



**Ealing**



London Borough of Ealing

London Permit Scheme  
Evaluation Report

April 2022– March 2025

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# The evaluation at a glance

This document sets out the operational evaluation of the Council's new roads and streetworks permit scheme over the three year period from April 2022 - March 2025. The London Borough of Ealing's commitments are grouped under three key performance indicators, each supporting the overarching targets. The commitments for each theme are summarised below.

## Overarching targets

- To provide an environment to help each of the Permit Authorities operating LoPS to meet their Network Management Duty (NMD); And
- To support those seeking to minimise disruption and inconvenience across London by encouraging good practice, mutual and collaborative working arrangements, and a focus on coordination and getting it right.

## Theme 1: Key Performance Indicators

- KPI1 - The number of Permit and Permit variation applications received, the number granted, and the number refused
- KPI2 - The number of conditions applied by condition type
- KPI3 - The number of approved extensions
- KPI4 - The number of occurrences of reducing the application period (early starts).
- KPI5 - The number of agreements to work in Section 58 and Section 58A restrictions.
- KPI6 - The proportion of times that a Permit authority intervenes on applications
- KPI7 - Number of inspections carried out to monitor conditions

## Theme 2: TPI Measures

- TPI1 - Works Phases Started
- TPI2 - Works Phases Completed
- TPI3 - Days of Occupancy Phases Completed
- TPI4 - Average Duration of Works Phases Completed
- TPI5 - Phases Completed on time
- TPI6 - Number of deemed Permit applications
- TPI7 - Number of Phase One Registrations
- TPI8 - Number of Phase One Permanent Registrations

## Theme 3: Authority Measures

- AM1 - Average duration of works by Permit type
- AM2 - Inspections
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- AM4 - Response Code
- AM5 - FPNs (Permit Breaches)
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- AM7 - Average Journey Times
- AM8 - Journey time reliability
- AM9 - Road Traffic Collisions
- AM10 - Carbon Emissions
- AM11 - Profit/Loss



# Department for Transport

## Chapter 1 Objectives of the London Permit Scheme



# Objectives of the London Permit Scheme (LoPS)

The London Permit Scheme is designed to support effective management of road works across London. The objectives of the Scheme, are summarised below together with how they have been delivered by London Borough of Ealing:

## Supporting the Network Management Duty



To provide an operating environment that enables Permit Authorities to meet their Network Management Duty (NMD).

### Delivery in Ealing

Ealing has actively participated alongside other LoPS authorities contributing to policy development, support scheme arrangements, and providing informed technical advice to ensure the effective operation of the permit regime.

## Delivering Major and Infrastructure Safely and Efficiently



To support the delivery of significant highway and regeneration schemes through effective planning and coordination.

### Delivery in Ealing

Building on established relations with utility promoters and neighbouring authorities, Ealing has promoted collaborative working and shared best practice. The permit scheme has played a key role in coordinating major programmes, ensuring works are planned programmed, and delivered with minimal disruption.

## Reducing Disruption Through Coordination

To minimise inconvenience to road users by promoting collaborative working, forward planning and effective coordination across borough boundaries and utility undertakers.

### Delivery in Ealing

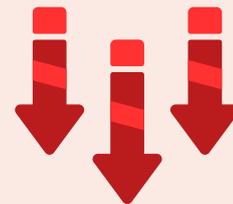
The Council actively engages with utility companies and neighbouring authorities to programme works efficiently, avoid conflicts and identify opportunities for collaboration. Conditions are applied proportionately to manage traffic impacts, and refusals are used where necessary to prevent unacceptable disruption.



## Providing a Common Framework Across London

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

The scheme has enabled utility promoters to plan cross borough works in a holistic and consistent manner.



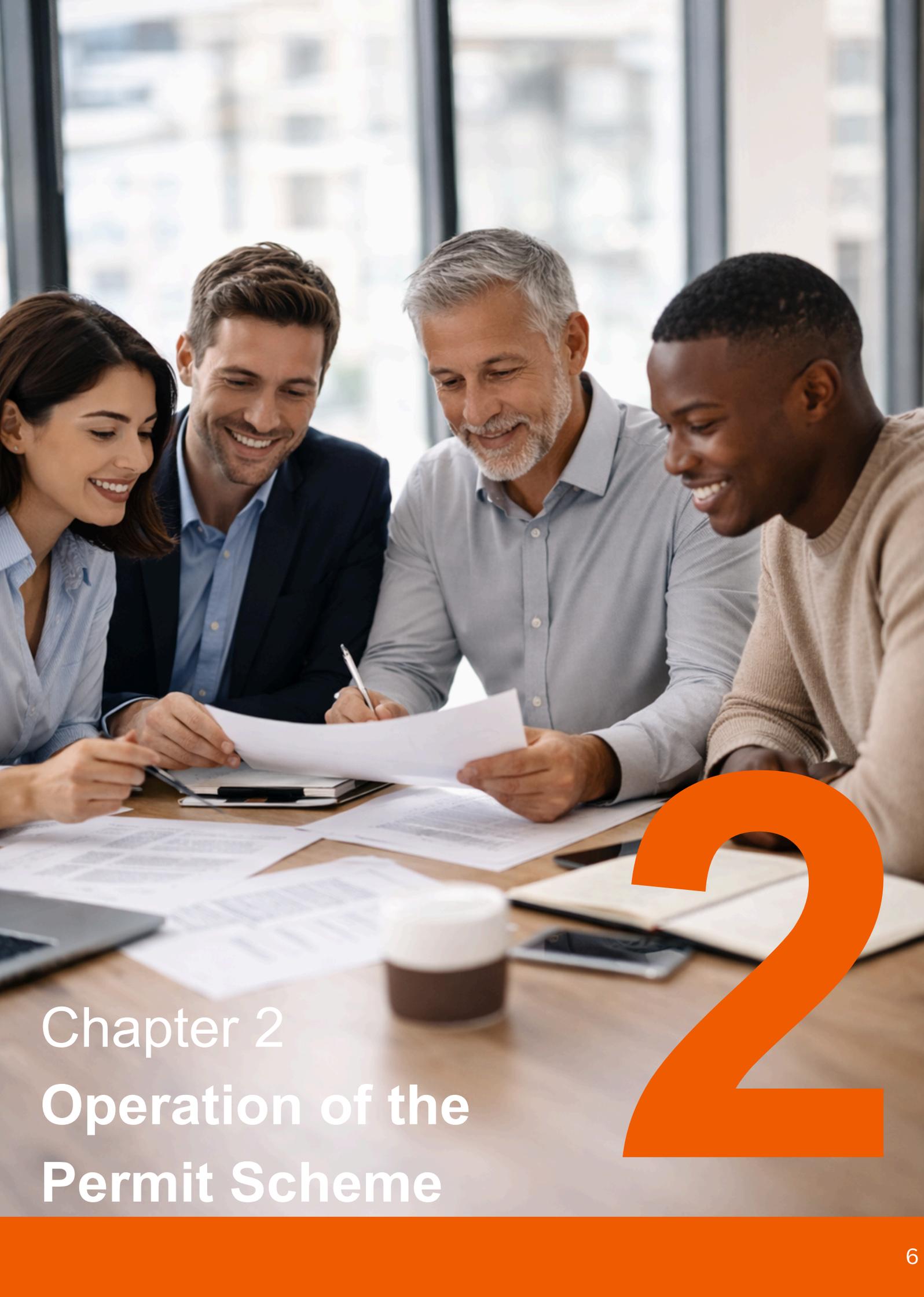
## Promoting Safety for Site Operatives and All Road Users, with Particular Focus on Accessibility



Ensuring Safe and Accessible Work Sites for All!

### Delivery in Ealing

Since the introduction of the permit scheme, Ealing has actively enforced compliance, issuing Fixed Penalty Notices and pursuing prosecutions where serious safety breaches or permit condition failures have been identified, reinforcing its commitment to maintaining safe and accessible work sites.



# Chapter 2 Operation of the Permit Scheme

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# Operation of the Permit Scheme

## Fee structure

In accordance with the Traffic Management Permit Scheme (England) (Amendment) Regulations 2015, permit authorities are required to periodically review their charging arrangements to determine whether the existing fee structure remains appropriate. This review must take into account whether the operation of the scheme has resulted in either a financial surplus or a deficit, and whether any adjustment to fees is therefore justified.

An assessment of Ealing's permit scheme financial performance has been undertaken using a cost and income comparison over a three-year period. The results of this assessment, summarised in Table 1 and Table 2, indicate that the current permit fee levels remain broadly proportionate to the costs incurred in administering and operating the scheme.

## Cost benefit analysis of the scheme

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 also place an obligation on permit authorities to consider whether the permit scheme is achieving its intended objectives and, where applicable, whether it is performing in line with any key performance indicators set out in the statutory guidance.

A core component of this assessment is understanding the balance between the costs of administering the scheme and the income generated through permit charges. This ensures transparency, proportionality, and compliance with the principle that permit schemes are not operated as revenue-generating mechanisms but instead on a cost-recovery basis.

## Costs of running Ealing's scheme

Ealing is entitled to recover reasonable costs associated with the operation and administration of its permit scheme, insofar as those costs exceed the baseline activities required under the New Roads and Street Works Act (NRSWA). These recoverable costs include staff time, management overheads, and other indirect expenses that are directly attributable to permit scheme functions rather than standard street works coordination duties.

