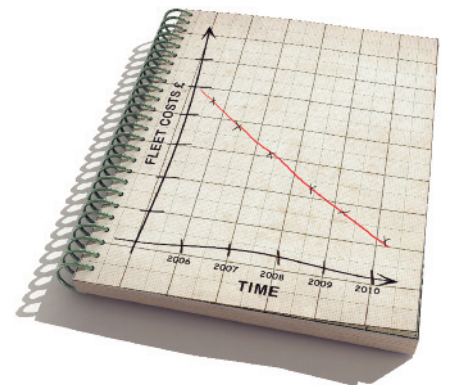


Case Study

A one-stop-shop in fleet management for The Royal Borough of Kensington and Chelsea.

The Royal Borough of Kensington and Chelsea is one of the most famous and affluent boroughs in the UK.

It is home to 179,000 residents with many thousands coming to visit or work in the area every day. It also has extraordinary ethnic diversity with nearly half the population born outside the UK, speaking over 100 different languages.



The council has responsibility for managing many aspects of daily life from education to refuse collection, from the provision of leisure facilities to the collection of taxes. It consists of 18 wards, has 54 elected councillors and employs 4,200 people. Through its range of services, the council aims to meet the diverse needs and ambitions of all sections of the community as well as preserving its rich historical and cultural heritage.

Previous history.

The Council's fleet was previously funded and managed by a local company, which had provided vehicles on contract hire with maintenance since 1999. In 2004, the contract for managing the Borough's fleet was re-tendered

through the Official Journal of the European Union.

After successfully winning the best value tender, Lex Autolease was appointed as sole supplier to the Royal Borough of Kensington and Chelsea. The Borough operates a fleet of 60 LCVs and 10 cars.

Reasons for change.

One of the council's major requirements was for the provision of a tailor-made and flexible solution to suit the transport needs of each of its different departments. Paul Sutcliffe, Contracts Manager at The Royal Borough of Kensington and Chelsea explains, "My priority was to find a supplier that could meet the diverse needs of all our

Type of company:

City Council.

Service offering:

Contract Hire with Maintenance.

Size of fleet:

60 Light Commercial Vehicles (LCVs) and 10 cars.

Key benefits:

- Solutions tailored to individual departments.
- Increased flexibility.
- Cost effectiveness.
- Reliability.
- Dedicated service and support.
- Increased efficiency.

“The support provided by Lex Autolease has been invaluable. We have developed excellent two-way communications, which provide me with the back-up I need to deliver reliable services seven days a week.”

Paul Sutcliffe, Contracts Manager,
The Royal Borough of Kensington and Chelsea.

departments, from Pest Control to Highway Maintenance, and enable us to deliver the very best possible service.”

Another important condition was the ability to supply cleanfuelled vehicles that could be serviced locally. Not only is the council anxious to meet increasingly demanding environmental targets, but in 2007, 90% of the Borough will become part of London’s Congestion Zone. Only the cleanest vehicles will be able to travel freely across the zone without incurring a charge. One of the most significant benefits offered by Lex Autolease was the ability to provide a ‘one stop shop’ for the routine maintenance and servicing of vehicles in the fleet. A dedicated maintenance provider collects vehicles, takes them to be serviced locally and then delivers them back to the relevant department.

“This means that staff no longer have to use valuable work time when getting vehicles maintained. Due to the vehicle service agent being based locally it greatly reduces turnaround time, minimises disruption to public services and, in addition, the Borough has the reassurance of dealing with a reputable garage that is nearby should any problems occur.”

Dean Hedger, Public Sector Business Development Manager at Lex Autolease

It was also essential the vehicle specifications could be tailored to the requirements of individual departments. This might include, for example, the type of inside lining, lighting, shelving and racking used or whether a tow bar or beacons were required. As Dean comments, “A van fitted out incorrectly would be no good to the users, so it’s essential to design vehicles that will meet their needs.”

The solution provided by Lex Autolease offered great value for money. According to Paul Sutcliffe, “This was very important because the council has a duty to provide services that are as cost effective as possible, yet also offer quality we can pass on to our residents through the provision. Lex Autolease won the contract simply because they presented a competitive bid together with a complete package of services that was second to none.”

Outcomes:

Lex Autolease was able to provide a comprehensive range of services to the Royal Borough of Kensington and Chelsea that were tailored to meet the diverse requirements of all its departments. The solution provided was also very cost effective both in its provision of clean-fuelled vehicles and competitive rentals on new vehicles which are replacing the outgoing fleet.

Another significant benefit was the provision of a dedicated Business Development Manager, providing the council with the reassurance that any queries or problems are dealt with quickly and efficiently. Dean has been able to add further value to the relationship by attending regular meetings with all council department heads.

According to Paul Sutcliffe, “The support provided by Lex Autolease has been invaluable. We have developed excellent two-way communications, which provide me with the back-up I need to deliver reliable services seven days a week.”

However, it has been the close working relationship developed with Dean Hedger and the public sector team that has been of most benefit to the council’s operation. According to Paul Sutcliffe, “the high quality, personal service provided by Lex Autolease, with regular updates either from the team or accessed online, has enabled me to manage the fleet far more easily and efficiently. The result is the provision of consistently high quality services for all sections of our community.”

To find out more,
contact our dedicated
Fleet Consultancy team

Visit:

www.lexautolease.co.uk

Call:

0844 824 0705

Email:

publicsectorsales@lexautolease.co.uk