London Borough of Redbridge

LONDON PERMIT SCHEME

For Road Works and Street Works

London Borough of Redbridge

Y13-15 – (April 2022–March 2025)

LoPS Evaluation Report

Ambitious for Redbridge

Contents

1. Executive Summary

The London Borough of Redbridge, hereinafter referred to as "the Council' is located in north-east London and covers approximately 22 (twenty-two) square miles. It stretches from Woodford in the north, to Ilford in the south and is made up of 22 (twenty-two) wards. Redbridge borders the London Boroughs of Waltham Forest, Newham, Barking and Dagenham, and Havering, as well as the county of Essex to the north and east.

Redbridge is one of London's most diverse boroughs, offering a unique blend of urban and suburban living. It features a mix of thriving town centers like Ilford and Wanstead, quiet residential areas such as Woodford and South Woodford, and significant green spaces including Epping Forest and Valentines Park. The borough is known for its strong community spirit, excellent transport links, and a rich cultural heritage.

Image 1 - Redbridge is situated in north east London

Redbridge has a population of approximately 300,000 (three hundred thousand) residents, with a total road length of 536 (five hundred and thirty-six thousand) kilometers and has excellent transport links with the A12 and A406 running through the borough. The borough features approximately 610 (six hundred and ten) bus stops, accommodating 47-day bus routes, 10 (ten) London Underground stations and 4 (four) Elizabeth Line stations.

Redbridge has been operating a permit scheme since 2010. It was one of the very first London authorities to actively seek to manage Street and Road Works in its borough. This evaluation seeks to identify the effectiveness of Redbridge's Scheme, the Council's successes running the Scheme and how disruption is minimised within the borough.

Since the introduction of the Scheme within the borough, Redbridge's priorities have changed with regards to the adoption of local and national policies. It has adopted the use of "Quiet Streets" and "School Streets" to reduce motorised traffic and help promote more sustainable methods of transport – such as buses, cycling and walking.

This report will set out the achievements of Redbridge's 13th (thirteenth) to 15th (fifteenth) years of operating a Permit Scheme, found from Section 6.

2. Introduction

In 1991 the New Roads and Street Works Act (NRSWA) placed a duty on the Council, as a highway authority, to coordinate activities (works) of all kinds on the highway under the control of that Authority.

In 2004 the Traffic Management Act (TMA) and associated secondary legislation widened the NRSWA co-ordination duty. The scope of this increased duty has the following main considerations and Part 3 of the TMA allows for an Authority "the Council" to introduce a permit scheme to support the delivery of this duty.

In 2010, Redbridge Council implemented the operation of a permit scheme following the introduction of other schemes across London also from 2010 onwards. The Traffic Management (London Borough of Redbridge) Permit Scheme Order 2009 (https://www.legislation.gov.uk/uksi/2009/3179/made) was made on the 30th November 2009 and came into force on 11th January 2010.

To supplement Redbridge Council's operation of the permit scheme, the introduction of a Street Works system by the Department of Transport (DfT) on 1st July 2020. Most of the information contained in this report is taken from this system.

This evaluation will overview the operational performance within Redbridge and will provide a detailed and data-led scrutiny to both Street Works and Works for Road Purposes. It will also aim to demonstrate that "the Council" is continuing to meet its Key Performance Indicators, it's operational performance and the overall benefit of Redbridge operating the scheme. It will also aim to demonstrate that the necessary parity of approach between all of the works promoters is consistently applied.

This evaluation report has been produced following the HAUC Advice Note No.001/2016 template which sets out the suggested layout and content for an evaluation report for each authority to use to ensure that the requirements of the regulations are met and that it can demonstrate that the permit scheme is meeting its objectives.

Regulation 10 of The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 inserts a new regulation (16A) into the 2007 Regulations.

The regulation states that, it its evaluation, the Permit Authority shall include consideration of:

(a) whether the fee structure needs to be changed in light of any surplus or deficit;

(b) the costs and benefits (whether or not financial) of operating the scheme; and

(c) whether the permit scheme is meeting key performance indicators where these are set out in the Guidance.

(d) The outcome of each evaluation shall be made available to the persons referred to in regulation 3(1) within three months of the relevant anniversary. This report sets out the suggested layout and content for an evaluation report to ensure that the requirements of the regulations are met, and that Redbridge can demonstrate that the permit scheme is meeting its objectives.

3. Objectives of the London Permit Scheme

The objectives of LoPS were laid out in Section 2 of the Scheme. These are summarised below along with how they have been met.

1) ***To provide an environment to help each of the Permit Authorities operating LoPS to meet their Network Management Duty (NMD);***

Redbridge has participated with other LoPS Authorities in supporting the amendments of key policy related parameters and provided a wide range of opinions and advice, as well as attending their regular coordination meetings and inviting neighbouring boroughs to its own, in addition to supporting both its neighbouring boroughs but also London as a whole.

2) ***to support those seeking to minimise disruption and inconvenience across London by encouraging good practice, mutual and collaborative working arrangements, and a focus on coordination and getting it right;***

Redbridge has now completed its fifteenth year of its scheme and can therefore draw down on a large amount of experience of working with statutory undertakers/utility promoters and other authorities. It is always looking at ways to minimise disruption across its network. The Council actively targets the encouraging of collaborative works, working with utilities and its own Contractors with team targets and set points raised in coordination meetings. Recent examples involve saving over 5 weeks of further closures with two utilities and the Council's contractor working together on Perth Road.

3) To encourage a high emphasis on safety for everyone including site operatives and all other road users with special emphasis on people with disabilities;

As an original member of the LoPS Works Task Force, Redbridge organised and hosted the joint site inspection exercise developed by the group that allows areas of best practice to be identified in relation to site safety, which gave us the opportunity to learn from each other in addition to seeking the views and input from residents of Redbridge and the wider community particularly people with disabilities.

Since then, Redbridge has continuously and consciously adopted a zero tolerance in ensuring that safety on Street Works and Road Works sites for everyone is not compromised or overlooked.

We always seek to record failures around the areas of inadequate Signing, Lighting and Guarding requirements, and these are followed up by the instigation of corrective measures. Redbridge will continue to stress the need for safety at its quarterly coordination meetings with utility and highway authority works promoters.

4) To encourage a sharing of knowledge and methodology across the industries working within the London Permit Scheme;

based community groups and have regular coordination meetings with the utilities in which it upholds its best practice requirements. It regularly liaises with neighbouring boroughs and

engages in any TfL working groups around street works.

5) To emphasise the need to minimise damage to the structure of the highway and all apparatus contained therein;

Redbridge constantly works with all of the utility companies using its highway network on its reinstatement and asset maintenance compliance. Where this is not upheld, LBR actively hold meetings and discussions with those with who have higher percentage failure rates. This has seen a reduction in defective reinstatements.

6) To provide a common framework for all activity promoters who need to carry out their works in London;

The scheme has enabled activity promoters to plan borough wide in a more realistic and consistent manner.

7) To treat all activities covered by the scheme and activity promoters on an equal basis.

Redbridge treats all works promoters equally with due respect to the parity requirement. The KPI data shown later on in this evaluation shows that there is an even spread in some years of utility and highway authority applications, but we have omitted some of the smaller statutory undertakers from the report for clarity of where the largest requests and workloads occur.

4. Operation of the Permit Scheme

4.1 Fee structure

Under the Traffic Management Permit Scheme (England) (Amendment) Regulations 2015, it requires that the permit authority shall consider whether it's current fee structure needs to be changed in light of any surplus or deficit.
Based on the operating cost benefit analysis below, the fee structure is to remain the same. LBR have created a surplus of £107,959.18 over a 3-year period (£35.986.39-per-year) which shows that the current levels of permit fees are appropriate.

4.2 Cost benefit analysis of the scheme

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 where these are set out in the Guidance.

4.2.1 Costs of running LBR's scheme

Redbridge is entitled to recover costs and overheads which associate with running a permit scheme for statutory undertakers that are over and above the cost of time spent dealing with New Roads and Street Works Act activities.

The below staff costs have been based on officer time spent in post, actual salaries and their associated charge out costs/overheads.

Year	2022/23	2023/2024	2024/2025
Operating cost	£370,525.42	£473,706.68	£451,828.98

4.2.2. Comparison of operating costs and permit income

Year	2022/23	2023/2024	2024/2025
Operating cost	£370,525.42	£473,706.68	£451,828.98
Income	£524,114.54	£430,067.00	£449,838.72
Surplus/deficit	+£153,589.12	-£43,639.68	-£1,990.26

Total surplus/deficit over 3-year period from 2022/23-2024/25: +£107,959.18 (3-year average of £35,986.39 surplus)

4.3 Analysis of operating costs/income

The Scheme has operated with a slight fluctuation of operating costs and income for the previous three years. In 2022/23, LBR received more permit applications than usual due to the increase in workload due to the shutdown of the coronavirus pandemic causing backlogs amongst undertakers. The operating costs in 2023/24 and 2024/25 increased due to pay rises amongst co-ordination staff but permit income decreasing due to a lessening of applications across the board.

5. Performance Indicators

A set of Key Performance Indicators (KPIs) and Objective Measures (OMs) are set out below to demonstrate parity of treatment between works for road purposes and street works undertaken by statutory undertakers. Section 20.3 of the Permit Code of Practice states that every Authority that wants to run a Permit Scheme must explain how it intends to demonstrate parity of treatment for promoters in its application.

- KPI1 - The number of Permit and Permit variation applications received, the number granted, and the number refused
- KPI2 - The number of conditions applied by condition type
- KPI3 - The number of approved extensions
- KPI4 - The number of occurrences of reducing the application period (early starts).
- KPI5 - The number of agreements to work in Section 58 and Section 58A restrictions.

