

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	£7,613,205	£5,519,789	£ 8,415,139
Other DfT capital funding utilised by local authority for highways maintenance	N/A	N/A	N/A
Other Government capital funding allocated by local authority to Highways Maintenance	N/A	N/A	£8,200,000
Other capital funding allocated to highways maintenance	N/A	N/A	N/A
Total Capital funding allocated to highways maintenance	£7,613,205	£5,519,785	16,615,139

B1.1.2 - Additional information on funding figures

The Council has continued to invest significant capital funding in the maintenance and improvement of its highway network. Department for Transport (DfT) highways maintenance funding totalled £7.6 million in 2024/25 and £5.5 million in 2025/26. For 2026/27, DfT funding is projected to increase to £8.4 million. In addition, the Council is expected to receive a further £8.2 million of Government capital funding, following the recent announcement by the Greater Manchester Mayor of additional investment to support Greater Manchester authorities with highway maintenance through the regional “Pothole Fund” initiative.

This additional funding represents a significant opportunity to accelerate highway improvements and support preventative asset management activity across the network.

Collectively, this brings the projected total highways maintenance capital investment for 2026/27 to approximately £16.6 million, enabling the Council to continue improving network condition, resilience and safety for residents, businesses and road users.

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](#).

Yes

Financial year	2024-25	2025-26	2026-27 (projected)
Total highways maintenance capital spend	£7,613,205	£5,519,785	£16,615,319
Total highways maintenance revenue spend	£3,326,347	£2,907,746	£2,917,437
Total spend	£10,939,552	£8,427,531	£19,523,756

B1.2.2 - Additional information on total spending figures

The Council demonstrates a sustained commitment to the stewardship and enhancement of its highway infrastructure through a significant programme of capital and revenue investment. Total highways maintenance expenditure amounted to £10.94 million in 2024/25, comprising £7.61 million in capital investment and £3.33 million in revenue funding. In 2025/26, expenditure totals £8.43 million, including £5.52 million of capital funding and £2.91 million of revenue investment.

For 2026/27, total highways maintenance expenditure is projected to increase substantially to £19.52 million, consisting of £16.62 million in capital investment and £2.92 million in revenue funding. This significant uplift in capital funding reflects both the Department for Transport highways maintenance allocation and the anticipated additional £8.2 million investment announced by the Greater Manchester Mayor to support local authorities in addressing highway maintenance priorities.

This enhanced investment will facilitate the delivery of an expanded programme of preventative and reactive maintenance activities, supporting asset preservation, network resilience, safety improvements and improved value for money through an asset management-led approach to highway maintenance.

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	£100,000	£50,108	£2,100,000	£50,000
Structural carriageway maintenance	£3,166,312	N/A	£8,025,393	N/A
Planned carriageway repair / patching programmes	£100,000	N/A	£125,000	N/A
Reactive carriageway maintenance				
Reactive carriageway repairs / patching (temporary repairs)	N/A	N/A	N/A	N/A
Reactive carriageway repairs / patching (permanent repairs)	N/A	£19,000	N/A	£20,000
Reactive carriageway repairs / patching (total)	£25,000	£1,120,843	£25,000	£1,192,131
Other carriageway-related spend	N/A	N/A	N/A	N/A
Total	3,391,312	1,189,951	£10,275,393	£1,262,131

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

The Council's carriageway maintenance strategy is firmly centred on a preventative, asset management-led approach, with the majority of capital investment directed towards planned maintenance activities that deliver the greatest long-term value and network resilience. In 2025/26, £3.39 million of capital funding is allocated to preventative, structural and planned carriageway maintenance, increasing significantly to £10.28 million in 2026/27. This includes substantial investment in structural renewals and preventative treatments designed to extend asset life and reduce future deterioration. Revenue expenditure is predominantly focused on reactive maintenance activities, including pothole repairs and safety defect interventions, with £1.19 million allocated in 2025/26 and £1.26

million projected for 2026/27. This balanced approach supports efficient lifecycle management, improves network condition and minimises the need for more costly reactive repairs over time.

