LONDON PERMIT SCHEME

For Road Works and Street Works

LoPS Evaluation Report 2013-14

The Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham

Contents

1 Executive Summary

This is a joint report by the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham on the fourth year of operation of the London Permit Scheme (LoPS). This is the second joint report where data from both the Royal Borough and Hammersmith and Fulham appears alongside one another.

The Royal Borough of Kensington and Chelsea is primarily residential but is also an internationally recognised destination, hosts world renowned arts and cultural facilities, events and institutions and is home to some of London's most visited parks and outdoor spaces. There are 207 km of roads in the borough. 28 km (13.5 per cent) are A roads, 10 km (4.8 percent) are B roads and the remaining 169 km (81.6 per cent) are C roads or unclassified. Six per cent (12.5 km) of the roads in the borough are designated as part of the Transport for London Road Network (TLRN). Transport for London (TfL) is the Highway Authority for these routes

In Hammersmith and Fulham the road network consists of 218km of roads, of which approximately 14km are the direct responsibility of Transport for London. The borough contains three main busy town centers, 19 rail stations, three football clubs, three hospitals, Westfield shopping centre, six main entertainment venues, three strategic bridges crossing the Thames, one prison, 4 major annual sporting events and 52 schools all squeezed in to a land size of just over six square miles.

Both boroughs have similar road networks which, if not properly managed, can quickly result in widespread disruption. The management of road and street works is taken extremely serious in both boroughs and appears high on both of the Councils political agendas. As a result both teams play an active role in the various different LoPS forums and also look to apply their available powers robustly where needed.

LoPS was first introduced in both boroughs on the 11 January 2010 and covers all roads, including small residential roads.

The key highlights of this report are as follows :

- 328 days of disruption saved across both boroughs which is a 400% increase on last year
- Continued low levels of deemed permit applications demonstrating both parity and a pro-active approach to managing road and street works
- A reduction in the number of permit applications being refused for utility works and both Council's own works
- A continued reduction in the number of early starts requested in

Hammersmith and Fulham

- A significant decrease in the number of permits not used in Hammersmith and Fulham
- A continued decrease in the number of Category A failures in the Royal Borough
- An increase in fixed penalty notices relating to breaches of permit conditions
- Introduction of a formal recording process to capture good network management techniques that are unable to be reported by the IT systems

It is pleasing to note the increase in the number of days of disruption saved in both boroughs but the feeling is that this figure could be improved on greatly with the right co-operation. There is still a lot of frustration felt by both boroughs because despite the effort we put into trying to arrange this type of work we often get let down by the work promoters, even when certain agreements are in place. This is certainly an area that needs improvement and something both boroughs will be looking at trying to improve going forwards.

The decrease in number of permit refusals is also welcome although the actual level of refusal is still relatively high, particularly in the Royal Borough.

The number of fixed penalty notices issued in 2013/14 is of concern. Whist some of this is accounted by the fact that further resource has been assigned to this work stream the evidence does suggest that the level of compliance amongst works promoters has also dropped.

Both councils continue to work closely with their LoPS colleagues and play an integral role in the various working groups and look to further improve consistency across all LoPS authorities.

2 Background

2.1 Introduction

The Traffic Management Act 2004 (TMA), Part 3 Sections 32 to 39, and the Traffic Management Permit Scheme (England) Regulations 2007 make provision for Permit Schemes to be introduced in England. The London Permit Scheme (LoPS) was adopted by the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham on 10 January 2010.

This report sets out an overview of LoPS operational performance for 2013/14. The report provides detailed scrutiny of the available data in relation to street works and activities in both boroughs.

2.2 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 during the period of this report.

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

The Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham continue to play an active role in the LoPS Operational Committee and Joint Permit Group where members strive to bring consistency and best practice to all aspects of the permit scheme to help each authority deliver their network management duty. Both boroughs have also continued to provide help and advice to individual authorities who have sought more local advice from both teams.

The ongoing bi-borough work has enabled both permitting teams to work more closely together. Regular permitting workshops are held to discuss current issues and topics and any pertinent issues that affect the wider LoPS community are filtered through the relevant channels for inclusion on the agenda of the Operational Group meeting.

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;

Both boroughs continue to co-ordinate and help deliver work programmes with the best intentions of minimising disruption and getting it right first time. Both teams remain committed to identifying collaborative working opportunities but sometimes the level of resource and time spent doing this is wasted due to works promoters not delivering on agreements that were in place. Despite the frustrations felt by both teams the overall objective of increasing the number of collaborative works each year remains the same for both boroughs.

Both teams continue to scrutinise the works programmes of all works promoters and consistently challenge different aspects to help deliver them in the best way possible for both parties.

Bi-borough co-ordination meetings continue to be held which allows for closer cross boundary co-ordination. The agenda of these meetings no longer includes performance issues as this is addressed at regular of performance meetings which has meant more focus is given to co-ordination issues.

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;

Both boroughs continue to place a high emphasis on site safety. Both teams operate an inspection regime which involves inspecting all in progress works throughout the life of the works. This provides us with the ability to identify any safety issues or breaches of conditions at the earliest available opportunity.

The Royal Boroughs Network Manager continues to chair the Works Task Force meeting which is leading on the joint inspection programme that is being rolled out across all permitting boroughs. The group is eager to use this work stream to improve the standard and consistency of signing and guarding to all work sites. The group have discussed the possibility of minority groups participating in these exercises to provide more valuable feedback. This is something the group will be looking to do at some point in the near future.

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

Both boroughs continue to play an active part in both the Joint Permit Working Group and Operational Committee which meet on a quarterly basis. These forums are invaluable in trying to improve consistency across the LoPS community and to share information and, or, best practice on related subjects. Lively debates and discussions are regularly heard and whilst agreement on a way forward is not

always possible it is healthy for people to air their views and hear the opinions of others.

Despite continued resistance from some works promoters in using rapid cure concrete both Council's still actively encourage the use of it on their road networks. Similarly several requests have been made to National Grid to employ Core and Vac methodology on certain sites with mixed success.

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

Both boroughs have continued to push for exploratory works such as ground penetrating radar surveys and trial excavations to be carried out prior to certain works starting to minimise the risk of damage of underground apparatus during the course of the works.

Consequential damage caused to the public highway by large water bursts are thoroughly investigated by both teams. The extent and specification for remedial works are agreed quickly with the relevant utility company and supervised closely until completion. In some cases where the severity of the damage dictates both councils will insist on doing the repair works to provide added assurance.

Prior to any major schemes or projects Highway Engineers in both councils continue to consult with all utility companies to provide them with the opportunity to inspect and check their apparatus and plant. The robust inspection regime that both boroughs operate also contributes to ensuring the structure of the highway is maintained

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

The Permit Advice Notes (PANs) continue to be a very good source of information particularly for those permitting authorities who have just joined LoPS and new contractors that may have been appointed by the utility companies. The PANs were reviewed in 2013/14 by the Business Task Force to bring them up to date.

Representatives from both councils, as part of their role in the LoPS Business Task Force, have played an integral role in developing the guidance for permit modification requests in readiness for the introduction of EToN6. This enabled people to have early sight of the document so that they could embed the new process into their organisations prior to both the formal EToN6 deadline.

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

Both councils continue to apply the same standards and requirements to their own internal work promoters as they do to utility works. Any issues of concern are quickly brought to the attention of the relevant engineers for resolution and also tabled at regular contractors meetings. National Traffic Performance Indicators (TPI's) showing comparative data for utility works are also reported at these meetings.

Shadow fixed penalty notices are issued for all LoPS offences as and when they are identified.

The network management teams in both boroughs continue to remain independent from internal works promoters within their organizations. Although there is a healthy respect between the two areas this has not prevented a number of heated debates about certain decisions that the network management team have made about internal works. The general feeling tends to be that internal works suffer the most when co-ordinating but unfortunately the nature of the work dictates they are carried out last which isn't always appreciated.

2.3 LoPS Task Forces

In order to ensure the smooth operation of LoPS and to assist in the evaluation process, a number of task forces were set up. Further details on these task forces are available in Section 22.7 of LoPS. As per previous reports it should be noted that following the launch of LoPS two of the Task Forces (Site Planning and Asset Planning) were subsumed into a single Task Force.

Part of the function of the Task Forces was to enable discussion of LoPS objectives by permit authorities and stakeholders, and to assess whether LoPS objectives were being met.

In addition, the LoPS Operational Committee was established to evaluate the overall objectives of the scheme. This Committee consists of representatives from all permitting authorities. The Joint Permit Testing Group, which had undertaken extensive testing of the permitting software prior to the launch of LoPS, was developed into the Joint Permit Group. This group consists of both permit authority and utility utilities' representatives.

To help drive operational consistency and commonality in approach across all permitting authorities a further two groups were established; the LoPS FPN/Compliance Officers Group and the Permit Practitioners Task Force. Both

groups consist of representatives from all permit authorities, whose main responsibility is the day to day operation of the scheme.

Details of the activities of each of the group are set out below.

LoPS Operational Committee

The LoPS Operational Committee has continued to provide support and guidance to all LoPS members, working with the remaining London boroughs to successfully introduce LoPS and to ensure as much consistency as possible in the way that the scheme operates across London.

The last London Borough joined the scheme on 1 April 2013 meaning that LoPS now applies across all London Boroughs.

In addition the Operational committee has worked with all the LoPS members to assist them in delivering the permit scheme and contributed to their ability to meet their Network Management Duty. Over the year the committee has provided an important forum for discussion and resolution of operational issues, which all members have contributed to through discussion and where appropriate challenging each other.

The Operational Committee has ratified a number of Permit Advice Notes (PANs), continuing to provide a consistent approach to the permitting process. Following ratification, the PANs are presented to the Joint Permit Group to ensure that authorities and statutory undertakers are working together to achieve the LOPS objectives. The permit refusal codes which were adopted by all London Boroughs on the 1 April 2013 are an example of the ongoing work of the group and have been embraced by the National Permit Forum as an example of good practice.

LoPS Works Task Force

The LoPS Works Task Force has continued to conduct the joint inspection exercise across LoPS boroughs. Joint inspections were undertaken within the following boroughs;

London Borough of Camden

Transport for London

London Borough of Southwark

London Borough of Ealing

London Borough of Brent

The group introduced the newly developed assessment criteria that they were working on towards the end of 2012/13, and which was formally signed off by the Joint Working Group in 2013/14. The new criteria allowed assessors to allocate a score to each of the items being assessed on site. Each score feeds into an overall mark for each separate area of work being looked at. The scoring mechanism will make it easier for the group to compare results across different work promoters in order to identify areas of good practice and possible areas of improvement.

The joint inspections have revealed that there are some areas of inconsistency in terms of people's interpretation of what constitutes a site failure or not. Although the group recognised that each work promoter has their own opinion and reasons for this it was agreed that an additional piece of work around OM5 data would be done to try and improve the consistency of Highway Authority Sample Category A inspection outcomes. The group commenced this piece of work towards the end of 2013/14 and is hoping some form of guidance could be produced in 2014/15.

Strategies for improving the number of collaborative working opportunities have also been discussed within the group and various templates of advance notification for road closures have been shared with others to comment on. Utility colleagues have been asked to identify some of the challenges they face when agreeing to collaborative works in order to help authorities in their decision making.

Site Planning Task Force

The Site Planning Task Force's key aim for 2014/15 will be to compile a general standard on durations for all works types which it is hoped can be adopted London-wide.

In keeping with its other key responsibilities, the group will also be looking to –

- Conduct a thorough review of ways in which damage to the integrity and structure of the highway can be minimized or avoided altogether.
- Compile a review of reinstatement materials with suitable recommendations for usage.
- Review current protocols surrounding Section 58 and 58a restrictions with a view to agreeing a sensible working methodology where these are in place.

LoPS Business Task Force

The LoPS Business Task Force met on a regular basis throughout the year and continued to work with all LoPS authorities sharing good working practices and methodology to deliver a common framework for LoPS.

The group undertook a complete review of the existing Permit Advice Notes (PANs), producing an updated set of PANs to reflect the ongoing evolution of working practices and changes in system. The group drafted guidance for the introduction of Permit Modification Request (PMR) as part of the EToN6 upgrade. This guidance was distributed to both permit authorities and works promoters in advance of the soft launch of EToN6 in October 2013. This guidance has proved useful in ensuring that the function of PMRs was understood by all practitioners before the launch in order for it to be used in a similar manner across all London's authorities. The guidance will be reviewed in 2014/15 as authorities gain experience of working with EToN 6.

The group has continued to provide support to all permit authorities in compiling and producing their annual reports, developing annual report templates for the LoPS community to ensure a common approach.

LoPS FPN / Compliance Officers Group

The LoPS FPN / Compliance Officers Group was initially formed in early 2011, however, its focus and Terms of Reference were revised at the end of 2013. The group has regular, strong attendance from approximately 20 of the LoPS authorities.

The group's key objectives are:-

- To act as a single point of reference for fixed penalty notice (FPN) and enforcement enquiries
- To provide a common framework for FPNs, under which all LoPS authorities can deliver a balanced enforcement policy
- To encourage the sharing of knowledge and working methods across the LoPS authorities

It aims to drive best practice and produce information and guidance relating to the operational aspects of FPNs and enforcement for ratification by the LoPS Operational Committee.

Since September 2013, the group has:-

- Assembled a sub-group to produce guidance on the application of multiple / daily FPNs for permit breach offences (an interim guidance has been circulated)
- Implemented the use of a common set of codes for FPN offences to assist in the accurate collation of FPN data
- Produced a basic guide for any LoPS authorities looking to bring prosecution action against works promoters

- Assembled a Prosecution Peer Sub-Group to allow any LoPS authorities looking to bring prosecution action against works promoters, the opportunity to discuss the intricacies / implications of such action
- Assembled a sub-group to collect and analyse FPN data from all the LoPS authorities with a view to directing a common approach to giving FPNs in the areas of poorest performance. The sub-group will also produce reports for use by the LoPS Operational Committee and Business Taskforce.
- Implemented a LoPS Prosecution Database for use by all the LoPS authorities as a basis for, or antecedents in, prosecution action.

