Ealing Council

Local Highway Maintenance Transparency Report

September 2026

Highways Maintenance Transparency Reports Template

Contents

Sign-Off Confirmation

This document has been approved by the appropriate level of authority as requested in the submission requirements.

Role	Name	Date
Cabinet Member for Climate Action	Councillor Dominic Moffitt Signature _____	8th September 2026
Director of Finance (Deputy S151)	Andre Mark Signature _____	8th September 2026

Transparency Report – Core report template

How we maintain local roads, pavements, and the wider highway network in Ealing Council

A1 – What we are responsible for maintaining

Ref	Asset	Quantity	Comment
	Carriageways	597 km	Based on recent road length statistics.
	Footways	985 km	
Additional Asset Types			
1	Structures:	12	Bridges
		6	Retaining Walls
		6	Pedestrian Subways
		15	Footbridges
2	Street Lighting	23,514	Street Light Columns
		2,452	Signs (Illuminated)
		1,167	Bollards (Illuminated)
		126	Feeder Pillars
		103	Subway Fittings
3	Drainage	2km	Highway Drainage Pipes (Estimated) (between gully pot and main connection)
		27,880	Highway Drainage Gullies.
		1	Highway Drainage Pumping Stations

Ealing Council also manage a number of other assets which include cycleways, highway trees, Public Rights of Way, CCTV, parking infrastructure and street furniture. Other areas of responsibility include areas adopted by Housing and Parks, although they are not included within the scope of this report.

Our Winter Service, a statutory service, requires that the highway is kept free of obstructions which includes snow and ice. We treat 5 predetermined primary routes covering 27% of (150km) of Ealing's highway maintained road network. We also cover a further 12 secondary routes equating to 33%, or 178km of the network. In total our winter service operations cover 60% of the borough which equates to 328km.

A2 – Road conditions in Ealing Council

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023/24	5%	14%	81%
2024/25	3%	19%	78%
2025/26	3%	15%	82%

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
2023/24	8%	28%	64%
2024/25	9%	26%	65%
2025/26	8%	27%	65%

A2.3. U roads

Year	Percentage of road in red category
2023/24	9%
2024/25	9%
2025/26	10%

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

Ealing have invested £18.25 million into footway and carriageway renewal over the past three years, which has helped us maintain a fairly steady state for the network. Inflation has significantly impacted our budgets in real terms and funding is increasingly stretched.

The 2025/26 surveys were undertaken early 2025, as a result the current figures do not fully reflect the targeted improvement and investment in the network since those surveys. Our 2026/27 survey results for the B and C and U Roads are due in Autumn 2026 and we believe that because of the investment into the network we are expecting an enhanced positive change in condition.

We have increased investment into surface treatments to better protect the asset using micro-surfacing, this helps to extend the life of the existing road surface. It is a more carbon friendly approach to enhance the carriageway serviceability before it requires resurfacing.

Substantial new developments place increasing demand on the network, and the move to heavy large electric vehicles is also increasing wear and tear. We are also seeing more large scale utility asset replacement schemes and utility works connected which also have an impact on the condition of the network.

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

A3.1. – What is a pothole?

A pothole is a localised failure of the road surface that has deteriorated to the extent that it presents, or has the potential to present, an unacceptable risk to the safety, serviceability, or structural integrity of the highway. When repairs are commissioned, Highways Inspectors take into account factors such as its size, depth, location and the vulnerability of road users. Safety inspections for a pothole in the carriageway is defined where the depth measures 25mm or a greater in depth.

Local failures and potholes can develop when water penetrates cracks in the road surface, weakening the underlying layers. Freeze-thaw cycles and prolonged periods of adverse winter weather combined with traffic loading can trigger the surface to break apart and cause rapid deterioration.

