

Wirral Council

Permit Scheme Review

Years 4 to 6, 2020-23

GK-TC

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1 INTRODUCTION

1.1 Background

- 1.1.1 The Wirral Council Permit Scheme for Road & Street Activities went live on 16th October 2017.
- 1.1.2 The Permit Scheme legislation requires an annual review of Scheme performance in the first 3 years of operation and every 3 years thereafter.
- 1.1.3 The purpose of the annual review is to;
- Compare the scheme against the stated Scheme Objectives,
 - 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 (KPIs 1 – 3 & KPI 7),
 - Report the annual scheme benefit to all road users.
- 1.1.4 The performance of the scheme during the first three years of operation has been evaluated and reported in;
- *'The Wirral Permit Scheme for Road & Street Activities, 12 Month Review Report'*, January 2019, and;
 - *'The Wirral Permit Scheme for Road & Street Activities, Years 2 and 3 Review, 2018-20'*, October 2023.
- 1.1.5 These reports present a review of scheme performance in the first year and the combined analysis of scheme performance in Years 2 and 3, covering the period October 2017 to October 2020.

1.2 Years 4 to 6 review

- 1.2.1 This report presents the results of the review for the next three year period; Years 4 to 6.
- 1.2.2 The purpose of this review is to present the analysis of the scheme performance in the second three year period – covering October 2020 to October 2023 - and to recommend measures to further improve the performance of the Scheme in terms of the objectives stated in 1.1.3 above.

1.3 Report structure

- 1.3.1 The following chapters present the results of the review with respect to:
- Scheme objectives
 - Volume of works requiring a permit
 - Occupancy and duration of works
 - Key Performance Indicators
 - Preliminary review of fee income and costs
 - Conclusions & recommendations

2 OBJECTIVES

2.1 Scheme objectives

2.1.1 The specific objectives as set out in the '*Wirral Borough 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 Wirral Borough Council,
- 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.

2.2 Evaluation of objectives

2.2.1 Many of the scheme 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;

- Reduce occupation of the highway,
- Minimise/avoid/manage delays to all road users,
- Demonstrate parity for all activity promoters.

2.2.2 The occupancy of utility works is significantly lower than the noticing period in all years, with between 8,400 and 13,000 fewer days recorded for utility works, reducing by between 28% in Year 5 and 18% in the sixth year.

- 2.2.3 This scale of reduction will have reduced delays to transport users accordingly.
- 2.2.4 Others will require to be evaluated over the initial 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,
 - Improve safety for all road users by driving down non-compliance during inspections and FPN rates for signing and lighting failures, for example.
- 2.2.5 There were no collaborative working phases recorded during the last three years. This is notable given up to 80 collaborative working phases were reported in the third year.
- 2.2.6 The number of FPN given has increased significantly in Years 5 and 6, from fewer than 250 in each of the first four years to 1,385 in Year 5 and 1,471 in Year 6.
- 2.2.7 This is a result of an increase in the number of Street Works Inspectors employed and a strategic decision to begin issuing FPN for all non-compliance found following a grace period adopted in the early years to allow the permit scheme to bed in.

3 WORKS VOLUME

3.1 Data sources

3.1.1 Data reports extracted from Symology for the Years 4 to 6 review include:

- Works stopped notices, October 2020 – October 2023,
- Key Performance Indicators (KPI) reports, October 2020 – October 2023,
- NRSWA Noticing work stops notices, January 2015 – January 2017, performance benchmark against which to assess permit scheme benefits.

3.1.2 The purpose of the duration review is to quantify the benefit of the Permit Scheme in terms of a reduction in number of days worked on the road network during Years 4 to 6 of the scheme.

3.2 Volume

3.2.1 Figure 1 presents a comparison of the number of works completed in each of the second three years of operation of the Permit Scheme, with the noticing benchmark period data provided for comparison (covering noticing records for works completed between 2015-16).

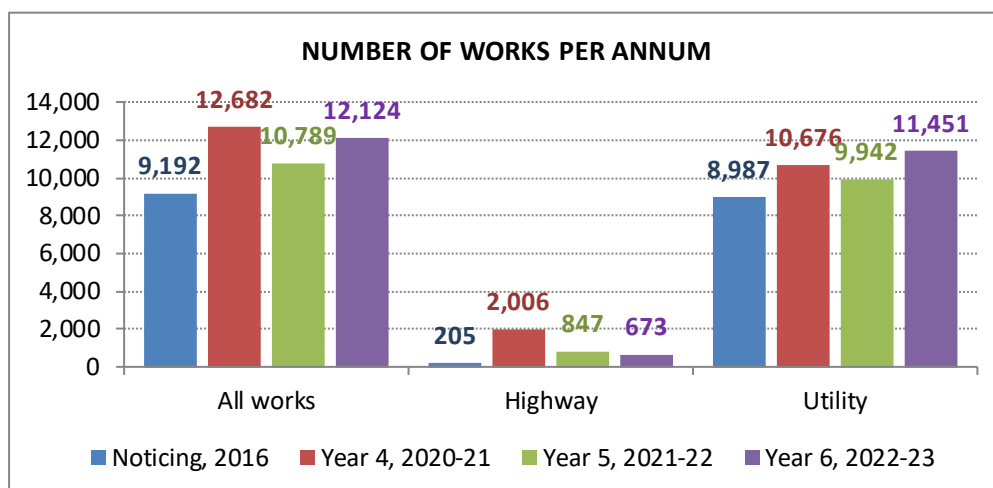


Figure 1 Number of completed works per annum

3.2.2 Year 4 reported the highest number works completed in the three year period, with more than 2,000 highway works completed. This is 38% higher than the number of works recorded in the equivalent noticing period. The number of works completed in Year 5 and Year 6 was 17% and 32%, respectively higher than the noticing benchmark.

3.2.3 The maximum number of utility works was recorded in the sixth year; over 1,500 more than completed in the previous year.

3.2.4 Year 4 recorded the highest number of highway authority works completed, at 2,006 compared with 847 and 673 recorded in the following two years.

3.2.5 Overall, highway works account for between 6% and 16% of all works completed in each year.

3.3 Occupancy

3.3.1 Figure 2 presents a comparison of the average duration of highway authority and utility works in each year.

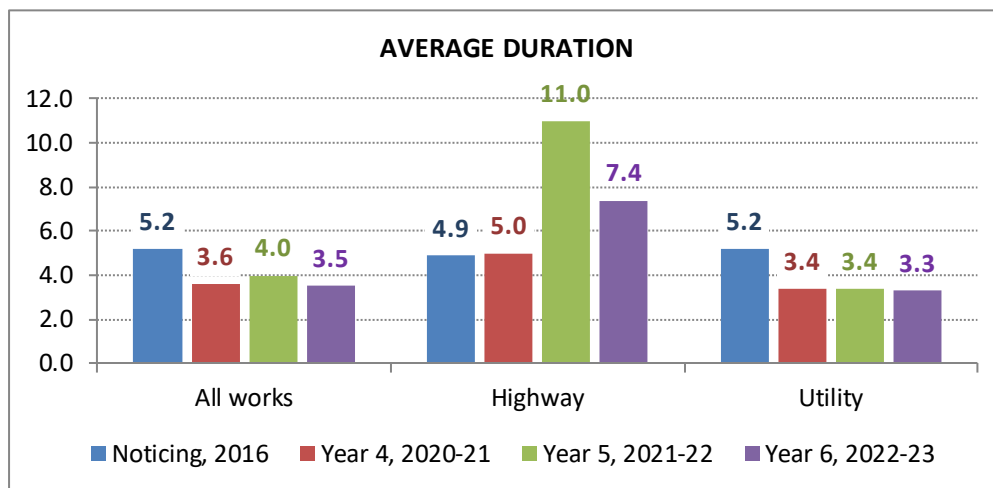


Figure 2 Average duration of works

3.3.2 Overall the average duration of works is lower than recorded under noticing. Utility works duration is very consistent in each year, at between 3.3 days and 3.4 days average.

3.3.3 There is more variation for completed highway works, with the average duration ranging from 5.0 days in Year 4 to 11.0 days in Year 5. The higher duration record in Years 5 and 6 is a result of the lower number of short duration Minor and Immediate works recorded in these years.

3.3.4 The total occupancy (number of days worked) in each year is shown in Figure 3.

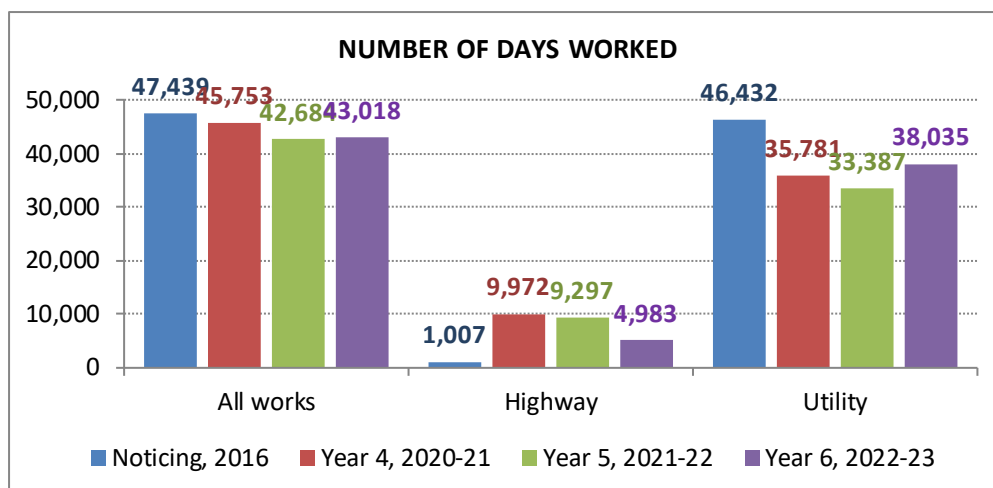


Figure 3 Number of days worked per annum

3.3.5 The total number of days worked in each year is lower than recorded under noticing. This is despite a significant increase in the number of days recorded for highway works.

3.3.6 Utility works show a significant reduction in occupancy, with 18% to 28% fewer days worked compared with the noticing benchmark period.

3.4 Years 1 to 6

3.4.1 The total occupancy (number of days worked) in each year is shown in Figure 4.

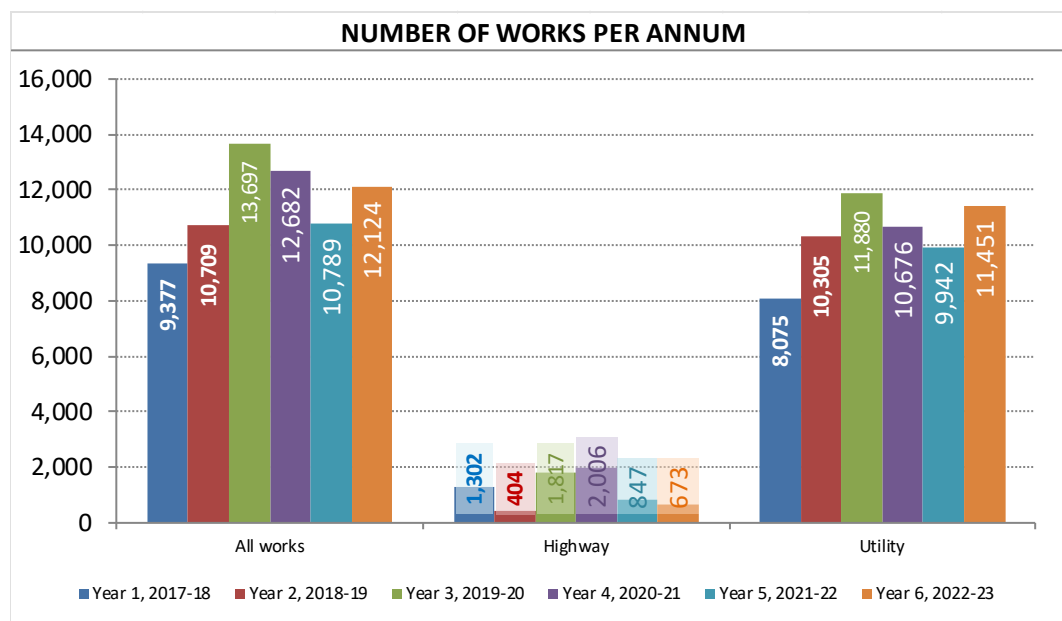


Figure 4 Works volume, Years 1 to 6

3.4.2 The comparison of works completed over the first six years shows the maximum number of works completed was recorded in Year 3, 2019-20. The number of utility works has increased significantly following a slow start to the scheme in the first year.

3.4.3 The total occupancy (number of days worked) in each year is shown in Figure 5.

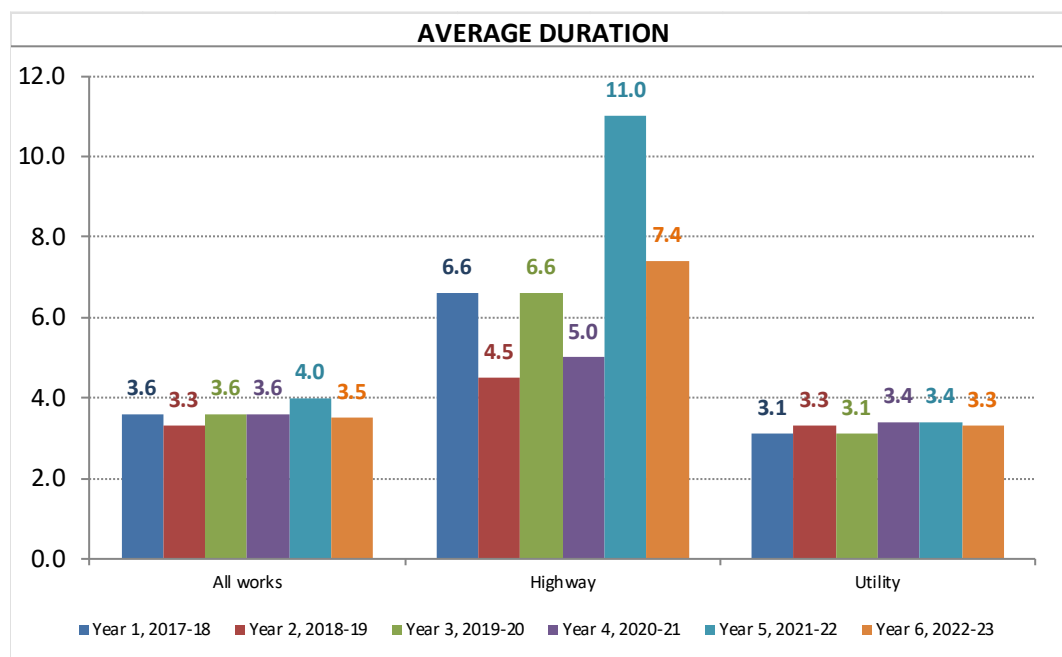


Figure 5 Average works duration, Years 1 to 6

3.4.4 The average duration of utility works has been very consistent, with between 3.1 and 3.4 days average recorded in each year.

3.4.5 The variation in average duration of highway works has contributed to slightly more variation in the duration of works overall.

