SDP Transcription

**Peter Warner:** [00:00:00] With our colleagues that we have actually set up a national tram man usergroup and a tranman, T R a N a N is the software system we use. And a number of other brigades use it. I think Hampshire might be using it now, actually. Ok, but, um, yeah, so we set up a national user group, which we're trying to bring everybody together into some sort of cohesive mind when it comes to transport to, to, um, you know, transport systems or feet measures.

So that's why at the moment we're all got different, different views. The other thing that, um, leads on from what you said is in your, um, in your outside world, if you like with your operator's license, the operator's license person, who was the competent person who holds what they call the CTC, they are responsible for the drivers in the fire service situation that the fleet manager doesn't actually have.

Any, Line responsibility for the [00:01:00] drivers of the vehicle. So on that basis, if someone isn't doing something, they should, then the fleet manager can only base that with senior officers or the chief officer that he can't go to the driver and say, you should give them this, you know, you can do it on a health and safety ground.

Of course, you know, if they're doing something wrong and every manager's responsible for health and safety, from a point of view of, of, um, their line manager for that driver, they're not. So we can put the process in, but not necessarily, um, Can make sure it is um, some is followed. Yeah. Now, uh, the, the thing that your dad was talking about with the daily checks is a, um, a system that the operators license to have, and it's very good practice as best practice that the driver checks that vehicle over before

it leaves the depot now, obviously within a. Fire service setting. You wouldn't have everybody running the station, checking the vehicle over, then go ahead and put that fire. [00:02:00] So on that basis, we have the daily check at change of watch. So as soon as they come on, they'll do it. And then when the next watch comes on, then they do it as well.

Now, what that daily check is for is, as you quite rightly say, is to check around and make sure that there's no errors and defects, but that defect reporting. Is a legal requirement under the road traffic acts and the operator's license. So basically we have to show that a defect has been reported by the driver.

We have to show that that's been recorded. And then we have to show that that's been cleared by a mechanic and we can not, then we have to be sure that the driver has had that information to say yes, that defect be cleared and it's okay to drive. If we had a serious accident, um, like a, you know, a serious accident with a vehicle, uh, and someone got injured or even just a serious accident where they could been injured it, then the fleet manager would be, [00:03:00] um, possibly cautioned, uh, at the scene to say, can I see all of your maintenance records for this vehicle?

And some of those maintenance records will be the defect report system now, um, Software is great and that's the way forward, but we need to have instant access to it. We need to make sure that it's not contaminated and we need to have some form of signature on there. So with the hard copy, yes, it's a bit archaic, but you have someone's initials beside that, to say that vehicle is clear and safe to go in Essex.

Currently we do it with a log book. We have a book that stays in the vehicle. Some other services like Hampshire obviously have a defect sheet, which they write on and then they can store it somewhere. But providing that fleet manager or the fleet whoever's responsible for the fleet could say, right, I need to pull out all the defects for that vehicle to show the, um, uh, [00:04:00] DVSA or police in some circumstances, then we're in trouble.

So we need to have that record available to us and not be a bit. If someone hadn't got that access to those, those defect reports. Yeah. But having said that, if we could have a, an app where you walk around and you say, right, yes, this is all okay. Oh no. This tire looks a bit strange i'll take a of photograph of that I'll send it in providing that came straight in and the fleet manager could know that that that was secure, couldn't be tampered with, it was signed for.

Electronically now that could either be with a fob or probably not a fingerprint that's a bit over the top, you know, some, some might and make sure that Joe blogs is actually Joe blogs. Yeah. Um, and then, then that would be ideal.

**Callum Gray:** Right? That's very interesting because that is in short the premise of what I was thinking for the application [00:05:00] in my head, I kind of had on the phone was going to be like a 3d object of the fire-engine.

That you can then a bit like a video game. You can move the fire engine around, rotate it, and then you would click on certain areas, say the windshield, then it would come up with a checklist of individual things that you need to check with that windshield. Is there any cracks? Is there anything, , small defects in it?

If there is, or not, like you said, you then take a picture if that's required and then that should be sent off to some sort of, and that's the thing. This is very theoretical because obviously the fire service is such a massive company. I'm just a single student. I can't really do this on my own, but, um, I was thinking it would then be sent off to some kind of database, which then as you say, fleet managers would have access to, um, in terms of delivering the application, what do you think the fire services reaction would be say?

Because my thought process was, it wouldn't be an application that anyone could download onto their phone. It would probably be something that say the fire service would have to buy, [00:06:00] or if you already have. Um, some of your Android tablets and only you as fire service people, because that's the other thing, this application was also potentially going to be opened up to the police service or ambulance service as well.

So it's going to be like a multi-agency fleet management application. So obviously with your security concerns, that is definitely something that needs to be sorted. How would the fire service do they already have tablets or devices that they use to store this information? Would they be okay to get some, that kind of attitude?

Most

**Peter Warner:** most fire-services have a tablet in the vehicle or what they called an MDT mobile data terminal, where they send information about risk incidence across. Um, so it's feasible for it to actually be put on that. Um, not all the mobile, um, mobile data, not all the MDTs are mobile as in, . You can pick it up and walk round with it some are bolted to the vehicle.

So that point of view. Yeah, that might be a little bit difficult to walk around with, but they [00:07:00] do have tablets available. Um, you could probably do the, um, application download through, through an intranet because you could, you know, you couldn't, you could, you probably could do it so that you could actually, um, do the QR code on the side of the vehicle, even, you know, because one of the, one of the issues that we do have is.

