New Standards Governance Process
Training for technical authors

Mariapia Angelino, WSP
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April 2021

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Objectives for today

- Present the changes to governance of technical documents to accommodate major revisions and incremental changes (i.e. categories of change A/B/C/D)
- Present the new deliverables replacing those in the QMR system
- Present the new approach to consultation replacing the TPB, called Technical Standard Committee (TSC)
- Outline key changes made to Jira and CARS
- Present key responsibilities of the technical authors

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Outcomes from today

- Understand the need for a new governance process and its benefits
- Understand your role in managing major revisions and incremental changes in the new governance process
- Understand how to compile the new governance deliverables
- Understand key changes to Jira and CARS and where to find additional information to use them
- Be ready to support the implementation of the new governance system

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Agenda

- Introduction
- Session 1: Overview of the new Standards Governance Process
- Session 2: Categories of change A/B/C/D
- Session 3: Enhanced governance steps
- Session 4: Enhanced deliverables replacing QMR system
- Session 5: New consultation process replacing the TPB
- Session 6: Key responsibilities of technical authors
- Session 7: Key updates to Jira and CARS
- Conclusions and next steps

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Introduction

1. Safety moment
2. Celebrating success
3. Approach to online course delivery
4. Why we are doing this

Stress awareness: **30 day challenge**

Safety moment

Celebrating success

DMRB work programme: transformation in culture, tools and processes fuelled by digital innovation				
15,000 pages of old-style documents editorially reviewed, technically updated or withdrawal	**394** old-style documents reviewed in 2.5 years	**30** previous record number of DMRB documents revised in a year	**272** new record of old-style documents replaced in a single year (2019) thanks to a digitalised workflow	**155** new-style documents published at end of March 2020 - consistent style and format for the first time
40% reduction in DMRB page count	**50%** reduction in DMRB word count	**60%** reduction in departures applications	**70%** reduction in cost of drafting documents through on-line collaborative working	**80%** reduction in time taken to draft new documents
£19.5M historic cost to update 394 old-style documents	**£11.6M** actual cost to update 394 old-style documents	**£7.5M** savings in the cost of updating the DMRB – investment in TSES (£4.3M) completely recovered	**£10M** Savings in the cost of reviewing and processing departures per year	**6** Modules of the TSES: CARS; Jira; DAS 3.0; Digital Library, Index Manager and Archive; Open API; website.

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Approach to online course delivery

Introduction	1
Session 1: Overview of the new Standards Governance Process	
Session 2: Categories of change A/B/C/D	
Session 3: Enhanced governance steps	
break	15 min
Session 5: New consultation process replacing the TPB	3
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Please type your questions in the chat box

Why we are doing this: imperative

- After the successful delivery of the Future DMRB in RIS 1, now in RIS 2 Highways England has an obligation to keep the DMRB up to date (this is a **RIS 2 License requirement**).
  - A new streamlined governance process is essential to complete the evolution of the DMRB efficiently and effectively.
  - It will also be relevant to update the MCHW in parallel and subsequently keep the MCHW up to date after its overall refresh.

Why we are doing this: highly desirable

- Governance of document development is considered a cumbersome and unduly bureaucratic process:
  - The process can be disproportionate to the type of changes being made to technical documents.
  - Many stakeholders involved and sometimes unclear expectations on their contribution.
  - QMR governance deliverables to be produced at set milestones with some duplication of effort and content.

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Session 1: Overview of the new Standards Governance Process

1. Role of governance for Technical Standards
2. Principles for the new governance system
3. Overview of key changes
4. New terms

Role of governance for Technical Standards

Technical standards need to:

- be technically correct and compatible with other standards
- be compatible with the policies and objectives of the entire business (and the Devolved Administrations)
- have evidence that due diligence has been applied to the technical decision making and a rationale for why requirements and advice has been introduced

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Principles for the new governance process

The new governance process will:

1. help the Overseeing Organisations to **fulfil their obligations and manage their risks**;
2. support technical standards **remaining up to date**, not provide a blocker;
3. be **proportionate to the changes** being introduced whilst being more robust;
4. have **deliverables produced at the right time** in the process with any duplication of information avoided;
5. have **consultation** for any technical change prior to approval to publish;
6. capture the **rationale and justification** for any changes with a record of who was involved in decision making.

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Overview of key changes and what will be covered today

Categories of change

- **Category A**
- **Category B**
- **Category C**
- **Category D**

Governance stages

1. Enter into SRP
2. Document Development Planning
3. Drafting
4. In confirmation of category of change
5. **Consultation (TSC)**
6. Approval
7. Authorisation
8. Notification
9. Publication

Governance deliverables

1. Entry point in the SRP
2. Document Development Plan
3. Impact assessment report
4. Draft document
5. Clause change summary
6. Consultation report

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New terms

Term in the old governance process	Corresponding term in the new governance process
Technical Project Board (TPB)	Technical Standards Committee (TSC)
Technical Project Board (TPB) chair	Technical Standards Committee (TSC) chair
Technical Project Board (TPB) secretary	Technical Standards Committee (TSC) secretary
Document owner	**Technical author**
Standards Forward Programme (SFP) *current workflow*	Standards Review Programme (SRP)

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Session 2:
Categories of change A/B/C/D

Categories of change (1/2)

	Major revision	Incremental change		
	• New technical policy • Rewrite of the document • Development of new document	Requirements (shall)	Advice (should, may)	Notes and spelling mistakes (changes that do not affect requirements or advice content)
Category	**A. Policy Change / Rewrite / New document development**	**B. Change to requirement**	**C. Change to advice**	**D. Change to notes and spelling corrections**

Categories of change (2/2)

- **The technical author proposes the category of change at the start of the process.**
- TSC chair assigns the category of changes in Jira based on the proposal made.
- The category will be confirmed at a specific stage of the governance process (‘confirmation of category of change’, see next slides).
- When there are multiple changes to be made, the category chosen shall be the most onerous.

The choice of the category of change affects the governance steps that will be followed (see Session 3) and the version numbering of the published document (see next few slides).

New document version numbering

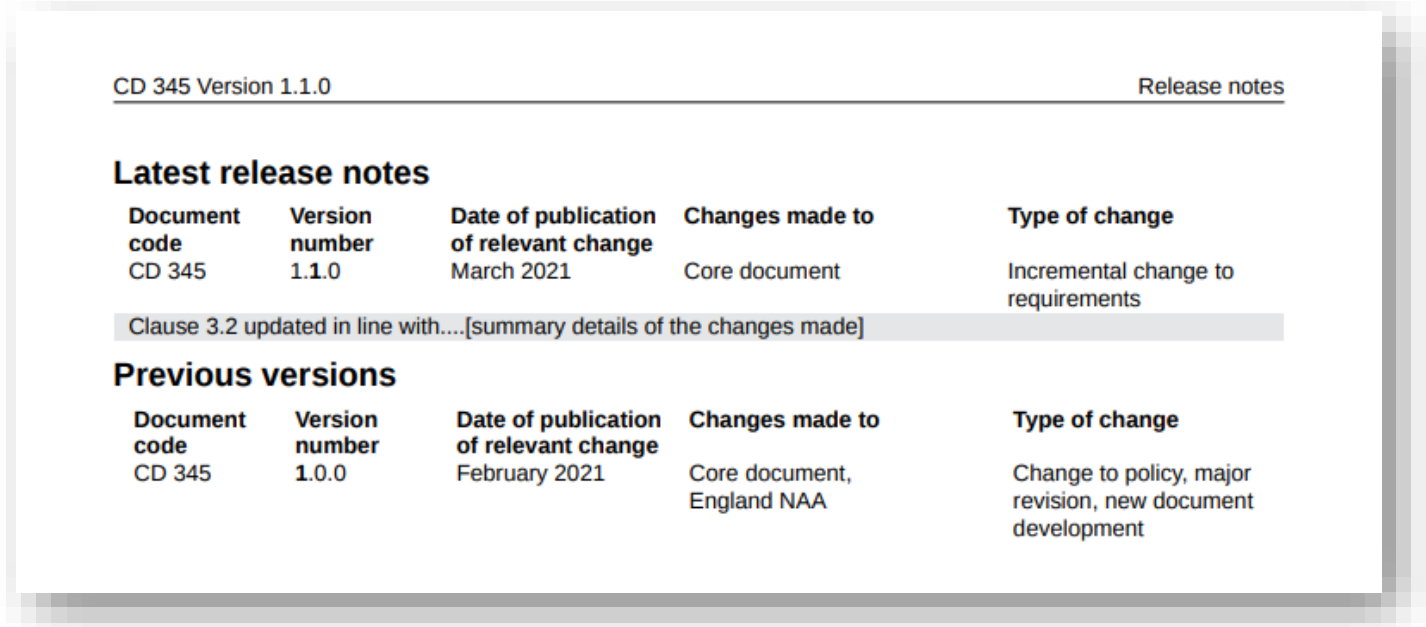
Governance Level	A. Policy Change / Rewrite/ Development new document	B. Change to requirement	C. Change to advice	D. Change to notes and spelling mistakes
Document version number	**1**.0.0	0.**1**.0	0.0.**1**	0.0.**1**

Example:
CS 455 **2**.0.0
CS 455 1.**1**.0
CS 455 1.0.**1**
CS 455 1.0.0

- 3-digit number following the document code and number
- Version number linked to the type of change
- Child-parent relationship for version number; re-baseline when the number goes up

Release notes

- Release notes will be reformatted to help users understand the type of changes made to a document (and the associated version numbering system)
- The revision history will also be included.



CD 345 Version 1.1.0 Release notes

Latest release notes

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
CD 345	1.**1**.0	March 2021	Core document	Incremental change to requirements
Clause 3.2 updated in line with....[summary details of the changes made]				

Previous versions

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
CD 345	**1**.0.0	February 2021	Core document, England NAA	Change to policy, major revision, new document development

Q1-Q4: Please go to Menti www.menti.com

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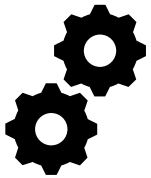
Session 3:
Enhanced governance steps

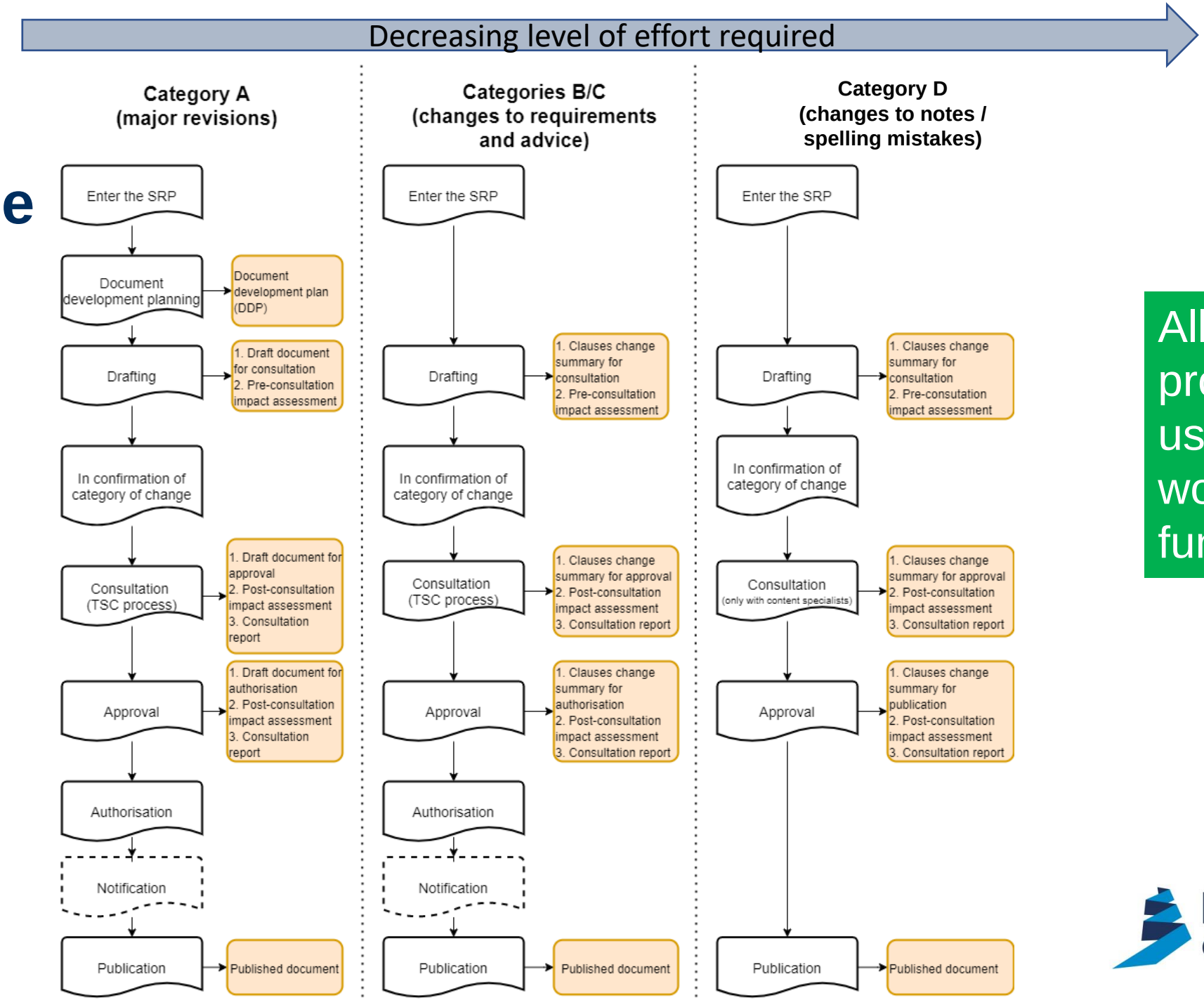
Objectives of the enhanced governance steps

Apply a proportionate approach to the level of governance required



Avoid unnecessary / wasteful processes

Enhanced governance steps



All stages processed using Jira workflow functionality

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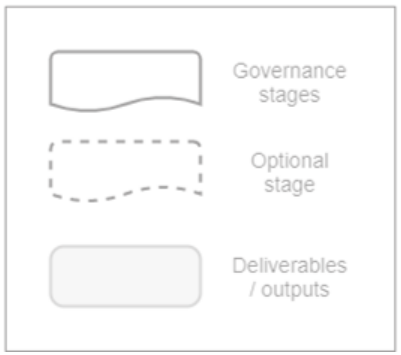
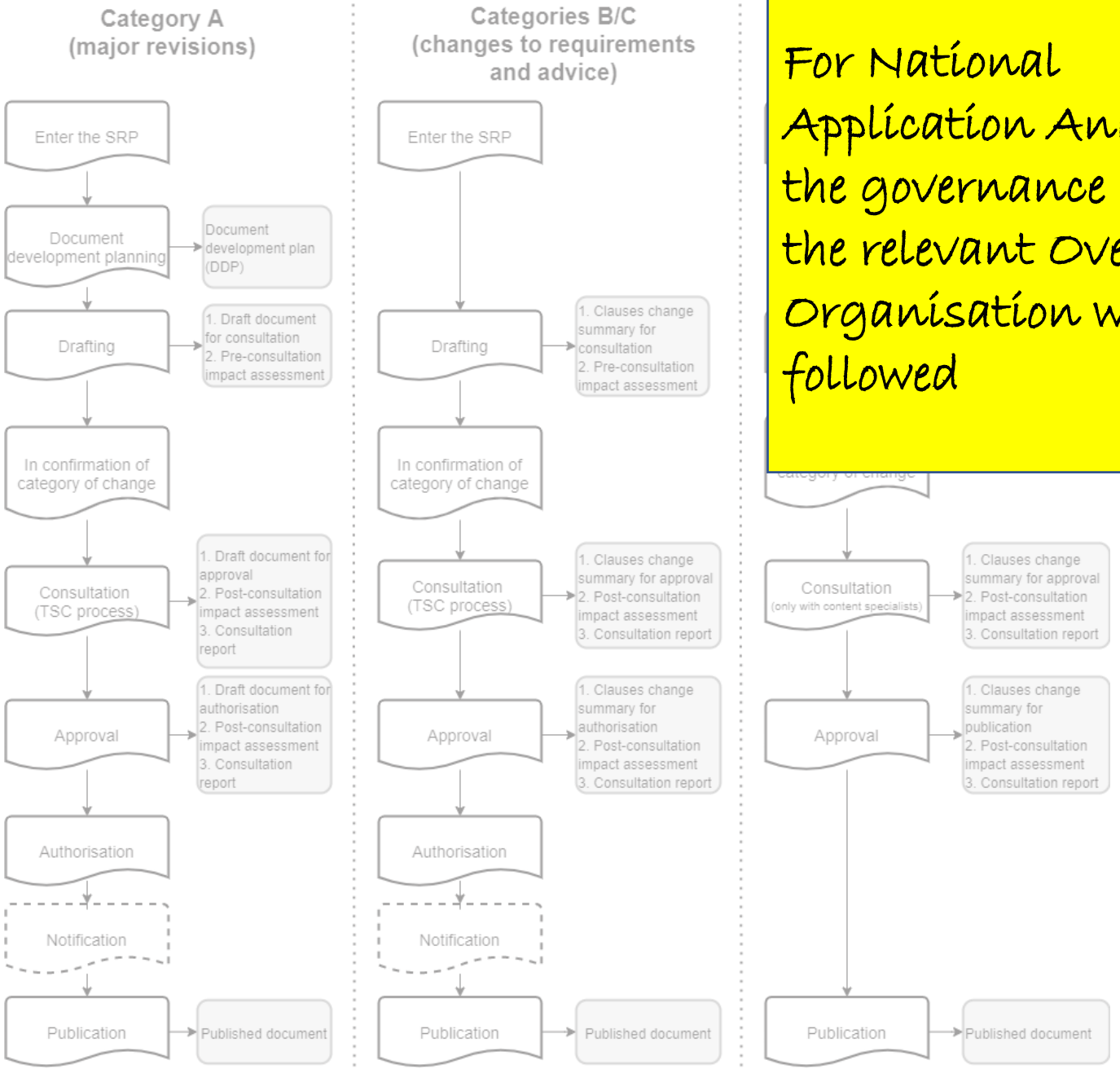
Enhanced governance steps

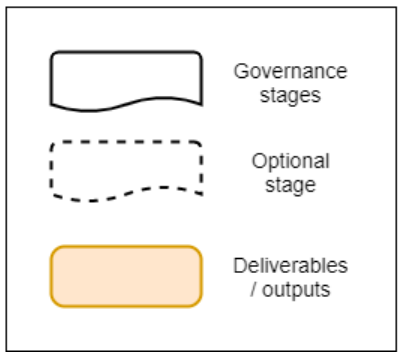


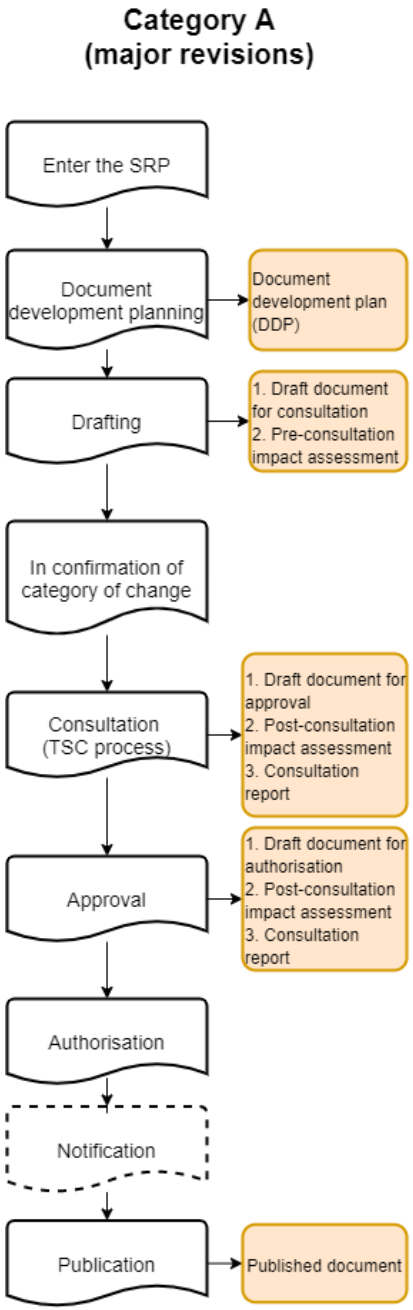
Decreasing level of effort required



For National Application Annexes, the governance rules of the relevant Overseeing Organisation will be followed

Enhanced governance steps





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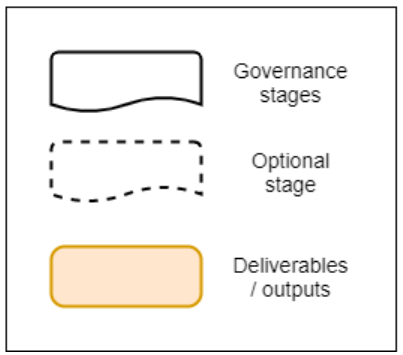

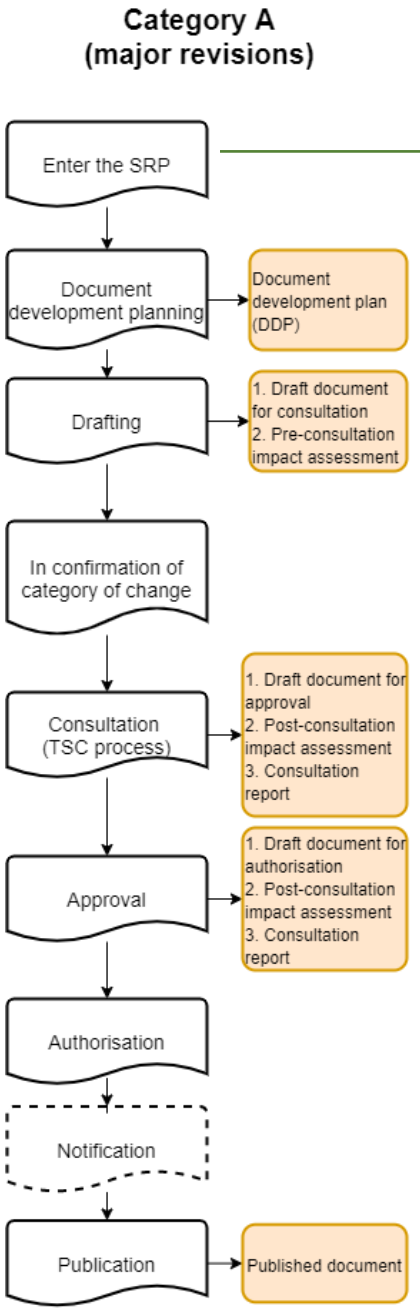

- **Technical author** requests the creation of a Jira item **(entry point in the SRP)** to TAGG
- **TAGG** creates Jira item on request
- **Technical author** completes the new Jira item, including proposed category of change
- **TSC chair** reviews the new Jira item, then submits for addition to SRP backlog
- **TAGG** undertakes assurance check and confirm document in SRP backlog

QMR1 no longer needed

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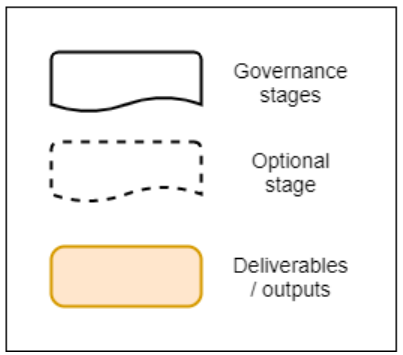
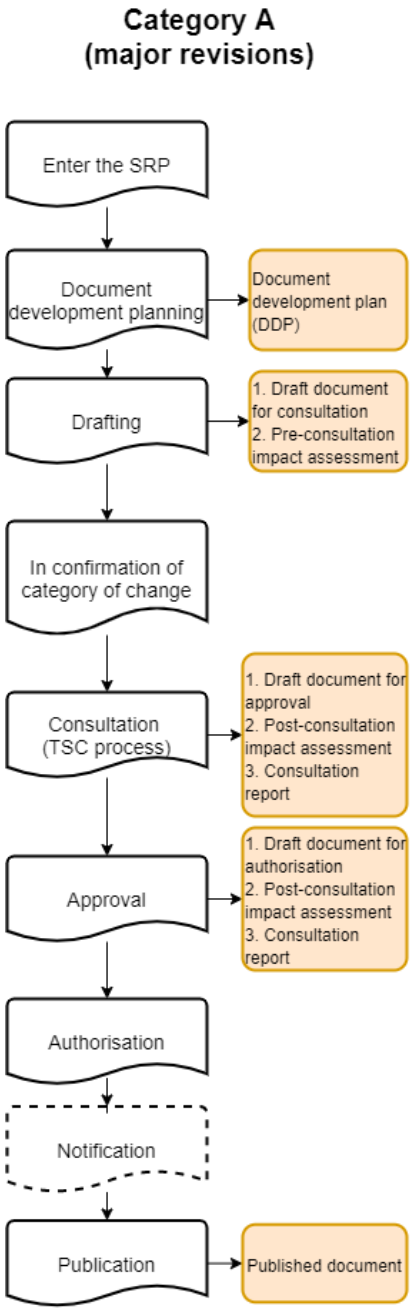
Enhanced governance steps





- **Technical author** develops the **Document Development Plan.**
- Once ready, the **Technical author** will add a SharePoint link to the DDP into Jira (see session 7).
- **TSC chair** reviews the DDP and confirms it is ready to be shared with TSC consultees.
- DDP notified to all TSC consultees using Jira.