3.4.6 The total occupancy (number of days worked) in each year is shown in Figure 6.

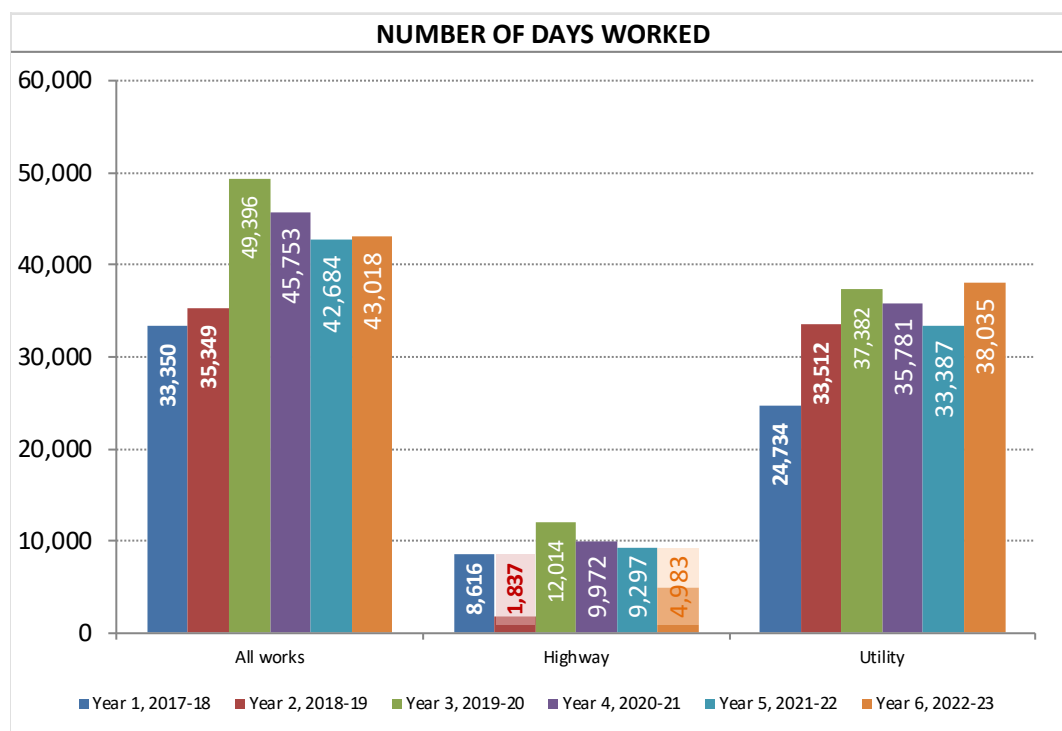


Figure 6 Total occupancy, Years 1 to 6

3.4.7 While the total number of days worked is higher between Years 3 and 6, this must be considered in the context of the increase in the number of works recorded over the same period.

3.4.8 The total number of days worked in Year 3 was higher than the number recorded under noticing, but this is due to a near 50% increase in the number of works completed in this year.

4 WORKS DURATION

4.1 Introduction

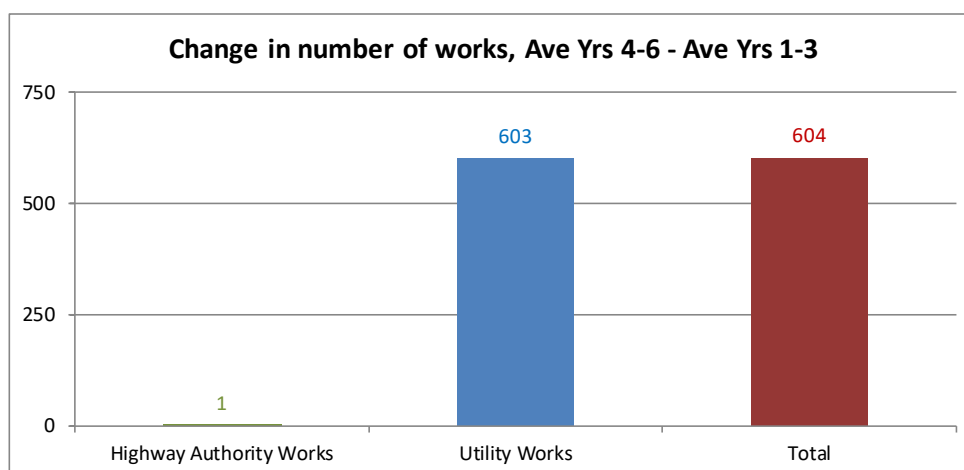
4.1.1 The scheme benefits analysis is presented in Appendix A and a detailed analysis of the works stopped records for all works and separately for highway and utility works is presented in the following sections.

4.2 Detailed - all works

4.2.1 The number of works completed in each year is presented in Table 1. The chart shows the difference between the average number in Years 1 to 3 works and the average number of works recorded in Years 4 to 6.

Table 1 Number of works completed

WORKS STOPPED	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Highway Authority Works	2,006	847	673	1,174	1,175
Utility Works	10,676	9,942	11,451	10,087	10,690
Total	12,682	10,789	12,124	11,261	11,865

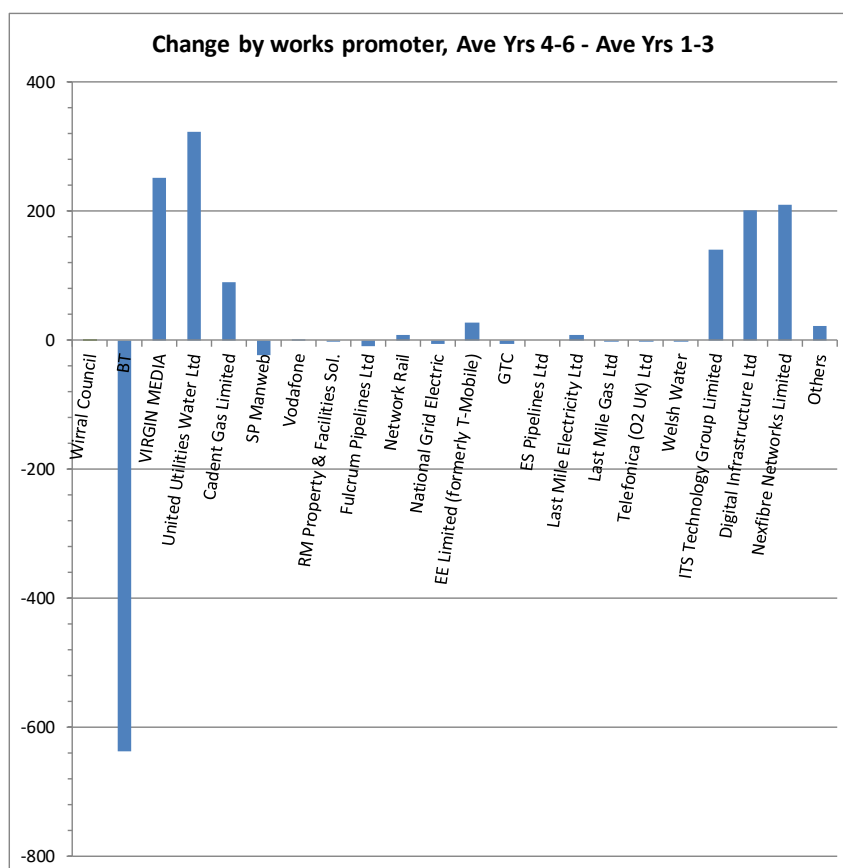


4.2.2 There is no change in the average number of highway works in each three year period. Utility works have increased by 603 or 6% in the second three year period.

4.2.3 The number of works recorded for each works promoter in Years 4, 5 and 6 is shown in Table 2. The accompanying chart compares the change in average number in each three year period.

Table 2 Number of works by promoter

PROMOTER	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Wirral Council	2,006	847	673	1,174	1,175
BT	3,275	2,061	2,279	3,175	2,538
VIRGIN MEDIA	1,238	1,050	1,064	866	1,117
United Utilities Water Ltd	3,710	4,132	4,450	3,774	4,097
Cadent Gas Limited	1,083	1,202	1,096	1,037	1,127
SP Manweb	1,210	971	1,083	1,112	1,088
Vodafone	42	25	15	27	27
RM Property & Facilities Sol.	2	4	4	4	3
Fulcrum Pipelines Ltd	1	1	2	10	1
Network Rail	17	41	52	29	37
National Grid Electric				6	
EE Limited (formerly T-Mobile)	61	41	24	15	42
GTC		1		7	1
ES Pipelines Ltd	5	5	7	6	6
Last Mile Electricity Ltd	7	10	12	2	10
Last Mile Gas Ltd	4	4		3	3
Telefonica (O2 UK) Ltd	1			2	0
Welsh Water	6	10	20	13	12
ITS Technology Group Limited		98	324		141
Digital Infrastructure Ltd		276	327		201
Nexfibre Networks Limited			630		210
Others	14	10	62	6	29
Total	12,682	10,789	12,124	11,266	11,866



- 4.2.4 The average number of BT works from Years 4 to 6 shows a reduction of 637 compared with Years 1 to 3. This is a result of an unusually high number of works completed in the third year. The 5,314 BT works completed in Year 3 is more than 2,000 higher than completed in any of the other 5 years the scheme has been running.
- 4.2.5 This large increase in the number of BT works is singularly responsible for the very high number of works completed in the third year.
- 4.2.6 Other changes are generally increases in during the second three year period, with large increases in the number of works completed by telecoms works promoters; for example, Virgin Media, ITS Technology Group and Nexfibre Networks.
- 4.2.7 The number of works completed by United Utilities Water Limited has increased from an average of 3,774 in the first three years to more than 4,000. The number of works completed by this promoter has increased steadily in Years 5 and 6, with 4,450 works complete in the sixth year.
- 4.2.8 A comparison of the total number of works completed by six promoter types in each year is shown in Figure 7.

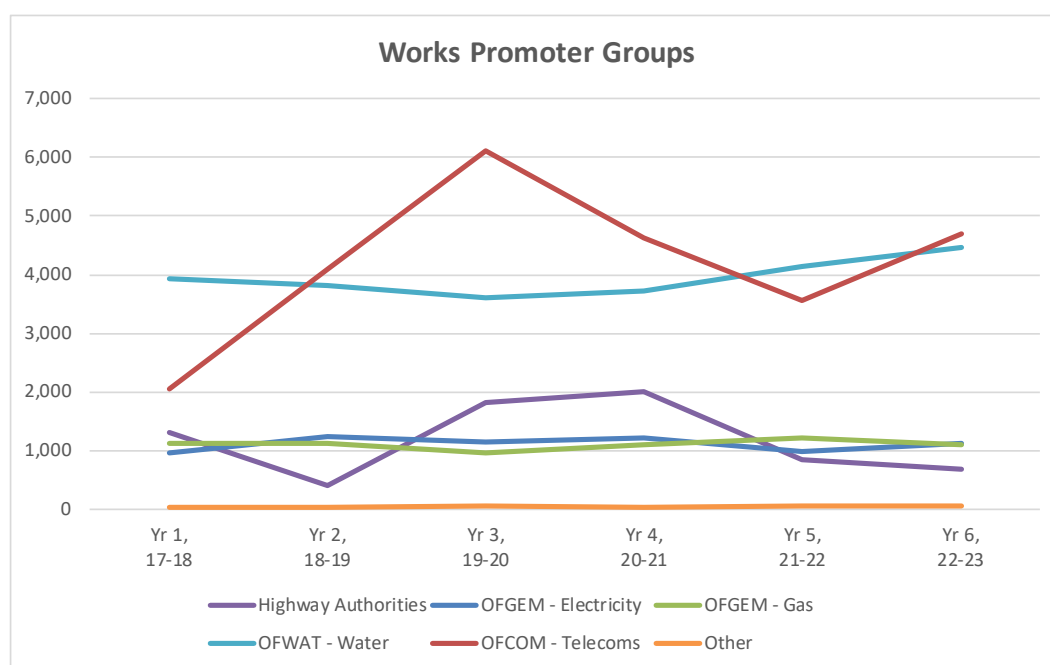
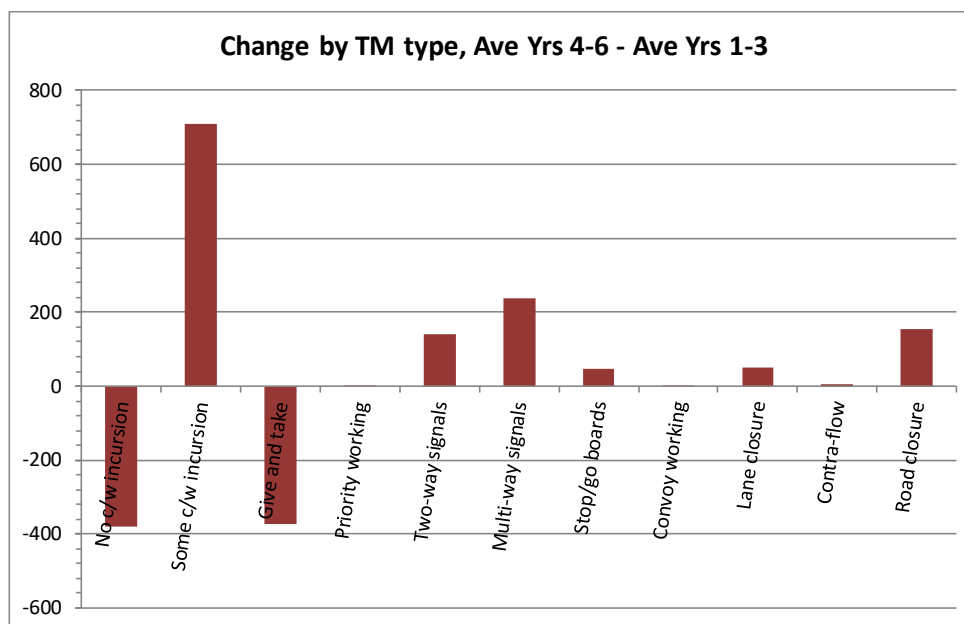


Figure 7 Works Promoter Groups

- 4.2.9 This chart shows the number of works completed by most groups is relatively stable year-on-year, other than a large increase in Telecoms works in Year 3 and a steady increase in works completed by Water utilities in Years 5 and 6.
- 4.2.10 The reduction in BT works completed since Year 3 has to a degree been offset by works completed by new Telecoms promoters in the last three years; including, ITS Technology Group, Digital Infrastructure Ltd and Nexfibre Networks Limited.
- 4.2.11 The breakdown of works by traffic management type is shown in Table 3. The accompanying chart also compares the average number recorded in each three year period.

