

— OFFICE OF THE —
SCOTTISH ROAD WORKS COMMISSIONER



ROAD WORKS MONITORING REPORT

01 April 2024 to 31 March 2025

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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

Appointment

Kevin Hamilton was appointed in November 2020 as the 4th Scottish Road Works Commissioner.

1. Introduction

I am pleased to present my 6th annual road works monitoring report since taking up office in November 2020, covering the period 1 April 2024 to 31 March 2025.

During the reporting period, there was a further modest increase in road works activity, up 1.9% overall compared to 2023/24. The growth rate was significantly lower than in the previous year and this may indicate that the increasing trend in road works since the Covid pandemic is levelling out.

Unplanned works (i.e. emergency and urgent works) have come into focus in the past year as they are very difficult, if not impossible to co-ordinate effectively. The data suggests that whilst there was a modest increase in 2024/25 compared to the previous year, this is very much in line with the overall increase in works. It is notable that the number of unplanned works was less in 2024/25 (30,235 works) than it was in 2018/19 (31,051 works) and the proportion of all works that are unplanned has reduced from around 24% in 2018/19 to 18% in 2024/25. However, it is also notable that almost half (48%) of all unplanned works are undertaken by Scottish Water. In fact, over half of all Scottish Water works were unplanned in 2024/25.

A key indicator of good planning and co-ordination of works is the proportion of so-called 'noticing failures'. This indicator was adversely affected in 2023/24 by changes to the time periods for noticing works 'actual starts' and 'works complete'. However, I am pleased to report that both utilities and roads authorities have significantly improved their performance overall in 2024/25 with average noticing failures now at around 5% of all works recorded.

There are two new indicators published for the first time this year. These highlight how utilities respond to defects and how roads authorities carry out inspections of these defects. The results from this first year show that there are a small number of utilities with a very high number of outstanding defects. I am asking utilities to reduce these numbers on an ongoing basis. Similarly, there are a very small number of roads authorities with very high levels of overdue defect inspections, mainly in the large cities. Again, I am asking authorities to reduce these numbers on an ongoing basis.

This is the first year that I can report on the use of inspection powers which were gained in April 2024. I prioritised the inspection of local authority works, looking specifically at their compliance with the Code of Practice for Safety and Street Works and Road Works. There

was a considerable effort put in to make sure roads authorities were aware of their obligations during the summer of 2024, with several webinars and presentations to authorities. Through the year, my Compliance Officers observed over 2,300 sites and this highlighted concerns around guarding of live works and provision for pedestrians. The work resulted in two compliance notices being issued, both of which have subsequently been closed following significant improvements in compliance with the Code. However, it is clear that roads authorities need to continue to ensure that their workforce and contractors follow the Code and I will continue to monitor their activity in 2025/26.

As ever, I would like to thank my team and everyone in the road works community for their support and co-operation through the year.



Kevin Hamilton

Scottish Road Works Commissioner

2. The Organisation

The Commissioner's permanent staffing numbers remained static during the reporting period. However, the Performance Manager retired mid-year and at the time of writing, the post remains vacant.

Policy and Quality Manager

Key functions include keeping regulations, codes of practice and advice notes under review, promoting good practice, and media/complaint handling. The role also encompassed the review of Reinstatement Quality Plans (RQPs).

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 and promoting best practice.

Business and Governance Manager

This key role deals with the general administration of the office, in house accounting, enquiries from the public, statutory returns, invoicing, budget monitoring, managing requests under FOI(S)A and EI(S)R and monitoring compliance with legislation and governance.

Compliance Officers (x2)

This role acts as the 'authorised person' in terms of the inspection functions conferred by the Transport (Scotland) Act 2019.

3. Monitoring

Introduction

The functions of the Commissioner 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 Commissioner 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.

In June and July 2025 all roads authority and utility companies respectively received their Annual Performance Review, in respect of performance during 2024/25.

Performance Indicators

Indicator reports are used to identify trends in the performance of roads authorities and utility companies over time. These reports are continually reviewed and developed to ensure that they are relevant, up to date and transparent.

A performance ‘dashboard’ was issued quarterly to all organisations undertaking road works in Scotland. This dashboard contained the key indicators published in this report and it allows organisations to track and benchmark their performance against the targets set. Organisations are required to provide a written response when their performance is falls below the targets.

Two new indicators were included in the performance reports for 2024/25. These measure the number of utility defects which have been outstanding for more than 6 months and the number of roads authority inspections that have been overdue for at least 6 months.

Engagement and Improvement

Ongoing engagement with organisations is intended to facilitate improved performance without the need to take formal enforcement action. Unfortunately, the retirement of the Performance Manager in late 2024 meant that this activity had to be curtailed for the last

quarter of 2024/25. Additionally, this means that there is no report on which organisations actively engaged with the Commissioner’s office in 2024/25.

Key Facts 2024/25

Road Works started	166,295 (1.9% above 2023/24 volumes)
Scotland’s Road Network	57,327 km*
SRWR Users (month average)	3,536
Potential Noticing Offences	7,950 (1,845 RA & 6,115 U)
Actual FPNs Issued	2,701 (compared to 6,115 potential)
Commissioner Observations	2,386
Commissioner Penalties issued	£nil
Sample Inspection Pass Rate	94.7% (23,408 out of 24,722)

Table 3.1 – Key Facts 2024/25
(*Source: Scottish Transport Statistics 2024)

4. Performance Indicator Trends

The number of road works registered in 2024/25 once again increased on the previous year although the rise was significantly lower than in each of the past two years. This may indicate that the level of road work activity is peaking. There were a total of 166,295 road works registered in Scotland in the year to 31 March 2025, an increase of 3,148 (1.9%) compared to the year to 31 March 2024 (163,147).

Utility company road works totalled 122,954 (2023/24 119,383) which represents 73.9% (2023/24 73.2%) of all road works registered. Roads authority road works totalled 43,341 (2023/24 43,764) which represents 26.1% (2023/24 26.8%) of all road works registered.

Improvement Plans

Commissioner Improvement Plans were first introduced in 2017/18. Due to the retirement of the Performance Manager in December 2024, the improvement plan process was suspended for 2024/25.

Performance Rating

A revised performance rating for each individual organisation was introduced in 2021/22 and continues in the reporting year 2024/25. The following is a general description of performance:

Well-managed – good performance across all indicators with minor non-compliance associated with up to one metric,

Satisfactory – between 1 and 3 non-compliant metrics with either near or slightly out with the respective targets, and

Un-satisfactory – more than 3 non-compliant metrics and/or 1 metric delivering consistently poor performance across 2 quarters or more.

The number of organisations delivering either a well-managed or satisfactory performance increased from 52 in 2023/24 to 53 in 2024/25. This represents 63% of the 84 organisations undertaking works.

There is a significant difference between the performance ratings of roads authorities and undertakers. The vast majority of roads authorities (79%) were rated as well-managed or

satisfactory whereas only 53% of undertakers achieved these ratings. Some undertakers carry out very small numbers of notifiable works and this has a tendency to skew the results. However, there is no doubt that undertakers need to improve their overall performance in a number of areas.

The performance rating of roads authorities and utility companies is shown in Table D.1.

The following summarises and highlights the performance against key indicators:

Potential Noticing Failures

It is expected that all roads authorities and utility companies achieve a potential noticing failure rate of 4% or less, as noticing of road works is largely an administrative function.

The noticing failure percentage for roads authorities (including all Transport Scotland (TS) operators) fell to an average figure of 4.3% (5.3% in 2023/24).

Similarly the rate of utility company noticing failures fell to 5.0% (6.9% in 2023/24).

These falls are welcome and it is heartening that the utility sector is now close to achieving the 4% target that has been in place for a number of years.

Full details of noticing failure performance for roads authorities and utility companies are contained in Figure D.2.

Early and Late Starts

Roads authorities increased their use of early starts with a year average of 7.2% (5.5% in 2023/24). The Utility companies average increased slightly to 7.8% from a figure of 7.6% in 2023/24. It is worth noting that these figures are well below the target of 15%.

For full details of early starts see Figure D.7.

The use of late starts remains low at below 1% for both roads authorities and utilities.

For full details of late starts see Figure D.8

Unplanned Works

Unplanned works (i.e. those deemed to be either an emergency or urgent) can present a significant challenge for co-ordination and can be very disruptive for road users. The use of these works types needs to be minimised as far as possible.

Unplanned works accounted for 18.1% of all works in 2024/25 (17.5% in 2023/24) and at 30,235 works, this was an increase of 6.0% on 2023/24. However, while there has been a recent small trend upwards, the number of unplanned works was less in 2024/25 (30,253 works) than it was in 2018/19 (31,051 works) and the proportion of all works that are unplanned has reduced from around 23.8% in 2018/19 to 18.1% in 2024/25.

Nearly half of unplanned works in 2024/25 (48.1%) were Scottish Water works (49.2% in 2023/24), this despite Scottish Water accounting for just 15.9% of all works registered in 2024/25. Of particular concern was the fact that over 56% of Scottish Water works in both Quarter 3 and Quarter 4 were unplanned.

The water, gas and electricity sectors account for 76.1% of all unplanned works.

Roads Authorities also increased their use of unplanned works in 2024/25 – up to nearly 4.0% of works started. Like 2023/24, there was a series of significant named storm events which contributed to this.

For full details of unplanned works for roads authorities and utility companies see Figure D.6.

Works Extensions

The use of works extensions remained stable at 6.3% for roads authorities and 9.3% for utilities. These are both below the 10% target level.

For full details of works extensions for roads authorities and utility companies see Figure D.9.

Works that Overran

Works that overran remained stable around the 1% level for both roads authorities and utilities.

For full details of overrunning works for roads authorities and utility companies see Figure D.5.

Works awaiting closure and/or registration of final site reinstatement details

Roads authorities and utilities both delivered good performance against this metric with very low numbers outstanding at the end of the year.

For full details of works awaiting closure for Roads authorities and utility companies see Figure D.10.

The number of utility notices awaiting final site registration details reduced slightly to 316 (compared to 322 in 2023/24).

For full details of Utility works awaiting registration of final site details see Figure D.11.

Utility company interim reinstatements

The use of interim reinstatements fell by 17.5% in 2025/25 to 3,850 (4,669 in 2023/24).

There was a further 14.7% decrease in the number of reinstatements failing to be made permanent within 6 months at the end of the reporting period, with reported figure of 505 (592 in 2023/24, 655 in 2022/23). This trend is very much welcomed.

For full details of Utility company interim reinstatements both compliant and failing the 6 month timescale see Figure D.14.

Sample Inspections Carried Out By Roads Authorities

Roads authorities managed to complete 97.8% of planned sample inspections across the course of the year. This was an improvement on 2023/24 where they achieved 93.8%.

These inspections provide the Commissioner with reliable information on how effectively the utility companies are delivering their works and the quality of their reinstatements.

For full details of sample inspections undertaken by roads authorities see Figure D.17.

Sample Inspection Pass Rate

The overall pass rate for sample inspections increased to 94.7% (94% in 2023/24, 92.6% in 2022/23). However, a significant number of individual organisations still failed to achieve the required 90% pass rate within the three sample inspection categories.

The overall pass rate for Category A inspections, which are undertaken whilst the works are in progress, decreased slightly to 92.9%, (93.3% in 2023/24, 90.8% in 2022/23). These inspections focus on the safety aspects of ongoing works.

The pass rate for Category B inspections, undertaken at completion of works, rose to 95.7% (94.3% in 2023/24, 93.2% in 2022/23).

Similarly the pass rate for Category C inspections, which are undertaken at the end of the guarantee period, also rose to a figure of 95.2% (94.3% in 2023/24, 93.6% in 2022/23). This gives confidence that the quality of the reinstatements continues to improve.

For full details of category A sample inspections pass rates see Figure D.18.

For full details of category B sample inspections pass rates see Figure D.19.

For full details of category C sample inspections pass rates see Figure D.20.

Substandard traffic management from inspection results

There was a further small reduction in the number of sub-standard traffic management issues identified through inspections. The number reduced to 1,058 in 2024/25 (1,074 in 2023/24, 1,361 failures in 2022/23). This downward trend is very welcome, particularly when considered against the increased number of works.

For full details of sub-standard traffic management from inspection results see Figure D.21.

Works registered with missing contact details

The number of works registered without proper contact details remains very small at 89 for roads authorities and 468 for utilities. Whilst this is an increase on the previous year, it remains at an almost negligible level compared to the number of works registered.

For full details of roads authorities and utility company works registered with missing contact details see Figure D.16.

Fixed Penalty Notices (FPNs) issued

Fixed Penalty Notices (FPNs) were issued by 20 of the 33 roads authorities in 2024/25, an increase of one compared to the previous reporting year. Whilst it seems that most authorities are using this important power, there remains a significant number of authorities who still do not issue any FPNs.

The number of FPNs issued to utility companies was 2,539 out of a potential 6,323 (40.1%), a slightly lower percentage than in 2023/24. Both the actual and potential FPN figures reduced compared to 2023/24.

For full details of actual and potential fixed penalty notices issued to utility companies see Figure D.3.

Roads authorities collected an estimated £203,120 from the issue of FPNs, which is a reduction of around 19.9% compared to the previous year.

For full details of fixed penalty notices issued by roads authorities see Figure D.4.

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

Year	Amount
2020/21	£138,000
2021/22	£240,080
2022/23	£217,360
2023/24	£253,440
2024/25	£203,120

Table 4.1 – Fixed penalty notice fines collected 2020 to 2025 (estimated)

Misuse of traffic management type “not yet known”

Again, the number of works registered with the traffic management not yet known is at a very low level (18 for roads authorities, 64 for utilities).

For full details of roads authorities and utility company works registered with traffic management “not yet known” details see Figure D.15.

Undue delay (S125) notices issued

There was a further reduction in the number of Undue Delay notices issued by roads authorities to undertakers in 2024/25 – down to 87 from 286 in 2023/24. Previous years had seen sharp rises in two authorities but discussions with both in 2024/25 seem to have resulted in a more measured approach.

However, there are 8 road works authorities that have not issued any Undue Delay (S125) notices in the latest 5-year period. The Commissioner has reminded authorities that this power is available to them and the subject was covered in the webinar held in late 2024.

For full details of undue delay (S125) notices issued by roads authorities see Figure D.13.

Roads authority works registered per 100km

This indicator measures 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 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.

There is a continuing wide range of variation between and within the SCOTS family groups but the averages within the groups remain at the lower end of the distribution. This appears to be because some groups have authorities who notify significantly higher numbers of works than the rest of the family group members as they see this as an aid to co-ordination.

The overall measures for each family group remained fairly stable although it is worth noting that Transport Scotland again increase its noticing levels and the City and Semi-urban groups showed small reductions compared to 2023/24.

For full details of the range of works per 100km for authorities in each SCOTS group see Figure D.12.

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. This was reiterated in a Commissioner Good Practice Guide issued in January 2025.

National Coring Programme 2025

In 2023 RAUC(S) agreed that a further coring programme would be undertaken in 2025. Advice Note 3 has been reviewed by the National Coring working group endorsed by RAUC(S).

The 2025 programme will cover a 2% sample of utility company reinstatements undertaken between 1 April 2024 and 31 March 2025.

It is anticipated that the results will be published some time in 2026.

Six-year guarantee period

In line with the revised SROR, most reinstatements completed from 1 October 2024 are subject to a six-year guarantee period.

6. Commissioner Penalties and Use of Inspection Powers

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

Penalties issued during the reporting period

In 2024/25, no Commissioner penalties were issued.

In the latest five year period, the Scottish Road works Commissioner has issued the following penalties due to individual organisations failing to carry out their duties:

Year	Amount
2020	£122,000
2021	£nil
2022	£10,000
2023	£138,000
2024	£nil

Table 6.1 – Commissioner Penalties issued since 2020

Since the office was established in 2008, the Commissioner has issued penalties to utility companies and roads authorities totalling £592,000 for failures to comply with their statutory obligations.

Use of Inspection Powers

The Transport (Scotland) Act 2019 introduced new inspection powers for the Commissioner and authorised persons. These powers came into force on 1 April 2024 and two new compliance officers were recruited in advance of the introduction of these powers.

The Transport (Scotland) Act 2005 was amended to require the Commissioner to report annually on the use of the inspection powers.

In 2024/25 the Commissioner prioritised monitoring of roads authority signing, lighting and guarding practices. The Commissioner's compliance officers were tasked with visiting road authority sites and recording observations on compliance with the Code of Practice on Safety at Street Works and Road Works.

To support awareness of this activity, a series of webinars was held with representatives of roads authorities and their contractors. Around 700 people attended these events throughout the summer of 2024. The Commissioner and staff also visited several authorities and gave presentations to staff on the requirements of the Code of Practice.

Between 1 April 2024 and 31 March 2025, a total of 2,386 observations of road works sites were made in 29 local authority areas covering the whole of mainland Scotland, and from July 2024, these were recorded in the Scottish Road Works Register.

From these observations, the main issues identified involved a lack of provision for pedestrians and a lack of proper guarding of works activities.

Based on patterns observed, two compliance notices were issued as follows: North Lanarkshire Council was issued with a compliance notice on 25 September 2024 requiring it to comply with the Code of Practice on Safety at Street Works and Road Works. A series of follow-up meetings were held with managers and monitoring carried out between January and March 2025 showed significant improvement. As a result, the compliance notice was formally closed on 8 April 2025.

Fife Council was issued with a compliance notice on 12 November 2024 requiring it to comply with the Code of Practice on Safety at Street Works and Road Works. A series of follow-up meetings were held with managers and monitoring carried out between February and April 2025 showed significant improvement. As a result, the compliance notice was formally closed on 8 May 2025.

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 a minimum of 4 local co-ordination meetings which utility companies and other interested parties attend. These local meetings inform area meetings, each of which is represented at RAUC(S). The structure of the area meetings was revised in 2022/23 with 4 areas meeting 3 times a year.

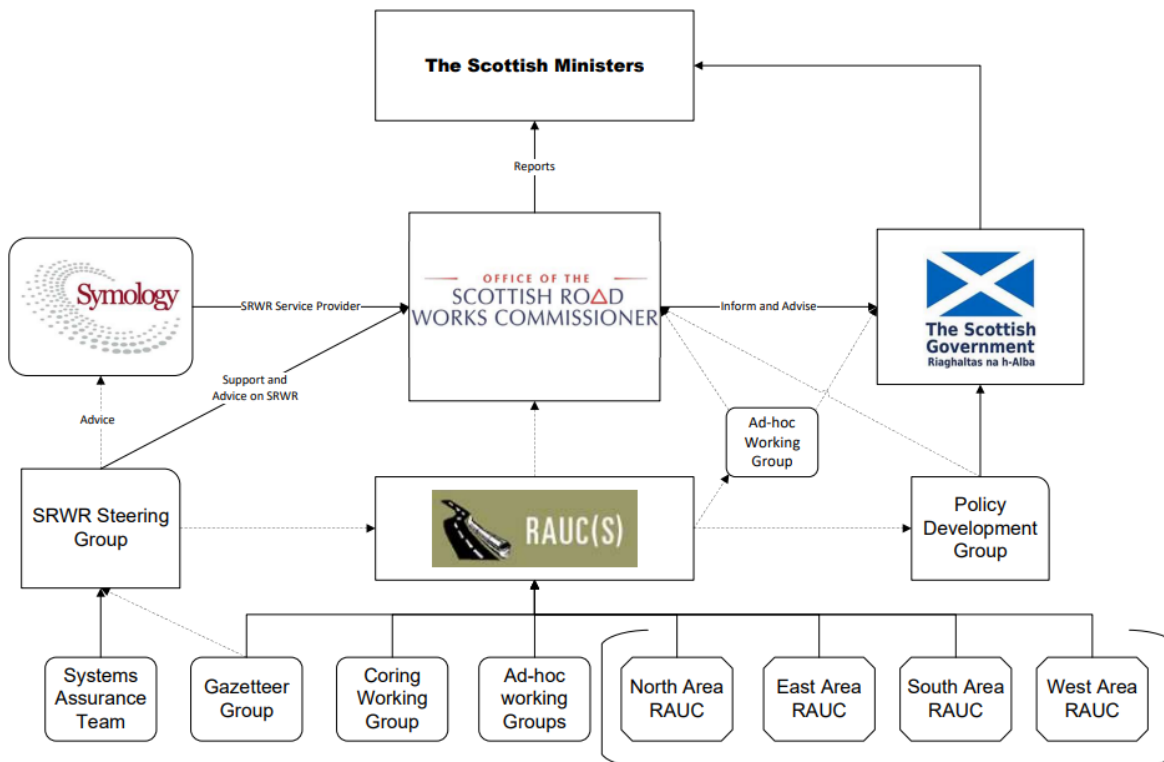


Figure 7.1 – Scottish road works community structure

The Commissioner 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 Commissioner.

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.

The Commissioner gave presentations to various events through the year including the HAUC UK Convention in Manchester and the Roads Expo conference in Glasgow. He also gave evidence to the UK Parliament Transport Select Committee inquiry into the impact of streetworks.

The Technical Standards Manager continued his engagement at a local level to improve compliance and communication between utility companies and roads authorities, helping to informally resolve issues before they significantly impacted road works performance.

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 annual review of the currency and suitability of codes of practice, advice notes and guidance was undertaken in summer 2024 and the results reported to RAUC(S) in October 2024.

The following advice note documents were revised in the reporting period:

- RAUC(S) Advice Note 1 – The Exchange of Plant Information – published February 2025
- RAUC(S) Advice Note 3 – National Coring Programme 2025 – published December 2024
- RAUC(S) Advice Note 30 – Addendum to Appendix B of the Code of Practice for the Co-ordination of Works on Roads – published February 2025

Links to these and other publications can be found at the [Legislation & Guidance](#) section of the Commissioner’s website.

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

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

Training and Accreditation Group (TAG)

Section 126 of NRSWA 1991 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, Office of the Scottish Road Works Commissioner, Welsh Government, Northern Ireland RAUC, utility companies, highway authorities and awarding organisations. The Street Works Qualification Register (SWQR) is also represented.

The Commissioner continues to engage with TAG on a regular basis.

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

The safety code now applies to roads authorities as well as utility companies working on Scotland's roads. A review of the safety code was initiated by HAUC(UK) in early 2023. Work continued through 2023 and in January 2024, DfT commissioned consultants to undertake a formal review of the code and formed a steering group which the Commissioner was invited to join. At the time of writing, the expected consultation has not yet been undertaken due to various delays and changes at DfT. However, it is expected that a consultation will be held in late 2025.

