

1. Partnership Working

The Wokingham Highways Alliance consisting of three organisations will collaborate and work in partnership to deliver the services under the contracting arrangements that commenced on the 1 April 2019 consisting of:

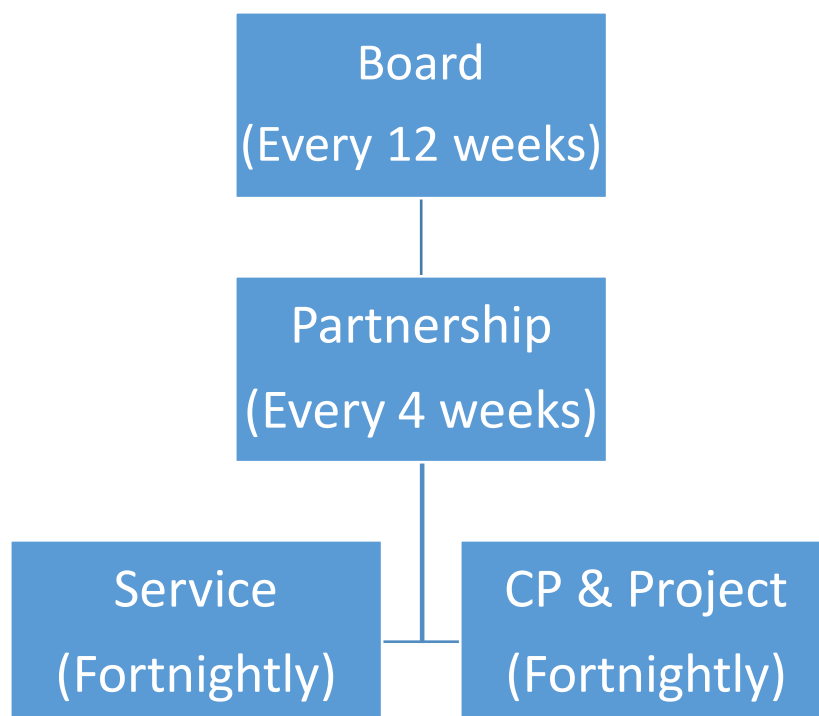
- The client Wokingham Borough Council
- April 2013 NEC Professional Services Contract with WSP
- April 2013 NEC Term Services Contract (HMEP) with VolkerHighways



The services span the majority of Highways & Transportation services, including some wider element across Wokingham Borough Council including public rights of way, byways, housing, street cleansing and allow use from the other Berkshire Councils.

2. Meeting Structure

To promote partnership working and ensure effective delivery of the services with compliant contract governance, the partners have selected a streamline meeting structure, in the knowledge it will be subject to refinement during the life of the contracts.



Service and Collaborative Planning & Project Meetings will be scheduled on alternating fortnights, ensuring alliance partners meet at least weekly, in one form or another.

3. Term of Reference, Agenda & Attendees

Board

Board Meetings will take place at 12 weekly intervals providing strategic leadership and oversight of the Wokingham Highways Alliance, ensuring the direction of the alliance is aligned to the shared Transport Vision, stakeholder and political priorities, service requirements and corporate requirements of the partners, managing risks effectively, seeking opportunities and ensuring performance, including regional and national promotion of the Wokingham Highways Alliance.

The board will engage with Wokingham's political requirements in agreement with the Executive Member for Highways and Transportation.

To deliver these requirements the agenda will include:

1. Minutes of the previous meeting
2. Partnership Meeting escalations
3. Performance: Operational, Partnership & Strategic & Incentive Fund payment
4. Partnership health check
5. Wokingham Highways Alliance Risk Management review
6. Stakeholder & political issues
7. Horizon scanning, business improvement (ISO44001) & innovation
8. Promotion and awards
9. Third party requests
10. AOB

Attendees will include:

- WBC Strategic Lead- Clare Lawrence
- WBC Lead Client- Peter Baveystock
- WBC Service Lead Place- Matt Gould
- WBC Service Lead-Infrastructure & Projects- Chris Easton

- WSP Commission Director- Roger Evans
- WSP Commission Improvement Director - Martyn Brooks

- VH Contacts Director Kunle Kolaru
- VH Highways Asset Manager- Bob Pizzey

- WBC Admin Support- Jacqui DuGard

The Board Meeting will have rotating chairs from the three partners, held in Shute End with administration support provided by WBC. The chair will ensure that accurate notes and actions are recorded in the minutes and circulated under "OFFICIAL" within 5 working days of the meeting date.

