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Metropolitan Police Service Case Study



Delivering Increased asset availability and effectiveness

Challenge

To increase the availability of the Metropolitan Police Service's (MPS) fleet of over 4,000 vehicles while providing increased value for money.

Background

The 10 year contract sees Babcock managing and overseeing the repair and maintenance for the fleet, and specialist equipment, including short and medium term rental requirements.

With the MPS policing London with an operational fleet of 4,000 owned and leased vehicles that travel over 63 million miles a year, Babcock's mobile engineers need to respond to round the clock defects and communications problems to ensure minimal downtime. The workshops we run meet Vehicle and Operator Services Agency and

Ministry of Transport standards while paint and body shops meet official BMW, Vauxhall and Ford manufacturer approval.

Results

Babcock has increased asset availability by introducing best practice improvements and new technology to optimise usage. Cost savings have been achieved by reducing the total number of assets, the full life costs of assets, and the level of asset misuse or abuse. Regular reporting and reviews highlight further business improvements and cost savings.

Working in collaboration with the MPS, we undertake maintenance, short-term rental requirements and collision repair of vehicles at our two purpose-built £10m facilities in Camberwell and Park Royal in London.

Our specialist workforce optimises work allocation using state of the art information technology and estimating systems.

Strategically positioned sites reduce travel time for vehicles and other equipment requiring maintenance or repair.

Babcock's approach unlocks the potential of every MPS asset. Tailored incident management software supports detailed trend analysis that identifies potential efficiency improvements and pinpoints resource needs. Coupled with a bespoke fleet management system, operational demands are more accurately predicted through improved control of vehicles and easily generated information - resulting in higher vehicle availability during peak periods.





“OUR PARTNERSHIP WITH BABCOCK ENCOURAGES US TO CONTINUOUSLY DEVELOP OUR CONTRACT AND EXPLORE INNOVATIVE METHODS AND PROCESSES TO DELIVER BETTER FOR LESS.”

MPS TRANSPORT SERVICES



Reasons for success

Babcock tailored ALCAMiE, its proven method of service delivery, to the customers requirements. Working to exceed the requirements of traditional support services contracts, Babcock invested in innovative new service and repair facilities and established 15 new mobile maintenance response teams in the field.

Together they carry out 500 hours of maintenance every day. This helps to optimise availability and vehicle performance.

Babcock works in collaboration with customers to develop solutions tailored to meet their individual needs. It helped MPS address issues around low fleet availability by implementing a new IT system.

This tracked vehicle assets so that services and inspections were carried out at the right time before impacting on availability.

The Future

The advantages of Babcock's drive to continually provide a high quality, resilient service has delivered the following to the MPS:

- Maximised fleet availability
- Reduced fleet size to reflect accurate force requirements
- Reduced costs of collision repair due to the use of recycled parts
- Works in partnership with the customer to reduce vehicle hire costs by a quarter
- Improved fleet safety by improving maintenance regimes and response times

For further info please email:
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