The staffing costs reflected in Table 1 are based on actual officer time dedicated to delivering permit scheme functions. For the financial year 2024/25, costs are derived from current salary data, inclusive of on-costs and applied overheads in accordance with established charge-out rates.

Accurate staffing cost data was not available for 2022/23 and 2023/24. In order to provide a consistent three-year comparison, a reasonable estimation methodology has been applied. Costs for those years have been calculated using the 2024/25 staffing baseline, with a 5% reduction applied to reflect lower salary levels in preceding years. This approach provides a proportionate and transparent estimate of historic operating costs, enabling year-on-year financial analysis of the scheme.

**Table 1: Operating Costs of the Permit Scheme**

Financial Year	Operating Cost (£)
2022/23	£698,129
2023/24	£733,035
2024/25	£769,687

### Comparison of Operating Costs and Permit Income

A comparison of operating costs and permit income over the review period is set out in Table 2. This comparison provides an overview of the financial performance of the permit scheme on a year-by-year basis and highlights any surplus or deficit generated in each financial year.

Variations between years may reflect changes in permit volumes, staffing requirements, or wider operational factors. When considered across the full review period, this analysis enables the authority to assess whether income from permit charges remains appropriately aligned with the cost of administering the scheme.

**Table 2: Operating Costs, Permit Income, and Financial Position**

Financial Year	Operating Cost (£)	Permit & FPN Income (£)	Surplus / Deficit (£)
2022/23	£698,129	£739,640	£41,511
2023/24	£733,035	£686,685	-£46,350
2024/25	£769,687	£626,085	-£143,602

## Analysis of operating costs/income

While 2022/23 generated a surplus of £41,511, the scheme recorded a deficit of £46,350 in 2023/24 and £143,602 in 2024/25. The increasing deficit position in the latter year reflects both higher operating costs and reduced permit income. These figures demonstrate the importance of ongoing monitoring to ensure that permit fee income remains aligned with the cost of administering the scheme, in accordance with permit scheme regulations.





# Chapter 3 Performance Indicators

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# Why Performance Indicators?



A framework of Key Performance Indicators (KPIs) and Objective Measures (OMs) is presented below to evidence that works carried out for highway purposes are treated consistently and equitably alongside street works undertaken by statutory undertakers. In accordance with Section 20.3 of the Permit Code of Practice, any authority seeking to operate a permit scheme is required to clearly set out within its application how parity of treatment between all promoters will be achieved and demonstrated.

The Statutory Guidance for Highway Authority Permit Schemes (October 2015) introduces a suite of Traffic Management Permit Indicators (TPIs) that operate in addition to the existing TMI measures already in place. The established TPIs primarily measure performance relating to works activity on the network, including aspects such as occupation of the highway, coordination, and inspection activity, and therefore largely relate to the period from the commencement of works through to their completion.

The additional permit-specific indicators, however, place greater emphasis on the effectiveness and efficiency of the permit process itself. This includes the handling of permit applications, decision-making timescales, and communication prior to works taking place, rather than the on-site delivery of works.

Alongside the Department for Transport (DfT) KPIs and HAUC TPIs, the authority may also develop and monitor locally defined performance measures. These locally derived indicators should align with, and provide evidence against, the objectives and business case set out in the permit scheme submission documentation.

# Theme 1

## Key Performance Indicators

**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, excluding any applications that are subsequently withdrawn;
- The number of applications granted as a percentage of the total applications made; and
- The number of applications refused as a percentage of the total applications made.

**Table 3 – Permits Received and Granted/Refused 2022/23**

	<b>Granted/Refused</b>
<b>Highway Authority (Granted)</b>	5172
<b>Highway Authority (Refused)</b>	11
<b>Utilities &amp; Other (Granted)</b>	11892
<b>Utilities &amp; Other (Refused)</b>	558

**Table 4 – Permits Received and Granted/Refused 2023/24**

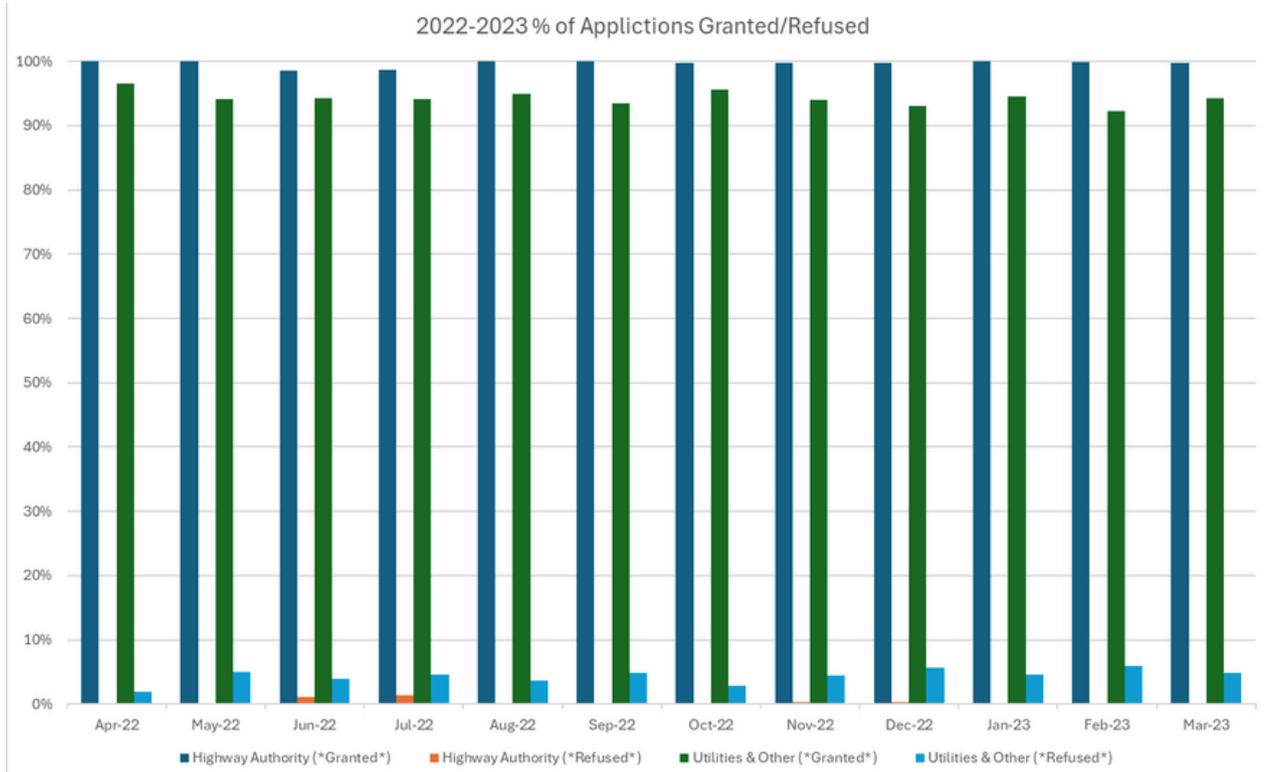
	<b>Granted/Refused</b>
<b>Highway Authority (Granted)</b>	7664
<b>Highway Authority (Refused)</b>	4
<b>Utilities &amp; Other (Granted)</b>	11225
<b>Utilities &amp; Other (Refused)</b>	430

**Table 5 – Permits Received and Granted/Refused 2024/25**

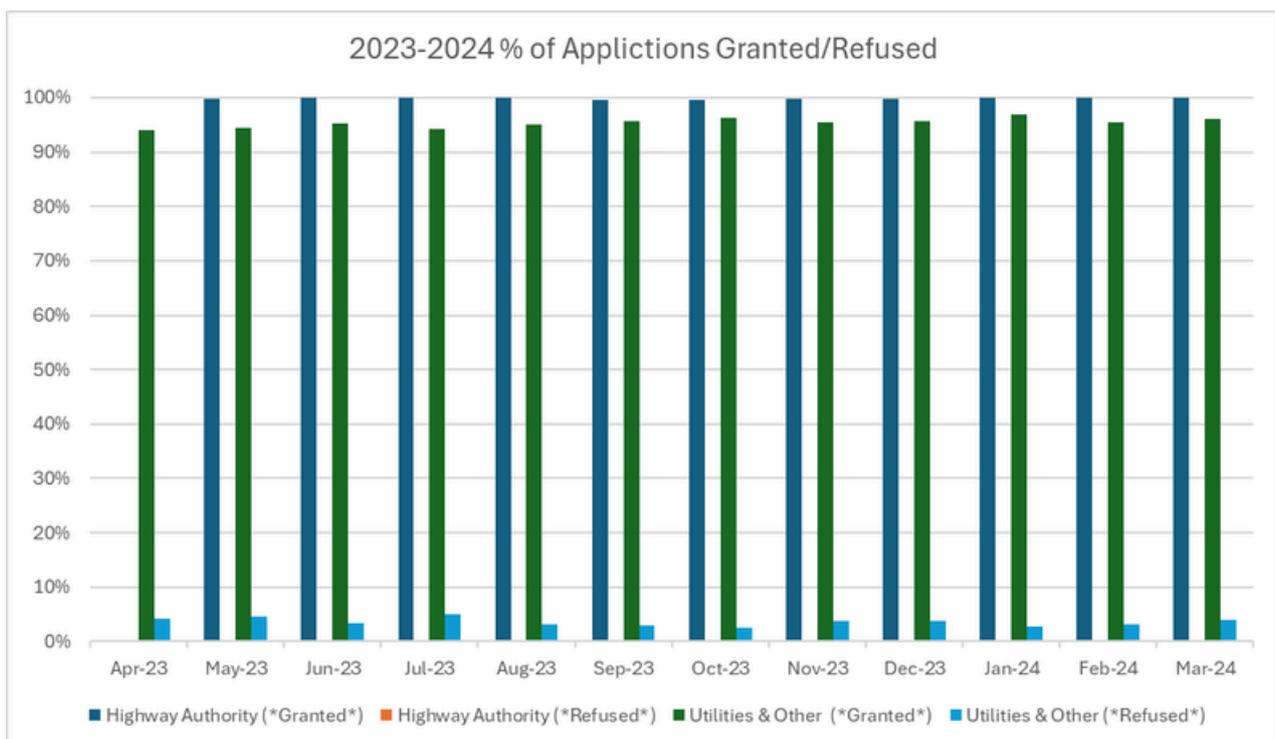
	<b>Granted/Refused</b>
<b>Highway Authority (Granted)</b>	6760
<b>Highway Authority (Refused)</b>	7
<b>Utilities &amp; Other (Granted)</b>	9709
<b>Utilities &amp; Other (Refused)</b>	589

