



The Royal Borough of Kensington and Chelsea

Highways maintenance transparency report

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Transparency report – Core report template

About this document:

The Department for Transport (DfT) has asked local authorities to publish information about their highway maintenance activities, providing greater transparency to taxpayers on the condition of local roads, how maintenance funding is being used and the improvements being delivered.

The Royal Borough of Kensington and Chelsea (RBKC) supports this principle, and this report sets out how the Council manages its highway assets, the condition of the borough's road network, and the maintenance activities undertaken to keep the network safe, reliable and resilient. It also explains how the Council invests in our roads and pavements network to maintain and improve asset performance and deliver value for money.

A1 – What we are responsible for maintaining

The Royal Borough of Kensington and Chelsea (RBKC) is responsible for managing and maintaining the majority of the borough's adopted highway network, with Transport for London (TfL) responsible for the Transport for London Road Network (TLRN).

The highway assets maintained by RBKC include:

- **Carriageways:** 188 km excluding TLRN
- **Footways:** 377 km
- **Highway drainage:** 10,500 gullies
- **Highway structures:** 6 including bridges and retaining walls
- **Street lighting:** there are approximately 10,000 lighting columns and a further 5,000 illuminated highway assets. The two Thames River crossings also have decorative lighting and festoons.
- **Other highway assets:** including signs, road markings, bollards, guardrails, cycle stands, tree pits and other street furniture

Maintaining these assets presents challenges due to the busy and densely developed nature of the borough. Around 306 million vehicle miles were travelled on the borough's roads in 2025¹, while the Council receives around 12,000 roadworks permit applications each year², with most roadworks carried out by utility companies. High levels of traffic, utility works and pedestrian activity places additional pressure on the highway network and contributes to its deterioration.

This means we must carefully prioritise and plan maintenance to keep the network safe, accessible and in good condition. This also means we work closely with utility companies and

other organisations to coordinate works, helping to minimise disruption and make the best use of limited public funds.

A2 – Road conditions in Royal Borough of Kensington and Chelsea

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	4%	32%	64%
*2024	4%	32%	64%
*2025	4%	36%	60%

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	Not available	Not available	Not available
2024	8%	35%	58%
***2025	1%	38%	61%

A2.3. U roads

Year	Percentage of road in red category
**2023	Not available
2024	13%
***2025	2%

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

*Excludes approximately 5% of network where an assessment could not be completed at the time of survey.

**No condition data was collected for B, C and U roads in 2023.

***In 2025, the Council appointed a new PAS 2161-compliant survey provider. Although the 2024 and 2025 surveys were carried out in accordance with the same national standard, small differences in survey results can occur when changing survey providers. Any changes between the 2024 and 2025 figures should therefore be interpreted with this in mind.

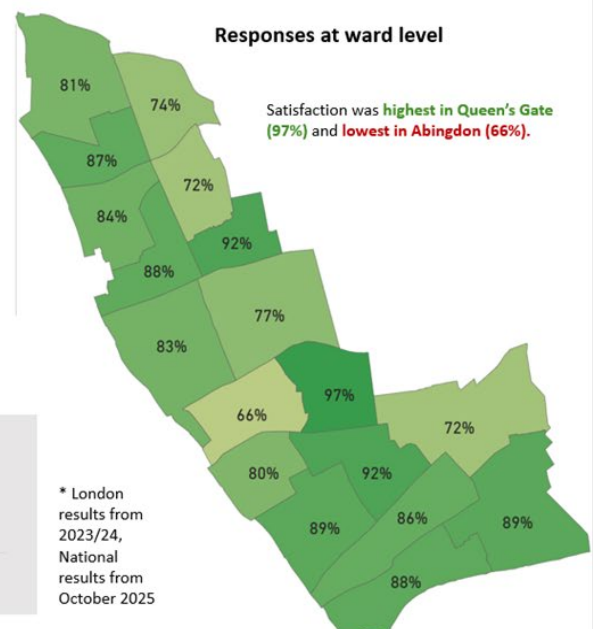
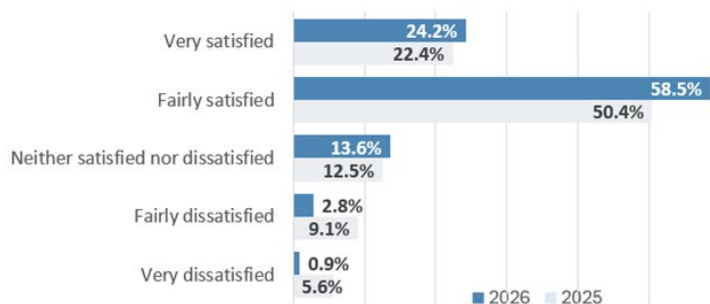
The figures provided for B, C and U road for 2024 and 2025 in the transparency report will not match the Department for Transport's (DfT) official statistics for the financial year ending (FYE) 2025. Due to DfT publication schedule there was an issue with providing the data. The revised data reported here has been agreed with DfT and will be included in the DfT FYE 2026 official statistics. Below are recent results of our residents survey.

Results at a glance: Residents Survey – RBKC Specific Questions

Question	Positive Response 2026	Positive Response 2025	Variance to last year	London Positive Response (23/24)	Variance to London	National Positive Response (Oct 2025)	Variance to National
Q8c. I would like you to tell me how satisfied, or dissatisfied you are overall with the Council's.....Road maintenance	83%	73%	10%	48%	34%	33%	50%
Q8d. I would like you to tell me how satisfied, or dissatisfied you are overall with the Council's.....Pavement maintenance	81%	72%	9%	55%	26%	43%	38%

Q8c. I would like you to tell me how satisfied, or dissatisfied you are overall with the Council's.....Road maintenance

83% of residents were satisfied with road maintenance

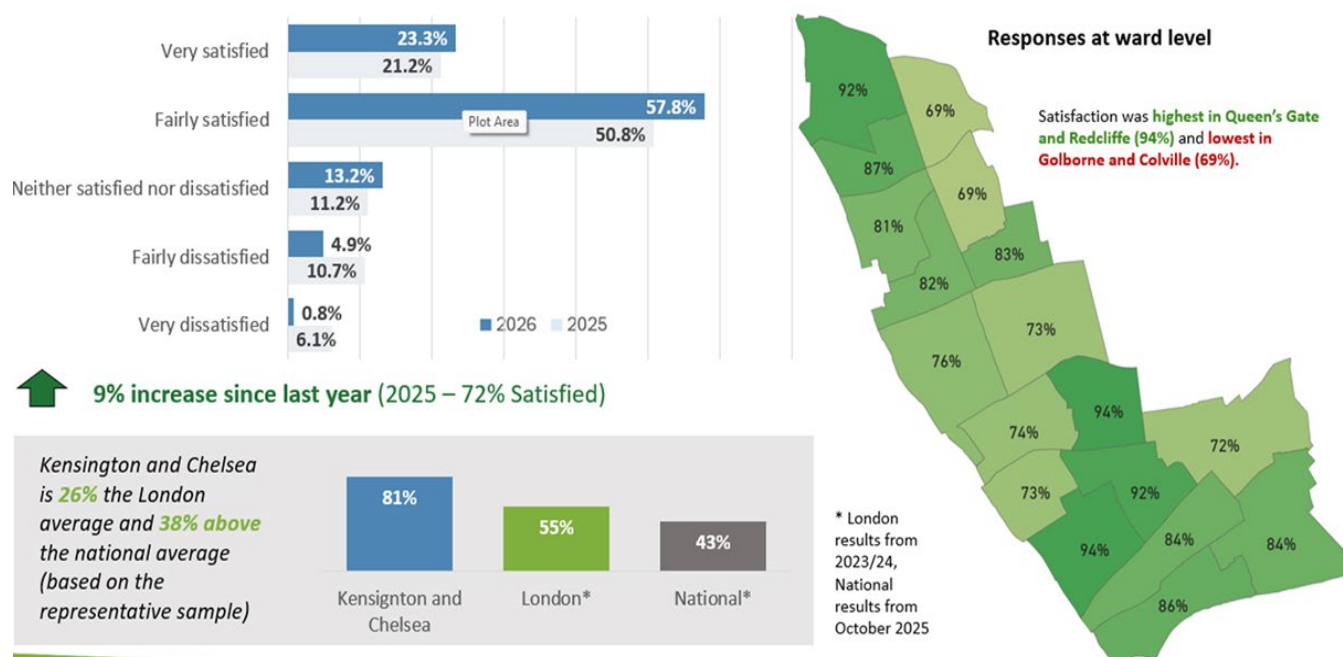


↑ **10% increase since last year (2025 – 73% Satisfied)**

Kensington and Chelsea is **34%** the London average and **50% above** the national average (based on the representative sample)



Q8d. I would like you to tell me how satisfied, or dissatisfied you are overall with the Council's.....Pavement Maintenance



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

A3.1. – What is a pothole?

We do not classify highway defect information specifically as potholes. Reports of urgent carriageway defects, whether submitted by members of the public or identified during highway inspections, are recorded as defects requiring attendance within two hours. Many but not all of the defects recorded under this two-hour response category would commonly be regarded as potholes.

The Council responds rapidly to repair reported defects, which can often be caused by natural phenomena such as sink-holes, defects caused by utilities (generally sunken trenches), or higher volumes of larger vehicles such as buses. The relatively low number of potholes across the borough reflects the Council's proactive approach to highway asset management. Through its early intervention approach to road maintenance, defects are identified and addressed at an early stage, before they deteriorate and develop into more significant highway defects. This preventative approach helps to maintain the condition of the highway network, reduce the likelihood of potholes developing, and minimise the need for more extensive and costly repairs.

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

While we do not record potholes separately from other defects requiring urgent reactive response, Table A3.2. shows the number of such defects reported and repaired over the past three years. These numbers will include potholes.

The Council takes a risk-based approach to managing potholes and other carriageway defects, in line with its Highway Safety Inspection Policy. Our highway inspectors carry out regular safety inspections and investigate reports from residents, businesses and road users.

Defects are assessed according to the level of risk they present, with higher-risk defects prioritised for repair.

Where it is safe and practical to do so, we will carry out a permanent repair to provide a longer-lasting solution and reduce the need for repeat visits. However, this is not always possible. Temporary repairs may be required to make the highway safe until a permanent repair can be completed. This may be necessary because of traffic management requirements, utility works, weather conditions or the need to coordinate works with other organisations

Preventing potholes from forming is also an important part of our highway maintenance strategy and is the main reason why we have relatively few potholes. We invest in planned maintenance, including resurfacing/preventative treatments, to extend the life of our roads and reduce the need for reactive repairs. We typically resurface between 50 and 80 roads each year, with most of our highway maintenance budget spent on programmed works and a smaller proportion on reactive maintenance. The cost provided below comprises temporary repair and permanent reinstatement.

Table A3.2. No. of carriageway defects reported, requiring repair, response within two hours

Year	No.	Cost
2023/24	94	£35,530
2024/25	87	£43,810
2025/26	103	£39,865

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

We ask members of the public to report potholes and other highway defects in our streets in the following ways:

- **Online via RBKC website:** <https://myrbkc.rbkc.gov.uk/forms/report-problem/roads-pavements/>
- **By telephone:** Streetline on 020 7361 3001
- **By email:** streetline@rbkc.gov.uk or highways@rbkc.gov.uk
- **Via FixMyStreet:** Reports can also be submitted through the [FixMyStreet website](#).

A3.4. What happens after a pothole is reported

Once a pothole or other highway defect is reported, the Council reviews the information and assesses whether an inspection is required. Where the information, photograph or description provides evidence that the defect is unsafe, it is issued directly to the contractor to make safe within two hours. If a site visit is needed, the defect is inspected on the same day or the following day and assessed in accordance with the Council's Highway Safety Inspection Policy. Defects meeting the intervention criteria are prioritised for repair based on the level of risk they present. High-risk defects are repaired within 24 hours of identification, while lower-risk defects are repaired within 28 days. Where a defect does not meet the intervention criteria, it will continue to be monitored through routine highway safety inspections or considered as part of future planned maintenance.

