

WEST BERKSHIRE COUNCIL
**HIGHWAYS, BRIDGES AND STREET
LIGHTING TERM MAINTENANCE
CONTRACT 2016**

VOLUME 2.1 – SERVICE INFORMATION

NOVEMBER 2015



WestBerkshire
C O U N C I L

TERM MAINTENANCE CONTRACT 2016

VOLUME 2.1 – SERVICE INFORMATION

West Berkshire Council

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TABLE OF CONTENTS

1	SCOPE OF THE SERVICE.....	4
2	GENERAL MANAGEMENT.....	6
3	PERFORMANCE MANAGEMENT	12
4	KEY PERFORMANCE INDICATORS	15
5	FINANCIAL MANAGEMENT.....	24

APPENDICES

A P P E N D I X A

CHIEVELEY DEPOT LEASE AGREEMENT

All references to the Employer or West Berkshire Council or the Overseeing Organisation for the purposes of this West Berkshire Council Term Maintenance Contract 2016, pertain to West Berkshire District Council.

1 SCOPE OF THE SERVICE

1.1 GENERAL

- 1.1.1 The Service in this contract comprises of highway, street lighting, traffic sign and structure maintenance within the area of West Berkshire Council, other than motorways or trunk roads, as shown on the map given in Annex 1 of Volume 4, which shows the boundaries of the Affected Property.
- 1.1.2 The Contractor shall note that this contract shall not necessarily include all of this type of work to be executed in the area. Separate contracts may be let for specialist operations, or for any other works, at the sole discretion of the Service Manager and in accordance with Council Contract Rules of Procedure.
- 1.1.3 Maintenance works for highways, street lighting and structures shall be commissioned through the Activity Schedule, with works instructed through Task Orders which shall generally fall within the remit of the Specification for Highway Works. The table below represents some of the common activities undertaken within the Affected Property.

Street Lighting Maintenance	Column replacement and lamp changes
	Emergency Response
	Detailed Inspection
	Annual Inspection and Testing
	Inventory Updates
Structures Maintenance	Routine Maintenance
	Reactive Maintenance
	Confined Space Inspections
	Inspection Attendance
Highways Maintenance	Traffic Sign supply and erection
	Traffic Management
	Safety Barrier Inspection and Tensioning
	Winter Service - Precautionary Treatment, Secondary Treatment and Snow Clearance
	Programmed Resurfacing and Surface Treatment
	Collection of asset data
	Programmed Carriageway Patching
	Emergency Response
	Road Marking and Road Stud, removal and replacement
	Pot hole repairs – temporary and permanent
	Programmed Footway Patching
	Programmed Pre-Surface Treatment Patching
	Ad-hoc/Reactive drainage jetting
	Ad-hoc/Reactive detailed inspection, CCTV and Testing
	Cyclic Gully cleansing
	Ad-hoc/reactive manhole, catchpit and soakaway cleansing

1.1.4 In addition to the services in the table above, Capital Funded Schemes may be instructed via this contract as required. West Berkshire Council gives no guarantee that this contract will be used to procure these schemes. Capital Funded Schemes developed to detailed design will be instructed using main Option A. Capital Funded Schemes developed to outline design will be instructed using main Option C.

1.1.5 There is no minimum value for a Task Order and no guaranteed minimum contract value. The typical annual budget for highway, structure, street lighting and illuminated sign maintenance in West Berkshire from previous years has been circa £7,000,000. The annual budget figure is subject to fluctuation and variance, determined by local maintenance requirements and therefore cannot be taken as the annual value of this contract.

1.2 CO-ORDINATION AND LIAISON

1.2.1 The Contractor shall familiarise itself fully with the structure of the Overseeing Organisation and shall liaise with the relevant staff as required. The Overseeing Organisation shall keep the Contractor informed of any relevant changes within the Overseeing Organisation and its procedures.

1.2.2 As part of the management of the contract the Contractor shall be required to liaise with other internal and external bodies and organisations, including other Local Authorities, the Department for Transport, Highways England (including their Agents) and Statutory Undertakers. The Contractor is to establish and maintain appropriate contacts with these organisations.

1.2.3 The Contractor shall also be responsible for the co-ordination of Street Works under the Traffic Management Act. Co-ordination of Street Works shall be facilitated by regular discussion with the Overseeing Organisation's Street Works Team, supplemented with the formal meetings identified in the following sections. The Contractor shall note that failure to comply shall result in penalties as defined within the Traffic Management Act.

1.3 TRAFFIC MANAGEMENT ACT

1.3.1 The Contractor shall comply with the Traffic Management Act 2004 and the Code of Practice and subsequent amendments. The Contractor shall use an appropriate software system that complies with the requirements of the Electronic Transfer of Notices (EToN), to submit and receive electronic permits to and from the Overseeing Organisation, in respect of all Services under the contract.

1.3.2 Under the Act the Overseeing Organisation has in place a Permit Scheme and the Contractor shall comply with this scheme and the requirements of Appendix 1/17 of the Specification.

1.4 CUSTOMER SATISFACTION SURVEYS

1.4.1 At the request of the Service Manager the Contractor shall demonstrate how customer satisfaction with performance is being monitored and achieved. The requirement for and scope of surveys shall be agreed between the Service Manager and the Contractor, and the surveys shall be conducted by the Contractor.

1.5 INSURANCE CLAIMS

1.5.1 The Contractor shall provide to the Overseeing Organisation all necessary information and assistance in respect of any insurance claims relating to the Service.

1.6 BUSINESS CONTINUITY PLAN

- 1.6.1 Within 4 weeks of the commencement of the contract, the Contractor shall provide a business continuity plan which details how the Service shall be carried out with the least practicable interruption in the event of major incidents.
- 1.6.2 The Contractor shall undertake an annual review of the business continuity plan.

1.7 CONSIDERATE CONSTRUCTORS SCHEME

- 1.7.1 The Overseeing Organisation, in its commitment to delivering value for money, considers that the way the Service is carried out on site makes a significant impact on both the perception of a quality service and convenience to the public. In order to support this commitment the Contractor shall comply with the requirements of the Considerate Constructors Scheme.
- 1.7.2 When instructed by the Service Manager, the Contractor shall register specific Sites/Task Orders with the Scheme and carry out its obligations accordingly.

1.8 ACCESS TO AND USE OF THE AFFECTED PROPERTY

- 1.8.1 With effect from the starting date, the Contractor shall occupy the Chieveley Depot.
- 1.8.2 The Contractor shall enter into a lease agreement for the Chieveley Depot with the Overseeing Organisation as soon as practicable after the date the contract commences, the draft leases are set out in Appendix A.
- 1.8.3 The Contractor and the Overseeing Organisation agree to exclude the Contractor's rights to security of tenure after the expiry of the relevant lease pursuant to sections 24 to 28 of the Landlord and Tenant Act 1954.
- 1.8.4 The Parties shall review the need for the Chieveley Depot during the service period in light of the needs of the service and the continued availability of the relevant premises.
- 1.8.5 The Contractor shall not use the Chieveley Depot for any purpose other than for Providing the Service unless such use (and the terms of such use) are agreed by the Overseeing Organisation in advance, in writing.

