

# Connecting the Country webinar

10<sup>th</sup> November 2023

# Agenda

<b>10:00</b>	Welcome, introductions, objective of the session and safety moment	AD	10 mins
<b>10:10</b>	Overview of Connecting the country, focus areas and levels of service	AD/LC	25 mins
<b>10:35</b>	Feedback on Connecting the country trends, ambitions, delivery plan and levels of service concept	All	20 mins
<b>10:55</b>	Wrap up and thanks	AD	5 mins
<b>11:00</b>	Close		

# Network Strategy Team



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Our team is the Network Strategy team in the Strategic Planning Group. We are responsible for the long-term strategy for NH and the SRN as well as being a key team for the Digital Roads programme.

Today we will be covering Connecting the Country: our long-term strategic plan to 2050 & our proposed customer levels of service

# Objective of session

Discuss your thoughts and feedback on the trends, vision and our ambitions to 2050 and levels of service concept

## Practicalities

Please raise hand or use the chat function

Proposing to record the session to capture feedback

There will be opportunities to capture further feedback following the session



# Safety moment



# Autumn is coming! But so are the winter blues...



- 1 in 3 in the UK suffer from SAD in Winter (Seasonal Affective Disorder) (YouGov)
- In Winter 2022, ~50% of Brits experienced challenges to their mental health once a week or more (Mind) 

## Make the most of natural light and fresh air

- Spend time in natural light, get away from your desk
- Sit (if possible) near a window
- Lunchtime walks



## Routine!

- Try to keep to usual sleep and wake times
- Create a clear divide between work/personal time



## Hobbies

Hobbies can:

- Keep the mind busy
- Help you feel productive, relaxed, and satisfied

Something to look forward to and concentrate on

## Move and fuel your body

Exercise can:

- Release endorphins
- Reduce stress
- Improve sleep

Your gut and brain are linked!  
Good food boosts your mood and gives you more energy

## Socialise

Socialising can:

- Help reduce feelings of loneliness
- Sharpen memory and cognitive skills
- Increase sense of happiness and wellbeing



# Overview of Connecting the country, focus areas and levels of service

# Question

Have you heard of Connecting the country: our long-term strategic plan to 2050?

Please respond through the poll in the chat



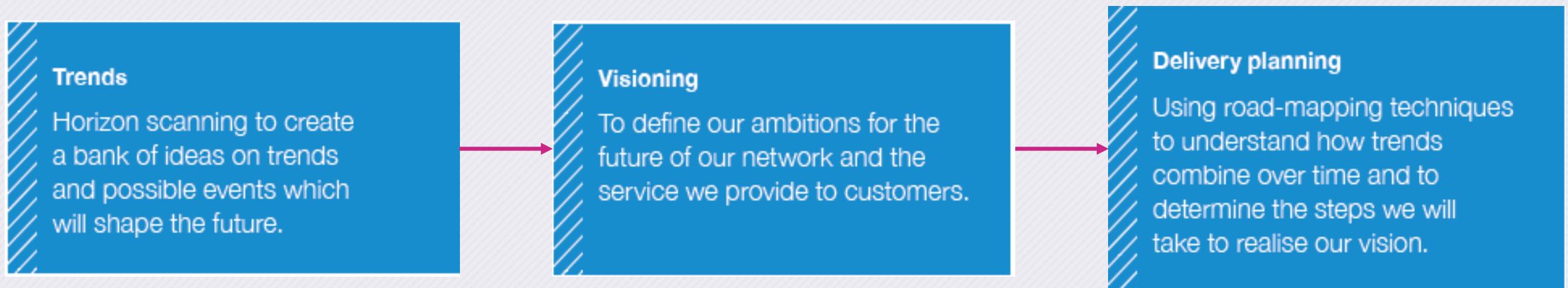
# Connecting the country

Connecting the country: our long-term strategic plan has been published alongside the SRN Initial report and 20 Route strategy initial overview reports in spring 2023.

