



association for public service excellence

Trend Analysis 2021/22

Transport and Fleet



Briefing 23/08

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Trend Analysis 2021/22

Local authority transport and fleet services

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About APSE

The Association for Public Service Excellence (APSE) is a not-for-profit local government body working with over 300 councils throughout the UK.

Promoting excellence in public services, APSE is the foremost specialist in local authority frontline services and operates one of the UK's largest research programmes in local government policy and frontline service delivery matters.

Results at a glance

Output performance

Percentage of vehicles passing DVSA test first time (DVSA statistics) **94.95%**

Percentage of vehicles serviced within 7 days of schedule **96.87%**

Transport Costs

Refuse vehicle costs as a % of total service cost **22.87%**

Building maintenance vehicle costs as a % of total service cost **5.16%**

Staff absences

The percentage of staff absence among fitters and tradespeople **6.05%**

Productivity

The number of weighted vehicles (units – adjusted for direct maintenance) maintained per fitter per annum (a small van is 1 unit) **122.17**

The average labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance) **9.27**

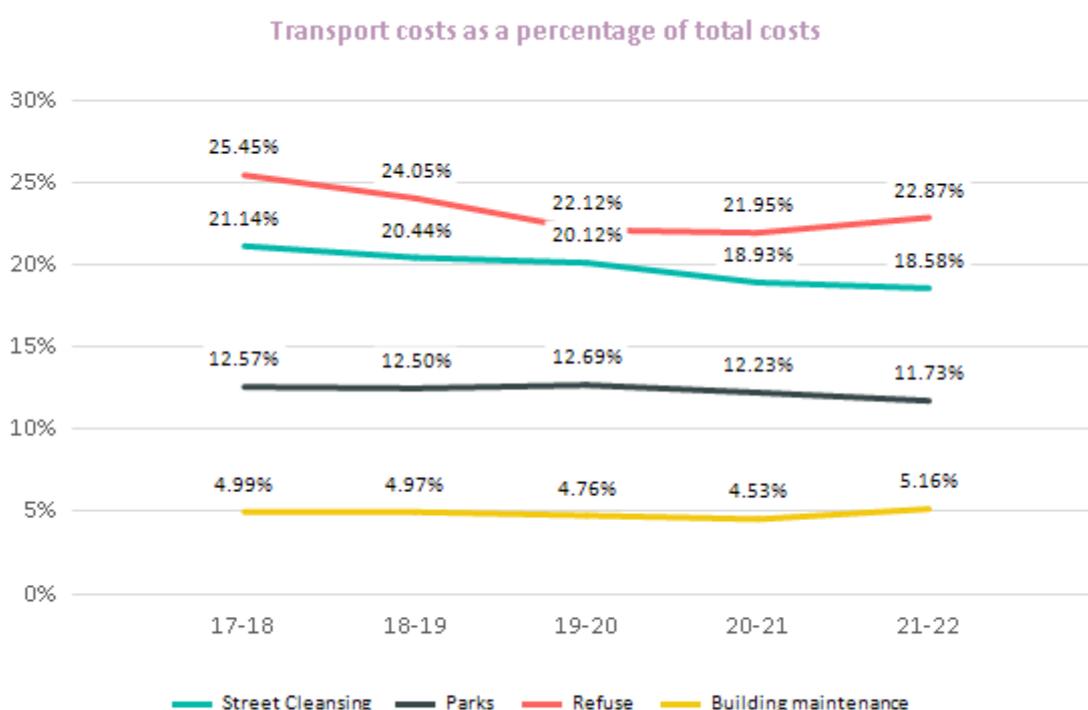
1 Overview

The APSE performance networks programme for transport operations and vehicle maintenance provides indicators for various dimensions of the operation; such as the cost, efficiency, productivity and quality. The following executive summary aims to provide participating councils with a picture of what the service trends are; what this infers and what further activity and analysis individual councils and the APSE advisory and benchmarking groups could consider. The transport and vehicle maintenance model remains complex because of the wide variation in vehicle types and also the difference in services provided by different types of councils; but it is comprehensive as a result of this.

