

27th May 2015

Richard Coates
Head of Highways Monitor Development
Office of Rail and Road
3rd Floor
One Kemble Street
London
W2B 4AN

Dear Richard

I respond as the National Police Chiefs' Council (NPCC) for Roads Policing to the Monitoring Highways England consultation document.

1. Are you clear what our role will involve? Are there any aspects of our role which you would like more clarity about?

Although your role is clear, how do you intend balancing your new additional responsibilities for the strategic roads network (SRN) with existing rail obligations? Could this lead to dilution of one or both?

2. Do you agree with our strategic objective for our highways monitoring role?
Yes.

3. Are there specific ways you would like us to engage with you beyond the industry forums already referred to in this document?

As a key stakeholder and partner of Highways England effective relationships are essential. How will the CEOs relationship with the Secretary of State for Transport (as the only shareholder of the new company) work? How will operational stakeholders be able to contribute to the process? Many of the performance measures can only be delivered in partnership and despite several approaches the service has not been involved in the development of the initial RIS. How does the ORR believe that relationships with the HE should be developed going forward? There are significant crossovers and interdependencies between organisations and partners and operating synergy is at different stages of development and maturity across regions and localities in England.

4. Have we identified the key areas that require monitoring? Are there particular areas of Highways England's performance and efficiency which you consider require specific focus or an alternative monitoring approach?

Making the SRN safer (to include more all-purpose trunk roads) must have greater focus/emphasis. A 40% reduction by 2020 on the 2005-09 average is not a stretch target especially when considering that these are already the safest roads in the country and in 2013 already achieved a 33% reduction in KSIs. Consideration should also be given to the problem of suicides/attempted suicides by vulnerable persons across the network (more



than 1500 incidents nationally in the last 20 months alone). These events are particularly traumatic and resource intensive and impact significantly on journey times/experience. The document does not appear to include a target for time lost per vehicles mile? Journey times are an important indicator and impact on a number of other qualitative factors such as customer satisfaction. This may represent a missed opportunity?

5. We have set out our initial plans for reporting on Highways England's performance and efficiency. Is there further information or analysis that you think we should produce?

Highways England (through their business and delivery plans) appear to place greater emphasis on the design, build and maintenance of the SRN. The service has concerns that the intensity of these large capital build programmes may impact negatively on customers. The focus appears to be shifting back to engineering and away from a direct customer/user interface e.g. the performance measures contained within the RIS appear on the whole to support this approach? There is concern that the new companies traffic officers could become a "Cinderella" service?

6. Is there specific information relating to Highways England which is not currently in the public domain which you think should be prioritised for publication?

No.

Yours faithfully



Suzette Davenport

Chief Constable, Gloucestershire Constabulary

NPCC Lead for Roads Policing

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