Annex C to Highways England Framework Document:

Protocol Agreement

Withdrawn October 2026

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Introduction

This document forms Annex C to the Highways England Framework Document.

It contains the requirements for the eight Protocols which Highways England have been asked to undertake by the Secretary of State and which have been agreed by both parties.

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Exercise of Statutory Functions

To the extent that these Protocols refer or relate to the exercise of any statutory functions of the Secretary of State which have not been lawfully delegated to Highways England, it will be for the Secretary of State to exercise the statutory functions and to this end Highways England may be asked to support and advise.

Cessation of a Protocol and Information Provision

The Secretary of State can ask Highways England to cease delivering any of these Protocols at any time. All records related to a Protocol that is no longer being delivered by Highways England should be returned to the Department.

Highways England shall provide the Department with any reasonable assistance, records, information and documentation related to a Protocol that the Department requires to ensure a smooth transition of service provision to another provider and to adequately understand the manner in which such a Protocol has been delivered.

Contracts

Highways England must not enter into contracts related to these Protocols that extend beyond the end of a Road Period without the written permission of the Department.

Highways England must ensure any contract entered into relating to the Protocols can be novated or transferred to the Department in the event that a Protocol is no longer to be delivered by Highways England.

Legal

Highways England shall deliver the services described in these Protocols in accordance with all applicable legislation.

1. Abnormal Loads

High level description

1.1 To authorise the movement of abnormal loads, within Great Britain, carried out by delegation under section 44 of the Road Traffic Act 1988 and for planning the movement of the largest and heaviest abnormal loads within England and Wales.

1.2 Policy for the movement of abnormal loads as contained in Circular 61/72 shall remain the responsibility of the Department however, Highways England will provide advice on any revisions.

Financial summary

1.3 Funding for this service is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period.

1.4 Highways England shall not charge for this service without written permission from the Department.

Details of service to be provided

1.5 The service that Highways England shall provide is:

- Authorisation of Special Order permits (SO) and VR1 permits within England, Scotland and Wales;
- Continued provision of the Electronic Service Delivery for Abnormal Loads (ESDAL) system to allow proactive online management of the roads and structures for abnormal loads movement;
- Updating the high and heavy load grids on an annual basis;
- Ensuring all routes must comply with the Department policy e.g. water preferred policy; and
- Management of the external contract for the ESDAL system.

Records

1.6 Highways England must ensure proper records are kept so that it can demonstrate that administration of the case work complies with the law and meets the service level agreements.

1.7 Highways England will undertake monthly monitoring and reporting of:

- Number of SOs and VR1 applications processes against the targets described under the service levels; and

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- Monthly monitoring and quarterly reporting of service levels on ESDAL system availability and delivery - part of the monthly reporting pack.

1.8 Highways England should record the reason for granting each SO.

Sub-contracting

1.9 Order making may not be contracted to a third party.

Service Levels

1.10 Highways England must meet the following service levels:

- Issue 90% of SO permits within 8 weeks;
- Issue 90% of VR1 permits within 1 week, of appropriate notification; and
- Ensure ESDAL availability 90% of the time.

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2. Dartford Free Flow Charging

High level description

2.1 To discharge certain charging authority functions and obligations on behalf of the Secretary of State in respect of the Dartford-Thurrock Crossing charging scheme as per:

- Part 3 of the Transport Act 2000, the A282 Trunk Road (Dartford Thurrock Crossing Charging Scheme) Order 2013 (SI 2013/2249) (as amended or replaced from time to time);
- Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013 (SI 2013/1783); and
- Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) (Amendment) Regulations 2014 (SI 2014/81).

2.2 To performance manage and administer the collection of the charge and enforcement management services using agreements between the Secretary of State and appointed contractors and service providers.

Financial summary

2.3 Highways England will collect the gross road user and penalty charges received from the Dartford-Thurrock Crossing Charging Scheme and transfer the same amount to the Department on a monthly basis.

2.4 Funding for this service, including for all costs arising under the Secretary of State's contracts with appointed contractors and service providers is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period.

