



Telford & Wrekin Permit Scheme Performance and Evaluation Report

Years 1 & 2 – June 2016 to May 2018



STR/AR/16-18
July 2019



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Document Control

Revision:	Originator:	Checked by:	Approved by:
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Document Status:	Final		



Executive Summary

Telford & Wrekin Council implemented the West and Shires Permit Scheme on 1st June 2016. The permit scheme has now been operating for two years.

During the first year of operation (June 2016 to May 2017), the Council received 11,180 applications for permits, of those 8,111 applications were granted. On average this equated to 22 new works starting every day in the Borough. Of this total, 2,625 highway works were carried out by or on behalf of the Council, which represented 32% of total works. The remaining 5,486 works were undertaken by statutory undertakers, which represented 68% of total works.

There were 289 collaborative works saving 900 working days, and a further 727 working days were saved through reducing occupation, achieved through various co-ordination methodologies available.

Year 2 (June 2017 to May 2018) experienced an increase in the number of permit applications. 15,108 applications for permits were received by the Council. An increase of 35%. Of those 10,048 were granted, equating to 27 new works starting every day.

There was also an increase in the number of highway works carried out by or on behalf of the Council. In year 2, 4,177 highway works were carried out representing 42% of total works, whilst 5,871 were undertaken by statutory undertakers, which represented 58% of total works.

While the number of collaborative works reduced considerably compared to year 1, 89 compared to 289, 530 working days were saved. A further 1048 working days (an increase of 44%) were also saved through reducing occupation which was achieved through various co-ordination methodologies available to the high authority.



1.0 Introduction

Telford & Wrekin was a new town established in the 1960's and 70's and since then continued to grow and develop into a vibrant town. The borough has experienced a transformation that has enhanced its physical surroundings and its social and economic wellbeing. Transport has a key role if we are to continue to achieve economic viability and develop a community where people want to live, work and play. The demand for transport is ever increasing as it enables us to access jobs, education, healthcare, shops, leisure and so on however there is increasing importance being placed on minimising the impact of everything we do on the local environment.

The Borough is a designated growth point and the Local Plan sets out the vision to deliver 17,280 houses and 76ha of employment land by 2031. With this high level of planned growth, there is the potential for traffic to grow by up to 30% over this period. Whilst there is a recognition that the Council will continue to promote and push to increase the use of public transport, cycling and walking as an alternative mode of transport, it is acknowledged that the car will remain essential for many journeys within the authority's area, both for local traffic and for regionally.

The availability of reliable and efficient transport networks plays a major role in the effectiveness of the Telford & Wrekin economy and the Council's adopted Transport Growth Strategy sets out the necessary infrastructure investment in order to achieve this. Evidence has shown that a good transport network is important in sustaining economic success in modern economies. Where investment in transport infrastructure and services has been inadequate, this has been shown to adversely impact on future growth and competitiveness.

Telford & Wrekin's key challenges are to manage traffic within their continually growing area, ensuring that access is provided to key developments as well as to accommodate increasing number of motor vehicles and other modes of road transport, while reducing both carbon emissions and providing a safer highway.

Telford & Wrekin has a considerable number of popular tourist attractions and other attractions including sites of historic significance, archaeological sites and stately homes. The Ironbridge Gorge to the south of the borough is designated as a UNESCO World Heritage Site and attracts approximately 1 million visitors per annum. This area has a sensitive road network and infrastructure due to the historic nature of the roads and due to the geology in the Gorge. The Borough is also home to The International Centre, the fifth biggest conference centre in the UK, which attracts 450,000 day delegates per year.

As such there is a considerable volume of traffic carrying tourists into or through the area. Effective management of the highway network is vital to stimulating further growth of tourism businesses, which will lead to increased visitor numbers, ultimately benefiting other businesses and promoting wider infrastructure improvements.

Telford & Wrekin's Local Transport Plan (LTP) 2011-2026 (and the associated implementation plans) sets out Telford & Wrekin's transport objectives. Operating a permit scheme was identified as part of the overall strategy as a tool to help achieve the wider aims.

The highway network is an essential part of the local economy and its effective management ensures that everyone benefits; from improvements in safety to all road users, journey reliability and decreased



environmental impacts. A well-managed network will also aid local regeneration projects and help improve local transport further promoting the local economy.

Through implementing the West and Shires Permit Scheme, Telford & Wrekin Council aimed to increase the efficient running of the highway network by minimising the disruption and inconvenience caused by road works and other highway events and activities through proactive management of activities on the highway.

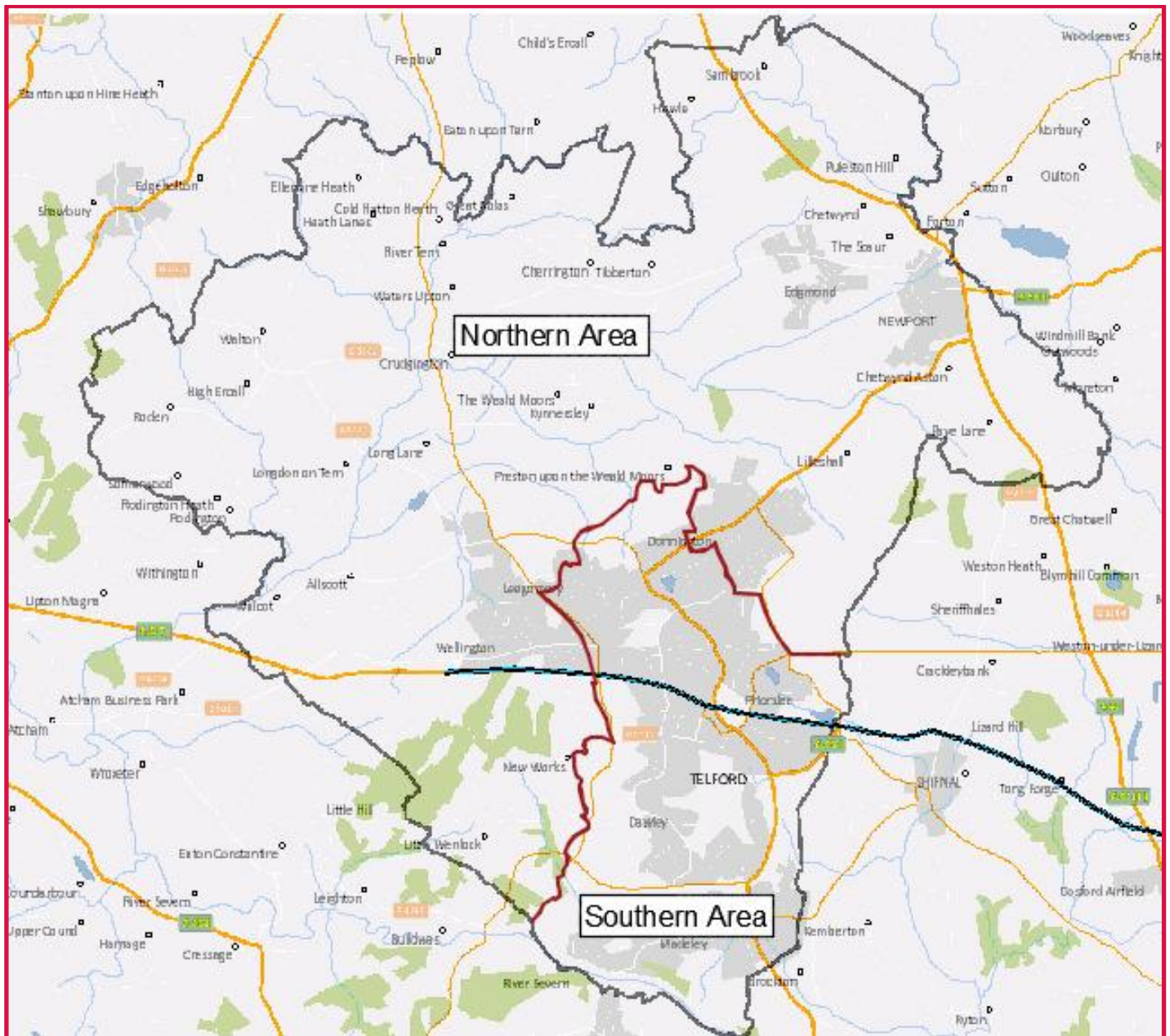


Figure 1-A Map of Telford & Wrekin



1.1 Permit Scheme Evaluation

The West and Shires Permit (WaSP) Scheme was adopted by Telford & Wrekin Council on 1st June 2016.

This report sets out an overview of the scheme's operational performance in its first two years. The report provides analysis of the available data in relation to street works and road works activities in Telford & Wrekin for the primary purpose of

- demonstrating the introduction of the WaSP scheme has and will continue to provide the benefits stated in the objectives; and
- outlining any changes required by Telford & Wrekin Council to improve the operation of the scheme.

Data has been collected, collated and presented in either graphical or tabulated format for each of the defined Key Performance Indicators (KPIs) or Operational Measures. Commentary is also provided to draw out and expand on noteworthy trends in the data.

1.2 Objectives of West and Shires Permit Scheme

Objectives of the scheme

- to increase the efficient running of the highway network by minimising the disruption and inconvenience caused by road works and other highway events and activities through proactive management of activities on the highway
- to improve the quality and timeliness of information received from all activity promoters to increase and improve the publicly available data for integration into the Council-wide travel information
- to encourage a proactive approach to planning and undertaking of works on the highway from promoters and thus lessen the impact of activities on road users
- to protect the structure of the street and the integrity of the apparatus in it
- to ensure safety of those using the street and those working on activities that fall under the Scheme, with particular emphasis on people with disabilities
- to ensure parity of treatment for all activity promoters particularly between statutory undertakers and highway authority works and activities



2.0 Fees, costs and benefits

2.1 Permit Fees

Telford & Wrekin Council set fee levels in accordance with the DFT document Permit Fees Guidance (July 2008), and the Additional Advice Note – for developing and operating future permit schemes (January 2013), and in accordance with the maximum fee levels specified in Regulation 30.

The levels set reflect Telford & Wrekin Council's commitment to keeping charges proportionate to the level of work done in issuing a permit. However, given the number of annual activities taking place within Telford & Wrekin's area, and the consideration that a permit scheme should cover the authorities cost of operating it (for Statutory Undertakers) as well as be cost neutral, Telford & Wrekin made the decision to charge for all categories of works, on all streets.

The fee levels set ensure Telford & Wrekin Council are able to operate the WaSP scheme in a rigorous and effective manner, focussing on more significant activities and those taking place on streets where disruption is likely to be highest while ensuring that those communities and businesses that rely on the more rural network can still benefit from the application of a permit scheme on these roads.

A charge is raised only once an application has been assessed and the permit subsequently granted. Applications that are refused, or have modification requests, are not charged. This consideration is taken into account when preparing the fee model. Permits that are granted but subsequently cancelled are still charged; it is considered a disincentive for promoters, which should encourage better planning.

There is a charge for Permit Variations on all streets. This reflects the added work required to manage changed situations and is an incentive for activity promoters to plan and submit permits accurately in the first instance.

Activity Type	Charge on strategically significant streets	Charge on non-strategically significant streets
Provisional Advance Authorisation	£105	£75
Major activities (over 10 days duration AND major activities requiring a TTRO)	£221	£150
Major activities (4 to 10 days duration)	£130	£75
Major activities (up to 3 days duration)	£65	£45
Standard activities	£118	£67
Minor activities	£49	£34
Immediate activities	£60	£35
Permit Variation	£45	£35

Figure 2-A Telford & Wrekin Council Fee Levels, 2016



2.2 Future Fee Levels

Regulation 10 of the 2015 Traffic Management Permit Scheme (England) (Amendment) Regulations inserted a new regulation (16A) into the 2007 Regulations. Part of that regulations states that the Permit Authority shall consider whether the fee structure needs to be changed in light of any surplus or deficit.

No significant changes have been made to the service operation in this period, and having monitored the financial performance of the scheme, no further changes are proposed to the fee levels at this stage. However, in light of upcoming operational changes as a result of the new Highways Service Contract from April 2019, a further fee review will be undertaken as part of subsequent annual reports. Any subsequent findings will be reported as part of the relevant future report.



3.0 Performance Indicators

The West and Shires Permit Scheme (WaSP) scheme was written with a number of performance indicators set out within the scheme itself. These included four Key Performance Indicators defined in the regulations and with the specific purpose of showing parity between how different activities and promoters are treated, and eight operational performance measures which were developed specifically for the scheme to help to quantify the key objectives.

3.1 Key Performance Indicators (KPIs)

Regulation 40 requires the scheme to show parity of treatments for all types of activity promoters. Equality and parity of treatment will be measured through Key Performance Indicators as shown below.

Note: When generating data for these reports that there are system limitations with the Mayrise system that have impacted on our ability to report on the metrics required. This has resulted in some data inconsistencies, however, every effort has been made to ensure that all of the data has been obtained in as consistent a format as possible.

3.1.1 KPI 1 – The number of permit and permit variation applications

KPI 1 provides the number of permits and permit variation applications received, the number granted and the number refused.

3.1.1.1 KPI 1 Results

The data below is obtained by running the Mayrise report “SWR_KPI1_SUMMARY_16-17” and “SWR_KPI1_SUMMARY_17-18”. It includes permit applications and variation applications that were granted, refused or permit modification requests. It includes any granted permits that are subsequently cancelled.

Type	Year 1 2016/2017	Year 2 2017/2018
	Number	Number
Permit Applications Received	11,180	15,108
Granted	8,111	10,048
Refused	2,396	4,236

Figure 3-A – Key Performance Indication 1 results

The Figures 3-B and 3-C, compare the percentage of permit applications received from highway authority and statutory undertakers for year 1 (2016-17) and year 2 (2017-18).

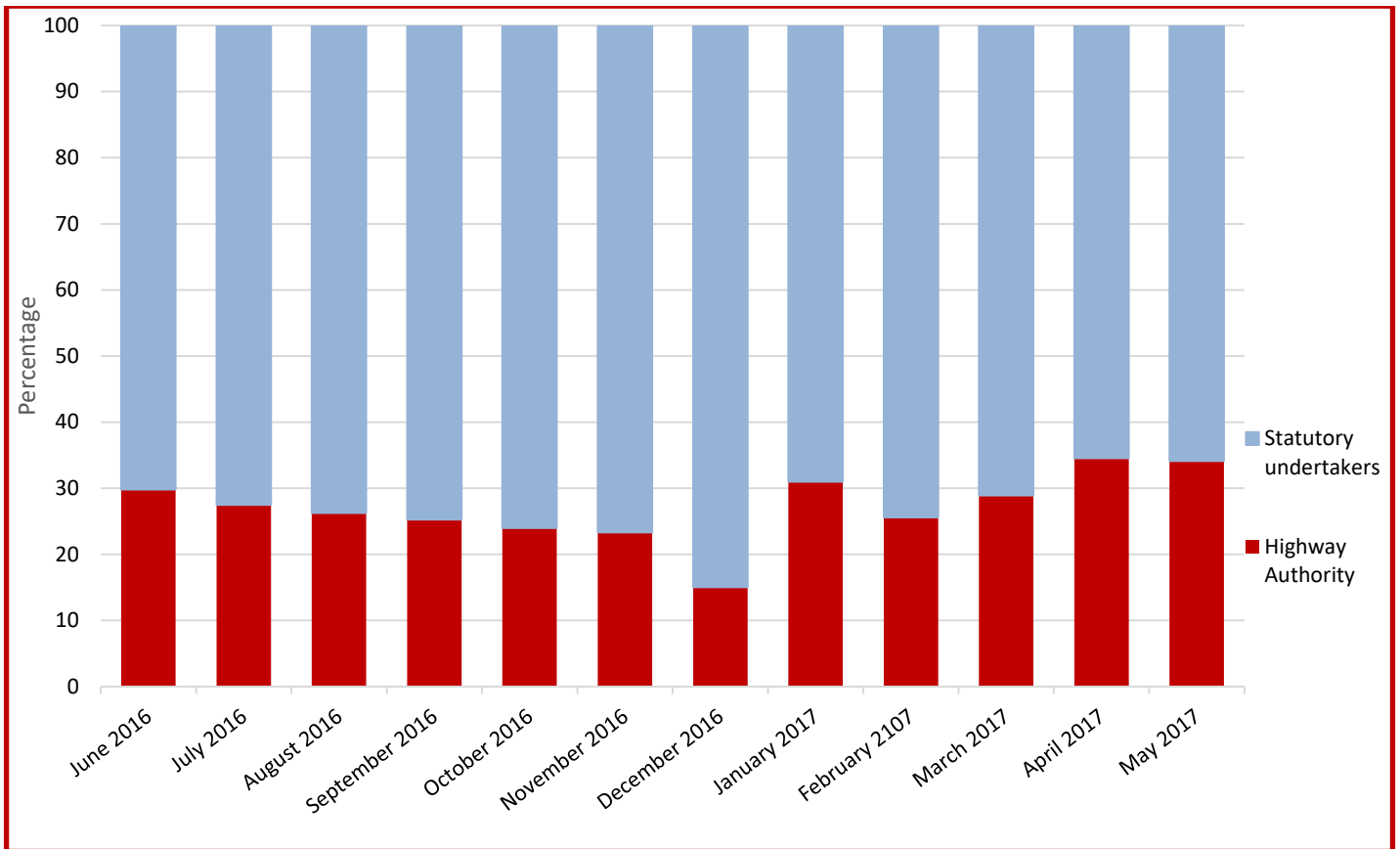


Figure 3-B Proportion of permit applications received from Highway Authority and Statutory Undertakers (Year 1)

