

LONDON PERMIT SCHEME

For Road Works and Street Works



London Borough of Wandsworth Evaluation Report April 2022 to March 2025

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1 Executive Summary

The London Borough of Wandsworth is the sixth most populated borough in Greater London and is the largest of the 12 Inner London boroughs, occupying an area of 13.23 square miles made up of 22 wards and a road network of over 600 miles in length. Wandsworth is home to 337,655 residents with an average age of 33 (source: Office for National Statistics, June 2024 (ONS) and borders Lambeth, Merton, Richmond and Kingston on the southern side of the Thames whilst it borders Hammersmith & Fulham, Kensington & Chelsea and Westminster on the north.

While much of Wandsworth is densely populated, almost one quarter (23%) is open space made up of commons, district/local parks and playing fields. Much of the borough and its heritage of buildings and spaces are of particularly distinctive character, and there are 45 conservation areas, reflecting the borough's rich architectural and historical character.

Wandsworth became a founding member of the London Permit Scheme (LoPS) on 11 January 2010 and has played an active role in a number of the working groups as part of the scheme. Membership of these groups affords Wandsworth the opportunity to engage with other London Boroughs to share best practice and foster better communication and working relationships on the planning and execution of works across London. Including the following.

- Ensure traffic moves quickly and efficiently on road networks.
- Help traffic move quickly and efficiently on road networks managed by other authorities.
- Take actions to reduce or eliminate road congestion and other disruptions.
- Make the most efficient use of their road network.

The London Borough of Wandsworth 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, Wandsworth 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. Wandsworth Council are committed to providing clean and green spaces, strong, healthy and safe communities 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 Wandsworth Council, as a highway authority, 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 (Wandsworth Council) to introduce a permit scheme to support the delivery of this duty.

In 2010, Wandsworth implemented the operation of a permit scheme following the provision of statutory instrument 2009 No. 3189 <https://www.legislation.gov.uk/ukSI/2009/3189/contents/made>. The Traffic Management (London Borough of Wandsworth) Permit Scheme Order 2009. This was further updated to The Traffic Management (London Borough of Wandsworth)

Permit Scheme Order 2020

https://www.wandsworth.gov.uk/media/6401/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 Wandsworth 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 Wandsworth Council Permit Scheme is continuing to meet key performance indicators, its operational performance and benefits of operating the scheme.

It is important that Wandsworth 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 Wandsworth can demonstrate that the permit scheme is meeting its objectives.

3 Objectives of the Permit Scheme

The objectives of LoPS (Wandsworth 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).

Wandsworth 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.

Wandsworth 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. Wandsworth operates its permit scheme by using the interface of the Street Manager system with the use of an API into Symology (Aurora). 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, Wandsworth 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, Wandsworth has issued fixed penalty notices (FPN) and on occasions, sought prosecutions in order to encourage improvement.

The Introduction of Performance Based Inspections (PBI) are 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.

Wandsworth 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 at a local level.

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

Wandsworth 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 Wandsworth 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 Wandsworth 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 work promoter.

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

The LoPS 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 Wandsworth, 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. However, the recent drop in the 2023/24 and 2024/25 financial years has highlighted concerns from rising costs and inflation. 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.

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

Wandsworth 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 Wandsworth'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 Wandsworth	2022/23	2023/24	2024/25
Operating Costs	£619,234.00	£574,682.00	£550,323.00

5.2 Comparison of Income and Cost

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

London Borough of Wandsworth	2022/23	2023/24	2024/25
Operating Costs	£619,234.00	£574,682.00	£550,323.00
Income	£625,324.00	£568,235.00	£548,241.00
Surplus / Deficit	+£6,090.00	-£6,447.00	-£2,082.00

5.3 Benefits

The scheme has experienced varying operating costs across the financial years 2022/23, 2023/24, and 2024/25. Despite these fluctuations, the permit scheme has consistently delivered benefits by enhancing the coordination of works. It has enabled early identification of opportunities for collaboration and provided greater oversight of ongoing activities, particularly in managing disruptive urgent or emergency works on the network.

In terms of permit application assessments, the team has consistently met statutory response time targets. This reliability has helped maintain strong working relationships with works promoters both internal to Wandsworth and external utility companies. These positive engagements have contributed to resolving potential network disruptions and have fostered a deeper understanding of utility protocols, leading to improved appreciation of working methods and expected durations.

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 there for relate mainly to the stages of the works from works start to final conclusion. These additional Permit indicators focus more on the process of Permit applications and responses, prior to the works being carried out.

- 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 tables and charts below show a breakdown of permit applications received, granted, and refused for 2022–2025 in the London Borough of Wandsworth, separated by Utilities and HA promoters.

Utilities KPI 1 summary 2022 – 2025

	2022/23	2023/24	2024/25	2022-2025
Permits Received/Granted/Refused				
Total permit applications received	12336	9956	8169	30461
Total permit variations received	3326	2678	2167	8171

Total number of permits & permit variations	15662	12634	10336	38632
Total Granted	12167	9497	7528	29192
Total Refused	3109	2891	2556	8556
Total permits granted & refused	15276	12388	10084	37748
Cancelled	386	246	252	884

HA promoters KPI 1 summary 2022 – 2025

Permits Received/Granted/Refused	2022/23	2023/24	2024/25	2022-2025
Total permit applications received	1721	1126	5961	8808
Total permit variations received	182	115	142	439
Total number of permits & permit variations	1903	1241	6103	9247
Total Granted	1708	1072	5925	8705
Total Refused	160	145	142	447
Total permits granted & refused	1868	1217	6067	9152
Cancelled	35	24	36	95

Chart 1 – (Utilities) Permits Applications/Variations & Granted and Refused April 2022 – March 2025

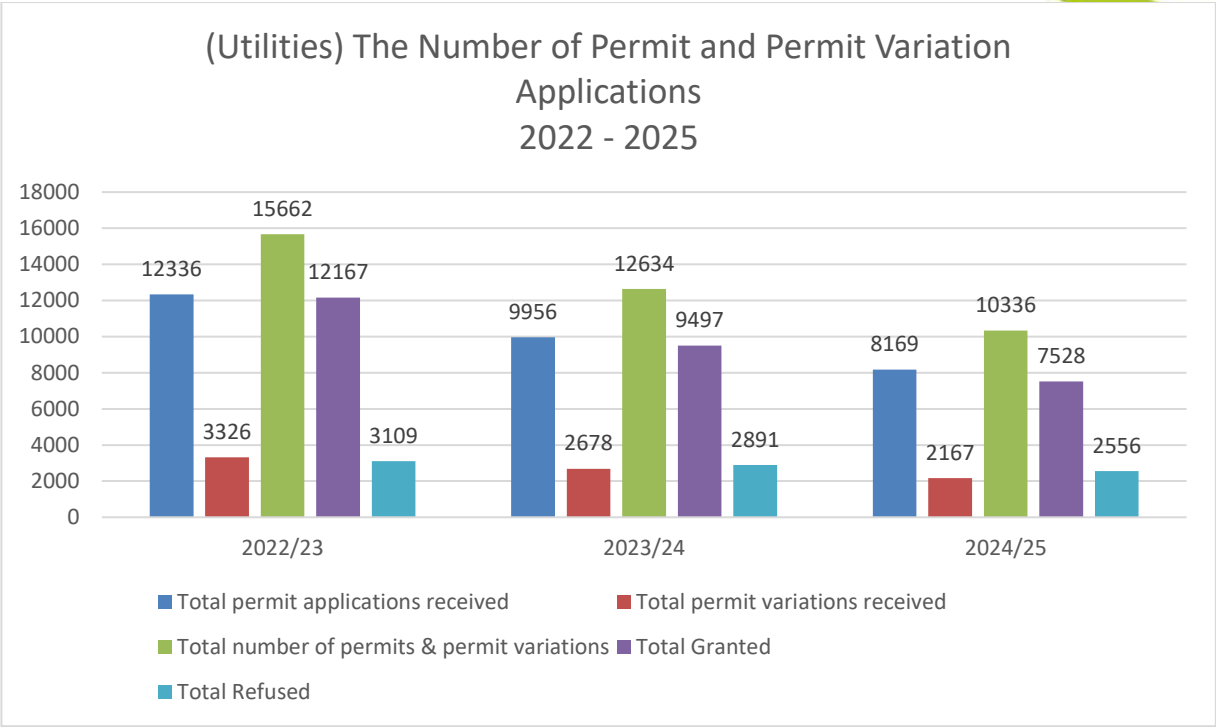
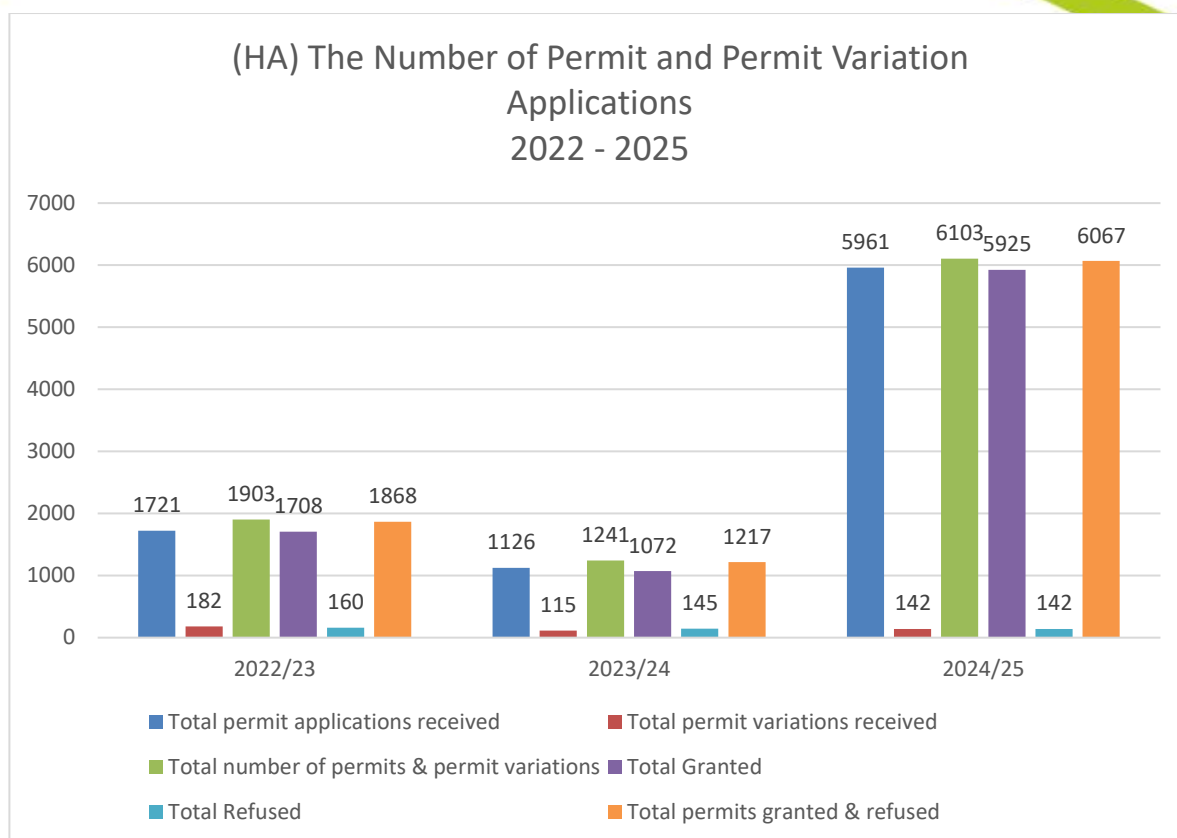


Chart 2 – (HA) Permits Applications/Variations & Granted and Refused April 2022 – March 2025



The data provided in the previous tables and graphs has been collated from Wandsworth'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:

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

	2022/23	2023/24	2024/25	2022-2025
Total number of permits & permit variations	15662	12634	10336	38632
Granted	77.68%	75.17%	72.83%	75.56%
Refused	19.85%	22.88%	24.73%	22.15%

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

	2022/23	2023/24	2024/25	2022-2025
Total number of permits & permit variations	1903	1241	6103	9247
Granted	89.75%	86.38%	97.08%	94.14%
Refused	8.41%	11.68%	2.33%	4.83%

6.1.2 Analysis

Number of Permit Applications

It's important to note that utility companies often cancel or abandon permit applications, which means Wandsworth 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, Wandsworth 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.

Utility Promoters

The data from 2022/23 to 2024/25 shows a clear and consistent reduction in the total number of permit applications and variations submitted by utility promoters.

In 2022/23, the combined total stood at 15,662, falling to 12,634 in 2023/24, and further to 10,336 in 2024/25.

This downward trend reflects changes within the utilities sector, particularly the decline in fibre installation works. Fibre rollout activity peaked around 2021/22, but as major phases near completion and demand for new installations decreases, the volume of associated permit activity has reduced significantly. This explains the overall reduction in permit applications and variations over the three-year period.

Highway Authority Promoters

The data indicates that permit applications and variations submitted by the highway authority were relatively stable between 2022/23 (1,903) and 2023/24 (1,241). However, in 2024/25, there was a dramatic increase to 6,103. This increase is directly linked to a process change introduced by Network Management for HA works in 2024 following a change in management within the highways team. Teams were instructed to submit individual permits for each work activity, rather than grouping several works under one permit. This change was implemented to increase the accuracy of our data, improve visibility of on-street activity, and ensure our data is aligned with operational realities. It also brings our approach in line with utility companies, promoting consistency, transparency, and better compliance monitoring.

Granted and Refused

Wandsworth assesses all permit applications on their individual merits, resulting in a consistently high number of approvals across both statutory undertakers and permit authority works. The borough has always remained consistent on taking a rigorous approach to evaluating permit applications, aiming to minimise disruption to the public and ensure effective coordination with other planned works.

Wandsworth's Network Management team also take a proactive stance on refusing permits that lack sufficient detail or clarity. This approach encourages promoters to improve the quality of their submissions, increasing the likelihood of approval on first submission and supporting smoother coordination across the network.

Where permits are refused, coordinators apply standardised pan-London refusal codes to clearly outline the reasons, allowing promoters to make the necessary amendments and resubmit. This process supports transparency and encourages better-quality applications.

The data from 2022/23 shows that highway authority permit applications had an average approval rate of 89.75%, while utility promoters averaged 77.68%. In 2023/24, highway authority granted permits averaged 86.38%, compared to 75.17% for utility promoters. For 2024/25, the figures were 97.08% and 72.83% respectively.

The consistently high approval rate for highway authority works reflects the benefit of established internal planning procedures, which support early coordination and efficient scheduling. The data indicates strong collaboration between Wandsworth and utility companies, contributing to a steady flow of approved permits.

As previously noted, part of the gap in granted and refusal rates is due to works that were submitted but subsequently cancelled or abandoned before they were formally assessed.

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 Wandsworth. It is important to note:

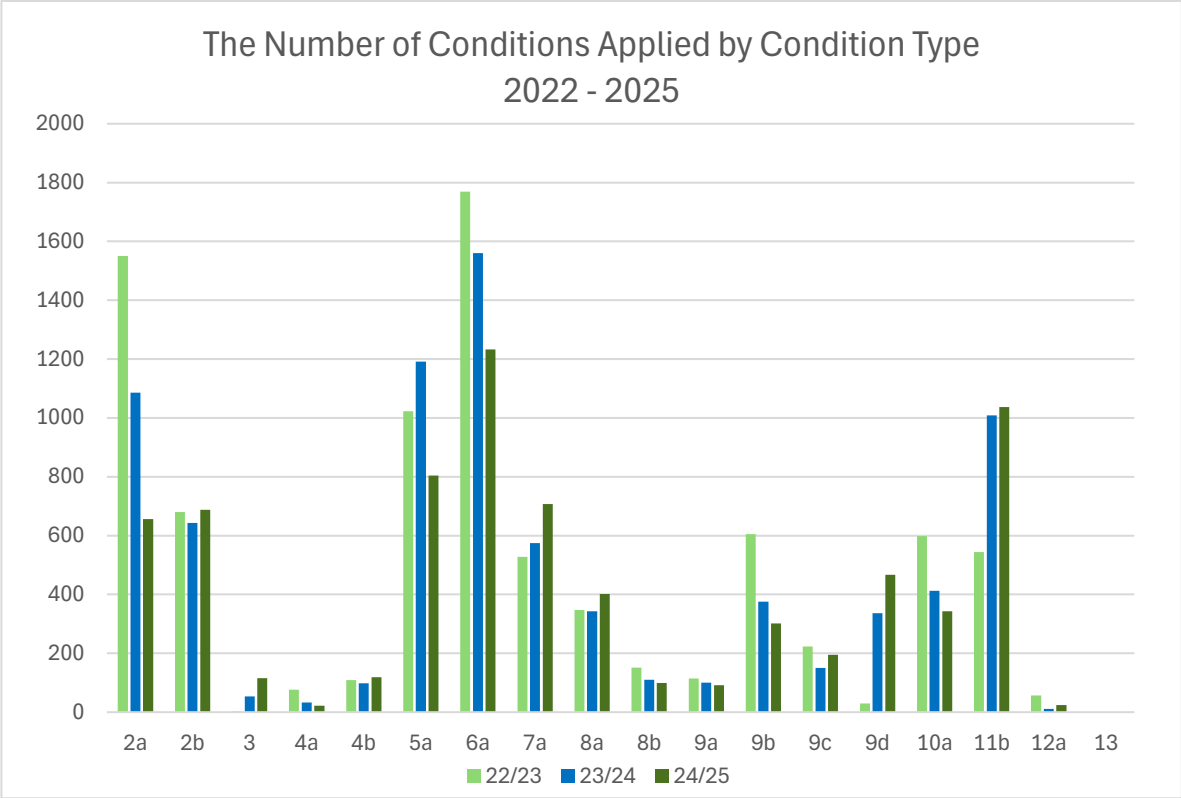
1. NCT01a, NCT01b and NCT11a apply to all permits by default and are therefore not included in the data below.
2. NCT03 was added on 1st April 2022
3. NCT09d is a duplicate of NCT09a

6.2.1 Results

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

	2022/23	2023/24	2024/25
Permit Granted	9610	7771	11832
Total no. of conditions applied	8406	8086	7305
NCT02a - Limit the days and times of day within the permit duration	1551	1086	656
NCT02b - Working hours	680	643	688
NCT03 - Activities ancillary to those permitted - supplementary information	2	53	116
NCT04a - Removal of surplus materials/plant	76	33	22
NCT04b - Storage of surplus materials/plant	109	98	119
NCT05a - Width and/or length of road space that can be occupied	1023	1191	804
NCT06a - Road space to be available to traffic/pedestrians at certain times of day	1769	1560	1233
NCT07a - Road closed to traffic	528	575	707
NCT08a - Traffic management request	347	343	402
NCT08b - Manual control of traffic management	151	110	99
NCT09a - Changes to traffic management arrangements	114	100	91
NCT09b - Traffic management arrangements to be in place	605	376	302
NCT09c - Signal removal from operation when no longer required	223	150	195
NCT09d - Changes to traffic management arrangements	29	336	467
NCT10a - Employment of appropriate methodology	598	412	343
NCT11b - Publicity for proposed works	544	1009	1037
NCT12a - Limit timing of certain activities	57	11	24
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 Wandsworth applies conditions relatively consistent throughout each year included within this report. The data demonstrates that Wandsworth applies various conditions to works and this shows that all aspects of these works are considered when planning and coordinating. The data suggests that Wandsworth applies Conditions 5a and 6a more frequently than others. This is likely due to the nature of our road network, which includes many narrow and busy streets. In such areas, maintaining health and safety while minimising disruption is essential, making these conditions particularly relevant.

