

London Borough of Croydon

Highway Maintenance Transparency Report

2026/27

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A1 What we are responsible for maintaining

Croydon Council maintains 775km of public carriageways and 1,235km of footways, supporting residents, businesses, schools, public transport, emergency services and visitors. Under Section 41 of the Highways Act 1980, the Council must maintain the public highway network to support the safe movement of people and goods. The network also includes drainage assets, highway structures and street furniture. Street lighting is managed separately through a Private Finance Initiative arrangement across the borough.



775km
carriageways
(roads)



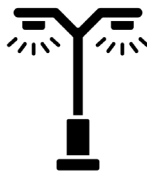
27,000
street
furniture
items



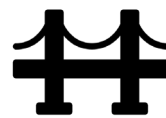
33,600
drainage
gullies



1,235km
footways
(pavements)



25,700
street lighting
columns



62
highway
structures

Key challenges

Maintaining Croydon's highway network presents five key challenges:

- **Ageing assets:** Much of the network predates modern standards and needs increasing intervention to remain safe and serviceable.
- **Usage:** Diverse local, commuter, bus, freight, school and emergency journeys create different pressures across the borough. Dense northern areas experience greater urban demand, while southern routes are more suburban. Brighton Road provides a strategic north south link towards Brighton.
- **Third-party works:** Utility, development and construction activity disrupts journeys and repeated excavations can shorten asset life.
- **Climate:** Heavy rainfall, flooding, winter weather and extreme heat accelerate deterioration, strain drainage and increase reactive repairs.
- **Funding:** Limited resources require the Council to balance preventative maintenance with urgent repairs and target investment where it delivers greatest long-term value for residents, businesses and road users.

A2 Road conditions in Croydon

What do the condition bands mean?

Croydon Council undertakes regular condition surveys of its carriageway network using AI condition surveys to understand asset condition, monitor changes over time and support maintenance investment decisions. The survey results are grouped into condition bands to help explain where maintenance may be needed:



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



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



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

The published [official statistics for road condition](#) include more detail about the methodology, timing and coverage of this data

What is the condition of our roads?

Based on regular condition surveys, Croydon Council monitors the condition of its carriageways over time to understand trends and inform maintenance priorities. The following chart demonstrates the condition of classified (A and BC) roads, together with unclassified (U) roads, over time.

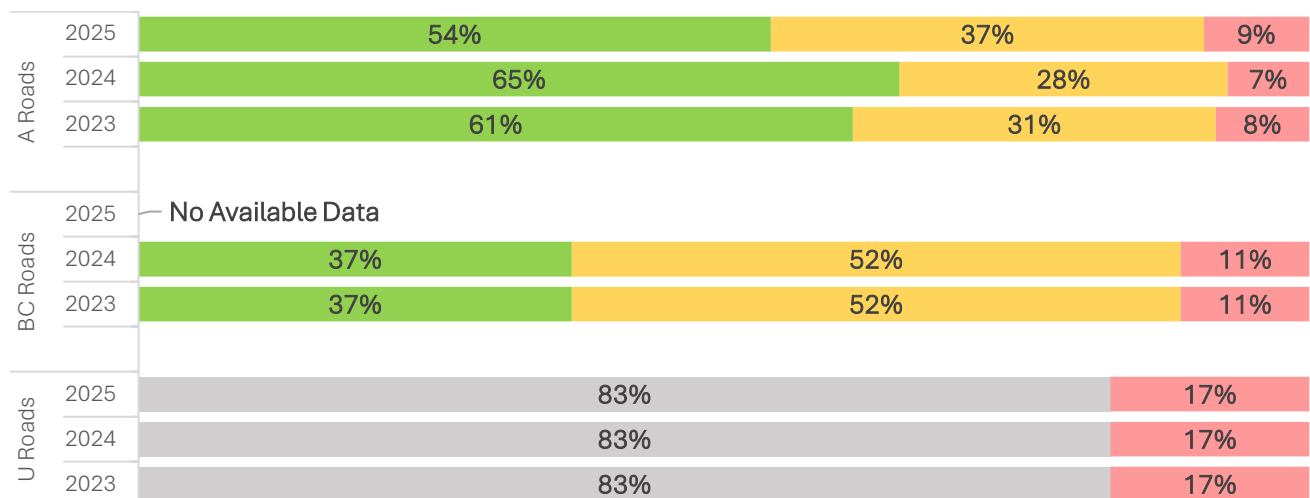


Figure 1: Condition of our roads by classification

Figure 1 shows A roads in green condition falling from 61% in 2023 to 54% in 2025. Although red condition remained broadly stable at 8%, 7% and 9%, rising amber levels show that overall condition is worsening. A-road deterioration reflects insufficient budgets and reduced TfL funding. Croydon has therefore redirected funding previously used for local roads to maintain these strategic routes, limiting preventative work across the wider network. Increased DfT funding will help fill this gap, support A-road investment and release more funding for local-road maintenance.

Croydon have carried out condition surveys for 2025/26 and will be conducting surveys for 2026/27 in line with the new PAS 2161 data standard for condition surveys, supporting more consistent and comparable condition reporting across England.

A3 Potholes and defects

What is a pothole?

Croydon defines a pothole as a depression or void in the road surface that poses a risk to road users. They typically form due to water ingress, freeze-thaw cycles and repeated traffic loading which cause failures and loss of material in the road surface. Potholes which meet our investigatory thresholds are risk assessed to determine appropriate actions and schedule repairs.

What we are doing to tackle potholes

In 2025/26, Croydon estimates that it repaired approximately **2,706** potholes across the public highway network.

Reactive Maintenance:

Croydon applies a risk-based approach to potholes and other highway defects, as set out in the Highway Safety Inspection Policy and Safety Inspection Regime. These documents define investigatory thresholds, assessment principles and response times in accordance with the Code of Practice for Well-managed Highway Infrastructure.

The network is inspected throughout the year, with frequencies based on road hierarchy, usage and relative risk. Defects are also identified through public reports and maintenance records. Where a defect meets an investigatory threshold, the Council assesses the likelihood of an incident and its potential impact. The resulting risk score determines whether action is required and the appropriate response time. Lower-risk defects may be monitored or considered for planned capital maintenance rather than repaired reactively.

Permanent first-visit repairs are prioritised where safe and practical, providing a more durable outcome and reducing disruption. Temporary make-safe repairs may be necessary when immediate permanent work is prevented by:

- Traffic management or access constraints;
- Adverse weather or material availability;
- Utility conflicts; or
- Coordination with wider Council works.

Planned Maintenance:

Planned and preventative programmes complement reactive repairs by renewing carriageways, extending asset life, reducing pothole formation and lowering long-term costs. Schemes are prioritised using condition data, inspection evidence, maintenance history, network importance and available budgets. This directs resources to locations where timely intervention can prevent deterioration, reduce reactive demand and deliver whole-life value. Further details are provided in Section A5.

How members of public can report potholes and other highway defects

Members of the public can report potholes, road damage and other highway safety defects in Croydon by:

- Submitting an online report via Croydon Council's [Love Clean Streets app or website](#)
- Downloading and reporting through the Love Clean Streets app
- Calling Croydon Council on 0208 726 6000 in an emergency

What happens after a pothole is reported

Croydon first confirms responsibility for each reported defect and refers issues outside its highway boundary to the appropriate organisation. Defects requiring action are then assessed by a highway inspector, who considers the level of risk and assigns an appropriate response. The two main response categories are:

- **Urgent (Priority 1)** - Made safe or repaired within 2 hours.
- **Non-Urgent**- Risk assessed and prioritised for repair in line with Croydon's response categories, ranging from 24 hours to planned repair.

Outcomes may include repair, temporary make-safe works, monitoring, referral to another organisation, or no further action. Records are updated to support customer communication, audit and future maintenance planning.

A4 What we spend to maintain the highway network and where the funding is coming from

Spending on highways maintenance

We currently spend £11.28m on maintaining our public highways, based on 2025/26 expenditure. A breakdown of how this is spent by asset class is provided below.

Table 1: Highway maintenance spend by asset class

Asset Class	2024/25	2025/26	2026/27 (projected)
Carriageways	£7,710,036	£5,042,309	£6,673,282
Footways	£1,891,593	£1,276,496	£3,269,614
Structures	£156,788	£653,130	£10,411,000
Drainage	£1,427,862	£1,606,466	£1,596,327
Lighting	PFI	PFI	PFI
Other Assets	£3,233,944	£2,697,139	£2,442,777
Total	£14,420,223	£11,275,540	£24,393,000

Croydon Council will continue to target investment towards planned and preventative maintenance where this provides long-term value and reduces reliance on reactive repairs. Differences in spend compared with last year's report reflect financial revisions, while differences between funding and spend arise from budget adjustments and reallocations made throughout the year. These adjustments ensure that available resources are directed to areas of greatest need and strategic priority, with underspends within highway maintenance reallocated to support the delivery of other essential council objectives, including public realm, infrastructure and flood resilience schemes.

Where does our funding come from?

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

Table 2: Funding sources

Funding source	2024/25	2025/26	2026/27 (projected)
Funding received through the Department for Transport / UK Government	£1,857,000	£1,541,000	£2,807,000
Additional highways maintenance funding provided by the Council or third parties	£13,379,000	£13,963,720	£21,586,000
Total	£15,236,000	£15,504,720	£24,393,000

Croydon Council's highways maintenance activities are funded through a combination of central government grants and locally allocated council funding.

The primary source of capital funding is internal council funding. However, an uplift in DfT Highways Maintenance Block funding is anticipated, supporting capital investment. Since 2025/26, this funding has increased significantly as part of the Government's commitment to record levels of highways maintenance investment, with allocations confirmed through to 2029/30. Croydon will receive up to £8.73m over the next 3 years, of which £5.34m forms a guaranteed baseline element, and an additional £3.39m incentive funding, subject to meeting certain criteria. This provides Croydon Council with greater funding certainty, shifting focus from reactive-focused regimes to long-term, planned and preventative maintenance.

A5 Our maintenance plans for this year

Our plans for highways maintenance for 2026-27

Croydon Council is continuing to deliver its risk-based highways maintenance programme in 2026/27, targeting investment where it provides the greatest benefit to the travelling public. We intend to deliver the following planned maintenance activities this year:

- Resurfacing approximately 7.9km of carriageways across the network.
- Preventative maintenance to extend the life of approximately 7.9km of carriageways.
- Renewing and reconstructing approximately 0.88km of footways to support safe and accessible walking and wheeling.
- Delivering planned drainage maintenance and improvement works, including gully cleansing, drainage repairs and flood alleviation measures where required.
- Maintaining other highway assets, including structures, traffic signs, road markings and street furniture, where works are identified through inspections, asset data and available budgets. Street lighting in Croydon is managed separately through a PFI arrangement.

Full list of planned carriageway and footway works

Croydon Council is committed to being open and transparent about where and how it invests in the highway network. Roads and footways earmarked for planned maintenance works in 2026/27, including the type of treatment to be carried out, are set out in the Council's approved Highways Capital Programme.

The full list of planned carriageway and footway maintenance schemes for 2026/27 is provided in Appendices A and B of Croydon Council's approved [2026/27 Highways Capital Programme](#). These appendices set out the road sections and streets scheduled for maintenance, including proposed works such as carriageway resurfacing, carriageway patching, footway renewal, footway patching and associated highway works.

How decisions are made on our maintenance plans

Croydon Council prioritises highway maintenance using a weighted, risk-based process that combines asset condition, network use, safety, customer demand and value for money. The main priority factors are:

- **Condition Survey** identifies streets with the greatest evidence of deterioration and need for programmed intervention.
- **Inspection Frequency:** reflects network hierarchy, usage and risk, with higher-priority routes inspected more often.
- **PM Requests:** captures planned maintenance requests and engineering judgement where local issues or scheme opportunities are identified.
- **Reactive Defects (no/km):** highlights locations with repeated reactive repairs, helping identify where planned works may reduce future demand.
- **Third-Party Claims:** considers locations where claims data may indicate recurring safety or condition concerns.
- **Enquiries:** includes public and stakeholder reports, ensuring local concerns are considered alongside technical evidence.

Together, these factors support transparent, evidence-led decisions that target funding where it will improve safety, reduce repeat reactive demand and deliver the greatest benefit to highway users.

Technical Annex

B1 Highways maintenance funding and spending figures

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

Capital funding allocation sources

Table 3: Capital funding allocation sources by year

Funding sources		2024/25	2025/26	2026/27*
DfT	Highway maintenance capital allocation	£764,000	£1,241,000	£2,707,000
	Other capital allocated to highway maintenance	£0	£0	£73,000
Other government capital allocated to highway maintenance		£2,756,000	£4,202,000	£10,411,000
Other capital allocated to highway maintenance		£9,582,000	£7,853,720	£8,923,000
Total capital funding allocated for highway maintenance		£13,102,000	£13,296,720	£22,114,000

Other capital government funding includes TfL funding for maintenance of borough principal roads and bridges.

Spending

Croydon Council confirms that it understands the answers in this section relate to compliance under the 2026/27 local highway maintenance incentive funding requirements.	Yes
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Table 4: Total capital and revenue highway maintenance spend

Funding stream	2024/25	2025/26	2026/27*
Total capital spend	£11,826,495	£9,123,523	£22,114,000
Total revenue spend	£2,593,728	£2,152,017	£2,279,000
Total spend	£14,420,223	£11,275,540	£24,393,000

Differences in spend compared with last year's report reflect financial revisions, while differences between funding and spend arise from budget adjustments and reallocations made throughout the year. These adjustments ensure that available resources are directed to areas of greatest need

and strategic priority, with underspends within highway maintenance reallocated to support the delivery of other essential council objectives, including public realm, infrastructure and flood resilience schemes.

Carriageway maintenance spend

Table 5: Carriageway spend by maintenance type

Maintenance type	2025/26		2026/27*	
	Capital	Revenue	Capital	Revenue
Total planned maintenance	£3,388,631		£4,242,532	
Preventative	£2,362,203		£2,546,081	
Structural	£834,684		£1,086,277	
Patching	£191,743		£610,174	
Total reactive maintenance	£1,208,768	£444,910	£1,782,750	£648,000
Temporary repairs		£30,560		£129,600
Permanent repairs	£1,056,866	£414,351	£1,106,000	£518,400
Other carriageway spend	£151,901.77		£676,750	
Total carriageway spend	£4,597,398	£444,910	£6,025,282	£648,000

For Croydon, the carriageway spends is broken down based on planned and preventative treatment. We have defined planned treatments as works programmed in advance through the capital maintenance programme, including preventative surfacing, structural resurfacing or reconstruction and planned patching. Reactive treatments are works carried out in response to safety inspections, public reports or defects recorded through maintenance systems, including temporary make-safe works and permanent pothole or defect repairs.

Other highway maintenance spend includes other assets needed to keep the public highway safe and serviceable such as winter service and inspections.

B2 Maintenance activities

Table 6: Road resurfacing and surface treatment quantities

FY	Planned Maintenance			Reactive Maintenance	
	Preventative	Structural	Patching	Permanent	Temporary
2025/26	14.20km	13.3km	28,742m ²	2582	124
2026/27*	7.90km	7.90km	44,367m ²	n/a	n/a
Does Table 6 reflect all carriageway-related road surface treatments and repair activities? If no, see further information on any other types of treatments delivered and their extent.					No

Table 6 reflects the main carriageway-related road surface treatment and repair activities reported for planned maintenance. Reactive maintenance figures are provided as a count since repair areas are not recorded during works. Reactive maintenance includes pothole, edge deterioration, fretting and make safe repairs. Further information on pothole numbers and repair types is provided in Section B3.

B3 Pothole repairs

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

Pothole/Defect intervention criteria

Croydon Council uses risk-based investigatory levels to determine when to risk assess a potholes or other carriageway defect to determine an appropriate response. [Table 7](#) sets out Croydon's investigatory thresholds for different defect types.

Table 7: Defect categories and investigatory levels

Context / risk location	Additional	Investigatory Threshold
Carriageway	General	40mm vertical face depth and 200mm across in any horizontal direction
	Cycle lanes & natural crossing points	20mm vertical face depth and 200mm across in any horizontal direction
Footway & Crossing Point	General	20mm vertical face depth and 200mm across in any horizontal direction

If a pothole or other highway defect meets this investigatory threshold, the safety inspector will undertake a risk assessment using the following risk matrix ([Table 8](#)) – this assessment will take into account the size, location and level of usage of the area to determine a risk score ([Table 9](#)).

Table 8: Risk matrix

Impact	Probability / Likelihood				
	Very Low (1)	Low (2)	Medium (3)	High (4)	Very High (5)
Little or Negligible (1)	1	2	3	4	5
Minor or Low (2)	2	4	6	8	10
Noticeable (3)	3	6	9	12	15
High (4)	4	8	12	16	20
Very High (5)	5	10	15	20	25
Priority	P5/P6	P4	P3	P2	P1

Table 9: Defect priority response times

Priority Category	Response Time
Priority 1	Make safe or repair in 2 hours

Priority Category	Response Time
Priority 2	Make safe or repair in 24 hours
Priority 3	Repair within 7 days
Priority 4	Repair within 14 days
Priority 5	Repair within 28 days
Priority 6	Planned repair with completion date entered. Ideally completed before next scheduled inspection

Number of potholes filled

Description	Potholes
Number of potholes filled in 2025/26	2706
Of these, Croydon Council estimates that the potholes were resolved using the following approaches:	
Planned repair / patching	0
Planned structural	0
Temporary reactive repairs	124
Permanent reactive repairs	2,582

Pothole numbers for 2025/26 were estimated from Croydon payment reports. Carriageway reactive jobs were treated as reactive pothole repairs, while High-Priority Carriageway Maintenance was used to identify planned repair or patching activity. Temporary repairs have been equated to jobs requiring an initial make safe before permanent repair. Permanent repairs were counted where records showed completed repair or patching works not recorded as make-safe.

CAUTION FOR READERS: Authorities have different criteria for identifying potholes and different methodologies for counting how many they have filled or resolved. Summing the figures in the above table across authorities will therefore not provide a reliable estimate of the total number of potholes filled across England.

Prices of pothole interventions

Unit cost (permanent pothole repair)	£131*	Unit cost (temporary pothole repair)	£125
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*To complete a permanent repair following a temporary make safe would incur both costs to a value of £256

The average rate per pothole repair was calculated from Croydon's 2025/26 payment reports. These repair costs are inclusive of material and labour costs. Temporary repairs were identified where job descriptions used "make safe", while permanent repairs were based on completed repair or patching records not described as make-safe.

Defect repair quality

Do you set requirements to those delivering repairs about the longevity of both a) planned repairs/patching, and b) reactive repairs using permanent methods?	Yes
If yes, do you base your material and process specifications on these longevity requirements?	Yes
Do you regularly monitor the appropriateness of the carriageway interventions chosen by your workforce or contractor and the quality of work delivered?	Yes
If yes, do you systematically record information about expected and delivered longevity of repairs?	Yes

Croydon's contract sets longevity requirements for planned patching and permanent reactive repairs, supported by incentives for permanent first-time fixes. Material and process specifications are defined through approved repair standards and maintenance decision trees. Officers monitor intervention selection and workmanship through inspections, contract reviews, photographs and completion evidence. Defects, repair type, expected performance, completed works and follow-up findings are recorded through the Safety Inspection Regime and Asset Management System workflow. These records support review of delivered repair life, recurring failures and contractor performance, as set out in the Highway Data and Inventory Management Manual.

Public reporting system for defects and other issues

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

Croydon uses *Love Clean Streets* as its main public reporting route for highway defects, including potholes, damaged roads, pavements, kerbs, drainage issues, obstructions and street furniture defects. Reports submitted through the app or website capture location, description and photographs, and are routed to the relevant Council team or contractor for triage and response. Non-emergency reports are monitored routinely, with customer updates available through the reporting account. Defect reports are considered alongside inspection records, risk, location, network hierarchy and available budgets to inform reactive repairs, follow-on inspections and planned maintenance priorities.

Tools used for reporting

Croydon also use *Love Clean Streets* as their community-facing reporting tool, available through both the mobile app and website. Reports can include a location, category, description and photographs, and are directed to the relevant Council service or contractor for follow-on inspection, works ordering, progress tracking and customer closure.

B4 Maintenance of highway structures

Highway Structures

Croydon is responsible for maintaining and managing a range of publicly maintained highway structures, including bridges, footbridges, retaining walls, culverts and tunnels. Structures are inspected through a structured regime designed to monitor condition, identify defects, assess risk and inform maintenance planning. General Inspections are undertaken at regular intervals, and Principal Inspections provide a more comprehensive condition assessment. Inspection findings are recorded and used to prioritise maintenance funding, manage structural risk and support the continued safety and serviceability of highway structures.

Description	Structures
Number of highway structures maintained by Croydon Council	62
Highway structures with interim measures in accordance with CS470	2
General Inspections (GI)	
Number of structures due a GI in 2025/26 in accordance with CS450	0
Number of GIs carried out in 2025/26	13
Principal Inspections (PI)	
Number of structures due a PI in 2025/26 in accordance with CS450	0
Number of PIs carried out in 2025/26	23

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.

Asset management strategy and policy

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

Yes

Croydon has adopted its Highway Asset Management Strategy to set out the strategic framework for how it plans, prioritises and invests in maintenance across its public highway infrastructure. The strategy sets out the Council's asset management approach, including asset data, lifecycle planning, performance management, financial planning and service improvement.

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

[Croydon Highway Asset Management Strategy](#)

Croydon's Highway Asset Management Strategy was last updated in:

May 2024

Croydon's Highway Asset Management Strategy was last updated in May 2024 and is currently undergoing a formal review. Evidence gathering and stakeholder engagement will take place during 2026, followed by preparation and internal review of the revised Strategy by April 2027. The Council will seek approval from the appropriate senior political decision-makers by July 2027 and publish the updated Highway Asset Management Policy and Strategy by 31 August 2027.

Asset data

Croydon maintains asset inventory and condition data across its key highway asset groups to support evidence-led maintenance planning and investment decisions. [Table 10](#) sets out the current status of inventory and condition data held for each key asset type.

Table 10: Information on quality of highway asset data held

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

Street lighting	Full (Operated under PFI)	Full (Operated under PFI)
Traffic signals	TfL maintain traffic signals across London	

Croydon is working to strengthen its data-driven approach to asset management by improving the consistency, coverage and use of asset inventory, inspection and condition data. Carriageway and footway maintenance planning is informed by condition surveys, safety inspections, network hierarchy, reactive history and local knowledge. PAS2161 accreditation surveys will be adopted from 2026/27 onwards. Drainage records support cyclical cleansing and identification of flooding or ponding locations, while structures data is informed by inspection records and condition assessments.

Asset data integration and management

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

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

Croydon's highway asset data is primarily managed through the AMS Confirm. This system holds our asset inventory, inspection records, condition data and works orders.

Highway structures are managed through BridgeStation, as for all London Boroughs under the pan-London approach set out via the London Bridge Engineers Group (LoBEG).

Improvements in data management include enhancing data accuracy, completeness, recording and validation to support more evidence-led decision making. This includes using maintenance history and defect data to inform planned works, alongside dashboards and spatial analysis to assess performance and investment needs. Asset information will also inform carbon reduction and climate resilience initiatives.

Lifecycle planning and investment decision making

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

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

Croydon uses lifecycle planning to inform long-term investment decisions for carriageways, footways and structures, reducing reliance on reactive demand and short-term pressures. Condition data, safety inspections, network hierarchy, deterioration forecasts and treatment decision trees are used to identify when and where intervention will provide best value.

A lifecycle planning exercise completed in March 2025 assessed carriageway and footway backlog, steady-state funding needs and treatment priorities, as summarised in [Table 11](#). Structures lifecycle planning is undertaken through Bridge Station, using inventory and condition information to identify future investment needs and prioritise works across the structure’s portfolio.

Table 11: Results of lifecycle modelling exercise 2025

	Current Backlog	Future Backlog*	Steady State
Carriageways	£147m	£175m	£9m
Footways	£114m	£129m	£4.5m

*based on current funding

Performance monitoring and continuous improvement

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

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

Croydon’s HAMP establishes a performance framework covering network condition, customer satisfaction, asset performance, claims, drainage, structures and service delivery. KPIs are reviewed through dashboards, monthly contract meetings, contractor reviews, annual reporting and wider asset management processes.

Performance trends are used to identify risks, challenge delivery, prioritise maintenance, refine programmes and inform future funding and investment decisions. Findings also support corrective actions, service improvements and monitoring of outcomes.

Croydon benchmarks its performance and shares learning through collaboration with sector bodies, London borough networks and highway asset management forums. As part of the 2025 lifecycle modelling exercise Croydon’s conducted a value for money maintenance performance review against other London boroughs.

B6 Footways and cycleways

Croydon maintains an extensive network of footways and cycleways that support walking, wheeling and cycling across the borough. The Council adopts a risk-based approach, combining safety inspections, reactive repairs, planned footway maintenance and winter service provision to keep active travel infrastructure safe, accessible and serviceable.

Do you have a defined footway hierarchy (e.g. based on footway function and usage levels) that underpins a risk-based approach to inspection frequencies and maintenance programmes?	Yes
For 2026-27, please provide the length of footways that you have earmarked for structural maintenance / reconstruction / renewal	0.88km
For 2026-27, please provide the length of footways that you have earmarked for preventative maintenance treatments	0.33km
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
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
Structural maintenance / reconstruction (in km)	0km
Preventative maintenance treatments (in km)	0km

Footway and cycleway maintenance is prioritised using hierarchy, condition, inspection findings, usage, safety risk and available funding. Priority routes and locations are considered within winter service planning and routine highway maintenance activities, including vegetation management, sweeping and clearance where required.

Croydon's footway and cycleway maintenance programme is defined in line with the Code of Practice for Well-Managed Highways Infrastructure by categorising routes by function, usage and relative priority. The hierarchy informs safety inspection frequencies, maintenance standards and prioritisation, with higher-use locations such as town centres, schools, transport corridors and priority routes considered when developing maintenance programmes.

Priority footways and cycleways are considered as part of winter service arrangements, including treatment of routes that support access to key services, transport interchanges, schools and other important destinations. Routine clearance is managed through highways and related Council service activities, including street sweeping, vegetation management and response to local issues reported through inspections or public reporting routes.

Evidence includes Croydon's Highway Asset Management Strategy, Safety Inspection Regime, winter service arrangements, inspection records, asset data and planned footway maintenance programme information.

B7 Drainage

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

Table 12: Drainage maintenance expenditure by approach

Planned, 93%		Reactive, 7%
Does your authority utilise a digital drainage management platform, covering asset inventory, inspection history, sensor data, and risk scoring?		Yes
Do you maintain a record of locations where drainage issues are known to cause or contribute to carriageway deterioration or surface water ponding?		Yes
Do you utilise smart sensors or other remote monitoring technologies to monitor performance of your drainage assets?		Yes

Croydon manages highway drainage through planned cyclical cleansing and targeted reactive works, using asset records, flooding history and local risk information to prioritise resources.

Planned maintenance includes gully cleansing, SuDS and flood alleviation schemes, while reactive works respond to flooding, blocked gullies or inspection findings to restore drainage performance and keep the highway safe.

Croydon manages drainage assets using the Confirm software. This provides asset records, inspection history, cyclical gully cleansing records, sensor data, flood risk information and flooding hotspot data. These records support maintenance planning, defect identification and monitoring of locations where drainage issues may affect highway condition.

Drainage records are used to identify repeat flooding and ponding locations, support targeted cleansing and help prioritise drainage repairs, carrier pipe works, soakaways, gullies and reprofiling works. Standard radar water level sensors are installed at high flood risk sites to monitor drainage performance and detect flood events in advance and respond rapidly.

B8 Skills and training

Croydon maintains a structured approach to skills, training and competence for staff, contractors and supply-chain personnel involved in highway maintenance and asset management.

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

Croydon maintain a structured competence and training process for highway maintenance staff, contractors and supply-chain personnel (see Croydon Highway Maintenance Staff Skills, Training Plans and Resources Process, Sections 2, 4, 5 and 6). The process defines role-based competence levels, annual skills reviews, role profiles, skills matrices, individual assessments and training plans.

Professional development is promoted through continuing professional development (CPD), mentoring, apprenticeships, formal qualifications, and support for professional membership and registration (see Sections B7 and B12). Sections B10 and B11 set out arrangements for managing contractor competence, authorisations, training records, expiry dates and assurance. These measures help Croydon maintain a competent, capable and resilient workforce for effective highway asset management.

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 us to optimise durability, manage risk and deliver best whole life value from their assets.

Have you updated your asset management policy and strategy to reflect the increased probability of extreme-weather and/or geohazards now and in the future?	Yes
Have you identified your resilient network and agreed this with senior decision-makers?	Yes
If yes, when was this last updated?	September 2025
Have you identified locations that are repeatedly affected by extreme weather (e.g. flooding, heat damage, storms)?	Yes – known informally
Have you measured and benchmarked the greenhouse gas emissions from your highways maintenance service using a recognised industry standard? Or do you have arrangements in place to do so (e.g. ADEPT Carbon Leadership Programme)?	Yes
Have you formally engaged with the ADEPT Live Labs 2 Programme to understand what lessons your authority can utilise to increase the efficiency of your operations and support decarbonisation efforts?	No

Croydon has commissioned work to develop a highways-specific Carbon Management Plan. The plan will establish a structured approach to measuring, benchmarking and reducing greenhouse gas emissions from highway maintenance activities. It will align with the Highway Asset Management Strategy and Croydon's Climate Action Plan 2030 and will draw on recognised industry practice and relevant learning from sector programmes, including ADEPT Live Labs 2.

Targeted drainage upgrades or maintenance	Yes
Natural flood management / SuDS	Yes
Targeted slope / ground stability / landslip mitigation	No
Heat resilient materials or surface treatments	Yes
Tree planting / shading for heat management	Yes

Other	No
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Croydon manage climate resilience through defined risk, vulnerability, prioritisation and performance stages (see Highway Climate Resilience, Carbon Reduction & Sustainability Strategy, Climate Resilience Management Process). Carbon reduction is addressed through materials, construction, recycling, plant, transport and lifecycle planning (see Carbon Reduction Process and Performance Monitoring). The resilient network is defined through winter routes and priority locations including primary routes, hospitals, transport interchanges, town centres, schools and hazardous locations (see Winter Service Plan, Sections 4 and 6). Flood adaptation is supported by planned 2026/27 drainage schemes including soakaways, SuDS, carrier pipe repairs, gullies and reprofiling works (see Flood Alleviation Measures 2026/27).

Croydon actively manages climate-related risks to the highway network through planned adaptation measures, emergency planning and cross-service collaboration. Adaptation measures include targeted drainage upgrades and maintenance, flood alleviation schemes, soakaways, SuDS, carrier pipe repairs, gully works and local reprofiling where needed. Croydon also considers heat-resilient materials, surface treatments, tree planting and shading risks as part of its wider asset management and resilience approach.

Croydon does not operate a standalone landslip mitigation programme. Landslip issues are assessed on a site-specific and risk-led basis identified from inspections, condition or incidents. Where necessary, specialist investigation will be conducted to determine appropriate mitigation.

B10 Innovation

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

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

Croydon works with its contractors and supply chain to explore and implement innovative maintenance techniques and materials, seeking to improve asset performance and value for money while reducing the carbon impact of maintenance activities. Croydon reviews and adopts innovation through its Highway Innovation Process Map, as per [Figure 2](#).

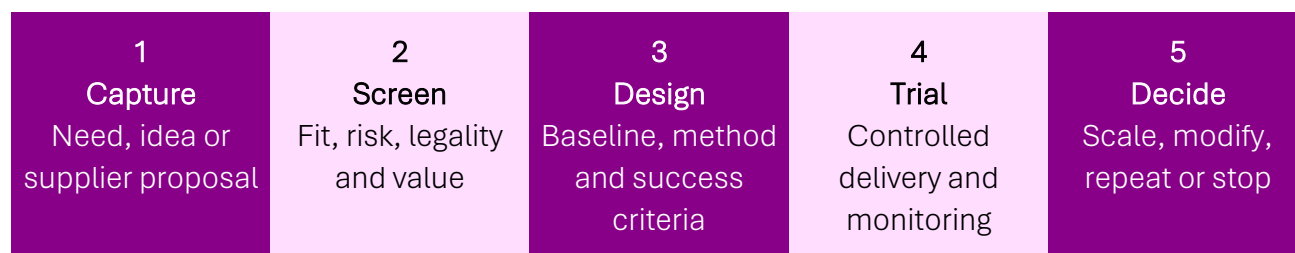


Figure 2: Innovation Process Map

This sets out how opportunities are identified, assessed, trialled and implemented (see Croydon Highway Innovation Roadmap, Sections 3, 5, 6 and 12). Future trial opportunities include:

- Recycled and lower-carbon materials.
- Predictive maintenance tools.
- Digital asset management improvements.
- Smart drainage monitoring.