  KPI6 - The proportion of times that a Permit authority intervenes on applications
- KPI7 - Number of inspections carried out to monitor conditions

The Statutory Guidance for Highway Authority Permit Schemes October 2015 set out Permit Indicators (TPI) for Permit Schemes are additional to the general TMA Performance Indicators (TPIs), which are already being produced. The TPIs focus on occupancy, coordination and inspections, and there for relate mainly to the stages of the works from works start to final conclusion. These additional Permit indicators focus more on the process of Permit applications and responses, prior to the works being carried out.

- TPI1 - Works Phases Started (Base Data)
- TPI2 - Works Phases Completed (Base Data)
- TPI3 - Days of Occupancy Phases Completed
- TPI4 - Average Duration of Works Phases Completed
- TPI5 - Phases Completed on time
- TPI6 - Number of deemed Permit applications
- TPI7 - Number of Phase One Permanent Registrations

In addition to DfT KPIs and HAUC TPIS. The authority can collate its own data. These measures should reflect the business case and objectives put forward in the Scheme submission documentation.

- AM1 - Average duration of works by Permit type
- AM2 - Inspections (% age of total undertaken and failures)
- AM3 - Days of Disruption Saved/ Number of collaborative works
- AM4 - Response Code – broken down by promoter
- AM5 - FPNs (Permit Breaches)
- AM6 - Levels of Customer Enquiries
- AM7 - Average Journey Times (as detailed below)
- AM8 - Journey time reliability (as detailed below)
- AM9 - Road Traffic Collisions (as detailed below)
- AM10 - Carbon Emissions (as detailed below)
- AM11 - Profit/Loss (as detailed below)

5.1 Key Performance Indicators – KPI's

5.1.1. KPI1 - The number of permit and permit variation applications. The number of permits and permit variation applications received, the number granted, and the number refused and shown as:

• The total number of permit and permit variation applications received, excluding any applications that are subsequently withdrawn

• 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

Table 1 – Permits Received and Granted/Refused (2022/23, 2023/24 and 2024/25)

Permits Received/Granted/Refused (2022/23)	**Number**
Total permit and permit variation applications received	19040
Total permits with status that cannot be determined:	171
Total permits granted or refused:	18869
Total granted:	17552 (92%)
Total refused:	1438 (8%)

Permits Received/Granted/Refused (2023/24)	**Number**
Total permit and permit variation applications received	16313
Total permits with status that cannot be determined:	99
Total permits granted or refused:	16214
Total granted:	15457 (95%)

Total refused:	757 (5%)

Permits Received/Granted/Refused (2024/25)	**Number**
Total permit and permit variation applications received	15212
Total permits with status that cannot be determined:	89
Total permits granted or refused:	15123
Total granted:	14351 (94%)
Total refused:	772 (6%)

The data provided in the above table has been collated from DfT Street Manager and a summary of collated data is shown in Appendix 1.

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 period.

2. The Street Manager System does not allow the authority to grant or refuse "Immediate" permit applications where a works stop has been received before any response has been made to the initial application. This was particularly prevalent where works were undertaken at weekends or out of normal working hours. LBR makes every attempt to ensure that applications are responded to within the appropriate statutory timescales, inclusive of "immediate" works.

The charts below show a breakdown of the data into applications granted and refused in relation to highway authority works for road purposes and works by utility promoters and provide a comparison with the percentage of permits granted and refused for 2022/23; 2023/24 and 2024/25.

Chart 1 - Permits Granted and Refused – Permit Authority Works (2022/23)

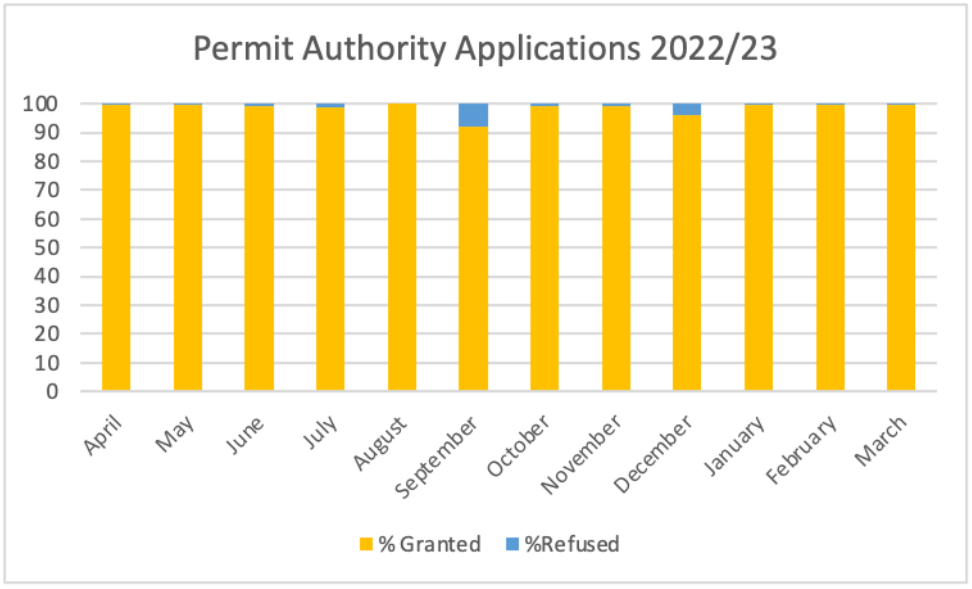


Chart 2 - Permits Granted and Refused – Permit Authority Works (2023/24)

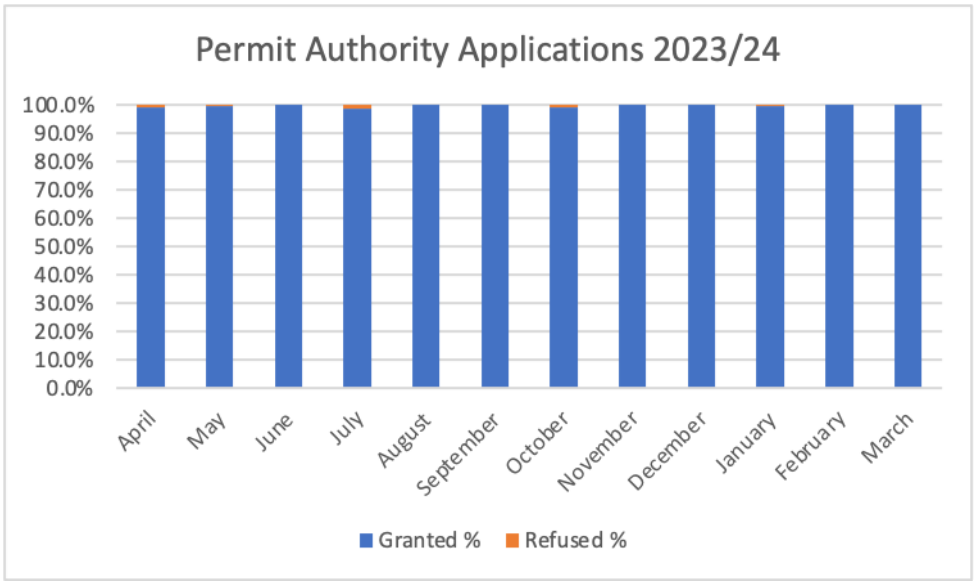


Chart 3 - Permits Granted and Refused – Permit Authority Works (2024/25)

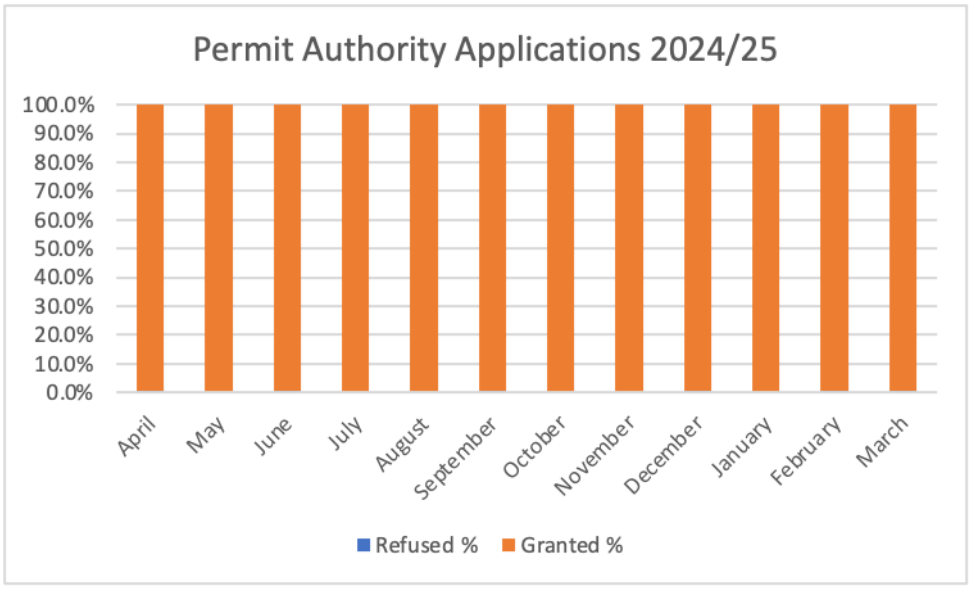


Chart 4 - Permits Granted and Refused – Utility Works (2022/23)

