



# The St. Helens Council Permit Scheme for Road and Street Activities

Annual Report 11 – 2022 / 23



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# 1 INTRODUCTION

## 1.1 Background

- 1.1.1 St Helens Council (SHC) has been operating a Street Works Permit Scheme since April 2012. The Scheme operates as the St Helens Council Permit Scheme for Road and Street Activities.
- 1.1.2 The statutory 12-month Annual Review and report to DfT was completed in 2013 following the first full 12 months of operating the Permit Scheme, *'St Helens Council Annual Report 01, 2012-13'*.
- 1.1.3 The purpose of the 12-month Annual review was to;
- Demonstrate a reduction in the duration of works.
  - Demonstrate a reduction in the number of Permit applications (through an increase in collaborative working).
  - Report the monitored Key Performance Indicators (KPI 1, KPI 2, KPI 3 & KPI 7).
  - Re-evaluate the Cost Benefit Assessment to show an economic return on the investment.
  - Report the annual scheme benefit to all road users.
- 1.1.4 Annual reviews have been carried out and reported as required by the statutory guidance – at Years 1, 2, 3, 6 and 9. The Council has also carried out full reviews for intermediate Years 4, 5, 7, 8 and 10.
- 1.1.5 The introduction of the Permit Scheme reduced the average duration of works by 20% and reduced the calculated cost of delays encountered at traffic management by 33%. The calculated Scheme benefit was 4 times greater than value for money threshold required by the Department for Transport (DfT).
- 1.1.6 The performance of the Scheme through to Year 8 shows slight variation in the average duration, but generally showed the benefits to be maintained around the level achieved in the first year. Years 9 and 10 showed further large reductions in average durations for utility and highways works, reducing total occupancy to the lowest level recorded since the introduction of the scheme.

## 1.2 Year 11 review

- 1.2.1 This report presents a full review of the performance during Year 11, *'St Helens Council Annual Report 11, 2022-23'*.
- 1.2.2 The objectives of the Year 11 review are to;
- Review the scheme against the stated scheme objectives.
  - Report the total number of Permit applications.
  - Evaluate key performance measures (e.g. average duration of works, number by works category/traffic management type, etc.) and identify any significant changes from year 1 and the previous year.
  - Report the monitored Key Performance Indicators (KPI 1, KPI 2, KPI 3 & KPI 7).
  - Review the staff resource required to process applications in Year 11.



### **1.3 Report Structure**

1.3.1 Following the eleventh anniversary of the Permit Scheme in April 2023, GK-TC has been commissioned to undertake a detailed review of the operation during Year 11 and to determine whether benefits achieved since the scheme was introduced have been maintained.

1.3.2 The following chapters present the results of the review with respect to:

- Scheme objectives
- Duration of works
- Key Performance Indicators
- Staffing & resources



## 2 OBJECTIVES

### 2.1 Scheme Objectives

2.1.1 The specific objectives as set out in the 'The St Helens Council Permit Scheme for Road and Street Activities' scheme document are:

- reduce occupation of the highway to benefit all road users;
- obtain greater control of all activities on the public highway;
- minimise/avoid/manage delays to all road users;
- enhance co-ordination of all activities on the highway;
- achieve an improvement in air quality;
- enhance safety of all road users at road and street activities;
- reduce potential incidents/accidents at road activities;
- improve public perception of managing road activities;
- enhance reliability of journey times;
- enhance journey experience;
- reduce long-term damage to the highway asset;
- encourage collaborative activities between all activity promoters;
- enhance reliability of activities taking place at a particular time, especially on the strategic road network;
- promote best practices across St Helens;
- promote common activity practices across the region to ensure ease of operation for activity promoters;
- enhanced cross-boundary co-operation;
- demonstrate parity for all activity promoters;
- reduce instances of customer complaints regarding road and street activities;
- reduce the impact of noise on residents by having greater control of timing of activities.

2.1.2 Many of these objectives are subjective in nature, but where they can be objectively evaluated, the annual review will report on the impact towards achieving the stated objectives, for example;

- The reduction in occupancy of the highway to benefit all road users by reducing works duration (Chapter 3)
- Minimise/avoid/manage delays to all road users by reducing works duration and providing more effective control of the appropriate traffic management practices (Chapter 3)
- Demonstrating parity for all activity promoters by presenting approval and refusal rates for all applications (Chapter 4)



2.1.3 Others will require to be evaluated over several years of the scheme to identify changes and progress towards the objective, for example;

- Demonstrate a year-on-year increase in collaborative working between works promoters
- Enhancing reliability of activities taking place at a particular time, especially on the strategic road network
- Reducing long-term damage to the highway asset
- Enhancing safety of all road users at road and street activities





### 3 PERMIT APPLICATIONS

#### 3.1 Methodology

3.1.1 Data sources available for this review are:

- Permit Scheme work stops notices, April 2022 - March 2023
- Previous year Permit Scheme work stops notices, April 2012 - March 2022

3.1.2 This review assesses the year-on-year change in the number of Permit applications and to monitor the key performance indicators. The purpose of the review is to identify any significant changes from the performance in year 1 and the previous year 10. Any large changes will be investigated in more detail and the potential impact on the Scheme performance and value will be considered.

3.1.3 The intention is to carry out a review annually and benchmark the Scheme performance against the first year of operation each time. The key metrics are also compared with the previous year, to monitor changes and avoid a small creeping increase going unnoticed for several years.

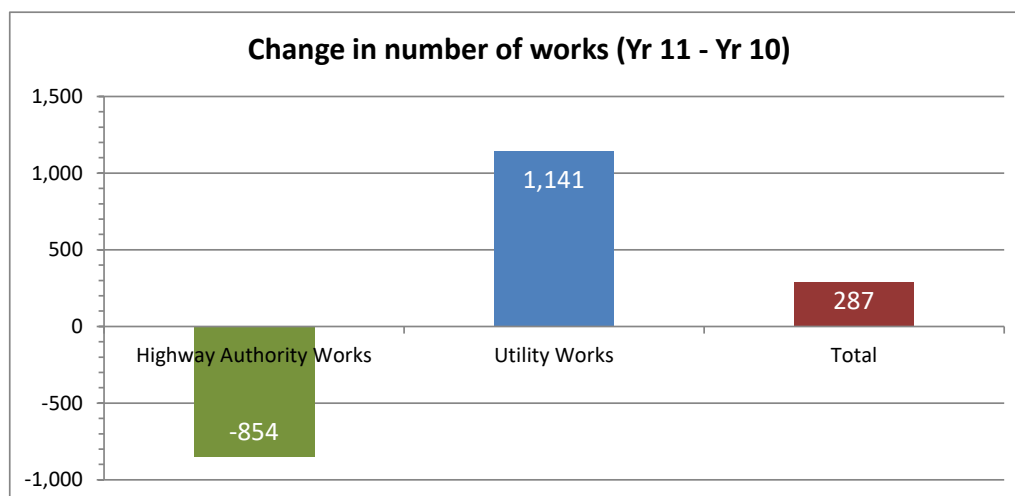
#### 3.2 All works

3.2.1 The following series of charts and tables present a comparison of the Year 11 2022-23 data and the Year 1 and 10 data, 2012-13 and 2021-22.

3.2.2 The total number of works completed and a breakdown by highway authority and utility company is shown in Table 1 and the accompanying chart.

**Table 1 Number of works completed**

PROMOTER TYPE	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)
Highway Authority Works	10,281	5,814	4,960	-5,321
Utility Works	4,050	4,302	5,443	1,393
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>



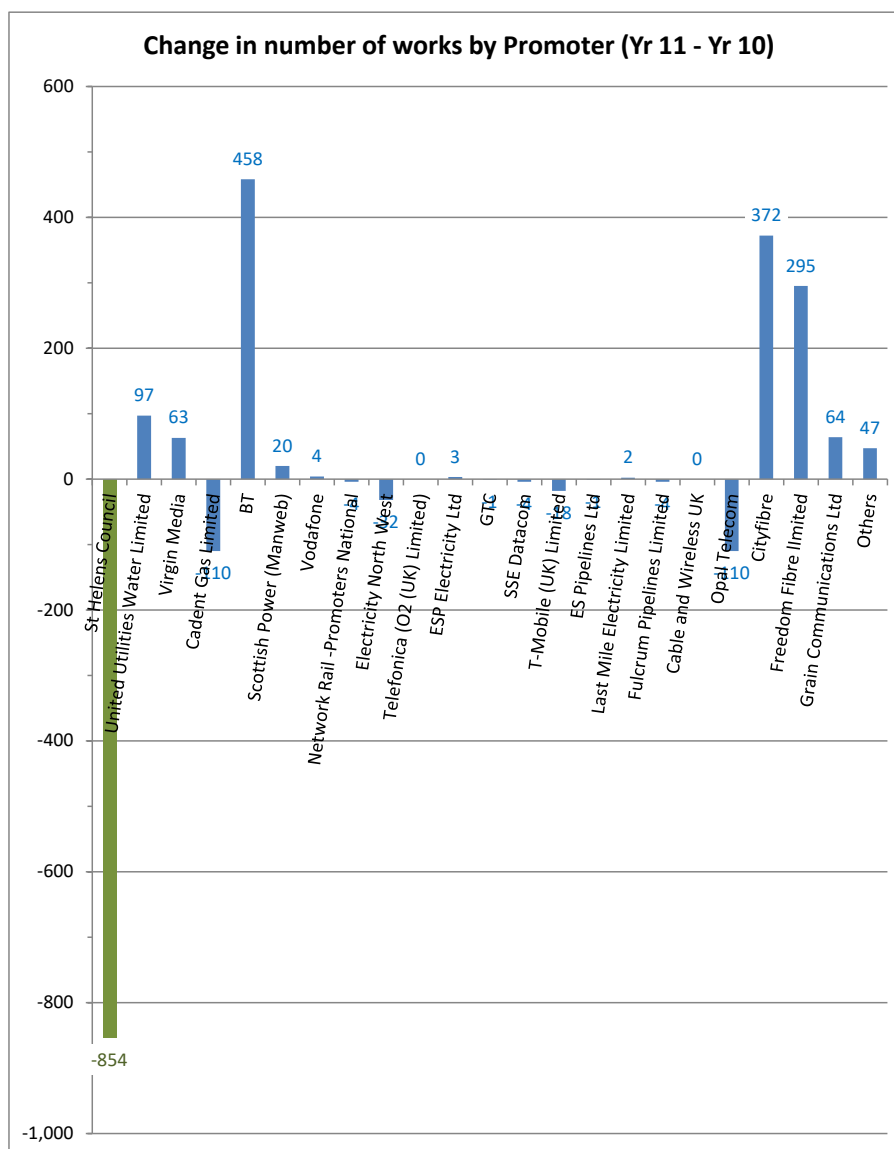


- 3.2.3 The number of works completed in Year 11 has increased overall by 3% compared with the previous year. However, highway authority works have reduced by 854 or 15% and utility works increased by 26% from 4,302 to 5,443 in Year 11.
- 3.2.4 The average number of utility works completed in each of the first 10 years is 4,300, so the increase evident in the eleventh year is a significant change since the inception of the scheme in 2012.
- 3.2.5 The effect of the increase is more pronounced given dip in the number of utility works completed in Years 8 and 9, which were approximately 15% lower than average possibly due to COVID lockdown measures during 2020 and 2021.
- 3.2.6 The change in number of works completed by works promoter is presented in Table 2 and the accompanying chart.

**Table 2 Change by works promoter**

PROMOTER	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)
St Helens Council	10,281	5,814	4,960	-5,321
United Utilities Water Limited	1,622	1,615	1,712	90
Virgin Media	652	701	764	112
Cadent Gas Limited	640	472	362	-278
BT	367	583	1,041	674
Scottish Power (Manweb)	474	401	421	-53
Vodafone	3	13	17	14
Network Rail -Promoters National	39	16	12	-27
Electricity North West	208	152	120	-88
Telefonica (O2 (UK) Limited)	5			-5
ESP Electricity Ltd		4	7	7
GTC	2	1		-2
SSE Datacom	6	11	7	1
T-Mobile (UK) Limited		39	21	21
ES Pipelines Ltd	2	3	2	
Last Mile Electricity Limited	2	7	9	7
Fulcrum Pipelines Limited	19	4		-19
Cable and Wireless UK	9			-9
Opal Telecom		181	71	71
Cityfibre			372	372
Freedom Fibre Limited			295	295
Grain Communications Ltd			64	64
Others		99	146	146
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>





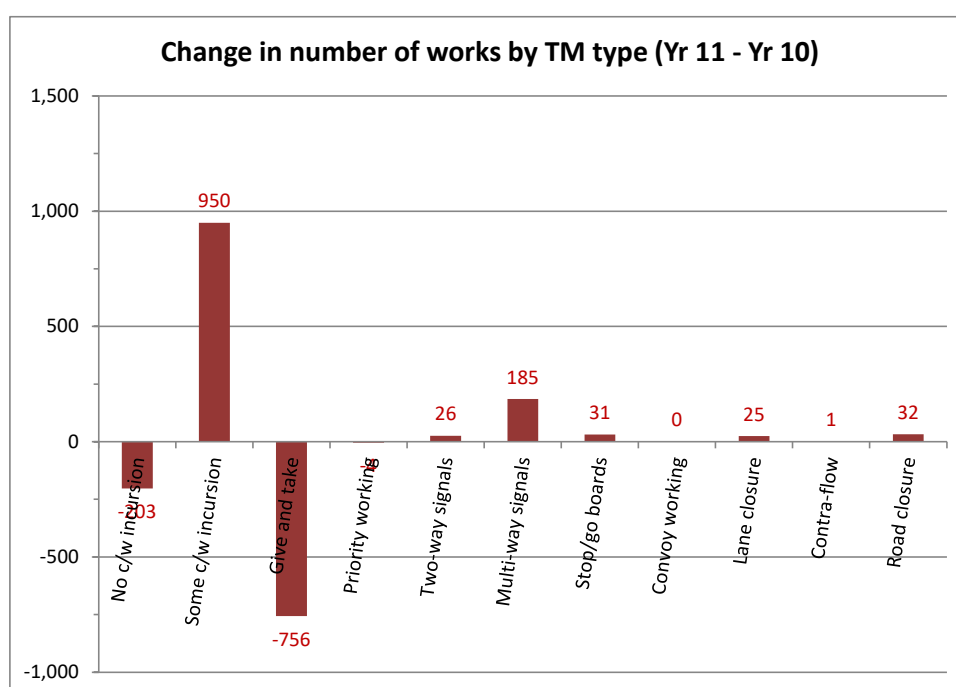
- 3.2.7 The chart shows that most of the increase in the last year is a result of works completed by telecoms promoters. With BT, Cityfibre and Freedom Fibre contributing an additional 1,025 works completed compared with the previous year.
- 3.2.8 Telecoms promoters account for 2,650 works, or almost 50% of all works completed by external works promoters in the eleventh year.
- 3.2.9 The summary analysis in this section is presented for works completed by all works promoters. A more detailed analysis is presented in Appendix A for all works, and separately for highway authority works and utility company works.



3.2.10 Table 3 and the accompanying chart presents a comparison of the change in number of all works completed by traffic management type.

**Table 3 Number of applications by traffic management type**

TRAFFIC MANAGEMENT TYPE	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)
None / signing only	2,535			-2,535
No c/w incursion		857	654	654
Some c/w incursion		2,503	3,453	3,453
Give and take	10,855	5,711	4,955	-5,900
Priority working	4	8	4	
Two-way signals	320	405	431	111
Multi-way signals	148	326	511	363
Stop/go boards	230	59	90	-140
Convoy working	2			-2
Lane closure	143	115	140	-3
Contra-flow	2	1	2	
Road closure	92	131	163	71
Blank				
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>



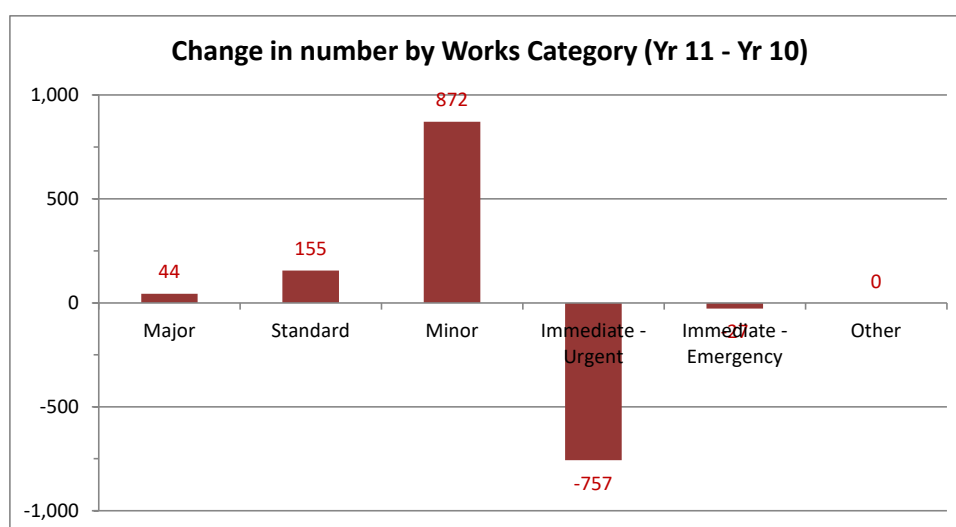
- 3.2.11 Year 11 saw an increase in the number of works recorded as operating with some carriageway incursion and a corresponding reduction in the number of works operating with give & take traffic management.
- 3.2.12 There has been a 50% increase in the number of works operating with multi-way temporary traffic signal control, increasing from 326 in Year 10 to 511 last year.
- 3.2.13 The number of road closures has also continued to increase from 92 in the opening year to 163 in Year 11.



3.2.14 The total number of works completed by Works Category is shown in Table 4 and the accompanying chart.

**Table 4 Applications by works category**

WORKS STOPPED	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)
Major	254	291	335	81
Standard	616	427	582	-34
Minor	2,801	2,874	3,746	945
Immediate - Urgent	10,045	6,243	5,486	-4,559
Immediate - Emergency	615	281	254	-361
Other				
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>



3.2.15 Overall, there has been a steady increase (between 15% and 35%) in the number of Major, Standard and Minor works completed in Year 11.

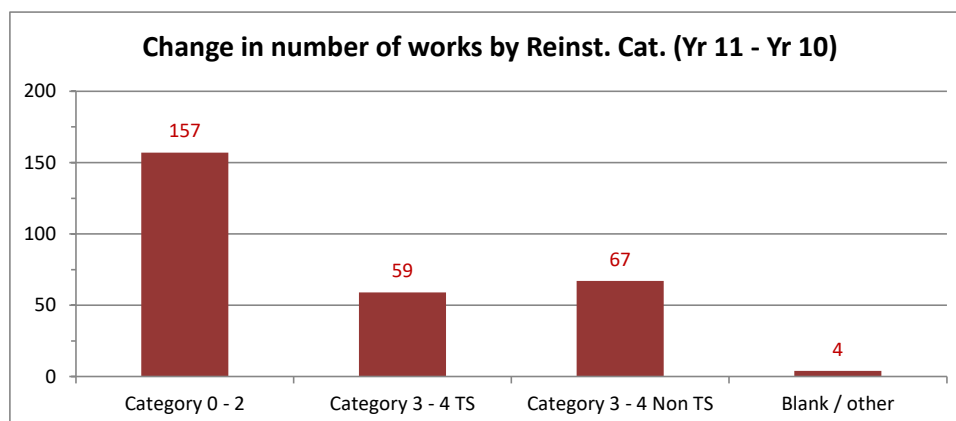
3.2.16 The number of Immediate Urgent works completed has reduced by 12% or 757 fewer than completed in the previous year.

3.2.17 Reviewing the highway and utility data presented in Appendix A shows that 795 fewer Immediate Urgent works were completed by the highway authority in Year 11. The number of utility works completed for all categories increased other than a small 8% reduction in the number of Immediate Emergency works.

3.2.18 The total number of works completed by reinstatement category type is shown in Table 5 and the accompanying chart.

**Table 5 Number by reinstatement category type**

REINSTATEMENT CATEGORY	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)
Category 0 - 2	3,598	2,815	2,972	-626
Category 3 - 4 TS	3,890	2,563	2,622	-1,268
Category 3 - 4 Non TS	6,755	4,631	4,698	-2,057
Blank / other	88	107	111	23
<b>All works</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>

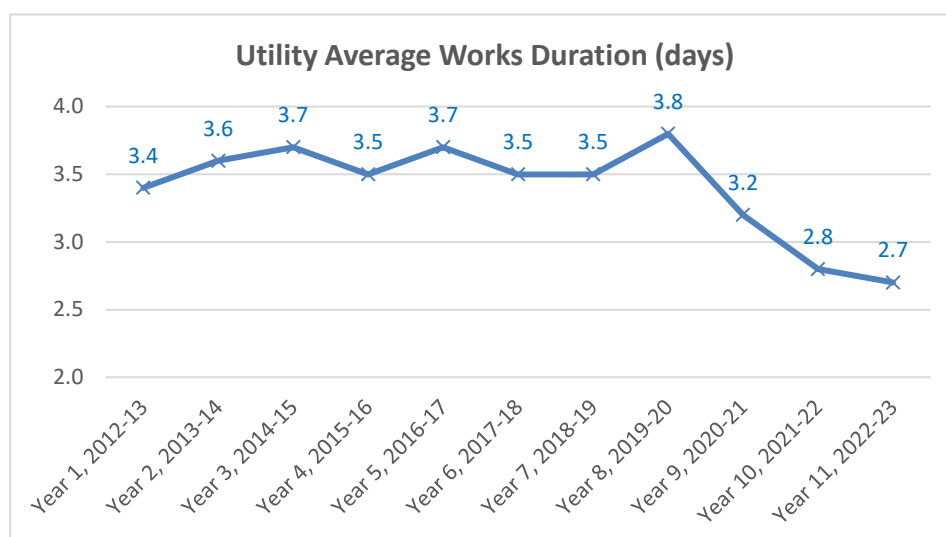


- 3.2.19 The proportion of works completed on each category group is largely unchanged, with all categories increasing by between 2% and 6% compared with the previous year.
- 3.2.20 Table 6 shows a comparison of the average duration for all works completed in year 11.