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	£9,032,152	£12,249,845	£19,140,279
Of which spent on:			
Carriageways	£2,131,997	£2,673,832	£2,926,051
Footways	£3,144,280	£3,290,134	£3,380,573
Structures (for example bridges or tunnels)	£253,410	£1,053,591*	£8,059,597*
Drainage	£438,314	£448,128	£449,023
Street lighting	£1,332,431	£2,954,458**	£2,545,451**
Other assets	£1,732,717	£1,828,678	£1,779,582

* Additional funding on Albert Bridge emergency repairs and maintenance of Thames River Wall

** Additional funding for street lighting column replacement and LED upgrade programme

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	£101,000	£328,000	£778,000
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£8,931,152	£11,921,845	£18,362,279
<u>Total</u>	£9,032,152	£12,249,845	£19,140,279

A5 – Our maintenance plans for this year

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

- Road resurfacing: We will deliver our annual planned maintenance programme, resurfacing around 1 km of carriageways to improve their condition and extend their lifespan.
- Preventative treatments: Around 7 km of roads will receive preventative treatments to help prevent potholes and other defects from developing.
- Pavement renewal: Around 25,000 m² (approx. 8km) of pavements will be renewed to improve safety, accessibility and the walking environment.

- Street lighting column replacement programme and LED lighting upgrades are part of the council's continued investment in our assets.
- Structural maintenance to the Thames River Wall, emergency repairs to Albert Bridge.
- Other highway maintenance: We will also continue to repair potholes, respond to reported highway defects, and maintain road markings, signs, drainage, and other highway assets.

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

Carriageway Maintenance Programme 2026/27		
Street	Location	Treatment type
Fulham Road	Foulis Terrace to Selwood Terrace EB	Structural maintenance
Holland Park Avenue	Addison venue to Norland Sq. EB	
Kensington High Street	Hornton Street to TfL Bridge	
King's Road	Beaufort Street/ The Vale to Paultons Square	
Notting Hill Gate	Junction of Pembridge Road (WB)	
Abbotsbury Road	Oakwood Court to Oakwood Lane	Preventative road surface treatment
Abingdon Road	Stratford Road to Scarsdale Villas	
Anderson Street	King's Road to Bray Place at cut line and Coulson Street from Anderson Street to Lincoln Street	
Barkston Gardens	Barkston Gardens to Dog leg (ECR)	
Barlby Road	St Marks Road to Dalgarno Gardens and Dalgarno Gardens to 20m East of Pangbourne	
Basil Street	Hans Crescent to Pavillion Road and Hans Road and Walton Place junction	
Bevington Road	Cul de Sac to Public Toilets at Golborne Road	
Brompton Square	Whole One Way street from Brompton Road to Brompton Road	
Cadogan Place	Sloane Street to Lowndes Street including the two arms at junction and Sloane Street to Cadogan Lane / D'Oyley Street	
Campden Hill	From Cut Line to Campden Hill Road	
Campden Hill Gardens	Aubrey Walk to Campden Hill Road	
Campden Hill Road	From Nos. 6 and 7 near Bedford Gardens to 112 near Peel Street	
Cheniston Gardens	Whole Road	
Culford Gardens	Blacklands Terrace to Cadogan Gardens	
Egerton Gardens	At junction of Brompton Road, Egerton Terrace junction with Brompton Road and Egerton Gardens Nos. 17-77	
Eldon Road	Stanford Road to Victoria Road	
Elvaston Place	Petersham Lane to Gore Street	
Gilston Road	Priory Walk to Tregunter Road	
Gloucester Road	Harrington Gardens to Cromwell Road	
Hans Road	Yellow boxed junction at Walton Place and Basil Street	
Iverna Gardens	Eastern and Northern Arm	
Ixworth Place	Cale Street to Elystan Street	
Kelso Place	From Cul de Sac at Nos. 45 and 46 to Stanford Road and Nos.18 and 19 to Kelso Place	
Kensington Park Road	Blenheim Crescent to Elgin Crescent and (Blenheim Crescent - Portobello Road to KPR and Elgin Crescent - Portobello Road to KPR)	

Ladbroke Grove	Cambridge Gardens to Oxford Gardens, Elgin Crescent to Arundel Gardens	Preventative road surface treatment
Ladbroke Road	Ladbroke Terrace to Horbury Crescent	
Lancaster Road	Ladbroke Grove to Portobello Road	
Lennox Gardens	Milner Street to No. 10 at Lennox Gardens junction	
Lexham Gardens	Marloes Road Street to Earls Court Rd	
Lowndes Square	William Street to No. 48A at Seville Street to Knightsbridge and Harriet Walk to Lowndes Square	
Norland Square	Eastern Arm	
Ormonde Gate	Royal Hospital Road to St Leonard's Terrace	
Palace Gardens Terrace	From Nos. 30 to 78	
Pembroke Mews	Whole Road	
Portland Road	Clarendon Cross to 179 Portland Road and section of Hippodrome Place	
Pottery Lane	Penance Road to Portland Road	
Prince Of Wales Terrace	Whole street from Kensington Road to Victoria Road	
Queens Gate 1 and 2	Elvaston Place to Queen's Gate Terrace and to No. 17	
Queens Gate 3	Cut line at Old Brompton Road to the cut line outside the church	
Royal Hospital Road	Christchurch Street junction to Bus Stop opposite The National Army Museum	
St Charles Square	St Charles Place to Millwood Street and Hs No. 2 - Hs No. 30	
Tregunter Road	Redcliffe Gardens to 33 Tregunter and Hollywood Road Junction	
Westbourne Grove	Denbigh Road to Ledbury Road	

