

GRC & Maintenance Spend

Gross replacement cost

Name	£ millions
Gross Replacement Cost (£million's)	5,477.00

Percentage spent on maintenance

Year	2024/25	2023/24	2022/23	2021/22	2020/21
% Spent	1.1	1.1	0.9	0.9	

Customer satisfaction

Use a Survey?



Who do you use?

We are members of the CQC Efficiency network and participate in the annual NHT public satisfaction survey to obtain feedback from residents in Worcestershire. In addition, we also have our own ViewPoint survey to understand public satisfaction with the condition of our road network in Worcestershire.

How is it used?

Each year after the NHT results and ViewPoint survey results are available, we review the findings and compare against our maintenance activities. The findings and recommendations are reviewed and raised as part of regular meetings with the Directorate Leadership Team (DLT) and CMR as part of ongoing briefing sessions throughout the year. These sessions take into account pertinent issues raised at the time about the condition and maintenance activities of our highway network. Any significant themes from public satisfaction alongside the Public Enquiries from the Management System (PEMS) are considered and any changes may be factored into our operations.

Benchmarking & Performance

Benchmarking

We are members of the annual CQC benchmarking exercise. Our latest results are attached as published in 2025

Performance Management Framework

WCC has its own PMF which is documented in our Highways Asset Management Plan (HAMP). WCC also participates in the annual PMF exercise carried out by the NHT Network to collect and benchmark data with other Local Authorities.

KPI's for maintenance

To report on Key Performance Indicators (KPIs) for road maintenance, we use the condition of the highway network using data from CVI and Scanner. These indicators are reported to Corporate, Scrutiny Panel, Chief Officer Group, and Directorate levels on a regular basis. The condition of principal roads is one of the five indicators used to monitor progress towards fulfilling The Environment objective of the existing Corporate Plan. Additionally, we report the percentage results of public satisfaction with the condition of Worcestershire's roads from our own ViewPoint customer satisfaction survey. The baseline target for public satisfaction is 42.2%, this was the measure from the initial survey in 2010/2011. In addition to the KPIs, also provide updates for the Directorate Leadership Team and publish our performance on our website: <https://www.worcestershire.gov.uk/council-services/council-and-democracy/about-county-council/our-performance>.

Plans

HAMP Plan?



Weblink

<https://www.worcestershire.gov.uk/council-services/travel-and-highways/roads-pavements-verges-and-lighting/how-we-manage-highway-network>

Resilient Network Plan?



Weblink

<https://www.worcestershire.gov.uk/council-services/travel-and-highways/roads-pavements-verges-and-lighting/resilient-highway-and-transport-network-worcestershire>

Data Returns

Single Data List item

Data Provision

130-01: Principal roads where maintenance should be considered.



130-02: Non-principal classified roads where maintenance should be considered.



Single Data List item	Data Provision
130-03: Skidding resistance data	<input checked="" type="checkbox"/>
130-04: Carriageway work done from April 2024 to March 2025	<input checked="" type="checkbox"/>
251-01: Winter salt stock holdings for winter 2025	<input checked="" type="checkbox"/>

Additional Condition Data

Footways and cycleways: the Authority carries out annual Course Visual Inspection (CVI) surveys of footways and cycleways which includes safety inspections to record defects. The frequency of the safety inspections depend on the classification of the road in accordance with the Well Maintained Highway Infrastructure Code of Practice (WMH). See <https://www.ciht.org.uk/ukrlg-home/code-of-practice/>.

Surveys of structures (bridges and major retaining walls) are carried out in accordance with the WMH Code of Practice. Thus general inspections are carried out every two years, principle inspections every six years and diving inspections are carried out annually for all of the major river crossings in the county. In addition to this, after each flood event the structures are inspected which far exceeds the recommendations advocated in the Code of Practice.

Streetlighting - The Mayrise database collects detailed asset inventory data, such as the number, location, type, size, age, and component makeup of street lighting units, along with data on their condition and maintenance history, including records of repairs, cyclic maintenance, electrical testing, and reported faults.

Silt levels in our gullies are monitored and recorded as part of the service provided by our Term Service Contractor.


Approvals

Section 151 Officer

Name: **Phil Rook**

Date: **24 October 2025**

Signature:



Council leader/cabinet member

Name: **Cllr Karl Perks**

Date: **27 October 2025**

Signature:

