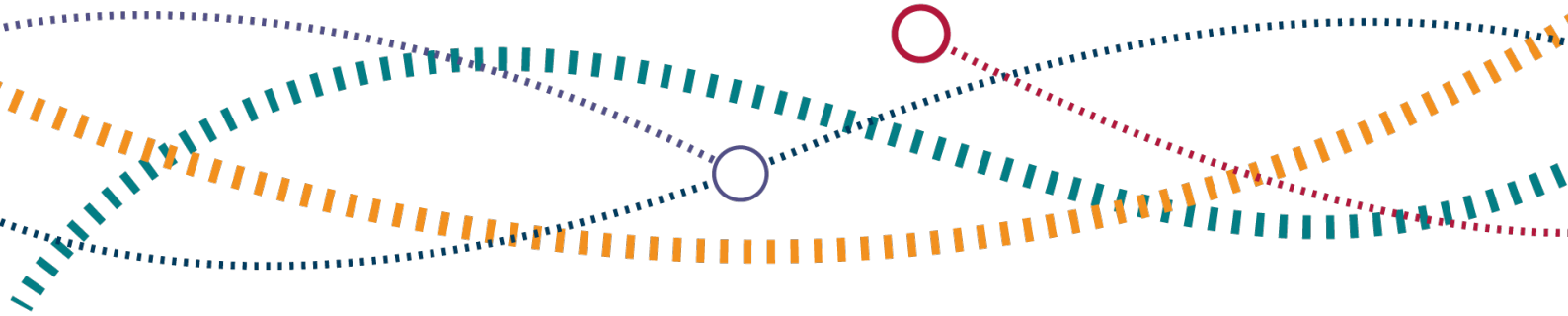
Road Expert Panel

12 July 2022

25 Cabot Square, London

1000 to 1010	Welcome, setup and declarations of interest
1010 to 1020	Board member introductions
1020 to 1030	Update on annual assessment key messages
1030 to 1130	Road safety performance – target setting for the third road period (RP3)
1130 to 1140	Break
1140 to 1240	Improving SRN user satisfaction – National Highways' customer service plan, 2022-23
1240 to 1250	REP forward look
1250 to 1300	AOB and close



Welcome, setup and declarations of interest

1. ORR welcomed Panel members.

2. One declaration of interest from Sue Sharland as a trustee for the Road Safety Foundation.

Board Member introductions

3. Two non-executive members of ORR's Board attended the meeting: Madeleine Hallward, chair of ORR's Highways Committee, who has joined the Panel on an ongoing basis, and Anne Heal. Daniel Ruiz, non-executive member of ORR's board, sent his apologies.

4. Panel members and attending Board members gave short introductions. Two Panel members provided updates on new roles. ORR will update the online biographies of those Panel members to reflect their new roles.

Update on annual assessment key messages

5. At the REP meeting on 22 March 2022, Panel members gave their views on ORR's draft key messages for its annual assessment of National Highways' performance for 2021-22. ORR considered these views as it developed its key messages.

6. ORR set out the final key messages in its annual assessment, published 14 July 2022: safety, asset management, environmental performance and enhancements.

Road safety performance – target setting for the third road period (RP3)

7. ORR presented a paper on road safety target setting for RP3. As part of ORR's role in developing the third road investment strategy (RIS3) for 2025-30, ORR will provide advice to government on the performance measures and targets it intends to include in National Highways' Performance Specification.

8. ORR sought the Panel's views on two areas:

    - the strengths and weaknesses of National Highways' current approach to road safety performance; and
    - ORR's preparation to inform its advice to DfT on monitoring and target setting.

9. The Panel discussed potential sources of information that ORR could use to help inform its approach for road safety target setting for RP3. The Panel also discussed what metrics ORR could use to hold National Highways to account on its safety performance. Panel members encouraged greater coordination between road agencies to improve safety on the strategic road network (SRN).

Improving user satisfaction on the SRN – National Highways' customer service plan, 2022-23

10. ORR presented a paper on how SRN user satisfaction is measured, and how National Highways aims to improve user satisfaction. National Highways joined the meeting and presented its customer service plan for 2022-23 to the Panel.

11. The Panel asked National Highways how it anticipates issues that may become important to users in the future, such as improving the availability of electric vehicle (EV) fast charging points on the SRN. The Panel also asked National Highways how it would work with local authorities to manage diversion routes, and whether it would undertake any regional level comparisons for diversions.

Forward look

12. Panel members suggested topics it would like to cover at future meetings. ORR committed to produce a forward agenda for future Panel meetings.

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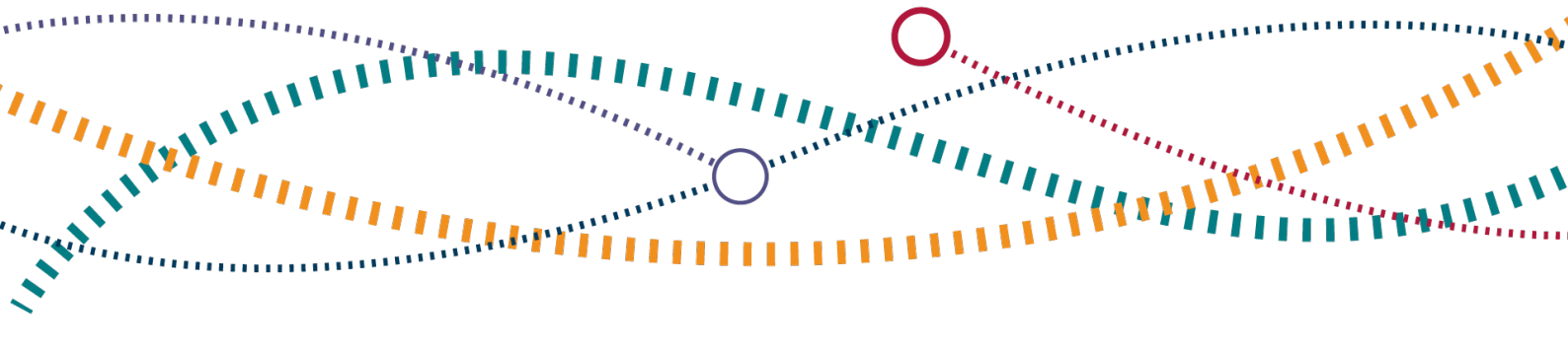
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