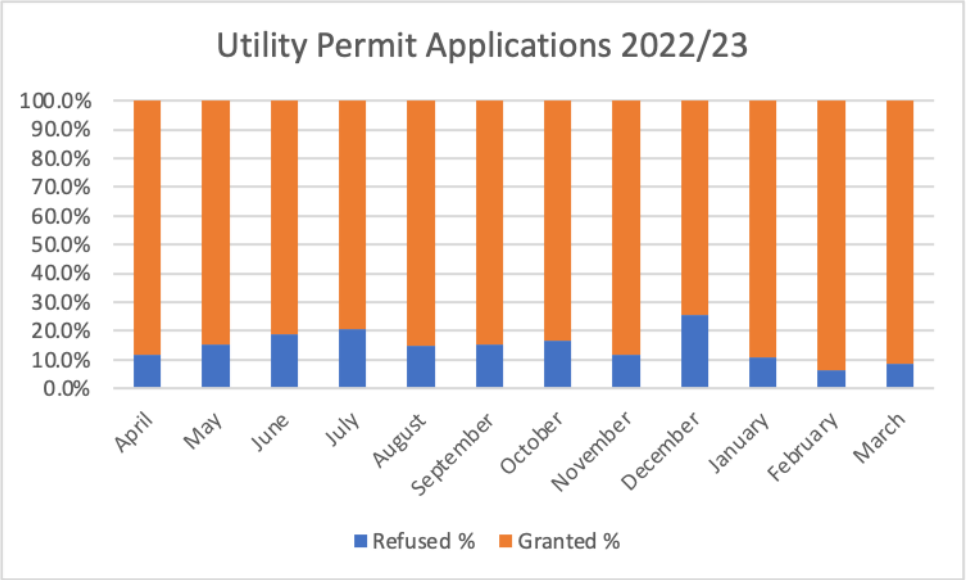


Chart 5 - Permits Granted and Refused – Utility Works (2023/24)

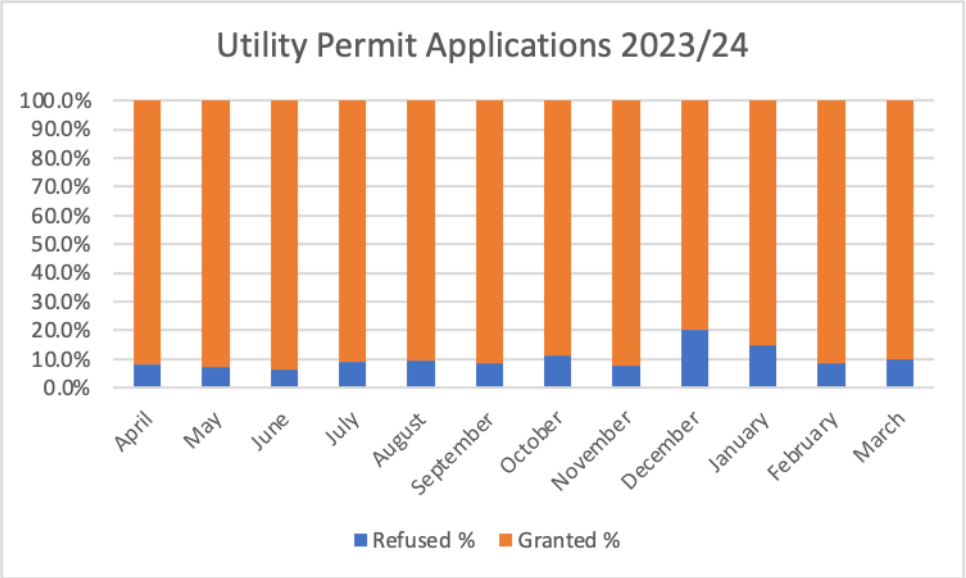


Chart 6 - Permits Granted and Refused – Utility Works (2024/25)

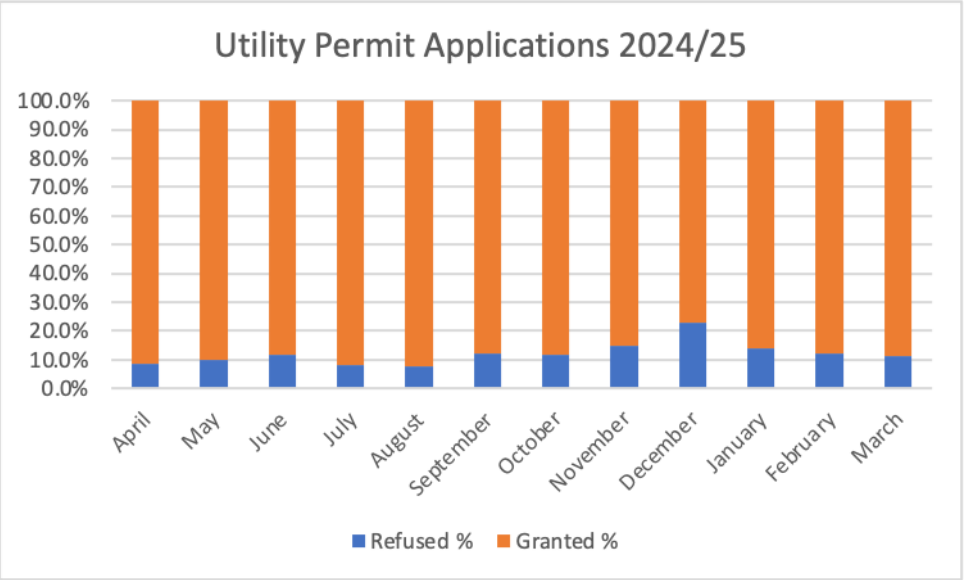


Chart 7 – Permit Authority Works
Permits Granted and Refused by Activity Type (2022/23)

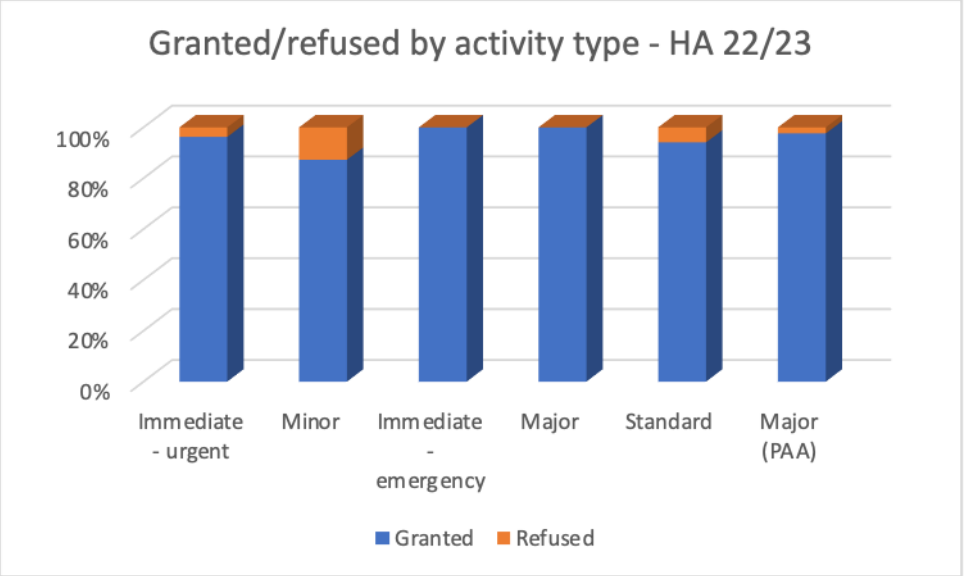


Chart 8 – Permit Authority Works
Permits Granted and Refused by Activity Type (2023/24)

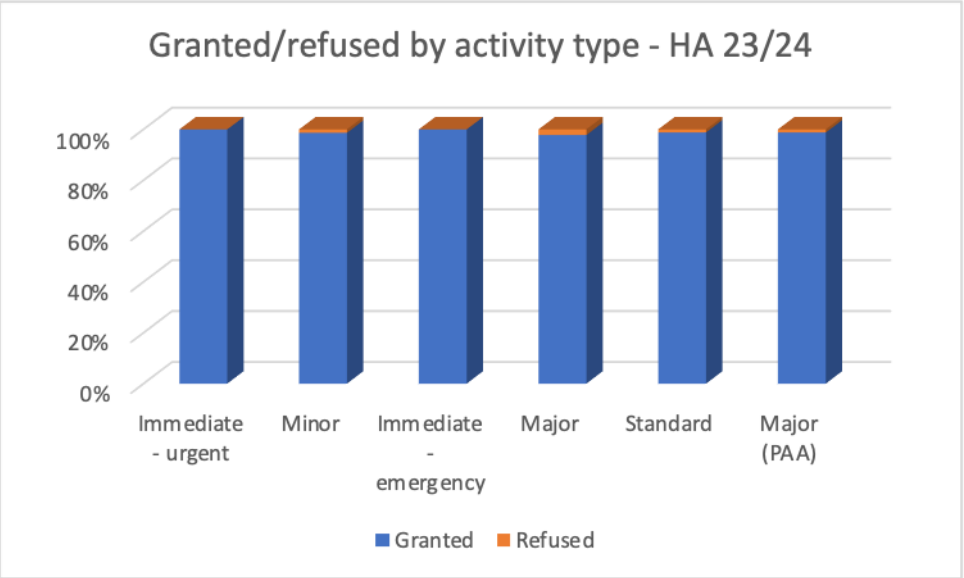


Chart 9 – Permit Authority Works
Permits Granted and Refused by Activity Type (2024/25)

