



Meeting(s):	Audit Committee	08 March 2017
Report Title:	Audit Scotland and other External Audit Reports	
Reference Number:	IA-05-17-F	
Author / Job Title:	Crawford McIntyre - Executive Manager, Audit, Risk and Improvement	

1.0 Decisions / Action required:

- 1.1 That the Audit Committee consider the progress statements provided by Lead Officers in Appendix 1, and makes any relevant comment on action plans.

2.0 High Level Summary:

- 2.1 This report, presented every second cycle, provides an opportunity for the Audit Committee to consider and monitor progress on any recommended actions resulting from Audit Scotland and External Audit body reports which have been or will be presented to the functional Committees. It also provides an opportunity for the Committee to monitor compliance with the external audit reports reporting policy and procedures.
- 2.2 The reports produced by the Council's External Auditors and Advisers provide valuable information for Committees and officers throughout the Council.
- 2.3 This report promotes good governance by ensuring all external advisers reports are reported to the correct committee.
- 2.4 It is expected that each report will result in a Council action plan that deals with all the report's recommendations. In the event that no action plan is required, the matter will still be reported to the relevant committee.
- 2.5 Following the Audit Committee of 10 December 2016 the appendix has been redesigned. Officers should advise in the progress statement whether an action plan is required and thereafter confirm when all agreed actions are implemented and completed.
- 2.6 Progress against the agreed action plan should be monitored by the relevant Service Committee and the Audit Committee.
- 2.7 A number of reports are overdue for presentation to the relevant committees with officers giving commitments as recorded on the appendix.
- 2.8 It is for the Audit Committee to be satisfied that appropriate and timely action is being taken in relation to Audit Scotland and other external audit reports together with relevant action plans, in accordance with Council Policy.

3.0 Corporate Priorities and Joint Working:

- 3.1 Corporate Plan no 9 of 20: *“People who use our services will experience excellent standards of customer care.”*
- 3.2 Corporate Plan no 12 of 20: *“Our performance as an organisation will be managed effectively, with high standards being applied to the performance of staff and services. Poor performance will be dealt with, and good service performance will be highlighted and shared.”*
- 3.3 This report helps to improve the arrangements for member engagement in monitoring Council performance and contributes to a high standard of governance.

4.0 Key Issues:

- 4.1 Appendix 1 contains a list of the current reports for information. The lead officer for each report should ensure that the Progress Statement, due dates and completed dates are correct on Appendix 1.
- 4.2 The Audit Committee is required to monitor the consideration of external audit reports by Committees in accordance with the agreed procedure. The Committee should note that the expected presentation of reports to the relevant Committee within 2 cycles of publication has not been met, as follows:

EA0088 – Audit Scotland – Reshaping Care for Older People – Impact report: published on 10 May 2016, due to be presented to the Integration Joint Board in September 2016 but not yet reported. Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.

EA0090 Care Inspectorate – North Haven (Support Service): published on 15 June 2016, due to be presented to the Integration Joint Board in September 2016 but not yet reported. Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.

EA0092 Audit Scotland – The National Fraud Initiative in Scotland: published on 30 June 2016, due to be presented to Audit Committee in September 2016 but not yet reported. Lead Officer advised at Audit Committee on 10 December 2016, the report will be presented to Audit Committee on 08 March 2017. The report has not yet been completed and will be presented to an early meeting of the new Council’s Audit Committee. The recent NFI data gathering exercise has been completed.

EA0100 Care Inspectorate – Mental Health Community Support Service at Annsbrae House: published 15 July 2016, due to be presented November 2016 but not yet reported. Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.

EA0104 Care Inspectorate – Nordalea (Care Home): published 11 August 2016, due to be presented November 2016 but not yet reported. Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.

EA0106 Care Inspectorate – Care Inspectorate - North Haven (Care Home):
published 16 August 2016, due to be presented November 2016 but not yet reported.
Lead Officer advised all Health & Social Care report will now be presented to the
Clinical Care & Professional Governance Committee on 16 May 2017.