DDP mandatory for cat. A only

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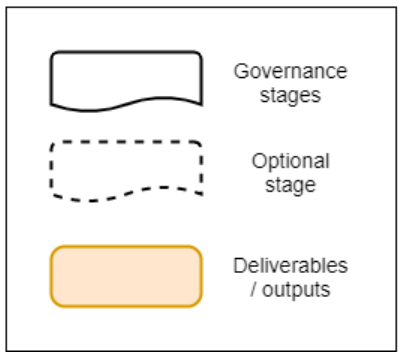
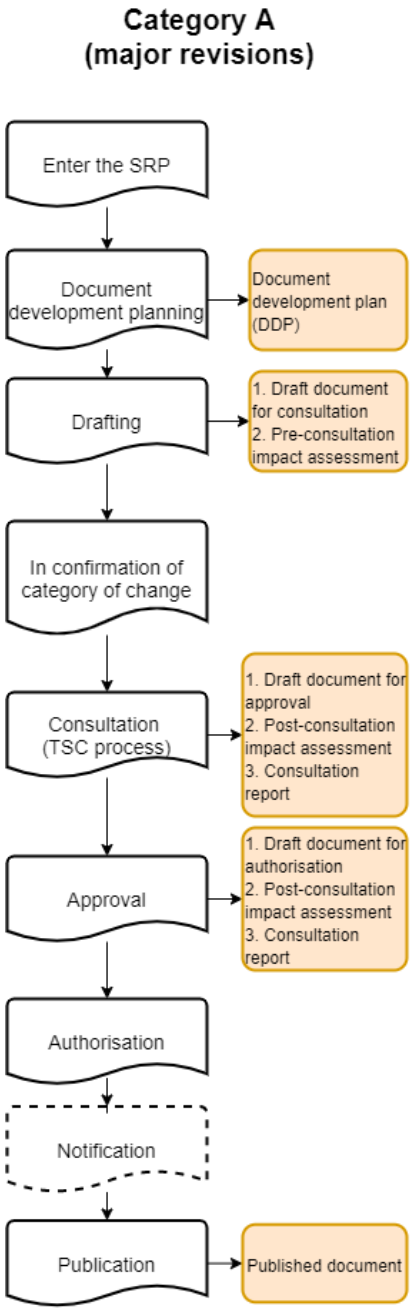
Enhanced governance steps





Technical author:

- starts drafting the document,
- engages with content specialists for progressive assurance,
- shares document with peer reviewers (at least once)
- updates **draft document for consultation** based on feedback received
- develops **pre-consultation impact assessment report**

New impact assessment replacing QMR

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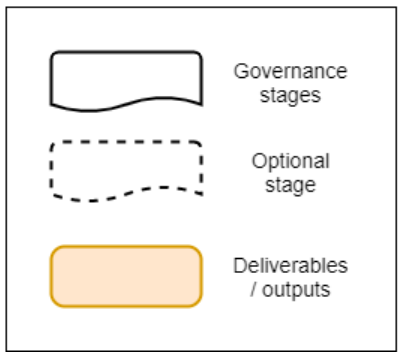
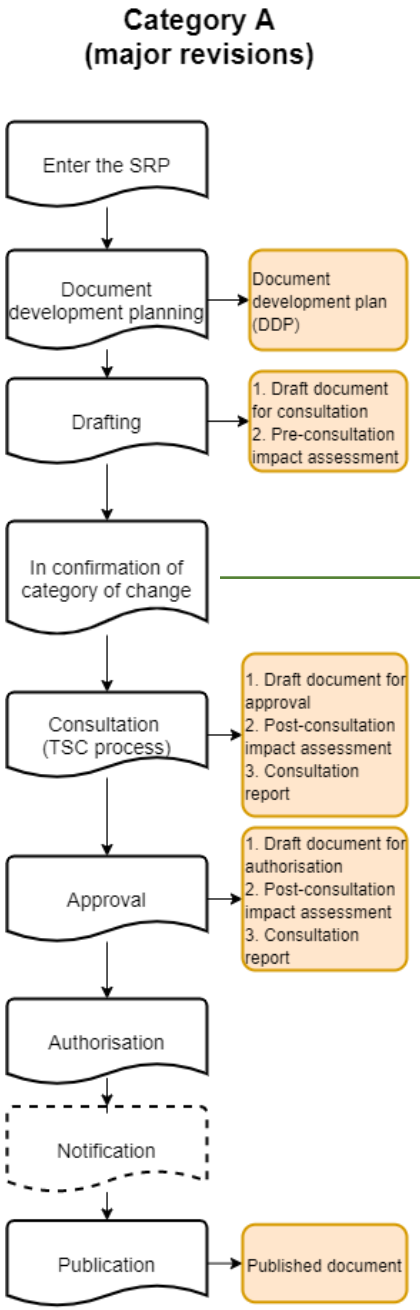
Enhanced governance steps





- **TSC chair**:
  - reviews **draft document** and **pre-consultation impact assessment report** for confirmation of category of change;
  - once satisfied, confirms category of change
- **TAGG**:
  - review draft document and pre-consultation impact assessment report for confirmation of category of change;
  - discuss any concerns with TSC chair;
  - once satisfied, confirms category of change
- **TSC chair** confirms the draft document and impact assessment report are ready to be shared with TSC consultees

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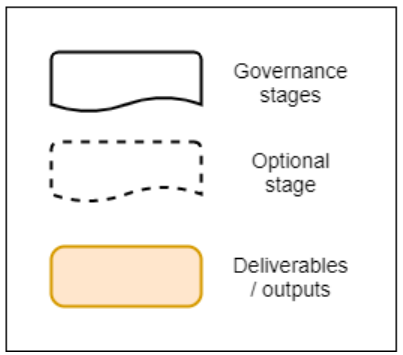
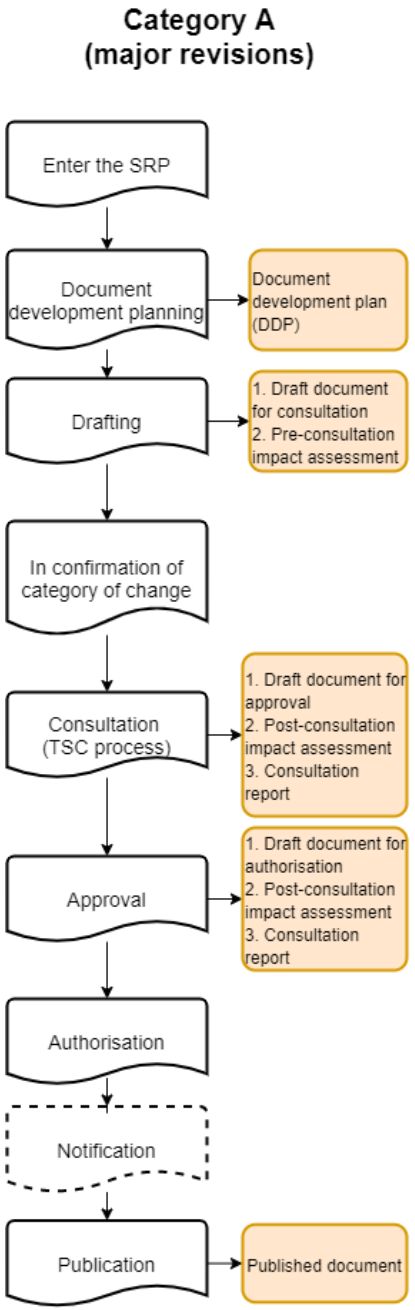
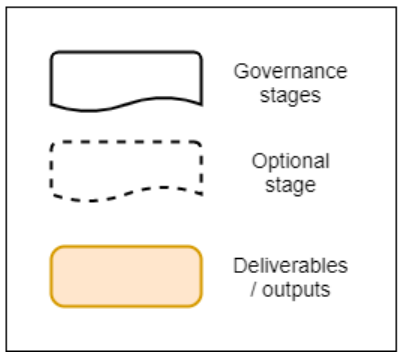
Enhanced governance steps

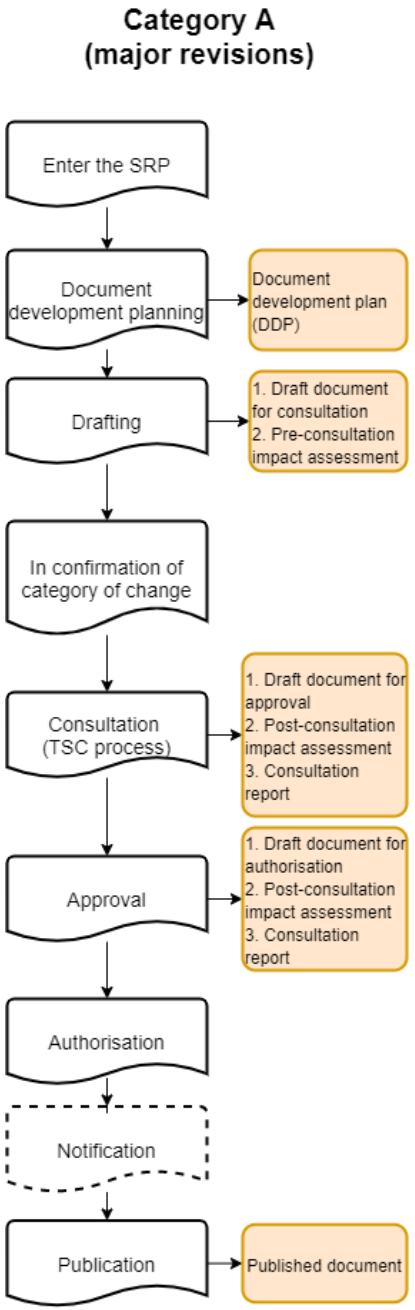




- **TSC chair** leads the consultation (see session 5)
- **TSC consultees** review the documents and provide relevant comments within the set timescale
- At the end of the consultation, **technical author** reviews comments received and updates the documents accordingly
- **Technical author** and **TSC chair** discusses the need for another consultation
- The **technical author** prepares the following for approval:
  - **draft document for approval**
  - **post-consultation impact assessment report**
  - **consultation report**
  - **clause change summary**
  - **change log** (for the future MCHW programme only);

Enhanced governance steps

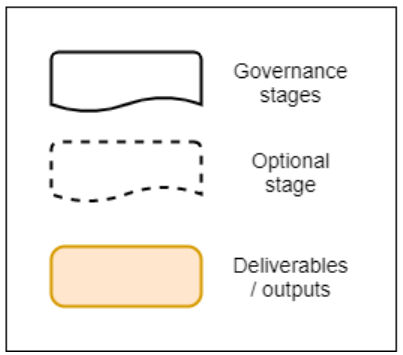


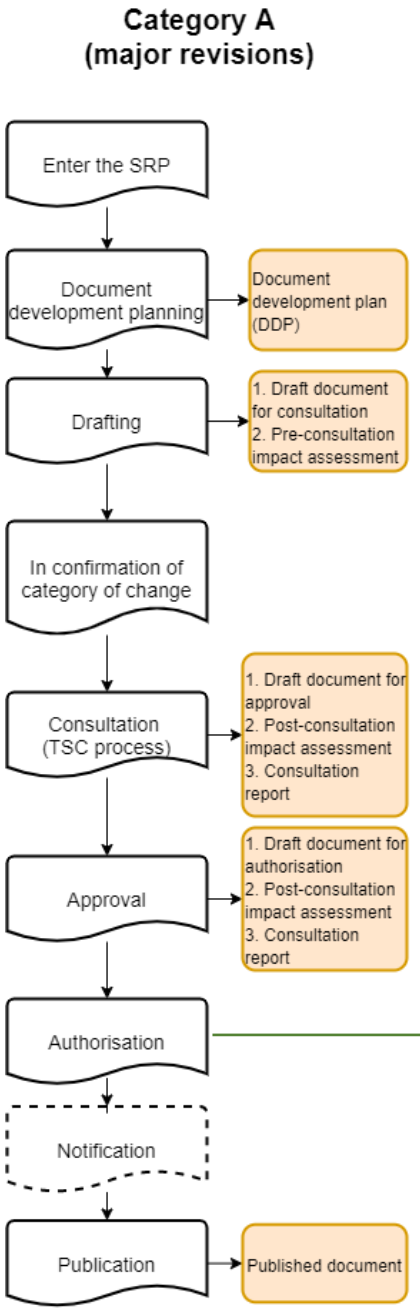


QMR2 replaced entirely

- **TSC chair** reviews:
  - **draft document**
  - **impact assessment report**
  - **consultation report**
  - **clause change summary**
  - **change log** (for the future MCHW programme only)
- If satisfied, approves it
- **Content specialist** reviews the draft document for MDD compliance and the impact assessment and consultation reports for completeness
- **Divisional Director** reviews documentation and, if satisfied, approves it
- **Heads of Standards** of the Overseeing Organisations review the documentation and, if satisfied, approve it

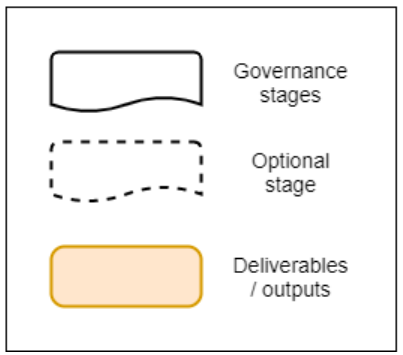
Enhanced governance steps

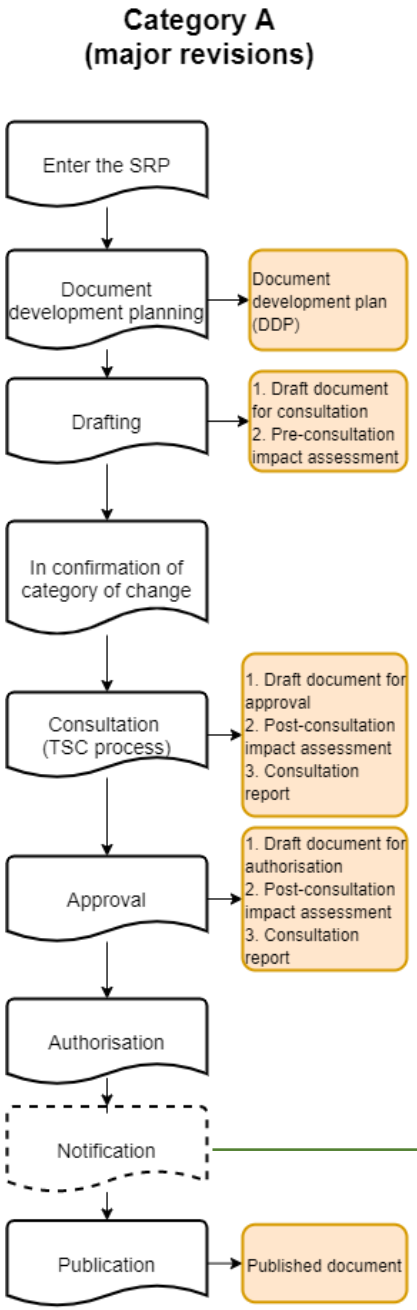




- **HE CHE** reviews documentation and, if satisfied, authorises it
- If authorisation from the other overseeing organisations is needed, their **CHEs** review documentation and, if satisfied, authorise it

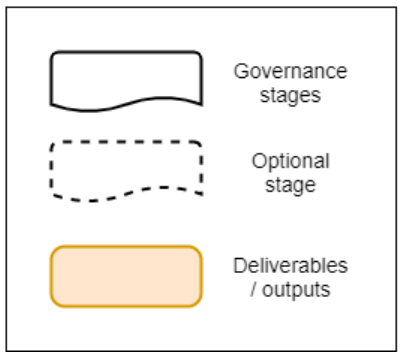
Enhanced governance steps

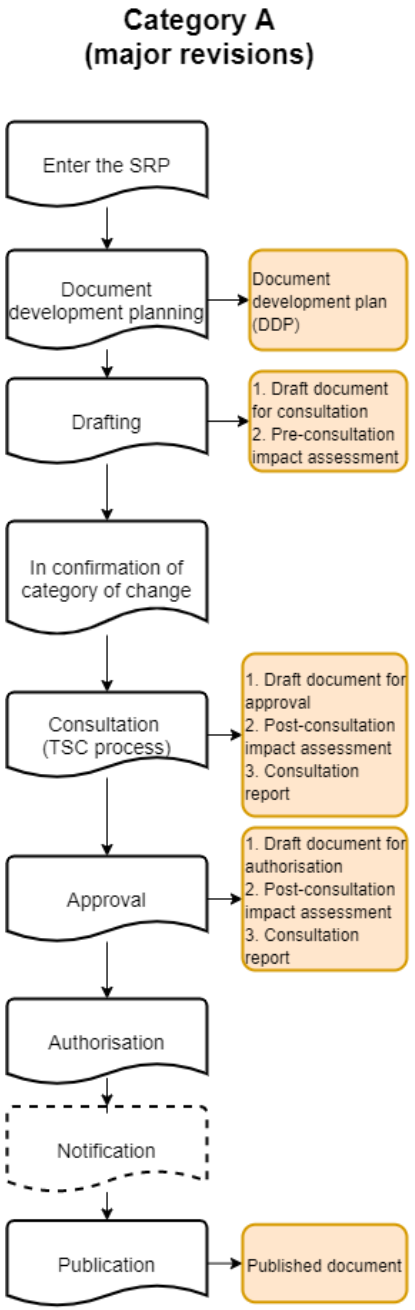




- **TAGG** manages notification process
- **Technical author** works with TAGG to address EC comments and updates the document accordingly

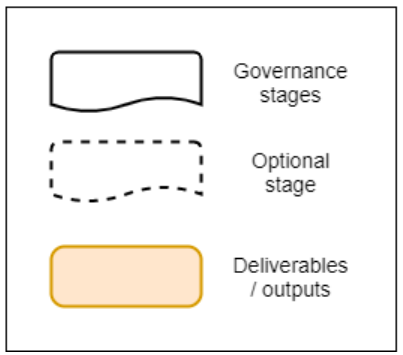
Enhanced governance steps

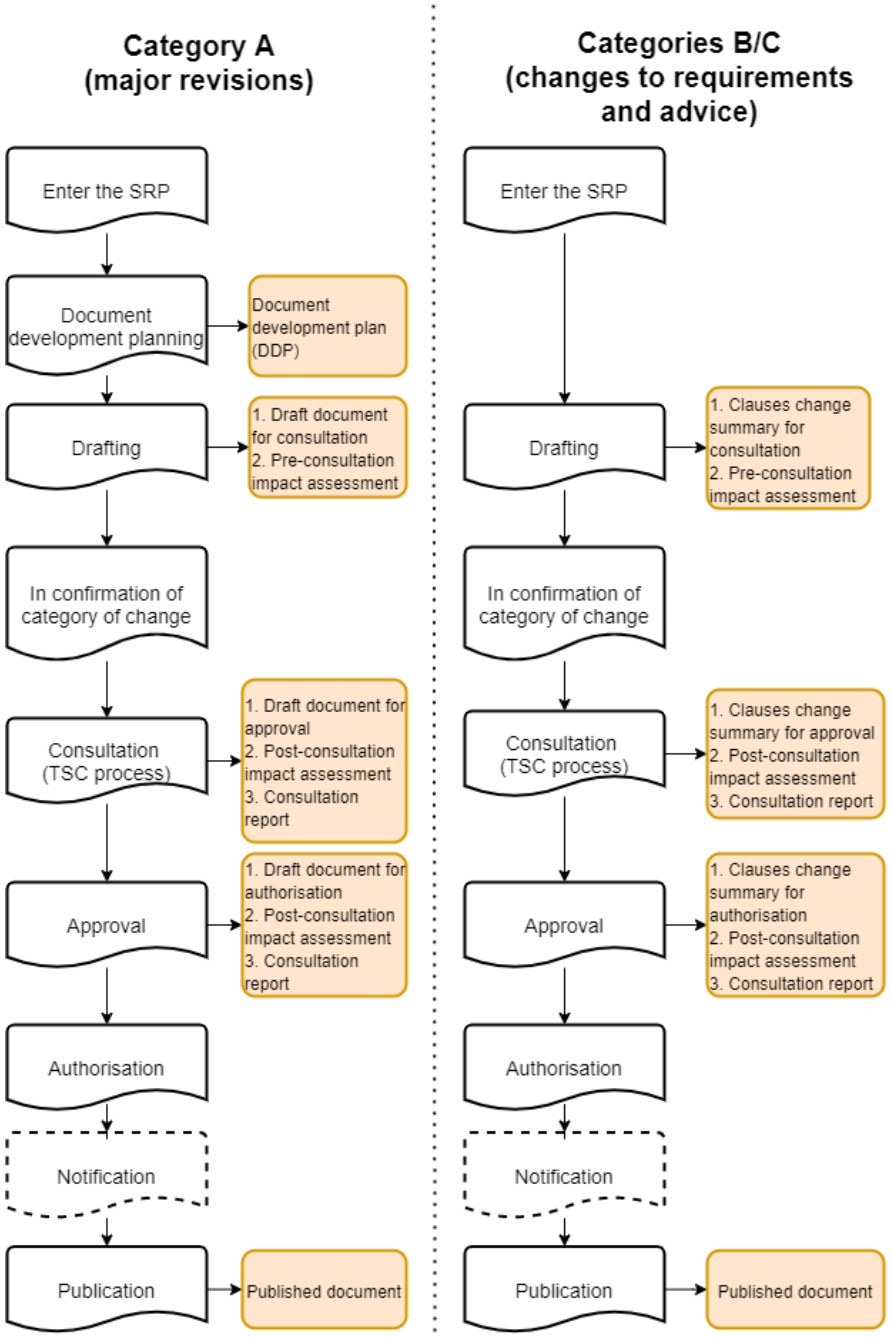




- **TAGG** manages publication process
- No content / technical changes, further edits or amendments shall be made once a document passes CHE sign off(s)

Enhanced governance steps

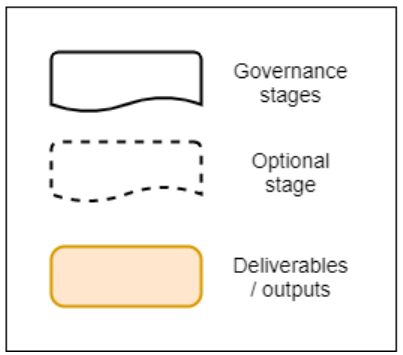


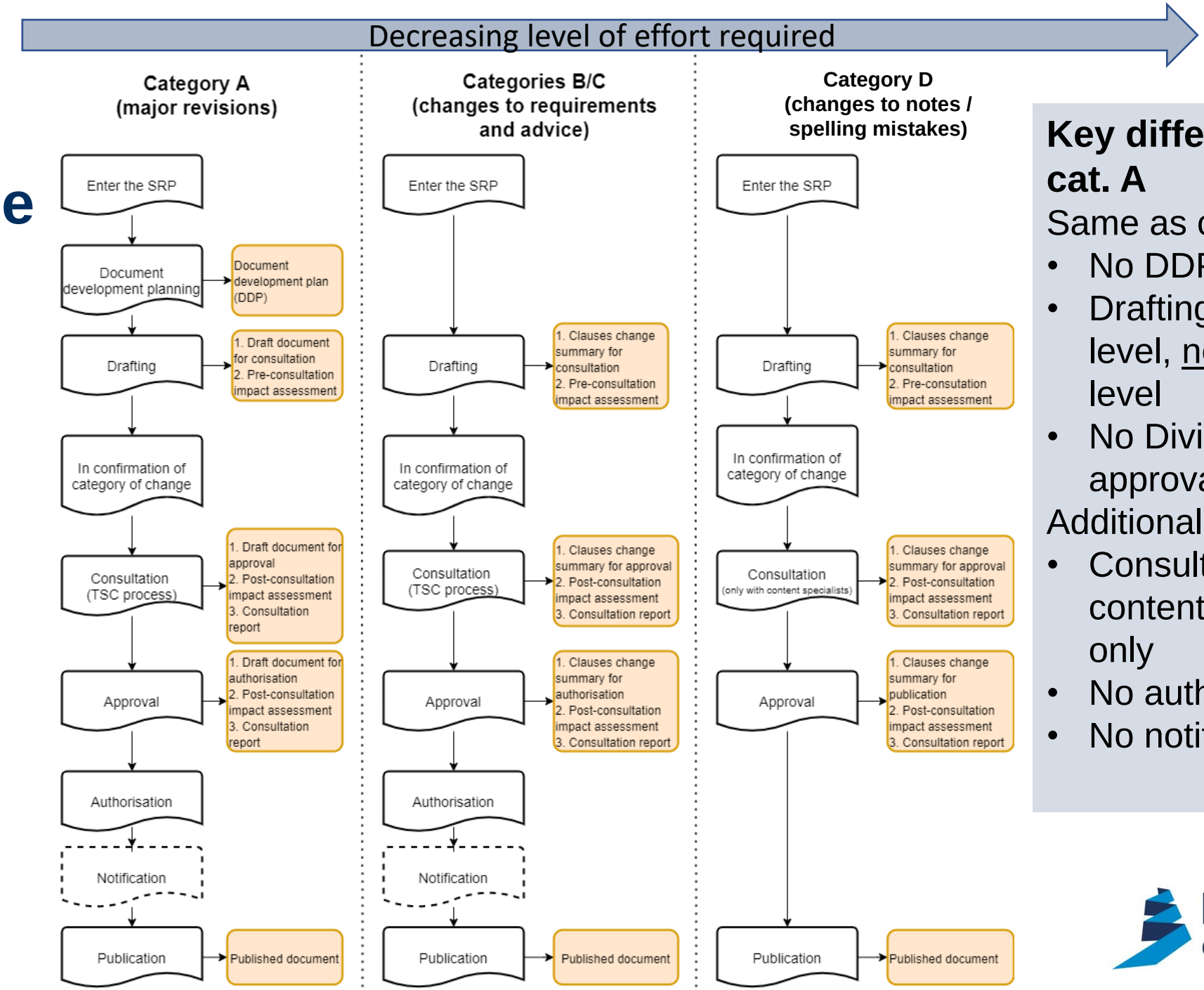


Key differences with cat. A

- No DDP
- Drafting at clause level, not document level
- No Divisional Director approval

Enhanced governance steps





Key differences with cat. A

Same as categories B/C:

- No DDP
- Drafting at clause level, not document level
- No Divisional Director approval

Additional differences:

- Consultation with content specialists only
- No authorisation
- No notification

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Q5-Q11: Please go to Menti www.menti.com

Break (15 min)

Please use the ‘raise your hand’ function on Teams
to indicate that you are back from the break

Welcome back

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Session 4:
Enhanced deliverables replacing QMR system

Current deliverables in the QMR system

- QMR1
- DDP (optional)
- QMR2
- GG 104 risk assessment
- Equality impact assessment
- Sustainable development and good design assessment
- Customer service assessment
- Draft document
- Change log
- Background commentary

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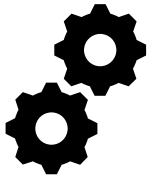
Objectives of the enhanced deliverables



