National Highways
Operational Metrics Manual
July 2025

Contents

1. Introduction

1.1 Introduction to the *Operational Metrics Manual*

National Highways produces and owns the O*perational Metrics Manual*. This manual provides a comprehensive view of the performance measures that National Highways will be monitored against over the interim settlement period from 1 April 2025 to 31 March 2026.

The *Operational Metrics Manual* also provides transparency and a collective understanding of how National Highways will report against the targets/deliverables that have been set out in the Investment and management of the strategic road network from April 2025 to March 2026 and the *Performance Specification*.

1.2 Background

On 24 March 2025, the Department for Transport published the *Investment and management of the strategic road network* for the 1 April 2025 to 31 March 2026. The document confirms £4.8 billion for the operation, maintenance and enhancements of the strategic roads network and sets out what National Highways will deliver for the funding in terms of performance outcomes and outputs.

The Department for Transport has set out government's high-level expectations of National Highways between 1 April 2025 and 31 March 2026, in the *Performance Specification*. National Highways will use these metrics to drive its work in maintaining a safe, reliable and effective strategic road network, which supports economic growth and contributes to wider environmental and social outcomes.

The metrics include Key Performance Indicators, where a target or deliverables has been set by the Department for Transport, and Performance Indicators, which support the Key Performance Indicators and outcome areas. We have provided more context on Key Performance Indicators and Performance Indicators below.

1.2.1 Key Performance Indicators

Key Performance Indicators focus on activities or outcomes which are most important, either for road users or communities that live near to the strategic road network, or which support wider government objectives. Each outcome area has one or more Key Performance Indicators (see 3.2). This ensures that National Highways can focus performance through our investment plans, and our operational priorities for the network.

Generally, Key Performance Indicators have targets attached to them, against which the Office of Rail and Road will monitor our performance. Where targets are set for a metric over which National Highways has limited control, the Office of Rail and Road will look at National Highways' performance against our published action plans. It will consider whether we have taken appropriate steps in influencing components of the metric where we do have control.

1.2.2 Performance Indicators

The Key Performance Indicators by themselves do not, and cannot, fully reflect how National Highways and the strategic road network are performing. Performance Indicators offer trend-based measures to customers and stakeholders. They provide additional context to Key Performance Indicators or cover areas of specific focus within an outcome area to inform the Office of Rail and Roads's monitoring. Generally, Performance Indicators are not targeted. However, for those that provide unique measures of performance that are important for road users, a measure of success is provided against which our performance can be judged by its customers.

1.3 Description of the Operational metrics manual

The *Operational Metrics Manual* includes technical notes which set out the parameters that define each of the Key Performance Indicators and Performance Indicators. We have designed these technical notes in a common format to ensure consistency across all metrics. They include the name and definition of the metric and how it contributes to the outcome area it represents. This also includes a summary of how performance is calculated and when it is reported. This section also sets out coverage included in the metric and definitions.

1.4 Intended audience for the Operational Metrics Manual

The *Operational Metrics Manual* is primarily used by National Highways, The Department for Transport and The Office of Rail and Road to ensure all performance measure definitions and targets are clearly understood. National Highways make this document publicly available (via our website) so that road users and other stakeholders can clearly see the basis on which National Highways is being monitored across all the outcome areas.

The *Operational Metrics Manual* is also used internally by National Highways employees as a source of reference in the delivery of the *Performance Specification* measures, and in the reporting of performance.

2. Governance and assurance of KPI and PI metrics

2.1 Governance and sign-off of metrics

2.1.1 Role Definitions

The *Performance Specification* contains both the Key Performance and Performance Indicators. The associated Key Performance Indicators targets are set the Department for Transport through the Road Investment Strategy process.

The following roles within National Highways have been defined in the context of the *Operational Metrics Manual*:

Accountable director – An Accountable director has overall responsibility for a metric and has remit to commission the business to perform the appropriate functions to ensure effective performance and delivery. This ownership is appointed by the Chief Executive.

Metric owner – A Metric owner is allocated for each Key Performance and Performance Indicator. Their role is to ensure accurate reporting of performance against the metric. They may, in some cases, also be responsible for delivering performance.

2.1.2 Governance Structure

Governance for the Operational Metrics Manual has a clear line of sight to the Executive Committee as set out below.]

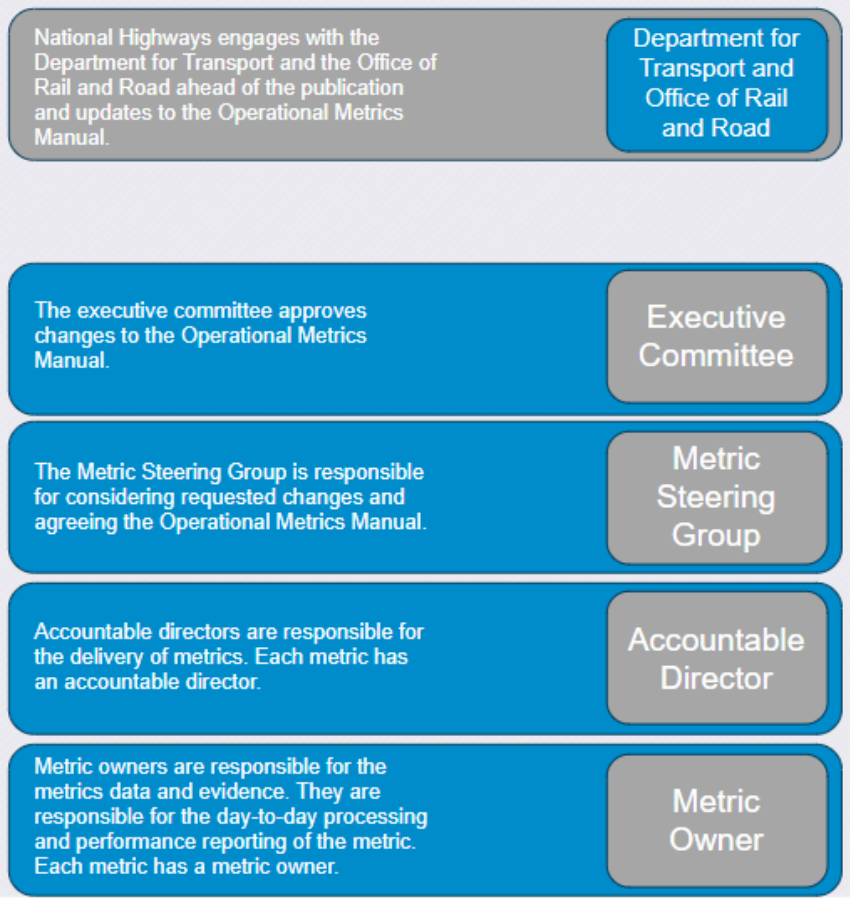

Figure 1: Governance for the *Operational Metrics Manual*

2.2 Change control

National Highways does not anticipate any significant changes to the metrics within the *Operational Metrics Manual* as they are expected to remain fixed throughout the Interim Settlement Period (2025-26). Where a change is required, however, the change control process is applied. All changes (major and minor) to the *Operational Metrics Manual*, including to the technical notes in Appendix A, go through a structured governance and approval process prior to being actioned.

Minor changes – defined as typographical and grammatical corrections or other small alterations to wording or layout that have no material impact to the metric calculation or performance. These do not require Department for Transport or Secretary of State approval but will be agreed/approved internally by National Highways.

Major changes – defined as changes that materialistically impact information or the metrics within the *Operational Metrics Manual*. For example, changes to a metric calculation process or data source, or other alterations that impact on the interpretation or conclusions of the *Operational Metrics Manual.* New metrics are also considered major changes and require both the Department for Transport and Secretary of State approval.

2.3 Reporting arrangements

The primary basis for The Office of Rail and Road to assess National Highways performance will be through the annual performance monitoring statements for each 12-month period ending 31 March. The review and, where appropriate, challenge of this annual return will enable The Office of Rail and Road to:

- monitor and report on delivery of the *Performance Framework* and aspects of the licence,
- monitor and report on appropriateness and the delivery of action plans that National Highways is already undertaking or formulating to tackle areas needing improvement,
- identify and escalate new issues,
- undertake enforcement, through improvement notices and fines; and,
- provide information to the Secretary of State on the development of the next Road Investment Strategy.

Details of how The Office of Rail and Road expects the reporting process to be undertaken, including the expectations for internal governance and sign off within National Highways, can be found in ORR's Monitoring Reporting Guidelines document on the Office of Rail and Road's website.

The Office of Rail and Road will publish its assessment of National Highways performance through an annual report, which review the operational performance, delivery of investment, financial performance and efficiency of National Highways during the financial year.

2.4 Metric assurance

National Highways applies a structured assurance process to provide confidence in the accuracy and quality of the reported data. This includes regular internal assurance focusing on data integrity and verification of reported figures.

3. Performance monitoring and reporting overview

3.1 The *Performance Specification*

As noted in section 1.2 above, the *Performance Specification* published by The Department for Transport sets out what the government expects from National Highways for 1 April 2025 to 31 March 2026. This provides a series of metrics against which performance is monitored and measured.

3.2 The Key Performance Indicators and Performance Indicators for the Interim Settlement Period

To develop each of the metrics, National Highways and The DfT have agreed and set out seven principles to follow. These are:

1. **Realistic, yet challenging** – targets are challenging, achievable and evidence-based.
2. **Evidence-based** – there is evidence that demonstrates we are focused on the right thing in the eyes of road users and the government. There is evidence that demonstrates the target is worth achieving.
3. **Control and influence** – we can influence our own performance, and the metric incentivises the right behaviour.
4. **Measurable** – the metric can be clearly measured and is meaningful. Data is robust and has been checked.
5. **Future-proof** – the metric will stay relevant. It reflects potential future scenarios (technological or otherwise).
6. **Aligns with customer and government priorities** – the outcome is wanted. It aligns with the priorities of all types of road user and with the government's overall vision.
7. **Accessible** – everyone can understand and engage with the metric and knows what success looks like.

The metrics set out in the *Operational Metrics Manual* comply with the above criteria, are consistent with the *Performance Specification* and have been developed in collaboration with The Department for Transport, The Office of Rail and Road and Transport Focus. The Office of Rail and Road has assessed the targets and the deliverables in terms of their challenge and National Highways ability to deliver within the context of the wider Interim Settlement Period as formal advice.