Details of service to be provided

2.5 The service that Highways England shall provide is:

- To discharge certain charging authority functions and obligations on behalf of the Secretary of State in respect the Dartford-Thurrock Crossing Charging Scheme;
- To manage, on behalf of the Secretary of State as the charging authority, the third party supplier who is contracted by the Secretary of State to process personal data in connection with the Dartford-Thurrock Crossing Charging Scheme;
- To manage, on behalf of the Secretary of State, the charging and enforcement management of the service provider for the Dartford free-flow charging scheme so that it operates to the service levels specified in the contract. This should include addressing performance using

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remedial measures and mechanisms covered by the agreement and assisting the Secretary of State in any formal legal proceedings. Highways England shall notify the Department when seeking legal advice on matters of substance concerning the agreement.

- To produce and publish annual accounts for the Dartford-Thurrock Crossing Charging Scheme as required under Regulation 3(1) (b) of the Trunk Road Charging Schemes (Bridges and Tunnels) (Keeping of Accounts) (England) Regulations 2003. Highways England will arrange to have these accounts externally audited so that the Secretary of State can lay them before Parliament to the timescales required by the Regulation.
- To provide the Department with financial information including annual and monthly forecasts, revenue received to date and accrued monthly revenue numbers, in accordance with the agreed accounting policy and making clear the assumptions supporting the forecasts.
- To advise on possible extensions to the charging/enforcement contract and to undertake any necessary procurement exercises for the renewal of contracts.
- To encourage high levels of compliance by road users through: effective communications and enforcement of the charging arrangements: encouraging greater take up of Dart Charge accounts; and informing local residents about the discount scheme.
- To liaise closely with the Department (and vice versa) and provide advice regarding any changes in enforcement or charging policy or approach and ensure any changes are implemented and communicated effectively.
- Undertake project reviews as set out in the Business Case and share the findings with the Department.

Records

2.6 Highways England shall ensure records are kept as set out in Schedule 8.4 of the agreement between the Secretary of State and the charging and enforcement service provider.

2.7 These records will be made available to the Department as part of a monthly reporting pack and will be subject to audit.

Sub-contracting

2.8 The services under 2.1 and 2.2 of this Protocol must not be contracted to a third party.

Service Levels

2.9 Highways England must meet the following service levels:

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- Manage the performance of the charging and enforcement service provider (SANEF) so as to ensure they deliver the service levels contained in the contract.
- To provide the Department with the financial information specified in paragraph 2.5 above by working day five for monthly data and by 1 February for annual data.

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3. M6 Toll

High level description

3.1 To discharge the Secretary of State's responsibilities as set out in the concession agreement between the Secretary of State and the M6 Toll concessionaire and to ensure the M6 Toll concessionaire complies with that agreement.

3.2 Highways England must work with the concessionaire to make best use of the M6 Toll, so that the route is operated and managed effectively and efficiently.

Financial summary

3.3 Where Highways England collect any loan and loan interest income from the M6 Toll concessionaire on behalf of the Secretary of State, this is to be passed to the Secretary of State as received.

3.4 Funding for this service is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period.

3.5 For the avoidance of doubt, any assets relating to the M6 Toll will be held by the Secretary of State and will not appear on Highways England's Statement of Financial Position.

Details of service to be provided

3.6 The service that Highways England shall provide is:

- To assist the M6 Toll concessionaire when they are seeking approval of Traffic Regulations Orders from the Secretary of State;
- To ensure compliance with reporting requirements, including those for six monthly traffic figures, aspects of network occupancy, winter maintenance provisions and planned works;
- To have regular discussions with the M6 Toll concessionaire covering a range of matters relating to the operation of the road and the concession arrangements; and
- To work with the M6 Toll concessionaire in the development of the M6 toll link road so that the development of this scheme minimises detrimental effects on the operation of M6 Toll road and ensure Highways England seeks a contribution from M6 Toll concessionaire, as agreed, for the M6 Toll link road.
- To provide the Department with financial information including annual and monthly forecasts, revenue received to date and accrued monthly

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revenue numbers, in accordance with the agreed accounting policy and making clear the assumptions supporting the forecasts.

- To provide the Department with the debtor information, quarterly, in accordance with the agreed accounting policy with financial models and any relevant supporting details.

Records

3.7 Highways England shall keep records that:

- Demonstrate a regular dialogue with the M6 Toll concessionaire; and
- Contain the details of any signs approvals sought by the M6 Toll concessionaire.

