



# Copeland Council Workshop and Fleet Replacement



# Introduction

Copeland Council is a district authority on the West coast of Cumbria.

It is in a rural location with limited transport infrastructure.

Limited local expertise in relation to HGV's

Advantages to having workshop on site



# Copeland Council

Copeland Council operates a fleet of over 40 vehicles including:

- Refuse and Recycling collection vehicles
- Street Cleansing vehicles
- Enforcement and supervisor vans
- Parks vehicles
- Large plant machinery



These enable us to provide a range of statutory, non-statutory and commercial services.

A review of the fleet provided an opportunity to undertake process re-engineering to ensure effective and efficient services

With the green agenda being a high priority we have an opportunity to reduce our carbon footprint when procuring new vehicles

# Council Services

Services requiring vehicles include:

- Waste and recycling collection services
- Street Cleansing
- Enforcement
- Parks and Open spaces
- Bereavement
- Environmental Protection



Many of these services are statutory but also include what are considered to be essential services

We also operate a number of commercial services which rely on a vehicles to generate income

# Previous Contract

The previous contract was a lease with maintenance through GoPlant Fleet Services which ended in October 2022

They provided the required vehicles and maintained them on site in the garage space owned by the Council

The contract was a 10 + 5 year contract and no longer fit for purpose with many vehicle schedules going beyond the Master Hire Agreement



# Catalysts for Change

The contract was expensive and presented an opportunity for cost savings  
- Example labour charges have reduced by £7 per hour

Opportunity for income generation through commercial contracts

Lack of facilities in the area to undertake the work required

Greater control of the service to enable priorities to be aligned with the Council

Need for specialist skills for some vehicles and plant



# Staffing

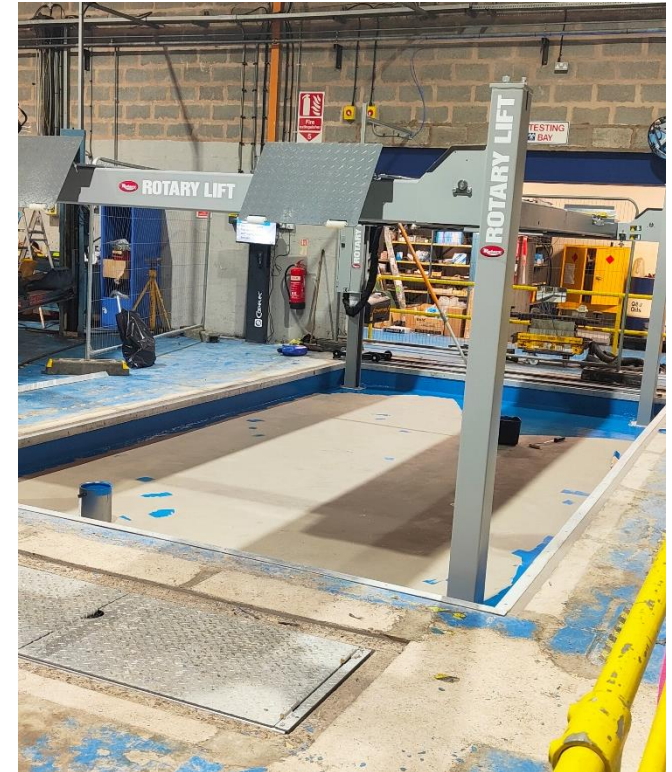
Important to retain skills and quality staff

All staff were TUPED over onto Council contracts  
– local jobs secured

The terms and conditions for these staff were improved

Additional member of staff employed to support the increase in commercial work

Ability to grow our own staff through apprenticeships



# Service Changes

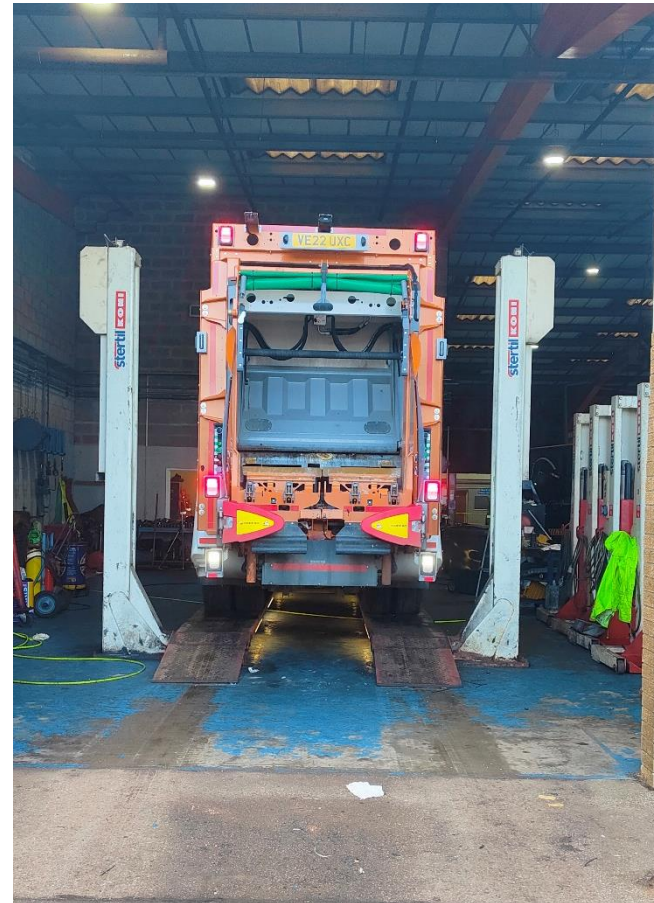
No service changes in terms of the operations

