

Highways Transparency Report

September 2026

Core report

How we maintain local roads, pavements, and the wider highway network in Milton Keynes

A1 – What we are responsible for maintaining

Milton Keynes City Council (MKCC), as the Highway Authority, manages and maintains everything to do with the highway network throughout the city, including:

Type of asset	How much we manage
Roads	1,336km
Footpaths and rights of way	925km
Redways (cycle paths)	341km
Electrical (including street lights, bollards, underpasses, traffic lights and zebra crossings)	62,961
Highway drains	75,388
Bridges and culverts	781
Other structures (including porte cocheres in the city centre, retaining walls etc.)	374

MKCC has one of the largest planned highway and active travel networks in the country, much of which was delivered during the New Town era. This creates a distinctive asset profile, with roads, Redways and structures reaching key maintenance stages at a similar point in their lifecycle.

Combined with higher-than-anticipated traffic volumes associated with a rapidly growing city and the impacts of more extreme weather, this places particular importance on data-led asset management. MKCC prioritises investment using condition, resilience and whole-life cost information to achieve the greatest long-term benefit from available funding.

A2 – Road conditions in Milton Keynes

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	1.7%	13.4%	84.8%
2024	1.4%	12.7%	85.8%
2025	3.3%	25.1%	71.6%

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	1.9%	16.0%	82.1%
2024	1.9%	14.7%	83.4%
2025	2.9%	20.1%	77.0%

A2.3. U roads

Year	Percentage of road in red category
2023	20.9%
2024	26.0%
2025	26.0%

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

The condition data reflects national statistics to March 2025 and predates most of the maintenance activity delivered through the Council's current Highways Term Service Contract.

The Council anticipated a temporary decline in network condition during the contract transition and prioritised the development of a long-term programme of resurfacing and preventative treatments. Delivery during 2025/26 has been substantially higher and network condition has improved as anticipated.

Within this, a key part of our approach was for unclassified roads, using additional funding made available specifically for surface treatments on a seven-year cycle. As a result, condition on these roads fluctuates throughout the cycle, according to the timing of the treatment programme.

The impact of this investment will be reflected in future Transparency Reports. The figures for 2025/26, to be reported next year, show significant improvement as expected, with condition at its highest level for four years.

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

A3.1. What is a pothole?

Potholes form when water gets into small cracks in the road surface. Over time, with periods of cold or wet weather, the water repeatedly shrinks and expands, causing weakness in the surface. As traffic moves over the weakened area it causes more material to become loose and a pothole is created – sometimes very quickly.

We define a pothole as measuring at least 30cm across and with a sharp edge. Whether we repair a pothole, and the time taken, depends on how dangerous it is. Our inspectors check all potholes reported to us and carry out a risk assessment to decide the urgency. The most dangerous may be repaired within 2 hours of inspection; other repair priorities include 24 hours and 28 days, while small potholes in quiet locations may take up to 12 weeks.

Find out more about types of pothole in our [Road Defects - Mini Guide](#).

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

We deal with potholes through a combination of immediate reactive repairs and a strategic shift toward long-term preventative maintenance. We use public reports and regular safety inspections to identify and fill the worst potholes, ensuring the network remains safe for users.

In 2025/26 we filled an estimated **21,500** potholes (see more detail in B3.2.3 below).

To enhance this process, we have developed dedicated tools working with Vaisala's RoadAI system to perform detailed defect analysis and monitor road deterioration to optimise treatment selection. Our planned maintenance approach, supported by Prudential Borrowing and capital funding, is to treat roads before they reach a point of failure. This aims to move the network into a "steady state" and reduce the overall number of potholes by extending the life of the road surface.

The contract insists that potholes must be repaired "right first time", and temporary repairs are not accepted. Any that are carried out are at the contractor's cost and risk, as they are still liable for any damage until a permanent repair is completed. All permanent repairs are guaranteed for at least two years by the contractor, and any repair failure within this period is corrected at the contractor's expense.

