

Asset Management

Annual Review
September 2025



Derbyshire Highways

✓ Working better, delivering more

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Document Information

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Introduction

As Cabinet Member for Potholes, Highways and Transport, I would like to introduce this year's Annual Review document.

This document provides an overview of how we have managed our Highway assets in the financial year 2024-25 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 [completing an online form here](#).



Councillor Charlotte Hill, Cabinet Member for Potholes, Highways and Transport.



Carriageways



Street furniture



Drainage



Electronic traffic management



Street lighting



Structures



Trees

This document is published annually, providing an up-to-date picture of the work and achievements across the Highway service.

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 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 by enabling responsive workforce plans and developing 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.

We have an asset management system which holds all the details about our highway assets, previous maintenance and new work that has been completed or scheduled to be completed.

The benefits of our system include:

- its adaptability so that it can reflect our policy and business process and be changed as they change
- policy and process compliance
- efficiencies through automation
- greater visibility of assets, defects and jobs both in the office and in the field
- the opportunity for improving customer updates

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 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.

Engagement and Communications

National Highways and Transportation survey

We take part in the National Highways and Transportation survey which is a national public satisfaction survey involving 96 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 2024, the NHT survey was sent to 3,300 Derbyshire households with a return rate of 767 responses.

According to the Derbyshire Observatory, Derbyshire (excluding Derby City) had a population of 811,449 people. Based on this information the 2024 return rate was only approximately 0.01% of the County's population. The Observatory reports that 23% of our population are aged 65 and above. Of those surveys returned, 41% were from people aged 65 and above.

Approach to Engagement and Communications

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 options around creating our own paper based and online approaches to engagement.

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

To help us identify ways to improve how we work, online feedback forms have been introduced for major road maintenance schemes.

A weblink and QR code have been included in letters delivered to householders and on posters erected during major maintenance schemes, including the annual surface dressing, micro asphalt and the pre-patching works for the following year's surface dressing programme.

The feedback has been shared with our Delivery team and contractors to improve ways of working.

Working with county councillors, we intend to look at other ways to deliver a responsive highways service, putting the customer first in how we plan and undertake our works.

Benchmarking

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.

Derbyshire Highways has demonstrated significant improvements since 2021, in its assessed Vfm position as it embeds a mixed economy operating model. In our recent (October 2024) peer reviewed Vfm assessment the service was judged as satisfactory with a trajectory to be good at the next assessment.

However, as with the majority of Highway Authorities the service is managing a declining asset with significant budgetary constraints. The condition of the asset and pressure on operational delivery is exacerbated by the increasing number of severe weather events.

When opportunities arise the service are ensuring that our external contracts and frameworks offer competitive cost-effective services.

Our professional services contract has enabled the delivery of tangible improvements in the management and delivery of the capital programme. There is also a plan to improve the skills of our inhouse service through the partnerships formed as part of this contract thus reducing the departments dependencies on external support.

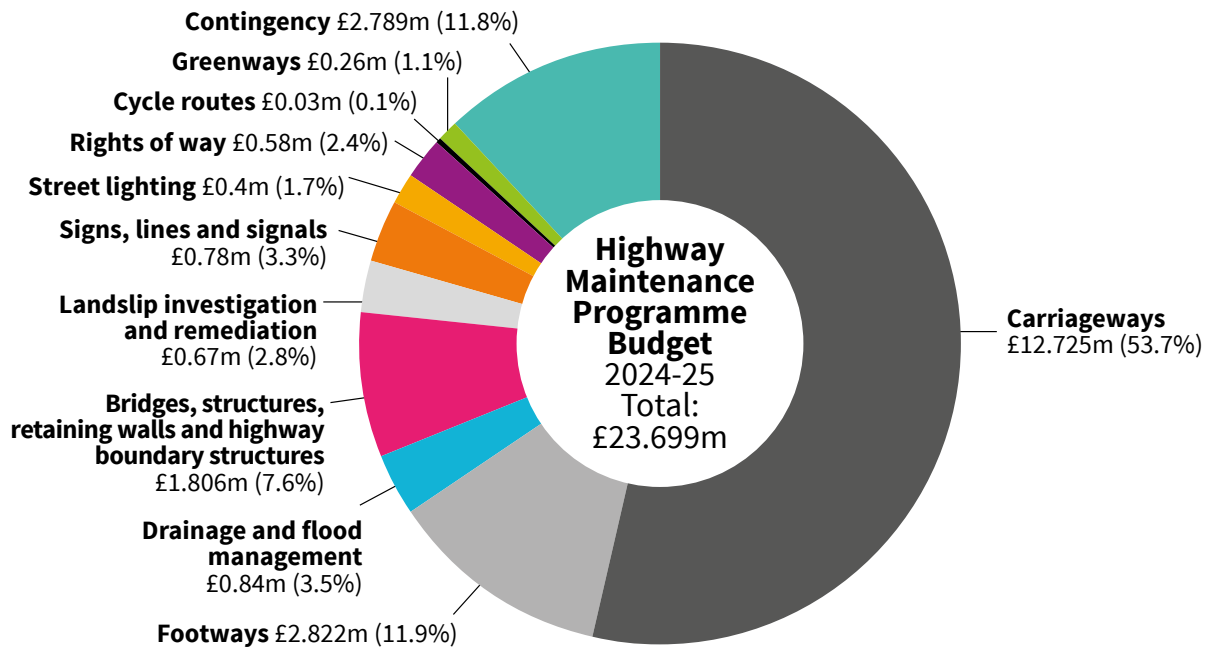
It is recognised that the service still needs to look for improvements relating to overall quality of the service provided to customer by increasing the productivity of both our inhouse and external teams and partners. There is also a need to address the challenge in recruiting staff with the necessary skills and experience to ensure a future proofed service.

As part of our push to improve stakeholder communications, identified as an area of focus in the Derbyshire Highways Service: VFM Assessment and Improvement Opportunities 2024 report, we have introduced a number of changes including:

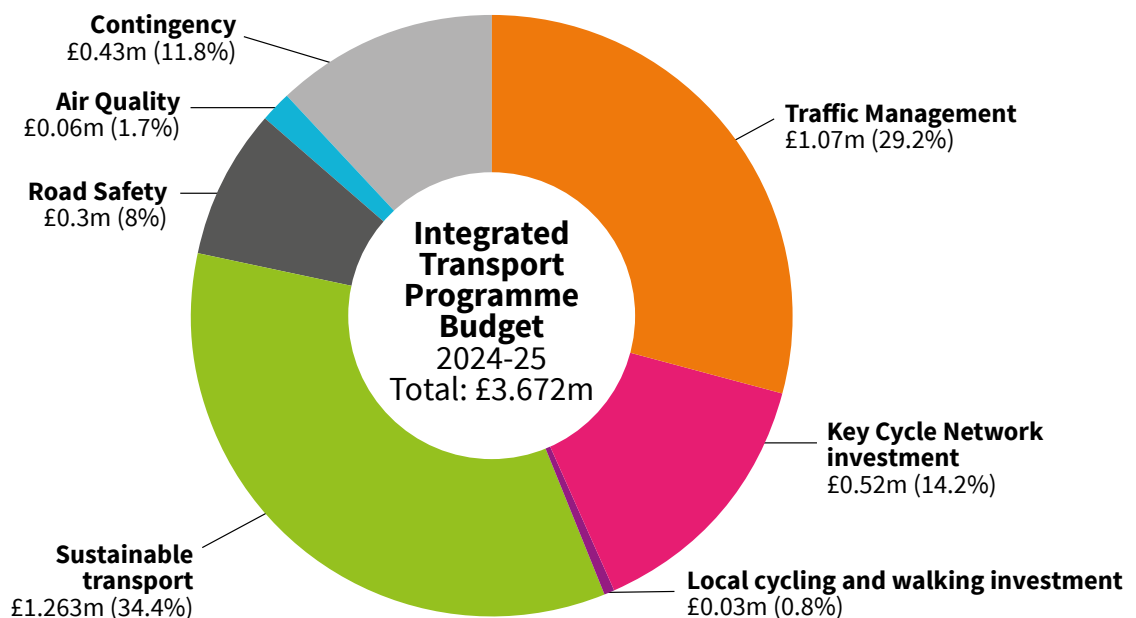
- Dedicated webpages about individual, major capital programme works including the multi-million pound surface dressing, micro asphalt and pre-patching repairs for surface dressing schemes.
- Email newsletters about specific schemes such as the Mytham bridge retaining wall repairs, to provide a regular flow of information to local residents who sign-up to receive the updates.
- Personalised email updates to individual Members to inform them in advance about major capital programme funded works on the highway, in their electoral divisions.
- Standardised, plain English letters to inform householders about major repair works outside their properties.
- Online surveys to provide feedback from householders affected by major works, highlighted by on street posters and in householder letters with QR codes for ease of use and to maximise take-up.
- Expansion of the monthly Members' newsletter to include additional content about major roadworks, listed on a district-by-district basis which are likely to cause disruption.