B2 – Highway Maintenance Activity (Surface Treatments and Repairs)

B2.1 – Road resurfacing and surface treatments

Financial year	Road receiving preventative road surface treatments (length, km)	Road receiving planned structural maintenance (length, km)	Area receiving planned repair / patching programmes	Area receiving reactive repair / patching (permanent methods)	Area receiving reactive repairs/ patching (temporary methods)
2025-26	2.8 km	23.7 km	1,560m ²	600m ²	0m ²
2026-27 projected	10.5 km	23.9 km	1,600m ²	n/a	n/a

B2.1.1 – additional information on surface treatments and repairs

Does table B2.1 reflect all your carriageway-related road surface treatments & repair activities (for example, including pothole repairs)? If no , please add further information on any other types of treatments (planned to be) delivered and their extent in the table below.	Yes
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B2.1.2 – Further information and context

Investment has been focused on planned structural resurfacing and maintenance, which is classified as a preventative approach due to the exceptionally competitive market rates secured through recent procurement exercises. The cost of structural resurfacing per square metre has become comparable to more traditional preventative maintenance treatments, such as micro asphalt, making it a highly longer-term cost-effective intervention. Strong procurement practices and positive contractor relationships have enabled the Council to maximise value for money and deliver greater network improvements within the available budget. This approach has also enhanced whole-life asset management by extending carriageway life, reducing future maintenance liabilities, and improving overall life-cycle costing across the highway network.	
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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 (as used by your authority)	Minimum investigatory or definitional threshold (e.g. depth, area, width – include units)	Additional risk or contextual factors considered (e.g. road hierarchy, traffic levels, location in carriageway)	Target response time – make safe	Target response time – permanent repair
Category 1 – Carriageway Defect (Priority 1)	40mm	Road Classification Traffic Use Street Characteristics Condition Data Insurance Claims Data Adjoining Network Elements Wider Policy/Operational Considerations e.g. Enquiries/Complaints data	2 Hours	2 Hours
Category 1 – Carriageway Defect (Priority 2)	40mm	Same as above	24 Hours	24 Hours
Category 2 – Carriageway Defect (Priority 3)	40mm	Same as above	14 days	14 days

Category 2 – Carriageway Defect (Priority 4)	40mm	Same as above	28 days	28 days
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B3.2 – Number of potholes filled

B3.2.1 - Number of potholes filled in 2025-26 (estimate)	4,500
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B3.2.2 - Of these how many do you estimate were resolved using each of the following approaches?

Planned repair / patching programmes	Planned structural maintenance programmes	Reactive repair using temporary repair methods	Reactive repair using permanent repair methods
No data held	No data held	45	4455

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

We have stated no data held for number of potholes resolved for both planned patching and structural maintenance as it is difficult to quantify the number of potholes repaired through planned patching and planned structural maintenance programmes, and therefore no specific data is held against these categories. This is because such works form part of Wigan's proactive asset management approach, which is designed to intervene before carriageway deterioration reaches the point where individual defects would be identified and recorded as potholes requiring reactive repair. Planned maintenance treatments address wider areas of deterioration and help prevent potholes from forming, extending asset life and reducing future reactive maintenance demand.

Reactive repairs are only one element of Wigan's highway maintenance strategy. During the reporting period an estimated 4,500 reactive pothole repairs were recorded, comprising 4,455 permanent repairs and 45 temporary repairs. This indicates that temporary repairs account for only 1% of all reactive pothole interventions.

The very low proportion of temporary repairs reflects Wigan's commitment to a "right first time" approach. Wherever practicable, defects are repaired permanently at the first visit to provide a durable solution, reduce repeat attendance, minimise disruption to road users, and deliver better long-term value for money. Temporary repairs are therefore reserved for exceptional circumstances, such as where immediate action is required to make a defect safe pending a permanent repair or where operational constraints prevent a permanent repair from being undertaken at the initial visit.