3.8 These records shall be made available to the Department as reasonably requested and will be subject to audit.

Sub-contracting

3.9 The services under 3.1 and 3.2 of this Protocol must not be contracted to a third party.

Service Levels

3.10 None specified.

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4. Dartford and Local Authority Pension Schemes

High level description

4.1 To be responsible for discharging the liabilities arising from the Secretary of State's commitment to fund any future deficits in the Dartford Pension Scheme, the Severn River Crossing Pension Scheme and the Local Authority Pension Schemes (arising from historic Road Construction Units) and administer the contributions for these funds.

Financial summary

4.2 Funding for this service, including any additional contributions required to be paid, is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period. This bid must take account of any information from the pension schemes.

Details of service to be provided

4.3 The service that Highways England shall provide is:

- To make payments to the appropriate fund related to the Road Construction Unit liabilities;
- To continue to nominate a trustee for the Dartford Pension scheme;
- To take account of actuarial reviews of the pension funds to which it makes contributions so that accurate provisions and disclosures are made in the Highways England accounts and to the Department.

Records

4.4 Highways England must keep appropriate records including invoices received, dates and amounts of payments made, forecasts of and provisions for future liabilities and updated valuations of pensions.

Sub-contracting

4.5 Highways England may contract out all or part of this function with the approval of the Secretary of State.

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Service Levels

4.6 Highways England must make payments to the pension schemes within 28 days of receiving an invoice or funding request.

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5. Historical Railways Estate

High level description

5.1 To manage the Historical Railways Estate (HRE), as defined by the Public Bodies (Abolition of BRB (Residuary) Limited) Order 2013, on behalf of the Secretary of State, including the inspection and safe maintenance of disused former railways structures, managing parcels of former railway land and property, managing the letting of properties and seeking transfer of the HRE to local authorities or other bodies.

5.2 The HRE includes structures, property and land within Scotland and Wales, as well as England.

5.3 Highways England shall discharge the functions with the same due care and diligence as if they were the owner of the HRE and were subject to the same statutory responsibilities and common law liabilities.

5.4 Subject to 5.8 below, Highways England's management of the HRE on behalf of the Secretary of State will include meeting from existing funding all costs associated with the property, including all claims, charges and damages arising directly or indirectly from damage to property and/ or persons (including death) subject to paragraph 8.5 of this Framework Document.

Financial summary

5.5 Funding for this service is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period.

5.6 The relevant assets are held by the Secretary of State and do not appear on the Highways England Statement of Financial Position.

5.7 Any income obtained from exploiting any part of the HRE estate must be used to maintain other parts of the HRE.

5.8 Where, in connection with structures sold or transfered to non-statutory bodies, a claim is proven in accordance with the contingent liabilities agreement as laid before Parliament on 25 January 2001, the Department will provide the funding to meet these liabilities.

Details of service to be provided

5.9 In carrying out these services, Highways England must engage and cooperate with, and provide information to, any agent the Department may appoint to advise on the performance of the management of the HRE. To this end Highways England will work with the Department's agent to develop a reporting methodology, meeting with the agent each

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quarter to report on the progress made on delivery of the agreed services. The agent might be a person or Company as decided by the Secretary of State from time to time.

5.10 The service that Highways England shall provide is:

- To seek to reduce the liabilities for the Secretary of State in terms of individual structure safety.
- To seek to maximise the level of rental income, manage tenancies appropriately, recover possession of properties and seek to minimise holding costs, consistent with the objective of keeping the properties safe, legally compliant and secure.
- To actively cooperate with the Department in their endeavours to transfer the Heritage Estate (in whole or in part) to local authorities and other third parties. In doing this Highways England will produce and maintain a plan of engagement, targeting those with high numbers of structures or large liabilities. Highways England will support the Department in its administration of any transfers of the HRE to third parties.
- To seek to identify opportunities for the disposal of land and property assets, obtaining market value.
- To undertake an annual programme of inspections of the railway structures.
- Depending on the inspections outcomes, to establish appropriate maintenance programme based on safety, priority ranking and affordability.
- Where Highways England seeks any professional advice in relation to the HRE it shall ensure that any such adviser is made aware that it owes a duty of care to the client in relation to professional advice provided by it to Highways England.
- To undertake Engineer's site audit and site safety audits for all major works schemes.
- To manage and inspect land and property to ensure they remain secure, not illegally occupied and not a danger to the public.
- To continually review the land and property portfolio to ensure regulation of occupation, and that the portfolio is safe and free of any potential hazards;
- To manage existing and future residual liabilities for structures sold or transferred to non-statutory bodies, including the maintenance of these structures in the event the purchaser defaults.

