

Highways maintenance transparency report 2026/27

Contents

Contents.....	1
Transparency report – Core report template	2
How we maintain local roads, pavements, and the wider highway network in London Borough of Hounslow.....	2
A1 – What we are responsible for maintaining.....	2
A2 – Road conditions in London Borough of Hounslow (LBH)	3
A3 – What we are doing about potholes and other road defects	4
A4 – What we spend to maintain the highway network and where the funding is coming from.....	5
A5 – Our maintenance plans for this year.....	6
Transparency report – Technical Annex template	8
B1 - Highways maintenance funding and spending figures.....	8
B2 – Highway Maintenance Activity (Surface Treatments and Repairs).....	9
B3 – Pothole repairs	10
B4 – Maintenance of highway structures	12
B5 – Asset Management	13
B6 - Maintaining footways and cycleways.....	16
B7 – Drainage	16
B8 – Skills and training	17
B9 – Adapting roads to withstand climate pressures.....	18
B10 – Innovation	19
B11 – Working with utility companies to reduce disruption to road users	20
B12 – Managing highways maintenance contracts effectively	20

Transparency report – Core Report

How we maintain local roads, pavements, and the wider highway network in London Borough of Hounslow

A1 – What we are responsible for maintaining

The London Borough of Hounslow is responsible for maintaining the adopted local highway network through its highways PFI contract with Hounslow Highways. This includes roads, footways, structures, drainage, street lighting and other highway assets across the borough. Transport for London Road Network routes and the M4 motorway are maintained by their respective highway authorities.

- **Carriageways:** 435 km of adopted roads
- **Footways:** 796 km
- **Cycleways:** 32 km
- **Highway structures (bridges and similar assets):** 58 structures (45 maintained through the PFI contract and 13 structures managed by the London Borough of Hounslow and maintained directly on their behalf.
- **Street lighting columns:** 16,033 assets
- **Highway drainage gullies:** 22,413 assets
- **Traffic signs:** 13,137 assets
- **Other highway assets are also maintained across the network.**

Maintaining Hounslow's network is challenging because of Hounslow's unique highway environment, including Heathrow Airport traffic and associated significant freight movements, the position of Hounslow as the main transit route into London from the west, the high level of traffic, the mix of strategic routes, cycle ways, high footfall areas, commuter traffic and residential streets, the age, variety of assets, and the impacts of severe weather and increasing demand on infrastructure. These factors require careful planning, inspection and preventative maintenance to keep the network safe and reliable.

A2 – Road conditions in London Borough of Hounslow (LBH)

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	3.2%	23.8%	73%
2024	3.8%	27.4%	68.8%
2025	2.6%	22.7%	74.7%

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	3.7%	22.7%	73.6%
2024	2.1%	19%	78.9%
2025	1.9%	14.2%	83.9%

A2.3. U roads

Year	Percentage of road in red category
2023	10%
2024	10%
2025	11%

The length of the network is distributed as follows:

- 42.5km of Borough Principal Roads (PR) A Roads,
- 13.9km of B Roads,
- 44.90km of C Roads
- 333.4km of urban unclassified roads (UC)

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

Hounslow Highways carries out Footway Network Survey (FNS), Detailed Visual Inspection (DVI), SCRIM and SCANNER surveys of the Network on a yearly basis. The data is run on ExpertAsset to deduce the Network Performance Gap which needs to be below 0.67. The NPG for 2025 was 0.43.

The Network Performance Gap (NPG) has been developed to measure the difference between the target condition and the actual condition of Carriageways and Footways within the Project Network throughout the Contract Period. Different weighting is applied by road type and link and place to help inform investment through the AOM.

We carry out a daily review meeting of every defect raised the day before to make sure we are carrying out the correct treatment, identify causes of damage/ deterioration to assets and accounting for planned programmes which could incorporate reactive defects within their scope.

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

A3.1. – What is a pothole?