5.0 Exempt and/or confidential information:	
5.1 None.	

6.0 Implications :		
6.1 Service Users, Patients and Communities:	This report highlights and monitors that the recommended actions advised by the external body are completed. This ensures that our customers are getting the best possible service and that we are committed to improving our services across Shetland.	
6.2 Human Resources and Organisational Development:	This report contributes to improving the arrangements for Member engagement in monitoring Council performance and contributes to high standards of governance.	
6.3 Equality, Diversity and Human Rights:	None.	
6.4 Legal:	There may be legal implications from the recommended actions from the external body report.	
6.5 Finance:	None.	
6.6 Assets and Property:	There may be property implications from the recommended actions from the external body reports.	
6.7 ICT and new technologies:	None.	
6.8 Environmental:	There may be environmental implications from the recommended actions from the external body reports.	
6.9 Risk Management:	External advisors reports provide useful information on best practice from other local authorities. A failure to deliver effective external engagement or to learn from best practice elsewhere increases the risk of the Council working inefficiently.	
6.10 Policy and Delegated Authority:	As outlined in Section 2.6 of the Council's Scheme of Administration and Delegations, the remit includes "...review reports from the Council's External Advisors and review action on External Audit recommendations". This delegation supports the policy requirement and procedure for presenting External Adviser reports as set out in Section 3 above, and it is a matter for the Audit Committee to monitor and ensure compliance.	
6.11 Previously considered by:	None	

Contact Details:

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28 February 2017

Appendices: Appendix 1 – External Advisers Reports - Progress

Audit Committee - External Adviser's Reports - Progress

Generated on: 28 February 2017

Report Layout: External Advisers to Audit Committee

Rows are sorted by Original Due Date

Code & Title	Description	Dates		Progress Statement	Lead	
EA0092 Audit Scotland - The National Fraud Initiative in Scotland	Present The National Fraud Initiative in Scotland report to Audit Committee, and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/report/the-national-fraud-initiative-in-scotland	Report Published	30-Jun-2016	The report has not yet been completed and will be presented to an early meeting of the new Council's Audit Committee. The recent NFI data gathering exercise has been completed.		Jonathan Belford
		Progress Bar	<div><div></div></div> 0%			
	Present report to Audit Committee. Action Plan complete	Due Dates	21-Sep-2016	Complete		
			31-Dec-2016			

Code & Title	Description	Dates		Progress Statement	Lead	
EA0088 Audit Scotland - Reshaping Care for Older People - Impact Report	Present Audit Scotland - Reshaping Care for Older People - Impact Report to Clinical Care & Professional Governance Committee, and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/report/reshaping-care-for-older-people-impact-report	Report Published	10-May-2016	Report being prepared by Health and Social Care Partnership Projects Manager. Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.		Denise Morgan
		Progress Bar	<div><div></div></div> 0%			
	Present report to Clinical Care & Professional Governance Committee. Action Plan complete	Due Dates	23-Sep-2016	Complete		
			31-Dec-2016			

Code & Title	Description	Dates		Progress Statement	Lead	
EA0090 Care Inspectorate - North Haven (Support Service)	Present Care Inspectorate - North Haven (Support Service) Report to Clinical Care & Professional Governance Committee, and where applicable implement action plan. Link to report: http://www.careinspectorate.com/berengCare/services/html/reports/getPdfBlob.php?id=283485	Report Published	15-Jun-2016	Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.		Denise Morgan
		Progress Bar	<div><div></div></div> 0%			
	Present report to Clinical Care & Professional Governance Committee Action plan complete	Due Dates	24-Jan-2017	Complete		
			31-Mar-2017			

