

LONDON PERMIT SCHEME

For Road Works and Street Works



London Borough of Richmond Upon Thames Evaluation Report April 2022 to March 2025

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1 Executive Summary

The London Borough of Richmond Upon Thames is situated in south west London and borders the London Boroughs of Hounslow, Wandsworth and the Royal Borough of Kingston Upon Thames and Surrey. The borough is split into 18 wards and is home to 196,678 residents with an average age of 42.6 (source: Office for National Statistics (ONS) June 2024).

The borough occupies 57.41 km of public highway with two major roads (the A205 South Circular and A316 Chertsey Road) forming part of the Transport for London Road Network.

The London Borough of Richmond is home to Twickenham Stadium, now known as Allianz Stadium, located in the heart of Richmond. It remains a world-renowned venue for international rugby and large-scale events. In recent years, it has continued to host the Six Nations Championship, Autumn Internationals, and club-level finals, as well as major concerts and community events. The stadium also played a key role in the NFL International Series, with the 2016 fixture between the Los Angeles Rams and New York Giants marking the first NFL game held outside Wembley Stadium.

Between April 2022 and March 2025, Richmond's road network saw targeted investment aimed at improving connectivity, safety, and sustainability. Key upgrades included resurfacing priority routes, enhancing pedestrian access, and implementing traffic-calming measures in residential zones. These works contributed to a more resilient and accessible transport system across the borough.

Throughout the period covered in this report, the Council has undertaken extensive works to replace the footways and improvements to the carriageway across Richmond.

Since joining the London Permit Scheme in September 2011, The London Borough of Richmond is working towards strengthening coordination and communication between internal departments and external works promoters. The goal is to create a more collaborative approach to planning and delivering works, with an emphasis on early engagement and practical solutions.

This approach aims to support better identification of joint working opportunities, agreement on reasonable work durations, strategic placement of new apparatus, and the use of low-impact excavation methods to help minimise disruption to the public.

These efforts are guided by a fair and consistent policy framework designed to encourage effective network management. Ultimately, the objective is to manage

the road network in a way that supports smoother traffic flow and overall network efficiency.

In addition to the permit scheme, Richmond is in conversation to supplement the permit scheme with the use of Lane Rental. The council are investigating a Lane Rental Scheme to achieve better control of roadworks and street works which take place on its network, with a core objective of reducing disruption to the most sensitive parts of the network, at the most sensitive times. The introduction of a Lane Rental Scheme would seek to provide financial incentives that encourage works promoters to reduce the length of time that sites are unoccupied, reducing total works durations, improve planning, coordination and working methods to maximise efficiency.

In addition, lane rental would assist a behaviour change by promoting works to be carried out outside of peak periods and by making greater use of evening or weekend working where the local environmental impact is more acceptable. Richmond Council is committed to providing clean and green spaces, strong, healthy and safe communities, more and better homes and an economy that works for everyone. Traffic congestion affects economic productivity, people's health and the environment.

For the sake of consistency this report has been aligned to the financial year 1st April to 31st March rather than the calendar year of 1st January to 31st December. The data contained within this report covers the last three years (2022-23, 2023-24 and 2024-25).

2 Introduction

The introduction of the New Roads and Street Works Act 1991 (NRSWA) placed a duty on Richmond Council, as a highway authority (HA), to coordinate activities (works) on the highway under the control of that Authority. In 2004 the Traffic Management Act (TMA) and the Traffic Management Permit Scheme (England) Regulations 2007 made provision for Permit Schemes to be introduced in England. The scope of this increased duty and Part 3 of the TMA 2004 allowed an Authority (Richmond Council) to introduce a permit scheme to support the delivery of this duty.

In 2011, Richmond implemented the operation of a permit scheme following the provision of statutory instrument 2011 No. 1960 <https://www.legislation.gov.uk/ukSI/2011/1960/contents/made>. The Traffic Management (London Borough of Richmond upon Thames) Permit Scheme Order 2011. This was further updated to The Traffic Management (London Borough of

Richmond upon Thames) Permit Scheme Order 2020

https://www.richmond.gov.uk/media/18815/richmond_roadworks_permit_scheme_order.pdf.

To supplement the operation of the permit scheme, the introduction of the new digital system by the DfT (Street Manager) in July 2020 saw several improvements in the information being provided by works promoters.

This report sets out an overview of the permit schemes operational performance in Richmond and provides detailed scrutiny of the available data in relation, to both Street Works and Works for Road Purposes activities. The evaluation report aims to demonstrate that the Richmond Council Permit Scheme is continuing to meet key performance indicators, its operational performance and benefits of operating the scheme.

It is important that Richmond Council's permit scheme can demonstrate that the necessary parity of approach between all works promoters remains consistently applied. To this end, mandatory Key Performance Indicators are in place to ensure this. The permit scheme operates on a 'cost neutral' basis. The overall income from the permit fees aims to not exceed the prescribed costs of operating the permit scheme, as defined in Regulation 29 of The Traffic Management Permit Scheme (England) Regulations 2007 as amended in 2015.

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

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

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

- (a) whether the fee structure needs to be changed considering any surplus or deficit;
- (b) the costs and benefits (whether or not financial) of operating the scheme; and
- (c) whether the permit scheme is meeting key performance indicators where these are set out in the Guidance.
- (d) The outcome of each evaluation shall be made available to the persons referred to in regulation 3(1) within three months of the relevant anniversary.

This report sets out the suggested layout and content for an evaluation report to ensure that the requirements of the regulations are met and that Richmond Council can demonstrate that the permit scheme is meeting its objectives.

3 Objectives of the Permit Scheme

The objectives of LoPS (Richmond upon Thames Permit Scheme) were laid out in Section 2 of the Document. These are summarised below along with how they have been met.

1) To provide an environment to help each of the Permit Authorities operating a permit scheme to meet their Network Management Duty (NMD).

Richmond has participated along with other permitting authorities in supporting key policy amendments and providing a wide range of opinions and advice.

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

Richmond has built on their experience of working with utility promoters and other authorities and in doing so have shared good practices and other initiatives such as the incentives and benefits of collaborative working.

The Permit Scheme allows for the waiving of permit fees for works promoters carrying out collaborative working and lower fees if carrying out works on traffic sensitive roads at non-traffic sensitive times as an incentive for works promoters to co-ordinate and plan their works with minimum disruption.

In the event that a works promoter's performance or practice is not at the level expected in the borough then we will often hold an informal performance meeting to try and improve promoter performance. Should that fail to bring about sufficient improvement then further sanctions may be imposed if deemed necessary.

In 2020 the statutory requirement for all permits to be transmitted via the Department for Transport's (Street Manager) system was introduced. Richmond operates its permit scheme via the Street Manager system, integrated with Symology (Aurora) through an API. Whilst it is recognised that Street Manager is beneficial and advantageous to the industry, it must be recognised that for the purposes of this report certain data is unattainable. Where information is not obtainable it will be noted within this report.

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.

Since the introduction of the permit scheme, Richmond has continued to maintain itself as an authority focused strongly on safety around work sites. Where serious breaches of permit conditions or safety in general have been identified, Richmond has issued fixed penalty notices and on occasions, sought prosecutions in order to encourage improvement.

The Introduction of Performance Based Inspections (PBI) is a way of now monitoring Works promoters performance. Poor performing Promoters will be required to attend monthly or quarterly performance meetings to address areas of poor performance to comply with safety regulations when working in the borough.

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

Richmond has continued to participate in the various LoPS community groups and have held regular performance meetings with utilities in which best practice has been shared and utilised.

Meetings and Task Forces within the London Permit Scheme act as regular opportunities to discuss and share knowledge and methodology amongst the industries working within the scheme.

These are reinforced during performance and coordination meetings (quarterly) at a local level.

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

Richmond works with a number of utilities to discuss any techniques which may minimise the possibility of damage to the highway and any apparatus, these include core and vac and minimum dig techniques which can all be added to permit conditions.

The Richmond Network Coordination Team have been able to drive improvement by operating several coring programs on utility promoters with regards to reinstatement compliance. These coring programs have not only witnessed a reduction of defective reinstatements but has enabled an amicable approach to disputes which has resulted in minimising unnecessary unproductive periods for both Richmond and utility promoters.

The permit scheme has also assisted us to further prevent planned works from taking place in a protected street. Where planned works need to take place in a protected street, we are able to negotiate local agreements with the works promoter.

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

The London Permit Scheme allows works promoters to follow a single set of rules. The scheme has enabled utility promoters to plan cross borough works in a holistic and consistent manner.

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

With regards to the coordination of activities in Richmond, the overriding objective is to secure a practical approach and consistent method of co-ordination. The priority of works is determined by the natural order of the works to be undertaken. For example, we would expect a utility service to be laid in the street before the final resurfacing works are undertaken.

4 Fee Structure

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require that the permit authority shall consider whether the fee structure needs to be changed in light of any surplus or deficit. Based on the operating costs and benefits analysis below, the fee structure is to remain the same. Costs associated with operation of the permit scheme has identified a trend where permit fees may be requested to be increased to cover operational costs if a decline continues.

5 Costs and Benefits

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require that the permit authority also shall consider whether the permit scheme is meeting key performance indicators where these are set out in the Guidance.

5.1 Cost of Running the Scheme

Richmond Council under permit scheme legislation is allowed to recover costs and overheads associated with running a permit scheme for utility promoters that are over and above the costs of the time spent dealing with the utility promoter notices under the New Roads and Street Works Act 1991. Costs associated with Richmond's internally promoted works cannot be recovered. Staff costs have been based on officers that are in post and actual salaries. Where salaries across the team vary an average has been taken.

The table below outlines the operational costs of running the permit scheme in the borough

London Borough of Richmond	2022/23	2023/24	2024/25
Operating Costs	£556,572.00	£549,245.00	£539,687.00

5.2 Comparison of Income and Cost

The table below shows the amount of income generated from permit fees by Richmond Council compared to the cost of operating the scheme across each of the three years.

London Borough of Richmond	2022/23	2023/24	2024/25
Operating Costs	£556,572.00	£549,245.00	£539,687.00
Income	£557,270	£546,170	£534,865.00
Surplus / Deficit	+£698.00	-£3,075.00	-£4,822.00

5.3 Benefits

Over the financial years 2022/23, 2023/24, and 2024/25, the scheme has operated with varying levels of expenditure. Despite these fluctuations, it has consistently delivered value by improving the coordination of works across the network. The scheme has facilitated early identification of opportunities for joint working and provided enhanced oversight of ongoing activities, particularly in managing urgent and emergency interventions that could otherwise cause significant disruption.

The team has maintained compliance with statutory response times for permit application assessments, which has helped preserve strong working relationships with both internal stakeholders and external utility promoters. This collaborative approach has proven effective in mitigating potential disruptions and has fostered a deeper understanding of utility operations. As a result, there is now greater appreciation of working practices and timeframes, contributing to more efficient planning and execution of works.

6 Performance Indicators

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

- KPI 1 The number of Permit and Permit variation applications received, the number granted, and the number refused. (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. Also, the data is further broken down by activity type into applications granted and refused.)
- KPI 2 The number of conditions applied by condition type.
- KPI 3 The number of approved extensions
- KPI 4 The number of occurrences of reducing the application period (early starts).
- KPI 5 The number of agreements to work in Section 58 and Section 58A restrictions.
- KPI 6 The proportion of times that a Permit authority intervenes on applications.
- KPI 7 Number of inspections carried out to monitor conditions.

The TPIs focus on occupancy, coordination and inspections, and therefore relate mainly to the stages of the works from works start to final conclusion. These additional Permit indicators focus more on the process of Permit applications and responses, prior to the works being carried out.

- TPI 1 Works Phases Started
- TPI 2 Works Phases Completed
- TPI 3 Days of Occupancy Phases Completed
- TPI 4 Average Duration of Works Phases Completed
- TPI 5 Phases Completed on time
- TPI 6 Number of deemed Permit applications
- TPI 7 Number of Phase One Permanent Registrations

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

- AM 1 Average duration of works by Permit type
- AM 2 Inspections (% age of total undertaken and failures)
- AM 3 Days of Disruption Saved/ Number of collaborative works
- AM 4 Response Code – broken down by promoter
- AM 5 FPNs (Permit Breaches)
- AM 6 Levels of Customer Enquiries
- AM 7 Average Journey Times
- AM 8 Journey time reliability
- AM 9 Road Traffic Collisions
- AM 10 Carbon Emissions
- AM 11 Profit/Loss

6.1 KPI 1 - The number of permit and permit variation applications

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

- The total number of permit and permit variation applications received
- The number of applications granted as a percentage of the total applications made
- The number of applications refused as a percentage of the total applications made

6.1.1 Results

Permit Applications & Granted and Refused

The table below shows a breakdown of permit applications received, granted and refused for 2022-2025 in the London Borough of Richmond, separated by Utility and HA promoters.

Utility Promoters KPI 1 summary 2022 – 2025

Permits Received/Granted/Refused	2022/23	2023/24	2024/25	2022-2025
Total permit applications received	8932	6983	7100	23015
Total permit variations received	2014	1489	1529	5032
Total number of permits & permit variations	10946	8472	8629	28047
Total Granted	9210	7086	6673	22969
Total Refused	1410	1153	1679	4242
Total permits granted & refused	10620	8239	8352	27211
Cancelled	326	233	277	836

HA promoters KPI 1 Summary 2022 – 2025

Permits Received/Granted/Refused	2022/23	2023/24	2024/25	2022-2025
Total permit applications received	2603	2670	2329	7602
Total permit variations received	266	242	195	703
Total number of permits & permit variations	2869	2912	2524	8305
Total Granted	2759	2834	2452	8045
Total Refused	66	59	56	181
Total permits granted & refused	2825	2893	2508	8226
Cancelled	44	19	16	79

Chart 1 – (Utilities) Permit Applications/ variations & Granted and Refused April 2022 to March 2025

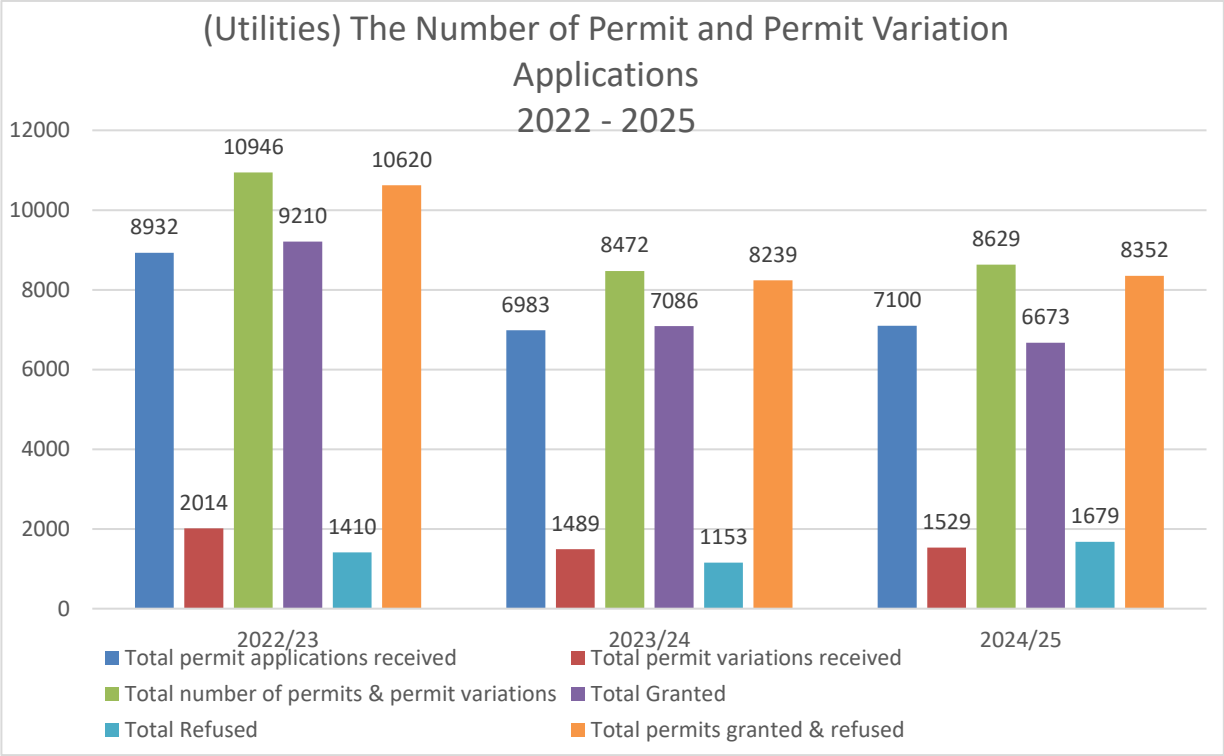
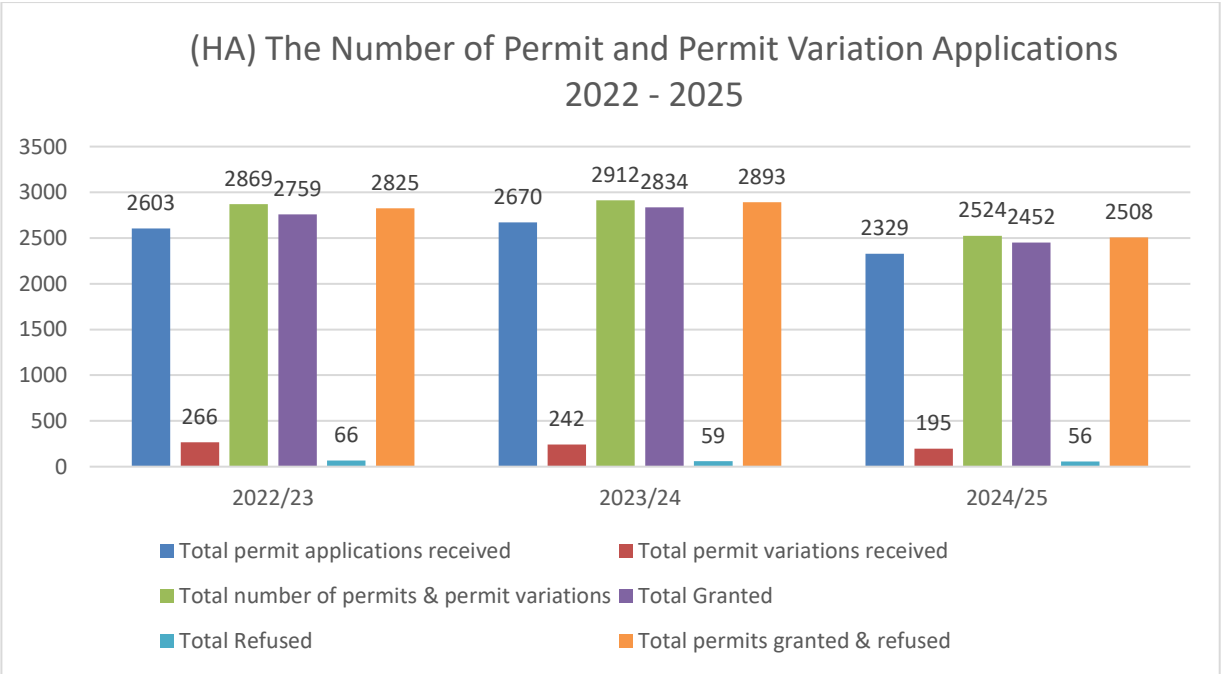


Chart 2 – (HA) Permit Applications/ variations & Granted and Refused April 2022 – March 2025



The data provided in the previous tables and graphs has been collated from Richmond's permitting system. One key consideration must be noted:

Each application has a designated response period, meaning the number of applications received in a given period may not align with the number of permits granted or refused during that same timeframe. In other words, an application submitted in one period might be processed and responded to in the following period.

In addition to the tables above, the following tables provide the percentage of permits that were either granted or refused, separated by Utilities and Highway Authority (HA) promoters:

Percentage of Utility Permits Granted/Refused 2022 – 2025

	2022/23	2023/24	2024/25	2022-2025
Total number of permits & permit variations	10946	8472	8629	28047
Granted	84.14%	83.64%	77.33%	81.89%
Refused	12.88%	13.61%	19.46%	15.12%

Percentage of (HA) Permits Granted/Refused 2022 – 2025

	2022/23	2023/24	2024/25	2022-2025
Total number of permits & permit variations	2869	2912	2524	8305
Granted	96.17%	97.32%	97.15%	96.87%
Refused	2.30%	2.03%	2.22%	2.18%

6.1.2 Analysis

Number of Permit Applications

It's important to note that utility companies often cancel or abandon permit applications, which means Richmond council are not required to respond to these. This can lead to discrepancies in the permit figures presented above. To address this, application statuses have been categorised as 'Cancelled'. As a highway authority, Richmond operates a regular, scheduled programme of repairs to both

carriageways and footways. In addition to planned works, many permits are submitted for reactive maintenance to address damage as it occurs.

Utilities KPI 1 Summary

Over the three-year period, a total of 28,047 permits and permit variations were processed. The number of applications received declined overall, from 8,932 in 2022/23 to 7,100 in 2024/25, indicating a gradual reduction in utility works or improved planning efficiency.

