

# Norfolk Permit Scheme

Second Annual Report 2015/16

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

3 August 2016

 **Norfolk** County Council

## Annual Report Contents

1.0	Background	4
2.0	Mandatory performance measures	6
2.5	KPI 1 - the number of permit & permit variation applications received, the number granted & number refused	6
2.6	KPI 2 - The number of conditions applied by condition type	8
2.7	KPI3 - Number of approved extensions	10
2.8	KPI4 - the number of occurrences of reducing the application period	11
2.9	KPI5 - number of agreements to work in S58 and S58A restrictions	12
3.0	Additional Performance Measures	14
3.4	KPI6 - Cancelled permit requests	14
3.5	KPI7 Collaborative working	16
3.6	KPI8 First Time Permanent Reinstatements.	18
3.7	KPI9 Coring Results.	19
3.8	S81 Defective Apparatus	21
3.9	National Highways & Transportation Survey 2015	21
4.0	Permit Scheme Finances	23
5.0	Conclusions	24
5.1	Scheme Objectives	24
5.2	Greater Control and Visibility of Road and Street Works.	24
5.3	National Highways & Transportation Survey 2015	25
5.4	Parity	25
5.5	Occupancy	25
5.6	Collaborative Working	28
5.7	KPIs 8 and 9, Reinstatements and Coring Results	28
5.8	Annual Report Timing	29

5.9	Use of Conditions	29
5.10	S81 Defective Apparatus	30
6.0	Key	31

## 1. Background

- 1.1. Permit Schemes provide a way to manage activities on the public highway and were introduced by Part 3 of the Traffic Management Act 2004 (TMA) to improve authorities' ability to minimise disruption from street and road works.
- 1.2. The Norfolk Permit Scheme commenced operation on 6 May 2014 following approval by the Secretary of State. It is a requirement that an annual report be produced for each of the first three years that the scheme is in operation and then each third year. This report relates to the second year of operation, 6 May 2015 to 5 May 2016.
- 1.3. Prior to 6 May 2014 all works promoters were required to give notice of their intended works to the Highway Authority. This notification effectively booked the required road space. Under a permit scheme, all works promoters are required to obtain permission from the Highway Authority in order to proceed with their intended work. This permission, or permit, allows the Highway Authority an opportunity to require conditions to apply to how the works will be delivered in order to mitigate the impact the works could have on the road network.
- 1.4. The Norfolk Permit Scheme applies to the whole of Norfolk's 9,800km road network but excludes the trunk roads (A47, A11 and A12). A permit fee applies to all permits, however a two tier fee structure allows a lesser fee to be applied to less busy streets to reflect the amount of effort it takes Norfolk to assess the permit application. In addition, concessions are provided to encourage best practices, works that have a smaller environmental impact which have a first time permanent reinstatement and for collaborative working.
- 1.5. All permit schemes must be able to demonstrate parity for all works promoters and mandatory Key Performance Indicators are required to measure this. Norfolk has also adopted some additional Key Performance Indicators to further demonstrate this requirement and to measure good behaviour. Some Key Performance Indicators trigger some concessions associated with the Norfolk Permit Scheme.
- 1.6. It is a requirement that permit schemes operate on a 'cost neutral' basis. The overall income from the permit fees may not exceed the prescribed costs of operating the permit scheme as defined in Regulation 29. A sustained surplus would indicate that the income regularly exceeds the prescribed costs and the permit fees adjusted in line with S86 of the 2004 Statutory Guidance for Permits. At the commencement of a permit scheme the set up costs will require repaying and the concessions intended for return will need establishing. At the end of the first year of operating the Norfolk Permit Scheme a sustained surplus had not been experienced. A new concession required by the Department for Transport, not previously catered for, was applied from 1 October 2015 where a lower fee applies to those works in a traffic sensitive street which take place wholly outside the traffic sensitive times.
- 1.7. At the time the Norfolk Permit Scheme was approved there were no known major projects such as Cross Rail, Olympics, TIF projects, Thames Gateway projects etc affecting Norfolk and this remains the case. However, the Norfolk Permit Scheme

has been designed to give flexibility in the delivery of such major projects, should they affect the county.

## 2. Mandatory Performance Measures

- 2.1. Key Performance Indicators 1 to 5 represent the mandatory measures which apply to the Norfolk Permit Scheme. These results are set out below together with a commentary of what we feel they show.
- 2.2. These measures were first produced in September 2014 and have been shared with all promoters each month since October 2014 up to February 2016.
- 2.3. Unfortunately there is no national specification on how the indicators are to be compiled. The Technical Specification for the electronic transfer of notices, the Code of Practice for Permits and national Permit Guidance do not always align with each other. There also appears to be inconsistencies between the software systems used to maintain the permit register and that used by works promoters to manage their permits.
- 2.4. It has not been possible to collect all KPI data. Each KPI states whether the data relates to the whole period of year two or just for the period 6 May 2015 to 31 January 2016. All KPIs which do not cover the full year will be shared once they are known. It is hoped this will not be later than the end of September 2016.
- 2.5. KPI 1 – the number of permit & permit variation applications received, the number granted & number refused

	Highway Authority		Utilities	
	Number	Percentage of Total	Number	Percentage of Total
Permit / variations granted	10610	89.14%	22551	82.42%
Permit / variations refused	1233	10.36%	4664	17.05%
Deemed	60	0.50 %	146	0.53%
<b>Total</b>	<b>11903</b>		<b>27361</b>	

Table 2.1

- 2.5.1 This data reflects the full year for year two.
- 2.5.2 The above table indicates that permit applications were received from external and internal works promoters. Applications were assessed resulting in some applications requiring amendment before they were granted. Some amendments were requested using the Permit Modification Request. These are considered a 'polite refusal' and are counted as a refusal. Most Permit Modification Requests are responded to by the promoter with a modification that leads to the permit being granted.
- 2.5.3 Some permit applications do not receive a reply from the permit authority within the response period. The street works register treats these as 'deemed

approved' once the response period has expired. The above table also shows a small amount of applications from both external and internal promoters had deemed.

2.5.4 The number of permit applications received in year two is lower than year one. The number of rejected applications has risen whereas the number of deemed applications has fallen. Norfolk's adoption of the permit response codes should help promoters identify why permits have been rejected to give them the opportunity to reduce the number of-rejected permits in the future.

