

Appendix B – Highway Maintenance Benchmarking Dashboard

Brent Compared with London Borough Good Practice

Area	Brent	London Benchmark	Assessment
Asset Management Strategy	☐	☐	Mature Highway Asset Management Plan aligned with DfT guidance.
Risk-Based Maintenance	☐	☐	Fully adopted in accordance with <i>Well-managed Highway Infrastructure</i> .
Lifecycle Planning	☐	☐	Strong use of condition data and engineering prioritisation.
AI / Digital Condition Surveys	☐	☐	Ahead of many authorities through AI video surveys and Symology integration.
Planned Maintenance Investment	☐	☐	Significant local capital investment above many comparable boroughs.
Preventative Maintenance	☐	☐	Extensive use of resurfacing and injection patching to slow deterioration.
Reactive Maintenance Performance	☐	☐	Risk-based response times and structured inspection regime.
Contract Management	☐	☐	Comprehensive KPI monitoring, audits and contract governance.
Performance Reporting	☐	☐	Broader performance framework than many authorities.
Resident Satisfaction Monitoring	☐	☐	Opportunity to introduce formal customer satisfaction measures.
Communication with Residents	☐	☐	Scope to improve updates before, during and after works.
Climate & Sustainability Reporting	☐	☐	Good practice emerging; opportunity to quantify carbon savings.
Benchmarking & Transparency	☐	☐	Transparency report aligns well with DfT requirements.
Innovation	☐	☐	Strong adoption of AI, digital asset management and preventative maintenance.

Key

- **Strong** – At or above current London good practice
- **In Line** – Comparable with most London boroughs
- **Developing** – Opportunity for further improvement
- **Improvement Required** – Below expected good practice

Based on:

- published DfT Highway Maintenance Transparency Reports;
- DfT's Local Highway Maintenance Transparency Code;
- the DfT Highways Maintenance Incentive Funding Self-Assessment;
- the UK Roads Leadership Group's *Well-Managed Highway Infrastructure Code of Practice*; and
- evidence from the Asphalt Industry Alliance (ALARM) Survey

In words: Brent against the Prevalence of Good Practice Across London Boroughs

Area	Brent Position	Typical London Borough	DfT / Best Practice Expectation	Commentary
Asset Management Strategy	Mature (update in progress)	Mature	Highway Asset Management Plan in place	Brent will meet good practice.
Risk-based Safety Inspections	Fully implemented	Universal	Required by Code of Practice	Comparable with all London authorities.
Planned Maintenance Investment	High	Medium	Maximise preventative maintenance	Brent has invested above many comparable boroughs through additional capital programmes.
Preventative Maintenance	Established	Increasing	Strongly encouraged	Alignment with DfT policy
Digital Condition Surveys	AI-enabled	Mostly SCANNER/UKPMS	Increasing use of digital technology	Brent is ahead of many authorities.
Contract Performance Monitoring	Comprehensive KPI framework	Good	Performance monitored	Brent has a broader framework than many authorities.
Resident Satisfaction Monitoring	Limited	Limited	Increasing expectation	Opportunity for improvement across the sector
Climate Reporting	Developing	Developing	Emerging best practice	Opportunity to strengthen reporting

Brent Strengths

- ✓ Significant investment in planned highway maintenance
- ✓ Mature asset management approach
- ✓ Strong alignment with DfT Incentive Funding requirements
- ✓ Extensive use of AI and digital condition surveys
- ✓ Evidence-based programme prioritisation
- ✓ Good contract governance and performance management
- ✓ Shift towards preventative maintenance

Brent Opportunities

- Introduce formal resident satisfaction KPIs
- Publish annual customer confidence measures
- Improve communication before and after works
- Expand benchmarking with London authorities
- Quantify carbon savings from highway maintenance
- Continue reducing repeat defects through targeted reconstruction

Comparison with Selected London Boroughs

Topic	Brent	Harrow	Ealing	Hillingdon	Barnet
Published Asset Management Strategy	✓	✓	✓	✓	✓
AI Condition Surveys	✓	●	●	✓	●
Highway Performance Dashboard	✓	●	✓	✓	●
Preventative Maintenance Strategy	✓	✓	✓	✓	✓
Transparency Report	✓	✓	✓	✓	✓
Customer Satisfaction Reporting	Limited	Limited	Moderate	Moderate	Limited
Carbon Reporting	Developing	Developing	Moderate	Moderate	Developing