Table 3 Traffic management type

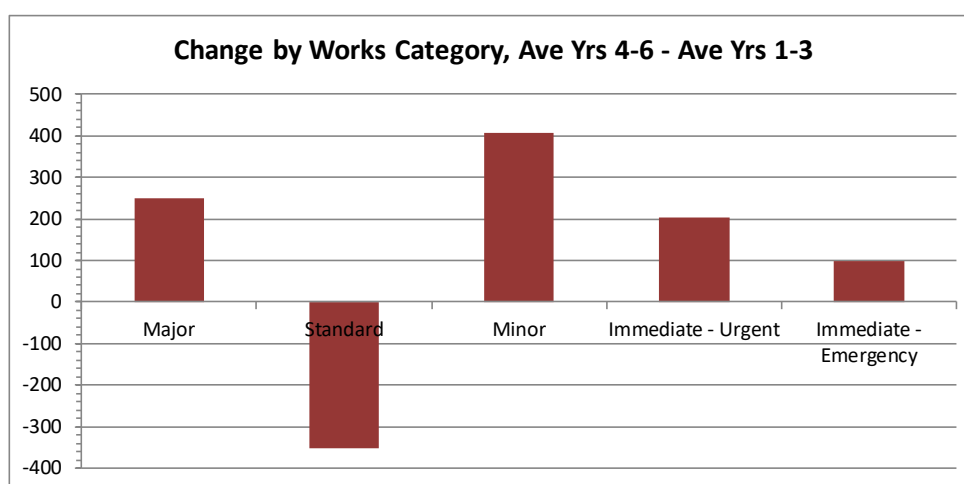
TM TYPE	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
No c/w incursion	2,820	1,264	1,194	2,139	1,759
Some c/w incursion	7,019	6,768	7,665	6,440	7,151
Give and take	1,101	1,012	1,317	1,516	1,143
Priority working	10	9	15	9	11
Two-way signals	444	449	518	329	470
Multi-way signals	644	640	833	468	706
Stop/go boards	123	96	89	56	103
Convoy working		1			0
Lane closure	279	168	189	160	212
Contra-flow	7	6	14	4	9
Road closure	235	376	278	140	296
Total	12,682	10,789	12,112	11,261	11,861



- 4.2.12 Since the first year, the scheme has seen a steady increase in the number of works requiring temporary traffic signal control. This trend has continued over the next three years, with the number of works operating with temporary traffic signals or stop/go boards totaling over 1,400 in the sixth year.
- 4.2.13 The number of road closures has also increased, with the average between Years 4 and 6 more than double the previous three year period.
- 4.2.14 The number of works operating with some carriageway incursion has also increased, with a corresponding reduction in give & take and no carriageway incursion tm types. This is logical given the increase in the number of telecoms works, which will often take place in the footway.
- 4.2.15 The number of works completed for each works category is shown in Table 4 and the accompanying chart.

Table 4 Works category

WORKS CATEGORY	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Major	694	860	472	426	675
Standard	1,530	633	1,019	1,413	1,061
Minor	6,753	5,771	6,659	5,988	6,394
Immediate - Urgent	3,163	2,893	3,298	2,916	3,118
Immediate - Emergency	542	632	676	518	617
Total	12,682	10,789	12,124	11,261	11,865



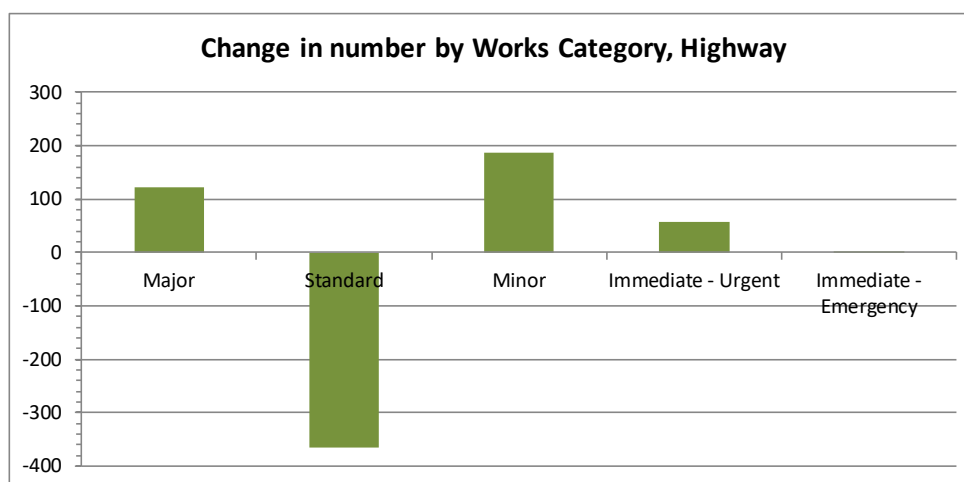
- 4.2.16 Years 4 and 5 saw a significant increase in the number of Major works, with the number recorded in Year 5 almost three times higher than recorded in the first year. The average number recorded between Years 4 and 6 is almost 60% higher than recorded in the first three years.
- 4.2.17 The reduction in average number of Standard works is a result of the high number of works completed in Year 3 pushing up the average between Years 1 and 3.
- 4.2.18 The number of works completed for the remaining works categories has been fairly consistent over the first six years of the scheme.
- 4.2.19 The full analysis of works stopped records is presented in Appendix B.

4.3 Highway works

- 4.3.1 The breakdown of highway works by category grouping is shown in Table 5 and the accompanying chart.

Table 5 Highway works categories

WORKS CATEGORY	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Major	311	312	110	122	244
Standard	753	38	105	664	299
Minor	926	328	429	375	561
Immediate - Urgent	16	168	25	12	70
Immediate - Emergency		1	4	2	2
Total	2,006	847	673	1,175	1,175



4.3.2 The overall change in average number of works follows a similar pattern to all works, with the average number of Major works doubling and a large reduction in the number of Standard works.

4.3.3 The average duration and total number of days worked on highway works in each year is shown in Table 6.

Table 6 Highway works occupancy

DURATION	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Average duration (days)	5.0	11.0	7.4	5.9	7.8
Total number of days worked	9,972	9,297	4,983	7,489	8,084

4.3.4 As reported in Section 3, the number and average duration of works has varied considerably year-on-year. However, the second three year period shows an increase in the number of days worked and the average duration. While the average number of works in each three year period is the same.

4.3.5 The comparison of total occupancy for each three year period is shown in Figure 8.

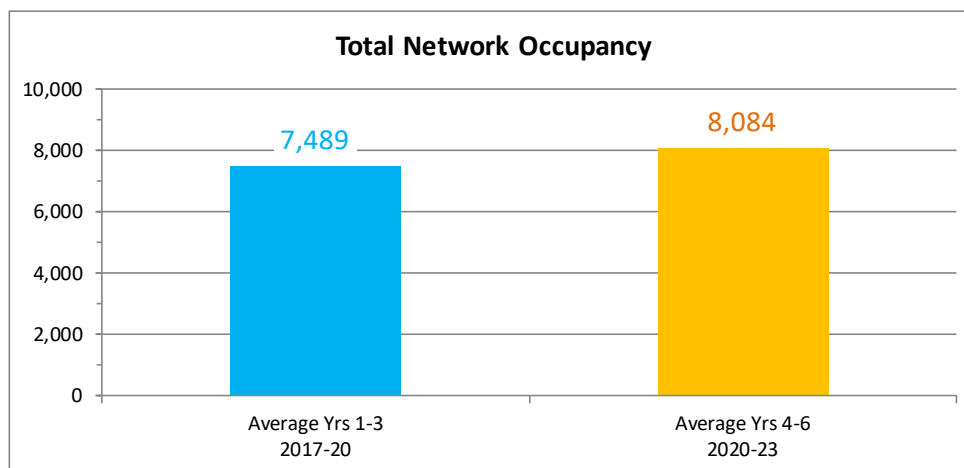


Figure 8 Total occupancy – highway works

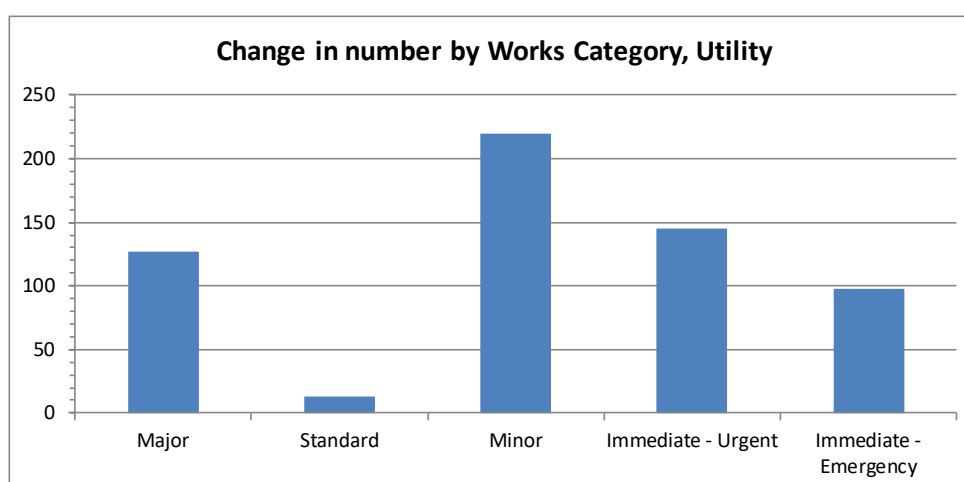
4.3.6 Average occupancy has increased by 595 days or 8% compared with the first three year period. The variation year by year is significant, so any comparison of average statistics should be considered carefully.

4.4 Utility works

4.4.1 The breakdown of utility works by category is shown in Table 7 and the accompanying chart.

Table 7 Utility works categories

WORKS CATEGORY	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Major	383	548	362	304	431
Standard	777	595	914	749	762
Minor	5,827	5,443	6,230	5,613	5,833
Immediate - Urgent	3,147	2,725	3,273	2,904	3,048
Immediate - Emergency	542	631	672	517	615
Total	10,676	9,942	11,451	10,087	10,690



- 4.4.2 The number and proportion of each works category has been relatively consistent over the first six years. The changes in average numbers are largely a result of the change in total number of utility works recorded in each year.
- 4.4.3 The biggest change is a 220 increase in the average number of Minor works. This is less than a 4% change.
- 4.4.4 The average duration and total number of days worked on utility works in each year is shown in Table 8.

Table 8 Utility works occupancy

DURATION	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23
Average duration (days)	3.4	3.4	3.3	3.2	3.4
Total number of days worked	35,781	33,387	38,035	31,876	35,734

- 4.4.5 The comparison of total occupancy for each three year period is shown in Figure 9.

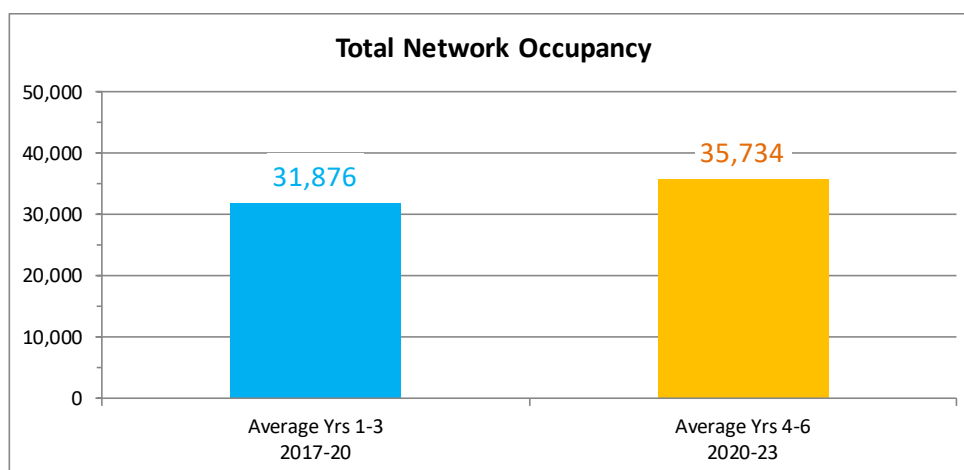


Figure 9 Total occupancy –utility works

- 4.4.6 The average duration of utility works has increased slightly in the second three year period, from 3.2 days to 3.4 days. This has increased the total occupancy for utility works by 3,858 days or 12% between Years 4 and 6.
- 4.4.7 However, the number of works completed has increased by 6% over the same period.
- 4.4.8 The increase in the number of longer duration Major works will have contributed to the overall average duration increase. However, it is recommended that consideration be given to challenging the proposed duration of utility works where appropriate to avoid the permit scheme benefits gained in the first six years eroding.

Recommendation Yr6-01: Consider challenging the proposed duration of utility works to avoid the permit scheme benefits gained in the first six years reducing slowly over time.

4.5 Cost Benefit

- 4.5.1 The CBA business case supporting the transition to a permit scheme was predicated on a 5% reduction in average works duration.
- 4.5.2 Discounting the highway works duration due to the significant variation in the number of Major and Standard works recorded in the first six years, the occupancy of works

completed by utilities works has reduced by between 28% in Year 5 and 18% in the sixth year when compared with the noticing benchmark period.

- 4.5.3 This is despite an increase in the number of utility works completed of between 11% and 27% in Years 5 and 6.
- 4.5.4 The CBA business case calculated the cost per day for each traffic management type on each street type. The financial benefit to road users of the Permit Scheme in each year is calculated as:
- Average monetary cost of works per day, £339 (source: CBA report 2010 prices, average cost of all works £1,832 divided by average duration 5.4 days)
 - **Year 4**, number of days saved under Permit Scheme, 10,651 - **monetary benefit to transport users, £3.6M per annum**
 - **Year 5**, number of days saved under Permit Scheme, 13,045 - **monetary benefit to transport users, £4.4M per annum**
 - **Year 6**, number of days saved under Permit Scheme, 8,397 - **monetary benefit to transport users, £2.8M per annum**
- 4.5.5 The combined benefit in the first three years was reported at £14.8M. The reduction to £10.9M in the next three year period is a result of the increase in number of works recorded between Years 4 to 6, increasing by 6% compared with the total recorded between Years 1 to 3.
- 4.5.6 These savings equates to between 16% and 25% of the overall cost of works calculated in the CBA prior to the introduction of the scheme (£17.5M per annum total cost to road users in a typical year).
- 4.5.7 While the benefits appear to have reduced in each year, this is a result in an increase in the number of works. Discounting the effect of this increase and using the change in average duration of works would result in a 37% reduction in effective occupancy in the fifth year rising to 42% in Year 6.
- 4.5.8 Using either calculation, the benefits achieved in each of the first three years is well above the 5% threshold required in the permit scheme guidelines.

5 KPI MONITORING

5.1 Introduction

5.1.1 The analysis of the Year 4 to 6 KPI data is presented for the following Key Performance Indicators;

- **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

5.1.2 The above data should be presented separately for highway authority and utility company applications to demonstrate parity in the application of the Scheme.

5.1.3 The following additional metrics have also been reported;

- **AM5**, the number of Fixed Penalty Notices (FPN) given, and a breakdown by works promoter
- **OM6**, the number of collaborative working phases
- **OM7**, the number of permit and variation applications deemed
- **TPI 1-9 & 13**, TPI occupancy and co-ordination report

5.2 KPI review

KPI 1, PA & PAA applications

5.2.1 The number and proportion of Permit and Permit Variation applications granted and refused is presented below.

5.2.2 Table 9 shows the breakdown of number of permit applications granted and refused.

Table 9 KPI 1, Permit applications granted and refused

PROMOTER TYPE	Year 4			Year 5			Year 6		
	Granted	Refused	Refused %	Granted	Refused	Refused %	Granted	Refused	Refused %
Highway Authority	3,597	197	4.5%	1,624	20	1.2%	1,717	27	1.5%
Utility	14,589	2,136	10.3%	13,727	562	3.0%	16,578	1,555	6.8%
ALL PROMOTERS	18,186	2,333	9.3%	15,351	582	2.9%	18,295	1,582	6.4%

5.2.3 The overall refusal rate for permit applications reduced in the fifth year with less than 3% of permit applications refused. Otherwise the refusal rate has been relatively consistent in the first six years with between 6.5% and 9.5% of all applications refused in each year.

