR Review

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 SRWC to lead a review and publication of the SROR V5. This review includes a full review of the content of

current V4 and consultation with stakeholders. Funding from the Scottish Government was awarded in March 2020 and the project will be progressed in 2020-21.

6. Commissioner Penalties

Section 119A of NRSWA, as amended by the *Transport (Scotland) Act 2005*, provides powers to the SRWC 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 NRSWA, or a utility company has failed to comply with duties imposed on them under section 119 of NRSWA, the SRWC may impose a financial penalty.

Penalties issued during the reporting period

The Commissioner issued 3 financial penalties to utility companies during the reporting period.

January 2020 - The SRWC issued penalties totalling £18,000 to three utility companies for systematic failure to comply with their statutory obligations when placing cables and pipes in roads. These systematic failings were identified by the annual performance monitoring undertaken by the Scottish Road Works Commissioner. The annual performance monitoring measures all organisations undertaking road works in Scotland against a set of performance indicators.

The organisations penalised were GTC, Fulcrum and Energetics.

Penalties issued prior to the current reporting period

- 2012 - £92,500
- 2013 - £58,000
- 2014 - £57,500
- 2017 - £35,000
- 2018 - £89,000
- 2019 - £nil
- 2020 - £18,000 (to 31 March 2020)

Since the office was established in 2008, the SRWC has issued penalties to utility companies and roads authorities totalling £350,000 for failures to comply with their statutory obligations.

7. 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 five area meetings, each of which is represented at RAUC(S).

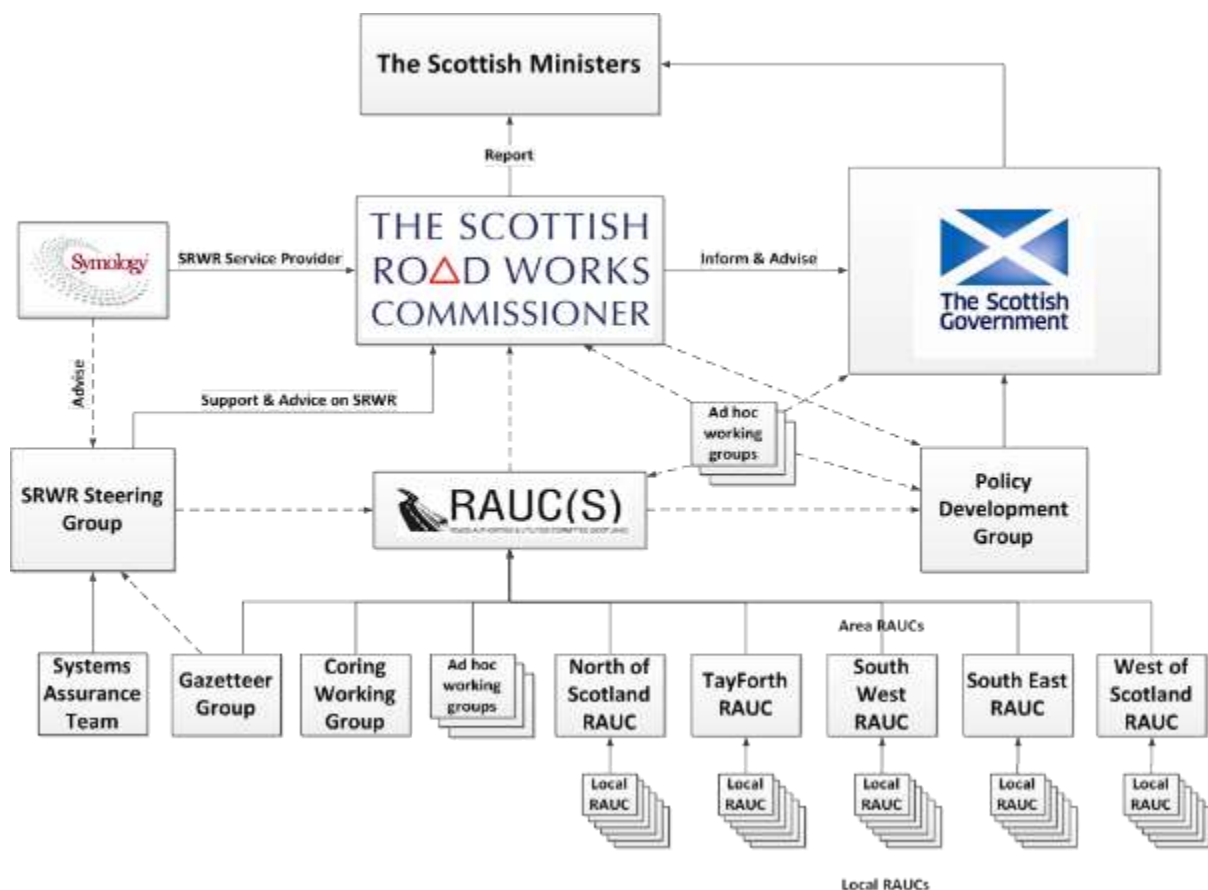


Figure 35 - Scottish road works community structure

The SRWC 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 SRWC.

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.