You can see an increase in the use of Condition 11b from 2022/23 to 2023/24. The increased use likely reflects the high volume of works in recent years, which had a noticeable impact on residents. As a result, there was a greater need to improve communication by notifying residents in advance. This helped reduce disruption and allowed people to plan around the works more effectively.

Conditions 2a shows a dramatic decrease in its application. This reduction may be linked to an increase in reactive works over recent years. These types of works are typically short-notice and shorter in duration, making strict timing conditions like 2a less applicable.

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

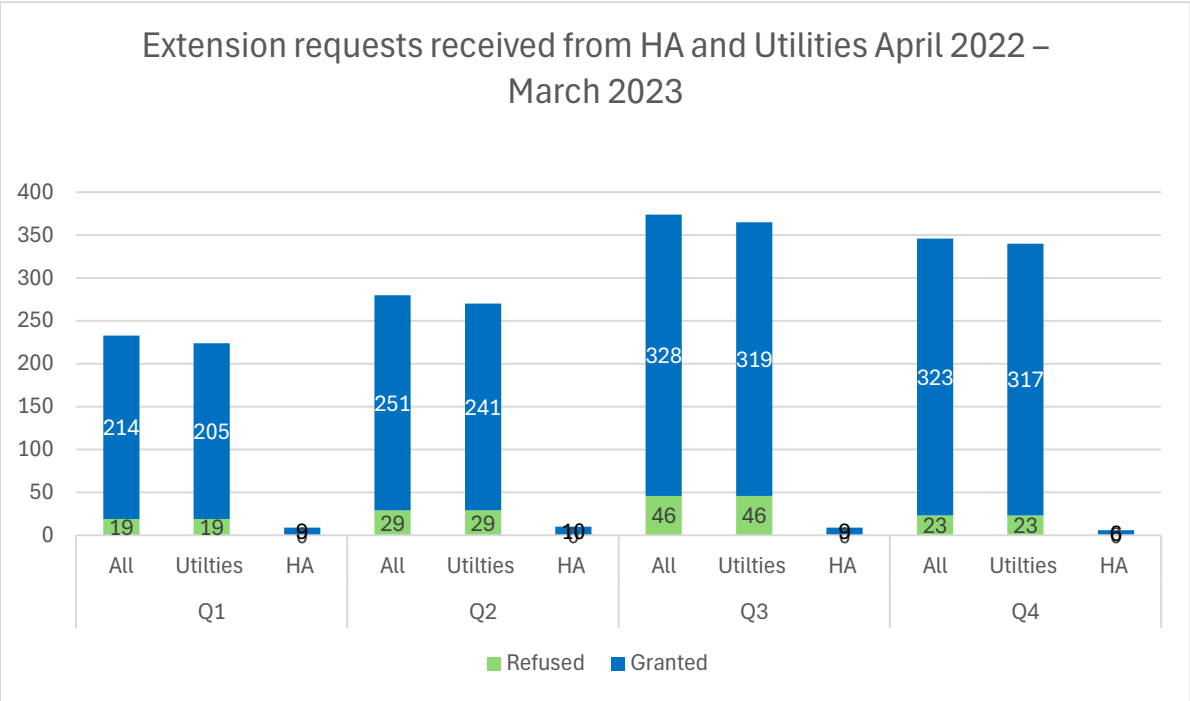


Chart 5 - Extension requests received from (HA) and Utility Promoters April 2023 – March 2024

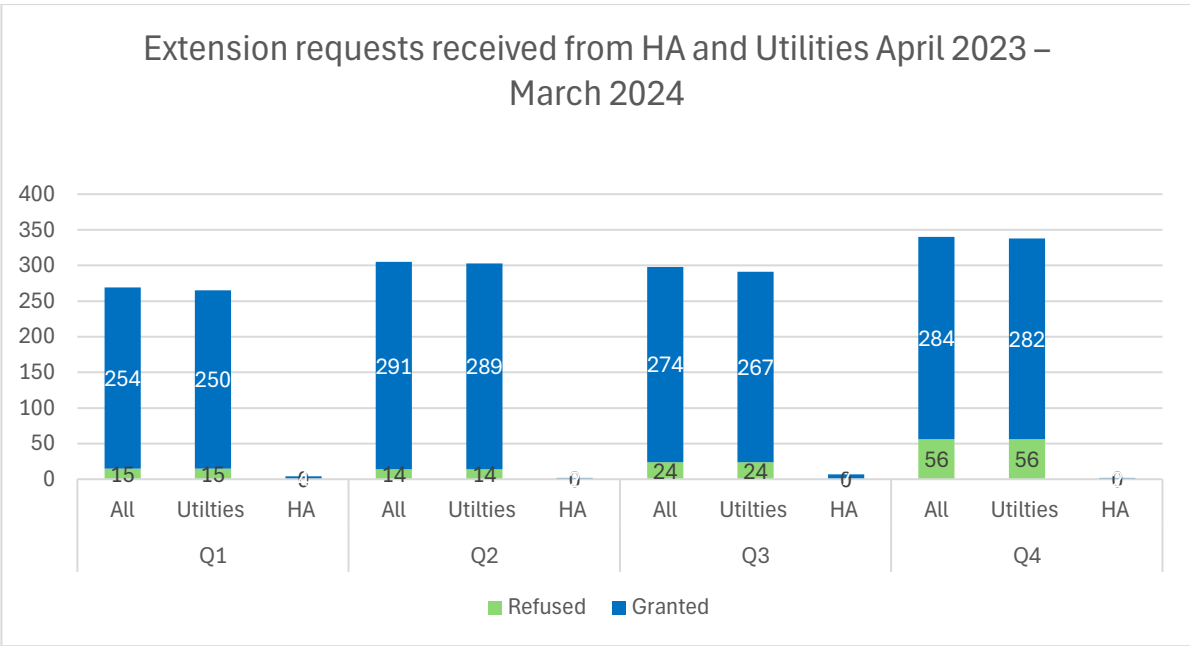
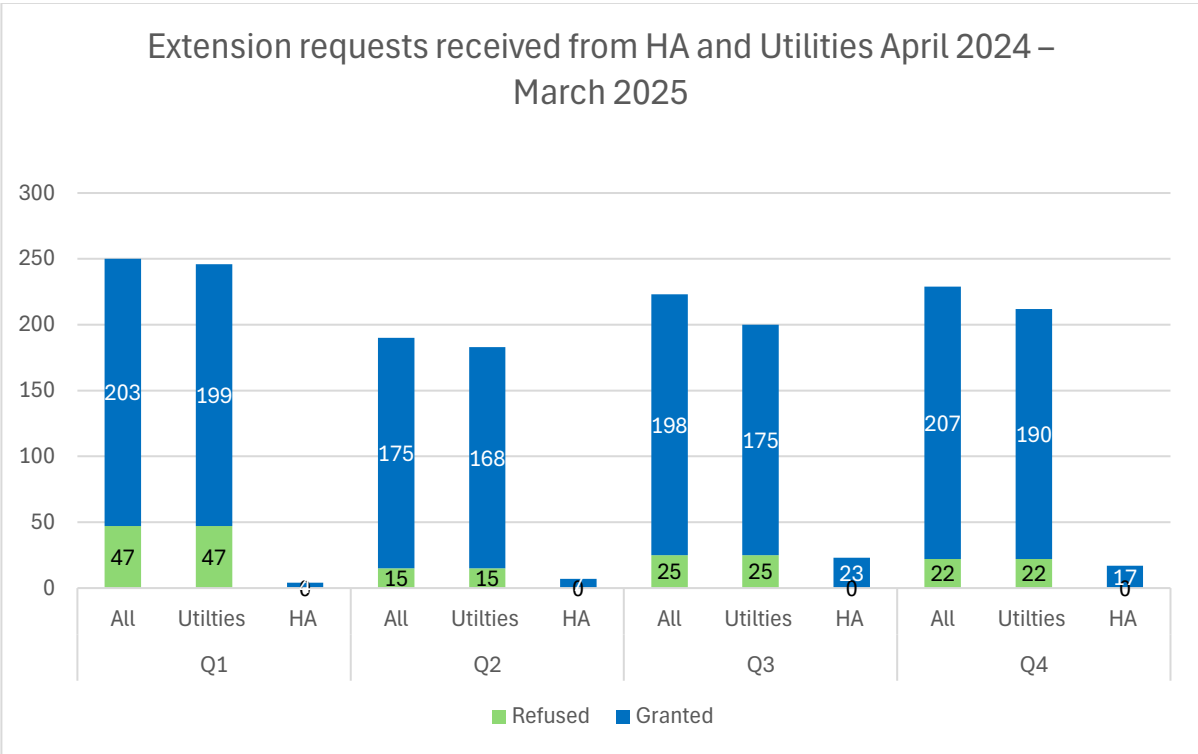


Chart 6 - Extension requests received from (HA) and Utility Promoters April 2024 – March 2025



6.3.2 Analysis

Extension requests from HA have remained minimal over the years, largely because highway works tend to be more straightforward in terms of planning and execution. There is also better communication between HA promoters and the network coordination team. However, a slight increase was observed in Q3 of 2024/25, likely driven by the process change in how HA permit applications are raised.

The majority of extension requests from utilities continue to be granted, with a consistent rate of refusals across all years. Overall, the volume of extension requests aligns proportionally with the number of permits received, indicating a stable and predictable pattern in permit management.

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

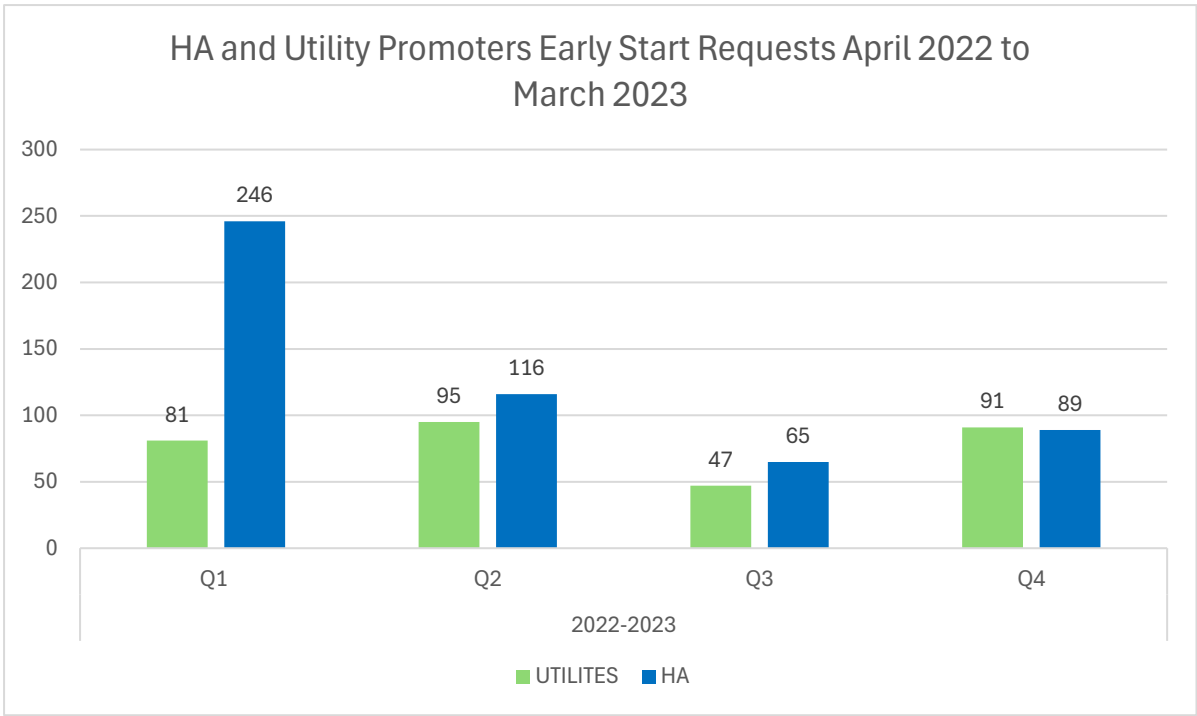


Chart 8 – (HA) and Utility Promoters Early Start Requests April 2023 to March 2024

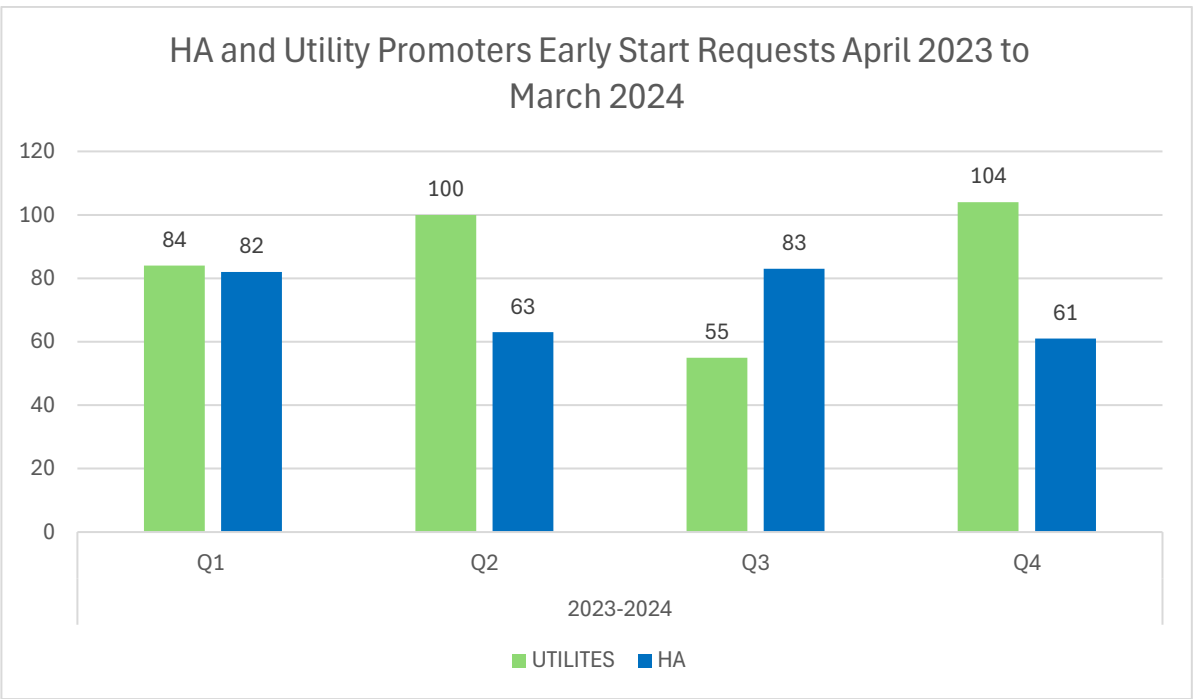
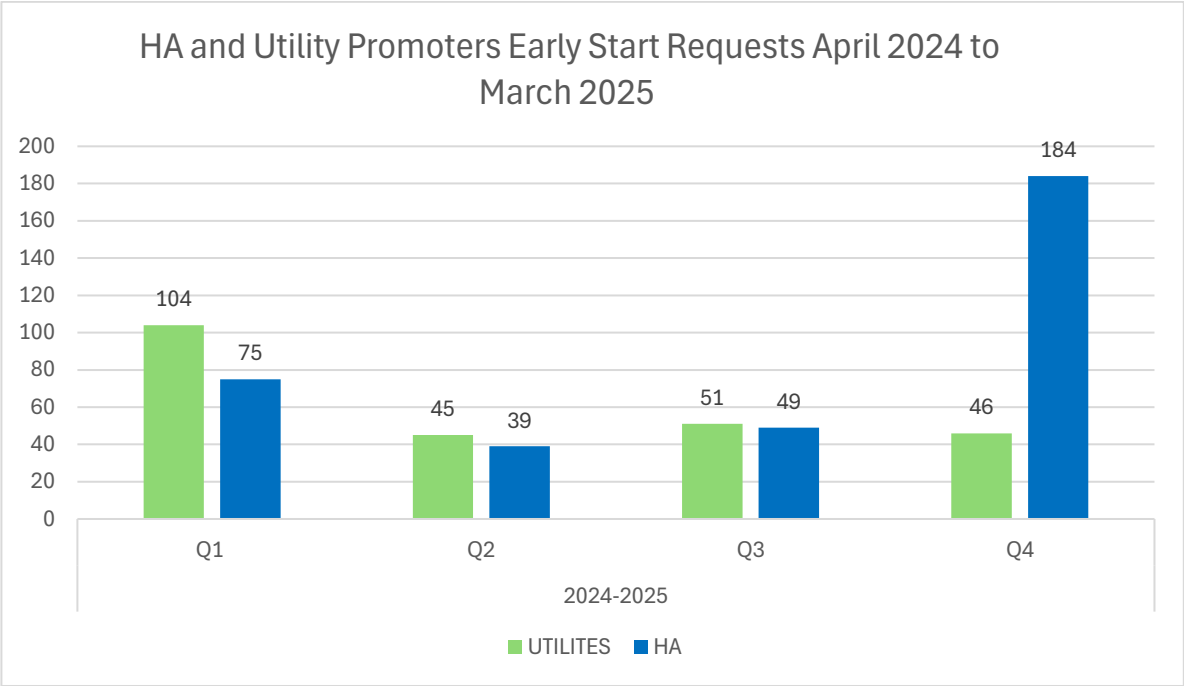


Chart 9 – (HA) and Utility Promoters Early Start Requests April 2024 to March 2025



6.4.2 Analysis

This measure is considered to be in relation to the number of times promoters were allowed by Wandsworth 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 Wandsworth 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 Wandsworth and are never refused without a valid reason.

Although the charts show a higher number of early starts 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 spikes in early start requests for HA promoters (particularly in Q1 of 2022/23 and Q4 of 2024/25) likely reflect a significant rise in reactive HA works during those specific periods.

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 Wandsworth 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, Wandsworth 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, Wandsworth 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 Wandsworth'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 Wandsworth 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 Wandsworth 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. Wandsworth 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.