National Highways have worked with The Department for Transport to ensure our proposals align with our stakeholders 'priorities. The metrics provide a basis against which National Highways service provision can be measured, are accountable. They enable National Highways to demonstrate progress towards securing positive outcomes for our road users. These outcomes are:

1. **Improving safety for all**
2. **Providing fast and reliable journeys**
3. **A well maintained and resilient network**
4. **Being environmentally responsible**
5. **Meeting the needs of all road users**
6. **Achieving efficient delivery**

Each of the Key Performance and Performance Indicators detailed within this *Operational Metrics Manual* is assigned to one of the outcome areas above. The six outcome areas and the metrics within them make up one part of our overall *Performance Framework*. This has been designed to provide a logical framework for transparently, demonstrating and measuring performance and managing risk.

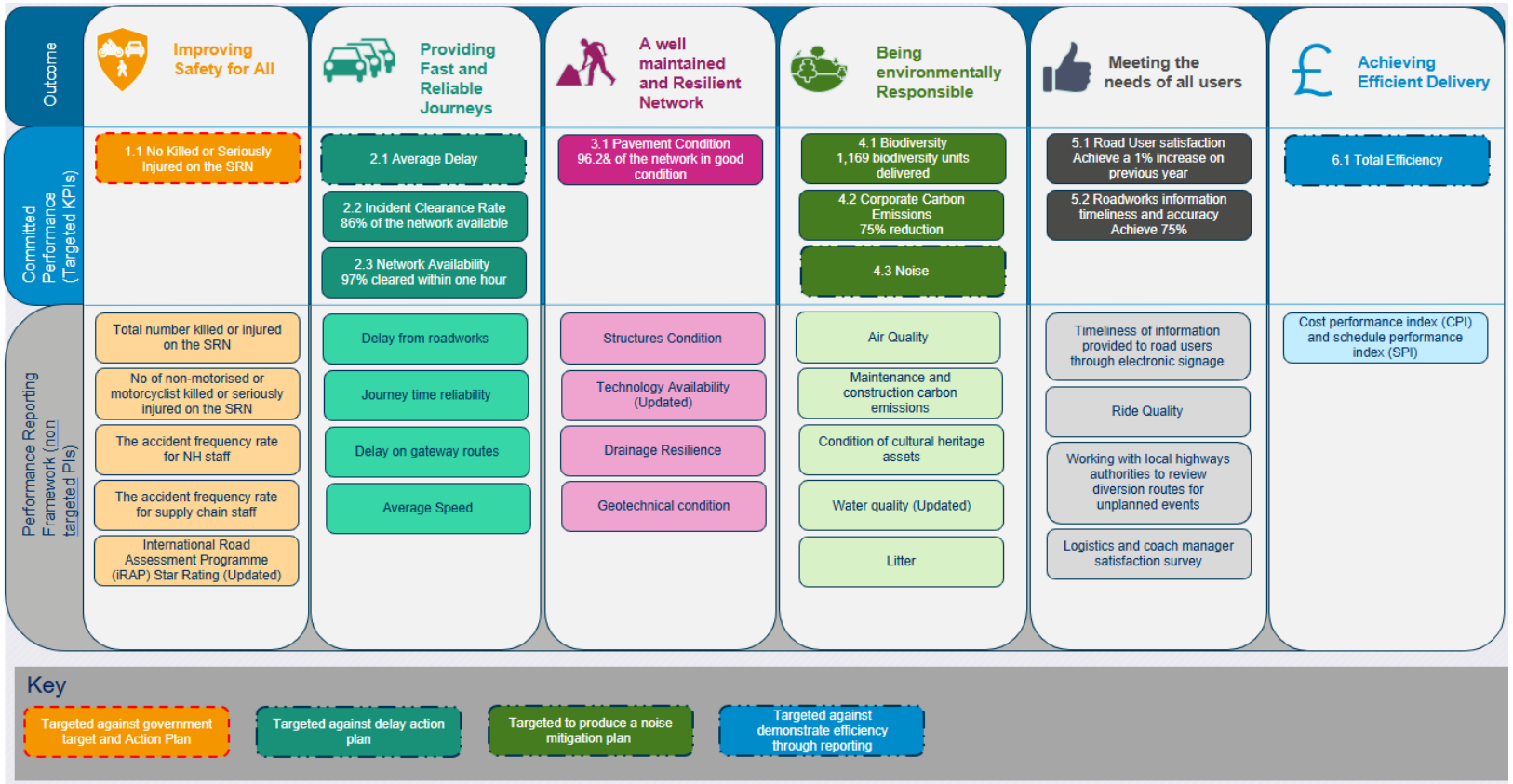

Figure 2: KPI and PI metrics for the Interim Settlement Period

A full list of the metrics and technical notes providing detailed information for each metric are included in Appendix A.

Appendix A. Metric-specific technical notes

List of technical notes

1. Improving safety for all

1.1	KPI	The number of people killed or seriously injured on the SRN
	PI	The total number of people killed or injured on the SRN
	PI	The number of non-motorised and motorcyclist users killed or injured on the SRN
	PI	The accident frequency rate for National Highways staff
	PI	The accident frequency rate for National Highways supply chain staff
	PI	The % of traffic using iRAP 3* or above rated roads

2. Providing fast and reliable journeys

2.1	KPI	Average Delay
2.2	KPI	Network availability
2.3	KPI	Incident clearance
	PI	Delay from roadworks
	PI	Journey time reliability
	PI	Delay on gateway routes
	PI	Average speed

3. A well maintained and resilient network

3.1	KPI	Pavement condition
	PI	Structures condition
	PI	Technology availability
	PI	Drainage resilience
	PI	Geotechnical condition

4. Being environmentally responsible

4.1	KPI	Biodiversity
4.2	KPI	National Highways carbon emissions
4.3	KPI	Noise
	PI	Air quality
	PI	Supply chain carbon emissions
	PI	Condition of cultural heritage assets
	PI	Water quality
	PI	Litter

5. Meeting the needs of all road users

5.1	KPI	Road user satisfaction
5.2	KPI	Roadworks information timeliness and accuracy
	PI	Timeliness of information provided to road users through electronic signage
	PI	Ride quality
	PI	Working with local highways authorities to review diversion routes for unplanned events
	PI	Logistics and coach managers Satisfaction survey

6. Achieving efficient delivery

6.1	KPI	Total efficiency
	PI	Cost performance index and Schedule performance index

Information regarding the KPI and PI Technical Notes

The information in this document represents in full National Highways' reporting position at the start of the Interim Settlements Period. The *Operational Metrics Manual* may evolve over the interim Settlement Period, for example, new metrics being introduced, reporting systems and processes change and improve, datasets change or are enhanced, and methodologies are updated to reflect these changes. As such there is a change control process detailed in Section 2.2 of the *Operational Metrics Manual* that will facilitate this.

There are several factors outside National Highways' control or influence which may affect performance against the metrics. These include factors such as extreme weather, natural disasters, political change, availability of funding and resources, volume of traffic, changes by third-party data/service providers, and other industry developments (these are not specifically identified in the metric definition). Targets may require adjustment to allow for unexpected changes or external factors likely to significantly impact performance. In this event the change control process detailed in Section 2.2 of the *Operational Metrics Manual* will be implemented.

KPI	1.1	The Number of People Killed or Seriously Injured on the SRN	A. Definition and target

A.1 Description

The number of people killed or seriously injured on the SRN

A.2 Outcome area

Improving safety for all

A.3 Purpose

This metric focuses on the most serious incidents on the SRN with a view to reducing the number of occurrences.

A.4 Target

The government has an existing RIS2 target for the reduction in the number of people killed or seriously injured on the SRN to decrease by at least 50% by the end of 2025, against the 2005-09 average baseline.
This is a stretching target that relies in part on factors outside of National Highways' control. To support progress towards achieving this target, National Highways must deliver a series of safety improvements set out in its Safety Action Plan for 2025/26.

A.5 Metric calculation

Provision of quarterly reports to the DfT and the ORR and evidenced completion of safety improvement activities set out in the Interim Period Delivery Plan, April 2025 – March 2026, Annex 7: Safety Action Plan.

$$KSIs = \sum Number\ killed\ and\ seriously\ injured\ on\ the\ SRN\ in\ a\ calendar\ year$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number	Zero	Annual	Calendar year	Count

A.11 Coverage (specific to this metric)

Only personal injury collisions attended by or reported to the police and included in STATS19 across all trunk roads and motorways forming the SRN including roads managed by Design, Build, Finance, and Operate (DBFO) organisations.

The referenced network from which road safety performance is assessed will be reviewed annually and where required updated to ensure it aligns with the performance data.

A.12 Input data (specific to this metric)

Casualty data from STATS19 Road Accident Dataset collected by police forces and provided by the Department for Transport.

A.13 Definitions (specific to this metric)

A fatal injury is defined as any human casualty who has sustained injuries which caused death less than 30 days after the incident. Confirmed suicides are excluded.

A serious injury is defined as an injury for which a person is detained in hospital as an in-patient, or any of the following injuries, whether they are detained in hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts, severe general shock requiring medical treatment and injuries causing death 30 or more days after the incident.

KPI	1.1	The Number of People Killed or Seriously Injured on the SRN	A. Definition and target

Slight injury is an injury of a minor character such as a sprain (including neck whiplash injury), bruise or cut which are not judged to be severe, or slight shock requiring roadside attention. This definition includes injuries not requiring medical treatment.

A vulnerable user casualty is defined as a pedestrian, pedal cyclist, motorcyclist or equestrian killed or injured in an incident.