The following direction was issued during the reporting period:

- *Direction Under Section 17(6) of the Transport (Scotland) Act 2005 (Contact Details) (Dec 2019)*

Links to this and other publications can be found at:

<https://roadworks.scot/legislationguidance>

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

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

Superfast Broadband

The Scottish Government has set out a commitment that every home and business across Scotland will be able to access superfast broadband by the end of 2021. This commitment will be delivered through a number of initiatives as part of the Reaching 100% (R100) programme.

In 2019 BT plc were contracted to deliver 2 of the 3 geographic lots (South and Central). After a legal challenge in November 2019, BT plc were selected to deliver Lot 1 (North) and therefore are now responsible for the delivery of all 3 geographic areas in Scotland. It is expected that majority of the contract build in the Central and South lot areas will be completed by the end of 2023.

The R100 programme will be monitored closely by the SRWC across the three contractual lots in line with our general routine compliance monitoring. Further information on the R100 programme can be found at:

<https://www.gov.scot/publications/digital-scotland-reaching-100-programme>

Technical Standards Monitoring Programme

The temporary technical consultant post continued to monitor road works sites and report on technical standards. This post, which was established in June 2017, supports the role of the Technical Standards Manager, monitoring safety, quality and noticing compliance. The post was not renewed at the end of March 2020.

There were 141 ad hoc site visits on live road works sites between April 2019 and March 2020. These visits looked at 3 main criteria which were signing lighting and guarding (SLG) standards, training of operatives (if present on site) and noticing requirements were fulfilled correctly on the SRWC. Each of the sites were scored using a SRWC scorecard. The results are summarised below.

Of the 141 site visits:

- 34% of sites were recognised as being of a good standard across the criteria reviewed.
- 37% of sites were noted as being of satisfactory standard across the criteria reviewed. works were being undertaken but there were no operatives
- 29% of sites were regarded as being of an unsatisfactory standard across the criteria reviewed.

The standard of traffic management observed was generally of good. The pass rate for the SLG element of review was 66%. Any request to amend or correct signage was well received by on-site staff. There was also a good response to phone and email requests to amend the information recorded on the SRWR.

Training and Accreditation Group (TAG)

In 1991 section 126 of NRSWA 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, SRWC, Welsh Government, Northern Ireland RAUC, utility companies, highway authorities and awarding organisations. The Street Works Qualification Register (SWQR) is also represented. The introduction of these new question banks was a major change to the process for training supervisors and operatives. Significant work was undertaken across the sector in advance of the planned implementation in April 2020.

Safety at Street Works and Road Works : A Code of Practice (2013) – The Red Book

Whilst the Red Book has been updated several times, most recently in 2013, the associated formal classroom training has remained largely undeveloped. The Transport (Scotland) Act 2019 makes provision that the Red Book will apply to roads authorities, as well as utility companies, working on Scotland’s roads.

8. Consultations and Research

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

This section summarises the involvement of the office during 2019/20.

Scottish Road Research Board (SRRB)

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

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.

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 SRWC continues to support the work of this group.

9. Scottish Road Works Register

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

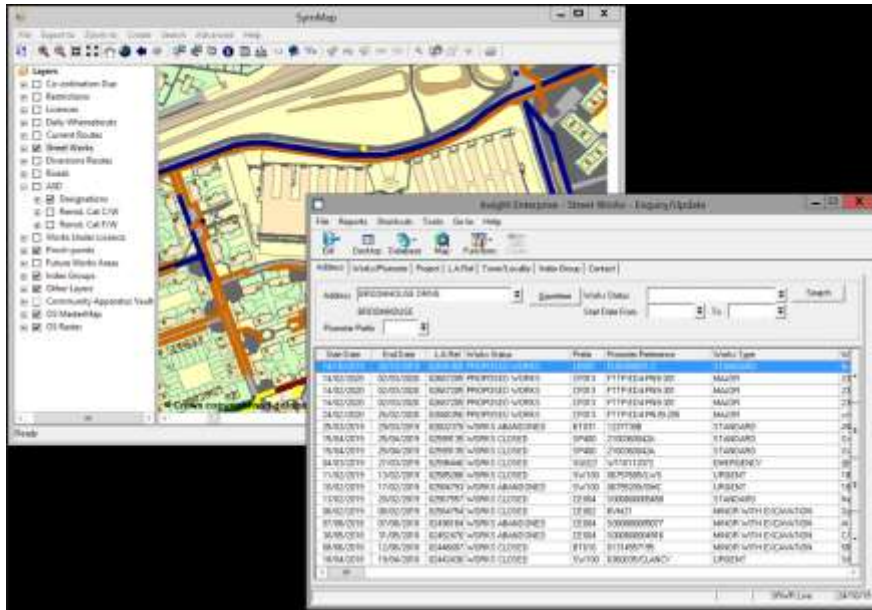
The Scottish Road Works Register

The SRWR is a centralised cloud based register used for the transfer, retention and management of road works data 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. It allows roads authorities to co-ordinate works in roads and includes a public facing website to inform anyone affected by works of potential disruptions. It is funded by the user community through the levy of Prescribed Fees and Amounts which are collected annually by the SRWC.

