

Royal borough of Windsor and Maidenhead Department of Transport Highways maintenance transparency reports template

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Transparency report – Core report template

How we maintain local roads, pavements, and the wider highway network in Royal Borough of Windsor & Maidenhead

A1 – What we are responsible for maintaining

Guidance - Please provide a short, factual overview of the highways network that your authority is responsible for maintaining. This section should help local people understand the scale of the network you look after.

You must include headline quantitative figures (lengths) for the following assets as a bulleted list to ensure readability:

- **Carriageways** – total length 658km
- **Footways** – total length 800km

You may also include up to five additional asset types in your bulleted list if they are significant in your area (for example: number of bridges, street lighting assets, drainage assets, retaining walls, traffic signals), but you should avoid long lists or detailed inventory tables. If the resulting list is not exhaustive of your network, you may also include one final bullet to note that there are other assets you are responsible for maintaining.

Underneath your bulleted list, please also include a brief explanation of the key challenges of maintaining your network (for example linked to size, age, usage, condition, traffic levels, weather impacts, etc).

Throughout this section you should:

- use the most recent verified official statistics where available (for example, Road Length statistics – see guidance)
- present figures clearly (for example, rounded to the nearest whole number)
- The total word limit for this section is 200 words.

RBWM is responsible for the maintenance of the majority of the highway assets in the borough. These assets include; carriageways, footways, bridges, public rights of ways, highway verges, ditches and drainage, street lighting, traffic signals, signs and street furniture. This strategy focuses on the carriageways and footways. Future updates will incorporate the other transport assets.

We maintain:

- 618km of roads of which
 - A roads – 96.1km
 - B&C roads – 174.1km
 - U roads – 348.02km
- 800km of footways

- 300 structures
- 57 Traffic light sites
- Over 26,000 road drains
- Around 17,000 streetlight assets

In line with other authorities, RBWM faces several significant challenges, primarily driven by an aging infrastructure. Over time, increased usage of the network has placed greater strain on assets, resulting in a higher frequency of defects and the need for more reactive repairs. Limited, and often only short-term, funding, requires prioritisation of repair.

The network is becoming progressively busier, leading to stricter controls on working hours and reduced availability for traffic management activities. This limits the ability to deliver both reactive and planned works efficiently, compounding the existing challenges.

Climate change and increasing unpredictable weather patterns have a significant impact on the network, resulting in excessive and accelerated deformation.

A2 – Road conditions in Royal Borough of Windsor and Maidenhead

Guidance - please complete these tables using official statistics – see guidance document.

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	3.4%	22 %	74.6 %
2024	6.4%	21.5 %	72.1 %
2025	%	%	%

A2.2. B and C roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	4.75 %	26.5 %	68.75 %
2024	5.95 %	26.85 %	67.2 %
2025	%	%	%

A2.3. U roads – Reviewed through walked inspections only as per the Borough's HMMP.

Year	Percentage of road in red category
2023	na%
2024	na%
2025	na%

Guidance – Please include the following text to explain the meanings of the condition indicators:

Councils use road condition surveys to assess the state of their roads. The results are grouped into three categories:

- **Green** – the road is in good condition and no further investigation or treatment is required
- **Amber** – the road may need maintenance soon
- **Red** – the road is in poor condition and should be considered for maintenance

The published [official statistics for road condition](#) include more detail about the methodology, timing and coverage of this data

A2.4. - Additional information on carriageway condition

Guidance – this is an optional section – if you wish to add additional information or context to help explain your carriageway condition numbers, please provide it here. This could include explanations of factors that influence the reported figures, data collection methodologies, or other relevant information on your condition data. The word limit is 150 words.

At present U Roads in RBWM are not surveyed by scanner or other formal methods. U Roads are inspected by the Highway Inspectors using CVI/DVI as part of the routine inspections with defects reported for repairs. By prioritising preventative maintenance, we can treat more of the network, reduce future liabilities, and deliver better value for money whilst improving overall road condition.

From 2026 to 2027 a new methodology will be used based on the BSI PAS2161 standard.

A3 – What we are doing about potholes and other road defects

A3.1. – What is a pothole?

Guidance - Please set out how your authority defines a pothole. If you have different definitions, with different associated response times, please set this out. You can also set out how and why potholes form on your network. Word limit 150 words

The RBWM Highways Asset Management Plan (HAMP) sets out what level defines a pothole. In a carriageway this is 40mm depth (150mm across in any horizontal direction) and in a footway this is 25mm depth (75mm across in any horizontal direction). The HAMP sets out different levels of priority based upon the risk of interaction with pedestrians (in a footway) or with a vehicle (in the carriageway). Ranging from P1 which is extreme to P3-6 which is minor.

