

# **Staffordshire County Council**

## **West and Shires Permit Scheme Performance & Evaluation Report**

**Year 3: 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023**



# Contents

<b>1 Executive Summary</b>	<b>2</b>
<b>2 Introduction</b>	<b>3</b>
<b>3 Objectives of the West and Shires Permit scheme</b>	<b>3</b>
<b>4 Fee Structure, costs and benefits</b>	<b>4</b>
<b>5 Performance Indicators</b>	<b>5</b>
<b>5.1 KPI 1 The number of permit and permit variation applications</b>	<b>5</b>
<b>5.2 KPI 2 The number of conditions applied by condition type</b>	<b>14</b>
<b>5.3 KPI 3 The number of approved revised durations</b>	<b>18</b>
<b>5.4 KPI 4 the number of occurrences of reducing the application period</b>	<b>20</b>
<b>6 TPI Measures</b>	<b>23</b>
<b>7 Operational Performance Measures</b>	<b>24</b>
<b>7.1 Number of overrun incidents</b>	<b>24</b>
<b>7.2a Average road occupancy</b>	<b>26</b>
<b>7.2b Number of days of reduced occupation</b>	<b>28</b>
<b>7.3 Number of refused permits by refusal reason</b>	<b>30</b>
<b>7.4 Number of cancellations as a percentage of granted permits</b>	<b>32</b>
<b>7.5 First time permanent reinstatements</b>	<b>34</b>
<b>7.6 Category A "in progress" inspection results</b>	<b>36</b>
<b>7.7 Permit condition inspection results</b>	<b>38</b>
<b>8 Conclusion</b>	<b>40</b>
<b>9 Glossary</b>	<b>41</b>

# 1. Executive Summary

Staffordshire County Council joined the already established West and Shires Permit Scheme on 1<sup>st</sup> April 2020, the scheme has now been operating for 3 years.

The WaSP scheme replaced the old 'noticing' system under the New Roads and Street Works Act 1991 ("NRSWA") for works taking place on the highway. The WaSP scheme allows those participating authorities ("Permit Authority") to better manage activities on the highway and minimise disruption and inconvenience.

The scheme is used as a tool to improve network management through more proactive control of roadworks.

During the third year of operation (1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023) the council received 74,319 applications for permits, of which 51,909 were granted. 19,985 of these works were our own highway works.

There is a consistent spread of permits being granted across the various industry sectors with all promoter types having over 70% of their permit applications granted.

On average over year 3, the number of works that have overrun has been around 1.5% with 91% of all extension requests being granted which has prevented a second period of disruption occurring by instructing the works promoter to clear site and come back at a later date when the works will cause less disruption.

Requests for early starts from works promoters increased from 3% in year 2 to 4% in year 3, Staffordshire County Council continue to assess these on a case-by-case basis; these are never refused without good cause.

Instances of collaborative works have risen from 231 in year 2 to 625 in year 3 which demonstrates the work being done by the various works promoters and Staffordshire County Council to minimise disruption to road users wherever practicable.

Staffordshire County Council will continue to review the performance of the permit scheme and the benefits and control of the network this brings.

## 2. Introduction

The Traffic Management Act 2004 (TMA), Part 3 Sections 32 to 39, and the Traffic Management Permit Scheme (England) Regulations 2007 make provision for Permit Schemes to be introduced in England. The West and Shires Permit Scheme (WaSP) was adopted by Staffordshire County Council on 1<sup>st</sup> April 2020 and has been revised to reflect the requirements introduced in the 2015 Permit Scheme Regulation amendments<sup>1</sup>.

This report sets out an overview of the scheme's operational performance in year 3. The report provides analysis of the available data in relation to street works and road works activities in Staffordshire 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 Staffordshire County 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 expand on noteworthy trends in the data.

<sup>1</sup> The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015, 2015/958

## 3. Objectives of the West and Shires Permit Scheme

The scheme's primary objectives are:

- 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

The successful performance of the Scheme has brought a number of subsidiary benefits. These include:

- maximising the safe and efficient use of road space
- providing reliable journey times
- improving the resilience of the network

- minimising inconvenience to all road users
- improving public satisfaction

## 4. Fee Structure, costs and benefits

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require that the permit authority shall give consideration to whether the fee structure needs to be adjusted in light of any surplus or deficit.

Staffordshire County Council have set the fee levels in accordance with the Department for Transport guidance and within the maximum fee levels specified in Regulation 30. Current fee levels are given in the table below.

**Table 1.0**

<b>Activity Type</b>	<b>Category 0-2 roads or Traffic Sensitive Streets</b>	<b>Category 3-4 roads or non-Traffic Sensitive Streets</b>
<b>Provisional Advance Authorisation (PAA)</b>	£105	£75
<b>Major Activities greater than 11 days or TTRO*</b>	£196	£150
<b>Standard Activities</b>	£51	£45
<b>Minor Activities</b>	£36	£28
<b>Immediate Activities</b>	£50	£40
<b>Permit Variation</b>	£45	£35

**\*TTRO – Temporary traffic Regulation Order**

The fee levels set by Staffordshire County Council ensure that the permit scheme is able to be operated in a robust and effective manner by ensuring we have the resource levels to assess all permit applications in a timely manner to minimise the disruption activities on the network are causing. The fees set also allow us to invest in innovation and explore new ways of working with works promoters.

The Traffic & Network Management team within Staffordshire County Council are operating the permit scheme within the Traffic & Network Management Team which was established in summer 2022 following a large restructure. The restructure was carried out to ensure a robust & resilient service is being provided to works promoters, residents, businesses and road users of the Staffordshire highway network. Due to how recently the change occurred we are not currently in a position to assess whether the permit fees need to be adjusted.

Staffordshire County Council propose to monitor this over the next 2-3 years to build up an accurate and detailed understanding of the volumes of permit applications being received against the demands on the network and the operational impact this will have on the Traffic & Network Management Team. It is our intention to revisit this topic as part of subsequent annual reports.

## 5. Performance Indicators

### 5.1 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.

- The total number of permit and permit variation applications received
- The number of applications granted as a percentage of the total applications made
- The number of applications refused as a percentage of the total applications made
- Split of applications, grants and refusals between statutory Undertakers and Highway Authority

#### 5.1.1 Results

The data provided in this section has been obtained from running the Confirm Permits KPI #1: Permit Response Report and is available in its original format upon individual request.

The table below shows a breakdown of permit applications received, granted and refused in year 3 of the WaSP scheme operation in Staffordshire County Council. This data includes any applications that were subsequently cancelled.

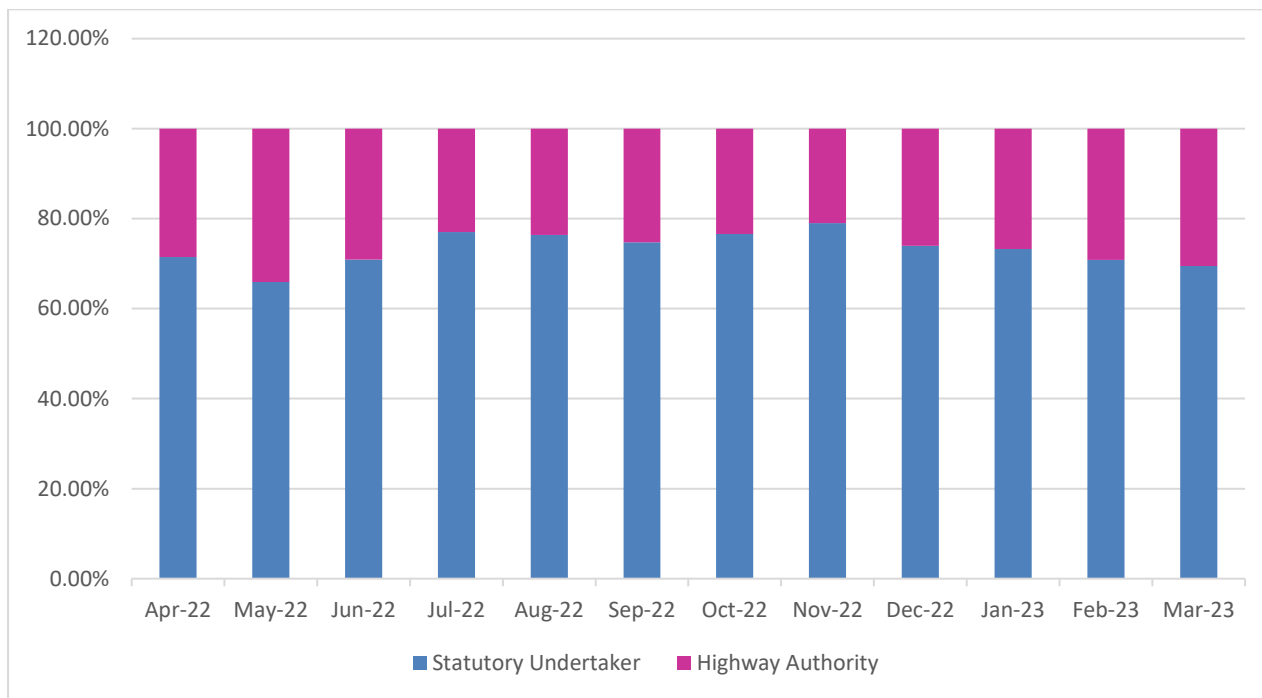
**Table 2.0**

	<b>Year 3 2022-23</b>
<b>Total of all applications Received</b>	75,128
<b>Total Permit Applications received</b>	43,712
<b>Total Permit Variations Received</b>	25,404
<b>Total permits with status that cannot be determined</b>	6,811 (9%)
<b>Total permits granted or refused</b>	66,741 (89%)
<b>Granted</b>	52,350 (70%)
<b>Refused</b>	14,391 (19%)

The chart below shows a breakdown of the data regarding applications received in relation to highway authority works for road purposes and works by utility promoters in Staffordshire County Council for the same period.