A pothole is a defect in the road surface where the carriageway has broken down, creating a depression or hole caused by traffic loading, ageing materials, water ingress and weather-related deterioration. Hounslow assesses potholes and other carriageway defects through its Highway Safety Inspection regime and risk-based assessment process.

Defects include potholes, surface cracking, delamination (where layers of the carriageway separate), rutting (wheel-track depressions caused by traffic), edge deterioration, settlement and surface fretting. All defects are assessed according to their size, location, severity, traffic levels, road hierarchy and the risk they present to road users.

Defects meeting investigation criteria are categorised and assigned response times. Category 1 safety defects presenting an immediate risk are made safe within 1 hour, while lower-risk defects are scheduled for repair through planned maintenance programmes within defined timescales based on priority of between 24 hours and 56 days. This approach ensures highway safety is maintained while maximising investment in preventative maintenance and long-term asset management.

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

Hounslow adopts a proactive, risk-based asset management approach that prioritises preventative maintenance while ensuring defects that present a safety risk are repaired promptly. Annual maintenance programmes are developed using condition survey data, asset inventory information and lifecycle planning tools to identify roads that would benefit from resurfacing or other preventative treatments before significant deterioration occurs. This approach reduces pothole formation, extends asset life and delivers better long-term value for money.

Carriageway defects are identified through Routine Safety Inspections (RSI), annual condition surveys and reports from members of the public. More than 50% of the network is inspected monthly, and approximately 75% of defects are identified proactively through the inspection regime rather than through reactive enquiries. Defects are assessed according to their severity, location and risk, with repairs prioritised accordingly.

Permanent repairs are undertaken wherever it is safe and practical to do so. In some circumstances, temporary repairs may be required to make a defect safe quickly, particularly where traffic management arrangements, weather conditions, utility apparatus or wider programme constraints prevent a permanent repair from being completed at the first visit.

In 2025/26, Hounslow Highways repaired an estimated 4,890 defects including potholes (973) were addressed on carriageways and footways. The total number of defects includes all defect types, eg, subsidence, edge deterioration, cracking, etc. In addition, estimated 30,000m² of carriageway resurfacing is planned during 2026/2027.

In addition, annual Footway Network Surveys (FNS), Detailed Visual Inspections (DVI), SCRIM and SCANNER surveys are undertaken with the results used to update the Asset Optioneering Model based on the output of the surveys.

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

Members of the public can report all highway enquiry types including potholes, through the Fix My Street [FixMyStreet](#) app and website with integrated OS mapping layers overlaid with actual point assets (streetlights, trees, etc) to enable pinpoint reporting against a GIS location with photo attachments. The FMS system is integrated into Confirm and Mobile Workforce to allow an immediate triaging and digital transfer of information from the reporter to the crews and back again with completion photos. This improves the customer journey, reduces crew time and duplicated reports and facilitates trend analysis. Reports can be submitted 24/7.

A3.4. What happens after a pothole is reported.

Once a defect is reported, it is logged in the Hounslow Highways customer management system and assessed against the council's risk-based inspection criteria as per table B3.1. If the defect meets intervention levels, it is prioritised according to the risk it presents and assigned an appropriate response time. Urgent safety defects are made safe as quickly as possible, while lower-risk defects are added to planned maintenance programmes. The reporter can track progress through the reporting system, and the repair is recorded once completed.