<https://www.rbwm.gov.uk/transport-and-streets/highway-asset-management>

A3.2. – What we are doing to tackle potholes

Guidance - Please describe policies or strategies you have in place to tackle potholes. You **must** indicate how many potholes you estimate you filled during financial year 2025-26. You should also highlight if you are delivering preventative maintenance to avoid potholes from forming in the first place, whether you prioritise permanent repairs where it is safe to do so and avoid repeat visits to fix defects at the same locations.

As part of your answer you may wish to highlight the safety, risk and programme management considerations which mean that not all defects can be resolved permanently the first time.

Word limit – 250 words

RBWM's current approach is as set out in our Highway Asset Management Plan (HAMP). The HAMP is aligned with the Nationally recognised UK Roads Liaison Group Code of Practice.

There are three documents that form the Highway Asset Management Plan:

- **Highway Asset Management Strategy (HAMS)** - A high level strategy for Highway Assets, initially focused on carriageways and footways.
- **Highway Maintenance Management Plan (HMMP)** - Sets out policies, standards and methods for maintaining all highway assets.
- **Highway Safety Inspection Manual (HSIM)** - Determines where inspections are needed and where interventions are required for all highway assets

During 2025–2026, it is estimated that RBWM filled around 5,600 potholes. Depending on the priority level and access to the road in question, repairs will attempt a first-time fix approach but may require temporary plugging before returning at a future date. During the same period, RBWM carried out thermal preventative treatments across the borough, helping to extend the life of the highway network. This approach also reduced the time contractors spent on the network and improved public perception, with these treated areas continuing to deliver network improvements.

A proportion of funding is focused on preventative treatments including micro-surfacing, joint sealing and thermal works. These treatments are the most cost effective and efficient way of sealing and protecting roads, reducing the likelihood of potholes forming, extending the life of the roads, and improving safety.

A3.3. How members of public can report potholes and other highway defects

Guidance - Please set out how the public can report potholes and other defects. You should explain what tools, platforms and software you use to enable the public to report potholes and defects. Please provide an up-to-date link for where the public can report defects.

Word limit – 100 words.

RBWM provides a “Report It” form on its website as well as a Customer Services Centre, enabling users to report potholes and other defects.

Once a user submits a report, they receive an automated email confirming receipt. This includes a unique reference number and an expected timeframe for a response. The report is then automatically directed to the appropriate department or contractor. Following investigation, the outcome is sent directly back to the user, providing an update on the case.

[Report it | Royal Borough of Windsor and Maidenhead](#)

A3.4. What happens after a pothole is reported

Please set out what happens after a pothole, or highway defect, is reported to you. Word limit – 100 words.

Once a report is received, our highways term contractor will assign a crew to attend the location. If it is called through as an emergency, it will be visited within 24 hours. If the pothole is classed as a category 2 it will be visited with 28 days. On arrival, the crew will take photographs of the pothole. If it meets the required intervention levels and is confirmed as a pothole, they will carry out the necessary repair. Completion photos are then taken and uploaded to Quest, a contractor-managed system.

Highways inspectors at RBWM can then use this information to update the Confirm system (if the issue was reported through the “Report It” channel), and the resident will automatically receive an update.

If the issue is more significant than a pothole, or falls outside the highway boundary, the contractor will make the area safe, take photographs. RBWM will then review the information and arrange any further investigation or follow-on works, such as utility repairs.

A4 – What we spend to maintain the highway network and where the funding is coming from

A4.1. – Spending on highways maintenance –

	2024-25 (capital spent)	2025-26 (capital spent)	2026-27 (projected Capital spend)
Total spend on highways maintenance	£4,988,776	£5,543,482	£8,200,000
Of which spent on:			
Carriageways	£2,328,181	£4,073,553	£4,600,000
Footways	£281,905	£542,767	£400,000
Structures (for example bridges or tunnels)	£273,108	£595,248.	£700,000
Drainage	£0	£0	£0
Street lighting	£2,105,582	£331,914	£2,500,000
Other assets	£0	£0	£0

A4.2 – Where our funding for highways maintenance comes from

Funding sources for highways maintenance	2024-25	2025-26	2026-27 (projected)
Funding received through the Department for Transport / UK Government	£1,511,000	£4,327,000	£4,485,000
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£3,477,776	£1,214,692	£3,715,000
Total	£4,988,776	£5,542,482	£ 8,200.000

A5 – Our maintenance plans for this year

A5.1 – Our plans for highways maintenance for 2026-27

Guidance - Please provide a bulleted summary of your authority's plans for highways maintenance during 2026-27. The focus should be on carriageways, but you may also mention other important maintenance activities across your assets. You should indicate the scale of work that will be carried out in each area of work. Your list of bullets should include: the length of roads planned to be resurfaced, the length of roads planned to receive preventative road surface treatments, and the length of pavements planned to be renewed. If you wish, you can also provide a link at which this information is presented in more detail. Word limit 150 words.