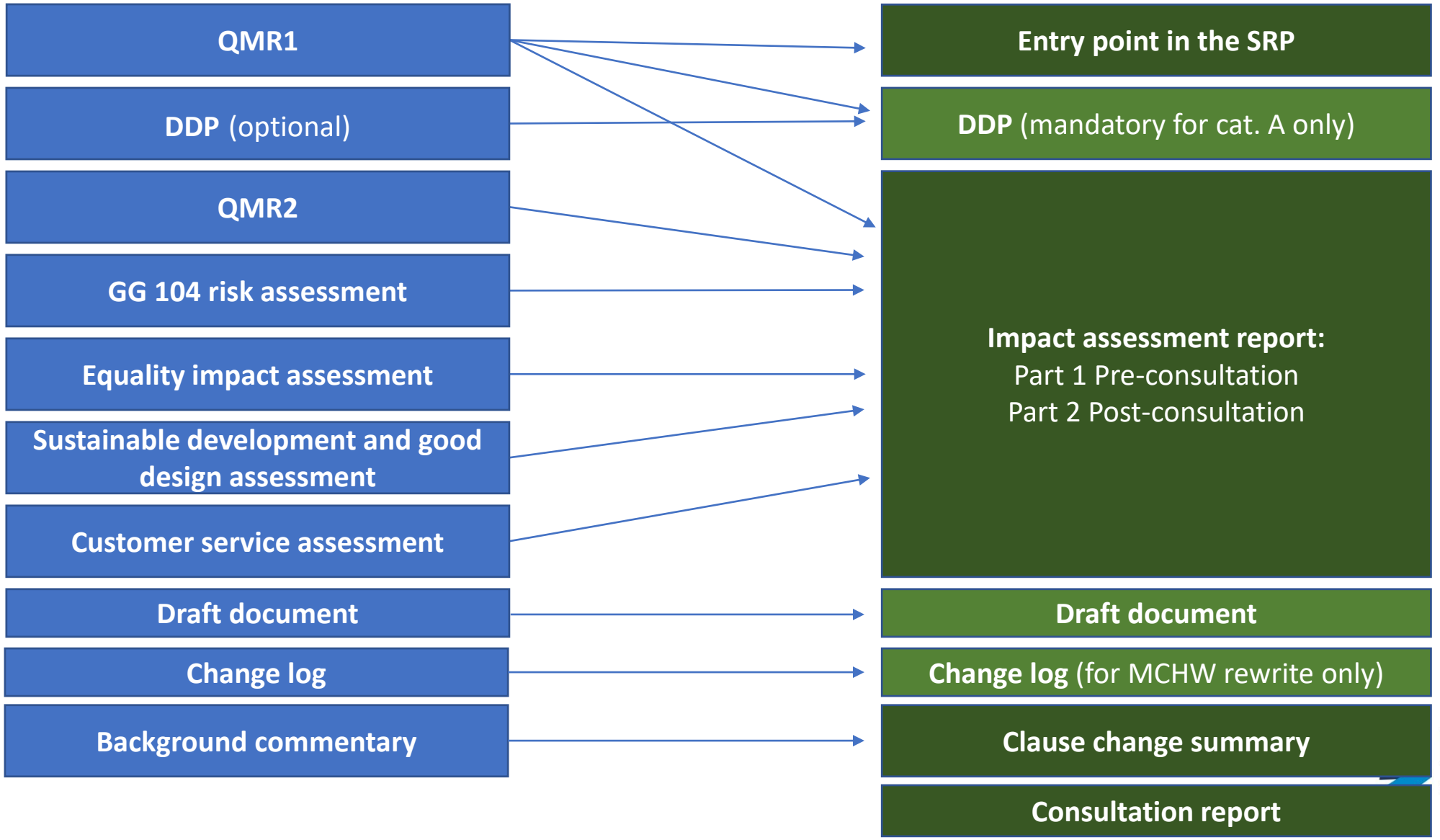
Eliminate duplication of information or content provided at the wrong stage in the process

Apply a proportionate approach to the level of documentation required

Improve commenting process and keep a complete audit trail of comments, decisions and changes made as a result of consultation

Automate production of information through the TSES where appropriate

Rationalised deliverables replacing QMR system



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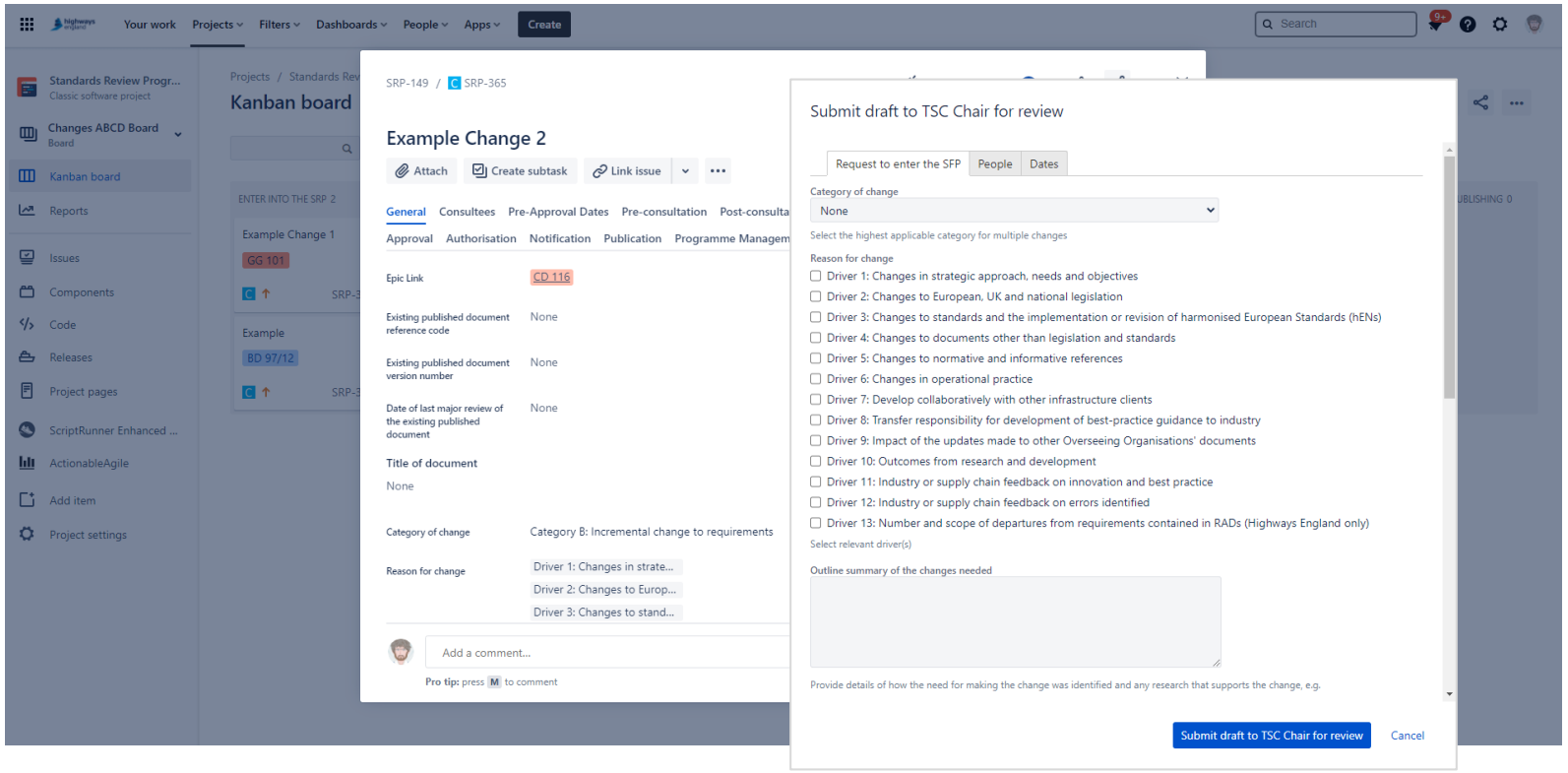
1. Entry point in the SRP All categories

- Item created by TAGG on request and completed by the Technical Author
- Reviewed by the TSC chair, who then submits it for addition to SRP backlog
- Assurance check undertaken by TAGG
- Separate webinar providing more details on the fields to be completed



2. Document Development Plan (DDP) Cat. A only

1. BASIC INFORMATION

DOCUMENT(S) TO BE DEVELOPED (new documents)	
DOCUMENT(S) TO BE UPDATED (existing documents)	
CARS LINK TO PUBLISHED DOCUMENT	
KEY MILESTONE DATES Initial consultation and development strategy meeting: Start drafting: Start TSC consultation: End TSC consultation: QMR final submission:	
INTERMEDIATE MILESTONE DATES (RECOMMENDED) The % depends on the size of the document	x% sections agreed with the Content Specialist:
DOCUMENT DEVELOPMENT PLAN VERSION AND DATE	

2. PRODUCTION TEAM

HIGHWAYS ENGLAND	Technical Author: Contact details:	
	Project Sponsor:	
	Content Specialist:	
	Subject matter expert:	
DEVOLVED ADMINISTRATIONS' REPRESENTATIVE	Transport Scotland	
	Welsh Government	
	Department of Infrastructure Northern Ireland	
EXTERNAL SUPPLIER	Authoring team:	
	Project Manager:	
	Reviewers:	
	Subject matter experts:	

highways england DOCUMENT DEVELOPMENT PLAN

3. DELIVERABLES

For DMRB documents:

- Draft updated XXXX to replace XXXX / Draft new RAD XXXX
- Draft National Application Annex, if needed
- Background document to accompany draft
- Change log for XXXX (existing documents only)
- QMR consultation report and impact assessment report
- Other deliverables as required from the work package

For Manual for Contract Documents for Highways Works (MCHW) documents:

- SHW document XXXX (replacing XXXX) and associated Instructions for Specifiers, works specific inputs template, drafts of associated changes to Volume 3 drawings, and all other amendments required to implement the specification amendments
- Draft Nationally Determined Requirements or Sections, if needed
- Draft new DMRB document(s) or new / updated clauses for existing DMRB documents to provide design information currently within the Notes for Guidance, if needed
- Background document to accompany drafts
- Change log for XXXX (existing documents only)
- Validation of constructor requirements - a link shall be established between constructor requirements and related verification and documentation requirements for validation purposes. An online tool in CARS will be made available to link related requirements and facilitate validation.
- QMR consultation report and impact assessment report
- Other deliverables as required from the work package

highways england DOCUMENT DEVELOPMENT PLAN

4. SUMMARY OF DRAFTING NEEDS AND APPROACH

Initial consultation and development strategy meeting

- Stakeholders involved
- Outcome

Drafting needs

Provide an outline of drafting needs including as relevant the following:

- Needs of the document: <***>
- Compliance with the MDD.
- Draft in a style that will reduce the need for departures from requirements.
- Redraft in a style that will reduce contractual ambiguity.
- Editorial updates: <***> details provided in section 6
- Technical updates: <***> details provided in section 6

Departures analysis (for existing documents)

Relevant aspects to cover:

- No. of departures received
- Classification of departures, e.g. for innovation, aspects not covered, etc.
- Plan to reduce unnecessary departures and support innovation
- Any other relevant information

If you are a user of DAS, details of departures can be downloaded from the system in an excel format. We suggest filtering your search by discipline to streamline your results. A video tutorial is available via the DAS help pages and at this link: https://www.youtube.com/watch?v=X4TpifySNQk&list=PL0Z2ueJ-KDyrP9RKlFH7jNIaCjjl0DF_r&index=5

Should you need any further assistance, please contact departures@highwaysengland.co.uk

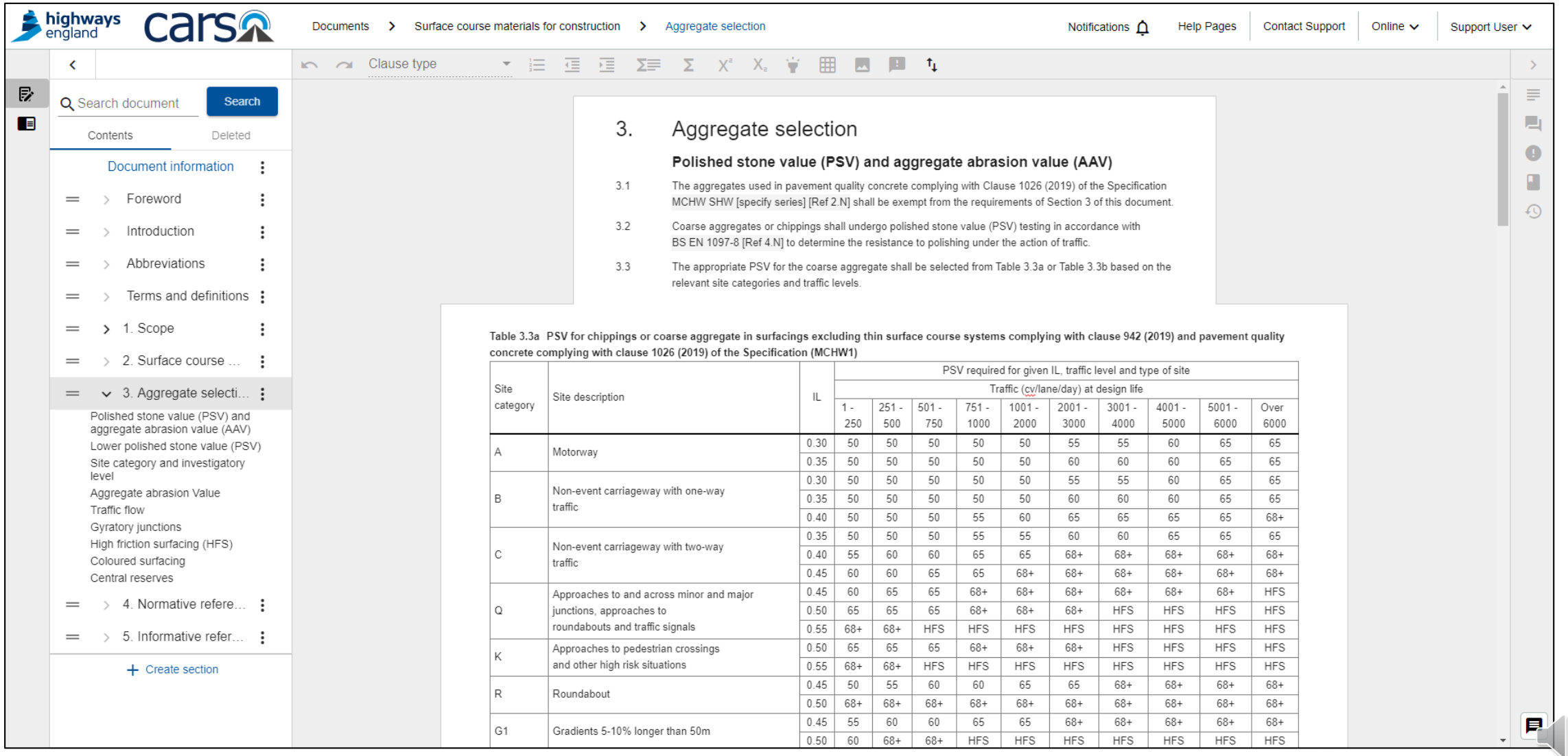
Recommendations for future work to be done

- XXXX

Drafting approach

- XXXX

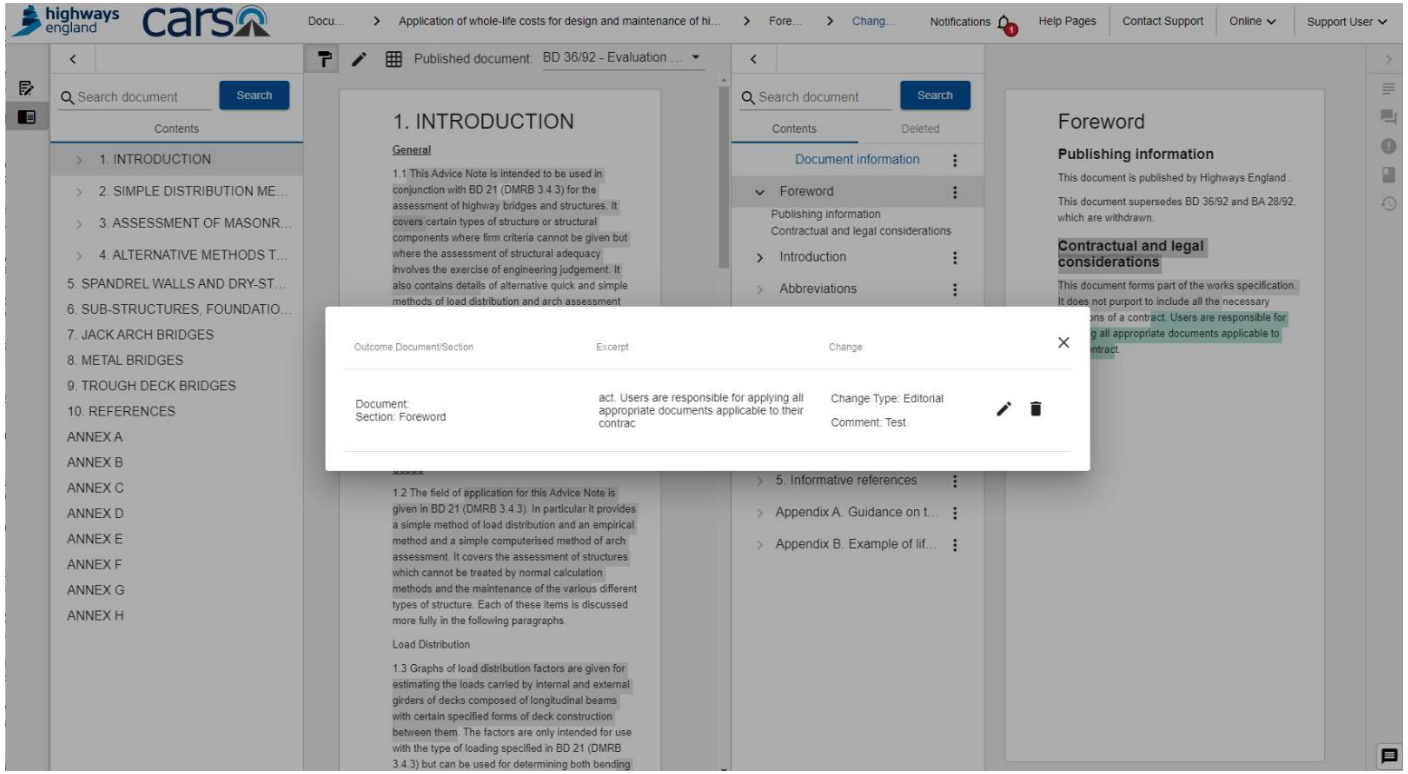
3. Draft document (all categories)



Site category	Site description	IL	PSV required for given IL, traffic level and type of site									
			Traffic (cv/lane/day) at design life									
			1 - 250	251 - 500	501 - 750	751 - 1000	1001 - 2000	2001 - 3000	3001 - 4000	4001 - 5000	5001 - 6000	Over 6000
A	Motorway	0.30	50	50	50	50	50	55	55	60	65	65
		0.35	50	50	50	50	50	60	60	60	65	65
B	Non-event carriageway with one-way traffic	0.30	50	50	50	50	50	55	55	60	65	65
		0.35	50	50	50	50	50	60	60	60	65	65
		0.40	50	50	50	55	60	65	65	65	65	68+
C	Non-event carriageway with two-way traffic	0.35	50	50	50	55	55	60	60	65	65	65
		0.40	55	60	60	65	65	68+	68+	68+	68+	68+
		0.45	60	60	65	65	68+	68+	68+	68+	68+	68+
Q	Approaches to and across minor and major junctions, approaches to roundabouts and traffic signals	0.45	60	65	65	68+	68+	68+	68+	68+	68+	HFS
		0.50	65	65	65	68+	68+	68+	HFS	HFS	HFS	HFS
		0.55	68+	68+	HFS	HFS	HFS	HFS	HFS	HFS	HFS	HFS
K	Approaches to pedestrian crossings and other high risk situations	0.50	65	65	65	68+	68+	68+	HFS	HFS	HFS	HFS
		0.55	68+	68+	HFS	HFS	HFS	HFS	HFS	HFS	HFS	HFS
R	Roundabout	0.45	50	55	60	60	65	65	68+	68+	68+	68+
		0.50	68+	68+	68+	68+	68+	68+	68+	68+	68+	68+
G1	Gradients 5-10% longer than 50m	0.45	55	60	60	65	65	68+	68+	68+	68+	68+
		0.50	60	68+	68+	HFS	HFS	HFS	HFS	HFS	HFS	HFS

4. Change log (for MCHW review programme only – RIS 2 commitment)

- For documents to be reviewed in MCHW update programme, technical authors shall produce a change log in CARS to record the changes made.
- For internal use only and will be used to briefly identify the type of change and the reason behind it as well as the location of the clause when moved for easy future retrieval.



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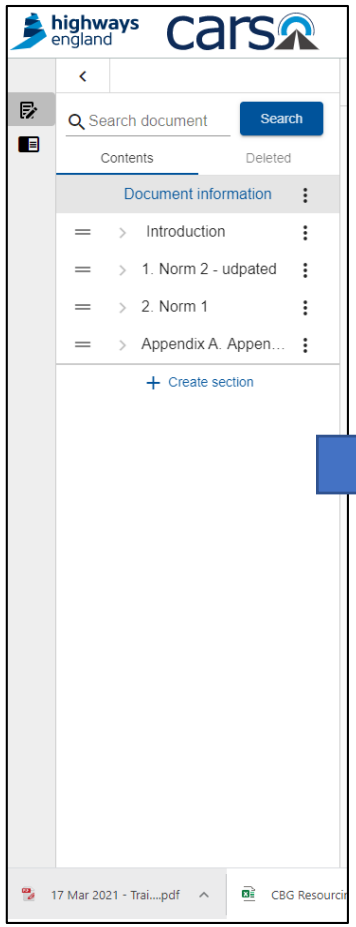
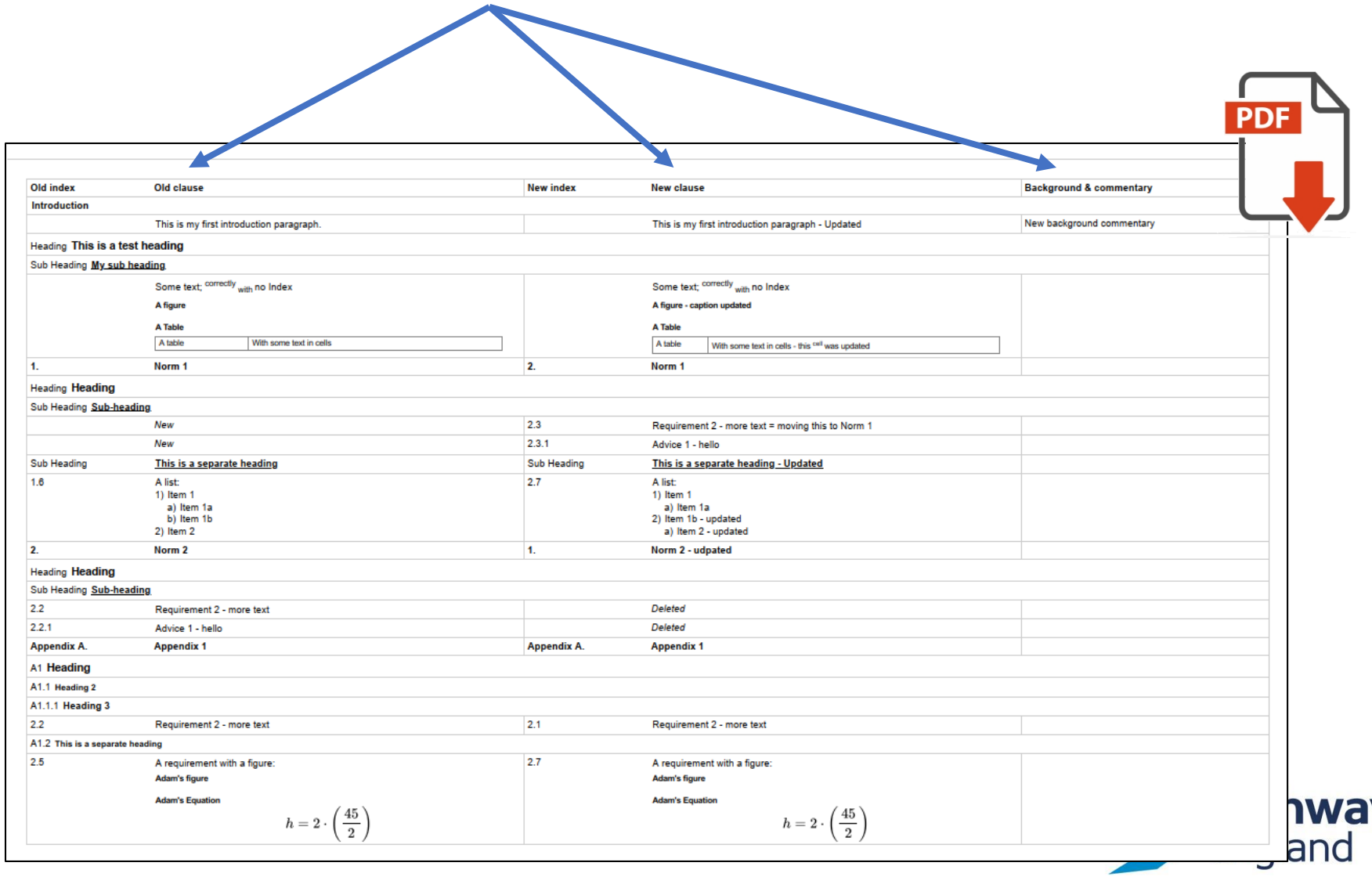
5. Clause change summary





Old index	Old clause	New index	New clause	Background & commentary
Introduction				
	This is my first introduction paragraph.		This is my first introduction paragraph - Updated	New background commentary
Heading **This is a test heading**				
Sub Heading **My sub heading**				
	Some text; correctly with no Index **A figure** **A Table** A table: With some text in cells		Some text; correctly with no Index **A figure - caption updated** **A Table** A table: With some text in cells - this cell was updated	
1.	**Norm 1**	**2.**	**Norm 1**	
Heading **Heading**				
Sub Heading **Sub-heading**				
	New	2.3	Requirement 2 - more text = moving this to Norm 1	
	New	2.3.1	Advice 1 - hello	
Sub Heading	**This is a separate heading**	Sub Heading	**This is a separate heading - Updated**	
1.6	A list: 1) Item 1 a) Item 1a b) Item 1b 2) Item 2	2.7	A list: 1) Item 1 a) Item 1a 2) Item 1b - updated a) Item 2 - updated	
2.	**Norm 2**	**1.**	**Norm 2 - udpated**	
Heading **Heading**				
Sub Heading **Sub-heading**				
2.2	Requirement 2 - more text		*Deleted*	
2.2.1	Advice 1 - hello		*Deleted*	
Appendix A.	**Appendix 1**	**Appendix A.**	**Appendix 1**	
A1 **Heading**				
A1.1 **Heading 2**				
A1.1.1 **Heading 3**				
2.2	Requirement 2 - more text	2.1	Requirement 2 - more text	
A1.2 **This is a separate heading**				
2.5	A requirement with a figure: **Adam's figure** **Adam's Equation** $h = 2 \cdot \left(\frac{45}{2}\right)$	2.7	A requirement with a figure: **Adam's figure** **Adam's Equation** $h = 2 \cdot \left(\frac{45}{2}\right)$	

6. Impact asse

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1.3 Impact on carbon management, sustainable de

1.4 Impact on customer satisfaction

1.5 Commercial impact

1.6 Other impacts

1.7 Innovation

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2.3 Impact on carbon management, sustainable de

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2.5 Commercial impact

2.6 Other impacts

2.7 Innovation

3. Implementation plan

3.1 Dissemination plan

3.2 Implementation requirements

2. Post-consultation impact assessment

2.1 Health, safety and wellbeing impact

Please state the status of the H&S impact assessment:
Choose an item.

