

Milton Keynes Highways Asset Performance Framework – 2025/26

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Highways Asset Performance Framework — Milton Keynes

This document collates information, standards and data individually by asset type in existing service documents and demonstrates Milton Keynes' approach to managing its assets through a series of focused new key performance indicators (KPIs) that both allow the service to monitor performance of their key assets and also to set performance targets to ensure that our assets are fit for purpose and support the resilience of the network. Using this method also enables budget forecasting in terms of capital funding by service area. It is a live document which will be reviewed a minimum of every 12 months and will align to any changes in local policies, national guidance and/or changes to legislation.

Executive summary

Milton Keynes will adopt a process for performance management of its highways infrastructure assets: (a) this links national guidance / local MK specific service documents and actual asset performance; (b) provides a clear process to monitor and set annual targets to ensure continuous improvement / maintain minimum levels of asset condition are met ; (c) uses data to understand whether current levels of funding are achieving required outputs to drive decisions on future funding; and (d) formalises a process to enable auditable governance.

Milton Keynes ;

1. Manages its assets, including **roads, redways, signs, streetlights, and other infrastructure groups**
2. Adopts national guidelines like the **Codes of Practice (Well-managed Highway Infrastructure)** to prioritise works using risk based asset management principles.
3. Works with a long-term partner (Ringway) on a contract that emphasises **sustainable, digital services, and innovation like AI**, with a focus on an **improved highway service and enhanced community engagement**
4. Has a **Mobility Strategy and Local Transport Plan** setting out its aims
5. Employs a **proactive approach to pothole management** with lower investigation criteria and clustering repairs
6. Possesses a large inventory, including **1,482km of local highways, 340km dedicated cycleways (Redways), 763 bridges, 58,524 streetlights, and 41 traffic signal sites**

We have used the following strategic themes

- **1. Resilience and Safety** (Aligns with asset performance on our resilient network and safety-critical works to ensure this is available at all times in its best state).
- **2. Sustainability and Efficiency** (Aligns with MKCC focus on sustainability, innovation, AI, and green fleet).
- **3. Network Condition and Accessibility** (Monitors our key asset groups ensuring overall standards are maintained).
- **4. Improve Active Travel Infrastructure** (Promotes active travel reducing journey times and increase user participation supporting by focussing on redways, carriageways, and potholes).

Milton Keynes City Council Highway Asset Management Performance Management Framework

1.0 Framework

The Highway Infrastructure Asset Management (HIAM) Policy, Strategy and Plan for Milton Keynes City Council aligned with the Council's overall Corporate Plan and Transport Policy. They detail how the efficient and sustainable management of assets—including roads, redways, structures, and street lighting—contributes to the City's vision.

The Council adopts the principles of current **Well-Managed Highway Infrastructure: A Code of Practice** to ensure a proactive, risk-based approach to maintenance. This framework forms a core part of the HIAM Strategy, translating high-level policy statements into measurable operational objectives and performance indicators.

2.0 Purpose

The highway infrastructure, valued in the billions, is Milton Keynes City Council's largest capital asset and is fundamental to the City's economic and social well-being. The purpose of this framework is to:

1. **Define and measure** performance against agreed-upon Levels of Service.
2. **Ensure transparency** and accountability in the use of public funds.
3. **Provide a foundation** for risk-based, whole-life cost decision-making and optimal resource allocation.
4. **Drive continuous improvement** in service delivery by leveraging new technology, sustainability, and partner innovations (e.g., in the highway term services contract).

3.0 Aims and objectives

The overarching aim is to deliver a highway service that is safe, efficient, sustainable, and meets the high expectations of City residents and network users. This is achieved by:

- **Adopting an asset-led approach** for longer-term, preventative planning.
- **Prioritising safety-critical works** using the national Codes of Practice risk approach.
- **Embracing innovation** and digital tools (like AI) to improve efficiency and customer interfaces.
- **Maximising the condition of core assets**, including the unique Redway network.

4.0 Levels of Service and Targets

The Levels of Service translate the Council's strategic aims into measurable outputs and outcomes. Targets are set based on balancing asset performance, risk, and investment,

consistent with the nationally recommended practice of the *Well-Managed Highway Infrastructure Code*.

Strategic Priority	HIAM Statement	Levels of Service
1. Improve network safety and resilience	By adopting a risk-based approach to maintenance in terms of supporting our resilient network, focusing on safety-critical issues and minimising disruption.	1. Resilience and Safety
2. Promote sustainability and efficiency	By utilising digital solutions, promoting sustainable materials, and optimising energy consumption to deliver value.	2. Sustainability and Efficiency
3. Sustain a high-quality, accessible network	By maintaining the asset networks to a high standard, supported by detailed asset data.	3. Network Condition and Accessibility
4. Maintain condition of assets supporting Active Travel	By improving multi modal interfaces, service interfaces, asset useability and responding proactively to community needs (e.g., enhanced pothole focus).	4. Improve Active Travel Infrastructure

Targets for asset performance will be reviewed annually to determine whether they need to be adjusted in line with changes to budgets, condition methodology/national standards in order to drive improvements and/or maintain minimum asset condition.

5.0 Performance management process

Performance against the measures detailed in Appendix 1 is reviewed (e.g. quarterly or annually) by the Highway Asset Engineer and relevant decision-making bodies. This process includes:

- **Data Collection:** Utilising data from asset condition surveys, maintenance records (from AMX), and customer feedback (e.g., NHT survey).
- **Reporting:** Summarising KPI performance against targets, identifying performance gaps, and analysing financial expenditure.
- **Action Planning:** Developing corrective actions and feeding lessons learned back into the HIAM Policy, Strategy and Plan, and future work programming to ensure continuous improvement.
- **Budget Review:** On an annual basis review of budget profiling with senior finance team in order to determine whether budget allocations need to be re-profiled in line

with changes in asset performance. This will also feed into the short and medium term financial planning for the authority.

6.0 Benchmarking

Milton Keynes Council monitors and benchmarks its highway performance using national metrics, particularly those linked to the Department for Transport (DfT) funding requirements and industry-wide initiatives. Benchmarking is also performed against comparator authorities to assess value for money and identify best practices in areas such as Redway maintenance and technology adoption.

7.0 Evaluation and review

The Performance Management Framework and the associated KPIs, Measures, and Targets detailed in Appendix 1 will be reviewed annually by the Council to ensure they remain aligned with the City's Corporate Plan, the current Local Transport Plan, and the ongoing partnership contract objectives for innovation and service delivery. These performance figures will be reported at both the Highways Term Strategic Leadership Board and the bi-monthly Health Check Board to provide transparency and scrutiny of implementation strategies and plans.

This document will undergo a review every 12 months and any changes agreed to enhance monitoring and improvements to the process will be updated prior to the next service year.

Appendix 1: Milton Keynes Highway Performance Measures

The following table incorporates the Levels of Service and specified asset Key Performance Indicators (KPIs). This framework aligns with the new term maintenance contract, and during 2025/6 we are collecting data in accordance with the new definitions. This data will be used to set a Year 1 benchmark which will then inform KPI targets for future years.

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
1. Resilience and Safety	1.1	% of carriageways on resilient network in good condition	Percentage meeting intervention criteria (e.g., RCI < 3%) on the defined resilient network.3 year rolling average.	Annually	RCI 3% or less	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway
	1.2	% of gullies on resilient network operational	Percentage of inventoried gullies confirmed as free-flowing during routine inspection cycles.(>95%)	Annually	Greater than 95%	tbc (new kpi to be recorded at end of 25/26)		Drainage/Ringway
	1.3	% of structures on resilient	Percentage of structures (bridges/retaining walls) with a condition index	Annually	% > 75	tbc (new kpi to be		Structures/HIAM

