

Highways maintenance transparency report – London Borough of Havering

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Transparency report

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

A1 – What we are responsible for maintaining

The highway asset is the Council's most valuable asset in terms of replacement cost. Havering's Highways Service maintain:

- A highway network comprising approximately 684km of carriageway.
- A highway network comprising approximately 1,040km of footway.
- 138 highways structures / bridges.
- Approximately 25,000 gullies.
- Approximately 18,000 streetlights.

In maintaining the highway network, the Council are required to balance extreme weather conditions, traffic growth, and workforce shortages. Historical under investment in highway maintenance and planned capital replacement / renewals has left an aging infrastructure. In delivering its duty the council also seeks to maximise impact and value of current investment whilst at the same time mitigate impact from extreme weather events and reduce disruption to users, residents and businesses.

A2 – Road conditions in the London Borough of Havering

The below tables show the percentage of the highway network in Havering assessed as being in need of maintenance across different road classification types after the survey was undertaken.

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	5%	24%	72%
2024	4%	24%	72%
2025	6%	27%	67%

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	26%	21%	53%
2024	Data Unavailable	Data Unavailable	Data Unavailable
2025	Data Unavailable	Data Unavailable	Data Unavailable

A2.3. U roads

Year	Percentage of road in red category
2023	27%
2024	27%
2025	27%

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

Between January and April 2022, Havering assessed road conditions using Detailed Visual Inspection (DVI) surveys across all roads, following the UK Pavement Management System (UKPMS) approach, a national standard that ensures consistency and best practice. Surveys were carried out by a specialist survey company using trained, accredited staff, though some natural variation in assessments may occur.

Due to the significant cost and time required, no further DVI surveys were undertaken on non-strategic roads in 2023 and 2024. However, the Council continued to collect data on the strategic road network as part of a London-wide programme.

From 2025, the Council introduced AI-based road condition surveys using Vaisala software, covering all roads in the borough. This approach offers a more efficient and consistent method utilising smartphones to capture condition data. Similar technology will be used for ongoing data collection in the future.

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

A3.1. – What is a pothole?

A pothole is a structural failure in a road surface or pavement, appearing as a bowl-shaped depression or hole. They are usually caused by a combination of structural deterioration, cracking, water ingress and environmental / weather related factors and traffic load.

Havering Council adopted a new Highways Maintenance Plan Policy (HMPP) in December 2024. The HMPP broadly follows the Code of Practice 'Well Managed Highway Infrastructure' produced by the UK Roads Liaison Group 2016. This document sets out the Council's approach towards assessing and repairing all defects on the Council's Highway and adopts a risk-based approach to highway and maintenance management.

The Council does not make specific differentiation between potholes and other types of footway and carriageway defects regarding assessment and repairs in its Highways Maintenance Plan Policy.

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

Highway maintenance combines reactive repairs for minor defects with planned programmes that resurface larger sections of roads and pavements. Planned works are essential to improving overall network condition and reducing the rate at which defects like potholes develop.

All public highways are inspected regularly: monthly in busy town centres and on high-use routes, and between every three months and annually elsewhere. Defects are assessed for urgency, with priority given to those posing potential safety risks. Inspection processes, risk criteria, and response times are outlined in the Council's Highway Maintenance Policy and published online.

6,997 repair orders were issued in the 2025/26 financial year on the roads and footways in Havering at a cost of around £3.327 million. 2,238 were categorised as pothole defects on the carriageway.

The total highway reactive highway maintenance expenditure (including drainage and street lighting) in 2025/6 was around £4.4 million. This included all aspects involved in highway maintenance including drainage, street lighting, street furniture, road marking re-lining and staff costs.

Traditionally, repairs were triggered by fixed defect sizes, such as 25mm for footways and 40mm for roads. However, this rigid approach did not account for location or risk. The Council now uses a risk-based system: defects meeting investigation levels (e.g. 25mm on footways) are assessed using a risk matrix, allowing inspectors to prioritise repairs based on likelihood and severity of harm. This ensures more effective use of resources.

