

**APSE Performance Networks
Most Improved Performer 2017
Transport Operations and Vehicle
Maintenance**

John Rhodes
Waste and Transport Manager



North Warwickshire
Borough Council

Overview

Approximately 100 vehicles in the fleet

- 14 RCV's (All Mercedes or DAF)
- 1 Cesspool Tanker (DAF)
- 2 Sweepers (Scarab/Johnston)
- 56 Vans (Ford Transit/Transit Custom)
- 20 Cars/Vans (Ford Connect/Fiesta)
- 3 Ride on mowers
- 1 Tractor
- 1 Fork lift
- 1 Minibus (Ford)
- 1 Camper van (Ford)

John Rhodes – the only qualified Transport Manager and holder of the “O” Licence



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Customers

Waste Management – Refuse, Recycling, Garden/Food

Streetscape – Grounds and Street Cleansing

Housing – Maintenance, Wardens Etc.

Environmental Health – Pest Control/Dog Warden

Leisure – Centres/Events



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Operating Centres

Lower House Farm

- A Household Recycling Centre – Partnership between Warwickshire County Council, Staffordshire County Council, ourselves, Biffa and Age UK.
- Parking for 20 vehicles – wash down bay and diesel/red diesel

Sheepy Road Depot

- 2 bay garage, 1 pit, wash down bay, diesel/red diesel and unleaded
- Stores, Housing maintenance depot
- Parking for 40 vehicles

All other vehicles are taken home by employees



Operations

1 x garage manager

1 x mechanic

1 x apprentice

Focus upon our core aims:

- Keeping vehicles on the road
- Providing good value for money

Key objective:

To develop the services to become the “go to” section for all transport related matters



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Communications

Established a **Transport Management Group** – meeting every 6 weeks.

Comprising all operational managers, finance and audit (chaired the group)

Discuss all items, establishing policy on matters including:

- Responsibility (all operational managers and section heads are responsible)
- Vehicle Checks (Paper and Tablets)
- Driver Behaviour/Standards (Driver performance data, Driver Assessors)
- Accidents/Insurance (ICE Packs, Reporting, Cameras, Meetings with Zurich)
- Tracking (to log location, mpg's)
- Purchasing (fleet type, standard specifications, frameworks)
- Fuel (framework and local supply)

Supplemented by smaller sectional meetings attended by Transport Manager



The Journey So Far

Transport responsibility

- Directors/Managers/Supervisors/Drivers

Fleet requirements and replacement programme

- Best value purchases/standardising fleet/specifications
- Vehicle life

Driver Behaviour

- Speeding / harsh breaking / excessive acceleration / accidents

What are our key functions?

- Be the only provider of core functions
- Stop doing everything else or charge for it

Staffing/Overtime Review

- Prioritise non-overtime completion of tasks
- Overtime for externally charged jobs only



Summary – APSE Improvements

We are all different – we only compare ourselves with our previous year's performance

Improving Productivity, Reducing Average Labour Input Hours per vehicle (PI 138)

- Newer fleet and the correct tools
- Keeping jobs in-house
- Focussing on core tasks and prioritising workloads
- Vehicle checks and vehicle tracking
- Training

Delivering improvement in people management and consultation process (PI 70/71/78)

- Open and honest service owned by the users
- Performance measured against records and reviewed at appraisal
- Consultation and communication guaranteed by the process
- Pride in the job, service, community and council – new uniforms/PPE



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Thank you

John Rhodes – Waste and Transport Manager

johnrhodes@northwarks.gov.uk



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