PI	The Total Number of People Killed or Injured on the SRN	A. Definition and target

A.1 Description
The total number of individuals killed or injured on the SRN
A.2 Outcome area
Improving safety for all
A.3 Purpose
This metric, along with the others in this outcome area, will measure progress towards National Highways' vision that no one should be harmed when travelling or working on the SRN.
A.4 Target
None (PI)
A.5 Metric calculation
$\sum All\ casulaties\ recorded\ in\ STATS19\ on\ the\ SRN\ in\ a\ calendar\ year$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number	Zero	Annual	Calendar year	Count

A.11 Coverage (specific to this metric)
Only personal injury collisions attended by or reported to the police and included in STATS19 across all trunk roads and motorways forming the SRN including roads managed by Design, Build, Finance, and Operate (DBFO) organisations. The referenced network from which road safety performance is assessed will be reviewed annually and where required updated to ensure it aligns with the performance data.
A.12 Input data (specific to this metric)
Casualty data from STATS19 Road Accident Dataset collected by police forces and provided by the Department for Transport.
A.13 Definitions (specific to this metric)
A fatal injury is defined as any human casualty who has sustained injuries which caused death less than 30 days after the incident. Confirmed suicides are excluded. A serious injury is defined as an injury for which a person is detained in hospital as an in-patient, or any of the following injuries, whether they are detained in hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts, severe general shock requiring medical treatment and injuries causing death 30 or more days after the incident. Slight injury is an injury of a minor character such as a sprain (including neck whiplash injury), bruise or cut which are not judged to be severe, or slight shock requiring roadside attention. This definition includes injuries not requiring medical treatment.

PI	The Total Number of People Killed or Injured on the SRN	A. Definition and target
A vulnerable user casualty is defined as a pedestrian, pedal cyclist, motorcyclist or equestrian killed or injured in an incident.		

PI	The Number of Non-Motorised and Motorcyclist Users Killed or Injured on the SRN	A. Definition and target

A.1 Description

The total number of pedestrian, pedal cyclist, motorcyclist and equestrian casualties on the SRN. Disaggregation will be provided by road user group to assist understanding of the PI but are not considered PIs in their own right.

A.2 Outcome area

Improving safety for all

A.3 Purpose

This metric, along with the others in this outcome area, will measure progress towards National Highways' vision that no one should be harmed when travelling or working on the SRN.

A.4 Target

None (PI)

A.5 Metric calculation

$$\sum Vulnerable\ user\ casulaties\ on\ the\ SRN\ in\ a\ calendar\ year$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number	Zero	Annual	Calendar year	Count

A.11 Coverage (specific to this metric)

Only personal injury collisions attended by or reported to the police and included in STATS19 across all trunk roads and motorways forming the SRN including roads managed by Design, Build, Finance, and Operate (DBFO) organisations.

The referenced network from which road safety performance is assessed will be reviewed annually and where required updated to ensure it aligns with the performance data.

A.12 Input data (specific to this metric)

Casualty data from STATS19 Road Accident Dataset collected by police forces and provided by the Department for Transport.

A.13 Definitions (specific to this metric)

A fatal injury is defined as any human casualty who has sustained injuries which caused death less than 30 days after the incident. Confirmed suicides are excluded.

A serious injury is defined as an injury for which a person is detained in hospital as an in-patient, or any of the following injuries, whether they are detained in hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts, severe general shock requiring medical treatment and injuries causing death 30 or more days after the incident.

Slight injury is an injury of a minor character such as a sprain (including neck whiplash injury), bruise or cut which are not judged to be severe, or slight shock requiring roadside attention. This definition includes injuries not requiring medical treatment.

PI	The Accident Frequency Rate for National Highways staff	A. Definition and target

A.1 Description

The accident frequency rate for National Highways' staff based on Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) incidents and normalised by the number of hours worked in a year.

A.2 Outcome area

Improving safety for all

A.3 Purpose

This metric, along with the others in this outcome area, will measure progress towards National Highways' vision that no one should be harmed when travelling or working on the strategic road network.

A.4 Target

None (PI)

A.5 Metric calculation

$$\frac{(No\ of\ reportable\ incidents - the\ no\ of\ dangerous\ occurrences)\ per\ year}{No\ of\ hours\ worked\ in\ the\ year} * 100000$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Accident frequency rate: RIDDORs per 100,000 hours worked	Two	Monthly	Financial year	12-month rolling rate

A.11 Coverage

All reportable incidents involving National Highways staff except "dangerous occurrences", as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

A.12 Input data

The number of RIDDOR incidents in the reporting period.

The number of hours worked by National Highways employees in the reporting period.

A.13 Definitions (specific to this metric)

None

PI	The Accident Frequency Rate for National Highways Supply Chain Staff	A. Definition and target

A.1 Description

The accident frequency rate for National Highways supply chain staff based on Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) incidents and normalised by the number of hours worked in a year.

A.2 Outcome area

Improving safety for all

A.3 Purpose

This metric, along with the others in this outcome area, will measure progress towards National Highways' vision that no one should be harmed when travelling or working on the strategic road network.

A.4 Target

None (PI)

A.5 Metric calculation

$$AFR = \frac{(No\ of\ reportable\ incidents - No\ of\ dangerous\ occurrences)\ per\ year}{No\ of\ hours\ worked\ in\ the\ year} * 100000$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Accident frequency rate: RIDDORs per 100,000 hours worked	Two	Monthly	Financial year	12-month rolling rate

A.11 Coverage

All reportable incidents except "dangerous occurrences", as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 reported by National Highways contractors and subcontractors, including Design, Build, Finance and Operate (DBFO) organisations.

A.12 Input data

The number of RIDDOR incidents reported by National Highways supply chain partners using National Highways accident and incident reporting system.

The number of hours worked by supply chain employees in the reporting period.

A.13 Definitions (specific to this metric)

None

PI	1.5	iRAP Star Rating Performance Indicator	A. Definition and target

A.1 Description

International Road Assessment Programme (iRAP) Star Rating provides an objective measure of the level of safety on the SRN and how forgiving the network is should a collision occur. It is a network level tool and is a risk based, proactive and Safe System aligned methodology. Unlike traditional approaches to manage safety that rely on analysing the longer-term trends of crashes, it is based on data obtained from road inspections (by video survey) and works by assessing the quality of infrastructure, presence of road features and operational characteristics (traffic volumes and speeds) to produce an indication of road user risk from 1 star (highest risk) to 5 star (lowest risk). Decimal Star Ratings are produced by splitting each of these five Star Rating bands into tenths using the underlying Star Rating Scores (SRS) produced by the iRAP model.

The iRAP Star Rating Performance Indicator comprises two values based on iRAP Star Rating:

- The proportion of travel (measured in vehicle kilometres) on roads rated 3 star or above.
- The average Decimal Star Rating across the SRN (using a flow-weighted average).

A.2 Outcome area

Improving safety for all.

A.3 Purpose

This metric, along with the others in this outcome area, will measure progress towards National Highways vision that no one should be harmed when travelling or working on the strategic road network. The iRAP rating provides a different but complementary approach to measuring improvement in safety - compared with other KPIs and PIs.

A.4 Target

None (PI)

A.5 Metric calculation

Percentage of travel (vehicle kilometres) on the SRN travelled on roads which have an iRAP Star Rating of 3 star or above = ∑ traffic on 100m sections rated 3 star or above using smoothed Star Rating / ∑ traffic on the surveyed network

Average flow-weighted Decimal Star Rating for the SRN is produced by calculating the average flow-weighted Star Rating Score and then using look-up tables to convert this to a Decimal Star Rating value. Average flow-weighted Star Rating Score = ∑ smoothed SRS * traffic / ∑ traffic on the surveyed network

These measures are calculated using Star Rating and Star Rating Score results produced using the latest available version of the iRAP model (it is not possible to compare between results produced using different versions of the iRAP model so the metric results may additionally be calculated using previous versions of the iRAP model to allow for comparisons with previous results)

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage of travel (vehicle kilometres)	None	Once every 5 years	Calendar year (Star–based on survey over 8-12 months)	Percentage
Decimal Star Rating	One	Once every 5 years	Calendar year (Star Ratings	Flow-weighted average

			are based on survey over 8-12 months)	

A.11 Coverage

All trunk roads and motorways forming the SRN with the following exceptions:

- Sections of the SRN which are under long term roadworks at the time of the iRAP survey do not have a Star Rating calculated (this is because the features of the road cannot be reliably assessed)
- iRAP surveys only include the main carriageway so slip roads and grade-separated roundabouts are not included.

A.12 Input data

This is defined by the requirements of the latest version of the iRAP model.

The data required is gathered and processed in line with the iRAP specification for imagery (iRAP Survey Manual) and supporting speed and flow data (iRAP Star Rating and Investment Plan Manual). These specifications include the validation process and independent verification process.

KPI	2.1	Average Delay	A. Definition and target

A.1 Description

Average delay to road users calculated as the difference between the observed travel time and the speed limit travel time.

A.2 Outcome area

Providing fast and reliable journeys

A.3 Purpose

This metric provides a measure of the overall delay experienced by users of the strategic road network.

A.4 Target

Ambition: Government's ambition is for average delay in 2025-26 to be no worse than at the end of 2024-25.

To support progress towards achieving this ambition, we must deliver actions as set out in our **Customer and Delay Action Plan for 2025-26,** in order to demonstrate our work towards this ambition.

A.5 Metric calculation

$$\frac{\sum([\,Observed\ travel\ time - Speed\ limit\ travel\ time]\ x\ profile\ flow x\ length\ of\ link)}{\sum(Profile\ flow\ x\ length\ of\ link)}$$

Where travel time is in seconds per vehicle per mile. Delay is capped at the speed limit and calculated as the larger of either (Observed travel time – Speed Limit travel time) or zero.

The 2025/26 Customer and Delay Action Plan outlines 14 activities that require assured evidence of delivery. It introduces a new approach to sharing data and information with the ORR and DfT, aiming to clearly link our activities to expected outcomes. The deliverables have been chosen based on their impact on KPIs and aim to improve delay performance in turn having a positively impact on customer satisfaction. to reflect the broad range of improvements we aim to achieve in customer service.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Seconds per vehicle per mile	One	Quarterly	Relevant Quarter	12-month rolling average

A.11 Coverage (specific to this metric)

Motorised vehicles travelling at all times on the trunk roads and motorways forming the strategic road network, including roads managed by Design, Build, Finance, and Operate (DBFO) organisations, but excluding roundabouts and slip roads.

A.12 Input data (specific to this metric)

Flow data are obtained from Traffic Monitoring Unit (TMU), Traffic Appraisal, Modelling and Economics (TAME) and Motorway Incident Detection and Automatic Signalling (MIDAS) counting sites and accessed from the Roads Information Framework (RIF).

Journey time data is sourced from the INRIX Fused Journey Time fields in the fused floating vehicle and sensor data (FVD) tables in RIF.