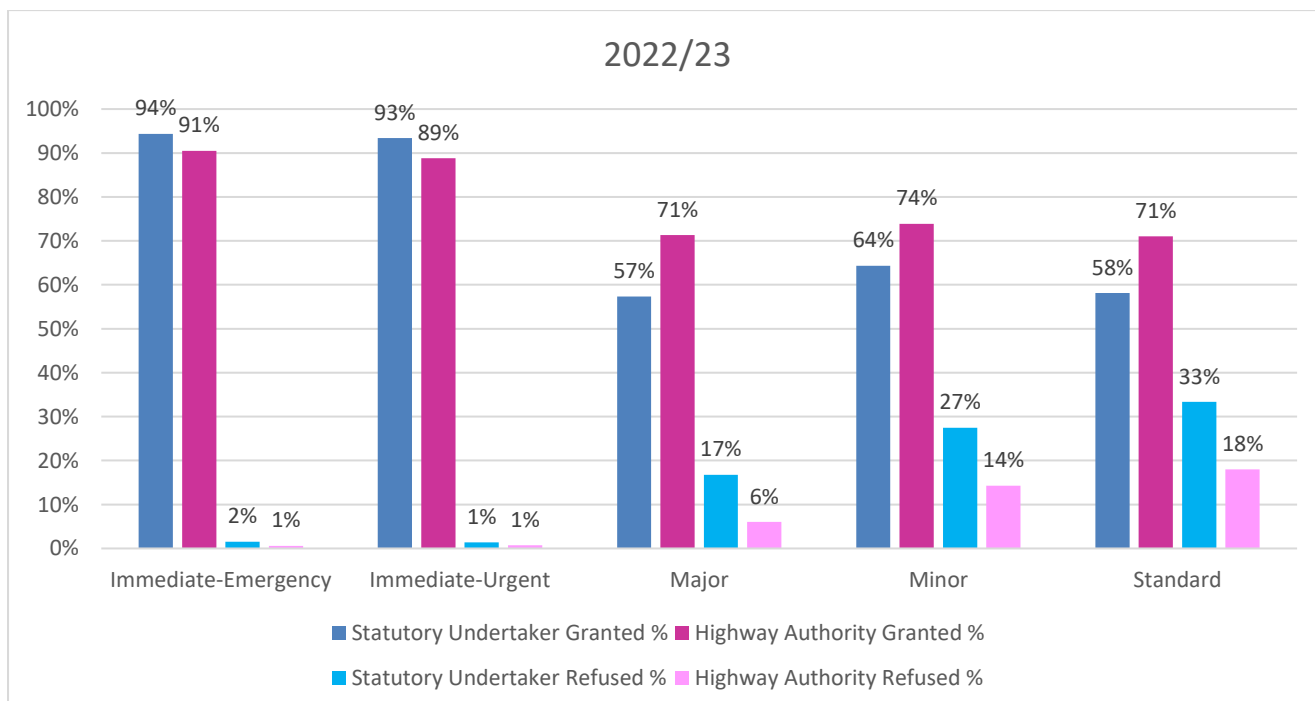
On average, the highway authority generated 27% and utility promoters 73% of the applications received in year 3.

**Chart 2.1**



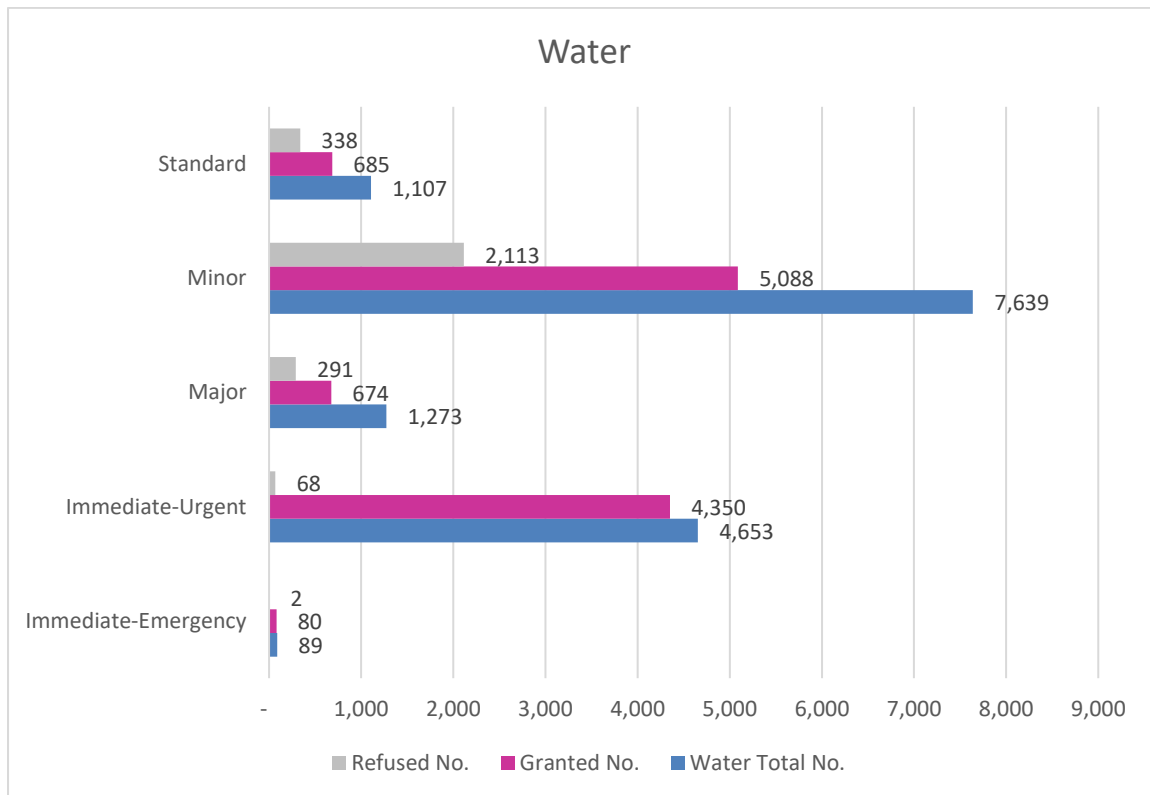
The chart below shows the percentage of granted and refused permits for all Statutory Undertakers and Staffordshire County Council Highway Authority works for year 3. Also, the data is further broken down by activity type into applications granted and refused.

**Chart 2.2**

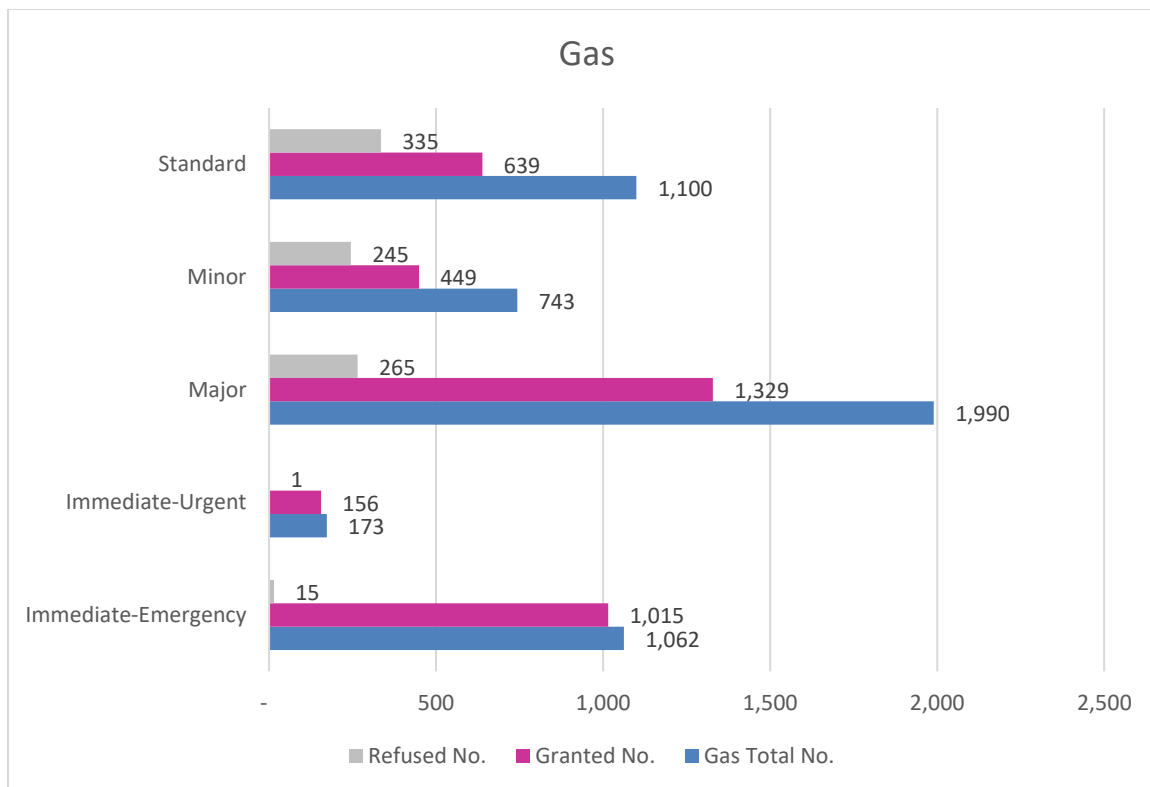


This data has been further interrogated and broken down into different industry types as shown in the charts below. These have been separated into the following industries: Water, Gas, Electric, Telecoms and Highway Authority.

