

CONTROLLED



# GUIDANCE NOTE ON HOW TO APPLY FOR A DROPPED KERB

June 2025

AN ELEMENT OF THE HIGHWAYS STRATEGY QUALITY  
MANAGEMENT SYSTEM

CONTROLLED

## Document Information

Title                    Guidance note on how to apply for a dropped kerb

Author:                Bronwen Terry

Reviewed:            Richard Wilson

## Document Issue Status

### Table of Amendments

NO	APPROVAL DATE	ISSUE	DETAILS	AUTHOR
1	23/06/2025	First Issue	First Issue	BT/RW

If this document is printed or copied it must be treated as an uncontrolled version as it will only be correct at the dates published in the document when it was printed or copied.

## Table of Contents

Introduction .....	4
Process for the customer.....	4
Customer actions to be taken as part of application process.....	4
Customer action to be taken after application reviewed .....	9
Process for the contractor.....	10
Contractor actions to be taken as part of application process.....	10
Contractor action to be taken after application reviewed .....	12

## Introduction

This guidance note will explain how an applicant would apply for a dropped kerb and what a contractor would be required to do.

## Process for the customer

### Customer actions to be taken as part of application process

- Navigate to the Council website: [Vehicle accesses, crossovers and dropped kerbs - Derbyshire County Council](#)
- Click on the form link

Apply for vehicle access or a dropped kerb >

- Complete the form including the following pages

### Licences - vehicle accesses, crossovers and dropped kerbs

Information	Contractor	Your details	Property owner	Location	Licence details	Application fee
Confirmation						

- Read the information page initially
- Select your contractor from the drop-down box on the Contractor page. If you have a reference for the works you can add that in. If the contractor is not in the drop-down box then they are not registered with the County Council and they will need to register prior to your application

Contractors

RW Skip Hire

✓

Contractor's job reference number for this application \*

Test

✓

◀ Previous

✖ Cancel

Next ▶

Toggle Console

- Complete your details on the your details tab (if you have logged in using your account this will be prefilled)

- On Property owner tab if you state that you are not the property open it will ask a further question regarding rent. If privately rented or other are chosen you will need to enter the owners details

Are you the property owner? \*

Yes ☐ ☒ No

Owner Details \*

Council Rented ☒ Privately Rented ☐ Other ☐

Name \*

- Map the location on the location tab and complete location detail. The map location tab will tell you who the planning authority is for the location
- Licence details will ask if planning permission is required and if yes will ask you to enter the reference number that you have been provided from the district or borough and you are also able to attach any relevant planning documents. This should not include personal identifiable information such as car registrations or people's faces. If planning permission is not required, you will be required to attach evidence of this
- Application fee requires you to enter if its you or the contractor who will pay the fees. This will automate an email at a later stage to the relevant address for payment

### Making a Payment of £145

Payment must be made within 30 days of submitting this application. Failure to do so will result in the need to reapply.

Who will make the payment \*

Applicant ☐ Contractor ☐

- On the confirmation page you must read the terms and conditions and tick to say you agree

accreditation and has public liability insurance for highways work. The current level of insurance required is £5 million.

☒ I agree to the terms and conditions

- Press submit on the same page.
- You will be provided with a case number

**Your reference number is FS-Case-724064563.**

Thank you for submitting your request/fault.

- You will receive an email confirming your submission

Please quote **Enquiry Reference Number FS-Case-724394175 or 0144750** in any correspondence.

With reference to your application dated 19/06/2025 14:09 for a dropped kerb. We have contacted your nominated contractor for them to confirm the contractor details, provide the works details, agree to our terms and conditions and complete your application.

**Highways Hub**

- Your contractor will be sent an email asking them to confirm their details and what the job entails and you will receive an email once they have done that

Please quote **Enquiry Reference Number 0144434** in any correspondence.

You have been selected as the contractor to provide a dropped kerb at Flat 1 , 23, Church Walk, Wirksworth, DE4 4DP. Please [click here](#), navigate to my tickets and open ticket id 0144434 to complete the application.

**Highways Hub**

- Once the contractor has completed their form you will then receive an email asking for payment and you will need to click on the link for payment. This will need to be done within 7 days of receipt of this email or the application will be cancelled but you will still be charged. If payment is not received then you will get an email confirming the cancellation. The contractor will get the 2<sup>nd</sup> screenshot. If you have selected the contractor to pay they will get an email requesting payment.

Please quote **Enquiry Reference Number FS-Case-724394175 or 0144750** in any correspondence.

