RSVT metrics

April 2025 update

In partnership with:

RAIL SAFETY AND STANDARDS BOARD

Loop™

Overview

As part of our ongoing commitment to refining and improving the RSVT framework, we're introducing a small mid-year update to our monetised and non-monetised social value metrics. These changes reflect priority areas identified through recent user consultation and feedback and are designed to improve clarity, consistency, and usability across commonly used metrics. While the scope of this update is intentionally limited, it lays the groundwork for a more comprehensive release scheduled toward the end of the year, which will include structural changes, expanded valuation coverage, and integration of new policy developments.

Monetised metric updates

Health, training & skills

School outreach

1. RSVTB2 Careers advice or guidance (previously B2) - has been grouped into the new 'school outreach' metric area. The user input has been updated to now include the number of hours and number of stakeholders for easier reporting.

2. RSVTB3-RSVTB5 - General/Training focused - new metrics looking at school outreach which can be broken down by general or training focused within primary/secondary school/college. User input is similarly number of hours and number of stakeholders.

Community

Volunteering/accessibility/stakeholder engagement/community spaces/travel satisfaction

RSVTD2-D3 - Standard volunteering (previously D2-D3) - metric has been included within the standard volunteering area with similar breakdowns including a 'general' volunteer and an 'isolated impact on volunteer' (for use if coupling with other metrics). The user input has been updated to include number of hours and number of stakeholders for easier reporting.

1. RSVTD3-D5 - new metrics for 'facilitating volunteering' and 'specialised volunteering' with similar multiple user inputs around number of hours and number of stakeholders.

2. RSVT1 - renamed to 'railway station accessibility improvements' (previously value of inclusive design features or value of improved accessibility) and now included under the 'accessibility' area. Slight valuation update.

3. RSVT2-25 - have been moved to the new 'community spaces' area (previously community hall or similar space made available to public).

4. RSVTD74 - new accessibility metric looking at rail travel time savings with user inputs being time travel savings (in seconds) and number of commuters.

5. RSVTD75-76 - new travel satisfaction metrics looking at the change in general satisfaction and the change in satisfaction with passenger assistance. The inputs being the change in satisfaction (measured on a 5-point scale) and the number of stakeholders.

6. RSVTD70-73 - RSVTD70 (previously D70) moves into the 'general' category with user input updated to include number of hours and number of stakeholders. New breakdowns for education/community/industry (RSVTD71-73) with similar user inputs for number of hours and number of stakeholders.

7. RSVTD77-78 - new community space metrics for commercial and office units provided. Multiple user inputs around number of units, square footage, number of hours and percentage discount.

Supply chain

SME business

1. RSVTC11 - new supply chain spending metric looking at SME business spend. Similar user input to other supply chain metrics looking at total spend with that business type.

Employment & economic

jobs/work experience/internships/year in industry/T-Level/kickstarters

1. RSVTA4-6 - apprenticeships metric category name updated to fall under 'jobs' area (previously A4-A6).

2. RSVT45-48 - paid work experience/year in industry/internship/kickstarts valuation updates.

3. RSVT49-52 - unpaid work experience/year in industry/internship metric valuation updates and a new T-Levels metric.

Non-monetised metric updates

1. NMRSVT24-30 - new accessibility metrics around compliance with accessibility code of conduct/customer satisfaction/percentage of assets with step free access/percentage of stations with accessible ticket machines/percentage of stations with in-person helpful attendants and or help points/spend on accessibility improvements.

2. NMRSVT31-32 - new donation metrics around gift aid and payroll giving.

3. NMRSVT33-36 - new education metrics around pupil premium/free school meals/looked after children/second language.

Annex

Metric definitions

Metric ID	Definition	Input
NMRSVT24	Organisational compliance with the latest Design Standards for Accessible Railway Stations- Code of Conduct issued by the Department for Transport to protect the interests of users of railway passenger services or station services who are disabled. Department for Transport (2015). Design Standards for Accessible Railway Stations. Version 04. https://www.gov.uk/government/publications/accessible-railway-stations-design-standards	#
NMRSVT25	Average star rating of passenger assisted journeys (across departure station, journey and arrival station).	#
NMRSVT26	Proportion of passenger assistance users who were satisfied.	%
NMRSVT27	Percentage of assets that can be accessed step free without assistance from someone.	%
NMRSVT28	Percentage of stations with accessible ticket machines (including induction loops, crutch holders etc).	%
NMRSVT29	Percentage of stations with in-person helpful attendants and/or help points.	%
NMRSVT30	Total spend on activities or projects that implement new infrastructure to provide improved accessibility to all passengers, including those with mobility and general additional needs.	£
NMRSVT31	Donating money through Gift Aid means charities and community amateur sports clubs can claim back an extra 25p for every £1 donated. A Gift Aid declaration must be completed and a charity reference number issued by HMRC. The user is expected to input 25% of £s donated.	£
NMRSVT32	An employer or pension provider issuing a Payroll Giving scheme will allow a donation to a charity to be made before income tax is taken. National Insurance is still paid on the amount of the donation. The level of tax relief will depend on the rate of tax the employees pay. For basic rate taxpayers there is a 20% relief, for higher rate taxpayers there is a 40% relief and for additional rate taxpayers there is a 45% relief. The user is expected to calculate this accordingly.	£
NMRSVT33	Percentage of students eligible for pupil premium funding.	%
NMRSVT34	Percentage of pupils eligible for free school meals.	%
NMRSVT35	Percentage of pupils that are looked after (a child who is in the care of their local authority).	%
NMRSVT36	Proportion of pupils whose first language is not English.	%

