

EAST RENFREWSHIRE COUNCILCABINET16 August 2018Report by Director of EnvironmentFLEET ASSET MANAGEMENT PLAN 2018-2020**PURPOSE OF REPORT**

1. To advise the Cabinet on the updated Fleet Asset Management Plan 2018-2020. A copy of the plan is attached as Appendix 1.

RECOMMENDATIONS

2. It is recommended that the Cabinet approves the Fleet Asset Management Plan 2018-2020.

BACKGROUND

3. This is the new Fleet Asset Management Plan which outlines the work being undertaken by the Council in relation to the management of fleet across its area.

REPORT

4. This Fleet Asset Management Plan seeks to provide a policy context for an overview of the scope, existing uses and current activities of our Council fleet.

5. It identifies future actions and potential risks and seeks to provide a well-managed, environmental friendly fleet of vehicles.

6. The context for this Plan is informed by a range of legislation, policy, plans and strategies. There are also a range of key drivers which serve to shape the content of the plan and these are mainly development issues, performance measures and future activities.

7. The Plan highlights that fleet management and maintenance within the East Renfrewshire area is progressive, with significant work being undertaken. Increased emphasis on improving processes and using modern technologies will have beneficial effects in reducing the environmental impact of our fleet.

8. There is now a greater coordination between strategic and operational Council Services which has helped develop a better understanding of the Council's assets in terms of condition, future requirements and associated financial expenditure.

FINANCE AND EFFICIENCY

9. The Fleet Asset Management Plan will be used to inform and prioritise future capital and revenue spend while detailing the costs associated with the maintenance of fleet and equipment. Core maintenance costs are met through the Council's revenue budget which is reviewed annually.

CONSULTATION

10. The Asset Management Plan has been jointly prepared by the Transport, Vehicle Users Group and the Corporate Asset Management Group.

PARTNERSHIP WORKING

11. A number of activities within the Asset Management Plan demonstrate an established pattern of partnership working on the part of the Council. Key actions are detailed which will require continued collaboration with vehicle users group and key stakeholders.

IMPLICATIONS OF THE PROPOSALS

12. The Plan will enable a long term strategic and more informed approach to fleet management resulting in multiple benefits and value for money. This plan will have no negative impact on staffing, legal, IT or equalities.

CONCLUSIONS

13. With the continued pressure on budgets and expenditure, asset management is a critical tool in ensuring best use is made of available funding. The Fleet Asset Management Plan will be continually updated to assist in this process and highlight improvements.

RECOMMENDATIONS

14. It is recommended that the Cabinet approves the Fleet Asset Management Plan 2018-2020.

Director of Environment

Further information can be obtained from: Andrew Corry, Head of Operations on 0141 577 3458 or andrew.corry@eastrenfrewshire.gov.uk

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August 2018

East Renfrewshire Council

Environment Department

Fleet Asset Management Plan


2018 - 2020

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<div style="text-align: center;">  <p style="text-align: center;">East Renfrewshire Community Plan</p> <p style="text-align: center;">WE ARE WORKING ACROSS EAST RENFREWSHIRE TO ACHIEVE BEST OUTCOMES FOR</p> <p style="text-align: center;"> EARLY YEARS LEARNING, LIFE & WORK ECONOMY & ENVIRONMENT SAFE & SUPPORTED COMMUNITIES OLDER PEOPLE </p> </div>
<p>EXECUTIVE SUMMARY</p> <p>This Fleet Asset Management Plan seeks to provide a Policy context for an overview of the quantity, existing uses and current activities of our council fleet. It Identifies future actions and potential risks and seeks to provide a well-managed, environmental friendly fleet of vehicles.</p> <p>Key outcomes of the Asset Management Plan are:</p>
<p>Early Years</p> <ul style="list-style-type: none"> • The Council will provide safe travel to and from school for additional support children in east Renfrewshire. • We will continue to partner with local schools, nurseries and assisted groups, organising specific activities tapered to their specific needs.
<p>Learning, Life & Work</p> <ul style="list-style-type: none"> • We will provide the residents of East Renfrewshire with a Mot test station, which will provide a fair Mot for our residents. • We will effectively use benchmarking data for planning services, evidence for knowing what works and to learn from other organisations who are achieving better results.
<p>Economy & Environment</p> <ul style="list-style-type: none"> • We will reduce harmful emissions from council vehicles, by the use of modern technology and driver training. • We will provide council staff will electric pool vehicles to reduce the amount of “grey fleet” driving.
<p>Safe and Supported Communities</p> <ul style="list-style-type: none"> • We will actively review our performance and look at ways to improve our services. • We will share ideas with local communities to help shape the environment in which resident’s lives aiming to make communities feel safe. • We will work with the voluntary sector by providing vehicle maintenance, driver training and the supply of fuel at a favourable rate.
<p>Older People</p> <ul style="list-style-type: none"> • We will provide transport to and from our day centres in East Renfrewshire allowing our Older Residents to have social interaction. • We will engage and consult with our older residents in East Renfrewshire, listening to their views and supporting them in ways to ensure the use of transport is a positive experience for all.

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1. INTRODUCTION

Efficient management of Council assets is critical to the delivery and performance of public services. In the current financial climate we must improve the performance of our investment in physical assets over their available life.

The Fleet Asset Management Plan (FAMP) is one of a suite of strategic documents that collectively define, control and improve the management of Council assets. It has been developed in accordance with the Council's Capital Asset Management Plan and summarises East Renfrewshire Council's aims and objectives for our assets to ensure that they are used in an effective and efficient manner.



Vehicle Management services provide and maintain a forward looking, progressive and resilient Transport Service, which uses industry wide best practice to enhance current service provision and facilitates improvement to the operational functions of East Renfrewshire Council.

East Renfrewshire Council Fleet has a current value of £3,122,190 and a replacement value of £7,113,717.

A younger vehicle Fleet has improved the authorities' carbon footprint, in addition to increasing the flexibility and availability of Council vehicles.

Vehicle Management services provides a number of very important transport related services on behalf of the Council. These include Fleet management and maintenance, driver services and a MOT Station, with the aim of keeping the Council's vehicles moving 24 hours a day. In addition the service provides inspection tests and MOT facilities for taxi licensing.

The service holds and maintains the Council's Operator's Licence and ensures that all statutory vehicle Fleet and transport requirements are met. Currently, the Council's Fleet comprises 50 heavy goods vehicles, 110 light vehicles, tractors and other plant and equipment. The service is also responsible for the administration of the vehicle

fleet, environmental fuel policies, specifying and tendering of vehicles and accident damage management.

Vehicle Management services is a member of the Association of Public Service Excellence's (APSE) Performance Networks. Performance indicators such as costs, productivity and quality are benchmarked against other councils. For the past 13 years East Renfrewshire Council has had excellent results and in 2005, 2011, 2013 and 2014 was the Overall Best Performer and has been a finalist in this category every year since 2005.

2. CORPORATE OBJECTIVES FOR FLEET

- To ensure the most efficient use of resources, and provide and maintain an appropriate level of support
- To maintain appropriate levels of operational availability
- To strive to reduce transport costs to the Council
- To maintain an appropriate degree of flexibility to adjust to the changing demands that the Council will face now and in the future
- To facilitate an appropriate long term plan to manage the vehicular assets of East Renfrewshire Council
- Improve the carbon footprint of the fleet and reduce emissions

The corporate objectives for Fleet are defined within the Council's Outcome Delivery Plan, in particular the Intermediate Outcome:

- Residents benefit from cost effective and efficient services that comply with financial and legislative requirements

Capital Investment in transport such as vans, buses, refuse collection vehicles and roads maintenance vehicles contributes to the delivery of Single Outcome Agreement (SOA) outcomes by ensuring that materials, clients and staff can be safely and efficiently transported. Investment in younger, lower emission Fleet vehicles will improve carbon footprint in addition to increasing the flexibility and availability for our stakeholders. Maintaining the Council's Fleet will ensure that it is cost efficient and can support service delivery.