Uh, we look at it from a fleet management point of view. We look at registrations. So our, our indication that vehicle is either the registration number or the chassis number that for a, uh, a station it's a call sign. So it might be i dunno, papa 3 41 . You know, now today that vehicle may be, uh, uh, uh, uh, a 55 registration vehicle.

Um, tomorrow we might put a new vehicle. Uh, 59 vehicle, but the call sign would remain the same. So if someone's reporting a defect on three, four papa 1 [00:08:00] today, , that might be a different vehicle from what was yesterday.

Does that make

sense? So on that basis, if there was a q q QR code on the side of the vehicle, you know, unique to that vehicle, you can actually qr code the vehicle.

im doing the daily checks on this vehicle , , the day checks on this vehicle, um, driver today, my name is. Uh, Sheila yourself, or having you do that electronic signature and then, um, yeah, and then that squirts through to athlete management system, um, straight away now on our current fleet management system, we have a dashboard on the front, which we're not fully utilizing at the moment, but how good would it be for me to seriously fleet engineer?

Everybody comes on watch at 9:00 PM. By 10 o'clock. I had a report that said six of your vehicles. Haven't had daddy checks to that. Yeah, that would be ideal. I get on the phone. Can it be done Shakespeare wasn't comfortable.

**Callum Gray:** Why aren't you currently using that? Why the current dashboard, why do you not utilize?

What, like what what's [00:09:00] missing that you would like to see to make you use that?

**Peter Warner:** Well, the current dashboard within the train man system basically is so complicated, but it's not too complicated. It's just that we have, we have. Basic. So there, it's looking at, um, how many services to do well on a big fleet.

That's a lot services and I don't need to be reminded every day that I've got all these services to do, you know, um, you can click on new drill down, but quite honestly off. So then I had an idea of what vehicles coming through. So I can, I can look straight into the vehicle record without going through that.

Um, emoji's you know, how many MLTs you've got coming up in the now. Do I need to know that really it's nice to be there, but it would be more realistic if it was things such as how many vehicles will look off the run, how many defects they're not being attended to et cetera, et cetera. So

**Callum Gray:** can you just tell me a bit of the process of, let's say we go around the fire engine.

We do notice those an issue, [00:10:00] what what's meant to happen next. And then how could I maybe do that in an application that would help you?

**Peter Warner:** It varies from brigade to today. Uh, so some, uh, some brigades actually use a portal and the drivers can actually put it into a portal on the web. And that comes through, um, uh, fleet department.

Uh, other people will phone controller and say, we've got a defect on our vehicle and control the info, the team to get them in. Uh, we have a portal in trauma. Um, but at the moment the firefighters will phone control and say, we've got a defect and control their news the quarter to put the data. It now, the reason for that is because, um, if the farms station were to ring the department stray off and say, I've got defect on my vehicle ourselves around control wouldn't know that.

So [00:11:00] we have controller control as in, in other ones, answer the phone. They need to know what the vehicles are and what state is there. So if it's, if it's on delayed turnover or it's off the run or lack of rovers, um, they'll put that through to control and in control sending the messages

**Callum Gray:** that, okay. Do you have certain, um, turnaround times for say if an engine goes off, does it have to be done in a certain amount of time or is it a as, and when it's done kind of.

**Peter Warner:** No it's, um, first of all, their defectors categorized. So, uh, we have urgent non-urgent some brigades will have, um, a BS and CS, you know, really urgent, not quite so urgent that combined to the next service. So each, each brigade will set its own KPIs depending on their set up with their in-house, uh, maintenance workshops or whether you outsource, um, Yeah, most, most of the guys will have a KPI of some description.[00:12:00]

Ours is, um, from the time we received the defect until the time we attend the defector station. So, um, so basically, uh, if you think about it, if, if it was, uh, from when we got the call to when we paired the defects, you know, if we had like a gearbox for that got the bid, you know, that's going to take us longer to clear that defect and that.

Uh, to go and change your whole. Yeah. So from KPIs, make more sense for us to say from when we get the call to when we attend the station, after that other KPIs around the, uh, repair will come in. So depending on what we do, if we have to change it over again, then that becomes part of our workshop taping guys, not our response teams.

**Callum Gray:** Lovely. That makes. Um, in your email as well before the meeting, you mentioned about there being a lot of stakeholders within the fleet management, part of the fire service. Can [00:13:00] you just give me some examples? So obviously I know you've got the firefighters themselves, then you'll have your management team going up.

What other stakeholders do you tend to work with?

**Peter Warner:** Well, this is, this is really key. If you think about it, if, um, if you've got a local fire station down the road from where you are, uh, then basically. Anything from 300 to maybe 500 calls a year. If you think about those people going on training courses, they'll go and do a training course, maybe twice a year for a week or your day tours there within the fleet side of things, everything that every instance that that process goes to every community fire safety visit, every training visit.

Everything uses either a vehicle or a piece of equipment. So basically when you're, when you're talking about the fleet, you're talking about the whole service, every individual can come across, can make a system work on. [00:14:00] Deacon can be the problem with the system sometimes. So there's that, there's that human error.

And then you've got things back. So, um, if you say, if you take the provision of a vehicle, obviously you've got fleet team that was specified the vehicles. You've then got the, um, maintenance team that look me Barrett. You've got the finance who would do the budget to actually buy it. You've got a procurement who made sure you do it legally.