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

A4.1. – Spending on highways maintenance

	2024-25	2025-26	2026-27 (projected)
Total spend on highways maintenance	£4,242,123	£6,414,776	£5,132,641
Of which spent on:			
Carriageways	£1,551,135	£1,891,620	£1,980,238
Footways	£972,163	£2,930,958	£1,249,461
Structures (for example bridges or tunnels)	£628,798	£559,801	£771,581
Drainage	£229,245	£118,133	£286,967
Street lighting	£188,830	£238,220	£241,454

Other assets	£671,952	£676,044	£602,940
--------------	----------	----------	----------

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	£233,000	£757,000	£874,000
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£4,009,123	£5,657,776	£4,258,641
<u>Total</u>	£4,242,123	£6,414,776	£5,132,641

A5 – Our maintenance plans for this year

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

The London Borough of Hounslow will continue to invest in preventative maintenance and asset renewal across the highway network during 2026-27. Final programmes will be confirmed following completion of annual condition surveys and available funding allocations. Current priorities include:

- Resurfacing sections of the carriageway network identified through condition surveys and asset management reviews.
- Delivering preventative carriageway treatments to extend asset life and reduce future pothole formation.
- Renewing and reconstructing footways where condition, usage and risk assessments indicate a need for intervention.
- Continuing planned maintenance of the 45 highway structures within the PFI contract and Hounslow Council asset database.
- Maintaining highway drainage assets, street lighting, traffic signs and other infrastructure to ensure a safe and reliable network.

ROAD NAME	SECTION	WARD	LENGTH	SQ.M	TREATMENT TYPE
STAINES ROAD	MARTINDALE TO MUNSTER AVENUE	HOUNSLOW	92	1090.62	CARRIAGEWAY RESURFACING FF-STREN - EME2:1&2 & REGULATING
STAINES ROAD	MUNSTER AVENUE TO MARTINDALE ROAD	HOUNSLOW	167	2052.9	CARRIAGEWAY RESURFACING FF-STREN - EME2:1&2 & REGULATING
WORTON ROAD	BETWEEN CLOCKTOWER RD & TWICKENHAM ROAD (SPLIT T)	ISLEWORTH	320	2496.65	CARRIAGEWAY RESURFACING FF-STREN - EME2:3
THE CROSSWAYS	BETWEEN VICARAGE FARM ROAD & 122	HESTON	179	1272.5	CARRIAGEWAY RESURFACING CC-RESU&SEAL:4&5
OXFORD RD SOUTH	BROOKS ROAD TO THE END OF THE ROAD OXFORD RD SOUTH ALSO 25M INTO CAMBRIDGE RD SOUTH JCT	CHISWICK	251	2014	CARRIAGEWAY RESURFACING FF-STREN:4&5
LONDON ROAD	WOOD LANE TO TURNPIKE WAY	ISLEWORTH	226	670	Footway Reconstruction (White to White)
MORNINGTON CRESCENT	EVEN SIDE ONLY GREAT WEST RD TO GREAT WEST RD	CRANFORD	478	1167.7	Footway Reconstruction (White to Black)

Note: Detailed lengths of roads and pavements planned for treatment in 2026-27 will be published once the annual maintenance programme is approved. The link is provided below to the full Major Maintenance work programme.

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

Below is a link to a list of road sections/streets included in planned highways maintenance works in 2026/27 and the type of work to be carried out.

[2026 Carriageway and Footway Major Maintenance](#)

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

Hounslow uses a risk-based asset management approach to prioritise highway maintenance. Investment decisions are informed by annual condition surveys, safety inspections, asset inventory data and lifecycle modelling. The Council's Asset Optioneering Model assesses asset condition, construction type, network hierarchy, traffic usage and predicted deterioration to identify locations where preventative maintenance will deliver the greatest long-term benefit.

Reactive maintenance is prioritised through routine safety inspections and reports from residents, with defects assessed against intervention criteria and risk levels. Higher-risk defects are addressed more quickly, while lower-risk issues are incorporated into planned maintenance programmes where appropriate. This approach enables the Council to maximise value for money, reduce future maintenance costs and maintain a safe and reliable highway network. The asset management process is supported by ISO 55001-accredited practices.

