ORR Road Expert Panel meeting

12 November 2019, 1300 to 1615

25 Cabot Square, London

Agenda

1300 to 1340	Introductions
1340 to 1400	The terms of reference and forward work plan of the panel
1400 to 1430	Introduction to ORR and the highways team
1430 to 1500	**Topic 1 – ORR's annual assessment of Highways England**
1500 to 1510	Break
1510 to 1540	**Topic 2 – ORR's enforcement policy**
1540 to 1610	**Topic 3 – ORR's benchmarking strategy and approach**

Introductions

Richard Coates welcomed the panel to the meeting, and introduced the members of ORR's highways team. The panel then introduced themselves, their areas of expertise, and their views on current issues in the highways sector.

Introduction to ORR and the highways team

Richard Coates explained the role of the highways team in monitoring Highways England and the terms of reference of the panel were noted.

ORR's annual assessment of Highways England

The Highways team then discussed ORR's annual assessment of Highways England's performance. The panel agreed it was a well-produced and accessible document. They observed that ORR could engage with a wider stakeholder audience, and that with the end of the road period upcoming there is an opportunity to reflect on previous years' performance. The panel also welcomed the inclusion of regional data where available.

ORR's enforcement policy

The Highways team introduced the panel to ORR's enforcement policy, which would be reviewed and updated ahead of the next road period. The panel shared their experience of escalation processes and how these can be designed to incentivise positive outcomes.

ORR's benchmarking strategy and approach

The Highways team gave the panel an overview of ORR's annual benchmarking report, which covers regional comparisons of Highways England's performance, and also reports on ORR's benchmarking work. The panel discussed how benchmarking has worked in other sectors and organisations, and how organisations can best use benchmarking data for the greatest impact.