You've got the operators to discuss with, you know, end-user requirements of what vehicles they think they need. So it's really cuts across everything. So you can't look at, look at just fleet in isolation. You have to be aware of all the different interactions that. That makes

**Callum Gray:** sense. Definitely. Yeah. Yeah.

Now you've opened that up. That makes a lot more, there's a lot clearer. And as you say, there is, there's a lot of stakeholders that are involved.

**Peter Warner:** Absolutely. I mean, you're talking about doing a, a, um, a daily check or application for a [00:15:00] pumpkin pies. Thought appliance has gone out the door, but in actual fact, you know, we've got those cool cars that we've got, you know, so it needs to be.

All vehicles, because if anybody, you know, if, if one of our, um, colleagues in the HR department needs to go on the course in London or wherever next week, they'll book a call car. Yeah. So you still got the same requirement of checking the vehicle over, making sure, you know, who's driving and et cetera, et

**Callum Gray:** cetera.

Perfect. That leads onto the next question really, because it's obviously you've got your actual fire pumps, but then you've got quite a few different types of parts. Then you've got your pool cars, as you say, you've then got your, you've got like teacher engines, don't you, where they go into the community and teach schools or whatever about the fire service, all of these vehicles, something that come under the fleet management scheme, or have you broken down the fleet management into obviously say this is firefighter duties.

This is Paul's duties. This is the school's team. And so on. So on. [00:16:00]

**Peter Warner:** Yeah, they're all, they're all within the fleet system. So they're all fleet assets. So, whether it's a, whether it was a piece of equipment, a call or a pump, an appliance or hardware platform that all the assets and we treat them all the same.

So basically they're all got maintenance packages on them. They've all got certification calibration. All of that is right. The only differentiation you'll see within a man system will be, we code them so that we know what they are. So we'll have a purpose of primary purpose. We'll have a code for, uh, servicing them.

So for argument's sake, we're moving a little bit. Why don't you check? But if you had a, a, uh, a transit van that trends are bad, maybe one code and . But if you had a transit van with, um, maybe a different on the back, you might want to add another code. So 1, 2, 3, you know, it's going to have this transit service that has got a tip on the backside, [00:17:00] leave your other inspection.

So you might have 1, 2, 3, I for that code. So it's, it's very, it's a real, you know, as I said, in the, in the first email is a real big complex situation building a home package, I think concentrating on just the one element.

**Callum Gray:** Yeah, perfect. That's really good. So what do you think that key element would be?

Would that be the daily checks? I think, I

**Peter Warner:** think that diet nutrients, if you want to hit to real work on the first daily checks, and I don't think that's too far away from your daily checks to actually expand that into equipment inventory. Okay. Because if you think about it, when you, when you have a, um, when you have a big.

Um, you know, like a house fire or in a factory fire or something, but they're not interested in whose kid comes from where all their interest in media is putting the virus or date of the incident. So afterwards you got loads of kit to repatriate. [00:18:00] Now you might say, well, just go and grab the first piece of kit that you find is to go in your truck because it's okay.

If you've got. You know whose room it is. Okay. That makes sense. But if it's something like a, um, how Metro set, which is a jaws of life, the whole sentence, one piece of kit. Yeah. So if they take one piece of kit out of that and put it in another kit that messes all the services up on the calibration. Yeah.

Because the whole kit will, might be serviced annually, but if you take that piece of care and put another piece of caveman and that piece of kit could go two years before we said, So, I mean, sorry, the, the, um, the daily checks one thing, so I won't rent a vehicle. I've haven't got any checks. I've got no defects.

I'll send that in. I now need to do it in the, on the kit. So if I had a story to this, yeah. Now there's loads of ways of doing this, uh, uh, fates, um, VOC [00:19:00] codes, physical numbers, QR codes, anything that you could then say, well, I'm going to go around. It's a bit. I'm going to, you know, check this piece of kit that registers to save this Scott old kit.

If it hasn't got their own kit, then the fleet service team would need to know. I haven't got my own kit. This isn't my, you probably wouldn't put an outfit on the broom because of the outfit, costume on the broom. But just use that as example. I haven't got it. This isn't my broom. This is someone else's burden.

We know your fleet and say, that's okay. I said, boom, it's easier for us to change the record and say, that's now your broom than it is to spend money down, render service five and will burn. You're giving you your own room then. Yeah. Whereas if it's half of the Hal Metro set, that's not yours, then we need to make sure that we would go round and we make sure that you've got your right out Metro kit back.

Now, if everybody's doing that same check and for argument's sake, Harlow fire [00:20:00] station has got. Uh, Metro said Clacton should be flagged in the sand. We've got the wrong hollow. We've got a whole set. We've got Harlow's. We can then repatriate. So it depends on the asset. Have you had issues

**Callum Gray:** with this before?

Is that, is this something that you've noticed happening?

**Peter Warner:** This is a, this is a holy ground of fire service. I've been in the pharmacy numbers 33 years. And everybody's always been talking about tracking

**Callum Gray:** tracing. Yeah. So there is, it's definitely,

**Peter Warner:** it's definitely something that we need to do with deal with.

Lots of people have tried it. Lots of people have tried it previously. Um, so he's got a real challenge that unfortunately, unfortunately, you've got that element of, um, that shiny the mine. So I'll, I'll use that one. Uh, you've got the element of, you know, we've just been to a big job and I need some kit together.

