



Essex Permit Scheme

3-Year Combined Report
(Apr-21 to Mar-24)

September 2026

Document Control Sheet

Document prepared by:

Highways
Floor 2, Seax House,
Victoria Road South,
Chelmsford,
Essex
CM1 1QH

T 0345 603 7631
E permit.scheme@essexhighways.org
W www.essex.gov.uk/highways

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1 Report Structure and Scope

1.1 Document layout and reporting periods

Regulation 10 of The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 inserts a new regulation (16A) into the 2007 Regulations. This new regulation makes provision for the content and timing of permit scheme evaluations and states that permit schemes are to be evaluated following the first, second and third anniversary of the permit scheme's commencement and then following every third anniversary. The new regulation also requires that the outcome of the evaluation be made available within three months of each anniversary.

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

- (a) whether the fee structure needs to be changed in light of any surplus or deficit;
- (b) the costs and benefits (whether or not financial) of operating the scheme;
- (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.

Essex County Council (Essex Highways) has, therefore, prepared this Evaluation Report to evaluate the operation of the Essex Permit Scheme for Years 7 to 9 (1 April 2021 to 31 March 2024).

This Evaluation Report (commonly referred to as an Annual Review) will be split into eight sections.

- **Section 1** | Report Structure and Scope
- **Section 2** | Combined 3-Year Summary (2021 to 2024)
- **Section 3** | Year 7 Data – 1 April 2021 to 31 March 2022
- **Section 4** | Year 8 Data – 1 April 2022 to 31 March 2023
- **Section 5** | Year 9 Data – 1 April 2023 to 31 March 2024
- **Section 6** | Comparison – 1 April 2021 to 31 March 2024 (Yr 7, Yr 8 & Yr 9)
- **Section 7** | Evaluation Report Conclusion
- **Section 8** | Glossary of Industry Terms

Section 2

Combined 3-Year Summary

(1 April 2021 to 31 March 2024)

2 Section 2 | Combined 3-Year Summary

2.1 Introduction

Essex County Council has operated a permit scheme since 16th March 2015, providing a statutory framework under the Traffic Management Act 2004 for managing and coordinating works on the public highway.

This section (Section 2) presents a combined evaluation summary for Years 7, 8 and 9, covering the period 1 April 2021 to 31 March 2024. It reflects a mature stage in the scheme's operation and assesses performance across three full financial years, enabling longer-term trends and sustained outcomes to be identified more clearly than in single-year reviews.

During this period, Essex County Council's Streetworks Team continued to consolidate and refine its approach following the challenges of the COVID-19 pandemic and the subsequent national recovery phase. The focus shifted from operational stabilisation to optimisation, embedding data-driven decision-making, consistent application of conditions, and closer engagement with statutory undertakers and developers.

The section summarises the overall performance of the scheme, including the number of permits processed, refusals issued, compliance levels achieved, and the application of conditions. It also evaluates how the scheme continues to deliver benefits in line with its approved objectives:

- reducing disruption on the road network;
- improving the coordination and management of works;
- reducing delays and associated costs to the travelling public and businesses;
- promoting a safer environment; and
- supporting wider environmental and air-quality objectives.

All data and performance information contained within this section have been sourced directly from Street Manager, the Department for Transport's national digital service for managing street and road works in England, ensuring consistency and transparency across the entire evaluation period.

These objectives, drawn from Section 3 of Essex County Council's Permit Scheme Document, are restated in Section 2.2 together with a description of how each has been met during this combined three-year evaluation period.

By consolidating three years of data into a single report, the Council has been able to present a clearer, more strategic picture of performance trends, investment benefits, and areas for ongoing improvement. This combined approach also ensures that the scheme's future monitoring and fee-review cycles remain aligned to the Council's financial years, providing consistency for both internal reporting and engagement with stakeholders and the wider street works community.

2.2 The objectives of the Essex Permit Scheme

- **To proactively manage the local highway network to maximise the safe and efficient use of road space.**

The Essex Permit Scheme has supported the proactive management of the local highway network by enabling Essex County Council (Essex Highways) to assess, coordinate and manage works before they take place. During the three-year review period from 1 April 2021 to 31 March 2024, 293,182 permit and permit variation applications were processed, with 237,278 granted and 54,076 refused. This demonstrates that applications were actively reviewed, challenged where necessary, and managed to support the safe and efficient use of road space.

The scheme also encouraged better coordination between promoters. Over the review period, 1,017 instances of collaboration were recorded, saving 5,136 working days. This equates to an estimated £5,136,000 in societal savings, based on an average daily cost of £1,000 established in the cost-benefit assessment. This demonstrates how the permit scheme has helped reduce highway occupation, minimise disruption and support more efficient delivery of works on the Essex network.

- **To improve the quality and timeliness of information and compliance with highway legislation from all activity promoters.**

The Essex Permit Scheme has improved the quality and timeliness of works information by ensuring that applications are reviewed within the required response periods and that promoters provide sufficient information to support effective coordination. Across the three-year review period, only 114 permit and permit variation applications were classed as deemed, meaning that 99.96% of all works submitted were reviewed within the applicable response period. This demonstrates strong operational control and timely decision-making by the authority.

Compliance has also been supported through Essex's permit condition inspection regime. During the review period, 23,596 permit condition inspections were undertaken, of which 18,381 were found compliant with conditions. This provides a clear mechanism for monitoring promoter behaviour, identifying non-compliance and supporting continued improvement in the quality of works taking place on the highway.

- **To improve the information available to the public to help provide and inform reliable journey times.**

The timely assessment and management of permit applications has helped ensure that accurate works information is available to the public, journey planners and other stakeholders. By reviewing 99.96% of submitted works within the applicable response period, Essex has supported the early publication through digital platforms and the management of planned works information, helping road users understand where disruption may occur and plan journeys accordingly.

The management of duration variation requests has also supported this objective. Over the three-year period, 18,502 extension variation requests were submitted,

equating to 8% of all granted applications, with 91% of duration variation applications granted. This shows that changes to works durations were actively reviewed and managed through the permit process, helping to maintain more accurate information about when works were expected to take place and when they were due to be completed.

- **To ensure the safety of those using the street and those working on activities that fall under the scheme, with particular emphasis on people with disabilities.**

The Essex Permit Scheme has supported safety by allowing Essex to consider the potential impact of works before they commence, including the proposed traffic management, location, duration and effect on all highway users. This includes pedestrians, cyclists, public transport users, motorists, vulnerable road users and people with disabilities. Through the permit assessment process, Essex can apply appropriate requirements to help ensure that works are planned and undertaken safely.

Safety and compliance were further supported through the inspection of permit conditions. During the three-year period, 23,596 permit condition inspections were carried out, with 78% compliance achieved across the sampled inspections. Where non-compliance was identified, the inspection process provided Essex with a mechanism to intervene, challenge promoters and drive improvements in the safe delivery of works on the highway.

- **To protect the structure of the street and the integrity of the apparatus in it.**

The Essex Permit Scheme has supported the protection of the highway asset by enabling works proposals to be assessed before they take place and by helping to reduce unnecessary or prolonged occupation of the street. Through the permit process, Essex can consider the location, timing and nature of works, helping to manage the impact on the structure of the street and the apparatus within it.

Reinstatement performance during the review period provides further evidence of this objective being supported. Across the three-year period, 94% of works with reinstatement records achieved a first-time permanent reinstatement, with 84,786 works permanently reinstated on the first attempt. This demonstrates that the majority of works were completed without the need for interim reinstatement, reducing the need for repeat occupation of the highway and supporting the long-term integrity of the street.

- **To ensure parity of treatment for all activity promoters, particularly between statutory undertakers and highway authority works and activities.**

The Essex Permit Scheme has supported parity of treatment by applying the permit assessment process consistently across both statutory undertakers and highway authority works. During the three-year review period, 15% of applications from the Highway Authority were refused, compared with 19% of applications from utilities. This demonstrates that Essex continued to scrutinise applications from all promoter types and challenged submissions where appropriate.

The use of common processes for assessment, refusal, condition application, duration management and inspection helps ensure that all promoters are treated fairly and transparently. This supports confidence that works are being managed consistently across the Essex network, regardless of whether they are being undertaken by statutory undertakers or the highway authority.

2.3 Fee Structure

The Essex Permit Scheme fee structure is reviewed periodically to ensure that the Scheme continues to recover only those costs that are allowable under the Regulations and operates on a cost-neutral basis over time.

Essex County Council has reviewed the Permit Scheme finances for the period 1 April 2021 to 31 March 2024 ("the review period") in relation to operational income and expenditure associated with administering the Scheme.

Within the Council's financial reporting format, income is shown as a negative value (-£) and expenditure as a positive value (£). A positive position therefore represents expenditure exceeding income, while a negative position represents income exceeding expenditure.

During the review period, the Scheme recorded £6.972 million of income against £6.428 million of expenditure, resulting in a net over-recovery of £544,000. The net over-recovery represents approximately 7.8% of permit income across the review period. A year-by-year breakdown is shown below. All figures are rounded to the nearest £1,000.

Operational Year	Income	Expenditure	Position
Year 7 (1 April 21 to 31 March 22)	-£2,274,000	£1,807,000	-£467,000
Year 8 (1 April 22 to 31 March 23)	-£2,376,000	£2,224,000	-£152,000
Year 9 (1 April 23 to 31 March 24)	-£2,322,000	£2,397,000	£75,000
3-Year Combined (1 April 21 to 31 March 24)	-£6,972,000	£6,428,000	-£544,000

The financial position varied across the three years. The Scheme recorded over-recoveries of £467,000 in 2021/22 and £152,000 in 2022/23. In 2023/24, the position moved to an under-recovery of £75,000.

The Council also identified vacant posts with a combined value of £254,000 across the review period that would have been attributed to the Scheme had those posts been filled. Reported expenditure therefore reflects costs incurred during the period rather than the full cost of a fully resourced structure.

For this evaluation, a tolerance of $\pm 10\%$ of permit income is used as a practical benchmark when assessing over-recovery or under-recovery over time. The net over-recovery of £544,000 represents approximately 7.8% of permit income and falls within this benchmark. The Council will continue to monitor income, expenditure and resourcing and will review the fee structure if a sustained over-recovery or under-recovery emerges.

2.4 3-Year Combined Summary Evaluation of the Permit Scheme

A summary of the benefits that the Essex Permit Scheme has delivered during the overall reporting period from 1 April 2021 to 31 March 2024 is highlighted below:

- **293,182** permits and permit variations were processed in this period.
- **237,278** permits and permit variations were granted in this period; 81% of all applications received.
- **54,076** permits and permit variations were refused in this period; 18% of all applications received.
- **15%** of applications from the Highway Authority were refused, and **19%** of applications from utilities were refused during this period.
- **18,502** extension variation requests were made in this period, which equates to **8%** of all granted applications.
- **1,017** instances of collaboration were recorded within this period.
- **5,136** working days were saved through the **1,017** collaboration instances. This equates to **£5,136,000** in societal savings, based on an average daily cost of £1,000 (*average daily cost established from the CBA*).
- **114** permit/permit variations were classed as deemed within the period, meaning **99.96%** of all works submitted were reviewed within the applicable response period.
- **91%** of duration variation applications submitted were granted within this period.
- **78%** compliance was achieved by work promoters during sampled permit inspections; 23,596 permit condition inspections were conducted, of which 18,381 were found to be compliant, and 5,215 were found to be non-compliant during this period.
- **94%** of works with reinstatement records achieved a first-time permanent reinstatement; **84,786** works were permanently reinstated on the first attempt during this period.

2.5 3-Year Combined Performance Indicators

Permit schemes within England are measured through the use of three different types of performance indicators:

- Key Performance Indicators (KPIs) are required by the Department for Transport (DfT) as outlined in the 'Statutory Guidance for Highway Authority Permit Schemes' and are mandatory for all permit schemes
 - **KPI 1** - The number of permit applications
 - **KPI 2** - The number of conditions applied
 - **KPI 3** - The number of approved extensions
 - **KPI 4** - The number of occurrences of reducing the application period
 - **KPI 6** - Cancelled permit requests

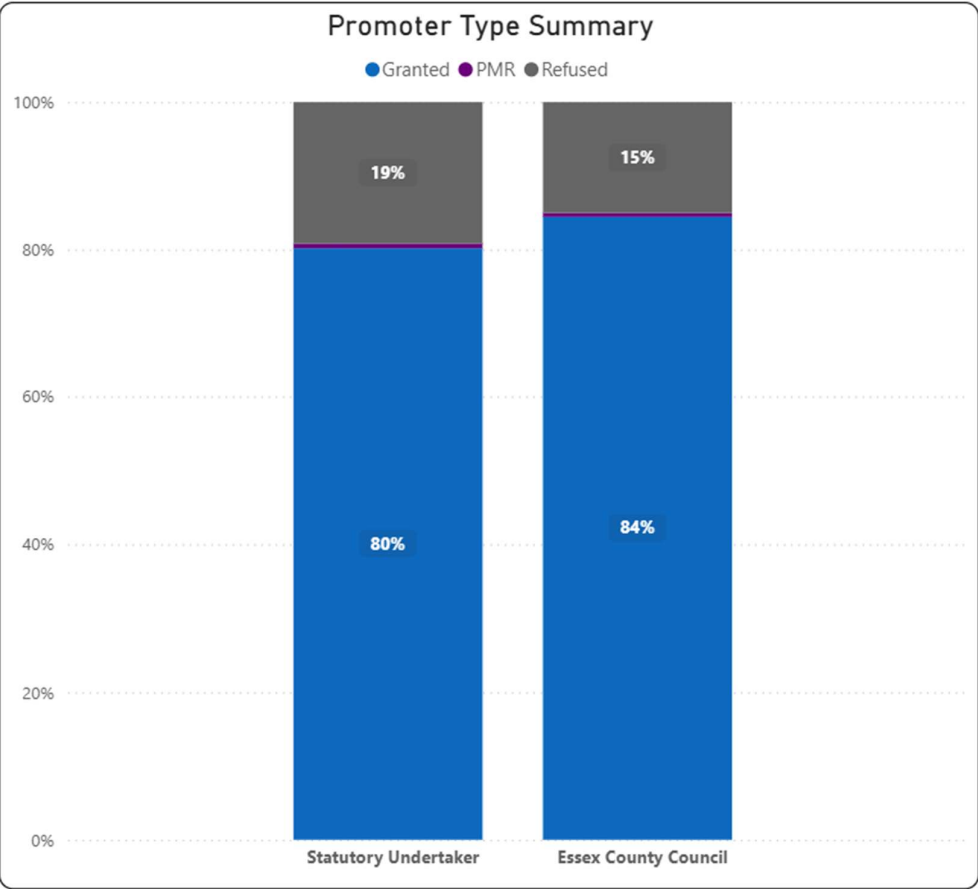
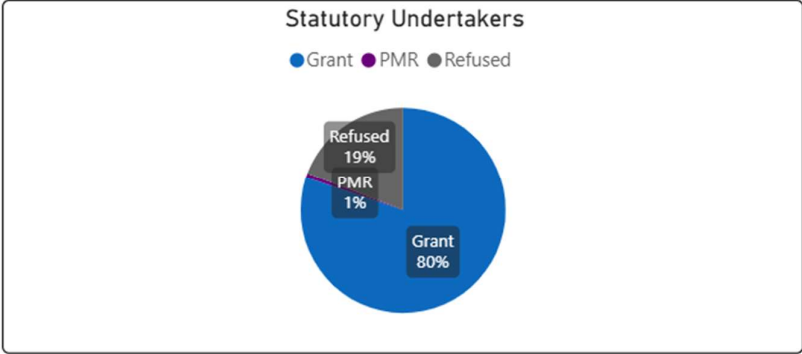
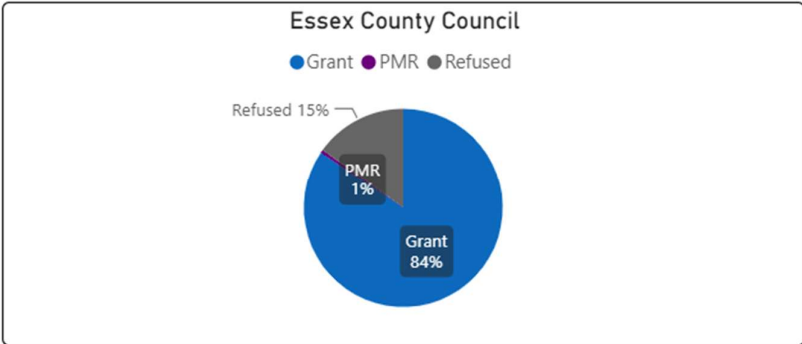
These are explored in this section of the document – “2.5 Performance Indicators”.

- HAUC England TPI measures – These are explored in Section “2.6 HAUC England TPI measures” of this document.
 - **TPI 1** - Works Phases Started (Base Data)
 - **TPI 2** - Works Phases Completed (Base Data)
 - **TPI 3** - Days of Occupancy Phases Completed
 - **TPI 4** - Average Duration of Works
 - **TPI 5** - Works Phases Completed after the reasonable period
 - **TPI 6** - Number of deemed permit applications
- Authority Measures – These are explored within Section “2.7 Authority Measures” of this document.
 - **AM 1** - The number of inspections to monitor conditions
 - **AM 2** - Number of collaborative works (KPI 7)
 - **AM 3** - Refusal Codes broken down by Industry Group
 - **AM 4** - Fixed Penalty Notices (FPNs) issued by Industry Group
 - **AM 5** - 1st Time Reinstatements

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, excluding any applications that are subsequently withdrawn (broken down by work promoter).

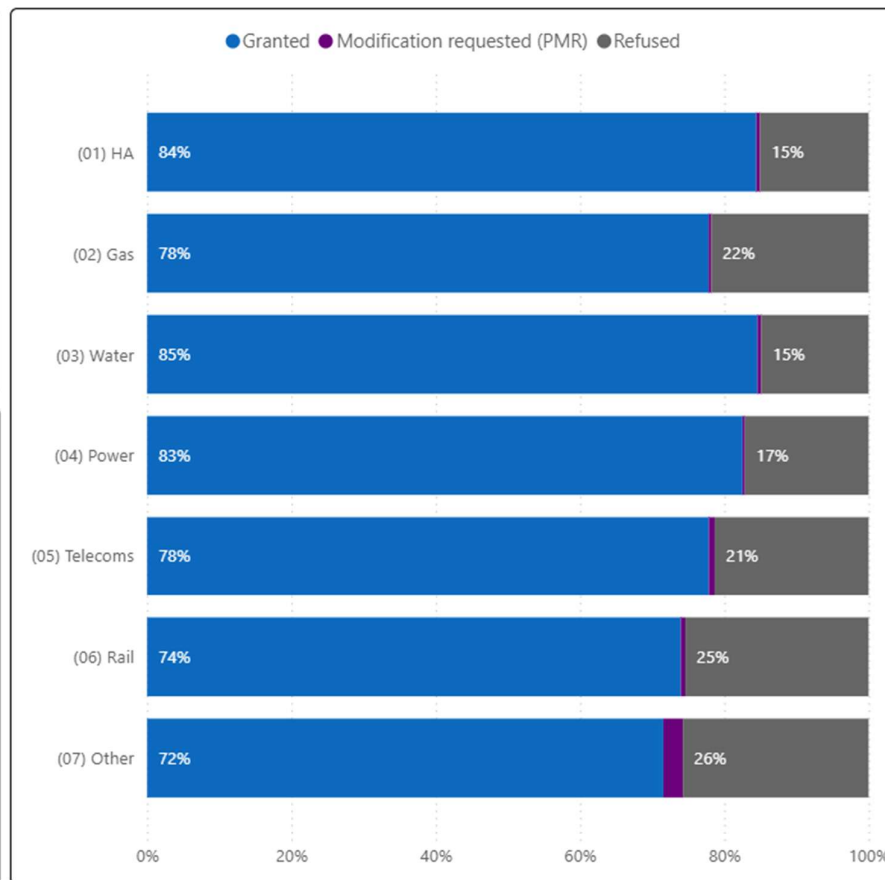
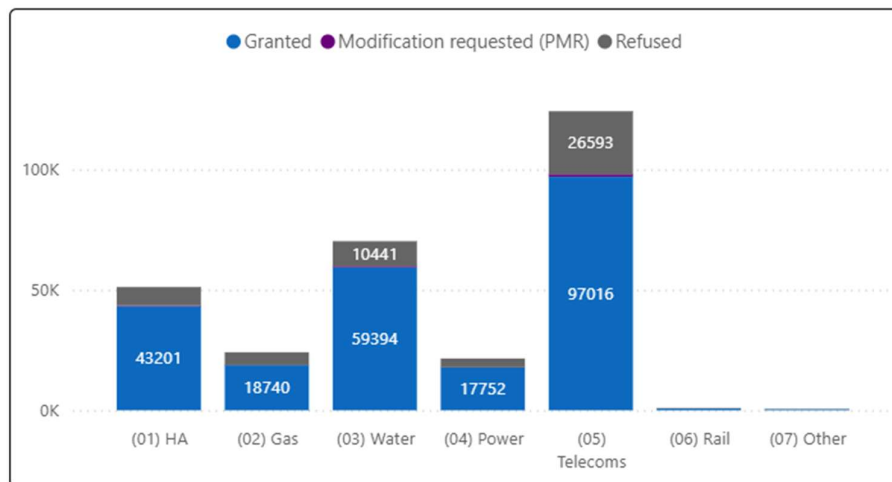
Work Promoter	Granted	Refused	PMR	Granted %	Refused %	PMR %
Essex County Council	43201	7696	272	84%	15%	1%
Statutory Undertaker	194077	46380	1556	80%	19%	1%
Total	237278	54076	1828	81%	18%	1%



KPI 1 - The number of permit and permit variation applications by Industry Group

The number of permits and permit variation applications received, the number granted, and the number refused, excluding any applications that are subsequently withdrawn (broken down by Industry Group).

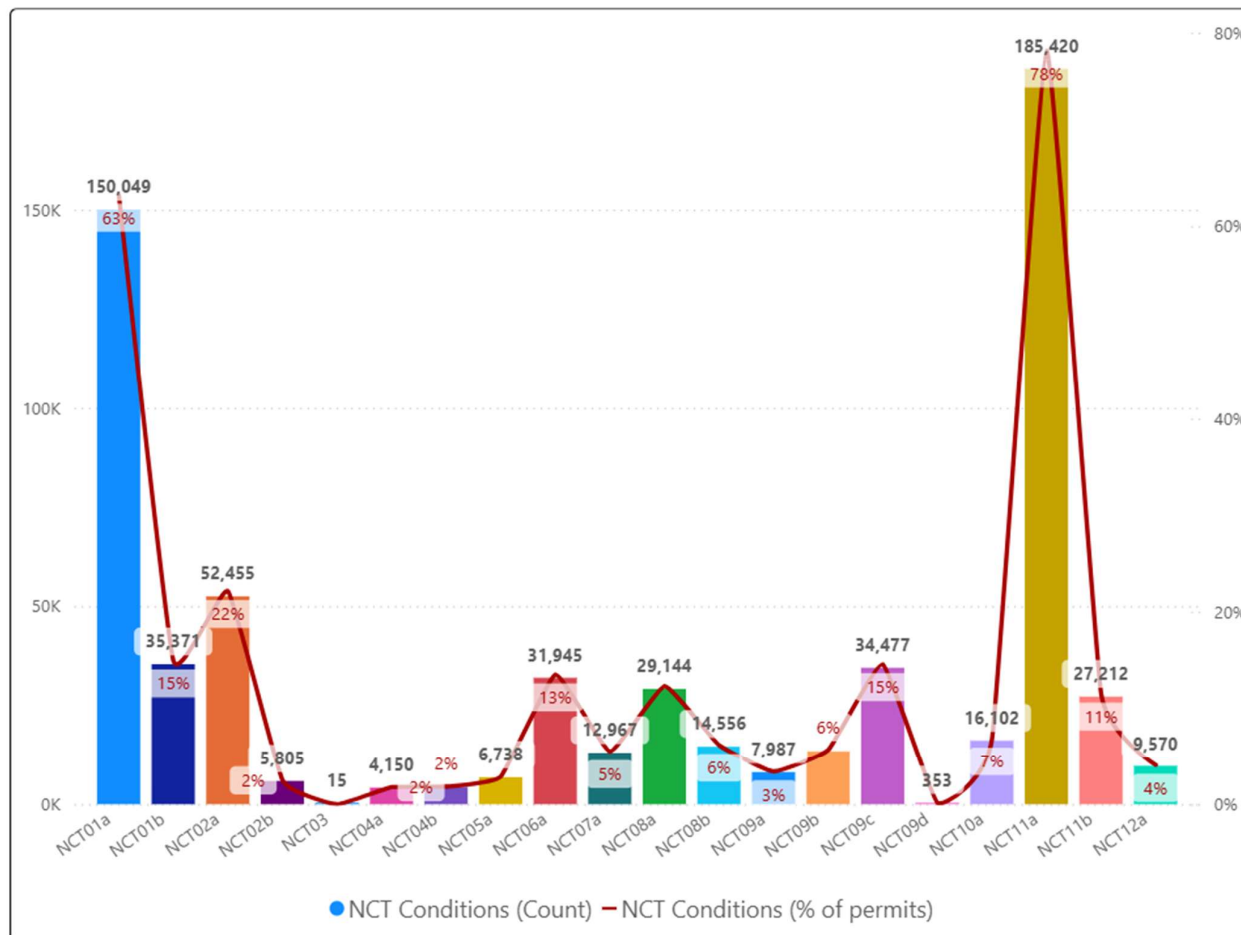
Industry Group	Granted	Refused	PMR	Granted %	Refused %	PMR %
(01) HA	43201	7696	272	84%	15%	1%
(02) Gas	18740	5248	93	78%	22%	0%
(03) Water	59394	10441	379	85%	15%	1%
(04) Power	17752	3687	70	83%	17%	0%
(05) Telecoms	97016	26593	991	78%	21%	1%
(06) Rail	722	248	6	74%	25%	1%
(07) Other	453	163	17	72%	26%	3%
Total	237278	54076	1828	81%	18%	1%



KPI 2 - The number of conditions applied by issued permits

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued.

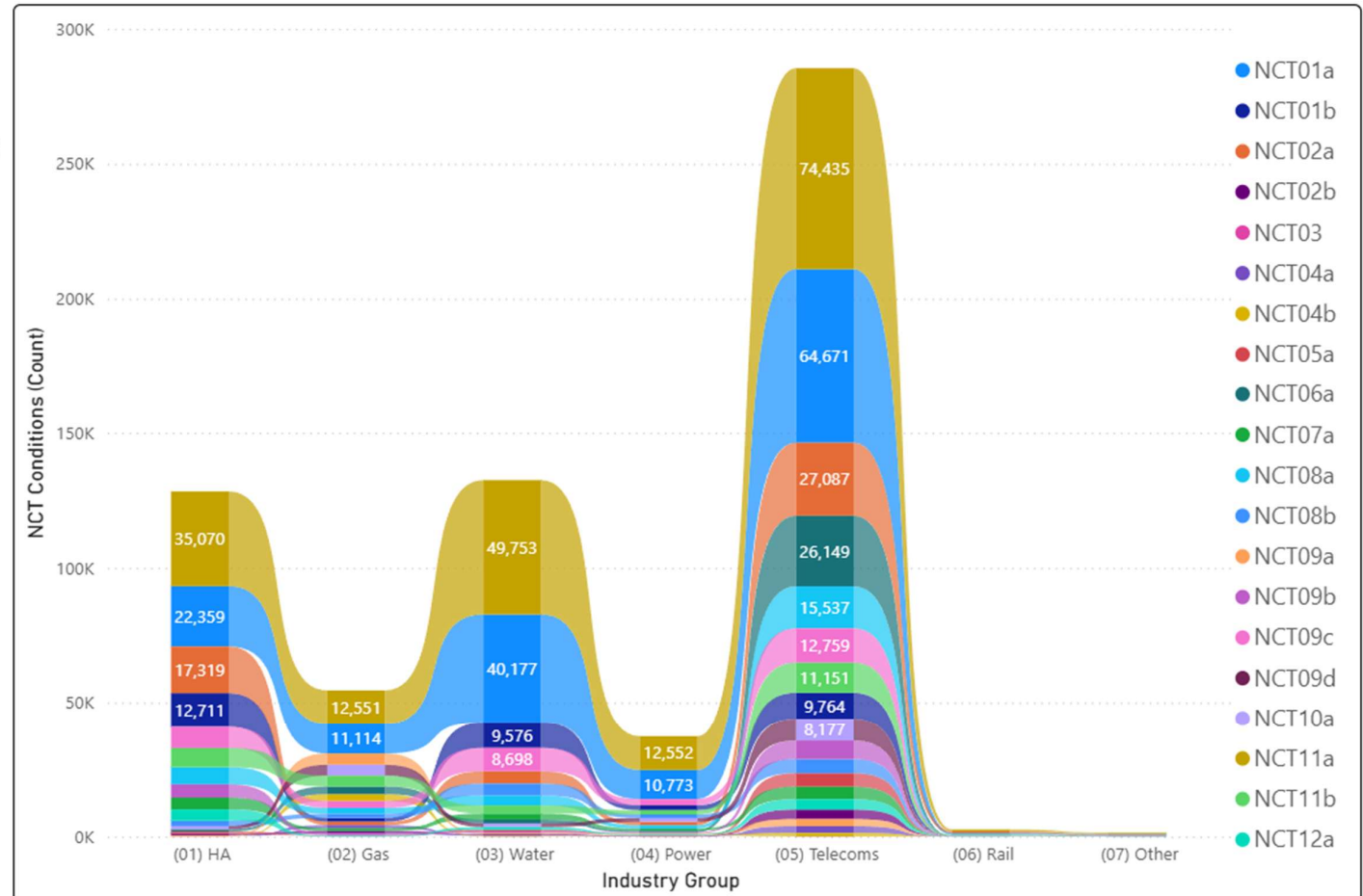
237,278 Total Issued Permits 641,980 NCT Conditions		
NCT	NCT Count	NCT Conditions (% of permits)
NCT01a	150,049	63%
NCT01b	35,371	15%
NCT02a	52,455	22%
NCT02b	5,805	2%
NCT03	15	0%
NCT04a	4,150	2%
NCT04b	4,295	2%
NCT05a	6,738	3%
NCT06a	31,945	13%
NCT07a	12,967	5%
NCT08a	29,144	12%
NCT08b	14,556	6%
NCT09a	7,987	3%
NCT09b	13,369	6%
NCT09c	34,477	15%
NCT09d	353	0%
NCT10a	16,102	7%
NCT11a	185,420	78%
NCT11b	27,212	11%
NCT12a	9,570	4%
Total	641,980	



KPI 2 - The number of conditions applied by the condition type (Split by Industry Group)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Industry Group).

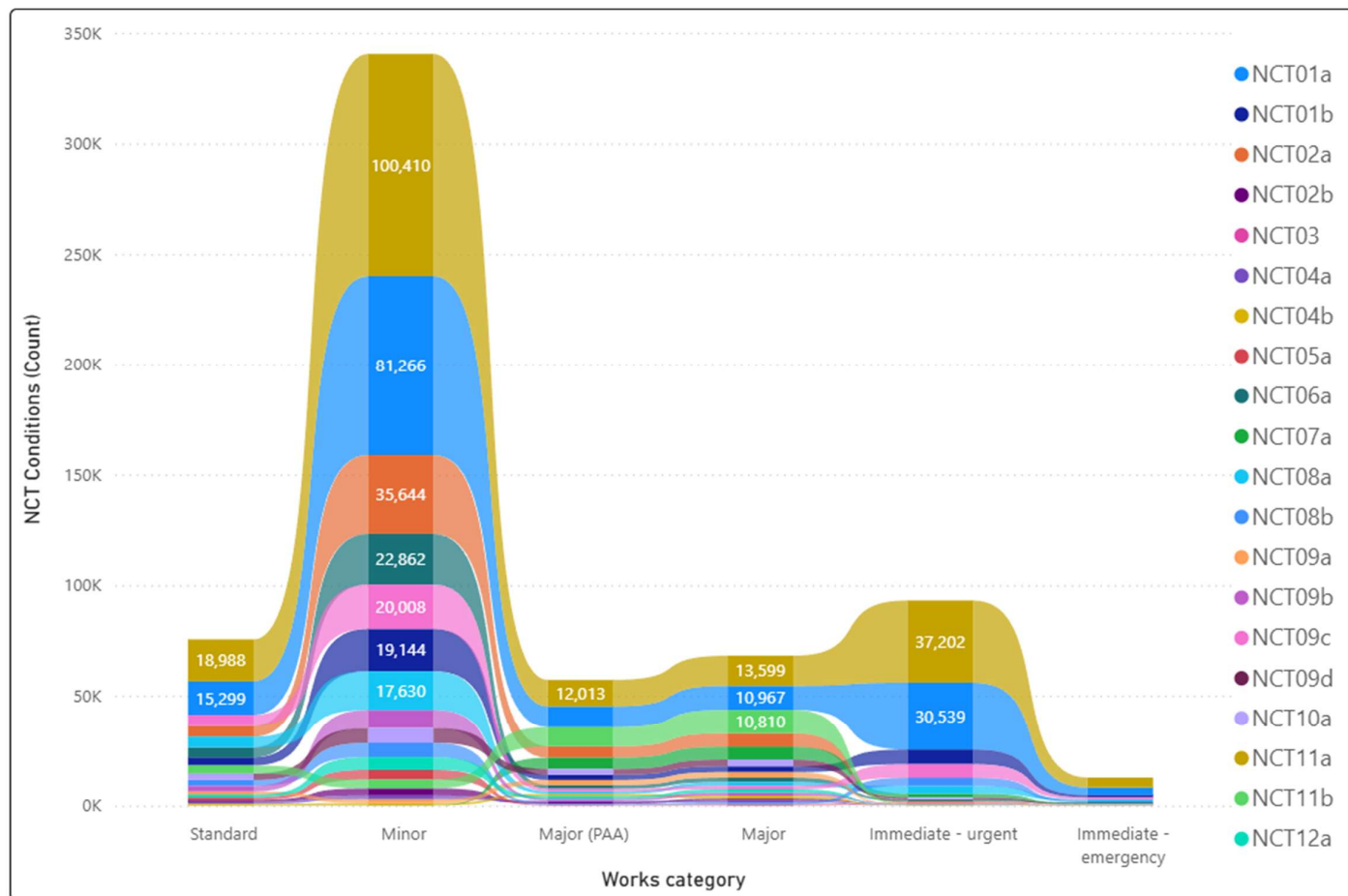
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



KPI 2 - The number of conditions applied by the condition type (Split by Work Category)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Work Category).

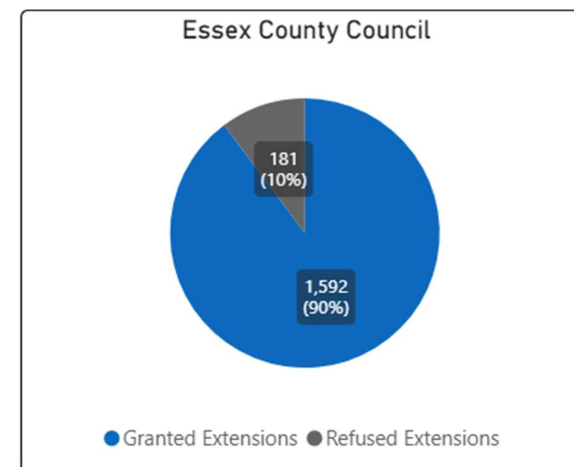
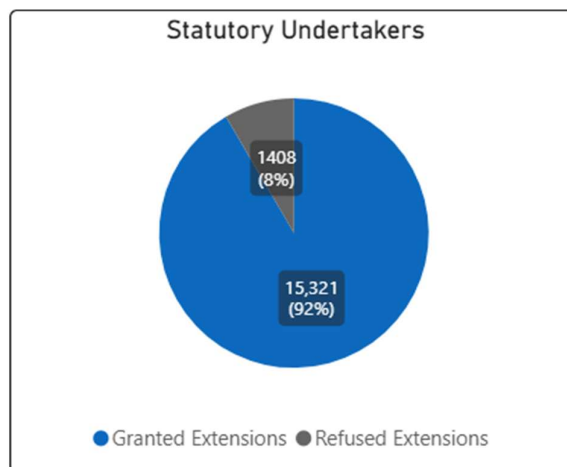
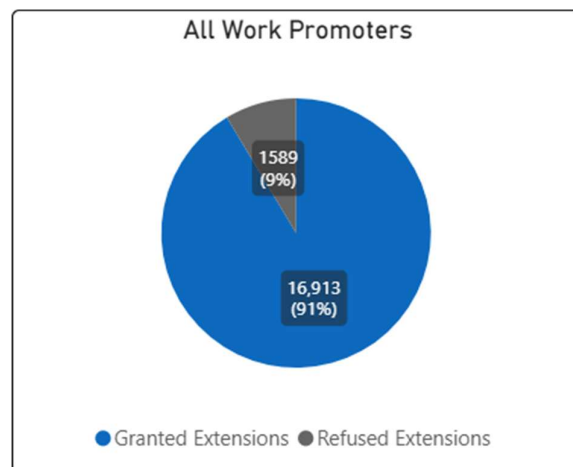
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



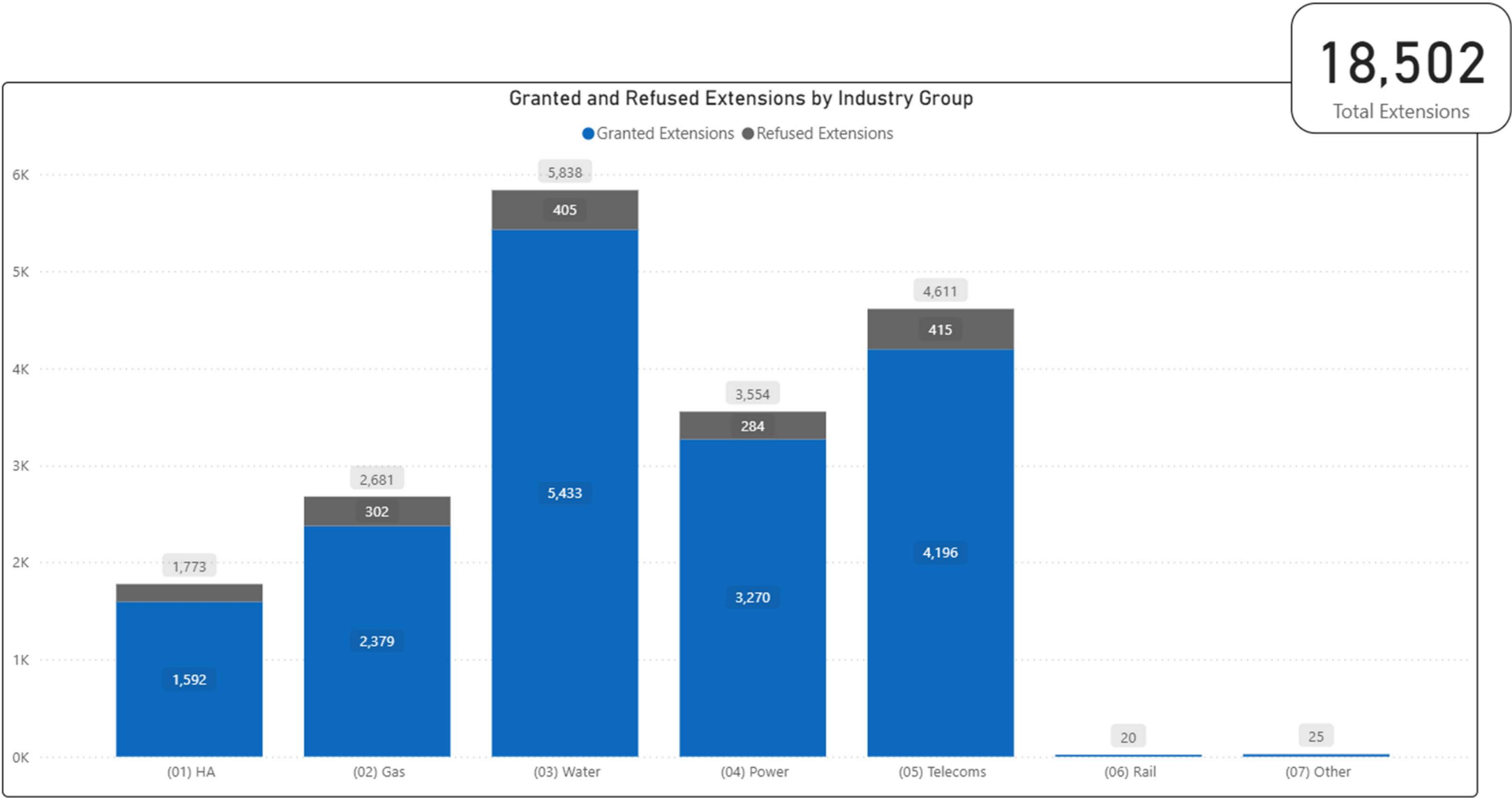
KPI 3 - The number of approved extensions

The table shows the number of duration variation requests submitted and granted (agreed), split by work promoter. Submitted requests are expressed as a percentage of total permits and permit variations granted. Agreed extensions are expressed as a percentage of the duration variation requests submitted.