## Our long-term vision:

“The SRN is part of a seamlessly-integrated transport system that meets our customers’ needs by connecting the country **safely** and **reliably**, delivering **economic prosperity**, **social value** and a **thriving environment**”

## Our approach:



# Our 2050 ambitions

To guide us on our path to 2050 we have analysed available evidence to understand both historic and future trends, grouping our **9 focus areas** under **3 core themes**:

## How much our customers will travel

*The demand for travel is likely to increase over the long-term.*

Our network will play a critical role in supporting growth as part of an integrated transport system.

Growth & levelling up  
Car Travel  
Freight & Logistics

## How our customers will experience travel

*Technology will transform how people experience travel*

Travel on our network will be safe, sustainable and increasingly connected

Safety  
Digital  
Decarbonisation

## How we will manage our network

*The way we manage our network is evolving*

We will deliver stress-free customer journeys whilst acting “beyond roads” to improve the quality of life in local communities.

Customer experience  
Sustainable network dev.  
Asset resilience

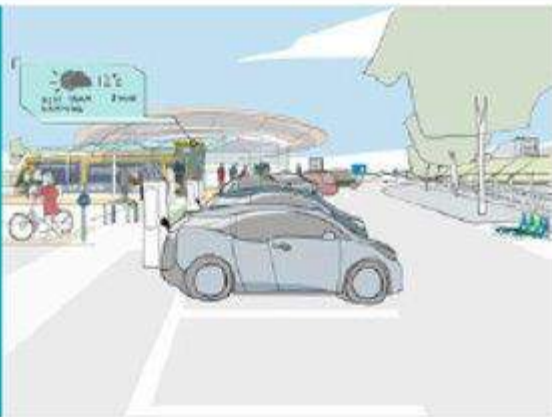
Feedback on Connecting the country trends, ambitions,  
delivery plan and levels of service concept



## Growth and levelling up



## Car travel



## Freight and logistics



## Our ambition

Regardless of which region our customers are travelling through, they will receive the same high level of service and connectivity.

We will have defined service levels across our roads and will work with stakeholders to remove regional disparities in performance and connectivity, affording equal opportunity to all.

Network optimisation and modal integration will enable fast and reliable journeys. We will optimise the SRN and create a fully-integrated national transport network, working with partners to deliver seamless multi-modal travel. We will help customers choose the right mode for their journeys and support viable alternatives to short hop journeys on our network.

Our network will provide unimpeded access to domestic and world markets, driving national competitiveness. Freight will move freely across the SRN, enabled by network improvements on key freight corridors, around international gateways and at major consolidation centres. High-quality corridors will serve autonomous freight movements and we will work with partners to create a national multi-modal freight network that maximises the efficiency of movements.

## Our delivery

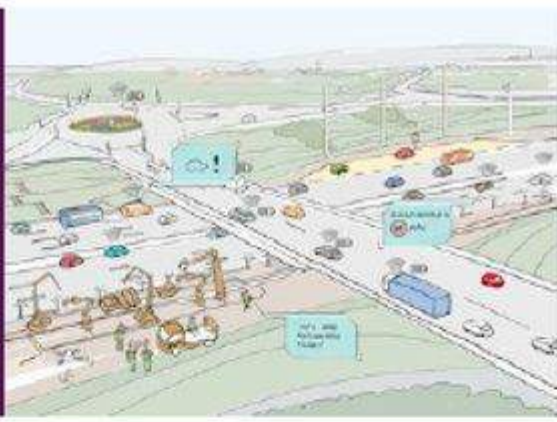
- Increasing productivity and competitiveness through delivery of nationally-significant infrastructure
- Improving performance monitoring, visibility and targeted enhancements
- Enabling businesses to grow through close collaboration with SRN-reliant sectors
- Unlocking sustainable growth and productivity by working in partnership with other network operators and the private sector

