Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Annual Local Highway Maintenance Transparency Report

Transparency Technical Annex

September 2026

Contents

Transparency report – Technical Annex

B1.1 - Highways maintenance funding and spending figures

Financial year	2024-25	2025-26	2026-27 (projected)
Highways maintenance capital funding allocated through DfT	£ 2,464,000	£ 6,610,734	£ 7,934,056
Other **DfT** capital funding utilised by local authority for highways maintenance	£ 3,341,000	£ 6,006,110	£ 7,026,794
Other **Government** capital funding allocated by local authority to Highways Maintenance	£ -	£	£
Other capital funding allocated to highways maintenance	£ 2,071,795	£ 510,746	£ 309,988
Total Capital funding allocated to highways maintenance	£ 7,876,795	£ 13,127,590	£ 15,270,838

B1.1.2 - Additional information on funding figures

Other DfT capital funding includes the proportion of Local Transport Grant funding allocated to highways maintenance. This will support maintenance works and wider highway improvement schemes where the works renew or replace existing highway assets. Only expenditure directly attributable to eligible highway maintenance activity has been included; funding relating solely to network enhancement or the creation of new assets has been excluded.

B1.2 – Spending

B1.2.1 – Total spending

Question	
Please confirm that you understand the answers provided in this section (B1.2.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online.	**Yes**

Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£ 7,876,795	£ 13,127,590	£ 15,270,838
Total highways maintenance revenue spend	£ 4,060,198	£ 4,338,045	£ 4,713,149
Total spend	£ 11,936,993	£ 17,465,635	£ 19,983,987

B1.2.2 - Additional information on total spending figures

The increase in highways maintenance expenditure reflects the additional funding allocated to the service and an expanded programme of planned, preventative and asset-renewal works. Investment is prioritised through a risk-based asset management approach, using asset condition, safety, lifecycle and network information to select the right treatment at the right time. This supports effective use of available funding, extends asset life and reduces the need for more costly future interventions.

B1.2.3 Spending on carriageways by type of spend in financial year 2025-26 and 2026-27 (projected)

Carriageway spend related maintenance type	Capital 2025-26	Revenue 2025-26	Capital 2026-27 (projected)	Revenue 2026-27 (projected)
Planned maintenance				
Preventative carriageway maintenance	£1,992,966	£ -	£ 1,492,940	£ -
Structural carriageway maintenance	£3,359,140	£ -	£ 3,775,470	£ -
Planned carriageway **repair / patching** programmes	£ 645,332	£ -	£ 731,090	£ -
Reactive carriageway maintenance				
Reactive carriageway **repairs / patching** (**temporary repairs**)	£ -	£ 153,404	£ -	£ 84,797
Reactive carriageway **repairs / patching** (**permanent repairs**)	£ 156,417	£ 518,643	£ 576,670	£ 777,303
Reactive carriageway **repairs / patching (total)**	£ 156,417	£ 672,046	£ 576,670	£ 862,100
Other *carriageway-related spend*	£ 525,481	£ 645,837	£ 30,000	£ 641,220
Total	£6,679,336	£1,317,884	£ 6,606,170	£ 1,503,320

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

The reduction in preventative maintenance expenditure does not represent reduced activity. The 2026/27 programme includes a smaller surface dressing programme and greater use of asphalt preservation, which is a more cost-effective treatment and enables a larger area of the network to be treated. Temporary repair expenditure is projected to reduce, reflecting the continued focus on delivering permanent, right-first-time repairs where safe and appropriate. Increased permanent

patching expenditure provides for additional repairs following deterioration experienced over the winter, while planned structural maintenance and patching investment also increase.

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	19.68km	7.73km	13,359m^2	Not available	Not available
2026-27 projected	20.57km	8.58km	14,471m^2	n/a	n/a

B2.1.1 – additional information on surface treatments and repairs

Question	
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.	**No**

B2.1.2 Further information and context

The Council is unable to report on areas receiving permanent or temporary patching as this information is not recorded. A count of works orders is used to determine number of temporary or permanent potholes repaired. A variety of repair techniques are used, some with a measure of area, some with a volumetric or item measure so it is not possible to accurately extract areas for potholes.