Permit Practitioners Task Force

The Permit Practitioners Task Force (PPTF) held its first meeting in February 2013, with its overall purpose being "To be a conduit between LoPS permit practitioners and the Operational Committee" and "To identify the challenges and opportunities facing LoPS practitioners and to provide a forum for the sharing of knowledge and best practice across the LoPS community". It met 5 times throughout the past year, with 31 London boroughs represented at least once, as well as TFL. A number of issues were tackled in the Task Force's first full year of existence, with the Task Force's Terms of Reference (below) used as the underlying driver for its work.

- To improve the quality of permit applications, the information contained therein and the efficacy of permitting processes.

Decisions were made throughout the year as to what conditions (and the accompanying text) were relevant and these decisions were fed back to works promoters at a local level and through the Joint Working Group.

- To drive best practice and consistency of approach to permitting across the LoPS boroughs while recognising the specific needs of each individual authority.

The PPTF assisted in the re-writing of the LoPS Model Conditions Text, as well as the ratification of REFU codes, and latterly MOD codes.

- To share this best practice with works promoter representatives in order to improve the accuracy of works promoter data and the timeliness of their delivery of this data.

The PPTF was represented at the Joint Working Group, as well as decisions and ideas from the meetings being fed back to works promoters at a local level.

- To produce information and advice notes relating to operational aspects of permitting for ratification by the Operational Committee.

The PPTF created PANs for the permitting of works on the footway (specifically in relation to the use of footway closures) and for early start agreement processes. These were ratified by the Operational Committee and passed to the Joint Working Group.

- To aid the transition of noticing authorities into the LoPS through advice, assistance and the sharing of knowledge, business working practices and methodology of approach.

London Boroughs that joined LoPS in the latter phases were given the opportunity to raise concerns and questions have them answered by early LoPS adopters.

2.4 Measures – KPIs and OMs

As per the First Year Evaluation Report, the specified Key Performance Indicators (KPIs) and Objective Measures (OMs) are set out to demonstrate parity of treatment between works for road purposes and streets works undertaken by statutory undertakers.

- KPI 1 – The number of Permit and Permit variation applications received, the number granted and the number refused
- KPI 2 – The number of conditions applied by condition type
- KPI 4 – The number of occurrences of reducing the application period
- KPI 5 – The number of agreements to work in Section 58 and Section 58A restrictions
- OM 1 – Average Journey times
- OM 2 – Journey time reliability
- OM 3 – Number of Section 74 overruns
- OM 4 – Average duration of works by work type
- OM 5 – Inspections
- OM 6 – Number of collaborative works
- OM 7 – Number of deemed permits
- OM 8 – Number of conditions applied by condition type
- OM 9 – Number of times that works have been undertaken on a road with S58 or S58a restrictions

The Royal Borough of Kensington and Chelsea use the Bentley street works system and Hammersmith and Fulham use CONFIRM. Both systems have limited capabilities when it comes to reporting on the KPI/OM's. CONFIRM is slightly better in that it is able to report on KPI2 whereas Bentley is not. KPI4, OM3 and OM6 all continue to be captured outside of both street works systems because no reports are available to provide the information needed. KPI5 and OM9 are also unable to be obtained from either system and are also not recorded outside of the systems.

Towards the end of 2013/14 CONFIRM developed a fault which meant that Hammersmith and Fulham was unable to report on the number of deemed permits. This was reported to the system supplier and the Council's own internal IT department for resolution but it was unable to be rectified before the end of the year.

3 Summary of Key Performance Indicator

3.1 KPI 1

3.1.1 Indicator

The number of permit and permit variation applications received, the number granted and the number refused.

3.1.2 Results

Permits Granted and Refused

The table below shows a breakdown of permit applications received granted and refused for the period of this report in the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham. The complete summary of the data can be found in Appendix 1.

Table 1 – Royal Borough of Kensington and Chelsea

Permits Received/Granted/Refused	Number
Total permit and permit variation applications received by the Royal Borough of Kensington and Chelsea during 2013/14:	14399
- Total permits with status that cannot be determined:	1181
= Total permits granted or refused:	13218
Total granted:	10398
Total refused:	2820

Table 2 – London Borough of Hammersmith and Fulham

Permits Received/Granted/Refused	Number
Total permit and permit variation applications received by the London Borough of Hammersmith and Fulham during 2013/14:	23513
- Total permits with status that cannot be determined:	10876
= Total permits granted or refused:	12637
Total granted:	11292
Total refused:	1345

The data provided in the above table has been collated from both boroughs permitting systems and a summary of collated data is shown in Appendix 1.

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

1. The permitting software used by the Royal Borough, treated variations to permits not yet granted or refused as entirely new record rather than as an update to the original application, therefore both the original application and the variation needed to be processed by the Royal Borough to ensure neither became deemed (granted by default) within its system. The Royal Borough's statistics consequently show higher levels of refusals then would otherwise be the case.

2. 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.

3. While the permitting software in Hammersmith and Fulham allows Immediate Permit Applications to be responded during the full validity period, it is not possible to report correctly on Immediate Permit. If a subsequent notice (Works Stop and/or Registration) is received after the initial Immediate Permit Application but before an officer has a chance to respond to the application, the report will not categorise the permit as granted, refused or deemed. This is a particular problem with our own internal contractor who carry out a large number of Immediate works.

4. The KPI1 report provided by Hammersmith and Fulham's EToN software provider categorises the status of permit under 5 statuses:

   - Granted
   - Refused
   - Deemed
   - Superseded
   - Undetermined

   As the KPI1 report has only 3 statuses, it was reasonable to subtract the number of granted, refused and deemed permits from the total number of application to obtain the number of cannot be determined permits. These issues mean that there are a number of permit applications, the status of which cannot be determined.

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 in 2013-14 for the same periods.

Also, the data is further broken down by activity type into applications granted and refused to show the distribution of permit responses on the basis of work categories.

Chart 1 - Permits Granted and Refused – Royal Borough of Kensington and Chelsea Works

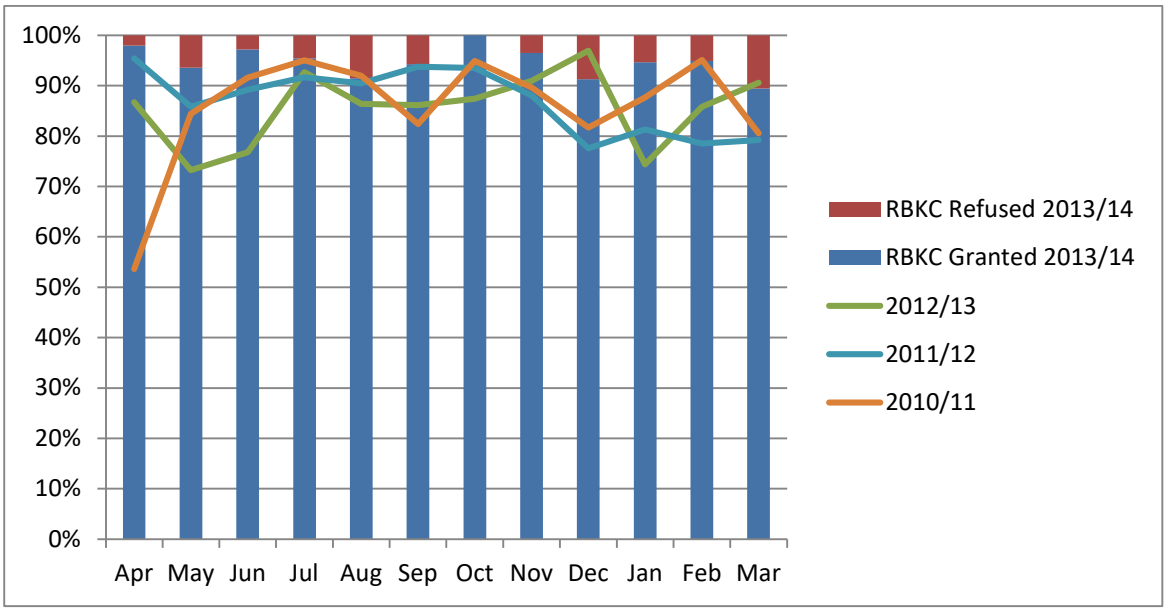


Chart 2 - Permits Granted and Refused – Utility Works in the Royal Borough of Kensington and Chelsea

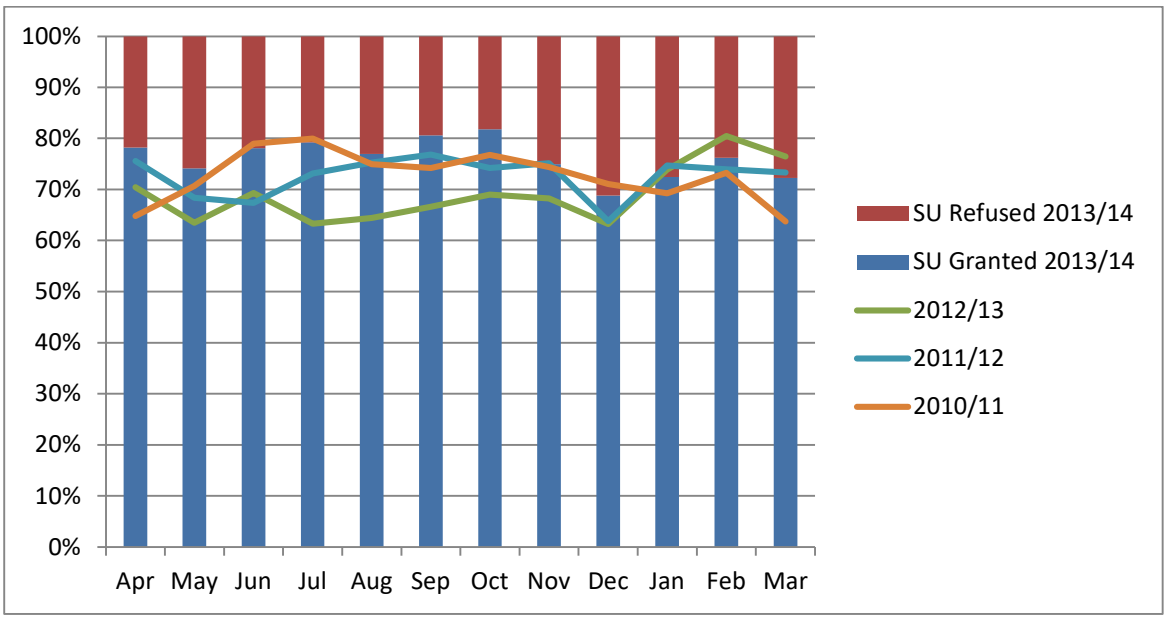


Chart 3 - Permits Granted and Refused – London Borough of Hammersmith and Fulham Works

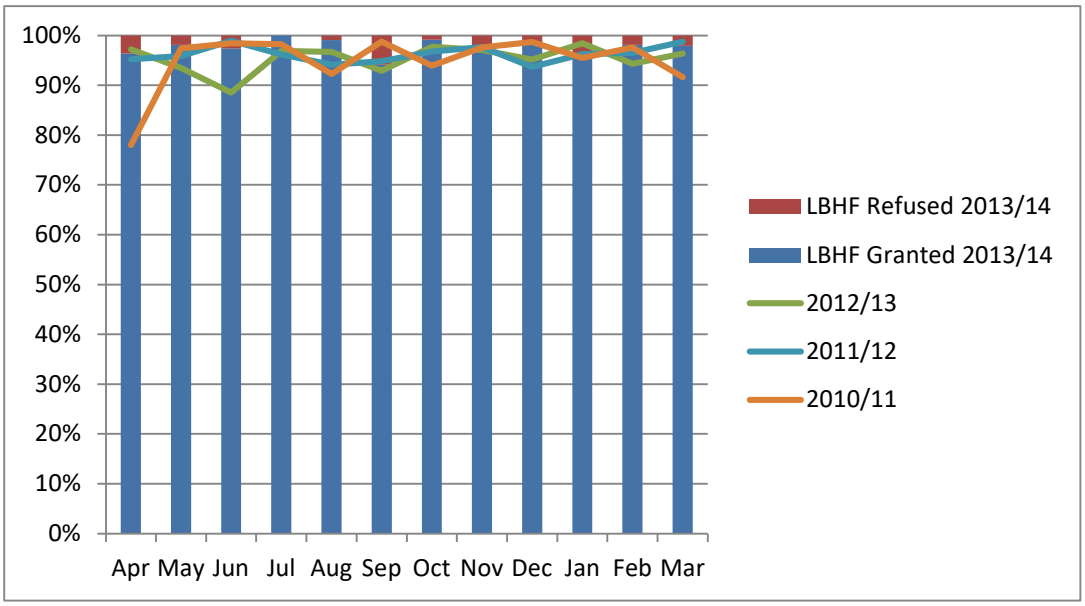


Chart 4 - Permits Granted and Refused – Utility Works in the London Borough of Hammersmith and Fulham

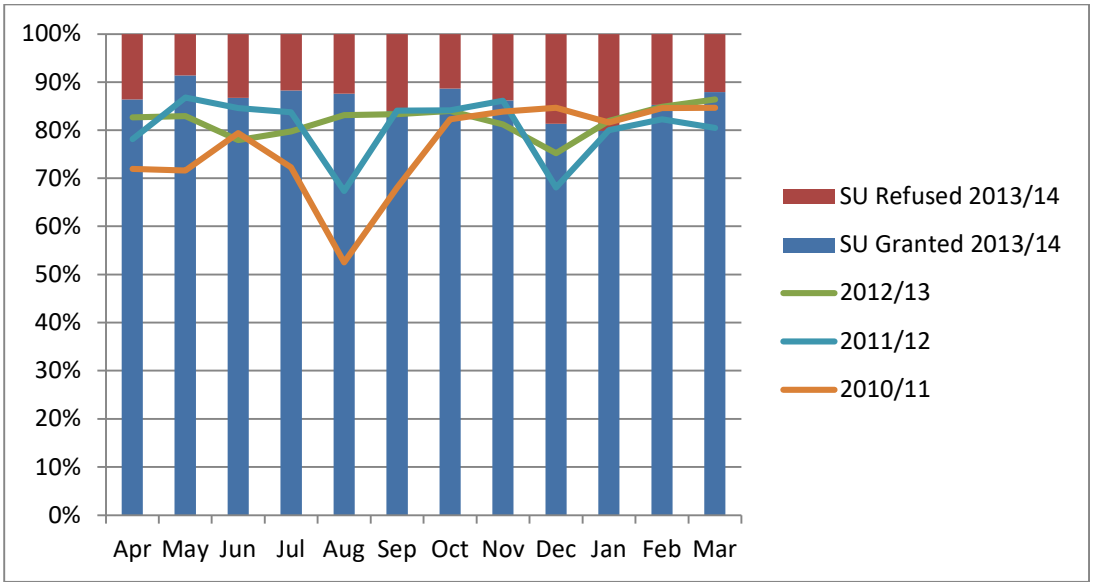


Chart 5 – Royal Borough of Kensington and Chelsea Works Permits Granted and Refused by Activity Type