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

Members of the Public can report any road or pavement damage to [Lbh.Core.SSO.SignInOption · Starter Portal](#)

A3.4. What happens after a pothole is reported

Depending on the enquiry an investigation response time will be determined using the following criteria:

Customer Enquiry Description	Investigation Response Time
Urgent reports	Within 2 hours

Reports that could constitute safety concerns	Within 2 days
Reports that are unlikely to constitute safety concerns	Within 28 days
General customer enquiries relating more to the overall condition of the asset	During the next scheduled inspection

Assessments for ad hoc enquiries follow the same approach as regular inspections in terms of investigatory levels, the risk based approach and the way in which orders are subsequently raised.

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	£8,407,847	£10,633,921	£13,981,846
Of which spent on:			
Carriageways	£4,425,346	£6,024,201	£8,272,692
Footways	£1,988,199	£2,706,525	£3,697,154
Structures (for example bridges or tunnels)	£62,569	£193,785	£30,000
Drainage	£258,788	£277,579	£282,000
Street lighting	£1,672,945	£1,431,829	£1,700,000
Other assets	£	£	£

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	£333,000	£1,082,000	£3,060,000
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£8,074,848 inc revenue	£9,551,921 inc revenue	£10,921,846
<u>Total</u>	£8,407,848	£10,633,921	£13,981,846

A5 – Our maintenance plans for this year

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

Planned works for carriageway schemes include:

- 25mm resurfacing schemes.
- 40mm resurfacing schemes.
- 100mm reconstruction schemes.
- 40mm resurfacing schemes with Glasstex layers – Glasstex layers provide stress relief to roads and prevent cracking and rutting.
- 50mm resurfacing schemes with Glasstex layers

Planned works for footway schemes include:

- Light construction schemes – Footways constructed to 75mm in depth where no or light vehicular traffic is anticipated.
- Medium construction schemes – Footways constructed to 175mm in depth where heavier vehicular traffic is anticipated. Works also include a base course.

Where required footway schemes will also accommodate kerb replacements.

The length of planned carriageway surfacing schemes is set out in table 1 below and equates to a total of 14.87km. The total length of carriageway reconstruction schemes, where excavation and resurfacing are to 100mm in depth, equates to 3.25km. The total length of programmed footway schemes equates to 7.65km in length.

A5.2 - Full list of planned carriageway and footway works 2025/6

Road name	Limits	Ward	Length (in Kms)	Proposed Treatment
Nags Head Lane	Warley Road to a point 580m north	Harold Wood	0.58	40mm Resurfacing
Wingletye Lane	A127 to Copthorne Gardens	Emerson Park	0.82	40mm Resurfacing
Avon Road	Severn Drive (East) to Front Lane	Cranham	0.75	50mm resurfacing with Glasstex interlayer
Pettits Lane	O/S 177 to Parkland Avenue	Marshalls & Rise Park	0.28	40mm Resurfacing
Warley Road	Hall Lane to Tomkyns Lane	Harold Wood	0.45	40mm Resurfacing
Lower Bedfords Road	Risebridge Chase to Straight Road (Various sections)	Marshalls & Rise Park	1.02	40mm Resurfacing & 50mm resurfacing with Glasstex interlayer
St Johns Road	All of Road	Havering Atte Bower	0.43	40mm Resurfacing
Longtown Close	All of Road	Heaton	0.16	25mm resurfacing

