



# National Highways Guidance

## Scope of practice

The National Highway Agency (NHA) is a team who manage and improve England's motorways, helping to keep them safe for all road users. They are not a bluelight emergency service.

## General Guidance

- NHA should only operate on motorways, not A roads or residential roads
- You should be within the appropriate RTO frequency when active
- All members are 'Traffic Officers', there are no supervising or lead members
- While active, National Highway Agency should remain professional at all times
- Driving standards should be of top quality, and have no emergency exemptions
- National Highway Agency should work cooperatively with other services
- NHA should only attend 999 calls of obstructions on the highway or at the request of emergency services
- Where possible, full lane closures should be avoided to keep traffic flow
- The placements of props should be limited to prevent glitches
- Matrix boards / Smart Sign should be used and cleared accordingly
- Major motorway maintenance that requires full lane closures etc should be requested in a ticket prior
- Traffic officers can close roads but should not get involved with highway maintenance i.e. roadworks.

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