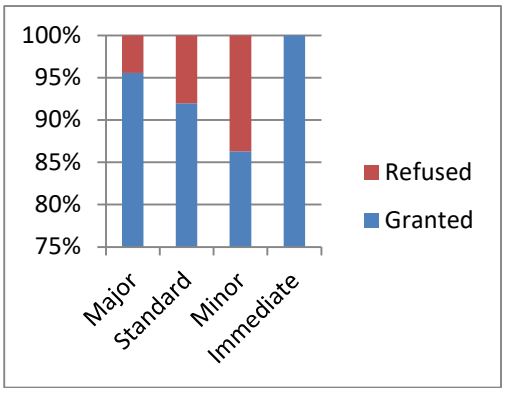


Chart 6 – Utility Works Permits Granted and Refused by Activity Type in the Royal Borough of Kensington and Chelsea

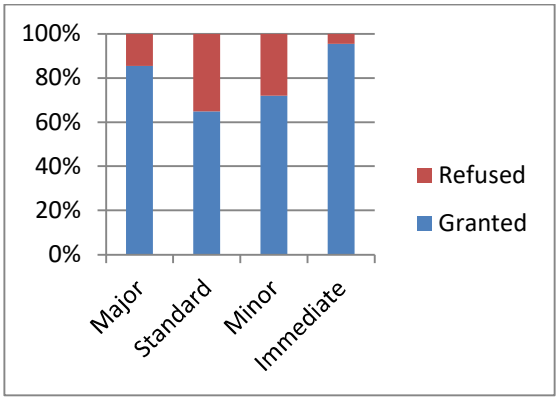


Chart 7 – London Borough of Hammersmith And Fulham Works Permits Granted and Refused by Activity Type

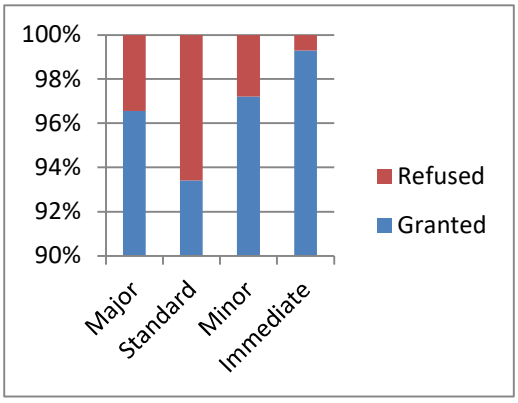
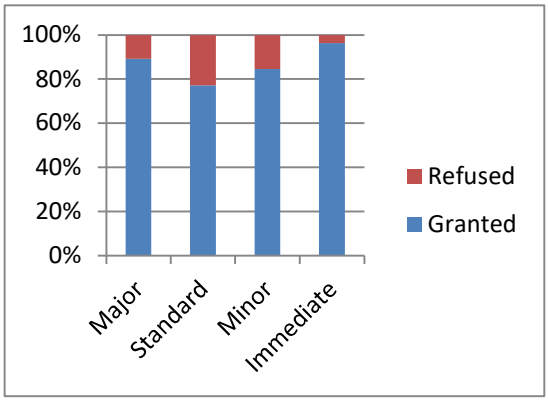


Chart 8 – Utility Works Permits Granted and Refused by Activity Type in London Borough of Hammersmith and Fulham



Number of Permit Applications

The following chart shows the split of permit applications received from both highway authority and utility promoters. The Royal Borough of Kensington and Chelsea generated 12% and utility promoters 88% of the applications received. And in Hammersmith and Fulham the Council generated 51% and utilities 49%. This compares to 13% and 87% and 48% and 52% for 2012/13 so there is very little change overall.

Chart 9 - Number of Permit Applications in the Royal Borough of Kensington and Chelsea

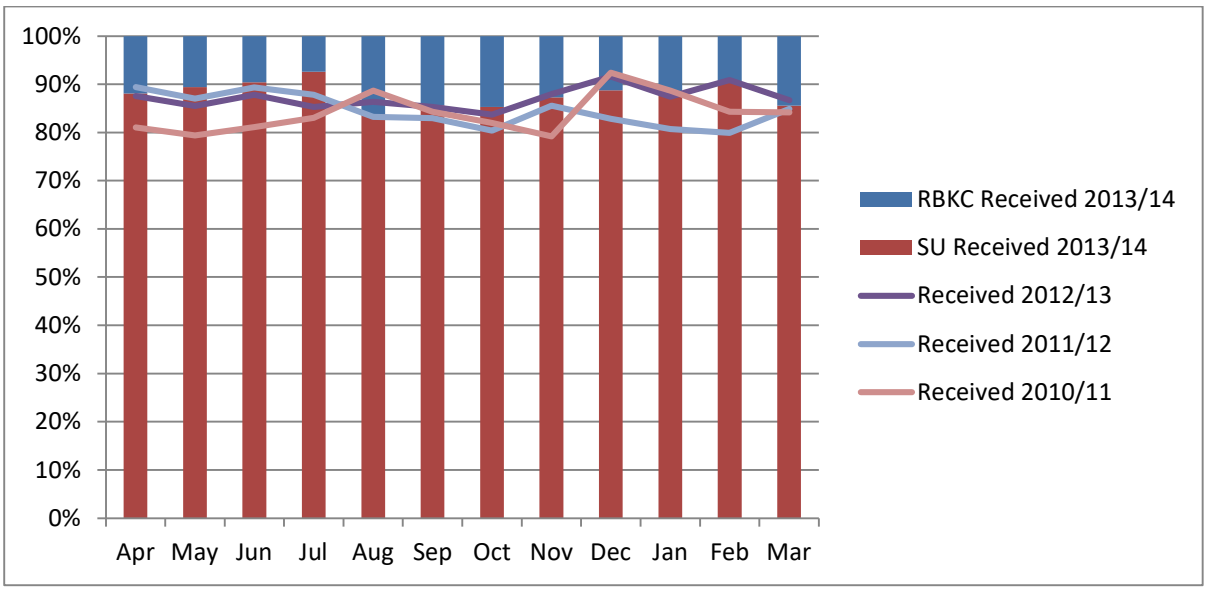
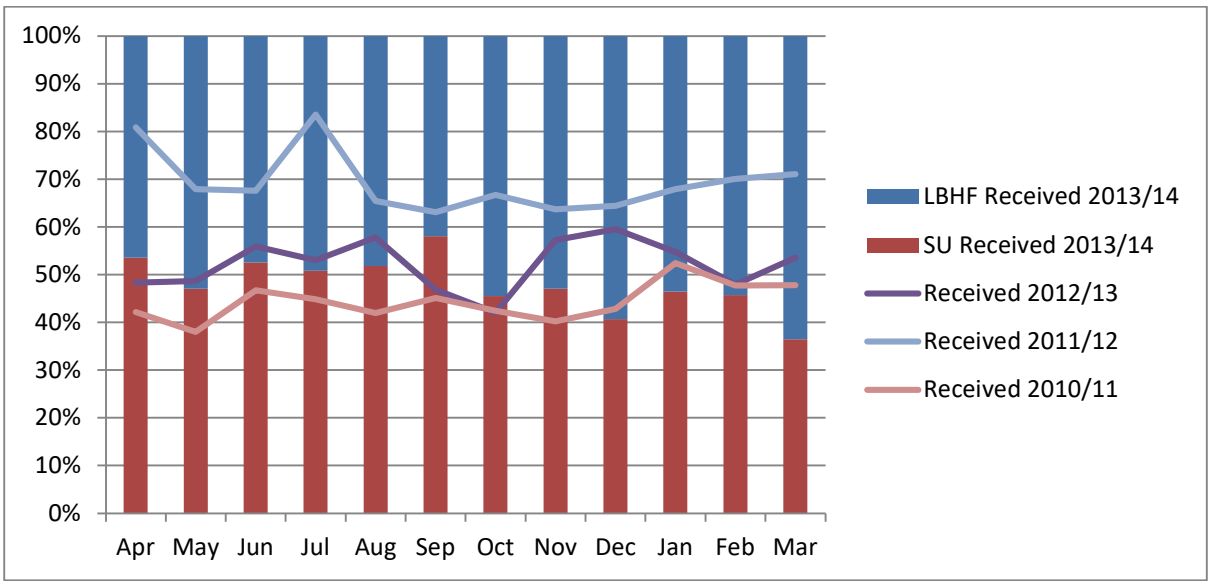


Chart 10 - Number of Permit Applications in the London Borough of Hammersmith and Fulham



3.1.3 Analysis

Permits Granted and Refused

The refusal rate for permit applications received from the Royal Borough of Kensington and Chelsea's own contractors in 2013/14 is 5% compared to 24% for utility work. The figures for the previous year was 14% and 31% so there has been a 9% reduction in the number of refusals for the Councils own works and 7% reduction for utility works. For Hammersmith and Fulham's own work the refusal rate for this year is 2% compared to 14% for utility works. This equates to a 3% reduction in refusals for the Council's own work and 4% for utility work.

In both Council's the refusal rates for their own work continues to be less than for utility works. This, like previous years, can be accounted by the fact that both network management teams work closely with their highway work promoter colleagues in planning and programming works. They also have the opportunity to provide face to face advice as and when necessary on any queries or questions in relation to what conditions should be applied to certain permits.

It is pleasing to note that the refusal rate for both the Council's own work and utility works in both Council's has gone down when compared to the previous year. However there is a notable difference between the refusal rates of both Council's which will be subject to further exploration in the future. Whilst an element of this can be accounted for through how certain applications are treated in the two different software systems, as per 3.1.2 (2) above, there may be other reasons for this as

well. It is difficult to quantify this though as the Bentley system is unable to produce a report that outlines the reasons for refusal so that it can be compared to a similar report that the Confirm system is able to produce. Regular bi-borough working groups continue to be held to discuss and look into issues such as this.

Number of Permit Applications

The number of permit applications and variations for both Councils' own work continues to be noticeably different. This is as a result of the differing approach towards highways maintenance in both boroughs. The London Borough of Hammersmith and Fulham continues to apply a more reactive approach to highway maintenance whereas the Royal Borough continues to adopt a more long term planned maintenance approach. Discussions are ongoing within the bi-borough Highways Maintenance Team to see if there are merits in Hammersmith and Fulham aligning their highway maintenance strategy with the Royal Borough. If and when this is embedded there may be a change in the number of permit applications submitted. The Royal Boroughs contractor also groups together a number of different work sites in one road and includes then in one overall permit whereas Hammersmith's contractor sometimes issues separate permits for each set of works.

3.2 KPI 2

3.2.1 Indicator

The number of conditions applied by condition type.

3.2.2 Results

The Royal Borough is unable to report on this data because the Bentley system is unable to produce a report showing this data. Pressure has been put on the software supplier to try and develop a report for this KPI but there are no immediate plans for them to produce one. Until such time when a report is available the Royal Borough will not be able to provide this data.

The charts below show the percentage of permit conditions applied against permits in relation to works for road purposes and streets works undertaken by statutory undertakers in Hammersmith and Fulham on the basis of the 13 standard EToN conditions. A summary of the data is shown in Appendix 1.

Chart 11 - Percentage of times conditions applied to Hammersmith and Fulham works

