London Borough of
Hillingdon

Highway Maintenance Transparency Report

2026/27

HILLINGDON
LONDON

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A1 What do we maintain?

The London Borough of Hillingdon sits on the western boundary of London and is formed of a mixture of dense urban environments and semi-rural areas. The borough contains London Heathrow Airport, the UK's busiest airport and one of the world's busiest airports, and serves as a gateway to the capital. It also provides access to the west of the country, with borough roads linking motorists to major motorways and trunk roads such as the M25, M4 and A40.

Under Section 41 of the Highways Act 1980, Hillingdon Council has a statutory duty to maintain 689 km of public highway network and associated assets, ensuring that it supports the safe movement of people and goods across the borough. The public highway network is not limited to carriageways (roads) but also includes additional asset types such as footways, street lighting, drainage and highway structures:



717km
carriageways (roads)



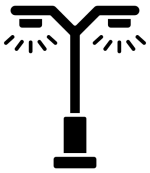
79km
cycleways (segregated)



30,000
drainage gullies



1,215km
footways (pavements)



24,000
street lighting columns



152
highway structures

Key challenges

Maintaining this public highway network presents a number of challenges, including:

- **Ageing assets:** Much of Hillingdon's highway network has evolved over time rather than being built to modern standards and is now several decades old, requiring increasing levels of intervention to remain safe and serviceable.
- **Usage:** Sustained, intensive use by buses, goods vehicles and other traffic means loading often far exceeds what routes were originally designed to carry, with wear concentrated on some of Hillingdon's busiest routes and therefore driving accelerated deterioration.
- **Third-party works:** With an already heavily congested network of utilities and high numbers of private developments, our public highway network caters for various competing demands, with frequent openings and heavy goods loads reducing the longevity of assets.
- **Climate**: With increasingly frequent extreme weather (e.g. rainfall and heat), our assets are having to cope with events they were not designed for – this effect compounds existing defects on the highway and drives unplanned reactive repair responses.
- **Funding**: Maintenance budgets have not kept pace with construction cost inflation or the scale of accumulated need, with costs compounding over time and shifting need from preventative treatments towards costlier reconstruction and reactive repairs.

A2 Road condition

What do the condition bands mean?

Hillingdon undertook condition surveys of its carriageway network using Annual Engineer Inspections (AEI) in 2023/24 to understand asset condition and maintenance backlog, and to support investment decisions. Condition scores should be interpreted as follows:

Green: These roads are in a good condition. No treatment is required but early-life preventative treatments (e.g. rejuvenation) can extend useful life.

Amber: These roads are in a fair condition. Preventative treatments can help tackle early-stage defects (e.g. cracking, fretting) and restore surface life.

Red: These roads are in a poor condition and have reached the end of their useful life. They are prioritised for structural maintenance (e.g. resurfacing).

What is the condition of our roads?

The following chart demonstrates the condition of classified (A and B/C) and unclassified (U) roads over time. No surveys have been undertaken on non-principal roads (B, C and U) since 2023. Principal (A) roads are assessed through the London Highways Engineering Group (LoHEG) surveys undertaken across London using a different methodology, which means they are not directly comparable with B, C and U network conditions.

From 2026/27 onwards, Hillingdon will comply with the new PAS2161 data standard for condition surveys, ensuring comparable results with A roads and enabling benchmarking across England.

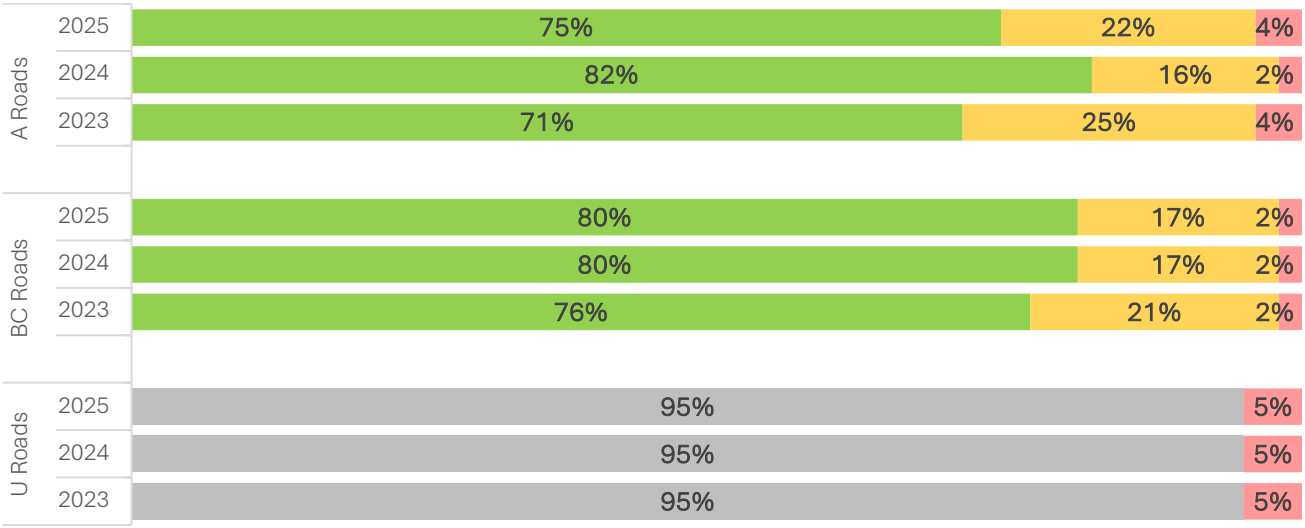


Figure 1: Condition of our roads by classification

A3 Potholes and defects

What is a pothole?

Hillingdon defines a pothole as a depression or void in the road surface that poses a risk to road users. They typically form due to water ingress, freeze-thaw cycles and repeated traffic loading, which cause failures and loss of material in the road surface. As defined in the Highway Safety Inspection Policy & Procedure, the Council sets out a minimum threshold of a 40 mm deep, 200 mm wide depression to consider reactive repairs. On cycleways or pedestrian crossings, the threshold is reduced to a depth of 25 mm.

How are we tackling potholes?

In 2025/26, Hillingdon estimates that 990 potholes were repaired across its public highways through reactive treatments, consistent with previous years (between 710 and 1,020 from 2021/22 to 2024/25).

Reactive maintenance:

Hillingdon's Highway Safety Inspection Policy & Procedure sets out the risk-based approach used for safety inspections, defects and reactive repairs. Every year, we undertake regular inspections of every public highway in Hillingdon to identify defects that pose a risk to highway users. Inspection frequencies are based on the Network Hierarchy, which reflects the functionality, usage and relative risk of every street in Hillingdon, ranging from monthly to annual visits per road. Where a defect meets the Investigatory Levels (ILs) set out in the Policy, inspectors undertake a risk assessment, relying on their experience and judgement to assign probability and impact scores. This determines the overall risk factor and informs the defect category and associated response time. Minor defects may exist on the network without posing any risk to the safety or integrity of the highway, for which it may be impractical and inefficient to expend limited financial resources to undertake repairs.

Where it is safe and practical to do so, Hillingdon prioritises permanent repairs at the first visit to deliver a more durable outcome and minimise disruption to road users. However, temporary repairs may be necessary where a permanent repair cannot be delivered due to factors such as:

- Traffic management difficulties
- Inclement weather conditions
- Materials availability
- Utility constraints
- Coordination with wider Council plans

Planned maintenance:

As well as reactive maintenance, Hillingdon delivers a planned capital maintenance programme to renew or extend the life of carriageways, tackling potholes with an approach that reduces long-term repair costs and improves network condition. This programme is described in Section Hillingdon's highways maintenance activities are funded through a combination of central

government grant and locally allocated council funding. The primary source of capital funding is the Council's capital highway expenditure. Since 2025/26, this has been supported by a significant increase from the Department for Transport (DfT), as part of the Government's commitment to record levels of highways maintenance investment, with allocations confirmed through to 2029/30. Hillingdon will receive up to £14.6m over the next four years, of which £9.2m forms a guaranteed baseline element, with an additional £5.4m in incentive funding subject to meeting certain criteria. This provides Hillingdon with greater funding certainty, supporting a shift in focus from reactive regimes to long-term, planned and preventative maintenance.

A5 Our plans for this year.

How can the public report potholes / defects?

Members of the public can report potholes and other highway safety defects in Hillingdon by:

- Submitting an online report via the Council website
- Downloading and reporting via the Love Clean Streets app
- Calling customer services on 01895 556000 during working hours, or 01895 250111 for emergency out-of-hours service.

What happens after a pothole is reported?

Public reports or enquiries relating to potholes and other highway defects are logged in our asset management system. Each report is subject to an initial desktop risk assessment to determine whether the defect is on Council-maintained highway and to understand the risk posed to highway users. This determines the response time for an investigation:

Urgent	Investigated within 4 hours and repaired / made safe.
Non-urgent	Investigated and risk assessed within 14 days.

A highway inspector will visit the highway defect if it is determined to be on Council-maintained public highway and undertake an on-site risk assessment in line with the approach described above. Defects outside of the Council's remit are referred to the relevant parties. If resources are available, additional ad-hoc inspections may be carried out on areas of increased deterioration, regularly obstructed areas and other roads.

A4 Spend and funding

How much do we spend on highways maintenance?

As mentioned in A1, funding pressures are a key challenge for Hillingdon. We currently spend £14.5m in total on maintaining our public highways, split between capital and revenue spend. A breakdown is provided below:

Table 1: Highway maintenance spend by asset class

Asset Class	2024/25	2025/26	2026/27 (projected)
Carriageways	£5,044,728	£5,632,913	£5,381,610
Footways	£4,438,958	£7,194,975	£3,482,197
Structures	£481,922	£715,779	£697,046
Drainage	£1,924,134	£1,321,241	£1,800,657
Lighting	£2,031,021	£2,560,265	£1,804,054
Other	£829,015	£441,903	£1,283,790
Total	**£14,749,777**	**£17,867,075**	**£14,449,353**

Other spend consists of road markings, surveys, and revenue spend on other assets (such as verges, street furniture etc.). The variation in funding observed reflects cross-asset prioritisation, balancing immediate needs with long-term requirements to ensure safety, serviceability and network resilience

Where does our funding come from?

Our highway maintenance budgets are funded from various sources, as follows:

Table 2: Funding sources

Funding source	2024/25	2025/26	2026/27 (projected)
DfT / Government	£540,275	£1,671,125	£3,207,000
Council / Third Party	£14,209,502	£16,195,950	£11,242,353
Total	**£14,749,777**	**£17,867,075**	**£14,449,353**

Hillingdon's highways maintenance activities are funded through a combination of central government grant and locally allocated council funding. The primary source of capital funding is the Council's capital highway expenditure. Since 2025/26, this has been supported by a significant increase from the Department for Transport (DfT), as part of the Government's commitment to record levels of highways maintenance investment, with allocations confirmed through to 2029/30. Hillingdon will receive up to £14.6m over the next four years, of which £9.2m forms a

guaranteed baseline element, with an additional £5.4m in incentive funding subject to meeting certain criteria. This provides Hillingdon with greater funding certainty, supporting a shift in focus from reactive regimes to long-term, planned and preventative maintenance.

A5 Our plans for this year

Highway maintenance plans for 2026/27

Hillingdon continues to deliver its various risk-based highways maintenance programmes in 2026/27, targeting investment where it provides the greatest benefit to the travelling public. We intend to deliver the following planned maintenance activities this year:

- Resurfacing approximately 10.4 km of carriageways including a mixture of shallow and deeper treatments, full depth reconstruction and concrete repairs
- Preventative maintenance to extend the life of approximately 2,500 m^2 of carriageways, comprising GAP mastic sealant and Rhinopatching (more details in Section B2)
- Reconstructing approximately 16 km of footways to ensure an appropriate level of service that promotes active travel, particularly walking and wheeling.
- Cleansing 30,000 gullies to ensure people, properties and infrastructure are safe from flooding and the potential damage caused

Full list of planned works

Hillingdon is committed to being open and transparent about where and how it invests in the highway network. Roads and footways earmarked for planned maintenance works in 2026/27, including the type of treatment to be carried out, are set out below:

Table 3: Combined carriageway and footway works

Road name	Extent	Planned treatment
Edinburgh Close	From Edinburgh Drive to End	CW – Resurface FW – Reconstruction
Lea Crescent	From Clyfford Road to Clyfford Road	CW – Resurface FW – Reconstruction
North View	From Boldmere Road to Frobisher Close	CW – Resurface FW – Reconstruction
Sherwood Avenue	From Chatsworth Road to Welbeck Avenue	CW – Reconstruction FW – Reconstruction
Westbourne Close	From Masefield Avenue to End	CW – Resurface FW – Reconstruction
Whitby Road	From Victoria Road to Beverley Road	CW – Resurface FW – Reconstruction

Table 4: Planned carriageway works

Road name	Extent	Planned treatment
Bayhurst Drive	From Frithwood Avenue House No 1 to End	Reconstruction
Carew Road	From Maycock Grove to Eastbury Road	Resurface
Catlins Lane	From Daymer Gardens to Chamberlain Way	Resurface
Chamberlain Lane	From Middleton Drive House No 17 to End Adopted Section Only	Reconstruction
Charville Lane	From Bury Lane to Langdale Drive	Concrete repairs
Charville Lane	From Langdale Drive to Eastways Farm	Resurface & Binder
Chelston Road	From Dulverton Road to Mansfield Avenue	Resurface
Cheney Street	From Start of Island to Barnhill	Resurface
Cleveland Road	From Ratcliffe Close to Topping Lane	Resurface
Daymer Gardens	From Catlin's Lane House No 2 to End House No 3	Reconstruction
East Avenue	From Eastholme to Orchard Road	Resurface (single lane)
East Avenue	From Coldharbour Lane to Glebe Road	Resurface
East Avenue	From Glebe Road to Minet Drive	Resurface
Eastbury Road	From Green Lane to Carew Road	Resurface
Farm Close	From Hoylake Crescent to End	Resurface
Field End Road	From Field End Road House No 724 to 702 Slip Road Outside Shops	Resurface
Fore Street	From Eastcote Road to Grooms Drive	Resurface
Fore Street	From Malmesbury Close to Wiltshire Lane	Resurface
Freemans Lane	From Barra Hall Circus Roundabout to Church Road	Resurface & Binder
Fringewood Close	From Ducks Hill Road to End	Reconstruction
Glebe Avenue	From Long Lane to Crosier Road	Resurface
Greenway	From Attlee Road to Bondfield Avenue	Resurface
High Street	From High Street to Station Road	Resurface
Hobart Lane	From Hobart Road to End	Reconstruction
Horton Road	From Horton Bridge Road to Colham Avenue	Resurface
Ladygate Lane	From Westwood Close to Breakspear Road	Resurface
Ladygate Lane	From Bury Street to Glenfield Crescent	Resurface
Lawn Avenue	From Frays Avenue to Colne Avenue	Reconstruction
Meadow Close	From Evelyn Avenue to End	Resurface
Moorhall Road	Borough Boundary to Harvil Road Roundabout	Resurface
New Farm Lane	From Rickmansworth Road House No 2 to End House	Reconstruction
Northfield Park	From North Hyde Road to End House No 59	Reconstruction
Park Road	From Belmont Road Roundabout to Western Avenue Roundabout	Resurface
Patching Way	From House No 28 to End House No 37	Reconstruction
Ravenswood Park	From Elgood Avenue to End	Reconstruction
Royal Lane	From Birch Avenue to Falling Lane	Resurface
Ryefield Crescent	From Joel Street House No 65 to End House No	Reconstruction
Shakespeare Avenue	From Uxbridge Road to Milton Close	Resurface
Spoonbill Way	From Cygnet Way to End	Reconstruction
St. Helens Close	From Peachey Close to End	Resurface
St Helen Close	From Long Lane to Albany Close	Resurface
Swakeleys Road	From Western Avenue Roundabout to The Drive	Resurface
Trinity Close	From Dene Road to End House No 17	Reconstruction

Road name	Extent	Planned treatment
Uxbridge Road Service Road Outside 1250-1362	From Uxbridge Road House No 1362	Resurface
Wedgewood Close	From The Avenue Opp House No 2 to End	Reconstruction
West Quay Drive	From Glencoe Road to End	Reconstruction
Whitby Road	From Field End Road to Collins Drive	Resurface
Wiltshire Lane	From Norwich Road to End (excluding bus turning circle)	Resurface
Woodville Gardens	From Westcote Rise to End	Resurface

Table 5: Planned footway works

Road name	Extent	Planned treatment
Ash Grove	From Northwood Road to End	Reconstruction
Barlee Crescent	From Benbow Way to Newcourt	Reconstruction
Barlee Crescent	Footpath to High Road	Reconstruction
Barnhill Lane	From Welbeck Avenue to Chatsworth Road	Reconstruction
Campion Close	From Violet Avenue to End	Reconstruction
Canfield Drive	From Cavendish Avenue to Acol Crescent	Reconstruction
Cavendish Avenue	From Canfield Drive to Barrier	Reconstruction
Chamberlain Way	From Tolcarne Drive to Harlyn Drive	Reconstruction
Chamberlain Way	From Cuckoo Hill to Tolcarne Drive	Reconstruction
Chamberlain Way	From Harlyn Drive to Linslade Close	Reconstruction
Coleridge Way	From Harmondsworth Road to Byron Way	Reconstruction
Coombe Drive	From Southbourne Gardens to End	Reconstruction
Dawlish Drive	From Chelston Road to Dulverton Road	Reconstruction
Elmbridge Drive	From Park Avenue to Evelyn Avenue	Reconstruction
Fairway Avenue	From Fairway Close to End House No 150	Reconstruction
Fairway Avenue	From Lawn Avenue to Fairway Close	Reconstruction
Findhorn Avenue	From Lothian Avenue to Raleigh Avenue	Reconstruction
Findhorn Avenue	From Raleigh Avenue to Shakespeare Avenue	Reconstruction
Glisson Road	From Weald Road to Misbourne Road	Reconstruction
Gordon Road	From Falling Lane to End	Reconstruction
Hayes End Drive	From Wilmar Close to Mellow Lane East	Reconstruction
Honey Hill	From Blossom Way to Hercies Road	Reconstruction
Frays Avenue	From Lawn Avenue to End	Reconstruction
Frays Avenue	From Weirside Gardens to Lawn Avenue	Reconstruction
Hunters Grove	From Crossway to End	Reconstruction
Langley Avenue	From Pine Gardens to Coombe Drive	Reconstruction
High Road	From Start of Dual Carriageway to End of Bridge	Reconstruction
High Road	From End of Dual Carriageway to Swakeleys Road	Reconstruction
High Road	From Start of Bridge to End of Dual Carriageway	Reconstruction
High Road Service Road	Spur to Long Lane	Reconstruction
High Road Service Road	High Road Service Road	Reconstruction
Lothian Avenue	From Yeading Lane to Findhorn Avenue	Reconstruction
Lothian Avenue	From Findhorn Avenue to Shakespeare Avenue	Reconstruction
Marlborough Avenue	From Bury Street to Ladygate Lane	Reconstruction
Myddleton Road	From Whitehall Road to Cowley Road	Reconstruction

Road name	Extent	Planned treatment
New Road	From Uxbridge Road to Green Lane	Reconstruction
Meadow Way	From Hawthorne Avenue to Field End Road	Reconstruction
Northolt Avenue	From Station Approach to Edward's Avenue	Reconstruction
Park Road	From Uxbridge Road House No 35 to Westcott	Reconstruction
Park Road	From Westcott to Uxbridge Road House No 1a	Reconstruction
Perth Avenue	From Perth Avenue House to Melbourne House	Reconstruction
Perth Avenue	From Dunedin Way to Maple Road	Reconstruction
Perth Avenue	Perth Avenue - outside 19,21,23	Reconstruction
Seaton Gardens	From Cornwall Road to Ashburton Road	Reconstruction
Silverdale Gardens	From Mount Road to Silverdale Gardens H	Reconstruction
Shaftesbury Waye	From Yeading Lane to Lulworth Waye House No	Reconstruction
Skipton Drive	From Bourne Avenue to Pinkwell Lane	Reconstruction
Skipton Drive	Skipton Drive – Side 1	Reconstruction
Skipton Drive	Skipton Drive – Side 2	Reconstruction
Southbourne Gardens	From Oak Grove to Field End Road	Reconstruction
Springfield Gardens	From Pine Gardens to End	Reconstruction
Thackeray Close	From Thackeray Close House No7 to Thackeray	Reconstruction
Thackeray Close	From Dickens Avenue to House No 7	Reconstruction
St Helen Close	From Peachey Close to End	Reconstruction
The Croft	From Crossway to End	Reconstruction
Weald Road	From Long Lane Service Road to Gresham Road	Reconstruction
Windmill Way	From Green Walk to Manor Way	Reconstruction
Woodlands Avenue	From Field End Road to End	Reconstruction
Woodlands Avenue	Footpath to Elstow Close	Reconstruction
Woodville Gardens	From Orchard Close to End	Reconstruction

How are decisions made on maintenance plans?

Hillingdon applies risk-based asset management principles to prioritise its capital investment for highway maintenance, ensuring the available funding is targeted where it will deliver the greatest community benefit. Every street in the borough is prioritised for maintenance based on:

- **Condition:** A street's condition has the largest influence on its priority for maintenance, ensuring the focus is on keeping our streets safe and serviceable.
- **Use:** The level of use on a street and its functionality are considered through the Network Hierarchy to ensure that investment is targeted where it benefits the most people.
- **Spend:** Recent reactive maintenance expenditure (e.g. filling potholes) is considered to identify opportunities to minimise less cost-effective reactive patching via planned works.
- **Public Enquiries:** Reports from members of the public are also considered to give communities the opportunity to provide input into maintenance plans.

This approach ensures that maintenance schemes target areas that minimise long-term repair costs and disruption, provide the most improved level of service and greatest benefit to users.

Annual maintenance programmes are developed based on this prioritisation, with schemes taken forward following coordination with other highway works such as developments or utility openings, to avoid early failures and repeat repairs, and minimise disruption.

Technical Annex

B1 Funding and spending

Further detail on our funding for highway maintenance and how this is spent is set out below.

Capital Funding

Table 6: Capital funding allocation sources by year

Funding sources		2024/25	2025/26	2026/27*
DfT	Highway maintenance capital allocation	£354,000	£1,153,970	£3,207,000
	Other capital allocated to highway maintenance	£186,275	£0	£0
Other government capital allocated to highway maintenance		£0	£517,335 (HS2 Grant)	£0
Other capital allocated to highway maintenance		£10,056,154	£12,315,422	£6,358,030
Total capital funding allocated for highway maintenance		**£10,596,429**	**£13,986,547**	**£9,565,030**

Spending

Hillingdon Council confirms that it understands the answers in this section relate to compliance under the 2026/27 local highway maintenance incentive funding requirements.	**Yes**

Table 7: Total capital and revenue highway maintenance spend

Funding stream	2024/25	2025/26	2026/27*
Total capital spend	£10,596,429	£13,986,547	£9,565,030
Total revenue spend	£4,153,348	£3,880,528	£4,884,323
Total spend	**£14,749,777**	**£17,867,075**	**£14,449,353**

The risk-based approach implemented in Hillingdon ensures we are proactively maintaining the network and planning our maintenance schemes where they provide most benefit to highway users, with minimal reactive interventions where immediate attention is required.

Carriageway maintenance spend

Table 8: Carriageway spend by maintenance type

Maintenance type	2025/26		2026/27*	
	Capital	Revenue	Capital	Revenue
Total planned maintenance	**£4,778,693**	**£280,092**	**£3,363,084**	**£290,000**
Preventative		£91,764		£90,000
Structural	£4,178,693		£3,890,418	
Patching	£600,000	£189,547	£600,000	£200,000
Total reactive maintenance		**£372,622**		**£401,192**
Temporary repairs		£9,808		£15,000
Permanent repairs		£362,814		£386,192
Other carriageway spend	**£0**	**£200,287**	**£0**	**£200,000**
Total carriageway spend	**£4,778,693**	**£854,220**	**£4,490,418**	**£891,192**

Hillingdon relies on structural works to maintain its highways. Planned patching schemes target short lengths where intervention is required and preventative measures extend assets' life by sealing cracks and rejuvenating the road surface. Other carriageway spend reflects winter gritting activities.

B2 Maintenance activities

Table 9: Road resurfacing and surface treatment quantities

Financial Year	Planned maintenance			Reactive maintenance	
	Preventative	Structural	Patching	Permanent	Temporary
2025/26	2.75 km	10.0 km	2,565 m^2	4,000 m^2	67 m^2
2026/27 (projected)	2.75 km	10.4 km	2,500 m^2	N/A	N/A

Hillingdon adopts preventative treatment where suitable, including:

- **GAP mastic crack sealing:** hot-applied, flexible bituminous material used to seal wide cracks and joints in asphalt pavements. It prevents the ingress of water and incompressible materials into the pavement structure, helping to reduce deterioration, extend pavement life, and delay the need for more extensive maintenance treatments.
- **Rhinopatch:** infrared asphalt repair treatment that restores localised carriageway defects by reheating and reworking the existing pavement surface. The process creates a durable, seamless repair that prevents water ingress, improves ride quality, and prolongs pavement service life.

Does Table 6 reflect all carriageway-related road surface treatments and repair activities? If no, see further information on any other types of treatments delivered and their extent.	**Yes**

B3 Pothole repairs

This section sets out how Hillingdon identifies and repairs potholes and other defects in carriageways, and how this activity fits within its wider maintenance approach.

Intervention criteria

Hillingdon uses risk-based investigatory levels to determine when to risk assess a pothole or other carriageway defect to determine an appropriate response. The following table sets out Hillingdon's investigatory thresholds for potholes. Other defect types can be found in the Highway Safety Inspection Policy & Procedure.

Table 10: Defect categories and investigatory levels

Defect type	Location	Investigatory threshold
Pothole	Carriageway	40 mm
	Cycle lane	25 mm
	Crossing point	

If a pothole or other highway defect meets this investigatory threshold, the safety inspector will undertake a risk assessment using the following risk matrix – this assessment will take into account the size, location and level of usage of the area to determine a risk score.

Table 11: Risk descriptions

Rating	Score	Probability	Impact
		Description	Description
High	3	Defect unavoidable as forward visibility is compromised, and high traffic flows (vehicular, cycle and pedestrian) share the highway with a significant proportion of vulnerable users	Defect could result in serious injury or fatality. Highway users will instinctively react to avoid the defect, or vehicle will be destabilised, which will place them in peril
Medium	2	Traffic flows may still be high, but there are fewer differing modes of transport sharing the highway, with good forward visibility making the defect avoidable	Could result in injury or claim against Authority. Impact will result in damage to persons or property, from which they are likely to recover
Low	1	Vehicular, cycle or pedestrian flows are moderate or low. Most responsible highway users will be able to recognise and take action to mitigate the impact of the defect	The defect is unlikely to result in injury and unlikely to deteriorate further before next inspection. The defect will be recognised by highway inspectors as requiring attention, but is unlikely to be recognised as a defect by most highway users

Table 12: Risk matrix

	Probability / Likelihood		
Impact	**Low**	**Medium**	**High**
Low	1	2	3
Medium	2	4	6
High	3	6	9

Table 13: Defect priority response times

Priority Category	Risk Factor	Response Time
Cat 1 Emergency Call Out (ECO)	9	Make safe or repair in 4 hours
Cat 2H	6	Repair within 14 days
Cat 2M	4	Repair within 28 days
Cat 2L	1 to 3	Repair within 3 months

Potholes maintenance

Description	Potholes
Number of potholes filled in 2025/26	**987**
Of these, Hillingdon estimates that the following approaches were used:	
Planned repair / patching	**No data held**
Planned structural	**No data held**
Temporary reactive repairs	**40**
Permanent reactive repairs	**947**

It is important to note that these repairs are counted through reports produced by the asset management system, which often include more than one pothole per repair job logged, making it difficult to estimate the total number of potholes filled.

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.

Prices of pothole interventions

Unit cost (permanent pothole repair)	**£80/m²**	**Unit cost (temporary pothole repair)**	**£150/m²**

As shown above, a temporary repair costs almost twice as much as a permanent repair due to the requirement for it to be delivered at short notice. Contractual arrangements and KPIs are in place to prioritise permanent repairs to avoid repeat visits and additional disruptions, woth temporary repairs used only in emergency situations.

Defect repair quality

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**
If yes, do you base your material and process specifications on these longevity requirements?	**Yes**
Do you regularly monitor the appropriateness of the carriageway interventions chosen by your workforce or contractor and the quality of work delivered?	**No**
If yes, do you systematically record information about expected and delivered longevity of repairs?	**Yes**

Hillingdon Council sets requirements for the delivery of both planned and reactive carriageway repairs, with the objective that repairs provide an appropriate and durable service life. Relevant standards, specifications and approved construction methods are incorporated into the Council's requirements to deliver works. These require contractors to consider the condition and nature of the defect, the surrounding carriageway and the anticipated service life of the intervention to inform material choice and methods.

Hillingdon Council undertakes monitoring and quality assurance of carriageway repair works delivered by its workforce and contractors. This includes inspections of completed works, assessment of workmanship and materials, compliance with specified repair methods, and consideration of whether the intervention selected was appropriate to the defect and site conditions. Where deficiencies are identified, remedial action is required through the Council's contract and quality management processes.

Where appropriate, information relating to repair locations, intervention types, works undertaken and subsequent condition is recorded through the Council's highways asset and works management systems. This information supports the monitoring of repeat defects and the effectiveness and durability of interventions. The information is used, alongside inspection and maintenance data, to inform future treatment selection, programming and asset management decisions.

Public reporting system for defects and other issues

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

Public enquiries form part of our priority list, alongside condition, hierarchy and completed reactive defects, when developing maintenance programmes. The number of public enquiries reported over the past 5 years is converted to a density (number per km) on a given section, indicating recurring issues that require a planned permanent scheme.

Once members of the public report potholes and other highway safety defects in Hillingdon via the website, the app or phone (as detailed in section A3), the report gets logged in to the asset management system and updates get sent out automatically, whether action is taken or not.

B4 Highway structures

Hillingdon is responsible for the maintenance and management of a range of publicly maintained highway structures across the borough, including bridges, footbridges, retaining walls, culverts and tunnels.

Structures in Hillingdon, and across London, are managed through BridgeStation, bespoke software developed by the London Bridge Engineering Group (LoBEG) that aims to standardise structure management across the capital. BridgeStation provides asset inventory, valuation, condition assessments and inspections as a single management platform.

Structures are inspected in accordance with the Standards for Highways' CS450 that sets dedicated inspection regimes designed to monitor condition, identify defects, assess risk and inform maintenance planning.

- General inspections are visual inspections of all parts of the structure that can be inspected without the need for additional access equipment, using safe, ground level viewing positions around the structure carried out typically every 2 years.
- Principal inspections consist of a close examination, within touching distance, of all accessible parts of a structure and are carried out every ~6 years to provide a more comprehensive condition assessment, including elements that cannot be examined during general inspections.

Table 14: Highway Structures

Description	Number
Number of highway structures maintained by Hillingdon	**213**
Highway structures with interim measures in accordance with CS470	**0**
General Inspections (GI)	
Number of structures due a GI in 2025/26 in accordance with CS450	**78**
Number of GIs carried out in 2025/26	**78**
Principal Inspections (PI)	
Number of structures due a PI in 2025/26 in accordance with CS450	**2**
Number of PIs carried out in 2025/26	**2**

B5 Asset management

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

Asset management strategy and policy

Hillingdon Council confirms that it understands the answers in this section relate to compliance under the 2026/27 local highway maintenance incentive funding requirements.	**Yes**

Hillingdon is in the process of adopting its Highway Asset Management Plan (HAMP) to set out its strategic framework for how it plans, prioritises and invests in maintenance across its public highway infrastructure. It sets out various aspects ranging from performance objectives and financial strategies to lifecycle plans and sustainability commitments.

Our Highway Asset Management Policy and Strategy can be found at:

https://pre.hillingdon.gov.uk/highway-issues-improvements

Hillingdon's HAMP was last updated in:	**September 2019**

The Hillingdon Asset Management Plan (HAMP) draft was last reviewed and updated by Council officers on 4 September 2026. The document is currently awaiting formal sign-off by the Cabinet Member for Planning, Housing & Economic Growth.

Following approval, the HAMP will be published on the Council's website via the link provided above. Publication is anticipated by the end of December 2026.

Asset data

Hillingdon maintains asset inventory and condition data across its key highway asset groups to support evidence-led maintenance planning and investment decisions. The table below sets out the current status of inventory and condition data held for each key asset type.

Table 15: Information on quality of highway asset data held

Asset	Asset inventory	Condition data
Carriageways	Full	Full
Footways and cycleways	Full	Partial
Highway structures	Full	Full

Drainage assets	Partial	Partial
Street lighting	Partial	Partial
Traffic signals	**TfL maintain traffic signals across London**	

Hillingdon is working to build a data-driven approach to asset management, including undertaking a holistic asset inventory review. This includes:

- **Carriageways:** PAS2161 carriageway surveys are currently taking place to inform the network condition to 10m subsections.
- **Footways:** Last condition data was undertaken in 2023 through AEI surveys. Walked engineering surveys will be undertaken in 2027 to assess footway condition in the borough.
- **Cycleways**: Condition of non-segregated cycleways are not separately assessed, although a full inventory of cycleways is held. Non-segregated cycleways are assessed as part of the carriageways.
- **Highway structures:** Asset inventory and condition data are held in BridgeStation.
- **Drainage assets:** The ongoing review aims to examine existing records, especially for highway gullies, to ensure no assets are missed during cleansing. Going forward, silt levels and faults will be recorded to better manage assets.
- **Street lighting:** Hillingdon employs a specialist contractor for street lighting. This data is also being reviewed as part of the ongoing study to ensure accuracy.

Asset data integration and management

Asset inventory and condition data for our key highway assets is primarily managed via:

Discrete spreadsheets or documents held by individual teams	
Multiple digital platforms with limited integration	**Yes**
Single digital platform or a set of connected platforms used across service	
Other	

Hillingdon's highway asset data is primarily managed through an asset management system (AMS) – Symology – which is transitioning to an updated online cloud platform. The ongoing asset inventory review aims to process the data and ensure its accuracy and completeness before the transition takes place. The AMS holds asset inventory, inspection records, defect information and maintenance history across the key highway asset groups. As mentioned in Section B4, highway structures are managed through BridgeStation. Other datasets are also held centrally on the Council's corporate GIS, or in dedicated spreadsheets within different teams, with the aim to integrate them to the new AMS following data review and cleansing.

Lifecycle planning and investment decision making

This section sets out how we use lifecycle planning to inform maintenance investment decisions, rather than relying solely on reactive demand or short-term pressures.

Do you use lifecycle plans for carriageways to support investment decisions?	Yes
Do you use lifecycle plans for footways to support investment decisions?	Yes
Do you use lifecycle plans for structures to support investment decisions?	Yes

The last lifecycle plans for carriageways and footways were developed in 2024, using condition data, safety inspection results and asset deterioration modelling to identify the long-term financial requirements for maintenance under different scenarios, determining the most appropriate timing and treatment for maintenance interventions across assets. Examined scenarios also included implementing different preventative strategies such as microsurfacing and surface rejuvenation or a combination of both to determine the optimal maintenance approach for the carriageways. The models also accounted for the number of reactive defects on the network, showing how planned investment will reduce reactive repairs over the next 10 years.

BridgeStation includes lifecycle planning modules to inform long-term investment decisions and funding requirements for structures maintenance.

Performance and continuous improvement

This section sets out how we monitor the effectiveness of our asset management approach and use performance information to inform ongoing investment and prioritisation decisions.

Do you have a defined set of key performance indicators (KPIs) to monitor the outcomes of your highways asset management approach?	No
Are these KPIs reviewed on a regular basis (at least annually)?	No
Are KPI trends used to inform maintenance planning, prioritisation or changes to forward programmes or investment decisions?	No
Have you conducted a value-for-money review or peer review of your service in the last 3 years?	Yes

Hillingdon's HAMP is currently in draft stages and a set of key performance indicators is under development. The service is currently monitored through active discussions and regular meetings between asset managers and Council leaders to ensure results are delivered. An asset management framework and defined KPIs that are based on Council priorities and objectives will help steer the monitoring and ensure success of service delivery.

Through the last tendering process, Hillingdon undertook a value-for-money process to ensure the most advantageous proposal was awarded the contract. This included benchmarking rates against historic performance, inflation indices and average market rates.

Hillingdon is committed to continuous improvement and benchmarking its performance through collaboration with various industry bodies, including LoHEG, the Local Council Roads Innovation Group (LCRIG) and the UK Roads Leadership Group (UKRLG), to discuss asset management frameworks and KPIs, share knowledge and best practice, and compare levels of service with neighbouring authorities.

B6 Footways and cycleways

Hillingdon maintains an extensive network of footways and cycleways that support active travel across the borough. The authority adopts a risk-based approach, combining reactive repairs with planned maintenance to keep walking and cycling infrastructure safe, accessible and serviceable.

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**
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**

Hillingdon's footway and cycleway networks are maintained in line with The Code by categorising assets by function, usage and relative priority, similarly to carriageways.

Hillingdon‘s Winter Service Operational Plan sets out the Council's approach to dealing with ice and snow on the public highway. As detailed in the plan, the policy for footways is to provide a reactive service and manual gritting only takes place in prioritised areas where snow has formed during periods of prolonged freezing. Cycleways are treated with carriageways and segregated sections are not treated separately.

Asset	Structural	Preventative
Footways	15.9 km	-
Cycleways	-	-

Hillingdon develops a dedicated yearly footway maintenance programme that aims to replace ageing assets in poor condition. This year, 15.9 km of footways are earmarked for renewal. At present, cycleways are not maintained in isolation, and only non-segregated cycleways are treated where carriageways are maintained.

B7 Drainage

Effective drainage maintenance is essential to mitigating the risk of flooding, ensuring that the public highway network is resilient and durable, and properties are safe from damage.

Table 16: Drainage maintenance expenditure by approach

Planned, 23%	Reactive, 77%

Hillingdon manages its highway drainage network using a risk-based approach that combines planned cyclical cleansing with reactive intervention, using asset data and maintenance records to target resources where they are most needed.

Does your authority utilise a digital drainage management platform, covering asset inventory, inspection history, sensor data, and risk scoring?	**No**
Do you maintain a record of locations where drainage issues are known to cause or contribute to carriageway deterioration or surface water ponding?	**Yes**
Do you utilise smart sensors or other remote monitoring technologies to monitor performance of your drainage assets?	**Yes**

Hillingdon Lead Local Flood Authority (LLFA) maintains a mapped record of reported flooding incidents and drainage issues. These records are used to identify locations experiencing repeated flooding, surface water ponding, and other drainage-related problems, helping to inform investigations, maintenance priorities, and future flood risk management schemes. For example, following investigations, Hillingdon has increased the cleaning frequency of critical gullies to a quarterly cleanse, i.e. every 3 months to prevent ponding or flooding.

Hillingdon also installed one live water level monitor in a gully pot at Victoria Road adjacent to Ruislip Manor Station. As this location experiences surface water flooding almost annually, the sensor in place detects and measures the flood levels, providing the LLFA with early warning signs to prevent flooding.

B8 Skills and training

Do you have an up-to-date training and development plan for those responsible for highways asset management in your authority?	**Yes**
Do you or your main highways contractors support professional development through a recognised professional training scheme?	**Yes**
Does your authority contribute towards the cost of professional membership or professional development required for relevant highways roles?	**Yes**
Do you employ a professionally qualified engineer (e.g. Chartered Engineer or equivalent competence) responsible for the management of highway structures?	**Yes**
Does your authority define competence requirements for key highways asset management roles and take steps to address any identified gaps?	**Yes**
Do you or your main contractors support early career development in your local area (e.g. apprentice schemes, traineeships or pre-apprenticeship programmes, sponsored qualifications (e.g. HNC/HND, degree, MSc), graduate schemes, etc.)?	**Yes**

Hillingdon, through line management and appraisals, sets training and development plans for all employees and reimburses the cost of one professional membership per employee.

The tender process, recently undertaken to appoint a new term maintenance contractor, required candidates to provide professional development for relevant highway roles to ensure all staff are trained, and progressing through their careers. The current contractor also supports early career development through apprenticeships and graduate schemes.

The head of structures management within the Council is a chartered engineer and serves as the Chair of LoBEG, the London Bridge Engineering Group that oversees structure management across London.

B9 Resilience and adaptation

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 Hillingdon to optimise durability, manage risk and deliver best whole-life value from our assets.

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**
Have you identified your resilient network and agreed this with senior decision-makers?	**Yes**
If yes, when was this last updated?	**2024**
Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	**Yes – known informally**
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 so (e.g. ADEPT Carbon Leadership Programme)?	**Yes**
Have you formally engaged with the 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**

Hillingdon's asset management strategy is still in draft stage, with a climate resilience section addressing the increased probability of extreme weather and its effects on the highway network.

The resilient network was updated in 2024, alongside an overall review of winter service, gritting routes and the operational plan.

Flooding hotspots are known informally by the LLFA, whereas bridge blackspots are formally recorded. In freezing conditions, thermal differences between the bridge deck and road surface might cause deformation or cracking; these incidents are monitored regularly to ensure the structural integrity of the structure is maintained.

Hillingdon has signed up to the ADEPT Carbon Leadership Programme and Live Labs 2 programmes to increase operational efficiencies, support decarbonisation efforts and benchmark greenhouse gas emissions.

Targeted drainage upgrades or maintenance	Yes
Natural flood management / SuDS	Yes
Targeted slope / ground stability / landslip mitigation	No
Heat resilient materials or surface treatments	No
Tree planting / shading for heat management	Yes
Other	No
None of the above	No

Hillingdon carry out targeted gully installation, highway reprofiling, and drainage clearance works as necessary to reduce flood risk. The LLFA develop a programme of Sustainable Drainage Systems (SuDS) and Natural Flood Management (NFM) works to reduce the risk of flooding to residential properties. For example, this year, 3 NFM projects are planned: Park Wood, Pinn Meadows and Bessingby Park improvement works, which include extension of existing attenuation basins.

B10 Innovation

Hillingdon is committed to continuous improvement in the way its highways maintenance service is planned and delivered, embracing innovative materials, techniques, technologies and processes where these can improve network performance, reduce costs, lower carbon emissions or minimise disruption to road users.

Do your procurement and contracting approaches encourage and reward innovative practice?	**Yes**
Can you demonstrate that innovative materials and practices are regularly reviewed and, where appropriate, integrated into business-as-usual operations?	**Yes**
If you have conducted innovation trials, have you shared the findings of these publicly or with professional networks?	**Yes**

Hillingdon undertook a procurement process for the Council's term maintenance contractor in 2026. The tender included requirements for innovation and novel practices in highway and street lighting maintenance. Findings from innovative trials on preventative treatments and planned patching remedials were shared with neighbouring boroughs and LoHEG, including successes and gaps, and how best to apply them to maximise values.

Examples of innovation adopted

- **Use of thermal mastic crack sealing:** This intervention at early stages of deterioration prevents water ingress into sublayers, extending carriageway life and delaying the need for costlier, more carbon intensive resurfacing works. This results in lower whole-life costs, and is now being implemented on about 5% of total planned schemes.
- **Use of Rhinopatch:** RhinoPatch employs innovative infrared technology to rejuvenate and repair asphalt in situ, allowing significant reuse of existing pavement materials rather than removing and replacing them, reducing waste and overall embodied carbon. Similar to mastic sealing, this is now implemented on about 5% of total planned schemes.
- **Use of recycled material**: 'Aggrebind' is a cementitious binder which enables the re-use of almost 96% of excavated spoil, diverting waste from landfill and eliminating the import of quarried aggregate. This results in significant carbon savings across maintenance schemes.
- **Use of Artificial Intelligence (AI)-led condition surveys:** From 2026/27, Hillingdon have adopted AI-led condition surveys to assess the carriageway network in line with the new PAS2161 standard, which leads to significant financial and resource savings.
- **Use of connected vehicle data:** emerging technologies have harnessed vehicle telematics from every day private vehicles to provide insight into road surface, skid resistance and road safety. Analysis of this data has led the Council to make an informed decision to replace existing High Friction Surfacing (HFS) on Stockley Road Roundabout with highly resistant road surface. This has been implemented at one location successfully, with the objective to utilise this data on a network-wide level.

B11 Utility companies

Utility companies and highway authorities carry out a significant volume of works on the public highway each year, with a direct impact on network availability, surface condition and the experience of road users. Hillingdon works to minimise the disruption caused by these activities through monitoring, enforcement and coordination with utility companies and other stakeholders.

Work to reduce disruption to road users

Do you routinely monitor and enforce utility works quality as part of your streetworks management?	**Yes**
Have you undertaken a senior-endorsed assessment of whether a lane rental scheme would be suitable for your area?	**Yes**
Do you seek input from utility companies when determining your highways maintenance programme to help reduce disruption?	**Yes**
Have you conducted and published a permit scheme evaluation within the last three years?	**Yes**
Have you conducted a traffic sensitive review in the last three years?	**Yes**

Hillingdon operates a permit scheme in line with TfL's London permit scheme (LoPS) to coordinate all third party works and interventions. The Council also actively monitors utility works through inspections, site checks, defect identification and enforcement action where appropriate. Utility and highway works are coordinated to minimise disruption, with regular engagement with utility companies through planned coordination meetings and the permit process. This feeds into planned maintenance schemes, ensuring that roads are only maintained once to avoid disruptions and additional costs.

The Network Management team carried out a review of the Traffic Sensitive Streets (TSS) within the last 6 months, and discussions are currently in progress with TfL to operate a lane rental scheme, following senior endorsement. This will incur another review of the TSS before implementation to ensure all traffic sensitive roads are considered.

Once implemented, a lane rental scheme will provide direct financial incentive for utility companies and contractors to complete works faster, at less disruptive times. By charging for occupation of the most congested parts of the network during busy periods, lane rental will encourage better planning and coordination of works, reduce the duration of road closures and help protect the condition of the highway surface.

B12 Highway contracts

Managing contracts effectively

Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	**Yes**
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**
Do you have defined KPIs for your highways maintenance contract(s), and are they actively monitored by your authority to manage performance?	**Yes**
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**

Hillingdon employs an engineer who regularly checks ongoing maintenance schemes, noting down the depth of works, the area treated and type of material used to approve the works.

The new term maintenance contract started in July 2026 and KPIs are currently under development to monitor the contractor's performance. When awarding the new contract, Hilingdon undertook a benchmarking exercise to analyse unit costs and compare them against historic performance and inflation rates.

Where a defect poses immediate risk to the public and is assigned a category P1 or P2, the contractor will send a rapid callout unit to carry out temporary repairs, before assigning a permanent repair. If a defect has a lower priority, permanent repairs will take place to ensure single visits. This is incentivised through contractual KPIs, evaluating the number of satisfactory permanent repairs completed.