Uh, you have situation where, um, you'll get far into turn up and it will be doing, doing the job. It's a long drawn out job and they'd bring another kid in or [00:21:00] another Caribbean. They might swap vehicles and not know where their kitties, et cetera, the other real big issue you've got. And this is the understand the difference between tracking and tracing, um, because it does get confused.

Tracking is for us to know exactly where our piece of the kit is and who had a blast, and whether it's been serviced, whether it's in calibration date, et cetera, et cetera, tracing is finding the piece of Caitlin is lost. Now those two are used side by side, but the tracking's not too much more problem.

If we know where kids tracing is the big one. If you go to a job and you've got longer, You put something down to long grass, the cruise changeover, the vehicle that's lost. Now, how do you find that piece of kit? You know, you're not going to be able to, unless if it's a big enough piece of kit that you're going to put, um, uh, an electronic device on it [00:22:00] to find that, you know, prices and electronic device, you know, someone's dropped at Broome or an ax.

The other thing causes theft. If you've got, we have, unfortunately, our stations broken into some times, um, and we have hardly ever do we have the hot dry cut and, uh, you know, the counseling hands, the captain cook people steal those to break into places or take, you know, um, Catalina covers off cars. So we have them stolen out of fire station.

How do we actually find them once they've gone? It's very difficult. So tracing are always a big problem tracking. This is the easy one, but still a

**Callum Gray:** huge problem. But as you say, it's, that's hard to fix because like you say, with a broom, say the broom costs 20 pound you're, then going to put a little GPS tracker that could maybe cost 300 pounds onto this, Bruce.[00:23:00]

But then how do you also then value all of your items and be like, well, this is better than that. I'm worth my, no, it gets quite hard when you break down things like that.

Lovely. Um, what else did I have? I got, sorry, I've got a couple of questions on my screen, so I'm just reading and, um, I have been paying attention. I'm not taking notes because I'm going to go back over this. What else have we got? So going back to earlier, we said about the security issues for the application.

You need it to be secure. What kind of information? Obviously don't have to give me the exact information. What kind of information are you looking at that you've got stored on there that you don't want your generic person to see or get into? What are you, what are you worried about? Let's say,

**Peter Warner:** well, first, first and foremost, from our fleet engineer, I'm worried about the fact that that's information that keeps me out of prison.

If, um, if a vehicle out there has a defect and it's not reported [00:24:00] and I don't know about it, and that has an accident, then I'll be in court possibly for mass or charges. So I need to make sure that that data is robust. Is there is sounded it can't be corrupted now. Um, from that point we view that that's the fleet Bozeman science is when you talk about, um, terrorist, uh, risks out there.

You know, do you, do you want people getting hold melon that the station down the road has got how Metro sets and chances are every single one. We've got one that, you know, it's, it's that sort of thing you have to be worried about because there are some people out there that might use information wrongly, then you've got, of course your talking about, um, people's names, um, uh, ID.

So from that point, if that data wasn't secure, You can have people's, um, personal type drought out on the map. So from that point of view to

**Callum Gray:** be candid, [00:25:00] definitely. So how would you ideally protect that? Obviously we spoke earlier about the, the fact the application would probably be on a fire service internet or device.

Technically only the fire service personnel should get into this in a, in a perfect world. But then on top of that, is there certain levels of access that. Expect to have from the systems to say someone higher would have more access and be able to fit it within if needed. And then the lower down people where they shouldn't really be able to do much more than just tick the boxes to fill out their damage reports.

Do you expect something like that?

**Peter Warner:** Yeah, I would expect it to be, um, so from a driver point of view, uh, you could own the insights that you put into the instead. Um, uh, and if you needed to make a correction, uh, You'd have to look at it from a point of view of what stage they want to make that correction.

So if it was the case that that they'd done their daily check, they haven't got any defects and they want to make a correction because they've forgotten to be faked and that's fine. They can [00:26:00] correct that and add the defect. But when you wouldn't want someone to say, you know, I'm not sure, I'm sure they wouldn't, but if someone's thought, well, actually, you know, I'd rather not report that due for it.

So I'll just dilute it. So from that point of view, it needs to be

**Callum Gray:** secure. After let's say halfway through their shift or X amount of hours, they can't make any more changes after that. Is that a potential solution?

**Peter Warner:** Um, because I'm not sure of time. I'm not sure time may be pages at a time. So if, if they were dealing with, you know, if they were looking at east side of the cab for argument's sake, I'm checking inside the cab, these were all correct.

That's it. Yeah. Then you move outside and walk around the vehicle. You know, I'm doing these checks and that's it. I wouldn't, um, I wouldn't put a time base on that because someone could go back. It really, it really needs to only be the, um, the fleet department that can actually make

**Callum Gray:** changes to okay. Only the fleet department.

So what is [00:27:00] the hierarchy of the fleet management team? So you've got the firefighters that will do their daily checks. And then does it go up to. Well, how does it work first? Explain briefly from the,

**Peter Warner:** yeah, from the firefighters, uh, it comes to control or to the book, and then it comes into the fleet department.

It wouldn't go through the, um, the line manager of the firefighter. So it wouldn't go to like the station manager and then, uh, you know, fruits they'll get a general area manager. It would just come straight from the bonfire into the system so that we could see. Does the station manager need any access to this information?

Um, it would be useful for them to see it as read only to make sure that their crews have done their daily checks or whoever comes up and says, I haven't got a record of you're going to check. And the, you know, the, the, the station manager could say so-and-so should be doing all sorts of that type thing.