Wandsworth 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 2022/23	1873	399	2272
Q2 2022/23	1713	78	1791
Q3 2022/23	2141	58	2199
Q4 2022/23	2279	84	2363
2022/23 Total			8625
Q1 2023/24	2007	59	2066
Q2 2023/24	1636	93	1729
Q3 2023/24	1349	148	1497
Q4 2023/24	1576	166	1742
2023/24 Total			7034
Q1 2024/25	1192	424	1616
Q2 2024/25	1290	1354	2644
Q3 2024/25	1296	1673	2969
Q4 2024/25	1325	1551	2876
2024/25 Total			10105

Chart 10 – Works Phases Started April 2022 to March 2023

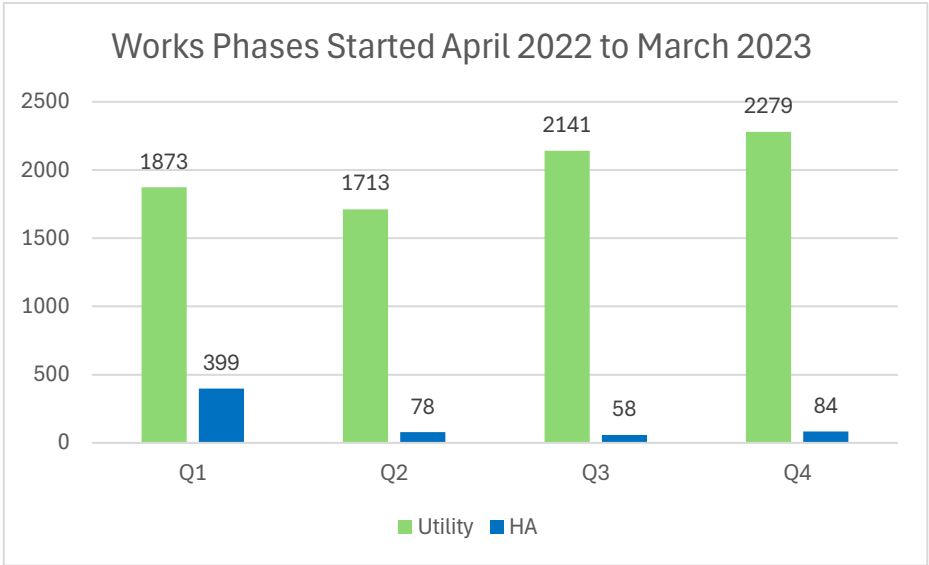


Chart 11 – Works Phases Started April 2023 to March 2024

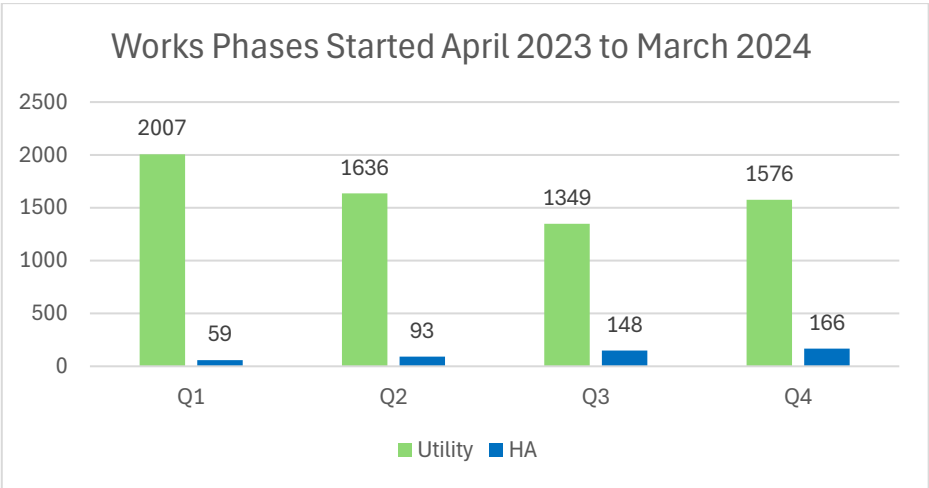
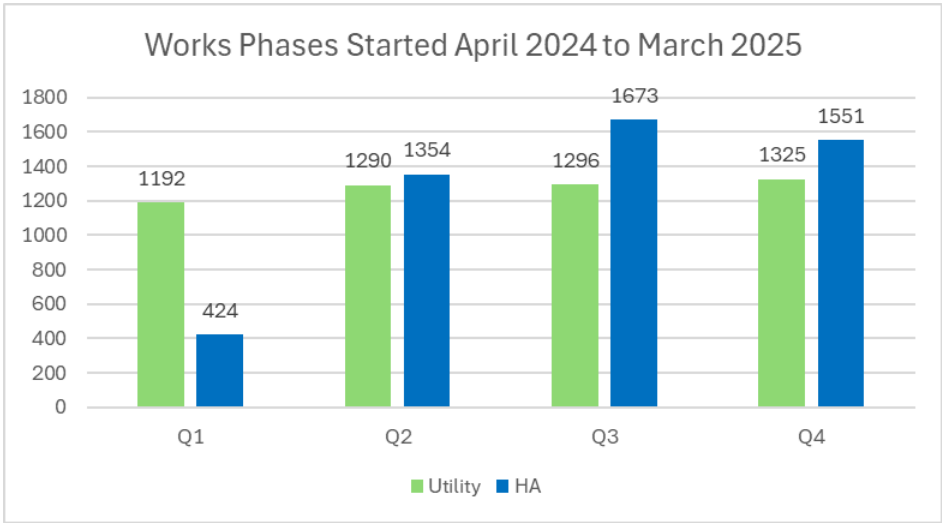


Chart 12 – Works Phases Started April 2024 to March 2025



7.1.2 Analysis

The data shows that Wandsworth has consistently experienced high volumes of initiated work phases by utility promoters, with figures remaining relatively stable until 2024. While there is a noticeable drop in utility-initiated works in 2024, volumes still remain high. This decline is likely due to shifts in industry such as a reduction in telecoms activity compared to previous years.

In contrast, highway authority (HA) works remained low until Q2 of 2024/25, when a sharp increase occurred. This rise can be attributed to the process change in how HA permits are raised, requiring individual permits for each work activity. This brought HA practices in line with utility promoters and reflects a broader shift in operational approach and workload.

Across the three-year reporting period, a total of 25,764 work phases were initiated by both utility promoters and the highway authority. Utility promoters consistently accounted for the majority of starts up to Q2 of 2024/25, driven by ongoing upgrades and maintenance of critical infrastructure such as water, gas, electricity, and telecoms. Meanwhile, the highway authority's contribution increased significantly in 2024/25, supporting road safety improvements, surface upgrades, and public realm enhancements.

Wandsworth continues to work collaboratively with all promoters to ensure that initiated phases are well-planned, compliant with permit conditions, and aligned with broader network priorities. This partnership 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	1869	400	2269
Q2 2022/23	1664	62	1726
Q3 2022/23	2095	71	2166
Q4 2022/23	2220	69	2289
2022/23 Total			8450
Q1 2023/24	1993	34	2027
Q2 2023/24	1603	78	1681
Q3 2023/24	1365	145	1510
Q4 2023/24	1510	150	1660

2023/24 Total			6878
Q1 2024/25	1186	410	1596
Q2 2024/25	1263	1336	2599
Q3 2024/25	1306	1662	2968
Q4 2024/25	1300	1528	2828
2024/25 Total			9991

Chart 13 – Works Phases Completed April 2022 to March 2023

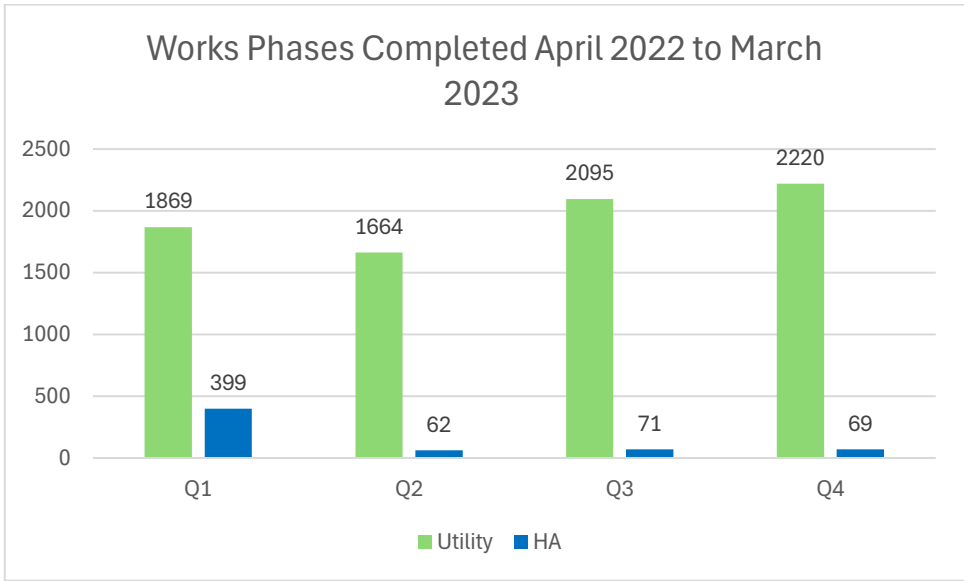


Chart 14 – Works Phases Completed April 2023 to March 2024

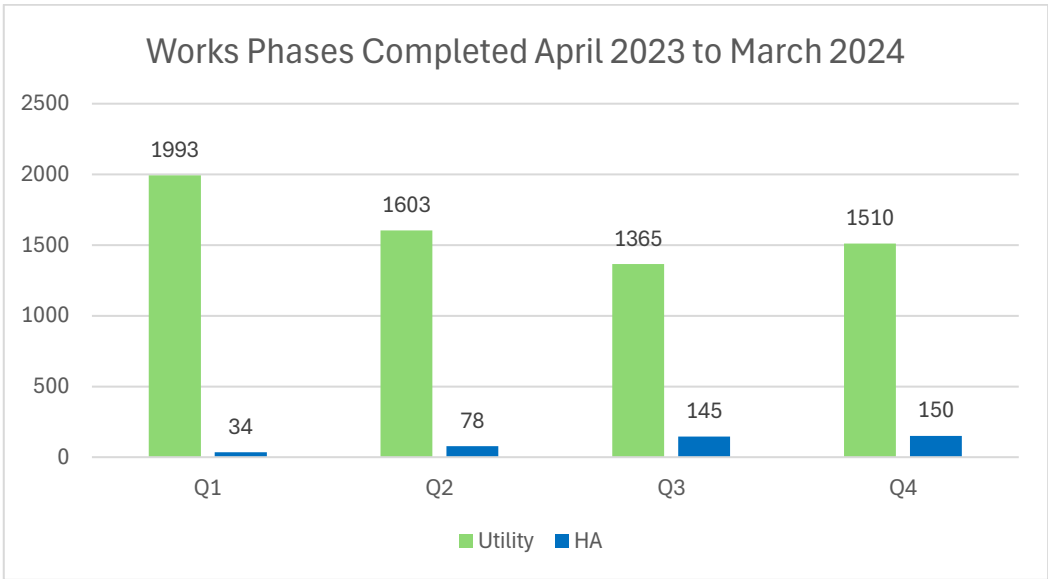
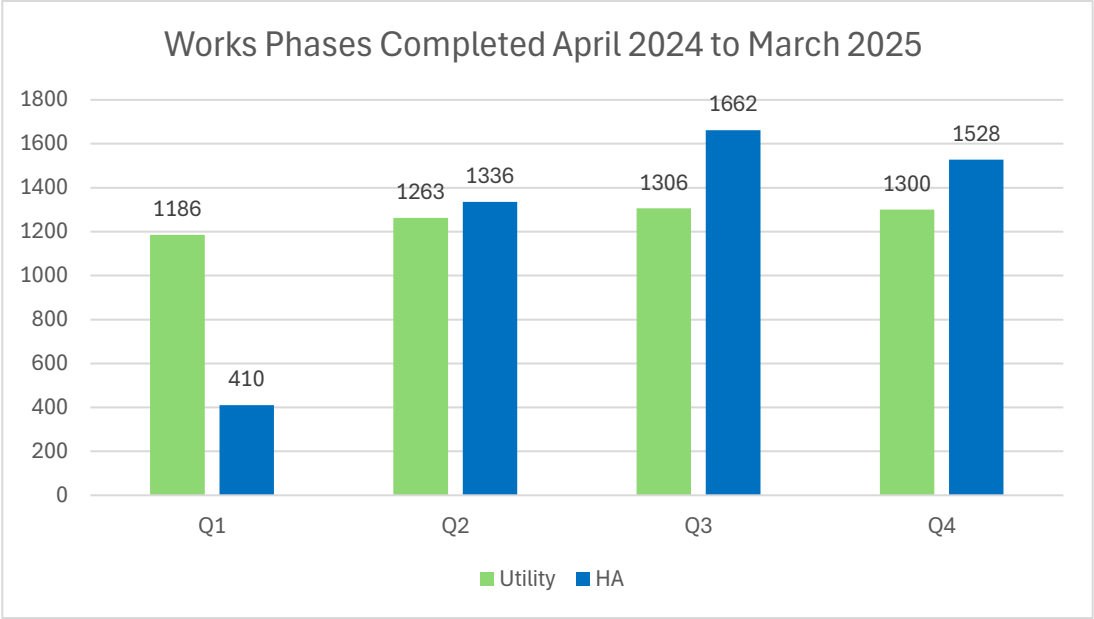


Chart 15 – Works Phases Completed April 2024 to March 2025



7.2.2 Analysis

Analysis of the data reveals that Wandsworth has consistently reported high levels of completed work phases by utility promoters throughout the period, with figures remaining largely steady until 2024/25. Although there is a visible dip in completions during 2024/25, the overall volume remains high. This reduction likely reflects broader industry changes, such as a slowdown in telecoms-related activity compared to previous years.

In comparison, highway authority (HA) completions remained minimal until the second quarter of 2024/25, when a marked increase was observed. This surge is linked to a procedural change requiring individual permits for each work activity, aligning HA processes more closely with those of utility promoters. This shift indicates a significant change in operational strategy and workload management.

Over the three-year period, a total of 25,319 work phases were completed by both utility promoters and the highway authority. Utility promoters were the dominant contributors up to Q2 of 2024/25, driven by ongoing infrastructure upgrades and essential maintenance across water, gas, electricity, and telecoms networks. The highway authority’s role expanded notably in 2024/25, supporting initiatives such as road safety enhancements, surface improvements, and public space upgrades.

Wandsworth continues to maintain strong collaboration with all promoters to ensure that completed phases are effectively managed, meet permit requirements, and align with wider network objectives. This cooperative approach underpins the delivery of a robust, efficient, and well-coordinated 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	6497	3257	9754
Q2 2022/23	5524	1494	7018
Q3 2022/23	6617	3554	10171
Q4 2022/23	8341	1278	9619
22/23 Total	26979	9583	36562
Q1 2023/24	6586	626	7212
Q2 2023/24	6540	731	7271
Q3 2023/24	6107	776	6883
Q4 2023/24	6501	724	7225
23/24 Total	25734	2857	28591
Q1 2024/25	5671	1091	6762
Q2 2024/25	6547	2171	8718
Q3 2024/25	5885	2628	8513
Q4 2024/25	6067	2363	8430
24/25 Total	24170	8253	32423

Chart 16 - Days of Occupancy April 2022 to March 2023

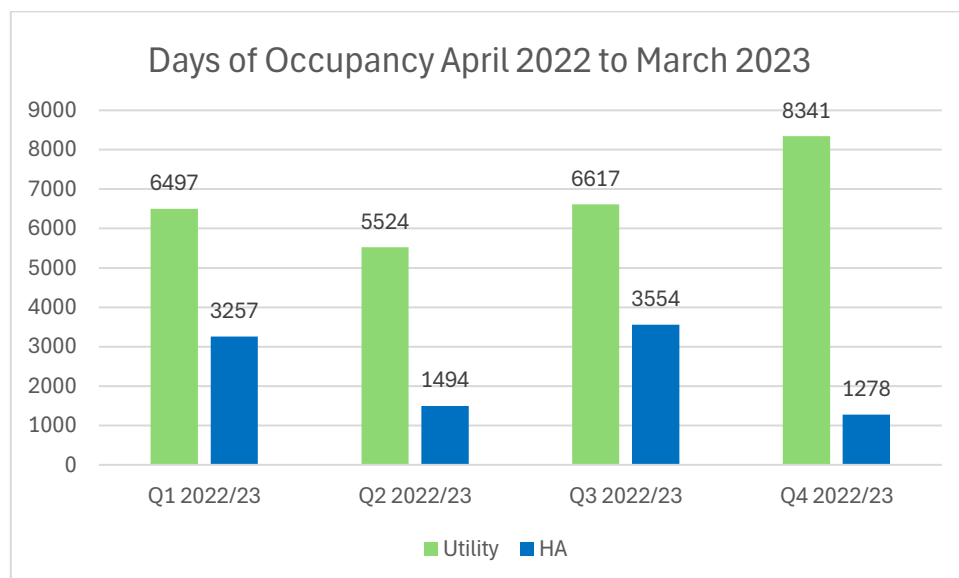


Chart 17 - Days of Occupancy April 2023 to March 2024

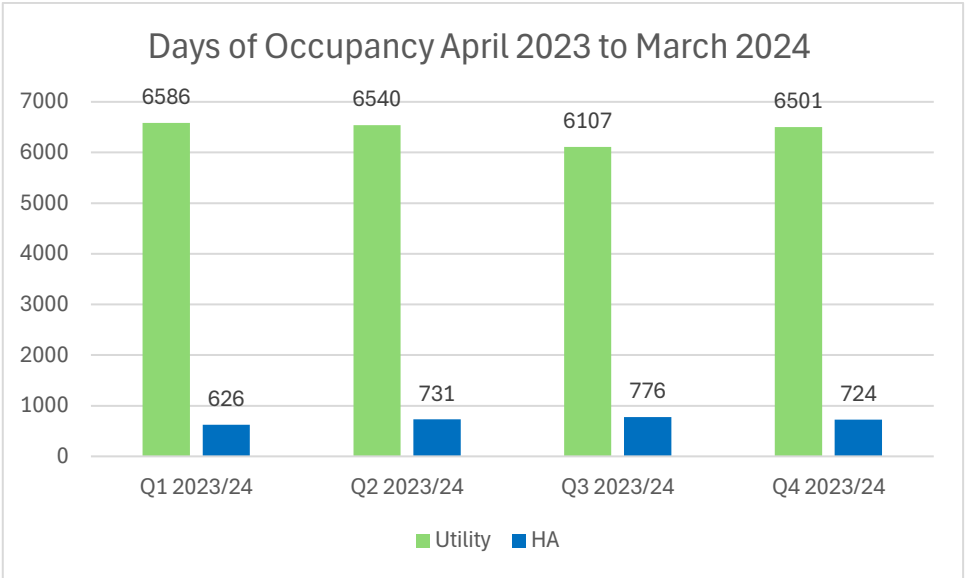
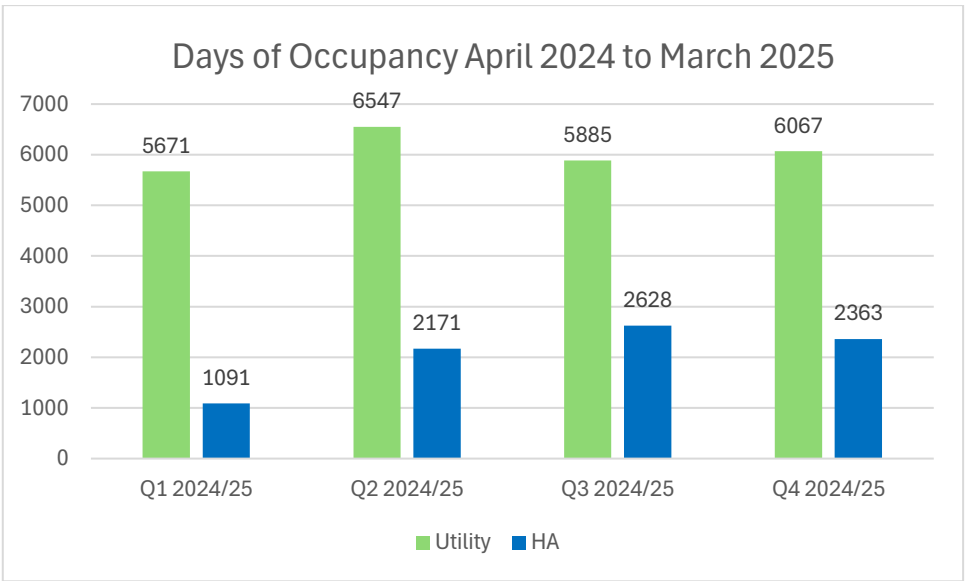


Chart 18 - Days of Occupancy April 2024 to March 2025



7.3.2 Analysis

Wandsworth continues to actively monitor and manage the total number of days the network is occupied by completed work phases. Controlling occupancy durations remains a key priority to help reduce congestion, maintain steady traffic flow, and ensure efficient use of public space.