KPI	2.1	Average Delay	A. Definition and target

National Traffic Information Service Network Model is based on the “HERE” (a map product used by INRIX) and adapted for National Highways’ use by Network Information System (NIS).

A.13 Definitions (specific to this metric)

Smart motorways are sections of motorway that use variable mandatory speed limits to increase capacity and smooth the flow of traffic, as designated in the National Traffic Information System Network Model.

Gateway Routes are sections of the strategic road network serving the UK’s most economically important ports and airports as designated in the National Traffic Information System Network Model.

KPI	2.2	Network Availability	A. Definition and target

A.1 Description

Assesses the scale of the level of roadworks activities by presenting the (running) lane availability of the SRN with respect to closures caused by roadworks. This metric calculates the percentage of the SRN available to traffic, with an additional weighting factor for different types of Traffic Management (TM).

A.2 Outcome Area

Providing fast and reliable journeys

A.3 Purpose

This metric is a hybrid of Road Period 1's Network Availability and Road Period 2's Roadworks Network Impact (RNI) and aims to balance interpretability and responsiveness. A weighting factor is applied to reflect the impact that different types of traffic management (e.g. full closures, speed restrictions) have on road users.

A.4 Target

Achieve 97.5% lane availability in 2025-26.

This target will be reviewed at the end of the first quarter (Q1) of 2025/26 to ensure the target is still appropriate.

A.5 Metric calculation

$$1 - \frac{[Weighted\ Impact\ (lane - metre - days)]}{[Total\ lane - metre - days\ available]} \times 100$$

The percentage of network available is determined by multiplying the impacted lane-metre-days with the maximum weighted factor based on the traffic management type divided by the total lane-metre-days available.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Monthly	Financial year	12 month rolling percentage

A.11 Coverage (specific to this metric)

All roadworks on trunk roads and motorways forming the Strategic Road Network (SRN), including those managed by Design, Build, Finance, and Operate (DBFO) organisations.

Lane closures caused by incidents are not included, nor are any other closures for non-roadworks reasons. A lane is considered added if it is brought into use during works to compensate for the closure of another lane.

Hard shoulders used on Dynamic Hard Shoulder Smart Motorways are not treated as running lanes for this calculation.

A.12 Input data (specific to this metric)

Roadwork occupancy management records.

National Traffic Information Service (NTIS) – Speed limit data.

Highways Agency Pavement Management System (HAPMS)- network length.

A.13 Definitions (specific to this metric)

The weighted factor includes the additional impacts of speed restrictions, narrow lanes and junction closures and is capped at a maximum value of 1 to ensure accurate representation.

KPI	2.2	Network Availability	A. Definition and target

Weighting Cap: Weightings are to be capped at 1 to avoid illogical results (e.g., >100% unavailability).

Weighting System	Full Closure Weighting	Single Lane Weighting	Slip Weighting	Speed Limit, Narrow Lanes Weighting
Scaled	1	0.975	0.679	Varies (0.24-0.85)

The availability of the motorway and trunk road network is measured by the percentage of lane-metre-days available. A lane is considered unavailable if it is closed to traffic because of roadworks recorded by National Highways. This includes all road and lane closures, as well as impacts accounting for other types of traffic management.

KPI	2.3	Incident Clearance Rate	A. Definition and target

A.1 Description
The percentage of incidents on the motorway that impact traffic flow but are cleared in less than one hour.
A.2 Outcome area
Providing fast and reliable journeys
A.3 Purpose
This KPI provides a means of measuring success against National Highways aim to provide fast and reliable journeys by rapidly restoring motorway traffic flow after an incident.
A.4 Target
At least 86% of motorway incidents cleared within one hour, based on 24- hour coverage.
A.5 Metric calculation
$\frac{\sum Number\ of\ motorway\ incidents\ cleared\ in\ 1\ hour}{\sum Number\ of\ motorway\ incident} \times 100$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Monthly	Financial year	12 month rolling average

A.11 Coverage (specific to this metric)
Motorway incidents at all times on the strategic road network plus the A282 Dartford Crossing / tunnel, including motorways managed by Design, Build, Finance, and Operate (DBFO) organisations.
A.12 Input data (specific to this metric)
Lane impacting incidents and duration obtained from National Highways' Incident Management System (ControlWorks).
A.13 Definitions (specific to this metric)
Incidents are unplanned events such as collisions between vehicles, breakdowns, debris or animals on the network, or any other event that does not result in the requirement for roadworks to take place.

PI	Delay from Roadworks	A. Definition and target

A.1 Description

Overall delay experienced by users that is caused by roadworks.

A.2 Outcome area

Providing fast and reliable journeys

A.3 Purpose

This metric is intended to measure the overall delay experienced by road users that is caused by roadworks.

A.4 Target

None (PI)

A.5 Metric calculation

$$60 \times \frac{\sum([Observed\ travel\ time - event\ profile\ travel\ time] \times profile flow \times length\ of\ link) + \sum(standard\ diversion\ delay \times profile\ flow)}{\sum Time\ travelled\ on\ the\ network}$$

Where travel time is in seconds per vehicle per mile. Delay from roadworks is calculated as the smaller of either (a) (Observed travel time – Speed limit travel time), or (b) (Observed travel time – event profile travel time) so delay from roadworks cannot be greater than overall delay. Delay from roadworks also cannot be negative, so in these cases delay from roadworks is changed to zero.

Event profile travel time is the benchmark profile travel time before the roadworks were recorded as being in place.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Minutes per hour travelled	Two	Monthly	Financial year	12 month rolling average

A.11 Coverage (specific to this metric)

This metric excludes delays that arise during incidents in roadworks. The impact of major roadworks beyond National Highways control (e.g. roadworks imposed by HS2 and Heathrow expansion) are excluded.

A.12 Input data (specific to this metric)

Roadworks information from the Network Occupancy Management System (NOMS). Data is entered into NOMS by National Highways staff, suppliers and contractors.

A.13 Definitions (specific to this metric)

None

PI	Journey Time Reliability	A. Definition and target

A.1 Description

Percentage of reliable journeys (where reliable journey would be defined as typical journey time + 20%).

A.2 Outcome area

Providing fast and reliable journeys

A.3 Purpose

Journey time reliability is based on the variability in travel times on predetermined routes on the SRN. The metric calculates percentage of reliable journeys on the SRN, where reliable journeys are defined as mode (typical) journey time + 20% additional journey time.

A.4 Target

None (PI).

A.5 Metric calculation

$$Route\ level\ reliability\ rate\ A_{r,t} = \frac{Total\ sampled\ journeys\ complete\ within\ mode + 20\%}{Total\ sampled\ journeys}$$

$$\textbf{National reliability rate}\ (\%) = \frac{\sum_R \sum_{t=1}^{t=5} \boldsymbol{D_r S_{r,t} A_{r,t}}}{\sum_R \sum_{t=1}^{t=5} \boldsymbol{D_r S_{r,t}}}$$

Where:

$A_{r,t}$ is the route level reliability rate for route r and time-period t, expressed as a percentage.

R is the group of all routes r.

t is one of the five time periods.

D_r is the distance of route r.

$S_{r,t}$ is the average all sample run of route r in time t: $S_{r,t} = \frac{\sum_{i=1}^{i=n_r} s_{i,t}}{n}$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Monthly and annually	Financial year	In-month and 12-month rolling average

A.11 Coverage (specific to this metric)

Majority of the SRN (main carriageway only) split into defined routes

A.12 Input data (specific to this metric)

TomTom Traffic Stats data.

A.13 Definitions (specific to this metric)

None

PI	Delay on Gateway Routes	A. Definition and target

A.1 Description
Average delay (seconds per vehicle mile) observed on gateway routes.
A.2 Outcome area
Providing fast and reliable journeys
A.3 Purpose
This metric measures the overall delay experienced by users of roads serving the UK's most economically important ports and airports.
A.4 Target
None (PI)
A.5 Metric calculation
$$\frac{\sum([Observed\ travel\ time - Speed\ limit\ travel\ time] \times profile\ flow \times length\ of\ link)}{\sum(Profile\ flow\ \times length\ of\ link)}$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Seconds per vehicle per mile	One	Monthly	Financial year	12 month rolling average

A.11 Coverage (specific to this metric)
Coverage is restricted to roads designated as gateway routes.
A.12 Input data (specific to this metric)
None
A.13 Definitions (specific to this metric)
None

PI	Average Speed	A. Definition and target

A.1 Description

The average speed of vehicles travelling on the strategic road network

A.2 Outcome area

Providing fast and reliable journeys

A.3 Purpose

This metric provides a measure of the average speed experienced by users of the strategic road network.

A.4 Target

None (PI)

A.5 Metric calculation

$$\frac{\sum(profile\ flow \times length\ travelled)}{\sum(profile\ flow \times journey\ time)}$$

Where speed is in miles per hour.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Miles per hour	One	Monthly	Financial year	12 month rolling average

A.11 Coverage (specific to this metric)

Motorised vehicles travelling at all times on the trunk roads and motorways forming the strategic road network, including roads managed by Design, Build, Finance, and Operate (DBFO) organisations, but excluding roundabouts and slip roads.

Where coverage for individual metrics varies from this it is detailed in section A.11 of the relevant technical note.

A.12 Input data (specific to this metric)

None

A.13 Definitions (specific to this metric)

None

KPI	3.1	Road Pavement Condition	A. Definition and target

A.1 Description

The percentage of the pavement asset in good condition. This measure reports on the overall strategic road network condition as a result of deterioration of the pavement network due to time and traffic and restoration of condition from the annual investment in maintenance.

A.2 Outcome area

A well maintained and resilient network

A.3 Purpose

The metric monitors the level of condition provided by National Highways for the pavements across the Strategic Road Network excluding lengths forming parts of Design Build Finance and Operate, DBFO, concessions.

A.4 Target

Percentage of the network in good condition to be maintained at 96.2% or above.

A.5 Metric calculation

Only condition data less than 2 years old is used in the KPI calculation. The network used for the metric calculation is for the roads maintained by National Highways (i.e. not lengths forming parts of Design Build Finance and Operate, DBFO, concessions). Network condition is considered for each 100m length of all permanent lanes of main carriageways (i.e. not turning lanes or hard shoulders) in the network with one or more measures of the aspects of condition included in the KPI. The aspects of pavement condition used to report network condition are rutting, longitudinal profile, skid resistance. The UK Design Manual for Roads and Bridges (DMRB) standards CS228 for skid resistance data and CS230 for TRACS data define road conditions measured by network condition surveys. For TRACS data the condition is described in CS230 by four Categories of condition:

- Category 1 – Sound – negligible deterioration.
- Category 2 – Some deterioration – low level of concern.
- Category 3 – Moderate deterioration – warning level of concern.
- Category 4 – Severe deterioration – intervention level of concern.