**Table 6 Average works duration**

DURATION	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)
Average duration (days)	2.6	2.0	2.3	-0.3
<b>Total number of days worked</b>	<b>37,841</b>	<b>20,293</b>	<b>24,015</b>	<b>-13,826</b>

- 3.2.21 The overall average works duration has increased from 2.0 in Year 10 to 2.3 days last year.
- 3.2.22 This is a result of an increase in the average duration of highway works, from 1.5 days to 1.8 days, mainly due to the large reduction in low duration Immediate Urgent highway works.
- 3.2.23 The average duration of utility works has continued to reduce steadily over the last four years, with last year's average the lowest recorded since the start of the scheme.
- 3.2.24 The average duration of utility works in each year since the scheme started is shown in Figure 1.

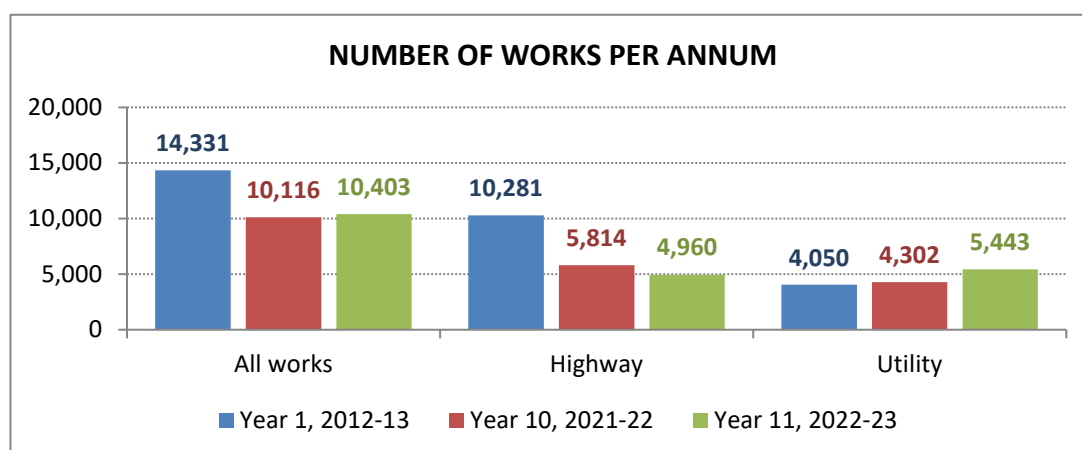


**Figure 1 Annual average duration of utility works**

- 3.2.25 The detailed analysis of the average duration of works by traffic management type and works category is shown in Appendix B for the 7 principal works promoters (those recording more than 300 works completed per annum).
- 3.2.26 This data shows that only 6 works completed by the principal utilities have a duration greater than 30 days; all Major works completed by Cadent Gas in the last year.

### 3.3 Scheme Benefits

- 3.3.1 Figure 2 presents the number of works per annum during the first full year of operation of the Permit Scheme and during years 8 and 9.

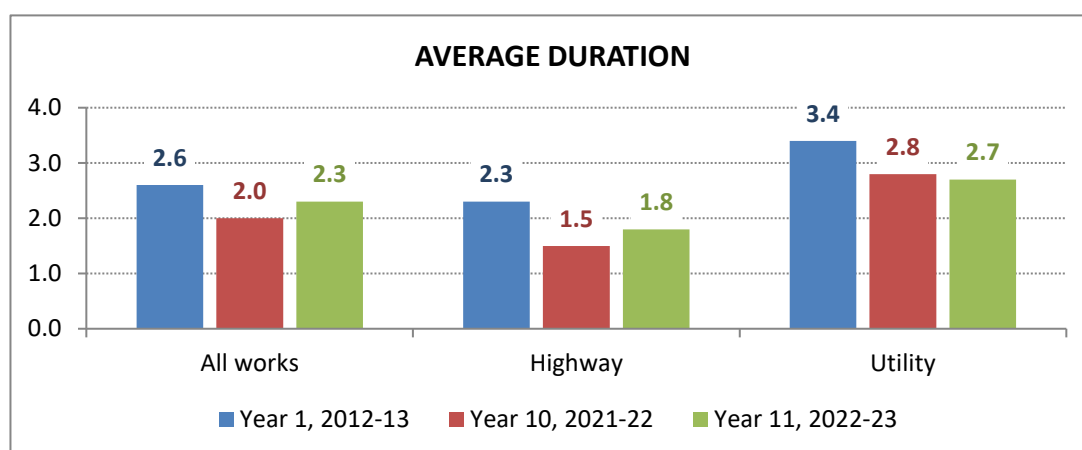


**Figure 2 Number of works completed annually**

- 3.3.2 The reduction in number of works across the network is significant at 27% compared with Year 1. Overall, the number of works completed in Year 1 are 3% higher than the previous year.
- 3.3.3 Utility works have increased by 33% compared with the number of works completed in Year 1 and by 26% compared with the previous year. The number of utility works completed in Year 11 is more than 1,000 higher than the average number completed in each of the first 10 years.



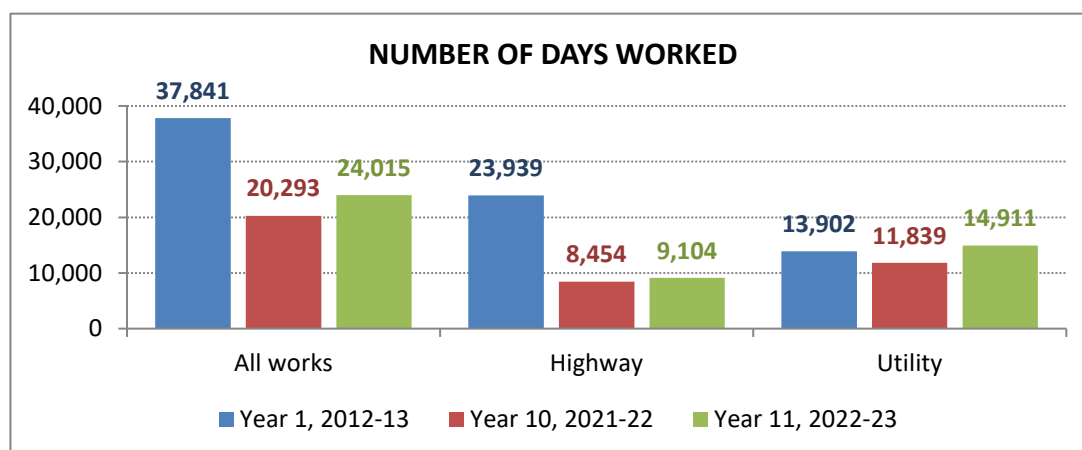
3.3.4 A comparison of the average duration of works completed is presented in Figure 3.



**Figure 3 Average duration of completed works**

3.3.5 The average duration of utility works continue to show a downward trend by the eleventh year, reaching the lowest level recorded since the scheme was introduced in 2012. The average duration of highway works increased last year due to the reduction in the number of shorter duration Immediate works.

3.3.6 The total occupancy of the network (total number of days worked in any year) is compared in Figure 4.



**Figure 4 Number of days worked per annum**

3.3.7 The total number of days worked has increased by 18% compared with Year 10, but is still 36% lower than the occupancy recorded in Year 1.

3.3.8 While the number of days recorded for utility works increased by 26%, this must be considered in the context of an overall 26% increase in the number of utility works completed.

## 3.4 Conclusions

3.4.1 The number of works permitted in Year 11 has increased by 3% from the previous year. A 15% reduction in the number of highway authority works was offset by a 26% increase in the number of utility works





- 3.4.2 The largest increase is an additional 1,025 works completed by telecoms operators, which now account for almost 50% of all works completed by external works promoters in the eleventh year.
- 3.4.3 Year 11 shows a further significant reduction in average duration of utility works, to 2.7 days overall from a high of 3.8 days recorded in Year 8 and 2.8 days recorded in Year 10. This is the lowest average duration since the introduction of the scheme in 2012.
- 3.4.4 While the number of days worked has increased by almost 3,000 compared with the previous year, the total number of days worked is still 36% lower than the number recorded in Year 1.
- 3.4.5 The analysis has demonstrated that the significant benefits achieved in the first year of the Permit Scheme have been substantially improved in Year 11 by driving down works durations across all permit activities.



## 4 KPI MONITORING

### 4.1 Introduction

- 4.1.1 The four Key Performance Indicators committed for inclusion in the annual review are;
- **KPI 1**, the number of Permit and Permit Variation applications received, and a breakdown of the number granted and refused
  - **KPI 2**, the number of conditions applied by condition type
  - **KPI 3**, the number of approved Permit variations (extensions)
  - **KPI 7**, the number of inspections carried out to monitor conditions
- 4.1.2 The above data should be presented separately for highway authority and utility company applications to demonstrate parity in the application of the Scheme.

