



CIVICA

# Case Study



## Benefits achieved through collaboration:

- **Greater operational resilience**  
– reduced reliance on senior transport professionals, ability to use 5 workshops and move staff / vehicles as required.
- **Economies of scale** – potential for procurement savings with increased size of operation.
- **Standardisation** – efficiency savings gained through limiting vehicle choice, processes, contracts and transactional activities.
- **Reduce costs** – opportunity to benefit from existing agreements with third parties.
- **Raise service levels.**

## Chiltern Transport Consortium delivers improved efficiency and greater operational resilience through collaboration

Collaboration between neighbouring police forces is increasingly finding favour as a method of encouraging partnership working and improving efficiency in the delivery of key front line services. Collaboration offers an innovative way of delivering services outside of traditional geographical and organisational boundaries. Chiltern Transport Consortium is a good example of collaboration working in practice and illustrates the benefits that can be achieved through establishing effective partnerships.

### Collaboration to improve efficiency

On 1st April 2004 Chiltern Transport Consortium was formed by lead police force, Thames Valley. It aimed to improve efficiency by setting up a shared service collaborative arrangement for the total provision of fleet services and vehicles for Thames Valley and Bedfordshire Police forces.

Hertfordshire Police joined the Consortium on 1st April 2008. From this date Chiltern Transport Consortium will be responsible for managing 2000 vehicles across five shire counties, an area of approximately 4,500 square miles. The fleet will cover approximately 35 million miles per year.

Chiltern Transport Consortium will manage each of the forces fleet operation and vehicles including financial management. The total cost of the fleet

operation is £12m excluding fuel costs which are a further £7m. In addition, Chiltern Transport Consortium has recently taken responsibility for fleet management for Civil Nuclear Constabulary. A national force with the fleet dispersed across 17 locations throughout the UK.

Tranman has been selected as the management information system for the Consortium. As each police force has joined the group, Tranman has been used to transfer historical fleet data and then to measure the performance of the fleet following the reorganisation. Tranman is used to manage the entire fleet process including procurement, fleet records, workshop and stores control, fuel monitoring, hire desk and accident management.

Ian Godolphin, Head of Chiltern Transport Consortium comments, "Chiltern Transport Consortium is recognised nationally by the HMIC as a centre of excellence in fleet provision. The main benefits of collaboration have been evidence of delivery of economies of scale, a standardisation of service delivery and greater operational resilience. Throughout this process, Tranman has proved to be essential in providing vital decision making information to enable us to benefit further from this way of working. Professional cost effective provision of services in the public and private sector is reliant on having access to quality management information to enable the right business decision to be made and Tranman has proven to deliver this as a key business enabler".



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Chiltern Transport Consortium currently benefit from using the following Civica solutions



Process & Document Management



Contact Management



Revenues & Benefits



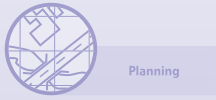
Housing



Environment



Traffic & Streets



Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



Voice Solutions



Internet Solutions



Fleet Management



Service Management

## Managing Accidents

According to industry statistics if you drive more than 20,000 miles per year you have a 1 in 8000 chance of being involved in a serious or fatal accident. With statistics like this and the number of work related vehicle accidents currently over 12,000 per year, health & safety and corporate manslaughter remains high on the agenda for fleet management at Chiltern Transport Consortium.

As well as technology, Chiltern Transport Consortium's success is down to an innovative driver points system. Each driver is issued with a driving permit, which is endorsed with points following an avoidable police vehicle accident, too many points can lead to a ban from driving duties. If a driver accrues 12 points within three years, they will be relieved of driving a police vehicle for six months.



Chiltern Transport Consortium introduced a strategy to reduce the number and costs of accidents to the force. Ian explains, "If you include the costs of damage to people, property and the environment, the true cost of accidents can be higher than the total running costs of an average fleet and of course includes the very real threat of being sent to prison". In just five years, he was successful in reducing the real cost of accidents at Thames Valley Police despite a 22% increase in fleet size.

One of the key factors in this success is making the best use of technology. Chiltern Transport Consortium use Tranman to collect accident data, "We have over 10,000 driver records on the system, and use it to benchmark performance, manage and print driver permits and analyse costs". One of the reports highlights the average cost of damage by pence per mile and another breaks down the real costs by driver. Using the years of historical data individuals at most risk can be identified and recommended for training to prevent a serious accident.

However, unlike the current DVLA scheme, these points remain on the drivers permit indefinitely for reference.

Tranman is accessed by the Transport, Training, Roads Policing and other departments and is fundamental to managing the fleet drivers. It holds full driver details, dates of driver training, authorisation levels and full collision and accident histories.

The result is a downward trend in accidents despite a substantial growth in fleet size; this has meant the force qualifies for lower insurance premiums as well.

Ian concludes, "Most fleet managers record accidents within their fleet software but not enough information to link them to the driver and proactively evaluate the risks. The points system is effective in reducing the number of accidents but it is the use of technology to identify those at risk and the ability to ensure adequate training is organised that really reduces the number of accidents and costs."

John Hood, Managing Director, Civica Housing & Asset Management explains, "This is an excellent example of a customer using the software to its full potential, it is not about the amount of data you capture but more about the analysis of the data and the decisions made using it."

Civica is one of the most experienced providers of consulting, software and managed services for the public sector. Supplying more than 1,200 organisations in the UK, Australia and the USA, including 89% of the UK's local authorities. Civica has a 20-year history of delivering software-based solutions that help customers in local government, criminal justice, housing, education and healthcare sectors to improve service delivery.

For the latest information on Tranman, please go to [www.tranman.co.uk](http://www.tranman.co.uk)



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