- In 26/27 we are estimating to resurface 54,215 m2 of carriageway
- In 26/27 we are estimating carry out preventative maintenance on 111,422.m2 of carriageway.
- In 26/27 we are estimating to carry out pavement maintenance on 3,981m2 of footways

A5.2 - Full list of planned carriageway and footway works

Guidance - Please provide a link to a simple table setting out a list of road sections / streets that are earmarked for planned highways maintenance works in 2026-27 and set out what type of work is to be carried out (This could include, but is not limited to, carriageway resurfacing, footway reconstruction, etc). This information could also be presented as an interactive map, highlighting parts of the network to receive maintenance treatment, and allowing users to understand what type of maintenance is being carried out (alongside the same categories suggested above, e.g. carriageway resurfacing, footway reconstruction, etc).

[Planned carriageway and footway works | Royal Borough of Windsor and Maidenhead](#)

A5.3 – How decisions are made on our maintenance plans

Please explain how you prioritise your highways maintenance works and deliver an efficient service. Word limit 150 words

RBWM uses SCANNER and SCRIM surveys annually on all A and B class roads to determine their condition. Maintenance will be scheduled on those with the greatest need based on these results and, where necessary, using additional inspector-provided insights. C and unclassified roads are subject to driven inspections and this, combined with reviews of reports, form the basis for planning maintenance and repair. In each instance those areas identified as having the greatest need will be prioritised for repairs either through full resurfacing or smaller patching in line with approved DfT approaches and within the funding available in the borough.

RBWM also has a published HMMP which details its approach to maintenance and is available on our public website for residents to access.

<https://www.rbwm.gov.uk/transport-and-streets/highway-asset-management>

Transparency report – Technical Annex template

This section of the transparency report is to provide a more detailed view of your service. It will also need to be **published on your website** and provided to DfT alongside the core report but does not need to have the same level of prominence on your website as the core report.

B1 - Highways maintenance funding and spending figures

B1.1 – Capital funding allocation sources

Financial year	2024-25	2025-26	2026-27 (projected)
Highways maintenance capital funding allocated through DfT	£1,511,000	£4,327,000	£4,485,000
Other DfT capital funding utilised by local authority for highways maintenance	£0	£0	£0
Other Government capital funding allocated by local authority to Highways Maintenance	£0	£0	£0
Other capital funding allocated to highways maintenance	£3,477,776	£1,214,692	£3,715,000
Total Capital funding allocated to highways maintenance	£4988,776	£5,543,482	£8,200,000

B1.1.2 - Additional information on funding figures

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B1.2 - Spending

B1.2.1 – Total spending

The questions in this section (B1.2.1) relate to the spending condition set out in the 2026–27 [local highways maintenance incentive funding requirements](#). Completion of this section forms part of the evidence required to meet this incentive funding condition.

Please confirm that you understand the answers provided in this section (B1.2.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online .	Yes
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Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£4,898,775.68	£5,543,482.24	£5,950,000
Total highways maintenance revenue spend	£2,139,588.84	£1,348,642.72	£2,400,000
Total spend	£7,038,364.52	£6,892,124.96	£8,350,000

B1.2.2 - Additional information on total spending figures

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B1.2.3 Spending on carriageways by type of spend in financial year 2025-26 and 2026-27 (projected)

Carriageway spend related maintenance type	Capital 2025-26	Revenue 2025-26	Capital 2026-27 (projected)	Revenue 2026-27 (projected)
Planned maintenance				
Preventative carriageway maintenance (resurfacing?)	£2,000,000	£0	£2,700,000	£0
Structural carriageway maintenance	£0	£0	£0	£0
Planned carriageway repair / patching programmes	£0	£0	£0	£0
Reactive carriageway maintenance				
Reactive carriageway repairs / patching (temporary repairs)	£0	£64,640	£0	£542,000
Reactive carriageway repairs / patching (permanent repairs)	£1,900,000	£	£1,900,000	£
Reactive carriageway repairs / patching (total)	£1,900,000	£	£1,900,000	£0

