



London Borough of Croydon

Permit Scheme Evaluation Report

2023 - 2026

Document Information	
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CONTENTS

1.	Executive Summary	3
2.	Introduction	5
3.	Objectives of the London Borough of Croydon Permit Scheme	6
4.	Fee Structure	9
5.	Costs and Benefits	10
6.	Key Performance Indicator (KPI)	12
6.1	KPI 1 – The number of permit and permit variation applications	12
6.3	KPI 2 – The number of conditions applied by Condition Type	15
6.3	KPI 3 – Permit Variations and Extensions	17
6.4	KPI 4 – The number of occurrences of reducing application period	18
6.5	KPI 5 – The number of agreements to work Section 58 and 58a restrictions	19
7.	Traffic Management Act Performance Indicator (TPI) Measures	20
	TPI 1 – Works phases started	20
	TPI 2 – Works phases completed	21
	TPI 3 – Days of Occupancy	22
	TPI 4 – Average duration of works phases completed	22
	TPI 5 – Phases complete on time	23
	TPI 6 – Deemed permits	24
	TPI 7 and TPI 8 – Number of Phase One permanent registrations	25
8.	Authority Measures (AM)	26
8.1	AM 1 – Phases completed after reasonable period	26
8.2	AM 2 – Category A sample inspections	27
8.3	AM 5 – Permit breaches (FPNs)	28
9.	Conclusion	29
10.	Glossary	30

1. Executive Summary

- 1.1 The London Borough of Croydon covers approximately 87 square kilometres and is served by a road network of approximately 752.5 km, making it one of the largest road networks in London. The Croydon road network accounts for approximately 726.9 km and comprises 51.6 km of Principal A roads, 28.2 km of B roads, 53 km of C roads, 591.6 km of unclassified roads and 2.5 km of back lanes. The Transport for London Road Network accounts for a further 25.6 km. The borough also has one of London's largest populations.
- 1.2 The Street Works Team comprises Street Works Officers, Traffic Management Assessment Officers and Street Works Inspectors. The team is responsible for supporting the expeditious movement of traffic, including pedestrians, by reducing congestion, minimising the duration of works and supporting journey-time reliability wherever possible. The Permit Scheme is central to these activities and has strengthened the coordination and management of road and street works. It is an important tool in supporting the Council's Network Management Duty under Part 2 of the Traffic Management Act 2004.
- 1.3 Over the three-year evaluation period, the team has managed a diverse programme of activity, including major Statutory Undertaker upgrades, major public realm works and Town Centre regeneration activity, alongside business-as-usual works and events requiring access to the highway.
- 1.4 Against a backdrop of sustained construction activity, the Council has continued to plan and coordinate works to keep the network operating as efficiently as possible. The Permit Scheme supports this by coordinating new Statutory Undertaker supplies associated with developments, managing utility maintenance and renewal programmes, and coordinating the Council's own improvement and structural highway maintenance programmes.
- 1.5 This evaluation covers the period April 2023 to March 2026 and reviews the operation and performance of the London Permit Scheme in Croydon. The three-year reporting approach reflects the established evaluation cycle for the London Permit Schemes.
- 1.6 The evaluation indicates that the Permit Scheme continues to provide an effective framework for coordinating works, managing road space and applying consistent controls to activity promoters.

Key findings:

- Efficient road-space management has been supported through close working with Statutory Undertakers and an emphasis on first-time permanent reinstatement, helping to minimise repeat highway incursions.
- Croydon Council continues to apply the principle of parity when assessing permits. The use of early starts provides an example of the Council applying the scheme consistently to different promoters, while work continues to improve the permitting of Council-commissioned works.

- Improved quality of information submitted by promoters supports first-time permitting and enables the Street Works Team to understand and coordinate activity on the network more effectively.
- Reducing errors in permit applications provides potential efficiency and cost savings for both the Council and Statutory Undertakers.
- The Permit Scheme supports a proactive approach to coordination, collaborative working and the application of appropriate permit conditions.

2. Introduction

- 2.1 The Traffic Management Act 2004 (TMA), Part 3, Sections 32 to 39, together with the Traffic Management Permit Scheme (England) Regulations 2007, provides the legislative framework for the introduction of permit schemes in England. The London Permit Scheme was adopted by the London Borough of Croydon (LBC) in April 2010 and has subsequently been amended to reflect the requirements introduced in 2015.
- 2.2 The Permit Scheme does not apply to roads that are not maintained at public expense. Within LBC, permits are required on the other roads covered by the Scheme.
- 2.3 The Scheme applies to any individual or organisation (the promoter) responsible for commissioning activities or works in streets covered by the Scheme. Promoters include Statutory Undertakers and the London Borough of Croydon acting as highway or traffic authority.
- 2.4 This report provides an overview of Croydon's operational performance between April 2023 and March 2026. It reviews available data relating to street and road works and associated activities within the borough.
- 2.5 The data used in the evaluation is obtained from Street Manager, the Department for Transport digital service for planning, recording and managing road and street works, with the objective of reducing disruption to the public. Because of the way information is recorded, the available data has been reviewed and adjusted where necessary to improve consistency across the evaluation period.
- 2.6 The Permit Scheme remains an important tool for the coordination and management of works on the public highway and supports the Council in fulfilling its statutory Network Management Duty under Part 2 of the TMA 2004



Map 1.0 – London Borough of Croydon

3. Objectives of the London Borough of Croydon Permit Scheme

- 3.1 The objectives of the London Permit Scheme (LoPS) are set out in Section 2 of the Scheme. The following summarises the objectives and how Croydon has sought to meet them during the evaluation period.

Objective 1 – Support the Network Management Duty

Croydon Council is committed to consistency with other London Permit Authorities and regularly participates in quarterly London Permit Scheme partnership meetings. These meetings provide a forum for authorities to share experience, discuss operational issues and support the effective delivery of their Network Management Duties.

Objective 2 – Minimise disruption and inconvenience

Croydon Council has structured its Highways and Traffic functions so that the Street Works Team can take a holistic approach to road and street works, effectively from planning through to completion. Quarterly coordination meetings assess future demands on the network and allow potential conflicts to be identified at an early stage.

Traffic officers attend pre-site meetings to discuss traffic management arrangements; the Street Works Team assesses permits and applies appropriate conditions; and Street Works Inspectors undertake live-site inspections to check compliance. Together, these activities support the Council's objective of keeping disruption to a minimum.

Demand management and coordination of all promoters wishing to work on Croydon's road network are central to meeting the Council's Network Management Duty.

The Council encourages collaborative working and seeks, where practicable, to maximise the amount of work undertaken under a single traffic management deployment or road closure. Traffic Management Assessment Officers consider the most disruptive works and, where appropriate, seek to schedule them during school holidays, evenings or weekends to reduce the impact on the travelling public.

Street Works Inspectors undertake live-site inspections to check compliance with Section 65 of the New Roads and Street Works Act (NRSWA), permit conditions and Section 74 requirements. They also undertake post-completion quality inspections, including B and C category inspections.

Objective 3 – Promote safety for all road users

The Traffic Management Team maintains regular contact with the Council's Access Officer to promote appropriate site conditions for vulnerable road users. Officers have attended seminars and training aimed at improving the layout of worksites for people who are partially sighted and people with mobility difficulties.

The team also participates in site meetings concerning traffic and pedestrian management. In line with the Equality Act 2010, the Council seeks to maintain a

minimum 1.2 metre pedestrian clearance where works affect the footway and, where high-use footways require closure, permit conditions will require ramps and temporary pedestrian walkways where practicable. Where this is not practicable, alternative measures will be considered.

Street Works Inspectors undertake site inspections to ensure that works comply with applicable Regulations, Codes of Practice and permit conditions.

Objective 4 – Share knowledge and good practice

Croydon Council continues to participate in LoPS community groups and holds performance meetings with utility companies. These forums provide opportunities to share experience, identify good practice and support consistent approaches across the industry.

Objective 5 – Minimise damage to the highway and apparatus

The Street Works Team works closely with the Highway Maintenance Team and assists with the service of Section 58 notices to protect the highway asset. Serving notices sufficiently in advance gives utility companies more time to plan their programmes and can help reduce Section 58 breaches. The Council also promotes minimum digs and collaborative working where practicable.

The Council encourages Statutory Undertakers to consider alternative routes for new apparatus and to identify locations where highway damage can be minimised. This approach can reduce disruption associated with works.

In collaboration with Transport for London (TfL) and the Greater London Authority (GLA), the Council promotes measures to future-proof the highway and reduce the need for repeated excavations, including the use of multi-duct installations at critical locations.

The Council has also supported innovative techniques that reduce the need for excavation or shorten the time required to complete works.

Objective 6 – Provide a common framework

When LoPS was established, it was recognised that London boroughs would require a consistent framework, together with appropriate support and advice. The LoPS has enabled Statutory Undertaker promoters to plan cross-borough works within a more consistent and transparent framework.

Objective 7 – Treat activities and promoters equally

LBC is committed to parity between all work promoters and recognises the importance of maintaining appropriate visibility of Council contractor worksites. The Council actively monitors contractor performance and uses contractual mechanisms, including penalties where applicable, to address poor performance.

Through early participation in the Joint Inspection regime, Croydon Council also recognises the importance of treating all work promoters equally and without prejudice.