5.2.4 The pattern is the same for highway authority and utility applications, with 1% to 4% of applications submitted on behalf of the highway authority refused and 3% to 10% of utility applications.

5.2.5 The number of applications refused in the fourth year remained high with 2,333 permit applications refused, compared with 2,383 permit applications refused in the third year.

5.2.6 Fewer than 1,600 permit applications were refused in the other years.

5.2.7 The refusal rates for each promoter group are compared on the chart in Figure 10.

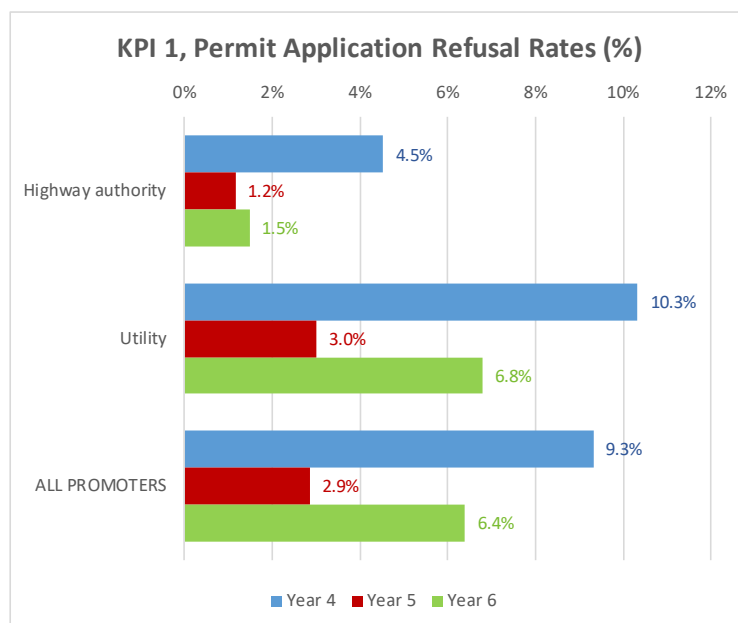


Figure 10: KPI 1, Permit Applications

- 5.2.8 The relatively low refusal rate for permit applications is a result of the Council actively working with all works promoters as soon as a permit application is submitted. An open and frank dialogue is applied daily through the team; the aspiration is if a Permit is submitted it should be in an acceptable form and set up to be granted.
- 5.2.9 This is reflected in the large number of permit modification requests (PMR) returned, increasing from just over 1,000 in the first year to more than 3,800 in the second three year period.
- 5.2.10 Year 6 recorded the highest number of PMR at 4,628 or almost 19% of permit applications submitted.

Table 10 KPI 1, Permit modification requests

PROMOTER TYPE	Year 4			Year 5			Year 6		
	Applications	PMR	PMR %	Applications	PMR	PMR %	Applications	PMR	PMR %
Highway Authority	4,347	149	3.4%	1,730	83	4.8%	1,830	72	3.9%
Utility	20,701	3,740	18.1%	18,662	4,144	22.2%	22,898	4,556	19.9%
ALL PROMOTERS	25,048	3,889	15.5%	20,392	4,227	20.7%	24,728	4,628	18.7%

KPI 2, Permit conditions

- 5.2.11 The number of conditions applied by condition type for highway and utility permit applications is shown in Table 11.

Table 11 KPI 2, Permit conditions

All Conditions	Year 4			Year 5			Year 6		
	HA	PU	All	HA	PU	All	HA	PU	All
TOTAL	1,278	26,502	27,780	51	21,277	21,328	858	25,605	26,463
	5%	95%		0%	100%		3%	97%	

- 5.2.12 Permit conditions are applied at an average rate of approximately 1.1 conditions per permit application in each year.

5.2.13 The majority of conditions relate to time and date constraints (NCT02a/b) and traffic space dimensions (NCT06a).

5.2.14 The vast majority of other permit conditions are applied to utility permits. Less than 5% of conditions were applied to highway permits in the third year, which make up a small proportion of all permits granted.

Recommendation Yr6-02: Review the permit conditions applied to granted permits to ensure all relevant conditions are applied to each.

KPI 3, Extension requests

5.2.15 The number of permit extension requests granted and refused are shown for all promoters, and separately for highway authority applications and for statutory undertakers in Table 12 and Figure 11.

Table 12 KPI 3, Permit extensions

PROMOTER TYPE	Year 4			Year 5			Year 6		
	Requests	Agreed	Refused %	Requests	Agreed	Refused %	Requests	Agreed	Refused %
Highway Authority	60	60	0.0%	28	28	0.0%	123	123	0.0%
Utility	706	695	1.6%	885	883	0.2%	1,258	1,254	0.3%
ALL PROMOTERS	766	755	1.4%	913	911	0.2%	1,381	1,377	0.3%

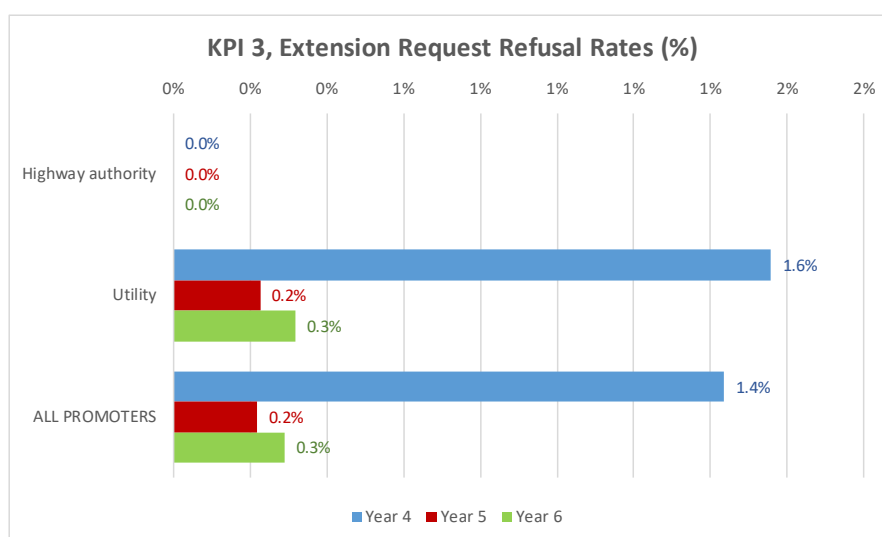


Figure 11: KPI 3, Permit Extensions

5.2.16 Between 90% and 95% of all requests to extend the duration of a permit in Years 4 to 6 were submitted by utilities.

5.2.17 Fewer than 1 in 50 of requests submitted by utilities in the second three year period were refused. No requests submitted by the highway authority were refused. This is a result of discussions with the permit team to check on suitability before a formal request is submitted.

AM5, Fixed Penalty Notices given

5.2.18 The number of FPN given in each year for non-compliance is shown in Figure 12.

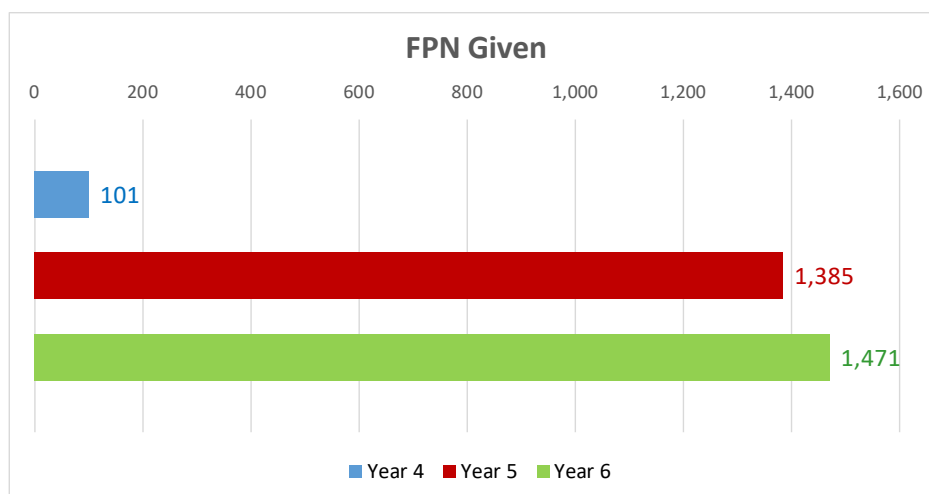


Figure 12: Fixed Penalty Notices Given

5.2.19 The number of FPN given has increased significantly in Years 5 and 6, from fewer than 250 in each of the first four years to 1,385 in Year 5 and 1,471 in Year 6.

5.2.20 This is a result of an increase in the number of Street Works Inspectors employed and a strategic decision to begin issuing FPN for all non-compliance found following a grace period adopted in the early years to allow the permit scheme to bed in.

OM6, Collaborative working

5.2.21 There were no collaborative working phases recorded during the last three years.

Recommendation Yr6-03: Monitor permit applications, particularly for connections to new developments to promote the use of collaborative working where practical.

OM7, Deemed permit applications

5.2.22 The number of permit and permit variation applications deemed in each year is shown in Table 13 and Figure 13.

Table 13 OM7, Number of applications deemed

PROMOTER TYPE	Year 4			Year 5			Year 6		
	Applications	Deemed	Deemed %	Applications	Deemed	Deemed %	Applications	Deemed	Deemed %
Highway Authority	4,347	404	9.3%	1,730	3	0.2%	1,830	14	0.8%
Utility	20,701	236	1.1%	18,662	229	1.2%	22,898	209	0.9%
ALL PROMOTERS	25,048	640	2.6%	20,392	232	1.1%	24,728	223	0.9%

5.2.23 The reduction in the number of deemed permit applications reported Years 2 and 3 has been maintained in the next three year period. Fewer than 3% of applications were deemed between Years 4 and 6.

5.2.24 Between 209 and 236 applications were deemed in each year. The majority of these are likely to be applications submitted when the department is closed between Christmas and New Year.

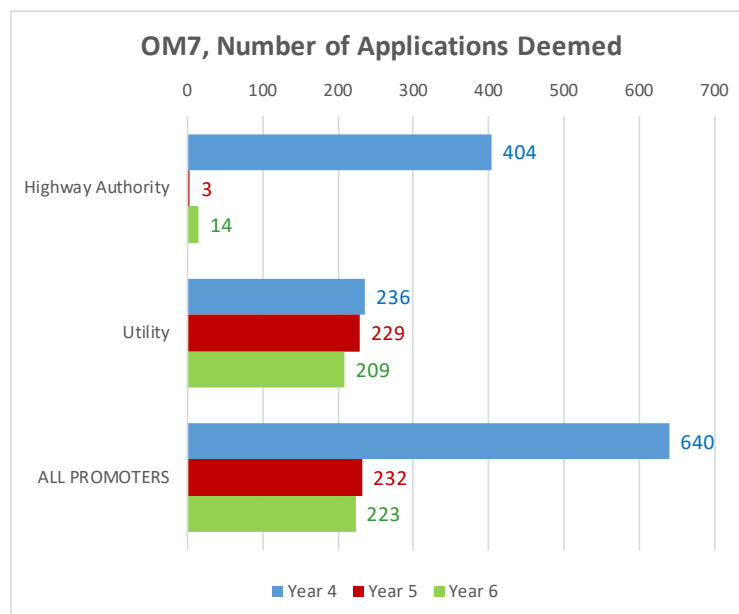


Figure 13: OM7, Deemed applications

5.3 TPI reports

5.3.1 The TPIs reported are;

- TPI 1, number of works phases started
- TPI 2, number of works phases completed
- TPI 3, days of occupancy
- TPI 4, average duration of completed works phases
- TPI 5, works phases completed after the reasonable period
- TPI 6, number of overrun days
- TPI 7, number of phase 1 registrations
- TPI 8, number of phase 1 permanent registrations
- TPI 9, incorrectly timed notices
- TPI 13, early start agreements

5.3.2 The analysis of the key TPI statistics are presented in Tables 14, 15 and 16 for Years 4, 5 and 6, respectively.

5.3.3 The key data presented includes the proportion of all works completed after the reasonable period and the proportion of permanent registrations completed at phase 1.

5.3.4 The detailed statistics for Years 4 to 6 are presented in Appendix C.

Table 14 Analysis of Key TPI, Year 4

	Proportion of Phases Completed to Started (2/1)	Proportion Completed After Reasonable Period (5/1)	Overrun Days as Proportion Phases Started (6/1)	Permanent Registrations as Proportion of Phase 1 Registrations (8/7)	Early Starts as Proportion of Works Phases Started (13/1)
BT [30]	100.6%	0.6%	1.4%	93.0%	1.9%
Cadent Gas Limited [10]	100.3%	1.2%	3.5%	94.4%	14.6%
DCWW [9107]	100.0%	0.0%	0.0%	100.0%	0.0%
Dept for Transport Stat Roads [7188]	100.0%	0.0%	0.0%	-	0.0%
Energy Assests Networks Ltd [7359]	100.0%	0.0%	0.0%	100.0%	100.0%
ES Pipelines Ltd [7260]	100.0%	0.0%	0.0%	60.0%	20.0%
ESP Electricity Ltd [7309]	100.0%	0.0%	0.0%	100.0%	33.3%
Fujitsu (Telecommunications Europe Ltd) [7238]	-	-	-	-	-
Fulcrum Pipelines Limited [7294]	100.0%	0.0%	0.0%	100.0%	0.0%
Grain Communications Ltd (was Solway) [7351]	0.0%	0.0%	0.0%	-	0.0%
Highways England [11]	100.0%	80.0%	2780.0%	-	0.0%
ITS Technology Group [7370]	0.0%	0.0%	0.0%	-	0.0%
Last Mile Electricity Limited [7269]	100.0%	0.0%	0.0%	60.0%	14.3%
Last Mile Gas Limited [7311]	100.0%	0.0%	0.0%	75.0%	50.0%
NETWORK RAIL -PROMOTERS NATIONAL [7093]	90.0%	0.0%	0.0%	0.0%	15.0%
New World Payphones Ltd [7226]	100.0%	0.0%	0.0%	100.0%	0.0%
Romec [7221]	100.0%	0.0%	0.0%	100.0%	0.0%
SCOTTISH POWER (MANWEB) [7008]	101.2%	0.8%	1.1%	98.6%	7.1%
Telefonica (O2 (UK) Limited) [7182]	100.0%	0.0%	0.0%	-	0.0%
T-Mobile (UK) Limited [7250]	100.0%	0.0%	0.0%	97.1%	12.5%
UNITED UTILITIES WATER LIMITED [9102]	100.0%	0.3%	0.4%	98.3%	2.2%
VIRGIN MEDIA [7160]	100.2%	0.1%	0.1%	94.7%	5.6%
Vodafone [7076]	100.0%	0.0%	0.0%	100.0%	15.8%
WIRRAL [4325]	96.7%	4.6%	59.2%	57.9%	73.0%
TOTAL	99.8%	1.2%	11.4%	90.2%	15.3%

- 5.3.5 The proportion of works phases completed to phases started in the fourth year is 99.8% overall.
- 5.3.6 The proportion of works completed after the reasonable period is very low at 1.2% overall, with no external works promoter higher than 1.2%.
- 5.3.7 Of the 1,452 overrun days in the fourth year, approximately three quarters occur on highway authority works.
- 5.3.8 The number of permanent registrations at phase 1 as a proportion of all phase 1 registrations remains high at 90% in the fourth year. The Wirral Council works percentage is lower due to works completions being recorded differently.
- 5.3.9 The number of early starts as a proportion of works phases started has increased from 7.7% in Year 3 to 15.3% in the fourth year.

