

# Introduction to DGFirst.....

**Dumfries and Galloway Councils  
Service Delivery Organisation**



**Ronnie Dempster**

**Head of Service – Technical Services**

**DGFirst**

***Dumfries and Galloway Councils Service Delivery Partner***





## Dumfries & Galloway

## **The aim of DGFirst**



**To manage and deliver  
a diverse range of services which  
maintain the  
physical environment and  
community infrastructure of  
Dumfries and Galloway.**

# Dumfries & Galloway Council



- Covering some 2500 square miles in Area
- DGFirst – Multi-disciplinary Service Provider employing over 2000 people.
- Maintaining some 4200 km of road
- Maintaining some 1600 vehicles
- Over 1200No. pieces of maintainable land
- When our transformation started 20 plus depots

# So what does DGFirst provide

# What does DGFirst do?



- Building Cleaning (Offices & Schools)
- Building Maintenance
- Building Projects
- Burials
- Care and Support (Home care)
- Fleet Servicing and Maintenance
- Grounds Maintenance
- Harbours
- Road Maintenance & Management
- Network Management
- Engineering Design
- Garroch Training
- Community Safety Teams
- Public Conveniences
- Radio Maintenance
- Re-ablement (STARS)
- School Crossing Patrols
- Schools & Hospitality Catering
- Street Cleansing
- Street Lighting Maintenance
- Waste Collection
- Commercial Trading Activities
- Events
- Harbours
- Logistics

# Setting the Scene

## Delivery Statistics



Service / Unit	Activity
Building Services	14,422 repairs
Care and Support Services	400,000+ visits / year 1.6M miles travelled
Facilities Management	Clean 325 Council buildings and schools 57 crossing patrollers 46 playground supervisors 1.7M school meals / year (>9,000 meals / day)
Neighbourhood Services	1,079 interments 5.2M m <sup>2</sup> of grass 3.9M bins/year



<b>Service / Unit</b>	<b>Activity</b>
Roads Service	81km (2%) Surfaced 173km (4.2%) Surface dressed 6,716 Tonnes rock salt spread 491 lighting columns (2.1%) replaced 4,451 lighting faults repaired
Vehicle Maintenance	Maintain 1,526 vehicles 92% pass rate for large vehicle MOTs (against a national rate of 79%)

# Rationalisation Process – the journey



- Have a plan, a vision
- Reduce the numbers of depots
- Amalgamate service functions within depots
- Improve facilities
- Deliver from the right place
- Enhance our vehicle maintenance facilities
- Build capacity for the future
- Improve service delivery

## Where we started from



- In excess of 20 depots – no linkages with services
- Offices spread far and wide, often remote from service function or delivery
- Not fit for purpose facilities
- No identity or ownership
- Not seen as anything more than waste of money service
- Bottom of the importance pile

# Head Quarters - the beginning!



- Rented space above Stagecoach bus offices.....



Now



- **DGFirst Head Quarters Dumfries**

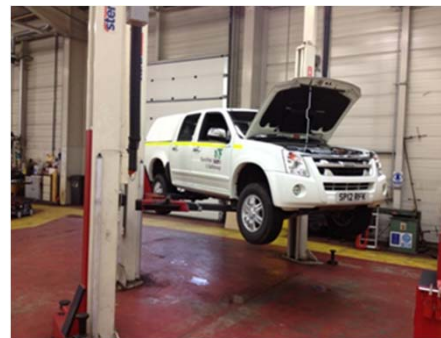
# Horticultural Services



# Vehicle Maintenance.....then



And now!



**DG**  
**FIRST**  
Delivering For You

Dumfries  
& Galloway





# Depot Locations



# The Change



- Refocused services and staff into 5 key locations
- Invested in the facilities – £7m Capital investment over 10 years
- Engage with workforce
- Place services together where its right
- Remove the service boundaries/duplication
- Find economies
- The identity

# The Challenges



- Funding
- Time
- People
- Perception Shift
- Business Development
- Technology

# Benefits



- **Closer collaboration within services**
- **Improved service delivery**
- **Better maintained fleet**
- **New Business opportunities**
- **Ability to respond better to local emergencies**
- **A more engaged workforce**
- **Pooling of overheads to maximise the available pound**
  
- **And generally a more professional service delivery organisation**

# We now build them for others New Build Projects



Beattock Primary School

# Building Services – New Build Projects



New Scottish Fire and Rescue Service  
Training Centre

# DGFIRST SOLUTIONS



**Ronnie Dempster – Head of Technical Services**

**DGFirst**



**01387 271100**

**[Ronnie.dempster@dumgal.gov.uk](mailto:Ronnie.dempster@dumgal.gov.uk)**

**[www.dumgal.gov.uk](http://www.dumgal.gov.uk)**