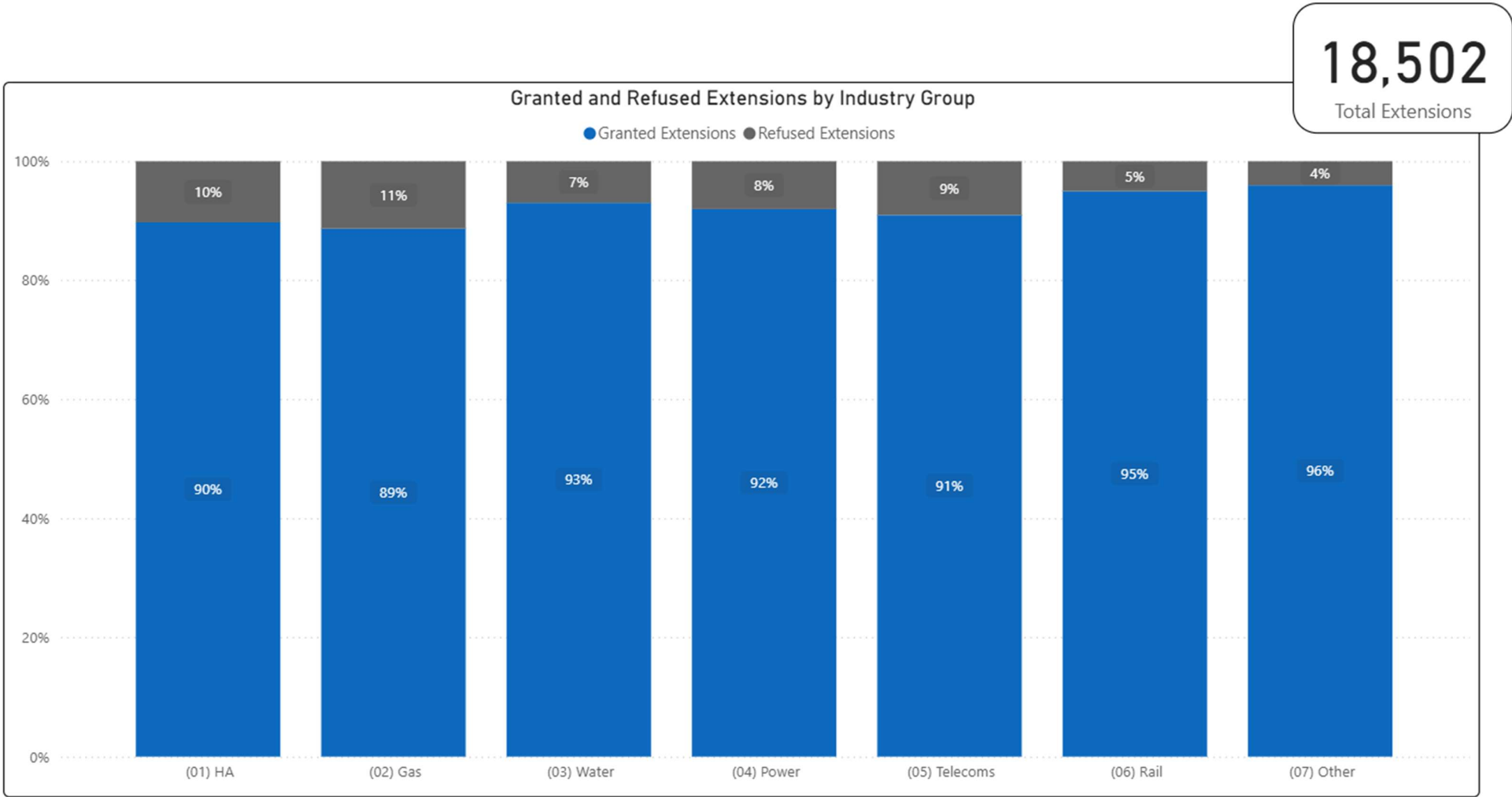
Promoter	Total Number of Permits Issued	Duration Variations Submitted	Duration Application as a %	Granted / Agreed	Agreed Extensions as a %
Statutory Undertaker	194,077	16,729	9%	15,321	92%
Essex (ECC)	43,201	1,773	4%	1,592	90%
All - Work Promoters	237,278	18,502	8%	16,913	91%



KPI 3 - The number of approved extensions split by Industry Group



KPI 3 - The number of approved extensions as a %

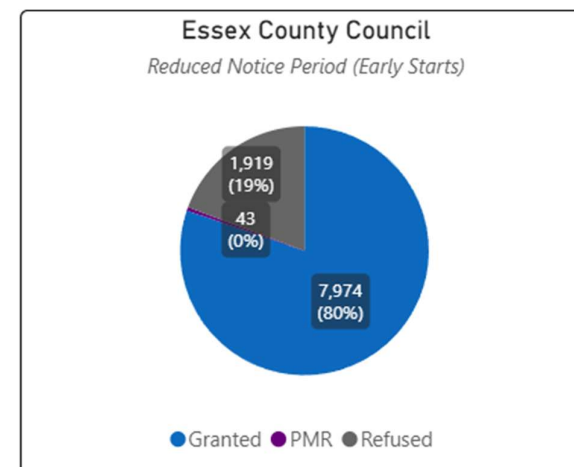
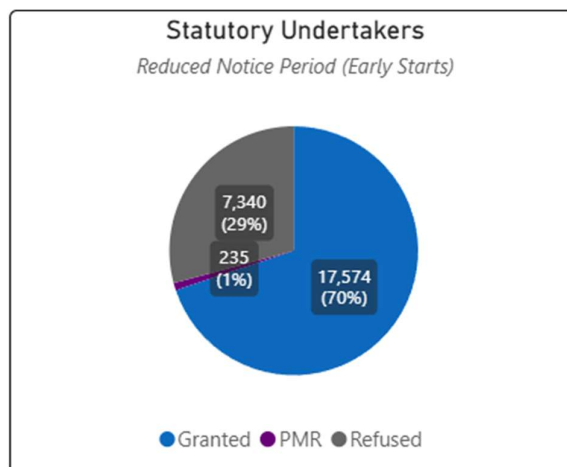
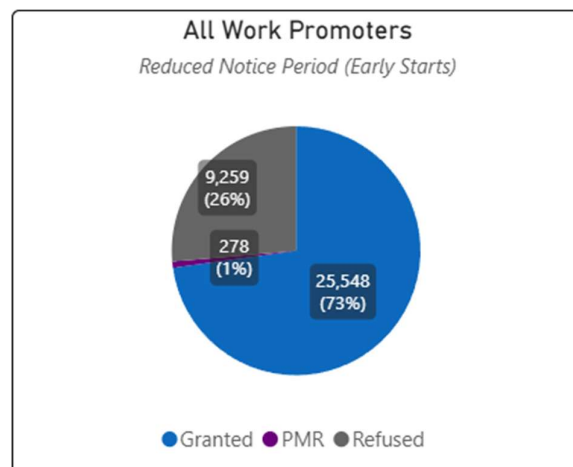


KPI 4 - The number of occurrences of reducing the application period (Early Start)

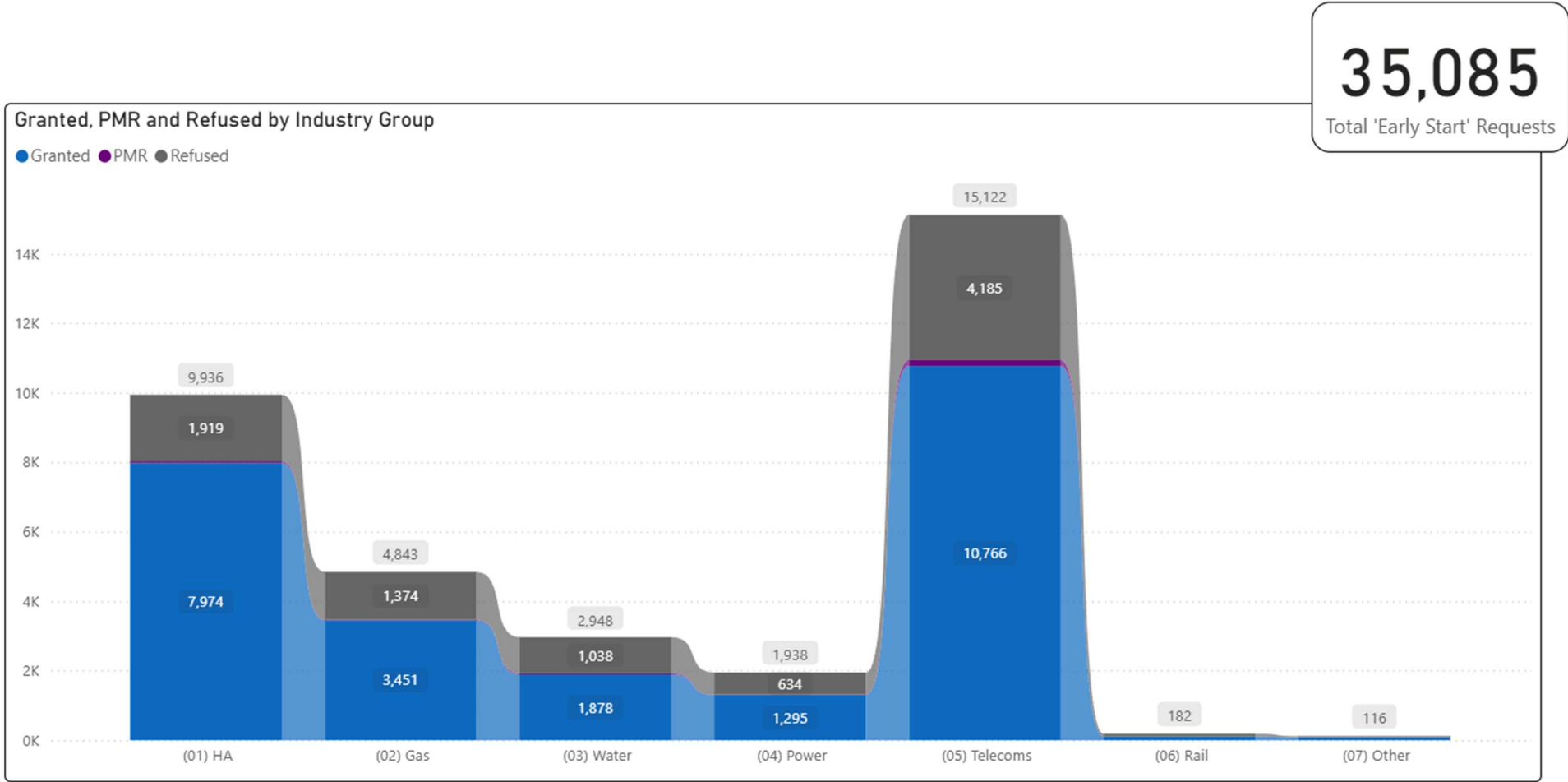
The table shows requests for a reduced notice period (“early starts”), with granted, modification requested (PMR) and refused outcomes split by work promoter. Early-start requests are also expressed as a percentage of the total granted and refused permit applications.

Promoter	Total Number of Permits Processed*	Total Processed (Early Start)	Granted (Early Start)	PMR (Early Start)	Refused (Early Start)	Early Start as a % of Permits
Statutory Undertaker	240,457	25,149	17,574	235	7,340	10%
Essex (ECC)	50,897	9,936	7,974	43	1,919	20%
All - Work Promoters	291,354	35,085	25,548	278	9,259	12%

*For this table, total permits processed comprises granted and refused permit applications only; applications with a “Modification requested” assessment status are excluded from this denominator.



KPI 4 - The number of occurrences of reducing the application period (Early Start) by Industry Group

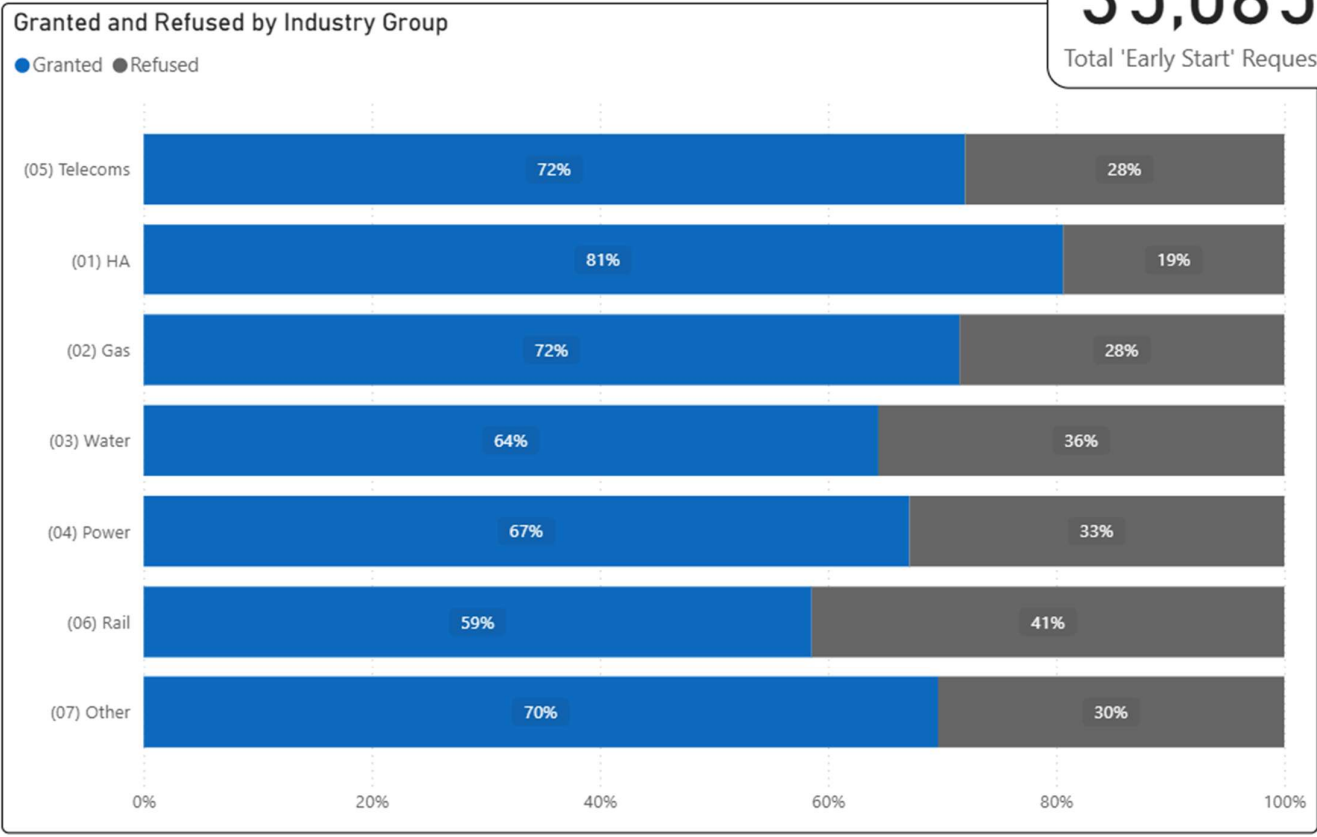


KPI 4 - The number of occurrences of reducing the application period (Early Start) as a %

12%
Early Start % of Permit Applications

291,354
Total Permit Applications Processed

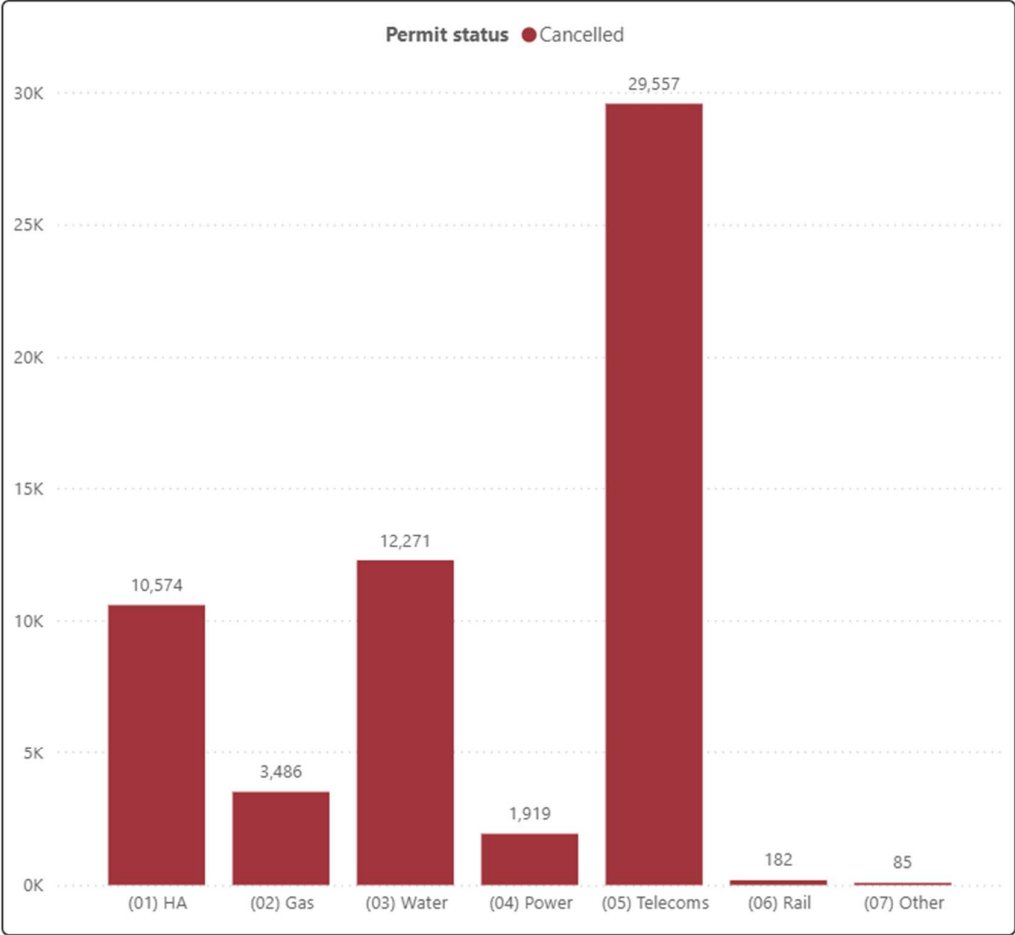
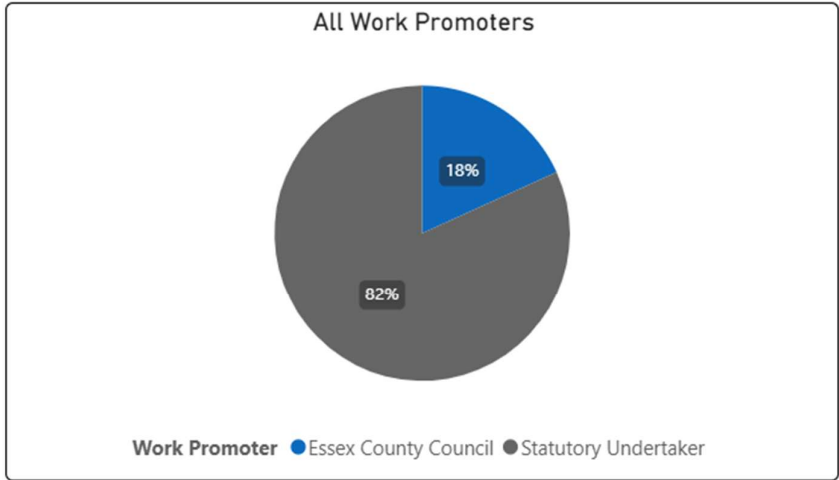
35,085
Total 'Early Start' Requests



KPI 6 – Cancelled Permit Requests

The number of cancelled permit requests is shown as a percentage of the total number of applications processed, and the volume of cancelled requests is split by Industry Group.

Industry Group	Total Processed Permits	KPI 6 - Cancelled Permit Requests	KPI 6 - Cancelled Permit Requests %
(01) HA	57,449	10,574	18%
(02) Gas	27,682	3,486	13%
(03) Water	81,289	12,271	15%
(04) Power	25,520	1,919	8%
(05) Telecoms	145,562	29,557	20%
(06) Rail	1,137	182	16%
(07) Other	762	85	11%
Total	339,401	58,074	17%



2.6 HAUC England TPI measures

Section 2.6 outlines the Traffic Management Act (TMA) Permit Indicators (TPIs), as set out in Annex A of the Statutory Guidance for Highway Authority Permit Schemes.

These indicators provide a consistent basis for monitoring core permit scheme activity and performance across the reporting period.

- **TPI 1** - Works Phases Started (Base Data)
- **TPI 2** - Works Phases Completed (Base Data)
- **TPI 3** - Days of Occupancy Phases Completed
- **TPI 4** - Average Duration of Works
- **TPI 5** - Works Phases Completed after the reasonable period
- **TPI 6** - Number of deemed permit applications

TPI 1 to TPI 6 by “All Work Promoters”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
All	Major	8,661	8,521	131,448	15.43	5,034	22
	Standard	11,454	11,268	77,971	6.92	6,943	10
	Minor	58,528	58,300	122,850	2.11	30,537	80
	Immediate Urgent	35,251	33,567	154,770	4.61	17,366	2
	Immediate Emergency	4,326	4,098	25,686	6.27	1,608	0
	Total	118,220	115,754	512,725	4.43	61,488	114

TPI 1 to TPI 6 by “Statutory Undertakers”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Statutory Undertakers	Major	5,522	5,520	92,042	16.67	3,731	11
	Standard	9,455	9,455	66,612	7.05	5,849	3
	Minor	47,216	47,215	102,576	2.17	24,842	62
	Immediate Urgent	33,813	32,211	151,740	4.71	16,278	2
	Immediate Emergency	3,956	3,780	20,655	5.46	1,382	0
	Total	99,962	98,181	433,625	4.42	52,082	78

TPI 1 to TPI 6 by “Essex County Council”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Essex County Council	Major	3,139	3,001	39,406	13.13	1,303	11
	Standard	1,999	1,813	11,359	6.27	1,094	7
	Minor	11,312	11,085	20,274	1.83	5,695	18
	Immediate Urgent	1,438	1,356	3,030	2.23	1,088	0
	Immediate Emergency	370	318	5,031	15.82	226	0
	Total	18,258	17,573	79,100	4.50	9,406	36

2.7 Authority Measures

Section 2.7 examines the additional performance measures that Essex County Council selected during the design and implementation of the Essex Permit Scheme. These measures are chosen by the Authority and are in addition to those contained in both the TPI and TMA frameworks.

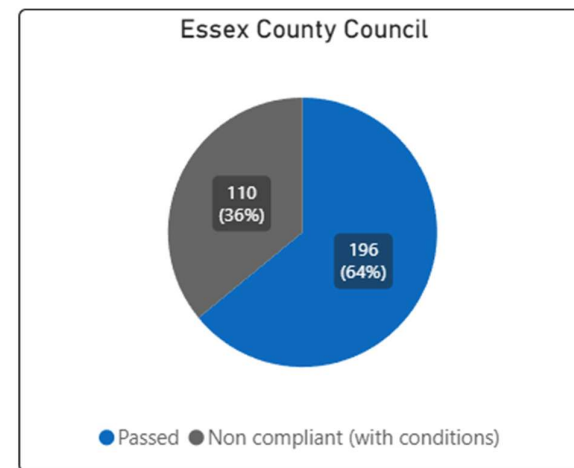
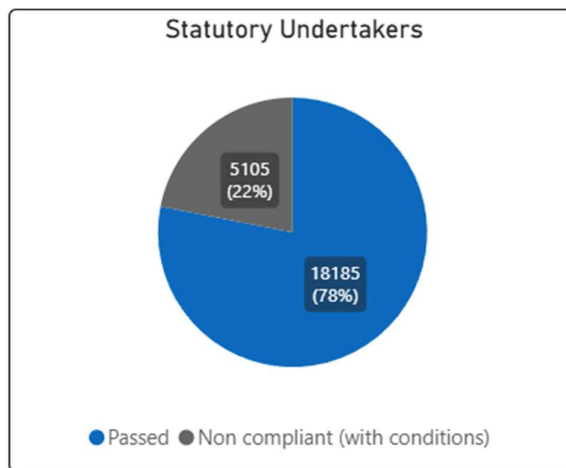
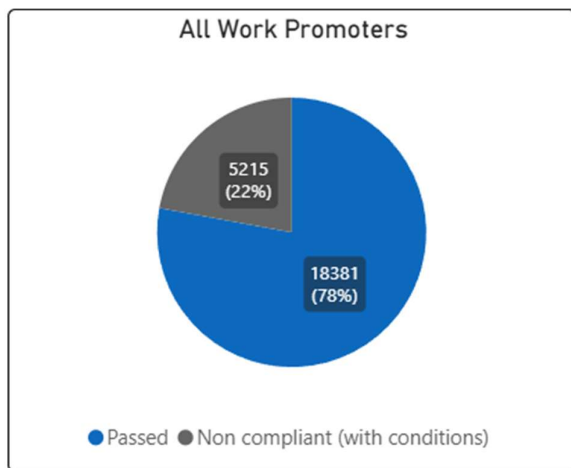
The five measures which will be investigated are:

- **AM 1** - The number of inspections carried out to monitor conditions
- **AM 2** - Number of Collaborative Works (KPI 7)
- **AM 3** - Refusal Codes broken down by Industry Group
- **AM 4** – Fixed Penalty Notices (FPNs) issued by Industry Group
- **AM 5** - 1st Time Reinstatements

AM 1 – The number of inspections carried out to monitor conditions (Sample Size)

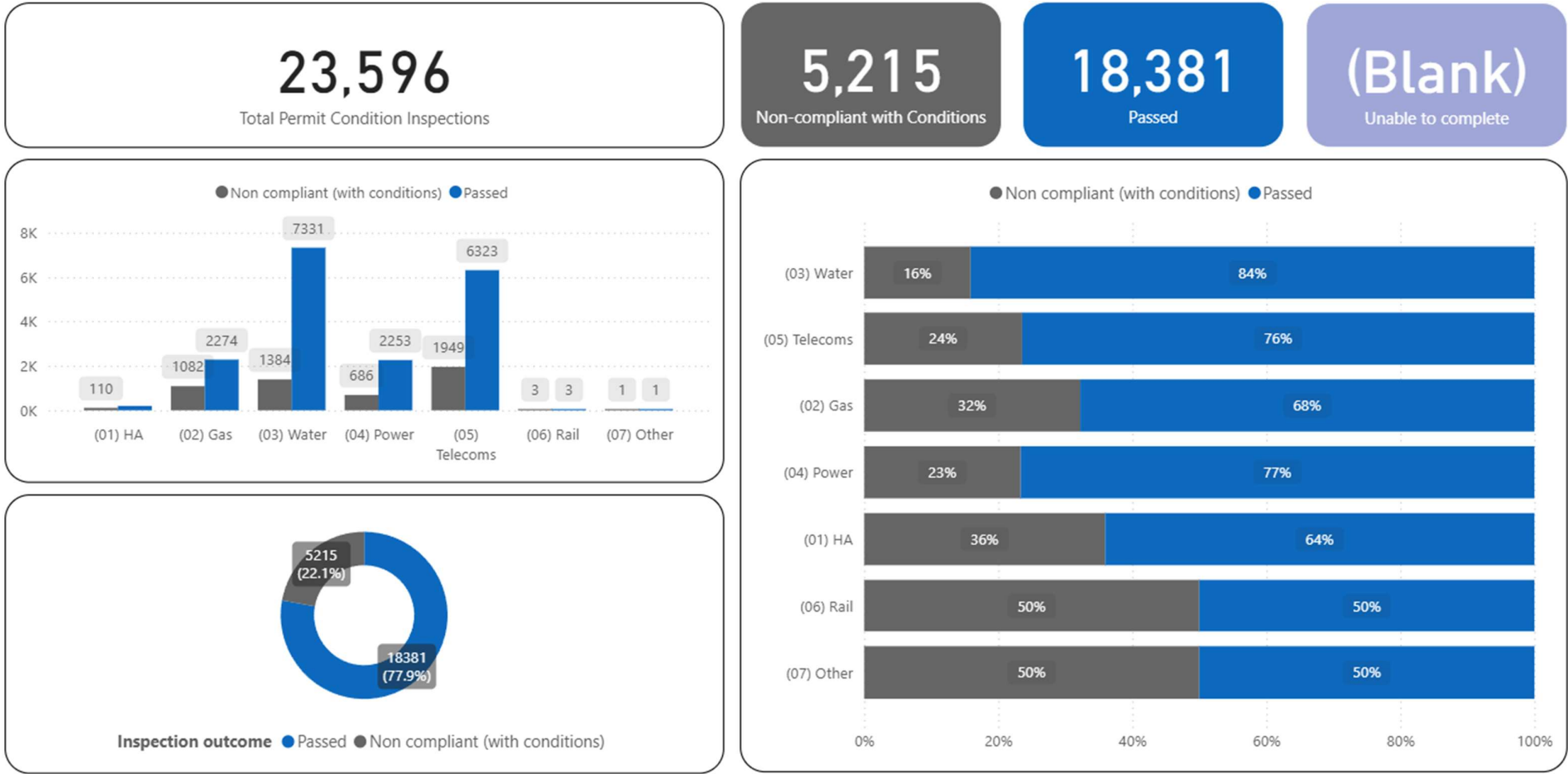
The AM 1 measure records the proportion of compliant and non-compliant permit condition inspections as a percentage of all compliance inspections undertaken within the reporting period. The sample size represents the proportion of compliance inspections completed in relation to the total number of permits granted during that period.

Promoter	Total Number of Permits Granted	Compliance Inspections (Sample Size)	Sample size - as a % of Granted Permits	Passed	Passed (% of Sample)	Non-Compliant	Non-Compliant (% of Sample)
Statutory Undertaker	194,077	23,290	12%	18,185	78%	5,105	22%
Essex (ECC)	43,201	306	1%	196	64%	110	36%
All - Work Promoters	237,278	23,596	10%	18,381	78%	5,215	22%



AM 1 – The number of inspections carried out to monitor conditions

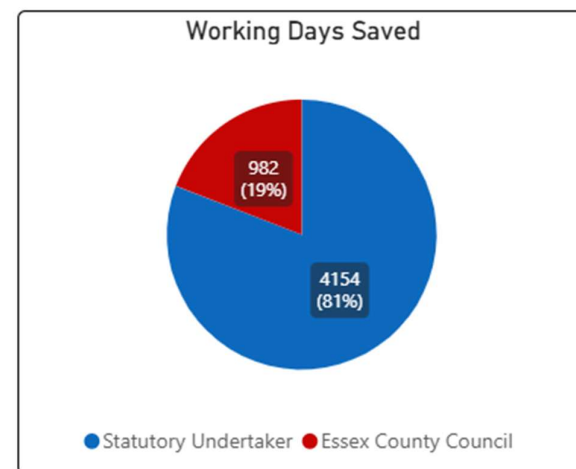
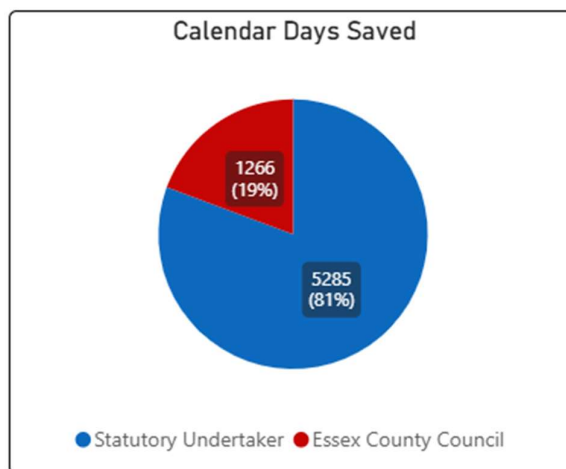
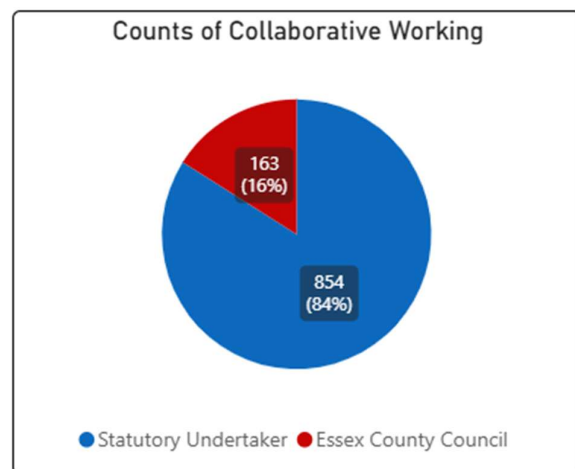
“(Blank)” in the “Unable to complete” card indicates that no inspections with this outcome are recorded in the data shown.



AM 2 – Number of collaborative works (KPI 7)

The AM 2 measure records the number of collaborative works undertaken and the number of calendar and working days saved through collaborative working and other coordination activities. The sample size from Street Manager represents the proportion of collaborative works undertaken in relation to the total number of permits granted during the reporting period.

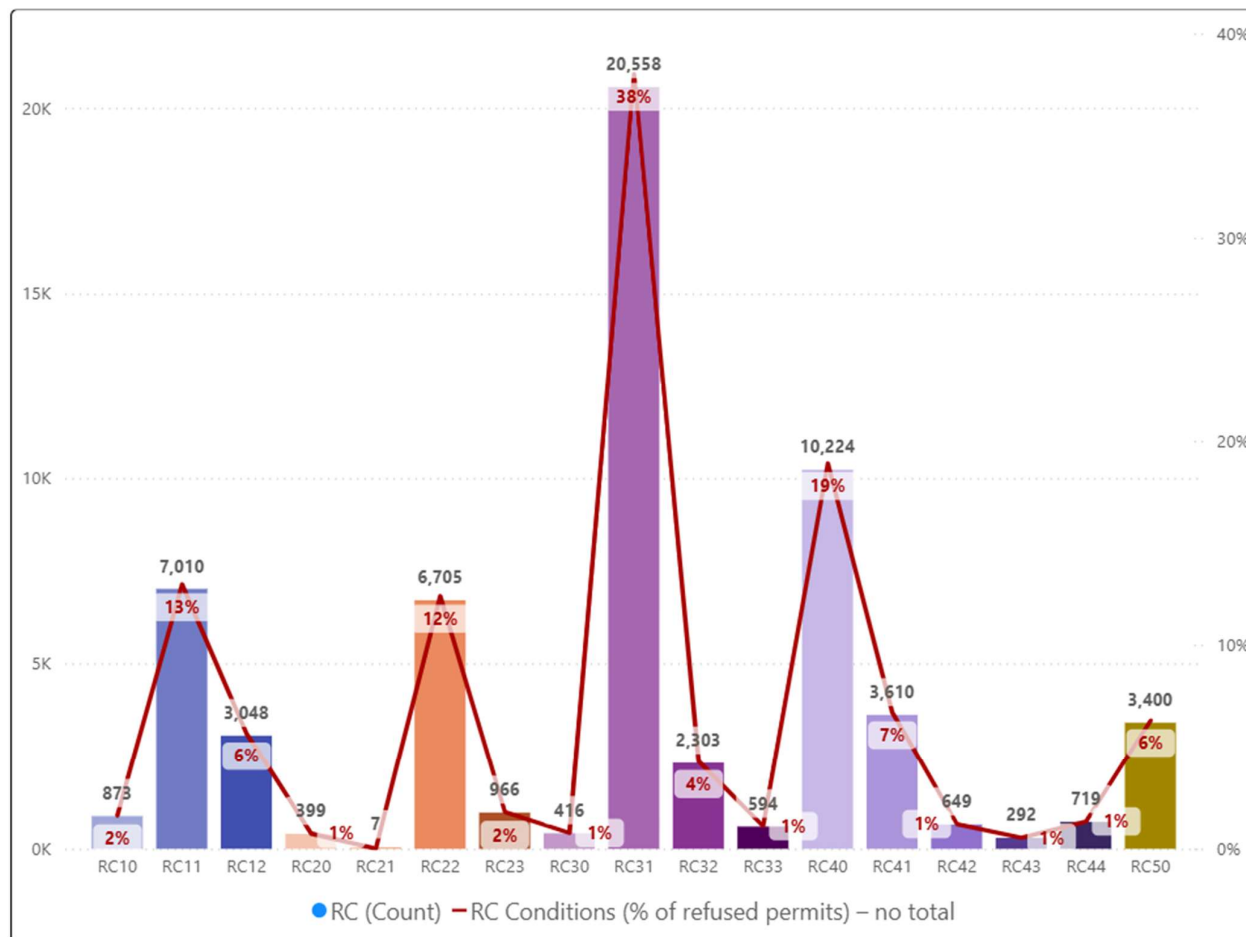
Promoter	Total Number of Permits Granted	Counts of Collaborative Working	Collaborative Working as % of Granted Permits	Collaborative – Calendar Days Saved	Collaborative – Working Days Saved
Statutory Undertaker	194,077	854	0.44%	5,285	4,154
Essex (ECC)	43,201	163	0.38%	1,266	982
All - Work Promoters	237,278	1,017	0.43%	6,551	5,136



AM 3 – The number of ‘Standard Response Codes’ applied

The AM 3 measure records the number of Standard Response Codes applied to refused permit and permit variation applications, providing a consistent basis for analysing reasons for refusal and identifying areas where permit application quality can be improved.

54,076			61,773		
Total Refused Applications			Refusal Codes Applied		
Refusal Code	RC Count	RC (% of refused applications)			
RC10	873	2%			
RC11	7,010	13%			
RC12	3,048	6%			
RC20	399	1%			
RC21	7	0%			
RC22	6,705	12%			
RC23	966	2%			
RC30	416	1%			
RC31	20,558	38%			
RC32	2,303	4%			
RC33	594	1%			
RC40	10,224	19%			
RC41	3,610	7%			
RC42	649	1%			
RC43	292	1%			
RC44	719	1%			
RC50	3,400	6%			
Total	61,773				



AM 3 – ‘Standard Response Codes’ broken down by Industry Group

The number of ‘Standard Response Codes’ applied to refused permit and permit variation applications by industry group, supporting analysis of refusal patterns across promoter types and helping to identify areas where permit application quality can be improved.

Response Codes

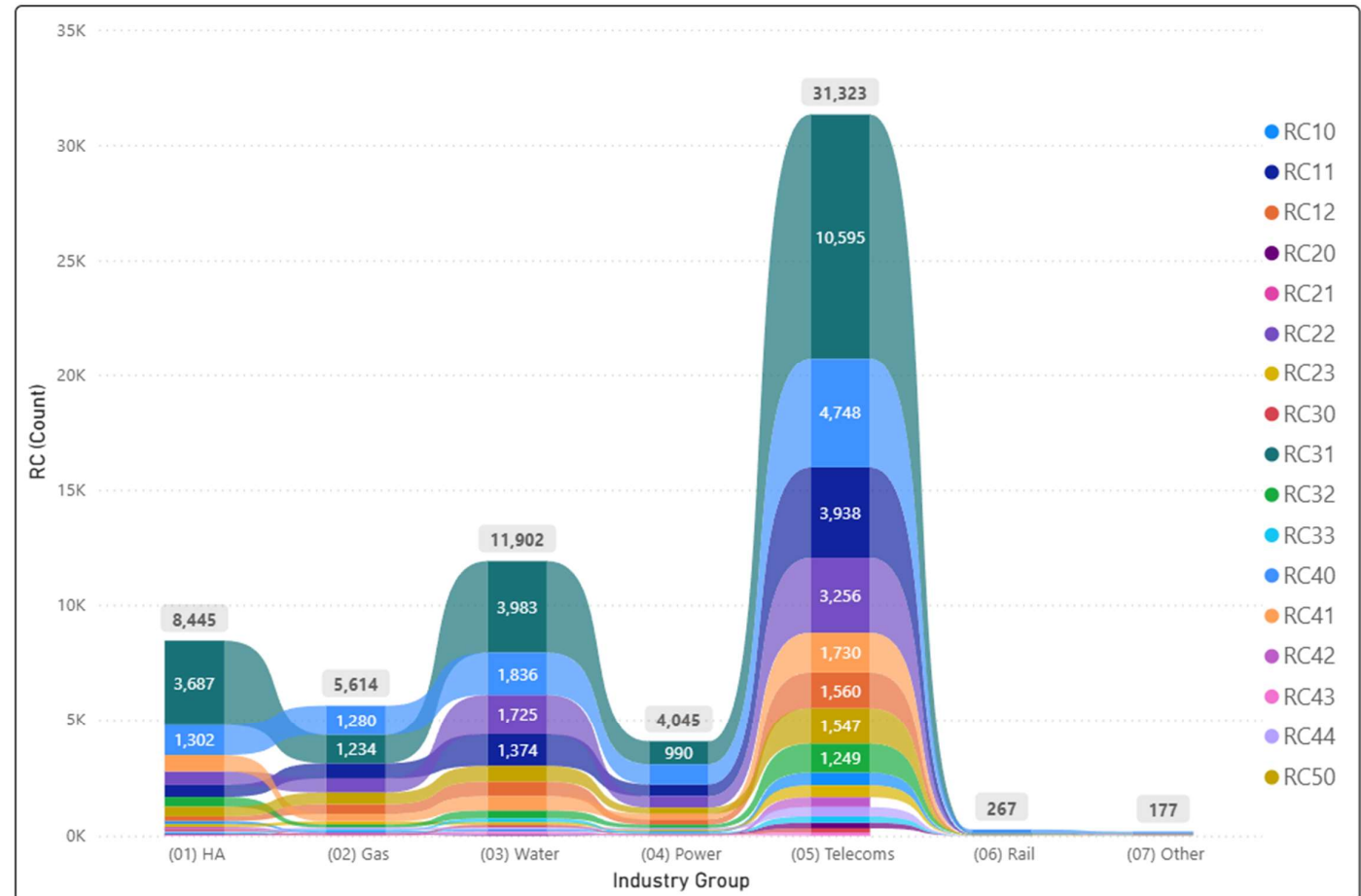
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other

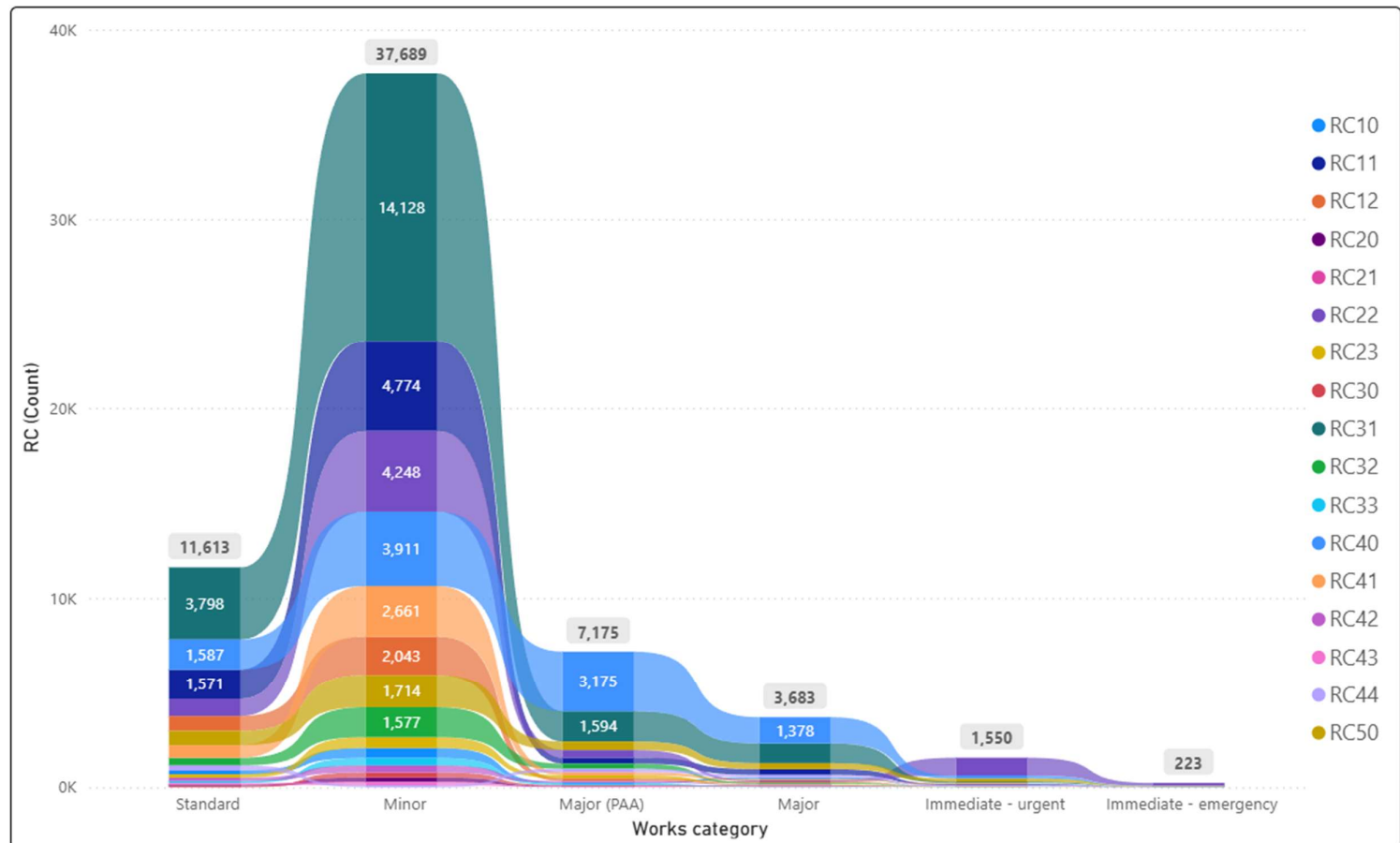


AM 3 – Refusal Codes broken down by Work Category

The number of 'Standard Response Codes' applied to refused permit and permit variation applications by work category. This supports analysis of how reasons for refusal vary across activity types, helping identify trends and areas where more targeted improvements in permit application quality may be required.

Response Codes

- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management
- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information
- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration
- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration
- RC50 – Other

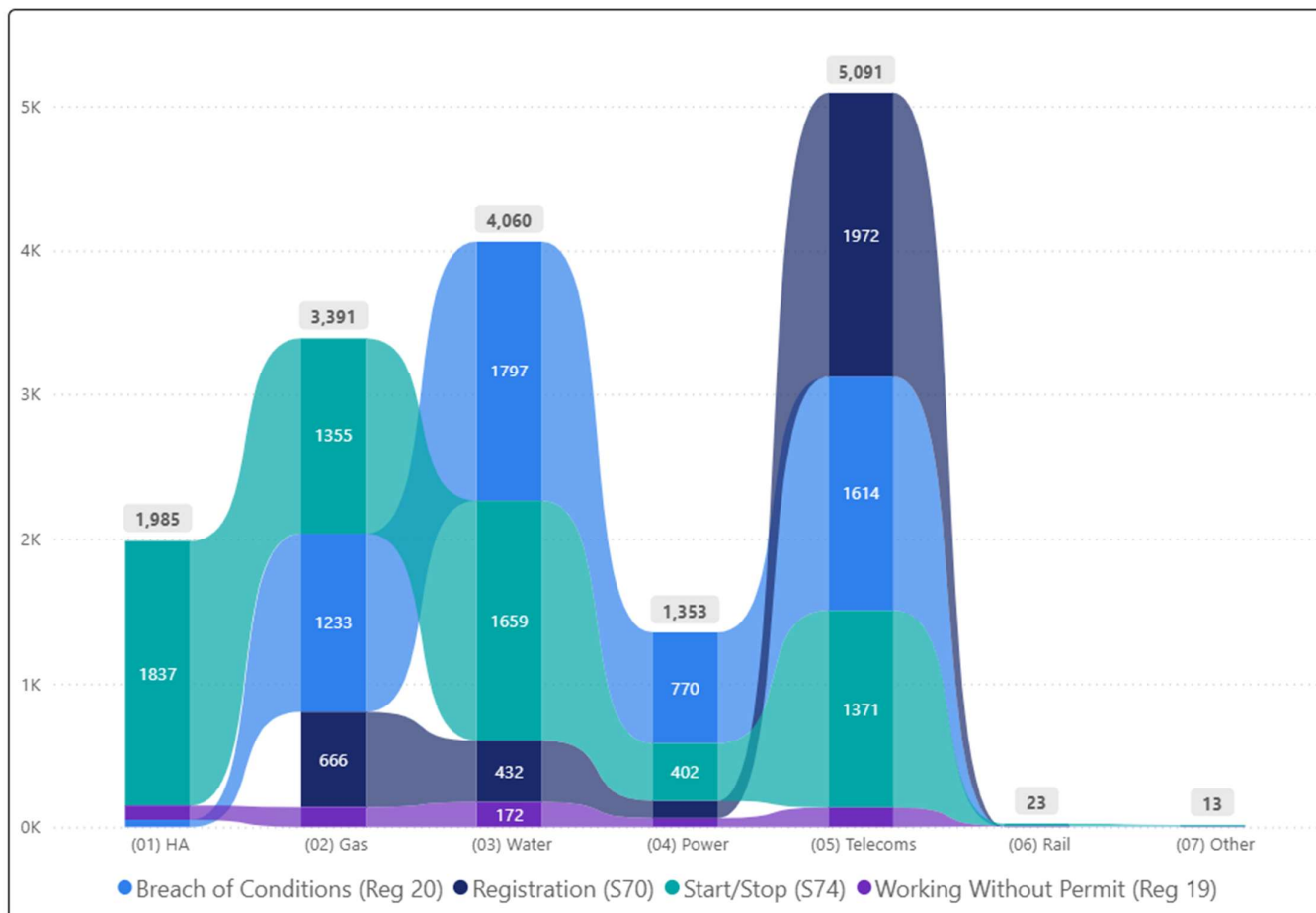


AM 4 – Fixed Penalty Notices (FPNs) issued by Industry Group

The AM 4 measure records the number of Fixed Penalty Notices issued by industry group, supporting analysis of enforcement activity and helping to identify where compliance with permit and street works requirements can be improved.