8. Consultations and Research

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

This section summarises the involvement of the office during 2024/25.

Scottish Road Research Board (SRRB)

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

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 Commissioner has continued to have representation on this group through the reporting period.

Mobility and Access Committee Scotland (MACS)

The Mobility and Access Committee for Scotland (MACS) was established in 2002 and is an advisory non departmental public body which is constituted to:

- consider matters about the needs of disabled persons in connection with transport that the committee think are appropriate.
- advise the Scottish Ministers about those matters that the committee think are appropriate.

The Commissioner continued to engage with MACS through the reporting period.

Transport Scotland Roads for All Forum

The Transport Scotland 'Roads for All Forum' was established in 2006 comprising representatives of disability groups, Transport Scotland and the Scottish Government. This group continues to meet in order to support, influence and monitor Scottish Government action and policy; to ensure that needs are recognised and understood; and to seek active promotion of equality for disabled people. The Commissioner joined the forum in 2023.

Scottish Collaboration of Transport Specialists (SCOTS)

The Scottish Collaboration of Transport Specialists (SCOTS), formerly the Society of Chief Officers of Transportation in Scotland was founded in 1996 following a change in local government. It is a strategic body comprising of transportation professionals from all the 32 councils and the seven regional transport partnerships. The society's work involves improving performance and innovation in the design, delivery and maintenance of transportation systems.

The Commissioner is keen to promote best practice amongst roads authorities and is now a regular attendee at the SCOTS Executive Board.

9. Scottish Road Works Register Service

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

As well as the Scottish Road Works Register system also included in the SRWR service are:

- Scottish Road Works Online
- Dial Before You Dig
- Community Apparatus Data Vault
- Training
- Open Data

The Scottish Road Works Register

The SRWR is a cloud based register used for the transfer, retention and management of data used for the planning of road works 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 to others who undertake road works allowing roads authorities to co-ordinate these works. It includes a public facing website to inform the travelling public and others affected by works of potential disruptions. It is funded by the user community through a levy of Prescribed Fees and Amounts which are collected annually by the Commissioner.

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

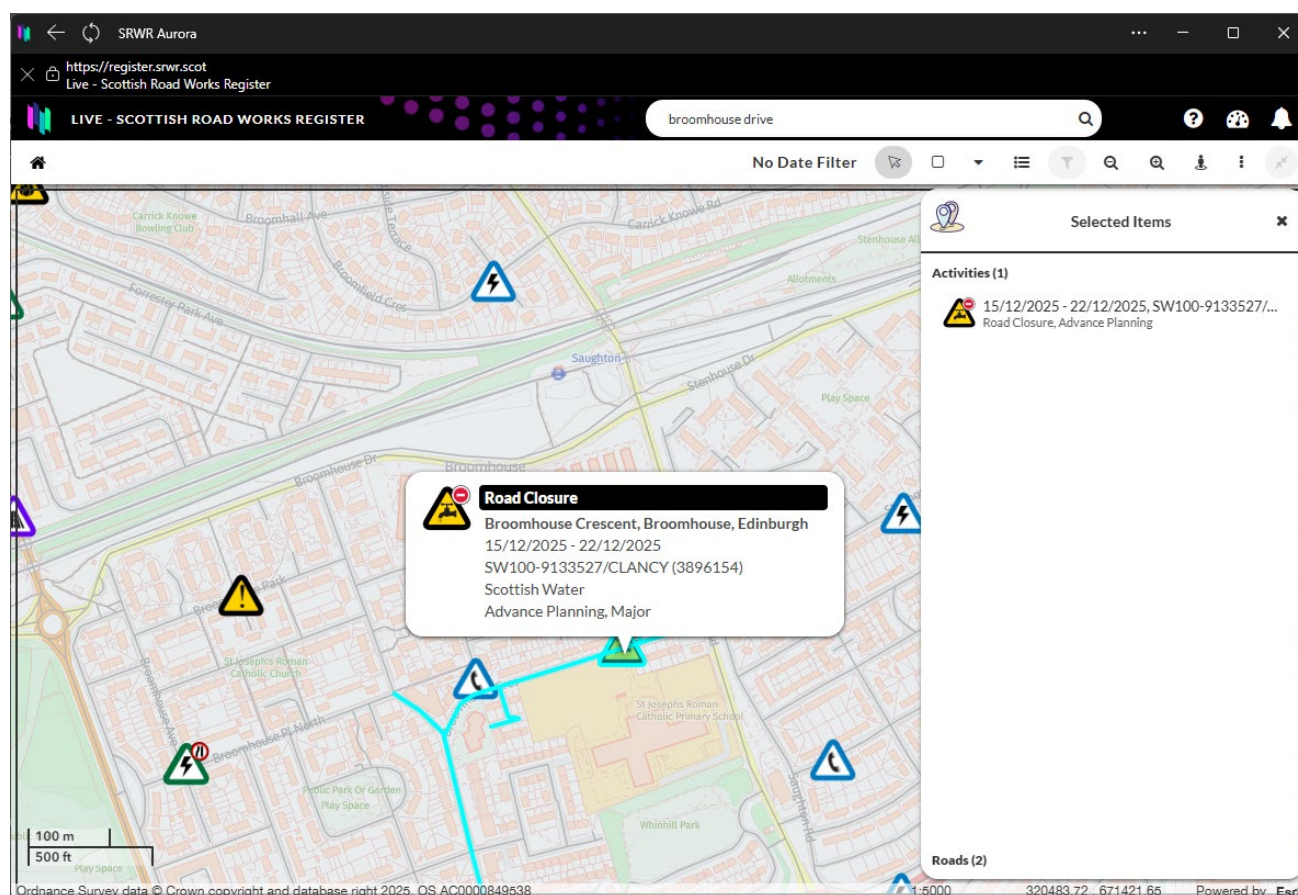


Figure 9.1 – Screenshot of the Scottish Road Works Register.

There were several degradations to the SRWR service during the 2024/25 reporting period. These were mostly reports of the mapping running slow, but not harmful enough to prevent the use of the register. One outage reported in December 2024 lasted around 4¾ hours. This outage was severe enough to breach the service level agreement levels set in the contract with the provider and resulted in a small rebate on the cost of running the service for the affected period.

This reporting period was the final year of the 7 year contract for the provision of the SRWR on behalf of the Commissioner, finishing on 1 April 2025.

A procurement exercise for the provision of the service after 1 April 2025 was completed in the previous reporting period (2023/24). The Invitation to Tender was issued on 7 March 2024, with responses received on 26 March 2024. The tenders were subsequently evaluated during this period and the contract awarded to the winning bidder, Symology Ltd, in July 2024.

The average number of named users per month over 2023/24 was 3,536.

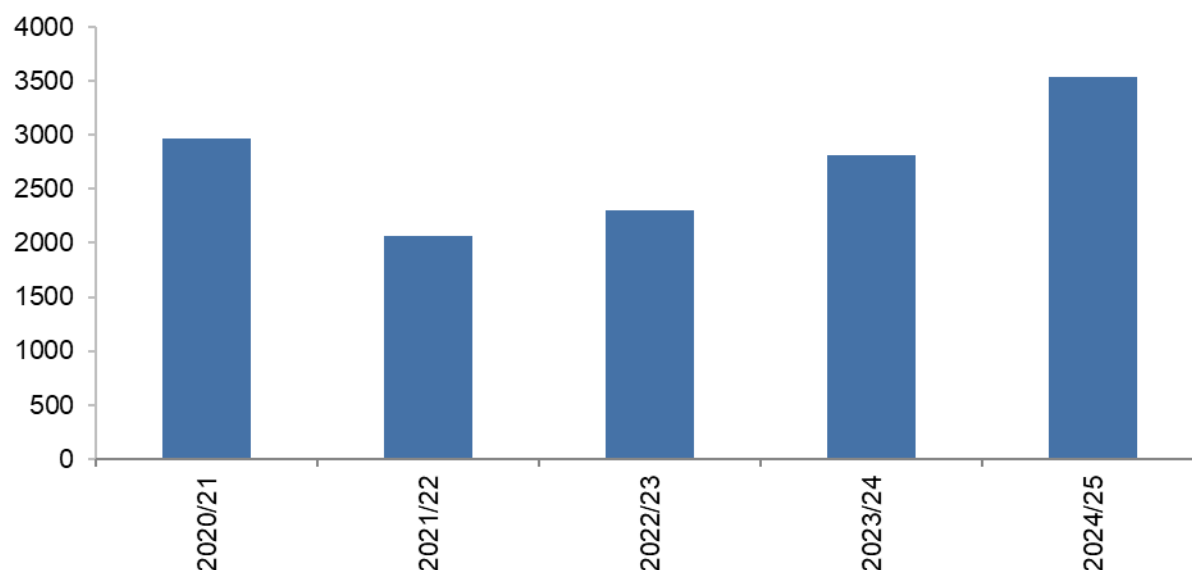


Figure 9.2 – Number of Named SRWR Users by Year.

Period	Users
2020/21	2,960
2021/22	2,065
2022/23	2,298
2023/24	2,818
2024/25	3,536

Table 9.1 – Number of Named SRWR Users by Year.

Scottish Road Works Online

A simplified version of key information contained within the SRWR is available on the internet for anyone to access information on road works, showing planned and current road works.

Scottish Road Works Online can be found here:

[Scottish Road Works Online](#)

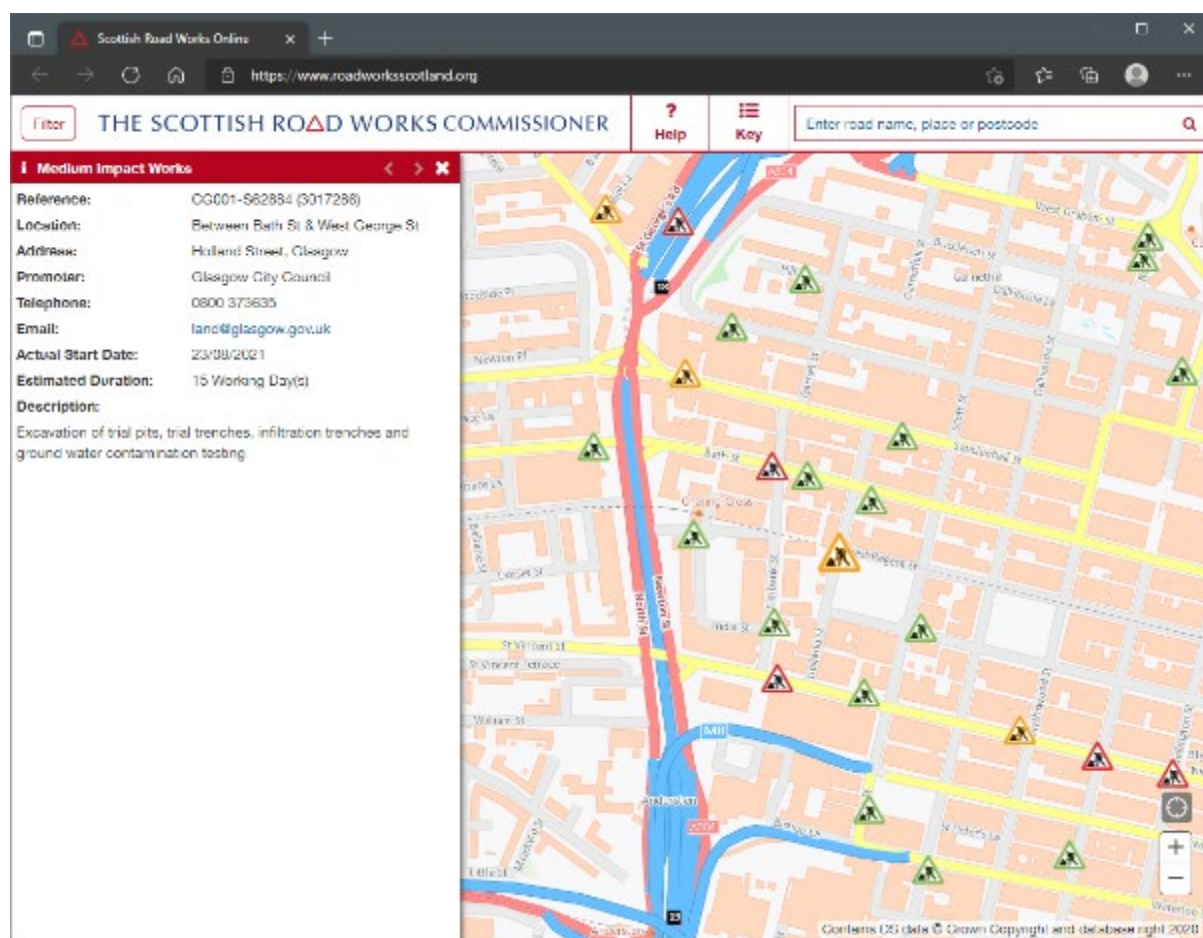


Figure 9.3 – Screenshot from Scottish Road Works Online

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 undertakers or roads authorities) can request information using the Dial Before You Dig Plant Information request facility. This protects operatives carrying out works from harm and protects assets from accidental damage caused by works.

Calls placed to the Dial Before You Dig service are handled by the service provider, Symology Ltd, 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 104 requests per month were received during 2023/24.

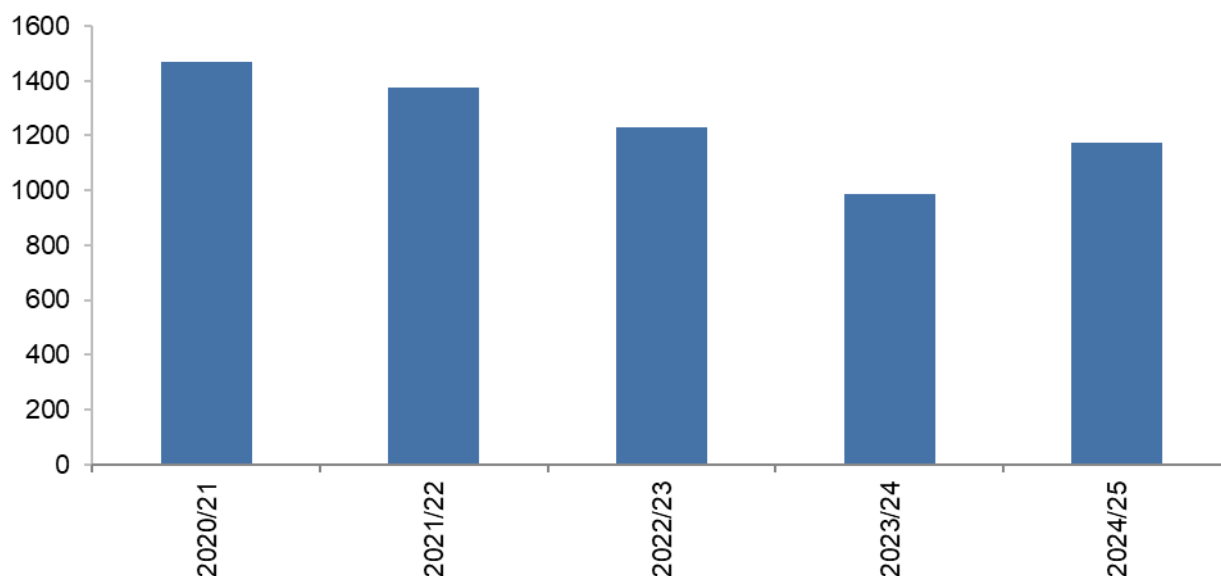


Figure 9.4 – Number of Dial Before You Dig requests processed

Year	Requests
2020/21	1,468
2021/22	1,374
2022/23	1,228
2023/24	986
2024/25	1,176

Table 9.2 – Number of Dial Before You Dig requests processed

Details on this service can be found at:

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

Community Apparatus Data Vault

The Community Apparatus Data Vault (Vault) is a feature of the Scottish Road Works Register that allows the roads authorities and utility companies to share details of apparatus they have installed in the road. Vault allows the display of information from all participating

organisations simultaneously on one screen, helping organisations planning or undertaking road works to avoid affecting, or even damaging, other organisations apparatus.

Providing information to Vault is now a statutory requirement. Any organisation installing or maintaining apparatus must supply records of the apparatus to be shown in Vault.

This allows organisations to comply with *RAUC(S) Advice Note 1 – The Sharing of Plant Information*

SRWR System Training

The training in the use of the SRWR is now provided in a suite of 12 e-learning modules, which can be tailored to the user's expected usage of the SRWR. Over the period 804 modules were completed by users.

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 is available for download in a set of CSV (Comma Separated Value) files.

Further information can be found here:

[Scottish Road Works Register Open Data](#)

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.

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

The Parliamentary Regulations supporting the collection of “Fees and Amounts” required for the 2024/25 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 Road Works (Scottish Road Works Register Fees and Miscellaneous Amendment) Regulations 2024* which came into force on 1 April 2024 prescribes the fee to be collected for 2024/25.

The 2024/25 prescribed fees and amounts collected for the running of the SRWR totalled £898,817. Invoices for the operation of the SRWR were issued to the community on 1 April 2024. Of the 98 invoices issued, 41 were paid before the due date of 2 May 2024. The remaining 56 were all paid by 18 July 2024.

The Scottish Road Works Register (Prescribed Fees) Regulations 2025 were laid before the Scottish Parliament on 28 January 2025. In conjunction with *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008*, these regulations prescribe the £1,008,819 required to operate the SRWR in 2025/26.

During 2024/25 166,295 works were started, meaning an average cost for using the register of around £5.40 for each works started.

10. Legislation

The legal framework for road works in Scotland is 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 Commissioner and to improve the regulation of road works in Scotland.

The *Transport (Scotland) Act 2019* received royal assent in November 2019, and of the provisions contained in Part 9, the majority have now been commenced. The remaining provisions were due to be commenced during 2024/25, however due to resourcing issues within Transport Scotland, this has been delayed.

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.

Links to this legislation and other publications can be found at the [Legislation & Guidance](#) section of the Commissioner's website.

Policy Development Group (PDG)

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

Regulations

The Road Works (Scottish Road Works Register Fees and Miscellaneous Amendment) Regulations 2024 came into force on 1 April 2024 and, in addition to standard regulations to allow collection of prescribed fees required to operate the Scottish Road Works Register introduced a provision to add two additional prescribed qualification awarding bodies.

Legislation and Future Legislation

Further to the small number of remaining provisions of the Transport (Scotland) Act 2019, legislation to amend the Road Works (Qualifications of Operatives and Supervisors) (Scotland) Regulations 2017 is anticipated to be promoted in the near future. Details of the effects of these changes are not yet known, however the Commissioner will work closely with the Scottish Government to support development and implementation.

11. Annual Report and Accounts

Audit Scotland undertook an external audit of the 2024/25 Commissioner Annual Report and Accounts during the summer of 2025.

The Annual Report and Accounts for 2024/25 will be published by 31 December 2025 and be available to download here:

[Scottish Road Works Commissioner's Annual Accounts](#)

12. Forward Planning

The *Business Plan 2025/26* developed in March 2025, is published on the Commissioner's website:

[Business Plan 2025-26 | Scottish Road Works Commissioner](#)

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 work to assist Transport Scotland, associated with the progression of the *Transport (Scotland) Act 2019*.

The *2023-26 Corporate Plan*, reviewed in 2023, is also published on the Commissioner's website:

[Corporate Plan 2023-26 | Scottish Road Works Commissioner](#)

13. Conclusion

The number of road works registered continued to increase in 2024/25 compared to the previous year. However, there are signs that this continued increase may have peaked as the increase was much smaller than in previous years.

Despite the increase in works, the potential noticing failures metric showed significant improvement, falling to the lowest level for a number of years. The historic gap between the performance of utilities and roads authorities against this measure has been significantly closed. This shows that utilities are putting more effort into making sure that they meet their obligations to correctly notify works.

Whilst there was no national coring programme in 2024/25, the sample inspection results showed improvement which gives some reassurance that the quality of utility reinstatements remains good.

2024/25 was the first year of Commissioner inspection powers and compliance notices. The focus on roads authority compliance with the safety code has delivered a step-change improvement in compliance in some areas. However, there remains a need to focus on this activity to ensure that the improvements are sustained and embedded across Scotland.

As I have reported in the past, there are still some roads authorities who do not fully utilise the powers available to them to help co-ordinate works in their areas. I remain convinced that authorities should use the tools available to best effect in order to deliver effective co-ordination.

Appendix A. List of Terms and Descriptions

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

Term	Description
Area RAUC	Area sub-group of the Roads Authorities and Utilities Committee
Commissioner	Scottish Road Works Commissioner
DBFO	Transport Scotland contractors engaged to Design, Build, Finance and Operate the road
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, as amended by the Transport (Scotland) Act 2005 and the Transport (Scotland) Act 2019
PDG	Policy Development Group
RAUC(S)	Roads Authorities and Utilities Committee (Scotland)
Register	Scottish Road Works Register
Roads Authority (RA)	The authority responsible for the maintenance of the road and co-ordination of road works taking place on that road.
SCOTS	Scottish Collaboration of Transport Specialists
SROR	Specification for the Reinstatement of Openings in Roads
SRRB	Scottish Road Research Board
SRWR	Scottish Road Works Register

Term	Description
Utility Company (U)	Those organisations with the statutory powers to place and maintain apparatus in the road. Referred to “undertakers” in NRSWA.