Guidance – Please include the following text to explain that authorities can use different criteria for identifying and counting potholes:

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)	£90	Unit/average cost of a temporary pothole repair on your network (reactive)	£90
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B3.3.1 - Additional information on pothole prices (optional)

Wigan's approach is to deliver a right first-time repair wherever possible, with permanent repairs being the standard and temporary repairs used only as an exception when immediate safety interventions are required. The cost difference between permanent and temporary pothole repairs is estimated to be pretty much the same because the majority of expenditure is associated with labour, plant, traffic management, transport, and site set-up rather than the asphalt material itself. As these costs are incurred regardless of repair type, undertaking a temporary repair often provides limited financial benefit and can result in a return visit for a permanent fix, increasing overall lifecycle costs. Prioritising permanent repairs therefore delivers better value, improved network condition, and a more efficient use of resources.

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

Wigan has clear requirements for both planned and reactive carriageway repairs, including expected service life, use of permanent repair methods, and compliance with approved material and workmanship standards. Longevity expectations are embedded within specifications, contracts, and maintenance policies, ensuring repair techniques and materials are selected to achieve defined performance outcomes. Quality assurance processes include regular inspections, supervisory checks, and contractor performance monitoring to assess the suitability of interventions and workmanship standards. Information on repair performance, including expected and actual longevity, is systematically recorded through asset management and inspection systems, enabling trend analysis, continuous improvement, and evidence-based refinement of repair specifications and maintenance practices. The service is digital end to end and therefore allows for robust performance management with all repairs photographed before and after completion.

B3.4.6 - Additional information

Wigan Council reports a number of corporate highway performance indicators to monitor the effectiveness and quality of its highway repair activities. These include:

- Percentage of emergency highway repairs completed within the target response time.
- Percentage of routine highway repairs completed within the target response time.
- Number of highway repairs requiring further intervention within a 12-month period.

These measures demonstrate a robust corporate performance management framework for highway maintenance. In particular, monitoring repairs that require repeat intervention within 12 months supports the Council's commitment to a "right first time" approach. This focus on minimising repeat defects helps ensure high-quality workmanship, maximises the longevity of repairs, and contributes to the effective management and preservation of the highway asset.

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

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

B3.5.3 - Evidence Summary

Defect reports from the public are a key source of intelligence and are routinely used to inform both maintenance planning and inspection activities. Reports are submitted through the Council's online reporting system and, as the highways service operates a fully digital end-to-end process, all enquiries and defect reports are captured, managed, and analysed within a single system. This enables the service to collate valuable data, identify trends, and make evidence-based, data-driven decisions when developing maintenance programmes and targeting inspections. The digital approach also supports transparency by enabling feedback to be provided on all enquiries and reports received, including where no action is required, ensuring customers are kept informed of outcomes very much like an online delivery model when ordering household items.

B3.5.4 - Tools used for reporting

The Council's **My Account** portal enables residents to report highways issues online. These reports are seamlessly integrated through the **Jadu** digital platform, connecting customer enquiries with back-office systems and providing a fully digital process from initial report through to updates, works completion, and customer feedback.

B4 – Maintenance of highway structures

Please set out information about other highway structures and assets

B4.1 Highway Structures

ID	Question	Answer
4.1.1	Number of highway structures on your highway network	411
4.1.2	Number of highway structures with interim measures in accordance with CS470 applied?	Nil
4.1.3	Number of structures due a General Inspection in 2025-26 in accordance with CS450	274
4.1.4	Number of General Inspections carried out in 2025-26	274

4.1.5	Number of structures due a Principal Inspection in 2025-26 in accordance with CS450	37
4.1.6	Number of Principal Inspections carried out in 2025-26	37

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. Link www.wigan.gov.uk/highwaymaintenance	
5.1.3	Please provide the date it was last reviewed or updated	Date September 2026

