OFFICE OF THE

SCOTTISH ROAD WORKS COMMISSIONER



ROAD WORKS MONITORING REPORT

01 April 2025 to 31 March 2026

Contents

1. Introduction 2
2. The Organisation 4
3. Monitoring 5
4. Performance Indicator Trends 7
5. Quality of Utility Company Reinstatements 14
6. Commissioner Penalties and Use of Inspection Powers 15
7. Promotion of Compliance and Good Practice 18
8. Consultations and Research 22
9. Scottish Road Works Register Service 24
10. Legislation 32
11. Annual Report and Accounts 34
12. Forward Planning 35
13. Conclusion 36

Appendix A. List of Terms and Descriptions 38
Appendix B. List of Roads Authorities and Utility Companies 40
Appendix C. Extent of Engagement 43
Appendix D. Performance Indicator Reports 45

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 7th annual road works monitoring report since taking up office in November 2020, covering the period 1 April 2025 to 31 March 2026.

During the reporting period, there was a notable increase in road works activity, with 178,489 works registered, an increase of 7.3% compared with 2024/25. This follows a much smaller increase of 1.9% in the previous year and demonstrates that the demand for road works across Scotland remains significant. Effective planning, co-ordination and oversight are more important than ever to ensure the minimising of disruption to road users.

Unplanned works (i.e. emergency and urgent works) continue to present challenges for effective co-ordination, however, I am encouraged that the proportion of works classified as unplanned reduced from 18.1% in 2024/25 to 16.7% in 2025/26, despite the overall increase in road works activity. The number of unplanned works also fell slightly to 29,875. Scottish Water continues to account for just over half of all unplanned works, with 54.8% of its own works classified as unplanned. This remains an area where I would like to see continued improvement whilst recognising that some works will need to be undertaken urgently.

A key indicator of good planning and co-ordination of works is the proportion of so-called ‘noticing failures’. I am pleased to report further improvements in both sectors during 2025/26. Roads authorities reduced their average noticing failure rate to 3.0% bringing the sector below the 4% target, while utility companies improved to 4.5%. These improvements are welcome and demonstrate progress in meeting the statutory requirements for recording and notifying road works.

The quality of utility company reinstatements also remains an important priority. The overall sample inspection pass rate improved to 95.4%, compared with 94.7% in 2024/25, with particularly encouraging improvements in Category B and Category C inspections. However, roads authorities completed 95.4% of their planned sample inspections compared with 97.8% in the previous year. It is important that authorities maintain their inspection programmes to provide effective oversight of reinstatement quality.

The use of the Commissioner’s inspection and enforcement powers continues to support improvements in compliance with statutory obligations and the relevant codes of practice. I

remain committed to working with roads authorities and utility companies to promote good practice, while taking appropriate action where standards are not being met.

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.

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 July 2026 all roads authorities and utility companies received their Annual Performance Review, in respect of performance during 2025/26.

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 falls below the targets.

Engagement

Ongoing engagement with organisations is intended to facilitate improved performance without the need to take formal enforcement action. A number of organisations met with the Commissioner to discuss their performance during 2025/26.

Engagement has focused on utility companies and roads authorities where areas for improvement have been identified, with the aim of supporting improved performance and compliance. Where appropriate, the Commissioner will continue to engage with organisations to address areas of concern.

Key Facts 2025/26

Road Works started	178,489 (7.3% above 2024/25 volumes)
Scotland's Road Network	57,452 km*
SRWR Users (monthly average)	3,892
Potential Noticing Offences	7,266 (1,445 RA & 5,821 U) (8.6% below 2024/25)
Actual FPNs Issued	2,584 (compared to 6,006 potential)
Commissioner Observations	1,834
Commissioner Penalties issued	£30,000
Sample Inspection Pass Rate	95.4% (23,683 out of 24,822)

Table 3.1 – Key Facts 2025/26
(*Source: Scottish Transport Statistics 2025)

4. Performance Indicator Trends

The number of road works registered in 2025/26 once again increased on the previous year with a significantly higher rise than in 2024/25. There were a total of 178,489 road works registered in Scotland in the year to 31 March 2026, an increase of 12,194 (7.3%) compared to the year to 31 March 2025 (166,295) which saw a 1.9% increase.

Utility company road works totalled 129,915 (2024/25 122,954) which represents 72.8% (2024/25 73.9%) of all road works registered. Roads authority road works totalled 48,574 (2024/25 43,341) which represents 27.2% (2024/25 26.1%) of all road works registered.

Performance Rating

The following is a general description of performance and forms a baseline for the performance ratings provided in the Annual Performance Review letters in 2025/26.

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

Unsatisfactory – 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 53 in 2024/25 to 55 in 2025/26. This represents 64% of the 86 organisations receiving a performance rating. A further 16 organisations undertook no works during the year and therefore received no performance rating.

There continues to be a significant difference between the performance ratings of roads authorities and utility companies. The vast majority of roads authorities (79%) were rated as well-managed or satisfactory, compared with 54% of utility companies. Some utility companies carry out very small numbers of notifiable works and this has a tendency to skew the results. However, there is still a need for utility companies to improve their overall performance in a number of areas.

The performance rating of roads authorities and utility companies is shown in Table 0.1.

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 3.0% (4.3% in 2024/25).

Similarly, the rate of utility company noticing failures fell to 4.5% (5.0% in 2024/25).

These further reductions are welcome, with the roads authority sector now achieving the 4% target and the utility sector continuing to move closer to achieving it.

Full details of noticing failure performance for roads authorities and utility companies are contained in Figure 0.2.

Early and Late Starts

Roads authorities again slightly increased their use of early starts with a year average of 7.9% (7.2% in 2024/25). The utility companies' average decreased to 6.7% from a figure of 7.8% in 2024/25. It is worth noting that these figures remain well below the target of 15%.

For full details of early starts see Figure 0.7.

The use of late starts remains low at below 1% for both roads authorities and utility companies, at 0.9% and 0.5% respectively.

For full details of late starts see Figure 0.8

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 16.7% of all works in 2025/26 (18.1% in 2024/25) and, at 29,875 works, this was a decrease of 1.2% on 2024/25, despite the overall number of road works increasing by 7.3% during the year.

Just over half of unplanned works in 2025/26 (50.2%) were Scottish Water works (48.1% in 2024/25), despite Scottish Water accounting for just 15.3% (15.9% 2024/25) of all works registered in 2025/26. Of Scottish Water's 27,347 works, 54.8% were unplanned.

The water, gas and electricity sectors accounted for 77.8% of all unplanned works (76.1% in 2024/25).

Roads authorities decreased their use of unplanned works in 2025/26, with unplanned works accounting for 3.6% of works started, compared with nearly 4.0% in 2024/25. Anecdotally, these works are largely associated with significant weather events.

For full details of unplanned works for roads authorities and utility companies see Figure 0.6.

Works Extensions

The use of works extensions decreased for roads authorities to 5.4% (6.3% in 2024/25), while the rate for utility companies increased to 10.3% (9.3% in 2024/25). Roads authorities remain below the 10% target level, while utility companies are now slightly above the target.

For full details of works extensions for roads authorities and utility companies see Figure 0.9.

Works that Overran

Works that overran remained low in 2025/26, accounting for 0.3% of roads authority works and 1.1% of utility company works.

For full details of overrunning works for roads authorities and utility companies see Figure 0.5.

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

Roads authorities and utility companies both continue to perform well against this metric, with 27 roads authority works and 62 utility company works outstanding at the end of the year.

For full details of works awaiting closure for roads authorities and utility companies see Figure 0.10.

The number of utility companies notices awaiting final site registration details increased to 426 (compared to 316 in 2024/25).

For full details of utility works awaiting registration of final site details see Figure 0.11.

Utility company interim reinstatements

The use of interim reinstatements fell by 24.2% in 2025/26 to 2,919 (3,850 in 2024/25).

There was a small 0.4% decrease in the number of reinstatements failing to be made permanent within 6 months at the end of the reporting period, with a reported figure of 503 (505 in 2024/25, 592 in 2023/24). The figure therefore remained broadly consistent with the previous year.

For full details of utility company interim reinstatements both compliant and failing the 6 month timescale see Figure 0.14.

Sample Inspections Carried Out By Roads Authorities

Roads authorities managed to complete 95.4% of planned sample inspections across the course of the year. This represents a decrease on the 97.8% achieved in 2024/25. The number of inspections undertaken remained broadly consistent with the previous year, with 24,822 inspections completed in 2025/26 compared with 24,767 in 2024/25.

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 0.17.

Sample Inspection Pass Rate

The overall pass rate for sample inspections increased to 95.4% (94.7% in 2024/25). This continues the improvement seen in recent years.

The pass rates for the individual inspection categories were:

Category A – 92.4% (92.9% in 2024/25). For full details of category A sample inspections pass rates see Figure 0.18.

Category B – 96.5% (95.7% in 2024/25). For full details of category B sample inspections pass rates see Figure 0.19.

Category C – 97.0% (95.2% in 2024/25). For full details of category C sample inspections pass rates see Figure 0.20.

Substandard traffic management from inspection results

There was a further reduction in the number of sub-standard traffic management issues identified through inspections. The number reduced to 1,000 in 2025/26 (1,058 in 2024/25, 1,074 failures in 2023/24). 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 0.21.

Works registered with missing contact details

The number of works registered without proper contact details remained very small in 2025/26, with 202 roads authority works and 237 utility works recorded. While the number for roads authorities increased from 89 in 2024/25, the number for utility companies decreased from 468 to 237. Overall, the number of works registered with missing contact details decreased by 21.2%, and remains at an almost negligible level compared to the total number of works registered.

For full details of roads authorities and utility company works registered with missing contact details see Figure 0.16.

Fixed Penalty Notices (FPNs) issued

Fixed Penalty Notices (FPNs) were issued by 21 of the 33 roads authorities in 2025/26, 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 2,463 out of a potential 6,006 (41.0%), a slightly higher percentage than in 2024/25. Both the actual and potential FPN figures reduced compared to 2024/25.

For full details of actual and potential fixed penalty notices issued to utility companies see Figure 0.3.

Roads authorities collected an estimated £197,040 from the issue of FPNs, which is a reduction of around 3% compared to the previous year.

For full details of fixed penalty notices issued by roads authorities see Figure 0.4.

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

Year	Amount
2021/22	£240,080
2022/23	£217,360
2023/24	£253,440
2024/25	£203,120
2025/26	£197,040

Table 4.1 – Fixed penalty notice fines collected 2021 to 2026 (estimated)

Misuse of traffic management type "not yet known"

The number of works registered with the traffic management not yet known remained at a low level overall, with 43 for roads authorities and 34 for utility companies. This represents an increase for roads authorities from 18 in 2024/25, while the number for utility companies decreased from 64.

For full details of roads authorities and utility company works registered with traffic management "not yet known" details see Figure 0.15.

Undue delay (S125) notices issued

There was an increase in the number of Undue Delay notices issued by roads authorities to utility companies in 2025/26 – 105, up from 87 in 2024/25.

However, there are 8 roads authorities that have not issued any Undue Delay (S125) notices in the latest 5-year period. The Commissioner continues to remind authorities that this power is available to them where appropriate.

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 relatively stable, with the exception of the Urban group, which showed a notable increase compared with 2024/25. The City, Rural and Semi-urban groups also showed increases, while the Island group showed a small reduction. Transport Scotland again increased its noticing levels.

For full details of the range of works per 100km for authorities in each SCOTS group see Figure 0.12.

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.

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 NRSWA, 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 2025/26, one Commissioner penalty was issued for £30,000.

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
2021	£nil
2022	£10,000
2023	£138,000
2024	£nil
2025	£30,000

Table 6.1 – Commissioner Penalties issued since 2021

Since the office was established in 2008, the Commissioner has issued penalties to utility companies and roads authorities totalling £622,000 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 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 2025/26 compliance activity again prioritised monitoring of roads authority signing, lighting and guarding practices. The 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.

Between 1 April 2025 and 31 March 2026, a total of 1,834 observations of road works sites were made in 27 (84%) local authority areas, and recorded in the Scottish Road Works Register. From these observations, the main issues identified continued to be a lack of provision for pedestrians and a lack of proper guarding of works activities.

The number of observations recorded in 2025/26 was lower than in 2024/25 due to a combination of factors including the more resource intensive nature of monitoring compliance notices and a planned reprioritisation of resources to examine co-ordination practices amongst roads authorities. However, the number of observations recorded was significantly higher than the target of 1,000.

Based on patterns observed, four compliance notices were issued as follows:

North Ayrshire Council was issued with a compliance notice on 3 April 2025 requiring it to comply with Safety at Street Works and Road Works: A Code of Practice. A series of follow-up meetings were held with managers and monitoring carried out during August and September 2025 showed significant improvement. As a result, the compliance notice was formally closed on 23 September 2025.

Aberdeen City Council was issued with a compliance notice on 30 September 2025 requiring it to comply with *Safety at Street Works and Road Works: A Code of Practice*. A follow-up meeting was held with managers and monitoring carried out during March 2026. Unfortunately, this did not show required levels of improvement. A further meeting was held, where the importance of meeting requirements of the compliance notice was reiterated. A short time was allowed for further process improvements to be made, prior to further monitoring being undertaken during May 2026. This showed significant improvement. As a result, the compliance notice was formally closed on 18 June 2026.

Clackmannanshire Council was issued with a compliance notice on 9 October 2025 requiring it to comply with *Safety at Street Works and Road Works: A Code of Practice*. A follow-up meeting was held with managers and monitoring carried out during March 2026.

Unfortunately, this did not show required levels of improvement. A further meeting was held, where the importance of meeting requirements of the compliance notice was reiterated. A short time was allowed for further process improvements to be made, prior to further monitoring being undertaken. Monitoring recommenced in June 2026 and is still ongoing, although this is expected to be concluded by end Summer 2026.

Stirling Council was issued with a compliance notice on 13 November 2025 requiring it to comply with the *Safety at Street Works and Road Works: A Code of Practice*. A series of follow-up meetings were held with managers and monitoring carried out between March and May 2026 showed significant improvement. As a result, the compliance notice was formally closed on 20 May 2026.

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.

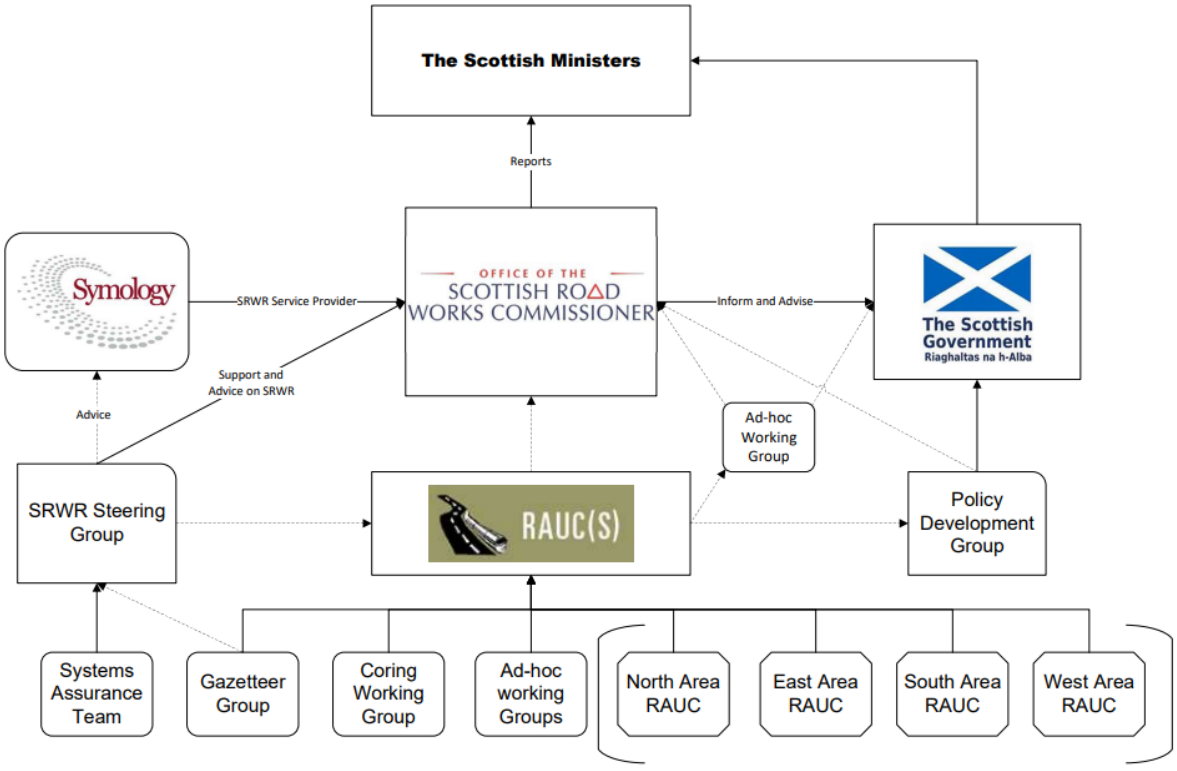


Figure 7.1 – Scottish road works community structure

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 Technical Standards Manager and Compliance Officers continued engagement at a local level to improve compliance and communication between utility companies and roads authorities. This work also included a number of signing, lighting and guarding roadshows where compliance with the Safety Code was discussed directly with local authority and utility operatives and contractor staff.

