

CASE STUDY



Contract Dates

April 2018 – July 2021

Contract Value

£500,000

Role

TfL Sponsor for HS2 Programme – to establish the legal, procedural and technical relationship between TfL and HS2 in line with the Protective Provisions Agreement



Establishing HS2/TfL relationship

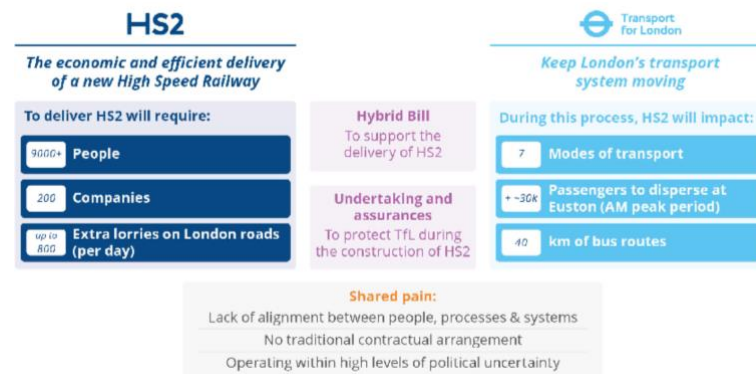
Jo Lucas, Co.Cre8 director, negotiated the legal framework and Functional Requirements between TfL and HS2 and underpinned these with bridging processes known as ‘The Blue Book’. Co.Cre8 Ltd provided consultancy to TfL through The Nichols Group framework contract. She has successfully reset the relationship between TfL and HS2 and created the framework to mitigate the known risk of working with complex third parties

Services Provided

Jo provided expertise in contract management and requirements management to negotiate legal agreements and Functional Requirements.

She provided management consultancy to identify, develop and implement processes to rectify a lack of clarity in how the two complex organisations could work together during the construction of the High Speed Railway.

Key Risks



Key Findings

- Supported TfL in developing legal agreements and functional requirements needed to establish a collaborative framework.
- Reset the relationship between TfL & HS2 by developing and implementing innovative, new ways of working between the

two parties called the Blue Book, which has been agreed between the parties and successfully instructed down the HS2 supply chain. It was shortlisted for an industry award and is being reviewed by the DfT as part of Project Speed.

- Negotiated, agreed and disaggregated down the supply chain over 300 Functional Requirements with clear ownership and governance pathways.
- Upskilled teams across TfL and HS2's supply chain on the Blue Book to achieve consistency in the approach across the HS2/TfL interface.
- Developed and implemented amongst other processes, the Joint Requirements Management Plan and Technical Assurance Plan, pan-TfL, and across HS2 and their complex supply chain.

Added Value

Co-creation using SMART Collaboration resulted in rapid adoption by the supply chain with no associated contract variations required, mitigating the known risk of delays associated with complex third parties such as TfL.

Interactive PDFs and intelligent diagrams supported a light touch approach, ensuring ease of use even for those who work at HS2/TfL interface infrequently.

Jo was one of a very limited number of consultants within TfL, who was kept on during lockdown, testimony to the criticality of the work she was doing.

Lessons Learnt

Ensuring systems chosen are user-friendly and accessible to the greatest number of people to avoid delays and the emergence of local solutions (locally stored spreadsheets/email chains). Sharepoint and Power Automate versus eB workflows

Build accessibility features in from the start. With people working remotely from a variety of devices, forms and flowcharts need to work for everyone across all devices.

The creation of trusted ‘single source of truth’ trackers build trust in the processes and in the relationships.