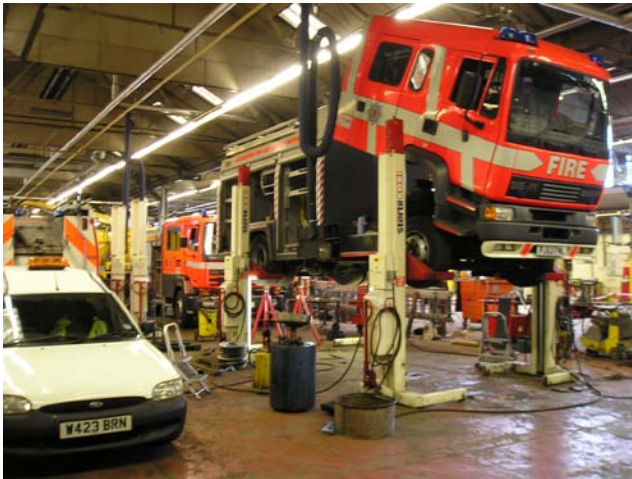


## Shared Service Model

### 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**