Code & Title	Description	Dates		Progress Statement		Lead
EA0108 Audit Scotland - Scotland's Colleges 2016	Present Audit Scotland - Scotland's Colleges 2016 report to Development Committee, and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/report/scotlands-colleges-2016-0	Report Published	25-Aug-2016	The report was presented to Shetland College board on 09 February 2017. There were no specific points for Shetland College which need to be mentioned as a result of this report.		Irene Peterson; Willie Shannon
		Progress Bar	<div><div>100%</div></div>			
	Report presented to Shetland College Board	Due Dates	04-Oct-2016	Complete	09-Feb-2017	
Code & Title	Description	Dates		Progress Statement		Lead
EA0106 Care Inspectorate - North Haven (Care Home)	Present Care Inspectorate - North Haven (Care Home) report to Clinical Care & Professional Governance Committee, and where applicable implement action plan. Link to report: http://www.careinspectorate.com/berengCareServices/html/reports/getPdfBlob.php?id=284497	Report Published	16-Aug-2016	Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.		Denise Morgan
		Progress Bar	<div><div>0%</div></div>			
	Present report to Clinical Care & Professional Governance Committee.	Due Dates	11-Nov-2016	Complete		
	Action plan complete		31-Dec-2016			
Code & Title	Description	Dates		Progress Statement		Lead
EA0100 Care Inspectorate - Mental Health Community Support Service at Annsbrae House	Present Care Inspectorate - Mental Health Community Support Service at Annsbrae House report to Clinical Care & Professional Governance Committee, and where applicable implement action plan. Link to report: http://www.careinspectorate.com/berengCareServices/html/reports/getPdfBlob.php?id=284327	Report Published	15-Jul-2016	Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.		Denise Morgan
		Progress Bar	<div><div>0%</div></div>			
	Present report to Clinical Care & Professional Governance Committee.	Due Dates	23-Nov-2016	Complete		
	Action plan complete		31-Dec-2016			
Code & Title	Description	Dates		Progress Statement		Lead
EA0104 Care Inspectorate - Nordalea (Care Home)	Present Care Inspectorate - Nordalea (Care Home) report to Clinical Care & Professional Governance Committee, and where applicable implement action plan. Link to report: http://www.careinspectorate.com/berengCareServices/html/reports/getPdfBlob.php?id=284397	Report Published	11-Aug-2016	Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.		Denise Morgan
		Progress Bar	<div><div>0%</div></div>			
	Present report to Clinical Care & Professional Governance Committee.	Due Dates	23-Nov-2016	Complete		
	Action plan complete		31-Dec-2016			

Code & Title	Description		Dates	Progress Statement		Lead	
EA110 Audit Scotland - Social Work in Scotland	Present Audit Scotland - Social Work in Scotland report to IJB and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/report/social-work-in-scotland	Report Published	22-Sep-2016	Report presented to Education and Families Committee on 25 January 2017 and IJB on 24 January 2017. Audit Scotland delivered a seminar to elected members and IJB members on 30 January.		Martha Nicolson	
		Progress Bar	<div><div>100%</div></div>				
		Present report to IJB	Due Dates	06-Feb-2017	Complete		30-Jan-2017
Code & Title	Description		Dates	Progress Statement		Lead	
EA112 Care Inspectorate - Children's Residential Services	Present Care Inspectorate - Children's Residential Services report to IJB, and where applicable implement action plan. Link to report: http://www.careinspectorate.com/berengCare/services/html/reports/getPdfBlob.php?id=285695	Report Published	13-Oct-2016	On Agenda for Feb E&F Committee		Scott Hunter	
		Progress Bar	<div><div>0%</div></div>				
		Present report to IJB	Due Dates	06-Feb-2017	Complete		
		Action plan complete		31-Mar-2017			
Code & Title	Description		Dates	Progress Statement		Lead	
EA111 Audit Scotland - Angus Council: Best Value audit report	Present Audit Scotland - Angus Council: Best Value audit report, and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/report/angus-council-best-value-audit-report	Report Published	04-Oct-2016	Presented to Audit Committee 12 December 2016		Crawford McIntyre	
		Progress Bar	<div><div>100%</div></div>				
		Present report to Audit Committee	Due Dates	09-Feb-2017	Complete		12-Dec-2016
Code & Title	Description		Dates	Progress Statement		Lead	
EA117 Care Inspectorate - Overtonlea Care Centre	Present Care Inspectorate - Overtonlea Care Centre report to Clinical Care & Professional Governance Committee, and where applicable implement action plan. Link to report: http://www.careinspectorate.com/berengCare/services/html/reports/getPdfBlob.php?id=287096	Report Published	01-Jan-2017	Lead Officer advised all Health & Social Care report will now be presented to the Clinical Care & Professional Governance Committee on 16 May 2017.		Denise Morgan	
		Progress Bar	<div><div>0%</div></div>				
		Present report to Clinical Care & Professional Governance Committee.	Due Dates	03-Mar-2017	Complete		
		Action plan complete		30-Jun-2017			
Code & Title	Description		Dates	Progress Statement		Lead	

EA113 Audit Scotland - Local government in Scotland Financial overview 2015/16	Present Audit Scotland - Local government in Scotland Financial overview 2015/16 report to Policy & Resources Committee and where applicable implement action plan. Link to report:		Report Published	01-Dec-2016	This is being reported to Policy & Resources Committee on 07 March 2017. A supplement to this report is being presented to the Pension Fund Committee on 07 March 2017.		Jonathan Belford
			Progress Bar	<input type="text" value="0%"/>			
		Present to Policy & Resources Committee	Due Dates	07-Mar-2017	Complete		
		Action plan complete		30-Jun-2017			