Footway Maintenance Programme 2026/27		
EFW = Eastern Footway, WFW = Western Footway O/S = Outside, Opp. = Opposite, L/C = lamp column		
Street	Location	Treatment type
Abbotsbury Road	Oakwood Court to Oakwood Lane and Ilchester Place 10-16	Renewal
Abingdon Road	Corner of Scarsdale Villas to Abingdon Villas WFW and O/s 87	
Adair Road	Opp S/ Lamp 004 to Hazlewood Crescent (EFW) and Southam Street to Appleford Road (both sides)	
All Saints Road	McGregor Road to Tavistock Road EFW and NFW inside McGregor Road and opposite side from Lancaster Road to Tavistock Road (WFW)	
Appleford Road	Bosworth Road to Adair Road (NFW) and Opposite Bosworth Road to school car park access	
Barlby Road	St Marks to Pall Mall SFW	
Basil Street	Hans Crescent to No. 22 Basil Street (WFW) and Rysbrack Street to Pavillion Road (EFW)	
Blenheim Crescent	Opp. 23 to Driveway access nearest to Ladbroke Grove	
Bosworth Road	outside church to Kensal Road	

Brunswick Gardens	No. 10 to Opposite Berkeley Gardens (EFW) and No. 11 to Berkeley Gardens (WFW)	Renewal
Campden Grove	Horton Street to Kensington Church Street (SFW) and Nos. 1 to 7 (NFW)	
Chepstow Crescent	Pembridge Villas to Chepstow Villas (NFW) and Pembridge Villas to 22 Chepstow Crescent	
Cromwell Crescent	Pembroke Road to Logan Place (EFW)	
Dovehouse Street	Britten Street to Cale Street (EFW)	
Duchess of Bedford Walk	Sheldrake Place to End (NFW)	
Earls Court Road	O/s No 68 Scarsdale Villas to O/s No.47	
Essex Villas	Argyll Road to Phillimore Gardens SFW	
Exmoor Street EFW	St Charles Square to Barlby Road (EFW)	
Foulis Terrace	Fulham Road to Onslow Square to include Onslow Gardens to Onslow Square (EFW)	
Glebe Place	Cheyne Row to nursery school to King's Road	
Gloucester Road	Opposite NO. 98 to Queen's Gate Gardens and to private car park entrance (EFW)	
Gloucester Walk	Horton Street to Kensington Church Street (both sides)	
Gordon Place	Pitt Street to Campden Grove (WFW)	
Hans Crescent	Basil Street to Pavillion Road (NFW) and Opposite No. 6 at Herbert Crescent	
Hazlewood Crescent	Golborne Road to Bosworth Road and Bosworth Road outside church to Kensal Road	
Highlever Road	Kelfield Gardens to Kingsbridge Road (Both sides) and Oxford Gardens to O/s 79 (WFW)	
Hillsleigh Road	WFW from Campden Hill Square to Holland Park Avenue	
Holland Park	O/s No.35 to O/s No.57 Holland Park and L/C 048 to Opp Holland Park Mews	
Holland Park Avenue	Norland Square to Addison Avenue (NFW)	
Hornton Street	Kensington High Street to Hornton Place (Both sides), Hornton Place from Hornton Street to Lc002 and Phillimore Walk to Opp end of No.32	
Iverna Gardens	Abingdon Villas to Iverna Court O/s No.4, Iverna Court to Wrights Lane, Iverna Court (Around the Sq. only) and Opp No 41-to 50 to Opp No. 31 to No. 40	
Kelso Place	From driveway to Cottesmore Cottage opposite no. 32 to Stanford Road	
Kensal Road	Canalot Studios side access to James Hill House (NFW)	
Ladbroke Grove	Cambridge Gardens to Oxford Gardens (WFW), St Charles Sq. to Chesterton Road (WFW)	
Ladbroke Grove	Cornwall Crescent to Lancaster Road	
Ladbroke Grove	Holland Park Avenue to Ladbroke Road to Police Station	
Ladbroke Road	Clarendon Road to Lansdowne Road NFW	
Lancaster Road	opposite No. 112 to Portobello Road (SFW)	
Langton Street	Kings Road to Gertrude Road (WFW)	
Lansdowne Road	O/s No.27 Lansdowne Walk to end of No.26, Side of No. 15 Lansdowne Walk to O/s No.5. and Side of No.14 Lansdowne Walk to O/s No.14	
Lexham Gardens	Earls Court Rd to Lexham Mews	
Lexham Gardens	Earls Court Rd to O/s 126	
Lexham Walk	Lexham Gardens to Cornwall Gardens Walk	

Mary Place/Elgood Close	Sirdar Road to Gorham Place, Avondale Park Road to Sirdar Road and L/C 004 to Walmer Road	Renewal
Notting Hill Gate	From No. 115 to Hillgate Street O/S the theatre, No.1 Pembridge Gardens to No.46 Notting Hill Gate and from Nos. 69 to 87 The Gate Picture House including Farmer Street to Uxbridge Street	
Pelham Crescent	No. 27 to Pelham Place	
Pembridge Villas	Pembridge Crescent to opposite No. 4 Chepstow Villas SFW and No.16 Chepstow Villas to Westbourne Grove	
Phillimore Gardens	Phillimore Walk to Essex Villas	
Queens Gate Gardens	Queen's Gate Gardens to Queen's Gate Place Mews - SFW	
Rosary Gardens	Wetherby Place to Old Brompton Road	
Royal Hospital Road	O/S Chapel Gate at S/ lamp 010 SFW and opposite Chapel Gate	
Sheffield Terrace	SFW Hornton Street (from l/p 007) to Kensington Church Street	
Silchester Road	O/s No. 11-35 to End of School (SFW) and Opp. No.12 to end of bridge	
St Anns Road	Mortimer Square to Stoneleigh Place (EFW) and Freston Road to Opp 122 (WFW)	
St Charles Square	End of School - Opp 38	
St Ervans Road	Acklam Road to Golborne Road and Nos. 44/46 to Golborne Road (both sides)	
St Lawrence Terrace	Chesterton Road to Bonchurch Road (both sides)	
St Marks Road	Oakworth Road to Barlby Road WFW	
St Marks Road	Cromwell Crescent to Lancaster Road (Opp. School) and from Camborne Mews to Opp. No. 17 Cornwall Crescent	
Stanford Road	Outside and opposite Nos. 48-54 (both sides)	
Thurloe Place	Cromwell Place to Exhibition Rd and o/s 29 (both sides)	
Treadgold Street	O/s No.22 to O/s No.31A and Bomore Road to L/C 004	
Upper Phillimore Gardens	Argyll Road to Campden Hill Road (SFW)	
Wedlake Street	whole street to the end	
Westbourne Grove	Kensington Park Road to Colville Road (NFW) and Kensington Park Road to Portobello Road (SFW)	
Westbourne Park Road	Ladbroke Grove to Opposite No. 338	
Whitchurch Road	Stoneleigh Street to Bramley Road (WFW)	
Wilsham Street	Sirdar Road to St Annes Road (NFW)	

