

— OFFICE OF —  
**THE SCOTTISH  
ROAD WORKS  
COMMISSIONER**

Mrs Angela Scott  
Chief Executive  
Aberdeen City Council  
Marischal College  
Business Hub 12, Level 2 West  
Broad Street  
Aberdeen AB10 1AB

Contact: Graham Milne  
Direct Tel: 0131 528 5518

4 September 2019

Our Ref: PER/GM/2019/ACC

Dear Mrs Scott

### **Scottish Road Works Commissioner 2018/19 Road Works Performance Review**

Please find enclosed Aberdeen City Council's 2018/19 annual road works Performance Review in respect of the period 1 April 2018 to 31 March 2019.

My review is presented in a similar format to last year utilising data from two full business years for comparison purposes. Roads authority and utility company averages are included where appropriate.

In terms of section 118(1) of the New Roads and Street Works Act 1991 (the 1991 Act), roads authorities have a statutory duty to co-ordinate the execution of works of all kinds (including works for road purposes) in roads for which they are responsible:

- a) in the interests of safety;
- b) to minimise inconvenience to persons using the road; and
- c) to protect the structure of the road and integrity of apparatus in it.

This review considers how well you are meeting your statutory obligations.

In addition to your annual review, Aberdeen City Council's road works performance is routinely discussed at quarterly Area Roads Authorities and Utilities Committee meetings.

### **Management and Performance Reports**

Organisations are expected to routinely monitor their own performance utilising reports which are downloadable from the Scottish Road Works Register (SRWR). This ongoing performance review process allows your organisation to take appropriate action throughout the year to improve performance. If your performance falls at any point during the year, it is expected that an explanation will be provided to my representative at your Area RAUC meeting. Organisations can also generate reports to assist benchmarking against similar authorities.

Consistent failure to achieve the expected level of performance may result in further formal action.

# APPENDIX 3

## Aberdeen City Council – 2018/19 Road Works Performance – Primary Indicators

	Indicator	Performance				Notes
		Aberdeen City	Expected	RA Average	URWY Average	
Administrative Functions	Gazetteer Submissions	4	4			
	Noticing Failure rate (%)	7%	< 4%	0%	5%	
	Notices without correct Contact Details	12%	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing
	Notices without Traffic Management Type	1%	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less
Works Planning and Operational Functions	Works requiring Early Start (%)	18%	< 15%	16%	8%	
	Works requiring Late Start (%)	0%	< 1%	1%	1%	
	Works requiring Works Extension (%)	17%	< 10%	10%	8%	
	Overrunning Works (%)	16%	< 1%	1%	3%	
	Unplanned Works (%)	3%	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation
	Works awaiting Closure at year end	0%	0			
	Works awaiting Final Site Reinstatement Details Notice at year end	0%	< 1%			
	Works registered per 100km	59		74		This metric considers a roads authorities performance against their respective SCOTS peer group. The RA Average is shown for SCOTS Group - City.
Sample Inspections	Category A Undertaken	101%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.
	Category B Undertaken	101%	100%			
	Category C Undertaken	100%	100%			
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	198	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 21 authorities issue FPNs.
	Attendance at Area RAUC meetings	100%	100%			Regular attendance at Area RAUC meetings demonstrates a commitment to meeting your statutory obligations to co-ordinate road works
	Vault Submissions	4	4			Whilst not a statutory requirement, organisations are encouraged to submit regular updates in the interests of safety and to assist good works planning.

I would draw your attention to page 2 which compares your organisation's performance against the expected standard.

### Specific action is required in respect of:

- **Missing Contact Details** - As a minimum, you are required to register the originator name, the originator telephone number, the contractor name and the contractor telephone number in the SRWR for all road works. At the very latest time, these four individual fields must be entered in Actual Start notices.
- **Late Starts** – The managed use of Late Starts can be viewed as good co-ordination. However, excessive use suggests that works are not being well planned and managed. Across Scotland, roads authorities on average use Late Starts in 1% of their road works. At 6%, your use of Late Starts is high and suggests a lack of co-ordination. It is expected that <1% can be achieved by your authority through improved works planning and management.
- **Overrunning Works** - At 16%, your use of overrunning works ratio is high, suggesting that planned works durations are unrealistic. Works planning and management processes for setting works durations should be reviewed.

### Summary

In general terms, the road works performance of Aberdeen City Council shows little improvement during 2018/19.

#### Administrative Functions

Whilst your noticing failure rate has improved to 7% in 2018/19 (26% in 2017/18), it remains above the expected target of 4%. Better management of contact details and the provision of traffic management types is also required.

#### Works Planning and Operational Functions

These metrics show little consistency and significant improvement is required. In particular, greater focus is required to manage late starts and overrunning works.

In 2018 Aberdeen City Council was placed on an improvement plan in connection with poor road works performance. There has not been sufficient progress. In view of your continued failure to demonstrate any significant improvement, please contact my office within 2 weeks of the date of this letter to arrange a meeting at Saughton House, Edinburgh.

I would remind you of your obligations under Section 118 of the New Roads and Street Works Act 1991 and Section 18 of the Transport (Scotland) Act 2005. Failure to contact my office will result in escalation of this matter and may result in enforcement action being taken.

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Data and statistics relating to your road works performance is available from the Scottish Road Works Register throughout the year. It is expected that your organisation will continue to self-monitor this information and take appropriate action. In particular, it is recommended that your mid-year performance is made available to senior managers in November.

Should you wish to discuss any part of this letter please do not hesitate to contact my Performance Manager Graham Milne at: [enquires@roadworks.scot](mailto:enquires@roadworks.scot)

Yours sincerely

**Angus Carmichael**  
**Scottish Road Works Commissioner**