The analysis in this summary is based on 'service wide averages' across all participating local authorities for 2021-22. Data is collected at year end (21/22) to provide a reflective analysis, and relies upon data submitted by local authorities to the service. The data is then triangulated through discussion groups at the APSE Performance Networks seminar held in December each year.

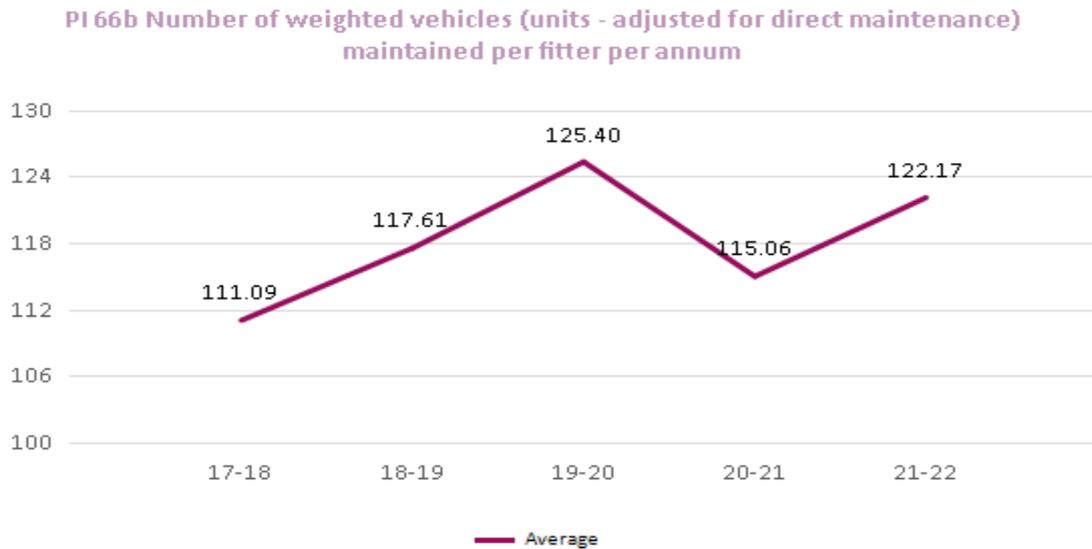
2 Costs

Transport costs as a percentage of total costs have remained largely unchanged since 2019-20 for the four services of street cleansing, parks, refuse, building maintenance and refuse. With marginal reductions to 18.58% for street cleansing, and 11.73% for parks and a slight increase for building maintenance. Refuse remained largely unchanged since 2019-20 seeing a slight increase of 4.2%. The move to electric vehicles is gaining pace and different service areas use different mixes of vehicle type.