Table 15 Analysis of Key TPI, Year 5

	Proportion of Phases Completed to Started (2/1)	Proportion Completed After Reasonable Period (5/1)	Overrun Days as Proportion Phases Started (6/1)	Permanent Registrations as Proportion of Phase 1 Registrations (8/7)	Early Starts as Proportion of Works Phases Started (13/1)
BT [30]	99.9%	0.8%	2.8%	86.3%	1.3%
Cadent Gas Limited [10]	100.3%	1.1%	3.8%	95.2%	19.4%
DCWW [9107]	100.0%	0.0%	0.0%	100.0%	25.0%
Dept for Transport Stat Roads [7188]	100.0%	0.0%	0.0%	-	0.0%
Digital Infrastructure [7518]	99.6%	3.3%	9.6%	96.0%	1.7%
ES Pipelines Ltd [7260]	100.0%	0.0%	0.0%	20.0%	0.0%
ESP Electricity Ltd [7309]	100.0%	0.0%	0.0%	100.0%	40.0%
Fujitsu (Telecommunications Europe Ltd) [7238]	-	-	-	-	-
Fulcrum Pipelines Limited [7294]	0.0%	0.0%	0.0%	-	100.0%
Grain Communications Ltd (was Solway) [7351]	-	-	-	-	-
GTC [7231]	100.0%	0.0%	0.0%	-	100.0%
Highways England [11]	50.0%	12.5%	312.5%	0.0%	0.0%
ITS Technology Group [7370]	100.0%	9.1%	49.5%	72.4%	38.4%
Last Mile Electricity Limited [7269]	100.0%	0.0%	0.0%	28.6%	33.3%
Last Mile Gas Limited [7311]	100.0%	0.0%	0.0%	33.3%	25.0%
NETWORK RAIL -PROMOTERS NATIONAL [7093]	100.0%	0.0%	0.0%	66.7%	9.3%
Romec [7221]	100.0%	0.0%	0.0%	100.0%	0.0%
SCOTTISH POWER (MANWEB) [7008]	98.6%	0.2%	0.7%	98.9%	4.4%
T-Mobile (UK) Limited [7250]	100.0%	0.0%	0.0%	100.0%	6.3%
UNITED UTILITIES WATER LIMITED [9102]	99.8%	0.1%	0.1%	98.2%	2.0%
VIRGIN MEDIA [7160]	99.5%	0.1%	0.1%	97.2%	2.5%
Vodafone [7076]	100.0%	0.0%	0.0%	92.9%	29.6%
WIRRAL [4325]	101.7%	15.1%	440.3%	29.8%	54.5%
TOTAL	99.8%	1.7%	35.6%	89.1%	8.6%

- 5.3.10 The proportion of works phases completed to phases started in the fifth year remains high at 99.8% overall.
- 5.3.11 The proportion of works completed after the reasonable period has increased slightly to 1.7% overall.
- 5.3.12 The number of overrun days increased in Year 5 from 1,452 days in Year 4 to 3,742 days. Over 3,500 of those days were recorded on Wirral Council jobs.
- 5.3.13 The number of permanent registrations at phase 1 as a proportion of all phase 1 registrations remains high at 89% in the fifth year.
- 5.3.14 The number of early starts as a proportion of works phases started has reduced to 8.6% of works phases started in Year 5.

Table 16 Analysis of Key TPI, Year 6

	Proportion of Phases Completed to Started (2/1)	Proportion Completed After Reasonable Period (5/1)	Overrun Days as Proportion Phases Started (6/1)	Permanent Registrations as Proportion of Phase 1 Registrations (8/7)	Early Starts as Proportion of Works Phases Started (13/1)
BT [30]	99.9%	0.4%	0.9%	96.4%	2.4%
Cadent Gas Limited [10]	99.9%	2.2%	15.7%	96.0%	15.6%
DCWW [9107]	100.0%	4.8%	4.8%	33.3%	19.0%
Digital Infrastructure [7518]	100.3%	0.6%	0.6%	94.7%	10.9%
Energy Assests Networks Ltd [7359]	100.0%	0.0%	0.0%	100.0%	0.0%
ES Pipelines Ltd [7260]	100.0%	0.0%	0.0%	33.3%	14.3%
ESP Electricity Ltd [7309]	100.0%	0.0%	0.0%	100.0%	100.0%
Freedom Fibre Limited [7539]	100.0%	0.0%	0.0%	100.0%	0.0%
Fujitsu (Telecommunications Europe Ltd) [7238]	-	-	-	-	-
Fulcrum Pipelines Limited [7294]	150.0%	0.0%	0.0%	100.0%	100.0%
Highways England [11]	100.0%	0.0%	0.0%	-	0.0%
Hutchison 3G UK Ltd [7264]	100.0%	0.0%	0.0%	94.4%	0.0%
Independent Next Generation Networks Ltd [7336]	100.0%	0.0%	0.0%	100.0%	0.0%
ITS Technology Group [7370]	100.3%	6.1%	16.3%	87.0%	10.5%
IX Wireless Limited [7377]	100.0%	0.0%	0.0%	50.0%	0.0%
Knowsley Metropolitan Borough Council [4305]	-	-	-	-	-
Last Mile Electricity Limited [7269]	100.0%	16.7%	83.3%	55.6%	41.7%
MURPHY POWER DISTRIBUTION [7366]	100.0%	0.0%	0.0%	83.3%	0.0%
NETWORK RAIL - PROMOTERS NATIONAL [7093]	102.0%	0.0%	0.0%	-	0.0%
New World Payphones Ltd [7226]	100.0%	0.0%	0.0%	100.0%	0.0%
Organisation 007348 [7348]	100.0%	0.0%	0.0%	100.0%	0.0%
Organisation 007560 [7560]	100.0%	0.0%	0.0%	100.0%	0.0%
Organisation 007562 [7562]	93.8%	2.3%	4.7%	85.5%	22.9%
Organisation 009103 [9103]	100.0%	0.0%	0.0%	100.0%	0.0%
Romec [7221]	100.0%	0.0%	0.0%	100.0%	0.0%
SCOTTISH POWER (MANWEB) [7008]	100.8%	0.8%	1.7%	96.9%	4.3%
T-Mobile (UK) Limited [7250]	100.0%	0.0%	0.0%	100.0%	13.6%
UNITED UTILITIES WATER LIMITED [9102]	100.5%	0.1%	0.3%	95.8%	1.2%
VIRGIN MEDIA [7160]	100.6%	0.2%	0.2%	95.4%	2.1%
Vodafone [7076]	100.0%	0.0%	0.0%	100.0%	12.5%
WIRRAL [4325]	89.0%	11.8%	113.6%	26.7%	41.8%
TOTAL	99.5%	1.3%	8.5%	92.2%	6.9%

- 5.3.15 The proportion of works phases completed to phases started in the fifth year remains high at 99.5% overall.
- 5.3.16 The proportion of works completed after the reasonable period has reduced slightly to 1.3% overall.
- 5.3.17 The number of overrun days reduced significantly in Year 6 from 3,742 days recorded in Year 5 to 1,025 days. The number of overrun days reported for Wirral Council jobs has reduced by over 2,800 days to 712 days in the sixth year.
- 5.3.18 The number of permanent registrations at phase 1 as a proportion of all phase 1 registrations remains high at 92% in the sixth year.
- 5.3.19 The number of early starts as a proportion of works phases started has reduced to 6.9% of works phases started in Year 6.

6 STAFFING & RESOURCE

6.1 Summary

6.1.1 The DfT Fees Matrix used to estimate staff numbers and set the permit fee charges has been re-run with the actual number of permit applications granted in each of the first three years, to determine;

- whether the staff numbers forecast in the business case are still appropriate;
- to quantify the operating cost of the scheme in each year;
- and to calculate the break-even permit fee based on current year staff costs.

6.1.2 The number of permit and permit variation applications granted in each year is shown in Table 17.

Table 17 Number of permit applications granted, 2017-23

Permit Year	Streets covered	Number of Permits Granted			Permit Variations
		All	Utility	Highway	Utilities
Year 1, 2017-18	Cat 0-2 & TS streets	2,196	1,875	322	1,303
	Cat 3&4 Non-TS streets	7,951	6,787	1,164	971
	Annual total	10,148	8,662	1,486	2,274
Year 2, 2018-19	Cat 0-2 & TS streets	2,574	2,470	104	1,303
	Cat 3&4 Non-TS streets	9,321	8,945	376	971
	Annual total	11,895	11,415	480	2,274
Year 3, 2019-20	Cat 0-2 & TS streets	3,308	2,844	464	665
	Cat 3&4 Non-TS streets	11,987	10,299	1,688	1,692
	Annual total	15,296	13,143	2,153	2,357
Year 4, 2020-21	Cat 0-2 & TS streets	4,452	3,816	636	2,226
	Cat 3&4 Non-TS streets	8,654	6,398	2,256	1,918
	Annual total	13,106	10,214	2,892	4,144
Year 5, 2021-22	Cat 0-2 & TS streets	3,453	3,019	434	2,366
	Cat 3&4 Non-TS streets	6,849	6,133	716	2,313
	Annual total	10,302	9,152	1,150	4,679
Year 6, 2022-23	Cat 0-2 & TS streets	4,142	3,517	625	2,815
	Cat 3&4 Non-TS streets	7,221	6,739	482	3,211
	Annual total	11,363	10,256	1,107	6,026

6.1.3 The CBA forecast the number of works completed by external works promoters at 9,058 in a typical year.

6.1.4 Following a significant increase in the number of permits granted of over 50% in Year 3, the number of permits granted in Years 4 to 6 has fallen back to between 6% and 18% higher than Year 1.

6.1.5 The number of permit variations granted in each year has continued to increase, to more than 50% of permits granted in the sixth year.

6.1.6 The CBA forecast the number of highway authority works at 8,958. This was based on a 50:50 split highway:utility and 359 highway works recorded in the noticing record plus 8,600 reactive maintenance repairs.

- 6.1.7 The actual number of highway permits has been significantly lower with between 1,107 and 2,892 highway permits granted between Years 4 and 6.

6.2 Staff Resource

- 6.2.1 The DfT Fees Matrix calculates the number of staff required to process the revised permit applications forecast.
- 6.2.2 The forecast permit activity used in the 2016 business case estimated a total number of full time equivalent (FTE) staff of 9.9 (shown in Table 18). 5.0 FTE staff would be required to process utility permit applications and 4.9 staff to process highway applications.

Table 18 2016 Business case staff resource forecast

FEES MATRIX DESIGNATION	All Works	Utilities
Street Works Officer	4.9	2.5
Street Works Co-ordinator	3.5	1.8
Traffic Manager	1.5	0.8
Full time equivalent staff	9.9	5.0

- 6.2.3 Using the actual number of utility and highway authority permit applications recorded in each year, the same Fees Matrix spreadsheet calculates the total number of FTE staff requirement at 6.5 to 7.7 (Table 19).

Table 19 Years 4 to 6 staff resource, 2020-23

FEES MATRIX DESIGNATION	Year 4, 2020-21		Year 5, 2021-22		Year 6, 2022-23	
	All Works	Utilities	All Works	Utilities	All Works	Utilities
Street Works Officer	3.6	2.7	3.0	2.5	3.1	2.6
Street Works Co-ordinator	2.8	2.1	2.4	2.0	2.5	2.0
Traffic Manager	1.3	0.9	1.1	0.9	1.1	0.8
Full time equivalent staff	7.7	5.7	6.5	5.3	6.6	5.4

- 6.2.4 The number of staff required to process highway authority permit applications ranged between 1.2 and 2.0 FTE – significantly lower than forecast but slightly higher than Years 1 to 3.
- 6.2.5 The number of staff required to process utility applications has reduced from a peak of 6.7 in Year 3 to between 5.3 and 5.7 fte between Years 4 and 6.
- 6.2.6 The number calculated from the Fees Matrix for the first six years is shown in Figure 14.

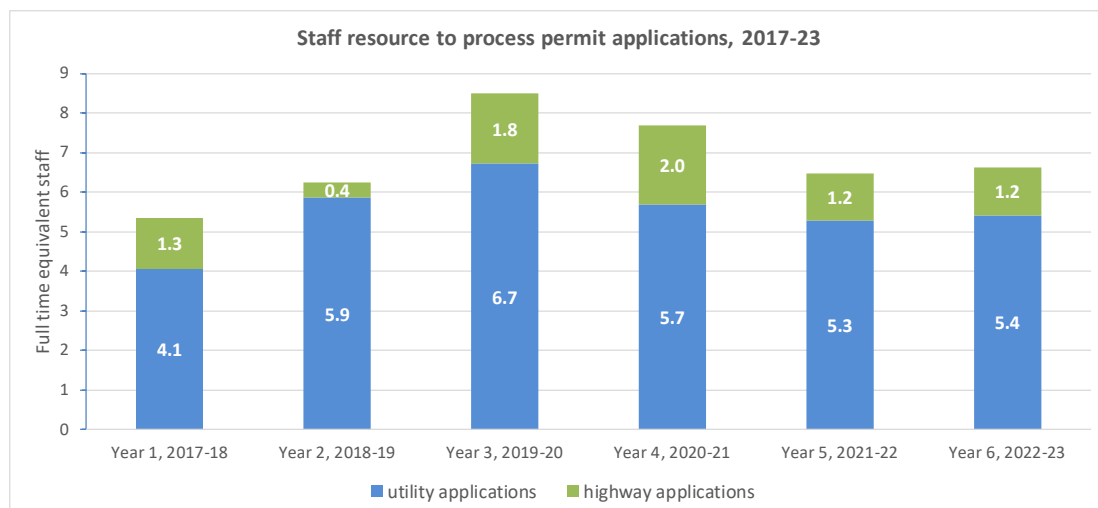


Figure 14: Number of full time staff required, Years 1 to 6

6.3 Operating costs

6.3.1 Using the same Fees Matrix spreadsheet, the operating costs to process all permits granted in each year are shown in Table 20.

