

Client Provider Collaboration



Hertfordshire Highways demonstrates client provider collaboration:

‘Hertfordshire Highways Use Integrated Services to Deliver Cashable Efficiencies’

Name of Alliance/Authority/Client	Hertfordshire Highways
Project Description	<p>Two separate contracts with two separate providers for design and construction, commenced in 2002 for a maximum 10 year term. By 2007/8 the service had to a considerable extent recovered from initial troubles however improvement could still be made.</p> <p>The negotiated contract extensions called for the delivery of a rate of year on year cashable savings which the parties believed could only be achieved if their teams were forced to work together at project, programme and service levels. The new collaborative approach aimed to achieve;</p>
Outcomes and benefits	<p>We have successfully delivered cost savings and performance improvements through our joint working, gaining the trust of our customers which has allowed us to expand the service.</p> <p>Benefits Included:</p> <ul style="list-style-type: none"> • Almost £14.5m of cashable efficiencies delivered between April 2009 and September 2012 – just above target. In the final six months the efficiencies “run rate” was a saving of approximately 9% on total Client budgets. • The design and implementation through the formal efficiencies process of some 178 ideas were suggested by staff across the 3 organisations. These were prioritised based on agreed criteria, resulting in the development and implementation of 49 innovations. • Benefits to routine service – cost savings and risk based approach meant less interventions on network.
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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