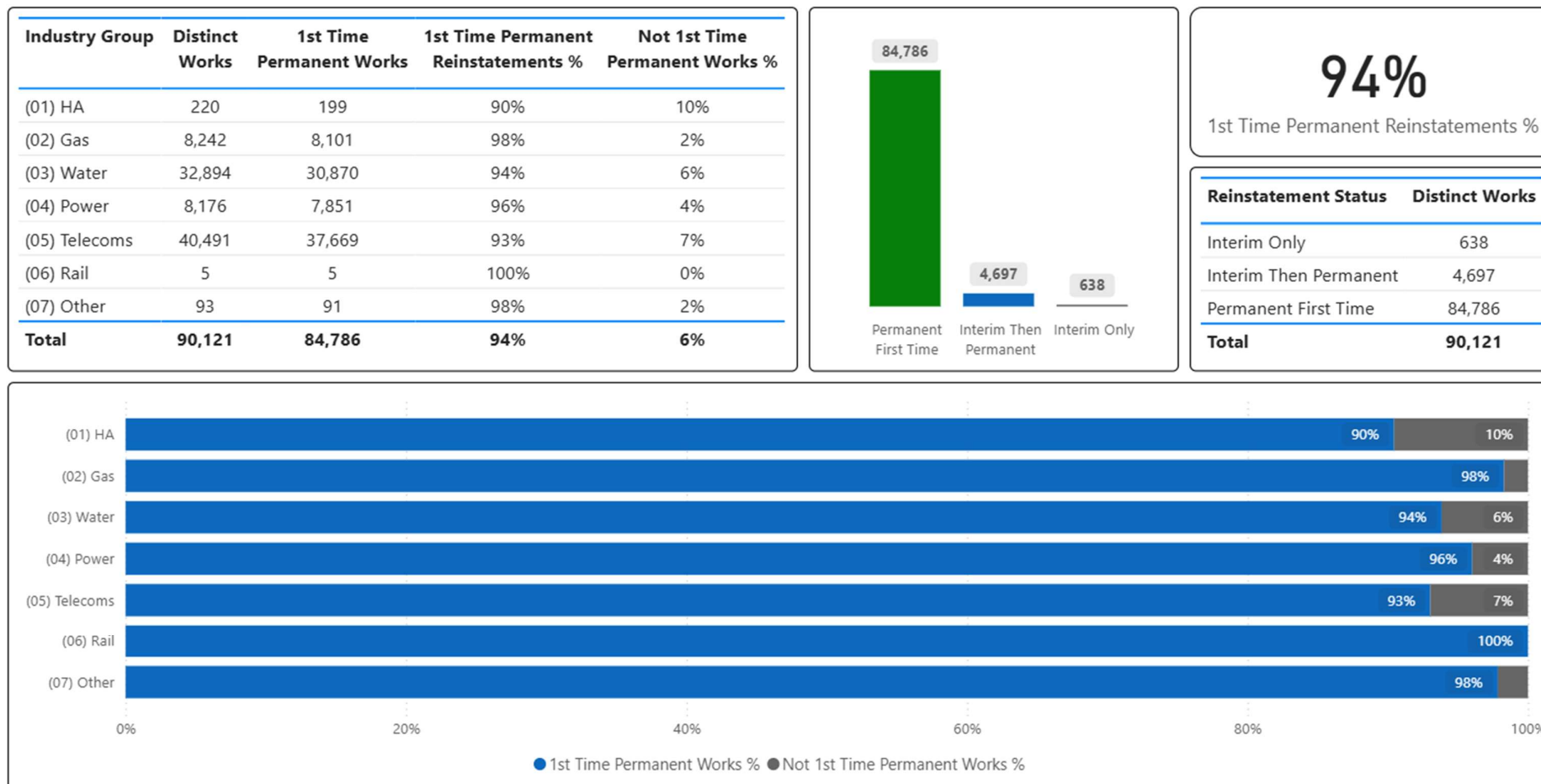
Local Offence	No. of FPNs
Breach of Conditions (Reg 20)	5,467
Registration (S70)	3,194
Start/Stop (S74)	6,648
Working Without Permit (Reg 19)	607
Total	15,916

Industry Group	No. of FPNs	Industry Group % of FPNs
(01) HA	1,985	12%
(02) Gas	3,391	21%
(03) Water	4,060	26%
(04) Power	1,353	9%
(05) Telecoms	5,091	32%
(06) Rail	23	0%
(07) Other	13	0%
Total	15,916	



AM 5 – 1st Time Reinstatements

The AM 5 measure records the number of works permanently reinstated in a single phase of works, supporting analysis of 1st Time Permanent reinstatement performance across industry groups.



Section 3

Year 7

(1 April 2021 to 31 March 2022)

3 Section 3 | Year 7 Data – 1 April 2021 to 31 March 2022

3.1 Introduction

This section provides the detailed evaluation of the Essex County Council Permit Scheme for the 2021/22 reporting year, covering the period from 1 April 2021 to 31 March 2022. It follows the combined three-year summary set out in Section 2 and focuses on the performance, trends and operational outcomes recorded during this individual financial year.

The 2021/22 period continued to be influenced by the wider effects of COVID-19, with changing travel patterns, workforce availability, supply chain pressures and altered working arrangements still affecting the planning and delivery of road and street works. Against this background, Essex Highways continued to apply the Permit Scheme consistently across a large and diverse highway network, using data derived from Street Manager, the Department for Transport's digital service for managing road and street works in England.

During this year, Essex processed 92,789 permit and permit variation applications, with 74,388 granted and 17,723 refused. The year also recorded 366 instances of collaboration, saving 1,873 working days and delivering an estimated societal benefit of £1,873,000. These outcomes demonstrate the continued role of the Permit Scheme in supporting effective coordination, reducing occupation of the highway and managing the impact of works on road users.

The analysis within this section highlights the volume of permits processed, grant and refusal rates, the management of duration variation requests, levels of compliance observed through permit condition inspections, reinstatement outcomes and the continuing promotion of collaborative working across the Essex network.

The 2021/22 year therefore provides an important baseline for understanding the operation of the Essex Permit Scheme during the early part of the three-year review period, as activity levels continued to stabilise following the main period of national COVID-19 restrictions. The detailed results and key metrics for this year are summarised in Section 3.2 Executive Summary of Operating Year 2021/22, which follows.

3.2 Executive Summary of Operating Year 7 (2021/22)

A summary of the benefits the Essex County Council Permit Scheme has delivered during the single-year summary reporting period from 1 April 2021 to 31 March 2022 is highlighted below:

- **92,789** permits and permit variations were processed in this period.
- **74,388** permits and permit variations were granted in this period; 80% of all applications received.
- **17,723** permits and permit variations were refused in this period; 19% of all applications received.
- **14%** of applications from the Highway Authority were refused, and **20%** of applications from utilities were refused during this period.
- **5,939** extension variation requests were made in this period, which equates to **8%** of all granted applications.
- **336** instances of collaboration were recorded within this period.
- **1,873** working days were saved through the **336** collaboration instances. This equates to **£1,873,000** in societal savings, based on an average daily cost of £1,000 (*average daily cost established from the CBA*).
- **37** permit/permit variations were classed as deemed within the period, meaning **99.96%** of all works submitted were reviewed within the applicable response period.
- **92%** of duration variation applications submitted were granted within this period.
- **83%** compliance was achieved by work promoters during sampled permit inspections; 7,162 permit condition inspections were conducted, of which 5,920 were found to be compliant and 1,242 were found to be non-compliant during this period.
- **93%** of works with reinstatement records achieved a first-time permanent reinstatement; **27,594** works were permanently reinstated on the first attempt during this period.

3.3 Performance Indicators

Permit schemes within England are measured through the use of three different types of performance indicators:

- Key Performance Indicators (KPIs) are required by the Department for Transport (DfT) as outlined in the 'Statutory Guidance for Highway Authority Permit Schemes' and are mandatory for all permit schemes
 - **KPI 1** - The number of permit applications
 - **KPI 2** - The number of conditions applied
 - **KPI 3** - The number of approved extensions
 - **KPI 4** - The number of occurrences of reducing the application period
 - **KPI 6** - Cancelled permit requests

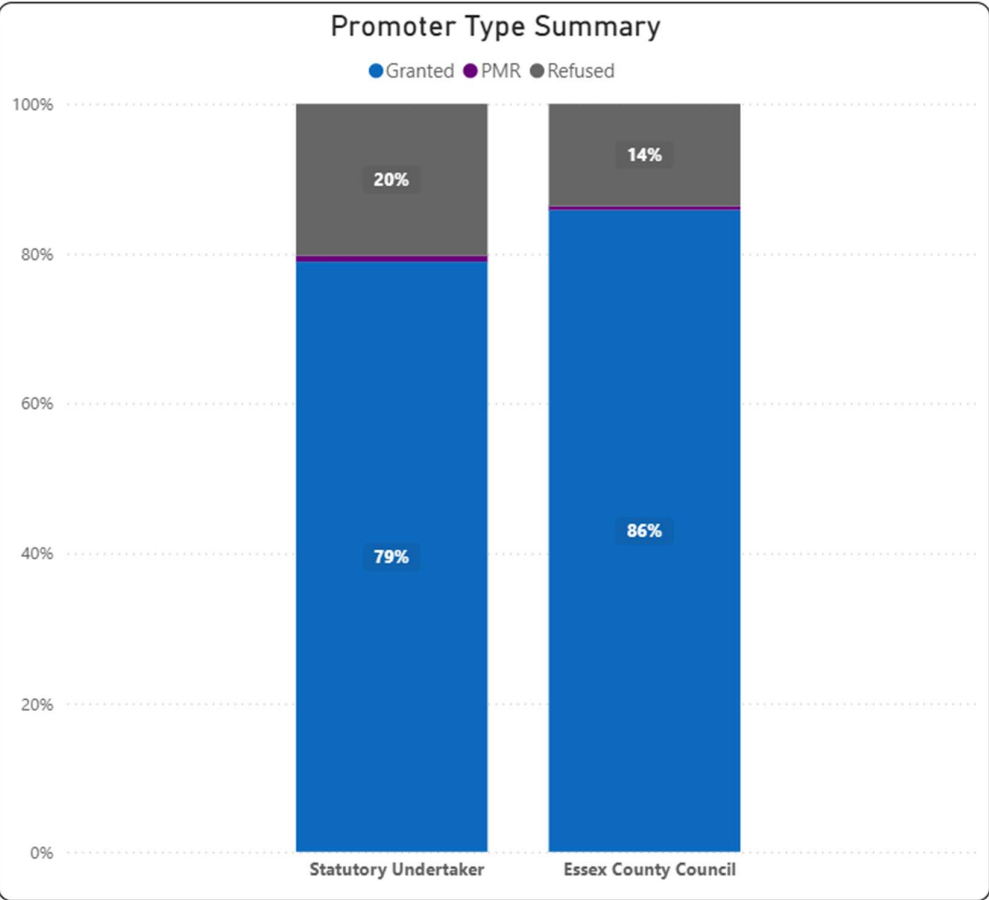
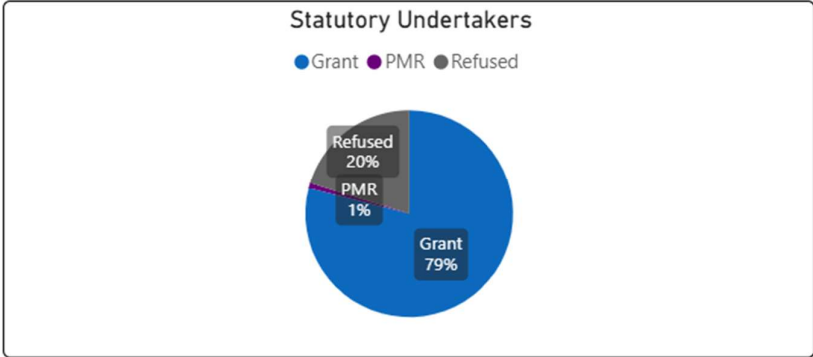
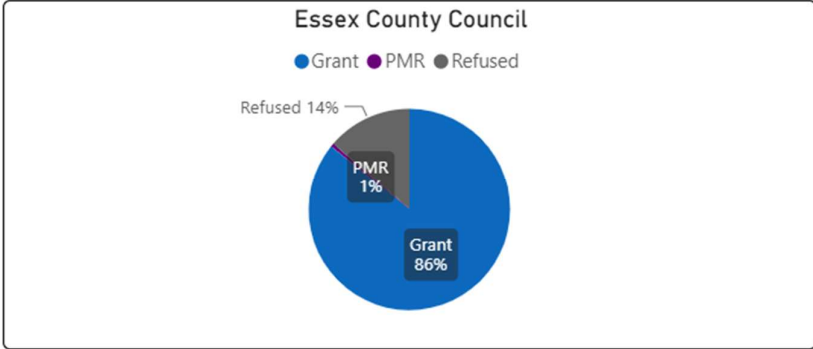
These are explored in this section of the document – “3.3 Performance Indicators”.

- HAUC England TPI measures – These are explored in Section “3.4 HAUC England TPI measures” of this document.
 - **TPI 1** - Works Phases Started (Base Data)
 - **TPI 2** - Works Phases Completed (Base Data)
 - **TPI 3** - Days of Occupancy Phases Completed
 - **TPI 4** - Average Duration of Works
 - **TPI 5** - Works Phases Completed after the reasonable period
 - **TPI 6** - Number of deemed permit applications
- Authority Measures – These are explored within Section “3.5 Authority Measures” of this document.
 - **AM 1** - The number of inspections to monitor conditions
 - **AM 2** - Number of collaborative works (KPI 7)
 - **AM 3** - Refusal Codes broken down by Industry Group
 - **AM 4** - Fixed Penalty Notices (FPNs) issued by Industry Group
 - **AM 5** - 1st Time Reinstatements

KPI 1 - The number of permit and permit variation applications

The number of permit and permit variation applications received, the number granted and the number refused, excluding any applications that are subsequently withdrawn (broken down by work promoter).

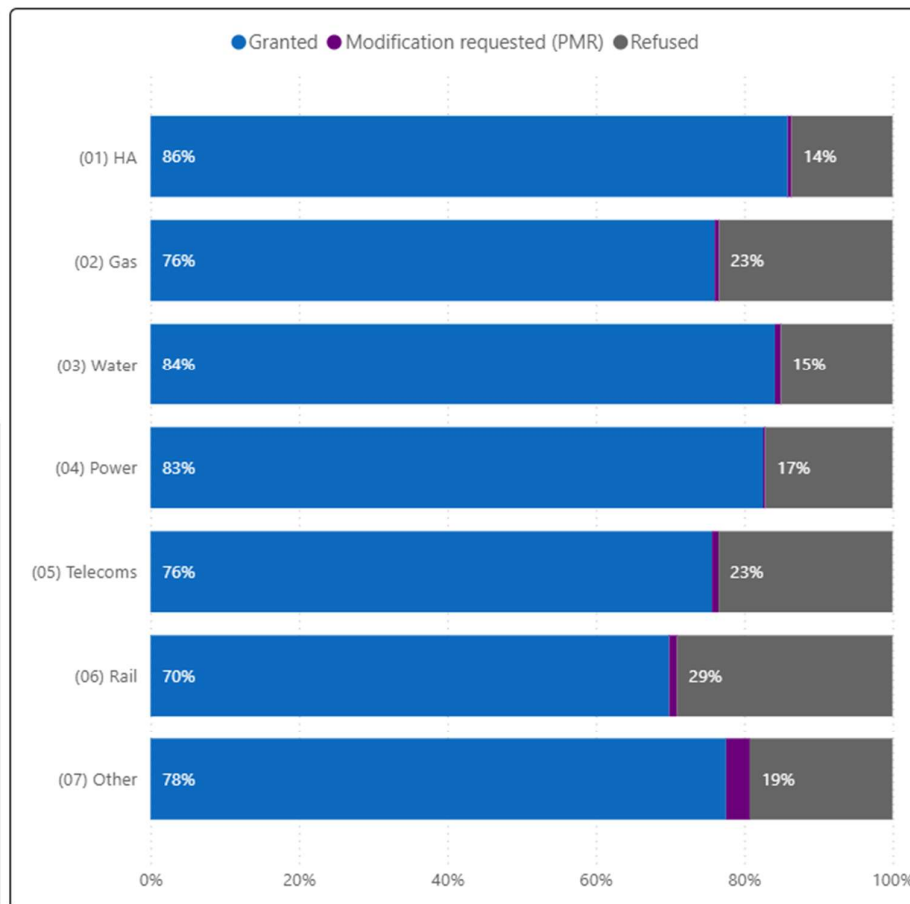
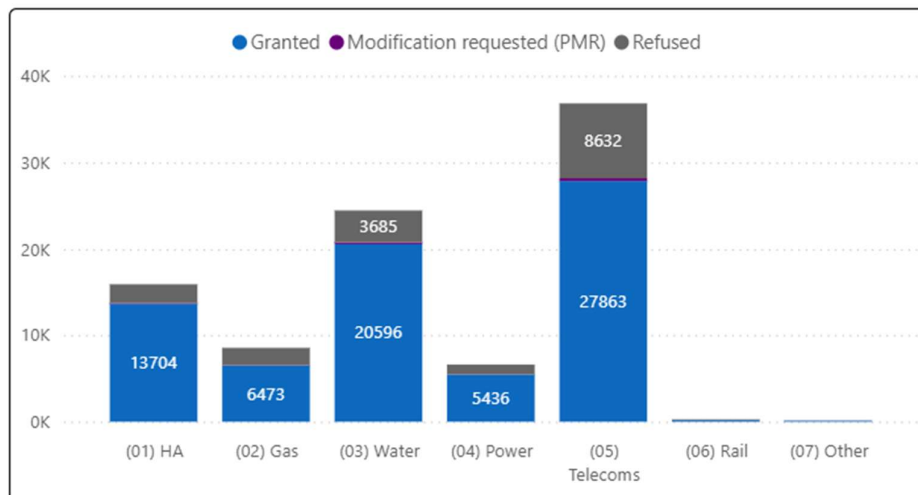
Work Promoter	Granted	Refused	PMR	Granted %	Refused %	PMR %
Essex County Council	13704	2174	81	86%	14%	1%
Statutory Undertaker	60684	15549	597	79%	20%	1%
Total	74388	17723	678	80%	19%	1%



KPI 1 - The number of permit and permit variation applications by Industry Group

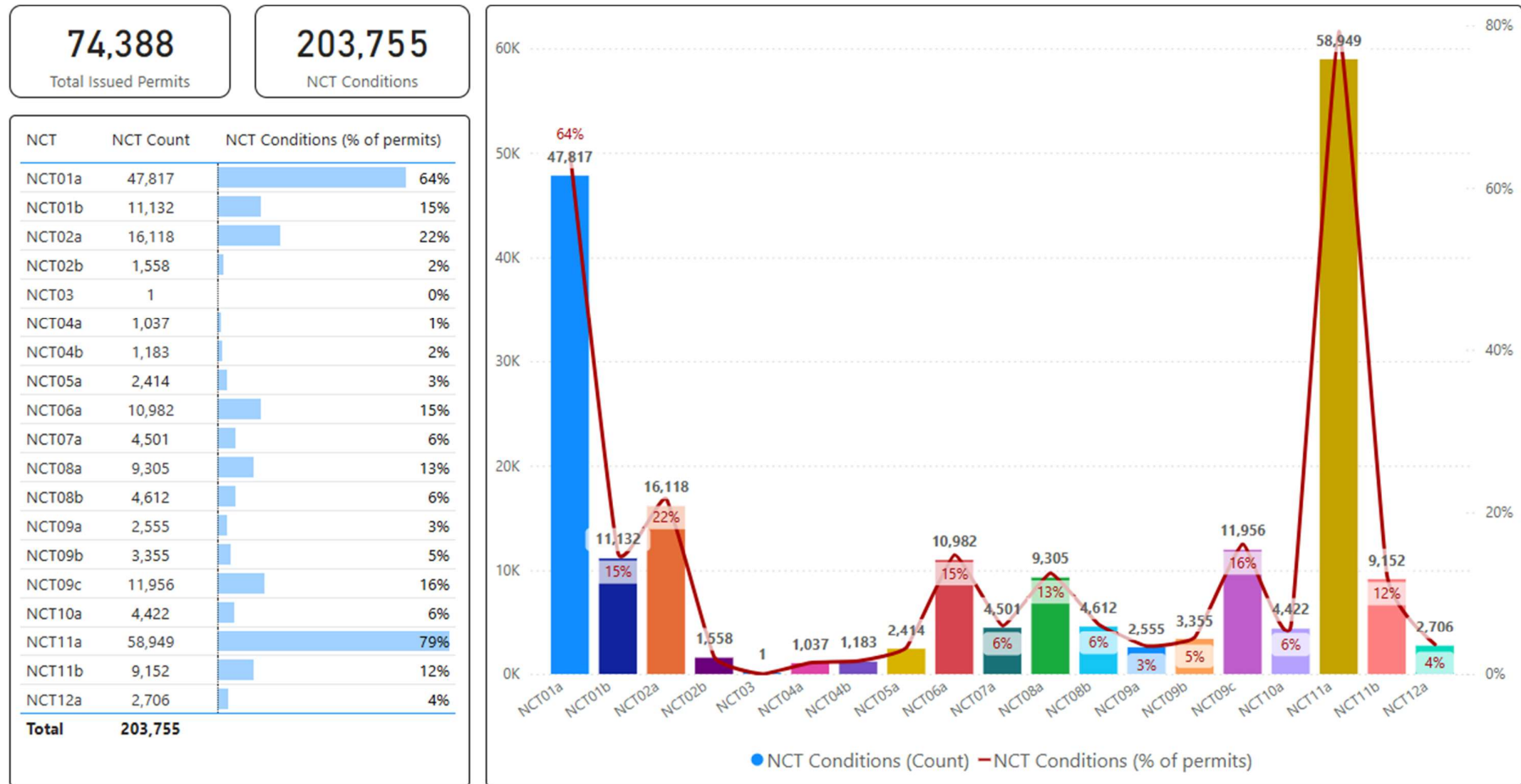
The number of permits and permit variation applications received, the number granted, and the number refused, excluding any applications that are subsequently withdrawn (broken down by Industry Group).

Industry Group	Granted	Refused	PMR	Granted %	Refused %	PMR %
(01) HA	13704	2174	81	86%	14%	1%
(02) Gas	6473	1991	49	76%	23%	1%
(03) Water	20596	3685	194	84%	15%	1%
(04) Power	5436	1130	18	83%	17%	0%
(05) Telecoms	27863	8632	328	76%	23%	1%
(06) Rail	195	81	3	70%	29%	1%
(07) Other	121	30	5	78%	19%	3%
Total	74388	17723	678	80%	19%	1%



KPI 2 - The number of conditions applied by issued permits

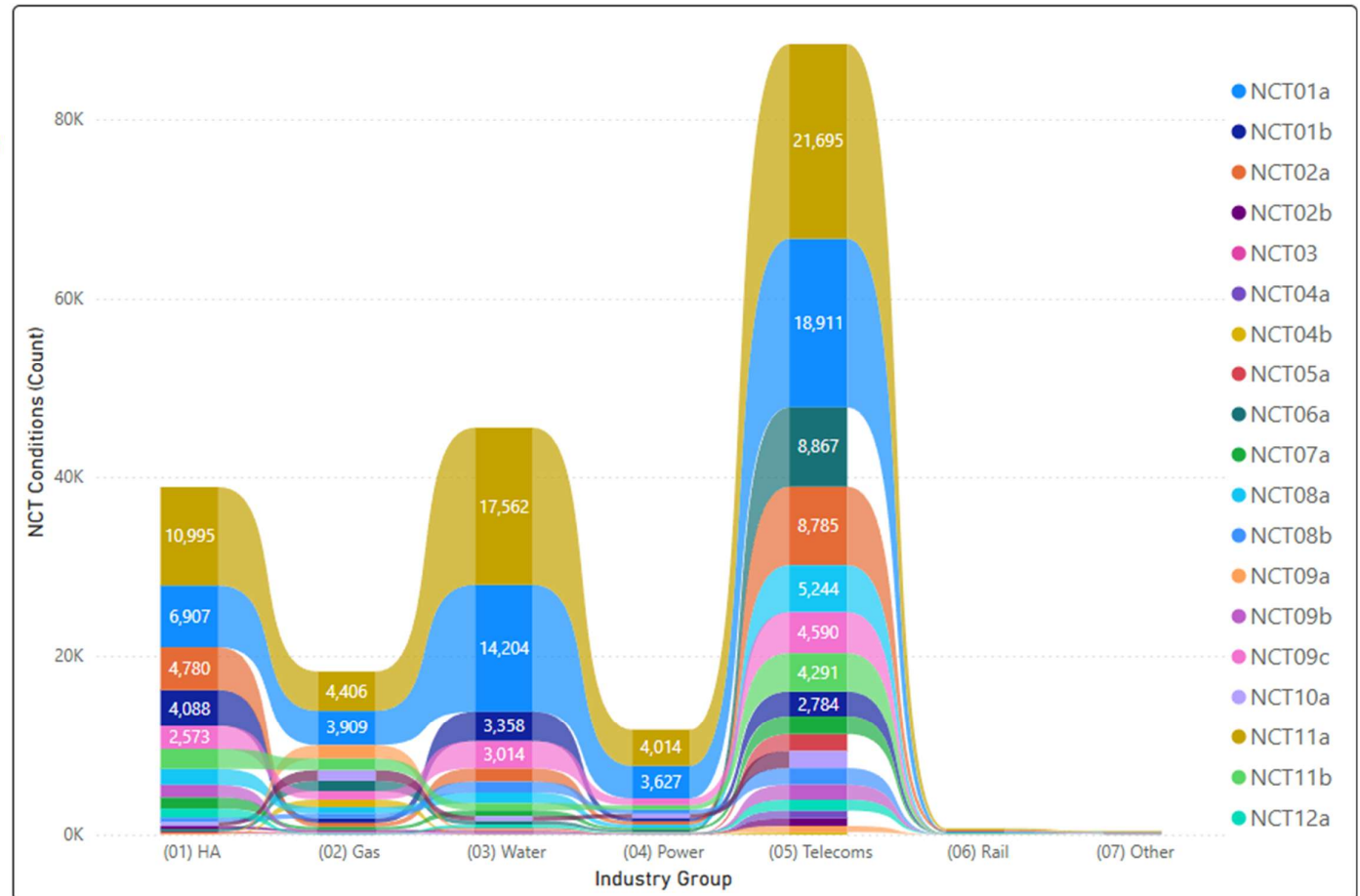
The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued.



KPI 2 - The number of conditions applied by the condition type (Split by Industry Group)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Industry Group).

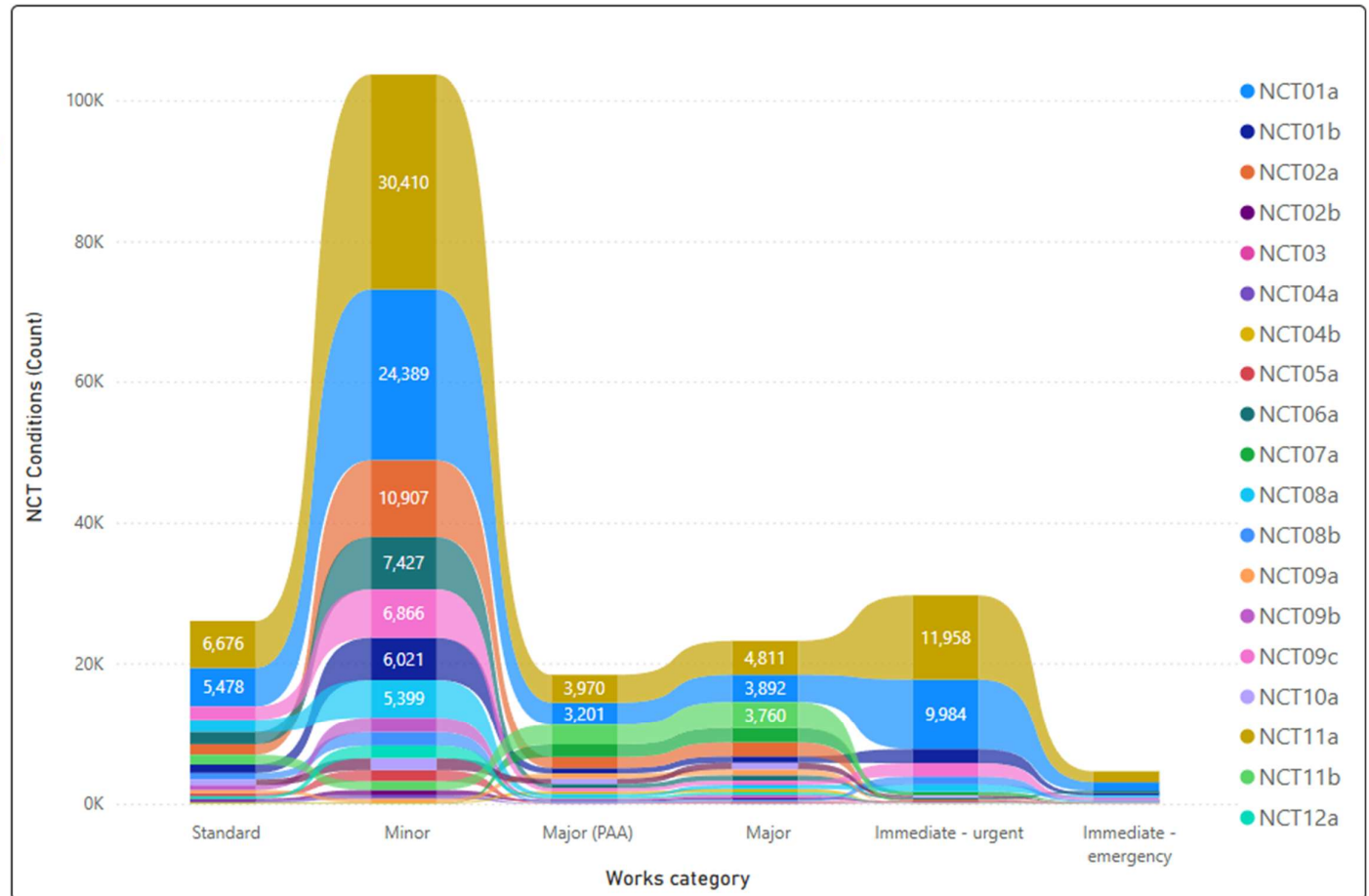
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT9d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



KPI 2 - The number of conditions applied by the condition type (Split by Work Category)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Work Category).

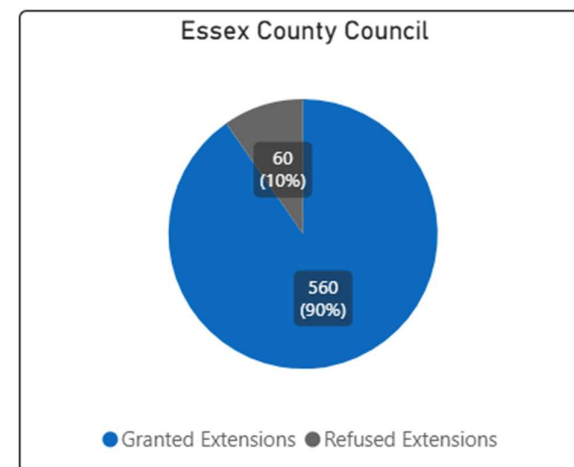
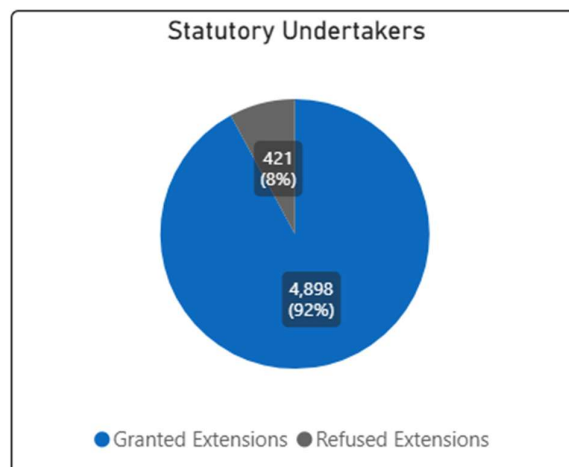
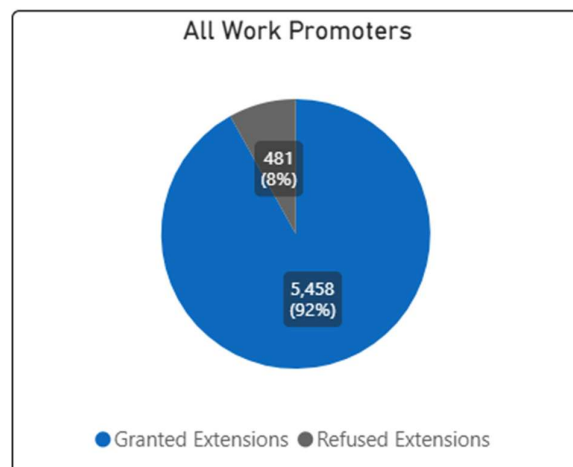
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



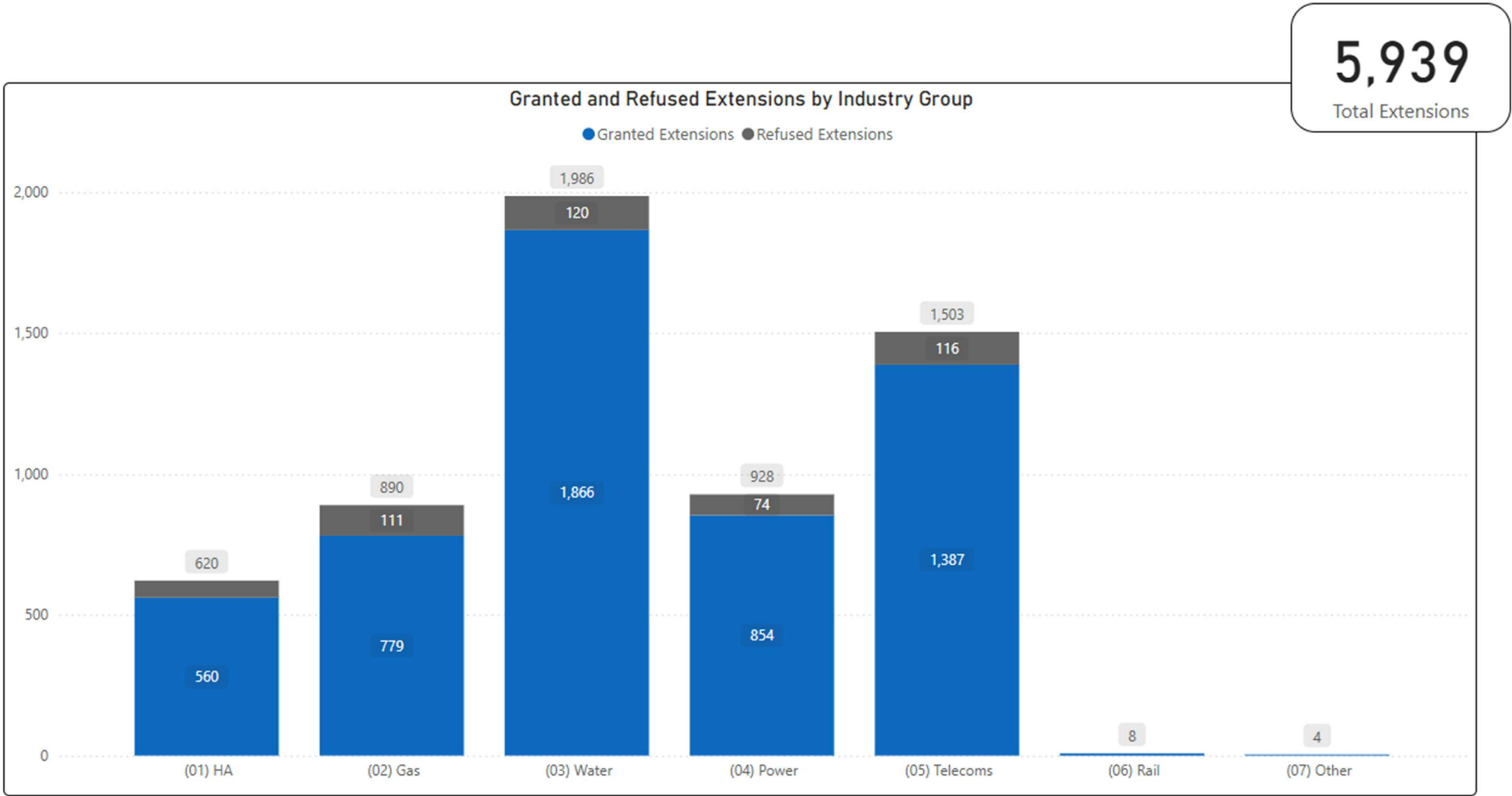
KPI 3 - The number of approved extensions

The table shows the number of duration variation requests submitted and granted (agreed), split by work promoter. Submitted requests are expressed as a percentage of total permits and permit variations granted. Agreed extensions are expressed as a percentage of the duration variation requests submitted.

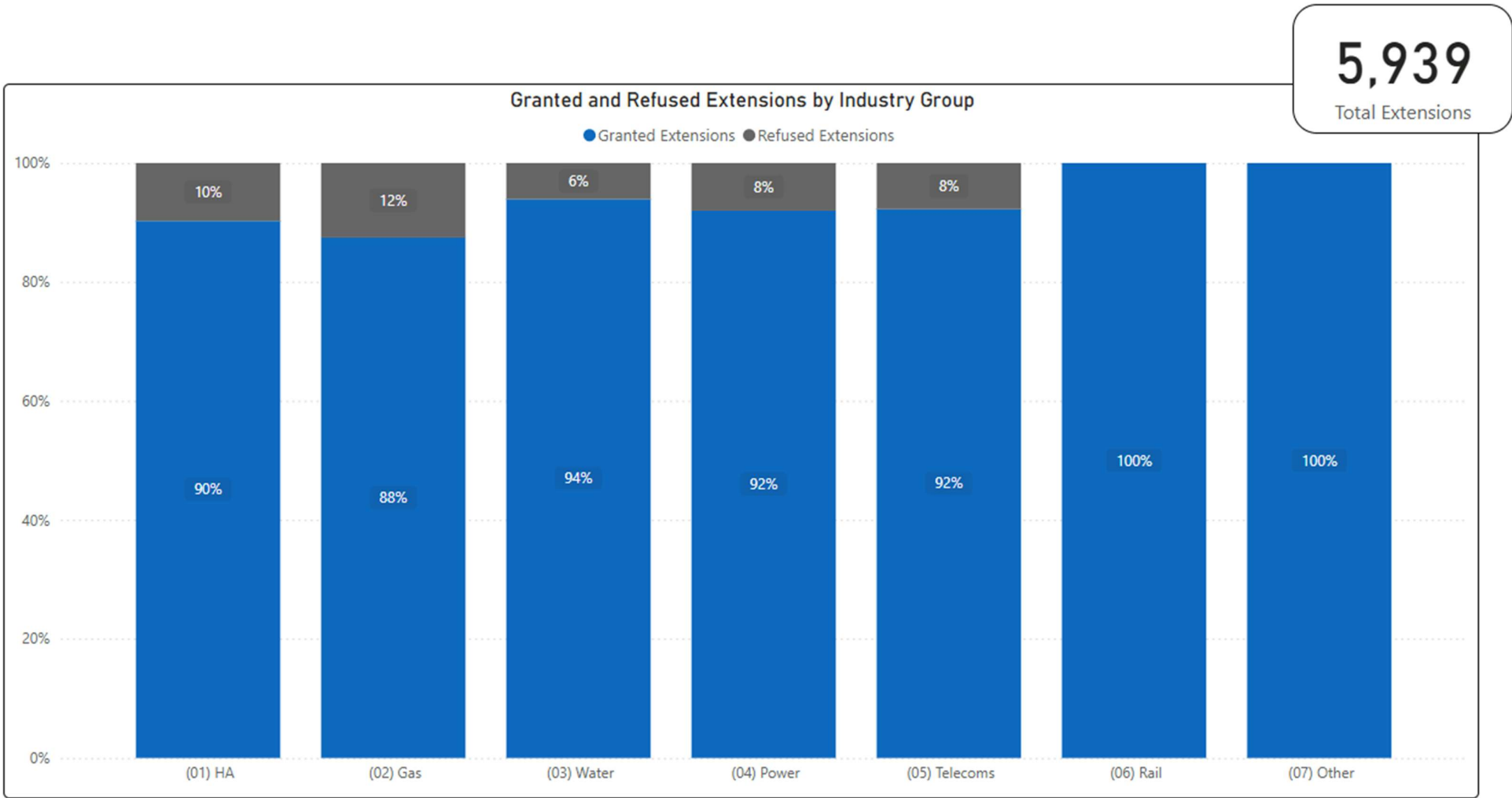
Promoter	Total Number of Permits Issued	Duration Variations Submitted	Duration Application as a %	Granted / Agreed	Agreed Extensions as a %
Statutory Undertaker	60,684	5,319	9%	4,898	92%
Essex (ECC)	13,704	620	5%	560	90%
All - Work Promoters	74,388	5,939	8%	5,458	92%



KPI 3 - The number of approved extensions split by Industry Group



KPI 3 - The number of approved extensions as a %

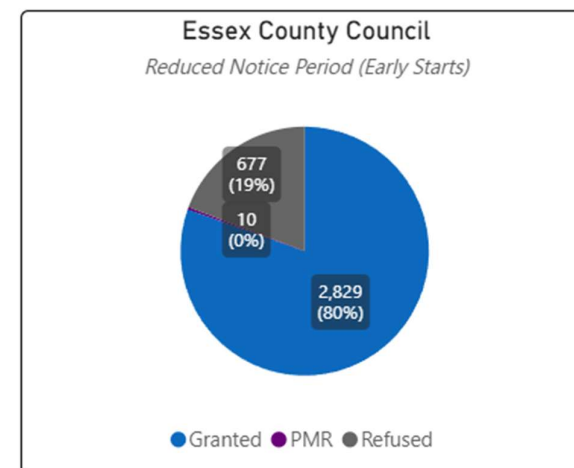
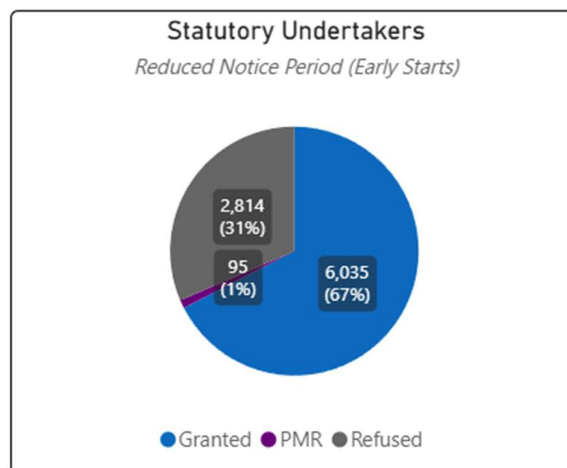
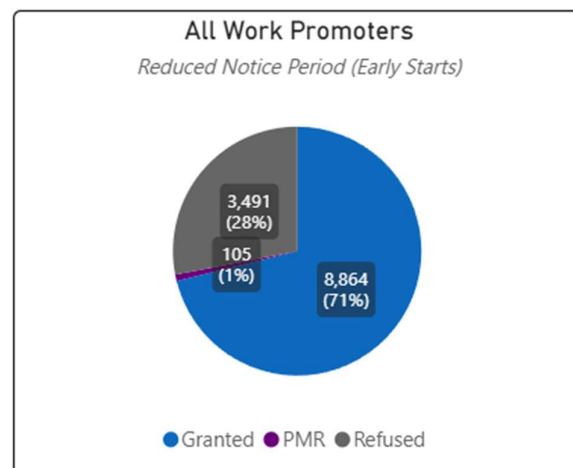


KPI 4 - The number of occurrences of reducing the application period (Early Start)

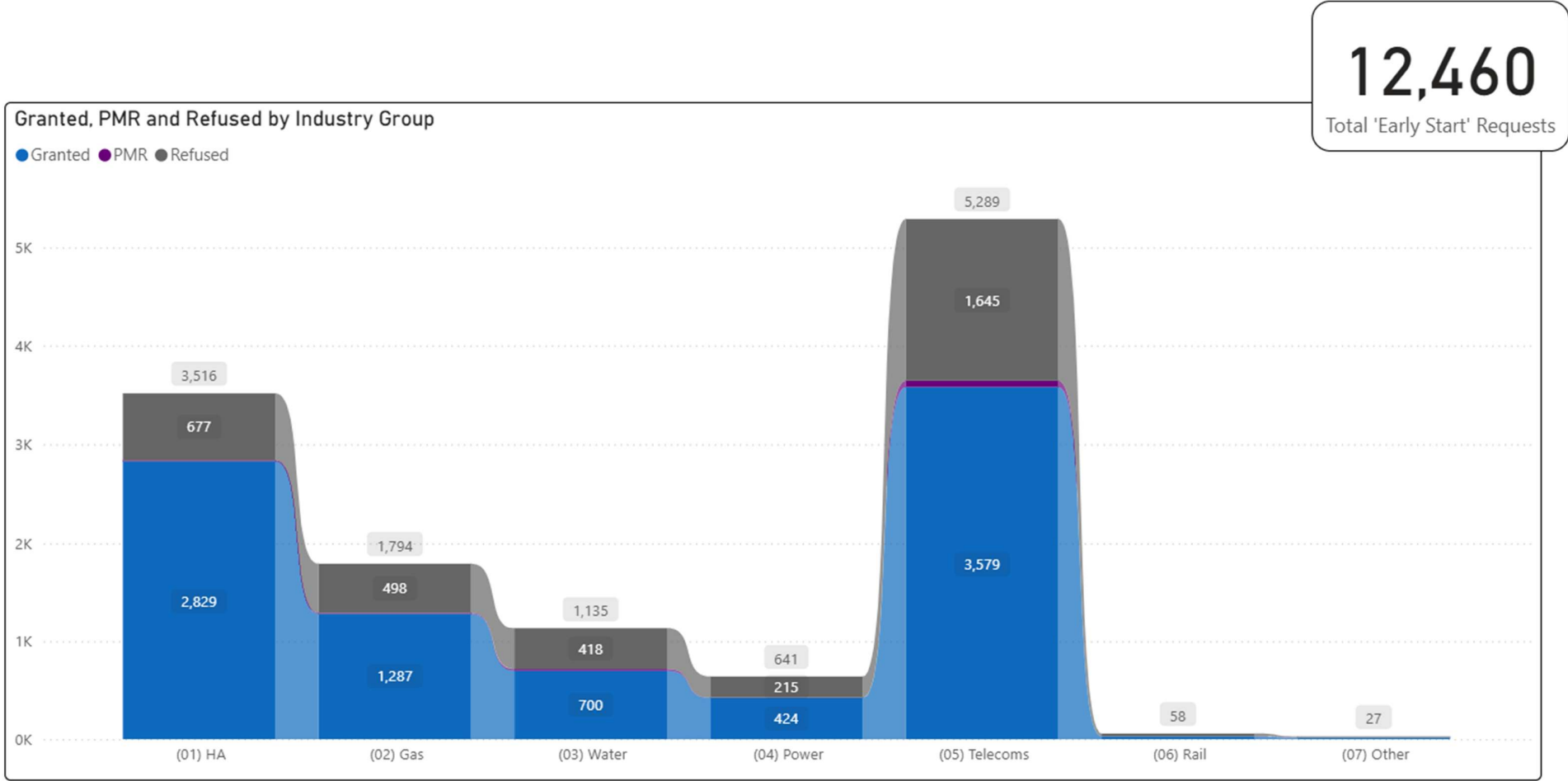
The table shows requests for a reduced notice period (“early starts”), with granted, modification requested (PMR) and refused outcomes split by work promoter. Early-start requests are also expressed as a percentage of the total granted and refused permit applications.

