

Mrs Angela Scott
Chief Executive
Aberdeen City Council
Marischal College
Business Hub 12, Level 2 West
Broad Street
Aberdeen AB10 1AB
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Contact: Graham Milne
Direct Tel: 0131 528 5518

Our Ref: PER/GM/2020/ACC

Dear Mrs Scott

Scottish Road Works Commissioner 2019/20 Road Works Performance Review

Please find enclosed Aberdeen City Council's 2019/20 annual road works Performance Review in respect of the period 1 April 2019 to 31 March 2020.

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. Your organisation's performance against the expected targets is detailed on page 2.

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

Aberdeen City Council Road Works Performance – Primary Indicators

Number of Road Works		456					
	Indicator	Current	Expected	RA Average	Utility Average	Notes	
Administrative Functions	Gazetteer Submissions	3	4				
	Noticing Failure rate (%)	4%	< 4%	4%	5%		
Operational Functions	Notices without correct Contact Details	0%	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing.	
	Notices without Traffic Management Type	0%	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less.	
	Works requiring Early Start (%)	22%	< 15%	13%	9%		
	Works requiring Late Start (%)	4%	< 1%	1%	1%		
	Works requiring Works Extension (%)	12%	< 10%	7%	7%		
	Overrunning Works (%)	2%	< 1%	1%	3%		
	Unplanned Works (%)	7%	< 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	5%	< 1%				
	Works registered per 100km	47		65		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%				
	Category B Undertaken	99%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.	
	Category C Undertaken	100%	100%				
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	260	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 22 authorities issue FPNs.	
	Attendance at Area RAUC meetings	75%	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.	

Specific action is required in respect of:

Gazetteer Submissions – Authorities have a statutory requirement to submit regular quarterly gazetteer updates to the SRWR. If Aberdeen City Council does not have an update, a nil return must be submitted to the SRWR provider, confirming that there have been no changes to your road network.

Early Starts – The managed use of Early 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 Early Starts in 13% of their road works. At 22%, your use of Early Starts is in excess of the expected performance of <15% which is regularly achieved by a number of roads authorities and utility companies. Early Starts are largely a co-ordinating function and improvements should be achieved through training and works planning and management. Action is required to reduce your failures.

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 4%, 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.

Works Awaiting Final Site Reinstatement Notice – At the 2018/19 year end, Aberdeen City Council had 24 outstanding works awaiting their final site reinstatement notice. This is a simple administrative task and should be completed in all cases.

Summary

In general terms, the road works performance of Aberdeen City Council was poor during 2019/20.

Administrative Functions

Please ensure that all the required gazetteer updates are submitted.

Works Planning and Operational Functions

Early starts (22%) and works extensions (12%) both exceed the required targets and are currently unacceptable. It is acknowledged that the year-end figures are influenced by earlier performance and a consistent delivery across all quarters is required. Works requiring the final site reinstatement details to be uploaded to the register reported a significant increase in Q4 to 24. This is a simple administrative task and should be completed without delay.

Road works registered decreased to 47/100km (59/100km in 2018/19) of road network. This is below the average of 65/100km for the SCOTS city group and this decrease should be reviewed.

Miscellaneous

The number of FPN's (260) issued by your organisation at 93% is acknowledged.

In 2018 your organisation was placed on an Improvement Plan and I acknowledge the progress delivered during the latter part of the reporting year. It was envisaged that with sustained improvement, the plan would be closed at the end of Q1 2020/21. However, given the limited works undertaken by organisations due to the uncertainty of the current pandemic, closure has been delayed. My staff are working with your road works team on this matter at present.

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 operational staff provide senior managers with mid-year performance in November.

Should you wish to discuss any part of this letter please do not hesitate to contact my Performance Manager Graham Milne at: enquiries@roadworks.scot

Yours sincerely



Angus Carmichael
Scottish Road Works Commissioner