



WOKINGHAM
BOROUGH COUNCIL

**THE TRAFFIC MANAGEMENT (WOKINGHAM
BOROUGH COUNCIL)
PERMIT SCHEME**

**SCHEME EVALUATION REPORT
2015 - 2023**

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1. Executive Summary

It is acknowledged that Wokingham Borough Council (the Council) has not met the requirement to publish yearly reports for the first three years of operation so this report aims to rectify this by evaluating the scheme over the course of its lifespan so far and identifying where improvements can be made.

During the operational period of the permit scheme, the size of the Streetworks Team has increased to eight staff members from five in response to the expectations of the permit scheme and wider New Roads and Streetworks Act responsibilities so this report, as well as the investment of software to improve the efficiency of the coordination and permit inspection task. This report will show improvement across the years of operation. For example, deemed permits (those on private streets where Department for Transport advice is to let deem notwithstanding) is less than 1% - showing that the two area Coordinators work efficiently and effectively.

A second point of key improvement is number of condition inspections significantly increased since 2020. This dramatic improvement is because of the procurement of a new inspection system allowing Inspectors to work in a much more efficient way. In terms of the permit scheme, this clearly shows a concerted effort to ensure that working on the public highway are working to the conditions applied to their permits, thereby reducing disruption to the travelling public.

2. Introduction

The Traffic Management Act 2004 and the Traffic Management Permit Scheme (England) Regulations 2007 made provision for Permit Schemes to be introduced in England. The Wokingham Borough Council Permit Scheme has now been in operation for 8 years, originally as *The South East Permit Scheme for Road Works and Streetworks* as a shared scheme in the South East of England and subsequently as the *Wokingham Borough Council Permit Scheme for Road Works and Streetworks* ("the Permit Scheme") after removed the ability for Local Authorities to operate shared schemes and following the implementation of the Street Manager system.

This report provides an overview of the operational performance of the Permit Scheme over its operational life span thus far and provides detailed scrutiny of the data available in relation to street works and works for road purposes in the Wokingham Borough area since 2015.

3. Objectives of the Permit Scheme

The Council has a duty under Section 59 of the New Roads and Streetworks Act (NRSWA) 1991 to coordinate all roadworks and works for road purposes that take place on the public highway. Further to this, Section 16 of the Traffic Management Act 2004 requires the Council to manage the Borough's road network with a view to achieving, so far as is reasonably practicable considering the Council's other obligations, objectives and policies, the following overriding objectives:

- a) Securing the expeditious movement of traffic on the authority's road network and;
- b) Facilitating the expeditious movement of traffic on road networks for which another authority is the traffic authority.

Section 59 of NRSWA requires the Council to coordinate works to maintain safety but it is inevitable that a level of disruption will be evident when disruptive traffic management (such as temporary

traffic signals) are used. It is therefore essential to coordinate street and road works around disruptive works, thereby minimising the amount of disruption road users will experience.

The Council's Corporate Delivery Plan for 2020 – 2024 includes an objective to 'Keep the Borough Moving' as part of its Community Vision for the Wokingham Borough. This objective recognises the challenge that faces the Borough's roads and commits to tackle traffic congestion and minimise delays and disruption. Effective coordination of street works and roads for work purposes and therefore effective use of the permit scheme is essential to this. This is supported by the current Local Transport Plan which states that *'Maximising our existing assets is vital in keeping the borough moving, and a well-maintained transport system was a priority from the consultation.'*

Therefore, the objectives of the Permit Scheme remain:

- Manage and maintain the local highway network to maximise the safe and efficient use of road space provide reliable journey times, including:
 - Providing for people with a disability;
 - Minimising other impacts on the community;
 - Improving public satisfaction
- Encourage a proactive, rather than reactive, attitude to activities promoters. This change in culture will result in the supply of more information to us, which will enable us to better manage our road network.
- Protect the structure of the street and integrity of apparatus in it.
- Ensure safety for those using, living or working in the street, including those engaged in activities controlled by the Scheme, with special emphasis on people with disabilities.

4. Fee Structure

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require permit authorities to give due consideration to whether the fee structure associated with their scheme needs to be reviewed in light of a surplus or deficit. As indicated in the Executive Summary, this is not something that the Council has achieved, despite employing additional staff to cope with demand and adopting statutory and operational IT systems.

During the first year of operation (2015/16), the Permit Scheme generated income of £166,728 against an expenditure of £191,055.

Figure 1, below, shows the income generated by the permit scheme over the last three-year period – an average of £197,580.

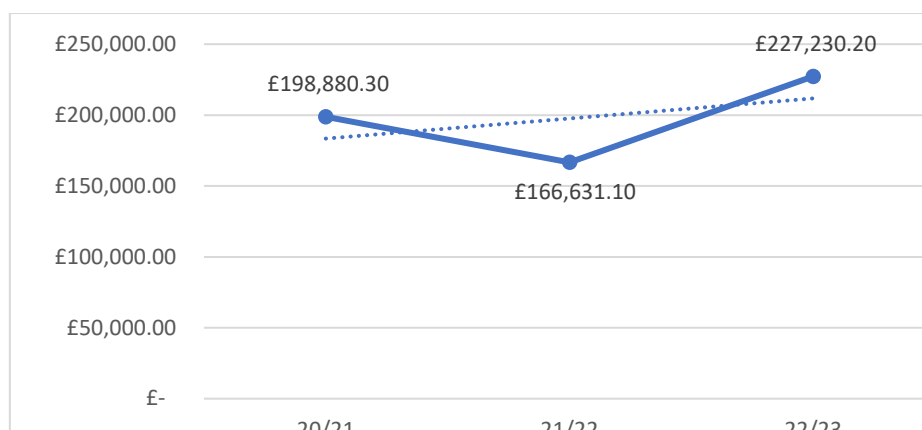


Figure 1 – Permit income over the last three period.

The monthly income over that period is shown in Figure 2 below.

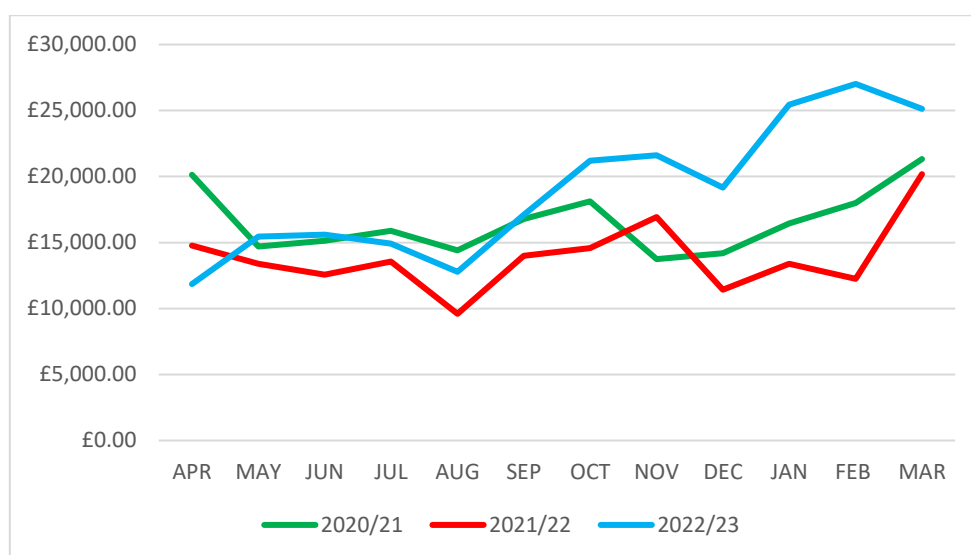


Figure 2 – Monthly permit income over the last three-year period

It should be noted that the budgeted costs of the permit scheme over that period, again based upon the initial calculations when commencing the scheme, were £198,651. Specifically, the income target for 2020/21 was £346,648 with the actual income being £192,827. In 2021/22, the income target was £374,748 and actual income was £171,787. In 2022/23, the income target was £374,750 with the actual income being £231,341.

This also does not consider the system costs including the statutory Street Manager costs and the need to maintain a successor to an Electronic Transfer of Notices (EToN) system to manage areas that Street Manager cannot but are essential to an efficient service, for example, permit inspection management and subscription to the one.network tool – which has become vital to both the coordination process and effectively communicating works on the highway and their associated traffic management implication. These are systems that are essential so that the Streetworks Team can meet the objectives set out in section 3 above.

With these systems, and the increase in office and staff costs since the scheme began operation in 2016, the Scheme is not cost neutral and therefore it is essential that operational permit fees are reviewed.

4.1. Current Fees

The current fees charged for the Permit Scheme are shown below and are published on the Wokingham Borough Council website.

	Main Roads	Minor Roads
	All 0,1,2, streets and Traffic Sensitive (at any time) 3 & 4 streets	3 and 4/Non Traffic Sensitive streets
Provisional Advance Authorisation	£84.00	£74.00
Major Activity [over 10 days] and all major works requiring a traffic regulation order	£219.00	£143.00
Major Activity [4 – 10 days]	£127.00	£0
Major Activity [up to 3 days]	£63.00	£0
Standard Activity	£127.00	£0
Minor Activity	£63.00	£0
Immediate Activity	£54.00	£0
Permit Variation	£45.00	£35.00

Figure 3 – Current Wokingham Borough Council permit fees

5. Cost and Benefits

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 requires that the Council gives due consideration to whether the Scheme is meeting the key performance indicator (KPI) provided in the Guidance. Due to the lack of historical reporting, the KPI for each year of operation will be presented and any trends discussed.

6. Performance Indicators

6.1. (PI1) The number of permit and permit variations applications

Figure 4, below, shows a breakdown of permits and the number of permit applications received, granted and refused since the inception of the scheme. Previous reports referred to some data that was excluded due to report limitations, but this is resolved so there may be a difference in numbers

in the 2015/16 financial year. The Street Manager system was introduced in the 2021/22, which accounts for the increased number of deemed permits as facility to manage applications on private street has not been included in the system. Guidance from the Department for Transport has been to allow these permits to be deemed, hence the significant increase. This will be covered further in section OM 7 (TPIK 7.7) – Deemed Permit Applications.

