

Works extension requests and duration challenges non acceptance

What is a works extension?

A works extension is a 'change request' submitted through Street Manager, the functionality enables the Works promoter to seek an agreed amendment to the 'end date' of the permit application. All applications include a start and an end date; it is important to seek agreement to extend the duration if the works will not be completed within the original timeframe.

This document will explain how to issue a works extension request and draw attention to key elements / timescales of the process to help provide clarity, ensuring works are undertaken in accordance with NRSWA legislation.

Why is it important to manage the 'end date'?

Section 74 of NRSWA¹ allows authorities to charge Works promoters if works are unreasonably prolonged (that is, take longer than previously agreed) and, specifically, to charge statutory undertakers where they are "executing street works in a maintainable highway".

Works become 'unreasonably prolonged' if the works take longer than the 'prescribed period' and either the duration of the permit or the 'reasonable period'. The Authority may levy a daily charge for each day in excess of the longer of the two periods. Section 74 charges come into force the next day of occupation after the 'reasonable period' and is a daily rate, regardless of how much of the day the site remains occupied.

The maximum daily charge varies based on the road category; the traffic sensitivity and whether the works occupy the carriageway during the period of overrun.

Table 10.1 Maximum charges in relation to works occupying the carriageway during period of overrun			
Item	Description of street	Amount (£) (each of first three days)	Amount (£) (each subsequent day)
1	Type 0 or 1 Traffic-sensitive or protected street	£5,000.00	£10,000.00
2	Type 0 or 1 NOT Traffic-sensitive or protected street	£2,500.00	£2,500.00
3	Type 2 Traffic-sensitive or protected street	£3,000.00	£8,000.00
4	Type 2 NOT Traffic-sensitive or protected street	£2,000.00	£2,000.00
5	Type 3 or 4 Traffic-sensitive or protected street	£750.00	£750.00
6	Type 3 or 4 NOT Traffic-sensitive or protected street	£250.00	£250.00
Table 10.2 Maximum charges in relation to works outside the carriageway during period of overrun			
Item	Description of street	Amount (£) (each day)	
1	Type 0 or 1 street	£2,500.00	
2	Type 2 street	£2,000.00	
3	Type 3 or 4 street	£250.00	

¹ [Code of practice for the co-ordination of street and road works: December 2025](#) pg78

What is the 'end date'?

All permits have a 'prescribed period'² of two working days, starting on the date works begin, no overrun charge can be levied during this period. It should not be set as the default for any works' duration and for each phase of works the prescribed period will reset each time.

The 'Reasonable period'³ end date and 'Permit' end date run in parallel, until a duration challenge to the reasonable period is made by the Authority. At this point they become two separate entities.

The reasonable period should be agreed

- within two working days of receipt of a minor or immediate works
- or five working days for a major or standard works

In practice, this agreement is confirmed by the action of the Authority granting the permit. It is imperative the reasonable period end date is managed and any operational issues encountered are escalated appropriately to the Authority. Failure to manage the works duration within the reasonable period will result in section 74 charges daily for the period over run.

How do I request a works extension?

- 1) Navigate to 'Request change' from the 'Actions' list in the top right corner of the application

Work status: In progress [View works record](#)



- 2) Scroll down to the 'Working timing' section and select 'Change'

² [Code of practice for coordination of street and road works: December 2025](#) pg72

³ [Code of practice for coordination of street and road works: December 2025](#) pg72

Works timing

[Change](#)

Start date and time 12/08/2025 22:25

End date and time 18/08/2025

Reasonable period end date 18/08/2025

- Amend the 'End date' in line with the required extension request, either over type the 'Day; Month; Year' or use the calendar option to the right of the date and click 'Continue'

Actual start date and time

Enter time for dates using a 24-hour format.

Day Month Year

12 8 2025

Hour Minute

22 25

End date and time

Enter time for dates using a 24-hour format.

Day Month Year

20 8 2025



Hour Minute

Based on information provided

Works duration: 7 working days (9 calendar days)

Work category: Immediate (Urgent)

Continue

- The change request functionality allows the user to amend other elements of the permit at the same time as the works extension i.e condition changes or a traffic management alteration. The user will need to click through 5 screens (select 'Continue') to the final screen stating, 'Why do you need to change the application details?' It is mandatory to populate this field.

- 5) The field allows the user to populate 500 characters; the explanation should be written in plain English with no use of industry specific acronyms or jargon.

It should contain

- a. Details of the engineering difficulty / issue encountered which is resulting in the need for a works extension
- b. The resolution action required to resolve the issue encountered
- c. The timescale for resolution

Change application details

Why do you need to change the application details?

Works reference:

Works location: [map in new tab](#)

Extension required until 20/08, due to the fault location which is preventing a permanent repair. A prewarned power cut has been organised for 18/08 to notify additional properties which will need to be turned off to enable the repair prior to reinstatement of the footway and carriageway, including existing kerbs which need to be reset.

You have 162 characters remaining

Continue

- 6) Upon clicking on 'Continue', Street Manager will enable the user to review all the changes made to the application before submitting to the local Authority. Once the review is complete click 'Submit change'.

All sections are complete. You can now submit your change.

By submitting this change you are confirming that, to the best of your knowledge, all details provided are correct. You are also acknowledging all data can be accessed and viewed by third parties.

Submit change

How do I know if the Authority has accepted the ‘works extension’?

The response period for change requests is 2 working days⁴. This does not include the day on which the notification is given⁵. In practical terms, a works extension submitted by the Works promoter on a Monday, will need to be responded to by the Authority no later than 16:30 on the Wednesday, otherwise the request will automatically deem.

The Authority can respond with one of the following three decisions⁶.