I am writing to progress the details of the recent application for a Dropped Kerb on Flat 1 , 23, Church Walk, Wirksworth, DE4 4DP.

Upon the submission of your application, it was specified that the responsibility for the £145 application fee lies with the Applicant.

This needs to be completed within 7 days of receipt of this email or a new application will need to be submitted.

If payment is made after 7 days you will still be charged but your application will have been cancelled.

To make the payment using the [my.derbyshire.gov.uk](https://my.derbyshire.gov.uk) payment form.

Highways Hub

Please quote **Enquiry Reference Number FS-Case-724394175 or 0144750** in any correspondence.

I am writing to progress the details of the recent application for a Dropped Kerb on Flat 1 , 23, Church Walk, Wirksworth, DE4 4DP.

Upon the submission of your application, it was specified that the responsibility for the £145 application fee lies with the Applicant,

An email has been sent to them with a link allowing them to pay

.

This needs to be completed within 7 days of receipt of this email or a new application will need to be submitted.

Highways Hub

- If you are liable to pay you need to click on the link and it will take you to this page.

### Make a payment by card

How to pay      Payment address

#### Help to make your £145 online payment for Dropped Kerb application

Payments can be made using most major debit and credit cards (but not American Express or Diners Cards).

Remember to make a note of your receipt number as you'll need this if you need to contact us about the payment. If you provide your email address you'll automatically receive a confirmation email.

It's important to keep your computer browser software up to date to minimise the risk of a malware infection or security breach.

If you share your PC, or if you are using a computer in a library or internet café, make sure that your card details remain secure when you have finished making your payment.

If this document is printed or copied it must be treated as an uncontrolled version as it will only be correct at the dates published in the document when it was printed or copied.

- Read through the how to pay tab and then complete the payment address tab if required and click submit

### Make a payment by card

How to pay	Payment address
Account holder or business name	<input type="text"/>
House number	<input type="text"/>
Street	<input type="text"/>
Town	<input type="text"/>
County	<input type="text"/>
Postcode	<input type="text"/>
Confirmation email	<input type="text" value="richard.wilson@derbyshire.gov.uk"/>
<input type="button" value="Previous"/>	<input type="button" value="Submit"/>

- This will direct you to civica for card payment



## Customer action to be taken after application reviewed

- The council will now review your application and you will receive an email stating the outcome. Your application will either be approved with conditions, approved or not approved. An example email is below. If it is not approved you will receive an email stating this.

**Your reference:** FS-Case-724394175  
**Our reference:** 0144750

Dear Sir/Madam

**Highways Act 1980 - Section 184**  
**Vehicular Access At - Flat 1, 23, Church Walk, Wirksworth, DE4 4DP**

With reference to your application dated 19/06/2025 14:09, I have no objections to you carrying out the construction of the vehicular access, within highway limits, subject to the following conditions and the work being undertaken by the contractor stated on your application and in accordance with the Specification for Vehicular Crossing. Please ensure your Contractor, is aware of the Specification which was included in your original application pack.

**Additional Conditions:**  
**Approved with this condition**

It is a condition of acceptance that your Contractor informs me at least one week in advance of the work in the highway commencing so that we may inspect the works whilst they are in progress. We have requested that information directly from them. If they fail to give the required notice such that inspection cannot be made, I may investigate the adequacy of the work done by trial hole or coring, the cost of which will be recharged to you. You will also be responsible for any work found to be necessary to meet the Specification.

It is also a condition of acceptance, that the work in the highway should be completed within three months from the date of acceptance, otherwise further permission must be sought from this office to carry out the works in the highway.

Please retain this letter as confirmation of authorisation for the vehicular access. You may be required to produce this to a solicitor, should you wish to sell your property in the future.

Yours sincerely

Highways Hub

- If approved your contractor will also receive a letter stating they need to inform us one week prior to works commencing and at once they have completed works so we can inspect

Please quote **Enquiry Reference Number FS-Case-724394175 or 0144750** in any correspondence.

Dear Sir/Madam

**Highways Act 1980 - Section 184**  
**Vehicular Access At - Flat 1, 23, Church Walk, Wirksworth, DE4 4DP**

With reference to your application dated %DateOccurred, I have no objections to you carrying out the construction of the vehicular access, within highway limits, subject to the following conditions and work being undertaken in accordance with the Specification for Vehicular Crossing.

