



performance networks



Public authority transport network benchmarking survey 2012/13

State of the market analysis

Briefing 14 -37

October 2014

Introduction

This State of the Market analysis presents a synopsis of information retrieved from the fourth annual Public Authority Transport Network (PATN) Benchmarking Survey, coordinated jointly by the Freight Transport Association (FTA) and Association of Public Service Excellence (APSE).

The information in this briefing refers to the first 20 questions of the survey and relates to workload, service delivery, fleet profile, job evaluations, staffing and whether services are sold to other organisations.

Aims of the survey

- To identify best practice for fleet management and vehicle maintenance.
- To provide results which demonstrate value for money based on strategic rather than operational costs.
- To coordinate the APSE State of the Market Survey and the PATN online benchmarking exercise so that APSE members and FTA can undertake both in less than an hour.

About the survey

All APSE member and FTA member authorities were invited to participate in the survey. The survey was issued in April 2014 and related to the financial year 2012-13.

Individual benchmarking results and a summary report were issued to participating authorities in July 2014. Members who had completed a submission to APSE Performance Networks, APSE's benchmarking service were able to have the majority of their answers completed by the APSE team.

The survey was sent to 648 organisations within the Public Authority Transport Network (PATN) and the APSE membership body. In total, 43 authorities completed the survey, which although lower than last year remains a fair sample.

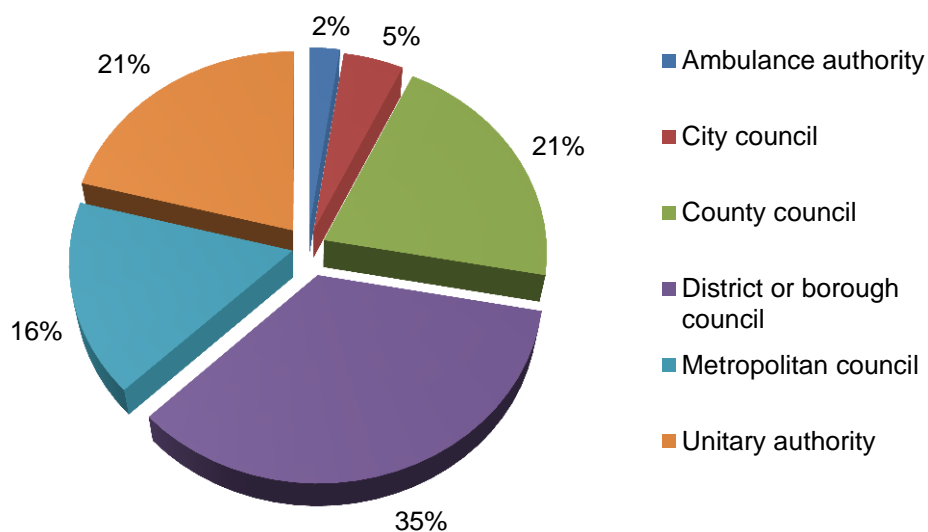
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Participation Summary

The survey sought general information about the participants' authority and service provision.

Chart 1/Table 1: What type of Local Authority do you represent?



Type of authority	Number of responses	Percentage
Ambulance authority	1	16%
City council	2	5%
County council	9	21%
District or borough council	15	35%
Metropolitan council	7	16%
Unitary authority	9	21%
Total	43	

Chart 2: Under which Traffic Office Area (TAO) is your authority located?