Spenser Crescent	All of Road	Cranham	0.35	40mm Resurfacing
Rutland Approach	All of Road	Emerson Park	0.12	25mm resurfacing
Appleton Way	Abbs Cross Gardens to Victor Gardens	St Andrews	0.08	40mm Resurfacing
Rutland Drive	All of Road	Emerson Park	0.37	25mm resurfacing
Berwick Pond Close	All of Road	Rainham & Wennington	0.11	100mm Resurfacing
Brookside	All of Road	Emerson Park	0.59	25mm resurfacing
Fairlawns Close	All of Road	Emerson Park	0.15	25mm resurfacing
Lodge Court	All of Road	St Andrews	0.2	40mm Resurfacing
Ennerdale Avenue	All of Road	Elm Park	0.32	100mm resurfacing
Trowbridge Road	All of Road	Gooshays	0.23	40mm resurfacing
Aldwych Close	All of Road	Hylands & Harrow Lodge	0.18	40mm resurfacing
Deveron Way	Clyde Way to Ayr Way	Marshalls & Rise Park	0.07	40mm resurfacing
Crow Lane	Jutsums Lane to Alan Gardens	Rush Green & Crowlands	0.76	40mm resurfacing
Barnsley Road	All of Road	Harold Wood	0.14	25mm resurfacing
Grange Road	All of Road	Heaton	0.6	40mm resurfacing
Kinfauns Avenue	All of Road	Squirrels Heath	0.39	100mm resurfacing
Ashton Road	Faringdon Avenue to Tangent Link	Heaton	0.26	100mm resurfacing
Canberra Close	All of Road	Hacton	0.12	100mm resurfacing
Tansy Close	All of Road	Gooshays	0.1	100mm Resurfacing
Brockley Crescent	All of Road	Mawneys	0.35	25mm resurfacing
Ashwood Avenue	All of Road	Rainham & Wennington	0.15	25mm resurfacing
Compton Avenue	All of Road	Squirrels Heath	0.22	40mm resurfacing
Avenue Road	All of Road	Harold Wood	0.45	40mm Resurfacing
Essex Gardens	All of Road	Emerson Park	0.4	40mm Resurfacing
Springfield Gardens	Corbets Tey Road to Roxburgh Avenue	Upminster	0.53	100mm Resurfacing

Longtown Road	All of Road	Heaton	0.05	25mm resurfacing
Nelson Road	Rainham Road to Trafalgar Road	South Hornchurch	0.19	40mm Resurfacing
Tadworth Parade	Asphalt Parking Areas	Elm Park	0.06	40mm Resurfacing
Hainault Road	North Street to A12 (Eastern Avenue)	St Edwards	0.16	40mm Resurfacing
Sunnings Lane	All of Road	Upminster	0.4	40mm Resurfacing
Goldsmith Avenue	All of Road	Rush Green & Crowlands	0.01	100mm Resurfacing
Woodstock Avenue	All of Road	Gooshays	0.26	100mm Resurfacing
Ford Lane	O/S 41 to 89	South Hornchurch	0.19	40mm Resurfacing
Abbs Cross Lane	Suttons Avenue to ElmPark Avenue	St Andrews	0.33	40mm resurfacing with Glasstex interlayer
Halcyon Way	All of Road	Emerson Park	0.15	40mm Resurfacing
Kingshill Avenue	Clockhouse Lane to Clitheroe Gardens	Havering Atte Bower	0.19	40mm Resurfacing
Lilliput Road	All of Road	Rush Green & Crowlands	0.1	100mm Resurfacing
Highfield Link	All of Road	Havering Atte Bower	0.14	40mm Resurfacing
South End Road	Abbs Cross Lane to Coronation Drive	Elm Park	0.53	40mm resurfacing with Glasstex interlayer
Wednesbury Road	All of Road	Harold Wood	0.16	25mm resurfacing
Tudor Gardens	All of Road	St Edwards	0.12	100mm Resurfacing
Adelphi Crescent	All of Road	Hylands & Harrow Lodge	0.41	40mm Resurfacing
Burchwall Close	All of Road	Mawneys	0.07	100mm resurfacing
North Hill Drive (roundabout)	All of Road	Gooshays	0.16	40mm resurfacing with Glasstex interlayer
Nelmes Way	All of Road	Emerson Park	0.73	100mm Resurfacing
Downham Close	All of Road	Havering Atte Bower	0.07	40mm Resurfacing
Stephens Close	All of Road	Gooshays	0.11	40mm Resurfacing

Wednesbury Gardens	All of Road	Harold Wood	0.12	25mm resurfacing
Heath Park Road	All of Road	Squirrels Heath / St Albans	0.87	40mm resurfacing with Glasstex interlayer
Hillrise Road	All of Road	Havering Atte Bower	0.37	40mm resurfacing with Glasstex interlayer
Fullers Lane	All of Road	Mawneys	0.05	100mm resurfacing
Hedingham Road	All of Road	Cranham	0.31	25mm resurfacing
East Road	All of Road	Rush Green & Crowlands	0.08	100mm Resurfacing

