

Permit scheme for street works and roadworks

April 2023 to March 2026



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Contents

1	Executive Summary.....	3
2	Introduction	5
3	Objectives of the Permit Scheme.....	5
4	Fee structure	9
5	Costs and Benefits.....	10
6	Performance Indicators	13
	The number of permit and permit variation applications	13
	The number of conditions applied by condition type.	14
	The number of early start agreements.....	15
	The number of approved revised durations	15
	The number of works phases started	16
	The number of works phases completed	17
	Days of occupancy completed	18
	Average duration of works	18
	The number of overrun days (system generated)	19
	The number of overrun days (physical)	20
	The number of phase 1 registrations	21
	Category A sample inspections	22
	The number of collaborative works	22
	The number of fixed penalty notices	23
	The number of deemed permits	24
7	Conclusion	26

Executive Summary

This report provides quantitative and qualitative evidence of how the Royal Borough of Kensington and Chelsea's Permit Scheme for streetworks operated in the three-years ending March 2026. Its findings are that the scheme continues to provide an effective framework for coordinating street and road works, minimising disruption to residents, businesses and visitors, and supporting the Council's statutory Network Management Duty.

The Royal Borough of Kensington and Chelsea remains one of London's busiest and most complex highway networks, with competing demands from residents, businesses, statutory undertakers, construction activity and major events. Effective management of street works is therefore essential to maintaining the safe and efficient movement of people and goods throughout the borough.

The key highlights of this report are as follows:

- 727 days of disruption saved through collaborative working between the Council and works promoters over the three-year period.
- Very low levels of early start requests for both statutory undertakers and Council works.
- Permit application volumes remained stable during 2023/24 and 2024/25 before reducing in 2025/26, largely reflecting the completion of major utility infrastructure programmes.
- The average duration of statutory undertaker works remained broadly stable throughout the reporting period.
- The average duration of Council works increased during the period, particularly during 2025/26, reflecting a greater proportion of more significant investment in the highway asset.
- Whilst system-generated overruns reduced significantly in 2025/26, at the same time physical work overruns increased to their highest level during the reporting period.
- Category A inspection failure rates increased significantly compared with 2023/24.
- Fixed Penalty Notices for breaches of permit conditions remain at significant levels.
- Whilst deemed permits remain a very small proportion of overall applications, numbers have increased.

The number of days of disruption saved continues to demonstrate the benefits of the Council's proactive approach to network management and collaborative working. Over the three-year period, 237 collaborative schemes were delivered, avoiding an estimated 727 days of disruption on the borough's highway network. This remains one of the clearest indicators of the value delivered through the permit scheme and the Council's coordination activities.

The low number of early start requests across all works promoters suggests that works continue to be planned effectively, with the majority of promoters complying with statutory noticing requirements and engaging proactively before works commence.

Towards the end of the monitoring period, permit approval rates declined and refusal rates increased, particularly for Council works. This reflects a robust permit assessment process and a continued focus on ensuring that proposed works minimise disruption to the network.

It is encouraging that system-generated overruns reduced significantly during the final year of the reporting period. However, the increase in physical overruns identified through inspections remains a concern and suggests that some statutory undertakers continue to face challenges in completing works within agreed durations or clearing sites promptly following completion.

It is also disappointing to note the increase in Category A inspection failure rates during 2024/25 and 2025/26 when compared with 2023/24. This indicates a deterioration in compliance standards on live sites and will continue to be an area of focus for the Council through inspections, engagement and enforcement activity.

The number of deemed permits remains low as a proportion of overall permit applications. However, the increase recorded during the reporting period is largely attributable to ongoing software system issues which affect the visibility of variation applications and can result in permits becoming deemed by default where statutory response times are exceeded.

Overall, the findings of this report demonstrate that the permit scheme continues to operate effectively and delivers significant network management benefits. Whilst there are areas requiring continued attention, particularly compliance standards, physical overruns and software-related deemed permits, the scheme continues to support the Council's objective of reducing disruption and improving coordination of works across the borough.

Introduction

Highway authority permit schemes for street works were introduced by Part 3 of the Traffic Management Act 2004 and are regulated in England by the Traffic Management Permit Scheme (England) Regulations 2007 (the 2007 regulations), as amended.

The Traffic Management Act 2004 (TMA), Part 3 Sections 32 to 39, and the Traffic Management Permit Scheme (England) Regulations 2007 make provision for Permit Schemes to be introduced in England. The London Permit Scheme (LoPS) was adopted by the Royal Borough of Kensington and Chelsea (RBKC) on 11 January 2010. The Scheme was revised following amendments to the Regulations in 2015 and 2026 and upon revisions to the Department for Transport's (DfT) *Permit Schemes: Statutory Guidance for Highway Authorities*.

Under Regulation 16A, the Council must evaluate its scheme every 12 months of operation for the first 3 years of operation and then every three years thereafter. This, the seventh such report, evaluates the three-year period ending 31 March 2026. As required by the Regulations, this evaluation considers:

- whether the fee structure needs to be updated in light of any scheme surplus or deficit
- the costs and benefits of operating the permit scheme
- how LoPS's objectives are being achieved
- the degree to which the scheme is meeting any KPIs.

This evaluation must be made available to stakeholders (those consulted at the scheme development stage, as set out in regulation 3) within three months of the date on which the evaluation was due.

This report has been prepared according to *Statutory Guidance* published on 31 March 2023 (and which was superseded on 10 April 2026). Accordingly, it uses the term "statutory undertaker" even though that term under Traffic Management Permit Scheme (England) Regulations 2007 has now been replaced with the term "undertaker".

Objectives of the Scheme

The objectives of the London Permit Scheme were laid out in Section 2 of the Scheme. These are summarised below along with how they have been met.

1) To provide an environment to help each of the Permit Authorities operating LoPS to meet their Network Management Duty (NMD);

Coordination meetings and performance meetings were held regularly with utility companies to support the delivery of our Network Management Duty. In addition, the Council played a leading role in industry-led committees such as London Highway Authorities and Utilities Committee (LHAUC) and London Joint Authorities Group (LJAG), which continue to provide support and guidance to all permitting authorities. Their overarching aim is to promote consistency across the permit scheme and drive continuous improvement in its operation.

The Network Management team assisted colleagues in other boroughs by providing advice on several permitting and network management issues and by regularly attending the Thames River Crossing Coordination Group.

2) To support those seeking to minimise disruption and inconvenience across London by encouraging good practice, mutual and collaborative working arrangements, and a focus on co-ordination and getting it right;

The Network Management Team continued to excel in delivering collaborative working arrangements, resulting in significant reductions in occupation days across the road network. The team is proud of the achievements made since the introduction of the permit scheme. However, there remain further opportunities to improve coordination and minimise disruption, and some of these continue to be missed due to a lack of engagement and commitment from a handful of specific works promoters.

To enhance coordination and the management of high-impact immediate works on traffic-sensitive roads, the Council held regular progress meetings throughout the lifecycle of such works. This approach enabled the provision of more timely updates to stakeholders and helped reduce the number of disputes relating to Section 74 overrun charges.

Joint coordination meetings were held quarterly with the London Borough of Hammersmith and Fulham to maximise cross-boundary coordination and provide additional benefits to attending works promoters. Officers also attended Brent and Westminster Co-ordination meetings. The Council also met Transport for London on a weekly basis as part of their Bus Sense initiative to improve co-ordination through key bus corridors spanning several boroughs. These meetings were used to discuss impactful upcoming works and traffic management arrangements.

The Council regularly attended Thames River Crossing Coordination Group to ensure that works affecting the capital's bridges were closely coordinated. In addition, the Council engaged regularly with the Greater London Authority's Infrastructure Coordination Service to improve coordination and partnership working on major infrastructure projects. This included the use of the Infrastructure Mapping

Application (IMA), which brings together advance and speculative information on long-term work programmes for statutory undertakers, providing visibility of planned works from six months ahead to as far as 30 years into the future. This was successfully used on a project in Earls Court Road which spanned both the TfL and borough road network leading to a major electrical network being installed before resurfacing works.