Other carriageway-related spend	£0	£0	£0	£0
Total	£3,900,000	£ 64,640	£4,600,000	£542,000

B1.2.4 - Additional information on spending on carriageways by type of spend

N/A

B2 – Highway Maintenance Activity (Surface Treatments and Repairs)

B2.1 – Road resurfacing and surface treatments

Financial year	Road receiving preventative road surface treatments (length, km)	Road receiving planned structural maintenance (length, km)	Area receiving planned repair / patching programmes	Area receiving reactive repair / patching (permanent methods)	Area receiving reactive repairs/ patching (temporary methods)
2025-26	0 km	8.91 km	0m ²	0m ²	0m ²
2026-27 projected	1.42 km	8.32 km	10,000	7,500	2,000

B2.1.1 – additional information on surface treatments and repairs

Does table B2.1 reflect all your carriageway-related road surface treatments & repair activities (for example, including pothole repairs)? If no , please add further information on any other types of treatments (planned to be) delivered and their extent in the table below.	No
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B2.1.2 – Further information and context

RBWM have been using thermal patching for the last few years as a preventative treatment, an approach much valued by residents although not classified as reactive. 26/27 plans include micro resurfacing and joint sealing. 100 words maximum	Yes
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B3 – Pothole repairs

This section sets out how authorities identify and repair potholes and other defects in carriageways, and how this activity fits within their wider maintenance approach. The Department is clear that prevention is better than cure: planned, preventative maintenance should be the foundation of a well-managed network, reducing the need for repeated reactive interventions

B3.1 – Pothole/Defect intervention criteria

Building on section A3.1, please set out in the table below how your local authority defines potholes and other carriageway defects, and the intervention criteria that apply.

Pothole/Defect category name (as used by your authority)	Minimum investigatory or definitional threshold (e.g. depth, area, width – include units)	Additional risk or contextual factors considered (e.g. road hierarchy, traffic levels, location in carriageway)	Target response time – make safe	Target response time – permanent repair
P1 - Extreme	Near to or in excess of 40mm investigatory level and/or likelihood of worsening in short term	In line with vehicle path of very high traffic flow.	2 hours	N/A - Make safe should last for 12 months so subsequent orders can wait until future inspections
P2 - Major	Near to or in excess of 40mm investigatory level and/or likelihood of worsening in short term	Adjacent to vehicle path in area of very high traffic flow . Cat 3 (a) and 3 (b)	N/A	Where further, permanent repairs are required these will be carried out within 28 days. If, in order to carry out the works safely, a road closure or extensive traffic management is required then further works will be programmed to be undertaken as soon as practicable.
P3 -5- Moderate	Near to or in excess of 40mm investigatory level and/or likelihood of	Most other carriageway areas Cat 4 (a)	N/A	7 days for P3, 28 days for P4 and 3 months for P5. If, in order to carry out the works safely, a road closure or extensive traffic

	worsening in short term			management is required then further works will be programmed to be undertaken as soon as practicable
P3-6 – Minor	Near to or in excess of 40mm investigatory level and/or likelihood of worsening in short term	Negligible risk of interaction, particularly obscure or unused locations Cat 4 (b) and 5.	N/A	7 days for P3, 28 days for P4, 3 months for P5 and no response required for P6. If, in order to carry out the works safely, a road closure or extensive traffic management is required then further works will be programmed to be undertaken as soon as practicable

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 estimated at 5626	(guidance - to match section A3.2)
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B3.2.2 - Of these how many do you estimate were resolved using each of the following approaches?

Planned repair / patching programmes	Planned structural maintenance programmes	Reactive repair using temporary repair methods	Reactive repair using permanent repair methods
No data held	No data held	No data held	No held

B3.2.3 - Additional information on numbers of potholes resolved, by treatment type

Further details can be found [HIGHWAY SAFETY INSPECTION MANUAL](#).
We do not hold data for the above table as our old contractor did not gather it. Our new Highways term contractor started on the 1st April, and will be gathering this information.

Guidance – Please include the following text to explain that authorities can use different criteria for identifying and counting potholes:

CAUTION FOR READERS – Authorities have different criteria for identifying potholes and different methodologies for counting how many they have filled or resolved. Summing the figures in the above table across authorities will therefore not provide a reliable estimate of the total number of potholes filled across England.