Promoter	Total Number of Permits Processed*	Total Processed (Early Start)	Granted (Early Start)	PMR (Early Start)	Refused (Early Start)	Early Start as a % of Permits
Statutory Undertaker	76,233	8,944	6,035	95	2,814	12%
Essex (ECC)	15,878	3,516	2,829	10	677	22%
All - Work Promoters	92,111	12,460	8,864	105	3,491	14%

*For this table, total permits processed comprises granted and refused permit applications only; applications with a “Modification requested” assessment status are excluded from this denominator.



KPI 4 - The number of occurrences of reducing the application period (Early Start) by Industry Group

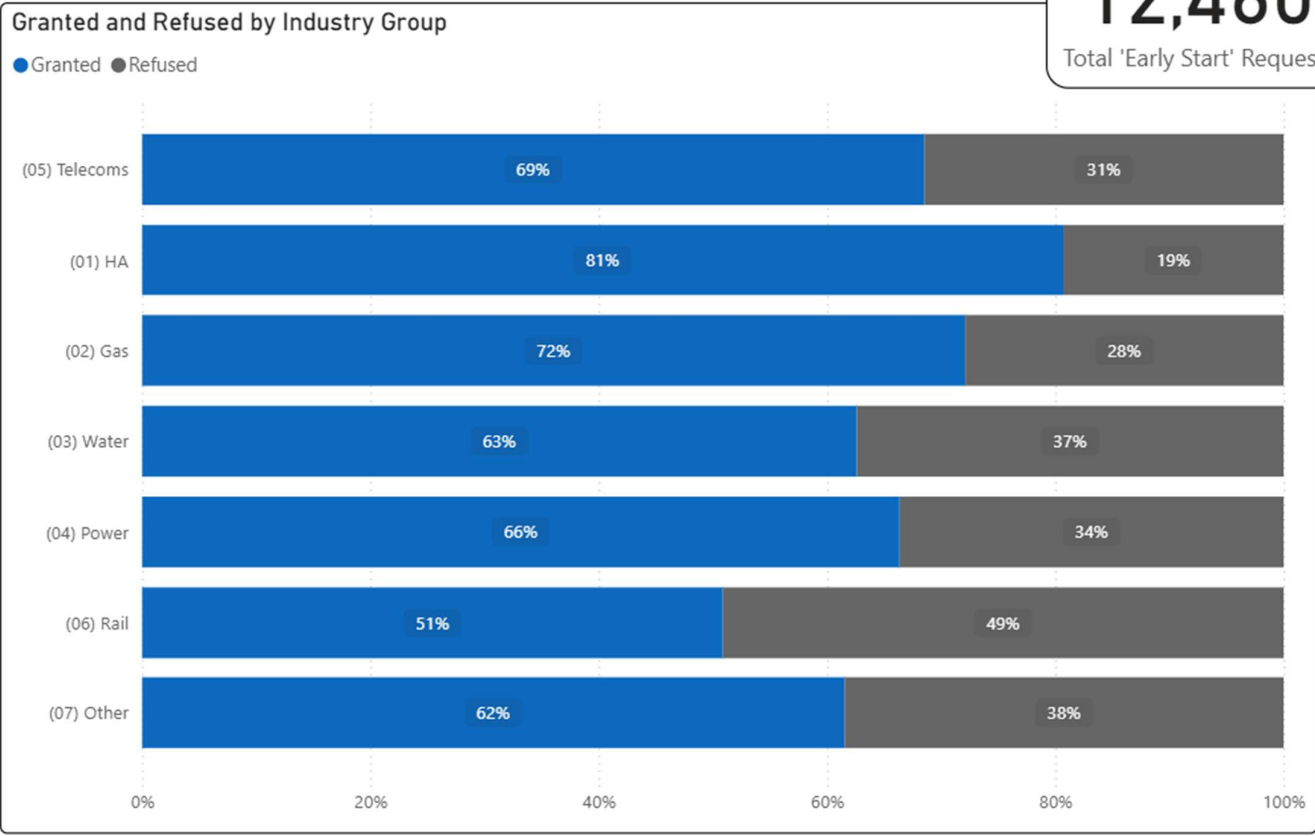


KPI 4 - The number of occurrences of reducing the application period (Early Start) as a %

14%
Early Start % of Permit Applications

92,111
Total Permit Applications Processed

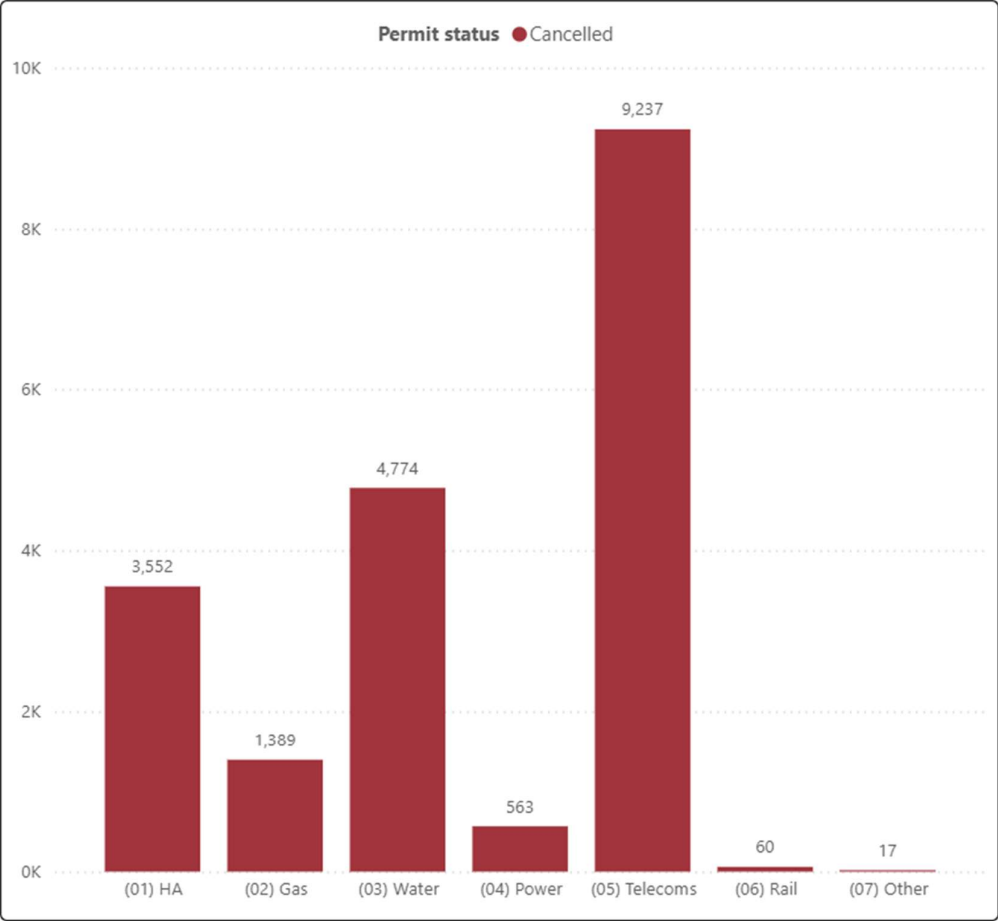
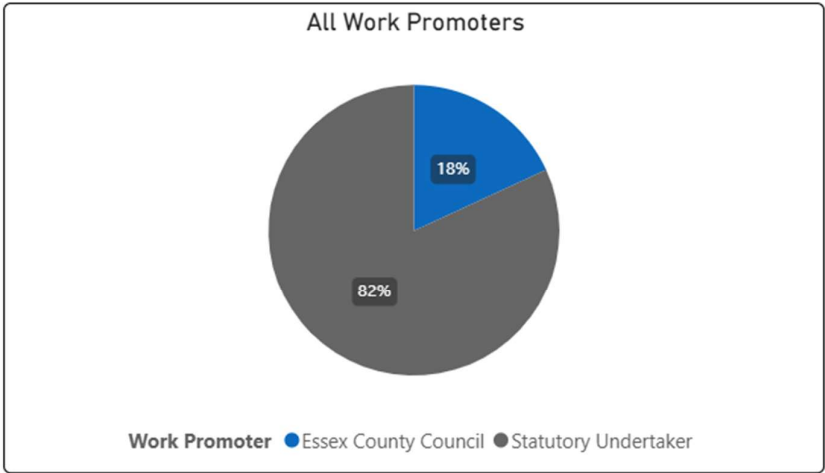
12,460
Total 'Early Start' Requests



KPI 6 – Cancelled Permit Requests

The number of cancelled permit requests is shown as a percentage of the total number of applications processed, and the volume of cancelled requests is split by Industry Group.

Industry Group	Total Processed Permits	KPI 6 - Cancelled Permit Requests	KPI 6 - Cancelled Permit Requests %
(01) HA	17,469	3,552	20%
(02) Gas	9,690	1,389	14%
(03) Water	28,131	4,774	17%
(04) Power	7,703	563	7%
(05) Telecoms	43,067	9,237	21%
(06) Rail	314	60	19%
(07) Other	178	17	10%
Total	106,552	19,592	18%



3.4 HAUC England TPI measures

Section 3.4 outlines the Traffic Management Act (TMA) Permit Indicators (TPIs), as set out in Annex A of the Statutory Guidance for Highway Authority Permit Schemes.

These indicators provide a consistent basis for monitoring core permit scheme activity and performance across the reporting period.

- **TPI 1** - Works Phases Started (Base Data)
- **TPI 2** - Works Phases Completed (Base Data)
- **TPI 3** - Days of Occupancy Phases Completed
- **TPI 4** - Average Duration of Works
- **TPI 5** - Works Phases Completed after the reasonable period
- **TPI 6** - Number of deemed permit applications

TPI 1 to TPI 6 by “All Work Promoters”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
All	Major	3,121	3,075	44,854	14.59	1,926	6
	Standard	4,159	4,090	29,288	7.16	2,532	7
	Minor	18,393	18,320	39,377	2.15	10,699	23
	Immediate Urgent	11,160	10,624	45,754	4.31	5,722	1
	Immediate Emergency	1,459	1,373	8,953	6.52	621	0
	Total	38,292	37,482	168,226	4.49	21,500	37

TPI 1 to TPI 6 by “Statutory Undertaker”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Statutory Undertakers	Major	2,076	2,075	30,430	14.67	1,464	4
	Standard	3,495	3,495	25,298	7.24	2,164	2
	Minor	14,902	14,902	32,915	2.21	8,775	22
	Immediate Urgent	10,751	10,240	44,879	4.38	5,423	1
	Immediate Emergency	1,361	1,299	6,880	5.30	572	0
	Total	32,585	32,011	140,402	4.39	18,398	29

TPI 1 to TPI 6 by “Essex County Council”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Essex County Council	Major	1,045	1,000	14,424	14.42	462	2
	Standard	664	595	3,990	6.71	368	5
	Minor	3,491	3,418	6,462	1.89	1,924	1
	Immediate Urgent	409	384	875	2.28	299	0
	Immediate Emergency	98	74	2,073	28.01	49	0
	Total	5,707	5,471	27,824	5.09	3,102	8

3.5 Authority Measures

Section 3.5 examines the additional performance measures that Essex County Council selected during the design and implementation of the Essex Permit Scheme. These measures are chosen by the Authority and are in addition to those contained in both the TPI and TMA frameworks.

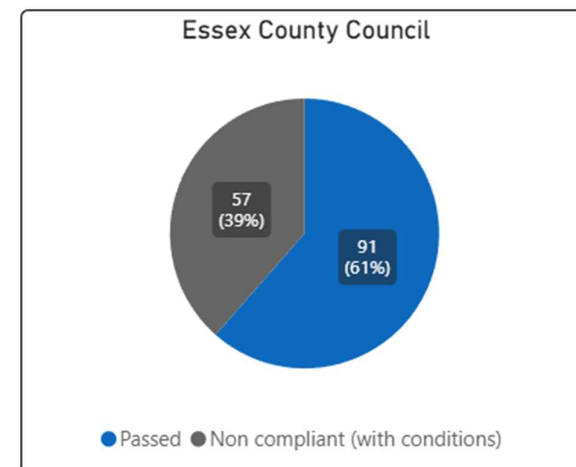
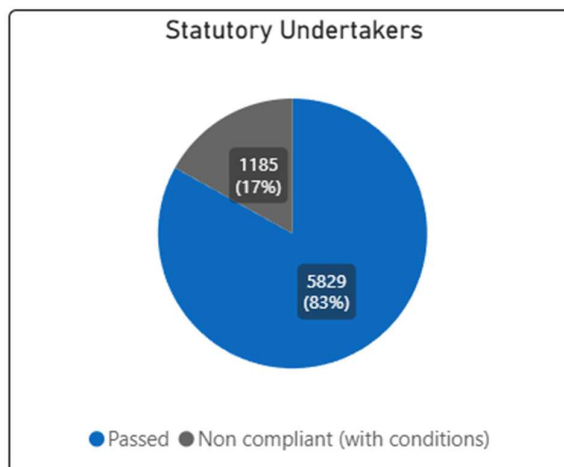
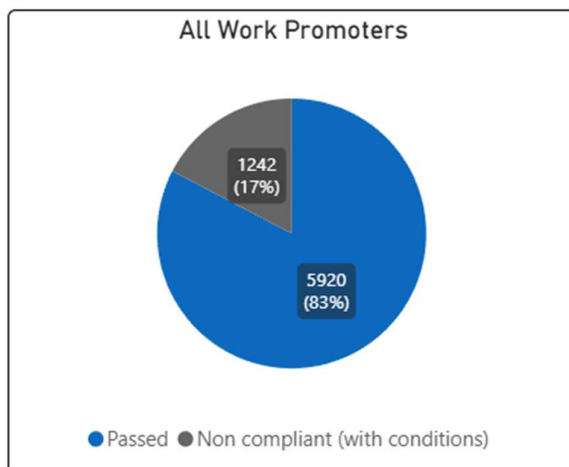
The five measures which will be investigated are:

- **AM 1** - The number of inspections carried out to monitor conditions
- **AM 2** - Number of Collaborative Works (KPI 7)
- **AM 3** - Refusal Codes broken down by Industry Group
- **AM 4** – Fixed Penalty Notices (FPNs) issued by Industry Group
- **AM 5** - 1st Time Reinstatements

AM 1 – The number of inspections carried out to monitor conditions (Sample Size)

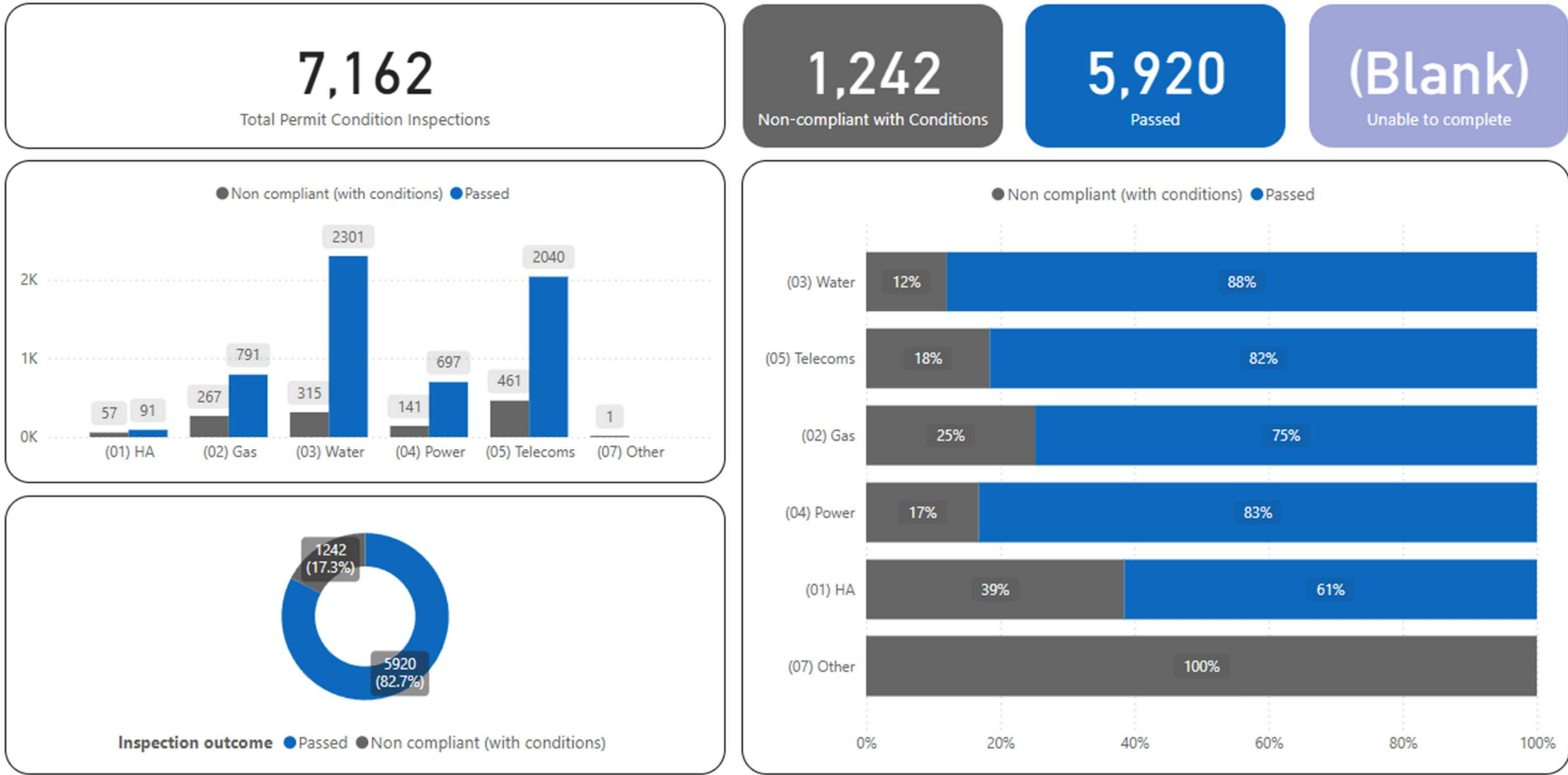
The AM 1 measure records the proportion of compliant and non-compliant permit condition inspections as a percentage of all compliance inspections undertaken within the reporting period. The sample size represents the proportion of compliance inspections completed in relation to the total number of permits granted during that period.

Promoter	Total Number of Permits Granted	Compliance Inspections (Sample Size)	Sample size - as a % of Granted Permits	Passed	Passed (% of Sample)	Non-Compliant	Non-Compliant (% of Sample)
Statutory Undertaker	60,684	7,014	12%	5,829	83%	1,185	17%
Essex (ECC)	13,704	148	1%	91	61%	57	39%
All - Work Promoters	74,388	7,162	10%	5,920	83%	1,242	17%



AM 1 – The number of inspections carried out to monitor conditions

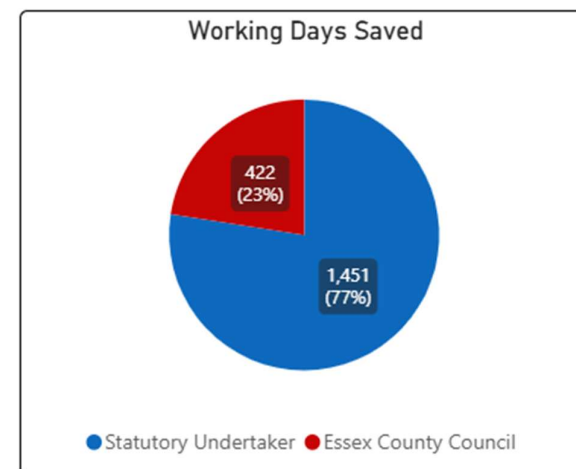
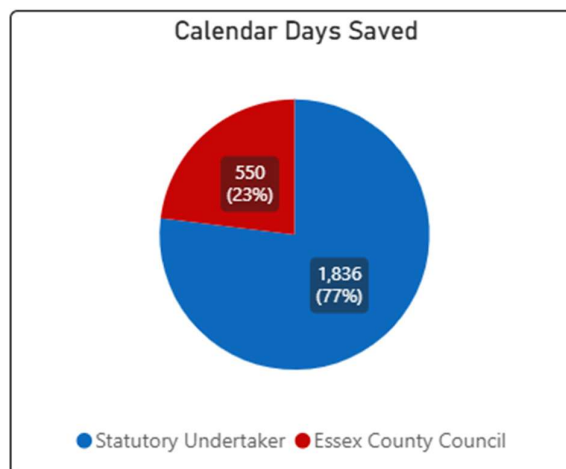
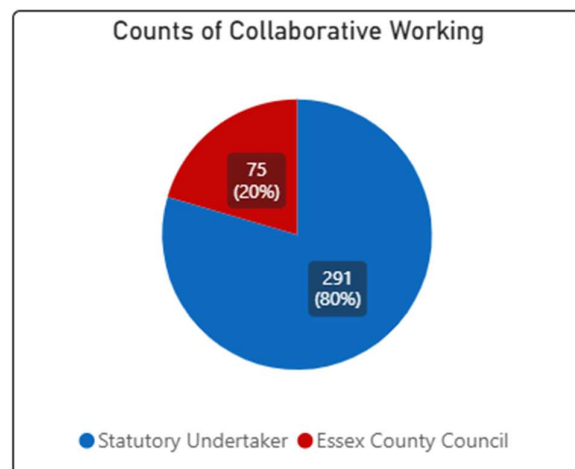
“(Blank)” in the “Unable to complete” card indicates that no inspections with this outcome are recorded in the data shown.



AM 2 – Number of collaborative works (KPI 7)

The AM 2 measure records the number of collaborative works undertaken and the number of calendar and working days saved through collaborative working and other coordination activities. The sample size from Street Manager represents the proportion of collaborative works undertaken in relation to the total number of permits granted during the reporting period.

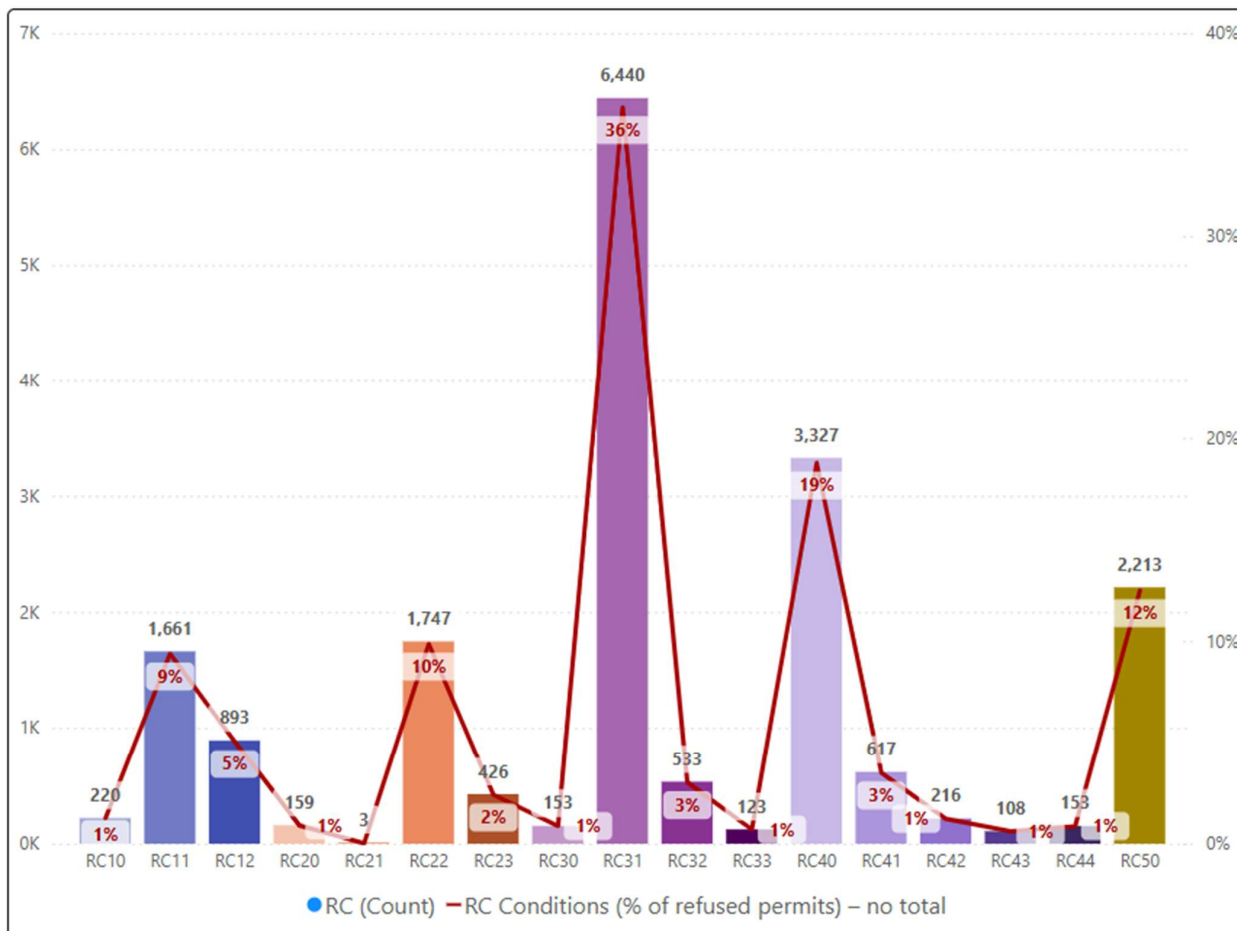
Promoter	Total Number of Permits Granted	Counts of Collaborative Working	Collaborative Working as % of Granted Permits	Collaborative – Calendar Days Saved	Collaborative – Working Days Saved
Statutory Undertaker	60,684	291	0.48%	1,836	1,451
Essex (ECC)	13,704	75	0.55%	550	422
All - Work Promoters	74,388	366	0.49%	2,386	1,873



AM 3 – The number of ‘Standard Response Codes’ applied

The AM 3 measure records the number of Standard Response Codes applied to refused permit and permit variation applications, providing a consistent basis for analysing reasons for refusal and identifying areas where permit application quality can be improved.

17,723			18,992		
Total Refused Applications			Refusal Codes Applied		
Refusal Code	RC Count	RC (% of refused applications)			
RC10	220	1%			
RC11	1,661	9%			
RC12	893	5%			
RC20	159	1%			
RC21	3	0%			
RC22	1,747	10%			
RC23	426	2%			
RC30	153	1%			
RC31	6,440	36%			
RC32	533	3%			
RC33	123	1%			
RC40	3,327	19%			
RC41	617	3%			
RC42	216	1%			
RC43	108	1%			
RC44	153	1%			
RC50	2,213	12%			
Total	18,992				



AM 3 – ‘Standard Response Codes’ broken down by Industry Group

The number of ‘Standard Response Codes’ applied to refused permit and permit variation applications by industry group, supporting analysis of refusal patterns across promoter types and helping to identify areas where permit application quality can be improved.

Response Codes

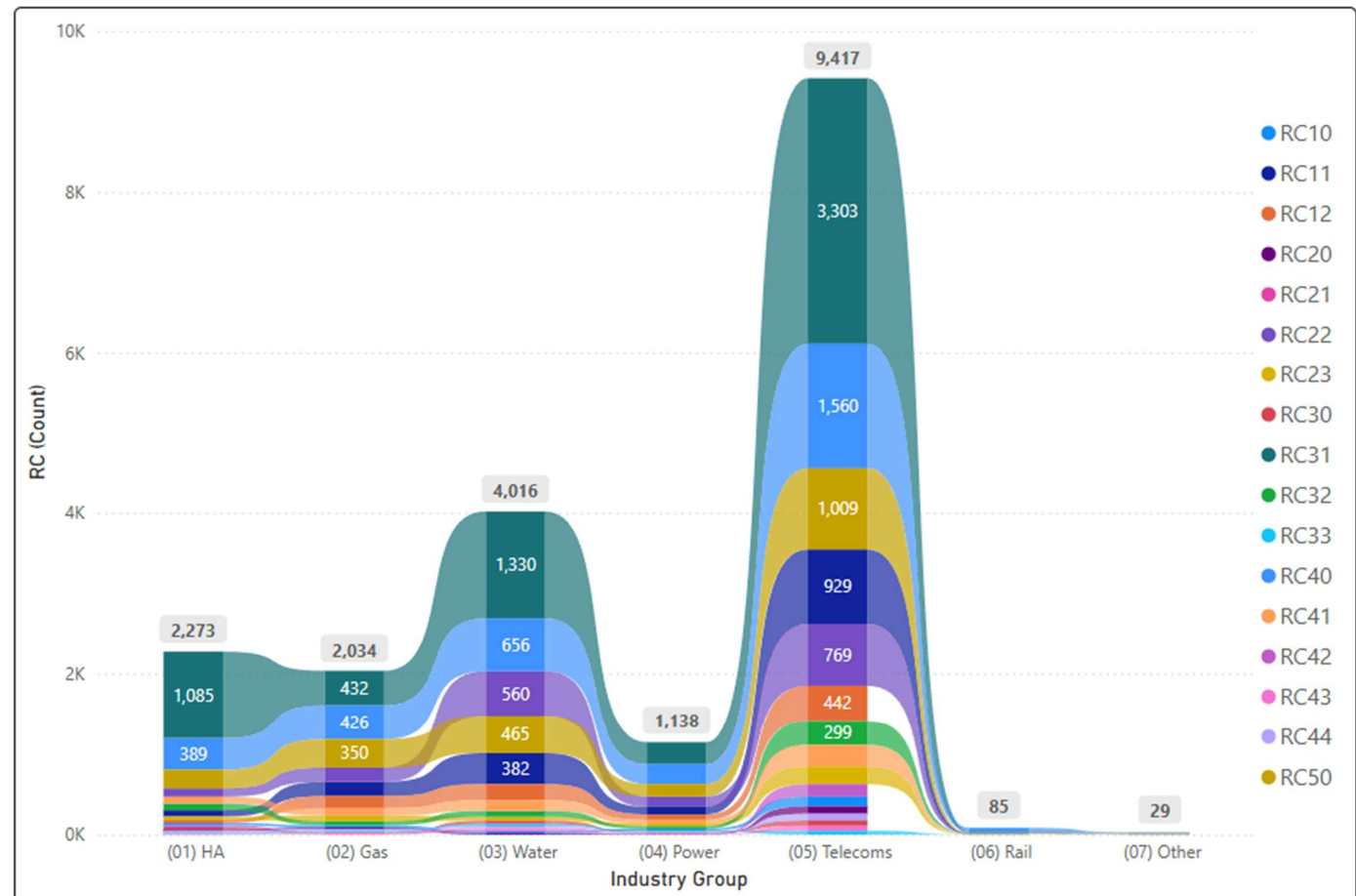
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other



AM 3 – Refusal Codes broken down by Work Category

The number of 'Standard Response Codes' applied to refused permit and permit variation applications by work category. This supports analysis of how reasons for refusal vary across activity types, helping identify trends and areas where more targeted improvements in permit application quality may be required.

Response Codes

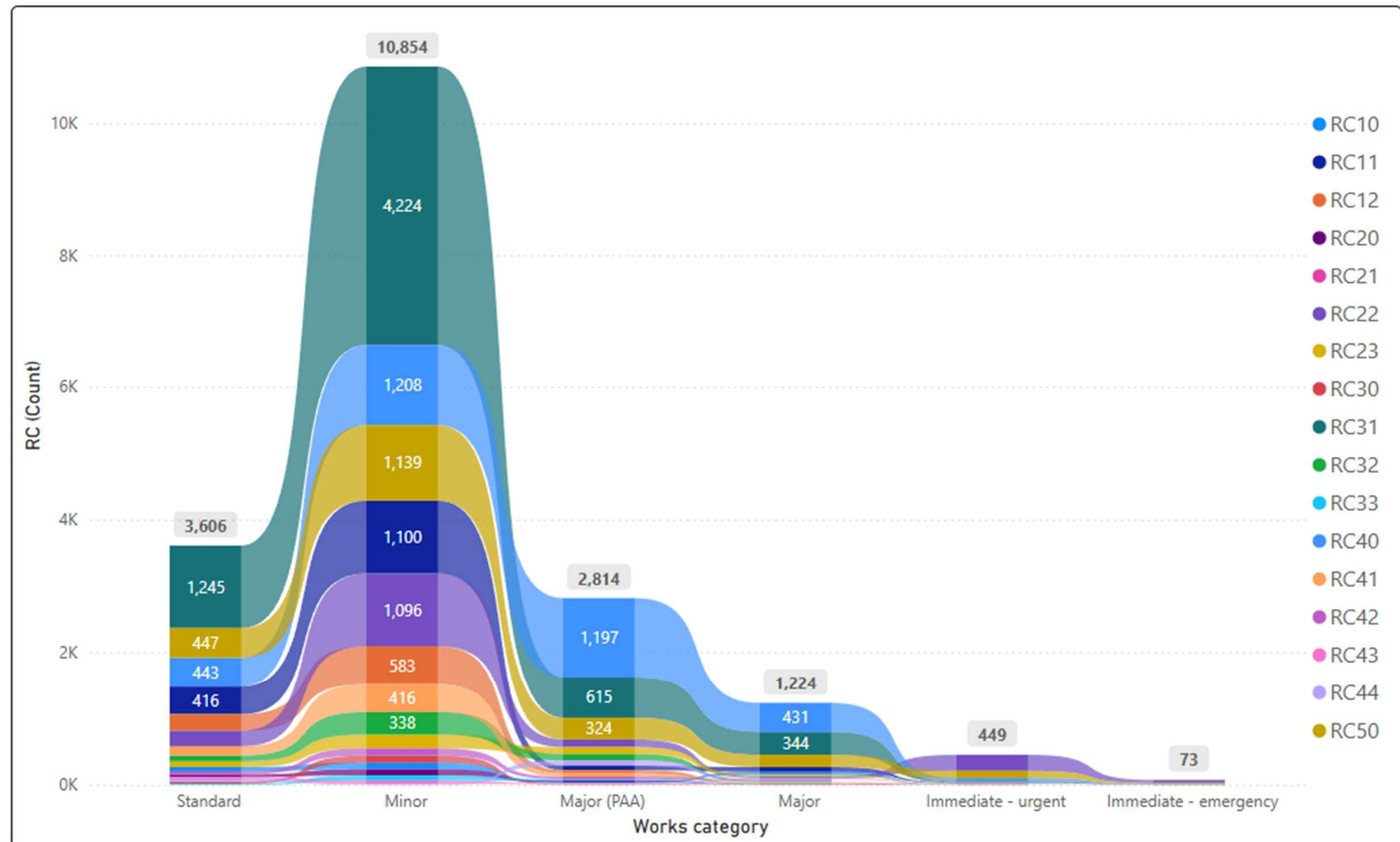
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other

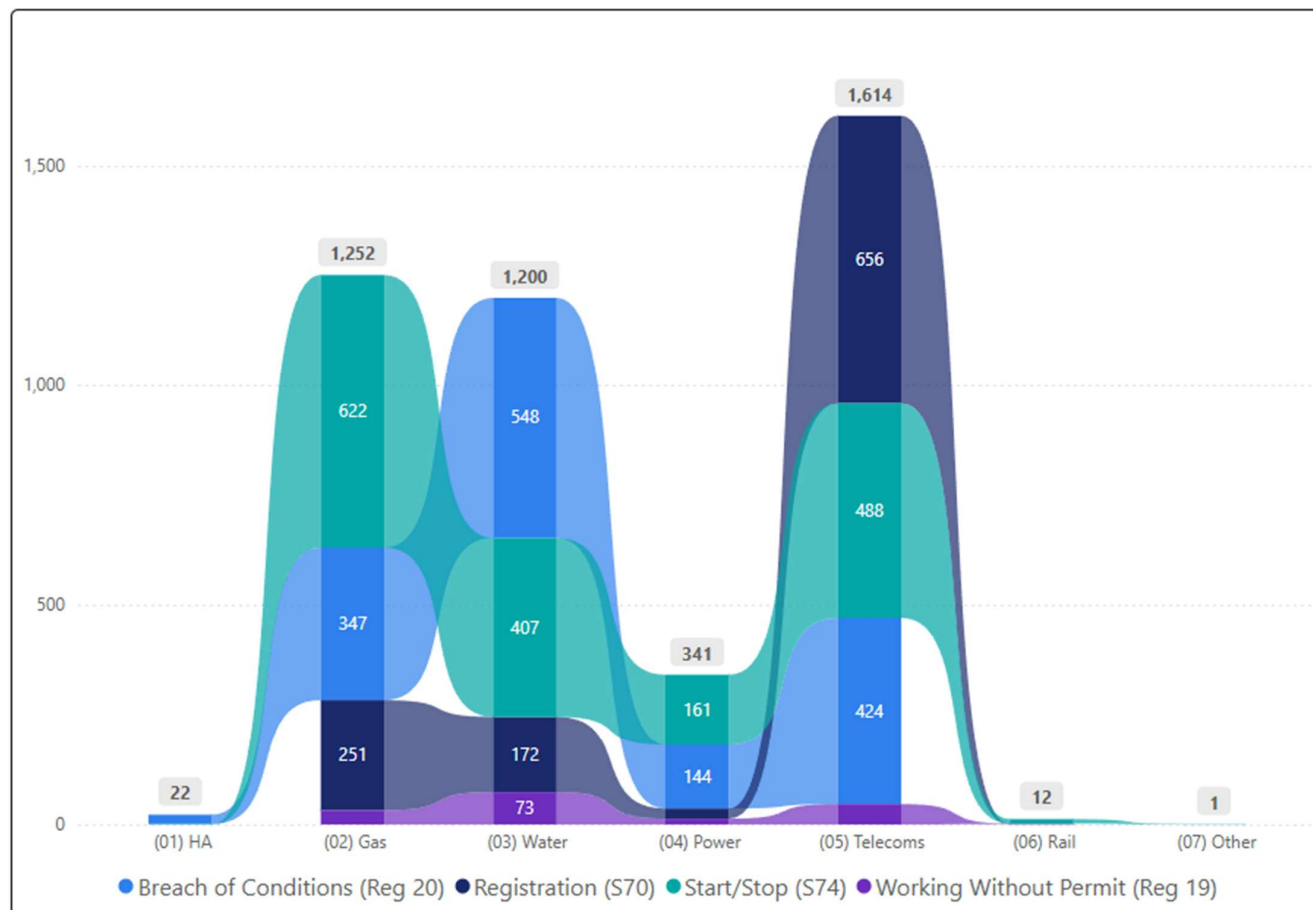


AM 4 – Fixed Penalty Notices (FPNs) issued by Industry Group

The AM 4 measure records the number of Fixed Penalty Notices issued by industry group, supporting analysis of enforcement activity and helping to identify where compliance with permit and street works requirements can be improved.

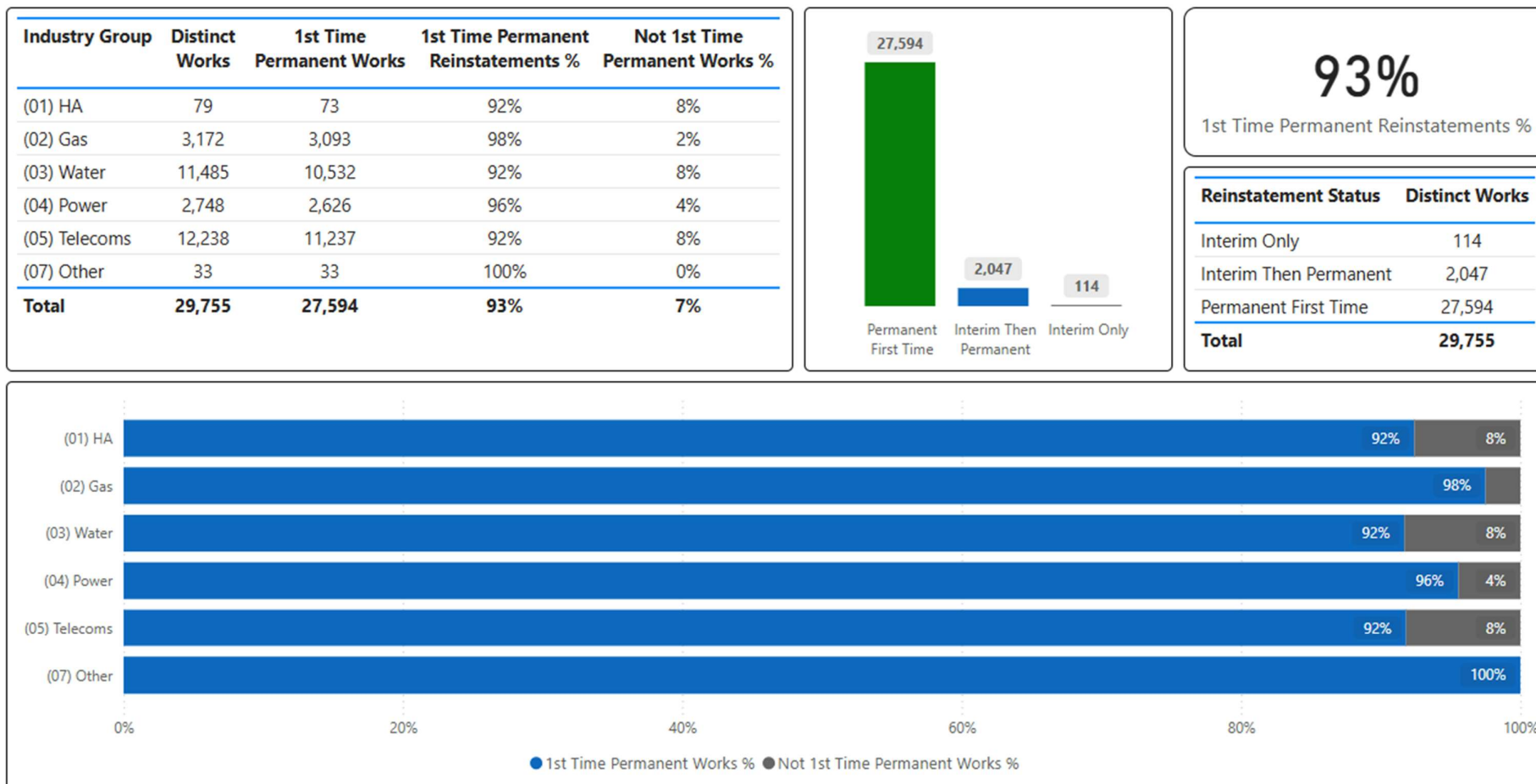
Local Offence	No. of FPNs
Breach of Conditions (Reg 20)	1,484
Registration (S70)	1,103
Start/Stop (S74)	1,690
Working Without Permit (Reg 19)	165
Total	4,442

Industry Group	No. of FPNs	Industry Group % of FPNs
(01) HA	22	0%
(02) Gas	1,252	28%
(03) Water	1,200	27%
(04) Power	341	8%
(05) Telecoms	1,614	36%
(06) Rail	12	0%
(07) Other	1	0%
Total	4,442	



AM 5 – 1st Time Reinstatements

The AM 5 measure records the number of works permanently reinstated in a single phase of works, supporting analysis of 1st Time Permanent reinstatement performance across industry groups.



Section 4

Year 8

(1 April 2022 to 31 March 2023)

4 Section 4 | Year 8 Data – 1 April 2022 to 31 March 2023

4.1 Introduction

This section provides the detailed evaluation of the Essex County Council Permit Scheme for the 2022/23 reporting year, covering the period from 1 April 2022 to 31 March 2023. It builds on the analysis of the previous year and considers how the Scheme continued to support the coordination, assessment and management of works across the Essex highway network.

The 2022/23 period represented a further year of operational stability following the disruption associated with COVID-19. While the direct impacts of national restrictions had reduced, the highway sector continued to experience wider pressures, including changing travel demand, resource constraints and increased expectations around the efficient planning and delivery of works. Essex Highways continued to use the Permit Scheme as the primary mechanism for managing these impacts and supporting its Network Management Duty under the Traffic Management Act 2004.

During this year, Essex processed 100,636 permit and permit variation applications, with 82,279 granted and 17,752 refused. The year also saw 326 recorded instances of collaboration, saving 1,841 working days and delivering an estimated societal benefit of £1,841,000. These results demonstrate the continued scale of activity managed through the Scheme and the importance of active coordination in reducing disruption and improving the efficient use of road space.

The analysis within this section considers the key measures for the 2022/23 year, including permit volumes, grant and refusal rates, duration variation requests, deemed permits, permit condition inspection outcomes, promoter compliance and reinstatement performance. It also reflects on how the Scheme continued to support collaboration and provide Essex Highways with a data-led basis for managing works.

The 2022/23 year provides a useful comparison point within the wider three-year evaluation, showing how performance developed following the 2021/22 baseline and how Essex continued to embed the use of Street Manager data to support effective network management. The detailed results and key metrics for this year are summarised in Section 4.2 Executive Summary of Operating Year 2022/23, which follows.