Permits granted and refused totalled 27,211, with 22,969 granted and 4,242 refused. The refusal rate increased slightly each year, from 1,410 in 2022/23 to 1,679 in 2024/25, suggesting either stricter scrutiny or a decline in application quality. Cancelled permits accounted for 836 across the three years, which reflects abandoned works or changes in project scope.

Highway Authority (HA) KPI 1 Summary

The HA submitted a total of 8,305 permits and variations over the same period. This included 7,602 initial applications and 703 variations. Unlike utilities, HA applications remained relatively stable, with a slight decrease from 2,603 in 2022/23 to 2,329 in 2024/25.

Of the 8,226 permits granted or refused, 8,045 were approved and only 181 were refused, indicating a very high approval rate. Refusals remained low and consistent across the years, with only minor fluctuations. Cancelled permits were minimal, totalling 79 over the three-year period.

Both Utilities and HA show a downward trend in permit applications, which may reflect better coordination, fewer works, or improved long-term planning. Utilities had a higher refusal rate compared to HA, possibly due to more complex or frequent works.

Granted and Refused

Richmond evaluates all permit applications on a case-by-case basis, maintaining a consistently high approval rate across both statutory undertakers and permit authority works. The borough continues to uphold a rigorous approach to assessing applications, with the goal of minimising public disruption and ensuring effective coordination with other planned activities on the network.

The Network Management team in Richmond also adopts a proactive stance when it comes to refusing permits that lack sufficient detail or clarity. This encourages promoters to enhance the quality of their submissions, increasing the likelihood of approval on the first attempt and supporting more efficient coordination across the borough's road network.

When permits are refused, coordinators apply standardised pan-London refusal codes to clearly communicate the reasons for rejection. This transparent process enables promoters to make the necessary amendments and resubmit, ultimately driving improvements in application quality.

Utility Permits – Percentage Granted and Refused

Between 2022/23 and 2024/25, Richmond processed a total of 28,047 utility permits and variations. The percentage of permits granted declined slightly over the three years, from 84.14% in 2022/23 to 77.33% in 2024/25. This downward trend may reflect increased scrutiny or a shift in the complexity or quality of applications submitted.

Conversely, the percentage of refused permits rose from 12.88% in 2022/23 to 19.46% in 2024/25. This increase suggests a more rigorous evaluation process, possibly aimed at improving network coordination and reducing unnecessary disruption. Over the full three-year period, the average grant rate was 81.89%, while the refusal rate stood at 15.12%.

Highway Authority (HA) Permits – Percentage Granted and Refused

Richmond processed 8,305 HA permits and variations during the same period. The percentage of permits granted remained exceptionally high, ranging from 96.17% in 2022/23 to 97.15% in 2024/25, with an overall average of 96.87%. The percentage of refused HA permits remained consistently low, between 2.03% and 2.30%, averaging 2.18% across the three years. These figures highlight the effectiveness of Richmond's internal processes and strong compliance in HA submissions.

6.2 KPI 2 - The number of conditions applied by condition type

The number of conditions applied by condition type are shown as the conditions that are applied to each permit application that has been assessed by Richmond. It is important to note:

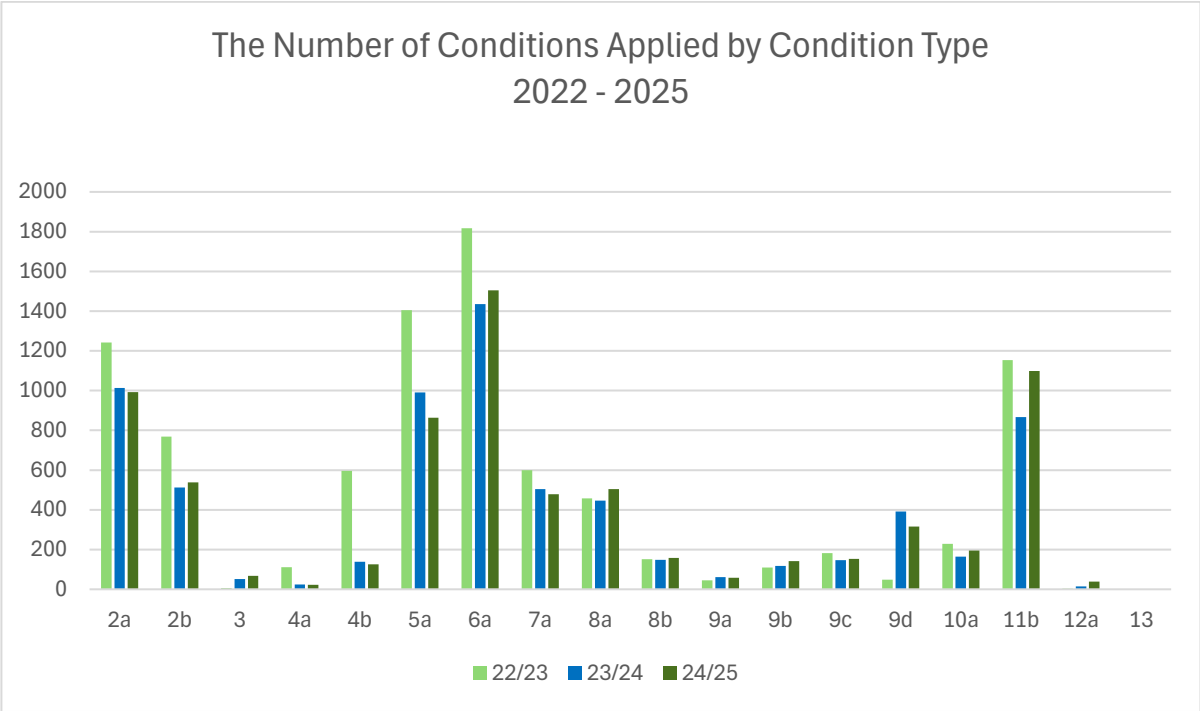
1. NCT01a, NCT01b and NCT11a apply to all permits by default and are therefore not included in the data below.
2. NCT03 is a condition that was added on 1st April 2022
3. NCT09d is a duplicate of NCT09a

6.2.1 Results

The number of conditions applied by condition type broken down per year

	2022/23	2023/24	2024/25
Permit Granted	9697	8218	7751
Total no. of conditions applied	8925	7028	7256
NCT02a - Limit the days and times of day within the permit duration	1242	1014	992
NCT02b - Working hours	768	512	538
NCT03 - Activities ancillary to those permitted - supplementary information	6	52	67
NCT04a - Removal of surplus materials/plant	111	24	23
NCT04b - Storage of surplus materials/plant	596	139	125
NCT05a - Width and/or length of road space that can be occupied	1405	990	863
NCT06a - Road space to be available to traffic/pedestrians at certain times of day	1817	1435	1505
NCT07a - Road closed to traffic	599	505	479
NCT08a - Traffic management request	457	446	505
NCT08b - Manual control of traffic management	152	149	158
NCT09a - Changes to traffic management arrangements	45	62	58
NCT09b - Traffic management arrangements to be in place	110	117	141
NCT09c - Signal removal from operation when no longer required	182	146	153
NCT09d - Changes to traffic management arrangements	48	392	316
NCT10a - Employment of appropriate methodology	229	165	195
NCT11b - Publicity for proposed works	1154	866	1099
NCT12a - Limit timing of certain activities	4	14	39
NCT13 - Exceptional circumstance	0	0	0

Chart 3 – The number of conditions applied by condition type April 2022 – March 2025



6.2.2 Analysis

The data shows that Richmond applies permit conditions consistently across all years, reflecting a thorough and coordinated approach to managing street works. Conditions 2a, 5a, 6a, and 11b are applied more frequently due to their relevance in Richmond’s busy and constrained road network. These conditions help limit work times, maintain access for traffic and pedestrians, authorise road closures when necessary, and ensure residents are notified in advance. Collectively, they support safer operations, reduce disruption, and improve communication and coordination.

The data shows that Richmond applies permit conditions consistently across each year covered in this report. This consistency reflects a structured and thorough approach to planning and coordinating street works, ensuring that all relevant aspects such as safety, traffic flow, and public impact are considered during the permit approval process. Overall, the data demonstrates Richmond’s commitment to effective network management, using a wide range of conditions to balance operational needs with public convenience and safety.

6.3 KPI 3 - The number of approved extensions

The number of approved revised durations are shown as extension requests that have been received once works are in progress. The 3 charts below will show the number of requests received, granted and refused for both the permitting authority and utility promoters for 2022 through to 2025, broken down per quarter.

6.3.1 Results

Chart 4 - Extension requests received from (HA) and Utility Promoters April 2022 – March 2023

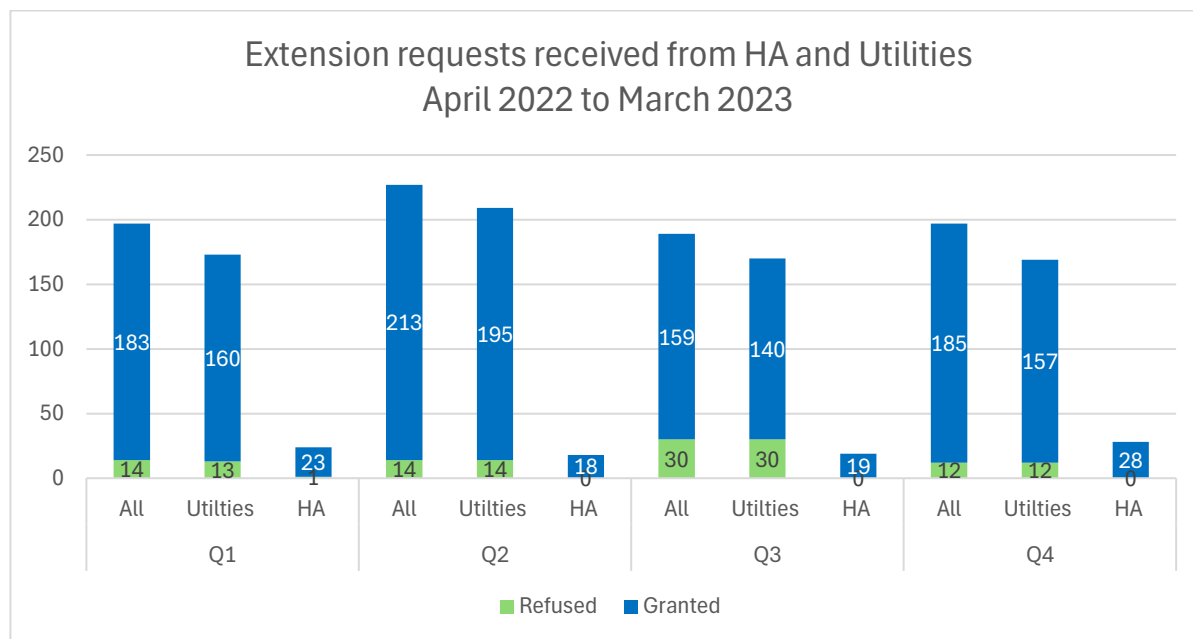


Chart 5 - Extension requests received from (HA) and Utility Promoters April 2023 – March 2024

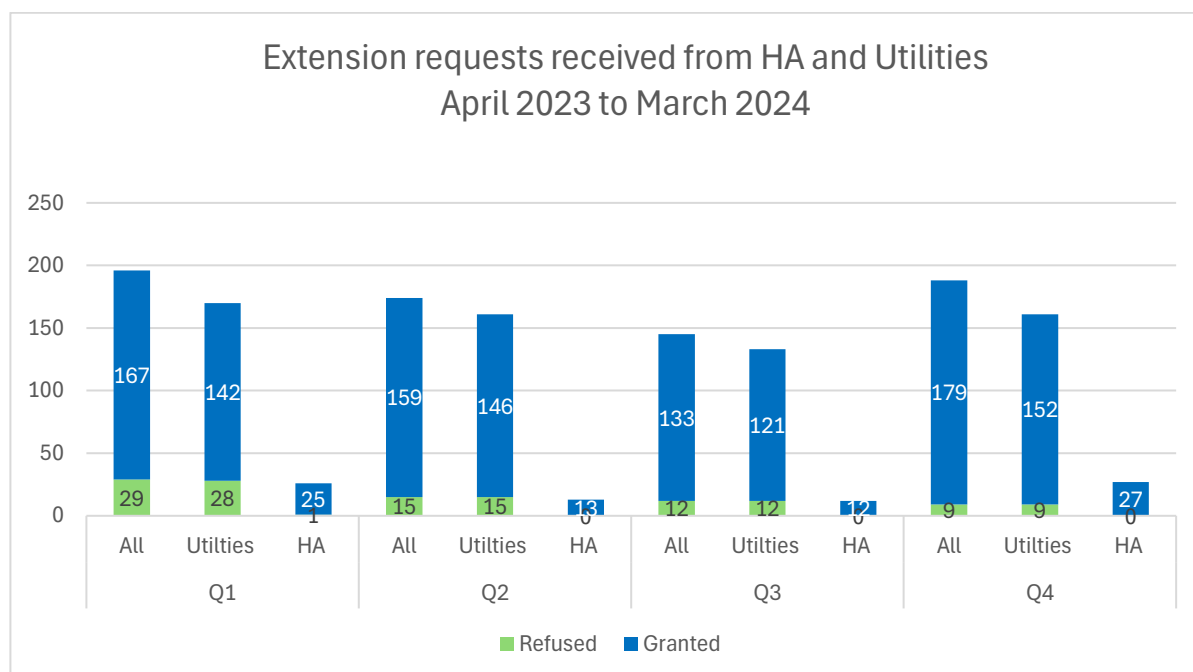
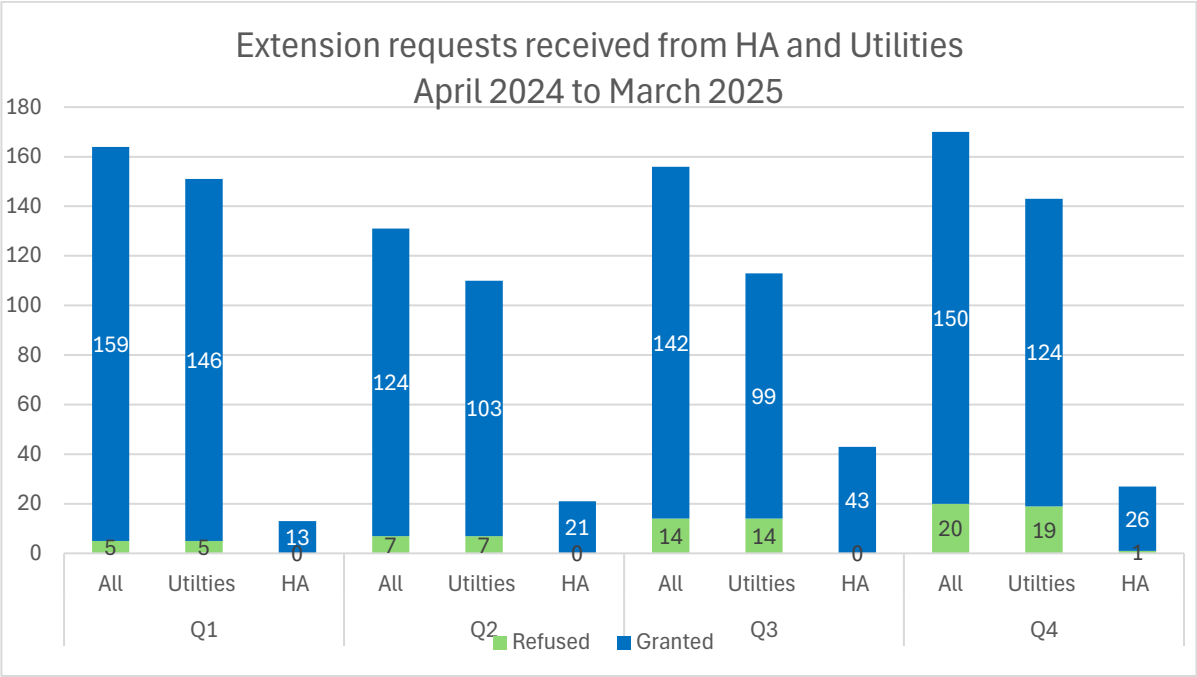


Chart 6 - Extension requests received from (HA) and Utility Promoters April 2024 – March 2025



6.3.2 Analysis

Over the three-year period, Richmond’s KPI 3 data reveals a clear progression in permit management performance. In 2022/23, the borough experienced high refusal rates and low approvals, indicating a rigorous review process and potential issues with application quality. By 2023/24, there was a significant improvement, with approvals consistently outnumbering refusals across all quarters, reflecting better coordination and more compliant submissions particularly from utility promoters. In 2024/25, utility permits continued to show strong approval rates, but there was a notable rise in refusals for HA permits, with very few granted, suggesting increased scrutiny or challenges specific to HA applications. Overall, the data demonstrates Richmond’s commitment to enhancing permit quality, reducing disruption, and maintaining effective network coordination.

6.4 KPI 4 - The number of occurrences of reducing the application period (early starts)

Also known as “early starts”, this will be shown as:

- The number of agreements to reduce the notification period of permit applications made

6.4.1 Results

Chart 7 – (HA) and Utility Promoters Early Start Requests April 2022 to March 2023

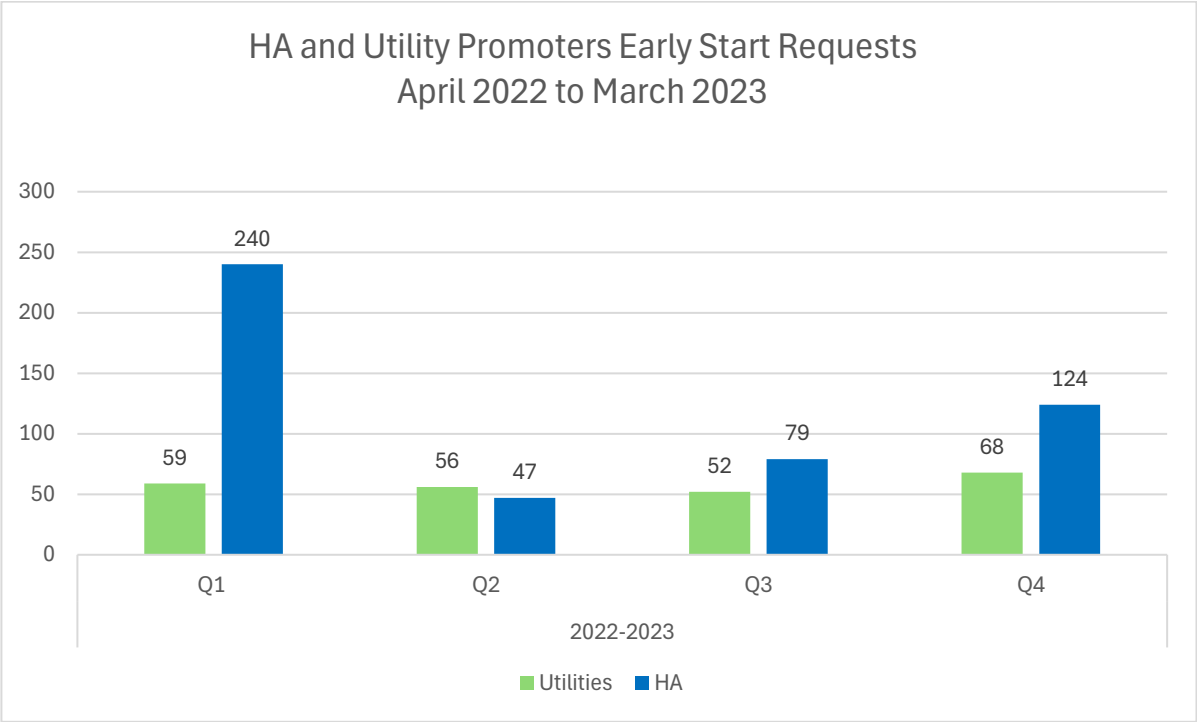


Chart 8 – (HA) and Utility Promoters Early Start Requests April 2023 to March 2024

