

# HMEP LEAN TOOLKIT



Leicester City Council demonstrate their use of the HMEP LEAN Toolkit:

‘Leicester City Council use the HMEP LEAN Toolkit to review reaction repairs’

<b>Name of Alliance/Authority/Client</b>	Leicester City Council
<b>Project Description</b>	<p>The project was charged with not only looking at the procedure of how identified defects were repaired, but also the inspection criteria of how these repairs were reported and selected. A LEAN team was established from the different sections of the Highway Maintenance Group. The members of this team were chosen due to their current role within the existing reactive repair process and also, importantly, their perceived willingness to change.</p> <p>An existing System Map was created which the team used to refer to when asking, “What does the customer want?” It was soon realized by the group that whilst individual processes and actions made sense to the Council officers involved, when seen through the eyes of the customer our public reaction to highway defects made no sense at all.</p>
<b>Outcomes and benefits</b>	<p>Following the review there has been:</p> <ul style="list-style-type: none"> <li>• There has been a 150% increase in the size of carriageway patch repair areas during the prototype stage, with only a 108% increase in money spent.</li> <li>• NRSWA Category C inspection rate has risen from a less than 10% inspection rate to a 100% inspection rate. This means that the number of defects identified, at a conservative repair cost of £300 per defect, would have cost Leicester City Council £69,300 to fix.</li> <li>• Highway condition surveys, which cost the Council £6,000 per annum to conduct through external support, are now being performed by the existing Highways Inspectors.</li> </ul> <p>We plan to extend the reactive repairs project to include other failing areas of the highway. A natural progression from this LEAN review is therefore to address surface dressing and the planned maintenance programme as a whole.</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.gsi.gov.uk](mailto:highwaysefficiency@dft.gsi.gov.uk)