

HIGHWAYS ENGLAND



STRATEGIC BUSINESS PLAN OVERVIEW 2015-2020

STRATEGIC ROAD NETWORK

4,300
miles of motorways
and major A roads

1 billion
tonnes of freight transported
each year

4 million
people drive on the network
every day

430,000
incidents occur annually
on our roads

98%
of UK manufacturers say that roads are
critical to the success of their business

60%
of congestion is caused by a lack of
road capacity

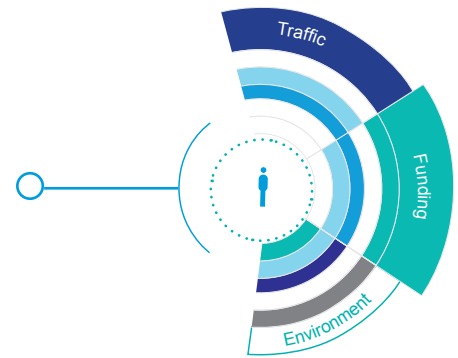


Highways England will be the new company responsible for the Strategic Road Network in England from April 2015

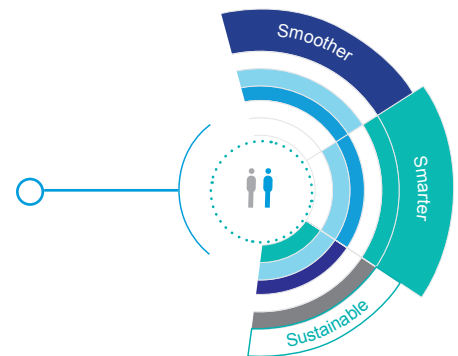
DELIVERING A MODERN NETWORK

The roads that make up England's Strategic Road Network are a key enabler of economic growth and prosperity and are essential to the quality of life of the nation.

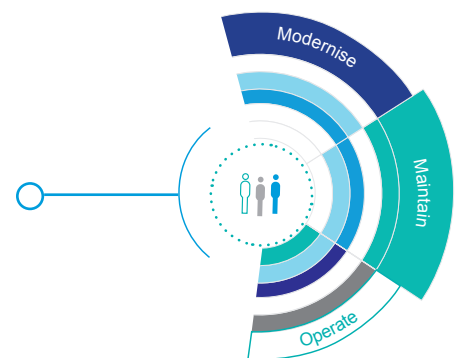
The network is struggling to cope in the face of increasing traffic and customers are demanding better information. Delays to journeys constrain business growth and stop-start funding makes it difficult to plan. Carbon emissions and noise impact significantly on local communities.



Government has responded to these challenges by publishing its vision for improving capacity and performance of the network. In its Road Investment Strategy, Government has also set out its performance specification, investment plans and a commitment to the necessary funding.



In our Strategic Business Plan we will set out our plans for delivering a modern network. We will outline how we will go about changing the way we work and delivering the Government's performance specification.



...keeping pace with growing demands

WHAT WE WILL DO

To improve the capacity and performance of the network we will:



Modernise the network

Provide more capacity and better connections by:

- 1 Developing a national spine of Smart Motorways and adding new capacity at key points on the network
- 2 Upgrading key non-motorway routes to the new Expressway standard
- 3 Doing more to ensure the network has a positive impact on the environment and neighbouring communities
- 4 Improving facilities for cyclists, pedestrians and other road users



Maintain the network

Take a longer term and more efficient approach to maintaining our roads by:

- 1 Upgrading some of the busiest junctions and alleviating many of the worst bottlenecks
- 2 Resurfacing much of the network and improving the condition of our other assets
- 3 Designing and packaging our work in a way that improves productivity and minimises the disruption to our customers

...getting more from the network





Operate the network

Keep traffic moving and better inform our customers by:

- 1 Improving information to help people make better decisions before and during their journeys
- 2 Increasing availability through better planned road works
- 3 Working with others to respond more effectively to incidents that cause the most congestion

...supporting economic growth

Over the next 5 years we will deliver:

£11 billion
of capital
investment

£1.2 billion
of efficiency
savings

£5 billion
to replace worn
out roads

400 miles
of additional
Smart Motorways

1,150
locations where
noise is addressed

HOW WE WILL DO IT

Certainty of funding and greater flexibility will enable us to become a better business. We will change the way we work by:



Planning for the future



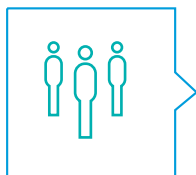
Growing our capability



Building stronger relationships



Efficient and effective delivery



Improving customer service



Planning for the future

We will improve our planning for the next decade and beyond. This will mean:

- 1 Taking a more responsive and coherent approach to planning – one that is better understood by our customers, staff, suppliers and partners
- 2 Giving stakeholders more of a say in how we develop the network at a national, route and local level
- 3 Exploring new and better ways to stimulate growth
- 4 Encouraging innovation especially to exploit the benefits of vehicle and roadside technology



Growing our capability

We will support our people and suppliers to enable them to perform to the best of their ability, to innovate and keep improving by:

- 1 Helping them to develop their skills to get better at what they do
- 2 Being a more diverse and inclusive organisation where our values and behaviours are used to hold ourselves and others to account
- 3 Developing better ways of working to drive efficiencies and build our business capability

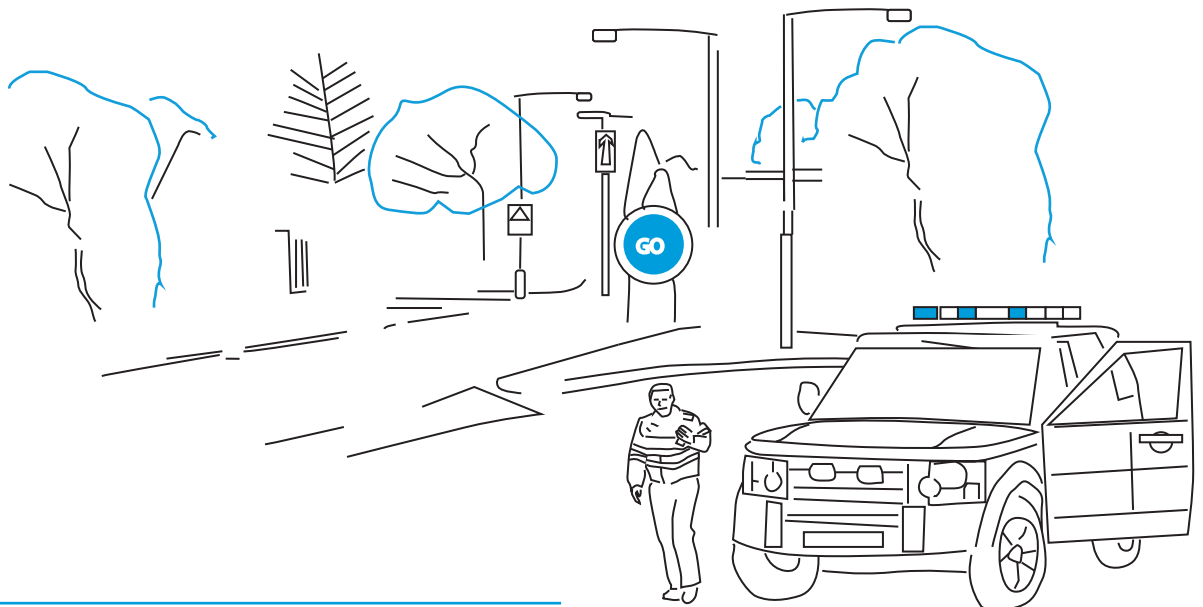
...creating a high performing organisation



Building stronger relationships

We will continue to build relationships with our partners to help us meet the increasing investment challenge by:

- 1 Changing the way we design and package our work
- 2 Working with our suppliers to develop their capacity and capability
- 3 Working with Transport Focus to better understand and improve people's experience on the network
- 4 Working more closely with regional and local partners tasked with delivering economic growth



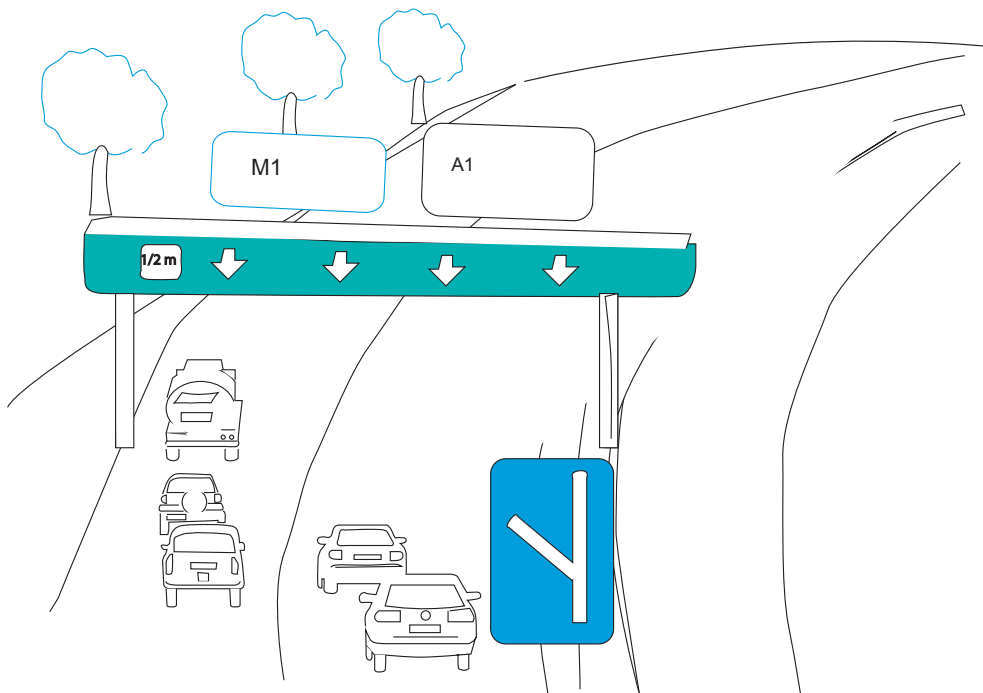
...working together to deliver investment
where it is needed



Efficient and effective delivery

We will improve journeys and support economic growth by:

- 1 Focusing on how to better design and deliver our major schemes
- 2 Giving more weight to the impact of disruption when making investment decisions
- 3 Becoming better at delivering projects and programmes to give greater value for money for the taxpayer
- 4 Doing more to understand and manage our assets to become a more efficient and customer orientated organisation



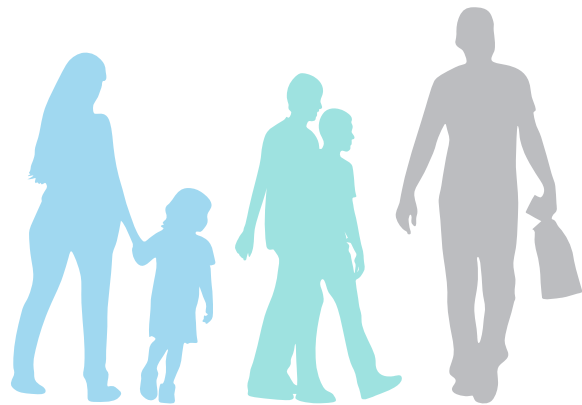
...to make our investment go further



Improving customer service

We will deliver a better service that aligns with our customers' expectations by:

- 1 Building a comprehensive understanding of the needs of our customers, recognising that different customers have different needs at different times
- 2 Giving our customers information that is clear, reliable and easy to understand
- 3 Helping customers better understand what we do and why we do it
- 4 Ensuring our customers have more of a voice in determining investment priorities and how work is delivered
- 5 Providing for the needs of cyclists, pedestrians and others who walk or ride on, near or across the network

