



# NATIONAL HIGHWAYS BEST VALUE Benchmarking Club

incorporating the Highways Design and Highway Works divisions

## SPRING CONFERENCE *Improving Efficiencies and Public Satisfaction in the Highways Sector*

Monday 12<sup>th</sup> May 2008 – from 09:00 hrs  
WARWICKSHIRE COUNTY CRICKET CLUB, EDGBASTON

- From 09:00 ARRIVAL AND REGISTRATION** (*refreshments available*)
- 09:30 **WELCOME AND INTRODUCTIONS**  
*Peter Radford, Somerset County Council – Highways Design Club Chairman*  
*Phil Bridge, Enterprise – Highway Works Club Chairman*
- 09:40 **KEYNOTE SPEECH**  
*Noel Foley, Local Government Taskforce*
- 10:10 **HELG – UPDATE ON CSR07 TOOLKIT**  
*Mike Bordiss, Chair of Making Measurement Work (HELG)*
- 10:40 **REFRESHMENT BREAK**
- 11:10 **MEASURING FOR SUCCESS - IMPLEMENTING THE HELG/GERSHON TOOLKIT IN WILTSHIRE**  
*Mark Taylor Wisdom and Timothy Pearce, Mouchel Highways*
- 11:40 **EFFICIENCIES IN WORCESTERSHIRE**  
*John Hobbs, Worcestershire's Director of Environmental Services and Brian Moss, Regional Director, Ringway Infrastructure Services (RIS)*
- 12.10 **OXFORDSHIRE HIGHWAYS – FIRST PARTNERSHIP TO ACHIEVE CHARTERMARK**  
*Peter Brown, Group Manager, Oxfordshire County Council*
- 12:40 **LUNCH / NETWORKING** (*to include access to County Ground*)
- 13:40 **UPDATE ON CUSTOMER/PUBLIC SATISFACTION SURVEY**  
*John Kennedy, Research Manager, Ipsos MORI*
- 14.10 **LAUNCH OF THE TRAINEE, GRADUATE & APPRENTICE COMPETITION 2008**
- 14:30 **SAFER ROADS, BETTER JOURNEYS**  
*Chris Rogan, Head of Gloucestershire Highways, Atkins*
- 15.00 **DELIVERING A REGIONAL APPROACH TO HIGHWAYS**  
*Keith Gordon, West Midlands Regional Improvement & Efficiency Partnership*
- 15:30 **OPEN FORUM GENERAL DISCUSSION**
- 15:40 **CONCLUSIONS DRAWN / CLOSING REMARKS**  
*Peter Radford/Phil Bridge*
- 15.45 **REFRESHMENTS**
- 16.00 **CLOSE**