Transparency report – Technical Annex template

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	£233,000	£757,000	£874,000
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	£4,009,123	£5,657,776	£4,258,641
Total Capital funding allocated to highways maintenance	£4,242,123	£6,414,776	£5,132,641

B1.2 - Spending

B1.2.1 – Total spending

Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£4,242,123	£6,414,776	£5,132,641
Total highways maintenance revenue spend	£695,458	£1,848,863	£2,264,855
Total spend	£4,937,581	£8,263,639	£7,367,496

B1.2.2 - Additional information on total spending figures

An additional £285k is being incurred in 2026 for the cyclical structural and electrical testing regime on circa 18,500 powered apparatus. The cost is not included in any of the figures in this report

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	£1,134,972	£0	£1,200,143	£0
Structural carriageway maintenance	£472,905	£0	£487,560	£0
Planned carriageway repair / patching programmes	£283,743	£0	£292,535	£0
Reactive carriageway maintenance				
Reactive carriageway repairs / patching (temporary repairs)	£0	£69,332	£0	£84,932
Reactive carriageway repairs / patching (permanent repairs)	£0	£161,776	£0	£198,175
Reactive carriageway repairs / patching (total)	£0	£ 231,108	£0	£283,107
Other carriageway-related spend	£0	£0	£0	£0
Total	£1,891,620	£231,108	£1,980,238	£283,107

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	2.595 km	0.434 km	2422 m ²	6519 m ²	450 m ²
2026-27 projected	2.635 km	0.548 km	2415 m ²	n/a	600 m ²

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.	Yes
--	------------

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

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
Pothole/Spalling	40mm depth	Risk probability is determined by: - Type of vehicles - Amount of vehicular flow - Network hierarchy - Defect location in carriageway - Likelihood of further deterioration A Risk Factor score is then allocated to each defect providing an appropriate priority and response time	1 hour (CAT 1)	28 days (CAT 1 and CAT 2 High)
Crowning	50mm depth		28 days (CAT 2 High)	56 days (CAT 2 Medium)
Depression (area 2m ²)	50mm		56 days (CAT 2 Medium)	Repair during next available programme (CAT 2 Low)
Gap/Crack	20mm depth (20mm wide x 200mm length)		Repair during next available programme (CAT 2 Low)	
Sunken and Raised Ironwork	20mm level difference			
Level difference within Ironwork Framework	15mm			

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate)

Summary of potholes/defects for 25/26

Defect Ref	Description	Total for 25-26
PRPA	Carriageway defects	1,010
PRGH	Footway – Paving	2,173
PRPB	Footway – Asphalt	897
PRSI	Street Furniture (posts, bollards etc.)	810
	Grand Total	4,890

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
474	15	none	4,401

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)	£252	Unit/average cost of a temporary pothole repair on your network (reactive)	£306
--	------	--	------

B3.3.1 - Additional information on pothole prices

• Cost of pothole repair includes Labourer, Ganger, Van and Material • 2 hours taken as average • Cost provided is per m2 at 50mm depth • Permanent repair using hot lay asphalt • Temporary repair using cold lay asphalt
--

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?	Yes

B3.4.5 - Evidence Summary

Before and after photographs of the permanent repairs for the reactive repairs are taken and stored on our Asset Management System. We carry out a 5% coring of the planned and reactive repairs carried out on a Quarterly basis. Any failures are address so that the Network integrity is not compromised. We have a job review forum every morning where any failures of reactive/planned maintenance jobs are passed to the appropriate supply chain partners. The utility works failures are passed to the utility companies after the inspections following the completion of works and after the Guarantee period is carried out.

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

The FixMyStreet (FMS) reporting system enables members of the public to report highway issues. Hounslow Highways inspects all reported defects and provides automated feedback to residents through an API linked to the crew completion records, including cases where no action is required. Approximately 70% of defects are identified through routine safety inspections, with the remaining 30% originating from FMS enquiries.

Every defect is reviewed for quality, root cause and material requirements to ensure repairs are appropriate, cost effective and supported by efficient resource allocation. Defects are also assessed against the planned maintenance programme to avoid duplication and maximise value.