3) To encourage a high emphasis on safety for everyone including site operatives and all other road users with special emphasis on people with disabilities;

The Council placed site safety as a high priority through the delivery of a robust inspection regime on live works sites. This included undertaking over 20,000 of non-chargeable routine inspections in addition to the prescribed number of chargeable sample inspections.

Where non-compliances were identified, the Council issued non-compliance defect notifications and, where appropriate, Fixed Penalty Notices. For more serious offences, the Council pursued prosecution. During the three-year period covered by this report, the Council successfully prosecuted 33 companies for offences under Section 65 of the New Roads and Street Works Act 1991 (failure to place, maintain, and operate safety measures such as traffic signs, lights, and guards around street works) which resulted in £577k of fines being issued by the Court. The Council also issued four Simple Cautions during the same period.

The Council assessed permit applications with careful consideration of the local environment in which the works were proposed. Specific permit conditions were applied, or additional instructions issued to works promoters, to ensure appropriate measures were implemented before and during the works. For example, where works were planned outside a residential care facility, promoters were required to maintain regular communication with the site manager to minimise disruption to residents.

The Council worked closely with Action Disability Kensington and Chelsea, which provides a forum for members to raise concerns regarding street works and their impact on accessibility. Joint site audits were undertaken to identify and better understand the challenges faced by disabled people when navigating around street works.

The insights gained from these visits have helped traffic management companies develop and trial prototype equipment designed to address some of the issues identified during the audits. The equipment has been tested by members of the group, providing valuable feedback to support further improvements and promote greater accessibility around works sites.

The Council's Traffic Manager has shared the outcomes of these audits with the joint chairs of the HAUC Safety Group for consideration in the development of the latest version of the Safety at Street and Road Works Code of Practice.

4) To encourage a sharing of knowledge and methodology across the industries working within the London Permit Scheme;

Permitting authorities and utility companies discussed and debated key permitting issues through regular London HAUC meetings. The group actively promotes consistency in the application of permit schemes across London. Where inconsistencies arise, members worked collaboratively with colleagues from the relevant authorities or utility companies to better understand the issues and identify appropriate solutions.

The Council's Traffic Manager plays an active role within this group, as well as across a number of regional and national industry forums.

The Council provided opportunities for utility companies to participate in joint workshops involving operational staff from both authorities and the utility companies. These workshops helped to improve understanding of the factors that influence coordination decisions, encourage best practice, and support greater consistency in the application of permit scheme requirements.

5) To emphasize the need to minimise damage to the structure of the highway and all apparatus contained therein;

The Council placed significant emphasis on protecting the structural integrity of the highway and the apparatus contained within it. Over 23,000 chargeable and non-chargeable inspections were undertaken on both live and completed works to ensure that reinstatements met the required standards and that any defects were identified and addressed promptly.

The Council actively promoted the use of innovative techniques and technologies that reduce the need for excavation and minimise disruption. Methods such as Core and Vac and CISBOT technology were strongly encouraged throughout the three-year period.

Defective utility apparatus again presented challenges for the Council, particularly where there were disputes regarding ownership or liability, or where remedial works were not undertaken within a reasonable timeframe. The current legislative framework does not prescribe a fixed timescale for utility companies to rectify defective apparatus, which can result in some defects remaining unresolved for extended periods. In certain cases, this can have a detrimental impact on the condition and structural integrity of the highway.

The Council continued to engage with utility companies to encourage the timely identification and repair of defective apparatus and to minimise the impact on the highway network and its users.

The Council's Traffic Manager worked closely with members of the London Joint Authorities Group (LJAG) to explore potential solutions to these ongoing challenges. Discussions at both regional and national levels continue, and further collaborative work is expected to help improve processes and outcomes in the future.

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

The Council consistently utilised the industry-agreed refusal and modification codes and reports on this data during quarterly performance meetings with works promoters. This enabled constructive discussions on the principal reasons for permit refusals and helped identify trends and areas where improvements may be required.

As with the preceding three-year monitoring period, there was a low proportion of refusals categorised as 'Other'. This provides greater transparency for works promoters by ensuring that the reasons for permit refusals are clearly identified and understood. In turn, this enables organisations to take appropriate corrective action, including targeted training and process improvements where necessary.

7) To treat all activities covered by the scheme and activity promoters on an equal basis.

The Traffic Manager reports directly to the Director for Highway and Regulatory Services, ensuring that the Network Management Team maintains its independence from the teams responsible for delivering the Council's own highway maintenance programmes and capital projects. This governance arrangement helps ensure that the same coordination principles and network management considerations are applied consistently to both highway authority works and statutory undertakers' works.

Regular meetings were held between the Highways and Projects Team and their contractors, with representatives from the Network Management Team also in attendance. These meetings provided an opportunity to discuss upcoming works, emerging issues, lessons learned, and other matters of mutual interest, helping to ensure effective coordination and minimise disruption to the travelling public.

Fee Structure

Maximum allowable Permit Fees

Legislation sets maximum allowable permit fees as follows:

Statutory Maximum Fee Levels per Provisional Advance Authorisation, Permit and Permit Variation		
Permit Type	Road Category 0-2 or Traffic Sensitive	Road Category 3-4 and non-Traffic Sensitive
Provisional Advance Authorisation (PAA)	£105	£75
Major Activity	£240	£150
Standard Activity	£130	£75
Minor Activity	£65	£45
Immediate Activity	£60	£40

Permit Fees Charged by RBKC April 2023 – March 2026

The council charged the maximum permit fees allowable under the Regulations for the duration of the evaluation period.

Permit fees are calculated using the DfT Permit Fee guidance cost matrix. These were originally submitted to DfT in 2010 as part of the permit application process evaluation. These fees have been reviewed as part of each three-year Permit Scheme Evaluation Report.

Costs and Benefits

Costs of Running the Scheme versus income

The table below summarises the Council's operational costs of running the permit scheme and the income that was generated from permit fees.

	Income from permit fees	Costs	Deficit	Increase in deficit
2023/24	£379,645	£678,918	£299,273	
2024/25	£353,365	£706,317	£352,952	17.7%
2025/26	£287,220	£724,420	£437,200	23.8%

The table demonstrates that the cost of operating the permit scheme not only significantly exceeds the income generated through permit fees, but that the deficit is increasing at a significant rate. As noted earlier in this report, the Council is already charging the maximum fee levels permitted under the current regulations and is therefore unable to increase fees further to recover its full operating costs.

In the Council's view, there would be merit in the Department for Transport undertaking a review of the maximum permit fee levels to ensure they remain appropriate and reflect the current costs associated with administering and operating permit schemes. Such a review would help authorities that are currently operating permit schemes at a financial deficit to move closer to full cost recovery, in line with the original principles of permit scheme funding.

In the summer of 2023, the Joint Authorities Group (JAG) undertook a comprehensive review of permit fee levels and presented its findings to the Department for Transport for consideration. Whilst the Department did not consider a review of fee levels to be a priority at that time, it acknowledged the issue and indicated that permit fee levels may be reviewed in the future. The Council would welcome such a review and the opportunity to ensure that permit fee structures remain aligned with the costs of administering and operating permit schemes.

Benefits

Operating a permit scheme again provided the Council with the most effective means of coordinating road and street works and minimising disruption to road users. The scheme enabled the Council to take a proactive approach to network management and facilitated levels of coordination and collaboration that would not have been achievable under the NRSWA noticing regime.

