Leicester City Council

Annual Permit Scheme Evaluation Report

2018-2019

Leicester
City Council

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Executive Summary

The Leicester City Permit Scheme commenced on 1st May 2018. The permit scheme replaced the noticing system that had been in place previously. Permits are required for works on all streets adopted by Leicester City Council (LCC), including Utility street works and LCC works. This is the first evaluation report, covering the period 1st May 2018 to 30th April 2019.

The scheme has been successfully introduced and has lead to much greater control over road and street works taking place in Leicester. We have reduced the impact of works by ensuring they are carried out at the least disruptive time and with suitable traffic management. The effective number of days saved from operating the permit scheme compared with the 2016 benchmark is 3,389. We hope to see continual improvements in compliance and performance in comparison to the information contained in this report.

LCC received 19,516 Permit Applications and 7,033 Permit Variation Applications during the first year of the scheme's operation. Internal works had an approval rate of 95.2% whilst Utility works had a slightly lower approval rate of 89.0%. This higher approval rate can be justified by a lot of the internal works being more straightforward repair jobs, as opposed to the often much more complex works submitted by other Promoters.

We have seen a large increase in the number of permit applications, the majority of which are for our own internal works. This indicates better planning by LCC Highways service and their commitment to ensuring that their works are permitted correctly. However, LCC internal works would have received a higher rate of Fixed Penalty Notices per job than any other works promoter. This is attributed to transition issues and the challenges in administering the large increase in permits, but we expect to see improvement in future evaluation reports.

Good communication between LCC and Work Promoters has meant that 90.6% of early starts and 96.2% of permit extension requests were agreed. The authority makes a big effort to grant early start requests where road space is available, particularly when this relates to new customer connections, assists with coordination of works or other time sensitive work.

We have dealt with challenges arising from the administration of the scheme during the first year of operation, which has included recruiting more staff to deal with the increased demands of operating a permit scheme and training other internal teams to ensure they are submitting the required permits. We have also adopted much wider use of the roadworks.org system to publicise Streetworks information easily. As City Highways now permit all their works, including rapid reaction jobs, they have also had to recruit additional staff.

Permit conditions are being used well overall, however there appears to be excessive use of some conditions by External Promoters. This can be reviewed going forward as it may have been unclear initially which permit conditions were needed in which situation.

We are not aware of any complaints or issues arising from Utility providers regarding our administration of the scheme.

In conclusion we intend to continue with the permit scheme due to the benefits it provides to coordination and in reducing the impact on the highway network.

Introduction

This report sets out Leicester City Council's operational performance in its first year.

The Traffic Management Act 2004 (TMA), Part 3 Sections 32 to 39 and the Traffic Management Permit Scheme (England) Regulations 2007 and Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 make provision for Permit Schemes to be introduced in England. The Leicester City Permit Scheme was adopted by the council on 29th March 2018 and reflects the requirements of this legislation.

The scheme supports our duties under both section 59 of the New Roads and Street Works Act 1991 and section 16 of the Traffic Management Act 2004.

Objectives of the Leicester City Permit Scheme

The purpose of the scheme is to provide LCC with more powers to effectively manage and coordinate both Utility and Highway Authority works, therefore allowing LCC to better perform its network management duty. The objectives of the Leicester City Permit Scheme are detailed in Section 3 of the scheme and are again stated below along with how we feel they have been achieved.

1. Proactively manage the activities on the highway to ensure minimum disruption to the road users.

By using conditions and having regular discussions with all Works Promoters we have reduced average occupation of the highway by Utility Companies from 4.1 days down to 3.5 days per permit, a 17% reduction.

As notices for highway works were not a statutory requirement prior to adopting the permit scheme we do not have enough data to determine whether there was a reduction or increase of average occupation of the highway by LCC. We hope to be able to demonstrate this in future evaluation reports (**Recommendation 1**).

A focus internally on advance planning has allowed for greater collaboration where multiple works Promoters need to carry out diversionary works. This is discussed further as objective 3.

The use of permits has allowed the Highway Authority to refuse works if they feel that the duration is excessive. The below table shows the number of days of disruption saved by Permit Applications that were refused initially and subsequently accepted when they were submitted with a shorter duration.

Month	Working Days Saved		
	Leicester City Council	External Promoters	Total
June 2018	34	2	36
July 2018	44	7	51
August 2018	16	6	22
September 2018	40	9	49
October 2018	3	22	25
November 2018	15	18	33
December 2018	26	10	36
January 2019	82	14	96
February 2019	38	8	46
March 2019	20	19	39
April 2019	0	14	14
Total	318	129	447

