



PROJECT WORKBOOK

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PROJECT TITLE	Road User Performance Metrics
PROJECT SPONSOR	Guy Dangerfield
PROJECT MANAGER	Murray Leader
WORKPLAN/BUSINESS PLAN CATEGORY	AB DfT CORE BUDGET MUST DO / CHOOSE TO DO
PROJECT CODE	B72

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SENSITIVE?	No: the project details / outcomes are publicly disclosable
TRANSPORT FOCUS AIM	Aim 2: Making a difference for transport users through long term planning
WORK/BUS PLAN CATEGORY	A/B DfT CORE BUDGET MUST DO / CHOOSE TO DO
WORKSTREAM OR PROGRAMME	Roads



PROJECT BRIEF FOR APPROVAL

A PROJECT SUMMARY

One of Transport Focus's key aims in 2016/17 is to provide effective user input to development of the Government's investment plans for the England's Strategic Road Network. There is agreement among the Office of Rail and Road (ORR), Highways England and the Department for Transport (DfT), that road users views should shape the 'performance specification' Highways England is asked to meet in Road Period 2 (2020-2025).

The current metrics, some of which have a target linked to them, cover: safety; user satisfaction; network availability; incident management; delays; and surface quality. It is quite possible that these cover the things road users regard as the priority issues, and measure them in a way that makes sense to users. It is also quite possible that they don't.

The objective of this research is to establish what users want measured and how they want it measured. Ultimately, it will deliver insight to shape the performance specification so that it focuses Highways England on delivering what road users want to the greatest extent possible – and using metrics that are meaningful to them.

This project has been conceived as a jointly funded project between Transport Focus and ORR on a 50/50 basis, but with Highways England and DfT as key non-funding stakeholders. ORR have confirmed that the necessary internal approvals have been obtained.

B MEASURABLE OUTCOMES OF THE PROJECT: Please list the top 3 ONLY. These will be used to assess project performance

B1	Which issues are most important to measure and potentially target, including their relative importance
B2	How the measures for each issue should be shaped
B3	At what level targets for each should be set for each measure of interest

C NEGATIVE IMPACT: what are the consequences of not doing the project or not doing it now?

If this project is not done - then a large slice of RIS2 activity will not be measured against targets that are meaningful to users. This type of work is core to putting the user voice forefront. Not doing it would be a major missed opportunity.

D COST: what is the total cost of the project, including VAT? Costs you provide will be used to assess project performance.

80,000.00

Breakdown of costs	Description	C/Centre	Amount	Contributions from third parties (including DfT if the funds come from a DfT programme budget)	Third parties	£ direct	£ inv	£ m/fee	£40,000
	Market research agency s	RDS/RDS	£76,500		ORR - agency cost	-£38,250			
	Publication	RDS/RDS	£3,500		ORR - publication cost	-£1,750			
	Total		£80,000	Total	-£40,000	£0	£0		£40,000
								Project permitted variance	£2,000

E COST PROFILE: Please show when costs to be borne by Transport Focus are likely to become due for payment

	April	May	June	July	August	Sept	October	Nov	Dec	Jan	Feb	March	Total
Financial year 2015-16													£0
Financial year 2016-17					£19,125		£19,125	£1,750					£40,000
Financial year 2017-18													£0
													£40,000

F PROJECT STAKEHOLDERS: please indicate which of our stakeholders have an interest in this project, and to what extent

ORR	Agree					
DfT	Consult					
Highways England	Consult					

G OUTLINE PROJECT PLAN: Transport Focus projects have ten key stages. Please provide milestone month-end dates for those shown (eg Mar-16 means the end of March 2016). These will be used in assessing project performance

PRE-PROJECT			Date	IN-PROJECT			Date	POST-PROJECT			Date
KS1	Conceptual			KS3	Project brief in development			KS8	Review awaiting sign-off		Jan-17
KS2	Workplan priority			KS4	project brief approved: project live		Jun-16	KS9	Review signed off by MT		
				KS5	Project complete: with PIT/Comms		Nov-16	KS10	Outcomes / lessons logged		
				KS6	Project complete: awaiting publication / closure						
				KS7	Project published / closed		Dec-16				

H PROJECT RISKS what are the top 3 project risks and how will you mitigate their potential impact?

#	Description of risk	RAG	Mitigating measures in place / planned	Res RAG
1	Project gets delayed whilst awaiting formal approvals	MEDIUM	Ensure project keeps to timetable	MEDIUM
2	Publish report report takes longer to complete	MEDIUM	Ensure clear lines of responsibility and timescales are communicated to all stakeh	LOW
3	Research take longer than expected to complete	MEDIUM	When tendering we will examine agency proposals for delivery reliability	LOW

I IMPACT ANALYSIS: once you have completed your impact analysis, please select your conclusions from the drop down list

Equalities impact assessment s

A: an EIA screen has been completed and a full EIA is not required

Privacy impact assessment screen

A: a PIA screen has been completed and a full PIA is not required

Other teams impacted by this project and extent of pre-project planning (KS2) for collaboration:

Team	Extent of involvement	Pre-project cross team work planning	Date of discussion
Chief Executives Team	Practically none	I've thought about it but have yet to get around to it	
Communications Team	Some	We've had some detailed discussions about it	20/06/2016
Finance Team	Some	We've had outline discussions about it	23/06/2016

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WORKSTREAM OR PROGRAMME	Roads



PRIVACY IMPACT ASSESSMENT SCREEN

Some projects require a privacy impact assessment to assess the possibility of an impact on the privacy of individuals. Most, however, do not.