**Chart 2.3**

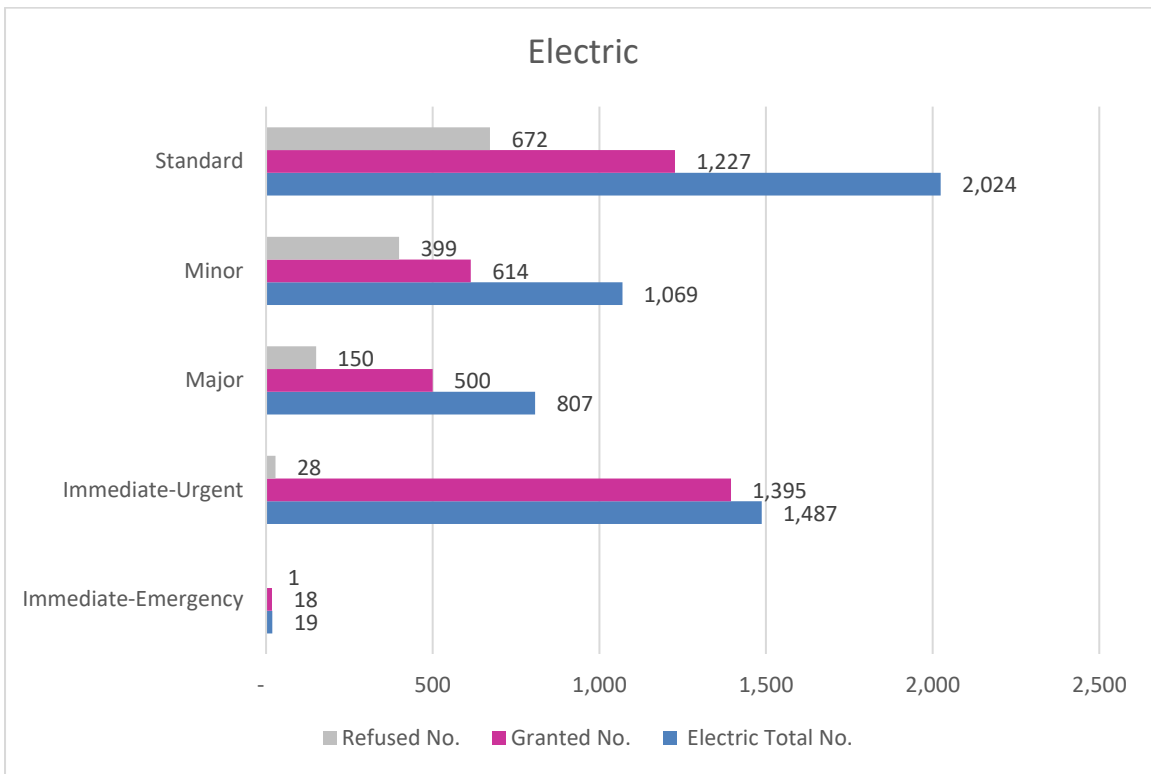


**Chart 2.4**

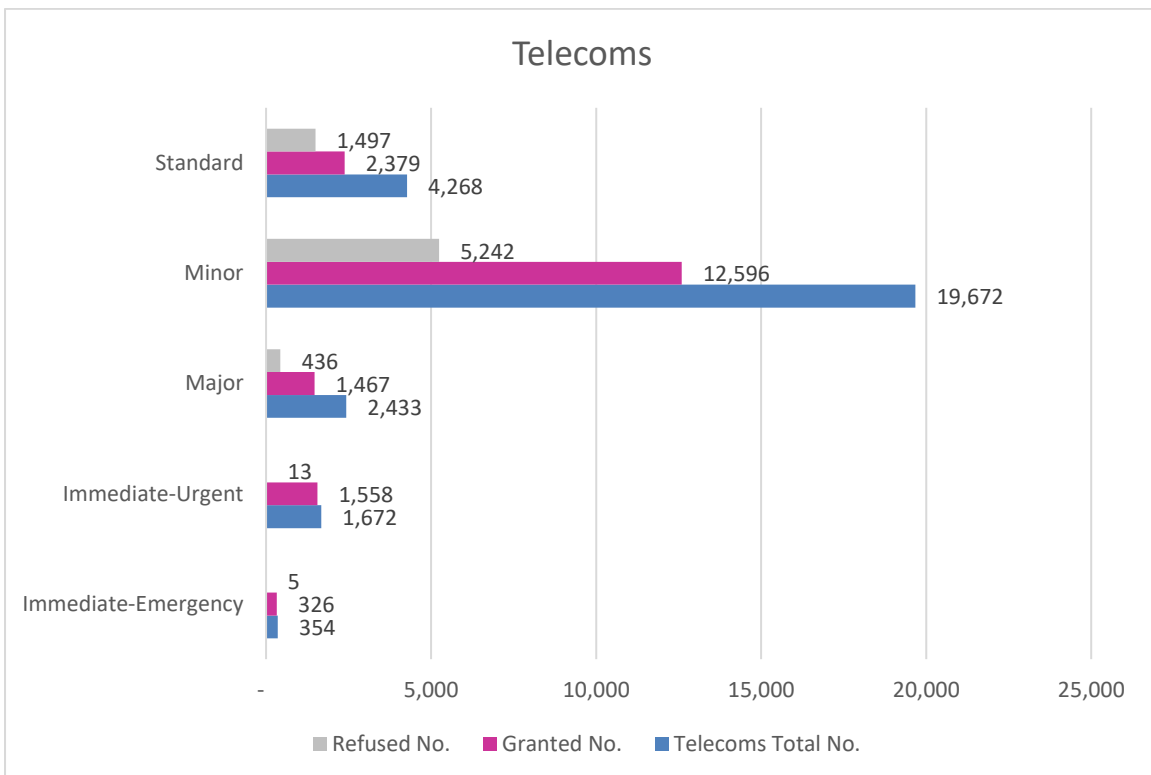




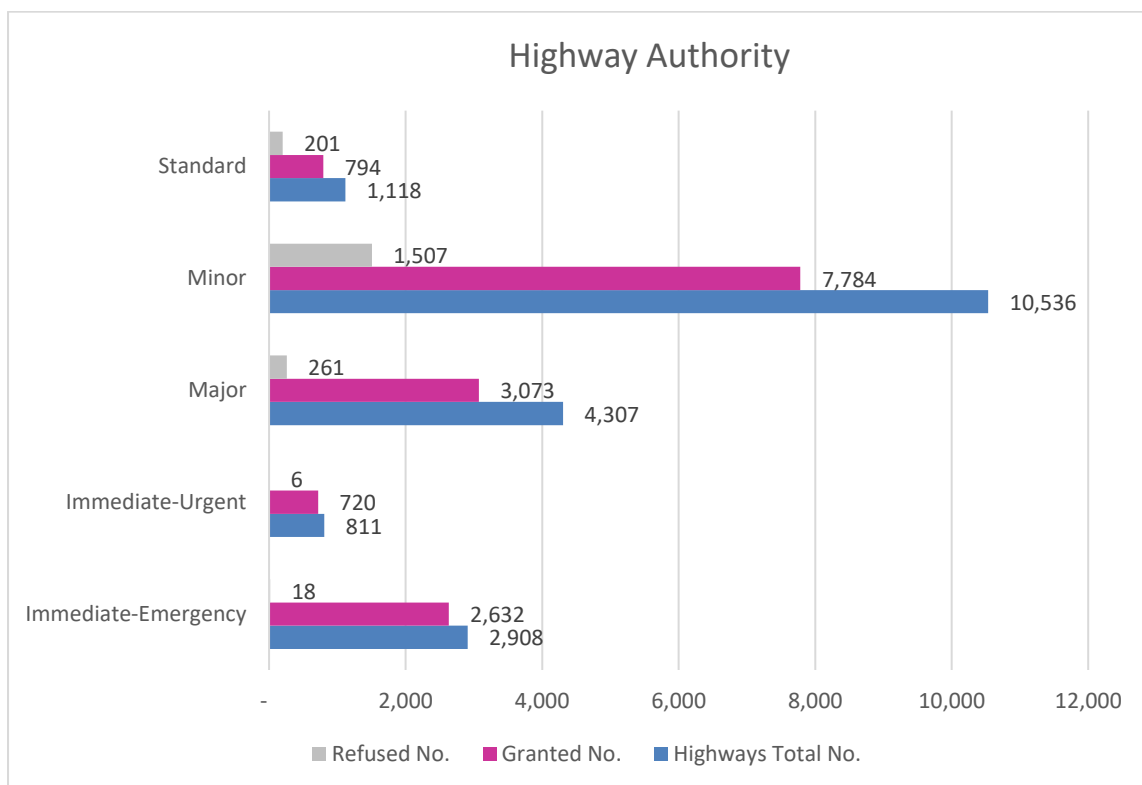
**Chart 2.5**



**Chart 2.6**



**Chart 2.7**



The following considerations must be noted in relation to this data:

1. Each application has an appropriate response period which means that the number of applications received in any one period does not correspond to the permits granted and refused within that same period. In other words, a permit application received in one period may be responded to within the next reporting period.
2. The permitting software used by Staffordshire County Council did not allow the authority to grant or refuse Immediate permit applications where a works stop was received before an authority could respond to the initial application. This was particularly prevalent where works were undertaken at weekends or out of normal working hours.

These issues mean that there are a number of permit applications, the status of which cannot be determined.

### 5.1.2 Analysis

#### Permits Granted and Refused

Average grant and refusal rates for the period appear to be fairly consistent across all industry types as demonstrated below. There is a slightly higher percentage of Highway Authority permits being granted, with a slightly lower percentage being refused, which is believed to be due to the permit assessors having a better understanding of the work being undertaken by the operational department.

51,909 permit applications were granted overall in year 3 which is a reduction from the number of permits granted in year two and a further reduction from the number of permits granted in year one. In parallel, the number of permit applications refused in year 3 was 14,242 which is a large increase on the year one and year two figures. It is considered that this is due to increased network demand due to various central government schemes and funding awards, coupled with the Street Manager system now only allowing the Highway Authority to request one modification before defaulting to an accept/refuse situation.

**Table 2.8**

<b>Granted Average %</b>	<b>Years 1 &amp; 2</b>	<b>Year 3</b>
<b>Water</b>	<b>81%</b>	<b>73%</b>
<b>Gas</b>	<b>80%</b>	<b>74%</b>
<b>Electric</b>	<b>81%</b>	<b>74%</b>
<b>Telecoms</b>	<b>80%</b>	<b>73%</b>
<b>Highway Authority</b>	<b>84%</b>	<b>79%</b>

**Table 2.9**

<b>Refused Average %</b>	<b>Years 1 &amp; 2</b>	<b>Year 3</b>
<b>Water</b>	<b>9%</b>	<b>17%</b>
<b>Gas</b>	<b>10%</b>	<b>16%</b>
<b>Electric</b>	<b>13%</b>	<b>19%</b>
<b>Telecoms</b>	<b>9%</b>	<b>16%</b>
<b>Highway Authority</b>	<b>6%</b>	<b>8%</b>

### **Number of Permit Applications**

The volume of permit applications increased significantly in year 3 from 65,428 in year two to 74,319. There was an increase particularly in telecoms industry permits from 18,317 in year two to 28,399 in year 3, this was offset by a reduction in water industry and a very slight reduction in Highway Authority permit applications.

The telecoms industry is currently growing at a rapid rate and with a list of new providers set to enter the Staffordshire County Council network over the next 8 years we expect this trend in permit volumes to continue as the demand from existing works promoters to install and maintain their apparatus will remain.

