

# Highway Asset Management Strategy

September 2026

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# Foreword

**Staffordshire's highway network is one of our most valuable assets, supporting residents, businesses, and visitors every day. It plays a vital role in connecting communities, enabling economic growth, and shaping the quality of the places where people live and work.**

Maintaining a safe, reliable, and resilient highway network is essential, particularly with pressures from ageing infrastructure and constrained funding. This Highway Asset Management Strategy sets out a proactive approach, ensuring investment decisions are evidence-based, transparent, and focused on long-term outcomes.

The strategy prioritises planned and preventative maintenance to make best use of resources, improve efficiency, and reduce reliance on reactive repairs. It also aligns with the Highways Roadmap, supporting a more coordinated and customer-focused service.

This approach will help ensure the network continues to support economic activity, connectivity, and community wellbeing in the years ahead.

**County Councillor Peter Mason**

Cabinet Member for Highways

September 2026



## 1

## Strategic Context

Staffordshire's highway network is one of the Council's most important and visible assets, used daily by residents, businesses, and visitors. Beyond its transport role, it contributes to the character of places and enables people to live, work, and connect across communities. Effective management of this network is essential to maintaining connectivity, supporting economic growth, and enhancing overall quality of life.

At a national level, transport policy continues to evolve, with increasing emphasis on sustainability, decarbonisation, and supporting a shift towards public transport and active travel. There is also a growing focus on transparency and accountability in highway maintenance. While public attention often centres on reactive issues such as potholes, a stronger focus on planned and preventative maintenance is essential to achieving better long-term outcomes and value for money.

Locally, strategies such as the Local Transport Plan and the Highways Roadmap set the direction for a more efficient, innovative, and customer-focused highways service. Planned growth across the county will place additional demands on the network, reinforcing the need for a coordinated, long-term approach to managing highway assets effectively.

## 2 Staffordshire Context

**Staffordshire's highway network is a vital asset that enables everyday life, connecting people to jobs, education, services and each other, while supporting economic growth and community wellbeing. Its effective management is essential to maintaining safe, reliable and resilient travel across the county, and to supporting wider priorities such as connectivity, sustainability and inclusive growth in both urban and rural areas.**

Staffordshire County Council, as the Local Highway Authority, has a statutory duty to manage and maintain its highway network so it remains safe, efficient, and resilient. This includes carriageways, footways, structures, drainage, street lighting, and associated assets that support movement and connectivity across the county.

This Strategy aligns with Well-Managed Highway Infrastructure: A Code of Practice and reflects Department for Transport expectations, including the requirement for clear asset management policies and strategies supported by transparency reporting. These requirements ensure that authorities demonstrate a robust, risk-based, and evidence-led approach to managing their networks and securing best value from public investment.

This Strategy aligns with the Local Transport Plan and Highways Roadmap, ensuring that maintenance and investment decisions directly support wider transport priorities, improved connectivity, and the long-term development of a resilient and efficient network.

This Strategy sets the framework for how highway services will be planned and delivered over the next five years, ensuring Staffordshire's network remains safe, resilient, and fit for the future, while meeting national expectations for accountability, transparency, and effective asset management.

# 3 Purpose of the Strategy

Staffordshire County Council has developed a comprehensive suite of asset management documents that provide a clear framework for managing highway infrastructure. These are aligned with industry best practice, including UKRLG guidance and Well-Managed Highway Infrastructure: A Code of Practice.

This Highway Asset Management Strategy (HAMS) sets out how the Council will apply asset management principles to manage the network effectively and sustainably. It provides strategic direction for meeting statutory duties, supporting corporate objectives, responding to stakeholder needs, and optimising asset performance.

The Strategy translates the principles of the Highway Asset Management Policy into a practical, data-led and risk-based approach to investment and maintenance, ensuring resources are used efficiently and deliver best value for money. It builds on the Council's established asset management practices and outlines how these will continue to be strengthened through improved data, processes, and decision making.

## Asset Management Strategy: Context and Framework

- The Highway Asset Management Policy (HAMP) sets out overarching principles and commitments.
- The Highway Asset Management Strategy (HAMS) defines strategic direction and objectives.
- The Highway Infrastructure Asset Management Plan (HIAMP) details delivery through lifecycle planning and investment programme

Together, this framework ensures the highway network is managed in a way that reflects local priorities, balances risk and performance, and makes best use of available resources.

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## Our Highway Assets

Staffordshire's highway network is the County Council's most valuable and visible asset, with an estimated replacement value in excess of £7 billion. It is fundamental to the delivery of nearly all council services and plays a critical role in supporting the daily lives of residents, businesses, and visitors. The network enables essential activities such as access to education, social care, emergency services, waste collection, and the wider delivery of public services across the county.

### Asset Overview

The highway network in Staffordshire is made up of a wide range of interconnected assets, each with specific maintenance and management requirements.

Together, these assets form a complex system that must be managed holistically to ensure it delivers a consistent and reliable level of service.

### Our Assets at a Glance



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## Legislative and Statutory Context

Staffordshire County Council operates within a clear legislative framework that governs how the highway network is managed and maintained. These statutory duties shape how services are prioritised, delivered, and resourced, and compliance is fundamental to effective asset management. Failure to meet these duties can lead to safety risks, financial liability, reputational damage, and legal challenge.

### Key legislation includes:

- Highways Act 1980 - Places a statutory duty on the Council to maintain the highway network in a condition that is safe for all users. A robust inspection regime, supported by comprehensive and accurate records, is essential to demonstrate a consistent and defensible approach to fulfilling this duty.
- Traffic Management Act 2004 - Requires the Council to manage its network to ensure the efficient movement of traffic, including coordinating works, minimising disruption, and balancing the needs of all users.
- Road Traffic Act 1988 - Establishes a duty to promote road safety, using data and targeted interventions to reduce risks and improve outcomes for all users.
- Construction Design and Management Regulations 2015 - Set out requirements to manage health and safety in all highway works, ensuring risks are controlled for both workers and the public.

### Implications for Asset Management

These duties underpin the Council's approach, requiring it to:

- Prioritise safety and risk management in all decisions
- Maintain a robust and defensible approach through policies, inspections, and records
- Balance asset condition, network performance, and available funding
- Coordinate effectively with stakeholders and works promoters
- Embed health and safety across all activities

In practice, highway asset management is not only about maintaining infrastructure, but about delivering a safe, efficient, and legally compliant service that meets current and future needs.

Staffordshire's highway network is a critical functional asset that is subject to continual pressures. It is affected by adverse weather and increasing demand from traffic and network usage.

## Asset Deterioration and Decision-Making

The deterioration of highway assets is an ongoing and inevitable process. As such, Staffordshire County Council must make informed and timely decisions about when, where, and how to intervene, whether through maintenance, repair, or renewal, to minimise long-term deterioration and preserve the value and performance of the network.

These decisions are becoming increasingly challenging due to the financial and operational environment in which the Council is working.

## Need for Prioritisation and Strategic Asset Management

Given these challenges, it is not possible to address all maintenance needs at the optimal time across the entire network. As a result, robust asset management practices are essential to prioritise investment and manage the associated risks effectively. In this context, adopting and maintaining a clear, strategic approach to highway asset management is essential. This ensures that decisions are evidence-based, risks are understood and managed, and limited resources are used in the most cost-effective way, supporting the long-term sustainability and resilience of Staffordshire's highway network.

### Key pressures include:

- Growing demand for services, including that arising from a changing and ageing population
- A legacy of reduced levels of central government funding
- Ongoing financial constraints, including rising costs of materials, fuel, and service delivery
- The continued ageing and deterioration of highway assets
- The need to meet statutory duties and regulatory obligations
- Increasing traffic volumes, resulting in greater wear and tear on the network, alongside the evolving impact of heavier vehicles, including electric vehicles.
- Planned growth and development across the county, leading to additional demand on the network and the adoption of new highway assets
- Emerging national and local priorities, including resilience, adaptation, and supporting sustainable transport such as walking, wheeling and cycling.

Our highways asset management strategy plays an instrumental role in supporting the delivery of the Council's Strategic Direction. It does this by ensuring that investment and maintenance activities are planned, prioritised and targeted in a way that maximises value, manages risk, and maintains safe, reliable infrastructure for residents and businesses. Through a focus on long-term planning, efficient use of resources, and data-led decision making, the strategy helps to support key outcomes such as economic growth, connectivity, value for money and the overall quality of the local environment. An extract of the priorities from the Strategic Direction 2026–28 is set out below, highlighting those outcomes which the asset management strategy will support:

## Priority 2 – Economy

### Outcome

### How Highways Asset Management Supports the Outcome

#### Creating an environment for growth

The Highway Asset Management Strategy supports the Council's economic priority by ensuring that Staffordshire's highway network provides the reliable, safe, and high-quality infrastructure needed to enable sustainable growth. Well-maintained roads improve connectivity for businesses, support the movement of goods and people, and enhance access to employment, education, and tourism destinations. Through coordinated planning and investment, the Strategy helps create attractive, well-functioning places that encourage inward investment while respecting local character. It also supports the rural economy and visitor experience by maintaining key routes and access to countryside and heritage assets, ensuring that Staffordshire remains a desirable place to live, work, and invest.

### Priority 3 - Connectivity

| Outcome                             | How Highways Asset Management Supports the Outcome                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Highways and digital infrastructure | The Highway Asset Management Strategy supports the Council's priority for highways and digital infrastructure by enabling a planned, long-term approach to maintaining safer, more reliable roads and reducing defects such as potholes. It supports joined-up delivery with transport, growth, and place priorities, while embracing digital tools and smart technologies to improve network efficiency and future connectivity across Staffordshire. |

### Priority 5 – Efficiency and Value for Money

| Outcome                  | How Highways Asset Management Supports the Outcome                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Making Every Pound Count | The Highway Asset Management Strategy supports the Council's priority for efficiency and value for money by ensuring that every pound invested in the highway network is used effectively and transparently. Through a data-driven, evidence-based approach, decisions are informed by both technical analysis and local insight, ensuring they reflect community needs. The Strategy promotes strong financial planning and long-term investment through asset lifecycle management, reducing waste and avoiding costly reactive work. It also embeds accountability, engagement, and continuous review, ensuring that resources are targeted, performance is monitored, and services are shaped by local voices while delivering sustainable outcomes for the future. |

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## Key Themes Informing the Strategy

The following key themes underpin the delivery of this Highway Asset Management Strategy. They provide the foundations for achieving our strategic outcomes and ensure that our approach is transparent, consistent, and aligned with best practice. Where appropriate, we have set out clear commitments to demonstrate accountability and continuous improvement.

- Evidence-Based Decision Making
- Stakeholders and Service Standards
- Funding & Investment
- Community
- Managing Risk
- Performance Management and Benchmarking
- Stakeholder Engagement
- Understanding the Network
- Data Processes and Tools
- Treatment Strategies
- Network Co-ordination and Asset Planning

Together, these themes provide a clear, structured approach to managing the network effectively, ensuring we deliver safe, sustainable and value-driven outcomes for Staffordshire.

## Evidence Based Decision Making

A fundamental principle of Staffordshire's approach to asset management is using robust evidence and reliable data to guide decisions. This ensures that limited resources are targeted where they will deliver the greatest benefit—supporting safety, network performance and long-term value. By basing decisions on clear intelligence, we promote consistency, transparency and accountability, helping stakeholders understand how and why investment choices are made.

A strong evidence base also allows us to better understand network condition, usage and risk, enabling proactive maintenance and early intervention before issues escalate. This reduces disruption, improves resilience and ensures a more efficient use of funding. As demands on the network continue to evolve, data-driven insight helps us respond effectively and plan with confidence for the future.

### Our Commitments:

- Use high-quality data and intelligence to inform all investment decisions, safety interventions, and maintenance programmes
- Regularly review and update our data to ensure it remains accurate and reliable
- Continuously improve our data to support effective, consistent, and evidence-based decision making

## Stakeholders and Service Standards

Staffordshire County Council manages the highway network on behalf of residents, businesses and visitors, each with different needs and expectations. Understanding and balancing these demands is essential to delivering a service that is fair, effective and responsive. By engaging openly with stakeholders, we ensure that local insight helps shape priorities and informs how services are delivered.

Clear, well-defined service standards are vital to this approach. They set out what customers can expect, provide a consistent basis for decision-making, and create transparency around how the network is managed. Service standards also enable us to measure performance, demonstrate accountability, and identify opportunities to improve.

Through ongoing engagement with communities, elected members, parish and town councils, and key partners, we aim to strengthen relationships, improve communication and ensure that our services continue to reflect local needs. This collaborative approach supports better outcomes and helps build trust and confidence in how the network is managed.

### Our Commitments:

- Develop, maintain, and publish clear service standards setting out what customers can expect
- Apply these standards consistently to ensure fairness and transparency
- Monitor performance against these standards on an ongoing basis
- Use performance insights to drive continuous service improvement
- Publish our Highway Transparency Report annually.

## Funding & Investment

Given the scale of the network and ongoing financial constraints, the Council prioritises investment using a risk-based, evidence-led approach. Funding is directed to safety-critical defects, preventative maintenance, and key routes that support economic activity, supported by data and condition insights to maximise value and manage risk.

Highway maintenance is funded through a mix of government grants, local capital, and targeted allocations. A multi-year settlement from Central Government in 2026/27 provides greater certainty, enabling longer-term planning, forward programmes, and more efficient delivery. However, resources remain limited relative to the size of the asset, allowing only a small proportion of the network to be treated each year.

Rising pressures, particularly on lower-hierarchy roads and rural roads, reflect historic under-investment, increasing costs, and growing demand. To address this, the Council prioritises preventative and planned maintenance over reactive approaches, recognising this is more cost-effective long term.

Looking ahead, the Council will continue to align investment with its Medium-Term Financial Strategy, explore capital opportunities, and adopt “invest to save” approaches to improve long-term network performance and value for money.

### Our Commitments

- We are committed to ensuring that funding is used effectively, transparently, and in a way that delivers maximum benefit to Staffordshire’s communities:
- We will develop and publish rolling multi-year highway maintenance programmes, demonstrating how available funding is being prioritised and allocated. These programmes will be reviewed regularly in light of updated data, performance information, and customer feedback.
- We will seek continuous improvement in value for money, adopting best practice approaches to procurement, contract management, and service delivery.
- We will maximise social and environmental value, ensuring that highway investment contributes to wider outcomes such as local economic benefit, sustainability, and community wellbeing.

## Community

A localities-based approach is central to managing Staffordshire's highway network effectively. Reflecting the diversity of the county, urban, market town, and rural areas, the Council tailors' services to local needs, moving away from a one-size-fits all model. This ensures resources are directed where they deliver the greatest benefit, supported by evidence and local insight.

Community intelligence plays a key role alongside technical data such as inspections and condition surveys. Engagement with elected members, parish and district councils, and local stakeholders provides a fuller understanding of priorities and emerging issues, enabling more informed and responsive decision making.

To support this, the Council is strengthening its area-based working model. Organising inspection and maintenance teams around depot boundaries improving coordination, building local knowledge, and enhancing accountability. This approach leads to faster responses, better identification of issues, and improved planning.

Overall, locality working improves responsiveness, strengthens community engagement, and ensures a more efficient and targeted use of resources, consistent with the Council's evidence-led approach.

### Our Commitments

- We are committed to delivering a locally responsive service that reflects the needs of Staffordshire's communities:
- We will work closely with elected members, parish councils, and stakeholders to understand local priorities and reflect these in programme planning and delivery.
- We will continue to develop area-based depot working to improve coordination, responsiveness, and efficiency.
- We will use community insight alongside technical data to prioritise investment and respond effectively to local issues.
- We will ensure accountability by giving local teams clear ownership of network performance within their areas.

## Managing Risk

Risk management is central to Staffordshire's asset management approach. While risks cannot be eliminated, they are managed in a structured, proportionate, and transparent way, particularly in the context of funding pressures, environmental challenges, and increasing demand.

Risk is embedded at all levels of decision making to ensure that investment and maintenance are prioritised based on asset condition, performance, and need, supporting consistent, evidence-led outcomes. Safety remains the highest priority, with a risk-based Highway Safety Inspection Policy ensuring defects are addressed according to their severity.

Wider risks such as asset deterioration, severe weather, network resilience, and financial pressures are actively managed, with asset hierarchy and the Resilient Network informing prioritisation.

A planned, preventative approach is supported by lifecycle planning, while maintaining the flexibility to respond to emergencies, ensuring long-term sustainability and value for money.

### Our Commitments

- We will apply a consistent, risk-based approach to all levels of decision making, ensuring resources are prioritised where risk is greatest.
- We will maintain a robust Highway Safety Inspection regime, aligned with national guidance, to manage safety risks effectively.
- We will use data, asset hierarchy, and network resilience principles to inform prioritisation and investment decisions.
- We will proactively manage wider risks, including climate impacts, asset deterioration, and financial pressures, through integrated planning.
- We will respond quickly to emergency events, while maintaining a balanced, risk-based approach to programme delivery.
- We will continue to develop lifecycle planning and improve data quality to strengthen long-term risk management and investment planning.

## Performance Management and Benchmarking

Performance management is essential to delivering the outcomes of this Highway Asset Management Strategy. It provides a structured framework to monitor progress, assess delivery, and drive continuous improvement across the highways service and its partners.

The Council is strengthening its performance management approach to ensure expectations are clear, measurable, and consistently applied across all operations and contractual arrangements. This supports accountability, transparency, and improved service delivery.

A robust performance framework is in place, including key performance indicators (KPIs) covering asset condition, safety, service responsiveness, programme delivery, and customer satisfaction. Digital dashboards provide real-time visibility of performance, enabling effective monitoring and timely intervention. Strong contract management processes will ensure delivery partners meet agreed standards and contribute to strategic objectives.

Regular monitoring and reporting will track progress against outcomes, inform decision making, and highlight areas for improvement. Benchmarking against regional and national peers will support continuous improvement, helping to identify best practice and ensure value for money. The Council will also continue to collaborate with professional networks and industry groups to share learning and drive innovation.

### Our Commitments

We are committed to a transparent and outcome-focused approach to performance management:

- We will maintain a clear and consistent performance framework, with KPIs aligned to strategic objectives and service outcomes.
- We will use digital tools and dashboards to monitor performance in real time and support effective programme management.
- We will ensure robust contract management and assurance processes to drive high standards from delivery partners.
- We will regularly monitor and report performance to support accountability and evidence-based decision making.
- We will benchmark our performance against other authorities to identify improvement opportunities and demonstrate value for money.
- We will publish an annual 'State of the Network' report, setting out network condition, performance, and progress against Strategy outcomes.

## Stakeholder Engagement

Engaging with stakeholders is fundamental to effective highway asset management. Staffordshire County Council is committed to understanding and responding to the needs of those who use and are affected by the network, including residents, businesses, elected members, parish and district councils, transport operators, and partner organisations.

Placing stakeholders at the heart of service delivery ensures that decisions are informed not only by technical data but also by customer insight and experience. Feedback from national benchmarking, such as the National Highways and Transport (NHT) Public Satisfaction Survey, helps shape priorities, improve services, and guide investment decisions.

The Council is strengthening communication and accessibility through enhanced digital channels, making it easier for stakeholders to report issues, track enquiries, and access information on works. Customer enquiries are captured and analysed to identify trends, recurring issues, and service pressures, supporting more proactive and targeted responses.

Stakeholder engagement also includes strong partnership working. Collaboration with parish and district councils, local communities, and regional and national bodies helps align priorities, share knowledge, and deliver more effective, place-based outcomes.

### Our Commitments

We are committed to improving engagement, communication, and collaboration with our stakeholders:

- We will continue to gather and use customer insight, including national benchmarking results, to shape priorities and drive improvement.
- We will enhance digital services to make it easier to report issues, access information, and engage with the highways service.
- We will use customer enquiries and feedback data to identify trends and target interventions effectively.
- We will strengthen partnership working with communities, and wider stakeholders to deliver local and strategic
- We will communicate clearly and transparently about works, programmes, and service performance.

## Understanding The Network

A clear understanding of Staffordshire's highway network underpins effective asset management. Maintaining an accurate asset inventory provides the evidence base for planning, prioritisation, and decision making.

The Council holds extensive data across all key assets, kept up to date through inspections and surveys to ensure decisions are based on reliable evidence. Asset hierarchy and classification, aligned with national guidance, support consistent decisions on risk, inspection, and investment priorities.

Understanding network characteristics, such as traffic, construction, and environmental factors, enables more targeted maintenance, while the Resilient Network approach helps prioritise key routes.

Condition data, gathered through inspections and evolving technologies, provides insight into performance and deterioration, supporting lifecycle planning, investment decisions, and long-term value.

### Our Commitments

We are committed to maintaining a strong understanding of our network to support effective asset management:

- We will maintain and continuously improve our asset inventory to ensure it is accurate, complete, and up to date.
- We will use asset hierarchies and classification to inform risk-based decision making and prioritisation.
- We will develop our understanding of network characteristics to support targeted and efficient maintenance strategies.
- We will maintain and enhance the Resilient Network to support connectivity and respond to disruption.
- We will collect and use high-quality condition data, supported by modern technologies, to inform decision making and lifecycle planning.
- We will ensure data is managed in line with national standards to support consistency, transparency, and benchmarking.

## Data, Processes and Tools

Effective asset management relies on high-quality data, robust processes, and appropriate tools to support informed decision making and consistent service delivery.

Asset data provides a clear understanding of what the Council owns, where assets are located, and how they perform. Keeping this data accurate and up to date is essential, with condition information collected across all key assets and used to inform maintenance, investment, and performance monitoring. Visual tools such as condition maps also support understanding and communication, with ongoing improvements to data quality remaining a priority.

Consistent processes align data, systems, and operational practices to ensure activities are delivered efficiently and in a controlled, evidence-led way.

Systems such as Confirm, TreeSmart, and XA support data management, planning, and reporting, while emerging technologies are being explored to improve insight, efficiency, and decision making.

### Our Commitments

We are committed to strengthening our data, processes, and tools to support effective asset management:

- We will maintain accurate, secure, and up-to-date asset data, ensuring it is fit for purpose and supports decision making.
- We will continuously improve data quality, coverage, and collection methods across all asset groups.
- We will embed consistent, well-defined processes to support efficient and risk-based service delivery.
- We will use modern systems and tools to manage data, inform investment decisions, and monitor performance.
- We will explore and adopt new technologies, including digital and AI-enabled solutions, to enhance insight and efficiency.
- We will ensure data and systems are aligned with national standards and best practice.

## Treatment Strategies

Staffordshire's highway network reflects past investment, but pressures from funding, ageing assets, and rising demand require a more targeted, strategic approach. The Council is focused on maximising asset life, improving efficiency, and delivering long-term value.

A balanced maintenance strategy prioritises planned and preventative interventions to extend asset life, reduce costs, and maintain service levels. Activities follow a clear hierarchy from reactive repairs to renewal, with a shift towards reducing reactive work in favour of more cost-effective planned treatments.

Innovation and sustainability are key, with new materials, low-carbon solutions, and digital technologies being explored. This supports a proactive, long-term approach, improving network condition, resilience, and value for money.

### Our Commitments

We are committed to delivering effective, sustainable treatment strategies:

- We will prioritise planned and preventative maintenance to extend asset life and reduce long-term costs.
- We will minimise reliance on reactive maintenance by intervening earlier in the asset lifecycle.
- We will apply a clear treatment hierarchy to ensure consistent, evidence-led decision making.
- We will target investment to improve network condition, resilience, and long-term performance.
- We will explore and adopt innovative materials, techniques, and technologies to improve efficiency and sustainability.
- We will support wider objectives, including emissions reduction, sustainable transport, through our maintenance activities.

## Integrating Asset and Network Management

Ensuring effective integration between asset management and network management is essential to delivering a safe, reliable, and efficient highway network. While asset condition remains a key driver for maintenance decisions, equal consideration is given to how the network operates, its strategic importance, and the need to minimise disruption to road users.

This approach aligns with the Council's Highways Roadmap, supporting a more coordinated, customer-focused and efficient service by bringing together planning, delivery, and network management. It enables better decision making, improved coordination of works, and more effective use of resources, helping to balance asset needs with the wider demands placed on the network.

### Our Commitments:

We are committed to integrating asset management and network management by:

- Supporting the Highways Roadmap by delivering a coordinated and customer-focused service, reducing disruption and improving journey reliability
- Designing and scheduling works to minimise duration and network occupation, improve traffic flow, and enhance the customer experience
- Ensure consistency and compliance with relevant policies, standards, and statutory requirements
- Planning and coordinating works across all activities (including utilities and major schemes) to minimise network impact and maximise efficiency

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## Vision and Strategy Outcomes

### Our Vision

Our vision is for Staffordshire County Council to be a leading highway authority, delivering a safe, resilient, and well-managed network that enables reliable journeys, supports economic growth, and enhances the quality of life for all who live, work, and travel within the county.

### Strategic Outcomes

To achieve this vision, our Highway Asset Management Strategy is centred around four key outcomes:

- A Well-Managed Network
- A Well-Maintained Network
- A Safe Network
- A Customer Focused Service

### Delivering the Vision

Together, these outcomes will ensure that Staffordshire's highway network is safe, resilient, and fit for the future. By embedding asset management principles across all aspects of service delivery, the Council will continue to make informed, transparent, and effective decisions that maximise value for money and deliver long-term benefits for communities across the county.

## A Well-Managed Network

We will manage the highway network in a coordinated and efficient way, ensuring that all activities are planned and delivered to maximise performance and minimise disruption.

### Why this matters

A well-managed network supports economic growth, improves reliability, and reduces disruption for users. Effective coordination of works and strong asset management practices are essential to ensuring that the network performs efficiently and meets the needs of a growing and evolving county.

### What we will do

- Coordinate all works on the highway, including those undertaken by utility companies and third parties, to reduce disruption and delays
- Strengthen collaboration with regional partners and neighbouring authorities to improve strategic connectivity
- Invest in workforce skills, innovation, and digital tools to enhance service delivery and decision making
- Promote the adoption of new technologies and data-driven approaches to improve network management
- Support the delivery of major infrastructure and development programmes across Staffordshire

### How we will measure success

- Delivery of planned programmes with minimal disruption to network users
- Reduction in the number of complaints and network disruptions
- Improved network reliability and performance indicators

## A Well-Maintained Network

We will adopt a proactive, risk-based approach to maintenance that improves asset condition, extends asset life, and delivers long-term value for money.

### Why this matters

Maintaining the condition of the network is essential to ensuring safety, reliability, and cost efficiency. Early intervention and preventative maintenance reduce the need for more costly repairs in the future and help manage the long-term deterioration of assets.

### What we will do

- Use data-led and evidence-based decision making to prioritise investment effectively
- Increase the use of preventative and lifecycle maintenance treatments to extend asset life
- Ensure procurement and delivery practices promote sustainability, efficiency, and high-quality outcomes
- Maintain and continuously improve asset data quality, including condition information and lifecycle records
- Strengthen contract management to ensure works are delivered to the required standards

### How we will measure success

- Improvement in overall network condition over time
- Reduction in the proportion of assets in poor condition
- Increased delivery of planned maintenance compared to reactive interventions

## A Safe Network

We will ensure the highway network is safe for all users by meeting our statutory duties and embedding safety considerations in all aspects of highway management and improvement.

### Why this matters

Road safety remains a critical priority. A safe network underpins all other objectives and ensures that residents, businesses, and visitors can travel with confidence. Reducing collisions and improving safety outcomes contributes to healthier communities and reduces the social and economic costs associated with road traffic incidents.

### What we will do

- Continually review road safety performance and collision data to identify trends and target interventions
- Ensure safety is fully considered and embedded at the design stage of all highway and transport improvement schemes
- Deliver targeted engineering, education, and enforcement initiatives in collaboration with partner organisations
- Work closely with the police, emergency services, and other agencies to support coordinated road safety actions
- Strengthen internal capability and leadership in road safety within the highways service

### How we will measure success

- Reduction in the number of people killed or seriously injured on Staffordshire's roads
- Demonstrable improvements in road safety indicators year on year
- Contribution towards regional and national road safety ambitions, including long-term casualty reduction targets

## A Customer Focused Service

We will place customers and stakeholders at the centre of our service, ensuring effective communication, engagement, and responsiveness.

### Why this matters

The highway network is used daily by residents and businesses, and highway works can be inherently disruptive. Clear communication, engagement, and responsiveness are essential to maintaining public trust and delivering a service that meets local needs and expectations.

### What we will do

- Improve communication with residents, elected members, and stakeholders on highway activities and programmes
- Provide clear and timely information about planned works and disruptions
- Expand digital services to improve accessibility and customer experience
- Gather and respond to customer feedback to inform service improvements
- Ensure contractors and delivery partners adopt a customer-focused approach in all interactions

### How we will measure success

- Improvements in customer satisfaction levels
- Increased engagement and positive feedback from stakeholders
- Evidence of service improvements driven by customer insight

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## Strategy Review

This strategy is aligned to our Highway Asset Management Policy. Any changes in either document will be reflected across both.

This strategy will be continuously reviewed, either wholly or in part, and will be updated when appropriate. It will be fully reviewed at least every three years, or earlier, if there are significant changes in policy or guidance that affect asset management.

## Document Control

### Control Details

|                   |                                                                                                         |
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