Highway Maintenance Programme Budget



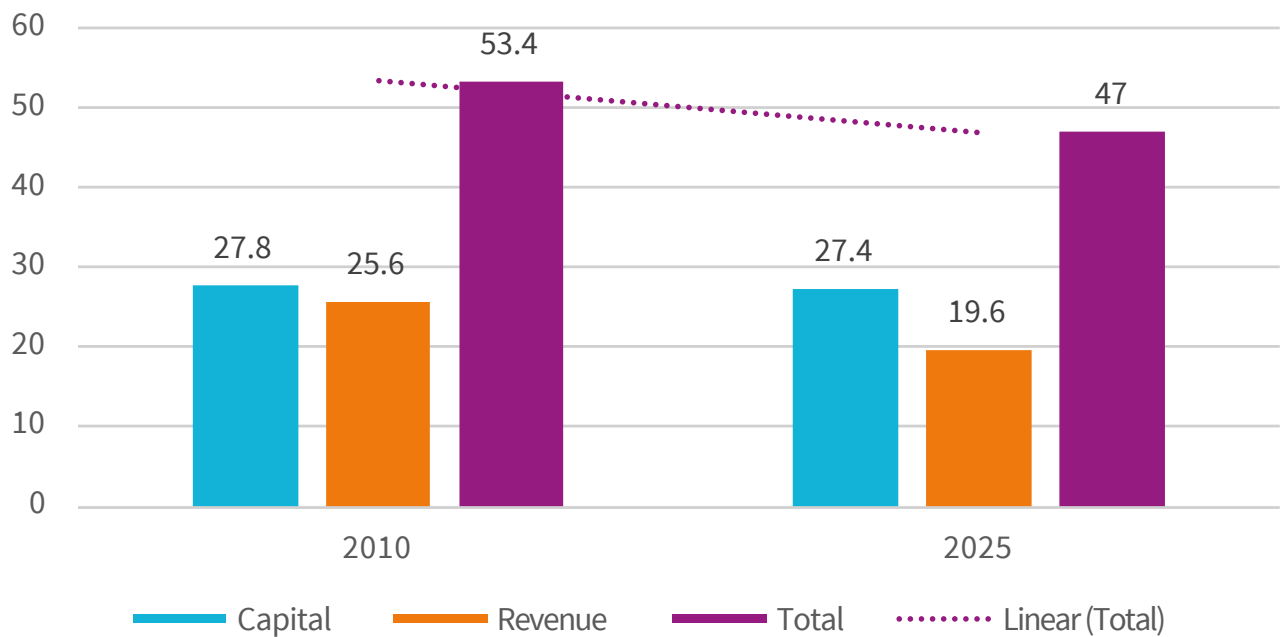
Integrated Transport Programme Budget



Total Fund Allocation 2024-25



Funding (£m) 2010-2025



During the period 2010 to 2025, our funding has decreased, compounded by a significant increase in inflation, reducing our spending power to repair and maintain the roads.

Council Plan Outcomes

Meeting our strategic targets to deliver the Council Plan outcomes.



Outcome 1 - People: Empowered communities where people live safe, happy, healthy and independent lives

- Maintain cycleways and public rights of way to encourage healthy and active communities.
- Deliver road safety education initiatives through our work with local schools to encourage safer communities.
- Improve our roads by using engineering to improve road safety for all users.
- 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.
- 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.
- Work with partners to deliver the major road safety improvements along the A57 Snake Pass.



Outcome 2 - Place: Prosperous, green and sustainable places with opportunities for all

- Collaborate with the East Midlands Combined County Authority to drive inclusive and sustainable growth in the Derbyshire economy including the creation of a new regional transport organisation.
- Deliver a safe, effective, efficient and innovative highways service by delivering our ambitious transformation programme.
- Maximise value for money by using new techniques to repair and maintain roads, with added environmental benefits.



Outcome 3 - The Council: A resident focused, efficient and effective organisation delivering value for money

- Seek feedback and implement changes to how we deliver our services to meet customer expectations.

Our progress in 2024-2025



Carriageways

- Repaired more than 60,000 potholes.
- Improved 11.6 miles of carriageway and 541,942 M² of surface dressing.



Pavements

- Improved the surface of 9.6 miles of footway.



Public Rights of Way

- Improved the surface of 1.77 miles of Public Rights of Way.
- Renewed or installed 207 finger post locations and waymarked 202 routes.
- Completed 41 minor Public Rights of Way schemes.
- Cleared 102 miles of surface vegetation on Public Rights of Way.



Drainage

- Continued delivery of the cyclical gully cleansing contract.
- Undertaken comprehensive survey of all highway gully assets across the County.
- Reviewed gully cleansing frequency.
- Continued to deliver 5 capital programme schemes.



Street lighting

- Replaced 153 lighting columns.
- Installed 63 LED streetlights to existing columns.
- Converted all subway lighting assets to LED.



Structures schemes

- Carried out work on 8 retaining wall schemes.
- Completed one landslip remedial scheme.
- Completed work on 1 major public rights of way scheme.



Traffic management

- Continued development of the traffic management system to include near real time bus monitoring data.
- Delivered 5 bus service improvement schemes.
- Installed 1 pedestrian crossing junctions.
- Replaced 54 traffic signal controllers.
- Installed 2 new Vehicle Activate Signs to warn of hazards ahead in the road.



Winter service

- Provided 74 days of gritting and used 15,441 tonnes of salt.



Customer enquiries

- Number of enquiries received: 62,639.