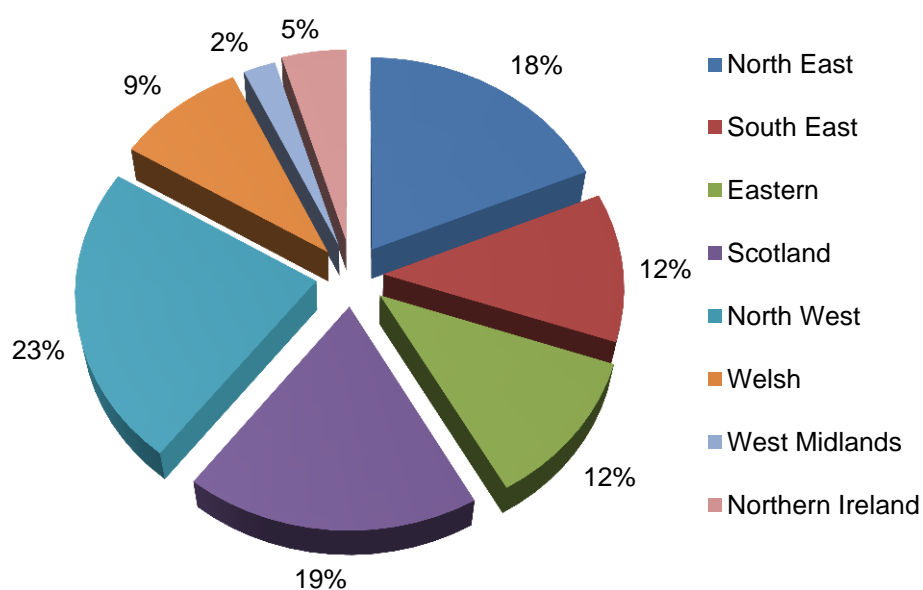
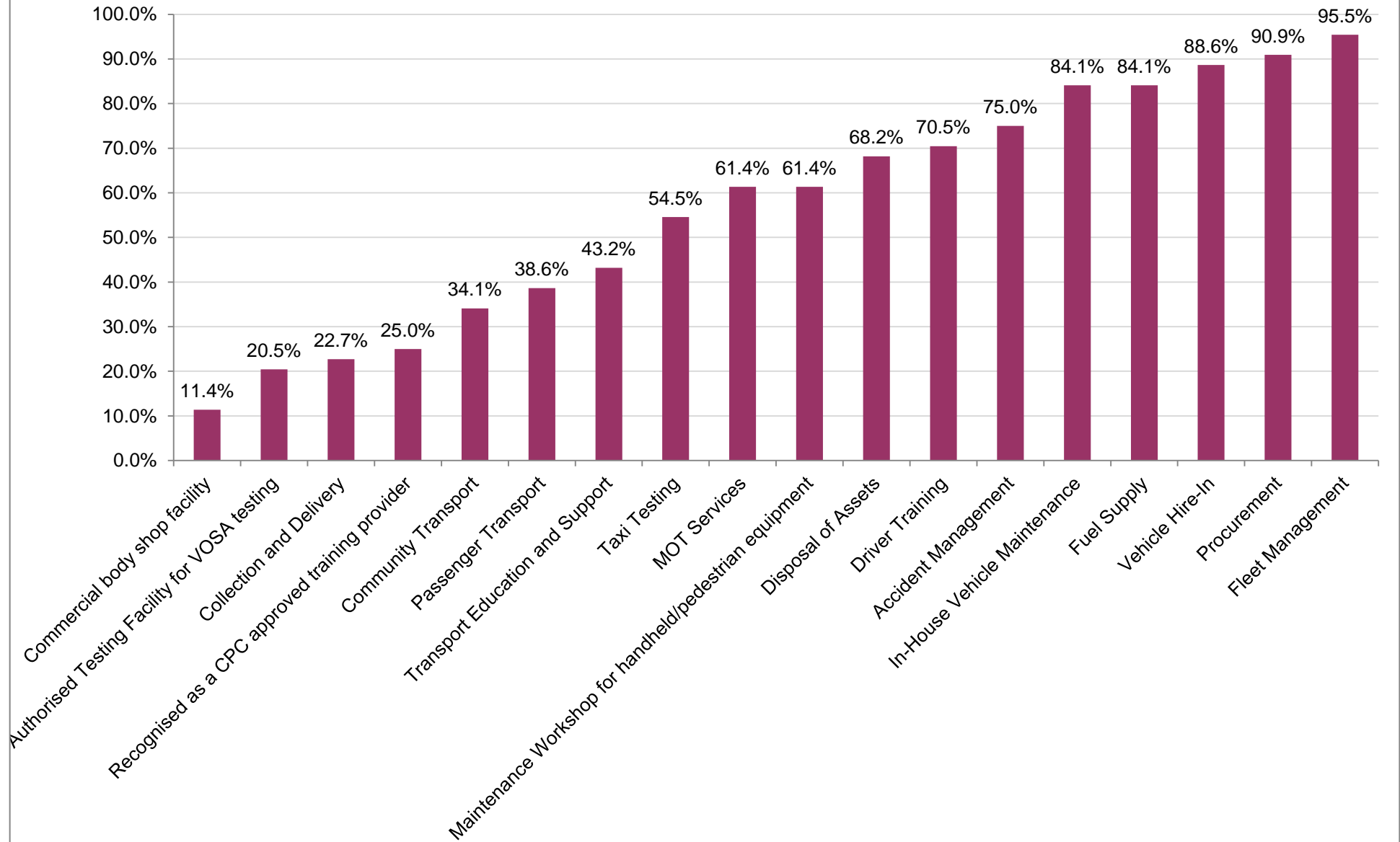


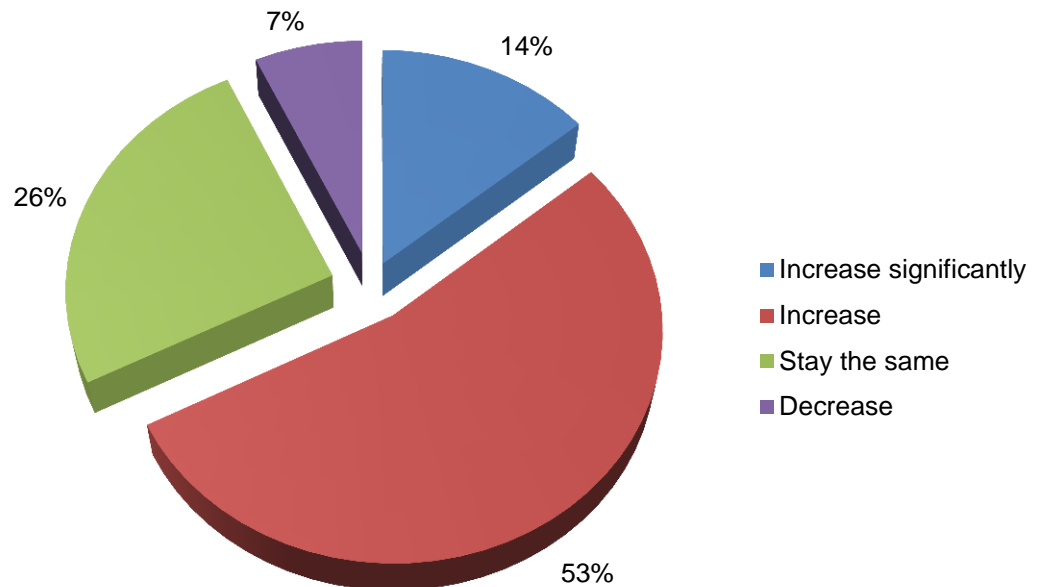
Chart 3 - Which of the following services does your Transport Section provide?



Workload

The survey asked respondents to indicate how they expected the workload of the Transport section to change over the next twelve months.

Chart 4: How do you expect the workload of the transport section to change over the next 12 months?



As shown in the chart above, more than half of the authorities who responded think that the workload of their transport section will increase in the coming twelve months.

With almost every year of this joint survey, fewer authorities have indicated 'decrease' and a higher proportion have indicated 'increase significantly'. This indicates that authorities are increasingly expecting greater workloads.

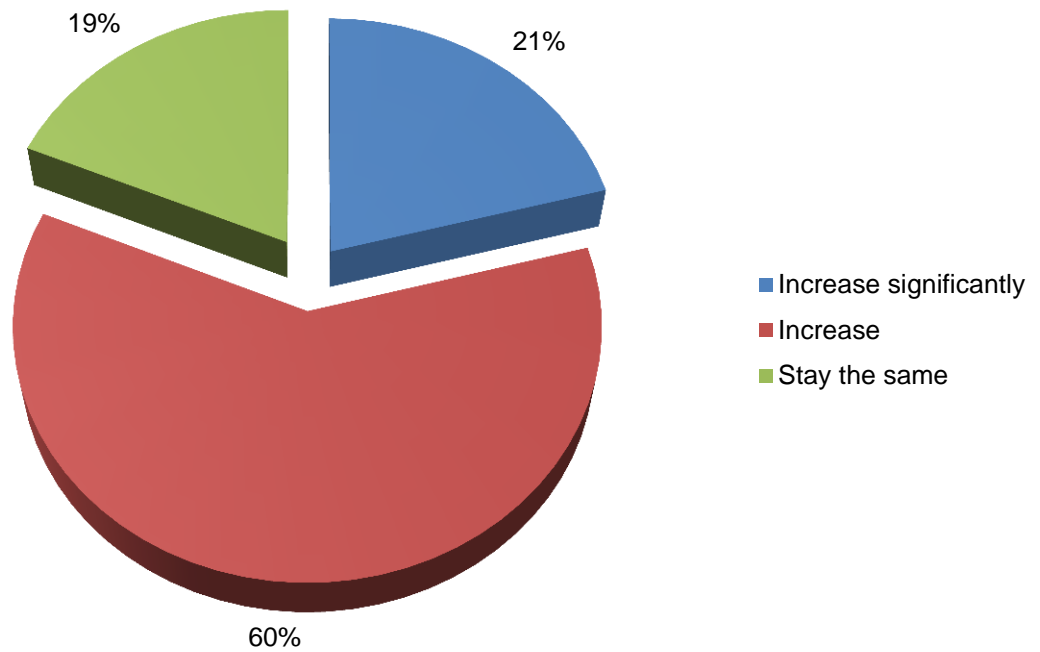
Respondents were also asked to comment on how they expected their own personal workload to change in the coming 12 months.