Over the three-year reporting period, Wandsworth recorded a total of 97,576 days of network occupancy, with 63,942 days attributed to utility works and 33,634 days to highway authority (HA) works.

The data shows the following trends:

- 2022/23 recorded the highest overall occupancy at 36,562 days, reflecting a peak in infrastructure activity, particularly in Q4.
- 2023/24 saw a reduction to 28,591 days, suggesting improved coordination and potentially shorter or fewer works.
- 2024/25 showed an increase to 32,423 days, driven by a rise in HA activity, especially in Q2 through Q4.

Wandsworth's network management team continues to collaborate with promoters to:

- Minimise unnecessary occupation of the network
- Promote efficient scheduling and resource deployment
- Utilise real-time monitoring tools to oversee and manage site durations

This ongoing focus on occupancy control supports Wandsworth's wider objectives of minimising disruption, enhancing 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	3.48	8.14	4.29
Q2 2022/23	3.32	24.1	4.06
Q3 2022/23	3.16	50.06	4.7
Q4 2022/23	3.76	18.52	4.2
22/23 Average	3.43	25.205	4.3125
Q1 2023/24	3.3	18.4	3.56
Q2 2023/24	4.08	9.37	4.33
Q3 2023/24	4.47	5.35	4.56
Q4 2023/24	4.31	4.83	4.35
23/24 Average	4.04	9.4875	4.2
Q1 2024/25	4.78	2.66	4.24
Q2 2024/25	5.18	1.63	3.35
Q3 2024/25	4.51	1.58	2.87
Q4 2024/25	4.67	1.55	2.98
24/25 Average	4.785	1.855	3.36

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

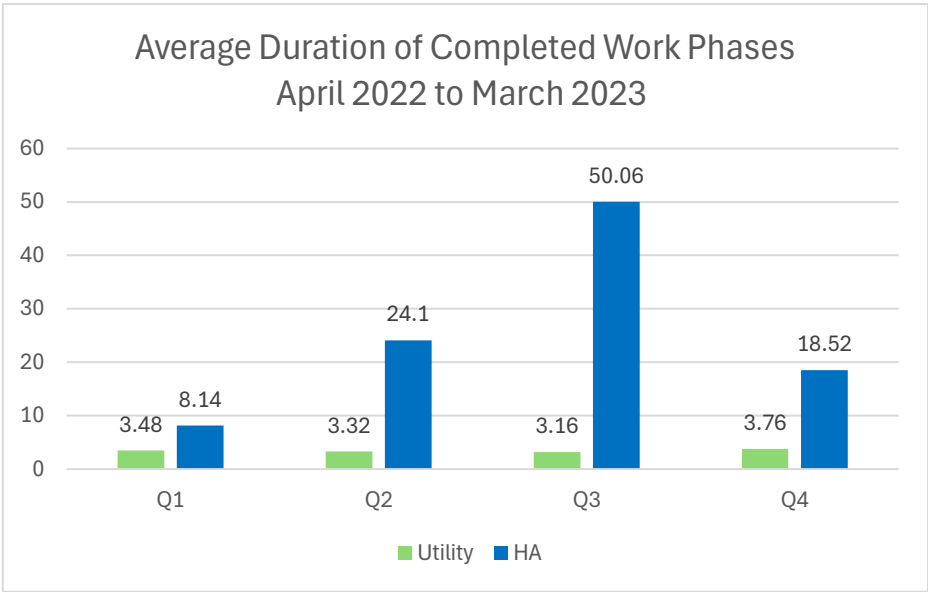


Chart 20 - Average Duration of Completed Work Phases April 2023 to March 2024

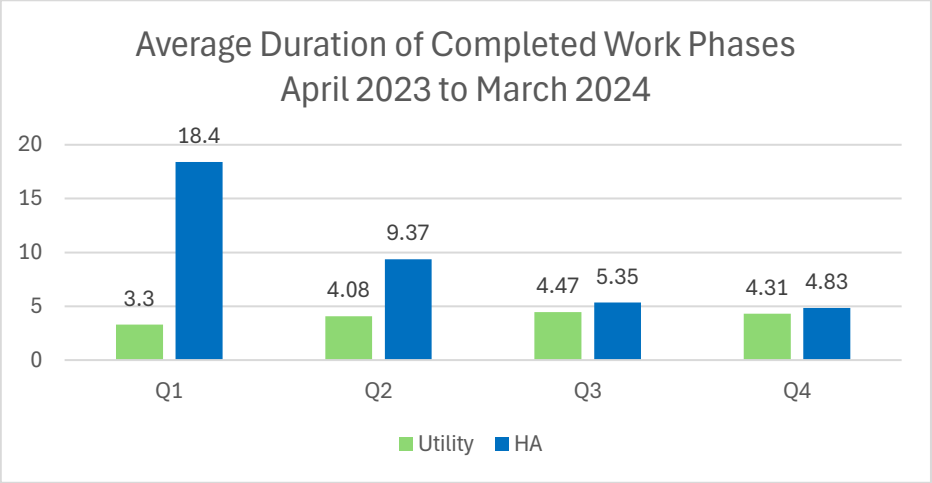
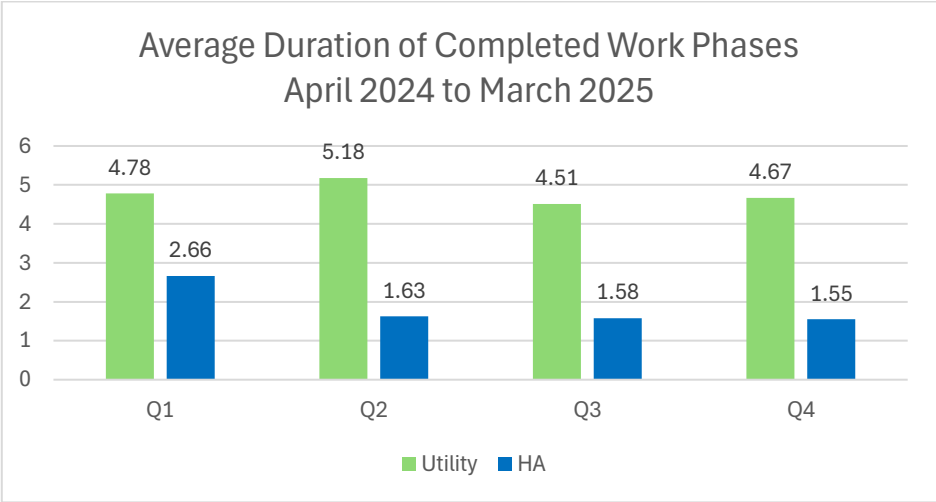


Chart 21 - Average Duration of Completed Work Phases April 2024 to March 2025



7.4.2 Analysis

Wandsworth maintains its focus on monitoring and managing 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. Over the three-year reporting period, the average duration of completed works has shown a downward trend overall, with some variation.

Utility works saw a slight rise in average duration from 3.43 days in 2022/23 to 4.79 days in 2024/25. While this increase is noticeable, it remains within acceptable thresholds and does not raise concerns. The rise may potentially be due to a greater number of major works, particularly in Q2 of 2024/25 where durations peaked.

~~In contrast, highway authority (HA) works experienced a substantial reduction in average duration, dropping from 25.21 days in 2022/23 to just 1.86 days in 2024/25. This marked improvement is largely attributed to the introduction of a new permitting process, designed to streamline internal workflows and better align HA activities with utility works. The process has enabled more agile execution, reduced unnecessary occupation, and supported more efficient scheduling.~~

In contrast, Highway Authority (HA) works saw a dramatic reduction in average duration, dropping from 25.21 days in 2022/23 to just 1.86 days in 2024/25. While this improvement reflects the benefits of a more streamlined permitting process, the primary driver appears to be a substantial increase in short-duration permits, which were far less common in previous years. This shift has had a direct effect on overall averages. Additionally, a change in management within the highways department has contributed to this improvement. Together, these factors have resulted in shorter recorded durations and more agile scheduling of HA activities.

Despite fluctuations, Wandsworth's performance in managing occupancy durations remains strong. The borough continues to work closely with promoters to identify causes of extended durations, encourage better pre-works planning, promote innovative reinstatement techniques, and leverage digital tools for real-time monitoring and reporting. This ongoing focus supports Wandsworth's broader goals of reducing congestion, improving journey reliability, and maintaining a high-performing road network.

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	97.81%	98.25%	2223
Q2 2022/23	97.00%	95.24%	1675
Q3 2022/23	97.09%	97.22%	2105
Q4 2022/23	96.22%	98.57%	2206
22/23 Total			8209
Q1 2023/24	97.99%	91.43%	1986
Q2 2023/24	96.76%	96.20%	1628
Q3 2023/24	95.68%	90.41%	1439
Q4 2023/24	97.42%	99.34%	1622
23/24 Total			6675
Q1 2024/25	97.64%	98.54%	1564
Q2 2024/25	97.15%	98.88%	2550
Q3 2024/25	97.70%	98.56%	2916
Q4 2024/25	96.16%	98.56%	2758
24/25 Total			9788

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

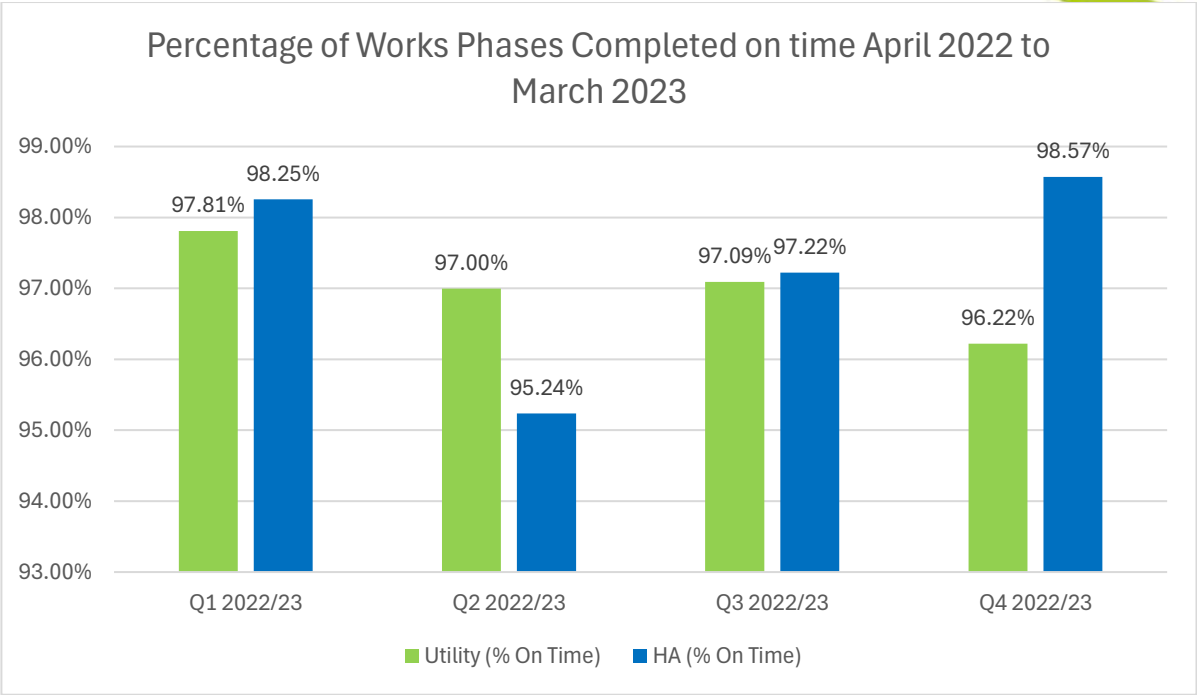


Chart 23 – Percentage of Works Phases Completed on time April 2023 to March 2024

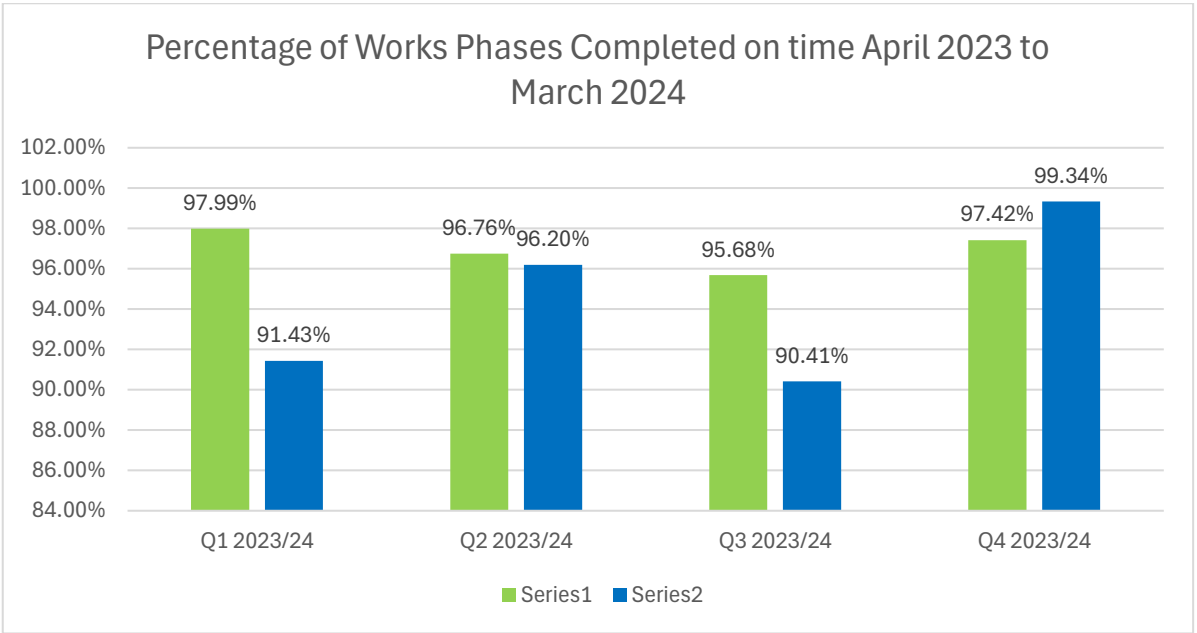
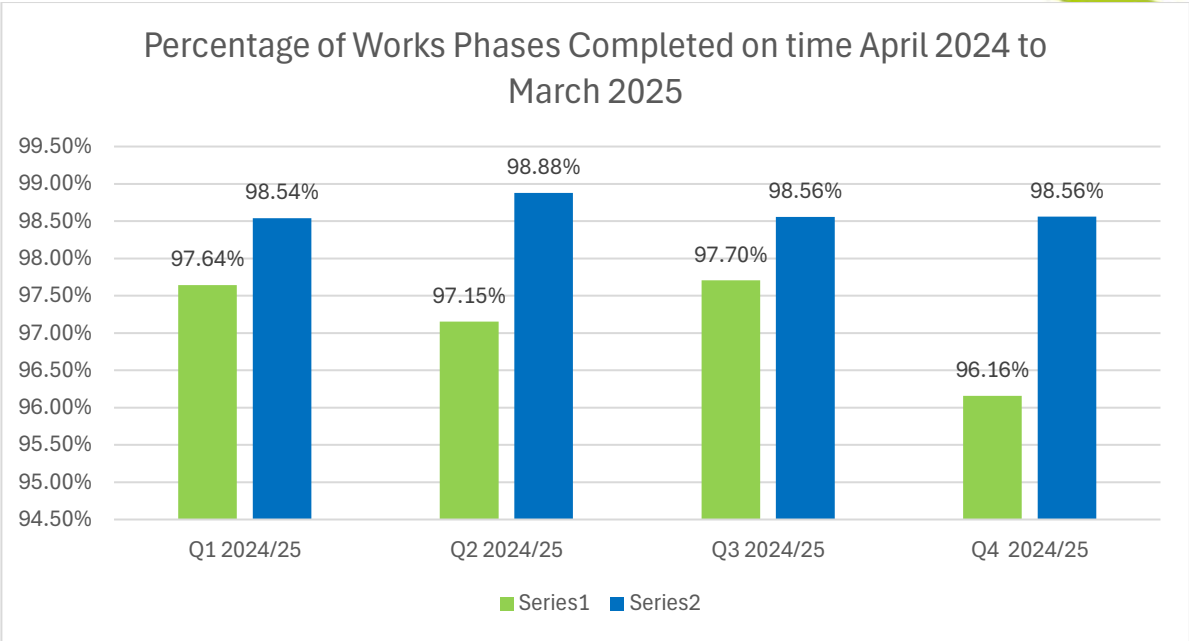


Chart 24 – Percentage of Works Phases Completed on time April 2024 to March 2025



7.5.2 Analysis

Wandsworth has consistently demonstrated strong on-time completion rates for both utility and highway authority (HA) works, reflecting effective planning, coordination, and operational discipline across the network.

In 2022/23, the average on-time performance was 97.03% for utility works and 97.32% for HA works, with a total of 8,209 works completed on time.

In 2023/24, utility works maintained a solid performance with an average on-time rate of 96.96%, while HA works recorded 94.34%. This period coincided with ongoing process changes within HA promoter permitting teams, where trial and refinement of new approaches were taking place. While some variation was observed, this was part of a broader effort to improve internal workflows and long-term performance.

In 2024/25, HA works saw a notable uplift, achieving an average on-time rate of 98.64%, the highest across the three-year period. This improvement reflects the positive impact of those earlier process changes, which have since matured and led to more streamlined coordination and delivery. Utility works also remained stable at 97.16%, contributing to a total of 9,788 works completed on time the highest annual figure in the reporting period. These results highlight Wandsworth’s ongoing commitment to timely delivery and support its broader goals of minimising disruption, improving journey reliability, and ensuring efficient use of the public highway.