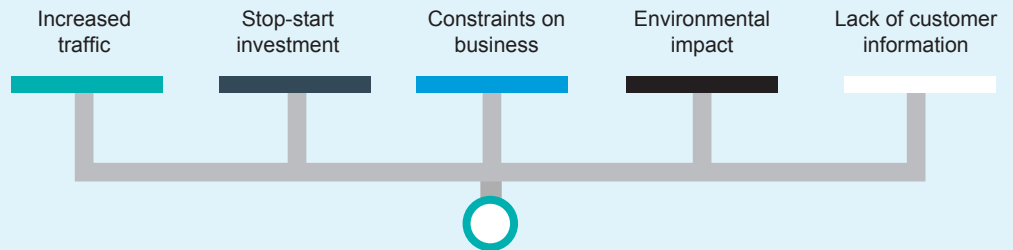


Doing all of these things will deliver the Government's vision and the performance our customers deserve.

HIGHWAYS ENGLAND OUR STRATEGY ON A PAGE



THE CHALLENGES

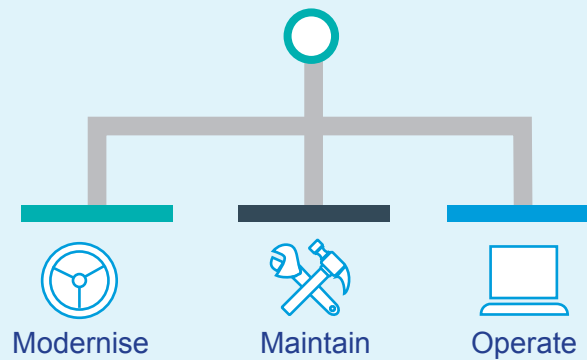


THE RESPONSE

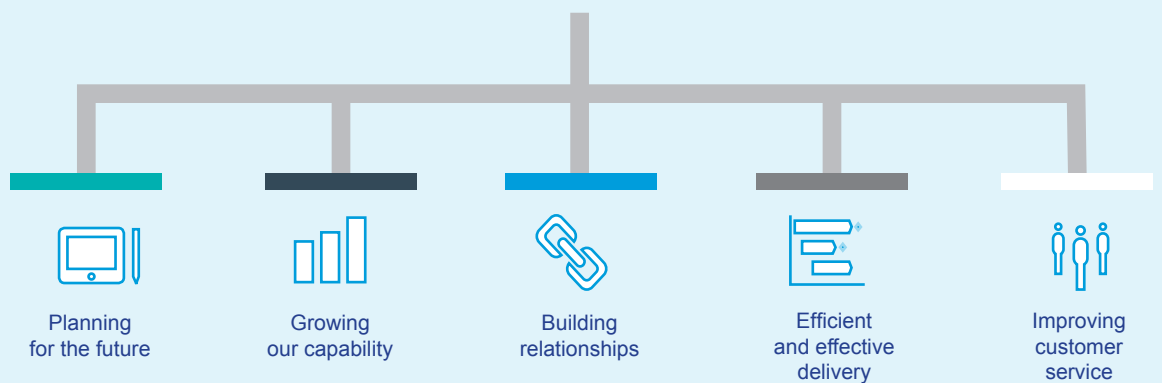
The Road Investment Strategy sets out Government's vision for the network. Performance specification, investment plan and funding.

Highways England is the new company that will deliver this ambition.