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Records

5.11 Highways England must ensure the available existing records are stored according to records management best practice including recording on e-PIMS (including electronic boundaries). All future records shall be also kept to these standards.

5.12 Highways England shall keep and provide full and comprehensive records of all available past, current and proposed actions, contracts, rental income and costs relating to the HRE and provide any reasonable additional information as the Department or any statutory authority shall require.

5.13 Highways England shall record income collected, income due, rental arrears and provide this information to the agent each quarter.

5.14 Highways England must allow the Department and its agent access to its records and must work with the Department's agent to develop appropriate access arrangements.

Sub-contracting

5.15 Highways England may contract out all or part of this service to a third party.

Service Levels

5.16 Highways England shall use personnel who possess the skills and experience which are appropriate to managing this class of property on behalf of the Secretary of State who is the freehold / leasehold owner of these properties.

5.17 All structures are subject to one visual inspection per year and at least one detailed inspection every six years or when reasonably required for the condition of the structure.

5.18 Engineer's site audit on 5% of all railway structures annually.

5.19 At least one Engineer's site safety audit for all major works schemes annually.

5.20 All inspections to be reviewed by accredited Engineers within 30 calendar days of receipt.

5.21 All unlet property to be inspected every 14 days, or every 28 days, where agreed this is appropriate.

5.22 All unlet land to be inspected every six months.

5.23 All let property or land to be inspected annually.

5.24 The reporting methodology and a set of service level agreements will be agreed with the agent.

5.25 The existing records shall be stored according to records management best practice by October 2015. Once this has been achieved Highways England shall notify the Department.

5.26 Commission valuations for 20% of the rentable property so they are completed by 1 February each year (all rentable property to be valued in the first Road Period).

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Annual Audit

A.1 The Annual Audit will include:

- The standards adopted by Highways England when undertaking examinations, structural assessments and scour, and the standards used to repair or demolish structures;
- A review of the projects completed, comparing the plan with the actuality;
- A look ahead to the projects proposed for the rest of the Road Period and the budget provision required to deliver the programme;
- Maintenance work completed and a review of whether this provides value for money compared to other options;
- Methods of procurement;
- Qualifications and experience of the staff.

Quarterly Activity Reports

A.2 The Quarterly Activity Reports will provide information on the following service levels:

Safety

- Accidents, reportable and non-reportable including actions taken;
- Examinations – progress against programme of planned work;
- Assessments, particularly public road structures, and actions proposed;
- Scour – phase 1 and 2 assessments and actions taken;
- Structural collapse, in date for examinations otherwise; and
- Structure Ranking Changes.

Project

- Major works projects undertaken against the programme;
- Minor works – number of repairs undertaken and expenditure;
- Review of emerging trends (if any);
- Consultant instructions issued and delivered; and
- Overall expenditure against budget.

Incident

- The number of reported incidents of:
- Vandalism;
- Legal challenges; and
- Bridge strikes.

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6. National Salt Reserve

High level description

6.1 To hold an emergency national salt reserve for English Local Highway Authorities. This reserve is only for use as a 'last resort' in the event of normal domestic salt supply channels being unable to meet the demands of Local Highway Authorities.

6.2 To maintain the salt in a good standard, protecting the stock from the effects of leaching from rainfall and inclement weather.

6.3 To manage the distribution of the salt to English Local Highway Authorities in volumes directed by the Department and manage the associated collection of charges for the salt. This includes arranging delivery and management of appropriate records.

6.4 To work on the basis, unless otherwise instructed, that a new contract should be procured to continue the service after the current contract with the third party supplier ends in April 2018.

Financial summary

6.5 Ownership of the national salt reserve has been transferred to Highways England and the appropriate carrying value will appear as an asset on the Highways England Statement of Financial Position.

6.6 Funding for this service is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period.

6.7 The current out-sourced contract expires in April 2018 and funding for the new contract has been assumed along the lines of current contract allowances.

6.8 Where Highways England incurs costs through the procurement of additional salt above the budget allocation agreed in the Highways England RDEL budget, and at SR15, the Department shall provide further funding to cover these costs.