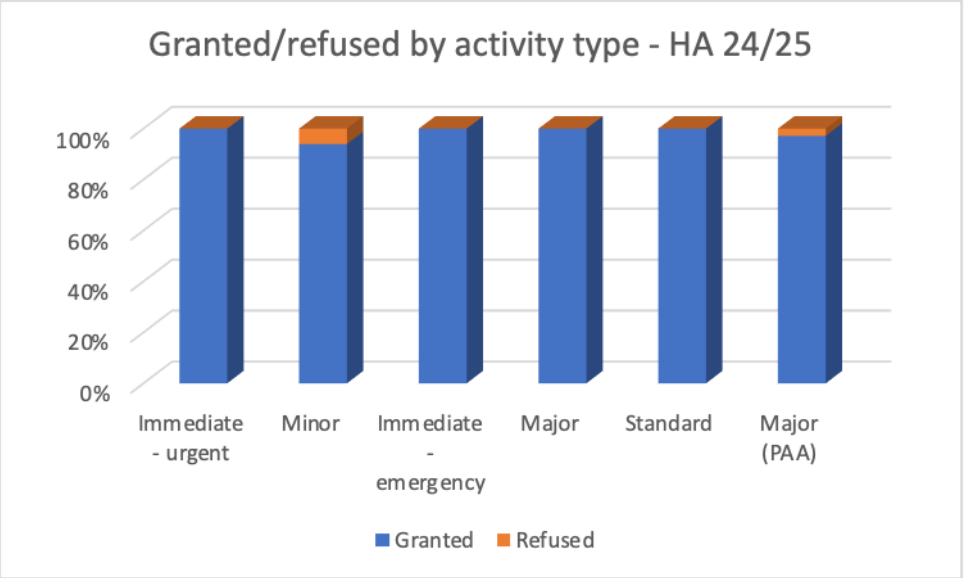


Chart 10 – Utility Works
Permits Granted and Refused by Activity Type (2022/23)

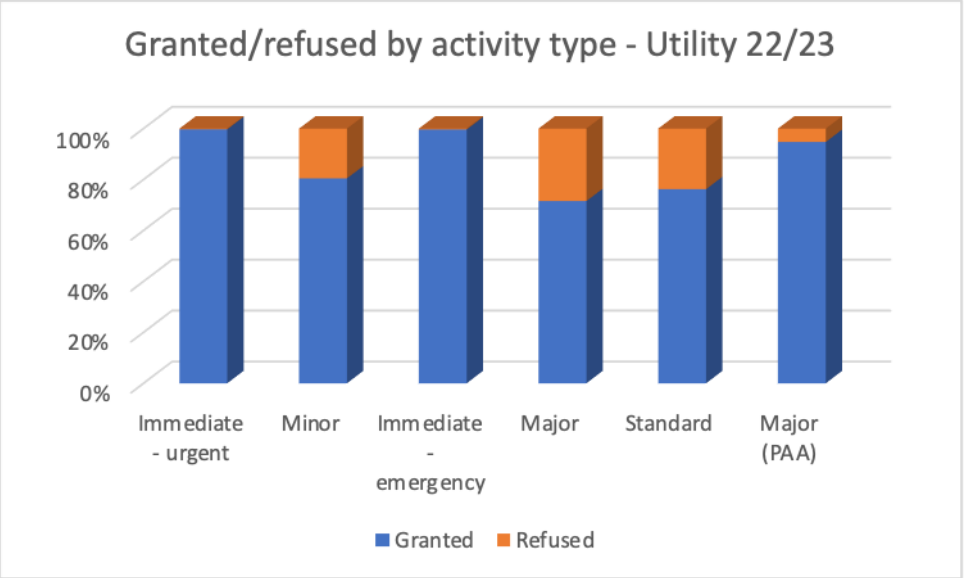


Chart 11 – Utility Works
Permits Granted and Refused by Activity Type (2023/24)

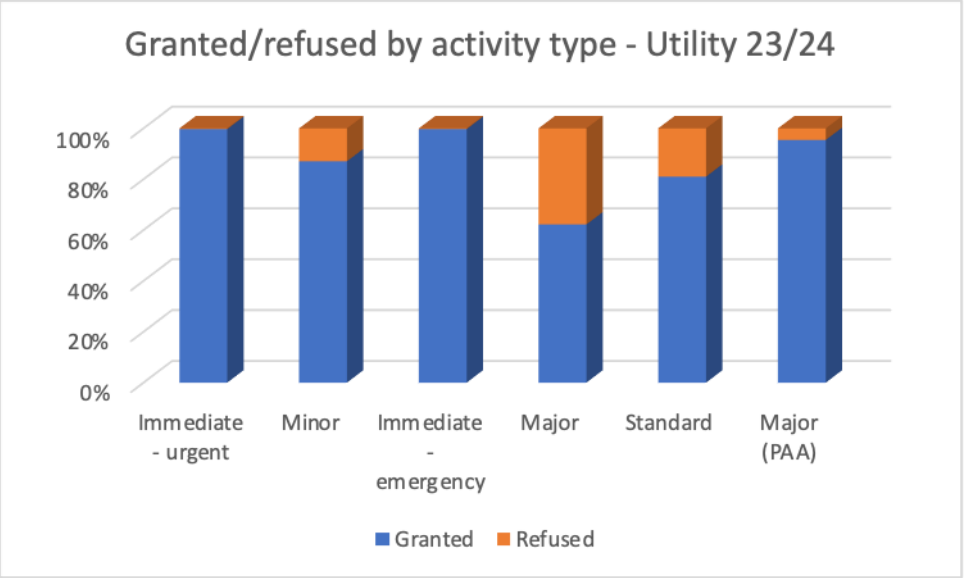


Chart 12 – Utility Works
Permits Granted and Refused by Activity Type (2024/25)

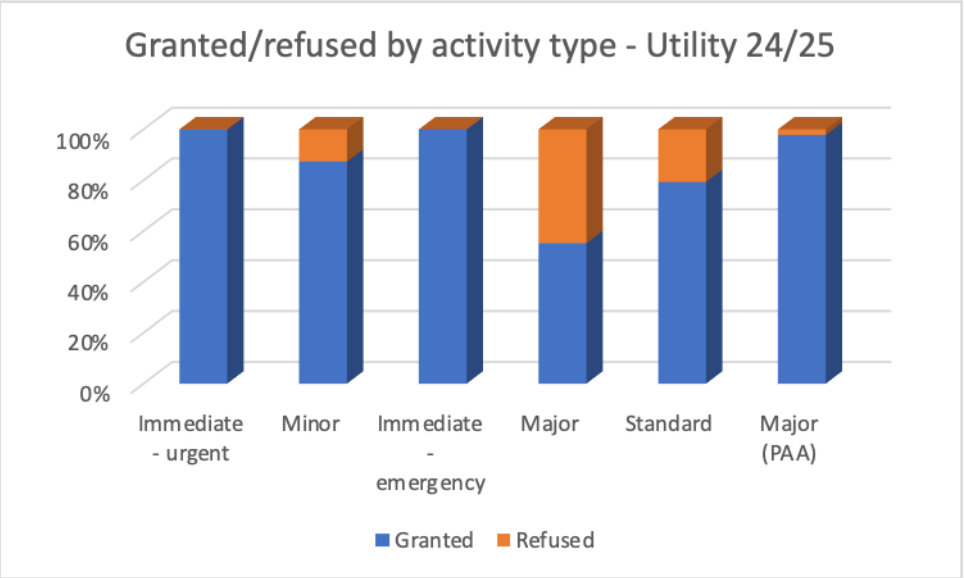


Chart 13 - Number of Permit Applications (2022/23)

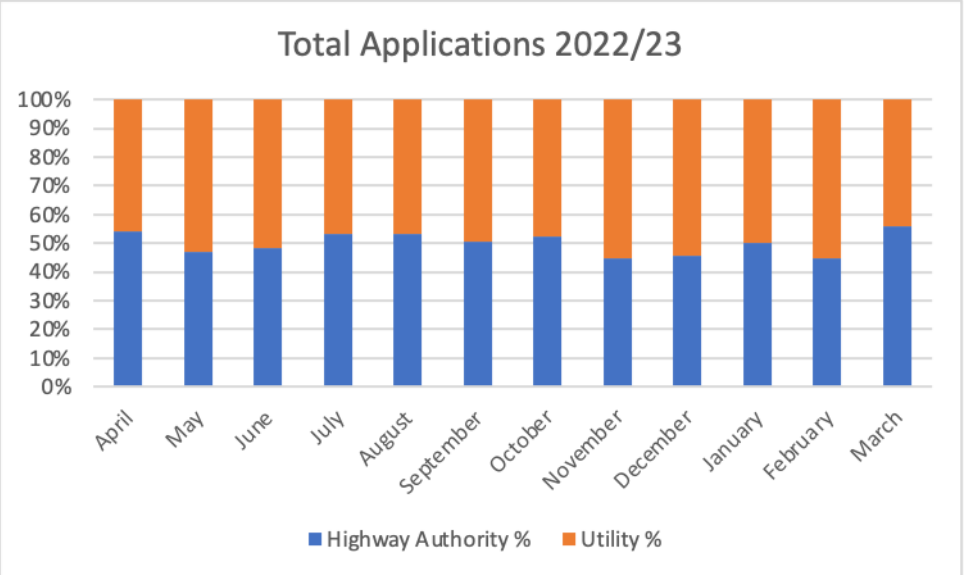


Chart 14 - Number of Permit Applications (2023/24)