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	7	0	7
Q4 2022/23	13	0	13
2022/23 Total	20	0	20
Q1 2023/24	24	0	24
Q2 2023/24	22	0	22
Q3 2023/24	18	3	21
Q4 2023/24	31	1	32
2023/24 Total	95	4	99
Q1 2024/25	14	8	22
Q2 2024/25	7	6	13
Q3 2024/25	1	0	1
Q4 2024/25	0	1	1
2024/25 Total	22	15	37

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

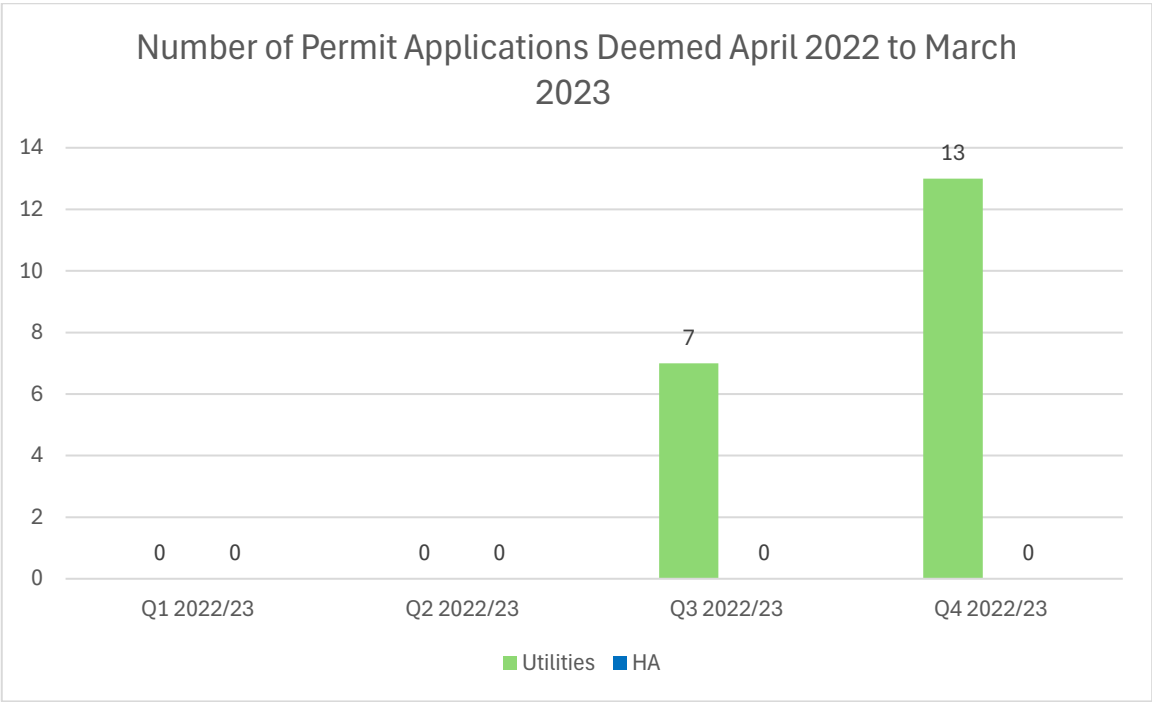


Chart 26 - Number of Permit Applications Deemed April 2023 to March 2024

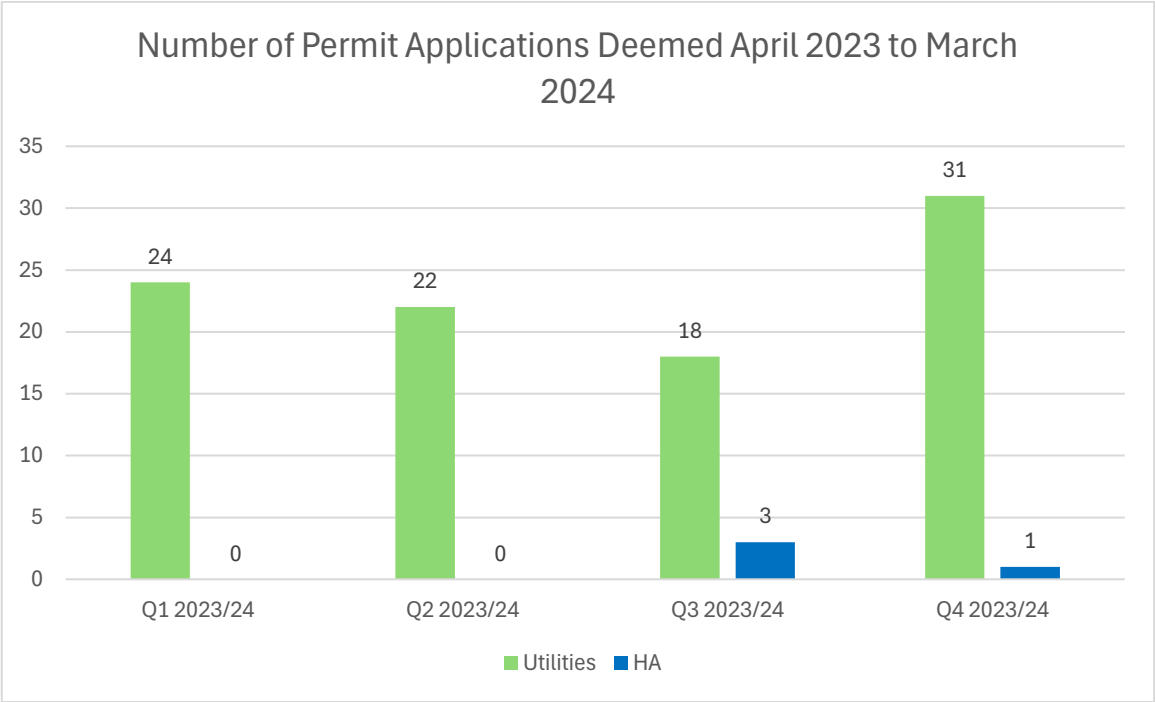
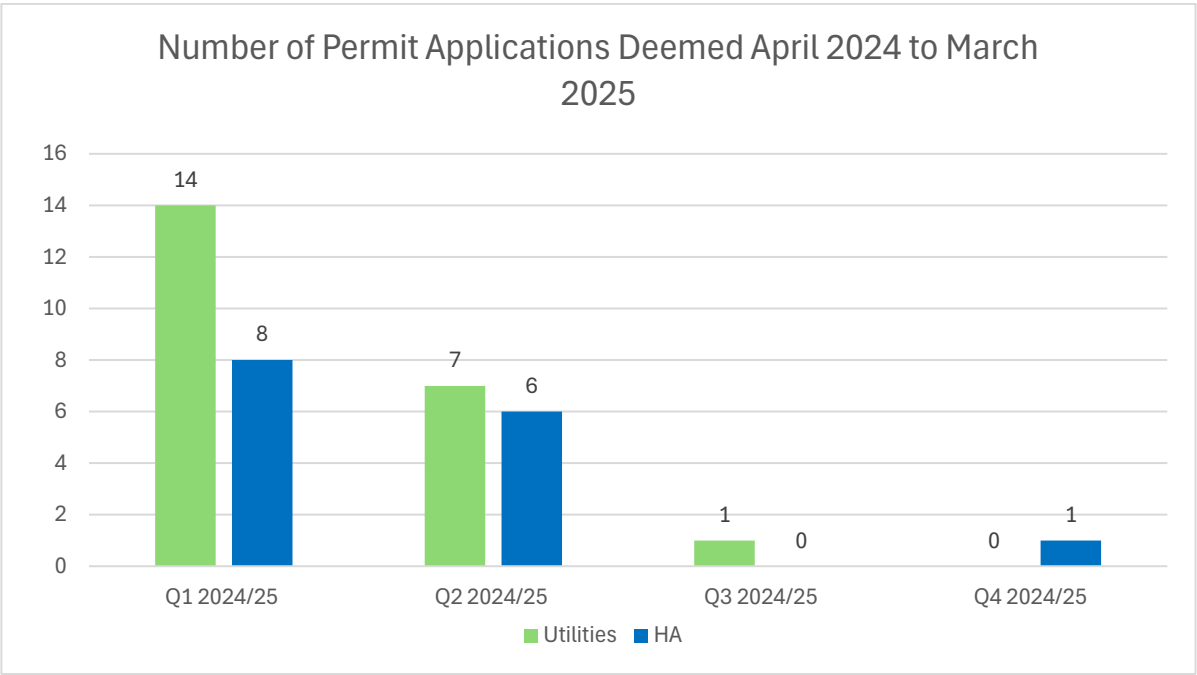


Chart 27 - Number of Permit Applications Deemed April 2024 to March 2025



7.6.2 Analysis

Wandsworth continues to uphold strong standards in permit compliance under the New Roads and Street Works Act (NRSWA), with a clear focus on minimising deemed permit applications. Between 2022/23 and 2024/25, the number of deemed permits remained low in comparison to the overall volume of permit applications received.

In 2022/23, there were 20 deemed permits, all from utility works. This rose to 99 in 2023/24, with a small number (4) attributed to highway authority (HA) works. By 2024/25, the total dropped to 37, with a more even split between utility (22) and HA (15) permits. It is worth noting that Wandsworth have experienced changes to Streetworks systems and most deemed permits have commonly been due to system bugs and mapping abnormalities. Even with these issues the figures reflect a generally well-managed permitting process, with fluctuations likely linked to internal process changes and operational pressures.

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 Wandsworth has a separate management system for highway maintenance called Confirm. Unfortunately, this data is not available at this time.

	Permanent	Interim
Q1 2022/23	3920	48
Q2 2022/23	2086	39
Q3 2022/23	2327	41
Q4 2022/23	2588	45
22/23 Total	10921	173
Q1 2023/24	2357	50
Q2 2023/24	2642	52
Q3 2023/24	3193	14
Q4 2023/24	2788	14
23/24 Total	10980	130

Q1 2024/25	1917	32
Q2 2024/25	1480	20
Q3 2024/25	1764	34
Q4 2024/25	1749	20
24/25 Total	6910	106

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

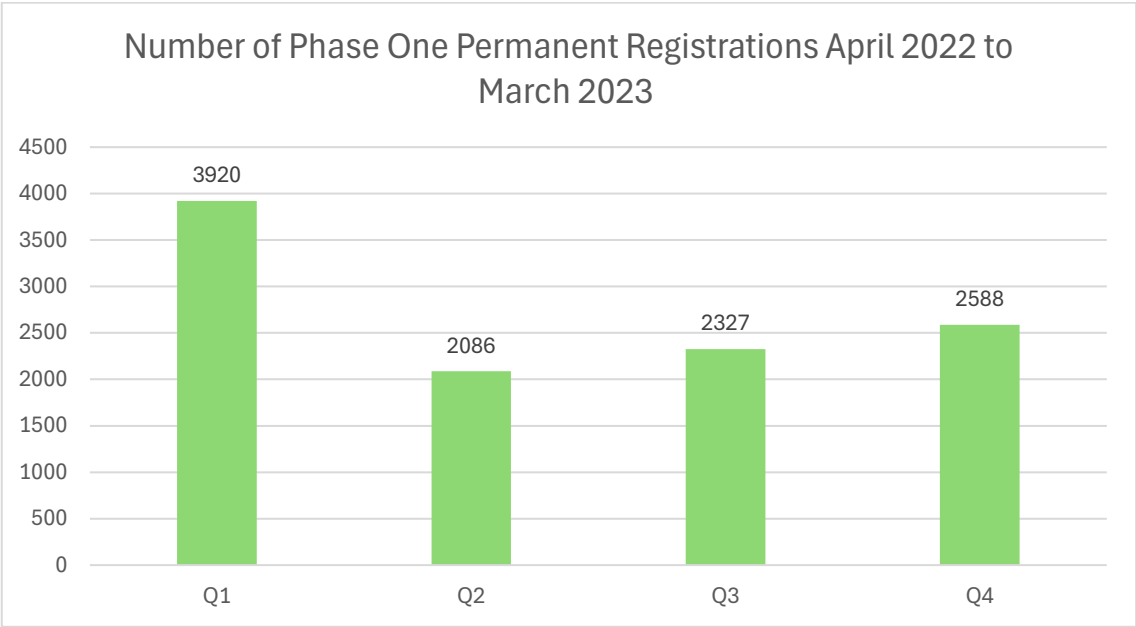


Chart 29 – Number of Phase One Permanent Registrations April 2023 to March 2024

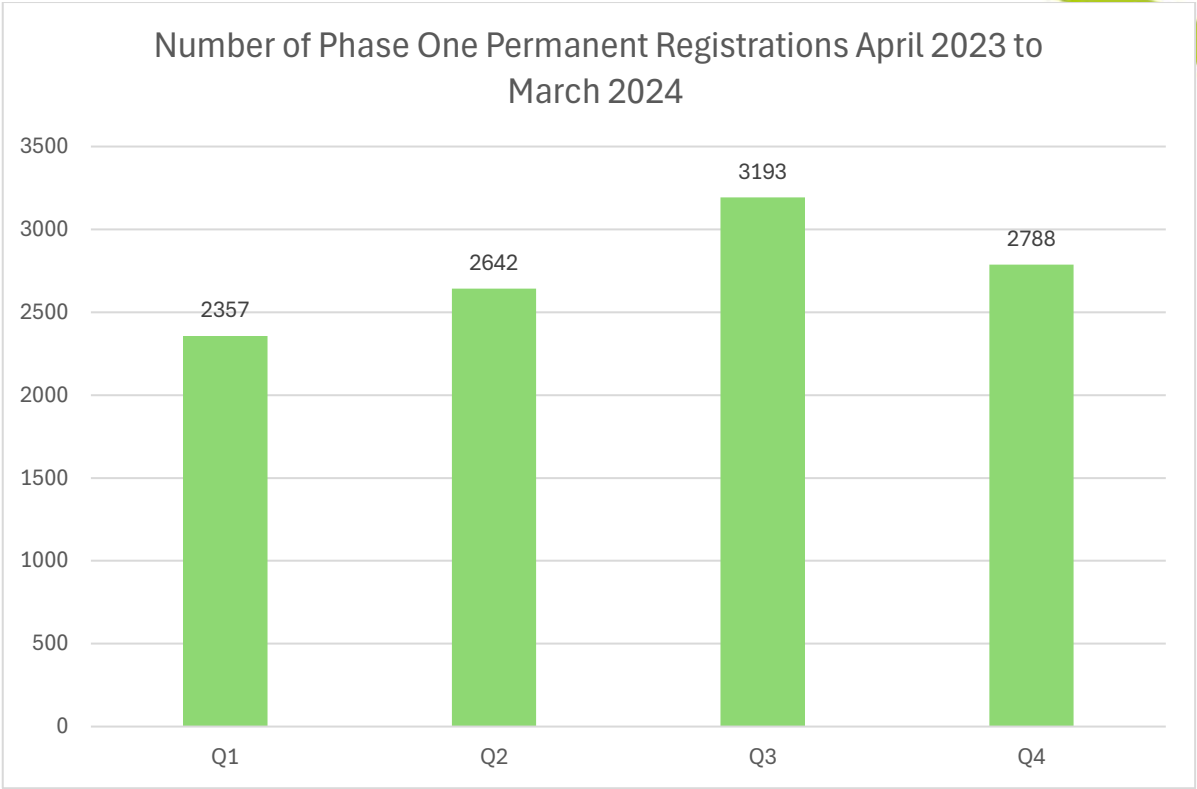
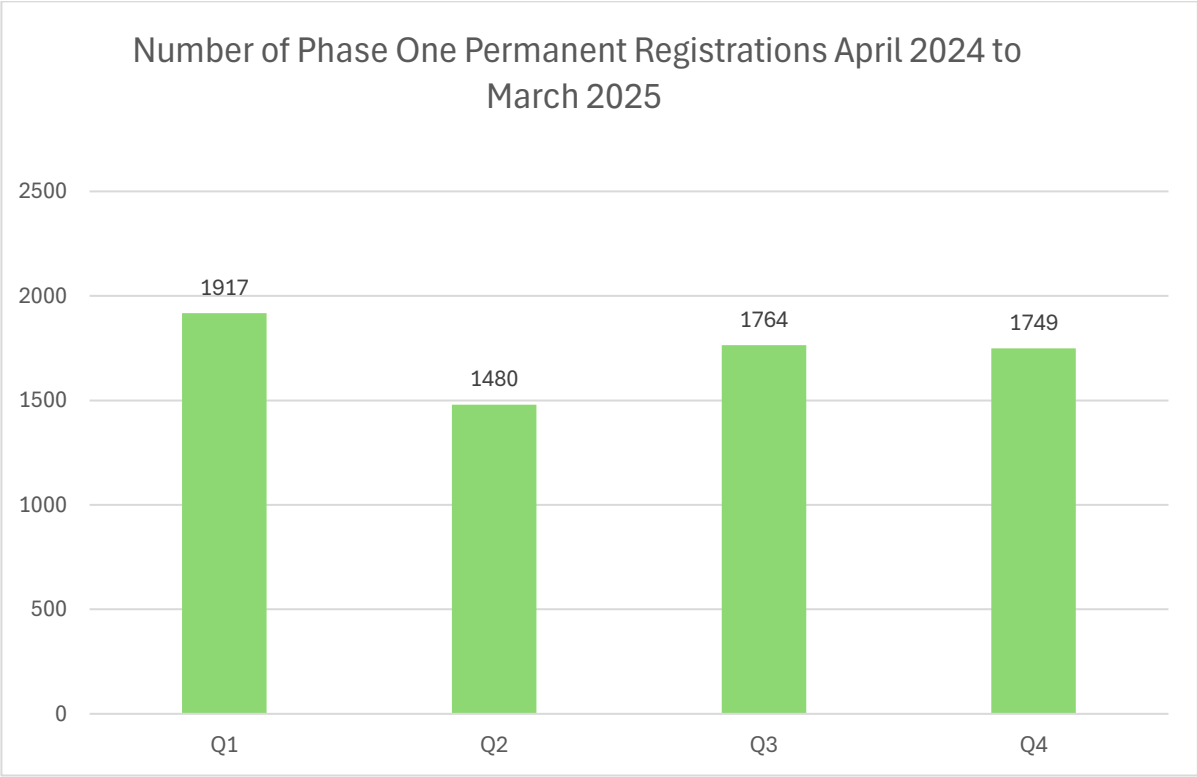


Chart 30 – Number of Phase One Permanent Registrations April 2024 to March 2025



7.7.2 Analysis

Wandsworth places a strong emphasis on first-time permanent reinstatements to reduce network disruption and improve operational efficiency. Over the three financial years from 2022/23 to 2024/25, this approach has been consistently upheld.

Out of a total of 29,220 registered works, only 409 were completed to an interim standard representing just 1.4% of all works. This reflects a clear preference for permanent solutions from the outset, reducing the need for secondary visits and contributing to smoother operations across the borough.

The consistently high rate of permanent reinstatement aligns with the principles of the New Roads and Street Works Act (NRSWA), particularly in ensuring timely, high-quality repairs. Wandsworth continues to support contractors in using innovative materials and modern reinstatement techniques to achieve durable, first-time reinstatements.

This performance highlights a well-established commitment to quality and efficiency in street works delivery.