Charts 1, 2 & 3 shows a breakdown of the data into applications granted and refused in relation to highway authority works for road purposes and works by utility promoters and others which provide a comparison with the percentage of permits granted and refused for 2022/23; 2023/24 and 2024/25.

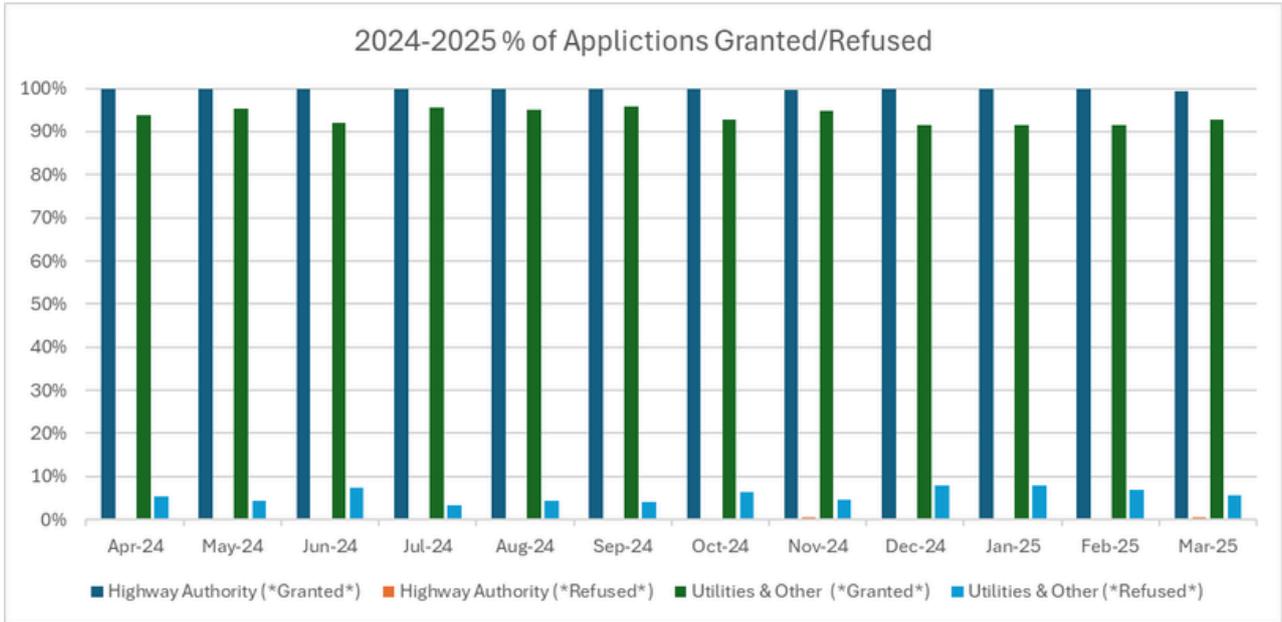
**Chart 1 – % of Applications Granted/Refused 2022/23**



**Chart 2 – % of Applications Granted/Refused 2023/24**

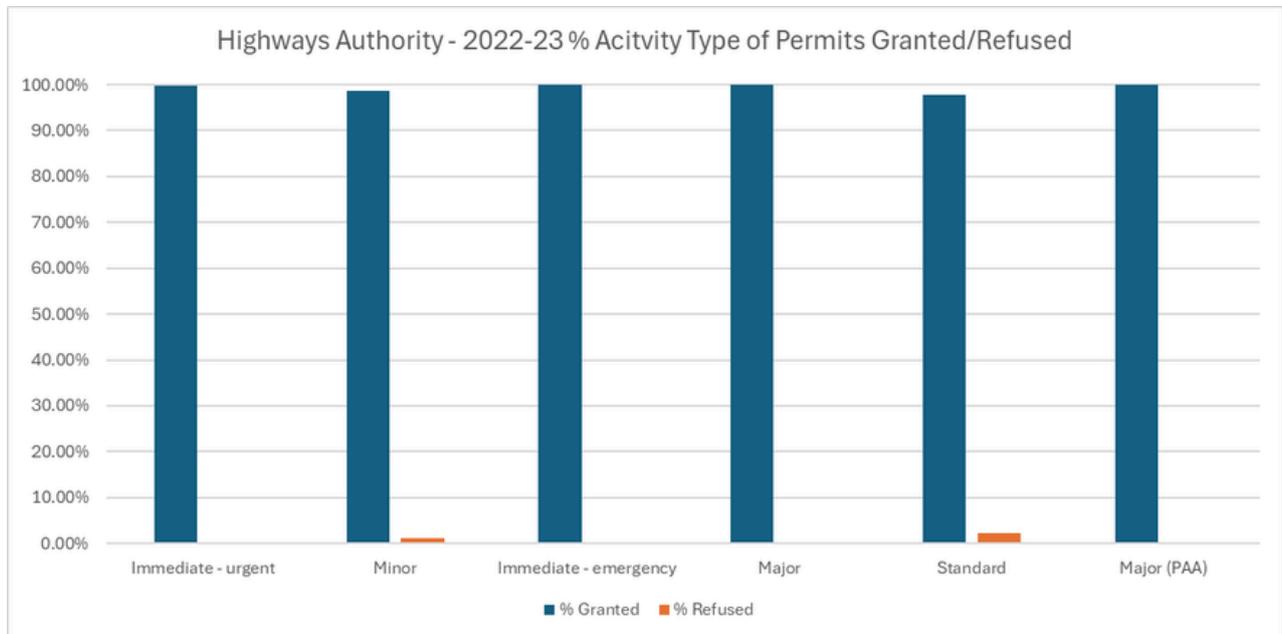


**Chart 3 – % of Applications Granted/Refused 2024/25**

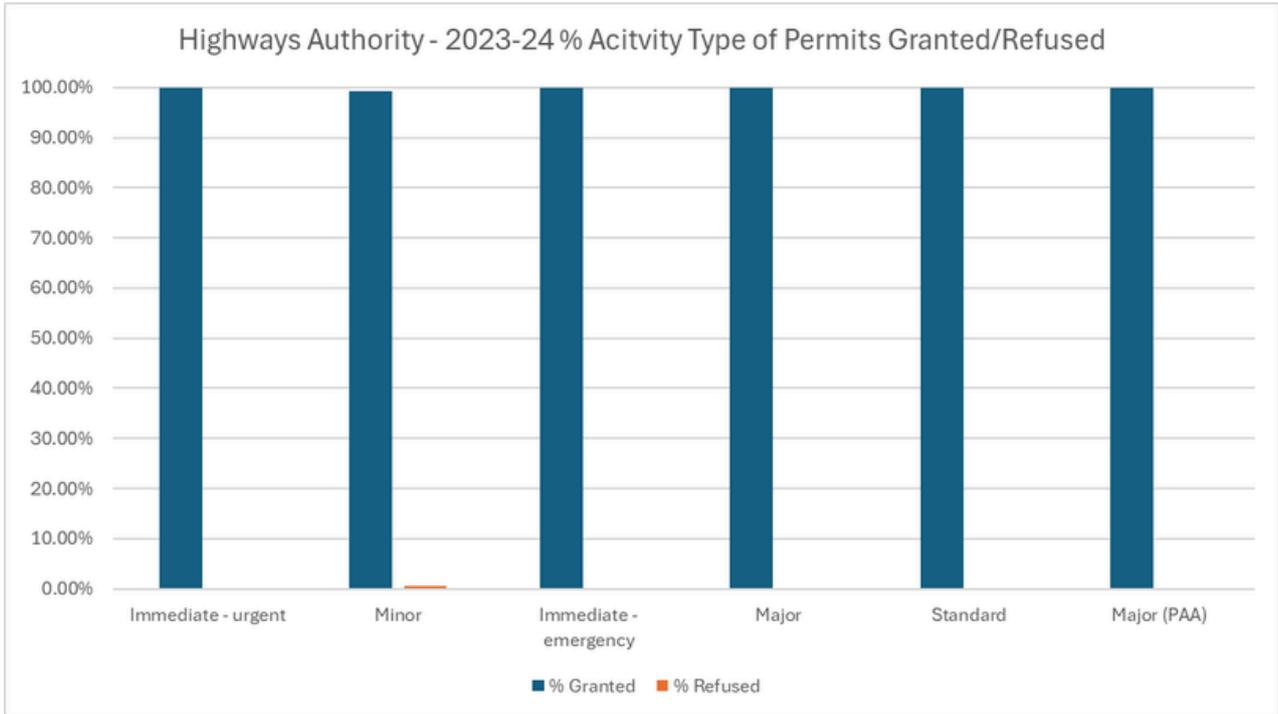


Charts 4, 5 & 6 shows a breakdown of the data into applications granted and refused in relation to highway authority works per activity type and provide a comparison with the percentage of permits granted and refused for 2022/23, 2023/24 and 2024/25.