If the H&S impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on H&S impact?
Click or tap here to enter text.

2.2 Equality, diversity and inclusion impact

Please state the status of the equality, diversity and inclusion impact assessment:
Choose an item.

If the equality, diversity and inclusion impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on equality, diversity and inclusion impact?
Click or tap here to enter text.

2.3 Impact on carbon management, sustainable development and good design

Please state the status of the carbon management, sustainable development and good design impact assessment:
Choose an item.

If the carbon management, sustainable development and good design impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on carbon management, sustainable development and good design impact?
Click or tap here to enter text.

highways england IMPACT ASSESSMENT REPORT

2.4 Impact on customer satisfaction

Please state the status of the customer service impact assessment:
Choose an item.

If the customer service impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on customer service impact?
Click or tap here to enter text.

2.5 Commercial impact

Please state the status of the commercial impact assessment:
Choose an item.

If the commercial impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on commercial impact?
Click or tap here to enter text.

2.6 Other impacts

Please state the status of other impacts:
Choose an item.

If other impacts have been updated, please outline reasons for the change.
Click or tap here to enter text.

Any other comments on other impacts?
Click or tap here to enter text.

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6. Impact assessment report All categories

Item	H&S activity type
2. Please categorise the activity in Type A, B, C using GG 104, Table 2.6.	Choose an item.
3. Does the Divisional Director agree with the categorisation? If so, please document it.	Choose an item. Click or tap here to enter text.
4. Please clarify which road populations will or may be affected by the activity and how.	Choose an item. Click or tap here to enter text.
5. Please identify the scope of the risk assessment.	Click or tap here to enter text.
6. When dealing with editorial changes only:	
6a Please establish the current baseline for safety, in either qualitative or quantitative values, for each of the populations affected.	Click or tap here to enter text.
6b Please indicate any known issues identified in the application of the existing RAD that may or will have an impact on safety, and provide an explanation as to whether these are being dealt with by this revision or will be dealt with at a later planned time.	Click or tap here to enter text. Click or tap here to enter text.
6c Please identify / record a time for completing this review.	Click or tap here to enter text.

Drop down list

Free text field

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5. Impact assessment report All categories

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ENHANCED TEMPLATES

H&S

Equality diversity and inclusion

Other impacts

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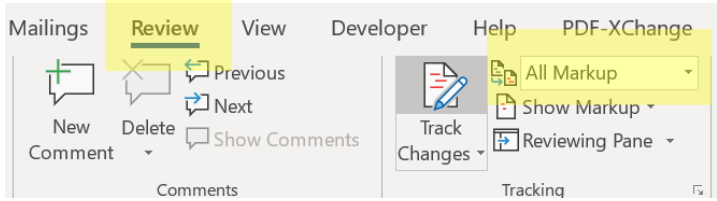
Health safety and wellbeing



Instructions to populate the template

GG 104 risk assessment

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IMPACT ASSESSMENT REPORT

1.1 Impact on health, safety and wellbeing

The following GG 104 health and safety risk assessment is applicable to:

- "editorial change and changes to notes", when updating the RAD to the correct layout and style, addressing typos and changing content in notes;
- "requirement and advice update", when changing requirement(s) and advice of the RAD;
- "new requirement", when introducing new requirement(s) in the RAD;
- "new RAD", when developing a new RAD.

Please comment on the effects of the RAD on health and safety (including the CDM Regulations) and other needs of all road users, including pedestrians, protected groups and highway workers.

1.1.1 Safety risk assessment planning process

Item	Response
1. Type of change:	
1a When dealing with change to existing RAD, please describe what the changes to the RAD, their extent and the reasons prompted their introduction.	Click or tap here to enter text.
1b When dealing with a new RAD, please describe the content of the new RAD and the reasons prompted its introduction.	Click or tap here to enter text.

4

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IMPACT ASSESSMENT REPORT

Item	Response
2. Please categorise the activity in Type A, B, C using GG 104, Table 2.6	Choose an item.
3. Does the Divisional Director agree with the categorisation? If so, please document it.	Choose an item. Click or tap here to enter text.
4. Please clarify which road populations will or may be affected by the activity and how.	Choose an item. Click or tap here to enter text.
5. Please identify the scope of the risk assessment.	Click or tap here to enter text.
6. When dealing with editorial changes only:	
6a Please establish the current baseline for safety, in either qualitative or quantitative values, for each of the populations affected.	Click or tap here to enter text.
6b Please indicate any known issues identified in the application of the existing RAD that may or will have an impact on safety, and provide an explanation as to whether these are being dealt with by this revision or will be dealt with at a later planned time.	Click or tap here to enter text. Click or tap here to enter text.
6c Please identify / record a time for completing this review.	Click or tap here to enter text.
7. When dealing with requirement(s) update and/or new requirement(s):	
7a Please establish the current baseline for safety, in either qualitative or quantitative values, for each of the populations affected.	Click or tap here to enter text.
7b Please provide an explanation on the impact of the requirement being changed / new requirement and its interaction with the other clauses.	Click or tap here to enter text.
7c Please identify / record a time for completing this review.	Click or tap here to enter text.
8. When dealing with a new RAD:	
8a Please establish the baseline for safety, in either qualitative or quantitative values, for each of the populations affected.	Click or tap here to enter text.
8b Please provide an explanation of the impact of the RAD and its interaction with other RADs and procedures.	Click or tap here to enter text.
8c Please identify / record a time for completing this review.	Click or tap here to enter text.
9. Please clarify the safety objective for this change / new requirement / new RAD for each population affected.	Click or tap here to enter text.

Mariapia Angelino
Be aware that type B and type C categories require a Safety Control Review Group (SCRG). It is acceptable for Technical Standards Committee (TSC) members to also be SCRG members. However, the two functions are separate, and each has its own requirements, see the MDD Part 1 and the National Safety Control Review Group (NSCRG)/SCRG remit and Terms of Reference (TOR). Also Management Arrangement of Safety Risk for Highways England Activities and we have an easy step by step guide to GG104 as well The Step by Step Guide to SRA

Mariapia Angelino
This is the people who are or can be affected by the application of the RAD, see also GG 104 Table 1.3.

Mariapia Angelino
This should address the scope of the health and safety risk assessment based on the changes made to the RAD or the content of the new RAD.

Mariapia Angelino
The safety baseline is the level of safety against which the safety objectives are set and measured (e.g. currently we work in this way and now we will be working in that way; what is the difference and how will that difference affect safety for anyone we owe a responsibility to?). In such a case, the baseline is aligned to the existing application of the RAD. The explanation of the choice of baseline should be recorded.

Mariapia Angelino
The safety baseline is the level of safety against which the safety objectives are set and measured. In such a case, the baseline is aligned to the existing application of the RAD, but an explanation is needed on the impact of the requirement being changed / new requirement, and its interaction with the other clauses. The explanation of the choice of baseline should be recorded.

Mariapia Angelino
The safety baseline is the level of safety against which the safety objectives are set and measured. The explanation of the choice of baseline should be recorded.

Mariapia Angelino
A safety objective is a statement describing what contribution, if any, a change / new requirement / new RAD will deliver from a safety perspective.

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Equality, diversity and inclusion

1.2 Equality, diversity and inclusion impact

All technical authors shall complete the equality impact assessment (EqIA) screening in Part 1.

Where the screening indicate that an equality impact assessment is needed, relevant sections of Part 2 shall be completed.

Part 1: Screening

For some documents the questions below will be straightforward to answer, while in other cases there may be significant uncertainty. If in doubt, enter "uncertain" – this is relevant in 1.2.2 when explaining the judgement on the need to gather further evidence to reach an informed decision via EqIA.

A1: Outline the aims, purpose and expected outcomes of the practice/policy.
Click or tap here to enter text.

A2: Identify the customers, staff or stakeholders involved or affected.
Click or tap here to enter text.

Part 2: Full Equality Impact Assessment

To complete if needed, based on the decision made in the screening part.

D1: The level of impact on protected characteristics gauged from available information, research, consultation		
Equality Group (Protected Characteristics)	**Impact**	**Summary of reasons and evidence sources (data research and consultation) supporting this analysis**
Sex	Choose an item.	
Religion or Belief	Choose an item.	
Age	Choose an item.	
Disability	Choose an item.	
Race	Choose an item.	
Sexual Orientation	Choose an item.	
Gender Reassignment (Incl. Transsexual and Transgender)	Choose an item.	
Pregnancy & Maternity	Choose an item.	
Marriage & Civil Partnership	Choose an item.	

D2: Any potential risks to equality identified - Including insufficient information to make robust decisions?
Choose an item. Identified risks: • …… • …… • …… • …… • ……

E: Choose appropriate option
Choose an item.
Notes: *Options 1 to 3: There are no unjustified negative impacts and the policy/practice is compliant in terms of the equality duty.* *Option 4: Opportunities were identified to advance equality, foster good relations and prevent discrimination. Ensure further evidence is gathered to ensure any barriers are removed and referenced in Sections F and G.*

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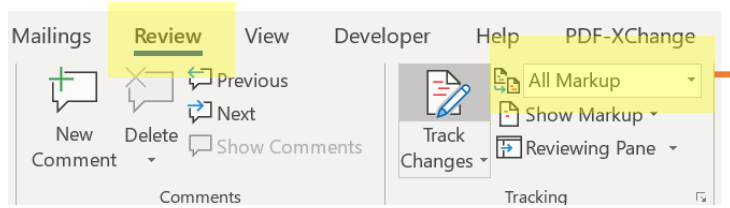
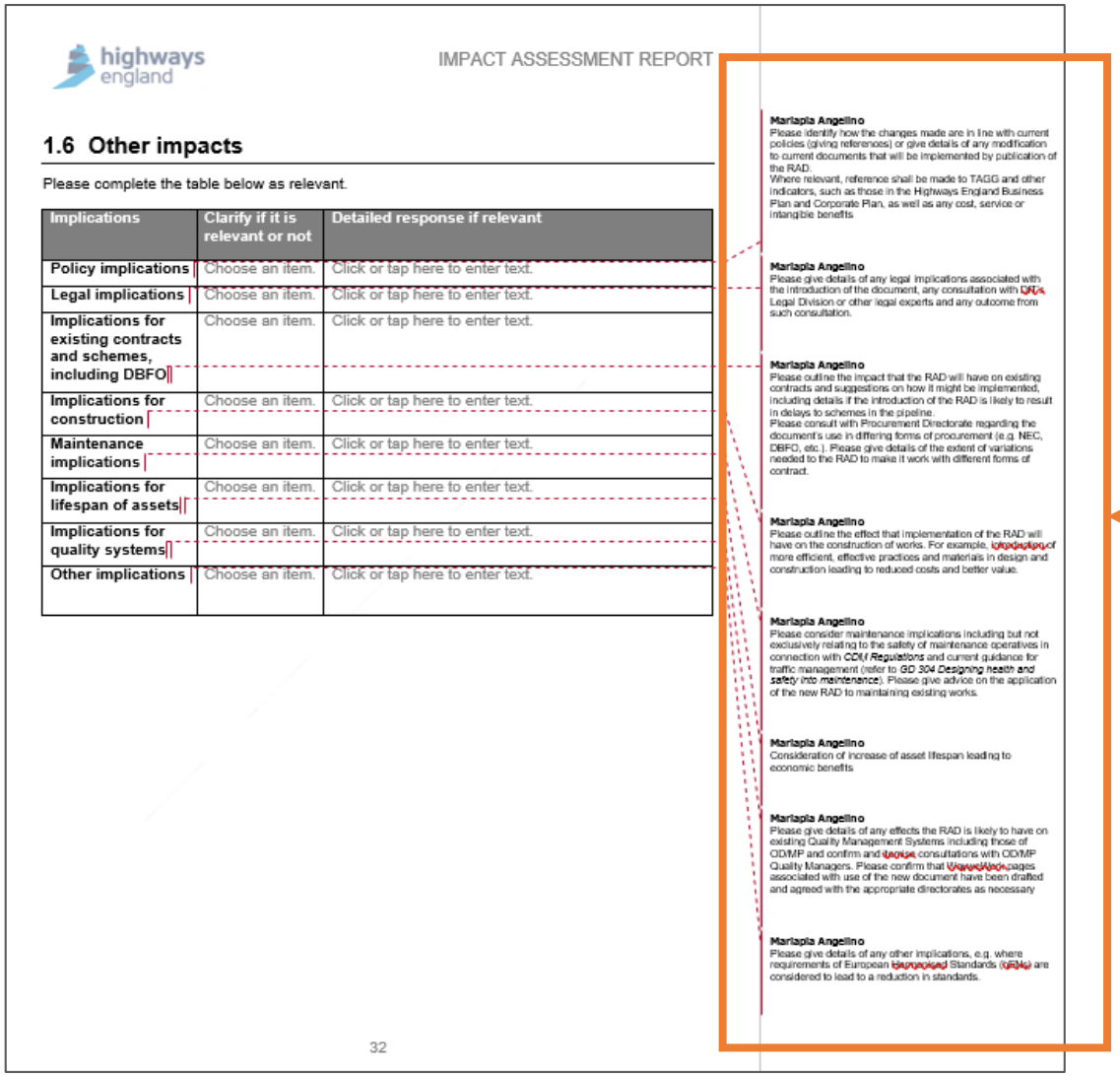
Other impacts





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IMPACT ASSESSMENT REPORT

1.6 Other impacts

Please complete the table below as relevant.

Implications	Clarify if it is relevant or not	Detailed response if relevant
Policy implications	Choose an item.	Click or tap here to enter text.
Legal implications	Choose an item.	Click or tap here to enter text.
Implications for existing contracts and schemes, including DBFO	Choose an item.	Click or tap here to enter text.
Implications for construction	Choose an item.	Click or tap here to enter text.
Maintenance implications	Choose an item.	Click or tap here to enter text.
Implications for lifespan of assets	Choose an item.	Click or tap here to enter text.
Implications for quality systems	Choose an item.	Click or tap here to enter text.
Other implications	Choose an item.	Click or tap here to enter text.

Mariapia Angelino
Please identify how the changes made are in line with current policies (giving references) or give details of any modification to current documents that will be implemented by publication of the RAD.
Where relevant, reference shall be made to TAGG and other indicators, such as those in the Highways England Business Plan and Corporate Plan, as well as any cost, service or intangible benefits

Mariapia Angelino
Please give details of any legal implications associated with the introduction of the document, any consultation with DfT, Legal Division or other legal experts and any outcome from such consultation.

Mariapia Angelino
Please outline the impact that the RAD will have on existing contracts and suggestions on how it might be implemented, including details if the introduction of the RAD is likely to result in delays to schemes in the pipeline.
Please consult with Procurement Directorate regarding the document's use in differing forms of procurement (e.g. NEC, DBFO, etc.). Please give details of the extent of variations needed to the RAD to make it work with different forms of contract.

Mariapia Angelino
Please outline the effect that implementation of the RAD will have on the construction of works. For example, [illegible] of more efficient, effective practices and materials in design and construction leading to reduced costs and better value.

Mariapia Angelino
Please consider maintenance implications including but not exclusively relating to the safety of maintenance operatives in connection with CDM *Regulations* and current guidance for traffic management (refer to GD 304 *Designing health and safety into maintenance*). Please give advice on the application of the new RAD to maintaining existing works.

Mariapia Angelino
Consideration of increase of asset lifespan leading to economic benefits

Mariapia Angelino
Please give details of any effects the RAD is likely to have on existing Quality Management Systems including those of OD/MP and confirm and [illegible] consultations with OD/MP Quality Managers. Please confirm that [illegible] pages associated with use of the new document have been drafted and agreed with the appropriate directorates as necessary

Mariapia Angelino
Please give details of any other implications, e.g. where requirements of European [illegible] Standards (CENs) are considered to lead to a reduction in standards.

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5. Impact assessment report All categories

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3. Implementation plan **39**

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3.2 Implementation requirements 39

NEW TEMPLATES

Carbon assessment

Customer satisfaction

Innovation

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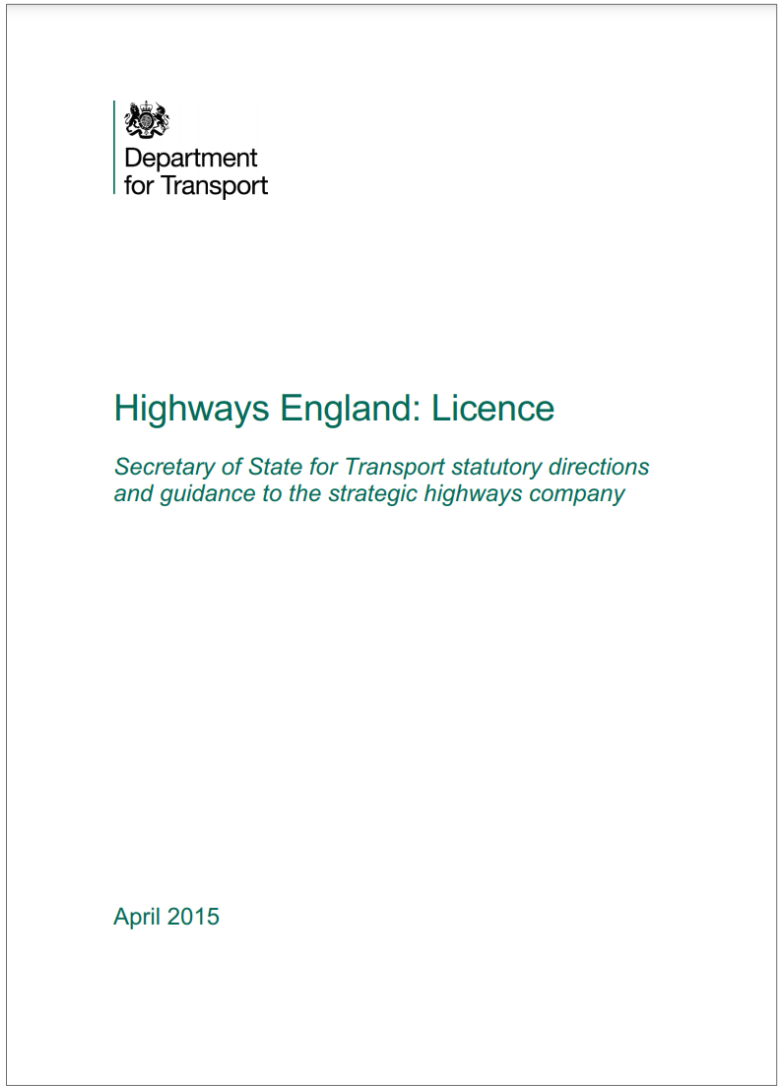
Carbon, sustainable development and good design
Licence requirement

- Best practicable outcomes
- Consistency with the government's plans for a low carbon future (challenge of 'net zero')
- Due regard of the relevant principles and guidance on good design


Department for Transport

Highways England: Licence

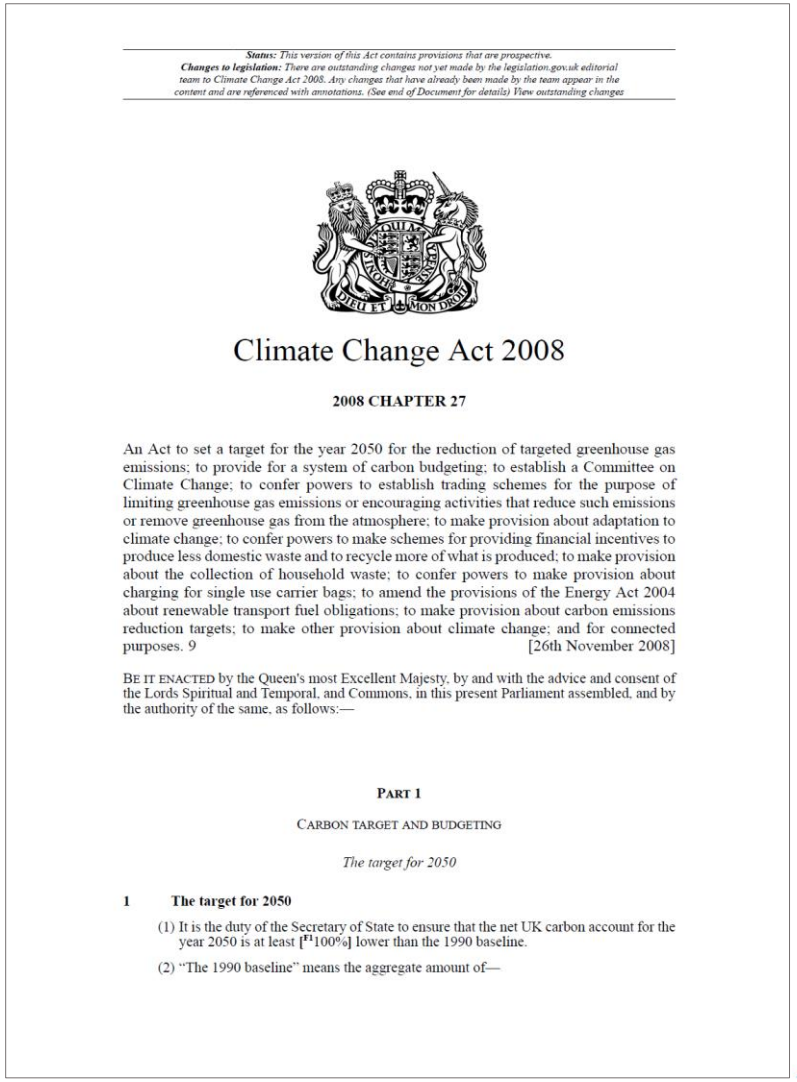
Secretary of State for Transport statutory directions and guidance to the strategic highways company

April 2015

Carbon, sustainable development and good design
Net zero journey

- Highways England is producing a Net Zero Strategy for publication this spring

- Specifications for materials and categories of products is at the heart of our net zero journey



Status: This version of this Act contains provisions that are prospective.
***Changes to legislation:** There are outstanding changes not yet made by the legislation.gov.uk editorial team to Climate Change Act 2008. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Climate Change Act 2008

2008 CHAPTER 27

An Act to set a target for the year 2050 for the reduction of targeted greenhouse gas emissions; to provide for a system of carbon budgeting; to establish a Committee on Climate Change; to confer powers to establish trading schemes for the purpose of limiting greenhouse gas emissions or encouraging activities that reduce such emissions or remove greenhouse gas from the atmosphere; to make provision about adaptation to climate change; to confer powers to make schemes for providing financial incentives to produce less domestic waste and to recycle more of what is produced; to make provision about the collection of household waste; to confer powers to make provision about charging for single use carrier bags; to amend the provisions of the Energy Act 2004 about renewable transport fuel obligations; to make provision about carbon emissions reduction targets; to make other provision about climate change; and for connected purposes. 9 [26th November 2008]

BE IT ENACTED by the Queen's most Excellent Majesty, by and with the advice and consent of the Lords Spiritual and Temporal, and Commons, in this present Parliament assembled, and by the authority of the same, as follows:—

PART 1

CARBON TARGET AND BUDGETING

The target for 2050

1 The target for 2050

(1) It is the duty of the Secretary of State to ensure that the net UK carbon account for the year 2050 is at least **[F1**100%**]** lower than the 1990 baseline.

(2) "The 1990 baseline" means the aggregate amount of—

Carbon, sustainable development and good design

Carbon footprint of construction and maintenance

- Construction and maintenance carbon footprint of around 1.2 million tCO2e/yr
- By specifying lower carbon / longer life materials and sustainable construction processes we can cut carbon
- A full training module will be made available to technical authors soon – relevant to DMRB and MCHW clause drafting

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Carbon assessment

Carbon management hierarchy
There may be wider sustainability and good design benefits from applying this hierarchy

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1.3 Impact on carbon management, sustainable development and good design

All technical authors shall complete the screening in Part 1a and 1b.

Where the screening indicate that a carbon or sustainable development / good design assessment is needed, relevant sections of Part 2 shall be completed.

CARBON MANAGEMENT

Part 1a: Screening

GG 103 requires the minimisation of greenhouse gas emissions associated with the whole life of a project. This means that all projects consider greenhouse gases across all elements of design, construction, operation and use, and decommissioning. Part 1a of this assessment considers the type of document and whether further assessment is appropriate.

Does the document specify design elements?

If yes proceed to Part 2a. Review industry best practice and apply the carbon management hierarchy.

Does the document specify a material or product?

If yes, is lifecycle carbon data available, for example in an Environmental Product Declaration available or is data in the ICE database?
If not, can product supplier provide a narrative on carbon performance of product throughout lifecycle?

If yes proceed to Part 2a.

If no, proceed with document but consider R&D opportunities to develop future alternatives and document in "outcome of screening"

Does the document set out a process for assessment or review?

Is there an opportunity to consider carbon performance as part of assessment / review process?

If yes, proceed to Part 2a.

If no, procede with document but consider other opportunities to consider carbon through assessment / review.

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Select the appropriate outcome of the Carbon Assessment Screening:

Choose an item.