2 GENERAL MANAGEMENT

2.1 GENERAL

- 2.1.1 To enable general progress of the contract, and of particular Task Orders, the Contractor shall comply with the following general management requirements. The frequency and range of the meetings described below shall be developed and agreed in consultation with the Contractor.

2.2 MEETINGS

STRATEGIC QUARTERLY CONTRACT MANAGEMENT MEETINGS

- 2.2.1 The Contractor shall attend strategic quarterly contract management meetings, the dates and venues for which shall be decided by the Service Manager in consultation with the Contractor.

- 2.2.2 Each strategic quarterly contract management meeting shall take place between senior staff (Strategic Board) from the Overseeing Organisation, including the Head of Service and Service Manager, and senior staff from the Contractor, including the Contract Director and Contract Manager.
- 2.2.3 A standard agenda for the strategic quarterly contract management meetings shall be agreed between the Service Manager and the Contractor and may include the following:
- progress of the Service (including the Contractor's strategic overview of the contract and overview of Task Orders, Contractor's Plan and Quality Management System),
 - performance Standards achieved using the Key Performance Indicators set out in the Performance Management section below, which shall include six-monthly performance reviews,
 - Service delivery issues resulting from the actions and performance of the Contractor and Service Manager.
 - summary and review of Service Improvement Plan,
 - compensation events,
- 2.2.4 At least 5 calendar days before the date of each such meeting the Contractor shall supply to the Service Manager a written report on the progress of the delivery of the Service during the preceding 3 months. As a minimum, the report by the Contractor shall cover the progress of the Service (including the Contractor's strategic overview of the contract, Task Orders being provided within budget and in accordance with the Contractor's Plan and Quality Management System) and performance standards achieved using the criteria set out in the KPI table. It shall be accompanied by a detailed financial statement in a format agreed with the Service Manager.
- 2.2.5 By reasonable prior notice, the Service Manager may request other information to be included in the Contractor's report.

MONTHLY CONTRACT MANAGEMENT MEETINGS

- 2.2.6 The Contractor shall attend monthly contract management meetings, the dates and venues for which shall be mutually agreed between the Service Manager and the Contractor.
- 2.2.7 Each monthly contract management meeting shall take place between senior staff from the Overseeing Organisation, including the Service Manager and service head representatives, and the Contractors, Contract Manager and Operations Manager.
- 2.2.8 A standard agenda for the monthly contract management meetings shall be agreed between the Service Manager and the Contractor and may include the following:
- notes from the last meeting,
 - review of outstanding actions from Action Plan (see Section 2.5),
 - progress on works programmes,
 - finance,
 - KPI Performance Reporting including review of supporting data,
 - Winter Service,
 - summary and review of Service Improvement Plan,
 - health and safety,
 - IT systems,

→ compensation events and early warning notices.

- 2.2.9 At least 1 week before the date of each such meeting the Contractor shall provide to the Service Manager a written report on progress. As a minimum, the Contractor's written report shall cover the progress on each item listed in the agenda.
- 2.2.10 By reasonable prior notice, the Service Manager may request other information to be included in the Contractor's report.
- 2.2.11 The Contractor shall, on request, provide the Service Manager with such documents, records and information as the Service Manager reasonably requires and shall allow the Service Manager to consult directly with any staff of the Contractor in connection with the Provision of the Service as is reasonably necessary.

WEEKLY OPERATIONAL MEETINGS

- 2.2.12 The Contractor shall attend weekly operational meetings, the dates and venues for which shall be mutually agreed in consultation between the Service Manager and the Contractor.
- 2.2.13 Operational meetings shall take place between appropriate staff from the Overseeing Organisation, and the Contractor.
- 2.2.14 A standard agenda for the weekly operational meetings shall be agreed between the Service Manager and the Contractor.
- 2.2.15 These meetings shall deal with any queries in respect to individual Task Orders in progress / completed/ planned and consider both programme and financial matters. Any early warning notices and compensation events shall be formally recorded at these meetings.
- 2.2.16 At these meetings the Contractor shall provide details of the Task Order programme for the following week to complement the Contractor's Plan, as amended as part of the monthly contract management meetings.
- 2.2.17 The Contractor shall, on request, provide the Overseeing Organisation with such documents, records and information as they may reasonably require to manage and facilitate the contract.
- 2.2.18 These meetings shall be complemented by day to day contact between the Overseeing Organisation and the Contractor to deal with any queries pertaining to the Task Orders, or any change in Task priorities.

WEEKLY COORDINATION MEETINGS

- 2.2.19 In order to meet the requirements of the Council's Permit Scheme, the Contractor shall attend weekly coordination meetings.
- 2.2.20 Weekly coordination meetings shall take place between appropriate staff from the Overseeing Organisation and the Contractor.
- 2.2.21 These meetings shall be used to agree road space bookings for future work and any other requirements of the Traffic Management Act and Appendix 1/1.

2.3 MOBILISATION PLAN

- 2.3.1 The Contractor shall prepare and submit a Mobilisation Plan 2 months prior to the contract start date.
- 2.3.2 The Mobilisation Plan shall include the methodology for implementing the following;
- de-mobilisation of the outgoing Contractor,
 - names of key people (organisational structure),
 - details of strategic and operational management,
 - a risk register with proposed mitigation prepared in conjunction with the Service Manager,
 - the mobilisation Programme,
 - preparation of an initial Annual Plan (at least for the first full Financial Year if the starting date is part way through a Financial Year),
 - completing the delivery of the *service* for the balance of a Financial Year within the balance of the Service Budget for that Financial Year in which the Contractor commences Providing the Service,
 - service delivery arrangements, in particular identifying the requirements for emergency and winter maintenance,
 - cost and value management arrangements,
 - communications, protocols for staff, for dealing with elected members and the public.

2.4 SUPERVISION AND ADMINISTRATION

- 2.4.1 The Contractor shall ensure sufficient levels of supervision are provided to support the safe completion of all activities undertaken in Performing the Service.
- 2.4.2 As a minimum the Contractor shall provide a dedicated full time resource for this contract, with adequate cover for absences, to perform the following roles;
- 5 No Supervisors (4 No for Highways & Structures and 1 No for Street Lighting),
 - Traffic Management Co-ordinator,
 - Quantity Surveyor for Programmed Works/Schemes,
 - Quantity Surveyor for Routine and Reactive Maintenance.
- 2.4.3 The Contractor shall ensure sufficient levels of administration staff are provided to support the activities undertaken in performing the Service.
- 2.4.4 As a minimum the Contractor shall provide a minimum of two dedicated and full time resources to cover the following tasks;
- Contract Manager,
 - 2 No Operations Managers (1 No for Highways & Structures and 1 No for Street Lighting),
 - 2 No Administrators (1 No for Highways & Structures and 1 No for Street Lighting),
 - Traffic Management and Permitting Administrator,
 - KPI and Claims Reporting Administrator,
 - Contract Receptionist.

2.5 ACTION PLAN

2.5.1 The Contractor shall maintain an Action Plan in Microsoft Excel (2007) format to be used to inform the KPIs and the Overseeing Organisation. The Overseeing Organisation will provide a proforma. As a minimum data relating to the following shall be collected daily by the Contractor and collated under separate tabs. The following list is a minimum requirement and will be developed over the course of the contract.

