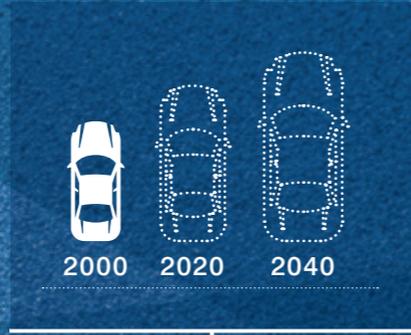
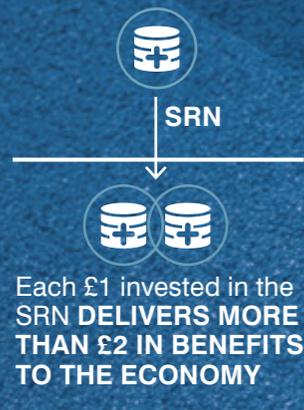




Caring for our customers

Our story so far



21% forecast increase in usage of the SRN over the next 20 years



HIGHWAYS ENGLAND CONNECTS THE COUNTRY

We are the publicly funded, government-owned company that plans, designs, builds, operates and maintains more than 4,300 miles of motorway and major A-road that form England's strategic road network (SRN). As well as managing one of the world's most advanced road networks, we provide information and assistance for four million road users who use our network every day.

The SRN carries **3X** MORE PEOPLE THAN THE RAIL NETWORK

The SRN carries **34%** OF ALL TRAFFIC

68% OF FREIGHT

more than **4** MILLION journeys are made on the SRN every day

- THE SRN COMPRISES**
- 10,000** miles of carriageways
 - 20,000** bridges and other structures
 - 100,000** street lights
 - 150,000** signs
 - 3,500** electronic messaging signs
 - 70,000** sensors, including traffic sensors
 - 4,300** miles of motorway and major A road

Cover image: Ann Stables, Operator, North East Regional Control Centre

A NETWORK WE ALL RELY ON

As a society we rely on our network of motorways and major A-roads every day for work journeys and home deliveries, visits to friends and family, holidays, and the movement of the goods and services that we all depend on.

With more than four million journeys taking place daily, we know our roads play a vital part in everyone's lives. We recognise that people have concerns and expectations related to many aspects of our work and how we communicate about it. So we've been working hard over the past four years to get better at listening to our customers, understanding their views and anticipating their needs.

By caring about every person's journey, we can make a positive difference to their lives.

CONSISTENT STANDARDS – AND MORE

Making sure our roads are well maintained and running smoothly are things our customers rightly expect of us. The look and feel of our network is important, not just to road users but also to people living near our network. We're focusing on the things our customers care about, including litter prevention and collection, removing roadside clutter, controlling vegetation growth and improving the road surface. From research, we know that our customers also want to feel safe. They want to have control of their journeys. And they want their journeys to be as stress-free as possible.

That's why we're improving how we plan ahead for essential roadworks, respond to incidents, and provide information about traffic conditions.

We recognise that our customers' journeys don't just start or end on our network. So we're working closely with transport partners and local road authorities to improve customers' end-to-end experience.

NICK HARRIS
Executive Director Operations,
Highways England



WE'RE INVESTING
£175 million
BY 2020
TO MAKE OUR ROADS
SAFER AND MORE
ACCESSIBLE FOR
CYCLISTS, PEDESTRIANS
AND HORSE RIDERS

89%
OF ALL JOURNEYS IN
ENGLAND ARE MADE
BY ROAD

90%
OF ENGLAND'S
RESIDENTS
LIVE WITHIN
7 MILES OF
OUR ROADS

5%
OF DRIVERS
USING OUR
ROADS HAVE
SOME FORM
OF DISABILITY
ACCOUNTING FOR
OVER **200,000**
JOURNEYS EVERY DAY

WHO ARE OUR CUSTOMERS?

Our relationship with the people who rely on our roads and services is changing as we strive to be more than a company focussed just on construction and asset management. Although people may not necessarily see themselves as our 'customers', we use this term when we design, plan, build and run the country's motorways and A-roads.

