

# **Re-engineering Fleet Management at Thurrock Council**

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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 km<sup>2</sup>), 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  
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or if you wish to discuss either the  
Thurrock or current project then  
please contact me at  
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Thank You