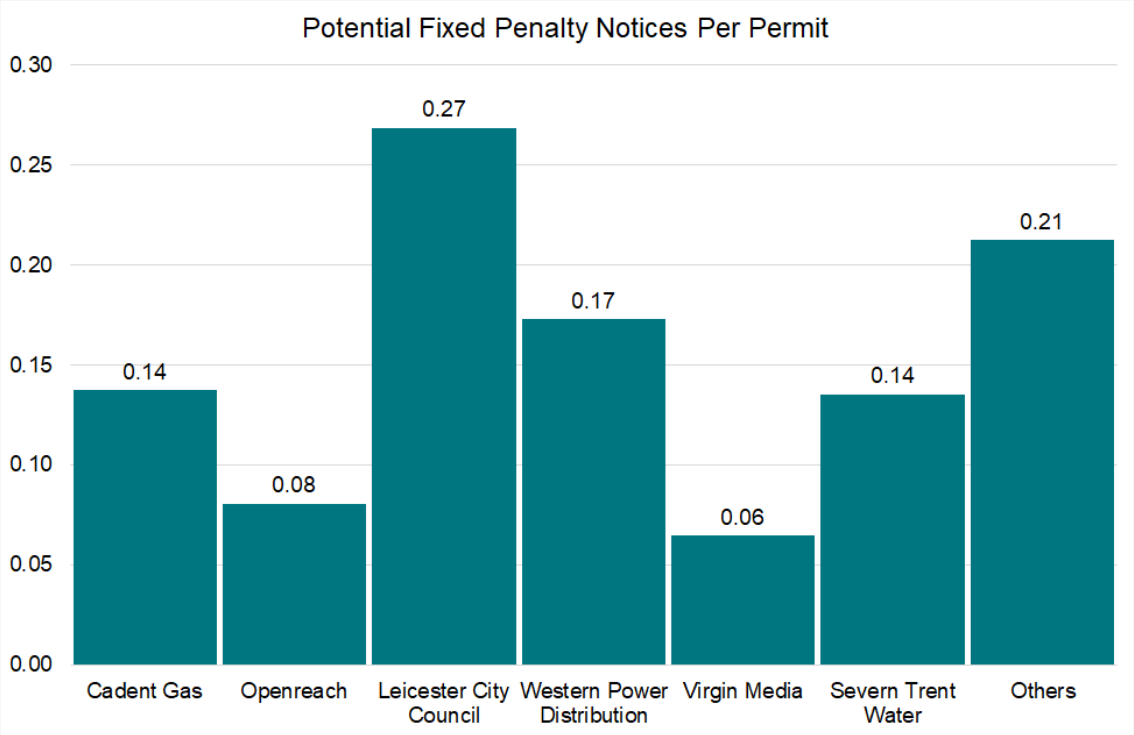
This year we have made greater use of leicester.roadworks.org that shows all approved permits for all Works Promoters. This benefits the public, who can see upcoming works in their area, as well as works promoters who can use the site to see if there are any existing or upcoming works that may clash with their proposed

works early on in the planning stage, which saves time sending permits for dates that are likely to be refused if collaboration is not possible.

2. Improve the quality and timeliness of information received by the Authority from all Works Promoters.

The use of a permit scheme means that we now could refuse works where the information submitted is not of the required quality. FPNs are issued where Promoters fail to submit information in a timely manner. Use of these mechanisms has resulted in increased quality of submissions from both internal and external Promoters.

Under Permit Scheme Regulations we are required to treat all works Promoters with parity. Therefore, FPN data needs to be assessed for LCC works to identify issues and see where improvements can be made. So that a fair assessment can be made potential FPN offence data was used. The data shows that overall LCC would have received the most Fixed Penalty Notices per approved permit with Virgin Media receiving the fewest on average.



The large number of potential FPNs for Leicester City Council works can be attributed to the massive increase in works being recorded since adopting the permit scheme. Previously LCC were not required to submit notices for all internal works and whilst permits are now being submitted for all works, including pothole repairs there has been a necessary transition period whilst new processes and ways of working were adopted. It is recommended that this is examined to reduce the potential FPNs for LCC works in future years (**Recommendation 2**).

3. Encourage collaborative behaviour among Promoters.

Communication is being encouraged between works Promoters where both need to work in the same location. Collaborative working has seen an increase, particularly on LCC schemes. The Leicester City Permit Scheme makes use of discounts to encourage collaborative working and notifies works Promoters when we are closing a road so they can undertake works collaboratively.

This year we have seen collaborative working on Major Highways schemes as well as for private development works where multiple utility connections were required. We have also negotiated with the Utility companies to carry out additional maintenance works when roads are closed. For example, Severn Trent Water carried out replacement of 10 inspection chamber covers whilst they had a road closed to attend to a sewer repair and when LCC were carrying out a scheme on High Street they carried out some defect remedial works on behalf of an external promoter. Where multiple new connections are required we try to ensure they are all carried out under the same road closure or traffic management to reduce disruption to the public and reduce costs to the Utility Companies.

Both internal and external schemes are discussed at our quarterly coordination meetings and where clashes are identified discussions take place to ensure the best outcome.

Where permits clash with other works taking place at a similar location we advise the works promotor and provide information, so they can discuss the option of collaborative working directly. Permits are only refused for clash of works where there is no chance of collaboration taking place.

4. Protect the structure of the street and integrity of apparatus in it.

We have seen more advance planning notices for LCC Highway works, allowing more time for Section 58 restrictions to be used to protect our assets. Through our regular coordination meetings, we are identifying potential instances where maintenance and renewal works are undertaken before resurfacing works.

The improved information coming through for internal and private developer works also means we can try to coordinate any required utility works in advance of major schemes commencing. This largely reduces the need for excavations to be carried out once scheme have completed.

Enforcement of the permit scheme also helps to protect the structure of the street, as compliance officers are visiting sites more regularly than they would be under noticing system. If any issues are identified as part of the permit inspection process, then these can be raised with the operatives on site.

5. Ensure the safety of those using the street and those working on activities that fall under the scheme.

We have recruited additional compliance officers to drive best practise. Where non-compliance is identified we meet the works Promoter to identify how improvements can be made. Issues are raised on site as soon as they are identified so the site can be made safe immediately instead of waiting for an instruction from the office.