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

Ealing Council's Highway Safety Inspection Manual sets out the Council's approach to highway maintenance. All adopted highway is inspected on a monthly, quarterly or six-monthly basis. All repairs are carried out to a permanent standard to avoid return visits. Where practical repair areas are increased in size to prevent subsequent failures in adjacent areas.

Ealing Council has enhanced the way it manages potholes as a result of the Department for Transport funding. In 2025 we organised the "Scout & Repair Programme" which is additional to maintenance inspections. It now enables repairs to be carried out which may not necessarily meet intervention level, these are preventative repairs intended to maintain roads in better condition.

During 2025-26 **5,248** potholes were filled.

We work closely with our Term Contractor to test and assess new materials and techniques in the repair highway sector. Key metrics for us are the time for repairs to be implemented on site to reduced disruption on the network and to safeguard the pavements resilience and structural integrity.

We utilise carriageway condition data, experienced highway inspectors on asset performance and customer feedback to prioritise interventions and safety. We have moved away from basic patch and repair to a structured approach with a preventative approach to reduce the number and severity of defects that develop.

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

We have provided straight forward easy to use options for members of the public and business to report any highway concerns. Contact is via the Council **website** or **Love Clean Streets** as the links below:

- By phone 020 8825 6000
- Report or request it | Ealing Council
- Love Clean Streets | Love Clean Streets | Ealing Council

In addition the Council can also be contacted by email:

- HighwayServices@ealing.gov.uk

A3.4. What happens after a pothole is reported

An inspection is carried out by a Highway Inspector by the end of the next working day. If required an appropriately prioritised Works Order is raised with our Term Contractor to implement appropriate works.

We have different response times (ranging from 1 hour to 30 days) for the works and priorities are based on road hierarchy, level of risk and safety.

- On higher priority routes, potholes are made safe within one hour
- On lower-priority roads the response time is up to 3 days.

Making a pothole (or defect) safe may involve either an immediate permanent repair or a temporary repair until a permanent solution can be completed, ensuring the network remains safe and serviceable.

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

A4.1. – Spending on highways maintenance

	2024-25 £m	**2025-26 £m**	**2026-27 £m (projected)**
Total spend on highways maintenance (revenue)	2.101	1.857	1.848
Of which spent on:			
Carriageways	1.093	0.949	1.109
Footways	1.008	0.908	0.739
Total spend on highways renewal (revenue & capital)	11.065	10.107	8.877*
Of which spent on:			
Carriageways	3.251	3.224	2.184
Footways	2.607	1.627	1.073

Structures (for example bridges or tunnels)	0.026	0.046	0.173
Drainage	0.168	0.136	0.234
Street lighting Maintenance [PFI annual cost]	5.013	5.074	5.213

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

Funding sources for highways maintenance (revenue & capital)	**2024-25 £m**	**2025-26 £m**	**2026-27 £m (projected)**
Funding received through the Department for Transport / UK Government	0.291	0.946	1.635*
Additional highways maintenance funding provided by the Council or third parties	12.875	11.018	9.090
Total	13.166	11.964	10.725

*** £0.633 subject to outcome of this Transparency Report funding allocation**

A5 – Our maintenance plans for this year

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

Carriageway – Planned Maintenance includes:

- 0.050 km of conventional resurfacing (less than 40mm thick)
- 2.660 km of reconstruction (40mm and above resurfacing)*
- 4,785 m² of planned patching [large patch repairs]

** 1.110km approximately is subject to DfT funding*

C**arriageway** - Preventative Maintenance includes:

- 0.100 km of Surface Dressing
- 0.500 km of Micro Asphalt
- 0.250 km of Asphalt Preservation

** To proceed if capital funding is secured*

Footways

- 1.110 km of conventional resurfacing
- 0.2 km of Micro Surfacing

Structures

As part of the annual Highways Improvement Programme, each year £50k is set aside for repairs as required, for example we recently completed repairs to expansion joints in Copley Close within the resurfacing scheme.

