



## Ops Supply Chain Performance

# Highways Data Standard for CPF



**Document Control**

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**Revision History**

<b>Version</b>	<b>Date</b>	<b>Description</b>	<b>Author</b>
1.0	27-Jan-2015	Initial Release for CPF Training	Nigel Dowden
1.1	24-Feb-2015	Updated based on feedback	Daniel Gaze
1.2	09-Mar-2015	Updated and finalized	Daniel Gaze
1.3	18-Mar-2015	Removal of SRW metrics 1-7, addition of 'Not Scored' logic	Daniel Gaze
2.0.1	01-Oct-2015	Version Number Alignment Reference to the Agency or HA amended to Highways England  2.1a Percentage of Incidents where the final investigation report was uploaded to Airsweb amended from within 21 days to 14  2.1b Live Carriageway Crossings and Live Lane working by foot data is provided has been renamed and revised within CPF  2.1c Near Misses data is provided has been added as a new metric within CPF	Peter Newell
2.0.2	01-Apr-2016	Reference to the Agency or HA amended to Highways England  2.1a) Percentage of Incidents where the final investigation report was uploaded to Airsweb amended from within 21 days to 14  2.1b) Live Carriageway Crossings and Live Lane working by foot data is provided has been renamed and revised within CPF  2.1c) Near Misses data is provided has been added as a new metric within CPF  2.2a) AFR has been renamed as RIDDOR	Charlotte Brampton

		<p>Accident Frequency Rate (AFR)</p> <p>2.2c Hours worked updated on Airsweb has been added as a new metric within CPF</p> <p>5.2a)iii – x) 8 SRW metrics have been added as new metrics within CPF</p>	
3.0	01-Oct-2016	<p>Network Delivery and Development (NDD) now Ops Supply Chain Performance</p> <p>6.4d) wording amended to include ABS and CON H forms.</p> <p>1.3e) iv) Third Party Claims has been removed.</p> <p>1.1a) Accidents and incidents investigated, reworded.</p> <p>2.2c Hours worked updated on Airsweb has been removed.</p> <p>4.1c) Percentage waste recycled or reused reworded.</p> <p>3.1c) Percentage of sampled correspondence that meets HE quality assessment criteria is a new metric</p> <p>HA_AREA changed to DATA_KEY_ID</p> <p>Metrics renumbered</p>	Charlotte Brampton Christina Brown
4.0	01-Apr-2017	Revisions through the CPF April refresh	Christina Brown, Charlotte Brampton
5.0	01-Oct-2017	Revisions through the CPF October refresh	Megan Ricks, Charlotte Brampton
201804	01-Apr-2018	Revisions through the CPF April refresh	Charlotte Brampton

**Reviewer List**

Name	Role
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**Approvals**

Name	Title	Date of Issue	Version
Chris Bethel & Angelica Rice	Team Leader – Ops Supply Chain Performance	01/04/2018	201804

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## 1. PURPOSE

The purpose of the Highways (HD) Data Standard for CPF is to detail the data collection requirements for the constructed Collaborative Performance Framework (CPF) metrics that are formulated from Highways England source systems and processes.

## 2. OVERVIEW OF HD DATA

### APPLICABILITY OF HD METRICS FOR ASC

The following table indicates the HD metrics that will be applicable to ASC

Theme	Measure	Metric Ref	Metric Title	ASC
1. Health and Safety	1.2 Minimise accidents	1.2a	RIDDOR Accident Frequency Rate (AFR)	✓
		1.2b	Severity-weighted Accident Frequency Rate (SWAFR) of the supply chain	✓
3. Customer Service	3.1 Minimise Customer Delay	3.1c	NOMs: Measured management of Network Occupancy	✓
	3.3 Driving Customer Satisfaction	3.3h	Percentage of sampled correspondence that meets HE quality assessment criteria	✓
		3.3i	Workforce Understanding of Customer Service	✓
		3.3j	Customer satisfaction - Litter	✓
		3.3k	Customer satisfaction – Personal injury and vehicle damage	✓
		3.3l	Customer feedback	✓
4. Sustainability	4.1 Manage environmental sustainability	4.1a	Measure carbon emissions	✓

7. Cost	7.4 Ensure well-costed key financial and commercial information	7.4a	Invoices – variance between the invoice amount and the total from the timely back-up information provided	✓
		7.4b	Cost capture data – timely submission and resolution of issues	✓

**APPLICABILITY OF HD METRICS FOR RTMC**

The following table indicates the HD metrics that will be applicable to RTMC

Theme	Measure	Metric Ref	Metric Title	RTMC
1. Health and Safety	1.2 Minimise accidents	1.2a	RIDDOR Accident Frequency Rate (AFR)	✓
		1.2b	Severity-weighted Accident Frequency Rate (SWAFR) of the supply chain	✓
3. Customer Service	3.3 Driving Customer Satisfaction	3.3i	Workforce Understanding of Customer Service	✓
7. Cost	7.4 Ensure well-costed key financial and commercial information	7.4a	Invoices – variance between the invoice amount and the total from the timely back-up information provided	✓

**APPLICABILITY OF HD METRICS FOR PAYMENTS**

The HD metrics that will be applicable to Pavements are yet to be agreed

### 3. DATA DICTIONARY OVERVIEW

The HD Data Standard below is in 'Data Dictionary' format. Each data column that needs to be supplied by the Service Provider on a monthly basis is described as an individual row containing the following information:

Information	Description
<b>Name</b>	This is the column name required in the monthly data file.
<b>Data type</b>	Describes the data type each column should be presented as within the monthly data file.
<b>Mandatory</b>	When this is Y then the column <u>must</u> be populated in accordance with the described rules. If it is blank then the data load will not fail, however you should follow the guidance in relation to how to populate the field – in some cases the field should be left blank, whilst in others a default value is defined.
<b>Comment</b>	Describes any rules pertaining to population of the column.

### 4. HD DATA STANDARD - DATA DICTIONARY

Name	Data Type	Mandatory	Comment
DATA_KEY_ID	Number (2)	Y	E.g. 03 or 12. Must contain leading zero
REPORTING_PERIOD	Number (6)	Y	Must be of format YYYYMM
METRIC_CODE	Text (20)	Y	Code set up within CPF e.g. CPF_001
METRIC_DESCRIPTION	Text (255)	Y	Description set up within CPF e.g. 1.4b Cost Capture issues overdue
METRIC_DATA_TYPE	Text (50)	Y	Constrained value. E.g. Boolean, Text, Number

Name	Data Type	Mandatory	Comment
METRIC_SCORE	Text (255)	N	E.g. Y, 0, -73.9, Increased Recycle  Where a Metric is 'Not Scored', the value -999999 must be inputted.
COMMENTS	Text (255)	N	Optional



## Glossary

Term	Meaning
AFR	Accident Frequency Rate
ASC	Asset Support Contract
CPF	Collaborative Performance Framework
HD	Highways Data
HE	Highways England
NOMs	Network Occupancy Management System
OPC	Operations Performance Community
OPs	Operations
RTMC	Regional Technology Maintenance Contract
SWAFR	Severity-weighted Accident Frequency Rate