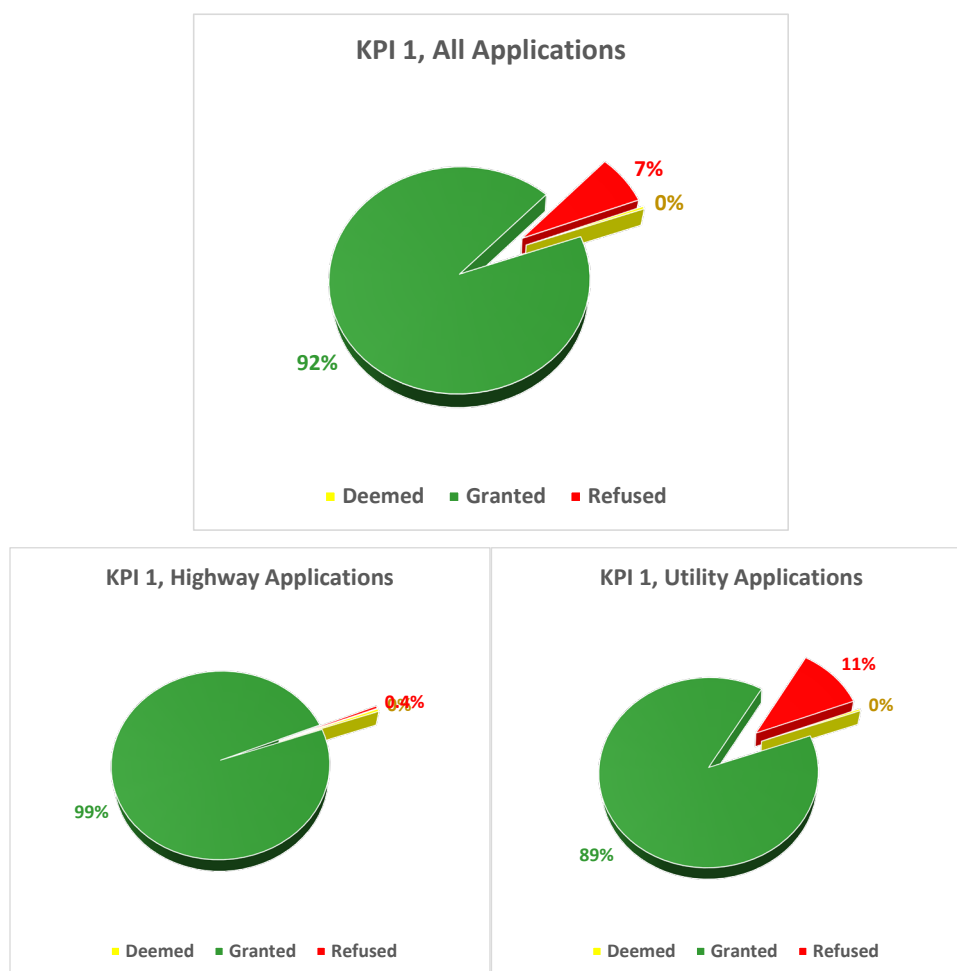
### 4.2 KPI review

- 4.2.1 **KPI 1** – the number and proportion of Permit and Permit Variation applications received and refused.
- 4.2.2 Table 7 shows the number of permits granted, deemed and refused for highway authority and public utility works promoters.

**Table 7 KPI 1 Permit and Permit Variation Applications**

Promoter	Granted	Deemed	Refused	% Refused
Highway authority	5,277	23	23	0.4%
Utility	8,705	32	1,069	10.9%
<b>ALL</b>	<b>13,982</b>	<b>55</b>	<b>1,092</b>	<b>7.2%</b>

- 4.2.3 The number of all permit and permit variation applications submitted in Year 11 was 6% higher than the previous year and follows a 13% increase recorded in Year 10.
- 4.2.4 The proportion of all applications refused is slightly higher, with 7% of all applications refused compared with 6% recorded in Year 10. The refusal rate for utility works is unchanged at 10.9%.
- 4.2.5 The number of permits deemed increased to 55 from 37, but is still lower than recorded in previous years.
- 4.2.6 The proportion of permit and permit variation applications granted, refused and deemed are shown in Figure 5.



**Figure 5: KPI 1, Permit and Variation Applications**

- 4.2.7 1,069 of the applications refused were submitted by utility works promoters.
- 4.2.8 23 applications for highway works were refused; a refusal rate of 0.4%. The refusal rate for highway applications is lower as the department sits together in the same office, so liaise closely before applications are submitted.
- 4.2.9 The number of permit refusal codes issued is shown in Table 8.

**Table 8 KPI 1 Permit Refusal Codes**

Permit Refusal Codes (PRC)		Utility	Highway	All
Refusal - RC10	Missing Information	68	0	68
Refusal - RC11	Condition not provided	24	0	24
Refusal - RC12	TM not received	5	0	5
Refusal - RC20	Incorrect details on permit	272	2	274
Refusal - RC21	Incorrect primary recipient	0	0	0
Refusal - RC22	Location Issues	21	1	22
Refusal - RC23	Conflict Information	4	0	4
Refusal - RC30	Co-ordination Issues	18	0	18
Refusal - RC31	Conflict of works	223	9	232
Refusal - RC32	Timing of works	34	0	34
Refusal - RC33	Collaboration/Co-ordination	2	0	2
Refusal - RC40	Lack of approval	78	0	78
Refusal - RC41	Incorrect TM	2	0	2
Refusal - RC42	Early Start Agreement	0	0	0
Refusal - RC43	S58 Approval needed	1	0	1
Refusal - RC44	Duration	105	0	105
Refusal - RC50	Other	214	11	225
Number of refusal codes issued		1,071	23	1,094
Number of permit applications refused		1,069	23	1,092

- 4.2.10 The data shows many permit applications were refused for a conflict with works already taking place (RC31) and for incorrect details submitted (RC20). These two refusal codes amount to almost 50% of refusals given. Other reasons for refusal include missing information (RC210), a lack of approval for traffic management proposals (RC40) and for over long estimated works duration (RC44).
- 4.2.11 With regards to KPI 1, the high amount of granted permits does not reflect the actual amount of work involved by St Helens permit coordinators, as they only refuse permits where the activity promoters fail to update the permit. Permit modification requests are issued in the first instance in an attempt to avoid permit refusals.
- 4.2.12 Table 9 shows the number of permit modification requests (PMR) issued in the last year.
- 4.2.13 The data shows the permit officers requested the inclusion of missing conditions or other information required, the correction of details submitted on the permit application and a change in proposed works duration.

**Table 9 KPI 1 Permit Modification Requests**

Permit Modification Requests (PMR)		Utility	Highway	All
PMR - RC10	Missing Information	21	0	21
PMR - RC11	Condition not provided	93	0	93
PMR - RC12	TM not received	1	0	1
PMR - RC20	Incorrect details on permit	84	2	86
PMR - RC21	Incorrect primary recipient	0	0	0
PMR - RC22	Location Issues	6	0	6
PMR - RC23	Conflict Information	0	0	0
PMR - RC30	Co-ordination Issues	5	0	5
PMR - RC31	Conflict of works	23	0	23
PMR - RC32	Timing of works	1	0	1
PMR - RC33	Collaboration/Co-ordination	0	0	0
PMR - RC40	Lack of approval	0	0	0
PMR - RC41	Incorrect TM	3	0	3
PMR - RC42	Early Start Agreement	0	0	0
PMR - RC43	S58 Approval needed	0	0	0
PMR - RC44	Duration	210	3	213
PMR - RC50	Other	10	0	10
Number of PMR issued		457	5	462
Number of permit applications granted		8,705	5,277	13,982

4.2.14 **KPI 2** – number of permit conditions applied by conditions type.

4.2.15 Table 10 shows the total number of each standard condition applied to highway authority and public utility works promoters.

**Table 10 KPI 2 Permit Conditions**

All Conditions	Utility	Highway	All
TOTAL	12,379	949	13,328
	93%	7%	

4.2.16 The number of conditions applied in Year 11 has increased by 40% compared with the previous year. This follows a 36% increase recorded in the previous year.

4.2.17 The ratio between utility and highway permits remains unchanged at 94:6.

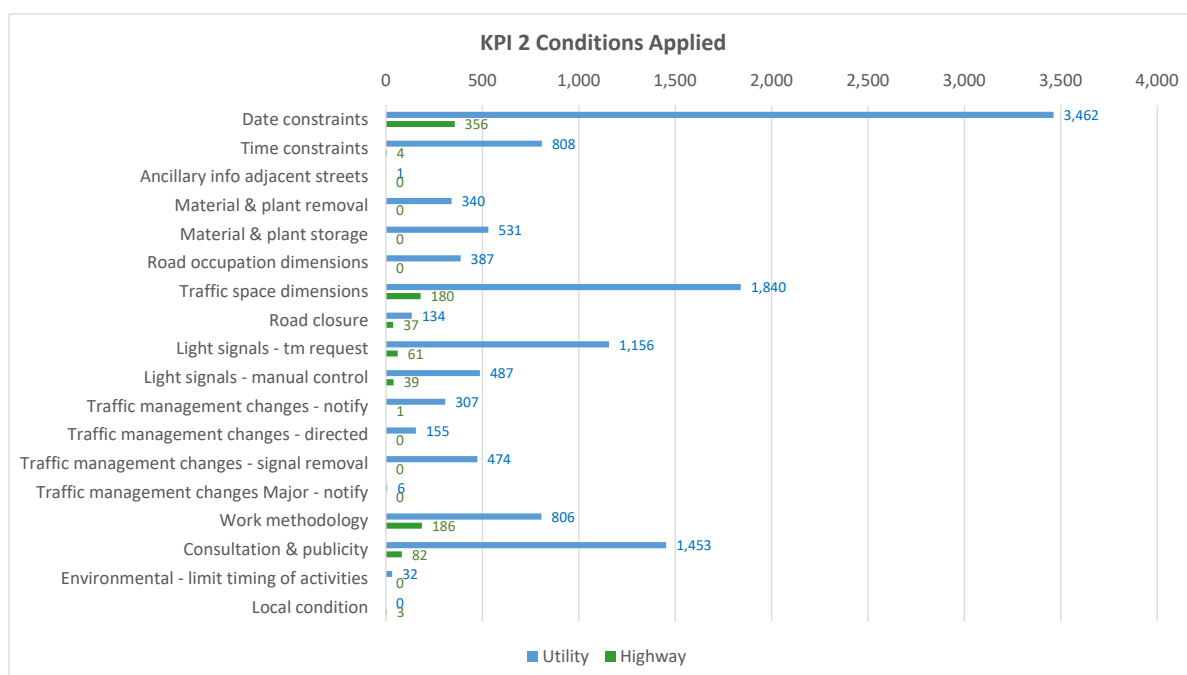
4.2.18 A breakdown listing the number of conditions submitted is shown in Table 11.

**Table 11 KPI 2 Number and Type of Conditions Applied**

Condition	Condition Description	Utility	Highway	All
NCT02a	Date constraints	3,462	356	3,818
NCT02b	Time constraints	808	4	812
NCT03	Ancillary info adjacent streets	1	0	1
NCT04a	Material & plant removal	340	0	340
NCT04b	Material & plant storage	531	0	531
NCT05a	Road occupation dimensions	387	0	387
NCT06a	Traffic space dimensions	1,840	180	2,020
NCT07a	Road closure	134	37	171
NCT08a	Light signals - tm request	1,156	61	1,217
NCT08b	Light signals - manual control	487	39	526
NCT09a	Traffic management changes - notify	307	1	308
NCT09b	Traffic management changes - directed	155	0	155
NCT09c	Traffic management changes - signal removal	474	0	474
NCT09d	Traffic management changes Major - notify	6	0	6
NCT10a	Work methodology	806	186	992
NCT11b	Consultation & publicity	1,453	82	1,535
NCT12a	Environmental - limit timing of activities	32	0	32
NCT13	Local condition	0	3	3
	<b>TOTAL</b>	<b>12,379</b>	<b>949</b>	<b>13,328</b>

- 4.2.19 The table above excludes mandatory conditions NCT01a and NCT01b which relate to permit duration.
- 4.2.20 The spread of conditions is similar to previous years with a large proportion of conditions relating to NCT02a date constraints and NCT06a traffic space dimensions.
- 4.2.21 Utility works account for a larger proportion of NCT10a and NCT11b relating to work methodology and consultation & publicity, respectively. Year 11 recorded an increase in the number of conditions related to a request for a specific method of traffic management, increasing by over 300 to 1,217.
- 4.2.22 Fewer than 15% of highway works permits are planned works, with the majority (over 85%) of works undertaken as Immediate Urgent reactive repairs.
- 4.2.23 The number applied by condition type are shown in Figure 6. The blue bars show public utility permits and green show highway authority permits.





