## Re-engineering Fleet Management at Thurrock Council

Don Allison

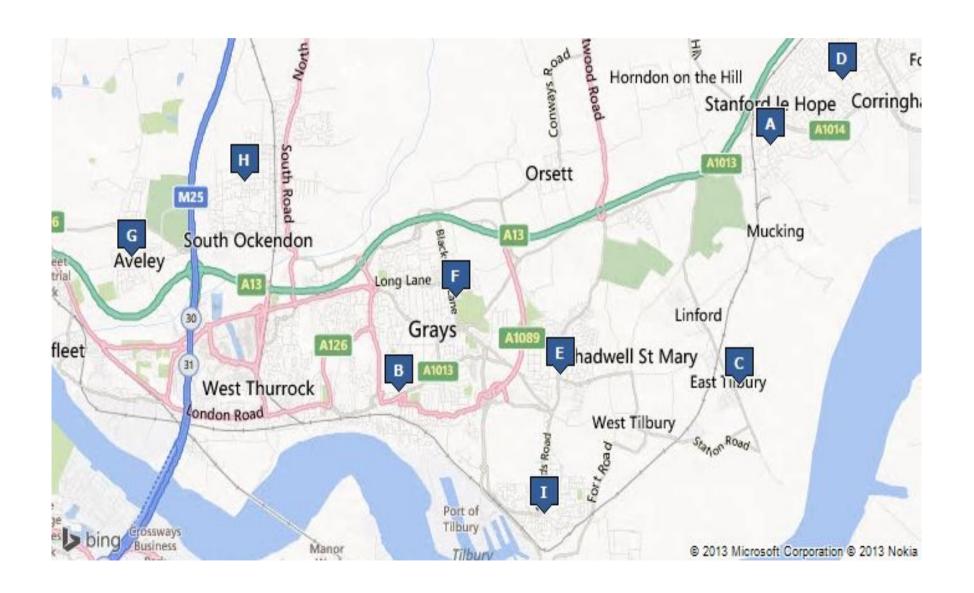
**APSE** Associate

**APSE SOLUTIONS** 

### THURROCK COUNCIL

Lies on the River Thames just to the east of London. With over 18 miles (29 km) of riverfront it covers an area of 64 square miles (166 km²), with more than half defined as green belt. With Greater London to the west and the river to the south, the county of Essex abuts the borough to the north and east, and across the river lies Kent.

**Thurrock** is a unitary authority with borough status in the county of Essex. It is part of the London commuter belt and an area of regeneration within the Thames Gateway redevelopment zone





### BACKGROUND

- Refuse collection service brought in-house during 2010
- Fleet maintenance for heavy commercial and other specialist vehicles out-sourced to local repairers
- Poor service provided by external providers'
- Escalating maintenance costs
- Fleet had poor customer satisfaction levels from internal customers.

# AN EXPRESS JOURNEY THROUGH CHANGE COMMENCED BUILD AUGUST 2012 COMPLETED AND MOVED SITE IN JANUARY 2013

### OH DEAR – WHAT TO DO?



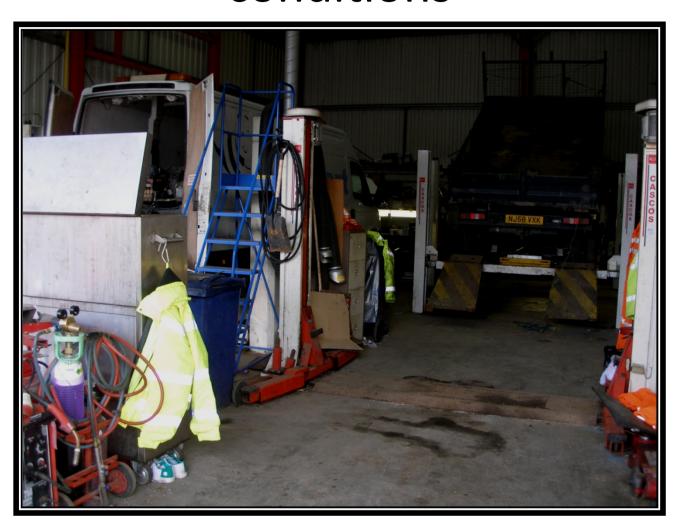
# Previous working environment and conditions



### New environment



# Previous working environment and conditions



### New workshops



### Meeting & training room



### **HOW WAS THIS ACHIEVED?**

- Financial evaluation
- Established poor service delivery levels
- Change to service delivery?
- Present site
- New site?
- New build contract established and awarded
- Employee 'buy-in' to design
- Customer input and drafting service profiles
- New procedures discussed, rewritten and distributed to all users.



### **SOUNDS FAMILIAR?**

If you are experiencing similar problems to where Thurrock were

Then take the bold steps towards improvement and contact:

Andy Mudd apse solutions 0161 772 1811 or if you wish to discuss either the Thurrock or current project then please contact me at don@donallison.co.uk



### Thank You