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

RBKC uses a risk- and condition-based approach to prioritise highway maintenance, focusing on safety, network importance, asset condition and value for money. Regular inspections identify and assess defects by risk and severity, with urgent defects addressed within defined response times.

For planned maintenance, condition surveys are used to identify deteriorating carriageways and footways and develop prioritised annual programmes. Preventative maintenance is

prioritised where it can extend asset life and avoid more costly future reconstruction, supporting a whole-life-cost approach.

Our guiding principle for prioritisation is our annual condition surveys. As roads deteriorate at different rates, a lower-priority road one year may become a higher priority the following year. Identifying early signs of deterioration helps prevent more costly repairs in the future.

Efficiency is improved through coordinated programming of highways works with utility companies and other stakeholders, reducing repeat excavations, disruption and costs. Permit controls and Section 58 restrictions also protect newly maintained roads from unnecessary excavation.

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	£101,000	£328,000	£778,000
Other DfT capital funding utilised by local authority for highways maintenance	£-	£-	£-
Other Government capital funding allocated by local authority to Highways Maintenance	£-	£-	£-
Other capital funding allocated to highways maintenance	£1,819,458	£4,209,253	£15,416,100
Total Capital funding allocated to highways maintenance	£1,920,458	£4,537,253	£16,194,100

B1.1.2 - Additional information on funding figures

The Council has submitted an application to the Structures Fund for urgent repairs to Albert Bridge. The outcome of this funding allocation will not be known until the Autumn of 2026 but would, if successful include a DfT funding allocation in 2026-27.

B1.2 - Spending

B1.2.1 – Total spending

Please confirm that you understand the answers provided in this section (B1.2.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online .	Yes
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Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£1,920,458	£4,537,253	£16,194,100
Total highways maintenance revenue spend	£7,111,694	£7,712,592	£2,946,179
Total spend	£9,032,152	£12,249,845	£19,140,279

The figures above should include all Values in table A.4.1 including the DfT Funding

B1.2.2 - Additional information on total spending figures

The quality of the public realm is an important priority for the Council. Along with the annual investment in the maintenance programme, the Council has an active plan to develop Amazing Spaces to enhance the borough and support the local economy. This investment is shown in table A4.1, Other assets. As an example, plans are well underway to improve the world-famous Portobello Road which is programmed to start in 2027.

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	£328,000	£1,165,098	£2,168,000	£0
Structural carriageway maintenance	£0	£640,000	£215,000	£0
Planned carriageway repair / patching programmes	No such programme	No such programme	No such programme	No such programme
Reactive carriageway maintenance				
Reactive carriageway repairs / patching (temporary repairs)	£0	£27,093	£0	£30,000
Reactive carriageway repairs / patching (permanent repairs)	£0	£12,772	£0	£15,000
Reactive carriageway repairs / patching (total)	No such programme	No such programme	No such programme	No such programme
Other carriageway-related spend	£0	£453,833	£0	£482,051
Total	£328,000	£2,298,796	£2,383,000	£527,051

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

The Council has reported to date carriageway and footway maintenance as revenue funded, for its accounting purposes. In the transparency report published last year, this affected the Council's overall rating as revenue spend was considered in the DfT's ratings model to be reactive maintenance when in fact the Council's programme has a high level of preventative treatment. This meant that significant Council investment in its highways was not reflected in the calculation of the ratings and did not present an accurate picture to the public. The Council, reflecting on the guidance since provided, intends to split the highways budget into revenue and capital allowances to reflect how DfT report planned/preventative and reactive works. The 25-26 figures reflect the total highways maintenance budget as a revenue sum, with the intention in 26-27 of reflecting the change to revenue and capital allocations - this is why there are projected differences in the allocations between the two years.

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	7km	2km	No planned patching programme	103m2	103m2
2026-27 projected	7km	1km	No planned patching programme	120m2	120m2

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
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B2.1.2 – Further information and context

Free text – optional – 100 words maximum	No
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B3 – Pothole repairs

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

B3.1 – Pothole/Defect intervention criteria

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

Pothole/Defect category name (as used by your authority)	Minimum investigatory or definitional threshold (e.g. depth, area, width – include units)	Additional risk or contextual factors considered (e.g. road hierarchy, traffic levels, location in carriageway)	Target response time – make safe	Target response time – permanent repair
Carriageway defect	Defects are assessed based on the potential risk to road users	All the factors above are considered but the main factor is the	2Hrs	28 Days

		potential risk the defect poses to road users		
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B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate) 103	
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B3.2.2 - Of these how many do you estimate were resolved using each of the following approaches?

Planned repair / patching programmes	Planned structural maintenance programmes	Reactive repair using temporary repair methods	Reactive repair using permanent repair methods
No such programme	No data	103	103

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

Section A3 provides detail of how the authority identified defects to be repaired, and the timeframe involved to resolve, which is 2 hours. In most cases the initial treatment is sufficient to resolve the problem, however there could be third parties, such as utilities that would then be responsible for a permanent repair if this can be proven by the Council.