Appendix B. List of 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 on behalf of Scottish Ministers

Other

Tay Road Bridge Joint Board

Utility Companies

Electricity

Advanced Electricity Networks Limited
Aurora Utilities Limited
Eclipse Power Networks Limited
Electricity Network Company Ltd
Energy Assets Networks
ESP Electricity
Fulcrum Electricity Assets Ltd
Indigo Power
Last Mile Electricity Limited
Moray Offshore Windfarm (West) Limited
mua Electricity Limited
NorthConnect
Optimal Power Networks Limited
Premier Transmission Limited
Scottish Hydro Electric Power Distribution
SP Energy Networks
Vattenfall Networks Limited

Gas

Energy Assets Pipelines
ES Pipelines Limited
Fulcrum Pipelines Limited
GTC Pipelines Limited
Indigo Pipelines
Last Mile Gas Limited
mua Gas Limited
National Gas Transmission Plc
SGN

Pipelines

BP
EnQuest
Exolum Pipeline Systems Ltd
INEOS FPS
Ineos Chemicals Grangemouth Ltd
Petroineos Manufacturing Scotland Ltd
Shell UK Ltd

Telecoms

Arqiva
Broadband for the Rural North Limited
BT
CityFibre Metro Networks Ltd
Commsworld Limited
Converged Communication Solutions Limited
Cornerstone Telecommunications Infrastructure Limited
EE Limited
Fibrus Networks GB Limited
Freshwave Facilities Limited
Glide Fibre Ltd
GoFibre Holdings Limited
Grain Communications
Hutchison 3G
Hyperoptic
InFocus Public Networks
Internetty Limited
Lothian Broadband Networks Limited
Lumen Technologies UK Limited
Neos Networks
Netomnia Limited
Nexfibre Networks Limited
Open Fibre Networks Ltd
Persimmon Homes Limited
Sky UK
Talk Talk Communications Limited
Telefonica UK
Trooli Ltd
Verizon
Virgin Media Limited
Vodafone Limited
Voneus Limited
Wifinity Limited
Zayo

Water

Scottish Water

Others

Network Rail
Royal Mail

Appendix C. Extent of Engagement

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

Committees

Committee	Frequency	Reports to
Highway Authorities and Utilities Committee (UK)	4 per year	N/A
Roads Authorities and Utilities Committee (Scotland)	3 per year	N/A
Area RAUC	3 per year	RAUC(S)
Local RAUC	3 per year	Relevant Area RAUC

Working Groups

Working Group	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	The Commissioner / RAUC(S)
RAUC(S) Gazetteer Working Group	Quarterly	RAUC(S)
SRWR System Assurance Team	Quarterly	SRWR Steering Group
SRWR Reporting Group	When required	SRWR Steering Group
Code of Practice for Co-Ordination of Works in Roads Group	Quarterly	RAUC(S)
Code of Practice for Inspections Working Group	Monthly	RAUC(S)
Training and Accreditation Group (UK)	Quarterly	HAUC(UK)

Other Meetings/Engagement

In addition to the above specific groups, the following summarises other engagements undertaken during the reporting period by the Commissioner during 2024/25.

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.
Continued professional development	Staff development and knowledge exchange to ensure good practice within the industry.
SRWR contract meetings	Quarterly liaison meetings with the software provider.

Appendix D. Performance Indicator Reports

Performance Review Rating 2024/25

This is a list of all organisations who are active in Scotland and the rating given to them by the Commissioner in their Annual Performance Review for the period 1 April 2024 to 31 March 2025.

Type	Organisation	Rating
RA	Aberdeen City Council	Well Managed
RA	Aberdeenshire Council	Satisfactory
RA	Angus Council	Satisfactory
RA	Argyll & Bute Council	Satisfactory
RA	City of Edinburgh Council	Unsatisfactory
RA	Clackmannanshire Council	Unsatisfactory
RA	Comhairle nan Eilean Siar	Well Managed
RA	Dumfries & Galloway Council	Unsatisfactory
RA	Dundee City Council	Satisfactory
RA	East Ayrshire Council	Well Managed
RA	East Dunbartonshire Council	Satisfactory
RA	East Lothian Council	Unsatisfactory
RA	East Renfrewshire Council	Unsatisfactory
RA	Falkirk Council	Satisfactory

Type	Organisation	Rating
RA	Fife Council	Satisfactory
RA	Glasgow City Council	Unsatisfactory
RA	Highland Council	Satisfactory
RA	Inverclyde Council	Unsatisfactory
RA	Midlothian Council	Satisfactory
RA	Moray Council	Satisfactory
RA	North Ayrshire Council	Satisfactory
RA	North Lanarkshire Council	Satisfactory
RA	Orkney Islands Council	Satisfactory
RA	Perth & Kinross Council	Satisfactory
RA	Renfrewshire Council	Satisfactory
RA	Scottish Borders Council	Satisfactory
RA	Shetland Islands Council	Satisfactory
RA	South Ayrshire Council	Satisfactory
RA	South Lanarkshire Council	Satisfactory
RA	Stirling Council	Well Managed
RA	Tay Road Bridge Joint Board	Well Managed

Type	Organisation	Rating
RA	Transport Scotland	Satisfactory
RA	West Dunbartonshire Council	Well Managed
RA	West Lothian Council	Satisfactory
Electricity	Eclipse Power Networks Limited	Satisfactory
Electricity	Electricity Network Company Ltd	Satisfactory
Electricity	Energy Assets Networks	Unsatisfactory
Electricity	ESP Electricity Limited	Unsatisfactory
Electricity	Indigo Power	Unsatisfactory
Electricity	Last Mile Electricity Limited	Unsatisfactory
Electricity	mua Electricity Limited	Satisfactory
Electricity	Optimal Power Networks Limited	Unsatisfactory
Electricity	Scottish Hydro Electric Power Distribution	Unsatisfactory
Electricity	SP Energy Networks	Unsatisfactory
Gas	Energy Assets Pipelines	Unsatisfactory
Gas	ES Pipelines Limited	Satisfactory
Gas	GTC Pipelines Limited	Satisfactory
Gas	Indigo Pipelines	Unsatisfactory

Type	Organisation	Rating
Gas	Last Mile Gas Limited	Unsatisfactory
Gas	mua Gas Limited	Satisfactory
Gas	National Gas Transmission Plc	Unsatisfactory
Gas	SGN	Unsatisfactory
Other	Network Rail	Satisfactory
Other	Royal Mail	Unsatisfactory
Pipeline	Ineos Chemicals Grangemouth Ltd	Satisfactory
Telecoms	Arqiva	Unsatisfactory
Telecoms	BT	Unsatisfactory
Telecoms	CityFibre Metro Networks Ltd	Satisfactory
Telecoms	Commsworld Limited	Satisfactory
Telecoms	Converged Communication Solutions Limited	Unsatisfactory
Telecoms	Cornerstone Telecommunications Infrastructure Limited	Satisfactory
Telecoms	EE Limited	Satisfactory
Telecoms	Freshwave Facilities Limited	Unsatisfactory
Telecoms	GoFibre Holdings Limited	Satisfactory
Telecoms	Hutchison 3G	Satisfactory

Type	Organisation	Rating
Telecoms	Hyperoptic	Satisfactory
Telecoms	InFocus Public Networks	Satisfactory
Telecoms	Internetty Limited	Unsatisfactory
Telecoms	Lothian Broadband Networks Limited	Unsatisfactory
Telecoms	Lumen Technologies UK Limited	Satisfactory
Telecoms	Neos Networks	Satisfactory
Telecoms	Netomnia Limited	Satisfactory
Telecoms	Nexfibre Networks Limited	Satisfactory
Telecoms	Open Fibre Networks Ltd	Well Managed
Telecoms	Persimmon Homes Limited	Satisfactory
Telecoms	Sky UK	Well Managed
Telecoms	Telefonica UK	Satisfactory
Telecoms	Trooli Ltd	Satisfactory
Telecoms	Verizon	Unsatisfactory
Telecoms	Virgin Media Limited	Unsatisfactory
Telecoms	Vodafone Limited	Satisfactory
Telecoms	Voneus Limited	Unsatisfactory

Type	Organisation	Rating
Telecoms	Zayo	Unsatisfactory
Water	Scottish Water	Unsatisfactory

Table D.1 – Performance review rating 2024/25

Note: Utility companies who carried out no works over the period have been omitted.

Actual starts (roads authority and utility company)

Subject to the location and duration of the works, utility companies and roads authorities are required to register advance notifications on the Scottish Road Works Register.

When road works commence on site, organisations are required to register an actual start notice within two hours of the works commencing.

Since virtually all works carried out in Scotland require a notice to show when works started, the Commissioner uses a count of these types notices as a proxy for a count of how many road works take place in Scotland.

This indicator shows the number of actual start notices registered on the SRWR by roads authorities and utility companies, including emergency and urgent works.

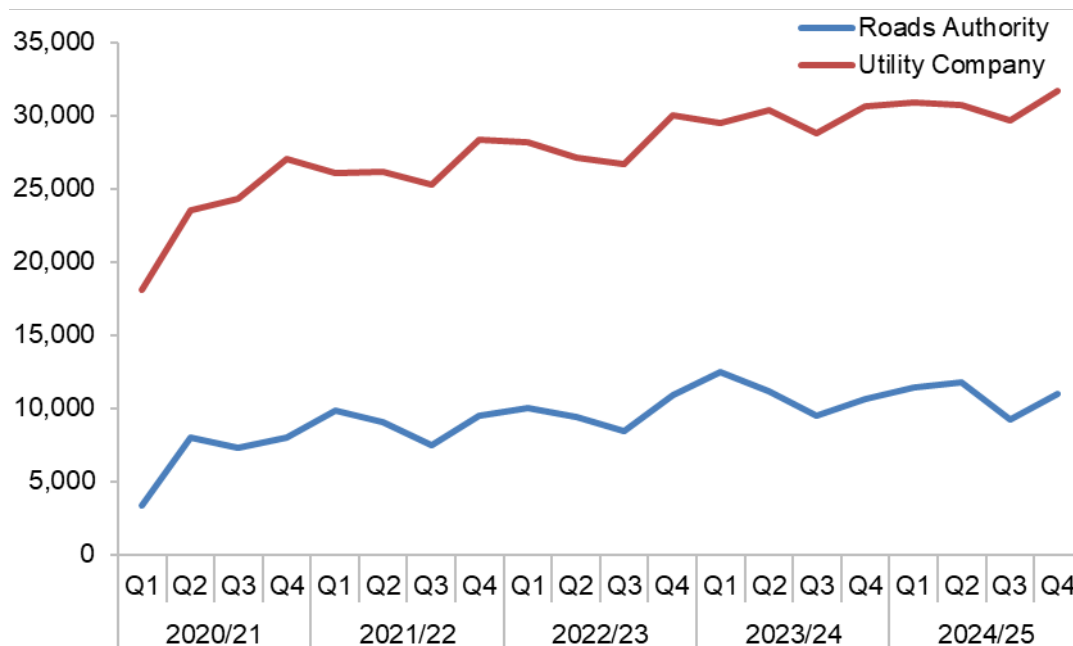


Figure D.1 – Roads authority and utility company actual starts
(Source: SRWR Report 9a)

Period	Roads Authority	Utility Company
2020/21 Q1	3,388	18,101
2020/21 Q2	7,990	23,519
2020/21 Q3	7,316	24,325
2020/21 Q4	8,019	27,066
2021/22 Q1	9,820	26,083
2021/22 Q2	9,076	26,179
2021/22 Q3	7,458	25,253
2021/22 Q4	9,515	28,359
2022/23 Q1	10,018	28,217
2022/23 Q2	9,439	27,100
2022/23 Q3	8,472	26,695
2022/23 Q4	10,908	30,023
2023/24 Q1	12,466	29,519
2023/24 Q2	11,182	30,404
2023/24 Q3	9,451	28,818
2023/24 Q4	10,665	30,642
2024/25 Q1	11,423	30,893
2024/25 Q2	11,743	30,696
2024/25 Q3	9,227	29,679
2024/25 Q4	10,948	31,686

Table D.2 – Roads authority and utility company noticing actual starts
(Source: SRWR Report 9a)

Roads authority and utility company Potential Noticing Failures

All eligible road works carried out by utility companies and roads authorities are required to be registered by recording a notice of the works on the Scottish Road Works Register. All eligible road works carried out by utility companies and roads authorities are required to be registered by recording a notice of the works on the Scottish Road Works Register. The register analyses these notices for failure to comply with the requirements set out in NRSWA and associated legislation. These failures are referred to as Potential Noticing Failures.

For works by utility companies, these potential noticing offences are reviewed by a roads authority who may impose a Fixed Penalty Notice (FPN) for the failure to comply with NRSWA.

For roads authorities, the Commissioner uses these potential noticing failures for comparison of their performance with the utility companies. Roads authority works are not subject to FPNs.

It is expected that all roads authorities and utility companies will not have a failure rate higher than 4%.

This indicator compares the average Potential Noticing Failure rate of all utility companies against the average Potential Noticing Failure rate of all roads authorities.

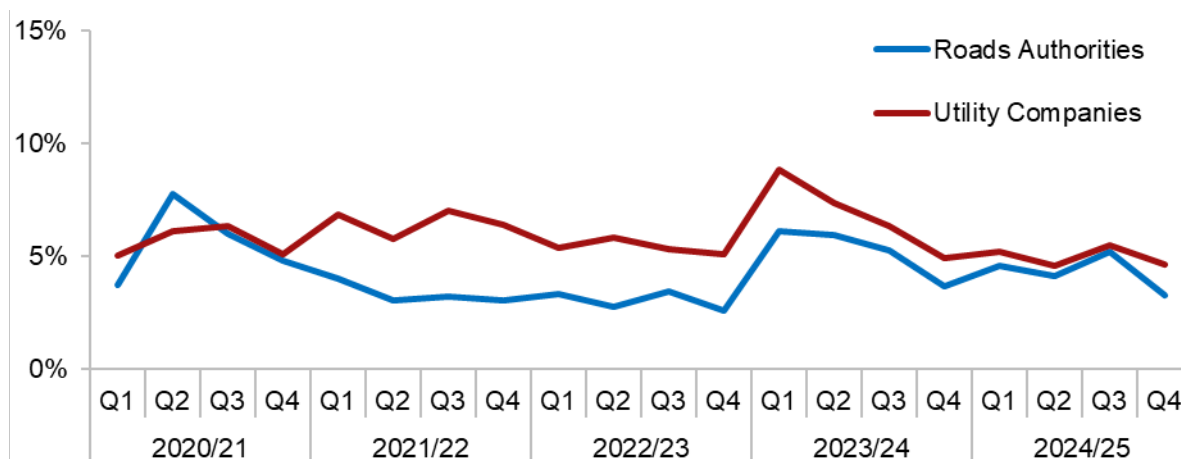


Figure D.2 – Roads authority and utility company Potential Noticing Failures as a percentage of actual starts
(Source: SRWR Reports 2a and 2b)

Period	Roads Authorities	Utility Companies
2020/21 Q1	3.7%	5.0%
2020/21 Q2	7.7%	6.1%
2020/21 Q3	6.0%	6.3%
2020/21 Q4	4.8%	5.1%
2021/22 Q1	4.0%	6.9%
2021/22 Q2	3.1%	5.8%
2021/22 Q3	3.2%	7.0%
2021/22 Q4	3.0%	6.4%
2022/23 Q1	3.3%	5.4%
2022/23 Q2	2.8%	5.8%
2022/23 Q3	3.5%	5.3%
2022/23 Q4	2.6%	5.1%
2023/24 Q1	6.1%	8.9%
2023/24 Q2	5.9%	7.4%
2023/24 Q3	5.3%	6.4%
2023/24 Q4	3.7%	4.9%
2023/24 Q1	4.6%	5.2%
2023/24 Q2	4.1%	4.6%
2023/24 Q3	5.2%	5.5%
2023/24 Q4	3.3%	4.6%

Table D.3 – Roads authority and utility company Potential Noticing Failures as a percentage of actual starts
(Source: SRWR Report 2a and SRWR Report 9a)

This indicator shows the average Potential Noticing Failure rate of each roads authority.

Roads Authority	2020/21	2021/22	2022/23	2023/24	2024/25
Aberdeen City Council	5.5%	3.8%	2.6%	7.5%	2.1%
Aberdeenshire Council	6.9%	6.4%	8.4%	9.6%	3.6%
Angus Council	3.4%	1.4%	9.3%	1.5%	1.2%
Argyll & Bute Council	13.7%	4.1%	3.2%	7.1%	1.7%
City of Edinburgh Council	9.4%	5.5%	9.7%	13.9%	9.4%
Clackmannanshire Council	6.1%	8.8%	11.7%	10.2%	5.4%
Comhairle nan Eilean Siar	1.0%	1.2%	2.7%	3.4%	2.1%
Dumfries & Galloway Council	12.0%	8.6%	7.0%	4.7%	11.9%
Dundee City Council	17.6%	9.8%	5.0%	9.4%	0.9%
East Ayrshire Council	10.5%	4.1%	2.8%	1.8%	3.3%
East Dunbartonshire Council	2.5%	1.6%	0.8%	2.3%	4.7%
East Lothian Council	19.7%	2.3%	2.3%	4.9%	5.3%
East Renfrewshire Council	5.6%	3.6%	4.7%	6.3%	6.5%
Falkirk Council	6.8%	4.6%	5.9%	5.7%	5.7%
Fife Council	6.9%	4.5%	4.5%	3.1%	2.9%
Glasgow City Council	17.9%	7.8%	3.0%	4.7%	8.7%
Highland Council	11.4%	9.0%	1.4%	3.1%	2.4%
Inverclyde Council	1.4%	2.4%	2.9%	3.8%	8.3%
Midlothian Council	4.0%	0.0%	0.5%	9.3%	4.8%
Moray Council	12.1%	5.3%	7.1%	13.1%	2.3%
North Ayrshire Council	15.2%	2.0%	2.8%	7.3%	3.9%
North Lanarkshire Council	3.8%	2.0%	2.1%	5.7%	3.2%
Orkney Islands Council	21.5%	9.7%	12.0%	7.3%	2.2%

Roads Authority	2020/21	2021/22	2022/23	2023/24	2024/25
Perth & Kinross Council	3.0%	5.6%	5.3%	5.6%	0.8%
Renfrewshire Council	3.7%	1.2%	5.2%	12.9%	1.5%
Scottish Borders Council	7.3%	4.1%	3.2%	3.1%	1.8%
Shetland Islands Council	10.4%	7.9%	7.8%	8.8%	5.8%
South Ayrshire Council	5.8%	3.6%	2.2%	1.1%	0.9%
South Lanarkshire Council	6.1%	5.2%	1.6%	2.8%	6.1%
Stirling Council	14.8%	2.8%	3.9%	4.4%	1.4%
Tay Road Bridge Joint Board	200.0%	0.0%	16.7%	0.0%	0.0%
Transport Scotland	3.1%	1.3%	1.5%	4.1%	3.5%
West Dunbartonshire Council	5.2%	3.8%	2.3%	5.4%	4.5%
West Lothian Council	4.3%	1.8%	3.8%	2.9%	8.0%

Table D.4 – Roads authority Potential Noticing Failures as a percentage of actual starts
(Source: SRWR Report 2a and SRWR Report 9a)

This indicator shows the average Potential Noticing Failure rate of each utility company.

Utility Company	2020/21	2021/22	2022/23	2023/24	2024/25
Arqiva	0.0%	66.7%	66.7%	200.0%	150.0%
Broadband for the Rural North Limited	N/A	N/A	N/A	N/A	-
BT	3.7%	4.2%	6.1%	8.9%	5.7%
CityFibre Metro Networks Ltd	5.6%	4.0%	3.4%	3.2%	2.3%
Commsworld Limited	0.0%	6.8%	2.8%	1.1%	0.4%
Converged Communication Solutions Limited	N/A	N/A	100.0%	28.6%	50.0%

Utility Company	2020/21	2021/22	2022/23	2023/24	2024/25
Cornerstone Telecommunications Infrastructure Limited	N/A	N/A	N/A	0.0%	1.0%
Eclipse Power Networks Limited	N/A	N/A	N/A	N/A	0.0%
EE Limited	5.6%	3.3%	5.1%	4.6%	4.1%
Electricity Network Company Ltd	N/A	N/A	N/A	0.0%	0.0%
Energy Assets Networks	N/A	N/A	11.1%	21.2%	17.0%
Energy Assets Pipelines	14.9%	10.3%	8.9%	4.9%	12.5%
ES Pipelines Limited	50.8%	42.5%	2.8%	66.1%	25.5%
ESP Electricity Limited	-	100.0%	35.7%	3.0%	13.3%
Freshwave Facilities Limited	N/A	N/A	N/A	N/A	161.5%
Fulcrum Pipeline Limited	46.2%	42.9%	20.0%	0.0%	-
Glide Fibre Ltd	-	-	-	-	-
GoFibre Holdings Limited	N/A	42.5%	2.7%	5.0%	7.6%
Grain Communications	N/A	N/A	N/A	100.0%	-
GTC Pipelines Limited	7.9%	3.1%	1.7%	1.0%	7.1%
Hutchison 3G	N/A	N/A	20.4%	6.6%	9.5%
Hyperoptic	17.0%	25.1%	19.0%	14.4%	7.5%
Indigo Pipelines	N/A	0.0%	0.0%	100.0%	85.7%
Indigo Power	N/A	50.0%	-	-	500.0%
Ineos Chemicals Grangemouth Ltd	N/A	N/A	N/A	N/A	0.0%
INEOS FPS	0.0%	-	-	-	-

Utility Company	2020/21	2021/22	2022/23	2023/24	2024/25
InFocus Public Networks	N/A	N/A	N/A	N/A	0.0%
Internetty Limited	N/A	N/A	45.5%	0.0%	57.1%
Last Mile Electricity Limited	8.8%	10.9%	11.1%	14.0%	21.3%
Last Mile Gas Limited	4.2%	6.2%	15.1%	12.2%	3.4%
Lothian Broadband Networks Limited	0.0%	15.7%	14.2%	5.8%	5.0%
Lumen Technologies UK Limited	50.0%	N/A	0.0%	0.0%	0.0%
Moray Offshore Windfarm (West) Limited	N/A	N/A	-	83.3%	-
mua Electricity Limited	65.4%	36.7%	4.7%	4.5%	6.5%
mua Gas Limited	100.0%	N/A	N/A	0.0%	50.0%
National Gas Transmission Plc	-	-	121.4%	41.2%	121.4%
Neos Networks	7.4%	1.3%	0.4%	3.6%	0.0%
Netomnia Limited	N/A	N/A	8.8%	8.1%	3.6%
Network Rail	3.9%	3.4%	3.1%	4.1%	3.8%
Nexfibre Networks Limited	N/A	N/A	6.0%	9.1%	3.9%
Open Fibre Networks Ltd	N/A	N/A	N/A	0.0%	4.7%
Optimal Power Networks Limited	N/A	N/A	50.0%	200.0%	120.0%
Persimmon Homes Limited	N/A	-	33.3%	0.0%	0.0%
Petroineos Manufacturing Scotland Ltd	-	-	-	-	-
Royal Mail	25.3%	0.0%	10.9%	25.0%	11.1%

Utility Company	2020/21	2021/22	2022/23	2023/24	2024/25
Scottish Hydro Electric Power Distribution	8.2%	9.6%	6.8%	13.4%	6.4%
Scottish Water	3.4%	4.5%	3.6%	4.4%	3.8%
SGN	7.9%	6.6%	6.0%	7.3%	4.4%
Sky UK	0.0%	N/A	0.0%	0.0%	0.0%
SP Energy Networks	5.8%	8.1%	8.1%	6.9%	4.7%
Telefonica UK	11.6%	4.1%	2.2%	3.7%	4.1%
Trooli Ltd	7.1%	28.0%	9.2%	27.0%	4.7%
Verizon	50.0%	10.0%	0.0%	71.4%	42.9%
Virgin Media Limited	13.6%	19.3%	3.9%	3.7%	6.2%
Vodafone Limited	4.1%	2.3%	12.0%	4.3%	1.7%
Voneus Limited	N/A	N/A	14.4%	27.3%	4.3%
Zayo	20.0%	54.5%	30.0%	108.7%	42.9%

Table D.5 – Utility company Potential Noticing Failures as a percentage of actual starts
(Source: SRWR Report 2b and SRWR Report 9a)

Notes:

“N/A” indicates the organisation was not using the SRWR (i.e. not considered an undertaker at that time).

