

BUSINESS PLAN 2013-14

Since her appointment in 2013, under section 16 of the Transport (Scotland) Act 2005, the Commissioner has been committed to working with the road works community to oversee improvements to the planning, co-ordination and quality of road works in Scotland. In order to achieve this outcome, the Commissioner has set the following strategic aims:

- To monitor the carrying out of works in roads in Scotland;
- To promote compliance with the New Roads and Street Works Act 1991 and the obligations imposed under it;
- To promote the pursuit of good practice;
- To provide a dispute resolution function as required; and
- To ensure the effective operation of the Commissioner's office.

This business plan details the Commissioner's objectives, their relevant due date and their current status.

Strategic Aim 1 - To monitor the carrying out of works in roads in Scotland			
	Objective	Due by	Status
1.1	Continue to work with RAUC(S) to ensure that the suite of Indicators meets the on-going needs of the Commissioner and the road works community. A review of the full suite of Performance Indicators will be undertaken in autumn 2013.	Ongoing	Achieved
1.2	Monitor the performance of roads authorities and utility companies using the Indicators and other data. It is hoped to be able to increase the number of utility companies receiving Performance Reviews annually if resourcing permits.	Ongoing	Achieved
1.3	Continue to work with the Scottish road works community to seek strategies for an overall improvement to the standard of road reinstatements.	Ongoing	Achieved
1.4	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.	Ongoing	Achieved

Strategic Aim 2 – To promote compliance with the New Roads and Street Works Act 1991 and the obligations imposed under it			
	Objective	Due by	Status
2.1	Publish the Commissioner's Annual Report for 2012/13.	Sept 2013	Achieved
2.2	Attend HAUC(UK), RAUC(S) and Area RAUC meetings to identify emerging issues and influence the direction of future work.	Ongoing	Achieved

2.3	Continue to advise the Scottish Government in the development of legislation.	Ongoing	Achieved
2.4	Continue to work with the Scottish Road Works Policy Development Group to identify where legislative revisions or new legislation might be required. This Group continues to meet and will be assessing the results of the recent Strategic Consultation on Works in Roads when these are available in December 2013.	Ongoing	Achieved
2.5	Undertake Performance Review exercises to determine the level of performance of individual roads authorities and utility companies.	March 2014	This was completed in May 2014
2.6	Where there is deemed to be systematic failure by an organisation to comply with its statutory duties, consider the imposition of a Commissioner penalty.	Ongoing	Penalties were imposed in the period

Strategic Aim 3 – To promote the pursuit of good practice			
	Objective	Due by	Status
3.1	Continue to work with RAUC(S) to review and develop Codes of Practice and Advice Notes to identify where revisions might prove beneficial.	Ongoing	Achieved
3.2	Assist in finalising the consultation report for the draft Code of Practice - Specification for the Reinstatement of Openings in Roads and assist the Scottish Government with the publication of the final Code. We have been providing secretariat services to the RAUC(S) Working Group.	March 2014	Achieved
3.3	Continue to monitor the information contained within the Commissioner website to ensure that it is up to date and relevant.	Ongoing	Achieved
3.4	Where good practice is identified, and of a nature which is transferable to other organisations, this shall be promoted to the rest of the road works community.	Ongoing	Achieved
3.5	Contribute to the Scottish Road Maintenance Review and the Road Maintenance Stakeholder Group. The Commissioner is a member of the Strategic Action Group and is represented on the Road Maintenance Stakeholder Group by the Policy Manager.	Ongoing	Achieved

Strategic Aim 4 – To provide a dispute resolution function as required			
	Objective	Due by	Status
4.1	Provide a dispute resolution function as required.	Ongoing	Achieved

Strategic Aim 5 – To ensure the effective operation of the Commissioner's office			
	Objective	Due by	Status
5.1	Ensure that all banking and financial management procedures are adhered to.	Ongoing	Achieved
5.2	Staff to be trained appropriately to ensure the effective operation of the Office.	Ongoing	Achieved
5.3	Continue to develop the Commissioner's office manual where Scottish Government guidance does not meet the needs of the Commissioner's Office.	Ongoing	Achieved
5.4	Publish Annual Accounts for 2012/13.	Oct 2013	Achieved
5.5	Ensure that all statutory returns are made by the due dates.	Ongoing	Achieved
5.6	Ensure that Freedom of Information and any other requests are dealt with within prescribed timescales.	Ongoing	Achieved
5.7	Upgrade the Commissioner's website.	May 2014	This work is behind schedule
5.8	Conduct a review of staffing levels and skill sets to ensure that future business needs can be met.	March 2014	Achieved