- non-conformance reports (Overseeing Organisation and Contractor),
- Risk Register,
- Defect Notices/Certificates,
- early warnings,
- compensation events,
- compliments,
- complaints,
- rejected Task Orders,
- accidents,
- utility strikes,
- meeting actions (weekly, monthly and quarterly),
- winter service gritting statistics,
- emergency response call-out statistics,
- site waste management (recycled materials),
- claims,
- locations of temporary signage.

2.5.2 All of the elements will be discussed in the monthly contract management meetings.

2.6 END OF CONTRACT HANDOVER PLAN

2.6.1 The Contractor shall produce a handover plan to cover the last 12 months of the Contract Period and it shall be submitted to the Service Manager within 1 week prior to the last 12 months of the Contract Period.

2.6.2 The handover plan shall provide details of;

- all work in progress,
- a register of Council owned assets,
- the estimated Task Order completion dates,
- the estimated Task Order final costs,
- an inventory of the people used to Provide the Service together with all relevant TUPE information,
- a list of Council owned Equipment, Plant and Materials used to Provide the Service, that shall be retained by the Council,

- the estimated value indicating the net book value or open market value (whichever is the lower) of any Materials used to Provide the Service (other than Materials owned by the Council),
- the databases and archive files used to hold the Council's data indicating details of size, media and location held,
- the Strategic Supply Chain, other Third Party suppliers or sub-contractors used as part of the delivery of the service indicating the equipment or services supplied and the volumes involved, and,
- the period of notice required in order for the Contractor to demobilise in accordance with the contract.

2.6.3 The handover plan shall be updated monthly for discussion at the monthly contract management meetings.

2.7 WRITTEN REPORTS

2.7.1 All spreadsheets, programmes, meeting notes and written reports shall be prepared using Microsoft Office 2007 and submitted as an email attachment.

2.7.2 When required by the Service Manager, the Contractor shall prepare a written report on any aspect of the Service.

2.7.3 Reports shall include where possible before and after photographic evidence relating to aspects of the Service.

2.7.4 The Contractor shall prepare and circulate the notes of all meetings within 5 calendar days following the meeting date. No charge shall be made by the Contractor for complying with these requirements

2.8 PAYMENT FOR ATTENDANCE AT MEETINGS AND WRITTEN REPORTS

2.8.1 The costs associated with the attendance at the formal meetings noted above, the preparation of written reports and the day to day management of the contract shall be carried out at the Overseeing Organisation's and Contractor's own expense.

2.9 RESPONSE TO CORRESPONDENCE AND OTHER ENQUIRIES

2.9.1 In all its dealings with the public on behalf of the Overseeing Organisation the Contractor shall;

- meet the standards set out in the Overseeing Organisation's corporate standards, and act within the spirit of that commitment by "treating each customer in the way that we ourselves would like to be treated",
- have regard to the policies and aspirations of the Overseeing Organisation,
- have regard to the Overseeing Organisation's requirements for positive publicity,
- be presented in a smart manner,
- receive visitors with courtesy,
- talk and write in plain English,
- listen carefully to the public's views,
- reply to all enquiries from the Service Manager within 5 Working Days from date of receipt.

- 2.9.2** Where written enquiries cover complex subjects or issues that cannot be resolved quickly it may not be possible to send a full written response within 5 Working Days. Where this is the case the Contractor shall send a letter of acknowledgement to the Service Manager within 5 Working Days identifying the person who shall be dealing with the matter. A full response or update on progress shall be provided within a further 5 Working Days. Beyond this period the Contractor shall continue to issue updates on progress until a full response can be given. The Contractor shall keep a record of all written enquiries received and of those to which it has not responded to fully within 5 Working Days.
- 2.9.3** The Contractor shall not respond direct to any communication from members of the public in connection with the Service or any other highway related matter.
- 2.9.4** Press releases shall be managed by the Overseeing Organisation. Where related to the Service these shall require input from the Contractor, and the Contractor shall provide appropriate assistance to the Service Manager as required.
- 2.9.5** The Contractor shall seek to improve customer care during the Contract Period and shall submit to the Overseeing Organisation proposals for improving customer care and response times.
- 2.9.6** The Contractor shall maintain a list of its staff authorised to receive communications from the Service Manager, but not limited to Task Orders and enquiries. Lists of staff so authorised by the Contractor shall be supplied to the Overseeing Organisation at the Contract Date and subsequently be updated as necessary.

3 PERFORMANCE MANAGEMENT

3.1 COLLABORATIVE WORKING

- 3.1.1** The Contractor shall work together with the Overseeing Organisation and supply chain to integrate and share resources to meet the objectives of the contract.
- 3.1.2** The Contractor shall recognise that a collaborative culture at both a strategic and operational level offers significant benefits particularly in a long-term relationship over the term of the contract.
- 3.1.3** The Contractor shall develop relationships which are:
- supportive, friendly but business-like,
 - proactive rather than reactive,
 - interdependent,
 - flexible where all Parties are prepared to change,
 - open and transparent,
 - sharing best practice for all to benefit,
 - respectful of differences,
 - provide a fair and equitable sharing of risk.

3.1.4 In recognising the benefits from improvements in efficiency the Contractor shall work together with the supply chain to achieve value for money and continuous improvement in the provision of the Service in line with the HMEP Local Highway Authority Supply Chain Collaboration Toolkit.

3.1.5 The Contractor shall also familiarise themselves with the West Berkshire Council Highway Asset Management Plan and support the Councils objectives outlined within it to ensure delivery of value for money.

3.2 SERVICE IMPROVEMENT PLAN

3.2.1 Continuous improvement places an obligation on the Contractor and their supply chain to achieve more efficient ways of working together to deliver improvement of the Service. The Service Improvement Plan is the Contractor's proposal accepted by the Service Manager for generating improvement applying both innovation and value for money.

3.2.2 During the Mobilisation Period, the Service Manager and Contractor develop a programme to carry out a comprehensive process mapping/business improvement strategy to identify new processes and structures to respond to budgeting pressures and to improve efficiencies. The first Service Improvement Plan setting out the Contractor's proposal and programme for improvement shall be issued to the Service Manager before the starting date.

3.2.3 The Contractor shall adopt an appropriate methodology of continuous improvement acceptable to the Overseeing Organisation. The methodology proposed for acceptance shall as a minimum be able to:

- deliver an elimination of waste and reduce cost of delivery,
- identify customer requirements, establish and optimise the execution of value adding activity,
- support a transformation culture in their organisation,
- ensure critical interactions and interdependences are identified,
- implement a comprehensive programme of innovation/improvement initiatives and measure their impact,
- minimise travel distance or time delay for all road users,
- minimise disruption and nuisance to local residents and businesses,
- standardise processes across sites and departments,
- analyse the root cause of defects and nonconformities, implement corrective actions and update processes with lessons learned,
- continually evaluate customer/client needs with formal feedback,
- integrate planning/design/construction teams,
- ensure equipment is in a condition to contribute to quality and provide a high level of availability,
- evaluate repair/maintenance schedules in line with available capacity and ensure risk contingency,
- ensure financial/measurement system supports transformation and are readily accessible to stakeholders,
- ensure information systems are easily accessible and compatible with stakeholder communications and analysis needs,
- support the philosophy of reduce, reuse and recycle of resources where possible,
- minimise any negative environmental impact.