RSVT1	The average benefit cost ratio (BCR) of rail accessibility improvement schemes accounting for 'standard' rail scheme impacts - to users/non-users (time savings, money and modal shift) and rail operators (revenue). For example, accessibility works to install lifts, accessible ticket machines, help points/attendants, sign posting and station refurbishments. This metric does not account for wellbeing impacts and can therefore be used in conjunction with the rail travel time savings (RSVTD5) metric.	£
RSVT2-25	The square footage specified relates to the net internal area. The value relates to the space being provided for free to an external group or the public.	Hours
RSVT45	This metric represents all the paid work experience roles in your organisation or activity which are not apprenticeships. Work experience generally refers to a specified period of time that a person spends with the organisation, during which they have an opportunity to learn directly about working life and the working environment. This is recorded as full-time equivalents (FTEs). The duration should be altered to account for the number of weeks completed or expected to be completed.	FTEs
RSVT46	This metric represents all the paid year in industry roles in your organisation or activity which are not apprenticeships. A year in industry placement would typically give students an opportunity to develop their practical and technical skills in a role directly relevant to their vocational course. A year in industry placement is different from work experience, which is typically much shorter and usually involves a student observing the workplace. This is recorded as full-time equivalents (FTEs) and the duration would typically be set to 12 months.	FTEs
RSVT47	This metric represents all the paid internship roles in your organisation or activity which are not apprenticeships. A paid internship is usually a short-term period of employment aimed at providing stakeholders with professional skills and experience. This is recorded as full-time equivalents (FTEs) and the duration can be altered accordingly.	FTEs
RSVT48	This metric represents all the Kickstarter roles in your organisation or activity which are not apprenticeships. Kickstart was aimed at 16 to 24 year olds on Universal Credit (UC) at risk of long-term unemployment. Kickstart was launched during the first COVID-19 lockdown and was designed to mitigate the long-term effects of unemployment by providing 25 hours a week of subsidised employment for six months. Public and private sector employers were invited to participate in Kickstart by providing specific roles within organisations open for Kickstart participants. This is recorded as full-time equivalents (FTEs) and the duration can be altered accordingly.	FTEs
RSVT49	This metric represents all the unpaid work experience roles in your organisation or activity which are not apprenticeships. Work experience generally refers to a specified period of time that a person spends with your organisation, during which they have an opportunity to learn directly about working life and the working environment. This is recorded as full-time equivalents (FTEs). The duration should be altered to account for the number of weeks completed or expected to be completed.	FTEs

RSVT50	This metric represents all the unpaid year in industry roles in your organisation or activity which are not apprenticeships. A year in industry placement would typically give students an opportunity to develop their practical and technical skills in a role directly relevant to their vocational course. A year in industry placement is different from work experience, which is typically much shorter and usually involves a student observing the workplace. This is recorded as full-time equivalents (FTEs) and the duration would typically be set to 12 months.	FTEs
RSVT51	This metric represents all the unpaid internship roles in your organisation or activity which are not apprenticeships. An unpaid internship is usually a short-term period of work experience aimed at providing stakeholders with professional skills. This is recorded as full-time equivalents (FTEs) and the duration can be altered accordingly.	FTEs
RSVT52	This metric represents all the T-level roles in your organisation or activity which are not apprenticeships. T-levels are 2-year courses which are taken after GCSEs and are broadly equivalent in size to 3 A-levels. T-levels offer students practical and knowledge-based learning at a school or college and on-the-job experience through an industry placement of at least 315 hours - approximately 45 days.	FTEs
RSVTB2	Number of stakeholders that are receiving unique careers information or guidance, i.e. in an annual report you would only count the people who you have uniquely provided guidance to and not each session. This could include things like mock interviews and support with CV writing.	Multiple, #hours & #stakeholders
RSVTB3	This metric captures the wellbeing impact of contributing or 'giving back' to society to the person delivering the outreach activity by focusing on the increase in life satisfaction. Median wages have been used as a proxy to capture the impact of the activity itself.	Multiple, #hours & #stakeholders
RSVTB4	Total number of hours of school outreach activities provided with a curriculum focus. This should not include hours which would later be counted in the completed qualifications/apprenticeship metrics.	Multiple, #hours & #stakeholders
RSVTB4	Total number of hours of school outreach activities provided with a curriculum focus. This should not include hours which would later be counted in the completed qualifications/apprenticeship metrics.	Multiple, #hours & #stakeholders
RSVTB5	Total number of hours of college outreach activities provided with a curriculum focus. This should not include hours which would later be counted in the completed qualifications/apprenticeship metrics.	Multiple, #hours & #stakeholders

