

# THE SCOTTISH ROAD WORKS COMMISSIONER



**ANNUAL REPORT  
APR 2016 – MAR 2017**

## Authorising Context

This Report has been produced in accordance with the duties, set out in Schedule 2 of the *Transport (Scotland) Act 2005*, and covers the 12 month period from April 2016 to March 2017.

## Disclaimer

Angus Carmichael was appointed as Scottish Road Works Commissioner on an interim basis pending a review of the office and took up his appointment on 28 September 2015. The Commissioner's tenure has now been extended to 5 years. The views offered by the Commissioner are his own and do not necessarily reflect the approach taken by previous Commissioners.

## The Scottish Road Works Commissioner's Role

The Scottish Road Works Commissioner is a Ministerial appointment, established in 2005 under 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

## Contents

1.	Commissioners Introduction .....	1
2.	Executive Summary.....	4
3.	The Organisation .....	8
4.	Monitoring.....	10
5.	Trends from Performance Review Indicators .....	13
6.	Utility Company Reinstatements .....	46
7.	Commissioner Penalties.....	47
8.	Promotion of Compliance and Good Practice.....	48
9.	Consultations and Research .....	53
10.	Scottish Road Works Register.....	54
11.	Legislation .....	61
12.	Annual Report and Accounts.....	64
13.	Reflection and Forward Planning .....	65
	Appendix A – Glossary of Terms/Acronyms.....	66
	Appendix B – List of Scottish Roads Authorities and Utilities .....	68
	Appendix C – Business Plan 2016/17 .....	70
	Appendix D – Business Plan 2017/18 .....	76
	Appendix E – Extent of Community Engagement .....	82



## 1. Commissioner's Introduction

I am pleased to present my second report since taking up office in September 2015, which covers the period 1 April 2016 to 31 March 2017.

My initial appointment was for a period of two years, pending a review of the post by Scottish Ministers. This has now been extended by a further three years whilst the findings of the review are developed through legislation.



**Picture 1 - Angus Carmichael,  
Scottish Road Works Commissioner**

Building on the 2014 to 2016 (27 month) report, which scrutinised road works performance trends over four consecutive years to provide context, my 2016/17 (12 month) report extends this approach, considering data from five consecutive years. This better highlights performance trends and will be maintained in future reports to better inform priorities and strategies going forward.

Again, reflecting on the practice introduced in the 2014 to 2016 report, the period covered by my report aligns with individual annual performance reviews of organisations, my office fiscal year and the Roads Authorities and Utilities Committee (Scotland), (RAUC(S)), business year.

Key office roles include monitoring road works across Scotland and promoting compliance with road works legislation. The office uses a range of indicators to monitor performance, which provide a picture of how well roads authorities are co-ordinating and utility companies are co-operating in the management of road works. Monitoring results are included in the body of this report. These figures provide a fair reflection of the performance of roads authorities and utility companies and continue to demonstrate harmonisation between the two major groups undertaking road works.

Statistical performance is central to my report and highlights trends across a number of metrics. Whilst trend analysis over a number of years continues to demonstrate a general improvement, significant opportunities exist to demonstrate further performance improvement.

Community engagement is an essential part of the successful delivery of road works across Scotland. In addition to regular attendance at, and participation in, quarterly local, area and national Roads Authorities and Utilities Committee meetings, my office routinely engage with a range of individuals and stakeholder groups. These

groups included the Roads Maintenance Stakeholder Group, the Bus Stakeholder Group, major roads authority works such as the Queensferry Crossing Traffic Management Working Group and various Scottish Government Agencies amongst many others. Specific reference should be made to the office involvement in the UK wide Training and Accreditation Group which informed the content of the Road Works (Qualifications of Operatives and Supervisors) (Scotland) Regulations. Training and Accreditation are key to driving improvements in the quality of road works across the country.

In addition to community engagement, the office participated in a number of working groups involved in the drafting of primary, secondary and tertiary legislation. These included the Above Ground Apparatus Advice Note published in June 2016 and the Scottish Road Works Register (Prescribed Fees) Regulations made on 27 February 2017.

Particular reference must also be made to the retender process for the Scottish Road Works Register (SRWR), which for many years has been the envy of other UK administrations and is a global example of best practice in the delivery and management of road works. The SRWR was previously tendered in 2011 and has since been provided by Symology Ltd on behalf of myself and my predecessors in the past. During the reporting period, a new contract was drafted and tenders invited to deliver the SRWR from 1 April 2018 to 31 March 2022, with the option to extend by up to a further 3 years. At the end of the reporting period, returned tenders were being assessed.

As reported last year, the co-ordination of road works is closely monitored and recorded through the Scottish Road Works Register (SRWR), and is generally robust. However, the variable noticing practices of roads authorities, when compared with their peer SCOTS authorities, remains in need of further investigation. Whilst the introduction of an indicator which compares the number of road works registered by roads authorities per 100km of road network has driven small improvements, inconsistencies remain.

Improving the quality of utility company reinstatements remains one of my highest priorities. It is simply not acceptable that roads authorities are left with around 20% of reinstatements where the bituminous surfacing layers are outwith the required specification. A further RAUC(S) National Coring Programme of utility company reinstatements completed during 2015 commenced during 2016/17. Unfortunately, this was incomplete at 31 March 2017. Details will be included in the future.

Coring of the bound bituminous layers in utility company reinstatements is one measure of quality. In Type 3 and 4 roads, the bound layer frequently only represents around 15% of the overall depth of the excavation. There is currently no formal compaction testing of the remaining 85% unbound depth (general backfill

material). It remains my view that increased scrutiny of the unbound layers in utility company reinstatements is required. Both material type and the quality of compaction require investigation to avoid any future “long term” settlement liability falling on roads authorities. “On site” testing using the office Light Weight Deflectometer took place on an ad hoc basis throughout the year to assess compaction performance. Insufficient data has been collected to include a robust trend analysis at this stage.

In parallel with an increased focus on the unbound layers in reinstatements, it remains my view that consideration should be given to significantly extending the existing guarantee periods applied to utility company reinstatements to protect the road network asset against unnecessary early failure.

Within the UK, the Commissioner’s office is unique to Scotland and demonstrates a genuine desire by the Scottish Government to encourage not only scrutiny of road works to minimise disruption and congestion to road users, but also a desire to encourage organisations to work collaboratively. Unlike the situation in the other home nations, the performance of organisations can be robustly scrutinised across Scotland using data from the Scottish Road Works Register.

Regardless of the challenges facing both roads authorities and utility companies, the road works community across Scotland continues to work together to address issues and develop solutions. A recent example being the willing commitment from both sides of the community to participate in the retendering process for the provision of the Scottish Road Works Register. This co-operation and commitment by individuals and their employers makes a real contribution to the successful delivery of road works and to addressing the associated challenges.

Finally, I would like to thank the staff in my office for their hard work and dedication and the entire road works community for their continued engagement and support during the period of this report.



Angus Carmichael  
Scottish Road Works Commissioner

## 2. Executive Summary

### The Organisation

Establishment staffing levels remained constant over the period with no turnover of permanent staff. Having addressed an administrative backlog, the secondment of a Scottish Government Accountant was ended in April 2016. The staffing establishment remains well placed to achieve the current remit of the *Transport (Scotland) Act 2005* whilst addressing the governance required of a public office.

### Monitoring

Monitoring the performance of organisations remained substantially unchanged during 2016/17. The presentation of quarterly Area RAUC reports was further developed to highlight areas requiring specific action by organisations. This was well received by the community.

One performance monitoring metric introduced in my previous report was the noticing performance of roads authorities across their peer SCOTS groups. Significant variance in the number of works notified per 100 km of road network remains evident this year and will continue to be subject to greater scrutiny in future years. It is acknowledged that a small number of failing roads authorities have been proactive in addressing their performance.

### Trends and Performance Review Indicators

The period over which performance trends have been analysed has been further extended from 4 years in my previous report to 5 years in this report. Following significant improvements in performance achieved prior to 2012/13, the rate of improvement slowed significantly over the next 3 years ending 2015/16. Unfortunately there is little evidence of an overall improvement in road works performance during 2016/17.

Despite the resourcing challenges facing both roads authorities and utility companies, it is important that organisations fully embrace the concept of continuous improvement in their performance which is key to the delivery of co-ordinated road works.

### Utility Company Reinstatements

Improving the quality of utility company reinstatements remains a high priority. An indication of the quality of reinstatements is found in the results of the national coring

programme of the upper bound layers in reinstatements which is undertaken by the Roads Authorities and Utilities Committee (Scotland) every two or three years.

Coring of reinstatements undertaken in 2012 resulted in Commissioner Penalties totalling £57,500 being applied in 2014. A further exercise commenced during the reporting period focussing on reinstatements undertaken during 2015. Results and any consequential SRWC action will be reported in my next report.

### **Commissioner Penalties**

There were no Commissioner Penalties applied during the 12 month reporting period.

### **Promotion of Compliance and Good Practice**

The promotion of compliance and good practice is fundamental to encouraging organisations undertaking road works to co-operate and co-ordinate. The office continued to engage proactively with the road works community throughout the reporting period.

The ongoing review of secondary and tertiary legislation continued in conjunction with the Policy and Development Group.

### **Consultations and Research**

The Scottish Road Works Commissioner (SRWC) continues to take an active role in the Scottish Road Research Board and related consultation and technical groups.

### **Scottish Road Works Register (SRWR)**

Management and operation of the SRWR continued with the support of both the Steering Group, the Systems Assurance Team and the Gazetteer Group. There were no recorded significant losses of service during the year. The SRWR User Forums were again arranged at various locations around Scotland during the autumn of 2016 to update the user community.

Provision of the SRWR was awarded to Symology Ltd in April 2011 for a maximum period of 7 years. In view of the lead in period required to compile and deliver an operational SRWR, a tendering exercise to procure the provision of the SRWR from April 2018 commenced early in 2016/17. Tender documents were issued in March 2017.

## Legislation

The SRWC continues to participate in the Policy and Development Group and other forums which routinely review and inform updates to road works legislation in Scotland.

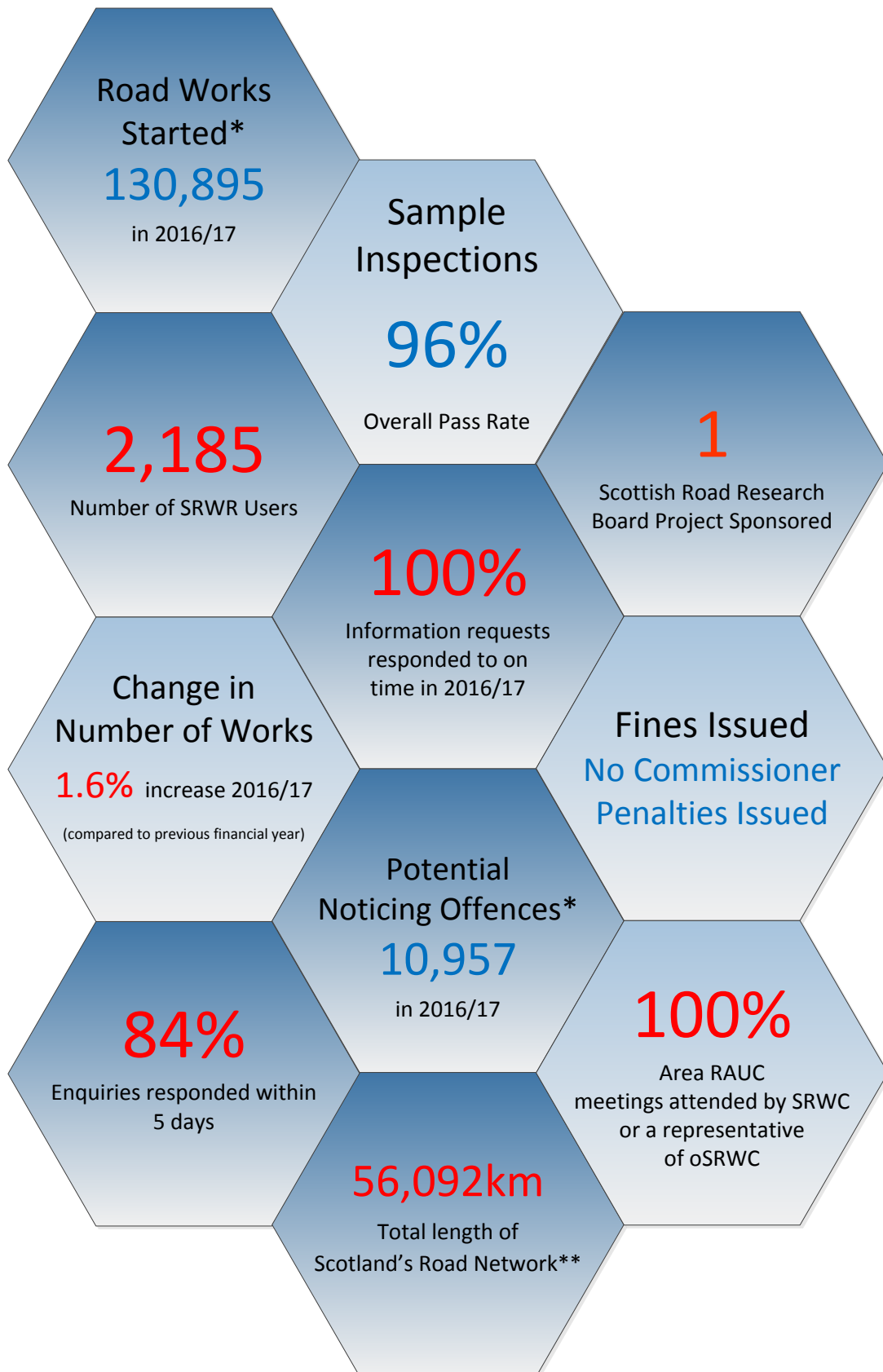
## Annual Report and Accounts

Following 8 years of working with Audit Scotland, Scott-Moncrieff were appointed external auditors to the office for a five year period commencing 2016/17.

## Reflection and Forward Planning

Reflecting on 2016/17, the road works community in Scotland continued to work well together. As obstacles remain to achieving further improvements in performance and in the quality of reinstatements, it is my view that changes are required to the current legislation to achieve the desired outcomes. Looking forward, I welcome the inclusion of a Transport Bill in the September 2016 Programme for Government which makes reference to expanding the role of the Scottish Road Works Commissioner and the wider regulation of road works in Scotland.





\* Source – Scottish Road Works Register

\*\* Source – Scottish Transport Statistics 2016

### 3. The Organisation

Once again the organisation has changed slightly to accommodate the workload of the office. Having reviewed resources and procured new accountancy software, the need for accountancy support reduced. Routine accounting is now carried out by the Business Officer, with external Chartered Accountancy support as required.



Picture 2 – Office of the Scottish Road Works Commissioner

In addition to the Commissioner, the current establishment consists of:

#### **Policy Manager**

Key functions include monitoring compliance with legislation, keeping the Regulations, Codes of Practice and Advice Notes under review, promoting good practice, managing requests under FOI(S)A and EI(S)R and media/complaint handling.

#### **Performance Manager**

Key functions include the management of indicators and statistical information, working with the community to improve performance and the drafting of annual and interim reviews.

## **SRWR Manager**

The key function of this post is to manage the operation of the Scottish Road Works Register (SRWR). The SRWR Manager is the primary contact with the provider of the SRWR, currently Symology Ltd.

## **Technical Standards Manager**

This post provides the office with engineering support. A key function is to drive improvements in the overall standard and quality of road works through increased scrutiny of road works sites across Scotland.

## **Business Officer**

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

## **Accountancy Support**

During April and May 2016, the 2015/16 Annual Accounts were finalised in-house with accountancy support provided by a short term secondee from the Scottish Government. Following the purchase of new software, preparation of the 2016/17 accounts was carried out in-house with occasional external Chartered Accountancy support. This practice is working well.



## 4. Monitoring

### Introduction

The duties of the Scottish Road Works 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 SRWC has been monitoring the performance of roads authorities and utility companies since indicators were introduced in 2009. In parallel, organisations have been improving their own use of management information which can be extracted from the SRWR to monitor their own works. In recent years, as some organisations strove to make savings, reduced resources and consequential knowledge shortfall have proved challenging. As a consequence, it is increasingly common for the previously satisfactory performance of an organisation to deteriorate. The SRWC will continue to support these and other organisations to improve their performance.

As in previous years, all roads authorities and utility companies received an Annual Performance Review directly to their Chief Executive Officer early in 2016/17 in respect of their performance during 2015/16. Interim Performance Reviews in respect of performance during the first two quarters of 2016/17 were also issued to organisations in December 2016.

Five key questions are considered when monitoring performance:

- Are road authorities co-ordinating works on their roads?
- Are utility companies co-operating with road authorities?
- Are works taking too long to complete?
- Are works being carried out safely (is the signing, lighting and guarding associated with roads works to an acceptable standard)?
- Are reinstatements (the backfilling and resurfacing of openings) in roads meeting the required standard?

### Performance Indicators

Indicator reports are used to identify trends in the performance of roads authorities and utility companies over time. The performance of individual organisations is measured against indicator trends. A suite of performance indicator reports is available directly to roads authorities and utility companies on the Scottish Road Works Register (SRWR). All organisations with access to the SRWR are encouraged to regularly interrogate their own performance and take action as appropriate.

Area RAUC performance reports for Quarters 1 to 3 of 2016/17 continued to highlight poor performance using very detailed alpha/numeric reports. In Quarter 4, information was presented in a “dashboard” format which captures the key indicators and presents them in a Red/Amber/Green “traffic light” status report. This approach enabled organisations to review and benchmark their performance at a glance. Organisations are required to provide a written response to the SRWC where their performance is shown as “Red”.

Table 1 – Example of a quarterly dashboard presented at Area RAUCs is an example of the dashboard which has been well received by the road works community.

NoSRAUC Q4 2016-17 Indicator Dashboard

	R9a	R2a/R	R9a	R6	R10	R10	R12	R18	R19						
	No of Works	% of Noticing Failures	% of Emer/Urg/Rem Dangerous	% of Overruns	% of Early starts	% of late starts	% of extensions	No of interim reinstatements after 6 mths without agreement (NoSRAUC)	Substandard TM (NoSRAUC AREA)	Sample Cat A Inspections passed	Sample Cat B Inspections passed	Sample Cat C Inspections passed	Gazetteer Submissions this quarter	V	III T submissions this quarter
<b>Roads Authorities</b>															
Aberdeen City Council	130	18%	1%	38%	17%	2%	4%						Y	Y	
Aberdeenshire Council	346	6%	7%	1%	51%	7%	29%						Y	Y	
Comhairle nan Eilean Siar	104	3%	9%	0%	14%	0%	9%						Y	Y	
Highland Council	173	16%	16%	11%	11%	2%	24%						Y	Y	
Orkney Islands Council	31	13%	3%	0%	10%	0%	3%						Y	Y	
Shetland Islands Council	41	0%	0%	0%	12%	0%	7%						Y	Y	
The Moray Council	171	4%	3%	0%	19%	0%	22%						Y	N	
TS - A90 AWPR DBFO	18	0%	0%	0%	0%	0%	11%						Y	N	
TS - NE OC	628	1%	0%	0%	32%	0%	13%						Y	N	
TS - NW OC	502	1%	1%	0%	35%	0%	21%						Y	N	
<b>National Average</b>		7%		1%	27%	2%	17%								
<b>Utilities</b>															
Arqiva	3	0%	0%	0%	0%	0%	0%	1							N
BSkyB	0	0%	0%	0%	0%	0%	0%								N
CityFibre	696	23%	36%	2%	27%	2%	5%	7		100%	67%	100%	Y		N
Concept Solutions People	0	0%	0%	0%	0%	0%	0%	2							N
E S Pipelines	51	25%	2%	8%	12%	0%	6%					50%			N
EE	223	3%	1%	0%	7%	0%	2%	1			100%				N
Energetics	68	9%	3%	0%	16%	1%	32%								N
Fulcrum	18	56%	0%	0%	22%	0%	17%			100%	100%				N
GTC	15	47%	0%	7%	53%	0%	13%	1							N
INEOS	0	0%	0%	0%	0%	0%	0%								Y
Level 3 Communications	1	0%	0%	0%	100%	0%	0%								Y
Network Rail	251	3%	3%	0%	5%	1%	6%		1		100%				N
Openreach	6632	9%	13%	2%	9%	1%	9%	65	17	91%	93%	99%			N
Royal Mail	3	0%	33%	0%	0%	0%	0%					100%			N
Scottish Water	7107	4%	49%	4%	7%	1%	8%	5	10	80%	89%	94%	Y		N
SGN	2672	6%	36%	2%	15%	1%	11%	18	3	93%	97%	97%	Y		N
SSE	638	7%	39%	2%	11%	0%	6%	10		89%	88%	100%	Y		N
SSE Telecoms	30	27%	3%	0%	10%	10%	13%					100%	Y		N
Telefonica UK	65	18%	0%	0%	6%	0%	5%					0%			N
Verizon	4	50%	25%	0%	50%	0%	25%								N
Virgin Media	3542	7%	4%	2%	28%	1%	5%								N
Vodafone	171	12%	13%	0%	24%	1%	1%	19			67%	100%			N
Zayo	2	0%	100%	0%	0%	0%	0%								N
<b>National Average</b>		7%		2%	13%	1%	9%								

Table 1 – Example of a quarterly dashboard presented at Area RAUCs

## Indicator Development

Commissioner indicator reports are continually reviewed to ensure that they are relevant, up to date and transparent. During 2016/17, two new indicator reports were added to the suite.