Table 1 – Full List of Planned Carriageway Works in 2026/27

Road name	Limits	Ward	Length (in Kms)	Proposed Treatment
Ardleigh Green Road	No 108 to 122 & 179 to 207 Ardleigh Green Road, 177 to 179 Squirrels Heath Lane, Hornchurch	Squirrels Heath	0.2	400 x 400 modular paving surface course & Block paving to vehicle crossings with 50mm sand and 100mm c16/20 concrete bed
Pentire Close	All of Road	Cranham	0.16	Medium construction and light construction outside 19-24
Nelwyn Avenue	All of Road	Emerson Park	0.68	Medium construction at crossovers and light construction behind verges
Canterbury Avenue	All of Road	Upminster	0.55	Medium construction
Nelmes Crescent	All of Road	Emerson Park	1.2	Medium construction at crossovers and light construction behind verges
Chester Avenue	All of Road	Upminster	0.53	Medium construction
Essex Gardens	Junction with Rutland Drive to junction with Lincoln Close	Emerson Park	0.7	Medium construction at crossovers and light construction behind verges
Briarleas Gardens	All of Road	Cranham	0.36	Medium construction at crossovers and light construction behind verges

Gisborne Gardens	All of Road	Beam Park	0.19	Medium construction at crossovers and light construction behind verge
Dudley Road	All of Road	Heaton	0.68	Medium construction
Hunter Drive	All of Road	Hacton	0.84	Medium construction
Fairfield Avenue	All of Road	Upminster	0.55	Medium construction
Courtenay Gardens	All of Road	Cranham	0.75	Medium construction
Lexington Way	All of Road	Cranham	0.26	Medium construction at crossovers and light construction behind verges

Table 2 – Full List of Planned Footway Works in 2026/27

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

The Council prioritises road and footway resurfacing to maximise value for money. Schemes must be on council-maintained highways and typically exceed 100 metres to benefit from bulk material savings. Road conditions are assessed using AI condition surveys, which analyses defect type, frequency, and severity over 200m sections to generate condition scores aligned with national standards. Footways are assessed similarly through detailed visual inspections.

Prioritisation follows a ranking approach based on the condition index (score) (or “worst first” approach), with 80% weighting based on condition scores. The remaining 20% considers community factors: maintenance history (up to 10%), proximity to shops (3%), schools (3%), and bus routes (4%).

Engineers review all proposed schemes on site to confirm suitability and determine treatments, coordinating works with utility activities. Listings rank both current and future candidates, but programmes may change depending on budget and operational needs.

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	£333,000	£1,082,000	£3,060,000
Other DfT capital funding utilised by local authority for highways maintenance	£0	£0	£0
Other Government capital funding allocated by local authority to Highways Maintenance	£0	£0	£0
Other capital funding allocated to highways maintenance	£4,924,147	£6,337,582	£7,509,847
Total Capital funding allocated to highways maintenance	£5,257,147	£7,419,582	£10,523,847

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 / No
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Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£5,257,147	£7,419,582	£10,523,847
Total highways maintenance revenue spend	£3,150,701	£3,214,339	£3,411,999
Total spend	£8,407,848	£10,633,921	£13,935,846

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	£0	£0	£0	£0
Structural carriageway maintenance	£4,284,525	£0	£6,629,649	£0
Planned carriageway repair / patching programmes	£209,182	£0	£37,043	£0
Reactive carriageway maintenance				
Reactive carriageway repairs / patching (temporary repairs)	£0	£0	£0	£0
Reactive carriageway repairs / patching (permanent repairs)	£0	£1,382,262	£0	£1,560,000
Reactive carriageway repairs / patching (total)	£0		£	£1,560,000
Other carriageway-related spend	£0	£0	£0	£0
Total	£4,493,707	£1,382,262	£6,666,692	£1,560,000

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	0km	16.8 km	4853m ²	22,200m ²	0m ²
2026-27 projected	0km	18.12 km	586m ²	n/a	n/a

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 / No
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B2.1.2 – Further information and context