RSVTC11	£s spent in the UK where it relates to a Small-Medium Enterprise (SME) organisation. Do not double-count the spend with any of the other supply chain spending metrics. For further information on how this is defined by the UK government, please refer to the SVS glossary.	£'s
RSVTD2	This metric captures the wellbeing impact of volunteering to the volunteer. Median wages have been used as a proxy to capture the impact of the volunteering activity itself. For specific volunteering activities, a separate metric should be used e.g. removing waste from coast (D1). This metric is appropriate for staff volunteer days.	Multiple, #hours & #stakeholders
RSVTD3	This metric captures the wellbeing impact of volunteering to the volunteer specifically. This allows it to be coupled with other metrics if the specific activity is known without the risk of double counting, e.g. volunteering within the community to deliver environmental care/nature development could result in biodiversity net gains (BNG units), therefore this metric could be coupled with biodiversity units (E750).	Multiple, #hours & #stakeholders
RSVTD4	This metric captures the wellbeing impact of volunteering to the volunteer. Median wages have been used as a proxy to capture the impact of the volunteering activity itself. For specific volunteering activities, a separate metric should be used e.g. removing waste from coast (D1). This metric is to be used if facilitating volunteering e.g. allowing fundraisers at store front. To account for the fact that higher proportion of these people would have volunteered anyway, the value of a 'standard volunteer' has been adjusted using higher levels of deadweight to form this metric.	Multiple, #hours & #stakeholders
RSVTD5	This metric should be used to capture volunteering activities that directly relate to a person's job. This metric captures the wellbeing impact of volunteering to the volunteer as well as the value of works via tailored wage level (user input), e.g. this metric could be used for a solicitor providing pro bono work. Data on earnings for individual sectors or occupations is available from the ONS if support is required.	Multiple, hourly wage, #hours & #stakeholders
RSVTD70	Stakeholder engagement and consultation events measured using the hours inputted by staff and number of stakeholders to such events. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits.	Multiple, #hours & #stakeholders
RSVTD71	Stakeholder engagement and consultation events measured using the hours inputted by staff and number of stakeholders to such events. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits.	Multiple, #hours & #stakeholders

RSVTD72	Stakeholder engagement and consultation events measured using the hours inputted by staff and number of stakeholders to such events. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits.	Multiple, #hours & #stakeholders
RSVTD73	Stakeholder engagement and consultation events measured using the hours inputted by staff and number of stakeholders to such events. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits.	Multiple, #hours & #stakeholders
RSVTD74	Changes in railway station design and operational efficiency gains have the potential to reduce commuting time. This could include things like physical accessibility improvements or more efficient timetables. This metric captures the impact on life satisfaction, overall wellbeing and fiscal healthcare spend resulting from a reduction in rail commuting time. Do not use in conjunction with travel satisfaction (RSVTD75/RSVTD76) metrics. This metric can be used with railway station accessibility improvements (RSVT1) metric.	Multiple, time travel savings (in seconds) & number of commuters
RSVTD75	Travel satisfaction was measured using the satisfaction with travel scale which combines evaluations of mood or emotional wellbeing during travel including service quality, boredom/excitement and stress/relaxation on a Likert scale. For example, a 5-point change would mean going from very stressed to very relaxed. It is assumed that the passenger is a regular traveller and the change in satisfaction is sustained. Duration can be used to adjust values.	Multiple, change in satisfaction and number of stakeholders
RSVTD76	Travel satisfaction was measured using the satisfaction with travel scale which combines evaluations of mood or emotional wellbeing during travel including service quality, boredom/excitement and stress/relaxation on a Likert scale. For example, a 5-point change would mean going from very stressed to very relaxed. It is assumed that the passenger is a regular traveller and the change in satisfaction is sustained. Duration can be used to adjust values.	Multiple, change in satisfaction and number of stakeholders
RSVTD77	The social value created from providing high-street rental units (or equivalent) for free or at discounted rate. This is most likely to be provided to targeted business groups (e.g. SMEs, start-ups, charities and non-profit organisations) and community groups.	Multiple, #units/ sq ft/#no. hrs/%discount
RSVTD78	The social value created from providing office rental units (or equivalent) for free or at discounted rate. This is most likely to be provided to targeted business groups (e.g. SMEs, start-ups, charities and non-profit organisations) and community groups.	Multiple, #units/ sq ft/#no. hrs/%discount