Table 20 Years 4 to 6 operating costs, utility permits 2020-23

	NUMBER OF STAFF	EMPLOYEE COSTS		ALLOWABLE OVERHEADS		ADJUSTED SCHEME COST [E] [A]+[B]+[D]
		PERMIT APPLICATIONS [A]	PERMIT VARIATIONS [B]	PERMIT FEE SURCHARGE [C]	UTILITIES SHARE OF ACTUAL [D]	
Year 4, 2020-21	5.7	£421,829	£77,355	£52,381	£77,934	£577,118
Year 5, 2021-22	5.3	£408,097	£90,461	£52,897	£88,837	£587,395
Year 6, 2022-23	5.4	£452,375	£126,546	£60,889	£90,258	£669,179

6.3.2 The total cost to process all utility permits granted ranged from £577,118 in Year 4 to £669,179 in Year 6.

6.3.3 This is a significant increase from the first year operating cost of £441,228. The 52% increase in operating cost between Year 1 and Year 6 is a combination of several factors:

- An 18% increase in the number of utility permits granted
- The number of permits granted on Category 0-2 and Traffic Sensitive streets doubling
- An increase in salary costs between financial years 2015-16 (when the permit fees were set prior to the introduction of the scheme) and 2022-23 of up to 26% for Street Works Co-Ordinator's and Officers.

6.3.4 The permit fee surcharge recovered between £52,381 and £60,889 towards the utilities share of allowable costs in each year. The surcharge is approximately 8% of the total annual income.

6.3.5 The surcharge has under-recovered the utilities share of the allowable costs in the last three years.

Recommendation Yr6-04: Consider increasing the overhead surcharge from 8% at the next change of permit fee to ensure the utilities' share of allowable overheads is fully recovered in future years.

6.4 Fee income

6.4.1 The total permit fees billed in each year, after applying discounts for major works with duration less than 10 days and for working at non-traffic sensitive times, was;

- Year 4 **£588,202** – an 8% reduction from Year 3
- Year 5 **£681,836** – a 16% increase from Year 4
- Year 6 **£702,133** – a 3% increase from Year 5

6.4.2 Permit fee income billed in the second three year period is 18% higher than billed in the first three years.

6.4.3 Operating costs have only increased by 2.9% over the same period (ref. para. 2.4.8). The reduction in cost multiplier has contributed to a small surplus in each year for this review period.

6.4.4 The operating surplus/loss in each year between Years 4 and 6 is presented in the chart in Figure 15 below.

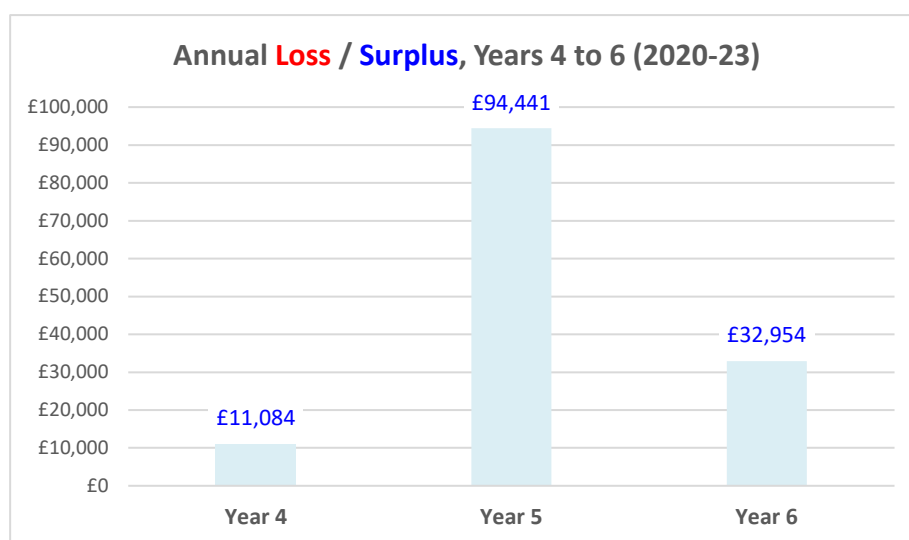


Figure 15: Operating loss/surplus, Years 4 to 6

6.4.5 A surplus of £138,479 is reported for Years 4 to 6. This combined with the £114,515 loss accumulated between Years 1 and 3 results in a small overall surplus of £23,964 to the end of Year 6. This is less than 1% of the total fee income billed in the first six years.

6.4.6 The Fees Matrix reports the permit fees required to achieve a break-even position with Year 6 operating costs are within £1 of the current fee structure for all but one permit type – applications for a Major permit on Category 0-2 and Traffic Sensitive streets.

6.4.7 With staff costs increasing further in the current year, 2023-24, the break-even fees are likely to be slightly higher than the current fees for all permit types.

6.4.8 Therefore, it is recommended that permit fees remain unchanged and any decision on adjusting fees be deferred until after the next scheduled full review at the end of Year 9 (2026).

Recommendation Yr6-05: No decision on adjustments to permit fees is required currently, in view of the small surplus accumulated to the end of Year 6. Undertake the next fee review at the end of Year 9, the next scheduled full permit scheme review.

7 CONCLUSIONS

7.1 Summary

- 7.1.1 The Wirral Council Permit Scheme for Road & Street Activities went live on 16th October 2017.
- 7.1.2 The Permit Scheme legislation requires an annual review of Scheme performance in the first 3 years of operation and every 3 years thereafter. The performance of the scheme during the first year of operation has been evaluated and reported.
- 7.1.3 The purpose of this review is to present the analysis of the scheme performance in the second three year period – covering October 2020 to October 2023 - and to recommend measures to further improve the performance of the Scheme.

7.2 Scheme benefits

- 7.2.1 Year 4 reported the highest number works completed in the three year period, with more than 2,000 highway works completed. This is 38% higher than the number of works recorded in the equivalent noticing period. The number of works completed in Year 5 and Year 6 was 17% and 32%, respectively higher than the noticing benchmark.
- 7.2.2 The maximum number of utility works was recorded in the sixth year; over 1,500 more than completed in the previous year.
- 7.2.3 Year 4 recorded the highest number of highway authority works completed, at 2,006 compared with 847 and 673 recorded in the following two years. Overall, highway works account for between 6% and 16% of all works completed in each year.
- 7.2.4 Overall the average duration of works is lower than recorded under noticing. Utility works duration is very consistent in each year, at between 3.3 days and 3.4 days average.
- 7.2.5 There is more variation for completed highway works, with the average duration ranging from 5.0 days in Year 4 to 11.0 days in Year 5.
- 7.2.6 The total number of days worked in each year is lower than recorded under noticing. This is despite a significant increase in the number of days recorded for highway works. Utility works show a significant reduction in occupancy, with 18% to 28% fewer days worked compared with the noticing benchmark period.
- 7.2.7 The CBA business case supporting the transition to a permit scheme was predicated on a 5% reduction in average works duration.
- 7.2.8 The CBA business case calculated the cost per day for each traffic management type on each street type. The financial benefit to road users of the Permit Scheme in each year is calculated as; the average monetary cost of works (£339 per day) multiplied by the number of days occupancy saved.
- 7.2.9 The monetary benefit to transport users varies between **£2.8M** in the sixth year and **£4.4M** in the fifth year. These savings equates to between 16% and 25% of the overall cost of works calculated in the CBA prior to the introduction of the scheme (£17.5M per annum total cost to road users in a typical year).
- 7.2.10 While the benefits appear to have reduced in each year, this is a result in an increase in the number of works. Discounting the effect of this increase and using the change in average duration of works would result in a 37% reduction in effective occupancy in the fifth year rising to 42% in Year 6.

- 7.2.11 Using either calculation, the benefits achieved in each of the first three years is well above the 5% threshold required in the permit scheme guidelines.

7.3 Recommendations

- 7.3.1 Five recommendations have been made to be taken forward into Year 7 as follows;

Duration and occupancy;

Recommendation Yr6-01: Consider challenging the proposed duration of utility works to avoid the permit scheme benefits gained in the first six years reducing slowly over time.

Key Performance Indicators;

Recommendation Yr6-02: Review the permit conditions applied to granted permits to ensure all relevant conditions are applied to each.

Recommendation Yr6-03: Monitor permit applications, particularly for connections to new developments to promote the use of collaborative working where practical.

Operating costs & income;

Recommendation Yr6-04: Consider increasing the overhead surcharge from 8% at the next change of permit fee to ensure the utilities' share of allowable overheads is fully recovered in future years.

Recommendation Yr6-05: No decision on adjustments to permit fees is required currently, in view of the small surplus accumulated to the end of Year 6. Undertake the next fee review at the end of Year 9, the next scheduled full permit scheme review.

7.4 Conclusions

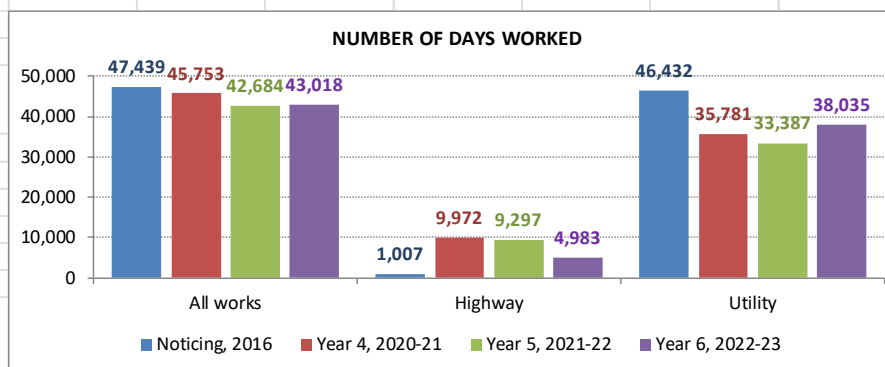
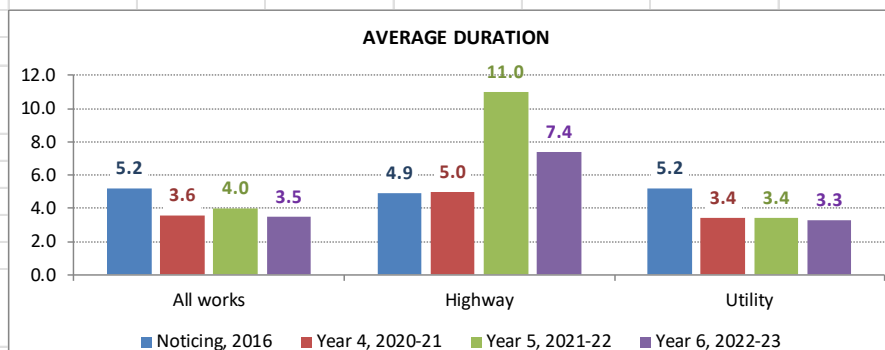
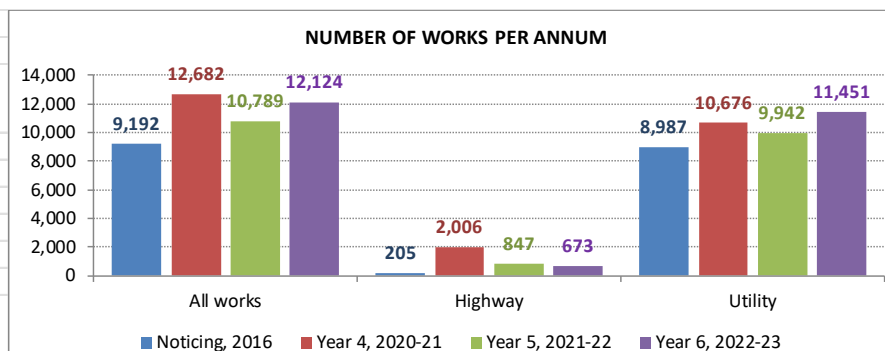
- 7.4.1 Monitoring the key performance indicators and evidence gained from the first three years of operation demonstrates that the Permit Scheme;
- improves coordination of activities
 - improves safety at road and street works
 - improves communication between authority and utility companies
 - reduces occupancy of the highway
 - improves accuracy of works records recorded in the Register
- 7.4.2 This review has demonstrated that Scheme has continued to achieve its stated objectives in the second three year period covering 2020-2023.

APPENDIX A. SCHEME BENEFIT SUMMARY

NUMBER OF WORKS (number)			
	All works	Highway	Utility
Noticing, 2016	9,192	205	8,987
Year 4, 2020-21	12,682	2,006	10,676
Year 5, 2021-22	10,789	847	9,942
Year 6, 2022-23	12,124	673	11,451
Change, Year 6 - Year 5	1,335	-174	1,509
Change (%)	12.4%	-20.5%	15.2%

AVERAGE DURATION (days)			
	All works	Highway	Utility
Noticing, 2016	5.2	4.9	5.2
Year 4, 2020-21	3.6	5.0	3.4
Year 5, 2021-22	4.0	11.0	3.4
Year 6, 2022-23	3.5	7.4	3.3
Change (days)	-0.5	-3.6	-0.1

DAYS WORKED (days)			
	All works	Highway	Utility
Noticing, 2016	47,439	1,007	46,432
Year 4, 2020-21	45,753	9,972	35,781
Year 5, 2021-22	42,684	9,297	33,387
Year 6, 2022-23	43,018	4,983	38,035
Change, Year 6 - Year 5	334	-4,314	4,648
Change (%)	0.8%	-46.4%	13.9%



APPENDIX B. YEARS 1-3 DETAILED ANALYSIS

All works promoters

Table A.1: Number of permits granted

PERMITS GRANTED	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Highway Authority Works	2,920	1,159	1,113	1,389	1,731	342	24.6%
Utility Works	10,298	9,238	10,354	9,501	9,963	462	4.9%
Total	13,218	10,397	11,467	10,890	11,694	804	7.4%

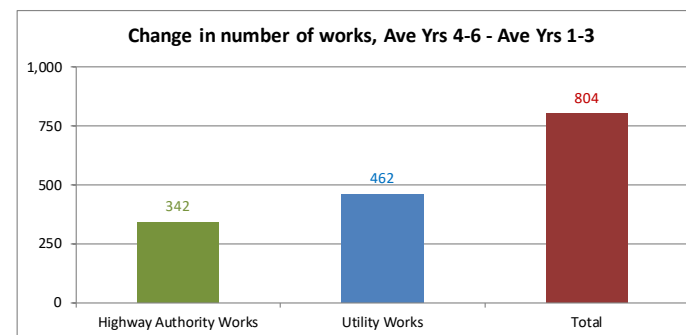


Table A.2: Number of works completed

WORKS STOPPED	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Highway Authority Works	2,006	847	673	1,174	1,175	1	0.1%
Utility Works	10,676	9,942	11,451	10,087	10,690	603	6.0%
Total	12,682	10,789	12,124	11,261	11,865	604	5.4%