Yeah. So [00:28:00] visual maybe, and they need to know, of course there's do facing the big.

**Callum Gray:** Doubly, um, going back to the loss of equipment, um, how often is equipment loss? Do you have is quite a hard question, but do you have any rough figures that you could maybe give me, even if you emailed me afterwards, if you could give me like a rough anything just to, because obviously as part of this project, I do have to do the academic report side of things to say, and like signify how this is a problem for the fire service.

What I am proposing to do, could potentially save this. Do you have access to any diagrams, infographics, anything that kind of shows? Yes. This is a problem here, because even if it's just, um, ethics-based not nationally, anything that you could get to me in terms of that would be very helpful if that's okay.

**Peter Warner:** Okay. Just, um, I can't promise anything, but a national meeting on Wednesday [00:29:00] with all my peers. Cause I chair the next. Um, transport this group. Um, if there's any question you want to ask the entire national fire service lead managers that we have the question, if you want to do that, like a little poem, you know, your teams, if you want to say, you know, um, how many people would be interested in, uh, the fleet system, how many people are happy to put that on there so that you can come up with that?

80% of national fleet, fire service say that

**Callum Gray:** that would be amazing. That's more than I can ask for. Uh, what, when did you say that you would have this meeting? Sorry.

**Peter Warner:** I've got the main on Wednesday the eighth.

**Callum Gray:** Nope. I think in terms of that, I think what I would have to do, if it's okay with you, I'd have to create, um, at UV we use.

Because it has to be like an official survey handler because of obviously [00:30:00] ethical data reasons. So I'd have to create a survey. Then I could email that survey link to you and then wherever that would be in the meeting or not. But would that be okay for you to pass on to your peers? That survey? Yeah, I can do that.

I think that would be quite a good solution, but just because obviously, because

that that's, that's completely fine. I've just, I'm amazed that that's even an option really. I'm going to have to take it back to my supervisor now and discuss what we can do with that, because obviously I'm trying to maximize your time. I don't really wanna waste your time.

**Peter Warner:** So I think what's what's um, what's good for me is that the, the, there is a tremendous skills gap within the, um, engineering industry, uh, particularly around motor vehicle and commercial vehicles, both in terms of, um, you know, people turn this.

But also managerial. So the more information we can get out there, um, to raise the profile [00:31:00] of engineering, I know that you're doing it and, but you are looking at fleet systems it's, um, it is beneficial for us. So, absolutely.

**Callum Gray:** Fuck your sister will definitely. Thank you. Um, going back to the initial, so do you remember, I spoke about the website page that would like first piques my interest with you.

Can you tell me anything about that? Was that anything to do with you? Why is that page there?

**Peter Warner:** Well, that is, is, um, I, I said we aren't, we aren't, um, or we don't have, uh, the, um, operators license. So what, what we have all vehicles out there, uh, and you can saw this, this has had useful bit of information. Um, it's the guide to road worthiness.

Uh, if I. Nausea. So number of, to be in, but basically that stop daily checks and things in the bank, we commonly

**Callum Gray:** see that can, you know, okay. I can see [00:32:00] that. That is amazing. Can I, um, can I access that,

**Peter Warner:** going to maintain a Rover and, and that's in your, um, internet that will come up. It's a, it's the drivers and vehicle standards agency that if you all, if you've got a truck.

That's your outside commercial world

**Callum Gray:** is perfect. That's really helpful because that gives me a basis to build off of as well.

**Peter Warner:** Yeah. So that's that one. And then what you've got to, so you have, um, uh, parts of that, uh, all commercial vehicles is you have a thing called the inspection manual. So the inspection manual, uh, is if I can just, uh, open up anywhere really.

They say it's the fire service and all that. He can't see it just about yet, but basically, um, again, if you go onto the internet and put in, um, the HGV inspection manual. [00:33:00] Yup. All you'll come up with this. Basically. That's like the mot for trucks. Okay. So that will give you everything in this tested. Okay.

Now you can't, you can't see it, but, um, I don't know if you can. In the book, they said these areas here, which are in darker for us, all things that we do over and above the, um, standard vehicle stuff. So for argument's sake, a, um, a truck out there has to have tires where the traits no lower than one millimeter, but within the fire service, we say three millimeters.

So. Although we haven't got operator's license, we've maintained slightly higher than what the commercial fleet does. So we need our own set rates if you like around rules. Yeah. So what we do is, and then I'll get into the point that works. What we do is we have a, a best practice manual. Uh, this one's out of date at the moment because [00:34:00] it's a, B, C used to be CFR, but it's now NFCC okay.

So what we're doing is we are reviewing and rewriting this manual as we speak. So the manual that you see. The internet. Yeah. That you looked at the website that is the national fire chiefs, council, transport officers page. And each of those documents in there are out of best practice. Okay. So that's the code of practice for fire

**Callum Gray:** service and this, this one's the up to date one, the one on the internet,

**Peter Warner:** the one on the internet is the cover version.

Unfortunately it's 2014.

**Callum Gray:** So this.

**Peter Warner:** Yeah, we're working on it. So what I'm doing is on, um, what we used to do is we used to read through the manual, put on the shelf and then every few years say, oh, let's redo it. What I've done is I've split the country into seven regions. Number-one taken on a section of the book.

And then the idea is that as we need to our three [00:35:00] monthly quarterly meetings, we say, right, chapter one is out there. Yes, it is. No, we need to add this. And then we keep it as a dynamic document so that we don't do it every five years. What we do do is we keep it up to date as we go at the moment. The version on the page on the website is current version.

