

Client Provider Collaboration

Essex County Council demonstrated client provider collaboration:

‘Essex County Council Used an Integrated Service Provider to Deliver Efficiencies and Generate Savings’

Name of Alliance/Authority/Client	Essex County Council and Ringway Jacobs
Project Description	<p>Following a review of the highways service in 2010, Essex County Council (ECC) recognised that their existing delivery model was more complex than it needed to be.</p> <p>The Council recognised that a single integrated service provider with the ability and experience to deliver the majority of the services in highways and transport.</p>
Outcomes and benefits	<p>We act/operate/behave as one organisation under a joint management structure with joint processes where we both win or we both lose as we jointly own the reputation.</p> <p>Benefits included:</p> <ul style="list-style-type: none">• Ten separate contracts were consolidated into one – this arrangement commenced in April 2012 and could run for 10years with a 5 year extension.• Significant operational savings built in to the procurement due to the style of integrated contract e.g. programme management, Early Contractor Involvement, etc., in addition to guaranteed efficiency savings of £2m on £65m through reconfiguration of the service, in addition to 20% reduction in personnel by removing duplication of effort• The integrated structure now has the right people performing the right tasks in co-located offices throughout the County.
Contact Name	Paul Bird or Bill Taylor
Authority/Provider	Essex Highways
Work Email	Paul.bird@essex.gov.uk Bill.taylor@ringwayjacobs.com

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