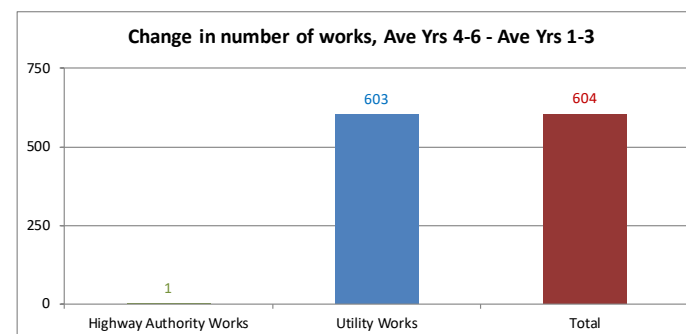


Table A.3: Number of works by Promoter

PROMOTER	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Wirral Council	2,006	847	673	1,174	1,175	1	0.1%
BT	3,275	2,061	2,279	3,175	2,538	-637	-20.1%
VIRGIN MEDIA	1,238	1,050	1,064	866	1,117	252	29.1%
United Utilities Water Ltd	3,710	4,132	4,450	3,774	4,097	324	8.6%
Cadent Gas Limited	1,083	1,202	1,096	1,037	1,127	90	8.7%
SP Manweb	1,210	971	1,083	1,112	1,088	-24	-2.1%
Vodafone	42	25	15	27	27	1	2.5%
RM Property & Facilities Sol.	2	4	4	4	3	-1	-16.7%
Fulcrum Pipelines Ltd	1	1	2	10	1	-9	-86.7%
Network Rail	17	41	52	29	37	8	26.4%
National Grid Electric				6		-6	-100.0%
EE Limited (formerly T-Mobile)	61	41	24	15	42	27	186.4%
GTC		1		7	1	-6	-85.7%
ES Pipelines Ltd	5	5	7	6	6		
Last Mile Electricity Ltd	7	10	12	2	10	8	383.3%
Last Mile Gas Ltd	4	4		3	3	0	-11.1%
Telefonica (O2 UK) Ltd	1			2	0	-2	-83.3%
Welsh Water	6	10	20	13	12	-1	-10.0%
ITS Technology Group Limited		98	324		141	141	
Digital Infrastructure Ltd		276	327		201	201	
Nexfibre Networks Limited			630		210	210	
Others	14	10	62	6	29	23	377.8%
Total	12,682	10,789	12,124	11,266	11,866	600	5.3%

Highway Authorities	2,012	851	676	1,175	1,180	5	0.4%
OFGEM - Electricity	1,221	986	1,111	1,120	1,106	-14	-1.3%
OFGEM - Gas	1,093	1,213	1,106	1,061	1,137	76	7.2%
OFWAT - Water	3,716	4,142	4,471	3,787	4,110	323	8.5%
OFCOM - Telecoms	4,621	3,552	4,704	4,084	4,292	208	5.1%
Other	19	45	56	33	40	7	21.2%

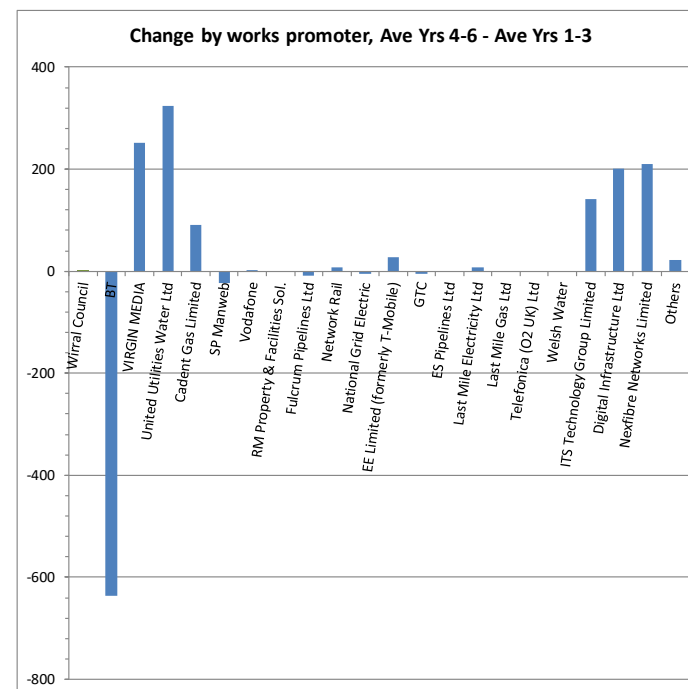


Table A.4: Number of works by traffic management type

TM TYPE	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
No c/w incursion	2,820	1,264	1,194	2,139	1,759	-379	-17.7%
Some c/w incursion	7,019	6,768	7,665	6,440	7,151	711	11.0%
Give and take	1,101	1,012	1,317	1,516	1,143	-372	-24.6%
Priority working	10	9	15	9	11	2	21.4%
Two-way signals	444	449	518	329	470	141	43.0%
Multi-way signals	644	640	833	468	706	238	50.8%
Stop/go boards	123	96	89	56	103	46	82.2%
Convoy working		1			0	0	
Lane closure	279	168	189	160	212	52	32.5%
Contra-flow	7	6	14	4	9	5	107.7%
Road closure	235	376	278	140	296	156	111.7%
Total	12,682	10,789	12,112	11,261	11,861	600	5.3%

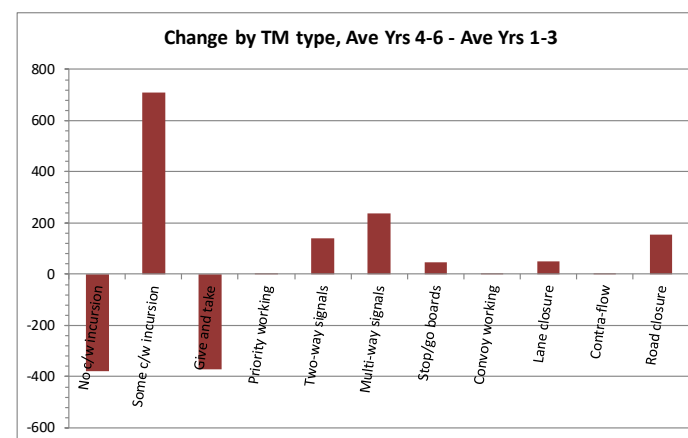


Table A.5: Number of works by works category

WORKS CATEGORY	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Major	694	860	472	426	675	249	58.5%
Standard	1,530	633	1,019	1,413	1,061	-353	-25.0%
Minor	6,753	5,771	6,659	5,988	6,394	406	6.8%
Immediate - Urgent	3,163	2,893	3,298	2,916	3,118	202	6.9%
Immediate - Emergency	542	632	676	518	617	99	19.0%
Total	12,682	10,789	12,124	11,261	11,865	604	5.4%

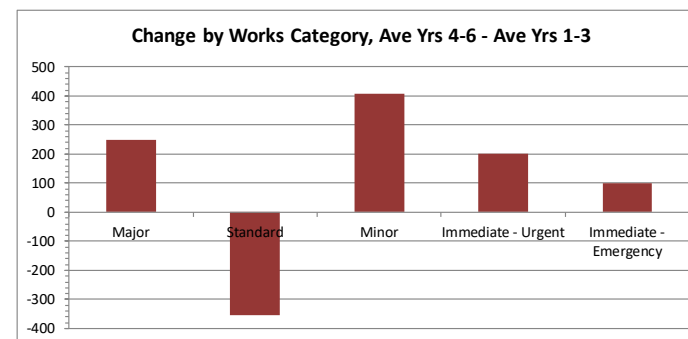
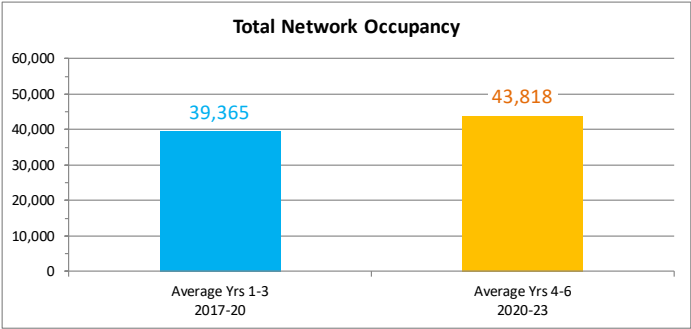


Table A.6: Average works duration

DURATION	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff
Average duration (days)	3.6	4.0	3.5	3.5	3.7	0.2
Total number of days worked	45,753	42,684	43,018	39,365	43,818	4,453

5.7%

11.3%



Highway authority works promoter

Table A.7: Number of works by traffic management type, highway

TM TYPE	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
No c/w incursion	54	19	26	195	33	-162	-83.1%
Some c/w incursion	1,688	556	316	614	853	239	39.0%
Give and take	4	10	3	213	6	-208	-97.3%
Priority working		1		1	0	0	-50.0%
Two-way signals	22	50	86	26	53	26	100.0%
Multi-way signals	23	19	106	8	49	41	516.7%
Stop/go boards	23	11	28	9	21	11	121.4%
Convoy working							
Lane closure	142	30	48	82	73	-9	-10.6%
Contra-flow							
Road closure	50	151	60	26	87	61	239.0%
Total	2,006	847	673	1,174	1,175	1	0.1%

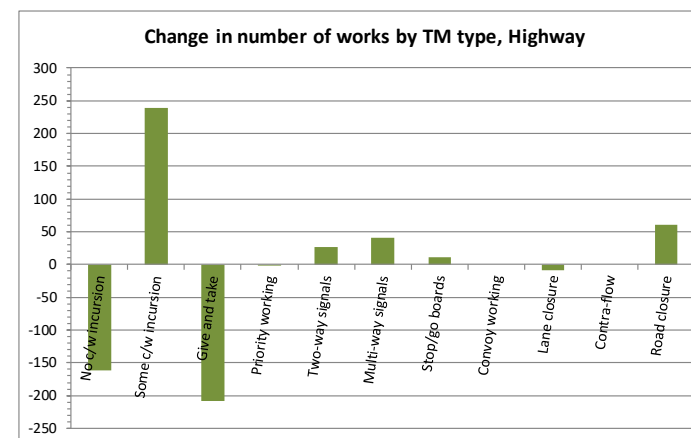


Table A.8: Number of works by works category, highway

WORKS CATEGORY	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Major	311	312	110	122	244	122	99.7%
Standard	753	38	105	664	299	-366	-55.0%
Minor	926	328	429	375	561	186	49.7%
Immediate - Urgent	16	168	25	12	70	58	480.6%
Immediate - Emergency		1	4	2	2	0	11.1%
Total	2,006	847	673	1,175	1,175	1	0.0%

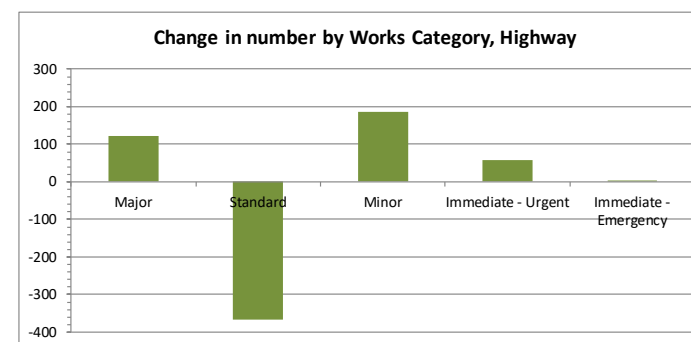
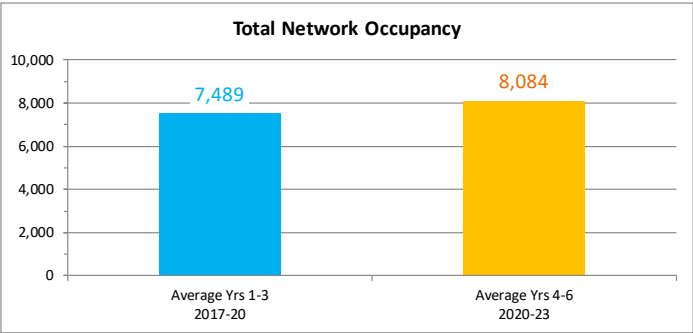


Table A.9: Average works duration, highway

DURATION	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff
Average duration (days)	5.0	11.0	7.4	5.9	7.8	1.9
Total number of days worked	9,972	9,297	4,983	7,489	8,084	595

31.5%

7.9%



Utility works promoters

Table A.10: Number of works by traffic management type, utilities

TM TYPE	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
No c/w incursion	2,766	1,245	1,168	1,944	1,726	-217	-11.2%
Some c/w incursion	5,331	6,212	7,349	5,826	6,297	472	8.1%
Give and take	1,097	1,002	1,314	1,302	1,138	-165	-12.6%
Priority working	10	8	15	9	11	2	26.9%
Two-way signals	422	399	432	303	418	115	38.0%
Multi-way signals	621	621	727	460	656	196	42.7%
Stop/go boards	100	85	61	47	82	35	74.5%
Convoy working		1			0	0	
Lane closure	137	138	141	78	139	61	77.8%
Contra-flow	7	6	14	4	9	5	107.7%
Road closure	185	225	218	114	209	95	83.1%
Total	10,676	9,942	11,439	10,087	10,686	599	5.9%

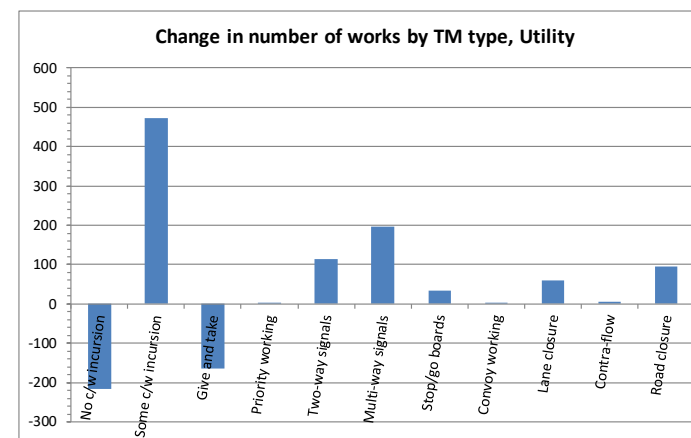


Table A.11: Number of works by works category, utilities

WORKS CATEGORY	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Major	383	548	362	304	431	127	41.9%
Standard	777	595	914	749	762	13	1.7%
Minor	5,827	5,443	6,230	5,613	5,833	220	3.9%
Immediate - Urgent	3,147	2,725	3,273	2,904	3,048	145	5.0%
Immediate - Emergency	542	631	672	517	615	98	19.0%
Total	10,676	9,942	11,451	10,087	10,690	603	6.0%

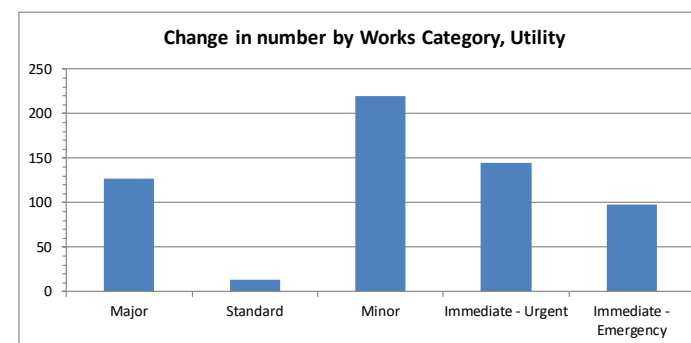
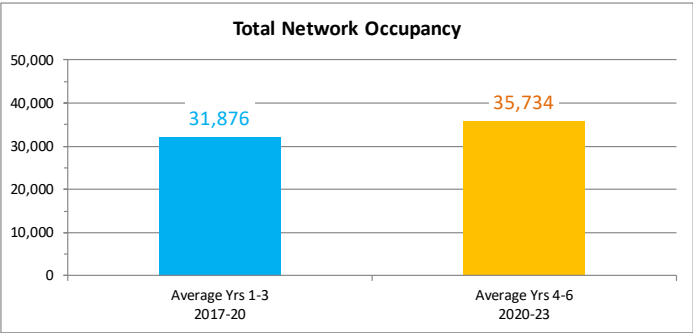