- 3.2.4 The Service Manager and the Contractor continuously review the delivery of the Service to identify opportunities for continuous improvement and efficiencies throughout the life of this contract.
- 3.2.5 Subsequent Service Improvement Plans shall be issued to the Service Manager every 6 months.
- 3.2.6 The Service Manager either accepts the Service Improvement Plan or notifies the Contractor of his reasons for not accepting it within the period for reply.
- 3.2.7 If the Service Manager accepts the Contractor's proposal and this requires a change to the Service Information, the Service Manager shall provide an instruction to the Contractor to change the Service Information.
- 3.2.8 Unless otherwise agreed the Parties shall meet quarterly to review each Service Improvement Plan.
- 3.2.9 At this meeting the Parties discuss the Contractor's proposals and agree actions and responsibilities in accordance with this contract. The Service Manager records the decisions and identifies whether improvements set out in the Service Improvement Plan have been achieved and whether the Contractor is providing innovation and value for money in performing the Service.
- 3.2.10 To demonstrate the above, the Contractor shall:
- record and measure the benefits realised from the introduction of continual improvement process,
 - capture and record the reductions in cost of delivery of the Service,
 - identify and classify efficiencies under cashable and non-cashable headings,
 - ensure results are recorded showing general details about the improvement, planned/targeted benefits, and actual/realised benefits with supporting calculations,
 - review and report on performance on a monthly basis in a format agreed with the Council.
- 3.2.11 The Contractor demonstrates that it is delivering value for money and in line with market rates by undertaking benchmarking exercises and other comparisons and submits the outcomes to the Service Manager as and when reasonably required. This shall be considered as part of the Annual Contractor's Report.
- 3.2.12 The Contractor works with the Service Manager to bring forward innovations relating to energy savings and assisting the Council to meet its Carbon Reduction Commitment targets. The Council and Contractor jointly identify the opportunities through individual business cases that shall be authorised and supported with measurable data with a clearly articulated rate of return on investment. The Parties identify and input into business cases as required.

4 KEY PERFORMANCE INDICATORS

4.1 GENERAL

- 4.1.1 The Overseeing Organisation seeks to be able to demonstrate value for money and improvement in the provision of all the services procured through this contract. Seeking continuous improvement in service planning and delivery, whilst maintaining a combination of economy, efficiency and effectiveness, is seen to be an important component of achieving value for money. This shall be achieved through Key Performance Indicators (KPI).
- 4.1.2 The adequacy of the Contractor's overall performance shall be reviewed by the Service Manager in discussion with the Contractor at the monthly contract management meetings. This shall not preclude more frequent dialogue because the underlying objective of performance measurement shall be the continual improvement of the Service through joint problem solving and the partnering process.

4.2 PERFORMANCE INDICATORS

- 4.2.1 The KPIs shall be evaluated on an annual basis to ensure the Service provided under the contract are being effectively undertaken. For each KPI, a performance target is defined and this shall be reviewed on an annual basis to ensure it is stretching and can drive continuous improvement over the contract period.
- 4.2.2 The first year targets identified in the following KPI table are based on current performance levels within the authority, and these shall be incrementally increased over the contract term. Achievement of the performance targets shall secure extensions to the contract duration to its maximum 10-year term.
- 4.2.3 Any areas of poor performance or requiring additional support may attract additional KPI's in order to monitor and improve performance.

KPI TABLE

Theme	KPI No.	Description	Target	Score (for contract extensions)	Service Credits applicable
Operation of the Contractor's Quality Management System	1.1	RIDDOR reportable incidents	For reporting purposes only, reported monthly on the 10 th calendar day of the following month	0	No
Operation of the Contractor's Quality Management System	1.2	All injuries and accidents reported or recorded by the Contractor	For reporting purposes only, reported monthly on the 10 th calendar day of the following month	0	No
Operation of the Contractor's Quality Management System	1.3	Accident Frequency Rate AFR (see Note 1 below)	0.35 reportable RIDDOR incidents/100,000 of hours worked.	0	No

Theme	KPI No.	Description	Target	Score (for contract extensions)	Service Credits applicable
Operation of the Contractor's Quality Management System	1.4	Minor Injury Rate (IFR) (see Note 1 below)	1.25 minor injury/accident book incidents/100,000 of hours worked	0	No
Operation of the Contractor's Quality Management System	1.5	Monthly Performance Reports delivered to the Service Manager on time.	For reporting purposes only, reported monthly on the 10 th calendar day of the following month	0	No
Operation of the Contractor's Quality Management System	1.6	Percentage of orders that were completed within the reporting period that comply with specification (No defect or Non-conformance Notice served)	Year 1 – 90%	3	Yes
			Year 2 – 92%	4	
			Year 3 and beyond – 95%	5	
Operation of the Contractor's Quality Management System	1.7	Non-Compliances recorded by the Contractor's own internal Audits	For reporting purposes only, reported monthly on the 10 th calendar day of the following month	0	No
Adherence to Programme	2.1	Percentage of activities delivered to agreed cyclic plan for each activity (gully emptying) within the reporting period	Year 1 – 90%	3	Yes
			Year 2 – 92%	4	
			Year 3 and beyond – 95%	5	
Adherence to Programme	2.2	Percentage of completed emergency 2hr orders that were completed on time within the reporting period	100%	5	Yes
Adherence to Programme	2.3	Percentage of completed 24hr orders that were completed on time within the reporting period	98%	5	Yes
Adherence to Programme	2.4	Percentage of completed 28 calendar day orders that were completed on time within the reporting period	Year 1 – 90%	3	Yes
			Year 2 – 92%	4	
			Year 3 and beyond – 95%	5	
Adherence to Programme	2.5	Fixed Penalty Notices Issued within the reporting period	For reporting purposes only, reported monthly on the 10 th calendar day of each month	0	No
Adherence to Programme	2.6	Percentage of Permits penalised within the reporting period	Year 1 – 5%	3	No
			Year 2 – 4%	4	
			Year 3 and beyond – 3%	5	
Adherence to Programme	2.7	Winter Service – Percentage of precautionary treatments started within the instructed time within the reporting period	98%	5	Yes