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

During the 2019/20 reporting period, the SRWR was available for over 99% of the contracted core operational time.



Picture 2 – Screenshot of the Scottish Road Works Register.

The average number of named users of the SRWR over the period was 2,387. Following a gradual increase in the number between 2014/15 and 2019/20, this figure is now relatively stable.

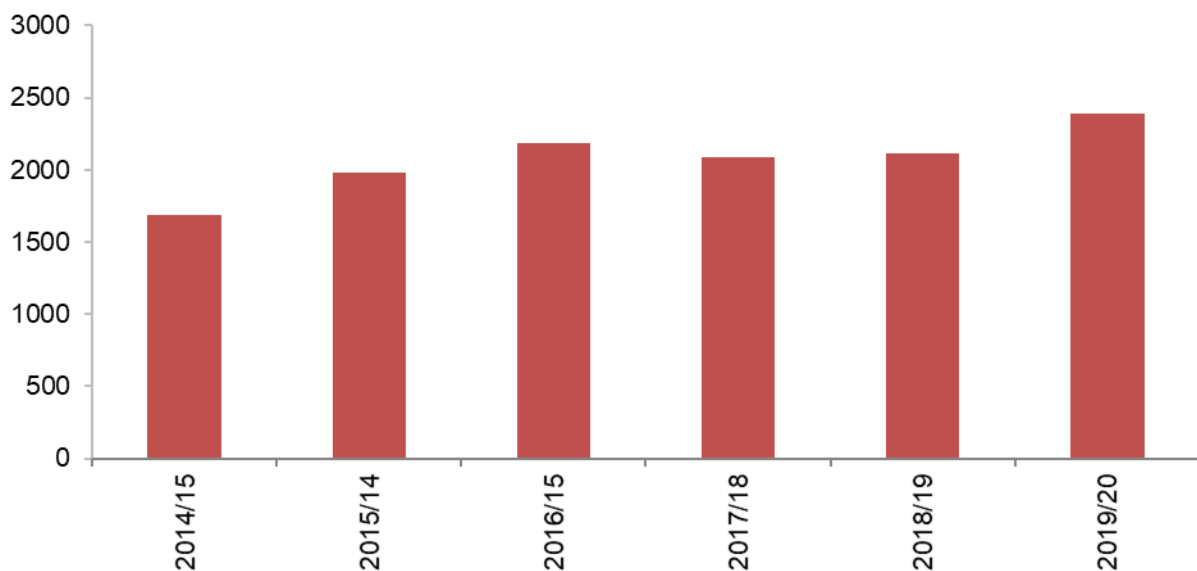
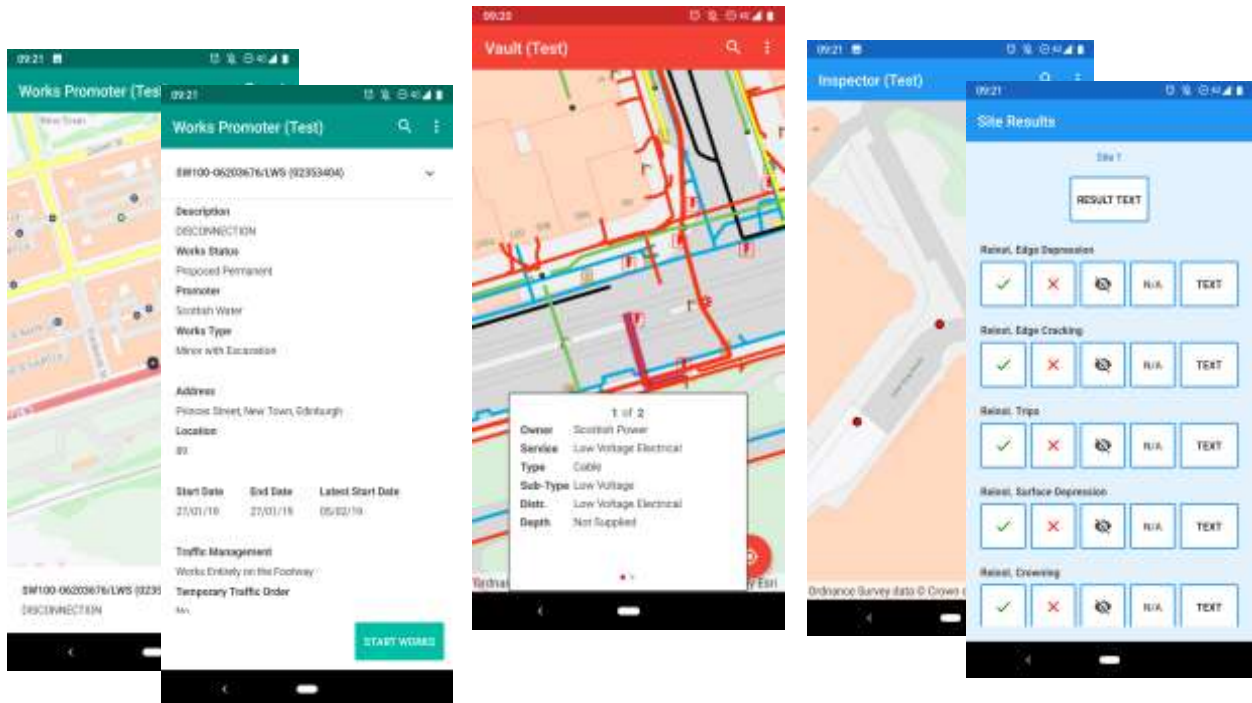


Figure 36 – Number of Named SRWR Users by Year.

The contracted maximum number of concurrent users (those logged into the SRWR at any one time) during 2019/20 was 350.

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

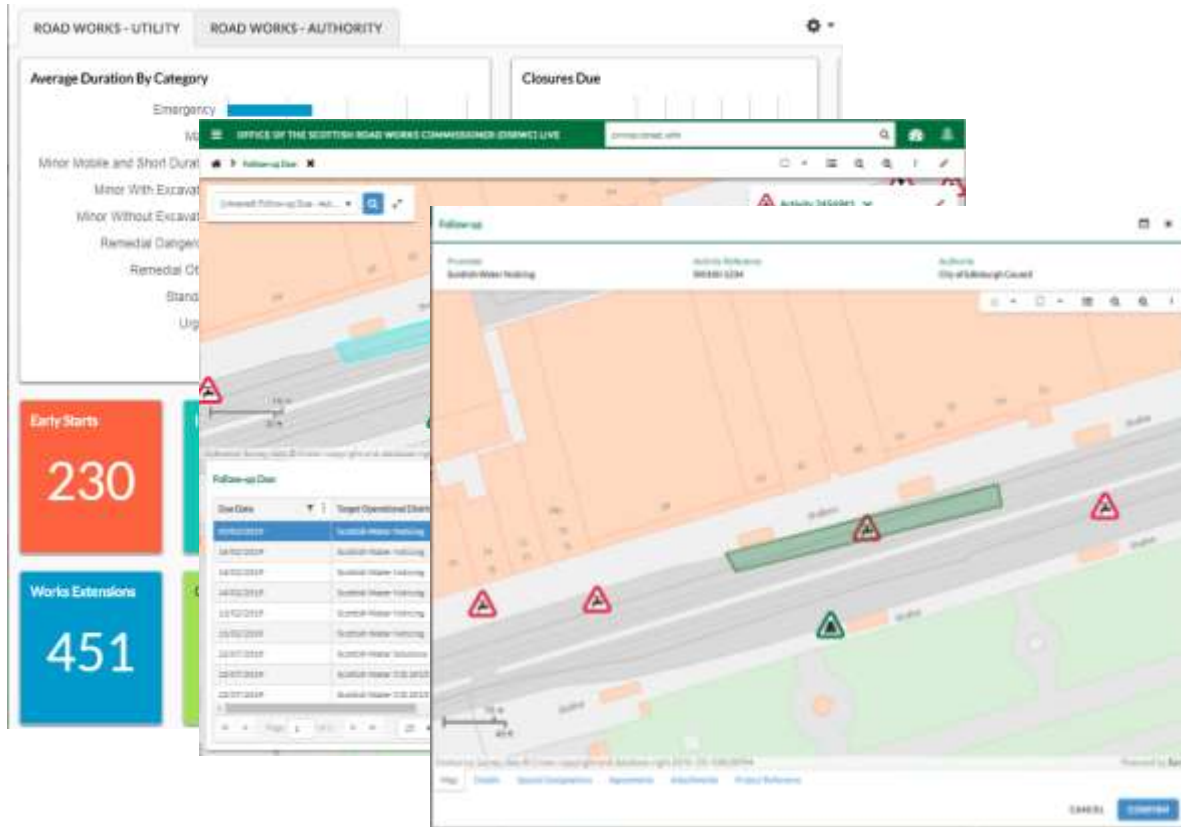


Picture 3 – Screenshots of the three SRWR Apps available.

The contract includes a continuous improvement clause requiring the service provider to keep the SRWR compliant with all relevant legislation and regularly provide enhancements to the service.

Plans are in place for a major overhaul of the software used in the provision of the SRWR which includes a more accessible web based interface and the addition of many enhancements to the functionality of the SRWR, improving the system for the user community. This new system went live in July 2020.

During the reporting period the decision was also made to take up the contract option for the supply of gazetteer information from another source. From 27 November 2019 the SRWR moved to the One Scotland Gazetteer provided by the Improvement Service. As the Improvement Service now carry out the function of collating and validating the gazetteer data there has been a reduction in the charge for the SRWR from the service provider, Symology.



Picture 4 – Screenshots of the proposed update to the SRWR

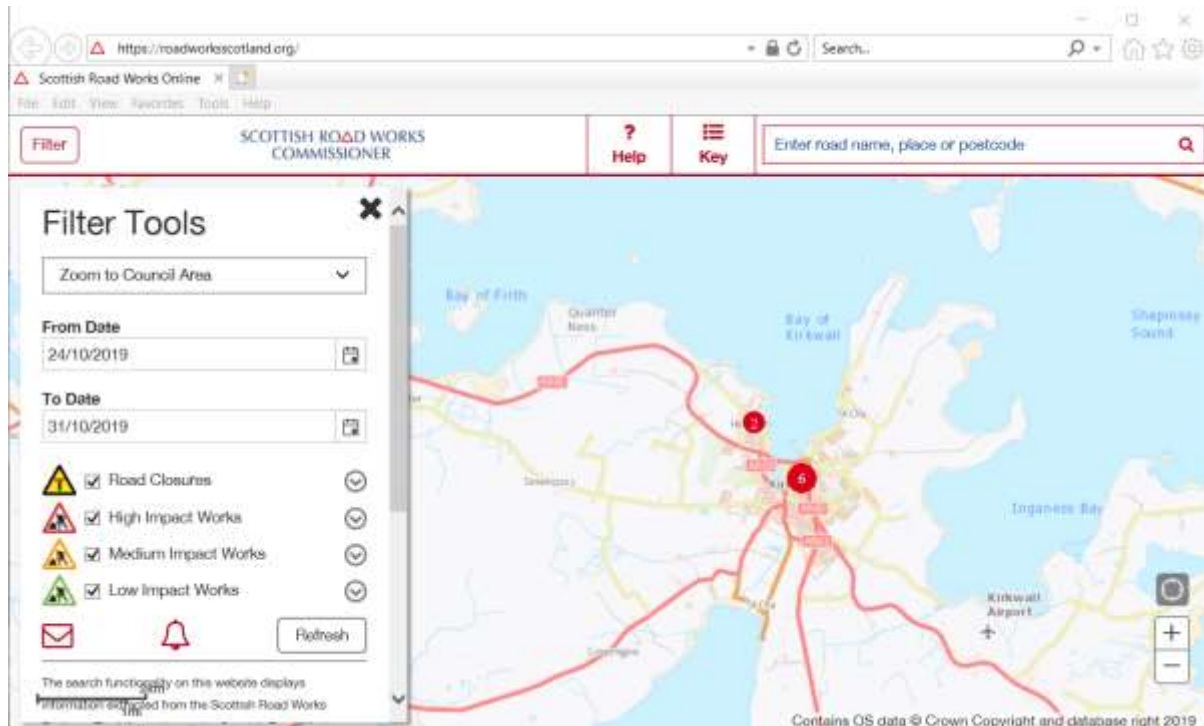
Also included in the SRWR service are:

Scottish Road Works Online

A cut down version of the SRWR is available on the internet for anyone to access information on road works. Known as Scottish Road Works Online, this site shows summary details of planned and current road works. The site is compatible with a variety of platforms including touch-screen operation.

Scottish Road Works Online can be found at:

<https://www.roadworksscotland.org>



Picture 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 utility companies or roads authorities) can request information using the Dial Before You Dig Plant Information Request facility offered by the SRWR.

Before any road works take place it is important that operatives on site are aware of the location of all nearby utility company and roads authority assets. This protects operatives carrying out works from harm and protects assets from accidental damage caused by works. The availability of plant information to third parties through the Dial Before You Dig service is particularly relevant to underground buried apparatus and overhead apparatus where the danger is not always immediately obvious.

Calls placed to the Dial Before You Dig service are handled by the service provider 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 161 requests/month were received during 2019/20.

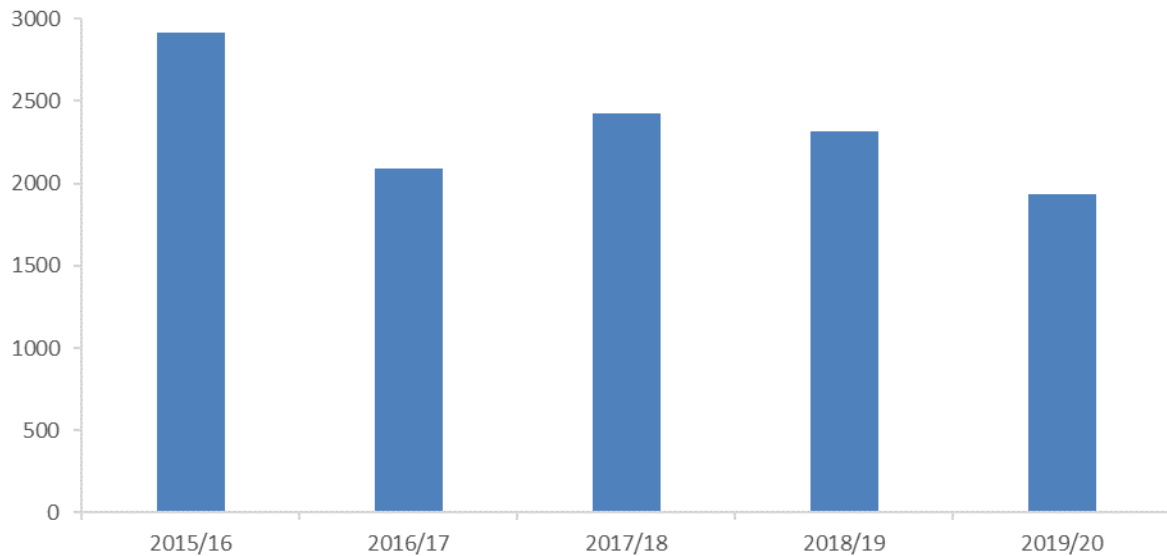


Figure 37 – Number of Dial Before You Dig requests processed

Further details can be found at:

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

Community Apparatus Data Vault (Vault)

Before any works take place in a road it is important that those working are aware of the location of buried and nearby apparatus/plant.

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.

Although Vault is a non-statutory facility, it is the opinion of SRWC that its use represents best practice when sharing apparatus/plant information.

SRWR System Training

SRWR training courses were available to the user community in August 2019.

Courses offered were:

- New users of the SRWR and
- Advanced Noticing Course

The course take up was good, with courses filled near to capacity. The decision was made that this would be the last classroom training offered for the use of the old system. With the new system planned to be launched in April, continuing to offer training in the old system was deemed impractical.

To ensure users were able to use the new system a suite of e-Learning modules was commissioned from the service provider. It is also planned that following the upgrade of the SRWR any future training will also be offered as e-Learning modules in place of classroom training.

SRWR Open Data

As part of the 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 from 2008 is available for download in a set of CSV (Comma Separated Value) files.

Further information can be found at:

<https://roadworks.scot/opendata>

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.

In addition, with the planned upgrade to the SRWR in April 2020, Super User Forums were held to engage with the community and get feedback to inform development of the system.

The SAT carried out acceptance testing of the new system between February 2020 and a final Go/No-Go check on the 23 March 2020. The testing was constructive with positive feedback on the new system that ultimately culminated in the Commissioner accepting the system.

This engagement helps ensure that the SRWR continues to serve the needs of roads authorities and utility companies. These groups support both the SRWC 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 SRWC.

The Parliamentary Regulations supporting the collection of “Fees and Amounts” required for the 2019/20 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 2019* which came into force on 14 May 2019 prescribes the fee to be collected for 2019/20.

The 2019/20 prescribed fees and amounts collected for the running of the SRWR totalled £855,000. Invoices for the operation of the SRWR were issued to the community on 3 May 2019, slightly later than normal due to a delay in the laying of the regulations. Of the 73 invoices issued, 36 were paid before the due date of 2 June 2019. The remaining 37 were all paid by 28 August 2018. The delay in collecting payment for this period is most likely due to confusion caused by the change to the invoice date and payment terms introduced by the delay in the laying of the 2019 regulations.

The Scottish Road Works Register (Prescribed Fees) Amendment Regulations 2020 were laid before the Scottish Parliament on 18 February 2020. In conjunction with *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations*

2008, these regulations prescribe the £911,000 required to operate the SRWR in 2020/21.

10. 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 SRWC and to improve the regulation of road works in Scotland.

The Transport (Scotland) Act 2019 received Royal Assent in November 2019, over the next 2-3 years it is expected that the provisions contained in Part will be commenced. The full content of the 2019 Act can be viewed at:

<https://www.legislation.gov.uk/asp/2019/17/part/9/2020-03-19>

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.

Policy Development Group (PDG)

The road works PDG meets quarterly and is chaired by the Scottish Government. Membership includes representatives from the SRWC, 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.

The main priority in this reporting period was informing the policy direction and commencement plan for the provisions contained within the Transport (Scotland) Act 2019.

Regulations

The Scottish Road Works Register (Prescribed Fees) Regulations 2020 were made on 18 February 2020. These regulations revoked *The Scottish Road Works Register (Prescribed Fees) Regulations 2019*.

When applied in conjunction with *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008*, the 2020 regulations formed the basis for the collection of the 2020/21 Prescribed Fees and Amounts for the operation of the SRWR.

Legislation and Future Legislation

The Road Works (Qualifications of Operatives and Supervisors) (Scotland) Amendment Regulations 2019 was made on 30 April 2019 and came into force on the 11 June 2019. The regulations make provision to include an additional awarding body. A representative of the SRWC worked closely with Scottish Government to progress this. The SRWC was content at the addition of LANTRA to the list of awarding bodies in Scotland.

The Transport (Scotland) Act 2019 received Royal Assent in November 2019. The delivery of commencement orders in connection with delivery of is programmed for the next 2 to 3 years.

The SRWC will continue to work closely with Scottish Government in the development of these and any future legislation.

11. Annual Report and Accounts

Azets (formerly Scott-Moncrieff Business Advisors and Accountants) undertook an external audit of the 2019/20 SRWC Annual Report and Accounts during the summer of 2020.

The 2019/20 Annual Report and Accounts are available to download at:

<https://roadworks.scot/publications/annual-accounts>

12. Reflection and Forward Planning

Reflection

The SRWC continued to engage with the wider Scottish road works community, promoting collaborative working between roads authorities and utility companies throughout 2019/20.

The SRWC continued to monitor compliance with road works legislation and good practice guidance over the reporting period.

An extract of the SRWC's *Business Plan 2019/20* is attached in Appendix C. It covers a range of objectives designed to further the strategic aims of the SRWC. Objectives included specific targets, development of existing systems and specific responsibilities by business area.

The Business Plan is published on the SRWC's website at the following location:

<https://roadworks.scot/publications/corporate-business-plans>

Forward Planning

The *Business Plan 2020/21*, developed in April 2020, is published on the SRWC's website. An extract of the activities section is in Appendix D.

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 anticipated 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 SRWC's website.

Appendix A – List of Acronyms and Terms

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

Acronym	Term
Area RAUC	Area Roads Authorities and Utilities Committee
BDUK	Broadband Directive UK
Commissioner	Scottish Road Works Commissioner
COSLA	Convention of Scottish Local Authorities
DBFO	Design, Build, Finance and Operate
DCMS	Department for Digital, Culture, Media and Sport
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
OC	Operating Company (working on behalf of Transport Scotland)
PDG	Policy Development Group
RAUC(S)	Roads Authorities and Utilities Committee (Scotland)
Register	Scottish Road Works Register
SCOTS	Society of Chief Officers of Transportation in Scotland
SOLACE	Society of Local Authority Chief Executives
SROR	Specification for the Reinstatement of Openings in Roads
SRRB	Scottish Road Research Board
SRWC	Scottish Road Works Commissioner
SRWR	Scottish Road Works Register
T(S)A	Transport (Scotland) Act 2005

Appendix B – List of Scottish 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

Other

Tay Road Bridge Joint Board

Utility Companies

Electricity

ESP Electricity
Fulcrum Electricity Assets Limited
Last Mile Electricity Limited
Murphy Power Distribution Limited
National Grid
Scottish & Southern Electricity Networks (SSEN)
SP Energy Networks (SPEN)

Gas

Energy Assets Pipelines
ES Pipelines Limited
Fulcrum Pipelines Limited
GTC Pipelines Limited
Last Mile Gas Limited
Murphy Gas Networks Limited
NorthConnect
Premier Transmission Limited
SGN

Pipelines

BP
CLH Pipelines
EnQuest
INEOS
INEOS FPS
Petroineos Manufacturing Scotland Ltd (PMSL)
Shell

Telecoms

Arqiva
Axione UK Ltd
Broadband for the Rural North (B4RN)
BT/Openreach
CityFibre Metro Networks Ltd
CenturyLink
Concept Solutions People Limited (CSP Ltd)
EE
Gamma Telecom
Grain Communications
Hutchison 3G
Hyperoptic
Lothian Broadband
SSE Telecoms
Sky UK
TalkTalk
Telefonica UK
Verizon
Virgin Media Group
Vodafone Limited
Zayo

Water

Scottish Water

Others

Edinburgh Trams
Network Rail
Royal Mail

Appendix C – Business Plan 2019/20

This section is an extract from the 2019/20 business plan. It is a working document which details objectives and activities designed to achieve the strategic aims of the SRWC.

Activities undertaken by the SRWC have been broadly split into 5 business areas in the following extract. The full business plan is available on the SRWC's website at:

<https://roadworks.scot/publications/corporate-business-plans>

SRWC Business Areas

The SRWC has a small office and a defined remit. To promote collaborative and effective working, the Commissioner has structured the business areas around the corporate priorities set out in his Corporate Plan. Each business area is further broken down in individual staff work plans.

Policy

Corporate Priority:

To promote good practice and to ensure compliance with road works legislation and the obligations imposed under it.

Leader:

Policy Manager

Purpose:

Road Works in Scotland are currently governed by the New Roads and Street Works Act 1991 and the Transport Scotland Act 2005. A new Transport Bill is currently partially way through the parliamentary process and the SRWC is focused on assisting Transport Scotland with this. It is likely that the new bill will introduce significant changes to the road works legislative landscape in Scotland. This requires to be monitored and reviewed to ensure Codes of Practice align.

Programmes:

Review of the Specification of Reinstatement of Openings in Roads. Supporting Transport Scotland during the Transport Bill process. Monitoring compliance and internal governance.

Performance

Corporate Priority:

To monitor the carrying out of works in roads in Scotland.

Leader:

Performance Manager

Purpose:

Management of indicators and statistical information data contained in the Scottish Road Works Register, allowing analysis of trends and provision of evidence of noncompliance for escalation.

Programmes:

Issue of Annual Performance Reviews. Monitoring of community compliance and producing the community indicator reports. Escalation of matters concerning noncompliance.

Scottish Road Works Register

Corporate Priority:

Delivery and Management of the Scottish Road Works Register (Compliance).

Leader:

SRWR Manager

Purpose:

The New Roads and Street Works Act 1991 requires that all those carrying out road works in Scotland provide information to the Scottish Road Works Register, the contract for this is managed by the SRWC as the “Keeper of the Register”. The Register must be available for organisations to carry out their statutory duties.

Programmes:

Collection of fees. Review of enhancements. Organisation of training. Contract review and monitoring. Reviewing the capability of the SRWR in line with potential changes which may be required as a result of the new Transport Bill.

Technical Standards

Corporate Priority:

Promotion of good practice and quality review.

Leader:

Technical Standards Manager

Purpose:

The technical standards function is required to drive improvement across the road works community, review and provide expertise for technical documents and specifications as well as increased scrutiny of road works sites across Scotland.

Programmes:

Preparation for the possibility of an Inspectorate. Technical input into the HAUC (UK) Training and Accreditation (TAG) group and Road Works Scrutiny.

Business and Governance

Corporate Priority:

Effective operation of the Commissioner's office.

Leader:

Business Manager

Purpose:

Effective operation of organisation within budget.

Programmes:

Publication of the annual report and accounts. Financial management and day to day accounts. Review of internal governance in line with the FReM and Scottish Government standards.

Appendix D – Business Plan 2020/21

This section is an extract from the 2019/20 business plan. It is a working document which details objectives and activities designed to achieve the strategic aims of the SRWC.

Activities undertaken by the SRWC have been broadly split into 5 business areas in the following extract. The full business plan is available on the SRWC's website at:

<https://roadworks.scot/publications/corporate-business-plans>

SRWC BUSINESS AREAS

The SRWC has a small office and a defined remit. To promote collaborative and effective working the Commissioner has structured the business areas around the corporate priorities set out in his Corporate Plan. Each business area is further broken down further in individual staff work plans.

POLICY AND STRATEGY

Corporate Priority	To promote good practice and to ensure compliance with road works legislation and the obligations imposed under it.
Leader	Head of Policy and Strategy
Purpose	Road Works in Scotland are currently governed by the New Roads and Street Works Act 1991 and the Transport (Scotland) Act 2005. A new piece of legislation, the Transport (Scotland) Act 2019 received royal ascent in November 2019 and as previously noted contains provisions to increase the powers of the SRWC as well as providing further parity across the sector. It is likely that there will be significant changes to the way the SRWC office operates as well changes for the wider road works community. The SRWC is focused on assisting Transport Scotland with the development of additional guidance and regulations over the next year. It is likely that the new Act will introduce significant changes to the road works legislative landscape in Scotland. This requires to be monitored and reviewed to ensure existing Codes of Practice align.

Programmes Review of the Specification for the Reinstatement of Openings in Roads. Supporting Transport Scotland during the development of commencement orders and regulations associated with the Transport (Scotland) Act 2019. Monitoring compliance and internal governance.

PERFORMANCE

Corporate Priority To monitor the carrying out of works in roads in Scotland.

Leader Performance Manager

Purpose Management of indicators, statistical information and data contained in the Scottish Road Works Register, allowing analysis of trends and providing evidence of good practice or non-compliance for escalation.

Programmes Issue of annual Performance Reviews (PRs). Monitoring of community compliance and producing the community indicator reports. Development of new indicators in line with new powers. Escalation of matters concerning non-compliance.

SCOTTISH ROAD WORKS REGISTER

Corporate Priority Delivery and Management of the Scottish Road Works Register (Compliance)

Leader SRWR Manager

Purpose The New Roads and Street Works Act 1991 requires that all those carrying out road works in Scotland provide information to the Scottish Road Works Register, the contract for this is managed by the SRWC as the “Keeper of the Register”. The Register must be available for organisations to carry out their statutory duties.

Programmes Collection of fees. Review of enhancements. Organisation of training. Contract review and monitoring. Contractual management of the programmed major upgrade to the SRWR. Reviewing the capability of the SRWR in line with potential changes which may be required as a result of the Transport (Scotland) Act 2019.

TECHNICAL STANDARDS

Corporate Priority	Promotion of good practice and quality review.
Leader	Technical Standards Manager
Purpose	The technical standards function is required to drive improvement across the road works community, review and provide expertise for technical documents and specifications as well as increased scrutiny of road works sites across Scotland.
Programmes	Preparation for the creation of an Inspectorate. Technical input into the HAUC (UK) Training and Accreditation (TAG) group and Road Works Scrutiny. General safety and technical enquiries.

BUSINESS AND GOVERNANCE

Corporate Priority	Effective operation of the Commissioner's office.
Leader	Head of Policy and Strategy/Business Manager
Purpose	Effective operation of organisation within budget.
Programmes	Publication of the annual report and accounts. Financial management and day to day accounts. Review of internal governance in line with the FReM and Scottish Government standards.

Appendix E – Extent of Engagement

Committees and working groups which met during the reporting period at which the SRWC or a representative attended.

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

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	SRWC/RAUC(S)
Gazetteer Working Group	Quarterly	RAUC(S)
System Assurance Team	Quarterly	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 SRWC during 2018/19.

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.
Research and development	Meetings to progress road works research and development, e.g. research into long term damage and aggregate performance.
Innovation showcases	SRWC representatives attended various sessions promoting new technology or processes, e.g. core & vac and trenchless technology.
Industry training seminars/conferences	Staff development and knowledge exchange to promote the good practice within the industry. The SRWC has spoken at various industry seminars including the HAUC (UK) Convention.
SRWR contract meetings	Quarterly liaison meetings with the software provider.

Contact Details

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Other Formats

The SRWC is committed to making services, policies and guidance available to everyone. This document may be available in other formats. Please contact us if you wish to discuss this matter.