Use of the permit scheme means that we can request more information on a job. Works are being planned better as more time is being taken to ensure that the permit isn't rejected. Where certain types of traffic management are being used, such as lane and footway closures, we can now request traffic management plans in advance of agreeing the permit. This helps us to ensure that the needs of all users of the highway are being met.

6. Ensure parity of treatment for all works Promoters.

Leicester City Highways works now make up 65% of all permit applications, as we require them to submit permits for all works, including short duration repair works. KPI1 shows broadly similar permit approval rates for both internal and external works Promoters and in addition early start and extension approval rates are similar. This is evidenced in KPI 1, KPI 3 and KPI 4.

Fee Structure

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

The current fee structure for the Leicester City Permit Scheme is as follows:

	Reinstatement Category	
Permit Type	Category 0,1,2 or Traffic Sensitive	Category 3&4 and Non-Traffic Sensitive
PAA	£97	£64
Major: Over 10 days	£201	£107
Major: 4-10 days	£101	£54
Major: Up to 3 days	£51	£27
Standard	£121	£62
Minor	£61	£31
Immediate	£58	£28

In 2018-2019 the Permit Fee income was £386,103.

In 2018-2019 direct staff costs for operating the scheme were £405,019.

These figures show a small deficit from the first year of running the scheme. We would expect this deficit to reduce in future years as we become more efficient at running the scheme.

As a result, we feel that changes to the fee structure are not necessary at this time.

Costs and Benefits

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require that the Permit Authority also shall consider whether the permit scheme is meeting Key Performance Indicators (KPIs) where these are set out in the guidance.

The benefits of permit schemes are normally quantified by multiplying the number of days saved on the network over the whole year multiplied by the average cost per day of enforcing traffic management measures.

The Cost Benefit Analysis* (CBA) business case calculated the cost for each traffic management type on each street type to be £275 per day. The 9,039 works forecast is a combination of utility works (4,903) and planned highway works (1,036) recorded under Noticing plus an estimate of the number of highway permits required for reactive and maintenance repairs in a typical year (3,100). This forecast was used as the basis for evaluating the economic benefits of the Scheme.

While the number of days has increased, after accounting for the 22% increase in the number of utility works in the first year, the effective reduction is 15% or 3,389 days (assuming the same number of works in each year)**.

The monetary value of the effective benefit to road users of the Permit Scheme in the first year is:

- Average monetary cost of works per day, £275 (source: CBA report 2010 prices)
- Effective number of days saved under Permit Scheme compared with 2016 Noticing benchmark, 3,389*
- Monetary value of benefit to road users, £0.9M per annum

This saving equates to approximately 5% of the overall cost of works calculated in the CBA (£18.8M per annum total cost to road users).

* Cost Benefit Analysis (CBA) was performed at the time of implementing Leicester City's Permit Scheme. The assessment was conducted for a period of 25 years (2018 – 2042) with traffic growth forecast, using relevant software (TEMPro v7.2) and National statistics for Leicester City. A projected increase of c11% over 25 years for all modes of road transport was used for calculations. Further, the analysis was based on forecast of 9,039 works per annum (estimated to be carried out by all work promoters). Traffic modelling and microsimulation was performed using these and other relevant data items to arrive at a projected total of £18.8M as cost of delays due to works on the Council's road network for the opening year 2018. This forecast was used as the basis for evaluating economic benefits of the Scheme."

**Calculated for utility works only due to the significant increase in the number of highway works recorded than under the noticing regime and will under-estimate the actual number of days saved in the first year.

Key Performance Indicators

To demonstrate that the Authority is operating a Permit Scheme in a fair and equitable way LCC have applied a set of Key Performance Indicators (KPIs). This data was extracted from our Mayrise Streetworks system for the dates 01/05/2018-30/04/2019 and is discussed in detail below.

1. The number of permit and permit variation applications received, the number granted, and the number refused. This will be measured and shown as:
    - The total number of permit and permit variation applications received, excluding any applications that are subsequently withdrawn.
    - The number granted as a percentage of the total applications made.
    - The number refused as a percentage of the total applications made.
2. The number of conditions applied by condition type. This will be measured and shown as:
    - The number of permits issued.
    - 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.
3. The number of approved revised durations. This will be measured and shown as:
    - Total number of permits and permit variations 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.
4. The number of occurrences of reducing the application period (early starts). This will be measured and shown as:
    - Total number of permits and permit variations applications made.
    - The number of requests to reduce the notification period shown as a percentage of permits issued.
    - The number of agreements to reduce the notification period as a percentage of revised durations applied for.

KPI1: Permit and Permit Variation Applications Received, Granted and Refused

This table shows the number of permit applications and variations received, granted, refused and deemed for the first year of the scheme.

