

Shropshire County Council demonstrate their use of the HMEP LEAN Toolkit:

‘Shropshire County Council carry out a hedge to hedge review using the HMEP LEAN Toolkit’

<b>Name of Alliance/Authority/Client</b>	Shropshire County Council
<b>Project Description</b>	<p>Shropshire wished to integrate its reactive services as much as possible to achieve ‘one pass’ in a street or community. This was driven by two equal but competing pressures. The first pressure was to operate as efficiently and economically as possible in the current economic environment. The other pressure was to achieve greater service coherence in communities, to integrate and reduce the number of visits by different services into communities from our environmental maintenance depots. of visits by different services into communities from our environmental maintenance depots.</p> <p>The scope of work was for community gangs to move to a ‘hedge to hedge’ approach, so, dealing with highways, street scene and all related public realm issues in a street, village or town. The scope of ‘hedge to hedge’ included reactive maintenance (pot holes, kerbs, footway defects), fly tipping, emptying litter bins, graffiti, small hedge and tree works and street furniture repairs. Therefore bringing these services into an integrated team, that could be resourced, tasked and delivers the necessary work in "one pass" rather than numerous contractor staff attending to issues over a period of time.</p>
<b>Outcomes and benefits</b>	<p>The process has since been widened out to other elements of work e.g. street lighting, vehicle maintenance and larger scale grounds maintenance. LEAN is now spreading across the Council to other directorates. A</p> <p>A place-based prototype is being run which looks at redesigning all services being provided into one town.</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)