

AMS (HIGHWAYS) MODULE J - BENCHMARKING

What... Benchmarking is the process adopted to look at how Lewisham is delivering its highway service compared to other highway authorities.

Benchmarking is used to ensure Lewisham is delivering the most effective service in the most efficient way using data to inform and allow challenges to its current processes.

For the purposes of this AMS (Highways), Lewisham determines its own performance targets, and establishes strategies and investment needs to achieve the appropriate asset performance. Lewisham’s approach ensures it delivers what is best for its community.

Why... Benchmarking informs good practice and enables Lewisham to challenge the way it operates and delivers services. The benchmarking process ensures Lewisham asks the right questions to those adopting best practices, perceived to be better performers, or delivering better outcomes to their service.

Lewisham uses benchmarking to test its approach to managing the highway assets. It looks at high performing authorities and engages with them to see how they operate differently. Lewisham assesses how it is performing relative to others, and

strives to deliver best practice. All elements benchmarked such as practices and outcomes provide a check and balance to the levels of investment that deliver the desired and expected outcomes.

Who... The responsibilities for the ‘Benchmarking’ module lie with:

Updating & reporting module **Asset Compliance
Manager/
Commercial &
Investment Delivery
Manager**

How... Lewisham uses a variety of benchmarking documents, surveys as follows:

- UKRLG Codes of Practice.
- SLHAM Consortium.
- LoTAG / LoTAMB / LoBEG
- HMEP Benchmarking Forum (to be launched).
- National Best Value Benchmarking Scheme.
- National Performance Indicators, Single List.
- ROADS 2000, London Borough of Hammersmith and Fulham.

These documents, surveys and forums provide an insight into Lewisham’s performance compared to

others and allowing Lewisham to track progress against the stated aims.

Reporting... The delivery of the various elements of benchmarking are ongoing throughout the year. As such it is not intended to provide detailed reporting, other than to ensure better ways of working are reflected in AMS (Highways) module updates.

To this end, such observations or major changes in performance compared to others will be noted in the annual ‘State of the Highway’ report and any comparable benchmarking against other Local Authorities shown in the R & A M Business Report

Success Measures... Success will be measured by ensuring Lewisham remains at the forefront of delivering highway assets that meet the needs of the community in the most cost-effective and efficient manner.

Further Information:
HMEP Benchmarking Forum (to be launched)
National Best Value Benchmarking Scheme
National Performance Indicators, Single List
National Highways & Transport Survey
UKRLG Codes of Practice

Table J1: Benchmarking questionnaires and surveys.

Questionnaires / Surveys	Date Reported	Date Published	Related Modules	Performance Trend		
				Improving	Stable	Declining
National Best Value Benchmarking Scheme	April - June	September	A, D, I, J, L			
National Performance Indicators, Single List	March	April	A, D, G, H, I, J, L, K		-2%	
ROADS 2000, London Borough of Hammersmith and Fulham	Sept-Mar	May	A, D, G, H, I, J, K, L		-2%	
AIA – ALARM survey	January	April	A, I, J, L		N/A	