



# **NATIONAL HIGHWAYS**

## **BEST VALUE**

### **Benchmarking Club**

incorporating the Highways Design and Highway Works divisions

## **AUTUMN CONFERENCE**

### **PUBLIC SATISFACTION**

**Thursday 23<sup>rd</sup> October 2008 – from 09:30 hrs**  
**ONE GREAT GEORGE STREET, WESTMINSTER**

- From 09:30 ARRIVAL AND REGISTRATION (refreshments available)**
- 09:50 **WELCOME AND INTRODUCTIONS**  
*Peter Radford, Somerset County Council – Highways Design Club Chairman*  
*Phil Bridge, Enterprise Plc – Highway Works Club Chairman*
- 10:00 **KEYNOTE ADDRESS:**  
**HIGHWAYS INFORMATION – HELPING TO DELIVER YOUR SERVICE**  
*Paul Foskett, Head of Highways Maintenance Policy, Department for Transport*
- 10:30 **ROADS, REALITY AND THE PUBLIC INTEREST**  
*Professor Stephen Glaister CBE FICE PhD, Director of the Royal Automobile Club Foundation*
- 11:00 **REFRESHMENT BREAK**
- 11:30 **CASE STUDY – THE PORTH RELIEF ROAD SCHEME– WINNER OF THE CONSTRUCTING EXCELLENCE NATIONAL AWARDS 2007**  
*Ian Walsh, Capita Glamorgan & Daniel Powrie, Costain*
- 12:00 **PRESENTATION FROM GRADUATE COMPETITION WINNER(S)**
- 12:15 **CEREMONY OF AWARDS**  
*Competition Winner; Design Club Best Performer; Works Club Best Performer;*
- 12:30 **LUNCH / NETWORKING**
- 13:30 **THE 1<sup>ST</sup> NATIONAL PUBLIC SATISFACTION SURVEY**  
*Ben Marshall, Ipsos MORI*
- 14:00 **CLUB STRATEGY – PUBLIC SATISFACTION/BEST PRACTICE SHARING**  
*Adrian Hale, Bournemouth BC; Peter Radford, Somerset CC; Don Gaudoin, Building Software*
- 14:30 **CASE STUDIES ARISING FROM THE PUBLIC SATISFACTION INITIATIVE**  
*Various Authorities*
- 15:30 **CONCLUSIONS DRAWN / CLOSING REMARKS**  
*Peter Radford / Phil Bridge*
- 16:00 **CLOSE**