8 Authority Measures

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

8.1 AM 1 – Average duration of works by permit type

8.1.1 Results

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

	Utilities Average duration 2022/23			
	Q1	Q2	Q3	Q4
Major	15.13	14.01	14.73	14.47
Standard	7.43	6.69	6.39	7.4
Minor	1.91	1.78	1.61	1.64
Immediate - Urgent	5.09	4.87	5.2	6.54
Immediate - Emergency	6.91	7.29	7.06	6.41

	Utilities Average duration 2023/24			
	Q1	Q2	Q3	Q4
Major	22.59	21.14	23.69	20.64
Standard	6.46	6.93	7.12	6.31
Minor	1.79	1.58	1.8	2.08
Immediate - Urgent	4.11	6	4.87	5.05
Immediate - Emergency	6.58	7.74	7.78	8.51

	Utilities Average duration 2024/25			
	Q1	Q2	Q3	Q4
Major	28.35	42.79	26.54	23.38
Standard	7.03	6.82	6.66	6.4
Minor	1.82	1.71	1.76	1.74
Immediate - Urgent	4.76	4.77	4.89	6.58
Immediate - Emergency	8.27	7.09	7.51	7.36

Chart 31 – Utilities average duration of works by permit type April 2022 to March 2023

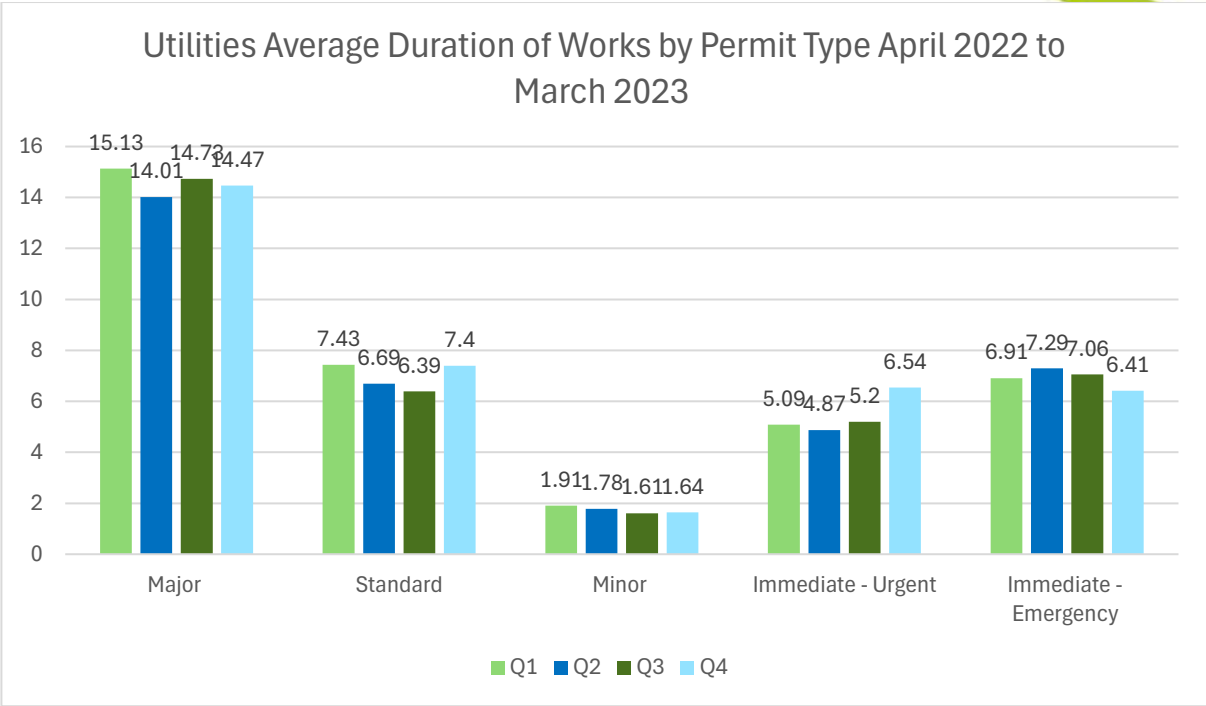


Chart 32 – Utilities average duration of works by permit type April 2023 to March 2024

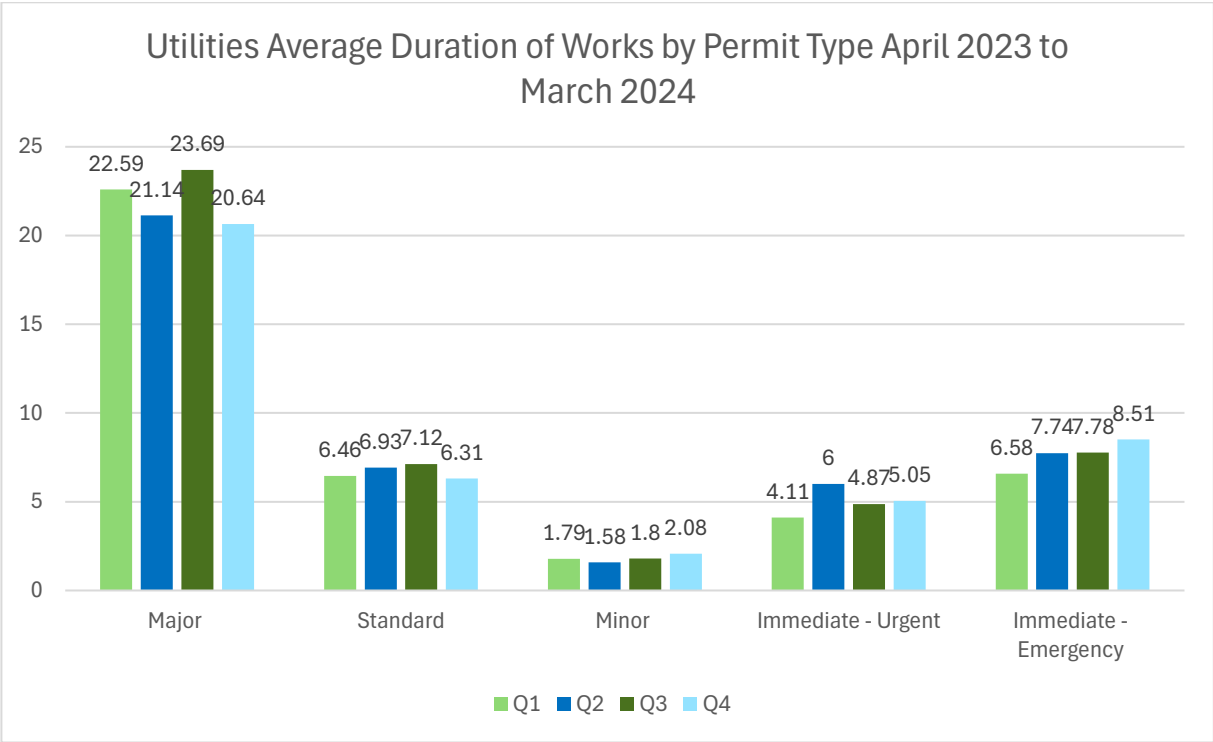
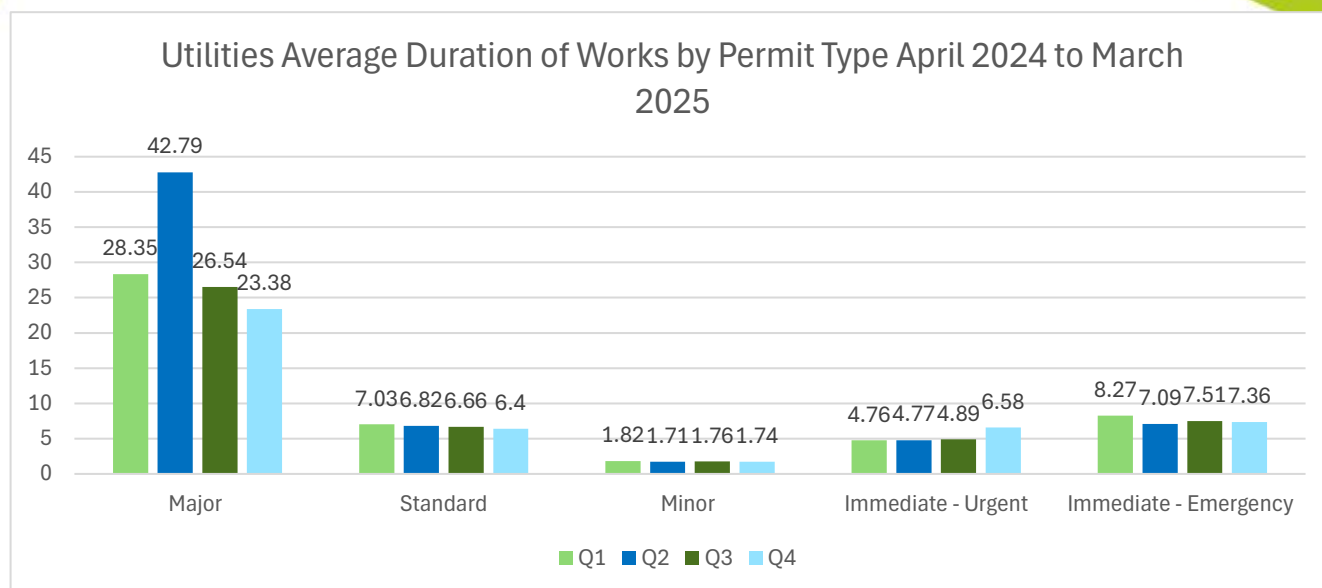


Chart 33 – Utilities average duration of works by permit type April 2024 to March 2025



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	11.4	43.03	69.64	78.14
Standard	9.57	11.85	3	4.6
Minor	1.35	1.71	3.75	2.57
Immediate - Urgent	1	0	0	0
Immediate - Emergency	2	3.82	2	4.73

	HA Average duration 2023/24			
	Q1	Q2	Q3	Q4
Major	20.41	18.14	23.84	14.5
Standard	15	7.75	8.33	7.18
Minor	3	4.17	3.35	2.89
Immediate - Urgent	2	0	1	0
Immediate - Emergency	11.6	0	1.5	1

	HA Average duration 2024/25			
	Q1	Q2	Q3	Q4
Major	15.44	14.91	8.65	10.05
Standard	5.33	10	6.59	8.54
Minor	2.61	2.12	3.26	3.02
Immediate - Urgent	1.05	1.28	1.31	1.3
Immediate - Emergency	1	1	1.16	1.5

Chart 34 – HA Average duration of works by permit type April 2022 to March 2023

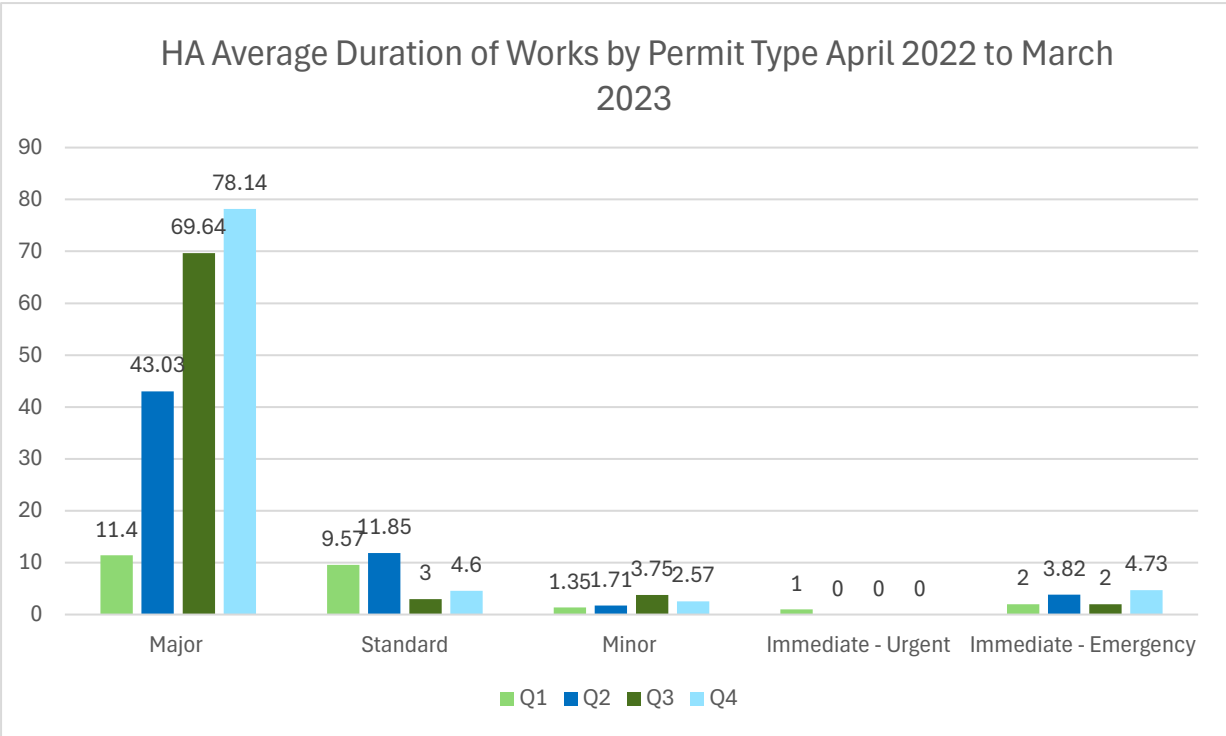


Chart 35 – HA Average duration of works by permit type April 2023 to March 2024

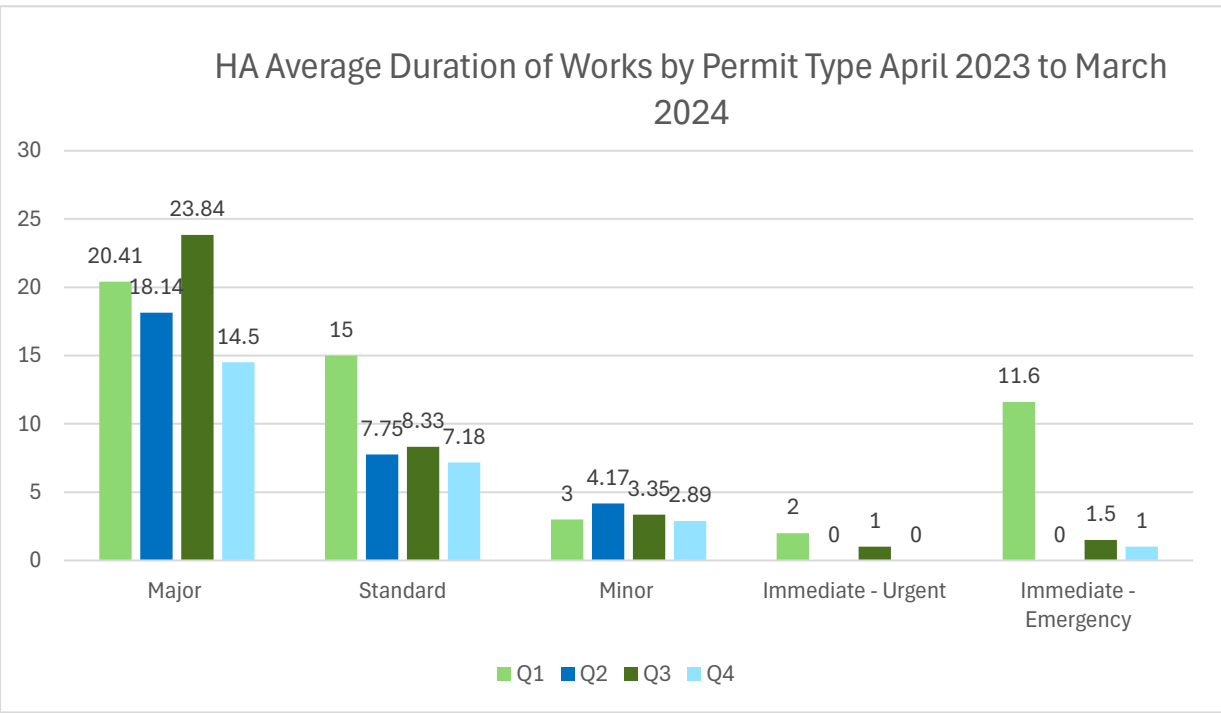
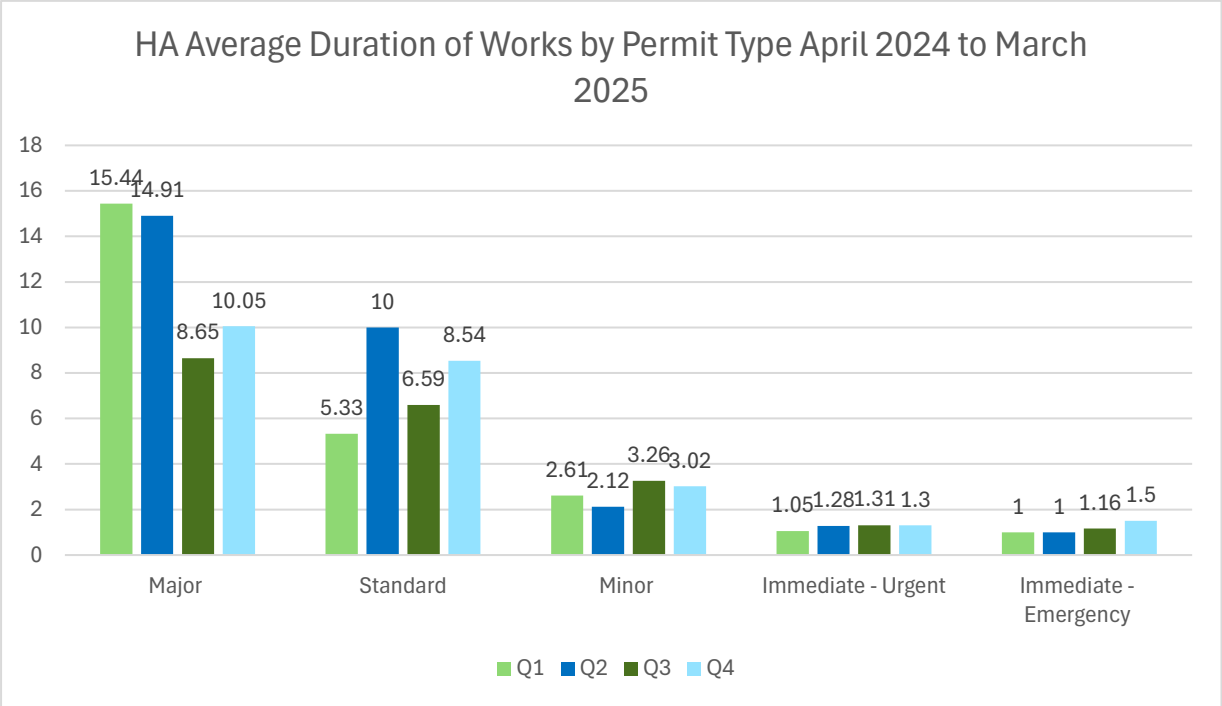


Chart 36 – HA Average duration of works by permit type April 2024 to March 2025



8.1.2 Analysis

Utility works maintained consistent performance across most categories over the three-year period. Standard and minor works durations remained efficient, averaging under 7 days and 2 days respectively. Emergency and urgent works were generally steady, though slightly longer than Highway Authority equivalents, typically ranging between 6 to 8.5 days.

However, a notable shift occurred in major works, where average durations increased from 14.59 days in 2022/23 to 30.27 days in 2024/25, with a peak of 42.79 days in Q2 2024/25.

Highway Authority (HA) works showed marked improvement over time. Major works durations dropped significantly from an average of 50.55 days in 2022/23 to 12.26 days in 2024/25, reflecting better planning and execution. Standard and minor works remained short and stable, while urgent and emergency works were minimal and well-managed throughout.

Overall, while HA works demonstrated strong progress in reducing durations, utility works remained steady but may require closer scrutiny of major works performance in the most recent year.