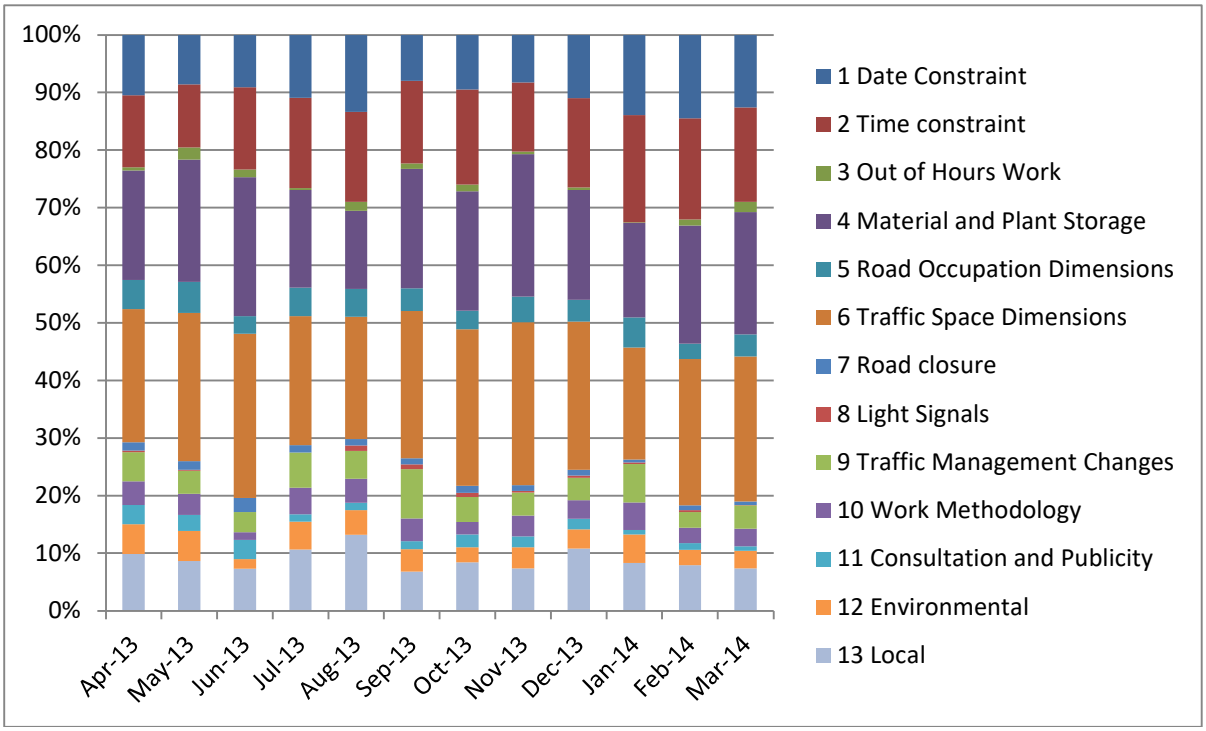
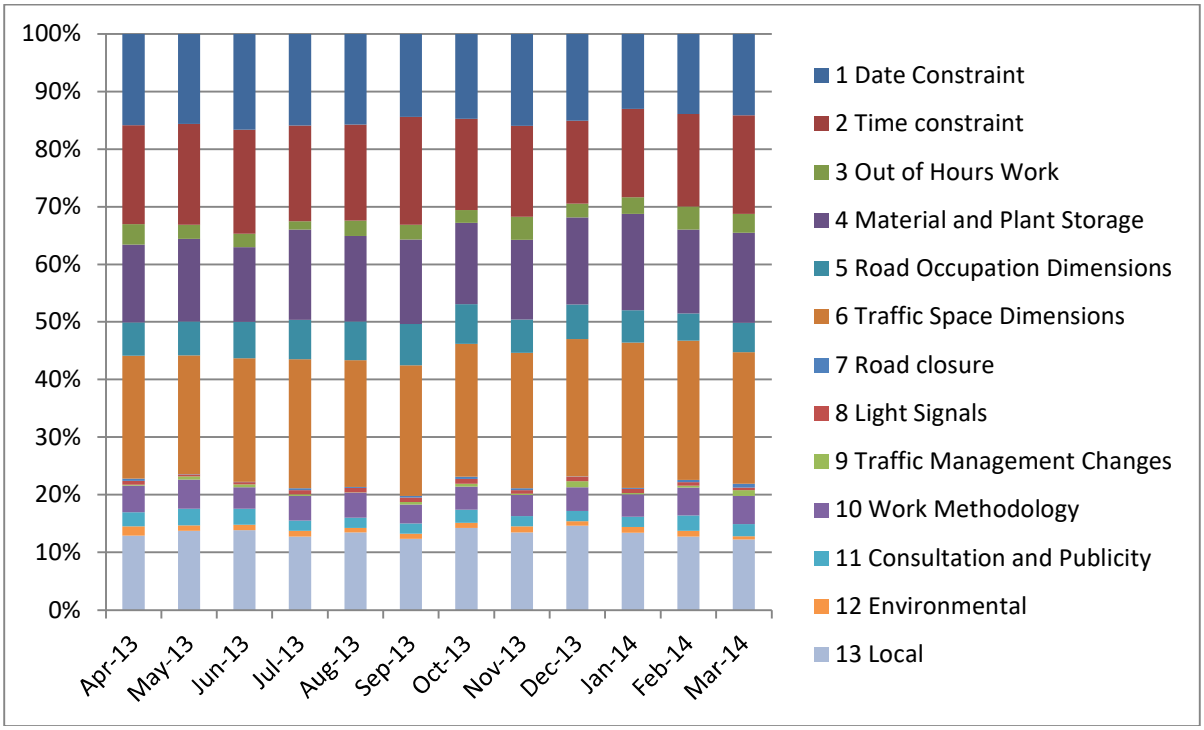


Chart 12 – Percentage of times conditions applied to utility works in Hammersmith and Fulham



3.2.3 Analysis

The two graphs above show that almost all conditions are being applied in a consistent across the whole year and compared to the previous year. There is no evidence to suggest that one condition is being overly applied to another. The graphs also demonstrate that conditions are not being applied more robustly to utility work in favour of highway works.

Adding trend lines to the above graph to represent the three previous years sets of data would make the graph appear overcomplicated. If a comparison was made with the identically produced it shows that there has been no significant change.

3.3 KPI 4

3.3.1 Indicator

The number of occurrences of reducing the application period (early starts).

3.3.2 Results

The charts below show the number of early starts agreed for each category of works in relation to highway authority works for road purposes and works by statutory undertakers in 2013/14, and provide a comparison with the total number of early starts agreed for the same periods in previous years. A summary of the data is shown in Appendix 1.

Chart 13 – Early Start Agreements – Royal Borough of Kensington and Chelsea Works

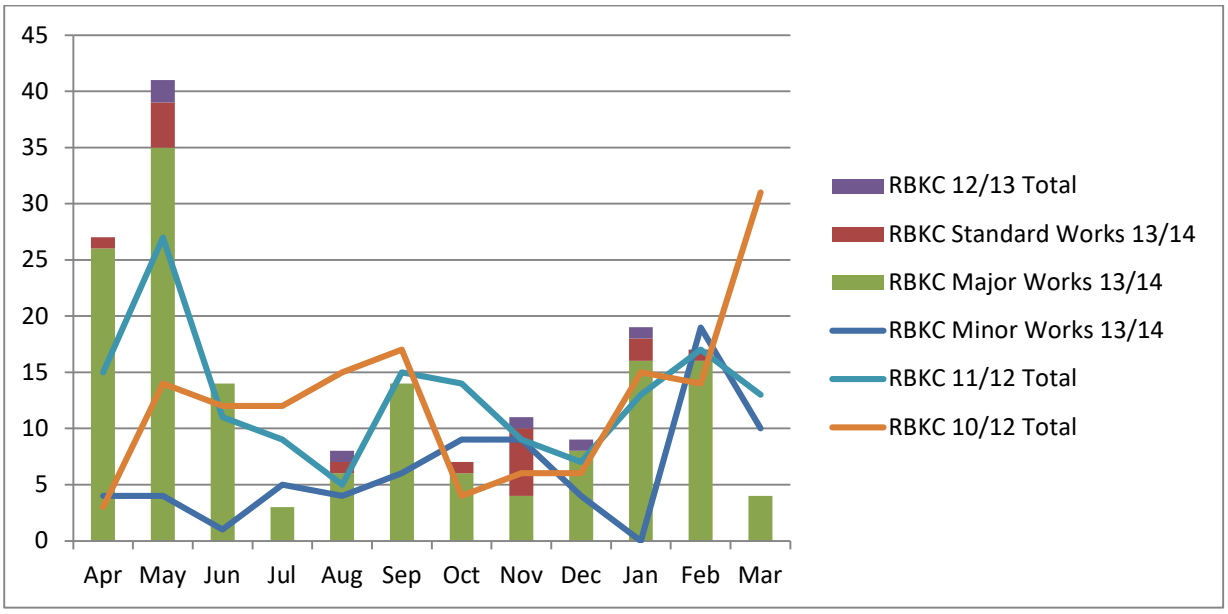


Chart 14 – Early Start Agreements – Utility Works in Royal Borough of Kensington and Chelsea

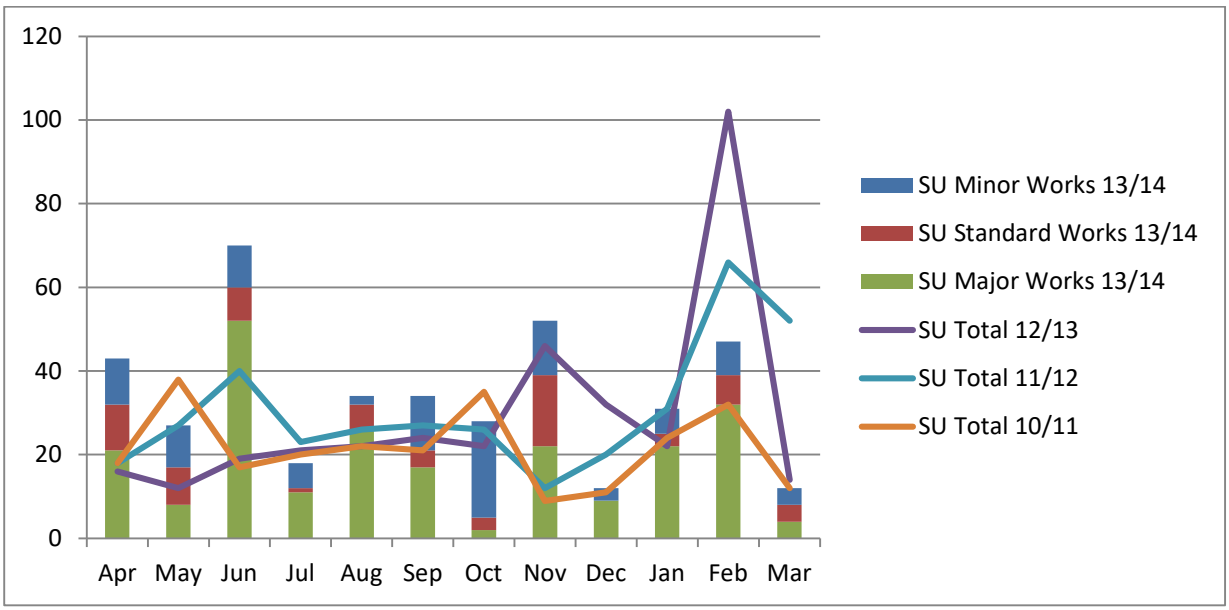


Chart 15 – Early Start Agreements – London Borough of Hammersmith and Fulham Works

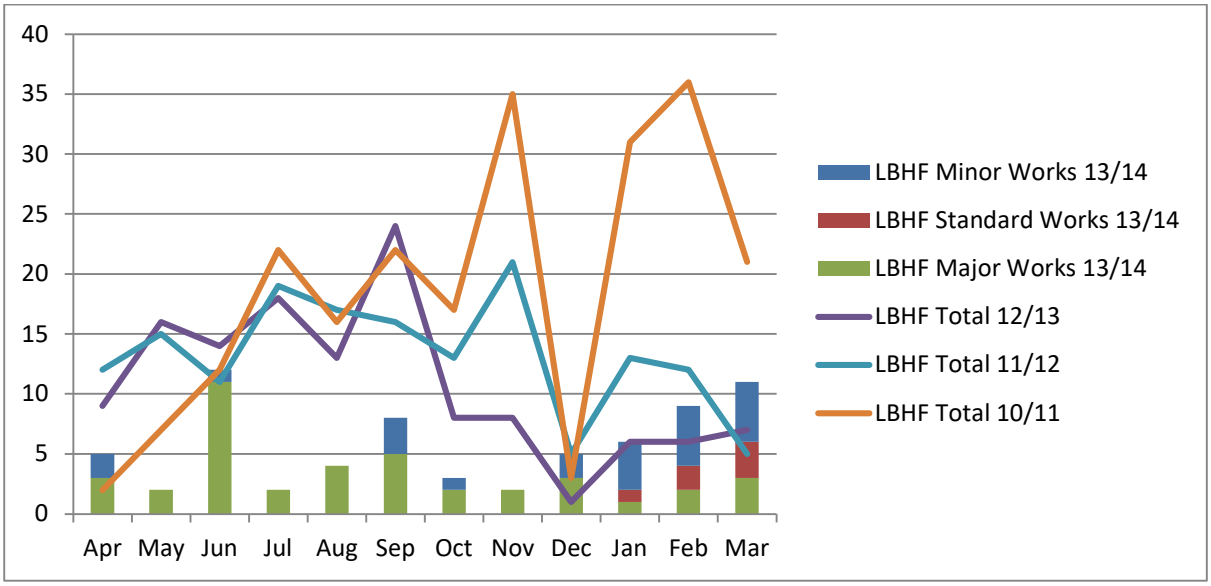
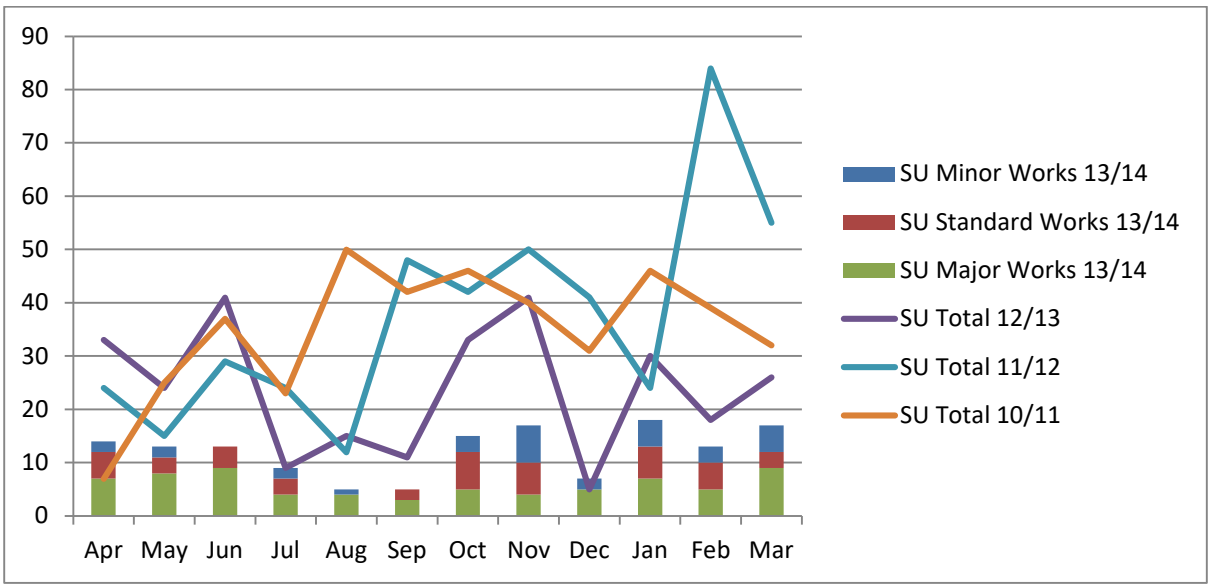


Chart 16 – Early Start Agreements – Utility Works in London Borough of Hammersmith and Fulham



3.3.3 Analysis

This KPI was considered to be in relation to the number of times promoters were allowed by the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham to start their works without having to comply with the minimum permit application lead-in period, commonly known as an early start agreement.

LoPS provides a framework for both the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham to treat all activities and activity promoters covered by the scheme on an equal basis. The above data shows that largely to be the case. Early start requests are considered individually on their own merits by both authorities and are never refused without a valid reason.