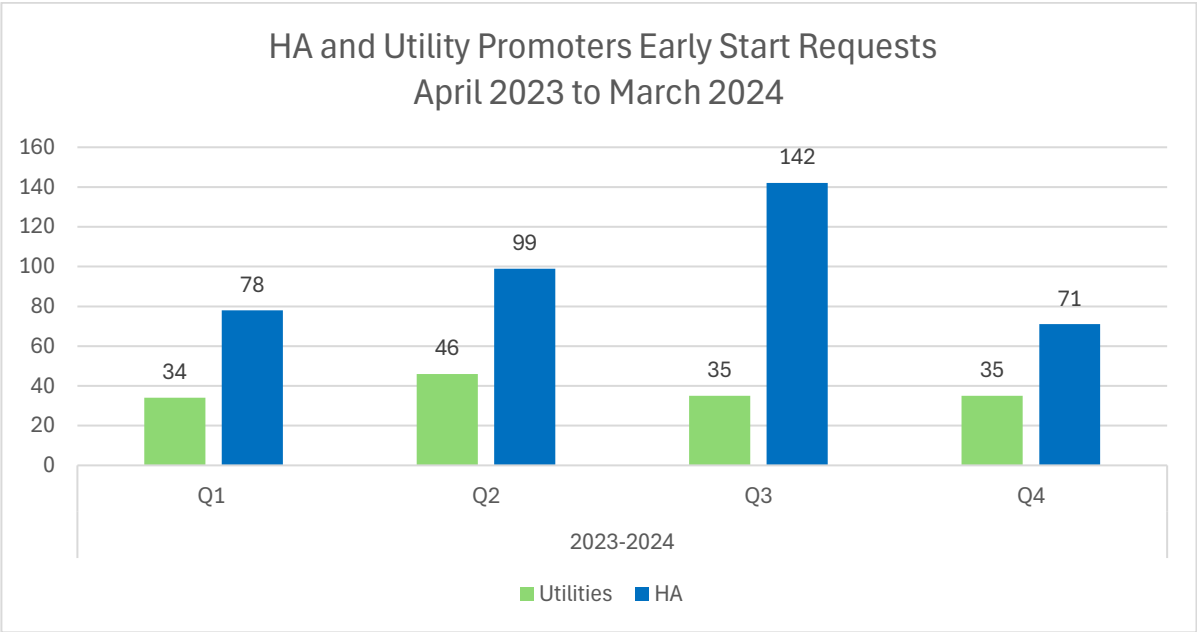
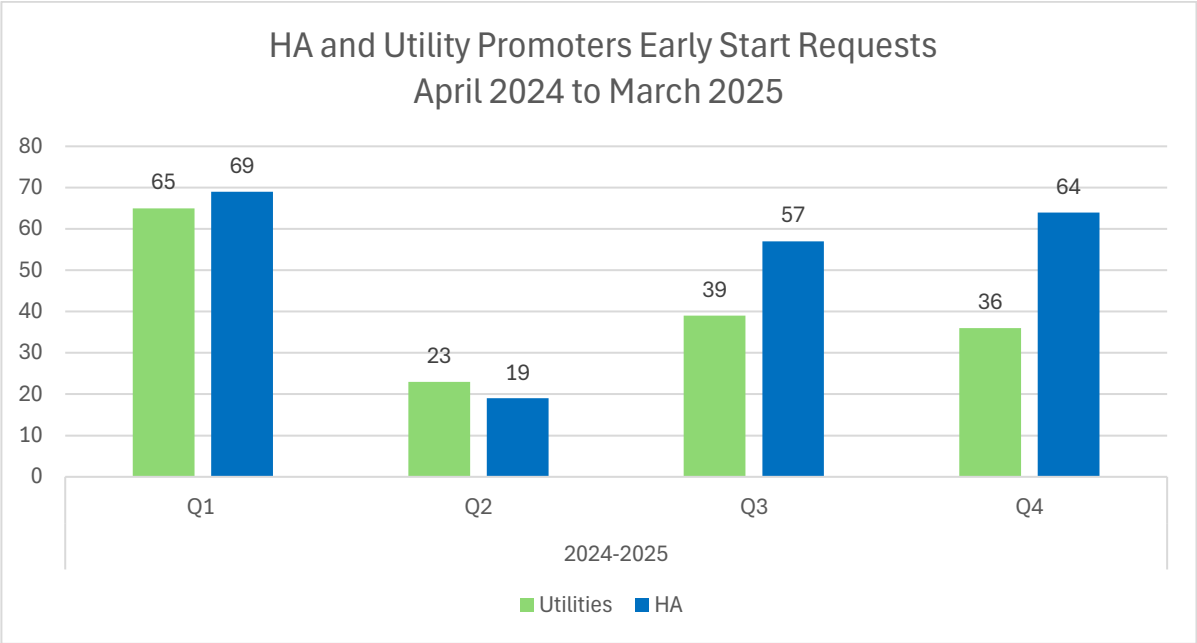


Chart 9 – (HA) and Utility Promoters Early Start Requests April 2023 to March 2024



6.4.2 Analysis

This measure is considered to be in relation to the number of times promoters were allowed by Richmond to start their works without having to comply with the minimum permit application lead-in period, commonly known as an early start agreement. The permit scheme provides a framework for Richmond 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 Richmond and are never refused without a valid reason.

Although the charts mainly show a higher number of early start requests for Highway Authority works this can be due to most HA works taking place under major permits, compared to utility works that mainly consist of minor and standard permit applications that would show a difference in early start requests. All requests are assessed accordingly, with a focus on minimising traffic congestion across the network. The spike in early start requests for HAs (particularly in Q1 of 2022/23) may also reflect a significant rise in reactive HA works during that period.

6.5 KPI 5 - The number of agreements to work in Section 58 and Section 58A restrictions

KPI 5 measures the number of agreements granted to undertake works within streets subject to Section 58 and Section 58A restrictions, which are applied following substantial road works or substantial street works to protect the integrity of newly completed assets and minimise avoidable disruption.

During the reporting period, the London Borough of Richmond did grant agreements for works within streets subject to Section 58 restrictions. However, detailed records of these agreements were not formally captured within the reporting framework at the time. The Authority recognises the importance of maintaining clear audit trails for such decisions and will implement improved recording procedures going forward. This will ensure that comprehensive data is available for inclusion in future permit scheme evaluations.

6.6 KPI 6 - The proportion of times that a Permit authority intervenes on applications

KPI 6 measures the proportion of times that the Permit Authority intervenes on permit applications before a final decision is made. This may include circumstances where the Authority seeks further information, requests amendments, challenges proposed dates or durations, or works with the promoter to improve the quality, timing or coordination of an application before it is granted or refused.

During the reporting period, Richmond officers regularly reviewed and challenged permit applications as part of the normal coordination process. However, the Authority is unable to provide a reliable quantified proportion for this KPI because intervention activity was not consistently captured as a separate reportable data field within the reporting framework available at the time. While the outcome of applications, such as granted, refused, cancelled or varied, can be reported, the informal and formal stages of intervention that take place before a decision are not always recorded in a way that can be extracted accurately for evaluation purposes.

This does not mean that interventions did not take place. Instead, it reflects a limitation in the way the data was recorded and reported during the evaluation period. The Authority considers it important that any performance measure included in this report is supported by robust and auditable evidence. Providing an estimated figure would risk misrepresenting the level of intervention undertaken and would not provide a sufficiently reliable basis for comparison with future reporting periods.

Going forward, Richmond will review how intervention activity is recorded so that future evaluations can distinguish more clearly between applications that proceed

without amendment and those where officer intervention improves coordination, reduces disruption, or supports compliance with permit requirements. This will strengthen the audit trail for decision-making and provide a clearer evidence base for future permit scheme evaluations.

6.7 KPI 7 - Number of inspections carried out to monitor conditions

KPI 7 measures the number of inspections undertaken to monitor the condition of works on the highway network. These inspections form a critical part of Richmond's quality assurance and compliance framework, helping to ensure that works are carried out safely, in accordance with permit conditions, and to the required reinstatement standards.

During the reporting period, the London Borough of Richmond carried out a range of inspection and compliance activity across its highway network. However, inspections specifically undertaken for the purpose of monitoring permit conditions were not formally recorded as a separate reportable category under KPI 7. As a result, the available reporting framework does not allow Richmond to provide a reliable quantified figure for this measure for the current evaluation period.

The absence of a quantified figure should not be interpreted as an absence of inspection activity. Instead, it reflects a limitation in how this specific inspection category was recorded during the reporting period. Richmond considers it important that any KPI reported within this evaluation is supported by clear, accurate and auditable evidence. Providing an estimated figure would not accurately reflect the inspection activity undertaken and could create inconsistency with future reporting periods.

Richmond has now commenced designated PRM inspections and will continue to carry these out as part of its ongoing permit monitoring and compliance arrangements. These inspections will ensure that activity linked specifically to permit condition monitoring is recorded more consistently and accurately. This will strengthen the audit trail for condition monitoring, support improved transparency, and provide robust data for inclusion in the next permit scheme evaluation report.

7 TPI Measures

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

7.1 TPI 1 - Works Phase Started

7.1.1 Results

The table below shows the number of works phases started by Utility and Highway Authority Promoters.

	Utility	HA	Total
Q1 22/23	1718	544	2262
Q2 22/23	1450	530	1980
Q3 22/23	1565	493	2058
Q4 22/23	1722	597	2319
22/23 Total			8619
Q1 23/24	1540	750	2290
Q2 23/24	1254	450	1704
Q3 23/24	1091	607	1698
Q4 23/24	1318	606	1924
23/24 Total			7616
Q1 24/25	1394	480	1874
Q2 24/25	1125	434	1559
Q3 24/25	1174	452	1626
Q4 24/25	1215	427	1642
24/25 Total			6701

Chart 10 – Works Phases Started April 2022 to March 2023

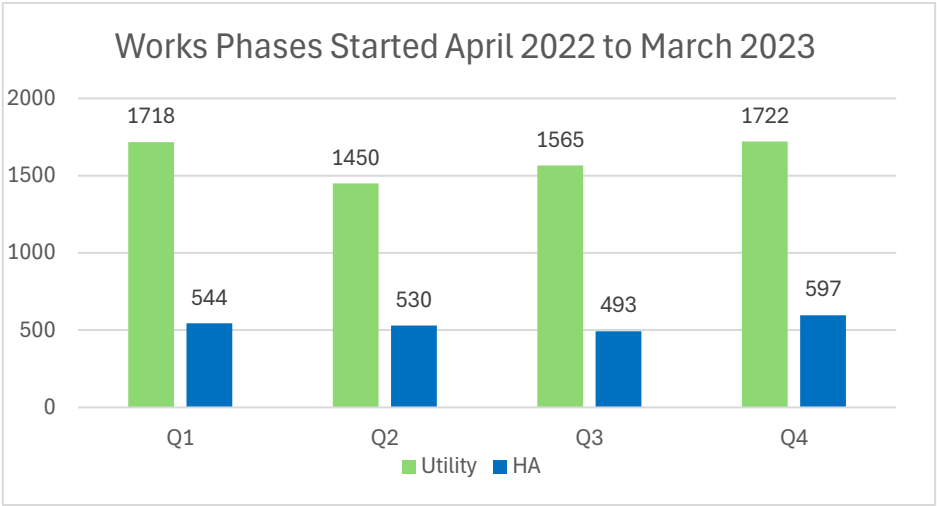


Chart 11 – Works Phases Started April 2023 to March 2024

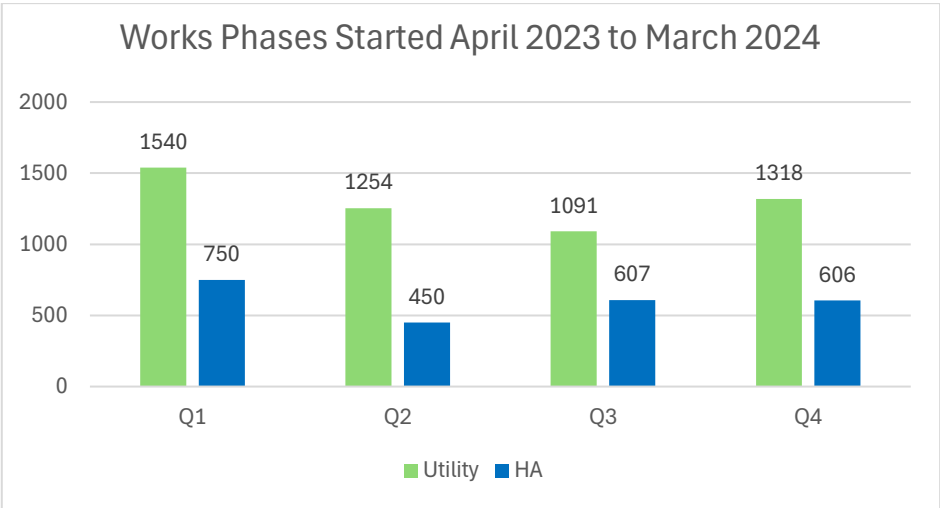
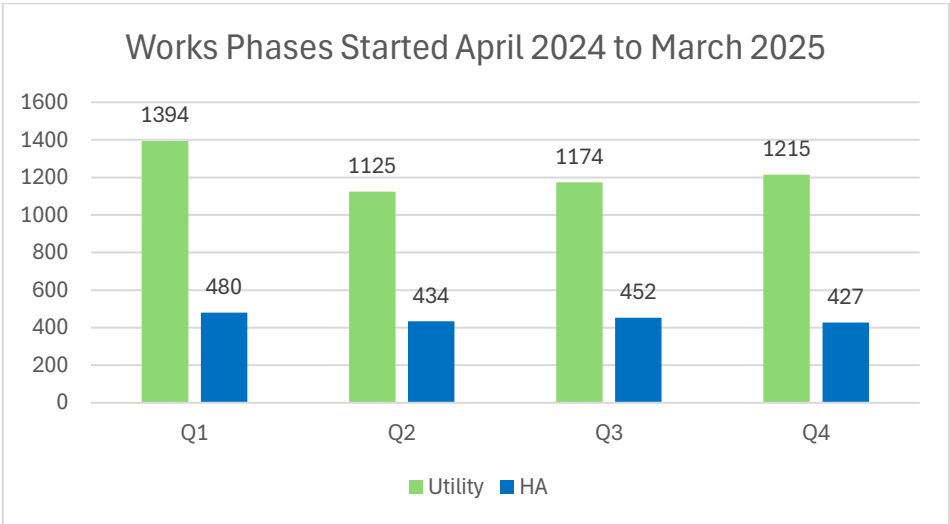


Chart 12 – Works Phases Started April 2024 to March 2025



7.1.2 Analysis

Richmond continues to see a high volume of initiated work phases across both utility promoters and the highway authority, demonstrating strong operational momentum and a proactive approach to infrastructure management.

Across the three-year reporting period, a total of 22,936 work phases were started by both utility promoters and the highway authority. Utility promoters consistently accounted for the majority of starts, reflecting ongoing upgrades and maintenance of critical infrastructure such as water, gas, electricity, and telecommunications. Meanwhile, the highway authority maintained a steady contribution, supporting road safety, surface improvements, and public realm enhancements.

Richmond continues to work closely with all promoters to ensure that initiated phases are well-planned, compliant with permit conditions, and aligned with broader network priorities. This collaborative approach supports the delivery of a well-managed, efficient, and resilient road network.

7.2 TPI 2 - Works Phases Complete

7.2.1 Results

The table below shows the quarterly breakdown for works phases completed.

	Utility	HA	Total
Q1 2022/23	1704	539	2243
Q2 2022/23	1491	513	2004
Q3 2022/23	1555	490	2045
Q4 2022/23	1674	575	2249
2022/23 Total			8541
Q1 2023/24	1516	733	2249
Q2 2023/24	1217	438	1655
Q3 2023/24	1128	588	1716
Q4 2023/24	1258	596	1854
2023/24 Total			7474
Q1 2024/25	1355	466	1821
Q2 2024/25	1100	411	1511
Q3 2024/25	1138	477	1615
Q4 2024/25	1146	405	1551
2024/25 Total			6498

Chart 13 – Works Phases Completed April 2022 to March 2023

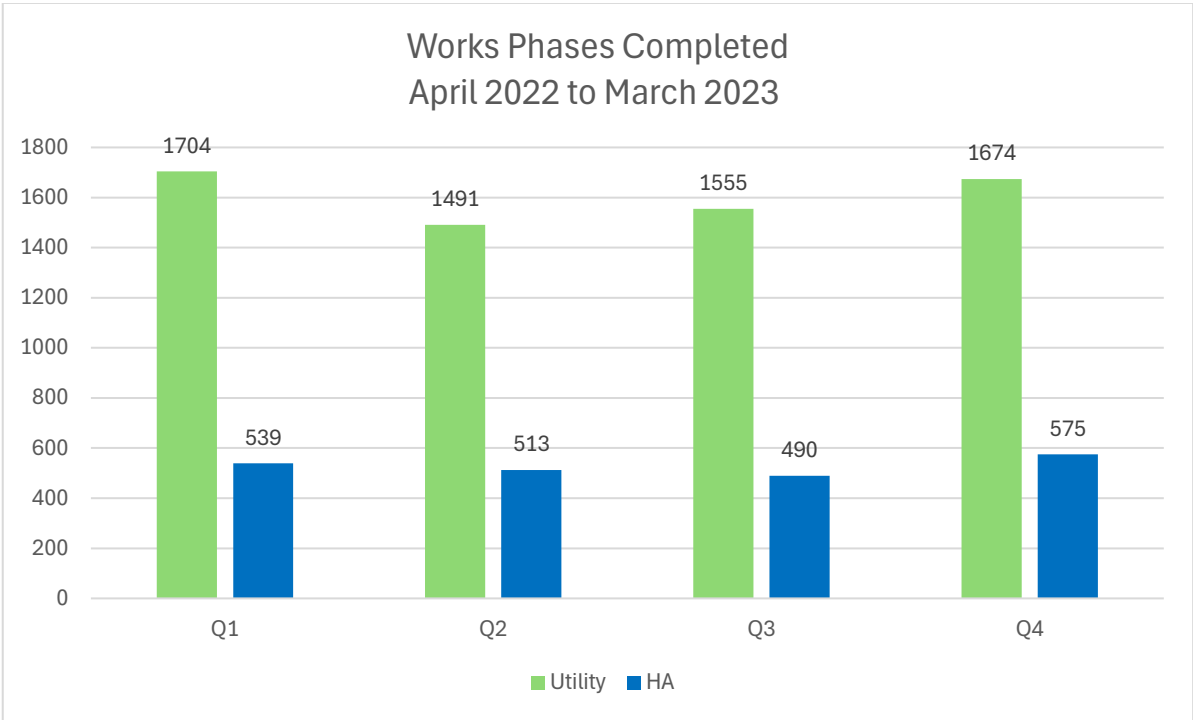


Chart 14 – Works Phases Completed April 2023 to March 2024

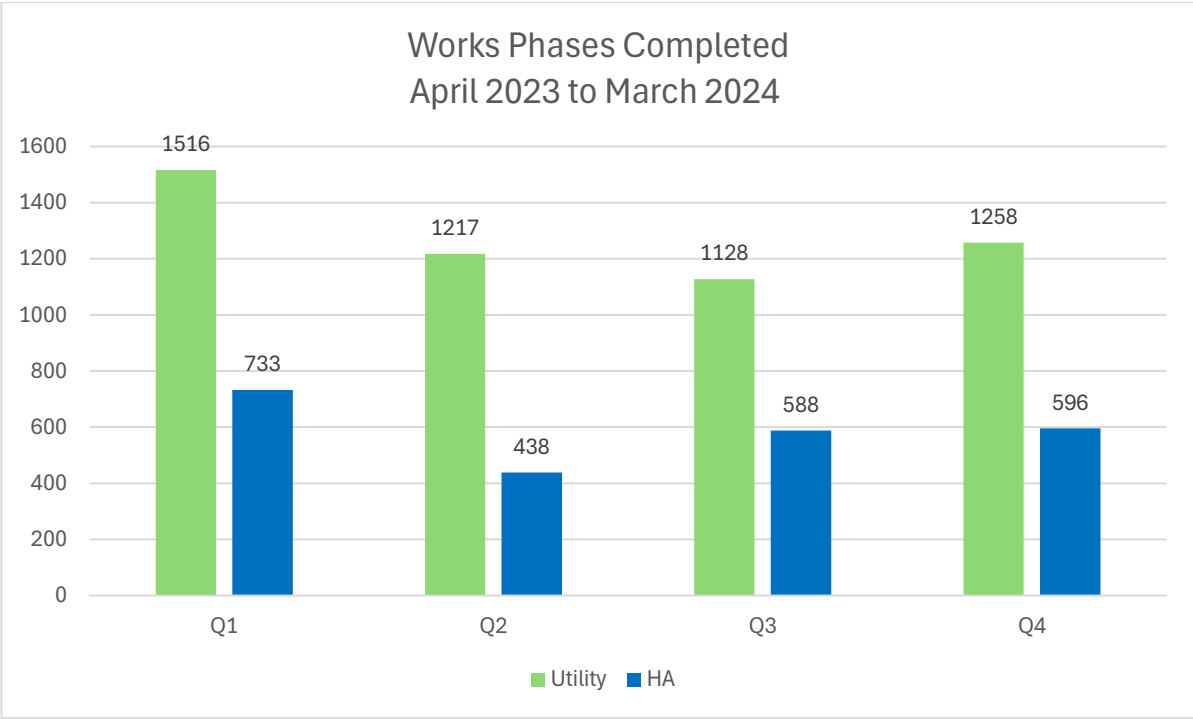
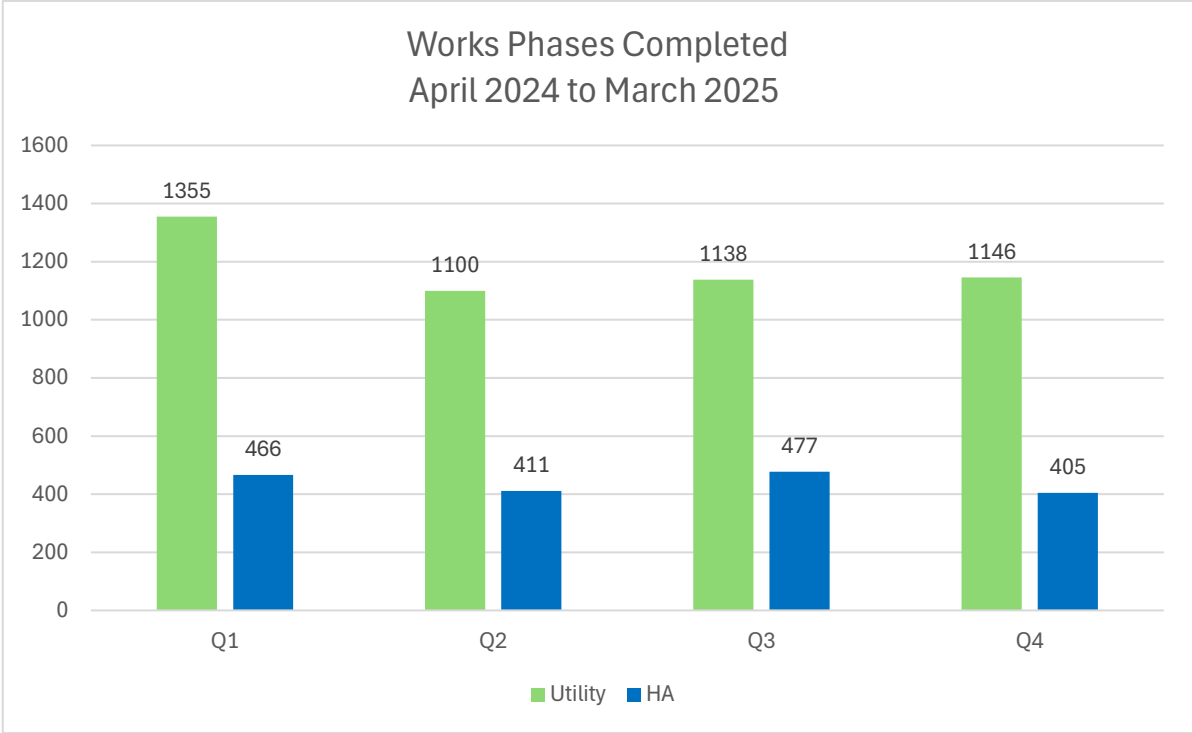


Chart 15 – Works Phases Completed April 2024 to March 2025



7.2.2 Analysis

Richmond continues to see a high volume of completed work phases across both utility promoters and the highway authority, demonstrating strong operational performance and commitment to maintaining the borough’s infrastructure. The completion of work phases is a key indicator of effective coordination, resource management, and service delivery.