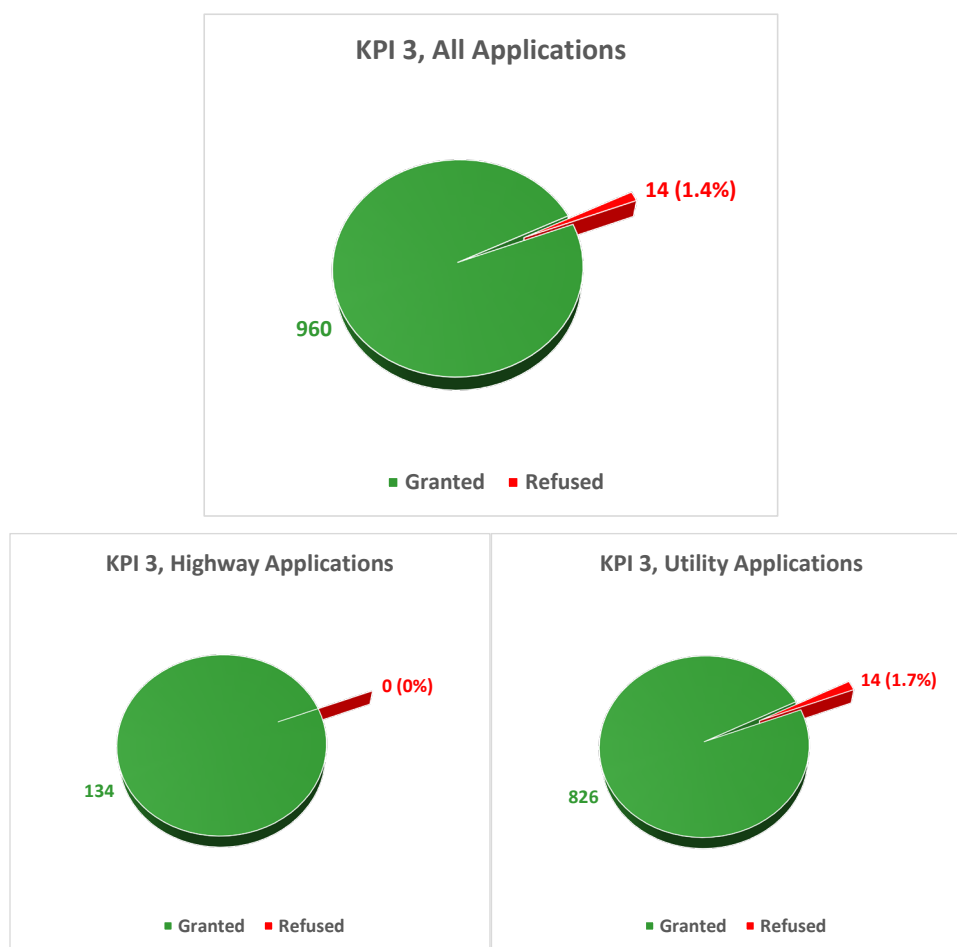
**Figure 6: KPI 2, Conditions Applied**

- 4.2.24 The relative proportion of conditions applied to utility permits is unchanged from the previous year, with the increase in number of conditions spread pro rata across all conditions.
- 4.2.25 **KPI 3** - the number of extensions granted and refused, for all promoters and for statutory undertakers only.
- 4.2.26 Table 12 shows the number of requests to extend the permit duration and the number granted and refused.

**Table 12 KPI 3 Duration Extension Requests**

Promoter	Applications	Granted	Refused	% Refused
Highway authority	134	134	0	0.0%
Utility	840	826	14	1.7%
<b>ALL</b>	<b>974</b>	<b>960</b>	<b>14</b>	<b>1.4%</b>

- 4.2.27 The number of extension requests submitted increased in proportion with the increase in number of permits granted. The number submitted by utilities increased from 689 to 840 in Year 11 – an increase of 22%. Extension requests for highway permits reduced slightly over the same period.
- 4.2.28 Year 11 saw only 14 applications to extend the duration of a permit refused; a slight increase over the 8 refused in Year 10.



**Figure 7: KPI 3, Permit Extensions**

- 4.2.29 In general, permit extension requests are not refused, but are granted and any requests that are not deemed to be acceptable are duration challenged back to the original duration.
- 4.2.30 **KPI 7** - the number of inspections carried out to monitor conditions.
- 4.2.31 Table 13 shows the number of inspections carried out to monitor permit conditions.

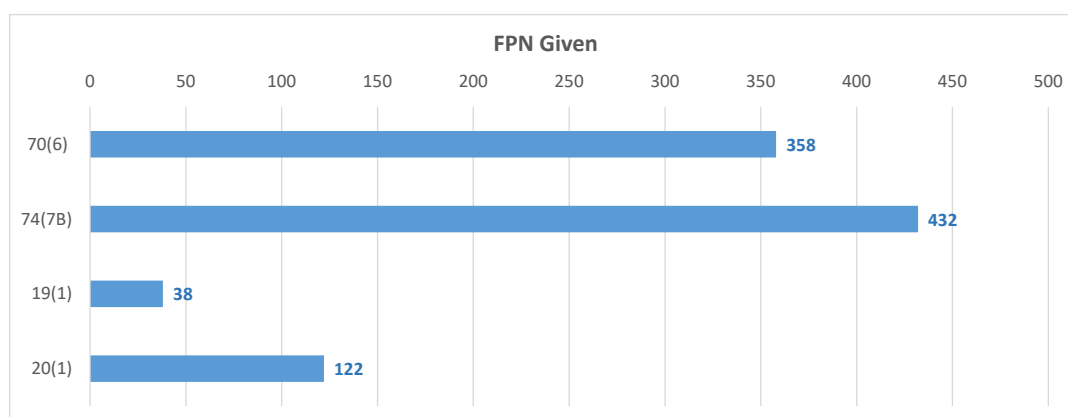
**Table 13 Permit Inspections**

Permit Condition Inspections	Passed	Non-Compliant	Abortive	Number of Inspections	Fail %
Highway authority	5	4	0	9	44%
Utility	506	718	0	1,224	59%
ALL	511	722	0	1,233	59%

- 4.2.32 The number of permit inspections recorded was only slightly lower than the previous year; 1,233 compared with 1,260 in Year 10.
- 4.2.33 The failure rate has increased very slightly from 54% in Year 10 to 59%. 718 non-compliant inspections were recorded for utility works in Year 11, compared with 670 the previous year.



- 4.2.34 160 Fixed Penalty Notices for a breach of permit conditions were given during the course of the year; 38 for working without a permit (19(1)) and 122 for a breach of permit conditions (20(1)).
- 4.2.35 This is largely unchanged from the previous year, when 162 FPN given for non-compliance found on a permit inspection.
- 4.2.36 The number of FPN given for Section 74 overstay increased from 286 to 432 and Section 70 failure to provide registration details also increased from 164 to 358.
- 4.2.37 The number of fixed penalty notices given by type are shown in Figure 8.



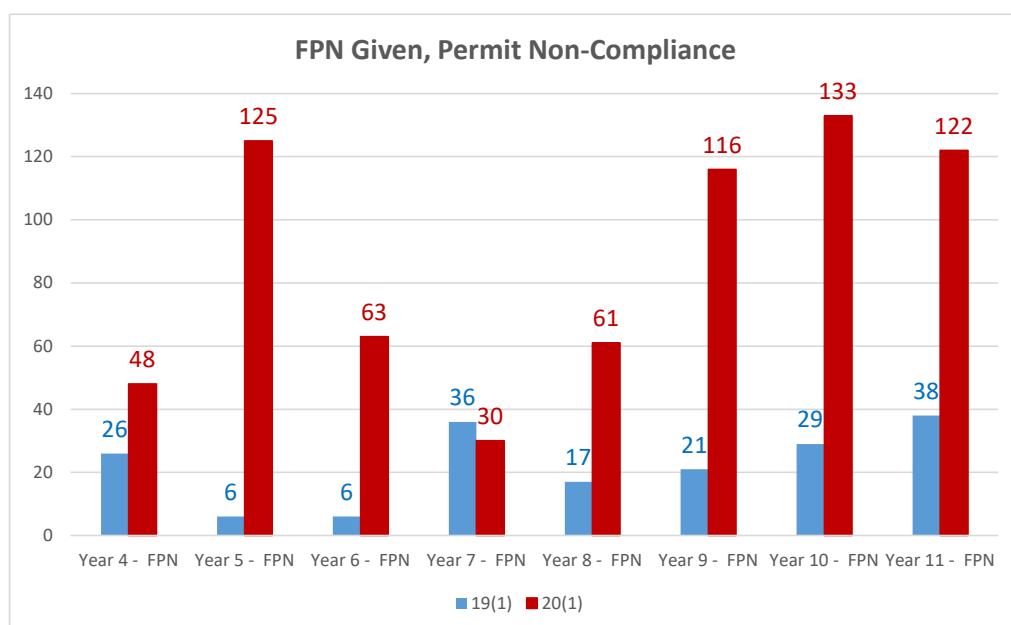
**Figure 8: KPI 7, FPN Given**

- 4.2.38 Table 14 shows the number of inspections carried out in each year since the introduction of the Permit Scheme in 2012.

**Table 14 Permit Inspections – Annual Comparison**

Permit Condition Inspections	Passed	Non-Compliant	Abortive	Number of Inspections	Fail %
Year 1	838	237	0	1,075	22%
Year 2	831	253	1	1,085	23%
Year 3	451	144	1	596	24%
Year 4	N/A	N/A	N/A	N/A	
Year 5	188	139	0	327	43%
Year 6	143	90	0	233	39%
Year 7	51	38	0	89	43%
Year 8	399	79	0	478	17%
Year 9	611	406	0	1,017	40%
Year 10	585	675	0	1,260	54%
Year 11	511	722	0	1,233	59%

- 4.2.39 A change in how permit inspections were carried out and recorded in Year 8 shows a significant increase, with the number of inspections recorded in excess of 1,000 in each year since.