The Environment Department Service Delivery Plan has documented the following key activities for Fleet for this year:

Reduction of Harmful Emissions from Council Fleet

The Vehicle Maintenance section is committed to reducing the emissions of harmful gases from the Council's fleet of vehicles. Different methods are used to reduce emissions and improve the Council fleet:

- When older vehicles are replaced with new vehicles they are specified at the best available emission standard for that type of vehicle group

- Current vehicles use fuel additives to reduce emissions
- All Large Good Vehicle drivers will be trained in fuel efficient driving

New technologies will be tried and tested, such as efficient routing software, to reduce our environmental impact and improve on downtime. Vehicle Management has in place a Service and MOT schedule that will ensure the Council Fleet is subject to a minimum amount of unscheduled downtime, maximising the available usage of all Fleet.

The Council's Fleet of 160 vehicles are essential to its every day operations - from school buses to refuse collection vehicles. If a vehicle should break down, major disruption to services can result. To minimise the chances of this occurring, vehicle servicing is maintained at an optimum level throughout the year.

The procurement of refuse collection vehicles (RCV's) has been given careful attention. Since 2003 the Council has had an agreement with a local vehicle manufacturer, based just 15 minutes' drive from the workshop to supply the chassis for all RCV's. Included in the procurement process is a 3 year repair and maintenance servicing agreement ensuring that for the first 3 years of the vehicles life all routine maintenance is undertaken by the supplier. In some cases the servicing package has been included free of charge with the purchase of the vehicle. Crucially for operational purposes vehicles can be delivered to the local workshop after the days shift has finished and be collected the following morning in time for the next shift commencing. This gives significant advantages with the Council able to operate with minimum requirement to hire in replacement vehicles or keep spare vehicles as cover for those undergoing service. This has worked very effectively for the last 14 years allowing the minimum of disruption to the services the Council deliver.

In addition the Council's preferred refuse collection vehicle body supplier offer a full 5 year warranty on their bodies. Again, this provides the Council the security of operating these vehicles over an extended period of time, without the worry of expensive repairs' impacting on their delivery of service. The bin lift equipment is also supplied and provided with a five year warranty covering this important component of the vehicle.

3. FLEET PERFORMANCE

Asset Management Data

The Council's Fleet data is collected, recorded and monitored using three different management systems:

1. Tranman Series 7 Fleet management
2. WebFleet Tomtom Telematics system
3. Fuellink

Fleet data is reported on a monthly basis to user departments and management.

Civica's Tranman Series 7 is a comprehensive Fleet management solution, comprising Fleet and asset administration and management, driver documentation, accident and risk management reporting, hire and leasing orders, work authorisation, vehicle workshop and stores management information. WEBFLEET allows the Council to monitor Fleet performance data, as vehicle use, locations and data trends from KPIs are all accessible on an easy to read dashboard. WEBFLEET's extended set of reports provides the Council with a detailed view on the Fleet operation using the Address report, Trip reports, Logbook to Working time reports and much more. The data from this system is live and the Transport section report on this monthly to the user Departments.

Fuellink is an internet based fuel management system that secures fuel against unauthorised use. The software enables the Council to monitor and control all elements of fuel management. The data is initially entered manually at the vehicle pump by the driver of the vehicle before being converted by FUELtran to allow instant, real time access to the vehicles, drivers, stock and fuelling information 24 hours a day, 7 days a week. The Transport section then report this information to the user department and also create transaction reports for the recharge of fuel usage.

Current Fleet Performance

- First in class standing in APSE benchmarking
- Overall Best Performer 4 Times (2005, 2011,2013 and 2014)
- Finalist 13 Times (2005 to 2017)
- Consistently high credit rating for Council Operators License
- Consistent green rating with Operator Compliant Risk Score (OCRS)
- 100% of Fleet drivers trained in SAFED (Safe and Fuel Efficient Driving).
- Fleet emissions have reduced by 22% from the 2006/07 baseline

Key Performance Indicators

A key objective of the Fleet Asset Management Plan is to identify the current performance levels being achieved by the asset group. Performance indicators have a fundamental role to play within a strengthened performance management regime for the corporate running of the Councils' assets.

The Council has established a range of key performance targets for Fleet assets that are both relevant and measurable and fit with national performance benchmarking. In addition, the Council will continue to develop local performance criteria in accordance with corporate standards and work to continually improve service provision in accordance with the needs of the community. Performance indicators will be reviewed regularly to ensure the information provided is relevant and assists with Fleet management decisions.

The Key Performance Indicators (KPIs) in place for the service are as follows:-

PI 111- number of PG9 notices issued by VOSA
2016/17 NIL – Ranked 1st out of 12 authorities in group
2015/16 NIL – Ranked 1st out of 12 authorities in group
2014/15 NIL – Ranked 1st out of 12 authorities in group
2013/14 NIL – Ranked 1st out of 12 authorities in group
2012/13 NIL - Ranked 1 st out of 12 authorities in group
2011/12 NIL - Ranked 1 st out of 11 authorities in group
2010/11 NIL - Ranked 1 st out of 18 authorities in group
PI 74- Percentage of vehicles serviced within 7 days of schedule
2016/17 100% Ranked 1st of 12 authorities in group
2015/16 100% Ranked 1st of 12 authorities in group
2014/15 100% Ranked 1st of 12 authorities in group
2013/14 100% Ranked 1st of 12 authorities in group
2012/13 100% Ranked 1st of 16 authorities in group
2011/12 100% Ranked 1st of 27 authorities in group
2010/11 100% Ranked 1st of 14 authorities in group
PI 60- Annual maintenance cost per weighted vehicle welfare coaches
2016/17 £704 Ranked 1st of 3 authorities in group
2015/16 £725 Ranked 2nd of 3 authorities in group
2014/15 £600 Ranked 2nd of 6 authorities in group

2013/14	£2303	Ranked 1st of 3 authorities in group
2012/13	£2303	Ranked 1st of 3 authorities in group
2011/12	£1674	Ranked 1st of 6 authorities in group
2010/11	£1300	Ranked 1st of 6 authorities in group

PI 37- Annual maintenance cost per weighted vehicle 3 axle Refuse collection vehicle		
2016/17	£610	Ranked 2nd of 7 authorities in group
2015/16	£450	Ranked 2nd of 7 authorities in group
2014/15	£590	Ranked 3rd of 6 authorities in group
2013/14	£763	Ranked 1st of 6 authorities in group
2012/13	£554	Ranked 3 rd of 6 authorities in group
2011/12	£537	Ranked 3 rd of 6 authorities in group
2010/11	£587	Ranked 2 nd of 6 authorities in group

PI 42- Annual maintenance cost per weighted vehicle Trucks and Tippers up to 3.5T		
2016/17	£503	Ranked 2nd of 7 authorities in group
2015/16	£600	Ranked 4th of 7 authorities in group
2014/15	£522	Ranked 2st of 7 authorities in group
2013/14	£876	Ranked 1st of 3 authorities in group
2012/13	£1207	Ranked 5th of 8 authorities in group
2011/12	£799	Ranked 2 nd of 8 authorities in group
2010/11	£815	Ranked 1 st of 10 authorities in group

Fleet performance is reported on annually upon entry to the APSE Performance Network Awards, representing the benchmarking service for UK local Councils. Fleet performance is also reported on the Covalent reporting and monitoring tool as part of the Outcome Delivery Plan.