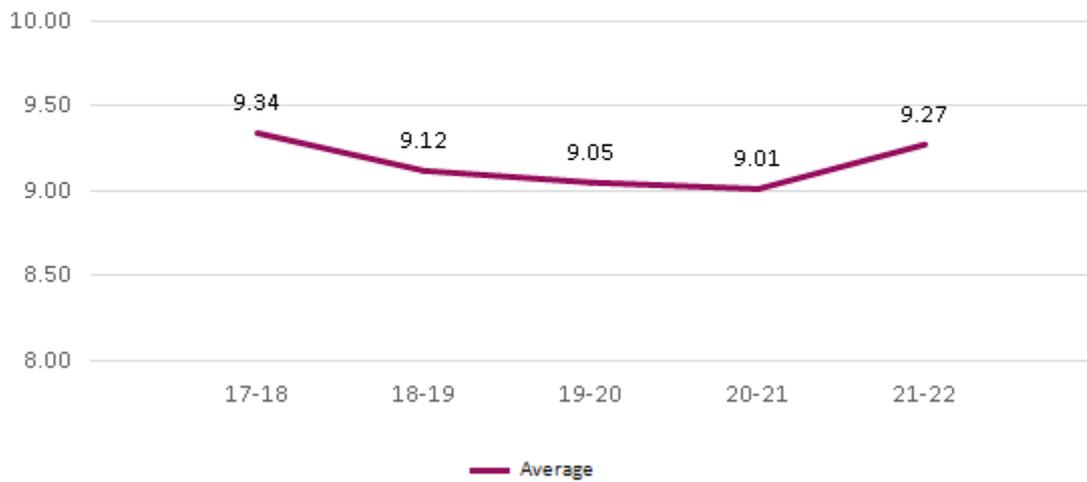
3 Productivity

The number of weighted vehicles (units – adjusted for direct maintenance) maintained per fitter per annum has seen an increase back to 122.17. 2020-21 was a Covid year a single result proved to be an anomaly with the number of units returning to its upward trend, especially as more electric vehicles enter the fleet.



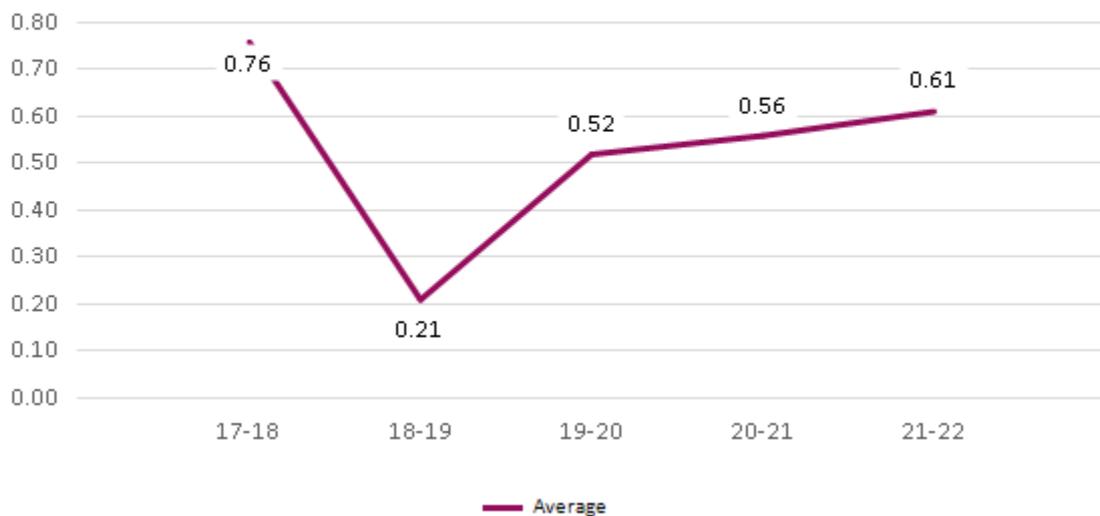
The average labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance) all groups (see below) have shown a slow but steady decline since 2017-18 to the lowest over the last decade in 20-21. In 2021-22 this has increased again to 9.27 possibly reflecting supply issues with new vehicles relating to the pandemic and Councils having to retain older vehicles for longer than anticipated.

PI 138 Average labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)



One might have expected some volatility over the last year as Covid required some operatives to travel separately and thereby increasing the number of vehicles required. The below graph shows PI 68 Number of days hire vehicles used (per vehicle on fleet) to cover for vehicles in the workshop as a result of non-fair wear and tear. Vehicle movements were restricted during 20-21 so a rise to 0.61 isn't unexpected.

PI 68 Number of days hire vehicles used (per vehicle on fleet) to cover for vehicles in workshop as a result of non fair wear and tear



In terms of the effectiveness of the maintenance regime, the previous three indicators can be used to demonstrate performance. In relation to the percentage of vehicles passing the DVSA test first time, this has dropped slightly from its five-year high of 95.42% in 19/20 to 94.95% in 20/21. The

percentage of vehicles serviced within 7 days of service has improved marginally over last year but has failed to match the rates seen 5 years ago over 97%, but offers only a very marginal and explicable change.