B3 – Pothole repairs

B3.1 – Pothole/Defect intervention criteria

Pothole/Defect category name (as used by your authority)	Minimum investigatory or definitional threshold (e.g. depth, area, width – include units)	Additional risk or contextual factors considered (e.g. road hierarchy, traffic levels, location in carriageway)	Target response time – make safe	Target response time – permanent repair
Category 1	20mm deep and 300mm wide in any horizontal direction	Risk Level 25	2 hours	Risk Assessed
Category 1	20mm deep and 300mm wide in any horizontal direction	Risk Level 20	1 day	Risk Assessed
Category 2	20mm deep and 300mm wide in any horizontal direction	Risk Level 12-16	7 days	7 days
Category 3	20mm deep and 300mm wide in any horizontal direction	Risk Level 6-10	28 or 56 days	28 or 56 days
Category 4	20mm deep and 300mm wide in any horizontal direction	Risk Level 1-5	56 or 180 days	56 or 180 days

The stated dimensions are investigatory levels rather than automatic intervention thresholds. Defects meeting these levels are risk assessed by considering factors including location, road hierarchy, traffic and pedestrian use, defect characteristics and the likelihood and potential consequences of harm. The resulting risk score determines the defect category and response time. Category 1 defects are made safe within the stated period, with the permanent repair response determined through the risk assessment and the nature of the initial intervention.

The Council's adopted Highway Inspection Policy is available on the Highways Asset Management Policy and Strategy webpage.

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate)
3,252

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 data held	No data held	999	2,253

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

The estimate of 3,252 covers reactive temporary and permanent repairs recorded through works orders, with each works order counted as one defect or pothole. Several potholes may sometimes be repaired under a single works order. No data is held on the number of potholes addressed through planned patching or structural maintenance programmes. The reported estimate therefore does not capture every pothole repaired through wider planned maintenance activity.

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)	£299.63	**Unit/average cost of a temporary pothole repair on your network (reactive)**	£153.56

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

The average costs have been calculated by dividing the total recorded cost of each reactive treatment type by the corresponding number of repair works orders. Costs include labour, materials and associated traffic management where required. The information is recorded in the Council's highways management system.

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**

B3.4.5 - Evidence Summary

Requirements for repair longevity, materials and workmanship are set out in the Term Maintenance Contract and associated specifications. The Council monitors intervention selection and repair quality through routine highway inspections and contract-management processes. Failed repairs identified during inspections are recorded in the Council's highways management system and referred to the contractor for action. Contract performance and repair quality are monitored through the Contract's performance-management arrangements.

B3.4.6 - Additional information

Although failed repairs are recorded and addressed, the Council does not currently maintain a systematic dataset comparing the expected and delivered longevity of every planned and permanent reactive repair.

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

	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

Public reports are routinely used to inform both inspection activity and maintenance planning. Each report is assessed and, where appropriate, inspected in addition to the Council's routine safety inspection regime. Reports identifying poor surface condition, resurfacing requirements or significant patching needs may be added to scheme lists for future consideration. Defect history, maintenance costs, asset condition data and public reports are used to support investment decisions and the development of annual highways maintenance programmes. Customers who provide an email address receive updates through the Council's highways management system, including notification where an inspection determines that no further action is required.

B3.5.4 - Tools used for reporting

Highway defects can be reported through the Council's website, mobile application or Customer Contact Centre. Reports are recorded within the Council's highways management system, enabling defects to be assessed, inspected where required, tracked through to completion and updates provided to customers.

B4 – Maintenance of highway structures

B4.1 Highway Structures

	Question	Answer
4.1.1	Number of highway structures on your highway network	250
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	0
4.1.3	Number of structures due a **General Inspection** in 2025-26 in accordance with CS450	135
4.1.4	Number of **General Inspections** carried out in 2025-26	135
4.1.5	Number of structures due a **Principal Inspection** in 2025-26 in accordance with CS450	14
4.1.6	Number of **Principal Inspections** carried out in 2025-26	14

B5 – Asset Management

B5.1 - Asset Management Strategy and Policy

Question		
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. https://www.telford.gov.uk/roadworks-transport-and-streets/roadworks-projects-and-traffic-management/planned-projects-and-maintenance/highways-asset-management-policy-and-strategy/	
5.1.3	Please provide the date it was last reviewed or updated	September 2026
5.1.4	Please provide proof of the review or update.	
	A review was undertaken in August 2026 and approved by the responsible Cabinet Member in September 2026. This will be subject to reviews every two years with more detailed review every four years.	
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.	
	Not applicable. The Highways Asset Management Policy and Strategy were reviewed and approved in 2026.	