- *Number of works recorded without correct contact details*  
Organisations are required to register both the originator name and telephone number and the contractor name and telephone number in the SRWR before works commence.
- *Number of works incorrectly recorded as “Traffic Management not yet known”*  
The correct Traffic Management choice must be entered on notices of seven days or less prior to works commencing.

## Improvement Plans

A number of organisations submitted performance improvement plans and/or met with the SRWC to discuss their performance during 2016/17.

In general terms, the performance of the major Gas, Electricity and Water utility companies, and around 50% of roads authorities, was satisfactory. However, the Telecommunications sector, along with a number of roads authorities, require to give greater priority to meeting their road works statutory obligations.

Specific interest was taken regarding the performance of:

### Road Authorities

Aberdeen City Council	Highland Council
Argyll & Bute Council	Midlothian Council
City of Edinburgh Council	North Ayrshire Council
Comhairle nan Eilean Siar	Orkney Islands Council
Dumfries & Galloway Council	Tay Road Bridge Joint Board
East Lothian Council	Transport Scotland
East Renfrewshire Council	

### Utility Companies

CityFibre Metro Networks Ltd.  
Openreach  
Virgin Media

This ongoing engagement process is intended to improve performance without the need to take formal enforcement action.

## 5. Trends from Performance Review Indicators

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

Indicator reports are based on the financial reporting year e.g. Quarter 1 2016/17 refers to the period 1 April 2016 to 30 June 2016. The analysis in this report considers the last five financial years (2012/13, 2013/14, 2014/15, 2015/16 and 2016/17).

The following table summarises the Commissioner indicator reports used in this section.

Report	Summary
Report 1	Fixed Penalty Notices that roads authorities issued to utility companies.
Report 2a	Roads authority noticing failures as a percentage of actual starts.
Report 2b	Utility company noticing failures as a percentage of actual starts.
Report 4a	Emergency, Urgent and Remedial Works as a percentage of Actual Starts.
Report 6	Overrunning Major, Standard, Minor with excavation, Minor without excavation and road restrictions as percentage of Actual Starts.
Report 9a	Total number of works commenced (number of Actual Starts entered).
Report 10	Early and Late Starts as percentage of Actual Starts.
Report 12	Works Extensions as percentage of Actual Starts.
Report 14	Number of utility company interim reinstatements.
Report 16	Number of works awaiting closure and/or registration.
Report 17e	Number of Section 125 notices issued/received.
Report 18	Number of utility company interim reinstatements overdue (over six months without agreement) to be made permanent.
Report 19	Number of substandard Traffic Management Layout from inspection results.

**Table 2 – List of Reports referred to in Section 5**

## Utility Company and Roads Authority Noticing Failures

All qualifying road works carried out by utility companies and roads authorities are required to be registered (noticed) on the Scottish Road Works Register (SRWR).

Utility company noticing failures are system generated by the SRWR and referred to as potential noticing offences. Each potential noticing offence is reviewed by a roads authority and may attract a Fixed Penalty Notice (FPN) (Not all roads authorities have taken up the option to issue FPNs).

Roads authority noticing failures are also system generated by the SRWR and referred to as potential noticing failures for comparison purposes with utility company performance. They are not subject to FPNs as an authority cannot issue a penalty against themselves.

This indicator compares the average noticing failure rate of all utility companies against the average noticing failure rate of all roads authorities and the individual failure rates of utility companies and roads authorities.

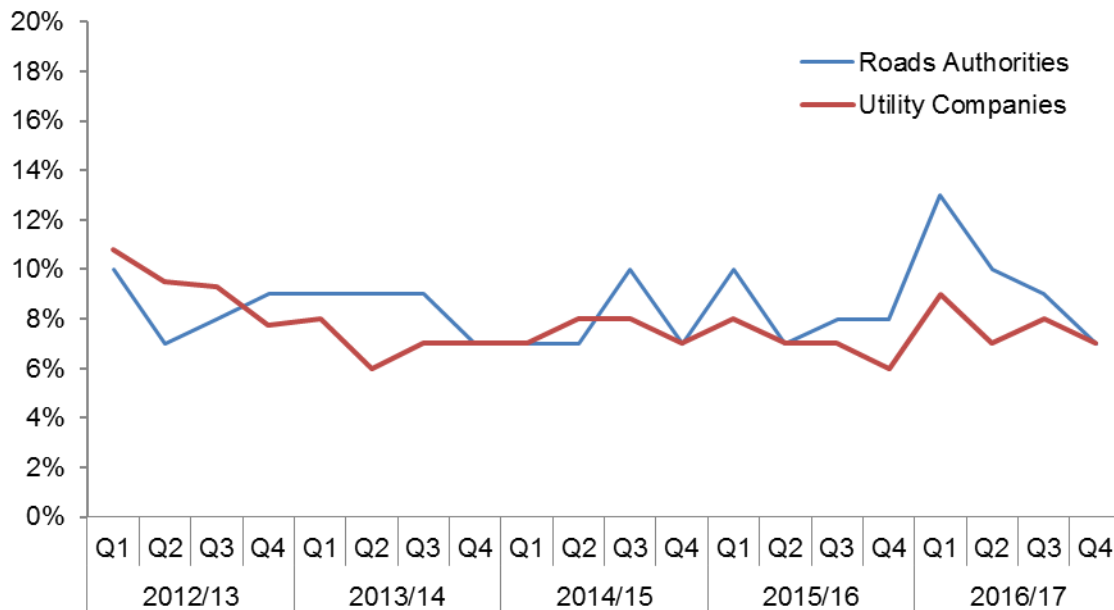
One of the key performance indicators is that of noticing compliance (Report 2a for roads authorities and Report 2b for utility companies).

The four triggers are:

- Advance Notice (Section 113(5))
- Start Notice (Section 114(5))
- Emergency Notice (Section 116(4))
- Works Closed Notice (Section 129(6))

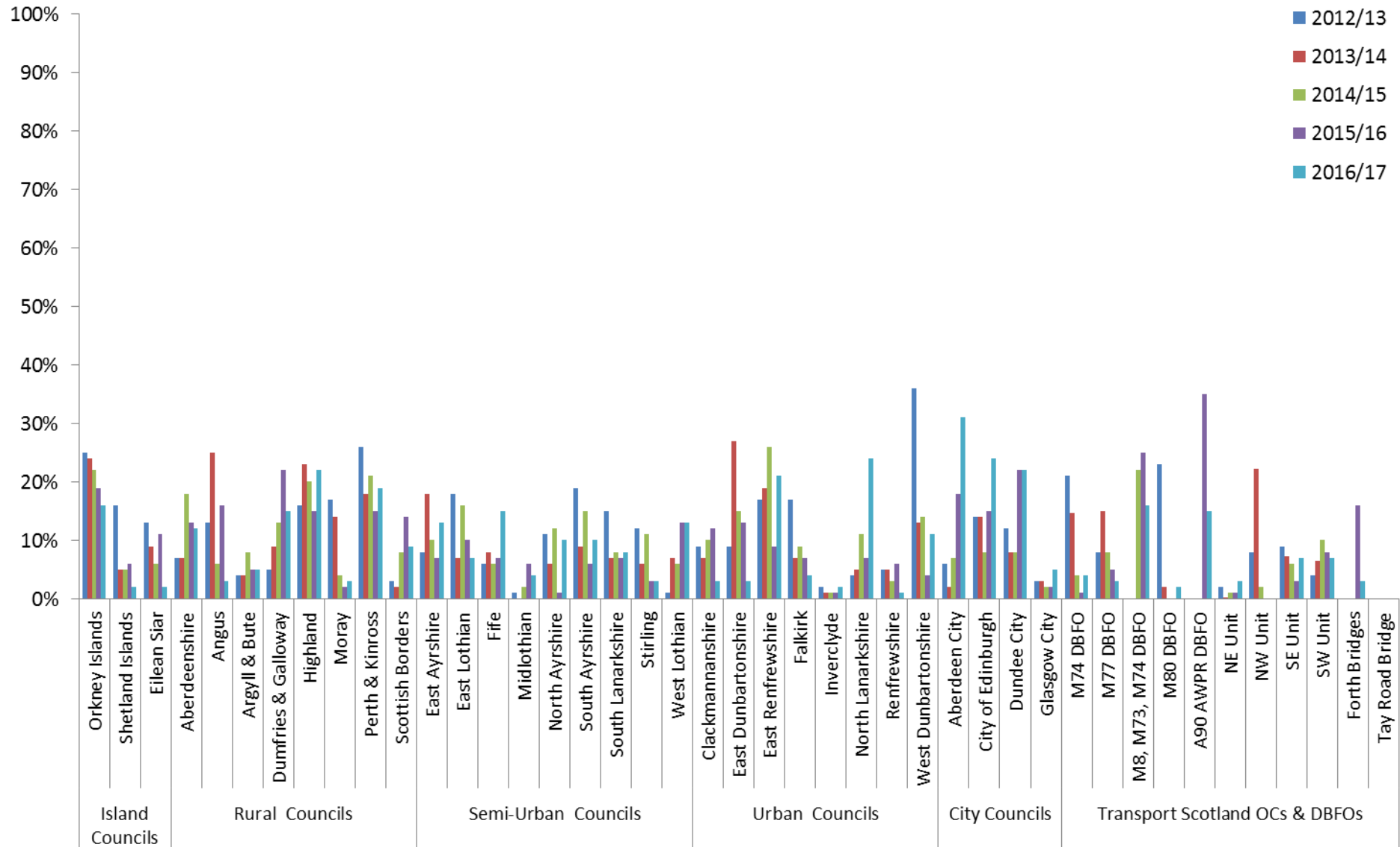
Overall, the performance of roads authorities declined from 8% failures in 2015/16 to 10% failures in 2016/17 and utility companies from 7% failures in 2015/16 to 8% failures in 2016/17.

As in previous years, the performance of both utility companies and roads authorities shows significant fluctuation between quarters, with roads authorities peaking at around 13% and utility companies at 9% in Quarter 1 of 2016/17



**Figure 1 – Roads Authority and Utility Company Noticing Failure Rates**  
(Source: SRWR Report 2a and Report 2b)





**Figure 2 – Roads Authority Potential Noticing Failures to Works Started**  
(Source: SRWR Report 2a)

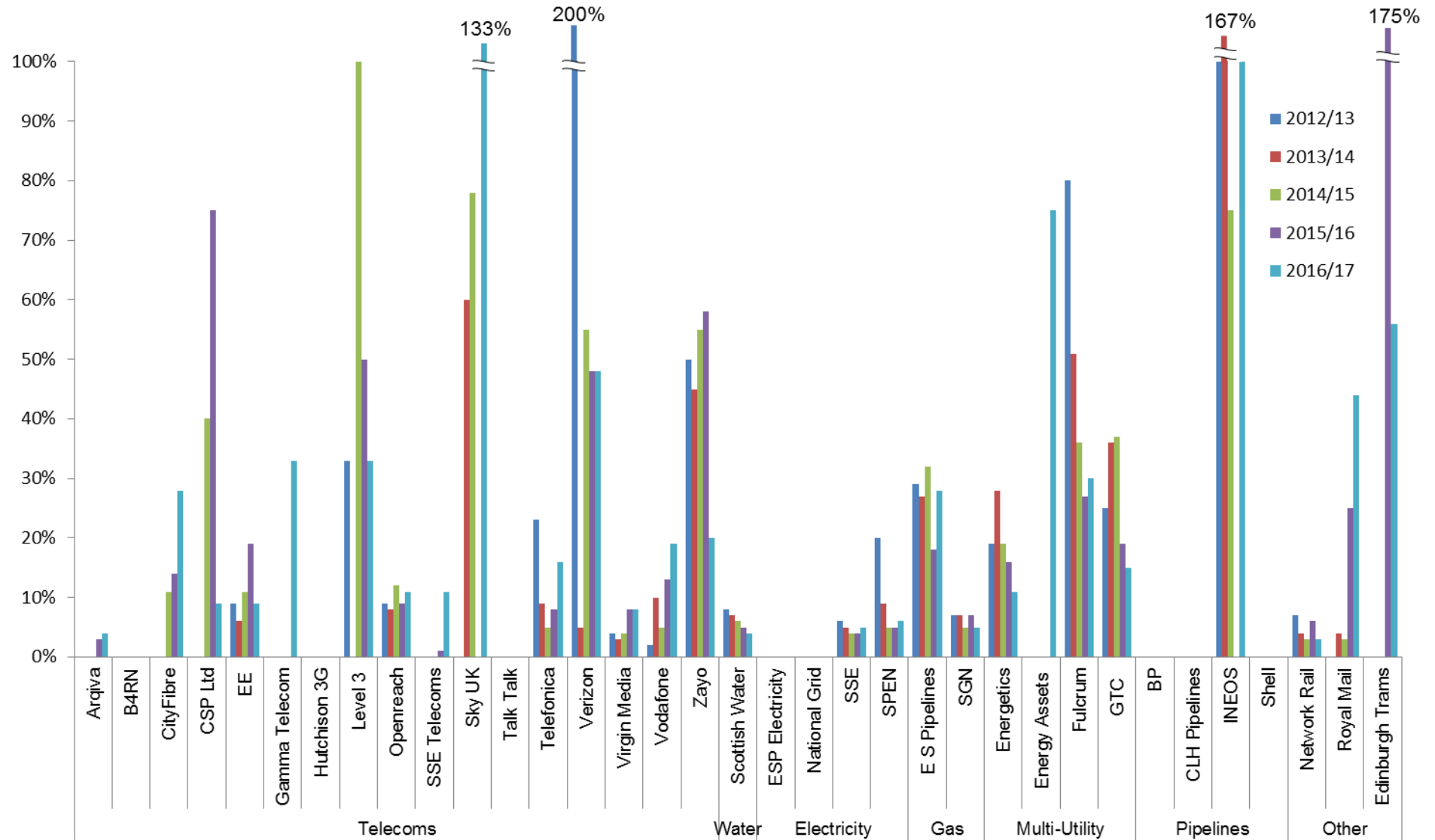


Figure 3 – Utility Company Potential Noticing Failures to Works Started  
(Source: SRWR Report 2b)

After several years of a gradual reduction in noticing failure rates, it is disappointing that the performance of around 50% of utility companies and 50% of roads authorities deteriorated during 2016/17. This suggests that a large number of organisations are not giving sufficient priority to meeting their statutory road works obligations with respect to noticing.

All organisations listed below are required to demonstrate an early improvement in their noticing practice. Specific action is required where an organisation's failure rate is 20% or greater (highlighted).

Roads Authority		Utility Companies	
Aberdeenshire	12%	CityFibre	28%
Aberdeen City	31%	Gamma Telecom	33%
City of Edinburgh	24%	Edinburgh Trams	56%
Dumfries & Galloway	15%	Energy Asset Pipelines	75%
Dundee City	22%	ES Pipelines	28%
East Ayrshire	13%	Fulcrum	30%
East Renfrewshire	21%	GTC	15%
Fife	15%	INEOS	100%
Highland	22%	Sky	133%
North Lanarkshire	24%	Telefonica	16%
Orkney Islands	16%	Verizon	48%
Perth & Kinross	19%	Vodafone	19%
West Dunbartonshire	11%	Zayo	20%
West Lothian	13%		
M8, M73, M74 DBFO	16%		

**Table 3 – Performance of Organisations – Noticing Failure Rate 2016/17 (Annual)**  
(Source: SRWR Report 2b)

## Fixed Penalty Notices (FPNs) Received by Utilities Companies

Fixed Penalty Notices (FPNs) are similar in nature to Parking Penalty Charge Notices. Roads authorities are not required by legislation to issue FPNs. Where they are not issued, generally authorities consider that the potential financial returns would not cover the cost of administration. However, the benefit is improved utility company compliance with road works legislation. Currently, FPNs are issued by 20 of the 32 Council roads authorities, 4 of the 5 Transport Scotland operating companies and none of the five Transport Scotland DBFO companies.

The overall rate of Fixed Penalty Notices (FPNs) issued to utility companies is similar to previous years, continuing at 4% of all road works being subject to the issue of an FPN during 2016/17.

It is encouraging that Edinburgh Trams improved from 63% of their road works being subject to an FPN in 2015/16 to 11% in 2016/17. Both Level 3 Communications and Concept Solutions People improved from 50% to 0%. Conversely, Royal Mail's performance deteriorated from 8% to 28% and Fulcrum's from 5% to 16%.

The sum collected from actual FPNs issued in 2016/17 is similar to 2015/16, halting the historic downward trend.

*Table 4 – Amounts collected through the issue of Fixed Penalty Notices* assumes that payment was made at the lower rate of £80:

Year	Amount Received
2012/13	£321,280
2013/14	£306,800
2014/15	£323,360
2015/16	£287,520
2016/17	£287,360

**Table 4 – Amounts collected through the issue of Fixed Penalty Notices**  
(Source: SRWR Report 1)

Organisation	2012/13			2013/14			2014/15			2015/16			2016/17		
	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%
Arqiva	0	No works	-	0	No works	-	0	No works	-	1	34	3%	1	50	2%
BP	0	No works	-	0	No works	-	0	No works	-	0	No works	-	0	No works	-
Broadband for the Rural North	0	No works	-	0	No works	-	0	No works	-	0	No works	-	0	2	0%
CityFibre	0	No Works	-	0	No Works	-	0	19	0%	45	893	5%	416	2587	16%
Concept Solutions People	0	No Works	-	0	No Works	-	26	108	24%	2	4	50%	0	23	0%
CLH Pipelines	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-
E S Pipelines	43	206	21%	38	245	16%	58	213	27%	16	110	15%	30	187	16%
Edinburgh Trams	-	No Works	-	-	No Works	-	-	No Works	-	5	8	63%	1	9	11%
EE	16	419	4%	16	253	6%	27	430	6%	26	424	6%	20	797	3%
Energetics	32	369	9%	44	383	11%	57	472	12%	27	329	8%	21	270	8%
Energy Assets Pipelines	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	3	0%
ESP Electricity	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-
Fulcrum	103	222	46%	46	135	34%	12	80	15%	4	82	5%	9	57	16%
Gamma Telecom	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	3	0%
GTC Pipelines	1	21	5%	6	42	14%	23	79	29%	6	48	13%	6	71	8%
Hutchison 3G	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-
INEOS	0	1	0%	0	3	0%	0	4	0%	0	2	0%	0	2	0%
Level 3 Communications	0	3	-	1	3	33%	0	1	0%	2	4	50%	0	6	0%
National Grid	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	5	0%
Network Rail	3	640	0%	8	946	1%	7	1192	1%	5	1056	0%	-1	1111	0%
Openreach	169	19361	1%	1160	23925	5%	1781	28126	6%	1222	28175	4%	1279	25823	5%
Royal Mail	0	44	0%	2	440	0%	16	1371	1%	14	170	8%	10	36	28%
Shell	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-

Organisation	2012/13			2013/14			2014/15			2015/16			2016/17		
	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%	Actual FPNs	Works Started	%
<b>Sky UK</b>	0	No Works	-	4	5	80%	None	9	0%	0	No Works	-	0	3	0%
<b>SP Energy Networks</b>	1212	9395	13%	487	10177	5%	301	10573	3%	293	10247	3%	341	10193	3%
<b>Scottish Water</b>	1542	32112	5%	1224	31330	4%	1014	29188	3%	702	27356	3%	584	29252	2%
<b>SGN</b>	456	13416	3%	460	12770	4%	341	12042	3%	421	11358	4%	234	10866	2%
<b>SSE</b>	57	2930	2%	37	2862	1%	20	2516	1%	51	2783	2%	34	2522	1%
<b>SSE Telecoms</b>	0	No Works	-	N/A	No Works	-	0	21	0%	0	74	0%	10	116	9%
<b>TalkTalk</b>	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-	0	No Works	-
<b>Telefonica UK</b>	10	103	10%	31	405	8%	10	420	2%	10	370	3%	5	236	2%
<b>Verizon</b>	0	1	0%	0	20	0%	0	11	0%	11	75	15%	6	33	18%
<b>Virgin Media Group</b>	344	12245	3%	211	11423	2%	320	11510	3%	661	10924	6%	540	12749	4%
<b>Vodafone</b>	22	445	5%	55	1048	5%	28	935	3%	70	1164	6%	46	534	9%
<b>Zayo</b>	6	18	33%	5	24	21%	1	11	9%	0	12	0%	0	10	0%
<b>Total</b>	<b>4016</b>	<b>91951</b>	<b>4%</b>	<b>3835</b>	<b>96439</b>	<b>4%</b>	<b>4042</b>	<b>99331</b>	<b>4%</b>	<b>3594</b>	<b>95702</b>	<b>4%</b>	<b>3592</b>	<b>97556</b>	<b>4%</b>

**Table 5 – Fixed Penalty Notices Issued to Utility Companies**  
(Source: SRWR Report 1)

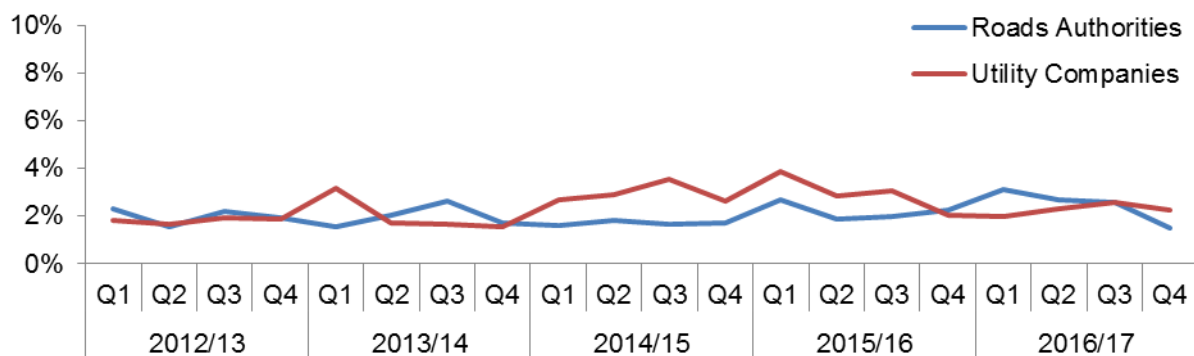
## Works Overruns

Works overruns take place when the completion date of a particular road works goes beyond the expected end date recorded in the Scottish Road Works Register.