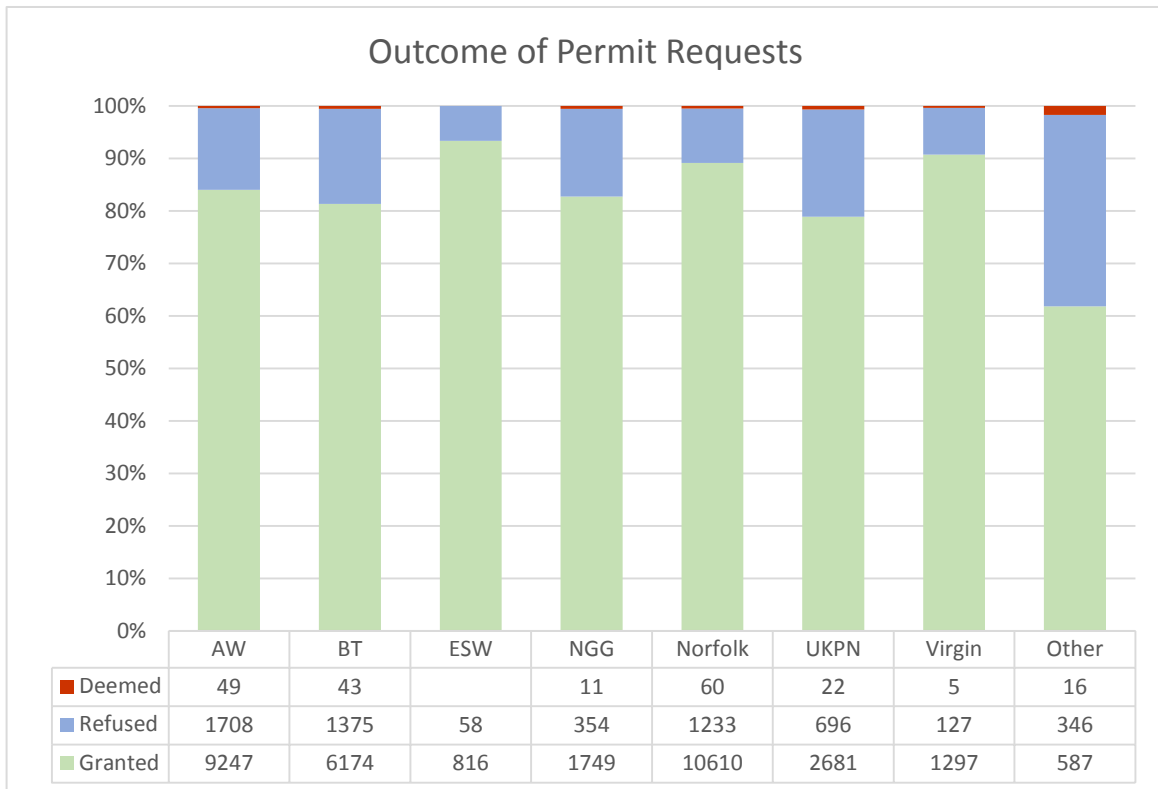


Table 2.2

2.5.5 The above table provides a breakdown of KPI 1 showing the 7 largest promoters. The remaining 14 smaller promoters are summarised collectively.

2.6. KPI2 - The number of conditions applied by condition type

Conditions	Highway Authority		Utilities	
	Number	% Permits Issued	Number	% Permits Issued
1- 3. Date & time constraints and out of hours work	2758	26.0%	12148	53.9%
4. Materials and Plant Storage	1078	10.2%	959	4.3%
5. Road Occupation Dimensions	25	0.2%	1655	7.3%
6. Traffic Space Dimensions	1131	10.7%	9129	40.5%
7. Road Closure	658	6.2%	1625	7.2%
8. Light Signals and Shuttle Working	2503	23.6%	4679	20.7%
9. Traffic Management Changes	1376	13.0%	3533	15.7%
10. Work Methodology	905	8.5%	1001	4.4%
11. Consultation and Publicity	811	7.6%	2333	10.3%
12. Environmental	4	0.0%	13	0.1%
13. Other	4	0.0%	9	1.0%
14. Local	23	0.2%	90	0.4%

Table 2.3

- 2.6.1. This data reflects the full year for year two and relates to granted permits only.
- 2.6.2. The above table indicates that permit applications were received by both external and internal works promoters which had conditions applied.
- 2.6.3. The scheme migrated to the National Condition Texts (NCT) on 1 Apr 15 ahead of the National requirement to do so by 1 Oct 15.
- 2.6.4. At the end of year one it was considered that there may be an overuse of conditions relating to date/time constraints and traffic space dimensions. A workshop with all promoters was held where it was agreed that the restriction being placed on the works was not always justified. On occasion, the condition conflicted with other data in the application.
- 2.6.5. The year two data shows a fall in the use of the two conditions used by NCC together with a fall in the use of one condition by utilities. However, the use of date & time constraints conditions placed by the utilities has continued to increase.



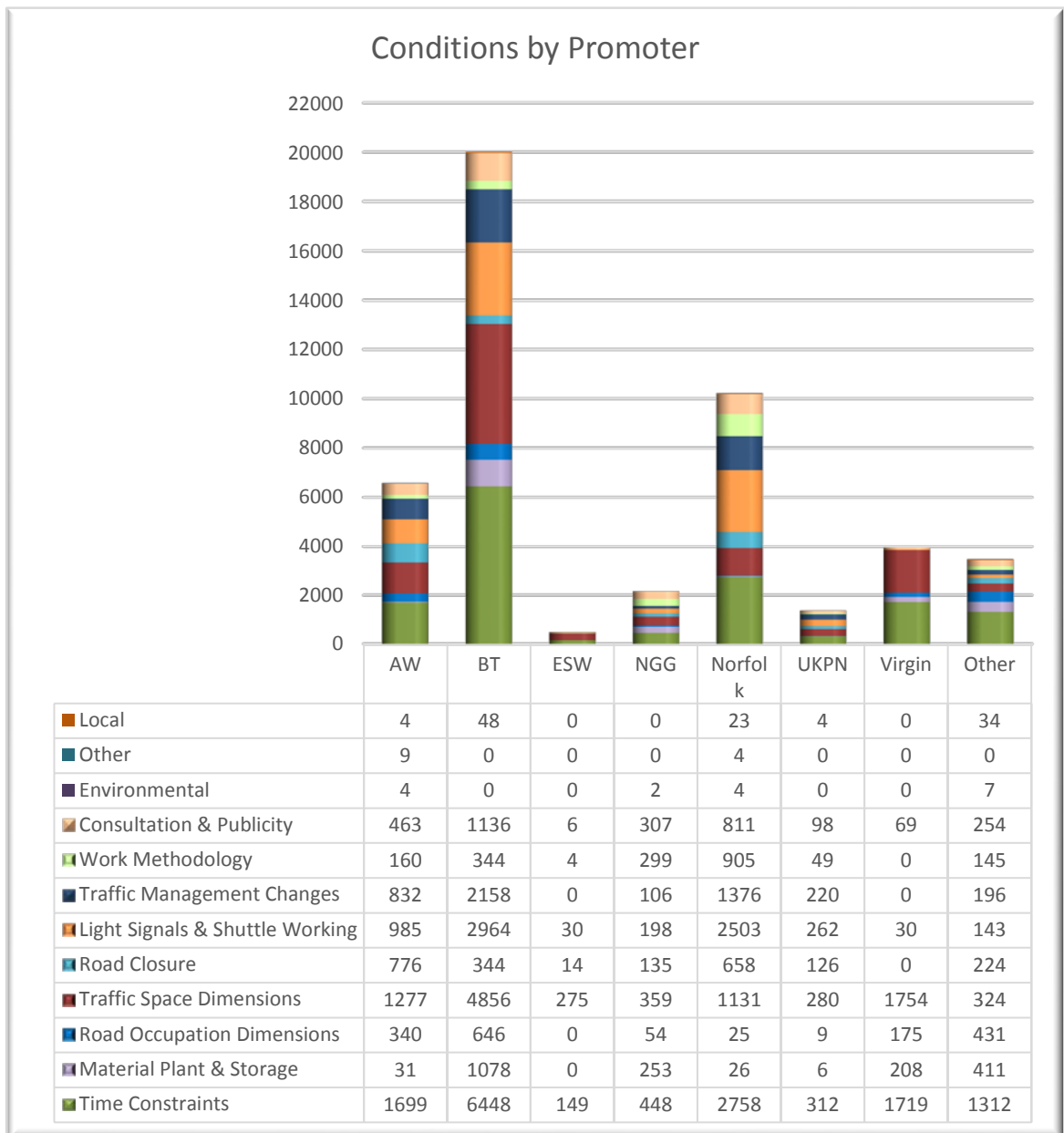


Table 2.4

- 2.6.6. The above table provides a breakdown of promoters showing their use of the different condition types.
- 2.6.7. Most promoters show a clear fall in the use of conditions, especially AW & NCC.
- 2.6.8. BT have shown a rise in the use of conditions compared to year one. It is still apparent that not all conditions being placed on permit applications have value.

2.7. KPI3 - Number of approved extensions

	Highway Authority		Utilities	
	Number	Percentage of Total	Number	Percentage of Total
Number of Permits Issued	10610		22551	
Number of requests for extensions	260	2.5%	1106	4.9%
Number of agreed extensions	223	2.1%	972	4.3 %
Number of extensions refused	37	0.3%	134	0.6%

Table 2.5

- 2.7.1. This data reflects the full year for year two.
- 2.7.2. The above table indicates that permit applications were received from external and internal works promoters which had a need for the duration of the works to be extended. Some of these requests were refused.
- 2.7.3. Compared to year one data there has been a notable increase in the number of requests for duration extensions together with the percentage refused.

