Transparency report – Technical Annex

This Technical Annex provides the data and methodology that support the 2026 Highways Maintenance Transparency Report. It explains how performance, asset condition, maintenance activity, and investment information have been collected and reported in line with Department for Transport requirements.

The annex is intended to give assurance that the information presented in the main report is accurate, consistent, and based on recognised asset management principles.

Contents

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 Department for Transport (DfT)	£8,044,000	£9,838,000	£8,557,000
Other DfT capital funding used by the council for highways maintenance	£0	£0	£0
Other government capital funding allocated to highways maintenance	£0	£0	£0
Other capital funding allocated to highways maintenance	£13,989,907	£11,168,499	£15,495,191
Total capital funding allocated to highways maintenance	£22,033,907	£21,006,499	£24,052,191

B1.1.2 - Additional information on funding figures

Unlike most standalone councils, Greater Manchester's councils receive highway maintenance funding through Greater Manchester Combined Authority's (GMCA) devolved funding arrangements, rather than directly from the DfT.

Most of the other capital funding has come from our internal highways' investment programme, funded by prudential borrowing.

B1.2 - Spending

B1.2.1 - Total spending

The questions in this section 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.

Question	Answer
Please confirm that you understand that the answers in B1.2.1 relate to compliance with the 2026-27 local highways maintenance incentive funding requirements.	Yes

Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£22,033,907	£21,006,499	£24,052,191
Total highways maintenance revenue spend	£10,883,963	£11,624,701	£12,245,793
Total spend	£32,917,870	£32,631,200	£36,297,984

B1.2.2 - Additional information on total spending figures

Total revenue spending figures include other related activities such as inspections, condition surveys, winter maintenance and related staff costs.

B1.2.3 - Spending on carriageways by type of spend

Planned maintenance:

Maintenance type	Capital 2025-26	Revenue 2025-26	Capital 2026-27 projected	Revenue 2026-27 projected
Preventative carriageway maintenance	£2,156,148	£0	£2,835,000	£0
Structural carriageway maintenance	£5,301,536	£0	£6,299,096	£0
Planned carriageway repair and patching programmes	£665,516	£1,378,196	£784,904	£1,181,423

Reactive maintenance:

Maintenance type	Capital 2025-26	Revenue 2025-26	Capital 2026-27 projected	Revenue 2026-27 projected
Temporary reactive carriageway repairs and patching	£66,408	£0	£62,500	£0
Permanent reactive carriageway repairs and patching	£3,018,559	£218,539	£3,371,000	£179,196
Total reactive carriageway repairs and patching	£3,084,966	£218,539	£3,433,500	£179,196

Other spending and totals:

Maintenance type	Capital 2025-26	Revenue 2025-26	Capital 2026-27 projected	Revenue 2026-27 projected
Other carriageway-related spend	£0	£2,660,804	£0	£3,384,678
Total carriageway spend	**£11,208,166**	**£4,257,540**	**£13,352,500**	**£4,745,297**

B1.2.4 - Additional information on carriageway spending

We endeavour to carry out permanent reactive repairs on the first visit where possible. The figures for reactive temporary repairs relate to emergency or make-safe works. Other carriageway-related spend includes inspections, condition surveys, winter maintenance and related staff costs.

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	32.7 km	23.8 km	16,379 m^2	19,380 m^2	297 m^2
2026-27 projected	34.0 km	28.0 km	31,716 m^2	20,250 m^2	250 m^2

B2.1.1 - Does B2.1 include all carriageway treatment and repair activity?

No.

B2.1.2 - Further information and context

Table B2.1 does not include reactive repairs to concrete and modular carriageways because we are unable to extract metrics for these repairs.

B3 - Pothole repairs

This section explains how the council identifies and repairs potholes and other carriageway defects, and how this work fits within the wider maintenance approach.

B3.1 - Pothole and defect intervention criteria

Manchester City Council follows the Greater Manchester Highway Safety Inspection Framework, endorsed by all 10 Greater Manchester authorities, along with our own underlying inspection and repair policy. Highway defects are assessed using a risk-based approach, with highway inspectors assessing both the likelihood and consequence of harm using a risk matrix.