“-“ indicates the organisation did not undertake any works in that year.

Fixed Penalty Notices (FPNs) issued to utility companies

All eligible road works carried out by utility companies and roads authorities are required to be registered by recording a notice of the works on the Scottish Road Works Register. The register analyses these notices for failure to comply with the requirements set out in NRSWA and associated legislation. These failures are referred to as Potential Noticing Failures.

For utility company works each potential noticing offence is then reviewed by a roads authority who may impose a Fixed Penalty Notice (FPN) for the failure to comply with NRSWA. When an authority issues a FPN these are referred to as Actual FPNs.

Roads authorities are not required by legislation to issue FPNs, although to do so is considered good practice by the Commissioner.

Potential Noticing Failures compared with Actual FPNs

This indicator compares the number of Potential Noticing Failures flagged automatically by the register with the number of Actual FPNs that were issued by the authorities.

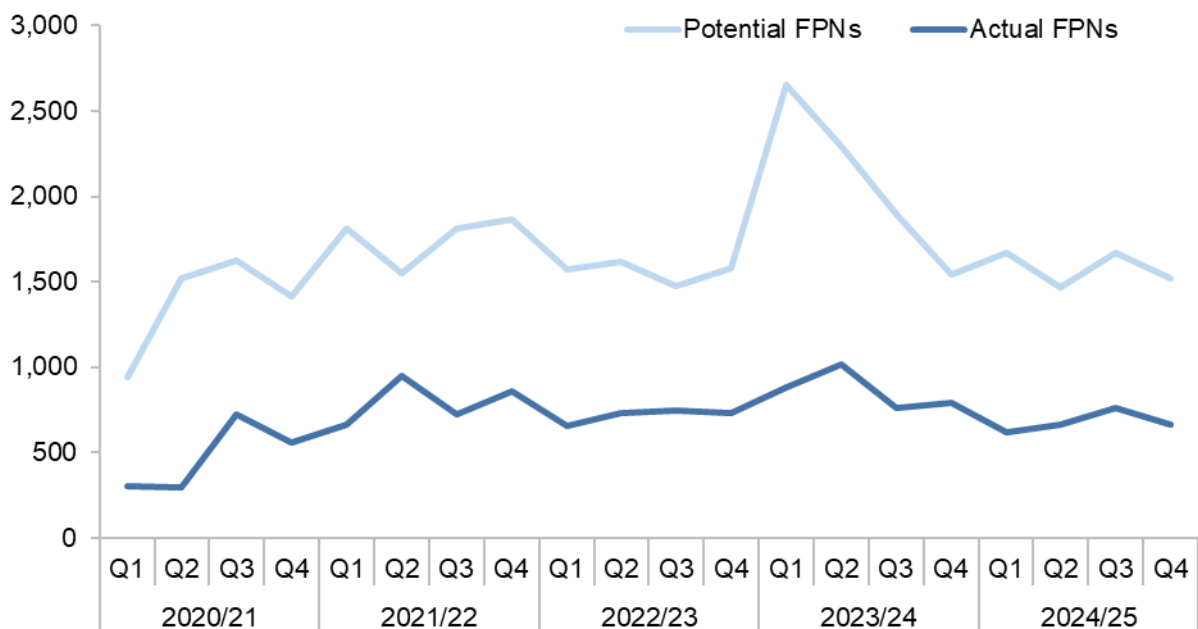


Figure D.3 – Potential Noticing Failures compared with Actual FPNs issued to utility companies
(Source: SRWR Report 1)

Period	Potential FPNs	Actual FPNs
2020/21 Q1	944	301
2020/21 Q2	1,520	297
2020/21 Q3	1,624	720
2020/21 Q4	1,417	561
2021/22 Q1	1,813	666
2021/22 Q2	1,548	950
2021/22 Q3	1,816	724
2021/22 Q4	1,864	856
2022/23 Q1	1,569	656
2022/23 Q2	1,621	731
2022/23 Q3	1,474	747
2022/23 Q4	1,580	734
2023/24 Q1	2,654	883
2023/24 Q2	2,291	1,013
2023/24 Q3	1,898	762
2023/24 Q4	1,544	790
2024/25 Q1	1,669	617
2024/25 Q2	1,464	661
2024/25 Q3	1,669	758
2024/25 Q4	1,521	665

**Table D.6 – Potential Noticing Failures compared with Actual FPNs issued to utility companies
(Source: SRWR Report 1)**

Actual FPNs issued by roads authorities

This indicator shows the actual FPNs issued by each roads authority. FPNs can be withdrawn, if a utility company were to dispute the reason for the FPN and their reasons are upheld. The figures below calculate the number of actual FPNs issued with the number of withdrawn FPNs subtracted from this figure. Due to the delay between the withdrawal of the FPN and the production of the reports this can lead to situations where FPNs are withdrawn in a later quarter than they are issued. This can lead to the number of actual FPNs being shown as a negative number.

Roads Authority	2020/21	2021/22	2022/23	2023/24	2024/25
Aberdeen City Council	26	313	295	159	107
Aberdeenshire Council	32	31	38	159	122
Angus Council	0	0	0	0	0
Argyll & Bute Council	136	169	218	283	200
City of Edinburgh Council	501	796	491	545	487
Clackmannanshire Council	0	0	17	0	17
Comhairle nan Eilean Siar	0	0	0	0	0
Dumfries & Galloway Council	-5	0	0	38	0
Dundee City Council	0	0	0	0	53
East Ayrshire Council	13	37	8	34	0
East Dunbartonshire Council	191	182	468	542	37
East Lothian Council	0	9	3	24	185
East Renfrewshire Council	0	0	0	0	55
Falkirk Council	0	0	0	0	0
Fife Council	0	0	0	0	0
Glasgow City Council	0	0	1	173	66
Highland Council	34	83	68	145	186

Roads Authority	2020/21	2021/22	2022/23	2023/24	2024/25
Inverclyde Council	0	11	20	63	23
Midlothian Council	54	80	150	95	52
Moray Council	0	0	0	0	0
North Ayrshire Council	28	98	83	153	70
North Lanarkshire Council	159	302	236	235	220
Orkney Islands Council	0	0	0	0	0
Perth & Kinross Council	0	0	0	0	0
Renfrewshire Council	0	0	0	14	117
Scottish Borders Council	68	53	21	-15	0
Shetland Islands Council	0	0	0	0	0
South Ayrshire Council	0	0	0	0	0
South Lanarkshire Council	257	485	366	307	244
Stirling Council	43	62	34	101	125
Transport Scotland	10	13	26	-12	0
West Dunbartonshire Council	12	11	10	21	19
West Lothian Council	166	266	164	104	154

Table D.7 – Actual FPNs issued by roads authorities
(Source: SRWR Report 1)

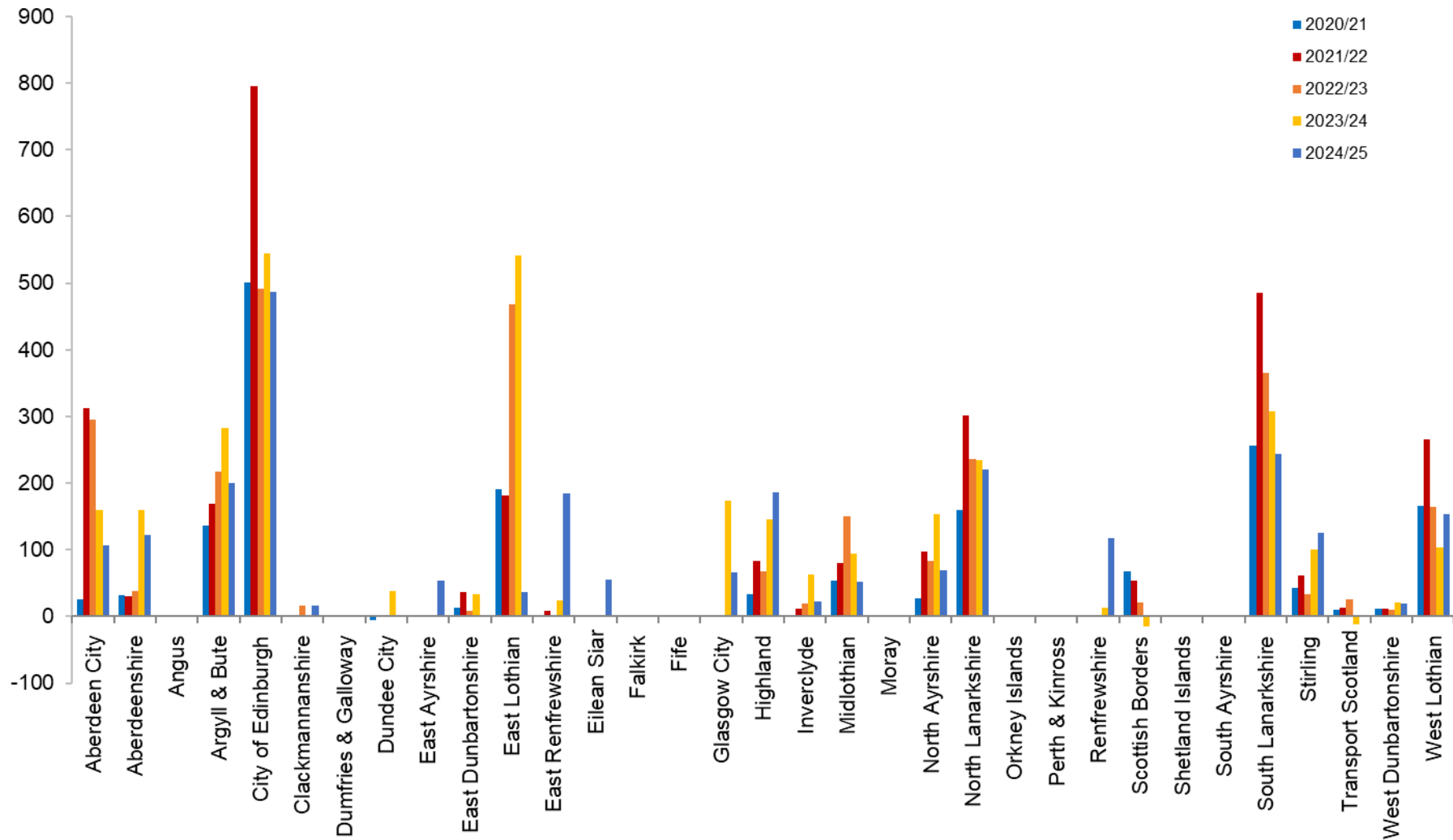


Figure D.4 – Actual FPNs issued by roads authorities
(Source: SRWR Report 1)

Works that Overran

Works that overrun occur when a works completion notice is recorded on the register, with a completion date later than the expected completion date, without a works extension being recorded.

An organisation with a high number of works that overrun could indicate that the organisation is not keeping information on the register up to date.

This indicator records the percentage of works with a registered start date in the SRWR where works did not finish when expected.

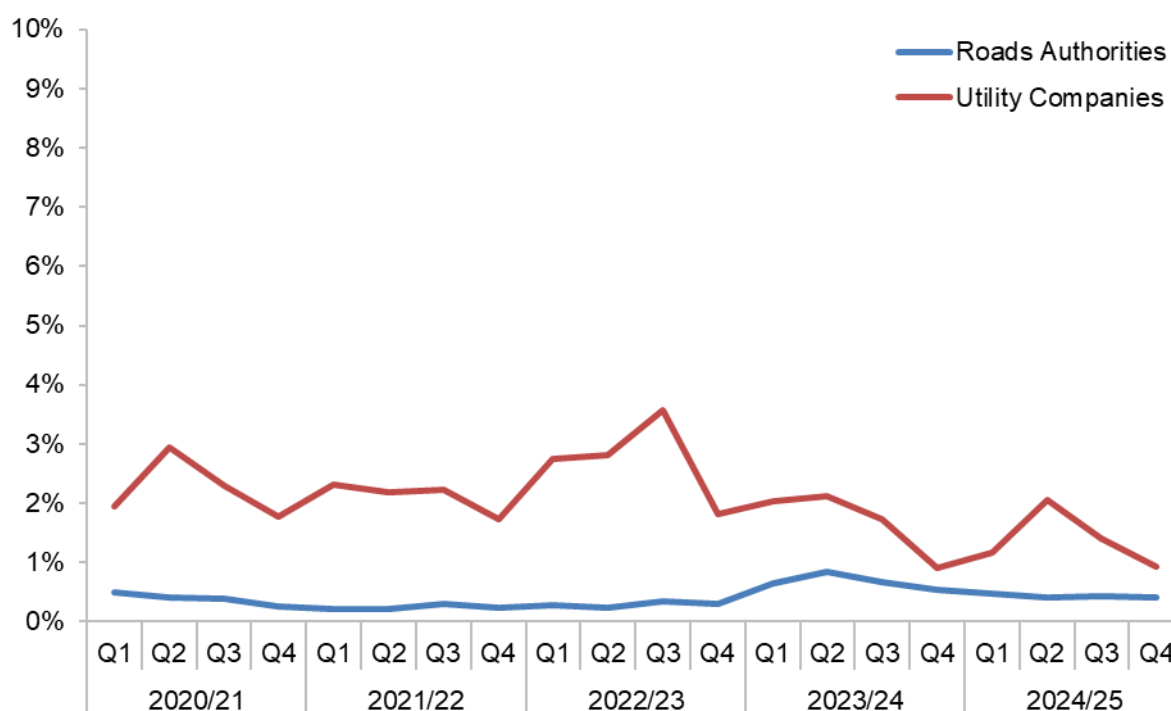


Figure D.5 – Works that Overran as a percentage of actual starts
(Source: SRWR Report 6 and SRWR Report 9a)

Period	Roads Authorities	Utility Companies
2020/21 Q1	0.5%	1.9%
2020/21 Q2	0.4%	2.9%
2020/21 Q3	0.4%	2.3%
2020/21 Q4	0.2%	1.8%
2021/22 Q1	0.2%	2.3%
2021/22 Q2	0.2%	2.2%
2021/22 Q3	0.3%	2.2%
2021/22 Q4	0.2%	1.7%
2022/23 Q1	0.3%	2.7%
2022/23 Q2	0.2%	2.8%
2022/23 Q3	0.3%	3.6%
2022/23 Q4	0.3%	1.8%
2023/24 Q1	0.6%	2.0%
2023/24 Q2	0.8%	2.1%
2023/24 Q3	0.7%	1.7%
2023/24 Q4	0.5%	0.9%
2024/25 Q1	0.5%	1.2%
2024/25 Q2	0.4%	2.1%
2024/25 Q3	0.4%	1.4%
2024/25 Q4	0.4%	0.9%

Table D.8 – Overrunning works as a percentage of actual starts
(Source: SRWR Report 6 and SRWR Report 9a)

Unplanned works

Where works are required by a roads authority or utility company to react to an emergency, urgent or dangerous situation, they are considered to be unplanned works. Due to the nature of these works the notices required have shorter or non-existent notice periods as the works need to be started as soon as possible,

A large proportion of works being recorded as unplanned works could indicate an organisation is not planning their works correctly.

This indicator records the percentage of unplanned works as a percentage of all works started, grouped by the type of organisation.

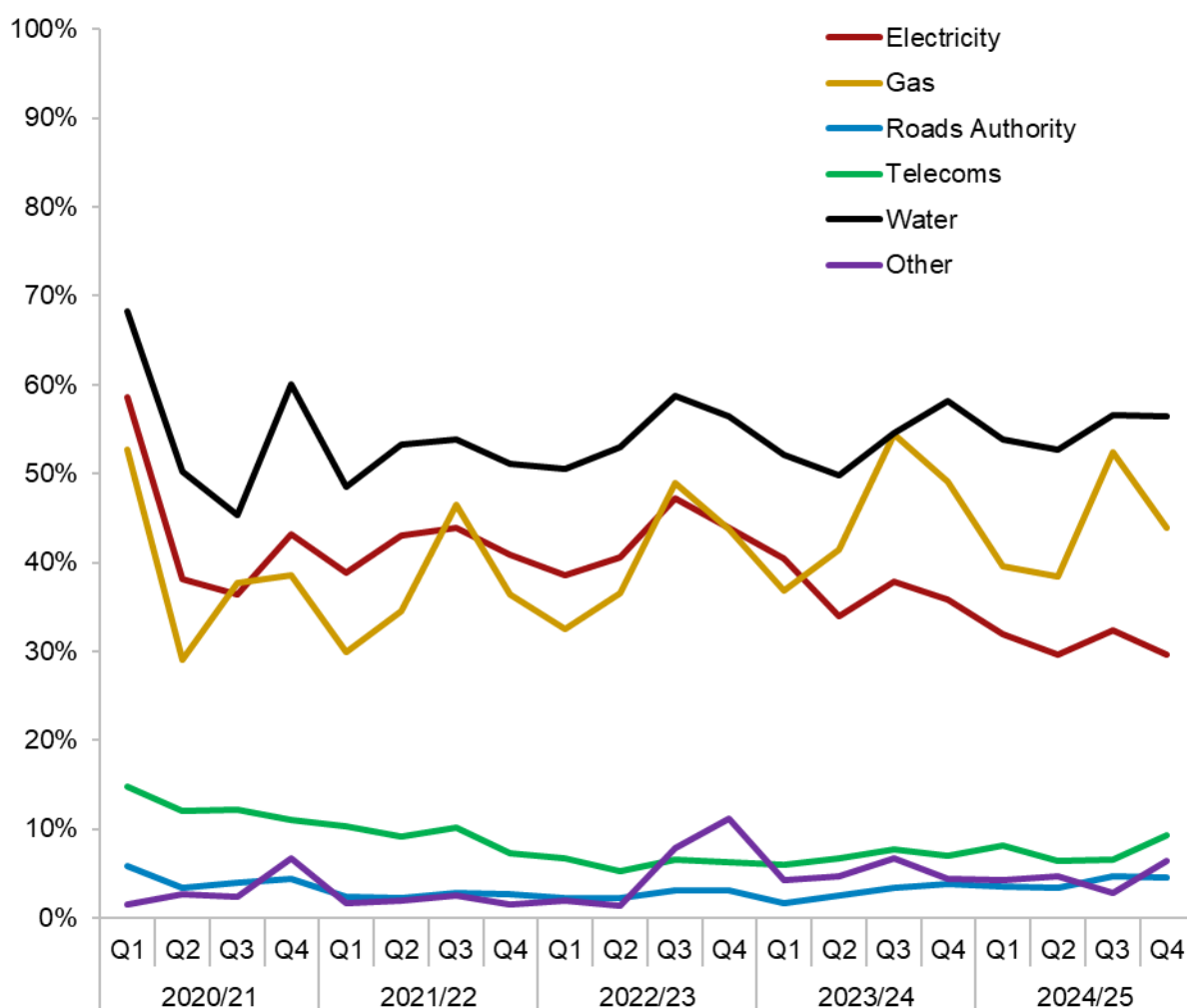


Figure D.6 – Unplanned works as a percentage of actual starts
(Source: SRWR Report 9a)

Period	Elec.	Gas	RA	Telec.	Water	Other
2020/21 Q1	58.6%	52.7%	5.9%	14.8%	68.3%	1.5%
2020/21 Q2	38.2%	29.0%	3.4%	12.0%	50.3%	2.7%
2020/21 Q3	36.5%	37.6%	4.0%	12.2%	45.3%	2.4%
2020/21 Q4	43.2%	38.6%	4.4%	11.0%	60.1%	6.7%
2021/22 Q1	38.8%	29.9%	2.4%	10.4%	48.6%	1.7%
2021/22 Q2	43.0%	34.5%	2.3%	9.1%	53.3%	2.0%
2021/22 Q3	43.8%	46.4%	2.8%	10.2%	53.9%	2.5%
2021/22 Q4	40.8%	36.4%	2.7%	7.3%	51.0%	1.6%
2022/23 Q1	38.5%	32.5%	2.2%	6.7%	50.5%	1.9%
2022/23 Q2	40.5%	36.5%	2.2%	5.3%	53.0%	1.3%
2022/23 Q3	47.2%	49.0%	3.2%	6.5%	58.7%	7.9%
2022/23 Q4	43.8%	43.7%	3.1%	6.3%	56.4%	11.2%
2023/24 Q1	40.4%	36.9%	1.7%	6.0%	52.1%	4.3%
2023/24 Q2	34.0%	41.4%	2.6%	6.7%	49.8%	4.7%
2023/24 Q3	37.9%	54.4%	3.4%	7.7%	54.5%	6.7%
2023/24 Q4	35.9%	49.1%	3.8%	7.0%	58.2%	4.5%
2024/25 Q1	32.0%	39.5%	3.5%	8.2%	53.8%	4.3%
2024/25 Q2	29.6%	38.5%	3.4%	6.4%	52.6%	4.7%
2024/25 Q3	32.4%	52.4%	4.6%	6.6%	56.5%	2.8%
2024/25 Q4	29.6%	43.9%	4.5%	9.3%	56.4%	6.5%

Table D.9 – Unplanned works as a percentage of actual starts
(Source: SRWR Report 9a)

Early and Late Starts

Where a works needs to begin earlier or later than the prescribed notice periods, a request can be made for an early or late start. This requires agreement from the other organisations who may be affected by the works.