As shown in Chart 5, all respondents from this year's survey expected their workload to increase or stay the same. No respondents expected their workload to decrease..

Over the last four years, it has consistently been the case that approximately a fifth of respondents have indicated that they expect their personal workload to 'increase significantly' in the next 12 months (with the highest proportion

indicating this in 2010 with 25% of respondents then reporting a higher personal workload).

Chart 5: How do you expect your personal workload to change over the next 12 months?



Expected changes in service delivery

Delivery Model

All respondents indicated that they expected their service to remain in-house over the next 12 months. This is the first time that 100% of participants have given this response. In 2011, 91% of respondents indicated that they expected their transport service to remain in-house and in 2012 & 2013, the figure has been at 93%. These results may indicate an increasing recognition of the strength of in-house service provision amongst local authorities.

Finance

The survey also asked organisations how they expected the budget for transport to change over the next 12 months. This year, significantly fewer authorities expected their budget for transport to increase over the next 12 months, than in previous years of the survey.

Compared to last year, there was a marked increase in the proportion of respondents who expected their budget to decrease in the coming twelve months. (See table 2)

Table 2: How do you expect the budget for transport to change over the next 12 months?

	Year 1	Year 2	Year 3	Year 4
Decrease	67%	55%	45%	58.1%
Stay the Same	22%	33%	38%	39.5%
Increase	7%	12%	10%	2.3%

Areas of Growth and Decline

The survey then explored this further and asked for growth areas and areas where work may decrease over the next 12 months.

Growth areas for transport services

- Work for external bodies
- Pool Car services
- Shared Services
- MOT services
- Driver Training
- MOT repair work
- Taxi and Private Hire test work
- Fleet maintenance – due to increasing vehicle longevity
- ATF/Tacho Testing
- Trading of an automatic wash equipment facility
- Green fleet
- Using vehicles for advertising
- Fuel Management