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 Wandsworth. 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	274	36
Q2 2022/23	238	64
Q3 2022/23	316	99
Q4 2022/23	40	7
22/23 Total	868	206
Q1 2023/24	66	11
Q2 2023/24	184	134
Q3 2023/24	165	75
Q4 2023/24	177	89
23/24 Total	592	309
Q1 2024/25	179	45
Q2 2024/25	171	26
Q3 2024/25	192	32
Q4 2024/25	199	71
24/25 Total	741	174

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

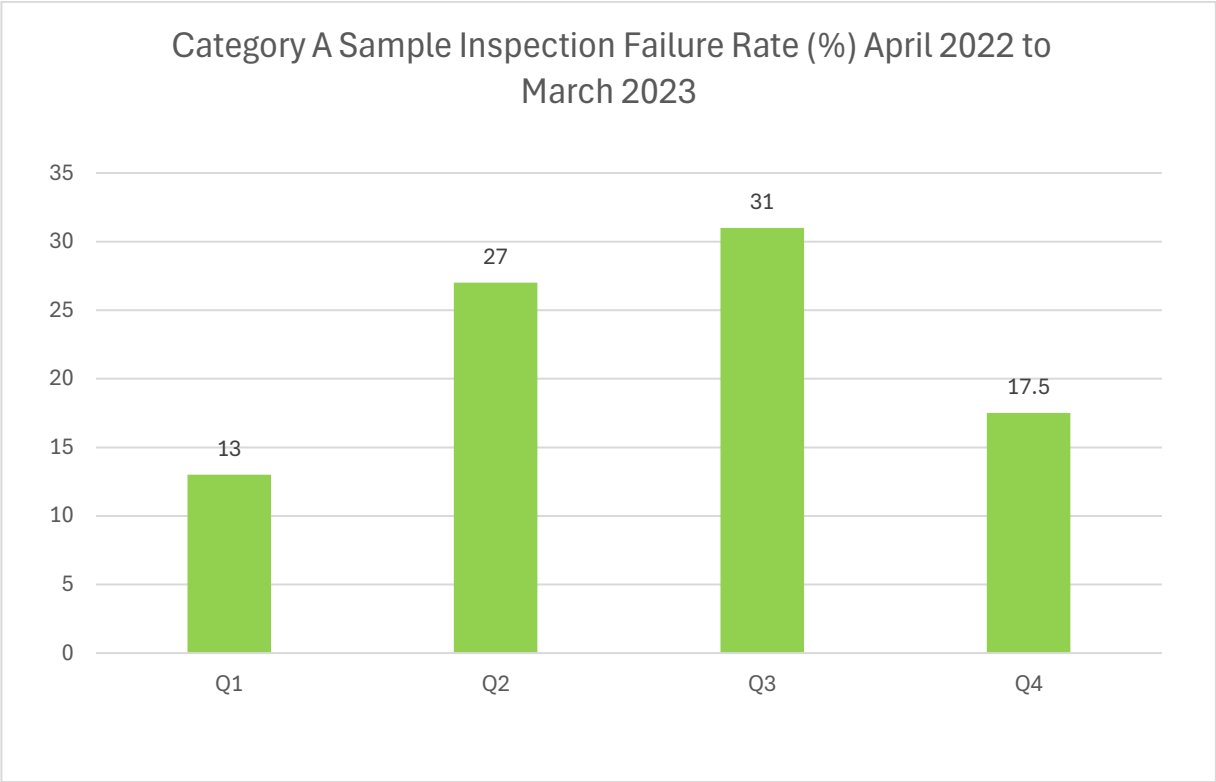


Chart 38 – Category A Sample Inspection Failure Rate April 2023 to March 2024

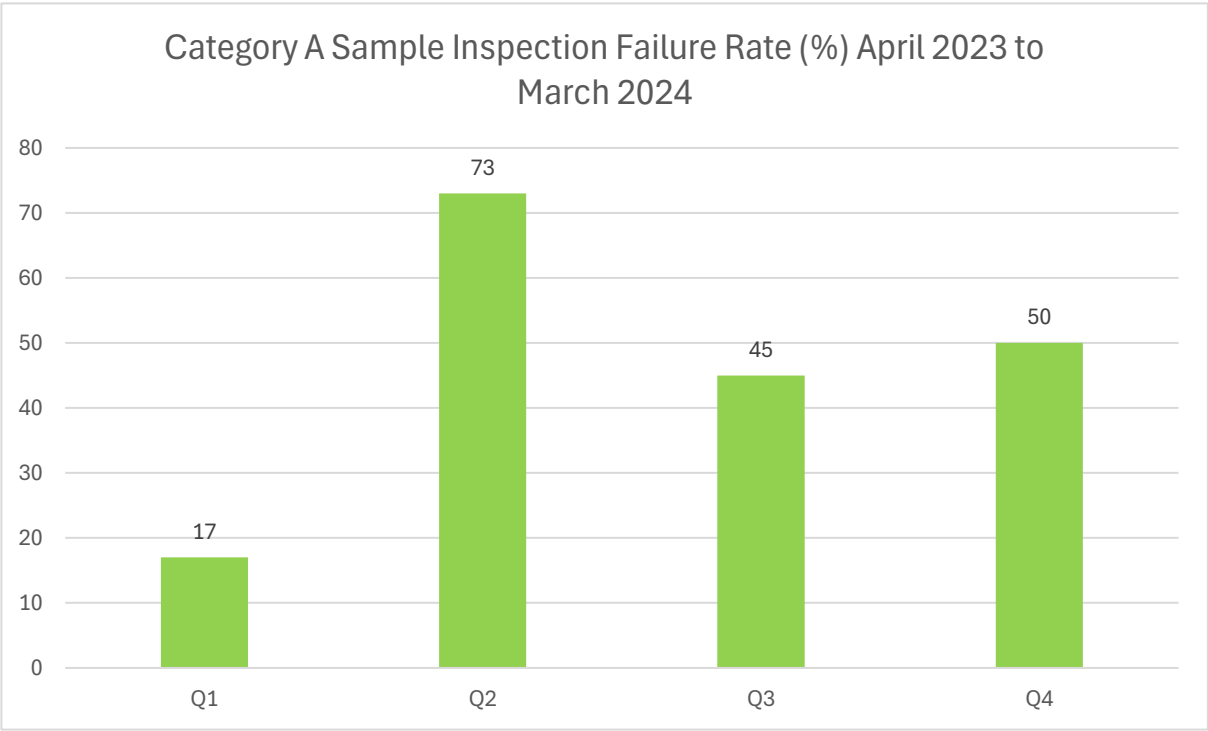
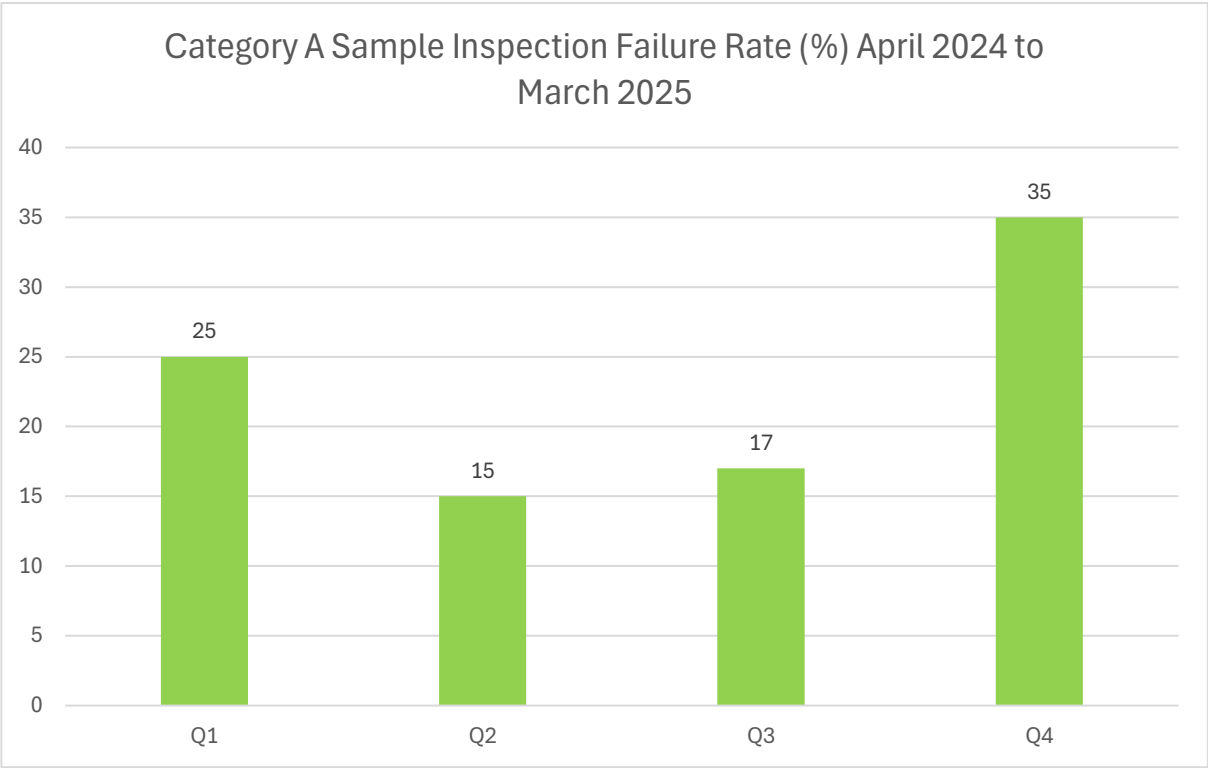


Chart 39 – Category A Sample Inspection Failure Rate April 2024 to March 2025



8.2.2 Analysis

The data showed notable fluctuations in both volume and failure rates over the three-year period.

- In 2022/23, the failure rate stood at 23.7% across 868 inspections.
- 2023/24 saw a sharp rise in failures, with a rate of 52.2%, driven by particularly high non-compliance in Q2 (72.8%).
- In 2024/25, performance improved significantly. The failure rate dropped to 23.5%, despite an increase in inspection volumes to 741.

This reduction in failure rates is largely attributed to the introduction of more frequent performance meetings with promoters, aimed at driving better on-site standards and increasing accountability. These meetings provided a structured forum to review inspection outcomes, address recurring issues, and reinforce expectations around live site compliance.

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	8	3.75
Q2 2022/23	10	19.6
Q3 2022/23	12	9.75
Q4 2022/23	19	14.26
22/23 Total	49	11.84
Q1 2023/24	5	7.8
Q2 2023/24	8	5.3
Q3 2023/24	14	3.5
Q4 2023/24	14	3.5
23/24 Total	41	5.025
Q1 2024/25	6	2.3
Q2 2024/25	7	3.7
Q3 2024/25	7	14.2
Q4 2024/25	12	4
24/25 Total	32	6.05

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 22/23	89	87
Q2 22/23	93	122
Q3 22/23	111	166
Q4 22/23	122	188
22/23 Total	415	563
Q1 23/24	122	242
Q2 23/24	98	220
Q3 23/24	100	176
Q4 23/24	111	159
23/24 Total	431	797
Q1 24/25	85	179
Q2 24/25	88	177
Q3 24/25	85	147
Q4 24/25	70	144
24/25 Total	328	647

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

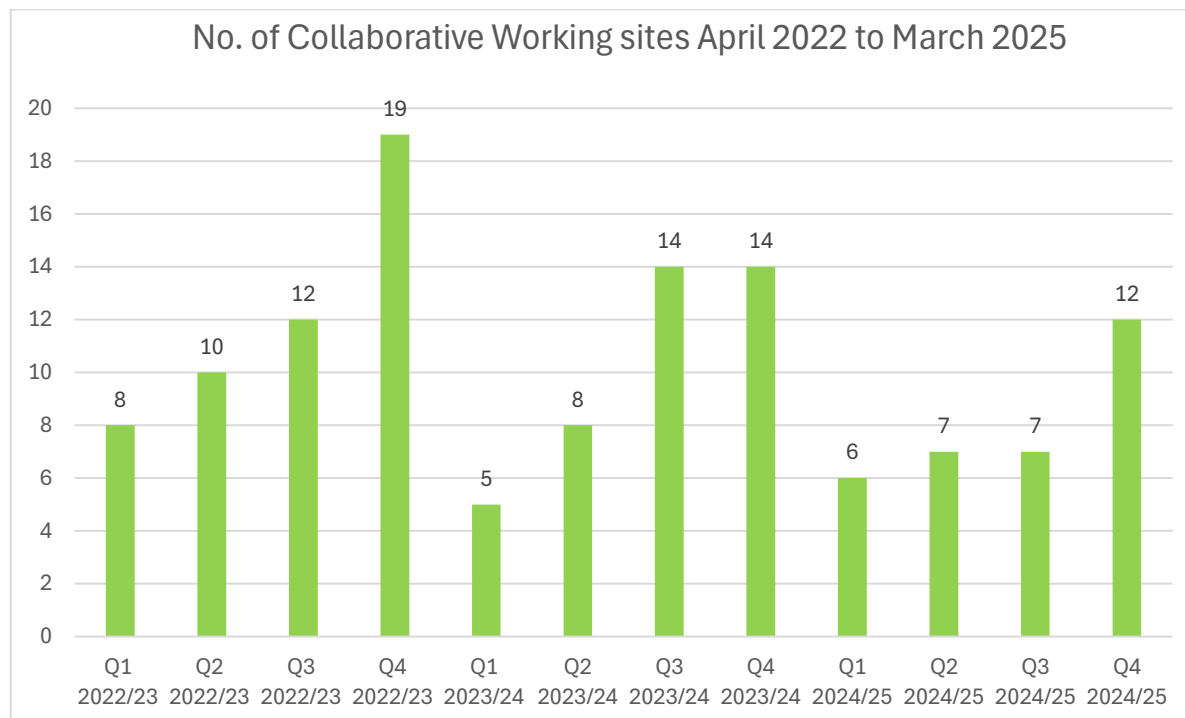


Chart 41 – No. of Duration Challenges April 2022 to March 2025

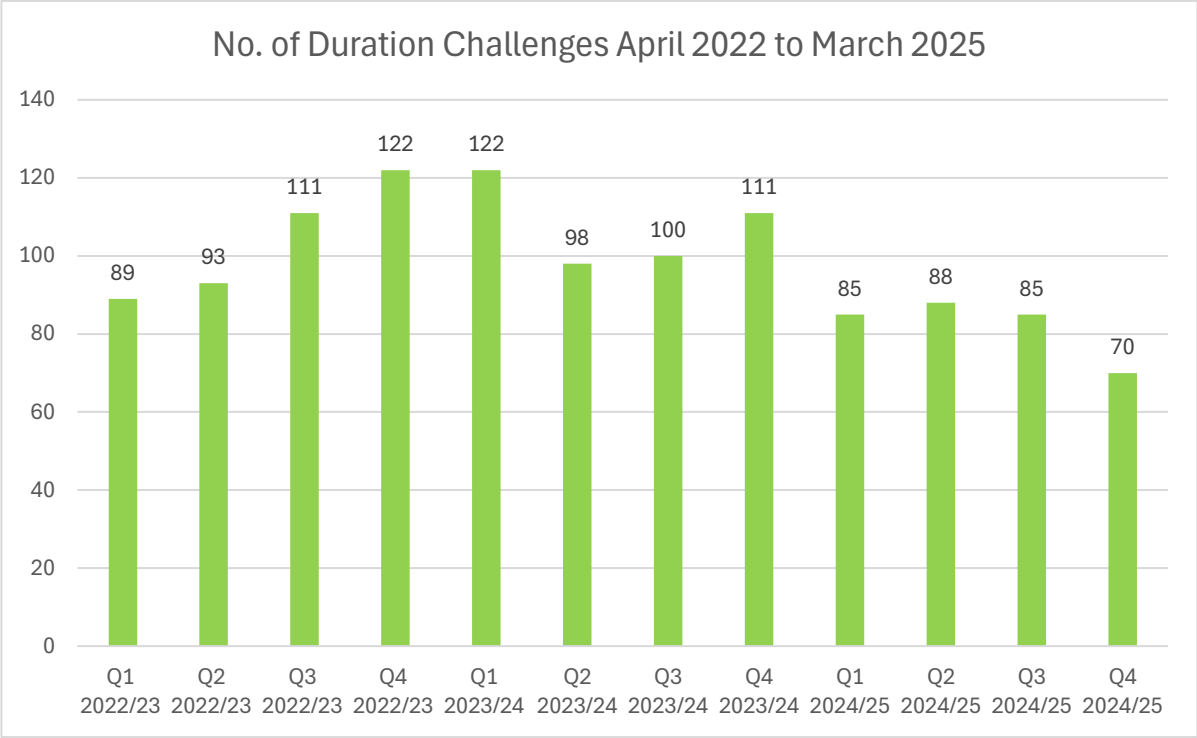
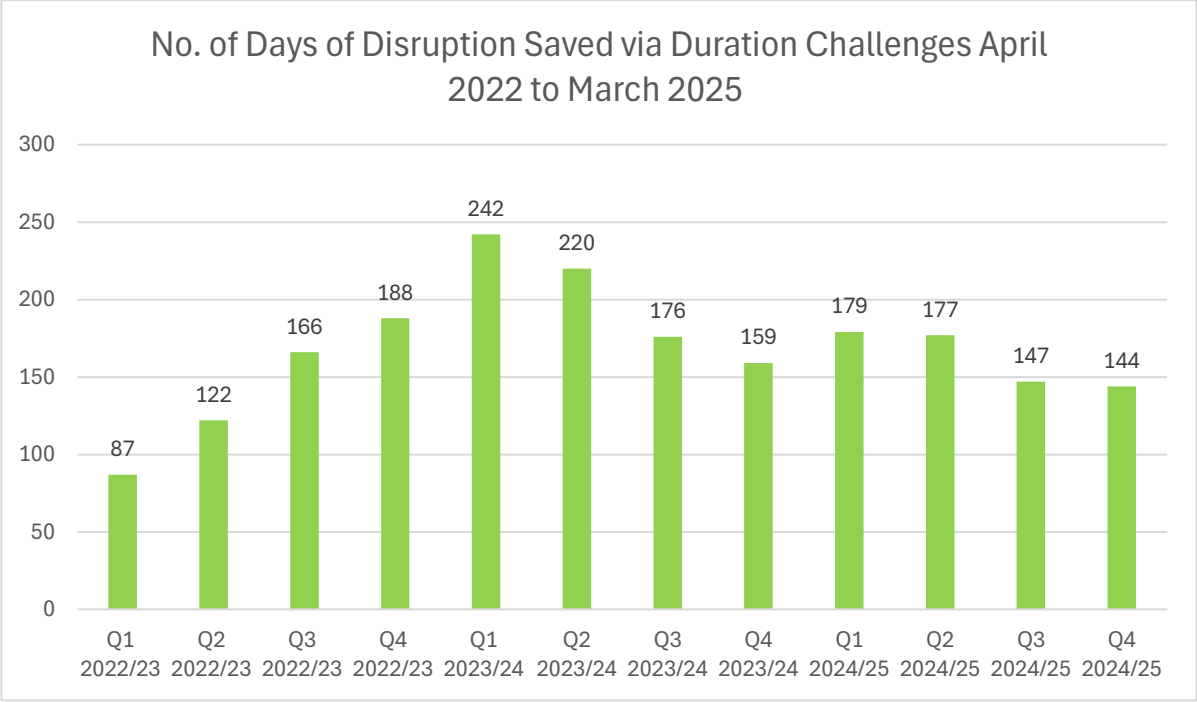


Chart 42 – No. of Days of Disruption Saved via Duration Challenges April 2022 to March 2025



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.

In relation to days saved through duration challenges, the data presented in this report highlights the positive impact of proactive intervention. A total of 563 days were saved in 2022/23, increasing to 797 days in 2023/24, and 647 days in 2024/25. These savings were achieved by inspecting and actively challenging the proposed durations submitted by work promoters, resulting in more efficient completion of works and reduced disruption to the public.