4.2 Executive Summary of Operating Year 8 (2022/23)

A summary of the benefits the Essex County Council Permit Scheme has delivered during the single-year summary reporting period from 1 April 2022 to 31 March 2023 is highlighted below:

- **100,636** permits and permit variations were processed in this period.
- **82,279** permits and permit variations were granted in this period; 82% of all applications received.
- **17,752** permits and permit variations were refused in this period; 18% of all applications received.
- **14%** of applications from the Highway Authority were refused, and **18%** of applications from utilities were refused during this period.
- **6,783** extension variation requests were made in this period, which equates to 8% of all granted applications.
- **326** instances of collaboration were recorded within this period.
- **1,841** working days were saved through the **326** collaboration instances. This equates to **£1,841,000** in societal savings, based on an average daily cost of £1,000 (*average daily cost established from the CBA*).
- **24** permit/permit variations were classed as deemed within the period, meaning **99.98%** of all works submitted were reviewed within the applicable response period.
- **92%** of duration variation applications submitted were granted within this period.
- **75%** compliance was achieved by work promoters during sampled permit inspections; **7,449** permit condition inspections were conducted, of which **5,619** were found to be compliant, and **1,830** were found to be non-compliant during this period.
- **93%** of works with reinstatement records achieved a first-time permanent reinstatement; **30,097** works were permanently reinstated on the first attempt during this period.

4.3 Performance Indicators

Permit schemes within England are measured through the use of three different types of performance indicators:

- Key Performance Indicators (KPIs) are required by the Department for Transport (DfT) as outlined in the 'Statutory Guidance for Highway Authority Permit Schemes' and are mandatory for all permit schemes
 - **KPI 1** - The number of permit applications
 - **KPI 2** - The number of conditions applied
 - **KPI 3** - The number of approved extensions
 - **KPI 4** - The number of occurrences of reducing the application period
 - **KPI 6** - Cancelled permit requests

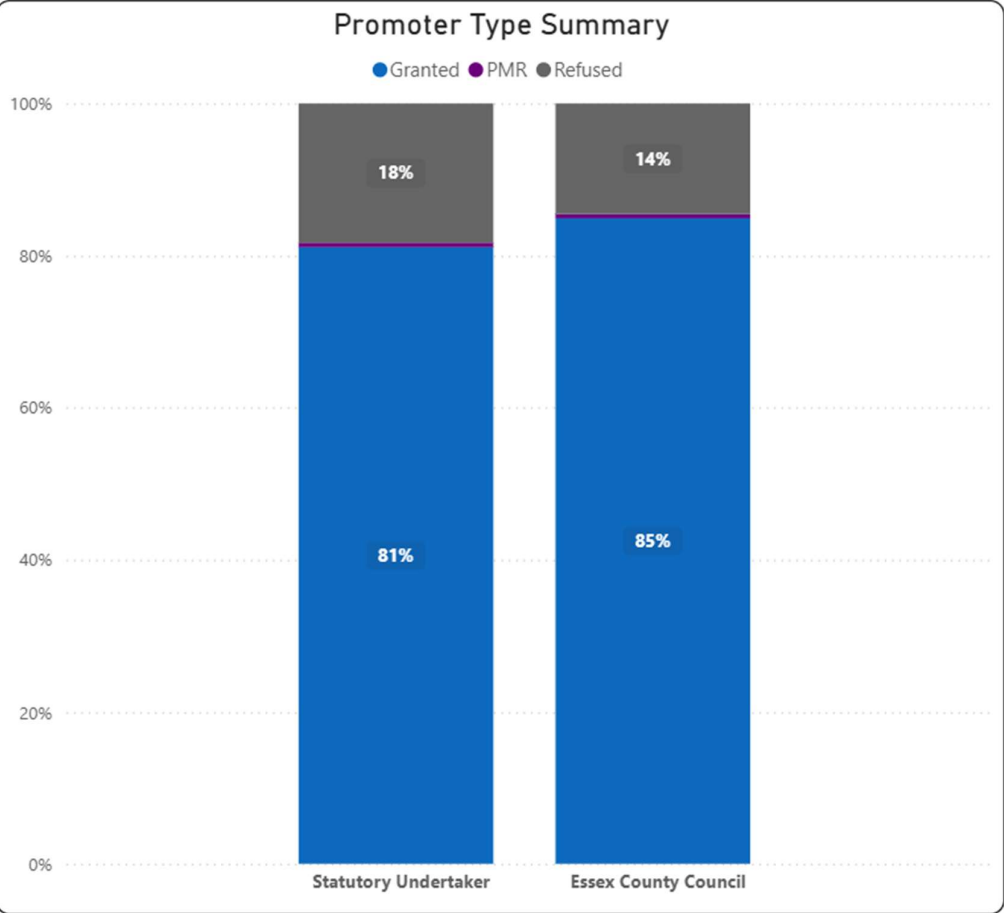
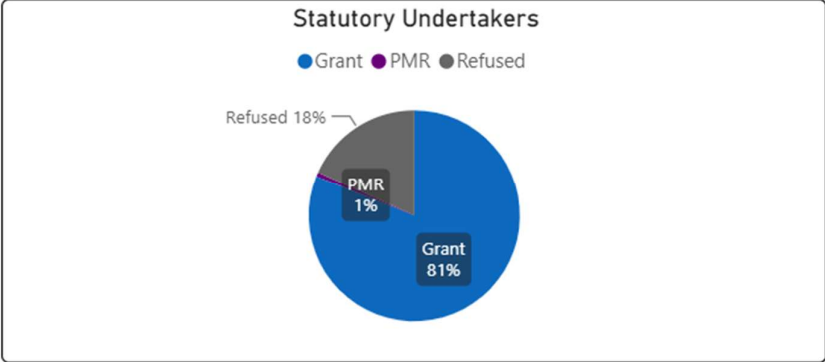
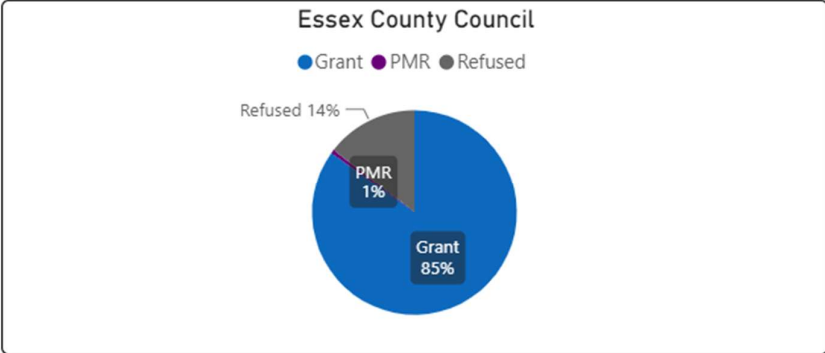
These are explored in this section of the document – “4.3 Performance Indicators”.

- HAUC England TPI measures – These are explored in Section “4.4 HAUC England TPI measures” of this document.
 - **TPI 1** - Works Phases Started (Base Data)
 - **TPI 2** - Works Phases Completed (Base Data)
 - **TPI 3** - Days of Occupancy Phases Completed
 - **TPI 4** - Average Duration of Works
 - **TPI 5** - Works Phases Completed after the reasonable period
 - **TPI 6** - Number of deemed permit applications
- Authority Measures – These are explored within Section “4.5 Authority Measures” of this document.
 - **AM 1** - The number of inspections to monitor conditions
 - **AM 2** - Number of collaborative works (KPI 7)
 - **AM 3** - Refusal Codes broken down by Industry Group
 - **AM 4** - Fixed Penalty Notices (FPNs) issued by Industry Group
 - **AM 5** - 1st Time Reinstatements

KPI 1 - The number of permit and permit variation applications

The number of permit and permit variation applications received, the number granted and the number refused, excluding any applications that are subsequently withdrawn (broken down by work promoter).

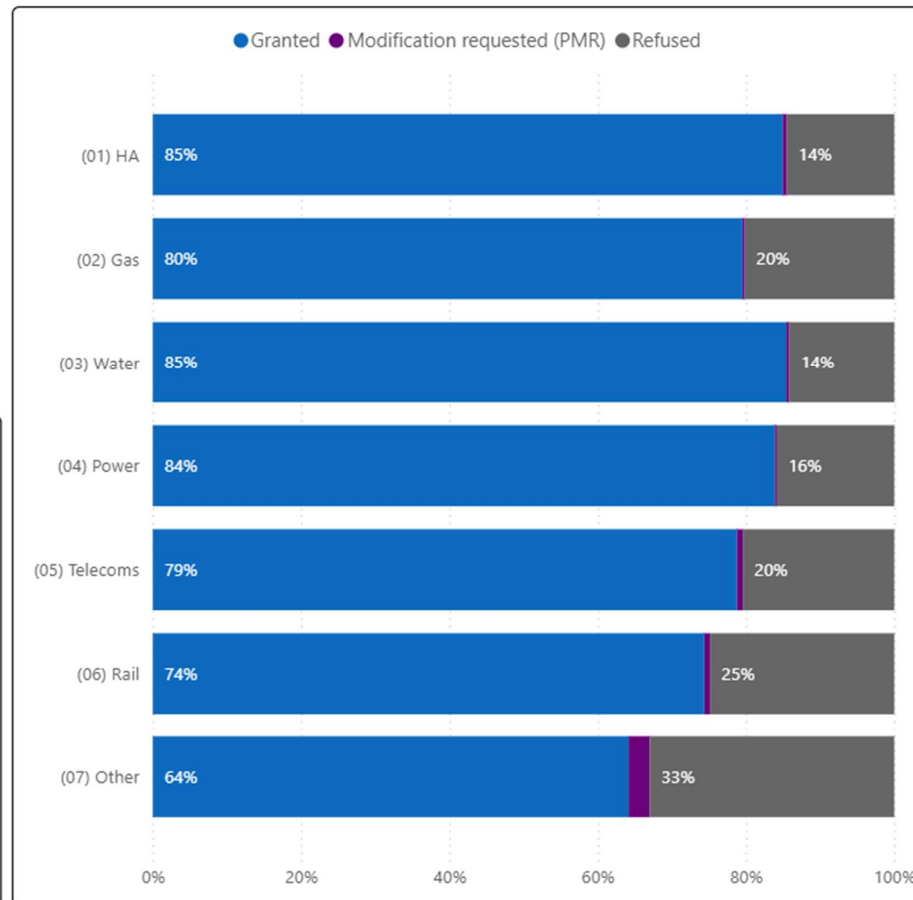
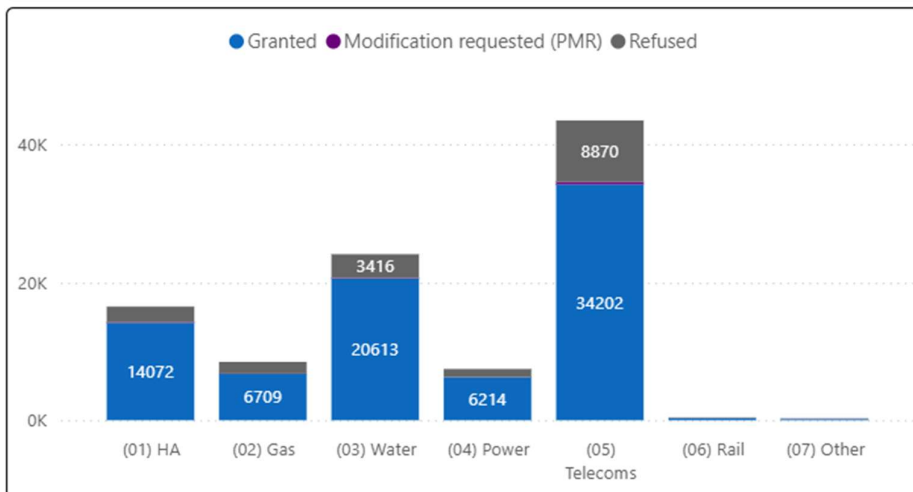
Work Promoter	Granted	Refused	PMR	Granted %	Refused %	PMR %
Essex County Council	14072	2401	96	85%	14%	1%
Statutory Undertaker	68207	15351	509	81%	18%	1%
Total	82279	17752	605	82%	18%	1%



KPI 1 - The number of permit and permit variation applications by Industry Group

The number of permits and permit variation applications received, the number granted, and the number refused, excluding any applications that are subsequently withdrawn (broken down by Industry Group).

Industry Group	Granted	Refused	PMR	Granted %	Refused %	PMR %
(01) HA	14072	2401	96	85%	14%	1%
(02) Gas	6709	1701	27	80%	20%	0%
(03) Water	20613	3416	99	85%	14%	0%
(04) Power	6214	1175	20	84%	16%	0%
(05) Telecoms	34202	8870	352	79%	20%	1%
(06) Rail	290	97	3	74%	25%	1%
(07) Other	179	92	8	64%	33%	3%
Total	82279	17752	605	82%	18%	1%



KPI 2 - The number of conditions applied by issued permits

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued.

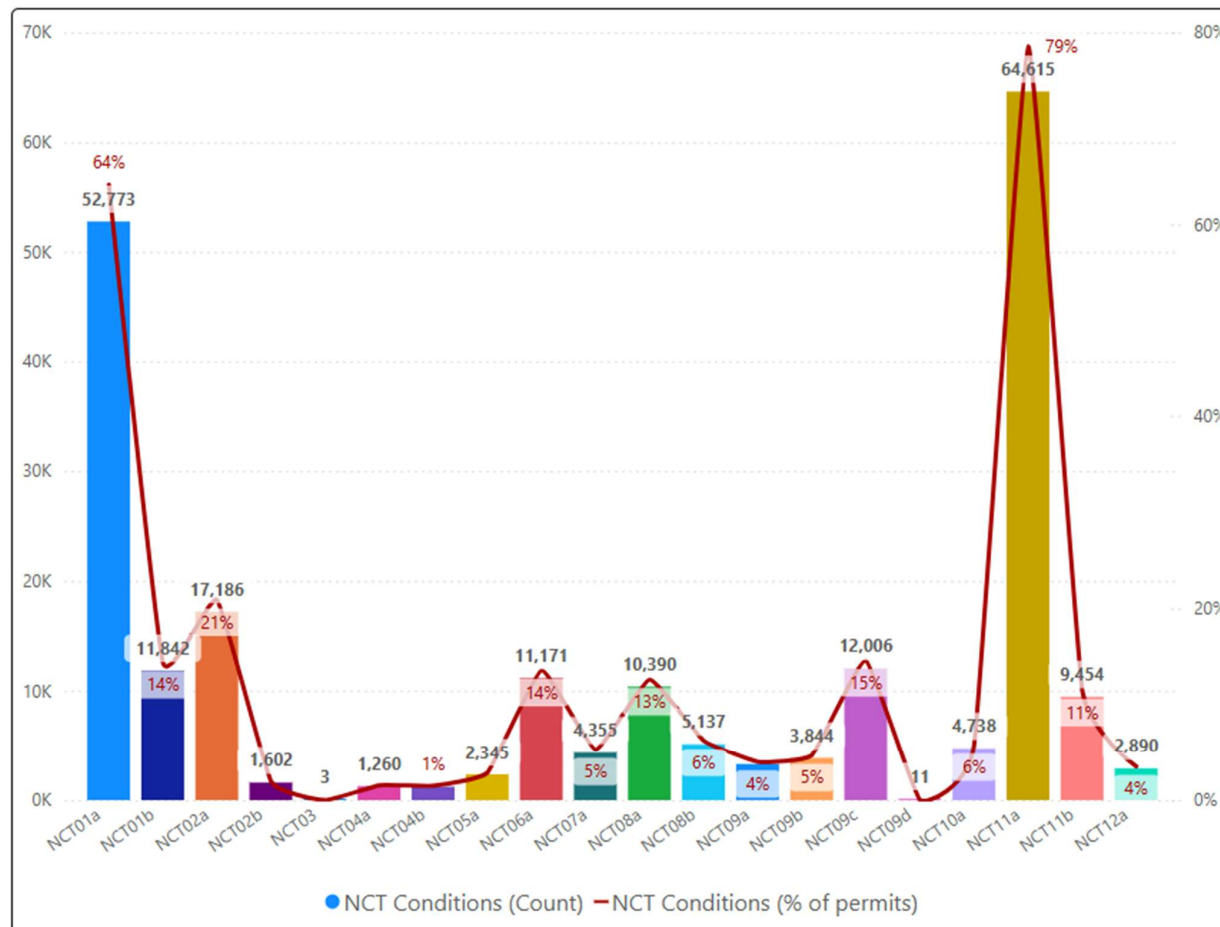
82,279

Total Issued Permits

220,130

NCT Conditions

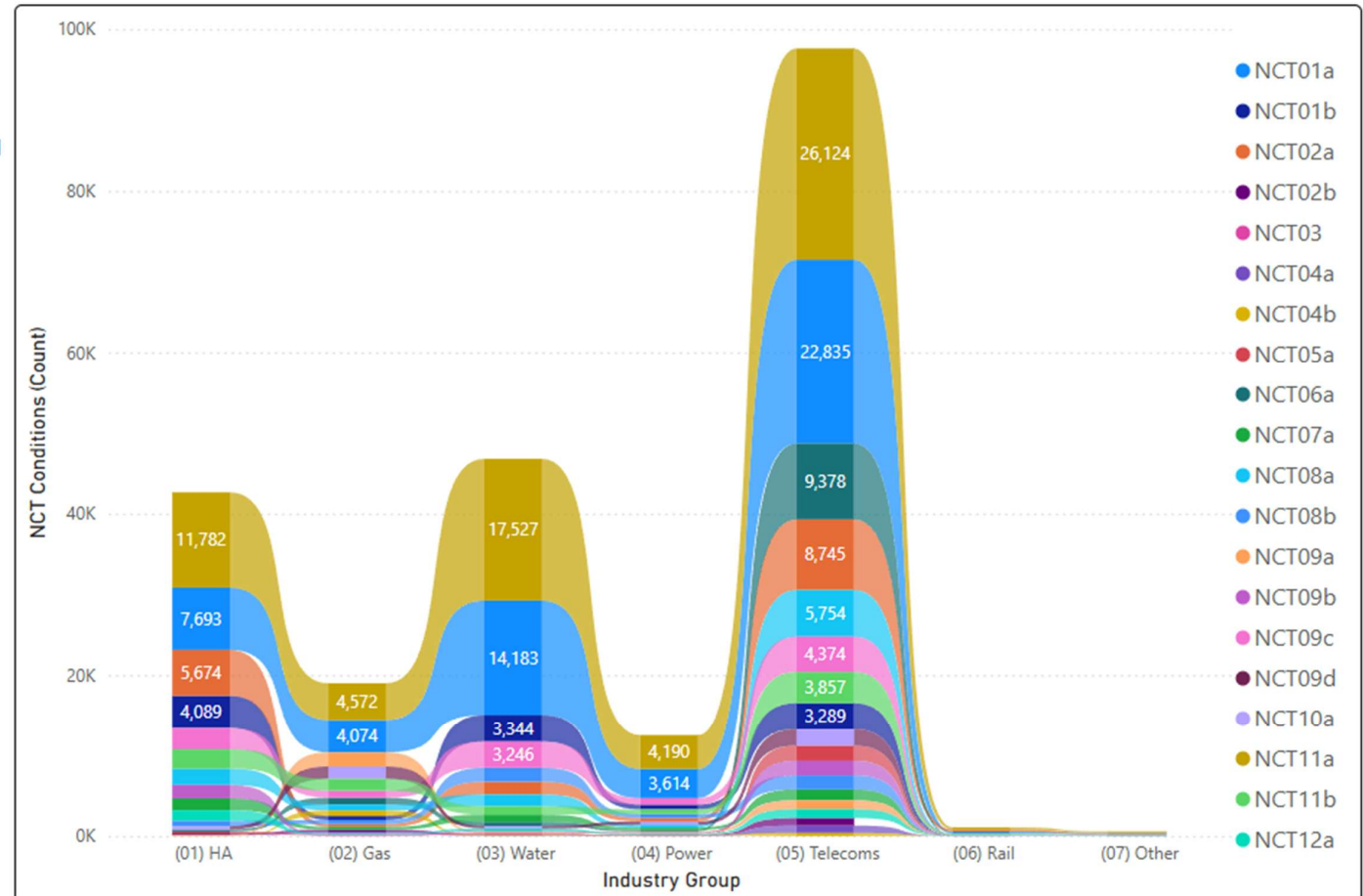
NCT	NCT Count	NCT Conditions (% of permits)
NCT01a	52,773	64%
NCT01b	11,842	14%
NCT02a	17,186	21%
NCT02b	1,602	2%
NCT03	3	0%
NCT04a	1,260	2%
NCT04b	1,222	1%
NCT05a	2,345	3%
NCT06a	11,171	14%
NCT07a	4,355	5%
NCT08a	10,390	13%
NCT08b	5,137	6%
NCT09a	3,286	4%
NCT09b	3,844	5%
NCT09c	12,006	15%
NCT09d	11	0%
NCT10a	4,738	6%
NCT11a	64,615	79%
NCT11b	9,454	11%
NCT12a	2,890	4%
Total	220,130	



KPI 2 - The number of conditions applied by the condition type (Split by Industry Group)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Industry Group).

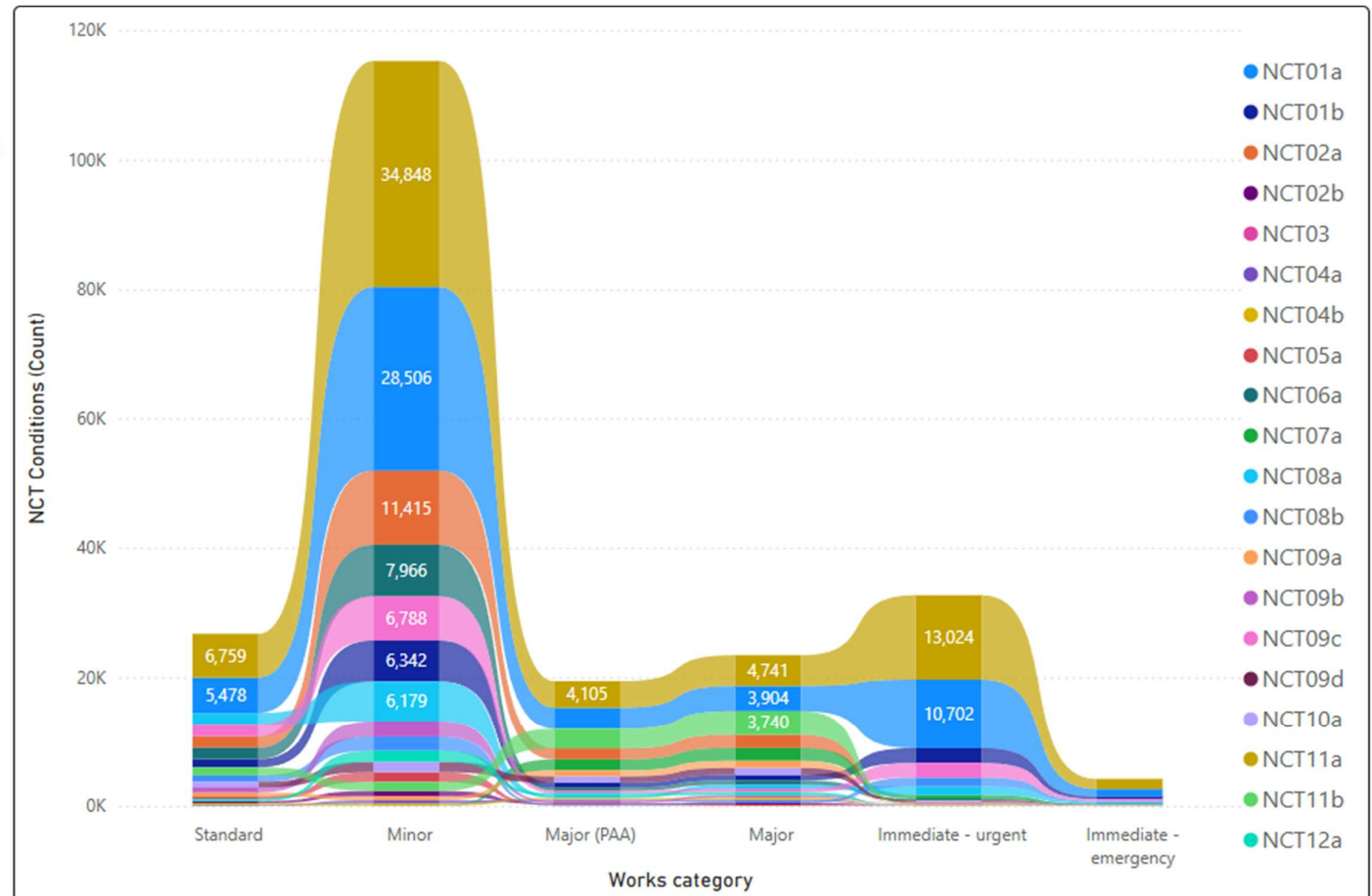
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



KPI 2 - The number of conditions applied by the condition type (Split by Work Category)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Work Category).

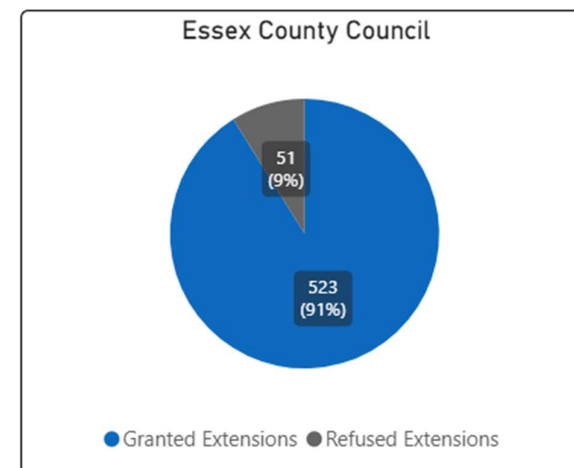
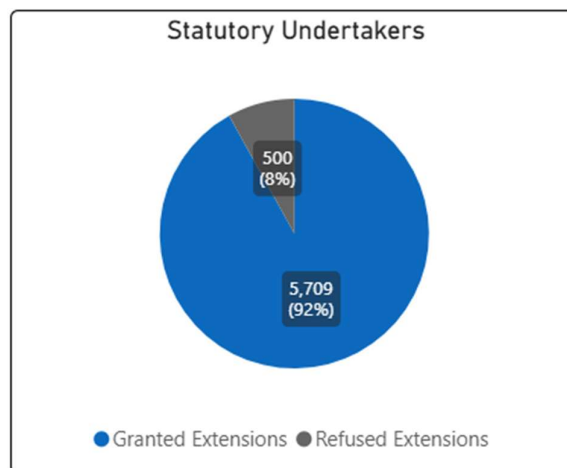
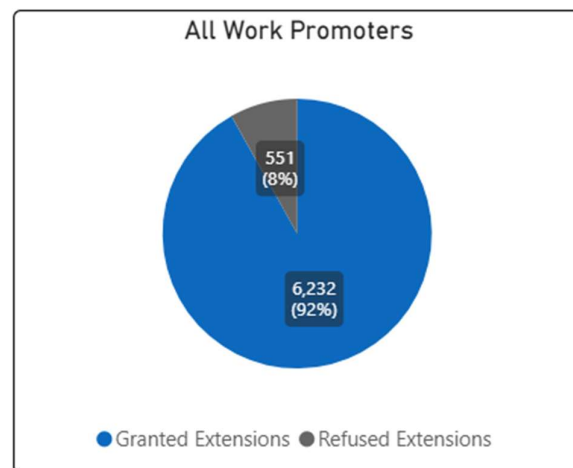
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



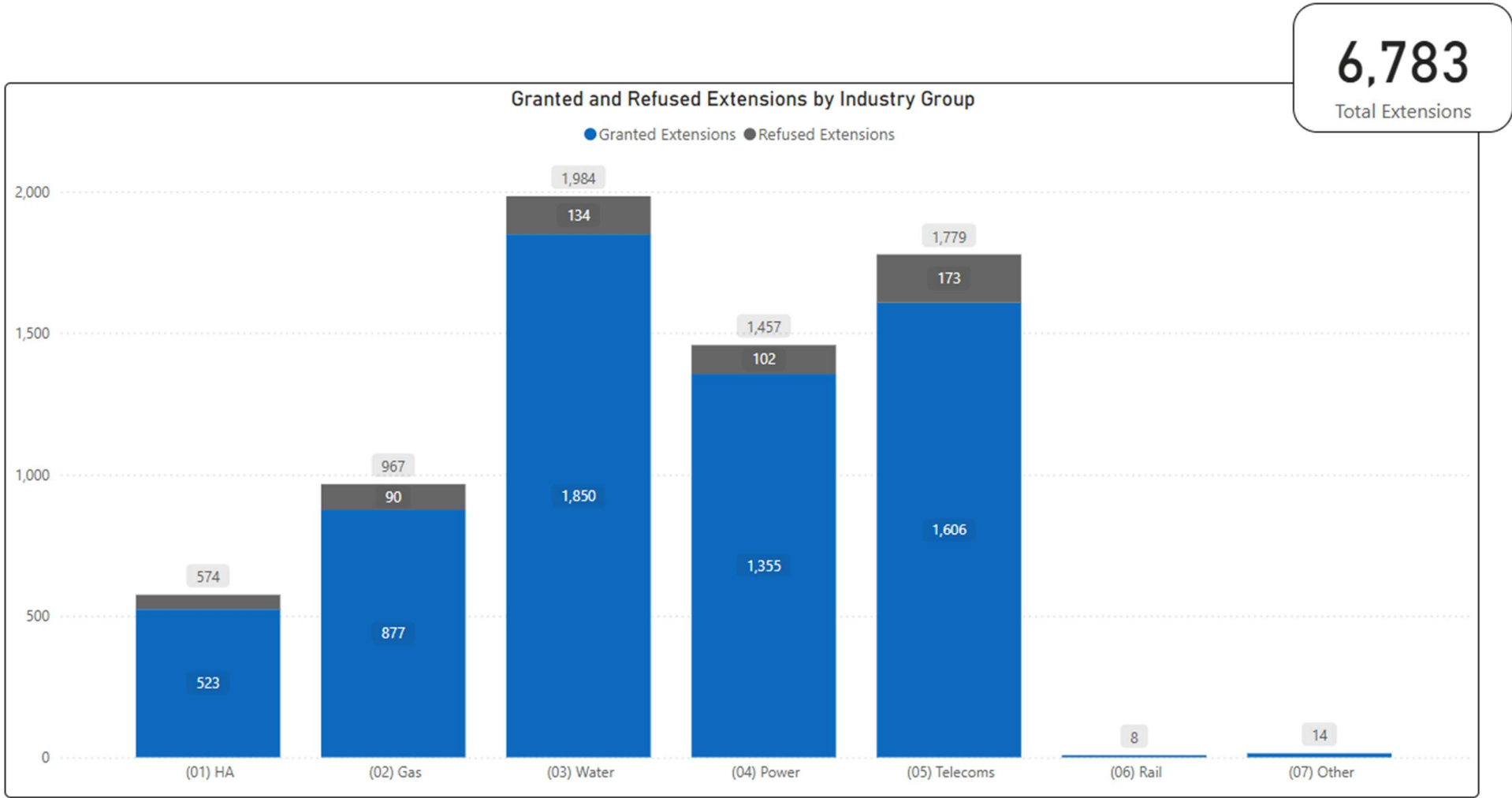
KPI 3 - The number of approved extensions

The table shows the number of duration variation requests submitted and granted (agreed), split by work promoter. Submitted requests are expressed as a percentage of total permits and permit variations granted. Agreed extensions are expressed as a percentage of the duration variation requests submitted.

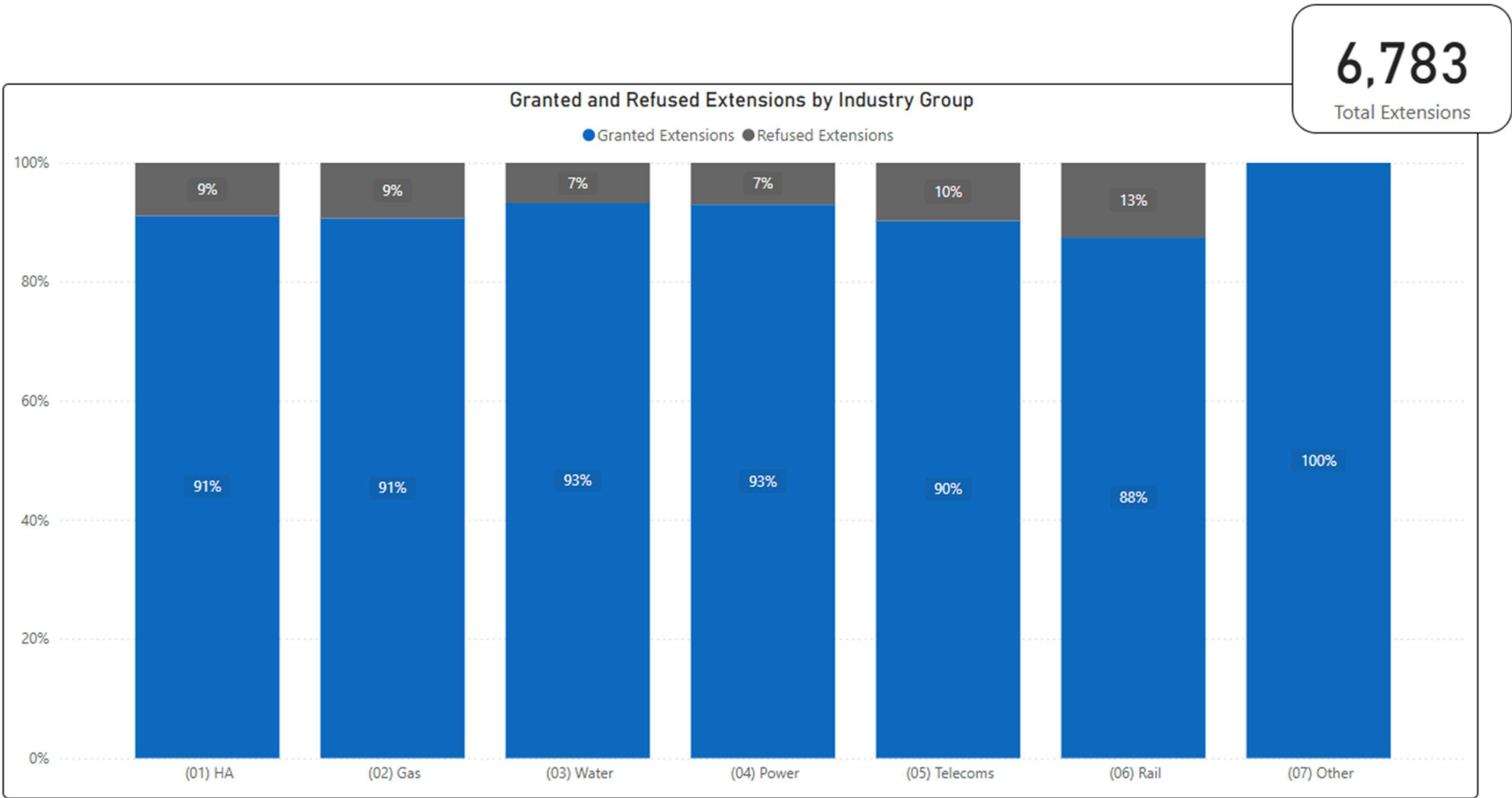
Promoter	Total Number of Permits Issued	Duration Variations Submitted	Duration Application as a %	Granted / Agreed	Agreed Extensions as a %
Statutory Undertaker	68,207	6,209	9%	5,709	92%
Essex (ECC)	14,072	574	4%	523	91%
All - Work Promoters	82,279	6,783	8%	6,232	92%



KPI 3 - The number of approved extensions split by Industry Group



KPI 3 - The number of approved extensions as a %

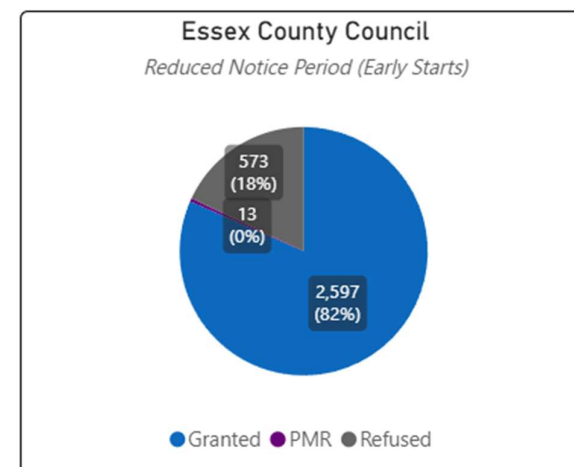
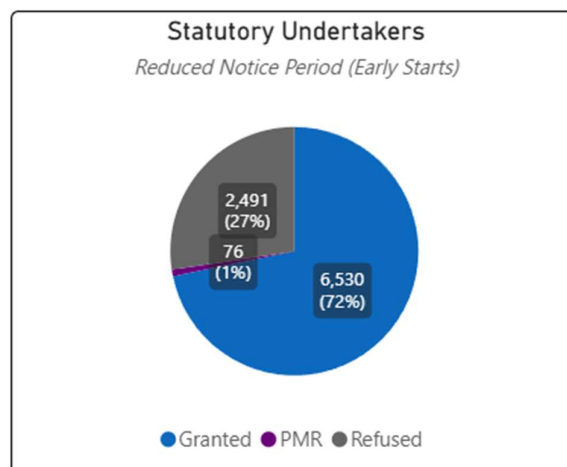
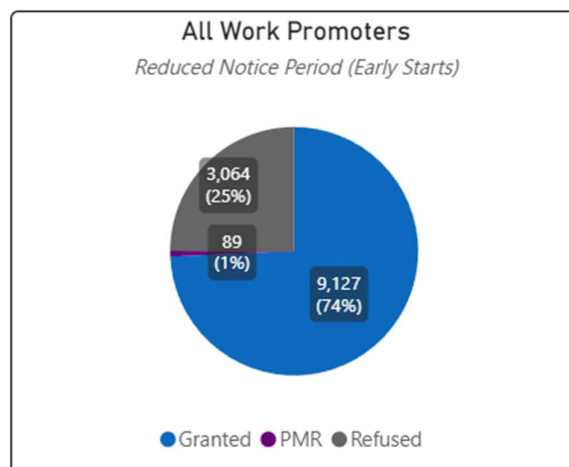


KPI 4 - The number of occurrences of reducing the application period (Early Start)

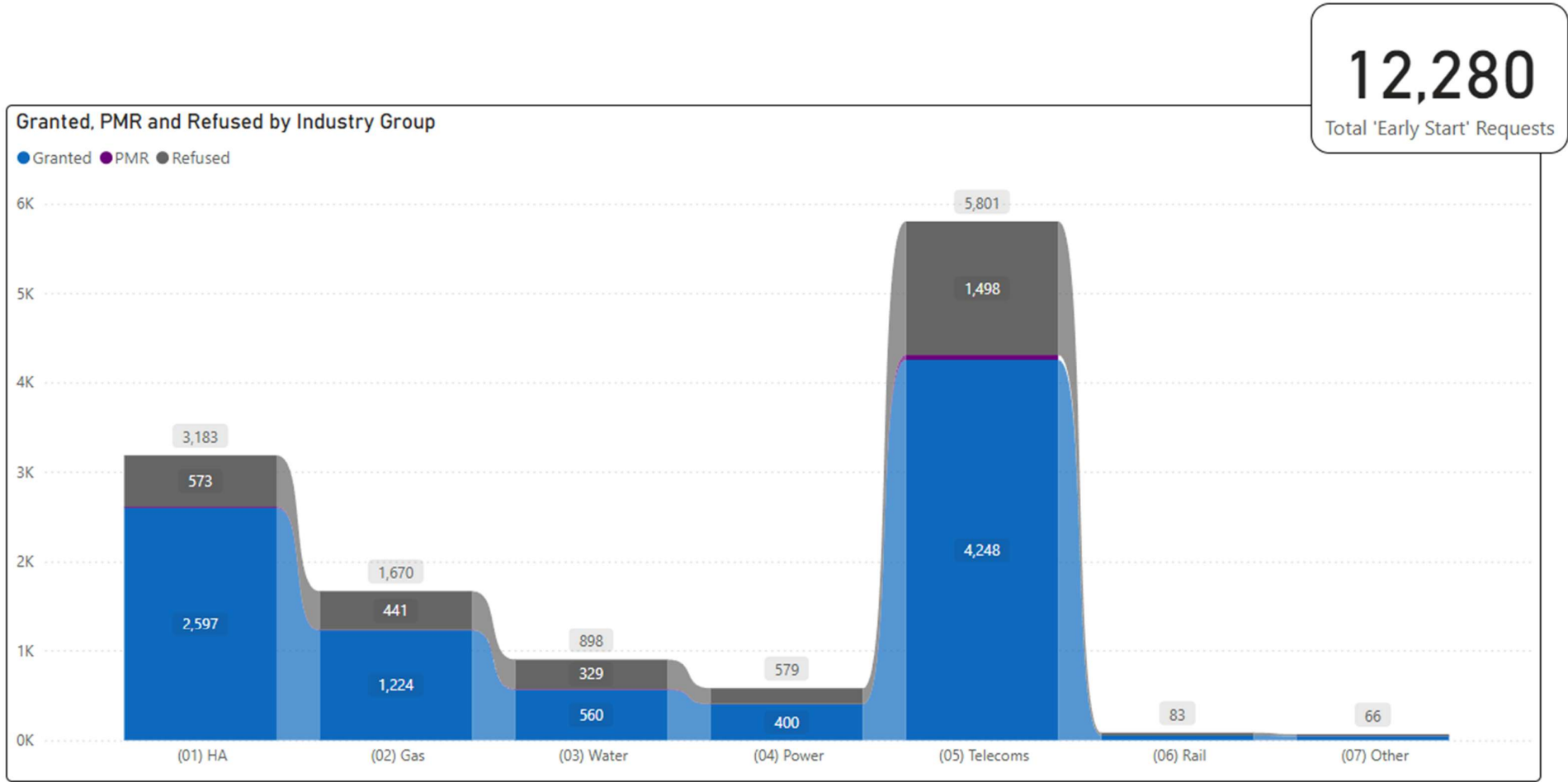
The table shows requests for a reduced notice period (“early starts”), with granted, modification requested (PMR) and refused outcomes split by work promoter. Early-start requests are also expressed as a percentage of the total granted and refused permit applications.

Promoter	Total Number of Permits Processed*	Total Processed (Early Start)	Granted (Early Start)	PMR (Early Start)	Refused (Early Start)	Early Start as a % of Permits
Statutory Undertaker	83,558	9,097	6,530	76	2,491	11%
Essex (ECC)	16,473	3,183	2,597	13	573	19%
All - Work Promoters	100,031	12,280	9,127	89	3,064	12%

*For this table, total permits processed comprises granted and refused permit applications only; applications with a “Modification requested” assessment status are excluded from this denominator.