The total number of early starts granted for works carried out by the Royal Borough in 2013/14 was 145 compared to 75 in 2012/13. This equates to a 93% increase. For utility works there were 408 early starts compared to 352 the previous year. This equates to a 16% increase.

In Hammersmith and Fulham the total number of early starts granted for works carried out by Hammersmith and Fulham in 2013/14 was 69 compared to 130 in 2012/13. This equates to a 53% reduction. For utility works there were 146 early starts compared to 286 the previous year. This equates to a 51% decrease.

As with previous years the trend still shows that less early starts are being granted for highway works carried out in Hammersmith and Fulham, unlike in the Royal

Borough where there has been an increase. The reasons for this are not known for certain but a major water burst that resulted in a major strategic road being shut for 4 months had a knock on effect to a number of resurfacing schemes that had to be rescheduled and consequently needed early starts. In addition at the start of the year in both boroughs there was still a slight hangover from the Olympics where works promoters were still catching up with work programmes that were delayed in 2012/13. Having said that the Network Management team believe that poor works planning was also a contributing factor.

As a percentage of the total number of applications received, the number of permit applications granted an early start in 2013/14 in the Royal Borough was 8% for their own works and 3% for utility works. This compares with 3% and 3% for the previous year.

In Hammersmith and Fulham the percentage for 2013/14 is 1% for their own works and 1% for utility works. These figures compare to 1% and 1% for the previous year.

The number of early starts agreed is also reported on as part of the national Traffic Performance Indicators (TPI) but it should be noted that the data reported as part of that process will not be the same as the data reported as part of KPI4. This is because KPI4 reports on actual numbers of early starts agreed with works promoters whereas the TPI data is based on data extracted directly from the street works register which is submitted by works promoters on their permit applications.

3.4 KPI 5

3.4.1 Indicator

The number of agreements to work in Section 58 and Section 58A restrictions. (Details of Section 58 and 58A restrictions will be provided as required under Section 8.3 of the TMA Code of Practice for Permits.)

3.4.2 Results

This data has been difficult to collate due to software issues and both the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham are unable to provide any meaningful data in regard to this KPI. It should be noted that text relating to this KPI within the Code of Practice for Permits indicates that this KPI is not supported by the EToN systems.

4 Summary of Objectives Measures Data

This section outlines the draft Objective Measures (OMs) set by LoPS. The OMs were drafted with the expectation that the data could be collated in an efficient and consistent manner. Experience has demonstrated that this has not been the case and, as outlined in Section 2, this is being taken up at a national level to improve the effectiveness of measures in the future.

4.1 OM 1 - Average Journey Times

In the LoPS second year report it was recommended that additional research of the impact of this scheme on journey times should be undertaken. If the tools and techniques used in this research can provide strong statistical evidence that observed changes in journey times changes can be directly linked to LoPS then the draft indicator OM1 should be retained for future monitoring, otherwise it should be excluded. A further issue with this indicator is that, in its present form, it relies on a comparison between LoPS authorities and non-LoPS authorities. By the 1st of April 2013, all of the London Boroughs had joined LoPS over four different stages. This comparison is therefore extremely problematic and, as it has also not yet been possible to directly link average journey times with LoPS this indicator has been excluded.

TfL is working with other LoPS members to work on new indicators that may be more beneficial. It is anticipated that this work with tie in with the work on national performance Indicators

4.2 OM 2 - Journey Time Reliability

As with OM1 the second year LoPS report indicated that it had been very difficult to disentangle the direct impact of the permitting scheme on journey time reliability from other influences on the network. Again as for OM1 for a similar reason it proved very difficult to isolate from the data the impact of the timing at which new authorities beyond Phase 1 joined the scheme.

The phase two report also therefore recommended that additional research of the impact of this scheme on journey time reliability should be undertaken. If the tools and techniques used in this research can provide strong statistical evidence that observed changes in journey time reliability can be directly linked to LoPS then the draft indicator OM2 should be retained for future monitoring, otherwise it should be excluded.

As it has also not yet been possible to directly link average journey times with LoPS and as it has not been possible to accurately compare LoPS and non LoPS authorities, this indicator has been excluded.

TfL is working with other LoPS members to work on new indicators that may be more beneficial. It is anticipated that this work with tie in with the work on national performance Indicators

4.3 OM 3 - Number of Section 74 overruns

4.3.1 Indicator

The number of section 74 overruns shown as a percentage of the number of works completed.

4.3.2 Results

The measure for this OM is considered to be the number of works where an actual over-run was identified on site by the permit authority rather than any system generated over-runs indicated within the street works register. The data is collated by both authorities outside of the EToN system and a summary of the data is shown in Appendix 1.

The chart below shows the number of overrun works as a percentage of the total number of recorded work sites in both boroughs and provides a comparison with the percentage of overrun works for the same periods in previous years.

Chart 17 – Percentage of Overrun Works in Royal Borough of Kensington and Chelsea

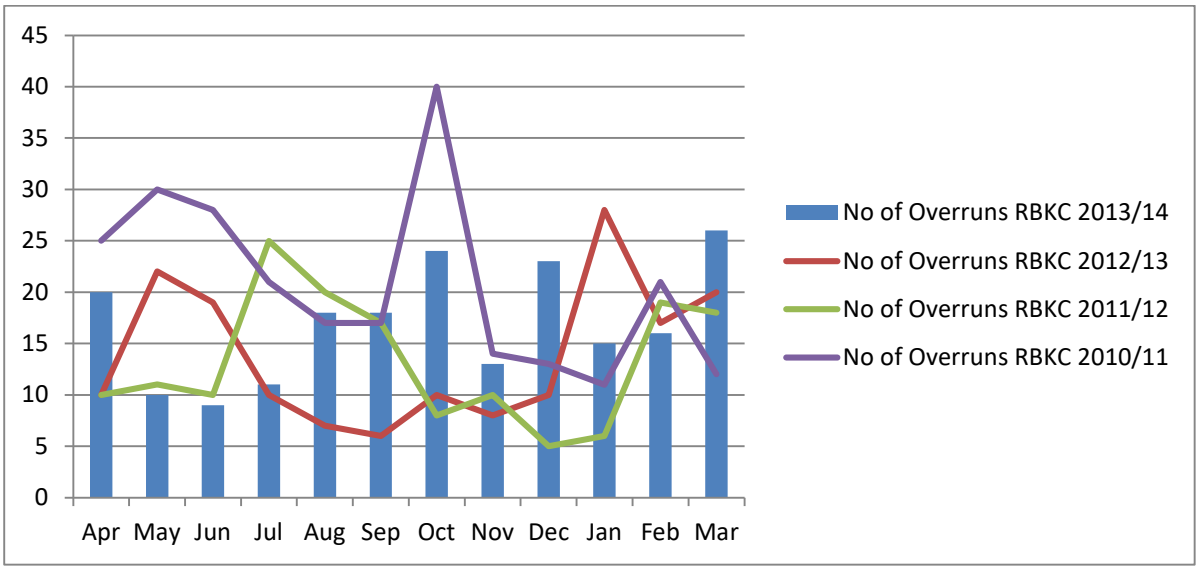
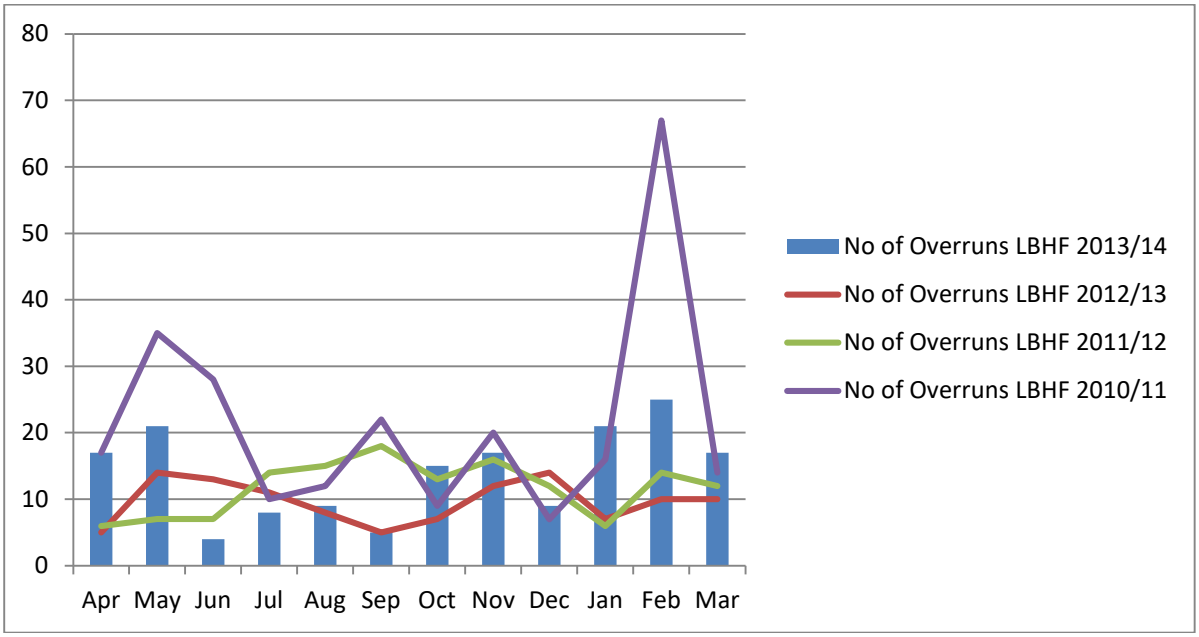


Chart 18 – Percentage of Overrun Works in London Borough of Hammersmith and Fulham



4.3.3 Analysis

It could be argued that the effectiveness of this measure is more in relation to the management of durations by works promoters through the S74 over-run process rather than the permit scheme. Whilst this measure sheds light on the effort of works promoters to complete works within agreed timescales it is not considered that it is a measure that is reflective of the success or failure or permitting.

Both Councils continue to apply the same degree of enforcement and assessment of works duration as they have done since the introduction of Section 74 powers. In respect to the Royal Borough there were 203 overrunning works in 2013/14 which compares to 167 the previous year. For Hammersmith and Fulham the number of overrunning works for 2013/14 was 168 compared to 116 the previous year.

Similar to the early start KPI the number of Section 74 overruns is also reported on as part of the national Traffic Performance Indicators but it should be noted that the data reported as part of that process will not be the same as the data reported as part of OM3. This is because OM3 reports on actual physical overruns that have been identified on site whereas the TPI data is based on data submitted by works promoters which will often include late submissions of work stop notices.

4.4 OM 4 - Average duration of works by work type

The following data relating to average durations of work broken down into work type for both councils have been produced as part of the National Traffic Performance Indicators (TPI's) which was introduced in 2011/12. There is no data available for 2010 to do a comparison with.

Chart 19 – Average Duration of Works in Royal Borough of Kensington and Chelsea

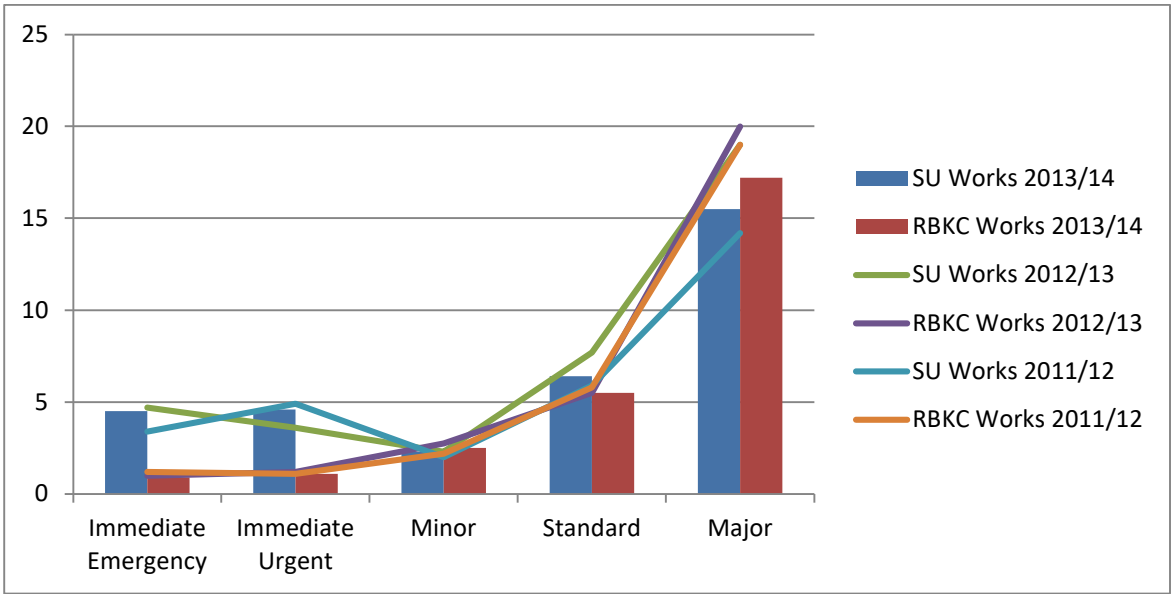
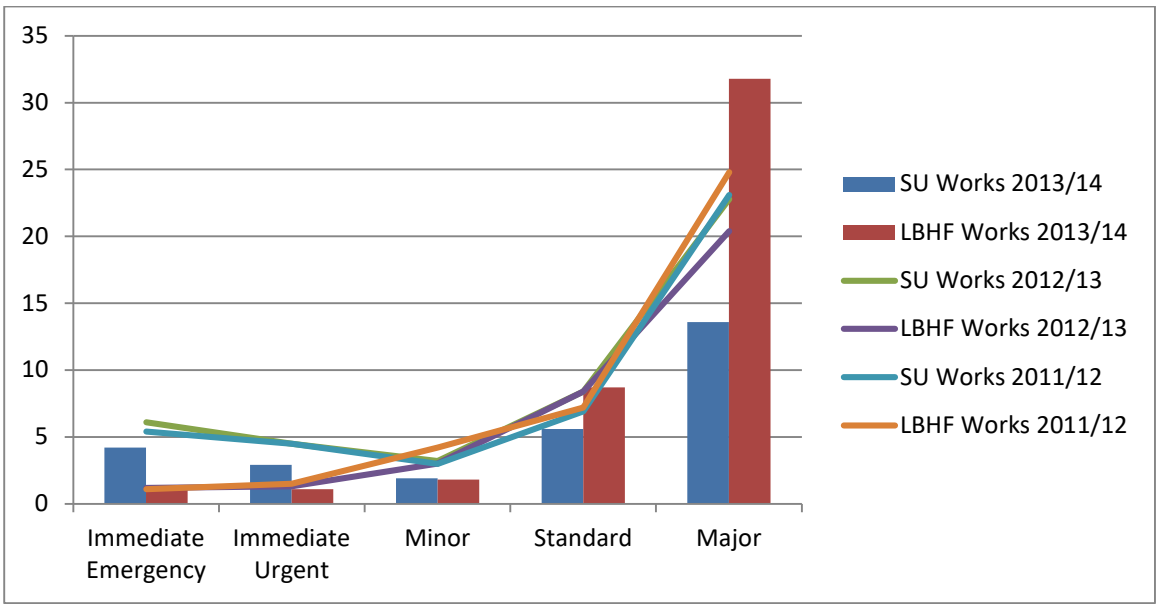


Chart 20 – Average Duration of Works in London Borough of Hammersmith and Fulham



Looking at the above data there is very little difference between the average durations for the Royal Boroughs own work in 2013/14 when compared to the previous year. The biggest difference out of the five sets of data appears to be for major works where there has been an increase in the region of three days. In Hammersmith and Fulham there has been a more notable increase in duration of major works, more in the region of 11 days. The average duration of minor works has also increased.