Code & Title	Description		Dates		Progress Statement		Lead
EA114 Audit Scotland - How councils work - Roles and working relationships in councils	Present this Audit Scotland report to P&R Committee on 7th March 2016. Link to report: http://www.audit-scotland.gov.uk/uploads/docs/report/2016/hcw_roles_followup.pdf		Report Published		To be presented to Policy & Resources Committee on 7th March 2017.		Jan-Robert Riise
			Progress Bar	<div><div></div></div> 0%			
		Present report to P&R committee	Due Dates	07-Mar-2017	Complete		
		Action plan complete		30-Jun-2017			

Code & Title	Description		Dates		Progress Statement		Lead
EA115 Audit Scotland - East Dunbartonshire Council Best Value audit report	Present Audit Scotland - East Dunbartonshire Council Best Value audit report to Policy & Resources Committee, and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/uploads/docs/report/2016/bv_161215_east_dunbartonshire.pdf		Report Published	01-Dec-2016	Report to be presented by the Director of Corporate Services to the Policy & Resources Committee on 7th March 2017.		Christine Ferguson; Crawford McIntyre
			Progress Bar	<div><div></div></div> 0%			
		Present report to Audit Committee	Due Dates	07-Mar-2017	Complete		
		Action plan complete		30-Jun-2017			

Code & Title	Description		Dates		Progress Statement		Lead
EA116 Audit Scotland - Falkirk Council: Best Value audit report	Present Audit Scotland - Falkirk Council: Best Value audit report to Policy & Resources Committee and where applicable implement action plan. Link to report: http://www.audit-scotland.gov.uk/uploads/docs/report/2016/bv_161201_falkirk.pdf		Report Published	01-Dec-2016	Report to be presented by the Director of Corporate Services to the Policy & Resources Committee on 7th March 2017.		Christine Ferguson; Crawford McIntyre
			Progress Bar	<div><div></div></div> 0%			
		Present report to Committee	Due Dates	07-Mar-2017	Complete		
		Action plan complete		30-Jun-2017			



Meeting(s):	Audit Committee	8 March 2017
Report Title:	Use of Council Vehicles Policy - Update	
Reference Number:	EO-02-17-F	
Author / Job Title:	Carl Symons / Executive Manager – Estate Operations	

1.0 Decisions / Action required:

- 1.1 That the Audit Committee RESOLVE to consider the progress made and makes any relevant comment on the actions to implement and monitor the Use of Council Vehicles Policy.

2.0 High Level Summary:

- 2.1 This report was sought by the Audit Committee on 15 June 2016 and sets out the actions taken in response to the issues highlighted during the audit of the implementation of the Council's Use of Council Vehicles Policy. Min Ref 14/16.
- 2.2 It also advises the Committee of the steps that have been taken to ensure the Policy is implemented and is being managed and monitored in particular the substantial benefit that the Vehicle Telematic Implementation project delivers in the management of the Council's fleet and vehicle usage.
- 2.3 The Audit Committee was particularly concerned about the risk that a vehicle could be driven by an uninsured driver so this report provides the Committee with the procedures that have been introduced to eliminate instances where drivers were unintentionally uninsured and provides assurance of how this is being further enhanced by the forthcoming implementation of vehicle telematics.

3.0 Corporate Priorities and Joint Working:

- 3.1 The vehicle fleet directly supports front line service delivery across the Council so a well-managed and fit for purpose vehicle fleet is an essential requirement for effective delivery of services. The Use of Council Vehicle's Policy is one of the main delivery mechanisms to ensure affordable and sustainable transport arrangements within the Council.

4.0 Key Issues:

- 4.1 At the Audit Committee held on 15 June 2016 concern was expressed at the list of audit issues identified during the corporate review of the Use of Council Vehicles Policy. It was confirmed that the issues identified during the audit had been resolved and systems were being put in place by the Fleet Service to ensure that Council policy and procedures are followed and monitored. However, it was the request of the Committee for a progress report to be presented, providing

reassurance that the Use of Council Vehicles Policy was being implemented and was capable of being monitored.

- 4.3 The following actions have been put in place to ensure that the Use of Council Vehicles Policy is being implemented and the issues discussed by Audit Committee have been addressed:

- 4.3.1 The introduction of an Approved Driver Handbook and associated Approved Driver Application. The Handbook clarifies the responsibilities of drivers and their managers/supervisors in managing road risk.