Part 2a: Full assessment

The carbon management hierarchy:

a) Build nothing: Is the asset / design element really needed? Could the same outcome be achieved safely and cost effectively without the asset / design element or via an alternative approach?

b) Build Less: consider the potential for re-using assets / design elements or refurbishing / reducing the amount of materials used by the asset / design element.

c) Build clever: Can low carbon solutions / technologies / materials be integrated into design to reduce carbon in construction, operation or use?

d) Build efficiently: Can construction or maintenance practice be changed to reduce energy or materials consumption?

1. **Is the RAD the appropriate place to address issues or is there a related RAD which will address this? Select relevant response.**	Choose an item.
2. **If the answer to 1. is that there is a more appropriate RAD to address some of the issues, state document number and title.**	Document number: Click or tap here to enter text. Document title: Click or tap here to enter text.
3. **What elements of the standard are considered in this further assessment?** You do not need to do a line by line assessment, rather focus on the core themes of the RAD or the categories of materials specified	Click or tap here to enter text.
4. **Were there elements of the standards that are not considered further? Can you summarise why they are not considered further?** For example, there may be elements that have no carbon impact.	Click or tap here to enter text.
5. **What are the opportunities to include requirements for designing or specifying assets / elements as high up the carbon management hierarchy as possible?** For materials and products (for example in MCHW specifications) consider	Click or tap here to enter text.

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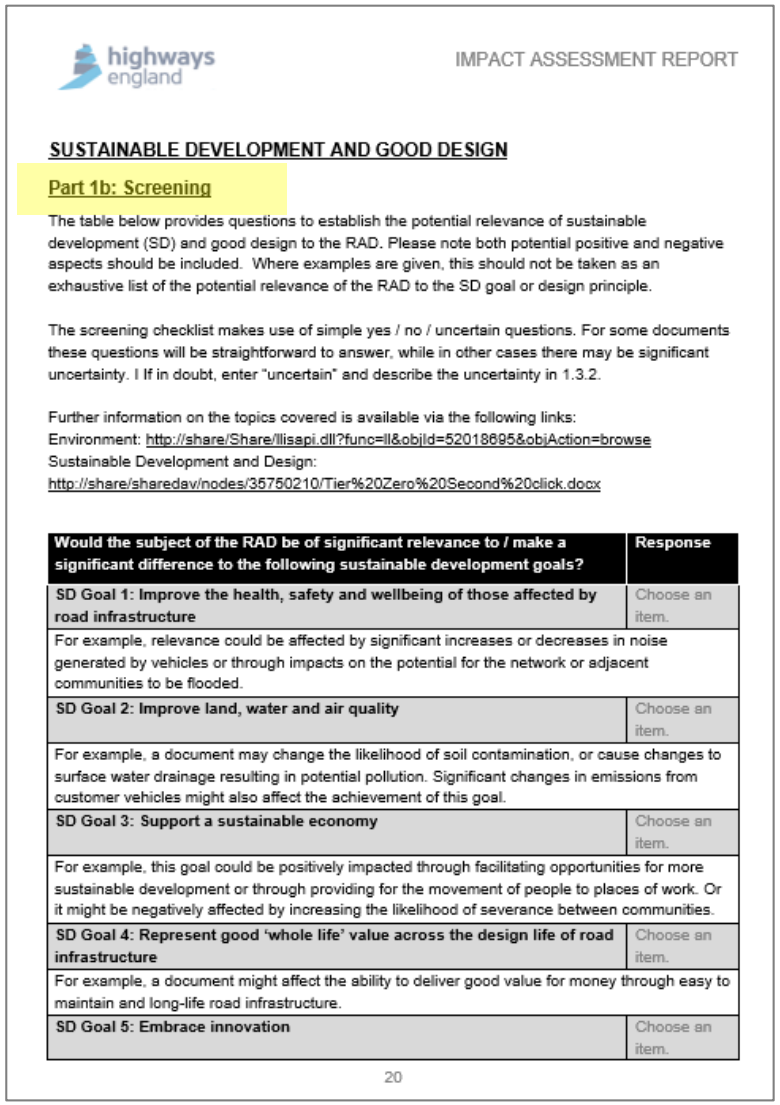
Tips for completing the carbon assessment

- Screen first – you may not need to assess
- Keep the narrative brief
- Only focus on relevant issues – if it is better to deal with something in a different RAD say so
- Talk to suppliers – how are they demonstrating carbon reduction?
- If Environmental Product Declarations / life cycle data available, are there certain categories of the same material that offer lower embodied carbon?
- Can a clause be constructed to allow better carbon performance across the lifecycle?

Sustainable development and good design



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SUSTAINABLE DEVELOPMENT AND GOOD DESIGN

Part 1b: Screening

The table below provides questions to establish the potential relevance of sustainable development (SD) and good design to the RAD. Please note both potential positive and negative aspects should be included. Where examples are given, this should not be taken as an exhaustive list of the potential relevance of the RAD to the SD goal or design principle.

The screening checklist makes use of simple yes / no / uncertain questions. For some documents these questions will be straightforward to answer, while in other cases there may be significant uncertainty. I If in doubt, enter "uncertain" and describe the uncertainty in 1.3.2.

Further information on the topics covered is available via the following links:
Environment: http://share/Share/llisapi.dll?func=ll&objId=52018695&objAction=browse
Sustainable Development and Design:
http://share/sharedav/nodes/35750210/Tier%20Zero%20Second%20click.docx

Would the subject of the RAD be of significant relevance to / make a significant difference to the following sustainable development goals?	Response
SD Goal 1: Improve the health, safety and wellbeing of those affected by road infrastructure	Choose an item.
For example, relevance could be affected by significant increases or decreases in noise generated by vehicles or through impacts on the potential for the network or adjacent communities to be flooded.	
SD Goal 2: Improve land, water and air quality	Choose an item.
For example, a document may change the likelihood of soil contamination, or cause changes to surface water drainage resulting in potential pollution. Significant changes in emissions from customer vehicles might also affect the achievement of this goal.	
SD Goal 3: Support a sustainable economy	Choose an item.
For example, this goal could be positively impacted through facilitating opportunities for more sustainable development or through providing for the movement of people to places of work. Or it might be negatively affected by increasing the likelihood of severance between communities.	
SD Goal 4: Represent good 'whole life' value across the design life of road infrastructure	Choose an item.
For example, a document might affect the ability to deliver good value for money through easy to maintain and long-life road infrastructure.	
SD Goal 5: Embrace innovation	Choose an item.

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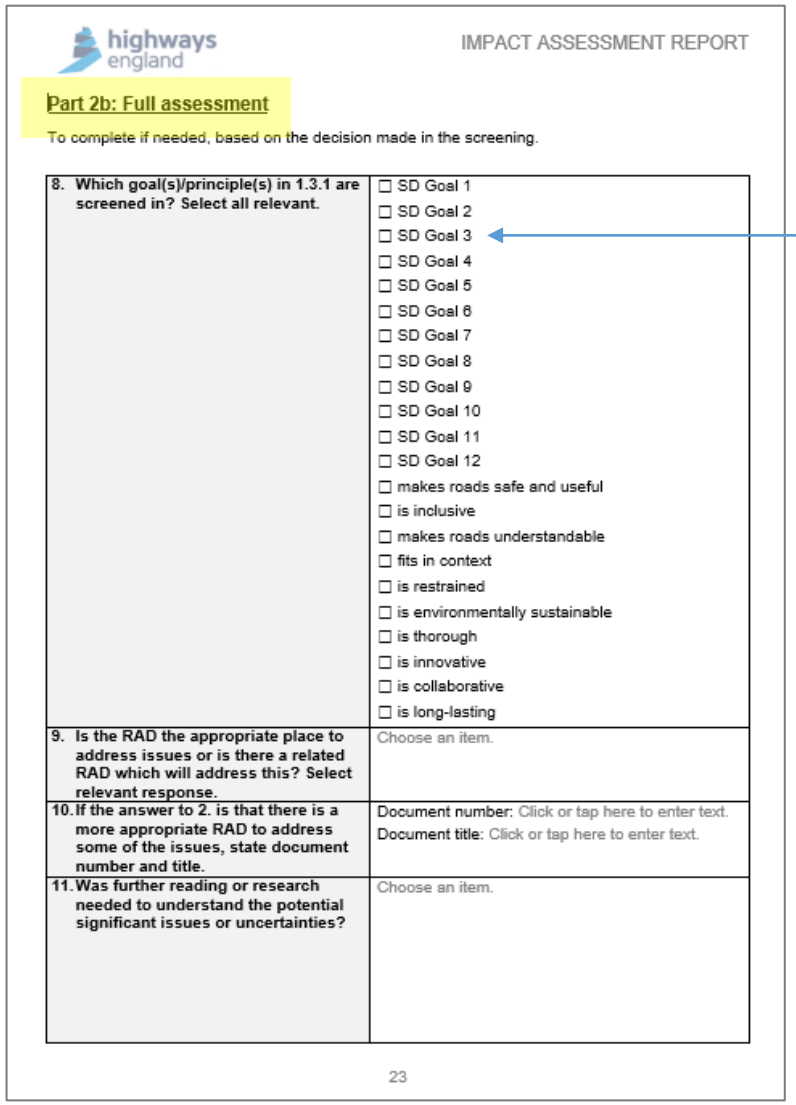

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Part 2b: Full assessment

To complete if needed, based on the decision made in the screening.

8. Which goal(s)/principle(s) in 1.3.1 are screened in? Select all relevant.	☐ SD Goal 1 ☐ SD Goal 2 ☐ SD Goal 3 ☐ SD Goal 4 ☐ SD Goal 5 ☐ SD Goal 6 ☐ SD Goal 7 ☐ SD Goal 8 ☐ SD Goal 9 ☐ SD Goal 10 ☐ SD Goal 11 ☐ SD Goal 12 ☐ makes roads safe and useful ☐ is inclusive ☐ makes roads understandable ☐ fits in context ☐ is restrained ☐ is environmentally sustainable ☐ is thorough ☐ is innovative ☐ is collaborative ☐ is long-lasting
9. Is the RAD the appropriate place to address issues or is there a related RAD which will address this? Select relevant response.	Choose an item.
10. If the answer to 2. is that there is a more appropriate RAD to address some of the issues, state document number and title.	Document number: Click or tap here to enter text. Document title: Click or tap here to enter text.
11. Was further reading or research needed to understand the potential significant issues or uncertainties?	Choose an item.

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While the SD goals focus on a range of impacts, like air and climate, the visual aspects are particularly important in the design principles

Tips for completing the sustainability assessment

- Screen first – you may not need to assess
- Focus on most relevant Sustainable Development (SD) Goals and Design Principles
- Keep the narrative concise
- Verify impacts with background research / evidence where possible
- Environmental Product Declarations or life cycle assessments can be helpful for some sustainability goals
- Seek to enhance the positive and minimise the negative

Key contacts

- Colin Holm and Dean Kerwick-Chrisp
- sustainability@highwaysengland.co.uk

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NEW TEMPLATES

Carbon assessment

Customer satisfaction

Innovation

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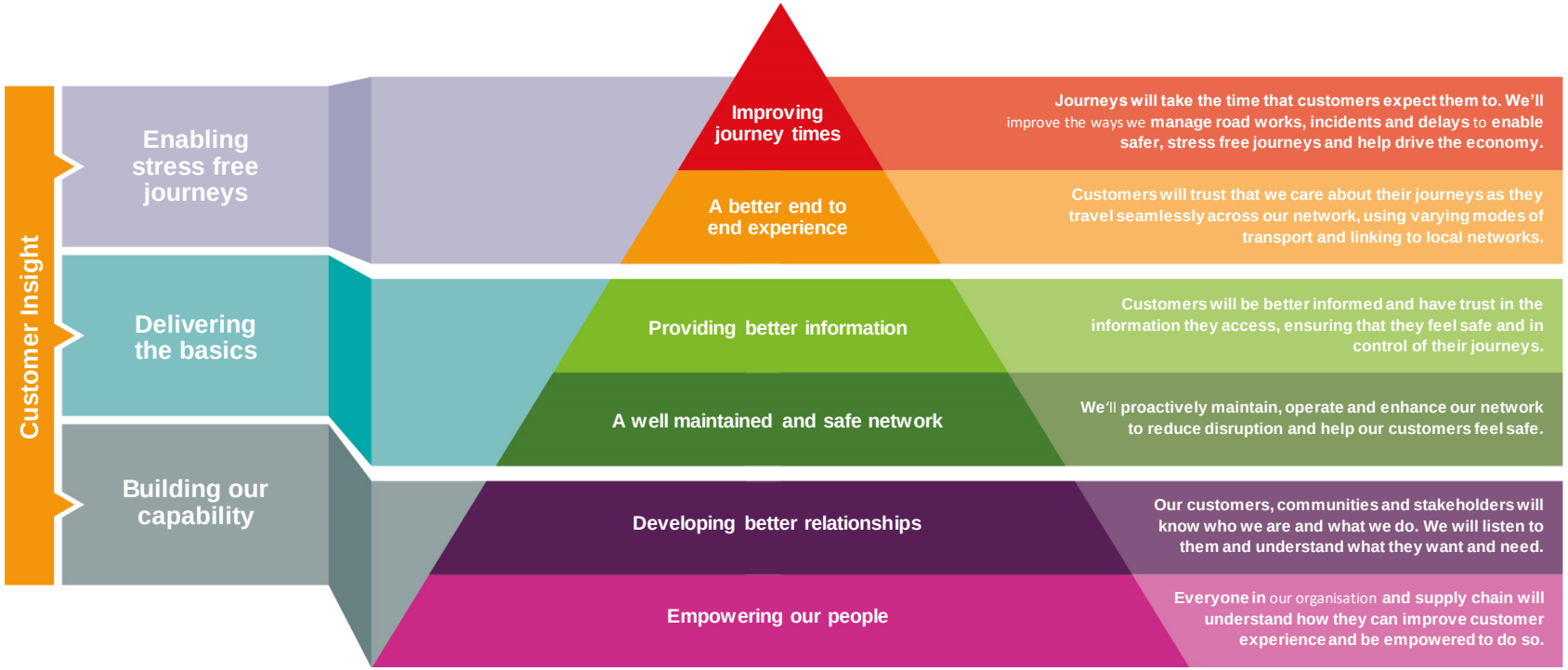
New customer satisfaction template

- New template applies to the four Overseeing Organisations.
- Highways England's Customer service strategy used to identify high level aspects to be addressed in the impact assessment report



New customer satisfaction template

1.4 Impact on customer satisfaction

Requirements within the RADs shall enable the development of solutions to improve customer satisfaction.

The impact on customer satisfaction includes all stages from design through to construction, maintenance and decommissioning.

1.4.1 Impact assessment on customer satisfaction

Please identify and record in the table below how the implementation of new RADs / changes made to existing RADs impact on customer satisfaction of road users, road workers and others affected by the Overseeing Organisation's motorway and all-purpose trunk roads.

The table below is set around the Highways England's Customer Service Strategy.

Questions	Response	Provide evidence /examples to validate the response
1. Does the implementation of the RAD / updated clauses assist in empowering the users of the standard to deliver great experiences to our customers? The RAD / updated clauses should support everyone in the Overseeing Organisations and supply chain to understand how they can improve customer experience and empower them to make better decisions for our customers.	Choose an item.	Click or tap here to enter text.
2. Does the implementation of the RAD / updated clauses result in a better relationship with our customers, communities and stakeholders? [*This question is most relevant to customer service standards and operational documents*] The RAD / updated clauses should enable relationships to be built with our customers, communities and stakeholders to provide a better understanding of who we are, what we do, and demonstrates that we listen to them to understand what they want and need.		
3. Does the implementation of the RAD / updated clauses provide a well maintained and safer network for our customers? The RAD / updated clauses should consider how our network and assets are designed, built, maintained, operated and decommissioned to reduce disruption and help our customers feel safe.		
4. Does the implementation of the RAD / updated clauses provide a better information provision for our customer? The RAD / updated clauses should facilitate improved information to customers, so customers will be better informed and have trust in the information they access, ensuring that they feel safe and in control of their journeys		
5. Does the implementation of the RAD / updated clauses provide a better end to end experience for our customer? The RAD / updated clauses should ensure our customers will trust that we care about their journeys, as they travel seamlessly across our network, using varying modes of transport and linking to local roads.		
6. Does the implementation of the RAD / updated clauses improve journey times for the customer? The RAD / updated clauses should contribute to making journeys take the time that customers expect them to, as we manage road works, incidents and delays to enable safe and stress-free journeys.		

Tips to populate the customer satisfaction template (1/2)

Questions	Response	Aspects to be considered by technical authors when providing evidence
1. **Does the implementation of the RAD / updated clauses assist in empowering the users of the standard to deliver great experiences to our customers?** The RAD / updated clauses should support everyone in the Overseeing Organisations and supply chain to understand how they can improve customer experience and empower them to make better decisions for our customers.	Choose an item.	Does the RAD assist users who are customer facing? Does the RAD empower the user to make decisions which impact on customers? Does the RAD make the users role more customer focussed? Does the RAD make the user more aware of customer needs and expectations?
2. **Does the implementation of the RAD / updated clauses result in a better relationship with our customers, communities and stakeholders?** [*This question is most relevant to customer service standards and operational documents*] The RAD / updated clauses should enable relationships to be built with our customers, communities and stakeholders to provide a better understanding of who we are, what we do, and demonstrates that we listen to them to understand what they want and need.	Choose an item.	Does the RAD build awareness of who the Overseeing organisation is and what they do? Will the implementation of the RAD enhance travel behaviour when needed? Does the RAD identify how the customer is being listened to? Does the RAD support the development of better roadside facilities? Does the RAD provide a positive legacy for communities?
3. **Does the implementation of the RAD / updated clauses provide a well maintained and safer network for our customers?** The RAD / updated clauses should consider how our network and assets are designed, built, maintained, operated and decommissioned to reduce disruption and help our customers feel safe.	Choose an item.	Does the RAD identify how the OO designs, maintains or operates the network to deliver a service to meet customers' needs and expectations? Does the RAD identify programmes of work to maintain performance of the network? Does the RAD identify how the latest technology and intelligence-led maintenance is being embraced? Does the RAD identify how the network is being proactively maintained?

ys

Tips to populate the customer satisfaction template (2/2)

4. **Does the implementation of the RAD / updated clauses provide a better information provision for our customer?** The RAD / updated clauses should facilitate improved information to customers, so customers will be better informed and have trust in the information they access, ensuring that they feel safe and in control of their journeys	Choose an item.	Does the RAD identify how improvements signs and signals ensure displayed information is helpful and appropriate to network conditions? Does the RAD identify how information is provided to the meet the customer needs to make them feel safe and in control of their journeys? Does the RAD assist in the development of technological advances (e.g. in-vehicle information) to provide better information to customers? Does the RAD assist in the provision of improved accuracy of information (e.g. notification of works starting, benefits of the roadworks in reducing disruption)?
5. **Does the implementation of the RAD / updated clauses provide a better end to end experience for our customer?** The RAD / updated clauses should ensure our customers will trust that we care about their journeys, as they travel seamlessly across our network, using varying modes of transport and linking to local roads.	Choose an item.	Does the RAD assist in improving ways of working with adjacent authorities where networks interact? Does the RAD assist in providing enhanced integration with other transport parties to facilitate better travel choices? Does the RAD assist in the provision of better signing for diversion routes? Does the RAD assist in working with roadside services and motorway service operators to improve signing identifying where and what facilities are available, in particular to disabled customers?
6. **Does the implementation of the RAD / updated clauses improve journey times for the customer?** The RAD / updated clauses should contribute to making journeys take the time that customers expect them to, as we manage road works, incidents and delays to enable safe and stress-free journeys.	Choose an item.	Does the RAD assist in proactively managing incidents and congestion to prevent them occurring? Does the RAD assist in the clearing of incidents to minimise impact on journey times? Does the RAD identify the use of technology to provide a better awareness of the network and share better information to the customer? Does the RAD assist in being more flexible to roadworks (e.g. length, duration) based on location and traffic flows to improve customer experience? Does the RAD assist in identifying the least disruptive options when works are to be undertaken?

Example: CS 125 - Inspection of traffic signs

Questions	Response	Provide evidence /examples to validate the response
1. **Does the implementation of the RAD / updated clauses assist in empowering the users of the standard to deliver great experiences to our customers?**	No	This RAD is for the inspection of permanent signs and does not include requirements for customer facing users
2. **Does the implementation of the RAD / updated clauses result in a better relationship with our customers, communities and stakeholders?** [*This question is most relevant to customer service standards and operational documents*]	No	This RAD is for the inspection of permanent signs and does not directly enable relationships to be built. Although the findings of the inspections will lead to works which are visible to the customer.
3. **Does the implementation of the RAD / updated clauses provide a well maintained and safer network for our customers?**	Yes	Adhering to the requirements of this RAD will ensure that maintenance works are identified to ensure the network is safe for the customer.
4. **Does the implementation of the RAD / updated clauses provide a better information provision for our customer?**	Yes	This RAD provides the requirements to carry out inspections on traffic signs to ensure maintenance works are carried out provide the information to meet customers' needs
5. **Does the implementation of the RAD / updated clauses provide a better end to end experience for our customer?**	No	This RAD is for the inspection of permanent signs and does not impact directly onto customers utilising other modes of transport.
6. **Does the implementation of the RAD / updated clauses improve journey times for the customer?**	No	This RAD provides guidance on the inspection of permanent traffic signs and do not assist in the management of roadworks or incidents.

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Innovation

1.7 Innovation

Please complete the table below as relevant.

Please state any opportunities of innovation that can be realised implementing this RAD / new or updated clauses.
Click or tap here to enter text.

Source: 2017 Transport Infrastructure Efficiency Strategy

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Factors affecting innovation through standards development

Factors affecting innovation through standards development include:

- Setting clear outcomes and balancing effectively method-based and performance-based requirements
- Keeping standards up to date and codifying existing technology to create ‘demand pull’ for new practices and technology
- Imposing requirements that force the industry to develop new solutions to comply with them (consider trends in the construction industry)

Source: Angelino M. (2019) Developing better design standards for the construction industry, EngD, University of Bristol

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ENHANCED TEMPLATES

H&S

Equality diversity and inclusion

Other impacts

NEW TEMPLATES

Carbon management

Customer satisfaction

Innovation

WILL BE ENHANCED

Commercial impact

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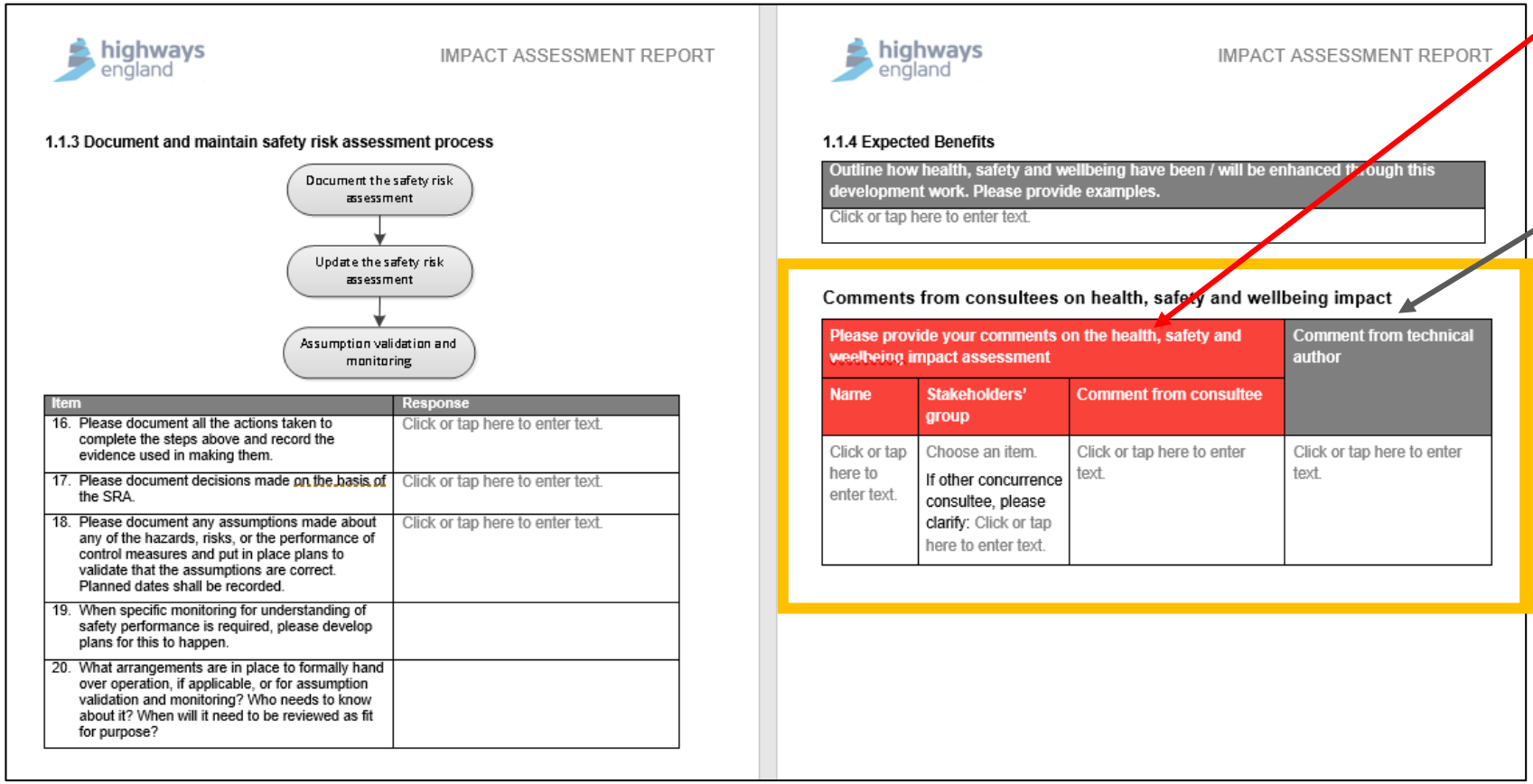
6. Impact assessment report All categories

Comments from consultees

Reply from technical author



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1.1.3 Document and maintain safety risk assessment process

Document the safety risk assessment → Update the safety risk assessment → Assumption validation and monitoring

Item	Response
16. Please document all the actions taken to complete the steps above and record the evidence used in making them.	Click or tap here to enter text.
17. Please document decisions made on the basis of the SRA.	Click or tap here to enter text.
18. Please document any assumptions made about any of the hazards, risks, or the performance of control measures and put in place plans to validate that the assumptions are correct. Planned dates shall be recorded.	Click or tap here to enter text.
19. When specific monitoring for understanding of safety performance is required, please develop plans for this to happen.	
20. What arrangements are in place to formally hand over operation, if applicable, or for assumption validation and monitoring? Who needs to know about it? When will it need to be reviewed as fit for purpose?	