Comparing the two boroughs alongside one another the durations for immediate urgent, immediate emergency and minor works are very similar but there are differences between standard and major works. In Hammersmith and Fulham the duration of standard work is approximately 3 days more and 14 for major works. This could either suggest that a more robust duration challenge process is being applied in the Royal Borough or that the contractor is more efficient in carrying out certain works, or perhaps it is just down to the nature of the work being carried out.

For utility work in the Royal Borough there has been in increase in duration in immediate urgent works and a slight reduction in immediate emergency, minor and standard but there has been a greater reduction for major works. In Hammersmith and Fulham there has been a reduction in duration across the board on all works type.

When you compare the two sets of data for 2013/14 for both boroughs it reveals that the durations for immediate urgent, immediate emergency and minor works are very similar but for standard and major works there is a more notable difference. Once again this may suggest that a more robust approach may be taken in respect to duration challenges or it may just be down to the type of work that is being carried out.

4.5 OM 5 – Inspections

4.5.1 Indicator

This measure was intended to provide two separate performance indicators:

1. Number of failed Sample Category A inspections shown as a percentage of the total undertaken within a period.
2. Number of failed permit conditions check (where one or more permit conditions have been breached) shown as a percentage of the total undertaken within a period.

4.5.2 Results

This data has been collated by and a summary of the output is shown in Appendix 1.

The charts below shows a breakdown of Category A inspections completed by both the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham, and provides a comparison with the previous year's failure rates for the same periods.

Chart 21 – Sample Category A Inspections in Royal Borough of Kensington and Chelsea

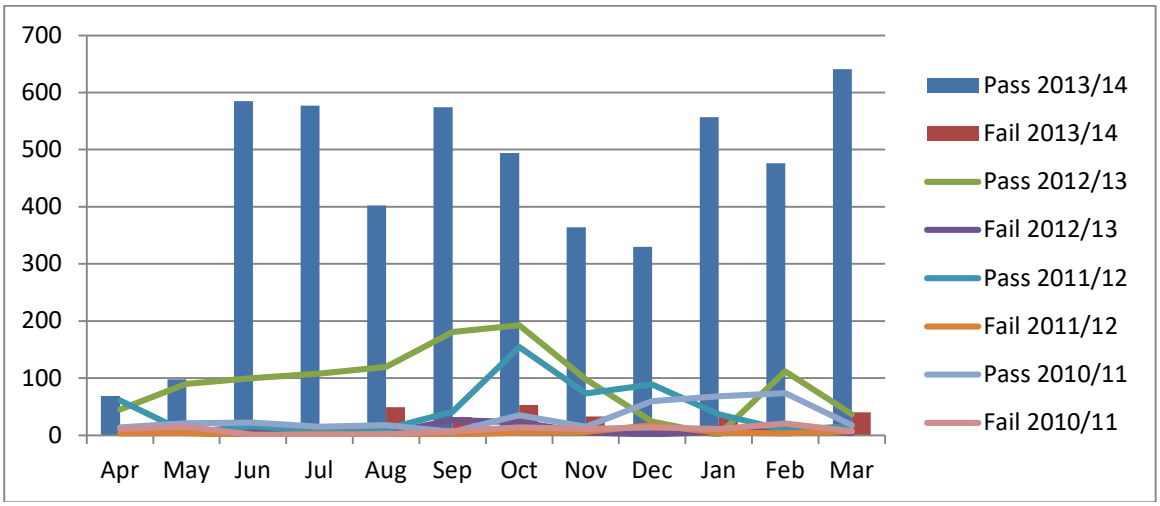
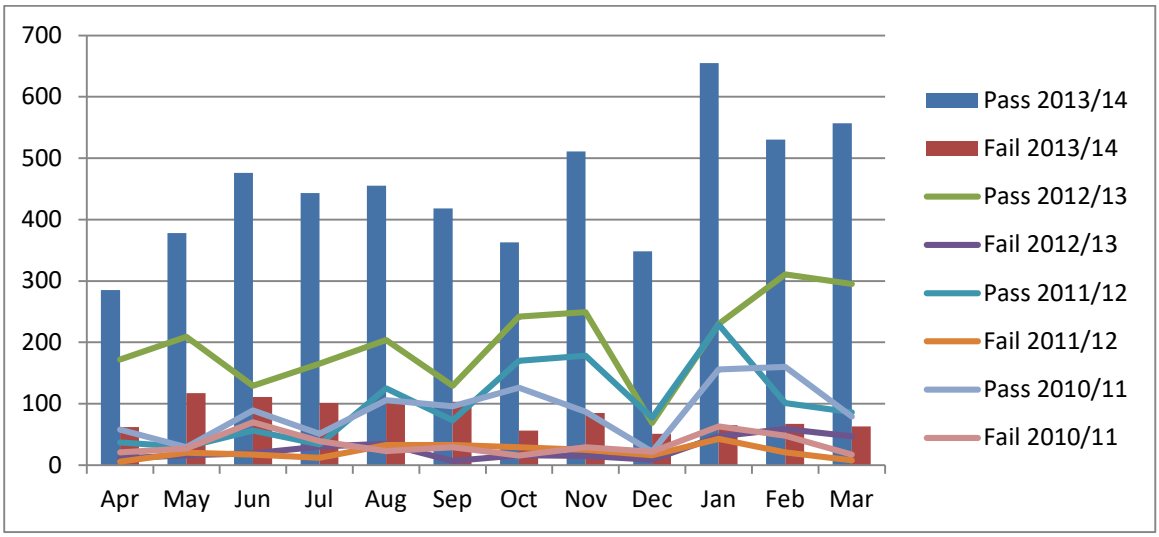


Chart 22 – Sample Category A Inspections in the London Borough of Hammersmith and Fulham



4.5.3 Analysis

This data, whilst providing some insight into the rates of failure under the Sample Category A inspections, unfortunately cannot provide any figures on permit conditions compliance. An agreed format and standard for permit condition compliance checks are required and it is the intention of LoPS members to raise this with the National Permit Forum.

For 2013/14 the average failure rate for inspections carried out in the Royal Borough of Kensington and Chelsea was 6%. This is a reduction of 2% from the previous year. This is good to note and suggests there has been a continued improvement to how works are being carried out. In Hammersmith and Fulham there is a reversal of this trend. 2013/14 saw an increase in failure rate from 11% the previous year to 16%.

The failure rates between both Councils are quite varied and this is something that has previously been noted and there are a number of ongoing work streams that are investigating this. This includes swapping over inspectors so that Hammersmith and Fulham inspectors carry out a sample of inspections in the Royal Borough and vice versa. Hammersmith and Fulham also carried out approximately 19% more inspections than the Royal Borough which may account for some of the difference.

4.6 OM 6 - Number of collaborative works

4.6.1 Indicator

The number of collaborative works and the number of days saved as a result of collaborative works on the Authority road network

4.6.2 Results

This data was collated by both authorities outside the EToN system and a summary of the output is shown in Appendix 1.

The chart below shows the number of collaborative works that took place in both boroughs and the number of days saved in 2013/14.

Chart 23 – Collaborative Works in Royal Borough of Kensington and Chelsea

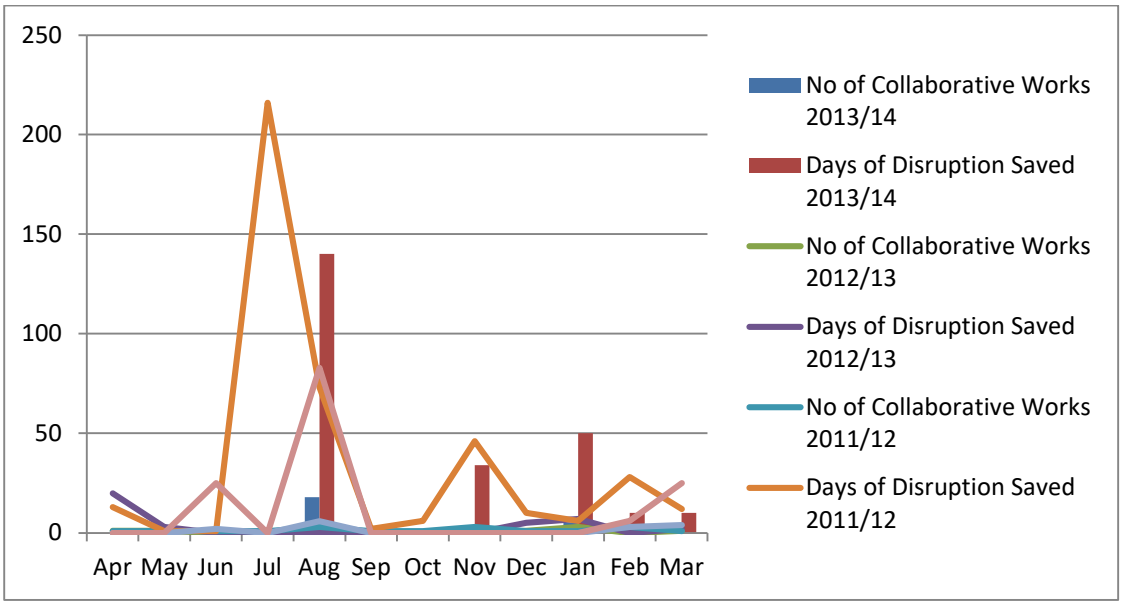
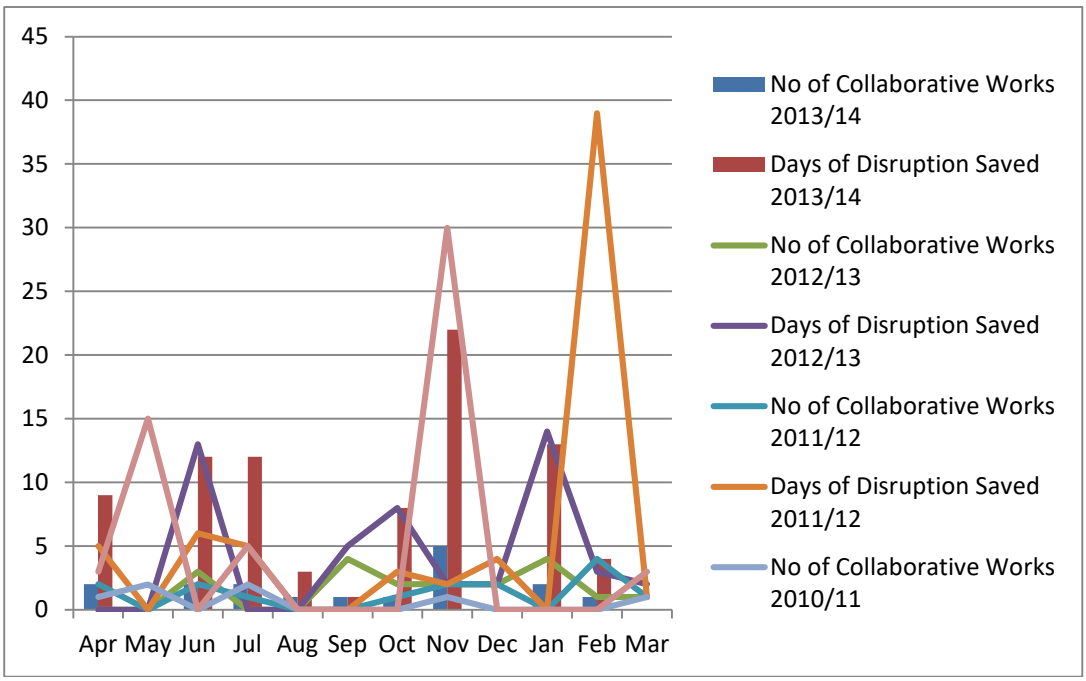


Chart 24 – Collaborative Works in London Borough of Hammersmith and Fulham



4.6.3 Analysis

The Royal Borough successfully saved 244 days of disruption involving 28 collaborative working sites during 2013/14. This was a big improvement on the previous year when only 35days were saved. A majority of the days saved were in collaboration with a major water burst that occurred in Notting Hill Gate between

May and August. Originally the works were thought to be fairly innocuous and straight forward but they developed into something a lot more serious which involved the full closure of Notting Hill Gate which is a strategic route through the borough. The road closure and duration of works allowed us to arrange a number of other works to be undertaken at the same time which also included our own resurfacing works being brought forward to finish off the final reinstatement.

In Hammersmith and Fulham the number of days saved for 2013/14 was 84 which compared favourably to 49 the previous year. This was made up of 19 collaborative working sites.

Both boroughs continue to experience a lot of frustration when it comes to trying to arrange collaborative working. A lot of time and effort is invested in trying to arrange this and we are let down by the utilities and their contractors on a regular basis. Even when site meetings have been arranged and works programmes agreed some contractors have failed to deliver on the day. Without a more concerted effort from the utility side there is very little hope in realising the full potential of reducing disruption through collaborative working.