The approved driver application has been designed so that the process of appointing a new driver runs in tandem with the Council's insurance requirements, with a subsequent check that all approvals have been given, checks made and PIN issued before a driver can use a council vehicle (see Appendix 1). A central monitored database of approved drivers is being maintained, and it will be regularly reviewed and updated.

As of 21st February 2017 there are currently 788 people insured to drive Council vehicles.

- 4.4 Following the Glasgow Bin Lorry Incident, the Fleet Service invited Zurich Insurance to undertake a review of the Council's management of its fleet. The recommendations of the review have been implemented by the Fleet Service Manager, excluding the development of a Council wide Road Risk policy which is an ongoing activity being led by Human Resources.

The review highlighted that it would be beneficial to enhance current practice in relation to:

- 4.4.1 the management of lone workers with a particular focus on driver safety and managing road risk.
- 4.4.2 the management of compliance with Vehicle driver hours, driver working hours and the completion of statutory log books.
- 4.4.3 the ability to fully investigate complaints of alleged misuse of Council vehicles and claims of dangerous/erratic driving.
- 4.4.4 the ability to investigate accidents and incidents involving Council vehicles;

- 4.5 A review of options to deliver the improvements to existing management systems indicated that the roll out of a telematics system would greatly assist risk management of these areas and ensure the Use of Council Vehicle Policy could be adequately monitored independently. The underpinning reasons behind this are:

- 4.5.1 The Council has a Duty of Care to ensure that its employees are competent and capable of fulfilling their role safely, this requires managers to actively monitor their staff undertaking all tasks including driving. Managers must also ensure suitable systems are in place for managing lone workers and a tracking system will ensure that the Council can manage its responsibilities for staff health, safety and wellbeing by ensuring that a manager can locate a lone operative, if they fail to attend an appointment or don't return to work or home when expected.

4.5.2 Telematics systems can provide information to help drivers maintain their statutory records of working and driving hours which cannot be disputed or altered, the system can replace mileage log sheets.

4.5.3 The data from telematics, if used effectively, can provide both fleet and operational managers with a range of invaluable information from vehicle utilisation, accurate fuel monitoring and vehicle maintenance requirements.

4.5.4 Telematics can also improve job allocations by dispatching jobs directly to the most appropriate drivers; this not only reduces driving time for the drivers but can also improve customer service by increasing productivity.

4.5.6 It is widely considered that the effective use of telematics can achieve savings on fleet fuel bills due to improved driving behaviour. The management of the Council's Fuel usage is an action in the Council's Carbon Management Plan 2015-20 and proactive management of driver behaviour is in line with the requirements of the Cleaner Road Transport Vehicles (Scotland) Regulations 2010 (SSI 2010/390).

4.6 The timeline for implementation of vehicle telematic is set out in Appendix 2, the system is currently installed in the whole vehicle fleet and the system is under testing. The system will enable management and the Fleet Service in particular, to monitor compliance with the Use of Council Vehicle's policy.

4.7 This project, once fully implemented, may lead to a formal review and evaluation of the existing Use of Council Vehicles Policy. A Privacy Impact Assessment for the project has not yet concluded, and the outcome of that may also require further update/amendment to the Policy.

