

Client Provider Collaboration



Norfolk County Council demonstrated Client Provider Collaboration:

Norfolk County Council used Joint Operating Processes to Solve Problems and Improve Efficiency'

Name of Alliance/Authority/Client	Norfolk County Council May Gurney and Mott Macdonald
Project Description	The previous arrangement had developed over the course of a number of years through the Compulsory Competitive Tendering and Best Value regimes. The governance was such that there was insufficient co-ordination between the design and construction process resulting in lost opportunities to generate efficiencies. Traditional contracting arrangements were in place between the Council's Direct Labour Organisation and the design function with two separate top-up contracts managed independently. The vision was to improve the effectiveness of programme delivery.
Outcomes and benefits	<p>The partnership recognises the importance of key interfaces between all three organisations and how joint operating processes allow us to work collectively to solve problems and improve efficiency against an ethos of performance delivery and customer focus.</p> <p>Benefits included:</p> <ul style="list-style-type: none"> • 99% delivery on programme – previously 90-95%. • This is an exemplar contract for the Providers. • There is high confidence from all parties that public's interest is protected. • Client capability has increased. • Benchmarking has demonstrated cost effectiveness. • Strong robust relationships, where no one is afraid to raise issues. • 5% (£2.3m) reduction from renegotiation agreed in April 2011 for last 3 years of contract.
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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