Other more significant works include:

- Repairs to bridge parapets on Norwood Road and South Road

- £300k in 2026/27 and £300k for 2027/28 for Boles Bridge Replacement
- Investigation into Trumpers Way [weak] bridge replacement

Lighting

Highway improvement schemes that introduce new walking and cycling infrastructure almost always include associated street lighting upgrades to ensure the network remains safe, accessible and compliant with current standards.

- Boston Road lighting upgrade
- £200k per annum for lighting improvements in 2026-27 lighting improvements are planned for Lancaster Road, Orchid Close, Marigold Close, Foxglove Close, Jasmine Close and South Acton area lighting improvements are also planned
- £100k per annum for lighting improvements for Housing Estates
- £600k for LED upgrades

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

Ealing Council has published its 2026/27 works programme and can be viewed on the following link:

Add link

The programme shows Carriageway works (CW) and Footway works (FW)

Road Name	From	To	Ward	Budget Allocation £m confirmed	Budget Allocation £m subject to this report
Borough Wide drive and repair pothole repairs				0.500	
Borough wide large patch repairs				0.472	
Greenford Road	Bingley Road	Windmill Lane	Greenford Broadway		0.280
Uxbridge Road (westbound)	Iron Bridge	Dormers Wells Lane	Dormers Wells		0.213
The Broadway	Springbridge Road	Haven Green	Ealing Broadway		0.140
Elveden Place*	Elveden Road	End	Hanger Hill	0.030	
					Total: 1.635

** Footway improvements outside large [busy] industrial unit*

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

The Council adopts a data-led Value Management approach to prioritise highway investment objectively and transparently. Annual PAS 2161-equivalent survey data is combined with weighted criteria including asset condition, safety performance, traffic volumes and route hierarchy to generate candidate schemes and a network-wide priority ranking.

Scheme selection is then aligned to available budgets across both structural and preventative maintenance programmes, with engineering review used to validate priorities and ensure the most effective long-term outcome and weighted for key risk locations (e.g. Schools and area of high footfall and traffic). A key principle is to undertake comprehensive treatments that minimise future return visits; for example, treating both footways within a street where appropriate to provide a consistent standard, improve user experience and deliver whole-life value for money. High-priority schemes may be deferred where utility works or other planned activities create opportunities to

For our structure assets we use Bridge Station to store and manage the inventory, inspections and condition scores. This is use to determine prioritisation of works and risk with evidence based decisions.

Transparency report – Technical Annex template

B1 - Highways maintenance funding and spending figures

B1.1 – Capital funding allocation sources

Financial year	2024-25 £m	2025-26 £m	2026-27 £m (projected)
Highways maintenance capital funding allocated through DfT	0.291	0.946	1.635*
Other **DfT** capital funding utilised by local authority for highways maintenance	0.000	0.000	0.000
Other **Government** capital funding allocated by local authority to Highways Maintenance	0.000	0.000	0.000
Other capital funding allocated to highways maintenance	5.735	4.087	2.029
Total Capital funding allocated to highways maintenance	**6.026**	**5.033**	**3.664***

B1.1.2 - Additional information on funding figures

Officers are continually exploring options to bring in funding for maintaining and improving the highway network. Funding is sourced from various grants including S106 payments from developers, HS2, TfL and borrowing. The funding provided by the DfT has been invaluable in enabling engineers to resolve problems that were otherwise unaffordable. It is helping to compensate for cuts in funding, for example TfL Principal Road funding has almost ceased.

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

Financial year	**2024-25 £m**	**2025-26 £m**	**2026-27 £m (projected)**
Total highways maintenance capital spend	6.026	5.033	3.664*
Total highways maintenance revenue spend	7.140	6.931	7.061
Total spend	**13.166**	**11.964**	**10.725**

B1.2.2 - Additional information on total spending figures

There are five main departments within Ealing Highways:

- Transport Team (cycling, bus priority and CPZs)
- Network Management and Maintenance Team
- Highways Improvement Team
- Scheme Design and Implementation Team
- Estates and Development Team & Street Lighting Team

Collectively these teams manage and maintain the highway network, ranging from repair of a small pothole to delivery of major cycle infrastructure improvements.