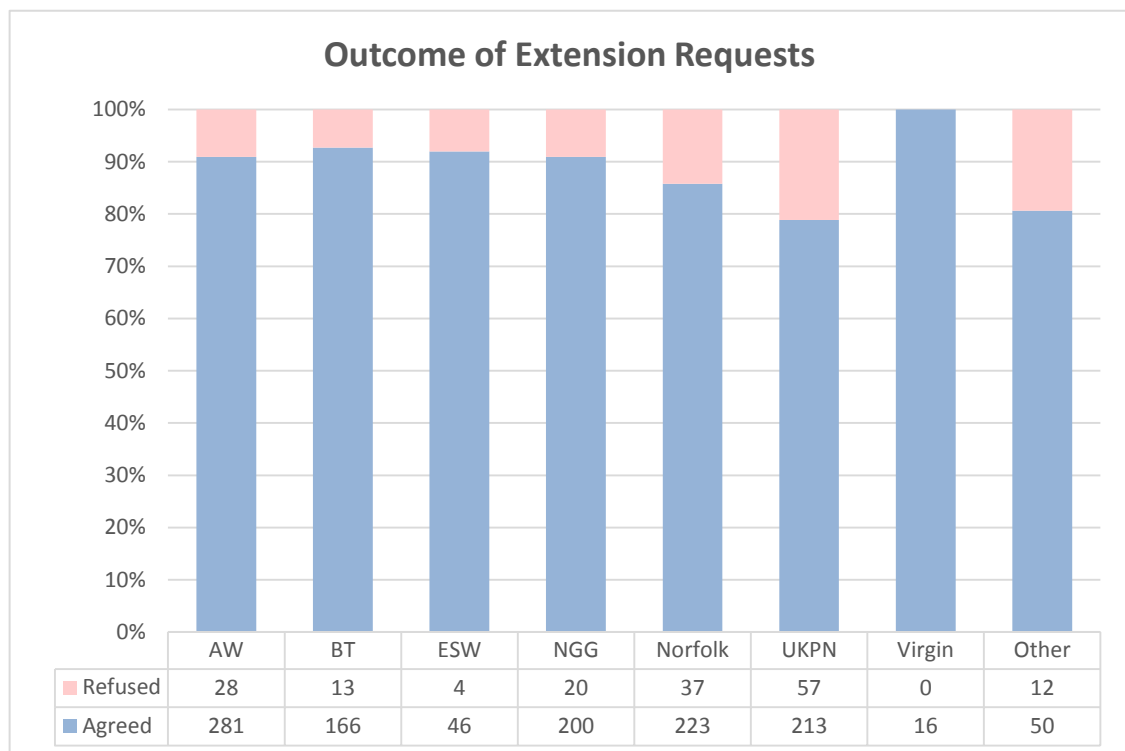


Table 2.6

2.7.4. The above table provides a breakdown of the outcome of duration extension requests. This shows that both internal and external promoters had some applications refused.

2.8. KPI4 - the number of occurrences of reducing the application period

	Highway Authority		Utilities	
	Number	Percentage of Total	Number	Percentage of Total
Number of Permits applications made	11674		25830	
Number of requests to reduce the notification period	1136	9.73%	1069	4.14%
Number of agreements to reduce the notification period	1124	9.63%	1065	4.12%
Number of Early starts Refused	12	0.10%	4	0.02%

Table 2.7

2.8.1. This data reflects the part year for year two from 6 May 2015 to 31 January 2016.

2.8.2. The above table indicates that permit applications were received from external and internal works promoters which had a need for an early start. Some of these requests were refused.

2.8.3. Year two has seen an increase in the need for works to take longer to complete. The percentage which are refused has similarly increased.

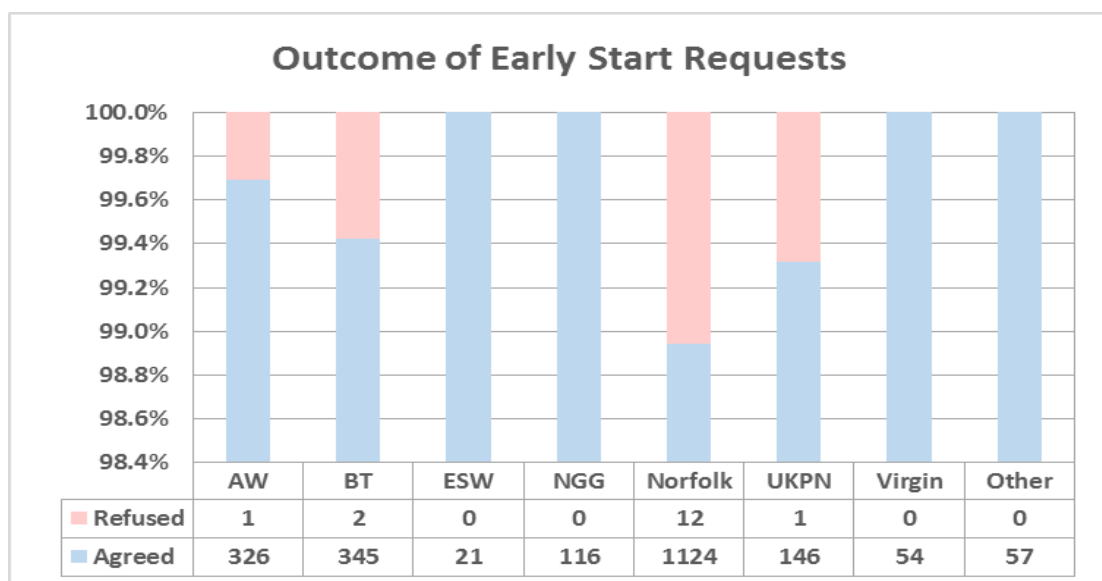


Table 2.8

2.8.4. The above table provides a breakdown of the outcome of early start requests for each promoter. Both internal and external promoters had some requests refused.

2.8.5. NCC experienced the highest percentage of extensions being refused.

2.9. KPI5 - number of agreements to work in S58 and S58A restrictions

	<b>Highway Authority</b>		<b>Utilities</b>	
	<b>Number</b>	<b>Percentage of Total</b>	<b>Number</b>	<b>Percentage of Total</b>
KPI5A - number of applications to carry out works under a s.58 or 58A restriction is in place, other than the allowed exceptions	25		38	
Number of agreements for s. 58 & s58A	21	84%	28	74%

Table 2.9

2.9.1. This data reflects the part year for year two from 6 May 2015 to 31 January 2016.

2.9.2. Where substantial road or street works are completed it is possible to prevent future planned works taking place in that street for a period of between 6 months and 5 years. Where a promoter wishes to carry out works in a restricted street they must first obtain agreement from the highway authority.

2.9.3. The above table indicates that permit applications were received by both external and internal works promoters which required excavating a street where a restriction was in force. Some of these requests were not approved.