The use of early starts and late starts can be a sign of good co-ordination. Where a window of opportunity exists to undertake works, it should be used. However, excessive use of early starts or late starts would suggest poor works planning.

Early Starts

This indicator records the percentage of works where an early start request has been made.

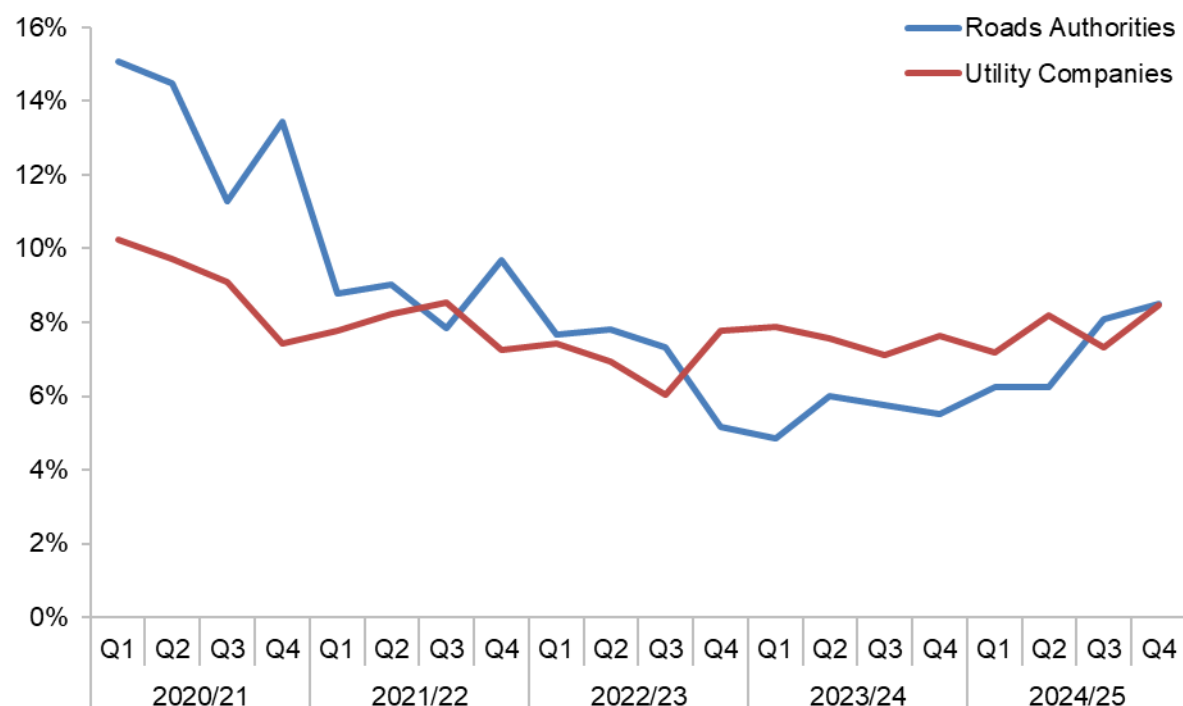


Figure D.7 – Early starts as a percentage of actual starts
(Source: SRWR Report 10 and SRWR Report 9a)

Period	Roads Authority	Utility Company
2020/21 Q1	15.1%	10.2%
2020/21 Q2	14.5%	9.7%
2020/21 Q3	11.3%	9.1%
2020/21 Q4	13.5%	7.4%
2021/22 Q1	8.8%	7.8%
2021/22 Q2	9.0%	8.2%
2021/22 Q3	7.8%	8.5%
2021/22 Q4	9.7%	7.3%
2022/23 Q1	7.7%	7.4%
2022/23 Q2	7.8%	6.9%
2022/23 Q3	7.3%	6.0%
2022/23 Q4	5.2%	7.8%
2023/24 Q1	4.8%	7.9%
2023/24 Q2	6.0%	7.6%
2023/24 Q3	5.8%	7.1%
2023/24 Q4	5.5%	7.6%
2024/25 Q1	6.3%	7.2%
2024/25 Q2	6.3%	8.2%
2024/25 Q3	8.1%	7.3%
2024/25 Q4	8.5%	8.5%

**Table D.10 – Early starts as a percentage of actual starts
(Source: SRWR Report 10 and SRWR Report 9a)**

Late Starts

This indicator records the percentage of works where a late start request has been made.

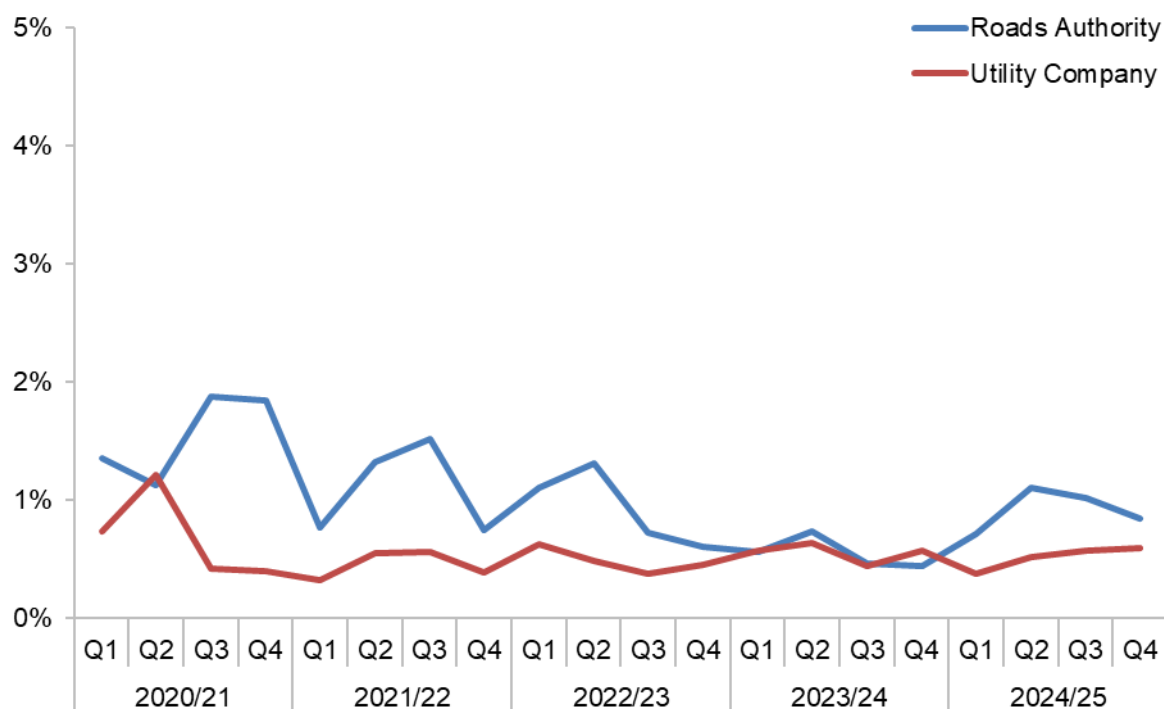


Figure D.8 – Late starts as a percentage of actual starts
(Source: SRWR Report 10 and SRWR Report 9a)

Period	Roads Authority	Utility Company
2020/21 Q1	1.4%	0.7%
2020/21 Q2	1.1%	1.2%
2020/21 Q3	1.9%	0.4%
2020/21 Q4	1.8%	0.4%
2021/22 Q1	0.8%	0.3%
2021/22 Q2	1.3%	0.5%
2021/22 Q3	1.5%	0.6%
2021/22 Q4	0.7%	0.4%
2022/23 Q1	1.1%	0.6%
2022/23 Q2	1.3%	0.5%
2022/23 Q3	0.7%	0.4%
2022/23 Q4	0.6%	0.5%
2023/24 Q1	0.6%	0.6%
2023/24 Q2	0.7%	0.6%
2023/24 Q3	0.5%	0.4%
2023/24 Q4	0.4%	0.6%
2024/25 Q1	0.7%	0.4%
2024/25 Q2	1.1%	0.5%
2024/25 Q3	1.0%	0.6%
2024/25 Q4	0.8%	0.6%

**Table D.11 – Late starts as a percentage of actual starts
(Source: SRWR Report 10 and SRWR Report 9a)**

Work extensions

Works extensions are used where works are not able to be completed by the expected completion date recorded on the register. They are granted to a utility company with the agreement of the affected roads authority.

Excessive use of works extensions would suggest poor works planning.

This indicator records the percentage of works where the completion date has been extended.

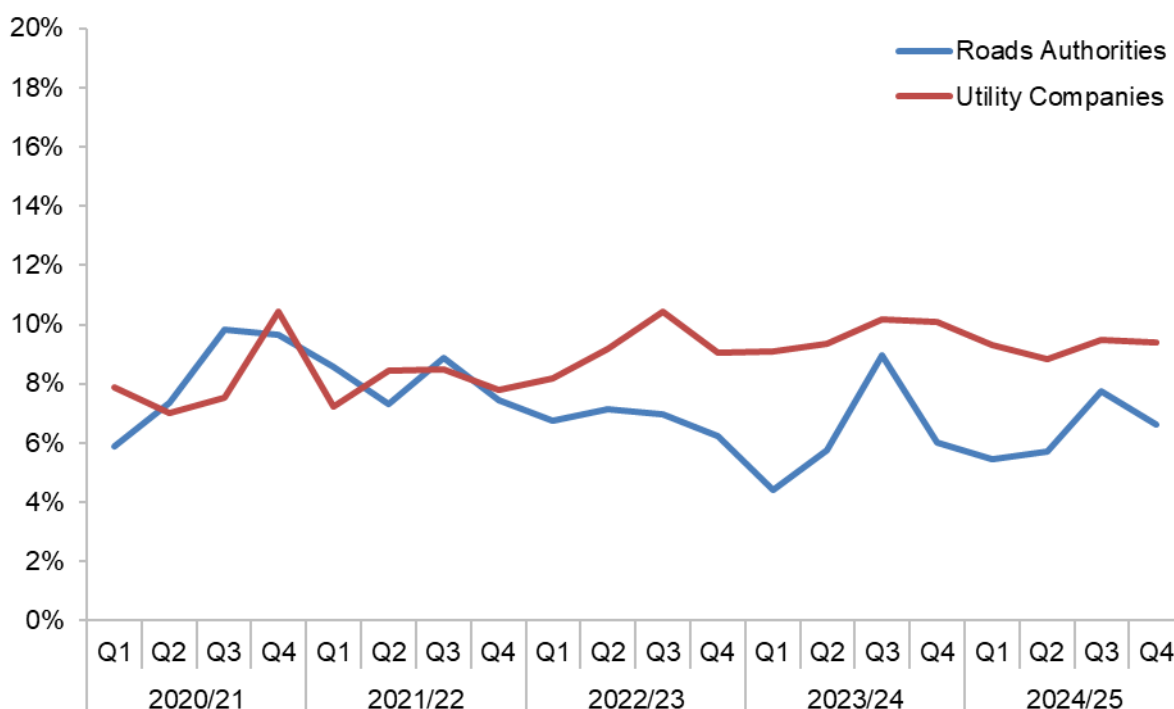


Figure D.9 – Works extensions as a percentage of actual starts
(Source: SRWR Report 12 and SRWR Report 9a)

Period	Roads Authorities	Utility Companies
2020/21 Q1	5.9%	7.9%
2020/21 Q2	7.4%	7.0%
2020/21 Q3	9.8%	7.5%
2020/21 Q4	9.7%	10.4%
2021/22 Q1	8.6%	7.2%
2021/22 Q2	7.3%	8.4%
2021/22 Q3	8.9%	8.5%
2021/22 Q4	7.5%	7.8%
2022/23 Q1	6.7%	8.2%
2022/23 Q2	7.2%	9.2%
2022/23 Q3	7.0%	10.5%
2022/23 Q4	6.2%	9.1%
2023/24 Q1	4.4%	9.1%
2023/24 Q2	5.8%	9.4%
2023/24 Q3	9.0%	10.2%
2023/24 Q4	6.0%	10.1%
2024/25 Q1	5.5%	9.3%
2024/25 Q2	5.7%	8.8%
2024/25 Q3	7.8%	9.5%
2024/25 Q4	6.6%	9.4%

Table D.12 – Works extensions as a percentage of actual starts
(Source: SRWR Report 12 and SRWR Report 9a)

Works awaiting closure and/or registration of final site reinstatement details

On completion of road works on site, all organisations are required to record a works completion notice within 2 hours. For utility companies this should be followed by a “final site reinstatement details” notice within 5 days.

This indicator shows how many works completion notices are outstanding at the end of each quarter.

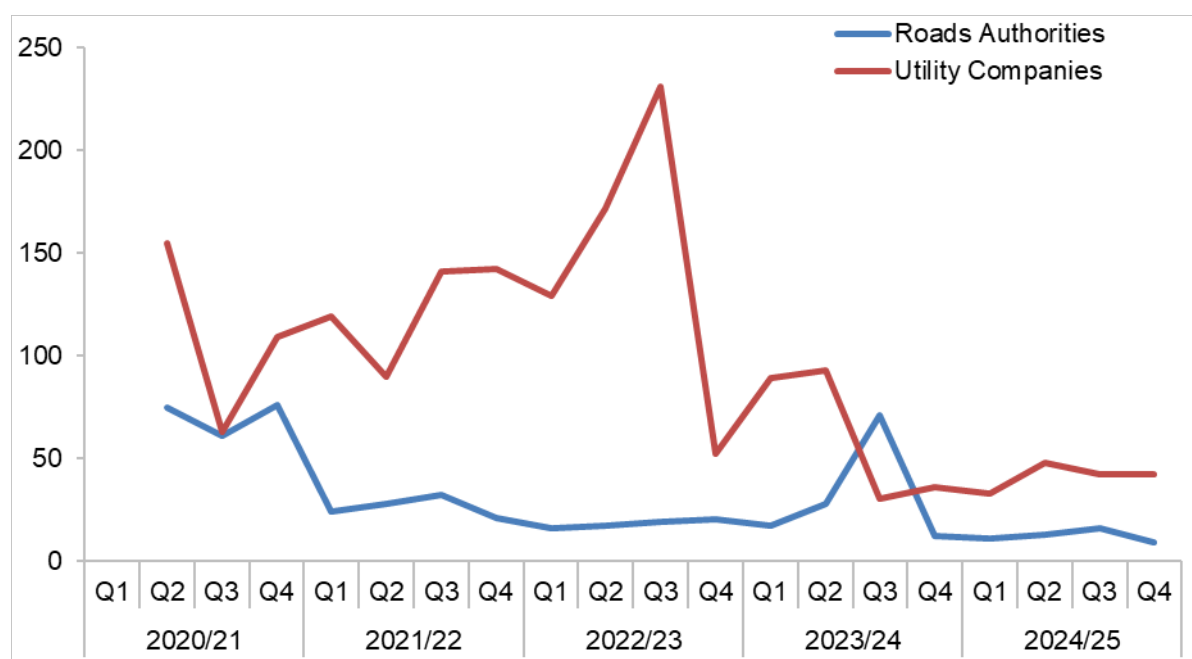


Figure D.10 – Works awaiting closure
(Source: SRWR Report 16)

Note: Figures for 2020/21 Q1 were incorrectly inflated due to a problem with a SRWR upgrade. The incorrect figures have been removed.

Period	Roads Authorities	Utility Companies
2020/21 Q1	N/A	N/A
2020/21 Q2	75	155
2020/21 Q3	61	63
2020/21 Q4	76	109
2021/22 Q1	24	119
2021/22 Q2	28	90
2021/22 Q3	32	141
2021/22 Q4	21	142
2022/23 Q1	16	129
2022/23 Q2	17	172
2022/23 Q3	19	231
2022/23 Q4	20	52
2023/24 Q1	17	89
2023/24 Q2	28	93
2023/24 Q3	71	30
2023/24 Q4	12	36
2024/25 Q1	11	33
2024/25 Q2	13	48
2024/25 Q3	16	42
2024/25 Q4	9	42

Table D.13 – Works awaiting closure
(Source: SRWR Report 16)

Note: Figures for 2020/21 Q1 were incorrectly inflated due to a problem with a SRWR upgrade. The incorrect figures have been removed.

This indicator shows how many final site reinstatement details notices are outstanding at the end of each quarter.

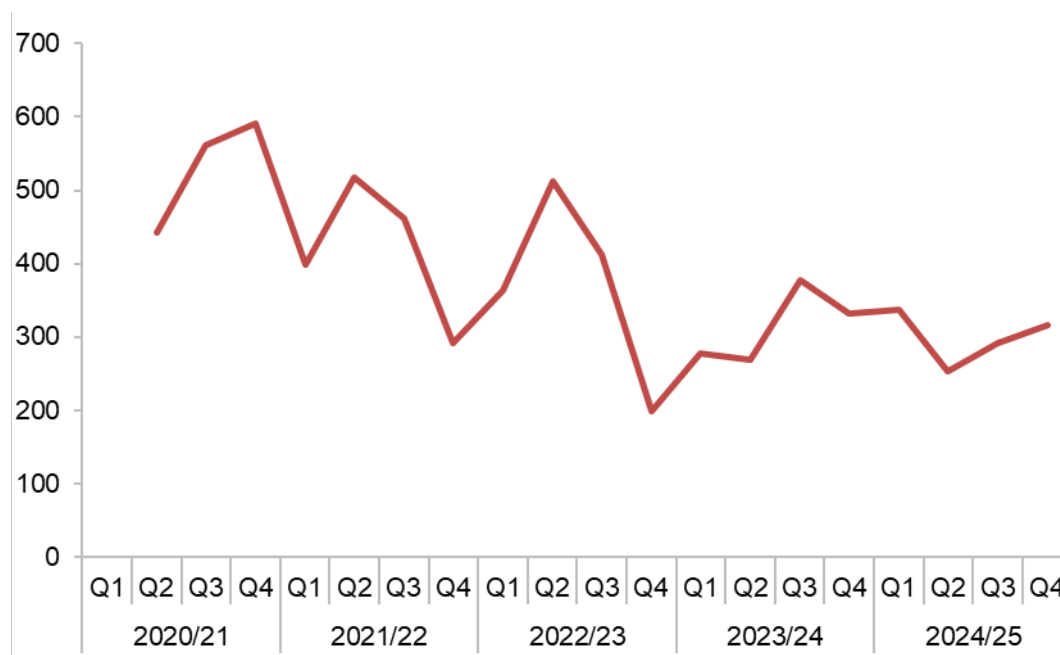


Figure D.11 – Utility company works awaiting registration of final site reinstatement details
(Source: SRWR Report 16)

Note: Figures for 2020/21 Q1 were incorrectly inflated due to a problem with a SRWR upgrade. The incorrect figures have been removed.

Period	Utility Companies
2020/21 Q1	N/A
2020/21 Q2	443
2020/21 Q3	562
2020/21 Q4	591
2021/22 Q1	399
2021/22 Q2	518
2021/22 Q3	462
2021/22 Q4	292
2022/23 Q1	363
2022/23 Q2	513
2022/23 Q3	412
2022/23 Q4	199
2023/24 Q1	278
2023/24 Q2	269
2023/24 Q3	377
2023/24 Q4	332
2024/25 Q1	337
2024/25 Q2	253
2024/25 Q3	291
2024/25 Q4	316

**Table D.14 – Utility works awaiting registration of final site reinstatement details
(Source: SRWR Report 16)**

Note: Figures for 2020/21 Q1 were incorrectly inflated due to a problem with a SRWR upgrade. The incorrect figures have been removed.

Roads authority works registered per 100km

Roads authorities have been required to register qualifying road works in the Scottish Road Works Register (SRWR) since 2008, when the Transport (Scotland) Act 2005 was brought into force.

The number of works registered are influenced by many factors such as geographic location, political priorities, population, weather, available resources, budgets, road network lengths, etc. Consequently, for reporting purposes, authorities and transport Scotland operators are grouped with peer organisations and any view on their performance is relative. For this analysis the Commissioner groups authorities using data provided by the Scottish Collaboration of Transport Specialists (SCOTS).

This indicator measures the number of road works registered on the SRWR by the roads authorities, including Transport Scotland.

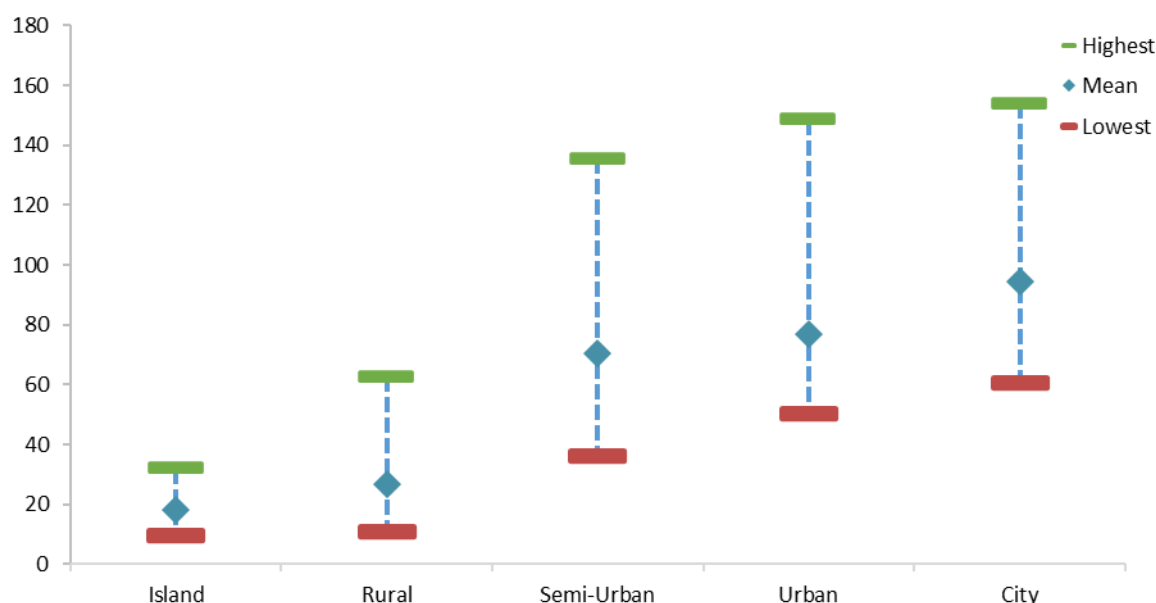


Figure D.12 – Works per 100km for authorities in each SCOTS group, showing the high, mean and low values for each group (2024/25).
(Source: SRWR Report Works per 100km)

Note: Transport Scotland data has been removed as their figures are very high and not comparable to the other groups.