Partnership

Partnership Meetings will take place at 4 weekly intervals providing oversight of the service and project delivery of the Wokingham Highways Alliance ensuring effective and compliant contract management, managing key alliance risks, measuring and reporting performance, resources, commercial requirements, political and communication issues and working in partnership to resolve issues that are preventing the partners to perform.

To deliver these requirements the agenda will include:

1. Minutes of the previous meeting
2. Health & Safety
3. Service issues & escalations
4. Project issues & escalations
5. ISO44001
6. Promotion and third party use
7. Hot topics, political issues & communications
8. Resources
9. Commercial issues
10. Business improvement & innovation
11. Performance management: Operational & Partnership
12. Partnership health check
13. Matters for escalation (to Alliance Board Meeting or Assistant Director)
14. AOB

Attendees will include:

- WBC Service Lead Place- Matt Gould
- WBC Service Lead-Infrastructure & Projects- Chris Easton
- WBC Service Manager/Employers Agent - Mark Allen

- WSP Commission Director- Roger Evans
- WSP Commission Improvement Director - Martyn Brooks
- WSP Commission Manager- Richard Smith

- VH Contract Manager- Daron Mizen
- VH Business Manager- Joshua Kinge
- VH Highways Asset Manager- Bob Pizzey

- WBC Admin Support- Jacqui DuGard

The Partnership Meetings will have rotating chairs from the three partners, held in Shute End with administration support provided by WBC. The chair will ensure that accurate notes and actions are recorded in the minutes and circulated to attendees and a wider agreed distribution list within 5 working days of the meeting date.

Service

Service Meetings will take place fortnightly providing effective, safe and contractually compliant delivery of the services including operational, programming and network issues for the Wokingham Highways Alliance. The meeting will focus upon managing service risks including performance, resources, commercial requirements and promoting partnership working and collaboration between the partners. Services will include reactive, routine and cyclic maintenance including the reactive performance and customer service delivered under the WHIP, emergency and call out activities, wider highways maintenance activities, winter service, drainage, structures, street lighting and traffic management.

To deliver these requirements the agenda will include:

1. Minutes of the previous meeting
2. Health & Safety
3. Transport Policy & Planning
4. Service, programming, network and performance issues
5. WHIP
6. HIMS & customer journey
7. Asset Management, mapping & inventory
8. Hot issues and communications
9. EW/CEs, remedial works and with-held matters
10. Resources
11. Commercial & budgets
12. Business improvement & innovation
13. Partnership health check
14. Matters for escalation (to Highways Board and/or Alliance Partnership Meeting)
15. AOB

Attendees will include:

- WBC Service Manager/Employers Agent - Mark Allen (Chair)
- WBC Service Lead Place- Matt Gould (as required)
- WSP Commission Manager- Richard Smith
- VH Contract Manager- Daron Mizen
- VH Operations Manager- Adrian Spencer
- VH Business Manager- Joshua Kinge
- Highways Asset Management- Aivaras Jasiunas
- Drainage- Francesca Hobson
- Structures- Suppiah Thiruppugalsan (Nesan)
- Street Lighting- Dave Halley
- Traffic Management- Martin Heath
- Transport- Rob Curtis

Should matters arise relating to Car Parking- Geoff Hislop, RoW/Byways- Andrew Fletcher, Street cleansing/overgrown vegetation- Gina Frost or Housing- Martin Forster, these Service Leads will be invited to attend relevant sections of the meeting. The Service Meeting will be chaired by the WBC Service Manager/Employers Agent, held in Shute End with administration support provided by WBC. The chair will ensure that accurate notes and actions are recorded in the minutes and circulated to a wider distribution list within 3 working days of the meeting date.

