

Asset Management

Annual Review
September 2024



Derbyshire **Highways**

✓ Working better, delivering more

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Introduction

As Cabinet Member for Highways Assets 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 2023-24 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. We have split our assets into 7 main asset areas as follows:



Carriageways



Street furniture



Drainage



Electronic traffic management



Street lighting



Structures



Trees



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

This document is published annually, 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 flash flooding in June 2023, followed by Storm Babet in October which brought a month's rainfall in one day across the county, causing rivers to burst their banks and inundate roads and communities.

The pattern of heavy rainfall continued into 2024, with Storm Henk, followed by freezing weather conditions, which took a significant toll on our roads.

Across the UK, the Met Office confirmed that 2023 saw the UK's sixth wettest March, sixth wettest July and equal sixth wettest October on record in series from 1836.

The intense rainfall damaged a significant retaining wall at Brough, near Bradwell in the Hope Valley and exacerbated existing landslips at sites across the county including the Snake Pass (A57), Leashaw at Holloway and Oker, near Darley Dale.

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.
- 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.

The council is improving the way it records customer enquiries and feedback.

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.

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.

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.

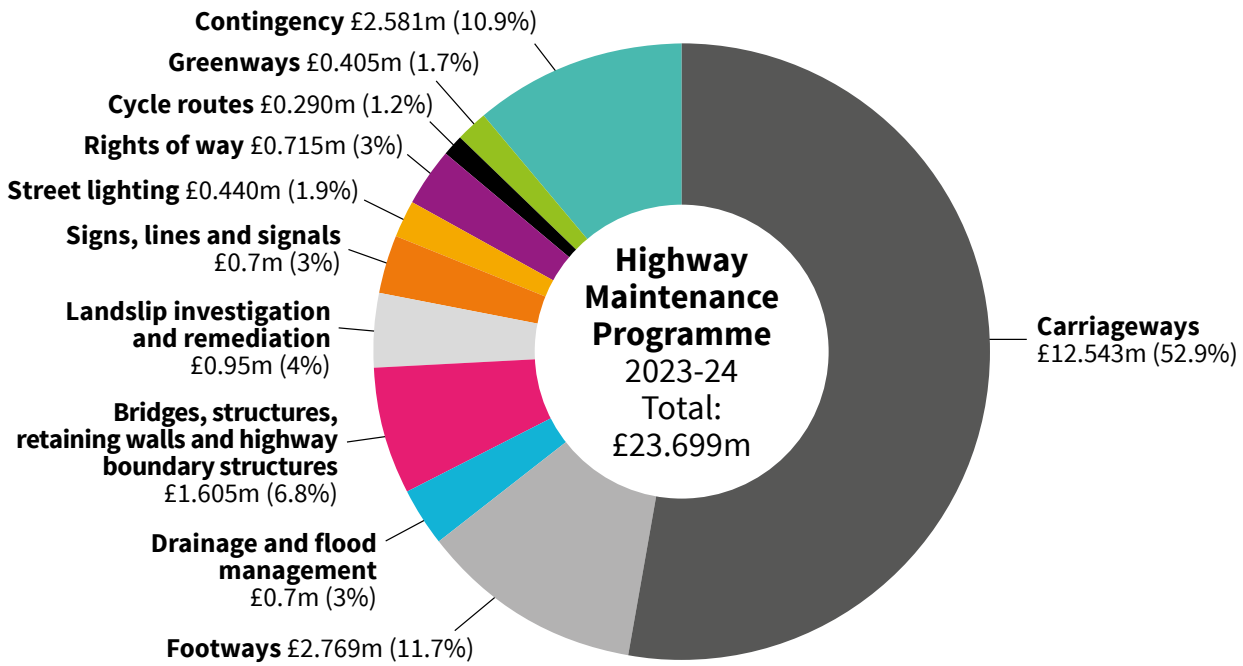
The service is moving towards a mixed economy operational model with the aim of ensuring that the service delivers and can evidence good value for money in future reviews.

