

AMS (HIGHWAYS) MODULE I – STAKEHOLDER ENGAGEMENT

What... Stakeholder engagement is the process of engaging key asset users to inform the investment decision process.

Stakeholders are groups or individuals with an interest in how the highway assets are managed. These may include people with protected characteristics requiring access to the network and businesses needing good infrastructure to support their economic activity.

Most importantly it must be ensured the asset is maintained in a manner which provides a safe network, to fulfil the authority's statutory duty.

Why... Engaging with end users ensures the social and economic benefit of the road network is recognised.

Engagement with the wider community enables decision-makers to build on engineering need and focuses investment into areas which best benefit the wider community. This ensures the benefit of budget is maximised and focuses investment activity where it is most needed, considering the entire network and this should assist with the 'place making' agenda.

Who... The responsibilities for the 'Stakeholder Engagement' module lie with:

Leading Stakeholder Engagement

Updating & reporting module

Those engaged with are:

- Lewisham residents through the 'Resident's Survey'
- Residents/tenant groups
- Local Assemblies
- Business communities
- Elected members
- Transport for London
- Education establishments
- Transport providers
- People with reduced mobility and sensory impairments
- Ethnic minority community groups
- Internal stakeholders (other Council departments)
- Others as required.

How... Lewisham engages community interest groups that can best inform the approach towards investing in the highway network through collecting

Commercial & Investment Delivery Manager/Asset Management Planning Manager Asset Strategy & Technical Support Manager/Policy & Development Manager

and analysing the National Highways and Transport public satisfaction survey, the Resident's Survey, and other self-developed series of questions.

Reporting... An annual 'State of the Highway' report is produced to demonstrate the change in public opinion on investment needs. This report reflects public satisfaction and performance of the network. This report will be fed into the R & A M Business Report

Success Measures... An improved public sense of engagement will be reflected in the types of work that are delivered to maintain the asset.

Wider ownership of the 'place making' agenda and the wider integrated investment approach.

Further Information:

[Equalities Act 2010, Public-Sector Equality Duty](#)