B3.3 - Prices of pothole interventions

Unit/average cost of a permanent pothole repair on your network (reactive)	£ Unable to advise as part of the lump sum with our old highways term contractor	Unit/average cost of a temporary pothole repair on your network (reactive)	£33.95 per pothole (average price)
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B3.3.1 - Additional information on pothole prices (optional)

Pothole repairs are a named item in the agreed SoRs as part of our highways maintenance and capital works contract that started on the 1st April 2026.

B3.4 - Defect repair quality

ID	Question	Yes/no
3.4.1	Do you set requirements to those delivering repairs about the longevity of both a) planned repairs/patching and b) reactive repairs using permanent methods?	Yes
3.4.2	If yes, do you base your material and process specifications on these longevity requirements?	Yes
3.4.3	Do you regularly monitor the appropriateness of the carriageway interventions chosen by your workforce or contractor and the quality of work delivered?	Yes
3.4.4	If yes, do you systematically record information about expected and delivered longevity of repairs?	no

B3.4.5 - Evidence Summary

Free text – 100 words

B3.4.6 - Additional information

Free text

B3.5 - Public reporting system for defects and other issues

ID	Question	Answer
3.5.1	Are defect reports from the public routinely used as an input into maintenance planning and inspection regimes?	Yes
3.5.2	Do you inform users about the outcomes from their feedback, including when no action is to be taken?	Yes

B3.5.3 - Evidence Summary

Following a Report It Form from the residents an inspector will carry out a site visit. Should work be needed then it will form part of the reactive maintenance works, if works are not needed then inspection regimes can be increased to regular monitor the situation.

B3.5.4 - Tools used for reporting

The residents receive a pre-automated email response on the case that they have made which has an update on their case whether that is that works were carried out or they were not. As noted above we use the report it function through our website - [Report it | Royal Borough of Windsor and Maidenhead](#)

B4 – Maintenance of highway structures

Please set out information about other highway structures and assets

B4.1 Highway Structures

ID	Question	Answer
4.1.1	Number of highway structures on your highway network	269
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	8
4.1.3	Number of structures due a General Inspection in 2025-26 in accordance with CS450	77
4.1.4	Number of General Inspections carried out in 2025-26	78
4.1.5	Number of structures due a Principal Inspection in 2025-26 in accordance with CS450	9
4.1.6	Number of Principal Inspections carried out in 2025-26	9

B5 – Asset Management

This section focuses on asset management practices that underpin how the authority plans, prioritises and delivers highways maintenance. It is intended to provide confidence that decisions are evidence led, risk based and aligned to whole life value, in line with the Code of Practice for Well Managed Highways Infrastructure.

B5.1 - Asset Management Strategy and Policy

The questions in this section (B5.1) relate to the asset management condition set out in the 2026–27 [local highways maintenance incentive funding requirements](#). Completion of this section forms part of the evidence required to meet this incentive funding condition.

5.1.1	Please confirm that you understand the answers provided in this section (B5.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online.	Yes
5.1.2	Please provide a link to your authority's published highways asset management policy and strategy. Link - HIGHWAY SAFETY INSPECTION MANUAL	
	https://www.rbwm.gov.uk/transport-and-streets/highway-asset-management	
5.1.3	Please provide the date it was last reviewed or updated	April 2022
5.1.4	Please provide proof of the review or update. <i>Further update in November 2026 through approval at Cabinet.</i>	
5.1.5	If your asset management policy or strategy has not been reviewed or updated since 1 August 2024, please confirm that it will be reviewed or updated by 30 September 2027 and provide a brief timetable for doing so. <i>Further update in November 2026 through approval at Cabinet.</i>	

B5.1.6 - Further context (optional)

<i>Free text – 100 words</i>

Key aspects of highways asset management approach

To get a sense of how each local highway authority is implementing best practice for asset management, we ask that you provide the following information across a sample of key areas.

B5.2 - Asset data This section seeks to establish whether asset management decisions are supported by appropriate and up-to-date condition data.

Please complete the table below for your key highway assets.

Asset type	Asset inventory held? (None / partial / full)	Condition data held? (None / Partial / Full)
Carriageways	Partial	Partial
Footways and cycleways	Partial	Partial
Structures	Full	Full
Drainage assets	Full	Full
Street lighting	Full	Full
Traffic signals	Full	Full

5.2.1 - Further context (optional)

Walked and driven inspections are carried out across the borough annually, as well as the scrim and scanner for A & B roads as previously highlighted. We currently only undertake walked and driven inspections on U Roads.

B5.3 – Asset data integration and management

This section seeks to understand the maturity of how asset data is managed and integrated to support planning and investment decisions.

