

Highways Agency and The Camping and Caravanning Club

Memorandum of Understanding



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1. The Parties

Highways Agency (HA)
The Camping and Caravanning Club (C&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 co-operation 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 the 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 co-operation 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.
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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) Engage the Parties in developing a forward plan to define opportunities for cooperation and joint working in key areas such as:
 - safety, including towing best practice and causes of incidents
 - parking and pitching, including consultation to encourage safer and more welcoming motorway service areas for caravan and motorhome users
 - the environment and sustainability
 - regeneration and development
- (d) Enable greater awareness of the need for journey planning through timely and relevant information exchange;
- (e) Identify opportunities to improve efficiency by sharing best practice;
- (f) Identify and develop opportunities for efficient roadworks management and coordination;
- (g) Ensure that the views of campers and caravan and motorhome users are formally represented.

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 a 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.
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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 Camping and Caravanning Club of the request as soon as possible and discuss 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.
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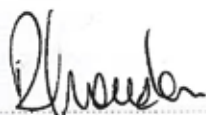
For the Highways Agency



Date 23 Feb 2010

Graham Dalton
Chief Executive

For The Camping and Caravanning Club



Date 23 February 2010

Robert Loudon
Director General

Annex 1: Overview of both organisations

The Camping and Caravanning Club

The Camping and Caravanning Club is the world's oldest and largest club for all forms of camping. Founded in 1901, the Club retains its status within the Not-For-Profit sector and now boasts nearly 500,000 adult members across the UK. The Club operates a total of 110 owned, leased and franchised sites on behalf of its members and is able to offer in excess of 11,000 pitches each night across the peak season.

Although the Club's activities are diverse, they are all closely aligned to the core activity of providing places for people to camp. The provision of international camping holidays, insurance, roadside recovery and the construction, sale and management of holiday homes forms just part of this business, which now boasts an annual turnover of c £50m.

As a membership organisation, the Club has a simple mission: to have highly satisfied members. To this end, all of the Club's activities and the investment of members' funds are overseen by Voluntary Officers who have been elected by the members.

In 2006 the Club formed a Limited Liability Partnership with the Forestry Commission (FC) and as a result owns 51% of Forest Holidays (FH). FH is a company which owns and operates 23 camping and self-catering lodge sites across FC land and adds over 5,000 pitches to the Club's nightly inventory.

Highways Agency

The Highways Agency is an Executive Agency of the Department for Transport and is responsible for operating, maintaining and improving the strategic road network in England on behalf of the Secretary of State for Transport.

The Highways Agency has a major role in delivering the Government's Strategy for transport planning for 2014 and beyond "Delivering a Sustainable Transport System". It is also charged with supporting wider Government policy. In January 2009 the future Motorways and Major Trunk Roads Programme was published, setting out how the Government plans to invest up to £6 billion to increase capacity on the nation's busiest strategic roads.

HA's road network is valued at over £87bn and comprises some 4,800 miles or 7,754km of trunk roads including motorways. Its 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.

HA employs over 3,000 people, including 1,800 working for its Traffic Officer Service.

Annex 2: Contacts for key areas

Key area	Highways Agency	Camping and Caravanning Club
Strategic development	Andy Withington	Matthew Eastlake
Operational issues	Lesley O'Reilly	Ian Geddes
Communications/information exchange	Ian Burgess	Tamsin Smyth Laura Rainbow

Annex 3: Highways Agency objectives

Vision

A strategic road network in England that works for everyone.

Aim

Safe roads, Reliable journeys, Informed travellers

Objectives

1. Our primary objective is to deliver a high quality service to all our customers by:
 - Reducing congestion and improving reliability
 - Improving road safety
 - Respecting the environment
 - Seeking and responding to feedback from our customers

We also have four enabling objectives:

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 and aim to deliver world class quality of service

Teamwork

We work together in dynamic teams and partnerships

Continuous improvement

We are committed to learning, innovation and flexibility

Diversity

We value people for who they are and their contributions

Best value

We provide quality services that provide value for money

Integrity

We build trust by acting with honesty, openness and fairness

Annex 4: The Camping and Caravanning Club objectives

Vision

To have highly satisfied members

Aim/mission

To provide campsites and services in the spirit of The Friendly Club

Objectives

To provide members with services that facilitate:

1. Planning and booking camping trips efficiently and with confidence
2. Safe and stress free motoring
3. Obtaining club, touring and travel information at home, on the move and at a site (UK and Overseas) through as wide a range of communications channels as possible.

Values

We are friendly

We are welcoming and helpful

We work with honesty and integrity

We provide adventure in a safe and caring environment

We are professional in our relationships

We can be trusted
