

Herefordshire Council demonstrate their use of the HMEP LEAN Toolkit:

‘Herefordshire Council carry out a review of their highway maintenance using the HMEP LEAN Toolkit’

Name of Alliance/Authority/Client	Herefordshire Council
Project Description	Herefordshire Council has been commissioning the delivery of the end-to-end service for highways and other services under a Managing Agent Contract since September 2009. Whilst there had been significant improvements since then, both the Council and its provider were aware that residents' expectations weren't always being met. The maintenance of the soft estate, both highway and parks and open spaces, had been undertaken by a range of specialist teams - cutting grass, picking litter, planting bedding etc. - on a planned basis and within a tightly constrained budget.
Outcomes and benefits	The Herefordshire team had developed the prototype into a model for area working which was expected to show savings of £575,000 by 2016. The client team at Herefordshire recognised through this project that there were issues and opportunities throughout the whole of the highway system, which very much included the client team. It was not simply that all of the problems resided with the service provider. Our advice to other authorities would be to resist the temptation to simply cut without knowledge, but to learn how your system really works to deliver value for your customers end-to-end, including the client functions not just those delivered by your provider.
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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 highwayefficiency@dft.gsi.gov.uk