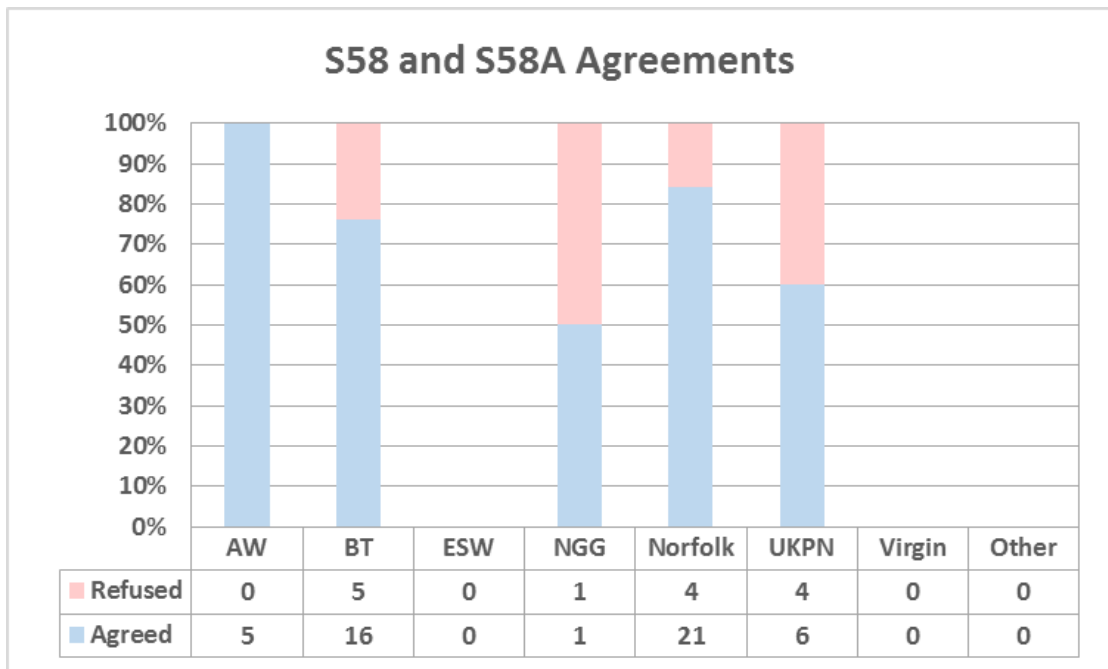


Table 2.10

- 2.9.4. The above table provides a breakdown of the outcome of requests to work in restricted streets for each promoter. Both internal and external promoters had some requests refused.
- 2.9.5. There are currently 130 restrictions in force in Norfolk. These restrictions are recorded in the National Street Gazetteer to inform all promoters of the need to complete planned works ahead of the restriction and to know when to apply for the required agreement in other cases.

### 3. Additional Performance Measures

3.1. Key Performance Indicators 6 to 9 represent the non-mandatory measures which apply to the Norfolk Permit Scheme. These results are set out below together with an indication of what we feel they show.

3.2. These measures were first produced in September 2014 and have been shared with all promoters each month since October 2014 up to February 2016.

3.3. Norfolk has used the following principles in producing the monthly data:-

- There is a complex relationship between phases, works and cancellations which results in these reports not being able to consider cancellations with the exception of KPI6.
- Permits applied for in one month may have been cancelled, refused or amended the following month and counted in that different month accordingly. This can unbalance the result for smaller promoters.
- It has not been possible to collect all KPI data. Each KPI states whether the data relates to the whole period of year two or just for the period 6 May 2015 to 31 January 2016. All KPIs which do not cover the full year will be shared once they are known. It is hoped this will not be later than the end of September 2016.

#### 3.4. KPI6 - Cancelled permit requests

	Highway Authority		Utilities	
	Number	Percentage of Total	Number	Percentage of Total
<b>KPI6A</b> - total number of permits issued	10222		19667	
<b>KPI6B</b> - total number of permits requested	11674		25830	
<b>KPI6C</b> - total number of permits cancelled before the permit has been granted shown as a % of permits requested	333	2.85%	1862	7.21%
<b>KPI6D</b> - total number of permits cancelled after the permit has been granted as a % of permit granted	2343	22.92%	3666	18.64%

Table 3.1

3.4.1. This data reflects the part year for year two from 6 May 2015 to 31 January 2016. It includes cancelled permit applications. The date of the cancellation transaction is used to determine which accounting period transactions are recorded in.

3.4.2. The above table indicates that permit applications were received by external and internal works promoters which were subsequently cancelled. Some of

the cancellations were received before the permit had been granted which leads to avoidable additional work by the permit authority.

3.4.3. Compared to year one data, internal works have seen a fall in the number of permits cancelled before the grant is issued as well as after. For utility work there has been an increase in the number cancelled before the grant is issued.

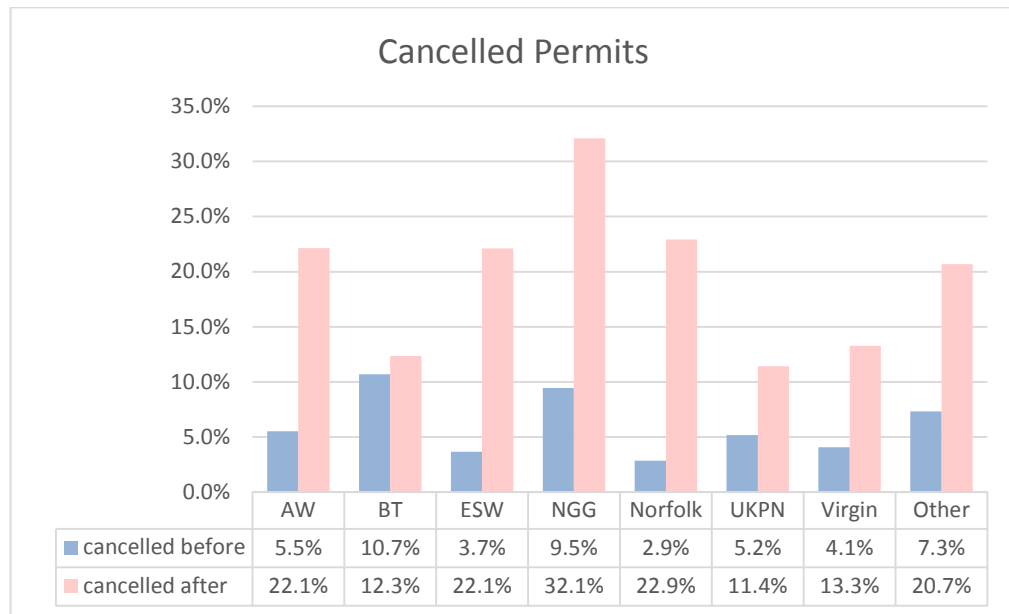


Table 3.2

3.4.4. The above table provides a breakdown of cancelled permits for each promoter and whether that cancellation was made before or after the permit was granted. Both internal and external promoters had a need to make cancellations.

### 3.5. KPI7 Collaborative working

	Highway Authority		Utilities	
	Number	Percentage of Total	Number	Percentage of Total
<b>KPI7A</b> - total number of permits issued	10610		22551	
<b>KPI7B</b> - total number of instances of collaborative working shown as a % of permits granted	10	0.1%	122	0.5%
<b>KPI7C</b> - number of instances where collaborative working has been initiated by the works promoter, shown as a % of permits granted	0	0%	54	0.2%
<b>KPI7D</b> - number of instances where collaborative working has been initiated by the Street Authority, shown as a % of permits granted	10	0.1%	68	0.3%

Table 3.3

- 3.5.1. This data reflects the full year for year two.
- 3.5.2. Work can be planned to take place at a time that other works are taking place in that street or nearby. Where two or more works take place at the same time the overall duration of the works is shorter and the overall disruption to the road network can be less. Collaborative working does not just apply to those works where the same trench can be used by two different promoters. In fact, that instance is quite rare. Collaborative working also applies where the same traffic management scheme is shared by both parties (eg, sharing traffic lights) or the same route is worked on by two parties (eg, a promoter taking advantage of a road being closed by another party in order to deliver works at a less disruptive time).
- 3.5.3. It is recognised that more effort is required to time two activities to be delivered in this fashion. To encourage promoters to work in this way all instances of collaborative working are rewarded with a permit of no charge.
- 3.5.4. The above table indicates that collaborative working arrangements were undertaken by both external and internal works promoters.
- 3.5.5. These results do not reflect the anticipated volume of works being delivered in a collaborative way. It was hoped that there would be more instances of collaboration. It is unclear whether the measure reflects the true number of



instances or whether there is reluctance by the promoters to work in this fashion.

- 3.5.6. It is noted that on many occasions promoters claim to work in this way but a second collaborator cannot be identified. These claims were due to an administrative error by the promoter and are not included in KPI7, nor was a concession awarded.
- 3.5.7. Conversely, some claims of collaborative working are only claimed by a single promoter, the second promoter failing to update the permit application. That instance is also not captured in this measure.