Potential trials are scored against agreed technical, cost, carbon and deliverability criteria before wider adoption (see Innovation Roadmap, Sections 7 and 8).

Examples of innovations that have been adopted

- **Warm mix asphalt:** Croydon uses warm mix asphalt where specification, plant and site conditions are suitable. This reduces asphalt production temperature compared with traditional materials, with potential benefits for energy use, carbon emissions, operative working conditions and pavement performance.

- **SureLayer surfacing:** Croydon has identified SureLayer as an adopted surfacing technology for suitable carriageways. It supports single-layer construction, helping reduce construction operations, plant movements and traffic-management duration while maintaining appropriate treatment selection.
- **Microsurfacing:** Croydon has also adopted cold-applied, two-layer microsurfacing as an innovative planned preventative maintenance treatment for carriageways that remain structurally sound but exhibit surface deterioration, rutting, extensive patching or utility reinstatements. The first application regulates the existing surface by filling minor depressions and rutting, followed by a surface coat that improves skid resistance, reduces road noise and limits water ingress. This cost-effective treatment rapidly restores surface condition, extends the serviceable life of the carriageway and helps prevent the need for more extensive structural intervention. Its continuous-flow application also supports efficient delivery, reduces traffic-management duration and minimises disruption to road users.

B11 Working with utility companies to reduce disruption to road users

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

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

Croydon operates a permit-based Streetworks management approach and monitors utility works through inspections, site checks, defect identification and enforcement action where appropriate. Utility and highway works are coordinated through planned engagement, permit review and forward planning to reduce repeated excavations, minimise disruption and protect the condition of the highway surface.

Croydon uses permit, inspection and coordination processes to manage the impact of utility works. Traffic-sensitive street information, permit conditions and forward programmes are reviewed to support network management decisions and reduce disruption to residents, businesses, public transport and road users.

In October 2025, Croydon completed a lane rental suitability assessment and reviewed its traffic-sensitive street designations. Following consultation on 14 November 2025, the Council produced a senior-endorsed schedule setting out the designated streets, assessment criteria and applicable timings. This will strengthen future permit decisions and improve the coordination of works across the most sensitive parts of the highway network.

Once implemented, the Lane Rental Scheme will provide a direct financial incentive for utility companies and contractors to complete works more quickly, at less disruptive times and using more innovative construction methods. By charging for occupation of the most congested parts of the network during busy periods, Lane Rental will encourage better planning and coordination of works, reduce the duration of road occupations and help protect the condition of the highway surface from the cumulative impact of repeated openings.

B12 Managing highways maintenance contracts effectively

This section sets out how Croydon manages highway maintenance contracts effectively, including technical oversight, performance monitoring, cost review and arrangements that support safe and appropriate repair decisions.

Does your authority retain in-house technical capability to independently assess maintenance interventions proposed by contractors?	Yes
Do you routinely analyse actual unit costs for core highways maintenance activities delivered under contract and compare them against benchmarks or historic performance?	Yes
Do you have defined KPIs for your highways maintenance contract(s), and are they actively monitored by the authority to manage performance?	Yes
If reactive pothole repairs are delivered by a contractor, do your contracting arrangements incentivise single-visit permanent repairs where it is safe and appropriate to do so?	Yes

Croydon complies with these contract management requirements through:

- **Retained client-side capability:** Monthly contract evidence shows Croydon officers actively review and challenge maintenance delivery through contract meetings, monthly performance reviews and technical approval discussions. This includes technical, programme, commercial and risk reviews before works progress or funding decisions are confirmed.
- **Cost and value-for-money review:** Croydon compares actual costs using contract financial data, payment records, estimate accuracy, EW/CE registers and KPI/LPI reporting. This supports review against agreed rates, historic costs and programme delivery.
- **Defined contract KPIs:** The New Generation Highways Contract includes updated KPIs covering the following key metrics:
 - Contractor reporting
 - Adherence to reactive and cyclic programmes
 - Adherence to planned schemes
 - Financial Completion
 - Winter Service
 - Recycling and Carbon Performance
- **Right-first-time repairs:** Contract arrangements and repair standards support permanent repairs at the first visit where it is safe and practical. Temporary repairs are used only where immediate risk, access, traffic management, weather or operational constraints prevent a permanent repair.

- **Performance challenge and improvement:** KPI and LPI results are reviewed through monthly contract and performance meetings. Underperformance, delivery risks and exceptions are challenged, minute and used to agree corrective actions and future improvements.