

Client Provider Collaboration

The Highways Agency delivers client provider collaboration:

‘EnterpriseMouchel are appointed to deliver the Managing Agent Contract (MAC)’

Name of Alliance/Authority/Client	Highways Agency and EnterpriseMouchel
Project Description	<p>EnterpriseMouchel was appointed to this Managing Agent Contract (MAC) in 2008 as the principal contractor responsible for maintaining this network. The local Client leadership, although confident that contract requirements would be delivered, was determined to investigate better ways of working through greater collaboration.</p> <p>In addition, Central Government funding changes allowed a higher than expected programme of work in the first year creating a sense of urgency to work more closely together and involve the Provider’s supply chain in guaranteed delivery.</p>
Outcomes and benefits	<p>There was a high degree of mutual dependency between the client and provider and as a result of our long standing relationship we understood what each other had to do to maximise the benefits of our collaboration.</p> <p>Benefits Included:</p> <ul style="list-style-type: none">• An outstanding industry achievement of 3.5 million worked hours without a reportable injury.• A structured approach to delivering innovations through the joint improvement teams including extensive use of Early Contractor Involvement with supply chain.• Realisation of approximately £12m cashable efficiency savings. This included 112 significant evidence based initiatives rethinking how the highways asset is managed and maintained to achieve better outcomes.
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Topic Area	Integrated Services
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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@df.t.gsi.gov.uk