

# Client Provider Collaboration



Southampton City Council collaborating with a private sector partner:

'Southampton City Council worked collaboratively to improve the way work gets done and share in the benefit of those improvements'

<b>Name of Alliance/Authority/Client</b>	Southampton City Council and Balfour Beatty Living Places
<b>Project Description</b>	<p>The Council was previously directly responsible for delivery of the highways service, carrying out its own design and construction activities and supplementing the in-house resource through contractors via a call-off arrangement. The service was attracting criticism from elected members and the public and the budgets were set to become even tighter, making it more difficult to manage the service.</p> <p>The vision was to engage a private sector partner who could deliver a cost effective and integrated service that would improve the levels of satisfaction with the public and elected members.</p>
<b>Outcomes and benefits</b>	<p>The approach proves that a client can operate with a slender organisational structure together with a provider who takes on clearly defined risks and accountabilities with commercial consequences associated with any non-delivery of client requirements, and yet both parties by 'knowing the rules' can work together collaboratively to improve the way work gets done and share in the benefit from those improvements.</p> <p>Outcomes included:</p> <ul style="list-style-type: none"> <li>• 7 Graduate placements and 6 apprentices employed so far.</li> <li>• Workforce increased by 8% since the contract start (despite redundancies elsewhere in the council).</li> <li>• CCTV service involved in approximately 8300 incidents each year, leading to almost 1150 arrests.</li> </ul>
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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](mailto:highwaysefficiency@dft.gsi.gov.uk)