Free text – optional – 100 words maximum	Yes / 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
Footway	25mm depth	Road Hierarchy and Risk Assessed Approach as set out in HMPP	Between 2 hrs and 28 days dependent on priority	Between 2 hrs and 28 days dependent on priority
Carriageway	40mm depth	Road Hierarchy and Risk Assessed Approach as set out in HMPP	Between 2 hrs and 28 days dependent on priority	Between 2 hrs and 28 days dependent on priority
Cycleway	25mm depth	Road Hierarchy and Risk Assessed Approach as set out in HMPP	Between 2 hrs and 28 days dependent on priority	Between 2 hrs and 28 days dependent on priority

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate)	6,997 repair orders raised of which 2238 were carriageway pothole defects
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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
0	0	0	6,997

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)	£105.28 per square metre for a permanent repair	Unit/average cost of a temporary pothole repair on your network (reactive)	£51.00 per square metre for a make safe repair
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B3.3.1 - Additional information on pothole prices (optional)

The above prices are for a 1 metre square patch. Permanent repairs are made 100mm in depth and are also saw cut and joint sealed. These items do not take account of any additional traffic management costs which will vary dependant on the status and locale of the repair.

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/no
3.4.2	If yes, do you base your material and process specifications on these longevity requirements?	Yes/no
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/no
3.4.4	If yes, do you systematically record information about expected and delivered longevity of repairs?	Yes/no

B3.4.5 - Evidence Summary

The London Borough of Havering undertakes permanent repairs as far as possible. Reactive orders for pothole repairs are to a minimum size, depth, are saw cut at edges and sealed using bitumen. This is set out in the Council's Highways Contract and where make safe orders are raised to address immediate safety concerns, follow up orders are also raised for permanent repairs. Officers follow this approach when raising repair orders and also monitor the quality of Contractor's work to ensure repair orders are to sufficient quality. The Council uses an Asset Management system (Mayrise) to process and monitor all orders.

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 / No
3.5.2	Do you inform users about the outcomes from their feedback, including when no action is to be taken?	Yes / No

B3.5.3 - Evidence Summary

Please refer to sections A.3.3 and A.3.4 regarding how a highway defect can be reported and the response times in which Officers will apply to assess.

B3.5.4 - Tools used for reporting

Please refer to sections A.3.3 and A.3.4 regarding how a highway defect can be reported and the response times in which Officers will apply to assess.

B4 – Maintenance of highway structures

B4.1 Highway Structures

ID	Question	Answer
4.1.1	Number of highway structures on your highway network	138
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	18
4.1.3	Number of structures due a General Inspection in 2025-26 in accordance with CS450	20
4.1.4	Number of General Inspections carried out in 2025-26	20
4.1.5	Number of structures due a Principal Inspection in 2025-26 in accordance with CS450	24
4.1.6	Number of Principal Inspections carried out in 2025-26	21

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 / No
5.1.2	Please provide a link to your authority's published highways asset management policy and strategy.	
	The London Borough of Havering is currently drafting a Highways Asset Management Plan.	
5.1.3	Please provide the date it was last reviewed or updated	Date N/A

5.1.4	Please provide proof of the review or update.
	N/A
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.
	We are currently drafting a Highways Asset Management Plan. The intention will be to submit an adopted document by September 2027 to the DfT and to use in the formulation of policy and operational decisions thereafter. A procurement process is underway to award the commission. Post award it is envisaged the plan will take 6 months to produce with a further 6 month period for consultation and governance processes before final adoption.

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
Structures	Full	Full
Drainage assets	Full	Full
Street lighting	Full	Full
Traffic signals	Responsibility sits under Transport for London	Responsibility sites under Transport for London

5.2.1 - Further context (optional)

Asset data for carriageways, footway and cycleways is contained within the adopted Highways Register. The Council uses Road AI by Vaisala to collect carriageway condition data. Condition data exists for footways but records are dated from 2022. The Council use an asset management system (Mayrise) to record asset stock and log condition data for street lighting and drainage assets. The Council uses BridgeStation to record asset stock and condition data for Structures. Transport for London maintain all traffic signal apparatus on behalf of the London Borough of Havering.