Across the three-year reporting period, a recorded total of 22,513 completed work phases were recorded by HA and utility promoters.

Utility promoters consistently accounted for the majority of completions, while the highway authority maintained a steady output, supporting road maintenance and public realm improvements.

The borough continues to work closely with all promoters to ensure that completed phases meet quality standards and contribute to a well-managed, efficient road network.

7.3 TPI 3 - Days of Occupancy Phases Complete

7.3.1 Results

The table below shows the days of occupancy for phases completed

	Utility	HA	Total
Q1 2022/23	8152	1951	10103
Q2 2022/23	5800	1771	7571
Q3 2022/23	4546	2847	7393
Q4 2022/23	5750	2475	8225
22/23 Total	24248	9044	33292
Q1 2023/24	4946	2152	7098
Q2 2023/24	4497	1816	6313
Q3 2023/24	4164	2503	6667
Q4 2023/24	4835	1993	6828
23/24 Total	18442	8464	26906
Q1 2024/25	5982	1399	7381
Q2 2024/25	5942	1148	7090
Q3 2024/25	4609	2639	7248
Q4 2024/25	3751	2010	5761
24/25 Total	20284	7196	27480

Chart 16 - Days of Occupancy April 2022 to March 2023

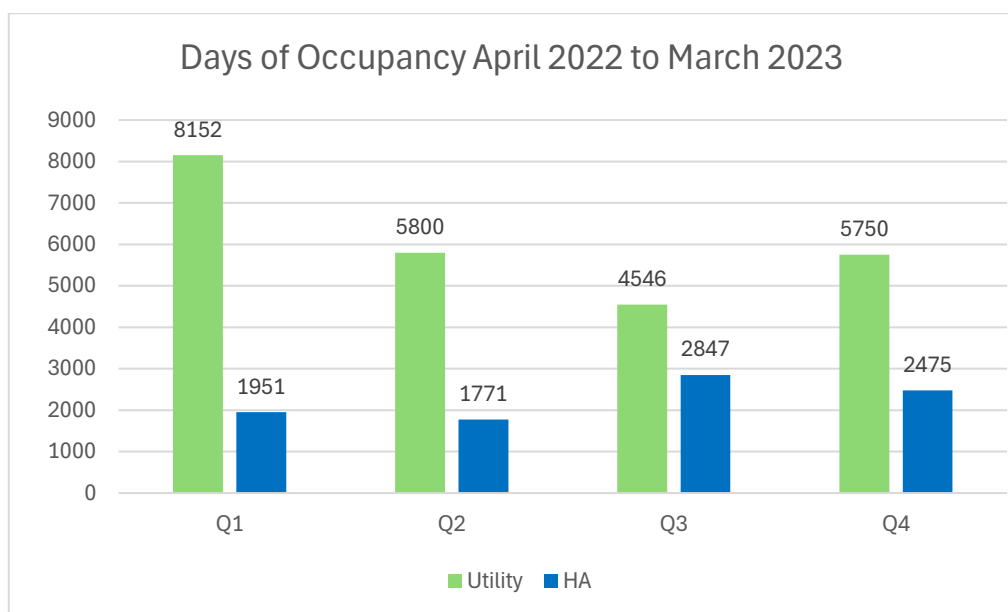


Chart 17 – Days of Occupancy April 2023 to March 2024

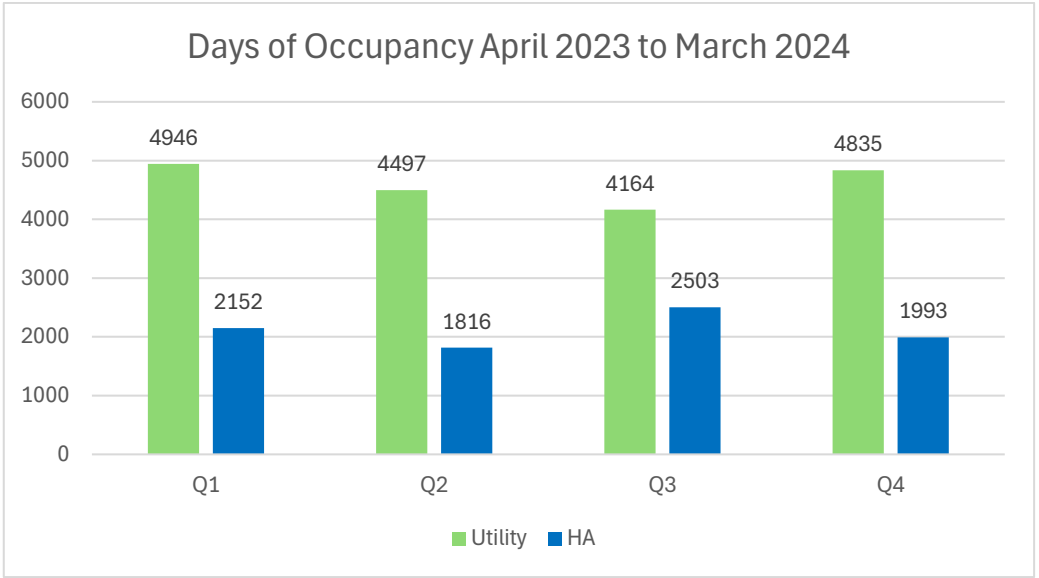
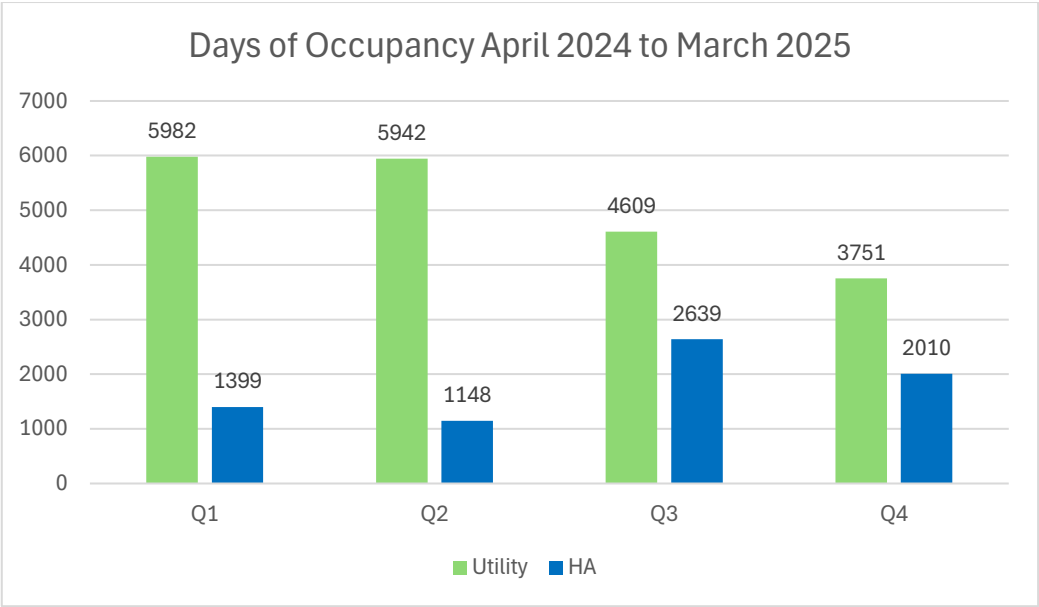


Chart 18 – Days of Occupancy April 2024 to March 2025



7.3.2 Analysis

Richmond continues to monitor and manage the total days of network occupancy for completed work phases. Effective control of occupancy durations is essential to reduce congestion, maintain traffic flow, and ensure efficient use of public space. Across the three-year reporting period, Richmond recorded a total of 87,678 days of occupancy, with 63,974 days attributed to utility works and 23,704 days to highway authority (HA) works.

The data provided shows:

- 2022/23 had the highest overall occupancy at 33,292 days, reflecting a peak in infrastructure activity.
- 2023/24 saw a reduction to 26,906 days, indicating improved coordination and possibly fewer or shorter duration works.
- 2024/25 showed a slight increase to 27,480 days, driven by a rise in utility works, particularly in Q1 and Q2.

Richmond's network management team continues to work with promoters to:

- Minimise unnecessary occupation
- Encourage efficient scheduling and resource deployment
- Use real-time monitoring tools to track and manage site durations

This focus on occupancy control supports Richmond's broader goals of reducing disruption, improving journey reliability, and maintaining a high-performing road network.

7.4 TPI 4 - Average Duration of Works

7.4.1 Results

The table below shows the quarterly breakdown of the average works duration in days

	Utility	HA	Total
Q1 2022/23	4.78	3.62	4.5
Q2 2022/23	3.89	3.45	3.78
Q3 2022/23	2.92	5.81	3.61
Q4 2022/23	3.43	4.3	3.66
22/23 Average	3.755	4.295	3.8875
Q1 2023/24	3.26	2.94	3.16
Q2 2023/24	3.69	4.15	3.81
Q3 2023/24	3.69	4.26	3.89
Q4 2023/24	3.84	3.34	3.68
23/24 Average	3.62	3.6725	3.635
Q1 2024/25	4.41	3	4.05
Q2 2024/25	5.4	2.79	4.69
Q3 2024/25	5.05	5.53	4.49
Q4 2024/25	3.27	4.96	3.71
24/25 Average	4.5325	4.07	4.235

Chart 19 - Average Duration of Completed Work Phases April 2022 to March 2023

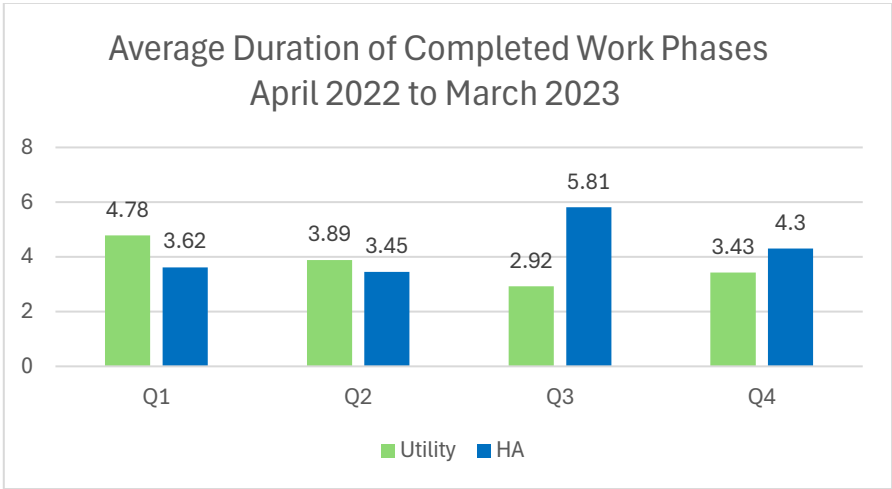


Chart 20 - Average Duration of Completed Work Phases April 2023 to March 2024

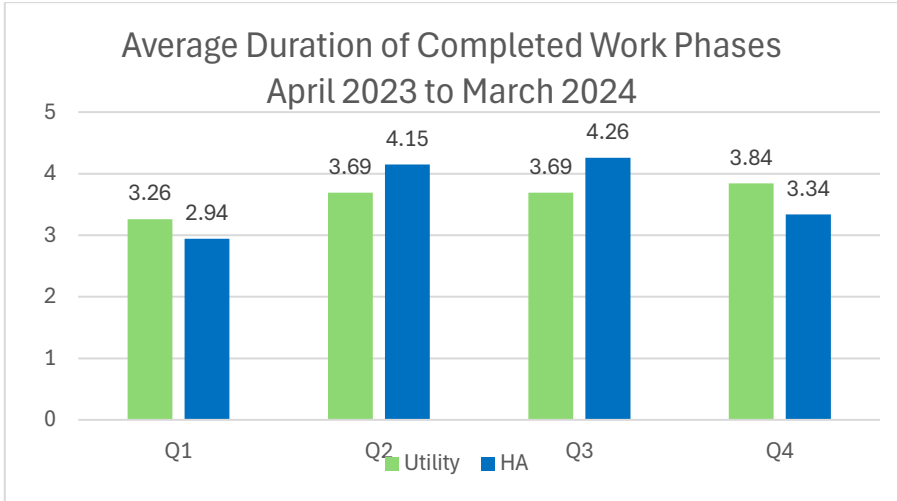
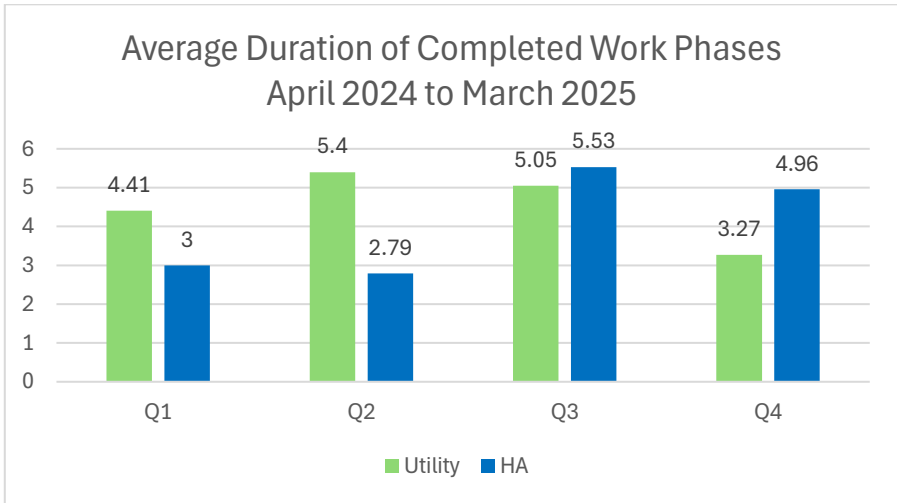


Chart 21 - Average Duration of Completed Work Phases April 2024 to March 2025



7.4.2 Analysis

Richmond continues to monitor and manage the duration of completed work phases to ensure efficient use of the network and minimise disruption to road users. Under the New Roads and Street Works Act (NRSWA), shorter work durations are a key indicator of effective planning, resource deployment, and coordination between promoters.

Across the three-year reporting period, the average duration of completed works has remained relatively stable, with some fluctuations:

- 2022/23 saw an overall average of 3.89 days, with utility works averaging 3.76 days and highway authority works slightly higher at 4.30 days.
- In 2023/24, durations remained consistent, with a total average of 3.64 days, reflecting improved efficiency and tighter control over work schedules.
- 2024/25 showed a slight increase to 4.24 days, driven primarily by longer durations in utility works, which peaked at 5.40 days in Q2.

Despite this rise, Richmond's performance remains within acceptable thresholds, and the borough continues to work with promoters to:

- Identify causes of extended durations
- Encourage better pre-works planning
- Promote the use of innovative reinstatement techniques
- Leverage digital tools for real-time monitoring and reporting

This focus on duration management supports Richmond's broader goals of reducing congestion, improving journey reliability, and maintaining a high standard of service delivery across all street works.

7.5 TPI 5 - Phases Complete on Time

7.5.1 Results

The table below shows the number of works undertaken by both utility promoters and the highway authority in each quarter of each year of the reporting period. The subsequent charts show the percentage of those works that were completed within the granted permit durations.

	Utility (% On Time)	HA (% On Time)	Total on time
Q1 2022/23	98.94%	99.07%	2222
Q2 2022/23	98.73%	99.81%	1986
Q3 2022/23	97.49%	98.98%	2003
Q4 2022/23	96.12%	98.96%	2180
22/23 Total			8391
Q1 2023/24	95.12%	98.77%	2168
Q2 2023/24	93.43%	99.54%	1575
Q3 2023/24	96.28%	96.10%	1653
Q4 2023/24	98.25%	99.16%	1829
23/24 Total			7225
Q1 2024/25	96.31%	99.79%	1772
Q2 2024/25	97.46%	100.00%	1485
Q3 2024/25	96.93%	99.58%	1580
Q4 2024/25	95.82%	100.00%	1505
24/25 Total			6342

