

Cumberland Council

Highways maintenance transparency reports

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

A1 – What we are responsible for maintaining

- **Carriageway**s – total length 3741 km
- **Footways** – total length 1929 km (and 675 km cycleways)
- **PROW (public rights of way)** – 1670 km managed directly and 1397 km managed by Lake District National Park Authority (LDNPA) under agency agreement.
- **Structures** – 1447 (830 bridges, 352 culverts plus retaining walls, cattle grids and sea defences).
- **Gullies** – 71,298
- **Street Lighting** – 27,712 columns and 2,257 illuminated signs.
- **Traffic Signals and Crossings** – 62 traffic signals and 71 pedestrian crossings.



Challenges and Opportunities

Effective management of Cumberland's highway network is essential but presents both challenges and opportunities.

Key challenges include:

- An ageing highway network that requires carefully targeted maintenance and investment.
- High public and council expectations for road condition, safety and service standards.
- Increasing impacts from climate change, including more frequent extreme weather events.
- The higher cost of maintaining roads in poor condition, which often require reactive repairs such as pothole filling and more extensive reconstruction when larger-scale works are needed.

To maintain the network efficiently, it is important to understand the condition of each asset. This enables us to monitor performance, identify deterioration and plan the most appropriate maintenance at the right time. Taking a planned approach helps maximise the value of investment and reduces the need for costly reactive repairs.

Cumberland Council has implemented a road hierarchy based on network use and local factors, rather than traditional road classifications. This approach helps prioritise investment and direct resources where they will have the greatest impact, including across the Resilient Road Network.

We have an existing 30-year Private Finance Initiative contract with Connect CNDR Limited, ending in July 2039, under which Connect manages and maintains a proportion of the Authority's A road network.



A2 – Road conditions in Cumberland

A2.1. A roads

Year	Percentage of road in red category	Percentage of road in amber category	Percentage of road in green category
2023	[z] %	[z] %	[z] %
2024	2 %	21 %	77 %
2025	2 %	18 %	80 %

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	[z] %	[z] %	[z] %
2024	7 %	32 %	60 %
2025	6 %	31 %	63 %

A2.3. U roads

Year	Percentage of road in red category
2023	[z] %
2024	25 %
2025	24 %

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

Note that on 1 April 2023 the former county of Cumbria was replaced by two new unitary authorities: Cumberland Council and Westmorland and Furness Council. As a result, there is no road condition data available for the year ending March 2023 (see note 10 - Road Condition Statistics tables).

Survey data plays a key role in managing and maintaining our highway network. SCANNER surveys support lifecycle planning, maintenance programmes, risk management, performance reporting and asset valuation. SCRIM surveys monitor skid resistance and inform maintenance planning and accident investigations. Gaist surveys provide footway condition data and video imagery to support scheme development and asset management.

We use Road AI survey system to support safety inspections, asset identification, condition monitoring, and performance reporting. It is the primary source of condition data for unclassified roads and has enabled PAS2161 compliance. Regarding **A2.3.** 2025, only grade 5 condition lengths were used (Reported to DfT).



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

A3.1. – What is a pothole?

A pothole is a bowl-shaped depression in the surface of a road or pavement caused by traffic and weathering. They typically form when water enters cracks in the surface and weakens the layers beneath. As vehicles pass over the affected area, the surface breaks down, creating a hole.

The council uses a risk-based approach to managing highway defects. Defects are assessed according to the level of risk they pose to road users and the wider network.

Emergency defects present an immediate danger or serious inconvenience and require urgent action.

Asset defects are issues likely to affect the safe use of the network or cause significant inconvenience. These are prioritised for repair within either five or twenty working days, depending on the level of risk identified.

Monitors are defects below the intervention threshold. These locations are recorded through routine inspections to ensure they do not deteriorate further and require repair

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

We tackle potholes through a combination of response teams, jet patching and thermal patching operations, providing an efficient day-to-day repair service across the highway network. Our focus is on delivering right-first-time, permanent repairs wherever possible, reducing the need for repeat visits and ensuring defects are addressed quickly, safely and effectively. During 2025/26, we repaired 32,541 potholes across the highway network.

Alongside reactive repairs, we take a proactive approach to preventing potholes from forming in the first place. Through our annual surface dressing programme and targeted drainage improvements, we protect and preserve the road network by sealing carriageway surfaces, preventing water ingress and extending the life of highway assets. These preventative treatments help slow deterioration, reduce the likelihood of potholes developing and support a long-term lifecycle approach to highway maintenance.

By combining responsive repairs with planned preventative maintenance, we can improve the resilience of the network, enhance safety for all road users and make use of available funding. This balanced approach helps maintain the overall condition of the highway network, minimise disruption to communities and deliver better long-term value for residents and businesses. It also supports our wider asset management strategy by extending the lifespan of highway assets.

Evidence of this approach can be seen in the reduction in potholes identified across the network in recent years. We recognise that prevention provides a more sustainable and cost-effective solution than relying solely on reactive repairs, while reducing roadworks, minimising congestion and improving public confidence in the condition of our highways network.

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

Members of the public can report potholes and other highway defects through Cumberland Council's website, or by contacting the Highways Hotline during office hours, Monday to Friday, 8.30am to 5pm (excluding bank holidays).

The online reporting system allows users to provide details of the defect, pinpoint its location using mapping tools, including what3words, and upload photographs or supporting files. Reports are submitted to the Highways Team through the council's management system, where they are assessed and prioritised in line with the council's risk-based approach. Customers receive updates on the progress of their report, helping keep them informed throughout the process.

A3.4. What happens after a pothole is reported

All reported potholes are initially assessed by the Highways Engagement Team. Where photographs are provided, the team determines whether the defect requires action. If it does, a defect report is raised and allocated to a highway's response team. If the defect does not meet intervention criteria, the report is closed and the customer is informed.

Where no photographs are supplied, the report is referred to the Highways Conditions and Safety Inspection Team for an on-site assessment. The team will determine whether the defect requires repair and, if so, assign the appropriate response time based on the council's risk-based approach



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	£23,526,154	£34,546,380	£40,428,298
Of which spent on:			
Carriageways	£15,850,293	£22,535,482	£23,947,994
Footways	£500,831	£1,084,124	£1,226,100
Structures (for example bridges or tunnels)	£2,833,808	£5,306,052	£5,008,991
Drainage	£901,243	£1,985,938	£1,500,000
Street lighting	£1,275,775	£476,637	£476,000
Other assets	£2,164,204	£3,158,147	£8,269,213

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	£19,320,144	£31,561,757	£36,672,999
[if applicable]: Additional highways maintenance funding provided by the Council or third parties	£4,206,010	£2,984,623	£3,755,299
Total	**£23,526,154**	**£34,546,380**	**£40,428,298**



A5 – Our maintenance plans for this year

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

Carriageways

Resilient Road Network

Resurfacing – 1.0km | 7,390m2 | £408,079 total

Preventative – 5.5km | 36,619m2 | £205,290 total

Renewed (> 50mm) – 5.3km | 38,672m2 | £2,135,378 total

Non-Resilient Road Network

Resurfacing – 2.4km | 12,724m2 | £727,098 total

Preventative – 37.1km | 189,191m2 | £1,540,848 total

Renewed (> 50mm) – 12.4km | 66,583m2 | £3,804,727 total

Unclassified Road Network

Resurfacing – 0.7km | 3,987m2 | £221,833 total

Preventative – 35.1km | 157,049m2 | £1,244,590 total

Renewed (> 50mm) – 3.6km | 20,866m2 | £1,160,801 total

Footways

Resurfacing – 12,382m2 | £1,035,937 total

Drainage

39 Schemes | £1,006,000 total

Street Lighting

Seven Schemes | £250,000 total

Traffic Signals

12 Schemes | £600,000 total

Bridges and Structures

87 Schemes | £4,211,528 total

Trees

£250,00 total

Vehicle Restrain Systems

£150,000 total

Signs

17 Schemes | £100,000 total

White Lining

£100,000 total

Engineering Safety Schemes

£150,000 total

Countryside Access

£200,000 total

Local Electric Vehicle Infrastructure

£171,800 total

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

We host a live Carriageway and Footway Works Scheme Map, enabling residents to view planned highway improvement schemes across the network. The interactive map displays scheme locations and unique reference numbers, which residents can use when submitting enquiries. This helps improve communication and ensures queries can be directed and responded to efficiently.

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

We use an asset management approach to ensure highway maintenance funding is invested where it delivers the greatest benefit. Maintenance needs are identified using condition data, as described in A2.4 (Our Surveys). This information helps assess condition, safety and performance.

Schemes are prioritised using several factors, including road condition, safety risk, network resilience, traffic volumes and relative importance. Consideration is given to the role routes play in supporting public transport, cycling, school access, communities and tourism routes.

The highest-priority schemes are reviewed by Highway Network Teams to confirm the most appropriate treatment and ensure value for money. Proposed works are then incorporated into forward planning and annual delivery programmes. Coordination is undertaken to align maintenance activities with planned works, reducing disruption and avoiding duplication.

By applying condition data, risk-based decision making and whole-life cost principles, we can target investment effectively, improve safety, prolong asset life and maximise value for residents.

Cumberland Transparency report 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	£18,732,000	£26,453,000	£27,348,000
Other **DfT** capital funding utilised by local authority for highways maintenance	£0	£0	£750,000
Other **Government** capital funding allocated by local authority to Highways Maintenance	£1,132,728	£5,121,262	£7,659,548
Other capital funding allocated to highways maintenance	£894,362	£936,540	£915,451
Total Capital funding allocated to highways maintenance	£20,759,090	£32,510,802	£36,672,999

B1.1.2 - Additional information on funding figures

DfT PFI credits (£11,881,992 PA)

B1.2 - Spending

B1.2.1 – Total spending

The questions in this section (B1.2.1) relate to the spending condition set out in the 2026–27 **local highways maintenance incentive funding requirements.** Completion of this section forms part of the evidence required to meet this incentive funding condition.

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**.

Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£20,759,090	£32,510,802	£36,672,999
Total highways maintenance revenue spend	£2,767,064	£2,035,578	£3,755,299
Total spend	**£23,526,154**	**£34,546,380**	**£40,428,298**

B1.2.2 - Additional information on total spending figures



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	£2,420,132	£0	£1,928,086	£0
Structural carriageway maintenance	£14,599,369	£0	£18,412,039	£0
Planned carriageway **repair /patching** programmes	£3,983,039	£0	£1,485,069	£0
Reactive carriageway maintenance				
Reactive carriageway **repairs/patching (temporary repairs)**	£480,607	£279,275	£450,000	£186,840
Reactive carriageway **repairs/patching (permanent repairs)**	£1,121,417	£651,643	£1,050,000	£435,960
Reactive carriageway **repairs/patching (total)**	1,602,024	£930,918	£1,500,000	£622,800
Other carriageway related spend	**£**	**£**	**£**	**£**
Total	**£22,604,564**	**£930,918**	**£23,325,194**	**£ 622,800**

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

Revenue expenditure deemed reactive by nature

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 19 (permanent methods)	Area receiving reactive repairs/ patching (temporary methods)
2025-26	67 km	21 km	41,877 m^2	0 m^2	0 m^2
2026-27 projected	72.4 km	33.7km	45,000 m^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.

☐ No

B2.1.2 – Further information and context

During 2025/26, we invested £340,000 in its own state-of-the-art paving machine, enabling highways teams to deliver larger and more complex resurfacing and carriageway improvement schemes in-house.

Following specialist training, the machine has been used to complete a number of schemes and contributed to the overall programme figures of 41,877m^2 and 45,000m^2. The investment provides greater flexibility to deliver works directly, improves value for money, supports skills development within the workforce and increases the council's capacity to undertake high-quality highway improvements. It also helps extend the lifespan of repairs and strengthen the long-term resilience of the road network.

☐ Yes

B3 – Pothole repairs

This section sets out how authorities identify and repair potholes and other defects in carriageways, and how this activity fits within their wider maintenance approach.
The Department is clear that prevention is better than cure: planned, preventative maintenance should be the foundation of a well-managed network, reducing the need for repeated reactive interventions

B3.1 – Pothole/Defect intervention criteria

Building on section A3.1, please set out in the table below how your local authority defines potholes and other carriageway defects, and the intervention criteria that apply.

Pothole/ Defect category name	Minimum investigatory or definitional threshold (e.g. depth, area, width)	Additional risk or contextual factors considered (e.g. road hierarchy, traffic levels, location in carriageway)	Target response time – make safe	Target response time – permanent repair
Localised edge deterioration	>100mm	Strategic route/ Main distributor	5 working days	5 working days where possible/20 working days after made safe
	>100mm	Secondary distributor	5 working days	5 working days where possible/20 working days after made safe
	>100mm	Local access/Link/ Other minor roads	20 working days	20 working days where possible
	>150mm	Strategic route/ Main/Secondary distributor	2 hours	2 hours where possible/20 working days after made safe
	>150mm	Local access/Link/ Other minor roads	5 working days	5 working days where possible/20 working days after made safe
Pothole, depression or hump	>40mm	Strategic route/ Main/Secondary distributor, defect presenting higher risk	5 working days	5 working days where possible/20 working days after made safe

Pothole/ Defect category name	Minimum investigatory or definitional threshold (e.g. depth, area, width)	Additional risk or contextual factors considered (e.g. road hierarchy, traffic levels, location in carriageway)	Target response time – make safe	Target response time – permanent repair
	>40mm	Strategic route/ Main/Secondary distributor/ Local access/Link/ Other minor roads	20 working days	20 working days
	>100mm	Strategic route/ Main/Secondary distributor/ Local access/Link/Other minor roads	2 hours	2 hours where possible/20 working days after made safe
Cracks, joints and holes >20mm wide and <50mm	>40mm	All routes	20 working days	20 working days where possible/ dependant on engineering requirements

B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26

32541 (guidance - to match section A3.2)

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	9762 no.	22779 no.

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

We use a range of repair techniques to respond to carriageway defects, selecting the most appropriate treatment based on the nature of the defect, location, safety risk and long-term performance requirements.

During 2025/26, a total of 32,541 potholes were repaired across the network. Of these, 22,779 were resolved using permanent reactive repair methods, while 9,762 were addressed using temporary repair methods to make the defect safe until a permanent repair could be completed. We also treated a number of pothole related defects through 45 planned patching programmes and 47 planned structural maintenance schemes.

Repair methods included hotbox repairs, jet patching and in-situ recycling. While a variety of treatment types have been used historically, exact numbers by treatment method have not previously been recorded. Our new defect management system will provide the ability to capture this information in the future, supporting improved performance monitoring, asset management and reporting.

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)	£123	**Unit/average cost of a temporary pothole repair on your network (reactive)**	£98

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

The average cost of a permanent reactive pothole repair in Cumberland is £123, compared with £98 for a temporary reactive repair. While this differs from many highway authorities, our large rural geography and the limited number of asphalt batching plants serving the area increase the cost of delivering permanent repairs.

Highways teams often experience longer travel distances, higher transportation costs and limited access to asphalt supplies, which can result in delays and additional expense.
As a result, permanent repairs are generally more costly to undertake in Cumberland than temporary repairs, despite providing a longer-term and more sustainable solution.

B3.4 - Defect repair quality

ID	Question	Yes/no
3.4.1	Do you set requirements to those delivering repairs about the longevity of both a) planned repairs/patching **and** b) reactive repairs using permanent methods?	Yes
3.4.2	If yes, do you base your material and process specifications on these longevity requirements?	Yes
3.4.3	Do you regularly monitor the appropriateness of the carriageway interventions chosen by your workforce or contractor and the quality of work delivered?	Yes
3.4.4	If yes, do you systematically record information about expected and delivered longevity of repairs?	Yes



B3.4.5 - Evidence Summary

Due to our rural geography, the cost of pothole repairs can vary depending on the location of the defect, seasonal factors and fluctuations in material prices. In addition, the large distances involved in travelling across the network can influence both response times and repair costs.

To help maximise value for money, we continually explore new technologies, materials and innovative repair methods to ensure potholes are repaired as efficiently and cost-effectively as possible. This approach helps maintain a safe and serviceable highway network while making the best use of available resources in a challenging economic environment.

B3.4.6 - Additional information

We use a range of repair materials and techniques to ensure pothole and carriageway defects are repaired in the most effective and efficient way possible. Both hot-lay and cold-lay materials are used for temporary and permanent repairs, with the chosen treatment dependent on factors such as defect type, location, traffic levels, weather conditions and the availability of materials.

In addition to traditional repair methods, the council is actively trialling a range of innovative products and materials designed to deliver longer lasting and more durable repairs. Opportunities are also being explored to recycle material excavated from pothole repairs and reuse it within the repair process, helping to reduce waste, lower costs and support the council's sustainability objectives.

Throughout the year, we utilise thermal patching, jet patching, hotbox repairs and in-situ recycling techniques as part of a comprehensive approach to defect management. These technologies enable repairs to be completed quickly while ensuring the most appropriate treatment is selected for each defect.

By combining innovation, preventative maintenance and modern repair techniques, the council aims to maximise the lifespan of repairs, improve network resilience, minimise disruption to road users and deliver best value for residents and taxpayers.

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

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

B3.5.3 - Evidence Summary

Public defect reports help us manage and maintain the highway network. Reports through the council's reporting channels are recorded within the asset management system and used to support maintenance planning, inspection programmes and risk-based decision making.

Analysis of customer reports helps identify trends, issues and locations that may require inspection or targeted maintenance. These reports complement routine inspections by providing information on network condition from people who use the network daily.

Residents are kept informed throughout the process and receive updates on the outcome of their report, including details of any action taken or why no action is required.

B3.5.4 - Tools used for reporting

Residents can currently report highway issues through Cumberland Council's website, with additional improvements planned for the future. The council is working with mySociety to integrate FixMyStreet with its highways management system, providing customers with another convenient way to report defects and helping make it even easier to access council services.

B4 – Maintenance of highway structures

Please set out information about other highway structures and assets

B4.1 Highway Structures

ID	Question	Yes/no
4.1.1	Number of highway structures on your highway network	1447
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	27
4.1.3	Number of structures due a **General Inspection** in 2025-26 in accordance with CS450	470
4.1.4	Number of **General Inspections** carried out in 2025-26	470
4.1.5	Number of structures due a **Principal Inspection** in 2025-26 in accordance with CS450*	21
4.1.6	Number of **Principal Inspections** carried out in 2025-26*	19

We manage 1,447 highway structures and uses a risk-based approach to inspection and maintenance. During 2025/26, all 470 General Inspections due under CS450 were completed. Of the 21 Principal Inspections identified for completion, 19 were undertaken during the reporting year. One further inspection was completed in July 2026, while the remaining inspection is scheduled for September 2026 due to access constraints imposed by Network Rail.

Bridges are maintained through a combination of planned cyclic maintenance and reactive works as required. Culverts are inspected on a prioritised basis, with inspection frequencies informed by risk, condition and available resources. Retaining walls are managed using a risk-based approach, with inspections and maintenance generally undertaken in response to identified defects or reported concerns. Cattle grids are subject to an annual inspection programme, which informs maintenance requirements and future replacement priorities.

B5 – Asset Management

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

B5.1 - Asset Management Strategy and Policy

The questions in this section (B5.1) relate to the asset management condition set out in the 2026–27 local highways maintenance incentive funding requirements. Completion of this section forms part of the evidence required to meet this incentive funding condition.

5.1.1	Please confirm that you understand the answers provided in this section (B5.1) relate to your compliance under the 2026-27 local highways maintenance incentive funding requirements, as set out to your authority via letter to your chief executive in April and as published online.	Yes
5.1.2	Please provide a link to your authority's published highways asset management policy and strategy. **Highways Asset Management Strategy 2026-2028** **Cumberland Highways Infrastructure Asset Management Plan (HIAMP) 2026-28**	
5.1.3	Please provide the date it was last reviewed or updated	Date: 24 June 2026
5.1.4	Please provide proof of the review or update.	
	We produced its first Highway Asset Management Strategy in August 2023, within six months of the new authority being established. For 2025/26, the council commissioned AECOM to develop an independent Highway Asset Management Strategy and Highway Infrastructure Asset Management Plan. Both documents were approved by the Highways Board on 16 July 2026 and will help guide future investment, maintenance priorities and long-term asset management across the highway network.	
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.	



B5.1.6 - Further context (optional)

We commissioned AECOM to review the existing Highway Asset Strategy and develop a Highway Infrastructure Asset Management Plan (HIAMP) to support the effective and sustainable management of highway assets. Completed during 2025/26 and last updated on 24 June 2026, the HIAMP aligns with national guidance and best practice.

The plan provides a framework for managing all key highway asset categories, including lifecycle planning, risk-based investment, maintenance prioritisation and performance monitoring. It also supports long-term financial and operational planning while helping the council meet its obligations under the Department for Transport's Local Highway Maintenance Transparency Code.

Key aspects of highways asset management approach

To get a sense of how each local highway authority is implementing best practice for asset management, we ask that you provide the following information across a sample of key areas.

B5.2 - Asset data

This section seeks to establish whether asset management decisions are supported by appropriate and up-to-date condition data.

Please complete the table below for your key highway assets.

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



5.2.1 - Further context (optional)

Following local government reorganisation in April 2023, we inherited highway asset data from the former Cumbria County Council, Carlisle City Council, Allerdale Borough Council and Copeland Borough Council. As a result, inventories for footways and cycleways are still being consolidated, which is why these asset groups are currently recorded as partial.

Carriageways are managed through an accredited pavement management system with over 20 years of condition data. Structures, street lighting and traffic signals have comprehensive asset inventories and condition records. Drainage assets are managed through Kaarbontech, with ongoing collection of pipework data to further enhance the inventory.

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)

We use a Highways Integrated Asset Management System that is accessible across the service, with editing and viewing permissions in place.

This is supported by a range of asset management systems, which integrate with the council's Web Information Publisher (WIP) and QGIS mapping platform to improve data sharing, reporting and decision making.

The council invests in technology to enhance the quality and accessibility of asset information. This includes the use of VAISALA Road AI, which provides network-wide condition data, asset inventory information and performance reporting, helping to support a data-led, risk-based approach to highway asset management and maintenance.

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

B5.4.4 - Evidence Summary

Assessments of carriageway cores are undertaken on resurfacing and reconstruction schemes to determine the appropriate treatment type and depth, helping maximise pavement life and secure best value.

Cost comparisons of treatment options are carried out where appropriate to support investment decisions. We use its Scheme Manager system to rank and prioritise schemes and inform appraisals, supported by feedback from delivery teams.

Footways are managed using a risk-based approach informed by Gaist condition data, while structures are prioritised using asset inventory, condition and inspection information. This ensures maintenance investment decisions are evidence-based, consistent and aligned with network needs and priorities.



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	Yes/no
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

Performance measures and Key Performance Indicators (KPIs) are set out in **Annex B of the Cumberland Highways Infrastructure Asset Management Plan (HIAMP) 2026-28**. These KPIs have been developed using established performance measures, including those reported annually through the National Highways and Transport (NHT) Performance Management Framework.

To support continuous improvement, we are undertaking an independent review of its Scheme Delivery system. A Department for Transport peer review is also planned for January 2027.
In addition, we participate in the Northern Region Highway Data Management (HDM) peer group, enabling benchmarking, knowledge sharing and best practice across the sector.



B6 - Maintaining footways and cycleways

ID	Question	Yes/no
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**	3.37 km
6.1.3	For 2026-27, please provide the length of **footways** that you have earmarked for **preventative** maintenance treatments	0 km
6.1.4	Are priority footways and cycleways included in your winter service (e.g. gritting or snow clearance), and in a routine programme for keeping them clear of overgrown vegetation and debris (e.g. sweeping, cutting back)?	Yes
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)	**0.58 km**
	b. Preventative maintenance treatments (in km)	**2.63 km**

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

We will deliver 0.58km of structural maintenance on cycleway infrastructure during 2026/27.

Cycleway improvements are incorporated into Cumberland Council's wider carriageway and footway maintenance programmes, helping to maximise investment across the highway network. As many cycle routes are shared with pedestrians or form part of the highway asset, opportunities to improve cycling infrastructure are considered whenever maintenance schemes are delivered.

The presence of cycleways forms part of the scheme prioritisation process and helps inform maintenance rankings. In addition to dedicated cycleway improvements, 1.59km of footway maintenance schemes will enhance the cycling network, supporting connectivity, accessibility and active travel opportunities for residents.

B6.1.7 - Evidence Summary

We use footway condition surveys and provided by Gaist to support a risk-based approach to footway and cycleway maintenance.

Condition data is used to identify defects, prioritise investment and inform maintenance programmes. The council has been reviewing and developing its footway and cycleway hierarchy to ensure inspection frequencies and maintenance priorities reflect network use and risk.

In addition, work is ongoing to enhance the cycle route network, improving safety inspection processes, condition data collection and scheme prioritisation. The first phase of this work has been completed, including the creation of new route sections and updates to the existing network.

B7 – Drainage

ID	Question	Yes/no
7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	
	a. Reactive (incident- or failure-driven) maintenance	30%
	b. Planned maintenance (routine/cyclical and/or risk-based)	70%
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	No

B7.1.5 - Evidence Summary

Highway drainage is managed through Kaarbon Tech's Gully SMART digital drainage management platform, which holds drainage asset inventories, inspection histories, maintenance records, risk information and records of known flooding and drainage-related issues across the network.

Evidence supporting asset management includes planned drainage cleansing and inspection programmes, reactive maintenance records, CCTV drainage survey reports, asset mapping, flooding hotspot registers and customer reports. Information gathered from inspections, surveys, reported incidents and local operational knowledge is used to assess risk, prioritise investment and develop maintenance programmes.

This supports proactive drainage management, improves network resilience and helps reduce the risk of flooding and drainage-related deterioration.

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

We adopt a strategic, evidence-led and risk-based approach to drainage asset management. Planned cleansing, inspection and maintenance activities are informed by asset condition, historical performance, known flooding hotspots, operational experience, survey outputs and engineering judgement.

An in-house CCTV drainage inspection unit undertakes targeted investigations to identify defects, connectivity issues and blockages, supporting efficient diagnosis and intervention. Drainage infrastructure mapping is continually enhanced to improve asset knowledge and decision-making.

Maintenance frequencies, intervention priorities and investment programmes are regularly reviewed to target resources effectively, improve resilience, reduce flood risk and minimise deterioration of highway assets across the network for all users.

B8 – Skills and training

ID	Question	Yes/no
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

We maintain an up-to-date training and development framework for highways asset management, supported by role-based training profiles, Training Needs Analysis, delivery plans and ITRENT records.

This helps ensure competencies are maintained, training needs are identified and skills gaps are addressed. Professional development is supported through accredited training programmes and Civil Engineering Apprenticeships aligned to ICE pathways, enabling employees to work towards recognised qualifications.

The council also promotes workforce development through apprenticeships, graduate schemes, work experience placements and inclusive recruitment initiatives. Highways apprentices follow structured development programmes with workplace rotations, tailored learning plans and opportunities to progress to higher-level qualifications.

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

We operate a training cycle to ensure mandatory, health and safety, technical and role-specific training remains current and employees are competent. Training profiles, appraisals and needs analysis identify skills gaps and development priorities. External courses are aligned with relevant professional standards, including the IHE-approved Highway Inspectors Scheme.

Apprenticeships range from Levels 2 to 6, with ICE qualification pathways, workplace rotations and individual learning plans. Additional literacy, communication, mathematics and translation support is available where required.

Early-careers support includes workplace safaris, traineeships, graduate schemes and placements for school pupils, care-experienced young people and those not in education, employment or training.

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.	2024
9.1.4	Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	Yes - known informally
9.1.5	Which climate-adaption measures are currently implemented on your network?	
	• Targeted drainage upgrades or maintenance	Yes
	• Natural flood management / SuDS	Yes
	• Targeted slope/ground stability/landslip mitigation	Yes
	• Heatresilient materials or surface treatments	No
	• Tree planting/shading for heat management	No
	• Other (please specify)	No (if yes, please specify)
	• 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

We have measured greenhouse gas emissions using industry methodologies for 2024/25 and has arrangements in place to support carbon measurement, reporting and reduction.

The council has engaged with Department for Transport-funded ADEPT initiatives, including the Carbon Leadership Programme and Live Labs 2, to help identify best practice. Learning from these programmes is being incorporated into planning and service delivery. A reassessment under the Carbon Leadership Programme has been agreed for 2025/26. A key objective is extending asset life through preventative maintenance, helping to reduce carbon emissions, improve resilience and minimise the impacts of climate change on the highway network.

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

We have adopted a risk-based approach to managing and maintaining its highway network in response to changing climate conditions and increasing pressures on infrastructure. A key element of this approach is the development of a Resilient Road Network, which identifies the most important routes to be maintained and prioritised during periods of disruption, including flooding, extreme heat, snow, ice and severe weather. The network provides continuity with neighbouring authorities' resilient road networks, links to National Highways routes and supports the management of critical assets and transport corridors.

The council has measured and benchmarked greenhouse gas emissions associated with its highways maintenance activities and is committed to reducing carbon impacts through monitoring and continuous improvement. Participation in the Department for Transport-funded ADEPT Carbon Leadership Programme and Live Labs 2 has helped inform future service delivery and investment decisions. A reassessment under the Carbon Leadership Programme has been agreed for 2025/26.

A key principle of the council's asset management approach is extending asset life through preventative maintenance. By undertaking timely interventions and prioritising investment on critical routes, the council can reduce carbon emissions, improve network resilience, minimise disruption and help address the accelerated deterioration of highway assets resulting from climate change.



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

B10.1.4 - Evidence Summary

We encourage innovation. Early contractor Involvement meetings allow contractors to propose materials, technologies and methods that deliver cost savings, efficiencies or environmental benefits. Innovation is supported through key performance indicators.

We have introduced approaches including the recycling of tar-bound road plannings, allowing materials to be safely reused within carriageway maintenance schemes, reducing costs and environmental impacts. Thermal patching techniques are also used where appropriate to minimise waste and improve repair efficiency. In addition, we participate in the LCRIG Highways Alliance Working Group, supporting knowledge sharing, collaboration and adoption of best practice across the highways sector.

B10.1.5 - Further context on your innovation activities

We review innovative products, technologies and practices to improve service delivery, value and environmental performance.

Investments include battery-powered respiratory protective equipment, electric line-marking equipment, Pothole Pro repair system, Reactec monitoring devices and software, and live fleet telematics across all highways depots.

The council has adopted UK Road Patch materials, established dedicated drainage repair teams supported by specialist CCTV equipment, and introduced warm-mix asphalt to reduce carbon emissions. Innovations include increased use of recycled plastic kerbs and the replacement of diesel-powered pressure washers with electric alternatives. These initiatives support safer working practices, efficiency, reduced environmental impact and enhanced network management.

B10.2 – Examples of innovations that have been adopted

Use of battery operated equipment and vehicles as a stand alone team.

Use of CCTV drainage equipment as part of a dedicated drainage repair team.

Use of tarmac recycling unit (eliminates removal of tar bound materials).

RoadAI:

We use Vaisala RoadAI to undertake routine highway safety inspections. The technology enables inspections to be completed by a single inspector, with video footage collected during the survey and reviewed following the inspection.

Computer vision and AI algorithms analyse the uploaded footage to identify and classify surface defects, road signs, road markings and other highway assets. This information continually improves the council's understanding of the condition and inventory of the network.

RoadAI carriageway condition data supports asset-led highway maintenance, scheme identification and prioritisation. Vaisala is now accredited to provide PAS 2161-compliant data. The council's Asset Management Team is also using RoadAI to assess road markings, identify failures and support scheme development.

A new traffic sign inventory has been created using the system. We continue to work with Vaisala to improve the accuracy of sign locations and condition ratings. Further developments include pothole detection and gully data collection.

AI Traffic Monitoring Technology

In June 2026, we installed AI-powered traffic monitoring technology to improve its understanding of how people travel across the area and support evidence-based transport and infrastructure investment.

Intelligent traffic sensors collect anonymised information on the movement of vehicles, cyclists and pedestrians along key routes. The data helps officers identify travel patterns, improve traffic management and make informed decisions about future transport improvements.



Recycling of Tar Bound Road Plannings

Tar-bound materials have been identified within a number of roads in west Cumberland during highway works. Rather than transporting these materials for disposal at significant financial and environmental cost, we use cold in-situ recycling techniques to pulverise and re-engineer the existing road materials.

Imported material is mixed with the existing surface to create a hydraulically bound layer that safely encapsulates the tar-bound material. This is particularly beneficial on older rural roads with limited construction depth, where additional material can strengthen the reconstructed carriageway.

The technique improves the shape, condition and resilience of rural roads while enabling existing materials to be reused. It also reduces waste, vehicle movements, the use of new materials and disposal costs.

Thermal Patching

We first trialled thermal patching in 2023 to complement traditional repair methods, particularly in urban areas.

Following the success of the trial, thermal patching has continued to be used, and the number of teams and heaters has increased each year. The process reheats and reuses a significant proportion of the existing road material in situ, reducing the quantity of new material required and minimising waste.

Thermal patching provides an efficient repair method where site and defect conditions are suitable, helping to support durable repairs and reduce the environmental impact of maintenance activities.

Reactec

Reactec technology provides a proactive, data-led approach to workforce health and safety. Wearable monitoring devices and real-time analytics track individual employee exposure to hazards such as hand-arm vibration.

The technology reduces reliance on paper-based assessments and estimated exposure records by providing accurate data for each user. This enables informed decisions about working practices, equipment selection and risk-reduction measures.

Reactec helps us protect our workforce, support regulatory compliance and use reliable evidence to improve occupational health arrangements.

Electric Line marker

Electric road line-marking equipment provides a cleaner and more efficient approach to highway maintenance.

Compared with fuel-powered equipment, electric line markers reduce operational emissions and noise while providing an improved working environment for operators. Their introduction supports our environmental objectives and demonstrates how lower-emission technology can be incorporated into routine highway operations.

Battery Powered Respiratory Protective Equipment

Battery-powered respiratory protective equipment provides enhanced, reusable protection for employees undertaking highway activities.

Unlike disposable masks, the equipment is designed for repeated use, reducing single-use waste and the environmental impacts associated with the manufacture, transportation and disposal of disposable respiratory protection. Its rechargeable design also supports the council's sustainability objectives.

The equipment provides a high level of protection and improved comfort, which can encourage consistent use while supporting workforce safety, environmental responsibility and continuous improvement.

UK Road Patch

UK Road Patch is a patented repair system that encapsulates and seals pothole repairs, helping to prevent water ingress and premature deterioration.

The system is designed to extend the lifespan of repairs and reduce the need for repeat visits and further maintenance. Reducing the frequency of interventions can also lower vehicle movements, fuel consumption, material use and associated emissions.

The technology supports a more resilient, sustainable and cost-effective approach to pothole maintenance.

Fleet Telematics

Live fleet telematics displayed within highways offices provides supervisors with real-time information about the location of operational vehicles and resources.

This enables the nearest available team or vehicle to be identified and deployed to highway defects or incidents more efficiently. The system supports improved response times, reduces unnecessary mileage and helps ensure staff, vehicles and equipment are allocated effectively.

By reducing avoidable journeys and fuel use, telematics contributes to both operational efficiency and carbon reduction.



JCB Pothole Pro

The JCB Pothole Pro replaces several traditional, labour-intensive repair processes with a single purpose-built machine capable of cutting, cropping and cleaning potholes.

This enables repairs to be completed more efficiently, reducing road occupancy times, traffic disruption and the resources required at each site. It can also reduce the number of vehicles, items of plant and operatives needed to complete a repair.

The technology supports safer working by reducing manual handling and exposure to operational hazards, while helping to lower fuel use and emissions.

In-House Paving Machine

Our investment in an in-house paving machine has increased the capacity of highways teams to deliver carriageway improvement schemes directly.

Using modern paving technology, the machine improves productivity, efficiency and road-surface quality, while providing greater flexibility in planning and delivering resurfacing works. It also helps reduce reliance on external resources and supports a more responsive service.

Highways operatives have received specialist training to ensure the machine is used safely and effectively, helping to deliver high-quality improvements for residents and road users across Cumberland.

Plastic Kerbs

Where suitable for the location and scheme requirements, plastic kerbs are increasingly used by our in-house highway's teams.

Their lighter weight helps reduce manual handling risks for operatives during installation.

The use of alternative kerbing materials is considered according to site conditions, engineering requirements and the intended use of the highway asset.

Warm Mix Bituminous Material (instead of Hot Mix)

Following successful trials, warm-mix asphalt is now used on our surfacing schemes.

Warm-mix materials are produced and laid at lower temperatures than traditional hot-mix asphalt. Their use supports the council's work to reduce the environmental impact of highway maintenance while continuing to deliver effective surfacing treatments.

Electric Pressure Washers

Following successful trials, we have replaced diesel-powered pressure-washing facilities with fully electric alternatives across its highway's depots.

The change eliminates emissions at the point of use, reduces reliance on diesel-powered equipment and supports the council's wider decarbonisation objectives.

Drone Surveys

We use drone technology to support bridge and highway structure inspections.

Drones can capture detailed images and survey information in challenging or difficult-to-access locations. The resulting data can be used to create 3D surveys and models, improving asset information and supporting the identification of potential defects.

This approach reduces the need for inspectors to access hazardous locations and supports safer, more informed inspection and maintenance planning.

SMART Shot AI

We are trialling KaarbonTech SMART Shot AI to support the early identification of potential flooding, drainage defects and land instability.

The technology is intended to provide advance warning of developing issues, enabling targeted investigation and intervention before significant flooding or damage occurs.

The trial will help inform future decisions about the use of intelligent monitoring technology to support risk-based asset management, proactive maintenance and improved network resilience.

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?	Yes
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

We undertake inspections in accordance with the Code of Practice, ensuring works sites and reinstatements comply with the Specification for the Reinstatement of Openings in Highways (SROH), Fourth Edition. Quarterly coordination meetings are held with utility companies to plan works, promote collaboration and minimise disruption to users.

Section 58 restrictions are applied, with advance notice provided following substantial reconstruction or resurfacing schemes. The council has completed a traffic-sensitive review and is progressing a Lane Rental assessment. A review of the Permit Scheme is underway. Performance indicators demonstrate increased collaborative working, improved coordination and a reduction in average works durations.

B11.1.7 - Further context

In practice, our Permit Scheme plays a key role in reducing disruption, minimising permit durations and supporting the delivery of highway and street works.

Close collaboration with utility companies through coordination meetings supports forward planning and helps avoid unnecessary disruption. Sample, routine and permit inspections are undertaken in accordance with the Code of Practice for Inspections to ensure compliance during works and throughout reinstatement guarantee period. Inspection outcomes are recorded and shared through Street Manager. The council aims to inspect utility reinstatements within six months and within two years, helping identify defects before maintenance responsibility transfers to the authority.

B12 – Managing highways maintenance contracts effectively

Only answer this sections if you utilise a contractor to deliver any of your carriageway maintenance operations, including: structural maintenance, planned repairs/patching, or reactive repairs/patching.

ID	Question	Yes/no
12.1.1	Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	Yes
12.1.2	Do you routinely analyse actual unit costs (for example £/m² of road surface treatments, or £/pothole repair) for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	Yes
12.1.3	Do you have defined KPIs for your highway's 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

We retain in-house technical expertise to assess maintenance interventions and contractor proposals. Technical Advisers and Engineers review materials and treatment options to ensure they meet required standards and are appropriate for the asset condition and location.

We routinely monitor contractor performance through KPIs, including programme delivery, cost savings, defects at handover, provision of testing and post-treatment records, contractor performance, health and safety performance, inspections, notices and issues raised, and use of recycled materials. Unit costs are reviewed and benchmarked to support continuous improvement, efficient delivery and management of reactive repairs and patching activities.

B12.1.6 - Further context

Approximately 80% of pothole repairs in Cumberland are delivered by the council's in-house highway teams. The remaining 20% are undertaken by specialist contractors carrying out spray injection patching and thermal patching repairs. Contractors are not incentivised or rewarded based on the number of repairs completed. Instead, the emphasis is on delivering durable, right-first-time repairs that minimise the need for repeat visits.

Before works are issued, the council assesses whether defects are suitable for the proposed treatment method. Highway Stewards carry out sample inspections to monitor workmanship and compliance with required standards. Where repairs fail to meet expectations or defects reoccur, contractors are required to complete remedial works at their own expense. This approach promotes quality, value for money and long-term asset performance while supporting a single-visit permanent repair philosophy wherever appropriate.