5.1.4	Please provide proof of the review or update.
	The updated policy and strategy have been published online via the link above, providing evidence that a comprehensive review and update have been undertaken. The document also includes the necessary sign-off and formal approval records, demonstrating that the revised policy and strategy have been subject to the appropriate governance and approval process as part of the review.
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.
	N/A

B5.1.6 - Further context (optional)

The Council's updated Highway Asset Management Policy and Strategy provide the framework for a robust, evidence-led approach to highway maintenance. These documents set out clear objectives for managing highway assets through whole-life planning, risk-based decision making, and targeted investment to maximise value for money. Maintenance priorities are informed by a combination of asset condition data, safety inspections, customer reports, performance information, and lifecycle modelling, ensuring resources are directed to where they deliver the greatest benefit.

The policy and strategy align with the principles of the *Well-Managed Highway Infrastructure Code of Practice*, supporting consistent, transparent, and sustainable maintenance decisions while demonstrating continuous improvement in asset management practices.

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	Full	Full
Structures	Full	Full
Drainage assets	Full	Full

Street lighting	Full	Full
Traffic signals	N/A	N/A

5.2.1 - Further context (optional)

The Council is proud to maintain a comprehensive asset inventory and condition data across its highway network, providing a strong foundation for effective asset management. Carriageway, footway, and street lighting assets are managed through our Causeway Asset Management System, while structures are recorded and monitored within the PONTIS Bridge Management System.

Drainage assets are managed through KaarbonTech, ensuring robust and up-to-date information is available across all key asset groups. This comprehensive data enables evidence-based decision making, lifecycle planning, and targeted investment.

Traffic signal asset data is not held by the Council, as these assets are maintained and managed centrally by Transport for Greater Manchester (TfGM).

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)

Asset inventory and condition data for the Council's key highway assets is managed through a range of specialist asset management systems, providing a robust and evidence-based approach to decision making. Carriageway, footway, and street lighting assets are held within the Causeway Asset Management System, structures are managed through the PONTIS Bridge Management System, and drainage assets are maintained within KaarbonTech. Together, these systems provide comprehensive and up-to-date inventory and condition information, supporting lifecycle planning, risk-based prioritisation, and targeted investment across the network.

In addition, the Council has recently secured approval for a new Highway Asset Management System, which will bring these asset datasets together within a single digital platform. This will further enhance data accessibility, improve reporting and analysis

capabilities, strengthen asset management practices, and support more informed, efficient, and transparent decision making across the highway service.

B5.4 – Lifecycle planning and investment decision-making

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

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

B5.4.4 - Evidence Summary

The Council uses lifecycle planning as a fundamental component of its asset management approach to ensure maintenance investment is evidence-led, sustainable, and delivers maximum whole-life value. Detailed lifecycle plans are maintained for carriageways, footways, and highway structures, using asset inventory, condition data, performance information, and deterioration modelling to forecast future maintenance needs and investment requirements. These plans help identify the most appropriate intervention at the optimum time, reducing the need for costly reactive repairs and extending asset life. Lifecycle planning supports risk-based decision making, enables effective long-term budget planning, and ensures available funding is targeted where it will deliver the greatest benefit for highway users and the wider network.

B5.5 – Performance monitoring and continuous improvement

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

ID	Question	Answer
5.5.1	Do you have a defined set of key performance indicators (KPIs) to monitor the outcomes of your highways asset management approach?	Yes
5.5.2	Are these KPIs reviewed on a regular basis (at least annually)?	Yes

5.5.3	Are KPI trends used to inform maintenance planning, prioritisation or changes to forward programmes or investment decisions?	Yes
5.5.4	Have you conducted a value for money review or peer review of your service in the last 3 years	Yes

B5.5.5 - Evidence Summary

Wigan Council has a defined suite of highway asset management KPIs that are monitored and reviewed regularly. These include measures covering road condition, reactive repair performance, winter maintenance treatments, street works durations and delivery of resurfacing programmes.

Performance information is reported corporately and scrutinised by elected members and the relevant Portfolio Holder. KPI performance is formally reviewed through annual service planning processes, with trends used to inform future maintenance priorities, investment decisions and forward works programmes.

Performance data also underpins business cases and officer decisions relating to highway investment. To ensure value for money, the Council completed a full Local Government peer review during 2025 and an internal audit of highways procurement processes in early 2026, providing assurance that services are delivered efficiently, effectively and in accordance with established governance arrangements.

B6 - Maintaining footways and cycleways

ID	Question	Answer
6.1.1	Do you have a defined footway hierarchy (e.g. based on footway function and usage levels) that underpins a risk-based approach to inspection frequencies and maintenance programmes?	Yes
6.1.2	For 2026-27, please provide the length of footways that you have earmarked for structural maintenance / reconstruction / renewal	13 km
6.1.3	For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	13 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:	No
	a. Structural maintenance / reconstruction (in km)	n/a

	b. Preventative maintenance treatments (in km)	n/a
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B6.1.6 - Please provide any brief additional information you consider helpful in explaining your approach to maintaining footways and cycleways

Wigan Council adopts a proactive, risk-based approach to maintaining footways and cycleways, balancing safety, serviceability and value for money. Asset condition is monitored through inspections, customer reports and AI condition data, allowing defects to be addressed through both reactive maintenance and planned programmes of renewal. Our emphasis is on preventative maintenance and targeted investment, ensuring interventions are delivered before assets deteriorate significantly. Footway and cycleway priorities are considered alongside wider highway network needs, active travel objectives and local community requirements. Performance, condition trends and customer feedback are used to inform future programmes, helping maximise asset life, improve accessibility and safety, and support sustainable travel across the borough

B6.1.7 - Evidence Summary

Wigan Council maintains footways and cycleways through a balanced programme of inspection, reactive maintenance and planned asset renewal. Our approach is founded on risk-based principles, ensuring resources are targeted where they deliver the greatest benefit to users and the wider network. Regular safety inspections, customer reports and asset condition information are used to identify defects and prioritise interventions. Planned footway and cycling infrastructure improvements are delivered through annual capital and revenue programmes, helping to prevent deterioration and extend asset life. Investment decisions are informed by condition trends, network hierarchy, usage levels and active travel objectives, ensuring safe, accessible and sustainable routes are maintained for residents and visitors across the borough.

B7 – Drainage

ID	Question	Answer
7.1.1	Please provide an estimate of your drainage maintenance expenditure split (in percentages) between:	
	a) Reactive (incident- or failure-driven) maintenance	17%
	b) Planned maintenance (routine/cyclical and/or risk-based)	83%
7.1.2	Does your authority utilise a digital drainage management platform, covering asset inventory, inspection history, sensor data, and risk scoring?	Yes
7.1.3	Do you maintain a record of locations where drainage issues are known to cause or contribute to carriageway deterioration or surface water ponding?	Yes

7.1.4	Do you utilise smart sensors or other remote monitoring technologies to monitor performance of your drainage assets. If yes please provide some high level information in bullet points below	Yes
	• In Touch – SmartWater Sensors • Over 100 Installed	

B7.1.5 - Evidence Summary

Wigan Council has adopted InTouch SmartWater technology to support a more proactive and intelligence-led approach to highway drainage management. The system uses IoT sensors and predictive analytics to provide real-time information on gully and drainage asset performance, enabling maintenance activities to be targeted where they are most needed. This helps identify potential blockages, monitor network performance during severe weather events and provide early warning of flood risk. By moving from routine cyclical inspections to this data-driven approach, we can improve operational efficiency, prioritise resources more effectively, reduce unnecessary site visits and strengthen network resilience, helping minimise the impact of flooding on residents, businesses and the highway network.

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

Wigan Council adopts a structured asset management approach to highway drainage, recognising its critical role in maintaining a safe, resilient and sustainable highway network. Drainage assets are managed throughout their lifecycle, from inspection and routine maintenance through to renewal and replacement. The Council uses asset data, risk assessments, flooding history, customer reports and operational experience to understand asset performance and prioritise investment. Maintenance activities are targeted to address existing issues whilst supporting long-term network resilience and value for money. The operational highways team works closely with the Flood Risk Management and Climate Change teams to ensure a joined-up approach to managing flood risk, improving network resilience and responding to the challenges presented by changing weather patterns and increased storm events. This collaborative approach helps ensure drainage assets continue to perform effectively and protect communities from the impacts of surface water flooding. We also have excellent working partnerships with United Utilities and the Environment Agency.

B8 – Skills and training

ID	Question	Answer
8.1.1	Do you have an up-to-date training and development plan for those responsible for highways asset management in your authority?	Yes
8.1.2	Do you or your main highways contractors support professional development through a recognised professional training scheme	Yes

	(e.g. Institution of Civil Engineers (ICE) or Institution of Highway Engineers (IHE))?	
8.1.3	Does your authority contribute towards the cost of professional membership or professional development required for relevant highways roles?	Yes
8.1.4	Do you employ a professionally qualified engineer (e.g. Chartered Engineer (CEng) or equivalent competence) with responsibility for the management of highway structures (either in house or through a contracted arrangement)?	Yes
8.1.5	Does your authority define competence requirements for key highways asset management roles and take steps to address any identified gaps (either directly or through contractual arrangements)?	Yes
8.1.6	Do you or your main contractors support early career development in your local area, for example through apprentice schemes, traineeships or pre-apprenticeship programmes, sponsored qualifications (e.g. HNC/HND, degree, MSc), graduate schemes etc	Yes

B8.1.7 - Evidence Summary

The Highway Service maintains a comprehensive training and development matrix covering all key competencies for highways staff, including the Highway Asset Management Team. Competence requirements are embedded within job descriptions and the service competency framework, with development needs reviewed annually through the Council's "My Time Reflections" appraisal process. The authority supports professional development through recognised professional institutions and contributes towards professional membership costs, with officers holding memberships of bodies including the ICE. The Council's Highway Asset Manager is a Chartered Engineer (CEng) responsible for highway structures, supported by contracted specialist arrangements to provide additional resilience. The service and its contractors also promote local apprenticeships, graduate development and technical career pathways, supporting community wealth building and future workforce succession planning.

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

The Highways Service recognises that maintaining a skilled, resilient and future-ready workforce is essential to delivering safe, effective and sustainable services for residents. This aligns with the Council's Corporate Transformation Board priorities, which include addressing organisational skills gaps, strengthening succession planning and developing future workforce capacity.

A workforce skills assessment is being undertaken to identify current and emerging capability requirements across the service, particularly in areas affected by technological change, asset management and project delivery. The outcomes will inform targeted

training plans for individuals and teams, ensuring employees have the knowledge and competencies required to meet future service demands.

Succession planning is being embedded to identify critical roles and reduce the risk associated with workforce turnover, retirement and recruitment challenges. Alongside this, the service is committed to supporting early career development through apprenticeships, graduate opportunities, mentoring and structured professional development pathways. These initiatives will help attract, retain and develop talent while creating a sustainable pipeline of skilled highways professionals for the future.

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.	December 2025
9.1.4	Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	Yes Yes – known informally Yes – formally recorded
9.1.5	Which climate-adaptation measures are currently implemented on your network?	
	- Targeted drainage upgrades or maintenance	Yes Formally recorded
	- Natural flood management / SuDS	Yes Formally recorded
	- targeted slope / ground stability / landslip mitigation	No
	- Heat-resilient materials or surface treatments	No
	- Tree planting / shading for heat management	Yes

		Formally recorded
	- Other (please specify)	N/A
	- None of the above	N/A
9.1.6	Have you measured and benchmarked the greenhouse gas emissions from your highways maintenance service using a recognised industry standard? Or do you have arrangements in place to do this, such as by signing up to the DfT funded ADEPT Carbon Leadership Programme.	Yes
9.1.7	Have you formally engaged with the DfT funded ADEPT live labs 2 Programme, to understand what lessons your authority can utilise to increase the efficiency of your operations and support decarbonisation efforts?	Yes

B9.1.8 - Evidence Summary

The highways maintenance service measures and monitors greenhouse gas emissions associated with its activities, predominantly within Scope 3 emissions and, where applicable, Scope 2 emissions. Emissions are calculated using an industry recognised spend-based carbon accounting methodology, which enables the assessment of carbon impacts arising from maintenance and management activities across the network. This approach provides a consistent and established means of quantifying emissions and supports informed decision-making in relation to carbon reduction. The service continues to monitor its emissions profile and align its practices with recognised industry standards and emerging best practice in carbon management and reporting.

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

Our adaptation and resilience activities are focused on ensuring the highway network remains safe, accessible and reliable in the face of increasing climate-related challenges, including flooding, extreme rainfall and periods of prolonged heat. Through our asset management approach, we prioritise preventative maintenance and resilience measures to maximise the lifespan of highway assets and reduce future risks. We work closely with flood risk, drainage and emergency planning teams to identify vulnerable locations, improve network resilience and respond effectively to severe weather events. Investment in drainage maintenance, gully cleansing, asset monitoring and targeted improvement schemes helps mitigate disruption to communities, supports economic activity and enhances the network's ability to adapt to changing climate conditions.

B10 – Innovation

ID	Question	Yes / No
10.1.1	Do your procurement and contracting approaches encourage and reward innovative practice?	Yes

10.1.2	Can you demonstrate that innovative materials and practices are regularly reviewed and, where appropriate, integrated into business as usual operations?	Yes
10.1.3	If you have conducted innovation trials, have you shared the findings of these publicly or with professional networks?	Yes

10.1.4 - Evidence Summary

The Highways Service has demonstrated a strong commitment to innovation and continuous improvement in both service delivery and procurement practices. An internal audit undertaken in 2025 reviewed procurement arrangements to ensure compliance with regulations while also identifying opportunities to embed innovation, social value and community wealth building within contract award criteria. The service actively trials emerging technologies and techniques, including thermal road repairs, Roadmender solutions, highway rejuvenation treatments and AI-driven highway condition data. The successful application of AI condition data has supported evidence-based asset management and was recognised through presentations delivered at the APSE Performance Networks Awards in December 2025 and the APSE Northern Seminar in August 2026, helping to share best practice and innovation across the local government sector.

B10.1.5 - Further context on your innovation activities

The Highways Service further strengthens its commitment to innovation through active membership of the Local Council Roads Innovation Group (LCRIG), providing access to industry best practice, emerging technologies and collaborative learning opportunities. Officers regularly attend LCRIG seminars, regional events and knowledge-sharing forums to identify innovative approaches that can improve network management and service delivery. The service has also worked closely with industry partners and suppliers, including Multevo and WJ Group, alongside contractors such as Bethell Construction, to explore and implement innovative solutions across highway maintenance and infrastructure projects. These collaborative partnerships enable the service to trial new materials, equipment and methodologies, helping to improve efficiency, maximise value for money and support the delivery of sustainable, customer-focused highway services while fostering a culture of continuous improvement and innovation.

10.2 – Examples of innovations that have been adopted

Guidance - please provide examples of innovations that have moved beyond trial into operational use in your authority. For each example outline: What was implemented, what impacts it has had (e.g. cost, performance, safety), and the scale of adoption.

AI Highway Condition Surveys (Gaist)

The Highways Service has moved from traditional visual inspection techniques to the operational use of AI-enabled highway condition surveys through Gaist. The technology captures highway asset and condition data at scale using vehicle-mounted sensors and

artificial intelligence, providing a more comprehensive and consistent understanding of network condition.

Impact:

- Improved accuracy and consistency of condition data.
- Better-informed asset management and investment decisions through enhanced evidence-based prioritisation.
- Reduced officer time required for manual inspections and data collection.
- Improved network risk identification, supporting proactive maintenance interventions.

Scale of Adoption: The technology is now used across the highway network and forms part of the service's routine asset management and maintenance planning processes.