	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23
Permits received / Granted / Refused	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Total permit applications / variations received	10,421	13,412	15,226	13,531	10,573	10,420	11,916	13,627
Total Deemed	9	1	3	0	3	47	90	84
Total permits granted or refused	10,380	13,137	14,573	12,785	9,991	8,963	9,247	10,529
Total Granted	9,262	11,585	12,878	9,646	7,595	7,620	7,846	9,004
Total Refused	1,118	1,552	1,695	3,139	2,396	1,343	1,401	1,525

Figure 4 – Permits received/granted/refused

Figure 5 shows the breakdown of received applications by year and by activity type

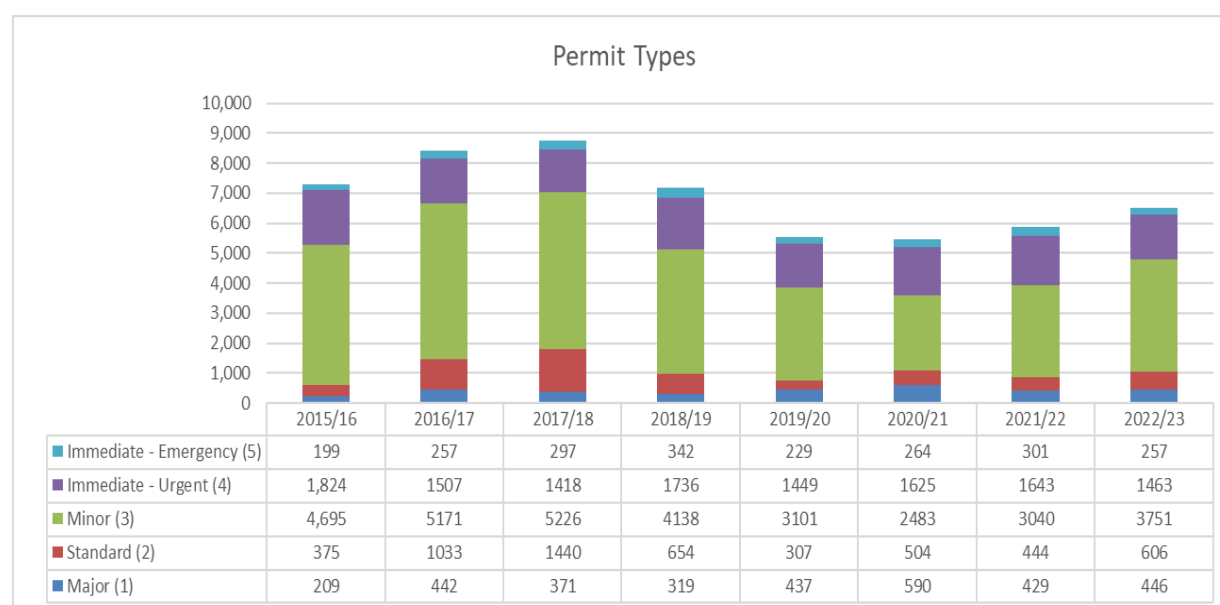


Figure 5 – Permits received by work type

It must be noted that each application has an appropriate response period which means that the number of permit applications received in one period does not necessarily correspond to permits granted and refused within the same period as a permit application or variation received at the end of the 2021/22 period may legitimately be answers in the 2022/23 period.

Figure 6 show this data broken down between Highway Authority works for road purposes and statutory undertaker works. On average, Highway Authority works for road purposes accounted for 24.3% of applications received, compared to 75.7% from statutory undertakers.

6.1.1. Analysis

In the first three years of operation, there was a year on year increase in the number of applications received (+2,991 (+29%) Year 1-2; and +1,814 (+13%) Year 2-3), followed by decrease over the next three periods which could be a result of the Covid-19 pandemic but there were also significant infrastructure projects taking place during that period (both works for road purposes and statutory undertaker) that required large diversions. To meet the objectives of the scheme, works on these diversions or on associated parallel routes were tightly controlled to minimise disruption. The peak seen in 2017/18 is accounted for by the commencement of superfast fibreoptic rollout by Gigaclear that affected many roads across the Wokingham borough. Following that, however, rates have started to return to previous levels with the number of applications increasing to 13,627 in year 8, a 30% increase from the commencement of the scheme.

6.2. (PI2) The number of permits applied by condition type

The Permit Scheme complies with the Statutory Guidance for Permit Authorities – Permit Scheme National Conditions in all its permitting activities and will always work with the applicant if there is an issue with a condition. Figure 6 shows the percentage of conditions against the total number of granted permits for the last three complete years of operation. This data has been generated via the Street Manager system. It is important to note that the National Condition Text was amended at the start of the 2023/24 period so future reports will reflect this.

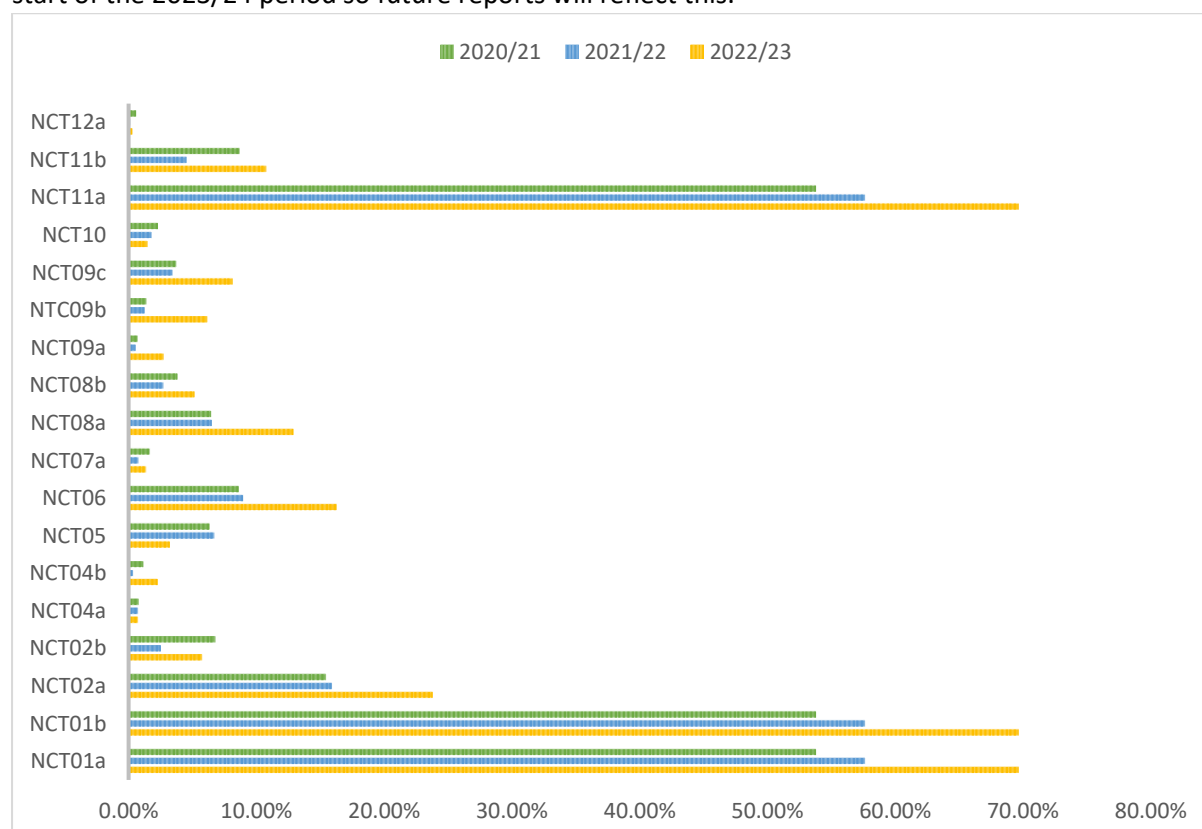


Figure 6 – Condition Types Applied as % of Number of uses

It is essential that Permit Authorities apply legislation to Statutory Undertaker and Highway Authority works equally. Whilst permit conditions are an essential part of operating a permit scheme

to manage the disruption caused by roadworks, inappropriate costs can lead to delays to essential works and increased costs to the works promoter affected.

Figures 7a, b and c therefore show the data contained in Figure 6 but split between Statutory Undertakers and the Council over the last three year period.

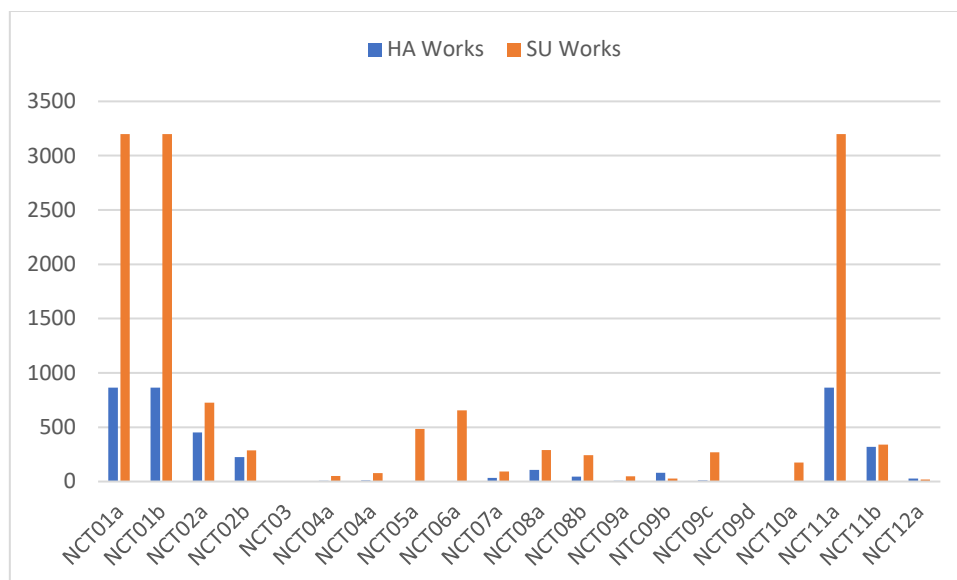


Figure 7a – Condition Types Applied as number of uses, contrasting statutory undertaker and the Council in 2020/21