**Additional Conditions:**  
**Approved with this condition**

It is a condition of acceptance that you inform me at least one week in advance of the work in the highway commencing, by completing the Commencement Form please [click here](#), navigate to my tickets and open ticket id 0144750 to provide the commencement date, so that we may inspect the works whilst they are in progress. If you fail to give the required notice such that inspection cannot be made, I may investigate the adequacy of the work done by trial hole or coring, the cost of which will be recharged to the Applicant. You will also be responsible for any work found to be necessary to meet the Specification.

It is also a condition of acceptance, that the work in the highway should be completed within three months from the date of acceptance, otherwise further permission must be sought from this office to carry out the works in the highway.

Once work commences we expect the works to be completed as soon as possible normally with 3 working days.

You must also inform me when the works are completed. Please [click here](#), navigate to my tickets and open ticket id 0144750 to provide the completion details.

Yours sincerely

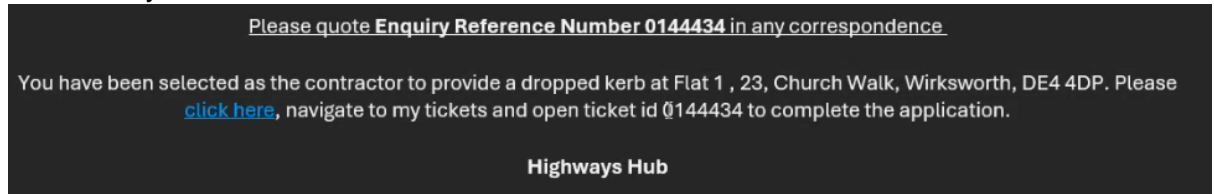
Highways Hub

## Process for the contractor

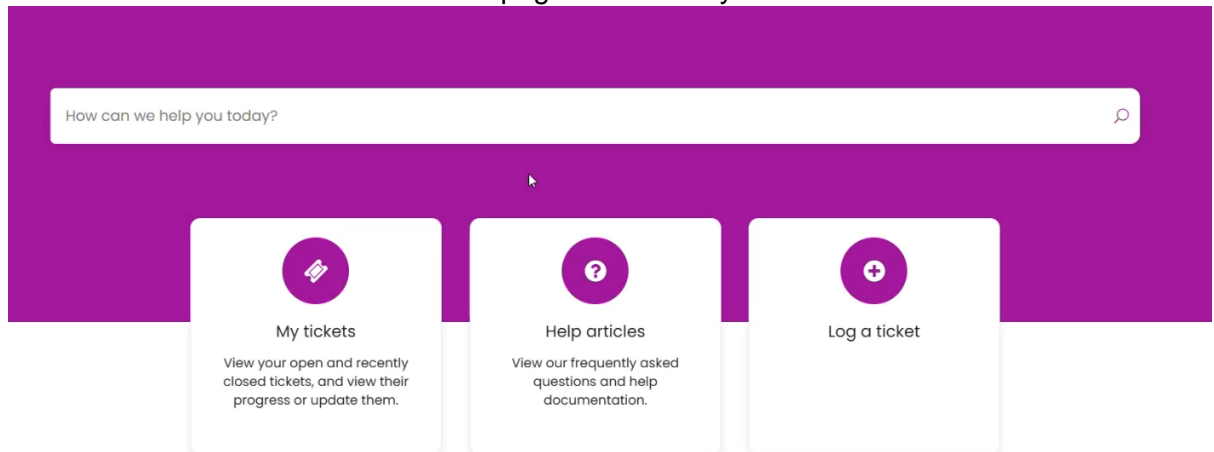
### Contractor actions to be taken as part of application process

If you have been nominated by a customer to install a dropped crossing you will receive an email that will require action

- The email you will receive will look like this:



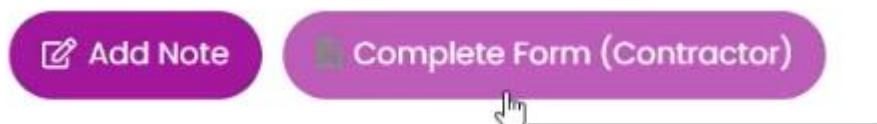
- Click on the link and it will take to this page. Click on My tickets:



- Select the relevant ticket by clicking on it:

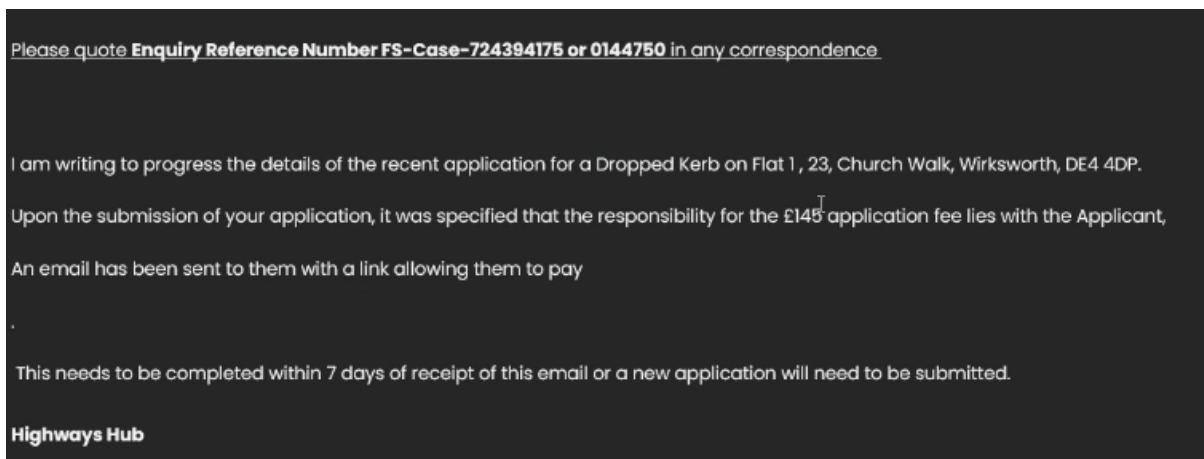
ID	Granicus Case Refer...	Status	Date Reported	Location Description	Start Date:	Expiry Date
0144434	FS-Case-724064563	Contractor has su...	Today at 13:20	test case		

- Click on complete form and complete the required text boxes including the information requested below:



- Your details
- Which utilities you will or have been in contact with
- Works details including start dates and what work is included
- Agree to the terms and conditions
- Tick the liability insurance and certification box
- Upload any relevant files
- Click save

- You will receive an email saying your submission has been received
- You will receive an email stating the customer is liable to pay the application fee  
Or if the applicant has stated the contractor will pay you will get the email requesting payment. This will need to be done within 7 days of receipt of this email or the application will be cancelled but you will still be charged. If payment is not received then you will get an email confirming the cancellation



- If you are liable to pay you need to click on the link within the email
- Read through the how to pay tab and then complete the payment address tab if required and click submit

### Make a payment by card

How to pay	Payment address
Account holder or business name	<input type="text"/>
House number	<input type="text"/>
Street	<input type="text"/>
Town	<input type="text"/>
County	<input type="text"/>
Postcode	<input type="text"/>
Confirmation email	<input type="text" value="richard.wilson@derbyshire.gov.uk"/>
<div><div>Previous</div><div>Submit</div></div>	

- This will direct you to civica for card payment

## Contractor action to be taken after application reviewed

### *Approved or approved with conditions actions*

Once the application has been approved you will receive an email asking you to inform the Council one week prior to work starting. Work should be completed within 3 working days of the start date and within 3 months of the application approval

Please quote Enquiry Reference Number FS-Case-724394175 or 0144750 in any correspondence.

Dear Sir/Madam

Highways Act 1980 - Section 184  
Vehicular Access At - Flat 1, 23, Church Walk, Wirksworth, DE4 4DP

With reference to your application dated %DateOccurred, I have no objections to you carrying out the construction of the vehicular access, within highway limits, subject to the following conditions and work being undertaken in accordance with the Specification for Vehicular Crossing.

**Additional Conditions:**  
**Approved with this condition**

It is a condition of acceptance that you inform me at least one week in advance of the work in the highway commencing, by completing the Commencement Form please [click here](#), navigate to my tickets and open ticket id 0144750 to provide the commencement date, so that we may inspect the works whilst they are in progress. If you fail to give the required notice such that inspection cannot be made, I may investigate the adequacy of the work done by trial hole or coring, the cost of which will be recharged to the Applicant. You will also be responsible for any work found to be necessary to meet the Specification.