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)	£124	Unit/average cost of a temporary pothole repair on your network (reactive)	£260
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B3.3.1 - Additional information on pothole prices (optional)

The average unit cost is based on all defects responded to in 2 hours, not all of which as explained in section A3 are potholes, but defects which either our customers have reported as causing concern or picked up through our maintenance inspections. Total cost of reactive works is divided by the number of 2 hour defects to obtain the average unit cost.

B3.4 - Defect repair quality

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

3.4.4	If yes, do you systematically record information about expected and delivered longevity of repairs?	No
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B3.4.5 - Evidence Summary

RBKC manages highway defects through regular safety inspections, public reports and contractor notifications. Defects are assessed for risk and responsibility, with the Council's highways contractor instructed to undertake repairs within the appropriate response period. Where defects result from utility works, the responsible utility company is notified and required to undertake remedial works in accordance with the reinstatement requirements. RBKC monitors utility works through inspections at different stages and raises non-compliance notifications where defects are identified. Performance is monitored through records and regular meetings, with enforcement action, fines or Council-led remedial works available where necessary. The Council also uses its permit scheme to coordinate works and minimise disruption.

B3.4.6 - Additional information

Free text

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

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

B3.5.3 - Evidence Summary

Reports from our customers are received through various channels. There is a specific highways mailbox for those reporting issues directly to officers; a page on the Council website 'Report a Problem' this feeds into our asset management customer interface on CONFIRM; a customer call centre, that relays reported issues highways staff; and we also get direct correspondence from local councillors whose constituents communicate directly with them. In all occurrences the customers are updated on progress or in some cases directed to the appropriate department or other authority if not the responsibility of RBKC as Highway Authority. Information received informs our works programmes.

B3.5.4 - Tools used for reporting

As indicated in B3.5.3 there are various tools, the front facing highways report from the Council's website <https://www.rbkc.gov.uk/contact-us/report-problem-borough> links to our asset management software CONFIRM.

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	6
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	1
4.1.3	Number of structures due a General Inspection in 2025-26 in accordance with CS450	1

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	2
4.1.6	Number of Principal Inspections carried out in 2025-26	2

B5 – Asset Management

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

B5.1 - Asset Management Strategy and Policy

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

5.1.1	Please confirm that you understand the answers provided in this section (B5.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online.	Yes
5.1.2	Please provide a link to your authority's published highways asset management policy and strategy. Link	
	https://www.rbkc.gov.uk/streets-and-transport/roads-and-pavements/maintaining-roads-and-pavements	
5.1.3	Please provide the date it was last reviewed or updated	Date Sept 2017
5.1.4	Please provide proof of the review or update.	
	The HAMP was developed in collaboration with consultant firm METIS approved by our Director of Highways and published as above on the Council's website.	
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.	
	RBKC's Highways Asset Management Plan (HAMP) was originally published in 2017 and has continued to provide the underlying framework for managing the highway network, including the principles of risk, asset condition, lifecycle planning and value for money. Since then, asset management has continued to develop through updated asset data, inspections, computerised management systems, maintenance programmes, structural assessments and changes in funding and national guidance. The Council has begun to formally review and update the HAMP in 2027. The review will also respond to updated DfT requirements for authorities to maintain a current, senior-approved asset management policy and strategy.	

B5.1.6 - Further context (optional)

The HAMP ensures that the strategy reflects the current condition and risks of the highway and structures networks, latest asset-management practice, current funding pressures and the Council's wider corporate and transport objectives
The Council has begun to formally review and update the HAMP which is envisaged being completed in spring 2027. This will ensure that the strategy reflects the current condition and

risks of the highway and structures networks, latest asset-management practice, current funding pressures and the Council's wider corporate and transport objectives. The review will also respond to updated DfT requirements for authorities to maintain a current, senior-approved asset management policy and strategy, supporting continued access to highways maintenance incentive funding.

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	Yes Full	Yes Full
Footways and cycleways	Yes Full	Yes Full
Structures	Yes Full	Yes Full
Drainage assets	Yes Full	Yes Partial
Street lighting	Yes Full	Yes Full
Traffic signals	NA	NA

5.2.1 - Further context (optional)

Data sources are held on CONFIRM for highways and street lighting and Bridge Station for highways structures. We also hold GIS mapping data for our assets; highways drainage assets are split between our waste management team responsible for cleanings the gullies and the highways asset team that have historical records of connections into the public sewage system.

B5.3 – Asset data integration and management

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

B5.3.1 – Asset data integration

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

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

B5.3.2 - Further context (optional)

CONFIRM and Bridge Station provide the platforms for data collection. ParkMap provides the mapping detail for all parking assets (eg signposts), and generally available GIS mapping layers allow access to understand, where the assets are located, public and private responsibilities and wider understanding of planning and conservation areas.

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

RBKC uses computerised asset management systems, including CONFIRM for highways and BridgeStation for highways structures, to support lifecycle planning. Asset inventory, condition, inspection, defect and maintenance data are used to identify deterioration, assess risk and forecast future performance. CONFIRM supports the development and prioritisation of maintenance programmes across highway assets, while BridgeStation records structural condition and uses deterioration modelling to inform long-term intervention requirements. This enables RBKC to compare maintenance strategies, costs and funding scenarios, prioritising preventative interventions where they provide the greatest whole-life value. The systems are updated following inspections and completed works, creating a continuous feedback loop that improves future planning, supports evidence-based investment decisions and helps maintain agreed levels of service within available budgets.

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	No

B5.5.5 - Evidence Summary

The Highways Asset Management Plan (HAMP) sets out condition indicators, historic expenditure and resulting asset condition, future funding scenarios and investment options, with a specific section titled “How will we know if this HAMP is working?” The Council also

uses condition surveys, benchmarking and performance data to inform the annual planned maintenance programme and future investment priorities. This demonstrates a monitor–assess–prioritise–invest cycle, enabling investment decisions to be adjusted according to asset condition, risk, funding and the effectiveness of previous interventions. We also ask residents about the service, surveys establish how satisfied they are with the maintenance approach see section A2.4 for latest results.

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	3.5km
6.1.3	For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	7.5 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 - there is only a very short length of segregated cycle track
	a. Structural maintenance / reconstruction (in km)	n/a
	b. Preventative maintenance treatments (in km)	n/a

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

The Council's approach to highways asset management strategy is to maintain the highway through planned preventative programme of works, rather than through reactive measures. This is more cost-effective, controlled and maintains the assets in a better condition for the users, especially pedestrians, cyclists and motorcyclists, who may be more vulnerable to injury on poorly maintained footways and carriageways. The Council has considerably lower reactive maintenance costs compared to other authorities in London.

B6.1.7 - Evidence Summary

The HAMP sets out the formal hierarchy for the footway network. Footways are classified from Category 1a (Prestige Walking Zones) through Categories 1 and 2 (Primary and Secondary Walking Routes) to Categories 3 and 4 (Link and Local Access Routes), reflecting importance to pedestrians usage and the function of the route. The hierarchy is supported by differentiated inspection regimes, with heavily used footways inspected more frequently than less-frequently used routes. Condition information from these inspections and surveys is used to develop the Council's annual planned maintenance programme. This provides a risk- and evidence-based mechanism for prioritising limited maintenance resources towards footways of greatest pedestrian importance and use.

B7 – Drainage

ID	Question	Answer
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7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	
	a) Reactive (incident- or failure-driven) maintenance	80%
	b) Planned maintenance (routine/cyclical and/or risk-based)	20%
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	Yes
	Sensors installed into gully pots to continuously monitor water levels. The information is sent to a central data store, where there is an online platform. As well as being able to view the monitoring over time, there is also the ability to assign thresholds and receive alerts, so that action can be taken. Current installation of 17 no. sites within RBKC based on high flood risk (i.e. Critical Drainage Areas) or overlaps between other sources of flooding (Thames Water storm relief sewer network or overland flow paths).	

B7.1.5 - Evidence Summary

RBKC utilises the Siemens Confirm digital drainage management platform to manage drainage asset inventory, job management, and maintenance history reporting. This system provides a centralised record of drainage assets and associated operational activities. In addition, the Council maintains records of locations where drainage issues are known to contribute to carriageway deterioration, surface water ponding or flooding. These records are overseen by the Principal Flood Management Officer and include sites across the Borough that are susceptible to recurring surface water ponding or flood risk.

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

RBKC adopts an evidence-led approach to drainage asset management, integrating highway drainage maintenance with wider flood risk management objectives. Drainage assets are managed through the Siemens Confirm asset management system, which provides a central record of asset inventory, maintenance activities and operational history. The Council's approach is informed by its Local Flood Risk Management Strategy 2024-2030, which promotes the creation of flood-resilient neighbourhoods, investment in sustainable drainage solutions (SuDS), and collaborative working with Thames Water and other risk management authorities to improve resilience to surface water flooding and climate change impacts. Known flooding and ponding locations are monitored and recorded, enabling maintenance and investment decisions to be targeted towards areas of greatest risk, while supporting the Council's objective of maintaining a safe and serviceable highway network.

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

Each employee has both work-based targets and development needs and opportunities which they discuss with their line managers. The Council supports membership of professional bodies, and their development plan will encourage ongoing technical development through both professional bodies and the numerous technical and engineering groups within London developed to encourage learning, sharing best practice and innovations. Our supply chain also offers joint or specialist training opportunities.

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

As noted in B8.1.7 the Council encourages staff to attend the technical and engineering groups which are split into specialist asset management groups. These include; London Lighting Engineering Group (LoLEG), London Bridge Engineering Group (LoBEG), London Technical Advisory Group (LoTAG), London Highways Engineers Group (LoHEG). At director level, information is disseminated by the London Environment Directors Network LEDNet which focuses on sustainability and local transport initiatives. Officers have also signed up to the Local Council Roads Innovation Group (LCRIG) who champion innovation, develop skills and create opportunities for collaboration across the highways sector.

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.	Mm/yyyy

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	No
	- Tree planting / shading for heat management	Yes
	- Other (please specify)	No
	- None of the above	No
9.1.6	Have you measured and benchmarked the greenhouse gas emissions from your highways maintenance service using a recognised industry standard? Or do you have arrangements in place to do this, such as by signing up to the DfT funded ADEPT Carbon Leadership Programme.	No
9.1.7	Have you formally engaged with the DfT funded ADEPT live labs 2 Programme, to understand what lessons your authority can utilise to increase the efficiency of your operations and support decarbonisation efforts?	Yes

B9.1.8 - Evidence Summary

The Council is adapting its highway network to increasing climate pressures, particularly flooding and extreme heat. Although climate impacts were raised in our current HAMP, the revised document will identify Sustainable Drainage Systems (SuDS), additional/alternative drainage, regular gully cleaning and partnership working to reduce flood risk. More recently, the Portobello Road scheme is incorporating sustainable drainage, improved drainage and tree planting, with trials of new systems to manage rainfall and reduce flood risk. The Council's Climate Emergency Action Plan also prioritises resilience to extreme weather, alongside the London Road Resilience Network which is a framework establishing the absolute minimum road network within the Greater London Authority (GLA) boundary that must be kept continuously open during severe winter weather.

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

Working closely with our supply chain we can learn from their experience and incorporate innovations that RBKC could incorporate more explicitly into our climate-resilience approach:

- Resilient surfacing: FM Conway uses Polymer Modified Bitumen (PMB), which improves resistance to rutting and cracking and can increase resilience to changing temperatures.
- High recycled-content asphalt: Trials have achieved up to 85% recycled content, reducing embodied carbon while maintaining durability.
- Low-carbon construction: FM Conway in 2026 on the M4 scheme combined recycled materials, electric and hydrogen plant and innovative paving, achieving a reported 50% carbon reduction, providing transferable lessons for their work in RBKC.
- Drainage resilience: Cappagh provides CCTV drainage investigation, flood prevention, jetting and SUEZ our cleansing contractor gully cleansing, supporting proactive rather than reactive flood management.
- Whole-life approach: FM Conway specifically promotes materials and techniques designed to extend asset life and reduce future intervention.
- For RBKC, the opportunity is to use our contracts as a structured innovation platform, trialling resilient materials, enhanced drainage interventions and lower-carbon

construction on selected streets, with performance monitored through CONFIRM and fed into future lifecycle plans.