It's just one of the ways we're making sure that the feelings and experiences of those affected by our work shape the things we do. Our customers are diverse: they include the people who use our roads – be it in a car, a goods vehicle, on a motorcycle or bicycle, on horseback or on foot – as well as those who live and work alongside our roads.

We've come a long way in our mission to be a world-class construction and delivery company that is also focused on our customers. We're still learning and there's more we need to do. We're passionate about getting it right, because it's the right thing to do.

SPEAKING UP FOR ROAD USERS

We work closely with Transport Focus – the UK's independent consumer watchdog – to make a real difference for road users through sharing information and collaborating on research.

For example, we've been helping develop the new Strategic Roads User Survey (SRUS), which replaces the current National Road Users' Satisfaction Survey in 2020.

The SRUS measures our customers' experience. It's providing us with a wealth of insight on how customers feel about using our network – from journey time, surface quality and roadworks management to roadside information and safety. Around 8,000 face-to-face interviews with road users are carried out each year, together with surveys to capture the views of freight drivers, cyclists, pedestrians and horse riders.

This will continue to help us meet our customers' needs and expectations.

LEARNING FROM OUR CUSTOMERS

The introduction of the Road Investment Strategy (RIS1) and the move to a five-year funding cycle means we now plan and prioritise our work more strategically for our customers. We build customer requirements into everything we do, which helps us improve our operations and the service we provide.

Having better conversations and building stronger relationships with our customers and industry bodies, gathering meaningful insight we can act upon, and delivering what we promise at pace are all central to this.



RIS1 launches alongside our change from Highways Agency to Highways England.

2015

We research what causes frustration for our customers



Since 2015, our Customer Insight team has carried out over 215 research projects. We've started to understand how our customers feel and get closer to their priorities.

We launch our customer service strategy, outlining our commitment to improving people's journeys and the conversations we have with them.



2016

We start trialling 60mph speed limits through roadworks where it's safe to do so.



Customers feel that tailgating, lane changing and braking issues all improve at 60mph. We've now extended our trials to find out if 60mph speed limits through roadworks can be used more often and in different roadwork layouts.

We improve variable message signs, including co-creating messages with road users, to get the right information to our customers at the right time.



Our frontline teams start providing live travel updates 24/7, every day of the year, through Twitter.



We aim to respond to our customers on Twitter within 15 minutes, and provide updates about incidents/obstructions on our network within two minutes of our teams being notified.

2017



We start using incident data to set priorities for our marketing campaigns, aiming to **save lives by improving driver behaviour.**

Independent assessment of our customer contact responses improves the accuracy, style and clarity of our correspondence. **Our correspondence quality scores increased from 82% to 97% between August 2017 and March 2019.**



We introduce technology to improve customer experience at the roadside.



Our traffic officers are now using tablets to record on-road maintenance requirements and to support conversations with customers in multiple languages.

2018



We're bringing the care of our network home. **50% of our operational areas started managing asset delivery in-house between 2017 and 2018.**

This means we can monitor our network better, creating an environment that looks and feels safe for our customers.

We introduce contracts that incentivise our suppliers to **improve the experience of our customers.**



New roadworks billboards tell the story of what we're doing, why, and when the project will be completed.

We achieve a **global standard in customer contact.**



Our customer contact centre is accredited by the Contact Centre Association (CCA), and in 2018 we received their Global Standard award. Our centre handles around 25,200 phone calls and 5,900 customer emails every month.

SOME OF OUR MILESTONES TO DATE

“We’ve seen a real change in the communications around road closures from Highways England in the last year.

The new daily closure report allows us to see which roads are closed around the country without having to scroll through the various websites.

This has helped us to make tactical decisions on our contingency planning and inform our drivers of the advised route with a level of confidence we didn’t have before.”

DENNIS WELTON
Head of Central Postal Control, Royal Mail



Royal Mail's core network handles around 16 billion letters and parcels a year; delivering to more than 30 million addresses, six days a week

KEEPING OUR CUSTOMERS MOVING

We're seeing our roads from our customers' point of view and using their experiences to influence the way we work.

Here are some of the things we're working on right now to keep our customers moving and improve their experience.