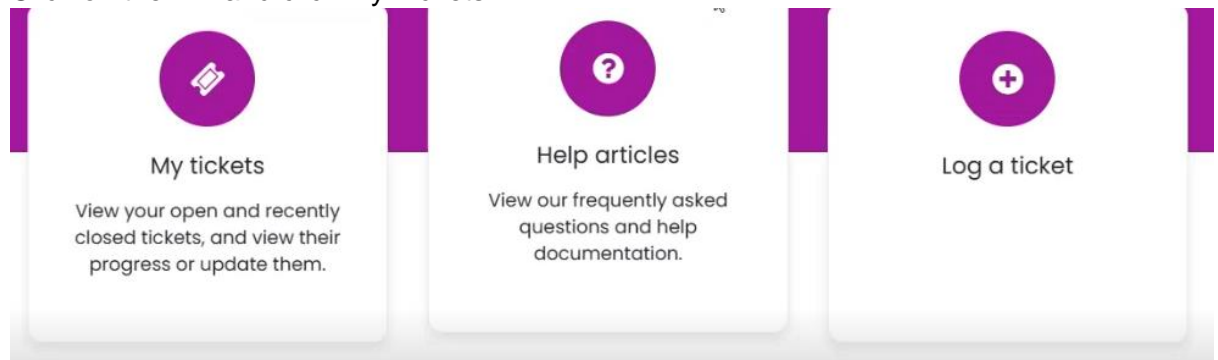
It is also a condition of acceptance, that the work in the highway should be completed within three months from the date of acceptance, otherwise further permission must be sought from this office to carry out the works in the highway.

Once work commences we expect the works to be completed as soon as possible normally with 3 working days.

You must also inform me when the works are completed. Please [click here](#), navigate to my tickets and open ticket id 0144750 to provide the completion details.

Yours sincerely  
Highways Hub

- Click on the link and click My Tickets




- Select relevant ticket in list

ID	Granicus Case Refer...	Status	Date Reported	Location Description	Start Date:	Expiry Date
0144750-P	FS-Case-724394175	Awaiting payment ...	Today at 14:09	TEST		
0144757-C	FS-Case-724394175	Dropped kerb SLA ...	Today at 14:20			
0144754-C	FS-Case-724394175	Dropped Kerb SLA ...	Today at 14:17			
0144753-C	FS-Case-724394175	Dropped Kerb SLA ...	Today at 14:16			
0144752-C	FS-Case-724394175	Dropped Kerb SLA ...	Today at 14:14	TEST		

If this document is printed or copied it must be treated as an uncontrolled version as it will only be correct at the dates published in the document when it was printed or copied.

- Click on notice of commencement completed and fill the form in and save

 Add Note

**Notice of Commencement Completed**

↓

📄

RW

Richard Wilson (Place)

Notice of Commencement Completed

Today at 14:22

I hereby give notice that I intend to commence work vehicular access on

07/07/2025

×

Name

Contractor

Attachments

Click here or drag and drop files to upload.

- Once you have completed the work you need to inform the Council of this using the link provided in the email above.

### Action to be taken post completion of works

- Navigate to the same email but click on the bottom link

Please quote Enquiry Reference Number FS-Case-724394175 or 0144750 in any correspondence.

Dear Sir/Madam

Highways Act 1980 - Section 164  
Vehicular Access At - Flat 1, 23, Church Walk, Wirksworth, DE4 4DP

With reference to your application dated %DateOccured, I have no objections to you carrying out the construction of the vehicular access, within highway limits, subject to the following conditions and work being undertaken in accordance with the Specification for Vehicular Crossing.

**Additional Conditions:**  
Approved with this condition

It is a condition of acceptance that you inform me at least one week in advance of the work in the highway commencing, by completing the Commencement Form please [click here](#), navigate to my tickets and open ticket id 0144750 to provide the commencement date, so that we may inspect the works whilst they are in progress. If you fail to give the required notice such that inspection cannot be made, I may investigate the adequacy of the work done by trial hole or coring, the cost of which will be recharged to the Applicant. You will also be responsible for any work found to be necessary to meet the Specification.

It is also a condition of acceptance, that the work in the highway should be completed within three months from the date of acceptance, otherwise further permission must be sought from this office to carry out the works in the highway.

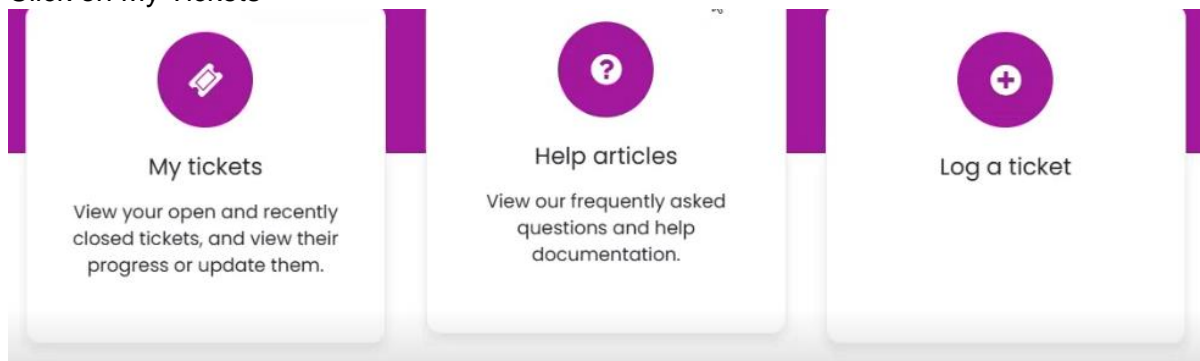
Once work commences we expect the works to be completed as soon as possible normally with 3 working days.