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 codes of practice, advice notes and guidance was undertaken in summer 2025 and the results reported to RAUC(S) in October 2025.

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

- RAUC(S) Advice Note 8 – Portable Light Signals – published May 2025
- RAUC(S) Advice Note 25 – Unexpected Buried Objects – published November 2025
- RAUC(S) Advice Note 28 – Above Ground Apparatus – published October 2025

RAUC(S) Advice Note 24 – Material and Trial Registers was temporarily rescinded in September 2025. RAUC(S) Advice Note 33 – SROR Panel A9 and Trials Approval Process, covering a similar topic was published in November 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.

0 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)

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. In September 2026, DfT launched a consultation which is due to close by the end of 2026. At the time of writing, it is anticipated that the revised code will be published in 2027.

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 2025/26.

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 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

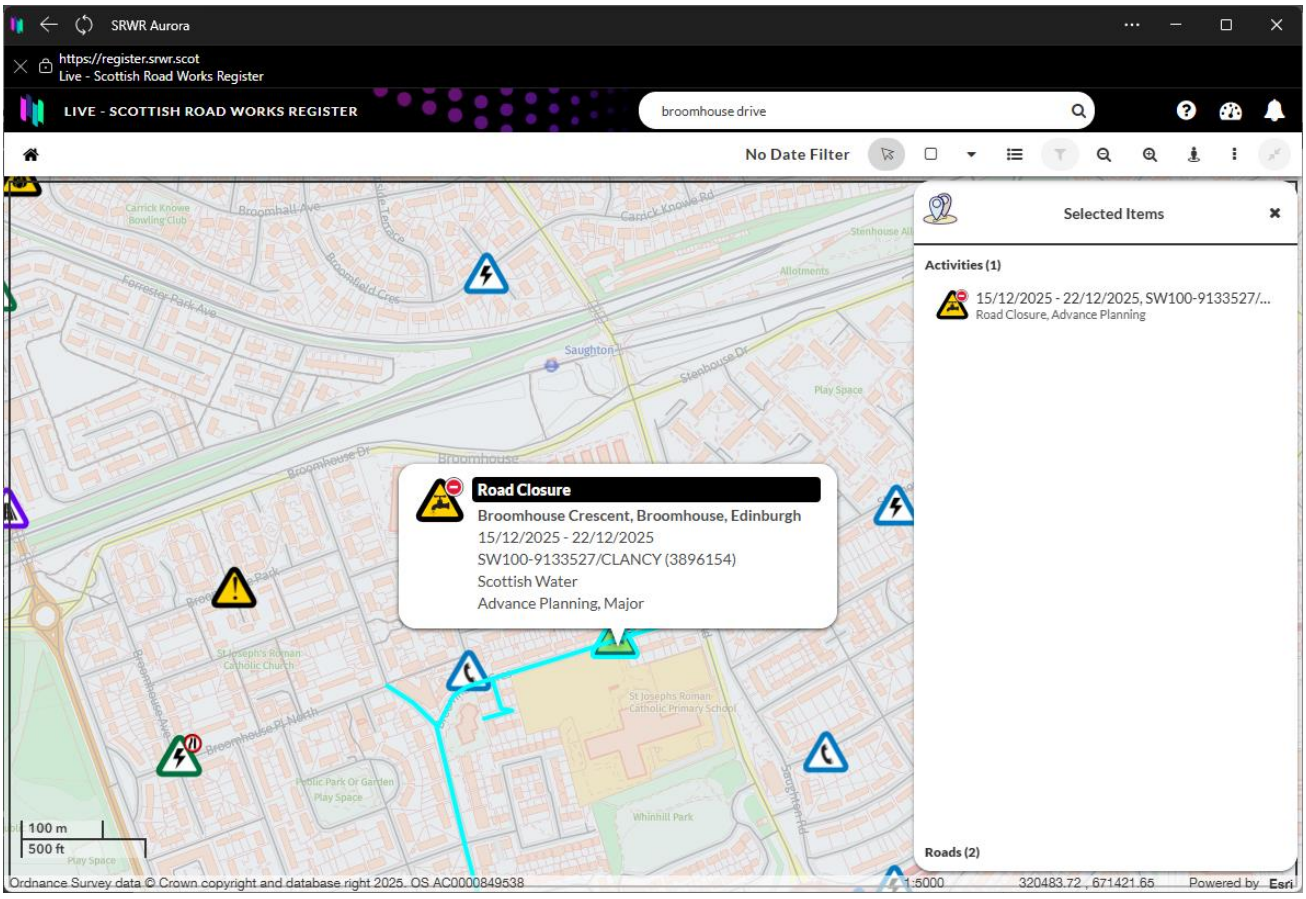


Figure 9.1 – Screenshot of the Scottish Road Works Register.

This reporting period was the first year of a 4 year contract for the provision of the SRWR on behalf of the Commissioner. The new service commenced on 1 April 2026. The new contract has options to extend three times by one year (giving a maximum duration of 7 years). This service is provided by Symology Ltd on behalf of the Commissioner.

There were no reported degradations to the SRWR service during the 2025/26 reporting period.

The following enhancements were made to the service during the period:

- To protect the integrity of the Scottish Road Works Register and the data held in it the Scottish Road Works Commissioner initiated a project to require all users of the register to use a form of enhanced identity security to prove their identity, such as multi-factor authentication (MFA) or single sign-on (SSO), when logging into the register. This helps ensure access is only made by individuals authorised

to do so. By the end of 2025 all users needed to prove their identity using one of these methods.

- A new mobile app was developed, replacing the old SRWR for Works Promoters App, SRWR for Inspectors App and SRWR Vault App and integrating the three apps into one called the SRWR Aurora App.
- A new map layer showing information on bus routes was added. This information has been made available to help authorities and utility companies to consider the impact of their works when planning and co-ordinating their works. The data has been sourced from Scottish Government's Traveline system and along with the route data shows the frequency and details of the bus service being run. The Commissioner is now considering how this data can be used to flag potential co-ordination issues with other types of activity recorded on the register.

The average number of named users per month over 2025/26 was 3,892.

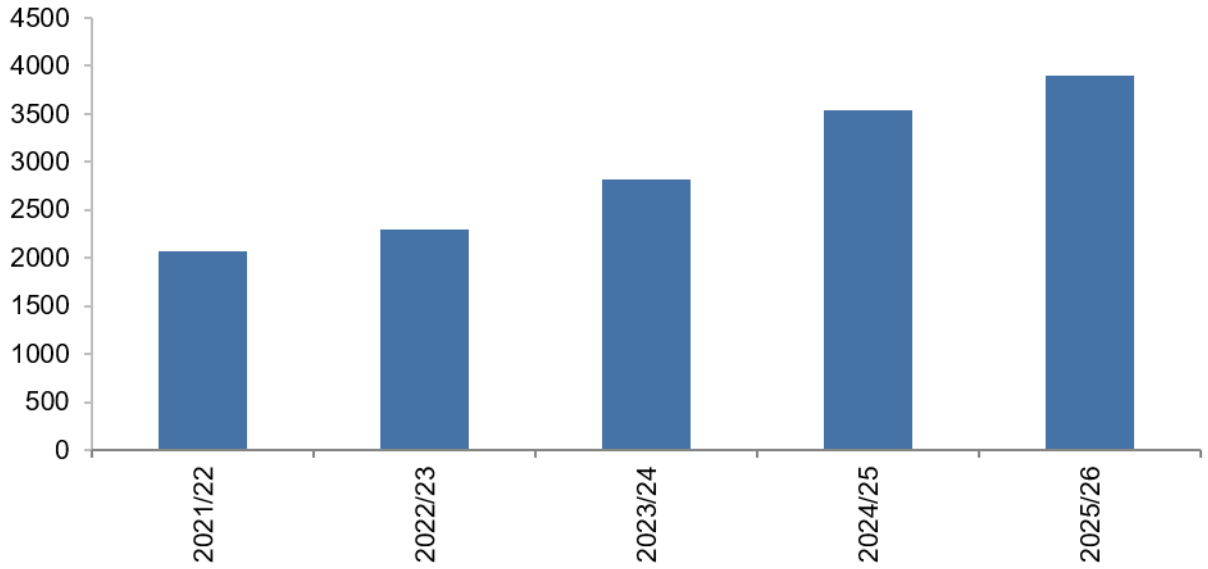


Figure 9.2 – Number of Named SRWR Users by Year.

Period	Users
2021/22	2,065
2022/23	2,298
2023/24	2,818
2024/25	3,536
2025/26	3,892

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, allowing anyone to access information on proposed, current and completed road works.

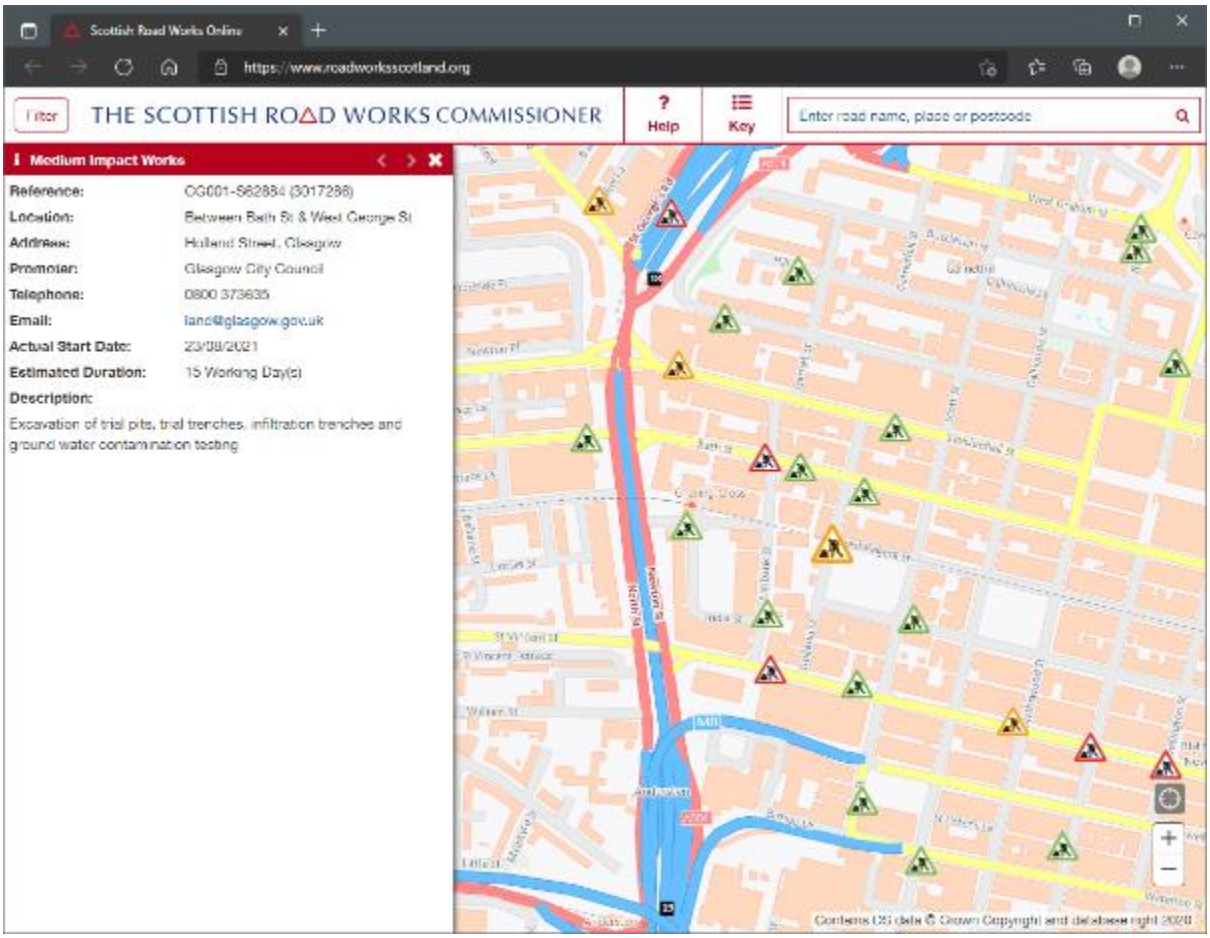


Figure 9.3 – Screenshot from Scottish Road Works Online

On average the Scottish Road Works Online site was visited by approximately 30,000 users per month over the period.

The site can be found here:

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 109 requests per month were received during 2025/26.

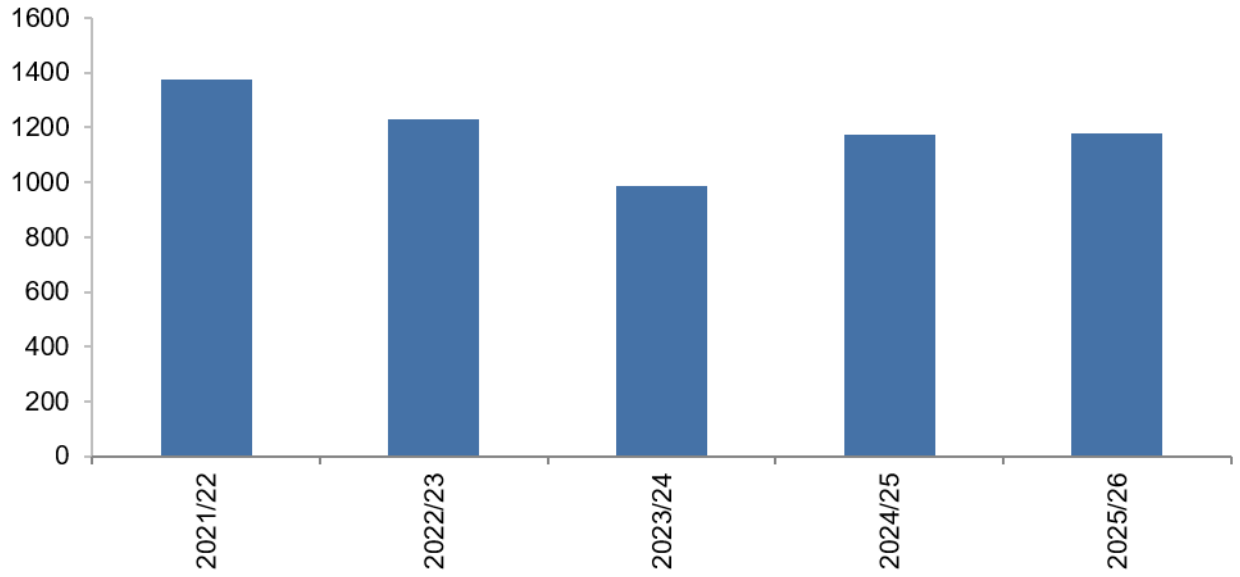


Figure 9.4 – Number of Dial Before You Dig requests processed

Year	Requests
2021/22	1,374
2022/23	1,228
2023/24	986
2024/25	1,176
2025/26	1,178

Table 9.2 – Number of Dial Before You Dig requests processed

Details on this service can be found at:

Dial before you Dig 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 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 14 e-learning modules, which can be tailored to the user's expected usage of the SRWR. Over the period 822 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 2025/26 financial year were:

- *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008* which came into force on 29 February 2008. Whilst the “Fees” element of this legislation has been superseded, the “Amounts” element remains in force.
- *The Scottish Road Works Register (Prescribed Fees) Regulations 2025* which came into force on 1 April 2025 prescribes the fee to be collected for 2025/26.

The 2025/26 prescribed fees and amounts collected for the running of the SRWR totalled £1,008,819. Invoices for the operation of the SRWR were issued to the community on 1 April 2025. Of the 103 invoices issued, 49 were paid before the due date of 2 May 2024. The remaining 54 were all paid by 31 July 2025.

The Scottish Road Works Register (Prescribed Fees) Regulations 2026 were laid before the Scottish Parliament on 5 February 2026. In conjunction with *The Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008,* these regulations prescribe the £1,192,625 required to operate the SRWR in 2026/27.

During 2025/26 178,489 works were started, meaning an average cost for using the register of around £5.65 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. However, due resourcing issues within Transport Scotland, a small number of provisions are yet to be commenced.

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 has historically met quarterly and is chaired by the Scottish Government. However, also due to resourcing issues within Transport Scotland, this programme of meetings was not maintained during 2025/26. 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 *Scottish Road Works Register (Prescribed Fees) Regulations 2025* came into force on 1 April 2025, introducing regulations to allow collection of prescribed fees required to operate the Scottish Road Works Register.

