

Herefordshire Council demonstrate their use of the HMEP LEAN Toolkit:

‘Herefordshire Council carry out a health check of the highway service using the HMEP LEAN Toolkit’

Name of Alliance/Authority/Client	Herefordshire Council
Project Description	<p>Herefordshire had previous experience of running a successful LEAN project looking at their parks and open spaces, from which they had identified that the methodology could be more widely applied. This directly led to Herefordshire developing a brief for the creation of a ‘World Class Highways’ health check model with Improvement and Efficiency West Midlands.</p> <p>The objective of the brief was to develop a re-useable model, based on LEAN, that would allow an Authority to:</p> <ul style="list-style-type: none"> · Assess how close their service is to ‘world class’. · Develop solutions to close the gaps. · Plan how to implement the solutions.
Outcomes and benefits	<p>Based on the assessment of the current service described above Herefordshire elected to re-procure their highway service, with the evaluation criteria for the procurement informed by what had been learned. The procurement process has now been completed and Balfour Beatty selected. The new service design is expected to improve service quality and save circa £2m per annum for Herefordshire.</p> <p>The ‘world class’ highways model allowed a review of the whole service using a LEAN approach to the assessment. The model will be re-applied once the implementation of the new service design with Balfour Beatty is completed, and it is recommended to other authorities that a review of your whole service using the ‘world class’ Highways model can help you to identify opportunities and plan how best to realise them.</p>
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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 highwaysefficiency@dft.qsi.gov.uk