KPI 4 - The number of occurrences of reducing the application period (Early Start) by Industry Group

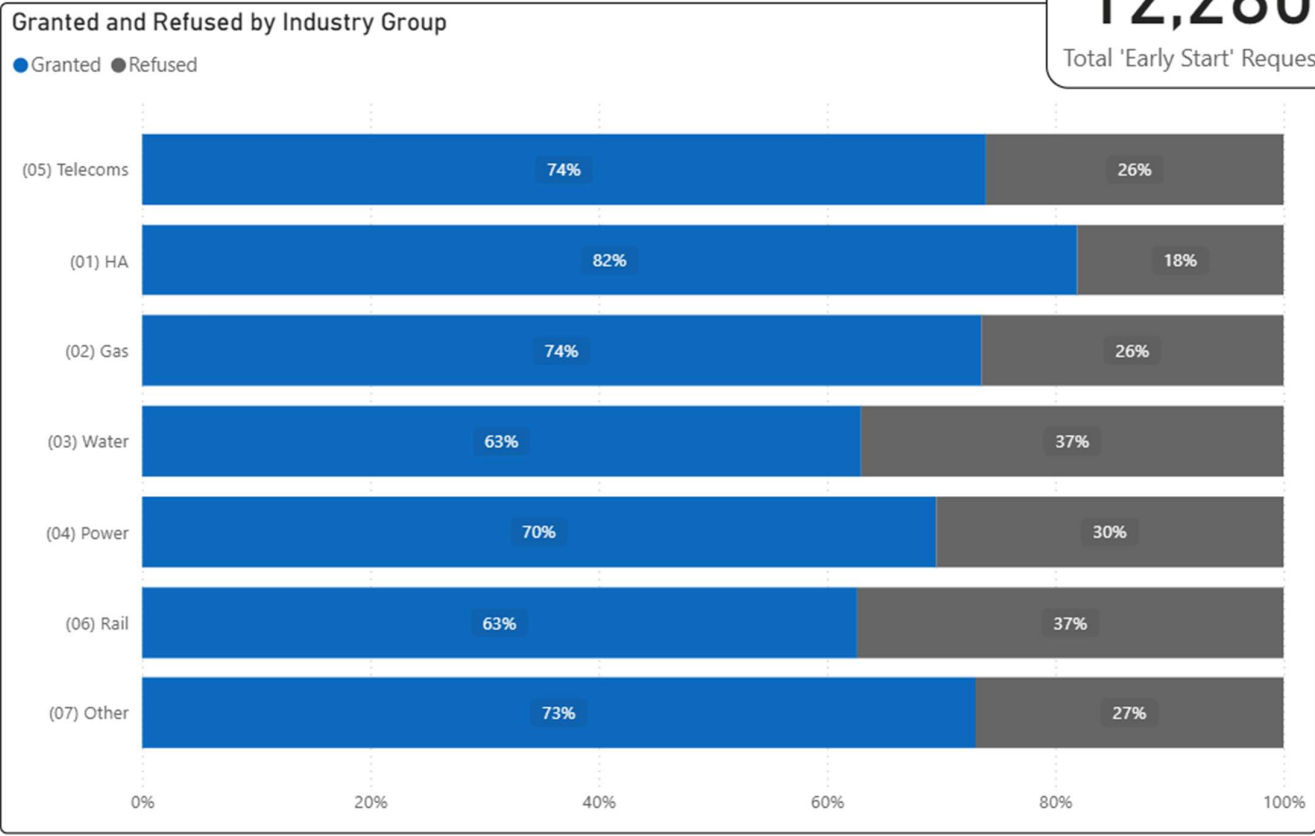


KPI 4 - The number of occurrences of reducing the application period (Early Start) as a %

12%
Early Start % of Permit Applications

100,031
Total Permit Applications Processed

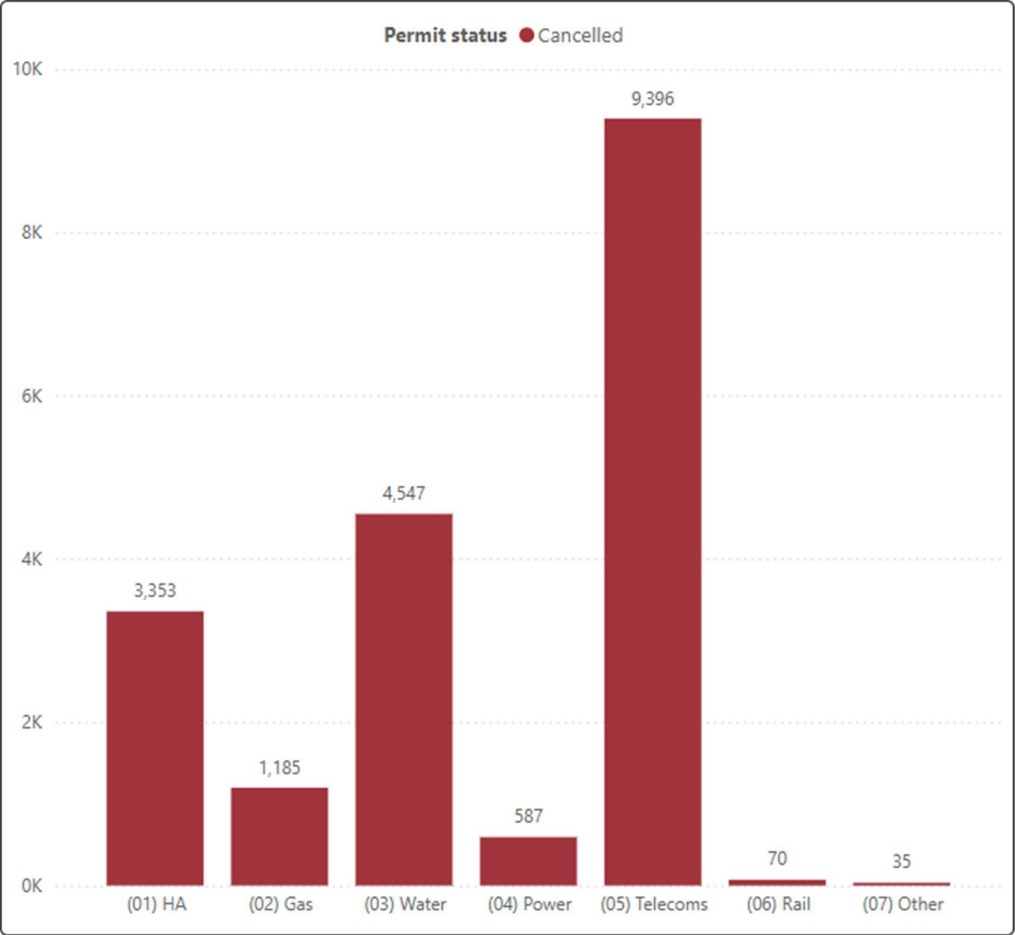
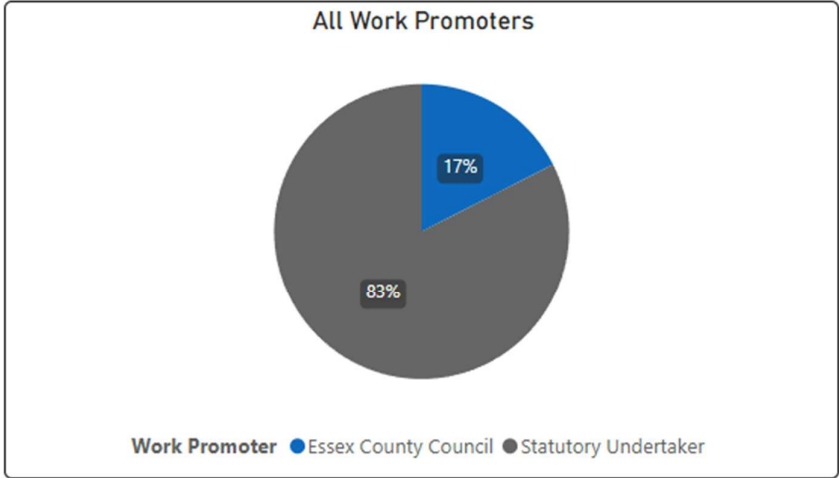
12,280
Total 'Early Start' Requests



KPI 6 – Cancelled Permit Requests

The number of cancelled permit requests is shown as a percentage of the total number of applications processed, and the volume of cancelled requests is split by industry group.

Industry Group	Total Processed Permits	KPI 6 - Cancelled Permit Requests	KPI 6 - Cancelled Permit Requests %
(01) HA	18,439	3,353	18%
(02) Gas	9,685	1,185	12%
(03) Water	27,591	4,547	16%
(04) Power	8,840	587	7%
(05) Telecoms	49,991	9,396	19%
(06) Rail	458	70	15%
(07) Other	333	35	11%
Total	115,337	19,173	17%



4.4 HAUC England TPI measures

Section 4.4 outlines the Traffic Management Act (TMA) Permit Indicators (TPIs), as set out in Annex A of the Statutory Guidance for Highway Authority Permit Schemes.

These indicators provide a consistent basis for monitoring core permit scheme activity and performance across the reporting period.

- **TPI 1** - Works Phases Started (Base Data)
- **TPI 2** - Works Phases Completed (Base Data)
- **TPI 3** - Days of Occupancy Phases Completed
- **TPI 4** - Average Duration of Works
- **TPI 5** - Works Phases Completed after the reasonable period
- **TPI 6** - Number of deemed permit applications

TPI 1 to TPI 6 by “All Work Promoters”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
All	Major	2,999	2,947	51,705	17.54	1,713	4
	Standard	3,879	3,813	26,043	6.83	2,358	1
	Minor	19,698	19,619	41,229	2.10	10,044	18
	Immediate Urgent	12,202	11,602	57,213	4.93	6,112	1
	Immediate Emergency	1,496	1,420	8,006	5.64	495	0
	Total	40,274	39,401	184,196	4.67	20,722	24

TPI 1 to TPI 6 by “Statutory Undertaker”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Statutory Undertakers	Major	1,913	1,912	36,889	19.29	1,265	2
	Standard	3,170	3,170	22,194	7.00	1,987	0
	Minor	15,886	15,886	34,664	2.18	8,190	13
	Immediate Urgent	11,813	11,239	56,338	5.01	5,809	1
	Immediate Emergency	1,358	1,301	7,549	5.80	412	0
	Total	34,140	33,508	157,634	4.70	17,663	16

TPI 1 to TPI 6 by “Essex County Council”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Essex County Council	Major	1,086	1,035	14,816	14.31	448	2
	Standard	709	643	3,849	5.99	371	1
	Minor	3,812	3,733	6,565	1.76	1,854	5
	Immediate Urgent	389	363	875	2.41	303	0
	Immediate Emergency	138	119	457	3.84	83	0
	Total	6,134	5,893	26,562	4.51	3,059	8

4.5 Authority Measures

Section 4.5 examines the additional performance measures that Essex County Council selected during the design and implementation of the Essex Permit Scheme. These measures are chosen by the Authority and are in addition to those contained in both the TPI and TMA frameworks.

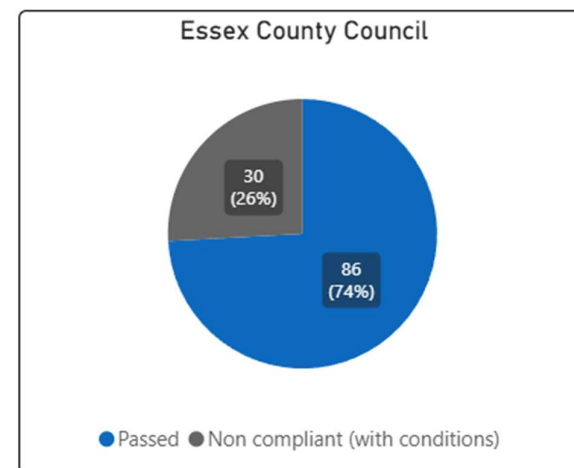
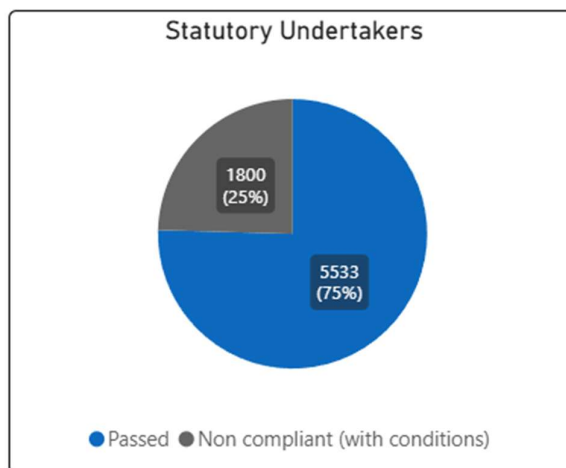
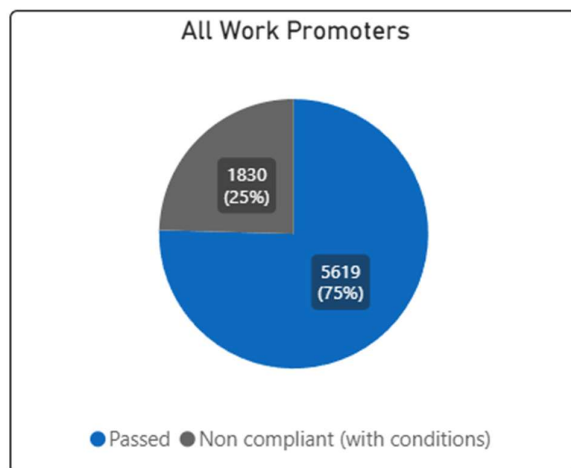
The five measures which will be investigated are:

- **AM 1** - The number of inspections carried out to monitor conditions
- **AM 2** - Number of Collaborative Works (KPI 7)
- **AM 3** - Refusal Codes broken down by Industry Group
- **AM 4** – Fixed Penalty Notices (FPNs) issued by Industry Group
- **AM 5** - 1st Time Reinstatements

AM 1 – The number of inspections carried out to monitor conditions (Sample Size)

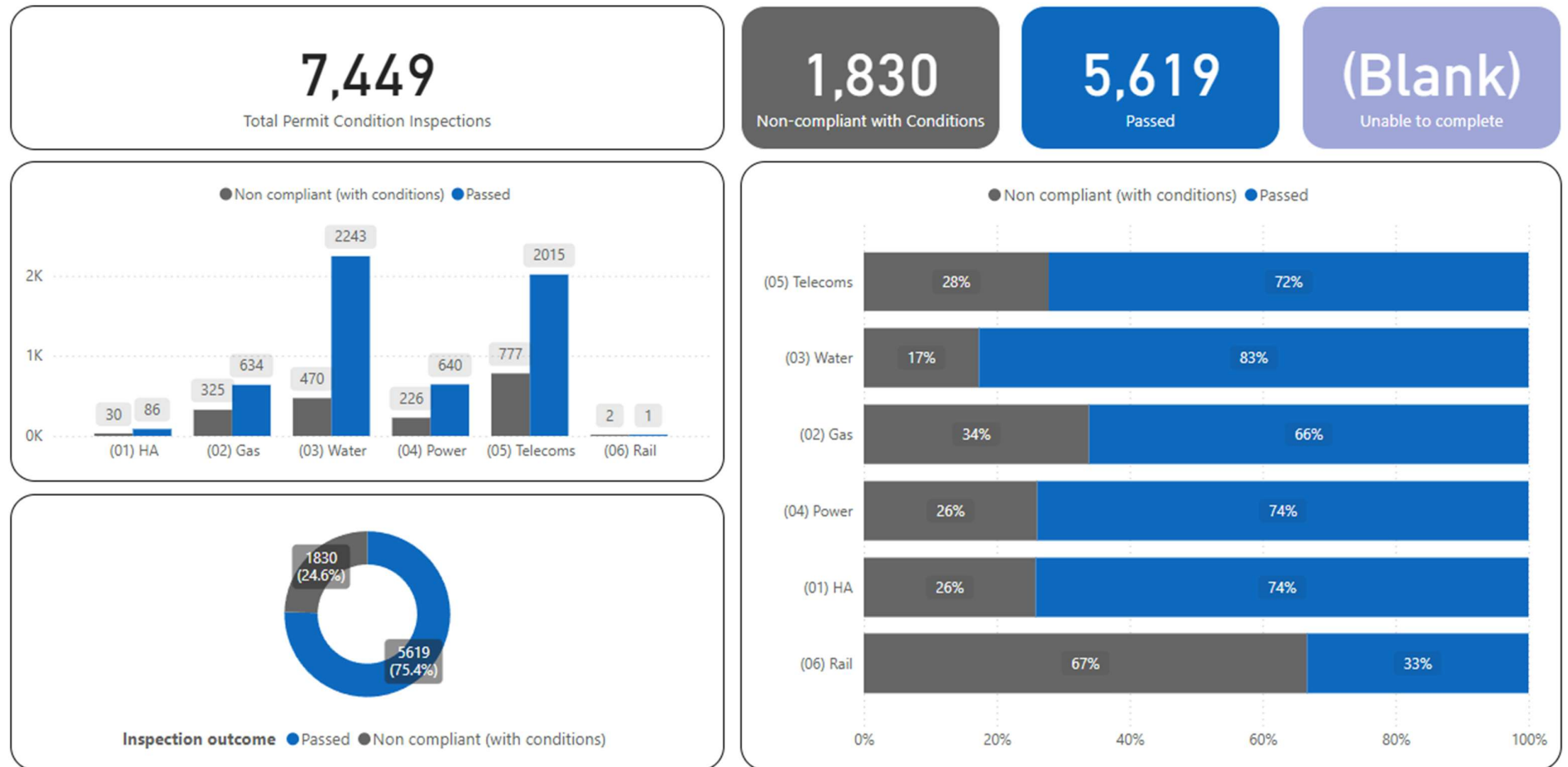
The AM 1 measure records the proportion of compliant and non-compliant permit condition inspections as a percentage of all compliance inspections undertaken within the reporting period. The sample size represents the proportion of compliance inspections completed in relation to the total number of permits granted during that period.

Promoter	Total Number of Permits Granted	Compliance Inspections (Sample Size)	Sample size - as a % of Granted Permits	Passed	Passed (% of Sample)	Non-Compliant	Non-Compliant (% of Sample)
Statutory Undertaker	68,207	7,333	11%	5,533	75%	1,800	25%
Essex (ECC)	14,072	116	1%	86	74%	30	26%
All - Work Promoters	82,279	7,449	9%	5,619	75%	1,830	25%



AM 1 – The number of inspections carried out to monitor conditions

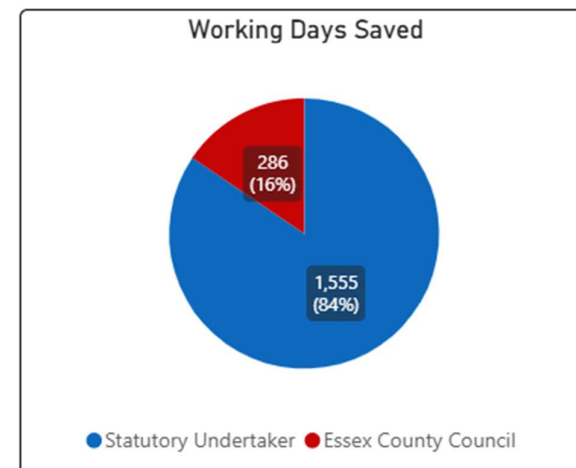
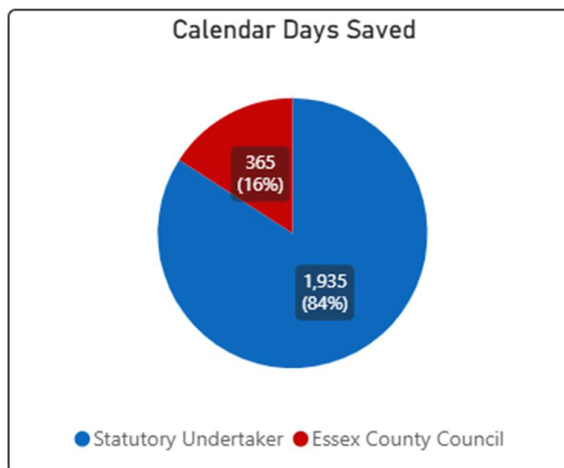
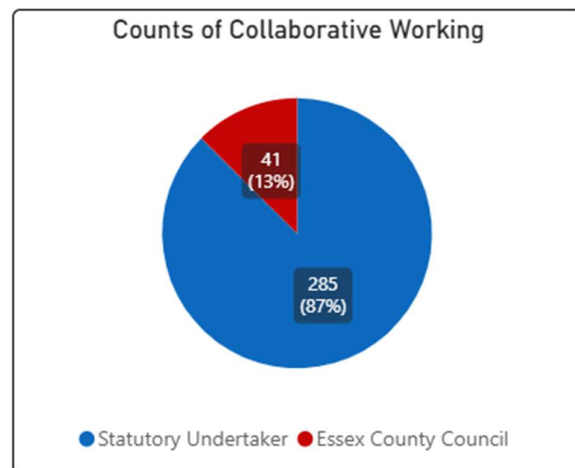
“(Blank)” in the “Unable to complete” card indicates that no inspections with this outcome are recorded in the data shown.



AM 2 – Number of collaborative works (KPI 7)

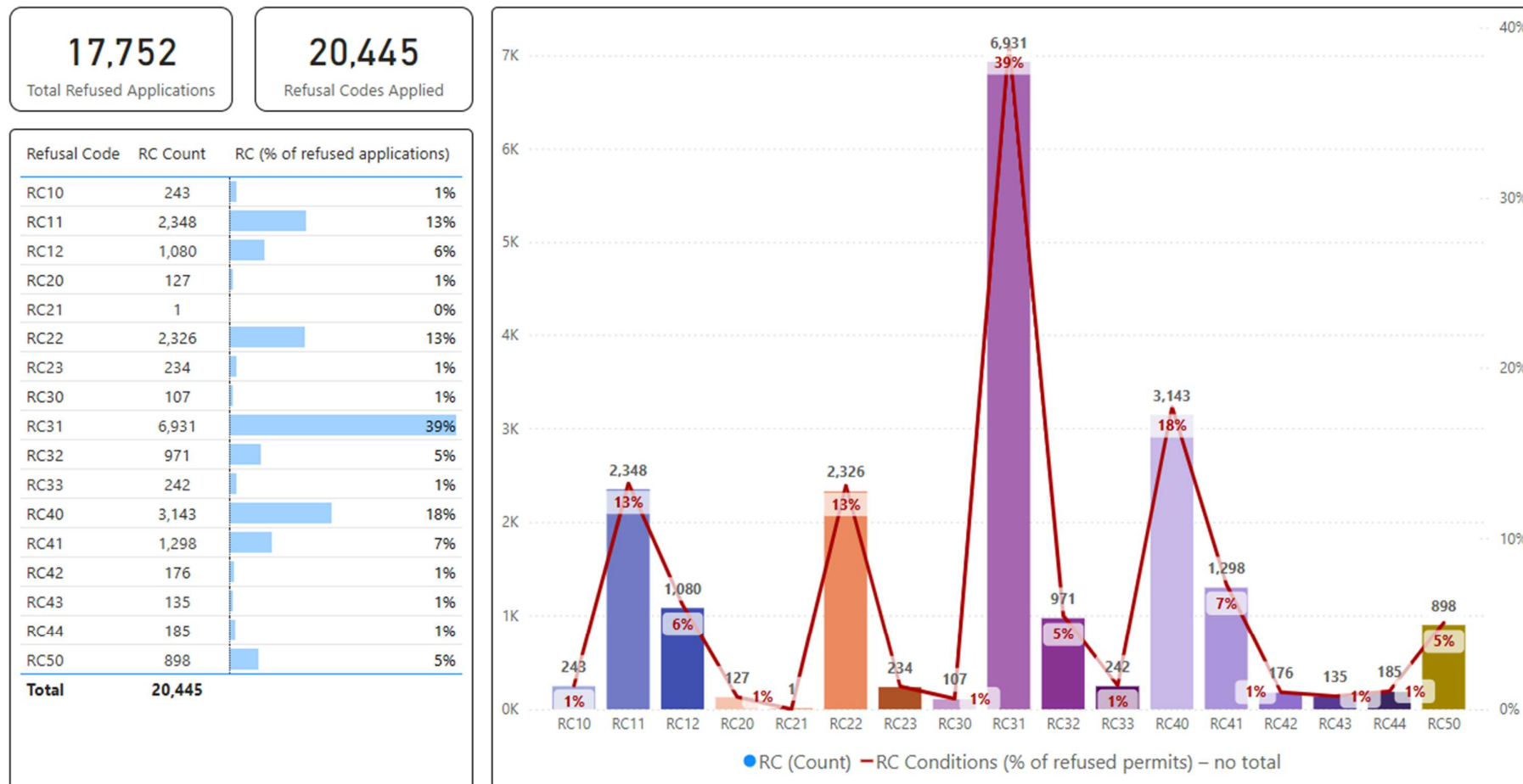
The AM 2 measure records the number of collaborative works undertaken and the number of calendar and working days saved through collaborative working and other coordination activities. The sample size from Street Manager represents the proportion of collaborative works undertaken in relation to the total number of permits granted during the reporting period.

Promoter	Total Number of Permits Granted	Counts of Collaborative Working	Collaborative Working as % of Granted Permits	Collaborative – Calendar Days Saved	Collaborative – Working Days Saved
Statutory Undertaker	68,207	285	0.42%	1,935	1,555
Essex (ECC)	14,072	41	0.29%	365	286
All - Work Promoters	82,279	326	0.40%	2,300	1,841



AM 3 – The number of ‘Standard Response Codes’ applied

The AM 3 measure records the number of Standard Response Codes applied to refused permit and permit variation applications, providing a consistent basis for analysing reasons for refusal and identifying areas where permit application quality can be improved.



AM 3 – ‘Standard Response Codes’ broken down by Industry Group

The number of ‘Standard Response Codes’ applied to refused permit and permit variation applications by industry group, supporting analysis of refusal patterns across promoter types and helping to identify areas where permit application quality can be improved.

Response Codes

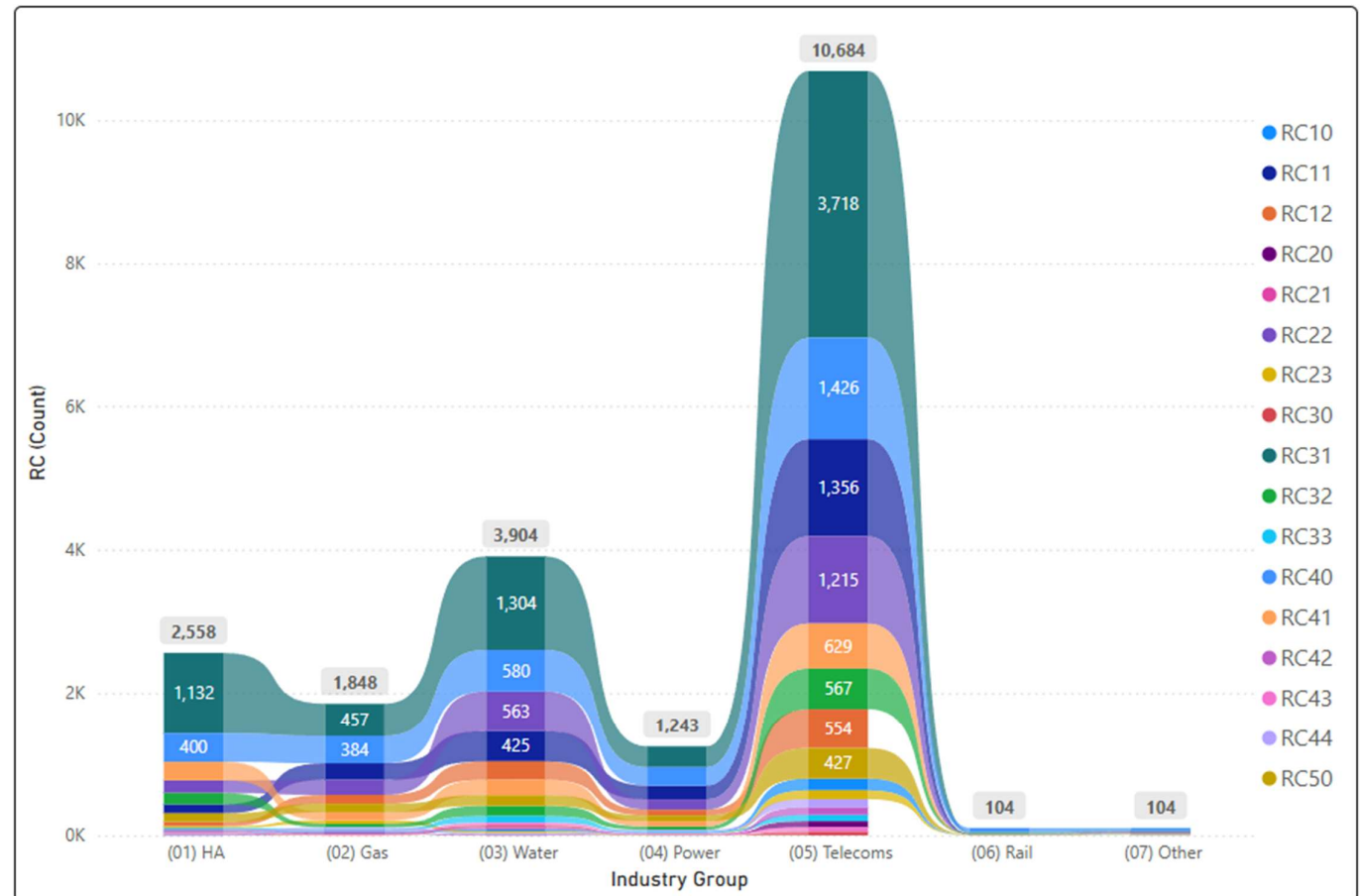
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other



AM 3 – Refusal Codes broken down by Work Category

The number of 'Standard Response Codes' applied to refused permit and permit variation applications by work category. This supports analysis of how reasons for refusal vary across activity types, helping identify trends and areas where more targeted improvements in permit application quality may be required.

Response Codes

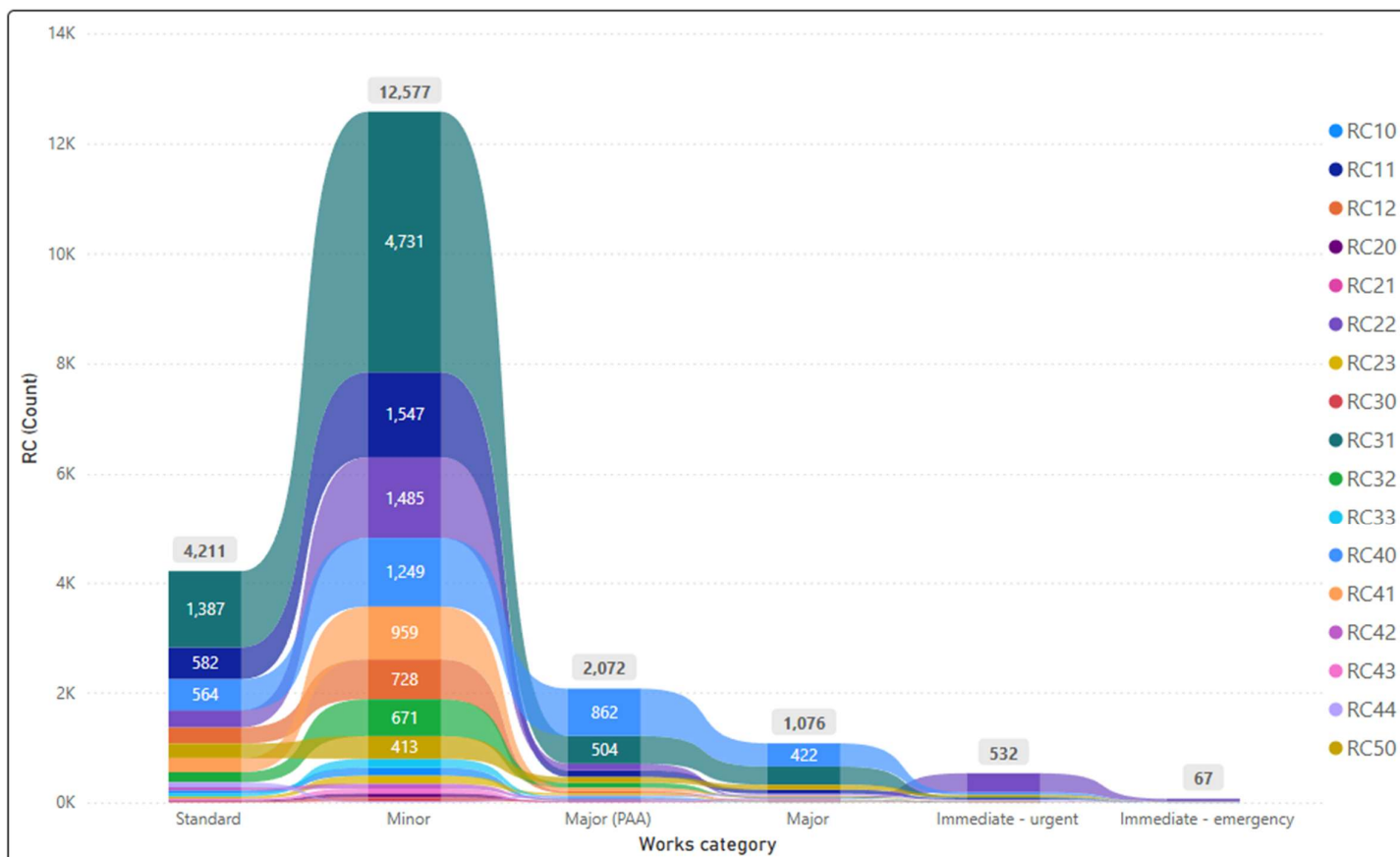
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other

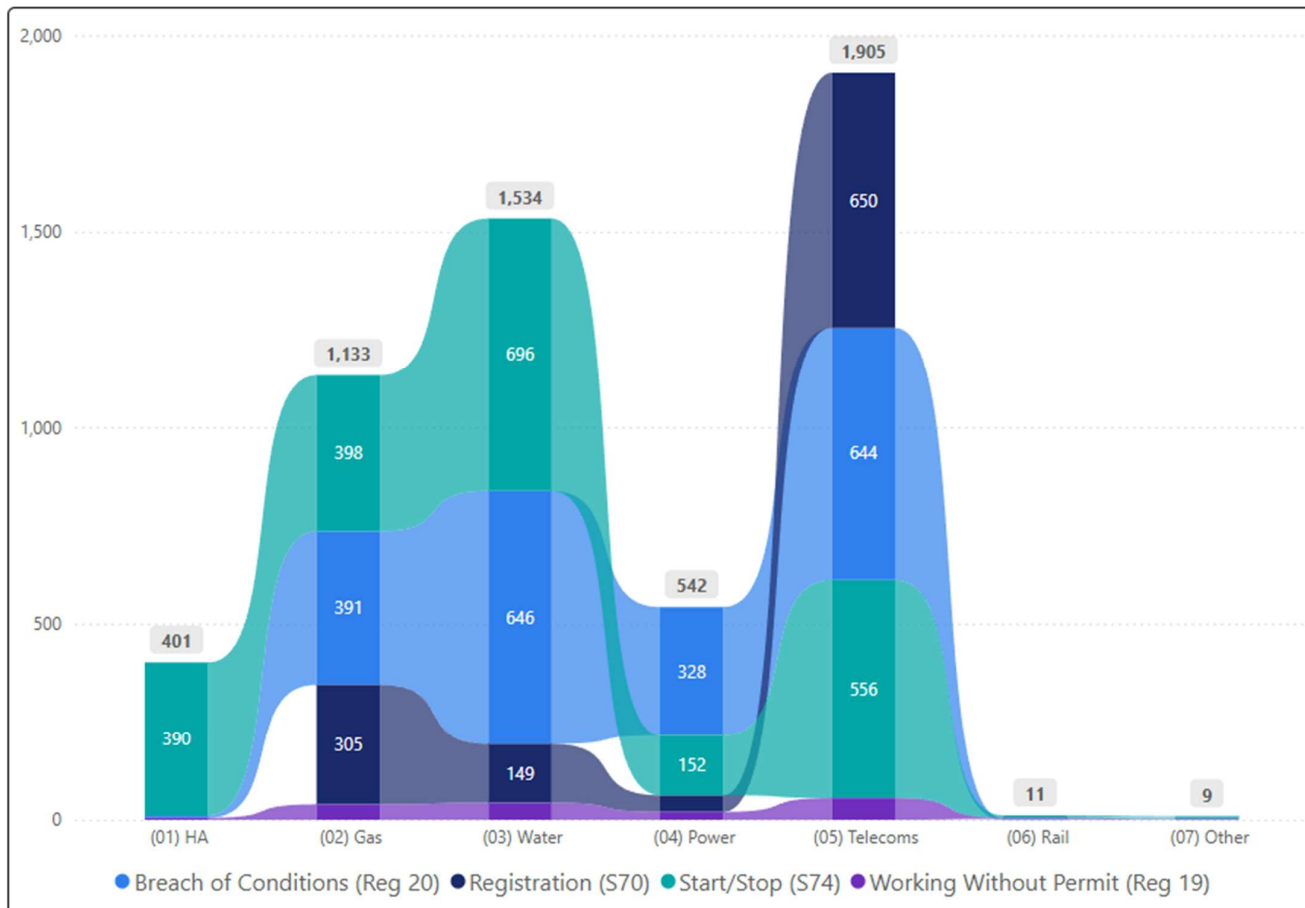


AM 4 – Fixed Penalty Notices (FPNs) issued by Industry Group

The AM 4 measure records the number of Fixed Penalty Notices issued by industry group, supporting analysis of enforcement activity and helping to identify where compliance with permit and street works requirements can be improved.

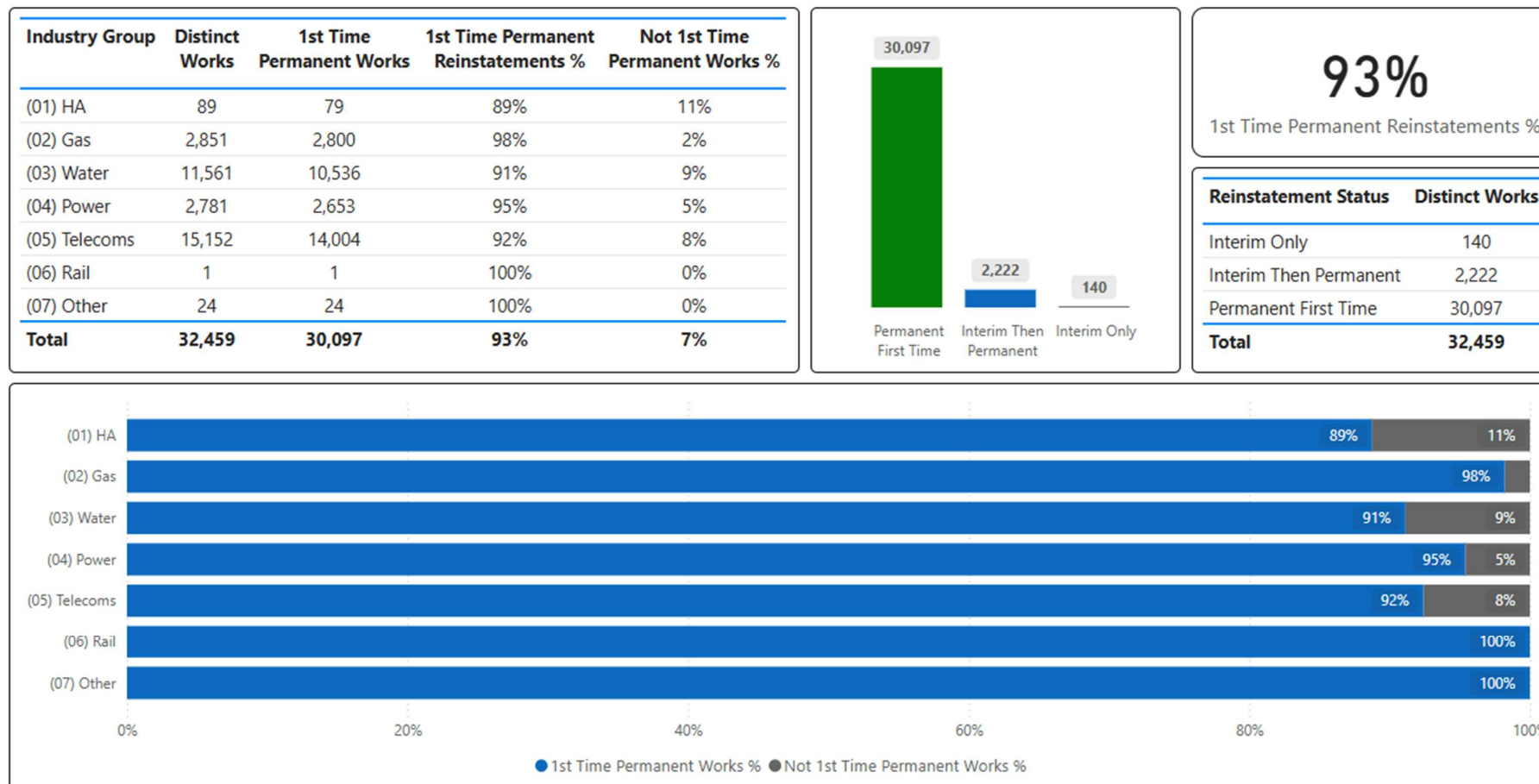
Local Offence	No. of FPNs
Breach of Conditions (Reg 20)	2,019
Registration (S70)	1,148
Start/Stop (S74)	2,202
Working Without Permit (Reg 19)	166
Total	5,535

Industry Group	No. of FPNs	Industry Group % of FPNs
(01) HA	401	7%
(02) Gas	1,133	20%
(03) Water	1,534	28%
(04) Power	542	10%
(05) Telecoms	1,905	34%
(06) Rail	11	0%
(07) Other	9	0%
Total	5,535	



AM 5 – 1st Time Reinstatements

The AM 5 measure records the number of works permanently reinstated in a single phase of works, supporting analysis of 1st Time Permanent reinstatement performance across industry groups.



Section 5

Year 9

(1 April 2023 to 31 March 2024)

5 Section 5 | Year 9 Data – 1 April 2023 to 31 March 2024

5.1 Introduction

This section provides the detailed evaluation of the Essex County Council Permit Scheme for the 2023/24 reporting year, covering the period from 1 April 2023 to 31 March 2024. It represents the final year of the combined three-year review period and provides an opportunity to assess the latest annual performance of the Scheme against the trends established in the preceding two years.

By 2023/24, the Permit Scheme was operating in a more settled post-pandemic environment, although the highway network continued to face significant demands from utility works, highway authority works, development-related activity and essential maintenance. Essex Highways continued to use the Permit Scheme to assess and coordinate these activities, helping to manage disruption, support safety, maintain public information and ensure that works promoters were subject to consistent scrutiny.

During this year, Essex processed 99,757 permit and permit variation applications, with 80,611 granted and 18,601 refused. The year also recorded 325 instances of collaboration, saving 1,422 working days and delivering an estimated societal benefit of £1,422,000. These outcomes demonstrate that the Scheme continued to support the efficient management of works and the reduction of highway occupation during the final year of the review period.

The analysis within this section highlights the key performance measures for 2023/24, including application volumes, grant and refusal rates, duration variation management, deemed permits, compliance inspection outcomes, promoter performance and reinstatement results. Particular attention is given to how the year contributes to the overall three-year picture and whether performance remained consistent with the outcomes identified across the full review period.

The 2023/24 year therefore provides the closing annual position for this combined evaluation and helps demonstrate the continued maturity of the Essex Permit Scheme. The detailed results and key metrics for this year are summarised in Section 5.2 Executive Summary of Operating Year 2023/24, which follows.

5.2 Executive Summary of Operating Year 9 (2023/24)

A summary of the benefits the Essex County Council Permit Scheme has delivered during the single-year summary reporting period from 1 April 2023 to 31 March 2024 is highlighted below:

- **99,757** permits and permit variations were processed in this period.
- **80,611** permits and permit variations were granted in this period; 81% of all applications received.
- **18,601** permits and permit variations were refused in this period; 19% of all applications received.
- **17%** of applications from the Highway Authority were refused, and **19%** of applications from utilities were refused during this period.
- **5,780** extension variation requests were made in this period, which equates to **7%** of all granted applications.
- **325** instances of collaboration were recorded within this period.
- **1,422** working days were saved through the 325 collaboration instances. This equates to **£1,422,000** in societal savings, based on an average daily cost of £1,000.
- **53** permit/permit variations were classed as deemed within the period, meaning **99.95%** of all works submitted were reviewed within the applicable response period.
- **90%** of duration variation applications submitted were granted within this period.
- **76%** compliance was achieved by work promoters during sampled permit inspections; **8,985** permit condition inspections were conducted, of which **6,842** were found to be compliant, and **2,143** were found to be non-compliant during this period.
- **93%** of works with reinstatement records achieved a first-time permanent reinstatement; **29,617** works were permanently reinstated on the first attempt during this period.

5.3 Performance Indicators

Permit schemes within England are measured through the use of three different types of performance indicators:

- Key Performance Indicators (KPIs) are required by the Department for Transport (DfT) as outlined in the 'Statutory Guidance for Highway Authority Permit Schemes' and are mandatory for all permit schemes
 - **KPI 1** - The number of permit applications
 - **KPI 2** - The number of conditions applied
 - **KPI 3** - The number of approved extensions
 - **KPI 4** - The number of occurrences of reducing the application period
 - **KPI 6** - Cancelled permit requests

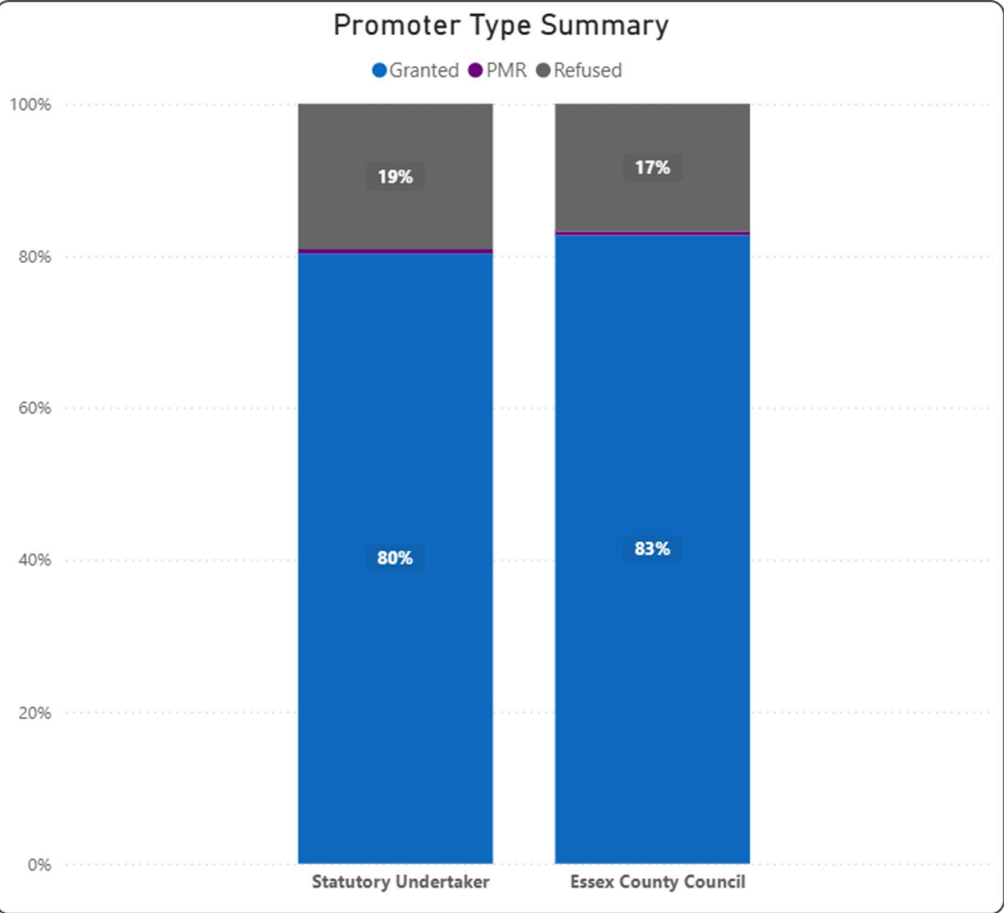
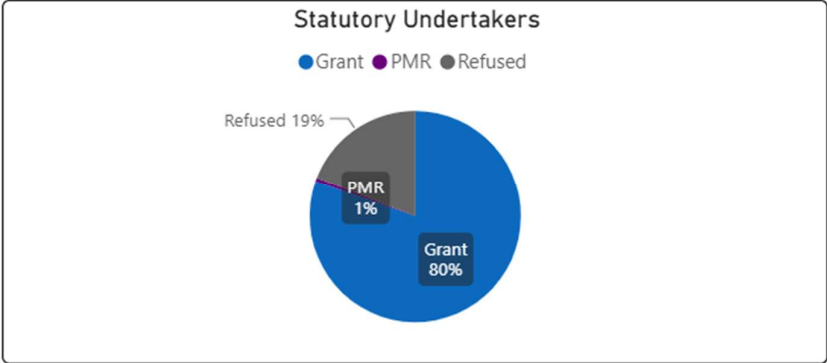
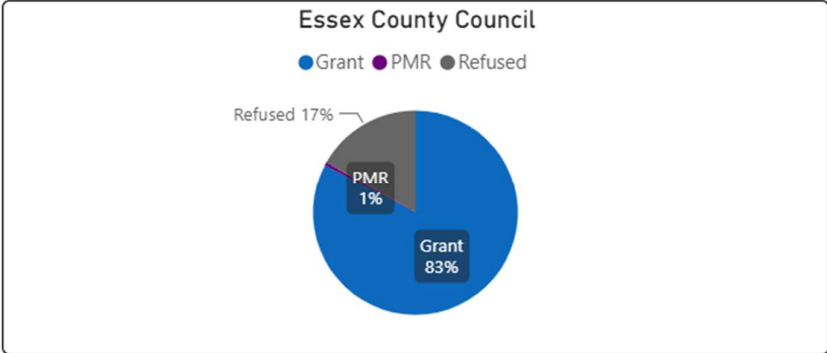
These are explored in this section of the document – “5.3 Performance Indicators”.