4. FUTURE VEHICLE NEEDS.

The Council operates a 5 year capital purchase replacement policy for most categories of vehicles to ensure the most cost effective operation of our assets. The policy considers the following factors:

- Condition
- Mileage
- Age
- Whole-life costings
- Environmental targets

In August each year the upcoming requirements for Fleet replacement are discussed with user Departments at the Council's Vehicle Users Group. In 2018/19 there is a planned investment of £775,773 which represents 42 new vehicles across the Council. It is the responsibility of each Department to identify sufficient budget to accommodate their replacement programme. All departments must complete a vehicle replacement form. The replacement programme has been developed in accordance with optimum replacement timing principles, based on whole-life costs.

While the Council can replace its existing assets, the main financial challenge will come from the creation of new assets and the future funding of these assets over their lifecycle. New asset items are those items that create a new asset that did not previously exist, or items which upgrade or improve an existing asset beyond its original capacity. The creation of new assets will be considered via the Council's integrated asset management and capital planning framework which incorporates the corporate prioritisation of projects across all services. The Capital Project Appraisal (CPA) is governed by the Corporate Asset Management Group (CAMG) and is detailed within the Capital Asset Management Plan (CAMP).

Estimates of vehicle residual values are factored into whole-life costing calculations, so that vehicle disposal is considered from the beginning of the Council's operational planning.

The Council disposed of 37 Fleet assets between 2017/18, with a total sale value of £151,465.

Sustainability

Vehicle Fleets inevitably contribute to the Council's carbon emissions and are therefore a key area of focus when looking for ways to improve environmental performance. Careful and strategic Fleet management can result in immediate environmental gains, as well as cost savings. As with all effective business

improvements, good operational and performance measurements based on high quality data, is key.

The wider Environmental Sustainability Strategy and Action Plan 2015-2018 strengthens the Council's commitment to the environmental aspects of sustainable development and details specific activities that will be undertaken by the Council to deliver against challenging targets. The Fleet replacement policy will have a green criterion and will be flexible enough to take advantage of constantly evolving technologies.

Looking forward, the Vehicle Management Team will develop a comprehensive Fleet Plan including targets for fuel and carbon savings from the core and hired Fleet. The Environmental Sustainability Action Plan 2015-2018 will be used to monitor progress towards addressing environmental sustainability, climate change and carbon reduction.

5. OPPORTUNITIES

There is an opportunity for East Renfrewshire Council to promote innovation and challenge existing practices to improve Fleet Asset Management across the Council. Within such a high profile, highly technical and heavily regulated area, it is forecast that several alterations to current practice will become evident over the next five years. These areas may be driven by operational practices, central government initiatives, good practice, legislation or environmental concerns.

Short term wins will come from greater user accountability and budget holder challenge on utilisation and need for Fleet assets. Providing users with accurate and timely reporting of asset use will play an important role in the scrutiny and control of the Fleet asset.

Opportunities to reduce Fleet may be a feature in future years and options for joint working and sharing of assets with other Councils can be explored. The Council will be open to working with its public sector counterparts, where appropriate, to determine whether or not there are benefits from closer collaboration.

6. INVESTMENT AND FUNDING

Current Fleet Capital Expenditure:

The annual capital expenditure for Fleet for 2018/19 is £775,773.

Expenditure in Fleet reflects the demands of service users which results from the service delivery models adopted by each individual service.

Revenue Budget:

Annual revenue budget for Transport for 2018/19 is £2,423,500. Although the service is no longer considered as a Significant Trading Operation, the revenue accounts are still operated on essentially a break even basis, with income from service users off-setting expenditure.

Financing Investment in Fleet:

The Council will continue to consider all potential procurement routes for future purchase, along with any other suitable/innovative forms of funding, in circumstances where such arrangements maximise value for the Council.

Since April 2004, a financial option appraisal is undertaken to identify the most cost effective funding method for East Renfrewshire Council vehicle acquisitions. Most recently vehicles have been funded utilising the Authority's own capital resources rather than leasing. This means that a capital or revenue receipt at disposal is achieved and the arrangement allows for more flexibility during the life of the vehicle. Any enhancements to vehicle condition or capability are to the benefit of East Renfrewshire Council rather than the lease company.

Over the last 10 years the Council has made use of a Transport Scotland Funding Grant. This was firstly used to secure Hybrid vehicles, and more recently fully electric vehicles.

Procurement:

The Scotland Excel framework is used for purchases of heavy goods vehicles. The Council also makes use of the Government Procurement Fleet Portal which is a framework agreement for light commercial vehicles.

Procurement of vehicles will continue to follow Council good practice. The Council's Procurement Strategy is designed as a framework for the Council to obtain best value in all its procurement activities. All procurement decisions are made using whole life costing principles which spans from the identification of need, to appraising "make or buy options", through to the end of the contract or asset life.