## 5.2 KPI 2 - The number of conditions applied by condition type

This will be shown as:

- The number of permits granted
- The number of conditions applied, broken down into condition types. The number of each type being shown as a percentage of the total permits issued

### 5.2.1 Results

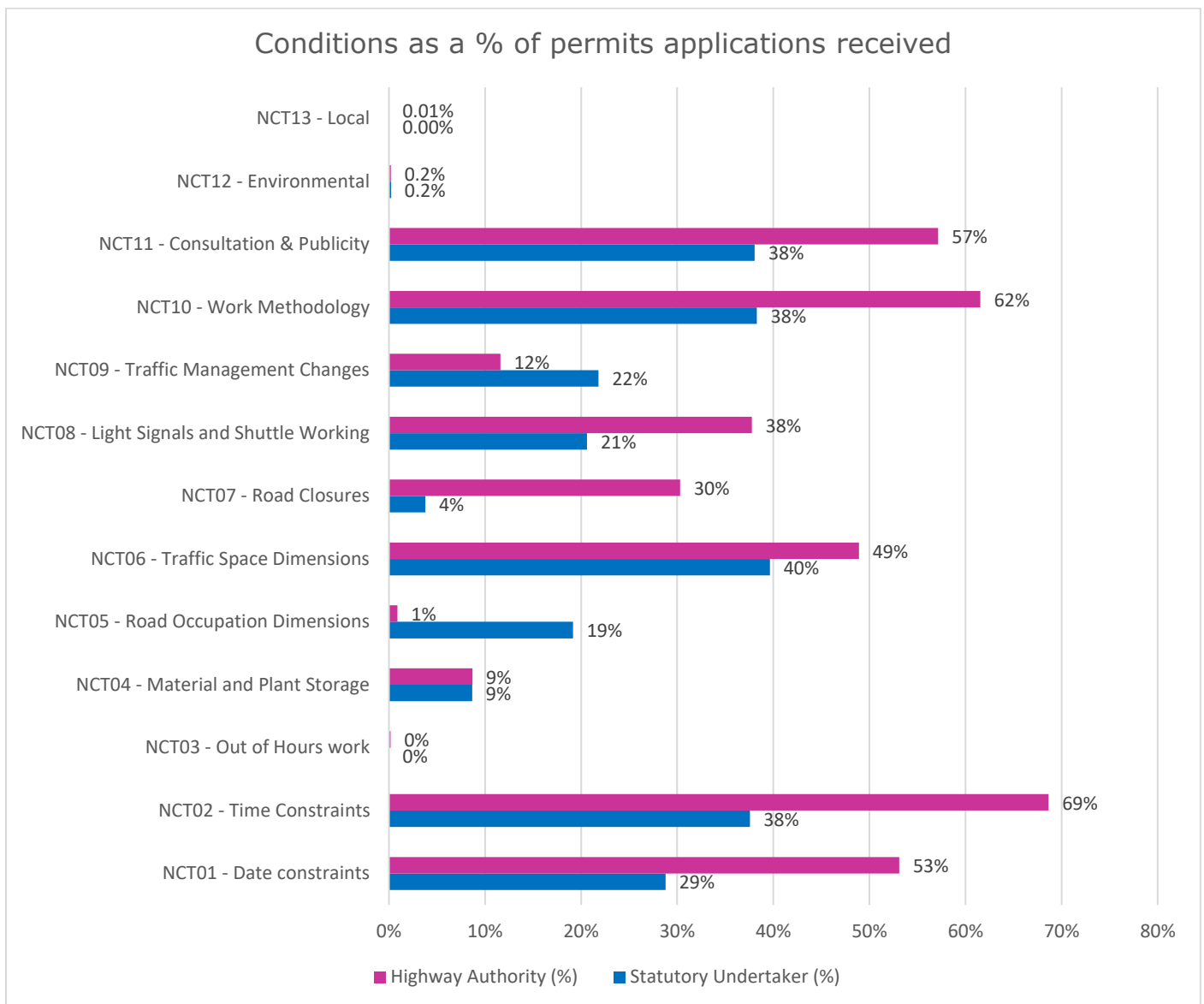
The data provided in this section has been obtained from running the Confirm Permits KPI #2: Permit Conditions Report and is available in its original format upon individual request.

The chart below shows the percentage of permit conditions applied against permit applications in relation to works for road purposes and streets works undertaken by statutory undertakers on the basis of the 13 standard EToN conditions.

**Table 3.0**

Condition Type	Statutory Undertaker	Highway Authority
NCT01 – Date Constraints	29%	53%
NCT02 – Time Constraints	38%	69%
NCT03 – Out of Hours Work	0%	0%
NCT04 – Material & Plant storage	9%	9%
NCT05 – Road Occupation Dimensions	19%	1%
NCT06 – Traffic Space Dimensions	40%	49%
NCT07 – Road Closures	4%	30%
NCT08 – Light Signals and Shuttle Working	21%	38%
NCT09 – Traffic Management Changes	22%	12%
NCT10 – Work Methodology	38%	62%
NCT11 – Consultation & Publicity	38%	57%
NCT12 – Environmental	0.2%	0.2%
NCT13 - Local	0%	0.01%

**Chart 3.1**



**5.2.2 Analysis**

The data for NCT01 can be disregarded as this is a nationally applied condition that is mandatory on all permits. NCT11 will include the mandatory condition for NCT11a which is to display a permit board on site. Having interrogated this data further we have established that in Year 3 there were 3,610 instances of NCT11b, which is used for publicity of proposed work, being applied to permits for Statutory Undertakers and 301 on highway Authority permits.

In Year 3 the top three permit condition types added were:

- NCT02 – Time Constraints
- NCT10 – Works Methodology
- NCT11 - Consultation & Publicity

We believe the above is due to the highway Authority Officers who are assessing the permit applications received being experienced in assessing and understanding the scope of the work being carried out by undertakers, then taking into consideration the impact this work has on communities and applying conditions to ensure that communities, businesses and residents are being kept informed about disruptive work in their areas via letter drops and advance warning signs.

NCT10 is a particularly important condition as the works methodology can drastically affect the traffic management used and duration of the work on site, therefore this is requested when deemed appropriate to do so by the Officers.

The high percentage of permits with condition NCT02 from the Highway Authority can be attributed to the close working relationship between the SCC Highways Operational Control Room who plan in the majority of highway repair work and the Traffic & Network Management Team with regards their understanding the need, wherever possible, to work outside of Traffic Sensitive times to minimise disruption to the network.

## 5.3 KPI 3 - The number of approved revised durations

This will be shown as:

- the total number of unique permits granted
- the number of requests for revised durations shown as a percentage of permits issued
- the number of agreed revised durations as a percentage of revised durations applied for

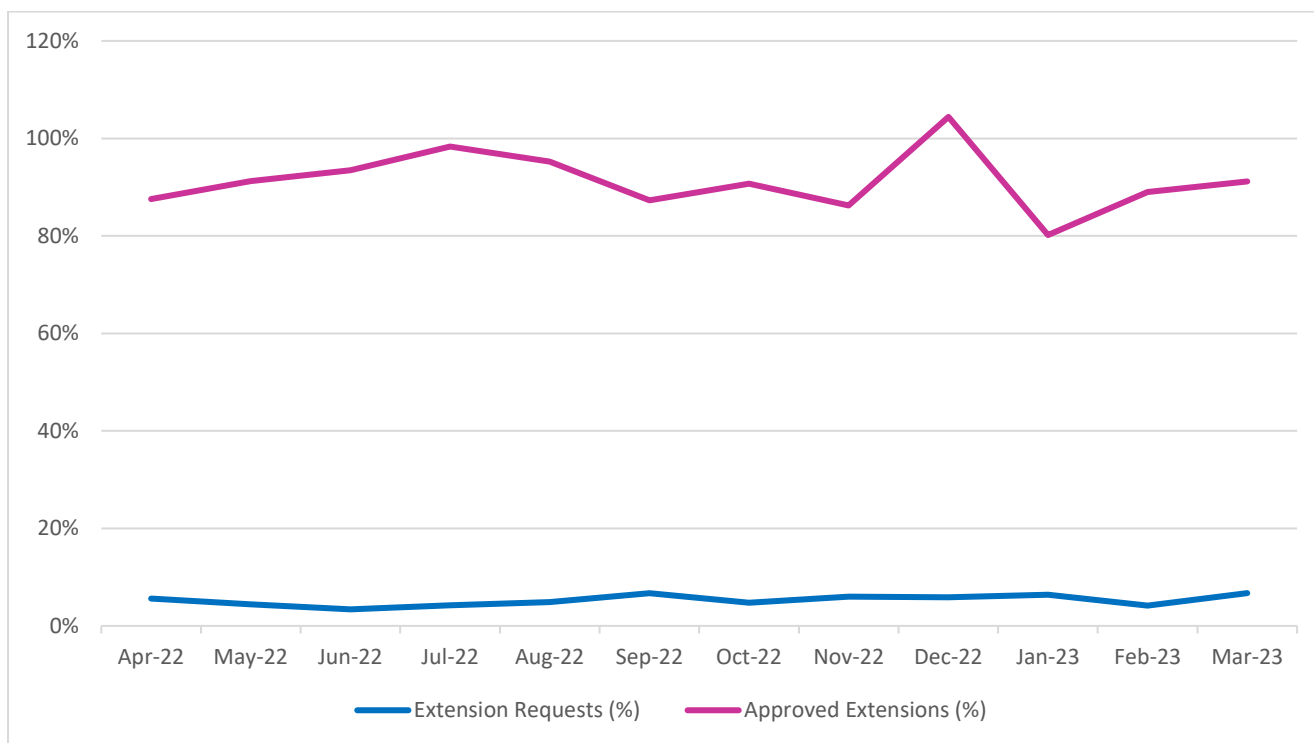
### 5.3.1 Results

The data provided in this section has been obtained from running the Confirm Permits KPI #3: Approved Extensions Report and is available in its original format upon individual request.

**Table 4.0**

<b>Month</b>	<b>Permits Issued</b>	<b>Extension Requests</b>	<b>Approved Extensions</b>
<b>Apr-22</b>	3,030	169	148
<b>May-22</b>	4,134	182	166
<b>Jun-22</b>	3,599	122	114
<b>Jul-22</b>	4,252	179	176
<b>Aug-22</b>	3,851	188	179
<b>Sep-22</b>	3,982	267	233
<b>Oct-22</b>	4,083	194	176
<b>Nov-22</b>	4,017	240	207
<b>Dec-22</b>	3,497	204	213
<b>Jan-23</b>	3,550	227	182
<b>Feb-23</b>	3,709	155	138
<b>Mar-23</b>	4,043	271	247
<b>Total</b>	<b>45,747</b>	<b>2,398</b>	<b>2,179</b>

**Chart 4.1**



**5.3.2 Analysis**

The main consideration when reviewing this information is that extensions can be requested for a variety of reasons and need to be assessed on their individual merits based on the circumstances at a particular site, the challenges being faced by the works undertaker and the disruption and complaints the work is generating. Generally, the least disruption is caused by allowing works already in progress to continue rather than instructing a site be cleared for the undertaker to come back at a later date and cause a second period of disruption on the network. On average over the previous 2 years 5% of permits had an extension requested on them, of which 91% were granted.

