



# Highways England and Independent Recovery Industry Partnership Agreement 2020 - 2021



# Contents

1. The parties
2. Statement of intent
3. Status
4. Aims
5. Objective
6. Areas of joint responsibility
7. Areas of joint interest
8. Confidentiality provisions
9. Joint review

**Annex 1: Company Information**

**Annex 2: Contacts**

# 1. The Parties

(In alphabetical order)

Association of Vehicle Recovery Operators	(AVRO)
European Rescue and Recovery Initiative	(ERRI)
Federation of Vehicle Recovery Associations	(FOVRA)
Highways England Company Limited	(HE)
London Association of Recovery Operators	(LARO)
Professional Recovery Operators Federation	(PROF)
Road Rescue and Recovery Association	(RRRA)

(Together the 'Parties')

## 2. Statement of Intent

This section outlines the basis for cooperation between Highways England, as the operator of Motorways and All-Purpose Trunk Roads in England also known as the Strategic Road Network, recovery industry stakeholder groups (PROF, ERRI and FOVRA), and vehicle recovery Operator associations (AVRO, LARO & RRRA) who represent their members as roadside operators on the Strategic Road Network in England.

This agreement is non-contractual, but is concerned with operational and strategic issues and its principal purpose is to guide the working partnership in line with national agreements and guidance between strategic partners within the vehicle recovery industry – collectively 'the parties'.

This agreement is to cover the management of the partnership working in relation to respective areas of interest which are set out in section 4 of this agreement. The agreement will maximise benefit to the vehicle recovery operators who use and operate on Highways England's Strategic Road Network, and their customers.

## 3. Status

### 3.1 Governance

This document is owned by the Highways England Strategic Stakeholder Team and is maintained and updated by the parties in this agreement.

### 3.2 Review

This agreement is a "living document" which will be reviewed on a yearly basis or when significant changes in operating principles occur by representatives from agencies and partners in this agreement. These reviews will consider any new legislation. All parties are asked to advise Highways England of any changes in circumstances that may materially affect the document in any way.

The Partnership Agreement does not constitute a legally binding document or commitment between any parties, and any other agreements made between Highways England and agencies and partners in this agreement.

## **4. Aims**

4.1 The shared aims of the parties are:

- (a) To develop areas of mutual interest and opportunities for future joint working relationship including educational facilities and road safety initiatives.
- (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 Partnership Agreement 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 projects;
- (c) Identify opportunities to improve efficiency through sharing of best practice between the Parties.

## **6. Areas of joint responsibility**

6.1 The Parties will:

- (a) Work in good faith to develop relationships at regional and national level;
- (b) Develop protocols for managing issues of joint concerns;
- (c) Exchange and keep up to date a list of internal contacts and understand the structure of each organisation; and
- (d) Work towards the objectives identified in a forward plan (section 4) and provided updates against those on a quarterly basis.

## 7. Areas of joint interest

### Short Term Aims and Objectives – (within next 12 months)

1. Improvement in communications and information sharing between Highways England and the recovery industry on both regional operational and national strategic levels.
2. Highways England will aim to supply a Traffic Officer attendance ETA to a recovery operator requiring assistance while operating on the Highways England strategic road network through an agreed mechanism and process.
3. Agree clear lines for a recovery industry / Highways England working group on a regional operational basis to 'work closer and better together' and to discuss and address regional operational issues and working practices.
4. Highways England will (where possible) aim to give support to recovery industry specific safety campaigns and initiatives that align with organisational imperatives. The recovery industry will give support to and help increase exposure of Highways England public safety and public education campaigns through industry communications channels.
5. Highways England will work with the recovery industry to identify joint PR and social media opportunities to develop and enhance our respective reputations.
6. Highways England will work with the recovery industry towards an inaugural Recovery Industry Safety Week – a recovery industry focused awareness / safety campaign with a week worth of PR activity to coincide with the Recovery Industry Tow Show 2020.

### Long Term Aims and Objectives – (next 12 months and beyond)

2. Self-regulation of recovery industry – recovery industry to work towards setting legal, ethical and safety standards and working practices for recovery operators through regulations, training and equipment and monitor and enforce own adherence to these regulations and standards.
3. Identify opportunities for Highways England to support recovery operators safety through provision of relevant education material and/or training when working on the strategic road network.
4. Highways England to recognise the recovery industry as an essential service and directly involve them within with relevant strategic road agreements & consultations.
5. Highways England will aim to share Near-Miss reporting involving recovery operators on the strategic road network.
6. Establish universal work procedures which are agreed and recognised by Highways England, recovery industry work providers and roadside operators.

