Add the full name here

**Scheme name:**

Please provide accessible links to documents, sites, other resources that will help us understand how to apply your learning

Do you have maps, images, diagrams, etc. to show what good looks like, difference between old and new approach, before and after states, etc. Please attach or link to images.

**Further information:**

**Contact for more details:**

**Visual materials that explain your approach / outcome**

Date

**Date Case Study submitted**

**Project stage:**

**Case Study Category:** (click here to select from dropdown menu)

**Scheme context:**

A few sentences to set the scene; type of scheme; any history, specific relationships or challenges that help us better understand the challenge, the decisions made and actions taken, and the outcome. Include any key words that will help others find this case study.

**Case study details:**

Use the questions below as prompts:

* What were you trying to do? Be specific – what was the problem to solve, the potential impacts on your scheme, any dependencies in play that needed attention
* What action did you take? The steps you took to resolve the problem in sequence.
* What was the outcome? Identify the positive impact of your actions here, which were most effective, what you gained
* If you used specific methods, analysis, tools to tackle the issue, please identify what you used.

**What are the benefits?**

Identify any clear measures of success (efficiencies realised, innovation identified, impact on team wellbeing, etc.)

What impact did this have on the quality of the delivery?

With hindsight, what would you advise others to do to optimise your approach? Any specific measures, actions or technical aspects to pay attention to? Anything that may be context dependent?

Individual or project team name, email address

**How can others apply your learning?**

**Detailed guidance for the template on a page – please save this file to your desktop or personal document storage before completion**

Scheme name: The full name we use to communicate to customers, stakeholders

PCF stage for NH schemes: 0-7

Category: Please use the drop-down menu to select which category the case study belongs in.

Date case study submitted: date you submit the content, so readers can see when this content was live (and so we can review older content to check it is still relevant)

Scheme context:

A few sentences to set the scene, enough to help people identify similarities to their scheme, but not so much that it risks anyone with a different scheme discounting the lessons to be learnt. Case studies need to be inclusive, so people can use their imagination to see where there are possibilities to apply the learning to their area of work, which may be very different. For example – if you just say “bridge joint” you may only attract readers with a niche interest; if you also say “managing a dispute over technical advice”, “opportunity to source components cheaper”, “factors that helped off-site construction of components”, “drainage issue” or something about the nature of the problem or outcome, you will get a wider audience. Even some simple key words “efficiency”, “dispute”, “permissions”, etc. will help more people find your case study.

Generally helpful to include: type of scheme; any history, specific relationships or data that help us better understand the challenge, how problems were solved, decisions were made.

Succinct summary of your case study

Use the questions below as prompts:

* What were you trying to do? Be specific – what was the problem to solve, the potential impacts on your scheme, any dependencies in play that needed attention
* What action did you take? The steps you took to resolve the problem in sequence.
* What was the outcome? Identify the positive impact of your actions here, which were most effective, what you gained.

What were the benefits

Identify any clear measures of success (efficiencies realised, innovation identified, impact on team wellbeing, etc.)

Worth considering who could benefit from this approach – process owner, technical adviser, design team, delivery team, customer, asset owner, etc. For example, there may be an efficiency saving that also impacts customer experience, a procurement problem that has a positive safety impact, something that improved the quality of your outcomes.

How can others apply your learning?

With hindsight, what would you advise others to do to optimise your approach? Any specific measures, actions or technical aspects to pay attention to? Anything that may be context dependent? Key pieces of wisdom to pass on to others?

What visual material will help other understand and apply your approach?

Do you have maps, images, diagrams, etc. to show what good looks like, difference between old and new approach, before and after states, etc. Please attach or link to images

Who to contact for more information: Individual or project team name, email address.- the right person / team to talk to if you need to know more, check your understanding, think about how you apply the learning to your work.

Further information: Please provide accessible links to documents, sites, other resources that will help us understand how to apply your learning.

Note: this case study and related materials will be hosted on a Highways England site, accessible to both HE staff and supply chain partners.

Please send completed templates to [Philip.Farrar@Gallifordtry.co.uk](mailto:Philip.Farrar@Gallifordtry.co.uk) Last revised November 2022