4. Fee structure

- 4.1 The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require a permit authority to consider whether its fee structure should be changed having regard to any surplus or deficit arising from operation of the scheme.
- 4.2 The source document states that LBC currently charges less than the maximum fees prescribed by the Scheme and that a cost analysis has been undertaken to inform a review of the fee structure. The review is to be undertaken in accordance with Part 6 – Fees of the Statutory Guidance for Highway Authority Permit Schemes, with any proposed changes subject to the appropriate consultation.

Review note: The fee table supplied in the source document shows the Croydon Council fee as identical to the DfT maximum fee for each listed permit category. This should be reconciled with the statement that LBC charges below the maximum before the report is formally issued.

Permit Type	Reinstatement Category			
	Road Category 0,1 & 2 or Traffic Sensitive		Road Category 3 & 4 or Non-Traffic Sensitive	
	DfT Maximum Fee	Croydon Council Fee	DfT Maximum Fee	Croydon Council Fee
Provisional Advance Authorisation	£105	£105	£75	£75
Major Works: Over 10 days or works requiring Traffic Management Order	£240	£240	£150	£150
Standard Works: 4 days – 10 days	£130	£130	£75	£75
Minor Works: Up to 3 days	£65	£65	£45	£45
Immediate/Urgent/Emergency	£60	£60	£40	£40
Permit Variation	£45	£45	£35	£35

Table 1: Fee Structure April 2026

5. Costs and Benefits

- 5.1 The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require a permit authority to consider whether the permit scheme is meeting relevant key performance indicators where these are set out in the statutory guidance. The relevant performance measures are included within the wider evaluation report.

5.2 Costs of Running the Scheme

- 5.2.1 LBC may recover the costs and overheads associated with operating a permit scheme that are over and above the cost of time spent dealing with NRSWA notices under the New Roads and Street Works Act 1991. Costs associated with the Council's own works cannot be recovered through permit fees.
- 5.2.2 Staff costs have been based on staff in post and their duties in operating the permit scheme.
- 5.2.3 The table below shows the operational costs of operating a permit scheme in Croydon

Permit Authority	2023-2024	2024-2025	2025-2026
London Borough of Croydon	802,802	837,859	824,430

Table 2: Annual Permit Scheme Operating Cost

5.3 Comparison of income and costs

- 5.3.1 The table below shows the income generation from permit fees in Croydon compared to the costs of operating the scheme across each of the three years.

Year	Income (£)	Costs (£)	Surplus / Deficit (£)
2023 - 2024	837,084	802,802	34,282
2024 - 2025	701,521	837,859	-136,338
2025 - 2026	836,432	824,430	12,002
Total	2,375,037	2,465,091	-90,054

Table 3: Comparison of the Annual Permit Scheme Income and Operating Costs

- 5.3.2 Over the three years covered by this evaluation, the cost of operating the Permit Scheme exceeded the income received through permit fees by £90,054. On the figures provided, permit fee income therefore did not fully cover the operating costs of the scheme over the evaluation period.
- 5.3.3 The significant reduction in income during 2024/25 was attributed in part to reduced CityFibre activity in the borough and a further reduction in activity from other Statutory Undertakers.
- 5.3.4 The annual position nevertheless varied: the scheme generated a surplus in 2023/24, recorded a deficit in 2024/25 and returned to a small surplus in 2025/26.

5.4 Benefits

5.4.1 Although the permit fees do not fully cover the operating costs across the three-year period, the Permit Scheme provides tangible and intangible benefits. It supports improved coordination and planning, provides greater control over works through the application of conditions, and enables a more proactive approach to collaborative working.

5.4.2 Collaborative working and effective coordination can reduce disruption to the highway network, producing wider social and economic benefits by reducing delays and maintaining road-space availability.

5.4.3 Road-space availability is an important consideration when determining whether works can be approved and when coordinating multiple activities. Effective coordination can also help reduce the concurrent use of temporary traffic signals in close proximity to other signal-controlled locations. Whilst the fees are just covering the cost of operating the scheme there are tangible and intangible benefits. The permit scheme does aid better coordination and planning. There is more control over the works through conditions applied. The permit scheme allows a more proactive approach to collaborative working. This brings its own savings through reducing disruption to the network which is both a social and economic cost.

- The Permit Scheme remains an important mechanism for supporting the Council's Network Management Duty and coordinating activity on the highway.
- The operational model brings together permit assessment, traffic management assessment, coordination and inspection, providing controls throughout the lifecycle of works.
- Parity between promoters remains a key principle, supported by permit assessment, early-start decisions, contractor monitoring and joint inspection activity.
- Permit fee income exceeded operating costs in 2023/24 and 2025/26, but the three-year position was a net deficit of £90,054.
- There is continued opportunities to improve first-time permitting, collaborative working, reinstatement performance and the management of road-space occupation.

6. Key Performance Indicators

The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015 require that the permit authority also shall consider whether the permit scheme is meeting key performance indicators where these are set out in the Guidance.

The KPIs used in this report were developed to demonstrate parity of treatment between road works for road purposes and street works undertaken by statutory undertakers as stated in Section 20.3 of the Permits Code of Practice

Performance Indicators:

- KPI 1 - the number of permit and permit variations applications
- KPI 2 - the number of conditions applied by condition type
- KPI 4 - the number of occurrences of reducing the application period
- KPI 5 – the number of agreements to work in Section 58 and 58a restrictions will be provided as required under Section 8.3 of the TMA Code of Practice for Permits
- KPI 6 - The proportion of times that a Permit Authority intervenes on applications
- KPI 7 - The number of inspections carried out to monitor conditions

Also included in this report are TPIs and Authorities Measures.

6.1 KPI 1 - The number of permits and permit variation applications

6.1.1 The number of permits and permit variation applications received, the number granted and the number refused and shown as:

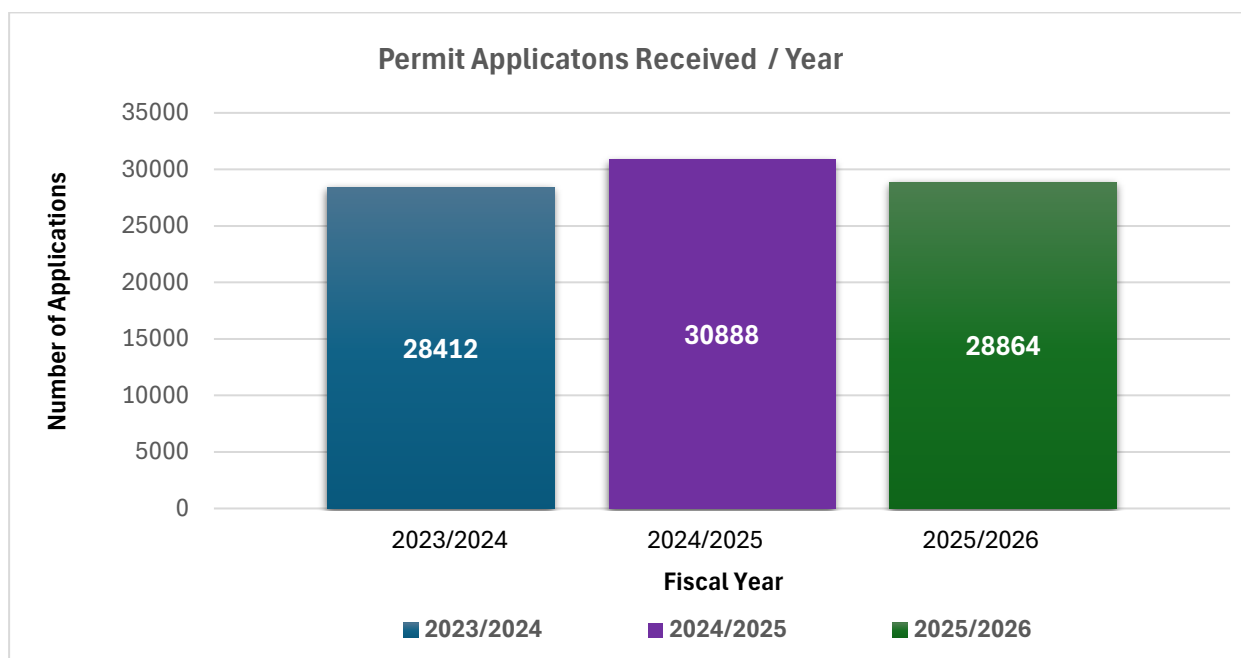
- The total number of permit and permit variation applications received. Excluding any applications that are subsequently withdrawn
- The number of applications granted as a percentage of the total applications made
- The number of applications refused as a percentage of the total applications made.