4.7 OM 7 - Number of deemed permits

4.7.1 Indicator

The number of permits deemed to be granted due to permit authority failure to respond within the prescribed time periods

4.7.2 Results

This data was collated by both authorities and a summary of the output is shown in Appendix 1.

The table below shows the total numbers of permit applications for highway authority works and works by utility promoters which became deemed.

Chart 25 – Deemed Permits in the Royal Borough of Kensington and Chelsea

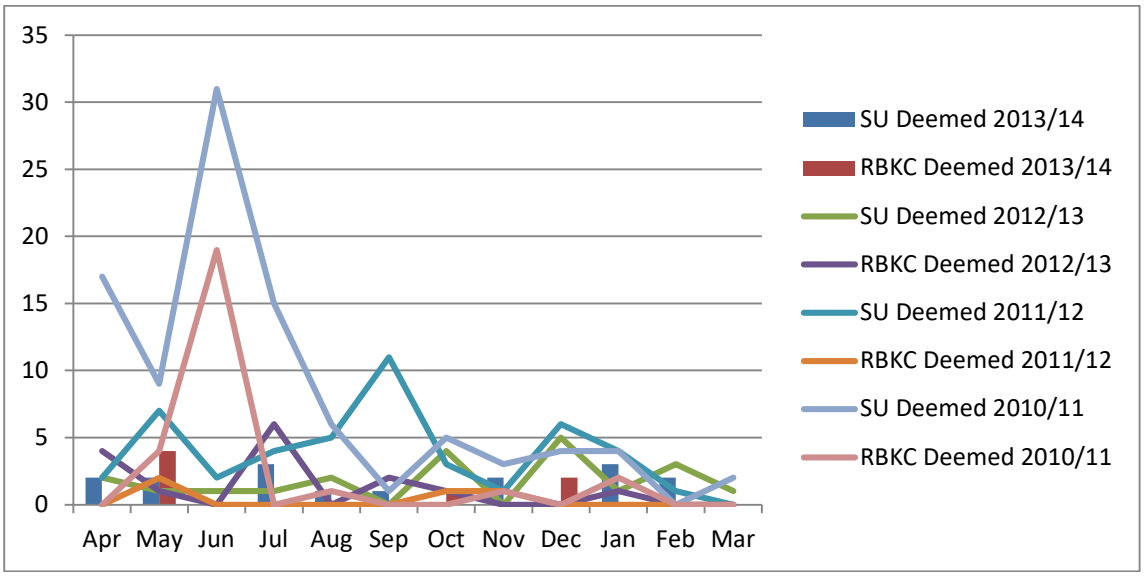
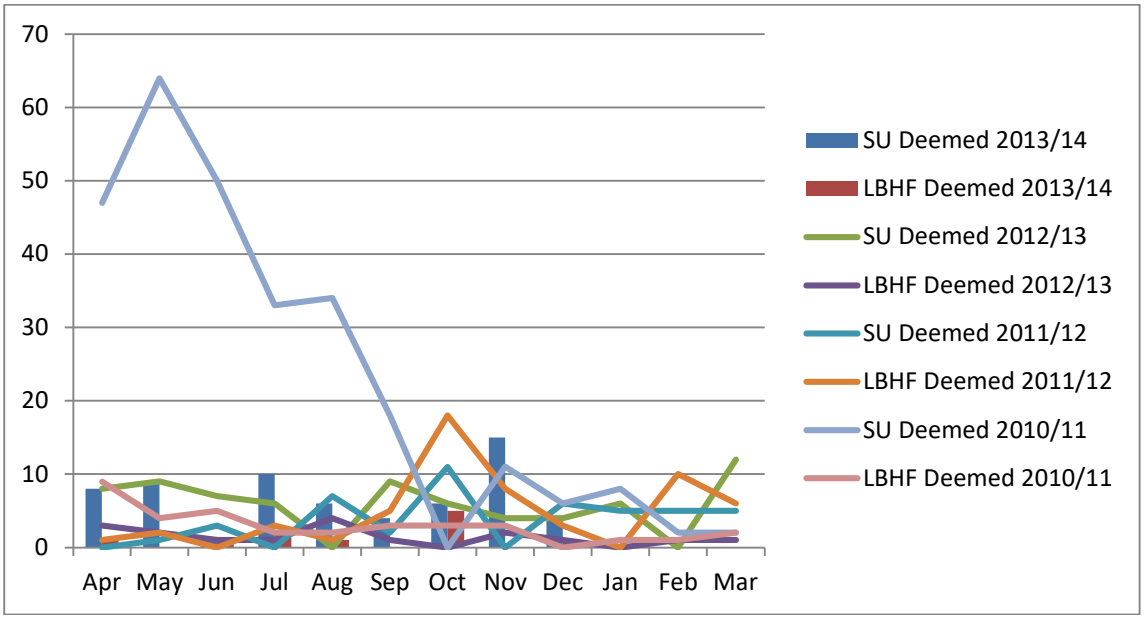


Chart 26 – Deemed Permits in Hammersmith and Fulham



4.7.3 Analysis

In 2013/14 there were 16 deemed permits for utility works and 7 for the Royal Boroughs own work. This compares favourably to the previous year when there were 15 and 21, so there has been a reduction for both sets of works promoters. When compared to the total number of applications received this equates to 0.1% and 0.4% The corresponding percentages for the previous year was 0.1% for each

set of work promoters so there has been a very slight increase in the number of deemed permits for the Royal Boroughs own work.

In Hammersmith and Fulham the number of deemed permits for their own works in 2013/14 was 11 and 63 for utility work. The comparable figures for 2012/13 were 17 and 71. This equates to 0.1% and 0.6% of the total number of applications received. The corresponding figures for the previous year were 0.2% and 0.7% so there has been a reduction of 0.1% for both sets of works promoters. It should be noted however that Hammersmith and Fulham were unable to produce data for the last three months of 2013/14 because of IT system issues, so the above should be considered over a nine month period only.

4.8 OM 8 - Number of conditions applied by condition type

Please see Section 3.2 - KPI 2.

4.9 OM 9 – Works undertaken on a road with S58 or S58a restrictions

Please see Section 3.4 - KPI 5.

5 Additional Measures

5.1 Refusal Code – broken down by promoter

The Royal Borough is unable to report on this measure because the software system is unable to run a report that exports the data. The CONFIRM system that Hammersmith and Fulham use does have a report that provides this data but there have been ongoing issues with the system that is preventing the data being exported. The issue is being looked into and it is hoped it will be resolved in time for inclusion in next year's report.

5.2 Days of Disruption Saved

Both Councils continue to use their Section 74 powers to manage works durations to reduce the amount of disruption and occupation of the highway in addition to arranging collaborative working opportunities. Works durations and extension requests for all works promoters are assessed robustly on an equal basis. Both Councils also continue to encourage extended working hours and seven day working where the circumstances dictate it necessary.

It is difficult for both Councils to provide a clear measure of how well these additional tools are used as it is not possible to extract the information out of the street works register. Having said that towards the end of 2013/14 both boroughs introduced a process that hopefully once bedded in will give a clearer indication of the good work that is done around this. Over the short period this process was in place in 2013/14 the Royal Borough arranged ten working sites which used extended working hours and working weeks, three that restricted working outside of traffic sensitive periods with the carriageway being restored to its full capacity at other times and a further three that used rapid curing concrete. Road plating was also employed on another site to maintain full car parking access during the works. In Hammersmith and Fulham eight work sites were instructed to work extended working times and weeks, five were restricted to working outside of traffic sensitive periods and one had a Core and Vac machine employed at the Councils request.

5.3 FPNs (Permit Breaches)

The number of Fixed Penalty Notices for offences relating to permitting for all works promoters is shown in the chart below.

Chart 27 – Number of Permit Related Fixed Penalty Notices in the Royal Borough of Kensington and Chelsea

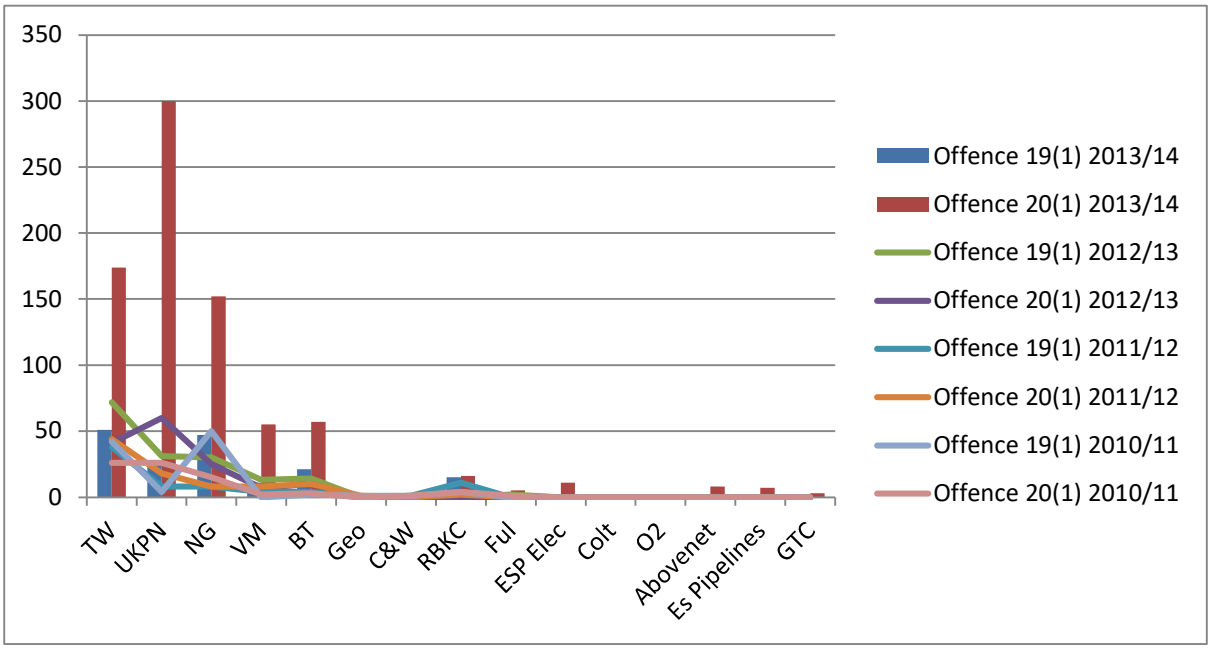
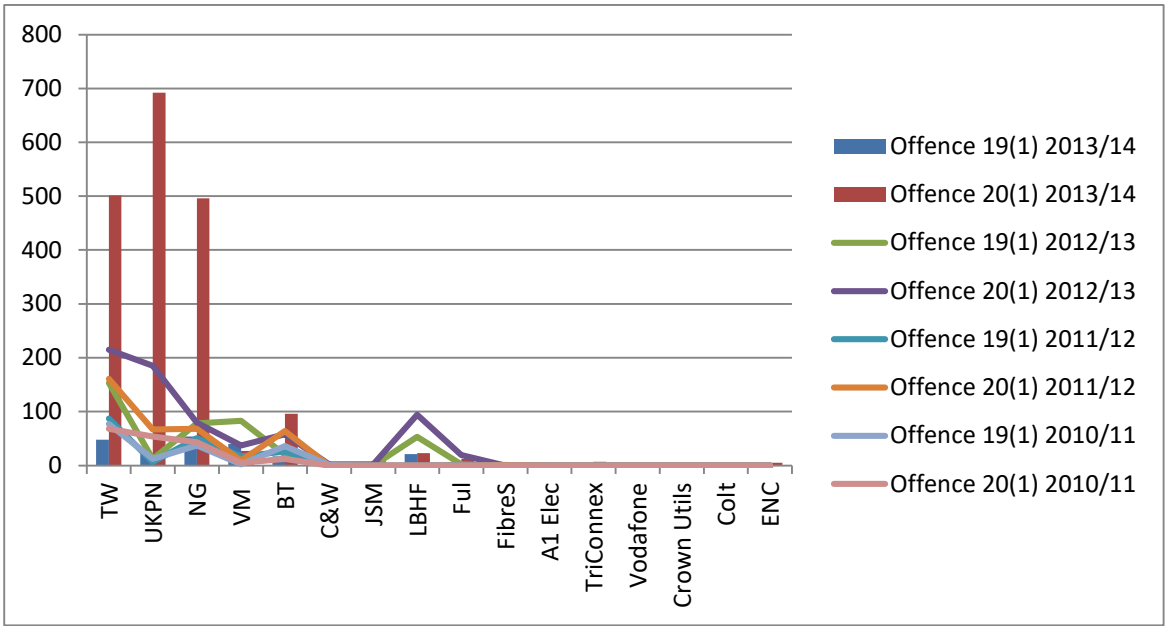


Chart 28 – Number of Permit Related Fixed Penalty Notices in the London Borough of Hammersmith and Fulham



During 2013/14 the Royal Borough appointed a dedicated officer to manage the fixed penalty notice process which resulted in an increase in the number of fixed penalty notices issued for this period, notably for breach of conditions. In total the Royal Borough issued 177 fixed penalty notices for working without a permit and 790 for breach of conditions. This compares to 162 and 143 in the previous year.

In Hammersmith and Fulham 205 fixed penalty notices were issued for working without a permit compared to the previous year's total of 401. 1877 fixed penalty notices were issued for working in breach of the permit compared to 691 the previous year.

In both boroughs there has been a marked increase in the number of fixed penalty notices relating to breach of conditions. In RBKC it can be accounted for by the additional resource that was secured to manage this work stream. In Hammersmith and Fulham a trial of weekend working was implemented where a number of additional fixed penalty notices were identified. The trial was such a success in terms of helping managing our network outside of normal office hours that the working arrangement has now become a permanent feature.

The Royal Borough and Hammersmith and Fulham continue to work with all work promoters as part of ongoing bi-borough performance meetings to help improve the level of non compliance and will continue to do so going forward. They also continue to play a lead role in the LoPS Officer Compliance group where issues around

applying consistency to fixed penalty notice's are discussed.

5.4 Permits not used

The number of permits not used in the Royal Borough in 2013/14 was 3295. As a total number of the permits received this equates to 26%. This compares to 4362 permits that weren't used in 2012/13 which equated to 26% of the total number of permits received. These figures show that there has been no change in the last 12 months.