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	x
Multiple digital platforms with limited integration	x

A single digital platform or a set of connected platforms used across the highways service	
Other <i>(please set out in further context)</i>	

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 / No
5.4.2	Do you use lifecycle plans for footways to support maintenance investment decisions?	Yes / No
5.4.3	Do you use lifecycle plans for structures to support investment decisions?	Yes / No

B5.4.4 - Evidence Summary

A full survey of the Council's roads was completed in 2022, providing a snapshot of network condition. The analysis showed that 19% of roads required maintenance, with the estimated maintenance backlog valued at £50–70 million based on current resurfacing costs. Further modelling indicated that maintaining the network in a steady state—where road and pavement conditions neither improve nor deteriorate—would require annual investment of approximately £6 million, or £30 million over five years. These findings have informed subsequent highway investment decisions.

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 / No
5.5.2	Are these KPIs reviewed on a regular basis (at least annually)?	Yes / No
5.5.3	Are KPI trends used to inform maintenance planning, prioritisation or changes to forward programmes or investment decisions?	Yes / No
5.5.4	Have you conducted a value for money review or peer review of your service in the last 3 years	Yes / No

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 / No
6.1.2	For 2026-27, please provide the length of footways that you have earmarked for structural maintenance / reconstruction / renewal	7.65 km

6.1.3	For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	0 km
6.1.4	Are priority footways and cycleways included in your winter service (e.g. gritting or snow clearance), and in a routine programme for keeping them clear of overgrown vegetation and debris (e.g. sweeping, cutting back)?	Yes / No
6.1.5	For 2026-27, are you planning to deliver structural or preventative maintenance to cycleways which is not yet covered as part of your carriageway maintenance programmes or footway maintenance programmes (e.g. segregated cycleways that are not shared with pedestrians or motorists). If yes, please set out the length of such cycleways that you have earmarked for:	Yes / No
	a. Structural maintenance / reconstruction (in km)	0 km
	b. Preventative maintenance treatments (in km)	0 km

B6.1.7 - Evidence Summary

For total length of footways earmarked for structural maintenance / reconstruction / renewal please refer to section A5.2 for further details. Evidence regarding the Council's Winter Maintenance Plan is available on request.

B7 – Drainage

ID	Question	Answer
7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	£380,000
	a) Reactive (incident- or failure-driven) maintenance	39% for A
	b) Planned maintenance (routine/cyclical and/or risk-based)	61% for B
7.1.2	Does your authority utilise a digital drainage management platform, covering asset inventory, inspection history, sensor data, and risk scoring?	Yes / 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 / No
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 / No
	• 3no CCTV camera sites monitoring critical culvert grills. • 3no additional CCTV camera sites monitoring critical culvert grills to be installed in Q2 2026. • 2no CCTV camera monitoring main river levels. • 2no remote fault telemetry monitoring units on critical subway pumps sites.	

B7.1.5 - Evidence Summary

The London Borough of Havering have developed a gully cleaning programme using a risk based approach. The programme is based on the following:

- All streets with a high risk (6+) to clean twice during this period.
- All streets with a medium risk (3-5) to clean once during this period.
- Streets with a low risk, normally cleaned every 3 years.

Weightings are set out in further context in the table below.

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

Criteria	Weighting	Notes
Flooding- Property	10	History of property flooding
Flooding- Highway	6	History of highway flooding
Silting	3	Often near gravel extractions & industrial estates
Trees	3	High proportion either highway or adjacent private trees
Rural Road	2	Silt & mud from verges
Gritting Route	2	
Strategic Location	2	Hospitals, train & bus stations, schools.
Classified Road	2	A & B roads
Low Area	2	Often river bridges/culverts & start of pipes leading to watercourses
Local Connector Road	2	Highly trafficked or strategic road but unclassified (not used)
Standard Low Risk	1	Standard low priority/risk locations

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 / No
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 / No
8.1.3	Does your authority contribute towards the cost of professional membership or professional development required for relevant highways roles?	Yes / No
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 / No
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 / No
8.1.6	Do you or your main contractors support early career development in your local area, for example through apprentice schemes, traineeships or pre-apprenticeship programmes, sponsored qualifications (e.g. HNC/HND, degree, MSc), graduate schemes etc	Yes / No

B8.1.7 - Evidence Summary

Our Highways Contractor offers professional development through accredited bodies, such as RICS or CIOB through their Quantity Surveying apprenticeship. Their Civil Engineering apprentices can also apply for ICE accreditation. In addition, they are a Corporate Partner of the CIHT and staff are reimbursed for one professional membership subscription per year.