These requirements are monitored monthly through Service Performance Indicators (SPIs), ensuring that all safety defects are attended to and have a first-time repair within the timescales in section B3.1 below. If the contractor fails to meet performance targets for repair quality or timeliness, they face financial deductions through the contract's incentive mechanism.

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

We ask all residents to report highway defects using the Council's Report It forms: [Report it | Milton Keynes City Council](#). This will send an enquiry direct to the Highways service.

Alternatively, the Council's general contact form is available: [Contact Customer Services](#), or the team can be reached by telephone on 01908 691691 during working hours, or 01908 226699 for out of hours highways emergencies.

A3.4. What happens after a pothole is reported

Whichever method is used, the report is sent to the Highways asset and maintenance system. We check if it has already been reported – if so, it is attached to the existing report. We also check to make sure it's on a road that belongs to the Council.

The report is then passed to an inspector to assess. They may instruct our contractor to carry out a repair (the timescale depends on severity, as described above), or may decide the pothole is below the repair threshold.

Anyone reporting a pothole receives several automated messages to confirm the progress of their report.

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	£20,824,492	£30,169,726	£53,166,219
Of which spent on:			
Carriageways	£10,245,674	£18,438,439	£32,723,826
Footways	£1,791,886	£2,211,363	£2,977,270
Structures (for example bridges or tunnels)	£2,498,564	£3,691,556	£6,321,802
Drainage	£678,383	£929,645	£2,315,007
Street lighting	£4,196,775	£3,107,426	£2,905,704
Other assets	£1,413,209	£1,791,298	£5,922,609

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	£9,201,692	£12,473,451	£16,758,350
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£12,918,195	£18,553,097	£34,143,783
<u>Total</u>	£22,119,887	£31,026,548	£50,902,133

This data has been checked against the [Highways maintenance block: formula allocations 2026 to 2030 - GOV.UK](#) . Funding from the DfT/UK Government includes the full DfT allocations for highways maintenance in 2024-25 and 2025-26. Some allocated amounts are programmed to be spent in 2026-27 as shown in A4.1.

A5 – Our maintenance plans for this year

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

Our 2026/27 schemes are summarised below. As shown in section 5.3, all schemes are evidence-led, with a focus on best results for safety, value for money and asset lifespan.

The programme includes over £6m of investment in resurfacing, delivered by the contractor through our Term Service Contract. Full details are in section 5.2.

- **Carriageway resurfacing:** 16 schemes totalling 6,383m / 54,904m² (7 already complete).
- **Surface treatments:** 20 schemes totalling 44,488m / 312,806m² — 6x the resurfacing area, broken down as follows:
 - 13 surface dressing (28,035m/193,007m²) (complete).
 - 5 rejuvenation (15,852m / 115,717m²) (complete).
 - 2 GripFibre treatments for skid resistance (601m / 4,082m²)
- **Footways:** 4 schemes totalling 798m / 2,046 m², including resurfacing, reconstruction and repaving.
- **Redways:** 6 schemes totalling 1,810m / 5,338m² (2 already complete).

The scale of preventative maintenance allows a larger proportion of the network to be treated before deterioration means more expensive structural intervention is required.

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

A detailed list of sites to be resurfaced or treated is shown at the page below.

[Highways Schemes for 2026-2027 | Milton Keynes City Council](#)

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

MKCC gathers data on condition of roads, footways and Redways from automated surveys, inspector reports and public enquiries. This is stored within our asset management system to allow evidence-led investment decisions.

MKCC has developed an algorithm that combines condition data, lifecycle modelling and deterioration forecasts to identify the best intervention to deliver the greatest long-term benefit per pound invested, i.e. right treatment, right time, on the right asset. Rather than targeting roads in the poorest condition, this maximises network-wide condition, resilience and whole-life value by intervening before deterioration reaches the point where more extensive and costly reconstruction is required.

For example, roads showing early deterioration may be suitable for surface dressing, where a layer of bitumen and stone chips is applied to seal the surface and prevent water ingress. This can extend asset life by around 10 years at a fraction of the cost and carbon impact of full resurfacing.