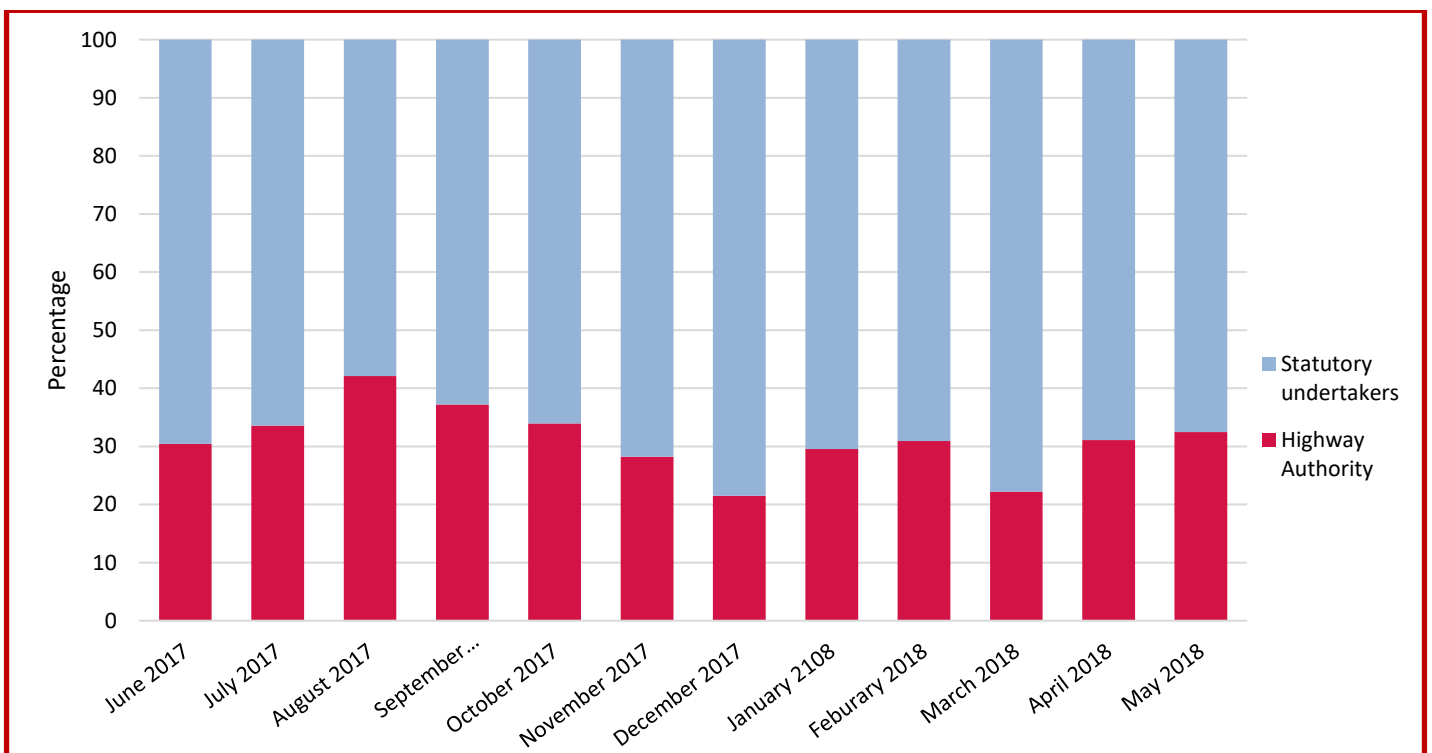


Figure 3-C Proportion of permit applications received from Highway Authority and Statutory Undertakers (Year 2)

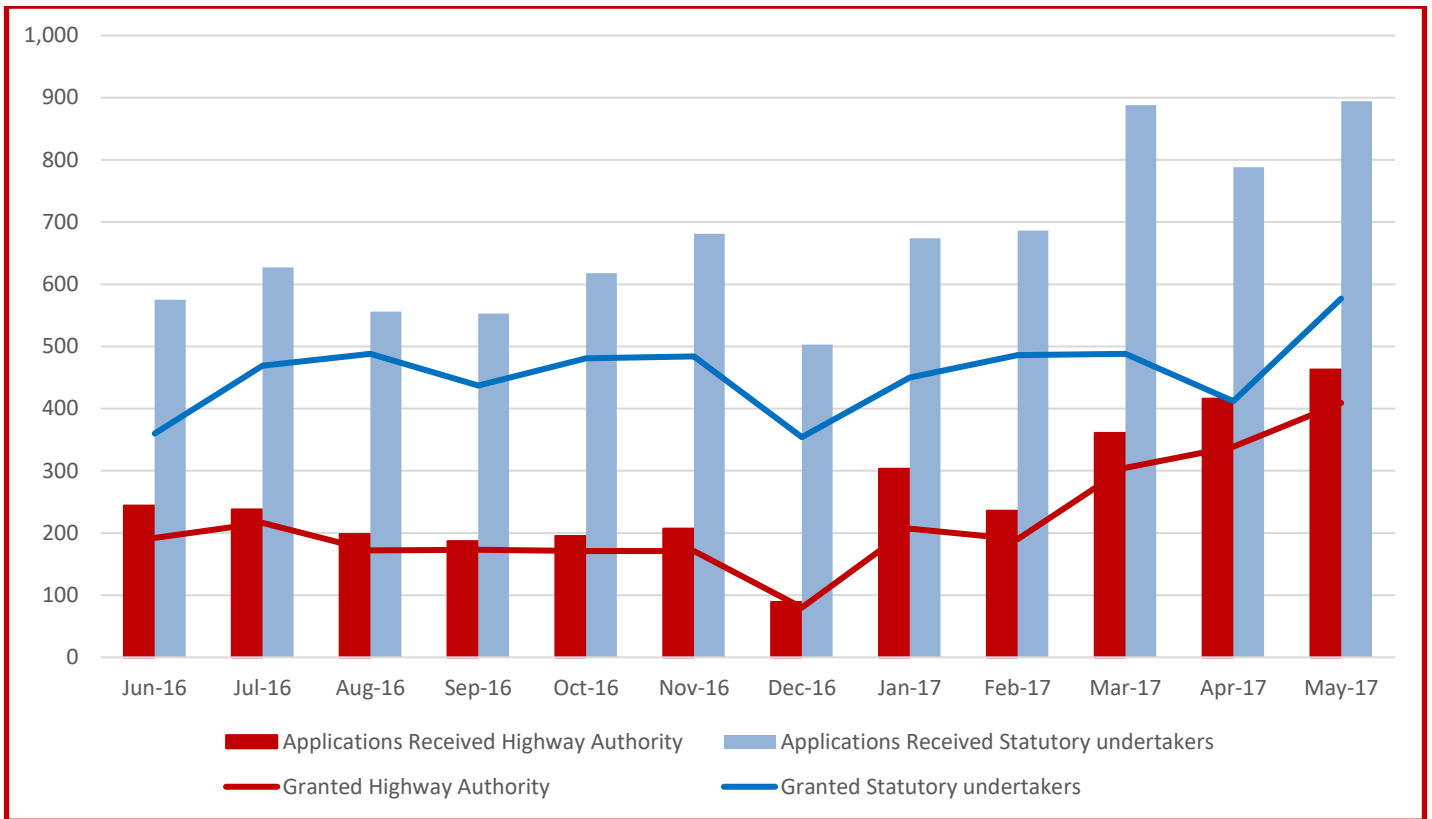


Figure 3-D Number of applications received and total permits granted (Highway Authority and Statutory Utilities) (Year 1)

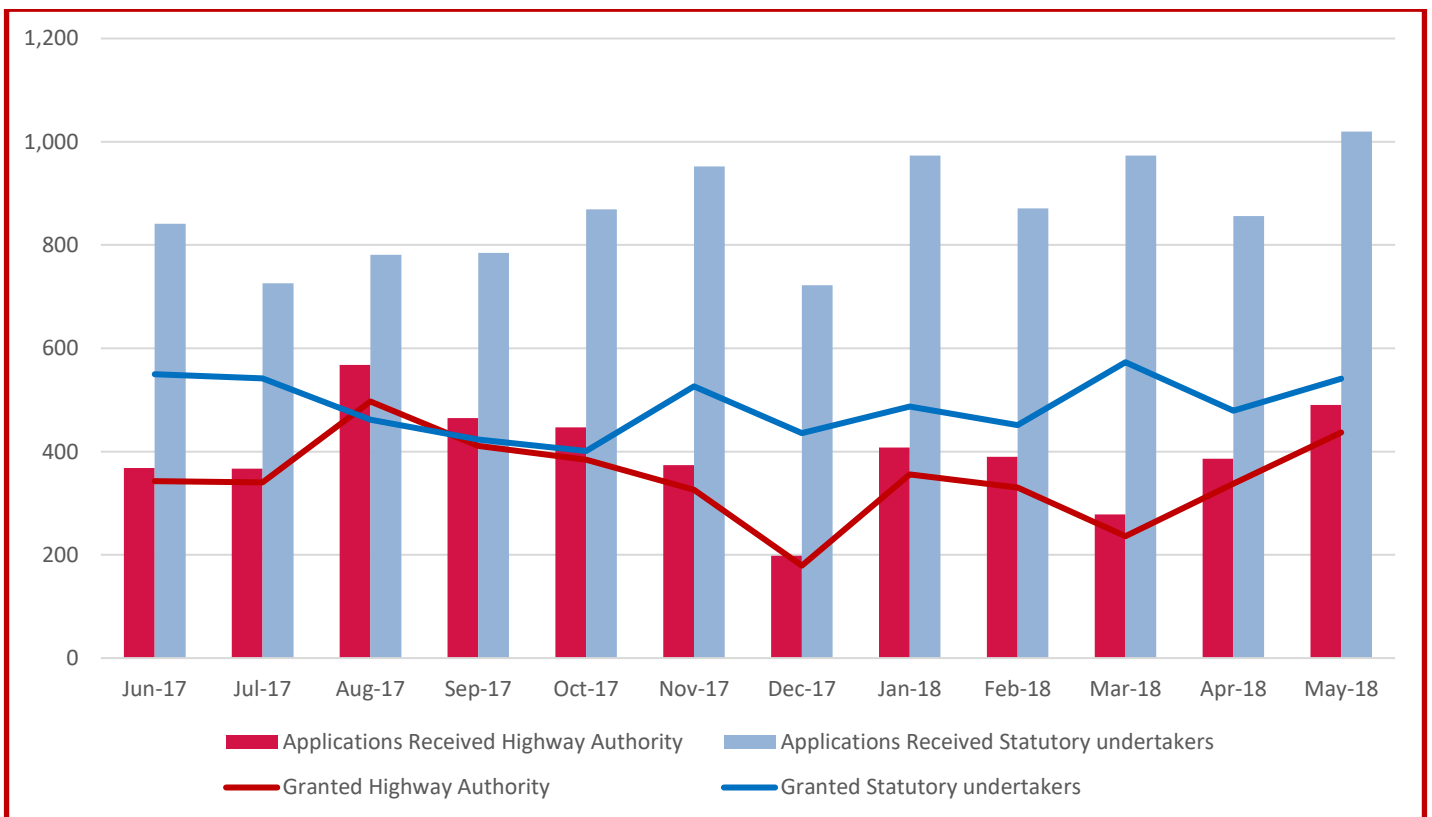


Figure 3-E Number of applications received and total permits granted (Highway Authority and Statutory Utilities) (Year 2)



3.1.1.2 KPI 1 – analysis

On average, the highway authority generated around 27% of all applications and the statutory undertakers 73% during year 1. During year 2 this increased to 31% for highway authority while it decreased for statutory undertakers to 69%.

In comparison to the number of permit applications received, overall during year 1 74% of applications were granted compared to 65% in year 2. This is thought to be in part down to the development of the permitting team which has grown significantly from a technical point of view during the first years of the scheme. This has resulted in much more detailed appraisal of permits as the team has developed.

Operational Measure 4 provides further analysis of the reasons for refusal, but primarily applications are refused for reasons including:

- Condition not provided / not necessary
- Condition Type vs Condition Text
- Conflicting activity
- Other

3.1.2 KPI 2 – The number of conditions applied by condition type

The WaSP scheme allows permit conditions to be attached to a permit. Conditions are applied by the works promoter either through their own volition or as requested by Telford & Wrekin's Streetworks Team.

The EToN Technical Specification specifies thirteen 'EToN condition type codes' that relate to the kinds of condition that might be applied under the regulations: traffic space, timing, publicity and consultation, environmental etc.

There are three conditions that are 'standard' and apply to every permit in all cases; it is not necessary to select these conditions types or include the condition text. These are in summary

1. Site must display the permit number at all times (NCT11a - Publicity)
2. The activity will only take place between the permit estimated start and end date on a Traffic Sensitive street (NCT1a - Date constraint)
3. The activity will only take place between the permit start and end date allowing for a validity period which allows works to start and end later on non-Traffic Sensitive street (NCT1b - Date constraint)

KPI 2 measures the number of conditions applied to permits and permit variations.



3.1.2.1 KPI 2 – Results

The data was gathered from Mayrise using the report “SWR_KPI2_SUMMARY_16-17” and “SWR_KPI2_SUMMARY_17-18”. The report counts the EToN condition type selections on each permit.

EToN Condition Type	Year 1 - Number	Year 2 - Number
Date Constraints	1,499	1,377
Time Constraints	2,454	3,268
Out of Hours Work	280	397
Material and Plant Storage	637	545
Road Occupation Dimensions	1,629	1,936
Traffic Space Dimensions	2,550	3,667
Road Closures	268	289
Light Signals and Shuttle Working	1,229	2,152
Traffic Management Changes	1,713	4,553
Work Methodology	2,098	2,008
Consultation and Publicity	2,456	2,627
Environmental	4	28
Local	80	248

Figure 3-F Number of conditions applied by EToN condition type

Figures 3-G and 3-H, shows the proportional percentage of permit conditions applied against permits in relation to works undertaken by highway authority and statutory undertakers based on the thirteen standard EToN condition types for year 1 and 2.

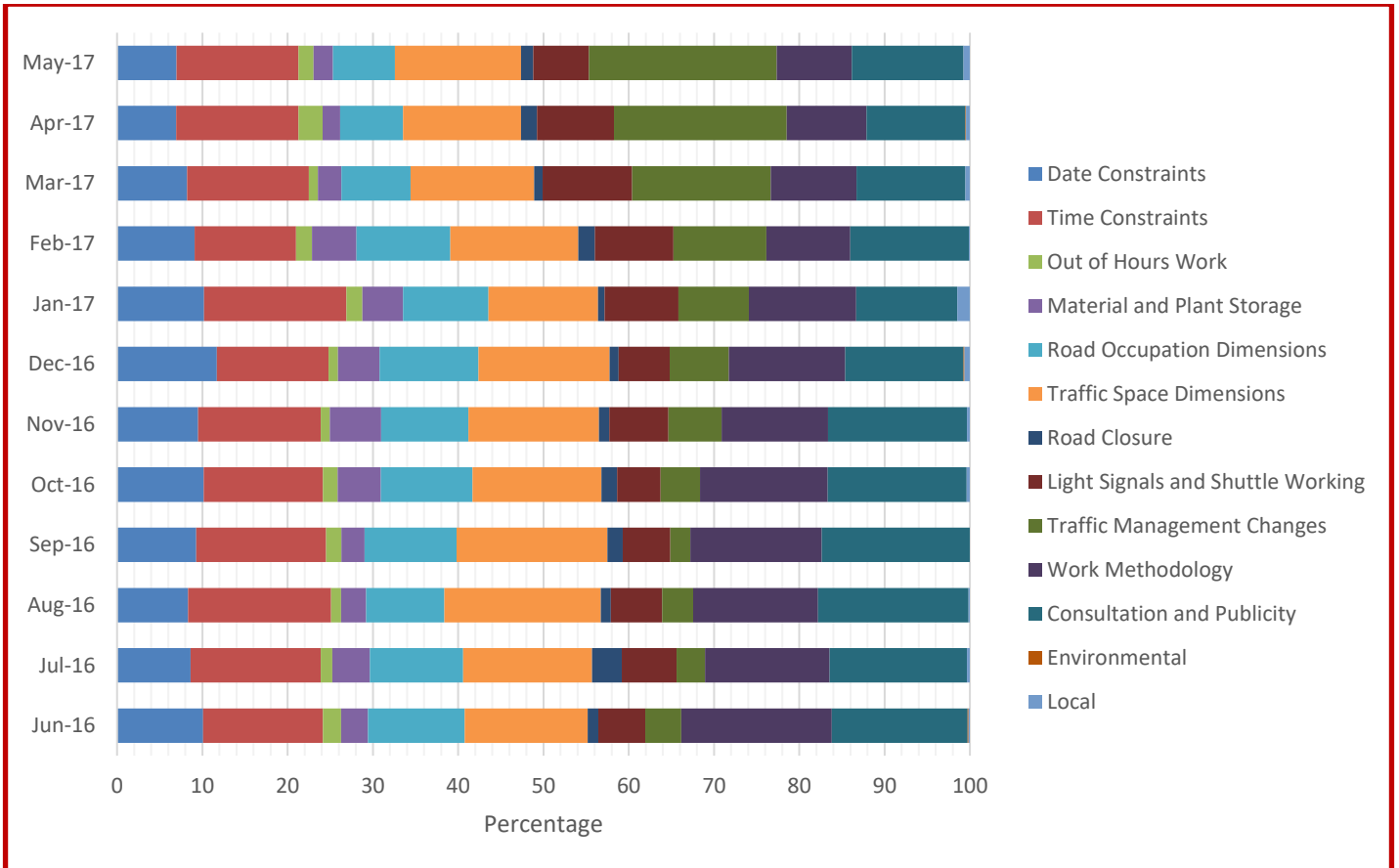


Figure 3-G Percentage of permit conditions applied during year 1

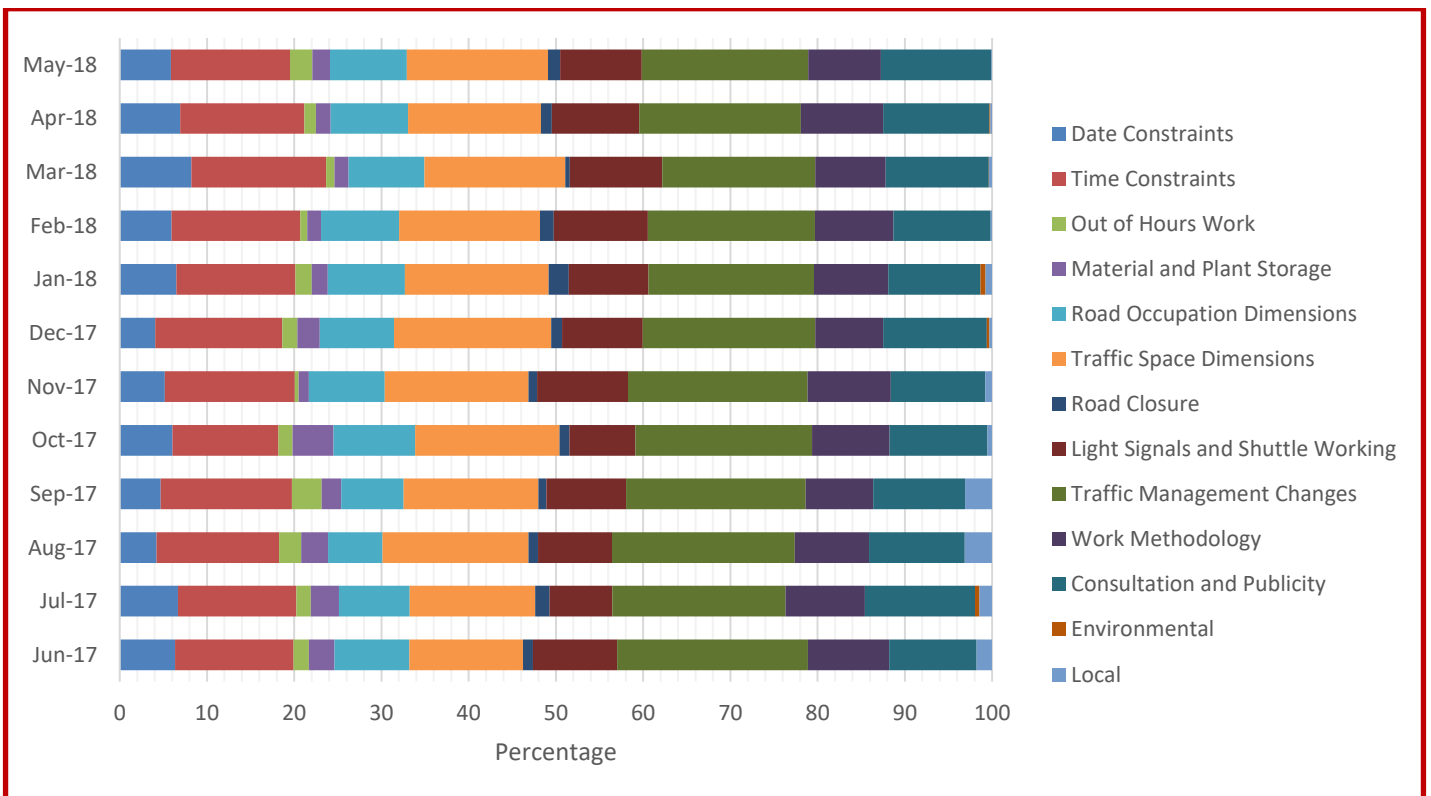


Figure 3-H Percentage of permit conditions applied during year 2



Figure 3-I and 3-J below break down the data to show on average how many condition types are applied per permit during year 1 and 2. It should be remembered that some condition types may have more than one possible condition and so this chart does not necessarily show the actual number of conditions applied.

