

Case Study

John laing

making infrastructure happen



Client

**North East Fire and
Rescue Authority (NEFRA)**

Incorporating

Tyne and Wear Fire and
Rescue Service
Northumberland Fire and
Rescue Service
Durham and Darlington Fire
and Rescue Service

Services include

Cleaning and Waste Management
Security
Health and Safety
Building Installations and
Asset Management
Grounds Maintenance
ICT
Furniture and Equipment
Maintenance
24 hour Service Desk Provision
Utilities Management
Community Use Support

Term

25 years

Start

June 2010

Supporting frontline
fire and rescue services
in the North East

Case Study



The Client

North East Fire and Rescue Authority (NEFRA) is the collaboration of three fire and rescue services; Durham and Darlington, Northumberland and Tyne and Wear, who all provide fire and rescue services to north east communities.

John Laing Integrated Services commenced facilities management service provision to four new community fire stations and a new community fire station and headquarters for Northumberland and Durham and Darlington Fire and Rescue Service in June 2010. This marked the beginning of our long term partnership with the fire and rescue services in the north east, which now includes eight additional facilities in Tyne and Wear.

A key factor in North East Fire and Rescue Authority's decision to select John Laing Integrated Services as its facilities management partner was our experience in operating facilities, specifically for the emergency services and our unique EQ24/7 performance monitoring platform, a leading service and asset management enterprise software package.

The Challenge

It is essential that every community fire station is maintained to a high standard in order to allow the fire and rescue authority to concentrate on its core duties.

John Laing Integrated Services needed to develop a strong working relationship with all three services to ensure they had confidence in our abilities that allowed them to focus on their core business of protection and prevention.

The challenge was to implement a performance monitoring and helpdesk function (EQ24/7) that met the requirements of all three fire services.

Ron Crisp of Northumberland Fire and Rescue Service said:

"The EQ 24/7 tool is easy to use and easy to interrogate. Every month a report is supplied to NEFRA which indicates how JLIS have performed in meeting response and rectification times. Although it is very early in the 25 year contract, the relationship between JLIS and NEFRA is boding well for the future."

The Solution

As part of the EQ24/7 implementation of the North East Fire and Rescue Authority's contract, a series of workshops involving representatives from each service was set up in order to ensure that what John Laing Integrated Services offering was in line with the authority's needs and expectations.

By working in partnership with all three fire and rescue services, we guaranteed that their individual requirements were incorporated into the system.

Following the launch, John Laing Integrated Services provided comprehensive training to key personnel, thus ensuring that they were familiar with the capabilities of the system and how it worked.



Innovation & Results

- Previously, routine maintenance was subject to a process of tender with unpredictable costs and timeframes for rectification. The North East Fire and Rescue Authority now has the assurance that the future upkeep and maintenance of the new facilities will be delivered to an agreed rectification time and standard and that the costs are built into the life of the contract.
- The EQ24/7 system complies with the terms of the contract at all times, ensuring that the priorities for the operation of the buildings and services are met. This allows the three fire services to concentrate on their core business.
- The system is fully transparent and our clients have the ability to monitor and oversee our performance at all times. Performance reporting formats can be tailored to the individual needs of the client.
- Contingency plans are factored into the operation, giving piece of mind and ensuring fire and rescue service delivery will not be compromised.
- The EQ24/7 service solution also provides the North East Fire and Rescue Authority with a comprehensive asset register. Both statutory and planned maintenance is built into the life of the contract, ensuring compliance is maintained at all times.
- The functionality of EQ24/7 was a key factor in Tyne and Wear Fire and Rescue Service's decision to strengthen its partnership with John Laing Integrated Services, extending the JLIS FM solution to a further eight fire facilities in the region.



Case Study Snapshot

The Challenge

- Implement a performance monitoring and asset tool
- Meet the needs of three fire and rescue services
- Reduce the impact on frontline services

The Solution

- Implementation of a bespoke performance monitoring tool
- Training for all key personnel

Innovation & Results

- Routine maintenance planned and costed
- Contract terms met
- All performance fully transparent

John Laing Integrated Services

We focus on building strong partnerships and consistently delivering client objectives.

John Laing Integrated Services (JLIS) provides a full suite of operational services to public sector clients, including local authorities, education, rail, police, fire and rescue, health and cultural services. We are also at the forefront of outsourcing for library services, being the only private sector organisation running and directly employing library professionals in the UK.

Our success is based on developing management solutions that enable our clients to focus on their core business, whilst delivering first class services to their customers. By investing time and resources into ongoing value-added consultancy, we support our clients in the delivery of service solutions and innovations, whilst seeking savings for the longer term.

Our market-leading service and support centre, EQ24/7 is a powerful bespoke tool that allows us to maintain and improve the quality of our customers' services and assets. It also ensures contract terms, payment mechanisms and service level agreements are constantly monitored and met.

Contact

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