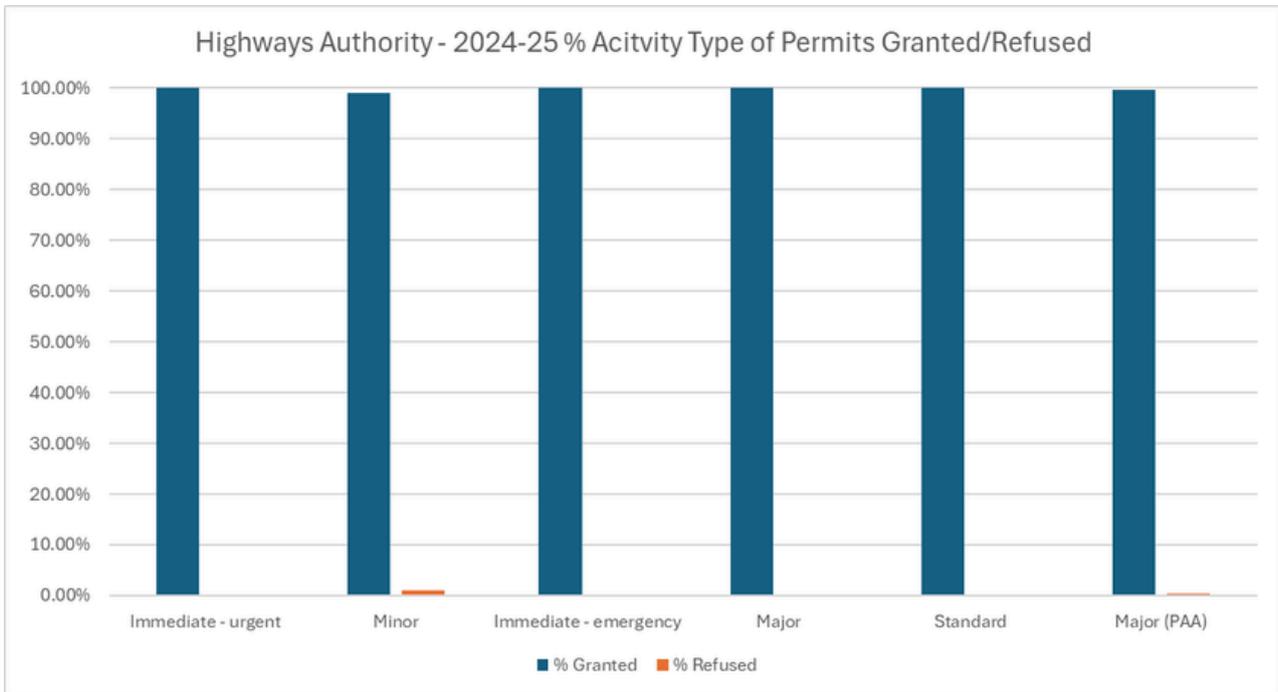
**Chart 4 - Highway Authority - % Activity Type of Permits Granted/Refused 2022/23**



**Chart 5 - Highway Authority - % Activity Type of Permits Granted/Refused 2023/24**

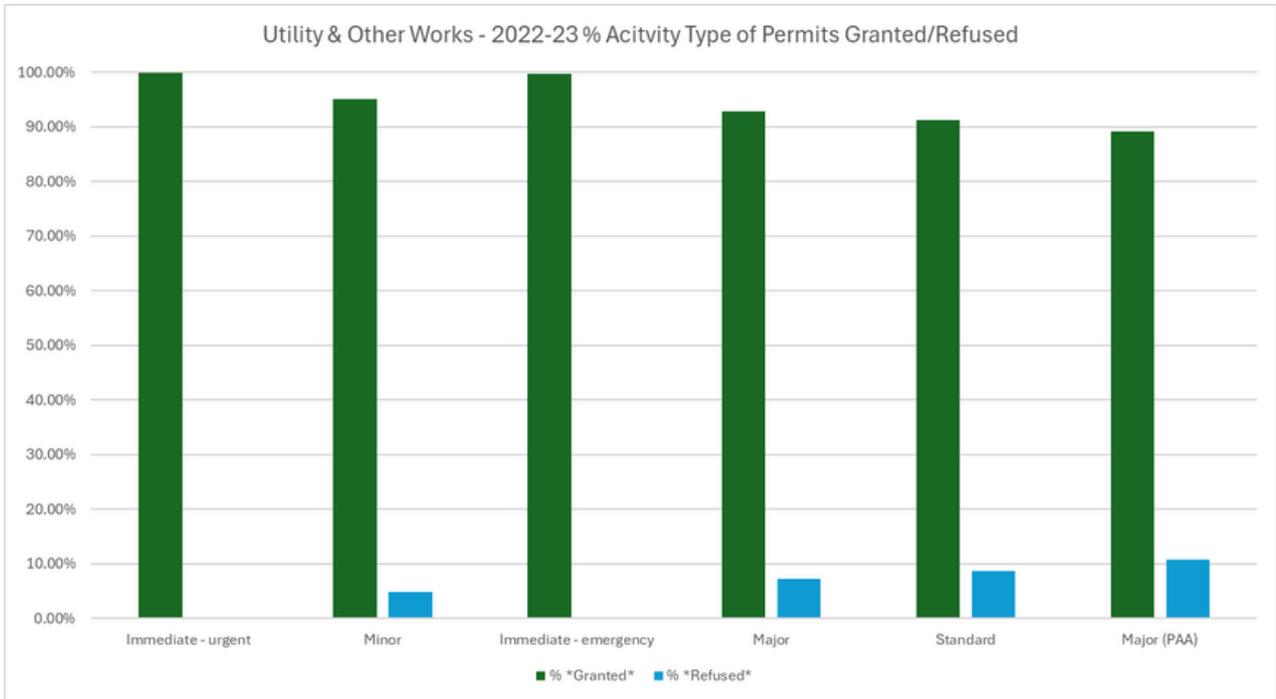


**Chart 6 - Highway Authority - % Activity Type of Permits Granted/Refused 2024/25**

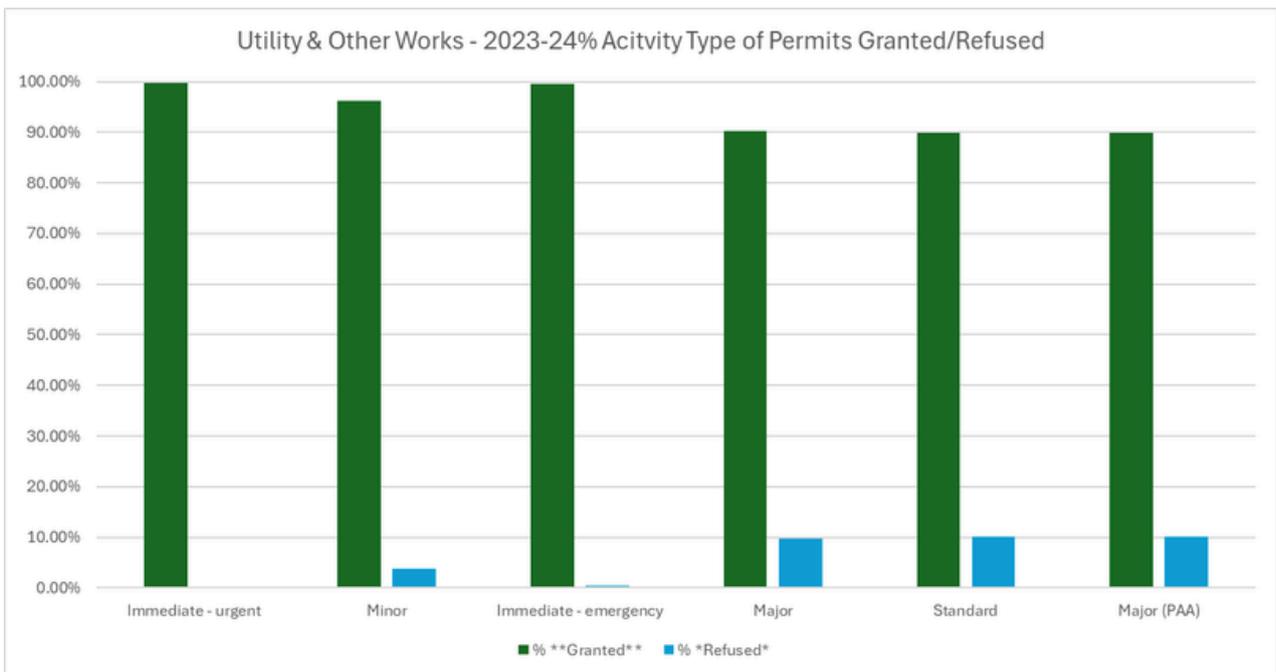


Charts 7, 8 & 9 shows a breakdown of the data into applications granted and refused in relation to 'Utility and Other', per activity type and provide a comparison with the percentage of permits granted and refused for 2022/23, 2023/24 and 2024/25.