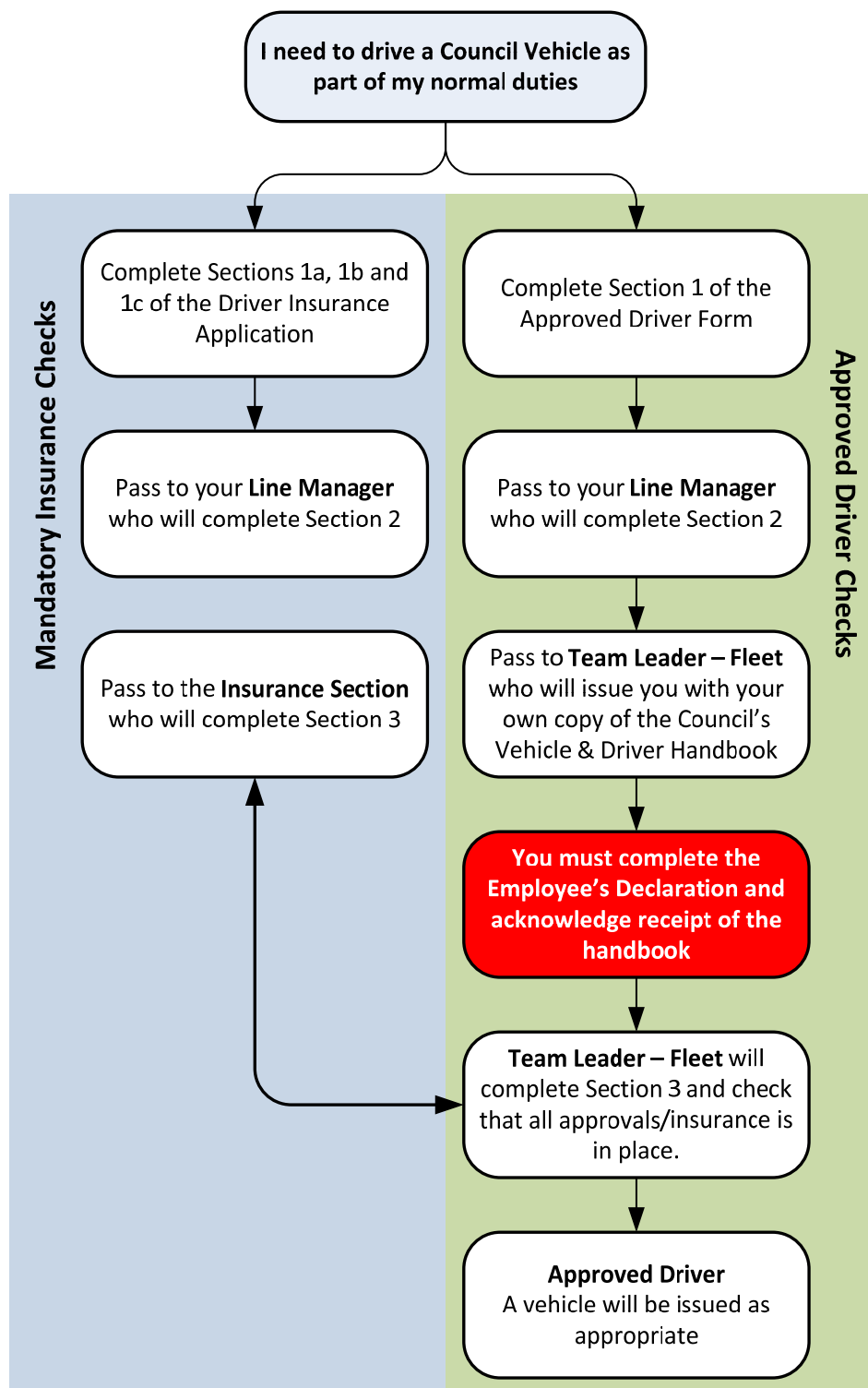
5.0 Exempt and/or confidential information:

5.1 *None*

6.0 Implications :	
6.1 Service Users, Patients and Communities:	<p>The vehicle fleet supports frontline service delivery across the Council.</p> <p>The ability to safely use the road network in winter is heavily reliant upon the work of the winter gritting fleet keeping Shetland's roads clear. The vehicle tracking system will improve the management of the gritter fleet and monitor the grit spread rate in real time.</p>
6.2 Human Resources and Organisational Development:	<p>The introduction of vehicle tracking has been discussed at the Infrastructure Services Departmental Union meeting, The Departmental Safety Meetings and HRPG.</p> <p>No concerns have been raised at these forums and the project is seen by the staff and unions who were consulted as a positive way forward that helps protect Council drivers from claims of misuse of Council assets, helps investigate accidents and near misses and helps to manage lone workers safety. Drivers welcomed the opportunity to reduce administrative tasks such as completing logbooks and mileage sheets.</p> <p>A Privacy Impact Assessment is in the process of being carried out in terms of the overall project, and any outcomes and recommendations will be built into the implementation stage.</p>
6.3 Equality, Diversity and Human Rights:	<p>The Council has a Duty of Care with regards to the health and welfare of its employees. The actions set out here will ensure that we manage our responsibilities for their wellbeing by ensuring that appropriate arrangements are in place to ensure they are adequately trained and competent in their driving tasks.</p>
6.4 Legal:	<p>The telematic project contributes to good governance, the local authority's legal obligations to drivers and the public, compliance with the Cleaner Road Transport Vehicles (Scotland) Regulations 2010 (SSI 2010/390) and our Carbon Reduction commitments.</p>
6.5 Finance:	<p>The actions set out in this report have been funded from within existing budgets.</p> <p>Based upon the experiences of other local authorities it's anticipated that the introduction of vehicle telematics could make a net saving to the Council of £21K per year.</p>
6.6 Assets and Property:	<p>The efficient use of our assets and resources are a key feature of efficient Council operations. A risk based approach has been taken for the management of the vehicle fleet to minimise the potential for failure. The vehicle tracking system enables better maintenance of the fleet targeting the most deployed vehicles for more regular inspection and maintenance. It also allows the Fleet Service to determine which vehicles should be replaced, which could be leased rather than purchased and which can be disposed of. If Fleet Services can demonstrate that vehicles are</p>