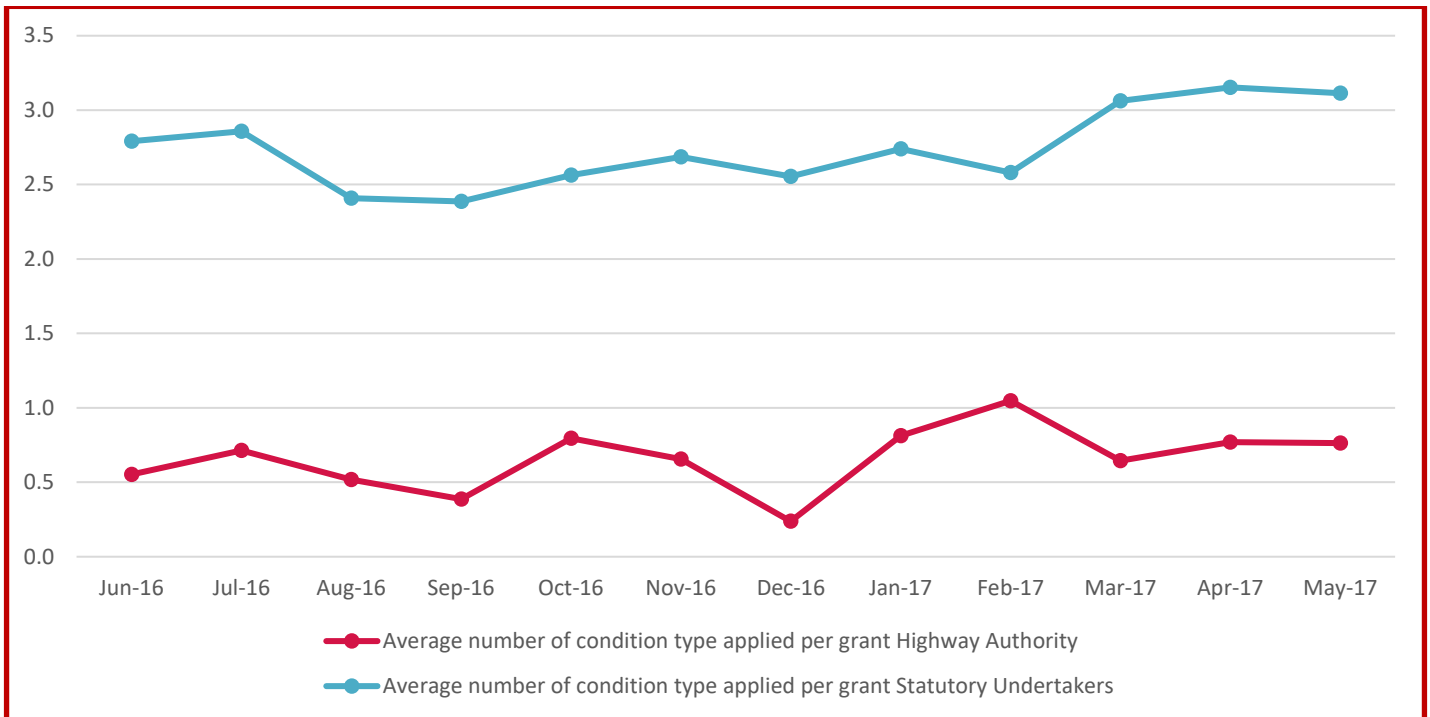


Figure 3-I Average number of conditions applied per permit (Year 1)

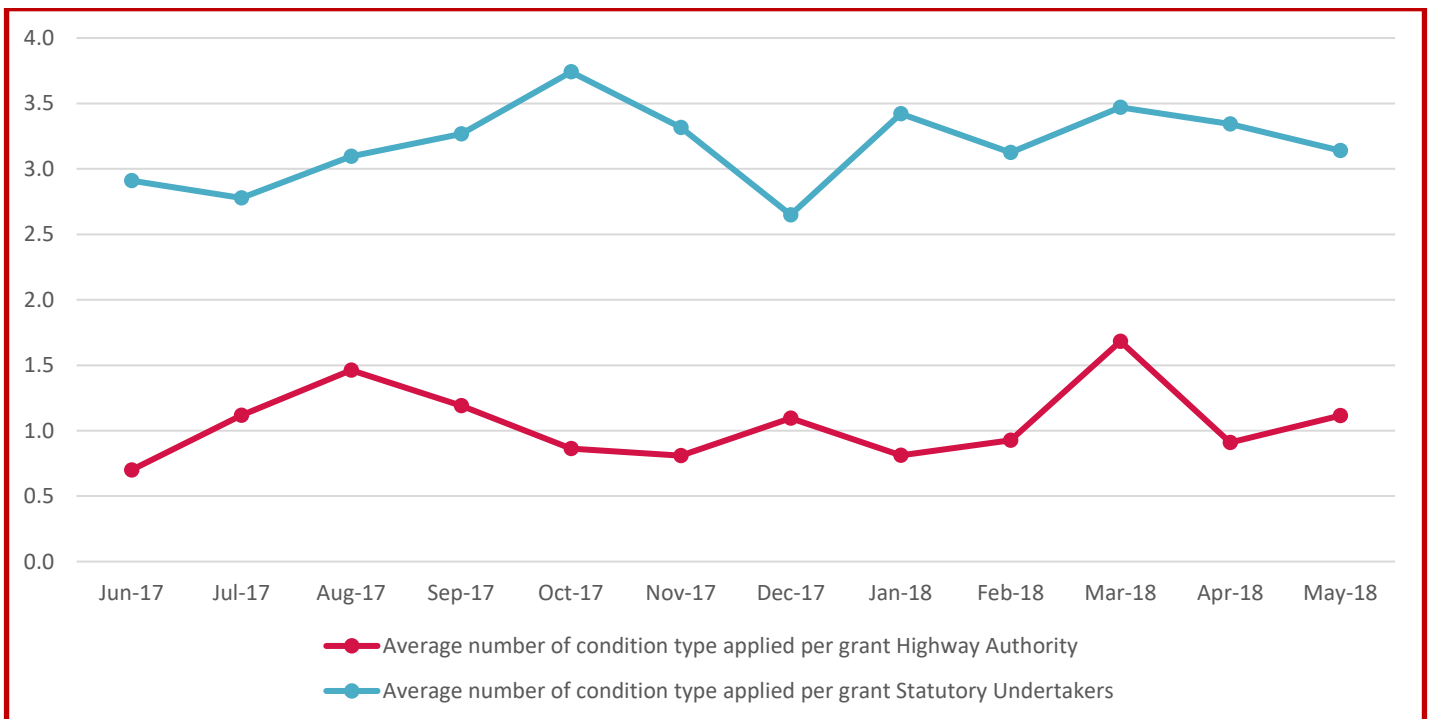


Figure 3-J Average number of conditions applied per permit (Year 2)



3.1.2.2 KPI 2 – analysis

The application of conditions is considered as one of the key powers provided by a permit scheme to help deliver the expected objectives and benefits.

Overall, the EToN condition types applied the most over the first year are Traffic Space Dimensions, Consultation and Publicity, Time Constraints; and Work Methodology.

During year 2, this changed slightly and the following EToN condition types were applied the most; Traffic Management Changes, Traffic Space Dimensions, Time Constraints and Consultation and Publicity.

These condition types are applied more frequently for a number of reasons.

Traffic space dimensions is applied in circumstances where it is required that either a certain width or length of the footway or carriageway is maintained for pedestrians or traffic.

For consultation and publicity, there is a high expectation that activities on the highway are properly publicised including letter drops and advance signage.

Time constraints conditions are typically applied in traffic sensitive locations to limit the activity to periods outside of peak or traffic sensitive times. There is often great demand for this.

The need of the Permit Authority to understand the works methodology is important for statutory undertaker activities, hence the high rate of use. Often methodologies can affect the duration, temporary traffic management and overall impact of a site and so it can be key to understanding the scope of the works. Changes to a methodology can cause significant delays or disruption, particularly in the case of major or even standard works.

When comparing the number of EToN condition types applied to highway authority and statutory undertakers separately, there is a notably difference between which EToN condition types have been applied the most during year 1. However during year 2 there are some similarities between the promoters as well as between the first two years of operating the permit scheme.

Promoter	Year 1	Year 2
Highway authority	Traffic Management Changes	Traffic Management Changes
	Time constraints	Traffic space dimensions
	Light signals and shuttle working	Time constraints
	Consultation and publicity	Light signals and shuttle working
Statutory undertaker	Traffic space dimensions	Traffic management changes
	Consultation and Publicity	Traffic space dimensions
	Time Constraints	Time constraints
	Work Methodology	Road occupation dimensions

Figure 3-K EToN condition types applied the most to promoters during year 1 and 2.



3.1.3 KPI 3 – The number of approved extensions

The WaSP scheme allows works promoters to request an extension to their permit if they are responding to a genuine and unforeseen engineering difficulty on the ground.

Extensions can have a significant impact on the network causing substantial disruption or nuisance to those people who are affected. Where the temporary traffic management is considerable then an extension may add significantly to traffic congestion or disruption.

Extension requests are considered individually on their own merits by Telford & Wrekin Council, who will grant an extension if the reasons are legitimate (such as, genuine engineering difficulties being met) and if the network allows it (i.e. no conflict with other activities etc.).

3.1.3.1 KPI 3 – Results

The data for KPI 3 is taken from the Mayrise report “SWR_KPI3_SUMMARY_16-17” and “SWR_KPI3_SUMMARY_17-18”.

Type	Year 1 - Number	Year 2 - Number
Total number of permit & permit variation applications made	5,100	5,670
Number of extension requests	553	643
Number of agreed extension requests	508	620

Figure 3-L Total number of permit and permit variation applications made and agreed

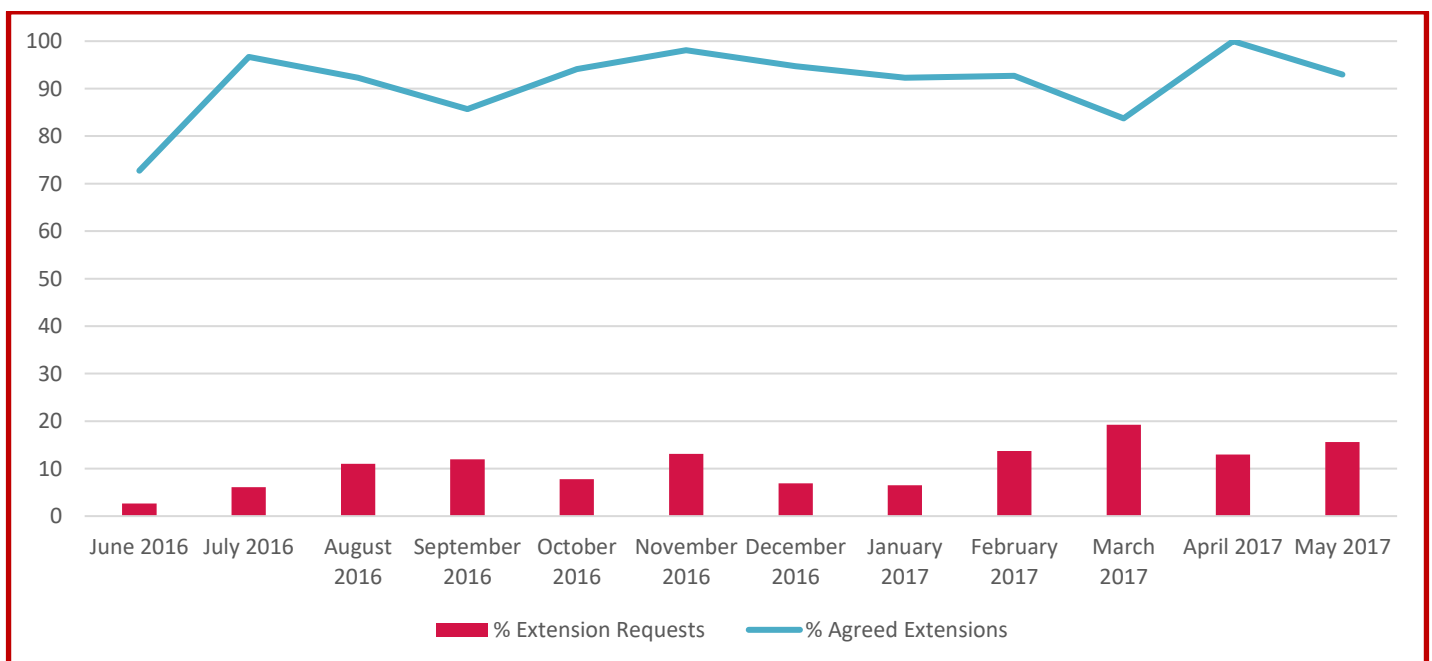


Figure 3-M Percentage of permits with revised duration requests and percentage subsequently approved (Year 1)

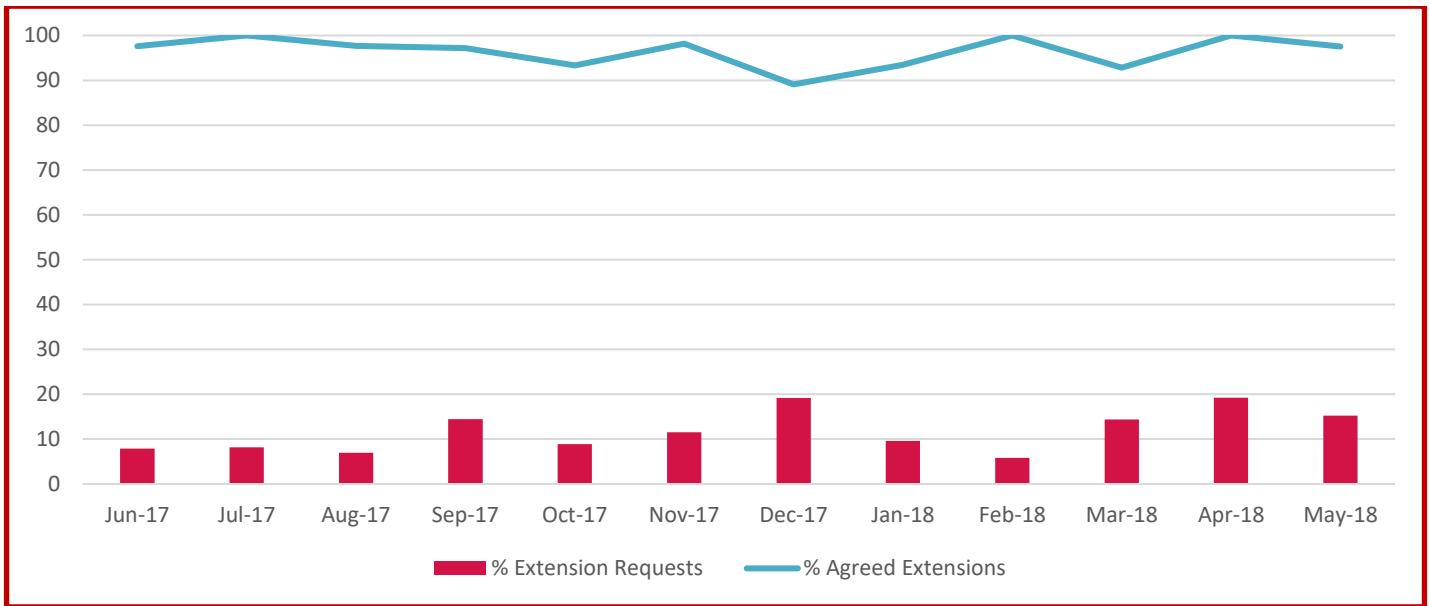


Figure 3-N Percentage of permits with revised duration requests and percentage subsequently approved (Year 2)

3.1.3.2 KPI 3 – analysis

Overall 10.8% (553) of all permit and permit variations applications made during 2016/17, applied for an extension request. Of those requests, 91.7% (508) were agreed.