Technical Annex

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	£7,204,000	£10,720,790	£11,103,000
Other DfT capital funding utilised by local authority for highways maintenance	£1,390,127	£1,268,981	£3,009,868
Other Government capital funding allocated by local authority to Highways Maintenance	£607,566	£483,680	£2,645,483
Other capital funding allocated to highways maintenance	£6,273,104	£11,643,176	£27,488,342
Total Capital funding allocated to highways maintenance	£15,474,796	£24,116,627	£44,426,693

B1.1.2 - Additional information on funding figures

Additional allocations in other capital funding include tariff-funded major projects on the highway network such as roundabout asset funding, Queensway Town Deal in Bletchley, funding for public realm improvements of highways assets, traffic signals upgrade project and additional funding to upgrade structures.

B1.2 - Spending

B1.2.1 – Total spending

Please confirm that you understand the answers provided in this section (B1.2.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online .	Yes
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Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£14,179,401	£23,259,805	£46,510,778
Total highways maintenance revenue spend	£6,645,091	£6,909,921	£6,655,441
Total spend	£20,824,492	£30,169,726	£53,166,219

B1.2.2 - Additional information on total spending figures

Following the updated guidance and definitions provided on financial allocations in 2026, all figures have been updated to align to ensure consistency in reporting throughout years.

The increase in highways investment reflects both additional DfT funding and the Council's decision to supplement maintenance programmes through prudential borrowing and targeted investment in highway structures. The programme also includes significant levels of developer funding reflecting the investment required due to the growth of Milton Keynes, this increased funding has enabled a significant expansion of preventative maintenance activity, supporting the Council's asset management strategy of intervening earlier in the asset lifecycle to improve long-term condition, resilience and value for money. The resulting programmes are described further in sections A5 and B1.2.4

This spend data demonstrates:

1. Investment has increased
2. The additional investment is deliberately focused on preventative maintenance, and
3. MKCC's approach is now improving condition.

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	£4,579,946	£	£4,943,160	£
Structural carriageway maintenance	£2,973,485	£	£2,868,520	£
Planned carriageway repair / patching programmes	£	£	£	£
Reactive carriageway maintenance				
Reactive carriageway repairs / patching (temporary repairs)	£	£	£	£
Reactive carriageway repairs / patching (permanent repairs)	£1,212,552	£2,136,136	£2,218,995	£1,954,124
Reactive carriageway repairs / patching (total)	£1,212,552	£ 2,136,136	£2,218,995	£1,954,124
Other carriageway-related spend	£6,857,027	£679,292	£19,868,494	£870,533
Total	£15,623,010	£2,815,428	£29,899,169	£2,824,657

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

MKCC's spend profile is driven by its asset management strategy, which prioritises preventative maintenance and lifecycle planning over reactive intervention. While structural maintenance remains important where assets have reached the end of their serviceable life, investment is increasingly directed towards earlier interventions such as surface dressing, rejuvenation and skid-resistance treatments. These treatments typically cost a fraction of full resurfacing and can extend asset life by many years when applied at the appropriate point in the deterioration cycle.

As a result, MKCC can treat a significantly larger proportion of the network and improve long-term condition while achieving better whole-life cost outcomes. This approach is reflected in the 2026/27 programme, where approximately six times more highway area will receive preventative treatments than structural resurfacing. The latest surveys indicate that this approach is delivering the anticipated improvement in network condition.

Other spending includes investment in major highway asset improvements delivered through the Council's wider capital programme, including roundabout refurbishment, traffic signal renewals, structures investment and associated highway infrastructure works. Where appropriate, MKCC aligns these programmes with its highway maintenance objectives to maximise the benefit of available funding, improve asset condition and resilience, and reduce future maintenance liabilities. This supports a whole-network approach to asset management, ensuring investment opportunities arising from growth and regeneration programmes also contribute to the long-term sustainability of the highway network.

