

# Client Provider Collaboration



Haringey Council demonstrated client provider collaboration:

‘Haringey Council Use a Community Improvement Scheme to Improve Traffic Speed, Number of Accidents and the Crime Rate’

<b>Name of Alliance/Authority/Client</b>	Haringey Council, Sustrans and Volker Highways
<b>Project Description</b>	<p>There was general dissatisfaction from residents, resulting in a high number of public complaints so a vision was put in place to engage with local residents to improve the effectiveness of scheme designs.</p> <p>This case study shows that anyone undertaking a community led project is in fact collaborating. However, it should be noted that unlike many other instances of collaboration, this project is being done with the ultimate customer – the end user.</p>
<b>Outcomes and benefits</b>	<p>The approach we used collaborated with the constructors and with the end users (those being the local residents). The result is a product which is fit for purpose as demonstrated by the exceptional high levels of satisfaction from residents.</p> <p>Benefits include:</p> <ul style="list-style-type: none"><li>• Improved accident statistics – Previously 4 accidents had been reported in 4 years, 2 of which were serious. Subsequently there have been 0 accidents in a 2 year period.</li><li>• In a particular location the project achieved a 20% reduction in through traffic. This avoided a change to a one way system and a restriction of access, which the residents had objected to.</li></ul>
<b>Contact Name</b>	Danny Gayle
<b>Authority/Provider</b>	Haringey Council
<b>Topic Area</b>	Community Improvement Scheme
<b>Work Email</b>	Danny.gayle@haringey.gov.uk

*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 [highwayefficiency@dft.qsi.gov.uk](mailto:highwayefficiency@dft.qsi.gov.uk)