For skid resistance, CS228 defines the Characteristic Skid Coefficient (CSC) and the Investigatory Level (IL).
The target condition for the TRACS defects is Category 3 and for skid resistance it is (IL-0.05). The target condition is the percentage of the network assessed to have condition as good as or better than these thresholds (i.e. less than the Category 3 threshold for each of the TRACS defects and skid resistance better than IL-0.05).
For TRACS and skid resistance defects, the condition of each 100m length of each lane is deemed to be in poor condition if the condition is worse than any of the following thresholds:

Condition Parameter	Category 3 Threshold
Rut depth (mm)	11.0
Ride Quality – 3m Enhanced Longitudinal Profile Variance (mm^2)	
Motorways	2.2
Rural Dual Carriageways	2.2
Urban Dual Carriageways	2.2
Rural Single Carriageways	2.2
Urban Single Carriageways	3.8
Ride Quality – 10m Enhanced Longitudinal Profile Variance (mm^2)	
Motorways	6.5
Rural Dual Carriageways	6.5
Urban Dual Carriageways	8.6
Rural Single Carriageways	8.6
Urban Single Carriageways	18.3
Ride Quality – 30m Enhanced Longitudinal Profile Variance (mm^2)	
Motorways	66
Rural Dual Carriageways	66
Urban Dual Carriageways	75
Rural Single Carriageways	75
Urban Single Carriageways	97
Characteristic Skid Coefficient (CSC)	IL-0.05

KPI	3.1	Road Pavement Condition	A. Definition and target

Note that network condition is the latest measured condition, but the measurements are not used if the pavement surface has been maintained since the survey was undertaken. The maintained lengths of pavement will be assessed in the next round of surveys If the pavement length has been resurfaced since the most recent condition survey, the length is assumed to be in good condition (i.e. not beyond Category 3 or skid resistance less than IL-0.05) for the calculation of the KPI.

$$\text{Percentage of pavement asset in good condition} = \frac{Total\ lane\ length\ with\ data\ for\ the\ network\ in\ good\ condition}{Total\ lane\ length\ of\ the\ network\ with\ at\ least\ one\ measure\ of\ condition\ used\ in\ the\ KPI} \times 100(\%)$$

Note: lengths maintained in the previous 2 years but with no condition data are included in the KPI as good condition.

Example (Illustrative)

The network condition is based on survey information based on all permanent lanes on main carriageways. The example shows the length in good condition (i.e. condition data and maintenance records less than 2 years old).

Total lane length of the network with condition data or maintenance record = 27,500 km

Total lane length of the network with condition data in good condition = 26,600 km

% of the network in good condition = (26,600) / (27,500) x 100 = 96.7%

The annual report of network condition shows the condition of all permanent lanes on main carriageways, excluding the DBFO lengths in the network.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Monthly	Financial year	Percentage

A.11 Coverage (specific to this metric)

Each 100m length of road survey data of all permanent lanes on main carriageways on the SRN (excluding Design, Build, Finance and Operate contracts).

A.12 Input data (specific to this metric)

Data is collected using

- TRACS – Traffic Speed Condition Surveys - measures the pavement surface condition, including measuring Rutting and Enhanced Longitudinal Profile Variance (eLPV)
- SCRIM – Sideway-force Coefficient Routine Investigation Machines – measures the pavement skid resistance.

A.13 Definitions (specific to this metric)

None

PI	Structures Condition	A. Definition and target

A.1 Description

Average structural condition; critical element condition; and structural condition index.

A.2 Outcome area

A well maintained and resilient network

A.3 Purpose

This metric monitors how effectively National Highways is maintaining its structures.

A.4 Target

None (PI)

A.5 Metric calculations

SCav = Average Condition score of an asset's structural elements.

SCcrit = Critical Condition based on the lowest condition score of any structural elements deemed as critical.

SCI = % of structures rated as 'good' in opinion of inspector.

Calculation of SCav and SCcrit For an Individual Structure

$$SCS_{Av} = \frac{\sum_{i=1}^{N}\left(ECI_i \times EIF_i\right)}{\sum_{i=1}^{N} EIF_i}$$

$$SCS_{Crit} = \max\left\{\text{ECI for elements with Very High Importance}\right\}$$

N is the total number of elements on the structure that have an ECI score and:

ECI_i = Element Condition Index for element *i*

EIF_i = Element Importance Factor for element *i*

Average Condition Score : $SC_{Av} = 100 - 2\left\{\left(SCS_{Av}\right)^2 + \left(6.5 \times SCS_{Av}\right) - 7.5\right\}$

Critical Condition Score : $SC_{Crit} = 100 - 2\left\{\left(SCS_{Crit}\right)^2 + \left(6.5 \times SCS_{Crit}\right) - 7.5\right\}$

PI	Structures Condition	A. Definition and target

Calculation of SCav and SCcrit For Stock of Structures

Average Condition Score : $$SC_{Av} = \frac{\sum\left((SC_{i\text{-}Av})\times\left(\sum Dim\right)_i \times (AVF_i)\right)}{\sum\left(\left(\sum Dim\right)_i \times (AVF_i)\right)}$$

Critical Condition Score : $$SC_{Crit} = \frac{\sum\left((SC_{i\text{-}Crit})\times\left(\sum Dim\right)_i \times (AVF_i)\right)}{\sum\left(\left(\sum Dim\right)_i \times (AVF_i)\right)}$$

$SC_{i\text{-}Av}$ = Average Condition score for structure type *i*

$SC_{i\text{-}Crit}$ = Critical Condition score for structure type *i*

ΣDim = Sum of dimension quantity for Structure Type *i*

AVF_i = Asset Value Factor of structure type *i*

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number	One	Annual	Financial year	Condition score

A.11 Coverage (specific to this metric)

For SCav and SCcrit: Most National Highways owned structures which have had an initial detailed inspection, are within scope for regular inspections, and have a mechanism for the calculation of these metrics within the metric guidance documents. Privately owned structures are excluded. Some DBFO's have structures inventories which are incompatible with inspections; this prevents some scores from being calculated.

For SCI: Most National Highways owned structures which are within scope for regular inspections. Privately owned structures are excluded.

A.12 Input data (specific to this metric)

Structures condition data.

Structures type, dimensions, relative asset values and condition scores (for SCav and SCcrit) or inspector rating (for SCI).

IAMIS Structures (Integrated Asset Management Information System).

A.13 Definitions (specific to this metric)

None.

PI	Technology Availability	A. Definition and target

A.1 Description

Percentage of time roadside assets are available and functioning. The measure represents overall availability of technology assets used for management and operation of the SRN.

A.2 Outcome area

A well maintained and resilient network

A.3 Purpose

This measure monitors the availability of roadside technology to perform the role for which it was installed.

A.4 Target

None (PI)

A.5 Metric calculation

$$\left(\frac{1}{n}\ x\ \sum_{i=1}^{n}\frac{Period-Total\ fault\ time}{Period}_{i}\right)\ x\ 100$$

Where n is the number of technology services expected to be operating in the reporting period.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	Two	Monthly	Financial year	12-month rolling percentage

A.11 Coverage (specific to this metric)

All roadside technology assets on all trunk roads and motorways forming the strategic road network including sections of the M25 managed by Design, Build, Finance and Operate (DBFO) organisations.

The metric does not include:

- Regional Control Centres
- National Road Telecommunications Services

A.12 Input data (specific to this metric)

Device availability from DaaS based on:

- Service-Device Inventory Data and Health status Data from ServiceNow.
- HADECS Availability Data from the HADECS availability spreadsheets*
- TMU and TAME availability data from NTIS availability spreadsheet*

*During Interim Settlement Year, all technology service availability data will be incorporated into ServiceNow or directly into DaaS, meaning the data sources with an asterix will be moving and will continue to be included as part of this measure.

A.13 Definitions (specific to this metric)

A service-affecting fault is a fault which materially affects the ability of the technology to perform the function for which it was installed.

PI	Drainage Resilience	A. Definition and target

A.1 Description

Percentage of carriageway that does not have an observed significant susceptibility to flooding (weather normalised).

A.2 Outcome area

A well maintained and resilient network

A.3 Purpose

This metric will reflect the performance of the drainage asset and its ability to manage flooding on the Strategic Road Network (SRN).

A.4 Target

None (PI)

A.5 Metric calculation

$$\sum \frac{length\ of\ category\ C\ and\ D\ sub-catchments}{total\ length\ of\ SRN}\ x\ 100$$

Category C = Moderate risk
Category D = Low risk

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	Zero	Monthly	Financial year	Percentage

A.11 Coverage (specific to this metric)

All trunk roads and motorways forming the strategic road network except Design, Build, Finance and Operate (DBFO) contracts but including the M25.

A.12 Input data (specific to this metric)

- Base mapping information of strategic road network and drainage catchments.
- Flood events, high risk sub-catchments and flood mitigations.
- Sub-catchment risk ratings assessed from the number, severity and third-party impact of flooding events.
- Flood Estimation Handbook (FEH).
- MET Office Rainfall radar data.

A.13 Definitions (specific to this metric)

A highway drainage catchment is defined (in the standard CD 535) as a group of all the drainage systems and the adjacent land they drain, between two geographical high points of the highway network. Both carriageways of a dual carriageway are considered part of the same catchment, but risks are assessed separately for each carriageway as individual sub-catchments. A drainage highway catchment can include one or more drainage systems.

PI	Drainage Resilience	A. Definition and target
The susceptibility to flooding is assessed for each sub-catchment with an Overall Flood Risk Status. The Flood Risk Status ranges from category A1 to D where A1 is Highest, A is Very High, B is High, C is Moderate, and D is Low. For this performance indicator only C and D are reported.		

PI	Geotechnical Condition	A. Definition and target

A.1 Description

Percentage length of asset in good condition.

A.2 Outcome area

A well maintained and resilient network

A.3 Purpose

This metric monitors how effectively National Highways' is maintaining its embankments and cuttings.

A.4 Target

None (PI)

A.5 Metric calculation

$$\%\ in\ good\ conditon = \frac{(total\ length\ in\ good\ condition)}{total\ length} \times 100$$

Where:

total length in good condition = total length – sum lengths of very poor and poor condition grades

total length = the total cumulative length of the asset

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	Two	Quarterly	Financial year	Percentage

A.11 Coverage (specific to this metric)

All trunk roads and motorways forming the strategic road network except Design, Build, Finance and Operate (DBFO) contracts.

A.12 Input data (specific to this metric)

The assets are inspected at a frequency determined by risk and logistics. It can vary from 1 year to 10 years depending on the risk level. The data is collected by experienced personnel, working directly for, or on behalf of National Highways.

All relevant geotechnical information for this metric is held on the geotechnical asset information system, which is described in the National Highways Asset Data Management Manual.

The total asset length is taken from the length of geotechnical assets recorded in the geotechnical asset information system. This is the cumulative inspected length of the asset.

The condition grade is derived from the asset inspection data recorded in the geotechnical asset information system in accordance with the standard CS641. It groups the asset into very good, good, fair, poor and very poor grades, based on its ability to perform its function at the time of inspection.

A.13 Definitions (specific to this metric)

PI	Geotechnical Condition	A. Definition and target
None		

KPI	4.1	Biodiversity	A. Definition and target

A.1 Description

Deliver no net loss of biodiversity, measured using an industry standard way of measuring biodiversity changes referred to as the biodiversity metric.

A.2 Outcome area

Being environmentally responsible

A.3 Purpose

To support the government's ambition to embed environmental net gain in development and to provide transparency of our biodiversity performance.

A.4 Target

Record the delivery of 1,180 Biodiversity Units during 2025-26. These are units that have been delivered during 2024-25 but are currently subject to assurance and validation.

A.5 Metric calculation

For each activity:

$$\text{Net change in biodiversity units} = \sum \text{POST units} - \text{PRE units}$$

$$\text{POST unit} = \text{size of habitat parcel} \times \text{measure of biodiversity quality} \times \text{risk factors}$$

$$\text{PRE unit} = \text{size of habitat parcel} \times \text{measure of biodiversity quality}$$

Where:

Size of habitat parcel in hectares (ha)

Measure of biodiversity quality (of habitat parcel) derived from reference values for: distinctiveness, condition, strategic local, and connectivity

Risk factors (for newly created habitat parcel) from reference values for: difficulty, time to target condition, and off-site risk. Source: The Biodiversity Metric 2.0 (JP029). Natural England.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Biodiversity unit	One	Annual	1-year period	Count

A.11 Coverage (specific to this metric)

Habitat changes across all National Highways activities, where operational activities commenced within RIS2 Settlement Period and are assured in Interim Settlement Period and where major enhancement activities commence within the Interim Settlement Period.

A.12 Input data (specific to this metric)

Major project data (from National Highways activities commenced within RIS2 Settlement Period and assured within the Interim Settlement Period).

Operations project data (from National Highways activities commenced within Interim Settlement Period).

A.13 Definition (specific to this metric)

Biodiversity unit: A standard quantification of biodiversity made up of area and quality of habitats.

KPI	4.2	Corporate Carbon	A. Definition and target

A.1 Description

The tonnes of carbon dioxide equivalents (CO2e) produced from activities undertaken by National Highways' own operations.

A.2 Outcome area

Being environmentally responsible.

A.3 Purpose

The Climate Change Act of 2008 set the UK government vision and target to achieve a 34% reduction on CO2 emissions by 2030 and 80 % by 2050 compared to a 2009/10 baseline. In June 2019, parliament passed legislation requiring the government to reduce the UK's net emissions of greenhouse gases by 100% relative to 1990 levels by 2050.

As part of its contribution to achieving this target, the government set carbon reduction targets (against a 2009-10 baseline) for each department through the Greening Government Commitments (GGCs) in the 1st RIS period. New targets with GGC were set for RIS2 and are in the process of being developed to cover 2025-2030.

National Highways developed a KPI for corporate carbon within RIS2 as a stretch to the GGC carbon target. Throughout RIS2, NH also developed its Net Zero Plan which has been reported on alongside the Corporate Carbon KPI.

For the interim year and RIS3, NH aligned the KPI to the Net Zero Plan and set a target to achieve net zero carbon for corporate emissions across the breadth of Science Based Targets initiative (SBTi) scope by March 2030/31.

A.4 Target

At the time of writing we are aiming to achieve a 90% absolute reduction at the end of RIS 3, from a 2019/20 baseline. For the interim settlement year, the target is to achieve a 75% reduction against this baseline in 2025-26, using the Science Based Targets initiative methodology.

A.5 Metric calculation

$$\sum \textit{Tonnes of carbon dioxide equalivalents emitted}$$

Based on the absolute contraction Science Based methodology.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Reporting will be a month in arrears to accommodate data collation from suppliers and validation.				
Tonnes of CO2e	Zero	Monthly/Annual	Financial year	Count

A.11 Coverage (specific to this metric)

All National Highways corporate activities.

- Light and Heavy Vehicle Fleet
- Building Gas and Fuel
- Purchased Electricity Consumption
- Business Trips

- Business Travel
- Corporate Purchases
- Leased Assets

Carbon removals are also reported to achieve net zero, however do not contribute to the absolute reduction required.

A.12 Input data (specific to this metric)

Within the seven corporate activities above, there are several sub-activities with their own specific data input. This input is a mix of systems and raw data from across the business which will be used to calculate and report corporate carbon emissions, summarised in the table below:

Activity	Sub-Activity	Unit	Data source
Vehicle Fleet	Light Vehicle Fleet	Miles	Inseego Fleet List/SWIS
	Heavy Vehicle Fleet		
Building Gas & Fuel	Natural Gas	kWh	CKPI Report (from Estates & Sustainability Team)
	Oil & Other		
	Natural Gas (WTT)		
	Oil & Other (WTT)		
	F-Gas	kg	Building Service (Asset Reports)
Electricity	Building Electricity	kWh	CKPI Report (from Estates & Sustainability Team)
	Network Electricity		
Business Trips	Accommodation	Nights	CTM
	Subsistence	£	Spend/Finance General Ledger data
	Parking		
Business Travel	Air	Miles	CTM
	Rail		CTM & PfP Mileage
	Bus		PfP TDR
	Taxi		PfP Expense TDR
	Cars & Vans		Enterprise/ PfP Mileage
Corporate Purchases (CP)	IT Equipment	£	STAR Report
	Professional Services		Spend/Finance General Ledger data
	Employer Services		

	Printing / Publications		
	Water	m^3	Billing Data Report (from Estates & Sustainability Team)
	Salt	tonnes/ tonnes.kms	SWIS
	Employee Commuting & Home Working	tCO2e	Travel Survey
	Waste	tonnes	Amey (contractor)
	Vehicle Procurement	kgCO2e/unit	National Fleet Team
Leased Assets	Estate Buildings Natural Gas	kWh	CKPI Report (from Estates & Sustainability Team)
	Estate Buildings Electricity		
	Off-Prem Data Centres	tCO2e	STAR Report
	MSA Electricity	kWh	Roadside Facilities
	MSA Fuel	L	
	Managed Property Portfolio Electricity	kWh	Property Management Team
	Managed Property Portfolio Fuel	L	
Carbon Removals	Carbon Removals	tCO2e	Soft Estate Geographic Information System Data / Woodland Carbon Code calculator

A.13 Definitions (specific to this metric)

None

KPI	4.3	Noise	A. Definition and target

A.1 Description
Preparation of a plan to deliver noise mitigation.
A.2 Outcome area
Being environmentally responsible
A.3 Purpose
This metric monitors how effectively National Highways supports the health and wellbeing of communities by reducing noise exposure.
A.4 Target
Commitment to produce a noise mitigation plan ready for implementation in RIS3.
A.5 Metric calculation
∑Number of plans

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number	Zero	Quarterly	Interim Year	Count

A.11 Coverage (specific to this metric)
Noise Important Areas, as identified by DEFRA, on all trunk roads and motorways forming the strategic road network, including roads managed by Design, Build, Finance, and Operate (DBFO) organisations.
A.12 Input data (specific to this metric)
Creation of a noise mitigation plan.
A.13 Definitions (specific to this metric)
None

PI	Air Quality	A. Definition and target

A.1 Description

The number of links on the network in exceedance of NO2 limits.

A.2 Outcome area

Being environmentally responsible.

A.3 Purpose

National Highways supports delivery of the government's National Air Quality Plan, including the delivery of measures to achieve compliance in the shortest timescales possible alongside the strategic road network. During 2025/26, National Highways have a PI to measure the number of sections of the strategic road network which exceed the annual mean nitrogen dioxide limit values agreed with the department.

A.4 Target

None (PI)

A.5 Metric calculation

$$\sum Strategic\ road\ network\ links\ exceeding\ NO_2\ levels$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number	0	Annual	Calendar year	Count

A.11 Coverage (specific to this metric)

All strategic road network links in exceedance of the legal NO_2 level as informed in the Pollution Climate Mapping model and ratified by National Highways modelling and monitoring.

A.12 Input data (specific to this metric)

Pollution Climate Mapping model.

Air-quality data readings from the strategic road network.

National Highways Air Quality Modelling.

A.13 Definitions (specific to this metric)

None

PI	Maintenance and Construction Carbon Emissions	A. Definition and target

A.1 Description

The carbon footprint associated with National Highways' supply chain and also normalised by the volume of work undertaken.

A.2 Outcome area

Being environmentally responsible

A.3 Purpose

To calculate and consider the carbon impact of road projects and factor carbon into design decisions. Develop approaches to the construction, maintenance and operation of the network that are consistent with the government's plans for a low carbon future.

A.4 Target

None (PI)

A.5 Metric calculations

∑ Tonnes of carbon dioxide equivalent emitted

$$Carbon\ Intensity = \frac{Tonnes\ of\ CO_2\ equivalent\ emitted}{£million}$$

Two figures will be calculated and reported:
Absolute and normalised CO_2e

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Tonnes CO_2e Tonnes CO_2e/£m	Zero	Annual	Financial year	Count

A.11 Coverage (specific to this metric)

All direct suppliers and major projects under National Highways management involved in the construction, maintenance and operation of the network.

The normalised figure excludes Design, Build, Finance and Operate (DBFO) contracts.

A.12 Input data (specific to this metric)

Supply chain purchase and consumption of fuel, electricity and water, business and employee transport, materials and waste.

Conversion factors (Fuel, Electricity and Water, Business and Employee Transport) from government (Department for Business, Energy and Industrial Strategy) Greenhouse gas reporting: conversion factors for company reporting.

Conversion factors (Materials and Waste) from Bath Inventory of Carbon and Energy (ICE) Conversion Factors (Version 3 updated 2019).

A.13 Definitions (specific to this metric)

None

PI	Condition of Cultural Heritage Assets	A. Definition and target

A.1 Description

The overall condition of the culturally significant assets owned by National Highways.

A.2 Outcome area

Being environmentally responsible

A.3 Purpose

This measure will drive National Highways to demonstrate its continued stewardship of its heritage assets in accordance with its responsibility to preserve and enhance cultural heritage.

A.4 Target

None (PI)

A.5 Metric calculation

$$\sum(asset\ value\ score \times vulnerability\ score)$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Numeric score	None	Annual	Financial year	Score

A.11 Coverage (specific to this metric)

All heritage assets owned by National Highways on the strategic road network, as defined by:

- They are listed in at least one of the data sources (see input data below).
- They have a cultural heritage asset plan.
- They are located on or overlapping with National Highways land.
- They meet these criteria after the National Highways asset on the land concerned has been commissioned.

A.12 Input data (specific to this metric)

- Numeric quality score for each culturally significant asset
- Cultural Heritage Asset Management Plan (CHAMPs) reports
- Historic England Heritage at Risk Register (HARR)
- Cultural Heritage Asset data held within the National Highways Environmental Information System (EnvIS) (GIS Layer)
- National Heritage List for England (NHLE)
- National Highways Land Ownership boundary (GIS)
- Historic England Listed building data

A.13 Definitions (specific to this metric)

Ownership of heritage assets is defined as:

- Wholly Owned: The asset is entirely within the network.
- Partly Owned: The network passes through a large asset.
- Jointly Owned: The boundary of an asset abuts the network and an asset's ownership is shared.

PI	Water Quality	A. Definition and target

A.1 Description
The number outfalls where water pollution is mitigated.
A.2 Outcome area
Being environmentally responsible
A.3 Purpose
This metric monitors how effectively National Highways is improving the environment by reducing adverse effects on watercourses through retrofitting mitigation measures on the existing network or through enhancements via our Major Projects Improvement Programme.
A.4 Target
None (PI)
A.5 Metric calculation
The metric will primarily report the total sum of all outfalls/soakaways mitigated.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Number of outfalls/soakaways mitigated	Zero	Annual	Financial year	Sum

A.11 Coverage (specific to this metric)
Existing outfalls on all trunk roads and motorways forming the strategic road network including roads managed by Design, Build, Finance, and Operate (DBFO) organisations that have been validated and verified by NH as a site requiring mitigation.
A.12 Input data (specific to this metric)
Detailed River Network (DRN) and base mapping: Geographical Information Systems (GIS) Outfall locations and categories: Geotechnical Drainage Management Service (GDMS)
A.13 Definitions (specific to this metric)
Validated: The asset type and location have been checked and confirmed the physical location on the network **Verified**: The pollution risk status for a site has been analysed and confirmed in accordance with NH standards The definition of outfall includes one of more of the following: • Where an assessment and verification identify a risk of pollution from an accidental spillage and/or a predicted failure of the Water Framework Directive Environmental Quality Standards for the receiving waterbody. • Where an assessment and verification has identified a risk of soluble AND sediment pollution for short term highway runoff-specific thresholds.

PI	Water Quality	A. Definition and target

- Where an assessment process has identified and verified a risk of soluble OR sediment pollution into a sensitive receiving environment e.g. RAMSAR, SAC, SPA, SSSI or where an associated benefit is clearly demonstrated.

The definition of a soakaway that is causing pollution is where an assessment and verification of a soakaway identifies a risk of:

- pollution from an accidental spillage and/or
- pollution to a groundwater body for defined highway runoff-risk thresholds.

PI	Litter	A. Definition and target

A.1 Description
Percentage of the SRN where litter is graded at B or above under the Litter Code of Practice.
A.2 Outcome Area
Being environmentally responsible
A.3 Purpose
This metric monitors the cleanliness of the strategic road network in accordance with the Code of practice on litter and refuse.
A.4 Target
None (PI)
A.5 Metric calculation
$\frac{Length\ at\ grade\ A\ or\ B}{Length\ of\ Network} \times 100$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Annual	Financial year	Percentage

A.11 Coverage (specific to this metric)
Coverage is limited to sections of the strategic road network covered by Asset Delivery, including roads under local authority responsibility for clearing litter as defined under the Environmental Protection Act 1990. The metric measures the whole of the Asset Delivery network annually.
A.12 Input data (specific to this metric)
Grading will be captured by National Highways inspectors as part of the network condition inspections.
A.13 Definitions (specific to this metric)
None

KPI	5.1	Road User Satisfaction	A. Definition and target

A.1 Description
The percentage of drivers who are satisfied with their journey on the strategic road network as measured by the Strategic Roads User Survey (SRUS) conducted by Transport Focus.
A.2 Outcome area
Meeting the needs of all road users
A.3 Purpose
This metric gives National Highways a view of the long-term trends of how customers perceive their journeys on the strategic road network.
A.4 Target
Achieve a 1 percentage point increase in overall road user satisfaction in 2025-26 compared with 2024-25.
A.5 Metric calculation
The weighted percentage of drivers who respond, 'very satisfied' or 'fairly satisfied' to the SRUS question: "Taking everything into account, how satisfied were you with your journey?". Survey weights are assigned by Transport Focus, based on traffic flow data.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Quarterly	Financial year	12-month rolling percentage

A.11 Coverage (specific to this metric)
A representative sample of drivers who use the trunk roads and motorways forming the strategic road network, including roads managed by Design, Build, Fund and Operate (DBFO) organisations.
A.12 Input data (specific to this metric)
SRUS survey data from Transport Focus – specifically the percentage of customers stating that they are 'very satisfied' or 'fairly satisfied' with their journey.
A.13 Definitions (specific to this metric)
None

KPI	5.2	Roadworks information timeliness and accuracy	A. Definition and target

A.1 Description

The percentage of overnight road closures that are accurately notified by National Highways seven days in advance.

A correctly notified road closure is one that commences within +/- 1 hour of the start time stated 7 days in advance on the Network Occupancy Management System (NOMS).

A.2 Outcome area

Meeting the needs of all road users

A.3 Purpose

This metric will help monitor performance in providing accurate and timely information about planned roadworks.

A.4 Target

Achieve 75% accuracy of roadworks information seven days in advance of works in 2025-26.

A.5 Metric calculation

$$\frac{(The\ number\ of\ road\ closures\ correctly\ notified\ on\ NOMS)}{(total\ number\ of\ actual\ closures\ recorded\ on\ NOMS + road\ closures\ shown\ on\ NOMS\ a\ week\ ahead\ but\ subsequently\ cancelled)} \times 100$$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Monthly	Financial year	12-month rolling percentage

A.11 Coverage

All road closures that are recorded on the NOMS.

All trunk roads and motorways forming the strategic road network including roads managed by Design, Build, Fund and Operate (DBFO) organisations.

The metric only includes full carriageway or slip road closures.

A.12 Input data

Data is to be taken from NOMS.

PI	Timeliness of Information Provided to Road Users Through Electronic Signage	A. Definition and target

A.1 Description
The average median time to set signs and signals on (all) motorways after National Highways has received notification of an incident, that requires signs and signals to be manually set.
A.2 Outcome area
Meeting the needs of all road users.
A.3 Purpose
To understand the average median time that it takes to set signs and signals nationally. We know that our customers want timely information, especially within smart motorways, so it is important to thoroughly understand our capability within this area.
A.4 Target
None (PI)
A.5 Metric calculation
The metric is calculated by taking a monthly median of the time taken to set initial signs and signals for a sample of incidents.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Minutes / Seconds	MM:SS	Monthly	Financial year	Monthly: a median of the sampled times over the month Annually: a median of the sampled times over the year

A.11 Coverage (specific to this metric)
Smart motorways and motorway designated roads
A.12 Input data (specific to this metric)
A sample of data is sourced from Control Works by the. OD Planning and Performance Team.
A.13 Definitions (specific to this metric)
None

PI	Ride Quality	A. Definition and target

A.1 Description

Measures the smoothness of the road aligned to the customer experience.

A.2 Outcome area

Meeting the needs of all road users.

A.3 Purpose

The measure aims to capture an aspect of performance that influences the car drivers' experience of using the road.

A.4 Target

None (PI)

A.5 Metric calculation

It is calculated using 100m average length TRACS data, for the Main Carriageway Areas only and considers all lanes. It is the proportion (%) of the surveyed network where both RI (Roughness Index) and BI (Bump Index) remain below their respective thresholds.

Road Type	RI	BI
Asphalt Dual	3.2	55
Asphalt Single	5.5	65
Concrete	2.4	45

Ride Quality Metric: $\left(\frac{length\ of\ road\ where\ both\ RI\ and\ BI\ remain\ below\ threshold}{total\ length\ of\ road\ assessed}\right) x100\ (\%)$

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Monthly	Financial year	Year-end percentage

A.11 Coverage (specific to this metric)

For the ride quality PI, each 100m length road survey data of all main-carriageways on the SRN (excluding DBFOs), for all lanes.

A.12 Input data (specific to this metric)

Data is collected using Traffic-speed Condition Surveys (TRACS) which measure the pavement surface condition, including measuring rutting and enhanced Longitudinal Profile Variance (eLPV). The 3m and 10m eLPV wavelength and bump are used for the PI reporting.

A.13 Definitions (specific to this metric)

None

PI	Working with Local Highways Authorities to Review Diversion Routes for Unplanned Events	A. Definition and target

A.1 Description
Working with local highways authorities to review diversion routes for unplanned events.
A.2 Outcome area
Meeting the needs of all road users.
A.3 Purpose
To influence better engagement with local highway authorities to identify ways to improve the customer experience of diversion routes for unplanned events.
A.4 Target
None (PI)
A.5 Metric calculation
The percentage of local highway authorities which National Highways engaged with, to review diversion routes for unplanned events.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Annual	Financial year	Percentage

A.11 Coverage (specific to this metric)
All local authorities within Asset Delivery areas that have a diversion route for unplanned events going through their area. With diversion routes for unplanned events being defined as: 1. A signed route to divert traffic around an unplanned closure of the motorway and all-purpose trunk road network. 2. A route agreed with all relevant traffic authorities for use in emergency situations. 3. A diversion route that has diversion signage permanently installed along the diversion route or temporary black on yellow signing to be put out when the diversion route is implemented.
A.12 Input data (specific to this metric)
Engagement data from regional contacts.
A.13 Definitions (specific to this metric)
None

PI	Logistics & Coach Managers Satisfaction Survey	A. Definition and target

A.1 Description
A survey that measures logistics and coach business' satisfaction with the motorways and major A roads managed by NH and the services provided to them.
A.2 Outcome area
Meeting the needs of all road users
A.3 Purpose
Measures the percentage of logistics and coach businesses who answer the survey as satisfied or fairly satisfied with their journey on the strategic road network (SRN).
A.4 Target
None (PI)
A.5 Metric calculation
Percentage satisfied.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Percentage	One	Based on TF survey and reported every 4 months	4 monthly	Mean value of the 3 results during the reporting year

A.11 Coverage
The weighted percentage of logistics and coach businesses who respond, 'very satisfied' or 'fairly satisfied' to the Logistics and Coach Survey.
A.12 Input data
Survey data from Transport Focus – specifically the percentage of Logistics and Coach managers stating that they are 'very satisfied' or 'fairly satisfied for meeting their business needs.

KPI	6.1	Total Efficiency	A. Definition and target

A.1 Description

Commitment for National Highways to demonstrate efficiency through its performance reporting to ORR by the end of the Interim Period (2025/26).

A.2 Outcome area

Achieving efficient delivery.

A.3 Purpose

For the Interim Settlement Period the intent will be to continue to demonstrate improvement in the relationship between inputs and outputs or outcomes, for the benefit of the taxpayer through effective and productive delivery, and road users through better value delivery.

A.4 Target

There is no specific monetary target to achieve, however, there is a requirement to demonstrate efficient delivery of Capital and Operational activities and use of funding allocated to the individual funding lines.

A.5 Metric calculation

The demonstration of efficiency will be through a technical report which will contain a combination of narrative / case studies about good initiatives and calculation of unit costs and activity metrics movements.

Sum of capital and operational efficiency. Following demonstration of efficient delivery, a calculation of the equating efficiency value will be undertaken, where possible, against the individual funding lines. High-level principles to how efficient delivery will be articulated will be agreed with ORR.

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
Pounds sterling	Zero	Annual	Financial year	Sum

A.11 Coverage (specific to this metric)

All Interim Period (2025/26) Capital and Operational expenditure within statement of funds available (SoFA). The principles of how efficient delivery will be demonstrated will be agreed with ORR.

A.12 Input data (specific to this metric)

- Oracle financial data
- WBS cost management systems
- CEMAR – Change control database
- Efficiency registers – Tracking of bottom-up efficiency
- Capital portfolio management data
- Cost Intelligence data – Unit cost analysis databases
- Cost estimates – Cost estimating data sources

A.13 Definitions (specific to this metric)

None.

PI	Cost Performance Index and Schedule Performance Index	A. Definition and target

A.1 Description

Progress of schemes in construction through reporting Cost Performance Index (CPI) and Schedule Performance Index (SPI).

A.2 Outcome area

Achieving efficient delivery.

A.3 Purpose

To measure the cost and schedule across schemes in construction within the Project Control Framework (PCF) Stage 6 (construction) from the Start of Works (SoW) to Open for Traffic (OfT) milestone.

A.4 Target

None (PI).

A.5 Metric calculation

Earned Value Management as defined by the industry standard:

Schedule Performance Index (SPI) is the Budgeted Cost of Work Performed (BCWP) divided by the Budgeted Cost of Work Scheduled (BCWS). A figure less than 1.0 indicates that work is being delivered slower than planned; greater than 1.0 indicates that work is being delivered faster than planned.

Cost Performance Index (CPI) is the Budgeted Cost of Work Performed (BCWP) divided by the Actual Cost of Work Performed (ACWP). A figure less than 1.0 indicates that the value of work delivered is less than the amount to money spent to earn it; greater than 1.0 indicates the value of work delivered is greater than the money spent to earn it.

At National Highways the SPI/CPI is measured against the Project Performance Baseline as approved and governed by the executive HE Investment Decision Committee (HEIDC).

A.6 Unit	A.7 Decimal places	A.8 Reporting frequency	A.9 Reporting period	A.10 Statistical approach
1	Two	Quarterly	Financial year	Ratio

A.11 Coverage (specific to this metric)

There will be a separate score for each scheme at PCF Stage 6.

A.12 Input data (specific to this metric)

A commercially assured forecast of cost and an updated schedule are submitted by the supply chain and uploaded via a template into the cost management system PRISM, with schedule data on progress uploaded to the National Highways project integrated programme.

A.13 Definitions (specific to this metric)

None.

Appendix B. Form Glossary of key terms and acronyms

Key terms	Definitions
Calendar year	The year running from 1st January to 31st December.
Casualty	A person killed or injured in an incident excluding suicide. Casualties are sub-divided into killed, seriously injured and slightly injured.
Fatal injury	Any casualties who sustained injuries which caused death less than 30 days after an incident.
Financial year	The year running from 1st April to 31st March.
Flood	The accumulation or passage of water at the ground surface where it is not intended.
Geotechnical asset	The man-made or natural earthworks below the road pavement layers and the adjacent land beside the road. These comprise two types: Major Earthworks and Minor Earthworks.
Incident	An event on the highway requiring intervention or management by National Highways or another third party. Types of event are breakdown, obstruction/debris, road traffic collision and other.
Mitigation	An intervention such as a capital scheme or management measure that reduces a risk.
Road Safety Foundation	A charitable trust who manages the iRAP license and activity.
Serious injury	An injury for which a person is detained in hospital as an 'in-patient', or any of the following injuries, whether or not they are detained in hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts, severe general shock requiring medical treatment and injuries causing death 30 or more days after the accident. Hospitalisation procedures will vary regionally.
Structure	Assets including bridges, tunnels, retaining walls, culverts, gantries, masts and ancillaries.
Supply Chain	External organisations providing resources, activities, and information to National Highways in order to help meet its business requirements.
Traffic	Vehicles moving on a public highway.

Acronyms	Definitions
ACWS	Actual Cost of Work Performed
AMDP	Asset Management Development Plan
CEMAR	Project and Contract Management Software
BEIS	Department for Business, Energy and Industrial Strategy
BCWS	Budgeted Cost of Work Scheduled
BI	Bump Index
CHAMPs	Cultural Heritage Asset Management Plans
CPI	Cost Performance Index
CSC	Characteristic Skid Coefficient
DaaS	Data-as-a-Service
DBFO	Design Build Finance Operate. A type of private-sector finance scheme
DDMS	Drainage Data Management System
DEFRA	Department for Environment, Food, and Rural Affairs
DfT	Department of Transport
DMRB	Design Manual for Roads and Bridges
DRN	Detailed River Network
eLPV	Enhanced Longitudinal Profile Variance
EnvIS	Environmental Information System
ESS	ESS Earth Sciences
FEH	Flood Estimation Handbook
FVD	Floating Vehicle and sensor Data
GIS	Geographical Information Systems
GDMS	Geotechnical Drainage Management Service
HADECS	Highways Agency Digital Enforcement Camera System
HAPMS	Highways England Pavement Management System

HARR	Heritage at Risk Register
HEDIC	HE Investment Decision Committee
HS2	High Speed Rail 2
IAMIS	Integrated Asset Management Information System
ICE	Inventory of Carbon and Energy
IL	Investigatory Level
INRIX	A provider of location-based data and analytics
iRAP	International Road Assessment Programme
KPI	Key Performance Indicator
KSI	Casualties which have been killed or seriously injured
MET Office	Meteorological Office
MIDAS	Motorway Incident Detection and Automatic Signalling. A system for detecting queuing traffic and alerting drivers approaching queueing traffic
NHLE	National Heritage List for England
NOMS	Network Occupancy Management System. The system used to manage roadworks
NTIS	National Traffic Information Service
OD	Operations Directorate
ORR	Office of Rail and Road
PCF	Project Control Framework
PCM	Pollution Climate Mapping
PI	Performance Indicator
PRISM	A cost management system
RAMSAR	Ramsar Sites. Wetlands of International importance designated under the Convention of Wetlands
RI	Roughness Index
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. Legislation which regulates the obligation to report deaths, injuries, diseases and dangerous occurrences including near misses which take place at work or in connection with work
RIF	Roads Information Framework. A data warehouse containing command and control data
RIS	Roads Investment Strategy
RP1 / RP2	Road Period (1/2)

SAC	Special Area of Conservation
SCI	Structural Condition Index
SCcrit	Critical Condition based on the lowest condition score of any structural elements deemed as critical
SCRIM	Sideway-force Coefficient Routine Investigation Machines
SPA	Special Protected Area
SPI	Schedule Performance Index
SRN	Strategic road network. It comprises the motorways and some A-roads
SRUS	Strategic Roads User Survey
SSSI	Site of Special Scientific Interest
STATS19	Traffic incident dataset recorded by police forces and published by the Department for Transport annually. Provides details of locations, vehicles and casualties involved in incidents. The STATS19 Road Accident dataset includes any incident on the public highway in Great Britain which is reported to the police and involves injury or death. These accidents are recorded by police officers on a STATS19 report form. The form collects a wide variety of information about the accident (such as time, date, location, road conditions) together with the vehicles and casualties involved and contributory factors to the accident as interpreted by the police. The form is completed at either the scene of the accident, or when the accident is reported to the police
TAME	Traffic Appraisal, Modelling and Economics
TM	Traffic Management
TMU	Traffic Monitoring Unit. A loop in the pavement which counts traffic
TPMS	Technology Performance Management System. A system for monitoring roadside technology
TRACS	Traffic Speed Condition Survey
WBS	Work Breakdown Structure

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