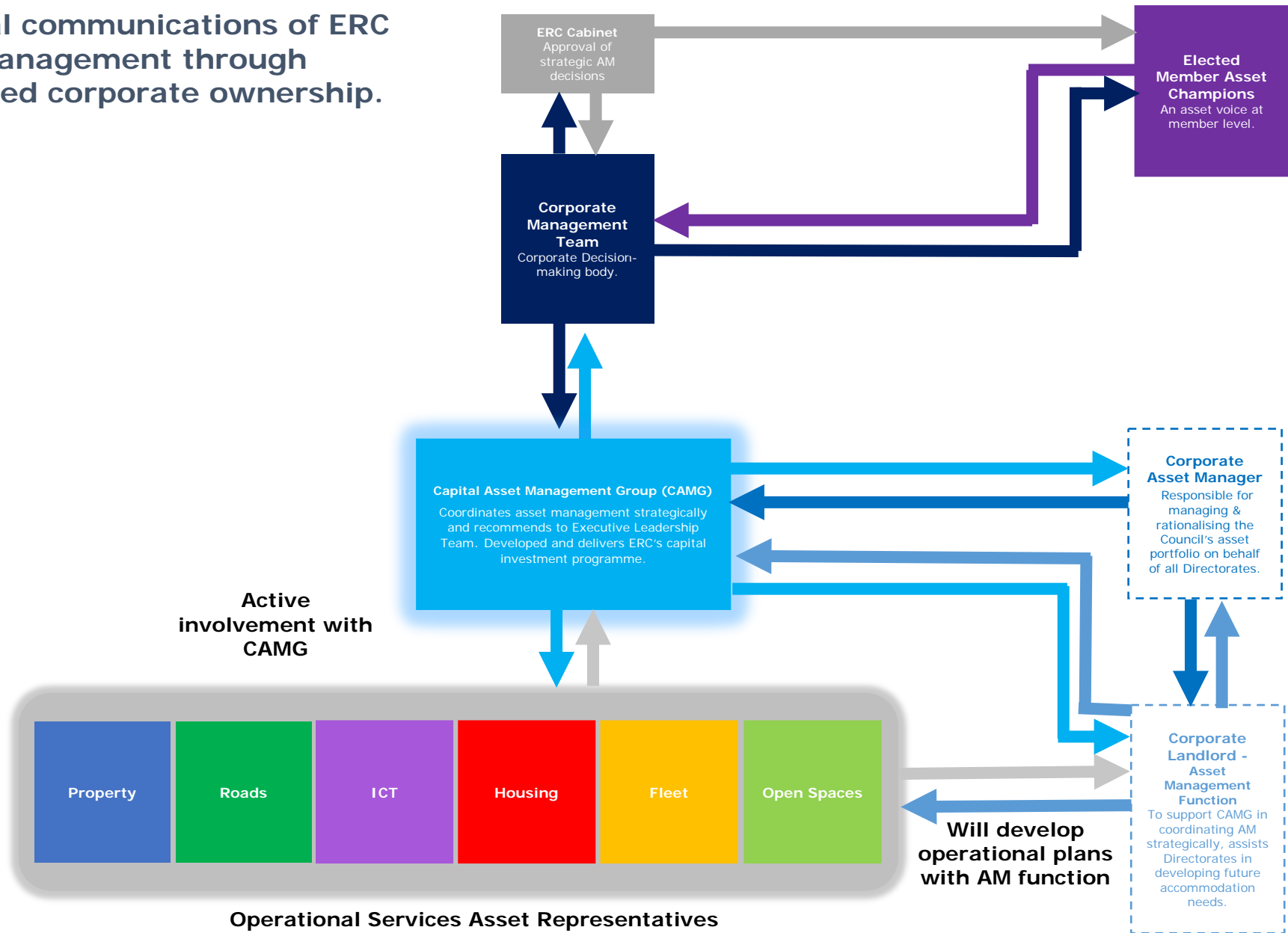
7. Governance and Structure

Asset Management Governance

East Renfrewshire Council has created an integrated corporate ownership model for the management of Council assets. This model ensures that all service needs, as well as those of local residents are considered when strategic decisions are being made.

The figure below details the principal governance structure within East Renfrewshire Council for asset management.

Principal communications of ERC asset management through integrated corporate ownership.

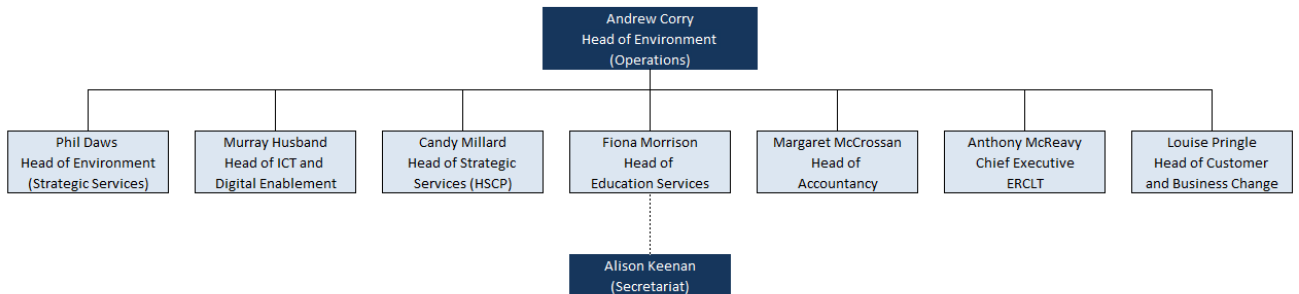


Corporate Asset Management Group (CAMG)

The need to manage Council's Fleet assets as a corporate resource is recognised and championed at the highest level. The Corporate Asset Management Group (CAMG) provides an oversight of the management of corporate assets within the Council and a decision-making gateway to ensure that management decisions are undertaken in a corporate manner. The group also provides co-ordination, direction and operational asset management planning.

Andrew Corry, Head of Operations chairs the CAMG, with the following officials representing each service:

- Phil Daws, Head of Environment (Strategic Services)
- Murray Husband, Head of ICT and Digital Enablement
- Candy Millard, Head of Strategic Services, HSCP
- Fiona Morrison, Head of Education Services
- Margaret McCrossan, Head of Accountancy
- Anthony McReavy, Chief Executive, ERCLT
- Louise Pringle, Head of Customer and Business Change
- Alison Keenan (Secretariat)



Organisational Structure of the CAMG

Ownership of the Fleet Asset Management Plan

The Fleet Asset Management Plan (FAMP) will be a live document, controlled by a named officer who will be responsible for:

- Distribution to appropriate staff, members and the public
- Monitoring of improvement actions and the implementation plan
- Authorising and actioning the updates to the plan

The named officer is John McElhinney, Neighbourhood Services Support Manager Transport Lead.

The persons charged with the delivery of this FAMP and their roles within the process are detailed below:

Position	Name	Role
Neighbourhood Services Support Manager – Transport Lead	John McElhinney	Owner of the AMP - responsible for co-ordinating and driving AMP forward. Signs off updates to and revisions of AMP.
Neighbourhood Services Support Manager – Business Lead	Gillian Blaney	Collection APSE data and management of performance indicators. Responsible for identifying grant opportunities and supports the development of improvement plans. Also responsible for making relevant updates to / revisions of AMP.

The FAMP will be reviewed and updated annually, as a minimum, with key processes linked to the budget cycle and the Corporate Planning process.

Resourcing and Workforce Planning

Succession Planning

The Council must make a greater investment in its succession planning to mitigate the risk to loss of corporate memory in asset management. Looking forward we will seek to embed succession planning as an on-going process within key Asset Management roles, and embrace this as a key strategic initiative for the Council, as opposed to a

'one-off' activity when roles become vacant. The Council has started to put a succession plan in place for this role and is in the process of identifying future asset management candidates from within the department.

Corporate Fleet Management

Corporate management of the Council's Fleet Asset portfolio is central to the Council's Transformation agenda and will include:

- Oversight of day to day Fleet management, including maintaining and repairing existing Fleet assets
- Improved investment decisions for Fleet and better alignment with the Council's wider objectives
- Acquiring new Fleet assets that are well designed and fully meet service needs
- Reduced cost and risk
- Identifying and disposing of surplus Fleet assets
- Effective management of leases and licences
- Ensuring that the Council's Fleet asset base is used as effectively and efficiently as possible across all Council Departments

Equality and Diversity

The Equality Act 2010 became law in October 2010. The Act aims to streamline all previous anti-discrimination laws within a Single Act. The new public sector Equality Duty, which is part of the Equality Act 2010, came into effect on the 5 April 2011.

East Renfrewshire's current Equality Mainstreaming Report and Equality Outcomes provide an overarching framework and focus for the Council's work on equalities, helps ensure compliance with the Equality Act 2010 and describes the Council's commitment to equality for all citizens, service users and employees. It sets out the Council's journey to embed equality considerations into our policies and the outcomes we will pursue to ensure that no one is disadvantaged or left behind in East Renfrewshire. It is underpinned by a set of high level strategic objectives which incorporate the requirements of the Equality Act 2010 and the Public Sector Equality Duty.

Management and investment in the Council's assets and operational estate has the potential to make a significant difference to opening up access to services and enabling service delivery to become more inclusive and physically accessible as well as responsive to risk.

Equality and Diversity training is mandatory for all staff. Within corporate training, we are looking to mainstream equality into other courses as appropriate in addition to offering equality and diversity specific training.

Communications

Effective communication is critical to the successful implementation of the FAMP, and as we move forward with delivery it is recognised that communication and consultation will be key to our success.

The basis of a communications plan for the Council is provided in the Capital Asset Management Plan (CAMP) which focuses on the following fundamentals to good communication:

- **Identify stakeholders:** this is the process of recognising all the people and organisations affected by the AMP and documenting specific information concerning their interests, level of involvement and impact on the success of the project
- **Plan communications:** this involves identifying stakeholder information needs and approach to communications
- **Distribute information:** this is the process of making relevant information available to stakeholders as planned
- **Manage stakeholder expectations:** this is about working with the stakeholders to meet their communication needs and dealing with issues as they occur
- **Report performance:** this involves collecting and distributing performance data, such as status reports, progress measurements and forecasts.