In relation to the DfT Pothole funding, two teams are directly involved: The Maintenance Team will be involved with pothole repairs, including the planned “drive and repair” programme. Preventative maintenance involves proactive measures to maintain and expand the lifespan of roads and footways, preventing major deterioration and costly repairs later on. This includes routine inspections, minor repairs and a yearly resurfacing programme. It also includes structures inspection and maintenance, gully cleansing, highway drainage, winter service and emergency call out.

The Highways Improvement Team deliver the surfacing renewal schemes where the road surface is poor and patching will no longer be sufficient.

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 £m	Revenue 2025-26 £m	Capital 2026-27 (projected) £m	Revenue 2026-27 (projected) £m
Planned maintenance				
Preventative carriageway maintenance	0.603	0.000	0.100	0.000
Structural carriageway maintenance	2.434	0.000	1.684	0.000
Planned carriageway **repair / patching** programmes	0.000	0.000	0.000	0.000

Reactive carriageway maintenance				
Reactive carriageway **repairs / patching** (**temporary repairs**)	0	0.000	0.000	0.000
Reactive carriageway **repairs / patching** (**permanent repairs**)	0.187	0.949	0.500	1.109
Reactive carriageway **repairs / patching (total)**	0.187	0.949	0.500	1.109
***Other** carriageway-related spend*	0.000	0.000	0.000	0.000
Total	**3.224**	**0.949**	**2.184**	**1.109**

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

Funding is split between capital funding for Highways Improvement schemes (footway and carriageway renewal), and revenue funding for maintenance works.

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	3.965km	3.730km	2,846m2	5,248m2	n/a
2026-27 projected	1.400km	2.960km	4,785m2	5,500m2	n/a

** Assuming 1 patch = 1m2 on average ** Nominal numbers, not recorded*

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**

B2.1.2 – Further information and context

Working collaboratively across our framework consultancy support teams and Term Contractors LBE make informed decisions materials and treatment selection across the road hierarchy.	**Yes**

This approach garners more effective planning, delivers better value for money and enables available funding to go further. This assists in the maintenance and improvement of the overall condition of the highway network. Without doubt, the additional funding provided by the DfT is essential because it enables Ealing Council to carry out the following: • Additional surfacing schemes at locations otherwise unaffordable • Additional large patch schemes at ad hoc locations • Drive and repair pothole scheme, to reduce the impact on future maintenance with more pre-emptive repairs. In two examples of a large patch scheme, the surfacing at zebra crossings was failing. Instead of small patch repairs, we organised resurfacing and have improved safety for all using DfT funding.	

B3 – Pothole repairs

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
Carriageway defect	40mm depth		1 hour	Between 7 and 30 days
Cycle lane defect	25mm depth		1 hour	Up to 7 days
Footway defect	25mm depth		1 hour	Up to 7 days
Crossing points including controlled and uncontrolled	25mm depth		1 hour	Up to 7 days

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate)	5,248

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
1,135	Not recorded	Not recorded	4,113

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

We have two different ways in which pothole repairs are recorded: 4,113 No. = Works Orders (via Inspectors) (April 25 ~ Mar 26) 1,135 No. = Drive & Repair (Nov 25 ~ Mar 26) 5,248 No. = Grand Total (April 25 ~ Mar 26) The above figures do not record any planned structural pothole repairs or any urgent temporary repairs. The majority of pothole repairs are permanent. Very occasionally temporary repairs are carried out, if traffic conditions prevent a permanent repair being made. An example of how valuable DfT funding is to Ealing relates to Leamington Park, a busy road off the A40 in East Acton. Due to the location it was only possible to introduce a temporary repair until Maintenance and Surfacing Teams could combine to introduce a large patch. It required complicated planning and traffic management and the scheme was delivered collaboratively with Transport for London and included resurfacing a short section of TfL's slip road. The end result benefitted Ealing and TfL, by working collaboratively we reduced disruption but without DfT funding this would not have been possible, a key problem was resolved in the best way possible.