Commercial contracts in place with Go Plant moved over to the Council

New MOT bay installed to meet DVSA requirements

Increase in contracts with outside companies and partner organisations

Staff discounts to encourage increased use of services





# Financial Implications

The hire cost £42k per month this has reduced to £30k by removing the maintenance element

Maintaining these vehicles in-house over the past 2 months has saved over £12k

Generated over £18k external income in first 3 months



# Questions





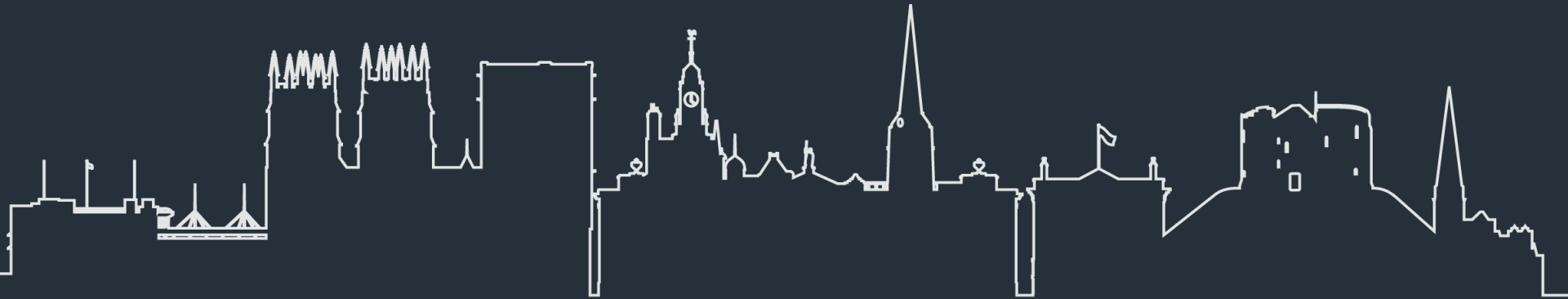
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**YORK**  
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# Digital Working - Fleet Operations

Ian Hault

Head of Fleet and Operations

2<sup>nd</sup> February 2023



# Objectives

- Improve operational efficiencies, vehicle downtime, paper usage, and back office support efficiency
- Reducing carbon footprints and improving service delivery and efficiencies
- Introduce real time updates and reporting to customers



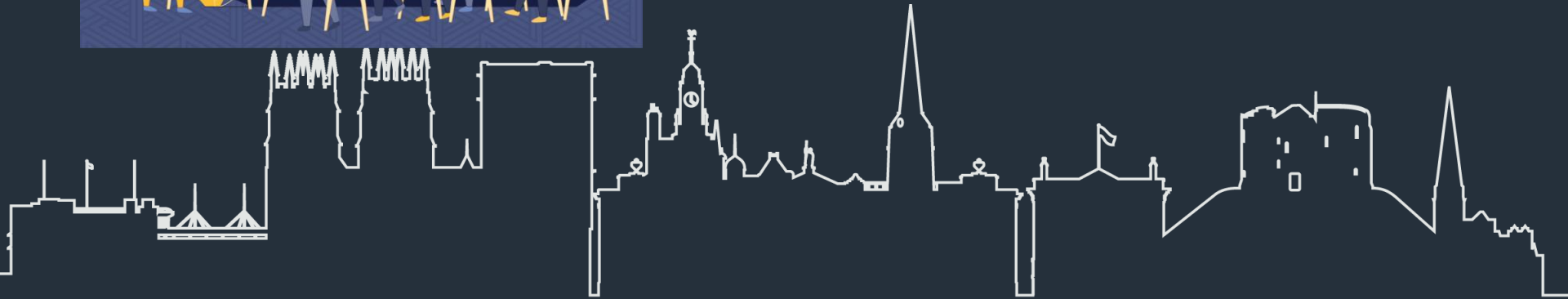
**Working together** to improve and make a difference

# What did we want?

Engagement with our operational teams and back office was the most important part of the project. It was important to us, to make this project and transition about our operational teams but manage their expectations.