**Callum Gray:** So this stuff under the section

**Peter Warner:** assets. Yep. Sorry. The section on fleet. Asher asset manager. Are all the key things that one would want to see in an asset management

**Callum Gray:** system. Okay, perfect. That's really useful. I guess that leads to a question as well. Is this application, how future-proof does it need to be?

How often do you tend to change anything within the system? How easy does it need to be changed this information? If that makes sense. Is it quite an often process that you review and go over or do you tend to say, let's say every 10 years you review what's.

**Peter Warner:** I would keep it fairly, [00:36:00] um, fairly ambiguous in terms of that's the right word.

In terms of you, you were mentioned earlier on about, um, checking the wind screen, you know, what things to check on windscreen? What all we do is I would say actually the windscreen needs checked tick. Yep. I will go in there and say, check it for chips, check it for vision, check it for this. I would refer to another book or another.

I've gone to say, what do I look for in the windscreen? Okay. Yeah, no, I would, I would suggest maybe a post-it might be a way around that. Yep. So you could have a, a poster that said, you know, this is the sort of things you check on the windscreen. This is all the things you check on the tire. If you had that, or even if you had a, as part of the, um, part of the application, but separate from the check sheet, does that make sense?

Because what you'll find is, uh, two things. One is our folks. Haven't gotten a lot of time and if they have gotten all the time, they'd probably want to spend it in a different [00:37:00] way, but if I'm gone run my vehicle and I've got to check the wind screen and I'm looking at the wind screen and I'm gone through a long list of blogs, you could check and four are probably going to get fed up.

Whereas if it says, check in screen on this idea that we'd skirts farm and it is on your visual inspection, um, drivers. Okay. If they can go around reasonably efficiently and just do a quick check, you're more likely to get access, successful result and volume, but you know, ,

**Callum Gray:** that's really useful. Um, do you do more in depth checks then?

Because obviously that's the daily chart. It's just a visual quick look over. Do you have periodic say monthly where it is a full vehicle inspection looking for the individual points we said, is that something worth addressing or not?

**Peter Warner:** Uh, we do that through the fleet maintenance side of things. So we have 13 week inspections, um, out there in fire service world [00:38:00] or in the commercial world.

They might be six weekly, four weekly. Um, depends on the duty cycle of the vehicle. There's how are your, um, how are we using it across the fire service? It's normally 12 to 13 week, um, inspection. Well, basically we will send a fully qualified mechanic out to go and do a full inspection of the vehicle safety inspection.

Um, that'll include the brake performance. And then at six months we will do a brake test and then annually ruder BrightRoll at the store as well, and a major service. So that side of things tends to be, um, with the, um, with the maintenance. Okay, well, they do on station and, um, you probably need to expand this.

Uh, it was more information, but, um, they do do equipment checks, so they might have a, a monthly check on the light bulb or pump to make sure it starts up. Yeah. Uh, they might have a, uh, ladder check that I need to do on a monthly basis. So all of that, [00:39:00] um, might be useful, but definitely the same as it seems, we might be going down the road here and I'm not sure.

It's not know the employee, but it might be that you're looking at 90, I almost, uh, a small software package for the drivers. Yeah. Vehicles and assets, as opposed to just a daily check, you know, it might be to add modules to it, maybe so that, you know, we can say, well, this fire services is interested in the daily check module and that needs to interact with these different.

Uh, fleet management systems to screw up the type of fruit, um, then you might want to say, well, actually I'm gonna run out of mojo home to, uh, that, um, gives me BI checks the back and the faucet. That was my side all the time. Well, we're going to do that. Each MPI checks for that. And there's a whole different set of circumstances and checks and the beyond or equipment.

**Callum Gray:** Yeah, definitely. No, it's definitely something [00:40:00] that I need to address as well.

**Peter Warner:** If you want to expand it a little bit. When you talk about competence, um, you may want to, and this is where we come back to the security of data and things for argument's sake. If I've got a vehicle out there that, um, for some reason or another, I need to know that that, um, it's been, uh, driven because I haven't had the potent sooner entity, you know, when it goes and fills up the fuel, what might be useful is that if there was an electronic field, That you could integrate with that.

So Joe blogs is a car driver. He's never asked his commercial vehicle test, and yet he's just done on quality or a daily check on this vehicle that needs to flag. Yeah. You see? So I don't know if you, whether you could link that to the training record or whether you could say, you know, have a driver more.

So when you become a driver of the video, [00:41:00] There's some sort of code within the system to say that, okay, this, this individual, male or female is allowed to check a vehicle over that got sufficient training, or they need to refresh your training or whatever. So you see what I mean? So, yeah, that would be quite useful.

**Callum Gray:** No, definitely. That sounds good. That does. Um, obviously I'm using up a lot of your time. Is there anything else you think that.

**Peter Warner:** Um, but I think we've covered most things that I didn't realize. I'm sorry.

**Callum Gray:** No, no, I'm fine. I just, I know that you must be busy and got a lot going on, so don't want to be wasting any of your time that you've got other things to be doing.

**Peter Warner:** I've got an internal that, um, I just wonder what it, um, I don't know how big this issue is, but would it be useful for you to talk to our head of it around what, uh, it we've got in the fire prizes at the moment?