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)	£103.31	Unit/average cost of a temporary pothole repair on your network (reactive)	£n/a

B3.3.1 - Additional information on pothole prices (optional)

The average cost of the permanent repair is based on total cost of all carriageway patching on Borough and Principal roads, divided by the number of Works Orders, regardless of size of repaired area. Temporary pothole repairs are not permitted and only by exception instructed.

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

Works orders instruct a permanent or temporary repair. Where a temporary repair is undertaken a permanent repair is required within six months. Permanent repairs are guaranteed for two years, but expected to last until the next planned lifecycle intervention.

Permanent reinstatements shall match the specification of the adjacent pavement.

B3.4.6 - Additional information

Repairs are monitored by our Inspectors and controlled by the Term Contractors self-certification of works. Any failures or quality of workmanship raised are acted upon and lessons learnt invoked. Ealing also have KPI monitoring in place.

Ealing Council carry out audits on 25% of the works order raised for Highway Maintenance on an annual basis.

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

Reporting by members of the public greatly assist officers in terms of speeding up inspections if the situation has become urgent, but also feeding in to future programmes for renewal works.

Each year a check is carried out to review the roads receiving the most pothole repairs, these results are cross referenced against the condition rating scores and inspector feedback. Very often the roads selected for resurfacing are at the top of the inspector feedback and maintenance repairs, giving confidence we are including the roads which most need renewal in the programme.

B3.5.4 - Tools used for reporting

We have provided straight forward easy to use options for members of the public and business to report any highway concerns. Contact is via the Council website or Love Clean Streets as the links below:

- Report or request it | Ealing Council
- Love Clean Streets | Love Clean Streets | Ealing Council

In addition the Council can also be contacted by email: • HighwayServices@ealing.gov.uk

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	286
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	5
4.1.3	Number of structures due a **General Inspection** in 2025-26 in accordance with CS450	256
4.1.4	Number of **General Inspections** carried out in 2025-26	37 (90*)
4.1.5	Number of structures due a **Principal Inspection** in 2025-26 in accordance with CS450	253
4.1.6	Number of **Principal Inspections** carried out in 2025-26	7

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.
	To follow in September 2027, as noted below.

5.1.3	Please provide the date it was last reviewed or updated	Aug 2026

5.1.4	Please provide proof of the review or update.
	Our Asset Management Policy and Strategy has recently been reviewed and is being updated internally prior to going to Cabinet for approval and publication. The draft document has been submitted to DfT as part of this submission, providing evidence of the review.
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.

B5.1.6 - Further context (optional)

5.1.5 The approved Asset Management Policy and Strategy will be in place before September 2027.

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 partial for cycleways	full partial for cycleways
Structures	full	full
Drainage assets	partial	partial
Street lighting	full	full

5.2.1 - Further context (optional)

Ealing's street lighting service is provided through a Private Finance Initiative (PFI) contract. Under this contract, the service provider must keep the street lighting inventory at least 99% accurate. If accuracy falls below this level, financial penalties may apply. The inventory is regularly updated, checked and audited to ensure it meets this requirement. As the contractor must maintain accuracy above the 99% threshold to avoid penalties, the Council can be confident that the inventory is at least 99% accurate and is likely to be slightly higher in practice. As a result, the Council has a high level of confidence in the accuracy and completeness of its street lighting asset records.

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.

All traffic signal sites are visited once a year for a Periodic Inspection (PI). Resilient network sites are visited every 6 months. A PI includes condition reports that are used in the asset Lifecyle plan.