*Separate out the need  
and the wants*



# Investment and Feedback

- Working with our fleet maintenance system provider so they could understand our visions and us their capabilities.
- Feedback to our working group what we can and cant do
- Go ahead with the investment and project



# Time For Change



- Introduce digital job card open, progression and close
- Stop duplication of work – printing of job cards
- Transparency for stakeholders



# Implementation and Support

- It was made very clear as part of the procurement that there would be a need for close support in initial implementation stages
- Continued two way feedback and communication making technical adjustments where we can
- Phased approach for the operational teams – recognising skills and identifying embracers creating an internal support mechanism

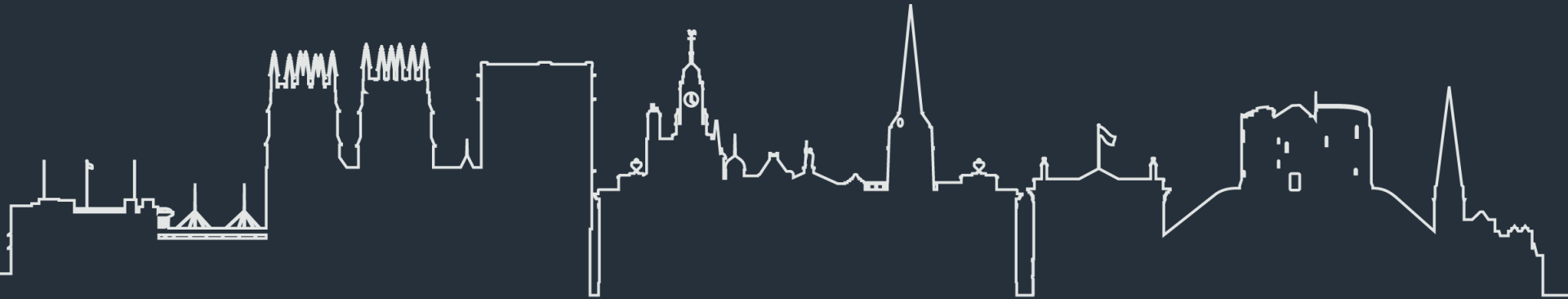


# Compliance



Throughout the project we were constantly mindful of transport legislation and compliance. Considering how we remained compliant and future initiatives.

With this in mind we made the decision to invest in a fifth module – **DVSA Earned Recognition** KPI monitoring. This is the last part of the project and still ongoing



# Continued support

We have made a commitment to continually support our teams and maintaining open lines of communication. We found during this time of transition there was:

- The thinker - one with an improvement idea
- The struggler – not the obvious person!

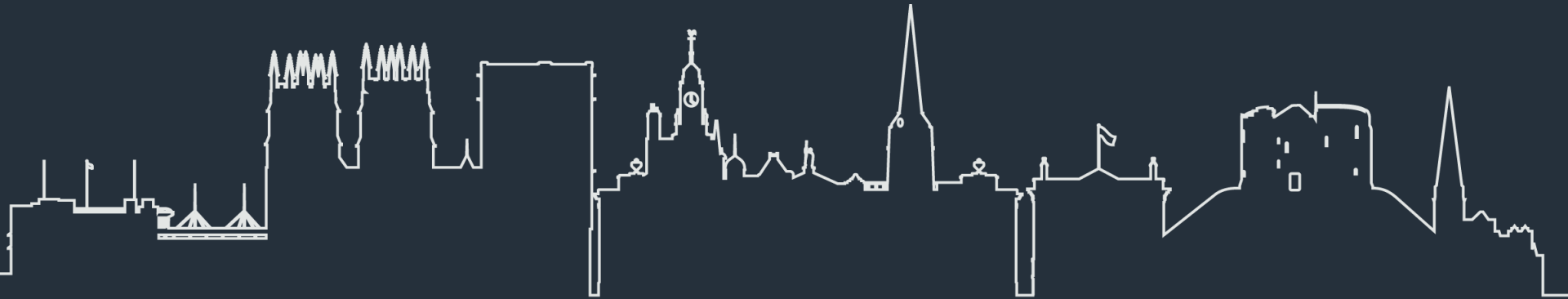


**Working together** to improve and make a difference

# Where are we now



- Halved the paper usage
- Real time data for maintenance
- Full transparency
- Cleansed maintenance management system
- Remote viewing for maintenance progress
- Accurate maintenance records and descriptions
- Changed how initial jobs are opened – diagnose descriptor



# What's next on our digital journey

- Progress Earned Recognition module and run in test
- Digitalise maintenance records and service sheets – volunteered pilot for Civica
- Development of employees



**Working together** to improve and make a difference

Thank You



Questions – What went well?