This figure increased during year 2, as 11.3% (643) of all permit and permit variations applications applied for an extension request, with 96.4% (620) of those requests being agreed.

It should be noted that the reasons for requiring extensions will vary considerably between promoters and contractors and the kinds of works being undertaken.

Further analysis shows statutory undertaker extension requests during year 1 have varied between 3 and 18% per month, giving an average of 9.6%. While the percentage of agreed extensions for statutory undertakers varied between 66 and 100% per month, giving an average agreed rate of 91.9%.

During year 2, there was an increase in the percentage of statutory undertaker's requests. It varied between 6 and 25% per month, with an average of 10.4%. The percentage of agreed extensions for statutory undertakers varied between 86 and 100% per month, giving an average of 94.7%

For the Highway Authority, extension requests during year 1 varied between 1.4 and 24.3% per month, giving an average of 11.9%. While the percentage of agreed extensions have varied between 50 and 100% per month, giving an average of 90%.

Extension requests and agreed extensions also increased for the Highway Authority. During year 2, extension requests varied between 4 and 33% per month, giving an average of 12.9%. While agreed extensions varied between 95 and 100% per month, giving an average of 98.9%.

There are a number of operational factors that justify the need for a duration extension - often a result of the need for additional time to complete fault-finding and mitigation for emergency works, such as leak detection



and fixes for statutory undertakers. Highway authority works often need extensions for either weather dependent activities (resurfacing or surface dressing) or where resources need moving around at short notice to deal with other situations (for instance in winter to deal with gritting or other winter maintenance duties).

Comparing percentage approval rates for year 1 (90% for highway authority and 91.9% for statutory undertakers) shows that there is no tendency to agree either promoter group more than the other. During year 2, there was a slight increase between highway authority and statutory undertakers (98.9% and 94.7% respectively). However Telford & Wrekin Council consider each request individually on their merits without bias.



3.1.4 KPI 4 – The number of occurrences of reducing the application period (‘early start’ requests)

These are a reduction to the minimum notice period as set out in regulations, and are referred to as ‘Early Start’ requests. Adherence to the correct minimum lead times for a permit application (or to vary a permit) is essential to ensure effective coordination of works and to provide opportunities for collaboration between works promoters. The visibility of proposed works is also vital to control the impact of works through increased awareness and subsequent journey planning.

Early Start requests are used to help promoters reschedule activities and personnel if needed, while ensuring that their statutory requirements are still met and the permit authority has the opportunity to properly assess and coordinate the activity and others in the area. There may also be operational factors that justify the need for a reduction in the application period in order to ensure an activity’s impact on the network is minimised, either through collaboration or through having the works carried out at a certain time.

Early start requests are considered individually on their own merits by Telford & Wrekin Council to ensure that there is a legitimate reason for the request and not a result of poor works planning by the activity promoter.

3.1.4.1 KPI 4 – Results

The data for KPI 4 is taken from a Mayrise report “SWR_KPI4_SUMMARY_16-17” and “SWR_KPI4_SUMMARY_17-18”.

	Year 1 - Number	Year 2 - Number
Total number of early start applications received	312	371
Total number of early start applications agreed	205	277

Figure 3-O – Early Start Requests

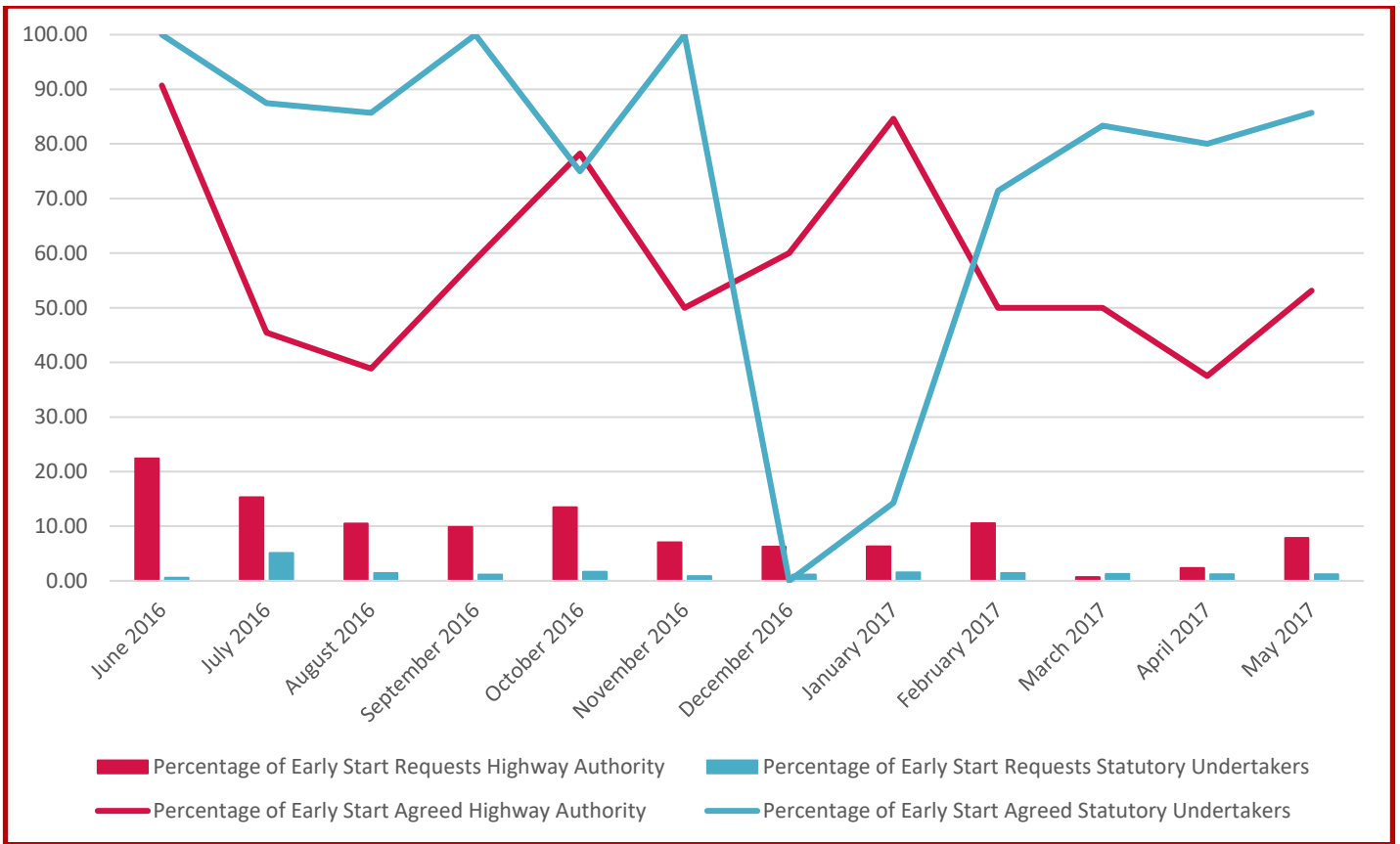


Figure 3-P Percentage of permits with early starts requested and subsequently approved (year 1)

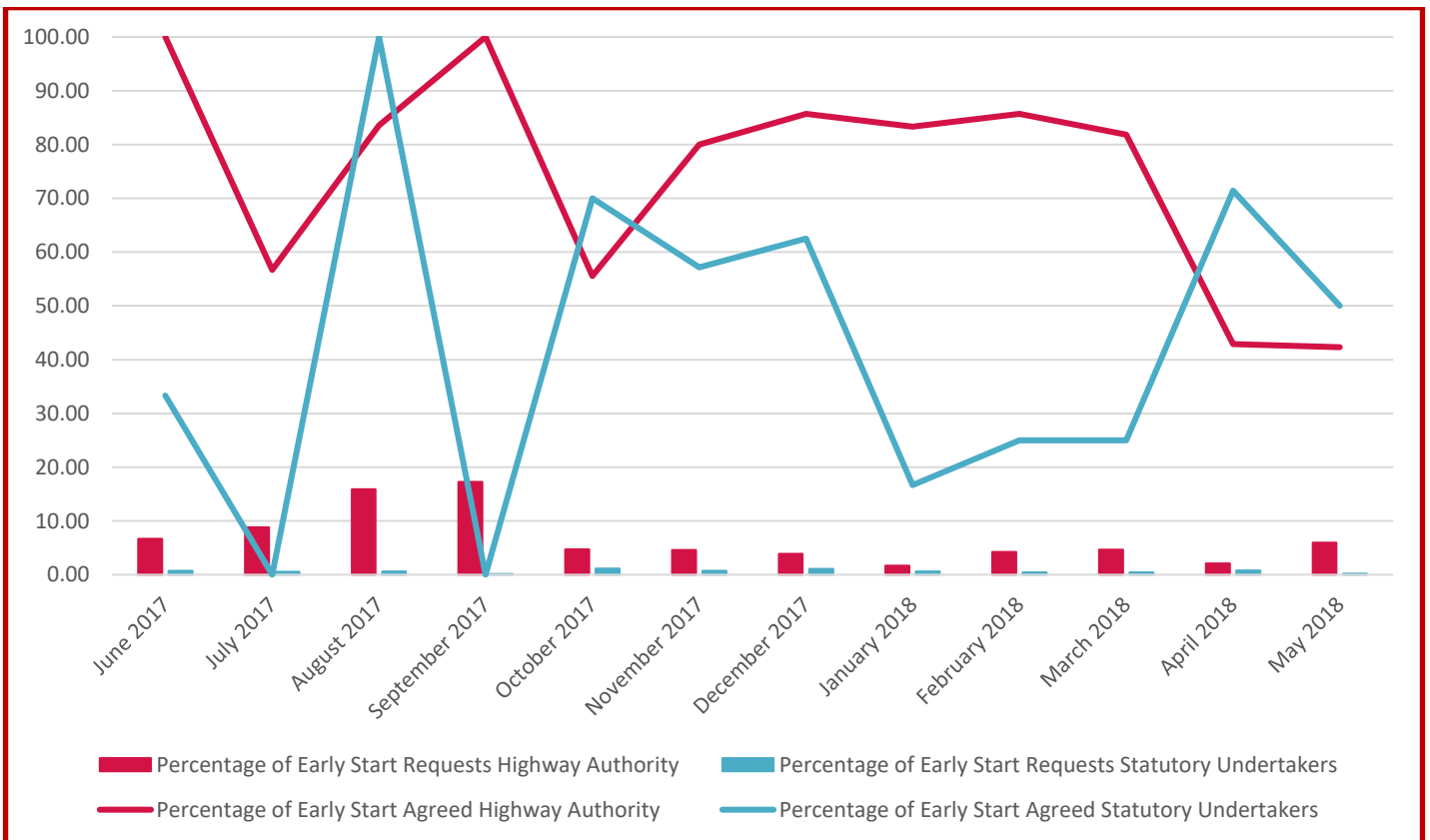


Figure 3-Q Percentage of permits with early starts requested and subsequently approved (year 2)



3.1.4.2 KPI 4 – analysis

During year 1, 312 early starts requests were made, equivalent to 3.85% of all permits granted. Of those 312 requests, 205 (65.7%) were agreed. For year 2, it was a similar pattern. 371 early start requests were made, equivalent to 3.69% of all permits granted. Though more early start requests were agreed during year 2 (74.66% compared to 65.7%).

On average 9.36% of all applications from the highway authority and 1.54% of all statutory undertakers applications requested an early start during year 1. There was a similar pattern for year 2, 6.71% and 0.63% respectively.



3.2 Operational Performance Measures

3.2.1 Number of overrun incidents

It is essential for Telford & Wrekin to ensure that works being carried out on the network have a permit and are also compliant to the agreed terms and conditions of the granted permit, such as timing and duration.

The number of activities that are logged by the Permit Authority as overrunning their agreed end date is an indicator of how well the activity promoters are managing their activities and lessening the impact of their works on road users.

The data is taken from a Mayrise report “SWR_OM3_SUMMARY_16-17” and “SWR_OM3_SUMMARY_17-18”.

During 2016/17, there were 122 incidents of overrunning works, equating to 1.5% of all permits issued. This figure increased slightly for 2017/18, as there were 128 incidents of overrun works, equating to 1.8% of all permits issued.

The number of overruns is generally low for both years. Though for the first month of the scheme, June 2016, the highest percentage of overruns were recorded. This was also true for August 2017.

The highway authority generally experienced more overrun incidents than the statutory undertakers during both years which may be a result of the different types of the works between the two promoters.

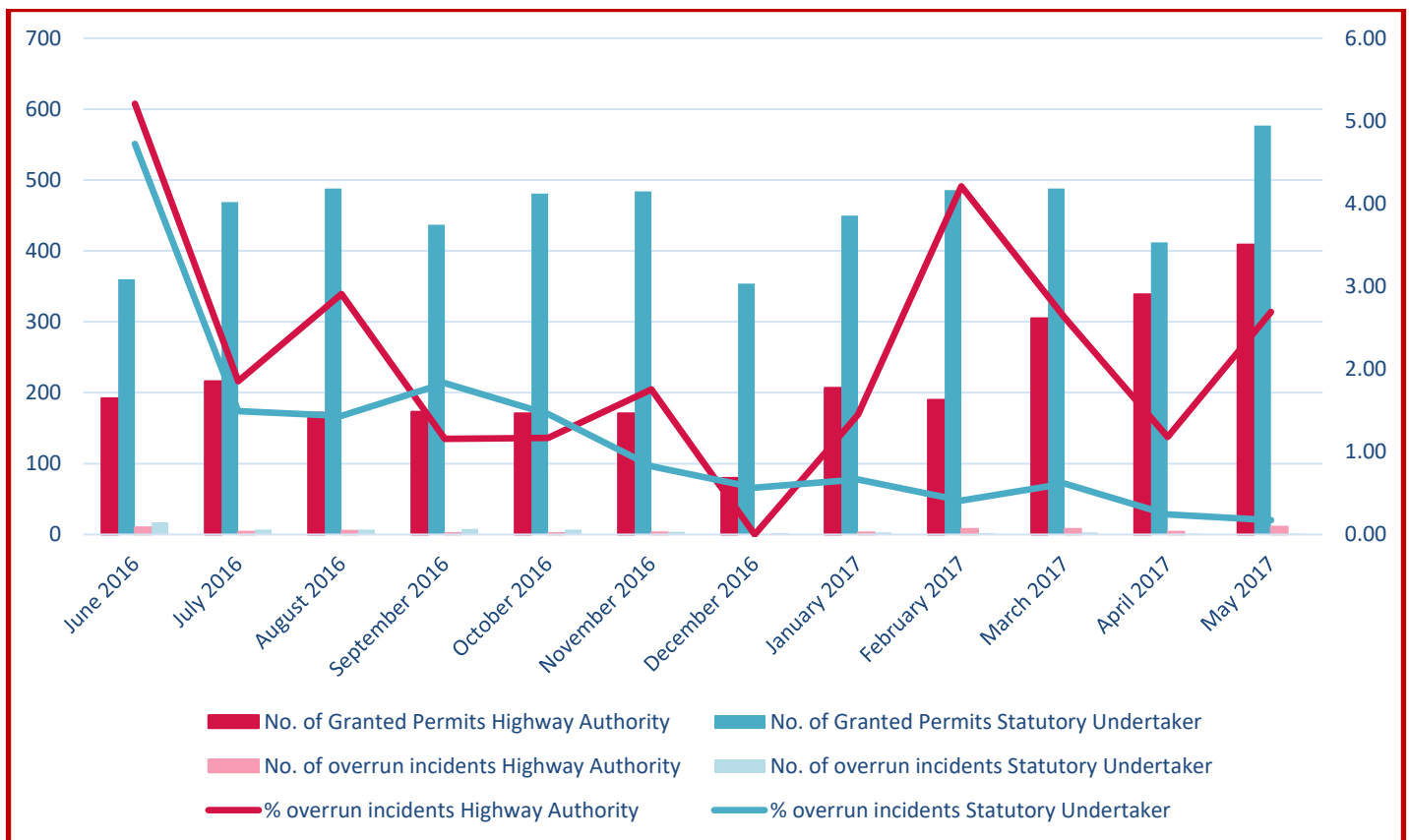


Figure 3-R Recorded overrun incidents as percentage of permits granted (Year 1)

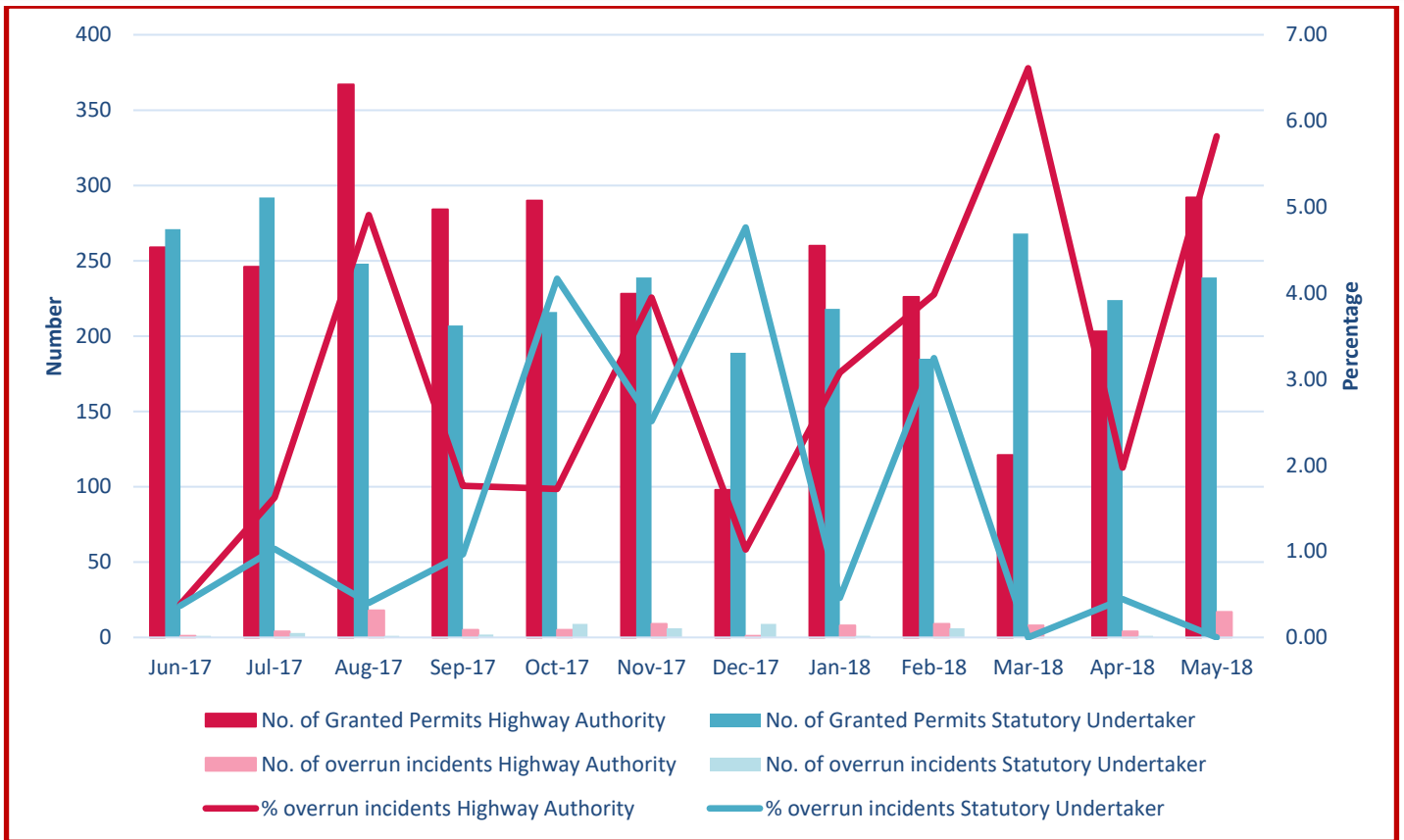


Figure 3-S Recorded overrun incidents as percentage of permits granted (Year 2)



3.2.2 Average road occupancy and number of days of reduced occupation

3.2.2.1 Average road occupancy

One of the benefits of permits is that works durations can be judged more effectively and the use of conditions is a driver for tighter processes from all activity promoters to reduce their occupation of the highway.

