

The logo of Falkirk Council is a blue shield with a white border. It features a crown at the top, a central figure holding a staff, and a banner at the bottom with the letters 'FAL' and 'RA'.

FLEET SERVICES

LESSONS LEARNED

FROM A PUBLIC

INQUIRY

COUNCIL PROFILE OF FALKIRK

16th of the 32 unitary Local Authorities in Scotland, covering an area of approximately 112 square miles

518 Council Vehicles + Plant & Equipment

1320 Taxi / Hackney MOT Tests

Mix of urban and rural communities



FLEET DETAIL

TYPE	DESCRIPTION	QUANTITY	TOTAL
BUS	Mini-Bus (16/16/22 Seat)	11	36
	Mobility Buses	25	
CAR	Hatchback/mpv/electric	29	29
DROPSIDE BODY	Includes Hooklift and QCB	37	37
COMMERCIAL UNDER 3.500kg	Car derived van	63	269
	4 x 4	10	
	Van < 3000kg	87	
	Van 3000 - 3500kg	109	
COMMERCIAL OVER 3.500kg	7.5 – 10t – Box Van and Tippers	22	106
	>10t – Tippers & Gritters	14	
	Dropside Crane	2	
	Gully Emptier	3	
	Hooklift	18	
	Library Vehicle	1	
	Refuse 16/18/32t	40	
	Road Sweeper	2	
	Van > 3.5t + Tower wagon	4	
PLANT	Includes Tractors, Heavy & Light Plant, Ride On	518	518
TRAILOR		48	40
		TOTAL	1035



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4 DECEMBER 2009

- **THE BEGINNING OF THE END.....**
- **OR WAS IT**
- **THE END AND A NEW BEGINNING.....**

PROHIBITION RATE

- **Poor prohibition history – 44% issued with PG9 over 2 year period, 50% over 5 year period – 16 PG9'S, 6 delayed and 10 immediate**
- **3 refuse vehicles – steering, tyre and brakes (plus a lighting defect)**
- **3 GM vehicles – oil leak, brake defect, exhaust fault**
- **2 hire vehicles – tyre and exhaust fault**



OFFENDING VEHICLE

- 4 December 2009 – That fateful day!
- DAF LF TIPPER 7.5T – 2002 MODEL (180066 miles)
- Slip road M876 near Larbert – N/S outer wheel off, inside wheel resting loosely on hub
- Wheel supported by 6 hub spigots and secured by 6 wheel nuts
- Yellow indicators fitted to front wheels, none on offside rear
- Service regime in place and up to date – last service 14 Oct 2009



TYRE / WHEEL REPLACEMENT

- **Wheel replacements carried out**
- **Sheet left in vehicle and drivers were aware that they had to have it re-torqued**
- **No paper trail to confirm it was being done and no formal records kept on file**
- **FUVC – not adequately done by drivers and inaccurate records**



IMMEDIATE ACTIONS FOLLOWING THAT DAY

- VOSA attended and assessed files
- Advice given in relation to:
 - FUVCS are required prior to vehicles taken out on the road
 - Address training needs to ensure compliance
 - QC checks required on FUVCS carried out
 - Wheel re-torque system implemented showing written paper trail
 - Process already in place about wheel markers but not rigorously followed

LEADING UP TO THE PUBLIC INQUIRY

- Assurances given that better maintenance records would be retained
- Major focus on maintenance, FUVC, driver training and awareness
- Fleet Manager retired 1 April 2010



PUBLIC INQUIRY 20 AUGUST 2010

- Deputy TC Richard McFarlane
- Attended by Waste & Fleet Services Manager
- Advice from MVC Scotland Ltd (MOT & Vehicle Operator Consultancy)
- **DECISION:**
- **No disciplinary action.....BUT**
- **Issued Falkirk Council with a formal warning**
- **Further reports of adverse nature would also take this incident into account**



MOVING ON FROM THE INQUIRY OCTOBER 2010

- **External consultants MVC (MOT & Vehicle Operator Consultancy)**
- **REPORT FINDINGS – FAILINGS IN:**
 - **HGV test pass rate needed to increase**
 - **FUVC rigorously followed – including QC checks**
 - **Introduction of gate checks**
 - **Wheel security of concern**
 - **Workshop management to advise customers of unreported defects found on vehicles**
- **FORMAL WARNING FROM TC WAS NOT BEING VIEWED AS A SLAP ON THE WRIST – FALKIRK COUNCIL DID HAVE SERIOUS CONCERNS OVER INCIDENT**



CHANGES TO EXISTING SYSTEMS

- Interim FM post in place
- Procurement – changes to frameworks and joining Excel
- Servicing Schedule – needed to be less flexible and more structured
- Customers had 20% surplus capacity of vehicles
- Driver behaviour
- Staff MOT charged less than others – removed
- Fit for Purpose Workshop
- Taxi MOT was £30 – increased to DVSA fees and other costs introduced



NEW MANAGEMENT – THE WAY AHEAD

- **August 2012 - Project Management Work**
- **Fleet Management System (FMS) Jaama Key 2**
- **Stores Function – External provider**
- **Fleet Review, Customer Involvement & Reports, Benchmarking**
- **Future Savings – Changes in financial charging**
- **Vehicle Replacement Programme (VRP)**
- **The Future of Fleet - Customer Focus**



THE FUTURE OF FLEET SERVICES

- **Fleet Accountability – Fit Fleet Group & Statement of Assurance**
- **Customer Focus**
- **Flexibility**
- **KPI**
- **Benchmarking**
- **Fit for Purpose Workshop**

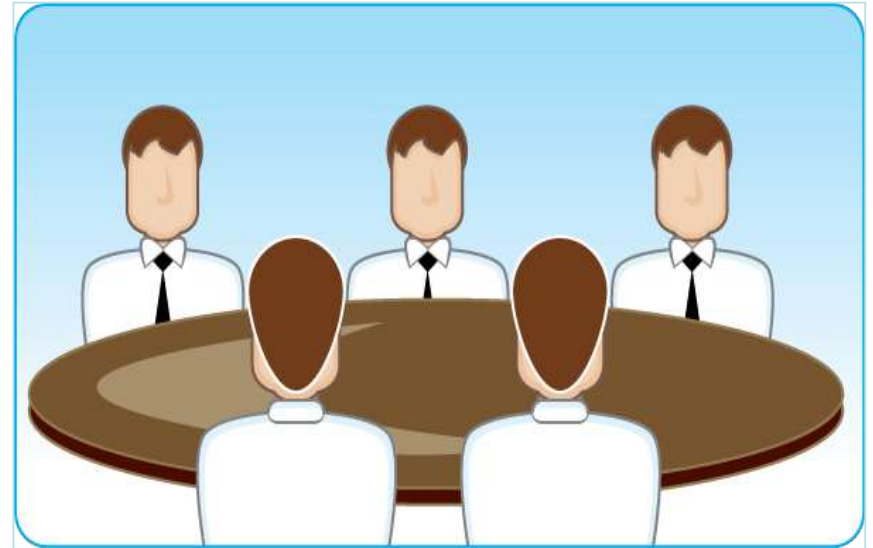


RECOGNITION OF CHANGES

- **Eco Stars upgrade – First UK Council**
- **Customer Satisfaction**
- **Industry Approval**
- **APSE Silver Award**
- **Falkirk Council Provost Award**
- **Transport News**



QUESTIONS / DISCUSSIONS



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