Theme	KPI No.	Description	Target	Score (for contract extensions)	Service Credits applicable
Adherence to Programme	2.8	Winter Service - Percentage of precautionary salting treatments completed within time as instructed within the reporting period	98%	5	Yes
Financial	3.1	Percentage of Applications for completed works within the reporting period issued to Client within 21 calendar days of completion date.	Year 1 – 80%	3	Yes
			Year 2 – 95%	4	
			Year 3 and beyond – 100%	5	
Financial	3.2	Percentage of Applications returned by Client within 7 calendar days of the issue date within the reporting period	For reporting purposes only, reported monthly on the 10 th calendar day of each month	0	No
Financial	3.3	Percentage of Applications for completed works within the reporting period which were rejected by the Client.	For reporting purposes only, reported monthly on the 10 th calendar day of each month	0	Yes
Service Provision	4.1	Percentage of orders completed without need for re-work within the reporting period	Year 1 – 90%	4	Yes
			Year 2 – 92%	4	
			Year 3 and beyond – 95%	4	
Service Provision	4.2	Ensuring continuity of service through key people in key roles. Identified at tender stage and only changed through Service Manager approval within the reporting period	For reporting purposes only, reported monthly on the 10 th calendar day of each month for the first 12 months of the contract	0	No
Service Provision	4.3	Delivery of agreed commitments made at tender stage (specific to successful Tenderer)	Year 1 – 50%	2	No
			Year 2 – 70%	3	
			Year 3 and beyond – 100%	4	
Service Provision	4.4	Percentage of street lighting in light within reporting period	98%	5	Yes
Service Provision	4.5	Average calendar Days taken to repair a street lighting fault (not including lane closure works)	Year 1 - within 5 calendar days	5	Yes
			Year 2 - within 4 calendar days	5	
			Year 3 - within 3 calendar days	5	
Customer Care	5.1	Response to complaints and Overseeing Organisation information requests including claims within 10 working days within reporting period	95%	5	No
Customer Care	5.2	Number of Third Party claims associated with the Contractor's Works passed to the Contractor for settlement within reporting period	For reporting purposes only, reported monthly on the 10 th calendar day of each month	0	No

Theme	KPI No.	Description	Target	Score (for contract extensions)	Service Credits applicable
Customer Care	5.3	Questionnaires issued by Contractor on time as specified by the Overseeing Organisation	Year 1 – 90%	3	No
			Year 2 – 93%	4	
			Year 3 and beyond – 96%	5	
Added Value	6.1	Diversion of waste (including the waste generated by subcontractor) from landfill to recycling within reporting period	Year 1 – 80%	3	No
			Year 2 – 85%	4	
			Year 3 and beyond – 90%	5	
Added Value	6.2	Use of local suppliers (within 30 mile radius of Chieveley Depot)	Year 1 – 50%	3	No
			Year 2 – 60%	4	
			Year 3 and beyond – 70%	5	
Added Value	6.3	Recruit and/or support the minimum of 1 local graduate or apprentice per year on contract	Year 1 - For reporting purposes only	0	No
			Year 2 - For reporting purposes only	0	No
			Year 3 and beyond	3	No

Note 1: RIDDOR

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) – the legislation which governs reporting to the Health & Safety Executive of fatalities, major injuries, lost-time injuries resulting in more than seven days lost time (from April 2012 – previously more than 3 days lost time), diseases and dangerous occurrences (certain events which did not lead to injury, but had serious potential to do so). These RIDDOR categories are used by regulators, clients, assessment bodies and other interested parties as a measure of safety performance.

Accident Frequency Rate (AFR)

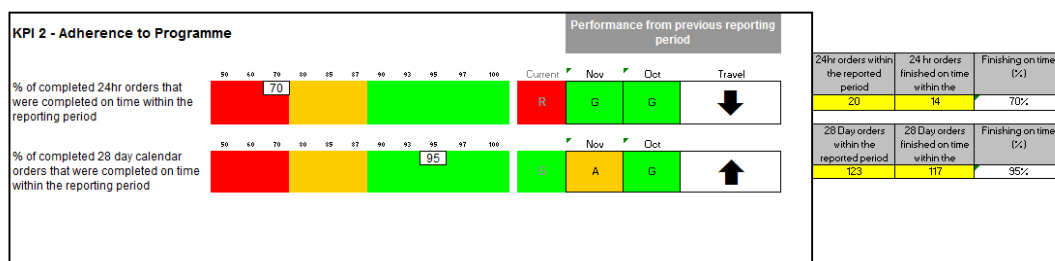
The RIDDOR reportable injuries (excluding dangerous occurrences) are used in the Accident Frequency Rate (AFR) calculation. The AFR is the most commonly used measure for benchmarking safety performance.
 Accident Frequency Rate (AFR) = Number of Reportable Accidents ÷ Total Hours Worked x 100,000

Minor Injury Frequency Rate (IFR)

Includes all minor injuries and accident book entries, not reportable under RIDDOR. The calculation is the same as with the AFR above except replacing the number of *RIDDOR reportable injuries* with the total number of minor injuries. It is important to measure the IFR as these accidents could, in other circumstances, have become more substantial and potentially RIDDOR reportable accidents.

4.3 KPI PERFORMANCE REPORT

4.3.1 The Contractor is required to present a monthly and quarterly Performance Report which summarises performance against all of the KPI's using the following template or similar.



4.3.2 The monthly Performance Report for the previous month shall be presented at the monthly contract management meetings.

4.3.3 The quarterly Performance Report shall be an amalgamation of the previous 3 monthly reports and shall be presented at the strategic quarterly contract management meetings.

4.3.4 The Overseeing Organisation shall audit the data in the monthly and 3 monthly reports on at least an annual basis to ensure accuracy.

4.3.5 Within the monthly and quarterly Performance Reports the Contractor shall provide a written explanation where targets have not been met, along with details of corrective measures taken.

4.4 KEY PERFORMANCE INDICATORS: CONTRACT EXTENSION/REDUCTION

4.4.1 The performance of each KPI shall be scored on a monthly basis. At the end of each reporting year the monthly scores shall be aggregated to provide a percentage score for that contract year. The annual percentage scores shall be used to determine any contract extension or reduction after the grace period using the following table.

Contract Year	Contract Period	Loss of Years	Restoration of Years	Contract Extension
		Comment	Comment	Comment
1	Core	No loss during grace period	No loss during grace period	No extension during grace period
2				
3		Maximum one year contract loss triggered by performance of less than 95% (down to a minimum service period of seven years)	Maximum one year restoration per contract year based on two consecutive years 96%+ performance	Maximum one year extension if no reduction in previous years and 98%+ performance (up to a maximum service period of ten years)
4				
5				
6				
7				
8	Subject to Performance			
9				
10				

- 4.4.2 During the grace period no contract extensions or reductions shall be applied to the Service Period.
- 4.4.3 Any contract extensions applied by the Overseeing Organisation after the grace period shall not extend the Service Period beyond the 10 year maximum.
- 4.4.4 Any contract reductions applied by the Overseeing Organisation after the grace period shall not reduce the Service Period below the 7 year minimum.
- 4.4.5 The Overseeing Organisation shall formally write to the Contractor notifying them of any contract extension or reduction on an annual basis and this shall become the Service Period.