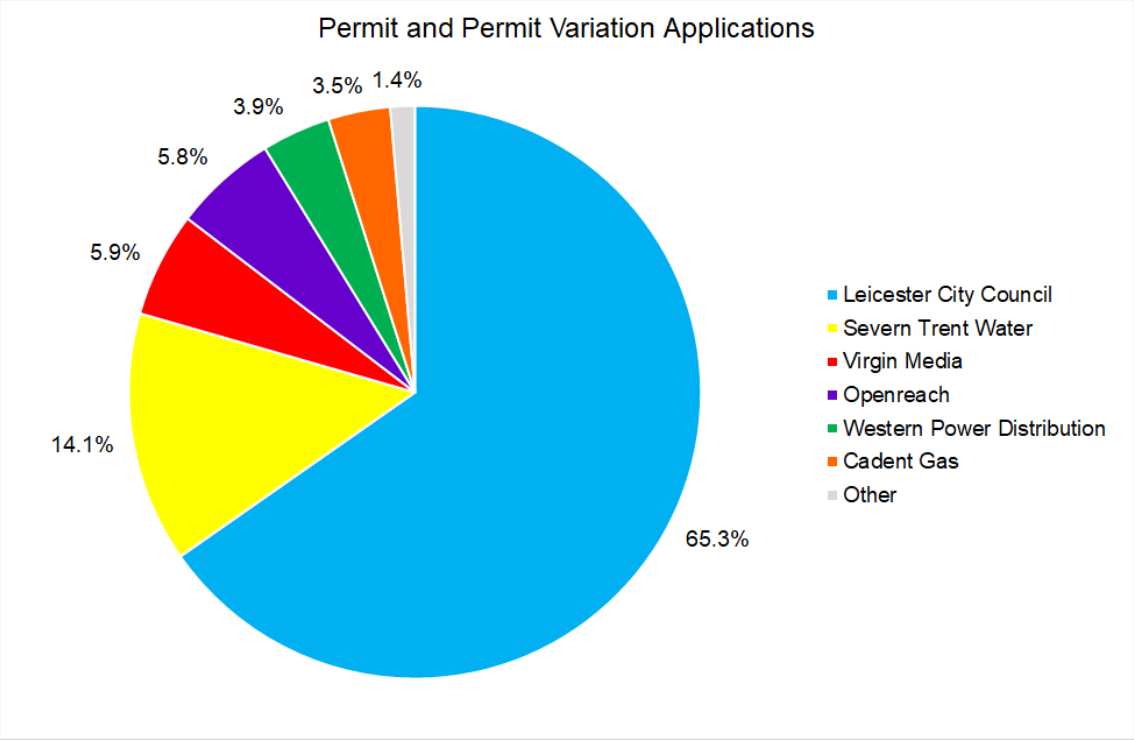
Permit Applications

	Applications	Granted	Refused	Deemed
Leicester City Council	12,586	11,979 (95.2%)	509 (4.0%)	98 (0.8%)
External Promoters	6,930	6,169 (89.0%)	676 (9.8%)	85 (1.2%)
Combined	19,516	18,148 (93.0%)	1,185 (6.1%)	183 (0.9%)

Permit Variation Applications

	Variations	Granted	Refused	Deemed
Leicester City Council	4,749	4,426 (93.2%)	215 (4.5%)	108 (2.3%)
External Promoters	2,284	1,935 (84.7%)	314 (13.7%)	35 (1.5%)
Combined	7,033	6,361 (90.5%)	529 (7.5%)	143 (2.0%)

LCC received a total of 26,549 Permit and Permit Variation Applications between 1st May 2018 and 30th April 2019, an average of 2,212 applications a month.



LCC works accounted for 65% of this total, with 17 external works Promoters making up the other 35%. The other category is made up of Cityfibre, Concept Solutions

People, ES Pipelines, Fulcrum, GCT, Harlaxton, Network Rail, Romec, SSE, T Mobile, Telefonica (O2) and Vodafone.

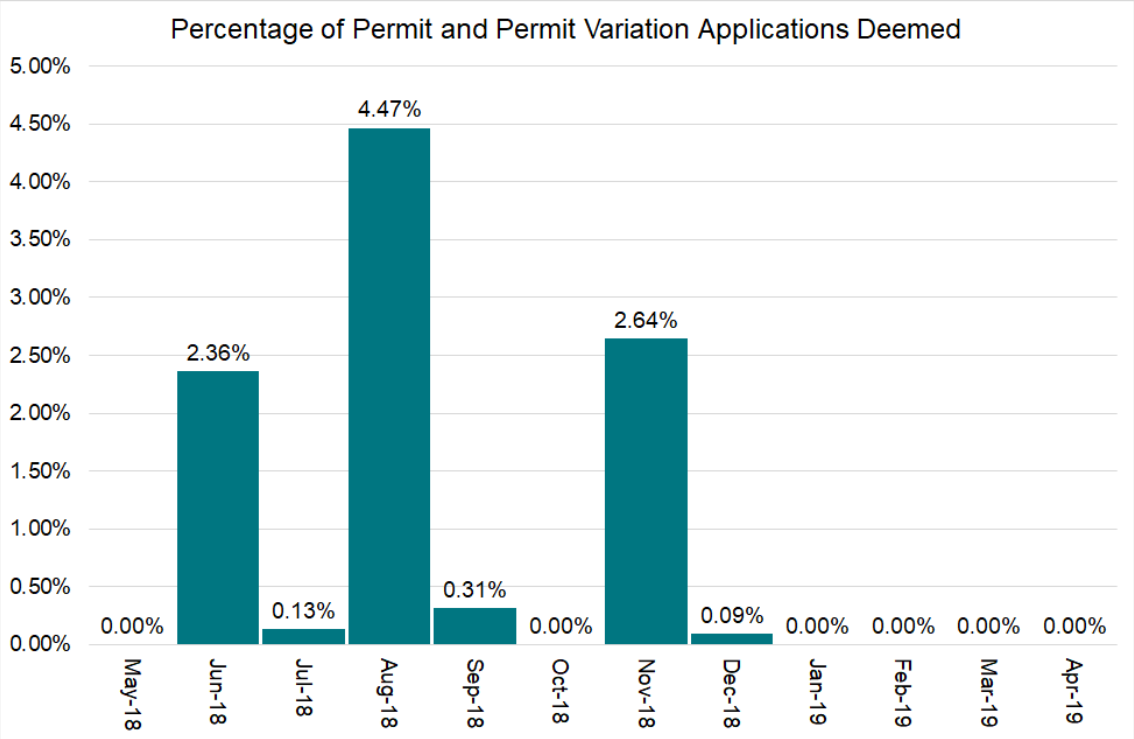
The data shows a very high rate of permits granted (93.0%) with very few permits being refused or deemed.

