



## SUCCESS STORY

### Challenge

A local council authority that provides passenger transport services for people with special needs required a flexible part time workforce consisting of drivers and passenger attendants. With the introduction of the Agency Workers Directive, the Council faced a significant raise in costs due to parity regulations.

This industry is also governed by highly complex regulations, but a fragmented approach to training resulted in the Council being unsure of who was appropriately qualified.

### Solution

In 2011, Drake was appointed to run an on-site Managed Service and TUPE transferred the management of staff and payroll over to Drake. Working on-site allows quick response times, on point management of staff and a far higher degree of flexibility.

Drake have appointed a full-time trainer into our on-site management team, resulting in a continuously high standard of training and transparency of all staff accreditation.

### Outcome

Drake have significantly reduced the Council's employment costs - including a reduction in costs of 28% in the first year alone, without reducing the headcount.

Through our in house training methods, we are able to ensure consistently high standards of care and safeguarding - essential when working with vulnerable children and adults.

The Council is now able to expand their services due to the flexibility of the workforce - enabling them to use their vehicles at times when they previously would not have been utilised to their full potential.

## KEY SUCCESSES



### Cost Savings of 28%

In the first year, Drake reduced employment costs by 28% **without reducing headcount.**



### 99.7% End User Satisfaction Rate

Continuous training ensures excellent levels of care - resulting in a 99.7% satisfaction rate.



### Service Expansion

A more flexible workforce and better utilisation of resources has enabled our client to offer more services.