Category	Minimum investigatory threshold	Risk or contextual factors considered	Target response time - make-safe	Target response time – permanent repair
Category 1	At least 40 mm deep, or 25 mm on crossings	Risk matrix considering likelihood and consequence	2 hours or 24 hours	14 or 28 days
Category 2	At least 40 mm deep, or 25 mm on crossings	Risk matrix considering likelihood and consequence	Not applicable	14 or 28 days
Other	At least 40 mm deep, or 25 mm on crossings	Risk matrix considering likelihood and consequence	Not applicable	Consider for planned maintenance

B3.2 - Number of potholes filled

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

7,028.

B3.2.2 – Of these, how many were resolved using 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	252	6,776

B3.2.3 - Additional information

Planned maintenance works will have addressed potholes on stretches of road, but these are not quantified. We endeavour to carry out permanent reactive repairs on the first visit where possible. The figure for temporary repairs relates to emergency or make-safe works.

CAUTION FOR READERS: authorities use different criteria for identifying potholes and different methods for counting how many they have filled or resolved. Adding figures from different authorities will 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 (reactive)	Unit/average cost of a temporary pothole repair (reactive)
£137	£162

B3.3.1 - Additional information on prices

These estimated costs are for repairing a $1m^2$ pothole. They have been calculated using our contract unit rates for plant & labour plus materials.

B3.4 - Defect repair quality

ID	Question	Answer
3.4.1	Do you set longevity requirements for planned repairs and permanent reactive repairs?	Yes
3.4.2	Are material and process specifications based on these longevity requirements?	Yes
3.4.3	Do you regularly monitor the appropriateness of carriageway interventions used and the quality of work delivered?	Yes
3.4.4	Do you systematically record expected and delivered longevity of repairs?	Yes

B3.4.5 - Evidence summary

The council's TC1111 framework contract for reactive repairs references the Specification for Highway Works for performance requirements, testing, quality assurance and durability. Contractors carry out a 100% monthly desktop review of completed repairs before applying for payment. The council also carries out monthly validation checks, including 10% site inspections and 20% desktop audits. Monthly contract management meetings with the contractors review KPI reports for compliance. Completed planned work has a two-year defect guarantee, monitored through annual site audits as well as regular safety inspection visits.

B3.4.6 - Additional information

We monitor how effectively highway works are delivered, including planned maintenance projects and repairs carried out in response to reported defects. By tracking delivery times, work quality, and programme completion, we can ensure that investment is targeted where it is needed most and that residents continue to benefit from a safe and reliable highway network.

B3.5 - Public reporting of defects and other issues

ID	Question	Answer
3.5.1	Are public defect reports routinely used to inform maintenance planning and inspection regimes?	Yes
3.5.2	Do you inform users about outcomes, including when no action will be taken?	Yes

B3.5.3 - Evidence summary

Public reports of potholes, footway defects, drainage issues and other highway safety concerns are logged and assessed, triggering inspections and repairs. These reports supplement

programmed safety inspections and condition surveys. Where contact details are provided, customers are told the outcome, including when no action is proposed. Reasons are given where appropriate, such as when a defect does not meet intervention criteria or is scheduled for a future programme.

Member Dashboards are used to provide councillors with regular updates on highway maintenance in their wards, including planned works, completed schemes and repairs. This helps keep residents informed about progress, outcomes and local maintenance priorities, supporting transparency and accountability.

B3.5.4 - Tools used for reporting

The council uses Verint as its corporate customer relationship management platform. It records highway reports, supports case management and status tracking, and transfers information to the highways management system for assessment and action. It also supports digital self-service and management information that can be used to monitor performance and identify trends.

B4 - Maintenance of highway structures

Highway bridges and structures are essential parts of the transport network, providing key links that keep roads connected. Without them, parts of the highway network would become inaccessible, affecting the movement of people and goods.

B4.1 - Highway structures

ID	Question	Answer
4.1.1	Number of highway structures on the network	365
4.1.2	Structures with interim measures under CS470	0
4.1.3	Structures due a General Inspection in 2025-26 under CS450	172
4.1.4	General Inspections completed in 2025-26	172
4.1.5	Structures due a Principal Inspection in 2025-26 under CS450	63
4.1.6	Principal Inspections completed in 2025-26	63

B5 - Asset management

This section covers asset management practices used to plan, prioritise and deliver highway maintenance. It provides information about evidence-led, risk-based decision-making and whole-life value.