Of note, there can be a lag in an extension being granted from the end of the previous month into the new one due to the legislative timescales allowed to review these, which can result in a figure of over 100% being recorded in rare instances.



## 6.4 KPI 4 - The number of occurrences of reducing the application period

Also known as "early starts," this will be shown as:

- The total number of permit and permit variation applications made
- The number of agreements to reduce the notification period as a percentage of requests made

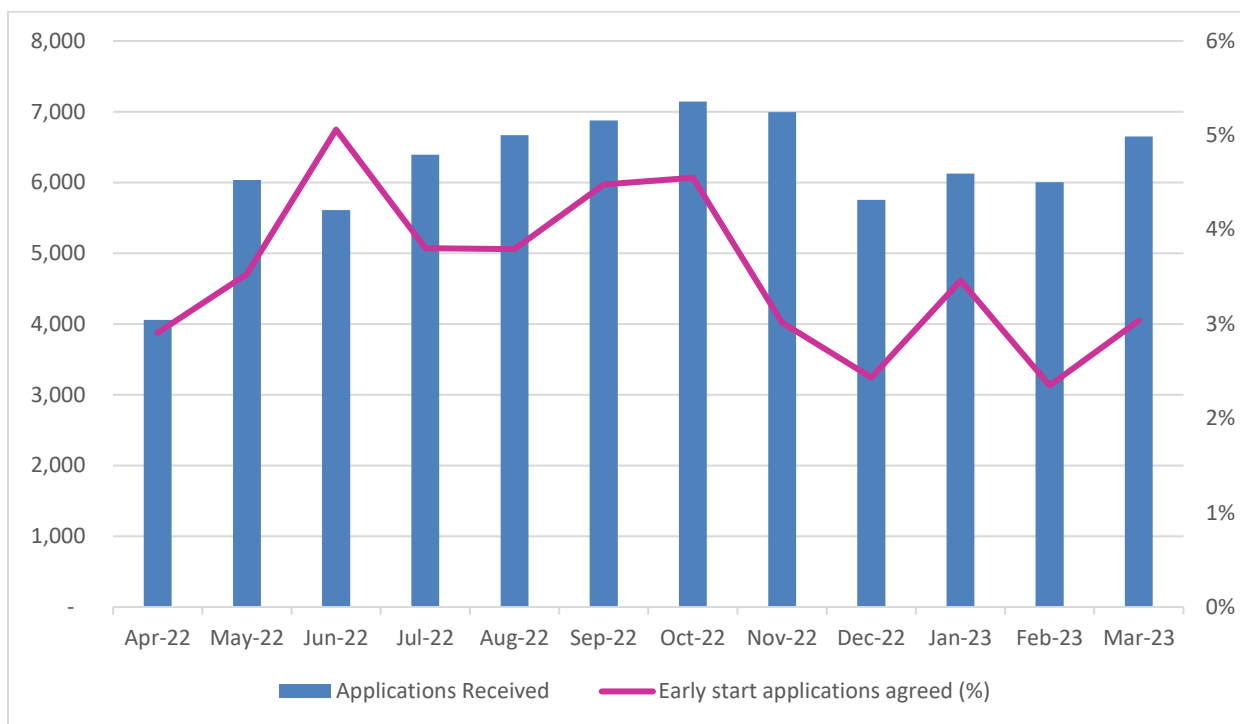
### 5.4.2 Results

The data provided in this section has been obtained from running the Confirm Permits KPI #4: Reduced Application Period Report and is available in its original format upon individual request.

**Table 5.0**

<b>Month</b>	<b>Applications Received</b>	<b>Early Start Applications Agreed</b>
<b>Apr-22</b>	4,059	118
<b>May-22</b>	6,034	213
<b>Jun-22</b>	5,612	284
<b>Jul-22</b>	6,391	243
<b>Aug-22</b>	6,670	253
<b>Sep-22</b>	6,878	308
<b>Oct-22</b>	7,142	325
<b>Nov-22</b>	6,993	211
<b>Dec-22</b>	5,757	140
<b>Jan-23</b>	6,126	212
<b>Feb-23</b>	6,005	141
<b>Mar-23</b>	6,652	202
<b>Total</b>	<b>74,319</b>	<b>2,650</b>

**Chart 5.1**



**5.4.2 Analysis**

This measure was considered to be in relation to the number of times promoters were allowed by Staffordshire County Council to start their works without having to comply with the minimum permit application lead-in period, commonly known as an early start agreement.

Early start requests are considered individually on their own merits by Staffordshire County Council and are never refused without a valid reason. In Year 3 4% of early start requests were granted on average which is a 1% increase on year two.

## **6. TPI measures**

This section outlines the Permit Indicators (TPI) contained as Annex A within the Statutory Guidance for Highway Authority Permit Schemes.

These indicators for permit schemes are additional to the general TMA Performance Indicators (TPIs), which are already being produced.

6.1 TPI1 Works Phases Started (Base Data)

6.2 TPI2 Works Phases Completed (Base Data)

6.3 TPI3 Days of Occupancy Phases Completed

6.4 TPI4 Average Duration of Works

6.5 TPI5 Phases Completed on time

6.6 TPI6 Number of deemed permit applications

6.7 TPI7 Number of Phase One Permanent Registrations

## 7. Authority Measures

In addition to the above measure, Staffordshire County Council has collated its own data.

**These measures should reflect the business case and objectives put forward in the scheme submission documentation.**

### 7.1 – Number of overrun incidents

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 number of overrun incidents shown as a percentage of permits issued

Whilst this measure sheds light on the effort of works promoters to complete works within agreed timescales, it is not considered that it is a measure that is reflective of the success or failure of permitting.

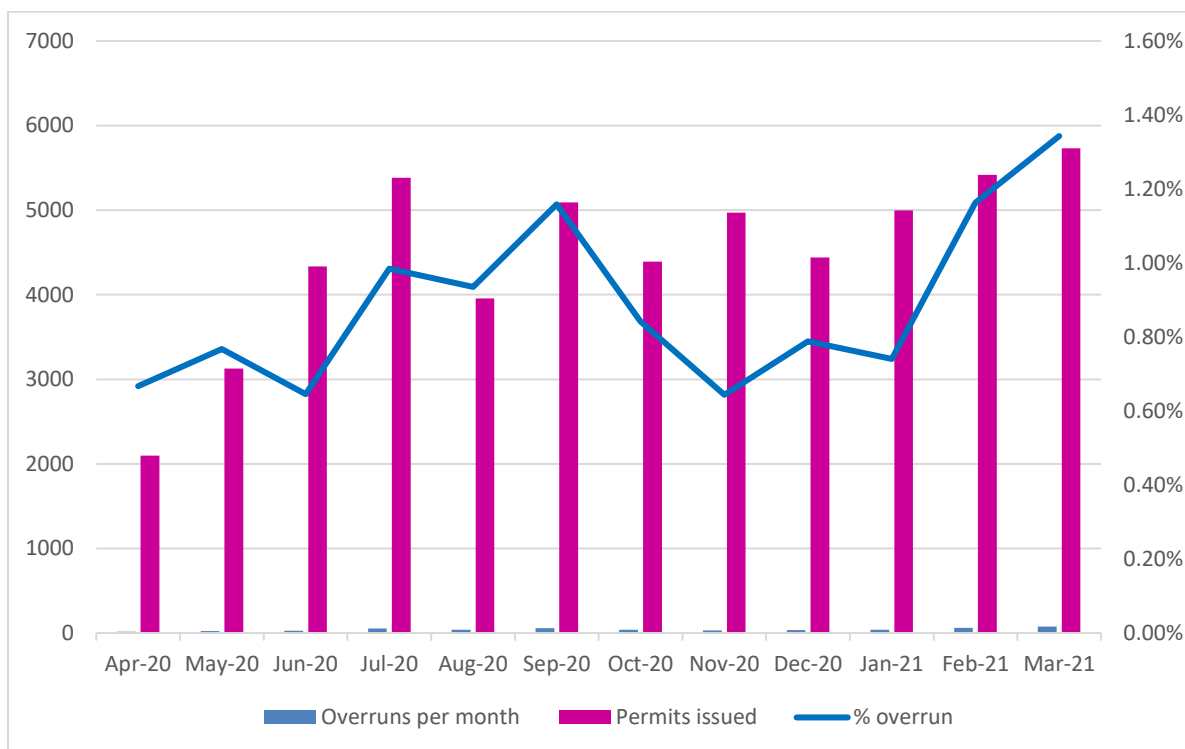
#### 7.1.1 Results

The data provided in this section has been obtained from running the Confirm Street Work Occupation Report and is available in its original format upon individual request.

**Table 7.0**

Month	Overrun incidents	Permits Issued	% Overrun
<b>Apr-22</b>	27	3,030	0.89%
<b>May-22</b>	64	4,134	1.55%
<b>Jun-22</b>	54	3,599	1.50%
<b>Jul-22</b>	71	4,252	1.67%
<b>Aug-22</b>	104	3,851	2.70%
<b>Sep-22</b>	71	3,982	1.78%
<b>Oct-22</b>	57	4,083	1.40%
<b>Nov-22</b>	55	4,017	1.37%
<b>Dec-22</b>	58	3,497	1.66%
<b>Jan-23</b>	51	3,550	1.44%
<b>Feb-23</b>	61	3,709	1.64%
<b>Mar-23</b>	41	4,043	1.01%
<b>Total</b>	<b>714</b>	<b>45,747</b>	<b>1.55% (average)</b>

**Chart 7.1**



### 7.1.2 Analysis

The number of overrunning works has increased in year 3 from previous years but is fairly consistent over the year, though there was a significant increase in August 2022, the only month where this has risen to above 2%.

The overrun incident rate in year 3 for Statutory Undertaker work totalled 551 whilst the Highway Authority incidents totalled 163.

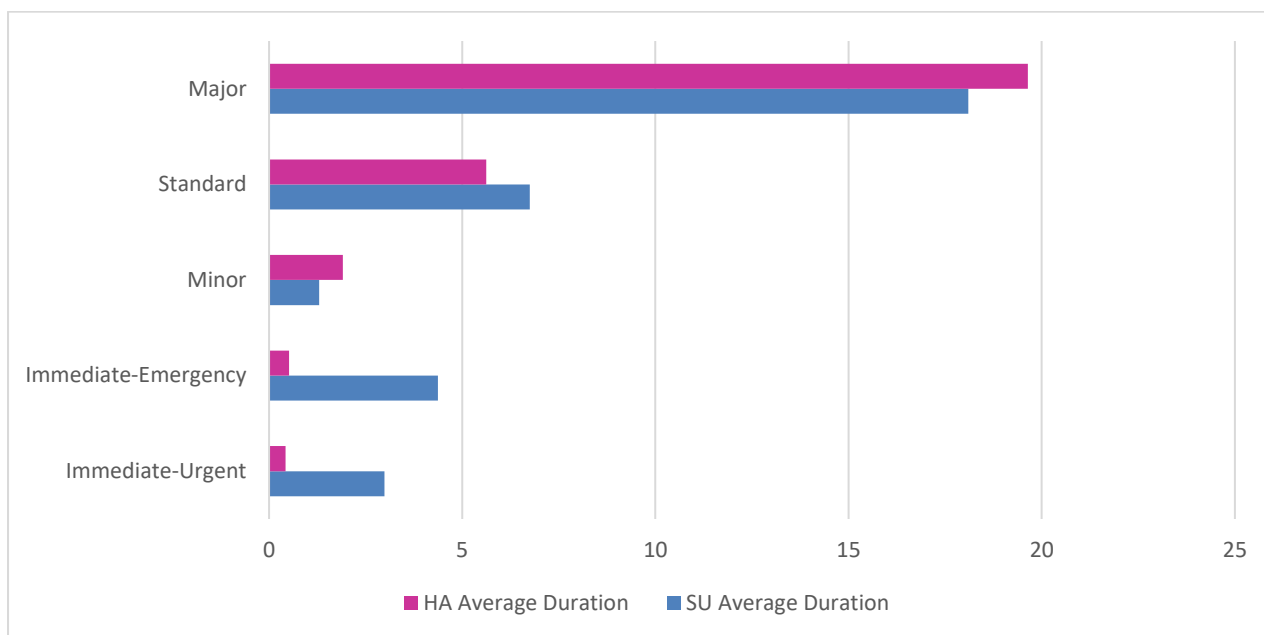
## 7.2a – Average road occupancy

One of the benefits of permits is that works durations can be judged more effectively and the use of conditions is a greater driver for tighter processes from all activity promoters to reduce their occupation of the highway. Additionally, analysis of permit durations shows how the Permit Authority and activity promoters are reducing the overall impact of activities on the highway.

### 7.2.1 Results

The data provided in this section has been obtained & collated by Staffordshire County Council from running reports from Street Manager to accurately reflect the true duration of works. All data for HS2 has been removed from this report as we have no control over the works duration for this industry as the Highway Authority.

**Chart 7.3**



This data has been further interrogated and broken down into different permit & industry types as shown in the table below. These have been separated into the following: Water, Gas, Electric and Telecoms

**Table 7.4**

<b>Year 3 (2022/23)</b>	<b>Immediate-Urgent</b>	<b>Immediate-Emergency</b>	<b>Minor</b>	<b>Standard</b>	<b>Major</b>
<b>Gas</b>	4.19	7.33	1.48	6.02	26.57
<b>Water</b>	2.83	1.06	0.97	5.17	11.90
<b>Electric</b>	5.52	9.17	1.45	6.4	25.79
<b>Telecoms</b>	1.44	0.98	1.44	7.54	14.56
<b>Highway Authority</b>	0.43	0.52	1.91	5.62	19.64

### 7.2.2 Analysis

During year 3 the average duration for Statutory Undertaker work was slightly higher than that of Highway Authority work. There was an overall slight increase in average durations for Statutory Undertakers and a significant increase in the average overall duration of Highway Authority works. However, this appears to be down to a few permits not having works stops submitted promptly and correctly rather than a true, on-site duration increase.

The electric industry has the longest durations on all permit types followed by gas except on Standard duration permits where the duration is highest in the Telecoms industry.

## 7.2b - Days of Disruption Saved/ Number of collaborative works

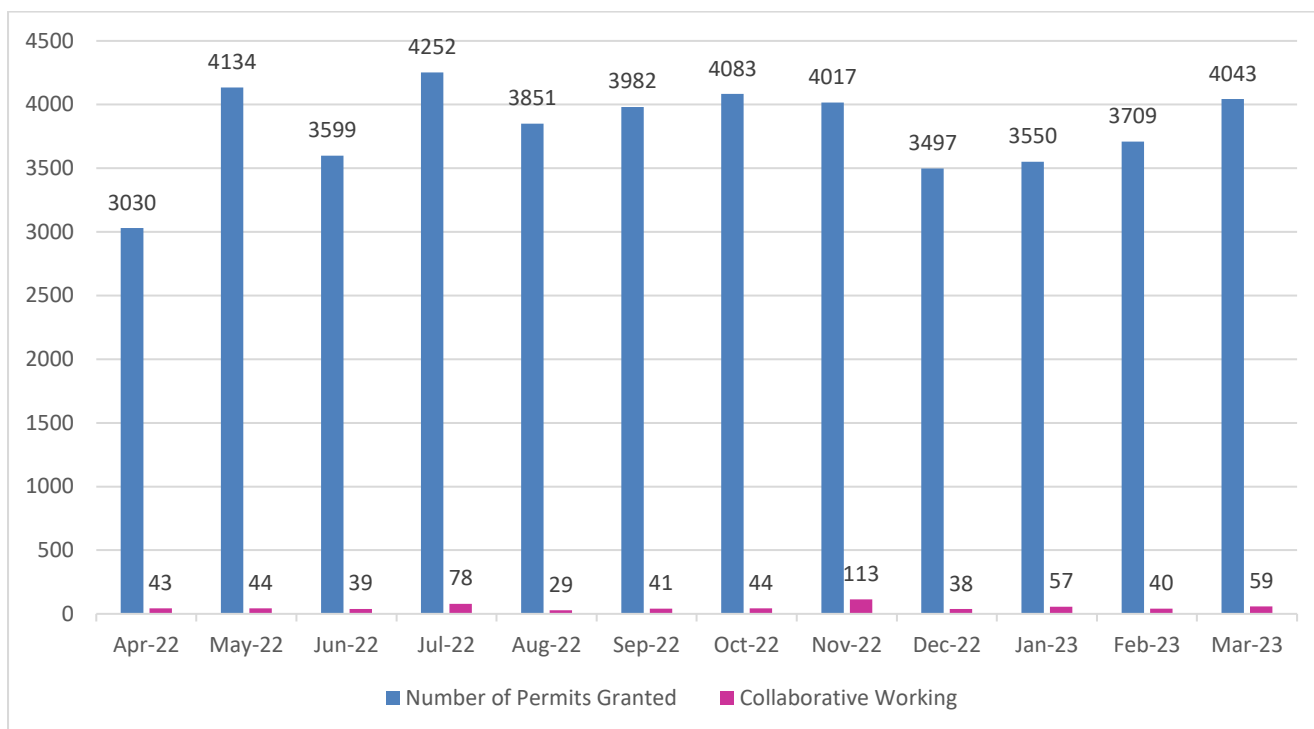
The potential economic benefits from shared working space are considerable. In addition, this measure shows a proactive and positive approach to working together to minimise disruption and occupancy.

This data has been collated using Street Manager reporting and pivoted on the column titled "Is there collaborative working?"

### 7.2.3 Results

The chart below shows the total number of works that took place on the Staffordshire County Council network and the number of permits that were flagged as working in collaboration in 2022/23.

Chart 8.0



### 7.2.4 Analysis

In year 3 there were 625 permits, which equates to 1.37% of those granted, flagged for collaborative working with a combined duration of 2,998 days which is a significant increase on the year one and year two figures which were 224 and 231 respectively.

Collaborative working is encouraged at Staffordshire County Council to help minimise the disruption and duration of work being carried out on the network and have been working hard with Statutory Undertakers to consider and implement this wherever possible. This is encouraged by offering discounted permit fees and realised savings on Traffic Management costs by the works promoters.

## 7.3 Number of refused permits by refusal reason

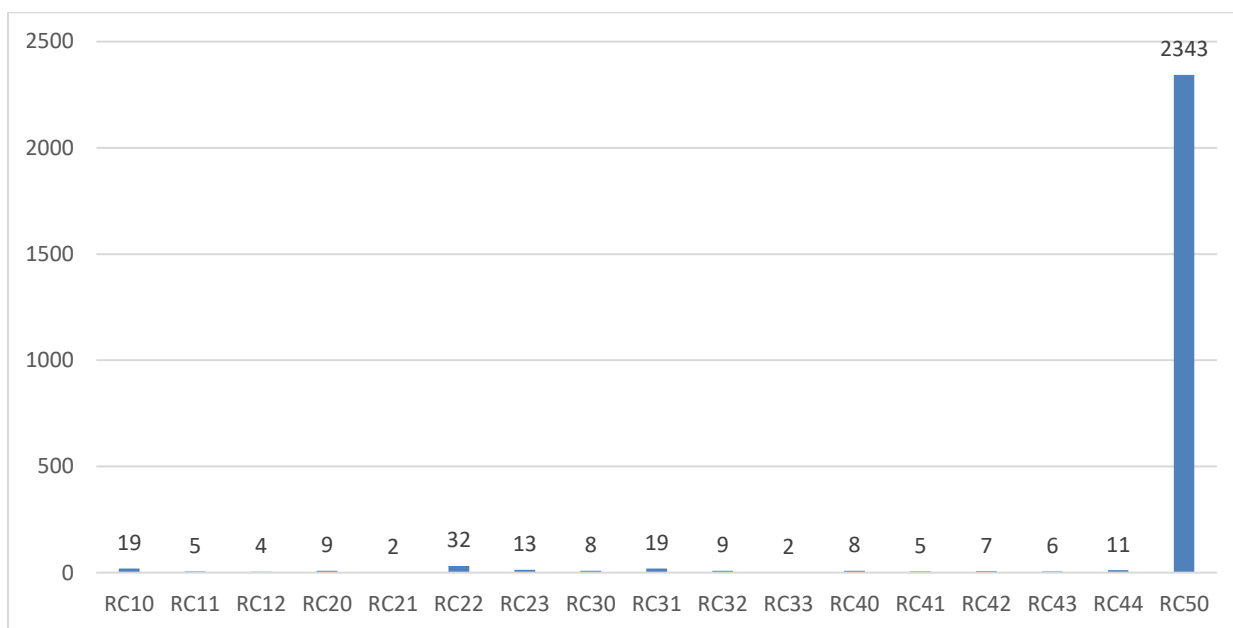
Monitoring permit refusals shows the common reasons for refusal which is helpful to the activity promoter to identify any particular areas for improvement, this metric is also an indicator of parity.

