

CASE STUDY

Highways Service Efficiency Review

Client: Wiltshire County Council
Project: Infrastructure Sector - Diagnose
Purpose: Efficiency Review of Highways Service



The Challenge

Wiltshire County Council (WCC) asked CWC to look at the existing arrangements for delivery of its Highways Service throughout the County, to identify opportunities for achieving improved Value for Money (VfM). WCC gave us specific defined objectives, which were:

- to eliminate waste and duplication in delivering the services
- to review current contracts and identify any changes needed
- to review current structures within the Client, Consultant and Contractor (including the responsibilities of & boundaries drawn between the parties) to identify any changes needed
- to review processes and systems for commissioning & delivering services to identify any changes needed
- to identify requirements to enable WCC to employ alternative payment mechanisms, specifically target cost, as a means of delivering improved Value for Money.



What CWC Did

We undertook a mid-term diagnostic review of Highways Service arrangements after one year of a new highway contract for design and construction, producing a diagnostic report and an Action Plan; a separate Preliminary Cost/Benefit Analysis identified key areas of savings and efficiency.

The Benefits

Our Action Plan provides a list of efficiency activities showing where savings are likely to be and where there are cost implications, with suggestions of timings; it enables WCC to achieve their stated objective, "Completion of actions arising from the project should enable improved efficiency and therefore Value for Money in service delivery." Specifically WCC were helped to focus the service on VfM, saying, "The outcome of this process has been an Action Plan that we can use to achieve greater Value for Money."

For further information please contact:

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