Thermal Road Repair Technology

Following successful trials, thermal road repair techniques have been adopted as part of day-to-day highway maintenance operations. The process reheats existing asphalt, allowing defects to be repaired while reusing existing material and minimising waste.

Impact:

- Faster repair times and reduced traffic disruption.
- Lower material usage and reduced carbon emissions compared to traditional patching methods.
- Improved longevity of repairs through enhanced bond strength between existing and repaired surfaces.
- Supports a preventative maintenance approach, reducing future deterioration.

Scale of Adoption: Thermal repairs are now regularly deployed across the network to address localised defects and support the service's wider preventative maintenance programme.

Planned Patching Programme Using Roadmender

Roadmender technology has transitioned from trial to operational delivery through the Council's highway maintenance contractor, Bethell Construction. The technology is used to undertake planned patching and carriageway repairs as part of programmed maintenance works.

Impact:

- Increased productivity and efficiency compared with traditional patching techniques.
- Reduced waste and material transportation requirements.
- Improved quality and durability of repairs.

- Enhanced workforce and public safety through reduced time on site and shorter traffic management requirements.

Scale of Adoption: Roadmender is now incorporated into planned maintenance programmes across the borough and is used where appropriate to maximise value for money and deliver long-term network improvements.

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

The Greater Manchester Road Activity Permit Scheme (GMRAPS) 12-year review is expected to be published in Quarter 2 of 2026/27. In relation to lane rental, a report was presented to the Bee Network Committee in July 2025, which endorsed proposals to develop a joint authority Lane Rental Scheme across Greater Manchester. Transport for Greater Manchester has appointed consultants to support the development of the scheme and is working with all ten Greater Manchester local authorities to secure approval to undertake public consultation. A Greater Manchester-wide review of traffic-sensitive streets has also been completed and approved by all ten authorities, with formal notice expected in Quarter 2 of 2026/27.

B11.1.7 - Further context

Wigan Council routinely monitors and enforces the quality of utility works as a core part of its streetworks management function and places significant emphasis on minimising disruption to residents and road users. The authority employs three Technical Officers and a dedicated Streetworks Compliance Officer whose role includes inspecting works, identifying defects, ensuring compliance with statutory requirements, and taking

enforcement action where necessary. Maintaining high standards of reinstatement and work quality is a clear priority.

The Council also works closely with utility companies to coordinate activities and reduce network disruption. Regular streetworks coordination meetings are held with utility undertakers to review current and planned works, identify conflicts, and agree opportunities for collaboration. Forward planning notices are routinely reviewed and shared through Street Manager to support effective coordination and programme management. In addition, forward highways maintenance and resurfacing programmes are shared with utility companies, enabling them to bring forward planned works ahead of resurfacing schemes. This proactive approach helps minimise repeat excavations, reduces disruption to the travelling public, and promotes more efficient use of the highway network.

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
2.1.1	Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	Yes
2.1.2	Do you routinely analyse actual unit costs (for example £/m ² of road surface treatments, or £/pothole repair) for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	Yes
2.1.3	Do you have defined KPIs for your highways maintenance contract(s), and are they actively monitored by your authority to manage performance?	Yes
2.1.4	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?	No

12.1.5 - Evidence Summary

The Highways Service retains a strong in-house technical capability, enabling officers to independently assess, challenge and validate maintenance interventions proposed by contractors. Qualified engineering and asset management staff review treatment recommendations to ensure works are evidence-based, represent best value and align with asset management principles. The service routinely monitors and analyses actual unit costs for key maintenance activities, comparing performance against historic data, industry benchmarks and contract rates to support effective financial management. Robust contract management arrangements are also in place, with defined Key Performance Indicators (KPIs) actively monitored through regular performance reviews. Although contractor

arrangements do not currently include specific incentives for single-visit permanent pothole repairs, repair quality, safety, response times and value for money remain key measures within contract performance management processes.

B12.1.6 - Further context

Not Applicable