6.1.2 Results

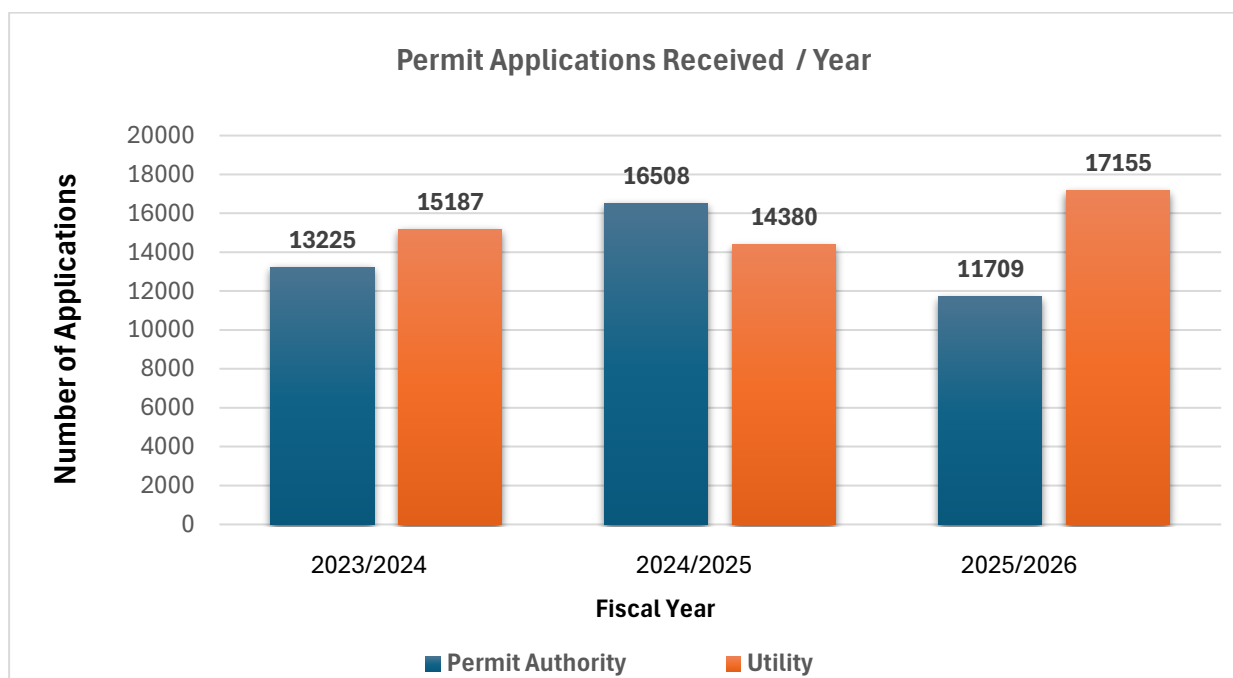
6.1.1 The table below shows a breakdown of permit applications received, granted and refused between 2023 and 2026 in London Borough of Croydon.

6.1.2 The data provided in the above table have been collated from Street Manager, the permit system used by London Borough of Croydon.

6.1.3 Each application has an appropriate response period which means that the number of applications received in any one period does not correspond to the permits granted and refused within that same period. In other words, a permit application received in one period may be responded to within the next period.



Graph 1: Total number of annual permit applications received (2023 – 2026)



Graph 2: Total number of annual permit applications received by works promoters (2023 – 2026)

- 6.1.4 The data provided in the above table have been collated from Street Manager, the permit system used by London Borough of Croydon.
- 6.1.5 Each application has an appropriate response period which means that the number of applications received in any one period does not correspond to the permits granted and refused within that same period. In other words, a permit application received in one period may be responded to within the next period.
- 6.1.6 The indication is that the proportion of permits application received fluctuates every year depending on activities from work promoters.

6.2 Responses to Applications

- 6.2.1 For a permit scheme to be effective the Council must process and respond to each application. Where the Council accepts an application, this is granted. Where the Council does not accept an application, or wants to make changes to the proposed work, it is refused, and a response code is provided.

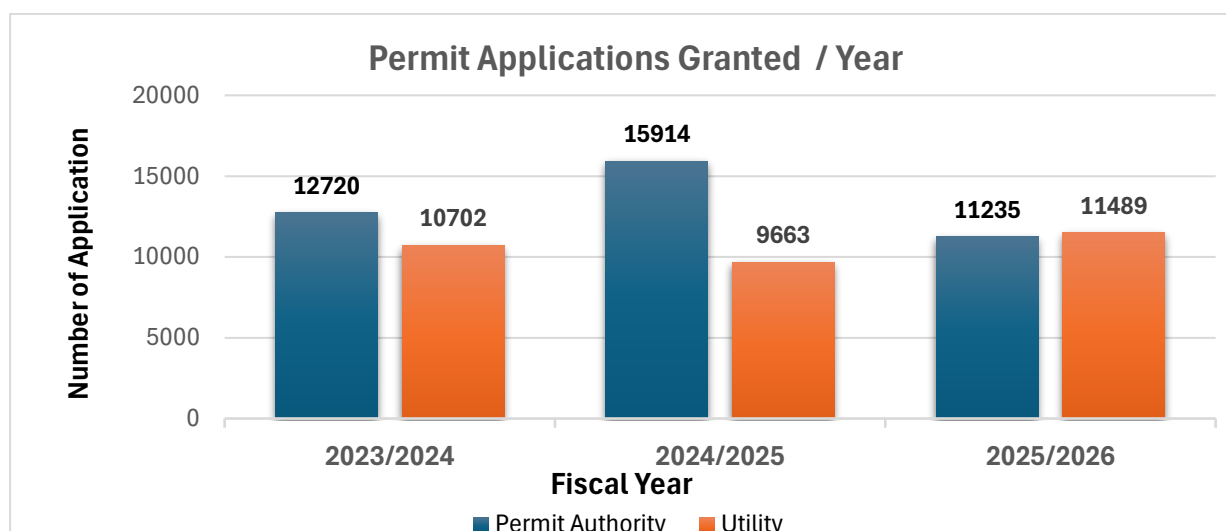
London Borough of Croydon 2023 - 2026

Permits Received/Granted/Refused	Fiscal Year		
	2023 - 2024	2024 - 2025	2025 - 2026
Total permits granted or refused	24718	27471	25189
Total granted	23422	25577	22724
Total refused	1296	1894	2465

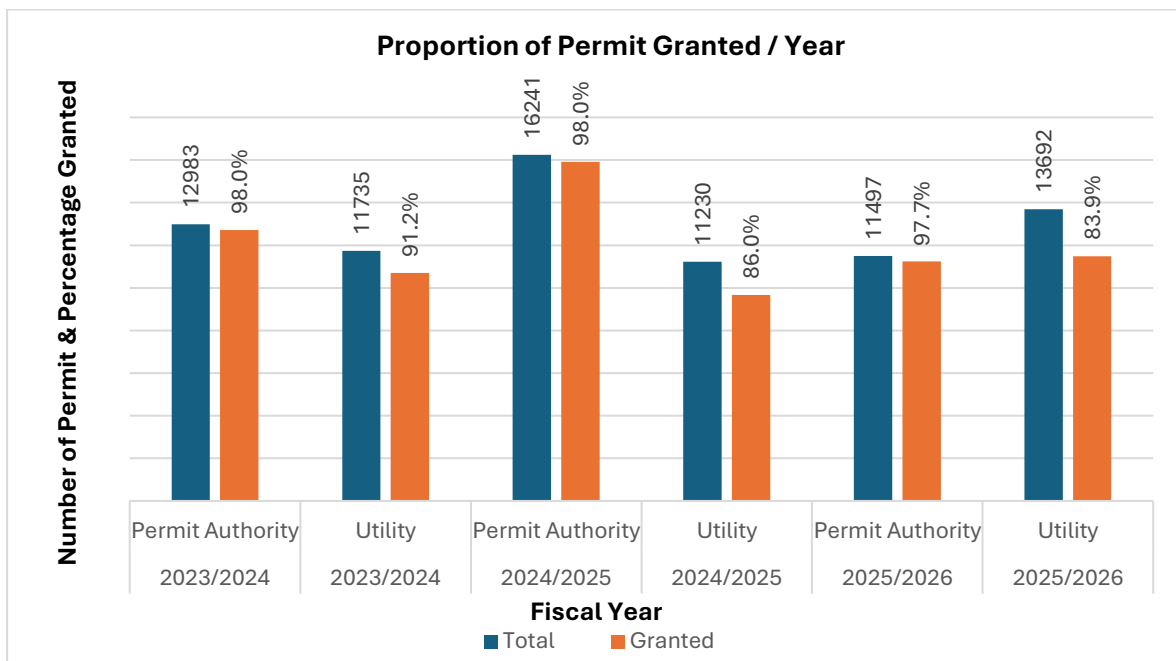
Table 4a: Number of Permit Granted per Fiscal Year (2023 – 2026)

Fiscal Year	Promoter	Total	Granted	% Granted
2023/2024	Permit Authority	12983	12720	98.0%
	Statutory Undertakers	11735	10702	91.2%
2024/2025	Permit Authority	16241	15914	98.0%
	Statutory Undertakers	11230	9663	86.0%
2025/2026	Permit Authority	11497	11235	97.7%
	Statutory Undertakers	13692	11489	83.9%

Table 4b: Number of Permit Granted per Fiscal Year (2023 – 2026)



Graph 3a: Total number of annual permit applications granted by works promoters (2023–2026)



Graph 3b: Percentage of annual permit applications granted by works promoters (2023 -2026)

