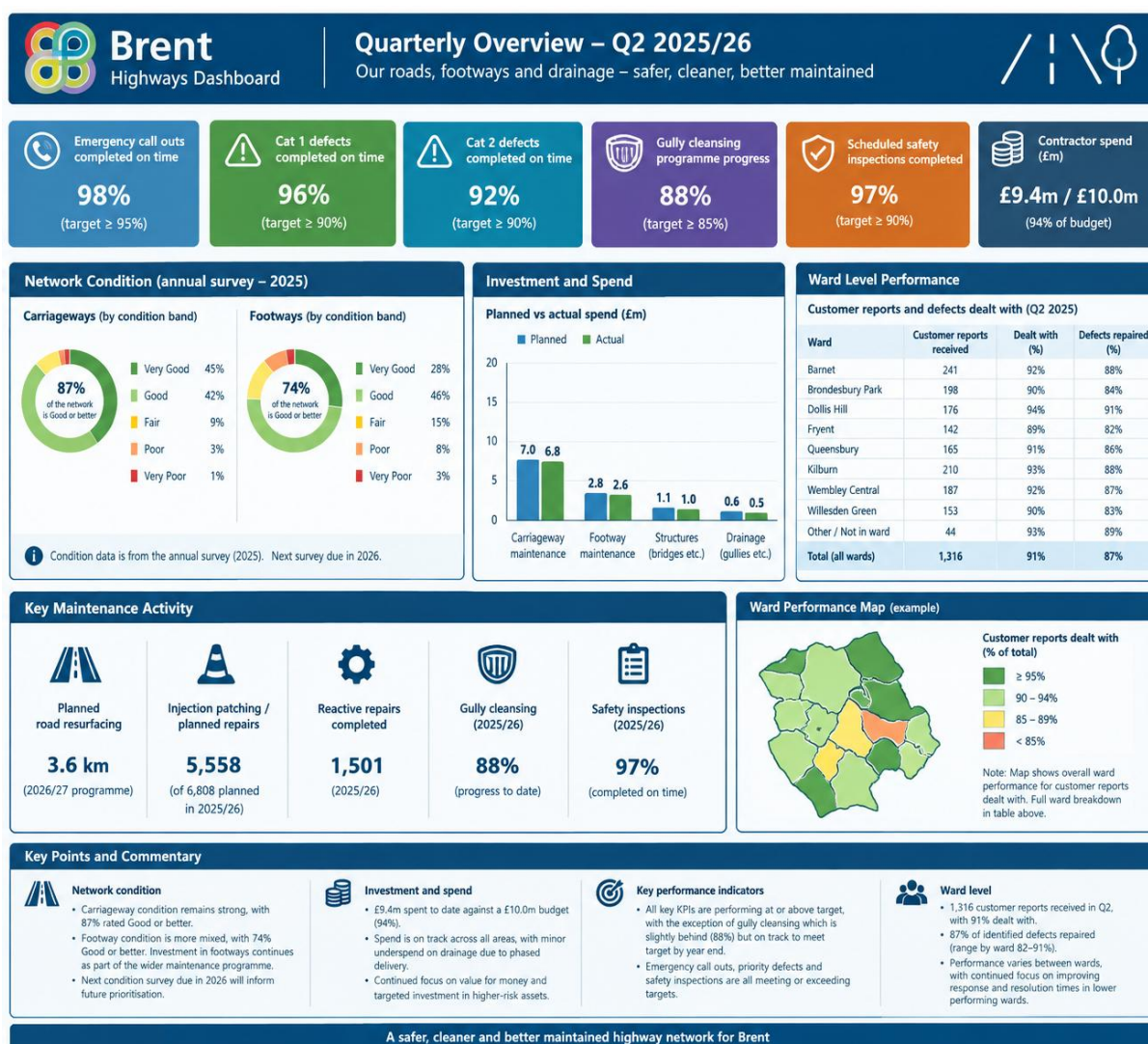


Highways Dashboard



Commentary on the proposed highways dashboard

The dashboard shown is a mock-up to illustrate the type and presentation of information that could be included in a quarterly highways performance report. The figures shown are illustrative and are not intended to represent actual current performance.

The intention would be to provide a small number of clear, readily understood measures covering the main areas of highway maintenance activity. These could include the proportion of emergency call-outs and priority defects completed within the required timescales, progress against the scheduled gully cleansing programme, completion of scheduled safety inspections, and planned contractor expenditure compared with actual expenditure of delivering maintenance programmes.

Network condition would be reported using the results of the annual carriageway and footway condition surveys. As these surveys are undertaken annually, condition information would not change from quarter to quarter. The latest available survey

results would therefore be carried forward on each quarterly dashboard and updated when the next annual survey is completed. This avoids giving the impression that condition is being measured quarterly when it is not.

The dashboard could also include information on maintenance activity, such as planned resurfacing, patching and other significant programmes. More detailed information and further breakdowns could be provided if required, including additional asset types, maintenance categories or performance measures. However, there is a balance to be struck: adding too much information or too many KPIs could obscure the key messages and reduce the clarity and immediacy of the dashboard. The proposed approach is therefore to keep the main dashboard concise, with more detailed supporting information available where required.

Where practicable, a ward-level element could be included. This would focus on measures that can meaningfully be attributed to individual wards, such as the number of customer reports received and dealt with and the number of identified defects repaired.

At present, however, information on customer reports and defects repaired is not available at ward level from the existing asset management system. Brent is currently migrating to the new Symology Aurora system, with completion targeted for the end of December 2026. Subject to the implementation and configuration of the new system, the first quarterly report expected to include this ward-level information would therefore be April 2027.

Overall, the proposed dashboard is intended to provide stakeholders with a concise quarterly overview of highway maintenance performance and activity, while recognising that some measures, particularly network condition, are inherently annual rather than quarterly and that ward-level reporting will become more comprehensive following the implementation of Aurora. Aurora itself has functionality to produce management information dashboards which will facilitate this approach to performance reporting.