



## ORR Road Expert Panel meeting

26 July 2021, 1300 to 1615

Microsoft Teams Meeting

### Agenda

1300 to 1305	Welcome, setup and declarations of interest
1305 to 1315	Update from the Highways Team
<b>1315 to 1335</b>	<b>Topic 1 – Progress on February Papers</b>
<b>1335 to 1425</b>	<b>Topic 2 – Highways England’s Customer Service Plan 2021-22</b>
1425 to 1430	Break
<b>1430 to 1520</b>	<b>Topic 3 – Highways Team Stakeholder Engagement Plan 2021-22</b>
<b>1520 to 1610</b>	<b>Topic 4 – RIS3: Stakeholder Engagement</b>
1610 to 1615	AOB

## Welcome and declarations of interest

All Panel members were present. Feras Alshaker, Deputy Director of Highways, welcomed everyone to the panel.

Declarations of interests reported before the meeting include:

Phill Wheat – leading a project as part of the TIES living lab, of which Highways England is a participant.

Carolyn Dwyer – appointed as a Commissioner on the National Preparedness Commission. Appointed as Strategic Director Development Growth and Regeneration for the London Borough of Sutton and a Non-Executive Director of the Jersey Development Company.

Sue Percy – sits on the Highways Sector Council, of which Highways England is a member and DfT is the sponsor.

## Update from the Highways Team

ORR had recently submitted a review to the Secretary of State on All Lane Running evidence and provided written evidence in support of the Transport Select Committee's review of Smart Motorways.

On 15 July ORR published its annual assessment of Highways England's performance and a series of consultancy papers looking at how Highways England carries out enhancements, life extension renewals and defect management.

**Note:** This meeting was held before Highways England changed its name to National Highways, as such we have used 'Highways England' throughout this minute.

## Update from February's panel meeting

A member of the Highways Team updated on items discussed at the previous meeting. The discussion centred on asset management and renewals delivery and ORR's scrutiny of Highways England's renewal and maintenance planning.

## **Highways England Customer Service Plan 2021-22**

A member of the Highways Team gave an overview of Highways England's Customer Service Plan (CSP) and satisfaction monitoring in 2020-21. The paper detailed the steps ORR is taking to monitor user satisfaction while the target is suspended. ORR plans to monitor using both quantitative and qualitative measures. This includes the Strategic Roads User Survey, Highview and meeting with Highways England to discuss progress on its customer service projects.

Panel members were pleased with the inclusion of non-road users as part of the CSP but noted the importance of setting measurable plans.

The panel expected Highways England to present a concise plan that incorporated environmental targets, communities, and non-road users. The panel also argued that behavioural insights and segmentation analysis would be vital to creating a positive impact that meets road users' needs.

The panel was content with ORR's three-point plan including the use of Highways England's own Highview customer satisfaction data. The panel suggested that ORR set out an approach to review road users' views and ensure that Highways England's customer strategy aligns with the customers it serves.

## **Highways Team's Stakeholder Engagement Plan 2021-22**

The objectives of ORR's stakeholder plan were presented to the panel. The panel agreed with the proposal and proposed expansion of the objectives.

The panel suggested including communities along the strategic road network as well as national utilities. It recommended long-term thinking and working with different stakeholders to arrive at a consensus. Suggested stakeholders to engage included the Local Government Association, UK Roads Liaison Group, utility and port associations, vehicle manufacturers and international groups.

The panel thought that ORR should enhance its monitoring of social media in the transport industry to drive more engagement.

## **RIS3: Stakeholder Engagement**

A member of the Highways Team introduced ORR's proposed RIS3 stakeholder engagement plan. The panel agreed that overall ORR engaged well with Highways

England but that the company's decision making was not always as transparent as it might be.

The panel suggested that for Highways England to thrive on continuous improvement, it should learn from companies at the safety frontier and embed best practices within the organisation. It discussed how a survey of ORR's stakeholders, which also explained ORR's role in RIS3, could bring clarity and visibility to the RIS3 process.

The panel concluded that different scenarios would play out over the RIS3 development process, especially with future travel demand and zero carbon. It said that ORR should be clearer both on its remit and what it expects Highways England to deliver.

## **AOB**

The next Road Expert Panel meeting will be the last with the current panel. ORR is planning to recruit for a new panel later in 2021. At the October meeting we will gather feedback from panel members on their recruitment experience, reflections of being on the panel and areas for improvement.

Next Meeting: October 2021