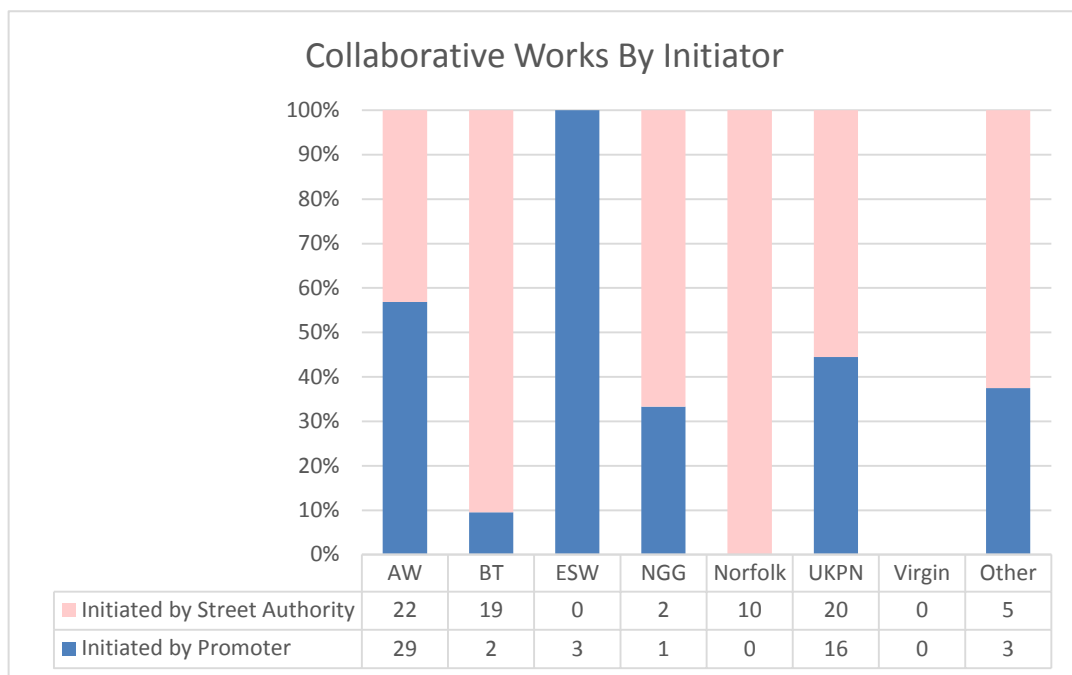


Table 3.4

- 3.5.8 The above table provides a breakdown of collaborative working for each promoter and which party initiated the collaboration. Both internal and external promoters have worked successfully in this fashion.

3.6. KPI8 First Time Permanent Reinstatements.

	<b>2013-14 Percentage of Total</b>	<b>2014-15 Percentage of Total</b>	<b>2015-16 Percentage of Total</b>
<b>KPI8C</b> -total number of first time permanent reinstatements as a % of permits granted with an excavation type of 14 or 15 or 18	79.1%	81.7%	83.0%

Table 3.5

- 3.6.1. Some works require an excavation in the highway. These excavations are backfilled and reinstated in accordance with the national specification. Some reinstatements are only temporary and must be made to a permanent standard within 6 months. Good practice of reinstating to a permanent standard on the first visit avoids the need for a return visit to site and so reduces the overall duration and impact of the works. By avoiding the need to excavate the interim material and replace it with a permanent material it also reduces waste and the carbon footprint for the overall works.
- 3.6.2. The above table indicates the number of instances where an external promoter registers a first time permanent reinstatement. To qualify, the works must relate to the asset phase of the works, must involve an excavation and not be wholly within the verge. The last three years data is shown.
- 3.6.3. Norfolk County Council’s data is not included in these results. As a Highway Authority, their work is completed to a different specification to that of an external works promoter. It could be considered that all work is always completed to a first time permanent standard. As Norfolk is not subject to permit fees they would not be entitled to the concession that this measure applies to.
- 3.6.4. Where a promoter can complete a minimum of 85% of all the qualifying works with a first time permanent reinstatement then, subject to meeting the requirement in KPI9, they would receive a 10% discount off all permit fees that apply the following year.
- 3.6.5. Overall, the target of 85% has not been met. However, it is noted that the success rate of completing reinstatements to a permanent standard on the first visit continues to increase.

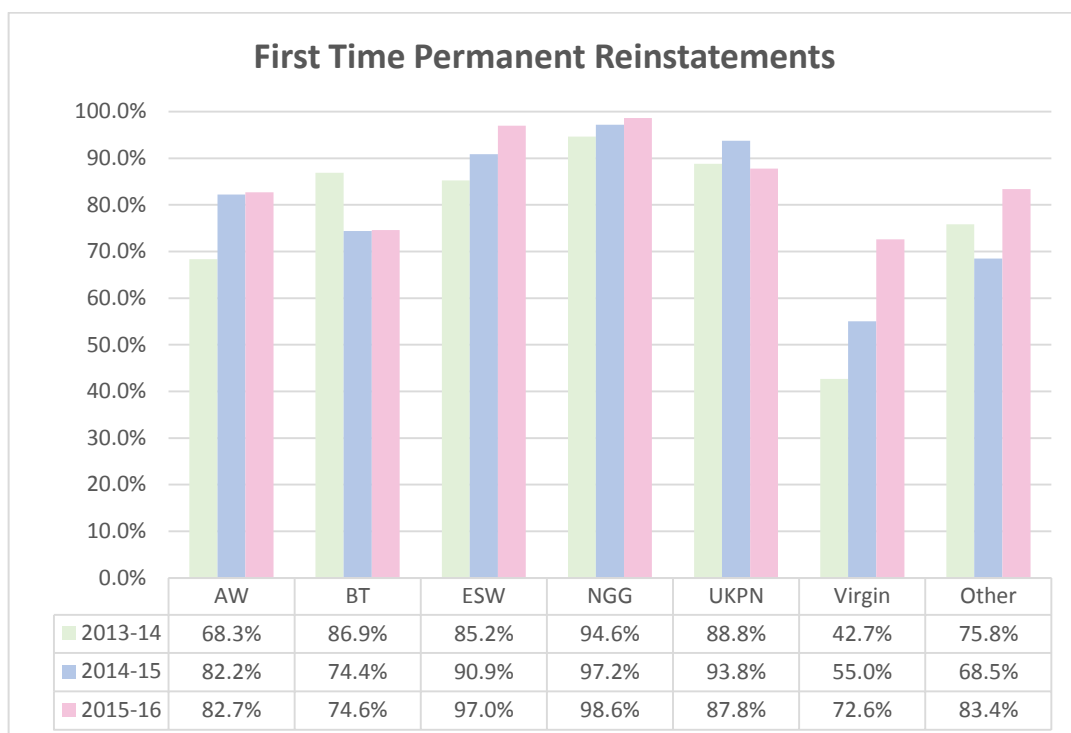


Table 3.6

3.6.6 The above table provides a breakdown of the percentage of works completed to a first time permanent standard for each promoter. The last three years data is shown.

3.6.7 Year two results have seen an increase from seven to eleven promoters who reached the 85% target. Five utilities did not.

3.7 KPI9 Coring Results.

	2013-14	2014-15	2015-16
Total number of core samples successfully tested for thickness & correct use of surface and binder courses	266	252	327
Total number of non-complying reinstatements	34	38	50
Total number of core samples that did not comply shown as a % of cores successfully tested	12.8%	15.1%	15.3%

Table 3.7

- 3.7.1 The above table indicates the number of core samples taken on reinstatements completed by external promoters. The cores taken by NCC are assessed for thickness & correct use of surface and binder courses.
- 3.7.2 Only reinstatements that visually appear to comply with the current Specification for the Reinstatement of Openings in Highways were selected for sampling. The total number of cores samples that did not comply are shown as a percentage of cores successfully tested.
- 3.7.3 The reinstatements carried out by external promoters must be in accordance with the Specification for the Reinstatement of Openings in Highways. Failure to comply with this national specification could lead to the early failure of the reinstatement. This failure can take place several years after the completion of the end of the guarantee period when it can be difficult to either prove the identity of the promoter that completed the work or to prove the non-compliance that resulted in a continuing offence. The repair would then fall to the public purse to fund.
- 3.7.4 Where a promoter's coring results are no worse than having a 10% failure rate then, subject to meeting the requirement in KPI8, they would receive a 10% discount off all permit fees that apply the following year.
- 3.7.5 These results show a disappointing, worsening trend.