Reviews and Lessons Learned

Vehicle Management services host a regular Vehicles Users Group, which provides a platform for all vehicles user departments within the Council to discuss all fleet related matters. Current and future procurement of vehicles are a standing item, and regular slots from guest speakers advise on compliance and risk issues.

Customer Feedback and Complaints

Feedback from our customers, both positive and negative, is analysed to identify areas of the service that require extra attention in response to customer needs. This may include altering the specification standards or targeting problem areas with additional resources.

The service will utilise customer feedback from comments and complaints logged via the Council's Corporate Complaints Procedure to resolve complaints quickly and as close to the point of service delivery as possible.

8. The Way Forward

Performance Monitoring & Improvement

Improving the performance of Fleet Asset management within East Renfrewshire Council will be based on data held within the Council's Tranman Series 7 Fleet management, WebFleet Tomtom Telematics and Fuellink systems. Parameters, criteria for classifications and weightings of data have been set to enable performance data to be compared and trends identified. The adequacy of these parameters and weightings will be reviewed and if need be amended annually throughout the life of this plan.

Future performance monitoring should cover a wide area of different indicators and include both the supplier of the service and the user/operator. These indicators will be used to improve service provider and user performance ensuring efficient and effective use of the Council's assets through better utilisation of all Fleet Vehicles and also demonstrating best value.

The Fleet Asset Management Plan (FAMP), and its associated Action Plan (Appendix 3), is a strategic document. On this basis it will be reviewed regularly and revised in 2020.

Future Targets & Goals

➤ Reducing Harmful Emissions

Having achieved excellence in Fleet management the Team will focus on further improving environmental performance. The Transport Section has committed itself through the Council's Outcome Delivery Plan (ODP) to continue to improve vehicle emissions throughout the Fleet. The following commitments have been adopted.

		2011	2012	2013	2014	2015	2016	2017
OD3ENV90103	Percentage of Council small goods vehicles that meet Euro IV standards or above.	75%	80%	86%	86%	96%	96%	98%
OD3ENV90104	Percentage of Council large goods vehicles that meet	35%	50%	75%	80%	100%	100%	100%

	Euro V standards or above.							
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Officer responsible: Neighbourhood Services Support Manager – Transport Lead.

New technologies will also be tried and tested to decide future vehicle replacements identifying the use of electric and hybrid vehicles.

Further details of current performance improvement initiatives are provided in Appendix 1.

9. Risks

There are several risks associated with the delivery of this Fleet Asset Management Plan which are summarised in Appendix 4.

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Appendix 1. Performance Improvement Plans

Name of Plan		Reduce harmful emissions from Council Fleet (SDPVS1)			
Description					
<p>The Vehicle Maintenance section is committed to reducing the emissions of harmful gases from the Council's Fleet of vehicles.</p> <p>As the Fleet varies in size from small vans, to large Refuse Collection Vehicles, there will be several different projects used in order to reduce emissions and improve the Council Fleet.</p>					
Contextual Information					
<p>The Council has a Fleet of approximately 160 vehicles of which approximately 50 are Large Goods Vehicles and 110 are smaller vehicles.</p> <p>The section will aim to replace vehicles with new vehicles that are at the best available emission standard for that type of vehicle.</p> <p>Current vehicles will use fuel additives to reduce emissions.</p> <p>All Large Good Vehicle drivers will be trained in fuel efficient driving.</p> <p>New technologies will be tried and tested in order to decide future Fleet plans</p>					
Relevant SOA Outcome					
Efficiency Intermediate Outcome: <i>Residents benefit from cost effective and efficient services that comply with financial and legislative requirements.</i>					
Milestones					
<ul style="list-style-type: none"> Better management of internal vehicle usage. Improved awareness to all Council departments on safer driving, carbon footprint, engine idling. 					
Final Year End Outcomes					
2012/2013 All milestones achieved	2013/2014 All milestones achieved	2014/15 All milestones achieved	2015/16 All milestones achieved	2016/17 All milestones achieved	2017/18 All milestones achieved

Officer Responsible

John McElhinney – Neighbourhood Services Support Manager – Transport Lead

Name of Plan	Maintain Council Fleet to maximise use (SDP-VS2)				
Description					
The transport section will put in place a service and MOT schedule that will see our Fleet see a minimum amount of unscheduled down time, maximising the available usage of all Fleet.					
Contextual Information					
<p>The Council has a Fleet of approximately 160 vehicles of which approximately 50 are Large Goods Vehicles and 110 are smaller vehicles.</p> <p>Vehicle Maintenance will be required to service Large Goods Vehicles every 6 weeks, buses every 8 weeks and all small Fleet every 12 weeks.</p> <p>This section is committed to getting 100% of its Fleet through an MOT at its first attempt.</p>					
Relevant SOA Outcome					
Efficiency Intermediate Outcome: <i>Residents benefit from cost effective and efficient services that comply with financial and legislative requirements</i>					
Milestones					
<ul style="list-style-type: none"> • Have a service schedule in place for all Council Fleet • Attempt to get 100% of MOTs passed on first occasion 					
Final Year End Outcomes					
2012/2013	2013/2014	2014/15	2015/16	2016/17	2017/18
All milestones achieved	All milestones achieved	All milestones achieved	All milestones achieved	All milestones achieved	All milestones achieved
Officer Responsible					
John McElhinney – Neighbourhood Services Support Manager – Transport Lead					

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Appendix 2. Fleet Vehicle Inventory

REG	FLEET NO	CLIENT	MAKE	MODEL	STATUS	D.O.R.	MARKET VALUE	COST NEW VALUE
SF04 WLJ	0590005	LAND SERVICES	MASSEY	FERGUSON	OWNED	01/06/2004	£ 3,500	£ 24,000
SA06 CJY	0020048	TRANSPORT	FORD	FIESTA VAN	OWNED	21/03/2006	£ 550	£ 8,000
YK08 EFO	010004	PARKS	YAMAHA	QUAD BIKE	OWNED	10/03/2008	£ 350	£ 6,200
YK08 EFP	010003	PARKS	YAMAHA	QUAD BIKE	OWNED	10/03/2008	£ 350	£ 6,200
SF08 CTZ	0250009	ISOBEL MAIR	MERCEDES	26 SEAT BUS	OWNED	30/04/2008	£ 4,200	£ 73,000
530002	0530002	PARKS	THWAITES	DUMPER	OWNED	19/05/2008	£ 950	£ 12,000
SN58 CBY	0230018	SOCIAL WORK	VW	CRAFTER BUS	OWNED	04/02/2009	£ 3,200	£ 39,562
SN58 JTV	0230021	SOCIAL WORK	VW	CRAFTER BUS	OWNED	04/02/2009	£ 3,200	£ 39,562
SN09 EOM	0230026	SOCIAL WORK	VW	CRAFTER BUS	OWNED	17/04/2009	£ 3,800	£ 39,562
SF09 OCC	1100002	PARKS	JOHN DEERE	TRACTOR/HOE	OWNED	12/06/2009	£ 3,200	£ 24,307
SJ59 LCC	0020051	REFUSE	FORD	FIESTA VAN	OWNED	01/09/2009	£ 980	£ 8,017
SJ59 LCM	0020052	TRANSPORT	FORD	FIESTA VAN	OWNED	01/09/2009	£ 980	£ 8,017
SJ59 LDV	0020053	LAND	FORD	FIESTA VAN	OWNED	01/09/2009	£ 980	£ 8,017
SG59 MLX	00230027	SOCIAL WORK	FORD	WELFARE BUS	OWNED	01/09/2009	£ 3,250	£ 54,481
SD10 GDV	00350032	HOUSING MAINT	FORD	TIPPER	OWNED	14/04/2010	£ 3,500	£ 17,967
SJ60 OBS	0040124	HOUSING MAINT	FORD	280 MWB	OWNED	01/09/2010	£ 3,200	£ 13,584
SJ60 SRX	0040122	HOUSING MAINT	FORD	280 MWB	OWNED	01/09/2010	£ 3,200	£ 13,584
SJ60 SVG	0040120	HOUSING MAINT	FORD	280 MWB	OWNED	01/09/2010	£ 3,200	£ 13,584
SJ60 SWN	0040131	HOUSING MAINT	FORD	280 MWB	OWNED	01/09/2010	£ 3,200	£ 13,584
SJ60 ODT	0350036	HOUSING MAINT	FORD	CREW CAB	OWNED	01/09/2010	£ 4,800	£ 19,005
SJ60 SUX	0350037	HOUSING MAINT	FORD	TIPPER	OWNED	01/09/2010	£ 4,100	£ 19,005
SA60 JZN	0040134	HOUSING MAINT	FORD	280 MWB	OWNED	10/09/2010	£ 3,200	£ 13,584
SJ60 ODP	0040133	HOUSING MAINT	FORD	280 MWB	OWNED	10/09/2010	£ 3,200	£ 13,584
SF60 CEN	0320031	REFUSE	VOLVO	FM9 RCV	OWNED	01/10/2010	£ 8,500	£ 138,767
SG11 UOC	0040135	PROTECTIVE	FORD	TRANSIT	OWNED	21/03/2011	£ 2,900	£ 12,746
SD11 YSR	0060005	HOUSING MAINT	FORD	350 MWB	OWNED	28/04/2011	£ 5,200	£ 15,903