**Figure 9: FPN Given, Permit Non-compliance**

4.2.40 Over the same period, the number of FPN given following breaches of permit conditions has followed a similar pattern, with an increase over the last three years following the change in procedure in Year 8.

### 4.3 Conclusions

- 4.3.1 The analysis demonstrates that only a small proportion of permit and permit variation applications are refused.
- 4.3.2 The number of all permit and permit variation applications by statutory undertakers refused remained unchanged at 10% in Year 11.
- 4.3.3 The number of extension requests submitted increased in proportion with the increase in number of permits granted. The number submitted by utilities increased from 689 to 840 in Year 11 – an increase of 22%. Extension requests for highway permits reduced slightly over the same period.
- 4.3.4 160 Fixed Penalty Notices for a breach of permit conditions were given during the course of the year; 38 for working without a permit (19(1)) and 122 for a breach of permit conditions (20(1)). This is largely unchanged from the previous year, when 162 FPN given for non-compliance found on a permit inspection.
- 4.3.5 A change in how permit inspections were carried out and recorded in Year 8 shows a significant increase, with the number of inspections recorded in excess of 1,000 in each year since.



## **5 STAFFING & RESOURCE**

### **5.1 Summary**

- 5.1.1 The DfT Fees Matrix used to estimate staff numbers and set the permit fee charges for the original CBA business case, has been re-run with the actual number of permit applications granted in Year 11, to determine whether the staff numbers forecast in the business case are still appropriate.
- 5.1.2 Overall, the number of works completed in Year 11 is lower than originally forecast in the 2010 business case, at 12,249 compared with 14,209 forecast in 2010.
- 5.1.3 Utility permits granted have increased significantly in the last year to 6,435 from 4,863 in the previous year. Before then the numbers were relatively consistent, varying by +/- 10% from an average of 4,400 works in the first 9 years of the scheme.
- 5.1.4 Highway works have reduced from 10,281 in the first year to 5,050 in Year 11.
- 5.1.5 The ratio of highway:utility works has changed from 72:28 in the first year to around 45:55 Year 11.
- 5.1.6 Symology reported 90 highway permits and 1,271 utility permits granted were cancelled before work started. This amounts to less than 10% of all permits granted; 2% of highway permits granted and 15% of utility permits granted.
- 5.1.7 These have been included in the Fees Matrix assessment of resource and operating cost, since staff resource was allocated to review and grant the permits and a permit fee charged.
- 5.1.8 The assessment is based on the following inputs:
  - 6,435 permits granted for utility works promoters (an increase of 1,572 from Year 10)
  - 5,050 permits granted for highway authority promoters (a reduction of 764 from Year 10 and lower than the 10,281 forecast in 2010 CBA)
  - Permit variation applications for utility works granted at 26% of total permits granted

### **5.2 Staff Resource**

- 5.2.1 The DfT Fees Matrix calculates the number of staff required to process the granted permit applications.
- 5.2.2 The original business case assessment carried out for the Cost Benefit Assessment forecast the number of staff required to process the estimated number of permit applications at 9.0 full time equivalent (FTE) staff (Table 15).

**Table 15 CBA business case forecast, 2010-11**

PERSONNEL LEVEL	All Works	Utilities
Street Works Officer	4.1	1.2
Street Works Co-ordinator	3.5	1.0
Traffic Manager	1.4	0.4
<b>Total employees</b>	<b>8.99</b>	<b>2.56</b>

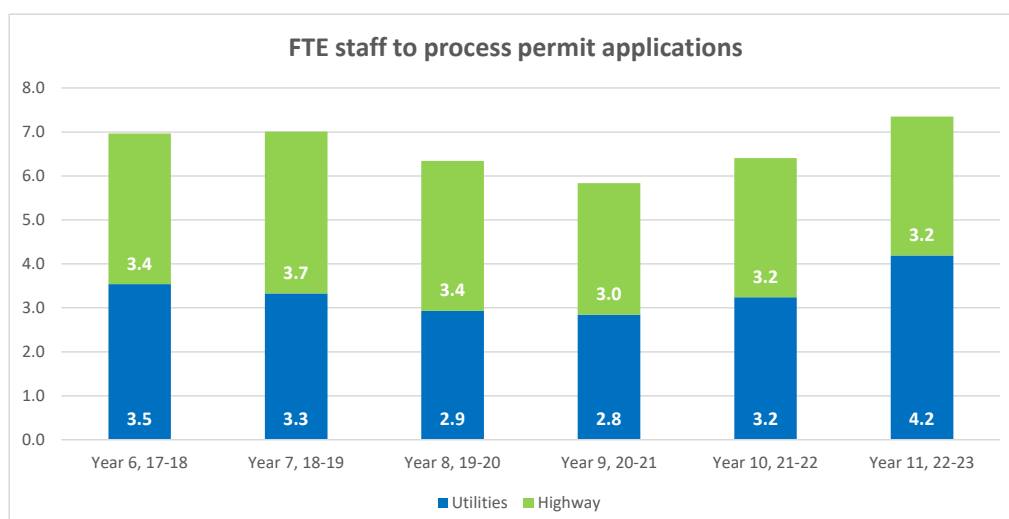
- 5.2.3 The high number of staff required was due to the large number of highway works notices recorded. 2.6 FTE staff were calculated to be required to process utility applications.
- 5.2.4 Using the actual number of utility and highway authority permit applications recorded in Year 11, the same Fees Matrix spreadsheet calculates the total number of FTE staff requirement at 7.3 (Table 16).

**Table 16 Year 11 staff resource, 2022-23**

PERSONNEL LEVEL	All Works	Utilities
Street Works Officer	3.3	1.9
Street Works Co-ordinator	2.8	1.6
Traffic Manager	1.2	0.7
<b>Total employees</b>	<b>7.35</b>	<b>4.19</b>

- 5.2.5 The number of staff required to process utility permits in Year 11 increased from 3.2 to 4.2 from the previous year. This was a result of the 32% increase in the number of permit applications granted.
- 5.2.6 The number of staff required to process highway applications has been relatively steady at between 3 and 3.5 FTE over the last 6 years. The reduction in staff resource required to process highway permit applications will be reflected in a lower overall cost to the Council to operate the full scheme.
- 5.2.7 The number of FTE staff required and calculated using the DfT fees matrix spreadsheet for the number of permits granted in each year since Year 6 is shown in Figure 10.





**Figure 10: FTE staff resource, Year 6 to 11, 2017-23**

- 5.2.8 Other than an increase of 1 FTE to process utility permit applications in Year 11, the number of staff has been relatively consistent over the last six years.

### 5.3 Operating Cost

- 5.3.1 Using the same Fees Matrix spreadsheet, the cost to process all permit applications granted in Year 11 is £914,017.
- 5.3.2 The cost to process utility permits granted is £510,559. This is broken down as £387,923 for staff costs to process utility permit applications granted, £58,761 for the additional fees charged for permit variations and a surcharge towards the cost of allowable overheads recovering £63,875. The increase in the number of utility permits granted has over-recovered the utilities' share of the allowable overheads by £21,021.
- 5.3.3 The operating cost to process utility permit applications has increased by nearly £113,000 compared with the previous year.

### 5.4 Fee Income

- 5.4.1 Permit fee income in Year 11 was £471,031, an increase of almost £117,812 on the previous year.
- 5.4.2 The total charge for granted permits was £490,167 with adjustments for discounts and incentives reducing the fees billed by £19,136.
- 5.4.3 The analysis shows that after adjusting the calculated cost to allow for the over-recovery of allowable costs (£21,021) the scheme reported a loss of £18,516 or 4% of operating costs.
- 5.4.4 Following surpluses in the first two years since permit fees were adjusted in 2017 the scheme has been operating at a loss during Years 9, 10 and 11. It is recommended that permit fee income and operating costs are monitored during the current year and a full review carried out at the end of Year 12.

***Recommendation Yr11-01: Continue to monitor permit fee income and operating costs and carry out a full review of costs and income at the end of Year 12.***



## **6 CONCLUSIONS**

### **6.1 Summary**

- 6.1.1 St Helens Council (SHC) has been operating a Street Works Permit Scheme since April 2012. The Scheme operates as the St Helens Council Permit Scheme for Road and Street Activities.
- 6.1.2 Annual reviews have been carried out and reported as required by the statutory guidance – at Years 1, 2, 3, 6 and 9. The Council has also carried out full reviews for intermediate Years 4, 5, 7, 8, 10 and 11.
- 6.1.3 The introduction of the Permit Scheme reduced the average duration of works by 20% and reduced the calculated cost of delays encountered at traffic management by 33%. The calculated Scheme benefit was 4 times greater than value for money threshold required by the Department for Transport (DfT).

### **6.2 Year 11 Review**

- 6.2.1 Year 11 shows a further significant reduction in average duration of utility works, to 2.7 days overall from a high of 3.8 days recorded in Year 8 and 2.8 days recorded in Year 10. This is the lowest average duration since the introduction of the scheme in 2012.
- 6.2.2 While the number of days worked has increased by almost 3,000 compared with the previous year, the total number of days worked is still 36% lower than the number recorded in Year 1.
- 6.2.3 The analysis has demonstrated that the significant benefits achieved in the first year of the Permit Scheme have been substantially improved in Year 11 by driving down works durations across all permit activities.

### **6.3 Permit Fees**

- 6.3.1 Permit fee income in Year 11 was £471,031, an increase of almost £117,812 on the previous year. The analysis shows that after adjusting the calculated cost to allow for the over-recovery of allowable costs (£21,021) the scheme reported a loss of £18,516 or 4% of operating costs.
- 6.3.2 Following surpluses in the first two years since permit fees were adjusted in 2017 the scheme has been operating at a loss during Years 9, 10 and 11. It is recommended that permit fee income and operating costs are monitored during the current year and a full review carried out at the end of Year 12.

### **6.4 Recommendations**

- 6.4.1 One recommendation has been included with this review, recommending a full review of permit fee charges at the end of next year.



*Duration & occupancy;*

***none***

*Key Performance Indicators;*

***none***

*Permit Fees;*

***Recommendation Yr11-01: Continue to monitor permit fee income and operating costs and carry out a full review of costs and income at the end of Year 12.***

## **6.5 Conclusions**

6.5.1 Monitoring the key performance indicators and evidence gained from the ninth year of operation demonstrates that the Permit Scheme continues to;

- improve coordination of activities
- improve safety at road and street works
- improve communication between authority and utility companies
- reduce occupancy of the highway
- improve accuracy of works records recorded in the Register
- reduce customer complaints

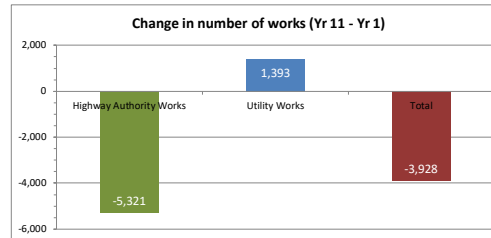
6.5.2 This review has demonstrated that Scheme continues to meet its key objectives, as defined in the Scheme document.