Table A.12: Average works duration, utilities

DURATION	Permits Yr 4 2020-21	Permits Yr 5 2021-22	Permits Yr 6 2022-23	Average Yrs 1-3 2017-20	Average Yrs 4-6 2020-23	Diff	
Average duration (days)	3.4	3.4	3.3	3.2	3.4	0.2	6.3%
Total number of days worked	35,781	33,387	38,035	31,876	35,734	3,858	12.1%



APPENDIX C. TPI OCCUPANCY & CO-ORDINATION REPORTS**Year 4, 2020-21**

	1 - Works Phases Started	2 - Works Phases Completed	3 - Days of Occupancy	4 - Average Duration of Completed Works Phases	5 - Works Phases Completed After the Reasonable Period	6 - Overrun Days	7 - Number of Phase 1 Registrations	8 - Number of Phase 1 Permanent Registrations	9 - Incorrectly Timed Notices	13 - Early Start Agreements	Proportion of Phases Completed to Started (2/1)	Proportion Completed After Reasonable Period (5/1)	Overrun Days as Proportion Phases Started (6/1)	Permanent Registrations as Proportion of Phase 1 Registrations (8/7)	Early Starts as Proportion of Works Phases Started (13/1)
BT [30]	3,385	3,406	19,426	8.6	20	49	2,671	2,484	1,244	65	100.6%	0.6%	1.4%	93.0%	1.9%
Cadent Gas Limited [10]	1,081	1,084	14,929	43.4	13	38	974	919	1,584	158	100.3%	1.2%	3.5%	94.4%	14.6%
DCWW [9107]	6	6	6	4.0	0	0	2	2	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
Dept for Transport Stat Roads [7188]	1	1	1	1.0	0	0	0	0	0	0	100.0%	0.0%	0.0%	-	0.0%
Energy Assests Networks Ltd [7359]	1	1	5	5.0	0	0	1	1	0	1	100.0%	0.0%	0.0%	100.0%	100.0%
ES Pipelines Ltd [7260]	5	5	57	31.0	0	0	5	3	2	1	100.0%	0.0%	0.0%	60.0%	20.0%
ESP Electricity Ltd [7309]	3	3	30	19.5	0	0	2	2	0	1	100.0%	0.0%	0.0%	100.0%	33.3%
Fujitsu (Telecommunications Europe Ltd) [7238]	0	0	365	0.0	0	0	0	0	0	0	-	-	-	-	-
Fulcrum Pipelines Limited [7294]	1	1	4	4.0	0	0	1	1	2	0	100.0%	0.0%	0.0%	100.0%	0.0%
Grain Communications Ltd (was Solway) [7351]	1	0	58	0.0	0	0	0	0	1	0	0.0%	0.0%	0.0%	-	0.0%
Highways England [11]	5	5	181	46.8	4	139	0	0	9	0	100.0%	80.0%	2780.0%	-	0.0%
ITS Technology Group [7370]	2	0	15	0.0	0	0	0	0	0	0	0.0%	0.0%	0.0%	-	0.0%
Last Mile Electricity Limited [7269]	7	7	96	40.0	0	0	5	3	2	1	100.0%	0.0%	0.0%	60.0%	14.3%
Last Mile Gas Limited [7311]	4	4	31	11.7	0	0	4	3	1	2	100.0%	0.0%	0.0%	75.0%	50.0%
NETWORK RAIL -PROMOTERS NATIONAL [7093]	20	18	815	6.6	0	0	1	0	17	3	90.0%	0.0%	0.0%	0.0%	15.0%
New World Payphones Ltd [7226]	5	5	9	6.0	0	0	5	5	2	0	100.0%	0.0%	0.0%	100.0%	0.0%
Romec [7221]	2	2	2	2.0	0	0	2	2	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
SCOTTISH POWER (MANWEB) [7008]	1,190	1,204	13,538	24.5	9	13	1,060	1,045	71	84	101.2%	0.8%	1.1%	98.6%	7.1%
Telefonica (O2 (UK) Limited) [7182]	1	1	2	2.0	0	0	0	0	0	0	100.0%	0.0%	0.0%	-	0.0%
T-Mobile (UK) Limited [7250]	56	56	463	6.7	0	0	34	33	3	7	100.0%	0.0%	0.0%	97.1%	12.5%
UNITED UTILITIES WATER LIMITED [9102]	3,686	3,686	24,138	18.3	10	14	3,348	3,291	131	82	100.0%	0.3%	0.4%	98.3%	2.2%
VIRGIN MEDIA [7160]	1,241	1,243	6,468	8.9	1	1	1,081	1,024	17	69	100.2%	0.1%	0.1%	94.7%	5.6%
Vodafone [7076]	38	38	105	9.0	0	0	16	16	12	6	100.0%	0.0%	0.0%	100.0%	15.8%
WIRRAL [4325]	2,025	1,959	102,231	28.1	93	1,198	1,630	943	2,160	1,478	96.7%	4.6%	59.2%	57.9%	73.0%
TOTAL	12,766	12,735	182,975	18.6	150	1,452	10,842	9,777	5,258	1,958	99.8%	1.2%	11.4%	90.2%	15.3%

Year 5, 2021-22

	1 - Works Phases Started	2 - Works Phases Completed	3 - Days of Occupancy	4 - Average Duration of Completed Works Phases	5 - Works Phases Completed After the Reasonable Period	6 - Overrun Days	7 - Number of Phase 1 Registrations	8 - Number of Phase 1 Permanent Registrations	9 - Incorrectly Timed Notices	13 - Early Start Agreements	Proportion of Phases Completed to Started (2/1)	Proportion Completed After Reasonable Period (5/1)	Overrun Days as Proportion Phases Started (6/1)	Permanent Registrations as Proportion of Phase 1 Registrations (8/7)	Early Starts as Proportion of Works Phases Started (13/1)
BT [30]	1,967	1,966	17,003	8.7	15	55	1,375	1,186	832	25	99.9%	0.8%	2.8%	86.3%	1.3%
Cadent Gas Limited [10]	1,176	1,179	16,535	46.2	13	45	914	870	1,459	228	100.3%	1.1%	3.8%	95.2%	19.4%
DCWW [9107]	8	8	8	4.0	0	0	1	1	0	2	100.0%	0.0%	0.0%	100.0%	25.0%
Dept for Transport Stat Roads [7188]	1	1	1	1.0	0	0	0	0	0	0	100.0%	0.0%	0.0%	-	0.0%
Digital Infrastructure [7518]	240	239	424	3.5	8	23	200	192	84	4	99.6%	3.3%	9.6%	96.0%	1.7%
ES Pipelines Ltd [7260]	5	5	66	23.3	0	0	5	1	0	0	100.0%	0.0%	0.0%	20.0%	0.0%
ESP Electricity Ltd [7309]	5	5	37	28.5	0	0	3	3	1	2	100.0%	0.0%	0.0%	100.0%	40.0%
Fujitsu (Telecommunications Europe Ltd) [7238]	0	0	365	0.0	0	0	0	0	0	0	-	-	-	-	-
Fulcrum Pipelines Limited [7294]	1	0	1	0.0	0	0	0	0	0	1	0.0%	0.0%	0.0%	-	100.0%
Grain Communications Ltd (was Solway) [7351]	0	0	0	0.0	0	0	0	0	2	0	-	-	-	-	-
GTC [7231]	1	1	14	14.0	0	0	0	0	0	1	100.0%	0.0%	0.0%	-	100.0%
Highways England [11]	8	4	355	55.0	1	25	1	0	10	0	50.0%	12.5%	312.5%	0.0%	0.0%
ITS Technology Group [7370]	99	99	1,099	32.1	9	49	76	55	141	38	100.0%	9.1%	49.5%	72.4%	38.4%
Last Mile Electricity Limited [7269]	9	9	62	34.0	0	0	7	2	10	3	100.0%	0.0%	0.0%	28.6%	33.3%
Last Mile Gas Limited [7311]	4	4	28	15.3	0	0	3	1	1	1	100.0%	0.0%	0.0%	33.3%	25.0%
NETWORK RAIL - PROMOTERS NATIONAL [7093]	43	43	1,160	32.3	0	0	3	2	16	4	100.0%	0.0%	0.0%	66.7%	9.3%
Romec [7221]	4	4	4	3.0	0	0	4	4	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
SCOTTISH POWER (MANWEB) [7008]	970	956	11,607	22.3	2	7	849	840	58	43	98.6%	0.2%	0.7%	98.9%	4.4%
T-Mobile (UK) Limited [7250]	48	48	455	6.9	0	0	24	24	1	3	100.0%	0.0%	0.0%	100.0%	6.3%
UNITED UTILITIES WATER LIMITED [9102]	4,049	4,041	22,477	14.9	6	6	3,243	3,186	171	82	99.8%	0.1%	0.1%	98.2%	2.0%
VIRGIN MEDIA [7160]	1,038	1,033	5,723	8.0	1	1	794	772	34	26	99.5%	0.1%	0.1%	97.2%	2.5%
Vodafone [7076]	27	27	60	7.8	0	0	14	13	2	8	100.0%	0.0%	0.0%	92.9%	29.6%
WIRRAL [4325]	802	816	116,328	48.8	121	3,531	765	228	1,154	437	101.7%	15.1%	440.3%	29.8%	54.5%
TOTAL	10,505	10,488	193,812	20.6	176	3,742	8,281	7,380	3,976	908	99.8%	1.7%	35.6%	89.1%	8.6%

Year 6, 2022-23

	1 - Works Phases Started	2 - Works Phases Completed	3 - Days of Occupancy	4 - Average Duration of Completed Works Phases	5 - Works Phases Completed After the Reasonable Period	6 - Overrun Days	7 - Number of Phase 1 Registrations	8 - Number of Phase 1 Permanent Registrations	9 - Incorrectly Timed Notices	13 - Early Start Agreements	Proportion of Phases Completed to Started (2/1)	Proportion Completed After Reasonable Period (5/1)	Overrun Days as Proportion Phases Started (6/1)	Permanent Registrations as Proportion of Phase 1 Registrations (8/7)	Early Starts as Proportion of Works Phases Started (13/1)
BT [30]	2,210	2,208	16,380	7.0	9	19	1,659	1,599	945	52	99.9%	0.4%	0.9%	96.4%	2.4%
Cadent Gas Limited [10]	1,077	1,076	15,793	48.5	24	169	872	837	360	168	99.9%	2.2%	15.7%	96.0%	15.6%
DCWW [9107]	21	21	54	8.4	1	1	3	1	6	4	100.0%	4.8%	4.8%	33.3%	19.0%
Digital Infrastructure [7518]	358	359	622	7.1	2	2	262	248	114	39	100.3%	0.6%	0.6%	94.7%	10.9%
Energy Assests Networks Ltd [7359]	1	1	1	1.0	0	0	1	1	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
ES Pipelines Ltd [7260]	7	7	33	4.7	0	0	3	1	1	1	100.0%	0.0%	0.0%	33.3%	14.3%
ESP Electricity Ltd [7309]	2	2	10	5.0	0	0	2	2	0	2	100.0%	0.0%	0.0%	100.0%	100.0%
Freedom Fibre Limited [7539]	11	11	23	4.1	0	0	6	6	4	0	100.0%	0.0%	0.0%	100.0%	0.0%
Fujitsu (Telecommunications Europe Ltd) [7238]	0	0	365	0.0	0	0	0	0	0	0	-	-	-	-	-
Fulcrum Pipelines Limited [7294]	2	3	22	16.0	0	0	3	3	0	2	150.0%	0.0%	0.0%	100.0%	100.0%
Highways England [11]	2	2	1,464	4.0	0	0	0	0	7	0	100.0%	0.0%	0.0%	-	0.0%
Huthison 3G UK Ltd [7264]	25	25	65	11.1	0	0	18	17	3	0	100.0%	0.0%	0.0%	94.4%	0.0%
Independent Next Generation Networks Ltd [7336]	1	1	3	3.0	0	0	1	1	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
ITS Technology Group [7370]	313	314	2,166	26.3	19	51	223	194	194	33	100.3%	6.1%	16.3%	87.0%	10.5%
IX Wireless Limited [7377]	2	2	2	2.0	0	0	2	1	1	0	100.0%	0.0%	0.0%	50.0%	0.0%
Knowsley Metropolitan Borough Council [4305]	0	0	0	0.0	0	0	0	0	1	0	-	-	-	-	-
Last Mile Electricity Limited [7269]	12	12	148	25.7	2	10	9	5	11	5	100.0%	16.7%	83.3%	55.6%	41.7%
MURPHY POWER DISTRIBUTION [7366]	12	12	84	14.0	0	0	6	5	0	0	100.0%	0.0%	0.0%	83.3%	0.0%
NETWORK RAIL -PROMOTERS NATIONAL [7093]	51	52	1,570	37.8	0	0	0	0	16	0	102.0%	0.0%	0.0%	-	0.0%
New World Payphones Ltd [7226]	2	2	2	1.0	0	0	2	2	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
Organisation 007348 [7348]	1	1	3	3.0	0	0	1	1	3	0	100.0%	0.0%	0.0%	100.0%	0.0%
Organisation 007560 [7560]	1	1	3	3.0	0	0	1	1	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
Organisation 007562 [7562]	577	541	3,174	14.5	13	27	433	370	293	132	93.8%	2.3%	4.7%	85.5%	22.9%
Organisation 009103 [9103]	1	1	1	1.0	0	0	1	1	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
Romec [7221]	4	4	4	3.0	0	0	4	4	0	0	100.0%	0.0%	0.0%	100.0%	0.0%
SCOTTISH POWER (MANWEB) [7008]	1,088	1,097	12,792	24.1	9	19	935	906	96	47	100.8%	0.8%	1.7%	96.9%	4.3%
T-Mobile (UK) Limited [7250]	22	22	415	8.2	0	0	5	5	0	3	100.0%	0.0%	0.0%	100.0%	13.6%
UNITED UTILITIES WATER LIMITED [9102]	4,528	4,551	23,105	14.9	5	13	3,882	3,719	199	55	100.5%	0.1%	0.3%	95.8%	1.2%
VIRGIN MEDIA [7160]	1,051	1,057	5,537	7.2	2	2	689	657	74	22	100.6%	0.2%	0.2%	95.4%	2.1%
Vodafone [7076]	16	16	21	4.5	0	0	10	10	0	2	100.0%	0.0%	0.0%	100.0%	12.5%
WIRRAL [4325]	627	558	115,727	39.6	74	712	405	108	1,033	262	89.0%	11.8%	113.6%	26.7%	41.8%
TOTAL	12,025	11,959	199,589	18.0	160	1,025	9,438	8,705	3,361	829	99.5%	1.3%	8.5%	92.2%	6.9%