

OFFICE OF THE  
SCOTTISH ROAD WORKS COMMISSIONER

No.	Objectives	Key Milestones/Performance Measures	Owner	Q1 Status	Q2 Status	Q3 Status	Q4 Status	YTD (%)	Comment	End Q 4 RESULT
1.1	Work with road works community at all levels to improve communication.	• 100% Attendance at National RAUC(S)	SRWC	100%	100%	100%	100%	100%	100% attendance by SRWC	●
		• Attendance at Area RAUC meetings	ALL	100%	100%	100%	100%	100%		●
		• Attendance at 10% of Local RAUC meetings	TSM	41%	32%	0%	9%	20%	There are 22 Local RAUC meetings held each quarter	●
		• Assist with Advice Notes and Codes of Practice	PM	N/A	N/A	N/A	N/A	-	Only required on an informal basis this year.	●
1.2	Review the SROR to identify additional areas of potential scrutiny.	• Provide Commissioner input as required	TSM	N/A	N/A	N/A	N/A	-	Not required this year.	●
		• Provide input on new materials trials as required	TSM	N/A	N/A	N/A	N/A	-	Not required this year.	●
1.3	Develop the Technical Standards programme with emphasis on the rollout of the Superfast Broadband programme in Scotland.	• Prepare programme and finalise strategy by June 2016	TSM	0%	0%	100%	0%	100%	Complete - stored in TSM File	●
		• Implement year 1 of TSM strategy (2016-2017)	TSM			40%	20%	40%	On-going. The TSM did not collect as much data as anticipated due to a variety of factors.	●
1.4	Extend the scope of ad-hoc site inspections by the cSRWC to include in-situ compaction testing of the unbound layers of utility company reinstatements.	• Publish Testing Plan by the end June 2016	TSM	0%	0%	100%	0%	100%	Published 30 Jan 2017	●
		• Provide a report on data collected by the end March 2017	PM					100%	Report Complete	●
1.5	Continue to engage with the road works community to provide an advisory role on Signing Lighting and Guarding and good practice.	• Continue to provide Traffic Management Training sessions at a rate of 2 per quarter (depending on uptake)	TSM	100%	100%	100%	100%	100%		●
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2.1	Revision of SRWC and SRWR Risk Registers.	• Review and amend current situation of dual registers to provide one overarching register by end June 2016	PM	100%				100%		●
		• Review risk ownership for SRWC and SRWR by end June 2016	PM	50%	50%			100%		●
2.2	Agree and publish internal and external policy review schedule.	• Work with RAUC(S) to agree timetable and scope	PM				-	0%	With the announcement of a road works section in the proposed Miscellaneous Transport Bill, it is had been decided to defer these objectives. It is likely that legislation changes will require changes to this documents.	No progress
		• Review of Commissioner Advice Papers	PM				-	0%		No progress
2.3	Continue to work with the Scottish road works community to seek strategies for an overall improvement in the standard of road reinstatements.	• SRWC is represented at 90% of meetings as follows: 1. RAUC(S)	SRWC	100%	100%	100%	100%	100%		●
				100%	100%	100%	100%	Attendance by SRWC or representative	●	
				100%	100%	100%	100%	Attendance by SRWC or representative	●	
2.4	Continue to scrutinize and participate in the review of Advice Notes, Codes of Practice.	• Comment from SRWC provided on 90% documents referred to SRWC for review by RAUC(S)	PM	N/A	N/A	N/A	N/A	-	Attendance by SRWC	●
2.5	Continue to input to the development of policy through participation in the Scottish Government Policy Development Group.	• SRWC is represented at 100% of meetings	SRWC	100%	100%	100%		100%	Not required at present	●
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3.1	Introduce penetration testing for SRWR.	• Implement a penetration testing by September 2016	SRWRM		Undertaken			100%		●
		• Review schedule by end February 2017	SRWRM					100%	There is a schedule in place and testing is currently being undertaken by Symology - Register Provider.	●
		• Include penetration testing within new tender	SRWRM				100%	100%		●
3.2	Issue statutory invoices and collect fees for running of register.	• 100% fees paid by end May 2016	BO	76%	24%			100%		●
3.3	Award process for procurement of new SRWR contract.	• Re-tender the provision of the Scottish Road Works Register. New contract begins 1 April 2018	SRWC			65%	35%	100%	Tender issued in April 2017	●
3.4	Review SRWR indicators to ensure they meet the on-going needs of the community.	• Annual review of indicators	PM				100%	100%	Ongoing - expected by end of year.	●
		• Hold working group meetings	PM		Undertaken			100%		●
3.5	Issue SRWR quarterly Newsletter.	• Issue 100%	SRWRM	Issued	Issued	Issued	Issued	100%	Newsletter issued to email circulation group and main points raised at quarterly RAUC(S) meeting	●
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.	• Monthly performance and progress review of Symology	SRWRM	Complete	Complete	Complete	Complete	100%		●
		• Quarterly contract meeting with Symology.	SRWC	Undertaken	Undertaken	Undertaken	Undertaken	100%		●
		• Quarterly meetings with SRWR Steering Group	SRWC	Undertaken	Undertaken	Undertaken	Undertaken	100%		●
