



Northumberland
County Council

Street Works Permit Scheme

For Road Works and Street Works

Year 1 Review

Document Control

Version History

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Review Control

Reviewer	Section	Comments	Actions Agreed

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1 Executive Summary

Northumberland County Council (NCC) embarked on its journey to introduce a street works permit scheme along with the remaining nine North East highways authorities (HA) in 2019. North Tyneside Council was previously the only North East of England HA already operating a permit scheme which has now been in operation since February 2015.

The Northumberland County Council Street Works Permit Scheme Order 2020 was made on 2 January 2020 with the scheme coming into force on 3 February 2020. Northumberland was the first of the North East HAs working collaboratively on implementing schemes in 2020 to go live.

This is the first annual evaluation of the Northumberland County Council Street Works Permit Scheme and due to the timing of implementation, covers the period of 3 February 2020 to 31 March 2021.

This report evaluates the progress of the permit scheme in relation to the scheme objectives and specifically focuses on the parity of treatment of all works for highways purposes and utility (SU) street works.

This has been a challenging first year in which there has been the added difficulty of managing the impacts of the Covid-19 pandemic. Despite this there have been some significant successes and improvements in the way that works and activities on the highway network have been undertaken and managed, and the scheme continues to develop.

The key outcomes identified in this first year of the permit scheme can be summarised as follows:-

- A total of 20,887 permit applications were received in the period with 14,767 (70.7%) being granted and 3,659 (17.5%) refused (the other 11.8% is made up of applications that were granted then cancelled, refused then cancelled, deemed or superseded). 7102 of the total number of applications received were variations
- Performance monitoring measures established provide a framework for continuous monitoring and reporting in order to drive performance
- 604 days of disruption to the travelling public have been saved in the review period following challenges made in relation to the duration of works initially proposed
- In relation to the number of Fixed Penalty Notices (FPNs) issued for permit breaches – there was a 53% reduction in Regulation 19s (working without a permit) issued in the fourth quarter of 2020/21 compared to the number issued in quarter 1
- Through the level of support provided by the Streetworks team we have demonstrated a positive commitment to ensuring fairness across all works promoters
- 259 calendar days have been saved as a direct result of encouraging collaborative working between works promoters
- Whilst the scheme is reporting a deficit in the first year of £61,374, Covid-19 had an impact on permit fees in the first quarter of 2020/21 however the number of permits has continued to increase throughout the year as works have resumed to anticipated levels