Chart 22 – Percentage of Works Phases Completed on time April 2022 to March 2023

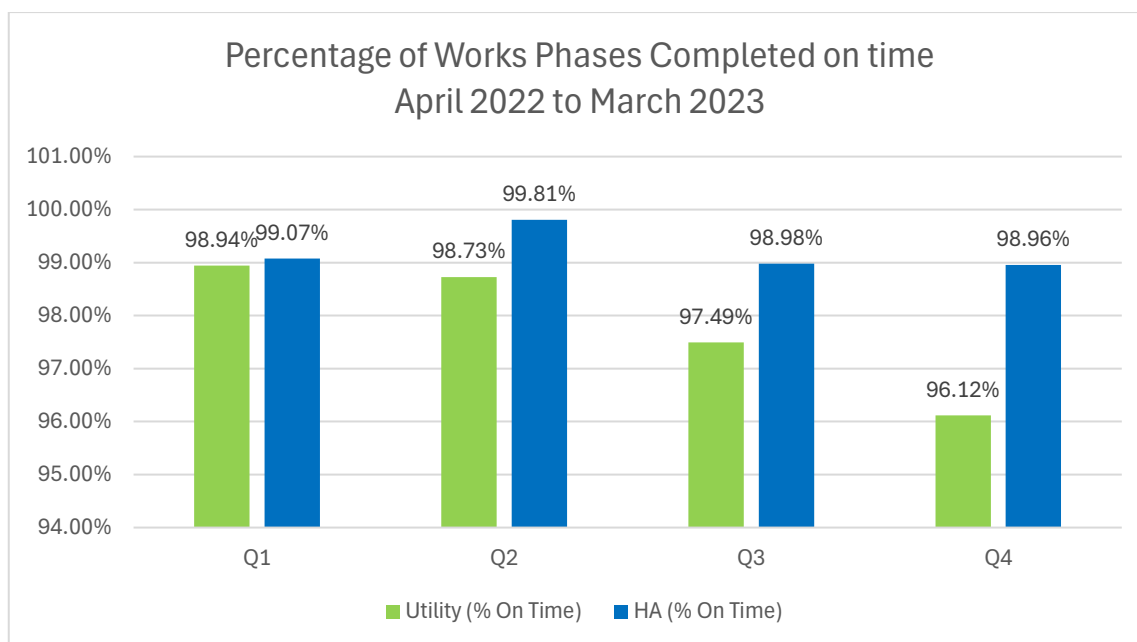


Chart 23 – Percentage of Works Phases Completed on time April 2023 to March 2024

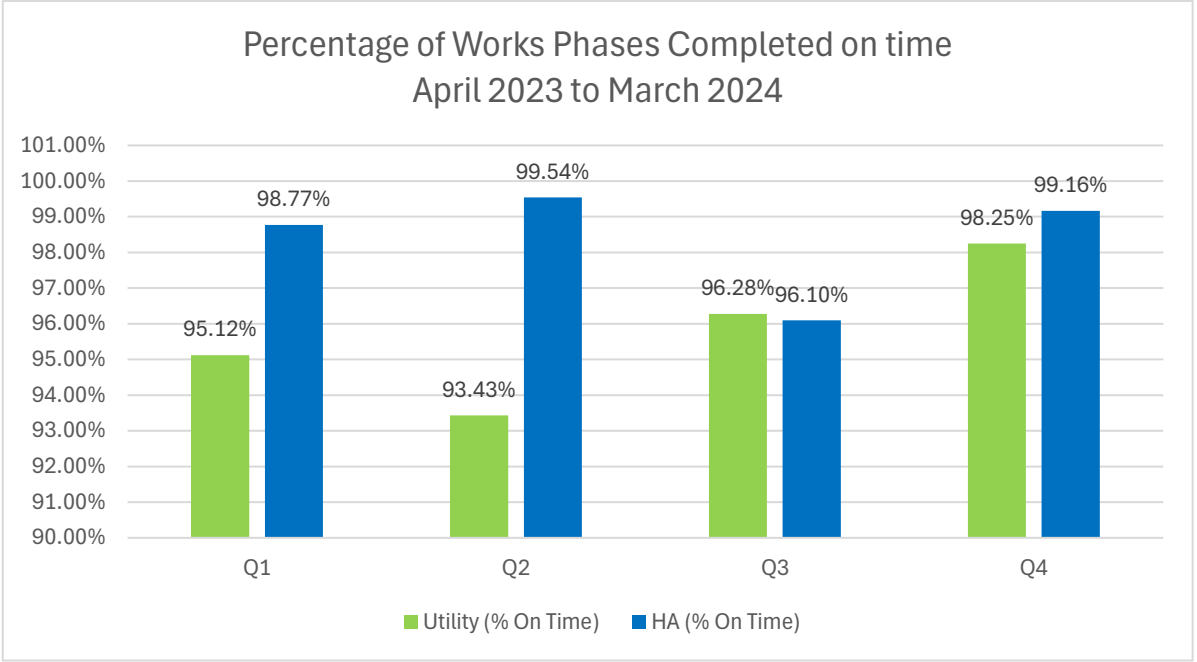
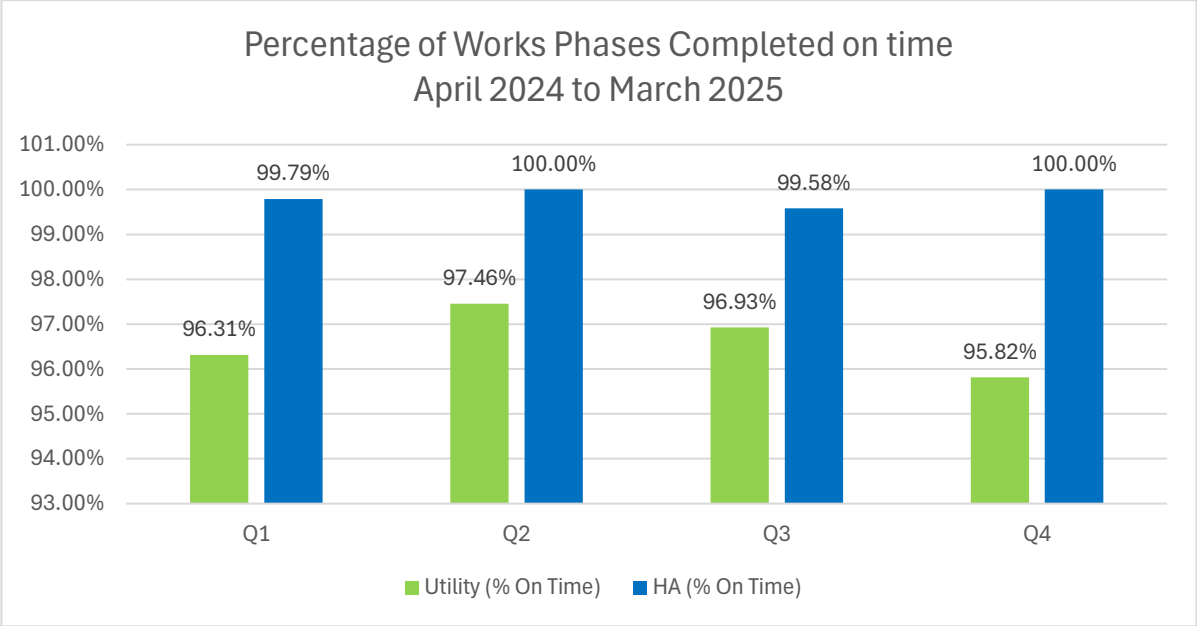


Chart 24 – Percentage of Works Phases Completed on time April 2024 to March 2025



7.5.2 Analysis

Richmond demonstrates a strong commitment to completing street works within the permitted durations. Across the three-year reporting period, Richmond recorded a total of 21,958 works completed on time, with consistently high performance from both utility promoters and the highway authority:

Utility promoters maintained on-time completion rates ranging from 93.43% to 98.94%, showing a strong adherence to permit conditions.

The highway authority consistently achieved exceptional performance, with on-time rates between 96.10% and 100%, including perfect compliance in two quarters of 2024/25. Despite a slight dip in 2023/24, where total on-time completions dropped to 7,225 from 8,391 the previous year, Richmond rebounded in 2024/25 with 6,342 timely completions, reflecting improved coordination and planning.

Richmond's focus on timely delivery supports its broader goals of minimising congestion, enhancing safety, and maintaining a reliable and efficient road network.

7.6 TPI 6 - Number of Deemed Permit Applications

7.6.1 Results

The number of deemed applications are shown below

	Utilities	HA	Total
Q1 2022/23	0	0	0
Q2 2022/23	0	0	0
Q3 2022/23	6	3	9
Q4 2022/23	22	7	29
2022/23 Total	28	10	38
Q1 2023/24	16	3	19
Q2 2023/24	18	4	22
Q3 2023/24	12	5	17
Q4 2023/24	17	3	20
2023/24 Total	63	15	78
Q1 2024/25	20	2	22
Q2 2024/25	15	2	17
Q3 2024/25	12	0	12
Q4 2024/25	2	6	8
2024/25 Total	49	10	59

Chart 25 - Number of Permit Applications Deemed April 2022 to March 2023

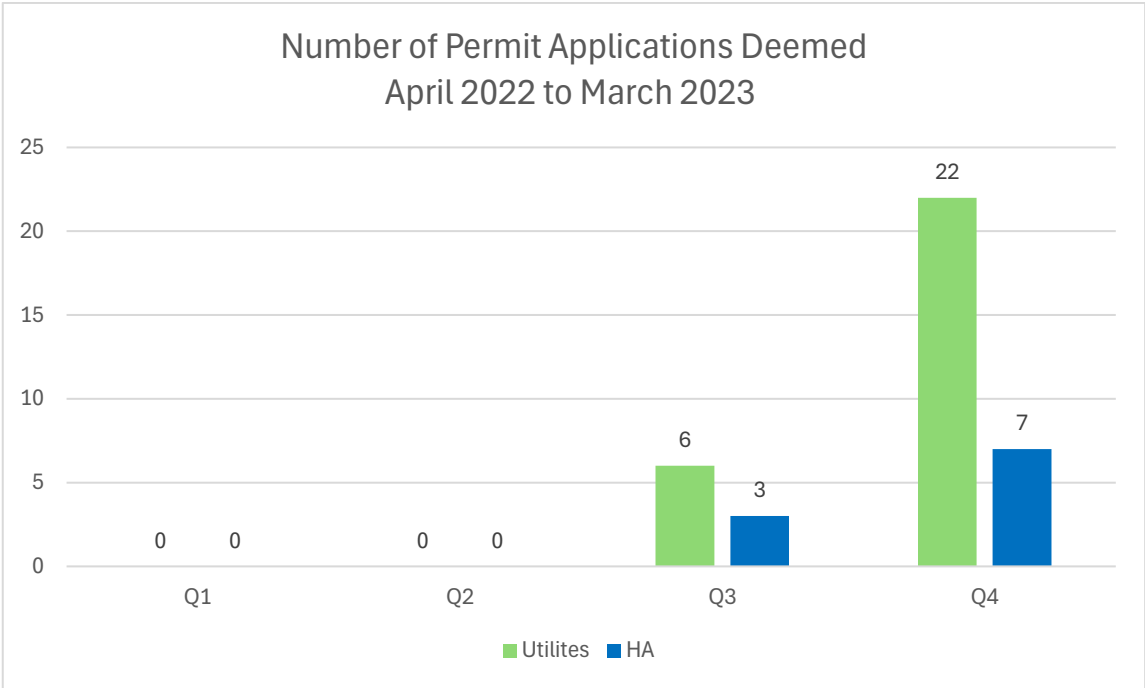


Chart 26 - Number of Permit Applications Deemed April 2023 to March 2024

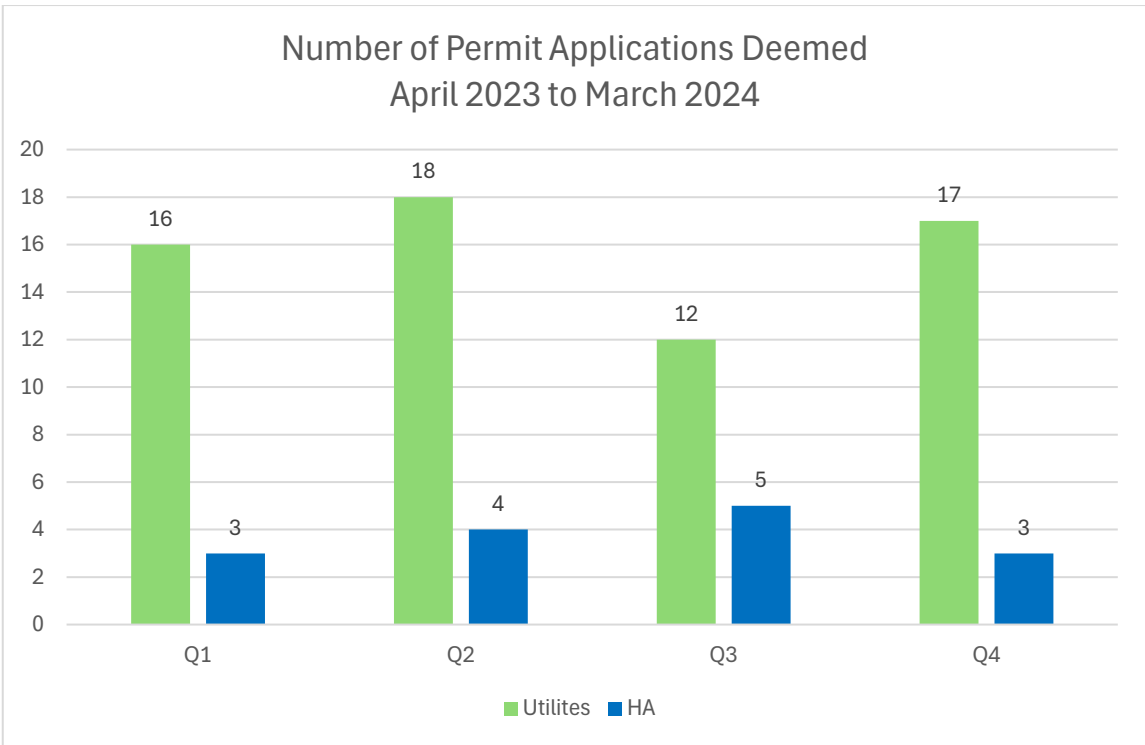
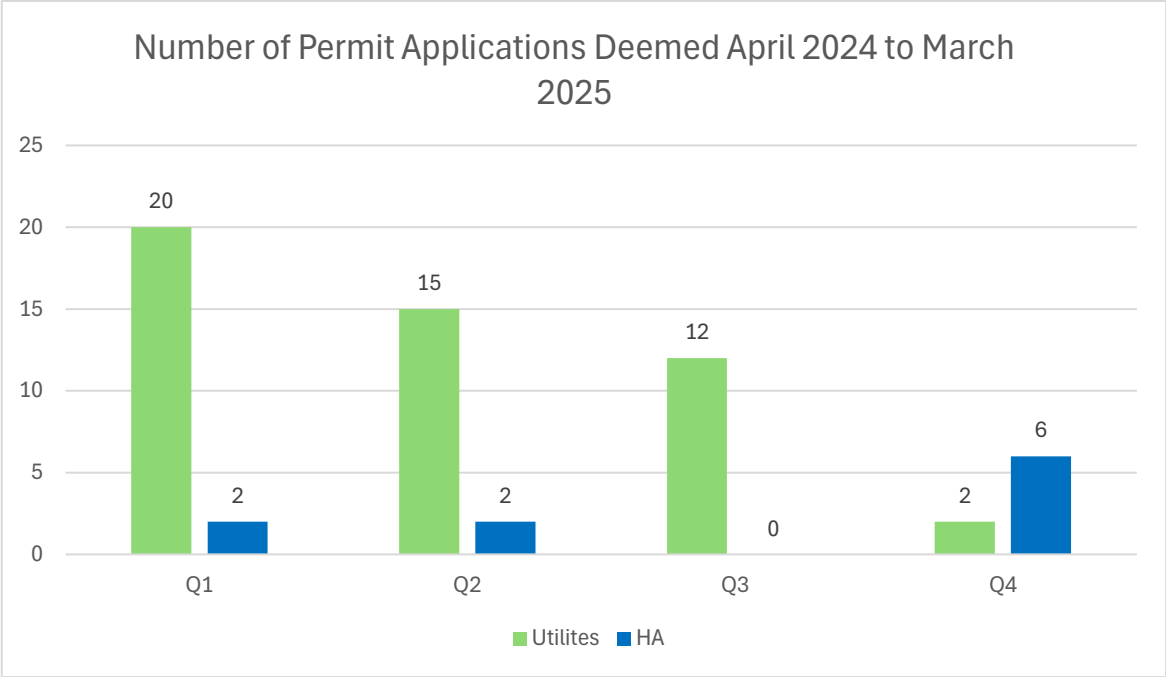


Chart 27 - Number of Permit Applications Deemed April 2024 to March 2025



7.6.2 Analysis

Richmond continues to uphold high standards in permit compliance under the New Roads and Street Works Act (NRSWA), with a strong focus on minimising deemed permit applications. Deemed permits (those automatically granted due to missed response deadlines) can lead to uncoordinated works and increased disruption on the network. Richmond’s data from 2022/23 to 2024/25 shows a proactive approach to managing this risk.

Across the three-year period, a total of 175 deemed permit applications were recorded, with 140 attributed to utility works and 35 to highway authority activities. While there was a noticeable rise in 2023/24 (78 total), the following year saw a 25% reduction, reflecting improved coordination and response times. It is worth noting that Richmond have experienced changes to Streetworks systems and most deemed permits have commonly been due to system bugs and mapping abnormalities.

Richmond’s network management team will continue to work closely with statutory undertakers to reduce deemed permits through:

- Timely permit processing
- Enhanced communication protocols
- Use of digital platforms like Street Manager for real-time tracking

This commitment supports Richmond's broader goals of reducing congestion, improving public satisfaction, and ensuring that all street works are carried out with full transparency and accountability.

7.7 TPI 7 - Number of Phase One Permanent Registrations

7.7.1 Results

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

	Permanent	Interim
Q1 2022/23	6725	76
Q2 2022/23	4431	53
Q3 2022/23	2735	89
Q4 2022/23	2593	73
22/23 Total	16484	291
Q1 2023/24	2322	69
Q2 2023/24	2023	50
Q3 2023/24	2017	41
Q4 2023/24	3008	44
23/24 Total	9370	204
Q1 2024/25	4815	39
Q2 2024/25	1803	38
Q3 2024/25	1969	30
Q4 2024/25	1424	38
24/25 Total	10011	145

Chart 28 – Number of Phase One Permanent Registrations April 2022 to March 2023

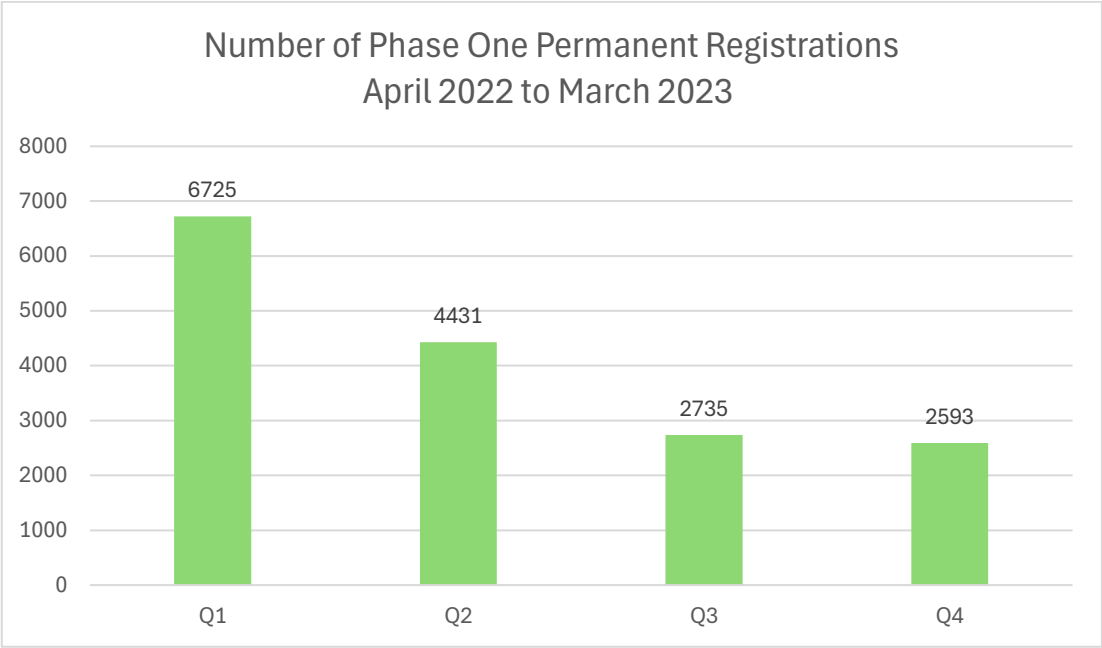


Chart 29 – Number of Phase One Permanent Registrations April 2023 to March 2024

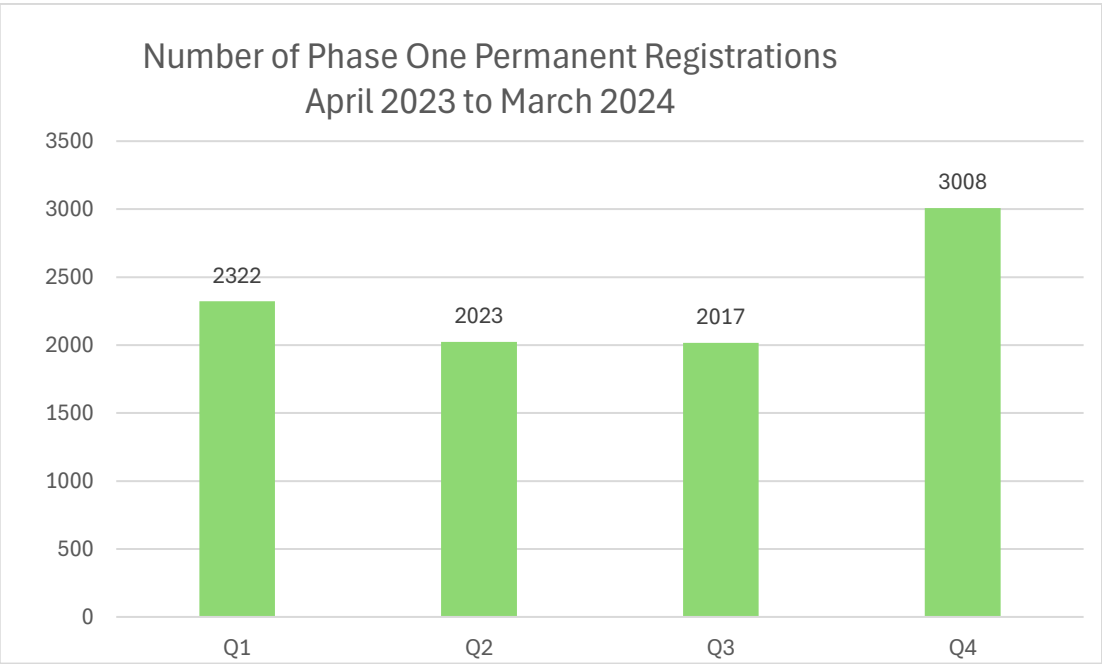
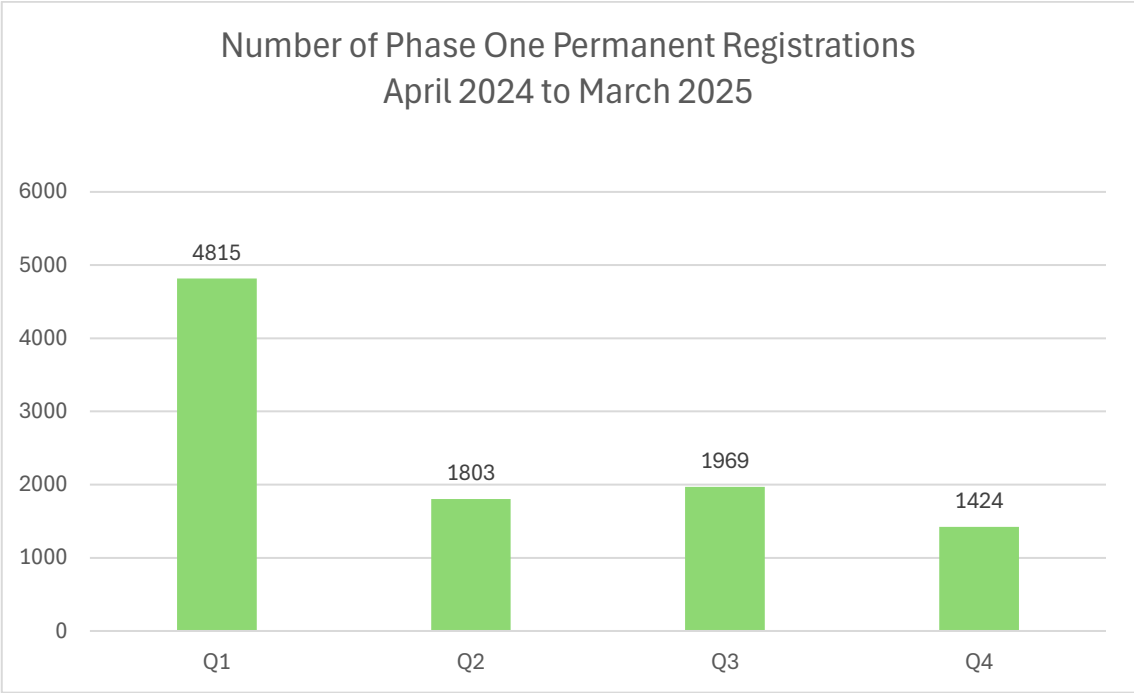


Chart 30 – Number of Phase One Permanent Registrations April 2024 to March 2025



7.7.2 Analysis

Richmond champions first-time permanent reinstatements as a core strategy to reduce network disruption and improve operational efficiency. The data across three financial years (2022/23 to 2024/25) demonstrates a strong commitment to this approach. Out of 36,865 total reinstatements, only 640 were completed to an interim standard representing less than 1.74% of all works.