**Callum Gray:** Yeah, that could be really useful actually, because then I can see the kind of ins and [00:42:00] outs of what you use on, as I say, the fear reticle was using some Android device, but like you said, that some of them are bolted. So I could then ask her the questions of what, how do we overcome that problem? So, yeah, definitely that would be, that would be useful.

Um, I'll

**Peter Warner:** send you a, I'll go over there and I'll Sandra at each stop street email, and, um, she's a really nice lady actually. So hopefully it should be a button to assist.

**Callum Gray:** Perfect. Thank you very much.

**Peter Warner:** Okay. And you don't let me have that.

**Callum Gray:** Yes, I will. So as I say, after today's meeting and I'm going to get back to, because at the university we will get assigned a supervisor, which obviously overlooks that I am doing real stuff and efficient. I'm doing it all officially. Let's say. So I have been talking to him in between talking to you to make sure it all runs.

Cause I've had to do some ethical checklists. It all expands into this stuff that I don't know, maybe it was naive of me, but I just, oh yeah, I'll just talk to [00:43:00] Peter and we'll just have a nice chat and get going. The supervisor was like, mate, you've gotten to this, you've got to that source. Oh God, I haven't got time for this.

Um, so yeah, as I say, I'll go back to him with the questionnaire because

**Peter Warner:** I think the

**Callum Gray:** last minute, no, it's actually the due date. Isn't until may. So I have got quite a while to get good and surprising. Now I've actually made a bit more progress than some of my course mates, which is quite good. But, um, yeah, I'll have to get back to you about that one, because as I say, I was thinking how.

Again, it has to be ethically correct with data and all of that. I need to make sure I do it all up to the standard, but obviously that's for the fire service, it's a government working thing. You need to be quite secure just as well as always there as well. So I will definitely get back to you on that.

**Peter Warner:** Let

**Callum Gray:** me know. That's fine. Perfect. I will get back to you on that one. Um, I think that's everything I think I've covered. I've wrote down some questions. I'm just going to re quickly go over [00:44:00] your email. When you emailed me the questions. Well, the points of chat that you actually suggested yourself, I was blown away by because it was really like, you hit everything that I needed.

Oh, good. So I'm going to, I'm just going to quickly look over there and see if there's any other quick questions that I needed. I think we've maybe covered it all.

**Peter Warner:** Yeah, some of that was about the, the, the wider, um, fleet management system. Um, you know, if you're, if you're concentrating on, is probably wise to do that, um, if you're concentrating on the, um, on the defect report and equipment type in the two checking, then you might not need some of that. Some of that you mentioned in there other than, um, from a point of view that if, if you know, someone's doing an inventory on a PC.

And it's [00:45:00] out of calibration. Yep. Then it needs to pull both ways. Really. So if we've got for argument's sake, if we've got a ladder out of that, um, that hasn't been in service because we've missed it or they haven't brought the bin and someone does a check on us. I'll go live on the call. Here's the number 1, 2, 3.

That should flag somewhere to say this is needed at workshops.

**Callum Gray:** Yeah.

**Peter Warner:** You

**Callum Gray:** mentioned 15 year life for the assets. Is that your average turnaround for equipment and appliances?

**Peter Warner:** No, that's all. That's for appliances pumping appliances as specials, uh, 15 years, um, cars, six, uh, then's six to eight. It depends on, you know, it's based on, based on costs over the years. It's based on the capital.

Uh, capital finance and how much they cost. You know, you're not going to replace it until 30,000 pound for our, upon to be you to go sweat asset.

**Callum Gray:** What happens [00:46:00] at the end of that 15 year period, I guess it gets reviewed. And then if it's okay to keep going, do you keep that in the service? And if it's not, does it go to scrap or what do you do?

**Peter Warner:** Uh, at the end of his end of his time? Um, they are fairly well. Uh, to be honest, what you've got to think about as well as of course, it's 15 year old technology. So you're, I mean, even now, um, we've got vehicles, uh, it's, it's a legal requirement on the vehicle, that commercial vehicle to have an electronic stability, uh, programs on.

Okay. So if you've got, if you've got vehicles out there that have been replaced by commercial fleets, every four or five years, tops, you know, cause the model would say to, and you've got a firefighter at that. 1213 years old, the chances are you've got less safety and new technology on that vehicle. Then they were still going out to RTCs with.

So, you know, it's, it's, it's, it's, there's not a lot of value left in at the end, uh, when we count the grid. [00:47:00] But, uh, and it's a big issue, nationally security, I suppose, because if you think about it, um, If you, if you have a case card and take all the signs off of it, you've got a white car. If you have an ambulance and you take all the signs of it, you've got over that.

But if you take all the signs of

and the last thing we want to do is have criminals or terrorists, get home a firearm. I'll do lights. No, one's going to stop that. You sit in the news. So security is suppose is a big issue. Um, we'd have scrap them at the end. We try and make sure they go to other third world countries, uh, or industrial sentence and make sure that they've got some use.

Yeah,

**Callum Gray:** that's interesting.

**Peter Warner:** We don't want, we don't really want to say as a then use for criminal behavior, which isn't the risk

**Callum Gray:** know. Right. Looking at that email, we've covered most of the [00:48:00] points. I think we've actually, I think you've been perfect today and you've literally hit everything for me. Um, I think all the questions have been answered.

So any other points that you would like to add quickly before we found it off?

**Peter Warner:** No. No, I'm quite happy. I'm going to show all it's your, um, your interview. So if you're happy, I'm happy that you will probably, as soon as you hang up saying, oh, we should've asked that. Just feel free to come back, you know, drop me an email.