SCOTS Group	2020/21	2021/22	2022/23	2023/24	2024/25
City	52.3	75.1	61.5	100.3	94.4
Island	16.6	21.0	16.6	19.9	18.1
Rural	15.1	24.9	26.0	27.0	26.7
Semi-Urban	39.1	54.1	54.0	74.1	70.4
Transport Scotland	312.8	362.6	434.2	425.7	460.0

Table D.15 – Works per 100 km for each SCOTS group and Transport Scotland
(Source: SRWR Report Works per 100 km)

Undue delay (S125) notices issued by roads authorities to utility companies

When a utility company does not complete their road works in a timeous manner, a roads authority has the power to serve an undue delay direction on the utility, directing that the works are completed within a specified time. These powers are granted under section 125 of the New Roads and Street Works Act 1991 (NRSWA).

This indicator shows how often a roads authority issued a S125 undue delay direction to a utility company.

Roads Authority	2020/21	2021/22	2022/23	2023/24	2024/25
Aberdeen City Council	23	23	14	23	2
Aberdeenshire Council	0	0	0	3	0
Angus Council	0	1	1	0	0
Argyll & Bute Council	0	1	2	2	1
City of Edinburgh Council	2	5	18	9	2
Clackmannanshire Council	3	7	5	3	0
Dumfries & Galloway Council	3	7	1	4	0
Dundee City Council	0	0	0	0	3
East Ayrshire Council	0	1	2	0	0
East Lothian Council	1	1	159	158	23
Falkirk Council	14	9	13	1	0
Fife Council	0	0	19	10	5
Glasgow City Council	6	2	1	0	1
Midlothian Council	9	15	114	18	20
North Lanarkshire Council	0	3	6	7	2
Perth & Kinross Council	42	13	11	2	5
Renfrewshire Council	0	0	0	2	0

Roads Authority	2020/21	2021/22	2022/23	2023/24	2024/25
Scottish Borders Council	0	0	23	15	7
Shetland Islands Council	0	0	0	0	1
South Lanarkshire Council	3	11	0	2	2
Stirling Council	0	0	2	1	2
Transport Scotland	0	0	0	3	0
West Dunbartonshire Council	0	0	0	0	1
West Lothian Council	1	3	3	23	10

Table D.16 – Undue delay (S125) notices issued by roads authorities
(Source: SRWR Report 17e)

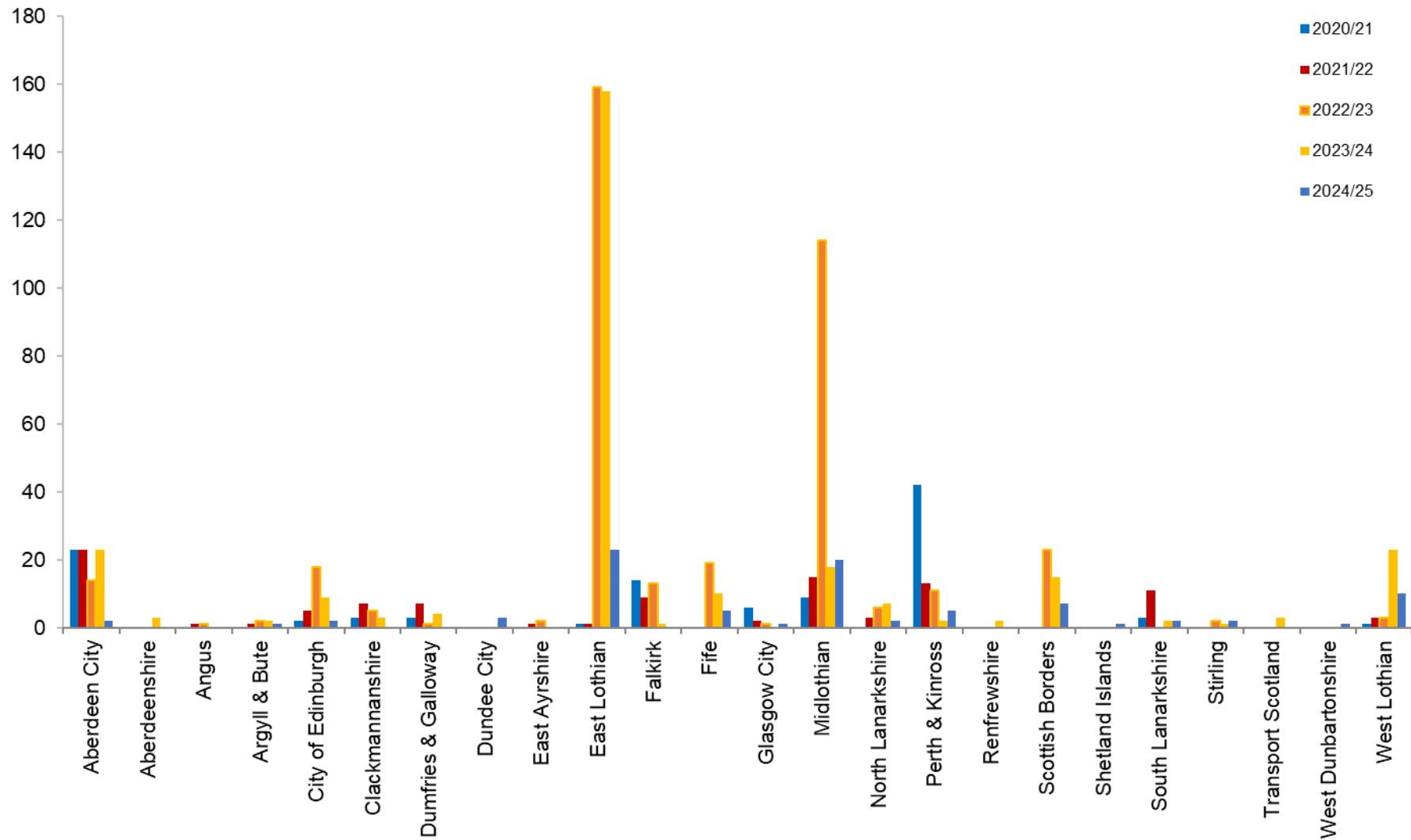


Figure D.13 – Undue delay (s125) notices issued by roads authorities
(Source: SRWR Report 17e)

Utility company interim reinstatements

Utility companies are permitted to use a temporary road surface to allow a road to be reopened to the travelling public. This temporary road surface is called an interim reinstatement.

Interim reinstatements should be replaced with a permanent road surface within 6 months. If they are not made permanent in this time without the permission of the roads authority the permanent reinstatement is considered overdue.

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

This indicator shows the number of interim reinstatements made permanent, against the number of interim reinstatements overdue to be made permanent, without agreement from a roads authority, at each quarter's end.

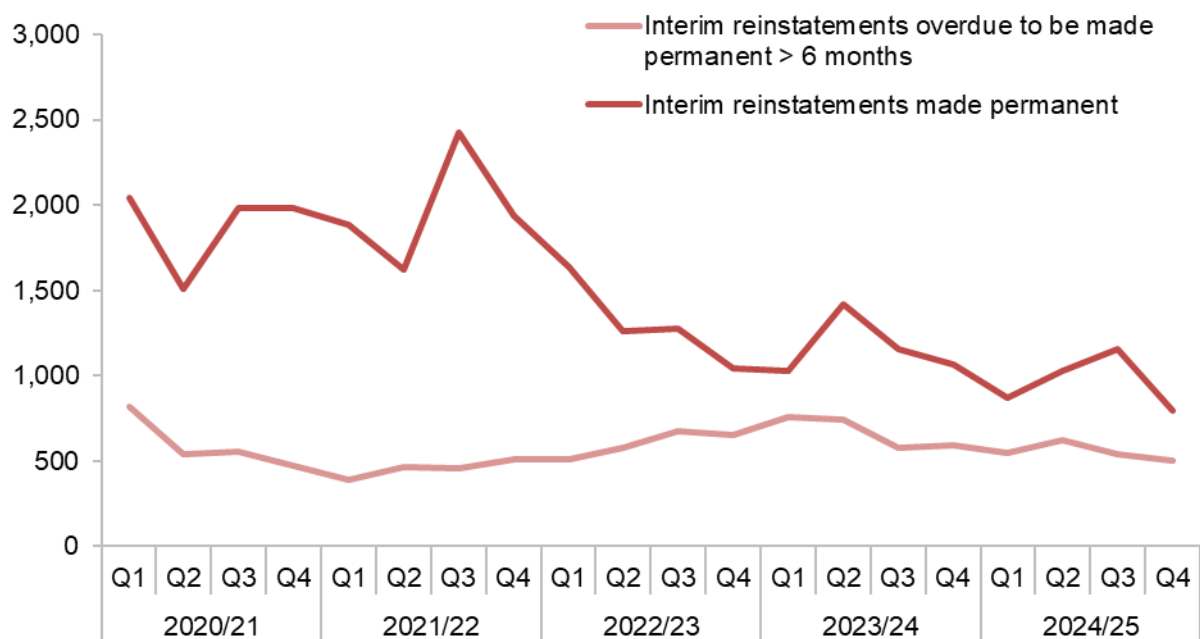


Figure D.14 – Utility company interim reinstatements
(Source: SRWR Report 14 and report 18)

Period	Permanent reinstatements overdue	Interims made permanent
2020/21 Q1	820	2,044
2020/21 Q2	543	1,508
2020/21 Q3	555	1,981
2020/21 Q4	474	1,982
2021/22 Q1	392	1,888
2021/22 Q2	462	1,624
2021/22 Q3	456	2,426
2021/22 Q4	512	1,938
2022/23 Q1	514	1,636
2022/23 Q2	578	1,262
2022/23 Q3	679	1,273
2022/23 Q4	655	1,045
2023/24 Q1	760	1,032
2023/24 Q2	742	1,416
2023/24 Q3	577	1,155
2023/24 Q4	592	1,066
2024/25 Q1	548	871
2024/25 Q2	623	1,031
2024/25 Q3	543	1,153
2024/25 Q4	505	795

Table D.17 – Utility company interim reinstatements
(Source: SRWR Report 14 and report 18)

Misuse of traffic management type “not yet known”

Organisations are required to provide details of their intended traffic management 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.

This indicator measures how often 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) is recorded on the register describing traffic management to be used as “Not Yet Known”. As traffic management types should always be known in advance of works the Commissioner considers it unacceptable for this information to be missing.

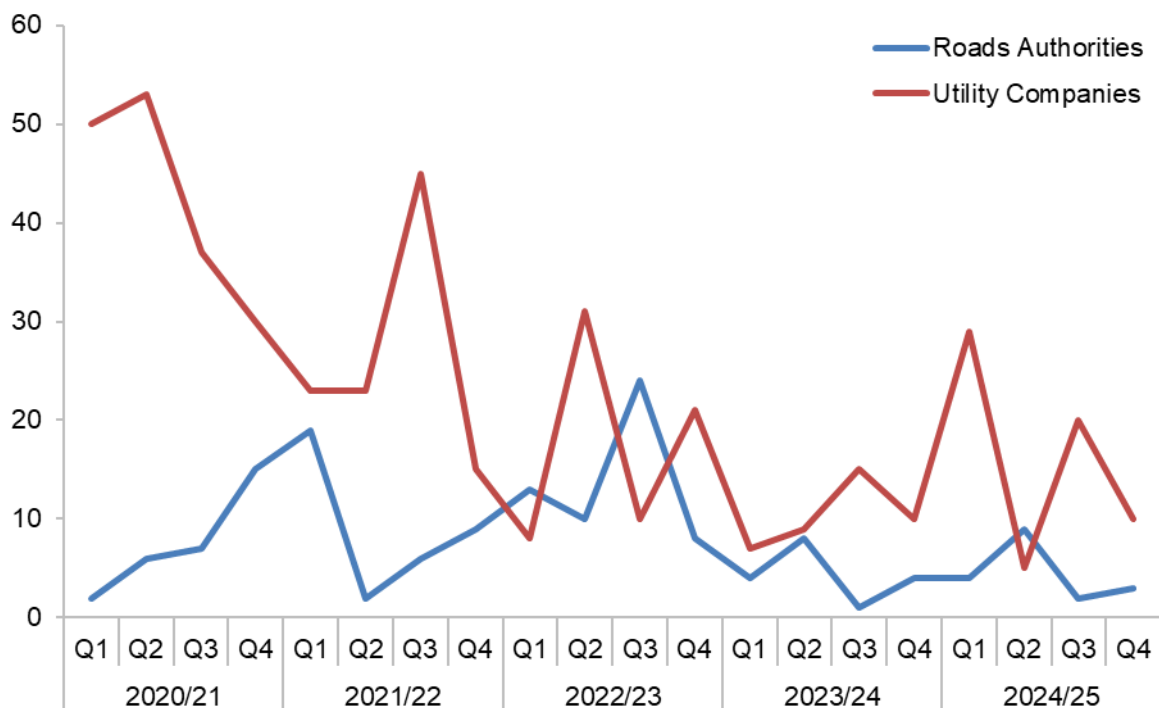


Figure D.15 – Roads authorities and utility companies registering works with traffic management type “not yet known”
(Source: SRWR Report 29)

Period	Roads Authorities	Utility Companies
2020/21 Q1	2	50
2020/21 Q2	6	53
2020/21 Q3	7	37
2020/21 Q4	15	30
2021/22 Q1	19	23
2021/22 Q2	2	23
2021/22 Q3	6	45
2021/22 Q4	9	15
2022/23 Q1	13	8
2022/23 Q2	10	31
2022/23 Q3	24	10
2022/23 Q4	8	21
2023/24 Q1	4	7
2023/24 Q2	8	9
2023/24 Q3	1	15
2023/24 Q4	4	10
2024/25 Q1	4	29
2024/25 Q2	9	5
2024/25 Q3	2	20
2024/25 Q4	3	10

Table D.18 – Roads authorities and utility companies registering works with traffic management type “not yet known”
(Source: SRWR Report 29)

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 responsible for works registered 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 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.

This indicator measures the number of works are recorded on the register without the contact details provided.

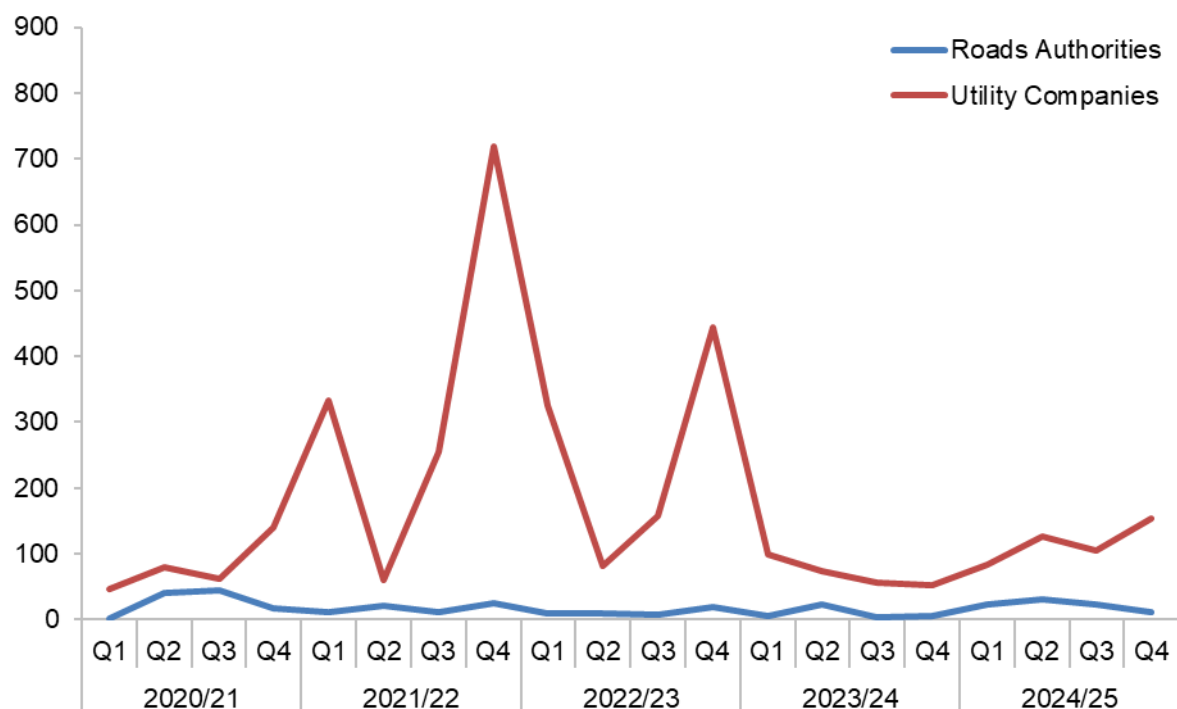


Figure D.16 – Roads authorities and utility companies works registered with missing contact details
(Source: SRWR Report 30)

Period	Roads Authorities	Utility Companies
2020/21 Q1	2	46
2020/21 Q2	41	80
2020/21 Q3	45	63
2020/21 Q4	17	141
2021/22 Q1	12	334
2021/22 Q2	22	61
2021/22 Q3	12	256
2021/22 Q4	25	719
2022/23 Q1	9	325
2022/23 Q2	9	82
2022/23 Q3	7	158
2022/23 Q4	19	444
2023/24 Q1	5	99
2023/24 Q2	24	73
2023/24 Q3	4	57
2023/24 Q4	6	52
2024/25 Q1	24	84
2024/25 Q2	31	126
2024/25 Q3	23	105
2024/25 Q4	11	153

Table D.19 – Roads authorities and utility companies works registered with missing contact details
(Source: SRWR Report 30)

Sample inspections undertaken by roads authorities and utility company failure rate

Sample inspections are undertaken by the roads authorities 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.

When a utility company fails more than 10% of their sample inspections a roads authority may place that utility on an improvement plan.

Inspections undertaken by roads authorities

The roads authorities are required to set targets of around 30% of works in their area. These targets are shared between the 3 sample inspections categories (A, B & C). They are expected to carry out enough inspections to meet these targets. The Sample Inspections carried out by each roads authority is shown below:

Roads Authority	Inspections Done	Sample Size	Sample % Done
Aberdeen City Council	854	857	99.6%
Aberdeenshire Council	902	912	98.9%
Angus Council	402	441	91.2%
Argyll & Bute Council	430	435	98.9%
City of Edinburgh Council	2299	2275	101.1%
Clackmannanshire Council	205	223	91.9%
Comhairle nan Eilean Siar	42	42	100.0%
Dumfries & Galloway Council	838	819	102.3%
Dundee City Council	735	811	90.6%
East Ayrshire Council	629	699	90.0%
East Dunbartonshire Council	592	605	97.9%
East Lothian Council	673	720	93.5%
East Renfrewshire Council	635	629	101.0%

Roads Authority	Inspections Done	Sample Size	Sample % Done
Falkirk Council	686	687	99.9%
Fife Council	1265	1300	97.3%
Glasgow City Council	3473	3458	100.4%
Highland Council	894	964	92.7%
Inverclyde Council	175	246	71.1%
Midlothian Council	461	465	99.1%
Moray Council	365	375	97.3%
North Ayrshire Council	649	634	102.4%
North Lanarkshire Council	1476	1536	96.1%
Orkney Islands Council	40	66	60.6%
Perth & Kinross Council	747	729	102.5%
Renfrewshire Council	748	792	94.4%
Scottish Borders Council	659	678	97.2%
Shetland Islands Council	42	45	93.3%
South Ayrshire Council	477	510	93.5%
South Lanarkshire Council	1557	1551	100.4%
Stirling Council	457	465	98.3%
Transport Scotland	270	276	97.8%
West Dunbartonshire Council	333	333	100.0%
West Lothian Council	752	729	103.2%

Table D.20 – Sample inspections undertaken by roads authorities
(Source: SRWR Quarterly Dashboard)

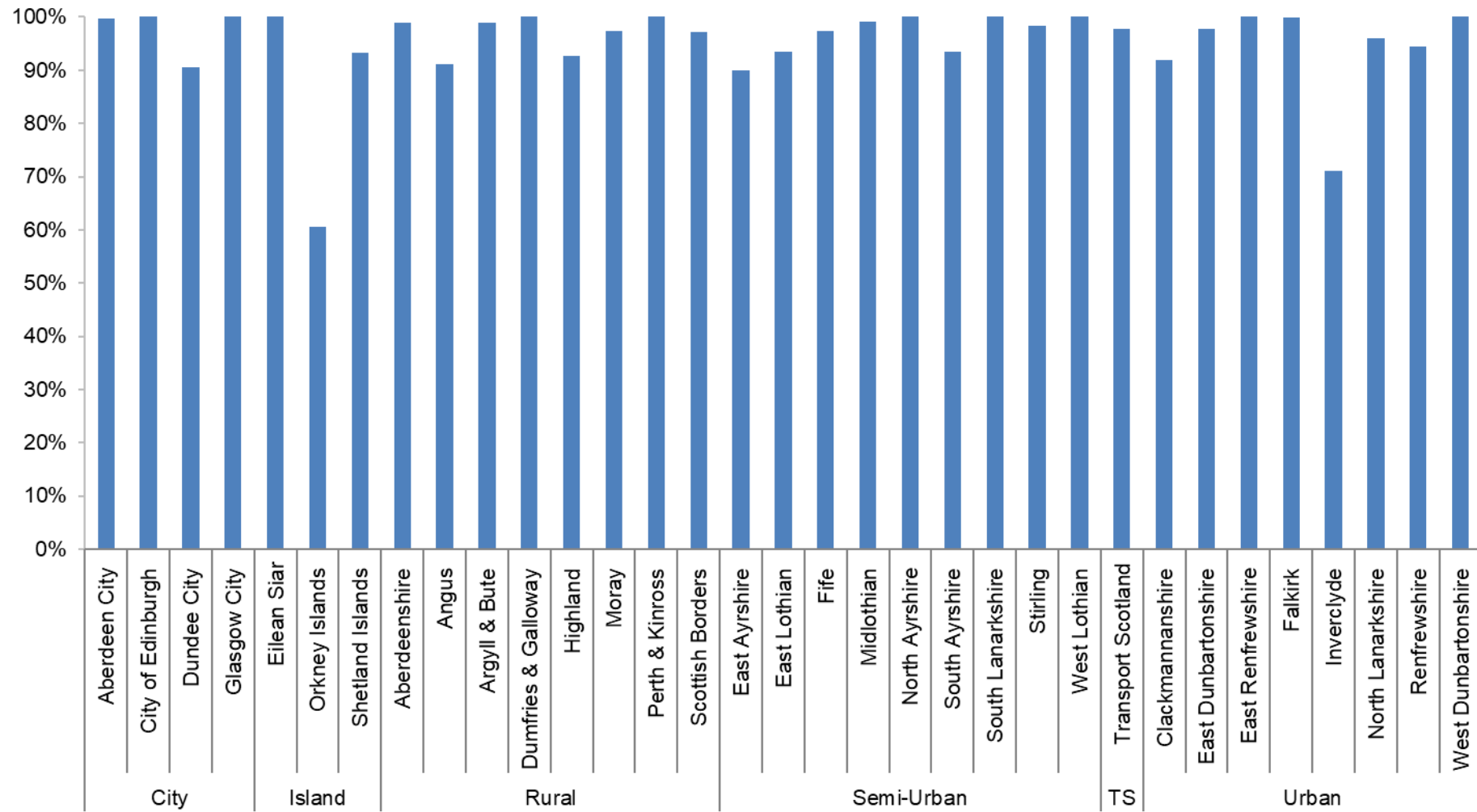


Figure D.17 – Sample inspections undertaken by roads authorities
(Source: SRWR Quarterly Dashboard)

Category A inspection results – Undertaken while works are in progress

Category A 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* and the *Specification for the Reinstatement for Openings in Roads (SROR)*.

