

ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL REPORT

SCOTTISH ROAD WORKS COMMISSIONER'S PERFORMANCE REVIEW 2018/19

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to update the Environment Policy Development and Scrutiny Panel on the Scottish Road Works Commissioner's performance review for 2018/19.

B. RECOMMENDATION

It is recommended that the Environment Policy Development and Scrutiny Panel notes progress made by Roads and Transportation in improving performance in respect to compliance with the notification, co-ordination and planning aspects of the New Roads and Street Works Act 1991 and acknowledge the efforts of the staff involved.

C. SUMMARY OF IMPLICATIONS

Assessment)

I	Council Values	Being honest, open and accountable; providing
		equality of opportunities; making best use of our

resources.

II	Policy and Legal (including	The Council is required to demonstrate Best
	Strategic Environmental	Value through a structured framework for the
	Assessment, Equality	management of its assets.
	Issues, Health or Risk	

III Implications for Scheme of Not applicable Delegations to Officers

IV Impact on performance and performance in terms of New Roads and Street Works Act 1991.

V Relevance to Single Not applicable Outcome Agreement

VI Resources - (Financial, Not applicable Staffing and Property)

VII Consideration at PDSP Not applicable

VIII Other consultations None

D. TERMS OF REPORT

D1 Background

The Office of The Scottish Road Works Commissioner submitted its annual review of West Lothian on 4 September (Appendix 1).

The Scottish Road Works Commissioner is an independent public official established under section 16 of the Transport (Scotland) Act 2005 and is accountable to the Scottish Ministers and ultimately to the Scottish Parliament.

The Commissioner's aim is to improve the planning, co-ordination and quality of road works across Scotland.

The Commissioner monitors performance, promotes and encourages good practice by both utility companies and roads authorities. They also have powers to impose financial penalties on roads authorities who systematically fail in their duty to coordinate, and on utility companies who systematically fail to co-operate when undertaking road works.

- **D2** The key outcomes which the Commissioner considers are those that the public are looking for in relation to road works:
 - Shorter Works Periods;
 - Better Co-ordination of Works;
 - Better Traffic Management; and
 - Better Reinstatements
- **D3** The Commissioner produced five key questions which any monitoring of road works should try to answer:
 - Are roads authorities co-ordinating their works?
 - Are utility companies co-operating with roads authorities?
 - Are works taking too long to complete?
 - Is traffic management to an acceptable standard?
 - Are reinstatements in roads meeting the specification?
- **D4** For each of the questions above, national indicators have been identified and developed. It should be noted that the council's performance is measured in two respects, i.e. Roads Authority and Road Works Authority. The former relates to the council's duties to maintain the road network and would generally relate to works carried out to this effect (these are highlighted in orange in page 2 of appendix 1). The latter relates to duties to coordinate road works carried out by public utilities (these are highlighted in blue in page 2 of appendix 1). It is worth noting that utility works represented 68% of total notifiable works completed in West Lothian during 2018/19.
- **D5** As part of the 2017/18 Commissioner's review, West Lothian Council's performance was described as "mediocre" and "in need of some improvement". Following this review, a number of process changes were developed and implemented by Roads and Transportation Services in order to drive indicator level improvement.

D6 The Commissioner has recently completed his annual performance review for 1 April 2018 to 31 March 2019 and has observed performance to be "good" and "with significant improvements made to a number of indicators". It was, however, observed that the council's performance fell slightly below the required level for sample inspections of utility works. Officers have investigated the circumstances behind this and found that changes to the operating programme of Virgin Media and the arrival of a new gas utility (GTC) were broadly the reasons for this dip in performance. Accordingly, measures have been developed/implemented to ensure that all of these inspections are carried out and that the target is met going forwards.

Overall, the review represents welcome news and is down in the main to the hard work of the staff involved.

E. CONCLUSION

Process changes developed and implemented by Roads and Transportation during the period since 2017/18 have significantly improved performance indicator levels. This is a result of the on-going efforts of all the staff involved. The challenge is now with us to sustain these levels and, by applying regular training and good planning, the expectation is that this performance level will be maintained.

F. BACKGROUND REFERENCES

Nil

Appendices/Attachments:

Appendix 1 - Scottish Road Works Commissioner's Letter of 4 September 2019

Contact Person: Jason Halliday, Public Utilities Officer, Tel: 01506 284839

Email: Jason.halliday@westlothian.gov.uk

Jim Jack, Head of Operational Services

Date: 5 November 2019

Appendix 1: - Scottish Road Works Commissioner's Letter of 4 September 2019



Mr Graham Hope Chief Executive West Lothian Council Civic Centre Howden South Road Livingston EH54 6FF

Contact: Graham Milne Direct Tel: 0131 528 5518

Our Ref: PER/GM/2019/WLC

4 September 2019

Dear Mr Hope

Scottish Road Works Commissioner 2018/19 Road Works Performance Review

Please find enclosed West Lothian 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, West Lothian 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.