B5.1.6 - Further context (optional)

The Policy and Strategy will be kept under review and may be updated further to maintain alignment with the emerging Local Plan and Local Transport Plan. The Council's established review arrangements provide for reviews every two years and more detailed reviews every four years.

B5.2 - Asset data

Asset type	Asset inventory held? (None / partial / full)	Condition data held? (None / Partial / Full)
Carriageways	Full	Full
Footways and cycleways	Partial	Partial
Structures	Partial	Partial
Drainage assets	Partial	Partial
Street lighting	Full	Full
Traffic signals	Full	Full

5.2.1 - Further context (optional)

Whilst the authority maintains comprehensive inventory and condition data for carriageways, street lighting and traffic signals, data completeness for footways and cycleways, structures and drainage assets remains partial. This reflects the historic prioritisation of resources towards statutory inspections, safety-critical assets and operational service requirements. The Council continues to enhance its asset information through ongoing data capture, condition surveys, asset verification exercises, digitisation of historic records and improvements to asset management systems. This work is supporting the development of more complete inventories and condition datasets, enabling increasingly robust, evidence-led investment decisions and asset management planning across all highway asset groups.

B5.3 – Asset data integration and management

B5.3.1 – Asset data integration

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

B5.3.2 - Further context (optional)

Asset inventory and condition data for key highway assets are managed through a range of specialist asset management systems. Carriageway and footway inventory, condition and inspection data are maintained within XA, structures information within Bridgestation, street lighting assets within Mayrise, traffic signal assets within Imtrac, and drainage asset information within KaarbonTech and ArcGIS. These systems provide asset-specific functionality and support the management, analysis and reporting of inventory, condition and performance data. Information from across these systems is used to support lifecycle planning, investment prioritisation, performance monitoring and evidence-led asset management decisions across the highway network.

B5.4 – Lifecycle planning and investment decision-making

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?	**No**
5.4.3	Do you use lifecycle plans for **structures** to support investment decisions?	**No**

B5.4.4 - Evidence Summary

The Council uses a carriageway lifecycle planning approach to support long-term maintenance investment decisions. Carriageway condition data, deterioration modelling, treatment options and whole-life costs are used to identify the most appropriate intervention at the optimum point in the asset lifecycle. This supports a risk-based asset management approach, enabling investment to be targeted where it will deliver the greatest benefit, extend asset life and provide best value. Whilst lifecycle planning is currently focused on carriageways, the Council continues to develop asset management information and processes across other highway asset groups to support future asset management decision-making.

B5.5 – Performance monitoring and continuous improvement

ID	Question	Answer
5.5.1	Do you have a defined set of key performance indicators (KPIs) to monitor the outcomes of your highways asset management approach?	**Yes**
5.5.2	Are these KPIs reviewed on a regular basis (at least annually)?	**Yes**
5.5.3	Are KPI trends used to inform maintenance planning, prioritisation or changes to forward programmes or investment decisions?	**Yes**
5.5.4	Have you conducted a value for money review or peer review of your service in the last 3 years	**Yes**

B5.5.5 - Evidence Summary

The Council maintains a range of performance indicators relating to highway safety, asset condition, programme delivery, customer performance and contractor performance. These indicators are reviewed regularly through established performance management and contract management arrangements. Performance trends are considered alongside condition data, defect trends, lifecycle planning information and available budgets when developing maintenance programmes and prioritising investment. The Council has also undertaken service and value for money reviews, including performance benchmarking and comparisons with other highway maintenance contracts, to support continuous improvement and ensure effective use of resources.

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**	0km - Maintenance activity will be delivered through preventative patching and slurry treatment programmes.
6.1.3	For 2026-27, please provide the length of **footways** that you have earmarked for **preventative** maintenance treatments	29.38km
6.1.4	Are priority footways and cycleways included in your winter service (e.g. gritting or snow clearance), and in a routine programme for keeping them clear of overgrown vegetation and debris (e.g. sweeping, cutting back)?	Yes
6.1.5	For 2026-27, are you planning to deliver structural or preventative maintenance to **cycleways** which is not yet covered as part of your carriageway maintenance programmes or footway maintenance programmes (e.g. segregated cycleways that are not shared with pedestrians or motorists). If yes, please set out the length of such cycleways that you have earmarked for:	No
	a. Structural maintenance / reconstruction (in km)	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 adopts a risk-based approach to managing footways and cycleways, with inspection frequencies and maintenance priorities reflecting route function, usage and importance. Preventative maintenance is prioritised to maximise asset life, maintain accessibility and improve condition. Programmes are developed using inspection data, safety considerations and local knowledge to target areas of greatest need and value. Routine activities, including vegetation management, cleansing and winter service, support safe use throughout the year. The Council continues to review its asset management processes and maintenance strategies to ensure investment delivers the best outcomes for highway users.

B6.1.7 - Evidence Summary

Evidence supporting this submission includes the Council's Footway Inspection Regime, 2026/27 Footway Preventative Maintenance Programme, Winter Service Manual and footway network plans. These documents demonstrate how inspection frequencies, maintenance priorities and winter service provision vary according to route function and usage. Strategic documents, including the Cycling and Walking Strategy and Local Cycling and Walking Infrastructure Plan (LCWIP), provide the wider context for maintaining and improving active travel infrastructure and supporting long-term investment decisions.

B7 – Drainage

ID	Question	Answer
7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	
	b) Reactive (incident- or failure-driven) maintenance	**42%**
	b) Planned maintenance (routine/cyclical and/or risk-based)	**58%**
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**
	Additional information on sensors/technologies for remote monitoring: • Gully ultrasonic sensors: 10 number • Gully radar sensors: 40 number • River level gauges: 4 number • Rain gauges: 2 number	

B7.1.5 - Evidence Summary

Drainage maintenance expenditure records demonstrate the balance between planned and reactive maintenance activities over recent years. Drainage asset inventory, inspection records, risk information and sensor data are managed through KaarbonTech and associated GIS systems. The Council maintains records of locations where drainage issues contribute to carriageway deterioration and uses this information to inform future drainage investment and maintenance programmes. The Council also utilises a range of remote monitoring technologies, including gully sensors, river level gauges and rainfall gauges, to support proactive drainage management and network resilience.

B7.1.6 Further context on approach to drainage asset management

The Council adopts a risk-based approach to drainage asset management, combining planned and reactive maintenance activities. Asset inventory, inspection records, flooding history, carriageway condition information and local knowledge are used to identify priorities and develop maintenance programmes. Drainage asset information is managed through KaarbonTech and ArcGIS, supporting evidence-led investment decisions. The Council also uses remote monitoring technologies, including gully sensors, river level gauges and rainfall gauges, to improve asset intelligence, support preventative maintenance and enhance the resilience of the 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

The Council maintains a training and development plan for employees involved in highways asset management and supports professional development through recognised institutions including the IHE and ICE. Qualification, competency and experience requirements form part of recruitment for engineering and asset management roles. The Council employs professionally qualified and Chartered Engineers to provide technical leadership, including for highway structures. Where specialist expertise is required, suitably qualified consultants are procured through the Midlands Highway Alliance framework. The Council also supports professional memberships, continuing professional development and formal qualifications to maintain and enhance workforce capability.

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

Telford & Wrekin Council is committed to developing and maintaining the skills required to deliver effective highway asset management and is a Development Partner of the Institute of Highway Engineers (IHE), supporting continuing professional development, professional registration and lifelong learning across the workforce. Professional qualifications, experience and competency requirements are incorporated into recruitment processes for engineering posts, and capability requirements are regularly reviewed to identify and address any skills gaps. Where additional specialist expertise is required, suitably qualified consultants are engaged through the Midlands Highway Alliance framework. The Council places a strong emphasis on early careers development and currently supports seven apprentices and five existing employees undertaking higher-level qualifications through apprenticeship and university routes. This investment helps to build future capability, strengthen succession planning and develop the next generation of highway professionals. The workforce also includes a number of Chartered Engineers who provide technical leadership, mentoring and professional oversight.