Collaborative Planning & Project

The Collaborative Planning & Project Meetings will take place fortnightly to oversee and manage the planning, resources, commissioning, design, programming and delivery of all projects within the Wokingham Highways Alliance. Wokingham Highways Alliance defines services that require design work or a design commission as a project. The meetings will measure and monitor performance, manage network risks, promote improvement and innovation and promote partnership working and collaboration between the partners. Project governance will take the form of the established Collaborative Planning Meeting (standing) led by the WBC Streetworks Traffic Manager Ed Day, focussed upon project management, project planning, network management and delivery. The attendees will be the Service and Project Leads for the various capital programmes and projects, WSP and VolkerHighways and the WBC Highways Communications Lead Jo Hinton. The initial Collaborative Planning Meeting will be followed by the Projects Meeting which will discuss further key issues arising including performance, resources, delivery of commissions, network and communication issues, ensuring key risks are recorded and managed.

To deliver these requirements the agenda for the Projects Meeting will include:

1. Minutes of the previous meeting
2. Health & safety
3. Project management, delivery, performance & lessons learnt
4. Design work/commissions, construction/Task Orders & project pipeline
5. Project completion, handover (GIS/inventory)
6. Resources
7. Network issues & communications
8. Commercial issues
9. Business improvement & innovation
10. Partnership health check
11. Matters for escalation (to Highways Board and/or Alliance Partnership Meeting)
12. AOB

Attendees for the Project Meeting will include:

- WBC Service Manager/Employers Agent - Mark Allen (Chair)
- WBC Service Lead-Infrastructure & Projects- Chris Easton (as required)
- WBC Streetworks Traffic Manager- Ed Day
- WBC Capital Programme Manager- Malcolm Pinto
- WSP Commission Manager- Richard Smith
- WSP Design Lead- Bogdan Schiteanu
- VH Contract Manager - Daron Mizen
- VH Business Manager- Joshua Kinge
- VH Operations Manager- Adrian Spencer

The Service and Project Leads for the various capital programmes and the WBC Highways Communications Lead Jo Hinton who attended the initial Collaborative Planning Meeting may be invited to attend the following Project Meeting by the meeting Chair. The Project Meeting will be chaired by the WBC Service Manager/Employers Agent, held in Shute End with administration support provided by WBC. The chair will ensure that accurate notes and actions are recorded in the minutes and circulated to a wider distribution list within 3 working days of the meeting date.

4. Behaviours, Participation, Risk Management, Reporting & Escalation

The three partners have committed to “*Working together to deliver highway services for all the Borough’s residents*” under the principles of ISO44001 <http://www.instituteforcollaborativeworking.com/About/ISO-44001> including:

- *Treating all with respect, honesty and fairness*
- *Promoting an inclusive and supportive team culture*
- *Creating a trusting environment where problems are identified promptly and solved*
- *Everyone having a positive and ‘can-do’ attitude*
- *Achieving value for money from available resources*
- *Seeking local and national recognition for our achievements*

To ensure effective delivery of the services and compliant contract management it is essential that all partners, and their people, embrace partnership working and display the cultures and behaviours commensurate with a “one team” ethos focused upon outcomes.

Attendance and participation to support the governance structure by all partners, and their people, will ensure the services are delivered effectively, risks are managed and all parties comply with the contractual requirements. When an individual is unable to attend due to planned or unplanned absence, a capable representative should be assigned to ensure their service area is represented, ensuring the services are managed effectively in good time.

The escalation process will take place through the meeting structure and escalation channels, which will be overseen by the Service Manager/Employers Agent, along with promoting other forms of best practice relating to governance and contract management.

5. Review, Improvement & Innovation

The Wokingham Highways Alliance, the partners and the contractual requirements place a high emphasis on continually reviewing the services and processes to promote greater efficiency, improvement in service delivery and take advantage of new technologies and changes in legislation.

Alliance meetings terms of reference and agendas include and promote “Business improvement & innovation”, to ensure all partners, and all of their people contribute. The WBC Service Manager/Employers Agent will record business improvement and innovation from the meetings, including assessing their impact upon improving service delivery, partnership working and any commercial benefits. This information is recorded at a granular level, demonstrating which partners, and which of their people, are contributing positively to this requirement, and which are not.

Partnership Performance Measure 5 (PPM5) requires “Evidence of promoting innovation, ICT, environmental enhancement and new ways of working” from all three partners on a frequent basis that is reporting at the Partnership Meeting and Board Meeting.