Legislation and Future Legislation

Further to the small number of remaining provisions of the Transport (Scotland) Act 2019, legislation to amend the effect of the *Road Works (Qualifications of Operatives and Supervisors) (Scotland) Regulations 2017* and *The Road Works (Reinstatement Quality Plans, Qualifications of Supervisors and Operatives and Miscellaneous Amendments) (Scotland) Regulations 2023* are 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 2025/26 Commissioner Annual Report and Accounts during the summer of 2026.

The Annual Report and Accounts for 2025/26 will be published by 31 December 2026 and be available to download here:

Scottish Road Works Commissioner's Annual Accounts

12. Forward Planning

The *Business Plan 2026/27* developed in March 2026, is published on the Commissioner's website:

Business Plan 2026/27 | 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 *2026-29 Corporate Plan*, reviewed in 2026, is also published on the Commissioner's website:

Corporate Plan 2026/29 | Scottish Road Works Commissioner

13. Conclusion

The number of road works registered in Scotland continued to increase in 2025/26, with a significantly higher rate of growth than in the previous year. This reinforces the importance of effective planning, co-ordination and oversight to minimise disruption to road users and ensure that works are undertaken efficiently.

Despite the increase in activity, there have been encouraging improvements in several key performance indicators. Potential noticing failures reduced in both sectors, with roads authorities achieving the 4% target overall for the first time in recent years. The proportion of unplanned works also decreased, although the continued high level of unplanned activity within parts of the utility sector remains a concern.

The overall sample inspection pass rate improved to 95.4%, with Category B and Category C inspections showing improved results. This provides some reassurance regarding the quality of utility company reinstatements. However, the reduction in the proportion of planned sample inspections by roads authorities highlights the importance of maintaining effective inspection programmes.

The indicators relating to outstanding defects and overdue inspections continue to identify areas requiring improvement. It is important that utility companies address defects within the expected timescales and that roads authorities carry out appropriate follow-up inspections. I expect organisations with significant outstanding numbers to take action to improve their performance.

The Commissioner's inspection and enforcement powers remain important tools in promoting compliance with statutory duties and codes of practice. I will continue to use these powers where appropriate, alongside engagement with organisations, to support improvements in standards across Scotland.

As I have reported previously, there remain roads authorities that do not fully utilise the powers available to them to support the effective co-ordination of road works. I continue to encourage all authorities to make appropriate use of these powers and the management information available through the Scottish Road Works Register.

While the improvements recorded during 2025/26 are welcome, there is still work to be done. I will continue to work with the road works community to promote better planning, co-

ordination and quality of road works, with the aim of reducing disruption and improving outcomes for road users across Scotland.

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 in Scotland
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 Utility Companies

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
Dumfries & Galloway Council
Highland Council
Moray Council
Perth & Kinross Council
Scottish Borders 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
Independent Distribution Connection Specialists Limited
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
Independent Pipelines Limited
Ineos Chemicals Grangemouth Ltd
INEOS FPS
Oil and Pipeline Agency
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
Gamma Telecom
Giggle Fibre Limited
Glide Fibre Ltd
GoFibre Holdings Limited
Grain Communications
H20 Networks
Highland Broadband Networks Limited
Hutchison 3G
Hyperoptic
InFocus Public Networks
Internetty Limited
ITS Technology Group 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

Edinburgh Trams
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
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 2025/26.

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 2025/26

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 2025 to 31 March 2026.

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

Type	Organisation	Rating
RA	Moray Council	Well Managed
RA	North Ayrshire Council	Satisfactory
RA	North Lanarkshire Council	Well Managed
RA	Orkney Islands Council	Well Managed
RA	Perth & Kinross Council	Well Managed
RA	Renfrewshire Council	Well Managed
RA	Scottish Borders Council	Satisfactory
RA	Shetland Islands Council	Unsatisfactory
RA	South Ayrshire Council	Well Managed
RA	South Lanarkshire Council	Well Managed
RA	Stirling Council	Satisfactory
RA	Tay Road Bridge Joint Board	Satisfactory
RA	Transport Scotland	Satisfactory
RA	West Dunbartonshire Council	Well Managed
RA	West Lothian Council	Well Managed
Electricity	Aurora Utilities Limited	Unsatisfactory
Electricity	Eclipse Power Networks Limited	Unsatisfactory
Electricity	Electricity Network Company Ltd	Unsatisfactory
Electricity	Energy Assets Networks	Unsatisfactory
Electricity	ESP Electricity Limited	Satisfactory
Electricity	Last Mile Electricity Limited	Unsatisfactory
Electricity	Moray Offshore Windfarm (West) Limited	Unsatisfactory
Electricity	mua Electricity Limited	Well Managed
Electricity	Optimal Power Networks Limited	Unsatisfactory

Type	Organisation	Rating
Electricity	Scottish Hydro Electric Power Distribution	Satisfactory
Electricity	SP Energy Networks	Unsatisfactory
Gas	Energy Assets Pipelines	Unsatisfactory
Gas	ES Pipelines Limited	Well Managed
Gas	GTC Pipelines Limited	Well Managed
Gas	Fulcrum Pipelines Limited	Well Managed
Gas	Indigo Pipelines	Unsatisfactory
Gas	Last Mile Gas Limited	Unsatisfactory
Gas	mua Gas Limited	Well Managed
Gas	National Gas Transmission Plc	Unsatisfactory
Gas	SGN	Satisfactory
Other	Network Rail	Unsatisfactory
Other	Royal Mail	Unsatisfactory
Telecoms	Arqiva	Well Managed
Telecoms	Broadband for the Rural North Limited	Satisfactory
Telecoms	BT	Unsatisfactory
Telecoms	CityFibre Metro Networks Ltd	Satisfactory
Telecoms	Commsworld Limited	Satisfactory
Telecoms	Converged Communication Solutions Limited	Unsatisfactory
Telecoms	Cornerstone Telecommunications Infrastructure Limited	Well Managed
Telecoms	EE Limited	Well Managed
Telecoms	Freshwave Facilities Limited	Unsatisfactory
Telecoms	Glide Fibre Ltd	Unsatisfactory
Telecoms	GoFibre Holdings Limited	Satisfactory

Type	Organisation	Rating
Telecoms	Highland Broadband Networks Limited	Satisfactory
Telecoms	Hutchison 3G	Satisfactory
Telecoms	Hyperoptic	Satisfactory
Telecoms	InFocus Public Networks	Unsatisfactory
Telecoms	Internetty Limited	Unsatisfactory
Telecoms	ITS Technology Group Limited	Satisfactory
Telecoms	Lumen Technologies UK Limited	Well Managed
Telecoms	Neos Networks	Well Managed
Telecoms	Netomnia Limited	Satisfactory
Telecoms	Nexfibre Networks Limited	Satisfactory
Telecoms	Open Fibre Networks Ltd	Well Managed
Telecoms	Telefonica UK	Well Managed
Telecoms	Trooli Ltd	Unsatisfactory
Telecoms	Verizon	Unsatisfactory
Telecoms	Virgin Media Limited	Satisfactory
Telecoms	Vodafone Limited	Satisfactory
Telecoms	Voneus Limited	Unsatisfactory
Telecoms	Zayo	Satisfactory
Water	Scottish Water	Unsatisfactory

Table 0.1 – Performance review rating 2025/26

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.

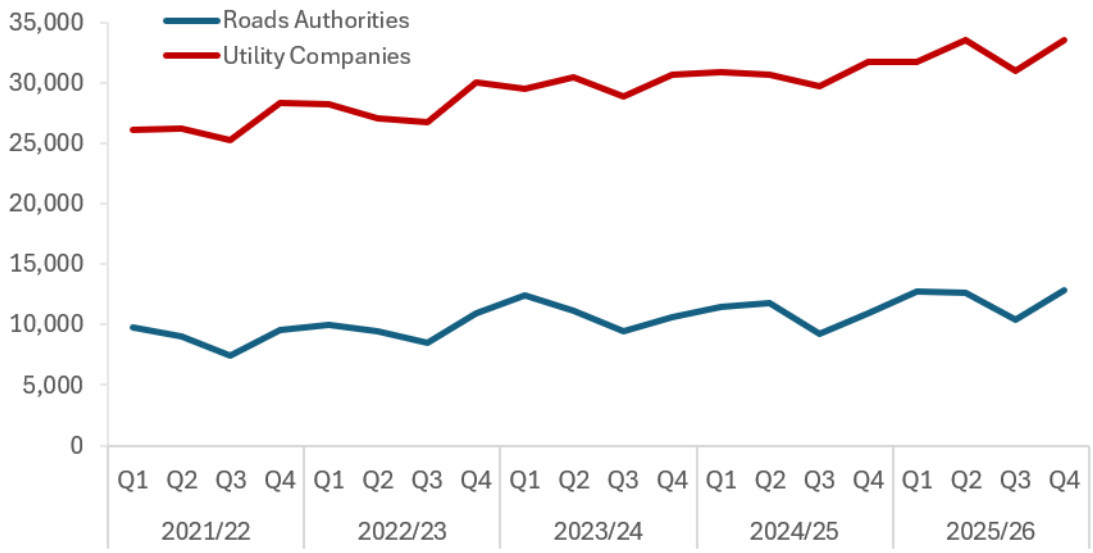


Figure 0.1 – Roads authority and utility company actual starts (Source: SRWR Report 9a)

Period	Roads Authority	Utility Company
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
2025/26 Q1	12,701	31,756
2025/26 Q2	12,618	33,569
2025/26 Q3	10,453	31,010
2025/26 Q4	12,802	33,580

Table 0.2 – 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. 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.

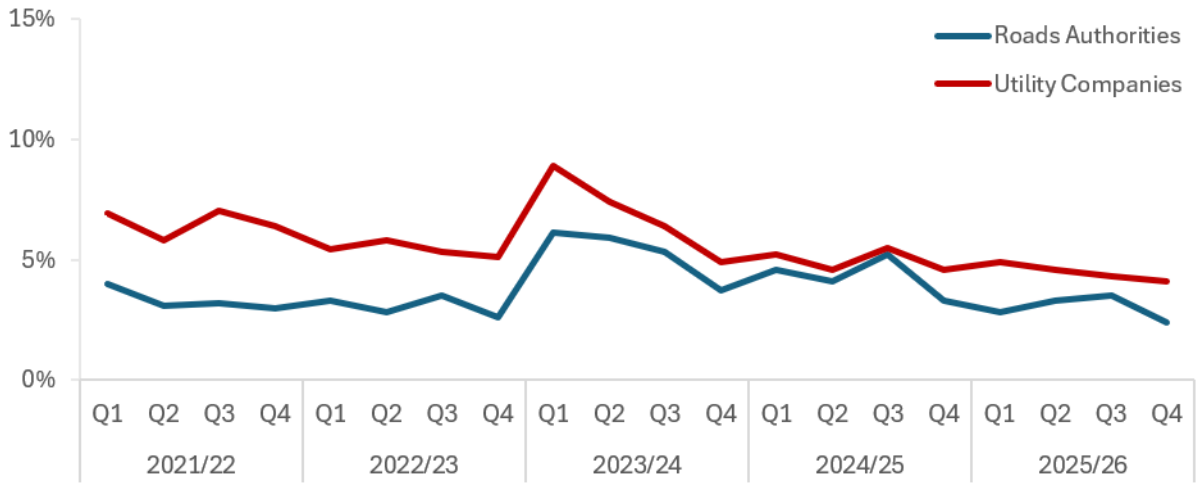


Figure 0.2 – Roads authority and utility company Potential Noticing Failures as a percentage of actual starts
(Source: SRWR Reports 2a and 2b)

Period	Roads Authorities	Utility Companies
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%
2024/25 Q1	4.6%	5.2%
2024/25 Q2	4.1%	4.6%
2024/25 Q3	5.2%	5.5%
2024/25 Q4	3.3%	4.6%
2025/26 Q1	2.8%	4.9%
2025/26 Q2	3.3%	4.6%
2025/26 Q3	3.5%	4.3%
2025/26 Q4	2.4%	4.1%

Table 0.3 – Roads authority and utility company Potential Noticing Failures as a percentage of actual starts
(Source: SRWR Report 2a, 2b and SRWR Report 9a)

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

Roads Authority	2021/22	2022/23	2023/24	2024/25	2025/26
Aberdeen City Council	3.8%	2.6%	7.5%	2.1%	15.6%
Aberdeenshire Council	6.4%	8.4%	9.6%	3.6%	2.9%
Angus Council	1.4%	9.3%	1.5%	1.2%	5.6%
Argyll & Bute Council	4.1%	3.2%	7.1%	1.7%	3.4%
City of Edinburgh Council	5.5%	9.7%	13.9%	9.4%	4.8%
Clackmannanshire Council	8.8%	11.7%	10.2%	5.4%	7.4%
Comhairle nan Eilean Siar	1.2%	2.7%	3.4%	2.1%	1.7%
Dumfries & Galloway Council	8.6%	7.0%	4.7%	11.9%	3.8%
Dundee City Council	9.8%	5.0%	9.4%	0.9%	1.2%
East Ayrshire Council	4.1%	2.8%	1.8%	3.3%	1.7%
East Dunbartonshire Council	1.6%	0.8%	2.3%	4.7%	2.9%
East Lothian Council	2.3%	2.3%	4.9%	5.3%	2.4%
East Renfrewshire Council	3.6%	4.7%	6.3%	6.5%	10.7%
Falkirk Council	4.6%	5.9%	5.7%	5.7%	2.4%
Fife Council	4.5%	4.5%	3.1%	2.9%	4.3%
Glasgow City Council	7.8%	3.0%	4.7%	8.7%	5.6%
Highland Council	9.0%	1.4%	3.1%	2.4%	2.2%
Inverclyde Council	2.4%	2.9%	3.8%	8.3%	1.7%
Midlothian Council	0.0%	0.5%	9.3%	4.8%	5.9%
Moray Council	5.3%	7.1%	13.1%	2.3%	3.6%
North Ayrshire Council	2.0%	2.8%	7.3%	3.9%	2.1%
North Lanarkshire Council	2.0%	2.1%	5.7%	3.2%	2.1%
Orkney Islands Council	9.7%	12.0%	7.3%	2.2%	3.6%

Roads Authority	2021/22	2022/23	2023/24	2024/25	2025/26
Perth & Kinross Council	5.6%	5.3%	5.6%	0.8%	1.0%
Renfrewshire Council	1.2%	5.2%	12.9%	1.5%	3.9%
Scottish Borders Council	4.1%	3.2%	3.1%	1.8%	7.3%
Shetland Islands Council	7.9%	7.8%	8.8%	5.8%	16.9%
South Ayrshire Council	3.6%	2.2%	1.1%	0.9%	2.2%
South Lanarkshire Council	5.2%	1.6%	2.8%	6.1%	4.9%
Stirling Council	2.8%	3.9%	4.4%	1.4%	2.1%
Tay Road Bridge Joint Board	0.0%	16.7%	0.0%	0.0%	0.0%
Transport Scotland	1.3%	1.5%	4.1%	3.5%	1.6%
West Dunbartonshire Council	3.8%	2.3%	5.4%	4.5%	1.6%
West Lothian Council	1.8%	3.8%	2.9%	8.0%	4.2%

Table 0.4 – 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	2021/22	2022/23	2023/24	2024/25	2025/26
Arqiva	66.7%	66.7%	200.0%	150.0%	0.0%
Aurora Utilities	N/A	N/A	N/A	N/A	32.0%
Broadband for the Rural North Limited	N/A	N/A	N/A	-	4.2%
BT	4.2%	6.1%	8.9%	5.7%	6.0%
CityFibre Metro Networks Ltd	4.0%	3.4%	3.2%	2.3%	2.8%
Commsworld Limited	6.8%	2.8%	1.1%	0.4%	1.9%
Converged Communication Solutions Limited	N/A	100.0%	28.6%	50.0%	200.0%

Utility Company	2021/22	2022/23	2023/24	2024/25	2025/26
Cornerstone Telecommunications Infrastructure Limited	N/A	N/A	0.0%	1.0%	0.0%
Eclipse Power Networks Limited	N/A	N/A	N/A	0.0%	33.3%
EE Limited	3.3%	5.1%	4.6%	4.1%	4.4%
Electricity Network Company Ltd	N/A	N/A	0.0%	0.0%	10.6%
Energy Assets Networks	N/A	11.1%	21.2%	17.0%	8.8%
Energy Assets Pipelines	10.3%	8.9%	4.9%	12.5%	7.1%
ES Pipelines Limited	42.5%	2.8%	66.1%	25.5%	4.3%
ESP Electricity Limited	100.0%	35.7%	3.0%	13.3%	5.6%
Freshwave Facilities Limited	N/A	N/A	N/A	161.5%	2.8%
Fulcrum Pipeline Limited	42.9%	20.0%	0.0%	-	0.0%
Glide Fibre Ltd	-	-	-	-	50.0%
GoFibre Holdings Limited	42.5%	2.7%	5.0%	7.6%	3.3%
Grain Communications	N/A	N/A	100.0%	-	-
GTC Pipelines Limited	3.1%	1.7%	1.0%	7.1%	4.0%
Highland Broadband Networks Limited	N/A	N/A	N/A	N/A	1.7%
Hutchison 3G	N/A	20.4%	6.6%	9.5%	9.4%
Hyperoptic	25.1%	19.0%	14.4%	7.5%	1.9%
Indigo Pipelines	0.0%	0.0%	100.0%	85.7%	38.9%
Indigo Power	50.0%	-	-	500.0%	-