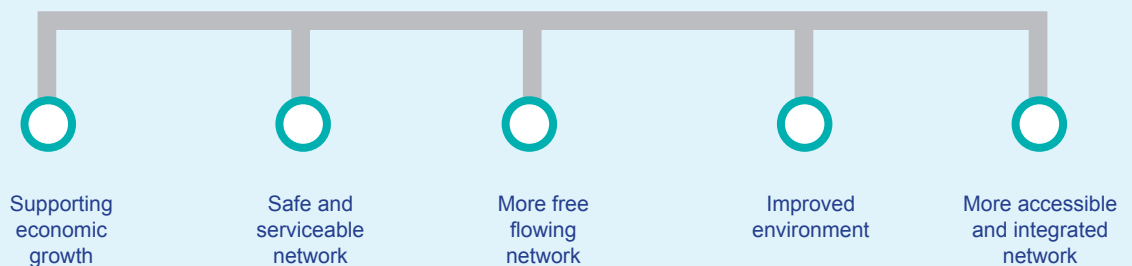
WHAT WE WILL DO

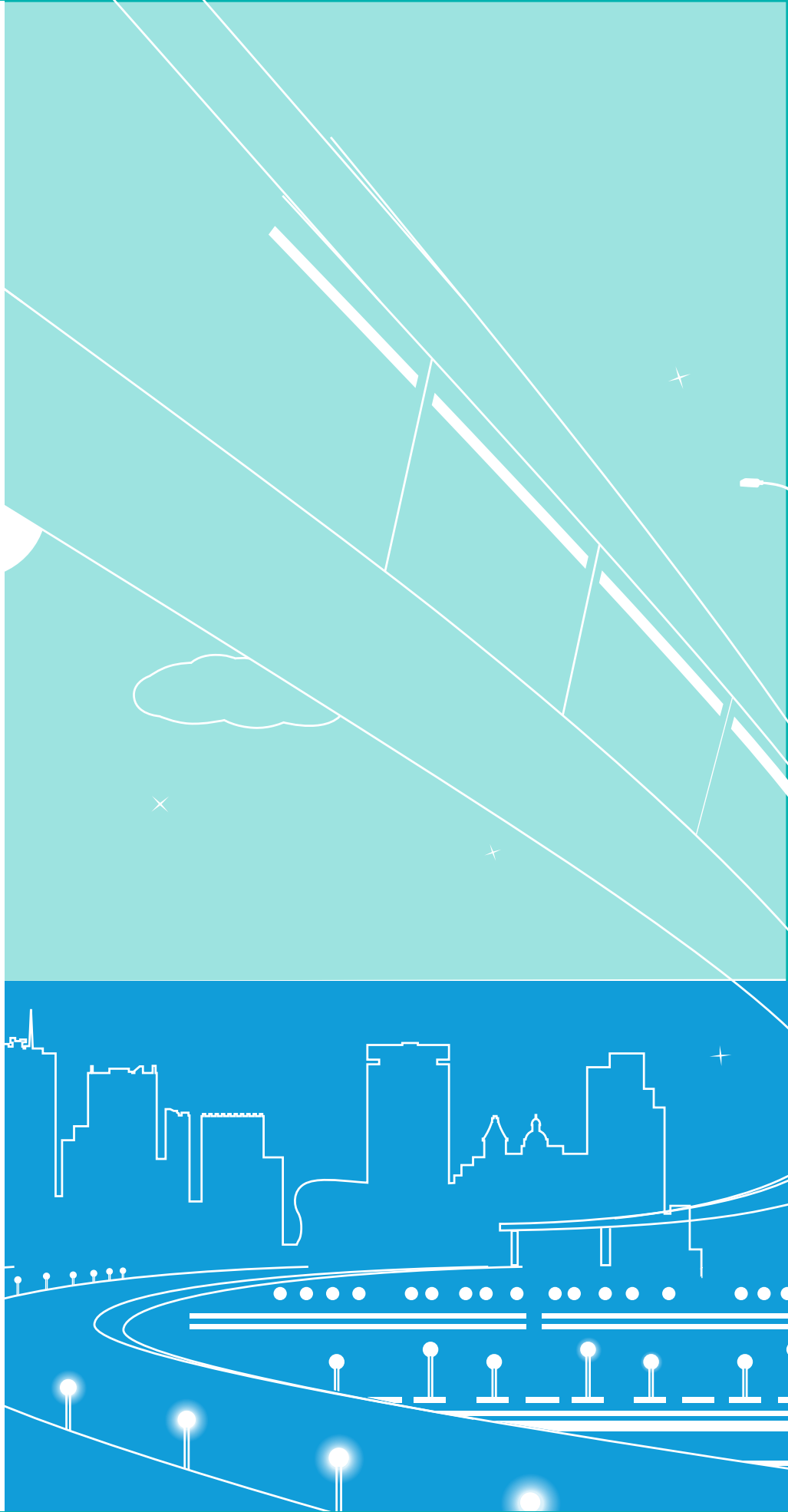


HOW WE WILL DELIVER



WHAT WE WILL DELIVER





...Better journeys on better roads