The slightly higher grant rate for internal works can be due to several reasons. Discussions take place with the Traffic Operations team prior to any permits being submitted for a lot of internal works, so conditions can be discussed in advance, thereby reducing refusals. A lot of internal works are simple footway repair jobs that have minimal carriageway impact, so are more likely to be granted than a more complex utility job. Internal works Promoters are also more aware of traffic sensitivity, which again refuses the likelihood of a permit being refused.

However, the 89% of Utility Permit applications granted compares favourably with other Highway Authorities in the region and suggests that parity is being observed between LCC and External works.

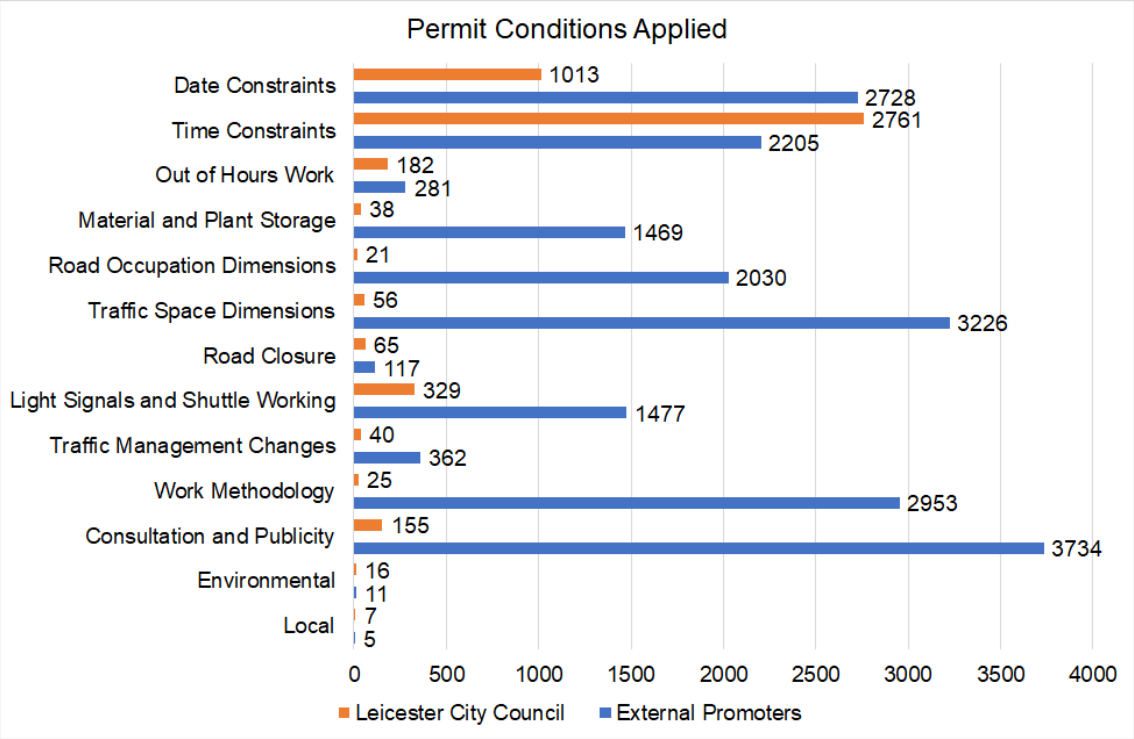
90.5% of Permit Variation Applications were approved overall which is slightly lower than the Permit Application approval rate. The cause of this may be the reduced time to assess variation applications or lack of prior discussion.

Unfortunately, some permits deemed during the first year of scheme operation. Across Permit applications and Permit Variation Applications 1.2% of permits deemed. We suffered a system outage towards the end of first month of operation, which resulted in several permits deeming in June before the system could be restored. We saw no permits deem during the final four months of the first year of operation and going forward we hope to see this trend continue.



KPI 2: The Number of Conditions Applied by Condition Type

The below chart shows the number of times each condition was applied for LCC works and External Promoter works.



Comparing condition types being used by LCC Internal works and External Promoters shows some interesting results.

Date constraints were included as a permit condition on 3,741 permits, despite there being no need to include this condition as it applies to all permits. Conditions on Consultation and Publicity have also been used 3,734 times and whilst special publicity may be required for some works it is expected that for most works this condition does not need to be added.

Time constraints conditions were used on 4,966 permits, demonstrating the authority's efforts to restrict works to the times of day when they will have least disruption on the network. Despite LCC works accounting for 60% of the total, the time constraints condition was only used 33 more times. This is likely due to the vast majority of LCC works taking place on non-traffic sensitive streets. Additionally time constraints are regularly being used on utility works to state standard working hours, where this does not necessarily need to be included.