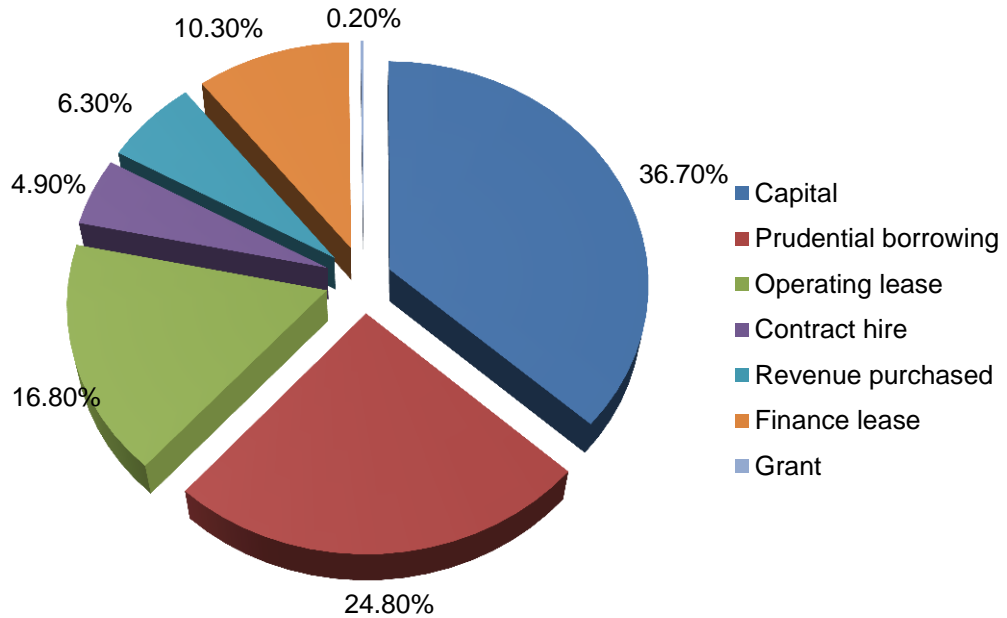
Areas where work may decrease

- Fleet maintenance due to a reduction in the size of fleet
- In-house operations due to gaps in service provision being filled by external contractors
- Vehicle disposal
- Vehicle Servicing
- Certain Highways functions
- Local Authority Contracts.

Fleet profile

The survey asked how the fleet is financed and the breakdown is in the chart below.

Chart 6: How is the fleet financed?

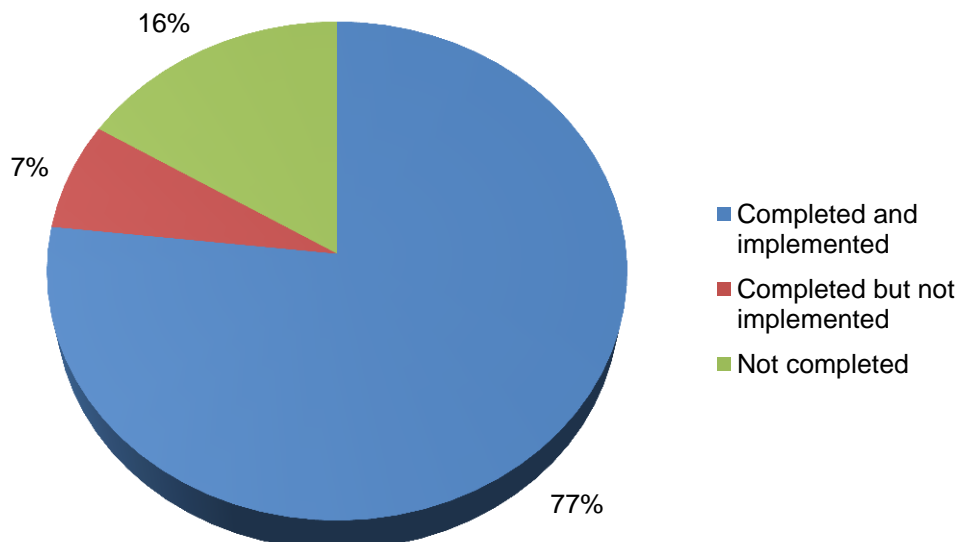


The survey also asked whether respondents utilise any vehicle tracking systems and 93% answered 'yes'. This has increased by 14% over two years indicating that a growing number of authorities are implementing vehicle tracking systems.

Job evaluation

The survey found that 77% of organisations had completed and implemented a job evaluation exercise for single status/equal pay purposes.

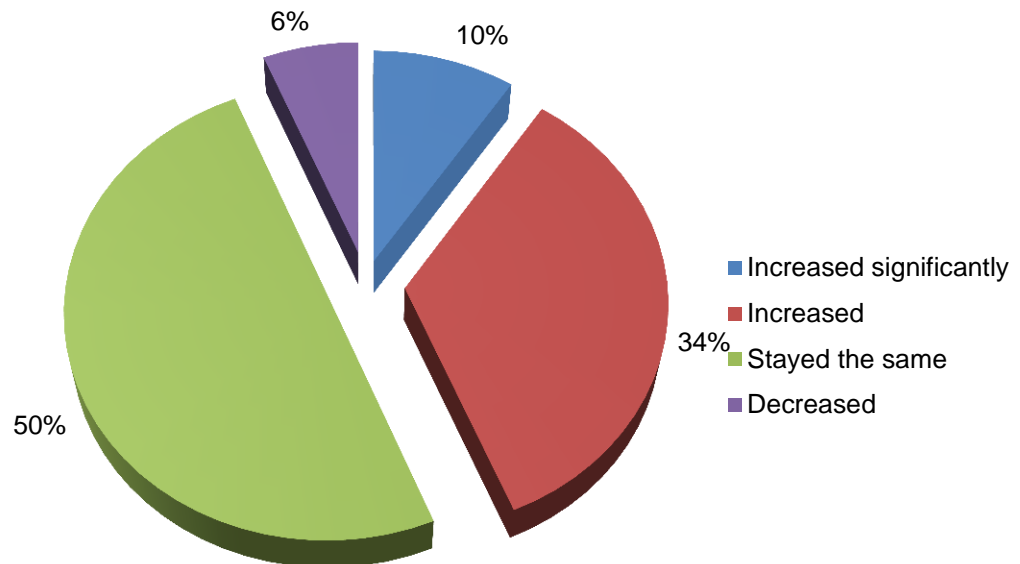
Chart 7: Responses to questions regarding the completion and implementation of a Job Evaluation



44% of the respondents who stated they had completed a job evaluation found that wages rose.