SB11 AYC	0120001	DRY RE CYCLE	DAF 45	CAGE TIPPER	OWNED	08/07/2011	£ 7,900	£ 71,743
SC11 BLX	00350042	PARKS	FORD	C/CAB	OWNED	28/07/2011	£ 5,100	£ 20,539
SC11 BRV	00350039	PARKS	FORD	C/CAB	OWNED	28/07/2011	£ 5,100	£ 20,539
SC11 BTU	00350041	PARKS	FORD	C/CAB	OWNED	28/07/2011	£ 5,100	£ 20,539
SF61 CFD	0540006	CA SITE	JCB	LOADING SHOVEL	OWNED	01/09/2011	£ 12,500	£ 57,000
SF61 CHO	0540008	PARKS	JCB	2CX	OWNED	07/11/2011	£ 12,000	£ 41,155
SA12 MOV	0350043	ST CLEANING	FORD	TR/CAGE/ TAIL LIFT	OWNED	12/03/2012	£ 6,300	£ 24,945
SF12 EWL	0320033	REFUSE	VOLVO	FM9 RCV	OWNED	27/03/2012	£ 13,500	£ 140,345
SF12 EWM	0320034	REFUSE	VOLVO	FM9 RCV	OWNED	27/03/2012	£ 13,500	£ 140,345
SD12 ZFC	0030014	HOUSING	FORD	CONNECT	OWNED	13/04/2012	£ 2,300	£ 10,663
SD12 ZFK	0030015	ROADS & TRANS.	FORD	CONNECT	OWNED	13/04/2012	£ 2,200	£ 10,663
SF12 EWO	0320035	REFUSE	VOLVO	FM9 RCV	OWNED	01/05/2012	£ 9,500	£ 121,191
SF62 BVK	0130024	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	18/09/2012	£ 9,000	£ 67,970
SA62 UDB	0030018	PARKS	FORD	FIESTA VAN	OWNED	19/09/2012	£ 2,200	£ 9,231
SA62 UDY	0030019	PARKS	FORD	FIESTA VAN	OWNED	19/09/2012	£ 2,200	£ 9,231
SG62 ETK	0110017	HIGHWAYS	LEYLAND	LF 45	OWNED	22/10/2012	£ 6,200	£ 47,243
SF13 EYJ	0590010	PARKS	KUBOTA	M8 TRACTOR	OWNED	11/03/2013	£ 11,500	£ 27,803
SA13 MFY	0350045	PARKS	FORD	C/CAB(HYBRID)	OWNED	27/03/2013	£ 14,000	£ 39,987
SA13 MGY	0350044	PARKS	FORD	C/CAB(HYBRID)	OWNED	27/03/2013	£ 14,000	£ 39,987
SF13 HND	0590010	PARKS	MF	5420 4WD	OWNED	18/04/2013	£ 18,500	£ 38,653
SJ13 KXE	0160017	PARKS	mitsubishi	CANTOR	OWNED	28/05/2013	£ 9,500	£ 40,557
SF13 CWR	0320036	REFUSE	VOLVO	RCV	OWNED	01/06/2013	£ 29,000	£ 147,500
SD13 UKZ	0040136	EDUCATION FAC.	FORD	TRANSIT (Fridge)	OWNED	09/07/2013	£ 7,500	£ 17,824
SC13 BFY	0350046	HIGHWAYS	FORD	TRANSIT TIPPER	OWNED	09/07/2013	£ 6,200	£ 20,328
GN13 HCC	0290012	ST CLEANING	SCARAB	MINOR	OWNED	01/08/2013	£ 8,500	£ 69,410
GN13 HCD	0290013	ST CLEANING	SCARAB	MINOR	OWNED	01/08/2013	£ 8,500	£ 69,410
GN13 HCE	0290014	ST CLEANING	SCARAB	MINOR	OWNED	01/08/2013	£ 8,500	£ 69,410
SC13 OYX	0350047	PARKS	FORD	TRANSIT DROPSIDE	OWNED	09/08/2013	£ 7,800	£ 22,518
SF13 NVZ	0250011	ISOBEL MAIR	MERCEDES	26 SEAT BUS	OWNED	28/08/2013	£ 14,500	£ 87,417
SF13 NWA	0250012	ISOBEL MAIR	MERCEDES	26 SEAT BUS	OWNED	28/08/2013	£ 14,500	£ 87,417
SF13 NWB	0250013	ISOBEL MAIR	MERCEDES	26 SEAT BUS	OWNED	28/08/2013	£ 14,500	£ 87,417
SG63 VFJ	0980003	HIGHWAYS	VOLVO	GULLEY	OWNED	01/09/2013	£ 24,000	£ 95,495
SG63 VFL	0320037	REFUSE	VOLVO	RCV	OWNED	01/09/2013	£ 37,500	£ 147,500
SG63 VFM	0320038	REFUSE	VOLVO	RCV	OWNED	01/09/2013	£ 37,500	£ 147,500