It is clear that some permit conditions are being used unnecessarily by External Promoters. Material and Plant Storage, Road Occupation Dimensions, Traffic Space Dimensions and Work Methodology conditions all appear to be being used excessively, when they should only be used when something is needed above the standard requirements and not for every permit.

There is no need for mandatory conditions to be included in the condition text except by exception. For example, the Consultation and Publicity condition does not need to be included as display of a permit board is a mandatory condition.

The data shows 12 instances of Local conditions being applied, but these are all down to the incorrect condition being selected in error. No actual local conditions have been used during the first year of scheme operation.

A review of utility conditions being used has been suggested as **Recommendation 3** at the end of this report.

KPI 3: The Number of Approved Revised Durations

The below table shows the number of Revised Duration (Extension) requests received for internal and external works, along with the number and percentage of these extensions that were granted.

	Leicester City Council	External Promoters	Overall
Permits Issued	11,979	6,169	18,148
Extension Requests	77 (0.6%)	607 (9.8%)	684 (3.8%)
Extensions Agreed	75 (97.4%)	583 (96.1%)	658 (96.2%)
Extensions Refused	2 (2.6%)	24 (4.0%)	26 (3.8%)

The results show that External Promoters requested more than ten times the number of extensions, despite carrying out fewer than half of the works. Of these requests almost all were granted with a 4% refusal rate for External Promoter works and 2.6% refusal rate for internal works. Due to the low number of internal work extension requests in comparison to external work extension requests it is felt that the difference in approval rates is not significant.

The high number of extensions requests for external works is likely due to difficulties in coordination of excavations, reinstatements and traffic management that may all be provided by different companies. A lot of utility work is complex renewal work where it may be difficult to give an accurate end date at the beginning of a 12-week programme of works or due to faults where the actual work required on site is unknown at the time of submitting the permit application.

Internal works usually have these aspects covered in house and so extensions are rarely required. A lot of internal work permits are for minor repair works that may only take an hour, again eliminating the need for an extension as the rest of the day can be used if more time is required.

KPI 4: The Number of Occurrences of Reducing the Application Period (Early Starts)

The below table shows the number of early start requests received from LCC internal works and External Promoters, along with the agreement rate for internal and external works.

	Leicester City Council	External Promoters	Overall
Permits Issued	11,979	6,169	18,148
Early Start Requests	1,515 (12.7%)	284 (4.6%)	1,799 (9.9%)
Early Start Agreements	1434 (94.7%)	196 (69.0%)	1,630 (90.6%)
Early Starts Refused	81 (5.4%)	88 (31.0%)	169 (9.4%)

These results show a significant difference in percentages of works requesting early starts, with 12.7% of LCC works requesting early starts and 4.6% of Utility works requesting early starts.

Many LCC early start requests appear to be for footway repairs and other short duration reactive works. The HA should consider whether the appropriate permit type is being used for these works as some may classify as immediate works and therefore not require an early start.

LCC received 200 Permit applications for Major Highway works. Of these 94 required an early start. 37 of these applications were for road closures to carry out highway repair works where the statutory notice period was not possible. However, this still leave 57 Major permits (28.5%) requiring early starts. Almost all of these are for major schemes where prior discussions have already taken place, but permits have not been submitted until traffic management discussions progress.

The percentage of early start requests granted is lower for utility works (69.0%) than it is for LCC works. This can be explained because we are contacted by our internal highways team before early start requests are submitted. Sometimes utilities don't contact the authority ahead of submitting their early start request so they are more likely to be refused.

LCC try to grant all early start requests where possible, so the lower agreement rate could by down to clashes of works or simply that the early start request was requested too late to be processed in time for the early start to be used.

Recommendation 4 has been set at the end of this report and aims to improve forward planning and reduce the number of early starts required for Internal works. LCC also need to consider if submitting minor permits is appropriate where urgent footway or carriageway repairs are required (**Recommendation 5**).

Traffic Management Act Performance Indicators (TPI)

This TPI data includes Temporary Traffic Regulation Order (TTRO) information that is automatically imported into our EToN system from Elgin's roadworks.org database. As a result of this some of the figures for LCC works are inflated. We are investigating this with Elgin.

TPI 1 Works Phases Started

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	233	216	246	217	126
Cadent Gas Limited	124	135	109	181	94
CenturyLink Communications UK Limited	0	2	0	0	2
CityFibre	10	14	22	6	3
Concept Solutions People Ltd	13	0	0	0	1
ES Pipelines Ltd	3	1	2	0	0
Fulcrum Pipelines Limited	9	7	10	10	9
GTC	3	1	4	3	3
Harlaxton Energy Networks Limited	6	0	0	1	0
NETWORK RAIL - PROMOTERS NATIONAL	2	1	1	1	2
Romec	1	3	2	0	1
SEVERN TRENT WATER LTD.	443	498	496	672	586
SSE DATACOM	0	6	7	4	0
Telefonica (O2 (UK) Limited)	6	5	4	2	15
T-Mobile (UK) Limited	5	2	0	2	6
VIRGIN MEDIA	314	251	277	265	161
Vodafone	0	0	2	2	0
WarwickNet Ltd	0	1	0	0	2
Western Power Distribution (Midlands)	173	188	175	194	169
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	4	0
Total utility promoters	**1,345**	**1,331**	**1,357**	**1,564**	**1,180**
LEICESTER CITY COUNCIL	1,472	3,044	3,265	4,337	3,393
Total all promoters	**2,817**	**4,375**	**4,622**	**5,901**	**4,573**