MORE ACCURATE INFORMATION AT OUR CUSTOMERS' FINGERTIPS

We know our customers want reliable information to help them plan their journeys. We've been finding ways to improve the service we provide. Our daily planned road closure information was 93% accurate in April 2019. We're sending a daily road closure schedule to 34 major hauliers, over 200 subscribers across our wider stakeholder community, and it's also available to download from our website. We're now aiming for the same levels of accuracy in our seven-day look ahead schedule helping the freight industry with their forward planning.

The Road Haulage Association (RHA) has links to our road closure schedule on its website. The RHA represents more than 6,000 member companies operating around 80,000 HGVs, who can now all benefit from our better road closure reporting.

BETTER NETWORK SUPERVISION

Introduced in 2018, our national network managers provide 24/7 supervision of our entire network. They monitor connections with local roads and transport hubs and work with our partners at a national level. Our partners include police forces, suicide action groups and the road authorities in Wales and Scotland.

At our National Traffic Operations Centre in Birmingham, national network managers monitor route performance and provide a focal point for incidents affecting more than one region. They work closely with our national incident liaison officers, gathering incident information and combining it with electronic data to build a picture of how our road network is operating at any time. This information is made available to our customers through channels such as local and national media, online and through our customer contact centre.

OUR NATIONAL
NETWORK
MANAGERS
PROVIDE

24/7

supervision

OF OUR ENTIRE NETWORK



IMPROVING EMERGENCY AREAS

We want to help drivers to feel more confident that they can find a place to stop in an emergency on our smart motorways. So, we've been making emergency areas more visible, with better and more frequent signage.

SOS phones connect directly to our control centre operators, who can pinpoint the customer's location and assist them with recovery. When we identify a vehicle in an emergency area, our signalling teams can set roadside message signs to warn and slow down oncoming traffic, and divert traffic from lane one so that vehicles can leave the emergency area safely.

THE FUTURE OF OUR EMERGENCY AREAS

- Retrofit all 160 emergency areas on existing smart motorways with orange surfacing and upgraded SOS signs
- Build 187 emergency areas, with the new surfacing and signs, on smart motorway schemes we are currently working on
- Reduce the maximum space between emergency areas to around one mile (about every minute at 60mph) on all smart motorway schemes being built from March 2020
- Create 10 more emergency areas on the M25 over the next 18 months, in locations with the greatest spacing between existing emergency areas



We have retrofitted all 23 emergency areas on the M25 with new SOS signs and orange surfacing

WHAT'S SO CLEVER ABOUT SMART MOTORWAYS?



Smart motorways harness the latest technology to monitor and manage the flow of traffic, changing signs and setting speed limits. For example, we use real-time data from road sensors to prevent 'stop-start' pulses of traffic.

On some busier sections of smart motorway we temporarily open the hard shoulder to traffic, or have converted it to a permanent extra lane so that more vehicles can travel, avoiding the expense and disruption of widening the road. Free-flowing traffic also brings safety and environmental benefits.

“The new emergency areas will provide much better visibility for the public. The changes are very positive – the orange colour makes a big difference, while the increased regularity of the signs will really help.”

DEREK MUIR
Health and Safety Manager, RAC

USING TECHNOLOGY TO PUT US IN OUR CUSTOMERS' SHOES

Immersive technologies are changing how we develop the skills of our employees and our supply chain partners to carry out their daily jobs. Virtual reality (VR) and augmented reality allow us to safely carry out training away from our busy motorway network.

SEEING THINGS DIFFERENTLY

We're using scenario-based VR to improve how our Regional Control Centre operators set variable signs and signals. Our operators are world-class at managing incident scenes and keeping people safe. This training highlights the broader impact of incidents on our customers, encouraging operators to ask, 'If I were the customer, what information would I like to have in this situation?'

SO HOW DOES THE TRAINING WORK?

When operators put on the VR headset, they're immersed in different scenarios based on real customer frustrations. They explore how they can have a positive impact on customer experiences, just by providing better information. Like setting signs further down the motorway, so people can take a detour and avoid an incident. Or, if customers are in a queue, using variable message signs to tell them what's happening up ahead and how long it will be before they're moving again.

GETTING THE BALANCE RIGHT

When we're planning and carrying out roadworks, we must strike a balance. We do everything we can to minimise our impact while doing what's needed to maintain a safe network.