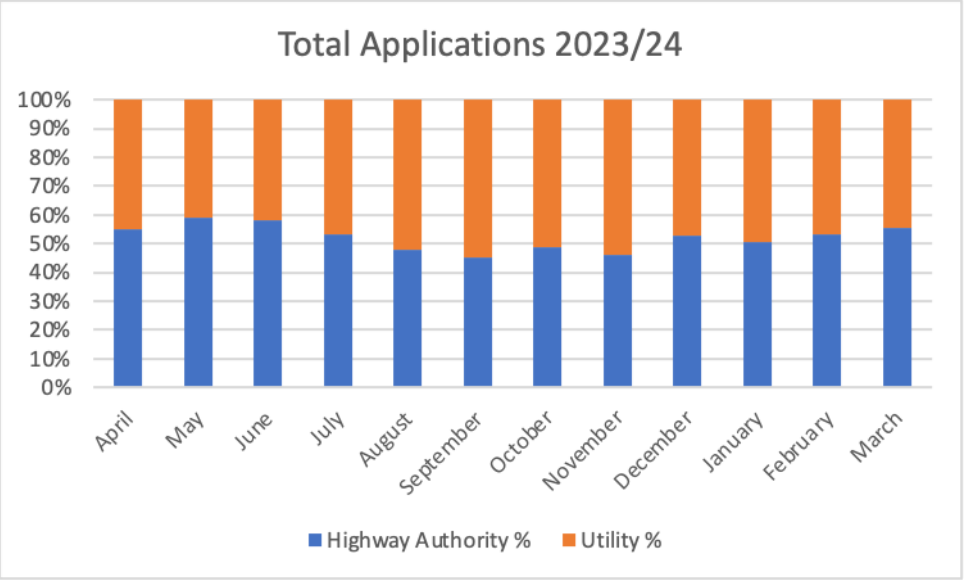
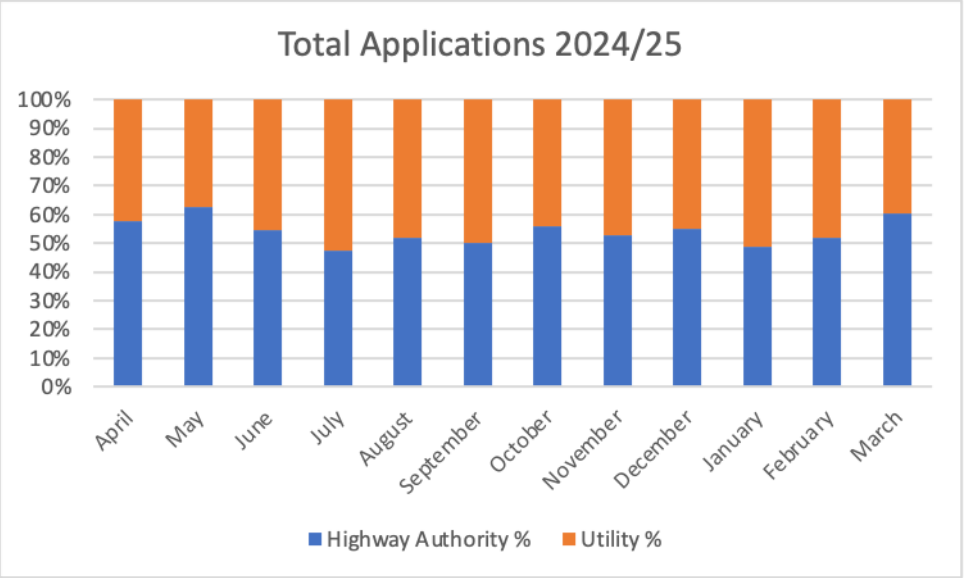


Chart 15 - Number of Permit Applications (2024/25)



Permits Granted and Refused

LBR to explain reasoning as to why HA applications are differing in refusal rates in comparison to utilities. The council has strict conditions for its contractors in responding to defects such as potholes rocking slabs broken curbs and any other defects presented on its highway network to be rectified as quickly as possible at times up to three working days. This leads to numerous immediate urgent permits and therefore permits being accepted by the Street works team.

Number of Permit Applications

The total number of permit applications received for all undertakers dropped by 15% in 2023/24 (in comparison to 2022/23) and a further 7% in 2024/25 (in comparison with 2023/24), in total down 22% from 2022/23 as a whole. This is mainly (as detailed in other areas of this report) down to the increase of works following coronavirus shut downs which

caused a backlog of work from 2021 onwards. Due to a perceived concentration on certain works types by all undertakers due to the ongoing increase in construction and labour costs, it is likely this also contributed to the decrease in permit numbers across the borough. It is also likely that this will continue as a trend for the next few years.

5.1.2 KPI2 - The number of conditions applied by condition type

The number of conditions applied by condition type are shown as the conditions that are applied to each permit application that has been assessed by Redbridge.

Table 2 – (Permit Authority by condition type – 2022/23, 2023/24 & 2024/25)

Highway Authority			
Permit Conditions Type Look Up	**2022/23**	**2023/24**	**2024/25**
NCT01a	9653	8442	8219
NCT01b	9653	8442	8219
NCT02a	913	530	459
NCT02b	93	125	68
NCT04a	59	12	1
NCT04b	40	2	1
NCT05a	58	13	0
NCT06a	884	53	45
NCT07a	66	59	18
NCT08a	60	8	10
NCT08b	19	1	0
NCT09a	34	23	2
NCT09b	84	12	9
NCT09c	9	2	0
NCT10a	75	12	1
NCT11a	9653	8442	8219
NCT11b	79	46	41
NCT12a	60	8	1
NCT13	0	0	0

Table 3 – (Utility by condition type – 2022/23, 2023/24 & 2024/25)

Utilities			
Permit Conditions Type Look Up	**2022/23**	**2023/24**	**2024/25**
NCT01a	9729	7832	7026
NCT01b	9729	7832	7026
NCT02a	2124	1374	963
NCT02b	539	281	262
NCT04a	57	72	45
NCT04b	190	149	341
NCT05a	1089	703	525
NCT06a	3466	1590	1768
NCT07a	311	351	348
NCT08a	1012	611	457
NCT08b	313	207	184
NCT09a	439	162	590
NCT09b	197	193	93
NCT09c	557	374	334
NCT10a	342	240	303
NCT11a	9729	7832	7026
NCT11b	821	564	851
NCT12a	7	57	81
NCT13	0	0	0

Chart 16 – Amount of times conditions have been applied (Highway Authority & Utility – 2022/23)

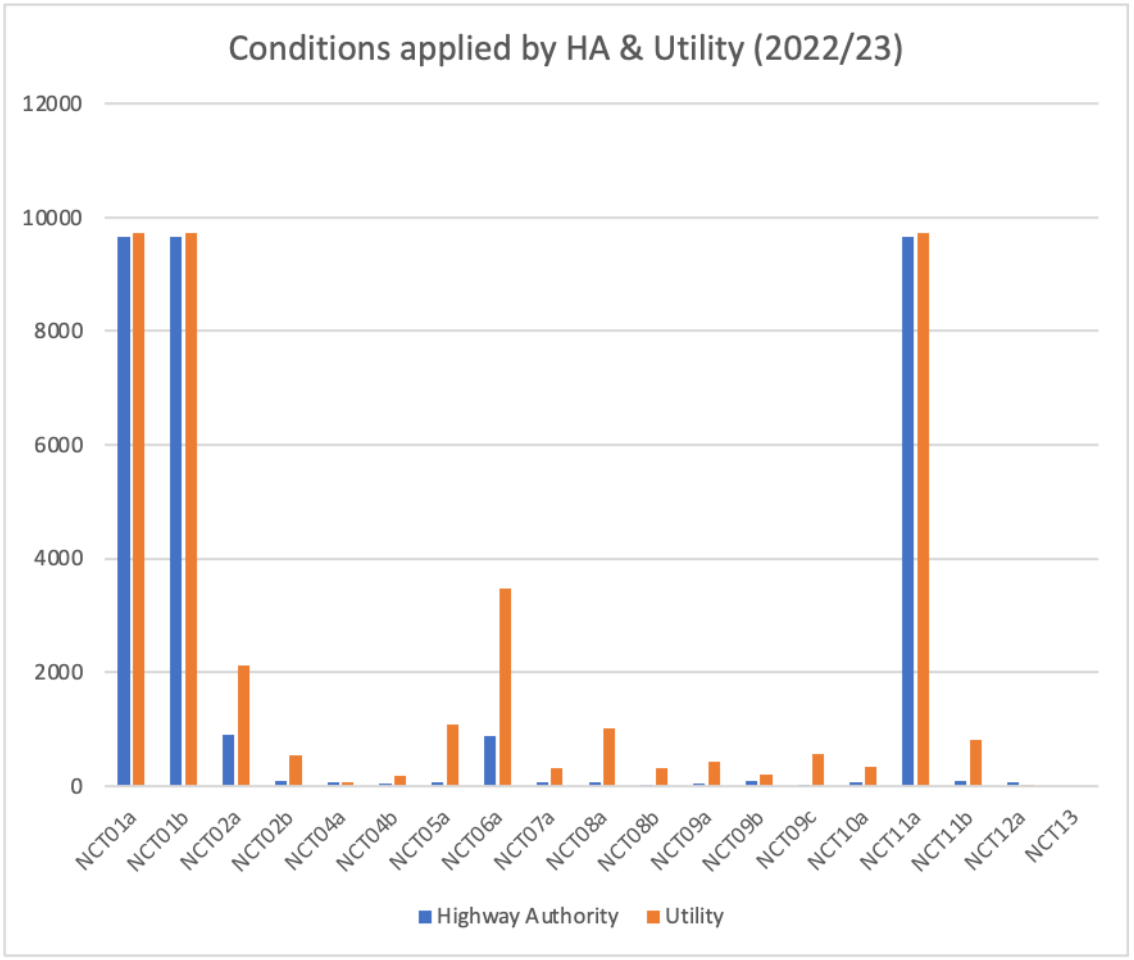


Chart 17 – Amount of times conditions have been applied (Highway Authority & Utility – 2023/24)