Type	Organisation	Passed	Inspected	Pass %
Electricity	Electricity Network Company Ltd	2	2	100.0%
Electricity	Energy Assets Networks	2	3	66.7%
Electricity	Last Mile Electricity Limited	15	18	83.3%
Electricity	mua Electricity Limited	5	5	100.0%
Electricity	Optimal Power Networks Limited	1	1	100.0%
Electricity	Scottish Hydro Electric Power Distribution	149	166	89.8%
Electricity	SP Energy Networks	797	859	92.8%
Gas	Energy Assets Pipelines	4	5	80.0%
Gas	GTC Pipelines Limited	10	12	83.3%
Gas	Indigo Pipelines	1	1	100.0%
Gas	Last Mile Gas Limited	2	3	66.7%
Gas	National Gas Transmission Plc	3	3	100.0%
Gas	SGN	764	820	93.2%
Other	Network Rail	11	11	100.0%
Other	Royal Mail	1	1	100.0%
Telecoms	BT	1,940	2,065	93.9%
Telecoms	CityFibre Metro Networks Ltd	191	204	93.6%
Telecoms	Commsworld Limited	2	2	100.0%
Telecoms	Cornerstone Telecommunications Infrastructure Limited	2	2	100.0%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	EE Limited	15	15	100.0%
Telecoms	GoFibre Holdings Limited	29	31	93.5%
Telecoms	Hutchison 3G	7	7	100.0%
Telecoms	Hyperoptic	25	25	100.0%
Telecoms	InFocus Public Networks	1	1	100.0%
Telecoms	Lothian Broadband Networks Limited	46	55	83.6%
Telecoms	Neos Networks	3	3	100.0%
Telecoms	Netomnia Limited	56	59	94.9%
Telecoms	Nexfibre Networks Limited	110	124	88.7%
Telecoms	Sky UK	1	1	100.0%
Telecoms	Telefonica UK	16	16	100.0%
Telecoms	Trooli Ltd	1	1	100.0%
Telecoms	Virgin Media Limited	423	455	93.0%
Telecoms	Vodafone Limited	20	23	87.0%
Water	Scottish Water	1,998	2,164	92.3%

Table D.21 – Category A sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

Note: Utility companies with no inspection against their works have been omitted.

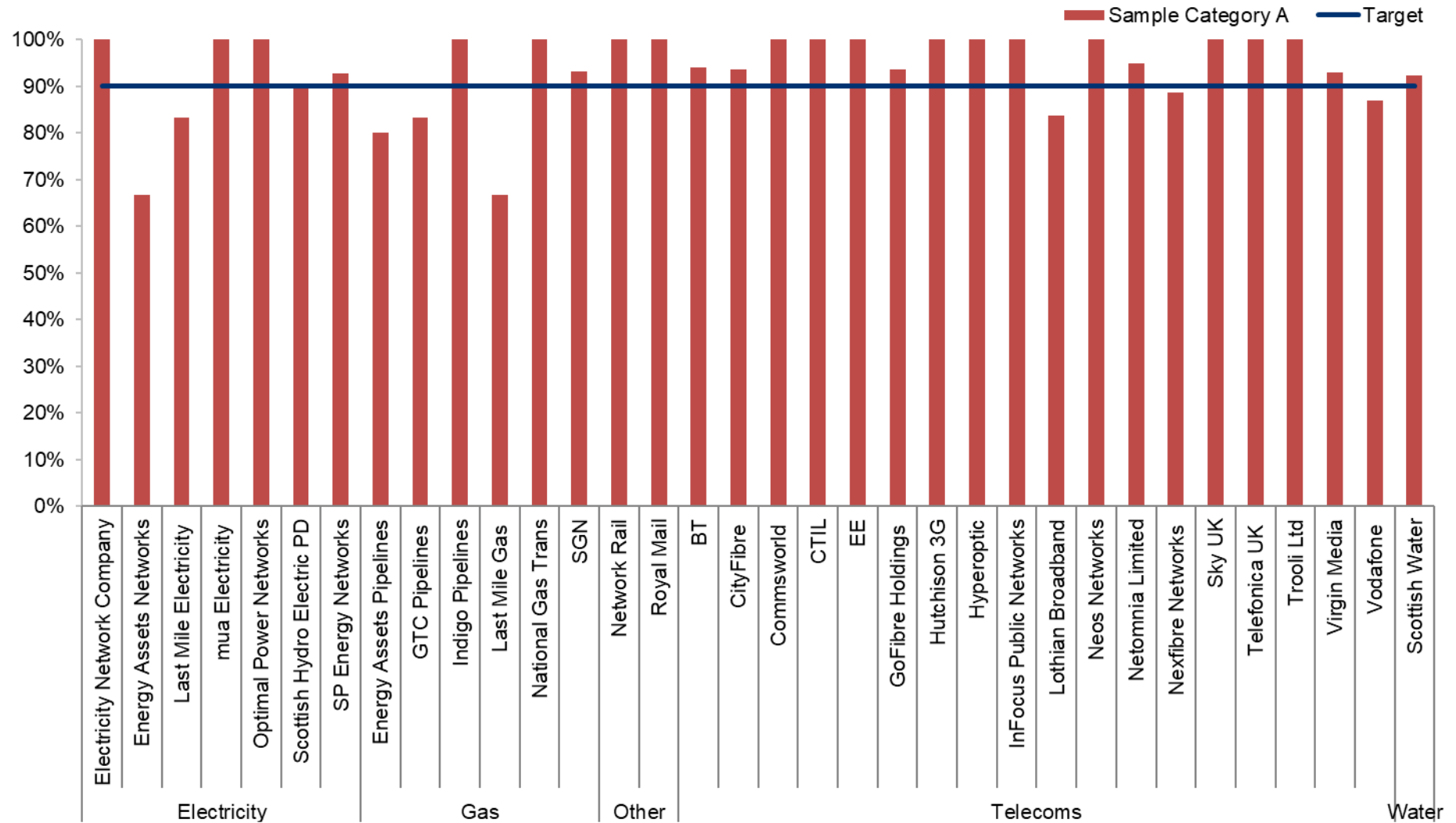


Figure D.18 – Category A sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

Category B inspection results – Undertaken within the six month period following interim or permanent reinstatement

Category B inspections check that works are completed to the proper standards shortly after the works are complete. Checking for items, such as edge depression, crowning, etc., in accordance with the *SROR*.

Type	Organisation	Passed	Inspected	Pass %
Electricity	Last Mile Electricity Limited	7	8	87.5%
Electricity	mua Electricity Limited	2	2	100.0%
Electricity	Scottish Hydro Electric Power Distribution	152	159	95.6%
Electricity	SP Energy Networks	794	836	95.0%
Gas	Energy Assets Pipelines	4	4	100.0%
Gas	ES Pipelines Limited	1	1	100.0%
Gas	GTC Pipelines Limited	10	10	100.0%
Gas	Last Mile Gas Limited	0	1	0.0%
Gas	SGN	775	801	96.8%
Other	Network Rail	1	1	100.0%
Other	Royal Mail	1	2	50.0%
Telecoms	BT	2204	2302	95.7%
Telecoms	CityFibre Metro Networks Ltd	592	619	95.6%
Telecoms	Commsworld Limited	19	22	86.4%
Telecoms	EE Limited	17	19	89.5%
Telecoms	GoFibre Holdings Limited	103	106	97.2%
Telecoms	Hutchison 3G	4	4	100.0%
Telecoms	Hyperoptic	27	28	96.4%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Lothian Broadband Networks Limited	69	75	92.0%
Telecoms	Neos Networks	5	6	83.3%
Telecoms	Netomnia Limited	69	75	92.0%
Telecoms	Nexfibre Networks Limited	170	181	93.9%
Telecoms	Telefonica UK	11	13	84.6%
Telecoms	Trooli Ltd	10	10	100.0%
Telecoms	Virgin Media Limited	624	649	96.1%
Telecoms	Vodafone Limited	14	16	87.5%
Water	Scottish Water	2100	2185	96.1%

Table D.22 – Category B sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

Note: Utility companies with no inspection against their works have been omitted.

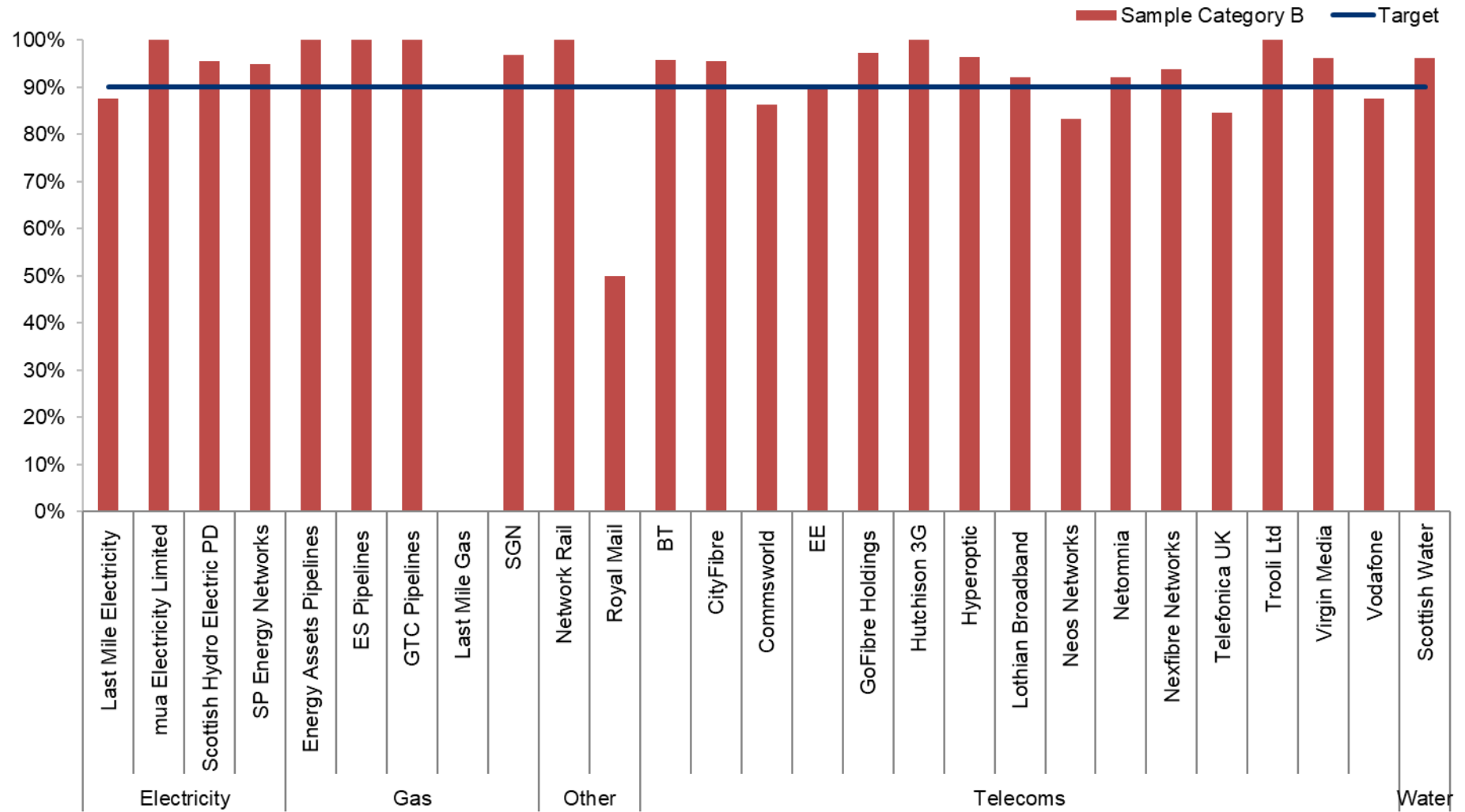


Figure D.19 – Category B sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

Category C inspection results – Undertaken within the three month period preceding the end of the guarantee period

Category C inspections check that works are constructed to the proper standards in accordance with the SROR, carried out towards the end of the guarantee period set for the reinstatement. Greater focus is given to edge cracking, surface depression and surface regularity.

Type	Organisation	Passed	Inspected	Pass %
Electricity	Last Mile Electricity Limited	7	8	87.5%
Electricity	mua Electricity Limited	2	2	100.0%
Electricity	Scottish Hydro Electric Power Distribution	158	163	96.9%
Electricity	SP Energy Networks	819	843	97.2%
Gas	Energy Assets Pipelines	4	6	66.7%
Gas	ES Pipelines Limited	1	1	100.0%
Gas	GTC Pipelines Limited	8	10	80.0%
Gas	Last Mile Gas Limited	1	1	100.0%
Gas	SGN	778	803	96.9%
Other	Network Rail	0	1	0.0%
Other	Royal Mail	2	2	100.0%
Telecoms	BT	2,250	2,312	97.3%
Telecoms	CityFibre Metro Networks Ltd	1,683	1,875	89.8%
Telecoms	Commsworld Limited	25	26	96.2%
Telecoms	EE Limited	24	24	100.0%
Telecoms	GoFibre Holdings Limited	104	106	98.1%
Telecoms	Hutchison 3G	4	4	100.0%
Telecoms	Hyperoptic	27	28	96.4%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Lothian Broadband Networks Limited	58	61	95.1%
Telecoms	Neos Networks	12	13	92.3%
Telecoms	Netomnia Limited	66	78	84.6%
Telecoms	Nexfibre Networks Limited	160	165	97.0%
Telecoms	Telefonica UK	14	14	100.0%
Telecoms	Trooli Ltd	22	23	95.7%
Telecoms	Virgin Media Limited	629	652	96.5%
Telecoms	Vodafone Limited	15	16	93.8%
Telecoms	Voneus Limited	5	10	50.0%
Water	Scottish Water	2092	2177	96.1%

Table D.23 – Category C sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

Note: Utility companies with no inspection against their works have been omitted.

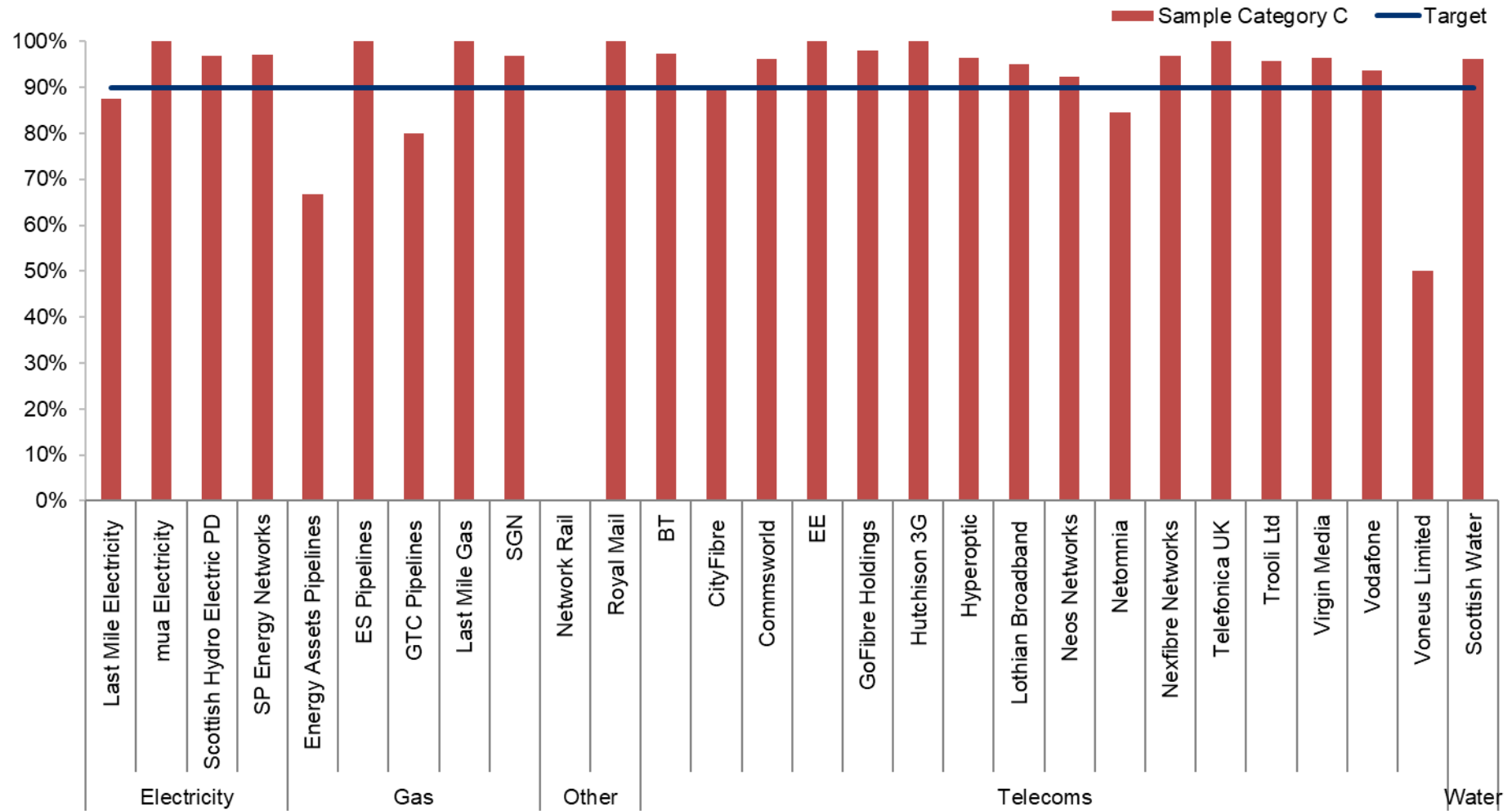


Figure D.20 – Category C sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

Substandard traffic management from inspection results

In addition to sample inspections, roads authorities may also carry out inspections at their discretion. When any works are inspected while in progress, the authority will check that the works are carried out safely and that signs, barriers and safety zones comply with Safety at Street Works and Road Works: A Code of Practice.

This indicator considers the number of times an authority has recorded that utility works have not met the safety standards required. This report shows the number of inspection results recorded which describe substandard traffic management as a reason for failure.

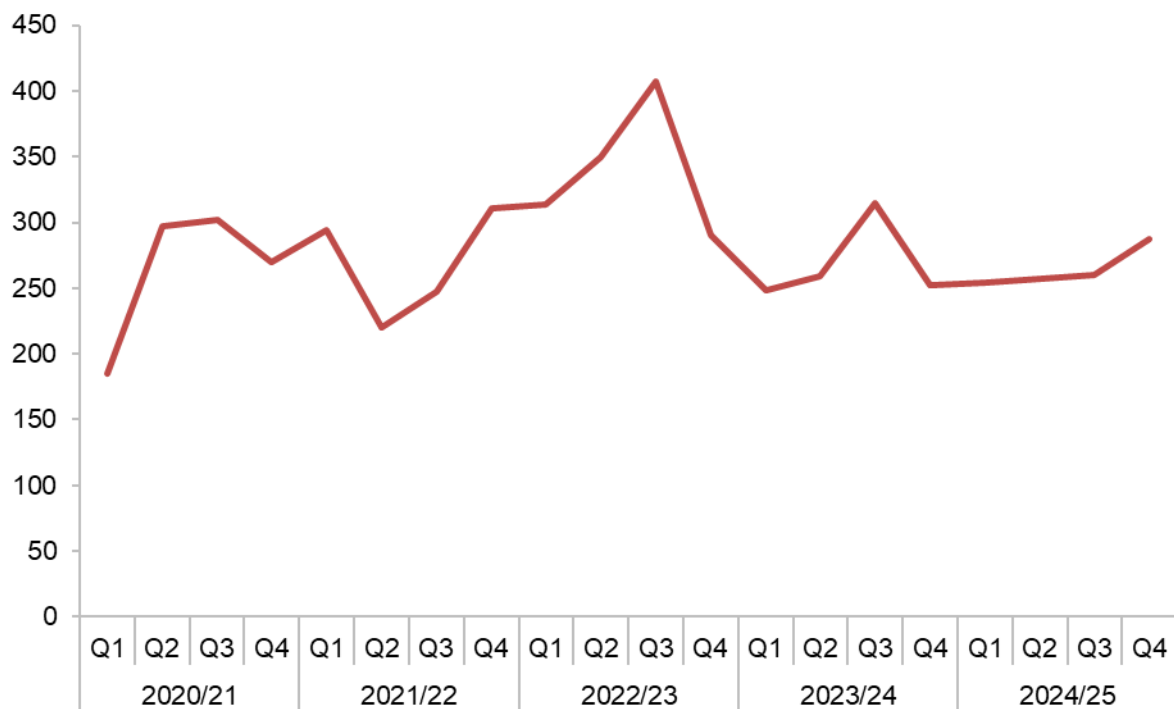


Figure D.21 – Substandard traffic management from inspection results
(Source: SRWR Report 19)

Period	Substandard TM
2020/21 Q1	185
2020/21 Q2	297
2020/21 Q3	302
2020/21 Q4	270
2021/22 Q1	294
2021/22 Q2	220
2021/22 Q3	247
2021/22 Q4	311
2022/23 Q1	314
2022/23 Q2	350
2022/23 Q3	407
2022/23 Q4	290
2023/24 Q1	248
2023/24 Q2	259
2023/24 Q3	315
2023/24 Q4	252
2024/25 Q1	254
2024/25 Q2	257
2024/25 Q3	260
2024/25 Q4	287

**Table D.24 – Substandard traffic management from inspection results
(Source: SRWR Report 19)**

Inspection Results Recorded Late

When a roads authority carries out an inspection the result should be recorded on the register no later than the day following the inspection.