You must also inform me when the works are completed. Please [click here](#), navigate to my tickets and open ticket id 0144750 to provide the completion details.

Yours sincerely  
Highways Hub

If this document is printed or copied it must be treated as an uncontrolled version as it will only be correct at the dates published in the document when it was printed or copied.

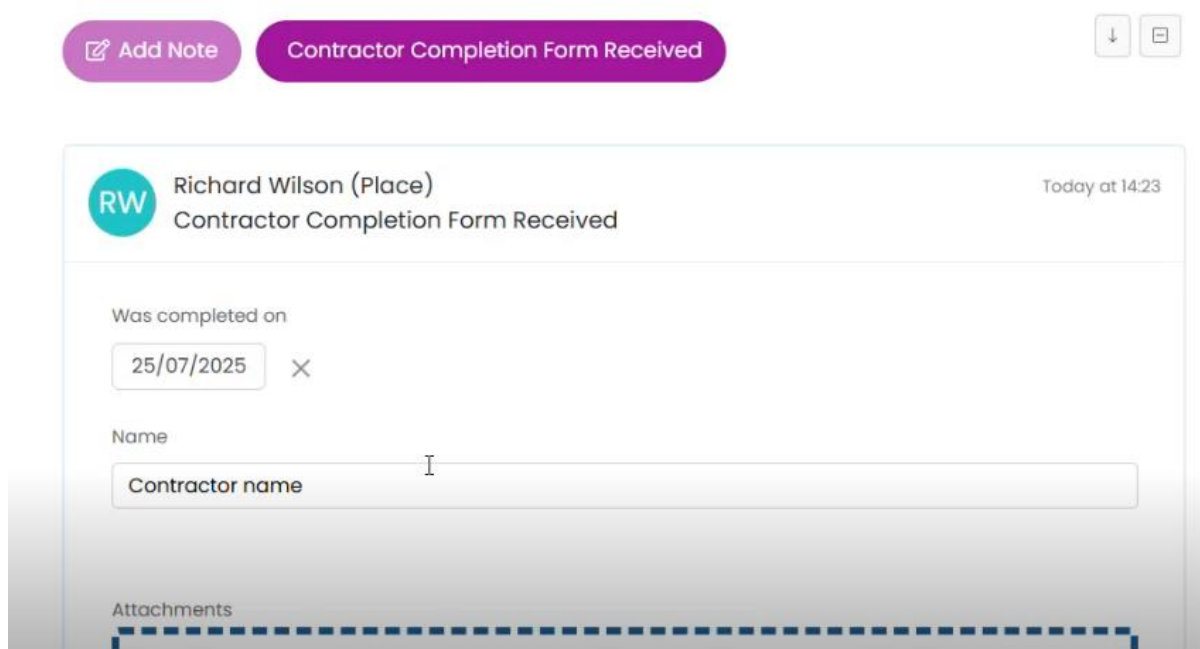
- Click on My Tickets



- Select relevant ticket in the list

ID	Granicus Case Refer...	Status	Date Reported	Location Description	Start Date:	Expiry Date
0144750-P	FS-Case-724394175	Awaiting payment ...	Today at 14:09	TEST		
0144757-C	FS-Case-724394175	Dropped kerb SLA ...	Today at 14:20			
0144754-C	FS-Case-724394175	Dropped Kerb SLA ...	Today at 14:17			
0144753-C	FS-Case-724394175	Dropped Kerb SLA ...	Today at 14:16			
0144752-C	FS-Case-724394175	Dropped Kerb SLA ...	Today at 14:14	TEST		

- Select the contractor completion form received and complete it and save



- This will trigger an inspection of the works by the Council

If this document is printed or copied it must be treated as an uncontrolled version as it will only be correct at the dates published in the document when it was printed or copied.