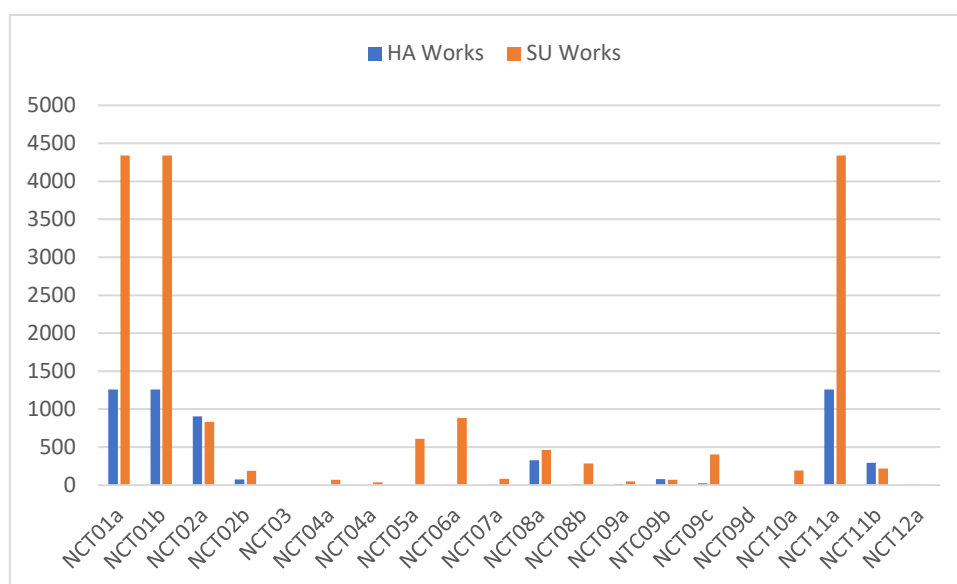


Figure 7b – Condition Types Applied as number of uses, contrasting statutory undertaker and the Council in 2021/22

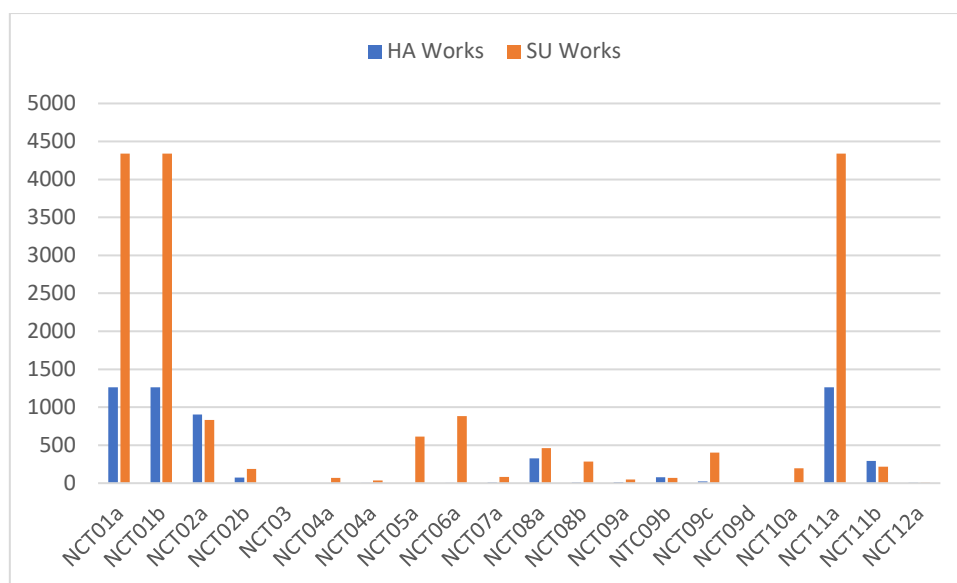


Figure 7c – Condition Types Applied as number of uses, contrasting statutory undertaker and the Council in 2022/23

6.2.1. Analysis

The number and variety of conditions has applied year on year throughout the lifespan of the permit scheme which, in part, can be accounted for by the overall increase in incoming permits since the commencement of the scheme. However, the knowledge and training of the Coordinators within the team, as well as the number, has also improved in the same period, meaning that a variety of conditions are applied. Experience from speaking to works promoters in a collaborative fashion means that conditions are applied before a permit application is submitted and there has been little negative feedback relating how conditions are applied in the Borough.

6.3. (PI3) The Number of Approved Revised Durations

Figures 8a, 8b and 8c show the total number of permits granted, the number of revised duration requests as a percentage of the approved permits and the number of agreed revised duration requests as a percentage of the if revised duration requests applied for. This data is split between Highway Authority, Statutory Undertaker, the combined total and between individual works promoters.

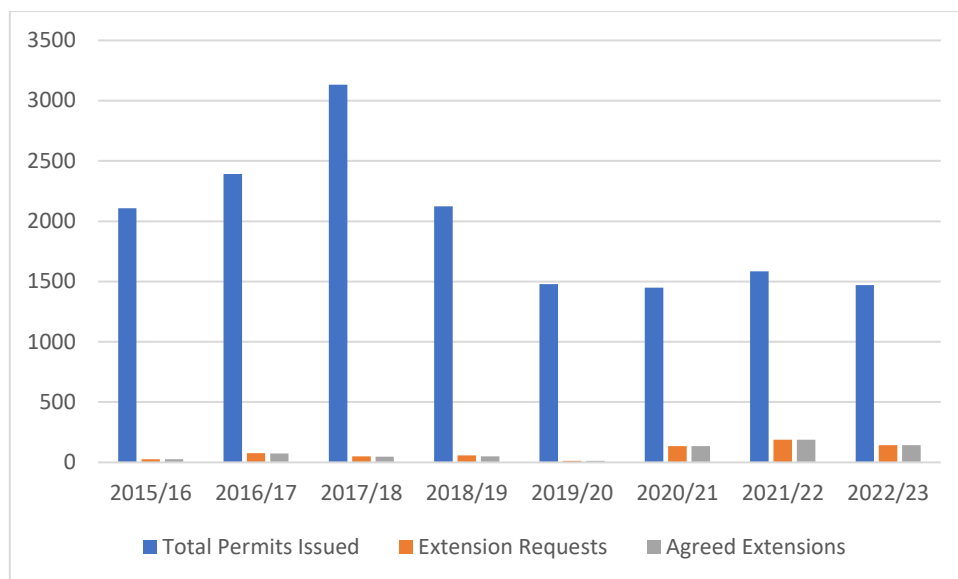


Figure 8a – Requested/Agreed duration changes from Highway Authority

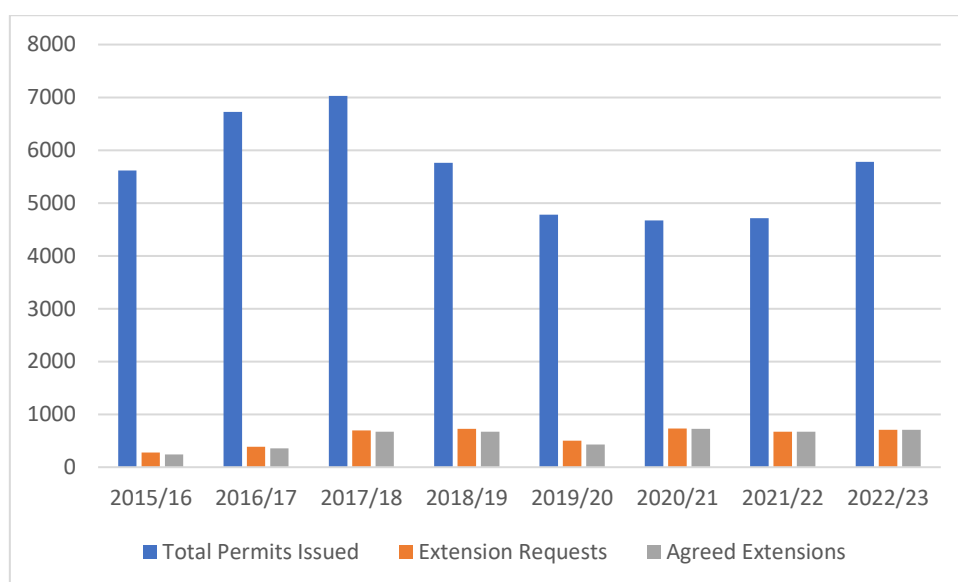


Figure 8b – Requested/Agreed duration changes from Statutory Undertakers

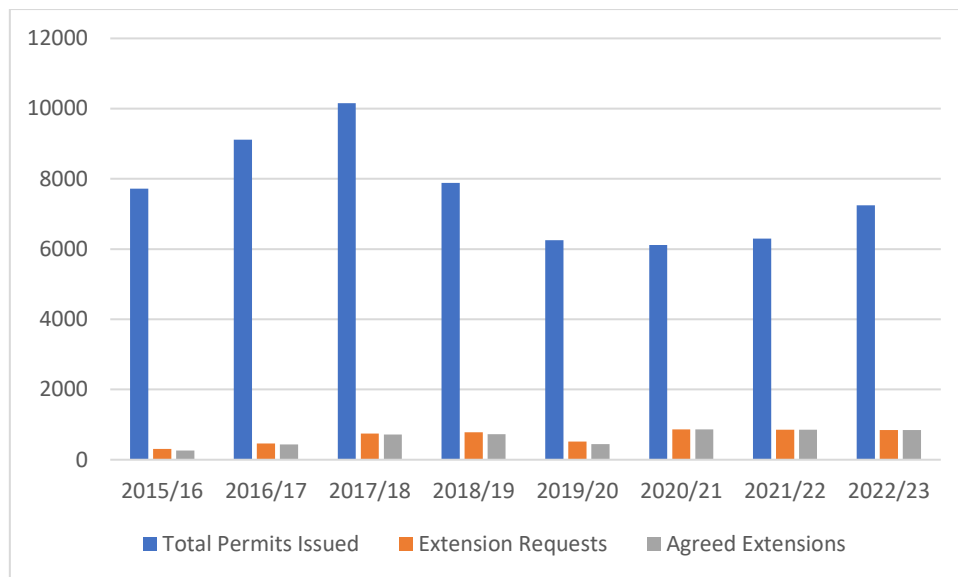


Figure 8c – Combined Requested/Agreed duration changes

6.3.1. Analysis

The percentage of revised duration changes has generally increased year on year, with a large spike in requests for Highway Authority works in years 5 and 6. This reflects the increased numbers of permits received in recent years although the number of requests has decreased in the last two years which suggests that works promoters are planning their works more effectively. These trends are mostly the same between the Highways Authority and Statutory Undertakers and that these requests are generally granted show that the Permit Authority is understanding of the constraints and issues that may arise during planned and unplanned work – whilst still being mindful of the overall impact of roadworks in the Borough.