B3.5.4 - Tools used for reporting

The public can report all highway enquiry types including potholes, through the [Fix My Street FixMyStreet](#) app/ website. The FMS system is integrated into Confirm and Mobile Workforce to allow an immediate triaging and digital transfer of information from the reporter to the crews and back again with completion photos.

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	58
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	3
4.1.3	Number of structures due a General Inspection in 2025-26 in accordance with CS450	0
4.1.4	Number of General Inspections carried out in 2025-26	1
4.1.5	Number of structures due a Principal Inspection in 2025-26 in accordance with CS450	32
4.1.6	Number of Principal Inspections carried out in 2025-26	30

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.	
	Hounslow Highways Asset Management Plan – 2026 And further information here https://hounslowhighways.org/roads-footpaths/	
5.1.3	Please provide the date it was last reviewed or updated	28.02.2026
5.1.4	Please provide proof of the review or update.	
	A workshop was held on 24th February 2026 with the following objectives: • Understand any changing aspirations of the Authority • Ensure that the plan delivers the right level of service • Report on progress to date • Appreciate the needs of the stakeholders • Explain the way forward, based on latest asset inputs	
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.	
	The HAMP is updated annually as per the document attached in 5.1.2 which shows review dates	

B5.1.6 - Further context (optional)

The Hounslow Highways Asset Management Plan (HAMP) is updated annually or earlier, and a workshop is arranged with the Authority in February to update any changes to the HAMP. A workshop took place on 24th February 2026 with the authority and other key stakeholders and an update was provided.

A due diligence of the HAMP is also carried out by the ISO:55001 audit which takes place two times a year (January and July) certifying the management structures and procedures for asset management. Improvement opportunities are issued regarding the HAMP by BSI auditors. No minor conformity issued by the auditors at the last meeting.

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	FULL	FULL
Footways and cycleways	FULL	FULL
Structures	FULL	FULL
Drainage assets	FULL	FULL
Street lighting	FULL	FULL
Traffic signals	NONE	NONE

5.2.1 - Further context

Hounslow Highways carries out Footway Network Surveys (100% footways), Detailed Visual Inspections (100% carriageway), SCRIM and SCANNER (Strategic Routes) annually. Asset Optioneering model is updated following inspections, and the Major Maintenance programme is produced. Structures inspections are carried out in line with Code of Structures-Principal Inspections (every 6 years), General Inspection (every 2 years) & Routine Surveillance Inspection (yearly) and bridge station updated with the results. The 5-year Structures programme is updated after completion of Structures Inspections. Electrical and Structural Testing is carried out every 7 years, and Drainage assets cleansed every 18 months. Traffic signals are owned by TfL.

B5.3 – Asset data integration and management

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	X
Other (please set out in further context)	

B5.3.2 - Further context (optional)

All defects, planned/ reactive and completed inspections, works orders/ permits and jobs are held in the Confirm management system with before/ after photos and details of all point assets for approx. 80 different types are held in the Confirm asset inventory.

Ezytreev records of current and historic inspection, defect and maintenance records for 12,685 trees.

CMS holds live reporting for over 16,000 assets.

Bridge station in use to manage inspection/ defect information for 58 structures.

Datasets are exported into other systems (Expert Assets, Esri, Power BI, heat mapping, etc to analyse trends, hotspots and inform prioritisation and investment decisions.

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?	Yes
5.4.2	Do you use lifecycle plans for footways to support maintenance investment decisions?	Yes
5.4.3	Do you use lifecycle plans for structures to support investment decisions?	Yes

B5.4.4 - Evidence Summary

An Asset Optioneering Model (AOM) and Bridge Station databases record condition surveys over the previous 14 years with a predictive deterioration analysis is used to inform investment decisions in the following year to ensure intervention is at the optimal point in the asset lifecycle. The lifecycle predictive model looks forward over a 25-year period and accounts for technical, driven and walked inspections, weather patterns and defect information to inform decisions. The surveys are supported by walk, talk build inspections of prioritised locations to inform treatment types.