Additionally our Contractor supports early career development of residents through a range of initiatives including a school engagement programme, apprenticeship programme and employability skills & industry training programme.

Since the start of April 2025 one resident employee has undertaken an apprenticeship qualification – Highways Maintenance Skilled Operative Level 2.

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 / No
9.1.2	Have you identified your resilient network and agree this with senior decision-makers	Yes / No
9.1.3	If yes when did you last update this.	09/2025
9.1.4	Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	Yes – formally recorded
9.1.5	Which climate-adaptation measures are currently implemented on your network?	
	- Targeted drainage upgrades or maintenance	Yes / No
	- Natural flood management / SuDS	Yes / No
	- targeted slope / ground stability / landslip mitigation	Yes / No
	- Heat-resilient materials or surface treatments	Yes / No
	- Tree planting / shading for heat management	Yes / No
	- Other (please specify)	Yes / No
	- None of the above	Yes / 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.	Yes / 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 / No

B9.1.8 - Evidence Summary

The resilient road network is identified in our Winter Maintenance Plan. This document is reviewed annually and is an operational document but not formal Council policy. Flood 'hotspots' are identified in the borough. There is an annual programme of funded works to inspect and clear these. These are documented in the Council's Highway Contract.

The Council has a programme of drainage / flood management improvements, including SuDS schemes which are documented in the Council's Flood Risk Management Plan. Our Highways Contractor has an Environmental Management System (EMS) which seeks to reduce adverse emissions and is accredited to the relevant standards.

B10 – Innovation

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

10.1.4 - Evidence Summary

Our Contractor holds quarterly innovation forums where innovative materials and approaches are presented that would benefit the authority in terms of cost, efficiency, environmental factors, etc. Innovation examples are set out in more detail below. These have been shared with other highway authorities.

B10.1.5 - Further context on your innovation activities

An example of this is the use of a PACO patch at a site where historic repairs have repeatedly failed. The PACO patch is a more robust material which will reduce the likelihood for future interventions. The Council will monitor the effectiveness of costs for this innovation.

Another example is the use of Polymer Modified Binder materials at high stress sites such as bus stops. The use of this material is intended to prolong the life cycle of the carriageway. The Council are monitoring the effectiveness of this trial.

10.2 – Examples of innovations that have been adopted

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

As above in B10.1.4 and B10.1.5.

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 / No
11.1.2	Have you undertaken a senior-endorsed assessment of whether a lane rental scheme would be suitable for your area?	Yes / No

11.1.3	Do you seek input from utility companies when determining your highways maintenance programme to help reduce disruption?	Yes / No
11.1.4	Have you conducted and published a permit scheme evaluation within the last three years?	Yes / No
11.1.5	Have you conducted a traffic sensitive review in the last three years?	Yes / No

11.1.6 - Evidence Summary

Council Officers at the London Borough of Havering routinely monitor utility works through CAT A, B and C inspections according to the definitions set under the New Roads and Streetworks Act, 1991. The DfT have approved a Lane Rental Scheme for the London Borough of Havering. Part of the application process required a submission of a permit evaluation report and a review of traffic sensitive streets. Further reference should be made to this submission for additional information.

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 / No / Partially
12.1.2	Do you routinely analyse actual unit costs (for example £/m ² of road surface treatments, or £/pothole repair) for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	Yes / 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 / No
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 / No

12.1.5 - Evidence Summary

The Council operates a fixed term service Highways Contract with Marlborough Highways. This is an NEC4 Schedule of Rates contract with defined item coverage. The procurement of the contract involved a financial assessment to ensure transparency and value for money. The contract has a detailed and comprehensive suite of KPIs and is monitored on a monthly basis by the Council's Contracts and Asset Performance Officers. The Contract is both incentive based and also has provision for low service damages.

B12.1.6 - Further context

KPIs are verified by Council Officers and scrutinised for accuracy. As part of the process Council Officers raise repair orders which are only paid when work has been completed and verified to an acceptable standard. Permanent repair orders are always raised unless an emergency make safe order necessitates a quicker solution. But then this is followed by a permanent repair.