Bath & North East Somerset Council

Improving People's Lives

Local Highway Maintenance Transparency Report – Annex B

October 2025

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Document Information

Title	Local Highway Maintenance Transparency Report – Best Practice
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Description	This document presents key information about Bath & North East Somerset Council's highways maintenance activities to help local taxpayers see the difference that funding is making in their area.

Document Control

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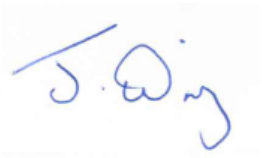
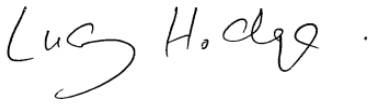


Jeff Wring
Bath & North East Somerset Council Section 151 Officer



Cllr Lucy Hodge
Cabinet Member for Sustainable Transport Delivery

1. Highway Asset Value

The Chartered Institute of Public Finance and Accountancy - CIPFA/ Highways Asset Management Financial Information Group - HAMFIG highway asset valuation methodology for Whole of Government Accounts - WGA was last used to determine local authority highway asset gross replacement costs (GRC) in 2018.

Bath and North East Somerset Council total highway asset valuation (excluding Land) at this time amounted to £1,764,309,001.52. As the unit rates used for determining GRC have not been updated since we last made a WGA submission, these are now out of date.

To identify a more realistic current asset value, we have determined a cost inflation factor using the Building Cost Information Service - BCIS Price Adjustment Formulae Indices (Highways Maintenance) 2010 Series to identify the average cost increases in highways works between 2019 and 2025. This increase amounts to 30.79% over the seven years of uplifts and if this is applied to the 2018 GRC values, it would provide a 2025 estimated GRC value (excluding land) of £2,307,539,743.09.

Our current uplifted asset valuation information is as shown below:

Asset	Gross Replacement Cost Closing Balance	Accumulated Depreciation Closing Balance	Depreciated Replacement Cost Closing Balance
Carriageway	£1,588,296,757.30	£67,831,617.70	£1,520,465,139.60
Footways & Cycleways	£211,844,486.70	£95,924,002.61	£115,920,484.09
Structures	£450,872,367.00	£177,568,351.40	£273,304,015.60
Street Lighting	£27,989,060.18	£23,811,628.12	£4,177,432.06
Traffic Management	£18,742,207.95	£10,389,958.33	£8,352,249.62
Street Furniture	£9,794,863.95	£5,425,170.09	£4,369,693.86
TOTAL	**£2,307,539,743.09**	**£380,950,728.25**	**£1,926,589,014.84**

The table below shows what percentage of our current asset value (Gross Replacement Cost (GRC) closing balance) has been spent on maintenance in each of the last five years through capital and revenue spending:

Year	Capital spend (£)	Revenue spend (£)	Total Capital + Revenue (£)	Percentage of GRC*
2025 to 2026 projected	£9,958,000	£7,085,697	£17,043,697	0.74%
2024 to 2025	£8,957,920	£6,864,095	£15,822,015	0.69%
2023 to 2024	£8,626,295	£6,147,040	£14,773,335	0.64%
2022 to 2023	£7,834,343	£6,770,509	£14,604,852	0.63%
2021 to 2022	£6,479,655	£6,177,259	£12,656,914	0.55%

*Note: Calculated using current estimated GRC

2. Informing Maintenance Operations

Bath & North East Somerset Council has taken part in the National Highways & Transport (NHT) Network Survey, the largest survey of local opinion on transport and highways matters in the UK, a total of 17 times.

In the most recent survey results (2024), the council achieved above average scores in all 30 satisfaction scores relating to highway maintenance. Almost 100 local authorities took part.

Around 800 randomly selected residents take part each year and the results provide the council with valuable insight into which services residents feel the council should prioritise and improve. The results of the survey also help the council to assess how it is performing overall.

As we take part in the survey each year, the results allow the council to identify and monitor trends in the public's perception of our highway network and how we are perceived to be maintaining and improving this network.

The council uses feedback from the NHT Survey each year to help inform maintenance operation decision making. The results are shared internally with relevant teams within the council and are also shared with local councillors, including the Cabinet Member in whose portfolio Highways sits.

The council also uses FixMyStreet reports from residents to inform maintenance decisions, helping them to direct ad hoc highway inspections. FixMyStreet can be accessed via https://fix.bathnes.gov.uk/.

3. Benchmarking

Through participating in the annual NHT survey, we are able to benchmark our performance against other local authorities. We can compare the highway maintenance satisfaction scores we achieve with a group of 10 authorities that most closely match our highways and transport characteristics.

This comparator group of authorities provides a more relevant basis for comparing our performance on a like for like basis than the more conventional regional or peer group comparisons, that are based on factors largely unrelated to the delivery of highways and transport services.

NHT comparator groups have been created by The Institute for Transport Studies at the University of Leeds for every member of the Cost, Quality & Customer (CQC) Efficiency Network. They have analysed the following data sets collected for CQC analysis to find authorities that are most alike:

- Road Length
- Vehicle Kilometres
- Land Area
- Road km per Land Area
- Red Road Condition
- Traffic km per Road km
- Population

The table below gives the satisfaction scores we achieved for each of the 30 highway maintenance indicators listed in the NHT Survey over the past four years compared to the comparator group average score achieved by ten like for like authorities in 2024.

B&NES performs well against this benchmark. For all indicators, the B&NES 2024 satisfaction score exceeds the Comparator Group Average.

Indicator	Comparator Group Average Score 2024	2021	2022	2023	2024
Condition of highways	**24**	35	39	29	29
Highway maintenance	**41**	50	49	46	45

Street lighting	**61**	64	63	62	63
Highway enforcement/obstructions	**38**	46	44	42	41
Condition of road surfaces	**23**	38	38	29	27
Cleanliness of roads	**43**	57	53	48	49
Condition of road markings	**41**	54	52	46	45
Provision of street lighting	**57**	63	63	62	60
Speed of repair to street lights	**52**	56	56	56	56
Maintenance of highway verges/trees/shrubs	**36**	47	42	42	39
Provision of drains	**41**	51	51	45	45
Keeping drains clear and working	**36**	46	46	42	40
Deals with potholes and damaged roads	**24**	34	37	31	28
Provides information on gritting	**42**	44	45	44	47
Cuts back overgrown hedges	**33**	43	38	38	36
Deals with mud on the road	**43**	48	48	45	46
Deals with flooding on roads and pavements	**36**	47	47	44	40
Speed of repair to damaged pavements	**33**	38	41	38	36
Quality of repair to damaged pavements	**39**	47	49	43	42
Weed killing on pavements	**34**	49	43	39	36
Condition of road signs	**50**	61	57	54	54
Cleanliness of road signs	**47**	56	56	53	52
Undertakes cold weather gritting (salting)	**55**	62	63	62	63
Undertakes snow clearance	**52**	56	58	55	59

Speed of repair to damaged roads	**21**	31	32	27	25
Quality of repair to damaged roads	**26**	38	40	34	33
Weed killing on roads	**40**	52	46	44	41
Number of potholes	**14**	23	28	16	18
Action to repair local roads	**26**	34	40	30	33
Provision of street-lights	**79**	81	84	81	82

Bath & North East Somerset Council's Highway Authority is an active member of the South West Highways Alliance and participates in the technical subgroups which compare performance and share best practice across all highway asset types. Within these groups, there is use of both bespoke regional benchmarking and use of more generic tools, such as NHT for example, to identify authorities that are leading the way in specific areas and learn from their good practice.

We also took part in a Local Government Association Peer Review (Corporate Peer Challenge) in July 2025.

4. Highway Asset Management Plan

Highway Asset Management Plan

The council's Highway Asset Management Plan can be viewed and downloaded on the Bath & North East Somerset Council website:
https://www.bathnes.gov.uk/highway-infrastructure-asset-management-plan

Highway Maintenance Key Performance Indicators (KPIs)

We set Key Performance Indicators (KPIs) as part of our Highway and Street Lighting maintenance term contract with VolkerHighways. These KPIs are compiled and monitored using PowerBI, a business analytics platform that transforms data into interactive visualizations and actionable insights. It allows users to connect to various data sources, create custom reports and dashboards, share these analyses across an organization, and help businesses make data-driven decisions.

Our KPIs are tracked and reviewed by the Highway Maintenance team on a quarterly basis and focus both on our financial performance as well as our adherence to our set maintenance programmes.

KPIs for Bath & North East Somerset Council – Highway Maintenance (Adherence to Programme)

KPI 2.1 – Percentage measure of progress of gully cleansing compared to the agreed plan within the reporting period.

KPI 2.2 – Percentage of out of hours emergency 2-hour orders that were responded to on time within the reporting period.

KPI 2.3 – Percentage of next calendar day orders that were completed on time within the reporting period.

KPI 2.4 - Percentage of nominated significant schemes (e.g. those ~~in~~ warranting an additional contractor's plan) completed on time within the reporting period.

KPI 2.5 - Winter Service: Percentage of precautionary treatments completed within the specified 2.5 hours within the reporting period.

KPIs for Bath & North East Somerset Council – Highway Maintenance (Financial)

KPI 3.1 - Percentage of agreed applications issued on time to B&NES, for completed works within the reporting period.

KPI 3.2 Percentage of agreed applications passed for payment on time, within the reporting period.

KPIs for Bath & North East Somerset Council – Street Lighting

KPI 1 – Emergency works completed within 2 hours.

KPI 3 – Non-routine maintenance – completed within 28 days.

KPI 4 – Lighting & highway electrical improvements – completed within 91 days.

KPI 8 – Lighting unit faults – completed within 5 days.

Resilient Network Plan

There is no Resilient Network Plan document for the Bath & North East Somerset highway network, however, plans and operational procedures are in place to keep key roads open during emergency incidents like adverse weather. A Resilient Network Plan is currently being developed.

We operate a 24/7 winter gritting service and give priority to all A and B classification roads and other strategic C and unclassified roads based upon the recommendations contained in the National Code of Practice. This represents around 37% of roads in Bath & North East Somerset.

We also have agreements in place with our neighbouring councils to treat some of each other's roads near our boundaries when it is practical.

More details on our Winter Service can be viewed and downloaded on the Bath & North East Somerset Council website:
https://www.bathnes.gov.uk/document-and-policy-library/winter-service-policy

Our priority gritting network can be viewed on the Bath & North East Somerset Council website:
https://app.bathnes.gov.uk/webforms/maps/

Another way we ensure a resilient network is by operating a scheduled highways drainage cleansing regime.

We empty and clean gullies and their immediate pipe connection as part of an annual proactive maintenance programme. We clean gullies to maintain our drainage network, to keep it running efficiently, and to prevent flooding.

Highway gully area and cleaning frequency

Type of area	Cleaning frequency
Rural areas	Once per year
Urban areas	Biennial (once every other year)
High speed dual carriageways	Twice per year
Special Attention Gullies (SAGs)	Four times per year

Special Attention Gullies (SAGs) are gullies in areas with a higher risk of flooding.

We closely monitor detailed weather forecasts to determine whether we need to carry out reactive gully cleans. We also co-ordinate with cleaning teams to clear any surface detritus from areas at a higher risk of flooding.

There are over 30,000 highway drainage gullies across Bath and North East Somerset. You can view their individual locations on the Bath & North East Somerset Council website:
https://app.bathnes.gov.uk/webforms/maps/

We also provide a 24/7 emergency response service with our highways term maintenance contractor VolkerHighways. To do this we assign Emergency Duty Officers (EDOs) outside of regular working hours to be on call 24/7 to respond to emergencies affecting our highway network and coordinate our response. Key operational staff from both VolkerHighways and Bath & North East Somerset Council are provided regular updates on our emergency response by the EDO as they develop.

5. Single Data List

Bath & North East Somerset Council will provide the DfT with all of the data required under the annual Single Data List requirements in 2025, including:

- 130-01: Principal roads where maintenance should be considered
- 130-02: Non-principal classified roads where maintenance should be considered
- 130-03: Skidding resistance data
- 130-04: Carriageway work done from April 2024 to March 2025
- 251-01: Winter salt stock holdings for winter 2025

In addition to the data required for the Single Data List, we also collect condition/inspection data for all highway assets in line with national codes of practice, in particular the Well Managed Highways Infrastructure: Code of Practice.

Condition data on our highways is carried out annually. Up until 2020 we had been using SCANNER surveys to gather consistent condition data across parts of our carriageway network. We then moved to the Gaist high-definition video surveys and assessments from 2021. The new approach allowed a full annual survey across the whole carriageway network.

A number of parameters measured in these surveys are used to produce a road condition indicator which is categorised into 3 condition categories:

- green – no further investigation or treatment required
- amber – maintenance may be required soon
- red – should be considered for maintenance

Percentage of A Roads in Each Condition Category

Year	Percentage of A roads in red category	Percentage of A roads in amber category	Percentage of A roads in green category
2020	3.72%	49.78%	46.5%
2021	4.27%	52.53%	43.2%
2022	4.57%	54.22%	41.21%
2023	4.92%	55.78%	39.3%
2024	4.58%	59.48%	35.94%

The condition data for A roads is collected annually.

Percentage of B and C Roads in Each Condition Category

Year	Percentage of B and C roads in red category	Percentage of B and C roads in amber category	Percentage of B and C roads in green category
2020	16%	58.69%	25.31%
2021	13.2%	60.76%	26.04%
2022	16.84%	60.86%	22.3%
2023	17.35%	59.8%	22.05%
2024	17.14%	59.63%	23.23%

The condition data for B and C roads is collected annually.

Percentage of U Roads in the Red Condition Category

Year	Percentage
2020	25.16%
2021	25.44%
2022	24.67%
2023	24.33%
2024	23.96%

The condition data for unclassified roads is collected annually, where it has been possible for the survey vehicle to gain access.

We carry out routine and ad hoc inspections for all our highway assets to assess and monitor their condition. This is achieved through a combination of scheduled inspections and surveys as well as reactive ad hoc inspections carried out by inspectors who monitor these assets daily. We also use reports made through FixMyStreet and Council Connect to coordinate ad hoc inspections.

The following table shows the survey/inspection frequency for a range of our highway assets:

Highway Asset	Survey/Inspection frequency
Carriageways/Footways/Cycleways	Annually
Highways (Skid Resistance)	Annually
Highways (Reactive)	Ad hoc
Footways (Reactive)	Ad hoc
Street Lighting (Electrical Testing)	Evey six years
Highway Structures (General Inspection)	Every three years
Highway Structures (Principal Inspection)	Every six years
Highway Structures (Reactive)	Ad hoc
Traffic Signals	Annually