This indicator tracks how often an authority records inspection results late. As this is the first year this metric has been measured there is no trend graph.

Roads Authority	2024/25
Aberdeen City Council	0
Aberdeenshire Council	13
Angus Council	158
Argyll & Bute Council	90
City of Edinburgh Council	149
Clackmannanshire Council	6
Comhairle nan Eilean Siar	0
Dumfries & Galloway Council	3
Dundee City Council	54
East Ayrshire Council	168
East Dunbartonshire Council	9
East Lothian Council	2
East Renfrewshire Council	0
Falkirk Council	0
Fife Council	16
Glasgow City Council	31
Highland Council	15
Inverclyde Council	4
Midlothian Council	1

Roads Authority	2024/25
Moray Council	9
North Ayrshire Council	16
North Lanarkshire Council	19
Orkney Islands Council	5
Perth & Kinross Council	36
Renfrewshire Council	13
Scottish Borders Council	35
Shetland Islands Council	6
South Ayrshire Council	69
South Lanarkshire Council	4
Stirling Council	1
Transport Scotland	38
West Dunbartonshire Council	0
West Lothian Council	26

Table D.25 – Inspections recorded late
(Source: SRWR Report 32)

Outstanding Final Inspections

When a roads authority finds a defect with a utility company's work during their inspections they will record such failures on the register. The authority is expected to revisit the site of the failure regularly until the utility company work has completed any remedial repairs to the satisfaction of the roads authority. Once the defect is repaired the authority will record a Final Inspection to show defect has been resolved.

The Commissioner expects all defects to be revisited and inspected by the roads authority at least every 6 months.

This indicator measures how many outstanding defect reports there are at the end of the year which have not had a follow up inspection in the last 6 months. As this is the first year this metric has been measured there is no trend graph.

Roads Authority	2024/25
Aberdeen City Council	37
Aberdeenshire Council	10
Angus Council	182
Argyll & Bute Council	24
City of Edinburgh Council	1,818
Clackmannanshire Council	3
Comhairle nan Eilean Siar	10
Dumfries & Galloway Council	40
Dundee City Council	0
East Ayrshire Council	0
East Dunbartonshire Council	102
East Lothian Council	80
East Renfrewshire Council	26
Falkirk Council	20

Roads Authority	2024/25
Fife Council	88
Glasgow City Council	1,439
Highland Council	308
Inverclyde Council	74
Midlothian Council	4
Moray Council	330
North Ayrshire Council	11
North Lanarkshire Council	318
Orkney Islands Council	37
Perth & Kinross Council	1
Renfrewshire Council	93
Scottish Borders Council	220
Shetland Islands Council	0
South Ayrshire Council	1
South Lanarkshire Council	10
Stirling Council	0
Transport Scotland	361
West Dunbartonshire Council	57
West Lothian Council	98

Table D.26– Outstanding Final Inspections
(Source: SRWR Report 33)

Defects Overdue for Repair

When a roads authority finds a defect with a utility company's reinstatement or apparatus they will record such inspection failures on the register. The utility company should then carry out remedial repairs on the defects found.

The Commissioner expects all defects to be repaired by the utility company within 6 months.

This indicator measures how many outstanding defect reports there are at the end of each quarter which have gone more than 6 months without remedial works planned to repair the defect. As this is the first year this metric has been measured there is no trend graph.

Utility Company	2024/25
BT	769
CityFibre Metro Networks Ltd	3
EE Limited	11
Energy Assets Pipelines	4
ES Pipelines Limited	24
ESP Electricity	2
Fulcrum Pipelines Limited	3
Glide Fibre Ltd	44
Gofibre Holdings Limited	2
GTC Pipelines Limited	7
Hutchison 3G	1
Hyperoptic	5
Last Mile Electricity Ltd.	49
Last Mile Gas Limited	8
Neos Networks	1
Netomnia Limited	6

Utility Company	2024/25
Network Rail	2
Optimal Power Networks Ltd	1
Royal Mail	1
Scottish Hydro Electric Power Distribution	58
Scottish Water	1,737
SGN	364
Sky UK	3
SP Energy Networks	196
Telefonica UK	13
Trooli Ltd	1
Verizon	7
Virgin Media Limited	477
Vodafone Limited	41
Voneus Limited	4
Zayo	5

Table D.27 – Defects Overdue for Repair
(Source: SRWR Report 34)

Note: Utility companies with no overdue defects have been omitted.

Compliance Notices Issued

With the Transport (Scotland) Act 2019, the Commissioner has been given powers to issue Compliance Notices to roads authorities and utility companies when they fail to comply with specific sections of the Roads (Scotland) Act and the New Roads and Street Works Act.

Failure to comply with a Compliance Notice may result in a financial penalty.

This indicator lists the Compliance Notices issued by the Commissioner over the period.

Organisation	Duty breached
North Lanarkshire Council	Roads (Scotland) Act 1984 section 60(1) and (3A) (fencing and lighting of obstructions and excavations)
Fife Council	Roads (Scotland) Act 1984 section 60(1) and (3A) (fencing and lighting of obstructions and excavations)

Table D.28.29 – Compliance Notices Issued
(Source: SRWR)

Attendance at Area RAUC

Roads authorities and utility companies are expected to attend local co-ordination meetings and Area RAUC(S) meetings on a regular basis to ensure that they are meeting their duty to co-operate.

The Commissioner tracks each organisations attendance at the Area RAUC meetings.

This indicated shows how many meeting each organisation attended, and how many they were expected to attend over the period.

Type	Organisation	Attended	Expected to Attend
RA	Aberdeen City Council	2	3
RA	Aberdeenshire Council	3	3
RA	Angus Council	3	3
RA	Argyll & Bute Council	3	3
RA	City of Edinburgh Council	3	3
RA	Clackmannanshire Council	3	3
RA	Comhairle nan Eilean Siar	3	3
RA	Dumfries & Galloway Council	3	3
RA	Dundee City Council	3	3
RA	East Ayrshire Council	3	3
RA	East Dunbartonshire Council	2	3
RA	East Lothian Council	2	3

Type	Organisation	Attended	Expected to Attend
RA	East Renfrewshire Council	2	3
RA	Falkirk Council	3	3
RA	Fife Council	3	3
RA	Glasgow City Council	3	3
RA	Highland Council	3	3
RA	Inverclyde Council	3	3
RA	Midlothian Council	3	3
RA	Moray Council	3	3
RA	North Ayrshire Council	3	3
RA	North Lanarkshire Council	3	3
RA	Orkney Islands Council	3	3
RA	Perth & Kinross Council	2	3
RA	Renfrewshire Council	3	3
RA	Scottish Borders Council	3	3
RA	Shetland Islands Council	2	3
RA	South Ayrshire Council	3	3
RA	South Lanarkshire Council	3	3

Type	Organisation	Attended	Expected to Attend
RA	Stirling Council	3	3
RA	Tay Road Bridge Joint Board	2	3
RA	Transport Scotland	12	12
RA	West Dunbartonshire Council	3	3
RA	West Lothian Council	2	3
Electricity	Advanced Electricity Networks Limited	0	1
Electricity	Aurora Utilities Limited	0	2
Electricity	Eclipse Power Networks Limited	1	12
Electricity	Electricity Network Company Ltd	1	12
Electricity	Energy Assets Networks	11	12
Electricity	ESP Electricity Limited	3	12
Electricity	Fulcrum Electricity Assets Ltd	1	12
Electricity	Indigo Power	4	9
Electricity	Last Mile Electricity Limited	9	12
Electricity	Moray Offshore Windfarm (West) Limited	0	3
Electricity	mua Electricity Limited	11	12
Electricity	NorthConnect	0	3

Type	Organisation	Attended	Expected to Attend
Electricity	Optimal Power Networks Limited	4	12
Electricity	Premier Transmission Limited	0	3
Electricity	Scottish Hydro Electric Power Distribution	1	12
Electricity	SP Energy Networks	9	9
Electricity	Vattenfall Networks Limited	0	2
Gas	Energy Assets Pipelines	11	12
Gas	ES Pipelines Limited	3	12
Gas	Fulcrum Pipeline Limited	1	12
Gas	GTC Pipelines Limited	8	12
Gas	Indigo Pipelines	4	9
Gas	Last Mile Gas Limited	9	12
Gas	mua Gas Limited	11	12
Gas	National Gas Transmission Plc	2	12
Gas	SGN	11	12
Other	Network Rail	12	12
Other	Royal Mail	12	12
Pipeline	BP	0	3

Type	Organisation	Attended	Expected to Attend
Pipeline	EnQuest	0	3
Pipeline	Exolum Pipeline System Limited	0	3
Pipeline	Ineos Chemicals Grangemouth Ltd	5	6
Pipeline	INEOS FPS	1	6
Pipeline	Petroineos Manufacturing Scotland Ltd	4	6
Pipeline	Shell UK Limited	1	6
Telecoms	Arqiva	1	12
Telecoms	Broadband for the Rural North Limited	0	1
Telecoms	BT	12	12
Telecoms	CityFibre Metro Networks Ltd	9	12
Telecoms	Commsworld Limited	2	12
Telecoms	Converged Communication Solutions Limited	10	12
Telecoms	Cornerstone Telecommunications Infrastructure Limited	10	12
Telecoms	EE Limited	10	12
Telecoms	Fibrus Networks GB Limited	5	0
Telecoms	Freshwave Facilities Limited	1	9
Telecoms	Glide Fibre Ltd	1	12

Type	Organisation	Attended	Expected to Attend
Telecoms	GoFibre Holdings Limited	9	12
Telecoms	Grain Communications	1	12
Telecoms	Hutchison 3G	10	12
Telecoms	Hyperoptic	8	12
Telecoms	InFocus Public Networks	2	12
Telecoms	Internetty Limited	1	9
Telecoms	Lothian Broadband Networks Limited	6	9
Telecoms	Lumen Technologies UK Limited	6	6
Telecoms	Neos Networks	8	12
Telecoms	Netomnia Limited	10	12
Telecoms	Nexfibre Networks Limited	1	12
Telecoms	Open Fibre Networks Ltd	1	12
Telecoms	Persimmon Homes Limited	1	6
Telecoms	Sky UK	8	9
Telecoms	Talk Talk Communications Limited	1	12
Telecoms	Telefonica UK	1	12
Telecoms	Trooli Ltd	9	9

Type	Organisation	Attended	Expected to Attend
Telecoms	Verizon	5	6
Telecoms	Virgin Media Limited	12	12
Telecoms	Vodafone Limited	11	12
Telecoms	Voneus Limited	2	9
Telecoms	Wifinity Limited	1	12
Telecoms	Zayo	4	9
Water	Scottish Water	12	12

Table D.30– Attendance at Area RAUC

Notes:

No record was kept of the attendance at the East Area RAUC meeting held on 19 September 2024. For the purpose of this indicator all that were expected to attend were considered to be in attendance at this meeting.

Due to some utility companies being represented by their contractors some organisations may have been in attendance but have been marked as missing. Those organisations affected have been asked to make it clearer at the meeting who their representatives are attending on behalf of.

Gazetteer Updates

Each roads authority is expected to load into the Scottish Road Works Register details of all roads which they are responsible for. This dataset is called the National Street Gazetteer.

All information contained in the register is referenced to the gazetteer, which is used to identify the geographic location of each item recorded on the register.

Roads authorities must provide an update to the Gazetteer each quarter. The Commissioner expects 4 updates each year.

This indicator shows a count of gazetteer updates provided over the period.

Organisation	Updates
Aberdeen City Council	4
Aberdeenshire Council	4
Angus Council	4
Argyll & Bute Council	4
City of Edinburgh Council	4
Clackmannanshire Council	4
Comhairle nan Eilean Siar	4
Dumfries & Galloway Council	4
Dundee City Council	4
East Ayrshire Council	4
East Dunbartonshire Council	4
East Lothian Council	4
East Renfrewshire Council	3
Falkirk Council	4
Fife Council	4
Glasgow City Council	4

Organisation	Updates
Highland Council	4
Inverclyde Council	4
Midlothian Council	4
Moray Council	3
Network Rail	1
North Ayrshire Council	4
North Lanarkshire Council	4
Orkney Islands Council	3
Perth & Kinross Council	4
Renfrewshire Council	4
Scottish Borders Council	4
Shetland Islands Council	4
South Ayrshire Council	4
South Lanarkshire Council	4
Stirling Council	4
Transport Scotland	36 (out of 36)
West Dunbartonshire Council	4
West Lothian Council	4

Table D.31.32 – Gazetteer Submissions

Notes:

While Network Rail are not a roads authority, they provide details of their level crossings for inclusion in the gazetteer.

Transport Scotland are subdivided into 9 operating companies and DBFOs. They are expected to provide 36 submissions a year.

Vault Updates

The Community Apparatus Data Vault (Vault) allows the location of underground pipe and cable information to be shared using the Scottish Road Works Register (SRWR). The aim of the service is to enable access to information about all underground pipes and cables from one centralised location.

From 1 April 2024, all apparatus owners are required to submit details of any assets they install or maintain to Vault.

The data can be updated every 2 months. The Commissioner expects all organisations to provide data to vault 6 times a year.

This indicator measures how many updates to Vault were provided over the period.

Type	Organisation	Updates
RA	Aberdeen City Council	6
RA	Aberdeenshire Council	6
RA	Angus Council	6
RA	Argyll & Bute Council	6
RA	City of Edinburgh Council	6
RA	Clackmannanshire Council	0
RA	Comhairle nan Eilean Siar	6
RA	Dumfries & Galloway Council	6
RA	Dundee City Council	4

Type	Organisation	Updates
RA	East Ayrshire Council	4
RA	East Dunbartonshire Council	6
RA	East Lothian Council	4
RA	East Renfrewshire Council	0
RA	Falkirk Council	5
RA	Fife Council	0
RA	Glasgow City Council	6
RA	Highland Council	6
RA	Inverclyde Council	6
RA	Midlothian Council	6
RA	Moray Council	6
RA	North Ayrshire Council	6
RA	North Lanarkshire Council	6
RA	Orkney Islands Council	6
RA	Perth & Kinross Council	6
RA	Renfrewshire Council	5
RA	Scottish Borders Council	6

Type	Organisation	Updates
RA	Shetland Islands Council	6
RA	South Ayrshire Council	3
RA	South Lanarkshire Council	6
RA	Stirling Council	4
RA	Tay Road Bridge Joint Board	0
RA	Transport Scotland	51 (out of 60*)
RA	West Dunbartonshire Council	6
RA	West Lothian Council	6
Electricity	Advanced Electricity Networks Limited	0
Electricity	Aurora Utilities Limited	0
Electricity	Eclipse Power Networks Limited	0
Electricity	Electricity Network Company Ltd	6
Electricity	Energy Assets Networks	5
Electricity	ESP Electricity Limited	6
Electricity	Fulcrum Electricity Assets Ltd	0
Electricity	Indigo Power	0
Electricity	Last Mile Electricity Limited	4

Type	Organisation	Updates
Electricity	Moray Offshore Windfarm (West) Limited	0
Electricity	mua Electricity Limited	2
Electricity	NorthConnect	0
Electricity	Optimal Power Networks Limited	6
Electricity	Premier Transmission Limited	0
Electricity	Scottish Hydro Electric Power Distribution	5
Electricity	SP Energy Networks	6
Electricity	Vattenfall Networks Limited	0
Gas	Energy Assets Pipelines	5
Gas	ES Pipelines Limited	6
Gas	Fulcrum Pipeline Limited	0
Gas	GTC Pipelines Limited	6
Gas	Indigo Pipelines	0
Gas	Last Mile Gas Limited	0
Gas	mua Gas Limited	1
Gas	National Gas Transmission Plc	4
Gas	SGN	6

Type	Organisation	Updates
Other	Network Rail	0
Other	Royal Mail	5
Pipeline	BP	0
Pipeline	EnQuest	2
Pipeline	Exolum Pipeline System Limited	0
Pipeline	Ineos Chemicals Grangemouth Ltd	2
Pipeline	INEOS FPS	1
Pipeline	Petroineos Manufacturing Scotland Ltd	6
Pipeline	Shell UK Limited	0
Telecoms	Arqiva	5
Telecoms	Broadband for the Rural North Limited	0
Telecoms	BT	On demand†
Telecoms	CityFibre Metro Networks Ltd	6
Telecoms	Commsworld Limited	6
Telecoms	Converged Communication Solutions Limited	0
Telecoms	Cornerstone Telecommunications Infrastructure Limited	4
Telecoms	EE Limited	6

Type	Organisation	Updates
Telecoms	Fibrus Networks GB Limited	0
Telecoms	Freshwave Facilities Limited	0
Telecoms	Glide Fibre Ltd	0
Telecoms	GoFibre Holdings Limited	0
Telecoms	Grain Communications	0
Telecoms	Hutchison 3G	4
Telecoms	Hyperoptic	0
Telecoms	InFocus Public Networks	0
Telecoms	Internetty Limited	0
Telecoms	Lothian Broadband Networks Limited	2
Telecoms	Lumen Technologies UK Limited	6
Telecoms	Neos Networks	6
Telecoms	Netomnia Limited	5
Telecoms	Nexfibre Networks Limited	0
Telecoms	Open Fibre Networks Ltd	6
Telecoms	Persimmon Homes Limited	0
Telecoms	Sky UK	6

Type	Organisation	Updates
Telecoms	Talk Talk Communications Limited	0
Telecoms	Telefonica UK	4
Telecoms	Trooli Ltd	3
Telecoms	Verizon	0
Telecoms	Virgin Media Limited	5
Telecoms	Vodafone Limited	5
Telecoms	Voneus Limited	0
Telecoms	Wifinity Limited	0
Telecoms	Zayo	5
Water	Scottish Water	6

Table D.33 – Vault Submissions

Notes:

*Transport Scotland are subdivided into 10 operating companies, DBFOs and Traffic Scotland. They are expected to provide 60 submissions a year.

†BT provide their data on demand, meaning they do not have to submit every 2 months.

Reinstatement Quality Plans Approved

Reinstatement Quality Plans provide a way for organisations to demonstrate their competence to execute road works and an ongoing commitment to improving quality by describing the quality control processes they have in place to ensure standards are met.

While the plans are called “Reinstatement” Quality Plans, the term “reinstatement” here covers not only the reinstatement of the excavation but all the associated activities relating to road works. Including, for example, details relating to planning, safety and excavation.

All utility companies must have a Reinstatement Quality Plan approved by the Commissioner before they commence road works.

This indicator lists the organisations who have a Reinstatement Quality Plan in place which has been approved by the Commissioner.

Utility Company	Date approved
Arqiva	25/01/2024
Aurora Utilities Limited	16/01/2024
Broadband for the Rural North Limited	17/03/2025
BT	28/03/2023
CityFibre Metro Networks Ltd	11/01/2023
Commsworld Limited	22/02/2024
Converged Communication Solutions Limited	11/08/2023
Cornerstone Telecommunications Infrastructure Limited	14/12/2023
Eclipse Power Networks Limited	23/01/2024
EE Limited	29/03/2023

Utility Company	Date approved
Electricity Network Company Ltd	15/03/2023
Energy Assets Networks	08/12/2022
Energy Assets Pipelines	08/12/2022
ES Pipelines Limited	30/03/2023
ESP Electricity Limited	30/03/2023
Fibrus Networks GB Limited	05/06/2023
Freshwave Facilities Limited	18/03/2025
Fulcrum Electricity Assets Ltd	30/11/2022
Fulcrum Pipeline Limited	30/11/2022
Glide Fibre Ltd	25/07/2024
GoFibre Holdings Limited	30/03/2023
Grain Communications	09/02/2023
GTC Pipelines Limited	15/03/2023
Hutchison 3G	29/03/2023
Hyperoptic	29/03/2023
Indigo Pipelines	26/04/2023
Indigo Power	26/04/2023

Utility Company	Date approved
InFocus Public Networks	11/08/2023
Internetty Limited	13/08/2024
Last Mile Electricity Limited	21/03/2024
Last Mile Gas Limited	20/03/2023
Lothian Broadband Networks Limited	17/04/2023
Lumen Technologies UK Limited	15/06/2023
Moray Offshore Windfarm (West) Limited	30/03/2023
mua Electricity Limited	21/03/2024
mua Gas Limited	13/03/2023
National Gas Transmission Plc	10/05/2023
Neos Networks	24/11/2023
Netomnia Limited	29/03/2023
Network Rail	17/03/2023
Nexfibre Networks Limited	23/03/2023
Open Fibre Networks Ltd	15/03/2023
Optimal Power Networks Limited	30/03/2023
Persimmon Homes Limited	05/02/2024

Utility Company	Date approved
Royal Mail	20/03/2023
Scottish Hydro Electric Power Distribution	05/02/2024
Scottish Water	10/03/2023
SGN	02/03/2023
Sky UK	30/11/2022
SP Energy Networks	18/11/2022
Telefonica UK	12/07/2023
Trooli Ltd	29/03/2023
Verizon	19/05/2023
Virgin Media Limited	02/03/2023
Vodafone Limited	29/03/2023
Voneus Limited	09/07/2024
Wifinity Limited	14/06/2023
Zayo	13/06/2023

Table D.34 – Utility Companies with a Reinstatement Quality Plan

Note: Utility companies without an approved reinstatement quality plan have been omitted.

Contact Details

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Other Formats

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