SF63 SEO	0030018	REFUSE	DAF	45 TIPPER	OWNED	01/10/2013	£ 9,500	£ 43,509
SF63 SDZ	0160018	REFUSE	DAF	HOOK LIFT	OWNED	01/10/2013	£ 12,500	£ 62,275
SD63 VSV	0350046	PARKS	FORD	CREW CAB	OWNED	15/10/2013	£ 6,200	£ 21,640
SD63 VTE	0350047	PARKS	FORD	CREW CAB	OWNED	01/11/2013	£ 6,200	£ 20,216
SF14 JKZ	0130026	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	01/04/2014	£ 23,000	£ 73,980
SA14 FLD	0350048	PARKS	FORD	CREW CAB	OWNED	09/04/2014	£ 7,500	£ 20,921
SA14 FLL	0350049	PARKS	FORD	CREW CAB	OWNED	09/04/2014	£ 7,500	£ 21,901
SF14 ODU	0590011	PARKS	MF	5420 4WD	OWNED	16/04/2014	£ 21,000	£ 41,230
SF14 ODV	0590012	PARKS	MF	5420 4WD	OWNED	16/04/2014	£ 21,000	£ 41,230
SF14 JKY	0130027	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	01/05/2014	£ 23,000	£ 73,980
SG63 VEW	0320039	REFUSE	VOLVO	RCV	OWNED	14/05/2014	£ 51,000	£ 152,872
SG63 VEY	0320041	REFUSE	VOLVO	RCV	OWNED	16/05/2014	£ 51,000	£ 152,872
SG63 VEX	0320040	REFUSE	VOLVO	RCV	OWNED	22/05/2014	£ 51,000	£ 152,872
SB14 SGO	0030020	SPECIAL UPLIFT	FORD	FIESTA VAN	OWNED	27/05/2014	£ 3,500	£ 9,231
SB14 SKZ	0030021	PARKS	FORD	FIESTA VAN	OWNED	27/05/2014	£ 3,500	£ 9,231
SB14 TXC	0030022	REFUSE	PEUGEOT	PARTNER	OWNED	17/06/2014	£ 3,800	£ 10,100
540009	540009	PARKS	JCB	MINI EXCAVATOR	OWNED	08/09/2014	£ 7,500	£ 24,950
SJ64 AFA	0110020	HIGHWAYS	DAF	TRUCK	OWNED	24/10/2014	£ 23,000	£ 54,666
SF64 CJZ	0250014	ISOBEL MAIR	MERCEDES	17 SEAT BUS	OWNED	31/10/2014	£ 26,000	£ 70,008
KM64 NME	0320042	REFUSE	VOLVO	RCV	OWNED	05/01/2015	£ 71,000	£ 167,995
KM64 NMF	0320043	REFUSE	VOLVO	RCV	OWNED	05/01/2015	£ 71,000	£ 165,645
SE64 NUO	0040137	EDUCATION FAC.	FORD	TRANSIT	OWNED	16/02/2015	£ 6,100	£ 13,928
SB64 EOY	0040138	EDUCATION FAC.	FORD	TRANSIT	OWNED	16/02/2015	£ 6,100	£ 13,928
SE64 HTY	0020055	ROADS & TRANS.	FORD	FOCUS CAR	OWNED	16/02/2015	£ 6,800	£ 12,919
SA15 YHS	0040139	CENTRAL/LIB	FORD	TRANSIT	OWNED	31/03/2015	£ 8,000	£ 16,584
SH15 MTX	0020051	ROADS & TRANS.	FORD	RANGER XL 4X4	OWNED	11/05/2015	£ 9,500	£ 17,894
YJ15 KND	010005	PARKS	YAMAHA	QUAD BIKE	OWNED	02/06/2015	£ 3,900	£ 7,800
SV15 MFX	0310009	REFUSE	MITSUBISHI	CANTOR FUSO	OWNED	23/06/2015	£ 35,000	£ 80,296
SB65 EMK	0030028	HOUSING MAINT	FORD	CONNECT	OWNED	27/10/2015	£ 7,100	£ 12,373
SD65 XBL	0030024	HOUSING MAINT	FORD	CONNECT	OWNED	27/10/2015	£ 7,100	£ 12,373
SH65 GZY	0030025	HOUSING MAINT	FORD	CONNECT	OWNED	27/10/2015	£ 7,100	£ 12,373
SB65 ELU	0030026	HOUSING MAINT	FORD	CONNECT	OWNED	27/10/2015	£ 7,100	£ 12,373
SB65 ELW	0030030	HOUSING MAINT	FORD	CONNECT	OWNED	27/10/2015	£ 7,100	£ 12,373
SH65 GZK	0030031	HOUSING MAINT	FORD	CONNECT	OWNED	27/10/2015	£ 7,100	£ 12,373

SB65 LHR	0030032	HOUSING MAINT	FORD	CONNECT	OWNED	26/11/2015	£ 7,100	£ 12,373
SB65 YTO	0030033	HOUSING MAINT	FORD	CONNECT	OWNED	26/11/2015	£ 7,100	£ 12,373
SB65 OTC	0040141	HOUSING MAINT	FORD	TRANSIT CUSTOM	OWNED	24/11/2015	£ 9,500	£ 15,370
SB65 YTE	0040140	HOUSING MAINT	FORD	TRANSIT CUSTOM	OWNED	24/11/2015	£ 9,500	£ 15,370
SC65 FGU	0040142	HOUSING MAINT	FORD	TRANSIT CUSTOM	OWNED	03/12/2015	£ 9,500	£ 15,370
SC65 JDK	0040143	HOUSING MAINT	FORD	TRANSIT CUSTOM	OWNED	03/12/2015	£ 9,500	£ 15,370
SD65 DFK	0130028	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	02/12/2015	£ 43,000	£ 77,850
SD65 DFJ	0130029	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	02/12/2015	£ 43,000	£ 77,850
SC65 CBO	0350052	PARKS	FORD	CREW CAB	OWNED	25/01/2016	£ 14,000	£ 22,552
SJ65 OKL	0350053	PARKS	FORD	CREW CAB	OWNED	02/02/2016	£ 14,000	£ 22,552
SG65 SWX	0320044	REFUSE	VOLVO	KERB SIDE REC.	OWNED	05/02/2016	£ 72,000	£ 117,320
SG16 OGD	0320045	REFUSE	VOLVO	RCV	OWNED	24/03/2016	£ 98,000	£ 166,340
SG16 OGE	0320046	REFUSE	VOLVO	RCV	OWNED	24/03/2016	£ 98,000	£ 166,340
SH16 RXS	0060006	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 RXN	0060007	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 RYG	0060008	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 LWR	0060009	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 RYB	0060010	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 RYM	0060011	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 XNB	0060012	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SH16 XNF	0060013	HOUSING MAINT	FORD	TRANSIT H2	OWNED	09/05/2016	£ 13,500	£ 18,208
SE16 FXU	0350054	PARKS	FORD	CREW CAB	OWNED	27/06/2016	£ 15,500	£ 22,558
SE16 VZY	03500535	PARKS	FORD	CREW CAB	OWNED	27/06/2016	£ 15,500	£ 22,558
SE16 VZW	03500536	PARKS	FORD	CREW CAB	OWNED	27/06/2016	£ 15,500	£ 22,558
SE16 XNZ	03500537	PARKS	FORD	CREW CAB	OWNED	27/06/2016	£ 15,500	£ 22,558
SG16 AWK	0540010	CA SITE	JCB	LOADING SHOVEL	OWNED	11/07/2016	£ 43,000	£ 67,950
SJ66 HFA	0320047	REFUSE	DAF	RCV	OWNED	01/09/2016	£ 75,000	£ 103,592
SJ66 HFC	0110021	HIGHWAYS	DAF	LF 45 Crew Cab	OWNED	01/10/2016	£ 47,000	£ 64,200
SJ66 DBY	0320048	REFUSE	VOLVO	RCV	OWNED	02/09/2016	£ 115,000	£ 168,234
SF66 XHB	0350058	REFUSE	FORD	TRANSIT BIN LIFT	OWNED	07/09/2016	£ 20,500	£ 27,433
SJ66 ZJX	0350059	REFUSE	FORD	TRANSIT BIN LIFT	OWNED	07/09/2016	£ 20,500	£ 27,433
SJ66 DGE	0320049	REFUSE	VOLVO	RCV	OWNED	17/10/2016	£ 115,000	£ 168,234
SJ66 DFZ	0320050	REFUSE	VOLVO	RCV	OWNED	17/10/2016	£ 115,000	£ 168,234

