

COMMITTED TO QUALITY – THE BUCKINGHAMSHIRE APPROACH TO BEST VALUE

Service Plans 2001 – 2002

Name of Service Plan Area: Fleet Hire **Service Plan Ref:** ES9

Part 1 Description of Service

Purpose of service

The service is provided in support of any department which requires self drive vehicles to provide services to their customers.

What are the statutory parameters that regulate how the service operates?

Although this section is not a statutory trading account, it operates voluntarily to those guidelines. All vehicles and plant must be operated in accordance with the Transport Act 1968 as amended governing the operation of commercial and passenger vehicles, the Road Vehicles (Construction and Use) Regulations 1986 as amended, other legislation relevant to the operation of vehicles and plant including Health and Safety at Work Act and its subordinate Regulations.

Chairman of Policy & Resources 2001/02 Policy Steer(s) relevant to the service

Overall steers – Council must live within its means, all managers must deliver 2% efficiencies.
No specific steers for this service.

Resource Summary	2001-02
Budget £m	

Volume of service (2001/02)

Number of customers/users	<ul style="list-style-type: none"> • The section's customer base consists of many sections in all departments of the Council • Education - 34 minibuses, 7 welfare buses, 42 PTA minibuses, 8 mobile library vehicles, 11 vans, 5 items of plant. • Environmental Services - 15 purpose built gritting vehicles, 17 demountable gritters, 16 towed gritters, 54 snowploughs, 5 welfare buses, 6 minibuses, 8 vans, 3 pickups, 3 cars, 9 items of plant. • Social Services – 25 welfare buses, 7 minibuses, 10 cars, 6 vans, 12 items of plant. • Corporate Services - 2 cars • Probation Service - 3 minibuses, 1 item of plant
Number of location of sites	The Environmental, Corporate and Probation Services vehicles are based at approximately five bases throughout the County. The Education and Social services site are broadly in line with the number of vehicles detailed above at establishments across the county
Number of staff (FTE)	2

Part 2 Performance of Service

Current performance (in relation to 200-01 Service Plan outcomes and targets)

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/01 (4 month figure)	TARGET 2001/02	TARGET 2004/05
Service departments have available the right vehicles at the time needed at the lowest cost to meet their needs. 11(c)	1. Actual percentage of complaints resolved	100%	92%	
	2. Actual percentage of vehicles accepted as fit for the purpose	99%	92%	
	3. Number of occasions when emergency arrangements are needed	Nil	Nil	
	4. The Trading Account does not make a loss and operates within BCC Trading Account guidelines	On target	No loss	

Portfolio Flagship Projects:

Project Outcome	Key Stages	By When
Leading: -		
Contributing to: -		

Part 3 For more information

Associated County Council Business Plans, and links with other Service Plans or Statutory Plans

Associated County Council Business Plans
Council Plan, Strategic Aims 2, 5, 7
Other publications

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