Charging for service and treatment of income

6.9 Highways England may charge Local Highway Authorities for the costs of the salt and distribution at the price stipulated by the Department.

Details of service to be provided

6.10 The service that Highways England shall provide is:

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- To hold the national salt reserve (approximately 290,000 of salt) and manage this on behalf of the Secretary of State;
- To store and maintain the national salt reserve using best practice in particular protected against leaching from rainfall, inclement weather and kept safe and secure;
- To arrange for the delivery of salt from the national salt reserve to Local Highways Authorities as specified by the Department;
- A stock management system must be put in place to enable accurate tracking and recording of all despatches from the national salt reserve;
- To, at the request of the Department, replenish the reserve to a level specified by the Department;
- To, at the request of the Department, provide information on the current stock holding of strategic salt; and
- To work with the Department to procure a new contract commencing in April 2018 to store the national salt reserve. This will include consulting the Department on service requirements for the requirements including the amount of salt that is required to be stored.

Records

6.11 Highways England must keep records detailing any sale of salt, including to whom, the amount sold, the date distributed, the amount charged and when the invoice was paid.

Sub-contracting

6.12 Highways England may contract out all or part of this service to third parties.

Service Levels

6.13 Highways England must meet the following service levels:

- Deliveries to Local Highway Authorities must take place within 5 days of being notified;
- At the end of each financial year provide the Department with a report which details salt supplies to Local Highway Authorities; and
- On 30 April each year inform the Department how much salt they hold in the national salt reserve and the level of degradation that occurred in the previous year.

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7. Severn Crossings up to the end of the concession

High level description

7.1 To discharge the Secretary of State responsibilities as set out in the concession agreement.

7.2 To ensure Severn River Crossing PLC complies with the concession agreement.

7.3 To ensure the Department has the required information regarding the financial and operational performance of the Crossings.

7.4 To provide input into the strategic study on the future of the Crossings and to work with the Department in implementing the outcome of the strategic study.

7.5 To ensure the liability for the cables on the M48 Bridge is managed on a whole life cost basis.

Financial summary

7.6 Funding for this service is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period

7.7 Where Highways England collect any loan income from Severn River Crossing PLC on behalf of the Secretary of State, this is to be transferred to the Department as received.

7.8 For the avoidance of doubt, the assets that constitute the Severn River Crossings will be held by the Secretary of State and will not appear on Highways England's Statement of Financial Position.

Details of service to be provided

7.9 The service that Highways England shall provide is:

- To discharge the Secretary of State responsibilities as set out in the concession agreement;
- To supervise Severn River Crossing PLC to ensure that it adequately maintains the Crossings in accordance with the terms of the concession agreement;
- To provide a winter maintenance service for the Crossings;

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- To provide a Traffic Officer Service including management of incidents and co-ordination of any closures for the Crossings;
- To provide next generation vehicle recovery service for the Crossings;
- To manage the latent defects in the M48 crossing cables with an aim to reduce any liability and the cost of future maintenance through a proactive inspection programme;
- To keep the Department informed if the condition of the cables deteriorates or they consider that a more rigorous inspection system needs to be put in place;
- To provide the Technical Approval Authority for the Crossings including the management of the main cable corrosion issues;
- To work with Severn River Crossing PLC on the asset survey at the end of the concession and inform the Department of all outstanding issues which that survey raises;
- To assist Severn Crossing concessionaire when they are seeking approval of Traffic Regulations Orders from the Secretary of State;
- To produce and publish audited annual accounts for the Severn Bridges as required under Section 28 (2) (a) of the Severn Bridges Act 1992 and in accordance with any Direction given by HM Treasury;
- To participate in the study considering the future of the Crossings, provide the Department with information, and participate in workshops and meetings as required;
- To prepare for the new governance arrangements post-concession that stem from the strategic study on the future of the Crossings;
- To provide the Department with full financial information including annual forecasts and monthly forecasts in relation to the loan (including the final interest and capital repayments) and in relation to the Severn Bridge asset (including additions, impairment and depreciation), making clear the assumptions supporting the forecasts; and
- Provide the Department with the loan debtor number(s) monthly, in accordance with the agreed accounting policy, and with any relevant supporting details.

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Records

7.10 Highways England must keep accurate accounts of both the condition of all latent defects and all work undertaken.

7.11 Highways England must keep accurate financial information so that the Department can accurately estimate when the concession will end and that the Secretary of State's accounts are developed from an appropriate evidence base.