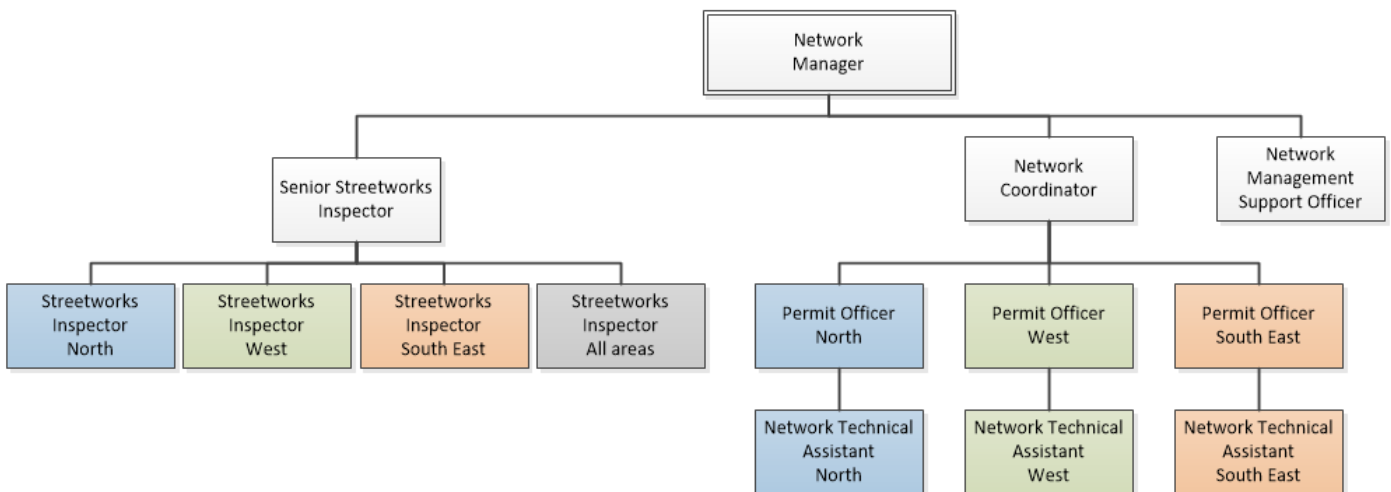
2 Introduction

Northumberland County Council permit scheme operates as a single scheme and was introduced to give greater control over activities taking place on the Council's highway network. The permit scheme aligns with the Council's Local Transport Plan (LTP) 2011-2026 which sets out the vision, aims and objectives for transport across the county.

The move to implement a permit scheme has enabled the Council to manage and coordinate road works more proactively than in the past via the noticing regime. This ability has brought with it responsibility to use additional powers in a way that has enabled the authority to better manage its network, minimise disruption to its users, and improve the efficiency and reliability of the transport network.

Whilst the Council did notice a significant proportion of its own works under the previous noticing regime, the permit scheme has given a real focus in ensuring parity between all works promoters. Management measures have been put in place to monitor this closely and to also support our highways colleagues in driving improvement in performance.

The business case and cost benefit analysis, undertaken prior to taking the decision to implement the scheme, identified that custom fees would be charged as opposed to full fees and that the additional personnel required for permit related activities would be 3.5 FTE – below shows the Streetworks structure at the time of implementation of the permit scheme.



Our Streetworks team prides itself in the positive working relationships that have been built over many years with works promoters. We continue to work very closely with both utilities and our highways colleagues alike to achieve the successful operation of the permit scheme.

The implementation of Street Manager in the summer of 2020 posed its own challenges. However as this is running through our Mayrise software provided by Yotta via an Application Programming Interface (API), whilst there were some initial teething problems, this now has little impact on the day to day operation of the permit scheme.

3 Scheme management measures

Whilst the day to day coordination of street works activity on the network falls to the Permit Officers through the processing of permits and the administering of road closures, traffic light applications, FPNs etc, there has been a continuous focus by the entire team on process improvement from the implementation of the scheme and even before. It was felt that by committing resources to educate and establish best practice with all stakeholders in the short term, we would create an efficient and more robust scheme in the longer term.

In preparation for the implementation of the scheme, we invited all Highways staff to a presentation to provide an introduction to permitting. We followed this up with more targeted work with the staff whose roles would be directly affected by the change; this work continued with weekly, fortnightly and eventually monthly meetings with the individuals responsible for creating and submitting permits.

A log was created for the Permit Officers to record any issues or anomalies identified and these were discussed and resolved in weekly review meetings to ensure a consistent approach across the team when assessing permits. These issues were also discussed with the Highways officers to highlight learning opportunities and agree best practice.

The Permit Officers undertook a resource intensive process during the first two months of the scheme to support staff from both the internal Highways service and statutory undertakers with the submission of permits. This included a stated intention to avoid refusing permits where possible and instead using modification requests. The aim of this approach was to help establish good working practices from the outset which also assisted in building a rapport between the new to post Permit Officers and the individuals submitting permits.

After the scheme had been live for one month, we conducted workshops in each of the Highways areas in order to reinforce key fundamentals and answer any questions that individuals had now that they had first-hand experience of permitting. These proved beneficial in reassuring Highways staff as well as increasing their understanding of the reasoning behind implementing the scheme.

A greater proportion of the preparation time was spent with our internal Highways department as they had no previous experience of permitting, whilst most of the SUs had some knowledge of how permit schemes operate from working with North Tyneside's permit scheme and from other areas of the country. All SUs were offered the opportunity to have regular formal meetings to review performance and discuss any issues that had arisen on either side however their preference has been to deal with individual matters as they arise and also through the quarterly Streetworks Coordination meetings. Our coordination meetings are also a forum to raise any concerns and discuss the operation of the scheme more generally. The SUs were also offered the opportunity to meet with all the NE LAs in a permit forum however following the first meeting this was discontinued due to low take up; instead it was agreed that permitting would be added as a regular agenda item at the North East Highways and Utilities Committee (NEHAUC) meetings.

Overall, we have received very positive feedback on the operation of the permit scheme and utilities have reported feeling that we are responsive to issues and seek to work collaboratively which has only served to strengthen our relationships.