The data for average road occupancy is taken from a Mayrise report “SWR_OM4_SUMMARY_16-17” and “SWR_OM4_SUMMARY_17-18”. Figure 3-T shows the average duration for the 5 phase categories for statutory undertakes and the highway authority for years 1 and 2.

Phase Category	Average duration Year 1 2016-2017			Average duration Year 2 – 2017-2018		
	Statutory Undertakers	Highway Authority	All Promoters	Statutory Undertakers	Highway Authority	All Promoters
Major	17.21	31.60	24.40	10.56	12.25	11.41
Standard	6.28	18.76	12.52	6.30	6.85	6.58
Minor	1.92	2.54	2.23	1.66	2.66	2.16
Immediate – Urgent	2.66	1.40	2.03	2.75	1.63	2.19
Immediate – Emergency	4.96	2.16	3.56	4.08	5.96	5.02

Figure 3-T Average duration for all promoters for Year 1 and 2.

During Year 1, the highway authority average duration of major, standard and minor works was higher than that for statutory undertaker’s works. This remained the case during year 2 but the average duration of works reduced considerably.

Comparing the average duration of works for year 1 and 2, shows there was a large reduction in the average duration for major and standard phase categories. There was a small reduction for minor category. While the average duration for immediate – urgent works remained at the same duration and for immediate – emergency works it increased.

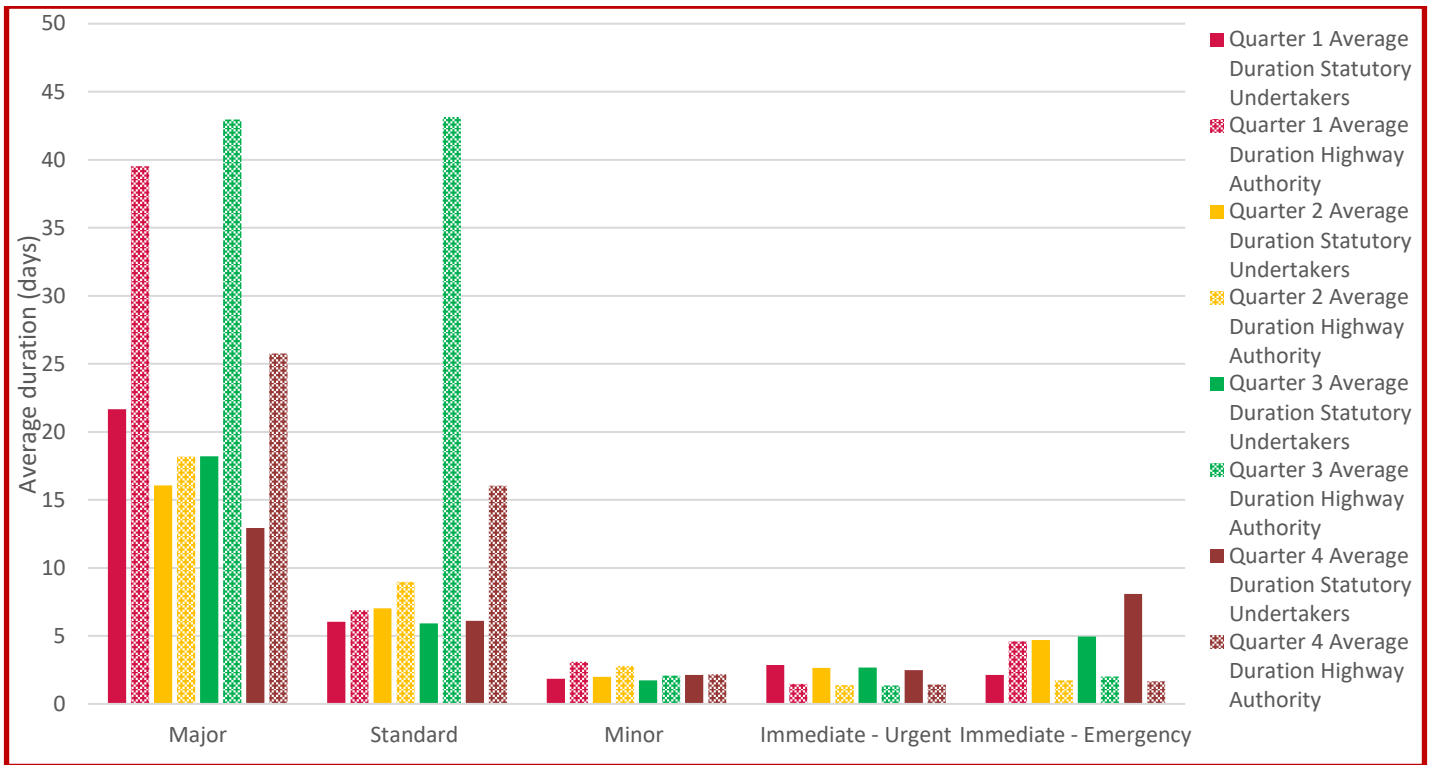


Figure 3-U Average works duration by works type, per quarter for highway authority and statutory undertakers (Year 1)

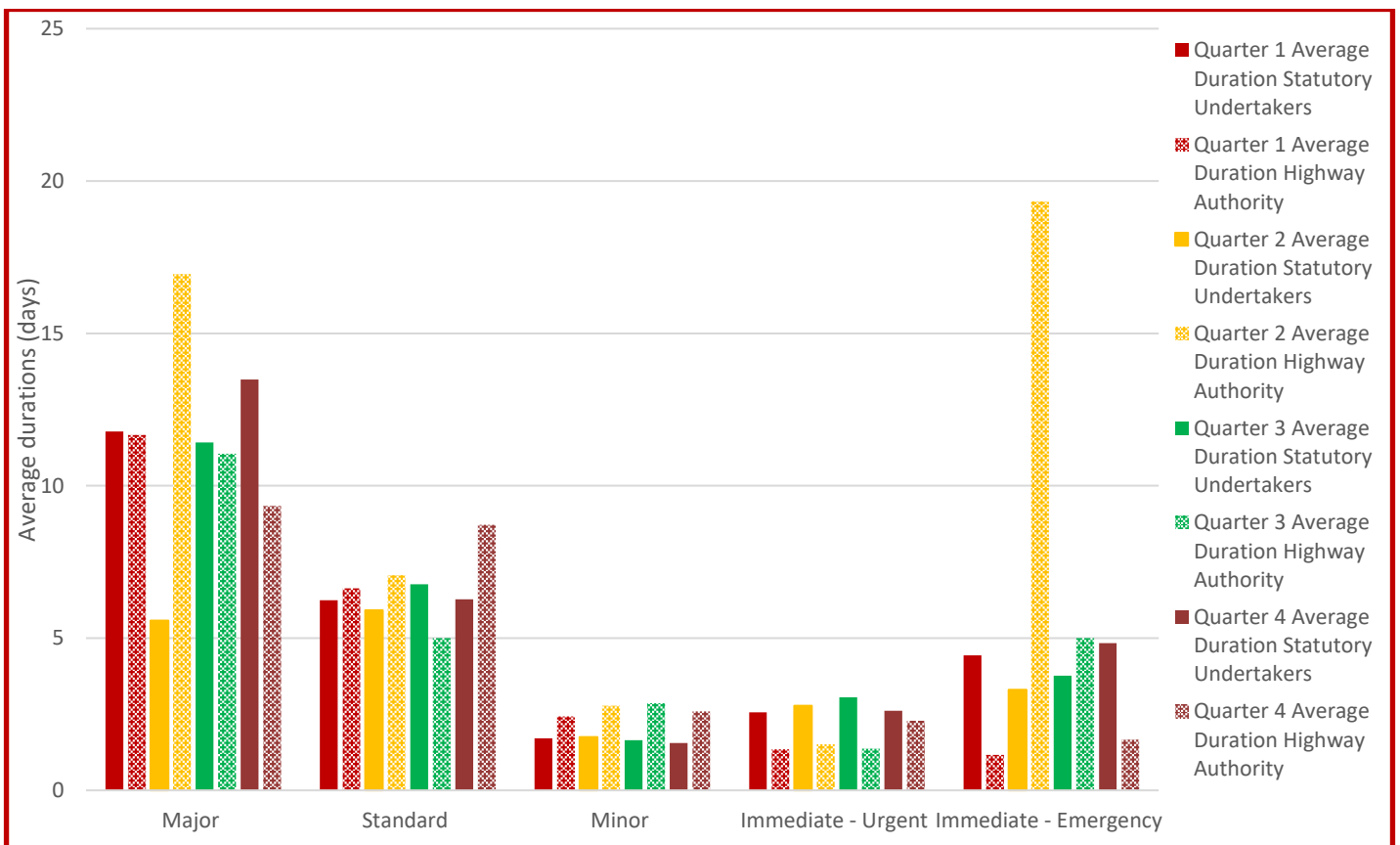


Figure 3-V Average works duration by works type, per quarter for highway authority and statutory undertakers (Year 2)



3.2.2.2 Number of days of reduced occupation

This measure is the number of days of disruption saved by an Authority through the various co-ordination methodology available to them e.g. collaborative works or challenging initial duration and/or proposed methodology of working (whether formally through the S74 mechanism or through informal discussion at the planning stage).

The data for number of days of reduced occupation is taken from a Mayrise report “SWR_AM3_SUMMARY_16-17” and “SWR_AM3_SUMMARY_17-18”, and is available for highway authority and statutory undertaker but not for different works categories. Figure 3-W shows the number of days of reduced occupation for year 1 and 2.

Days saved	Year 1 2016-2017			Year 2 – 2017-2018		
	Highway Authority	Statutory Undertakers	Total	Highway Authority	Statutory Undertakers	Total
Working Days Saved	113	614	727	142	906	1048
Calendar Days Saved	166	896	1062	204	1302	1506

Figure 3-W Number of days of reduced occupation for year 1 and 2

During year 1 727 working days and 896 calendar days were saved. This figure increased during year 2, to 1048 working days and 1506 calendar days.

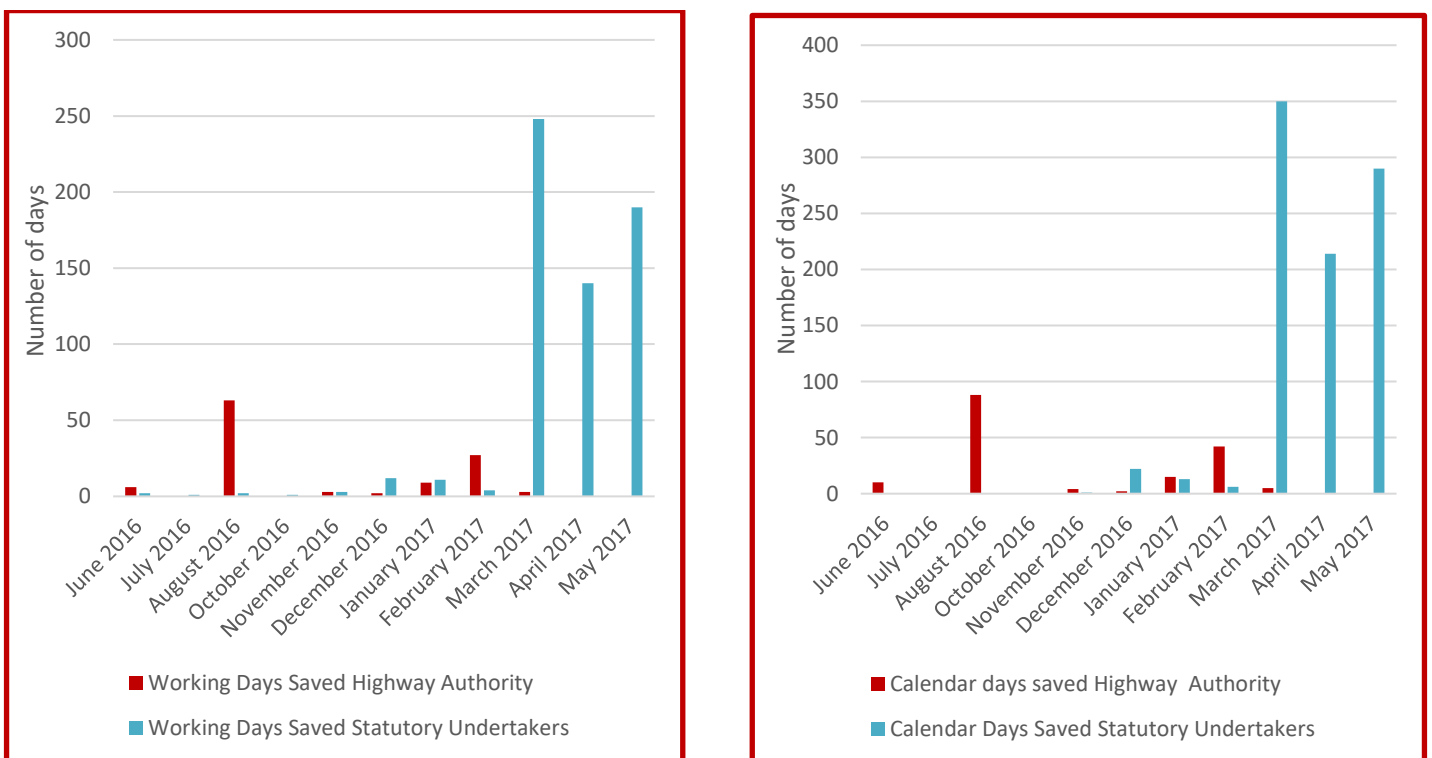


Figure 3-X Number of reduced working days and calendar days of reduced occupation for year 1

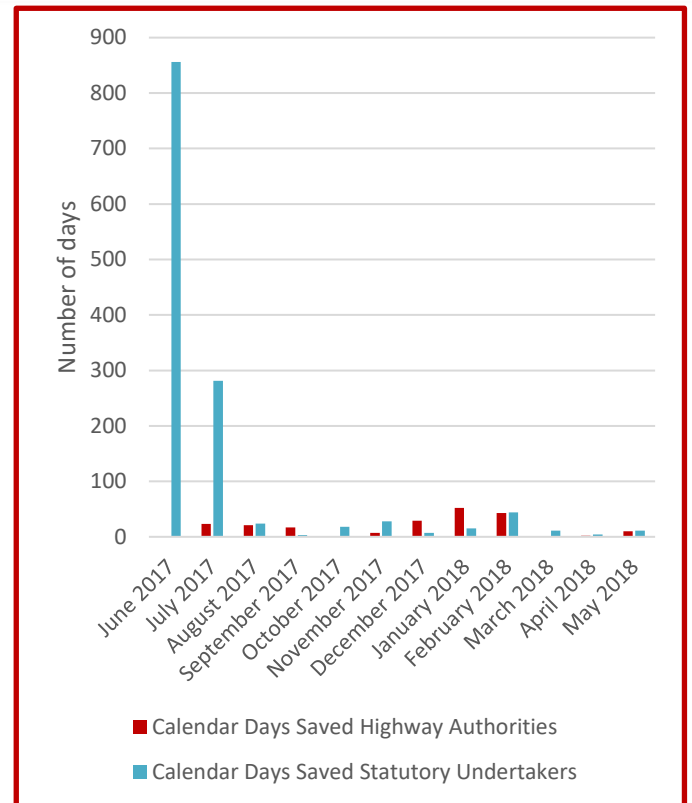
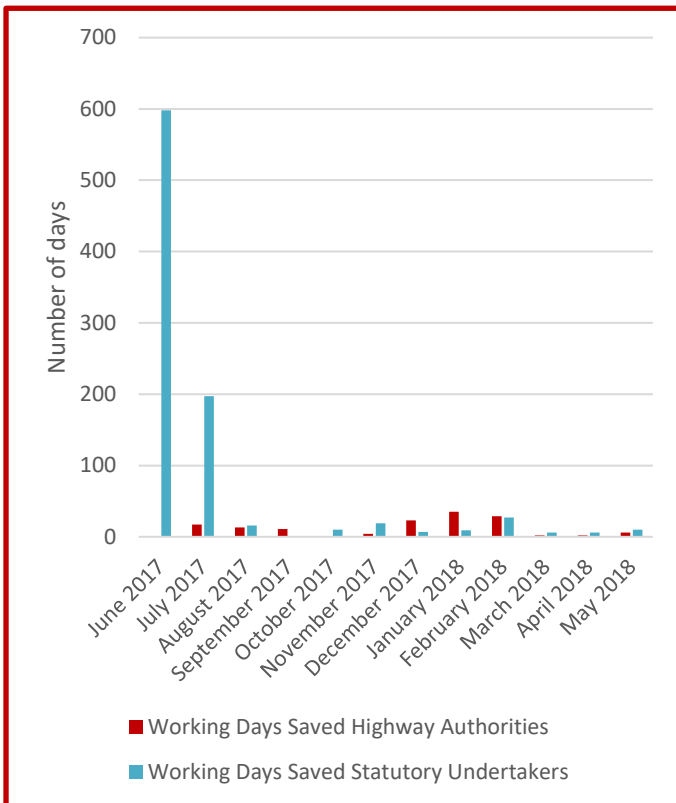


Figure 3-Y Number of reduced working days and calendar days of reduced occupation for year 2

3.2.3 Number of collaborative works and the days of saved occupation

The potential economic benefits from shared working space are considerable. In addition, this measure shows a proactive and positive approach to working together to minimise disruption and occupancy.