This high rate of permanent reinstatement reflects Richmond’s alignment with the principles of the New Roads and Street Works Act (NRSWA), particularly in minimising avoidable secondary visits and ensuring timely, high-quality repairs. The borough continues to encourage the use of innovative materials and modern reinstatement techniques, supporting contractors in delivering durable, first-time reinstatements.

8 Authority Measures

In addition to the above measures provided within the report so far, Richmond has collated its own data.

8.1 AM 1 – Average duration of works by permit type

8.1.1 Results

The table below shows a breakdown of the average duration by works type for Utility and Highway Authority promoters.

	Utilities Average Duration 2022/23			
	Q1	Q2	Q3	Q4
Major	27.85	23.55	20.79	20.94
Standard	6.6	6.94	5.82	8.53
Minor	1.58	1.58	1.57	1.63
Immediate - Urgent	4.19	3.64	4.09	4.27
Immediate - Emergency	8.01	5.29	4.12	5.15

	Utilities Average Duration 2023/24			
	Q1	Q2	Q3	Q4
Major	15.71	16.03	17.3	21.23
Standard	6.55	6.95	7.17	6.1
Minor	1.74	1.62	1.73	1.63
Immediate - Urgent	4.14	4.66	4.06	3.8
Immediate - Emergency	4.91	5.81	5.4	7.24

	Utilities Average Duration 2024/25			
	Q1	Q2	Q3	Q4
Major	26.4	38.58	24.25	7.96
Standard	6.52	6.48	5.71	5.6
Minor	2.07	1.64	1.77	1.76
Immediate - Urgent	4.21	4.2	3.99	5.32
Immediate - Emergency	7.1	6.33	5.45	7.39

Chart 31 – Utility Average Duration of Works by Permit Type April 2022 to March 2023

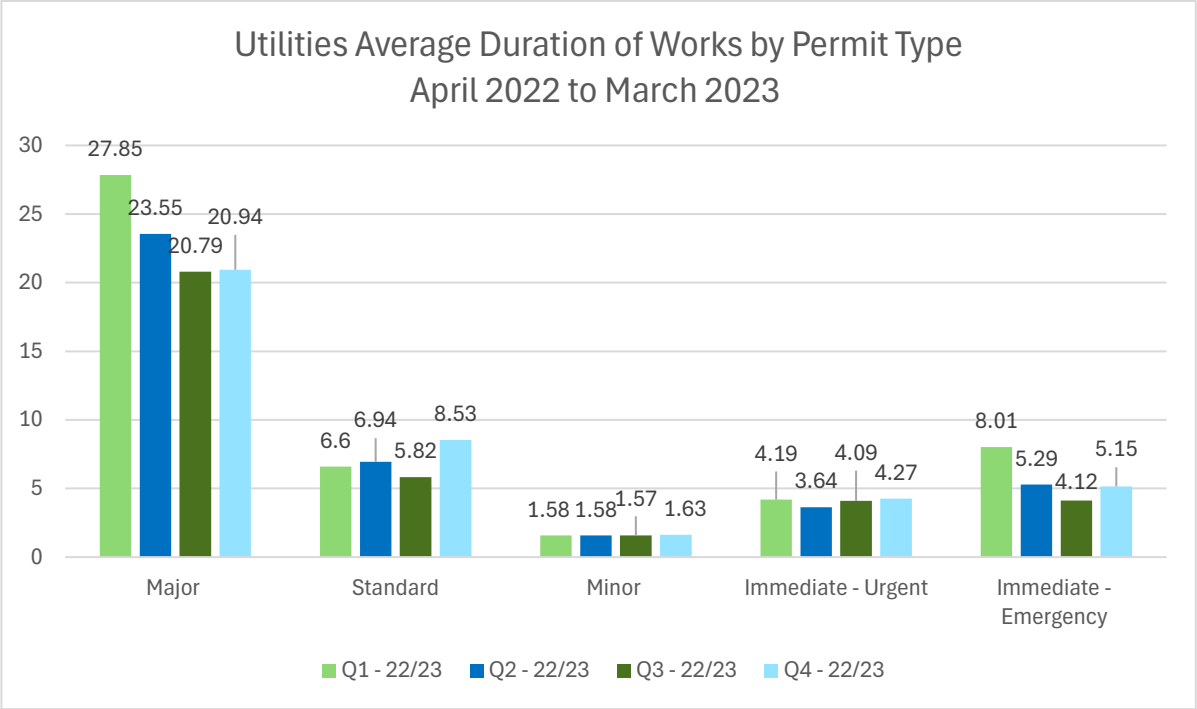


Chart 32 – Utility Average Duration of Works by Permit Type April 2023 to March 2024

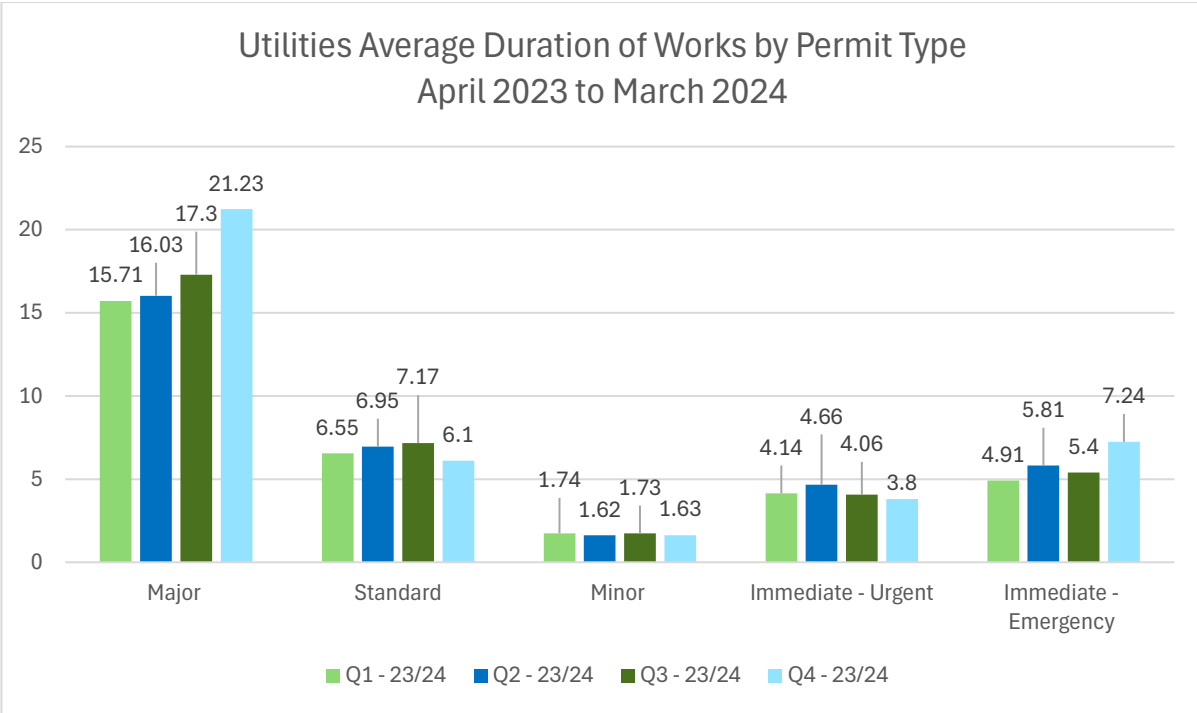
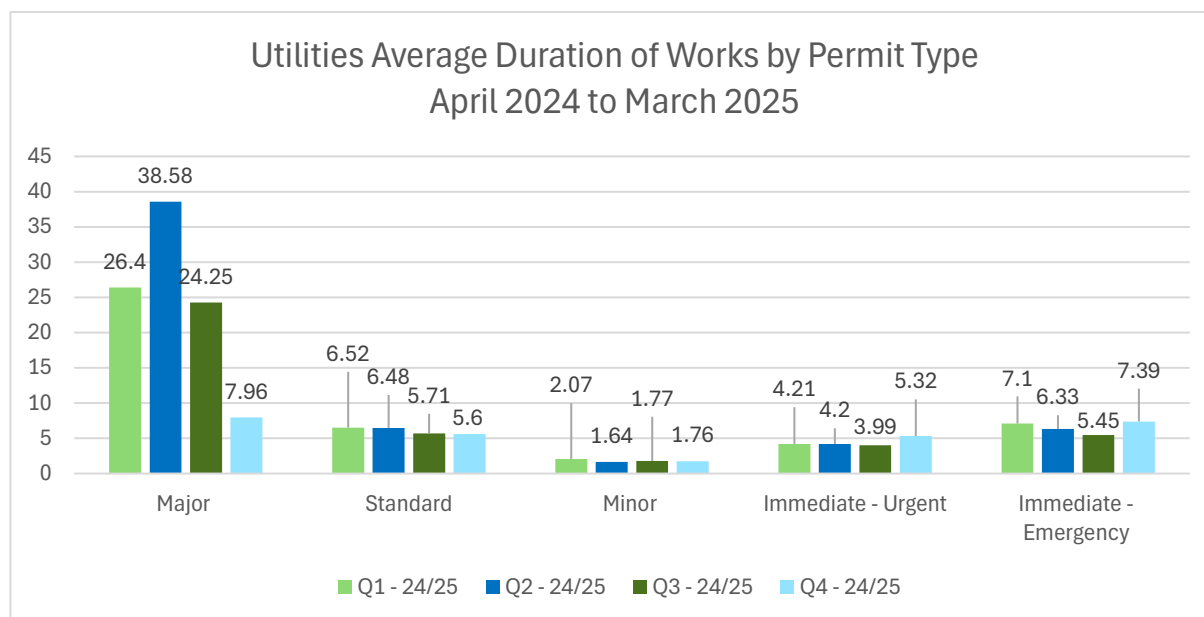


Chart 33 – Utility Average Duration of Works by Permit Type April 2024 to March 2025



The tables below show a breakdown of the average duration by works type for HA promoters

	HA Average Duration 2022/23			
	Q1	Q2	Q3	Q4
Major	5.25	20.84	60.82	34.6
Standard	8.15	6.62	7.88	5.6
Minor	2.78	2.01	3.15	3.2
Immediate - Urgent	1	1.02	1.09	1
Immediate - Emergency	3.33	8	6	4

	HA Average Duration 2023/24			
	Q1	Q2	Q3	Q4
Major	5.55	27.56	52.88	27.62
Standard	7.5	7	4.58	7.77
Minor	2.39	2.8	2.86	3.03
Immediate - Urgent	1	1	1	1
Immediate - Emergency	3.5	0	1	0

	HA Average Duration 2024/25			
	Q1	Q2	Q3	Q4
Major	23.04	14.67	41.16	54.4
Standard	8.58	7.42	6.36	8.38
Minor	2.72	2.2	3.19	2.46
Immediate - Urgent	1	1	1	1.03
Immediate - Emergency	7	2.5	0	0

Chart 34 – (HA) Average Duration of Works by Permit Type April 2022 to March 2023

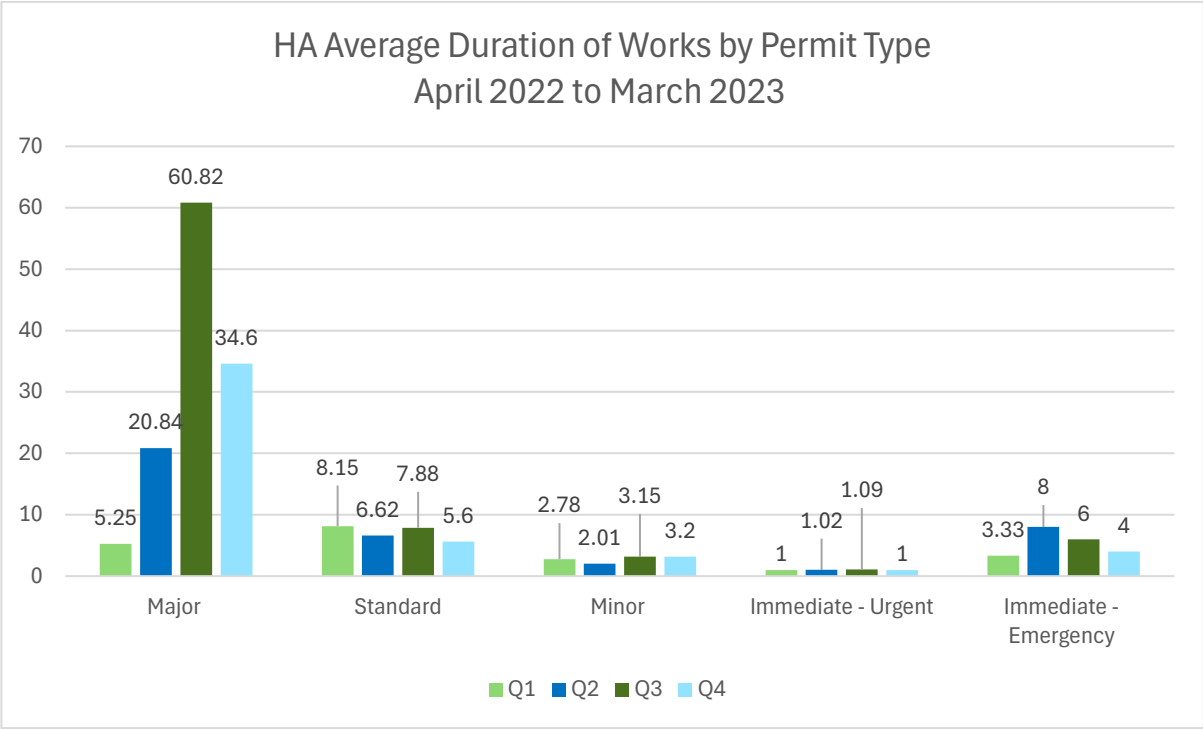


Chart 35 – (HA) Average Duration of Works by Permit Type April 2023 to March 2024

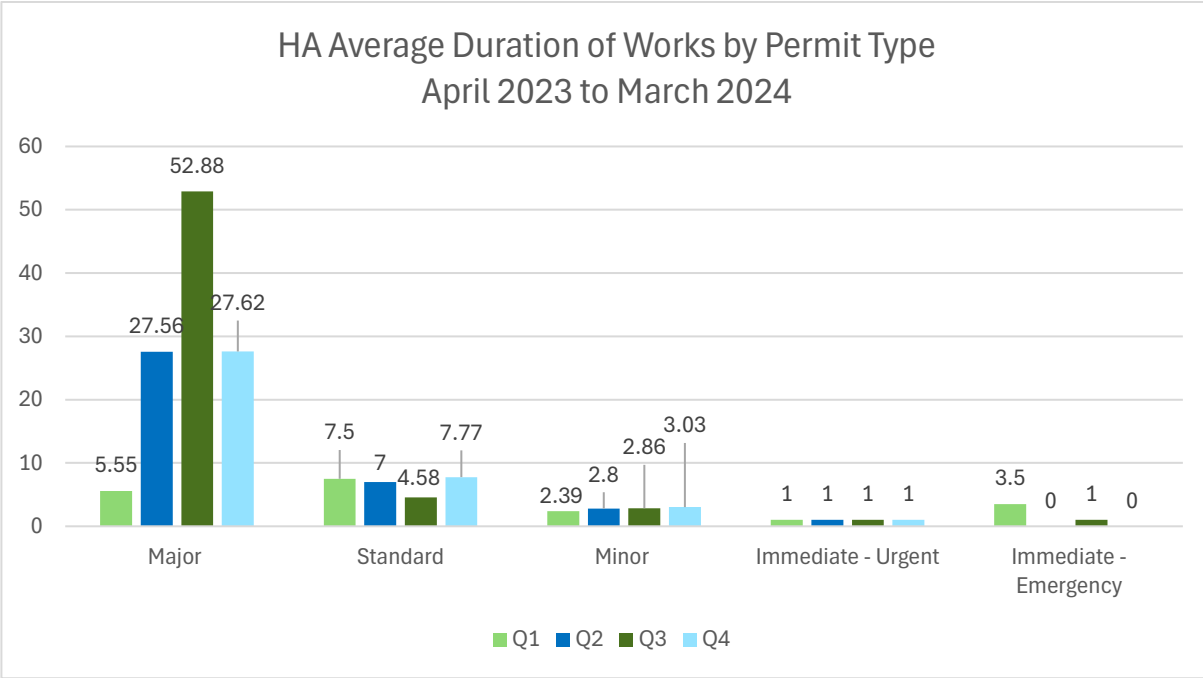
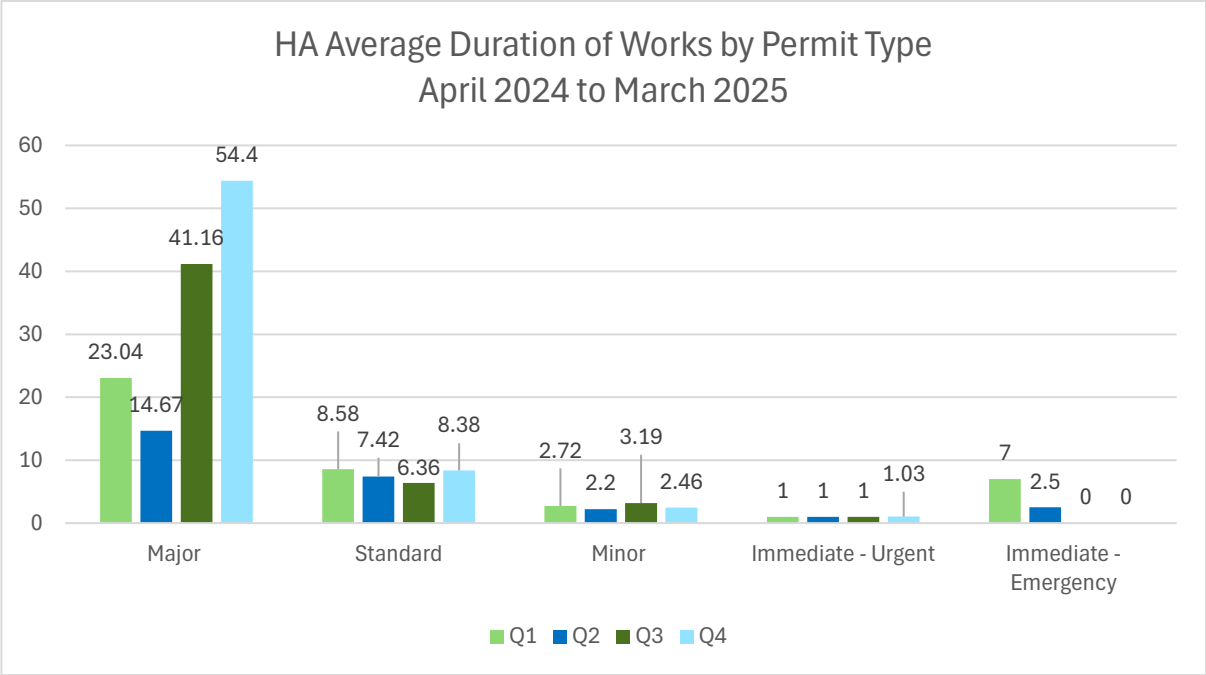


Chart 36 – (HA) Average Duration of Works by Permit Type April 2024 to March 2025



8.1.2 Analysis

Highway Authority (HA):

Between 2022 and 2025, the average duration of major works carried out by Highway Authorities increased significantly, with notable peaks in 2023 and again in 2025, reaching over 50 days in some quarters. Standard and minor works showed moderate fluctuations but remained relatively stable overall. However, immediate works, particularly urgent and emergency categories, experienced extreme spikes in 2023, with urgent works reaching over 100 days and emergency works peaking at 46 days, before returning to more typical durations in 2025. These trends suggest periods of operational strain or reactive surges, possibly due to external factors or resource challenges.