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	**X**
A single digital platform or a set of connected platforms used across the highways service	
Other *(please set out in further context)*	

B5.3.2 - Further context (optional)

LBE uses a range of specialist systems, platforms and datasets to manage highway asset inventory and condition information. This reflects the different technical requirements of carriageways, structures, drainage, lighting, traffic signals, inspections and customer-reported defects.

The current approach supports operational delivery and maintenance planning, integration between systems is currently limited but this is something we are looking to develop.

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

Lifecycle Planning forms an integral part of our highway asset management decision making, determining treatment choices and allocating budgets according to treatment expectancy within the maintenance hierarchy.

Our condition projection modelling uses deterioration curves reflecting each asset's expected lifecycle, projecting carriageway and footway condition over various horizons. Treatment choices are made through decision trees within our asset management system applying defectiveness to identify each asset's lifecycle position, with expected lives updated where data indicates deviation.

Budgeting is informed by lifecycle analysis, with investment split across hierarchies and treatment types, and sustained investment referenced to annual depreciation.

Structures: Capability within BridgeStation helps manage lifecycle planning of structures, but pressures with financial resources can affect what can actually be carried out.

Lighting: The PFI contract requires maintenance of street lighting network to defined performance standards supported by planned inspections, condition monitoring, asset data management and programmed renewals. The PFI model therefore provides a structured and predictable framework for investment, enabling the Council to maintain a safe, reliable and sustainable street lighting asset in accordance with sound asset management principles.

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

5.5.1 - LBE have adopted national KPIS for all roads (ie NI130-01 / NI 130-02 and the old UKPMS BV 224b for Unclassified Roads). Lighting is monitored through a range of Key Performance Indicators (KPIs) and Local Performance Indicators (LPIs), which measure the contractor's performance across the street lighting service.

5.5.3 - We have stated No as our VM for scheme prioritisation process has been agreed internally and does not allow for trend as we cover 100% of the network per year for condition surveys. However, we do use KPI trends and condition data to inform Lifecycle Planning.

5.5.4 - Asset management consultants on our Framework are commissioned to undertake a Lean Review of the highway service in Q4 2026.

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**	1.117km
6.1.3	For 2026-27, please provide the length of **footways** that you have earmarked for **preventative** maintenance treatments	0.100km

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

An independent surveyor follows all current guidelines and provides Ealing with condition rating scores for the highway network. A borough wide programme of renewal works is created, based upon the condition rating scores and taking into account feedback from residents and inspectors. Not all roads and footways with high condition ratings are affordable, so we also maintain footways and cycleways using a risk-based approach that takes account of how they are used, their location, condition, importance within the network, and any reported defects.

The Highway Code of Practice for Safety Inspections (2024) groups footways into different categories, ranging from busy main walking routes to minor local paths. Cycleways are also categorised, including segregated cycle lanes alongside roads or footways, and leisure routes.

Inspection frequencies are based on these categories, with busier footways and cycleways inspected more often. Any defects found are assessed against defined intervention criteria and the level of risk at the site.

B6.1.7 - Evidence Summary

Our programme of renewals is often supplemented by other sources, such as DfT Levelling Up funding, DfT Pothole funding, S106 (developer funding), TfL funding or claims to HS2.

Each supplementary source of funding is vital to the borough. It is often used to dovetail with other improvements, for example a Safety Scheme may not have enough funding for road resurfacing, but we combine budgets to deliver holistic schemes wherever possible.

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	50%
	b) Planned maintenance (routine/cyclical and/or risk-based)	50%

7.1.2	Does your authority utilise a digital drainage management platform, covering asset inventory, inspection history, sensor data, and risk scoring?	No
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	Yes
	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. For utilisiation of smart sensors, occasional surveys have been carried out, especially closer to flood risk areas and where near major developments such as HS2.	

B7.1.5 - Evidence Summary

All gullies throughout the borough are visually inspected as part of the Council's periodic Highway Network Safety Inspection Regime. Where a gully is identified as blocked during an inspection, a works order is raised with the Council's contractor, who undertake the necessary cleansing in accordance with the assigned works order priority, normally within three working days.