TPI 2 Works Phases Completed

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	228	222	247	215	133
Cadent Gas Limited	132	139	115	172	105
CenturyLink Communications UK Limited	0	2	0	0	2
CityFibre	9	13	22	5	4
Concept Solutions People Ltd	15	0	0	0	1
ES Pipelines Ltd	2	2	2	0	0
Fulcrum Pipelines Limited	8	8	8	9	12
GTC	3	1	4	3	3
Harlaxton Energy Networks Limited	6	0	0	1	0
NETWORK RAIL - PROMOTERS NATIONAL	2	1	1	1	2
Romec	1	3	2	0	1
SEVERN TRENT WATER LTD.	440	492	501	671	571
SSE DATACOM	0	6	7	4	0
Telefonica (O2 (UK) Limited)	3	5	4	2	15
T-Mobile (UK) Limited	5	2	0	2	6
VIRGIN MEDIA	310	255	279	259	165
Vodafone	0	0	2	2	0
WarwickNet Ltd	0	1	0	0	2
Western Power Distribution (Midlands)	176	189	179	193	172
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	4	0
Total utility promoters	**1,340**	**1,341**	**1,373**	**1,543**	**1,194**
LEICESTER CITY COUNCIL	1,428	2,958	3,105	4,185	2,847
Total all promoters	**2,768**	**4,299**	**4,478**	**5,728**	**4,041**

TPI 3 Days of Occupancy Phases Completed

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	1,614	1,735	1,670	1,565	1,345
Cadent Gas Limited	2,231	2,580	2,200	2,870	1,804
CenturyLink Communications UK Limited	0	4	0	0	17
CityFibre	134	154	148	117	100
Concept Solutions People Ltd	89	0	0	0	3
ES Pipelines Ltd	36	14	2	0	0
Fulcrum Pipelines Limited	56	49	85	150	36
GTC	17	2	23	7	17
Harlaxton Energy Networks Limited	51	0	0	2	0
NETWORK RAIL - PROMOTERS NATIONAL	3	2	1	2	4
Romec	1	3	2	0	1
SEVERN TRENT WATER LTD.	2,015	2,380	2,946	3,871	2,868
SSE DATACOM	0	10	16	8	0
Telefonica (O2 (UK) Limited)	337	560	556	542	575
T-Mobile (UK) Limited	6	2	0	3	7
VIRGIN MEDIA	774	563	933	1,020	364
Vodafone	0	0	2	4	0
WarwickNet Ltd	0	1	0	0	4
Western Power Distribution (Midlands)	1,560	1,559	1,357	1,349	1,244
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	6	0
Total utility promoters	**8,924**	**9,618**	**9,941**	**11,516**	**8,389**
LEICESTER CITY COUNCIL	18,306	27,228	38,864	40,638	43,870
Total all promoters	**27,230**	**36,846**	**48,805**	**52,154**	**52,259**

TPI 4 Average Duration of Works

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	3.57	4.23	3.46	3.42	4.21
Cadent Gas Limited	12.57	10.22	9.79	7.78	11.50
CenturyLink Communications UK Limited	0	2.00	0	0	8.50
CityFibre	4.56	4.92	2.55	4.60	3.25
Concept Solutions People Ltd	8.73	0	0	0	3.00
ES Pipelines Ltd	15.00	10.00	1.00	0	0
Fulcrum Pipelines Limited	5.50	7.62	5.62	17.56	5.67
GTC	5.67	2.00	5.75	2.33	5.67
Harlaxton Energy Networks Limited	8.50	0	0	2.00	0
NETWORK RAIL - PROMOTERS NATIONAL	1.50	2.00	1.00	2.00	2.00
Romec	1.00	1.00	1.00	0	1.00
SEVERN TRENT WATER LTD.	2.89	3.19	4.24	6.00	3.61
SSE DATACOM	0	1.67	2.29	2.00	0
Telefonica (O2 (UK) Limited)	1.33	1.60	1.00	1.00	1.93
T-Mobile (UK) Limited	1.20	1.00	0	1.50	1.17
VIRGIN MEDIA	2.47	2.23	3.37	3.79	2.36
Vodafone	0	0	1.00	2.00	0
WarwickNet Ltd	0	1.00	0	0	2.00
Western Power Distribution (Midlands)	8.02	7.52	6.75	6.10	6.19
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	1.50	0
Total utility promoters	**5.50**	**3.89**	**3.49**	**4.24**	**4.14**
LEICESTER CITY COUNCIL	1.56	1.57	2.65	2.52	1.30
Total all promoters	**3.53**	**2.73**	**3.07**	**3.38**	**2.72**

TPI 5 Phases Completed Involving Overrun

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	2	1	2	2	0
Cadent Gas Limited	3	3	5	2	2
CenturyLink Communications UK Limited	0	0	0	0	0
CityFibre	0	0	0	0	0
Concept Solutions People Ltd	0	0	0	0	0
ES Pipelines Ltd	0	0	0	0	0
Fulcrum Pipelines Limited	0	0	0	0	0
GTC	0	0	0	0	0
Harlaxton Energy Networks Limited	1	0	0	0	0
NETWORK RAIL - PROMOTERS NATIONAL	0	0	0	0	0
Romec	0	0	0	0	0
SEVERN TRENT WATER LTD.	9	13	33	46	18
SSE DATACOM	0	0	0	0	0
Telefonica (O2 (UK) Limited)	0	0	0	0	0
T-Mobile (UK) Limited	0	1	0	0	0
VIRGIN MEDIA	3	0	2	0	0
Vodafone	0	0	0	0	0
WarwickNet Ltd	0	0	0	0	0
Western Power Distribution (Midlands)	4	2	4	3	2
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	0	0
Total utility promoters	**22**	**20**	**46**	**53**	**22**
LEICESTER CITY COUNCIL	23	96	574	601	82
Total all promoters	**45**	**116**	**620**	**654**	**104**