B5.3.1 – Asset data integration

How is asset inventory and condition data for your key highway assets primarily managed? (please indicate one option with an X)

Discrete spreadsheets or documents held by individual teams	
Multiple digital platforms with limited integration	
A single digital platform or a set of connected platforms used across the highways service	
Other (please set out in further context)	x

B5.3.2 - Further context (optional)

We manage our key assets through the use of QGIS, confirm and excel spreadsheets.

B5.4 – Lifecycle planning and investment decision-making

This section focuses on whether the authority uses **lifecycle planning** to inform maintenance investment decisions, rather than relying solely on reactive demand or short-term pressures.

ID	Question	Yes / No
5.4.1	Do you use lifecycle plans for carriageways to support maintenance investment decisions?	No
5.4.2	Do you use lifecycle plans for footways to support maintenance investment decisions?	No

5.4.3	Do you use lifecycle plans for structures to support investment decisions?	Yes
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B5.4.4 - Evidence Summary

RBWM adopts a lifecycle approach to managing highway structures, consistent with DMRB requirements and the recommendations of the Well-managed Highway Infrastructure Code of Practice. Asset condition, inspection and assessment data are used to forecast deterioration, identify future maintenance requirements and prioritise investment. This supports informed, evidence-led decision making, ensuring available funding is targeted where it delivers the greatest benefit in terms of safety, resilience, risk reduction and whole-life asset value.

B5.5 – Performance monitoring and continuous improvement

This section focuses on whether the authority monitors the effectiveness of its asset management approach and uses performance information to inform ongoing investment and prioritisation decisions.

ID	Question	Answer
5.5.1	Do you have a defined set of key performance indicators (KPIs) to monitor the outcomes of your highways asset management approach?	Yes
5.5.2	Are these KPIs reviewed on a regular basis (at least annually)?	Yes
5.5.3	Are KPI trends used to inform maintenance planning, prioritisation or changes to forward programmes or investment decisions?	No
5.5.4	Have you conducted a value for money review or peer review of your service in the last 3 years	Yes

B5.5.5 - Evidence Summary

Free text – 100 words **RBWM undertook a highways maintenance and capital works procurement during 2025, which resulted in a new highways contractor being appointed. There are a defined set of KPI's which are referenced in section 12.1.3**

B6 - Maintaining footways and cycleways

ID	Question	Answer
6.1.1	Do you have a defined footway hierarchy (e.g. based on footway function and usage levels) that underpins a risk-based approach to inspection frequencies and maintenance programmes?	Yes
6.1.2	For 2026-27, please provide the length of footways that you have earmarked for structural maintenance / reconstruction / renewal	1.681 km
6.1.3	For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	0.306 km
6.1.4	Are priority footways and cycleways included in your winter service (e.g. gritting or snow clearance), and in a routine programme for keeping them clear of overgrown vegetation and debris (e.g. sweeping, cutting back)?	No
6.1.5	For 2026-27, are you planning to deliver structural or preventative maintenance to cycleways which is not yet covered as part of your carriageway maintenance programmes or footway maintenance programmes (e.g. segregated cycleways that are not shared with	No

	pedestrians or motorists). If yes, please set out the length of such cycleways that you have earmarked for:	
	a. Structural maintenance / reconstruction (in km)	1.681 km
	b. Preventative maintenance treatments (in km)	0.306 km

B6.1.6 - Please provide any brief additional information you consider helpful in explaining your approach to maintaining footways and cycleways

The footway programme is compiled using the findings of the highway inspections that are carried out across the year. RBWM has a Local Cycling and Walking Infrastructure Plan (LCWIP) which sets out where we prioritise investment.
https://www.rbwm.gov.uk/sites/default/files/2024-06/transport_local_cycling_and_walking_infrastructure_plan.pdf

B6.1.7 - Evidence Summary

LCWIPs are the best practice method nationally for planning walking and cycling improvements, and our process follows [Department for Transport guidance on developing an LCWIP \(GOV.UK\)](#).

We do not treat any of the footway network unless in extreme conditions and then only when resources are available. Our Winter Service Plan advises that it would be impractical and financially draining to carry out precautionary salting of footways, pedestrian precincts or cycleways and therefore no provision has been made. However, there will be a certain amount of salt overspill onto footways and cycleways when precautionary salting is being carried out on adjacent carriageways. Salting of some footways and cycleways may be carried out on a priority basis during severe weather as resources permit, the decision for this will be taken by the council's highways department in conjunction with the contractor.