EXAMPLE 1 - CONTRACT REDUCTION CALCULATION

STAGE 1 – MAXIMUM SCORE AND ACTUAL ANNUAL PERFORMANCE SCORES FOR YEAR THREE:

Maximum Score Calculation				Actual Annual Performance Scores												
KPI No.	Score	Reporting Frequency	Total Annual Value (Score x reporting frequency)	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
1.6	5	12	60	5	0	0	5	5	5	0	5	5	5	5	5	45
2.1	5	12	60	5	5	5	5	5	5	0	5	5	5	5	5	55
2.2	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
2.3	5	12	60	0	0	5	5	5	5	5	5	5	5	5	5	50
2.4	5	12	60	0	0	5	5	5	5	0	5	5	5	5	5	45
2.6	5	12	60	0	0	5	5	5	0	0	5	5	5	0	0	30
2.7	5	5	25	-	-	-	-	-	-	-	5	5	5	0	5	20
2.8	5	5	25	-	-	-	-	-	-	-	5	5	0	5	5	20
3.1	5	12	60	0	0	5	5	5	0	5	5	5	5	5	5	45
4.1	4	12	48	4	4	4	4	4	4	0	4	0	4	4	4	40
4.3	4	12	48	4	4	0	4	4	4	4	4	4	4	0	4	40
4.4	5	12	60	5	5	5	5	5	5	5	5	0	5	5	0	50
4.5	5	12	60	5	5	5	5	0	5	5	5	0	5	5	5	50
5.1	5	12	60	0	5	5	5	0	5	5	5	0	5	0	0	35
5.3	5	12	60	0	0	5	5	5	0	0	5	5	5	5	5	40
6.1	5	12	60	5	0	0	5	5	5	0	0	5	5	5	5	40
6.2	5	12	60	5	5	5	5	0	5	0	5	5	5	5	5	50
6.3	3	12	36	0	0	3	3	3	0	3	3	3	3	3	3	27
			962													742

STAGE 2 - ACTUAL ANNUAL PERFORMANCE PERCENTAGE SCORE CALCULATION:

Description	Number
Annual Score	962
Annual Maximum Score	742
Calculation	$(742/962)*100$
Annual %	77.13%

STAGE 3 - IMPACT OF 77.13% PERFORMANCE SCORE ON CONTRACT TERM:

Annual %	Outcome	Comment
Less than 95% for two consecutive years	Loss of one year	As year three is outside of the grace period the outcome is a loss of one year from the Service Period
>96% for two consecutive years	Restoration of one year	
95-97%	No change	
>98-100%	Increase of one year (if no previous loss)	

EXAMPLE 2 - CONTRACT EXTENSION/RESTORATION CALCULATION

STAGE 1 – MAXIMUM SCORE AND ACTUAL ANNUAL PERFORMANCE SCORES FOR YEAR FIVE:

Maximum Score Calculation				Actual Annual Performance Scores												
KPI No.	Score	Reporting Frequency	Total Annual Value (Score x reporting frequency)	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
1.6	5	12	60	5	5	5	5	5	5	0	5	5	5	5	5	55
2.1	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
2.2	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
2.3	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
2.4	5	12	60	5	0	5	5	5	5	5	5	5	5	5	5	55
2.6	5	12	60	0	5	5	5	5	5	5	5	5	5	5	5	55
2.7	5	5	25								5	5	5	5	5	25
2.8	5	5	25								5	5	5	5	5	25
3.1	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
4.1	4	12	48	4	4	4	4	4	4	4	4	4	4	4	4	48
4.3	4	12	48	4	4	4	4	4	4	4	4	4	4	4	4	48
4.4	5	12	60	5	5	5	5	5	5	5	5	5	5	5	0	55
4.5	5	12	60	5	5	5	5	5	0	5	5	5	5	5	5	55
5.1	5	12	60	5	5	5	5	5	5	5	5	5	5	5	0	55
5.3	5	12	60	5	0	5	5	5	5	5	5	5	5	5	5	55
6.1	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
6.2	5	12	60	5	5	5	5	5	5	5	5	5	5	5	5	60
6.3	3	12	36	3	3	3	3	3	3	3	3	3	3	3	3	36
			962													927

STAGE 2 - ACTUAL ANNUAL PERFORMANCE PERCENTAGE SCORE CALCULATION:

Description	Number
Annual Score	927
Annual Maximum Score	962
Calculation	$(927/962)*100$
Annual %	96.36%

STAGE 3 - IMPACT OF A 96.36% PERFORMANCE SCORE ON CONTRACT TERM:

Annual %	Outcome	Comment
Less than 95% for two consecutive years	Loss of one year	
>96% for two consecutive years	Restoration of one year	Assuming this is year five and a score of more than 96% had also been achieved in year four, any lost years (as shown in example 1) would be restored.
95-97%	No change	If no previous years had been lost, a score of 96.36% would result in no change to the overall Service Period.
>98-100%	Increase of one year (if no previous loss)	

- 4.4.6 The maximum achievable length of the contract through application of this system shall be 10 years (the *extended period*). The minimum length of the contract through application of this system shall be 7 years. If the Contractor performs consistently at 98% or above at every Performance Review they shall achieve the maximum contract term of 10 years at the end of year 5.

4.5 KEY PERFORMANCE INDICATORS: SERVICE CREDITS

- 4.5.1 With reference to the final column of the full KPI table in section 4.2, where applicable “Service Credits” have been applied to the KPIs and these shall be used by the Overseeing Organisation to recover costs for poor performance by the Contractor.
- 4.5.2 With the exception of KPI 2.7 & 2.8 which shall be measured over the periods defined, KPI performance shall be measured on a monthly basis. The performance scores shall be aggregated and Service Credits shall be calculated and reconciled every 6 months.
- 4.5.3 The value of the credit shall be determined as a percentage of the value of works instructed under that KPI where the failure has occurred using the mechanism detailed below.

	Variance from KPI Target		
	<5%	5%-10%	10%+
Percentage applied to value of work related to KPI	2.5%	5%	10%

WORKED EXAMPLE 1 – KPI 2.3 SERVICE CREDITS FOR YEAR THREE

Month	Value of work measured by KPI	KPI Performance	Variance from KPI Target of 98%	Service Credit Value
April	£265,000	95%	- 3.0%	£6,625.00 (2.5% of £265,000)
May	£265,000	96%	- 2.0%	£6,625.00 (2.5% of £265,000)
June	£265,000	98.1%	0.0%	KPI Met
July	£265,000	98.6%	0.0%	KPI Met
August	£265,000	100.0%	0.0%	KPI Met
September	£265,000	100.0%	0.0%	KPI Met
October	£265,000	100.0%	0.0%	KPI Met
November	£265,000	100.0%	0.0%	KPI Met
December	£265,000	100.0%	0.0%	KPI Met
January	£265,000	99.0%	0.0%	KPI Met
February	£265,000	100.0%	0.0%	KPI Met
March	£265,000	100.0%	0.0%	KPI Met
	£3,180,000			£13,250

WORKED EXAMPLE 2 – KPI 2.7 SERVICE CREDITS FOR YEAR THREE

Month	Value of work measured by KPI	KPI Performance	Variance from KPI Target of 98%	Service Credit Value
April				
May				
June				
July				
August				
September				
October				
November	£3,500	98.6%	0.0%	KPI Met
December	£5,000	99.1%	0.0%	KPI Met
January	£5,000	98.5%	0.0%	KPI Met
February	£6,000	90%	- 8.0%	£300 (5% of £6,000)
March	£3,000	99.3%	0.0%	KPI Met
	£22,500			£300

5 FINANCIAL MANAGEMENT

5.1 GENERAL

- 5.1.1 To enable financial management of the contract, and in particular Task Orders, the Contractor shall comply with the requirements of Appendix 1/14 and 1/76 of the Specification.