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	33km	6km	46,750m ²	5,381m ²	0m ²
2026-27 projected	44km	6km	3,689m 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
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B2.1.2 – Further information and context

Preventative treatments cost roughly a tenth of resurfacing per square metre, so a capital budget buys far more network improvement when spent at the right time. The 2026/27 split (6:1 ratio) — 312,806m² sealed preventatively against 54,904m² resurfaced — holds roads in the "good" condition band longer, rather than paying later to recover them from "poor", where whole-life cost climbs steeply. For MK that means sealed surfaces resisting water ingress and frost damage, fewer potholes and third-party claims, restored skid resistance at all sites, grid and rural road life extended by at least 8–12 years, and reduced road closures.

B3 – Pothole repairs

B3.1 – Pothole/Defect intervention criteria

Pothole/Defect category name	Minimum investigatory depth	Additional risk or contextual factors considered	Target response time – make safe	Target response time – permanent repair
Category 1A	40mm (A road) /	Visual Risk Assessment carried out for all surface defects (see text below)	n/a	2 hours
Category 1	50mm (other roads)		n/a	24 hours
28 day	40mm		n/a	28 days
84 day	(all roads)		n/a	84 days

We define a pothole as measuring at least 30cm across and with a sharp edge. The investigatory depth stated is a starting point for considering repair. All defects greater than investigatory depth are then subject to a Visual Risk Assessment which assigns a Risk and Impact Score. This is used to inform the priority assigned to the repair. Factors include road speed; the level of danger to cyclists, pedestrians and wheelchair users; the likelihood of road users encountering the defect; and any other local factors such as vulnerable users, network resilience and so on.

There is no separate “make safe” target as all our reactive repairs are required to be permanent first time, and the contractor is penalised under the contract for failure to carry out a permanent repair on the first visit.

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate)	21,524
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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	21,524

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

We measure carriageway repairs in terms of the surface area repaired (in square metres), so we don't count individual potholes. The minimum size of a repair is 0.25 square metres (50cm x 50cm, allowing for a neat repair around a small pothole), so every square metre of repairs can be said to be the equivalent of four potholes.

In 2025/26 we carried out 5,381 square metres of reactive repairs, which equates to filling 21,524 potholes. This is nearly double the amount filled in the previous year, which reflects both increased maintenance work and the very wet weather in early 2026.

By definition our measure is of reactive repairs, and all our reactive repairs are required to be permanent first time. We do not have an additional count of potholes resolved by other methods. Any potholes at repairable level are included in the reactive measure, even in areas where subsequent larger programmes are due. Potholes below repairable level are not counted or recorded.

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)	£35.10	Unit/average cost of a temporary pothole repair on your network (reactive)	£n/a
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B3.3.1 - Additional information on pothole prices (optional)

We pay our contractor a lump sum per year for reactive maintenance. This payment covers all maintenance activities, not just potholes/carriageway defects, and therefore the figure stated approximates the average cost based on the minimum size definition stated above.

Any temporary repairs are made at the contractor's cost and are required to be converted to permanent at the earliest opportunity. In addition, the contractor is penalised under the contract for failure to carry out a permanent repair on the first visit.

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?	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
3.4.4	If yes, do you systematically record information about expected and delivered longevity of repairs?	Yes

B3.4.5 - Evidence Summary

3.4.1 – all repairs are contractually required to be of a permanent nature and carry a warranty of two years (Appendix 4 - Contract Scope – Clause 19 (pages 82 & 84), plus Specifications 25.2.12 (page 106))

3.4.3 – random quality checks are carried out on defect repairs and the results stored in our asset management system (AMX)

3.4.4 – all defects are recorded and monitored in AMX, and any quality failure is notified to the Highway Service Manager using the quality check process mentioned above (see additional information below)

B3.4.6 - Additional information

3.4.2 – we operate an outcome-based contract, therefore we do not specify materials. We do specify that the repairs must last longer as a requirement of the outcome, as mentioned under section 3.4.1 above.

3.4.4 – we record a fully auditable trail in AMX with photos and the date and time of any repair. This also allows for all follow up inspections to be programmed, with the outcome of those inspections recorded including current condition. In the event any repair fails to meet the minimum 2-year guarantee, a contractual defect is raised to ensure a repair at the contractor's cost is carried out.

Random checks can be carried out on pothole repairs both after initial repairs and at any stage during the 2-year guarantee period. This defect count is also a contract KPI linked to pain/gain contract payments and contract extension.