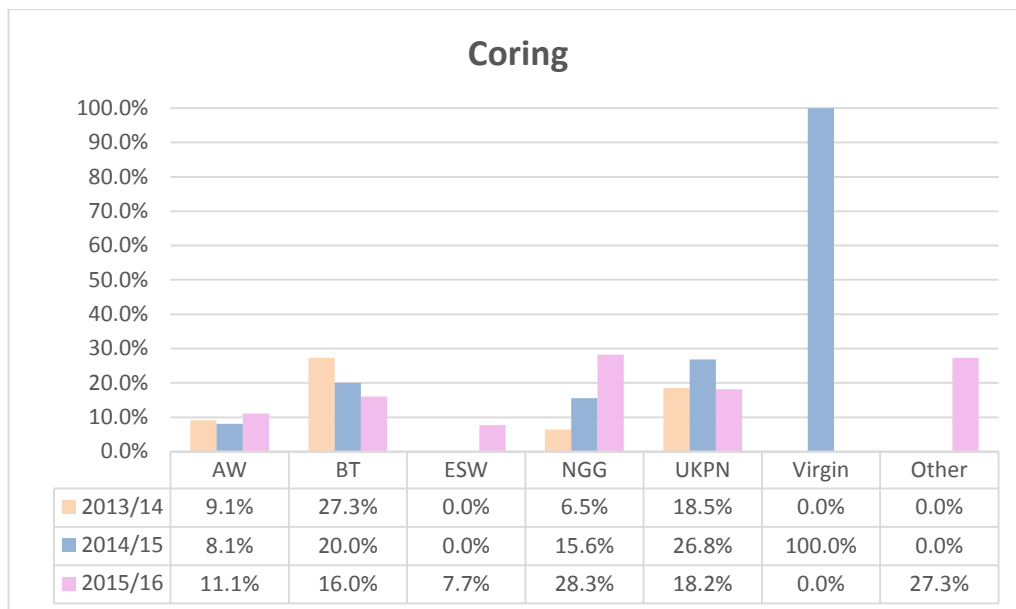


Table 3.8

- 3.7.6 Year two data has seen a small fall in the number of utilities meeting the 10% target from 14 to 11.

### 3.8 S81 Defective Apparatus

- 3.8.1 There are occasions where the permit authority finds defective surface apparatus owned by a utility. In these instances Norfolk serves a S81 notice on the relevant promoter so they are aware that a repair is required.
- 3.8.2 The Norfolk Permit Scheme recognises that an early repair is to the benefit of the public and rewards a promoter with a free permit whenever the repair is completed within 21 calendar days of the S81 being given. Works completed under an immediate permit application are excluded from this measure.
- 3.8.3 Unfortunately, it is not possible to calculate the percentage of repairs completed that met the concession trigger level. Only the numbers that were completed on time are retrievable from the financial records.

81 Free Permits	Number awarded
AW	31
UKPN	1
Grand Total	32

Table 3.9

- 3.8.4 The above table indicates the number of S81 defects that were successfully completed on time and were rewarded with a free permit.

### 3.9 National Highways & Transportation Survey 2015

- 3.9.1 This survey is carried out by Ipsos MORI for many local councils across Britain. The survey has been designed by local councils to inform local transport planning and will inform decisions about what to prioritise and how to spend public money.
- 3.9.2 The results of the survey are published annually and compare public perception between the authorities that take part. This survey includes topics relevant to tackling congestion.

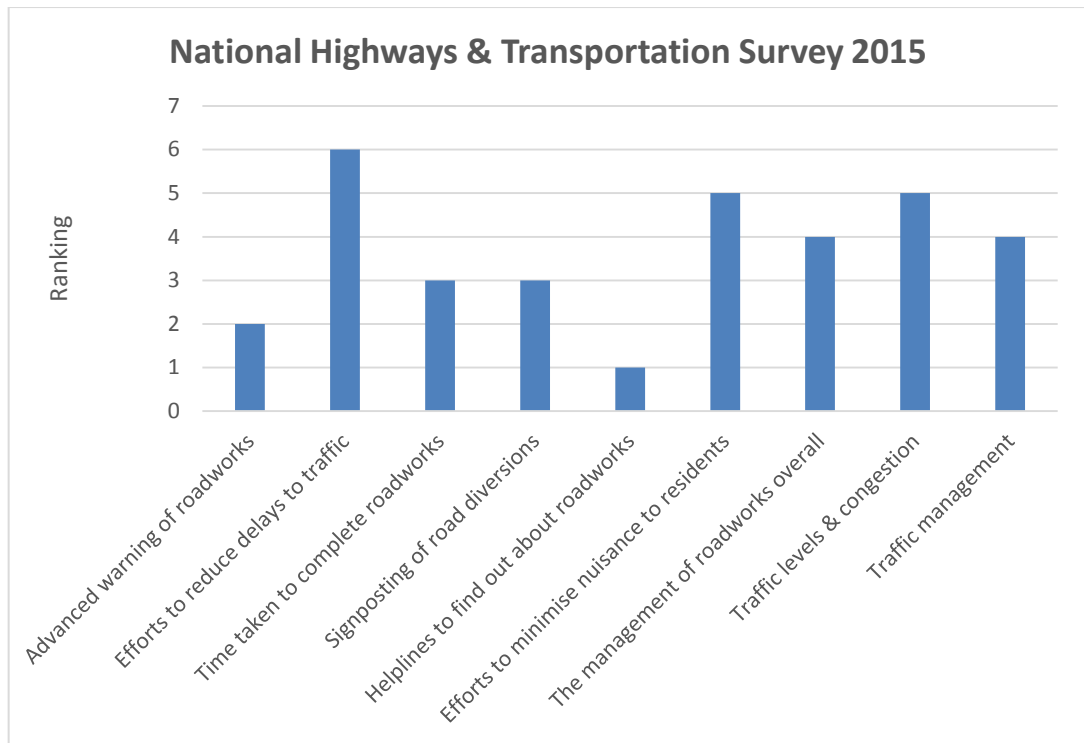


Table 3.10

3.9.3 The above table indicates the ranking of Norfolk County Council for each topic when compared to the other 26 authorities that took part.

#### **4. Permit Scheme Finances**

- 4.1. Regulation 16A(2) requires consideration of whether the fee structure needs to be updated in light of any scheme surplus or deficit.
- 4.2. The permit Regulations allow only certain recoverable costs to be included in the running of the scheme. This includes the set up costs for the scheme as well as the funding of concessions.
- 4.3. The set up costs were £223K which were repaid in full from scheme income in years one and two.
- 4.4. In order to fund concessions which drive best practice a surplus must first be accrued. From 1 October 2015 a new concession was adopted where a 30% discount is given for works affecting a traffic sensitive street where they are delivered wholly outside the traffic sensitive times. The scheme also affords a 10% discount for all permit fees where a promoter meets the requirements of two KPIs, the 1<sup>st</sup> time permanent and coring KPIs. Together, these two main concessions have the potential of incurring a maximum concession of £236K for traffic sensitive permits and £104K for the coring and 1<sup>st</sup> time permanent KPIs. This could result in a maximum potential return of funds amounting to £340K.
- 4.5. Allowing for income and costs up to the end of year two and the set up costs being recovered the scheme currently shows a surplus of £107K.
- 4.6. At the end of year two there is no sustained surplus from the scheme. There is currently no need for the permit fees to be reviewed.

## 5. Conclusions

### 5.1. Scheme Objectives

- 5.1.1. The objective of the Traffic Management Act is to enable the management of the highway network to ensure expeditious movement of traffic (including pedestrians, cyclists and other vulnerable road users) as required under the TMA Network Management Duty.
- 5.1.2. Under a permit scheme it is intended to enable more effective co-ordination to empower the Local Highway Authority to minimise disruption from both street and highway works.
- 5.1.3. The strategic objective for the Permit Scheme is to provide a capability to manage and maintain the local highway network for the safe and efficient use of road space, whilst allowing promoters access to maintain their services and assets.
- 5.1.4. The principle of the Permit Scheme is to improve the planning, scheduling and management of activities so that they do not cause unnecessary traffic disruption to any road user (including pedestrians). It will help Norfolk County Council meet their network management duty under the Traffic Management Act. Coordination of activities through the Permit Scheme will enable differences between those competing for space or time in the street, including traffic, to be resolved in a positive and constructive way.
- 5.1.5. The Norfolk Permit Scheme has now completed its second year of operation. Collectively, the key performance indicators and conclusions below suggest that the strategic objectives and principles of the scheme are being met.