B9 – Adapting roads to withstand climate pressures

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.	**10/2025**
9.1.4	Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	**Yes, known informally**
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	**Yes**
	- Heat-resilient materials or surface treatments	**Yes**
	- Tree planting / shading for heat management	**No**
	- 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.	**Yes**

9.1.7	Have you formally engaged with the DfT funded ADEPT live labs 2 Programme, to understand what lessons your authority can utilise to increase the efficiency of your operations and support decarbonisation efforts?	**Yes**

B9.1.8 - Evidence Summary

The Council's Highway Infrastructure Asset Management Policy and Strategy have been updated to reflect climate change and resilience requirements. A resilient network has been identified to support key corridors and critical infrastructure during severe weather events. Climate adaptation is embedded within asset management decision-making, with investment targeted towards drainage, flood risk management, slope stability and network resilience. The Council has declared a Climate Emergency and adopted Climate Action and Climate Adaptation Plans. Through ADEPT Live Labs 2 and collaboration with Balfour Beatty Living Places through the ADEPT Carbon Leadership Programme, arrangements are in place to support carbon monitoring and reduction.

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

The Council adopts a risk-based approach to improving network resilience, targeting investment towards locations vulnerable to flooding, drainage failure, asset deterioration and land instability. This includes drainage improvements, flood risk management measures and ground stability interventions designed to improve network reliability and reduce the impacts of severe weather on highway users.

The authority has recently submitted Expressions of Interest to the Environment Agency for two Natural Flood Management (NFM) schemes and has also promoted a major land stability project within the Ironbridge Gorge through the Structures Fund programme to improve long-term resilience. The Council is actively engaged in the ADEPT Live Labs 2 programme and is exploring opportunities to reduce energy consumption and carbon emissions through the selective removal of street lighting along sections of the A442 where it can be demonstrated that this can be undertaken safely and without adverse impacts. The service also uses gully sensors, river level gauges and rainfall monitoring equipment to support proactive asset management and strengthen the resilience of the highway network to future climate pressures.

B10 – Innovation

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

10.1.4 - Evidence Summary

Telford & Wrekin Council promotes innovation through collaborative working with its term service contractor, Balfour Beatty Living Places, supply chain partners and industry networks. Procurement and contract arrangements encourage the identification, trial and adoption of new technologies, materials and delivery methods where they can demonstrate improved performance, efficiency, resilience, sustainability or customer outcomes. The Council has undertaken trials of innovative highway maintenance techniques, smart sensors, digital asset management tools and low-carbon initiatives, and routinely reviews emerging products and practices for wider implementation. Learning and outcomes from innovation activities are shared through professional networks, industry forums and collaborative partner arrangements.

B10.1.5 - Further context on your innovation activities

Innovation is supported through the Council's partnership with Balfour Beatty Living Places and engagement with supply chain partners, professional networks and industry bodies. Balfour Beatty's innovation catalogue is regularly reviewed to identify proven solutions and lessons learned from other highway authorities. Recent activities have included smart sensors, digital asset monitoring, low-carbon materials, innovative repair techniques and participation in national decarbonisation and resilience initiatives. Innovations are assessed on their ability to improve efficiency, safety, sustainability, customer outcomes and long-term asset management.

B10.2 – Examples of innovations that have been adopted

Telford & Wrekin Council has adopted a range of innovations to improve highway maintenance, network resilience, sustainability and operational efficiency. In partnership with Balfour Beatty Living Places, the Council has implemented smart gully monitoring sensors which provide near real-time information on water levels and drainage performance. This has supported a more targeted and risk-based approach to drainage maintenance, helping to prioritise resources, reduce unnecessary inspections and improve the management of flood risk. The Council is also introducing grit bin sensors to improve monitoring of winter maintenance assets and reduce routine site visits.

The Council actively reviews and trials innovative highway maintenance techniques and materials. This has included the use of Elastomac and other innovative pothole repair systems, together with the JCB Pothole Pro, to improve productivity, reduce disruption to road users and support more durable repairs. Lessons learned from these trials have been incorporated into operational decision-making and are shared through delivery partner and industry networks to support wider adoption where benefits can be demonstrated.

Innovation has also been applied to service delivery and sustainability objectives. The Council has introduced a data-led, risk-based approach to gully cleansing, combining asset information, historic flooding records and sensor data to improve the targeting of maintenance activities and enhance network resilience. It has also supported renewable energy and public engagement initiatives through the use of Pavegen technology, demonstrating how energy can be generated from pedestrian movement whilst promoting wider sustainability objectives.

The Council is actively engaged in the ADEPT Live Labs 2 programme and is exploring innovative approaches to reducing carbon emissions associated with highway operations. This includes work to assess the potential removal of street lighting along sections of the A442 where it can be demonstrated that this can be undertaken safely and without adverse impacts. The project is helping to improve understanding of energy consumption, carbon reduction opportunities and alternative approaches to managing highway assets.

A key element of the Council's approach is its collaborative relationship with Balfour Beatty Living Places. Through the contractor's innovation catalogue and wider industry engagement, the Council reviews innovations trialled across other highway authorities, assesses the associated benefits and lessons learned, and identifies opportunities to implement proven solutions locally. This helps ensure innovation becomes an integral part of continuous improvement, asset management and service delivery rather than being limited to individual trials.

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

ID	Question	Yes / No
11.1.1	Do you routinely monitor **and** enforce utility works quality as part of your streetworks management?	**Yes**
11.1.2	Have you undertaken a senior-endorsed assessment of whether a lane rental scheme would be suitable for your area?	**No**
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?	**No**

11.1.6 - Evidence Summary

Telford & Wrekin Council routinely monitors and enforces the quality of utility works through inspections, compliance activities and the use of Street Manager. Utility companies are engaged through regular coordination meetings and statutory processes to support the planning and delivery of highways maintenance and capital programmes. Forward works programmes are shared to identify potential conflicts and minimise disruption. The WaSP Permit Scheme has been independently reviewed and published, and a Traffic Sensitive Review is currently being undertaken with GeoPlace.

B11.1.7 - Further context

The Council works closely with utility companies, developers and other stakeholders to coordinate activities and minimise disruption. Forward works programmes are shared to identify conflicts and opportunities for collaboration. Permit conditions, risk-based inspections and compliance activities are used to promote high-quality reinstatements and reduce repeat works. The Council routinely monitors utility company performance and has recently entered into arrangements to utilise the

National Underground Asset Register (NUAR) to support improved coordination and planning. The authority also participates in regional street works forums and industry groups to share best practice and support continuous improvement.

B12 – Managing highways maintenance contracts effectively

ID	Question	Yes / No
12.1.1	Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	**Yes**
12.1.2	Do you routinely analyse actual unit costs (for example £/m² of road surface treatments, or £/pothole repair) for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	**Yes**
12.1.3	Do you have defined KPIs for your highways maintenance contract(s), and are they actively monitored by your authority to manage performance?	**Yes**
12.1.4	If reactive pothole repairs are delivered by a contractor, do your contracting arrangements incentivise single-visit permanent repairs where it is safe and appropriate to do so?	**Yes**

12.1.5 - Evidence Summary

The Council retains a strong in-house technical, operational and commercial team to manage its highways maintenance contract. The authority operates an instruction-based contract model, with Council officers identifying, prioritising and instructing works whilst independently assessing maintenance interventions, treatment selection and completed repairs. Contract performance is actively monitored through an extensive suite of KPIs covering quality, safety, programme delivery, customer outcomes and right first time performance. Actual unit costs and service performance are regularly reviewed against historic performance, market intelligence and benchmark information to support value for money, continuous improvement and the effective delivery of planned and reactive maintenance activities.

B12.1.6 - Further context

The Council's contract management approach combines strong technical oversight with robust commercial governance. Through its instruction-based contract model, Council officers retain responsibility for asset management decisions, scheme prioritisation and the instruction of works, providing independent challenge and assurance. Completed works are subject to inspection and quality assurance processes, with performance monitored through a comprehensive suite of KPIs covering quality, programme delivery, customer outcomes and right first time repairs. Dedicated commercial managers oversee costs, benchmarking and financial performance. The Council also undertakes service reviews with its delivery partner and regularly reviews performance to identify efficiencies, support continuous improvement, encourage innovation and ensure value for money.

Signed by Head of Service

Name – Adam Brookes

Signature – 

Date – 09/09/2026

Signed by 151 Officer

Name – Michelle Brockway

Signature – 

Date – 9 September 2026