	used and driven responsibly the income from sales of end of life vehicles will also be higher. The Driver's Handbook is designed to ensure vehicle drivers look after their vehicle to ensure it can remain in use and retain value for the end of life sale.
6.7 ICT and new technologies:	The telematic system described in this report makes use of existing ICT infrastructure. Vehicle communication is largely done using GPRS on the Vodafone mobile network.
6.8 Environmental:	The introduction of a vehicle tracking system, in tandem with the fleet replacement programme, will increase the overall efficiency of the fleet while reducing its carbon footprint. This directly contributes to Council, Scottish Government and National aims for carbon reduction targets.
6.9 Risk Management:	<p>The Council, as an operator of a large vehicle fleet, must have in place operator's licenses for HGV and PSV vehicles while complying with the Road Transport Operator Regulations 2011. The Council must demonstrate it is actively managing its responsibilities by monitoring driving hours, investigating accidents and near misses and ensuring that drivers are competent to carry out their role.</p> <p>This places clear duties upon the Council in terms of fleet management, vehicle operation and maintenance. All vehicles must meet Driver & Vehicle Standards Agency (DVSA) roadworthiness standards. Better data on the use of the fleet will assist managers to know how and when vehicles are being used and more proactively manage the use of vehicles to drive down cost and risks. This will assist managers to allocate work to the closest member of staff and improve the response times for services by driving down travelling time through increased driver efficiency and productivity. Using the data to ensure that high use vehicles are regularly serviced means that resale values for the fleet will also be higher.</p> <p>Studies on vehicle telematics systems demonstrate that drivers become more cautious and aware of road risks after a system has been installed- this translates into reduced repair costs, less accidents and less vehicle damage in the fleet.</p> <p>The system will provide each driver with regular driver reports which help to identify any potentially bad driving habits that could be bad for the vehicle's health. The system will highlight habits such as braking too hard, speeding, leaving engines idling for long periods or running fuel too low that, over a period of time, could cause damage to a vehicle or use more fuel than is necessary. The report will provide drivers with advice on how to improve their driving, thereby reducing fuel and maintenance costs. The Fleet Service will be supporting drivers through training to improve the efficiency of their driving.</p> <p>This report sets out the actions taken to meet these requirements while reducing road risk and delivering best value</p>

