



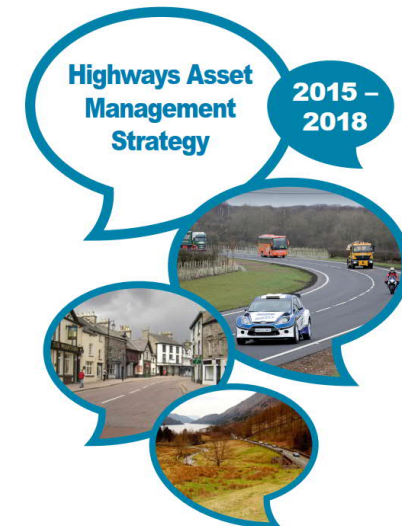
Cumbria County Council
**Highways Asset
Management
Strategy 2020- 2025**

Highways Asset Management Strategy

Background

- Developed in late 2015
- Cabinet approval 26 November 2015
- Set out Asset Management Approach
- Set foundation for DfT Incentive Fund Self-Assessment (Band 3)
- Follows Well-Managed Highways CoP

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Highways Asset Management Strategy 2020-2025

- Align to Council Plan
- Outcome Focus
- Adopts New Ways of Working
- Highways Delivery Plan to shape improvement



Our Vision

Unchanged from current Strategy:

'A customer focused, resilient and cost effective service that delivers a safe and well managed highways asset'



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Highways Delivery Plan

- Our Customers
- Working Together
- Enterprise and Efficiency
- Prevention and Early Intervention
- Digital Transformation

Our Customer

‘Putting our customers at the heart of everything we do’

- **Aim:** To engage and inform our customers providing timely information; we will listen to our customers and make improvements to our service
- Enhancing the customer experience
- Keeping our customers informed
- Keeping Members informed

Working Together

‘Working with partner organisations and communities to achieve shared aspirations’

- **Aim:** To work with Local Committees, Parish/Town Councils, community groups and partners to deliver outcomes for benefit of Cumbria and its communities
- Local Committees
- Working Together
- Partner Agencies
- National Organisations

Enterprise and Efficiency

‘Exploring new ways to deliver services and maximise our resources’

- **Aim:** To explore innovative and commercial opportunities, maximise our resources and reduce impact on climate/environment change
- Innovation
- Enterprise and commercially aware
- Climate/Environmental Change
- Internal resources

Prevention and Early Intervention

‘Acting early to achieve better outcomes’

- **Aim:** To ensure we adopt early intervention and prevention strategies to keep our communities healthy
- **Safety**
- **Planning for adverse weather**

Digital Transformation

‘Giving our customers choice and easy access to online services’

- **Aim:** To refresh our customer information and reporting systems by providing easy access online, phone and email so customers can inform us of problems on the network
- Customer Access
- Internal Systems
- Staff connectivity

Proposed timetable for the New Strategy

- Share principles of new Strategy with Highways Improvement Board – September 2019
- Refresh and develop the Strategy – October 2019
- Report process to refresh the Strategy to Local Committees incl Draft Delivery Plan – November 2019
- Cabinet to agree Strategy – 30 January 2020
- Dept for Transport Incentive Fund Self Assessment Questionnaire – February 2020
- Highways Improvement Board to oversee delivery of Highways Asset Management Strategy Action Plan in liaison with Local Committees