In addition, any blocked gully reported by members of the public, via the Council's Contact Centre, email, website, telephone service, or mobile app is normally inspected and attended to by the Council's gully cleansing contractor within the five working days where cleansing is required.

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

Any gullies identified as faulty or non-operational during the cleansing process or carriageway resurfacing are added to a renewal programme. These gullies are prioritised according to their location as well as risk of flooding then investigated/assessed for repair or replacement. Gullies located at critical drainage locations are normally repaired or renewed within the six weeks.

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	No

B8.1.7 - Evidence Summary

A number of different options for training are available, although the withdrawal of funding for training by Transport for London has reduced the opportunities available.

Staff are encouraged to attend CPD courses either online or in person, external consultants on our Frameworks are proactive in encouraging staff to join and participate in courses they operate.

Our team also attend and participate in LCRIG, Urban Design London and DfT seminars and workshops.

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

Individual professional development is also supported for staff wanting to join and progress through the Chartered Institute of Highways and Transportation and other institutions. One of our apprentices has developed his skills and knowledge, following a path which lead to full membership. There is an opportunity to be taken and encourage more staff to develop in this manner.

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	Yes
9.1.3	If yes when did you last update this.	Annually
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	n/a
	- Heat-resilient materials or surface treatments	Yes
	- Tree planting / shading for heat management	Yes
	- Other (please specify): rain gardens	Yes
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.	Yes
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 [to proceed imminently]

B9.1.8 - Evidence Summary

Ealing is working to reduce the effects of climate change while making the best use of limited funding.

We use micro-surfacing to protect road surfaces from water damage and reduce deterioration caused by freezing and thawing during winter. This treatment also lowers carbon emissions by extending the life of roads before full resurfacing is needed.

Where possible, we use more durable materials that are better able to withstand heavy traffic and are more resistant to wear and deformation, plus warm mix asphalt.

Ealing is a green and leafy borough and has an ambitious tree planting programme. Between 2021 and 2025, an additional 30,000 trees were planted within the borough, mostly within parks. While mature trees provide shade and environmental benefits, their impact on street cleaning and the potential for root damage to pavements must also be considered.

The Council is introducing Sustainable Drainage Systems (SuDS), including schemes at Rowdell Road and Lammas Park, to help manage surface water and reduce flood risk.

Gullies in known flood-risk areas are cleaned twice a year. Any defects identified during inspections are prioritised for repair, usually within four weeks. Regular street cleaning also helps keep gullies free from debris, reducing the risk of localised flooding.

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

Adapting to wetter winters: As part of resurfacing schemes, older swan-neck gullies are being replaced with modern gullies to improve drainage capacity and performance.

Low-carbon highway maintenance: The Council and its contractors are increasing the use of recycled materials and recycling practices while adapting the highway network to the impacts of climate change, including heavier rainfall and more extreme temperatures.

Preventative road treatments: A large programme of micro-surfacing is used to extend the life of roads before significant deterioration occurs, reducing both maintenance costs and carbon emissions. Asphalt preservation treatments are also being explored to further extend pavement life.

Sustainable materials: Warm mix asphalt and more durable surfacing materials are used where feasible to improve road longevity and minimise the frequency of future maintenance works.

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

Ealing's contract is flexible and allows for innovation, although we note that materials outside our normal remit can come at additional cost, therefore funding is essential.

Street lighting has evolved significantly from traditional High Intensity Discharge (HID) technologies, such as high-pressure sodium lanterns, to modern LED lighting. LEDs offer lower energy consumption, longer asset life, improved reliability and enhanced lighting performance while reducing maintenance requirements.