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?	Yes
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

Schedule of Rates updated every 3 years to ensure the current rates are always in line with the industry and provide value for money.

We carry out surveys of the Network and Structures on a yearly basis. The KPI for the NPG and overall BCI average is monitored after the surveys. HH are ISO:550001 accredited since 2016 and are audited twice a year by BSI and the outcome is also assessed by them.

The dash boards on our Confirm Asset Management system are monitored on daily basis against 276 KPIS of which 17 related directly to carriageway and footway condition.

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	1.49 km
6.1.3	For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	0 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)?	Yes
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 pedestrians or motorists). If yes, please set out the length of such cycleways that you have earmarked for:	No
	a. Structural maintenance / reconstruction (in km)	0 km
	b. Preventative maintenance treatments (in km)	0 km

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

The 'Link & Place' approach in the London Borough of Hounslow provides a more comprehensive two-dimensional street classification, in which every kind of urban street is categorised '1 to 5' for 'Link' and 'A to E' for 'Place'. The classification has been boosted in some locations to take account of streets with increased bus/ traffic flows, hospitals, schools, commercial enterprise, footfall or form part of a 'Designated Overnight Route,' or those forming part of the strategic cycle network amongst other factors.

Cycleways are assessed and are determined to be in a good condition in the current cycle.

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	15% for A
	b) Planned maintenance (routine/cyclical and/or risk-based)	85% 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

All 22,413 gullies and soakaways are mapped into the Confirm Management system and ESRI scheduling system to ensure actions and attendances are planned, recorded and digitally mapped. Asset condition and attendance data is analysed to manage hotspots crew performance and identify areas with higher frequency attendance. The data is integrated with flooding and weather patterns to determine where improvements such as SUDs, raingardens, etc can be installed to add capacity to the network. Gullies are cleared as part of integrated cleansing teams to clear parked cars and allow full access to gullies that would otherwise be obstructed.

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)?	Yes
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

At least two Chartered Engineers have been in place since the commencement of the Contract on 1st January 2013.

HH reimburses the cost of professional membership and pays for the professional Development. HH supports professional Development and operates a training scheme approved by the Institution of Civil Engineers. HH have competence requirements in the key Highways asset management roles which is checked by the ISO:55001 auditors two times a year.

A strong relationship exists with CIHT and the ICE with staff encouraged to attend professional bodies as part of the development and sharing within the engineering community.

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

1 to 2 annual graduate placements are employed every year as part of the graduate training scheme in partnership with UK universities

An additional 1 to 2 university placements is employed through summer internships from UK and French universities as part of the graduate development programme for engineers.

Hounslow Highways (HH) supports professional Development and operates a training scheme approved by the Institution of Civil Engineers. Our Structures Engineer has completed a MSc Civil Engineering at Surrey University (Part time). The Structures Engineer is progressing to Incorporated Engineer Status from Engineering Technician.

We employ Network Stewards and provide them on boarding including New Road and Street works (Supervisor) accreditation, Safety Inspection Accreditation, Enforcement Training and Street Scene Training as part of the Development in one year. HH also run the Graduate Training Programme where the Graduate come and work with us for a year as part of the - placement.

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?	Yes
9.1.2	Have you identified your resilient network and agree this with senior decision-makers	Yes
9.1.3	If yes when did you last update this.	01/2025
9.1.4	Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	Yes – formally recorded
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 (Waterbags and Biocharge for Trees)	Yes
	- 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	Yes

	place to do this, such as by signing up to the DfT funded ADEPT Carbon Leadership Programme.	
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?	Yes

B9.1.8 - Evidence Summary

Ringway wider business has formally engaged with DfT funded ADEPT live labs 2 programme by being a member on the commissioning board, working alongside DfT, ADEPT, local authorities and other industry partners to oversee development and sharing of decarbonisation innovations for local highways.