7.12 Highways England must keep accurate records on the asset survey that takes place at the end of the concession.

7.13 All these records will be made available to the Department as reasonably requested and will be subject to audit.

Sub-contracting

7.14 Highways England may contract out all parts of this Protocol to third parties, except for the audited annual accounts for the Severn Bridges as required under Section 28 (2) (a) of the Severn Bridges Act and the management of the concession.

Service Levels

7.15 None specified.

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8. Technical Regulations

High level description

8.1 To provide, on behalf of the Secretary of State, on-going maintenance and development of the standards, guidance and specifications for all works on the motorway and all-purpose trunk road network. These will include, amongst others, the Design Manual Roads and Bridges (DMRB) and the Manual of Contract Documents for Highways Works (MCDHW).

8.2 To develop and update design principles and associated standards for aesthetics, landscape and biodiversity to provide roads and structures reflect the environment in which they are located.

8.3 To undertake an initial review of the usability, structure and content of DMRB by April 2016, and depending on the conclusions of the review and advice from the Design Panel, develop a work programme to refresh the DMRB during the first Road Period so that it reflects the needs of its users. The review should involve a range of stakeholders.

8.4 To comply with the Guidance for Officials on the application of the Technical Standards and Regulations Directive, notifying the Department for Business, Innovation and Skills (BIS) of new technical standards or changes to existing ones. Highways England must ensure the mandated standstill period is observed and due consideration is given to any objections that are raised.

8.5 To inform the Department on an exception basis or periodically, of any notification sent to the European Commission, briefly stating the date of the notification, details of objections received, the date of end of notification and the publication date. Highways England must work with Department in the development of any response to an objection.

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Financial summary

8.6 Funding for this service is included in the current Highways England RDEL budget and will be part of the SR15 RDEL bid for the rest of the RIS period.

8.7 Highways England shall not charge for this service without written permission from the Department.

Details of service to be provided

8.8 The service that Highways England shall provide is:

- To maintain and develop standards, guidance and specifications for all works on the strategic road network, in order to provide and improve an effective and appropriate set of requirements to enable the efficient delivery of cost effective improvement, maintenance and operation of motorways and trunk roads in the United Kingdom.
- To ensure standards, guidance and specifications remain up to date. Highways England will undertake an initial review of the technical regulations with its main users, technical institutions and other interested parties, including devolved administrations. This must seek to reduce the number of prescriptive standards and increase the number of performance standards, in line with industry best practice, and thereby reduce the need for departures from standards.
- To take advice from the Design Panel about standards, guidance and specifications. The Design Panel shall provide an initial view of standards for consideration by 1 October 2016.
- Results from the review will be implemented and brought into force in relevant documents such as DMRB as quickly as practical over the course of the first Road Period, unless the Secretary of State and Highways England agree that the scale of these changes represents a fundamental structural revision of how standards work.
- The development of any revised standards will normally, at the discretion of the Chief Highways Engineer, be undertaken by a technical project board (TPB). The TPB will usually take advice from the original proponent of change and take steps to ensure that the proponent can provide feedback before a standard is approved by the Chief Highway Engineer. In the case of proposals involving the Design Panel, the Panel as a body will be treated as the proponent.
- In maintaining and developing the technical regulations, particular attention should be placed on principles of good design, technological developments, supporting innovation and efficiency so that they do not constrain cost effective solutions. They should also consider the areas of improving safety, the importance of better environmental outcomes, improving health, supporting walking, cycling and integration with public transport, improving landscape, taking a whole life cost approach to assets and the quality of life.

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Records

8.9 Highways England must keep adequate records that show how decisions in revising standards, guidance and specifications for all works on the strategic road network were made.

Sub-contracting

8.10 Highways England may contract out the production of revised sections of technical regulations documents, but must not contract out the management of or policy for technical standards, guidance and specification.

Service Levels

8.11 Highways England must meet the following service levels:

- By 1 April 2016, undertake an initial review of the structure and scope of technical regulations in the DMRB consulting with devolved administrations, main users and industry bodies;
- Take action on the points raised by the Design Panel's initial view of standards, as provided by 1 October 2016; and
- To incorporate the results from the review including views from Design Panel, into relevant documents such as DMRB as quickly as practical during the course of the first Road Period.

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