The data is taken from a Mayrise report “SWR_OM6_SUMMARY_16-17” and “SWR_OM6_SUMMARY_17-18”.

Figures 3-Z and 3-AA show the number of collaborative works that took place in Telford & Wrekin and the number of days saved in year 1 and year 2. The percentage of these activities are also shown against permits granted.

During year 1, there were 289 collaborative phases recorded, saving 900 working days and 1,009 calendar days. This equated to an average of 3.87% of works operating under collaborative working.

For year 2, the number of collaborative phases decreased to 83, saving 530 working days and 705 calendar days. This equates to 1.05% of works operating under collaborative working

The decreased in the number of collaborative phases in Year 2 could be partly due to the fact that the majority of Statutory Undertaker works are often reactive, e.g. unforeseen repairs or responses to new customer connections etc.

Furthermore, given the timescales for response set by the Government Regulators and the Permit notification periods, there is often little opportunity for Works Promoters to discuss or co-ordinate their activities with one another.



It is also believed that the additional administrative costs involved in trying to co-ordinate their activities with one another, often discourages Works Promoters to work collaboratively.

The Authority recognises that a greater effort is required to identify more opportunities for collaborative working, although it is believed that this will often be confined to major scheme activities or developments, as the costs involved on more minor works activities will often be a prohibitive factor for Statutory Undertakers.

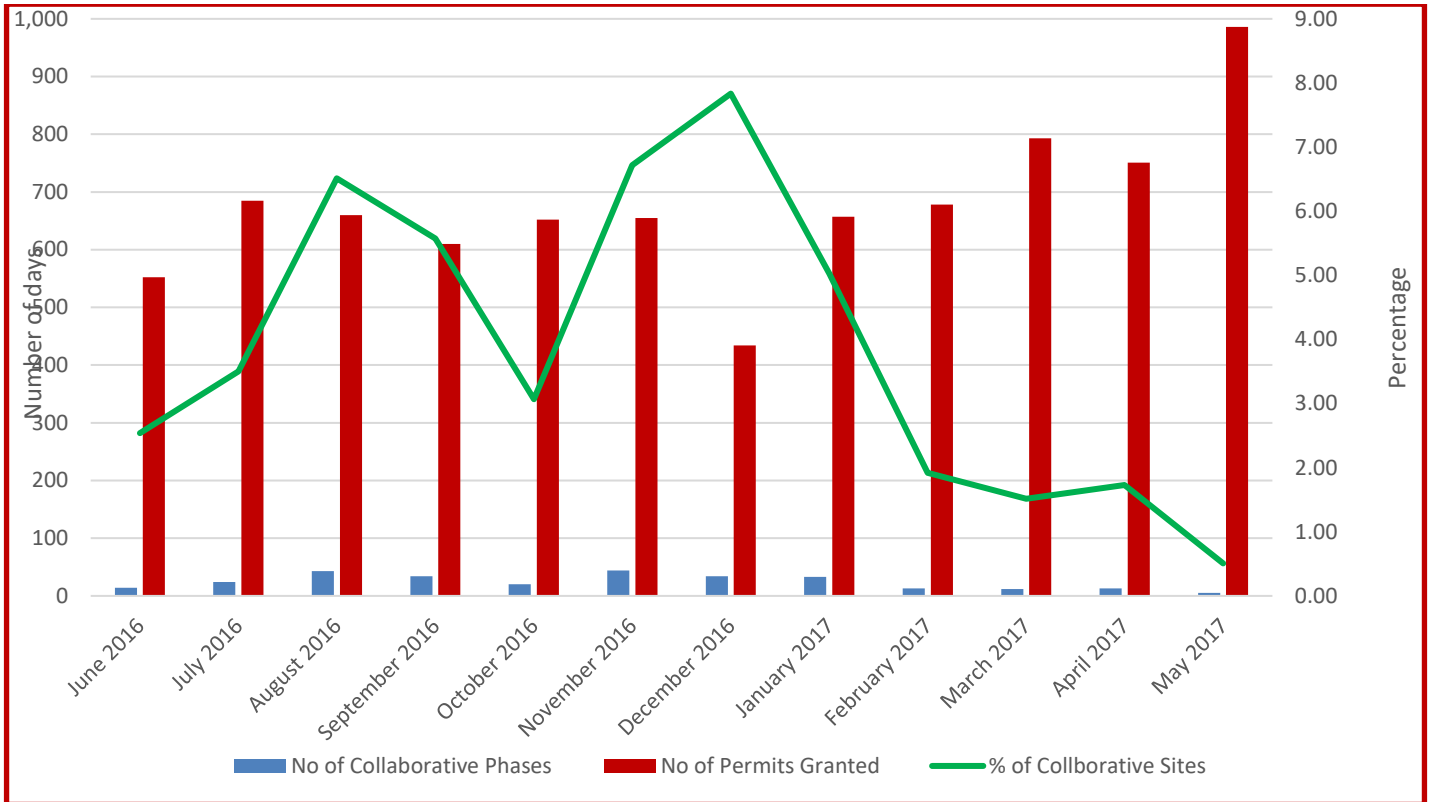


Figure 3-Z Number of collaborative phases set against number of permit granted and shown as a percentage of granted permits (Years 1)

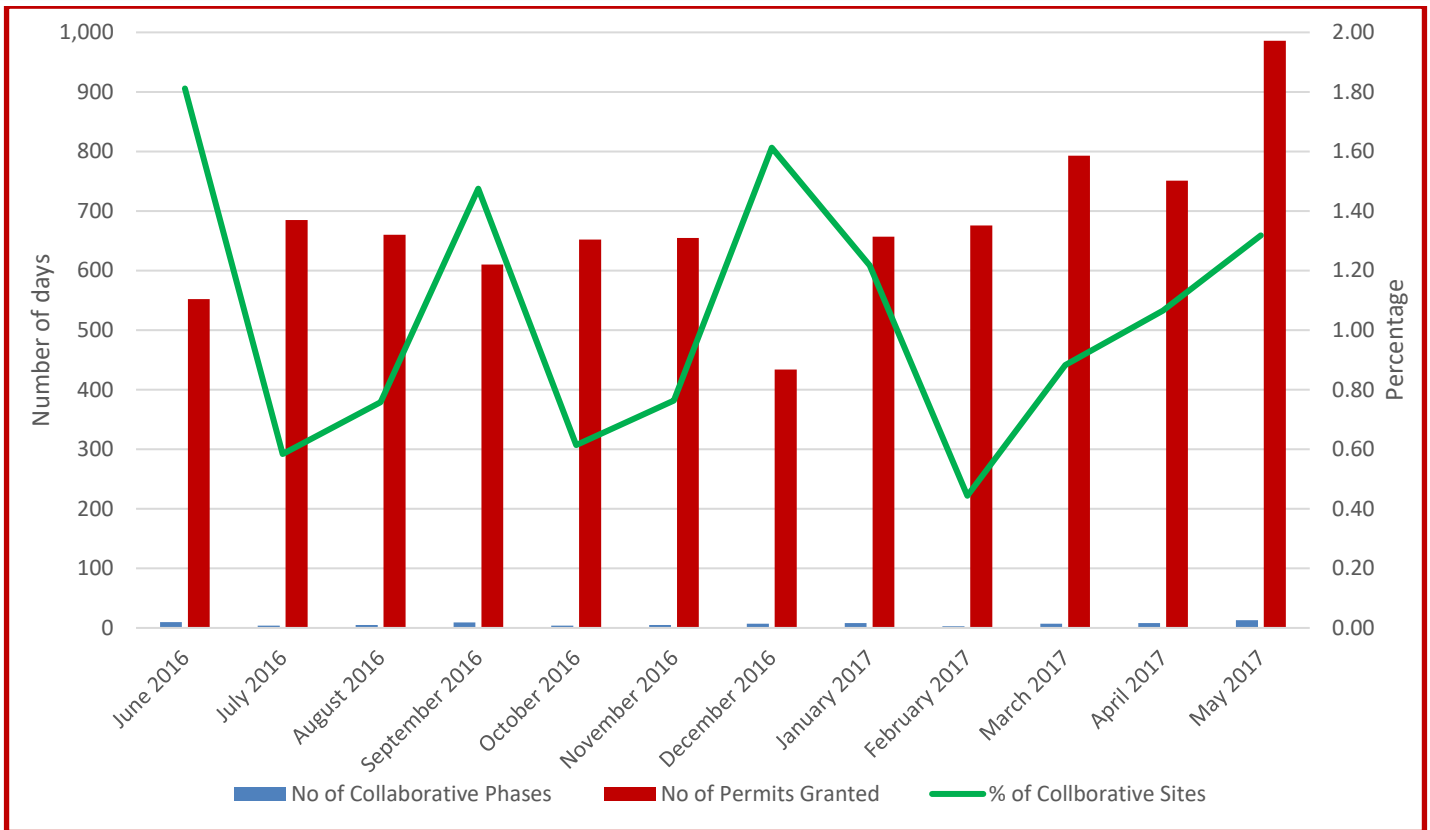


Figure 3-AA Number of collaborative phases set against number of permit granted and shown as a percentage of granted permits (Years 2)

3.2.4 The number of refused permits by refusal reason

Actual numbers of applications refused are part of KPI1 and are an indicator of parity. Monitoring permit refusals shows the most common reasons for refusal and is helpful to the activity promoter to identify particular areas for improvement.

This measure will also show any improvements for each period for the way promoters deal with any negative trends. It is therefore a measure of how information quality is improving.

Figures 3-CC and 3-DD show the number of times a refusal code was used in a month, but not as a proportion of the number of permits issued. This is because

- it is possible for several refusal codes to be used on any permit application (i.e. there are multiple problems with that submission); and
- an application may be refused (or modified) many times before it is finally granted. Figure 3-BB shows the list of refusal codes.

Code	Reason
RC10	Missing information
RC11	Condition not provided/not necessary
RC11a	Condition Type vs Condition Text
RC12	TM details not received
RC20	Incorrect details on permit
RC21	Incorrect Primary recipient
RC22	Location Issues



RC23	Conflicting information
RC30	Co-ordination Issues
RC31	Conflicting activity
RC32	Timing of works
RC33	Collaborative/co-ordination
RC40	Lack of approval
RC41	TM not approved
RC42	Early Start Agreement
RC43	S.58 restriction
RC44	Duration challenge
RC50	Other

Figure 3-BB List of refusal codes

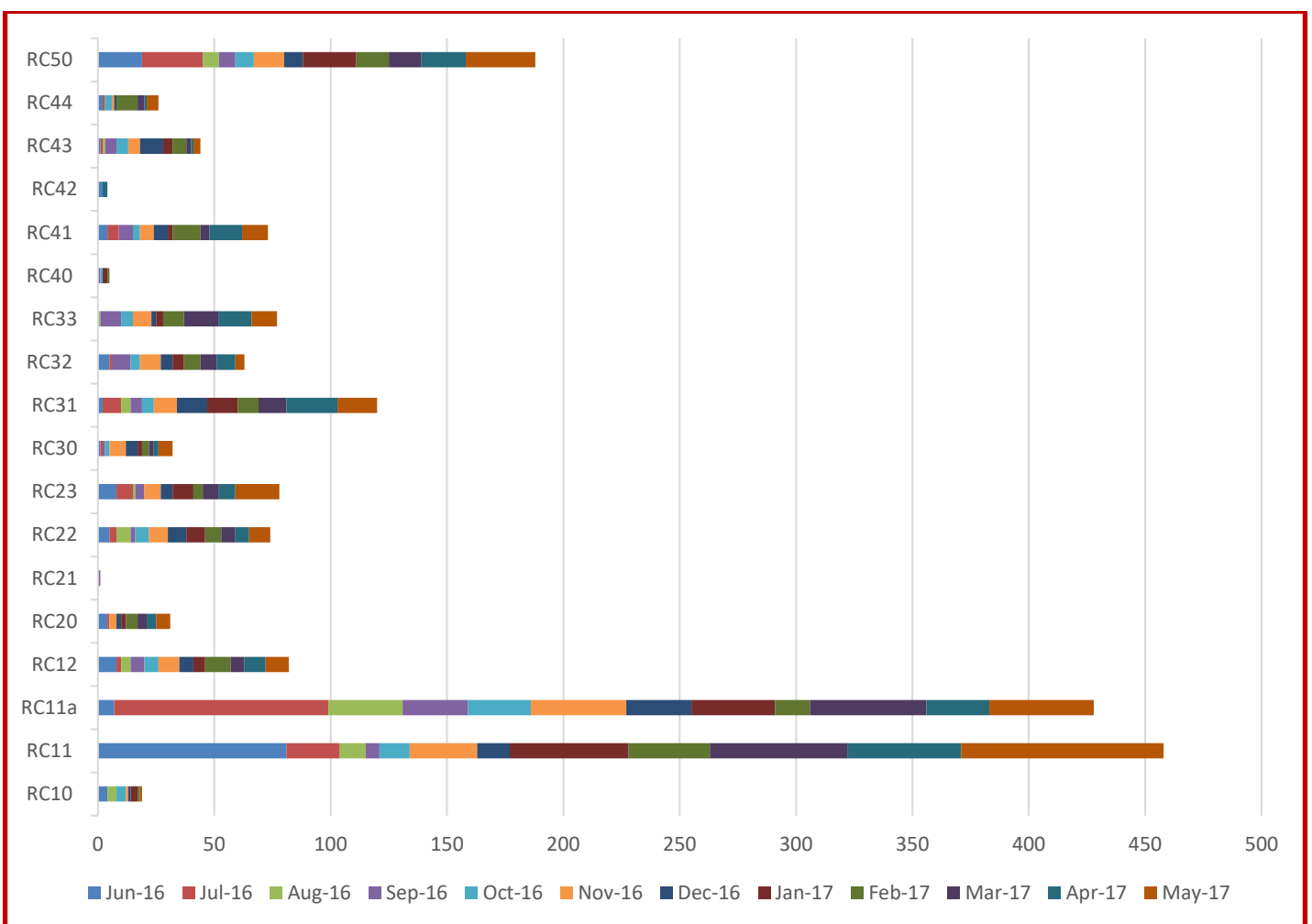


Figure 3-BB Breakdown of the refusal code of the number used each month (year 1)

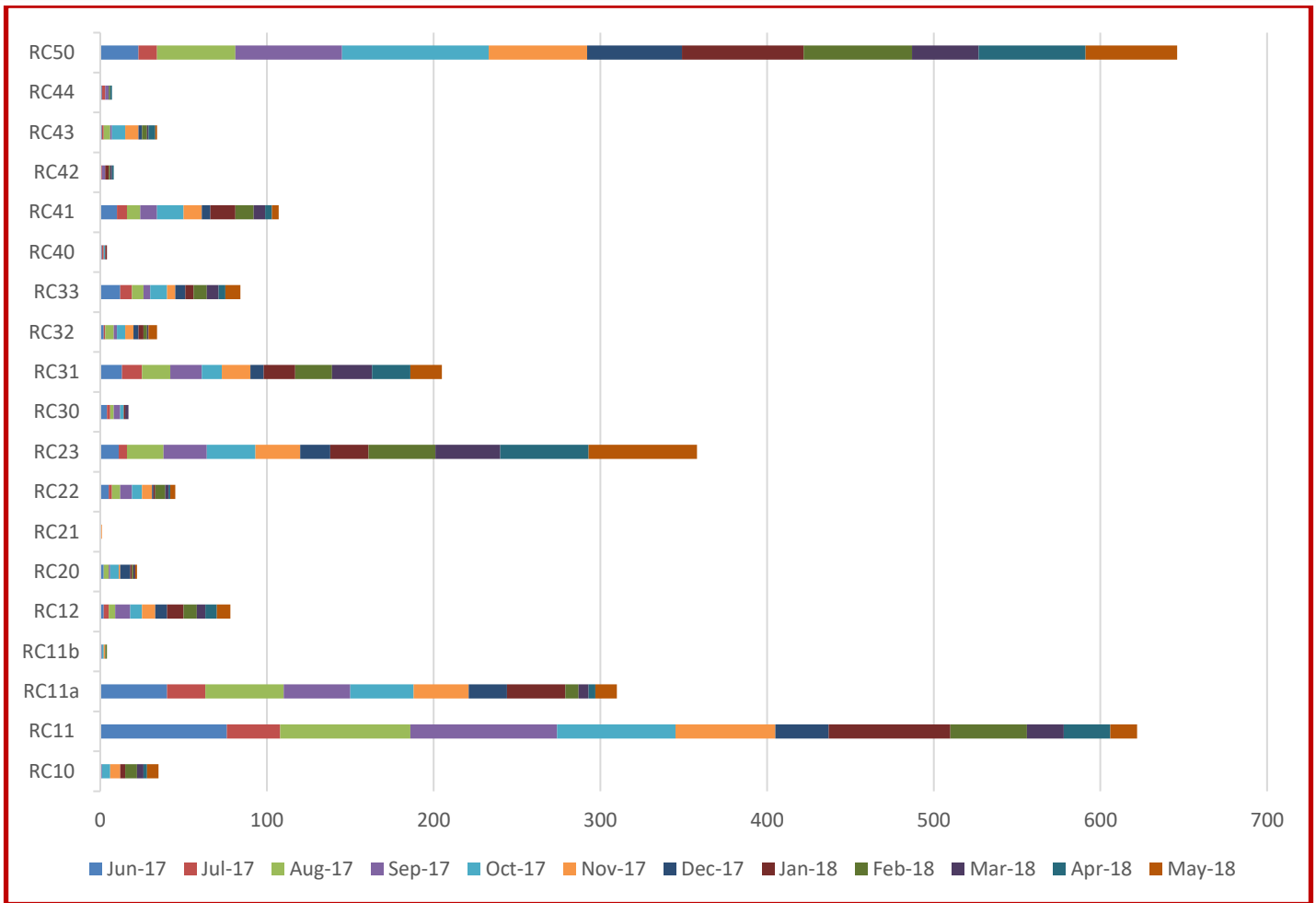


Figure 3-CC Breakdown of the refusal code of the number used each month (year 2)

Figure 3-CC clearly shows that refusal codes RC11 (Condition not provided/not necessary) and RC11a (Condition Type vs Condition Text) were applied the most during year 1.

Refusal code RC11 (Condition not provided/not necessary) was also applied the most along with RC50 (Other) during year 2 (shown on figure 3-DD).

Separating the data into highway authority and statutory undertakers allows further analysis to see which codes are used the most within a month; and a comparison between months to identify any general trends in usage.

Figures 3-EE and 3-FF show the overall number of refusal codes by month during year 1 for both the highway authority and the statutory undertakers. While Figures 3-GG and 3-HH show the results for year 2.

For both promoters, refusal code RC11 (Condition not provided/not necessary) was applied the most over the two years. This was closely followed by refusal codes RC50 (Other), RC11a (Condition Type vs Condition Text), RC23 (Conflicting information) and RC31 (Conflicting activity).

While refusal code RC21 (Incorrect Primary Recipient) was only applied once during both years and to a statutory undertaker.

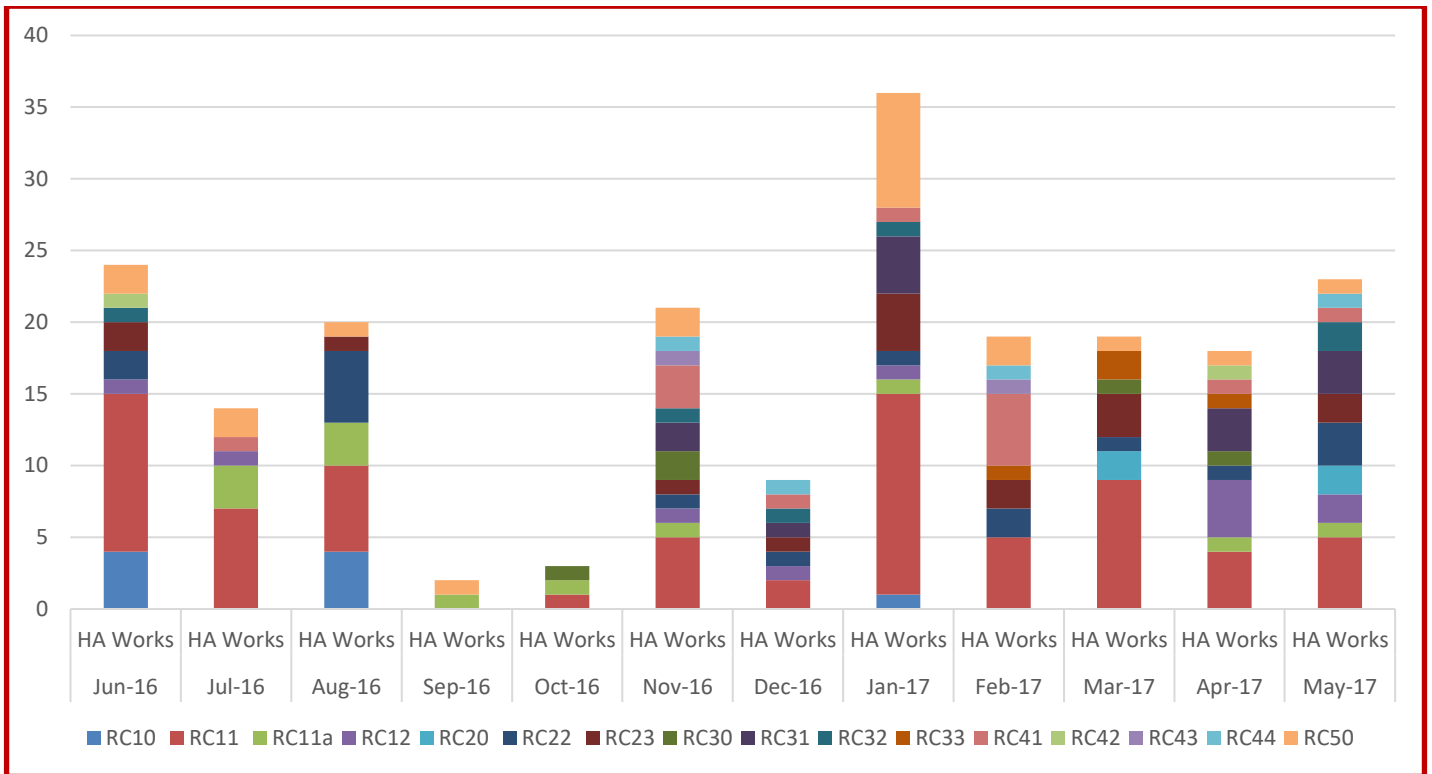


Figure 3-DD Overall number of refusal codes by month for year 1 for Highway Authority

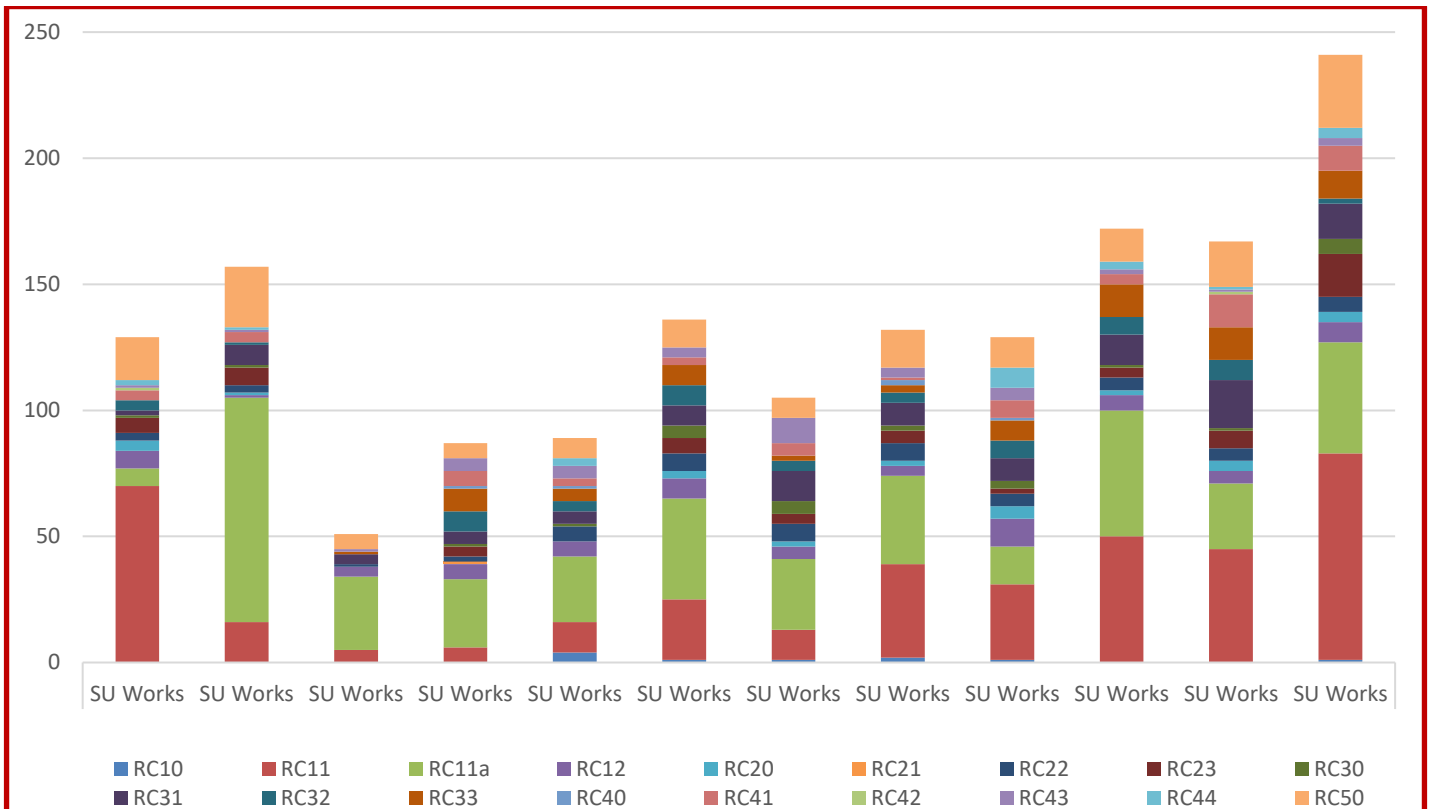


Figure 3-EE Overall number of refusal codes by month for year 1 for Statutory undertakers

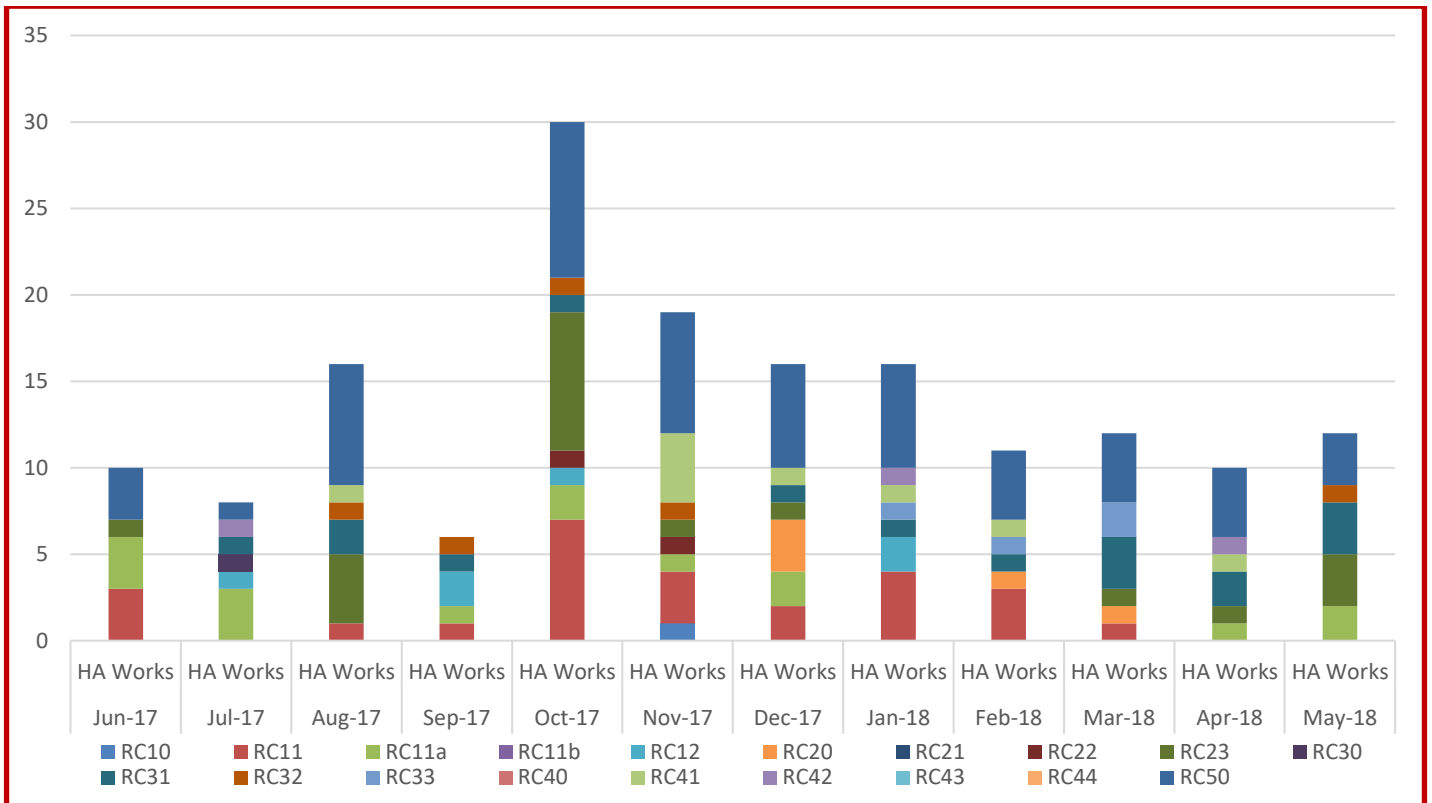


Figure 3-FF Overall number of refusal codes by month for year 2 for Highway Authority

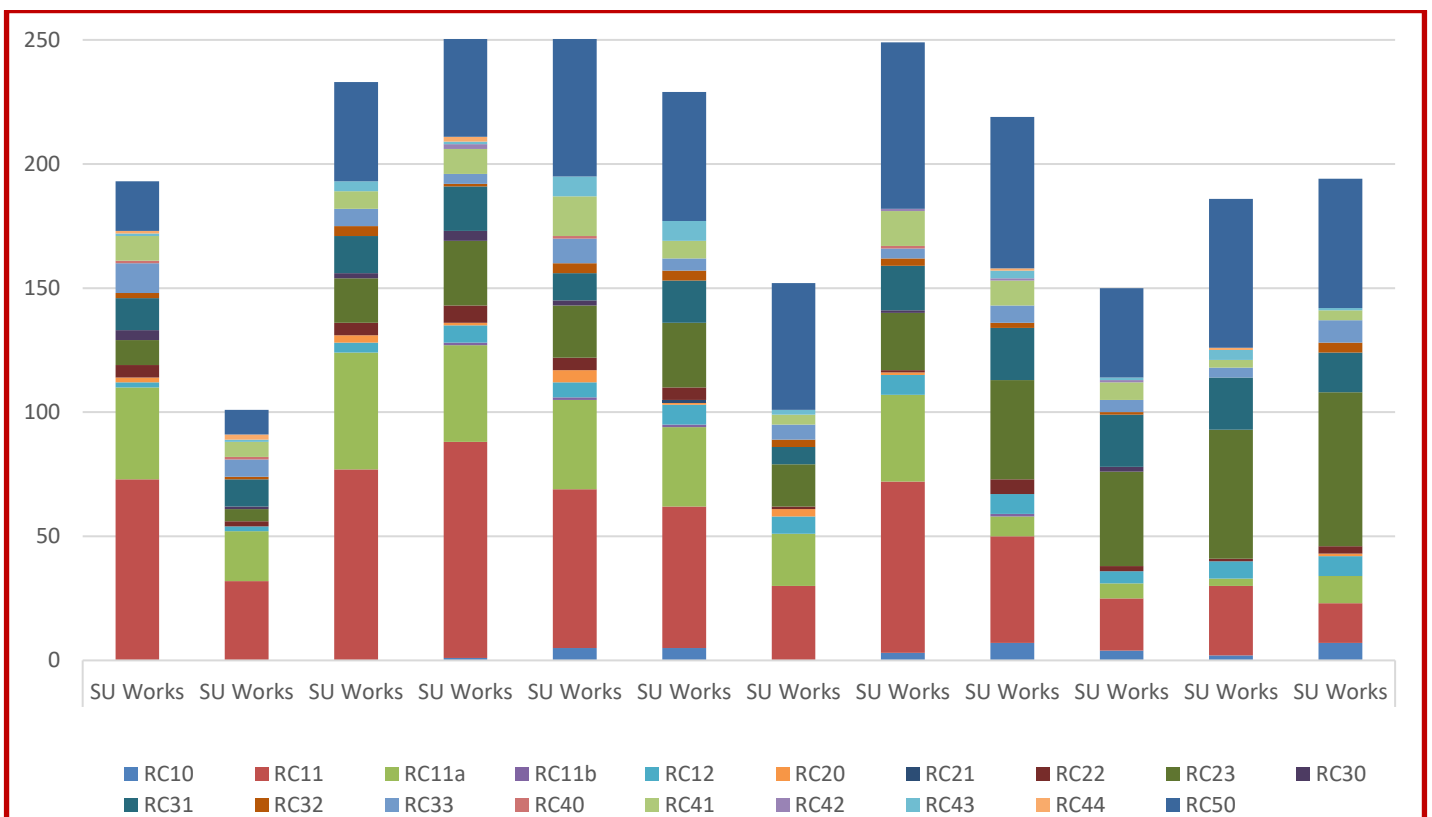


Figure 3-GG Overall number of refusal codes by month for year 2 for Statutory undertakers



Figure 3-II shows the top five refusal codes applied to both promoters over the two years.

Code	Refusal Text	Comment
RC11	Condition not provided/not necessary	This is used when the HA requires a condition to be added to the permit.
RC50	Other	This is a generic refusal when a permit is refused for a reasoning not covered by another refusal code. The high use of this code is noted, and will be reviewed to ensure that the most appropriate refusal codes are being used.
RC23	Conflicting information	This is used when there are details within the permit which contradict each other so the permit cannot be assessed fully.
RC11A	Condition Type vs Condition Text	This is when details of a condition have been included on a permit but the condition type (EToN Ref) has not been included or vice versa.
RC31	Conflicting activity	This is used when there are works/TM/event that means the proposed works cannot take place for the dates proposed and collaboration is not possible.

Figure 3-II Top 6 refusal codes use with commentary for highway authority

3.2.5 Number of cancellations as a percentage of granted permits

To ensure the control of works and to proactively minimise the effect of those activities by many different affected parties, it is important that any booked road space not required is cancelled in a timely manner.

Works that are not cancelled or cancelled after the agreed works start date will have an impact on those road users who have planned around the effect of the works, as well as affect the planning of other activities in the same proximity or on a diversion route (in consideration to the originally planned works).

Since there is a fee for a permit, a statutory undertaker must pay for their permit even if the works subsequently do not go ahead. This is therefore a disincentive for an activity to be cancelled once a permit is granted. Additionally there is more expectation that permits contain accurate and timely information because of the permit submission and assessment process. The permit authority can be more assured when assessing and coordinating works that those already granted are more likely to go ahead as planned; this is an area that under Noticing was far less certain and activities that did not take place as planned and were cancelled, often after the event, were an ongoing and significant problem for authorities.

