

# APPENDIX 5: Strategic Management and Project Assurance Group (“SMPAG”); and the Operational Group (“OG”)

The SMPAG will consist of representatives from the Council and each Service Provider and will have the requisite level of authority to make decisions regarding the strategic outcomes for the Contract. The OG will consist of representatives with operational responsibility for the progress and management of the Contract.

## Strategic Management and Project Assurance Group (“SMPAG”)

### **Purpose**

SMPAG is responsible for and shall act as the joint decision-making board for the project and shall provide:-

- Strategic decisions in relation to the Contract;
- Contract and Performance oversight;
- Development and completion of the Network Plan (SMPAG has ownership of the Network Plan);
- Market oversight;
- Tariff oversight and scrutiny, reviewing and overseeing benchmarking information and the composition of the tariffs for charging and future pressures which could make tariff changes necessary;
- Resolution of issues that cannot be resolved by the Operational Group;
- Annual Review of contract performance to include operational, financial, environmental and safety issues, along with a strategy for ongoing development for the coming year;
- A strategic opportunity for collaborative working to achieve efficiencies.

### **Members**

Group members of the SMPAG will comprise senior representatives from each Party including the Service Providers, and shall have the requisite authority to make decisions brought to it by the Operational Group..

SMPAG members may be assisted as required by individuals within each Party’s organisation with an understanding of the wider market as well as legal, financial, procurement and project specialists. The assisting individuals will be invited to attend SMPAG in an advisory capacity.

The list of attendees and diary of events will be agreed during contract mobilisation.

The Council reserves the right to propose and appoint an independent, external consultant to the SMPAG to provide more detailed technical insight about any aspect of the service delivery, in the event of a dispute between the Council and the

Service Provider. The agreed costs of any external consultant will be paid for by the Council.

## **Meetings**

The SMPAG will meet quarterly (or more frequently should all parties deem it necessary) and will be held virtually or in person as decided by the Council.

The chairmanship of the SMPAG will be undertaken by Hackney, Head of Streetscene.

Council will arrange, not less than seven (7) days before each SMPAG, a pre-SMPAG meeting to be held virtually or by telephone conference agree the agenda items and any matters arising for the next SMPAG, to form a collective client view

All parties will do all that is reasonable to ensure that a representative of each is able to attend each pre-SMPAG meeting.

## **Secretariat**

Hackney Council will provide secretariat support to the meetings.

The Operational Group ("OG") for each contract or jointly depends on Contract arrangements

## **Purpose**

The OG shall act as the joint operational and tactical board for the Contract and shall provide:

- operational oversight of monthly management information including analysis of performance against agreed KPIs and commentary around performance;
- oversight of the financial performance of the contract;
- operational oversight and ownership of the Delivery Plan;
- an opportunity for collaborative working to achieve efficiencies, resolve any issues affecting the delivery plan and future operation of the network.

## **Members**

As such, the OG must consist of those officers from the Parties and the Service Provider authorised to make decisions pertaining to:

- Amendments to the Delivery Plan including specific sites, and timescales for delivery and the oversight of new collaborating organisations joining the scheme;
- Internal work programmes to align works where possible;
- Advertising and branding approvals;
- Approval for marketing activity;
- Addressing operational issues as they arise, for example:-
  - escalating the issues with obtaining Section 50 Highway Licence
  - issuing of TROs;
  - customer complaints;

- enforcement.
- Approval of any new type of chargepoint unit prior to roll out.

It is envisaged that proposals seeking consideration and approval will be brought to the OG by its members.

The OG will meet monthly (or more frequently should all parties agree it necessary), accessing each meeting virtually. However, if the members of the OG deem it necessary to have a face-to-face meeting, the members shall agree on an appropriate location.

### **Chair**

The OG will be chaired by the appointed Contract Manager. As well as the members referred to above, other representatives of the parties may attend as and when required; for example, a representative from the Highways Authority to discuss issues of TRO (Traffic Regulation Orders).

### **Secretariat**

Hackney Council will provide secretariat support to the meetings.

### **Escalation Procedure**

A key foundation of the Contract is that the Council and the Service Providers work together collaboratively to resolve issues as and when they arise, avoiding the need for escalation where at all possible.

The hierarchy of governance boards is set out above with the ultimate decision making taken by the SMPAG..

Should it not be possible to resolve issues at SMPAG, the matter will be escalated to a meeting between the appropriate executive director of the Council and the Managing Director (or equivalent) of the Service Provider.