Northumberland County Council was in a better starting position than many of the other NE LAs due to having previously noticed a greater percentage of its own works; therefore it was a less dramatic change to business as usual processes and we were able to focus on specific areas of concern. To this end, we have monthly performance management meetings with the managers in each of the Highways areas. Working in collaboration, we have been able to identify a number of process improvements to the current ways of working that should aid compliance and create efficiencies.

To build on this, we have worked with our software provider to modify a number of the standard KPI templates in order to improve how the relevant data is displayed. We feel this will allow a greater level of analysis and provide a more detailed understanding of how effectively we are managing our scheme. We are also part of a newly formed Mayrise User Group which has provided an invaluable opportunity to discuss any issues and share best practice across the region.

4 Performance monitoring

The overarching objective of the permit scheme can be summarised as the ability to manage and maintain the local highway network to maximise the safe and efficient use of road space and provide reliable journey times.

Prior to the implementation of permitting, the existing Streetworks team operated an effective noticing scheme to coordinate activities on the highway. Using the positive working relationships cultivated with the SUs over a long period of time, the team worked to many of the same objectives that have now been more formally outlined in the permit scheme.

Northumberland County Council had not previously pursued the option of implementing a permit scheme due to the successful operation of the noticing scheme. Despite the limited scope for initial significant changes, we still expect that the permit scheme will bring many beneficial incremental improvements over time. This report therefore looks to establish a benchmark from which the service will effectively measure future performance.

In order to appropriately monitor scheme performance, the below KPIs were selected:

1. KPI 1 (*The number of permit and permit variation applications received, granted, refused, deemed and cancelled by activity type*)
2. KPI 2 (*The number of conditions applied by condition type*)
3. KPI 3 (*The number of permit extension requests received and granted for issued permits*)
4. KPI 4 (*The number of early starts requested and granted per activity type*)
5. OM 3 (*The number of Section 74 Overruns that have occurred with a percentage of total works that have overrun*)
6. OM 4 (*Average duration of phases by works category along with a total quantity of phases that meet the criteria*)
7. OM 6 (*Number of collaborative works phases with the totals of working and calendar days of disruption saved*)
8. AM 3 (*Number of phases that have permits that were refused and then a variation was submitted with a reduced duration which was granted*)
9. AM 5 (*Number of FPNs issued for permit breaches including withdrawn FPNs*)

The specific objectives of the Northumberland County Council Street Works Permit Scheme are listed below and are evidenced through the KPI data provided within the appendices to this report;

- **Coordination** - *reduce occupation of the highway for both street and highway works in order to minimise disruption to the travelling public*

A traffic sensitivity review was carried out prior to the scheme implementation. As a review had not been undertaken since 1999 and as there had been significant changes to the road network over the 20 year period, it was therefore important for the Council to have an accurate and up to date picture of the road network asset. Stakeholder consultation took place from 18/12/19 to 15/01/20 to allow for responses to be considered prior to any permit charges being set. No public feedback was received to dispute any of the proposed changes so the revisions were made as consulted on.

KPI 1 (Appendix A) provides a detailed breakdown of the number of permit and variation applications received, granted, refused, cancelled and deemed. A total of 20,887 permit applications were received in the period with 14,767 (70.7%) being granted and 3,659 (17.5%) refused (the other 11.8% is made up of applications that were granted then cancelled, refused then cancelled, deemed or superseded); 7102 of the total number of applications received were variations.

The data demonstrates that less than 0.5% of all received permits deemed, which were predominantly variations on immediate permits. This is testament to the hard work and dedication of the Streetworks team given the capacity issues experienced during this first year. This drive to ensure every permit is assessed demonstrates the commitment to appropriately managing the network. KPI 2 (Appendix B) lists the individual conditions are applied to HA and SU permits to aid coordination and to reduce the potential for disruption caused by works which in turn contributes to meeting scheme objectives.

AM 3 (Appendix H) shows that the proactive challenge offered by the Streetworks team has saved over 600 calendar days worth of disruption to the travelling public. This coupled with the data in OM 3 (Appendix E), stating that only 2.2% of all works overran during the first year, demonstrates the level of scrutiny being applied by the team when assessing permits.

