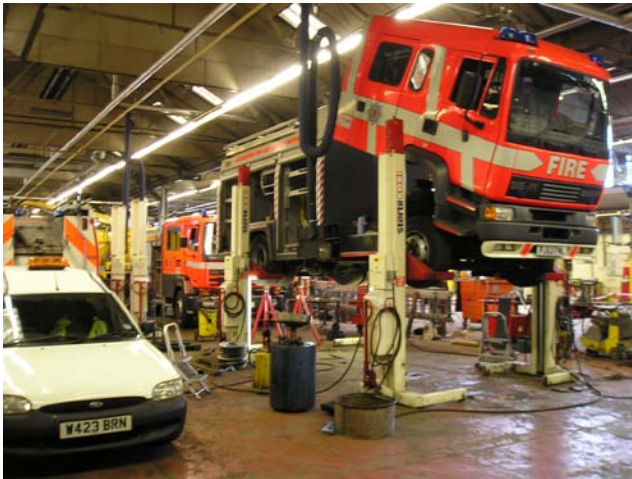


Shared Service Model

Lancashire County Council / Lancashire Fire & Rescue Services



Chris Grime FSOE FIRTE FCILT
Principal Fleet Engineer
Lancashire County Council

Background

- **Compulsory Competitive Tendering**

Background

- **Compulsory Competitive Tendering**
- **Inclusion of the LFRS Fleet**

Background

Fleet Diversity



Pump Ladder/Water Rescue Pump

Background

Fleet Diversity



Aerial Ladder Platform

Background

Fleet Diversity



Incident Response Unit (New Dimension)

Background

Fleet Diversity



Command Support Unit/Mobile Fire Station

Background

Fleet Diversity



Specialist equipment Prime Mover

Background

Fleet Diversity



Rubber Tracked All Terrain Vehicle

Background

Fleet Diversity



Driver Training Vehicle

Background

Road Traffic Collision Equipment



Dedicated Core Cutter



Dedicated Core Spreader

Background

- **Compulsory Competitive Tendering**
- **Inclusion of the LFRS Fleet**
- **Joint examination of the of the LFRS Fleet**

Background

- **Compulsory Competitive Tendering**
- **Inclusion of the LFRS Fleet**
- **Joint examination of the of the LFRS Fleet**
- **Comparisons with National Benchmarks**

Improvements Achieved and Challenges Overcome

Improvements Achieved and Challenges Overcome

**joint production of a comprehensive
service level agreement**

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

To provide a maintenance and support service to keep LFRS fleet in a reliable safe and suitable condition and to ensure compliance at all times with all relevant statutory or legal requirements.

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

To provide the service with minimum downtime and at the lowest cost commensurate with value for money

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

To provide a minimum of 98% fleet availability and ensure that at least two reserve pumping appliances are available at all times

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

Deal with all warranty claims on behalf of LFRS

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

To provide a computerised system to allow financial information, fleet information, maintenance history details, whole life costs and defect analysis to be accessed at all times by LFRS

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

Vehicle availability

LCES provides LFRS with a minimum 98% availability and two reserve pumping appliances are available at all times

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

CFOA Recommended Best Practice

The CFOA 'Recommended Best Practice for the Maintenance of Fire Service Vehicles' are followed

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

Maintenance programming

A monthly programme of all fleet items requiring maintenance is agreed

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

Defect Rectification

A detailed protocol has been jointly agreed for the reporting, rectification and recording of defects

- **Grade 1 defect requires a response time of two hours**
- **Grade 2 defects are to be responded to within the next working day**

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

Staffing levels

Contract manager

Senior workshop Engineer

Reception Engineer

Field Service Engineers (one available 365 days 24 hrs)

Electrician and Body and Paint Technician.

Improvements Achieved and Challenges Overcome

Service level agreement aims & Objectives

Computer System

- **On line accounts with full details of work**
- **On line payment of invoices**
- **On line fleet management information**
- **On line fleet monitoring**
- **On line details of defects and analysis of defect trends by VMRS coding system**

Future Targets & Goals

LCES is to provide further support to LFRS in the maintenance and inspection of over 6000 specialist items of 'on station' equipment which includes lifting chains and strops, body harness rescue packs, hydraulic rescue equipment, portable ladders and hose branches.

Future Targets & Goals

Move to a continuous Service Level Agreement with a 12 monthly review of performance.

Future Targets & Goals

To further develop fire appliance and equipment design from an operational and maintenance perspective.

Future Targets & Goals

To continue to review maintenance practices and work content in light of changes in operation and use brought about by the Fire Service modernisation process and changes in legislation.

Future Targets & Goals

To ensure that appropriate, specific factory training in all areas is carried out to further enhance the service provided.

Future Targets & Goals

To extend the measurable and comparable key performance indicators to ensure that customer focus and operational priorities are maintained

- **Vehicle availability**
- **Maintenance Cost**
- **Services carried out on time**