B7 – Drainage –

ID	Question	Answer
7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	
	a) Reactive (incident- or failure-driven) maintenance	42.9% for A
	b) Planned maintenance (routine/cyclical and/or risk-based)	57.1% for B
7.1.2	Does your authority utilise a digital drainage management platform, covering asset inventory, inspection history, sensor data, and risk scoring?	Yes
7.1.3	Do you maintain a record of locations where drainage issues are known to cause or contribute to carriageway deterioration or surface water ponding?	Yes
7.1.4	Do you utilise smart sensors or other remote monitoring technologies to monitor performance of your drainage assets. If yes please provide some high level information in bullet points below	No
	Guidance – This is space for additional information on sensors/technologies for remote monitoring – please list technologies used in bullet form, including approximate number of installations.	

B7.1.5 - Evidence Summary

The Council utilises Map16 as a map based tool, recording details of defects found during routine cyclical maintenance. This information is used to schedule reactive works that may emerge from this routine maintenance.

This software stores data such as the clean dates, next clean dates and defects identified during cleansing. This also stores photos to allow officers to make decisions moving forward.

Customer enquiries reporting issues are tracked on a central case management system and once investigated are added onto a prioritisation matrix to determine if there is a need for reactive work

B7.1.6 – Further context on approach to drainage asset management

Outside of the normal reactive maintenance, the Council uses a prioritisation approach to organising planned works. This is for both revenue and capital works. This allows the Council to put funding in the correct areas on a risk based approach, using scoring factors. These scoring factors include highway safety concerns, flooding extent and how frequently flooding occurs. This ensures that the areas in greatest need are put forward for work first and lower scoring works wait towards the end of the financial year or a gap in the planned programme.

B8 – Skills and training

ID	Question	Answer
8.1.1	Do you have an up-to-date training and development plan for those responsible for highways asset management in your authority?	Yes
8.1.2	Do you or your main highways contractors support professional development through a recognised professional training scheme (e.g. Institution of Civil Engineers (ICE) or Institution of Highway Engineers (IHE))?	Yes
8.1.3	Does your authority contribute towards the cost of professional membership or professional development required for relevant highways roles?	Yes
8.1.4	Do you employ a professionally qualified engineer (e.g. Chartered Engineer (CEng) or equivalent competence) with responsibility for the management of highway structures (either in house or through a contracted arrangement)?	Yes
8.1.5	Does your authority define competence requirements for key highways asset management roles and take steps to address any identified gaps (either directly or through contractual arrangements)?	No
8.1.6	Do you or your main contractors support early career development in your local area, for example through apprentice schemes, traineeships or pre-apprenticeship programmes, sponsored qualifications (e.g. HNC/HND, degree, MSc), graduate schemes etc	Yes

B8.1.7 - Evidence Summary

Our Highways contractor Marlborough supports the early career development of residents through a range of initiatives including our school engagement programme, apprenticeship programme and employability skills & industry training programme, which supports wider recruitment and development of locals.

Career progression is at the heart the recruitment strategy ensuring candidates receive the help and support they need from an experienced team, with structured learning, on-the-job training and guidance from managers and peers throughout.

B8.1.8 – Further context on skills/training (optional)

Free text – optional – maximum 150 words. As part of this we would find it particularly helpful to know about any early careers support you provide.

B9 – Adapting roads to withstand climate pressures

Climate and environmental factors, such as heavy rainfall, prolonged heat, and freeze-thaw cycles, are integral to effective highways asset management, as they influence asset performance, deterioration rates and long-term resilience. Understanding both the impacts of a changing climate and the carbon implications of maintenance activities supports better decision-making, helping authorities to optimise durability, manage risk and deliver best whole life value from their assets.

ID	Question	Yes/no
9.1.1	Have you updated your asset management policy and strategy to reflect the increased probability of extreme-weather and/or geohazards now and in the future?	No
9.1.2	Have you identified your resilient network and agree this with senior decision-makers	No
9.1.3	If yes when did you last update this.	
9.1.4	Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	Yes – known formally
9.1.5	Which climate-adaptation measures are currently implemented on your network?	
	- Targeted drainage upgrades or maintenance	Yes
	- Natural flood management / SuDS	Yes
	- targeted slope / ground stability / landslip mitigation	No
	- Heat-resilient materials or surface treatments	Yes
	- Tree planting / shading for heat management	Yes
	- Other (please specify)	No (if yes, please specify)
	- None of the above	No
9.1.6	Have you measured and benchmarked the greenhouse gas emissions from your highways maintenance service using a recognised industry standard? Or do you have arrangements in place to do this, such as by signing up to the DfT funded ADEPT Carbon Leadership Programme.	No
9.1.7	Have you formally engaged with the DfT funded ADEPT live labs 2 Programme, to understand what lessons your authority can utilise to increase the efficiency of your operations and support decarbonisation efforts?	No

B9.1.8 - Evidence Summary

The Council uses prioritisation matrixes to undertake work that will maintain/upgrade the network. This uses surface water flood risk data to inform particularly upgrade works.