B5.1 - Asset management strategy and policy

ID	Question	Answer
5.1.1	Do you confirm that the answers in B5.1 relate to compliance with the 2026-27 incentive funding requirements?	Yes
5.1.2	Published highways asset management policy and strategy link	Highways asset management | Manchester City Council
5.1.3	Date last reviewed or updated	September 2025
5.1.4	Evidence of review or update	The revised Highways Asset Management Policy and Strategy v2.5 reflects Our Manchester objectives, wider Greater Manchester priorities and current industry guidance. A delegated approval report was signed by senior management and the Executive Member.

B5.1.6 - Further context

These documents outline our asset management principles, investment priorities and decision-making processes, ensuring that available resources are used effectively to deliver a safe, resilient and sustainable network. Publishing these documents supports transparency and demonstrates our commitment to evidence-based planning and continuous improvement in highway asset management.

B5.2 - Asset data

Asset type	Asset inventory held	Condition data held
Carriageways	Full	Full
Footways and cycleways	Full	Full
Structures	Full	Full
Drainage assets	Partial	Partial
Street lighting	Full	Full
Traffic signals	Not applicable	Not applicable

B5.2.1 - Further context

Annual condition surveys are conducted for carriageways and footways. Safety inspections and reactive maintenance reports are used to validate and update asset status. We have a full inventory of drainage assets apart from underground pipework. Higher-risk gullies receive cyclical cleansing, while low-risk gullies are attended reactively. Street lighting is managed by AMEY under a private finance initiative agreement. Traffic signals are managed and maintained by Transport for Greater Manchester on behalf of GMCA.

B5.3 - Asset data integration and management

Asset inventory and condition data for our key highway assets is primarily managed by:

Option	Selected
Discrete spreadsheets or documents held by individual teams	
Multiple digital platforms with limited integration	
A single digital platform or connected platforms used across the highways service	X
Other	

B5.3.2 - Further context

Our data and information management processes are described in section 5.4 of the Asset Management Strategy. Causeway One manages the inventory for most assets, alongside our corporate ArcGIS Pro platform.

B5.4 - Lifecycle planning and investment decision-making

Lifecycle planning helps us manage roads, footways, bridges and other highway assets throughout their life. By planning maintenance at the right time, we can keep assets in good condition, reduce long-term costs and make the best use of available funding.

ID	Question	Answer
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

Our lifecycle planning approach is documented in section 5.7 and Appendix A4.0 of the Asset Management Strategy. We use the Highway Maintenance Appraisal (HMAT) and Highway Maintenance Economic Assessment (HMEA) toolkits, produced by the UK Roads Leadership Group (UKRLG), to estimate long-term investment needs for roads and footways. Greater Manchester authorities use Assetplan's Pontis bridge management system, which includes risk-ranking tools for planning work based on inspection and condition data.

B5.5 - Performance monitoring and continuous improvement

Performance management involves setting, monitoring and reviewing measures to assess how well highways asset management is achieving its objectives.

Our performance management framework helps us to track asset condition, service quality and value for money over time.

ID	Question	Answer
5.5.1	Do you have defined Key Performance Indicators (KPIs) for highway asset management?	Yes
5.5.2	Are these KPIs reviewed at least annually?	Yes
5.5.3	Are KPI trends used to inform planning, priorities, programmes or investment?	Yes
5.5.4	Have you conducted a value-for-money or peer review in the last three years?	No. Planned for this year.

B5.5.5 - Evidence summary

Our performance management framework and associated performance measures are detailed in Section 5.9 and Appendix A5.0 of the Asset Management Strategy, approved in September 2025. Performance reviews identify strengths and weaknesses, inform action plans and support changes to policies, strategies and plans. These reviews will also inform funding allocations and future investment decisions.

We are commissioning an independent review of our planned maintenance service to identify opportunities to improve efficiency, value for money and customer outcomes. The review will assess how maintenance schemes are identified, developed and delivered, helping to ensure resources are used effectively and projects are delivered in a timely and coordinated way.

B6 - Maintaining footways and cycleways

Footways and cycleways are critical to supporting safe, accessible and active travel.