- Effective network optimisation improvements to bring tangible local benefits, such as reduced incidents and congestion
- Seamless network integration with other roads, modes and hubs
- Supporting modal shift by making it easy for customers to choose the right mode(s) for their journeys, including active travel
- Increased visibility and management of live network performance

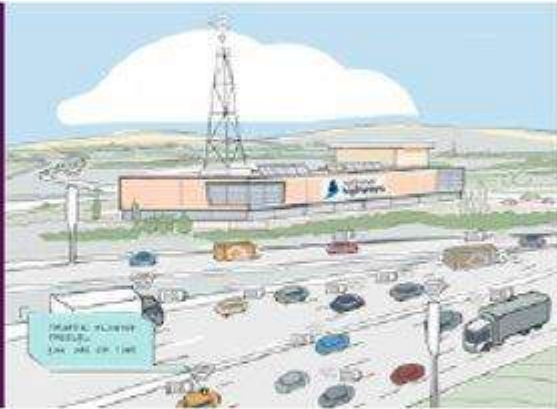
- High-quality freight corridors to all major ports of entry and hubs
- Targeted modal shift of freight to short-sea shipping and rail
- Consolidation of freight, particularly where the SRN meets urban areas
- Accelerated delivery of infrastructure to facilitate autonomous freight
- Improved freight facilities



## Safety



## Digital



## Decarbonisation



## Our ambition

**Our roads will be the safest in the world. No one will be harmed when using or working on the SRN.** Our focus on safety will avoid physical, mental and emotional harm to individuals. A safer network will also improve journey time reliability, providing economic benefits.

**National corridors will be CAV-enabled, providing congestion and safety benefits. Freight automation will be established on routes to major international gateways.** Our customers will travel on digitally-enabled roads, making their journeys safer, more efficient and environmentally sustainable. Our design, construction and operational activities will be fully digitised and automated.

**The SRN will be decarbonised, placing roads at the heart of the UK's net zero future.** We will remove carbon from our operations (by 2030), our construction activity (by 2040) and support the transition to carbon-free travel on our network (by 2050).

## Our delivery

- **Safer roads**, targeting every part of our network to be rated iRAP three-star or above, where possible
- **Safer people and vehicles** through driver education and campaigns, minimum standards of vehicle connectivity and dynamic network management
- **Safer speeds**, improved **post-collision response** and **road safety management**
- Digital design and construction to reduce risk associated with road works and **maintenance activities**

- **Digital design and construction** by default, with greater automation as well as modular and off-site construction to drive productivity gains
- Increasingly **digital operations** by leveraging data to support increasingly pre-emptive interventions
- Delivering **digital for customers** through increased visibility and management of the live network to keep customers better informed and in control

- Achieving **net zero operations** by decarbonising our fleet, estate and operational activities
- Achieving **net zero maintenance and construction** through zero-carbon materials and construction innovation
- Achieving **net zero travel** through electrification of our network and supporting the provision of low carbon fuel options for HGVs



## Customer experience



## Sustainable network development



## Asset resilience



## Our ambition

**We will provide a trusted and stress-free end-to-end experience for our customers, with accurate and personalised journey information and attractive rest areas that offer rapid and reliable low-carbon fuelling.** Safe and reliable journeys will be the foundation for our 'whole journey' approach, which will make using the SRN, adjoining roads, modes and hubs more enjoyable.

**Our network and wider estate will support a thriving environment, enabling healthier and safer communities and a richer, more biodiverse natural environment.** Our physical network will be largely complete and our enhancements focused on localised optimisation schemes. We will be an established force for good in communities, balancing network improvements with wider impacts and creating value beyond our roads.

**Asset and operational resilience will be maximised through an intelligent, data-led approach.** Assets will be digital by default, providing real-time updates of condition and performance to support predictive, data-led decisions that keep our network open, safe and serviceable. Where roadworks are needed, customers will know well in advance of their journeys, allowing them to compare alternative routes, modes and departure times.