We know that nobody enjoys delays and congestion, and though we're working hard to reduce them, we can't eliminate them all. By having better conversations with our customers, we're learning about how we can improve roadworks experiences, both on and off the road.



GATHERING EVIDENCE

Using data and information gathered from our customers, partners and stakeholders, we develop our plans for delivering the governments road investment strategy

Issues we address include:

- too much traffic
- 'pinch points' which cause congestion
- demand for future growth
- safety concerns

Making informed choices

When we're designing a road scheme we use data to create a 'traffic model'. It's a computerised representation of the road network, capturing road and junction features, and estimating traffic levels for different types of journeys.

How does the model help with design?

It shows us how changes to the road will affect traffic, both locally

DESIGNING

When we're designing roads to meet the needs of the people who'll use them, we also consider the needs of our neighbours, communities and the environment

Some of the things we consider:

- reducing noise, improving air quality, and increasing biodiversity
- local, regional and national benefits
- delivering value for money

and more widely. It also allows us to make predictions for the future, considering expected growth in jobs and housing. Our traffic experts work closely with our design team, using the traffic model to assess and compare the effects of different design options and understand their impact.

For our customers this means

Safer, faster, more reliable roads with less congestion and fewer incidents.

ENGAGING AND COMMUNICATING

We're encouraging our customers to provide feedback on our plans; building relationships with the people affected by our work so that their views are heard

Our conversations help to:

- inform people of design options
- ask their views
- keep communities up-to-date

Listening to our customers

It's important to us that our public consultations are easily accessible for our customers. Finding new ways to capture feedback and ideas is part of this and we're learning more than ever about what our customer and stakeholder communities want.

DELIVERING

Making sure our roadworks work for our customers means doing everything we can to minimise disruption and improve journey experiences

Our activity includes:

- intergration with other infrastructure projects
- lifting roadworks during peak travel times (eg bank holidays)
- leaving a lasting positive legacy through community outreach

Community satisfaction survey

During 2018 we ran a community satisfaction survey gathering the views of 11,000 participants across England. The survey has helped us to understand the needs of the communities surrounding our network and we're using the results to improve how we manage our road projects.

Community insight mapping

'Commonplace' is an online community insight mapping tool that we've started using as part of public consultation for road projects. It's an app that enables people to comment on projects near them. Comments can be submitted at any time and information is quick and simple to share, making it easier for our customers to get involved in conversations about our work.

TOGETHER, THESE ACTIONS MEAN...

We're improving the country's motorways and A-roads to make people's journeys safer, smoother and more reliable. Our major road projects range from the huge and complex to building better access points for vulnerable users. No matter the project size, once the cones are cleared we continue to monitor route performance, keeping the conversation with our customers going every hour of every day.

CUSTOMERS IN THE DRIVING SEAT OF ROAD DESIGN

The work we do today on nationally important infrastructure projects will have far-reaching effects for generations to come. So, when we're designing roads to meet the needs of the people who'll use them, we also consider the needs of our neighbours, communities and the environment.

Public consultation gives people an opportunity to provide feedback on our plans. We aim to go beyond the statutory requirements of the Development Consent Order process, working closely with residents, special interest groups, businesses and local authorities to develop our designs. For us it's not just about sharing our plans: we build relationships with the people affected by our work so we can better understand their views.

UNESCO has identified the A303 project as one of global interest, with the potential to set the bar for major infrastructure projects around World Heritage Sites across the world.

OUR ROADS OF THE FUTURE PROTECT THE PAST

Our A303 improvement project at Stonehenge includes a new dual carriageway, a much-needed bypass, and the construction of a tunnel past one of the world's most famous historic monuments. Our aim is to transform the route, making it safer and more reliable, while restoring tranquillity to one of England's most treasured heritage icons.

The A303 is the most direct main route between the South East and the South West. Tens of thousands of people use the road every day, including holidaymakers heading to Devon, Dorset and Cornwall. Right now the road is regularly congested, affecting the local economy and frustrating motorists who try to avoid tailbacks by diverting onto unsuitable local roads.