Utilities:

Utilities demonstrated a more consistent and controlled pattern in work durations over the three-year period. Major works saw a steady decline from nearly 28 days in 2022 to under 8 days by the end of 2025, despite a temporary spike in mid-2024. Standard and minor works remained stable, typically ranging between 1.5 and 8.5 days. Immediate urgent and emergency works fluctuated slightly but stayed within a manageable range, indicating a reliable response capability. Overall, the data reflects improved efficiency and effective management of works under the permit scheme for utility companies.

8.2 AM 2 – Inspections

This measure is provided in a single performance indicator:

1. Number of failed Sample Category A inspections shown as a percentage of the total undertaken within a period.

8.2.1 Results

The table below shows a breakdown of Sample Category A inspections completed by Richmond. The data shown includes the overall number of Sample Category A inspections undertaken and the number of failures that were recorded within each quarter.

	No. of Sample Category A Inspections	No. of Sample Category A Inspection Failures (%)
Q1 2022/23	125	13
Q2 2022/23	66	4
Q3 2022/23	57	12
Q4 2022/23	59	11
22/23 Total	307	40
Q1 2023/24	54	6
Q2 2023/24	130	38
Q3 2023/24	120	71
Q4 2023/24	151	76
23/24 Total	455	191
Q1 2024/25	129	46
Q2 2024/25	141	52
Q3 2024/25	148	45
Q4 2024/25	166	62
24/25 Total	584	205

The charts below show the percentage of Sample Category A Inspection failures for each quarter within the reporting period.

Chart 37 – Category A Sample Inspection Failure Rate April 2022 to March 2023

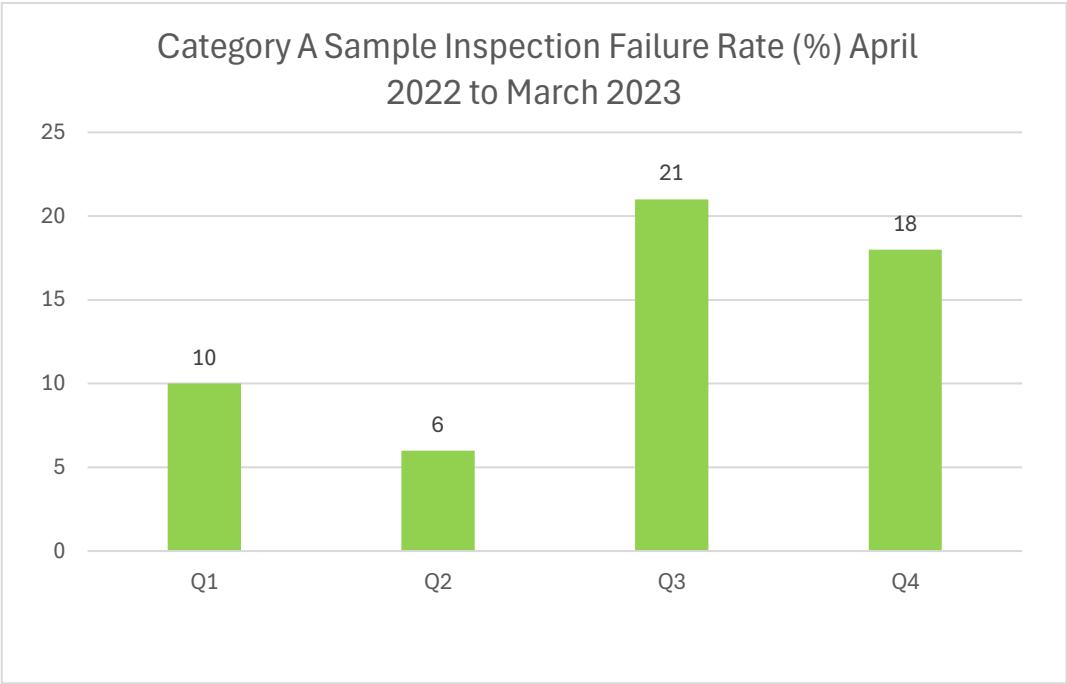


Chart 38 – Category A Sample Inspection Failure Rate April 2023 to March 2024

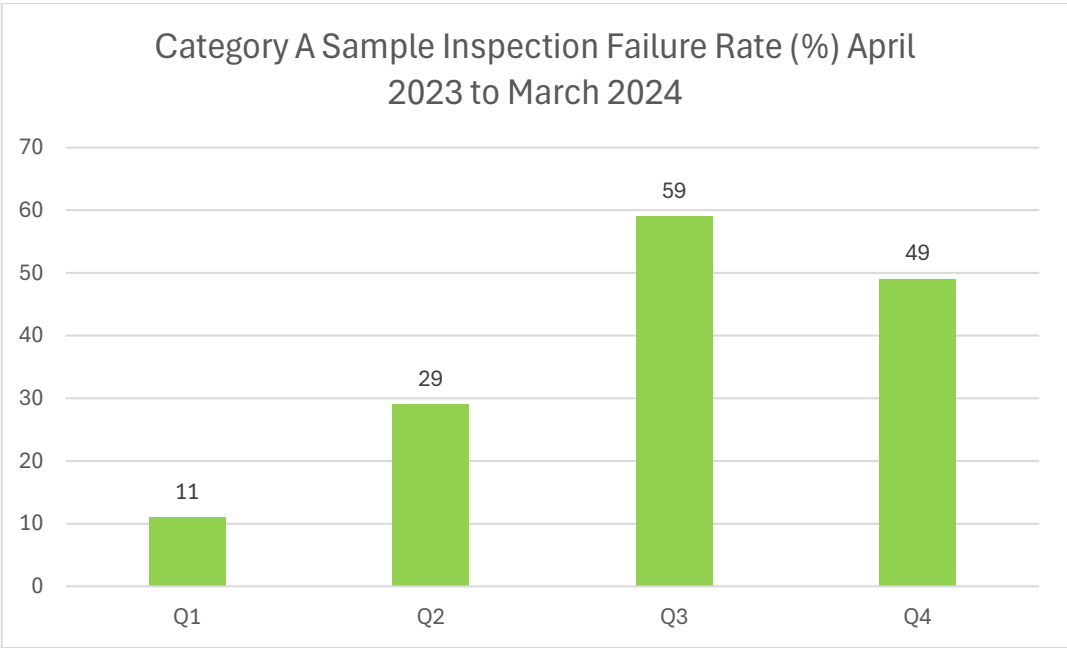
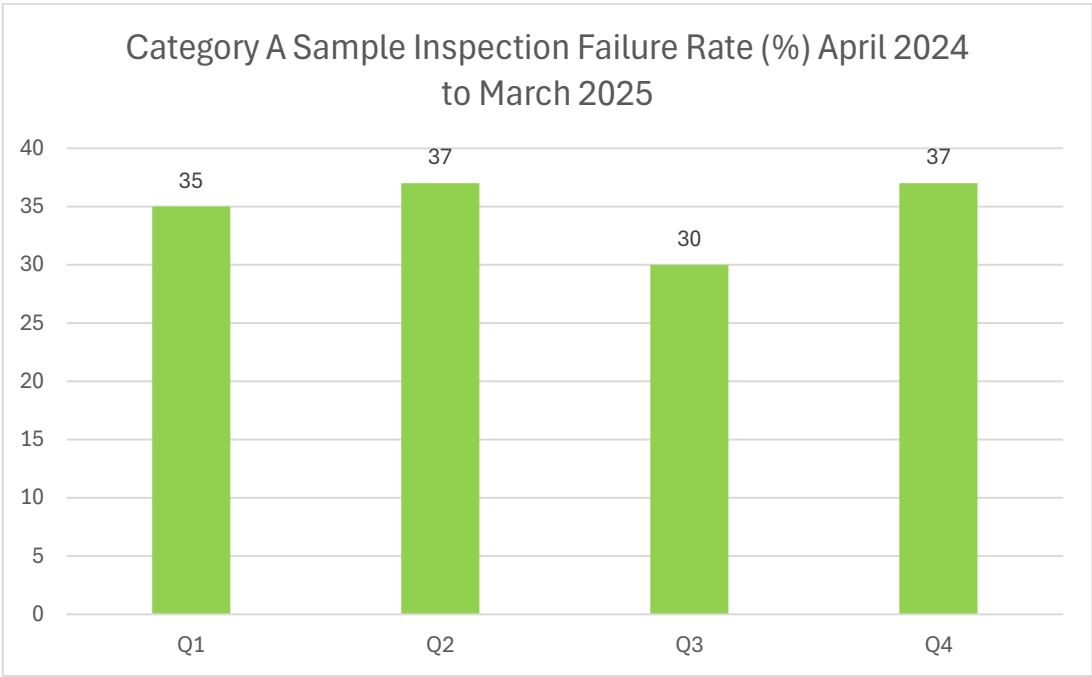


Chart 39 – Category A Sample Inspection Failure Rate April 2024 to March 2025



8.2.2 Analysis

Over the three-year period, Richmond saw a steady increase in both the number of Sample Category A inspections and inspection failures. In 2022/23, there were 307 inspections with 40 failures, indicating a relatively low failure rate. However, in 2023/24, inspections rose to 455, and failures surged to 191, suggesting a decline in compliance or quality of works. This upward trend continued into 2024/25, with 584 inspections complete and failures rising to 205. Richmond acknowledged the low failure rate from the previous years and will work to improve on their inspection regime through staff training and resources going forward.

The data indicates that improved performance is needed from works promoters operating on Richmond’s network, and this remains a key focus moving forward. Throughout the reporting period, Richmond has held regular performance meetings with all promoters to address these concerns and has taken enforcement action where appropriate. Despite these efforts, failure rates have remained high. However, with the introduction of the Performance-Based Sample Inspection regime on 1st April 2023, which incentivises promoters to maintain high standards, it is expected that performance will improve, and failure rates will decline over the coming years.

8.3 AM 3 - Days of Disruption Saved/Number of Collaborative Working sites

This measure is provided via two performance indicators:

- Number of Collaborative Working sites.
- Number of 'Duration Challenges' issued on Immediate works (we are unable to provide data relating to durations for planned works as these are undertaken via various discussions during the planning phase of works)

In relation to data concerning 'Collaborative Working' sites, the data is provided by permit applications which includes a particular criteria box being ticked by works promoters when submitting their applications. For the purpose of this report, only data for completed works has been included.

8.3.1 Results

The first table below shows the number of collaborative working sites in each quarter of the reporting period along with the average durations:

	No. of Collaborative Working Sites	Average Duration of Collaborative Working Sites
Q1 2022/23	4	6.2
Q2 2022/23	6	5.6
Q3 2022/23	10	5.2
Q4 2022/23	8	7.8
22/23 Total	28	6.2
Q1 2023/24	8	12.3
Q2 2023/24	19	5.5
Q3 2023/24	9	3.6
Q4 2023/24	8	10.8
23/24 Total	44	8.05
Q1 2024/25	22	8.6
Q2 2024/25	11	7.9
Q3 2024/25	25	6.7
Q4 2024/25	5	3
24/25 Total	63	6.55

The second table shows the number of Immediate works that were 'Duration Challenged' and the number of days of disruption saved as a direct result of these challenges during the reporting period:

	No. of Duration Challenges Issued	No. of Days Disruption Saved
Q1 2022/23	85	125
Q2 2022/23	81	96
Q3 2022/23	111	202
Q4 2022/23	121	156
22/23 Total	398	579
Q1 2023/24	121	93
Q2 2023/24	83	84
Q3 2023/24	83	91
Q4 2023/24	67	82
23/24 Total	354	350
Q1 2024/25	80	102
Q2 2024/25	40	78
Q3 2024/25	36	62
Q4 2024/25	41	59
24/25 Total	197	301

Chart 40 – No. of Collaborative Working sites April 2022 to March 2025

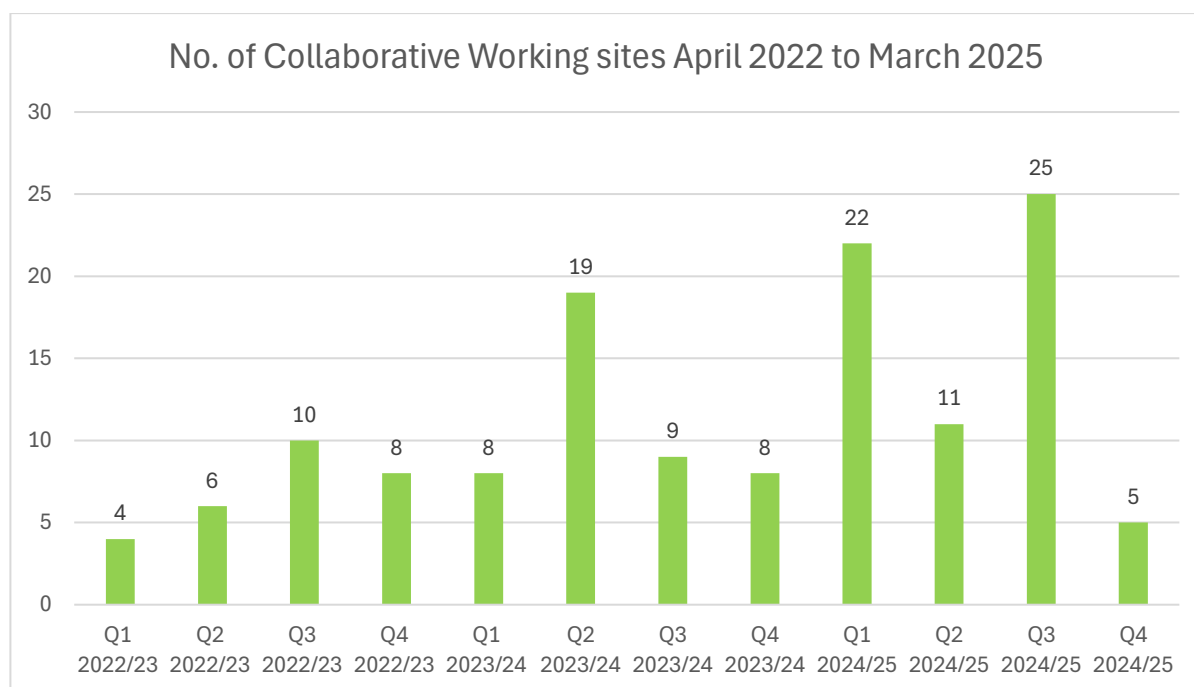


Chart 41 – No. of Duration Challenges April 2022 to March 2025

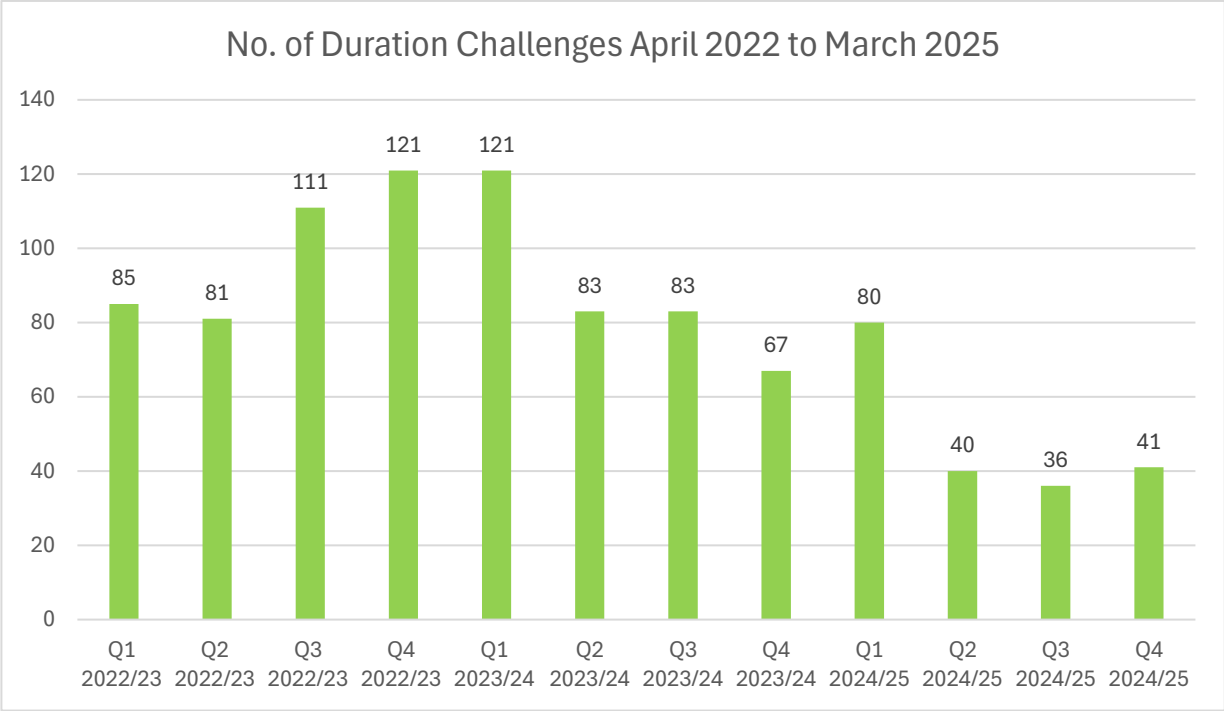
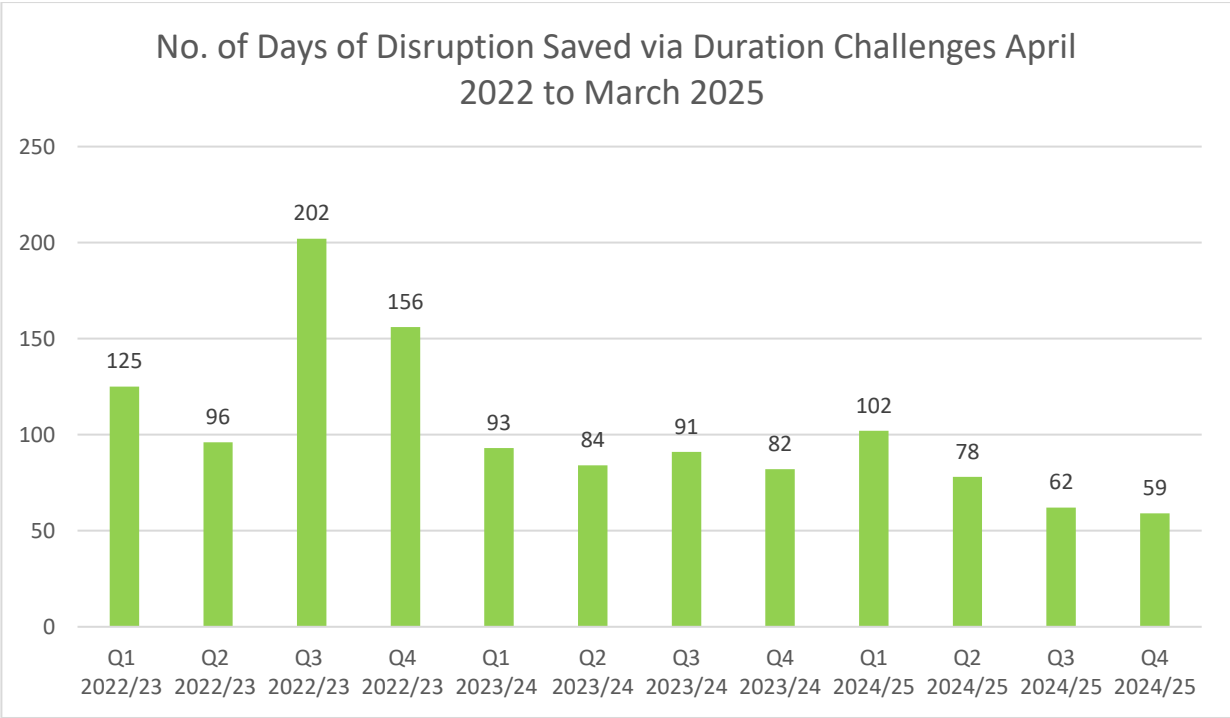


Chart 42 – No. of Days of Disruption Saved via Duration Challenges April 2022 to March 2025



8.3.2 Analysis

Due to the way collaborative working sites are recorded within Street Manager, it is not currently possible to quantify the exact number of disruption days saved per individual site. However, it is estimated that each collaborative site could have saved a minimum of three days of disruption. While we are unable to present a definitive figure for disruption avoided, the data clearly reflects our commitment to encouraging collaborative working wherever feasible particularly around new developments where multiple new connections or disconnections are required.