All projects are therefore screened to check that a full PIA is not required. Where it is, you should raise the matter with the **Senior Information Risk Owner**.

Step 1: Data flow mapping

Data Source	Purpose of flow	Data sensitivity	Frequency	Volume	Key stakeholders involve	Method of flow	Data risk

Step 2: Sensitive personal data

Does ANY flow of data include sensitive personal data as defined by the Data Protection Act 1998?	No
If you have answered yes, probably or possibly to the previous question please confirm you have the informed consent of the data subject to use their sensitive personal data	No

Step 3: Further questions to help determine the scope for privacy breach or data handling failure

			Please comment if you are unable to answer 'no'
A	Does the project involve IT hardware or software that has substantial potential for privacy intrusion?	No	
B	Does the project involve the intrusive identification of individuals or 'data subjects'?	No	
C	Might the project have the effect of changing current personal anonymity arrangements	No	
D	Does the project involve multiple, complex, organisations where data protection might be problematic?	No	
E	Does the project involve new or significantly changed methods of data handling?	No	
F	Does the project involve changing the way we handle multiple records of personal data in datasets / datab	No	
G	Does the project involve new or significantly changed handling of personal data from a large number of pe	No	
H	Does the project involve new or significantly changed configuration of personal data from personal source	No	
I	Is the project likely to impact on public security measures?	No	
J	Does the project involve the systematic disclosure of personal data to, or access by, third parties that are not subject to any kind of privacy regulation? Regulation may include, but is not limited to, The MRS Code of Conduct or a Data Sharing Agreement concluded with Transport Focus.	No	

Step 4: Conclusion

Based on the information you have thought through above, you now need to determine where there is a need for a privacy impact assessment for this project.

Select the most appropriate statement on your project brief. Remember, on considering the brief for approval, Management Team may change your statement!

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EQUALITIES IMPACT ASSESSMENT SCREEN

Step 1: please complete the following screen by selecting options from the drop down list. It is very easy just to select 'no' but please think carefully. Your answers may be scrutinised in the event of any audit of our compliance with the Equalities Act. All answers are **mandatory**.

Gender	Age	Sexuality	Disability	Marital status	Political belief	Religion	Racial group
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1. Is there likely to be an impact on opportunity for those groups of people who may be affected by this project?

No	No	No	No	No	No	No	No
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2. Are there opportunities to better promote equity of opportunity among people of these groups?

No	No	No	No	No	No	No	No
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3. Is the project likely to impact on good relations between people of the following groups?

					No	No	No
--	--	--	--	--	----	----	----

4. Are there opportunities to better promote good relations between people of the following groups?

					No	No	No
--	--	--	--	--	----	----	----

If you have answered 'yes' or 'probably' in response to any of the above, please provide details below of what you might do in pursuit of our duty to do something

Step 2: Conclusion

Based on the information you have thought through above, you now need to determine where there is a need for an equalities impact assessment for this project.

Select the most appropriate statement on your project brief. Remember, on considering the brief for approval, Management Team may change your statement!

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SENSITIVE?	No: the contents of this brief are publicly disclosable
TRANSPORT FOCUS AIM	Not directly related to a Transport Focus Aim
WORK/BUS PLAN CATEGORY	A/B DfT CORE BUDGET MUST DO / CHOOSE TO DO
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FROM MICHELLE CALVERT, BUSINESS SERVICES EXECUTIVE

PROJECT AUTHORISATION NOTIFICATION (PAN)

- 1 Management Team considered this project brief on
 2 Management Team's consideration of this project was

27/06/2016
Approved subject to the qualifications set out below

QUALIFICATIONS OR REASONS FOR NON APPROVAL

This project brief must now go to the Board for further approval due to the total budget cost being over £75,000.

- 3 Costs are reconfirmed as follows

The total cost of the project, including VAT is				0.00
Costs to be borne by Transport Focus core budget	Description	C/Centre	Amount	
	Commissioned research	RDS/RDS	76,500.00	
	Design, print, issue, launch	RDS/RDS	3,500.00	
	Other			
	Total		80,000.00	
Funding from third parties (including DfT if the funds come from a DfT programme budget)	Third parties	£ direct	£ inv	£ m/fee
	ORR - agency cost	-38,250.00	0.00	0.00
	Total	-38,250.00	0.00	0.00
	Project permitted variance			41,750.00
				2,087.50

- 4 Management team reviewed the **risks** you identified and made any comments as follows:

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- 5 Management team reviewed your **impact assessments** and has either reconfirmed them or changed them as follows:

Equalities impact assessment screen	Privacy impact assessment screen
A: an EIA screen has been completed and a full EIA is not required	A: a PIA screen has been completed and a full PIA is not required

- 6 **Regular in-project reviews are required** by this framework as approved by Audit & Risk Assurance Committee.

Based on the estimated life cycle of this project you are **required** to report project progress to me **Monthly**

Where project progress reports are monthly or less often, your report must be completed (and I must be notified) **no later than the Monday before the monthly MT meeting**

- 7 **Project code:** I have assigned the following project code to this project **B72**

This code will be used by the Resources team to allocate budget and record costs, and you should use this code in all communications with the team.

- 8 **Board approval:** The value of this project (or otherwise the extent to which it may be regarded as novel or contentious) means it **must now be** sent to the board for final approval

- 9 This PAN is made under the authority of Management Team based on its delegated authority from the Board e-signed by:

X
 Michelle Calvert
 Business Services Executive

Michelle Calvert 29/06/2016