

## Local highway maintenance transparency report Annex B – Gloucestershire County Council response September 2025

Completed as per: <https://www.gov.uk/government/publications/highway-maintenance-funding-guidance-for-local-authorities>

**What is your local authority's assessment of the Gross Replacement Cost / Asset Value of your total highway assets (including bridges, cycleways, footways, drainage, trees et cetera but excluding land), using the HAMFIG or CIPFA methodology and the last available rates?**

The CIPFA/HAMFIG highway asset valuation methodology (Whole of Government Accounts WGA) was last used to determine local authority highway asset gross replacement costs (GRC) in 2019. Gloucestershire's total highway asset valuation (excluding Land) at this time amounted to £7,038,318,000.

As the unit rates used for determining GRC have not been updated since we last made a WGA submission, these are now out of date. To identify a more realistic current asset value, we have updated our current asset quantities and determined a cost inflation factor using the BCIS CPF formula to identify the average cost increases in highways works between 2019 and 2025. This increase amounts to **31%** and if this is applied to the 2019 GRC values, it would provide a 2025 estimated GRC value (excluding land) of **£9,474,964,000**.

Our current Gross Replacement Cost is broken down as follows:

Asset	Detail	GRC (£,000s)
Carriageway	ABC&U Roads Linear Items such as drainage and trees	7,694,310
Footways & Cycleways	Classes 1/1a, 2, 3 & 4	1,002,254
Traffic Management Systems	Junctions Crossings	45,980
Structures	Bridges Walls Landslips	549,909
Street Furniture	Signs/Lines Barriers	49,368
Public Rights of Way	Paths Bridges	43,800
Street Lighting	Street Lights Signs Bollards Non Illum	89,343
<b>TOTAL</b>		<b>9,474,964</b>

**What percentage of your current asset value has been spent on maintenance in each of the last 5 years?**

Year	Capital spend (including capital allocated from DFT) (£,000s)	Revenue spend (£,000s)	Total Spend (Capital + Revenue) (£,000s)	% of current asset value spent on maintenance*
2024/25	£ 45,684	£ 33,233	£78,917	0.83%
2023/24	£ 42,864	£ 30,030	£72,894	0.77%
2022/23	£ 39,395	£ 29,127	£68,522	0.72%
2021/22	£ 30,039	£ 20,279	£50,318	0.53%
2020/21	£ 42,875	£ 20,576	£63,451	0.67%

\*Note calculated using current estimated GRC

**Does your local authority use a Customer Service / Satisfaction Survey such as the NHT network? If so, who do you use and how does this get factored into maintenance operations?**

Gloucestershire County Council continues to participate in the National Highways and Transport (NHT) Public Satisfaction Survey and has recently expanded its approach by commissioning district-level results alongside the countywide data. This granular insight has enabled us to tailor our maintenance strategies to reflect the specific needs and priorities of individual communities.

As a result, we've implemented a range of targeted initiatives, including:

- Find and Fix defect gangs – Rapid response teams addressing localised road defects.
- Visual Impact gangs – Dedicated crews delivering community-focused maintenance to improve the look and feel of public spaces.
- [Clean Sweep initiative](#) – A coordinated effort to remove redundant traffic management signs and barriers, enhancing safety and visual clarity.

To complement these operational improvements, we've embraced digital engagement through extensive use of social media. Our video content showcases a variety of highways operations and initiatives, helping to inform and involve residents. We've also launched seasonal communications campaigns focused on key activities such as resurfacing, drain clearing, and winter preparedness.

In November 2023, Gloucestershire County Council launched FixMyStreet (FMS), marking a significant step forward in digital service delivery. Since its introduction, we've seen a substantial shift in how residents report highways issues—with over 60% of reports now submitted online each month, compared to just 38% prior to FMS.

Fully integrated with our Customer Management System (CONFIRM), FMS has streamlined our reporting processes by reducing manual input and minimising errors. The platform allows users to track the progress of their reports in real time, receiving updates as issues are investigated and resolved.

To ensure we continue to improve the service, we invite users to complete a monthly satisfaction survey once their issue has been resolved. These surveys provide valuable feedback and form a key part of our Audit Dashboard. Results are regularly reviewed and actioned by our Customer Service Team Leader and Assistant Risk Officer, helping us maintain a responsive and accountable service.

### **Does your authority carry out benchmarking of its performance with other authorities and can you provide evidence of that?**

Gloucestershire County Council's Performance & Improvement team independently carries out an annual benchmarking exercise which is considered by the Council's Corporate Overview and Scrutiny Committee (COSC). In this exercise Gloucestershire Highways is benchmarked against 15 of its statistical neighbour authorities using its CIPFA comparator group and Quartiles are calculated.

The Benchmarking report for the Financial Year 2022/23 was considered by COSC on 10 July 2024 and a copy of the report can be found within the papers for this Committee (Pages 147 to 164 refer) at:

<https://glostext.goucestershire.gov.uk/documents/g11488/Public%20reports%20pack%20Wednesday%2010-Jul-2024%2010.00%20Corporate%20Overview%20and%20Scrutiny%20Committee.pdf?T=10>

The latest Benchmarking report for 2023/24 was considered by COSC on 24<sup>th</sup> September 2025 and a copy of this report can be found [here](#).

In addition, Comparator group performance is included (where possible) against the published quarterly performance scorecards (see KPIs response below).

### **Do you have a highways asset management performance management framework against which you are regularly tracking performance?**

We annually track:

- Asset Condition
- Length or number of Assets
- Annual Capital funding
- Capital 'Standstill' cost (amount which needs to be spent to maintain the asset at its current condition)
- Capital 'Backlog' cost (how much needs to be spent to return the asset to Very Good condition)
- Annual Revenue funding (where applicable)

In addition, the proportion of our carriageway network where maintenance should be considered (3 indicators) is included within our publicly reported KPIs (see next section).

### **What are your key performance indicators (KPIs) for maintenance?**

There are 12 publicly reported Highways KPIs included in the Gloucestershire County Council Corporate Dataset, details of which are at: [Council performance | Gloucestershire County Council](#). These KPIs are reported quarterly:

- % of 2-hour emergency repairs made on time
- % of 24-hour defects repaired on time
- % of 28-day defects repaired or made safe in time
- % of structural maintenance programme delivered
- Number of Winter maintenance runs completed

- Average additional days to complete overdue 28-day defect repairs
- Number of repairs to non-safety defects
- Overall resident satisfaction with Highways network (from NHT survey)
- % of principal roads where maintenance should be considered
- % Non-principal classified roads for maintenance consideration
- % of unclassified roads where maintenance should be considered
- % delivery of the annual gully emptying programme

In addition, there are a further 8 internal KPIs included in the annual Highways and Infrastructure Service Plan. The 2025/26 Plan is published at:

<https://www.goucestershire.gov.uk/media/kp11301n/highways-and-infrastructure-service-plan-2025-26.pdf>

**Does your authority have: a Highways Asset Management Plan (HAMP)?  
a resilient network plan?**

**Please provide Weblinks**

Our approach to Asset Management is published on our website. The [Highways Asset Management Policy](#) lays out the principles with which we manage the local road network. It shows how effective asset management will help achieve the council's [Local Transport Plan](#) objectives and support the delivery of the [County's strategic priorities](#), such as tackling climate change, sustainable growth and improving our roads.

The [Highways Asset Management Strategy](#) expands on the principles of the Highways Asset Management Policy. It sets out how we use asset management to meet our long-term corporate objectives, including statutory obligations, stakeholder needs and the overall performance of our assets. It also provides a look forward to how we will grow and mature our capacity and capability further to achieve greater efficiency and value for money.

Our approach to individual asset groups is detailed within the [Transport Asset Management Plan \(TAMP\)](#), with each asset group having its own Lifecycle Plan. The plan includes our challenges in the future and an estimation of the standstill and backlog costs associated with each asset group.

Appendix 4 of the [Adverse Weather Plan](#) details our Resilient Network Plan and we recognise that Climate Change has impacted much of our road network, particularly drainage, infrastructure and geotechnical assets. [Chapter 9](#) of the TAMP highlights the impact of climate change on our network and this is complemented by our [Adverse Weather Plan](#). The Council also has a Flood Team which has a leading strategic role with further information being available at: <https://www.goucestershire.gov.uk/planning-and-environment/flood-risk-management>.

**Can you confirm that your local authority has provided, or will provide, DfT with all of the data required under the annual single data list requirements in 2025.**

We confirm that the following data has been supplied to DfT in 2025:

- 130-01: principal roads where maintenance should be considered.
- 130-02: non-principal classified roads where maintenance should be considered.
- 130-03: skidding resistance data.
- 130-04: carriageway work done from April 2024 to March 2025.

We can also confirm that we will provide DfT with the following data when requested:

- 251-01: winter salt stock holdings for winter 2025.

**In addition to the data required for the single data list, what other data does your authority collect on the condition of its highway assets, including footways, cycleways, structures, and lighting columns? To what standard do you collect this data and with what frequency?**

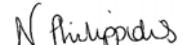
Further information on data collected, standards and frequency can be found within Chapter 3 of our TAMP at: [chapter-3-inventory-and-data.pdf](#) and within the respective asset's lifecycle management plan at: [Transport Asset Management Plan \(TAMP\) | Gloucestershire County Council](#).

## Approval to Submit Annex B

The information provided to DfT is required to be signed off by:

- the leader of the council or the cabinet member with responsibility for highways
- the section 151 officer

Submission signed off by:

Name	Position	Signature/Date
Councillor Joe Harris	Lead Cabinet Member for Highways & Infrastructure	 29/09/2025
Nina Philippidis	Deputy Chief Executive and Section 151 Officer	 22/09/25