Roads authority works overrunning their expected completion date remained at 2% of all major, standard and minor works registered over the reporting period.

Utility company overrunning works also remained at 2% over the reporting period.

These statistics suggest that work durations are generally well planned and managed.



**Figure 4 – Works Overruns as a percentage of Major/Standard/Minor Works**  
(Source: SRWR Report 6)

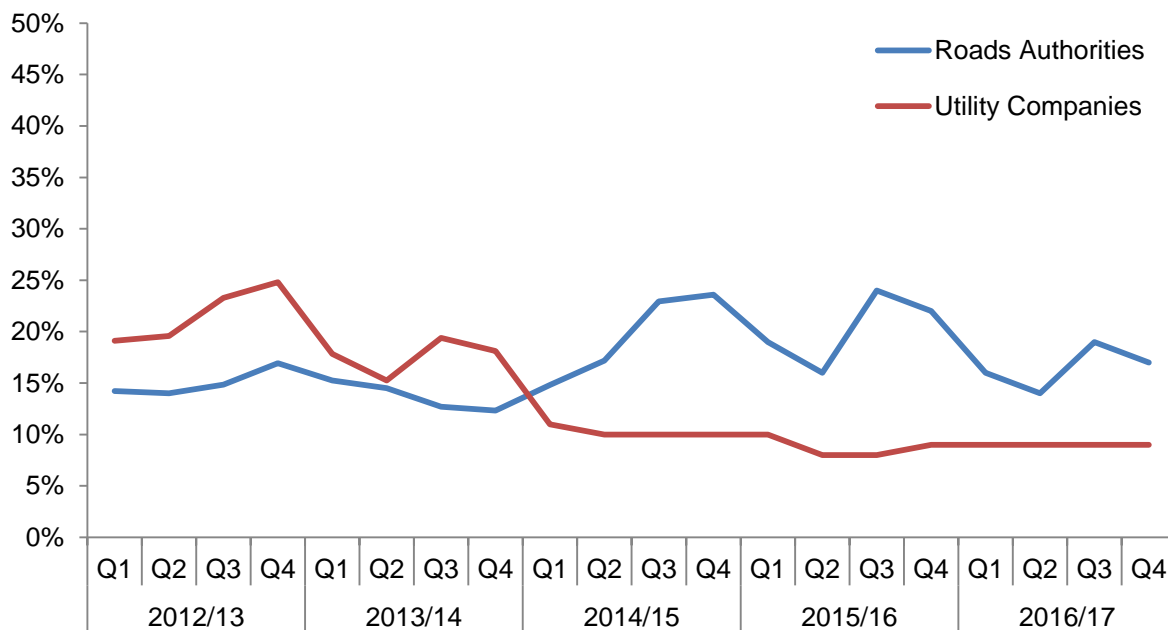


## Work Extensions Recorded in the Scottish Road Works Register

Works Extensions can be granted with the agreement of the roads authority when the expected completion date is unlikely to be achieved.

This indicator compares the percentage of all utility company road works which have been extended beyond their expected end date against the percentage of all roads authority works extended.

Utility company Works Extensions have remained relatively constant over the last three years, averaging around 9% over the reporting period. Against this backdrop, roads authorities continue to demonstrate a quarterly variance ranging between 14% and 19% of works being subject to a Works Extension. This seasonal variance with high numbers of roads authority Works Extensions in Quarter 3 may be influenced by winter maintenance activities. Good planning and management of works is required to demonstrate appropriate co-ordination.



**Figure 5 – Works Extensions as a percentage of Works Started**  
(Source: SRWR Report 12)

## Works which have passed their Expected Completion Date, but are not recorded as finished in the Scottish Road Works Register

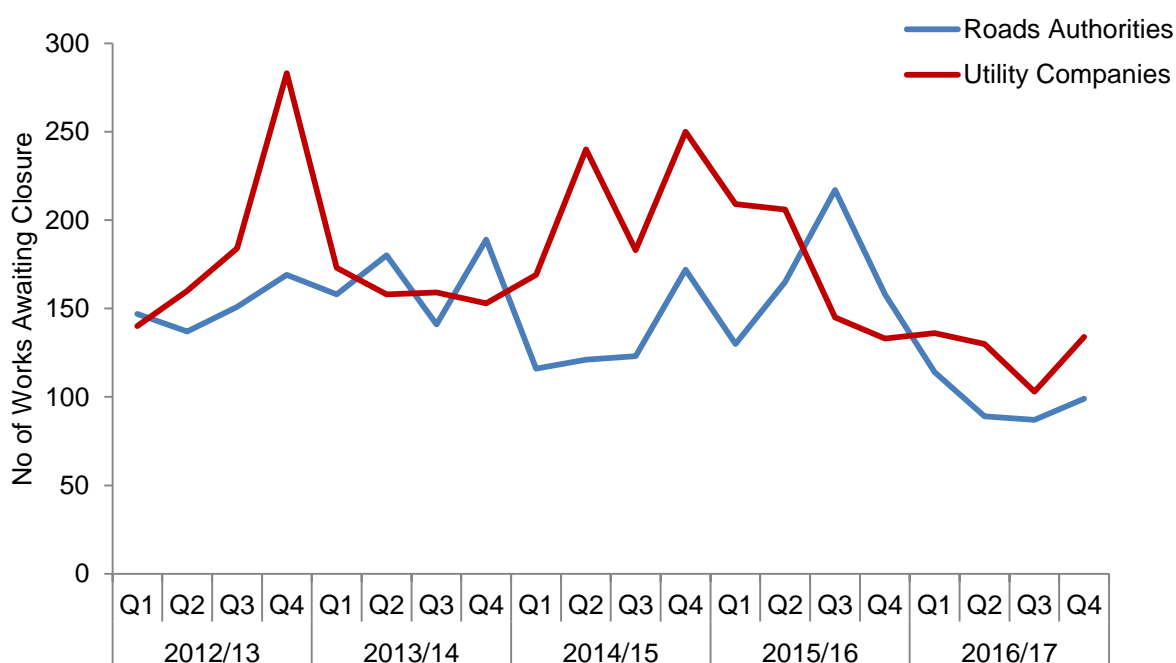
On completion of road works on site, utility companies are required to place a “Works Closed” notice on the SRWR by 16:30 the following day. This is followed by “Site Reinstatement Details” notice within 5 days.

On completion of road works on site, roads authorities place a “Works Closed” notice on the SRWR by 16:30 the following day, there is no further requirement to record reinstatement details.

This report compares utility company failures to place a “Works Closed” notice and/or a “Final Site Reinstatement Details” notice against roads authority failures to place a “Works Closed” notice.

With the exception of a small increase in the number of outstanding notices in Quarter 4 of 2016/17, it is encouraging that both utility company and roads authority performance improved steadily from Quarter 2 of 2015/16.

At the end of this reporting period there were 134 utility company works and 99 roads authority works awaiting closure. This represents 0.1% of utility company works and 0.3% of roads authority works which suggests that Works Closed and Reinstatement Notices are being well managed.



**Figure 6 – Road Works which have passed their Expected Completion Date, but are not recorded as finished in the Scottish Road Works Register**  
(Source: SRWR Report 16)

## Actual Start Dates Registered in the Scottish Road Works Register

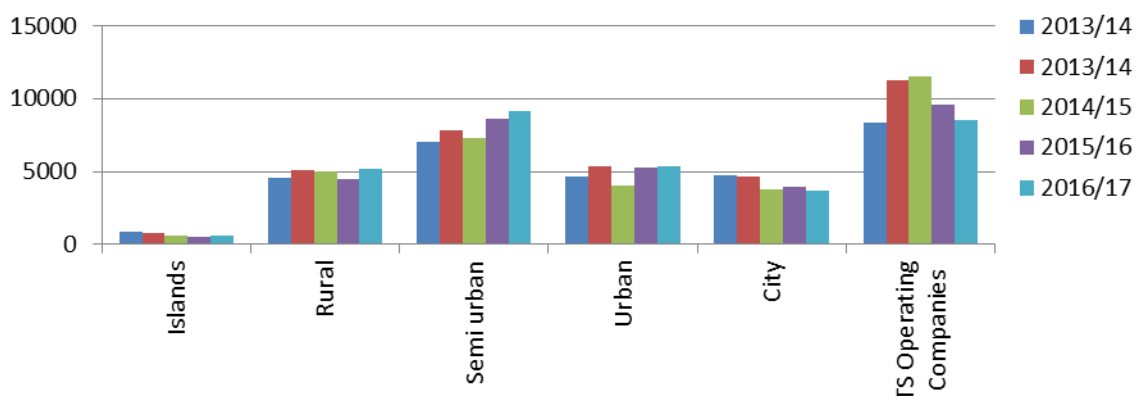
Utility companies undertaking road works and roads authorities undertaking works for roads purposes are required to register a 7 day advance notification on the SRWR for all qualifying works. In practice, this allows organisations to commence their works at any time between Day 7 and Day 14. When work actually commences on a road, organisations are then required to register an “Actual Start” by noon the following day.

This indicator shows the number of road works undertaken by measuring the number of Actual Start notices registered in the Scottish Road Works Register.

Following engagement with my office, it is encouraging that a number of roads authorities significantly improved their noticing performance during 2016/17. Albeit, I remain of the view that the majority of roads authorities could improve the number of Actual Starts registered in the SRWR. To highlight the inconsistent approach taken by authorities, an analysis of the percentage of roads authority works to utility company works within each council area was undertaken. This analysis shows that roads authorities across the central belt of Scotland registered between 43% and 7% of all works registered within their respective council area. Whilst 43% is likely to demonstrate good practice, it is unlikely that 7% demonstrates compliance with road works legislation.

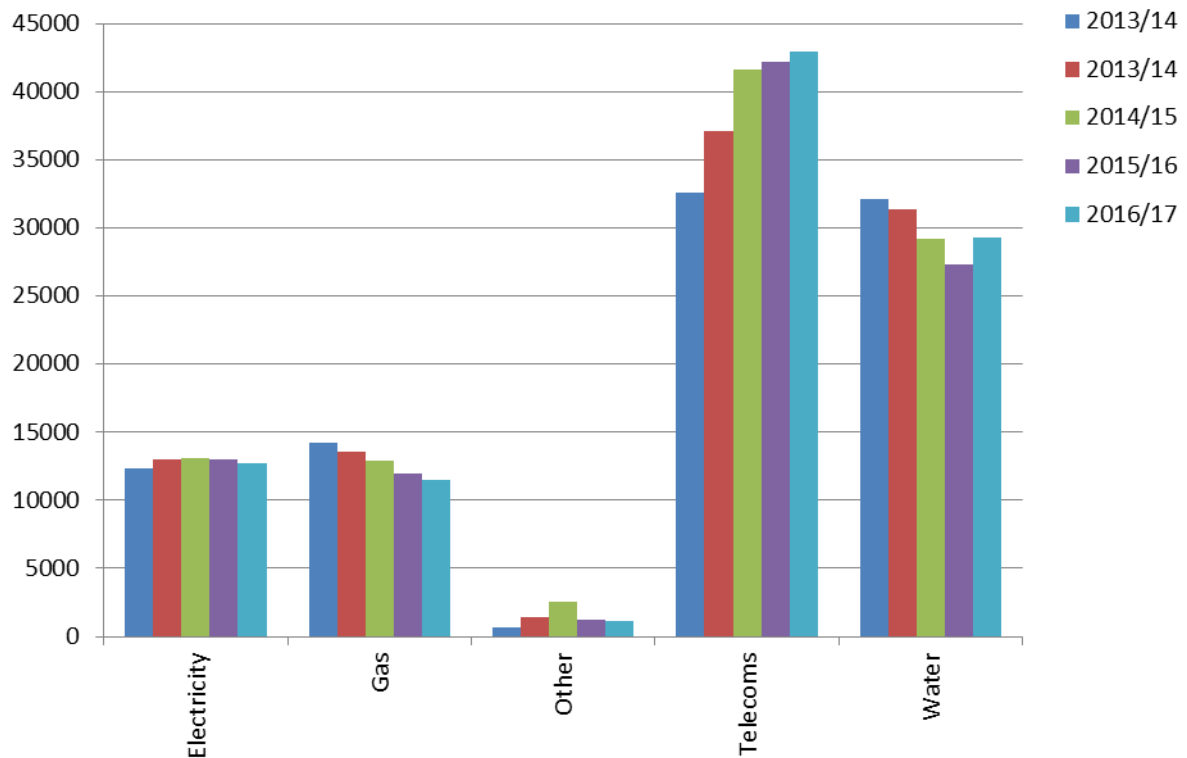
My office will continue to monitor this metric closely and scrutinise the practices of individual roads authorities to improve compliance.

Actual Start notices recorded in the SRWR by roads authority SCOTS groupings indicates that overall there have been small improvements in the Islands, Rural, Semi-Urban and Urban groupings.



**Figure 7 – Actual Start Notices by Roads Authority SCOTS grouping.**  
(Source: SRWR Report 9a)

Actual Start notices recorded in the SRWR by utility company sector show small variances over the last 5 years. The most significant change / increase is in the Telecommunications sector where the roll out of superfast broadband has clearly influenced the number of works started.



**Figure 8 – Actual Start Notices by Utility Sector.**  
(Source: SRWR Report 9a)



## Roads Authority Works Registered in the Scottish Road Works Register per 100km of Network

Prior to enactment of the Transport (Scotland) Act 2005, only utility companies were required to register their qualifying road works in the Scottish Road Works Register. Since 2005, roads authorities have also been required to register their qualifying works, however, their performance remains inconsistent and in need of further scrutiny. This indicator compares roads authority works registered against others with a similar demographic make-up.

This indicator details the number of road works registered by council roads authorities, trunk road operating companies and trunk road DBFO companies across Scotland.

It is acknowledged that these figures are influenced by a number of factors such as geographic location, political priorities, population, weather etc. Consequently, any view on the relative performance between authorities considers available resources (numbers of operatives), structural and routine budgets and road network lengths.

As reported last year, within each of the five SCOTS groupings, there are large variations in the performance of roads authorities across Scotland.

City group range – 60 to 98 works registered / 100km across 4 authorities

Urban group range – 28 to 169 works registered / 100km across 8 authorities

Semi-Urban group range – 26 to 186 works registered / 100km across 9 authorities

Rural group range – 7 to 47 works registered / 100km across 8 authorities

Islands group range – 10 to 31 works registered / 100km across 3 authorities

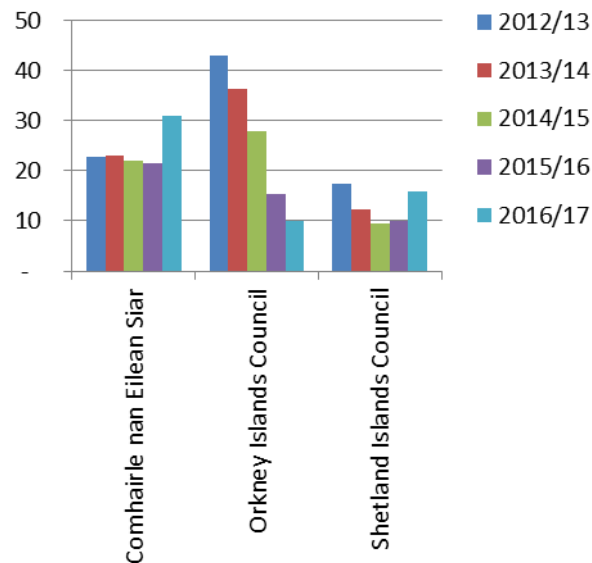
In general, the most consistent performance is demonstrated by the SCOTS City group. The performance of the Urban & Semi-Urban roads authorities and the Rural & Islands roads authorities is similar, however, there remain large variations within these groups which requires investigation.

It is reasonable to expect a degree of correlation across Scotland within SCOTS family groups and within trunk road operating areas. It is intended to further scrutinise those authorities and operating companies at the lower end of each group to confirm that all qualifying works are registered.

Grouping	Organisation	2012/13	2013/14	2014/15	2015/16	2016/17
Island Group	Comhairle nan Eilean Siar	23	23	22	21	31
	Orkney Islands Council	43	36	28	15	10
	Shetland Islands Council	17	12	9	10	16
	<b>Average per 100km</b>	<b>28</b>	<b>24</b>	<b>20</b>	<b>16</b>	<b>19</b>
Rural Group	Aberdeenshire Council	23	28	28	24	25
	Angus Council	13	26	33	31	35
	Argyll & Bute Council	16	16	12	13	20
	Dumfries & Galloway Council	15	12	15	11	17
	Highland Council	9	8	6	6	7
	Perth & Kinross Council	21	22	23	18	19
	Scottish Borders Council	12	16	9	12	13
	The Moray Council	40	47	45	44	47
	<b>Average per 100km</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>20</b>	<b>23</b>
Semi-Urban Group	East Ayrshire Council	33	44	25	28	26
	East Lothian Council	34	46	41	38	37
	Fife Council	68	86	89	86	72
	Midlothian Council	38	38	34	40	35
	North Ayrshire Council	39	32	27	29	46
	South Ayrshire Council	61	36	31	36	31
	South Lanarkshire Council	73	95	96	156	186
	Stirling Council	57	54	59	51	52
	West Lothian Council	110	110	75	80	90
	<b>Average per 100km</b>	<b>57</b>	<b>60</b>	<b>53</b>	<b>61</b>	<b>64</b>
Urban Group	Clackmannanshire Council	51	81	66	57	105
	East Dunbartonshire Council	100	91	53	54	95
	East Renfrewshire Council	29	33	24	22	28
	Falkirk Council	32	24	44	44	44
	Inverclyde Council	106	84	121	130	125
	North Lanarkshire Council	154	204	125	198	169
	Renfrewshire Council	57	60	53	49	72
	West Dunbartonshire Council	69	83	65	94	78
	<b>Average per 100km</b>	<b>75</b>	<b>82</b>	<b>69</b>	<b>81</b>	<b>90</b>
City	Aberdeen City Council	29	33	26	27	66
	City of Edinburgh Council	172	131	84	132	98
	Dundee City Council	51	81	68	101	60
	Glasgow City Council	99	115	111	71	73
	<b>Average per 100km</b>	<b>88</b>	<b>90</b>	<b>72</b>	<b>83</b>	<b>74</b>
Transport Scotland Operating Companies	Forth Bridge OC	-	-	-	281	161
	NE OC	247	326	325	218	203
	NW OC	115	129	229	204	143
	SE OC	213	351	198	156	142
	SW OC	297	357	364	342	334
	<b>Average per 100km</b>	<b>218</b>	<b>291</b>	<b>279</b>	<b>240</b>	<b>197</b>
Transport Scotland DBFOs	AWPR DBFO	-	-	-	546	227
	M74 DBFO	18	202	37	34	56
	M77 DBFO	3	91	109	167	174
	M8, M73, M74 DBFO	-	-	137	481	448
	M80 DBFO	4	81	103	56	105
	<b>Average per 100km</b>	<b>8</b>	<b>125</b>	<b>97</b>	<b>257</b>	<b>202</b>

**Table 6 – Roads Authority Works started per 100km**  
(Source: SRWR Report 9a and the Scottish Transport Statistics “Public Road Lengths”)

## SCOTS “Islands” Grouping



**Figure 9 – SCOTS Islands grouping – Road Works Registered per 100km**

2015/16 – range 10 to 21 works/100km

2016/17 – range 10 to 31 works/100km

Comhairle nan Eilean Siar demonstrated the greatest improvement in performance, increasing their works registrations by 45% during 2016/17. Shetland Island Council also increased their registrations by 61%, although they remain slightly below the group average. Orkney Islands Council continues to register the lowest number of works, at 10 works / 100km which is a decrease of 77% on the previous year. Orkney Islands Council registrations in 2016/17 were 23% of the number of works registered by the Council in 2012/13 and only 32% of the number of works registered by Comhairle nan Eilean Siar.