## APPENDIX A. YEARS 11 DETAILED ANALYSIS

### All works promoters

Table A.1: Number of works p.a., year on year comparison

PROMOTER TYPE	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
Highway Authority Works	10,281	5,814	4,960	-5,321	-51.8%
Utility Works	4,050	4,302	5,443	1,393	34.4%
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>	<b>-27.4%</b>



Change (Yr 11 - Yr 10)	
-854	-14.7%
1,141	26.5%
<b>287</b>	<b>2.8%</b>

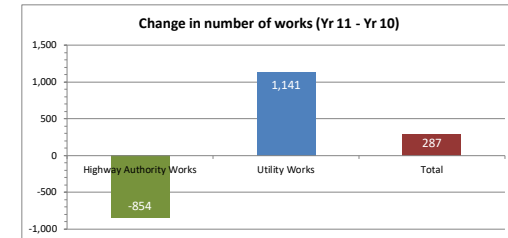
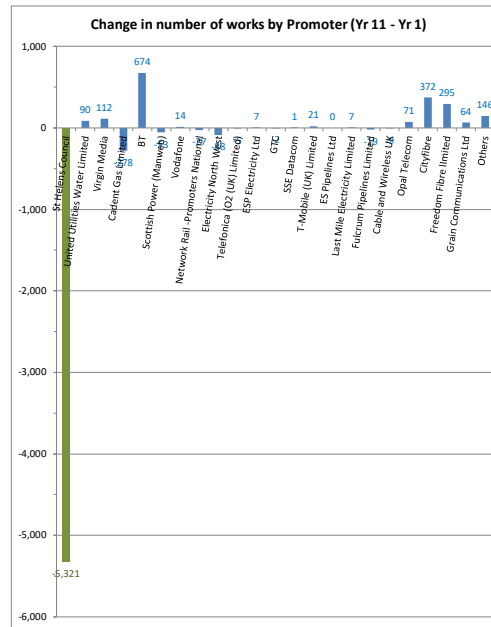


Table A.2: Number of works by Promoter, year on year comparison

PROMOTER	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
St Helens Council	10,281	5,814	4,960	-5,321	-51.8%
United Utilities Water Limited	1,622	1,615	1,712	90	5.5%
Virgin Media	652	701	764	112	17.2%
Cadent Gas Limited	640	472	362	-278	-43.4%
BT	367	583	1,041	674	183.7%
Scottish Power (Manweb)	474	401	421	-53	-11.2%
Vodafone	3	13	17	14	466.7%
Network Rail -Promoters National	39	16	12	-27	-69.2%
Electricity North West	208	152	120	-88	-42.3%
Telefonica (O2 (UK) Limited)	5			-5	-100.0%
ESP Electricity Ltd		4	7	7	
GTC	2	1	-2	-100.0%	
SSE Datacom	6	11	7	1	16.7%
T-Mobile (UK) Limited		39	21	21	
ES Pipelines Ltd	2	3	2		
Last Mile Electricity Limited	2	7	9	7	350.0%
Fulcrum Pipelines Limited	19	4		-19	-100.0%
Cable and Wireless UK	9			-9	-100.0%
Opal Telecom		181	71	71	
Cityfibre			372	372	
Freedom Fibre Limited			295	295	
Grain Communications Ltd			64	64	
Others		99	146	146	
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>	<b>-27.4%</b>



Change (Yr 11 - Yr 10)	
-854	-14.7%
97	6.0%
63	9.0%
-110	-23.3%
458	78.6%
20	5.0%
4	30.8%
-4	-25.0%
-32	-21.1%
3	75.0%
-1	-100.0%
-4	-36.4%
-18	-46.2%
-1	-33.3%
2	28.6%
-4	-100.0%
-110	-60.8%
372	
295	
64	
47	47.5%
<b>287</b>	<b>2.8%</b>

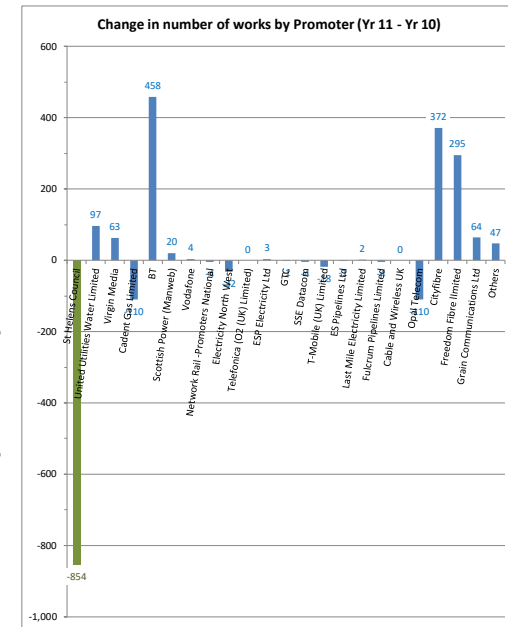
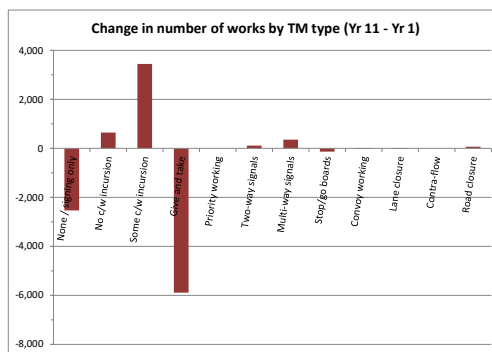




Table A.3: Number of works by traffic management type, year on year comparison

TRAFFIC MANAGEMENT TYPE	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
None / signing only	2,535			-2,535	-100.0%
No c/w incursion		857	654	654	
Some c/w incursion		2,503	3,453	3,453	
Give and take	10,855	5,711	4,955	-5,900	-54.4%
Priority working	4	8	4		
Two-way signals	320	405	431	111	34.7%
Multi-way signals	148	326	511	363	245.3%
Stop/go boards	230	59	90	-140	-60.9%
Convoy working	2			-2	-100.0%
Lane closure	143	115	140	-3	-2.1%
Contra-flow	2	1	2		
Road closure	92	131	163	71	77.2%
Blank					
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>	-27.4%



Change (Yr 11 - Yr 10)	
-203	-23.7%
950	38.0%
-756	-13.2%
-4	-50.0%
26	6.4%
185	56.7%
31	52.5%
25	21.7%
1	100.0%
32	24.4%
<b>287</b>	2.8%

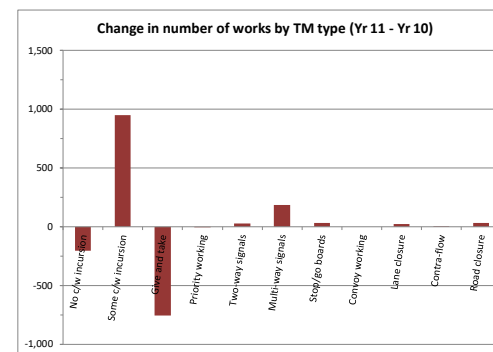
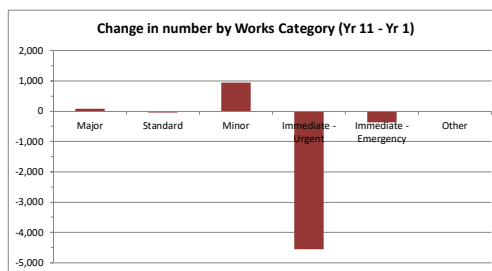
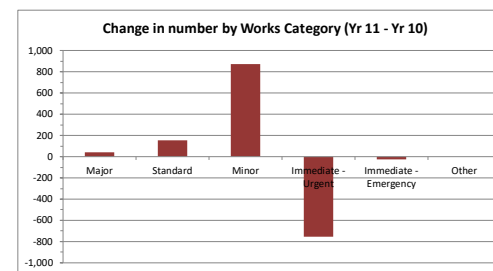


Table A.4: Number of works by works category, year on year comparison

WORKS STOPPED	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
Major	254	291	335	81	31.9%
Standard	616	427	582	-34	-5.5%
Minor	2,801	2,874	3,746	945	33.7%
Immediate - Urgent	10,045	6,243	5,486	-4,559	-45.4%
Immediate - Emergency	615	281	254	-361	-58.7%
Other					
<b>Total</b>	<b>14,331</b>	<b>10,116</b>	<b>10,403</b>	<b>-3,928</b>	-27.4%



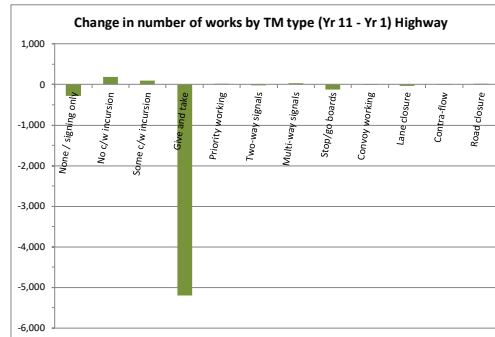
Change (Yr 11 - Yr 10)	
44	15.1%
155	36.3%
872	30.3%
-757	-12.1%
-27	-9.6%
<b>287</b>	2.8%



## Highway authority works promoter

Table A.7: Number of works by traffic management type, year on year comparison

TRAFFIC MANAGEMENT TYPE	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
None / signing only	278		189	-278	-100.0%
No c/w incursion		280	189	189	
Some c/w incursion	54	103	103	103	
Give and take	9,537	5,232	4,341	-5,196	-54.5%
Priority working		2	1	1	
Two-way signals	135	79	110	-25	-18.5%
Multi-way signals	25	32	58	33	132.0%
Stop/go boards	132	8	6	-126	-95.5%
Convoy working	2			-2	-100.0%
Lane closure	111	77	82	-29	-26.1%
Contra-flow	1			-1	-100.0%
Road closure	60	50	70	10	16.7%
Blank					
<b>Total</b>	<b>10,281</b>	<b>5,814</b>	<b>4,960</b>	<b>-5,321</b>	<b>-51.8%</b>



Change (Yr 11 - Yr 10)	
-91	-32.5%
49	90.7%
-891	-17.0%
-1	-50.0%
31	39.2%
26	81.3%
-2	-25.0%
5	6.5%
20	40.0%
<b>-854</b>	<b>-14.7%</b>