The Council is particularly proud of its success in delivering collaborative working opportunities since the introduction of the permit scheme. Through effective coordination with utility companies and other stakeholders, over 4,500 days of potential disruption have been avoided, including the savings achieved during the period covered by this report. This represents a significant benefit to residents, businesses, and all users of the borough's road network.

The cumulative disruption savings achieved through collaborative working are regularly referenced when responding to public enquiries and complaints regarding road works, providing a tangible example of the benefits delivered by the permit scheme and the Council's ongoing commitment to effective network management.

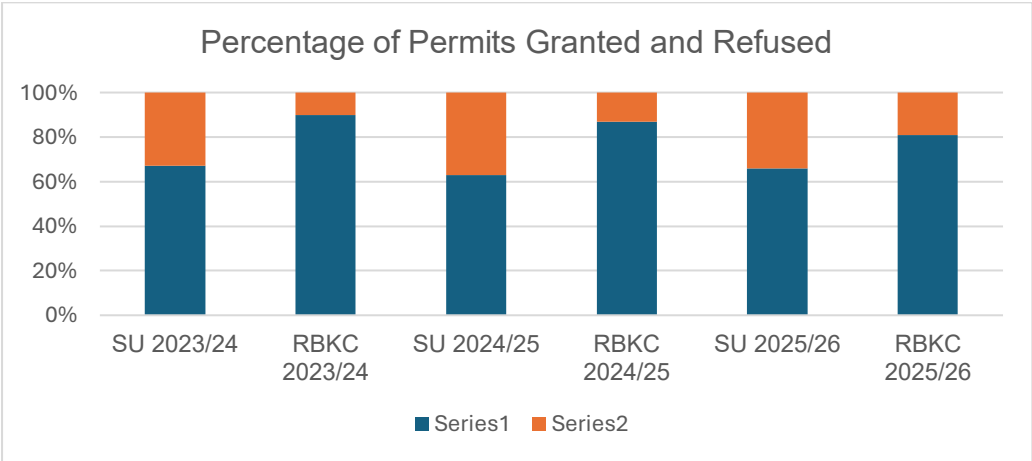
Set out below are two examples of collaborative working initiatives delivered during the three-year period covered by this report, both of which resulted in significant benefits.

- Old Brompton Road – Thames Water, UKPN, RBKC and LB Hammersmith and Fulham worked collaboratively under a road closure spanning both boroughs to facilitate the replacement of a large water main, new electrical connection work and resurfacing works. 102 days saved.
- Sloane Street – The Council worked collaboratively with a number of utility companies to coordinate and deliver various utility works alongside major public realm improvement works in Sloane Street. This project, which spanned a two-year period, provided significant opportunities for joint working and the alignment of work programmes. 125 days saved

Performance Indicators

Number of Permits and Permit Variations

No Permit Applications/variations						
	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Total No of permit applications/variations	12567	5836	12614	6264	9800	4513
Total no of permirts with status that cannot be determined	1446	2481	2678	2703	2626	929
Total No of permits granted or refused	11121	3355	9936	3561	7174	3584
Number of applications granted	7463	3025	6215	3107	4730	2909
No of applications granted as a percentage of the total of permits granted/refused	67%	90%	63%	87%	66%	81%
No of applications refused	3558	330	3721	454	2444	675
No of applications refused as a percentage of the total of permits granted/refused	33%	10%	37%	13%	34%	19%



The total number of permit applications and permit variations remained relatively stable between 2023/24 (12,567 SU; 5,836 RBKC) and 2024/25 (12,614 SU; 6,264 RBKC), before experiencing a notable decline in 2025/26 (9,800 SU; 4,513 RBKC). This suggests a reduction in overall works activity in the final year, particularly for statutory undertakers. A large part of this has been down to the conclusion of G-Networks major network build. Alongside this, the number of permits with undetermined status increases in 2024/25 for both groups (SU 2,678; RBKC 2,703) before dropping significantly for RBKC in 2025/26 to 929.

The number of permits granted declines across the period, particularly for statutory undertakers (from 7,463 to 4,730), while RBKC figures remain more stable. The percentage of permits granted also falls for both groups, with statutory undertakers decreasing from 67% to 66% (after a dip in 2024/25), and RBKC dropping more noticeably from 90% to 81%. Correspondingly, refusal rates increase, especially for RBKC, rising from 10% to 19%, while statutory undertaker refusals remain consistently high at around one-third of applications. Overall, the data indicates that although application volumes fall, approval rates are tightening and refusal rates rising, suggesting increasing scrutiny, more complex proposals, or deteriorating application quality over time.

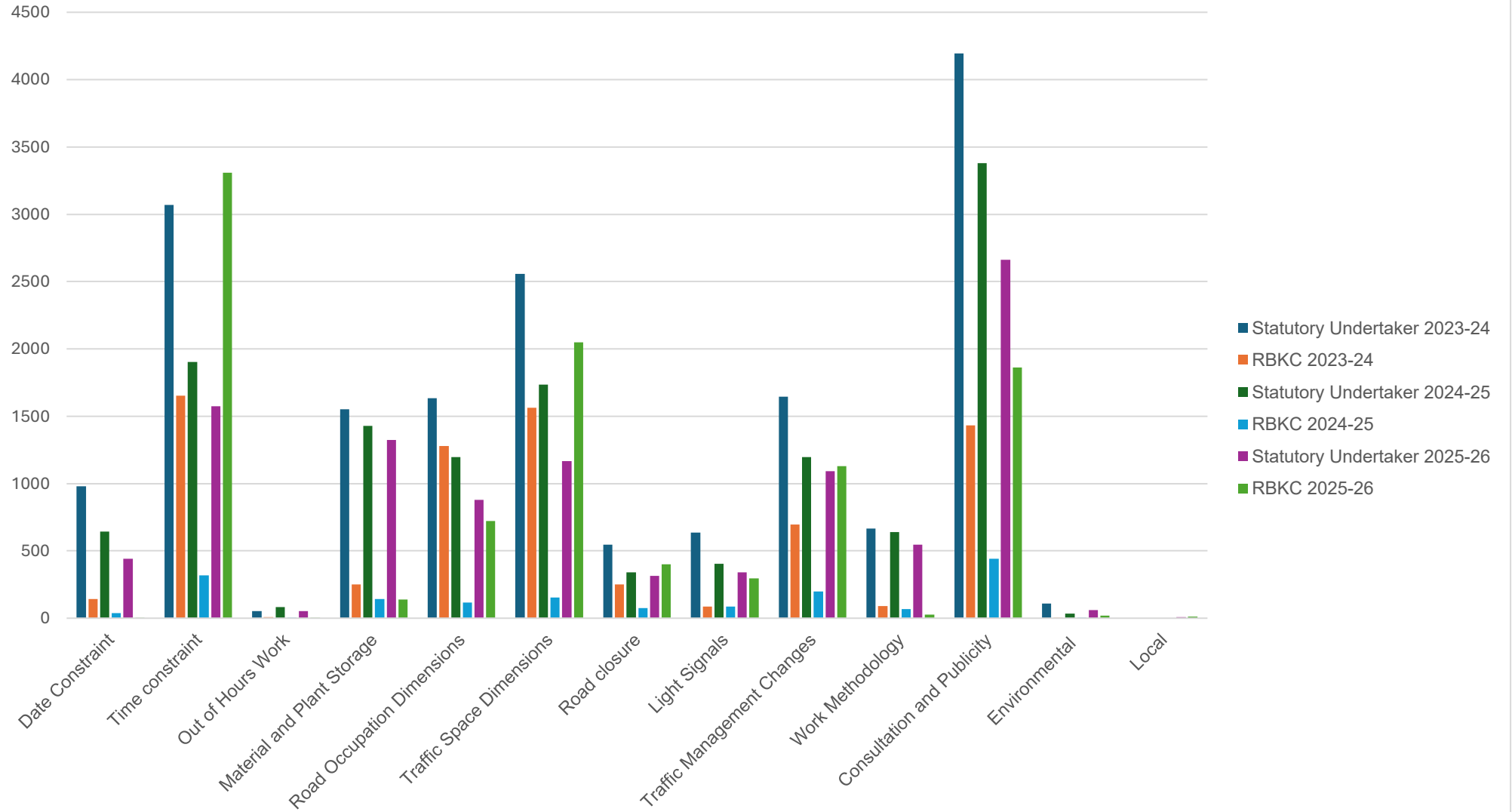
Number of Permit Conditions Applied

The graph overleaf indicates a consistent high volume of conditions being applied to permits associated with Consultation and Publicity and Time Constraints. Consultation and Publicity peaks at over 4,000 applications for statutory undertakers in 2023–24 and reduces over the next few years. Time Constraint conditions similarly peaks at 3000 for in 2023-24 and reduces over the next two years. For RBKC works there is more of a fluctuation in both conditions with quite a large reduction in the second year compared to year one and three. .

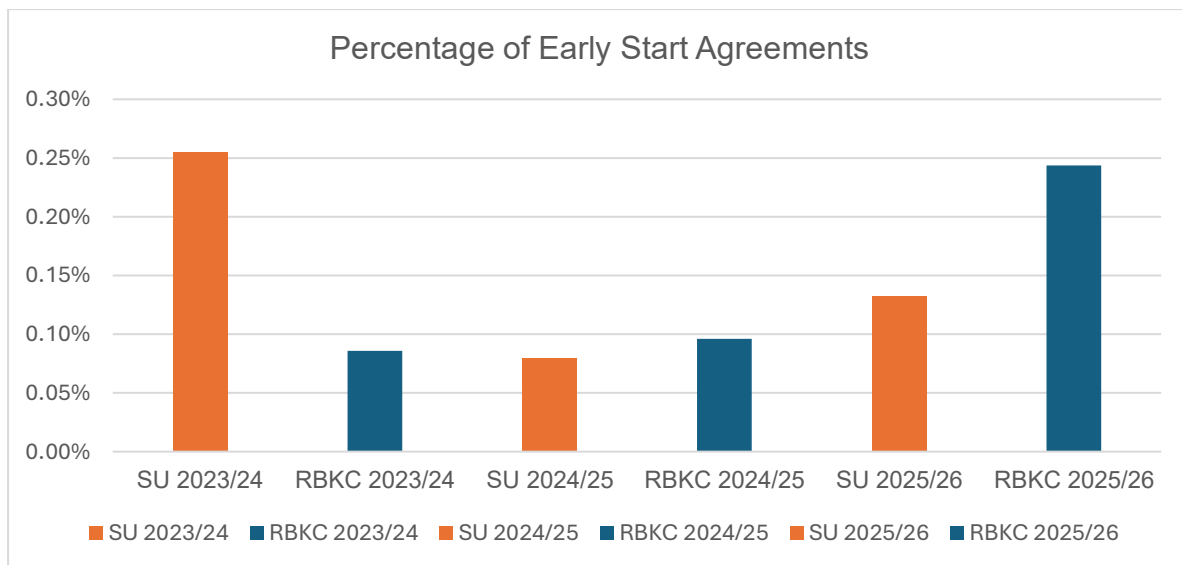
The next group of most frequent conditions applied include Traffic Space Dimensions, Out of Hours Work, Traffic Management, and Road Occupation, all of which show steady but lower volumes, generally ranging between approximately 800 and 2,500 applications, with some year-on-year variation but no extreme difference volatility. In contrast, categories such as Road Closure, Light Signals, Environmental, and Local conditions remain consistently low across all groups and years, typically below 500 applications, indicating their more limited or situational use.

Across nearly all categories, statutory undertakers tend to have higher volumes of conditions applied than RBKC, although RBKC figures show relative stability and some gradual increases in certain areas (e.g. Traffic Management and Consultation and Publicity).

No of Permit Conditions Applied



Early Start Agreements



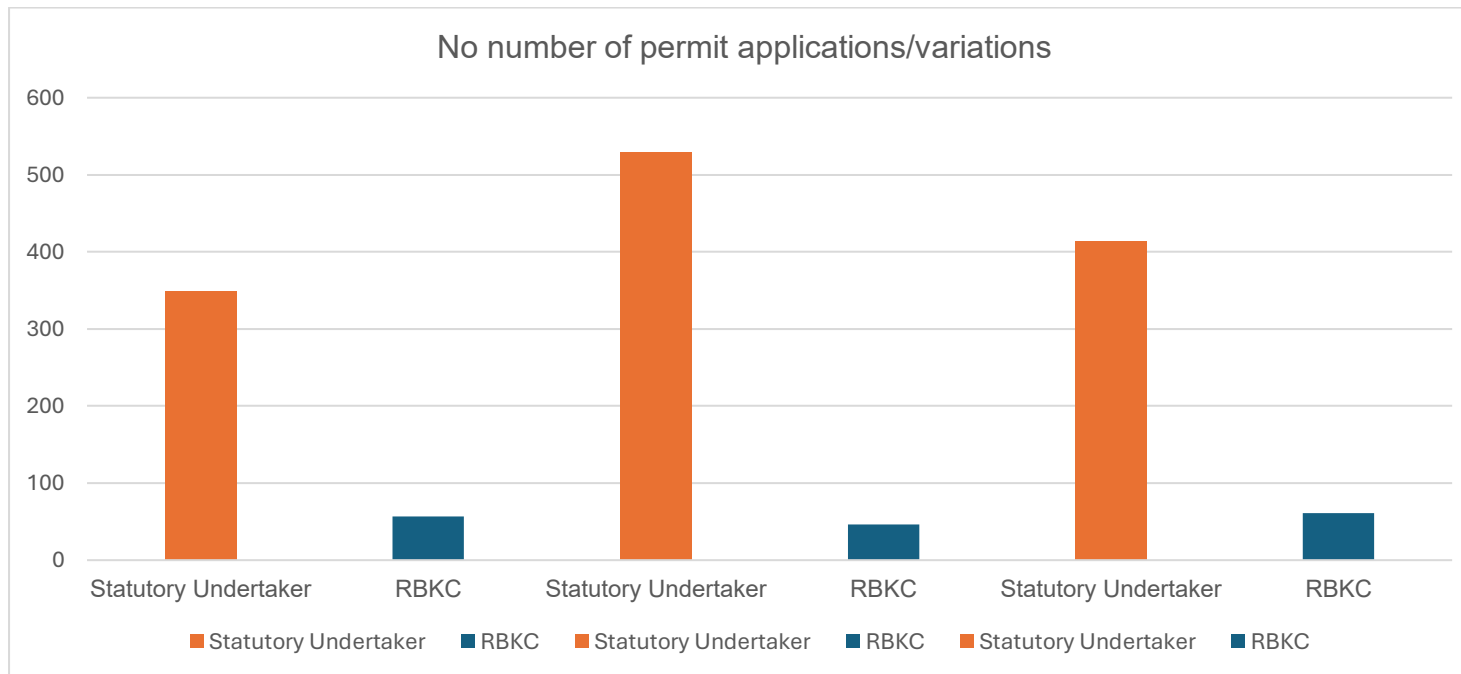
The chart above shows that the percentage of early start agreements was consistently very low across all three years, but with noticeable variation between statutory undertakers (SU) and RBKC. Statutory undertaker early starts appears to decline from around 0.25% in 2023/24 to approximately 0.07% in 2024/25, before rising again to around 0.13% in 2025/26. The initial decline for statutory undertakers may reflect improved programming and fewer late or reactive submissions, while the subsequent increase in 2025/26 may indicate growing operational pressures, such as emergency works, customer-driven demands, or more complex site conditions requiring flexibility.

In contrast, RBKC follows the opposite pattern, starting lower at roughly 0.08% in 2023/24, increasing slightly in 2024/25. The 167% increase to around 0.24% in 2025/26 is a positive indicator. It reflects increased effort by RBKC as highway authority to optimise network occupancy by bringing planned works forward to benefit from lower traffic levels (eg arising from an unplanned road closure) or an unforeseen window of opportunity (eg road space becoming available)

Overall, the data indicates that early start agreements are used sparingly and with good intent by both parties, which is consistent with good compliance with statutory noticing periods and effective forward planning. Levels remain low enough to indicate that early starts continue to be an exception rather than standard practice.

Number of approved revised durations

	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Total number of permit applications/variati	349	57	529	46	414	61
Approved percentage when compared to number of permit granted	5%	2%	9%	1%	9%	2%



Approved revised durations

The data in the preceding chart shows a higher number of permit applications and variations for statutory undertakers compared with RBKC across all three years, alongside relatively low overall approval rates. The total number of permit applications or variations increased significantly for statutory undertakers from 349 in 2023/24 to 529 in 2024/25, before declining to 414 in 2025/26, indicating a peak in activity during 2024/25 followed by partial reduction. RBKC figures remained much lower and more stable over all three years, fluctuating between 46 and 61 applications, indicating a more consistent level of demand.

In terms of approval rates, statutory undertakers consistently had higher percentages of approvals, rising from 5% in 2023/24 to 9% in both 2024/25 and 2025/26, possibly indicating poor work duration estimates or an increase in unforeseen problems encountered during the works. RBKC approval rates, however, remained consistently low across all three years indicating competent work-planning.

A key trend is that despite fluctuations in application volumes, the proportion of approved revised durations remains small, indicating that a robust and fair approval process is in place.

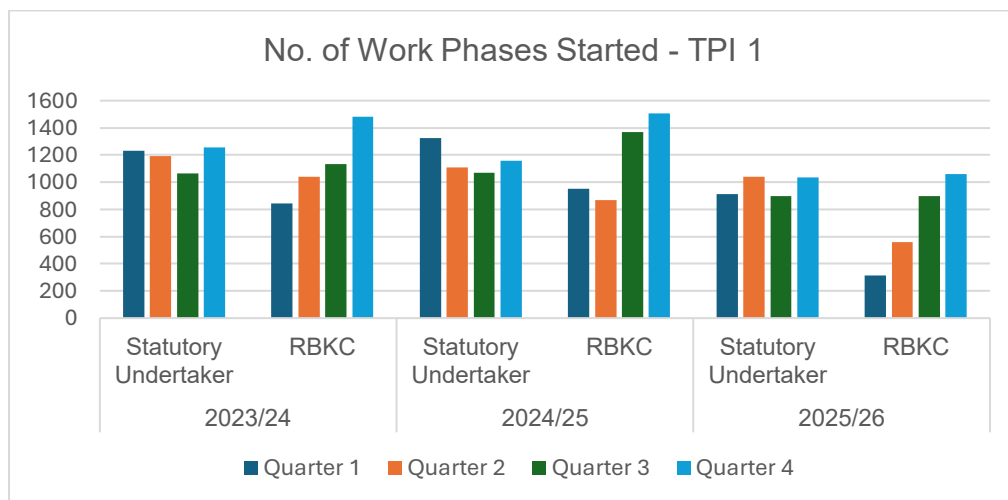
Traffic Management Performance Indicators

The following tables and charts show the national Traffic Management Performance Indicators (TPI) for both council and statutory undertaker works.

TPI 1 – Number of Work Phases Started

TPI 1 for statutory undertakers' works was consistent across the three-year period. In contrast, the council's own works data indicate a marked reduction in the number of work phases in Quarter 1 and 2 of 2025/26. Further examination of the underlying data has not provided a definitive explanation for this variation. However, during this period a new finance system was introduced alongside the commencement of a new contract period. During the transition, purchase orders could not be raised and the new contract rates could not be uploaded to the asset management system. As the two systems are interlinked, these issues are likely to have had an impact on the accuracy and consistency of the data.

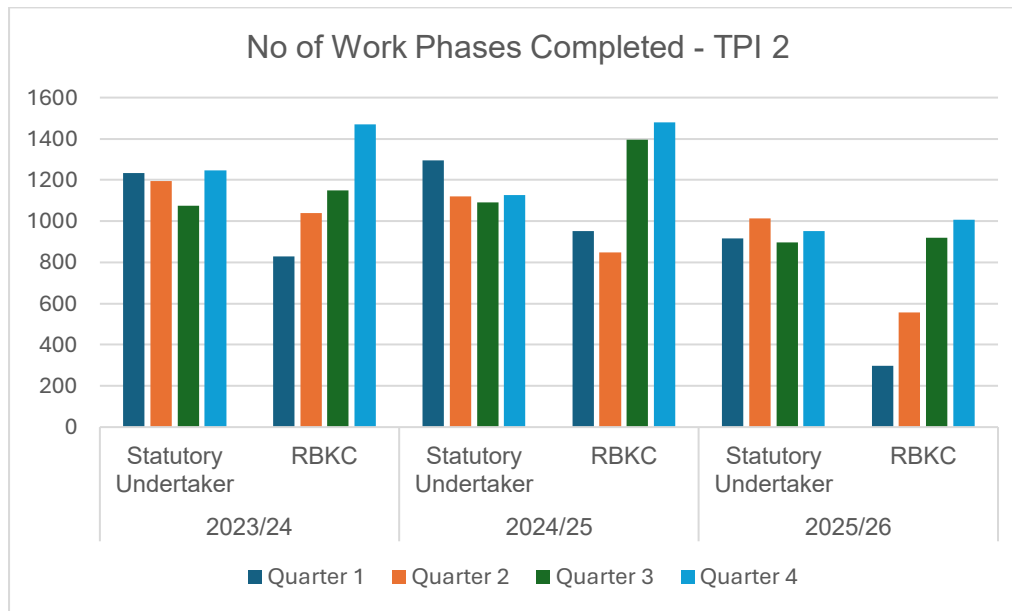
	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Quarter 1	1233	845	1324	952	913	312
Quarter 2	1194	1042	1109	867	1039	560
Quarter 3	1064	1134	1070	1370	900	898
Quarter 4	1257	1484	1158	1504	1033	1058



TPI 2 – Number of Work Phases Completed

TPI 2 for statutory undertakers' works was consistent across the three-year period. For the same reasons as described on the preceding page, the council's own works data show the same reduction identified in TPI 1 occurring in Quarter 1 and 2 of 2025/26.

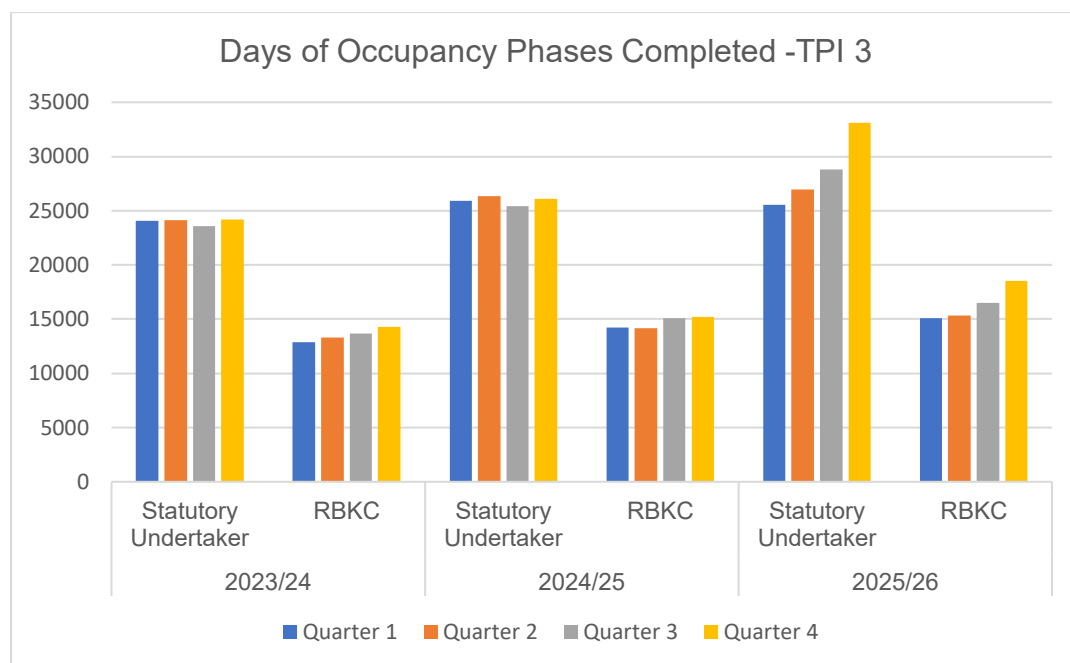
	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Quarter 1	1233	830	1295	952	915	299
Quarter 2	1195	1040	1119	849	1014	556
Quarter 3	1074	1148	1091	1397	896	920
Quarter 4	1246	1469	1127	1481	953	1007



TPI 3 – Days of Occupancy Phases Completed

The data across all three years for all three years is largely consistent aside from a slight peak for statutory undertakers work in Quarter 3 and 4 in 2025/26. The data does not raise any particular concerns or issues

	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Quarter 1	24036	12879	25902	14199	25529	15072
Quarter 2	24140	13321	26324	14165	26946	15335
Quarter 3	23557	13686	25415	15059	28807	16507
Quarter 4	24184	14289	26081	15206	33089	18507

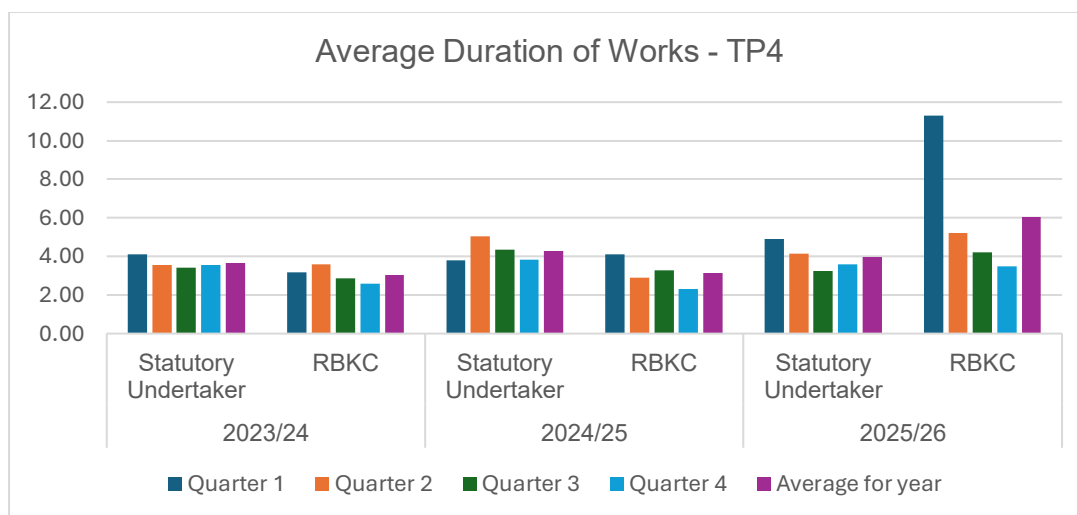


TPI 4 – Average Duration of Works

The average duration of statutory undertakers' works remained largely consistent, with only a slight increase recorded in 2024/25. The average duration of the council's own works, however, increased year on year. The average duration doubled in Quarter 1 of 2025/26 is due an increase in the number of longer-duration works and projects undertaken during that period.

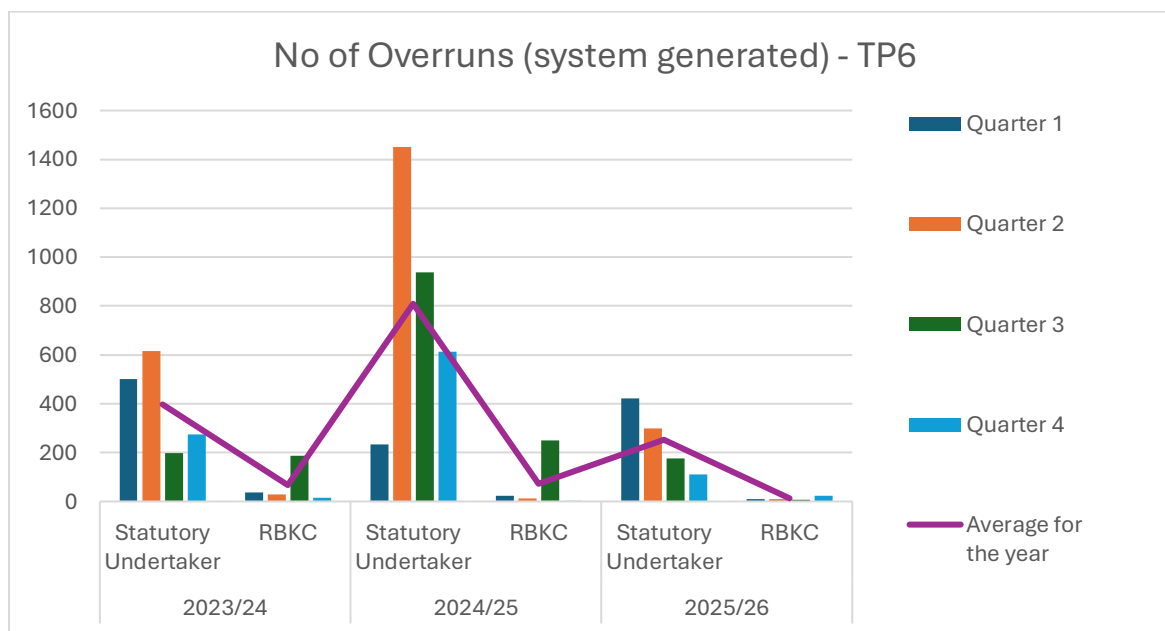
Overall, the data suggest that the duration of statutory undertakers' works has remained stable, while the council's own works have become progressively longer in duration

	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Quarter 1	4.10	3.17	3.81	4.12	4.91	11.29
Quarter 2	3.55	3.58	5.06	2.91	4.14	5.22
Quarter 3	3.43	2.86	4.34	3.29	3.25	4.20
Quarter 4	3.54	2.59	3.85	2.31	3.58	3.49
Average for year	3.66	3.05	4.27	3.16	3.97	6.05



TPI 6a – System-Generated Section 74 Overruns

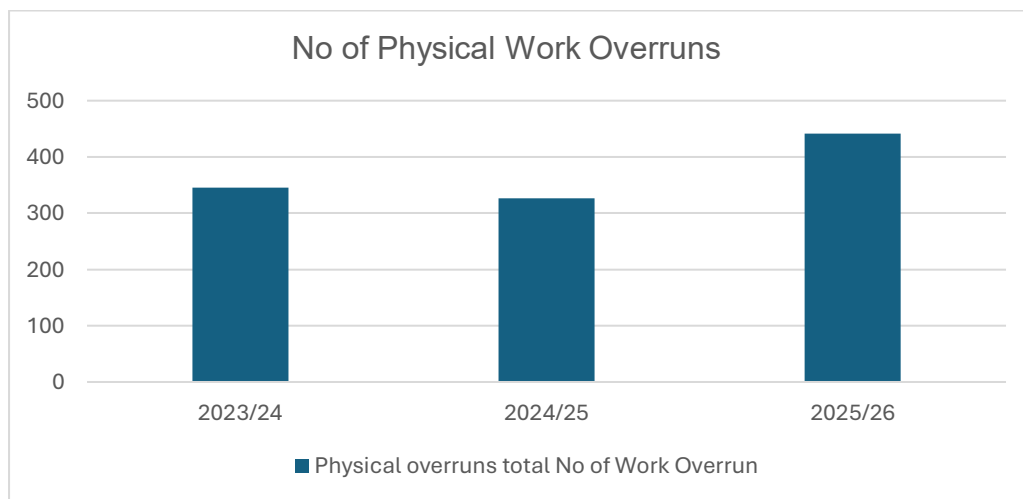
	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Quarter 1	502	38	233	24	421	10
Quarter 2	615	29	1451	11	300	10
Quarter 3	198	188	939	249	177	7
Quarter 4	274	15	613	1	110	24
Average for the year	397.3	67.5	809.0	71.3	252.0	12.8



TPI 6b – Physical Section 74 Overruns

Inspections undertaken by the council found works to remain in progress beyond their estimated completion date and/or materials or equipment left on site after the permit expiry date.

Statutory Undertaker	No of Work Overrun
2023/24	346
2024/25	327
2025/26	441

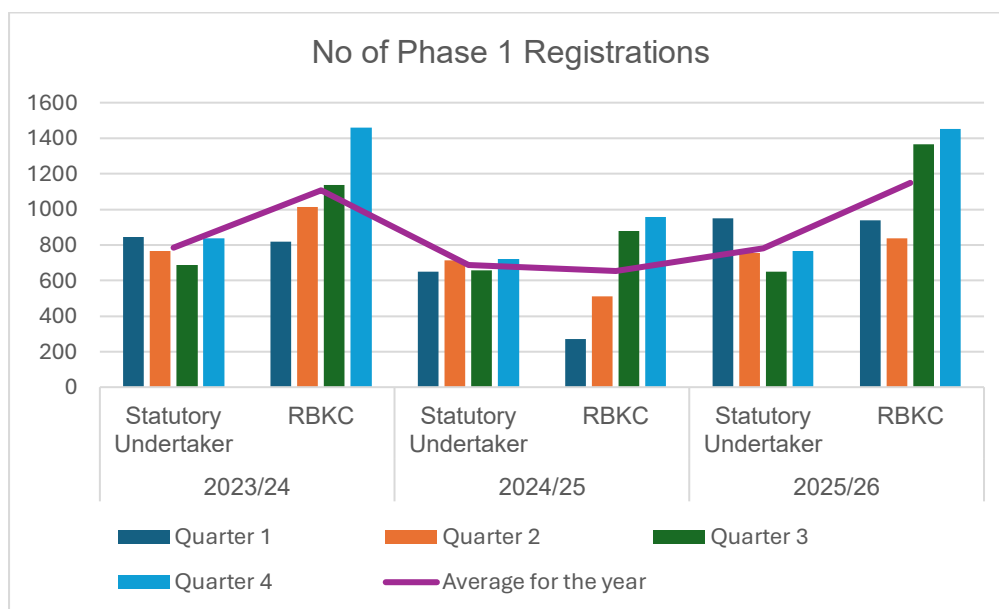


When compared with the number of permits granted, this is a relatively high proportion of overrunning sites. A 27% increase in the number of overruns in 2025/26 when compared to 2023/24, utility companies' planning and managing of their work sites appears to be worsening.

The council continues to apply a robust but fair approach to assessing and challenging proposed work durations across all works promoters, helping to minimise disruption to the highway network and ensure compliance with permit requirements

TPI 7 - Number of Phase 1 Registrations

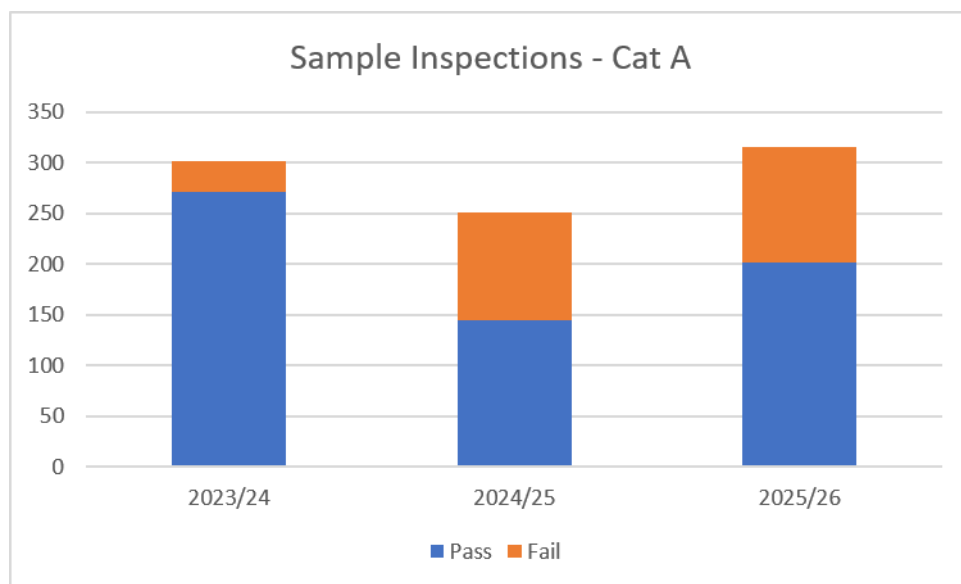
	2023/24		2024/25		2025/26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Quarter 1	844	819	651	269	948	939
Quarter 2	766	1015	714	509	754	836
Quarter 3	687	1136	658	878	651	1367
Quarter 4	838	1459	720	957	764	1454
Average for the year	784	1107	686	653	779	1149



The number of Phase 1 registrations for statutory undertakers is consistent across all three years, with only minor fluctuations. In contrast, RBKC works show greater variation and an overall increase, with lower figures in 2024/25 followed by higher peaks in 2025/26.

RBKC KPI 1 - Sample inspections – Cat A live sites

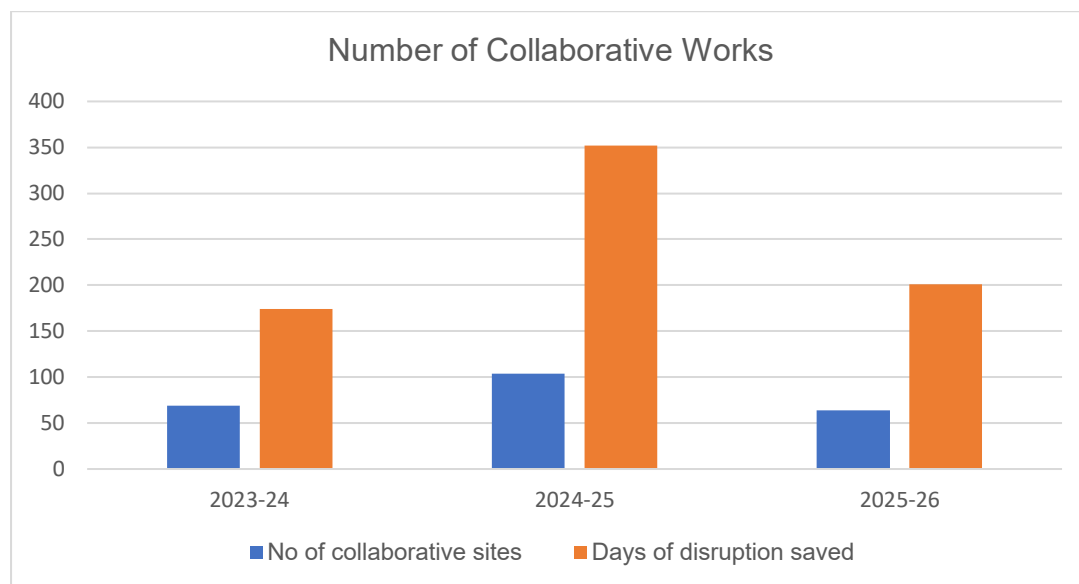
	2023/24	2024/25	2025/26
No of Sample A inspections	301	251	315
Pass	271	145	202
Fail	30	106	113
Fail(%)	9.9	42.2	35.8



The number of Cat A sample inspections carried out remains broadly consistent across the three years, with a slight dip in 2024/25. However, performance shows significant variation of failure rates from 9.9% in 2023/24 to 42.2% in 2024/25, before improving slightly to 35.8% in 2025/26. The failure rates in 2024/25 and 2025/26 are much higher than we would like which suggests a decline in compliance compared to the first year.

RBKC KPI 2 – Number of Collaborative Works

	2023-24	2024-25	2025-26
No of collaborative sites	69	104	64
Days of disruption saved	174	352	201



The council continues to take a proactive approach to identifying and facilitating collaborative working opportunities with all works promoters. The data presented above clearly demonstrate the benefits of this ongoing approach.

Over the three-year period, 237 collaborative work sites were delivered, resulting in an estimated 727 days of disruption being avoided on the highway network. The greatest benefit was achieved in 2024/25, when 352 days of disruption were saved.

Examples of schemes where these benefits were realised are provided under the Cost and Benefit section.

RBKC KPI 3 – Number of Fixed Penalty Notices

	2023-24	2024-25	2025-26
Regulation 19 (working without a permit)	56	53	78
Regulation 20 (breach of permit conditions)	692	401	518



The number of Fixed Penalty Notices (FPNs) issued for Regulation 19 offences remained relatively consistent over the three-year period, reaching a peak of 78 in 2025/26. In contrast, Regulation 20 offences showed greater variation, peaking at 692 in 2023/24 before falling to 400 in 2024/25 and then increasing again to over 500 in 2025/26.

These figures suggest that, while levels of working without a permit have remained broadly stable, there has been no sustained improvement in compliance with permit conditions. The data for Regulation 20 offences during 2025/26 indicates that utility companies continue to face challenges in maintaining consistent adherence to permit requirements.

The main reasons for issuing Fixed Penalty Notices (FPNs) for working without a permit were:

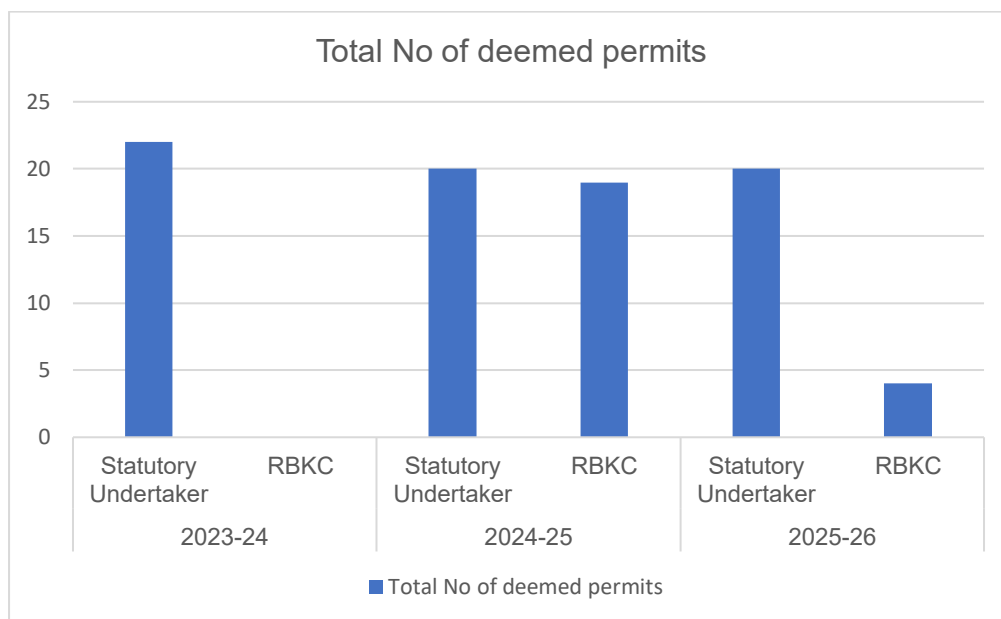
- Works carried out without a permit in place.
- Works carried out under a refused permit.
- Works carried out following the late submission of an immediate permit.

The main reasons for issuing Fixed Penalty Notices (FPNs) for working in breach of permit conditions were:

- No permit number displayed on site.
- An incorrect permit number displayed on site.
- Works continuing beyond the agreed duration.

RBKC KPI 4 – Number of Deemed Permits

	2023-24		2024-25		2025-26	
	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC	Statutory Undertaker	RBKC
Total No of deemed permits	22	0	20	19	20	4



The total number of deemed permits issued over the three-year period was 62 for statutory undertakers' works and 23 for the council's own works. As a proportion of the total number of permit applications received, this represents less than 0.1% for utility companies' works and 0.3% for RBKC works. These figures are higher than the Council would like to see and are the highest since the launch of the scheme.

This increase is largely attributable to ongoing operational issues within the Confirm Street Works software system used by RBKC. Variation applications do not consistently appear on the dashboard, which means they can be overlooked during the review process. Where these applications are not assessed within the required timeframe, they become deemed by default. This system limitation has therefore contributed significantly to the higher number of deemed permits recorded in recent years. Whilst the issue has consistently been reported to the system supplier Confirm they have not provided a solution.

A small number of deemed permits may be attributed to administrative oversight, where applications have been missed due to workload pressures or other internal factors. Previous years has suggested this figure would be as low as 1-3 per reporting period for each work promoter.

Conclusion

The operation of the street works permit scheme in Kensington and Chelsea continues to be a success and provides the Council with an effective means of coordinating works and minimising disruption on the road network.

Through Street Manager, ongoing performance meetings, inspections and day-to-day engagement with works promoters, the Council continues to work closely with statutory undertakers and contractors to drive improvements in permit compliance, work durations, site safety standards and the overall quality of permit applications. Whilst some areas of performance have improved during the reporting period, particularly in relation to system-generated overruns, there remain challenges around physical overruns, permit condition compliance and Category A inspection failures which will continue to be a focus for improvement.

The Council continues to excel in identifying collaborative working opportunities with works promoters, resulting in an estimated 727 days of disruption being avoided across the highway network during the three-year period covered by this report. A considerable amount of time and effort is invested in identifying, coordinating and facilitating these opportunities, but the benefits delivered to residents, businesses and road users clearly demonstrate the value of this proactive approach. However, the Council remains disappointed that some opportunities for collaboration continue to be missed due to the reluctance of certain works promoters to participate in joint working arrangements.

Although the number of deemed permits recorded during the reporting period has increased compared with previous years, overall levels remain extremely low when considered against the total number of permit applications received. The Council remains committed to addressing the software-related issues that have contributed to these figures and continues to press the system provider to resolve the issue.

Residents of the borough continue to take a keen interest in street and road works activity and operating the permit scheme provides the Council with the most effective means of balancing the needs of works promoters with the expectations of local communities. This includes the application of permit conditions, proactive coordination of activities and engagement with stakeholders affected by major projects and infrastructure works.

The Council's Traffic Manager continues to play an active role in local and national street works forums, sharing best practice and contributing towards the continued development of permit schemes and network management initiatives across the industry.

The Council will continue to work closely with all works promoters to drive further improvements in compliance, consistency and performance, ensuring that works are planned, coordinated and delivered safely and efficiently whilst minimising disruption to all road users.