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4.1	Operational objectives review	• Produce and publish a quarterly dashboard on the SRWC website	PM	Reviewed but not published	Reviewed but not published	Published	Reviewed but not published	100%	This was published late in September 2017	●
4.2	Increased scrutiny of roads authorities and their use of the register.	• Examine inconsistencies in the placing of notices on the SRWR between roads authorities in each of the five SCOTS peer groups by October 2016	PM		Complete			100%	Comment was provided in annual performance review to individual organisations.	●
		• Review the use of Section 125 notices by October 2016	PM		Complete			100%	Comment was provided in annual performance review to individual organisations.	●
4.3	Increased scrutiny of utility companies	• Examine the noticing practices of multi utility undertakers by October 2016	PM		Complete			100%	Comment was provided in annual performance review to individual organisations.	●
		• Scrutinize undertakers who consistently fail to achieve a sample inspection pass rate of 90% by October 2016	PM		Complete			100%	Comment was provided in annual performance review to individual organisations.	●
4.4	Introduce quarterly Performance Reviews	• Produce quarterly review	PM	Issued	Issued	Issued	Issued	100%		●
4.5	Produce annual Performance Review	• Provide SRWR statistics prior to AreaRAUC meetings	PM	Issued	Issued	Issued	Issued	100%		●
		• Full Performance Review issued for 100% of SRWR users by end of May 2016	PM	Issued				100%	All organisations were issued with an annual performance review by June 2016.	●
4.6	Scrutinize the outcome of the 2014-15 coring programme.	• Review RAUC(S) coring data (expected early 2017).	PM					0%	Coring data not was not made available in time for the end of 2016-17	Not Achieved
		• Issue a SRWC statement on coring	PM					0%	SRWC is awaiting coring information - there have been delays outwith the control of the SRWC	Not Achieved
		• Follow up action on coring data if required.	SRWC					0%	SRWC is awaiting coring information - there have been delays outwith the control of the SRWC	Not Achieved
No.	Objectives	Key Milestones/Performance Measures	Owner	Q1 Status	Q2 Status	Q3 Status	Q4 Status	YTD (%)	Comment	End Q 4 RESULT
5.1	Financial policy review	• Established policy and procedures to be formalised by June 2016	BO	100%				100%	Completed.	●
5.2	Statutory Returns	• All returns made on time	BO	100%	100%	100%	100%	100%	Completed	●
5.3	Adherence to Service Standards	• 100% FOISA request timescales met	BO	100%	100%	100%	100%	100%	Completed	●
		• 100% SRWC timescales met	TSM	100%	100%	100%	100%	100%	Approx. 80% were processed within 5 working days. Target is to deal with all enquiries within 20 working days.	●
5.4	Develop a strategy for handling general enquiries	• Implementation of strategy and practice by the end of September 2016	PM		80%	80%	90%	100%	This is now complete, however was not complete at end Q 4. Process formalised and stored with internal governance documents	●
5.5	Publish Annual Report 2014-2016	• Report published by end June 2016	SRWC	80%	20%			100%	Published in August (after recess)	●
5.6	Embed staff development and review process	• Reviews undertaken by May 2016	SRWC	100%				100%		●
		• Mid-year reviews undertaken by November 2016	SRWC				100%	100%	SRWC has regular 1 to 1 meetings with all staff	●
5.7	Review of data storage and implementation of organisation wide system (ERDM)	• Data Storage review completed by June 2016	PM	100%				100%		●
		• Completion of Records Management Plan by December 2016	PM				100%	100%	Submitted December 2016, awaiting response form NRS	●
		• Embed full data storage system by December 2016	PM			60%	85%	85%	Records management system is embedded, agreement on historical records has been reached.	●
5.8	Compliance with SRWC and Scottish Public Finance Manual Procedures, policies and controls, including the FRM	• Monthly meetings held	BO	Quarterly Meeting Held	Quarterly Meeting Held	Quarterly Meeting Held	Quarterly Meeting Held	100%		●
		• 95% of payment made to suppliers made within 10 days	BO	100%	100%	100%	100%	100%	100% of invoices paid within 10 working days	●
5.9	Publish Annual Accounts 2015-2016	• Accounts prepared and submitted to Auditors by end June 2016 with appropriate working papers and report text	SRWC	Achieved				Achieved	Accounts are now published.	●
		• Accounts agreed and published by end August 2016	SRWC		Published			Published	Document available on the SRWC website.	●
5.10	Continue to monitor the Commissioner's website to ensure that it is up to date.	• Review website content twice a year	SRWRM		Reviewed		Reviewed	Reviewed	Documents added and updated.	●

\* Coring data has not been reviewed as the coring program has not been completed. This is not an SRWC initiative. The program is run by RAUC(S). Completion and ratification of the report is expected by December 2017

**Owner Key**

SRWC Scottish Road Works Commissioner  
BO Business Officer  
PM Performance Manager  
SRWRM Scottish Road Works Register Manager  
PM Policy Manager  
TSM Technical Standards Manager