We've been designing the best solution for improving this important route, gathering evidence and taking on board feedback from:

- over 15,000 consultation responses
- regular discussion forums with residents and community groups
- heritage organisations including Historic England, Wiltshire Council Archaeology Service, English Heritage, National Trust and UNESCO's World Heritage Centre



“Highways England has listened to viewpoints and taken expert advice at each step. We recognise the benefits that this scheme will bring to the region.”

AMANDA CHADBURN
Senior Policy Advisor, National Infrastructure, Historic England

“Roads around the A303 are constantly used as rat-runs – around 280,000 vehicles were recorded coming through our village in the space of 16 weeks last year. Since the creation of Highways England, I’ve been gobsmacked at how actively they’ve involved us and kept us informed. They’re also encouraging more people to attend the local forum for the scheme and have their say.”

JANICE HASSETT
Stonehenge Traffic Action Group

THE A303 IMPROVEMENT PROJECT IN NUMBERS

THE PROJECT WILL CREATE **1,300** JOBS AND BOOST TOURISM

THE A303 PROJECT WILL COST **£1.2 billion**

CONSTRUCTION WILL START IN **2021**

THE PROJECT WILL BE **8 miles** LONG WITH AT LEAST **1.8 miles** UNDERGROUND

WE'VE UNEARTHED

100,000 year
OLD WOOLLY
MAMMOTH
TUSKS



POSSIBLY THE
EARLIEST
EVIDENCE OF
BEER BREWED
IN THE UK



3
NEOLITHIC
HENGES



6 tonnes
OF POTTERY



“This scheme is contributing to our understanding of the rich archaeological and cultural heritage of Cambridgeshire, offering a rare opportunity to build a picture of our history over the last 6,000 years.”

DR STEVE SHERLOCK
Archaeology Lead, A14 Cambridge to Huntingdon scheme



PRESERVING OUR HERITAGE

Archaeological investigation is an important part of all our major infrastructure projects. On our A14 project, archaeological work began in 2009. Since then we've worked closely with Cambridgeshire County Council to make sure that areas of historical interest are preserved while still delivering the road scheme on time and to budget.

With over 250 archaeologists working across 360 hectares (equivalent to 800 football pitches) at its peak, this is one of the biggest and most complex archaeological projects ever undertaken in the UK. We're collaborating with a local museum to showcase some of our finds, so they're preserved for future generations.

Brett Archer, Archaeologist,
A14 Cambridge to Huntingdon
improvement scheme

MINIMISING DISRUPTION WHILE WE WORK

Since Highways England was created in 2015, we've invested around £6.3 billion in road improvements, reversing decades of underinvestment in the country's vital road transport arteries.

While building and maintaining a robust road network for future generations, we're considering the experience of our customers using the roads today. This doesn't mean we'll never cause disruption. It's about working closely with our suppliers to find new and innovative ways to complete work in a less disruptive way.

DID YOU KNOW?

Since April 2015 we've resurfaced over 4,344 lane miles, while keeping at least 98% of our network open to traffic.

Following a successful trial enabling our traffic officers to manage incidents on diversion routes around the Oldbury Viaduct scheme, **all are now trained in handling incidents on local roads.**

We maintain 200,000 bridges and other structures on our network. We undertake general inspections on each structure every two years, with more detailed inspections taking place every six years.

We work overnight when we can to minimise disruption. In 2018 85% of our roadworks were completed overnight.

We've erected over 400 km of scaffolding for the Oldbury Viaduct works. That's enough scaffold boards to cover seven football pitches and enough staircases to get to the top of Ben Nevis.



Lee Rowbottom,
Recovery Technician,
Oldbury Viaduct scheme

WE HAVE A RECORD OF CLEARING 80% OF INCIDENTS IN UNDER 40 MINUTES ON THE OLDBURY VIADUCT SCHEME. A FAST RESPONDER RIDER CAN REACH INCIDENTS WITHIN MINUTES, AND IS TRAINED TO GET OUR CUSTOMERS MOVING AGAIN QUICKLY.

“Real-time roadside information is invaluable for us – like the messages you get informing you of journey times to the next junction. That’s exceptional data and a huge step forward.