## SCOTS “Rural” Grouping

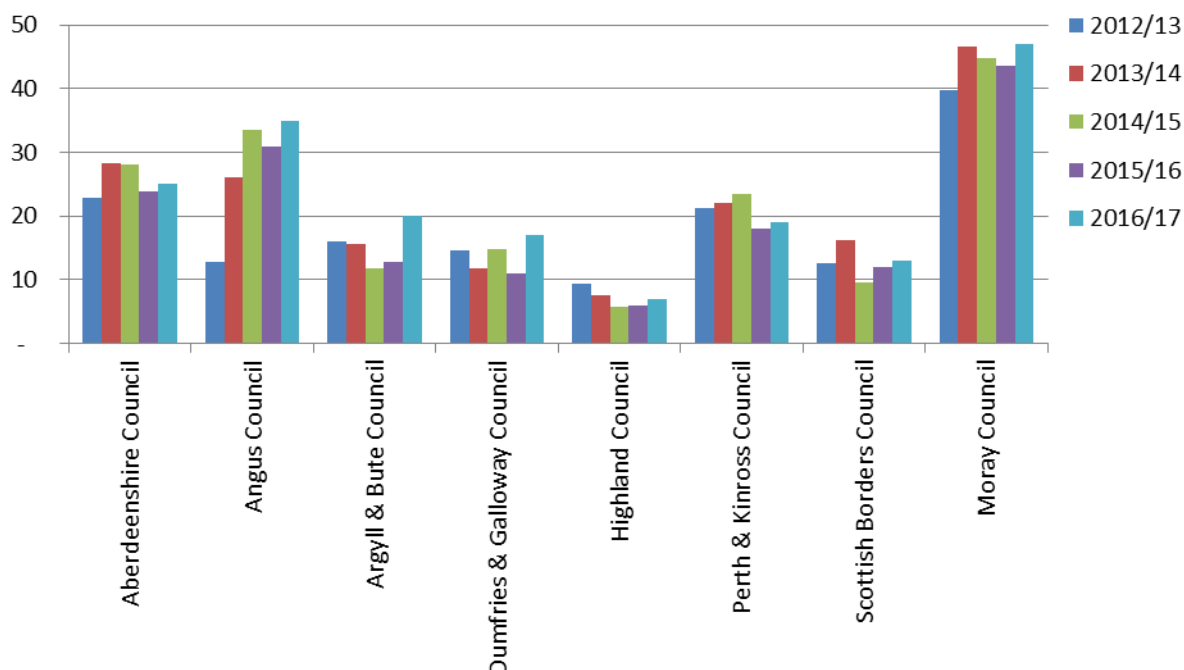


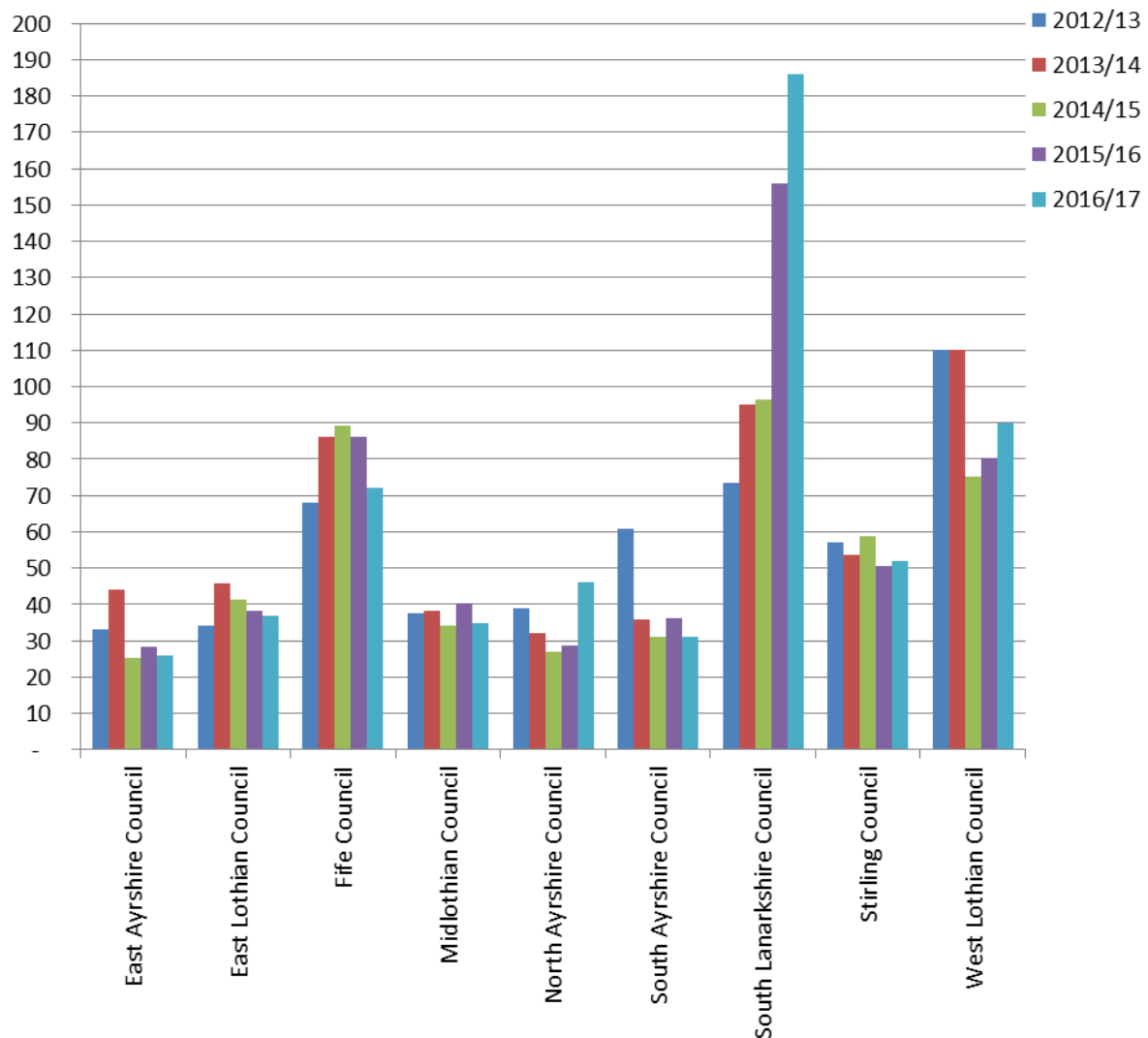
Figure 10 – SCOTS Rural grouping – Number of Road Works Registered per 100km

2015/16 – range 6 to 44 works/100km

2016/17 – range 7 to 47 works/100km

All roads authorities in this group demonstrated an improvement in their registration of road works. Moray Council continued to demonstrate best practice registering 47 works / 100km of their road network. Both Argyll & Bute Council and Dumfries & Galloway Council made considerable improvements increasing the number of works registered by 54% on the previous year. Highland Council continued to register the lowest number of works, at approximately 15% of those registered by Moray Council.

## SCOTS “Semi-Urban” Grouping



**Figure 11 – SCOTS Semi-Urban grouping – Number of Road Works Registered per 100km**

2015/16 – range 28 to 156 works/100km

2016/17 – range 26 to 186 works/100km

Four roads authorities in this group demonstrated an improvement in their registration of road works. South Lanarkshire Council again set the standard registering 186 road works / 100km of road network. It is disappointing that the performance of Fife Council fell by 16%. Of the smaller authorities, North Ayrshire made a significant improvement in the number of works registered, however, the performance of others, including those in the Ayrshire Roads Alliance, requires further scrutiny.

## SCOTS “Urban” Grouping

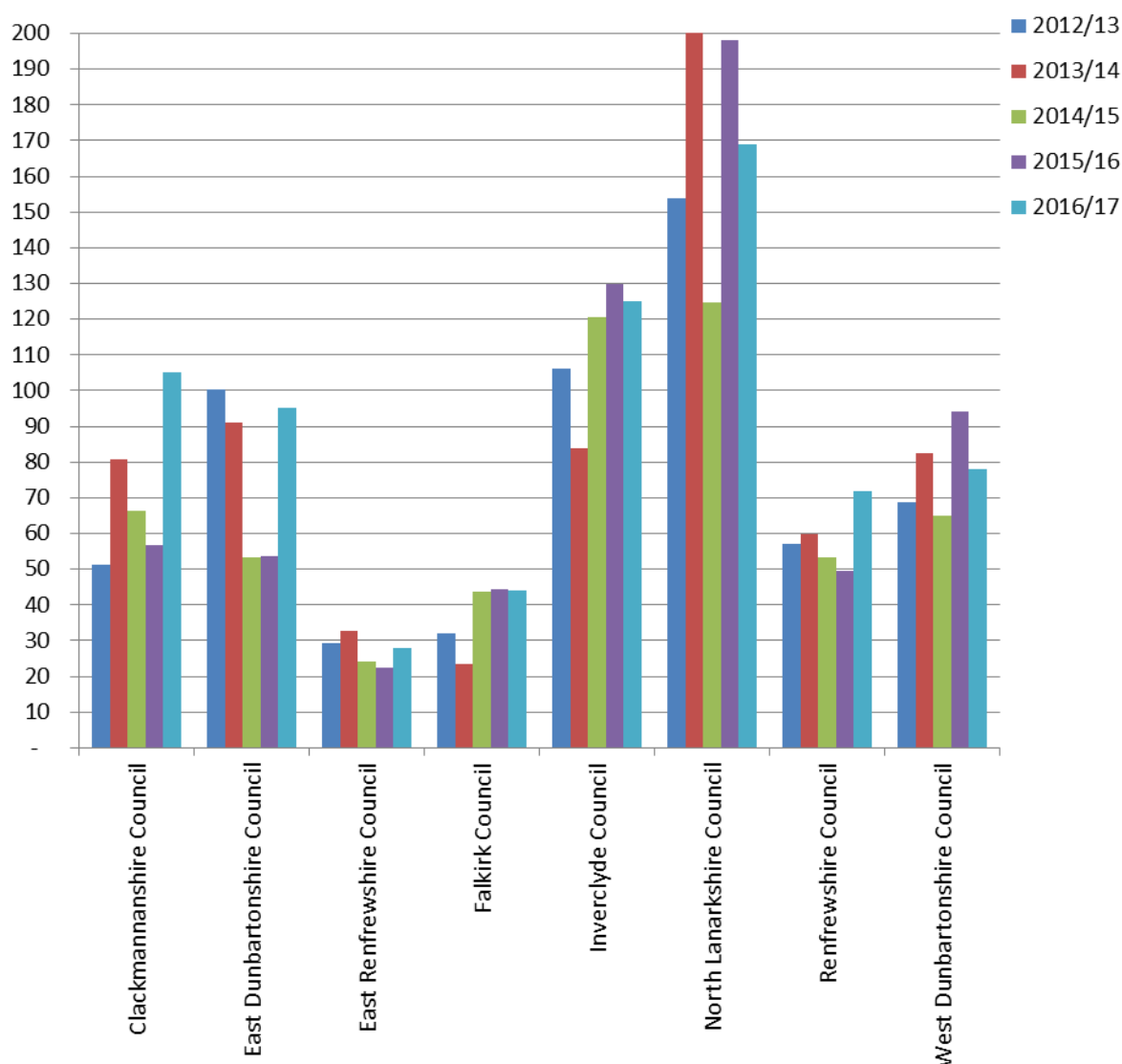


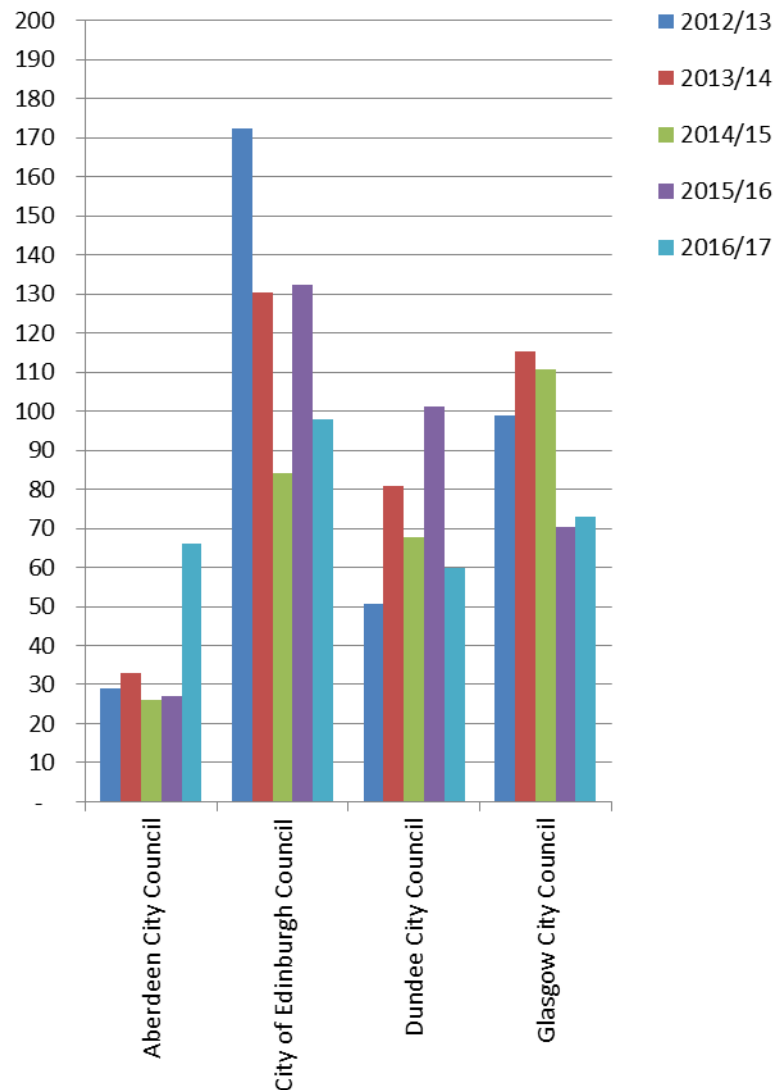
Figure 12 – SCOTS Urban grouping – Number of Road Works Registered per 100km

2015/16 – range 22 to 198 works/100km

2016/17 – range 28 to 169 works/100km

Clackmannanshire Council (increase 85%), East Dunbartonshire Council (increase 77%) and Renfrewshire Council (increase 46%) recorded the greatest improvement in the number of road works registered per 100km. Whilst East Renfrewshire recorded a 25% improvement, as the lowest in the group, it is important that this improvement is maintained in future years.

## SCOTS “City” Grouping



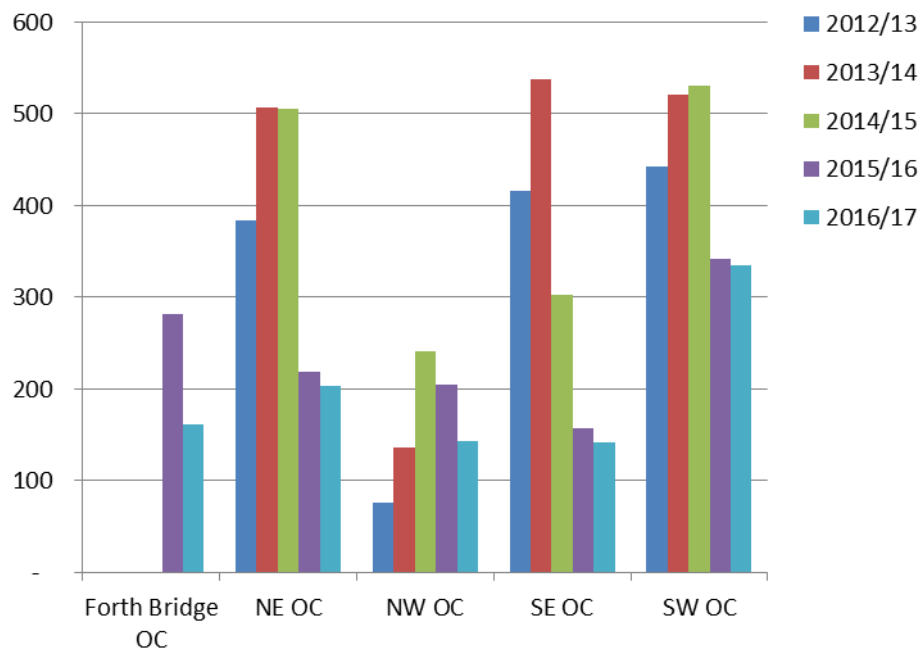
**Figure 13 – SCOTS City grouping – Number of Road Works Registered per 100km**

2015/16 range 27 to 132 works /100km

2016/17 range 60 to 98 works /100km

Following engagement with Aberdeen City Council, it is encouraging that their noticing performance improved by 144% and is now approaching parity with the performance of Edinburgh, Dundee and Glasgow. The performance of both Edinburgh and Dundee fell significantly and will be closely monitored.

## Transport Scotland - Trunk Road Operating Companies



**Figure 14 – Trunk Road Operating Companies – Number of Road Works Registered per 100km**

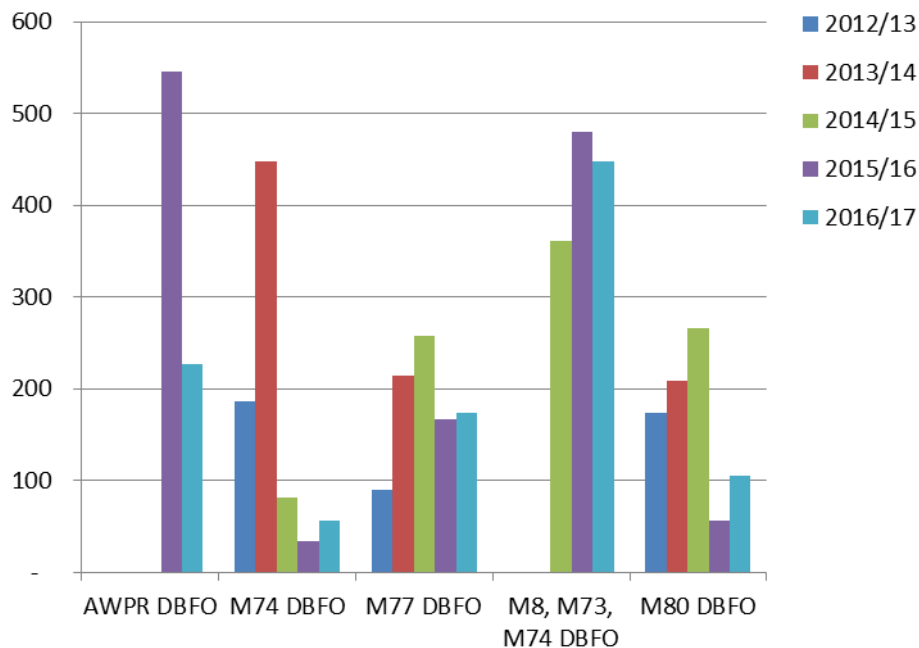
2015/16 – range 156 to 342 works/100km

2016/17 – range 142 to 334 works/100km

As the Forth Bridges OC manage a network of 23km in length, their road works / 100km are subject to a pro-rata adjustment upwards for comparison purposes.

The number of road works registered by all five operating companies has trended downwards over the last few years with the average number of registrations falling from 240 road works / 100km in 2015/16 to 197 road works / 100km in 2016/17. This equates to an 18% decrease in the overall number of works registered. This may be due to a combination of budget reductions and improved works planning.

## Transport Scotland - Trunk Road DBFO Companies



**Figure 15 – Trunk Road DBFO Companies – Number of Road Works Registered per 100km**

2015/16 – range 34 to 546 works/100km

2016/17 – range 56 to 448 works/100km

DBFO companies manage networks of between 17.4km and 90.4km in length. The road works registered/100km is subject to a pro-rata adjustment comparison purposes.

It is not possible to make direct comparisons across all DBFO companies as projects were at varying stages of construction and / or maintenance during 2016/17. Whilst the M74, the M77 and the M80 schemes were fully constructed and under a maintenance regime, the M8, M73, M74 and the AWPR were under construction. Given the ongoing nature of the AWPR, the 58% reduction in road works registrations suggests a lack of co-ordination.

## Registration of Emergency, Urgent and Remedial Dangerous Works in the Scottish Road Works Register

Where works are considered, by a roads authority or utility company to be Emergency, Urgent or Remedial Dangerous there are special noticing procedures which allow works to start as soon as possible.