- **Compliance** - *improve compliance with the relevant codes of practice and conditions*

Compliance has always been a key focus of the Streetworks team so there were already established foundations on which to build upon. AM5 (Appendix I) shows the number of FPNs issued by the three FPN offence codes and further divided by HA and SU. A tally of granted permits has been included, also subcategorised by HA and SU, in order to provide some context to the data.

A total of 2256 FPNs (including internal shadow FPNs) were issued against a total of 14,767 granted permits – this averages out at an FPN on 15.3% of granted permits.

It should be noted that a large percentage (81% - 1829) of the total FPNs are Section 74(7b) offences (late starts and stops) and the majority of these (1485) are internal. This has been discussed at length during our monthly performance meetings with the Highways Area Managers and the root cause established; it is predominantly an administration issue caused by capacity shortages during peak periods. NCC is looking to implement new software called Alloy that will allow individuals to start and stop works directly from site which will aim to both improve the quality of live information and reduce the incurrence of Section 74(7b) shadow FPNs.

In terms of compliance with the permit scheme itself, a quarter on quarter review of the Regulation 19 (Working without a permit) FPNs shows a substantial improvement by the end of the first year. The breakdown of AM 5 (Appendix I) illustrates a 53% reduction from 60 Regulation 19 FPNs in the first quarter to 28 in the final three months of the year. It must be noted that 77.8% of the Regulation 19 FPNs are attributed to Highways internal works, predominantly caused by works taking place outside of the time periods agreed in the initial permit. Again, it is felt this is largely an administrative issue based on capacity conflicts rather than a wilful lack of compliance; however the Streetworks team will continue to support Highways to ensure that the submitted information on the permit is kept up to date when elements of the work have had to change given the dynamic nature of the service. For context, the number of Regulation 19 FPNs incurred internally still only represents 4.2% of all works carried out by the Highways delivery team.

The low percentage of Regulation 20 (breach of permit conditions) FPNs compared to the total number of granted permits (1.3%) demonstrates that there is a good level of compliance with the conditions as agreed in the permit. This also ensures that the information being shared with the public is accurate.

- **Information** - *ensure accurate information is available to the public through improved quality of information received from all works promoters*

Through the permit application process and scrutiny of permit conditions, better quality information for each works is achieved. All works contained on the Council's Streetworks register are publicly displayed through the One.network platform.

The Streetworks team made the decision to create a Section 50 (private licence) workstream in Street Manager and this has allowed Section 50 licences to be added as an "information only" permit which enables the works to be plotted on One.network. This has improved the quality of live information available to the travelling public as well as aiding ourselves and any works promoters with regard to wider coordination of works and other demands on the network.

Permit board information on site is also an added benefit of the permit scheme which provides transparency of the works promoter responsible for individual works and ease of access to contact information for the public.

- **Fairness** - *ensure all works promoters are treated fairly and with parity*

All permits received are assessed using the same process. At the point of scheme implementation, the Permit Officers offered additional support to both HA and SU staff whilst they acquainted themselves with the new procedures. This did not result

in a reduction in the quality of granted permits, instead the Permit Officers would provide extensive support and advice via email, phone calls and Permit Modification Requests (PMRs).

The sample inspection regime, as set out in the Inspections Code of Practice, allows for a Street Authority to establish the overall performance of each undertaker (including Highway Authority works and private works) operating in its area. This involves inspection of a structured random sample of works at various stages during the works and reinstatement guarantee period. To ensure that promoters are treated equally, 100% of the sample inspections generated are carried out. As well as carrying out 100% of the sample inspections generated, the Streetworks Inspection team also carries out a large number of routine inspections in order to ensure a greater level of monitoring.

KPI 3 (Appendix C) clearly demonstrates a parity of treatment when granting extension requests with a difference of 2.8% in favour of the SUs. This is switched in favour of internal works for granted early starts in KPI 4 (Appendix D) but again the percentage difference is only 10%.

However, it must be noted that the percentage of works where an early start is requested is sizeably different; the total percentage of works with early requests for all HA works is 16.9% whilst it is only 4.7% for all SU works. This difference is largely due to the volume of early start requests for Major (30.4%) and Standard (27.1%) works for the HA. This is primarily due to the unpredictable nature of some of the funding streams for HA works, therefore the Streetworks team endeavours to allow flexibility within the bounds of the scheme. This same flexibility is also afforded to SUs for example when carrying out externally funded projects with strict financial deadlines such as the broadband rollout.