6.4. (PI4) The Number of occurrences of reducing the application period

Known as ‘early starts’, works promoters can request agreement from the permit authority to waive some or all of the application period for a permit, provided that they have provided an appropriate reason. Early starts should not be used to mitigate poor planning or permit management but when it is advantageous to a project or the road network for the work to commence earlier than the application period allows. By the same sentiment, the Permit Authority (as with a permit application) should only refuse such requests when there is valid reason in line with the Scheme. For example, a major permit would need some form of communication to stakeholders. Granting an early start in this case may make this unworkable and as such would not be granted.

Figures 9a, 9b and 9c below shows the total number of permit and permit variation applications made, the number of requests to reduce the application period and the total number of agreements to reduce the notification period, showing Highway Authority applications, Statutory Undertakers and the total agreements.

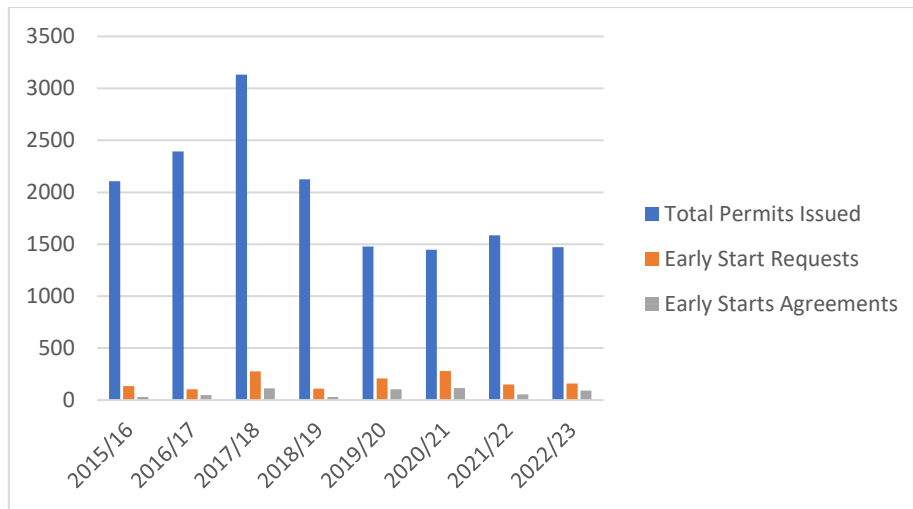


Figure 9a – Occurrences of application period reduction by Highway Authority

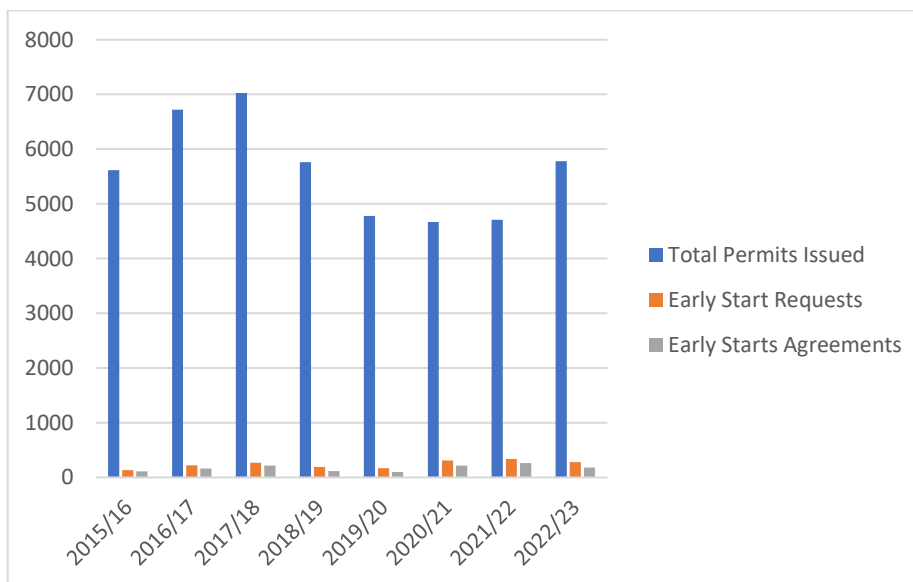


Figure 9b – Occurrences of application period reduction by Statutory Undertakers

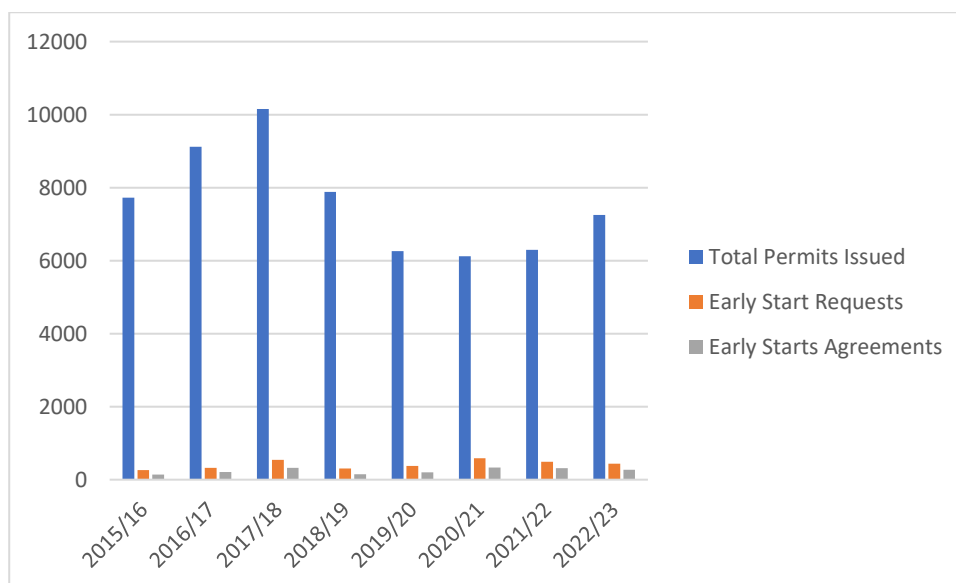


Figure 9c – The total occurrences of application period reduction

6.4.1. Analysis

The Scheme provides a framework for the Council to treat all activities and works promoters covered by the scheme on an equal basis. In the last eight years the average percentage of early start requests that were approved was 58%. The average percentage of Utilities Early Start Requests that were approved was 71% whereas the average percentage of Highways Early Start Requests that were approved was 40%.

7. TMA Performance Indicators Measures

Since the introduction of the Street Manager system, TPIs are no longer collected and as such these measures are not reported on.

8. Authority Measures

In addition to the above measures, the Council has collated its own data.

8.1. AM1 – Average duration of works by permit type

The following figures show the average of duration of works, when viewed by permit types.