ESpur, Saughton House, Broomhouse Orive, Edinburgh, EH11 3XD Tel: 0131 244 9936 enquiries@roadworks.scot http://roadworks.scot

_	1		Perfor	Performance		September 1
	Indicator	West	Expected	RA Average	Utility	annous .
anoi	Gazetteer Submissions	•	4			
_	Noticing Failure rate (%)	%9	< 4%	949	5%	
-	Notices without correct Contact Details	%0	0			Originator and Contractors names and telephone numbers must be recorded prior to works continencing.
-	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 (%)	13%	< 15%	16%	86 86	
euego	Works requiring Late Start (%)	%0	۸ 4-	187	1%	
Acres 100	Works requiring Works Extension (%)	10%	< 10%	10%	8%	
-	Overrunning Works (%)	%0	< 1%	136	3%8	
de la companya de la	Unplanned Works (%)	2%2	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation.
STATE OF THE PARTY.	Works Awaiting Closure at year end	%0	0			
	Works awailing Final Site Reinstatement Details Notice at year end	%0	41%			
	Works registered per 100km	111		64		This metric considers a roads authorities performance against their tespective SCOTS peer group. The RA Average is shown for SCOTS Group - Semi-urtan Group.
200.00	Category A Undertaken	87%	100%			
er cross over	Calegory B Undertaken	94%	100%			it is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.
State of the	Category C Undertaken	92%	100%			
	Fixed Penalty Notices (FPNs) Issued	285	0,			All toads 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.
	Vaul Submissions	4	4			Whiles not a startloy 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:

 Sample Inspections Undertaken – Roads authorities are expected to undertake 100% of all agreed Category A, B & C target sample inspections. Results are used to monitor utility company road works performance. Details of inspections registered should be comprehensive, accurate and registered timeously. It is important that 100% are undertaken, demonstrating that road works sites are being properly monitored and works co-ordinated in accordance with your statutory obligations.

Summary

In general terms, the road works performance of West Lothian Council was good during 2018/19, with significant improvements made to a number of indicators.

Administrative Functions No specific action is required.

Works Planning and Operational Functions No specific action is required.

Sample Inspections

The number of Category A sample inspections undertaken decreased and is now below the required level. At 87% (98% in 2017/18), this suggests that live sites could be better monitored and co-ordinated.

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

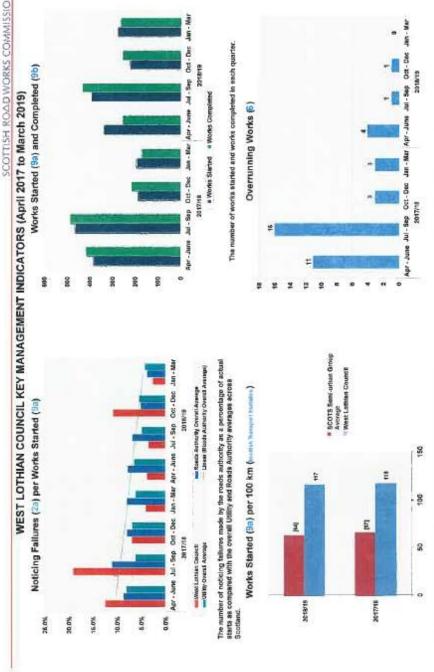
Yours sincerely

Angus Carmichael

Scottish Road Works Commissioner

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West Lothian Council

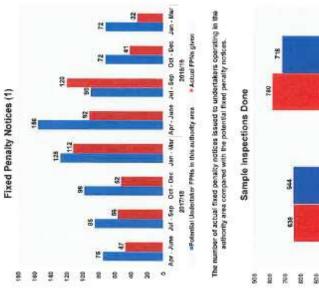
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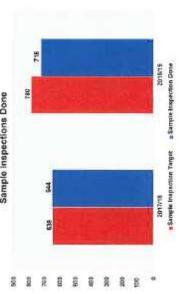
The number of works started notices entered per 190 km of road in suthority area as compared to the authorities SCOTS grouping.



West Lothian Council

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The percentage of Sample Inspections carried out by the authority shown as a percentage of those expected to be achieved.

West Lothian Council

Scottish Road Works Commissioner Annual Performance Review - (April 2017 to March 2019)

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