TPI6 Number of Overrun Days

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	5	1	2	2	0
Cadent Gas Limited	7	5	63	8	2
CenturyLink Communications UK Limited	0	0	0	0	0
CityFibre	0	0	0	0	0
Concept Solutions People Ltd	0	0	0	0	0
ES Pipelines Ltd	0	0	0	0	0
Fulcrum Pipelines Limited	0	0	0	0	0
GTC	0	0	0	0	0
Harlaxton Energy Networks Limited	2	0	0	0	0
NETWORK RAIL - PROMOTERS NATIONAL	0	0	0	0	0
Romec	0	0	0	0	0
SEVERN TRENT WATER LTD.	14	24	58	73	36
SSE DATACOM	0	0	0	0	0
Telefonica (O2 (UK) Limited)	0	4	0	0	0
T-Mobile (UK) Limited	0	0	0	0	0
VIRGIN MEDIA	3	0	4	0	0
Vodafone	0	0	0	0	0
WarwickNet Ltd	0	0	0	0	0
Western Power Distribution (Midlands)	5	13	12	63	233
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	0	0
Total utility promoters	**36**	**47**	**139**	**146**	**271**
LEICESTER CITY COUNCIL	53	716	2056	5770	636
Total all promoters	**89**	**763**	**2195**	**5916**	**907**

TPI7 Number of Phase One Permanent Registrations

Promoter	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20
BT	161	162	200	147	90
Cadent Gas Limited	103	113	99	155	89
CenturyLink Communications UK Limited	0	0	0	0	2
6	6	7	4	2	0
Concept Solutions People Ltd	10	0	0	0	0
ES Pipelines Ltd	2	1	0	0	0
Fulcrum Pipelines Limited	6	3	4	8	6
GTC	0	0	2	1	0
Harlaxton Energy Networks Limited	0	0	0	0	0
Leicester City Council	0	0	0	0	0
NETWORK RAIL - PROMOTERS NATIONAL	0	0	0	0	0
Romec	1	3	1	0	0
SEVERN TRENT WATER LTD.	369	422	413	558	469
SSE DATACOM	0	2	0	0	0
Telefonica (O2 (UK) Limited)	0	0	1	1	7
T-Mobile (UK) Limited	0	0	0	1	5
VIRGIN MEDIA	218	214	230	179	111
Vodafone	0	0	2	0	0
WarwickNet Ltd	0	1	0	0	0
Western Power Distribution (Midlands)	153	165	159	165	147
Zayo Group UK Ltd (formerly AboveNet)	0	0	0	2	0
Total utility promoters	**1,029**	**1,093**	**1,115**	**1,219**	**927**
LEICESTER CITY COUNCIL	1,396	2,918	2,610	3,681	2,841
Total all promoters	**2,425**	**4,011**	**3,725**	**4,900**	**3,768**

Conclusions

Overall, LCC considers the first year of Permit Scheme operation to have been a success. As part of this review we have also identified key operational and performance measures to focus on for year 2.

There has been an increase in the total number of day's occupancy on the network compared to previous years. This is mainly due to LCC issuing permits for all its work, which was previously not a statutory requirement. However, the number of day's occupancy by External Promoters has reduced from an average of 4.1 days to an average of 3.5 days. We hope to see a reduction in the duration of LCC works in future reports.

The introduction of the permit scheme has improved the general quality of information on the Streetworks Register, as well as communication between the Highway Authority and Works Promoters.

Recommendations

Based on the overall analysis of operating the Permit scheme in year 1, five recommendations have been made for year 2.

Recommendation 01: Monitor durations for highway works in year 2 and evaluate durations against the year 1 base level (Proactively manage the activities on the highway to ensure minimum disruption to the road users, page 5).

Recommendation 02: Review Leicester City Council potential Fixed Penalty Notice data and implement measures to reduce the amount in future years (Improve the quality and timeliness of information received by the Authority from all Works Promoters, page 6).

Recommendation 03: Review utility application permit conditions to see if all stated conditions are required (KPI2, page 14).

Recommendation 04: Review internal procedures for submitting permit applications to ensure all highway works that require a permit have a valid permit in place within the required notice period (KPI4, page 17).

Recommendation 05: Review highways permit applications to verify if all works recorded in the first year do require a permit and that the correct permit type is being used (KPI4, page 17).

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Date	Description	Recipient(s)	Action
15/06/2019	Draft	Shantanu Mukherjee	Internal review
23/06/2019	For Review – v0.8	Joshua Pemberton	Leicester City Council review
05/07/2019	For Review (Issue 2) – v0.9	Joshua Pemberton	Leicester City Council review
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10/10/2019	Draft	Martin Fletcher Rupert Bedder	Internal Review
13/11/2019	For Review (Issue 4) – v1.1	Martin Fletcher Shantanu Mukherjee	Internal Review
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