

Client Provider Collaboration

Bath and Northeast Somerset Council demonstrated client provider collaboration:

‘Bath and Northeast Somerset Council appoint a new Collaborative partner’

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| Name of Alliance/Authority/Client | Bath and Northeast Somerset Council and Atkins |
| Project Description | <p>The previous arrangement in Bath and North East Somerset (B&NES) didn't meet with Council expectations and the public were generally dissatisfied with the level of service being provided. In addition the Council faced further impending budget cuts and did not believe that the existing arrangement was robust enough to achieve those cuts whilst improving the level of service.</p> <p>A project was put in place to engage the 'right' collaborative partner with a culture which aligned with B&NES.</p> |
| Outcomes and benefits | <p>We used a major Lean review as a catalyst to enhance our collaborative working. This has enabled us to jointly search for efficiencies that has resulted in significant gain</p> <p>Benefits included:</p> <ul style="list-style-type: none">• Feedback to customers on reported defects has increased from 32% to 100%.• Reduced number of contract Key Performance Indicators from 30 to 10 to simplify administration of the contract.• There has been a 58% reduction in 3rd party claims.• National Highways Transport survey identified the Council as 'most improved highway authority in 2011'. |
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Disclaimer: When considering all HMEP case studies, please remember that whilst the initiative described was beneficial in this case, it may not be suitable in every situation.

About HMEP

- HMEP exists to help transform and improve the condition of our roads and highways for every local community.
- HMEP is results driven; from potholes to procurement; labour and plant costs to shared services; contracting to supply chain reviews, HMEP's tools and resources can help.

Context

- Managing local highways is now a **critical challenge** for local authorities who **are in the spotlight and feel concerned about the future of their** single biggest asset: **local roads**.
- They know that maintaining **their highways, with less money**, is a key priority; and that this has been intensified following the bad weather and **continued demand and scrutiny** from the public and business leaders.
- Doing **more with less** and finding **new ways of resourcing and working** has never been more important, or needed.
- Balancing **longer-term**, strategic planning while **keeping our local roads safe and serviceable** is a critical challenge.
- The Highways Maintenance Efficiency Programme (HMEP) can help you to **plan and deliver greater efficiencies** so that local highways **funding can be fully maximised and go further**.

Get involved with, and contact HMEP:

- Send an **enquiry form** or go to the HMEP website by clicking [here](#)
- Sign up for HMEP email updates or ask the HMEP advocate or elected member in your area to contact you. Send an email to highwayefficiency@dft.gsi.gov.uk