5.2 BUDGET ALLOCATIONS

- 5.2.1 Budget allocations shall be set by the Overseeing Organisation for the Service before the start of each of the Overseeing Organisation's financial years and these shall be issued for guidance purposes to the Contractor. These budget allocations shall be revised by the Overseeing Organisation, as necessary, during each financial year.
- 5.2.2 The Contractor shall recognise that the proportional split of the budget in any 1 year shall not necessarily be repeated in any subsequent year.

5.3 CONTRACTOR'S FINANCIAL RECORDS AND PRACTICES

- 5.3.1 The Contractor's financial records relating to the provision of the Service shall conform to all applicable accounting standards and normal accounting practices.
- 5.3.2 The Contractor shall ensure that good financial management practices are followed by its staff in relation to its duties under the contract and shall operate an Open Book Accounting procedure relating to the provision of the Service.

5.4 OPERATION OF ICT SYSTEMS AND DATA MANAGEMENT

- 5.4.1 All information stored on ICT systems maintained by the Contractor in connection with the Service shall be accessible by the Overseeing Organisation and shall be capable of being transferred to the Overseeing Organisation as and when requested by the Service Manager. The Contractor shall ensure that all necessary licences are in place in relation to software provided by the Contractor to enable the Overseeing Organisation to continue to use such software without infringing any copyright or Third Party rights.
- 5.4.2 The Contractor shall comply with the Overseeing Organisation's ICT policies and any amendments thereto, including but not limited to information security policies and procedures in respect of communications, access controls and the safeguarding of any information and data relating to the Overseeing Organisation's business.
- 5.4.3 The Contractor shall store information and data which relates to the Overseeing Organisation and the Service only as necessary for the Contractor to fulfil its obligations to the Overseeing Organisation. The Contractor shall store, back up and preserve the integrity of such information and data on a secure system and prevent its corruption or loss.
- 5.4.4 The Contractor shall provide appropriate training to its people, including Subcontractors and staff from the Overseeing Organisation where relevant to use ICT systems and web based portals provided and maintained by the Contractor. The Overseeing Organisation shall provide appropriate training during the mobilisation period to authorised Contractor's staff relating to the use of WDM RMS and LMS.
- 5.4.5 The Contractor will be responsible for the full cost of providing the MAYRISE Contractors Module for Street Works (Operation of the Permit Scheme).

Appendix A

CHIEVELEY DEPOT LEASE AGREEMENT

Chieveley Compound

Service Level Agreement

Parties involved: Area 3 Service Provider (MAC)
Highways England (HE)
West Berkshire Council (WBC)
West Berkshire Service Provider (WBDC SP)

Date of issue: 3rd September 2012

Author: Edward Nichols

Contents

Introduction

Utility arrangements

- Electricity
- Water
- Gas
- Telecommunications
- Window cleaning
- Washdown facility
- Weighbridge
- Sewage / Waste Removal
- Routine Maintenance
- Grounds Maintenance
- Capital Maintenance

Business Rates

Dispute Resolution

Process Notice to Vacate Procedure

Percentage shares

Security and alarm systems

Health and Safety

Emergency contacts

Emergency Access (Out of Hours)

Buildings and Site plans

Signatures and approvals

Document Reviews

Introduction

Chieveley compound is located at junction 13 of the M4 and A34 interchange; it is a shared facility between the Highways England and West Berkshire District Council. There are also a number of other parties working for and on behalf of these two main authorities who occupy the compound.

This service level agreement document intends to formally document and outline the various roles, responsibilities and owners that are currently operating under verbal agreement.

Utility arrangements

Electricity – The Area 3 Service Provider will pay all bills received on a monthly or quarterly basis and cross-charge back to the other authorities who occupy the compound. A percentage usage charge has been agreed, based on the footprint diagrams shown in the 'Buildings and Site plans' section of this document.

Water – The Area 3 Service Provider will pay all bills received on a monthly or quarterly basis and cross-charge back to the other authorities who occupy the compound. A percentage usage charge has been agreed, based on the footprint diagrams shown in the 'Buildings and Site plans' section of this document.

Gas – The West Berkshire District Council Service Provider will pay all bills received on a monthly or quarterly basis and cross-charge back to the other authorities who occupy the compound. A percentage usage charge has been agreed, based on the footprint diagrams shown in the 'Buildings and Site plans' section of this document. There are no gas appliances installed or in use by the Area 3 Service Provider.

Telecommunications – There are several telephone lines and distributors installed within the compound, the Area 3 Service Provider will pay all bills for their systems used. It will be the other authorities' responsibility to pay all bills received on a monthly or quarterly basis for their own usage. A list of 'live' telephone lines supplies each interested party with their own summary and breakdown of costs.

Window cleaning – The window cleaning contract for each authority is independent of one another. The footprint diagrams shown in the 'Buildings and Site plans' section of this document show which party is responsible for window cleaning/maintenance on each building.

Washdown facility – The washdown facility is the property of Highways England and is available for use by other authorities. The Area 3 Service Provider will manage 'General Maintenance' of the asset; any damage/theft

caused to the asset by miss-use will involve an additional claim against the party involved and is not covered under 'General Maintenance'

Weighbridge – The weighbridge facility is the property of the Highways England and is available for use by other authorities. The Area 3 Service Provider will manage 'General Maintenance' of the asset; any damage/theft caused to the asset by miss-use will involve an additional claim against the party involved and is not covered under 'General Maintenance'.

Sewage / Waste Removal – The Area 3 Service Provider will pay all bills received on a monthly or quarterly basis and cross-charge back to the other authorities who occupy the compound. A percentage usage charge has been agreed, based on the footprint diagrams shown in the 'Buildings and Site plans' section of this document. All waste removal will be arranged through the Area 3 Service Provider and cross-charged back to the other authorities who occupy the compound. The percentage cross-charge has been agreed, based on the footprint diagrams shown in the 'Buildings and Site plans' section of this document.

Routine maintenance – General repairs and maintenance to buildings, salt barns and storage areas will be the responsibility of both the Area 3 Service Provider and adjoining authority in consultation with each other. Any issues relating to routine maintenance must be referred to the Area 3 Service Provider in the first instance, who will take an appropriate course of action. West Berkshire District Council will make a contribution towards work completed based on the percentage shares explained within this document.

Grounds maintenance - The Area 3 Service Provider is responsible for the 'general maintenance' of areas shown above in the 'Buildings and Site plans' section. West Berkshire District Council (and their service provider) are responsible for the maintenance of areas and buildings identified in the 'Buildings and Site plans' section above. Any issues relating to grounds maintenance must be referred to the Area 3 Service Provider in the first instance, who will take an appropriate course of action (if applicable).

Capital maintenance – Any repairs to buildings, salt barns, storage areas or shared areas will be the responsibility of the authority Highways England and their service provider (shown in the 'Buildings and Site Plans' section of this document). All assets must be maintained to a serviceable standard to ensure no contamination / deterioration to other adjoining assets can occur (e.g. salt barn roofs where the asset is shared / segregated between two authorities). The Highways England and District Council authority must be notified for all works undertaken. Any issues relating to capital maintenance must be referred to the Area 3 Service Provider in the first instance, who will take an appropriate course of action. Neglect, abuse, damage or any other miss-use that may incur additional maintenance charges, will be the responsibility of the authority involved. West Berkshire District Council will make a contribution towards work completed based on the percentage shares explained within this document.