Key lessons that can be applied include adopting low-carbon materials (or increasing re-use of materials), improving carbon baselining and reporting optimising street lighting and asset management, and embedding whole-life carbon assessment into maintenance and operation decision making. These measures can increase efficiency, reduce costs and support net-zero objectives.

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?	Yes

10.1.4 - Evidence Summary

Innovation is applied through:

- Processes via the AOM to ensure investment is undertaken at the optimal point in the asset lifecycle to ensure value for money
- Digitally through applied knowledge of our asset management systems to understand asset deterioration, monitor and intervene at the correct point and understand the causes of damage to the network (traffic flows, vehicle types, illegal damage, etc)
- Implementation of innovative materials and equipment including leading in the use of electric plant.

10.2 – Examples of innovations that have been adopted

Innovative Materials - Fibrovia with enhanced longevity due to an advanced polymer mix and higher softening point to cope with weather extremes.

Microsurfacing of sites for preventative treatment and new biogenic emulsions to reduce carbon impacts. Warm asphalt mixes to reduce carbon impact.

We have updated our inventory and completed a CVI versus DVI comparison using Vaishala software. RoadMetrics has shown strong potential as a survey and asset intelligence tool, however, further validation is required to demonstrate UKPMS compliance, accurate defect identification, and equivalence to accredited survey methods before it can replace manual

inspections. The Reactive Maintenance review has improved performance by ensuring the correct materials are used, defect locations are accurate and repairs are limited to the Project Network.

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

ID	Question	Yes / No
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?	Yes
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?	No

11.1.6 - Evidence Summary

- Coordinated Excavation: Hounslow Highways align roadworks so multiple utility providers (water, gas, electric, etc.) open the ground at the same time. This has considerably reduced the congestion and reduced occupation by the utility companies.
- Trenchless Technology: Methods like hot tapping and line stopping allow repairs on active, pressurized pipes without shutting off entire neighbourhood supplies.
- Phased Upgrades: Modernizing infrastructure in stages rather than all at once maintains operational continuity.
- Permit and Traffic Management: Enforcing strict permit conditions limits lane closures and restricts noisy or blocking work during peak travel hours. Daily Monitoring of the overstay works to reduce the congestion.

B11.1.7 - Further context

Brentford Project: We worked recently with the Brentford development which required major power, water and telecommunications infrastructure connections from multiple utility providers within a constrained urban highway network. Without intervention, separate utility works would have resulted in repeated excavations, prolonged road occupation, increased congestion and disruption to residents, businesses and public transport.

Hounslow Highways seized the opportunity to coordinate all parties under a single programme, enabling a plan once, dig once approach that minimised network disruption, improved efficiency and maintained safe, reliable movement across the borough while supporting a major development project.

B12 – Managing highways maintenance contracts effectively

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

Hounslow Highways delivers Structural Maintenance, planned repairs/patching and reactive repairs /patching. We have PFI performance targets for the Structures that overall Bridge Condition Index average (BCIav) needs to be > 90 with individual structures BCIav > 80. We have a five-year programme for the Structures.

HH have an Asset Optioneering Model by which planned carriageway programme is produced in line with the performance target for the carriageway. In addition to that, we carry out SCRIM and SCANNER surveys on yearly basis of the Strategic Network, a spot defect and anti-skid programme is produced in line with the Performance targets.

B12.1.6 - Further context

The Council's PFI Client team actively monitors the Highways PFI contract performance through governance meetings, KPI reporting, financial reviews and asset condition assessment reviews. Regular meetings are held with our Provider to review performance, discussed planned works and address any issues. The Council checks that maintenance work is carried out to the required standards and that the network remains safe and reliable. Information from inspections, condition surveys and customer reports is used to help decide where investment is needed the most, to ensure continuous improvement. Feedback from residents and road users is also considered when reviewing performance and setting priorities. This approach helps ensure the highway network continues to meet the needs of local communities, businesses and visitors.