In Hammersmith and Fulham there were 2043 permits that weren't used which when compared to the total number of permits received is 9%. In 2012/13 there were 3659 permits that weren't used which was17% of the overall total number of permits received. So there has been quite a significant reduction in the number of permits not used over the last 12months which is pleasing to note.

The levels of permits not used continues to be a concern to both boroughs as it represents inefficiencies in the works promoters' permitting processes and has the effect of sterilising parts of the road network by preventing other promoters from gaining access to that road space

Within the above totals there will be permits relating to works that were cancelled prior to either granting or refusing the application and works that were cancelled after a grant/refuse decision.

6 Conclusion

The Royal Borough of Kensington and Chelsea and Hammersmith and Fulham continue to apply the highest standards within the confines of the legislation to effectively manage their road networks. The London Permit continues to be an essential component in helping to achieve this. The ongoing bi-borough work between the two boroughs has also helped in improving consistency and knowledge sharing between the two teams.

Whilst both boroughs are pleased with their continued good work around arranging collaborative works this is slightly marred by the fact that there were a number of other opportunities which were missed that would have further improved the data reported. Unfortunately a number of works promoters are failing to appreciate the importance of working collaboratively and are sometimes not filtering down the relevant information to their contractors doing the works. This has often led to confusion on site and operatives just abandoning their works or not using their

initiative.

Over the next 12 months both Councils will be looking to engage more with utility company's senior management to improve the processes around collaborative works with the expectation that it will provide added focus within their respective organisations. Both boroughs are also eager to improve the collaborative working opportunities around developments by actively engaging more with private developers and having more input into Construction Logistic Plans.

Despite being in the fourth year of operation the refusal rate for utilities in both boroughs is still high, particularly in the Royal Borough. This is something which we are anxious to address and improve on. Internal workshops have already taken place to try to gain a greater understanding of the difference between the two boroughs.

The continued low number of deemed permits being reported once again shows how pro-active both boroughs are in managing their road networks.

Street Works remains very high on each boroughs political agenda regardless of type, size or location of work. The permit scheme continues to be invaluable in helping manage resident and businesses expectations. Whilst there continues to be some debate as to whether local non traffic sensitive roads should be included within LoPS it is my opinion that local roads are equally as important as traffic sensitive roads and without LoPS there would be more non compliant work sites and increased risk of poor co-ordination.

Internal works promoters continue to have the same standards applied to their own works as their utility equivalents. This sometimes leads to heated debates and difficult decisions being made around co-ordination and work planning issues. Regular feedback continues to be given to lead engineers and managers on their contractor's performance including, national KPI statistics..

Despite added work pressures in both teams, representatives of both boroughs still dedicate time to wider LoPS issues through the various LoPS working groups and sub groups with the aim of improving consistency across LoPS.

Going forward the Royal Borough and Hammersmith and Fulham will continue to build on their close working relationships which will be aided by the co-location of both teams. This will further enhance cross boundary co-ordination and works planning as well as bring efficiencies to utilities in terms of holding joint co-ordination/progress/project meetings. Both Councils will continue to apply a robust

and fair approach to managing their road networks in accordance with the environment we work in.

8 Glossary

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

ETON developers – representatives of the main software developers involved in street works and particularly in relation to the ETON system

KPI – Key Performance Indicator as developed by the DfT and set out in the Permit
Code of Practice

LoPS – London Permit Scheme for Road Works and Street Works

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

OM – Objective Measure

PAN – Permit Advice Note

PIN – Permit Information Note

TfL – Transport for London

TMA – Traffic Management Act 2004

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

Appendix 1

KPI 1 – Data for Royal Borough of Kensington and Chelsea

The number of permit and permit variation applications received, the number granted and the number refused.

	Applications Received			Granted			Refused		
	Permit Authority	Utilities	Total	Permit Authority	Utilities	Total	Permit Authority	Utilities	Total
April	150	1105	1255	146	781	927	3	218	221
May	129	1089	1218	117	743	860	8	259	267
June	107	1009	1116	104	720	824	3	202	205
July	83	1032	1115	83	763	846	4	200	204
August	193	999	1192	193	724	917	18	217	235
September	167	992	1159	149	727	876	9	175	184
October	196	1136	1332	187	809	996	0	180	180
November	167	1146	1313	167	735	902	6	246	252
December	99	778	877	84	474	558	8	215	223
January	162	1219	1381	159	792	951	9	301	310
February	118	1147	1265	112	787	899	6	246	252
March	170	1006	1176	136	706	842	16	271	287

KPI 1 – Data for London Borough of Hammersmith and Fulham

	Applications Received			Granted			Refused		
	Permit Authority	Utilities	Total	Permit Authority	Utilities	Total	Permit Authority	Utilities	Total
April	690	795	1485	159	585	744	6	92	98
May	759	675	1434	211	85	296	4	8	12
June	769	852	1621	188	638	826	5	98	103
July	780	806	1586	219	623	842	0	83	83
August	846	910	1756	317	703	1020	3	100	103
September	635	879	1514	225	629	854	14	120	134
October	935	780	1715	360	595	955	3	76	79
November	1051	933	1984	323	687	1010	10	110	120
December	1415	971	2386	335	645	980	5	148	153
January	882	765	1647	266	544	810	13	137	150
February	1103	929	2032	311	664	975	6	115	121
March	1384	795	2179	474	568	1042	10	78	88

KPI 2 – The Number of Conditions Applied by Condition Type in London Borough of Hammersmith and Fulham

		1	2	3	4	5	6	7	8	9	10	11	12	13
April	PA works	79	94	4	143	38	174	11	2	38	31	25	39	74
	SU Works	427	463	96	365	156	575	11	18	4	124	67	43	348
	Total	506	557	100	508	194	749	22	20	42	155	92	82	422
May	PA works	56	71	14	138	35	167	10	1	26	24	18	34	56
	SU Works	412	460	65	377	155	544	1	8	15	133	76	26	361
	Total	468	531	79	515	190	711	11	9	41	157	94	60	417
June	PA works	60	94	9	159	20	188	16	0	23	9	22	11	48
	SU Works	436	472	61	340	165	562	1	11	12	98	73	25	362
	Total	496	566	70	499	185	750	17	11	35	107	95	36	410
July	PA works	138	197	4	214	62	282	16	0	77	58	16	61	134
	SU Works	440	461	40	433	189	621	9	19	9	117	50	28	352
	Total	578	658	44	647	251	903	25	19	86	175	66	89	486
August	PA works	130	152	15	132	47	206	11	9	47	41	12	42	128
	SU Works	390	414	66	369	167	546	5	18	2	107	45	19	334
	Total	520	566	81	501	214	752	16	27	49	148	57	61	462
September	PA works	99	177	12	256	49	316	13	10	106	49	17	48	84
	SU Works	327	426	57	334	162	516	6	18	10	74	40	21	280
	Total	426	603	69	590	211	832	19	28	116	123	57	69	364
October	PA works	88	153	11	192	30	252	11	7	40	20	21	24	76
	SU Works	370	399	56	354	174	579	10	21	13	100	58	22	358
	Total	458	552	67	546	204	831	21	28	53	120	79	46	436
November	PA works	91	132	5	272	49	311	11	3	44	40	21	40	81
	SU Works	401	397	101	348	146	591	8	16	5	93	44	27	338
	Total	492	529	106	620	195	902	19	19	49	133	65	67	419
December	PA works	102	144	4	177	35	239	9	4	36	30	17	31	100
	SU Works	309	295	49	309	124	488	1	16	22	84	36	17	299
	Total	411	439	53	486	159	727	10	20	58	114	53	48	399
January	PA works	153	204	1	180	57	213	6	3	73	52	9	54	91
	SU Works	285	337	63	367	123	553	4	16	5	85	39	22	294
	Total	438	541	64	547	180	766	10	19	78	137	48	76	385
February	PA works	197	239	15	279	36	346	11	5	37	36	16	36	108
	SU Works	283	327	82	296	96	492	8	13	7	98	55	20	259
	Total	480	566	97	575	132	838	19	18	44	134	71	56	367
March	PA works	125	162	18	210	38	249	6	1	40	30	8	30	78
	SU Works	288	349	67	319	104	466	14	9	20	100	43	12	249
	Total	413	511	85	529	142	715	20	10	60	130	51	42	322

Condition Types

For reference the Permit Condition Type numbers are listed below:

1 - Date Constraints
2 – Time Constraints
3 – Out of Hours Working
4 – Material and Plant Storage
5 – Road Occupation Dimension
6 - Traffic Space Dimension
7 – Road Closure
8 – Light Signals
9 - Traffic Management Changes
10 - Work Methodology
11- Consultation and Publicity
12 – Environmental
13 - Local

KPI 4 - The number of occurrences of reducing the application period for Royal Borough of Kensington and Chelsea

		Major Works	Standard Works	Minor Works	Total
April	PA Applications	26	1	0	27
	SU Applications	21	11	11	44
May	PA Applications	35	4	2	41
	SU Applications	8	9	10	27
June	PA Applications	14	0	0	14
	SU Applications	52	8	10	70
July	PA Applications	3	0	0	3
	SU Applications	11	1	6	18
August	PA Applications	6	1	1	8
	SU Applications	26	6	2	34
September	PA Applications	14	0	0	14
	SU Applications	17	4	13	34
October	PA Applications	6	1	0	7
	SU Applications	2	3	23	28
November	PA Applications	4	6	1	11
	SU Applications	22	17	13	52
December	PA Applications	8	0	1	9
	SU Applications	9	0	3	12
January	PA Applications	16	2	1	19
	SU Applications	22	3	6	31
February	PA Applications	16	1	0	17
	SU Applications	32	7	8	47
March	PA Applications	4	0	0	4
	SU Applications	9	3	6	18

KPI 4 - The number of occurrences of reducing the application period for London Borough of Hammersmith and Fulham

		Major Works	Standard Works	Minor Works	Total
April	PA Applications	3	0	2	5
	SU Applications	7	5	2	14
May	PA Applications	2	0	0	2
	SU Applications	8	3	2	13
June	PA Applications	11	0	1	12
	SU Applications	9	4	0	13
July	PA Applications	2	0	0	2
	SU Applications	4	3	2	9
August	PA Applications	4	0	0	4
	SU Applications	4	0	1	5
September	PA Applications	5	0	3	8
	SU Applications	3	2	0	5
October	PA Applications	2	0	1	3
	SU Applications	5	7	3	15
November	PA Applications	2	0	0	2
	SU Applications	4	6	7	17
December	PA Applications	3	0	2	5
	SU Applications	5	0	2	7
January	PA Applications	1	1	4	6
	SU Applications	7	6	5	18
February	PA Applications	2	2	5	9
	SU Applications	5	5	3	13
March	PA Applications	3	3	5	11
	SU Applications	9	3	5	17

OM1 and OM 2

This data has been provided in section 4.1 above.

OM3 - Number of days of Section 74 overruns for Royal Borough of Kensington and Chelsea

	No of Works Overrun	% of Works Overrun
April	20	4%
May	10	2.8%
June	9	2.4%
July	11	2.8%
August	18	5.6%
September	18	5.4%
October	24	2.3%
November	13	4%
December	23	10.4%
January	15	4.3%
February	16	5.5%
March	26	8%

OM3 - Number of days of Section 74 overruns for London Borough of Hammersmith and Fulham

	No of Works Overrun	% of Works Overrun
April	10	2%
May	17	3.5%
June	21	4%
July	4	1%
August	8	1.5%
September	5	1.1%
October	15	2.8%
November	17	3.6%
December	9	2.5%
January	21	3.8%
February	25	5.3%
March	17	3.3%

OM 4 – Average Duration of Works by Works Type for Royal Borough of Kensington and Chelsea

Work Type	Average Duration in Days	
	Utilities	RBKC
Immediate Emergency	4.5	0.9
Immediate Urgent	4.6	1.1
Minor	2.3	2.5
Standard	6.4	5.5
Major	15.5	17.2

OM 4 – Average Duration of Works by Works Type for London Borough of Hammersmith and Fulham

Work Type	Average Duration in Days	
	Utilities	RBKC
Immediate Emergency	4.2	1.2
Immediate Urgent	2.9	1.1
Minor	1.9	1.8
Standard	5.6	8.7
Major	13.6	31.8

OM 5 – Inspections for Royal Borough of Kensington and Chelsea

	All Inspections	Pass	Fail	Fail (%)
April	69	69	0	0%
May	103	98	5	5%
June	602	585	17	3%
July	588	577	11	2%
August	451	402	49	11%
September	606	574	32	6%
October	547	494	53	10%
November	397	364	33	8%
December	350	330	20	6%
January	592	557	35	6%
February	497	476	21	4%
March	681	641	40	6%

OM 5 – Inspections for London Borough of Hammersmith and Fulham Fulham

	All Inspections	Pass	Fail	Fail (%)
April	347	285	62	18%
May	495	378	117	24%
June	587	476	111	19%
July	544	443	101	19%
August	556	455	101	18%
September	521	418	103	20%
October	419	636	56	13%
November	596	511	85	14%
December	399	348	51	13%
January	720	655	65	9%
February	597	530	67	11%
March	620	557	63	10%

OM 6 – Number of Collaborative Works for Royal Borough of Kensington and Chelsea

	Number of Collaborative Works Sites	Days of Disruption Saved
April	0	0
May	0	0
June	0	0
July	0	0
August	18	140
September	0	0
October	0	0
November	3	34
December	0	0
January	5	50
February	1	10
March	1	10

OM6 – Number of Collaborative Works for London Borough of Hammersmith and Fulham

	Number of Collaborative Works Sites	Days of Disruption Saved
April	2	9
May	0	0
June	2	12
July	2	12
August	1	3
September	1	1
October	1	8
November	5	22
December	0	0
January	2	13
February	1	4
March	0	0

OM 7 – Number of Deemed Permits for Royal Borough of Kensington and Chelsea

	Utility Works	HA Works
April	2	0
May	2	2
June	0	0
July	3	0
August	1	0
September	1	2
October	0	1
November	2	0
December	0	2
January	3	0
February	2	0
March	0	0

OM 7 – Number of Deemed Permits for London Borough of Hammersmith and Fulham

	Utility Works	HA Works
April	8	1
May	9	0
June	1	1
July	10	2
August	6	1
September	4	0
October	6	5
November	15	0
December	4	1
January	unknown	unknown
February	unknown	unknown
March	unknown	unknown