

Bradford Metropolitan District Council demonstrate their use of the HMEP LEAN Toolkit:

‘Bradford Metropolitan District Council carry out highways surface defect improvements using the HMEP LEAN Toolkit’

<b>Name of Alliance/Authority/Client</b>	Bradford Metropolitan District Council
<b>Project Description</b>	<p>They wanted to fix potholes quicker and more efficiently and to change the culture from reactive fix (chasing here, there and everywhere) to being proactive. This work was started as part of an overall Council efficiency programme and had the support of a consultant from the Council’s central change team. We found that his previous LEAN experience and external perspective really helped us see the waste in our processes.</p> <p>The scope was to speed up the transfer of a works order from first report to action by the gangs which took up to 20 days. The aim was to reduce the number of potholes and to fix them quicker so that we could reduce the cost of insurance claims.</p> <p>The leadership team applied LEAN because they knew there were inherent inefficiencies in the system and wanted to engage staff in improvement. They wanted everyone across the service to see the inefficiencies for themselves and get involved in making it better.</p>
<b>Outcomes and benefits</b>	They are doing more maintenance work for the same budget and the quality of our roads has improved. The number of potholes has been reduced by 25%. A phone application that the public can use themselves to report is now being implemented. They are looking to improve across other areas of the council
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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.qsi.gov.uk](mailto:highwayefficiency@dft.qsi.gov.uk)