### 5.2 Greater Control and Visibility of Road and Street Works.

- 5.2.1. One effect of the Norfolk Permit Scheme has required all works promoters to improve the way in how they plan works affecting the road network. Permission must be sought and obtained before commencing on site. Conditions are applied to permits where they bring a benefit to the travelling public or community that is directly affected by the works. Permit applications must be given in a timely manner.
- 5.2.2. Permit applications that are found to be incomplete or inaccurate can be subject to a required change or can be rejected.
- 5.2.3. Under a noticing regime, works were allowed to commence several days after their proposed start date and still retain the duration that was proposed. This 'validity period' gave flexibility to the promoter on when the works could commence but did little to inform the travelling public or the community affected when the works would commence. Under a permit scheme this validity period does not apply to works in the busiest streets.



5.2.4. This has led to more accurate and reliable data that can be used to help Norfolk County Council to meet its network management duty and the duty to maintain a permit register. It has given more visibility to planned and unplanned works.

### 5.3 The National Highways and Transport Survey

5.3.1 This survey of public perception ranked Norfolk County Council 2nd out of the 27 authorities in the survey.

5.3.2 The survey covers many highway related topics and is based on an independent survey of Norfolk residents exploring their satisfaction with highways and transportation services. Many survey questions related to the planning and delivery of roadworks.

5.3.3 The most positive trend in the results of this survey for Norfolk County Council was the use of helplines to find out about roadworks, Overall, Norfolk has climbed to 2<sup>nd</sup> out of 27 authorities who took part in the survey.

5.3.4 This is a strong indicator that the public's perception of how Norfolk deals with the planning and delivery of roadworks is very positive. It is felt that this is a reflection of the benefits that the Norfolk Permit Scheme brings.

### 5.4 Parity

5.4.1 The mandatory and additional performance measures demonstrate that parity is being applied across all works promoters.

### 5.5 Occupancy

5.5.1 Data exists in the register that can be used to calculate the sum of the number of days which road and street works were in place on the road network. The data used is based on working days, excludes schemes in excess of 50 working days, barholes and those that have not yet been completed.

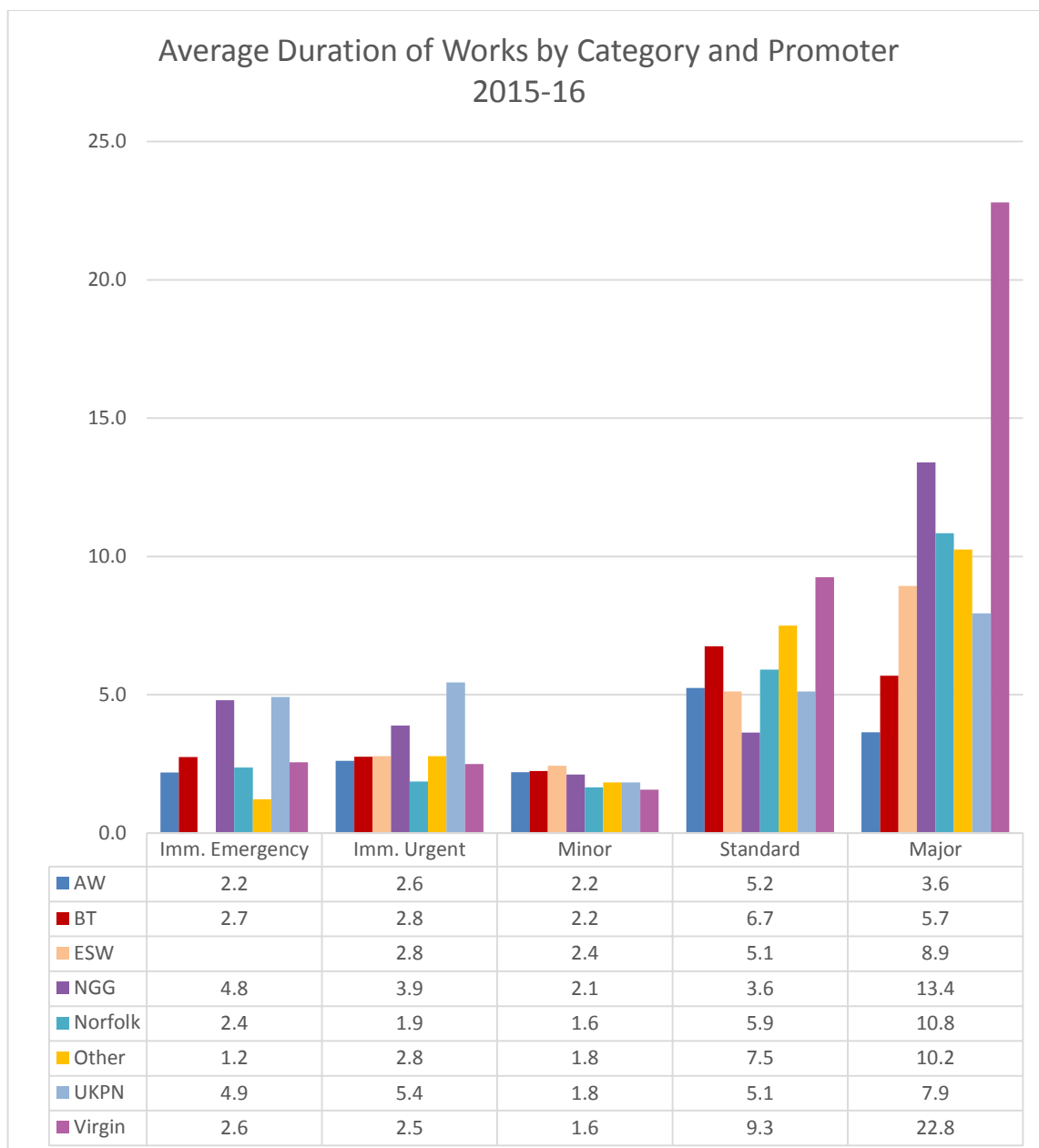


Table 5.1

5.5.2 The above table indicates the average duration in working days of each notice type for each promoter for the full year for year two.

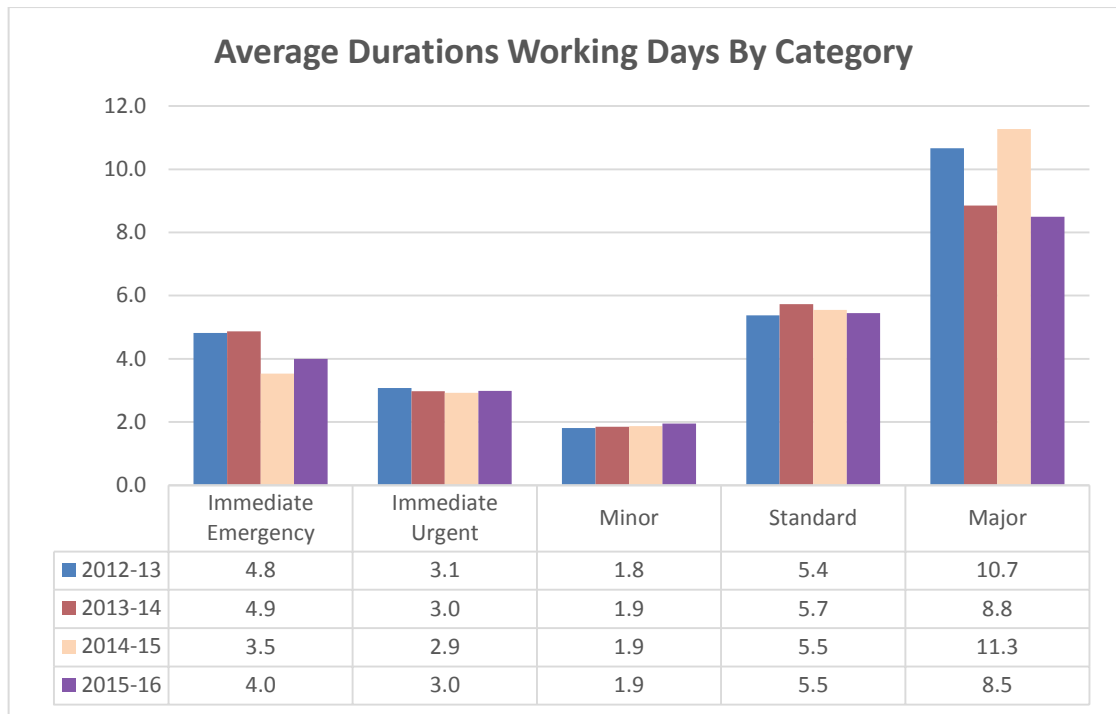


Table 5.2

5.5.3 The above table indicates the average duration in working days of each notice type for each promoter for the previous four years.

