

Customer Services

Headline figures for Scotland for 2016/17

There were 89,034 customer service enquiries/requests for service received. (25 Councils).

77.4% of customer service enquiries/requests for service were closed off within the identified target time. (17 Councils).

There were 2,570 enquiries under the Freedom of Information Act. (26 Councils).

There were 44,744 enquiries relating to abnormal loads. (23 councils).

Almost 90% of abnormal load enquiries were dealt with in time. (23 Councils).

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Carriageway Assets

Headline figures for Scotland for 2016/17

88.46% of CAT 1 defects were repaired within the target repair time (2015-16 - 89.38%). 28 authorities (88%) reported information.

36.30% of all roads should be considered for some repair treatment (2015-16 - 36.79%). 32 authorities (100%) reported information.

4.04% of all roads received some treatment (2015-16 - 3.60%). 30 authorities (94%) reported information.

The highest % of carriageway length treated was 11.24% (2015-16 -10.23%) and the lowest was 0.85% (2015-16 -0.25%). This is an increase at both the higher end and the lower end of be given to establishing a mean over a rolling period.

73.21% of authorities budgets are spent on planned maintenance, 18.25% spent on reactive and 8.54% on routine maintenance. (2015/16 – 70.61% of authorities budgets were spent or reactive and 6.92% on routine maintenance). This is similar to 2015/16 and positive that 70% of the total budgets being spent is on planned maintenance.

The average expenditure on maintaining the carriageway per km was £5,967, (2015-16 £5,845 per km). This indicates a slight increase in the level of expenditure compared to 2015-16 £13,451 per km, lowest £2,040 per km. The correlation between the level of expenditure, road condition & investment per km will be reflected in later years.

The most commonly used resurfacing treatment was surface dressing, 1.96% of total network (2015-16 1.67%). 27 authorities (84%) use this as a method of treatment.

90.84% of safety inspections were completed as scheduled (2015-16- 91.93%). 29 authorities (91%) reported information.

Scotland's cities received 32% of all 3rd party carriageway claims, (1,041 of the total reported 3,274). 29 authorities (91%) reported information. The overall 3rd party claims have decrea

Unclassified roads are in the worst condition, with incremental improvement from C class through to A class roads. This is a similar trend to the 2015/16 results.

The average cost of addressing the total backlog per km is £31,536 (2015-16 - £41,259). Highest level of total backlog £45,614 per km (2015-16 - £98,793), lowest £12,919 per km (2015-16 - £98,793).

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Footway Assets

Headline figures for Scotland for 2016/17

There were 686 Category 1 defects on footways reported to authorities (24 councils).

69.48% of Category 1 defects on footways were made safe within the authorities' response times (21 councils) (2015-16 – 74.3%).

81.84% of footway safety inspections were completed on time (23 councils) (2015-16 – 76.38%).

There were 927 third party claims for footways raised against authorities (28 councils) (2015-16 - 1,063).

28 councils reported the number of third party claims relating to their footway network, with numbers ranging from 0 to 230.

On average, 16.13% of the footway length within authorities is to be considered for maintenance treatment (22 councils). Note: 10 councils have no information available or incomplete data on footway condition.

On average, 1.04% of footway length received maintenance treatment (25 councils) (2015-16 – 0.79%), of which:

- 0.42% area surface treated
- 0.33% area resurfaced
- 0.19% area reconstructed
- 0.04% area of planned patching

Average maintenance expenditure on footways was £1,009 per kilometre (lowest £203/km, highest £2,354/km) (26 councils) (2015-16 - £938/km).

11.21% of the footway network is subject to precautionary salting treatment (28 councils) of which 7 councils returned 0% (2015-16 11.94%, 27 councils - 6 returned 0%)

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Structures Assets

Headline figures for Scotland for 2016/17

There are 16,486 Bridges in Scotland (30 Returns).

The total valuation of this Public Asset is £7.13 billion (28 Returns).

The value of the identified maintenance requirements is £320 million (25 Returns).

Present investment in replacement and upgrading of bridges is presently (£26.6 million), 8.3% of identified maintenance needs (28 Returns).

The percentage of Scheduled Principal Inspections carried out on time is 66% (28 Returns).

The percentage of Scheduled General Inspections carried out on time is 78% (30 Returns).

The average value of the BSClav is 85.8 (28 Returns).

The average value of the BSCIcrit is 76.7 (28 Returns).

The percentage of bridges with a weight restriction is 1.61% (30 Returns).

The percentage of bridges with a width restriction is 0.24% (25 Returns).

The percentage of bridges that failed European Standard Assessment (prior to restriction) is 1.09% (28 Returns).

The percentage of bridges being monitored is 3.07% (28 Returns).

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Traffic Management Systems

Headline figures for Scotland for 2016/17

94.94% of all reported traffic signal faults were rectified within their target time. (29 returns).

On average, 63.84% of Traffic Management Systems expenditure is planned maintenance spend (traffic lights, etc). (25 returns).

Note. Input and support from all Councils will be required to develop and report on meaningful metrics and statistics that clearly reflect the impact of historical, current and future planner types.

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Street Furniture

Headline figures for Scotland for 2016/17

On average, 1.8% of total roads and lighting expenditure is spent on street furniture (27 returns). The very large range of values, from 0.2% to 6.09%, suggests that item coverage may I statistic should remain low.

Note. Input and support from all Councils will be required to develop and report on meaningful metrics and statistics that clearly reflect the impact of historical, current and future planned types.

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All assets service delivery

Headline figures for Scotland for 2016/17



"Total expenditure by carriageway network length (£ per Km)" is the headline financial SCOTS performance indicator used for reporting at Chief Executive level. Two authorities did not this PI. Of the 30 authorities who did submit data, the range varied from £3,623 to £28,529 per Km with the average cost being £11,780.

Only six authorities reported their Km of combined carriageways/footways safety inspections per Safety Inspector.

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Street Lighting Assets

Headline figures for Scotland for 2016/17

32 (all) Councils submitted Street Lighting data for 2016/17. Some Councils did not supply a full set of data and hence the number of councils data used is indicated in brackets.

There are 906,081 Street Lights and 869,483 lamp posts. (32 Councils).

The present average investment in replacement and upgrading is 94.58% of what is actually required to maintain a standstill position in it's condition. (24 Councils). Higher than usual du Councils.

Street lighting consumes 297 GWhrs of electricity annually at a cost of £36.16 million. (32 Councils).

The average annual electricity running cost per street light was £39.90 (27 Councils)

The CO2 emission resulting from street lighting electricity consumption equates to 158,595,804 tonnes annually. (32 Councils)

224,436 street lights have the capability of dimming through the night to reduce CO2 emissions. (32 Councils)

258,671 street lighting lamp posts have exceeded their design life. (28 Councils)

234,765 street lighting lanterns have exceeded their expected service life. (27 Councils)

19,303 of lamp posts (31 Councils) and 120,599 of street lights (32 councils) were renewed in Scotland.

14 out of the 29 Councils have stopped night inspection to reduce costs and now totally rely on the public for reporting faults.

488,378 of street lights use modern white light sources. (32 Councils) - of these, 314,863 are LED.

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