- HAUC England TPI measures – These are explored in Section “5.4 HAUC England TPI measures” of this document.
 - **TPI 1** - Works Phases Started (Base Data)
 - **TPI 2** - Works Phases Completed (Base Data)
 - **TPI 3** - Days of Occupancy Phases Completed
 - **TPI 4** - Average Duration of Works
 - **TPI 5** - Works Phases Completed after the reasonable period
 - **TPI 6** - Number of deemed permit applications
- Authority Measures – These are explored within Section “5.5 Authority Measures” of this document.
 - **AM 1** - The number of inspections to monitor conditions
 - **AM 2** - Number of collaborative works (KPI 7)
 - **AM 3** - Refusal Codes broken down by Industry Group
 - **AM 4** - Fixed Penalty Notices (FPNs) issued by Industry Group
 - **AM 5** - 1st Time Reinstatements

KPI 1 - The number of permit and permit variation applications

The number of permit and permit variation applications received, the number granted and the number refused, excluding any applications that are subsequently withdrawn (broken down by work promoter).

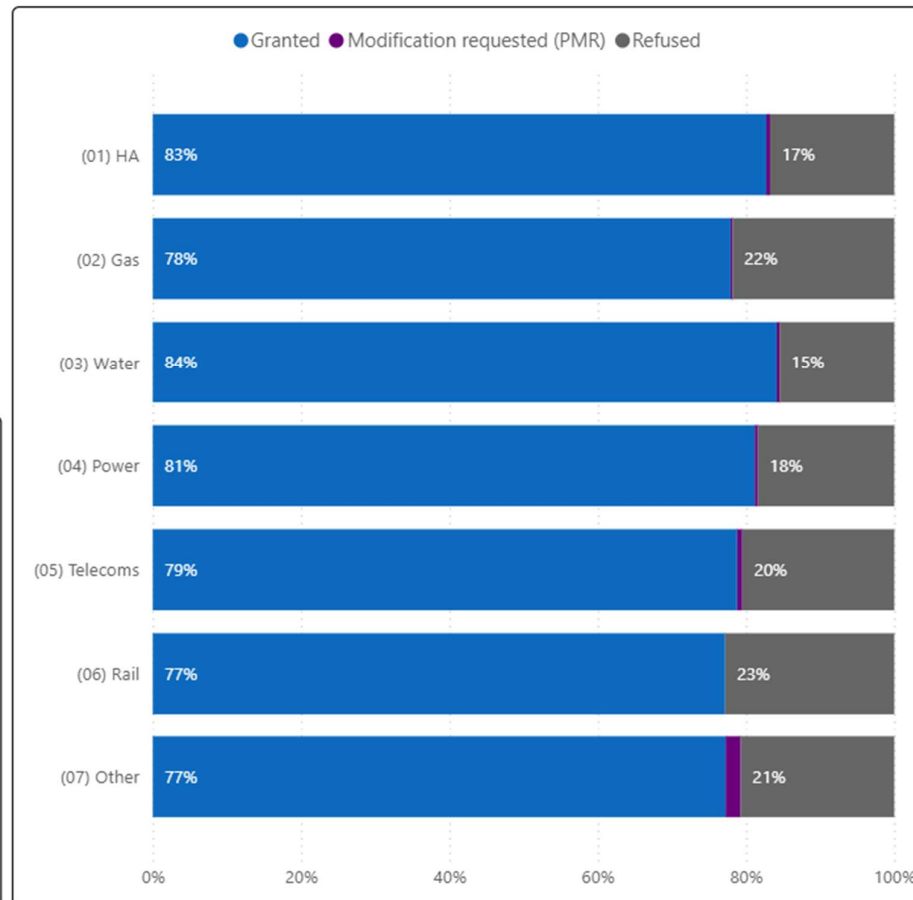
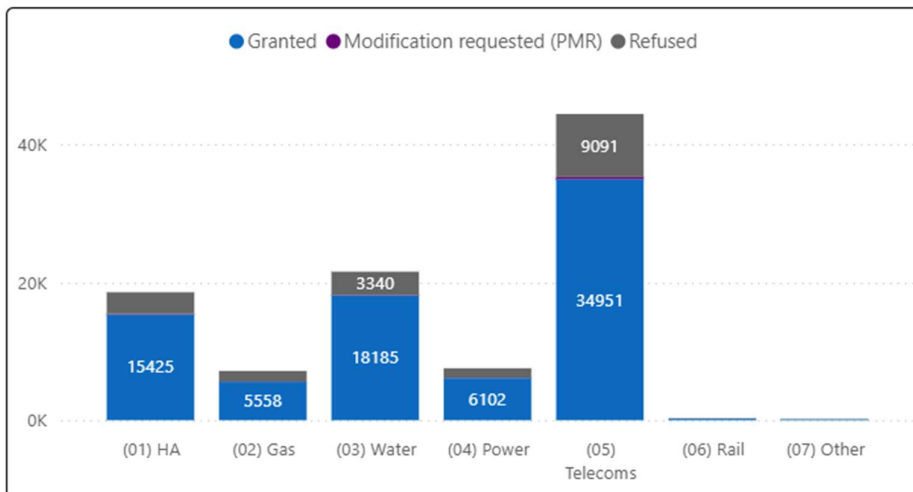
Work Promoter	Granted	Refused	PMR	Granted %	Refused %	PMR %
Essex County Council	15425	3121	95	83%	17%	1%
Statutory Undertaker	65186	15480	450	80%	19%	1%
Total	80611	18601	545	81%	19%	1%



KPI 1 - The number of permit and permit variation applications by Industry Group

The number of permits and permit variation applications received, the number granted, and the number refused, excluding any applications that are subsequently withdrawn (broken down by Industry Group).

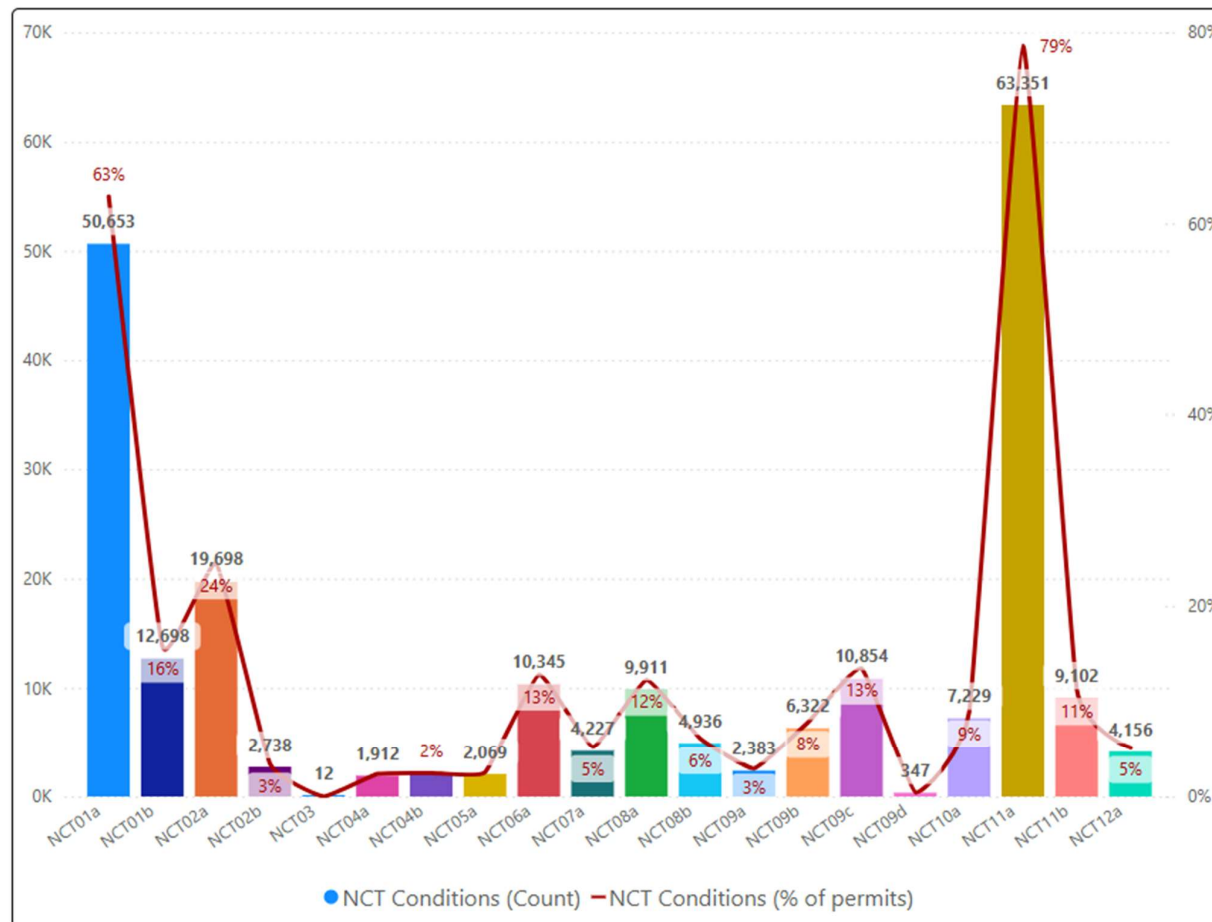
Industry Group	Granted	Refused	PMR	Granted %	Refused %	PMR %
(01) HA	15425	3121	95	83%	17%	1%
(02) Gas	5558	1556	17	78%	22%	0%
(03) Water	18185	3340	86	84%	15%	0%
(04) Power	6102	1382	32	81%	18%	0%
(05) Telecoms	34951	9091	311	79%	20%	1%
(06) Rail	237	70	0	77%	23%	0%
(07) Other	153	41	4	77%	21%	2%
Total	80611	18601	545	81%	19%	1%



KPI 2 - The number of conditions applied by issued permits

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued.

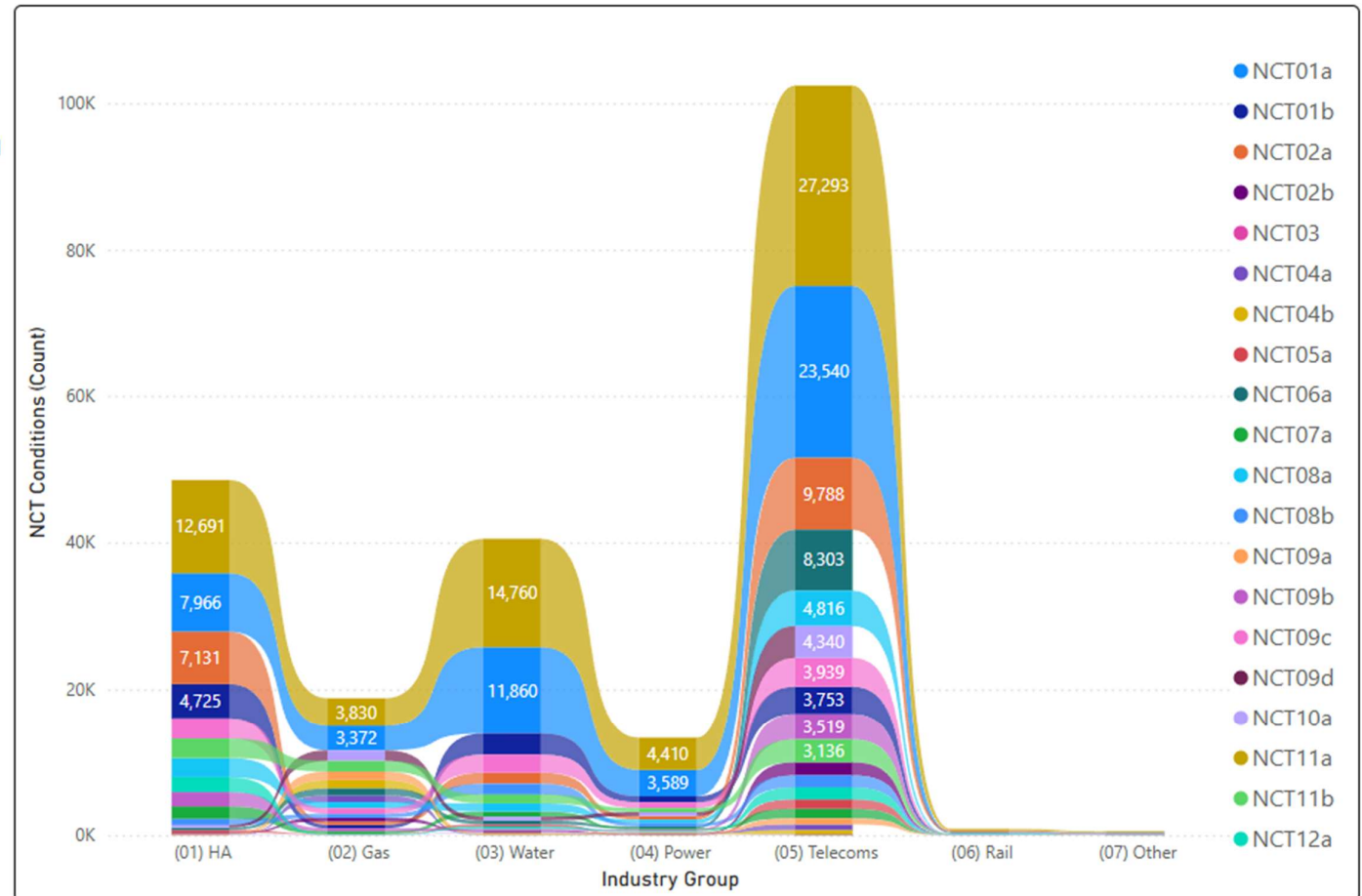
80,611			224,930		
Total Issued Permits			NCT Conditions		
NCT	NCT Count	NCT Conditions (% of permits)			
NCT01a	50,653	63%			
NCT01b	12,698	16%			
NCT02a	19,698	24%			
NCT02b	2,738	3%			
NCT03	12	0%			
NCT04a	1,912	2%			
NCT04b	1,987	2%			
NCT05a	2,069	3%			
NCT06a	10,345	13%			
NCT07a	4,227	5%			
NCT08a	9,911	12%			
NCT08b	4,936	6%			
NCT09a	2,383	3%			
NCT09b	6,322	8%			
NCT09c	10,854	13%			
NCT09d	347	0%			
NCT10a	7,229	9%			
NCT11a	63,351	79%			
NCT11b	9,102	11%			
NCT12a	4,156	5%			
Total	224,930				



KPI 2 - The number of conditions applied by the condition type (Split by Industry Group)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Industry Group).

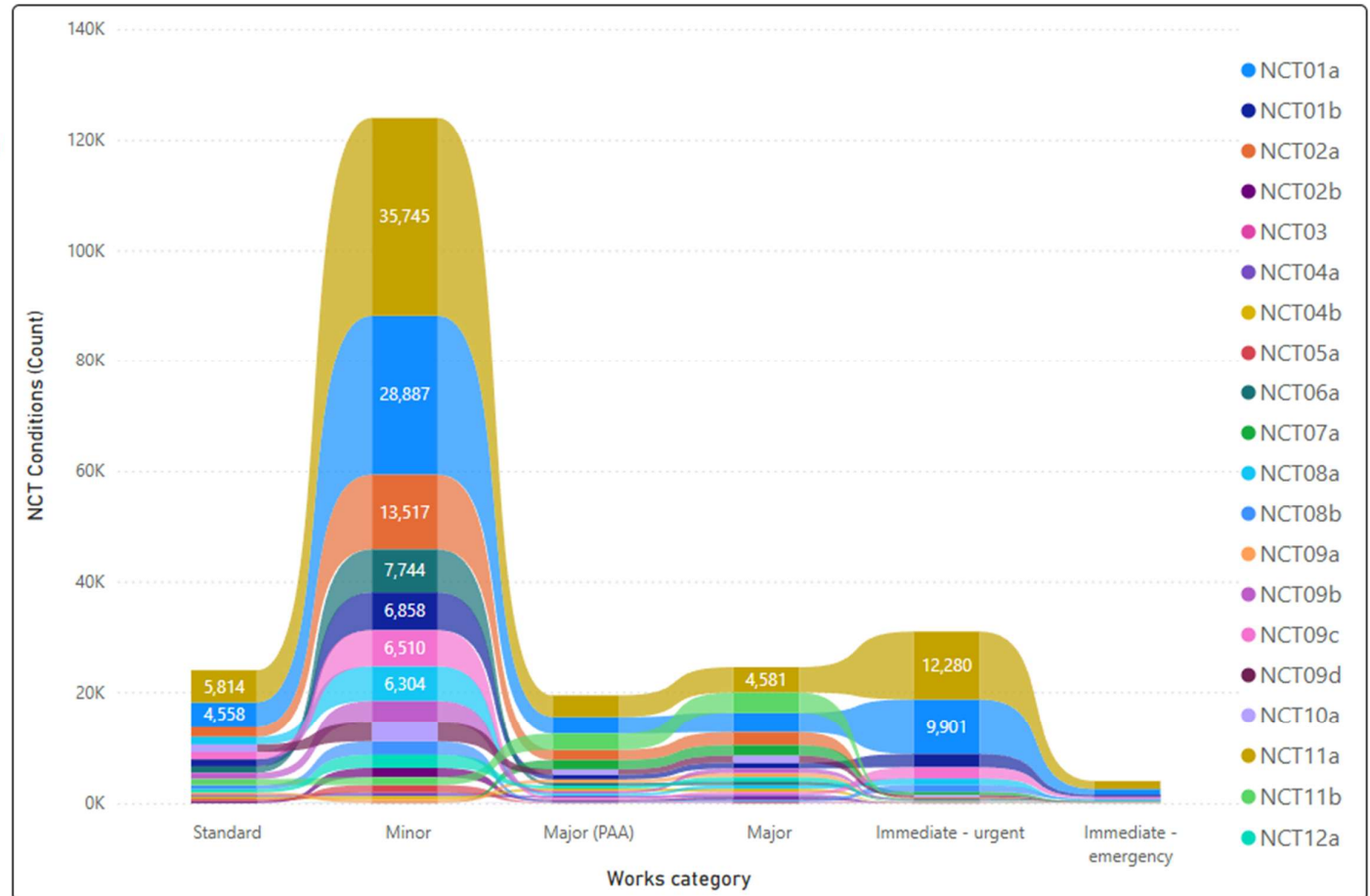
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



KPI 2 - The number of conditions applied by the condition type (Split by Work Category)

The number of permits issued and the number of conditions applied, broken down by condition type, with each condition type shown as a percentage of total permits issued (broken down by Work Category).

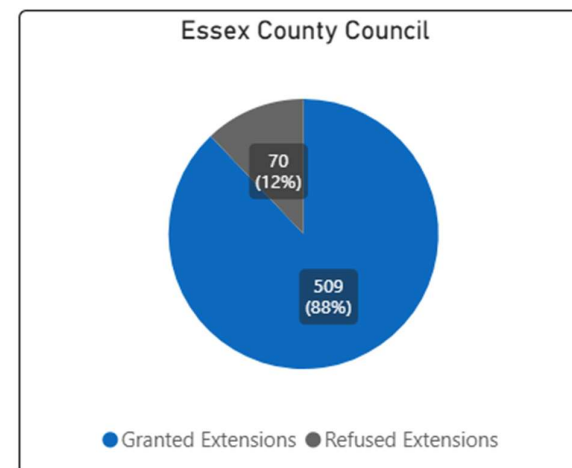
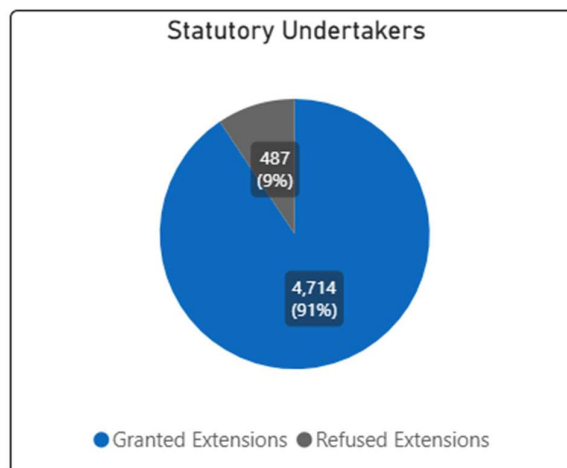
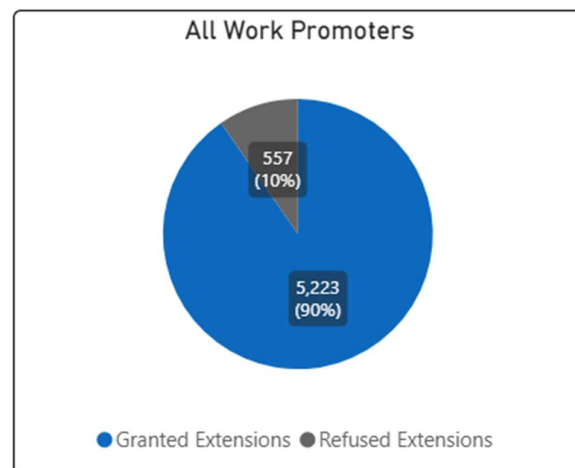
NCT01a - (Non-TSS) Start Date / End Date
NCT01b - (TSS) Start Date / End Date y
NCT02a - Limit the days and times of day
NCT02b - Working Hours
NCT03 - Activities ancillary to those permitted supplementary information (*post Apr-23)
NCT04a - Removal of surplus material/plant
NCT04b - Storage of surplus materials/plant
NCT05a - Width and/or length of road space that can be occupied
NCT06a - Road space to be available to traffic/pedestrians at certain times of the day
NCT07a - Road closed to traffic
NCT08a - Traffic management request
NCT08b - Manual control of traffic management
NCT09a - Changes to traffic management arrangements
NCT09b - Traffic arrangements to be in place
NCT09c - Signal removal from operation when no longer required
NCT09d - Changes to traffic management arrangements (*post Apr-23)
NCT10a - Employment of appropriate methodology
NCT11a - Display of permit number
NCT11b - Publicity for proposed works
NCT12a - Limit timing of certain events
NCT13 - Exceptional circumstance



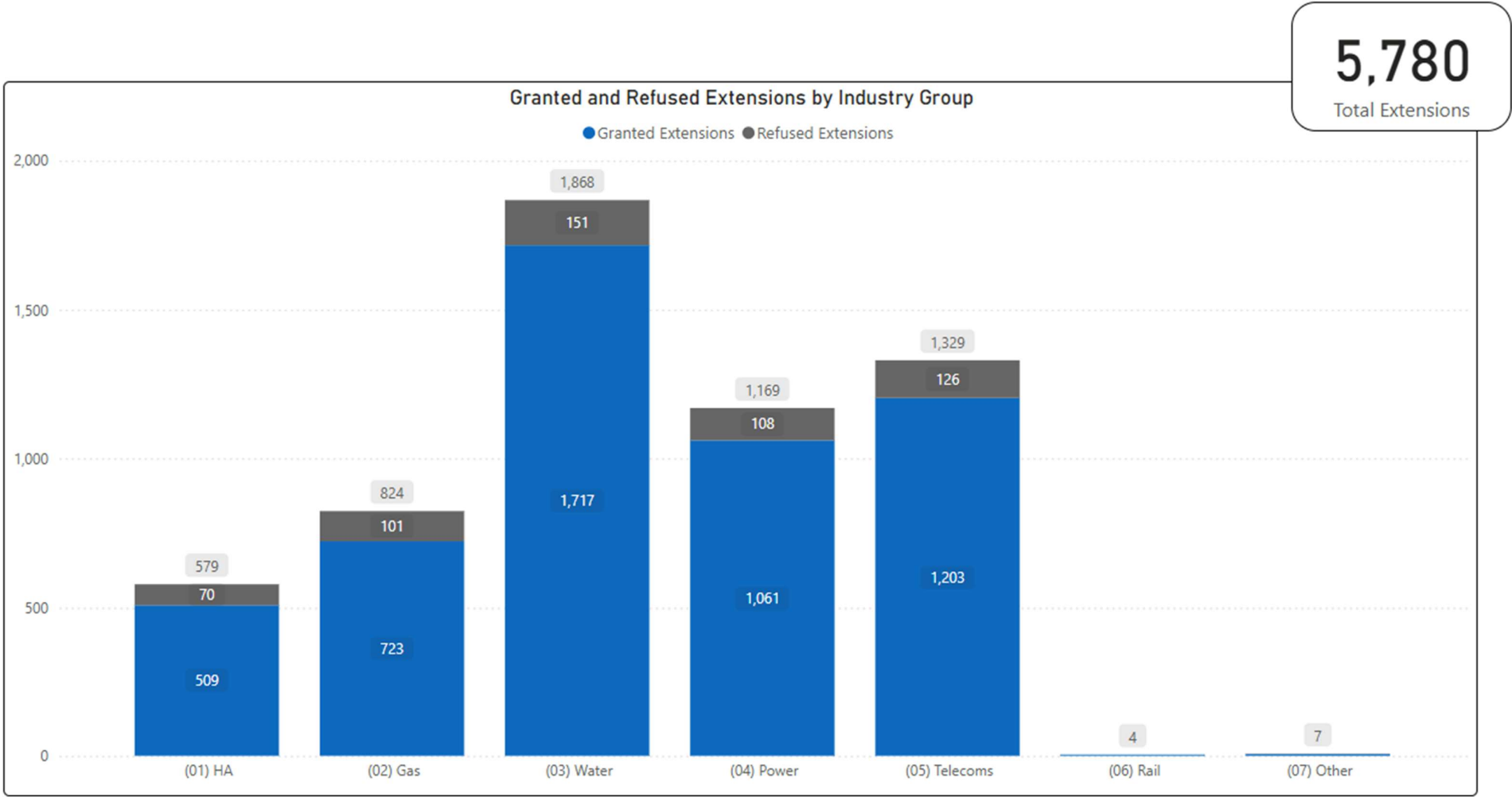
KPI 3 - The number of approved extensions

The table shows the number of duration variation requests submitted and granted (agreed), split by work promoter. Submitted requests are expressed as a percentage of total permits and permit variations granted. Agreed extensions are expressed as a percentage of the duration variation requests submitted.

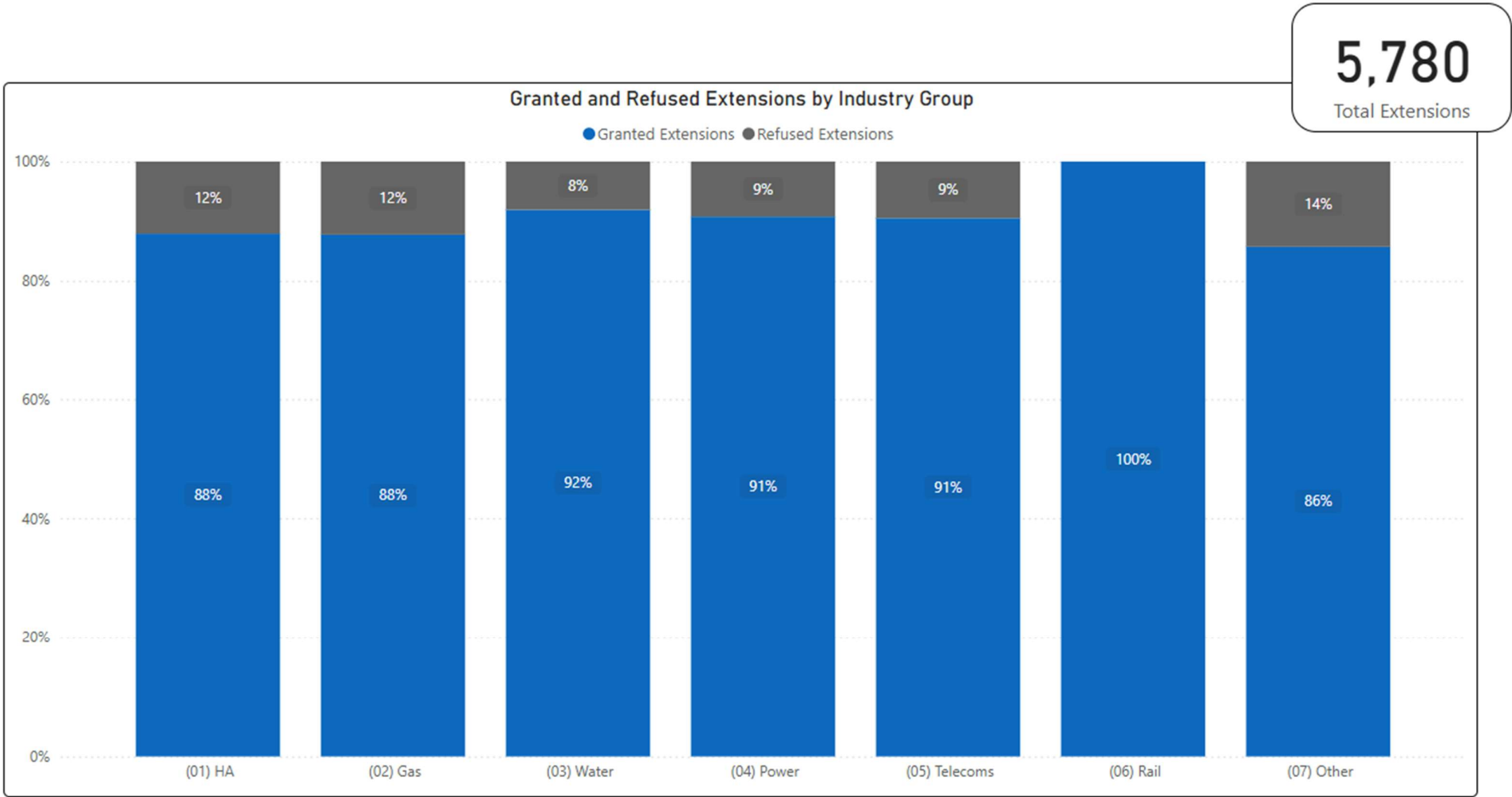
Promoter	Total Number of Permits Issued	Duration Variations Submitted	Duration Application as a %	Granted / Agreed	Agreed Extensions as a %
Statutory Undertaker	65,186	5,201	8%	4,714	91%
Essex (ECC)	15,425	579	4%	509	88%
All - Work Promoters	80,611	5,780	7%	5,223	90%



KPI 3 - The number of approved extensions split by Industry Group



KPI 3 - The number of approved extensions as a %

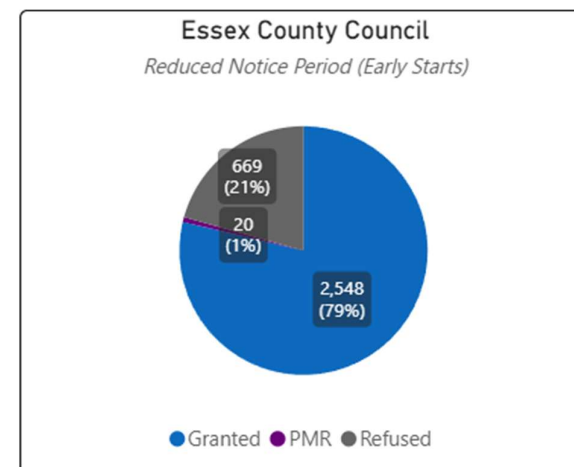
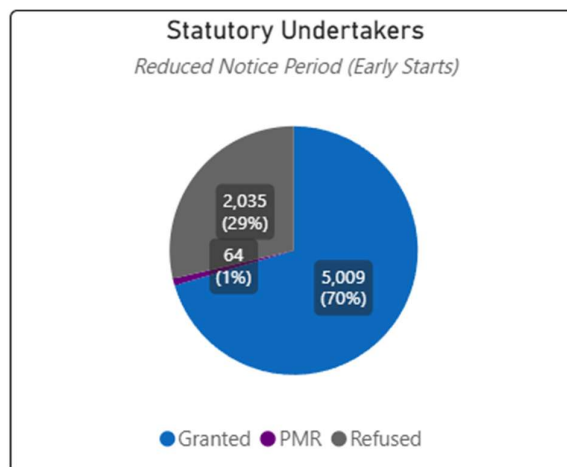
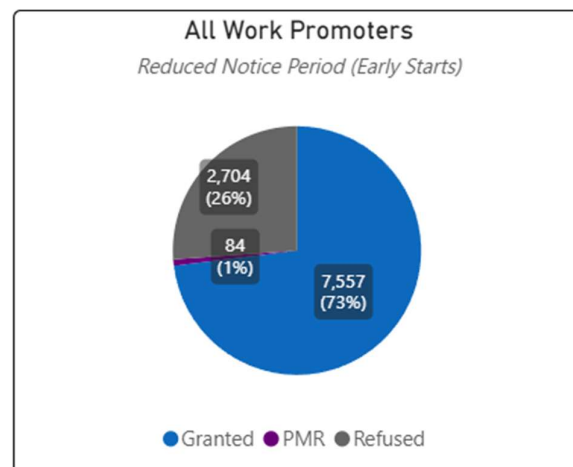


KPI 4 - The number of occurrences of reducing the application period (Early Start)

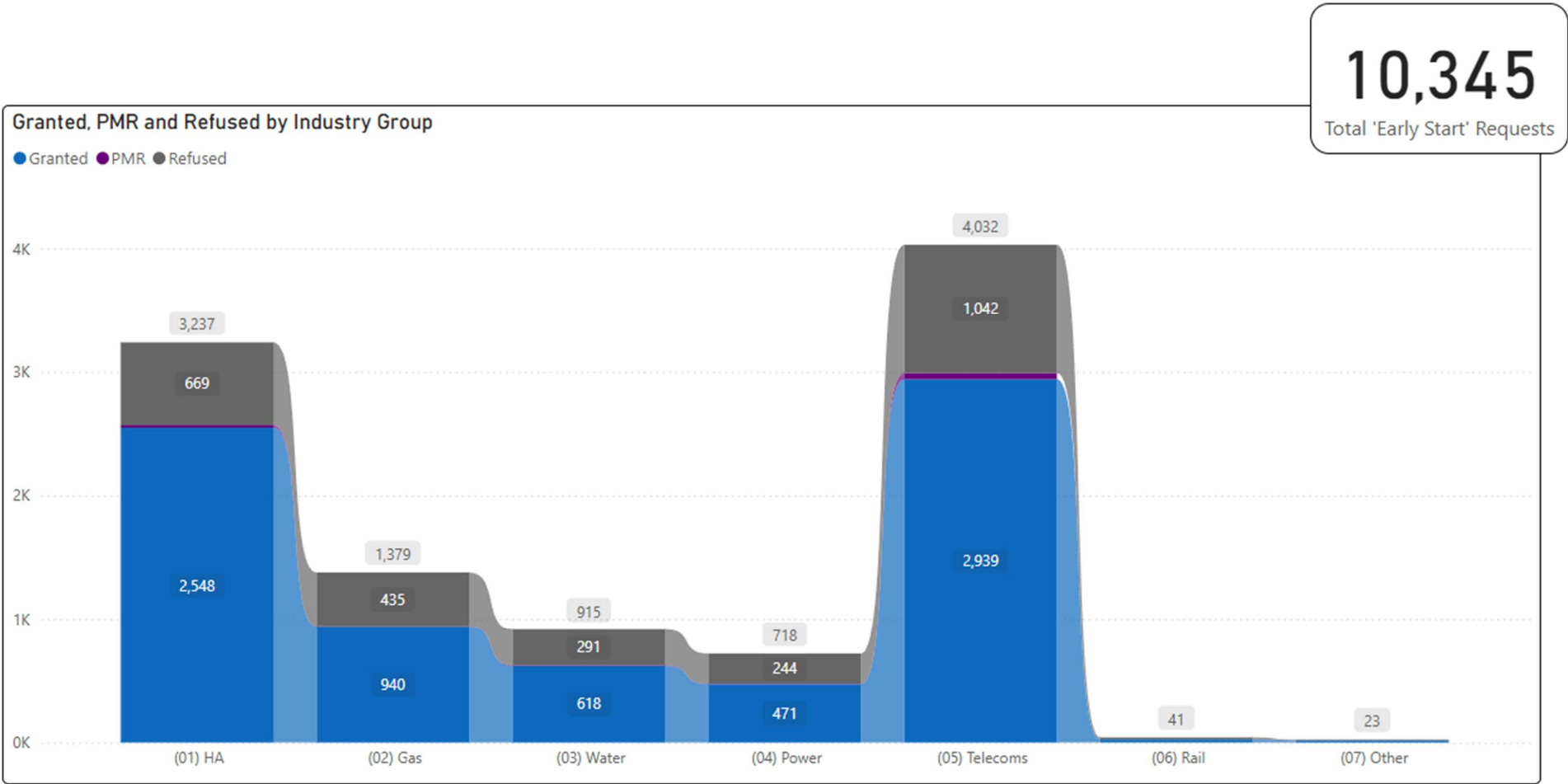
The table shows requests for a reduced notice period (“early starts”), with granted, modification requested (PMR) and refused outcomes split by work promoter. Early-start requests are also expressed as a percentage of the total granted and refused permit applications.

Promoter	Total Number of Permits Processed*	Total Processed (Early Start)	Granted (Early Start)	PMR (Early Start)	Refused (Early Start)	Early Start as a % of Permits
Statutory Undertaker	80,666	7,108	5,009	64	2,035	9%
Essex (ECC)	18,546	3,237	2,548	20	669	17%
All - Work Promoters	99,212	10,345	7,557	84	2,704	10%

*For this table, total permits processed comprises granted and refused permit applications only; applications with a “Modification requested” assessment status are excluded from this denominator.



KPI 4 - The number of occurrences of reducing the application period (Early Start) by Industry Group

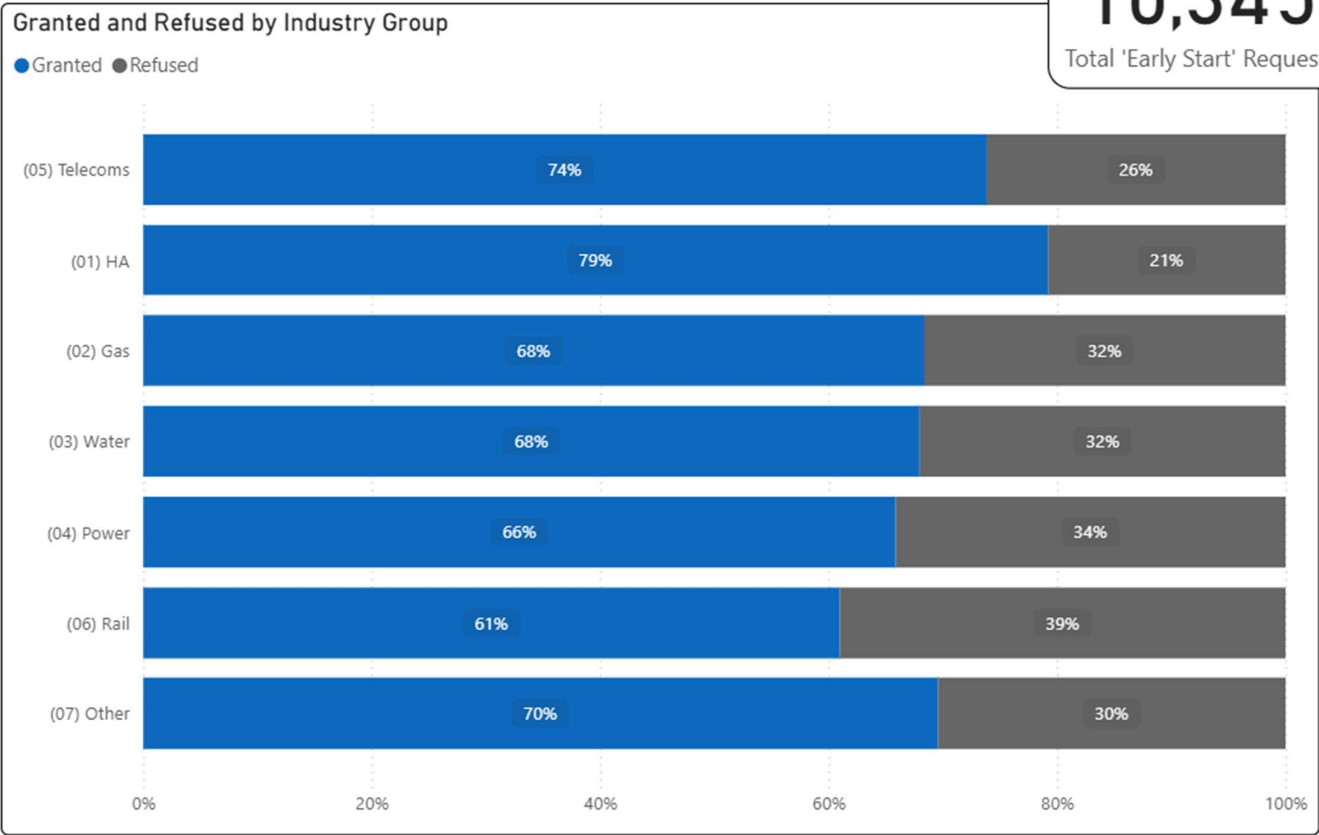


KPI 4 - The number of occurrences of reducing the application period (Early Start) as a %

10%
Early Start % of Permit Applications

99,212
Total Permit Applications Processed

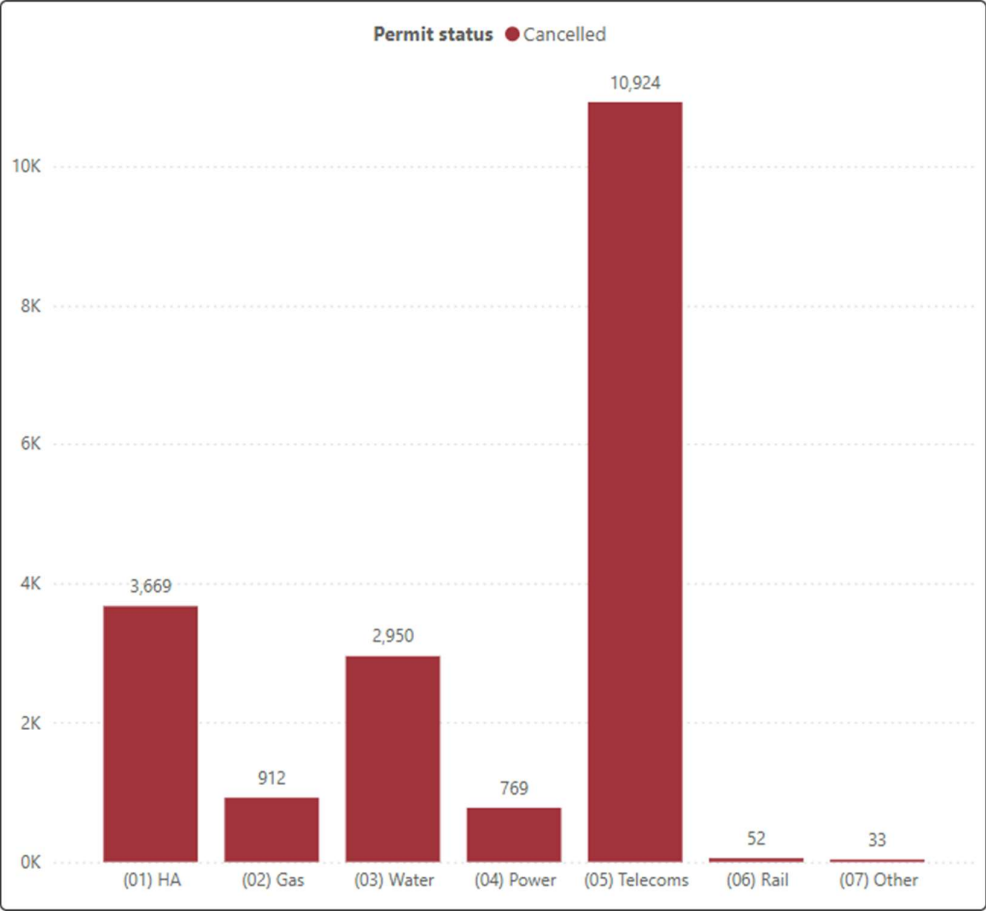
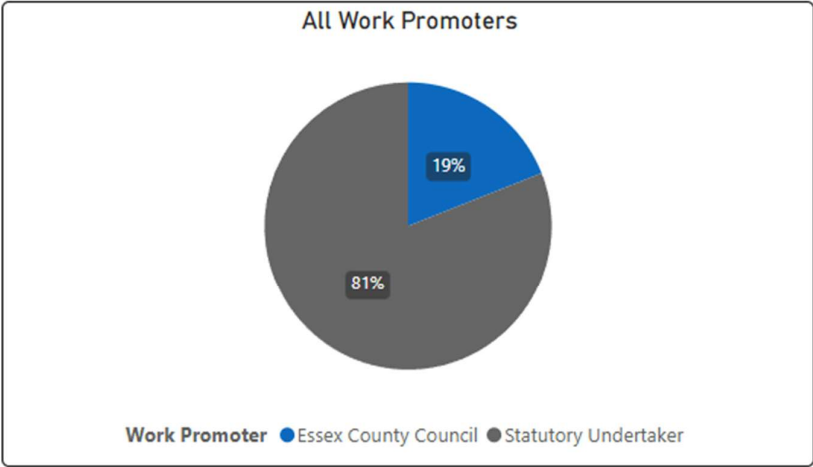
10,345
Total 'Early Start' Requests



KPI 6 – Cancelled Permit Requests

The number of cancelled permit requests is shown as a percentage of the total number of applications processed, and the volume of cancelled requests is split by industry group.