Notably, the number of duration challenges issued has gradually decreased over time, which suggests that our consistent approach and more realistic durations being submitted by utility companies have added to reducing disruption supported by regular meetings with promoters has helped drive better planning and execution of works from the outset.

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 table 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)	0	2	9
RC11 – Condition not provided/not necessary	72	29	26
RC12 – TM not received	82	96	65
RC20 – Incorrect details on permit (General)	118	57	66
RC21 – Incorrect primary recipient	132	119	191
RC22 – Location issues	170	105	62
RC23 – Conflicting information	81	100	123
RC30 – Co-ordination issues (General)	44	16	20
RC31 – Clash of works	427	295	262
RC32 – Timing of works	145	94	19
RC33 - Collaboration/Co-ordination	0	0	0
RC40 – Lack of approval (General)	643	1203	1264
RC41 – Incorrect TM	289	165	92
RC42 – Early start agreement	18	18	7
RC43 – S.58 Restriction	219	183	79
RC44 – Duration	440	300	109
RC50 – Other (General)	330	210	77
Total	3210	2992	2471

8.4.2 Analysis

Permit refusal data from 2022 to 2025 shows a diverse use of refusal codes across Wandsworth, with notable trends in specific categories.

The most frequently used refusal code across all three years is RC40 – Lack of approval (General), rising from 643 in 2022/23 to 1264 in 2024/25. This reflects ongoing challenges in securing timely approvals from third parties such as TfL Buses, councillors, and other stakeholders—particularly where works may impact sensitive areas or require additional consultation.

Other consistently high-volume codes include:

- **RC31** – Clash of works, which decreased from 427 to 262, indicating improved coordination efforts.
- **RC44** – Duration, which dropped significantly from 440 to 109, possibly reflecting better planning and promoter engagement.
- **RC23** – Conflicting information, which increased from 81 to 123, highlighting a growing need for clearer and more accurate permit submissions.
- **RC21** – Incorrect primary recipient, which rose to 191 in 2024/25, suggesting a need for improved administrative accuracy.

The use of general codes such as RC50 – Other (General) and RC20 – Incorrect details on permit (General) has declined, which may indicate better categorisation of refusals or improved application quality.

Overall, while the total number of refusals has decreased year-on-year (from 3210 in 2022/23 to 2471 in 2024/25), the data reflects a continued emphasis on coordination, accuracy, and compliance. There is scope for further improvement in reducing reliance on general refusal codes and enhancing the clarity of permit applications.

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	33	62	114	786
Q2 2022/23	26	21	120	300
Q3 2022/23	57	235	134	335
Q4 2022/23	63	206	63	236
22/23 Total	179	524	431	1657
Q1 2023/24	35	217	67	200
Q2 2023/24	22	201	61	314
Q3 2023/24	26	180	44	348
Q4 2023/24	44	148	32	346
23/24 Total	127	746	204	1208
Q1 2024/25	19	109	46	186
Q2 2024/25	80	68	34	208
Q3 2024/25	118	60	40	228
Q4 2024/25	72	83	54	260
24/25 Total	289	320	174	882

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

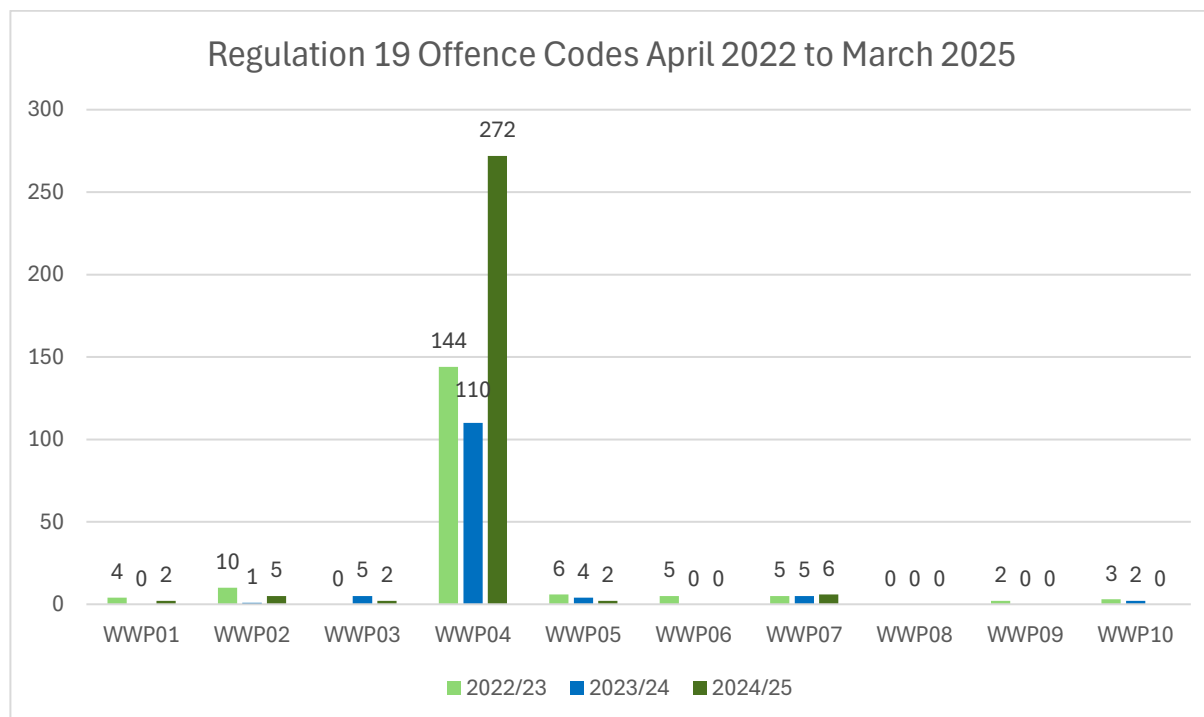


Chart 44 – Regulation 20 Offence codes April 2022 to March 2025

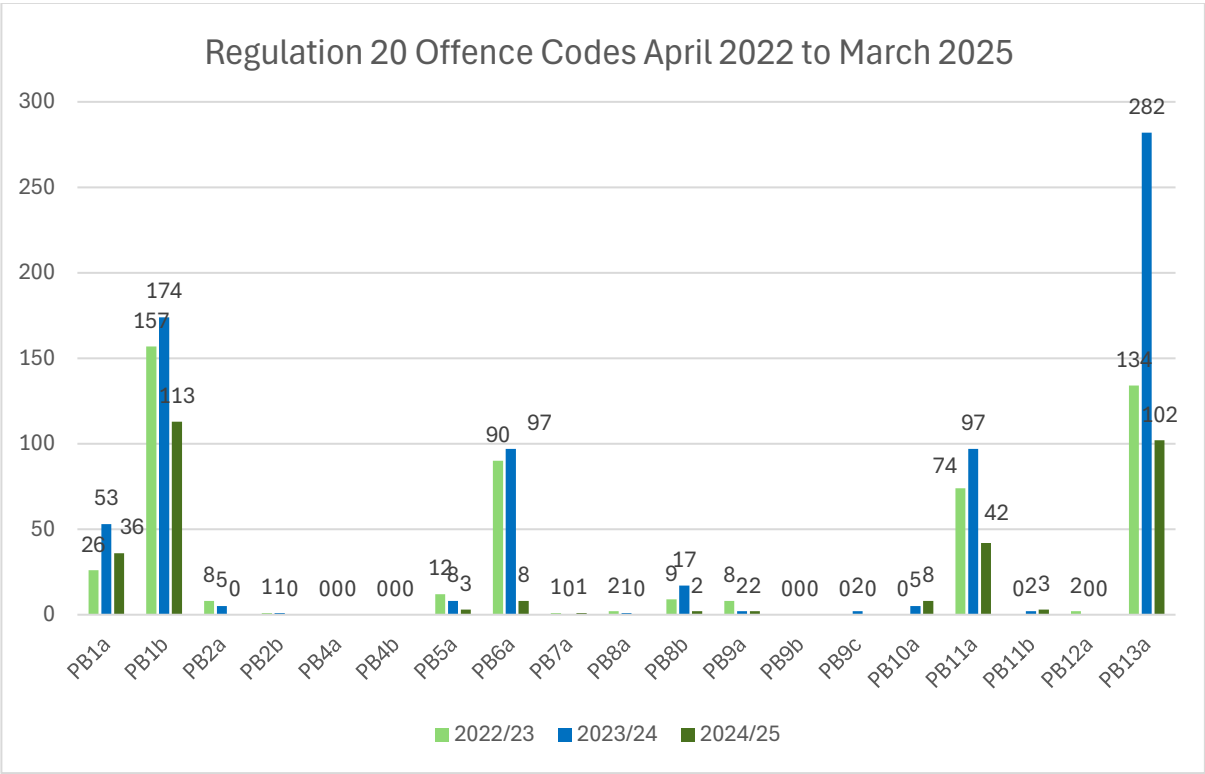


Chart 45 – Section 70 Offence codes April 2022 to March 2025

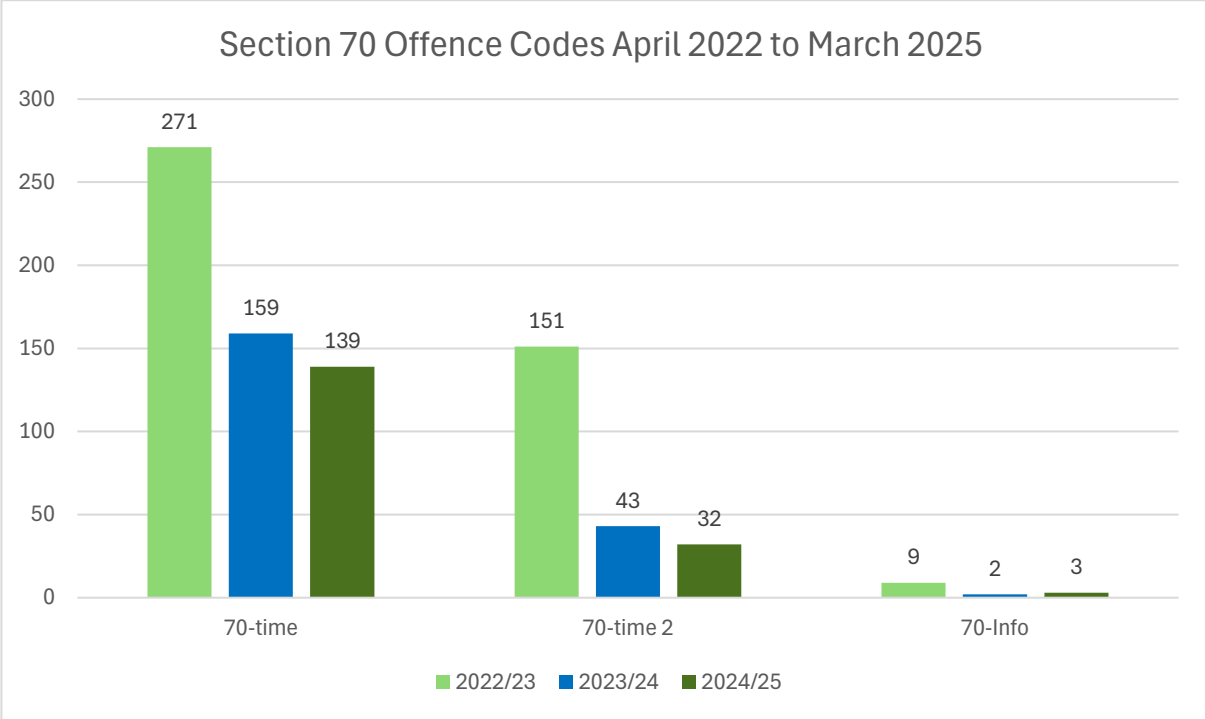
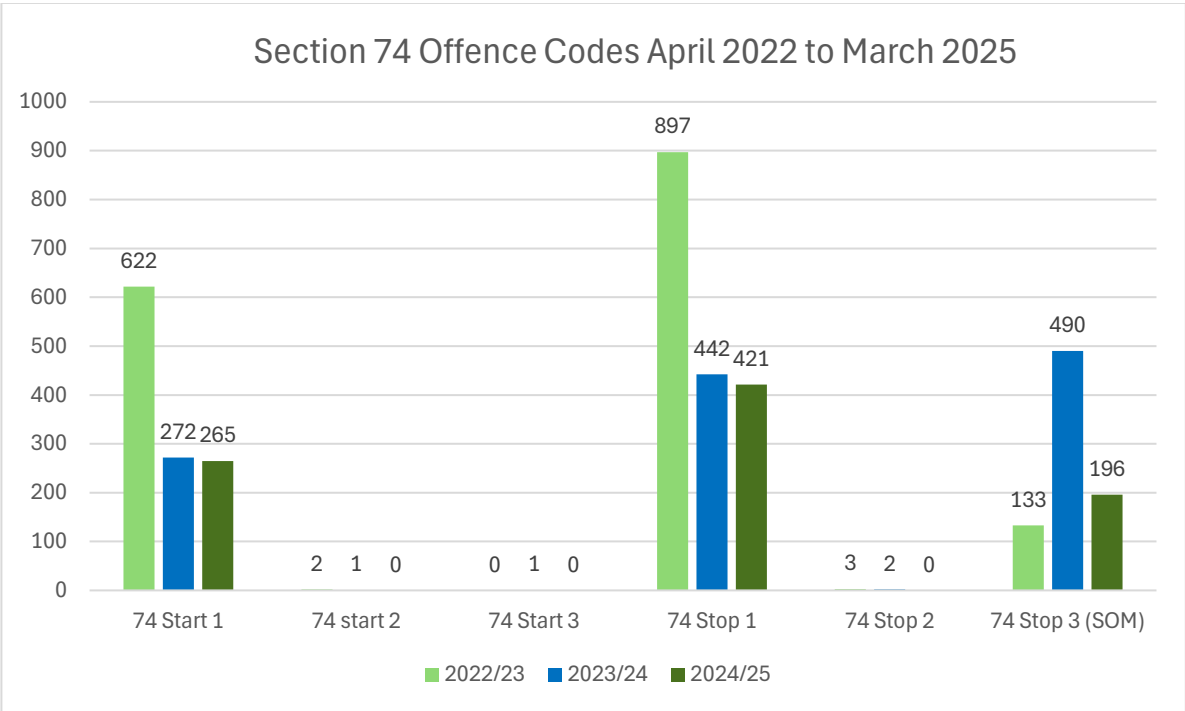


Chart 46 – Section 74 Offence codes April 2022 to March 2025



8.5.2 Analysis

The data shows that the vast majority of FPNs are being issued for failure to give a notice required under Section 74 (charge for occupation of the highway where works are unreasonably delayed). Chart 46 highlights that the most frequently incurred FPN is 74Stop1 (Actual stop received late), which was issued 897 times in 2022/23. This figure dropped in 2023/24 and has remained consistent over the last two financial years.

The next most frequent breach is 74Start1 (Actual start received late), with 622 instances in 2022/23. Similar to late stops, this decreased in the following years and has remained relatively steady.

In relation to working without a permit (Regulation 19), the most issued FPN is WWP04 (Late submission of immediate works).

For breaches of permit conditions, PB1a (Works undertaken outside agreed duration) is the most issued overall. However, in 2023/24, PB13a (Traffic management on site differs from what’s stated on the permit) became the most common breach of permit FPN.

The data also shows that the majority of Section 70 FPNs are being issued due to late submissions, rather than issues with the reinstatement itself.

Overall, the data highlights a clear trend: most FPNs are being issued for administrative delays—particularly late notices under Section 74—rather than for physical issues on site. While breaches like late starts and stops have declined and stabilised, permit-related offences such as incorrect traffic management and working outside agreed durations remain key areas of concern. The emphasis on late submissions across various categories suggests that improving timeliness and permit accuracy could significantly reduce FPN volumes going forward.

8.6 AM 6 - Levels of Customer Enquiries

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

8.7 AM 7 - Average Journey Times

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

8.8 AM 8 - Journey time reliability

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

8.9 AM 9 - Road Traffic Collisions

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

8.10 AM 10 - Carbon Emissions

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

8.11 AM 11 - Profit/Loss

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

9 Conclusion

The Permit Scheme has continued to play an integral role in securing the effective coordination of all road and street works activities on Wandsworth's borough network. Through consistently monitoring works promoters' individual performance and providing regular feedback, we have fostered stronger and more cooperative working relationships. This is reflected in the number of days of disruption saved through collaborative working, reduced permit durations, and our stringent enforcement policy particularly in addressing unnecessary overruns on traffic-sensitive streets.

Over the three-year evaluation period, Wandsworth has demonstrated that the core objectives of the Network Management Duty are being met. The permit scheme has enabled the borough to:

- Save over 2,000 days of disruption through proactive duration challenges and collaborative working.
- Maintain a high rate of first-time permanent reinstatements, reducing the need for return visits and improving network efficiency.
- Achieve consistently high on-time completion rates, with over 97% of works completed within permit durations.
- Operate the scheme on a cost-neutral basis, despite inflationary pressures and rising operational demands.

In addition to the permit scheme, Wandsworth is actively exploring the introduction of a Lane Rental Scheme. This would provide further tools to reduce disruption on the most sensitive parts of the network by incentivising more efficient working practices, encouraging off-peak and weekend working, and promoting better planning and coordination.

This evaluation not only reflects on past performance but sets the foundation for future improvements. Wandsworth remains committed to delivering a safe, efficient, and resilient road network that supports the needs of residents, businesses, and visitors, making the Wandsworth experience a positive one for years to come.

10 Glossary

AM

Authority Measure; performance indicators defined by the local authority to assess operational effectiveness.

API

Application Programming Interface; used to integrate systems like Street Manager with Symology Aurora.

Aurora

A system interface used by Wandsworth to manage permit applications via Street Manager.

Confirm

A system interface used by Wandsworth

Coring Program

A method used to inspect the quality of reinstatements by extracting core samples from completed works.

Deemed Permit

A permit automatically granted due to missed response deadlines by the authority.

Duration Challenge

A process where Wandsworth questions the length of time proposed for immediate works to reduce disruption.

Fixed Penalty Notice (FPN)

A fine issued for breaches of permit conditions or other non-compliance.

HAUC

Highway Authorities and Utilities Committee; provides guidance and templates for permit scheme evaluations.

Immediate Works

Emergency or urgent works that begin without the usual notice period.

KPI

Key Performance Indicator; a measurable value used to evaluate the success of specific activities or processes.

Lane Rental Scheme

A proposed initiative to charge for road occupation during peak times to reduce disruption.

LoPS

London Permit Scheme; a regional framework for managing street and road works.

NCT Conditions

National Condition Types applied to permits to regulate timing, access, and safety.

NRSA

New Roads and Street Works Act 1991; legislation that governs the execution and coordination of street works by statutory undertakers and highway authorities.

Permit Variation

A change to an existing permit, such as revised dates or scope.

Performance-Based Inspection (PBI)

A regime introduced to monitor and improve promoter performance based on inspection outcomes.

PRM Inspection

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.

Protected Street

A street designated for special protection due to its sensitivity or strategic importance.

Reinstatements

The process of restoring the highway after works are completed.

Sample Category A Inspection

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 Wandsworth 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).