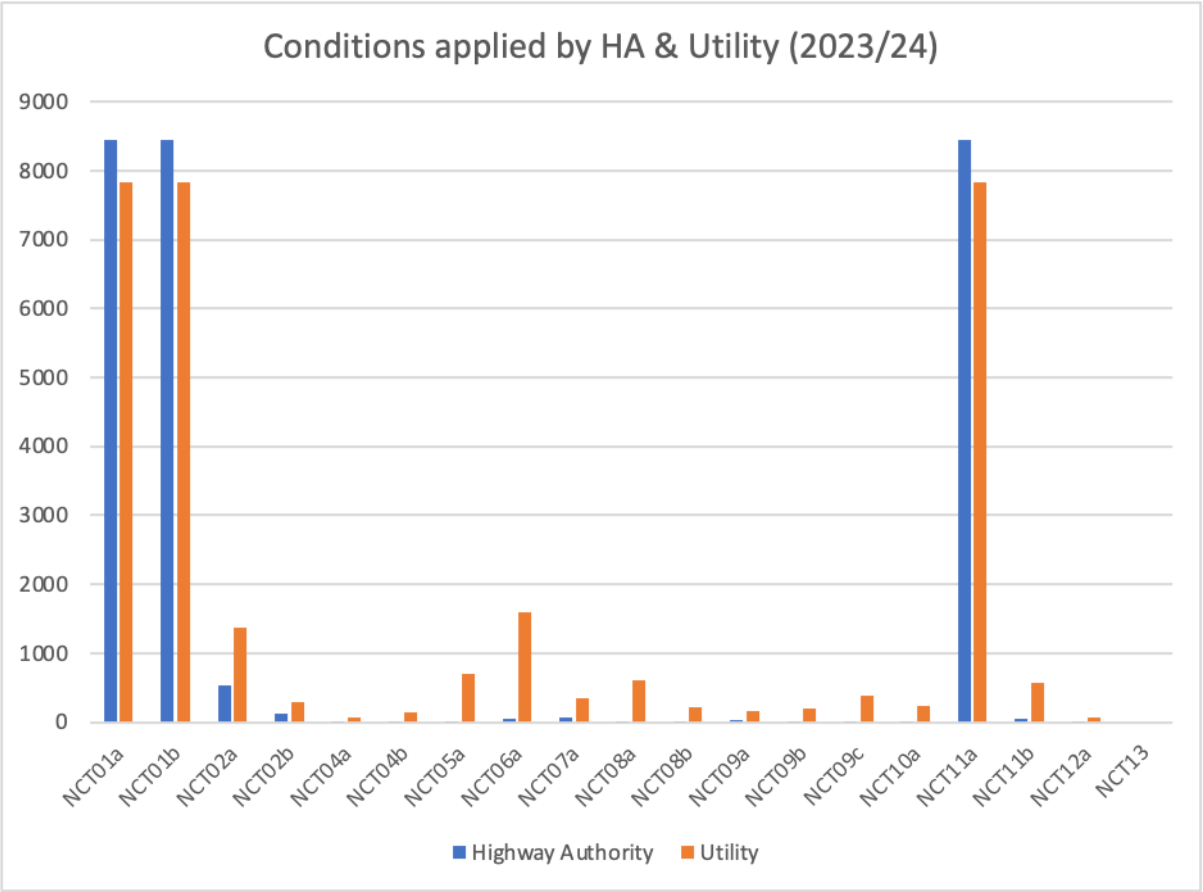
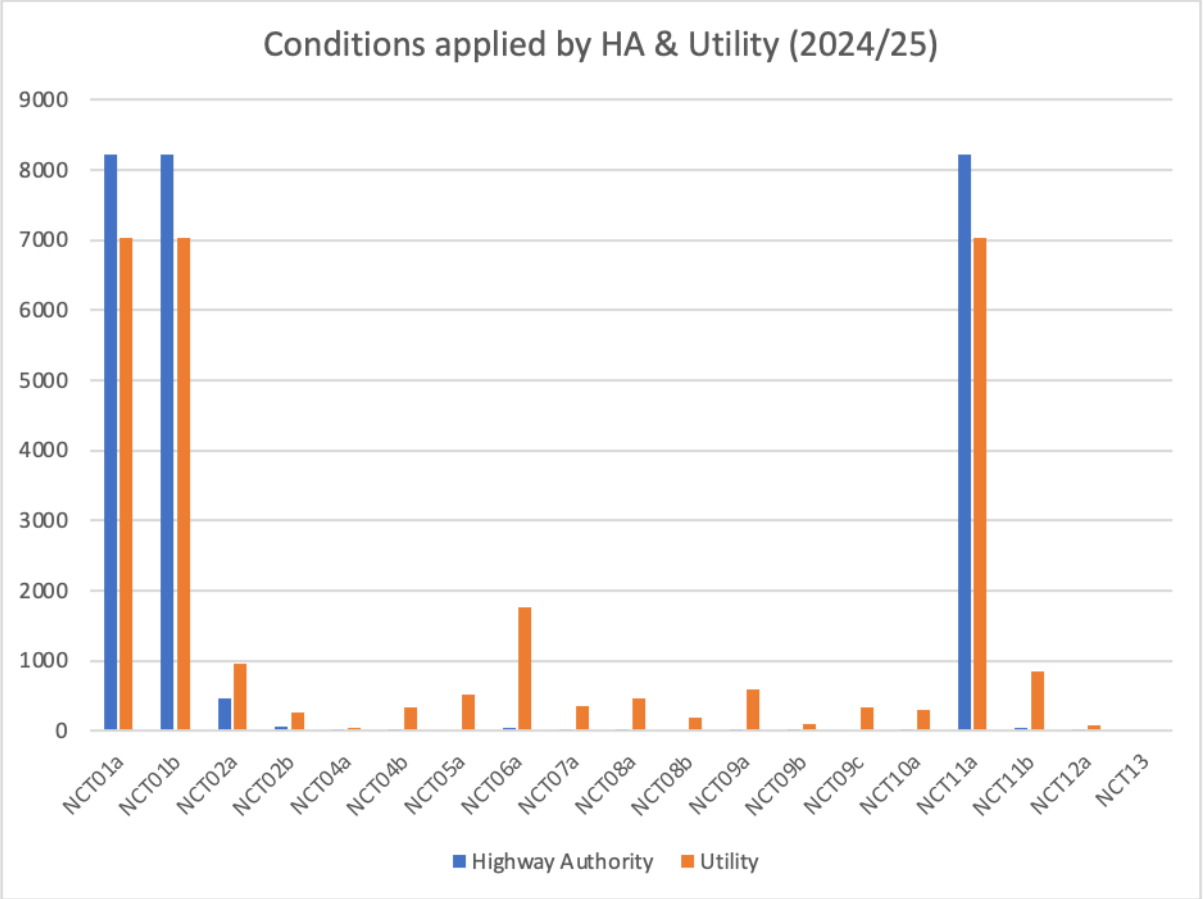


Chart 18 – Amount of times conditions have been applied (Highway Authority & Utility – 2024/25)



5.1.3 KPI3 - The number of approved revised durations

The London Borough of Redbridge keeps a log of these variation types on its API but for consistency purposes has sought to maintain this report from Street Manager. LBR will seek to report on this in future permit scheme evaluations once it has ensured consistency between its API and Street Manager.

5.1.4 KPI3 The number of approved revised durations - Percentages

The London Borough of Redbridge keeps a log of these variation types on its API but for consistency purposes has sought to maintain this report from Street Manager. LBR will seek to report on this in future permit scheme evaluations once it has ensured consistency between its API and Street Manager.

5.1.5 KPI4 - The number of occurrences of reducing the application period (early starts)

Table 4 – Early starts for utility and highway authority per application – 2022/23

2022/23			
Undertaker	**Applications**	**Early starts**	**% of applications**
Utility (all)	9706	218	2.25

Highway Authority	9608	35	0.36

Table 5 – Early starts for utility and highway authority per application – 2023/24

2023/24			
Undertaker	**Applications**	**Early starts**	**% of applications**
Utility (all)	7850	215	2.74
Highway Authority	8463	48	0.57

Table 6 – Early starts for utility and highway authority per application – 2024/25

2024/25			
Undertaker	**Applications**	**Early starts**	**% of applications**
Utility (all)	7055	130	1.84
Highway Authority	8261	75	0.91

5.1.5.1 KPI4 – Analysis

The Redbridge Permit Scheme makes allowances for all undertakers to have access to the ability to submit an early start request regardless of who is undertaking the work. The above tables show that there is a consistency in LBR's approach to the approval and issuance of early starts and that percentages in comparison to applications received have remained around the same figures year-on-year.

5.1.6 KPI5 - The number of agreements to work in Section 58 and Section 58A restrictions

The London Borough of Redbridge does not currently keep a log of this information but will seek to report on this in future permit scheme evaluations.

5.1.7 KPI6 - The proportion of times that a Permit authority intervenes on applications

The London Borough of Redbridge does not currently keep a log of this information but will seek to report on this in future permit scheme evaluations.

5.1.8 KPI7 - Number of inspections carried out to monitor conditions

The London Borough of Redbridge does not currently undertake inspections to monitor conditions but will seek do so going forward and therefore report on this in future permit scheme evaluations.