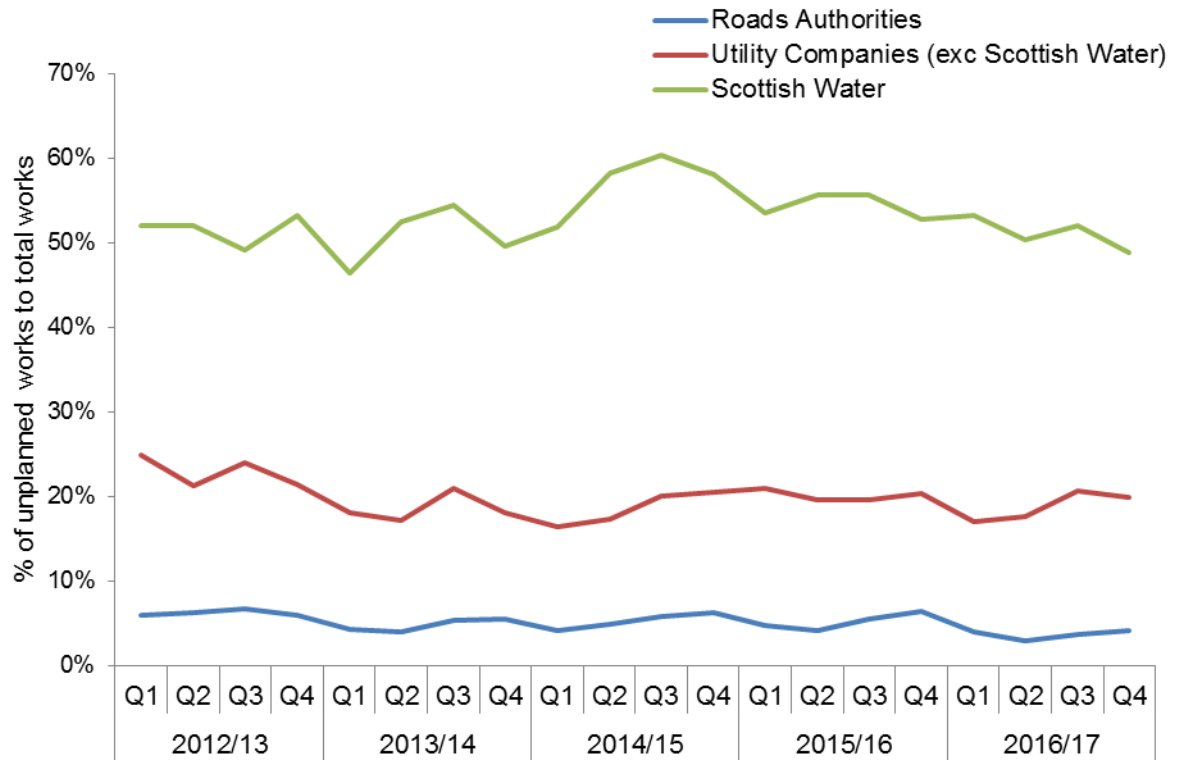
It is important that the use of emergency, urgent or remedial dangerous works (unplanned works) categories is minimised and that road works are properly planned and co-ordinated to minimise disruption to the travelling public. Excessive use of unplanned works categories could be viewed as a failure by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

During 2016/17 roads authority use of unplanned works categories decreased from 5% to 4% and utility company use decreased from 30% to 28%. Whilst utility companies achieved a modest improvement, early action is required by Scottish Water to better match the performance of other utility companies.

Over the reporting period, Scottish Water used unplanned works categories for 54% of their road works across Scotland (primarily “Urgent”), raising the utility company average significantly. This approach to co-operation is completely unacceptable and will be subject to greater scrutiny in future. Whilst accepting that Scottish Water has to manage a high number of bursts and leaks, in practice many works are planned in advance and should be correctly registered. The performance of Scottish Water is shown in isolation.

A small number of organisations have a low number of works, but a high proportion of unplanned works. For example, Royal Mail recorded 53% of their works as unplanned, largely due to emergency repairs to post boxes. This also requires further scrutiny as these works are unlikely to present a danger to persons or property.





**Figure 16 – Percentage of Emergency, Urgent and Remedial Dangerous Works**  
(Source: SRWR Report 4a)

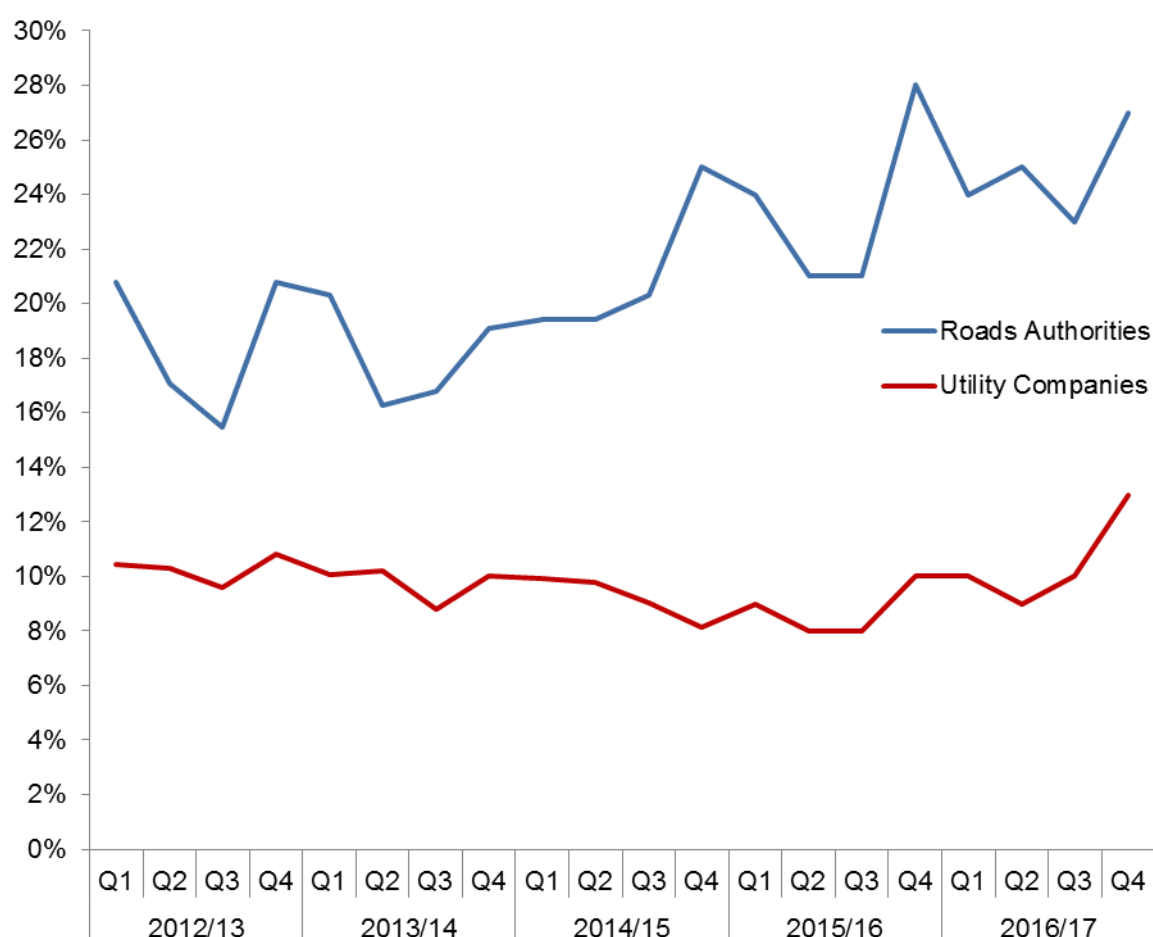


## Early and Late Start Agreements

This indicator records the percentage of works with a registered start date on the SRWR where an early or late start has subsequently been requested.

Early starts with the agreement of utility companies and roads authorities can be a sign of good co-ordination. Where a window of opportunity exists to undertake works, it should be considered.

Roads authorities continued to reflect previous performance, making significantly greater use of early starts than utility companies, peaking at 27% in Quarter 4 of 2016/17. Utility company use of early starts also peaked during Quarter 4 of 2016/17 reaching a five year high of 13%.



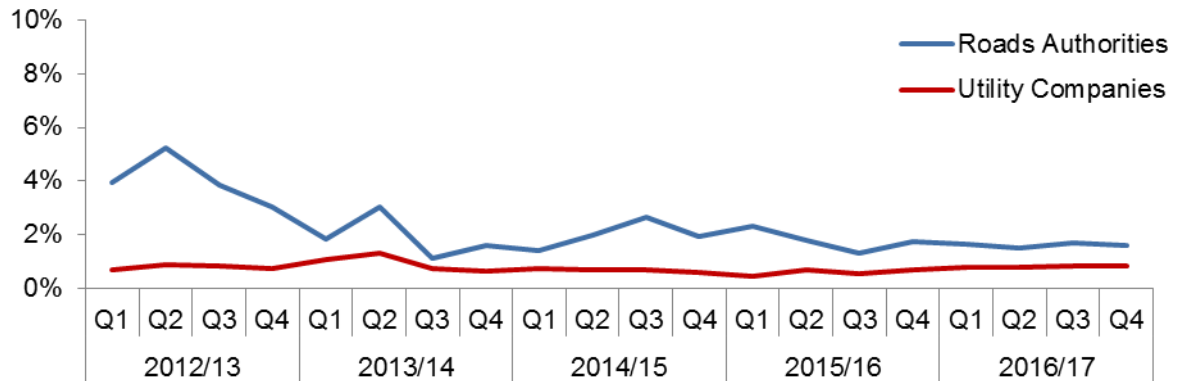
**Figure 17 – Early Start Agreements as a percentage of Works Started**  
(Source: SRWR Report 10)

As in previous years, both groups increased their use of early starts during Quarter 4 which may be attributable to variable weather conditions and/or resourcing issues.

It is important that this category is not misused to address poor planning, co-operation and co-ordination of road works.

The use of late starts by utility companies remains minimal at around 1%.

Roads authority late starts have stabilised at between 1% and 2%.



**Figure 18 – Late Start Agreements as a percentage of Works Started**  
(Source: SRWR Report 10)



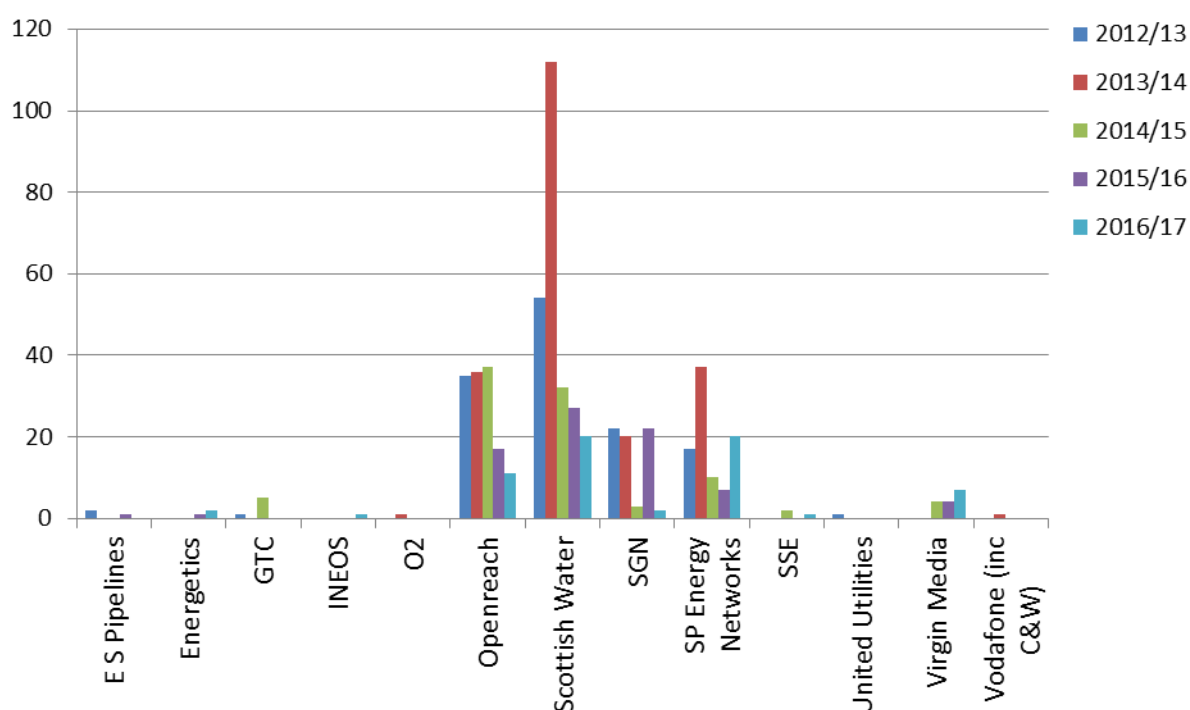
## Section 125 Notices

When a utility company unduly delays completion of their road works, a roads authority has the power, under Section 125 of the New Roads and Street Works Act 1991 (NRSWA), to serve a notice on the utility requiring that the works are completed within a specified time.

This indicator shows that the use of Section 125 notices remains extremely low and that only 14 out of 33 roads authorities issue them. Whilst I have previously suggested that authorities may be reserving this power for extreme situations, the low level of use suggests that roads authorities are not fully utilising the available legislation to improve their co-ordination of road works.

Of the Section 125 notices issued, the majority of notices were served on Openreach, SP Energy Networks, and Scottish Water. An increasing number were also served on Virgin Media.

Following a peak of 207 S125 Notices in 2013/14 (0.2% of all utility company road works), only 64 were served in 2016/17 (0.07% of all utility company road works).



**Figure 19 – Number of Section 125 Notices received by Utility Companies**  
(Source: SRWR Report 17e)

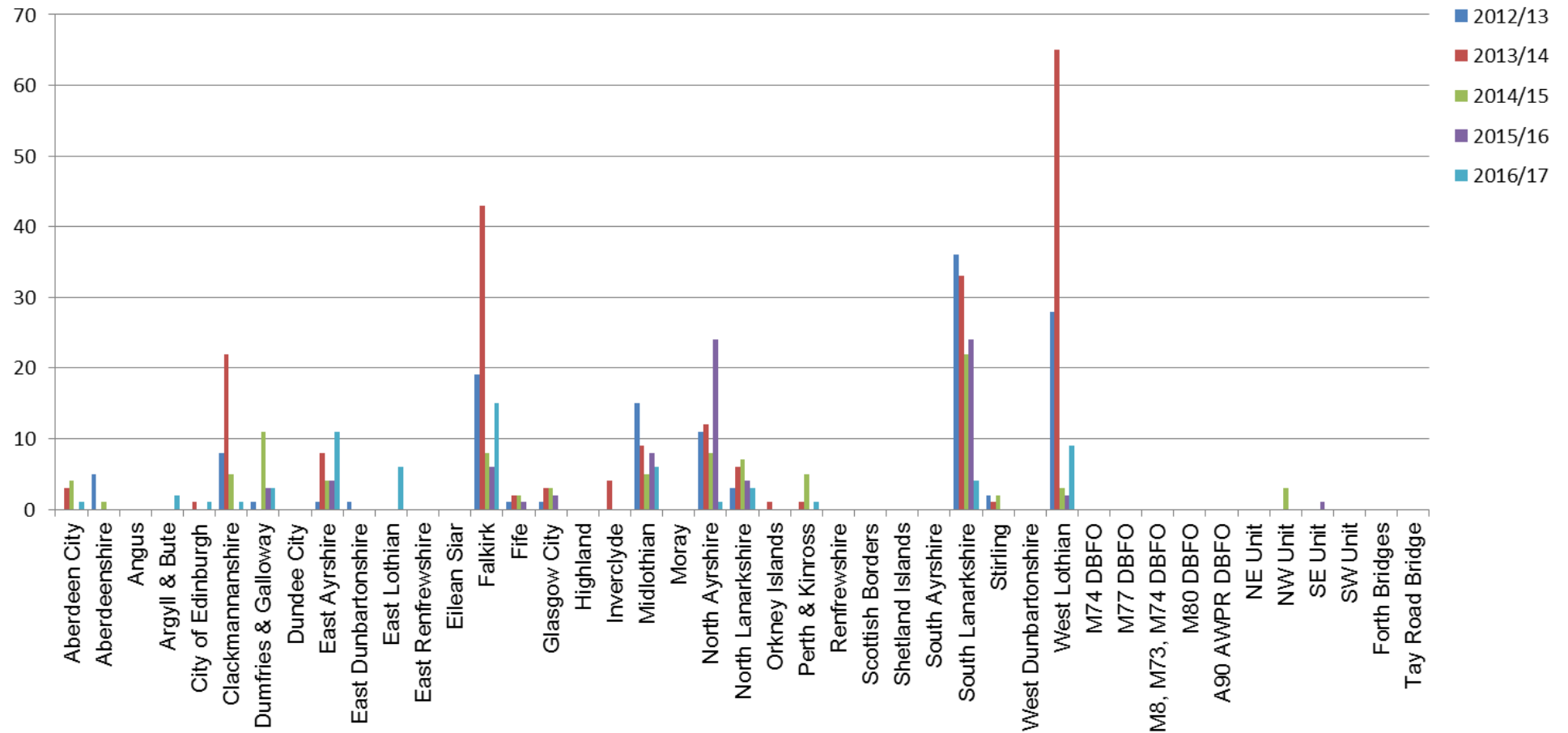


Figure 20 – Number of Section 125 Notices issued by Roads Authorities  
(Source: SRWR Report 17e)

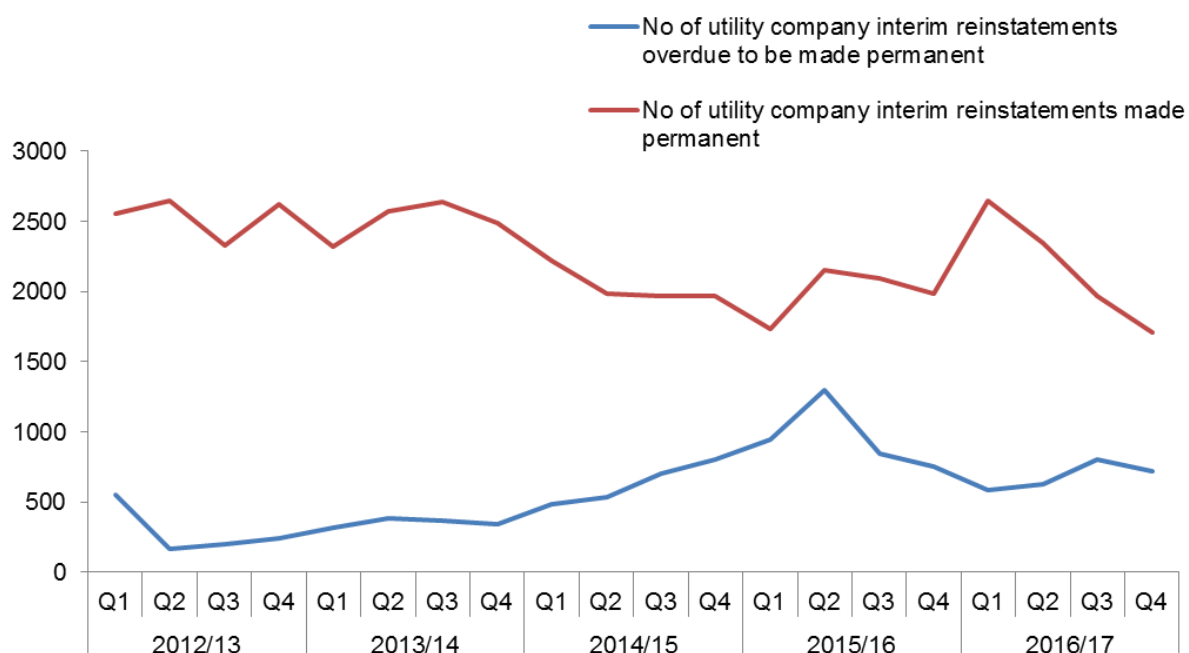
## Interim Reinstatements

Utility companies are permitted to use a temporary road surface (interim reinstatement) to allow a road to be reopened to the travelling public. A permanent road surface (permanent reinstatement) must be made within 6 months of the temporary road surface being placed.

The use of interim reinstatements should be minimised to avoid repeat visits.

This indicator records the number of interim reinstatements overdue to be made permanent (greater than 6 months) old without agreement from roads authorities, against the number of interim reinstatements made permanent.

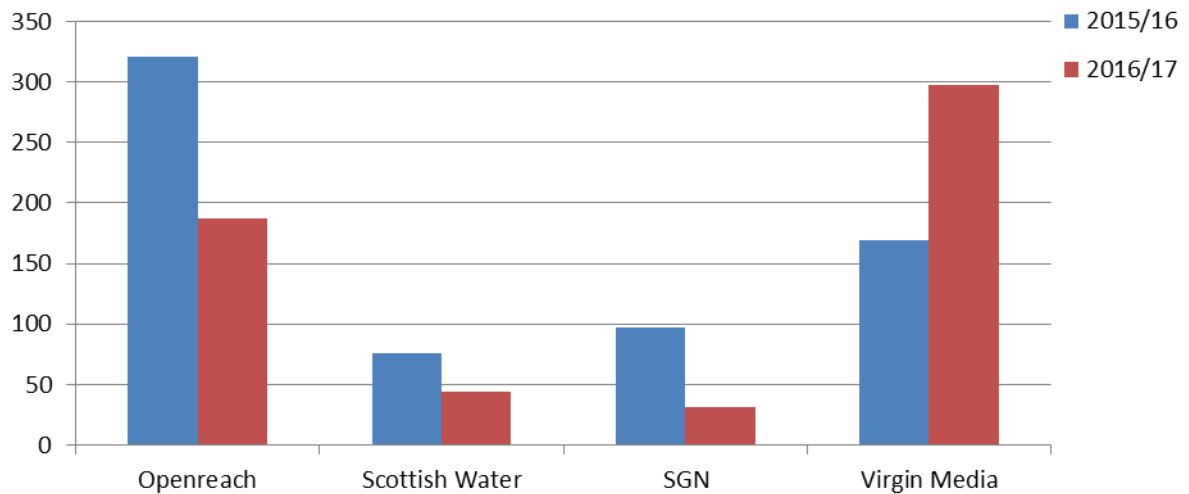
The number of reinstatements overdue to be made permanent increased steadily from 168 in Quarter 2 of 2012/13 to 1297 in Quarter 2 of 2015/16. Since that peak, it has trended downwards and by Quarter 4 of 2016/17 had fallen to 721. As the number of interim reinstatements made permanent also fell to a 5 year low in Quarter 4 of 2016/17, it is reasonable to conclude that a greater percentage of works are subject to interim reinstatement. It is important that utility companies minimise interim reinstatements to avoid repeat visits and greater potential for disruption to road users. Interim reinstatements can be minimised through improved works planning.