Through the PFI contract, Ealing has embraced this innovation by progressively replacing legacy lanterns with LED units across the network. This has delivered substantial energy and carbon savings, improved lighting quality and reduced whole-life costs. The transition has also enabled the introduction of modern lighting controls, supporting a more efficient, sustainable and resilient street lighting service for residents and road users.

Ealing have a policy of "Reclaim and Repurpose", which is a programme of works to convert hard standing in to planting or tree planting areas. We converted approximately 4,000 m² from paving to soft landscaping, which helps slow the rate of water run-off in to the drainage network, increase biodiversity and improves the look and feel of the street where it is introduced. It works well, where the footway is wide enough not to impact on pedestrians.

B10.1.5 - Further context on your innovation activities

Innovation can increase the potential risk and we seek to minimise this through trials and assurance. For example we trialled “rotating prism bus lane signs” which rotate between ‘use both lanes’ and ‘bus lane hours’, the supplier ceased training and the trial was not a completed and deemed unsuccessful at this time.

Any innovation or trial needs to be delivered with long term operation in mind.

10.2 – Examples of innovations that have been adopted

Micro-surfacing was trialled with different suppliers and has now moved beyond trial operation to become a regularly used each year throughout the borough.

On the Mandeville Road surfacing scheme we identified contaminated materials and this provided the opportunity for innovative solution. Instead of ‘plane and base’ to 100mm depth, we laid one course of polymer modified asphalt 80mm thick to avoid the contaminant, reduce disruption and deliver an extremely strong road surface on one of our busiest trunk roads.

We innovate through programming/phasing schemes to reduce disruption. For example on Mandeville Road instead of a proposed 6 night traffic and area disruption we split one of our surfacing schemes into Fri/Sat nights over three weekends. It reduced any risks of delay impacting traffic on one our busiest roads.

Ealing is about to trial a different type of road marking on sections of Greenford Roundabout for the first time, this is more expensive but is expected to be more durable. The roundabout itself is busy 24/7 and after resurfacing four years ago now needs a complete refresh. The aim is to reduce disruption and reduce traffic management costs and increase safey.

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?	Yes
11.1.5	Have you conducted a traffic sensitive review in the last three years?	Yes

11.1.6 - Evidence Summary

Highway works are essential but by their very nature they are disruptive, but we co-ordinate fully with a wide range of stakeholders, in particular HS2, TfL, London Buses, Emergency Services and utility companies. Works are co-ordinated to dovetail wherever possible, for

example arranging with a stakeholder such as Thames Water to bring forwards planned works and follow up with the resurfacing scheme afterwards.

Ealing will also become part of the Lane Rental scheme which aims to reduce the impact of works on our busiest roads. Furthermore, we are in discussions with TfL to help improve bus route planning and coordination so that works in a neighbouring borough are taken into account with our schemes.

B11.1.7 - Further context

Ealing work collaboratively on surfacing schemes as a way of reducing disruption. For example, where possible we will invite utility companies in to the works extent to repair defects such as manhole covers or refresh line markings.

We also work closely with utility companies wherever there is a clash, so that surfacing works are co-ordinated to follow on after the utility works are complete.

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 £/m² 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

Highways inspectors routinely visit all streets depending on their category, monthly for main roads and six monthly for side streets. They identify defects meeting intervention and instruct permanent pot hole repairs in all cases except if emergency intervention is needed until such a time a permanent repair can be made.

Key Performance Indicators are submitted on a monthly basis and are an incentive for the contractor to meet its targets, with most KPIs being met. We have time sensitive KPIs to encourage swift completion.

In the preparation and procurement of new contracts or frameworks we undertake a lessons learnt and review of the current providers service and out inhouse management to ensure betterment, more efficiency and reduced risk on future contracts.

B12.1.6 - Further context

Quarterly board meetings are held with the term contractor, together with frequent update and planning meetings which are used to discuss and resolve any performance issues, if they are identified.

Communication between both parties is very good, there is also flexibility and willingness by the contractor to action tasks quickly, effectively and safely.