

Operational Delivery East Package 2 (Highways England)

Collaborating with Highways England as part of CDF

£19m

/ Project value

June 2017

/ The project commenced

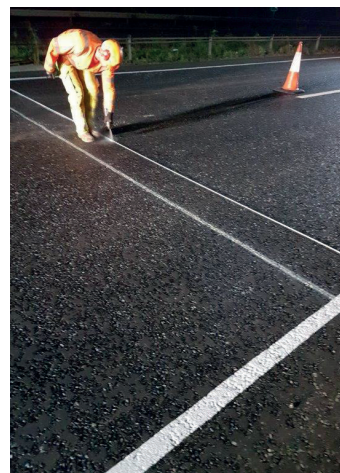
December 2018

/ Scheduled completion

In compliance with the objectives of Highways England's Collaborative Delivery Framework (CDF) - Lot 2, we have delivered 70+ individual work programmes as part of a major highways improvement scheme across the east of England network. The projects extend from Peterborough to Norwich, through to Lowestoft via Great Yarmouth. In the completion of multiple key safety upgrades to roads, surfaces, structures and technology, we generated £3.6m of efficiency savings within the first six months of commencement through the implementation of Lean principles and a robust Collaborative Programme Planning Process.

The Brief

As part of the wider Collaborative Delivery Framework, which was established to streamline the delivery of the increased capital investment proposed for the future growth, development and upgrade of the Highways England network, we are responsible for undertaking medium value construction work (i.e. schemes valued up to £25m) within Lot 2.



“Travelling along the A47 yesterday evening, I was prepared for road closures. However, as I travelled beautifully along a newly resurfaced road from Wisbech to Guyhirn, the wheels hummed happily without a tremor or a bump or even a pot hole encounter,”

- feedback from a local commuter

The challenges

A core objective of the Collaborative Delivery Framework is to “deliver better outcomes for customers”, which demands openness and transparency in communicating with communities and businesses located in our operational area - namely 70+ sites. Given the expansive rural landscape under our remit, we deployed a mobile visitor centre in areas of high footfall 29 times in 35 days. This afforded the relevant stakeholders with access to project information while helping to generate positive awareness of the works programme. Feedback from the exit poll revealed an 89% customer satisfaction rate.

GRAHAM's solution

Covering four major A-roads in the east of England, our engineering works help to enhance the capacity and reliability of the UK's strategic road network and thereby improve the experience of Highways England's customers. Reflecting the importance of collaboration on the Framework, we formed a Core Team by integrating members of our senior management team with Highways England staff and importantly its designer. This unique partnership approach enabled the revision of Highways England's Design Delivery Programme in parallel with our Construction Delivery Programme, which ensured seamless programme delivery and the maximisation of efficiencies. Reflecting this success, our overall Collaborative Delivery Framework Supplier Report score of 6.92 was the highest recorded by any contractor across all Lots. Using our innovative Collaborative Planning Assessment tools we exceeded our efficiency target of £3,098,235 - split across the delivery programme as a monthly objective. In addition, to date we have recorded a zero Accident Frequency Rate.

Outputs & Benefits

- / **Efficiency savings:** We generated £3.6m of efficiency savings within the first six months of commencement through the implementation of Lean principles and a robust Collaborative Programme Planning Process
- / **Public consultation:** We deployed a mobile visitor centre in areas of high footfall 29 times in 35 days, feedback revealed an 89% customer satisfaction rate
- / **Safety:** We implemented a number of innovative safety practices, such as Joint Safety Tours with Highways England and Mott McDonald on a monthly basis, which has resulted in zero RIDDORs
- / **Collaboration:** We rolled out our Collaborative Performance Framework, which helped us achieve an overall score of 6.92 in Highways England's Supplier Report - the highest across all lots



For more information on how we're delivering lasting impact:

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