



### **Trading and charging web portal: Case Study**

#### **London borough council : Vehicle repairs and maintenance**

##### **A simply charging model to support local not for profit organisations**

One London Borough Council has a Transport Unit which operates with around 18 staff and provides effective transport and fleet maintenance solutions for the local authority through servicing a range of vehicles under a repairs and maintenance work stream. Included within the operation is the maintenance of vehicles that have been specially adapted for disabled peoples transport operations.

The Transport Unit undertakes work valued at around £50,000 per annum for a range of local service providers for hospitals trusts and charities to repair and maintain vehicles. This has provided a very innovative local solution for clients.

Prior to work being undertaken by the London Borough Council the range of not-for-profit clients had experienced difficulties in sourcing reliable local vehicle repair and maintenance contractors, due in part to the specialist nature of some of the work. Typically clients had encountered problems with inexperienced contractors unable to effectively repair or maintain lifts or removable seating in adapted vehicles. Whilst some mobile operators had attempted to fill the gap clients felt that this was not a reliable solution – particularly given the critical need for these vehicles to be available for disabled passengers.

As a result of the powers available to charge for services The Transport Unit developed a very innovative and cost effective solution for all the parties concerned. They are meeting a specific local need for not-for-profit organisations and charities and, at the same time, they have been able to maximise the use of their equipment. Capacity is also maximised in terms of staff productivity whilst the specialist skills within the workforce in the repairs and maintenance of adapted vehicles has met a crucial need for clients.

The authority has been able to utilise the additional income to support the business plan and provide a cost effective and efficient service to local clients.

Client satisfaction is high. In terms of future developments the Transport Unit has been asked to look at expanding passenger and coach operations for a local Trust Hospital. As they have greater flexibility than other operators to deliver services needed across the full year and at different times of the day they are a 'contractor of choice' for the hospital who need to transport staff at different times of the day across the full year. Any additional income from charging would in turn continue to support the business plan and further service developments and improvements.