This data has been collated using Street Manager reporting and pivoted on the column titled "Reasons for Refusal."

### 7.3.1 Results

The charts below show the number of refusals broken down by response code.

**Chart 9.0**



As the above data does not accurately reflect the refusal reasons for the associated permits, Staffordshire have completed a sample manual review of the refusal text provided for 50 permits from year 3 and the following issues have been identified:

**Table 9.1**

Year 3 (2022/23)	Sample refusal reason text
RC11 - Condition Not Provided/Not Necessary	4
RC12 - TM Not Received	11
RC20 - Incorrect Information on Permit (General)	3
RC21 - Incorrect Primary Recipient	16
RC22 - Location Issues	1
RC30 - Co-ordination Issues (General)	2
RC31 - Clash of Works	3
RC40 - Lack of Approval (General)	2
RC41 - Incorrect TM	1
RC42 - Early Start Agreement	7



### 7.3.2 Analysis

From the sample data we have collated there is an indication that there is a trend of permits being refused due to:

1. Promoters not submitting applications with the correct legislative lead in times
2. Traffic Management documents not being received in time
3. Permit applications being submitted for private streets
4. Clashes with other work already booked in on the highway
5. Incorrect conditions being applied to permits

This data has highlighted that refusal reasons have been given in the works comment description text but that the different codes have not consistently been applied by the Officers. In future years Staffordshire County Council will be putting a greater focus on ensuring the reasons for refusal are being accurately captured in order to provide more comprehensive data for analysis.

## 7.4 Number of cancellations as a percentage of granted permits

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

It is not a statutory requirement for promoters to cancel works, either before or after the start date, but the DfT and HAUC support good practice in that promoters should cancel road space bookings if no longer required.

As a permit attracts a fee at the point of application it is anticipated that this will encourage more efficient planning and discourage the cancellation of works and replanning at a later date as each new application will attract a fee. This is a clear improvement over noticing as there were no financial disadvantages to the promoter for replanning works at short notice however, this still poses challenges to the Highway Authority to coordinate activities on the network.

This data has been collated using Street Manager reporting and pivoted on the column titled "Work Status."

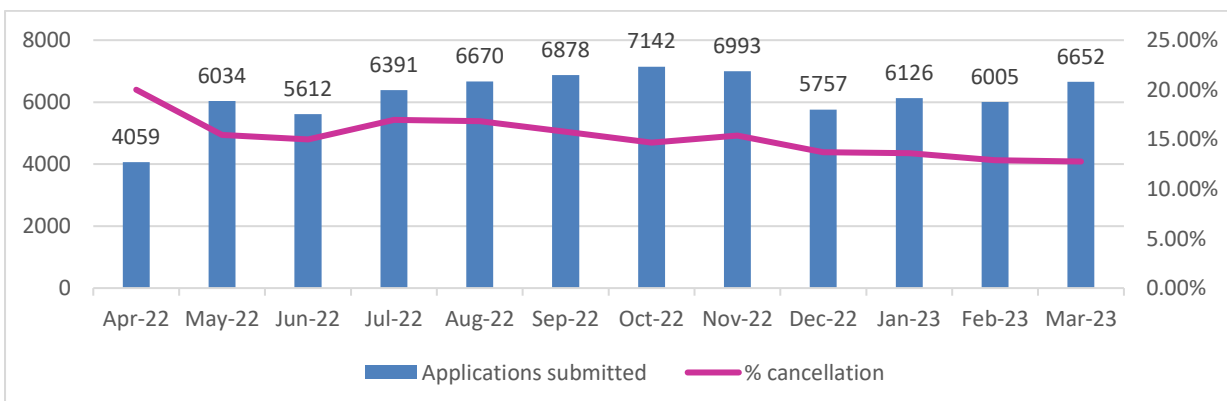
This measure is expressed as:

- Percentage of permits cancelled compared with number of applications received

### 7.4.1 Results

The below chart shows the number of applications received compared to the percentage of cancellations that were received.

Chart 10.0



The split of cancellations in the above data is as follows:

**Table 10.1**

<b>Industry Type – Year 3</b>	<b>Percentage of cancellations</b>
<b>Gas</b>	<b>13.2%</b>
<b>Water</b>	<b>9.13%</b>
<b>Electric</b>	<b>8.12%</b>
<b>Telecoms</b>	<b>15.51%</b>
<b>Highway Authority</b>	<b>23.5%</b>

#### **7.4.2 Analysis**

There is a continued decrease in the cancellation percentages in year 3 for the Gas, Water, Electric and Telecoms industries which suggests that the permit scheme is working in driving more efficient planning with established companies within the industry.

The volume of permits Staffordshire County Council receive from the Electric and Gas sectors is relatively small in comparison to other industry types so any slight change in cancellations has a larger impact on the percentage.

There has been a significant increase in telecoms activity due to Central Government focus on fibre deployment across the UK via DCMS funding. As such, this is putting additional demand on the Staffordshire highway network for road space. As we are not able to accommodate all requests for road space, this may have an impact on the cancellation percentage as a number of permits will be cancelled following a permit refusal or modification request. However, a drop in cancellations has been realised in year 3 due to the work that has gone into the programmes of delivery for the super-fast broadband rollouts

The overall cancellation rate for year 3 was 15.67% in comparison to year one at 18.48% then year two at 17.32%. This demonstrates an improvement in planning by the various promoters and the enhanced working relationships being fostered by Staffordshire County Council.

## **7.5 First time permanent reinstatements**

Section 70 of NRSWA 1991 allows statutory undertakers to carry out an interim or a permanent reinstatement. Interim reinstatements must be made permanent within 6 months. Therefore, undertaking a first-time permanent reinstatement can reduce disruption on the highway network, particularly when traffic management is required by taking away the need for the network to be occupied twice. By completing a permanent reinstatement first time there are also significant cost benefits to many statutory undertakers including labour, traffic management and permit fees.

This data has been collated using Street Manager Registered Reinstatements reporting and pivoted on the columns titled "Reinstatement State" and "Date Registered."

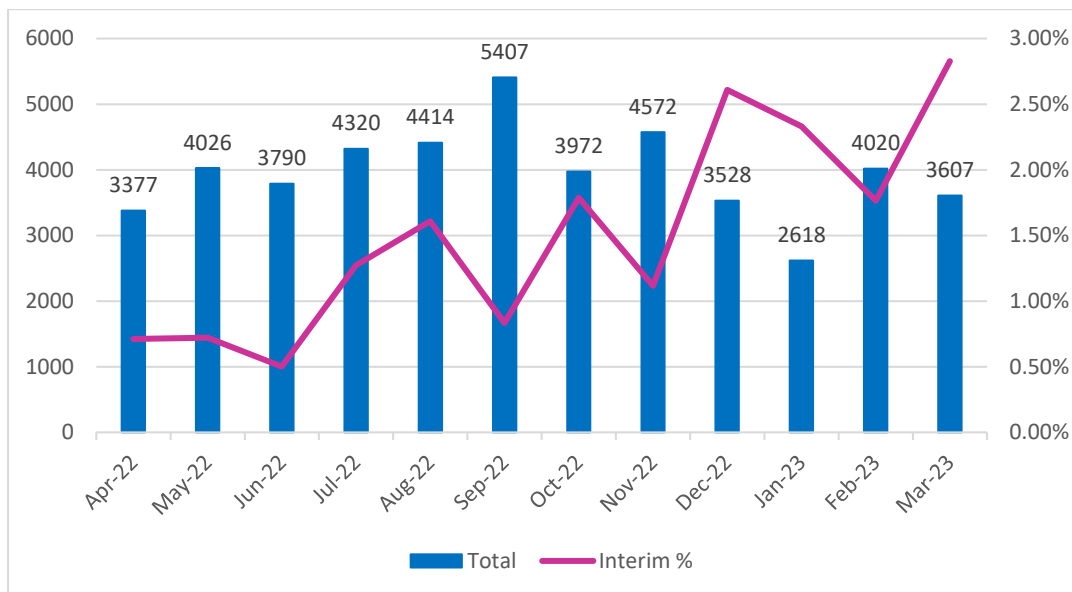
This measure is expressed as:

- Percentage of interim reinstatements against number reinstatements registered

### 7.5.1 Results

The below chart displays the total number of reinstatements registered and the percentage of these that were registered as interim reinstatements

Chart 11.0



### 7.5.2 Analysis

The results indicate a generally low percentage of sites being completed to an interim standard, with the average for year 3 being 1.51% overall which is a reduction on the average for year 2 which was 2.32%.

The first 3 years of data are indicating that the percentage of interim reinstatements is remaining below 1% (taking into account the adjustment due to the reinstatement anomaly in August 2021) and that the permit scheme is helping to incentivise work being completed to a permanent standard first time which, in turn, reduces the disruption caused by road works and street works.

## 7.6 Category A “in progress” inspection results

Category A inspections described in the [NRSWA Code of Practice for Inspections](#) scrutinise 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 to the safety of pedestrians and those with a disability. In addition, they may 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. It can be argued that this measure is not specific to the permit scheme and does not necessarily provide information on how the permit scheme is being operated. However, this measure has been included within the WaSP scheme because one of the key objectives of WaSP is to ensure the safety of those using the street and those working on activities that fall under the scheme, with particular emphasis on people with disabilities.

This data has been collated using Street Manager Inspections reporting and pivoted on the columns titled “Inspection Outcome” and “Inspection Date.”