It is not a statutory requirement for promoters to cancel works, either before or after the start date, however the DfT and HAUC support good practice that promoters should cancel road space bookings if not required. One of the anticipated benefits of permitting is that better planning will mean that fewer activities are cancelled. This measure looks at permits that have been cancelled prior to works starting.

During year 1, 1,859 cancellations were received, which is approximately 16.63% of all applications received. This increased during year 2 as 3,169 cancellations were received, equating to 20.98% of all applications received.

Cancellations varied between 14% and 19% during year 1, as shown in Figure 3-JJ, and between 16% and 25% during year 2, as shown in Figure 3-KK. The data used doesn't provide a breakdown between the highway authority and statutory undertakers.

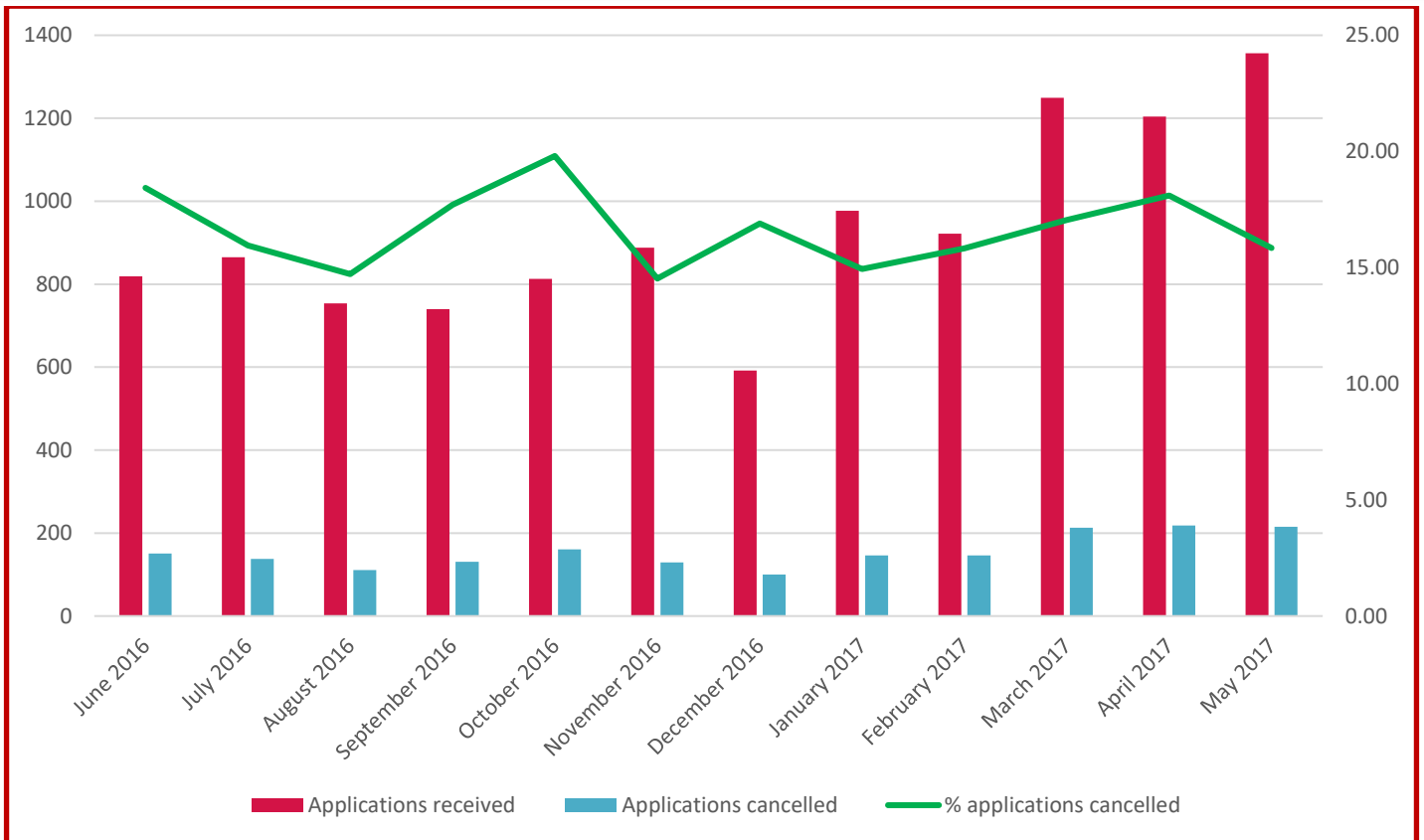


Figure 3-II Proportion of cancelled permits (year 1)



Figure 3-JJ Proportion of cancelled permits (year 2)



3.2.6 First time permanent reinstatements

Undertaking a first time permanent reinstatement can reduce general inconvenience and disruption, particularly when any temporary traffic management in place is causing a network impact, by removing the need for a return visit to a site. In general there are also significant cost benefits for many statutory undertakers, both in terms of labour, temporary traffic management overheads and permit charges.

Measuring the number of interim reinstatements or the number of first time permanent reinstatements provides a comparison to be made each period, and allows targets for the scheme to be set to try to drive down interim reinstatements. It should be noted that under NRSWA Section 70, statutory undertakers may undertake an interim or permanent reinstatement. The permit scheme does not take precedence over this on any individual works even if a particular method is agreed between the Permit Authority and the promoter and set as a permit condition.

Data for first time permanent reinstatements is available through Mayrise as TPI-8 1st time permanent reinstatement. However it is reported in quarters over the financial year, rather than monthly.

Telford & Wrekin's permit scheme reporting year is from 1st June to 31st May which doesn't match the reporting format of TPI-8. Therefore for this operational measure the reporting year has been changed to July to June.

Figure 3-LL shows the number of first time permanent reinstatements for each quarter from July 2016 to June 2017.

Year 1 July 2016 to June 2017			Year 2 July 2017 to June 2018		
Quarter	Date	Number	Quarter	Date	Number
1	01/07/16-30/09/16	818	1	01/07/17-30/09/17	886
2	01/10/16-31/12/16	737	2	01/10/17-31/12/17	721
3	01/01/17-31/03/17	743	3	01/01/18-31/03/18	814
4	01/04/17-30/06/17	941	4	01/04/18-30/06/18	882
Total		3239	Total		3303

Figure 3-KK Number of first time permanent reinstatements for year 1 and year 2

There were 3239 first time permanent reinstatements from July 2016 to June 2017. During this time 7399 permits were issued, which equates to 43.78% of all granted permits.

For year 2, July 2017 to June 2018, there were 3303 first time permanent reinstatements which equates to 37.88% of all granted permits. (8719 permits were granted).



3.2.7 Category A ‘in progress’ inspection results

Category A inspections described in the NRSWA Code of Practice for Inspections scrutinizes the way a site is set up; suitability of traffic management, signing and guarding and site safety. This is not just for vehicular traffic; it has particular significance for the safety of pedestrians and those with a disability. In addition, they also cover methods of excavation, materials and methods used during the reinstatement.

Category A inspections are part of NRSWA and are a common reporting and performance measure for authorities. This measure has been included within the WaSP scheme because one of the key objectives of WaSP is to ensure safety of those using the street and those working on activities that fall under the Scheme, with particular emphasis on people with disabilities.

The data is taken from a Mayrise report “SWR_OM5_SUMMARY_16-17” and “SWR_OM5_SUMMARY_17-18” and is only for statutory undertaker works, there is no requirement under the permit scheme regulations for highway authority contractors to undergo the same kind of inspection.

During year 1,537 category A inspections were carried out. 63 (11.73%) failed the inspection. During year 2,762 category A inspections were carried out. However the number of failed sites only increased by 1, to 64 which equates to 8.4% of all inspected sites.

The overall rate of inadequacy for sites is what is expected. A 20% ‘failure’ rate is substantially over the expected levels, which are normally expected to be below 10% (Code of Practice for Inspections 2002, S.7.3).

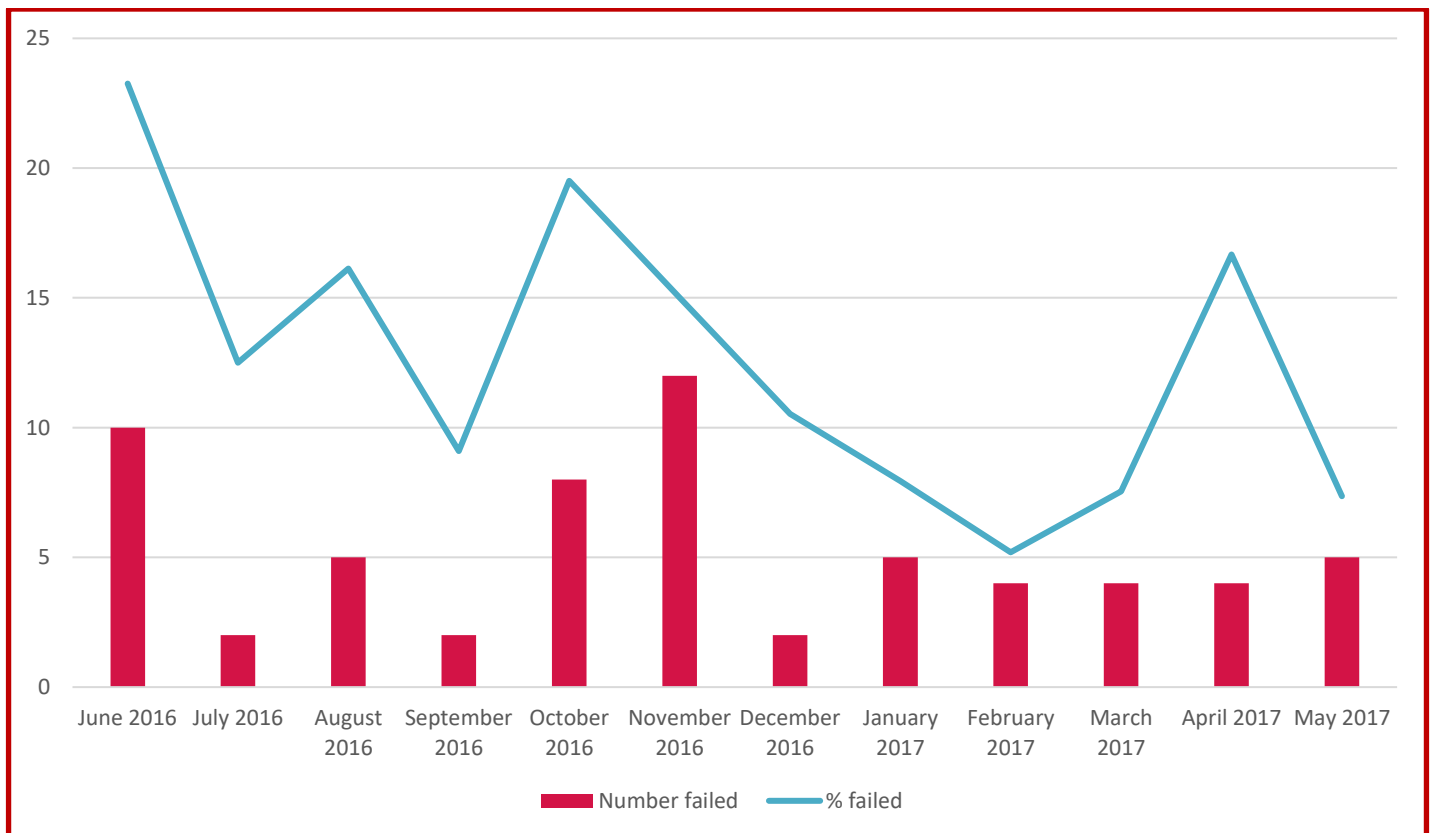


Figure 3-LL Failed category A inspections for Statutory undertakers

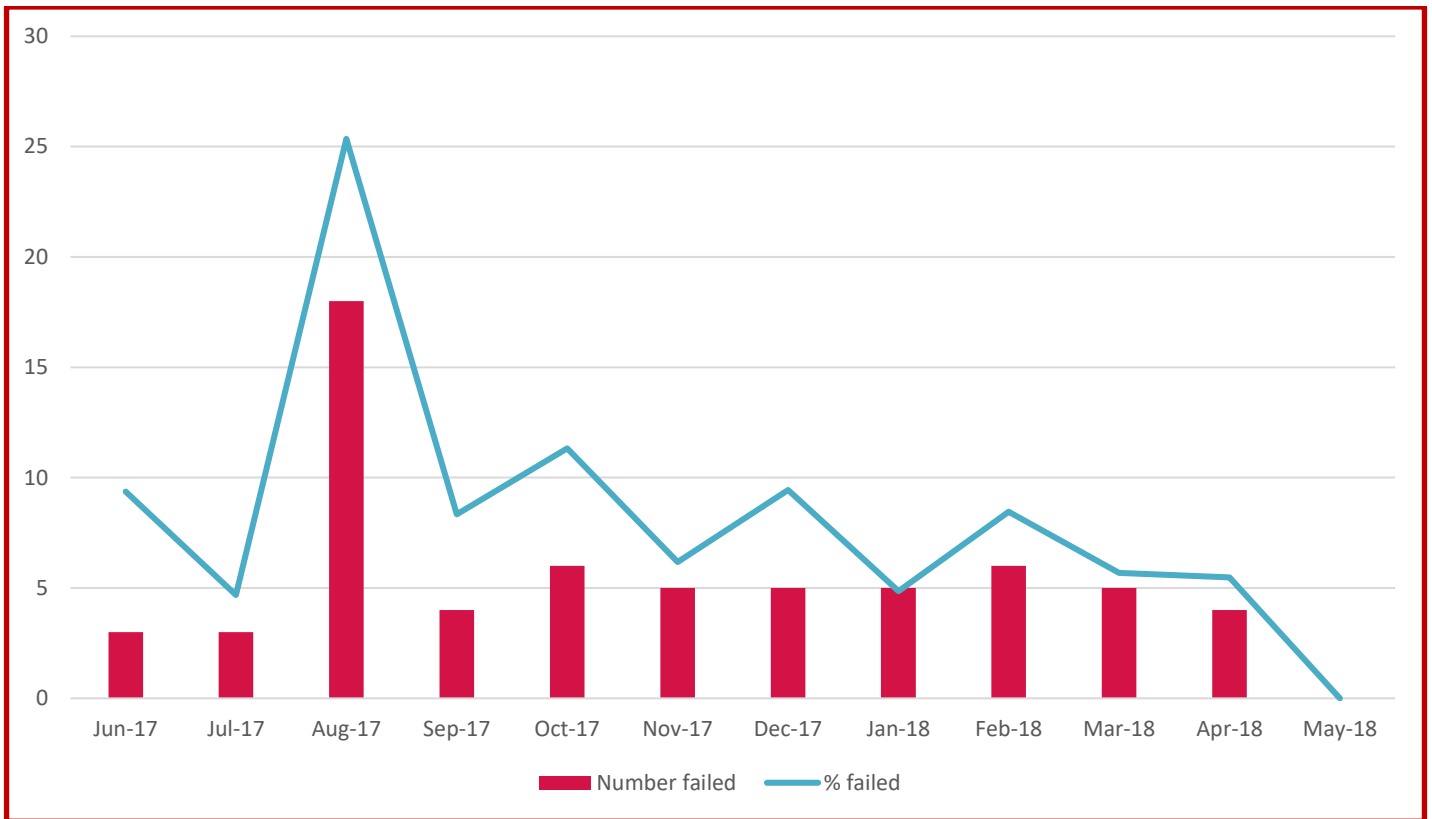


Figure 3-MM Failed category A inspections for Statutory undertakers

3.2.8 Permit condition inspection results

EToN 6 caters for specific permit condition compliance inspections that provide a measure of whether the promoter is working within the terms of their permit.

There is no statutory inspection sample size for condition compliance inspections, however the expectation is that any site that is inspected for a NRSWA Category A inspection will also have its permit conditions checked (and vice versa).

Regulation 20 creates the offence for an undertaker or someone acting on its behalf to undertake works in breach of a condition. During year 1, 260 fixed penalty notices (FPNs) were issued under Regulation 20. This increased by 46.9% during year 2, as 382 FPNs were issued.

There is no data available to show the number of individual types of condition breaches under Regulation 20 where FPNs have been issued.



4.0 Conclusions

The intention of implementing the West and Shires Permit Scheme is to help Telford & Wrekin Council increase the efficient running of the highway network by minimising the disruption and inconvenience caused by road works and other highway events and activities through proactive management of activities on the highway.

The scheme allows better control, planning and coordination of works, and a more robust framework for checking and challenging activities on the highway to reduce the total number of highway occupancy days, and ensure that the conditions in the permit promote the expeditious movement of traffic through works, reducing disruption and promoting safety at works sites.

During the first two years of the scheme, permit applications increased by 35%, 378 collaborative works took place, saving 1430 working days, and a further 1775 working days were saved through reduced occupation.

Telford & Wrekin Council will continue to consolidate and build upon the number of joint occupations of the highway and assist in the direction of timing, to maximise the amount of time the highway is available for use, as well as continue to work with all work promoters in improving the quality and timeliness of information and further exploring innovative ways of working. This will improve information to highway users to improve the reliability of journey choices, reduce the risk of penalties to works promoters, and continue to deliver more effective working practices.

No significant changes have been made to the service operation in this period, and having monitored the financial performance of the scheme, no further changes are proposed to the fee levels at this stage. However, in light of upcoming operational changes as a result of the new Highways Service Contract from April 2019, a further fee review will be undertaken as part of subsequent annual reports. Any subsequent findings will be reported as part of the relevant future report.



Glossary

Category A inspection – An inspection undertaken during the progress of the works as defined in Section 2.3.1 of The Code of Practice for Inspections 2002

DfT – Department for Transport

EToN system – The Electronic Transfer of Notices, the nationally agreed format for the transmission of notice information.

HAUC – Highway Authority and Utility Committee. Industry body to provide oversight of street works and associated practice.

KPI – Key Performance Indicator as developed by the DfT and set out in the Permit Code of Practice.

NRSWA – New Roads and Street Works Act 1991

OM – Authority Operational Measure.

Promoter – A person or organisation responsible for commissioning activities [works] in streets covered by the Permit Scheme - either an Undertaker or a participating Authority as a Highway or traffic Authority.

TMA – Traffic Management Act 2004.

Statutory Undertaker – The various companies and agencies with legal rights to carry out certain development and highways works. Statutory Undertaker as defined within Section 48(4) of NRSWA.

WaSP – West and Shires Permit Scheme