



Industry:

Infrastructure / Public Sector



Business Area:

Reactive Maintenance - Highways



Project Type:

Collaboration / Performance Improvement / Process Optimisation / Field Based Workforces



Duration:

14 Weeks



Location:

London Borough of Barnet



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“The most significant gain for me overall is respect. It’s respect of both parties and actually starting to create a culture where it doesn’t matter whos’ badge people are wearing, we are one service – it just transacts between two different businesses. We’re all focused on one common outcome, which is an efficient, effective reactive maintenance service to the residents of Barnet.”

Ian Edser
Director of Highways and Transportation,
London Borough of Barnet



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The Challenge

- Jointly TKJV and London Borough of Barnet recognised a significant opportunity to improve the end-to-end delivery of services and drive increased efficiencies through the ‘way they work together’
- Processes were causing delay, frustration and rework, having a negative impact both on themselves and the residents of Barnet
- It was recognised that more could be done together to improve the quality and responsiveness of works to enhance outcomes for residents
- There was an urgent need to build stronger, more collaborative relationships across the partnership and more importantly the relationship with residents

Featured Results

4:1
ROI



37%

increase in gang productivity



35%

increase in SLA attainment



48%

reduction in Work in Progress jobs



21%

increase in permit application accuracy



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“The big thing for me was the collaboration piece and making sure that both organisations objectives align. From a reactive maintenance perspective we’re in a much better place than we were. Both parties are more understanding of the difficulties from the other side. Getting to the route cause of some of those issues has been really helpful.”

Andy Hilsdon
Head of Contracts &
Network Management - Highways,
London Borough of Barnet

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Our Solution



Enhanced Processes:

Refined, jointly agreed end-to-end process that reduced hand-offs, rework and bottlenecks



More detailed “Whereabouts / Beenabouts” Tool: to support better planning, and provide greater visibility of works complete, follow-on work required, and reasons for delays/downtime



Developed Standard Days: Provided structure to a typical day for Supervisors and Works Planners, which included regular check-ins with operatives



One-Pagers and Guidelines: Clear guidelines for raising works and actioning jobs were created and rolled out, to enhance the quality of works invoiced and paid across the Inspector and Delivery teams



Initiatives to improve application accuracy and collaboration between the Partnership’s two commercial teams



“They felt like part of the team, they were always around to help. From the get go, it was great in terms of getting us all together to discuss our issues. We had multiple workshops that worked well.”

Jamie Nokes
Operations Manager,
TKJV



“Its been really good – we’ve done a small follow up project with planned maintenance which has gone very well. Working with the team has been great they’re really helpful, really nice people. They got it very quickly and they offer that facilitation function which they do really well. The follow up support has also been great, taking the load off the team who don’t have the space to implement it on their own, they facilitate that so well.”

Alice Nugent
Ops Director,
London Borough of Barnet



Who did we work with?

- Director of Highways and Transportation
- Operations Director
- Head of Contracts & Network Management
- Borough Manager
- Operations Manager
- Programme & Performance Manager
- Quality & Performance Manager
- Reactive Maintenance Supervisors
- Works Planner
- Network Asset & Street Works Inspectors
- Commercial Manager



Key Benefits

- ⊕ Better collaborative working relationships at all levels across the partnership
- ⊕ Improved quality control at every handover stage
- ⊕ Reduced cost to deliver through jointly achieved cost efficiencies and improved productivity
- ⊕ More output with less cost
- ⊕ Significantly improved commercial processes and management to reduce WIP/Aged debt
- ⊕ Reduced backlogs
- ⊕ Improved resident experience through completing maintenance right first time



Managements works in partnership with our clients to deliver customised solutions that resolve their most significant performance challenges and leave a lasting legacy of performance improvement. Whether it’s tackling operational or change issues head on, or improving output across the service delivery organisation, we provide the insights, techniques and skills transfer that make a sustainable step-change in productivity possible.