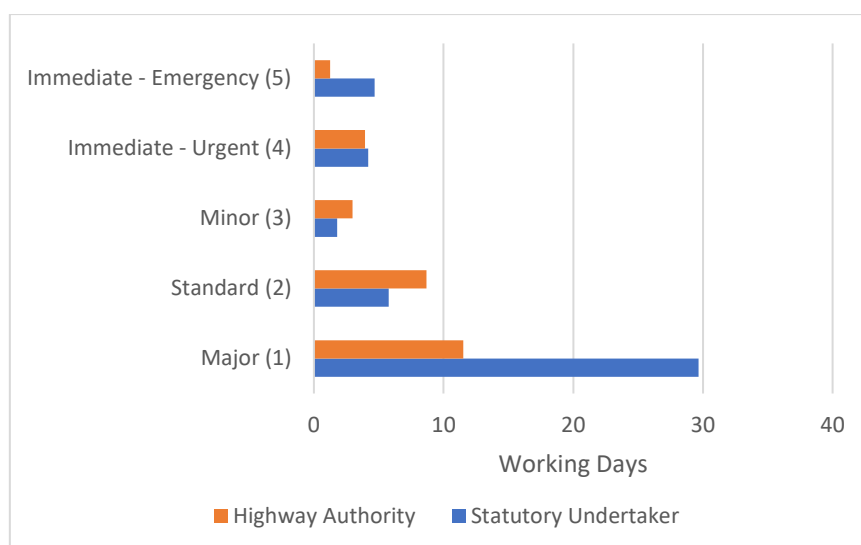


Figure 10a – Average duration of works (Working Days) by Permit Type in 2016/17

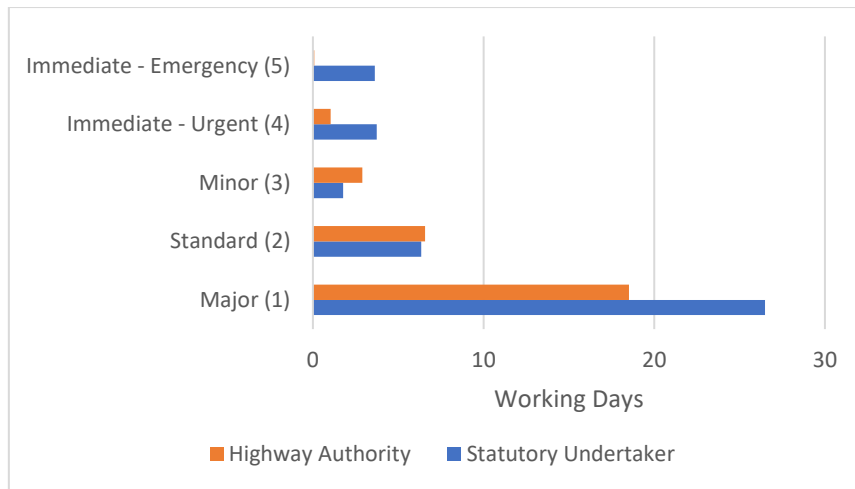


Figure 10b – Average duration of works (Working Days) by Permit Type in 2017/18

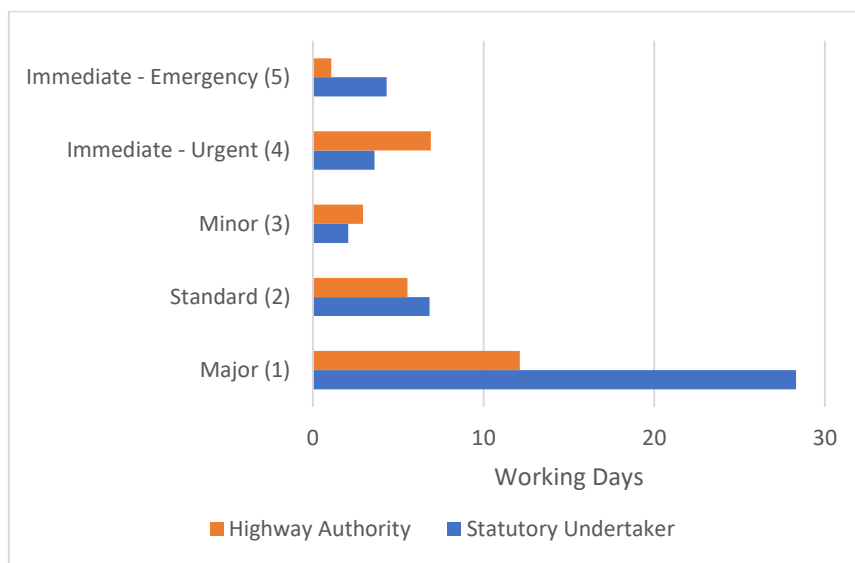


Figure 10c – Average duration of works (Working Days) by Permit Type in 2018/19

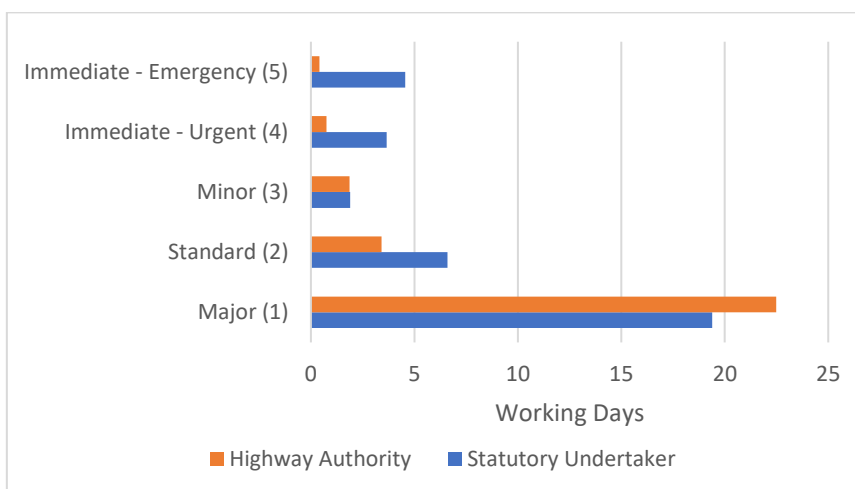


Figure 10d – Average duration of works (Working Days) by Permit Type in 2019/20

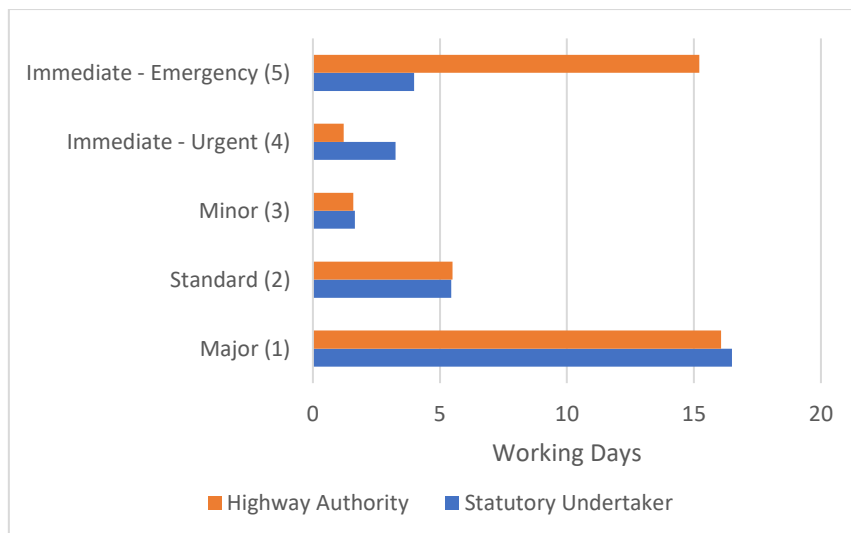


Figure 10e – Average duration of works (Working Days) by Permit Type in 2020/21

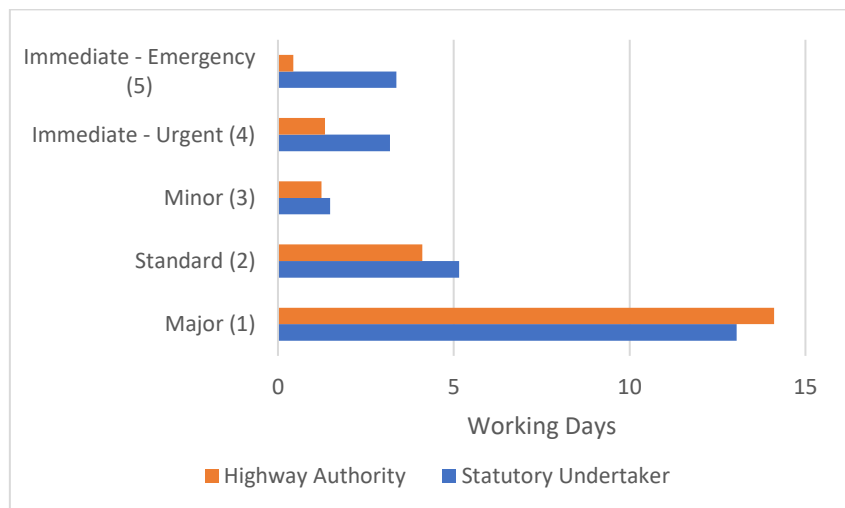


Figure 10f – Average duration of works (Working Days) by Permit Type in 2021/22

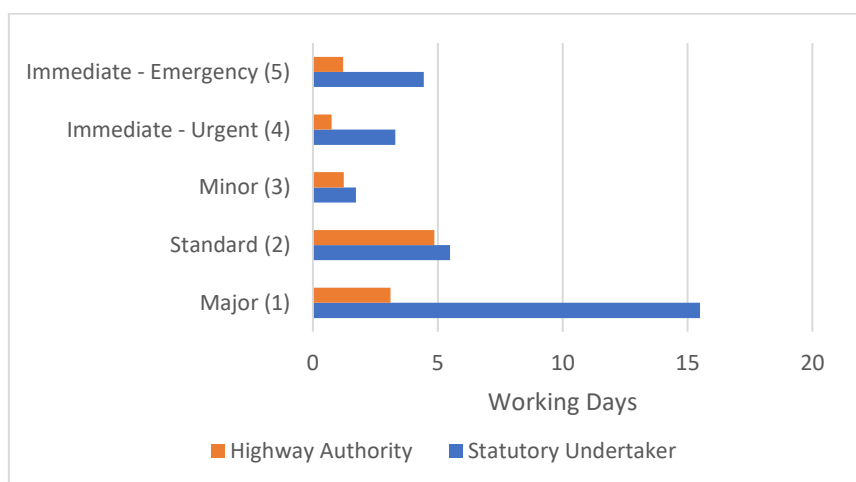


Figure 10g – Average duration of works (Working Days) by Permit Type in 2022/23

8.1.1. Analysis

The average duration of works has remained generally static throughout the operation of the permit scheme albeit with numbers of minor and standard permits exceeding the maximum durations, which may be a system or reporting issue. It is positive that immediate/urgent permits have seen a reduction in duration as this suggests that Council's staff are ensuring that these disruptive works are monitored and progressed in a timely fashion, as well as Statutory Undertakers being more accurate with their duration estimates and working positively to minimise disruption themselves.

8.2. AM2 Inspections

The below figures show:

- The Number of failed sample Category A inspections as a percentage of the total undertaken over each operational period of the Permit Scheme.
- The number of failed permit conditions checks (where one or more permit conditions have been breached shown as a percentage of the total undertaken over each operational period of the Permit Scheme.

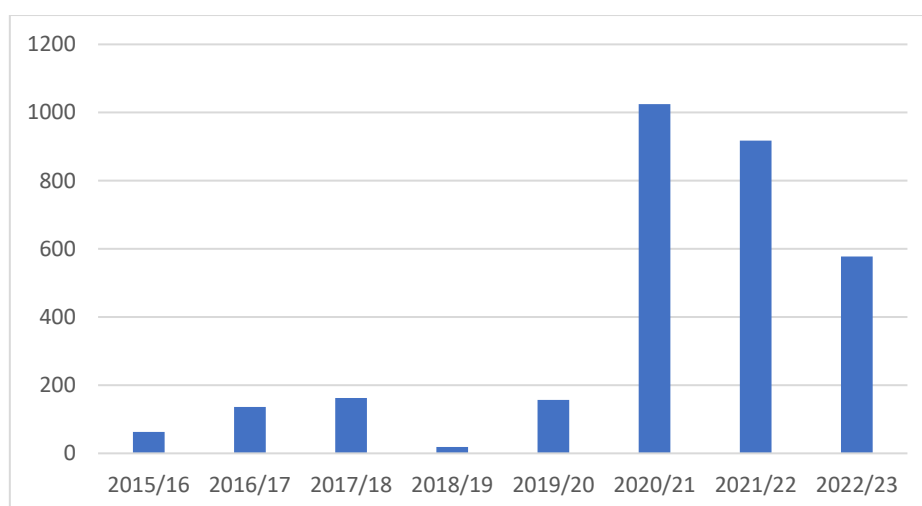


Figure 11a – Total number of Category A inspections undertaken over each operational period of the Scheme

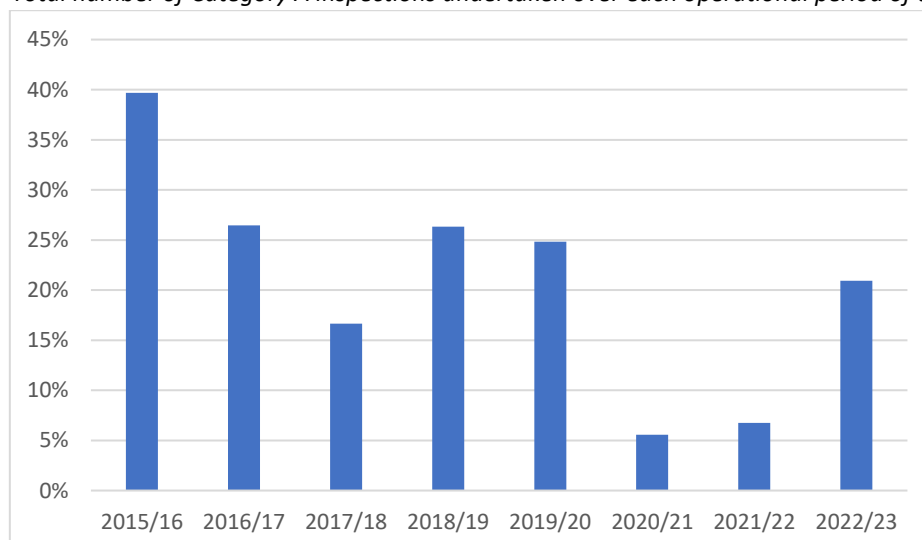


Figure 11b – Percentage of Category A inspections failed over each operational period of the Scheme

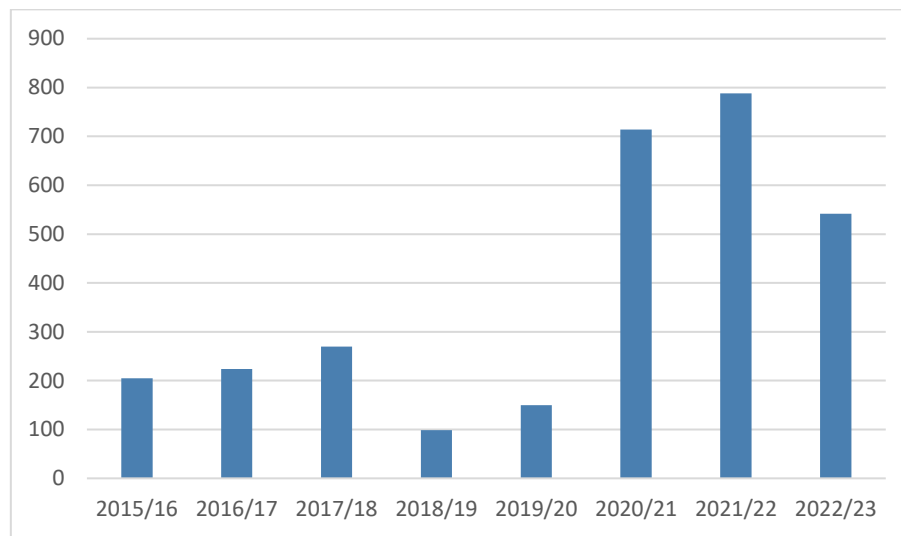


Figure 11c – Total number of permit inspections undertaken over each operational period of the Scheme

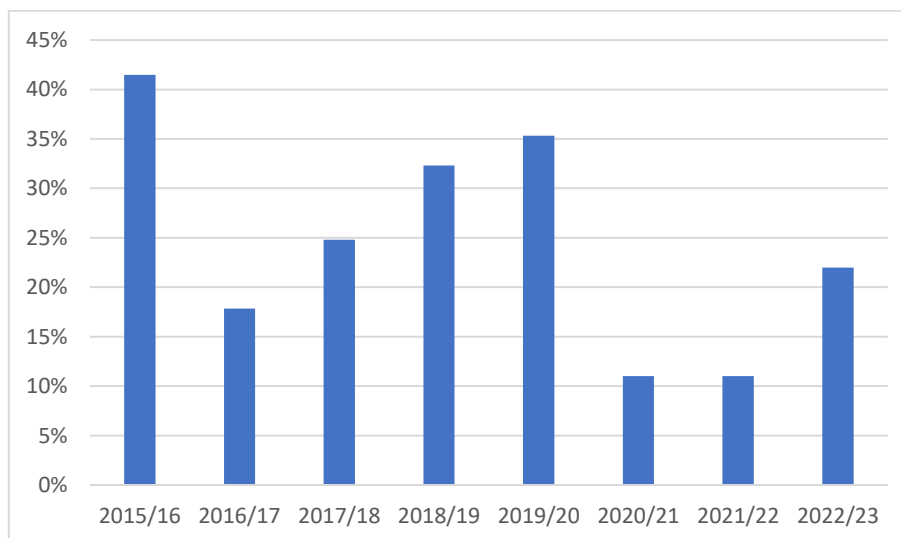


Figure 11d – Percentage of failed permit inspections undertaken over each operational period of the Scheme

8.2.1. Analysis

In the original year 1 permit report, it was noted that the number of permit inspections was very low, averaging at 190 inspections and the number of failed inspections were high by comparison. The reason for this trend was a lack of understanding which meant only failed permit inspections were logged. This was identified and additional training was given to ensure that a realistic performance metric was shown. The low number of inspections during this period when compared to the last three-year period is as a result of investment into the Mayrise Mobile inspection application, which allowed Inspections to manage their workload and log inspections in a much more efficient way.

This investment ensured that more inspections were undertaken, and the increased knowledge of Inspectors meant that the actual failure percentages went down as more passed inspections were logged – giving a much more accurate view of performance. The same is true for sample inspections

as more inspections were undertaken but stayed relatively level for 2020/21 and 2021/22 operational years with a significant spike in the 2022/23, due to the performance of telecoms companies installing fibre optic cables in the Borough.

8.3. AM3 Days of Disruption Saved/Number of Collaborative Works

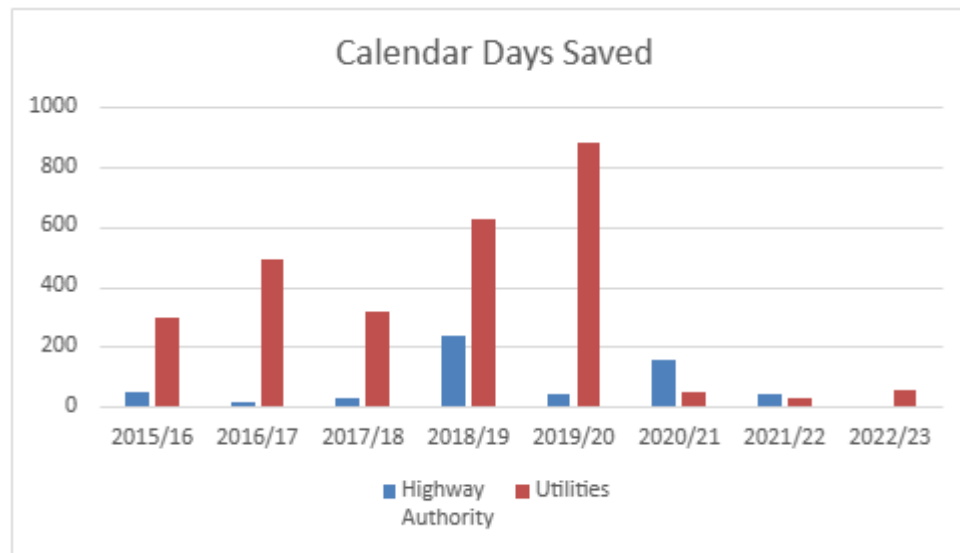


Figure 12 – Permit Response Codes over the last three year period

8.4. AM4 Response Codes

The figure below shows the total usage of each Response Code, over the last three-year period:

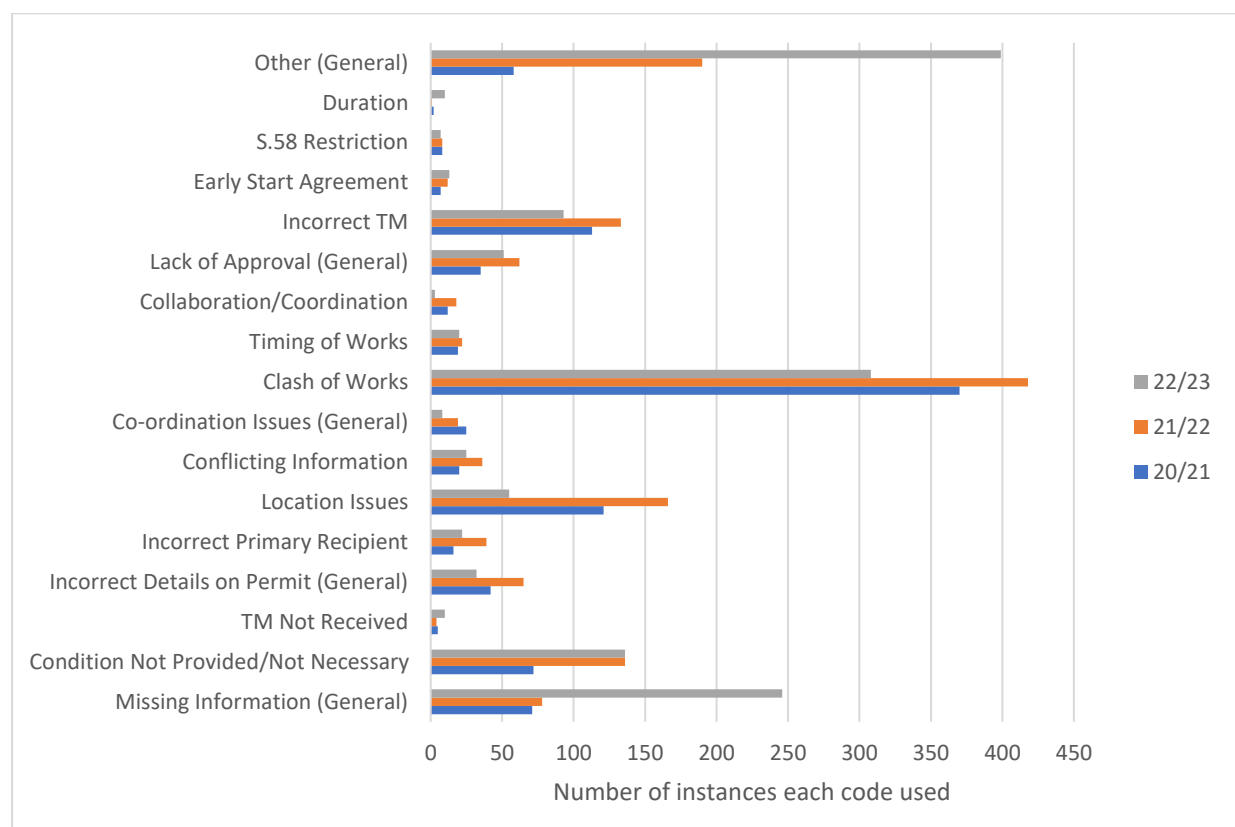


Figure 13a – Permit Response Codes over the last three year period

The following table shows the breakdown of these figures between the Highway Authority and Statutory Undertakers:

Code	2020/21			2021/22			2022/23		
	Highway Authority	Statutory Undertakers	Total	Highway Authority	Statutory Undertakers	Total	Highway Authority	Statutory Undertakers	Total
Missing Information (General)	22	49	71	18	60	78	17	229	246
Condition Not Provided/Not Necessary	10	62	72	16	120	136	5	131	136
TM Not Received	1	4	5	1	3	4	3	7	10
Incorrect Details on Permit (General)	14	28	42	37	28	65	10	22	32
Incorrect Primary Recipient	1	15	16	3	36	39	2	20	22
Location Issues	18	103	121	20	146	166	6	49	55
Conflicting Information	4	16	20	15	21	36	7	18	25
Co-ordination Issues (General)	6	19	25	6	13	19	1	7	8
Clash of Works	158	212	370	145	273	418	93	215	308
Timing of Works	8	11	19	5	17	22	9	11	20
Collaboration /Coordination	2	10	12	5	13	18	1	2	3
Lack of Approval (General)	7	28	35	8	54	62	13	38	51
Incorrect TM	29	84	113	18	115	133	11	82	93
Early Start Agreement	1	6	7	3	9	12	4	9	13
S.58 Restriction	2	6	8	0	8	8	0	7	7
Duration	0	2	2	1	0	1	2	8	10
Other (General)	16	42	58	43	147	190	71	328	399

Figure 13b – Permit Response Codes split between HA and SUs over the last three year period

8.4.1. Analysis

The appropriate use of permit response codes is another key metric in ensuring that parity of approach between the Highway Authority and Statutory Undertakers is maintained. Given that Statutory Undertakers account for approximately 80% of all submitted permits, it is reasonable to expect that response codes will be higher for that sector but the split between each sector suggests that is being applied equally, especially in RC31 – Clash of Works. This metric being high does, however, suggest that additional effort in promoting collaborative works in these instances is necessary.

RC50 – Other is also used regularly. Additional training for the Council’s Coordinators would therefore seem to be necessary to provide a more detailed reasons for refusal to works promoters going forward, leaving this refusal code to be used by exemption only.

8.5. AM 5 Fixed Penalty Notice (Permit Breaches)

The following figure illustrates the number of fixed penalty notices issued by sector since the commencement of the permit scheme:

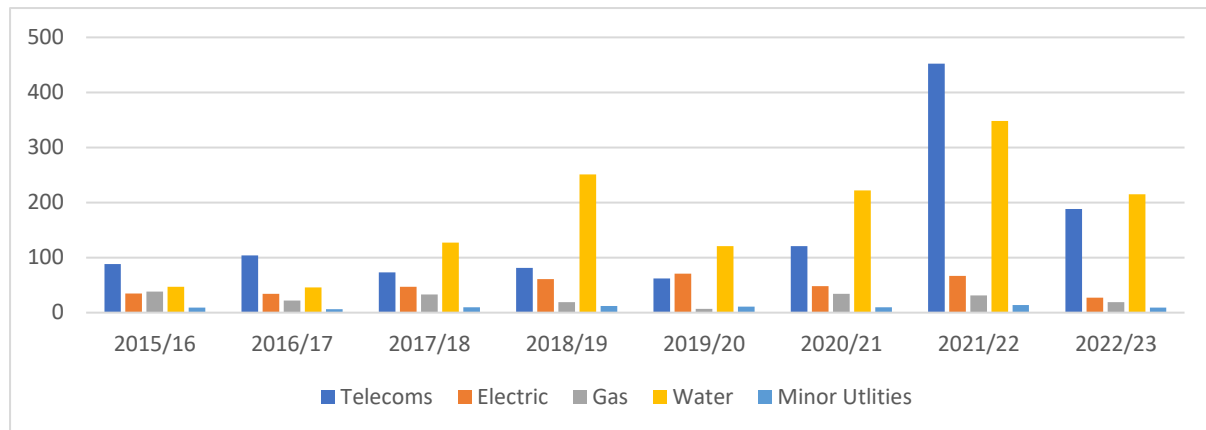


Figure 14 – Permit Response Codes split between HA and SUs over the last three year period

8.5.1. Analysis

Over the operational period of the Scheme, the telecoms and water sectors have regularly been in receipt of the most fixed penalties notices with Regulation 20 (1) – ‘failure to adhere with permit conditions’ being the most regularly registered offence. Whilst these sectors do submit the most permit applications during each operational period, the significantly higher levels of offences suggest that there is an issue with site supervision that needs to be focused during future performance meetings.

The clear outlier is during the 2021/22 operational period when there were 189 instances of Regulation 70 (6) – ‘Failure to comply with requirements to give notice of completion of reinstatement’. This operation was when CityFibre commenced the installation of fibre optic cables in the Borough and experienced difficulties with registering their reinstatements. However, regular performance meetings and engagement as resulted in a 75% decrease in the number of offences across the telecoms sector.

9. Conclusion

Wokingham Borough Council recognises that a well-coordinated road network, supported with an effective inspection regime, is an essential part of driving economic development the Borough and beyond. It also helps to provide a good quality of life for customers and can help mitigate negative environmental impacts. The Traffic Management Act 2004, the permit scheme objectives and the Council’s corporate delivery plan enshrines this into how the Streetworks Team operates and the attitude and behaviours that it presents to internal and external customers. To achieve these objectives, the Streetworks Team must therefore be both proactive and collaborative in its approach to managing the road network, understanding the statutory, financial, and corporate needs of the organisations and people that apply for permits and work on the public highway.

The introduction of Street Manager, in conjunction with the one.network system, has allowed for a more data driven approach to network management but this has resulted in additional costs to the Council. This, coupled with the requirement for increased staff numbers to assess and action the

30% increase in permit applications, when compared to the first year of the scheme, and therefore increased inspection requirements as well increased resource costs have resulted in the Scheme being operated at a loss. It is therefore the Council's intention to consult on moving to a higher fee model to meet this shortfall.

10. Appendices

10.1. Performance Indicators

10.1.1. PI1 The number of permit and permit variation applications

	Applications received			Granted		Refused	
	HA	SU	Total	HA	SU	HA	SU
2015/16	2,500	7,921	10,421	2,324	6,938	162	956
2016/17	2,986	10,426	13,412	2,691	8,894	236	1,316
2017/18	4,754	10,472	15,226	3,830	9,048	773	1,192
2018/19	3,615	9,916	13,531	2,398	7,248	897	2,242
2019/20	2,736	7,837	10,573	1,674	5,921	846	1,550
2020/21	2,453	7,967	10,420	1,641	5,979	435	908
2021/22	2,647	9,269	11,916	1,835	6,011	320	1,081
2022/23	2,488	11,139	13,627	1,748	7,256	285	1,240

10.1.2. PI2 The number of conditions applied by condition type

		2020/21 *			2021/22			2022/23		
		HA Works	SU Works	Total	HA Works	SU Works	Total	HA Works	SU Works	Total
NCT01a	Duration	865	3199	4064	1261	4341	5602	1168	5104	6272
NCT01b	Duration	865	3199	4064	1261	4341	5602	1168	5104	6272
NCT02a	Limit the days and times of day	451	725	1176	906	833	1739	957	1186	2143
NCT02b	Working Hours	225	287	512	73	188	261	117	402	519
NCT03	Ancillary information on adjacent street	0	0	0	0	0	0	0	1	1
NCT04a	Removal of surplus materials/plant	8	52	60	0	71	71	0	67	67
NCT04a	Storage of surplus materials/plant	11	77	88	1	35	36	1	204	205
NCT05a	Width and/or length of road space	2	483	485	0	612	612	1	289	290
NCT06a	Road space to be available to traffic	2	656	658	1	884	885	27	1441	1468
NCT07a	Road Closed to Traffic	32	92	124	11	82	93	25	99	124
NCT08a	Traffic Management Request	108	290	398	328	462	790	536	626	1162
NCT08b	Manual Control of Traffic Managemen	46	244	290	10	285	295	83	382	465
NCT09a	Changes to traffic management arran	7	48	55	14	48	62	13	236	249
NTC09b	Traffic management arrangements to be in place	81	26	107	79	70	149	263	292	555
NCT09c	Signal Removal from operation when	9	269	278	25	404	429	97	636	733
NCT09d	Changes to traffic management	0	0	0	0	0	0	4	3	7
NCT10a	Employment of appropriate methodology	0	176	176	0	194	194	1	131	132
NCT11a	Display of Permit Number	865	3199	4064	1261	4341	5602	1168	5104	6272
NCT11b	Publicity for proposed works	320	340	660	293	216	509	198	772	970
NCT12a	Limit timing of certain activities	26	19	45	6	8	14	0	6	23

10.1.3. The number of approved revised durations

10.1.3.1. Extensions

Period	Total Permits Issued			Extension Requests			Agreed Extensions		
	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total
2015/16	2,107	5,615	7,722	27	276	303	27	239	266
2016/17	2,393	6,724	9,117	76	386	462	73	359	432
2017/18	3,132	7,026	10,158	49	694	743	46	673	719
2018/19	2,124	5,760	7,884	58	725	783	50	674	724
2019/20	1,479	4,778	6,257	13	504	517	12	430	442
2020/21	1,448	4,669	6,117	135	732	867	135	725	860
2021/22	1,585	4,712	6,297	187	669	856	187	669	856
2022/23	1,471	5,778	7,249	142	706	848	142	706	848

10.1.3.2. Reduced application periods

Total Permits Issued			Early Start Requests			Early Starts Agreements			% Agreed		
Highway Authority	Utilities	Total	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total
2,107	5,615	7,722	133	132	265	31	111	142	1.47%	1.98%	1.84%
2,393	6,724	9,117	104	220	324	47	163	210	1.96%	2.42%	2.30%
3,132	7,026	10,158	275	269	544	114	213	327	3.64%	3.03%	3.22%
2,124	5,760	7,884	110	193	303	31	118	149	1.46%	2.05%	1.89%
1,479	4,778	6,257	208	170	378	103	98	201	6.96%	2.05%	3.21%
1,448	4,669	6,117	279	308	587	117	218	335	8.08%	4.67%	5.48%
1,585	4,712	6,297	151	340	491	53	264	317	3.34%	5.60%	5.03%
1,471	5,778	7,249	159	281	440	90	178	268	6.12%	3.08%	3.70%

10.2. Authority Measures

10.2.1. AM1 Average duration of works by permit type

Year	2015/16	Statutory Undertaker	Quantity	Highway Authority	Quantity
2015/16	Major (1)	29.67	128	11.52	89
2015/16	Standard (2)	5.76	367	8.69	15
2015/16	Minor (3)	1.79	2871	2.98	1821
2015/16	Immediate - Urgent (4)	4.18	1766	3.95	88
2015/16	Immediate - Emergency (5)	4.68	203	1.25	1
Year	2016/17	Statutory Undertaker	Quantity	Highway Authority	Quantity
2016/17	Major (1)	26.49	191	18.52	67
2016/17	Standard (2)	6.35	392	6.57	469
2016/17	Minor (3)	1.78	3713	2.90	1351
2016/17	Immediate - Urgent (4)	3.74	1504	1.05	20
2016/17	Immediate - Emergency (5)	3.62	266	0.08	1
Year	2017/18	Statutory Undertaker	Quantity	Highway Authority	Quantity
2017/18	Major (1)	28.30	268	12.13	105
2017/18	Standard (2)	6.83	456	5.54	1131
2017/18	Minor (3)	2.06	3809	2.93	1454
2017/18	Immediate - Urgent (4)	3.61	1430	6.92	8
2017/18	Immediate - Emergency (5)	4.32	300	1.08	3
Year	2018/19	Statutory Undertaker	Quantity	Highway Authority	Quantity
2018/19	Major (1)	30.41	117	7.16	71
2018/19	Standard (2)	12.71	391	8.56	102
2018/19	Minor (3)	3.99	1706	4.00	1036
2018/19	Immediate - Urgent (4)	3.00	1933	1.55	702
2018/19	Immediate - Emergency (5)	3.85	892	0.33	4
Year	2019/20	Statutory Undertaker	Quantity	Highway Authority	Quantity
2019/20	Major (1)	19.39	191	22.49	195
2019/20	Standard (2)	6.60	273	3.41	31
2019/20	Minor (3)	1.90	2037	1.86	781
2019/20	Immediate - Urgent (4)	3.66	1438	0.75	38
2019/20	Immediate - Emergency (5)	4.55	225	0.42	11
Year	2020/21	Statutory Undertaker	Quantity	Highway Authority	Quantity
2020/21	Major (1)	16.50	162	16.07	244
2020/21	Standard (2)	5.45	410	5.49	66
2020/21	Minor (3)	1.65	1652	1.59	619
2020/21	Immediate - Urgent (4)	3.25	1574	1.22	51
2020/21	Immediate - Emergency (5)	3.98	260	15.21	4
Year	2021/22	Statutory Undertaker	Quantity	Highway Authority	Quantity
2021/22	Major (1)	13.04	120	14.11	224
2021/22	Standard (2)	5.15	381	4.11	59
2021/22	Minor (3)	1.49	1954	1.24	832
2021/22	Immediate - Urgent (4)	3.19	1585	1.33	55
2021/22	Immediate - Emergency (5)	3.37	294	0.44	7
Year	2022/23	Statutory Undertaker	Quantity	Highway Authority	Quantity
2022/23	Major (1)	15.51	199	3.11	185
2022/23	Standard (2)	5.49	502	4.87	38
2022/23	Minor (3)	1.72	2569	1.24	803
2022/23	Immediate - Urgent (4)	3.30	1452	0.75	9
2022/23	Immediate - Emergency (5)	4.43	240	1.21	13

10.2.2. AM2 Inspections

10.2.2.1. Sample A Inspections

	Passed	Failed - High	Failed - Low	Total	Fail %	Aborted
2015/16	38	7	18	63	40%	681
2016/17	100	13	23	136	26%	250
2017/18	135	9	18	162	17%	478
2018/19	14	3	2	19	26%	771
2019/20	118	18	21	157	25%	367
2020/21	968	12	45	1025	6%	26
2021/22	856	28	34	918	7%	14
2022/23	457	39	82	578	21%	23

10.2.2.2. Condition Inspections

	Passed	Non-Compliant	Total	Fail %
2015/16	120	85	205	41%
2016/17	184	40	224	18%
2017/18	203	67	270	25%
2018/19	67	32	99	32%
2019/20	97	53	150	35%
2020/21	638	76	714	11%
2021/22	698	90	788	11%
2022/23	425	117	542	22%

10.2.3. AM3 Days of disruption saved/Collaborative Works

10.2.3.1. Days of disruption saved

Period	Phase Total			Working Days Saved			Calendar Days Saved		
	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total
2015/16	8	31	39	33	206	239	48	296	344
2016/17	12	51	63	17	339	356	17	489	506
2017/18	22	54	76	31	220	251	25	318	343
2018/19	44	79	123	169	455	624	237	627	864
2019/20	28	55	83	59	631	690	44	882	926
2020/21	14	21	35	112	45	157	152	45	197
2021/22	11	11	22	33	22	55	43	26	69
2022/23	1	23	24	2	39	41	0	55	55

10.2.3.2. Number of Collaborative Works

	Collaborative Phases			Working Days Saved			Calendar Days Saved		
	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total	Highway Authority	Utilities	Total
2015/16	4	106	110	12	278	290	14	310	324
2016/17	2	31	33	6	190	196	6	258	264
2017/18	0	47	47	0	297	297	0	385	385
2018/19	1	42	43	2	169	171	2	219	221
2019/20	7	51	58	16	393	409	18	525	543
2020/21	43	71	114	310	441	751	427	582	1009
2021/22	72	112	184	472	521	993	633	699	1332
2022/23	5	32	37	55	167	222	73	221	294

10.2.4. AM4 Response Codes

Code	2020/21			2021/22			2022/23		
	Highway Authority	Statutory Undertakers	Total	Highway Authority	Statutory Undertakers	Total	Highway Authority	Statutory Undertakers	Total
Missing Information (General)	22	49	71	18	60	78	17	229	246
Condition Not Provided/Not Necessary	10	62	72	16	120	136	5	131	136
TM Not Received	1	4	5	1	3	4	3	7	10
Incorrect Details on Permit (General)	14	28	42	37	28	65	10	22	32
Incorrect Primary Recipient	1	15	16	3	36	39	2	20	22
Location Issues	18	103	121	20	146	166	6	49	55
Conflicting Information	4	16	20	15	21	36	7	18	25
Co-ordination Issues (General)	6	19	25	6	13	19	1	7	8
Clash of Works	158	212	370	145	273	418	93	215	308
Timing of Works	8	11	19	5	17	22	9	11	20
Collaboration/Coordination	2	10	12	5	13	18	1	2	3
Lack of Approval (General)	7	28	35	8	54	62	13	38	51
Incorrect TM	29	84	113	18	115	133	11	82	93
Early Start Agreement	1	6	7	3	9	12	4	9	13
S.58 Restriction	2	6	8	0	8	8	0	7	7
Duration	0	2	2	1	0	1	2	8	10
Other (General)	16	42	58	43	147	190	71	328	399

10.2.5. AM5 Number of Fixed Penalty Notices Issued

Year	Telecoms						Electric				
	70(6)	74(7B)	19(1)	20(1)	Telecoms		70(6)	74(7B)	19(1)	20(1)	Electric
2015/16	11	19	10	48	88	2015/16	7	5	6	17	35
2016/17	55	37	2	10	104	2016/17	3	14	3	14	34
2017/18	31	34	1	7	73	2017/18	4	10	1	32	47
2018/19	29	36	8	8	81	2018/19	7	29	2	23	61
2019/20	15	15	8	24	62	2019/20	2	23	5	41	71
2020/21	60	32	6	23	121	2020/21	6	6	0	36	48
2021/22	189	230	5	28	452	2021/22	8	31	1	27	67
2022/23	46	50	20	72	188	2022/23	2	10	4	11	27

	Gas						Water				
	70(6)	74(7B)	19(1)	20(1)	Gas		70(6)	74(7B)	19(1)	20(1)	Water
2015/16	6	12	8	12	38	2015/16	5	18	5	19	47
2016/17	9	10	0	3	22	2016/17	7	34	1	4	46
2017/18	10	15	0	8	33	2017/18	21	77	1	28	127
2018/19	10	4	2	3	19	2018/19	18	162	53	18	251
2019/20	0	2	2	3	7	2019/20	9	57	26	29	121
2020/21	10	2	5	17	34	2020/21	27	134	16	45	222
2021/22	4	5	1	21	31	2021/22	79	198	30	41	348
2022/23	1	1	2	15	19	2022/23	20	96	42	57	215

	Minor Utilities				
	70(6)	74(7B)	19(1)	20(1)	Minor Utli
2015/16	2	3	1	3	9
2016/17	4	0	0	2	6
2017/18	9	0	0	1	10
2018/19	0	9	1	2	12
2019/20	4	6	1	0	11
2020/21	1	5	1	3	10
2021/22	3	4	0	7	14
2022/23	3	3	1	2	9