ID	Question	Answer
6.1.1	Do you have a defined footway hierarchy supporting risk-based inspection and maintenance?	Yes
6.1.2	Length of footways planned for structural maintenance, reconstruction or renewal in 2026-27	41 km
6.1.3	Length of footways planned for preventative treatment in 2026-27	44 km
6.1.4	Are priority footways and cycleways included in winter service and routine clearance?	Yes
6.1.5	Is separate structural or preventative maintenance planned for segregated cycleways in 2026-27?	No

B6.1.6 - Additional information

The council carries out regular inspections and condition surveys on our footways and cycleways. Maintenance is prioritised using condition, risk, usage, safety data and public feedback.

Supporting active travel is a key priority for the Council. Maintenance of footways, cycleways and associated infrastructure forms an important part of the Council's approach to creating a safer, healthier and more sustainable transport network. Investment is now targeted to improve the condition, accessibility and resilience of walking and cycling routes, helping to encourage greater uptake of active travel.

B6.1.7 - Evidence summary

Footway maintenance hierarchies are detailed in Appendix A3.0 of the Asset Management Strategy.

The footways scheduled for planned maintenance works in 2026-27 are shown at the following link: [Highways proposed work programmes 2026/27 | Manchester City Council]

Priority footways and designated cycle routes form part of the Council's winter service network and are included within planned winter maintenance activities, such as precautionary de-icing treatments and snow clearance where appropriate. We have received additional growth funding for winter services to help with this.

Manchester has a network of segregated cycleways installed in recent years, but none are earmarked for specific maintenance in 2026/27.

B7 – Drainage

Highway drainage helps keep roads safe by removing water during wet weather. It reduces flooding, keeps traffic moving during heavy rainfall, protects the highway from damage, and helps the network recover more quickly after severe weather events. Maintaining good records and prioritising planned, risk-based maintenance helps us to target interventions effectively, reduce reactive responses and manage long-term costs

ID	Question	Answer
7.1.1a	Estimated percentage of reactive drainage maintenance expenditure	11%
7.1.1b	Estimated percentage of planned drainage maintenance expenditure	89%
7.1.2	Do you use a digital drainage management platform covering inventory, inspections, sensor data and risk scoring?	Yes
7.1.3	Do you record locations where drainage contributes to road deterioration or ponding?	Yes
7.1.4	Do you use smart sensors or remote monitoring for drainage assets?	No

B7.1.5 - Evidence summary

In 2025/26, we spent £3,635,556 on planned cyclical gully cleansing and planned drainage repairs, through our framework contracts. Work was prioritised using a risk-based approach informed by usage, flood risk, silt levels and other factors. £442,579 was spent on reactive drainage cleansing, repairs and associated costs.

Our Causeway One platform manages the drainage inventory, inspections and cleansing risk-rating matrix. We collate drainage problem hotspots through our CRM system and prioritise repairs where funding allows.

B7.1.6 - Further context

The council's approach to drainage and flood defence is outlined in section 6.4 of our asset management strategy. It uses planned cleansing and repairs, risk-based priorities, asset data and long-term investment planning to reduce flooding and protect the highway network.

B8 - Skills and training

Effective highways asset management depends on having people with the right skills, knowledge and capacity.

A clear approach to training, professional qualifications and competence requirements helps us to develop and maintain the expertise needed for key roles.

ID	Question	Answer
8.1.1	Do you have an up-to-date training and development plan for highway asset management staff?	Yes
8.1.2	Do you or your main contractors support recognised professional training schemes?	Yes
8.1.3	Does the authority contribute to professional membership or development costs for relevant roles?	Yes
8.1.4	Do you employ a professionally qualified engineer responsible for highway structures?	Yes
8.1.5	Do you define competence requirements for key highways asset management roles and address identified gaps?	Yes
8.1.6	Do you or your main contractors support early-career development locally?	Yes

B8.1.7 - Evidence summary

We use the UK Roads Leadership Group competence framework to identify skills gaps and training needs in our asset management team. Staff development is supported through our sector partnerships, professional qualifications, and apprenticeships, with up to six hours of protected learning time each week funded through the apprenticeship levy.

Our current interim structures lead is a chartered engineer on secondment from the Waterman Group.

Highways contractors deliver social value through apprenticeships, training programmes, and engagement with schools and colleges. Current contracts have delivered 960 weeks of apprenticeship placements, 475 weeks of training opportunities, and over 1,810 staff hours supporting education and careers activities across Greater Manchester.