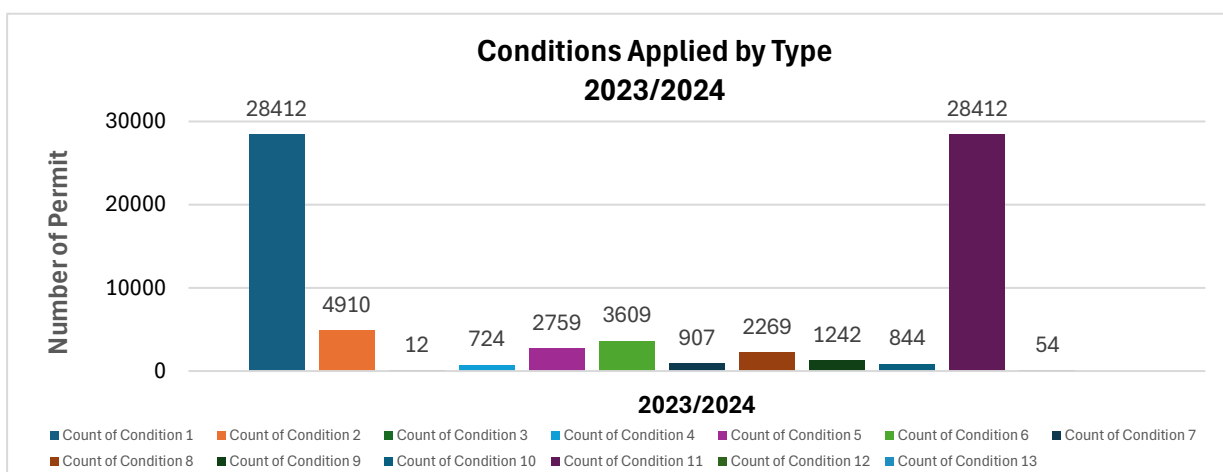
6.2.2 Result and Analysis

6.2.3 The data demonstrates a shift in the composition of permit activity. Permit Authority applications were higher than Utility applications in both 2023/24 and 2024/25, reaching a peak of 15,914 in 2024/25. However, in 2025/26, Utility applications increased to 11,489, marginally exceeding Permit Authority applications at 11,235.

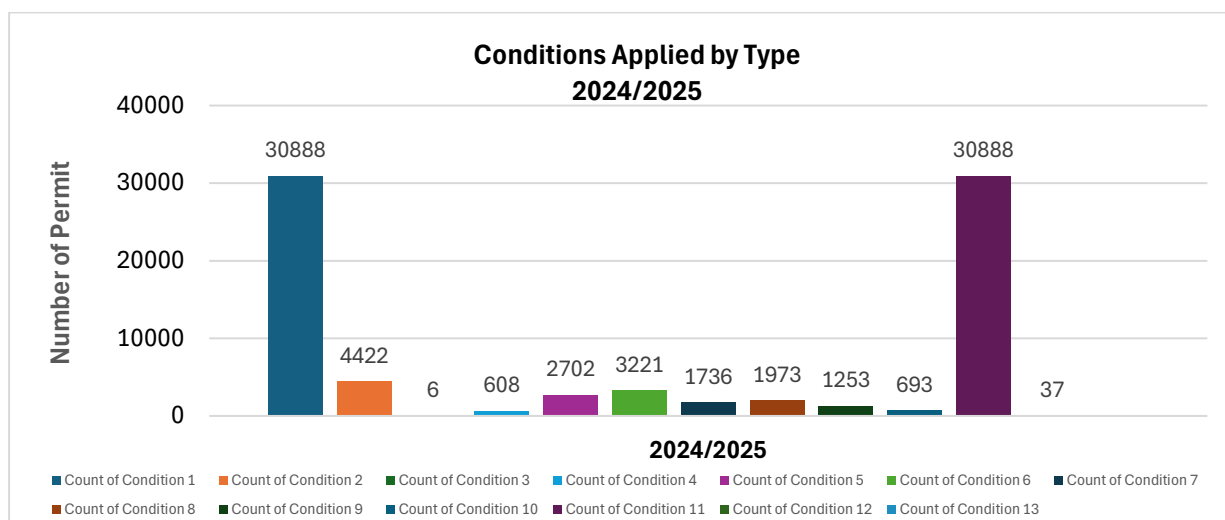
6.2.4 Despite the reduction in overall permits granted in 2025/26, the volume remains broadly comparable with 2023/24. The change in the balance between Permit Authority and Utility applications may reflect changes in the level and type of works being undertaken across the network.

6.3 KPI 2 - The number of conditions applied by condition type.

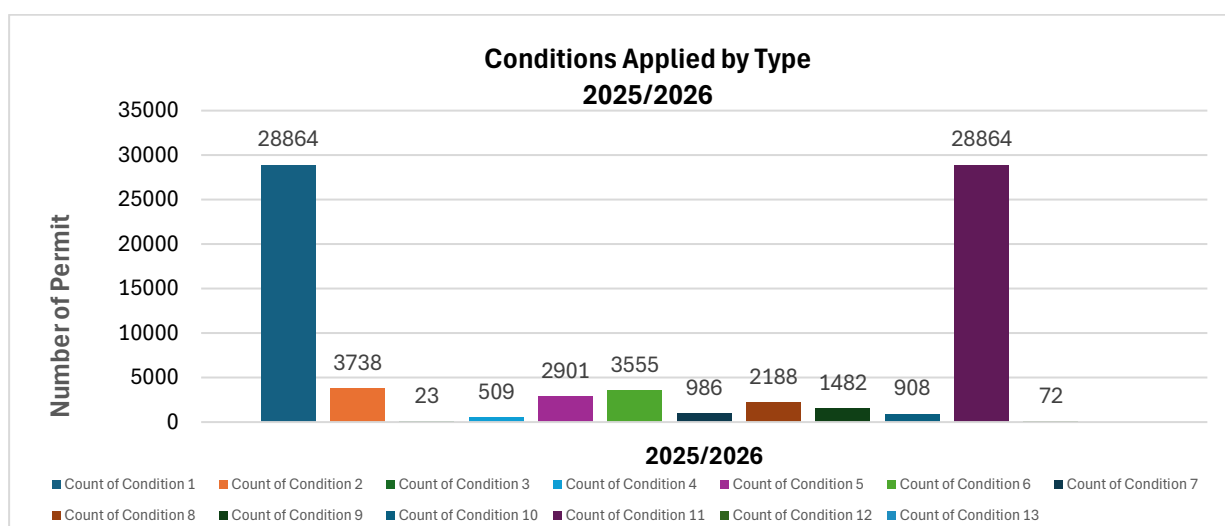
6.3.1 **The Indicator** - The number of conditions applied by condition type



Graph 4a: Total annual number of Conditions applied by type (2023 - 2024)



Graph 4b: Total annual number of Conditions applied by type (2024 – 2025)



Graph 4c: Total annual number of Conditions applied by type (2025 – 2026)

6.3.2 Result and Analysis

6.3.3 The three-year trend indicates that permit volumes have remained relatively high and broadly stable, despite the reduction recorded in 2025/26 following the peak in 2024/25.

6.3.4 There is evidence of a continued reduction in the application of some conditions, particularly Conditions 2 and 4. Conversely, Conditions 5, 9, 10 and 13 show increases over the three-year period, with Condition 9 showing the clearest sustained growth.

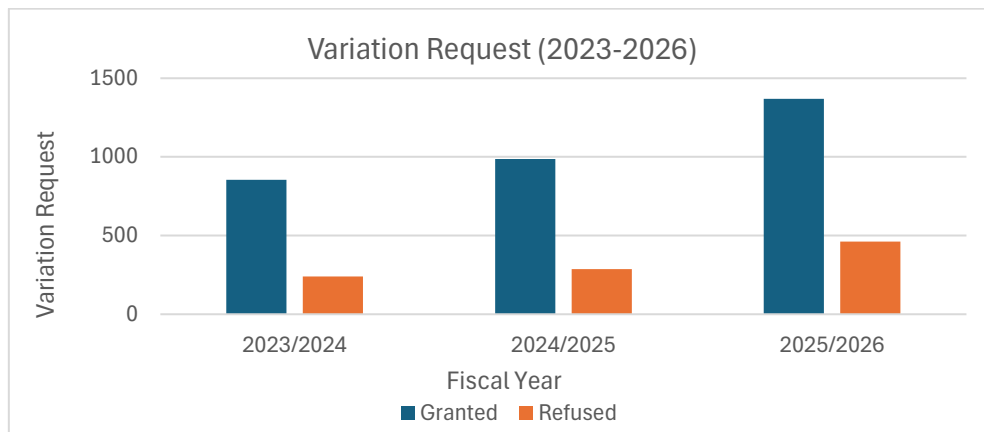
6.3.5 A number of conditions, including Conditions 6, 7 and 8, demonstrate significant year-to-year fluctuations rather than a clear long-term trend. This may reflect changes in the type of works undertaken, operational practices, permit management, or the circumstances in which particular conditions are applied.

6.3.6 The highest number of conditions revolve around the time and length of occupancy of the road space and traffic management. There are two areas for concern. Firstly,

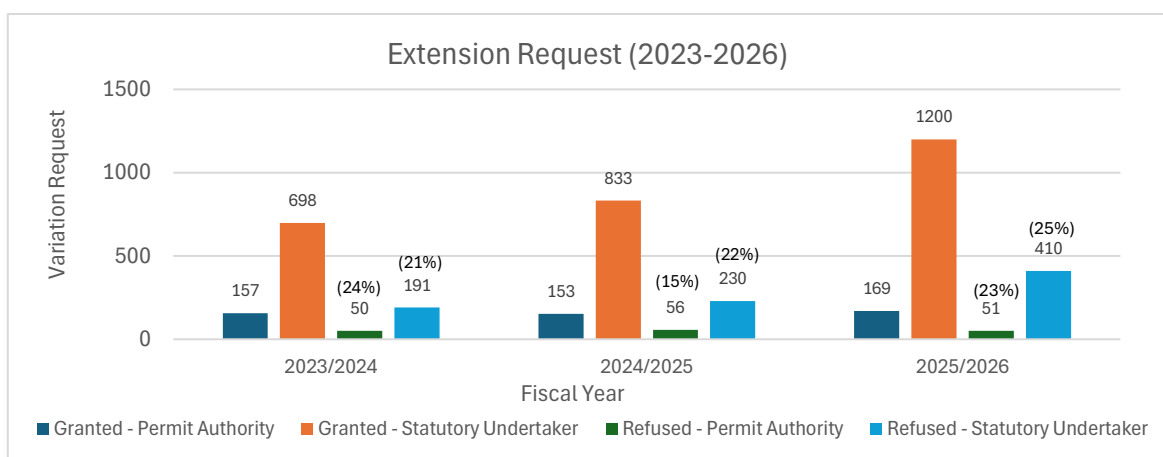
maximising safety of both road user and operatives and secondly the use of temporary lights.

- 6.3.7 We like to see Condition 6 on the permit especially regarding footway working. Too often we have seen pedestrians using the carriageway and putting themselves at risk. We require a minimum 1 metre clearance if this cannot be achieved, we would then ask for walkways, signed pedestrian diversion route to the nearest crossing point.
- 6.3.8 The other area is the use of temporary traffic signals on the travelling public, and we require that Condition 8 is on the permit. Although new technology is being development with the use of temporary traffic signals the team still needs to ensure that the phasing of the signals as a means of control is being maintained.
- 6.3.9 Where works promoters have not engaged with the team prior to submitting a permit our influence on the conditions submitted are minimal. We continue to encourage work promoters to engage with us before making their submission in order to reduce the level of refusals.

6.4 KPI 3 – Permit Variation and Extensions



Graph 5a: Variation Requests (2023 – 2026)



Graph 5b: Extension Requests (2023 – 2026)

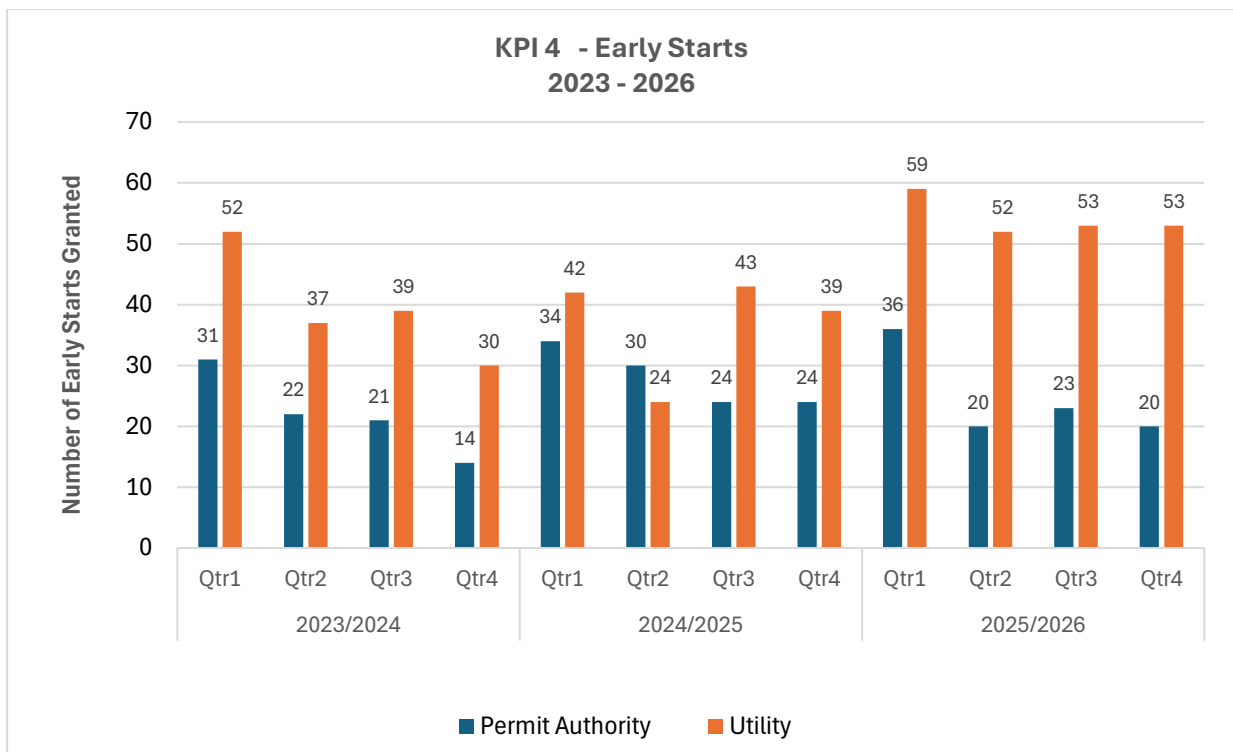
6.4.1 Result and Analysis

The charts indicate that street works variation and extension activity has increased considerably over the three-year period, particularly during 2025/26.

The most significant growth is associated with Statutory Undertakers, both in terms of extensions granted and extensions refused.

While Permit Authority decisions have remained relatively stable, the substantial rise in Statutory Undertaker activity suggests that the overall workload associated with managing variations and extensions is increasing. The increase in refusals, particularly during 2025/26, may warrant further analysis to establish the underlying causes and whether this reflects improved control and compliance or increasing levels of works requiring extensions.

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



Graph 6: Total number of Early Starts (2023 – 2026)

6.5.1 Result and Analysis

This measure relates to the number of times promoters were allowed by the London Borough of Croydon to start their works without having to comply with the minimum permit application lead-in period, commonly known as an “early start” agreement.

The data indicates a clear upward trend in Early Starts granted to Utilities, particularly from 2025/26 onwards, while Permit Authority Early Starts have remained relatively stable with some quarterly fluctuations. The widening gap between Utilities and the Permit Authority in 2025/26 suggests an increased reliance on, or demand for, Early Start approvals by utility companies.

The 59 Early Starts recorded for Utilities in Q1 2025/26 is particularly notable, representing the highest quarterly figure across the three-year period.

LoPs provides a framework for the council to treat all activities and activity promoters covered by the scheme on an equal basis. The above data shows that largely to be the case. Early start requests are considered individually on their own merits by the team and are never refused without a valid reason.

When comparing the above KPI 4 result with the number of works started as shown in TPI 1 each consecutive year clearly demonstrates that Croydon has granted more “Early starts” to Statutory Undertakers works than its own provider. This demonstrates that a “level playing field” exists.

6.6 KPI 5 – the number of agreements to work in Section 58 and 58a restrictions indicators

- 6.6.1 The number of agreements to working in a Section 58 and Section 58a restriction details of Section 58 and 58a restriction will be provided as required under Section 8.3 of the Traffic Management Act Code of Practice for Permit)

7. TPI - Measures

The TMA Performance Indicators (TPI's) are a collection of measures for Works Promoters in the Street Works Industry designed by Highway Authorities and Utilities Committee (HAUC) UK members.

7.1 TPI 1 - Works Phases Started

Table 6 below, shows the count of all Works phases that started in each year by work promoters. A total of 70121 works were started from between 2023/24 and 2025/26, out of which 39,104 were highway works and 31,107 were Statutory Undertakers works.

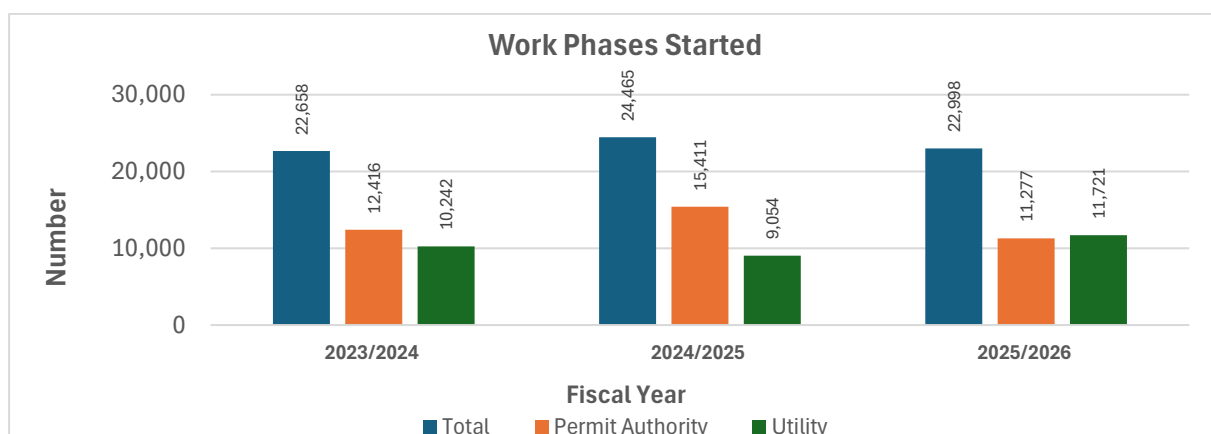
7.1.1 Result and Analysis

The data indicates that overall work phase activity has remained relatively stable, despite significant changes in the respective contributions from the Permit Authority and Utilities. The peak in 2024/25 was primarily driven by a substantial increase in Permit Authority activity.

The most notable change occurs in 2025/26, when Permit Authority work phases declined considerably while Utility activity increased. This resulted in Utilities overtaking the Permit Authority for the first time in the three-year period

Fiscal Year	Total	Permit Authority	% Started Permit Authority	Statutory Undertakers	% Started Statutory Undertakers
2023/2024	22,658	12,416	54.8%	10,242	45.2%
2024/2025	24,465	15,411	68.0%	9,054	40.0%
2025/2026	22,998	11,277	49.8%	11,721	51.7%
TOTAL	70,121	39,104	55.8%	31,017	44.2%

Table 6: Total number of works phases started per annum (2023 – 2026)



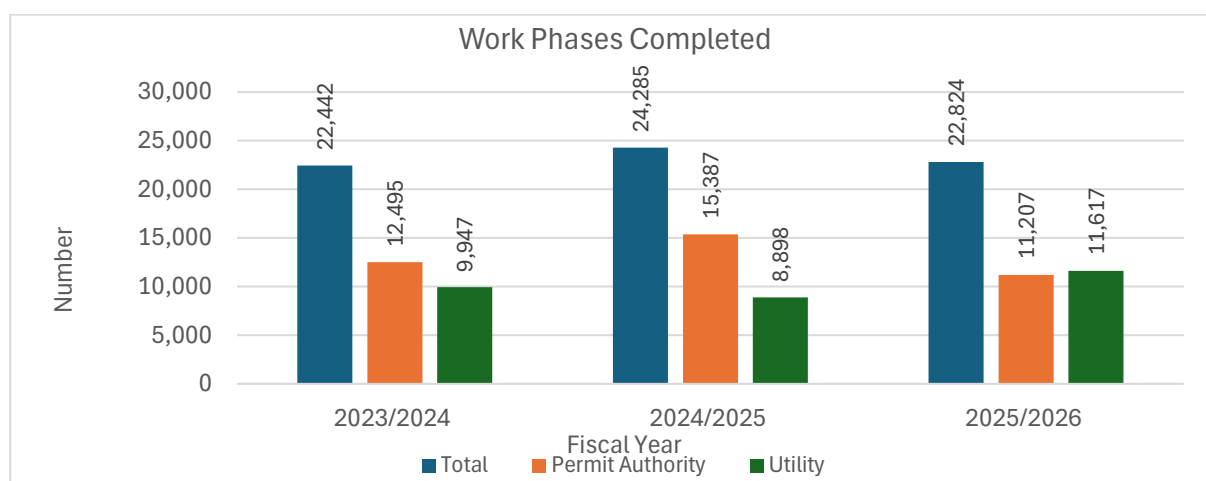
Graph 7: Total number of Work Phases Started (2023 – 2026)

7.2 TPI 2 Works Phases Completed (Base Data)

The figures below are works phases completed by Statutory Undertakers and Permit Authority (PA) and the following tables are broken down per fiscal year.

Fiscal Year	Total	Permit Authority	% Completed Permit Authority	Statutory Undertakers	% Completed Statutory Undertakers
2023/2024	22,442	12,495	55.7%	9,947	44.3%
2024/2025	24,285	15,387	63.4%	8,898	36.6%
2025/2026	22,824	11,207	49.1%	11,617	50.9%
TOTAL	69,551	39,089	56.2%	30,462	43.8%

Table 7: Total number of works phases completed per annum (2023 – 2026)



Graph 8: Total number of Work Phases Completed (2023 – 2026)

7.2.1 Result and Analysis

The data demonstrates that overall work phase completions have remained relatively consistent, despite considerable changes in the contribution from the Permit Authority and Utilities.

The peak in total completions in 2024/25 was largely driven by the significant increase in Permit Authority activity. However, the subsequent reduction in Permit Authority completions during 2025/26 was accompanied by a substantial increase in Utility completions.

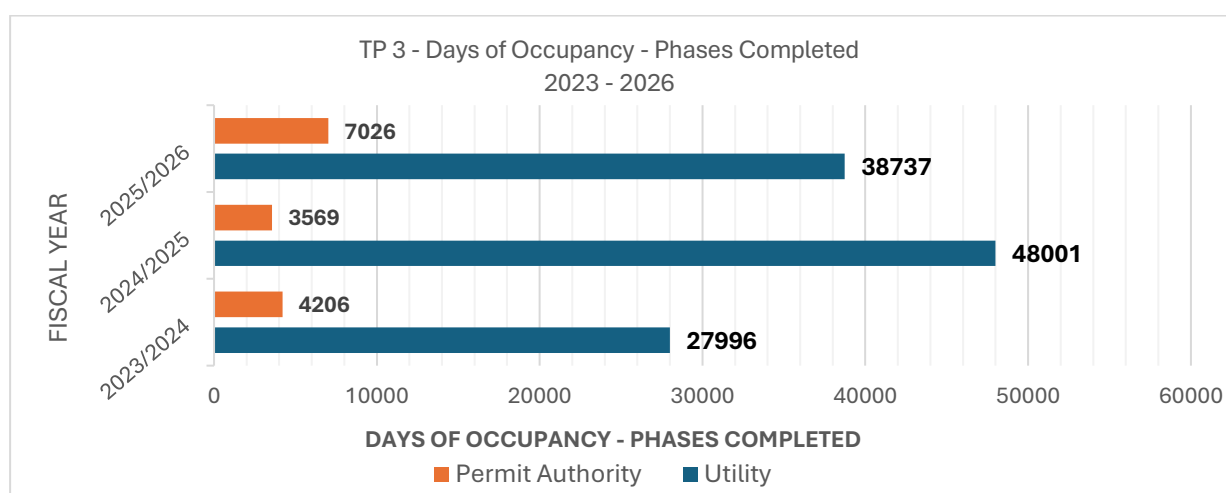
The close alignment between the 2025/26 started and completed work phases also indicates that overall activity remained relatively stable, with the balance of work shifting towards utility activity.

7.3 TPI 3 Days of Occupancy Phases Completed

The figures below are the total of Statutory Undertakers (SU) and Permit Authority (PA) and the following tables are broken down in quarters as per the format of TPIs

	Total	Permit Authority	Statutory Undertakers
2023/2024	79,377	15554	41929
2024/2025	58,231	20127	34636
2025/2026	52,643	17635	49596
Total	190,251	53316	126161

Table 8: Number of Days of Occupancy phases completed



Graph 9: Number of Days of Occupancy - Phases Completed (2023 – 2026)

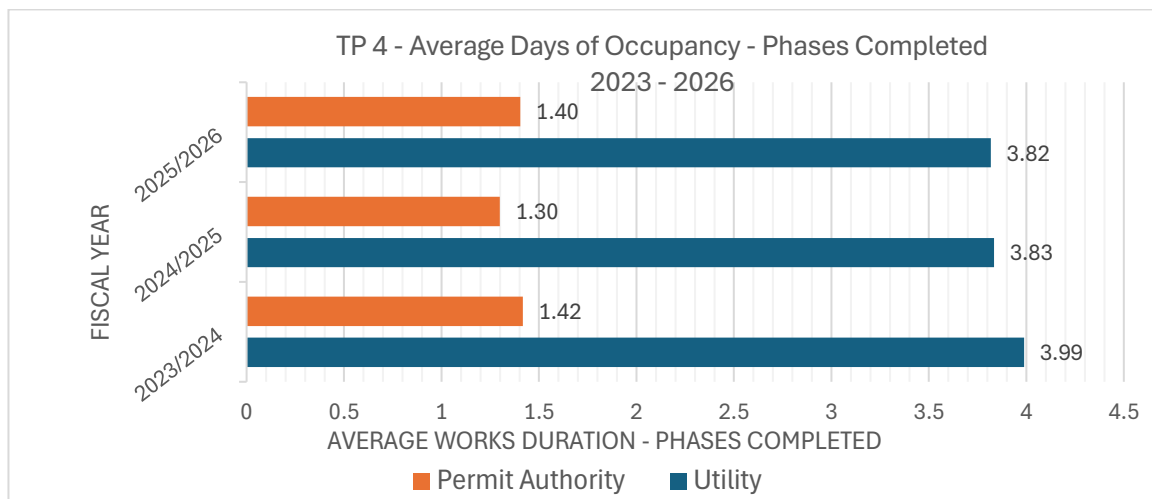
7.3.1 Result and Analysis

The data indicates that Utility works continue to be the dominant contributor to road occupancy, both in terms of the number of days and the potential impact on the highway network. While occupancy reduced from the 2024/25 peak, the 2025/26 figure remains considerably higher than in 2023/24.

The significant increase in Permit Authority occupancy during 2025/26 is also noteworthy and suggests that, alongside utility activity, there may be a need to review the duration and management of Council-led works.

7.4 TPI 4 Average Duration of Works

The figures below are the average total of Statutory Undertakers and Permit Authority (PA) duration for phase one completed works.



Graph 10: Total Average Number of Days of Occupancy - Phases Completed (2023 – 2026)

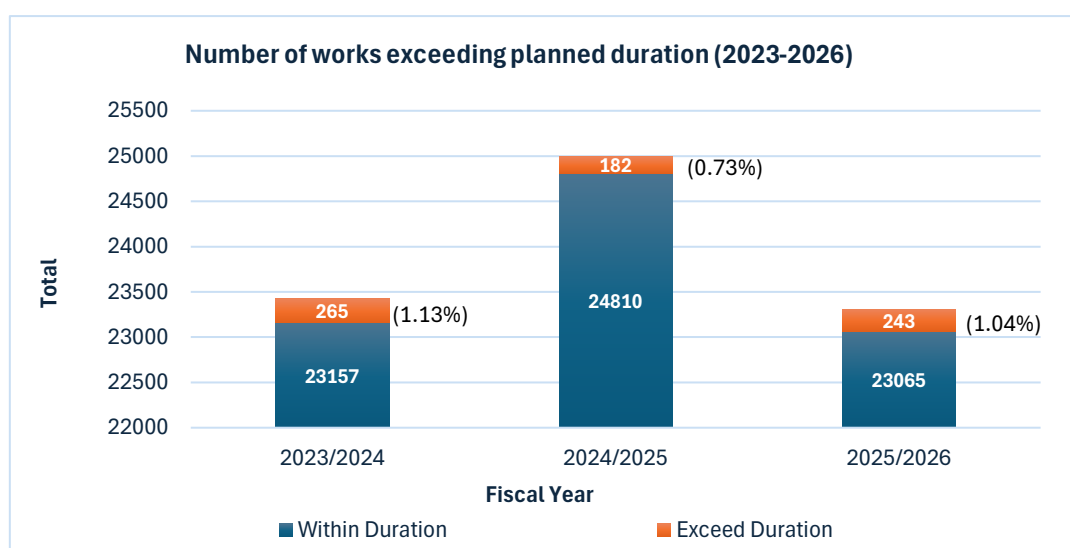
7.4.1 Result and Analysis

The data indicates that Utility works continue to occupy the highway for substantially longer periods than Permit Authority works. However, the Utility average has shown a modest but sustained reduction over the three-year period, falling from 3.99 to 3.82 days.

The Permit Authority's average duration is considerably lower, but its increase from 1.30 to 1.40 days in 2025/26 will be monitored to determine whether this represents a change in the nature or duration of Council-led works.

The average duration of our authority works, and Statutory Undertakers works is running in tandem although there was a decrease of 4% (Statutory Undertakers) and 8% (Permit Authority) in average duration from 2023/24 and 2024/25

7.5 TPI 5 – Phases completed on time



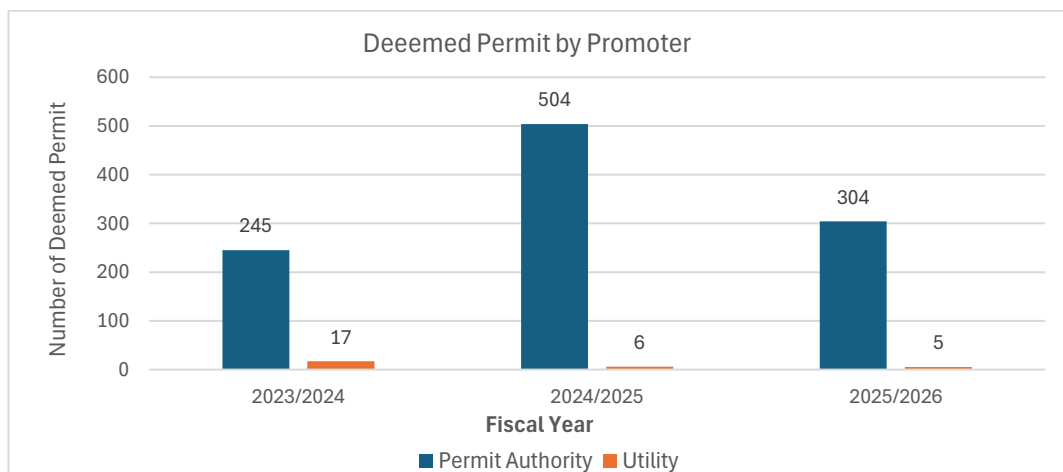
Graph 11: Works exceeding planned duration (2023 – 2026)

- 7.5.1 Performance was strongest in 2024/25, when the proportion of works exceeding their planned duration fell to 0.73%, compared with 1.13% in 2023/24. However, there was a slight deterioration in 2025/26, with the exceedance rate increasing to 1.04%.

Despite this increase, the proportion of works exceeding their planned duration remained close to 1%, indicating that overall performance in delivering works within the planned timeframe remains strong. The 2025/26 position should nevertheless be monitored to determine whether the increase represents a one-off fluctuation or the beginning of a longer-term upward trend.

7.6 TPI 6 - Deemed permits

This measure is the number of deemed permits during the period of this report.



Graph 12: Number of Deemed Permit by Promoter (2023 – 2026)

7.6.1 Results and Analysis

There were 1,053 Deemed Permits for Permit Authorities over the three-year period, compared with only 28 for Utilities. This means approximately 97% of all Deemed Permits were associated with Permit Authorities.

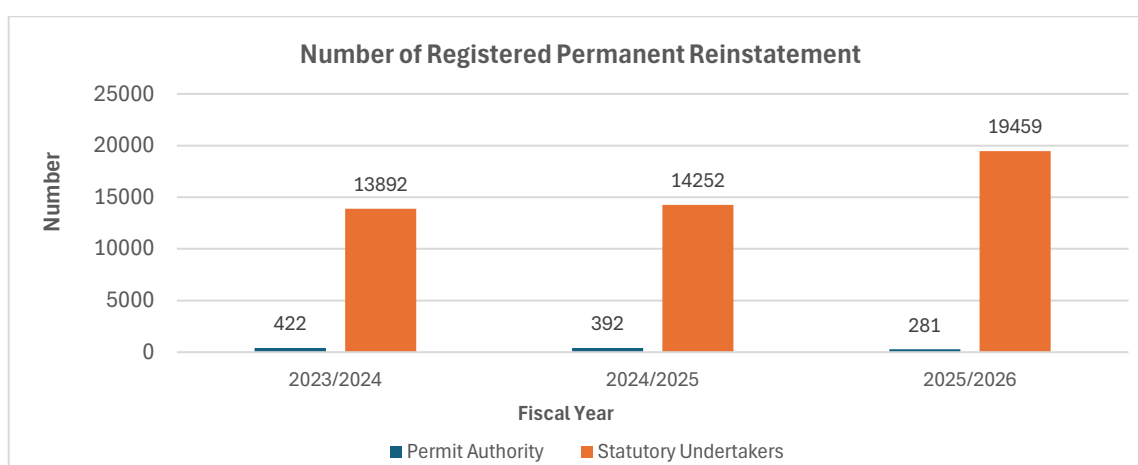
The peak in 2024/25, when 504 Deemed Permits were recorded, warrants further consideration. Although the number reduced by approximately 40% to 304 in 2025/26, it remained higher than the 2023/24 figure of 245.

The data indicates that Deemed Permits are overwhelmingly generated by Permit Authorities rather than Utilities. While there was a notable reduction in Permit Authority Deemed Permits in 2025/26, the level remains relatively high and may warrant continued monitoring to identify opportunities to improve permit processing and reduce the number of permits becoming

7.7 TPI 7 and TP8 - Number of Phase One Registration and Permanent Registrations

Fiscal Year	Total number of Reinstatement Permanent Registrations	
	Permit Authority	Statutory Undertakers
2023/2024	422	13892
2024/2025	392	14252
2025/2026	281	19459
Total	1095	47603

Table 9: Number of phase one permanent reinstatement



Graph 13: Number of registered permanent reinstatements (2023 – 2026)

7.7.1 Result and Analysis

The graph demonstrates a strong upward trend in permanent reinstatements registered by Statutory Undertakers, particularly in 2025/26. This may reflect increased levels of utility works, improved recording/registration of reinstatements, or a combination of both.

Conversely, the declining number of Permit Authority registrations suggests a substantial reduction in permanent reinstatements associated with Council-led works.

The significant increase in Statutory Undertaker registrations in 2025/26 is particularly noteworthy and would be useful to monitor alongside utility work phases completed, occupancy days and reinstatement inspection outcomes to assess whether the increase represents higher activity and whether the quality of reinstatements is being maintained.

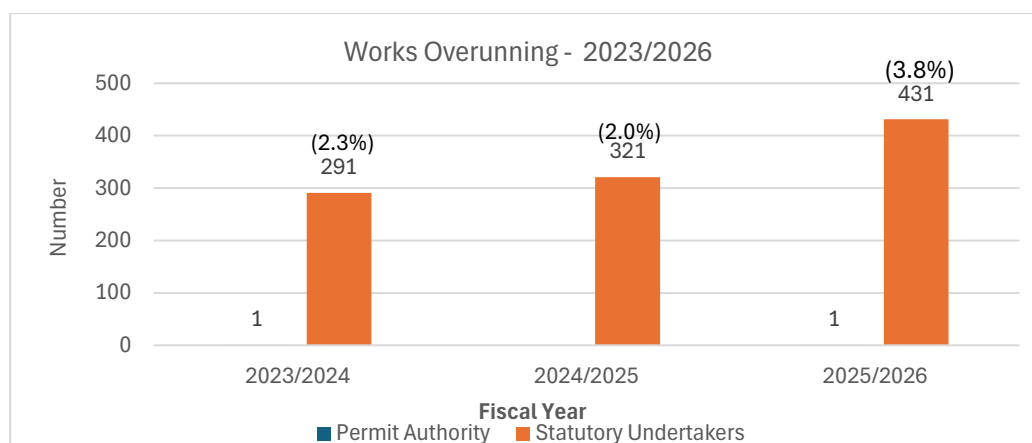
8. Authority Measures

In addition to the above measure. The London Borough of Croydon has reviewed other measures.

8.1 AM 1 – Phases completed after reasonable period – Overruns

8.1.1 Results and Analysis

The figure in the following graph shows the number of works overrunning by Statutory Undertakers and Permit Authority (PA) and the percentage to the phases started.



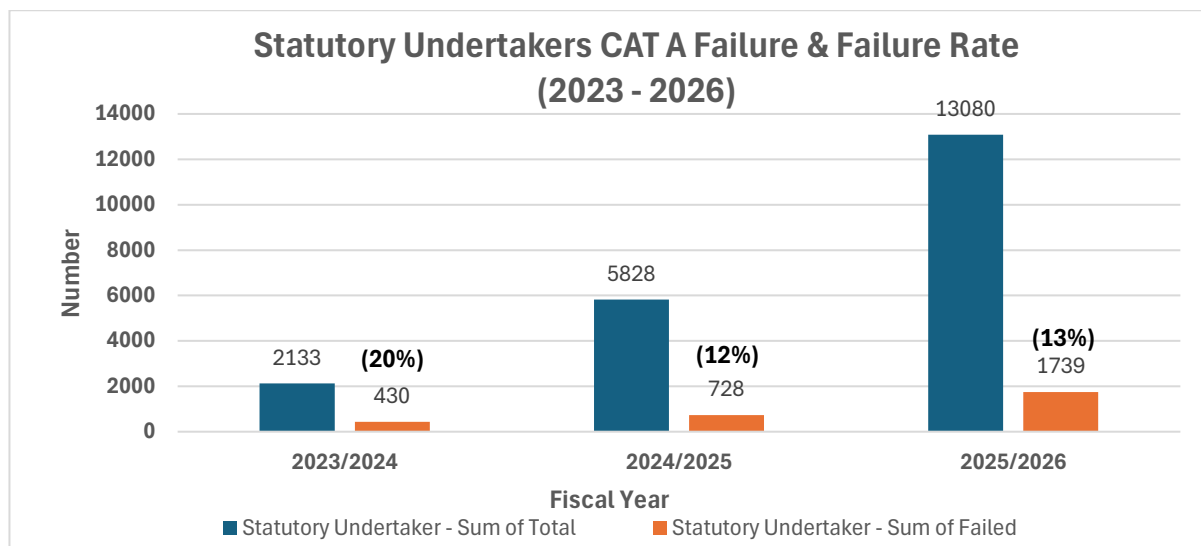
Graph 14: Number of works overrunning (2023 – 2026)

During the period of this report the figures indicate that statutory undertakers incur significantly higher numbers of overrun works than authority promoted activity. However, when looking at the relative proportions it can be seen that both parties have a similar performance. Further work will be needed by the authority's promoter to address the issue of overrunning works.

8.2 AM 2 – Sample Category A Inspections and failure rate

This measure was intended to provide two separate performance indicators:

1. Number of failed Sample A inspections shown as a percentage of the total undertaken within a period.
2. Number of failed permit conditions checks (where one or more permit conditions have been breached) shown as a percentage of the total undertaken within a



Graph 15: Number of CAT A Failure and Failure Rate for Statutory Undertakers

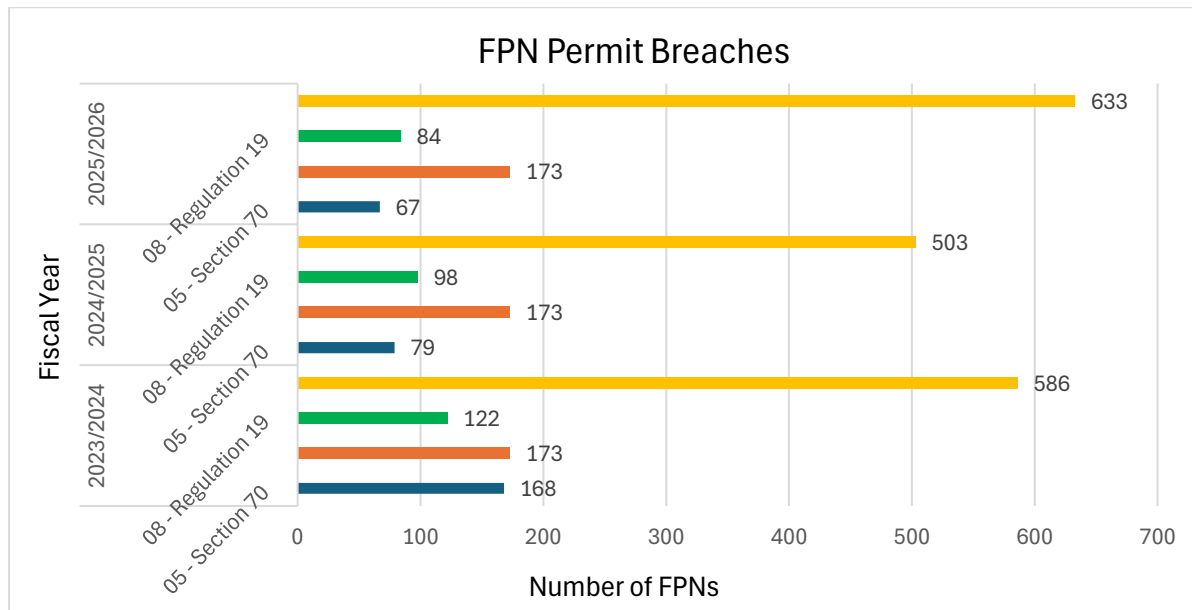
8.2.1 Results and Analysis

Graph 14 above, shows a breakdown of Category A inspections completed by London Borough of Croydon for Statutory Undertakers and provides a comparison with the previous year's failure rates for the same periods.

The data demonstrates that inspection activity has increased by more than sixfold since 2023/24, from 2,133 to 13,080 inspections. Despite this substantial increase in activity, the failure rate has reduced from approximately 20% to 13%.

Although there was a small increase in the failure rate between 2024/25 and 2025/26, the overall position remains positive. The reduction in failure rate, particularly while inspection volumes have increased considerably, suggests improved compliance and performance by statutory undertakers.

8.3 AM 5 FPNs (Permit Breaches)



Graph 16: Number of FPN Breaches (2023 – 2026)

8.3.1 Result and Analysis

The data shows a fluctuating trend in overall FPN breaches, with a significant reduction in 2024/25 followed by a recovery in 2025/26. The most significant feature is the continued dominance of Regulation 20 breaches, which increased from 503 in 2024/25 to 633 in 2025/26—an increase of approximately 26%.

In contrast, breaches under Regulation 19 and Section 70 have steadily declined, while Regulation 74 has remained relatively stable at 173 breaches per year.

Key message: The increase in overall FPN breaches in 2025/26 is primarily driven by Regulation 20 breaches, which now account for approximately 66% of all FPNs recorded in the year. This suggests that Regulation 20 should be a particular focus for targeted compliance activity and engagement with promoters.

9. Conclusion

- 9.1 The datasets reflect both Street Works and Work for Road Purposes and demonstrates that Croydon continues to apply a policy of parity for all work promoters. Whilst the primary focus of the permit scheme is on disruptive works on the main distributory roads and other traffic sensitive streets, Croydon's travelling public, residents and businesses still expect the remainder of the network to be available. This ensures that all activities are undertaken safely and completed in a timely manner with the minimum disruption.
- 9.2 The data has highlighted areas where both authorities promoted work and statutory undertaker work needs review. It can be seen that the average occupancy duration is high, that overruns are too frequent and that sample inspections need to increase and the failure rate of permits needs to be addressed.
- 9.3 That said, the results do so show that Croydon is showing parity when considering statutory undertake work, this is demonstrated by the fact that it has given statutory undertakers earlier starts than it has issued for authority promoted work. In addition, it is encouraging its own contractor to submit more permits and has requested conditions on those permits to ensure both safety and expeditious movement of traffic.
- 9.4 There is no doubt that the permit scheme with its concomitant conditions have helped to minimise disruption and have helped the team to honour the statutory requirements of the TMA 2004 Part 2, most notably the Network Management Duty and making working on the highway safer.

10. Glossary

Regulation 19	An undertaker carries out specified works on a permit-scheme street without having the required permit.
Regulation 20	An undertaker has a permit but fails to comply with one or more conditions attached to that permit.
Section 70	Failure to properly notify the highway authority that a reinstatement has been completed, or failure to provide the required reinstatement information within the prescribed timeframe.
Section 74	Works continue beyond the agreed or reasonable period, resulting in the highway being occupied for longer than permitted.
TMA	Traffic Management Act 2004
NMD	Network Management Duty - a legal obligation created by the Traffic Management Act 2004 for highway authorities to secure the expeditious movement of traffic
KPI	Key Performance Indicator
TPI	TMA Performance Indicators
AM	Authority Measure Indicators
CAT A	An inspection undertaken during the progress of the works as defined in Section 2.3.1 of The Code of Practice for Inspections 2002