	17-18	18-19	19-20	20-21	21-22
PI 73b - Percentage of vehicles passing DVSA test first time (DVSA statistics)	95.13%	94.35%	95.42%	95.03%	94.95%
PI 74 - Percentage of vehicles serviced within 7 days of schedule	97.57%	97.44%	94.55%	95.73%	96.87%

The table further on shows penalties and accident records. The number of PG9 notices issued by DVSA per 100 council vehicles was zero in 20/21. This may reflect reductions in the enforcement regime during the pandemic.

The number of overloading incidents per 100 council vehicles monitored has dropped substantially to 33.27 per 100, considerably lower than the 104.41 registered in 2019/20. It is undoubtedly true that Councils have introduced procedures and checks which catch the incidents, increasing detection rates.

The number of overloading prosecutions per 100 council vehicles has remained at 0.00. Councils are better at spotting infringements early and enforcement is less than historically.

The number of speeding fines / penalties per 100 council vehicles has remained around the 5 year low at 0.79. Apart from the effects of Covid on traffic, many vehicles are now monitored remotely and speeding flagged so this figure should remain suppressed.

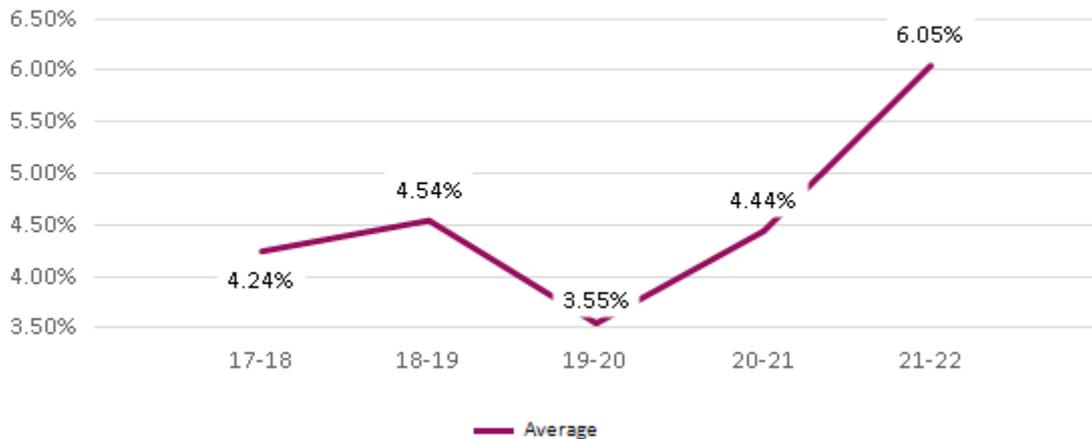
The number of parking tickets / notices has increased to 0.84 from a low of 0.31 in 2019/20. This may be due to better enforcement and is likely to increase as councils take on powers for moving traffic offences.

PI 116, the number of motor vehicle accidents/incidents reported per 100 vehicles has remained near the 5 year low at 26.33. one might have expected a larger rise given 20-21 was a Covid year with reduced traffic.

	17-18	18-19	19-20	20-21	21-22
PI 111 - Number of PG9 notices issued by DVSA per 100 council vehicles	0.002	0.022	0.035	0.021	0.000
PI 112 - Number of overloading incidents identified per 100 council vehicles monitored	30.12	26.71	104.41	85.27	33.27
PI 113 - Number of overloading prosecutions per 100 council vehicles	0.31	0.00	0.00	0.00	0.00
PI 114 - Number of speeding fines/penalties per 100 council vehicles	1.08	0.90	0.74	0.71	0.79
PI 115 - Number of parking tickets/notices per 100 council vehicles	0.71	1.21	0.31	0.51	0.84
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	32.24	33.42	33.30	24.07	26.33