Business Rates – The costs will be based on the percentage share occupied within the compound by each authority (see the 'Buildings and Site Plans' section of this document for further information).

Dispute Resolution Process – The Area 3 Service Provider 'Facilities Manager' will be the main contact for dispute resolution; if an issue can not be rectified locally; it will be escalated to a higher authority (Highways England or Local Authority) who will jointly seek resolution.

Notice to Vacate Procedure – Should any party wish to exercise their right to withdraw from this agreement and/or vacate the compound, they must do so in writing no less than 3 months from their intended release date. A formal letter of withdrawal must be sent to parties stating the organisations reasons and clearly identify the date the agreement will end. Any request to withdraw from this agreement by the service provider may be denied by the two lead organisations (Highways England and/or District Council) if a sufficient explanation is not provided and/or approved.

Percentage shares

The following percentage shares will be applied on all cross-charge payments for utility bills and additional maintenance costs (as explained in the 'Utility arrangements' section of this document):

Utility	% Share	
	Area 3 SP	WBC
Electricity	60	40
Water	70	30
Gas (where applicable)	0	100
Telecommunications	50	50
Window cleaning	50	50
Washdown facility	95	5
Weighbridge	85	15
Sewage	50	50
Routine Maintenance	50	50
Capital Maintenance	70	30
Business Rates	50	50

Security and alarm systems

The compound is open for use 24 hours a day, all perimeter fencing and electronic gates (both entrance and exit) are maintained and serviced by the Area 3 Service Provider.

All vehicles stored or systems installed within the compound are left at the owner's risk. The compound has CCTV installed which is managed and maintained by the Area 3 Service Provider, however the Area 3 Service Provider may not be held accountable for any theft, damage or miss-use of property within the compound.

The Area 3 Service Provider has an approved sub-contractor who maintains the alarm systems and security. Any additional costs incurred as a result of additional maintenance or repairs will be cross-charged back to the authority responsible.

Test certificates for servicing of the alarm systems will be held with the Area 3 Service Provider and are available upon request.

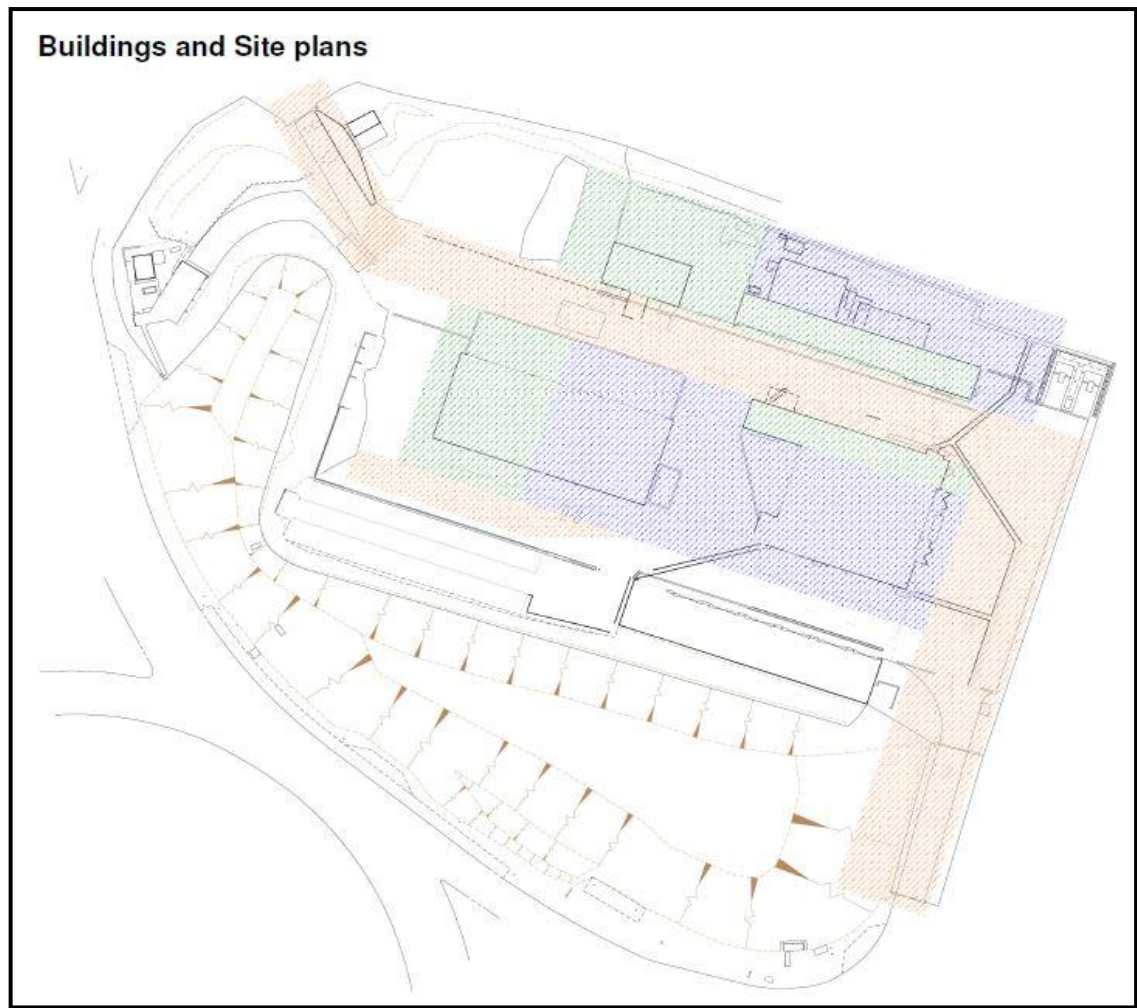
Health and Safety

A quarterly meeting to discuss business issues and any health and safety is hosted by the Area 3 Service Provider and attended by representatives of all interested parties.

Emergency contacts

Organisation	Name	Position	Contact no.
Area 3 SP	Gary Stockwell	Area Manager	07774 727283
Area 3 SP	Dave Pither	Asst. Area Manager	07765 897517
Area 3 SP	Andy Harrison	Facilities Manager	07917 503185
HA	Jane Kelly	Operations Manager	07825 053543
WBCC	Melvyn May	Highways Manager	01635 519873
WBCC	Colin Broughton	Estates Officer	01635 519833
HA	Eastern Regional Control Centre		01707 608620

Emergency Access (Out of Hours) - Should any party be unable to gain access to the compound or wish to gain access to the compound outside of normal working hours, they should contact the Area 3 Service Provider Network Control Centre on 08456 03 44 66 and request assistance.



Key:

	Area 3 Service Provider / Highways England
	Shared access / egress
	West Berkshire District Council

Signatures and Approvals**Guy Berresford**

Highways England

NDD Contract and Performance Team Leader

Date:

Matthew Feather

Highways England

Project Sponsor - Compounds

Date:

Andy Harrison

Area 3 Service Provider

Project Manager and Facilities Manager

Date:

Authorised Signatory*For and on behalf of West Berkshire Council*

Name:

Date:

