

Client Provider Collaboration



East Sussex County Council demonstrated Client Provider Collaboration:

‘East Sussex County Council used an integrated service to delivery efficiencies and savings’

Name of Alliance/Authority/Client	East Sussex County Council (ESCC) and May Gurney
Project Description	In 2010 the client had reached a point of either negotiating an extension to a contract or planning a re-procurement of the service. The new approach aimed to achieve many benefits including transformation of the service, better use of technology and to put the customer at the forefront of ‘everything we do’.
Outcomes and benefits	We operate an integrated service with minimal checking and duplication of effort. Our focus is on innovation and efficient end-to-end processes which has resulted in delivering the apparent divergent goals of cost reduction and increased customer satisfaction. Benefits included: <ul style="list-style-type: none"> • A staff engagement survey to gauge the mood and morale has seen an increase in well-being and belief in the partnership. • Openness, honesty and trust have grown significantly due to integrated governance. • Staff are more knowledgeable about the holistic highway service due to collocation, joint meetings and regular communications. • Customer satisfaction has increased by 12%. • Workforce productivity has increased by 100% - previously an average of 10 jobs per day was delivered by the workforce gangs. This has increased to 20 jobs per day due to better information and a one team approach with gangs and stewards working closer together.
Contact Name	Roger Williams or Sheldon Yates
Authority/Provider	East Sussex County Council
Work Email	Roger.Williams@eastsussex.gov.uk syates@maygurney.co.uk

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 highwaysefficiency@dft.gsi.gov.uk