Highways England’s roadworks forecasting has significantly improved. And there are now much better descriptions for diversions. In the past, if you were diverted off the SRN then technically you were no longer on the network managed by Highways England. You felt the service stopped there. Now they understand that you remain a customer, whether you’re on their roads or not.”

CHRIS FLOYD
General Manager, Linehaul, DPD

Workers on the Oldbury Viaduct scheme

The Oldbury Viaduct scheme has been ranked in the top 5% of UK construction sites by the Considerate Constructors Scheme, an independent organisation dedicated to improving public perception of the construction industry.

RESPONDING TO THE CHALLENGE AT OLDBURY

The Oldbury Viaduct in the West Midlands was opened in 1970 and is now one of the country’s busiest stretches of motorway. It carries around 120,000 vehicles each day on the 1.8 miles between junctions 1 and 2 of the M5.

Our maintenance work on Oldbury Viaduct is the largest concrete repair project ever undertaken in the UK. It’s involved essential repair work to the viaduct’s waterproofing while keeping this key part of our road network open to traffic.

To keep traffic flowing along the M5 while we work, the project team has redefined free recovery in roadworks. With a record of clearing over 80% of incidents in under 40 minutes, they’ve also pioneered the fast responder motorcycle. Riders can reach incidents within minutes, are trained first-aiders, and carry common tools, spares, and small quantities of petrol and diesel to get our customers moving again quickly.

The project has not been without its challenges, and we’ve learnt valuable lessons along the way, not least how we minimise disruption for our customers. We’re providing better road signs, journey information and real-time social media updates, while improving our capabilities and standards for diversion routes. It’s taken longer than we expected to finish this work, but despite its complexities we’ve managed to make sure that the viaduct has remained open to traffic throughout. These improvements to our service are helping companies like Oldbury-based DPD, one of the UK’s leading parcel delivery businesses.

ONCE THE CONES ARE CLEARED

Our major road schemes benefit the economy by over £2 for every £1 invested. We're proud about that, just as we're proud about the work we do whether that's maintaining existing roads or designing and building new ones. We're passionate about leaving a valuable legacy once our projects are completed providing value for money and creating benefits for local communities.

Our work goes beyond building roads, from boosting biodiversity and conserving cultural heritage, through to strengthening flood resilience and improving air quality.

SINCE 2015 WE HAVE

BUILT AND IMPROVED **110** CYCLE PATHS AND FOOTWAYS



ADDRESSED **958** NOISE IMPORTANT AREAS (NIAS)



COMPLETED **109** BIODIVERSITY SCHEMES



ENABLED **38,000** NEW HOMES



Rajesh Taheem, Security Guard, Oldbury Viaduct scheme

UNLOCKING BENEFITS FOR COMMUNITIES

In 2017 we completed an upgrade to the A21 between Tonbridge and Pembury, a strategic link between the south coast and the M25. The original single carriageway road was causing severe congestion throughout the day and had a poor incident record – about 20% higher than other roads of its type.

The new dual carriageway, with improved junctions, has provided faster journeys and safer access to the A21 for local people and businesses. Pedestrians, horse riders and cyclists are seeing benefits too, with significantly improved links alongside the road.

“Previously, the carriageway was very winding, with poor visibility, blind summits and dips. We use the road for transferring patients in critical care to London hospitals, and before it was really difficult to maintain a smooth journey. If there was an accident the whole road would need to be closed.

The additional lane and new access means there's far more opportunity to keep the traffic flowing – that's better for us, and it's better for local traffic going to the nearby industrial estate.

We have a target for how quickly we need to reach people, so the improved road also means better patient care. It's a massive plus for the hospital – quicker access to care is an advantage which helps us save lives.”

IAN HESKETT

Paramedic and Operational Team Leader, South East Coast Ambulance Service

THE A21 PROJECT IN NUMBERS

£131.2 million TOTAL PROJECT COST

2 miles OF DUAL CARRIAGEWAY AND CYCLE/ FOOTWAY

18 ha OF NEW WOODLAND AND HEATHLAND

35,000 JOURNEYS IMPROVED EVERY DAY

A SERVICE FOR ALL SEASONS

We do everything we can to keep our roads open in difficult weather conditions. Each season poses different challenges – from floods to snow. We keep our customers updated about the weather, how it’s affecting our roads, and provide driving advice through national, regional and social media. Each year we learn more, building on our experience so we’re better prepared to tackle the challenges caused by severe weather in the future.