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

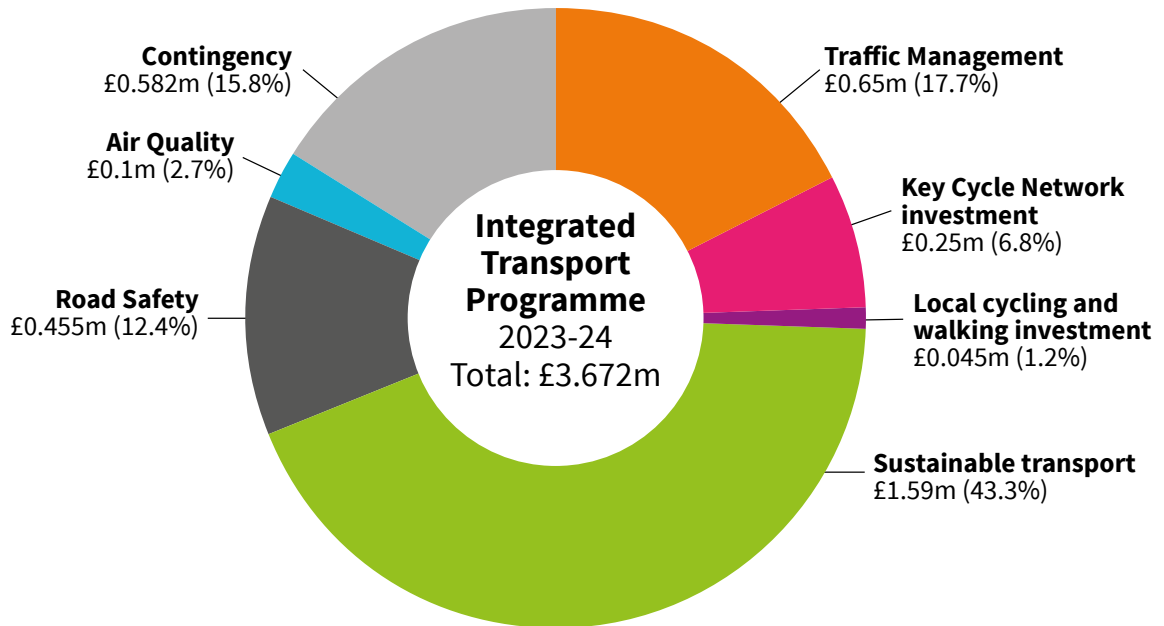
It was recognised that there needed to be improvements in IT resources, procurement and contracting which has led to a number of initiatives including the procurement of a new asset management system and the introduction of the Derbyshire Highways transformation programme.

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, thriving and green communities

- Clean air through the promotion and adoption of zero emission vehicles.
- 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.
- 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 CO2e 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 and deliver a strategic approach to sustainable travel and transport across the county, including the promotion of cycling and walking.



Happy, safe and healthy people

- 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.



A strong diverse and clean economy

- Highways are committed to using local suppliers for materials and products where possible to contribute to the local economy.



Great place to live, work and visit

- Highways supports other county council services to deliver their priorities for the local community.
- Complete the delivery of a £120 million 3-year Local Transport Programme to provide well managed roads and highways and address road safety concerns.
- 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.
- Provide well-maintained roads and highways and address road safety concerns taking into account our budgetary constraints.



High quality services

- 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.

Our progress in 2023 - 2024



Carriageways

- Repaired more than 80,000 potholes.
- Improved 19.8 miles of carriageway and 255,022 M² of surface dressing.



Pavements

- Improved the surface of 23.22 miles of footway.



Public Rights of Way

- Improved the surface of 2.6 miles of Public Rights of Way.
- Renewed or installed 400 finger post locations and waymarked 202 routes.
- Completed 52 minor Public Rights of Way schemes.



Drainage

- Completion of the Wye Bank Project Bakewell.
- Continued delivery of the cyclical gully cleansing contract.



Street lighting

- Installed 745 LED streetlights.



Structures schemes

- Completed 6 highway bridge schemes, 2 Public Rights of Way bridge schemes, 1 highway retaining wall scheme and 1 landslip remedial scheme.



Traffic management

- 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 10 new traffic signal junctions.
- Installed 8 new pedestrian crossing junctions.
- Replaced 9 traffic signal controllers.
- Installed 3 new Vehicle Activated Signs to warn of hazards ahead in the road.



Winter service

- Provided 80 days of gritting and used 9,154 tonnes of salt.



Customer enquiries

- Answered 72,465 public enquiries.