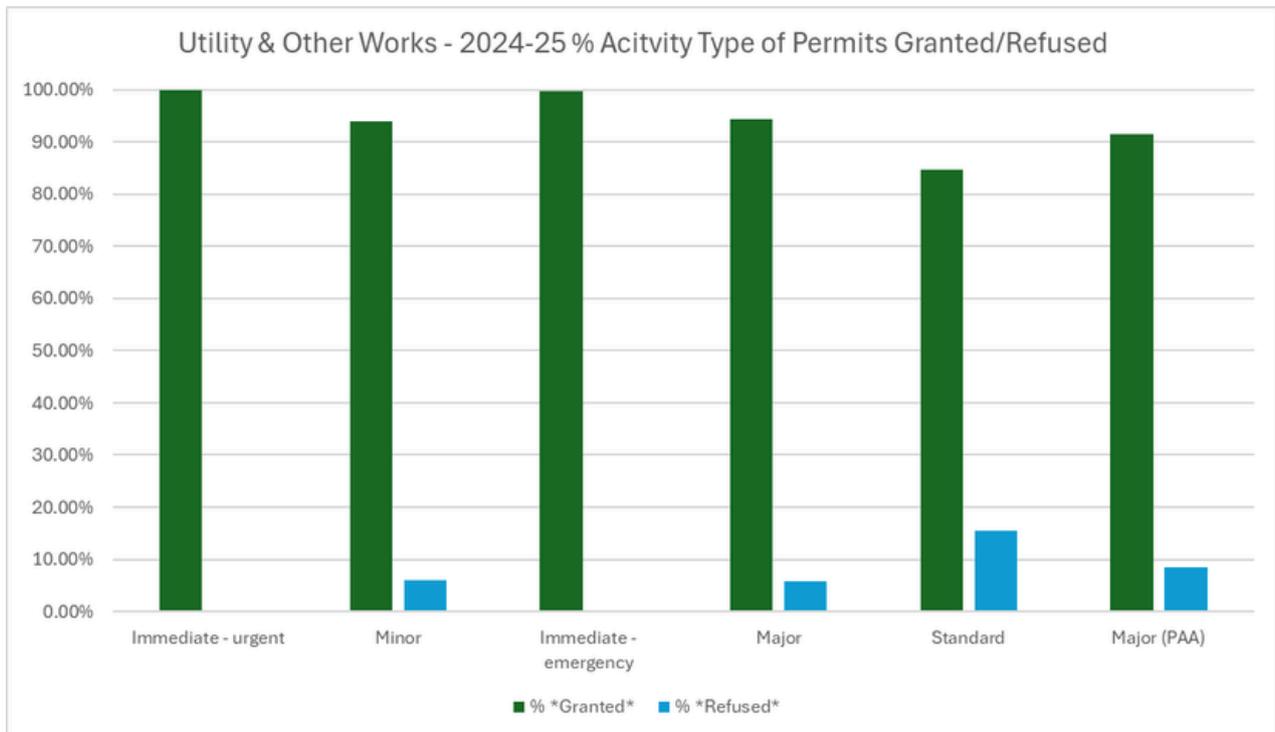
**Chart 7 – Utility and Other - 2022/23 % Activity Type of Permits Granted/Refused**



**Chart 8 – Utility and Other - 2023/24 % Activity Type of Permits Granted/Refused**



**Chart 9 – Utility and Other - 2024/25 % Activity Type of Permits Granted/Refused**



### Analysis of Permits Granted and Refused & Number of Permit Applications

Across the three reporting years, Utilities and Other undertakers consistently accounted for the majority of permit activity, representing approximately 60–70% of total applications received. Total volumes peaked in 2022/23 and 2023/24 before reducing in 2024/25, with the most notable decline observed within the Utilities and Other category. Highway Authority applications increased significantly in 2023/24, likely reflecting a period of enhanced capital or maintenance delivery, before stabilising in 2024/25 at a level still above 2022/23. This variation in application volumes reflects changing operational programmes and investment cycles, while overall activity levels remain substantial across all sectors. It should also be recognised that recovery following the coronavirus pandemic and associated shutdown periods will have influenced programme delivery and investment cycles, with a degree of catch-up activity in the earlier years and subsequent normalisation of works volumes.

Grant rates remain consistently high throughout the reporting period, demonstrating that the majority of works are appropriately planned and compliant at the point of submission. Highway Authority refusal rates are negligible (consistently below 0.2%), reflecting effective internal coordination and programme management. Utilities and Other undertakers show comparatively higher refusal rates, ranging between approximately 3.7% and 5.7%. Refusals remain a small proportion of overall applications and are applied proportionately to ensure compliance with permit conditions and to minimise disruption, indicating that the permit scheme continues to operate in a balanced and effective manner.

## 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 Ealing.

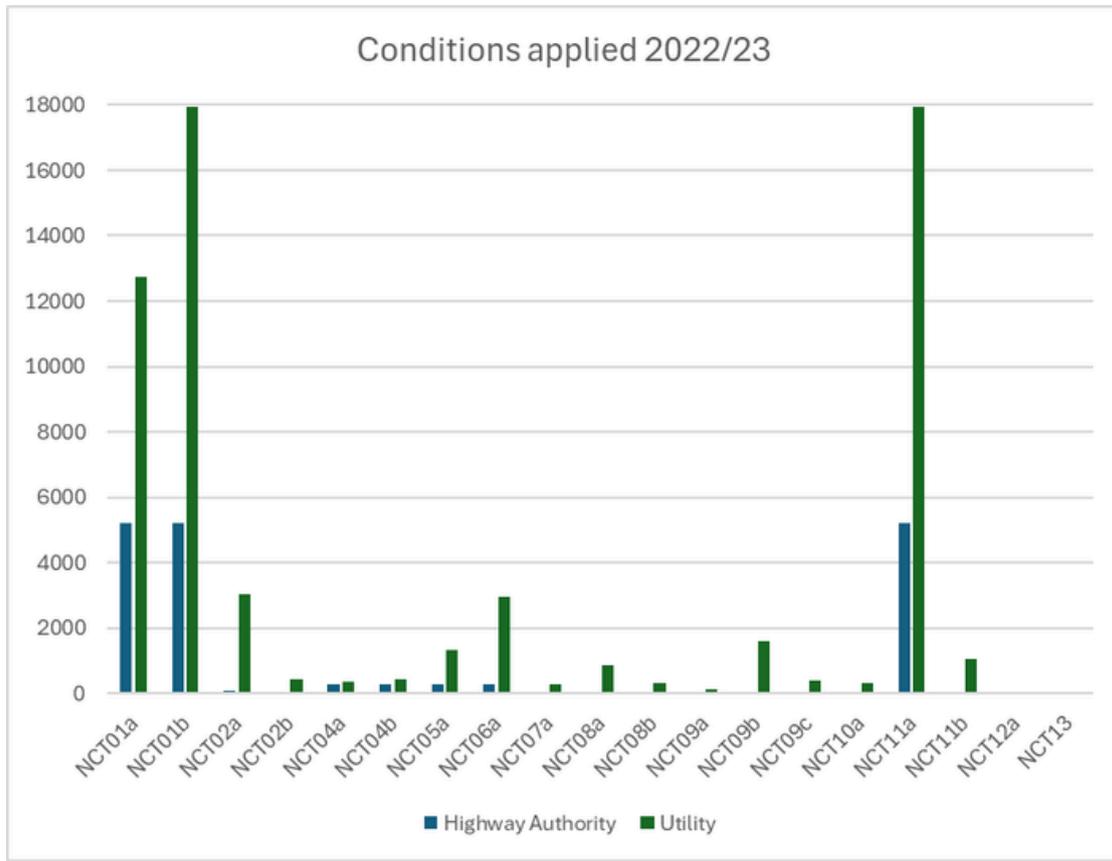
**Table 6 – (Highway Authority by condition type – 2022/23, 2023/24 & 2024/25)**

<b>Highway Authority</b>			
<b>Permit Conditions Type Look</b>	<b>Year :</b>	<b>Year:</b>	<b>Year:</b>
	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
NCT01a	5212	7693	6795
NCT01b	5212	7693	6795
NCT02a	78	60	219
NCT02b	10	36	93
NCT04a	280	422	505
NCT04b	280	422	504
NCT05a	285	425	503
NCT06a	282	422	504
NCT07a	0	1	3
NCT08a	7	6	1
NCT08b	2	0	3
NCT09a	0	2	13
NCT09b	11	64	119
NCT09c	12	6	2
NCT10a	0	0	0
NCT11a	5212	7693	6795
NCT11b	10	3	4
NCT12a	0	0	0
NCT13	0	0	0