B10 – Innovation

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

10.1.4 - Evidence Summary

RBKC has encouraged innovation through a quality-led procurement approach, with technical and quality submissions weighted at 60% against 40% for price in the 2025 highways procurement. This enabled bidders to demonstrate innovative approaches to delivery, quality, efficiency and understanding of RBKC's requirements rather than competing solely on cost. The successful tenderers both scored highly on quality.

Innovation is also encouraged during contract delivery, innovation is always on the contract meeting agenda, and through performance monitoring, collaboration with the contractor and opportunities to identify efficiencies and improved methods. The contract arrangements included regular performance reviews and extension options linked to satisfactory contractor performance.

B10.1.5 - Further context on your innovation activities

Please see section 10.2 for examples. RBKC doesn't regard innovation as a one-off project. Our approach is to work with term contractors to trial new materials and techniques, monitor their performance and incorporate successful innovations into future maintenance programmes.

At time of last tender 2025, RBKC have combined our highways contracts from six to three to provide better value, co-ordination across the disciplines, and incentivise performance.

RBKC works closely with neighbouring authorities where we have had and continue to have some shared services. The term contractor also provides their highways services, so we have the ability across a number of authorities to share information and learn from each other.

10.2 – Examples of innovations that have been adopted

Examples of innovation

1. Innovative highway materials – RBKC works with its term contractors to develop and implement materials such as modified polymer binders, which improve resistance to rutting and cracking, particularly at heavily trafficked locations such as bus stops. We also are recycling over 98% of construction waste from schemes.
2. AI highway condition assessment – RBKC is using AI-based approaches to assess highway condition, potentially allowing more efficient, objective and comprehensive network inspections and better targeting of maintenance.

3. Low-energy street lighting – The Council is continuing to roll out low-energy street-lighting infrastructure, developing bespoke solution for some of our heritage assets, reducing energy consumption and operational costs while modernising the lighting asset.
4. Climate-resilient drainage – Portobello Road will trial Hydrorock, using underground tree pits and absorbent material to store and slowly release rainfall, reducing pressure on drainage systems. Importantly, RBKC intends to monitor the trial and use the learning on future schemes.
5. High-recycled-content surfacing through FM Conway – FM Conway has demonstrated its capability in high-recycled-content asphalt, including a 50% recycled surface-course trial on the A40, combined with Polymer Modified Bitumen to improve durability. This provides RBKC with an opportunity to apply proven innovations locally.
6. Composite Bridge Deck Panels - RBKC is introducing new ACME bridge deck panels on Albert Bridge. The panels are bespoke, resin-encapsulated composite panels engineered specifically for bridge deck applications, delivering a lightweight, durable deck surfacing solution that will significantly reduce future maintenance requirements and cost, while improving asset longevity.

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

ID	Question	
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

11.1.1 Over the financial year, approximately 19,500 highway inspections were undertaken, identifying 866 defects and 1,148 overrunning works. A total of 1,042 Fixed Penalty Notices were issued, 697 follow-up inspections completed, and 12 successful prosecutions secured.

11.1.2 All preparatory work for the Council's Lane Rental Scheme application has been completed. The proposal has received approval from senior management and Members and is ready for submission once the new devolution powers come into force.

B11.1.7 - Further context

11.1.3 Utility companies receive the Council's annual highways maintenance programme, enabling potential clashes with planned works to be identified at an early stage and coordinated effectively to minimise disruption. Both quarterly co-ordination meetings and bespoke project specific meetings are held to identify collaborative working opportunities.

Since the council introduced a permit scheme in 2011 we have saved over 4,500 additional days of disruption

11.1.4 The latest Permit Scheme Evaluation Report, covering 2023/24 to 2025/26, has been completed as part of the Lane Rental Scheme application.

11.1.5 A comprehensive review of the borough's traffic-sensitive streets has been completed to ensure designations remain appropriate and reflect current traffic sensitive criteria.

B12 – Managing highways maintenance contracts effectively

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

ID	Question	Yes / No
12.1.1	Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	Yes
12.1.2	Do you routinely analyse actual unit costs (for example £/m ² of road surface treatments, or £/pothole repair) for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	No
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?	No

12.1.5 - Evidence Summary

Retained staff with local knowledge of the services required by our customers, professional engineers with a wealth of technical knowledge, build on years of working for the Council. The supply chain has worked for the borough for several years, having successfully been re-awarded contracts based on Quality and Value, quality being the higher criterion. The contractors often have dedicated teams that know the standards and quality expected by the Council. We do not routinely analyse unit costs during the contracts life because we do this before awarding contract, and the rates each year then include contract indexation. Retendered contracts have reduced the number awarded, to increase efficiency and for better co-ordination. There is a combined ownership for the workmanship and longevity of the commissioned carried out, in a long-term partnership arrangement with KPI embedded in the contracts.

B12.1.6 - Further context

While the contract arrangements do not specifically incentivise single visit repairs, highways defects are carried out by the reactive team on an emergency call-out, the aim is right first time and single visit, however in some circumstances the issue may involve third parties' faults, which may need further investigation and a make safe is the best approach for the highway authority. In other circumstances temporary repairs may be the most appropriate

methodology if planned works are already within the programme. It will be for the experience and knowledge of the council staff to assess the most efficient and cost-effective method to adopt.

References:

¹ Department for Transport, Road Traffic Statistics – Kensington and Chelsea, 2025.

² Royal Borough of Kensington and Chelsea, Roadworks.