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Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
		network in good condition	of 1 or 2 (excellent/good).			recorded at end of 25/26)		
	1.4	Highways Safety Inspections	% of all safety inspections completed on time	Quarterly	100%	98.6%		Highways / HIAM
	1.5	% of 3rd party claims repudiated	Percentage of third-party all liability claims against the Council highway service that were denied following investigation.	Annually	Greater than 80%	tbc (new kpi to be recorded at end of 25/26)		Highways/HIAM
2. Sustainability and Efficiency	2.1	% of virgin materials used in works	Weight of virgin materials as a percentage of total material weight used in all planned and	Annually	tbc (new kpi to be recorded at	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
			reactive works.(target tbc after 1 st full service year new contract)		end of 25/26)			
	2.2	% of streetlights using low energy lanterns/ controls	Total number of LED or controlled lanterns/columns as a percentage of total street lighting inventory. (> 98%)	Annually	Greater than 98%	tbc (new kpi to be recorded at end of 25/26)		Electrical/HIAM
	2.3	% of streetlights requiring maintenance	Total number of streetlights requiring maintenance as a percentage of total inventoried assets.< 10%)	Annually	Less than 10%	tbc (new kpi to be recorded at end of 25/26)		Electrical/Ringway

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
	2.4	% of assets restored following green claim process	Percentage of damaged assets restored within the specified timeframe as part of the claims-led repair process.	Quarterly	Greater than 65%	tbc (new kpi to be recorded at end of 25/26)		Claims/Ringway
3. Network Condition and Accessibility	3.1	% of all carriageways in good condition	Percentage meeting intervention criteria (e.g., RCI < 3%) on all the network. 3 year rolling average	Annually	Less than 10%	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway
	3.2	% all structures in good condition	Percentage of all highway structures with a general condition	Annually	greater than 75%	tbc (new kpi to be recorded at end of 25/26)		Structures/HIAM

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
			rating of good/excellent.					
	3.3	% all structural critical elements in good condition	Percentage of critical structural elements (e.g., bridge bearings, expansion joints) rated as good/excellent.	Annually	greater than 75%	tbc (new kpi to be recorded at end of 25/26)		Structures/HIAM
	3.4	% of street lighting columns in red structural condition	Percentage of columns rated as 'Red' (requiring no intervention) based on structural test regime of 8,500 columns per year. (< 5%)	Annually	Less than 5%	tbc (new kpi to be recorded at end of 25/26)		Electrical/HIAM

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
	3.5	% traffic signals past expected lifespan	Percentage of traffic signal installations operating beyond the expected or design lifespan (e.g., > 20 years).	Annually	less than 25%	tbc (new kpi to be recorded at end of 25/26)		Electrical/HIAM
4. Improve Active Travel Infrastructure	4.1	% footways in good condition	Percentage of footways meeting defined serviceability criteria (e.g., less than 35% requiring major intervention). 3 year rolling average	Annually	Less than 35%	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
	4.2	% of redways in good condition	Percentage of the 346km Redway network meeting defined serviceability criteria. (e.g., less than 35% requiring maintenance) 3 year rolling average	Annually	Less than 35%	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway
	4.3	Number of potholes on carriageways as a % of total carriageway network	Total number of inspected and repaired potholes as a percentage of the entire 1,482km carriageway network. (1 pothole = 0.25 m2) (< 1 %)	Annually	Less than 1%	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway

Level of Service Ref	Ref	KPI Description	Measurement Criteria	Report Frequency	Target	Actual Figure	RAG Status	Team Responsible
	4.4	% of carriageways received a preventative treatment in order to prevent potholes	Total area of carriageway treated preventatively (surface dressing, micro-asphalt, etc.) as a percentage of the network area.	Annually	tbc (new kpi to be recorded at end of 25/26)	tbc (new kpi to be recorded at end of 25/26)		HIAM/Ringway