Whilst there is a clear discrepancy in the percentage of works with an early start request, the percentage of granted requests shows that the team have considered each application on its merits and therefore treated all works promoters fairly and with parity.

- **Collaboration** - *encourage collaborative working between all works promoters*

Encouraging work promoters to work in a more collaborative way in order to minimise disruption to the travelling public has long been a focus of the Streetworks team. The team proactively seeks to engage with any works promoter when there is a clash for the requested road space and will help to facilitate a solution where possible. It must be acknowledged that the pandemic has made collaborating more challenging as organisations have had to implement extensive Covid-19 risk assessments to each site and allowing staff from other organisations adds further complexity.

The data from KPI OM6 (Appendix G) shows that these efforts saved more than 250 days worth of disruption on the network. We will use this figure as a benchmark as we seek to drive greater levels of collaboration as working practices begin to return to normal as social distancing requirements reduce. It is worth noting that of the five distinct periods since implementation (Feb to Mar 20 and then the four quarters of the 20/21 financial year), the final quarter had the highest number of days saved.

5 Financial information

It is anticipated that it will take the first 3 years of the scheme before financial stability can be achieved. The full scheme set up costs will be spread over the first 3 years of operation. There have been some unexpected challenges in this first year review period. These have mainly been due to the disruption caused to works during the first Covid-19 lockdown from 23 March 2020 through to June 2020.

In preparation for implementation of the scheme, data from the previous noticing regime was used to calculate the anticipated income levels; however this was not achieved as predicted due to the impact of the Covid-19 pandemic. Permit income was therefore lower than predicted during the first few months of the scheme and this has resulted in an overall deficit. This said, we anticipate that given the steady increase in the number of permits received in the second half of 2020/21 that this will stabilise during the second and third year review periods. We are not proposing to make any amendments to permit fees at this stage.

	SU Costs
Feb-March 2020	
Staffing	61,645
Non-staffing costs	9,098
2020/21	
Staffing	369,871
Set up costs (per annum for 3 yrs)	46,152
Non-staffing costs	54,587
Total Allowable Expenditure	541,354
Permit Income Feb 20 - Mar 20	68,900
Permit Income Apr 20 – Mar 21	411,080
Total Permit Income	479,980
Deficit	(61,374)

6 Recommendations

This has been a successful first year of the permit scheme despite the added challenges brought by the Covid-19 pandemic. Clearly the scheme will continue to evolve and there will be a continuous drive to making improvements to how the network is managed. In making an assessment of the first year, and looking ahead to Year 2, there are a number of key considerations and areas for improvement that have been identified:-

- increase from three to four dedicated operational areas:-
 - it is proposed that the fourth Streetworks Inspector will be responsible for a dedicated area as opposed to covering all three existing areas
 - it is proposed to recruit 1 x Permit Officer and 1 x Network Technical Assistant. A cautious approach was taken to recruitment at the time of implementation therefore this proposed increase in staffing will have no financial impact on permit fees during Year 2.

- the proposed new structure is illustrated at Appendix J
- ensure the level of deemed permits remains below 0.5% of all received permits
- carry out a review of how the permit conditions are being applied to ensure that they continue to be applied in line with the guidance
- seek to continually improve Permit Officer knowledge of the network through increased involvement in site inspections and visits
- continued development of performance monitoring through monthly meetings and continuous open dialogue
- maintaining good levels of collaboration and information sharing across the North East LAs

9 Appendices

Appendix A

KPI 1

The number of permit and permit variation applications received, granted, refused, deemed and cancelled by activity type

Feb 20 - Mar 21

Works categories	Applications received				Applications granted				Applications granted then cancelled				Applications refused			
	No (HA)	Work cat break down (%)	No (SU)	Work cat break down (%)	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps
Major (>10 w/d)	676	16.4%	763	7.9%	544	80.5%	500	65.5%	81	12.0%	67	8.8%	114	16.9%	120	15.7%
Standard	724	17.6%	2021	20.9%	518	71.5%	1090	53.9%	42	5.8%	250	12.4%	78	10.8%	391	19.3%
Minor	2396	58.2%	3723	38.5%	1761	73.5%	2143	57.6%	92	3.8%	327	8.8%	324	13.5%	916	24.6%
Immediate - Urgent	74	1.8%	2668	27.6%	58	78.4%	2492	93.4%	3	4.1%	39	1.5%	7	9.5%	14	0.5%
Immediate - Emergency	250	6.1%	490	5.1%	238	95.2%	437	89.2%	2	0.8%	8	1.6%	6	2.4%	4	0.8%
Total	4120	100.0%	9665	100.0%	3119	75.7%	6662	68.9%	220	5.3%	691	7.1%	529	12.8%	1445	15.0%