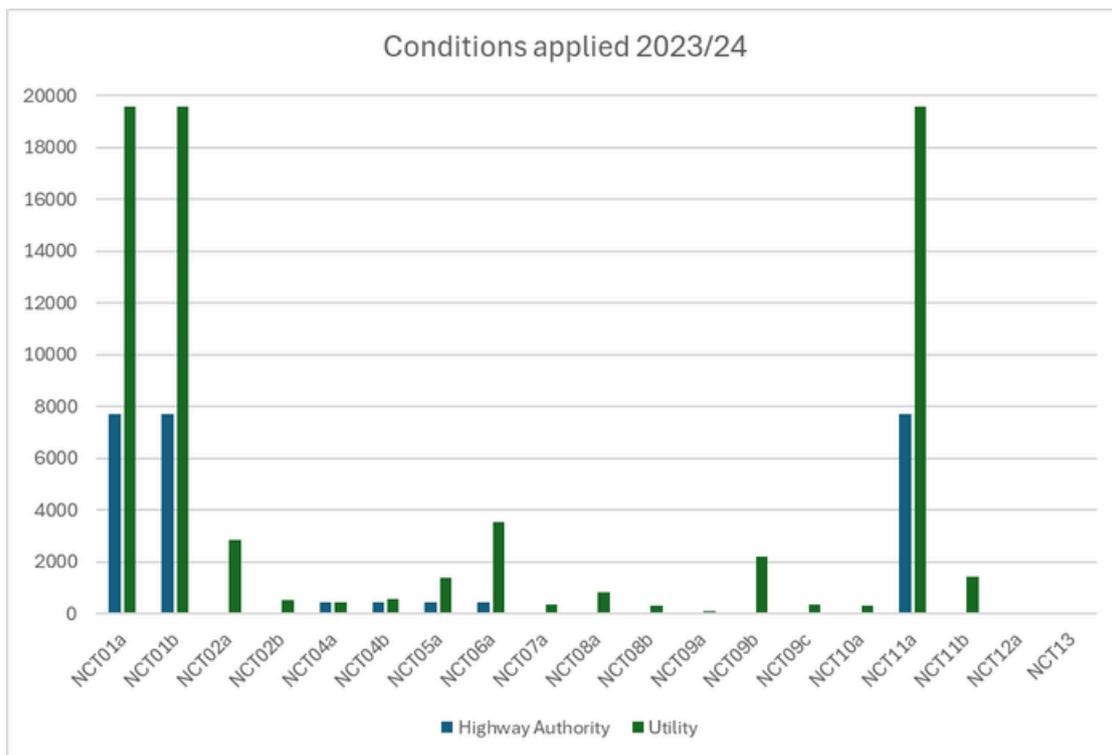
Table 7 – (Utility & Other - By condition type – 2022/23, 2023/24 & 2024/25)

Utility & Other			
Permit Conditions Type Look	Year :	Year:	Year:
	2022/23	2023/24	2024/25
NCT01a	12742	19564	17292
NCT01b	17954	19564	17292
NCT02a	3050	2852	2103
NCT02b	433	539	434
NCT04a	366	443	545
NCT04b	427	573	990
NCT05a	1344	1369	1696
NCT06a	2964	3524	2639
NCT07a	273	360	385
NCT08a	863	806	692
NCT08b	301	299	310
NCT09a	108	86	127
NCT09b	1615	2210	829
NCT09c	406	357	299
NCT10a	324	284	291
NCT11a	17954	19564	17292
NCT11b	1048	1416	1268
NCT12a	13	22	13
NCT13	0	0	0

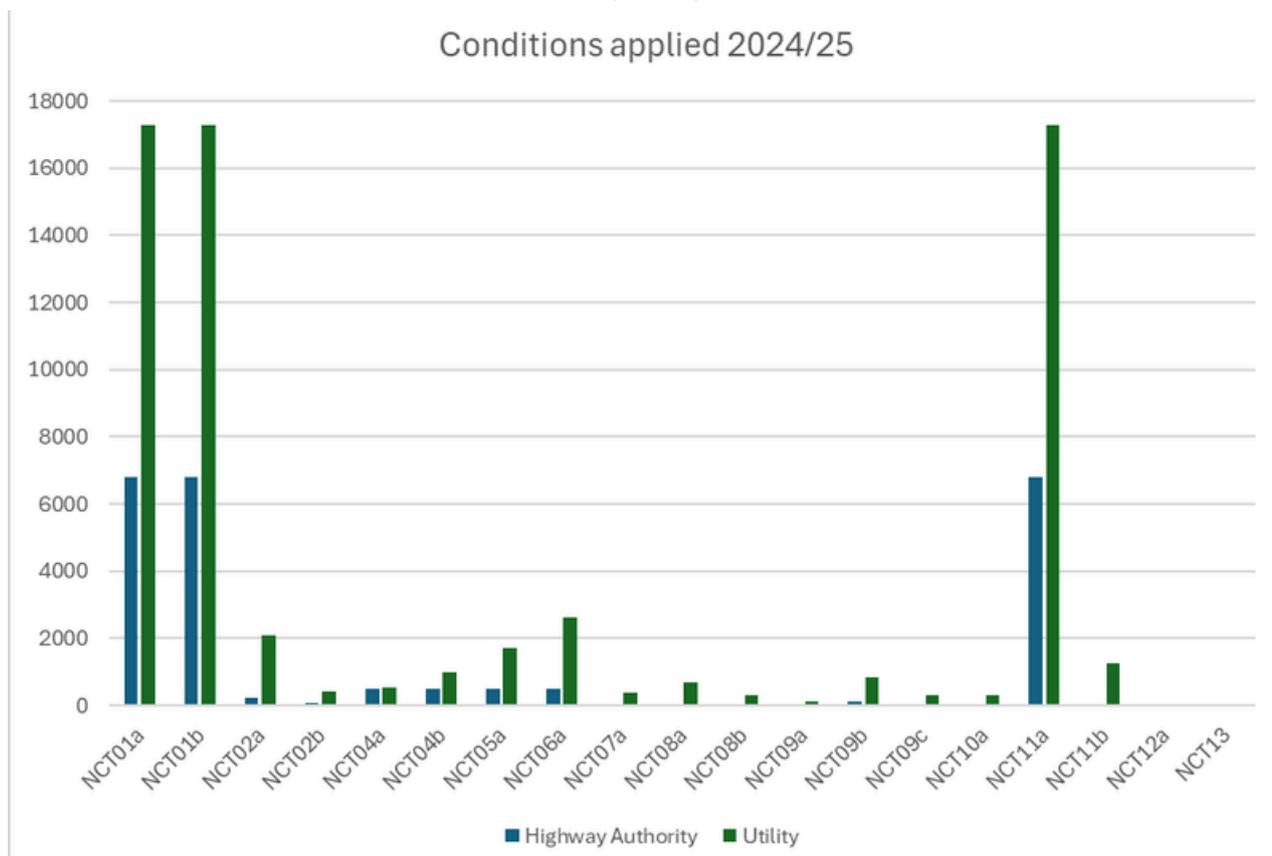
**Chart 10 – Utility & Other and Highway Authority - Conditions Applied Between 2022/23**



**Chart 11 – Utility & Other and Highway Authority - Conditions Applied Between 2023/24**



**Chart 12 – Utility & Other and Highway Authority - Conditions Applied Between 2024/25**



**KPI 3: The number of approved revised durations**

KPI 3 measures the number of approved revised durations (approved extensions) granted across each financial year. This provides an indication of how often works required additional time beyond the originally agreed permit duration and how frequently those requests were supported.

**Table 8 – Approved revised durations - 2022/23, 2023/24 & 2024/25**

Year	Organisation	Extension Requests	Approved Extensions
2022–23	Utility & Other	1,359	1,314
2022–23	LB Ealing	174	169
2023–24	Utility & Other	1,358	1,339
2023–24	LB Ealing	286	284
2024–25	Utility & Other	1,352	1,334
2024–25	LB Ealing	232	234

#### KPI 4: The number of occurrences of reducing the application period (early starts)

KPI 4 monitors the frequency with which works commence earlier than the agreed application period, providing an important indicator of compliance with permit conditions and the effectiveness of forward planning by promoters.

Tables 8, 9 and 10 present a breakdown of applications received from Utility & Other promoters and the Highway Authority, showing:

- The total number of applications received;
- How many of those were classified as early starts (i.e. where the application period was reduced).

**Table 8 – Applications received compared to early starts in 2022/23**

2022-23			
	No. of Applications	Reduced Application Period	Agreement Supplied
Utility & Other	13,818	2,050	488
Highway Authority	1,194	703	138

**Table 9 – Applications received compared to early starts in 2023/24**

2023-24			
	No. of Applications	Reduced Application Period	Agreement Supplied
Utility & Other	11,470	1,371	373
Highway Authority	1,726	791	116

**Table 10 – Applications received compared to early starts in 2024/25**

<b>2024-25</b>			
	<b>No. of Applications</b>	<b>Reduced Application Period</b>	<b>Agreement Supplied</b>
<b>Utility &amp; Other</b>	9,703	1,303	361
<b>Highway Authority</b>	1,625	782	122

## KPI5 - 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 Ealing 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.