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

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

B3.5.3 - Evidence Summary

3.5.1 – we have an analysis tool which aggregates enquiry and claims data to show hotspots. This has been shown to align with existing surface treatment decisions and will be built into AMX in the future.

3.5.2 – all responses to residents, including date and time, are stored within AMX. A separate master document holds the template responses and is reviewed and updated frequently.

B3.5.4 - Tools used for reporting

Reports are received via the Council's website at <https://www.milton-keynes.gov.uk/pay-report-and-apply/report-it> or by telephone. In both cases the report is processed through the Firmstep system, which handles all incoming enquiries, and directed to our highways asset management system. Automated replies are sent when reports are resolved (whether action is taken or not).

B4 – Maintenance of highway structures

B4.1 Highway Structures

ID	Question	Answer
4.1.1	Number of highway structures on your highway network	1,153
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	450
4.1.4	Number of General Inspections carried out in 2025-26	450
4.1.5	Number of structures due a Principal Inspection in 2025-26 in accordance with CS450	133
4.1.6	Number of Principal Inspections carried out in 2025-26	121

B5 – Asset Management

B5.1 - Asset Management Strategy and Policy

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	The Council's asset management policy, strategy and plan are available through our Transparency Report page .	
5.1.3	These documents were reviewed and issued in March 2023.	
5.1.4	Please provide proof of the review or update.	
	Dates of earlier reviews are recorded in the document control section of the published documents. When the 2026/27 review is complete (see 5.1.5 below) the sign-off will be forwarded as required.	
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.	
	The published documents cover 2023-2026 and were scheduled for review during 2026. However, the update to the Well-managed Highway Infrastructure Code of Practice provides an opportunity to align the next iteration of the Plan with the latest national guidance. MKCC took the decision to defer the review rather than update the document twice. Work is expected to take place from October 2026 to February 2027, allowing adoption and circulation before the 2027/28 maintenance year.	

B5.1.6 - Further context (optional)

MKCC's asset management approach is based on evidence-led investment, preventative maintenance and whole-life cost. During the transition to the current Highways contract, a temporary decline in reported road condition was anticipated while longer-term programmes were developed.

These programmes are now being delivered at significantly increased scale and the latest surveys show condition improving as planned, with the strongest results for four years expected to be reported next year.

We prioritise early intervention through surface treatments, climate resilience and locally developed innovation, including lifecycle modelling tools and algorithm-driven treatment selection, to maximise network condition, resilience and value for money.

B5.2 - Asset data

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

5.2.1 - Further context (optional)

The required inventory and condition data informs management decisions. Some historic records are not fully digitised. A programme is underway to complete this, as below.

- Footway data is sometimes held alongside carriageway assets and safety inspections cover both asset types, hence we have full condition data. Around 50% of footways are digitised, and we have initiated a project to complete the remainder.
- Drainage data is fully held within AMX for point assets, and partially for channels and pipes, which are otherwise in analogue form. The digital data is continually updated and improved by our drainage engineer as areas are surveyed.

B5.3 – Asset data integration and management

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

B5.3.1 – Asset data integration

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

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

B5.3.2 - Further context (optional)

All asset inventory data is contained within AMX. Condition data for all except carriageway assets is also held within AMX where available. Until 2026 carriageway condition data has been supplied by third parties using SCANNER technology and has not been integrated into AMX, but as of the current year any PAS2161 survey data (primarily based on Vaisala RoadAI) will be integrated.

B5.4 – Lifecycle planning and investment decision-making

This section focuses on whether the authority uses **lifecycle planning** to inform maintenance investment decisions, rather than relying solely on reactive demand or short-term pressures.

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

B5.4.4 - Evidence Summary

MKCC uses locally developed tools modelling carriageway, footway and Redway condition using national condition measures, deterioration forecasts and whole-life costs over a twenty-year period.

Programmes are tested against “do nothing” and “worst-first” scenarios, both of which consistently cost more and deliver poorer outcomes.

Outputs are evaluated against annually run models following programme delivery in year that take account of changes in budget allocations, strategies or condition targets.

The Structures team applies similar principles through condition-based deterioration modelling and lifecycle planning, using the CIPFA SAVI tool. This enables evidence-led decisions that maximise network condition, resilience and value for money.

B5.5 – Performance monitoring and continuous improvement

This section focuses on whether the authority monitors the effectiveness of its asset management approach and uses performance information to inform ongoing investment and prioritisation decisions.

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

B5.5.5 - Evidence Summary

5.5.1 – our asset performance plan including KPIs, as shown at [MK Highways Asset Performance Framework V2.0 Final.pdf](#)

5.5.2 – as shown in the above document, KPIs were reviewed for 2026 and are done so annually.

5.5.3 – this is a new measure for MKCC that focuses visibility on resilient network performance. Over time this will add to the data to enable prioritising of budget profiling/programmes on a particular asset group.

5.5.4 – the contract was let in 2024 following a full and open tender exercise. We expect to complete a peer review exercise during 2027/28 after three years of contract operation.

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	0.8km
6.1.3	For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	None
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:	Yes
	a. Structural maintenance / reconstruction (in km)	1.8km
	b. Preventative maintenance treatments (in km)	0km

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

MKCC maintains around 1,480km of footways/cycleways, including 346km of segregated Redways, valued around £133m. The network was designed and constructed in a short time before 1994, so large areas of similar age will begin to deteriorate around the same time.

We inspect routinely for safety defects, and plan to survey 25% of the network each year for overall condition. The evidence from inspections and surveys shapes a programme that prioritises interventions and identifies treatments, extending life in a cost-efficient manner, with full reconstruction where paths have reached the end of their lives, keeping the network safe, serviceable and sustainable.

B6.1.7 - Evidence Summary

6.1.1 – the hierarchy is contained within the asset inventory in AMX. Safety risk is evidenced by routine inspections, defect records and claims history.

6.1.2 & 6.1.5 – footway and Redway programme documents are stored in our Asset Management Sharepoint site.

6.1.4 – winter treatment routes are recorded in the Winter Service Plan and MKCC's online GIS system.

Network survey – we have developed a set of tools to allow us to self-deliver Footway Network Surveys and these are now being implemented. Previously, condition was derived from enhanced FNS reports, covering a quarter of the network each year.

B7 – Drainage

ID	Question	Answer
7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	
	a) Reactive (incident- or failure-driven) maintenance	10%
	b) Planned maintenance (routine/cyclical and/or risk-based)	90%
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
	- Kaarbontech 'new d live' gully sensors – 10 at known flooding locations, allowing real time monitoring of flow rates into the gully. - AES Sensor/Telemetry in Wet Well drainage pumps – 5 at known problem underpasses allowing live monitoring and control of pump activity.	

B7.1.5 - Evidence Summary

7.1.1 – this is an estimate based on contract specification – most reactive enquiries are referred to the cyclical programme, with the risk matrix updated as required, but some reactive work is necessary where unexpected issues occur.

7.1.2 – asset data is stored in AMX with inspection history created in the contractor's ESRI system pending migration to the AMX drainage module.

7.1.3 – records of all types of flooding are mapped and maintained by the LLFA. In addition, we keep mapped records of all reactive jobs in AMX. We will begin to use Vaisala's RoadAI to survey and map actual flooding locations and dimensions.

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

MKCC operates an integrated, risk-based asset management approach to optimise its highway drainage network. Aligned with national HMEP guidance, this strategy embeds risk assessment to minimise whole-life costs and establish local levels of service. Transitioning from a "one-size-fits-all" model, the Council employs a data-driven, needs-based cleansing regime. By using smart systems like the ESRI gully tool and AMX, MKCC captures comprehensive, end-to-end asset inventories, monitors silt levels, and targets cyclic maintenance. This systematic culture utilises robust condition records to mitigate severe flooding risks, prevent network damage, and deliver a cost-effective, preventative service that supports the highway network for all users.

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

MKCC has implemented an Asset Management training plan to support staff development by providing guidance and a clear framework for learning. The plan defines the competences required for developing knowledge of assets and their management and to be able to implement and use when assessing data, designing and specifying materials and applying principles.

To evaluate and identify training needs a simple training matrix is maintained. A SharePoint system is used as a knowledge sharing medium for upcoming CPD events, industry articles on assets and Lunch and Learn sessions.

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

MKCC believes that the success to a well-balanced skilled team is to create a culture of asset management thinking.

The approach balances formal qualifications in the core engineering principles and then is enhanced with targeted CPD certification and training / knowledge sharing, offering all staff opportunities to enhance their learning.

MKCC started an Apprentice scheme two years ago. Apprentices spend three months in each department as part of their training, to get a grounding in all highways disciplines and then specialise at the end of their training. They also attend technical training college to gain an engineering qualification. All existing staff in the engineering team are expected to have as a basic qualification an HNC in Civil Engineering; over the last four years three staff have gained this qualification (all with distinctions), with a fourth currently attending college on day release.

B9 – Adapting roads to withstand climate pressures

Climate and environmental factors, such as heavy rainfall, prolonged heat, and freeze-thaw cycles, are integral to effective highways asset management, as they influence asset performance, deterioration rates and long-term resilience. Understanding both the impacts of a changing climate and the carbon implications of maintenance activities supports better decision-making, helping authorities to optimise durability, manage risk and deliver best whole life value from their assets.

ID	Question	Yes/no
9.1.1	Have you updated your asset management policy and strategy to reflect the increased probability of extreme-weather and/or geohazards now and in the future?	Yes
9.1.2	Have you identified your resilient network and agree this with senior decision-makers	Yes
9.1.3	If yes when did you last update this.	10/2025
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
	- Natural flood management / SuDS	Yes
	- targeted slope / ground stability / landslip mitigation	No
	- Heat-resilient materials or surface treatments	Yes
	- Tree planting / shading for heat management	Yes
	- Other (please specify) By example, MKCC is utilising ‘albedo’ effect on roadside cabinets that are black and absorb heat affecting electronics causing signals failures. MKCC also identifies vulnerable sections of the road network through AI tools. These generate proactive inspections and reactive surface treatments at earlier points of failure to encapsulate and save cost.	Yes
	- 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

MKCC’s asset management policy reflects climate pressures. The update will further strengthen the integration of climate resilience within asset management decision making.

Our defined resilient network is stored within AMX at asset level, while vulnerable areas are recorded by the LLFA team, internal mapping tools, and our drainage works management system.

Climate adaptation measures are installed and in use throughout the city, including SuDS and resilient carriageway materials like graphene and PMBs. Our network includes tree planting as part of its original design principle and Milton Keynes has over 15 million trees which contribute to run-off absorption and shading.

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

Milton Keynes' highway network was largely constructed during the original New Town era, creating a distinctive asset profile where many assets are reaching key intervention points at a similar stage in their lifecycle. Increasingly frequent periods of heavy rainfall, drought and prolonged heat present additional challenges for maintaining network condition, performance and resilience.

MKCC integrates climate resilience, carbon, durability, risk and whole-life cost into asset management and investment planning. Known flooding locations are recorded and monitored, drainage performance is supported through inspection, targeted maintenance and smart sensor technology, and vulnerable locations are considered as part of programme development. MKCC's asset management approach seeks to extend asset life through preventative maintenance and timely intervention, reducing the need for more carbon-intensive reconstruction.

Innovation also plays an important role. MKCC has explored the use of AI-enabled surveying technologies, advanced materials, decarbonisation tools and Live Labs learning to better understand deterioration mechanisms and improve asset performance. Climate resilience considerations are increasingly reflected in maintenance planning, helping ensure investment delivers long-term benefits for network performance, safety, value for money and carbon reduction.

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

The Highways Term Service Contract tender documentation rewarded innovation by tenderers as part of the Quality submission. The current provider has supported innovation through access to the wider corporate group of the successful tenderer.

This is evidenced through various case studies and direct support for innovation bids such as Robopass (successful in securing £850k funding), ITDT bid and Transparency funding submission. Trials are ongoing each year – see case studies on technology, materials and digital systems.