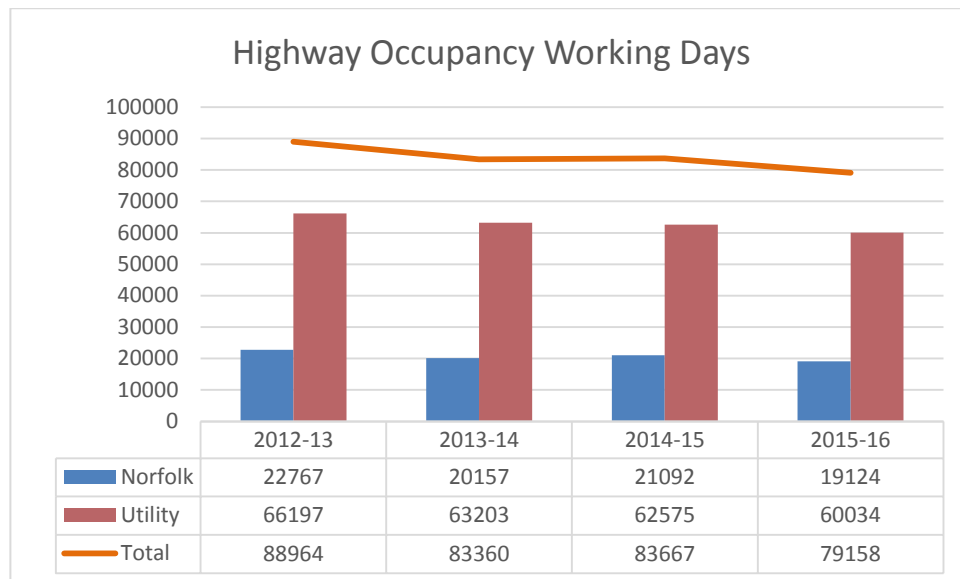


Table 5.3

5.5.4 The above table indicates the number of working days where internal and external works took place in the highway. The overall occupancy of the road network is falling over time.

5.5.5 After year one, the apparent fall in duration and overall occupancy of the road network could not be directly attributed to the Norfolk Permit Scheme. However,

as this trend continues it is likely that the Permit Scheme has contributed to this fall.

## 5.6 Collaborative Working

5.6.1 Collaborative working is a good practice which is rewarded with a fee not applying to the permits required by the parties involved. Compared to year one data, the level of collaborative working has significantly increased over year two.

5.6.2 It is incorrect to assume that such rewards only relate to trench sharing. In order to encourage this good working practice the Norfolk Permit Scheme extends the definition of collaborative working to those works which share just the traffic management, or to those works which are deliberately timed to coincide with another promoter in that street or route providing that the timing brings benefit to the public.

5.6.3 To help promote this good practice Norfolk has not applied the part concession identified in S15.6.1.h of the scheme. Instead a full refund is given in order to help promote this good working practice. Norfolk will continue to give a full discount even where partial collaborative working is achieved.

5.6.4 It remains unclear as to why the results appear low. In the first annual report more work was identified as being required to better understand three possible explanations.

- Are the works being recorded correctly in accordance with in the Eton Technical Specification?
- Are there fewer opportunities to work collaboratively than originally anticipated?
- Are promoters not engaging with this good practice?

5.6.5 From experience over the two years it is felt that collaborative working is taking place which is not correctly identified in the permit application. It is not uncommon for only one, or no party to identify this method of working. This cannot be reflected in the KPI. It is also felt that opportunity does exist for this type of work and that it can sometimes be difficult to get all parties to sign up to work in this way. Norfolk will add this topic to the Norfolk HAUC agenda for more detailed discussion.

## 5.7 KPIs 8 and 9, Reinstatements and Coring Results

5.7.1 Together, these measures identify the quantity of reinstatement completed correctly and during the first visit to site. This reduces the need for a return visit to site, the overall duration required to complete the works and minimises the impact of those works on both the road network and the environment.

5.7.2 The historical data from the last three years show that there is a continuing trend in how many excavations are reinstated permanently on the first visit.

There has also been an increase in the number of utilities meeting the 85% target, from 7 in year one to 11 in year two.

5.7.3 Conversely, the historical data shows a worsening trend of coring results which is declining each year. However, the number of utilities meeting the 10% target has only fallen slightly from 14 in year one to 11 in year two.

5.7.4 In year one only five promoters qualified under both of these measures. In year two this has increased to nine. However, the nine which now qualify for the 10% concession to all of their permit fees for 2016/17 do not undertake the majority of work in the road network of Norfolk. The larger utilities continue to fail to meet one or both targets.

5.7.5 At the end of year one Norfolk decided to retain the 85% 1<sup>st</sup> time permanent reinstatement target and the 10% coring results target. These should have progressively increased annually to promote continuous improvement but as no large utility met both targets they were kept at the same level to act as an added incentive. These targets should be made more challenging again for year three. However, it is felt that making the targets more difficult to achieve will do little to encourage promoters to adopt this good practice, especially as some had come quite close again. The target for KPIs 8 and 9 shall therefore remain at the year one levels of 85% and 10% for year three of the scheme.

## 5.8 Annual Report Timing

5.8.1 It was proposed at the end of year one that future annual reports align to the financial year. Since the publication of that annual report the Norfolk permit scheme has had to comply to the latest statutory guidance and Regulations. As these require schemes to report each year of the operation of the scheme it is not possible to change the timing of the report as suggested.

## 5.9 Use of Conditions

5.9.1 There remains inconsistencies in how and when certain condition types are needed. This may have increased the number of conditions being attached to applications and increased the administration of both the promoter and permit authority.

5.9.2 Norfolk has worked with other permit authorities in the Anglian Region and through the Permit Authority Group to help agree a single interpretation of the use of the National Condition Texts which have now been adopted.

5.9.3 In the first annual report Norfolk identified a benefit in working with promoters to help identify the incorrect use of conditions. A workshop was held to discuss this and the KPI data on conditions was produced and shared to all promoters each month up to the end of February 2016.

5.9.4 Although year two indicates a fall in the over use of conditions on permits for Norfolk County Council works the utilities still show a comparatively high usage, especially in the use of date and time constraints. Norfolk will add this topic to

the agenda of the Norfolk HAUC meetings to help identify any areas of overuse and which promoters are more likely to provide this unnecessary data.

#### 5.10 S81 Defective Apparatus

5.10.1 The overall number of repairs completed within 20 calendar days of the S81 defect being issued is very similar to year one.

5.10.2 To enable a better production of statistics on this area Norfolk adopted the national process for the issuing of electronic S81 defects on 1 August 2015.

5.10.3 The Norfolk Permit Scheme sets a target for the S81 related repairs to be completed within 21 calendar days of the S81 notice being issued in year one, falling to 20 calendar days in year two. It is intended that this trigger falls by one calendar day each subsequent year for seven years. In the third year of the Norfolk permit Scheme the trigger level will fall to 19 calendar days in the hope that this drives a continued improvement to performance.

## 6.0 Key

AW	Anglian Water
BT	BT
ESW	Essex and Suffolk Water
NGG	National Grid Gas plc
Norfolk	Norfolk County Council
UKPN	UK Power Networks Eastern & London
Virgin	Virgin Media
Other	All remaining promoters

Table 6.1

6.1 The above table identifies the names of each promoter as referenced in all tables.



**If you need this document in large print, audio, Braille, alternative format or in a different language please contact Russ Blackshields on 01603 223713 and we will do our best to help.**