



West Lothian Council Fleet Services The Fleet Services Journey

Scott Blyth
Fleet Service Manager



Background and Introduction

- The “Journey”
- Background
- The Starting Point
 - Service review
- Priority areas for improvement
 - Staffing Structure and Job Roles
 - Recruitment and Team Building
 - Fleet Management System
 - Vehicle Replacement Programme
- Striving for Excellence



Staffing Structure and Recruitment

- Sector issues
- Staff morale
- Review staffing structure
- New roles
 - Technician
 - Senior Technician
 - Fleet Team Leader
- Recruitment
 - Focus on skills and attitude/personality
 - Internal recommendations
 - 2 FTE short of full staffing complement with multi-skilled workforce
 - More work in-house, reducing costs



Fleet Management System

- Working in partnership
- Full workshop functionality
- Innovations
 - Service Schedule
 - APSE Reporting Module
- Improved service to customer
- Improved Operator Licence compliance
- Using system to modernise and shape the service



Vehicle Replacement Programme

- Ageing fleet with high maintenance costs and increased downtime
- Partnership working
- Council approved funded five-year replacement programme
 - Overall reduction in vehicles
- Built confidence in Fleet Services
- Change workshop priorities



Future Goals

- Continually strengthen and improve, striving for “dealership” quality of service
- Implement APSE Reporting Module
- Further develop new system to modernise and improve processes, efficiency and reporting
- Roll out the vehicle replacement programme
- Commercialisation



Conclusion

- Just the start of the Fleet Services journey...
- Exciting place to work
- A good team is key
- Striving for Excellence