Utility Company	2021/22	2022/23	2023/24	2024/25	2025/26
Ineos Chemicals Grangemouth Ltd	N/A	N/A	N/A	0.0%	-
INEOS FPS	-	-	-	-	-
InFocus Public Networks	N/A	N/A	N/A	0.0%	0.0%
Internetty Limited	N/A	45.5%	0.0%	57.1%	36.4%
ITS Technology Group Limited	N/A	N/A	N/A	N/A	5.9%
Last Mile Electricity Limited	10.9%	11.1%	14.0%	21.3%	16.2%
Last Mile Gas Limited	6.2%	15.1%	12.2%	3.4%	12.5%
Lothian Broadband Networks Limited	15.7%	14.2%	5.8%	5.0%	-
Lumen Technologies UK Limited	N/A	0.0%	0.0%	0.0%	-
Moray Offshore Windfarm (West) Limited	N/A	-	83.3%	-	100.0%
mua Electricity Limited	36.7%	4.7%	4.5%	6.5%	0.0%
mua Gas Limited	N/A	N/A	0.0%	50.0%	0.0%
National Gas Transmission Plc	-	121.4%	41.2%	121.4%	100.0%
Neos Networks	1.3%	0.4%	3.6%	0.0%	2.9%
Netomnia Limited	N/A	8.8%	8.1%	3.6%	5.6%
Network Rail	3.4%	3.1%	4.1%	3.8%	3.1%
Nexfibre Networks Limited	N/A	6.0%	9.1%	3.9%	3.3%
Open Fibre Networks Ltd	N/A	N/A	0.0%	4.7%	0.0%
Optimal Power Networks Limited	N/A	50.0%	200.0%	120.0%	200.0%
Persimmon Homes Limited	-	33.3%	0.0%	0.0%	77.8%

Utility Company	2021/22	2022/23	2023/24	2024/25	2025/26
Petroineos Manufacturing Scotland Ltd	-	-	-	-	-
Royal Mail	0.0%	10.9%	25.0%	11.1%	36.8%
Scottish Hydro Electric Power Distribution	9.6%	6.8%	13.4%	6.4%	2.2%
Scottish Water	4.5%	3.6%	4.4%	3.8%	2.7%
SGN	6.6%	6.0%	7.3%	4.4%	4.4%
Sky UK	N/A	0.0%	0.0%	0.0%	-
SP Energy Networks	8.1%	8.1%	6.9%	4.7%	3.7%
Telefonica UK	4.1%	2.2%	3.7%	4.1%	2.6%
Trooli Ltd	28.0%	9.2%	27.0%	4.7%	18.5%
Verizon	10.0%	0.0%	71.4%	42.9%	28.6%
Virgin Media Limited	19.3%	3.9%	3.7%	6.2%	2.6%
Vodafone Limited	2.3%	12.0%	4.3%	1.7%	3.0%
Voneus Limited	N/A	14.4%	27.3%	4.3%	0.0%
Zayo	54.5%	30.0%	108.7%	42.9%	10.0%

Table 0.5 – 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.

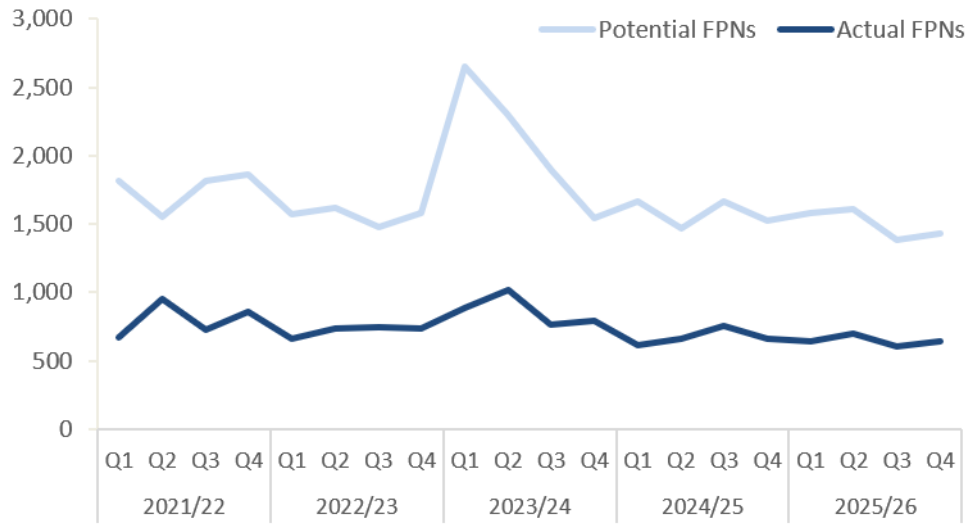


Figure 0.3 – Potential Noticing Failures compared with Actual FPNs issued to utility companies (Source: SRWR Report 1)

Period	Potential FPNs	Actual FPNs
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
2025/26 Q1	1,585	644
2025/26 Q2	1,607	695
2025/26 Q3	1,387	603
2025/26 Q4	1,427	642

Table 0.6 – 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	2021/22	2022/23	2023/24	2024/25	2025/26
Aberdeen City Council	313	295	159	107	96
Aberdeenshire Council	31	38	159	122	105
Angus Council	0	0	0	0	0
Argyll & Bute Council	169	218	283	200	131
City of Edinburgh Council	796	491	545	487	274
Clackmannanshire Council	0	17	0	17	14
Comhairle nan Eilean Siar	0	0	0	0	0
Dumfries & Galloway Council	0	0	38	0	0
Dundee City Council	0	0	0	53	44
East Ayrshire Council	37	8	34	0	0
East Dunbartonshire Council	182	468	542	37	30
East Lothian Council	9	3	24	185	187
East Renfrewshire Council	0	0	0	55	46
Falkirk Council	0	0	0	0	0
Fife Council	0	0	0	0	0
Glasgow City Council	0	1	173	66	0
Highland Council	83	68	145	186	162

Roads Authority	2021/22	2022/23	2023/24	2024/25	2025/26
Inverclyde Council	11	20	63	23	47
Midlothian Council	80	150	95	52	62
Moray Council	0	0	0	0	64
North Ayrshire Council	98	83	153	70	88
North Lanarkshire Council	302	236	235	220	336
Orkney Islands Council	0	0	0	0	0
Perth & Kinross Council	0	0	0	0	0
Renfrewshire Council	0	0	14	117	45
Scottish Borders Council	53	21	-15	0	35
Shetland Islands Council	0	0	0	0	0
South Ayrshire Council	0	0	0	0	0
South Lanarkshire Council	485	366	307	244	292
Stirling Council	62	34	101	125	139
Transport Scotland	13	26	-12	0	0
West Dunbartonshire Council	11	10	21	19	43
West Lothian Council	266	164	104	154	223

Table 0.7 – Actual FPNs issued by roads authorities
(Source: SRWR Report 1)

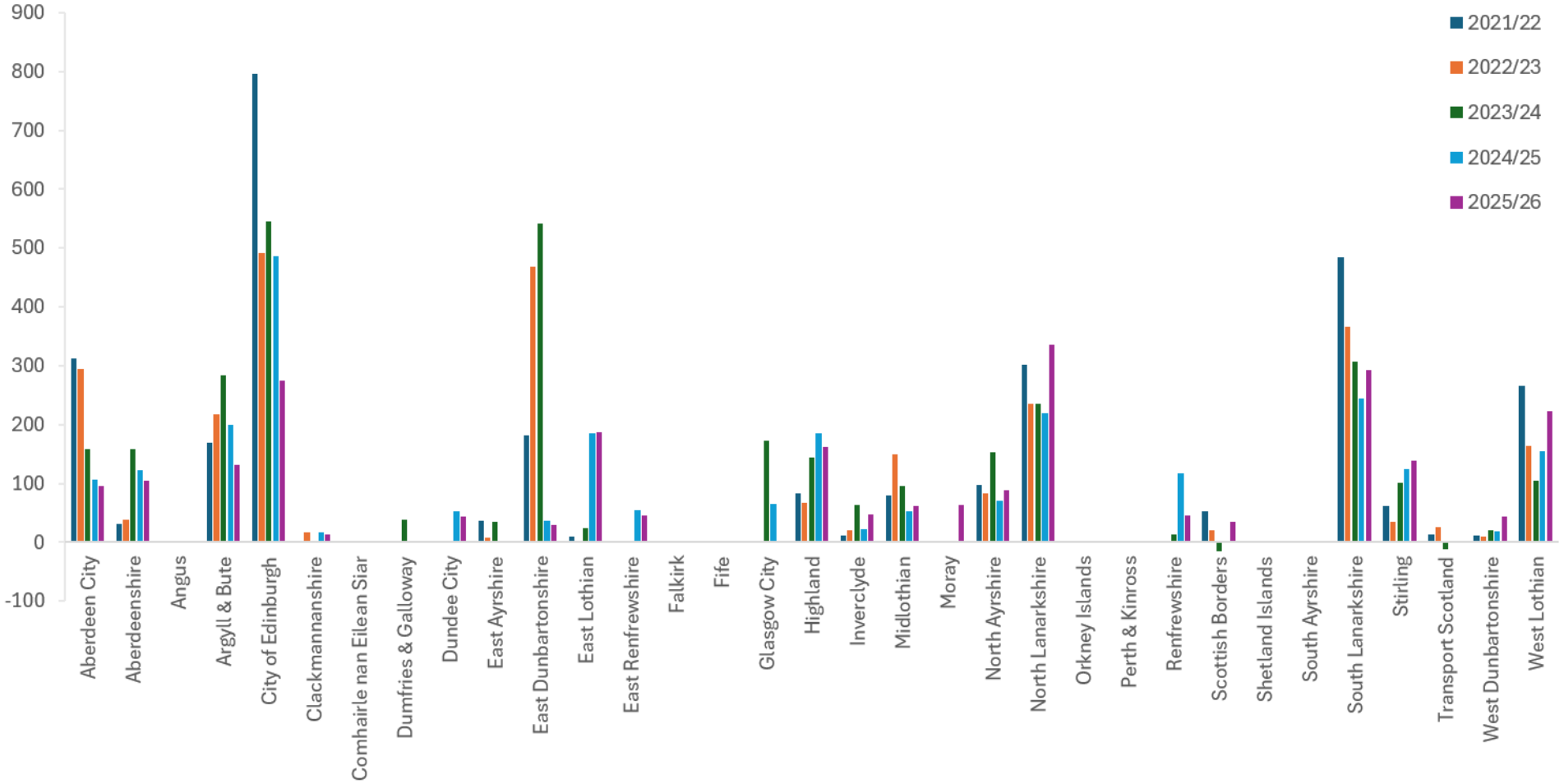


Figure 0.4 – Actual FPNs issued by roads authorities
(Source: SRWR Report 1)

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 overran 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.

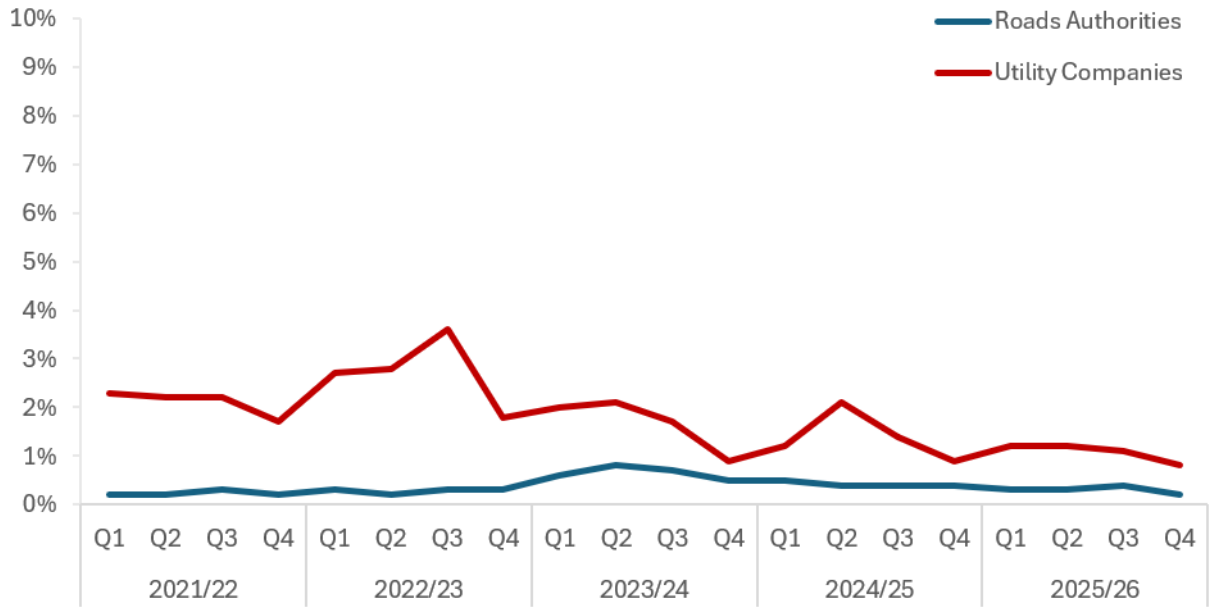


Figure 0.5 – Works that Overran as a percentage of actual starts (Source: SRWR Report 6 and SRWR Report 9a)

Period	Roads Authorities	Utility Companies
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%
2025/26 Q1	0.3%	1.2%
2025/26 Q2	0.3%	1.2%
2025/26 Q3	0.4%	1.1%
2025/26 Q4	0.2%	0.8%

Table 0.8 – 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.

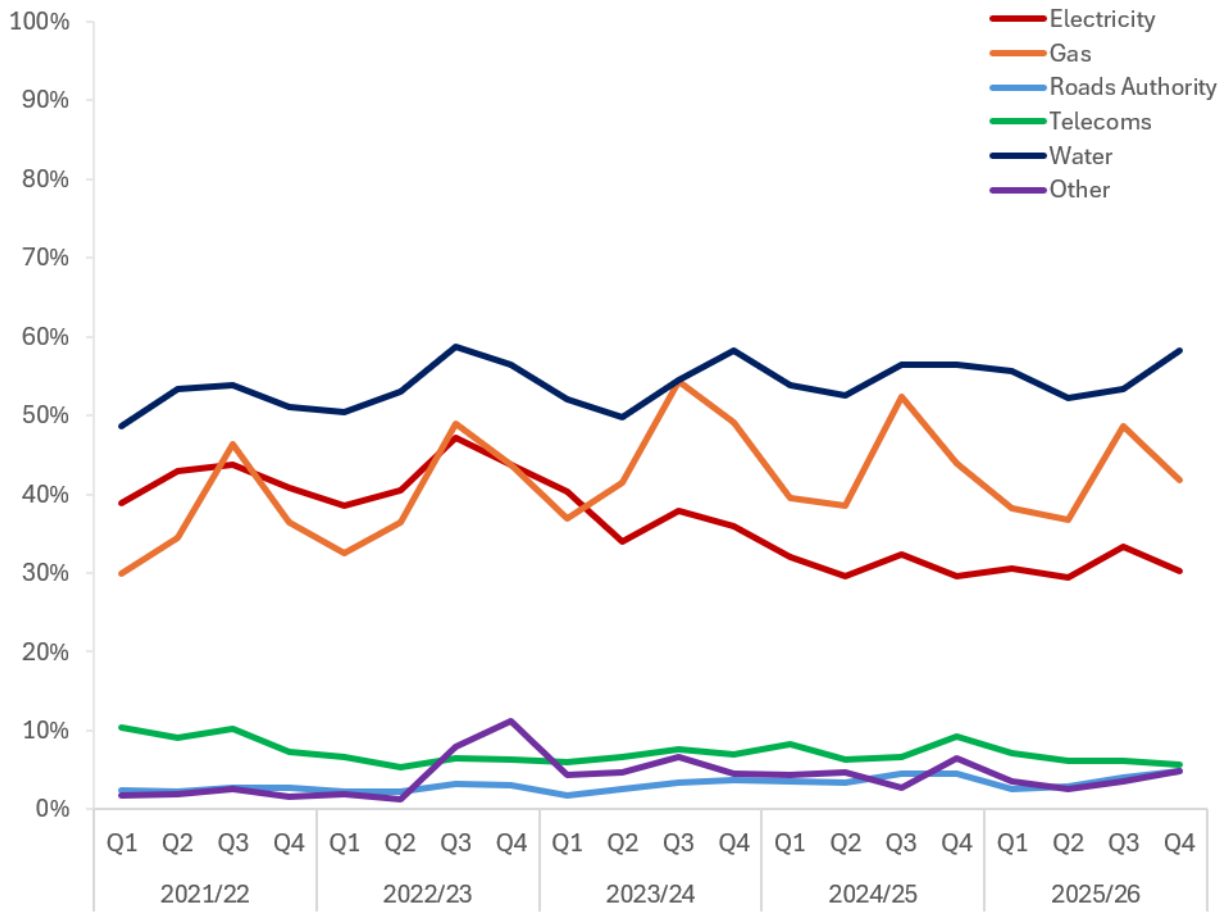


Figure 0.6 – Unplanned works as a percentage of actual starts (Source: SRWR Report 9a)

Period	Elec.	Gas	RA	Telec.	Water	Other
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%
2025/26 Q1	30.6%	38.2%	2.6%	7.1%	55.6%	3.5%
2025/26 Q2	29.5%	36.8%	2.9%	6.2%	52.2%	2.6%
2025/26 Q3	33.3%	48.6%	4.0%	6.1%	53.3%	3.5%
2025/26 Q4	30.3%	41.8%	4.9%	5.7%	58.2%	4.9%

Table 0.9 – 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.

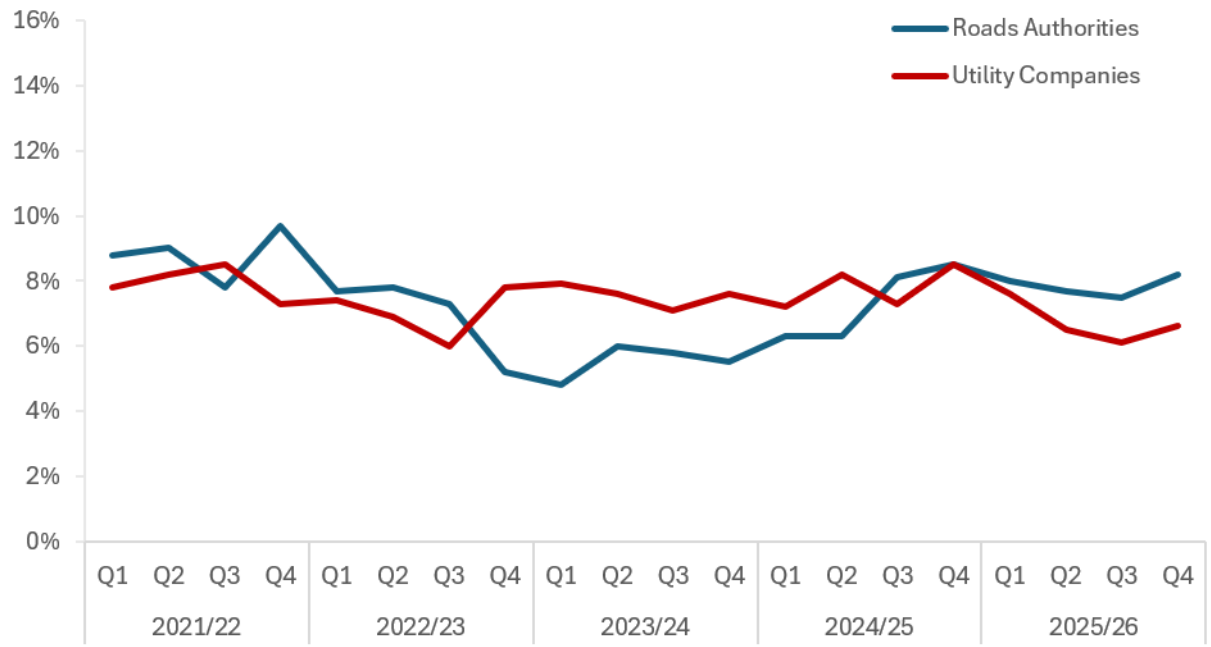


Figure 0.7 – Early starts as a percentage of actual starts (Source: SRWR Report 10 and SRWR Report 9a)

Period	Roads Authority	Utility Company
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%
2025/26 Q1	8.0%	7.6%
2025/26 Q2	7.7%	6.5%
2025/26 Q3	7.5%	6.1%
2025/26 Q4	8.2%	6.6%

Table 0.10 – 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.

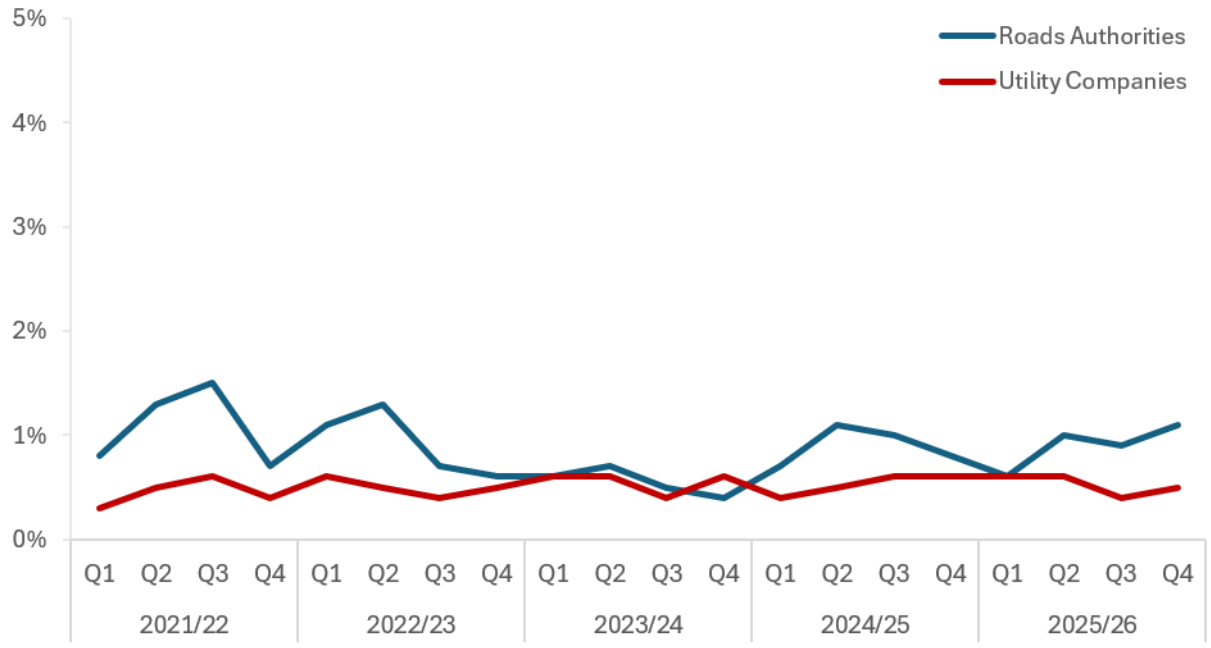


Figure 0.8 – Late starts as a percentage of actual starts (Source: SRWR Report 10 and SRWR Report 9a)

Period	Roads Authority	Utility Company
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%
2025/26 Q1	0.6%	0.6%
2025/26 Q2	1.0%	0.6%
2025/26 Q3	0.9%	0.4%
2025/26 Q4	1.1%	0.5%

Table 0.11 – 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.

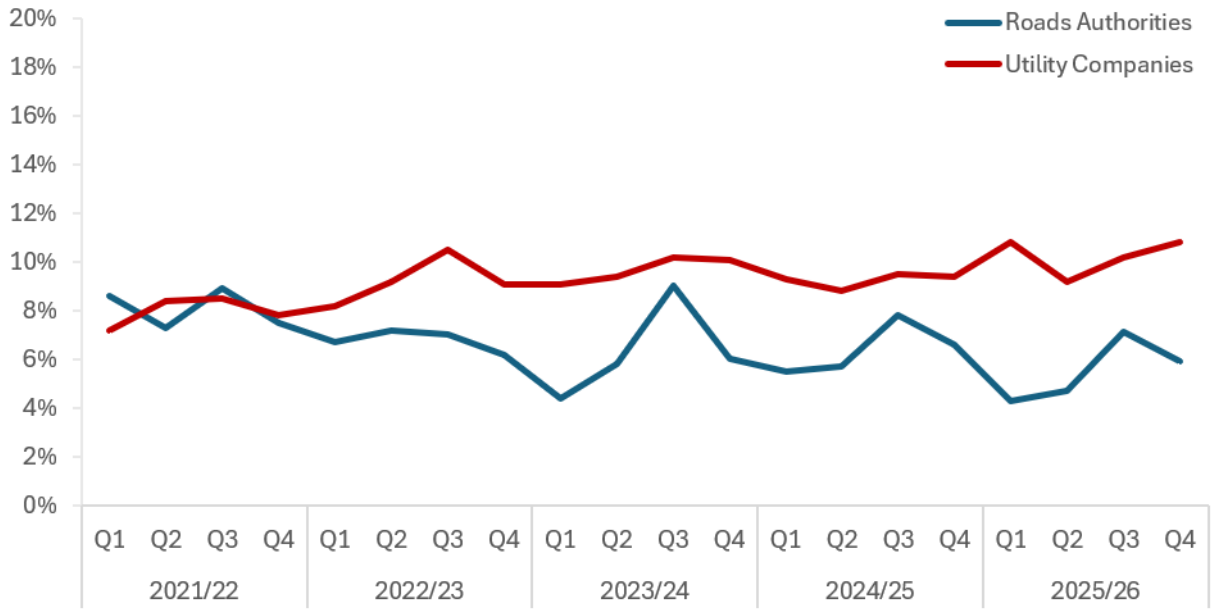


Figure 0.9 – Works extensions as a percentage of actual starts (Source: SRWR Report 12 and SRWR Report 9a)

Period	Roads Authorities	Utility Companies
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%
2025/26 Q1	4.3%	10.8%
2025/26 Q2	4.7%	9.2%
2025/26 Q3	7.1%	10.2%
2025/26 Q4	5.9%	10.8%

Table 0.12 – 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.

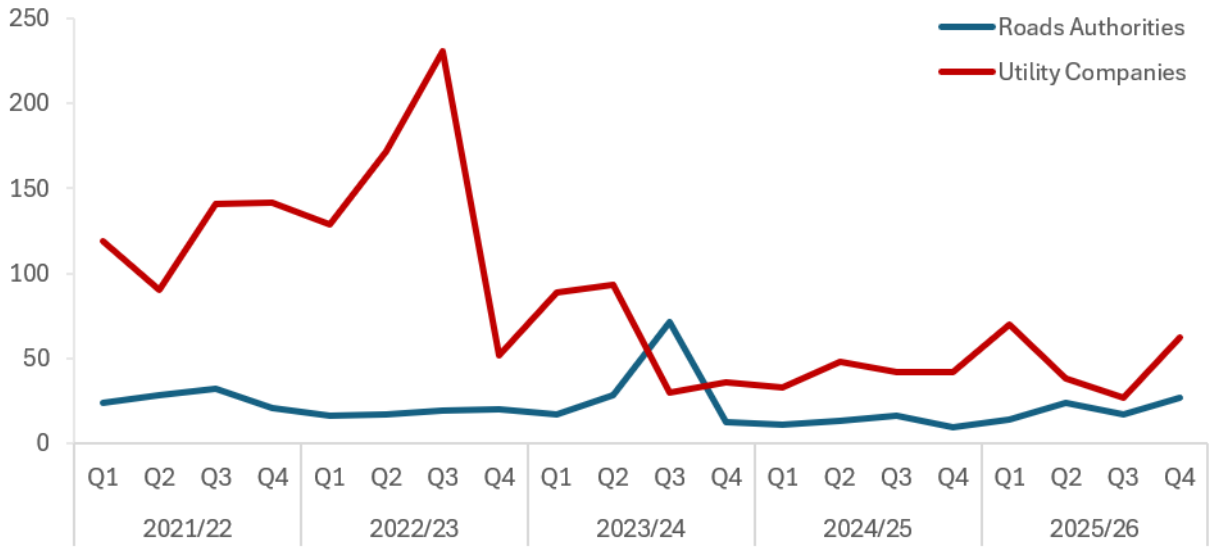


Figure 0.10 – Works awaiting closure
(Source: SRWR Report 16)

Period	Roads Authorities	Utility Companies
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
2025/26 Q1	14	70
2025/26 Q2	24	38
2025/26 Q3	17	27
2025/26 Q4	27	62

Table 0.13 – Works awaiting closure
(Source: SRWR Report 16)

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



Figure 0.11 – Utility company works awaiting registration of final site reinstatement details (Source: SRWR Report 16)

Period	Utility Companies
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
2025/26 Q1	398
2025/26 Q2	509
2025/26 Q3	438
2025/26 Q4	426

Table 0.14 – Utility works awaiting registration of final site reinstatement details (Source: SRWR Report 16)

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.

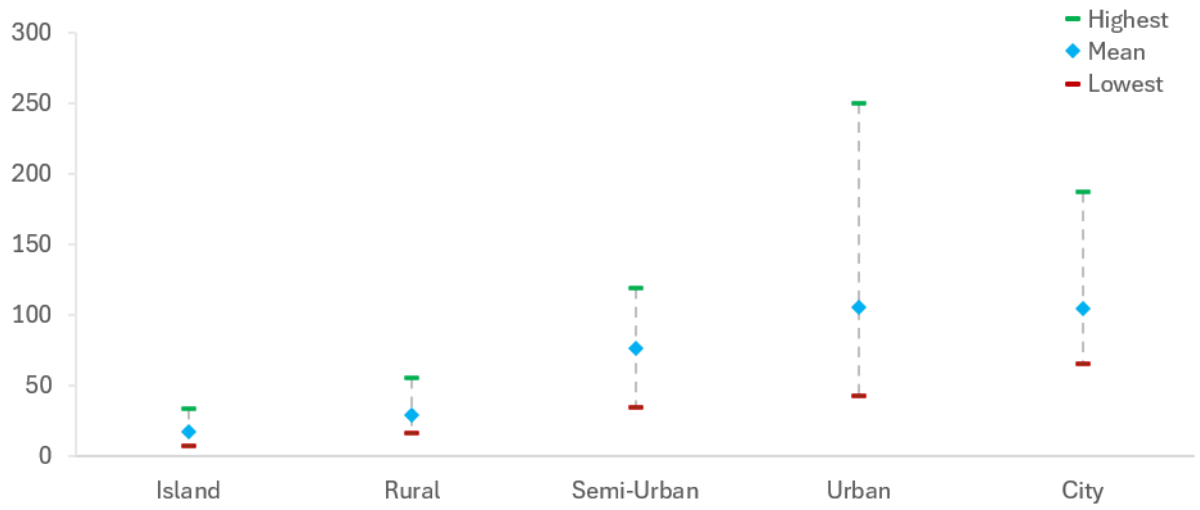


Figure 0.12 – Works per 100km for authorities in each SCOTS group, showing the high, mean and low values for each group (2025/26).
(Source: SRWR Report Works per 100km)

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

SCOTS Group	2021/22	2022/23	2023/24	2024/25	2025/26
City	75.1	61.5	100.3	94.4	105.0
Island	21.0	16.6	19.9	18.1	17.5
Rural	24.9	26.0	27.0	26.7	29.3
Semi-Urban	54.1	54.0	74.1	70.4	75.9
Transport Scotland	362.6	434.2	425.7	460.0	502.0
Urban	88.7	91.9	82.7	77.06	105.6

Table 0.15 – 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	2021/22	2022/23	2023/24	2024/25	2025/26
Aberdeen City Council	23	14	23	2	0
Aberdeenshire Council	0	0	3	0	0
Angus Council	1	1	0	0	0
Argyll & Bute Council	1	2	2	1	0
City of Edinburgh Council	5	18	9	2	5
Clackmannanshire Council	7	5	3	0	0
Dumfries & Galloway Council	7	1	4	0	1
Dundee City Council	0	0	0	3	0
East Ayrshire Council	1	2	0	0	0
East Lothian Council	1	159	158	23	56
Falkirk Council	9	13	1	0	0
Fife Council	0	19	10	5	0
Glasgow City Council	2	1	0	1	0
Midlothian Council	15	114	18	20	8
Moray Council	0	0	0	0	1
North Lanarkshire Council	3	6	7	2	1
Perth & Kinross Council	13	11	2	5	15

Roads Authority	2021/22	2022/23	2023/24	2024/25	2025/26
Renfrewshire Council	0	0	2	0	0
Scottish Borders Council	0	23	15	7	3
Shetland Islands Council	0	0	0	1	0
South Lanarkshire Council	11	0	2	2	1
Stirling Council	0	2	1	2	0
Transport Scotland	0	0	3	0	6
West Dunbartonshire Council	0	0	0	1	0
West Lothian Council	3	3	23	10	8

Table 0.16 – Undue delay (S125) notices issued by roads authorities (Source: SRWR Report 17e)

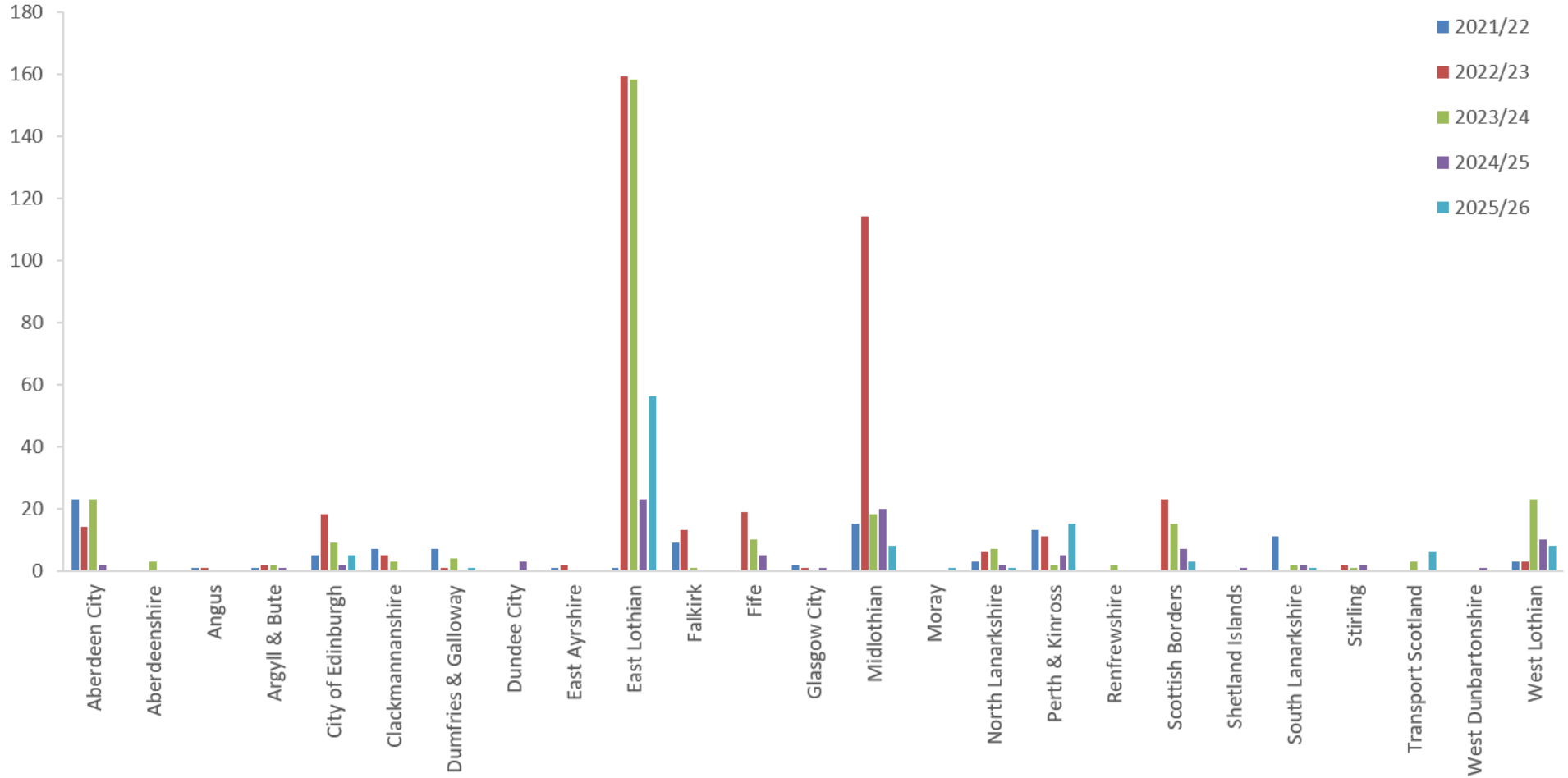


Figure 0.13 – Undue delay (s125) notices issued by roads authorities (Source: SRWR Report 17e)

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.

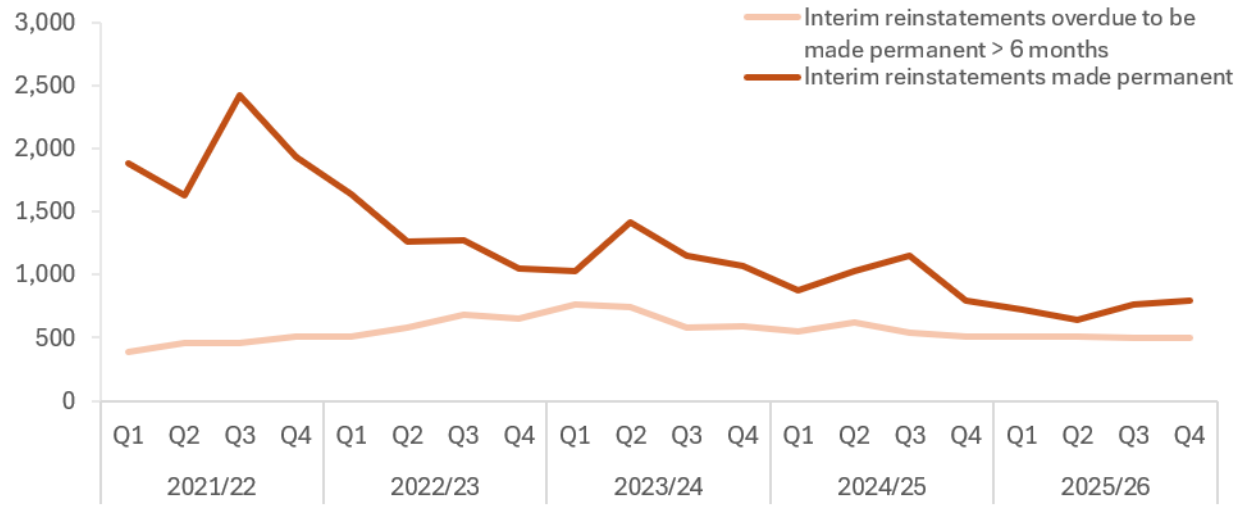


Figure 0.14 – Utility company interim reinstatements (Source: SRWR Report 14 and Report 18)

Period	Permanent reinstatements overdue	Interims made permanent
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
2025/26 Q1	509	722
2025/26 Q2	508	638
2025/26 Q3	499	767
2025/26 Q4	503	792

Table 0.17 – 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.

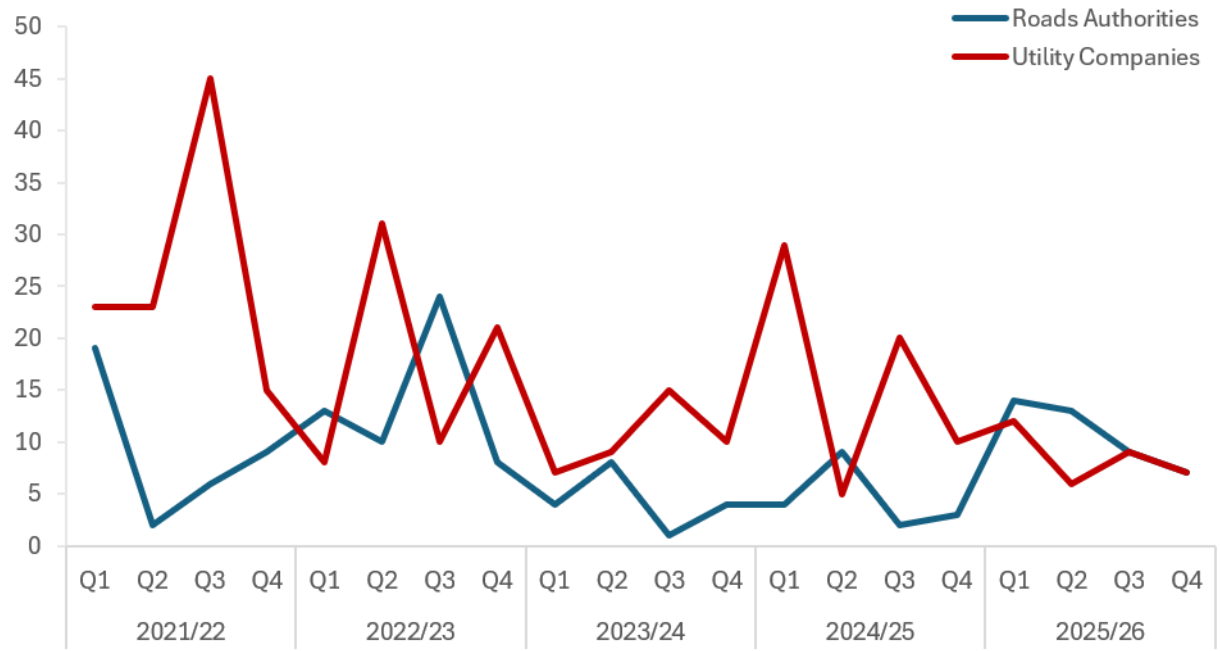


Figure 0.15 – Roads authorities and utility companies registering works with traffic management type "not yet known"
(Source: SRWR Report 29)

Period	Roads Authorities	Utility Companies
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
2025/26 Q1	14	12
2025/26 Q2	13	6
2025/26 Q3	9	9
2025/26 Q4	7	7

Table 0.18 – 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.

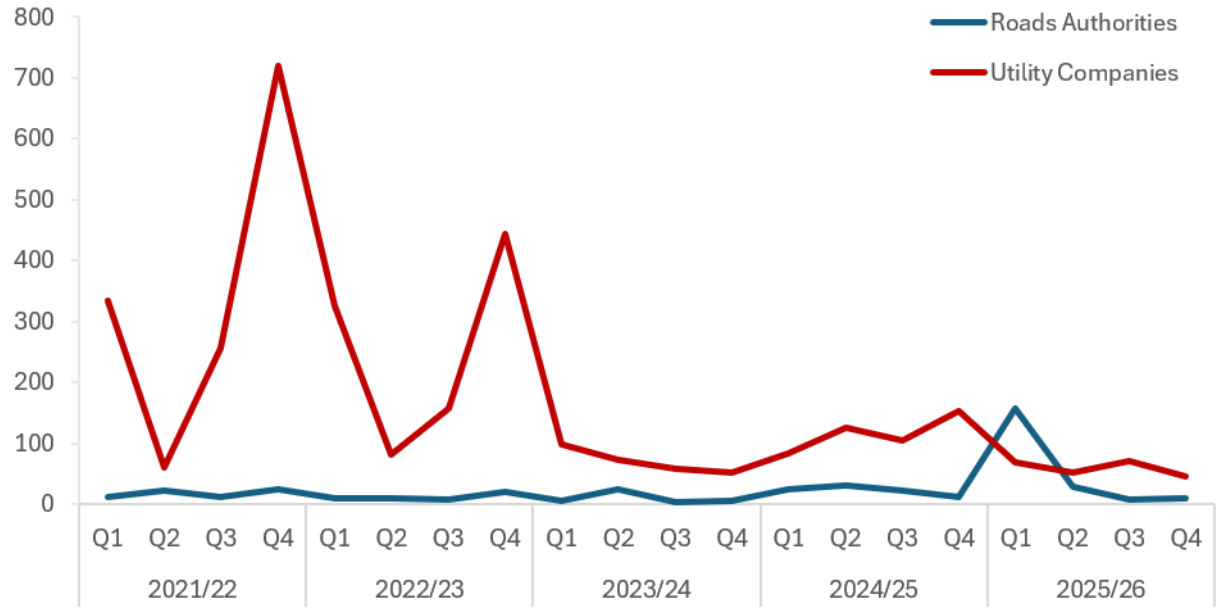


Figure 0.16 – Roads authorities and utility companies works registered with missing contact details
(Source: SRWR Report 30)

Period	Roads Authorities	Utility Companies
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
2025/26 Q1	156	69
2025/26 Q2	29	51
2025/26 Q3	8	71
2025/26 Q4	9	46

Table 0.19 – 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	705	822	85.8%
Aberdeenshire Council	1,025	1,014	101.1%
Angus Council	359	477	75.3%
Argyll & Bute Council	376	462	81.4%
City of Edinburgh Council	2,136	2,100	101.7%
Clackmannanshire Council	237	278	85.3%
Comhairle nan Eilean Siar	42	45	93.3%
Dumfries & Galloway Council	955	957	99.8%
Dundee City Council	633	792	79.9%
East Ayrshire Council	664	716	92.7%
East Dunbartonshire Council	577	585	98.6%
East Lothian Council	573	568	100.9%

Roads Authority	Inspections Done	Sample Size	Sample % Done
East Renfrewshire Council	685	774	88.5%
Falkirk Council	852	837	101.8%
Fife Council	1,435	1,464	98.0%
Glasgow City Council	3,263	3,240	100.7%
Highland Council	846	923	91.7%
Inverclyde Council	253	282	89.7%
Midlothian Council	404	432	93.5%
Moray Council	395	393	100.5%
North Ayrshire Council	647	698	92.7%
North Lanarkshire Council	1,502	1,638	91.7%
Orkney Islands Council	46	96	47.9%
Perth & Kinross Council	852	846	100.7%
Renfrewshire Council	809	854	94.7%
Scottish Borders Council	651	735	88.6%
Shetland Islands Council	76	81	93.8%
South Ayrshire Council	465	485	95.9%
South Lanarkshire Council	1,596	1,590	100.4%
Stirling Council	452	456	99.1%
Transport Scotland	322	321	100.3%
West Dunbartonshire Council	321	404	79.5%
West Lothian Council	668	657	101.7%

Table 0.20 – Sample inspections undertaken by roads authorities (Source: SRWR Quarterly Dashboard)

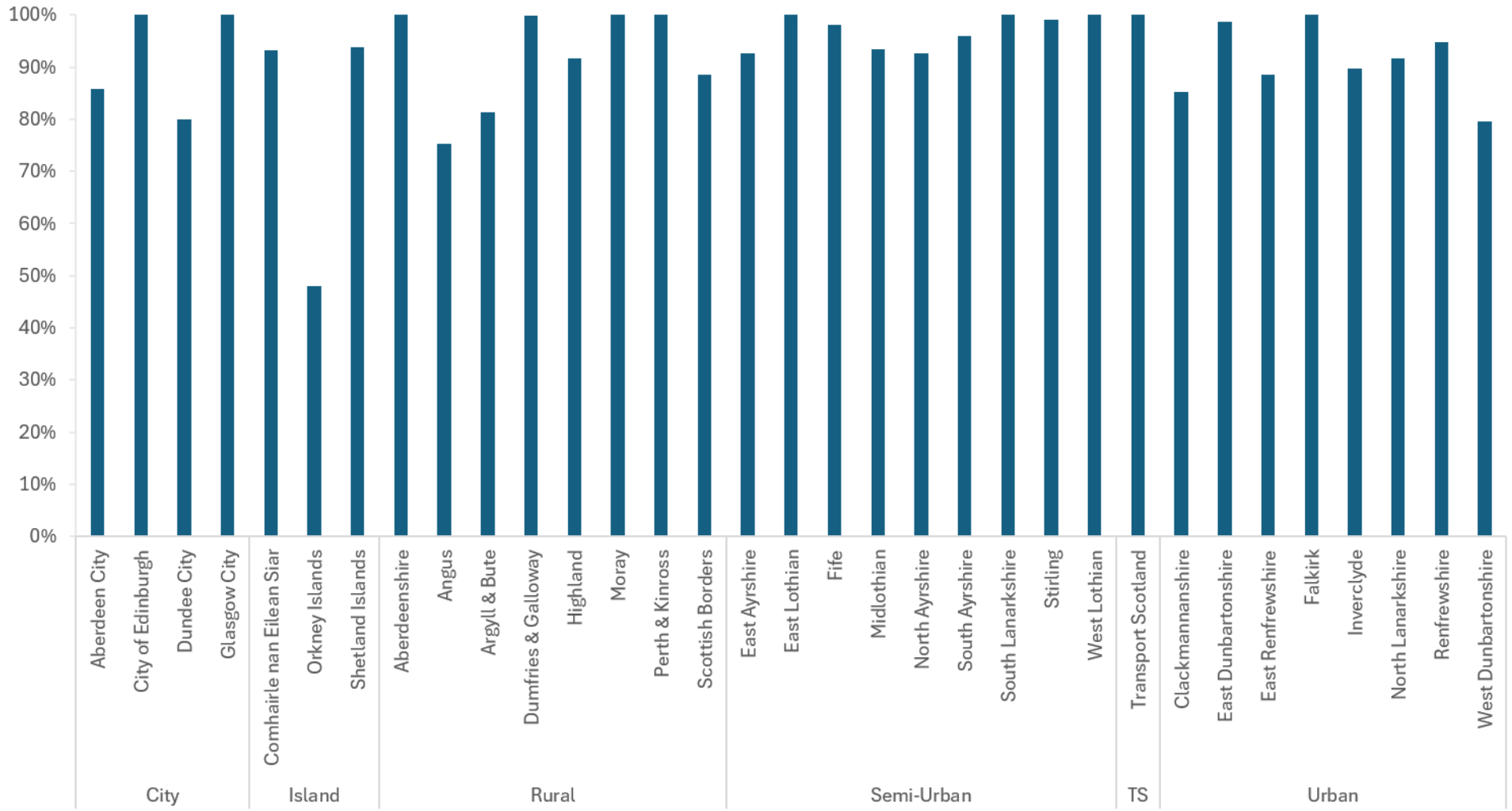


Figure 0.17 – Sample inspections undertaken by roads authorities (Source: SRWR Quarterly Dashboard)

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	Aurora Utilities Limited	2	2	100.0%
Electricity	Eclipse Power Networks Limited	2	2	100.0%
Electricity	Electricity Network Company Ltd	8	10	80.0%
Electricity	Energy Assets Networks	4	6	66.7%
Electricity	ESP Electricity	2	2	100.0%
Electricity	Last Mile Electricity Limited	26	30	86.7%
Electricity	Scottish Hydro Electric Power Distribution	314	332	94.6%
Electricity	SP Energy Networks	1,744	1,936	90.1%
Gas	Energy Assets Pipelines	6	12	50.0%
Gas	ES Pipelines Limited	4	4	100.0%
Gas	GTC Pipelines Limited	24	26	92.3%
Gas	Indigo Pipelines	6	6	100.0%
Gas	Last Mile Gas Limited	2	4	50.0%
Gas	SGN	1,474	1,564	94.2%
Other	Network Rail	18	18	100.0%
Telecoms	BT	4,360	4,758	91.6%
Telecoms	CityFibre Metro Networks Ltd	364	376	96.8%
Telecoms	Commsworld Limited	6	6	100.0%
Telecoms	Converged Communication Solutions Limited	2	2	100.0%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Cornerstone Telecommunications Infrastructure Limited	6	6	100.0%
Telecoms	EE Limited	22	22	100.0%
Telecoms	Freshwave Facilities Limited	2	2	100.0%
Telecoms	GoFibre Holdings Limited	60	62	96.8%
Telecoms	Highland Broadband Networks Limited	166	184	90.2%
Telecoms	Hutchison 3G	10	12	83.3%
Telecoms	Hyperoptic	30	30	100.0%
Telecoms	ITS Technology Group Limited	4	4	100.0%
Telecoms	Neos Networks	4	4	100.0%
Telecoms	Netomnia Limited	96	108	88.9%
Telecoms	Nexfibre Networks Limited	62	74	83.8%
Telecoms	Open Fibre Networks Ltd	4	4	100.0%
Telecoms	Telefonica UK	20	22	90.9%
Telecoms	Trooli Ltd	2	2	100.0%
Telecoms	Virgin Media Limited	896	942	95.1%
Telecoms	Vodafone Limited	46	48	95.8%
Water	Scottish Water	4,024	4,340	92.7%

Table 0.21 – Category A sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

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

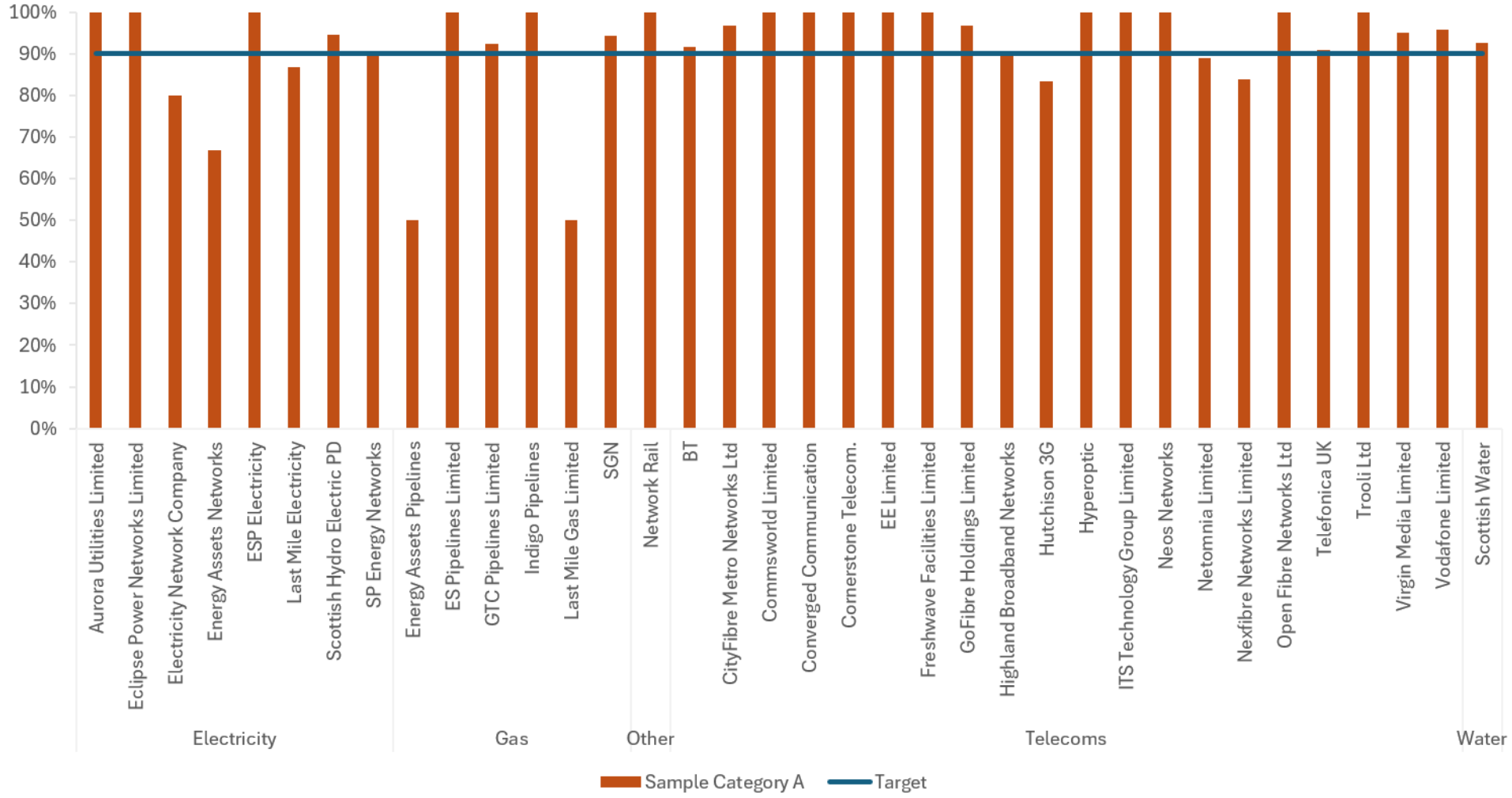


Figure 0.18 – Category A sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

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	Electricity Network Company Ltd	0	2	0.0%
Electricity	Last Mile Electricity Limited	16	18	88.9%
Electricity	Scottish Hydro Electric Power Distribution	324	338	95.9%
Electricity	SP Energy Networks	1,816	1,902	95.5%
Gas	Energy Assets Pipelines	6	6	100.0%
Gas	GTC Pipelines Limited	20	22	90.9%
Gas	SGN	1,582	1,624	97.4%
Other	Royal Mail	4	4	100.0%
Telecoms	BT	5,026	5,230	96.1%
Telecoms	CityFibre Metro Networks Ltd	1,430	1,470	97.3%
Telecoms	Commsworld Limited	42	44	95.5%
Telecoms	EE Limited	14	14	100.0%
Telecoms	GoFibre Holdings Limited	142	148	95.9%
Telecoms	Highland Broadband Networks Limited	170	180	94.4%
Telecoms	Hutchison 3G	10	10	100.0%
Telecoms	Hyperoptic	40	40	100.0%
Telecoms	Netomnia Limited	218	240	90.8%
Telecoms	Nexfibre Networks Limited	246	258	95.3%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Telefonica UK	18	18	100.0%
Telecoms	Trooli Ltd	22	24	91.7%
Telecoms	Virgin Media Limited	1,248	1,318	94.7%
Telecoms	Vodafone Limited	32	32	100.0%
Telecoms	Voneus Limited	10	10	100.0%
Water	Scottish Water	4,358	4,460	97.7%

Table 0.22 – Category B sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

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

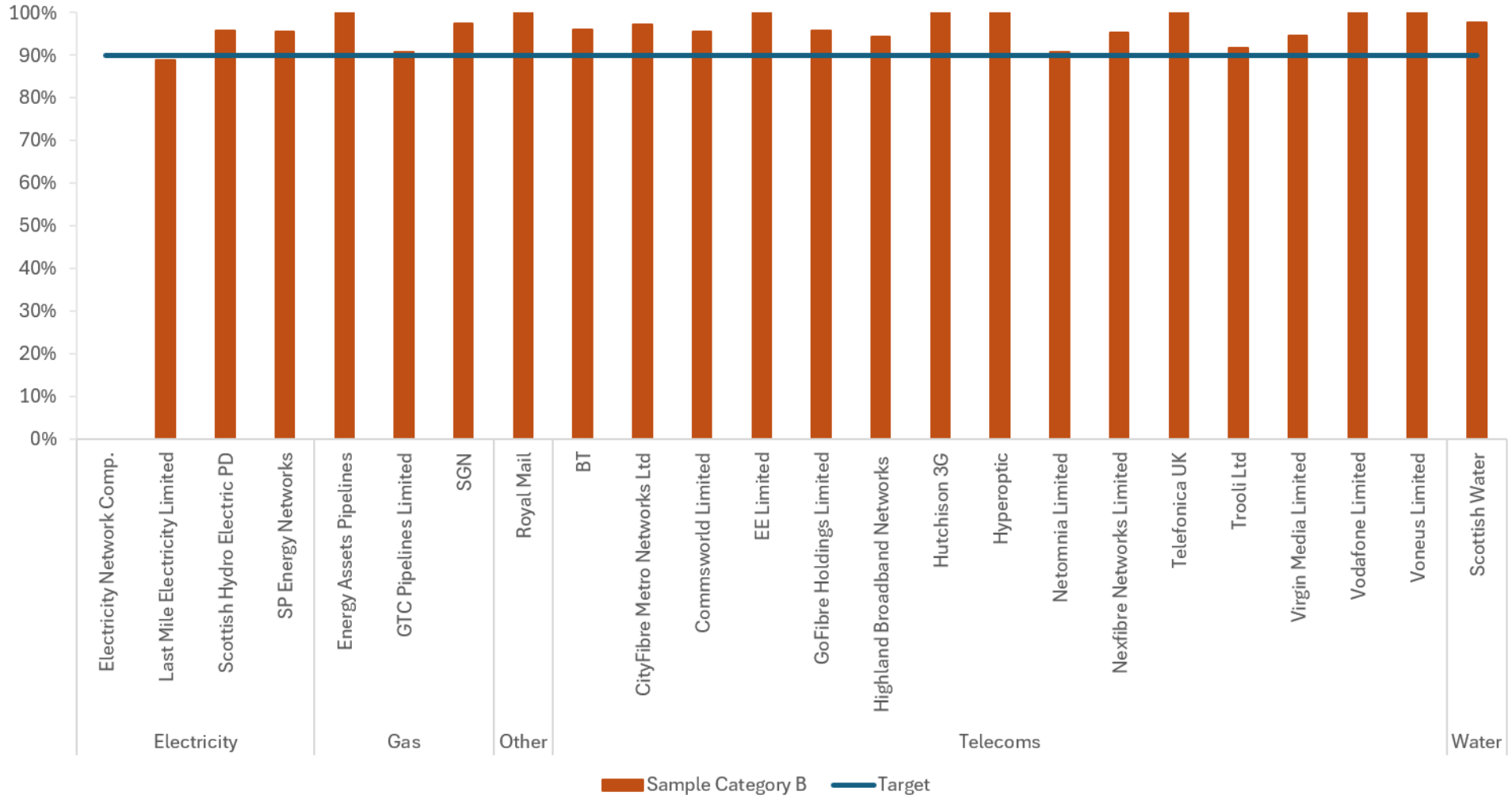


Figure 0.19 – Category B sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

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	14	16	87.5%
Electricity	mua Electricity Limited	2	2	100.0%
Electricity	Scottish Hydro Electric Power Distribution	322	334	96.4%
Electricity	SP Energy Networks	1,828	1,870	97.8%
Gas	Energy Assets Pipelines	2	2	100.0%
Gas	GTC Pipelines Limited	20	20	100.0%
Gas	SGN	1,506	1,534	98.2%
Other	Royal Mail	4	4	100.0%
Telecoms	BT	5,118	5,212	98.2%
Telecoms	CityFibre Metro Networks Ltd	1,390	1,500	92.7%
Telecoms	Commsworld Limited	50	50	100.0%
Telecoms	EE Limited	16	16	100.0%
Telecoms	GoFibre Holdings Limited	130	130	100.0%
Telecoms	Highland Broadband Networks Limited	144	156	92.3%
Telecoms	Hutchison 3G	8	8	100.0%
Telecoms	Hyperoptic	40	40	100.0%
Telecoms	Neos Networks	2	2	100.0%

Type	Organisation	Passed	Inspected	Pass %
Telecoms	Netomnia Limited	218	240	90.8%
Telecoms	Nexfibre Networks Limited	362	372	97.3%
Telecoms	Telefonica UK	18	18	100.0%
Telecoms	Trooli Ltd	34	36	94.4%
Telecoms	Virgin Media Limited	1,266	1,298	97.5%
Telecoms	Vodafone Limited	30	32	93.8%
Telecoms	Voneus Limited	8	12	66.7%
Water	Scottish Water	4,218	4,366	96.6%

Table 0.23 – Category C sample inspection pass rates
(Source: SRWR Quarterly Inspection Report)

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

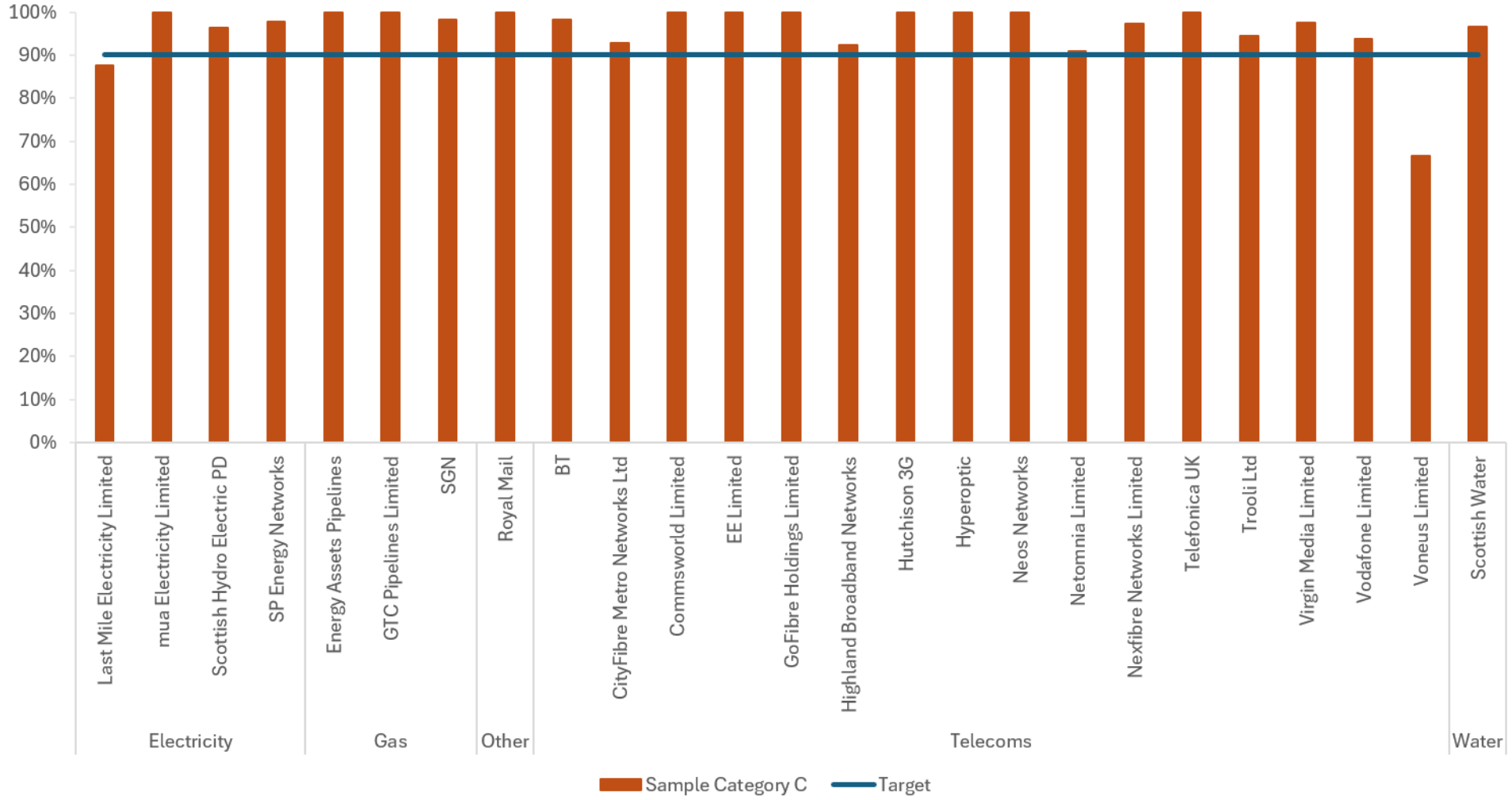


Figure 0.20 – Category C sample inspection pass rates (Source: SRWR Quarterly Inspection Report)

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.

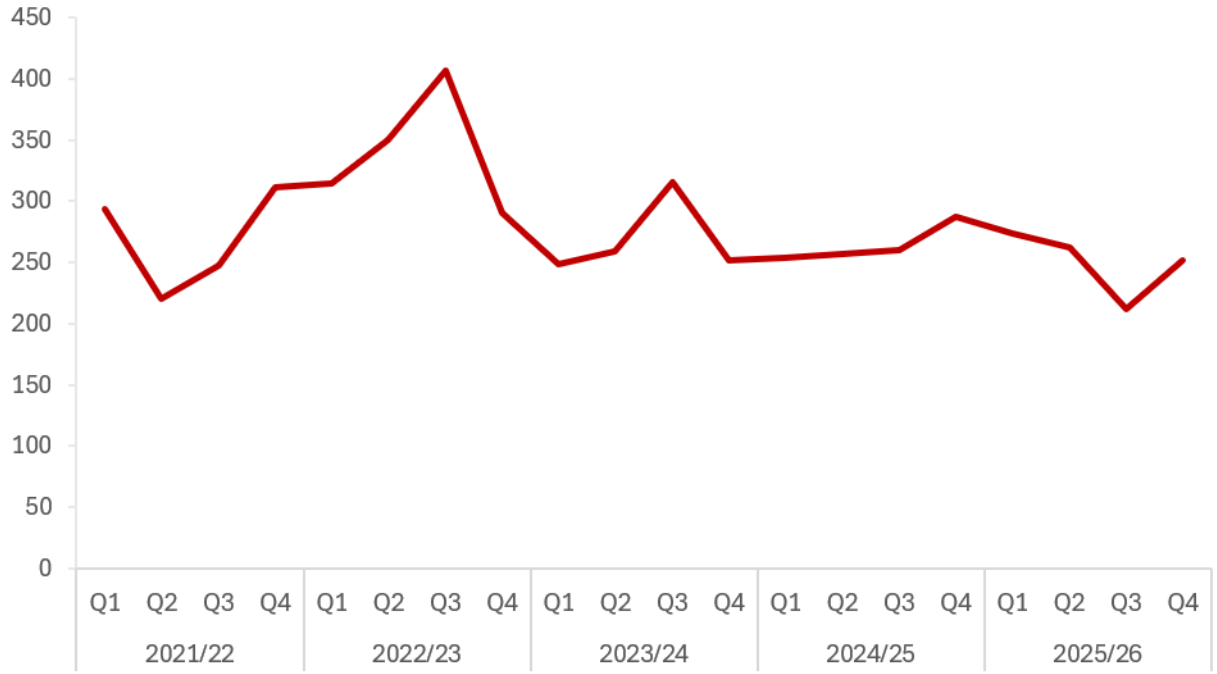


Figure 0.21 – Substandard traffic management from inspection results (Source: SRWR Report 19)

Period	Substandard TM
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
2025/26 Q1	274
2025/26 Q2	262
2025/26 Q3	212
2025/26 Q4	252

Table 0.24 – 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.

Roads Authority	2024/25	2025/26
Aberdeen City Council	0	2
Aberdeenshire Council	13	28
Angus Council	158	146
Argyll & Bute Council	90	37
City of Edinburgh Council	149	118
Clackmannanshire Council	6	0
Comhairle nan Eilean Siar	0	1
Dumfries & Galloway Council	3	3
Dundee City Council	54	2
East Ayrshire Council	168	48
East Dunbartonshire Council	9	6
East Lothian Council	2	3
East Renfrewshire Council	0	2
Falkirk Council	0	4
Fife Council	16	9
Glasgow City Council	31	10
Highland Council	15	25
Inverclyde Council	4	15
Midlothian Council	1	5
Moray Council	9	4

Roads Authority	2024/25	2025/26
North Ayrshire Council	16	6
North Lanarkshire Council	19	16
Orkney Islands Council	5	1
Perth & Kinross Council	36	19
Renfrewshire Council	13	10
Scottish Borders Council	35	13
Shetland Islands Council	6	12
South Ayrshire Council	69	24
South Lanarkshire Council	4	6
Stirling Council	1	2
Transport Scotland	38	51
West Dunbartonshire Council	0	0
West Lothian Council	26	2

Table 0.25 – 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.

Roads Authority	2024/25	2025/26
Aberdeen City Council	37	10
Aberdeenshire Council	10	0
Angus Council	182	217
Argyll & Bute Council	24	1
City of Edinburgh Council	1,818	679
Clackmannanshire Council	3	0
Comhairle nan Eilean Siar	10	8
Dumfries & Galloway Council	40	0
Dundee City Council	0	0
East Ayrshire Council	0	3
East Dunbartonshire Council	102	2
East Lothian Council	80	35
East Renfrewshire Council	26	41
Falkirk Council	20	2
Fife Council	88	14

Roads Authority	2024/25	2025/26
Glasgow City Council	1,439	2,119
Highland Council	308	528
Inverclyde Council	74	2
Midlothian Council	4	6
Moray Council	330	11
North Ayrshire Council	11	5
North Lanarkshire Council	318	528
Orkney Islands Council	37	46
Perth & Kinross Council	1	5
Renfrewshire Council	93	36
Scottish Borders Council	220	197
Shetland Islands Council	0	0
South Ayrshire Council	1	9
South Lanarkshire Council	10	8
Stirling Council	0	0
Transport Scotland	361	406
West Dunbartonshire Council	57	33
West Lothian Council	98	5

Table 0.26– 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.

Utility Company	2024/25	2025/26
BT	769	411
CityFibre Metro Networks Ltd	3	1
Commsworld Limited	-	1
EE Limited	11	11
Energy Assets Pipelines	4	4
ES Pipelines Limited	24	22
ESP Electricity	2	2
Fulcrum Pipelines Limited	3	1
Glide Fibre Ltd	44	44
Gofibre Holdings Limited	2	4
GTC Pipelines Limited	7	10
Highland Broadband Networks Limited	-	9
Hutchison 3G	1	4
Hyperoptic	5	8
Last Mile Electricity Ltd.	49	52
Last Mile Gas Limited	8	9

Utility Company	2024/25	2025/26
Moray Offshore Windfarm (West) Limited	-	4
Neos Networks	1	1
Netomnia Limited	6	5
Network Rail	2	2
Optimal Power Networks Ltd	1	1
Royal Mail	1	1
Scottish Hydro Electric Power Distribution	58	59
Scottish Water	1,737	1,699
SGN	364	287
Sky UK	3	2
SP Energy Networks	196	239
Telefonica UK	13	12
Trooli Ltd	1	1
Verizon	7	11
Virgin Media Limited	477	293
Vodafone Limited	41	50
Voneus Limited	4	3
Zayo	5	8

Table 0.27 – 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
Aberdeen City Council	Roads (Scotland) Act 1984 – Section 60(1) and (3A) (fencing and lighting of obstructions and excavations)
Clackmannanshire Council	Roads (Scotland) Act 1984 – Section 60(1) and (3A) (fencing and lighting of obstructions and excavations)
North Ayrshire Council	Roads (Scotland) Act 1984 – Section 60(1) and (3A) (fencing and lighting of obstructions and excavations)
Stirling Council	Roads (Scotland) Act 1984 – Section 60(1) and (3A) (fencing and lighting of obstructions and excavations)

Table 0.28 – 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	2	3
RA	City of Edinburgh Council	3	3
RA	Clackmannanshire Council	0	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	3	3
RA	East Lothian Council	3	3
RA	East Renfrewshire Council	3	3
RA	Falkirk Council	3	3
RA	Fife Council	3	3
RA	Glasgow City Council	3	3

Type	Organisation	Attended	Expected to Attend
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
RA	Stirling Council	3	3
RA	Tay Road Bridge Joint Board	0	3
RA	Transport Scotland	0	12
RA	West Dunbartonshire Council	3	3
RA	West Lothian Council	3	3
Electricity	Advanced Electricity Networks Limited	0	1
Electricity	Aurora Utilities Limited	0	2
Electricity	Eclipse Power Networks Limited	0	12
Electricity	Electricity Network Company Ltd	0	12
Electricity	Energy Assets Networks	10	12

Type	Organisation	Attended	Expected to Attend
Electricity	ESP Electricity Limited	0	12
Electricity	Fulcrum Electricity Assets Ltd	2	12
Electricity	Indigo Power	0	9
Electricity	Last Mile Electricity Limited	3	12
Electricity	Moray Offshore Windfarm (West) Limited	0	3
Electricity	mua Electricity Limited	11	12
Electricity	NorthConnect	0	3
Electricity	Optimal Power Networks Limited	5	12
Electricity	Premier Transmission Limited	0	3
Electricity	Scottish Hydro Electric Power Distribution	1	12
Electricity	SP Energy Networks	8	9
Gas	Energy Assets Pipelines	10	12
Gas	ES Pipelines Limited	0	12
Gas	Fulcrum Pipeline Limited	2	12
Gas	GTC Pipelines Limited	8	12
Gas	Indigo Pipelines	0	9
Gas	Last Mile Gas Limited	3	12
Gas	mua Gas Limited	11	12
Gas	National Gas Transmission Plc	0	12
Gas	SGN	12	12
Other	Network Rail	11	12
Other	Royal Mail	9	12
Pipeline	BP	0	3

Type	Organisation	Attended	Expected to Attend
Pipeline	EnQuest	0	3
Pipeline	Ineos Chemicals Grangemouth Ltd	5	6
Pipeline	INEOS FPS	5	6
Pipeline	Petroineos Manufacturing Scotland Ltd	0	6
Pipeline	Shell UK Limited	0	6
Telecoms	Arqiva	3	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	0	12
Telecoms	Cornerstone Telecommunications Infrastructure Limited	10	12
Telecoms	EE Limited	8	12
Telecoms	Freshwave Facilities Limited	0	9
Telecoms	Glide Fibre Ltd	0	12
Telecoms	GoFibre Holdings Limited	12	12
Telecoms	Grain Communications	0	12
Telecoms	Hutchison 3G	0	12
Telecoms	Hyperoptic	5	12
Telecoms	InFocus Public Networks	0	12
Telecoms	Internetty Limited	0	9
Telecoms	Lumen Technologies UK Limited	4	6

Type	Organisation	Attended	Expected to Attend
Telecoms	Neos Networks	12	12
Telecoms	Netomnia Limited	6	12
Telecoms	Nexfibre Networks Limited	0	12
Telecoms	Open Fibre Networks Ltd	0	12
Telecoms	Sky UK	8	9
Telecoms	Talk Talk Communications Limited	0	12
Telecoms	Telefonica UK	0	12
Telecoms	Trooli Ltd	1	9
Telecoms	Verizon	6	6
Telecoms	Virgin Media Limited	11	12
Telecoms	Vodafone Limited	10	12
Telecoms	Voneus Limited	0	9
Telecoms	Zayo	4	9
Water	Scottish Water	12	12

Table 0.29– Attendance at Area RAUC

Notes:

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	3
City of Edinburgh Council	4
Clackmannanshire Council	3
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	4
Falkirk Council	4
Fife Council	4
Glasgow City Council	4

Organisation	Updates
Highland Council	4
Inverclyde Council	4
Midlothian Council	4
Moray Council	4
North Ayrshire Council	4
North Lanarkshire Council	4
Orkney Islands Council	4
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	4
West Dunbartonshire Council	4
West Lothian Council	4

Table 0.30 – Gazetteer Submissions

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 the 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	5
RA	Aberdeenshire Council	6
RA	Angus Council	6
RA	Argyll & Bute Council	6
RA	City of Edinburgh Council	6
RA	Clackmannanshire Council	2
RA	Comhairle nan Eilean Siar	6
RA	Dumfries & Galloway Council	6
RA	Dundee City Council	5
RA	East Ayrshire Council	6
RA	East Dunbartonshire Council	6
RA	East Lothian Council	4
RA	East Renfrewshire Council	1
RA	Falkirk Council	5
RA	Fife Council	3

Type	Organisation	Updates
RA	Glasgow City Council	4
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	5
RA	Renfrewshire Council	1
RA	Scottish Borders Council	4
RA	Shetland Islands Council	6
RA	South Ayrshire Council	6
RA	South Lanarkshire Council	6
RA	Stirling Council	3
RA	Tay Road Bridge Joint Board	0
RA	Transport Scotland	42 (out of 60*)
RA	West Dunbartonshire Council	5
RA	West Lothian Council	5
Electricity	Advanced Electricity Networks Limited	0
Electricity	Aurora Utilities Limited	0
Electricity	Eclipse Power Networks Limited	0
Electricity	Electricity Network Company Ltd	6

Type	Organisation	Updates
Electricity	Energy Assets Networks	6
Electricity	ESP Electricity Limited	6
Electricity	Fulcrum Electricity Assets Ltd	3
Electricity	Indigo Power	0
Electricity	Last Mile Electricity Limited	1
Electricity	Moray Offshore Windfarm (West) Limited	0
Electricity	mua Electricity Limited	4
Electricity	NorthConnect	0
Electricity	Optimal Power Networks Limited	5
Electricity	Premier Transmission Limited	0
Electricity	Scottish Hydro Electric Power Distribution	0
Electricity	SP Energy Networks	6
Gas	Energy Assets Pipelines	6
Gas	ES Pipelines Limited	6
Gas	Fulcrum Pipeline Limited	3
Gas	GTC Pipelines Limited	6
Gas	Indigo Pipelines	0
Gas	Last Mile Gas Limited	0
Gas	mua Gas Limited	5
Gas	National Gas Transmission Plc	5
Gas	SGN	6
Other	Network Rail	0
Other	Royal Mail	1
Pipeline	BP	0

Type	Organisation	Updates
Pipeline	EnQuest	3
Pipeline	Ineos Chemicals Grangemouth Ltd	5
Pipeline	INEOS FPS	0
Pipeline	Petroineos Manufacturing Scotland Ltd	2
Pipeline	Shell UK Limited	0
Telecoms	Arqiva	6
Telecoms	Broadband for the Rural North Limited	2
Telecoms	BT	On demand†
Telecoms	CityFibre Metro Networks Ltd	4
Telecoms	Commsworld Limited	4
Telecoms	Converged Communication Solutions Limited	0
Telecoms	Cornerstone Telecommunications Infrastructure Limited	6
Telecoms	EE Limited	5
Telecoms	Freshwave Facilities Limited	0
Telecoms	Glide Fibre Ltd	0
Telecoms	GoFibre Holdings Limited	5
Telecoms	Grain Communications	0
Telecoms	Hutchison 3G	6
Telecoms	Hyperoptic	1
Telecoms	InFocus Public Networks	0
Telecoms	Internetty Limited	0
Telecoms	Lumen Technologies UK Limited	5

Type	Organisation	Updates
Telecoms	Neos Networks	6
Telecoms	Netomnia Limited	5
Telecoms	Nexfibre Networks Limited	5
Telecoms	Open Fibre Networks Ltd	6
Telecoms	Sky UK	6
Telecoms	Talk Talk Communications Limited	0
Telecoms	Telefonica UK	6
Telecoms	Trooli Ltd	1
Telecoms	Verizon	0
Telecoms	Virgin Media Limited	5
Telecoms	Vodafone Limited	6
Telecoms	Voneus Limited	0
Telecoms	Zayo	6
Water	Scottish Water	5

Table 0.31 – 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
Electricity Network Company Ltd	15/03/2023
Energy Assets Networks	27/04/2026
Energy Assets Pipelines	08/12/2022
ES Pipelines Limited	30/03/2023

Utility Company	Date approved
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
InFocus Public Networks	11/08/2023
Internetty Limited	13/08/2024
ITS Technology Group	25/08/2025
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

Utility Company	Date approved
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
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	23/02/2024
Vodafone Limited	29/03/2023
Voneus Limited	09/07/2024
Wifinity Limited	14/06/2023
Zayo	13/06/2023

Table 0.32 – 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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