I guarantee I'll probably the same day, but I'll do my best to make sure that, um, you know, anything he wants to, uh, you know, in a few weeks time when you've done a bit more work or you you've focused in, in a bit on, on the, uh, project, then come back to me and we'll put some more information around those

**Callum Gray:** bits.

Yeah. I was going to say, are you okay to, um, obviously what you basically answered it? I was going to ask, are you okay for me to maybe contact you again? If. Yeah, or would you rather us end it now? Perfect. Thank you very much. Um, a quick question, in regards to the [00:49:00] consent, this data will only just be recorded on my device only.

I'm the one that has access to it. But do you want me to anonymize your name or are you happy for me to be using your name and title?

Okay. Just wanted to make sure that was okay before. So now next steps, basically I need that consent form that I sent to you. As I said, it was hard to do it on word. So I've ticked all of the boxes saying yes for you. Obviously, if you have any issues or queries, just get back to me before you send it back to me.

But all I need you to do is just put your name against it and then the date. And then my supervisor said that that should be enough to qualify as you giving your consent for every figure that's happened. Um, at any point, obviously, if you do want to withdraw, that's fine. All of it will be removed off myself.

And I'll probably, I'll probably run back to dad's then and see what that has, can help me with

**Peter Warner:** if you're going to actually, um, quote me directly. Yeah. Can you just let me know what your point your requirement?

**Callum Gray:** [00:50:00] Oh yeah.

**Peter Warner:** You know, this is the same as I've said to you've said yes,

**Callum Gray:** that's fine. Yeah. Yeah. Definitely. Of course, of course I will. Um, even when it gets to that point, I can, when it come, like, as you said, all that.

But when it comes to, if there is anything that I do write in the rapport between our discussion, I can just send you the brief excerpt from that report, if you, if you'd like to see that. So you can see what's happened around what has happened with us.

**Peter Warner:** Yeah. Yeah.

**Callum Gray:** Okay. Yeah. That's fine. I can do that.

That's definitely fine. Oh, I just want to say thank you very much for your time. You've been very helpful. Um, oh, one quickly before you go, would it be possible that, yeah, I was just, I was just about to press, I guess. And then, okay. Um, would it be possible for you to maybe email me just a screenshot of earlier when you spoke about Tamra the dashboard, would it be possible or is it security concerns?

You wouldn't be able to send anything, but we're just a screenshot of just so I can currently see what you've got and be like, oh, so this [00:51:00] is what they're currently doing. And then obviously match up how are. Improve or change certain aspects to then fix that. Is that okay? Or,

**Peter Warner:** um, yeah, I can, I can do that.

Uh, I'm sure I can. I'll try and work out. It's a big piece, a big system. There's a lot of that. Lots of different screens and stuff, but I'll um, I'll give you a general,

**Callum Gray:** it's just, just a couple, just so I can get the gist of it if that's okay. Obviously you don't have to, if that's okay.

**Peter Warner:** I just wonder if.[00:52:00]

If you type in, uh, Civica CIB. I see a tram man. You will look at a tremor management software come up where it will allow you to download a product over the view. That is say there's some lovely information on there. 70% of UK fire services use it. 95% UK police forces. Wow. Okay. That might be quite useful, but I will do a.

Um, just,

**Callum Gray:** just one or two, just so I can see a bit of the inside of you, of how it looks on your end. Um, and now I'm short of time after we've just found out that 70% of the UK fire services use that any reason why you seem to use CIVICUS try, and man is the partnership deals or are they just the best of the

**Peter Warner:** best?[00:53:00]

It's very good system. There are no partnership deals. One of the, um, one of the reasons that we got together with national colleagues to do a user group, cause I'm very, I'm very keen that we do collaborate in the fire service and, and share best practice. And one of the reasons we got together was trying to, um, bring some sort of commonality because when we start to talk.

Um, benchmarking and that's an important thing to get across, you know, we need to code things, right? So the vehicle comes, I talked about earlier, you know, the 1, 2, 3 for a transit. If I call it a transit trends and my colleagues in Hampshire called it a big van, you know, they might put sprinters into a big van, whereas I might just have transit.

So when we start benchmarking, so we were trying to get together to get common codes and common, um, come away and looking at stuff. So, um, Trends a really good system. And most people use it out there. It meets our needs. Um, but, uh, with software and you'll probably pick this up from your [00:54:00] training or your course, um, software takes a lot of money to actually produce and get to work.

Right. So. Software companies are a bit reluctant. Don't quote me on this. Very lucky to have a common package because it's more definitely don't quote me on this. If they can sell you trading or sell you a slight difference of this spoken to you, it's better because then I can tweak it and charge it and days.

Whereas if they just said, right, this is the

**Callum Gray:** latest version of it. Totally understand that one, but no, I think that's all. Thank you very much. As I say, I hope you don't get that. Slightly shortly once I've spoken to my supervisor on the, um, questionnaire side of things. But

**Peter Warner:** I mean, if you can't like, if you count like a Wednesday, then knock it away, just put it on.

Now inside of that, this chat with your, and you'll do on this. And I'm not be sending that in my turn and send it over the minutes tiny, but subconscious people, you know, Houston testified as well.

**Callum Gray:** [00:55:00] Perfect. That'd be really helpful. Well, thank you for your time today. PISA. Really nice to finally meet.

**Peter Warner:** All right.

Good luck. Bye. Have a good day.