**Figure 21 – Number of utility company interim reinstatements overdue to be made permanent compared with the number of interim reinstatements made permanent.**

*(Source: SRWR Report 14 and Report 18)*

Several organisations were previously advised that an improvement in their reinstatement practice was required. It is encouraging that three of the four organisations have taken appropriate action. However, the previous poor performance of Virgin Media has deteriorated by a further 76%.



**Figure 22 – Interim reinstatements overdue to be made permanent**



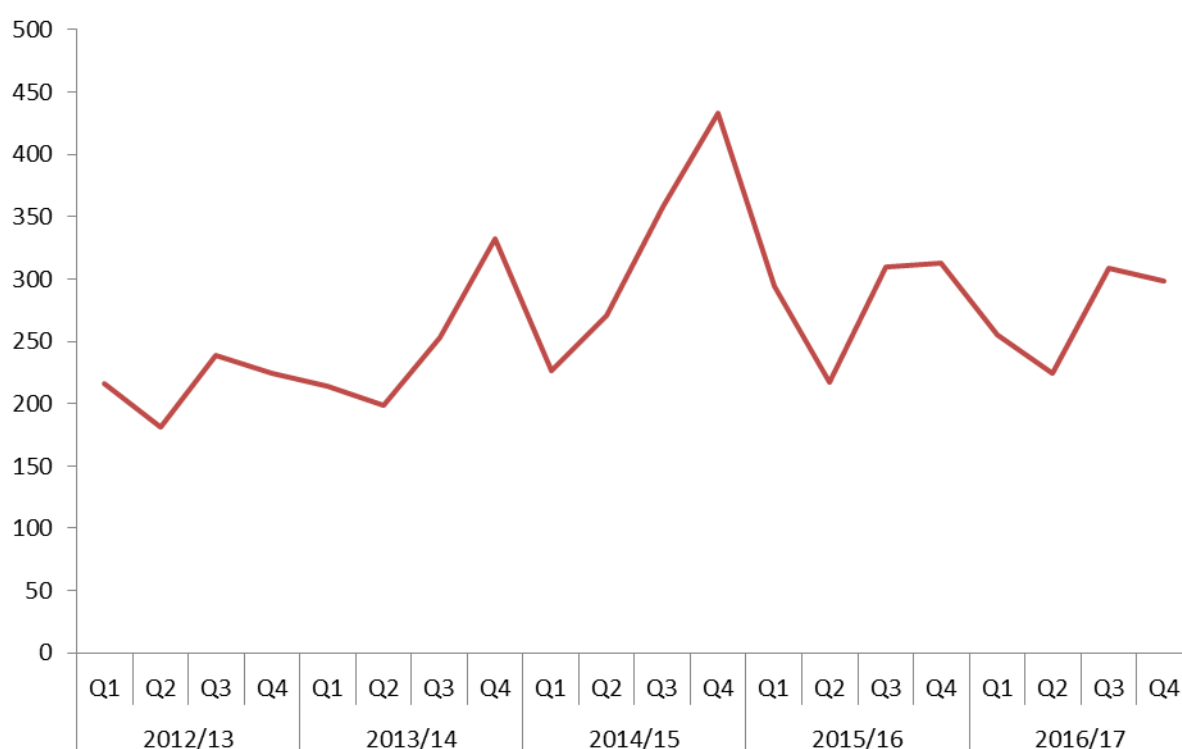
## Substandard Traffic Management from Inspection Results

This indicator considers the number of substandard traffic management layouts recorded during roads authority statutory inspections of utility company road works.

In addition to statutory inspections (a 10% random sample of all utility company road works), roads authorities also carry out routine inspections at their discretion, inspections following a third party report and inspections following notification of a defective reinstatement.

Performance during 2016/17 was again variable and reflected 2015/16 with lower numbers in Quarter 2 and higher numbers in Quarter 3. This is not related to the number of road works registered which is generally slightly higher in Quarter 2, but may represent a lack of routine maintenance, as a greater number of signs and barriers may be affected by inclement weather in quarters 3 and 4.

As discussed in a later section of this report, the Technical Standards Manager continues to offer briefing sessions for operatives and managers to encourage greater compliance.



**Figure 23 – Utility Company Substandard Traffic Management.**  
(Source: SRWR Report 19)

As statutory inspections are based on a 10% sample the actual number of substandard traffic management layouts recorded at any given time across Scotland could be 10 times greater. In Quarter 4 of 2016/17 for example it is possible that around 2,980 sites across the country had a substandard traffic management layout.

It should be noted that there is currently no formal inspection regime of the signing, lighting and guarding layouts placed on roads authority sites across the country. The actual number of substandard sites observed by road users is therefore likely to be substantially larger.



Picture 3 – Poor example of sign used on left compared with good example on right

## 6. Utility Company Reinstatements

Utility company reinstatements are required to be undertaken in accordance with the Code of Practice for the Reinstatement of Openings in Roads (SROR). Coring of the bituminous (bound) layers of utility company reinstatements has been carried out across Scotland every two or three years since 1997/98 by RAUC(S). The ninth, and most recent, National Coring Programme, scrutinising reinstatements completed between 1 January 2015 and 31 December 2015, commenced during this reporting period. Approximately 2% of all utility company reinstatements undertaken during 2015 were cored. Core locations were system generated by the SRWR.

In September 2011, RAUC(S) agreed that, after a decade of coring, 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 that all utility companies shall, so far as reasonably practical, achieve a pass rate of 90% during all future National Coring Programmes. This 90% pass rate was agreed by roads authorities and utility companies.

Although core sampling was undertaken within the reporting period, testing and reporting remained incomplete at the year end. It is expected that a review of the 2015 National Coring Programme will be provided in my 2017/18 Annual Report.



## 7. Commissioner Penalties

Section 119A of the New Roads and Street Works Act 1991, as amended by the Transport (Scotland) Act 2005, provides powers to the Scottish Road Works Commissioner to impose penalties.

Where the Commissioner is satisfied that a road works authority has failed to comply with duties imposed on them under section 118, or an undertaker has failed to comply with duties imposed on them under section 119 of the 1991 Act, the Commissioner may impose a penalty on the road works authority or the undertaker, as the case may be.

Since the establishment of the SRWC in 2008, penalties have been issued to both road works authorities and utility companies as a result of poor performance. Penalties were issued in 2012 (£92,500), 2013 (£58,000) and in 2014 (£57,500).

Over the period covered by this report, no penalties were issued by the Scottish Road Works Commissioner. The Commissioner continues to scrutinise performance using data from the SRWR, other reports and investigations.



## 8. Promotion of Compliance and Good Practice

The promotion of compliance and good practice is central to driving up standards across the road works community.

It is recognised that the long established committee and working group structure in the road works community in Scotland is central to assisting in the delivery of compliance and good practice.

### Organisational Structure

The majority of roads authorities convene quarterly local co-ordination meetings with utility companies and other interested parties across Scotland. These local meetings inform five area meetings, each of which is represented at a national level at RAUC(S).

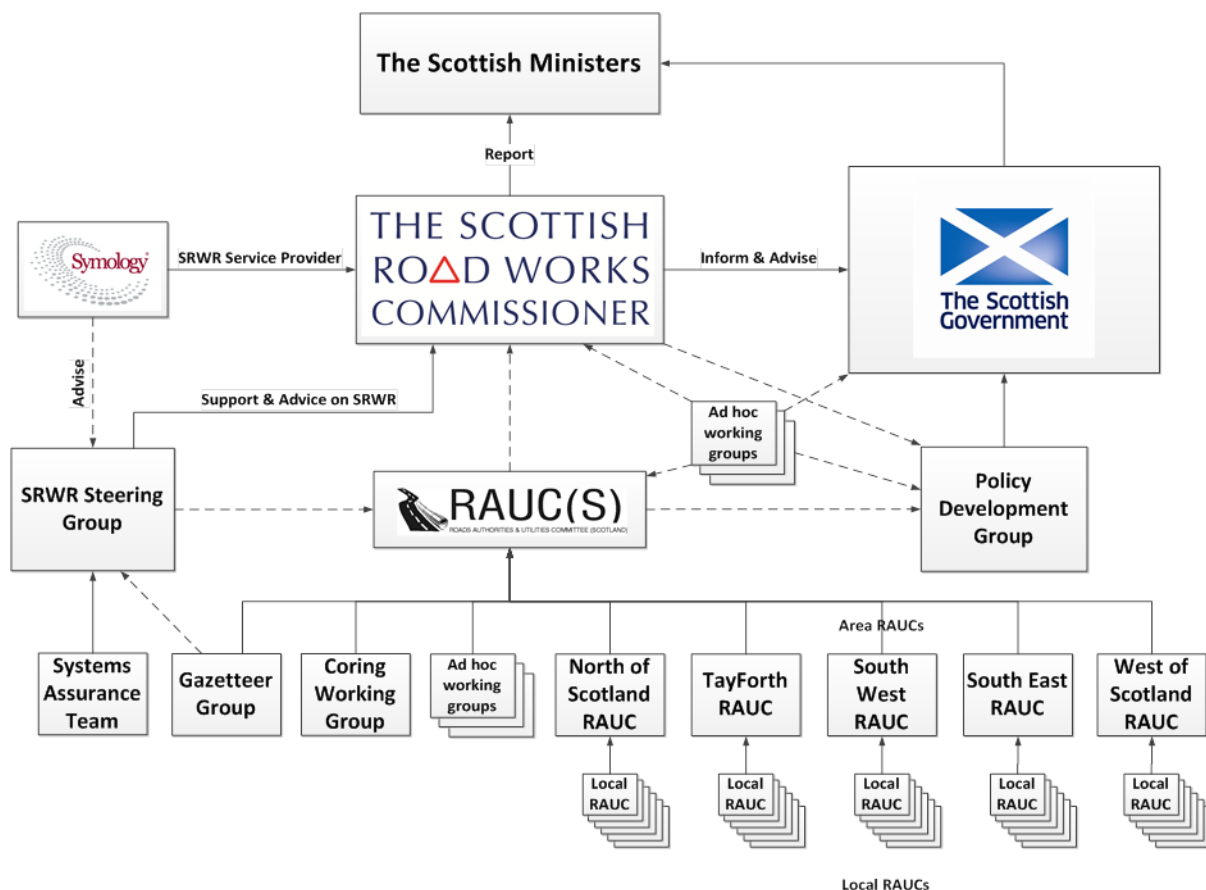


Figure 24 - Scottish Road Works Community

RAUC(S) is the overarching committee with the objective of improving the planning, co-ordination and quality of road works in Scotland. RAUC(S) consists of representatives from both sides 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, and the
- Management and development of the Scottish Road Works Register (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 which is chaired by the Scottish Government.

### **Publication of Codes of Practice and Advice**

The continued participation of both roads authorities and utility companies in the development of guidance ensures that the 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 also like to take this opportunity to thank those members of the Scottish road works community and their employing organisations for their continued participation and contribution.

The following guidance was developed during the reporting period:

#### **RAUC(S) Advice Notes**

- *Advice Note 28 Above Ground Apparatus* (Dec 2016)

The above publication can be found at the following web address:

**<http://roadworks.scot/legislationguidance>**

Although there was only one piece of formal guidance published during the reporting period, work continues developing legislation and guidance, the detail of which will be published in future Annual Reports.

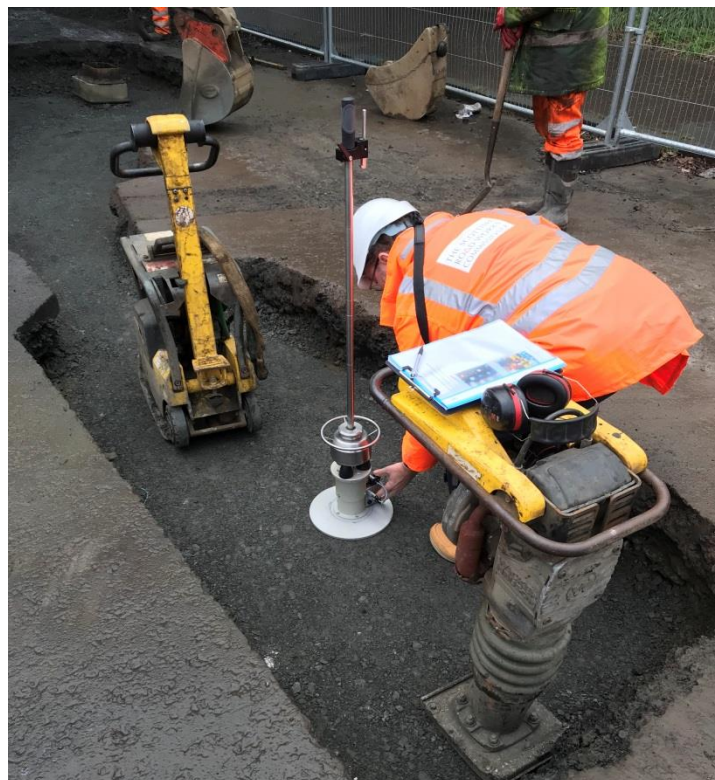
Appendix E details the extent of community engagement and provides a list of committees and working groups which met during the period of this report. The Commissioner was represented at all meetings.

## Technical Standards Monitoring Programme

Over the past few years a Technical Standards Monitoring Programme has been developed. This is overseen by the Technical Standards Manager (TSM). The programme includes monitoring of both roads authority and utility company road works across the country. These findings inform technical based policy and input to the review of each organisation's performance.

During the reporting period, the TSM increased the visibility of the office on site and through attendance at local RAUC meetings. Local RAUC meetings are an important part of the co-ordination and co-operation process in terms of the statutory obligations imposed on organisations in the New Roads and Street Works Act 1991. Local RAUC meetings are generally well attended by the community and are designed to discuss issues at a local level i.e. what is happening on a daily basis out on site. They also provide a forum to escalate unresolved issues. The RAUC(S) hierarchy provides a route to escalate issues to an Area RAUC level and, if required, to RAUC (Scotland). Attendance by the TSM at Local RAUC meetings exceeded the 10% target set in Objective 1.1 of the Business Plan.

Ad-hoc site visits have continued to be carried out as part of the Technical Standards Monitoring Programme. The TSM visits "in progress" sites randomly selected from the Scottish Road Works Register. It is intended to develop trends from these visits and publish the findings to provide an idea of the overall picture across Scotland.



## **Traffic Management Awareness Sessions**

As part of the 2015 SRWR user forums, the TSM presented a paper on traffic management to improve the understanding of traffic management type selection using new functionality on the register. This short interactive presentation was well received and a significant number of requests were subsequently received from roads authorities and utility companies, for further “in-house” presentations to operatives and management teams. These sessions have been extended to include a presentation on noticing by the SRWR Manager. Subject to office resources and demand, these sessions will continue into the future.

## **Reinstatements: Assessment of the Unbound Layer**

The role of the TSM has been developed to include ad-hoc compaction testing of the unbound layers of utility company reinstatements. Currently RAUC(S) undertakes a National Coring Programme of the bound layers every two years, however, there is currently no formal testing of the unbound layers which form the greatest depth of most reinstatements.

During this reporting period, the office purchased a Light Weight Deflectometer (LWD). The LWD is a mobile device which is designed to be operated by one person to test the compacted unbound layer of a reinstatement. Several staff have been trained on the use of the device and a sampling and testing plan was developed in April 2016. Due to the current open “validity” periods defined in the Code of Practice for the Co-ordination of Works in Roads, it has proved challenging to find sites where sub-base has been completed and the bituminous reinstatement is awaited. (This has been a challenge for many years for roads authority inspectors who are routinely frustrated by the number of unsuccessful visits, as defined in paragraph 2.2.7 of the Code of Practice for Inspections.)

Whilst utility companies have been asked to co-operate with this initiative, it has proved challenging to take this forward on a voluntary basis and it is intended to review the approach taken in the future. It should be emphasised that this is a data collection exercise to inform future policy and that the information collected will not form the basis of any formal enforcement action at this time.

The testing and data collection plan developed can be viewed at the following location:

**<http://roadworks.scot/Publications/BusinessPlans.aspx>**

## **SRWC Vehicle**

During the previous reporting period, the office took delivery of a pool vehicle. Amongst other competing priorities, this assists progression of the Technical Standards Monitoring Programme, across the country. The vehicle is fully liveried to comply with the Safety at Street Works and Road Works: A Code of Practice and Chapter 8. In addition to assisting the Technical Standards Monitoring Programme, the vehicle increases the visibility of the office and has reduced private mileage, in line with environmental and biodiversity goals.



## **Broadband Delivery UK (BDUK)**

Since the middle of 2013, a significant element of telecoms work across Scotland has been as a result of Digital Scotland's ambitious Broadband Delivery programme. This programme is expected to continue well into the next reporting period. It is currently being delivered by Openreach on behalf of Digital Scotland.

Further information on Broadband Delivery UK (BDUK) can be found at:

**<https://www.scotlandsuperfast.com>**

## 9. Consultations and Research

It is important for the Commissioner to promote good practice. The Commissioner's office supports and encourages consultations and research where appropriate. This section details the input and support provided by the office in various work areas over the reporting period.

### Research Projects

Long term damage to roads as a consequence of utility company excavations has long been debated.



During this reporting period, the Scottish Road Research Board (SRRB) continued to support research into the benefits of tapered joints in bound pavement layers and compaction of the unbound layers (backfill). The SRRB is a partnership between Transport Scotland, the SCOTS and the Scottish Road Works Commissioner.

Whilst 2016/17 was the final year of a three year funding package, research remains incomplete pending the works being subject to traffic for 1 year. A report is now not expected until the 2018/19 financial year.

### Scottish National Roads Maintenance Review

The office continued to participate and contribute as a member of the National Road Maintenance Review (NRMR) Strategic Action Group (SAG) along with COSLA, SOLACE and Transport Scotland. The SAG met with the Minister for Transport and the Islands in October 2016 and in March 2017.

Representatives of the SRWC also attended the NRMR Stakeholders Group which meets twice a year. The NRMR Stakeholders Group reports directly to the Strategic Action Group.

- the Scottish Road Works Register (for sharing details of road works);
- a Dial Before You Dig service (for members of the public to get information on utility and roads authority apparatus/plant/assets); and
- the Community Apparatus Data Vault (for sharing details of apparatus/plant/assets).

# Scottish Road Works Register

The SRWR is:

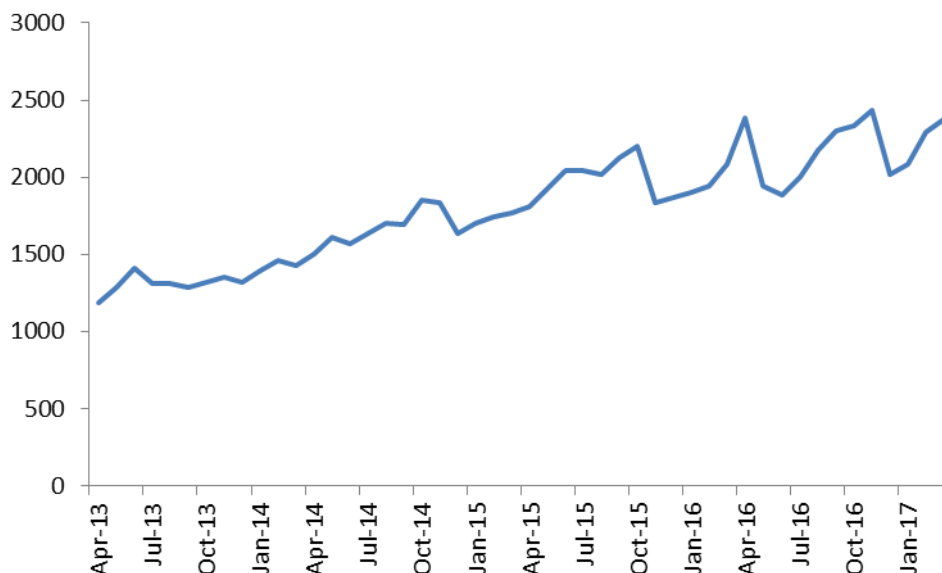
- the main tool for use by roads authorities and utility companies to assist the planning and co-ordination of works on roads;
- a source of data for performance reviews/management information in relation to the undertaking of works on roads; and
- a source of information for the public and other interested parties regarding planned, on-going and complete road works.



