

A Stakeholder Guide to Defensible Traffic Monitoring

Every roadworks project is scrutinised from multiple perspectives. Residents want answers about disruption, councillors need accurate updates, regulators expect evidence of compliance and internal teams rely on reliable information to make decisions. Having the right evidence readily available helps every stakeholder receive clear, factual answers based on what actually happened, rather than assumptions or incomplete reports.

Stakeholder Evidence Matrix

Stakeholder	What They're Looking For	Evidence That Supports Your Response
Residents	Why are the works delayed? Is disruption being managed?	Time-stamped CCTV footage, project activity timeline, weather data and incident records
Councillors and Elected Members	Accurate project updates and constituent responses	Live dashboards, progress reports, incident summaries and environmental data
Contractors	Safety expectations and operational performance	PPE compliance alerts, CCTV footage, incident logs and site alerts
Regulators and Inspectors	Evidence of legal and regulatory compliance	Audit trails, environmental monitoring records, incident reports and time-stamped evidence
Internal Highways Teams	Current project status and emerging risks	Incursion data, AI alerts, security notifications and unified reporting dashboards
Senior Leadership	Assurance that projects are being managed effectively	Performance reports, audit-ready documentation, trend analysis and operational summaries

Next Steps

Use this guide to identify the evidence your key stakeholders expect to see. Then consider whether your current monitoring strategy enables you to:

- ☐ Capture reliable, time-stamped evidence across every project.
- ☐ Access information quickly when questions or complaints arise.
- ☐ Demonstrate compliance with clear audit trails.
- ☐ Provide accurate updates to residents, councillors, and regulators.
- ☐ Make decisions based on objective evidence rather than assumptions.