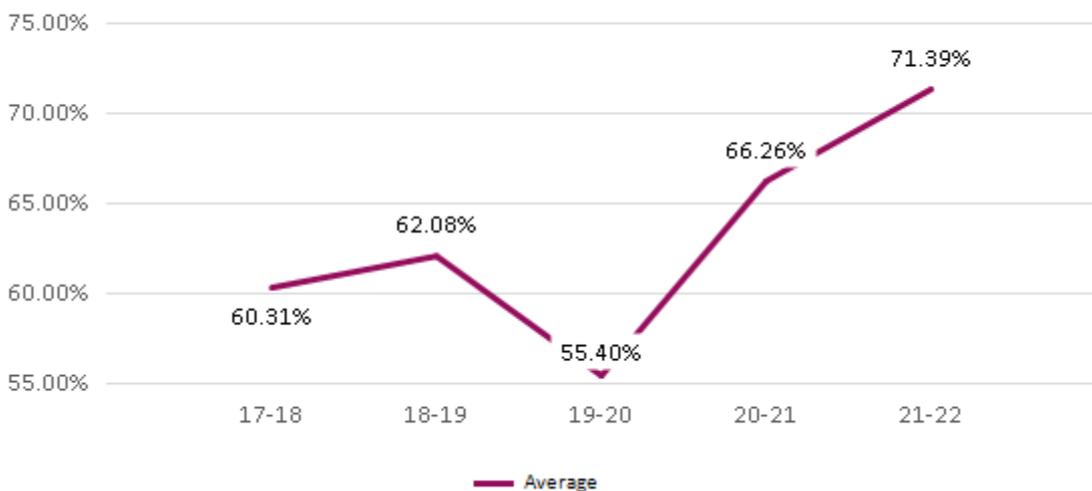
The percentage of staff absence among fitters and tradespeople (illustrated in the graph below) has risen substantially to 6.05%, the highest for 5 years. The long-term trend appears to be upward, potentially reflecting an ageing workforce or greater stress from the difficulty in recruitment.

PI 67a Percentage staff absence (fitters / tradespeople) - Excluding Scotland



The graph below highlights the human resources and people management scores, in 2020/21 this has risen again to 71.39. This is the highest score in the past five years and a significant increase. This indicates that HR and managers are putting more emphasis on employee engagement, personal development and toolbox type talks.

PI 71 Human resources and people management



4 APSE Comment

Local authority transport services worked continuously through the pandemic, implementing various operational changes to reduce covid risk. The fallout from Covid has been supply shortages in new vehicles and some parts meaning that older vehicles are being retained longer than normal. This has resulted in higher costs and labour hours.

The shortage in staff has been further exacerbated by the lack of new recruits into the industry leading to shortages and spiraling wage costs along with the disappearance of many subcontractors.

The transition to electric vehicles from internal combustion equivalents carries on at pace. To date however, with a few notable exceptions, it has yet to have a marked effect on productivity. It will be interesting to see how data translates in future years in areas such as refuse with an increasing consideration given to alternative fuels including hydrogen. Transport for many local authorities will be an area of interest as they seek to meet decarbonisation targets which may in turn impact upon cost, productivity and quality performance indicators for the local authority transport sector.

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Advisory groups are a free service included as part of your authority's membership of APSE and all end with an informal lunch to facilitate networking with peers in other councils. If you do not currently receive details about APSE advisory group meetings and would like to be added to our list of contacts for your service area please email enquiries@apse.org.uk.

Our national advisory groups include:-

- Building cleaning
- Catering
- Cemeteries and crematoria
- Cost of Providing / Cost of Living Network
- Commercialisation network: Local authority trading, charging and income generation
- Housing, construction and building maintenance
- Parks, horticultural and ground maintenance
- Renewables and climate change
- Roads, highways and street lighting
- Sports and leisure management
- Vehicle maintenance and transport
- Waste management, refuse collection and street cleansing

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