5.2 Performance Indicators – TPI's

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

- TPI1 - Works Phases Started (Base Data)
- TPI2 - Works Phases Completed (Base Data)
- TPI3 - Days of Occupancy Phases Completed
- TPI4 - Average Duration of Works
- TPI5 - Phases Completed on time
- TPI6 - Number of deemed permit applications
- TPI7 - Number of Phase One Permanent Registrations

TPI1 - Works Phases Started (Base Data)

Table 7 – Total works phases started for 2022/23, 2023/24 and 2024/25*

Year	Utility	Highway Authority	Total
2022/23	8356	9386	17742
2023/24	6792	8232	15024
2024/25	5742	8159	13901

TPI2 - Works Phases Completed (Base Data)

Table 8 – Total works phases completed for 2022/23, 2023/24 and 2024/25*

Year	Utility	Highway Authority	Total
2022/23	8356	9386	17742
2023/24	6792	8232	15024
2024/25	5742	8159	13901

***Note:** Due to extrapolating data straight from DfT Street Manager and done so retrospectively, both data for "Works Phases Started" and "Works Phases Completed" are deemed to be the same.

TPI3 - Days of Occupancy Phases Completed

Table 9 – Total days of occupancy phases completed for 2022/23, 2023/24 and 2024/25

Year	Highway Authority	Utility	Total
2022/23	37860	22358	60218
2023/24	39443	20624	60067
2024/25	18253	16344	34597
Totals	95556	59326	154882

TPI4 - Average Duration of Works

Please refer to AM1 for a detailed breakdown.

TPI5 - Phases Completed on time

Redbridge records limited information with regards to works that do not complete on time. This is the case across the board regardless of the undertaker. LBR will look into how it can better extract information either from its API or from Street Manager to show this information.

Table 10 – Phases completed including overrun

Year	Utility	Highway Authority	Overruns issued	Total
2022/23	8356	9386	20	17742
2023/24	6792	8232	43	15024
2024/25	5742	8159	20	13901

TPI6 - Number of deemed permit applications

Table 11 – Deemed applications from April 2022 to March 2023

	Utility Works	HA Works
Apr	5	0
May	7	0
Jun	9	4
Jul	10	0
Aug	5	1
Sep	4	0
Oct	17	2
Nov	7	0
Dec	4	0
Jan	27	11
Feb	2	0
Mar	1	0

Table 12 – Deemed applications from April 2023 to March 2024

	Utility Works	HA Works
Apr	5	0
May	2	0
Jun	0	0
Jul	2	0
Aug	1	0
Sep	1	0
Oct	2	0
Nov	3	0
Dec	25	2
Jan	15	11
Feb	3	2
Mar	5	1

Table 13 – Deemed applications from April 2024 to March 2025

	Utility Works	HA Works
Apr	1	0
May	3	0
Jun	3	0
Jul	9	0
Aug	2	0
Sep	0	0
Oct	3	0
Nov	1	0
Dec	3	0
Jan	1	0
Feb	2	0
Mar	2	0

TPI6.1 - Analysis

The number of deemed permits did increase during April 2022-March 2024, as Redbridge became accustomed to new processes such as the introduction of Street Manager. However, the number of deemed permits reduced by 62.5% compared to the previous year.

TPI7 - Number of Phase One Permanent Registrations

The data below shows the number of permanent first-time reinstatements and the number of first-time interim reinstatements. This data does not include data for the highway authority due to it not being a statutory requirement for highway authorities to register their reinstatements. It would not be cost effective to record this data as Redbridge has a separate management system for highway maintenance. Unfortunately, this data is not available at this time.

Table 14 – Phase One Registrations – 2022/23

2022/23	Q1	Q2	Q3	Q4
Interim	63	28	52	79
Permanent	3473	3914	3023	3986
Total	3536	3942	3075	4065

Table 15 – Phase One Registrations – 2023/24

2023/24	Q1	Q2	Q3	Q4
Interim	51	35	50	35
Permanent	3367	2748	3017	3354
Total	3418	2783	3067	3389

Table 16 – Phase One Registrations – 2024/25

2024/25	Q1	Q2	Q3	Q4
Interim	45	30	18	48
Permanent	2705	2468	2134	1749
Total	2750	2498	2152	1797

5.3 – Authority Measures (AM's)

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

- AM1 – Average duration of works by permit type
- AM2 – Inspections
- AM3 – Days of Disruption Saved/ Number of collaborative works
- AM4 – Response Code – broken down by promoter
- AM5 – FPNs (Permit Breaches)
- AM6 – Levels of Customer Enquiries

AM1 – Average duration of works by permit type

The tables and charts below represent the average duration of works against the five work categories for 2022/23, 2023/24 and 2024/25 respectively.

Table 17 – (2022/23 – HA & Utility)

Work Type	Average Duration - Utilities	Average Duration - Authority	Total Average Duration
Immediate - emergency	3.75	0.00	3.75
Immediate - urgent	3.82	5.55	5.12
Major	16.48	11.68	15.96
Minor	1.17	0.81	1.17
Standard	5.75	11.21	7.99

Table 18 – (2023/24 – HA & Utility)

Work Type	Average Duration - Utilities	Average Duration - Authority	Total Average Duration
Immediate - emergency	3.84	0.00	3.84
Immediate - urgent	4.27	4.23	4.24
Major	18.97	25.90	20.15
Minor	1.47	1.37	1.46
Standard	5.93	8.35	6.70

Table 19 – (2024/25– HA & Utility)

Work Type	Average Duration - Utilities	Average Duration - Authority	Total Average Duration
Immediate - emergency	4.47	0.70	4.44
Immediate - urgent	3.95	0.94	1.48
Major	17.84	25.75	18.70
Minor	1.47	1.24	1.47
Standard	5.71	11.21	7.82

Chart 19 - Average duration of works (working days in 2022/23)

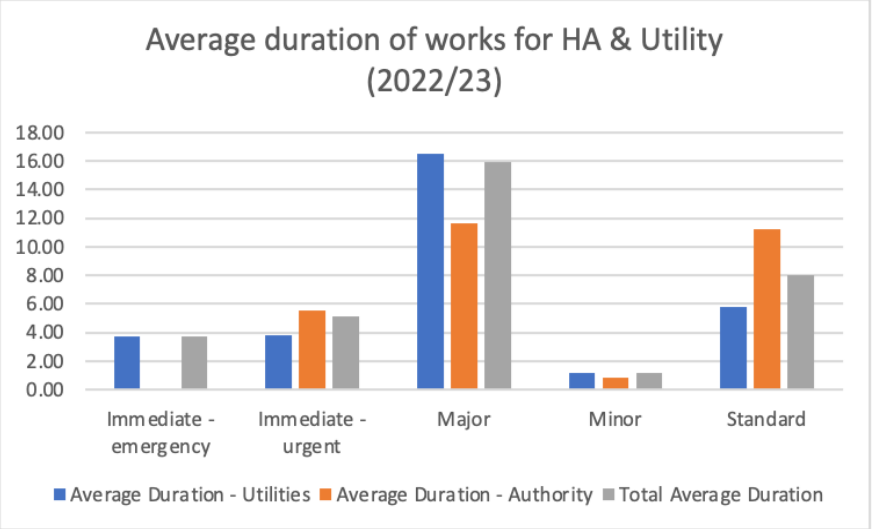


Chart 20 - Average duration of works (working days in 2023/24)

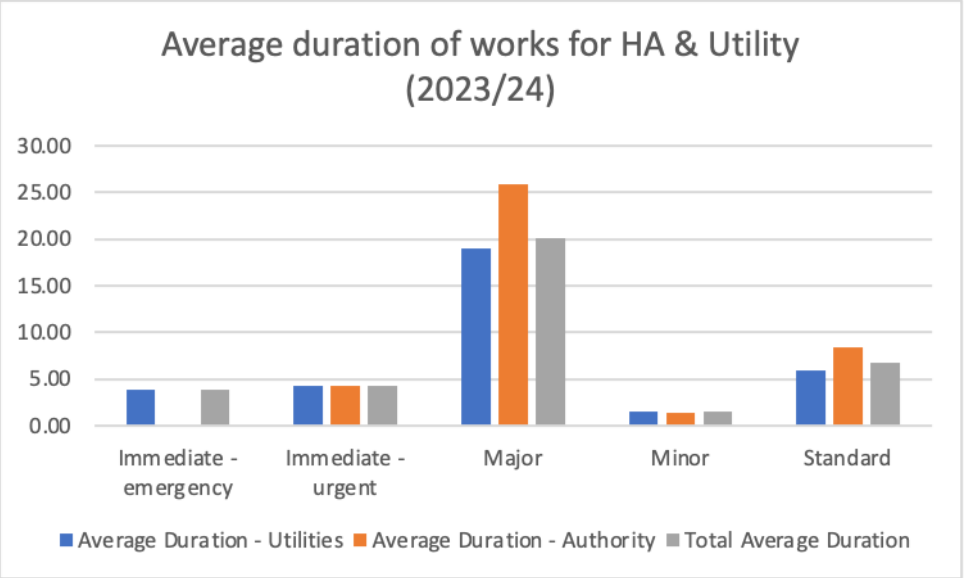
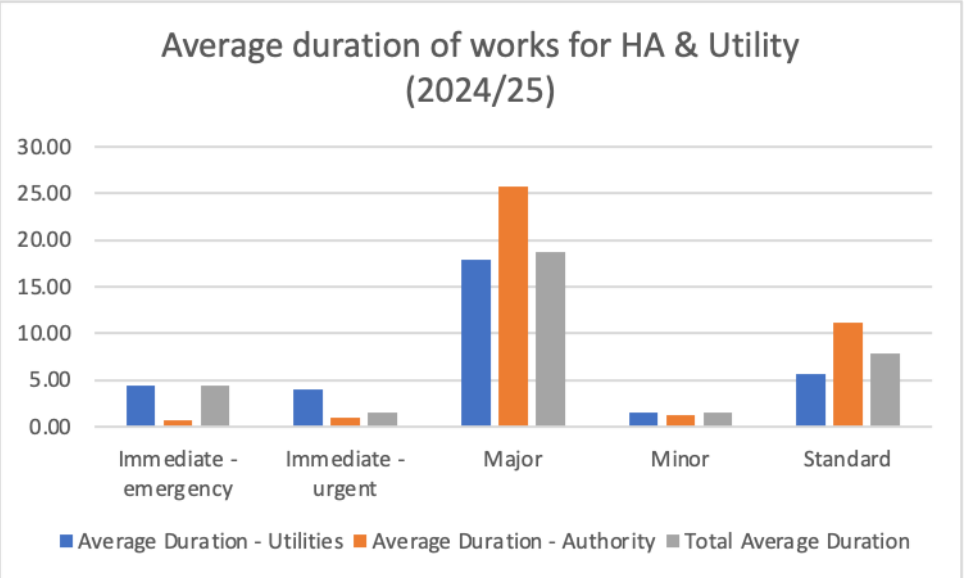