This year's survey records the highest proportion, since the joint survey began, stating that wages 'increased significantly' after a job evaluation.

Chart 8: Has Job Evaluation affected wage costs?



Staffing

The survey asked '*irrespective of any recruitment freezes your authority has in place, do you have trouble recruiting staff?*' 47% of respondents answered 'yes' to this question. The proportion of respondents answering yes to this question has increased this year.

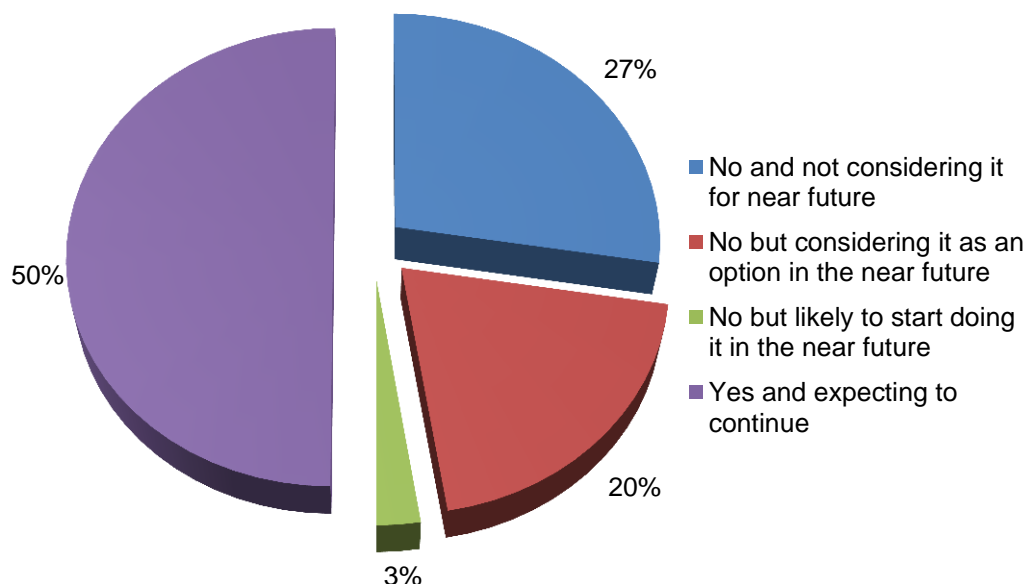
Participants were also asked whether they have any trouble retaining trained staff, to which 93% responded 'no' and whether they perceive staff absence levels to be at an acceptable level to which 85% indicated 'yes'.

70% of authorities who participated operate an apprenticeship scheme which reflects the value placed upon apprenticeships as a route into the Transport industry and the importance of the industry 'growing its own' future employees.

Selling services

50% of authorities questioned, indicated that they currently sell services outside of their authority.

Chart 9: Do you currently sell services outside of your authority?



About APSE

APSE (Association for Public Service Excellence) is a not for profit local government body working with over 300 councils throughout the UK, promoting excellence in public services. APSE Performance Networks is the largest voluntary public sector benchmarking service across England, Scotland, Wales and Northern Ireland, and covers 14 frontline service areas including transport operations and vehicle maintenance. This briefing was prepared by Lorna box (email lbox@apse.org.uk).

About the Freight Transport Association

FTA represents the transport interests of companies moving goods by road, rail, sea and air. FTA's 14,000 members operate over 220,000 goods vehicles, around half the UK fleet. In addition, they consign over 90 per cent of freight moved by rail and over 70 per cent of sea and air freight.

The FTA coordinates The Public Authority Transport Network (PATN) which is an e-enabled discussion forum made available to public sector operators who are members of the (FTA). The PATN has a membership of over 900 individuals representing 428 unique organisations including Local Authorities, NHS Trusts, 'Blue Light' services and other public sector organizations.