SJ66 VEF	0060014	GRAFFETI REM.	FORD	TRANSIT	OWNED	19/10/2016	£ 30,500	£ 39,589
SJ66 DFL	0130030	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	15/11/2016	£ 58,000	£ 78,300
SG17 BXC	0060015	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
SA17 EOD	0060016	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
SA17 HBF	0060017	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
SG17 NDX	0060018	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
SG17WVR	0060019	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
SG17 WVX	0060020	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
SG17 WVV	0060021	HOUSING MAINT	FORD	TRANSIT H2	OWNED	31/03/2017	£ 14,800	£ 18,326
540010	540010	PARKS	JCB	MINI EXCAVATOR	OWNED	12/06/2017	£ 20,000	£ 24,950
SE17 OZF	0350060	HOUSING MAINT	FORD	CREW CAB	OWNED	15/06/2017	£ 21,000	£ 22,535
SE17 PCZ	0350061	PARKS	FORD	CREW CAB/ TAIL LIFT	OWNED	27/06/2017	£ 22,000	£ 24,340
SB17 UKP	0350062	PARKS	FORD	CREW CAB/ TAIL LIFT	OWNED	27/06/2017	£ 22,000	£ 24,340
SG17 OOO	0060014	HOUSING MAINT	FORD	TRANSIT H2	OWNED	10/08/2017	£ 15,200	£ 18,326
SJ17 PBG	0110022	HIGHWAYS	DAF	TRUCK	OWNED	07/08/2017	£ 51,000	£ 58,926
SF67 WAO	0130031	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	01/09/2017	£ 72,000	£ 78,300
SF67 WAU	0130032	HIGHWAYS	VOLVO	FL220 TIPPER	OWNED	01/09/2017	£ 72,000	£ 78,300
SF67 WBD	0320051	REFUSE	VOLVO	RCV	OWNED	01/09/2017	£ 139,000	£ 151,200
SF67 XOM	0030034	ROADS & TRANS.	FORD	CONNECT	OWNED	01/09/2017	£ 9,200	£ 10,843
SJ67 KKL	0160018	PARKS	MITSUBISHI	CANTOR	OWNED	27/12/2017	£ 44,000	£ 47,915
SJ67 KKM	0160019	PARKS	MITSUBISHI	CANTOR	OWNED	27/12/2017	£ 44,000	£ 47,915
SC67 EVV	0230030	CHCP	VW	CRAFTER BUS	OWNED	07/02/2018	£ 44,500	£ 47,834
SC67 EVW	0230029	CHCP	VW	CRAFTER BUS	OWNED	07/02/2018	£ 44,500	£ 47,834
SC67 EVT	0230031	CHCP	VW	Caddy Maxi	OWNED	07/02/2018	£ 19,500	£ 20,732
SC67 EVU	0230032	CHCP	VW	Caddy Maxi	OWNED	12/02/2018	£ 19,500	£ 20,732
SJ18 ZVW	0230033	CHCP	VW	Transporter Combi	OWNED	01/03/2018	£ 19,500	£ 20,073
							£ 3,122,190	£ 7,113,717

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Appendix 3. Action Plan

<u>Number</u>	<u>Action Required</u>	<u>Result</u>	<u>Target Date</u>
1	Workshop Garage equipment on a Capital Replacement programme	New Mot Bay purchased 2018	15 Year Cycle
2	Service and Maintain the council fleet to ensure the Operator licence requirements are met.	All vehicles are serviced and maintained within DVSA regulations	Review Yearly
3	To Maintain an appropriate degree of flexibility to adjust to the changing demands of our stakeholders	24hr Call out mechanic, Look at change of operating core hours for the mechanics	April 2019
4	To get 100% HGV MOT passes in the year 2018/19	Ongoing	December 2018
5	All Large goods Vehicle drivers will be trained in all aspects of driving through the CPC driver training.	Ongoing	Yearly
6	Safe System of work for workshop to be reviewed and updated.	Ongoing	December 2018
7	The fleet replacement policy will have a green criterion and will be flexible enough to take advantage of constantly evolving technology	Use the Environment Sustainability Action Plan to Monitor	Review Yearly
8	Promote and develop the Electric Car pool Scheme to all council employees.	Cars in Barrhead, Clarkston Health Centre and Eastwood HQ	March 2019
9	Introduce new in cab technology to make our system of work more end to end digital friendly.	Tablets purchased and ready to install into vehicles	March 2019

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Appendix 4. Risk Register

Completed by:		Elaine Shirley			Date originated:	14/10/04	Date reviewed:	16/1/18					
No	Risk (Threat/Opportunity to achievement of business objective)- include the consequence of the risk in this description	Risk Control Measures currently in place <i>(need to be SMART e.g. detail of what type of training took place with dates in evidence column)</i>	Assessment of Risk [As it is now]			Proposed Risk Control Measures <i>(should be SMART with detail included)</i>	Assessment of Residual Risk [With proposed control measures implemented]			Responsible Officer	Timescale for completing proposed control measures	Evidence held (detail)	Where held
			Likelihood (Probability) [L]	Impact (Severity) [I]	Risk Score [L x I]		Likelihood (Probability) [L]	Impact (Severity) [I]	Residual Risk Score				
1	Organisational change leads to uncertainty and low morale in staff	Consultation process and support given to staff. Updates and toolbox talks. Information cascaded regularly. Core briefs given to staff.	2	2	4	current measure adequate	2	2	4	HR and Operations Manager	6 monthly	Held at Vehicle Workshop, Thornliebank and verified by Operations Manager	Held at Vehicle Workshop, Thornliebank and HR
2	COLLAPSE OF THE FUEL SYSTEM WITHIN THE COUNCIL RESULTING IN THE INABILITY TO ISSUE FUEL, USE FUEL PUMPS OR RECHARGE FUEL COSTS. THIS WOULD CAUSE DISRUPTION TO THE RUNNING OF COUNCIL VEHICLES AND SERVICES ACROSS THE BOARD	Training in the use of the fuel system, technical and physical support from supplier, manual back up procedures/override, daily downloads of information. Out of hours emergency procedure in place.	2	4	8	current measure adequate	2	4	8	Gordon Moffatt	Annual	Fuel system can be accessed by supplier company FUELLINK remotely to verify information.	Information available via FUELLINK website.
3	LACK OF SKILLED/TRAINED STAFF - RESULTS IN INEFFICIENT SERVICE FROM DEPARTMENT.	Agency back up. Staff training and records held for all staff. Training provided via various channels.	2	3	6	current measure adequate	2	3	6	Gordon Moffatt	Bi-annual	Risk Assessments	held at vehicle workshop office. Personnel hold information on Absence Management. Verified by Gordon Moffatt
4	CHANGES TO VEHICLE REPLACEMENT PROGRAMME/POLICY, RESULTS IN AGEING FLEET RESULTING IN POSSIBILITY OF REQUIRING MORE STAFF TO MAINTAIN/HIGHER EMISSIONS/NEGATIVE PUBLIC PERCEPTION/WINTER MAINTENANCE UNDER THREAT WITH AGEING VEHICLES/COSTLY HIRES	regular servicing, forward planning, maintain high standards with reduced budget	3	3	9	current measure adequate	3	3	9	Gordon Moffatt	quarterly	Minutes of Vehicle User Groups	copy held with Gordon Moffatt

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