

Memorandum of Understanding

between the The Caravan Club and the Highways Agency



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1. Parties

Highways Agency (HA)
The Caravan Club (CC)

(Together the 'Parties')

2. Purpose

- 2.1. The purpose of this Memorandum is to establish a platform for effective co-operation and understanding between the Parties and develop areas of mutual interest, including improving journey reliability.
- 2.2. Its aim is to identify and facilitate agreed actions between the Parties by promoting good cooperation and communication.

3. Status

- 3.1. This Memorandum covers work areas, which are the direct responsibilities of the Parties in England.
- 3.2. This Memorandum does not and is not intended to create any legal relationship between the Parties. All matters described in this Memorandum are subject to appropriate corporate and regulatory authorisation and where appropriate formal agreement.
- 3.3. Nothing in this Memorandum shall affect the statutory or regulatory duties or responsibilities of either Party and its existence does not preclude the taking of independent actions by Parties where either Party considers it is appropriate to do so.
- 3.4. This Memorandum does not commit either Party to the allocation of funds or other resources although the parties agree in good faith to deliver against the agreed cooperation areas covered by the schedule(s) subject to their other duties and the corporate framework within which they operate.

4. Aims

- 4.1. The shared aims of the Parties are:
 - (a) To develop areas of mutual interest and opportunities for joint working; and
 - (b) To establish both short and long term objectives and actions that encourage better co-operation and working between the Parties.



5. Objectives

5.1. This Memorandum is intended to:

- (a) Encourage more effective communication between the Parties at all levels;
- (b) Promote closer co-operation on strategic, area specific or local best practice and information projects;
- (c) Identify opportunities to further develop forward planning and safety initiatives to assist in strategic planning and project implementation;
- (d) Identify opportunities to improve efficiency through sharing of best practice between the Parties;
- (e) Identify and develop opportunities for efficient roadworks management and co-ordination; and
- (f) Help define synergies and opportunities in the Parties approaches to relevant government policies on safety, transport integration including environmental issues, sustainability, planning, parking/pitching, regeneration and development.

6. Areas of Joint Responsibility

6.1. The Parties will:

- (a) Work together to promote and develop relevant transport initiatives;
- (b) Work in good faith to develop relationships at local level in addition to maintaining a good relationship at policy/national level;
- (c) Develop protocols for managing issues of joint concern; and
- (d) Exchange and keep up to date a list of internal contacts and a plan of the structure of each organisation.

7. Confidentiality Provisions

7.1. Subject to any statutory and regulatory requirements either Party may request that commercially confidential information provided in connection with this Memorandum should not be disclosed. Any information regarded by either party as commercially confidential may be provided separately, so as not to inhibit the disclosure of other information.

7.2. If the HA (as a public authority) under the Freedom of Information Act 2000 receives a request for information relating to activities undertaken under this Memorandum, it shall inform The Caravan Club of the request as soon as possible and discuss as to the potential application of any exemption.

For the purposes of section 43(2) of the Act, the Parties acknowledge and agree that the disclosure of any commercially sensitive Information relating to the activities undertaken under this Memorandum is likely to prejudice the commercial interests of the Parties.

8. Joint Review

8.1. This Memorandum will be reviewed annually.



FOR THE HIGHWAYS AGENCY

FOR THE CARAVAN CLUB



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Graham Dalton

Chief Executive

Date... *19 Feb 2009*



.....
Trevor Watson

Director General

Date... *19/02/2009*



Overview of Both Organisations**The Caravan Club**

- The Caravan Club is Europe's premier touring organisation, representing the interests of one million caravanners, motor caravanners and trailer tent owners.
- The Club operates the largest private network of sites in the UK with 200 large caravan sites and around 2,500 Certificated Locations (small sites with a maximum of 5 pitches), providing the equivalent of 20 million plus 'bed nights' per annum.
- As well as access to this outstanding network of sites, The Caravan Club provides a range of benefits for members including specialist financial products (including the largest caravan insurance scheme in the UK), technical advice, and the largest circulation Magazine in its sector.
- The Caravan Club actively represents its members' interests in key areas of policy making – at UK national and local Government level – as well as within European Union institutions through its affiliation with international and European touring clubs.

Highways Agency

- Highways Agency road network is valued at over £80bn and comprises some 4,800 miles/7,750 km of trunk roads including motorways.
- Highways Agency employs over 3,000 people, including 1,800 working for its Traffic Officer Service.
- Highways Agency network carries a third of all road traffic in England and two thirds of all heavy freight traffic, with over 170 billion vehicle kilometres of journeys undertaken each year.



Research

To better understand the cause of towing incidents on the public highway.

Commercial Relationships

To jointly collaborate on safety best practice for the towing driver.

Forward Planning

To develop a better understanding of towing related journeys, so that this can be taken into account when responding to policy interventions that may impact upon their driving experience.

Customer Experience

To provide The Caravan Club and its members with the information that they need to help make their journeys safely and reliably.



Contacts for Key Areas

The following people are the initial point of contact for their respective organisations for each of the key areas of mutual interest:

Key Area	Highways Agency	Caravan Club
Research	Roger Wright	Martin Spencer
Commercial Relationships	Andy Withington	Len Short
Forward Planning	Andy Withington	Martin Stringer
Customer Experience	Alison Holliday	Fiona Bowers



ANNEX 3 HIGHWAYS AGENCY OBJECTIVES

HA Strategic Framework

Vision

Safe Roads, Reliable Journeys, Informed Travellers

Travelling with Confidence

Aim

A strategic road network in England that works for everyone.

Objectives

1. To deliver a high quality service to all our customers by:
 - Improving road safety
 - Making journeys more reliable
 - Providing better information
 - Respecting the environment
2. To ensure more effective delivery through better working relationships.
3. To implement best practice and innovative solutions to improve service now and in the future.
4. To be a good employer.
5. To be an efficient Agency with effective business processes and resource management systems.

Values

- **Customer Service**
We put our customers first
- **Teamwork**
We work together in dynamic teams and partnerships
- **Improvement**
We encourage learning, innovation and flexibility
- **Diversity**
We value people for their diversity and contribution
- **Best Value**
We deliver effective services that provide value for money
- **Integrity**
We build trust by acting with honesty and fairness



Vision

The Caravan Club will ensure that it is always the first choice of touring caravanners by providing high quality, relevant, value-for-money products and services, and by delivering these in a way that reflects the current and evolving needs of existing and future members.

Objectives

1. To develop effective lines of communication with organisations to benefit members by:
 - Timely information provision
 - Forward planning of touring journeys
 - Participation in joint safety campaigns
2. To formalise relationships between stakeholders and partners for mutual interest for our staff and members.
3. To facilitate collaboration on, for example, initiatives such as research related projects and campaigns.
4. To facilitate knowledge and best practice sharing between organisations where appropriate.

Values

1. To ensure the availability to members of an adequate choice of good sites through cooperation with, and encouragement of, Local Authorities, and judicious use of The Caravan Club's own resources.
2. To ensure the necessary conservation and preservation of the countryside and the coast, so essential to touring caravanning, and to have consideration for the interests of other recreational users and, not least, those living and working therein.