Industry Group	Total Processed Permits	KPI 6 - Cancelled Permit Requests	KPI 6 - Cancelled Permit Requests %
(01) HA	21,541	3,669	17%
(02) Gas	8,307	912	11%
(03) Water	25,567	2,950	12%
(04) Power	8,977	769	9%
(05) Telecoms	52,504	10,924	21%
(06) Rail	365	52	14%
(07) Other	251	33	13%
Total	117,512	19,309	16%



5.4 HAUC England TPI measures

Section 5.4 outlines the Traffic Management Act (TMA) Permit Indicators (TPIs), as set out in Annex A of the Statutory Guidance for Highway Authority Permit Schemes.

These indicators provide a consistent basis for monitoring core permit scheme activity and performance across the reporting period.

- **TPI 1** - Works Phases Started (Base Data)
- **TPI 2** - Works Phases Completed (Base Data)
- **TPI 3** - Days of Occupancy Phases Completed
- **TPI 4** - Average Duration of Works
- **TPI 5** - Works Phases Completed after the reasonable period
- **TPI 6** - Number of deemed permit applications

TPI 1 to TPI 6 by “All Work Promoters”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
All	Major	2,541	2,499	34,889	13.96	1,395	12
	Standard	3,416	3,365	22,640	6.73	2,053	2
	Minor	20,437	20,361	42,244	2.07	9,794	39
	Immediate Urgent	11,889	11,341	51,803	4.57	5,532	0
	Immediate Emergency	1,371	1,305	8,727	6.69	492	0
	Total	39,654	38,871	160,303	4.12	19,266	53

TPI 1 to TPI 6 by “Statutory Undertakers”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Statutory Undertakers	Major	1,533	1,533	24,723	16.13	1,002	5
	Standard	2,790	2,790	19,120	6.85	1,698	1
	Minor	16,428	16,427	34,997	2.13	7,877	27
	Immediate Urgent	11,249	10,732	50,523	4.71	5,046	0
	Immediate Emergency	1,237	1,180	6,226	5.28	398	0
	Total	33,237	32,662	135,589	4.15	16,021	33

TPI 1 to TPI 6 by “Essex County Council”

Promoter Type	Works Category	TPI 1	TPI 2	TPI 3	TPI 4	TPI 5	TPI 6
		Works Phases Started	Work Phases Completed	Days of Occupancy	Average Duration of Works (Days)	Works Phases Completed After the Reasonable Period	Number of Deemed Permit Applications
Essex County Council	Major	1,008	966	10,166	10.52	393	7
	Standard	626	575	3,520	6.12	355	1
	Minor	4,009	3,934	7,247	1.84	1,917	12
	Immediate Urgent	640	609	1,280	2.10	486	0
	Immediate Emergency	134	125	2,501	20.01	94	0
	Total	6,417	6,209	24,714	3.98	3,245	20

5.5 Authority Measures

Section 5.5 examines the additional performance measures that Essex County Council selected during the design and implementation of the Essex Permit Scheme. These measures are chosen by the Authority and are in addition to those contained in both the TPI and TMA frameworks.

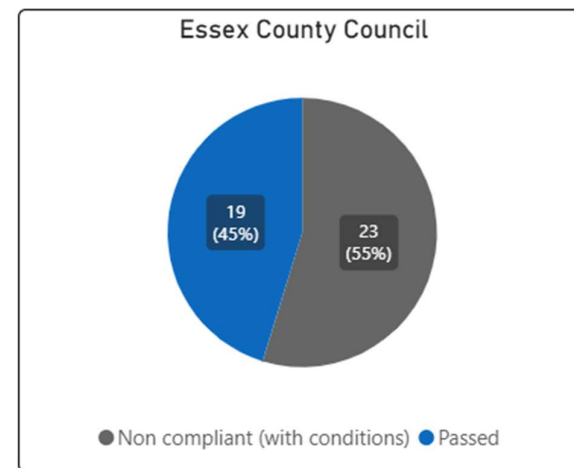
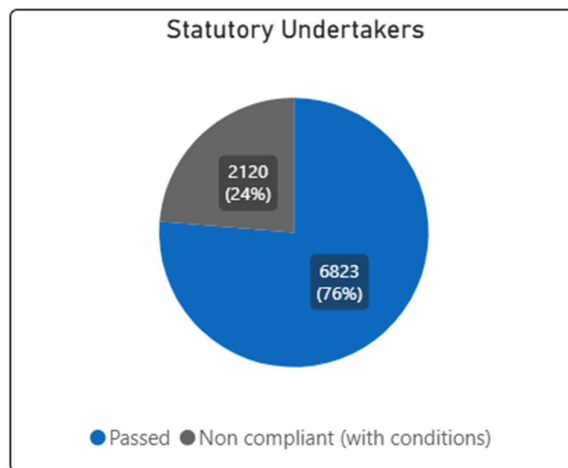
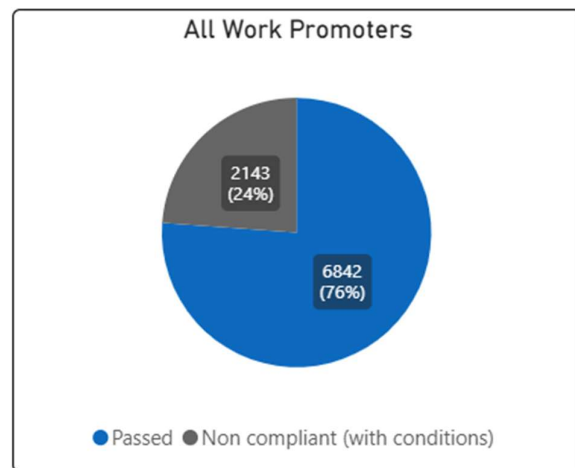
The five measures which will be investigated are:

- **AM 1** - The number of inspections carried out to monitor conditions
- **AM 2** - Number of Collaborative Works (KPI 7)
- **AM 3** - Refusal Codes broken down by Industry Group
- **AM 4** – Fixed Penalty Notices (FPNs) issued by Industry Group
- **AM 5** - 1st Time Reinstatements

AM 1 – The number of inspections carried out to monitor conditions (Sample Size)

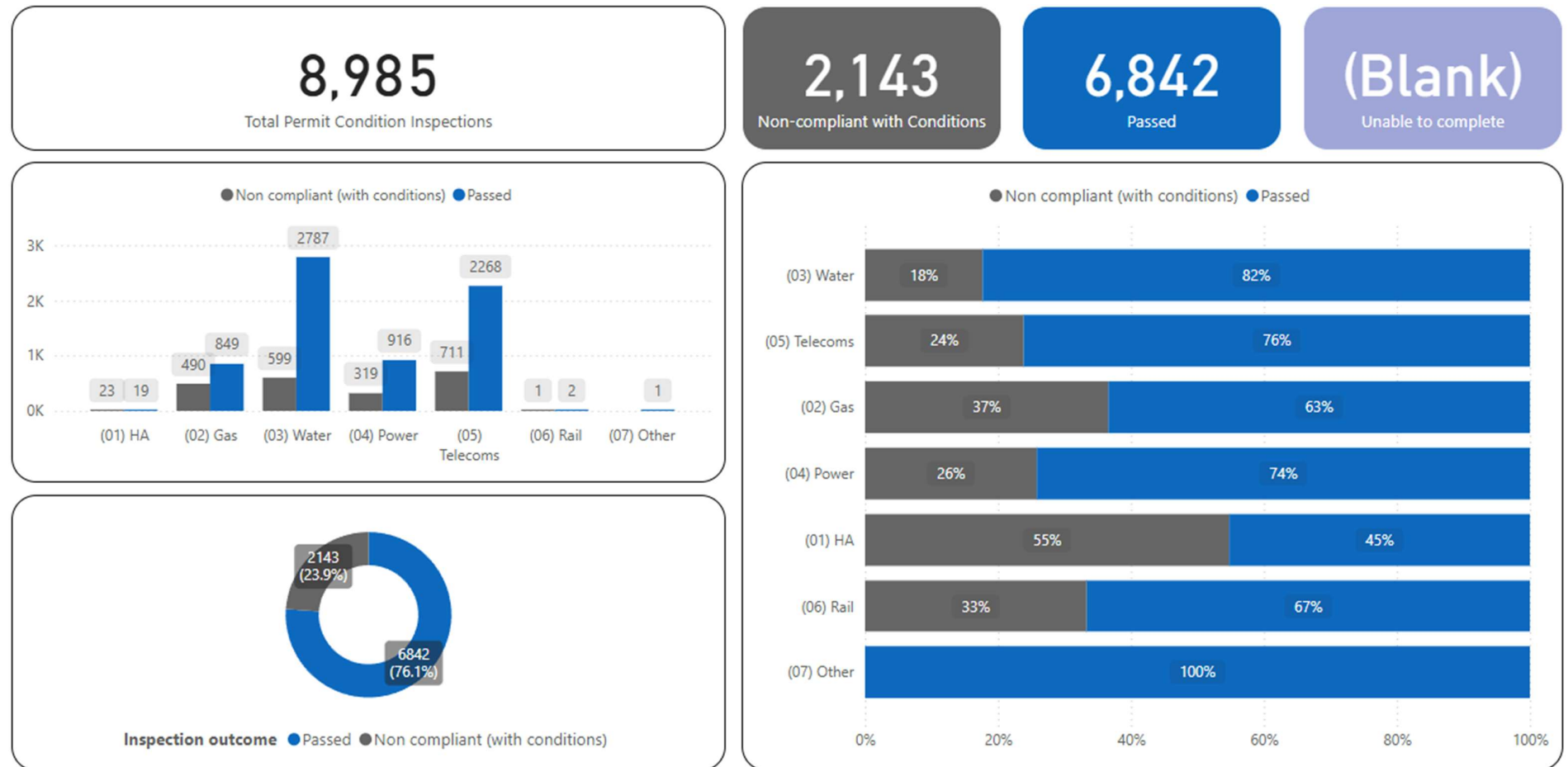
The AM 1 measure records the proportion of compliant and non-compliant permit condition inspections as a percentage of all compliance inspections undertaken within the reporting period. The sample size represents the proportion of compliance inspections completed in relation to the total number of permits granted during that period.

Promoter	Total Number of Permits Granted	Compliance Inspections (Sample Size)	Sample size - as a % of Granted Permits	Passed	Passed (% of Sample)	Non-Compliant	Non-Compliant (% of Sample)
Statutory Undertaker	65,186	8,943	14%	6,823	76%	2,120	24%
Essex (ECC)	15,425	42	0.27%	19	45%	23	55%
All - Work Promoters	80,611	8,985	11%	6,842	76%	2,143	24%



AM 1 – The number of inspections carried out to monitor conditions

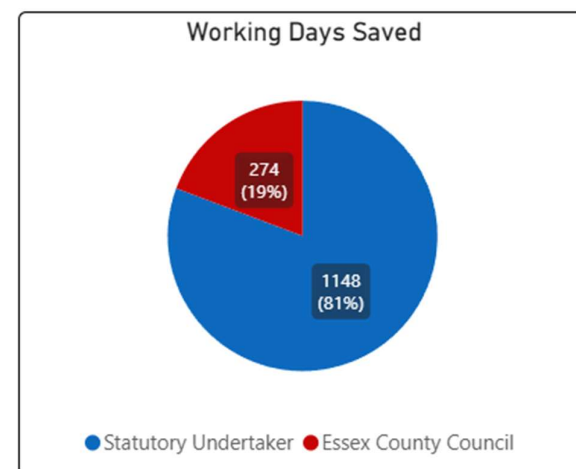
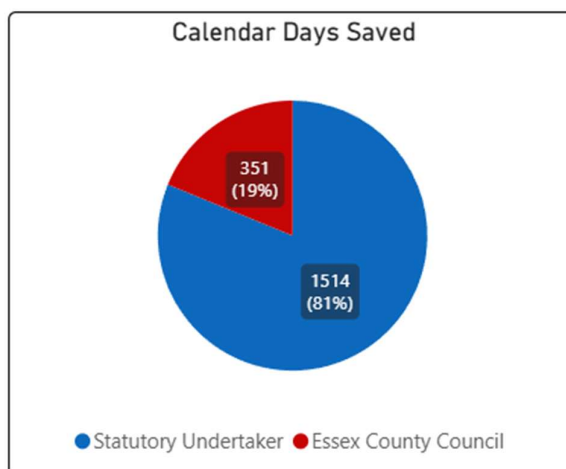
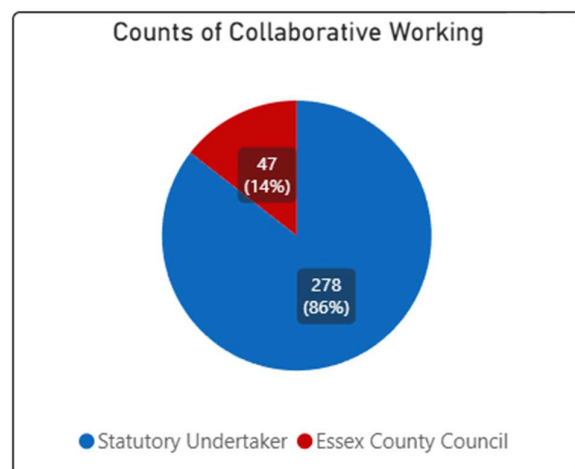
“(Blank)” in the “Unable to complete” card indicates that no inspections with this outcome are recorded in the data shown.



AM 2 – Number of collaborative works (KPI 7)

The AM 2 measure records the number of collaborative works undertaken and the number of calendar and working days saved through collaborative working and other coordination activities. The sample size from Street Manager represents the proportion of collaborative works undertaken in relation to the total number of permits granted during the reporting period.

Promoter	Total Number of Permits Granted	Counts of Collaborative Working	Collaborative Working as % of Granted Permits	Collaborative – Calendar Days Saved	Collaborative – Working Days Saved
Statutory Undertaker	65,186	278	0.43%	1,514	1,148
Essex (ECC)	15,425	47	0.30%	351	274
All - Work Promoters	80,611	325	0.40%	1,865	1,422



AM 3 – The number of ‘Standard Response Codes’ applied

The AM 3 measure records the number of Standard Response Codes applied to refused permit and permit variation applications, providing a consistent basis for analysing reasons for refusal and identifying areas where permit application quality can be improved.

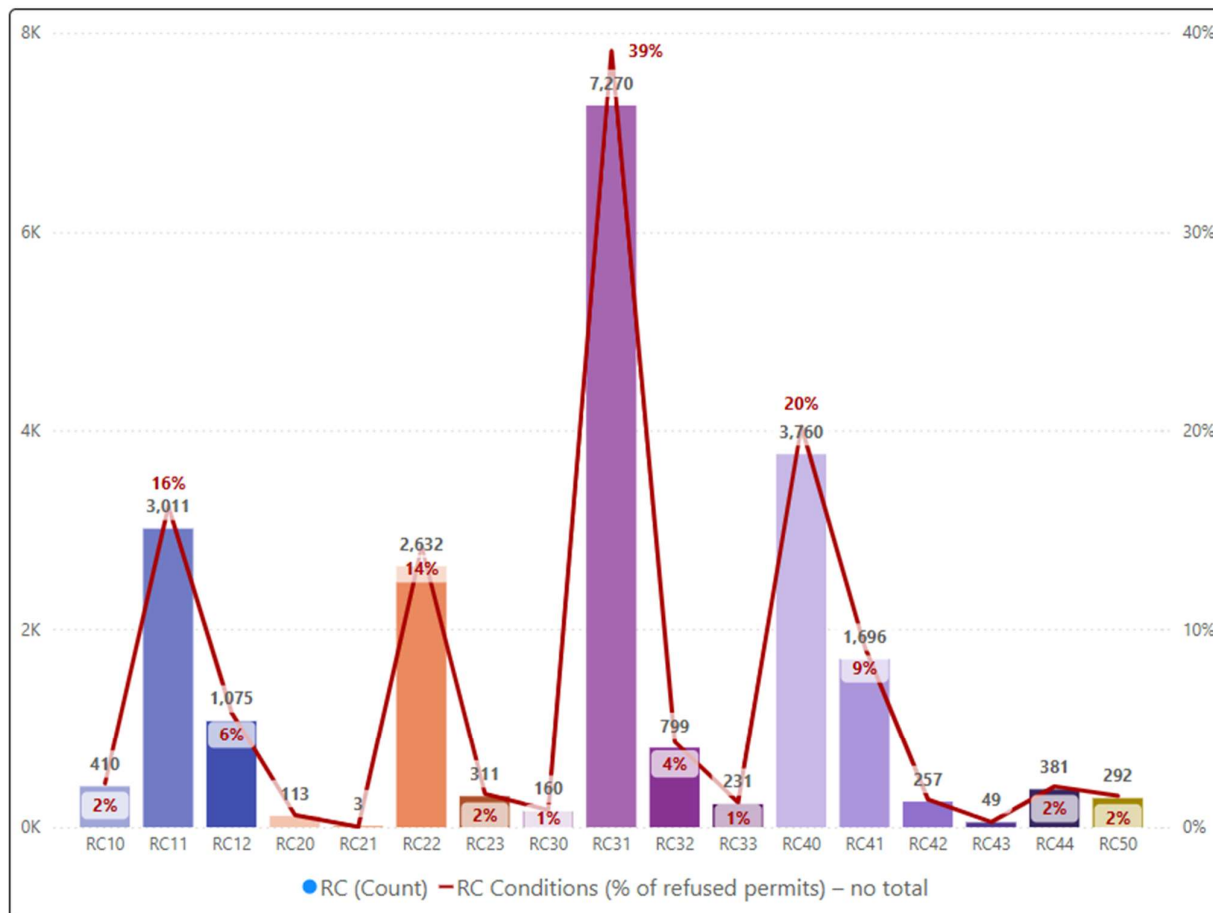
18,601

Total Refused Applications

22,450

Refusal Codes Applied

Refusal Code	RC Count	RC (% of refused applications)
RC10	410	2%
RC11	3,011	16%
RC12	1,075	6%
RC20	113	1%
RC21	3	0%
RC22	2,632	14%
RC23	311	2%
RC30	160	1%
RC31	7,270	39%
RC32	799	4%
RC33	231	1%
RC40	3,760	20%
RC41	1,696	9%
RC42	257	1%
RC43	49	0%
RC44	381	2%
RC50	292	2%
Total	22,450	



AM 3 – ‘Standard Response Codes’ broken down by Industry Group

The number of ‘Standard Response Codes’ applied to refused permit and permit variation applications by industry group, supporting analysis of refusal patterns across promoter types and helping to identify areas where permit application quality can be improved.

Response Codes

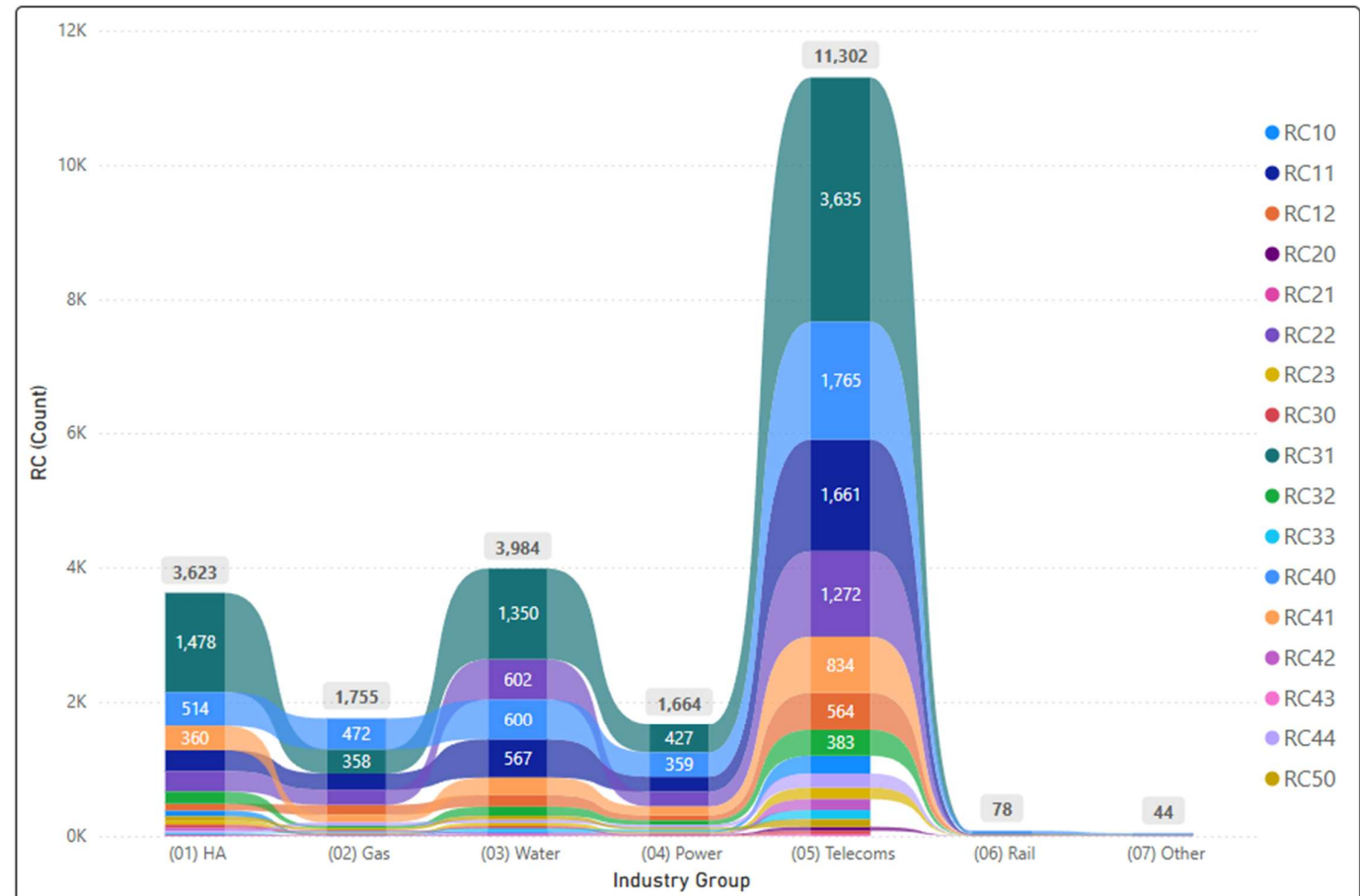
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other



AM 3 – Refusal Codes broken down by Work Category

The number of 'Standard Response Codes' applied to refused permit and permit variation applications by work category. This supports analysis of how reasons for refusal vary across activity types, helping identify trends and areas where more targeted improvements in permit application quality may be required.

Response Codes

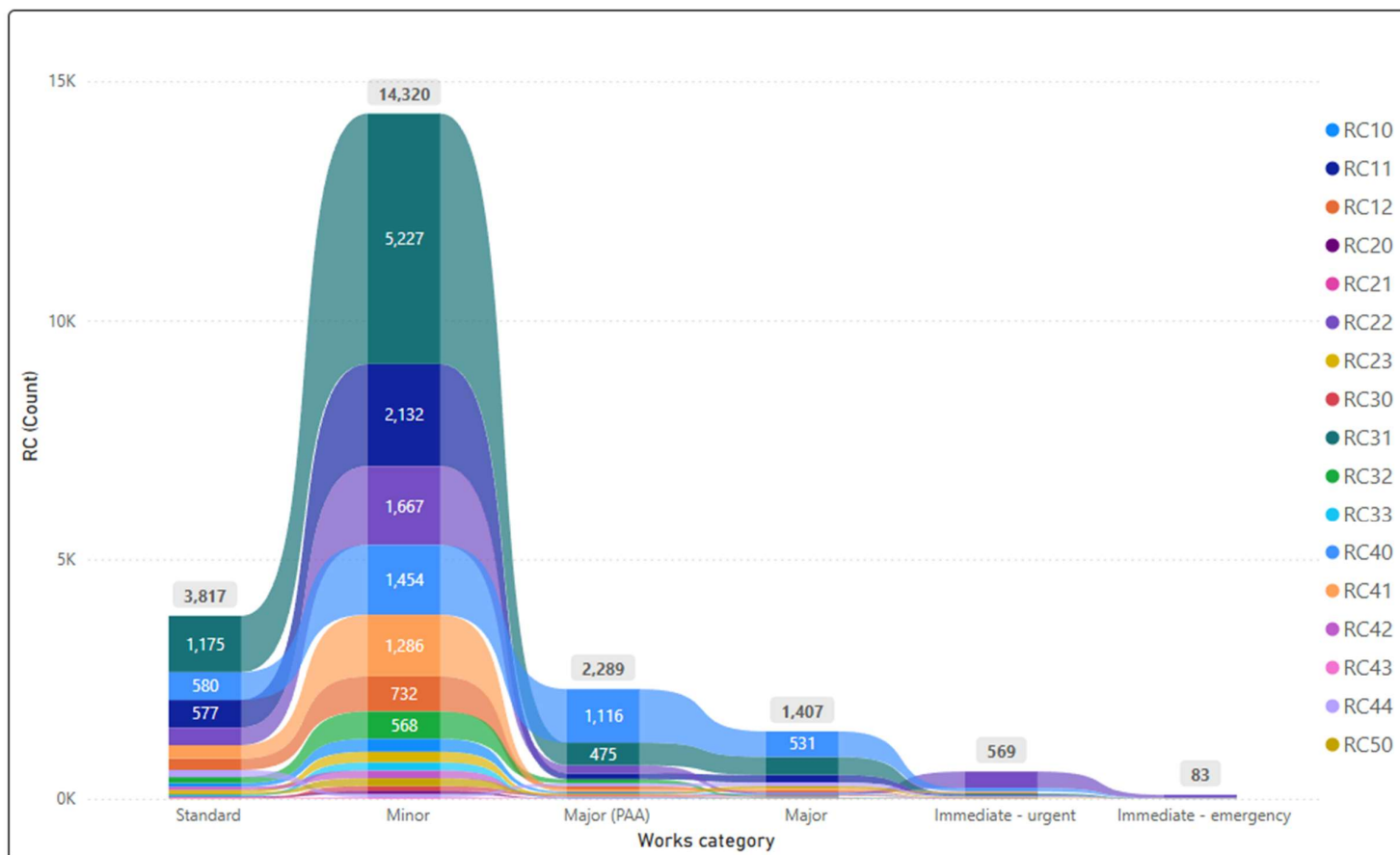
- RC10 – Missing Information
- RC11 – Conditions
- RC12 – Traffic Management

- RC20 – Permit Details
- RC21 – Recipient Details
- RC22 – Location Details
- RC23 – Conflicting Information

- RC30 – Co-ordination
- RC31 – Clash of Works
- RC32 – Timing of Works
- RC33 – Collaboration

- RC40 – Approval Required
- RC41 – Traffic Management
- RC42 – Early Start
- RC43 – Section 58 Restriction
- RC44 – Duration

- RC50 – Other

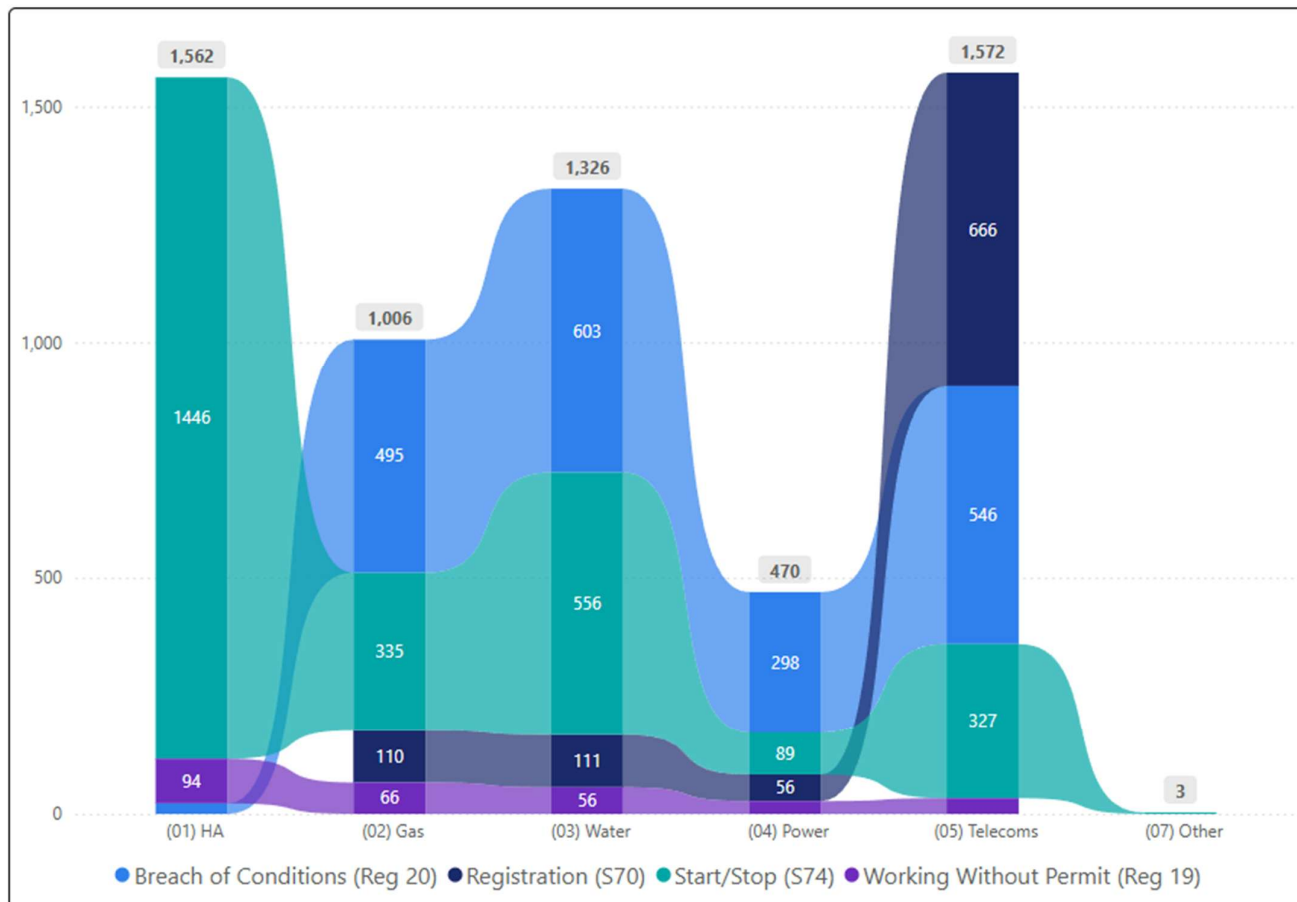


AM 4 – Fixed Penalty Notices (FPNs) issued by Industry Group

The AM 4 measure records the number of Fixed Penalty Notices issued by industry group, supporting analysis of enforcement activity and helping to identify where compliance with permit and street works requirements can be improved.

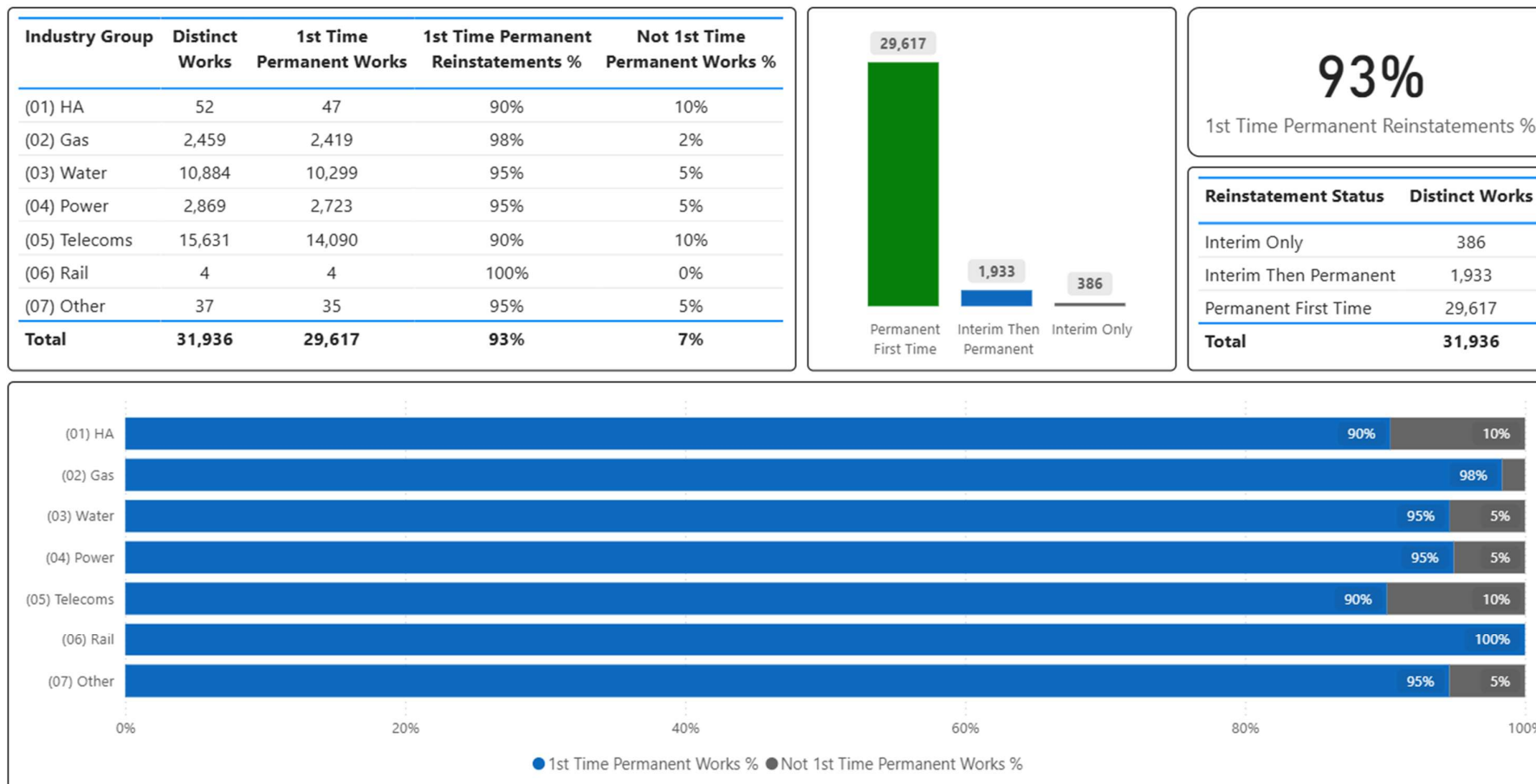
Local Office	No. of FPNs
Breach of Conditions (Reg 20)	1,964
Registration (S70)	943
Start/Stop (S74)	2,756
Working Without Permit (Reg 19)	276
Total	5,939

Industry Group	No. of FPNs	Industry Group % of FPNs
(01) HA	1,562	26%
(02) Gas	1,006	17%
(03) Water	1,326	22%
(04) Power	470	8%
(05) Telecoms	1,572	26%
(07) Other	3	0%
Total	5,939	



AM 5 – 1st Time Reinstatements

The AM 5 measure records the number of works permanently reinstated in a single phase of works, supporting analysis of 1st Time Permanent reinstatement performance across industry groups.



Section 6

Comparison - Year 7, Year 8 & Year 9

1 Apr 2021 to 31 Mar 2022

1 Apr 2022 to 31 Mar 2023

1 Apr 2023 to 31 Mar 2024

6 Section 6 | Comparison – 1 Apr 21 to 31 Mar 24

6.1 Comparison Introduction

This section provides a comparative summary of the Essex Permit Scheme's performance across the three reporting years covered by this evaluation: Year 7 (2021/22), Year 8 (2022/23) and Year 9 (2023/24).

The purpose of this comparison is to provide a clear year-on-year overview of the key operational data recorded during the review period. This includes the volume of permit and permit variation applications processed, the number of applications granted and refused, the percentage of applications from statutory undertaker and highway authority promoters that were granted, the use and outcome of duration variation requests, and the number of permits and variations that were deemed.

Across the three-year period, Essex Highways continued to manage a consistently high volume of permit activity, with annual application volumes remaining close to or above 90,000 in each reporting year. This demonstrates the ongoing scale of works being coordinated across the Essex highway network and the importance of the Permit Scheme in supporting effective planning, assessment and decision-making.

The comparison also helps identify how performance changed during the period following the national COVID-19 restrictions, with 2021/22 providing a useful baseline as activity levels stabilised, and 2022/23 and 2023/24 showing continued operational consistency. The year-on-year data provides evidence of how Essex Highways maintained timely permit responses, managed duration variation requests, and continued to apply permit powers across both utility and highway authority works promoters.

Essex Highways continues to maintain active engagement with statutory undertakers and Highway Authority works promoters through coordination, performance management and the use of Street Manager data. The insights gained from this comparative analysis support ongoing improvements in consistency, compliance, promoter behaviour and the coordination of works across the Essex highway network.

Section 6.2, which follows, summarises the key operational data for the three-year reporting period and provides a year-on-year comparison of the “Summary Evaluation” data for each reporting year. This comparison helps illustrate overall Permit Scheme performance across the period.

6.2 Comparison of “Summary Evaluation” of current report years

The table below summarises the key operational data for the Essex Permit Scheme over the three-year reporting period from 1 April 2021 to 31 March 2024. It provides a year-on-year comparison of permit activity, granting and refusal rates, duration variations and deemed decisions to illustrate overall performance trends across the period.

Headline	Year 7 (2021-22)			Year 8 (2022-23)			Year 9 (2023-24)		
Total permits and permit variations processed	92,789			100,636			99,757		
Total permits & permit variations Granted	74,388			82,279			80,611		
Total permits & permit variations Refused	17,723			17,752			18,601		
Percentage of applications granted, by promoter type (SU / HA)	SU	79%		SU	81%		SU	80%	
	HA	86%		HA	85%		HA	83%	
Volume of duration variations	5,939			6,783			5,780		
A = Approved	A	92%	5,458	A	92%	6,232	A	90%	5,223
R = Refused	R	8%	481	R	8%	551	R	10%	557
Duration variation requests as a percentage of total permits and permit variations granted	8%			8%			7%		
Permit/permit variations which were classified by Essex County Council's Street Works System / Street Manager as deemed	37			24			53		

7 Evaluation Report Conclusion

7.1 Conclusion

The Essex County Council Permit Scheme has continued to demonstrate maturity, consistency and value in supporting the Council's Network Management Duty under the Traffic Management Act 2004. During the three-year evaluation period from 1 April 2021 to 31 March 2024, the Scheme has provided Essex Highways with a robust framework for managing road and street works across a large and diverse highway network.

This period included the ongoing effects of COVID-19 during 2021 and 2022, including changes in travel demand, working patterns, supply chains and operational delivery. Despite this wider context, the Scheme continued to operate effectively, supporting the safe and efficient coordination of works while enabling essential maintenance, utility activity, development-related works and highway authority works to continue.

Through the Essex Permit Scheme, Essex Highways has continued to balance the need for works to take place with the requirement to minimise disruption to road users, residents, businesses and local communities. The Scheme has supported the effective planning, assessment and coordination of works, while maintaining parity of treatment between statutory undertakers and highway authority works promoters.

The three-year period covered by this evaluation demonstrates a high level of operational activity and continued stability in the administration of the Scheme. Key achievements include:

- 293,182 permit and permit variation applications processed;
- 237,278 permits and permit variations granted, representing 81% of applications received;
- 54,076 permits and permit variations refused, representing 18% of applications received;
- 99.96% of works submitted reviewed within the applicable response period, with only 114 permit or variation applications classed as deemed;
- 18,502 extension variation requests assessed, equating to 8% of all granted applications;
- 1,017 recorded instances of collaboration, saving 5,136 working days and delivering an estimated £5,136,000 in societal benefit;
- 23,596 permit condition inspections completed, with 18,381 found to be compliant;

- 78% compliance achieved across sampled permit condition inspections; and
- 84,786 works permanently reinstated on the first attempt, with 94% of works with reinstatement records achieving a first-time permanent reinstatement.

These outcomes demonstrate that the Essex Permit Scheme continues to provide an effective and data-led approach to managing works on the highway network. The volume of applications processed shows the scale of activity managed by Essex Highways, while the low level of deemed permits demonstrates strong operational discipline and timely decision-making. The refusal rate also demonstrates that Essex continues to actively challenge applications in which proposals are not sufficiently planned, justified, or coordinated.

The Scheme has continued to support efficient network occupation through active management of permit applications, duration variation requests and collaborative working opportunities. The 1,017 collaboration instances recorded during the period demonstrate that Essex has continued to encourage promoters to work together where appropriate, helping to reduce the overall occupation of the highway. The resulting 5,136 working days saved represent a significant benefit to highway users and the wider community.

Compliance oversight has also remained a key part of the Scheme's operation. The completion of 23,596 permit condition inspections demonstrates Essex's continued focus on monitoring works on site and ensuring that promoters comply with permit requirements. While the overall compliance rate of 78% indicates positive performance, the level of non-compliance underscores the importance of continued inspection, promoter engagement, and performance management.

The Scheme has also supported the protection of the highway asset. During the three-year period, 94% of works with reinstatement records achieved a first-time permanent reinstatement. This demonstrates that the majority of works were completed without the need for interim reinstatement, reducing the requirement for repeat occupation and supporting the long-term integrity of the street.

Parity of treatment has been maintained through the consistent application of permit powers across promoter types. During the period, 15% of applications from the Highway Authority were refused compared with 19% of applications from utilities. This demonstrates that Essex Highways continued to scrutinise both internal and external works promoters and apply the Scheme in a fair and transparent way.

While performance across the review period is positive, Essex Highways remains focused on continuous improvement. Areas of attention for the next reporting period include:

- Continuing to improve promoter compliance with permit conditions through inspection, engagement and performance review;

- Further reducing the impact and duration of works on traffic-sensitive streets and key routes;
- Maintaining timely permit responses and keeping deemed permits at a very low level;
- Strengthening the use of data and trend analysis to identify promoters, locations and work types requiring targeted intervention;
- Continuing to maximise opportunities for collaboration between promoters to reduce highway occupation; and
- Reviewing opportunities for future innovation, including the use of enhanced analytical tools, improved public information and consideration of wider policy developments within the street works sector.

Essex Highways remains committed to operating the Essex Permit Scheme in line with national guidance and recognised industry good practice. The Scheme continues to support the Council's wider network management responsibilities by enabling works to be planned, coordinated, and delivered in ways that reduce disruption, support safety, and protect the highway asset.

In summary, the evidence presented across this combined three-year evaluation confirms that the Essex Permit Scheme is delivering clear benefits for road users, residents, businesses, works promoters and the wider community. It provides a mature, transparent and accountable framework for managing a high volume of works across the Essex highway network. Building on this foundation, Essex Highways will continue to focus on innovation, data-led decision-making, and continuous improvement to further strengthen the Scheme's performance.

7.2 Future Outlook

Looking ahead, Essex Highways will continue to develop its use of data, digital tools and performance reporting to further enhance the operation of the Essex Permit Scheme. Building on the information available through Street Manager and local reporting tools, the Council will be able to strengthen its understanding of promoter performance, network impact, compliance trends and opportunities for improved coordination.

The continued use of analytical tools, including Power BI and other reporting mechanisms, will support more targeted decision-making and help identify where intervention is most needed. This will enable Essex Highways to focus resources on the works, promoters, and locations that pose the greatest risk to network performance, safety, or compliance.

Essex Highways will also continue to explore opportunities to improve public information, support reliable journey planning and strengthen transparency for works promoters and stakeholders. This includes ensuring that permit information is assessed in a timely manner, changes to works durations are properly managed, and information about planned and ongoing works remains as accurate and useful as possible.

Future development of the Scheme will also consider wider industry changes, emerging Department for Transport guidance and opportunities for innovation in the management of road and street works. This may include further consideration of enhanced coordination tools, incentive-based approaches, and policy developments such as lane rental where appropriate and supported by evidence.

Continued investment in training, promoter engagement, compliance monitoring and data-led performance management will help ensure that the Essex Permit Scheme remains effective, proportionate and aligned with national best practice. Through this approach, Essex Highways will continue to support a safer, more efficient and well-coordinated highway network for the benefit of all road users and local communities.

8 Glossary of Industry Terms

Glossary of terms commonly used within the wider industry and this document.

Term	Description
TMA	Traffic Management Act 2004
NMD	Network Management Duty, a legal obligation created by the Traffic Management Act 2004 for highway authorities to secure the expeditious movement of traffic.
EEPS	East of England Permit Scheme
DfT	Department for Transport
HAUC	Highway Authority and Utility Committee (England or UK)
NCT	National Condition Text (<i>commonly referred to as Permit Conditions</i>)
HA	Highway Authority – Local authority
SU	Statutory Undertaker – Statutory Utility Companies (<i>i.e., Water, Electric, etc.</i>)
EToN System	The Electronic Transfer of Notices (EToN), the nationally agreed format for the transmission of notice information, prior to the introduction of Street Manager.
EToN Developers	Representatives of the main software developers involved in street works/road works, prior to the introduction of Street Manager.
EToN Strategy Group	Responsible for the development of the EToN system, prior to the introduction of Street Manager.
PAA	Provisional Advance Authorisation
PA	Permit Application
Variation	An amendment to a permit after it has been granted, recorded in Street Manager through the Change Request process.
CR — Change Request:	A Street Manager record used to amend an existing application or permit. Change requests include permit variations, works extensions and modified applications submitted in response to a modification request. A Change Request is distinct from the authority's "Modification requested" assessment status.
PMR — Permit Modification Request:	A request by the permit authority for amendments to a permit application before it can be granted. Street Manager refers to the corresponding application assessment status as "Modification requested".
AIV	Authority Imposed Variation – This is imposed after a permit is granted.

Deemed	An application treated as granted because the authority did not respond within the applicable response period.
AM	Authority Measure
TPI	TMA Permit Indicators
PAN	Permit Advice Note

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