Works categories	Applications refused then cancelled				Applications deemed				Applications superceded			
	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps
Major (>10 w/d)	19	2.8%	65	8.5%	3	0.4%	3	0.4%	15	2.2%	140	18.3%
Standard	18	2.5%	226	11.2%	1	0.1%	5	0.2%	127	17.5%	535	26.5%

Minor	60	2.5%	496	13.3%	5	0.2%	8	0.2%	306	12.8%	656	17.6%
Immediate - Urgent	1	1.4%	2	0.1%	0	0.0%	5	0.2%	9	12.2%	157	5.9%
Immediate - Emergency	2	0.8%	1	0.2%	0	0.0%	1	0.2%	6	2.4%	48	9.8%
Total	100	2.4%	790	8.2%	9	0.2%	22	0.2%	463	11.2%	1536	15.9%

Works categories	Variations received				Variations granted				Variations granted & cancelled				Variations refused			
	No (HA)	Work cat break down (%)	No (SU)	Work cat break down (%)	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps
Major (>10 w/d)	208	12.8%	617	11.3%	138	66.3%	420	68.1%	7	3.4%	19	3.1%	62	29.8%	151	24.5%
Standard	511	31.4%	1458	26.6%	390	76.3%	946	64.9%	20	3.9%	134	9.2%	88	17.2%	409	28.1%
Minor	882	54.3%	2300	42.0%	651	73.8%	1575	68.5%	39	4.4%	233	10.1%	179	20.3%	624	27.1%
Immediate - Urgent	3	0.2%	791	14.4%	2	66.7%	642	81.2%	0	0.0%	7	0.9%	1	33.3%	83	10.5%
Immediate - Emergency	21	1.3%	311	5.7%	18	85.7%	204	65.6%	0	0.0%	1	0.3%	3	14.3%	85	27.3%
Total	1625	100.0%	5477	100.0%	1199	73.8%	3787	69.1%	66	4.1%	394	7.2%	333	20.5%	1352	24.7%

Works categories	Variations refused & cancelled				Variations deemed				Variations superceded			
	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps	No (HA)	% of total apps	No (SU)	% of total apps
Major (>10 w/d)	21	10.1%	36	5.8%	0	0.0%	4	0.6%	8	3.8%	23	3.7%
Standard	12	2.3%	195	13.4%	3	0.6%	11	0.8%	30	5.9%	92	6.3%
Minor	49	5.6%	311	13.5%	4	0.5%	10	0.4%	48	5.4%	91	4.0%
Immediate - Urgent	0	0.0%	7	0.9%	0	0.0%	26	3.3%	0	0.0%	40	5.1%
Immediate - Emergency	1	4.8%	1	0.3%	0	0.0%	8	2.6%	0	0.0%	14	4.5%
Total	83	5.1%	550	10.0%	7	0.4%	59	1.1%	86	5.3%	260	4.7%

Appendix B

KPI 2

The number of conditions applied by condition type

Feb 20 - Mar 21

Total no. of permit conditions	41228
Total no. of HA permit conditions	14430
Total no. of SU permit conditions	26798