B8.1.8 - Further context on skills and training

Early career staff are supported through structured training, mentoring, protected learning time, and access to professional qualifications, helping to develop the skills and expertise needed within the team.

Over the past 12 months, the Highways Service has strengthened its commitment to professional development by establishing partnerships with leading professional institutions. Our Public Sector Partnership with the Chartered Institution of Highways and Transportation has expanded learning and knowledge-sharing opportunities, improved pathways to professional review, and enabled staff to contribute to national forums and technical working groups.

We are also preparing to reinstate Approved Employer status with the Institution of Civil Engineers, providing a structured training framework for all staff, with particular focus on trainees, technicians, and graduates working towards professional membership and qualifications.

B9 - Adapting roads to withstand climate pressures

Climate and environmental factors affect asset performance, deterioration and long-term resilience. This section covers climate risk, adaptation and the carbon implications of maintenance activity.

ID	Question	Answer
9.1.1	Has the asset management policy and strategy been updated for increased extreme-weather or geohazard risk?	Yes
9.1.2	Have you identified a resilient network and agreed with senior decision-makers?	Yes
9.1.3	When was the resilient network last updated?	May 2025
9.1.4	Have locations repeatedly affected by extreme weather been formally recorded?	Yes
9.1.5	Which climate adaptation measures are currently implemented on your network?	
9.1.5a	Targeted drainage upgrades or maintenance	Yes
9.1.5b	Natural flood management or sustainable drainage systems (SuDS)	Yes

ID	Question	Answer
9.1.5c	Targeted slope, ground-stability or landslip mitigation	No
9.1.5d	Heat-resilient materials or surface treatments	Yes
9.1.5e	Tree planting or shading for heat management	Yes
9.1.5f	Other climate-adaptation measures	-
9.1.6	Have greenhouse gas emissions been measured and benchmarked using a recognised standard, or are arrangements in place?	No. This is included in the long-term Highways Environmental Action Plan.
9.1.7	Have you formally engaged with the DfT-funded ADEPT Live Labs 2 programme?	Yes

B9.1.8 - Evidence summary

Our sustainability and climate change approach is detailed in Section 5.11 of the Asset Management Strategy. Our resilient network plan is available here - Highways asset management | Manchester City Council.
The Council uses polymer-modified bitumen (PMB) emulsions in its preventative road maintenance treatments to improve resistance to high temperatures.

SuDS, including rain gardens and street trees, are being introduced through major capital schemes. More than 30 new trees were installed through highway capital schemes last year and around 270 trees were planted by the Council in a specific 2025/26 planting programme across Manchester.

Various contract carbon outputs are monitored through environmental KPIs, including waste, recycling and vehicle emissions.

B9.1.9 - Further context

GMCA operates the Greater Manchester Resilience Unit and coordinates activity through the Greater Manchester Resilience Forum. The partnership includes local authorities, emergency services, utilities and transport operators.

GMCA completed a Climate Change Risk Assessment in 2024 (gm-ccra-report_final.pdf) and has developed a climate risk mapping tool to identify areas vulnerable to flooding, extreme heat and other hazards (Climate Risk and Vulnerability).

The Council was the lead authority in submitting a Live Labs 2 bid on behalf of GMCA in partnership with the other GM authorities, a statutory undertaker, three universities, and three award-winning innovators. Regrettably, the bid was unsuccessful, although the feedback was "This was a good, well-evidenced bid with a very strong challenge and innovation description as well as a good input from partner organisations."

B10 – Innovation

Innovation can help improve how highway services are planned and delivered. This may include using new materials, techniques, technologies, and better ways of working. Creating opportunities for innovation through procurement, working with suppliers, and testing new ideas helps us to find and adopt more effective solutions. Sharing lessons learned and successful approaches can also drive improvement across individual services and the wider sector.

ID	Question	Answer
10.1.1	Do your procurement and contracting approaches encourage and reward innovation?	Yes
10.1.2	Are innovative materials and practices reviewed and, where appropriate, adopted as usual practice?	Yes
10.1.3	Have findings from innovation trials been shared publicly or with professional networks?	Yes

B10.1.4 - Evidence summary

The Council's procurement and contracting approaches are designed to encourage innovation and continuous improvement. With framework contracts, performance management arrangements, and social value requirements, suppliers are encouraged to develop innovative solutions that improve service delivery, efficiency, sustainability, and customer outcomes.

