

## Northamptonshire Highways using client provider collaboration:

‘Northamptonshire Highways Used Integrated Services to Maintain its Service Quality at a Lower Cost’

<b>Name of Alliance/Authority/Client</b>	Northamptonshire Highways
<b>Project Description</b>	<p>The contract commenced in 2008 just prior to the onset of significant national budgetary pressures. As a consequence the Council soon had to look at how it could maintain service quality at a lower cost. Some monies were invested in reducing the backlog of defects and some cost efficiencies were made.</p> <p>The Client recognised that it was also necessary to work more collaboratively with the Provider in order to deliver the level of cashable efficiencies that were required.</p>
<b>Outcomes and benefits</b>	<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"> <li>• The cost of highway maintenance has reduced by 15% (£2m).</li> <li>• Temporary repairs have been cut to 11% (60% in 2011).</li> <li>• There has been a 23% reduction in potholes.</li> <li>• Reduction in number of performance indicators from 76 to 48, (35) this includes 13 new ones to reflect the new areas of service transferred.</li> <li>• There has been a significant shift to preventative maintenance, from 10% to 50% of budget spend</li> </ul>
<b>Key Issues/Barriers Faced</b>	Resource constraints in development
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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)