



Hampshire Fire and Rescue Service Fleet Maintenance Centre Review

Date: July 2010

Introduction

Following the relocation of the Service Fleet Maintenance Centre to a new purpose built facility at Service Headquarters, the Fire Authority requested that a review be undertaken of the new working arrangements. This review was undertaken by specialist consultants who had undertaken this type of work for other Fire Services.

The outcome of this initial work was, that to achieve maximum benefits from future working practices, the Service needed to produce a Service Level Agreement and a fleet strategy. It was also recognised that project management support was required to procure and implement a new fleet maintenance system, which would be crucial to ensure that the system was fully functional.

The SEFIP grant was used to contribute to the cost of using the consultants to help with these three areas of work.

Our progress and lessons to date

The Service Level Agreement is complete. This sets out roles and responsibilities of the Fleet Maintenance Centre and its internal customers, and will resolve a significant weakness found in the original review. The fleet strategy is nearing completion. A new set of meaningful performance indicators has been identified that are linked to the SLA and strategy, to enable performance management. Once we have developed and adopted these they will be available to be shared with our colleagues in the region.

The procurement of a new fleet maintenance IT system is underway and it is expected to be implemented by the end of the financial year. This will provide better management information, and help inform future planning.

What do we need to do next

We need to complete the fleet strategy and continue the procurement and implementation of the IT system. Once these are in place we can share lessons learnt with others.

For more info contact

Hampshire Fire and Rescue Service
Bob Ratcliffe bob.ratcliffe@hantsfire.gov.uk
Nicki Whitehouse nicki.whitehouse@hantsfire.gov.uk