Our innovation successes are highlighted in annual highways state of the city reports, published on our website via Scrutiny Committee minutes, such as below:
Agenda for Economy Scrutiny Committee on Thursday, 12th January 2023, 2.00 pm

B10.2 - Examples of innovations adopted

Thermal Road Repairs uses thermal infrared technology to repair potholes by reheating and recycling the existing road surface, rather than removing and replacing large areas of asphalt. Following trials, this system is now used routinely across our network. Reported benefits of the Thermal Road Repairs system include:

- No waste because the thermal process recycles surrounding material.
- Less noise, allowing some work to take place at night.
- Faster repairs, reported as approximately 10 minutes per pothole, minimising disruption for road users.
- Lower carbon emissions, reported as an average 80% reduction compared with conventional methods, including the use of HVO fuel by the specialist road unit.

The contractor has also trialled Asphalt IQ geotagging technology, enabling carbon emissions to be measured and tracked for specific highway works, creating a digital audit trail that supports effective carbon management and alignment with PAS 2080:2023 principles.

B11 - Working with utility companies to reduce disruption

ID	Question	Answer
11.1.1	Do you routinely monitor and enforce utility works quality?	Yes
11.1.2	Has a senior-endorsed assessment considered whether a lane-rental scheme is suitable?	Yes
11.1.3	Do utility companies contribute to maintenance programme planning?	Yes
11.1.4	Has a permit-scheme evaluation been conducted and published in the last three years?	Yes
11.1.5	Has a traffic-sensitive review been conducted in the last three years?	Yes

B11.1.6 - Evidence summary

Street works inspectors undertake routine and sample inspections to ensure reinstatement quality and compliance.
Following a report to the Bee Network Committee in July 2025, Transport for Greater Manchester is working with the ten local authorities to develop a joint Greater Manchester Lane rental scheme ahead of consultation.
The street works team works closely with utilities and promoters to coordinate programmes and resolve issues, supported by the Greater Manchester Road Activity Permit Scheme (GMRAPS).
A 12-year review of the permit scheme is being prepared for publication in Q2 2026/27, and the Greater Manchester traffic-sensitive review has been approved by all ten authorities and will be advertised this year.

B11.1.7 – Further context

In addition to the GMRAPS scheme, we employ a range of tools and collaborative practices to ensure that all activities are planned and executed safely, efficiently, and with minimal disruption to the public. Key coordination mechanisms include:

- One Network: A digital platform used to visualise and manage planned and ongoing works across the network.
- Working alongside regional partners like TfGM and local infrastructure operators, the council aligns utility repairs and installation projects with planned highway maintenance to help prevent repeat excavations.
- Quarterly Engagement Meetings: Strategic sessions with stakeholders to discuss long-term planning, performance, and opportunities for improvement.

B12 - Managing highways maintenance contracts effectively

Complete this section only if a contractor delivers any carriageway maintenance, including structural maintenance, planned repairs or reactive repairs.

ID	Question	Answer
12.1.1	Does the authority retain in-house expertise to assess maintenance interventions proposed by contractors?	Yes
12.1.2	Do you analyse actual unit costs and compare them with benchmarks or historic performance?	Yes
12.1.3	Are contract KPIs defined and actively monitored?	Yes
12.1.4	Do contracts incentivise single-visit permanent pothole repairs where appropriate?	Yes

B12.1.5 - Evidence summary

The council employs qualified engineering staff in highway maintenance and asset management and has an in-house operational team. Unit costs are monitored by assessing total costs and treated areas, alongside deterioration rates, to inform long-term strategies.

Contract KPIs are monitored monthly, quarterly or annually as appropriate. Repairs under TC1111 are classified as permanent, recorded in Causeway One and covered by a 24-month defect-liability period.

B12.1.6 - Further context

The council is integrating maintenance contract KPIs into the Atamis Contract Management System. Weekly client and contractor meetings reconcile work in progress and verify field metrics against council records. Under-performance can trigger performance improvement plans or penalties under the Payment and Performance Management Framework.