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

**Table 11 Modification Requests for 2022/23, 2023/24 & 2024/25**

	2022–23	2023–24	2024–25
Modification Requests	749	383	321
% of Total Works	4.50%	2.20%	2.10%

## KPI7 - 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 the authority's quality assurance and compliance framework, ensuring that works are carried out safely, in accordance with permit conditions, and to the required reinstatement standards.

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

## Analysis - Key Performance Indicators (Theme 1)

Across the three-year reporting period, performance under the Key Performance Indicators demonstrates that the London Borough of Ealing's permit scheme continues to operate effectively, proportionately, and in line with statutory guidance.

Permit volumes remain substantial across all years, with Utilities and Other undertakers accounting for the majority of applications. Despite fluctuations in total volumes, grant rates have remained consistently high, indicating that the majority of works are appropriately planned and compliant at the point of submission. Refusal rates remain low and proportionate, particularly in relation to Highway Authority works, reflecting strong internal coordination and programme management.

The application of permit conditions continues to demonstrate a structured and consistent approach to managing works on the network. The data indicates that conditions are applied where necessary to mitigate disruption and safeguard network performance, rather than as a blanket control measure.

Approved revised durations (extensions) remain relatively stable year on year. This suggests that while works occasionally require additional time due to operational complexities, the majority are being planned and delivered within reasonable parameters. Early start applications (reduced application periods) represent a small proportion of overall works and remain controlled. This reflects improved forward planning and effective engagement with promoters.

Agreements were granted during the reporting period to permit works within streets subject to Section 58 restrictions. While these decisions were made in accordance with operational requirements, detailed records were not formally captured within the reporting framework at the time. The Authority has identified this as an area for improvement and will implement enhanced recording procedures to ensure that future evaluations include comprehensive and transparent reporting of such agreements.

Modification requests have decreased as a percentage of total works over the three years, indicating improved application quality and increased familiarity with permit requirements.

Overall, Theme 1 indicators confirm that the permit scheme is operating in a balanced manner, supporting network management objectives while maintaining fairness and parity between all promoters.

# Theme 2

## TPI Measures

### TPI1 - Works Phases Started

TPI 1 provides baseline activity data on the total number of works phases started across the network, offering an important indicator of overall works volume and demand on the permitting system. Table 12 summarises the total works phases started by Utility & Other and the Highway Authority for the financial years 2022/23, 2023/24, and 2024/25.

**Table 12 - Work Phases Started 2022/23, 2023/24 & 2024/25**

Year	Utility & Other	Highway Authority	Total
2022/23	10008	4810	14818
2023/24	9132	7068	16200
2024/25	7979	6271	14250

### TPI2- Works Phases Complete

TPI 2 provides baseline activity data on the total number of works phases complete across the network, offering an important indicator of overall works volume and demand on the permitting system. Table 13 summarises the total works phases completed by Utility & Other and the Highway Authority for the financial years 2022/23, 2023/24, and 2024/25.

**Table 13 - Work Phases Completed 2022/23, 2023/24 & 2024/25**

Year	Utility & Other	Highway Authority	Total
2022/23	10008	4810	14818
2023/24	9132	7068	16200
2024/25	7979	6271	14250

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

### TPI3 - Days of Occupancy Phases Completed

Table 14 summarises the total days of occupancy for completed works phases undertaken by Utility & Other and the Highway Authority for the financial years 2022/23, 2023/24, and 2024/25. This data supports an assessment of how efficiently works are being delivered within agreed timeframes and enables the Authority to monitor trends in occupation levels, helping to ensure that network disruption is managed proportionately and in accordance with permit scheme objectives.

**Table 14 - Days of Occupancy Phases Completed 2022/23, 2023/24 & 2024/25**

Year	Utility & Other	Highway Authority	Total
2022/23	50551	44473	95024
2023/24	49939	65460	115399
2024/25	42604	55429	98033

### TPI4 - Average Duration of Works

Please refer to AM1 for a detailed breakdown.

### TPI5 - Phases Completed on time

TPI5 measures the extent to which works phases are completed within their agreed duration. For reporting purposes, this section presents the number of overruns issued each financial year, providing an indication of works that were not completed on time.

**Table 15 - Phases Completed on time 2022/23, 2023/24 & 2024/25**

Year	Overruns Issued
2022/23	48
2023/24	88
2024/25	24

## TPI6 - Number of deemed permit applications

Table 16 summarises the total number of deemed permit applications submitted by Utilities & Other and the Highway Authority for the financial years 2022/23, 2023/24, and 2024/25. Monitoring this indicator enables the Authority to assess operational performance and ensure that applications are reviewed and determined within prescribed timescales. Maintaining low levels of deemed permits demonstrates effective administrative controls and supports confidence in the overall management of the permit scheme.

**Table 16 - Number of deemed permit applications 2022/23, 2023/24 & 2024/25**

Year	Utility & Other	Highway Authority	Total
2022/23	115	38	153
2023/24	68	49	117
2024/25	66	42	108

## TPI7 & TPI 8 Number of phase one registrations and phase one permanent Registrations

The data below shows the number of phase one registrations and phase one permanent registrations. 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.

**Table 17 - Number of phase one registrations and phase one permanent registrations 2022/23**

Quarter	Phase 1 Registrations	Permanent Registrations
Q1	6,472	3,948
Q2	5,192	3,310
Q3	6,508	3,864
Q4	8,478	4,158

**Table 18 - Number of phase one registrations and phase one permanent registrations 2023/24**

<b>Quarter</b>	<b>Phase 1 Registrations</b>	<b>Permanent Registrations</b>
<b>Q1</b>	8,390	3,664
<b>Q2</b>	7,206	3,552
<b>Q3</b>	6,164	3,348
<b>Q4</b>	6,970	3,130

**Table 19 - Number of phase one registrations and phase one permanent registrations 2024/25**

<b>Quarter</b>	<b>Phase 1 Registrations</b>	<b>Permanent Registrations</b>
<b>Q1</b>	7,078	2,760
<b>Q2</b>	6,130	3,308
<b>Q3</b>	6,114	3,510
<b>Q4</b>	6,854	3,732

## Analysis – TPI Measures (Theme 2)

The TPI measures provide insight into works activity levels and delivery performance across the network.

Works phases started and completed remain closely aligned across the reporting years. Although total volumes peaked in 2023/24 before reducing in 2024/25, overall activity remains significant, reflecting continued infrastructure investment and utility activity within the borough.

Days of occupancy data shows that occupation levels remain proportionate relative to works volumes. Overrun figures remain low in comparison to total works completed, demonstrating that the majority of works are delivered within agreed durations.

The number of deemed permits remains very low across all three years. This indicates strong administrative control and timely decision-making within statutory timescales.

Phase 1 and Permanent Registration data show consistent levels of reinstatement activity. While Phase 1 registrations exceed permanent registrations within the same quarter, this reflects standard reinstatement processes and timing differences rather than non-compliance.

Taken collectively, the TPI measures demonstrate effective coordination, proportionate occupation of the highway, and robust administrative performance.

# Theme 3

## Authority Measures

### AM1 – Average duration of works by permit type

Table 20 summarises the average duration of works by permit type for the financial years 2022/23, 2023/24, and 2024/25. Monitoring this data enables the Authority to identify trends in delivery performance, assess whether certain categories of works are experiencing extended durations, and ensure that occupation of the highway remains proportionate to the nature of the activity undertaken. This contributes to minimising disruption and supports the effective management of the network in line with permit scheme objectives.

**Table 20 - Average duration of works by permit type 2022/23**

2022-23			
Work Type	Average Duration - Utilities	Average Duration - Authority	Total Average Duration
Immediate - emergency	2.83	5	3.92
Immediate - urgent	1.43	1.67	1.55
Major	8.84	0	4.42
Minor	33.72	45.19	39.46
Standard	5.08	7.04	6.06

**Table 21 - Average duration of works by permit type 2023/24**

<b>2023-24</b>			
<b>Work Type</b>	<b>Average Duration - Utilities</b>	<b>Average Duration - Authority</b>	<b>Total Average Duration</b>
Immediate - emergency	2.41	5.82	4.11
Immediate - urgent	1.17	1.51	1.34
Major	8.51	0	4.25
Minor	48	51.98	49.99
Standard	5.42	7.37	6.4

**Table 22 - Average duration of works by permit type 2024/25**

<b>2024-25</b>			
<b>Work Type</b>	<b>Average Duration - Utilities</b>	<b>Average Duration - Authority</b>	<b>Total Average Duration</b>
Immediate - emergency	2.2	6.09	4.15
Immediate - urgent	1.8	1.09	1.44
Major	8.22	0	4.11
Minor	27.09	35.02	31.05
Standard	6.34	7.25	6.79

## AM2 – Inspections

This measure is provided in a single performance indicator: Number of failed Sample Category A inspections.

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

**Table 23 - Category A inspections 2022/23, 2023/24 & 2024/25**

Year	Total Inspections	Passed	Failed	Unable to complete	% Failed
2022/23	93	56	35	2	38%
2023/24	70	44	25	1	36%
2024/25	68	48	19	1	28%

## AM3 – Days of Disruption Saved/ Number of collaborative works

AM3 measures the effectiveness of proactive coordination and collaboration between the highway authority and works promoters by tracking the number of collaborative works delivered and the corresponding days of disruption saved. Collaborative working occurs when multiple parties coordinate activities within the same location and timeframe, reducing the need for separate road occupations and repeat excavations.

