

31 October 2013

Agenda Item: 7

**REPORT OF THE SERVICE DIRECTOR OF TRANSPORT, PROPERTY AND
ENVIRONMENT**

FLEET MANAGEMENT REVIEW PROGRESS UPDATE

Purpose of the Report

1. To inform Committee of progress with the review of the County Council's Fleet Management Service based in the Transport and Travel Services Group.
2. To approve the closure of the Retford maintenance facility and the transfer of staff and the business to the Bilsthorpe facility.

Background

3. On 6 May 2013 fleet management and maintenance services for the County Council's vehicles and plant/equipment were merged from two teams in different Service Directorates into one team within the Transport, Property and Environment Directorate, this completed phase 1 of a review of Fleet Management services across the County Council. The revised Fleet Management Services team sits within the Transport and Travel Services (TTS) Group.
4. Phase 2 of a review of the service introduced a new management structure for this team which was approved by the Transport and Highways Committee at the 4 July 2013 meeting along with the transfer of the TTS Fleet Operations service into the TTS Transport Operations (North) team.

Update

5. Following staff consultation and the appropriate enabling procedures, the new management structure for Fleet Management Services was implemented on Monday 22 July 2013. The Fleet Operations service based at Rushcliffe Borough Council's Abbey Road Depot in West Bridgford was, at the same time, moved into the TTS Transport Operations (North) team.
6. The actions above completed phase 2 of the review. Phase 3 of the review has started which entails more detailed analysis of the service area and identification of service improvement/efficiency opportunities, such as hours/days of operation, number of frontline staff, sharing with neighbouring Councils, improved marketing and more use of the Vehicle and Operator

Services Agency (VOSA) Advanced Test Facility (ATF). This phase will include the closure of the maintenance facility at Bolham Lane, Retford and the transfer of staff and the business to the Bilsthorpe facility at the earliest opportunity. The following improvements have already been made under Phase 3 of the review:

- Re-design of the office and reception layout at Bilsthorpe to create a more practical operating environment with all support staff located close to frontline operations
 - Revised method of vehicle maintenance scheduling to make better use of resources and to reduce turnaround times
 - A comprehensive review of Health and Safety resulting in new procedures and practices, supporting documentation, staff information and training which minimises risks for the County Council.
 - Refinement of financial and administrative procedures coupled with the introduction of more flexible staff roles has removed duplication, reduced the volume of work and helped staff to develop new skills
 - Built up strong working relationships with partner agencies such as VOSA and sought their views on how we might improve facilities and services
 - Forged stronger working relationships with internal and external customers to aid service sustainability and to make sure customer needs are understood
 - Replacement of some high cost supply contracts to achieve better value for money
 - A review of income and expenditure has been undertaken and initial indications show that surplus income will be delivered.
7. All staff in the service have been involved in workshop discussions to identify future opportunities for improvements and increased efficiency and we are now beginning to put these ideas into action. Examples of these include a revision of the vehicle maintenance stores system and the potential purchase of vehicle diagnostic equipment which means that this work can be undertaken in house.
8. It is important that consideration is given to the future model for the service and a report on delivery options will be brought to Committee in January 2014.

Statutory and Policy Implications

9. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

10. The new arrangements will provide a high quality efficient and reliable service increasing customer satisfaction levels.

Human Resource Implications

11. Staff have been consulted and engaged in all the changes recently implemented. Further discussions will be held with staff and the trade unions on the closure of the Retford maintenance facility.

Financial Implications

12. The changes made to the delivery of the service will ensure that it delivers a trading surplus in 2013/14.

RECOMMENDATIONS

It is recommended that Committee:

- 1) Note the progress with the review of the County Council's Fleet Management Service.
- 2) Approve the closure of the Retford maintenance facility and the transfer of staff and the business to the Bilsthorpe facility.

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For any enquiries about this report please contact: Mark Hudson, Tel 74519

Constitutional Comments (SHB 17/10/13)

13. Transport and Highways Committee is the appropriate body to consider the content of this report.

Human Resources comments (AN 17/10/13)

14. The human resources implications are contained in the body of the report.

Finance comments (TMR 17/10/13)

15. The financial implications are set out in paragraph 0 of the report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Fleet Management Service Project Plan
Transport & Highways Committee minutes 4th July 2013

Electoral Divisions Affected

All