

# Asset Management

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Annual Review  
September 2023

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**Derbyshire Highways**

 Working better, delivering more

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## Document Information

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# Introduction

As Cabinet Member for Highways Assets and Transport, I would like to introduce our new Annual Review document.

This document provides an overview of how we have managed our Highway assets in the financial year 2022-23 and the plans we have in the current financial year.

Our assets are diverse and include our road network, bus shelters, streetlights, road signs, bridges, traffic lights, drainage gullies, trees, roundabouts to name just a few.

Full details about our assets can be found in the Data Management Strategy on the county council's website: [Highways infrastructure asset management - Derbyshire County Council](#)

We manage our assets in line with the asset management principles outlined in the [UKRLG's Well-Managed Highway Infrastructure: A Code of Practice](#).

We have a suite of Asset Management policy documents that govern how we manage our network. These can be requested by emailing [ete.sams@derbyshire.gov.uk](mailto:ete.sams@derbyshire.gov.uk). We have split our assets into 6 main asset areas as follows:



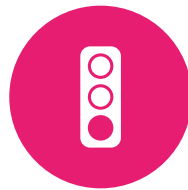
**Carriageways**



**Street furniture**



**Drainage**



**Electronic traffic management**



**Street lighting**



**Structures**

This document will be published each year, providing an up-to-date picture of the work and achievements across the Highway service.

In the past 12 months, the county council has had to consistently maintain our assets while tackling major issues.

These issues include dealing with significant storm events that have affected the county, such as the flash flooding in June 2023 and a number of major landslips on our network, such as at Great Hucklow in September 2022 and Holloway in November 2022 and January 2023.



Councillor Charlotte Cupit, Cabinet Member for Highways Assets and Transport.

We are also driving improvements to the way the service is delivered by implementing a new model of working within Highways through the delivery of the Derbyshire Highways transformation programme. A key part of the programme is to ensure that we retain and attract the right people to deliver an excellent service to the people of Derbyshire, in line with our People Strategy.

The county council is continuing to improve the corporate Customer Relationship Management system, used to manage all highway customer enquiries.

We are also implementing a new Asset Management System. This system holds all the details about our highway assets, previous maintenance and new work that has been completed or scheduled to be completed.

The county council is upgrading its finance system to track costs and expenditure. This has had a major impact on staff time both implementing the systems and training staff to maximise the benefits of the new systems.

The improvements to the council's Customer Relationship Management system will streamline our customer enquiry procedures and the information we send to keep people informed and updated.

The level of detail provided by our own online reporting system is far better than that offered by other 'off the shelf' products, like Fix My Street. By using our own system, we are able to save staff time, avoiding the need to manually input information from one ICT system to another. We are also able to gather insight to accurately risk-assess each site, maximising on-site safety for our staff. And finally, we can record customer enquiries and share regular progress updates much more easily and effectively.

Corporately, the county council is introducing a new People Strategy.

The aim is to create a framework to recognise that staff are at the heart of enabling change, ensuring our partners and communities thrive and our organisation succeeds.

Its main aims are to:

- Attract and retain the best people in the most effective way possible.
- Promote diversity and inclusion, enable responsive workforce plans and develop credible reward strategies.
- Engage, nurture and develop our people and our future potential.
- Enable organisational transformation and effective employee relations.
- Enable and ensure the wellbeing and safety of our people.

## Benchmarking our service

### National Highways and Transportation survey

We take part in the National Highways and Transportation survey which is a national public satisfaction survey involving 145 local highway authorities.

The aim of the survey is to collect public perception or satisfaction with various elements of the council's work and activities. The results allow authorities to benchmark against their peers and analyse what work should be prioritised to improve public perception and satisfaction scores.

A consideration when interpreting the data from this survey is that it is only sent out via paper to a limited number of households and the returned surveys are often skewed to those representing an older demographic. Therefore, the results are not always seen to be representative of the whole of the population of Derbyshire.

In 2022, the NHT survey was sent to 3,300 Derbyshire households with a return rate of 860 responses.

According to the Derbyshire Observatory, Derbyshire (excluding Derby City) had a population of 807,183 people. Based on this information the 2022 return rate was only approximately 0.11% of the County's population. The Observatory reports that 22% of our population are aged 65 and above. Of those surveys returned, 51% were from people aged 65 and above.

The Highways service is considering alternative methods of engaging with residents to improve resident feedback and to get viewpoints from a more accurate sample of the actual demographics of Derbyshire. These include:

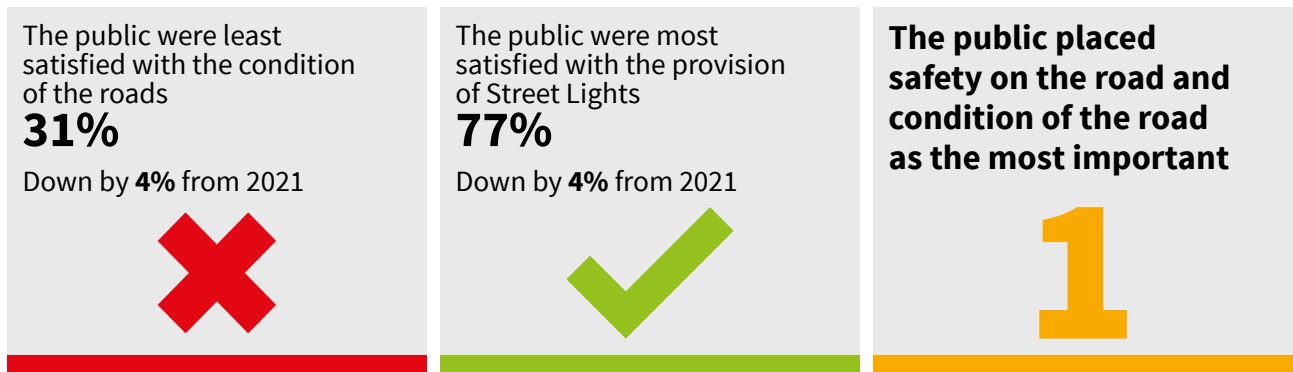
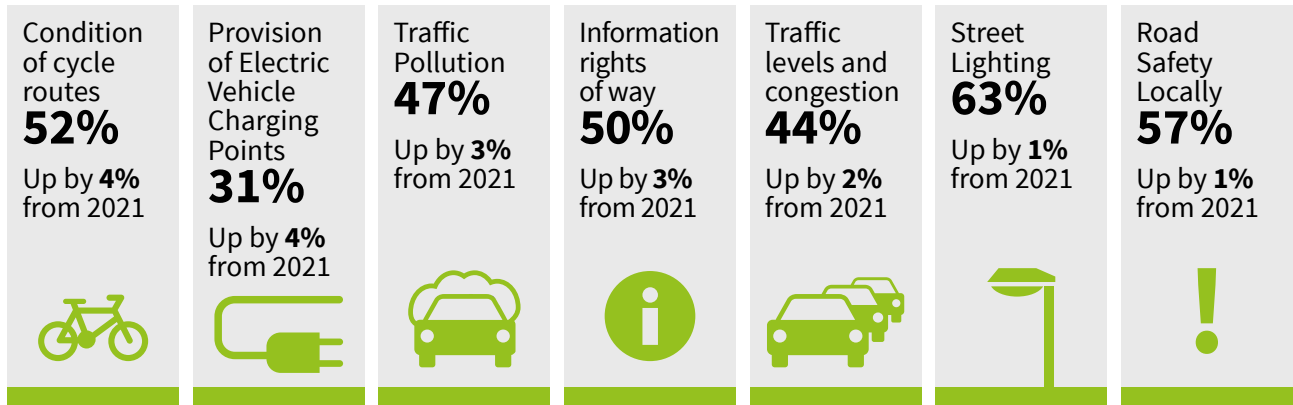
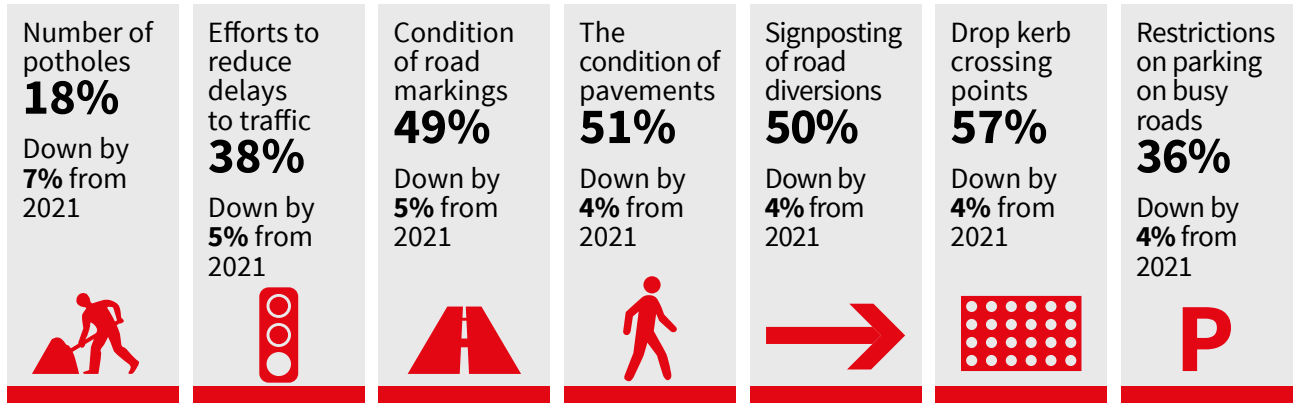
- pop up surveys targeting specific groups of people who we have struggled to get viewpoints from using the NHT survey
- looking at creating our own paper-based survey, supported by greater engagement with County Councillors, to encourage a collaborative approach to gaining feedback from the public.

These approaches are still in their infancy and have been hampered by the major issues that were outlined above.

This report will show headline responses but when compared to other county councils across all areas of the survey, Derbyshire was rated second in terms of satisfaction out of 30 County Councils who took part. Due to the low response rate each year, any change in the responses received appears more significant.

**Headline figures are shown in the diagram overleaf.**

**Headline Results from the National Highway and Transport Survey 2022 showing levels of satisfaction and a comparison to the 2021 results.**



## Future Highways Research Group



Derbyshire is a member of the Future Highways Research Group (FHRG). This is a benchmarking club for local highway authorities coordinated by Proving Services.

It has 38 members and enables both the sharing of best practice in different service delivery models and assessment of the value for money of highway services provided by an authority.

As part of this group, the Council has worked closely with Proving Services and Northumberland County Council in the past 12 months, carrying out a peer review to gauge the council's value for money in delivering highway services.

The results of this review are that there has been little change since the previous review undertaken in 2018 in terms of value for money. However, there have been changes in how the service has been delivered.

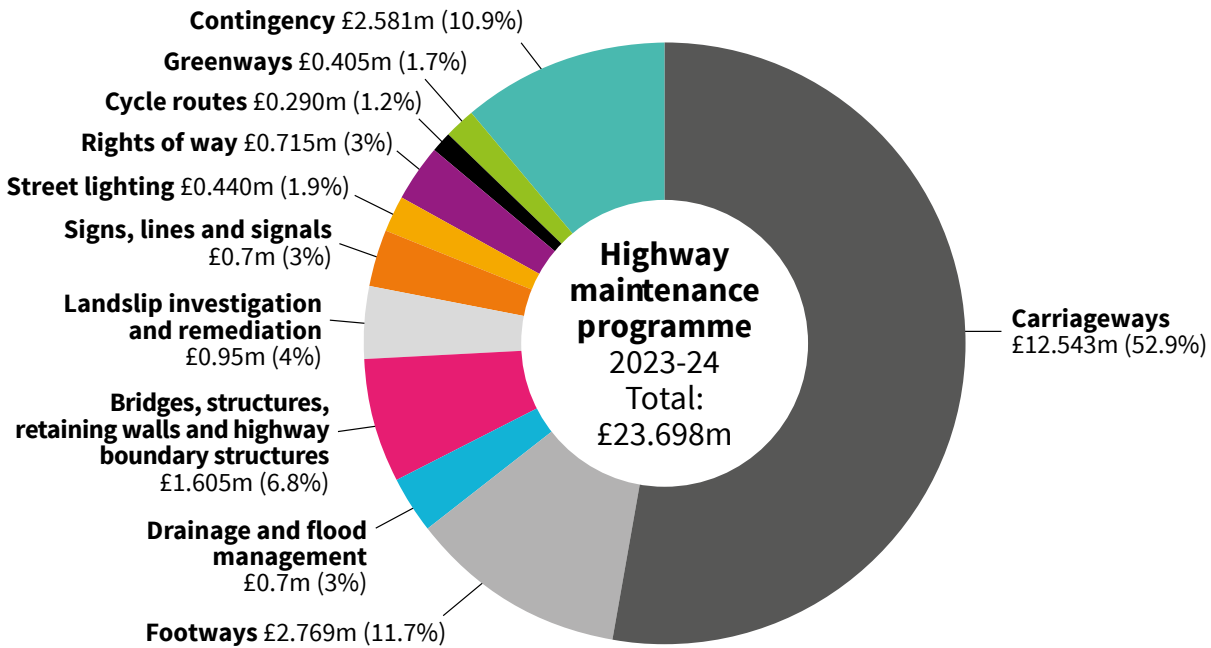
The service is moving towards a mixed economy operational model with the aim of ensuring that the service delivers and can evidence good value for money in future reviews.

The use of external contractors has also increased to meet demand to deliver the council's annual highways capital programme.

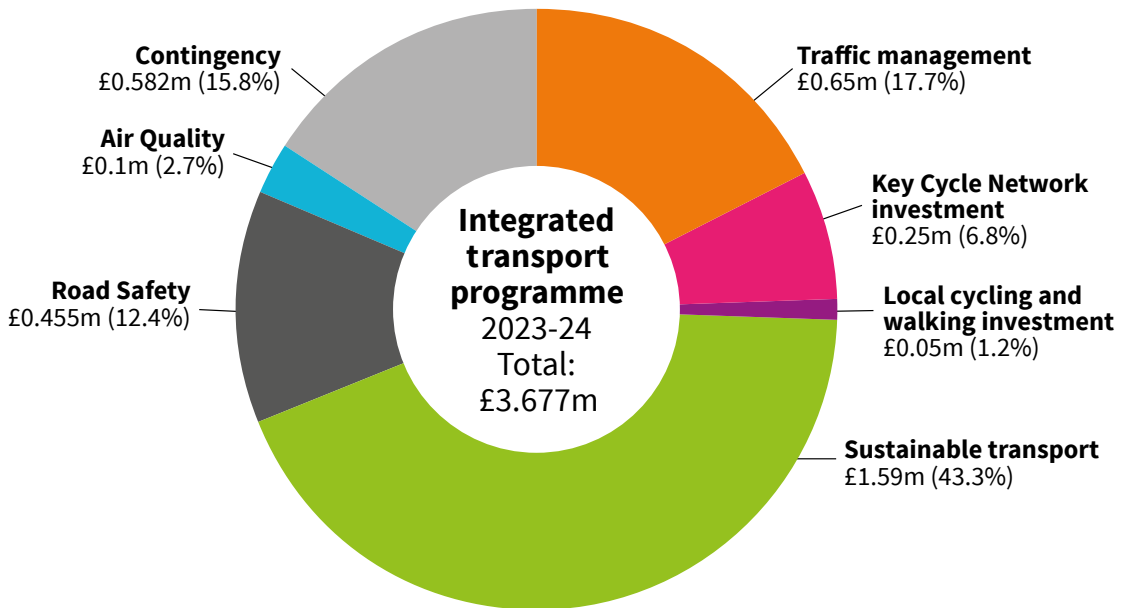
It was recognised that there needed to be improvements in IT resources, procurement and contracting which has led to a number of initiatives including the procurement of a new asset management system and the introduction of the Derbyshire Highways transformation programme.

It was also recognised that better stakeholder communication was required which has led to working groups with councillors to improve this area of work in the future.

# Highway Maintenance Programme



# Integrated Transport Programme



## Total Fund Allocation 2023-24





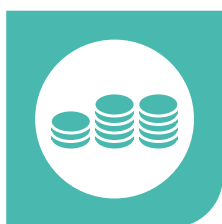
# Council Plan Priorities

Meeting our strategic targets to deliver the Council Plan priorities.



## Resilient, healthy and safe communities

- Highways maintains numerous cycleways and public rights of way to encourage healthy active communities.
- Highways provides safety initiatives on the network and through our work with local schools to encourage safer communities.
- Highways offers winter service schemes within the community to encourage self-resilience as well as providing sandbags to communities at risk of flooding if resourcing and availability of materials allows in accordance with our Flooding Response Policy.
- Clean air through the promotion and adoption of zero emission vehicles.



## High performing, value for money and resident focused services

- Highways is constantly reviewing services to ensure value for money is provided and key performance indicators are met.
- Highways actively takes part in resident surveys and works with councillors to ensure improvements are recognised.
- Highways is improving self-service and online opportunities for the public to report issues.



## Effective Early Help for individuals and communities

- Highways supports other county council services to deliver their priorities for the local community.



## A prosperous and green Derbyshire

- Complete the delivery of a £120 million 3-year Local Transport Programme to provide well managed roads and highways and address road safety concerns.
- Continue to deliver the Climate Change Strategy and Action Plan which sets out priorities to reduce the county's greenhouse emissions.
- Reduce greenhouse gas emissions from Council property, vehicles and street lighting to 12,310 tonnes CO<sub>2</sub>e by 2024 and net zero by 2032 as well as exploring low carbon and local energy generation schemes on highways estates and land adjacent to highways.
- Develop a portfolio of revenue generation, cost reducing and cost offsetting initiatives with support and investment from the private sector.
- Creating apprenticeships to generate home-grown skills within the highways service.
- Reduce the level of flood risk to the residents and businesses of Derbyshire, through our planning role, the delivery of flood mitigation schemes and working with communities to develop flood resilience measures.
- Develop and deliver a strategic approach to sustainable travel and transport across the county, including the promotion of cycling and walking.
- Deliver a £47 million Bus Service Improvement Plan in partnership with Derbyshire bus operators and establish a 3-year programme to develop and improve bus frequency, connectivity, usage and affordability.
- Provide well-maintained roads and highways and address road safety concerns taking into account our budgetary constraints.

## Our progress in 2022 - 2023



### Carriageways

- Repaired 85,726 potholes
- Improved 69.39 miles of carriageway



### Pavements

- Improved the surface of 9.03 miles of footway



### Public Rights of Way

- Improved the surface of 8.1 miles of Public Rights of Way
- Renewed or installed 1,043 finger post locations and waymarked 202 routes
- Completed 240 minor Public Rights of Way schemes



### Drainage

- New gully cleansing contract commenced



### Street lighting

- Installed 1,346 LED streetlights



### Structures schemes

- Completed 3 highway bridge schemes and 3 landslip remedial schemes



### Traffic management

- Installed 2 weigh-in motion sensors at weak bridges
- Upgraded the A57 Snake Pass counters for cycle classification
- Continued development of the traffic management system to include near real time bus monitoring data
- New pre-emptive traffic management and urban traffic control systems
- Installed 5 new traffic signal junctions
- Installed 2 new pedestrian crossing junctions
- Installed 11 new Vehicle Activated Signs to warn of hazards ahead in the road



### Winter service

- Provided 80 days of gritting and used 12,799 tonnes of salt



### Customer enquiries

- Answered 73,394 public enquiries