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1.1.4 Expected Benefits

Outline how health, safety and wellbeing have been / will be enhanced through this development work. Please provide examples.
Click or tap here to enter text.

Comments from consultees on health, safety and wellbeing impact

Please provide your comments on the health, safety and wellbeing impact assessment			Comment from technical author
Name	**Stakeholders' group**	**Comment from consultee**	
Click or tap here to enter text.	Choose an item. If other concurrence consultee, please clarify: Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

New tables to collect comments from consultees

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2.4 Impact on customer satisfaction

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2.6 Other impacts

2.7 Innovation

3. Implementation plan

3.1 Dissemination plan

3.2 Implementation requirements

2. Post-consultation impact assessment

2.1 Health, safety and wellbeing impact

Please state the status of the H&S impact assessment:
Choose an item.

If the H&S impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on H&S impact?
Click or tap here to enter text.

2.2 Equality, diversity and inclusion impact

Please state the status of the equality, diversity and inclusion impact assessment:
Choose an item.

If the equality, diversity and inclusion impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on equality, diversity and inclusion impact?
Click or tap here to enter text.

2.3 Impact on carbon management, sustainable development and good design

Please state the status of the carbon management, sustainable development and good design impact assessment:
Choose an item.

If the carbon management, sustainable development and good design impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on carbon management, sustainable development and good design impact?
Click or tap here to enter text.

highways england IMPACT ASSESSMENT REPORT

2.4 Impact on customer satisfaction

Please state the status of the customer service impact assessment:
Choose an item.

If the customer service impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on customer service impact?
Click or tap here to enter text.

2.5 Commercial impact

Please state the status of the commercial impact assessment:
Choose an item.

If the commercial impact has been updated, please illustrate reasons for the change.
Click or tap here to enter text.

Any other comments on commercial impact?
Click or tap here to enter text.

2.6 Other impacts

Please state the status of other impacts:
Choose an item.

If other impacts have been updated, please outline reasons for the change.
Click or tap here to enter text.

Any other comments on other impacts?
Click or tap here to enter text.

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6. Consultation report All categories

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2. List of invited members 2
3. Consultation process 3
4. Summary of the consultation 3
5. Key comments from informed parties 4

Annex A: Export from CARS of consultation comments 4

1. Basic Information

Document name	Click or tap here to enter text.
Discipline	Choose an item.
Life-cycle stage	Choose an item.
Number	Click or tap here to enter text.
CARS link to "draft in consultation"	Click or tap here to enter text.
CARS link to "draft in approval"	Click or tap here to enter text.
Category of change	Choose an item.
New or updated document	Choose an item.
Technical author: Email address:	Click or tap here to enter text. Click or tap here to enter text.
TSC chair: Email address:	Click or tap here to enter text. Click or tap here to enter text.

2. List of invited members

Name of invited consultees	Category	Organisation	Relevant Highways England's stakeholders (for concurrence consultees)	Participated?
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Click or tap here to enter text.	Choose an item.	Choose an item.	Choose an item.	Choose an item.

3. Consultation process

How many consultations have been run?	Choose an item.
If more than one, why multiple consultations were needed?	Click or tap here to enter text.

4. Summary of the consultation

For detailed information on comments made, see Annex A 'Export from CARS of consultation comments'.

Consultee	Have proposed changes been reviewed?	Are there any items raised by the consultees that have been agreed to be done in future work (e.g. R&D)?	Please provide details of such items for future work OR refer to other discipline-specific processes already in place to provide the same information [DRAFTING NOTE: This information will be added in future as a feedback item in Jira for document maintenance purposes]
TAGG content specialist	Choose an item.	Choose an item.	Click or tap here to enter text.
Technical consultees	Choose an item.	Choose an item.	Click or tap here to enter text.
Commercial	Choose an item.	Choose an item.	Click or tap here to enter text.
Major Projects	Choose an item.	Choose an item.	Click or tap here to enter text.
Operations	Choose an item.	Choose an item.	Click or tap here to enter text.
Procurement	Choose an item.	Choose an item.	Click or tap here to enter text.
Customer Service	Choose an item.	Choose an item.	Click or tap here to enter text.
H&S	Choose an item.	Choose an item.	Click or tap here to enter text.
Equality, diversion and inclusion	Choose an item.	Choose an item.	Click or tap here to enter text.
Carbon management, sustainable development and good design	Choose an item.	Choose an item.	Click or tap here to enter text.
ITS	Choose an item.	Choose an item.	Click or tap here to enter text.
Others as relevant			

5. Key comments from informed parties

- Please provide key comments in a bullet list

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6. Consultation report All categories

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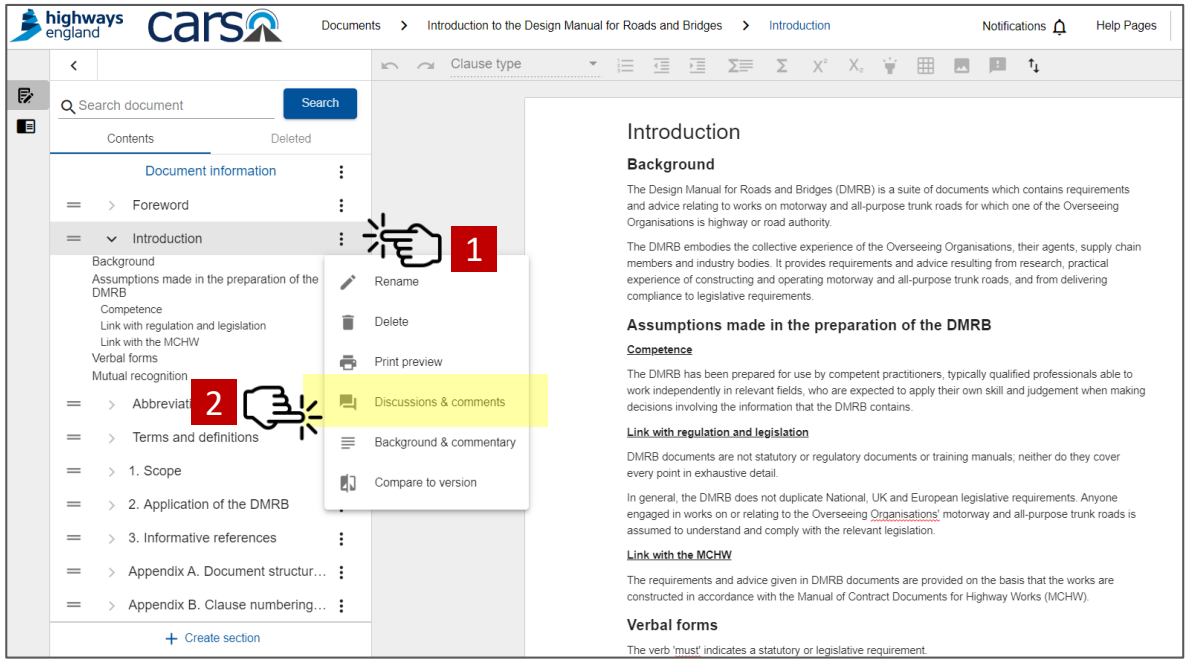
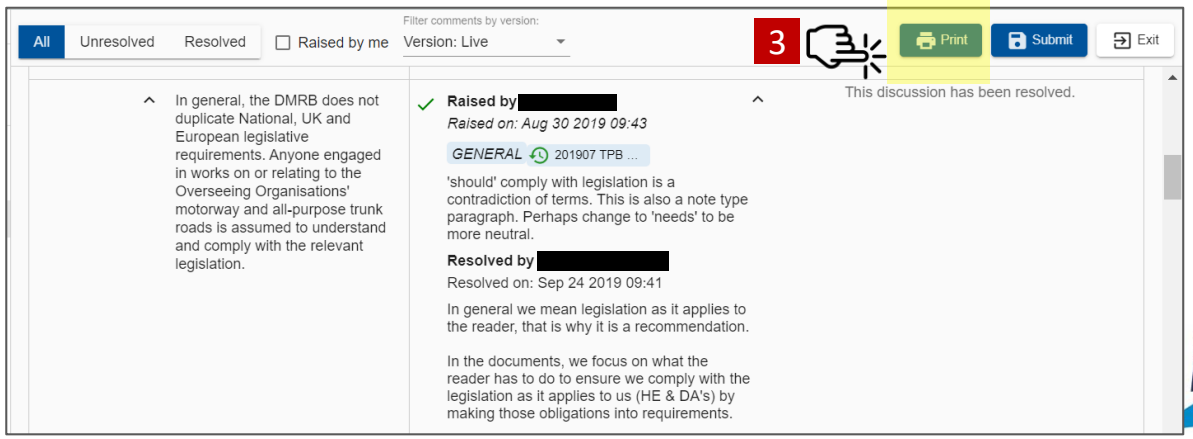
4. Summary of the consultation 3
5. Key comments from informed parties 4

Annex A: Export from CARS of consultation comments 4





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Enhanced deliverables replacing QMR system

	Where to draft it	Where to store it	Category A	Categories B,C,D
1. Entry point in the SRP	JIRA	Jira	X	X
2. DDP	Word	SharePoint; link in Jira	X	-
3. Draft document	CARS	CARS; link in Jira	X	X
4. Change log	CARS	CARS; link in Jira	MCHW review programme only	-
4. Clause change summary	Generated from CARS	CARS; link in Jira	X	X
5. Impact assessment report	Word	SharePoint; link in Jira	X	X
6. Consultation report	Word + annex generated from CARS	SharePoint; link in Jira	X	X

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Q12-Q20: Please go to Menti www.menti.com

Break (15 min)

Please use the ‘raise your hand’ function on Teams
to indicate that you are back from the break

Welcome back

Approach to online course delivery

Introduction	1
Session 1: Overview of the new Standards Governance Process	
Session 2: Categories of change A/B/C/D	
Session 3: Enhanced governance steps	
break	15 min
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break	15 min
Session 5: New consultation process replacing the TPB	3
Session 6: Key responsibilities of technical authors	
Session 7: Key updates to Jira and CARS	
Conclusions and next steps	

Session 5:
New consultation process replacing the TPB

Objectives of the new consultation process

Maximise the value of the time given by those engaging with document development, incentivise attendance

Ensure that input from stakeholders is timely

Ensure that content is reviewed for technical correctness and acceptability and avoid documents that are not aligned strategically

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Technical Standards Committee (TSC)

- Technical Project Boards (TPB) renamed to “Technical Standards Committee” (TSC).
- One TSC established for each discipline.

TSC disciplines

1. Asset information
2. Control and communication technology
3. Customer experience
4. Drainage
5. Geotechnics
6. Governance
7. Health, safety and wellbeing
8. Operations and road works
9. Pavements
10. Road layout
11. Road lighting
12. Smart roads
13. Structures
14. Sustainability and environment

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Consultees and informed parties

- Clarification of TSC membership with distinction made between:
  - Editorial consultees
  - Technical consultees
  - Concurrence consultees (essential and additional)
- Distinction also made between consultees and informed parties.

Stakeholder	Who	A. Policy Change / Rewrite / New document development	B. Change to requirement	C. Change to advice	D. Changes to notes and spelling mistakes
Technical Author	Technical specialist within an Overseeing Organisation	Responsible	Responsible	Responsible	Responsible
TSC chair	Leads the TSC	Accountable	Accountable	Accountable	Accountable
Editorial consultees	TAGG Content Specialist	Consulted	Consulted	Consulted	Consulted
Technical consultees	Technical specialists within SES and wider stakeholders for the subject area and interfacing aspects, including Devolved administrations' technical leads	Consulted	Consulted	Consulted	Informed
Concurrence consultees (essential)	• TAGG • Major Projects • Operations • Commercial and Procurement • Health and safety • Equality, diversity and inclusion • Sustainable development and good design • Customer experience	Consulted	Consulted	Consulted	Informed
Concurrence consultees (additional)	• Members from other SES Directorate. • Highways England Legal • Highways England IT • Highways England Asset management • Other Specialists (e.g. risk, BEIS, Financial Services, Asset Advisors Group)	Consulted	Consulted	Consulted	Informed
Additional informed parties	• DfT, DfT Legal, H&S Executive and other governmental and quasi-governmental bodies • National Police Chiefs Council (NPCC) • Local government associations • Outside bodies (trade bodies, industry associations, professional institutions, etc.) • Expert (individual) independent advisors	Informed	Informed	Informed	Informed

Consultation period (1/2)

- The consultation period is the period where a document is made available to the TSC for commenting, not the entire review process.
  - It excludes peer review, post-consultation review of comments, potential future consultations

	Major revision	Incremental change		
	A. Policy Change / Rewrite / New document development	**B. Change to requirement**	**C. Change to advice**	**D. Changes to notes and spelling mistakes**
Recommended consultation periods	On a case by cases basis Indicative time is 6 weeks	4 weeks	4 weeks	2 weeks

- TSC chair to agree and record the deadline at the start of the process. Extensions can be granted as agreed with the TSC chair.

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Consultation period (2/2)

- TSC chair to send advance notice of the consultation to all TSC members.
- All consultees expected to communicate leave / absences / other commitments to the TSC Chair in a timely manner.
- TSC chair to monitor potential delays using preferred approach.
- Consultation periods need to be monitored to identify any blockers and put in place relevant mitigation measures.

Approvers and authorisers

- Approval by TSC chair, Heads of Standards and Divisional Directors (cat. A only)
- Authorisation by Chief Highways / Roads Engineers (or delegated staff)

Stakeholder	Who	Major revision	Incremental change		
		A. Policy Change / Rewrite / New document development	B. Change to requirement	C. Change to advice	D. Changes to notes and spelling mistakes
Approvers	TSC chair	Approve	Approve	Approve	Approve
	Devolved administrations' representatives (Heads of Standards)	Approve	Approve	Approve	Approve
	TAGG Group Manager	Approve	Approve	Approve	Approve
	Divisional Directors	Approve	-	-	-
Authorisers	Chief Highways / Roads Engineers (option to delegate to internal staff)	Authorise	Authorise	Authorise	-

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Q21-Q24: Please go to Menti www.menti.com

Approach to online course delivery

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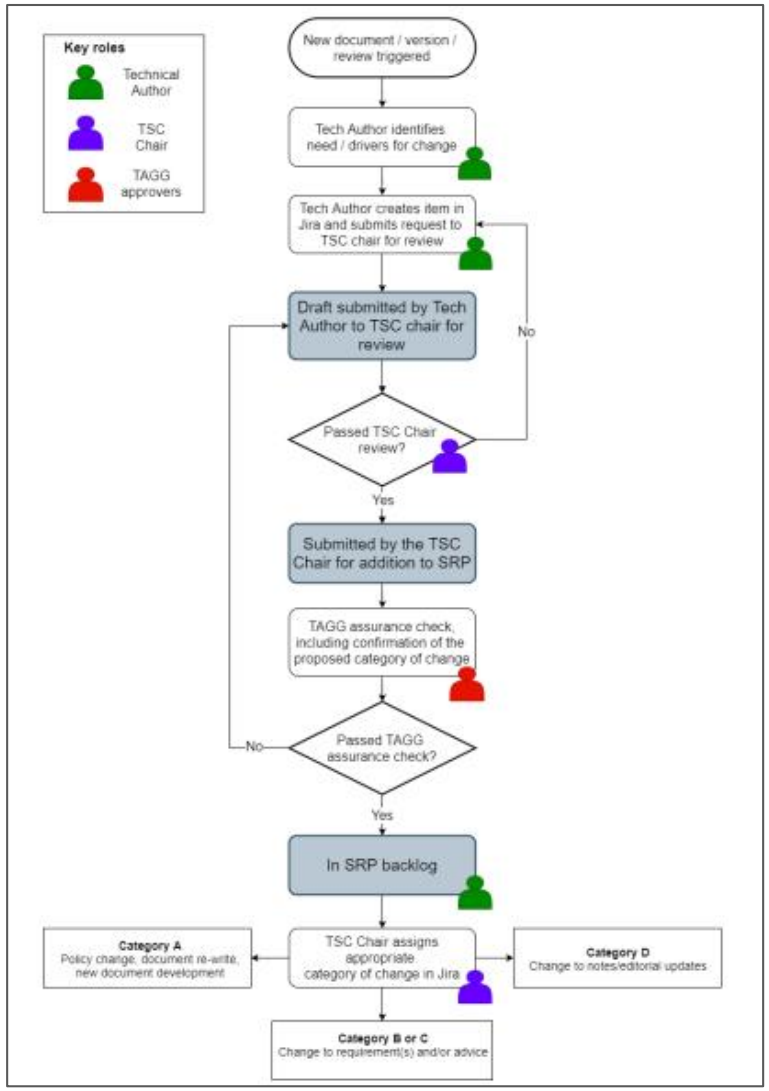
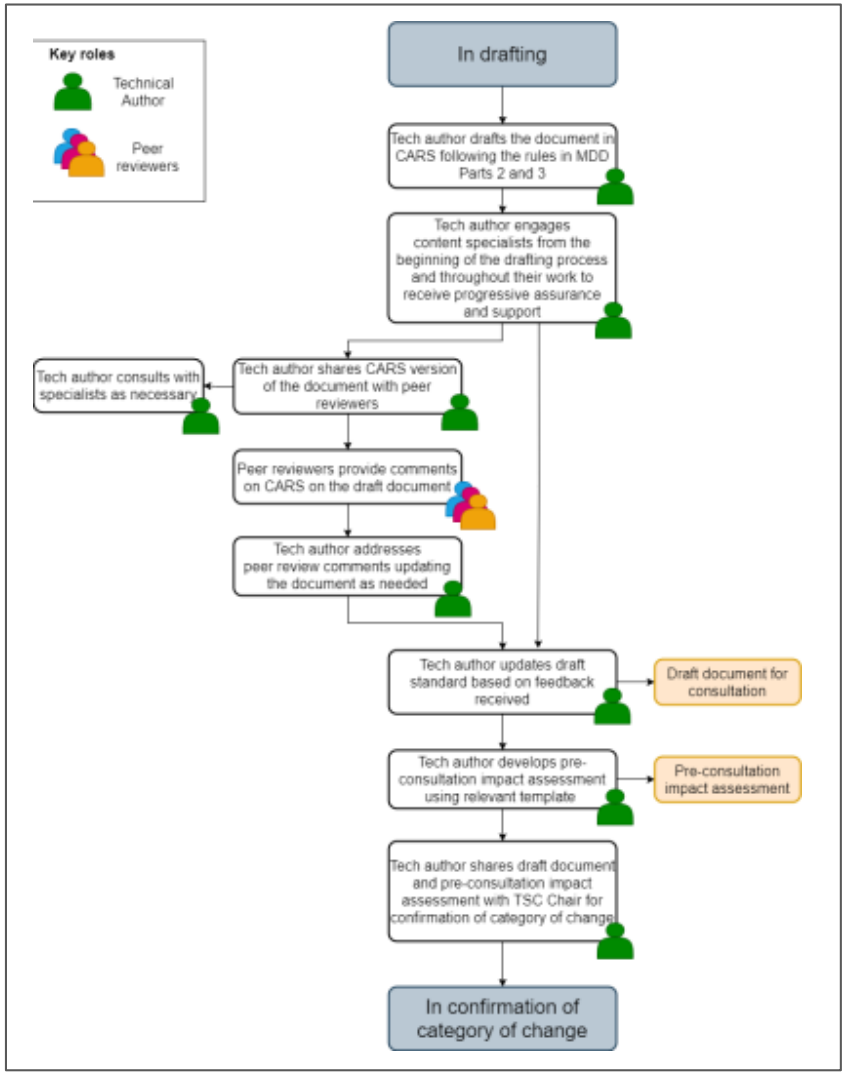
Session 6:
Key responsibilities of technical authors

New MDD Part 1 v6.0



Steps to enter the SRP backlog



Steps for drafting category A changes

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Key responsibilities of the technical author

From MDD Part 1

Technical author	1. Manage and maintain RADs through proactively planning a programme of document development and reviews in their respective practice areas based on relevant drivers for change. 2. Fill in relevant information in Jira to enter the SRP backlog, including proposed category of change (A,B,C,D). 3. Liaise with the TSC chair for the relevant discipline from the inception of the development work through to the TSC chair approval. 4. Liaise with the content specialists to ensure the RAD is MDD compliant. 5. Deliver high-quality documents, i.e. document development plan (for category of change A only), draft document / clauses, impact assessment report and consultation report in accordance with the MDD rules, based on his / her technical experience and expertise and on the outcome of the TSC consultation. 6. Address comments received during the TSC consultation process and identify areas that can need future work. 7. Attend the sign-off meeting to brief the HE's Chief Highways Engineer regarding the RAD and respond to any questions that the CHE raises. 8. Liaise with TAGG notification experts to address any comments received from European Commission. 9. Answer any queries from TAGG publication team during the publication process.

Planning

Completing Jira form

Liaise with TSC chair

Liaise with content specialists

Deliver high-quality documents

Address comments received

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Session 7:
Key updates to Jira and CARS

In this section

- Provide an overview of changes within Jira and CARS that support the new Standards Governance Process – for awareness

- Highlight the key aspects relevant to your role

Key updates to Jira

- Becky will send you a separate training video on how to use Jira in your role as Technical Author
- The training will:
  - present how to access Jira
  - present the new Jira interface and related terminology
    - ‘Epics’ and ‘Change ABCD’ issues and related Kanban boards
  - present how to find documents in the new Standards Review Programme (SRP) replacing the Standards Forward Programme (SFP)
  - present how to create and complete a ‘Change ABCD’ issue
  - explain the link between Jira, SharePoint and CARS to manage new governance deliverables, and
  - give final remarks and contact details

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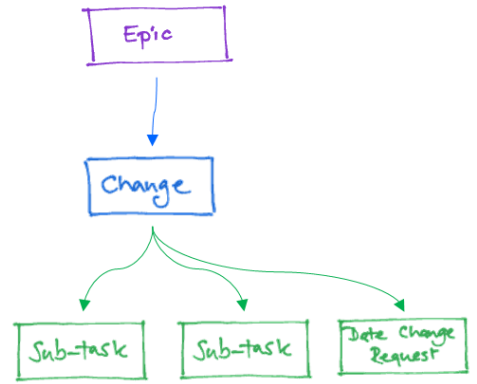
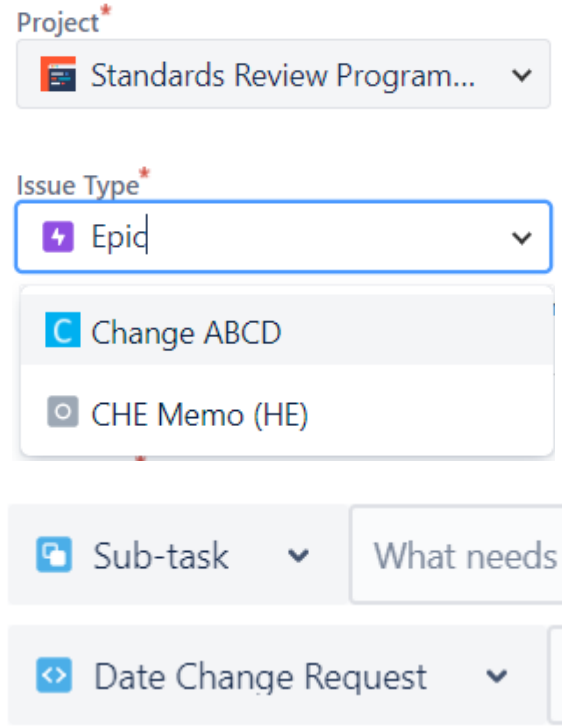
Standards Review Programme

- New project: Standards Review Programme (SRP)
- New item types and workflows:
  - **Epic** (Document) – represents a document within either the DMRB or MCHW – created and managed by TAGG
  - **Change ABCD** – represents a change to documents
  - **Sub-task** – created within a Change ABCD to logically break up work required
  - **Date Change Request** – created within a Change ABCD to request forecast date changes within the review programme





Key Technical Author Takeaways:

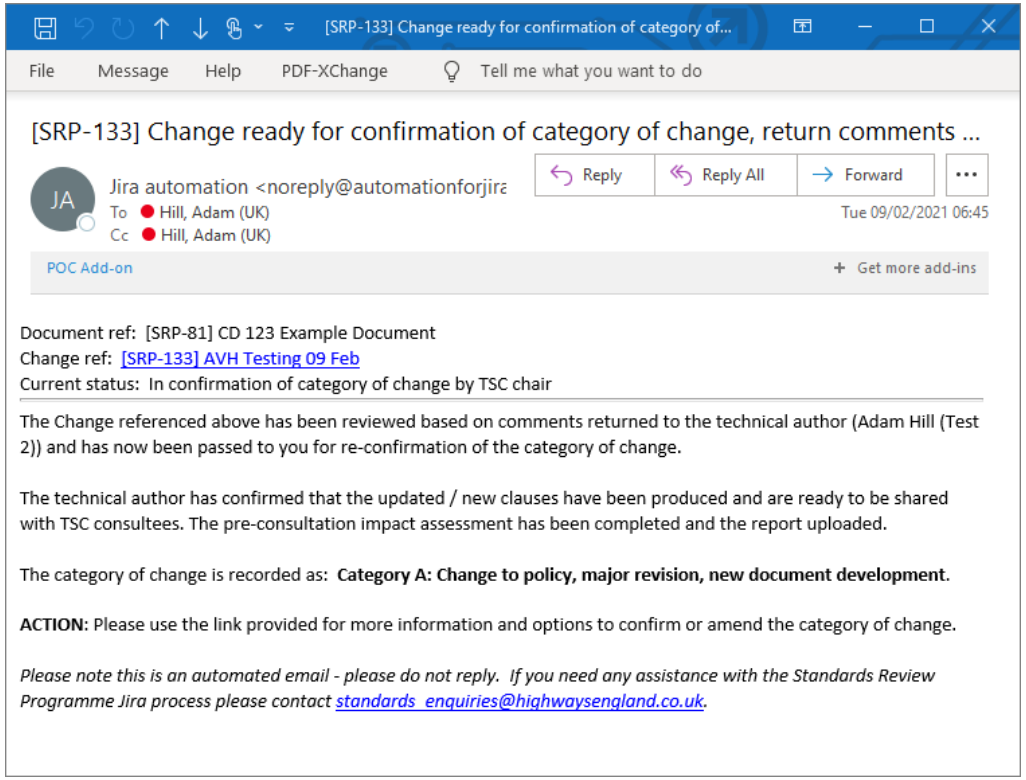
- SFP will become SRP
- New Jira structure; Change ABCD is the main workflow

Improved Notifications

Key Technical Author Takeaways:

- Notifications clearly outline what action needs to be taken

- Default Jira notifications have been replaced with emails designed for each stage of the workflow, providing targeted information and clear guidance on what actions need to be undertaken



[SRP-133] Change ready for confirmation of category of...