BEATING THE ‘BEAST FROM THE EAST’

In February 2018, the country was affected by a cold snap dubbed the ‘Beast from the East’ by the media. The harsh weather brought unusually low temperatures and heavy snowfall to large areas.

At its peak, more than 200 of our traffic officer vehicles were active every day. We used over 50,000 tonnes of salt, maintaining running lanes on most roads throughout the period. The number of incidents on our network increased from a weekly average of around 900 to more than 1,200. Despite this increase, and in challenging conditions, we cleared most incidents within our one-hour target.

CENTRE OF EXCELLENCE

When members of the public get in touch with us, it’s our Customer Contact Centre that takes the first call. Working around the clock, 365 days a year, our operators are the voice of Highways England.

During bad weather it’s even more important that our customers can reach us to plan safe journeys. We keep our Contact Centre up and running in even the most severe conditions. Using 4x4 vehicles we get our people safely to and from work and train volunteers from Highways England to handle the increased call volumes.

DURING ‘BEAST FROM THE EAST’ WE

HANDLED
11,000 CALLS AND
2,000 EMAILS OVER
 THE SEVEN-DAY PERIOD

ISSUED
1,877 TWEETS
 ON OUR REGIONAL
 TWITTER FEEDS

SUPPORTED OVER
35,000 USERS
 EACH DAY ON TRAFFIC
 ENGLAND, OUR **TRAFFIC**
INFORMATION WEBSITE



437
 GRITTERS ON
 STAND-BY IN WINTER



127
 SALT DEPOTS



177
 lane miles
 TREATED IN ONE LOAD



100%
 ALL OUR GRITTERS
 ARE SNOWPLOUGH
 CONVERTIBLE



33,000
 tonnes OF SALT USED
 IN 2017-18 (THAT’S THE
 WEIGHT OF 7 TITANICS)

“In a crisis situation like severe weather, our gas distribution network is similar to Highways England’s road network – customers don’t really think about it until there’s an issue and just expect it to work smoothly all the time. The Beast from the East was unprecedented, and our gas emergency number received twice the number of calls we normally get.

At times like that it’s good knowing we can rely on Highways England to do its job – deploying road teams and winter treatment vehicles. It means we can get our people to where they’re needed – allowing us to keep the gas flowing and our people safe and warm.”

ED SYSON
 Chief Safety and Strategy Officer, Cadent

OUR TRAFFIC OFFICERS GET PEOPLE HOME SAFE AND WELL

Our traffic officers may well be first on the scene in an incident. Their priorities are to keep people safe and fully reopen the road as soon as possible.

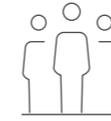
They stop traffic to clear obstructions and spills, remove broken-down vehicles (all our traffic officers are trained in how to clear overturned vehicles), repair barriers, and remove abandoned vehicles from the hard shoulder. Last year, more than 86% of incidents attended by our traffic officers were cleared in under an hour.

They work hand-in-hand with emergency services, local authorities, and with our operations teams, who are their eyes and ears out on the network. Ultimately, they're there to keep the traffic flowing, helping make sure people make it home safely.

“Being that reassuring presence and helping others in their time of need makes me extremely proud to be a Highways England traffic officer. That feeling of pride and responsibility is there each and every time I put my uniform on.

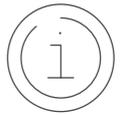
It’s good to know that my expertise and the equipment I carry can genuinely assist people who have a breakdown or incident on our network. It’s a great feeling when those people shake your hand as they’re about to go on their way; you know that you have kept them safe and they’re genuinely grateful.”

MATTHEW WHEELDON
Highways England Traffic Officer



1,019

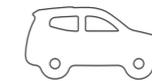
ON-ROAD TRAFFIC OFFICERS



1 NATIONAL TRAFFIC OPERATIONS CENTRE

7 REGIONAL CONTROL CENTRES

30 OUTSTATIONS



EACH TRAFFIC OFFICER VEHICLE CARRIES OVER

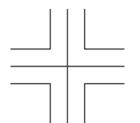
600kg

OF EQUIPMENT, INCLUDING LIGHTS AND SAFETY BARRIERS



940,842

INCIDENTS ATTENDED SINCE 2015



OUR TRAFFIC OFFICERS HELP INJURED CUSTOMERS WITH EMERGENCY AID IF THEY ARE FIRST ON THE SCENE

FOLLOWING THE CROWD

Minimising delays to people's journeys is a big priority for us, including helping people caught up on our roads during planned and unplanned events.

That means doing all we can for people travelling both to and around events, including:

- additional traffic officer patrols and free recovery trucks on standby during the event
- bespoke signing and signalling plans which cover both primary and back-up road routes
- extending our daily operations to cover more areas affected by the event

Our aim is to keep our customers moving, while making sure they have access to timely information. To do this we're building relationships with organisations and venues ranging from music festivals and exhibition centres, to sports stadiums, ports and airports. Working together, we're making sure we can get customers to their destinations as quickly and safely as we can.

SINCE 2015 WE'VE HELPED TO MANAGE OVER 40 HIGH-IMPACT EVENTS, INCLUDING:

The 100th anniversary of the RAF
60,000 visitors to the Cosford Airshow in one day.

Birmingham VELO 2019
A 100-mile traffic-free route through the West Midlands for 17,000 cyclists.

The discovery of an unexploded WW2 bomb next to the A38(M) in Birmingham
A 48-hour operation to keep our customers safe and moving.

THE POWER OF DATA

THE DATA WE COLLECT

Traffic speed and flow, travel times between junctions, roadworks, and adverse weather warnings.

WHO WE SHARE IT WITH

Third-party subscribers, including road user app developers and local highway authorities.

WHY WE SHARE IT

To get important traffic information to as many of our customers as possible.

SpursAbility Chairman Peter Carr enjoying a match at Wembley

“As a wheelchair user, it's hugely important for me to have the choice to drive. A smooth journey for me is all about knowing what will happen – as far as is possible. So, tools like the Highways England app are a routine part of how I plan. I build in time and room for problems that might happen, like a traffic build-up or lane closures on the motorway.”

PETER CARR

Chairman, SpursAbility (supporters club for Tottenham Hotspur Disabled Supporters Association)

“The relationship with Highways England is quite pioneering. They show a great desire to provide information and real-time updates, like estimated travelling time to Wembley when there's an event there. The coordination has become more natural, and there's respect for each other's challenges. Moving 90,000 people from Wembley Stadium is no easy task, but with the right coordination and up-to-date travel information, it becomes a lot smoother.”

At the FA we have a significant social media following, so getting access to the latest travel information is important to us. Supportive partnership agreements, like we have with Highways England, mean we can get that information into the stadium before people leave for the car park.”

TOM LEGG

Head of Transport, Football Association

THE ROAD AHEAD

We are in a period of great change for our roads, and the millions of people who use them every day. Our customers' expectations are evolving, from the ways they use technology to how they travel, and we're determined to meet their expectations. That's why we're focusing now on the trends that will shape our roads and the work we do over the next 30 years and beyond.

The UK economy will continue to rely on our roads to connect towns and cities, ports and airports, citizens and businesses. People are making fewer journeys, but longer ones. Online shopping is increasingly popular. So, levels of traffic on our network, including truck and van movements, are growing fast. At the same time, we recognise that journeys don't begin or end on our roads, so it's vital that we connect seamlessly with other roads – and with other forms of transport.

The concept of car ownership is evolving too. Younger people and urban dwellers are increasingly looking to car-sharing and on-demand transportation as alternative means of transport. And as the use of fossil fuels declines, our customers are turning to electric vehicles – a change we're working hard to accommodate.

With satellite navigation systems now part of our everyday lives, travel information is increasingly becoming personalised; tailored to the individual's journey and preferences, and delivered directly to them or their vehicle. Vehicle connectivity and levels of autonomy will grow, paving the way for safer, stress-free journeys.

Our future customers will be connected, and we will be part of their connected world. We're embracing exciting new technologies today to deliver modern roads that meet the needs of the 21st Century.



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