

We connect the country by maintaining, operating and improving the strategic road network (SRN) across England safely, reliably and effectively.

We look after and enhance our network of more than 21,500 lane-miles of road and more than 21,000 structures. Asset management underpins how we manage this road network. We have adopted an asset management approach as the most efficient and effective way to delivering value for money

in everything we do, balancing long and short term investment decisions. We have set out our vision for the future of the SRN. This policy defines the key principles of our asset management approach. For us, asset management is how we use our understanding of what our customers and stakeholders want from our network to build a robust business case for funding to deliver their requirements. It is also the framework we use to translate our vision into costed programmes and activities that deliver our imperatives of safety, delivery and customer service through our day-to-day activities.

Our asset management approach

Our asset management approach covers the whole lifecycle of our assets, from long term strategic planning, design and creation to operations, maintenance and disposal. We have identified clear organisational responsibilities and accountabilities for delivery of different functions across the asset lifecycle. The way we work, our data and our tools support us in making the right asset management decisions in every step of the process. Our *Asset management strategy* describes how we are delivering this policy, and how we are continuously developing asset management across Highways England.

Asset management ownership

We are building a strong asset management culture across the company. All our staff and suppliers know how they make a difference to the service we provide to our customers. Every single person in Highways England has a role to play in asset management. Ownership is key to success. Our teams bring together the information they have on our assets and understand the service we deliver. They make us a successful asset management organisation – doing the right thing at the right time.



Focusing on customer service

We design, build, maintain and operate our assets to deliver a level of service that meets the expectations of the travelling public.



Linking strategic planning and service delivery

We have published a long-term vision for the strategic road network, and we develop costed investment programmes for the existing and forthcoming Road Period to help deliver our vision.



Right intervention at the right time

We have the tools and information to understand the existing needs of the asset, together with predicted future need. This helps us to identify programmes of work to maintain asset condition and performance.



Using our asset knowledge to manage risk

We collect asset data to produce the information we need to make informed decisions. We understand asset risk and with our knowledge of asset performance and cost, we make balanced intervention decisions.



Making better whole life decisions

Building an asset is just the start – we consider how assets will be maintained and operated to shape their initial design and construction. We understand that asset decisions we make may affect future service provision.



Empowering and connecting our people

We provide clarity on our asset management approach and expectations. We enable training and development so that all our people have the skills and tools they need to deliver their role at all levels of the company.



Our asset management capability is fundamental to our people and business. It is essential to the delivery of our imperatives and to manage the country's Strategic Road Network. As a strong asset management organisation we will ensure the country's economy is supported by a safe and sustainable road network now and in the future.

Jim O'Sullivan, Chief Executive