NCT Ref	Condition description	HA	%	SU	%	Total	%
NCT 01a	Date constraints	12	0.1%	1305	4.9%	1317	3.2%
NCT 02a	Limit the days and times of day	1749	12.1%	3008	11.2%	4757	11.5%
NCT 02b	Working hours	1103	7.6%	414	1.5%	1517	3.7%
NCT 04b	Material & plant storage	1	0.0%	26	0.1%	27	0.1%
NCT 05a	Width and/or length of road space that can be occupied	0	0.0%	113	0.4%	113	0.3%
NCT 06a	Traffic space dimensions	4	0.0%	100	0.4%	104	0.3%
NCT 07a	Road closed to traffic	527	3.7%	463	1.7%	990	2.4%
NCT 08b	Light signals & shuttle working	661	4.6%	614	2.3%	1275	3.1%
NCT 09a	Changes to traffic management arrangements	126	0.9%	182	0.7%	308	0.7%
NCT 10a	Work methodology	1	0.0%	42	0.2%	43	0.1%
NCT 11b	Publicity for proposed works	692	4.8%	2003	7.5%	2695	6.5%
NCT 12a	Environmental	1	0.0%	3	0.0%	4	0.0%
NCT 13	Local	0	0.0%	3	0.0%	3	0.0%
NCT 01a	Duration on streets where the validity window does not apply	2333	16.2%	5024	18.7%	7357	17.8%
NCT 01b	Duration on streets where the validity window applies	2624	18.2%	5315	19.8%	7939	19.3%
NCT 04a	Removal of surplus materials/plant	0	0.0%	2	0.0%	2	0.0%
NCT 04b	Storage of surplus materials/plant	0	0.0%	7	0.0%	7	0.0%
NCT 06a	Road space to be available to traffic/pedestrians at certain times of the day	1	0.0%	59	0.2%	60	0.1%
NCT 08a	Traffic management request	1514	10.5%	1323	4.9%	2837	6.9%

NCT 08b	Manual control of traffic management	143	1.0%	391	1.5%	534	1.3%
NCT 09b	Traffic management arrangements to be in place	15	0.1%	23	0.1%	38	0.1%
NCT 09c	Signal removal from operation when no longer required	587	4.1%	1047	3.9%	1634	4.0%
NCT 10a	Employment of appropriate methodology	2	0.0%	16	0.1%	18	0.0%
NCT 11a	Display of permit number	2333	16.2%	5315	19.8%	7648	18.6%
NCT 12a	Limit timing of certain activities	1	0.0%	0	0.0%	1	0.0%

Appendix C

KPI 3

The number of permit extension requests received and granted for issued permits

Feb 20 - Mar 21

	HA	%	SU	%	Total	%
Total applications	3530	N/A	9025	N/A	12555	N/A
Extension requests	320	9.1%	675	7.5%	995	7.9%
Requests approved	295	92.2%	641	95.0%	936	94.1%

Appendix D

KPI 4

The number of early starts requested and granted per activity type

Feb 20 - Mar 21

Activity type	Granted permits by work cat break down (HA)	Early start requests (HA)	% of early start requests (HA)	Early starts granted (HA)	% of granted requests (HA)	Granted permits by work cat break down (SU)	Early start request (SU)	% of early start requests (SU)	Early starts granted (SU)	% of granted requests (SU)	Total no of early start requests	Total no of early starts granted	Total % of granted requests
Major	884	269	30.4%	162	60.2%	1380	189	13.7%	152	80.4%	458	314	68.6%
Standard	1235	335	27.1%	265	79.1%	3479	146	4.2%	83	56.8%	481	348	72.3%
Minor	3278	306	9.3%	221	72.2%	6023	173	2.9%	76	43.9%	479	297	62.0%
Total	5397	910	16.9%	648	71.2%	10882	508	4.7%	311	61.2%	1418	959	67.6%

Appendix E

OM3

The number of Section 74 Overruns that have occurred with a percentage of total works that have overrun

Feb 20 - Mar 21

	HA	SU
Number of works	3052	7666
Number of works with an overrun	62	178
Percentage of works with an overrun (%)	2.03%	2.32%

Appendix F

OM4

Average duration of phases by works category along with a total quantity of phases that meet the criteria

Feb 20 - Mar 21

Activity type	Average duration (HA)	Total number of phases (HA)	Average duration (SU)	Total number of phases (SU)
Major	8.26	401	10.70	577
Standard	6.41	478	5.30	1251
Minor	1.75	1726	1.61	2659
Immediate (Urgent)	1.65	54	3.76	2624
Immediate (Emergency)	3.25	231	4.48	484

Appendix G

OM6

Number of collaborative works phases with the totals of working and calendar days of disruption saved

Feb 20 - Mar 21

Activity type	HA	SU	Total
Collaborative phases	5	40	45
Working days saved	11	194	205
Calendar days saved	11	248	259

Feb 20 - Mar 20

Activity type	HA	SU	Total
Collaborative phases	0	4	4
Working days saved	0	16	16
Calendar days saved	0	20	20

Quarter 1

Activity type	HA	SU	Total
Collaborative phases	0	9	9
Working days saved	0	53	53
Calendar days saved	0	69	69

Quarter 2

Activity type	HA	SU	Total
Collaborative phases	0	5	5
Working days saved	0	43	43
Calendar days saved	0	57	57

Quarter 3

Activity type	HA	SU	Total
Collaborative phases	0	12	12
Working days saved	0	35	35
Calendar days saved	0	43	43

Quarter 4

Activity type	HA	SU	Total
Collaborative phases	5	10	15
Working days saved	11	47	58
Calendar days saved	11	59	70

Appendix H

AM3

Number of phases that have permits that were refused and then a variation was submitted with a reduced duration which was granted

Feb 20 - Mar 21

Activity type	HA	SU	Total
Phase total	26	87	113
Working days saved	54	389	443
Calendar days saved	73	531	604

Appendix I

AM5

Number of FPNs issued for permit breaches including withdrawn FPNs

Feb 20 - Mar 21

	HA	SU	Total
Number of granted permits	4318	10449	14767
% of the total no of works in the county	29.24%	70.76%	100.00%

FPN type	HA			SU			Total
	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs
74 (Starts/Stops)	1485	81.2%	85.7%	344	18.8%	65.6%	1829
19 (Without a permit)	182	77.8%	10.5%	52	22.2%	9.9%	234
20 (Permit breaches)	65	33.7%	3.8%	128	66.3%	24.4%	193
Total	1732	76.8%	100.0%	524	23.2%	100.0%	2256

Feb 20 - Mar 20

	HA	SU	Total
Number of granted permits	372	1358	1730
% of the total no of works in the county	21.50%	78.50%	100.00%

FPN type	HA			SU			Total
	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs
74 (Starts/Stops)	106	88.3%	74.6%	14	11.7%	31.8%	120
19 (Without a permit)	35	70.0%	24.6%	15	30.0%	34.1%	50
20 (Permit breaches)	1	6.3%	0.7%	15	93.8%	34.1%	16
Total	142	76.3%	100.0%	44	23.7%	100.0%	186

Quarter 1

	HA	SU	Total
Number of granted permits	814	1834	2648
% of the total no of works in the county	30.74%	69.26%	100.00%

FPN type	HA			SU			Total
	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs
74 (Starts/Stops)	262	92.9%	81.9%	20	7.1%	45.5%	282
19 (Without a permit)	53	88.3%	16.6%	7	11.7%	15.9%	60
20 (Permit breaches)	5	22.7%	1.6%	17	77.3%	38.6%	22
Total	320	87.9%	100.0%	44	12.1%	100.0%	364

Quarter 2

	HA	SU	Total
Number of granted permits	1069	2140	3209
% of the total no of works in the county	33.31%	66.69%	100.00%

FPN type	HA			SU			Total
	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs
74 (Starts/Stops)	379	75.3%	88.1%	124	24.7%	77.5%	503
19 (Without a permit)	43	81.1%	10.0%	10	18.9%	6.3%	53
20 (Permit breaches)	8	23.5%	1.9%	26	76.5%	16.3%	34
Total	430	72.9%	100.0%	160	27.1%	100.0%	590

Quarter 3

	HA	SU	Total
Number of granted permits	900	2255	3155
% of the total no of works in the county	28.53%	71.47%	100.00%

FPN type	HA			SU			Total
	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs
74 (Starts/Stops)	430	79.0%	91.5%	114	21.0%	67.9%	544
19 (Without a permit)	28	65.1%	6.0%	15	34.9%	8.9%	43

20 (Permit breaches)	12	23.5%	2.6%	39	76.5%	23.2%	51
Total	470	73.7%	100.0%	168	26.3%	100.0%	638

Quarter 4

	HA	SU	Total
Number of granted permits	1163	2862	4025
% of the total no of works in the county	28.89%	71.11%	100.00%

FPN type	HA			SU			Total
	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs	% of total FPNs issued	Break down by FPN code	No of FPNs
74 (Starts/Stops)	308	81.1%	83.2%	72	18.9%	66.7%	380
19 (Without a permit)	23	82.1%	6.2%	5	17.9%	4.6%	28
20 (Permit breaches)	39	55.7%	10.5%	31	44.3%	28.7%	70
Total	370	77.4%	100.0%	108	22.6%	100.0%	478

Appendix J

Proposed Streetworks staffing structure