The Council's new highways contractor has certified they are operationally net zero for the term of the contract.

B9.1.9 - Further context on your adaptation / resilience activities

The Council has introduced SuDS to the highway network in one location and is currently assessing other opportunities to expand this.

B10 – Innovation

ID	Question	Yes / No
10.1.1	Do your procurement and contracting approaches encourage and reward innovative practice?	Yes
10.1.2	Can you demonstrate that innovative materials and practices are regularly reviewed and, where appropriate, integrated into business as usual operations?	Yes
10.1.3	If you have conducted innovation trials, have you shared the findings of these publicly or with professional networks?	No

10.1.4 - Evidence Summary

We work closely with our term contractor to continually review innovations and best practice across the sector. This includes benchmarking against other local authorities that use the same contractor, collaborating with peer authorities, and attending innovation workshops and industry events to stay informed about emerging developments, technologies, and solutions within the market. Following up with the contractor on those techniques preserved viable for the organisations.

B10.1.5 - Further context on your innovation activities

Free text – optional - 100 words maximum

10.2 – Examples of innovations that have been adopted

Guidance - please provide examples of innovations that have moved beyond trial into operational use in your authority. For each example outline: What was implemented, what impacts it has had (e.g. cost, performance, safety), and the scale of adoption.

In 2024 we trailed thermal preservation patching in RBWM. Following the success of this treatment, we have undertaken thermal at over 120 locations over 2 years across the borough. The treatment was well received by our residents in regard to being able to open the network quickly, the treatment type met the green credentials that RBWM seeks to achieve.

This summer we are also undertaking a trial of micro surfacing at 4 locations across the borough, and depending on the cost, efficiency and success of this we will then look to undertake future works.

B11 – Working with utility companies to reduce disruption to road users

ID	Question	Yes
11.1.1	Do you routinely monitor and enforce utility works quality as part of your streetworks management?	Yes
11.1.2	Have you undertaken a senior-endorsed assessment of whether a lane rental scheme would be suitable for your area?	Yes
11.1.3	Do you seek input from utility companies when determining your highways maintenance programme to help reduce disruption?	No
11.1.4	Have you conducted and published a permit scheme evaluation within the last three years?	No
11.1.5	Have you conducted a traffic sensitive review in the last three years?	Yes

11.1.6 - Evidence Summary

The Council actively works with utility companies to minimise disruption through its permit scheme, routine inspection and enforcement activities, and regular coordination meetings. Our team of 4 Streetworks inspectors monitor daily (though Cat A,B, and C visits) utility works, as well as daily inspections across the borough. All fines and visits are noted through streetmanager.

B11.1.7 - Further context

All the changes noted through the traffic sensitive review have been placed on Geoplace and street manager. Our last permit scheme evaluation was published in year 5 which was in 2021 5 years after the permit scheme launched in 2016.

B12 – Managing highways maintenance contracts effectively

Only answer this sections if you utilise a contractor to deliver any of your **carriageway** maintenance operations, including: structural maintenance, planned repairs / patching, or reactive repairs / patching

ID	Question	Yes / No
12.1.1	Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	Yes
12.1.2	Do you routinely analyse actual unit costs (for example £/m ² of road surface treatments, or £/pothole repair) for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	Yes
12.1.3	Do you have defined KPIs for your highways maintenance contract(s), and are they actively monitored by your authority to manage performance?	Yes
12.1.4	If reactive pothole repairs are delivered by a contractor, do your contracting arrangements incentivise single-visit permanent repairs where it is safe and appropriate to do so?	Yes

12.1.5 - Evidence Summary

We have 19 KPIs in our new highways maintenance and capital works contract that was commissioned on the 1st April 2026, which cover management, services, customer and social value, financial assurance, sustainability and wellbeing.

The borough employs Highways Inspectors who identify defects and assess maintenance works along with recruiting a Clerk of Works role to provide assurance.

B12.1.6 - Further context

RBWM has a range of staff who work closely with the Highways Maintenance Contractor to assess any maintenance interventions prioritising responses on an evidence/need based approach.