Appendix 1 - Approved Driver and Insurance Process





Shetland Islands Council
Fleet Telematics Implementation

WBS Code	Name	Scheduled Start	Scheduled Finish	Duration	Percent Complete	2016												2017					
						Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr				
A	Telematic Project	01 Apr 16	01 Apr 21	261w	82.77%																		
A1	Project Approvals	01 Apr 16	02 Oct 17	78w	37.5%																		
A1.1	Project Initiation Document	01 Apr 16	14 Apr 16	2w	0%																		
A1.2	Project Board - Stage Approvals	01 Apr 16	02 Oct 17	78w	100%																		
A1.2.1	Project Initiation Document	01 Apr 16	05 Apr 16	3d	100%																		
A1.2.2	Specification - Stage 1	13 May 16	16 May 16	2d	100%																		
A1.2.3	Tender Documents - Stage 2	17 Jun 16	17 Jun 16	1d	100%																		
A1.2.4	Tender Evaluation and Acceptance	04 Nov 16	04 Nov 16	0d	95%																		
A1.2.5	System Design and Implementation	09 Dec 16	09 Dec 16	0d	0%																		
A1.2.6	Testing Strategy	16 Jan 17	16 Jan 17	0d	0%																		
A1.2.7	Training Plan	21 Feb 17	21 Feb 17	0d	0%																		
A1.2.8	Project Completion	31 Mar 17	31 Mar 17	0d	0%																		
A1.2.9	Post Project Review	02 Oct 17	02 Oct 17	0d	0%																		
A2	Data Gathering	01 Apr 16	27 Jan 17	43w	64.28%																		
A2.1	Fleet Data	01 Apr 16	27 Jan 17	43w	64.28%																		
A2.1.1	Vehicles	01 Apr 16	07 Apr 16	1w	100%																		
A2.1.2	Drivers, Driver Verification & Payroll Number	05 Dec 16	16 Dec 16	2w	75%																		
A2.1.3	Structures	19 Dec 16	13 Jan 17	2w	50%																		
A2.1.4	Process Flows	16 Jan 17	27 Jan 17	2w	50%																		
A2.1.5	Staff Consultation (Union Meeting)	17 May 16	17 May 16	0w	100%																		
A2.1.6	Union Consultation	20 Sep 16	20 Sep 16	0w	100%																		
A3	Project Documentation	29 Apr 16	04 Nov 16	27w	83.33%																		
A3.1	Stage 1 - Selection	29 Apr 16	26 Aug 16	17w	50%																		
A3.1.1	Outline Specification	29 Apr 16	12 May 16	2w	100%																		
A3.1.2	European Single Procurement Document	13 May 16	26 May 16	2w	100%																		
A3.1.3	Evaluation	01 Aug 16	26 Aug 16	4w	0%																		
A3.2	Stage 2 - Restricted Tender & Award	13 May 16	04 Nov 16	25w	100%																		
A3.2.1	Detailed Specification	13 May 16	19 May 16	1w	100%																		
A3.2.2	Contract Documents	20 May 16	02 Jun 16	2w	100%																		
A3.2.3	Legal & Contractual Analysis	03 Jun 16	30 Jun 16	4w	100%																		
A3.2.4	Invitation to Tender	26 Aug 16	26 Aug 16	0w	100%																		
A3.2.5	Tendering Period	29 Aug 16	30 Sep 16	25d	100%																		
A3.2.6	Tender Evaluation	03 Oct 16	28 Oct 16	4w	100%																		
A3.2.7	Tender Award (including Standstill)	04 Nov 16	04 Nov 16	0d	0%																		
A4	Project Implementation	07 Nov 16	20 Mar 17	19w	90.86%																		
A4.1	Deployment Planning	07 Nov 16	27 Feb 17	16w	90.86%																		
A4.1.1	Data Integration	07 Nov 16	09 Dec 16	5w	82%																		
A4.1.2	Software Configuration	12 Dec 16	20 Jan 17	4w	75%																		
A4.1.3	Hardware Installation	23 Jan 17	27 Feb 17	5w	99.78%																		
A4.1.3.AA	Qube 300 Base GPS Installation (230 Units)	23 Jan 17	10 Feb 17	3w	100%																		
A4.1.3.AB	MDT860 Cab Mounted Display (205 Units)	23 Jan 17	10 Feb 17	3w	100%																		
A4.1.3.AC	M-Nav 950 Cab Mounted Demountable Display (25 Units)	23 Jan 17	10 Feb 17	3w	100%																		
A4.1.3.AD	Navcan 1 Smart Telematics Interface (209 Units)	23 Jan 17	10 Feb 17	3w	100%																		
A4.1.3.AE	KP1 Dashboard Camera System (221 Units)	23 Jan 17	10 Feb 17	3w	100%																		
A4.1.3.AF	360 Surround Camera System (9 Units)	23 Jan 17	10 Feb 17	3w	100%																		
A4.1.3.AG	Exac Track Gritter Installation (24 Units)	06 Feb 17	09 Feb 17	4d	95%																		
A4.1.3.AH	Year 1 Airtime	27 Feb 17	27 Feb 17	0d	100%																		
A4.1.3.AI	Years 1, 2 & 3 Airtime for Exac Track Installation	27 Feb 17	27 Feb 17	0d	100%																		
A4.1.4	Acceptance - Testing Programme	30 Jan 17	24 Feb 17	4w	75%																		
A4.1.5	Training Programme	21 Feb 17	22 Feb 17	2d	100%																		
A4.2	Go Live/Adoption	20 Mar 17	20 Mar 17	0w	0%																		
A5	Maintenance	02 Apr 18	01 Apr 21	783d	0%																		
A5.1	Year 2 Annual Airtime	02 Apr 18	02 Apr 18	0d	0%																		
A5.2	Year 3 Annual Airtime	01 Apr 19	01 Apr 19	0d	0%																		
A5.3	Year 4 Annual Airtime	01 Apr 20	01 Apr 20	0d	0%																		
A5.4	Year 5 Annual Airtime	01 Apr 21	01 Apr 21	0d	0%																		
						2016												2017					
						Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr				