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ADEPT President's Awards 2026

Entry form

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Phone Number	(01254) 703212
Award category	Deploying Innovation and Technology
Project Title	Combining data and innovation to transform highway maintenance
Local authority	Lancashire County Council
Partner/s if applicable	Multevo

Headline summary (150 characters max.)

Since June 2025, Lancashire County Council awarded Multevo have transformed the way roads are repaired through new technologies and innovations.

Please note we need at least one supporting image per award submission. Upload your image/s below.

Deploying Innovation and Technology: How has this project used digital innovation and/or the imaginative use of new or existing technology? (150 words max.)

Lancashire County Council's digitally enabled managed service is transforming how carriageway defects and potholes are repaired across Lancashire's public highways. Moving beyond temporary fixes, the service focuses on long-term, permanent repairs supported by live defect reporting data and AI-assisted prioritisation.
This data-driven approach ensures repairs are carried out at the right place and time, enabling clusters of defects to be addressed in a single visit. The result is fewer repeat failures, improved efficiency, and stronger network performance.
The service integrates three advanced repair techniques with digital planning and performance monitoring to optimise the deployment of maintenance crews across Lancashire's extensive road network.
An embedded innovation clause drives continuous improvement and enables rapid trials of new technologies. This has already enabled Lancashire to pioneer the Recycle, Rejuvenate, Repair (RRR) in-situ recycling process — the first UK authority to implement it for pothole repairs.

Deploying Innovation and Technology: How has this project shown evidence of improved outcomes for users and communities? (150 words max.)

The partnership has enabled quick and visible improvements for Lancashire's residents and road users. In just its first seven months in service, it has delivered permanent treatment to 23,640 defects and more than 140,000m² of carriageway. Reported potholes across the network have declined by 47 percent, reversing a multi-year upward trend.
Making repairs on a fixed basis has cut repeat visits and disruption to road users. The programme also reduces traffic management requirements and boosts efficiency by addressing clusters of defects in one visit.
The economic benefits are just as stark. Average repair costs have decreased by 37%, which means taxpayers are receiving better value for money whilst also allowing for increased durability.
It has generated wider community benefits, including the creation of 120 local jobs and £5.2 million of social and economic value. About 95 percent of emissions are eliminated compared to traditional pothole repairs using low-carbon repair technologies.

Deploying Innovation and Technology: How has this project shown evidence of the transformation of a service/department/organisation by changing behaviours, delivering savings or improving ways of working? (150 words max.)

This programme marks a step change in the way Lancashire deliver their highway maintenance services and work to provide improved customer service.
Before all pothole repairs were carried out through fragmented day-works contracts with multiple contractors and most of the work was temporary. That reactive model fuelled increasing costs, repeated visits and escalating defect counts.
Lancashire used the LCRIG Innovation Procurement System to procure a fully managed service sharply focused on permanent repairs, preventative maintenance and outcome-based performance.
The new model brings delivery under national coverage by a single specialist provider who conducts planning, traffic management, repair delivery and performance monitoring. Data-driven planning allows repair clusters and specialized interventions to stop the spread of defects.

Deploying Innovation and Technology: How can the innovation/technology in this project be applied in multiple sectors/areas? (150 words max.)

This new approach to contract delivery is proving to not only reduce defects on the network but prevent them from reforming, allowing for a futureproof method for maintaining UK roads in the long term.
Through the Innovation Procurement System, this can be scaled nationally and adopted by other local authorities who are looking to finally beat the backlog of repairs and break the cycle.
Adding an innovation clause within the contract has helped accelerate adoption of innovations in the County, by removing traditional procurement barriers and cost implications. Applying this across the wider sector will support Councils in trialling new ways of working and meeting carbon reduction targets.
The innovative technologies, including UK-first insitu recycling patch repairs, recycled asphalt and recycled rubber mastic repairs, are gaining wide interest amongst the sector. The ambition of the partnership is to set the standard of what can be achieved, encouraging replication across sectors.

Deploying Innovation and Technology: How does this project demonstrate scalability and resilience - the ability to use technology in a wider scope and in a way that encourages longevity of use? (150 words max.)

As defect numbers continue to decline, the partnership's ambition is to move to a preventative strategy, with repair costs dropping to just £19 per defect. Defect numbers are forecast to drop significantly thanks to fix first time approaches, meaning the money saved can be reinvested in prevention at a fraction of the cost of repair.

Multevo and LCC have pioneered a new targeted preventative patching system, PatchGuard, the first of its kind in the UK. The PatchGuard is a streamlined intervention that uses a single system to spray, chip and seal patches.

The project has greatly reduced network defects through fix-first-time and correct repair interventions, maximising network resilience.

We believe this will become a best practice approach in the future, backed by the industry and setting the standard for how we finally beat the backlog of pothole repairs.