## 8. Confidentiality provisions

- 8.1 Subject to any statutory and regulatory requirements, either Party may request that commercially confidential information provided in connection with this agreement 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.

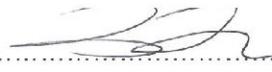
- 8.2 If Highways England (as a government-owned company) under the Freedom of Information Act 2000 receives a request for information relating to activities undertaken under this agreement, it shall inform of the request as soon as possible and discuss the potential for the information to be passed across unless sensitive from a data protection or commercial point.

## 9. Joint review

9.1 This Partnership Agreement will be reviewed annually or at a time agreed between the Parties

(In alphabetical order)

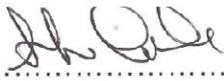
### For Association of Vehicle Recovery Operators

Signed:  Date: 4.3.20.  
(Stephen Smith, President)

### For European Rescue and Recovery Initiative

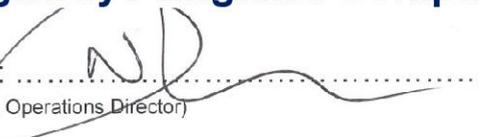
Signed:  Date: 04/03/20.  
(Derek Firminger, Chairman)

### For Federation of Vehicle Recovery Associations

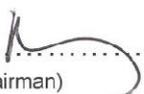
Signed:  Date: 4.3.20.  
(Shaun Coole, Chairman)

Signed:  Date: 4.3.20.  
(Stephen Smith, President)

### For Highways England Company Ltd

Signed:  Date: 04/03/20  
(Nick Harris, Operations Director)

### For London Association of Recovery Operators

Signed:  Date: 4/3/20  
(Mark Crawley, Chairman)

### For Professional Recovery Operators Federation

Signed:  Date: 4/3/20.  
(Richard Goddard, Chairman)

### For Road Rescue and Recovery Association

Signed:  Date: 4.3.20.  
(Shaun Coole, Chairman)

## Annex 1:

### Highways England - Company Information

Highways England's role is to operate, maintain and modernise England's motorways and major A-roads, known as the Strategic Road Network.

<https://highwaysengland.co.uk/highways-england-about-us/>

This link will take you to the Highways England website where you can access a company overview.

# 1. Annex 2 – Contacts

<b>Highways England Company Limited - Lead Contact</b>	
<b>Post Title</b>	Stakeholder Manager
<b>Name</b>	Colin Stevenson
<b>Postal Address</b>	Highways England, NTOC, 3 Ridgeway, Quinton Business Park Birmingham. B32 1AF
<b>Email Address</b>	
<b>Telephone Numbers</b>	

<b>Highways England Company Limited - Additional Contact</b>	
<b>Post Title</b>	Senior Stakeholder Manager
<b>Name</b>	Wayne Carey
<b>Postal Address</b>	Highways England, The Cube, 199 Wharfside Street, Birmingham. B1 1RN
<b>Email Address</b>	
<b>Telephone Numbers</b>	

<b>Association of Vehicle Recovery Operators</b>	
<b>Post Title</b>	President
<b>Name</b>	Stephen Smith
<b>Postal Address</b>	AVRO House, 1 Bath Street, Rugby, CV21 3JF
<b>Email Address</b>	

<b>European Rescue and Recovery Initiative</b>	
<b>Post Title</b>	Chairman
<b>Name</b>	Derek Firminger
	164 Great North Road, Birchwood, Hatfield, AL9 5JN
<b>Email Address</b>	

<b>Federation of Vehicle Recovery Associations</b>	
<b>Post Title</b>	President / Chairman
<b>Name</b>	Stephen Smith / Shaun Coole
<b>Postal Address</b>	AVRO House, 1 Bath Street, Rugby, CV21 3JF
<b>Email Address</b>	
<b>Telephone Numbers</b>	

<b>London Association of Recovery Operators</b>	
<b>Post Title</b>	Chairman
<b>Name</b>	Mark Crawley
<b>Postal Address</b>	81 High Street, Green Street Green, Orpington, Kent, BR6 6BJ
<b>Email Address</b>	
<b>Telephone Numbers</b>	

<b>Professional Recovery Operators Federation</b>	
<b>Post Title</b>	Chairman
<b>Name</b>	Richard Goddard
<b>Postal Address</b>	International House, 6 Market Street Oakengates, Telford, TF2 6EF
<b>Email Address</b>	

<b>Road Rescue and Recovery Association</b>	
<b>Post Title</b>	Chairman
<b>Name</b>	Shaun Coole
<b>Postal Address</b>	Heckington Business Park, Station Road, Heckington, Lincolnshire, NG34 9JH
<b>Email Address</b>	
<b>Telephone Numbers</b>	



