

Annex A – List of performance indicators

This table shows the full list of performance indicators for each outcome area. There are used to support and inform the associated KPIs. A fuller description of each indicator can be found in the operational metrics manual¹⁸.

Outcome	Performance Indicator
Making the network safer	Incident numbers and contributory factors for motorways
	Casualty numbers and contributory factors for all-purpose trunk roads
	International Road Assessment Programme based road safety investigations, developed in conjunction with the Department to feed into subsequent route strategies
	Accident frequency rate for construction and maintenance workers, and for Customer Operations
Supporting the smooth flow of traffic	Planning time index (a measure of how much additional time road users need to allow to ensure they arrive on time)
	Traffic (vehicle miles travelled) on the strategic road network
	Acceptable journeys (the proportion of journeys faster than 4/3 of the 'free flow' journey time, calculated as a percentage)
	Average speed of car journeys on the strategic road network
Encouraging economic growth	Percentage of formal planning applications responded to within 21 days of receipt by Highways England
	Average delay (time lost per vehicle mile on gateway routes)
	Meet the government target of 25% small and medium sized enterprise direct and indirect spend
Delivering better environmental outcomes	Number of air quality pilot studies completed
	Carbon dioxide equivalents in tonnes associated with Highways England's activities
	Supply chain carbon dioxide (measure of carbon dioxide and other greenhouse gas emissions for Highways England and its supply chain as it operates, maintains and improves the network)
	The number of flooding hotspots and culverts (high risk and very high risk) mitigated
	The number of outfalls and soakaways (high risk and very high risk) mitigated
Helping cyclists, walkers and other vulnerable users of the network	Number of vulnerable user casualties (broken down by cyclists, pedestrians, motorcyclists and equestrians)
	Identification and delivery of the annual cycling programme
Achieving real efficiency	Cost performance indicator and schedule performance indicator for schemes at Project Control Framework stage 5 and beyond (demonstrates that the portfolio is being developed and the investment plan delivered in a timely and efficient manner)

¹⁸ <https://www.gov.uk/government/publications/highways-england-operational-metrics-manual>

Keeping the network in good condition	Geotechnical asset inventory and geotechnical asset risk level (the length of the strategic road network for which a geotechnical inventory survey has been completed)
	Drainage asset (inventory and condition data on Highways England's drainage assets)
	Technology asset availability (the percentage of Highways England's technology, used for management and operation, which is functioning correctly)
	Structure asset – inventory and condition (the percentage of structures that have basic inventory information)