**Table 24 - Collaborative Works / Disruption Saved 2022/23, 2023/24 & 2024/25**

	2022-23	2023-24	2024-25
<b>Total Works</b>	16,595	17,548	15,392
<b>Collaborative</b>	55	54	53
<b>Total Working Day Duration of Collaborative Works</b>	386	402	620

## AM4 – Response Codes

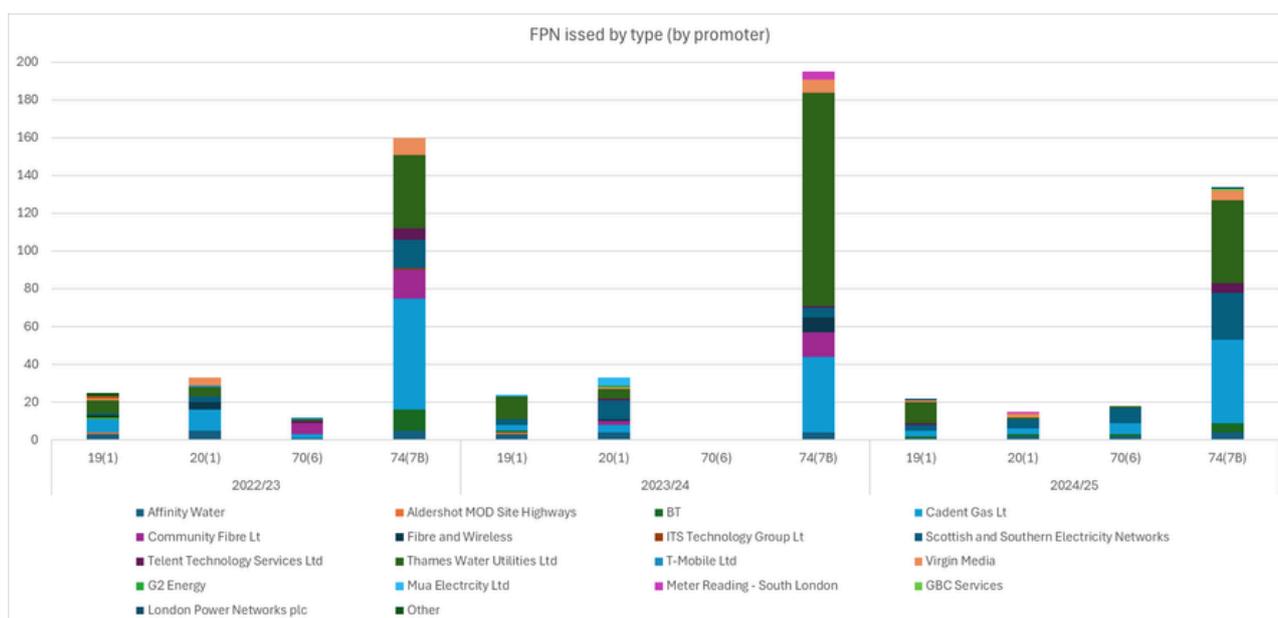
AM4 measures the authority’s performance in issuing response codes to permit applications within the required statutory timescales. Response codes formally communicate whether a permit has been granted, granted with conditions, refused, or requires further clarification, and are a critical part of effective network management under the permit scheme.

**Table 25 – Response codes for 2022/23, 2023/24 & 2024/25 for all undertakers**

2022/23		2023/24		2024/25	
RC20	0	RC20	1	RC20	0
RC21	1	RC21	1	RC21	0
RC23	1	RC23	0	RC23	0
RC31	0	RC31	0	RC31	1
RC40	3	RC40	0	RC40	0
RC43	0	RC43	1	RC43	0
RC50	2	RC50	4	RC50	2

## AM5 – FPNs (Permit Breaches)

**Graph 13 - Number of Fixed Penalty Notices Issued 2022/23, 2023/24 & 2024/25**



**Table 26 - Number of Fixed Penalty Notices Issued 2022/23, 2023/24 & 2024/25**

Utility Company	2022/23				2023/24				2024/25			
	19(1)	20(1)	70(6)	74(7B)	19(1)	20(1)	70(6)	74(7B)	19(1)	20(1)	70(6)	74(7B)
Affinity Water	3	5	1	5	3	4	0	4	1	2	2	4
Aldershot MOD Site Highway	1	0	0	0	1	0	0	0	0	0	0	0
BT	0	0	0	11	1	0	0	0	1	1	1	5
Cadent Gas Lt	7	11	2	59	3	4	0	40	3	3	6	44
Community Fibre Lt	0	0	6	15	0	2	0	13	0	0	0	0
Fibre and Wireless	0	4	0	0	0	1	0	8	0	0	0	0
ITS Technology Group Lt	0	0	0	1	0	0	0	0	0	0	0	0
Scottish and Southern Electricity Networks	1	3	0	15	3	10	0	5	3	5	8	25
Telent Technology Services Ltd	0	0	1	6	0	1	0	1	1	0	0	5
Thames Water Utilities Ltd	7	5	1	39	12	5	0	113	11	1	1	44
T-Mobile Ltd	0	1	1	0	0	0	0	0	0	0	0	0
Virgin Media	1	4	0	9	0	1	0	7	1	2	0	5
G2 Energy	0	0	0	0	0	1	0	0	0	0	0	0
Mua Electricity Ltd	0	0	0	0	1	4	0	0	0	0	0	0
Meter Reading - South London	0	0	0	0	0	0	0	4	0	1	0	0
GBC Services	0	0	0	0	0	0	0	0	0	0	0	1
London Power Networks plc	0	0	0	0	0	0	0	0	1	0	0	1
Other	2	0	0	0	0	0	0	0		0	0	0
<b>Total</b>	<b>20</b>	<b>33</b>	<b>12</b>	<b>160</b>	<b>23</b>	<b>28</b>	<b>0</b>	<b>191</b>	<b>21</b>	<b>14</b>	<b>18</b>	<b>132</b>

## Analysis – Authority Measures (Theme 3)

Authority Measures provide additional insight into local performance outcomes and operational effectiveness.

Average durations by permit type remain broadly consistent across the three years, with minor fluctuations reflecting the complexity of works types. A notable reduction in minor works duration in 2024/25 suggests improved programme efficiency and potentially stronger coordination.

Inspection data shows a gradual reduction in failure rates over the reporting period. This indicates improved compliance by promoters and enhanced awareness of permit conditions.

Collaborative working levels have remained steady, while total working day durations of collaborative works increased in 2024/25. This suggests that collaboration is being applied to larger or more complex schemes, generating greater disruption savings. Response code data confirms that the Authority continues to respond within statutory timeframes, with no concerning trends identified.

Fixed Penalty Notice (FPN) data reflects proportionate enforcement. While certain undertakers account for higher volumes of breaches, enforcement levels fluctuate year to year and demonstrate active compliance management rather than systemic issues.

Where data is held externally (TfL journey times, collisions, emissions), the Authority continues to rely on partnership working while exploring opportunities for enhanced local reporting.

Overall, Authority Measures demonstrate a mature, compliance-focused permit regime that continues to evolve in response to operational and network demands.

## **AM6 – Levels of Customer Enquiries**

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

## **AM7 - Average Journey Times**

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

## **AM8 - Journey time reliability**

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

## **AM9 - Road Traffic Collisions**

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

## **AM10 - Carbon Emissions**

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

## **AM11 - Profit/Loss**

This information is detailed within Section 2 (Operation of the Permit Scheme).



Chapter 4  
Permit Scheme  
Conclusion

4

# Conclusion of the Permit Scheme

The evaluation of the London Borough of Ealing's Permit Scheme for the period April 2023 to March 2025 demonstrates that the scheme continues to operate effectively and in accordance with the objectives set out within the London Permit Scheme framework.

Across all performance themes, the data evidences a well-managed permit regime that balances robust network control with proportionate decision-making. Grant rates remain consistently high, refusal rates remain low and justified, and modification requests have reduced as promoters become increasingly familiar with permit requirements.

Works volumes have fluctuated in response to investment cycles and post-pandemic recovery patterns; however, the Authority has maintained consistent administrative performance, low deemed permit levels, and strong compliance oversight. Inspection results and enforcement activity demonstrate an active commitment to maintaining safe, compliant and accessible work sites.

Collaborative working continues to support disruption reduction. During the reporting period, agreements were granted to permit works within streets subject to Section 58 restrictions where operationally necessary. While detailed records of these agreements were not formally captured within the reporting framework at the time, the Authority has identified this as an area for improvement and will strengthen recording processes to ensure full transparency in future evaluations. This continued focus on governance and asset protection supports long-term network resilience.

Financial analysis confirms that the scheme continues to operate broadly in line with cost recovery principles, with ongoing monitoring in place to ensure alignment between operating costs and permit income.

In conclusion, the London Borough of Ealing's Permit Scheme remains effective, proportionate, and aligned with statutory guidance. The scheme continues to support the Authority's Network Management Duty by minimising disruption, promoting collaboration, safeguarding highway assets, and ensuring fair and consistent treatment of all works promoters.