File Message Help PDF-XChange Tell me what you want to do

[SRP-133] Change ready for confirmation of category of change, return comments ...

JA Jira automation <noreply@automationforjira

Reply Reply All Forward

To Hill, Adam (UK)
Cc Hill, Adam (UK)

Tue 09/02/2021 06:45

POC Add-on + Get more add-ins

Document ref: [SRP-81] CD 123 Example Document
Change ref: [SRP-133] AVH Testing 09 Feb
Current status: In confirmation of category of change by TSC chair

The Change referenced above has been reviewed based on comments returned to the technical author (Adam Hill (Test 2)) and has now been passed to you for re-confirmation of the category of change.

The technical author has confirmed that the updated / new clauses have been produced and are ready to be shared with TSC consultees. The pre-consultation impact assessment has been completed and the report uploaded.

The category of change is recorded as: **Category A: Change to policy, major revision, new document development.**

ACTION: Please use the link provided for more information and options to confirm or amend the category of change.

Please note this is an automated email - please do not reply. If you need any assistance with the Standards Review Programme Jira process please contact standards_enquiries@highwaysengland.co.uk.

NB: All emails will come from 'Jira automation'

Standard information block at the top of every email

Concise summary of what has been done

Clear action on what needs to be done next

Support contact details provided on every email

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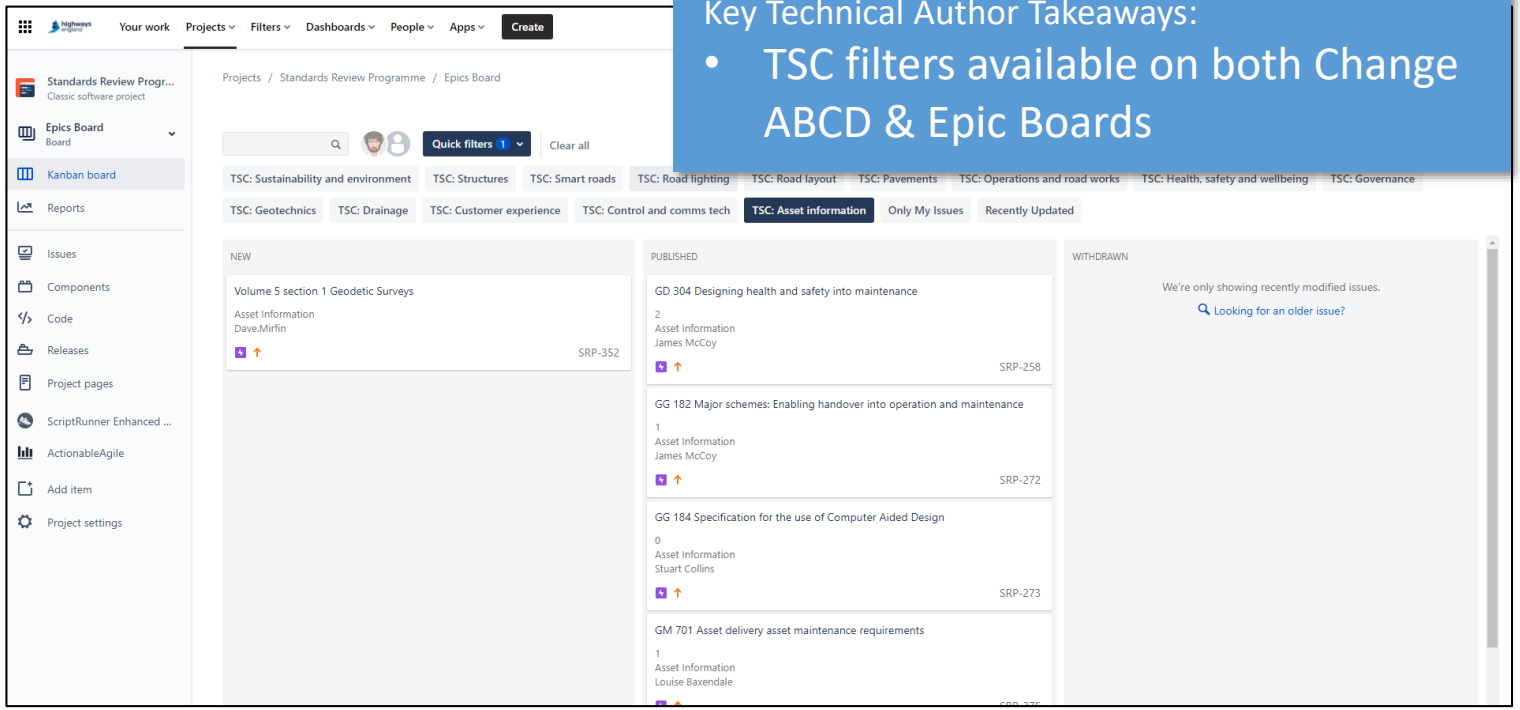
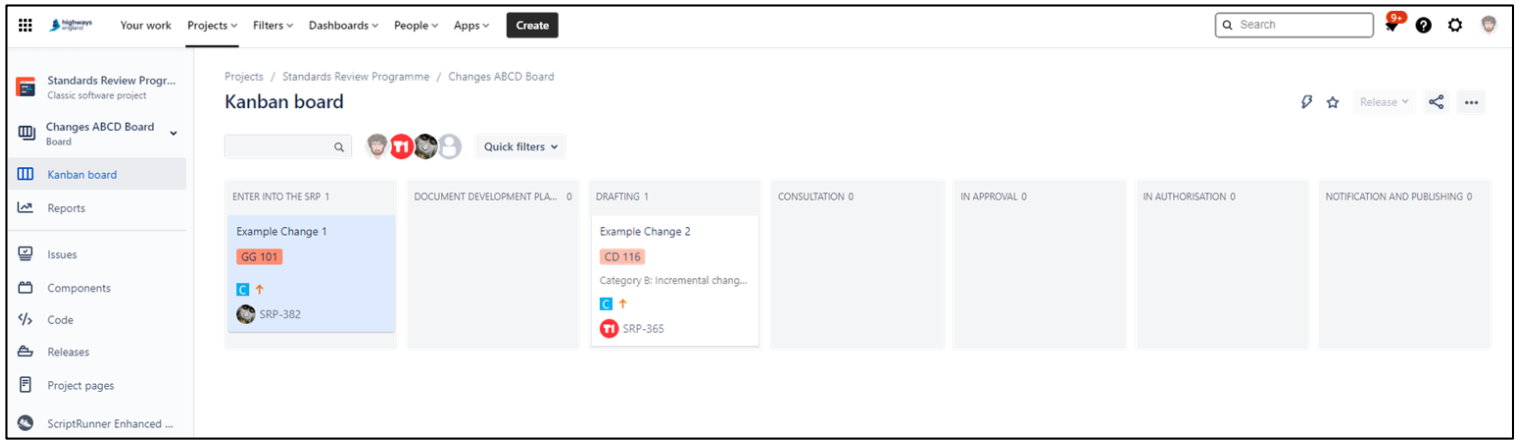
New boards

- New Kanban boards:
  - **Epics Board**
    - New | Published | Withdrawn
  - **Change ABCD Board**
    - Enter into the SRP
    - Document Development Plan
    - Drafting
    - In Confirmation of Category of Change
    - Consultation
    - In Approval
    - In Authorisation
    - Notification and Publishing

Key Technical Author Takeaways:

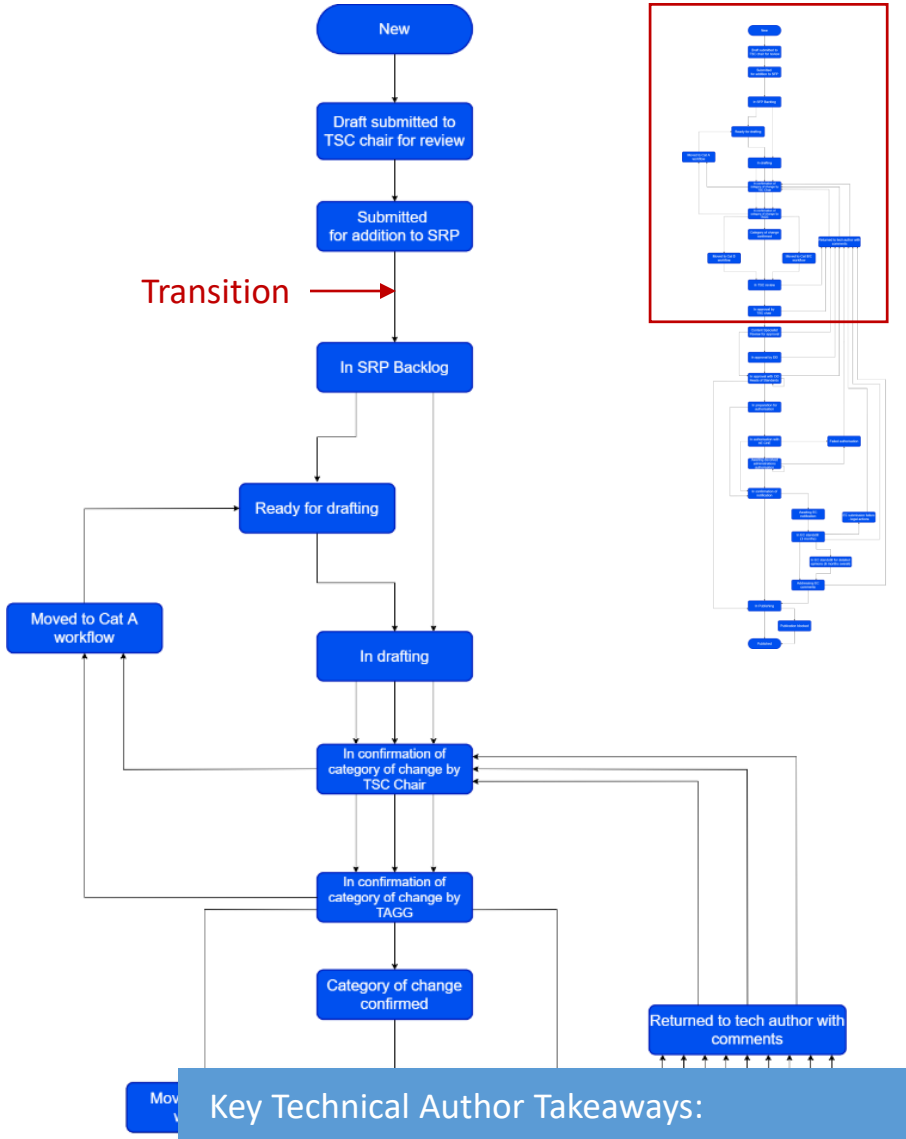
- TSC filters available on both Change ABCD & Epic Boards





Change ABCD (1 of 3)

- Item created by TAGG on request
  - Refer back to Entry point in the SRP
- Workflow
  - Applicable for all Categories of Change
  - Category of change is confirmed at key stages of the process
  - '**Transitions**' used to progress through the workflow
  - **Permissions** used to restrict who can run each transition (SRP Admins can run all)
  - **Validation stops** the workflow progressing if the required information is not provided
  - **Comments** are mandatory where applicable
  - Selected information is automatically cleared if the Change is **'Returned to the technical author with comments'**
    - ensuring it is re-entered during subsequent submission for approval and authorisation.



Key Technical Author Takeaways:

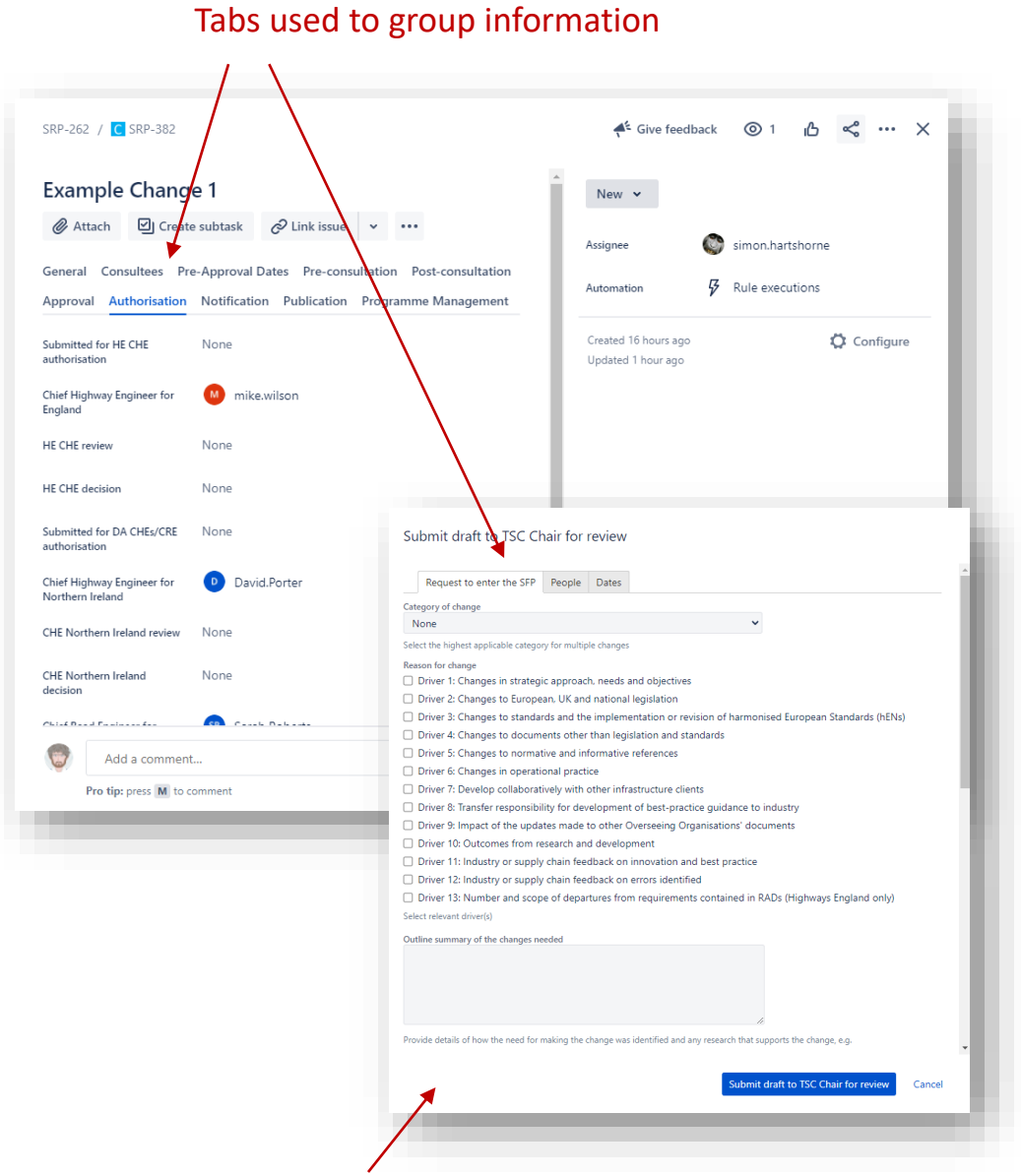
- Category A,B,C and D changes all use the same workflow & category changes are facilitated
- TSC Chair confirms the Category

Change ABCD (2 of 3)

- Views
  - SRP Project uses the new Jira view
    - Email sent by Becky Axtell on 25 Feb
  - Tabs are used to group information
  - All fields are read only and are set via transition screens
  - Closed questions used wherever possible to ensure data quality and aid reporting
  - People fields are limited to relevant user lists where applicable
  - Default values are provided where applicable

Key Technical Author Takeaways:

- All information is available for review, but only updatable via transitions
- TAGG can correct errors if required

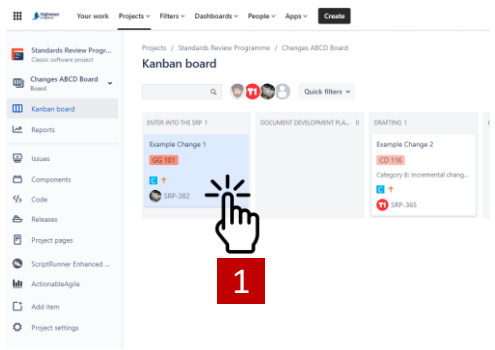


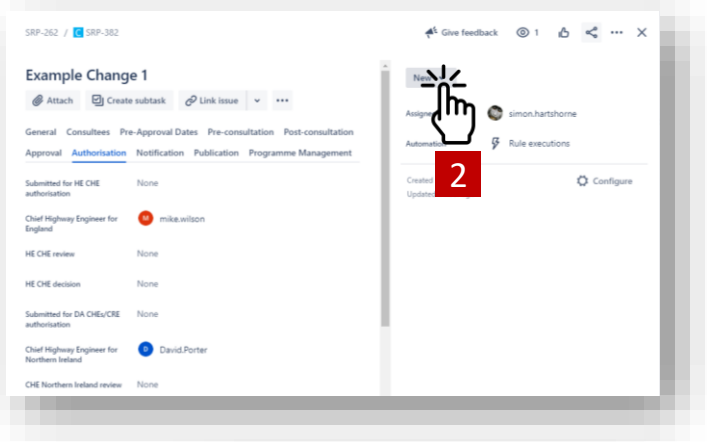
Change ABCD (3 of 3)

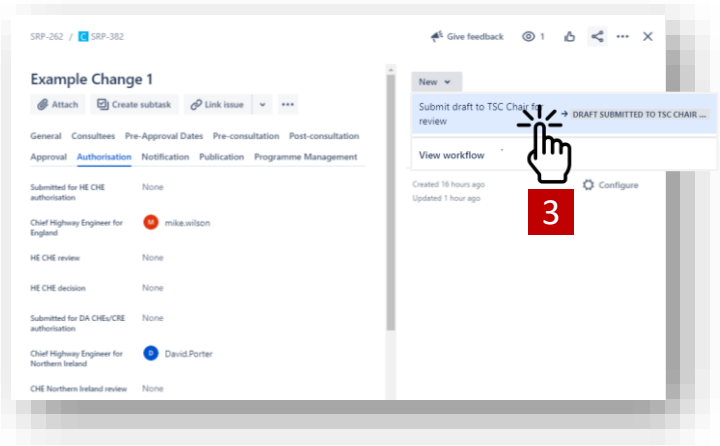
Key Technical Author Takeaways:

- All your actions are managed through transitions
- Using transitions is intuitive

- To progress a Change ABCD item:





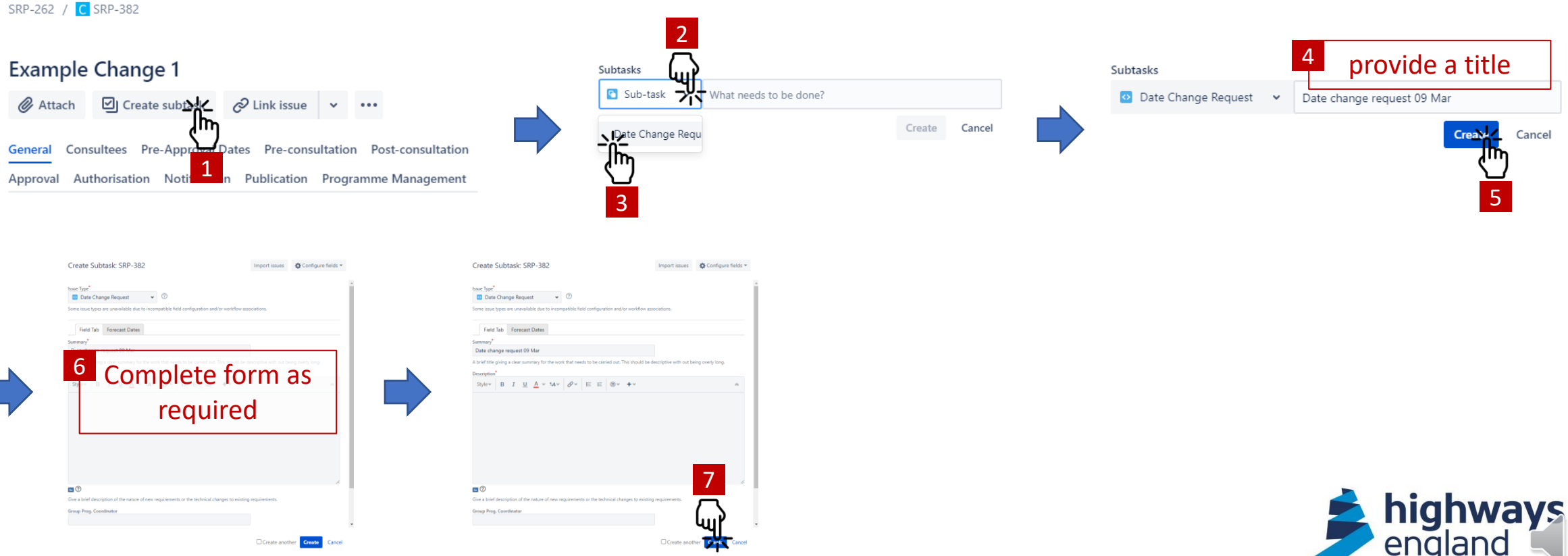


Date Change Request

Key Technical Author Takeaways:

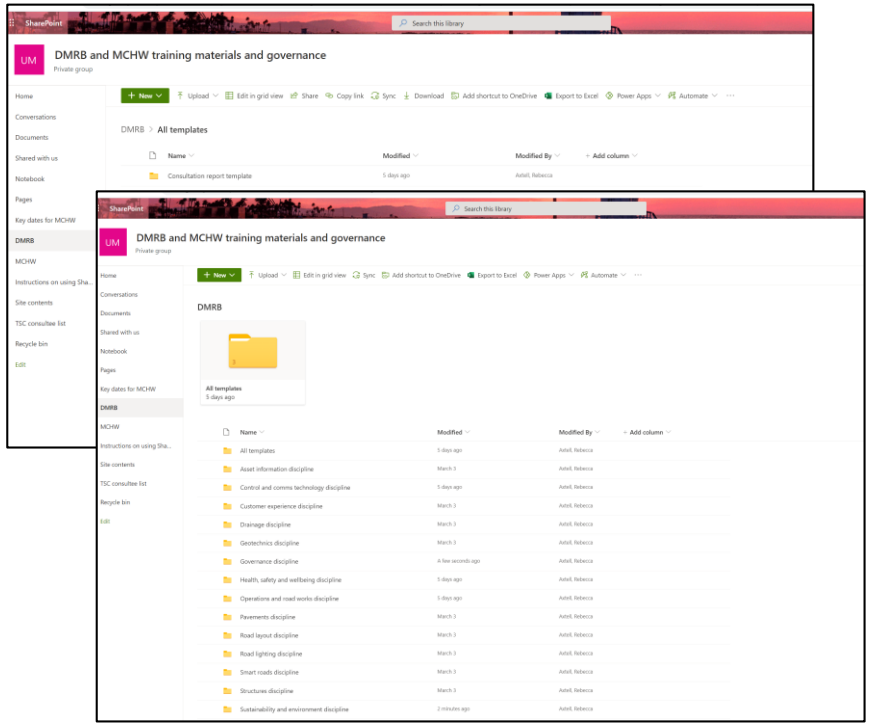
- A simple process is available to update forecast dates in the programme

- For use when forecast programme dates need to be modified
- From within the Change ABCD item, create a new Date Change Request



TSES Information management strategy

- Jira is used to capture and record programme and approval / authorisation details
- The evidence/justification for document change is captured in the new, rationalised documentation and stored in SharePoint
- CARS is still used to capture comments on documents as they are developed



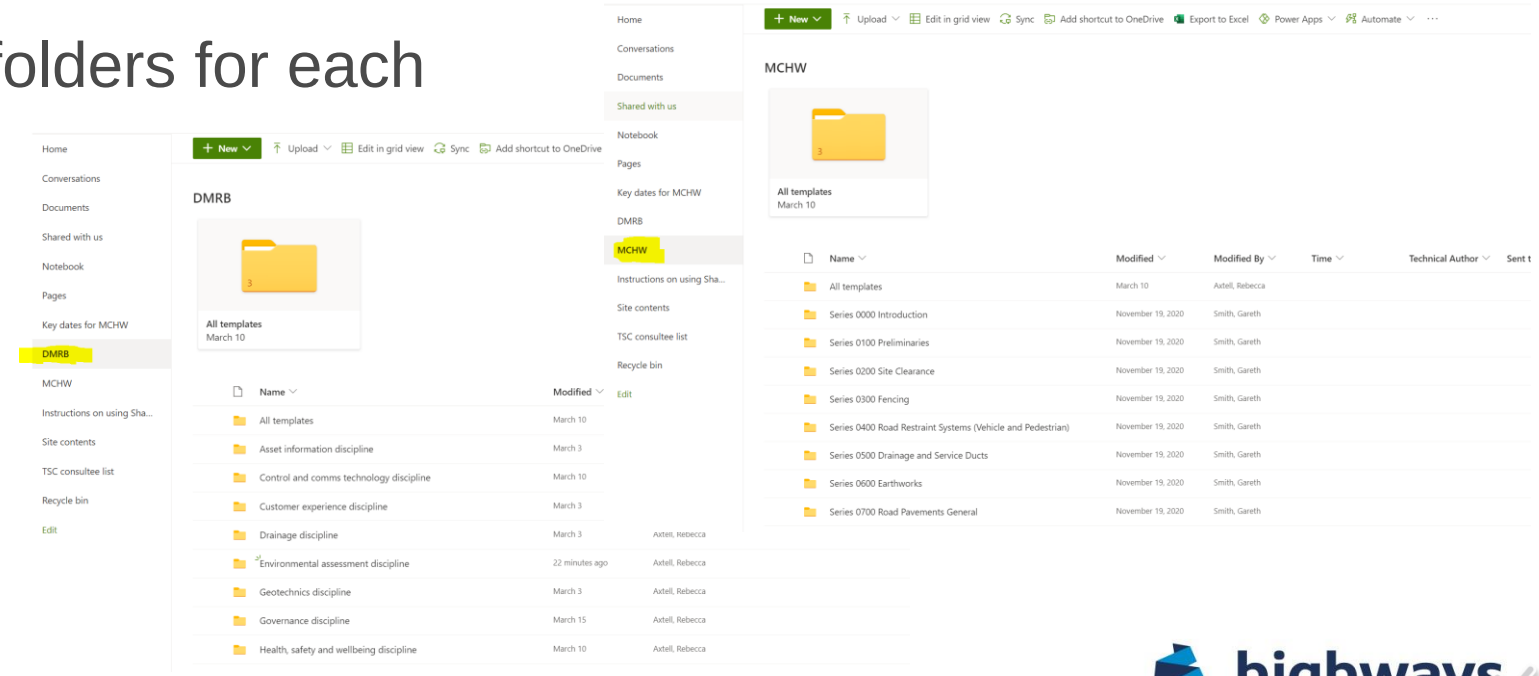
Key Technical Author Takeaways:

- New information management strategy for authoring teams to adhere to

SharePoint links

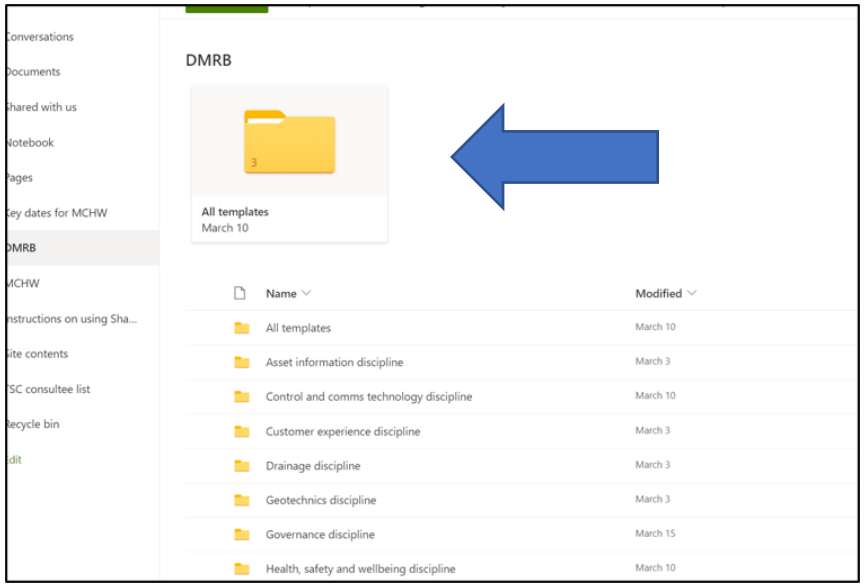
- SharePoint links provided in slide
- DMRB folders contain sub folders for each discipline and within these, folders for each document published
- MCHW folders contain sub folders for each Series

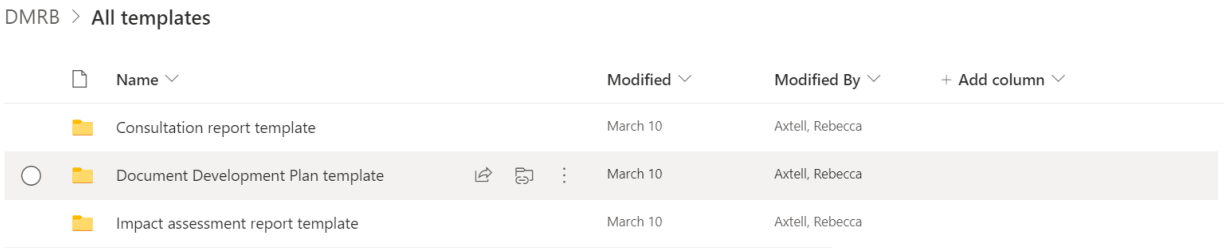
- SharePoint folder links
- (DMRB): https://highways.sharepoint.com/sites/UpdateoftheMCHWtrainingmaterials/DMRB/Forms/AllItems.aspx
- (MCHW): https://highways.sharepoint.com/sites/UpdateoftheMCHWtrainingmaterials/MCHW/Forms/AllItems.aspx

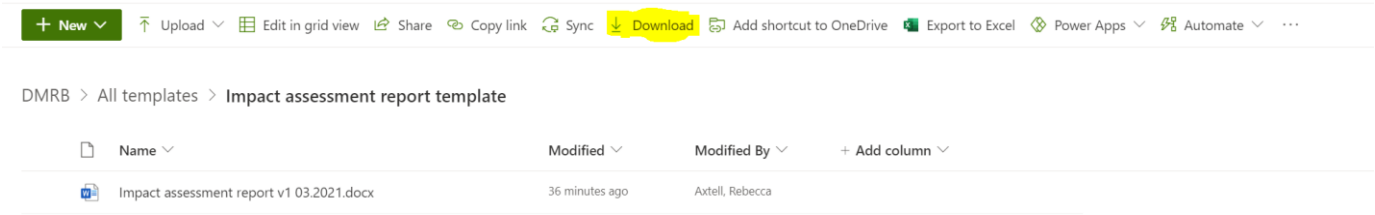


SharePoint folders

- Within each high-level folder structure, you can find template documents for:
  - Document development plan (Cat A only)
  - Impact assessment report (All categories)
  - Consultation report (All categories)

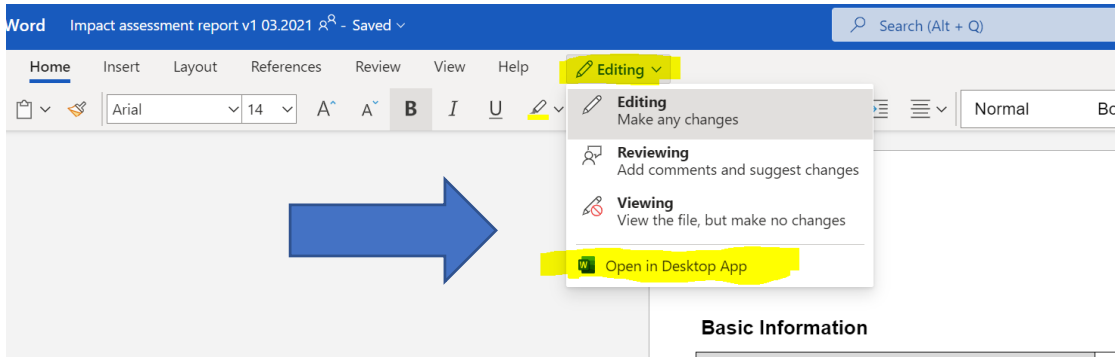


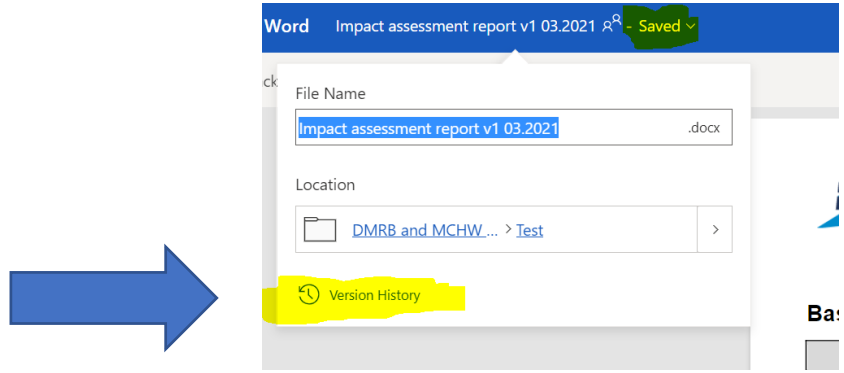


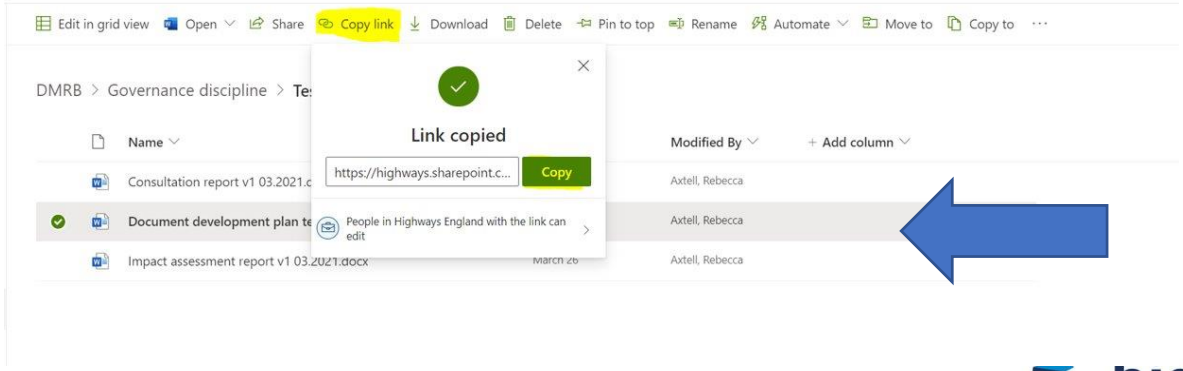


SharePoint – hints and tips

- To edit the document, press 'editing' mode and then 'open in desktop app'
  - Changes saved automatically
- To see version history, click on the document title and then 'version history'
- To add a link to Jira, press 'copy link' and copy. The link is then pasted by you into the Jira data entry form







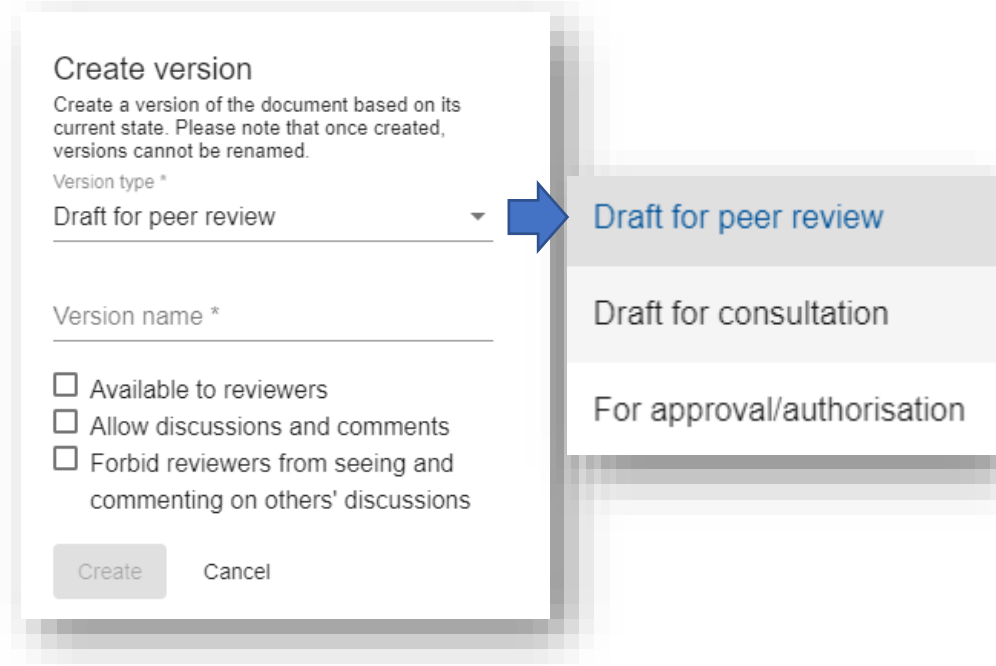
Key Technical Author Takeaways:

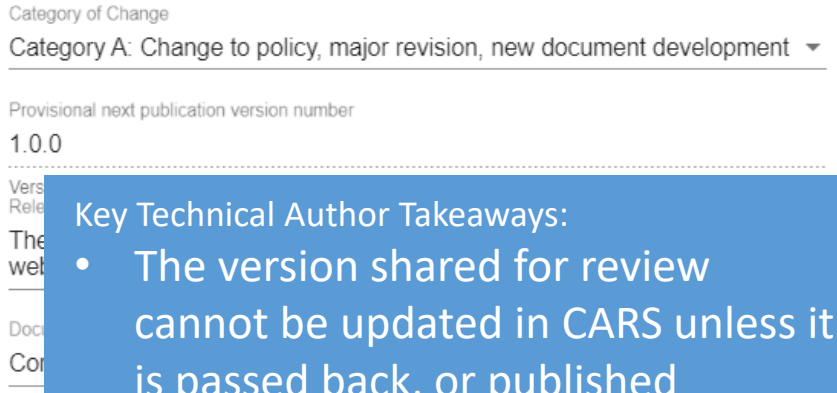
- Folders are logically structured
- The latest templates are available in the top level DMRB and MCHW folders
- Edit documents in the desktop app

Key changes to CARS

Versions

- Version types: all versions created in CARS need a defined type:
  - ‘Draft for peer review’
  - ‘Draft for consultation’
  - ‘For approval/authorisation’
- ‘For approval/authorisation’ versions lock the document from being updated
  - The lock can be removed by marking the version as either ‘Changes Required’ or ‘Published’ by TAGG
- Category of Change automatically sets the next version number





Key Technical Author Takeaways:

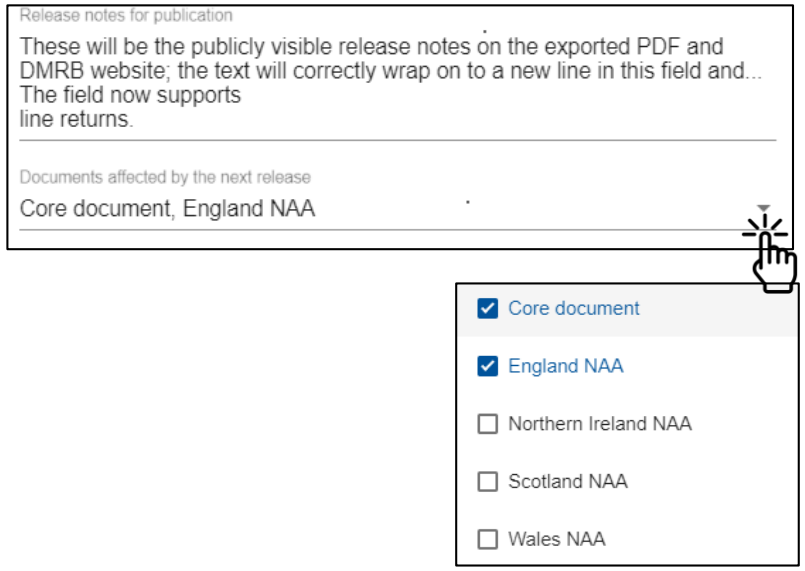
- The version shared for review cannot be updated in CARS unless it is passed back, or published
- Version numbering is fully automated based on Category of change

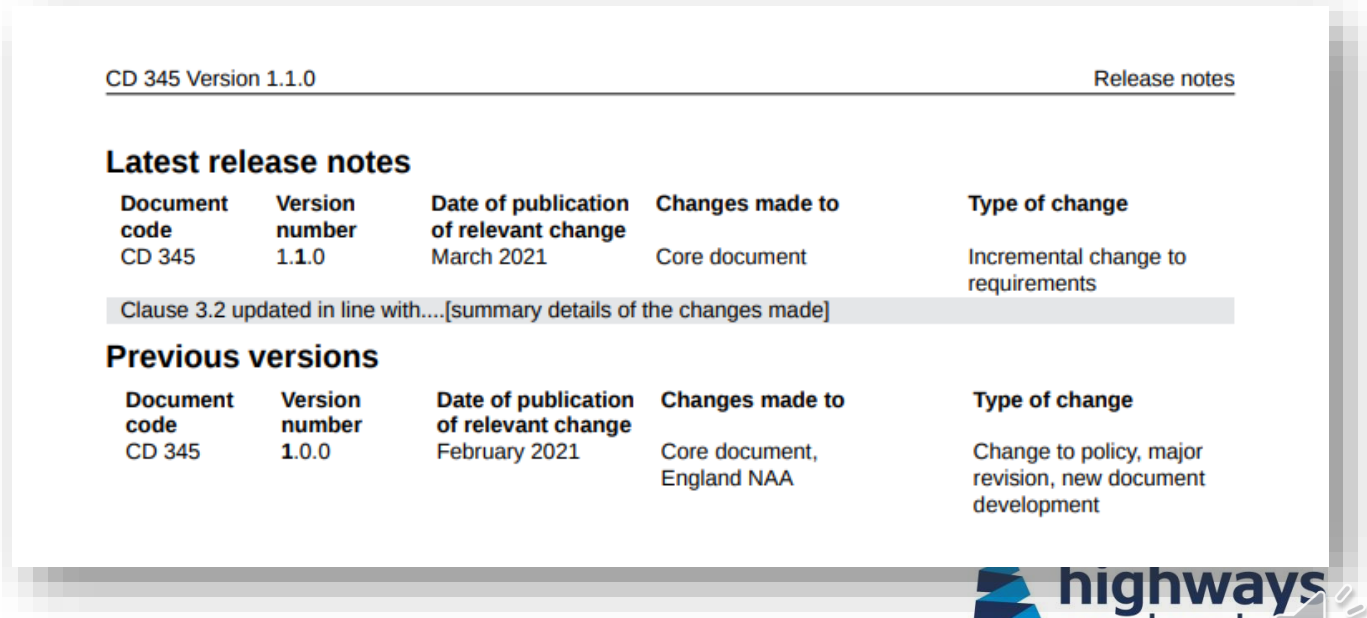
Release Notes

Key Technical Author Takeaways:

- Release notes now solely relate to the current publication

- Release notes within CARS now support line returns, and the input field wraps!
- CARS also now captures the ‘Documents affected by the next release’
- The format of the release notes in the PDF export for publication has been updated and now includes previous versions





CD 345 Version 1.1.0 — Release notes

Latest release notes

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
CD 345	1.1.0	March 2021	Core document	Incremental change to requirements

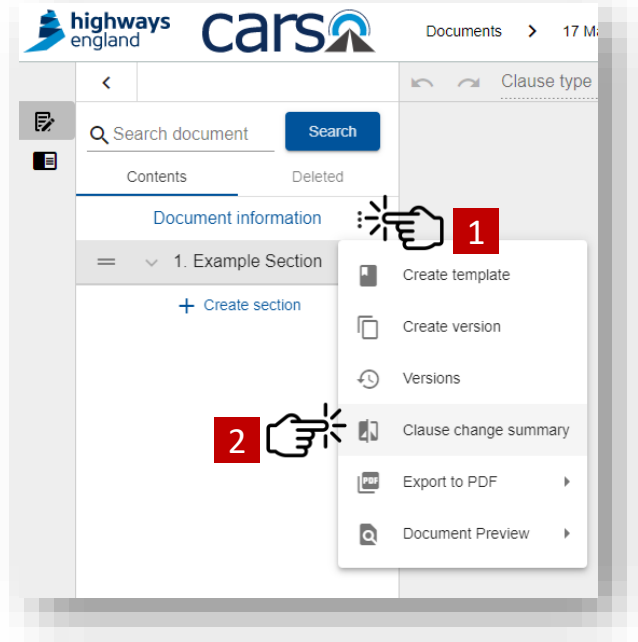
Clause 3.2 updated in line with....[summary details of the changes made]

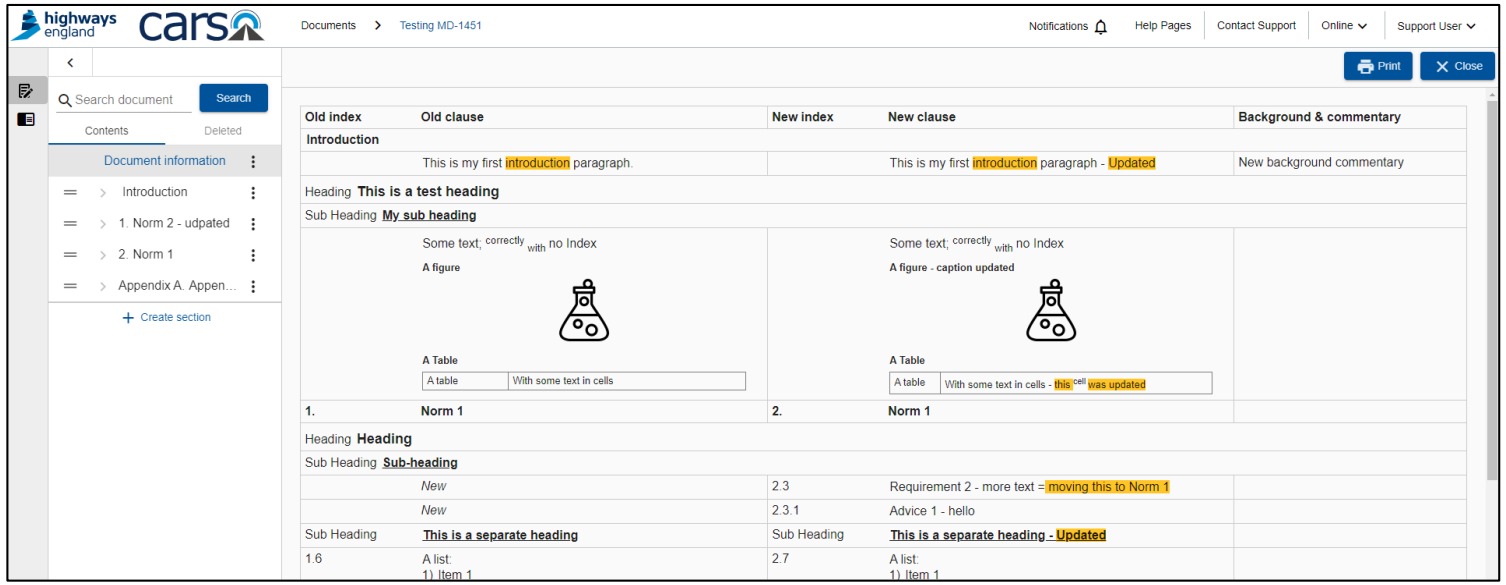
Previous versions

Document code	Version number	Date of publication of relevant change	Changes made to	Type of change
CD 345	1.0.0	February 2021	Core document, England NAA	Change to policy, major revision, new document development

Clause Change Summary

- Refer back to session 4
- For use with all Categories of Change where there is a previous published document in CARS – accessible as shown alongside
- Provides a full summary of changes, compared to the last published version – see below





Key Technical Author Takeaways:

- The Clause Change Summary provides the consultees with assurance of the scope of changes and is easy to generate

Summary – Jira and CARS updates

- The new SRP Jira project is used to programme manage all document updates
- The Change ABCD workflow is used for all categories of change
- The TSES Information Management Strategy sets out where supporting documents should be stored
- Version numbering is now automated based on the category of change and version management is stricter than before
- Release notes now relate to the current publication only; history is available
- Clause change summary available to provide a clear clause level record of what has been updated since the last publication

Approach to online course delivery

Introduction	1
Session 1: Overview of the new Standards Governance Process	
Session 2: Categories of change A/B/C/D	
Session 3: Enhanced governance steps	
break	15 min
Session 4: Enhanced deliverables replacing QMR system	2
break	15 min
Session 5: New consultation process replacing the TPB	3
Session 6: Key responsibilities of technical authors	
Session 7: Key updates to Jira and CARS	
Conclusions and next steps	

Conclusions and next steps

Conclusions

1. The standards governance process has been entirely reviewed and updated to address specific issues and demands.
2. Key changes include:
   - Introduction of **four categories of change A/B/C/D with enhanced governance steps** - distinction between major revisions and incremental changes, new version numbering associated to the type of change
   - **New consultation process with Technical Standards Committees (TSC)** replacing Technical Project Boards (TPB) – distinction between different categories of consultees, between consultees and informed parties, between consultees, approvers and authorisers
   - **Enhanced deliverables replacing QMR system** – entry point in Jira, DDP, draft document, change log, clause change summary, impact assessment report, consultation report
3. Technical authors play a key role in ensuring the quality of the documents produced.

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Benefits of the new approach to governance

- ✓ Governance stages proportionate to the changes being introduced – no longer “one size fits all” approach
- ✓ Unnecessary / wasteful processes avoided and more robust governance
- ✓ Enable documents to be better aligned strategically across the entire business and the Devolved Administrations
- ✓ Deliverables rationalised (any duplication of information avoided) and produced at the right time in the process.
- ✓ Reduced drafting effort required to produce deliverables by automating processes where possible.
- ✓ Rationale and justification for any changes better captured in a new consultation report with a record of who was involved in decision making

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Outcomes from today

- Understand the need for a new governance process and its benefits
- Understand your role in managing major revisions and incremental changes in the new governance process
- Understand how to compile the new governance deliverables
- Understand key changes to Jira and CARS and where to find additional information to use them
- Be ready to support the implementation of the new governance system

Support that will be provided for implementation

- Key components of the TSES (JIRA, CARS, Index Manager and website) updated to accommodate the proposed mandatory stages in the governance process for different types of authoring activities
- New templates developed for governance deliverables
- Training provided to TSC chairs and secretaries first, followed by training to technical authors and other relevant parties
- TAGG staff available to answer any queries
- MDD updated

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Roll out of the new process

- New standards governance process (including TSC) went **live 22nd March**
- All epics in TPB review onwards continue in Standards Forward Programme (current workflow) until publication
- All epics prior to TPB review will be moved to new Standards Review Programme (SRP), (unless otherwise agreed with TAGG) and subject to new standards governance process (Categories of change A for major revision/policy, B for requirements, C for advice, and D for notes/spelling mistakes).

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What you need to do now

1. Familiarise with the new standards governance process and deliverables by reviewing previous slides and the new MDD content v6.0.
2. Provide any feedback to TAGG including your experience and suggestions for improvement (see next slide on key contacts).

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Key contacts

For any queries or feedback, please contact TAGG:

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Please provide your feedback on this training session going to the link provided in the chat box.

Next steps

1. Training to other relevant parties will be delivered soon.

2. A new document maintenance process (including a structured approach to document review cycles and feedback management) will be introduced over the upcoming months.

Thank you for your attention and support

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