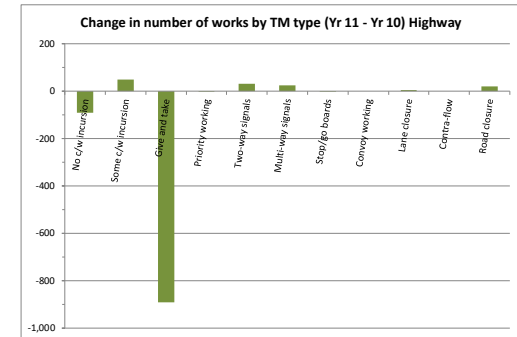
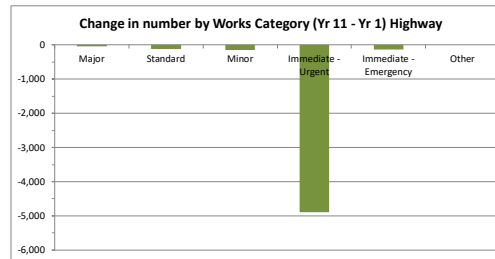


Table A.8: Number of works by works category, year on year comparison

WORKS STOPPED	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
Major	161	86	120	-41	-25.5%
Standard	279	183	166	-113	-40.5%
Minor	542	467	396	-146	-26.9%
Immediate - Urgent	9,168	5,072	4,277	-4,891	-53.3%
Immediate - Emergency	131	6	1	-130	-99.2%
Other					
<b>Total</b>	<b>10,281</b>	<b>5,814</b>	<b>4,960</b>	<b>-5,321</b>	<b>-51.8%</b>



Change (Yr 11 - Yr 10)	
34	39.5%
-17	-9.3%
-71	-15.2%
-795	-15.7%
-5	-83.3%
<b>-854</b>	<b>-14.7%</b>

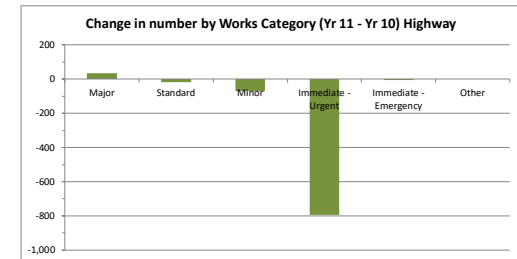


Table A.9: Average works duration, year on year comparison

DURATION	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
Average duration (days)	2.3	1.5	1.8	-0.5	-22.7%
<b>Total number of days worked</b>	<b>23,939</b>	<b>8,454</b>	<b>9,104</b>	<b>-14,835</b>	<b>-62.0%</b>

Year 11, 2022-23, Duration by works category

MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
21.7	6.1	1.3	1.2	1.0
<b>2,609</b>	<b>1,015</b>	<b>522</b>	<b>4,957</b>	<b>1</b>

Year 1, 2012-13, Duration by works category

MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
13.8	5.5	2.4	2.0	4.8
<b>2,214</b>	<b>1,541</b>	<b>1,325</b>	<b>18,225</b>	<b>634</b>

Difference, Year 10 - Year 1

MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
7.9	0.6	-1.2	-0.8	-3.8
<b>395</b>	<b>-526</b>	<b>-803</b>	<b>-13,268</b>	<b>-633</b>

Change (Yr 11 - Yr 10)	
0.3	20.0%
<b>650</b>	<b>7.7%</b>

Year 11, 2022-23, Duration by works category

MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
21.7	6.1	1.3	1.2	1.0
<b>2,609</b>	<b>1,015</b>	<b>522</b>	<b>4,957</b>	<b>1</b>

Year 10, 2021-22, Duration by works category

MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
21.5	4.7	1.3	1.0	1.5
<b>1,849</b>	<b>856</b>	<b>591</b>	<b>5,149</b>	<b>9</b>

Difference, Year 10 - Year 9

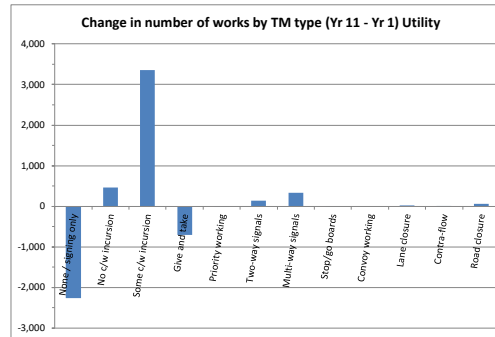
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
0.2	1.4		0.2	-0.5
<b>760</b>	<b>159</b>	<b>-69</b>	<b>-192</b>	<b>-8</b>



## Utility works promoters

Table A.10: Number of works by traffic management type, year on year comparison

TRAFFIC MANAGEMENT TYPE	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
None / signing only	2,257		465	-2,257	-100.0%
No c/w incursion		577	465		
Some c/w incursion		2,449	3,350	3,350	
Give and take	1,318	479	614	-704	-53.4%
Priority working	4	6	3	-1	-25.0%
Two-way signals	185	326	321	136	73.5%
Multi-way signals	123	294	453	330	268.3%
Stop/go boards	98	51	84	-14	-14.3%
Convoy working					
Lane closure	32	38	58	26	81.3%
Contra-flow	1	1	2	1	100.0%
Road closure	32	81	93	61	190.6%
Blank					
<b>Total</b>	<b>4,050</b>	<b>4,302</b>	<b>5,443</b>	<b>1,393</b>	<b>34.4%</b>



Change (Yr 11 - Yr 10)	
-112	-19.4%
901	36.8%
135	28.2%
-3	-50.0%
-5	-1.5%
159	54.1%
33	64.7%
20	52.6%
1	100.0%
12	14.8%
<b>1,141</b>	<b>26.5%</b>

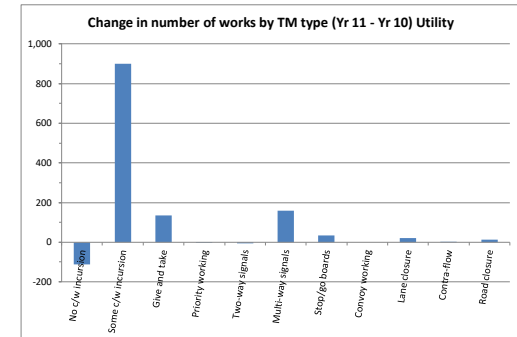
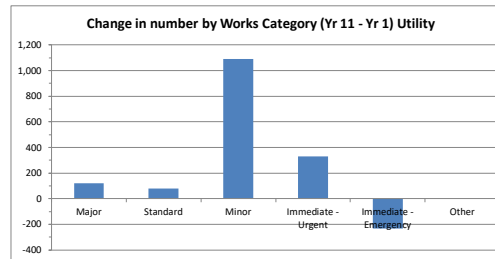


Table A.11: Number of works by works category, year on year comparison

WORKS STOPPED	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
Major	93	205	215	122	131.2%
Standard	337	244	416	79	23.4%
Minor	2,259	2,407	3,350	1,091	48.3%
Immediate - Urgent	877	1,171	1,209	332	37.9%
Immediate - Emergency	484	275	253	-231	-47.7%
Other					
<b>Total</b>	<b>4,050</b>	<b>4,302</b>	<b>5,443</b>	<b>1,393</b>	<b>34.4%</b>



Change (Yr 11 - Yr 10)	
10	4.9%
172	70.5%
943	39.2%
38	3.2%
-22	-8.0%
<b>1,141</b>	<b>26.5%</b>

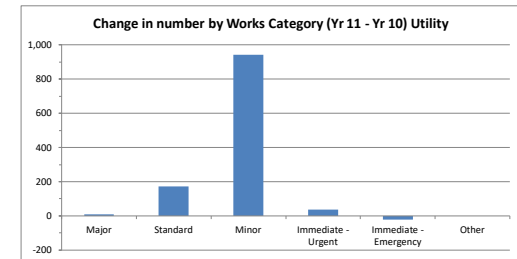


Table A.12: Average works duration, year on year comparison

DURATION	Year 1 2012-13	Year 10 2021-22	Year 11 2022-23	Change (Yr 11 - Yr 1)	
Average duration (days)	3.4	2.8	2.7	-0.7	-21.3%
<b>Total number of days worked</b>	<b>13,902</b>	<b>11,839</b>	<b>14,911</b>	<b>1,009</b>	<b>7.3%</b>

Year 11, 2022-23, Duration by works category				
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
9.8	5.1	1.6	3.4	4.8
<b>2,108</b>	<b>2,111</b>	<b>5,329</b>	<b>4,158</b>	<b>1,205</b>

Year 1, 2012-13, Duration by works category				
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
19.6	5.9	1.7	4.6	4.6
<b>1,822</b>	<b>1,978</b>	<b>3,851</b>	<b>4,018</b>	<b>2,233</b>

Difference, Year 10 - Year 1				
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
-9.8	-0.8	-0.1	-1.2	0.2
<b>286</b>	<b>133</b>	<b>1,478</b>	<b>140</b>	<b>-1,028</b>

Change (Yr 11 - Yr 10)	
-0.1	-3.6%
<b>3,072</b>	<b>25.9%</b>

Year 11, 2022-23, Duration by works category				
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
9.8	5.1	1.6	3.4	4.8
<b>2,108</b>	<b>2,111</b>	<b>5,329</b>	<b>4,158</b>	<b>1,205</b>

Year 10, 2021-22, Duration by works category				
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
10.3	5.2	1.5	3.4	3.6
<b>2,116</b>	<b>1,275</b>	<b>3,507</b>	<b>3,950</b>	<b>991</b>

Difference, Year 10 - Year 9				
MAJOR	STANDARD	MINOR	IMMED. (URGENT)	IMMED. (EMERG.)
-0.5	-0.1	0.1		1.2
<b>-8</b>	<b>836</b>	<b>1,822</b>	<b>208</b>	<b>214</b>

## APPENDIX B. SCHEME BENEFIT SUMMARY

NUMBER OF WORKS (number)			
	All works	Highway	Utility
Year 1, 2012-13	14,331	10,281	4,050
Year 10, 2021-22	10,116	5,814	4,302
Year 11, 2022-23	10,403	4,960	5,443
Change, Year 11 - Year 10	287	-854	1,141
Change (%)	2.8%	-14.7%	26.5%

AVERAGE DURATION (days)			
	All works	Highway	Utility
Year 1, 2012-13	2.6	2.3	3.4
Year 10, 2021-22	2.0	1.5	2.8
Year 11, 2022-23	2.3	1.8	2.7
Change (days), Year 11 - Year 10	0.3	0.3	-0.1

DAYS WORKED (days)			
	All works	Highway	Utility
Year 1, 2012-13	37,841	23,939	13,902
Year 10, 2021-22	20,293	8,454	11,839
Year 11, 2022-23	24,015	9,104	14,911
Change, Year 11 - Year 10	3,722	650	3,072
Change (%)	18.3%	7.7%	25.9%

