

Client Provider Collaboration



Cambridgeshire County Council demonstrates client provider collaboration:

‘Cambridgeshire County Council streamlined highway contracts across four divisions into a single service’

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| Name of Alliance/Authority/Client | Cambridgeshire County Council |
| Project Description | <p>Cambridgeshire County Council undertook a procurement exercise to integrate the existing 18 highway contracts delivered through four divisions into a single service designed to provide a consistent county wide service, removing duplication and waste. This approach laid the foundations for a collaborative partnership but the chosen approach alone was not sufficient to create the working relationship required to deliver the high quality, customer focused service and financial savings required by the Council.</p> <p>A step change was required to address the issues outlined above and this came with a change in leadership from both sides of the partnership. Development of in house model for forecasting and investment modelling purposes</p> |
| Outcomes and benefits | <p>Our service is now integrated, including the supply chain, and a successful major review of one element of the service gave us confidence to move forward and replicate that success on other elements.</p> <p>Benefits included:</p> <ul style="list-style-type: none"> • KPIs refocused to reflect customer outcomes. • Cost reduction amounting to 6% of turnover during 2012. • Moved to a new structure in 2012 resulting in 17 % reduction in personnel on the Council side. A similar exercise had previously been conducted with the Provider some months earlier to reduce personnel numbers to an optimum level. |
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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