

— THE OFFICE OF THE —  
SCOTTISH ROAD WORKS COMMISSIONER

**BUSINESS PLAN 2021-22**

## Contents

Introduction .....	3
Legal Framework .....	3
Vision .....	4
Transport (Scotland) Act 2019 Implementation .....	4
Scottish Road Works Commissioner’s Corporate Aims.....	4
Action on Climate Change.....	4
Structure of this Business Plan .....	5
BUSINESS AREA 1 : TECHNICAL/QUALITY MONITORING.....	6
BUSINESS AREA 2 : POLICY .....	7
BUSINESS AREA 3: SRWR OPERATION AND MANAGEMENT .....	8
BUSINESS AREA 4 : PERFORMANCE MONITORING .....	9
BUSINESS AREA 5 : BUSINESS AND OFFICE GOVERNANCE .....	10
MONITORING AND REPORTING .....	12
RESOURCES .....	12
FEEDBACK / CONTACT US.....	12
ACCESSIBILITY AND INCLUSION.....	12

## Introduction

The Scottish Road Works Commissioner (SRWC) is an independent public official, appointed by and accountable to the Scottish Ministers. The SRWC acts as a regulator for the Roads Authorities and Utility Companies undertaking works in Scotland's roads.

As well as the Commissioner's duties as an independent regulator, the post oversees improvements to the planning, co-ordination and quality of road works in Scotland. He is responsible for promoting good practice across the sector and can impose financial penalties to drive compliance when necessary.

This Business Plan sets out the Commissioner's objectives for the year 2021-22.

Kevin Hamilton was appointed as Scottish Road Works Commissioner in November 2020 for a period of five years. This is his first formal Business Plan as SRWC.

The ongoing COVID-19 pandemic continues to impact on the road works community and the work of the SRWC. It is expected that the effects will continue through the period covered by this plan.

## Legal Framework

The SRWC is an independent public official established under Section 16 of the Transport (Scotland) Act 2005 and is accountable to the Scottish Ministers and ultimately the Scottish Parliament. The SRWC has powers to appoint staff and has an established team to assist in the execution of his duties, who operate as the office of the Scottish Road Works Commissioner (oSRWC).

The Commissioner currently has powers to impose financial penalties on roads authorities who systematically fail in their duty to co-ordinate and on utility companies who systematically fail to co-operate when undertaking road works.

The power to issue penalties are only used as a last resort following opportunity for improvement having been given, or where previously established reasonable compliance targets are not achieved within the required timescale.

The functions of the Commissioner are laid out by the Transport (Scotland) Act 2005 and are as follows:

- Monitoring the carrying out of road works in Scotland;
- Promoting compliance with the New Roads and Street Works Act 1991 (the Act); and
- Promoting the pursuit of good practice by those persons who have functions conferred on or permissions granted to them by the Act.

The Commissioner is also the "Keeper" of the Scottish Road Works Register (SRWR). The SRWR is a single, centralised national public register which is used for

the co-ordination of road works in Scotland. The functionality of this register underpins most of the work carried out by the Commissioner.

The Scottish Road Works Commissioner is appointed by the Scottish Ministers. The post is sponsored by Transport Scotland, an agency of the Scottish Government.

## **Vision**

The overarching vision of the SRWC is set out in the Corporate Plan as:

*“to minimise disruption to the travelling public by improving the planning, co-ordination and quality of road works in Scotland.”*

As an independent public official the SRWC’s overall vision aligns with the [National Performance Framework](#) (NPF). The SRWC’s vision aims to contribute to the Scottish National Outcomes in the NPF.

Further information on the vision of the SRWC and how this supports the Scottish National Outcomes is provided in the SRWC 2020-23 Corporate Plan.

## **Transport (Scotland) Act 2019 Implementation**

The Transport (Scotland) Act 2019, which received Royal Assent in November 2019 contained several provisions relation to roadworks. The commencement of these provisions has been delayed significantly by the COVID-19 pandemic with only one section having been commenced to date.

It is possible that some further sections of the Act will be commenced during this plan period which will require some input from the SRWC. However, at the time of preparing this plan, there is no indicative timescale for further commencement.

## **Scottish Road Works Commissioner’s Corporate Aims**

The Scottish Road Works Commissioner has 4 overarching corporate aims, set out in the Corporate Plan 2020-2023, to achieve the overarching vision for his office, and to maintain the standards set from previous years.

The aims are as follows:

1. To monitor the carrying out of works in roads in Scotland;
2. To ensure compliance with road works legislation and the obligations imposed under it;
3. To promote good practice; and
4. To ensure the effective operation of the Commissioner’s office.

With the appointment of the new commissioner in late 2020, the Corporate Plan will be reviewed through the course of 2021.

## **Action on Climate Change**

It is recognised that there is a global climate emergency which requires a response from all organisations and individuals. In 2021, attention will be focused on the United Nations COP26 climate summit which is taking place in Glasgow. This further raises the profile of climate change.

Whilst the scale of the office is relatively small, its work still has an impact on the environment and climate change. For this reason, we will develop and publish our first Climate Action Plan in 2021/22 and this will feed into the revised Corporate Plan.

## **Structure of this Business Plan**

This business plan is a working document which acts as a guide for the Commissioner through the financial year. This document details a programme of objectives and activities designed to achieve the strategic aims of the SRWC.

Activities undertaken by the SRWC are broadly split into 5 distinct business areas in the following tables. The business areas identify how each activity is important in meeting the corporate aims of the SRWC, detailed above.

The ongoing COVID-19 pandemic is expected to affect activities which involve travel and/or meeting with other people in person. Remote working technology has enabled continued operation in relation to business meetings, working groups and the general running of the office. However, activities such as on-site visits and in-person training are unlikely to recommence until mid-way through the plan period at the earliest.

The following abbreviations are used in the activities tables:

SRWC	Scottish Road Works Commissioner
PM	Policy Manager
TSM	Technical Standards Manager
SRWRM	Scottish Road Works Register Manager
BM	Business Manager
PrM	Performance Manager
RAUC(S)	Roads Authorities and Utilities Committee (Scotland)
Area RAUC	Area Roads Authorities and Utilities Committee
Local RAUC	Local Roads Authorities and Utilities Committee
SCOTS	Society of Chief Officers of Transportation in Scotland

## BUSINESS AREA 1 : TECHNICAL/QUALITY MONITORING

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim	NPF Outcome
1.1	Work with road works community at all levels to improve communication	<p>100% Attendance at National RAUC(S) by the SRWC or a representative</p> <p>100% Attendance at Area RAUC meetings by the SRWC or a representative</p> <p>Attendance at 15% of Local RAUC meetings by the SRWC or a representative</p>	<p>SRWC</p> <p>ALL</p> <p>TSM</p>	1,2,3	Economy
1.2	Contribute to National (UK) working groups	<p>Represent Scotland at Training and Accreditation Group (TAG) UK (quarterly attendance)</p> <p>Represent Scotland on Safety at Street Works Code of Practice working group</p>	<p>TSM</p> <p>TSM</p>	2,3	Economy, Environment
1.3	Provide support to RAUC(S) working groups	<p>75% attendance at Coring Working Group</p> <p>75% attendance at RQP working Group</p>	TSM	3	Economy, Environment
2.1	Continue to work with the wider Scottish road works community to seek strategies for an overall improvement in the standard of road works	<p>SRWC represented at 75% of meetings as follows:</p> <ul style="list-style-type: none"> <li>• Scottish Road Research Board</li> <li>• SCOTS Liaison Committee</li> <li>• Scottish Pavement Forum</li> </ul>	SRWC/ TSM	1,2,3	Economy, Environment

## BUSINESS AREA 2 : POLICY

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim	NPF Outcome
2.1	Corporate Plan review	Review the Corporate plan, incorporating climate change plan and publish by April 2022	SRWC/ PM	3,4	Economy, Environment, Fair Work
2.2	Equality and Diversity Plan	Review Equality and Diversity plan by April 2022	SRWC / PM	3, 4	Human Rights, Fair Work
2.3	Continue to provide technical advice to the Scottish Government through implementation of Transport (Scotland) Act 2019	Provide input to proposed secondary legislation  Dedicate staff time to sponsor body as required to assist with the implementation of the Act	SRWC/ PM  SRWC/ PM	1,2,3	Economy, Environment
2.4	Continue to input to the development of policy through participation in the Scottish Government's Policy Development Group (PDG)	SRWC is represented at 100% of meetings of PDG	SRWC	1,2,3	Economy, Environment
2.5	Quarterly community SRWC/SRWR newsletter	Produce and disseminate 4 newsletters (in line with quarterly RAUC(S) meeting cycle)	SRWC/ PM/ SRWRM	3	Economy, Environment

### BUSINESS AREA 3: SRWR OPERATION AND MANAGEMENT

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim	NPF Outcome
3.1	<p>Produce annual matrix for the collection of prescribed fees and amounts</p> <p>Issue prescribed fees and amounts invoices in accordance with SPFM segregated duties</p> <p>Collect all fees due in accordance with SPFM segregated duties</p>	<p>Levels of fee determined</p> <p>Invoices issued</p> <p>Collection of all Statutory Fees for use of the Register by end June 2021.</p>	<p>SRWRM</p> <p>BM</p> <p>BM</p>	<p>1,2,3,4</p>	Economy, Environment
3.2	<p>Ensure that the SRWR operates in line with the contractual requirements and continues to develop, to provide added benefits to the Commissioner and the road works community</p>	<p>Monthly performance and progress review of Symology (Incumbent SRWR Provider)</p> <p>Quarterly contract meeting with Symology (Incumbent SRWR Provider)</p> <p>Quarterly meetings with SRWR Steering Group</p>	<p>SRWRM</p> <p>SRWC/ SRWRM</p> <p>SRWRM</p>	<p>1,2,4</p>	Economy, Environment
3.4	<p>SRWR Specification of Requirements</p>	<p>Quarterly review SRWR changes</p> <p>Annual update of Technical Specification</p>	<p>SRWRM</p> <p>SRWRM</p>	<p>1,2,4</p>	Economy, Environment



## BUSINESS AREA 4 : PERFORMANCE MONITORING

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim	NPF Outcome
4.1	Operational objectives monitoring	Report on operational objectives performance quarterly to team meetings	PrM	3,4	Economy, Environment, Fair Work
4.2	Increased scrutiny of roads authorities and their use of the register	Continue to examine inconsistencies in the placing of notices on the SRWR between roads authorities in each of the five SCOTS peer groups	PrM	1,2	Economy, Environment,
4.3	Increased scrutiny of roads authority sample inspections	Examine the numbers and percentages of sample inspections planned and undertaken  Scrutinize the pass rates of inspections	PrM  PrM	1,2	Economy, Environment,
4.4	Refine quarterly Performance Reviews in order that performance is tracked though the year	Produce and refine quarterly dashboard.  Provide SRWR statistics prior to each Area RAUC meeting	PrM/ SRWRM  SRWRM	1,2	Economy, Environment,
4.5	Produce SRWC Annual Performance Review of organisations	Full performance review issued for all of SRWR users by end of August 2021	PrM/ SRWRM	1,2	Economy, Environment,
4.6	Improvement Strategy	Continue to implement formal SRWC improvement strategy for undertakers and roads authorities.	PM/PrM	1,2,3	Economy, Environment,

## BUSINESS AREA 5 : BUSINESS AND OFFICE GOVERNANCE

	Objectives	Key Milestones/Performance Measures	Owner	Corporate Aim	NPF Outcomes
5.1	Statutory Returns	All returns made on time	BM	4	Economy, Environment
5.2	Adhere to Service Standards	95% FOI(S)/EI(S)R request timescales met	BM	4	Human Rights, Fair Work
5.3	Undertake staff development and review process	Reviews undertaken by May 2021  Mid-year reviews undertaken by November 2021	SRWC  SRWC	1,2,4	Fair Work
5.4	Compliance with SRWC and Scottish Public Finance Manual Procedures, policies and controls, including the FReM	Monthly budgeting meetings held  95% of payment made to suppliers within 10 days	BM  BM	4	Economy, Environment
5.5	Publish Annual Report and Accounts 2020-2021	Accounts prepared and submitted to Auditors by end August 2021 with appropriate working papers and report text  Accounts agreed and published by end October 2021	SRWC  SRWC	4	Economy, Environment, Fair Work, Human Rights
5.6	Update the Commissioner's website. Review and revamp ensuring that it is up to date	Review website content twice a year  Ensure that documents uploaded are accessible	BM/PrM  BM/PrM	3,4	Economy, Environment, Fair Work, Human Rights

5.7	Oversee all financial transactions and ensure they are recorded correctly	100% of invoices recorded correctly	BM	4	Economy, Environment, Fair Work, Human Rights
5.8	Records Management review	Undertake review of records management procedures to ensure ongoing compliance with relevant legislation. Submission by 9 <sup>th</sup> July	BM/PrM	4	Economy, Environment, Fair Work, Human Rights

## MONITORING AND REPORTING

The SRWC will monitor and review the progress against the plan on a quarterly basis. This will allow any requisite action to be taken should this be required.

Progress against the plan will be published on the Commissioner's website annually.

## RESOURCES

The Grant in Aid allocated by the Scottish Government for the SRWC 2021-22 is £375,000. This business plan identifies activities to be completed and spending expected within the 2021-2022 financial year in pursuance of the Commissioner's purpose, reflecting best value, whilst also being open honest and accountable.

The Commissioner is the legislative Keeper of the SRWR. This is funded through the fees levied by Scottish Road Works Register (Prescribed Fees) Regulations 2021. The total amount to be collected in 2021/22 is £915,000.

## FEEDBACK / CONTACT US

The Scottish Road Works Commissioner is committed to providing a quality service for the road works community and the people of Scotland. To assist and improve this process, the Commissioner would be pleased to receive feedback and your views on the planning of the service. Alternatively, if you have any comments or complaints about our service please let us know.

All feedback received will be used to inform future plans



You can phone us on 0131 244 9936



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



You can contact us by post at

Scottish Road Works Commissioner  
E Spur, Saughton House  
Broomhouse Drive  
Edinburgh  
EH11 3XD

## ACCESSIBILITY AND INCLUSION

This document may be available in other formats, please contact us if you wish to discuss this matter.