B10.1.5 - Further context on your innovation activities

MKCC has an innovative approach to daily activities utilising AI to create tools to solve problems, improve process and replace manual activities.

Examples include the development of an asset digitisation tool to import our analogue cable network maps into AMX. We have combined these tools with other innovation in the form of the Robopass project, which will combine autonomous robots deployed on our unique cycle network with dedicated AI tools to process the AI data and select schemes. This was shared and showcased at the recent LCRIG Innovation festival. This will significantly reduce manual surveys and data processing activity.

10.2 – Examples of innovations that have been adopted

The following innovations have been trialled and now form part of business as usual in terms of specification, maintenance, systems and monitoring;

- Elastomac road repairs – improve pothole repairs, reducing carbon and disruption on the network. Used in reactive repairs.
- Polymer Modified Binders (PMBs) – driving carbon reduction, improving resiliency and improving life cycle of asphalts. MK specifies in all surfacing works.
- ACLA biochar – Carbon reducing replacement in asphalts. MK now specifies in all binders.
- CMS nodes on streetlights (Telensa) – allowing full control of streetlights to reduce energy/carbon and drive efficiencies in repairs.
- Solar lights on roundabouts denoting hazard (link to Adept Live Labs project), trialled and now built in as a design option for road safety schemes.
- Solar studs to improve footway visibility and access at bus stops.
- In House mapping digitisation tool (streetlighting cables) – utilised for mapping inventories on old maps.

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?	Yes

11.1.6 - Evidence Summary

MKCC routinely monitors utility works through its permit scheme and inspection regime, with defects and performance issues recorded and followed up through established street works processes.

Utilities are engaged through regular coordination meetings and permitting arrangements to minimise disruption and identify opportunities for collaborative working.

A permit scheme evaluation was commissioned through GeoPlace during 2026 and is due for publication in September 2026.

Traffic-sensitive routes are reviewed periodically, with the latest review in March 2024, and incorporated into permit decision-making and network management arrangements.

B11.1.7 - Further context

MKCC adopts an active client approach. Approximately 6,500 utility permit applications are assessed each year, supported by inspection, coordination and performance monitoring processes.

During 2025/26, around 1,500 reinstatement inspections were undertaken, 34% of eligible works. Around 10% of inspected reinstatements required remedial action, with all identified defects successfully corrected and no outstanding (zero) defects awaiting utility intervention.

Utilities are engaged early through quarterly coordination meetings, with major undertakers meeting monthly to review performance, programme delivery and network impacts. This provides assurance that works are delivered to standard, defects are addressed promptly and disruption to road users is minimised.

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 £/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
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

MKCC retains in-house technical capability through its Highway Service Manager, Clerks of Works and technical specialists, supported by documented governance arrangements and organisational structures.

12.1.2 – Highway maintenance activities are delivered through a lump-sum contract arrangement, with cost and performance information reviewed through contract management processes and included within the Year 3 benchmarking evaluation.

12.1.3 – Contract KPIs are monitored through monthly Highways Service Management Board meetings, supported by formal performance reporting.

12.1.4 – Contract provisions require permanent first-time repairs, evidenced through Appendix 4 Contract Scope Clause 19 and Specification 25.2.12.

B12.1.6 - Further context

MKCC employs a qualified Highway Service Manager, supported by several Clerks of Works and technical specialists, providing independent oversight of maintenance activities and contractor performance. While routine maintenance is delivered through a lump sum contract arrangement, MKCC actively monitors outputs, quality and performance against agreed KPIs and historic trends.

Contract performance is reviewed through monthly Highways Service Management Board meetings, supported by formal contract administration processes, quality inspections and performance monitoring.

KPIs are formally monitored monthly in joint reports and meetings between the Council and the contractor. Performance issues are recorded and resolved at monthly Board meetings. KPIs are reviewed annually for continued relevance.

One of the indicators requires the contractor to complete all repairs on the first visit, and all are specified for permanent rather than temporary repair. Any subsequent visits are penalised under the contract mechanism unless outside the contractor's control.