## Our delivery

- Delivering **reliable journey times** through consistent route and service standards tied to our future network plans, including rapid incident response and optimised roadworks
  - Collaboration with private sector to transform **roadside facilities**, providing ample reliable and rapid charging provision for electric vehicles
  - **Connecting customers** through personalised, multi-modal journey information transmitted to vehicles through a choice of digital platforms
- 
- Applying **PAS 2080** and increasing environmental standards for our enhancement and construction works
  - Using our network and wider estate to support **nature** and deliver biodiversity net gain
  - Significant investment in the protection and promotion of health and wellbeing in **communities**
  - Ensuring interventions support **active travel**
- 
- **Connected assets** by default to allow for vehicle-to-infrastructure communication
  - Using data to maximise whole-life asset value and plan our **asset renewals**
  - Making our network **resilient to the impacts of climate change**, for example to extreme heat or flood events
  - Modernising operational technology, control centres and cyber security to ensure **digital resilience**



# Future Network: Customer levels of service

- We know that customer experience on the SRN varies, and different corridors perform distinct functions.
- This concept would see National Highways bringing customers' experience of our network up to consistent levels appropriate to the different parts of the SRN, reflecting the different functions of our roads and needs of our customers as outlined in our Route Strategies.

This approach will enable us to:



Define clear service levels for what our customers can expect across the network



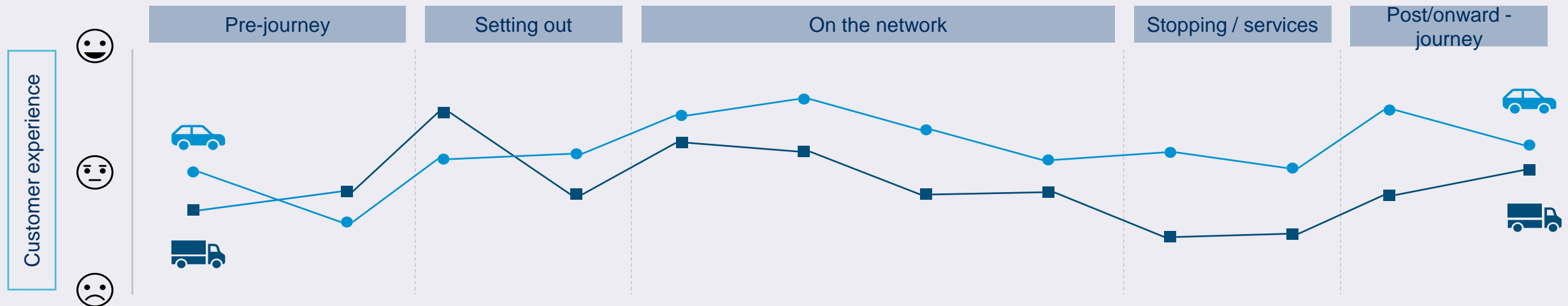
Prioritise our resources reflecting our customers' perspective to target our funding where it is needed the most