Assessment decision	Applicable for CR type	Assessment decision impact
Grant	Promoter change request & works extension	Changes will be applied to the PA.
Refuse	Promoter change request & works extension	Changes will not be applied to the PA. Original PA will remain unchanged in status and contents i.e. the PA is not refused as a result of a change request assessment.
Grant with duration challenge	Works extension for works that are in progress	A reasonable period end date and reason for the duration challenge must be provided. The reasonable period end date and reason will be applied and visible on the PA.

For clarity,

- should the Authority ‘Grant’ the change request, the works extension will be applied to the permit application i.e. the reasonable period end date will amend to reflect the proposed new end date.
- should the Authority ‘Refuse’ the change request, the works extension will not be applied to the permit application i.e. the reasonable period end date will remain unaltered, should works continue to progress past this date, the site will be liable to overrun charges.
- should the Authority issue the ‘Grant with duration challenge’ status, the Authority will set a revised reasonable period end date, including a reason for the decision. Should works continue to progress past this date, the site will be liable to overrun charges.
- should the authority ‘Grant with duration challenge’, although the reasonable period end date will be earlier than the permit end date, works can legally continue to the proposed end date as the proposed end date has been granted.

If it becomes apparent that the works extension is no longer required i.e. the issue has been resolved and works can be completed, within the original works duration, it is currently ‘not possible to cancel change requests directly’⁷ in Street Manager.

⁴ [Business rules - version 2.01 - works - Plan and manage roadworks information](#)

⁵ [Code of practice for the coordination of street and road works December 2025](#) pg 64

⁶ [Business rules - version 2.01 - works - Plan and manage roadworks information](#)

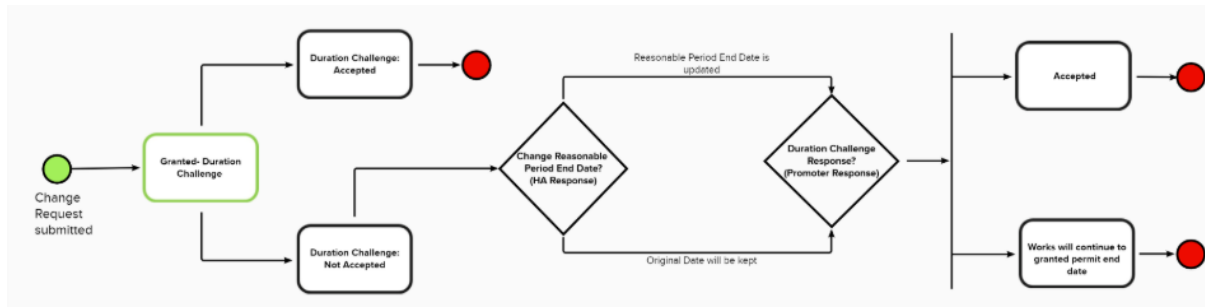
⁷ [Business rules - version 2.01 - works - Plan and manage roadworks information](#)

- In this instance, it would be advisable to issue a works comment to notify the Authority, who have the option to 'refuse' the request to maintain the current reasonable period end date.

How should I respond to a 'Duration Challenge'?

Should the Authority issue a 'Grant with duration challenge' the reasonable period end date will automatically adjust to the Authority's estimate. The Works promoter has two response options.⁸

- Accept the duration challenge – the works need to be managed by the reasonable period end date rather than the permit end date.
- Duration Challenge not accepted
 - If the Works promoter does not agree with the details of the of the duration challenge, the issue of the 'Non-Acceptance of a Duration Challenge', enables the Works promoter to further explain or justify why the requested duration is required. The Authority can agree to amend the reasonable period end date during this process
 - The Authority can either update the reasonable period end date or keep the original end date specified
 - If the Authority chooses to not update the reasonable period end date the Works promoter can either accept the date or select 'Not accepted, works will continue to granted permit end date'



Following a Duration Challenge Non-acceptance process,⁹ there is no requirement for a change request to be sent to change the permit end date, to match the reasonable period end date. Works promoters should ensure that all involved with the work are aware of the reasonable period end date.

- Street Manager business rules state there is no requirement to change the permit end date to match the reasonable period end date, however from a reporting perspective, it may be beneficial to seek amendment.
- Ensuring all colleagues from both operations and administration have full visibility and awareness of the reasonable period end date is key to managing of section 74 liability.

⁸ [Business rules - version 2.01 - works - Plan and manage roadworks information](#)

⁹ [Business rules - version 2.01 - works - Plan and manage roadworks information](#)

Works Extensions: Best Practice

- Works promoters should attempt to ensure continuous working practices (where appropriate) to reduce disruption & impact on local communities.
- Where works impact sensitive routes with supplementary forms of disruptive traffic control, additional focus and prioritisation is required to expediate works completion.
- Should engineering or operational issues be encountered which will prevent completion of works within the original timeframe, it is paramount good proactive communication takes place with the Authority.
 - Telephone contact with the Authority is beneficial, enabling a two way discussion regarding the issue encountered and possible changes to working practices which may reduce impact / disruption on the highway network and local community.
 - Any verbal discussion **MUST** be backed up with issue of a change request in Street Manager, prior to the reasonable period end date, capturing the discussion and need for an extension
- Issues can occur on the last day of the permit application which prevent completion, be open, honest and explain the issue encountered via a phone call prior to submission of the extension request.
- Where possible, submit the change request at the earliest opportunity to provide upfront awareness of the issue encountered
 - Good examples of works extensions capture
 - A summary of the issue encountered using clear and precise language
 - Any verbal discussions with the Authority
 - The proposed resolution action including timescales to completion
 - Bad examples include
 - Vague requests, lacking detail
 - Repetitive requests providing no update to the ongoing issue
 - Extensions submitted either late in the day on the last day of the permit application (with no phone call prior) or after the reasonable period end date has expired