Chart 21 - Average duration of works (working days in 2024/25)



AM1.1 - Analysis

The average duration for most works categories within Redbridge has stabilised and remained consistent during the previous two years (2023/24 and 2024/25). LBR have been consistent with its approach on how long it expects statutory undertakers and its own works to be present completing works on its network. The average duration of Major activities this year increased by 50% compared to 2022/23 whilst there was also a decrease of around 25% for standard works durations.

AM2 – Inspections

Table 20 – Category A inspections (recorded in Street Manager)

Year	Total inspections	Passed	Failed	Unable to complete	% failure
2022/23	1639	1308	21	310	1.28
2023/24	293	212	13	65	4.44
2024/25	683	564	17	102	2.49

Note: Due to an issue with collating completed Sample Inspections from Street Manager, these are possibly included in the above numbers but there is a disparity between those collected within Redbridge's API system and those appearing in Street Manager. LBR is aiming to resolve these issues for future reporting and data consistency purposes.

AM3 – Days of Disruption Saved/ Number of collaborative works

LBR has found limitations on how to capture collaborative works information either through an API or through DfT Street Manager.

Table 21 – Collaborative works sites & days saved (2022/23)

2022/23	
Number of Collaborative Works Sites	**Days of Disruption Saved**
6	25

Table 22 – Collaborative works sites & days saved (2023/24)

2023/24	
Number of Collaborative Works Sites	**Days of Disruption Saved**
7	38

Table 23 – Collaborative works sites & days saved (2024/25)

2024/25	
Number of Collaborative Works Sites	**Days of Disruption Saved**
11	37

AM3.1 – Analysis of collaborative working

LBR has an acceptance that during the next period of three years (from 2025/26), an aim to produce more collaborative working sites is a priority to ensure that disruption is being minimised in the borough.

As seen through the data provided above, LBR has slightly increased its attention on collaborative working sites and the production of increased days saved across Redbridge. It will aim to use tools such as co-ordination meetings and the Greater London Authority's (GLA) Infrastructure Mapping Application (IMA) to enhance this attention.

AM4 – Response Codes

Table 24 – Response codes for 2022/23 for all undertakers

2022/23 - Response Codes	
RC10	1
RC20	2
RC42	1
RC50	1432

Table 25 – Response codes for 2023/24 for all undertakers

2023/24 - Response Codes	
RC12	1
RC32	1
RC50	755

Table 26 – Response codes for 2024/25 for all undertakers

2024/25 - Response Codes	
RC20	1
RC23	3
RC32	6
RC50	750

AM4.1 – Analysis

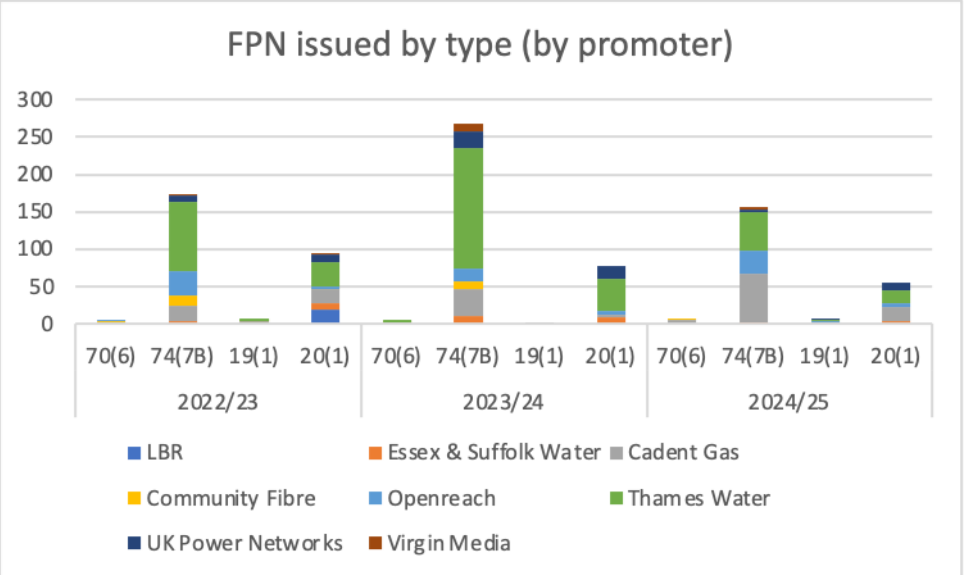
The above data has been extracted from DfT Street Manager (as is consistent with the rest of this report) but it is difficult to extract this information as it is felt that the exported information only provides the first response code to the relevant permit. Nonetheless, it is felt that there has been an overreliance on the use of the code RC50 and LBR will review the use of response codes going forward.

AM5 – FPNs (Permit Breaches)

Table 27- Number of Fixed Penalty Notices Issued (Year 13-15)

	2022/23				2023/24				2024/25			
	70(6)	74(7B)	19(1)	20(1)	70(6)	74(7B)	19(1)	20(1)	70(6)	74(7B)	19(1)	20(1)
LBR	0	0	0	19	0	0	0	0	0	0	0	0
Essex & Suffolk Water	0	3	0	8	0	11	0	9	0	1	0	3
Cadent Gas	2	21	3	19	1	36	1	3	6	66	2	19
Community Fibre	2	14	1	1	1	9	0	0	1	0	0	0
Openreach	2	33	0	3	0	18	0	6	0	31	1	5
Thames Water	0	92	3	33	4	161	0	42	0	52	2	18
UK Power Networks	0	8	0	10	0	22	0	17	0	3	1	10
Virgin Media	0	1	0	2	0	11	0	0	0	4	0	0
Total	6	172	7	95	6	268	1	77	7	157	6	55

Chart 22 – FPN's issued by type (2022/23; 2023/24 & 2024/25)



AM5.1 – Analysis

Redbridge has issued less FPN's in 2024/25 than the previous two years (2022/23 and 2023/24). This is down to a number of factors, including a reduction in works across the borough during this year. Redbridge will be aiming from 2025/26 to take a more proactive stance on the issuance of Fixed Penalty Notices where offences occur for all undertakers.

AM6 – Levels of Customer Enquiries

The London Borough of Redbridge is unable to extract this information from its Customer Relationship Management System (CRM) due to the accuracy of how customer enquiries are kept within its internal logging.

AM7 - Average Journey Times

This information is held by the local transport authority Transport for London (TfL)

AM8 - Journey time reliability

This information is held by the local transport authority Transport for London (TfL)

AM9 - Road Traffic Collisions

This information is held by the local transport authority Transport for London (TfL)

AM10 - Carbon Emissions

This information is held by the local transport authority Transport for London (TfL), but LBR will also look to collate this information where possible.

AM11 - Profit/Loss

This information is detailed within Section 4 (Operation of the Permit Scheme)

6. Permit Scheme Evaluation Conclusion

Redbridge Council is committed to ensuring it can run a successful Permit Scheme and therefore put its residents first by having a highly effective road network, saving road users from disruptive Street Works and Road Works and being proactive in its approach to do so**.**

LBR recognises that there are some positive elements from its thirteenth to fifteenth year of operation and some areas in which it will strive to improve during the next 3-year period, such as:

- Maintaining a close cost-effectiveness for undertakers in the borough by keeping it's permit fees at the same levels and a review of staffing to ensure that this cost-effectiveness is maintained.
- A continued attention on parity between statutory undertakers and highway authority works on elements such as Early Start requests, grant and refusal of permits and deemed applications. LBR's goal for the next 3-year period is to ensure that deemed permits are "none' and that its response rate is 100%.
- A focus on collaborative works within the borough to ensure any highly disruptive works are done at the same time to minimise the impact on road users.
- A focus on ensuring the effectiveness of the data between LBR's API system for Street Works purposes and DfT's Street Manager to ensure that all performance indicators can be met.
- Working closely with our neighbouring boroughs to ensure continued mitigation against disruptive works is upheld.
- To ensure that more routine and Sample Inspections are completed across the borough.
- To further improve on identifying collaborative working opportunities for major projects and new development sites and imbedding a new system for reporting on the days of disruption being saved by collaborative working arrangements
- To do a reconciliation on all data to ensure this is reported effectively, including but not limited to:
    - Levels of customer enquiries relating to Street and Road Works
    - The issuance of Fixed Penalty Notices for all undertakers including "ghost" penalty notices for highway authority works
    - Response codes upon the issuance of a permit change request or permit refusal
    - Other system related requirements such as the levels of revised durations and number of Section 58 agreements