The data highlights the continued value of Richmond's proactive approach to duration challenges, with a total of 949 challenges issued and 1,230 days of disruption saved between 2022/23 and 2024/25. While the number of days saved peaked at 579 in 2022/23, it declined to 350 in 2023/24 and 301 in 2024/25, suggesting a reduction in the effectiveness or scope of challenges. Additionally, the number of duration challenges issued has steadily declined year-on-year, which may reflect improved planning, more realistic durations and coordination by works promoters. However, it could also indicate a need to re-energise the challenge process to maintain its effectiveness. Supported by regular engagement with promoters, Richmond remains committed to driving higher standards and reducing disruption across the network.

8.4 AM 4 Response Codes

8.4.1 Results

This measure is the number of refusals broken down by response code where this has been used by the authority.

The tables below shows the number of occasions each refusal code has been used when refusing permit applications:

	2022/23	2023/24	2024/25
RC10 – Missing Information (General)	16	29	64
RC11 – Condition not provided/not necessary	5	12	58
RC12 – TM not received	12	24	42
RC20 – Incorrect details on permit (General)	3	20	78
RC21 – Incorrect primary recipient	10	32	51
RC22 – Location issues	42	42	47
RC23 – Conflicting information	42	40	120
RC30 – Co-ordination issues (General)	0	29	30
RC31 – Clash of works	96	83	142
RC32 – Timing of works	3	5	21
RC33 - Collaboration/Co-ordination	4	2	3
RC40 – Lack of approval (General)	2	3	146
RC41 – Incorrect TM	12	12	129
RC42 – Early start agreement	9	1	1
RC43 – S.58 Restriction	13	21	16
RC44 – Duration	377	320	396
RC50 – Other (General)	789	506	217
Total	1435	1181	1561

8.4.2 Analysis

Permit refusal data from 2022 to 2025 shows a varied use of refusal codes across Richmond, with clear patterns emerging in specific categories. The total number of refusals increased from 1,435 in 2022/23 to 1,561 in 2024/25, indicating a rise in scrutiny or issues with permit submissions.

The most frequently used refusal codes include:

- **RC44** – Duration, consistently high across all years, reflecting ongoing concerns with proposed work durations.
- **RC50** – Other (General), also widely used, though its frequency has declined, suggesting improved categorisation and clarity in refusal reasons.

Other notable trends include:

- **RC10** – Missing Information (General), which rose sharply from 16 to 64, indicating persistent gaps in application completeness.
- **RC11** – Condition not provided/not necessary, increasing from 5 to 58, suggesting better enforcement of condition relevance.
- **RC20** – Incorrect details on permit, showing a significant rise, pointing to administrative or data entry issues.
- **RC31** – Clash of works, also increased, highlighting coordination challenges across the network.

While the overall rise in refusals may seem negative, the decline in general codes like RC50 and the increased use of specific, targeted refusal reasons suggest improved accuracy in assessments and greater transparency in the permitting process. These trends reflect Richmond's commitment to refining permit quality and enhancing coordination.

8.5 AM 5 Fixed Penalty Notices

This measure is to demonstrate the number of Fixed Penalty Notices that have been issued throughout the reporting period.

Regulation 19 – Working without a required permit

Regulation 20 – Breach of permit conditions

Section 70 – Failure to comply with requirements to give notice of completion of reinstatement.

Section 74 - Failure to give a notice required by regulations under s.74 (charge for occupation of the highway where works unreasonably delayed).

8.5.1 Results

The table below shows the number of Fixed Penalty Notices that were issued by type in each quarter of the reporting period.

	Regulation 19	Regulation 20	Section 70	Section 74
Q1 2022/23	20	21	28	100
Q2 2022/23	15	15	48	141
Q3 2022/23	22	63	38	159
Q4 2022/23	35	106	61	204
22/23 Total	92	205	175	604
Q1 2023/24	33	79	76	146
Q2 2023/24	25	141	57	445
Q3 2023/24	32	99	23	281
Q4 2023/24	30	94	26	303
23/24 Total	120	413	182	1175
Q1 2024/25	27	82	48	290
Q2 2024/25	29	50	47	257
Q3 2024/25	25	56	32	360
Q4 2024/25	46	59	68	278
24/25 Total	127	247	195	1185

The charts below show the number of FPNs issued for each Fixed Penalty Notice type detailing the individual offence codes

Chart 43 – Regulation 19 Offence codes April 2022 to March 2025

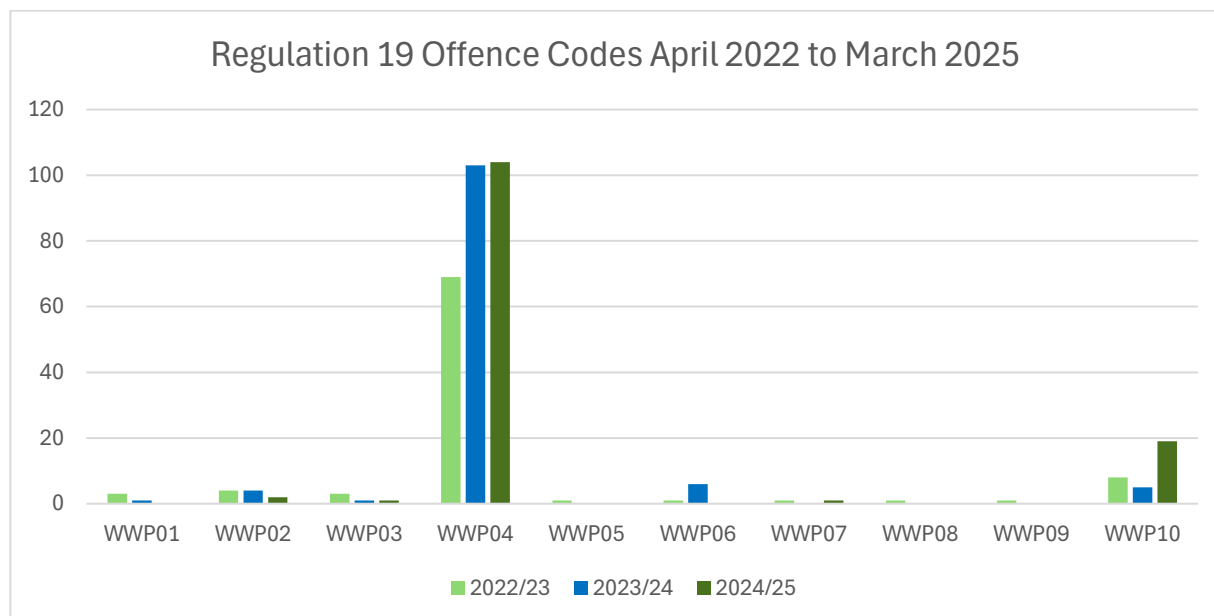


Chart 44 – Regulation 20 Offence codes April 2022 to March 2025

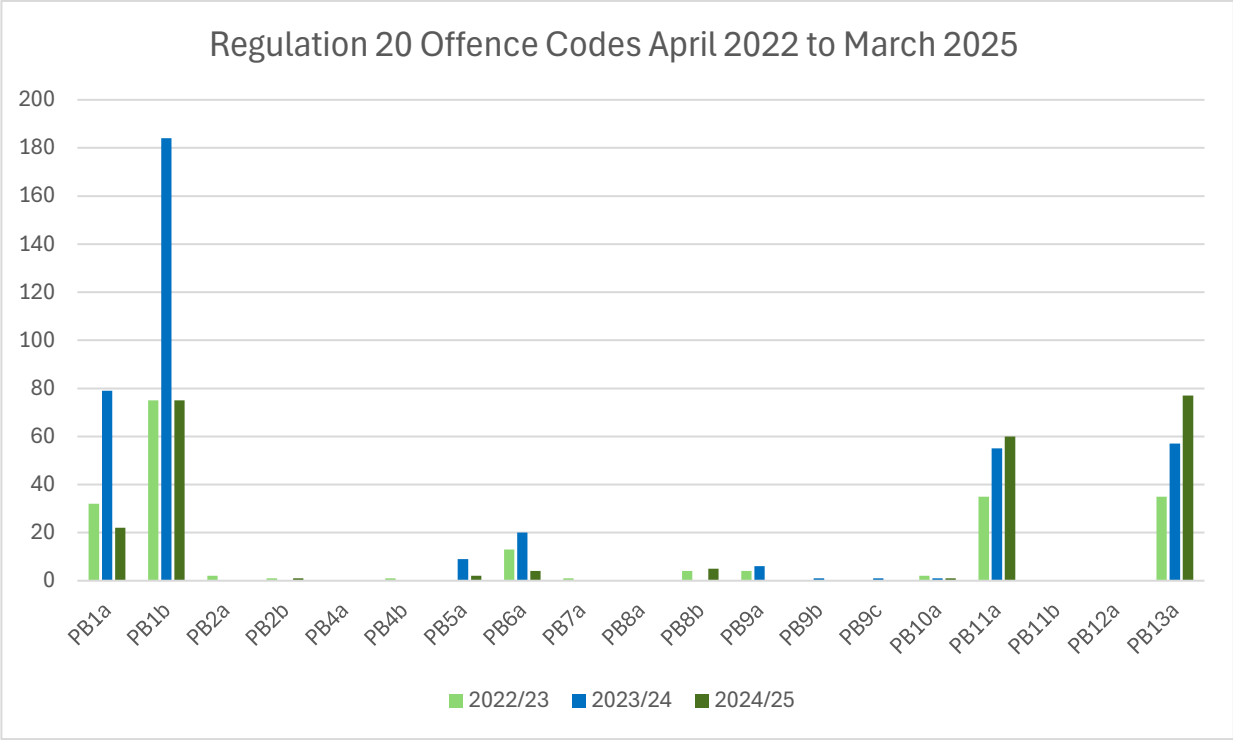


Chart 45 – Section 70 Offence codes April 2022 to March 2025

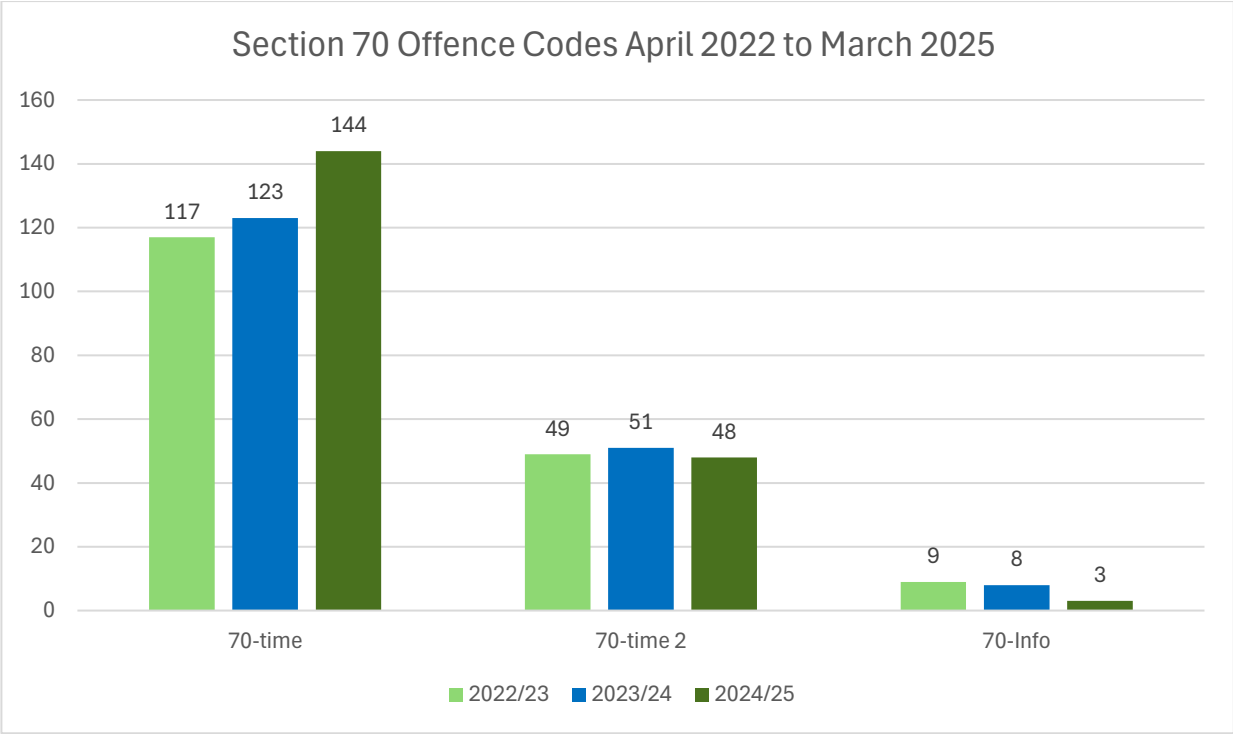
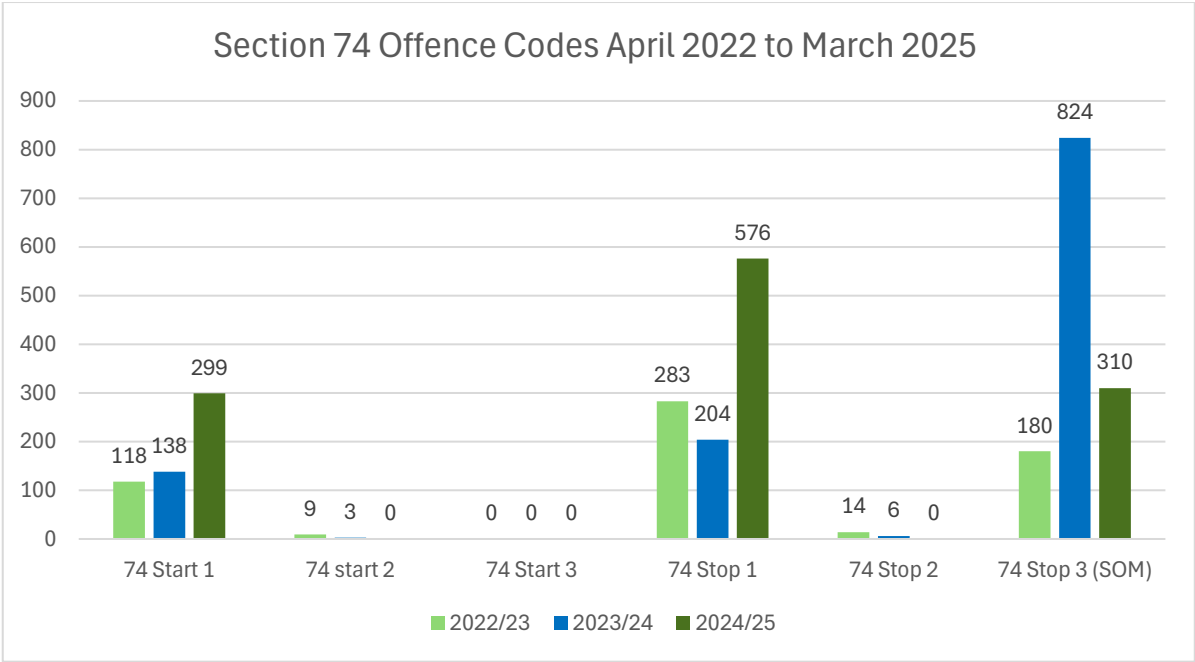


Chart 46 – Section 74 Offence codes April 2022 to March 2025



8.5.2 Analysis

The data shows a consistent pattern in issued FPNs, with the majority being issued under Section 74, which relates to late or missing notices for works that overrun or are delayed. Section 74 FPNs were the most frequently issued across all three years, reflecting ongoing challenges with timely communication and coordination of works.

Regulation 20 FPNs, typically associated with breaches of permit conditions, also remained high throughout the period, indicating persistent issues with compliance on-site. In contrast, Regulation 19 (working without a permit) and Section 70 (reinstatement issues) saw lower volumes, suggesting better adherence to permit requirements and fewer physical defects.

Total FPNs increased significantly from 1,076 in 2022/23 to 1,890 in 2023/24, before slightly declining to 1,754 in 2024/25. This peak in 2023/24 may reflect intensified monitoring or a rise in non-compliance, while the slight drop in 2024/25 could indicate early signs of improvement.

Overall, the data highlights that most FPNs are issued for administrative delays and permit breaches, rather than physical site issues. While the volume remains high, the trend suggests that improving the timeliness of notices and accuracy of permit submissions could significantly reduce FPNs going forward.

8.6 AM 6 - Levels of Customer Enquiries

Due to system limitations, the London Borough of Richmond is unable to provide data relating to AM 6.

8.7 AM 7 - Average Journey Times

Due to system limitations. the London Borough of Richmond is unable to provide data relating to AM 7.

8.8 AM 8 - Journey time reliability

Due to system limitations, the London Borough of Richmond is unable to provide data relating to AM 8.

8.9 AM 9 - Road Traffic Collisions

Due to system limitations, the London Borough of Richmond is unable to provide data relating to AM 9.

8.10 AM 10 - Carbon Emissions

Due to system limitations, the London Borough of Richmond is unable to provide data relating to AM 10.

8.11 AM 11 - Profit/Loss

Due to system limitations, the London Borough of Richmond is unable to provide data relating to AM 11.

9 Conclusion

Richmond Council recognises that a well-coordinated road network, supported by an effective permit scheme, is essential to delivering its strategic ambitions. A well-run permit scheme not only enhances the quality of life for residents but also helps mitigate environmental impacts by reducing unnecessary disruption and promoting efficient working practices.

Over the three-year evaluation period (2022–2025), the Richmond Permit Scheme has demonstrated its value in achieving the core objectives of the Network Management Duty. Through proactive monitoring, regular engagement with works promoters, and targeted enforcement, Richmond has strengthened collaborative relationships and driven improvements in planning, execution, and compliance.

Key outcomes include:

- Over 1,200 days of disruption saved through duration challenges and collaborative working, with joint sites increasing from 28 to 63.
- Consistently high permit approval rates, particularly for utility works, supported by the strategic use of conditions such as 2a, 5a, 6a, and 11b to manage timing, access, and public communication.
- Improved permit quality, with a shift away from general refusal codes toward more specific, actionable reasons.
- Expanded inspection activity, though rising failure rates highlight the need for continued oversight and promoter accountability.
- Fixed Penalty Notices issued, primarily for administrative delays under Section 74, reinforcing the importance of timely and accurate submissions.

The introduction of the Performance-Based Sample Inspection regime in April 2023 marks a key step forward, incentivising higher standards and promoting better compliance. Richmond continues to explore further innovations, such as a potential Lane Rental Scheme, to reduce disruption on sensitive routes and encourage more efficient working practices.

This evaluation reflects Richmond's commitment to delivering a safe, efficient, and resilient road network—one that supports the needs of residents, businesses, and visitors, and lays the foundation for continued improvement in the years ahead.

10 Glossary

<u>AM</u>	Authority Measure; performance indicators defined by the local authority to assess operational effectiveness.
<u>API</u>	Application Programming Interface; used to integrate systems like Street Manager with Symology Aurora.
<u>Aurora</u>	A system interface used by Richmond to manage permit applications via Street Manager.
<u>Confirm</u>	A system interface used by Richmond
<u>Coring Program</u>	A method used to inspect the quality of reinstatements by extracting core samples from completed works.
<u>Deemed Permit</u>	A permit automatically granted due to missed response deadlines by the authority.
<u>Duration Challenge</u>	A process where Richmond questions the length of time proposed for immediate works to reduce disruption.
<u>Fixed Penalty Notice (FPN)</u>	A fine issued for breaches of permit conditions or other non-compliance.
<u>HAUC</u>	Highway Authorities and Utilities Committee; provides guidance and templates for permit scheme evaluations.
<u>Immediate Works</u>	Emergency or urgent works that begin without the usual notice period.
<u>KPI</u>	<i>Key Performance Indicator</i> ; a measurable value used to evaluate the

	success of specific activities or processes.
<u>Lane Rental Scheme</u>	A proposed initiative to charge for road occupation during peak times to reduce disruption.
<u>LoPS</u>	London Permit Scheme; a regional framework for managing street and road works.
<u>NCT Conditions</u>	National Condition Types applied to permits to regulate timing, access, and safety.
<u>NRSA</u>	<i>New Roads and Street Works Act 1991</i> ; legislation that governs the execution and coordination of street works by statutory undertakers and highway authorities.
<u>Permit Variation</u>	A change to an existing permit, such as revised dates or scope.
<u>Performance-Based Inspection (PBI)</u>	A regime introduced to monitor and improve promoter performance based on inspection outcomes.
<u>PRM Inspection</u>	A permit condition inspection undertaken to assess whether works are being carried out in accordance with the agreed permit conditions and to identify, record and report any breaches of those permit conditions.
<u>Protected Street</u>	A street designated for special protection due to its sensitivity or strategic importance.
<u>Reinstatements</u>	The process of restoring the highway after works are completed.
<u>Sample Category A Inspection</u>	An inspection conducted during the progress of works to assess compliance.

Statutory Undertaker

A utility company or other entity with legal rights to carry out works on public highways.

Street Manager

The Department for Transport's digital platform for managing street works and permit applications.

Symology

A software provider whose Aurora system is used by Richmond for permit management.

Traffic Sensitive Road

A road where works are restricted during peak hours due to high traffic volumes.

TPI (Traffic Performance Indicator)

Metrics used to assess the impact and efficiency of works on the road network.

Utility Promoter

An organization responsible for initiating and carrying out utility works (e.g., water, gas, electricity).