

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

‘Nottinghamshire County Council carry out a whole highway and service review using the HMEP LEAN Toolkit’

Name of Alliance/Authority/Client	Nottinghamshire County Council
Project Description	<p>The background in Nottinghamshire was that the politicians felt they weren't customer responsive enough and took too long to get programmes of work on the ground. Savings were also needed across the organisation so a LEAN approach was taken across the whole of the Council, and the Highway Service was part of this. Nottinghamshire used external consultants to support the work initially and to train people to continue the LEAN work.</p> <p>They decided to focus on the customer interface part of the service first as this was the largest volume of demand and they wanted to create a new customer service attitude amongst their staff. They included highway management, the inspection service, district managers, and their customer interface through the call centre, network management, co-ordination of roadworks, forestry and civil parking enforcement.</p>
Outcomes and benefits	They have dramatically changed their philosophy, modernised the attitude of staff and changed their culture. The LEAN process prepared them for the future in light of increased expectations and reduced budgets. They have saved money and improved their service.
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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.gov.uk