The Scottish Road Works Commissioner has a statutory obligation to keep this register under the *Transport (Scotland) Act 2005*. The Act requires the Commissioner to make arrangements to make the register available to any person who is required to enter particulars, information or a notice in the SRWR.

During the reporting period the SRWR was available for 99.99% of the contracted core operational time. While there were unplanned outages, these were all short duration and caused minimal disruption to the service provided. No outage threatened to breach the contracted service levels.

The number of named users of the SRWR over the period was on average 2,185 which continues a slow rise over previous years. Figure 25 below shows the number of named SRWR users between April 2013 and March 2017.



**Figure 25 – Number of Named SRWR Users by month**

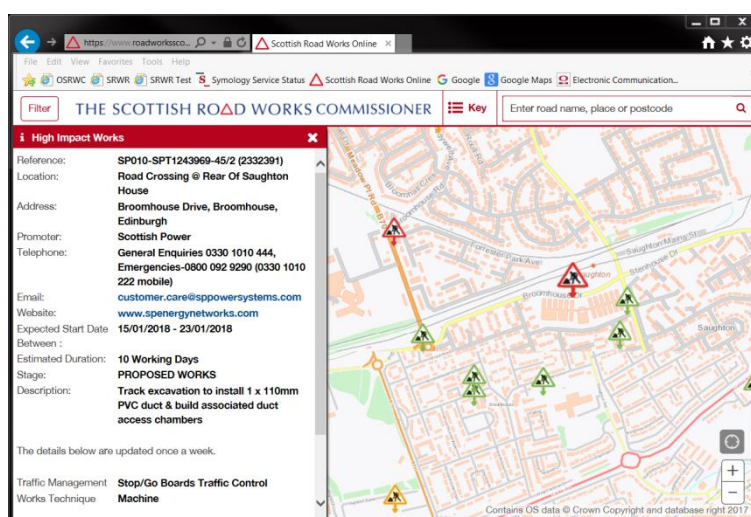
The average number of concurrent users (those logged and making simultaneous use of the register at any one time) for the period was 289, a significant increase on previous years. The service contract with Symology only allows a maximum of 300 concurrent users and this limit was reached several times during the period. To combat this, two approaches were taken; one to ask the Community to avoid using the register unnecessarily during the peak time at 11:00 and another reducing the timeout period on the service to automatically log out users who have been inactive from a period of 60 minutes to a period of 30 minutes. This had the desired affect with concurrent usage levels dropping dramatically in March 2017.

## System Enhancements

The SRWR contract with Symology includes a continuous improvement clause whereby the service provider is required to keep the SRWR compliant with all relevant legislation and regularly provide enhancements to the service. This is implemented through quarterly system upgrades, ensuring that the SRWR continues to develop and meet the functionality requirements of the Scottish road works community.

The upgrades made over the period were a mixture of enhancements and alterations, including:

*Change to Dates shown on Scottish Road Works Online website* – The register makes use of Estimated Start Dates and Estimated Completion dates to describe when works are expected to take place. Due to how these dates are described in legislation, the dates quoted on a notice can describe a very different date range to when the road is actually occupied. While such dates are appropriate for use by roads authorities and utility companies, these differences can be confusing to members of the public. To combat this, the Scottish Road Works Online website has been changed to show the date range within which each work can legally start, alongside the expected duration of each work. This makes it simpler for someone unfamiliar with road works legislation to interpret the dates shown. The website can be found at the following address: **<http://roadworksscotland.org>**



*Improvements to Symology's hosting:* During the period Symology increased their processing capacity by opening an additional hosting centre to hold the servers used to provide the service. This benefits the SRWR with improved service speed and greater resilience in the event of an outage.

### *Improved Performance Reports Included:*

- New reports to highlight works notices which were recorded without sufficient contact details.
- Reports to highlight works notices missing a description of the traffic management used.

In addition there were more than 20 relatively minor enhancements to the functionality of the SRWR, improving the service for the community.

### Training

The user community were offered training in the use of the SRWR in September 2016. The courses offered were as follows:

- New users of the SRWR – courses for roads authorities and utility companies
- Permits and Consents module
- Fixed Penalty Notices

The take up of these courses over the period was consistently at a good level, with an average 10 out of 12 places taken for each course offered.

The Commissioner also continued to host SRWR User Forum events for managers and front line practitioners of the SRWR. These forums allow the Commissioner to pass on information on the changes to the SRWR and to promote best practice. Events were held in Hamilton, Perth and Edinburgh. They continue to score high levels of satisfaction, with a survey recording an overall score of 3.2 out of a maximum of 4.0. Compared to previous events, attendees from roads authorities and utility companies were much more evenly split, with 52% of attendees from roads authorities and 48% from utility companies.

### SRWR Steering Group and System Assurance Team

To ensure that SRWR services were fit for purpose, the SRWR Steering Group and the System Assurance Team continued to meet to ensure that the service developed to serve the needs of the Scottish Road Works Community. Both groups are made up of representatives from utility companies and roads authorities and act in partnership with RAUC(S).

## Dial Before You Dig Service – (Third Party Contractors)

Before any excavation takes place it is important that those digging are aware of the location of buried and nearby plant, to protect the person carrying out the work from harm and to protect assets from damage by the works. The SRWR allows utility companies and roads authorities to ask each other about the location of apparatus/plant using a Plant Information Request facility. The Dial Before You Dig service allows third parties planning to excavate the road, i.e. those not classed as roads authorities or as utility companies, to request information using this Plant Information Request mechanism.

Calls placed to the Dial Before You Dig service are handled by the SRWR contractor, as part of their contractual obligations for provision of the SRWR service. The contractor processes Dial Before You Dig Plant Information Requests to utility companies operating in the area affected by the proposed works. Upon receipt of a Plant Information Request each organisation is expected to confirm details of their apparatus. The service can be accessed by contacting the Dial Before You Dig team on **08000 231 251**.

On average there were 175 requests a month over the period. Figure 26 below details the use of the Dial Before You Dig service over the last 4 years.

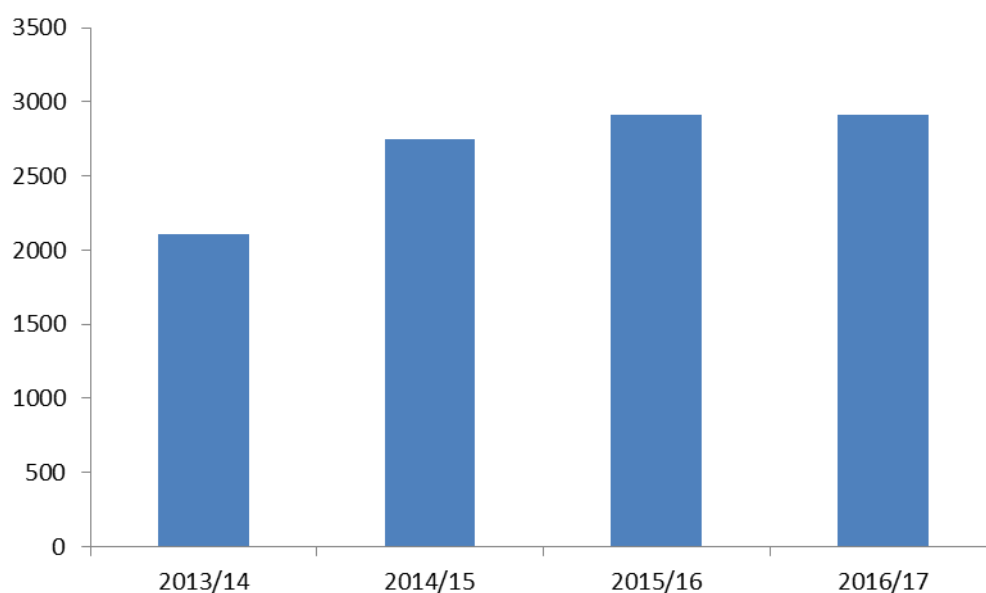


Figure 26 – Number of Dial Before You Dig requests processed

## Community Apparatus Data Vault (Vault) – (Roads Authorities and Utility Companies)

Before any excavation takes place, it is important that those digging are aware of the location of buried and nearby plant. *RAUC(S) Advice Note 1 – The Sharing of Plant Information* requires that records relating to apparatus/plant are made freely available for inspection by any roads authority or utility company. This information is often provided using proprietary systems; such as access to websites, physical CDs containing the data, maps by email, or printed paper plans.

Vault aims to centralise this data, adding apparatus information alongside details of where works are taking place on the SRWR mapping function. It allows the display of information from disparate GIS (Geographic Information Systems) on one screen at the same time. A set of pre-agreed transformations are applied to the data supplied, resulting in a map using common colour coding, symbols and terminology.

Providing information to Vault is one of the easiest ways to comply with the principle of sharing plant information. Although this is a non-statutory facility provided as part of the SRWR, all organisations are encouraged to participate. Whilst the majority of organisations are now participating, the major telecommunications companies are not currently sharing their network information.



## Service Supplier Contract

SRWR services are currently provided by Symology Ltd on behalf of the Commissioner. 2016/17 was the 6<sup>th</sup> year of a 7 year contract. Work has begun on the retendering process for the next contract and an invitation to tender was sent out at the end of March 2017.

While the requirement for the service remains broadly the same as the previous tender exercise, several additional elements have been requested. These include;

- functionality to enable sharing of information recorded on the SRWR, in line with the Scottish Government Open Data Strategy;
- applications for use on mobile devices, allowing access to SRWR information and recording of notices/inspections while working on-site; and
- options to make use of gazetteer data from different sources.

The new contract for the provision of the SRWR service is expected to start on 1 April 2018.

## Financing of the Service

The SRWR is funded by the user community through the levy of prescribed fees and amounts which are collected annually by the Commissioner. The following Parliamentary Regulations support the collection of “Fees and Amounts”;

- The *Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008* came into force on 29 February 2008. Whilst the “Fees” element of this legislation has been updated regularly since 2008, the “Amounts” element remains current.
- The *Scottish Road Works Register (Prescribed Fees) Regulations 2015* which came into force on 1 April 2015 describe the fee to be collected for 2016/17.

The fees and amounts collected for the running of the register totalled £832k in 2016/17 and is projected to be £850k in 2017/18.

Invoices for the 2016/17 financial year were issued to the community on 1 April 2016, due to be paid by 31 May 2016. Of the 69 invoices issued, 58 were paid before the prescribed due date. Of the remaining 11, all were paid by 13 July 2016.

## 11. Legislation

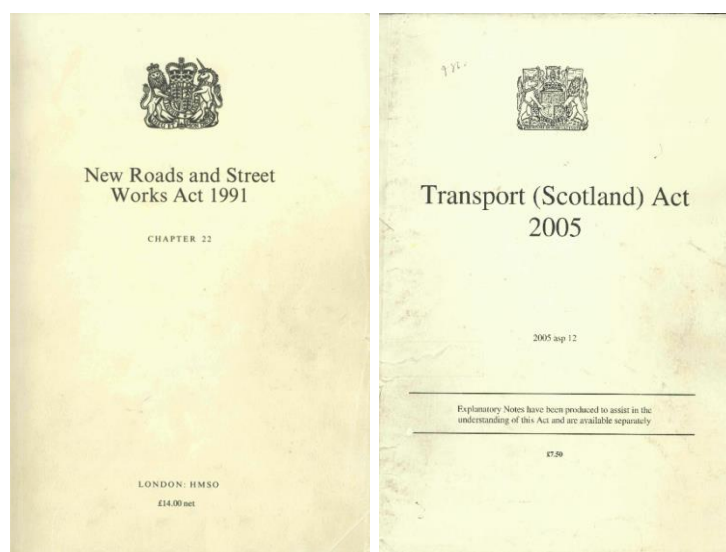
The legal framework for road works in Scotland is primarily found in the New Roads and Street Works Act 1991 as amended by the Transport (Scotland) Act 2005, in conjunction with a variety of secondary and tertiary legislation.

Reviewing the effectiveness of legislation is a continual process, taking account of new developments and technologies. This reviewing function is undertaken through engaging with the community to provide feedback on their experience and continuing to work with specific working groups dedicated to policy development. In particular the Scottish Road Works Policy Development Group (PDG) provides assistance to RAUC(S) in the development of new advice papers and codes of practice.

The 2016/17 Programme for Government made reference to a Transport Bill which will include provision to improve the role of the Scottish Road Works Commissioner and the wider regulation of road works in Scotland. The 2016 “Barton Report” which is a “Review of the Office and Functions of the Scottish Road Works Commissioner” will also feed into this process.

The Scottish Government has undertaken a great deal of preparatory work for any future Transport Bill. The office has worked with the Scottish Government to support their work and will continue to inform the process as requested.

New and/or amended codes of practice and advice papers published this reporting period, have been discussed in more detail in the Section 8 – Promotion of Compliance and Good Practice.



## **Policy Development Group (PDG)**

The Road Works Policy and Development Group is hosted by the Scottish Government quarterly, and includes representatives from the office of the Scottish Road Works Commissioner, RAUC(S) roads authority and utility company representatives, SCOTS (Society of Chief Officers of Transportation in Scotland), NJUG (National Joint Utilities Group) and the SRWR Steering Group. The group consider developments in primary and secondary legislation, including Codes of Practice. The group meet on a quarterly basis and consider a variety of forthcoming policy and technological advances.

Over the reporting period the PDG considered the development of new regulations to supersede The Road Works (Qualifications of Supervisors and Operatives) (Scotland) Regulations 1992. The consultation for these regulations was undertaken in late summer/autumn 2016 with a view to laying the regulation before parliament in April 2017. Amendments will reflect changes to regulations made elsewhere in the UK.

## **Strategic Action Group**

The office of the Scottish Road Works Commissioner continues to support the Scottish Government through the Strategic Action Group (SAG).

SAG co-chairs are the Minister for Transport and Islands and the COSLA Spokesperson for Development, Economy and Sustainability. Participants include representatives from COSLA, SCOTS, Transport Scotland, Improvement Service and the Scottish Road Works Commissioner.

## **Inspection Fees Working Group**

The inspections fees working group is an advisory group reporting to the Scottish Government. The group, which includes representatives from the Commissioner's office, considers the sufficiency of the prescribed inspection fee which is reviewed annually to cover roads authority costs when undertaking inspections of utility company openings in roads.

In 2014, it was agreed that in addition to applying an annual inflation increase that a full review of the fee make-up should be undertaken.

Over the reporting period, the group has worked hard to survey, collate and analyse information on inspections from across the country and this work continues. It is hoped that a decision on the prescribed inspection fee can be reached in the next reporting period.

## **Prescribed Fees and Amounts Working Group**

The Scottish Road Works Register is funded by monies collected as prescribed in the Scottish Road Works Register (Prescribed Fees and Amounts) Regulations, which are reviewed annually. The Prescribed Fees and Amounts Working Group convenes as required and informs the annual review process. The office of the Scottish Road Works Commissioner is represented on this group.

During the reporting period the working group considered alternative models for collecting fees and amounts in the future. In the absence of an alternative model, a decision was taken to maintain current principles and the group was stood down pending future developments.

## **Regulations**

Over the period of this report, no new road works related regulations were developed by the Scottish Government.

The Scottish Road Works Register (Prescribed Fees) Regulations 2015, in conjunction with the Scottish Road Works Register (Prescribed Fees and Amounts) Regulations 2008, made provision for the 2016/17 financial year.

## **Future Legislation**

The outcome of the strategic consultation on the management of road works in Scotland was published in October 2014. The content of this has been reviewed by the Strategic Action Group (SAG), led by the Minister for Transport and Islands. The Commissioner attends each of these meetings.

In October 2015 the Minister for Transport and the Islands commissioned a review of the office and functions of the Scottish Road Works Commissioner. The “Barton Report” was completed in March 2016 and continues to inform future policy direction and legislation. As detailed earlier in this report, the 2016/17 Programme for Government made reference to a Transport Bill, which it is intended to bring forward in year 3 of the current parliamentary session. The programme made specific reference to the powers of the Scottish Road Works Commissioner and the regulation of road works in Scotland. The SRWC will continue to work closely with Transport Scotland in the development of any future legislation.

## 12. Annual Report and Accounts

As previously reported in the Executive Summary: the 2016/17 audited Annual Report and Accounts, incorporating the operation of the Scottish Road Works Register, are available at:

**<http://roadworks.scot/Publications/AnnualAccounts.aspx>**

The Annual Report and Accounts were laid before parliament in October 2017.

## 13. Reflection and Forward Planning

### Reflection

Commissioner engagement with the Scottish road works community includes facilitating effective working relationships between roads authorities and utility companies. The Commissioner continued to monitor compliance with road works legislation and good practice guidance over the reporting period.

The Commissioner's 2016/17 Business Plan is attached in Appendix C. It covers a range of specific objectives designed to further the strategic aims of the Commissioner. The objectives include targeted challenges and on-going business. Appendix C details the progress made towards meeting each objective. The Business Plan is published on the Commissioner's website at the following location:

**<http://roadworks.scot/Publications/BusinessPlans.aspx>**

### Forward Planning

The 2017/18 Business Plan was developed in June 2017 and is published on the Commissioner's website. An extract of the activities section is included in Appendix D.

In addition to addressing the overarching corporate aims of the office, the plan focuses on governance.

## Appendix A – Glossary of Terms/Acronyms

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

Term/Acronym	Definition
Area RAUC	Area level RAUC(S) meeting.
AWPR	Aberdeen Western Peripheral Route
BDUK	Broadband Directive UK.
Commissioner	The Scottish Road Works Commissioner.
COSLA	Convention of Scottish Local Authorities.
DBFO	Design, Build, Finance and Operate.
EIRs	Environmental Information (Scotland) Regulations 2004.
FOI(S)A	Freedom of Information (Scotland) Act 2002.
FPN	Fixed Penalty Notice.
Gazetteer	List of all roads maintained by a Roads Authority.
GIS	Geographic Information System.
HAUC (UK)	Highway Authorities and Utilities Committee (UK).
JAG	Joint Authorities Group.
Local RAUC	Local Authority level RAUC(S) meeting.
NJUG	National Joint Utilities Group.
NRMR	National Roads Maintenance Review.
NRSA	New Roads and Street Works Act 1991.
NSG	National Street Gazetteer.
OC	Operating Company (working on behalf of Transport Scotland).
PDG	Policy Development Group.
PIR	Plant Information Request
RAUC(S)	Roads Authorities and Utilities Committee (Scotland).
Register	The Scottish Road Works Register.
SAG	Strategic Action Group.
SCOTS	Society of Chief Officers of Transportation in Scotland.
SOLACE	Society of Local Authority Chief Executives.
SROR	Specification for the Reinstatement of Openings in Roads.

SRRB	Scottish Road Research Board.
SRWC	Scottish Road Works Commissioner.
SRWR	Scottish Road Works Register.
USRN	Unique Street Reference Number (or Gazetteer Reference).

## Appendix B – List of Scottish Roads Authorities and Utilities

### List of Roads Authorities

#### City Group

Aberdeen City Council  
Dundee City Council  
City of Edinburgh Council  
Glasgow City Council

#### Urban Group

Clackmannanshire Council  
East Dunbartonshire Council  
East Renfrewshire Council  
Falkirk Council  
Inverclyde Council  
North Lanarkshire Council  
Renfrewshire Council  
West Dunbartonshire 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

#### Rural Group

Aberdeenshire Council  
Angus Council  
Argyll & Bute Council  
Scottish Borders Council  
Dumfries & Galloway Council  
Highland Council  
The Moray Council  
Perth & Kinross Council

#### Island Group

Comhairle nan Eilean Siar  
Orkney Islands Council  
Shetland Islands Council

#### Other

Transport Scotland

## List of Utility Companies currently operating in Scotland

### Gas

E S Pipelines Limited  
SGN

### Pipelines

BP  
CLH Pipelines  
INEOS  
Shell

### Multi-Utility

Energetics  
Energy Assets  
Fulcrum  
GTC Pipelines Limited

### Electricity

ESP Electricity  
SP Energy Networks  
SSE  
National Grid

### Water

Scottish Water

### Telecoms

Arqiva  
Broadband for the Rural North (B4RN)  
CityFibre Metro Networks Ltd  
Concept Solutions People Limited (CSP Ltd)  
EE  
Gamma Telecom  
Hutchison 3G  
Level 3 Communication  
Openreach  
SSE Telecoms  
Sky UK  
TalkTalk  
Telefonica UK  
Verizon  
Virgin Media Group  
Vodafone Limited  
Zayo

### Others

Network Rail  
Royal Mail  
Tay Road Bridge Joint Board  
Edinburgh Trams

## Appendix C – Business Plan 2016/17

This section contains an extract of the 2016/17 business plan. The full business plan is available on the Commissioner's website at the following location:

**<http://roadworks.scot/Publications/BusinessPlans.aspx>**

The following abbreviations are used in the activities tables:

<b>SRWC</b>	Scottish Road Works Commissioner
<b>PM</b>	Policy Manager
<b>TSM</b>	Technical Standards Manager
<b>SRWRM</b>	Scottish Road Works Register Manager
<b>Acc</b>	Accountant
<b>BO</b>	Business Officer
<b>PrM</b>	Performance Manager
<b>SROR</b>	Specification for the Reinstatements of Openings in Roads
<b>RAUC(S)</b>	Roads Authorities and Utilities Committee (Scotland)
<b>Area RAUC</b>	Area Roads Authorities and Utilities Committee
<b>Local RAUC</b>	Local Roads Authorities and Utilities Committee
<b>SCOTS</b>	Society of Chief Officers of Transportation in Scotland
<b>FReM</b>	Financial Reporting Manual

## Business Area 1: Technical/Quality Monitoring

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
1.1	Work with road works community at all levels to improve communication.	<ul style="list-style-type: none"> <li>100% Attendance at National RAUC(S)</li> <li>Attendance at Area RAUC meetings</li> <li>Attendance at 10% of Local RAUC meetings</li> <li>Assist with Advice Notes and Codes of Practice</li> </ul>	SRWC/PM  SRWRM/PrM  TSM PM	1,2,3
1.2	Review the SROR to identify additional areas of potential scrutiny.	<ul style="list-style-type: none"> <li>Provide Commissioner paper as required</li> <li>Provide paper on new materials trials as required</li> </ul>	TSM  PM	3
1.3	Develop the Technical Standards programme with emphasis on the rollout of the Superfast Broadband programme in Scotland.	<ul style="list-style-type: none"> <li>Prepare programme and finalise strategy by June 2016</li> <li>Implement year 1 of TSM strategy (2016-2017)</li> </ul>	PM  TSM	1,2
1.4	Extend the scope of ad-hoc site inspections by the oSRWC to include in-situ compaction testing of the unbound layers of utility company reinstatements.	<ul style="list-style-type: none"> <li>Publish Testing Plan by the end June 2016</li> <li>Provide a report on data collected by the end March 2017</li> </ul>	TSM  PM	1,2,3
1.5	Continue to engage with the road works community to provide an advisory role on Signing Lighting and Guarding and good practice.	<ul style="list-style-type: none"> <li>Continue to provide Traffic Management Training sessions at a rate of 2 per quarter (depending on uptake)</li> </ul>	TSM	3

## Business Area 2: Policy

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
2.1	Revision of SRWC and SRWR Risk Registers.	<ul style="list-style-type: none"> <li>Review and amend current situation of dual registers to provide one overarching register by end June 2016</li> <li>Review risk ownership for SRWC and SRWR by end June 2016</li> </ul>	PM  PM	4
2.2	Agree and publish internal and external policy review schedule.	<ul style="list-style-type: none"> <li>Work with RAUC(S) to agree timetable and scope</li> <li>Review of Commissioner Advice Papers</li> </ul>	PM  PM	1,2,3,4
2.3	Continue to work with the Scottish road works community to seek strategies for an overall improvement in the standard of road reinstatements.	<ul style="list-style-type: none"> <li>SRWC is represented at 90% of meetings as follows: <ul style="list-style-type: none"> <li>RAUC(S)</li> <li>Scottish Road Research Board</li> <li>Strategic Action Group</li> </ul> </li> </ul>	SRWC	1,2,3
2.4	Continue to scrutinise and participate in the review of Advice Notes, Codes of Practice.	<ul style="list-style-type: none"> <li>Comment from SRWC provided on 90% documents referred to SRWC for review by RAUC(S)</li> </ul>	PM	2,3
2.5	Continue to input to the development of policy through participation in the Scottish Government Policy Development Group.	<ul style="list-style-type: none"> <li>SRWC is represented at 100% of meetings</li> </ul>	SRWC/PM	3

## Business Area 3: SRWR Operation and Management

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
3.1	Introduce penetration testing for SRWR.	<ul style="list-style-type: none"> <li>Implement a penetration testing schedule by September 2016</li> <li>Review schedule by end February 2017</li> <li>Include penetration testing within new tender</li> </ul>	SRWRM  SRWRM  SRWRM	2,4
3.2	Issue statutory invoices and collect fees for running of register.	<ul style="list-style-type: none"> <li>100% fees paid by end May 2016</li> </ul>	BO	1,2,3,4
3.3	Award process for procurement of new SRWR contract.	<ul style="list-style-type: none"> <li>Re-tender the provision of the Scottish Road Works Register. New contract begins 1 April 2018</li> </ul>	SRWC	1,4
3.4	Review SRWR indicators to ensure they meet the on-going needs of the community.	<ul style="list-style-type: none"> <li>Annual review of indicators</li> <li>Hold working group meetings</li> </ul>	SRWRM  SRWRM	1,2,4
3.5	Issue SRWR quarterly Newsletter.	<ul style="list-style-type: none"> <li>Issue 100%</li> </ul>	SRWRM	3,4
3.6	Ensure that the Scottish Road Works Register operates in line with the contractual requirements and continue to ensure that it develops to provide added benefits to the Commissioner and the road works community.	<ul style="list-style-type: none"> <li>Monthly performance and progress review of Symology</li> <li>Quarterly contract meeting with Symology.</li> <li>Quarterly meetings with SRWR Steering Group</li> </ul>	SRWRM  SRWC  SRWC	1,2,4

## Business Area 4: Performance Monitoring

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
4.1	Operational objectives review	<ul style="list-style-type: none"> <li>Produce and publish a quarterly dashboard on the SRWC website</li> </ul>	PrM	1,2,3,4
4.2	Increased scrutiny of roads authorities and their use of the register.	<ul style="list-style-type: none"> <li>Examine inconsistencies in the placing of notices on the SRWR between roads authorities in each of the five SCOTS peer groups by October 2016</li> <li>Review the use of Section 125 notices by October 2016</li> </ul>	PrM  PrM	1,2
4.3	Increased scrutiny of utility companies	<ul style="list-style-type: none"> <li>Examine the noticing practices of multi utility undertakers by October 2016</li> <li>Scrutinise undertakers who consistently fail to achieve a sample inspection pass rate of 90% by October 2016</li> </ul>	PrM  PrM	1,2
4.4	Introduce quarterly Performance Reviews	<ul style="list-style-type: none"> <li>Produce quarterly review</li> <li>Provide SRWR statistics prior to Area RAUC meetings</li> </ul>	PrM SRWRM	1,2
4.5	Produce annual Performance Review	<ul style="list-style-type: none"> <li>Full Performance Review issued for 100% of SRWR users by end of May 2016</li> </ul>	PrM	1,2
4.6	Scrutinise the outcome of the 2014/15 coring programme.	<ul style="list-style-type: none"> <li>Review RAUC(S) coring data (expected early 2017).</li> <li>Issue a SRWC statement on coring</li> <li>Follow up action on coring data if required.</li> </ul>	PrM  PM  SRWC	1,2,3

## Business Area 5: Business and Office Governance

	Objectives	Key Milestones/Performance Measures	Owner	Corporate Aim
5.1	Financial policy review	<ul style="list-style-type: none"> <li>Established policy and procedures to be formalised by June 2016</li> </ul>	Acc/BO	4
5.2	Statutory Returns	<ul style="list-style-type: none"> <li>All returns made on time</li> </ul>	BO	4
5.3	Adherence to Service Standards	<ul style="list-style-type: none"> <li>100% FOI(S)A request timescales met</li> <li>100% SRWC timescales met</li> </ul>	BO BO	4
5.4	Develop and a strategy for handling general enquiries	<ul style="list-style-type: none"> <li>Implementation of strategy and practice by the end of September 2016</li> </ul>	BO/PM	4
5.5	Publish Annual Report 2014-2016	<ul style="list-style-type: none"> <li>Report published by end June 2016</li> </ul>	SRWC	4
5.6	Embed staff development and review process	<ul style="list-style-type: none"> <li>Reviews undertaken by May 2016</li> <li>Mid-year reviews undertaken by November 2016</li> </ul>	SRWC SRWC	1,2,4
5.7	Review of data storage and implementation of organisation wide system (ERDM)	<ul style="list-style-type: none"> <li>Data Storage review completed by June 2016</li> <li>Completion of Records Management Plan by December 2016</li> <li>Embed full data storage system by December 2016</li> </ul>	PrM  PrM  PrM	4
5.8	Compliance with SRWC and Scottish Public Finance Manual Procedures, policies and controls, including the FReM	<ul style="list-style-type: none"> <li>Monthly meetings held</li> <li>95% of payment made to suppliers made within 10 days</li> </ul>	Acc  BO	4
5.9	Publish Annual Accounts 2015-2016	<ul style="list-style-type: none"> <li>Accounts prepared and submitted to Auditors by end June 2016 with appropriate working papers and report text</li> <li>Accounts agreed and published by end August 2016</li> </ul>	Acc  Acc	4
5.10	Continue to monitor the Commissioner's website to ensure that it is up to date.	<ul style="list-style-type: none"> <li>Review website content twice a year</li> </ul>	SRWRM	3,4

## Appendix D – Business Plan 2017/18

This section contains an extract of the 2017/18 business plan, providing detail on planned activities to achieve in pursuance of the Commissioner's overarching corporate aims for the next fiscal period. The full business plan is available on the Commissioner's website at the following location:

**<http://roadworks.scot/Publications/BusinessPlans.aspx>**

### Structure of the Business Plan

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

Activities undertaken in by the SRWC have been broadly split into 5 business areas in the following tables. The business areas identify how each activity is important in meeting the Corporate Aims of the SRWC, detailed above.

The following abbreviations are used in the activities tables:

<b>SRWC</b>	Scottish Road Works Commissioner
<b>PM</b>	Policy Manager
<b>TSM</b>	Technical Standards Manager
<b>SRWRM</b>	Scottish Road Works Register Manager
<b>Acc</b>	Accountant
<b>BusO</b>	Business Officer
<b>PrM</b>	Performance Manager
<b>SROR</b>	Specification for the Reinstatements of Openings in Roads
<b>RAUC(S)</b>	Roads Authorities and Utilities Committee (Scotland)
<b>Area RAUC</b>	Area Roads Authorities and Utilities Committee
<b>Local RAUC</b>	Local Roads Authorities and Utilities Committee
<b>SCOTS</b>	Society of Chief Officers of Transportation in Scotland
<b>FReM</b>	Financial Reporting Manual

## Business Area 1: Technical/Quality Monitoring

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
1.1	Work with road works community at all levels to improve communication.	<ul style="list-style-type: none"> <li>100% Attendance at National RAUC(S)</li> <li>Attendance at Area RAUC meetings</li> <li>Attendance at 15% of Local RAUC meetings</li> <li>Assist with Advice Notes and Codes of Practice</li> </ul>	SRWC  SRWC  TSM  PM	1,2,3
1.2	Contribute to National (UK) working groups.	<ul style="list-style-type: none"> <li>Represent Scotland at Training and Accreditation Group (TAG) UK (quarterly attendance)</li> </ul>	TSM	2,3
1.3	Further develop the Technical Standards programme with emphasis on the rollout of the Superfast Broadband programme in Scotland.	<ul style="list-style-type: none"> <li>Review programme and strategy by June 2017</li> <li>Continue the implementation of the TSM strategy (2017-2018)</li> </ul>	PM  TSM	1,2
1.4	Extend the scope of ad-hoc site inspections by the oSRWC to include in-situ compaction testing of the unbound layers of utility company reinstatements.	<ul style="list-style-type: none"> <li>Implement Testing/Data Collection Plan</li> <li>Provide a report on data collected by the end March 2018</li> </ul>	TSM  TSM	1,2,3
1.5	Continue to engage with the road works community to provide an advisory role on Signing Lighting and Guarding and good practice.	<ul style="list-style-type: none"> <li>Continue to provide Traffic Management Advice sessions at a rate of 2 per quarter (depending on uptake)</li> </ul>	TSM	3

## Business Area 2: Policy

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
2.1	Continue to work with the Scottish road works community to seek strategies for an overall improvement in the standard of road reinstatements.	<ul style="list-style-type: none"> <li>SRWC is represented at 90% of meetings as follows: <ul style="list-style-type: none"> <li>RAUC(S)</li> <li>Scottish Road Research Board</li> <li>Strategic Action Group</li> <li>Roads Maintenance Stakeholder Group</li> </ul> </li> </ul>	SRWC/ PM	1,2,3
2.2	Continue to scrutinise and participate in the review of Advice Notes, Codes of Practice.	<ul style="list-style-type: none"> <li>Comment from SRWC provided on 90% documents referred to SRWC for review by RAUC(S)</li> </ul>	PM	2,3
2.3	Continue to provide technical advice to the Scottish Government as part of the proposed Miscellaneous Transport Bill	<ul style="list-style-type: none"> <li>Provide input to proposed consultation.</li> <li>Dedicate agreed percentage of staff time to sponsor body to assist with proposed consultation.</li> </ul>	SRWC/PM  SRWC/PM	1,2,3
2.4	Continue to input to the development of policy through participation in the Scottish Government Policy Development Group.	<ul style="list-style-type: none"> <li>SRWC is represented at 100% of meetings</li> <li>Provide input to consultations issued, where required.</li> </ul>	SRWC/PM  SRWC/PM	1,2,3

## Business Area 3: SRWR Operation and Management

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
3.1	Issue invoices and collect fees.	<ul style="list-style-type: none"> <li>Collection of all Statutory Fees for use of the Register by end June 2017</li> <li>Collection of all training fees.</li> </ul>	SRWRM/ BusO  SRWRM/ BusO	1,2,3,4
3.2	Ensure that the Scottish Road Works Register operates in line with the contractual requirements and continue to ensure that it develops to provide added benefits to the Commissioner and the road works community until contract completion (March 2018).	<ul style="list-style-type: none"> <li>Monthly performance and progress review of Symology (Incumbent SRWR Provider)</li> <li>Quarterly contract meeting with Symology (Incumbent SRWR Provider)</li> <li>Quarterly meetings with SRWR Steering Group</li> </ul>	SRWRM  SRWC/ SRWRM  SRWRM	1,2,4
3.3	Continue to manage the award of the new SRWR contract and completion of existing contract.	<ul style="list-style-type: none"> <li>Award Contract by end July 2017</li> <li>Manage exit plan of incumbent</li> <li>Monitor mobilisation reporting at Month 3 and Month 6.</li> </ul>	SRWC  SRWRM  SRWRM	1,2,4
3.4	Issue SRWR Newsletter.	<ul style="list-style-type: none"> <li>Issue 4 newsletters</li> </ul>	SRWRM	3,4
3.5	SRWR Specification of Requirements	<ul style="list-style-type: none"> <li>Quarterly review SRWR changes</li> <li>Annual update of document</li> </ul>	SRWRM	1,2,4
3.6	Facilitate competency in the Road Works Community	<ul style="list-style-type: none"> <li>Arrange Annual User Seminar</li> <li>Organise Register Specific Training (Quarterly)</li> </ul>	SRWRM  SRWRM	2,3,4

## Business Area 4: Performance Monitoring

	Objective	Key Milestones/Performance Measures	Owner	Corporate Aim
4.1	Operational objectives monitoring	<ul style="list-style-type: none"> <li>Continue to produce and publish a quarterly dashboard on the SRWC website – e.g. Red Amber, Green Flags</li> </ul>	PrM	1,2,3,4
4.2	Increased scrutiny of roads authorities and their use of the register.	<ul style="list-style-type: none"> <li>Continue to examine inconsistencies in the placing of notices on the SRWR between roads authorities in each of the five SCOTS peer groups.</li> <li>Scrutinise the use of Section 125 notices by Road Works Authorities.</li> </ul>	PrM  PrM	1,2
4.3	Increased scrutiny of utility companies	<ul style="list-style-type: none"> <li>Examine the noticing practices of multi utility undertakers by October 2017</li> <li>Scrutinise undertakers who consistently fail to achieve a sample inspection pass rate of 90% by October 2017</li> </ul>	PrM  PrM	1,2
4.4	Refine quarterly Performance Reviews in order that performance is tracked though the year.	<ul style="list-style-type: none"> <li>Produce quarterly dashboard – e.g. Red Amber, Green Flags</li> <li>Provide SRWR statistics prior to Area RAUC meetings</li> </ul>	PrM  SRWRM	1,2
4.5	Produce SRWC Annual Performance Review of organisations	<ul style="list-style-type: none"> <li>Full performance review issued for all of SRWR users by end of May 2017.</li> </ul>	PrM	1,2
4.6	Review of Annual Performance Trends	<ul style="list-style-type: none"> <li>Consider the overall performance of SRWR users, comparing 2015/16 against 2016 and taking follow up action where required by December 2017.</li> </ul>	PrM	1,2
4.7	Scrutinise the outcome of the 2015-16 Coring Programme.	<ul style="list-style-type: none"> <li>Review RAUC(S) coring data (expected early 2017).</li> <li>Issue a SRWC statement on coring</li> <li>Follow up action on coring data if required.</li> </ul>	PrM  PM  SRWC	1,2,3
4.8	Improvement Strategy	<ul style="list-style-type: none"> <li>Develop a formal SRWC improvement strategy for undertakers and roads authorities.</li> </ul>	PM/PrM	1,2,3

## Business Area 5: Business and Office Governance

	Objectives	Key Milestones/Performance Measures	Owner	Corporate Aim
5.1	Financial policy review	<ul style="list-style-type: none"> <li>Established policy and procedures to be reviewed by October 2017</li> </ul>	BusO	4
5.2	Statutory Returns	<ul style="list-style-type: none"> <li>All returns made on time</li> </ul>	BusO	4
5.3	Adherence to Service Standards	<ul style="list-style-type: none"> <li>100% FOISA/EIRs request timescales met</li> <li>100% SRWC timescales met</li> </ul>	BusO BusO	4
5.4	Publish Annual Report 2016-2017	<ul style="list-style-type: none"> <li>Report published by end July 2017</li> </ul>	SRWC	4
5.5	Undertake staff development and review process	<ul style="list-style-type: none"> <li>Reviews undertaken by May 2017</li> <li>Mid-year reviews undertaken by November 2017</li> </ul>	SRWC SRWC	1,2,4
5.6	Compliance with SRWC and Scottish Public Finance Manual Procedures, policies and controls, including the FReM	<ul style="list-style-type: none"> <li>Monthly meetings held</li> <li>Additional staff training</li> <li>95% of payment made to suppliers within 10 days</li> </ul>	BusO SRWC/BusO BusO	4
5.7	Publish Annual Accounts 2016-2017	<ul style="list-style-type: none"> <li>Accounts prepared and submitted to Auditors by end June 2017 with appropriate working papers and report text.</li> <li>Accounts agreed and published by end August 2017</li> </ul>	SRWC SRWC	4
5.8	Implementation of SAGE accounting.	<ul style="list-style-type: none"> <li>Full Integration of Sage for financial year 2017-18.</li> </ul>	BusO	4
5.9	Update the Commissioner's website. Review and revamp ensuring that it is up to date.	<ul style="list-style-type: none"> <li>Review website content twice a year</li> <li>Award for new website provision by June 2017</li> </ul>	SRWRM PrM	3,4

## Appendix E – Extent of Community Engagement

The following is a list of committees and working groups which met during the reporting period, the Commissioner or a representative of the Commissioner attended where required.

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

Working Groups	Frequency	Reports to
Scottish Road Works Policy Development Group	Quarterly	Scottish Government
Scottish Specification for the Reinstatement of Openings in Roads Working Group	When required	RAUC(S)
SRWR Steering Group	Quarterly	SRWC/RAUC(S)
Gazetteer Working Group	Quarterly	RAUC(S)
System Assurance Team	Quarterly	SRWR Steering Group
Training and Accreditation Group 1 (UK)	Quarterly	DfT
Training and Accreditation Group 2 (UK)	Quarterly	DfT
Queensferry Crossing Traffic Management Working Group	Monthly	Transport Scotland
National Road Maintenance Review Strategic Action Group (SAG)	Biannually	Scottish Parliament
National Road Maintenance Review Stakeholder Group	Biannually	SAG

In addition to the above specific groups, the Commissioner, or a representative of the Commissioner, attended many engagements in pursuance of the Commissioner's functions.

The following list summarises the main engagements undertaken during the reporting period by the Commissioner.

Meeting/Engagement	Summary
<b>Utility Specific Meetings</b>	Meetings could include both enforcement action and/or guidance to promote good practice and improve compliance.
<b>Roads Authority Meetings</b>	Meetings could include both enforcement action and/or guidance to promote good practice and improve compliance
<b>Events with Roads Authorities and Scottish Government.</b>	Input into significant national events where required.
<b>Research and Development Meetings</b>	Meetings to progress research and development in specialist areas of interest, for example "long term damage" research and aggregate performance.
<b>Scottish Government Policy (Specialist Topics)</b>	Specialist technical policy groups to assist in the progress of specialist policies and directives as required.
<b>Technology Development/Research Showcases</b>	The Commissioner or a representative from the office has attended various engagement sessions to discuss new technology or processes in the advancement of good practice across the sector.
<b>Industry Training Seminars/Conferences (attending as speaker)</b>	Staff development and knowledge exchange to promote the good practice within the industry. The Commissioner has spoken at various industry seminars including the HAUC(UK) Convention
<b>Register Provider Meetings</b>	Liaison meetings with software provider.

## Contact Details

You can phone us on **0131 244 9936**

You can email us at **[enquiries@srwc.gsi.gov.uk](mailto:enquiries@srwc.gsi.gov.uk)**

You can contact us by post at:

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

Our website is **<http://roadworks.scot>**

## Other Formats

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