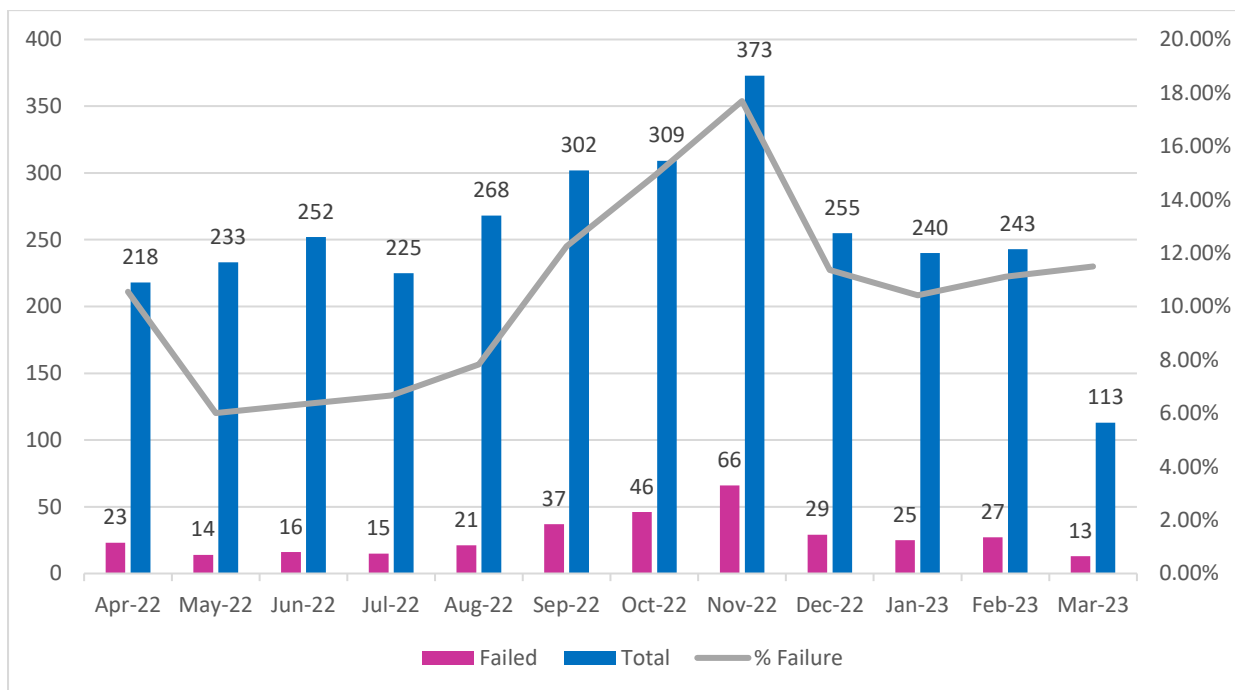
This measure is expressed as:

- Percentage of failed Category A inspections against the total number of Category A inspections completed.

### 7.6.1 Results

The following chart displays the percentage failure rate on Category A inspections across the county.

**Chart 12.0**



### 7.6.2 Analysis

The overall rate of inadequacies identified on live sites is around the expected rate at 10.55% in year 3 on average and has increased slightly from year 2 where the rate was 9.87% on average. The failure rate is normally expected to be below 10% (as per the NRSWA Code of Practice for Inspections 2002 Section 7.3).

The volume of Cat A inspections carried out rose from 1939 in year 2 to 3031 in year 3. The slight upward trend in failure is an indicator that the focus Staffordshire County Council place on safety inspections is warranted and we will continue to strive for improvements to site safety for all industries.

The significant increase in site failures in Q3 is reflective of the recruitment of new Traffic & Network Inspectors which resulted in increased scrutiny of active sites and therefore more failed inspections being completed as Staffordshire County Council worked with undertakers to drive, educate and implement the necessary improvements.

Staffordshire County Council will continue to review this data going forward and work to drive compliance and improvement with the various statutory undertakers operating on the Staffordshire highway network.

## 7.7 Permit condition inspection results

Street Manager 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 created the offence for an undertaker or someone acting upon its behalf to undertake works in breach of a stated condition.

This data has been collated using Street Manager Fixed Penalty Notice reporting and pivoted on the columns titled "Offence Date" and "Offence Code."

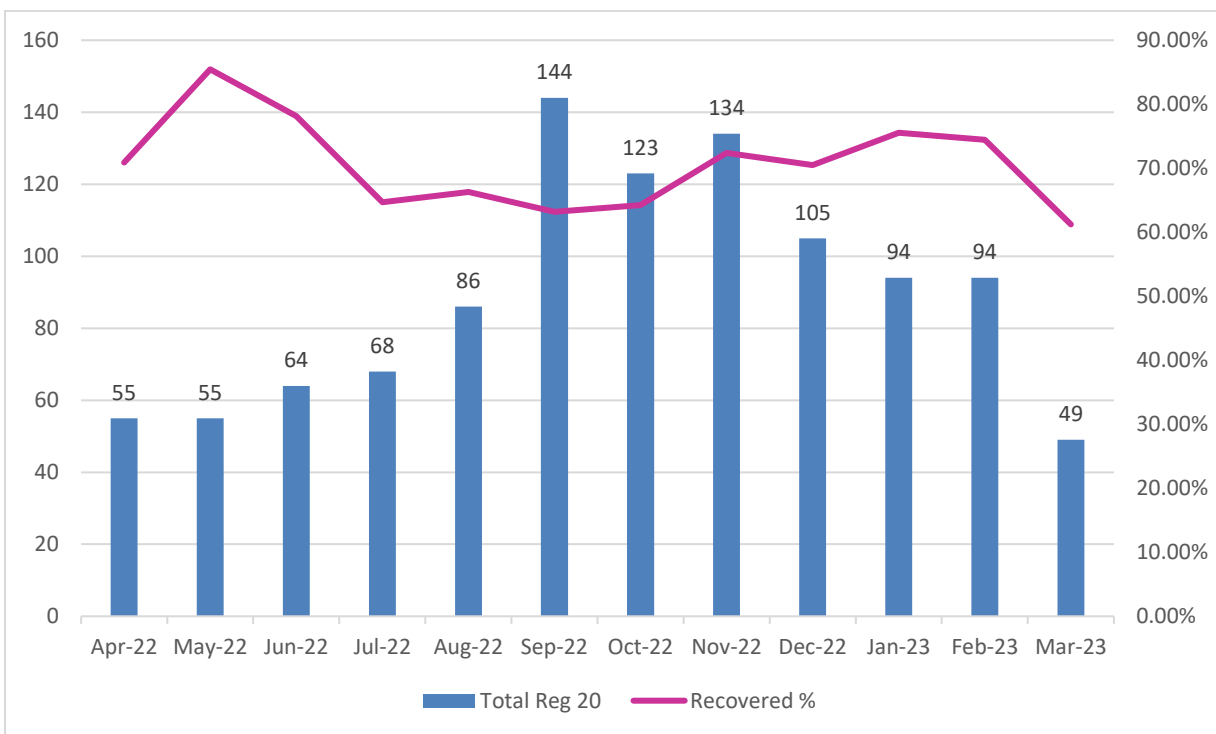
This measure is expressed as:

- Total number of FPNs issued under Regulation 20
- % of breach of permit condition fines recovered

### 7.7.1 Results

The below chart demonstrates the number of Fixed Penalty Notices (FPNs) that has been issued to works promoters for breaching their agreed upon permit conditions on site. And the % of fines recovered.

**Chart 13.0**



### 7.7.2 Analysis

The data above demonstrates an increased focus from the Traffic & Network Management Team within Staffordshire County Council on permit conditions being breached by works promoters which has resulted in an increase in FPNs. In year 2 865 FPNs were issued for this reason compared with 1071 in year 3. Sites and permits will continue to be monitored, FPNs will be issued and used as a compliance tool where it is deemed appropriate, to drive the correct behaviours by promoters across the county.

## 8. Conclusion

Staffordshire County Council continue to operate the West and Shires Permit Scheme as a tool to allow improved management of all activities on the highway network and to better coordinate work being undertaken by Statutory Undertakers and its own highway contractors. By doing this Staffordshire can minimise the disruption and inconvenience caused by road works and street works amongst other activities.

The data provided demonstrates parity of treatment between statutory undertakers and the highway authority and the positive conclusions drawn from the implementation of the permit scheme are summarised below:

- Better control, planning and coordination of works
- Increased ability to challenge and check on activities on the highway
- Introduction of permit conditions to promote safety and reduce disruption as well and build up a better picture of the true circumstances on a site and how these may affect the general public including pedestrians
- Demonstrated increase in collaborative working and being able to accurately record this and offer incentives via 50% reduced permit fee applications to promoters

Staffordshire believe the operation of the scheme continues to be successful and are further improving communication with various promoters. Below is a summary of the aspects of the scheme which will continue to be given a greater focus by Staffordshire over the coming years.

- Consideration of permit conditions and when these are required and relevant
- Continuing to encourage collaborative working to minimise the amount of time the highway network is subject to disruption
- Ensuring we are accurately recording the reasons for permit applications being refused to allow for better analysis and engagement with the affected promoters to reduce the instances of this
- Further work with promoters to improve the timeliness and quality of data being provided to Staffordshire on permit applications and ensure what is being promoted on the permit is reflected on site
- Consideration to be made with regards to recording permit condition breach data in more detail so this can be further analysed and any concerns addressed with the relevant promoters
- Continue to monitor cancellation volumes with the relevant promoters to achieve a reduction in wasted network space/time.
- Consideration around durations being presented for works by the various Statutory Undertakers and understanding the scope of works being undertaken

No significant changes were made to the service operation during this reporting period and no changes to permit fee levels are being proposed at this time.

## 9. Glossary

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

EToN developers – representatives of the main software developers involved in street works

EToN Strategy Group – responsible for the development of the EToN system

NMD – Network Management Duty, a legal obligation created by the Traffic Management Act 2004 for highway authorities to secure the expeditious movement of traffic

AM – Authority Measure

PAN – Permit Advice Note

TMA – Traffic Management Act 2004

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

NRSA – New Roads and Streetworks Act 1991

FPN – Fixed Penalty Notice

DfT – Department for Transport

HAUC - highways and Utilities Committee

WaSP – West and Shires Permit Scheme

TTRO - Temporary Traffic Regulation Order

Confirm – Streetworks Management System used by Staffordshire County Council

Minor permit – duration of 1-3 working days

Standard permit – duration of 4-10 working days

Major permit – duration of 10 working days+ or road closures

Immediate-emergency permit – used when circumstances present a risk to life or property

Immediate-urgent permit – used when circumstances present a potential significant financial loss to the undertaker, cause interruption to supply, to reconnect supplies or services where the undertaker would be under a civil or criminal liability

Street Manager (SM) – National permitting system launched by the DfT on 1<sup>st</sup> July 2020

HA – Highway Authority

SU – Statutory Undertaker

DCMS – Department for Digital, Culture, Media & Sport

Working Day – weekdays

SCC – Staffordshire County Council