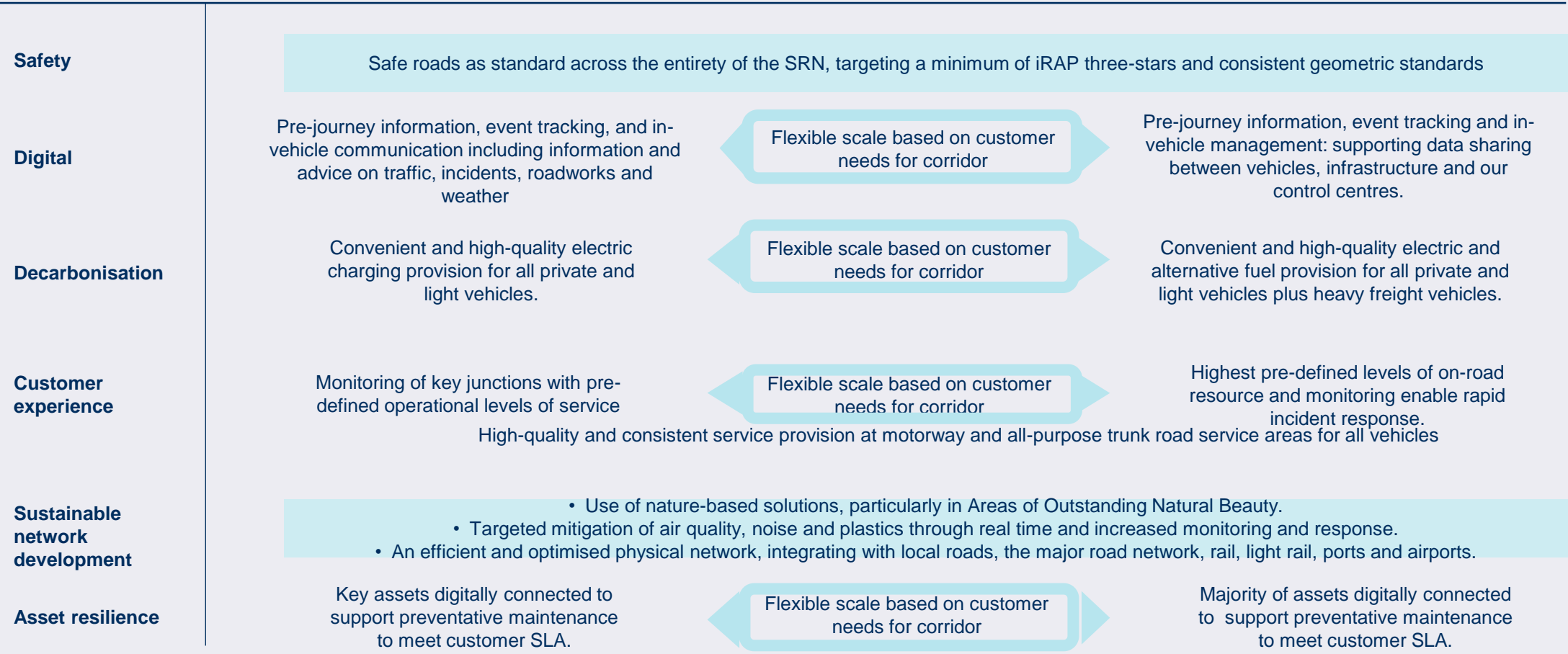
Develop a clear strategy to structure and prioritise our activities in a more holistic way



Align our future investment to deliver better end-to-end customer experience, to benefit National Highways, road users and UK businesses



# Customer service levels – what would it look like?



Levels of service work is being looked at across NH e.g. operational technology (APD), asset resilience, performance metrics – we are working with SLT to ensure these are all brought together under CSC

## Next Stages and feedback

- Our feedback form has now closed, we will be analysing feedback received over Autumn/Winter 2023 – if you have any further comments, please email [NetworkStrategyTeam@nationalhighways.co.uk](mailto:NetworkStrategyTeam@nationalhighways.co.uk)
- This feedback will be used to update Connecting the Country to be published by the end of the road period in 2025
- This will shape our delivery plans for the 2050 vision across National Highways for RIS cycles and will be embedded working with the Transformation Team
- Alongside this we are testing our vision for our levels of service for the SRN
- If you would like to view Connecting the country, this is still available on our website on the link below:  
[Connecting the country: our long-term strategic plan to 2050 - National Highways](#)



# Question

Do you feel that the Connecting the country reflects your view of what the future of the Strategic Road Network should be?

Please respond through the poll in the chat

# Question

Do you think that levels of service for the Strategic Road Network will benefit our customers?

Please respond through the poll in the chat

Feedback on Connecting the country trends, ambitions,  
delivery plan and levels of service concept





**Thank you for your time**