

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 20 September 2023

Subject: Service Development Programme and 'Our Plan 2020-24' – Appendix A tasks

Report by: Callum Faint, Chief Fire and Rescue Officer (CFO)

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For: Information

Purpose

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of progress made since July 2023 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2020-24.

Recommendation

2. The Corporate Governance Committee is asked to note the progress made since July 2023 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24.

Executive Summary

3. Progress is reported in respect of 13 projects that are currently in various stages of development or implementation. The report also includes progress against the 20 tasks from Appendix A of Our Plan 2020-24.

Background

4. A summarised update is provided on the status of the projects that are currently being delivered by staff and officers.

Service Development Programme - Project Updates

Views Replacement

5. The project will replace the decommissioned 'views system' previously used for performance management and will seek to implement additional planning, risk management and project monitoring capability.
6. Following the appointment of the BI Developer, most of the reports currently provided from the initial data warehouse have now been replicated to run from the replacement data warehouse and tabular model. Following final checks, all

replacement IRS Key Performance Indicators (KPIs) reports will be available from the replacement data warehouse, this includes incidents, casualties and fatalities and response times for life risk, non-life risk and primary fires. Reports have also been developed for Fire Protection and Community Safety KPI monitoring and are currently being reviewed by subject matter experts to verify data.

FireWatch Project

7. This is a project to develop and improve the functionality of FireWatch, the HR and personnel recording system.
8. Following the completion of stage 2 elements and the decision to focus upon the cloud migration of FireWatch, a highlight report was provided to the Tactical Management Team (TMT) and Senior Leadership Team (SLT) Programme Board regarding this position. It has now been identified that a cloud solution for FireWatch would not allow data to be surfaced for the replacement mobilising system, and as a result it is proposed that the project be paused. SLT has requested an update report be provided to clarify the current position and the proposed way forward. The project board will meet shortly to discuss the current issues and agree a way forward, at which point an updated report will be submitted.

Learning Management System (Oracle) Project

9. This is a project to develop a comprehensive Learning Management System.
10. The SLT Programme Board recognised the significant work that has been completed in delivering this project. The board also acknowledged that further work is required in some key areas to support essential changes to ways of working and embedding deliverables.
11. It is acknowledged that end users are concerned that the oracle system could be more user friendly and would benefit from additional work to further embed champions across stations and automate data transfer between Oracle and other systems.
12. Following discussion at the Programme Board in July, the Project Board has been tasked to review the current position regarding the Oracle system and identify further actions and a way forward to address concerns. The board has not yet had an opportunity to meet to discuss the issues and an update report will be provided once a way forward is agreed.

Microsoft 365 Migration Programme

13. This is a Programme of three projects to migrate LFRS to cloud based Microsoft 365 in the Cloud. The individual projects are:
 - Exchange Migration – now complete

- Microsoft 365 Information Architecture and Governance
 - SharePoint Migration, OneDrive and Teams
14. The three projects are governed by the same Programme Board and each of the projects will have an individual Project Initiation Document (PID) and separate project teams appropriate to the project. The PID for the final project within the programme - SharePoint Migration and Rollout - was approved by SMT Project and Programme Board in January 2023. The programme was due to be completed by July 2023 but following approval of an exception report in July this has been extended to January 2024.

SharePoint Migration and Rollout Project

15. This project is the final project in the Microsoft 365 Programme, and will complete the migration of Officer's OneDrives, introduce a new intranet, and migrate SharePoint team sites for support departments and stations.
16. Following engagement with the project board regarding licence options for deploying to station computers it is proposed to provide device-based licences, rather than individual licences. To evaluate the suitability of this, eight licences have been purchased to facilitate a trial at Birstall Station. If the licence arrangements are considered successful, minimising disruption to operational staff using shared computers, further licences will be purchased, and arrangements deployed to all shared station computers during August and September.
17. To allow OneDrive and Teams training to be cascaded to operational staff, a train the trainer approach is being adopted. Several station-based volunteers have been trained over three sessions and a further two sessions are scheduled.

Corporate Workwear Project

18. A project to procure replacement corporate workwear and undress uniform provision.
19. The project has completed the Undress Uniform element of the project and details of how staff may access this have been communicated. The Standards of Appearance Procedure has now been approved by TMT and is expected to be published in September subject to consultation and approval at Staff Consultation Forum (SCF).
20. The project has been subject to delays due to international supply issues related to some items of workwear. Hunter Apparel, the chosen supplier, has now resolved these issues and outstanding items have been received by the supplier and are expected to be in Service over the coming month, enabling the replacement workwear to be rolled out from 1 October 2023.

Western Station Redevelopment Project

21. This is a project to refurbish Western Fire and Rescue Station to update and futureproof facilities.
22. An above ground diesel tank has now been installed at the station and works to rewire and refresh the appliance bay have now been completed. Some snagging issues are still outstanding. Following completion of these the project will be closed, which is expected to take place by the end of September 2023. An opening event has been planned for 24 October 2023.

Fleet Replacement Project 2022-2024

23. This project includes: seven new appliances, the provision of Variable Response Vehicles (VRVs), ten electric vans, replacement of the estates and workshop vans and a refurbishment of one command support vehicle).
24. Fire Protection cars have been provided and the seven type B pumping appliances are currently on order from Emergency One following completion of a procurement exercise.
25. Project budgets have now been updated to reflect CFA approvals on the fleet replacement programme, and the inclusion of additional vehicles within the project.
26. The first Variable Response Vehicle has been delivered to Workshops, with the second expected during October. All required equipment is now stowed on the first vehicle, and following a period of training and familiarisation the vehicle will be available for operational activity.

Contaminants Project

27. The project will oversee the implementation of tasks, identified from several sources, in relation to reducing the potential impact of contaminants on staff, partners and members of the public who are in contact with effluents during or following fire related incidents.
28. The first two stages of the project are now complete and following approval of an exception report at the July TMT, stage 3 will now end in December, allowing completion of an extended trial across five operational sites to ensure the revised cleaning procedures etc. are suitable and robust.

Market Bosworth Station Refurbishment Project

29. The project will implement the refurbishment of Market Bosworth Fire Station.
30. Following approval of an exception report in April, stage 1 of the project was extended to August 2023 and stage 2 to October. Stage 1 is progressing well; planning permission has now been granted and final internal designs are being

developed with the ongoing engagement of operational staff. Designs include full consideration of the impact of contaminants with support of the Health and Safety team. A tender process, which is being managed with the support of external specialists, is in progress as the final element of the current stage.

Community Risk Management Plan Project 2024-2028

31. This project will develop proposals for the Community Risk Management Plan 2024-28. The project will develop and complete a public consultation regarding the proposals and analyse and present the outcomes of the consultation to the Combined Fire Authority (CFA) for review and approval. A communication plan is being implemented and the consultation questionnaire has been agreed with support from Leicestershire County Council.
32. Following approval of the consultation proposals at the CFA meeting in July, stage 1 of the project is now complete, with the public consultation having gone live on 1 September 2023 for a 12 week period.

Water Rescue Capability Uplift Project

33. This project will carry out a trial to identify suitable equipment and specialist Personal Protective Equipment (PPE) before facilitating additional water rescue capability at Loughborough, Birstall, Oakham and Wigston as part of the CRMP. Training will be provided as part of the project, mobilising arrangements updated, including upskilling of Flexi Officers. The first stage of the project will review existing arrangements for water rescue, complete a training needs analysis for the project and carry out a trial to identify preferences for specialist PPE provision and will be completed by October 2023.

Replacement Mobilising System Project

34. The Service has contracted with Motorola to provide a cloud based mobilising system to replace the current Systel system. This will be a Leicestershire standalone solution moving away from the existing Tri Service arrangement. The first stage of the project will begin to clarify data requirements and facilitate the installation of a replacement ICCS (Integrated Communication Control System) which is due to be implemented by December 2023. The full replacement solution is expected to be in place for July 2024, allowing the decommissioning of the current Systel system at the end of October 2024.

Our Plan Action Plan 2020-24 - Appendix A Tasks

Aim 1 – We want to achieve fewer incidents with lower impact

Continue to undertake our education and enforcement activities, targeting those most at risk.

35. During the first quarter of 2023-24 the Fire Protection team completed 289 Audits against the Risk Based Inspection Programme, meaning the service is on course to meet its 2023-24 target of 1040. A further 50 Audits have been completed, generated by concerns from partner agencies, members of the public and operational crews.
36. The Fire Protection Team is progressing well in meeting its HMICFRS areas for improvement with 97.3% of Building Regulation consultations completed on time. This is an increase from 80% at the same point last year. This has been achieved by putting in place a new process to manage the incoming consultations and upskilling staff using the Protection Uplift Grant.
37. The Service continues to prepare for changes in legislation coming into force in October 2023. This will see the Building Safety Regulator go live. This is being managed for the East Midlands region by Leicestershire. This will lead to improved regulation and compliance of higher risk buildings including Tall Buildings.
38. The Community Safety team has completed 1024 home safety checks this year so far. They target the most vulnerable in the community by using a person centred approach, providing advice and onward referrals to ensure visits improve quality of life outcomes, and lead to reduced demand for services. Community Educators continue working with partner agencies on high risk cases by contributing in multi-agency meetings, carrying out follow up visits to check and support behaviour change to improve safety.
39. The Road Safety Team engaged with the young farming community, delivering fatal four presentations and hazard express. A targeted approach was adopted as recent statistics show that rural young drivers are 37% more likely to be involved in a collision than those who live in an urban area. School engagement continues to target 16-21 year old students by visiting schools delivering road safety presentations. A Biker Down course has also been delivered in conjunction with Harley Davison who are also encouraging motor cyclists to attend the course.
40. In response to a water fatality involving a child, the team, in partnership with The Canal and River Trust, is working with local businesses to improve water safety. In addition, a school water safety presentation has been designed and filmed for 7-13 year olds.

Deliver the required improvements identified in the reports following the Grenfell fire.

41. LFRS has six actions remaining open from the 46 total actions associated with the Grenfell Fire Enquiry, all of which are receiving ongoing work. The actions are managed via the Organisational Learning Board, which has recently been re-titled from the Operational Learning Board to recognise the wider scope of its work across LFRS.

42. The Control Room Manager is in liaison with East Midlands Ambulance Service to follow on work from the previous quarter with Leicestershire Police to be able to provide standardised and consistent fire survival guidance across all three blue light services.
43. An interim checklist solution for inspections of tall buildings by operational crews (Fire Service Act 2004, section 7.2.d) has been drafted to provide enhanced site specific risk information relative to these types of complex buildings. This interim solution is designed to dovetail to a future electronic software solution to improve the management of premises risk, including tall buildings within Leicester, Leicestershire and Rutland.

Ensure effective risk management at incidents by improving assurance processes.

44. The software solution for reporting of safety events is now embedded and access to improved data to analysis direct and root causes has become established. This is facilitating more efficient and effective safety event reports to inform changes to practices and equipment. Ongoing development of the system is still in progress to facilitate mobile device access.
45. Operational Assurance has reacted to the need to share learning more quickly from incident debriefs and assurance processes by publishing a number of Organisation Learning Notes (OLN's) and undertaking Short Operational Audits. OLN's are published where equipment and procedures are sufficient but a gap in knowledge of staff has been identified via assurance processes. An OLN will reconfirm the correct procedures to follow for identified themes. A recent example includes the correct use and capability of the gas monitoring equipment.
46. Short Operational Audits are undertaken to review the 'on the ground practices' against the published procedure to assure compliance. Recent short audits include Asbestos contamination recording and breathing apparatus briefing log usage.

Develop and maintain plans or procedures for the top 10 risks identified on the Community Risk Register.

47. The Service's Corporate Risk and Resilience Manager has set up and chairs a new Local Resilience Forum Risk Assessment Working Group. This has been brought together to assess local risk and develop a Community Risk Register, as required by the Civil Contingencies Act 2004.
48. Within the Service, the department has completed the programme to test back up power arrangements at all fire stations and assisted the Estates Department in the making improvements and addressing issues found. This is linked to the programme of works to improve resilience to the widespread power outage risk.

Aim 2 – Respond effectively to incidents

Use our fire engines flexibly, aiming to attend life threatening incidents in an average of 10 minutes.

49. During April to August, the Service has attended a total of 372 life risk incidents. The average response time is 11 minutes 15 seconds. To assist in achieving this, the Service relocates its appliances from their usual base, whilst other crews are committed at operational incidents or whilst they are training. Tactical Response Vehicles are used at locations where crewing levels are reduced, to help crews reach life risk incidents as quickly as possible. Within the City areas, attendance is under 10 minutes. Other districts are over the 10 minutes response time due to the travel times.

Use our firefighters efficiently and flexibly to maximise our appliance availability.

50. To support maximum appliance availability, the Service has relocated Firefighters from their usual work base to support other stations on 424 occasions. This included On-Call staff working at whole-time stations on 41 occasions, whole-time staff working at On-Call stations on 25 occasions, and whole-time staff working at another whole-time station on 358 occasions.

Implement alternative crewing arrangements in the event of the Service moving away from the current Day Crewing Plus (DCP) duty system.

51. The CFA has previously approved changes to Day Crewing Plus (DCP) duty system operating stations and these have now commenced. On 6th February 2023 Coalville Station was the first station to transition from DCP to a 12 hour self-rostering shift. Five further stations will transition to alternative shift patterns with the final station transitioning in April 2025. The Service is currently working to change Hinckley station to 12 hour self-rostering shifts in January 2024.

Undertake Operational exercises with neighbouring Fire and Rescue Services and multiagency partners to test our interoperability and ensure efficient and effective response.

52. This year operational exercises have been completed with other Fire and Rescue Services and partner agencies. These have included a multi agency flood exercise, prisons, tall buildings and rail.

Aim 3 – Deliver value for money quality services

Purchase a second high reach appliance to replace the older one of the two vehicles.

53. The CFA approved the procurement of a replacement high reach appliance in February 2020 as proposal three of the 2020-2024 Integrated Risk Management Plan (IRMP). The vehicle is now operational and actively attending incidents.

Relocate and centralise our Learning and Development facilities.

54. A report outlining the current progress was presented to the CFA at its meeting on 21 June 2023. A formal project to manage the build of the facility will be established when the location has been finalised and the land purchased.

Continue to collaborate with other blue light services and our partner agencies to support our purpose of 'safer people, safer places'.

55. The Service organised a Biker Down and Hazard Express event at the meet point of the Rutland TT route, engaging with motorcyclists and local residents.
56. An event to inform and educate Bradgate Park Rangers (a water risk site) on methods adopted by the Fire Service at water incidents has taken place. The aim is to work collaboratively with the Police and North West Leicestershire District Council to deliver water safety messages to children and young people through the people zone initiative.
57. Engagement has taken place with Rutland Health 'Housebound Review' Group to identify vulnerable people and referrals for HSC's.
58. A Joint Action Group collaborative initiative, targeting areas for anti social behaviour around Eastern Station, whilst giving advice regarding all multi-agency priorities, has been established. This includes a multi-agency patch walk with numerous agencies including identifying anti social behaviour, pest control, City wardens, housing officers, local councillors, police, PCSO's and pest dogs. Fly tipping, fire risks, and pest risks were identified, and engagement with the community regarding fire safety and providing the opportunity to have HSC's took place.
59. Work has taken place, in partnership with AGE UK Dementia, to provide a safe space for their stakeholder group and this will lead to better partnership work and education between the organisations. This may be rolled out to further stations if successful.
60. A new Community Safety Focus Group with Police and local primary and high schools in Melton has been developed. The aim is to meet each half term and discuss community safety related issues. The schools can publish this in emails etc. to parents, and the Fire Service and Police can be reactive to information provided by schools.

Develop the bistro area of the headquarters building to maximise office and training space.

61. Work on the refurbishment of fire stations is currently taking priority, therefore the Bistro development has been delayed.

Refurbish Western Fire and Rescue Station.

62. Project progress is outlined in paragraphs 21 - 22 above.

Aim 4 – An engaged and productive workforce

Design and deliver learning and development interventions that ensure we have a competent, professional workforce who can help our communities.

63. A series of Core Code of Ethics Workshops have been delivered across LFRS by the Learning and Organisational Development (L&OD) manager, sessions have been facilitated allowing open and productive conversations about ethical behaviour within the workplace and whilst serving our communities. The few outstanding sessions are being planned in for October and November.
64. A bespoke e-Learning course has been procured to increase staff awareness of Neuro-Diversity (ND). The online course will go live on the Service's learning and development application (Oracle) and will be available to all staff. A day long course by the ND specialist who designed the e-Learning was run in Training and Development for instructors and more have been scheduled, aimed at people who line manage those with ND from September.
65. Sessions have been delivered by L&OD to a range of staff to support them in interview skills using competencies. More have been scheduled to support the upcoming promotion campaigns, the On-call campaign and ongoing in Service transfers.
66. Development pathways and portfolios have been designed (Firefighter to Watch Manager initially) to support operational staff who wish to work towards promotion. These will be trialled with various stakeholders during the remainder of the year to gain feedback.
67. The EDI Manager will be delivering Equality Impact Assessment training which will commence with SLT after September and will then be cascaded out to appropriate managers/authors to ensure understanding and compliance. The existing online material will also be reviewed as part of this initiative.
68. Collaborating with L&OD in relation to internal positive action initiatives to support retention and progression processes and support available to under-represented groups. The Positive Action statement has been revised and published.

Implement improvements based on the staff feedback to improve the employee experience.

69. L&OD has reviewed a series of data sets, including the results of recent the cultural survey, HMICFRS reports and historical staff surveys, which has resulted in a report and action plan being created that includes tasks and recommendations for areas of interventions across the Service.
70. The Personal Development Discussion process has been reviewed and, based on ongoing and extensive feedback, it is now simplified into a one page

document. The 'how to guides' and additional coaching training will accompany the relaunch in October.

71. An EDI Maturity Model exercise has been completed using the National Fire Chief's Council maturity model. This will assist in determining key areas of focus and feed into other appropriate meetings/forums to support standards and behaviours.
72. A number of EDI Champions have been identified across departments and stations who will support the advancement of EDI principles across the organisation.
73. The EDI Manager will be looking to reinvigorate the Staff Networks which have, based on email correspondence with leads, either disbanded or lost membership. WOLFF would appear to be the only proactive staff network currently.

Develop the knowledge, skills and behaviours of our leaders in order for them to engage and motivate their teams.

74. A two day leadership programme for supervisory leaders has been designed in conjunction with an external provider. Five courses have been delivered to support and operational staff with excellent feedback. More courses have been scheduled from September. A two day course for middle managers has been designed and will be delivered from September. Additional day long courses to further provide bespoke support to Leadership and Management Development such as presentation skills, chairing meetings and effective feedback have been advertised.
75. The introduction of bitesize and EDI specific content is being created which will support leaders across a range of EDI topics – these are being created based on discussions had with crews and identified areas where additional support would be appreciated.
76. Equality Impact Assessment training is also due to be rolled out to managers and policy/procedure owners.

Introduce a range of interventions that prevent workplace stress and help people manage stressful situations.

77. Usage of counselling services provided by Amica remains at a consistent usage level, with 0.8 new cases presenting to Amica each week. Primary reasons for presenting are related to Mental Health, Non-Work-Related Stress and Work-Related Stress. This information will be used to focus future health promotions and interventions.

Take action to get the right people, with the right skills, in the right roles, at the right time and at the right costs who represent the communities we serve.

78. Wholetime Recruitment - The first tranche of firefighters are now in Service, and the second tranche joined the Service on 29 August and will start at the Fire Service College (FSC) on 18 September.
79. The current Wholetime campaign opened on 23 August and closed on 6 September. 292 external applicants and transferees have progressed to interview stage, along with 37 on-call migrations.
80. The On-Call 03/23 campaign has eight successful applicants at conditional offer stage. The On-Call 04/23 campaign achieved 27 applicants, and following the point of entry selection tests, there are five candidates (plus three already in process from the 03/23 campaign) to interview on 13 September. The On-Call 01/24 campaign opened on 16 August and six applications have been received to date.
81. Three Have a Go Days took place before and during the wholetime campaign application stage, on 19 and 20 August at Central Station, and on 27 August at Loughborough Station. Female and BAME only time slots were available.
82. The Station Manager Direct Entry initiative has successfully recruited two candidates, one with a background in the leisure industry, and one from the NHS. Pre-employment checks are underway, including medicals (which take place on 15 September) and fitness testing, and they will join the Service in November / December 2023, and attend the Fire Service College in January 2024.
83. The Internship project was successful, with two interns from Leicester University joining LFRS from 19 June 2023 for six weeks as a Campaigns and Recruitment Communications Intern and Website and Digital Communications Intern.
84. The Diversity Community Engagement Officer has attended Pride, the Caribbean Carnival, the Mela events, and various events held by local communities, schools, colleges and running clubs, and undertaken networking opportunities with Leicestershire Police, West Midlands Fire and Rescue Service, and St. Nicholas Church (an inclusive church in Leicester with a significant LGBTQ+ community). It was also arranged for Radio Leicester to interview a firefighter at Southern Station, to encourage under-represented groups to apply to the Fire Service and promote the upcoming Wholetime campaign.
85. A series of meetings to gather the specific development needs of staff for the next financial year have taken place with the L&OD Advisor and Departmental Heads/Middle Managers.
86. A series of roadshows to Stations and Departements have been booked and these will allow L&OD team to ensure staff are aware of what is available to support their development.

Aim 5 – Provide assurance

Implement the findings from the multiculturalism and fire safety research.

87. The research from the University of Leicester has shaped the Service's approach to multiculturalism. Many elements of the work are now included within the recruitment and positive action activity. The work undertaken by the Diversity Community Engagement Officer is testament to that. The new EDI Manager is now in role and will continue this work as business as usual moving forward.
88. The creation of an EDI calendar to promote key religious/belief days, national EDI initiatives/campaigns and other key Inclusion days/dates has been created and is being populated – this will link to all Station pages and communications will be sent out to encourage the use of the calendar to support local engagement.

Implement our HMICFRS Improvement Plan.

89. The latest HMICFRS inspection concluded on the 23 June 2022. The Inspection Report has been shared with CFA members, staff and the public. The Service achieved the grades of 'Good' for Effectiveness, 'Requires Improvement' for Efficiency and 'Good' for People. The report was overwhelmingly positive with 9 of the 11 categories being rated as 'Good' and only two as 'Requires Improvement'.
90. A new Improvement Plan has been created and is being worked through, which contains 13 Areas For Improvement identified by the Inspectorate. The Service has also decided to include a further four Service Improvement Initiatives, which are additional areas that can be developed despite not being a specific area for improvement. A new HMICFRS Service Liaison Lead is also in place and is visiting the Service regularly.

Achieve compliance with the fire standards approved by the Fire Standards Board.

91. The role of the Fire Standards Board is to oversee the identification, organisation, development and maintenance of professional standards for Fire and Rescue Services in England. 16 Fire Standards have now been published.
92. Leicestershire Fire and Rescue Service recognises these professional standards and are currently working towards compliance. Any identified areas for development will be added to an improvement plan. The standards are now being referenced within the corporate documentation. Further standards are forthcoming, with 18 expected to be in place by the end of 2023. The Fire Standards Board members are visiting the Service in November to meet the Senior Leadership Team and discuss progress.

Improve engagement with our communities.

93. A revitalised approach to the Service's social media strategy has been implemented, emphasising the use of video content to provide the public with a more immersive understanding of the Fire Service's work. The integration of

Nextdoor into outreach efforts has yielded great results, enabling officers to engage with over 73,000 residents from July to early September. These interactions encompassed educational and informative posts, including event promotions. Additionally, Nextdoor has seen its membership surge to over 143,000 residents in Leicestershire

94. Coalville station now has a monthly feature in its local magazine, reaching over 28,000 households across North-West Leicestershire. Collaborating with Community Safety, the Service has contributed articles to the Hinckley and Bosworth Council magazine.
95. The launch of the Community Risk Management Plan (CRMP) consultation has been extensive, spanning all social media channels, the LFRS website, news releases, and email outreach. This comprehensive 12-week campaign includes a Royal Mail leaflet drop. The Service's involvement in the promotion of the Ben Nevis Charity Challenge, British Firefighters Challenge and Station Open Days has further solidified its presence within local communities.
96. Design work within the Service to meet ongoing legal obligations and Service requirements is ongoing. Over this period, various materials have been created, including social media graphics for Business Safety, Wholetime recruitment, charity posters, station open day promotions, student campaign materials, CRMP document and materials, and health and wellbeing booklets. Banners, lamppost signage and more have been produced to allow Stations to promote their activities and campaigns.
97. The Wholetime recruitment campaign was executed, achieving fantastic results. The total social media reach was 100,680. Have A Go Day attendees was 83 and there were 358 applications in total.
98. The Communications Team also provided photography and videography services for 34 activities during this period, and are also leading a new initiative to create a professional video for the BikerDown campaign #DoltForDave.
99. During this period, the team has offered crucial support during several significant incidents, notably the Evington Drive incident. Numerous media inquiries were handled, radio interviews arranged, and communities were well-informed about ongoing developments and vital safety information. 31 media enquiries were managed, radio interviews were conducted for the British Firefighter Challenge, Radio Leicester Make a Difference Awards, the Great North Run and Firefighter recruitment. Press releases were created for advertising the CRMP, the wholetime recruitment launch and the house fire on Evington Drive.
100. The Annual Equalities Report has been finalised and has been presented to CFA and signed off. The report is now live both internally and externally. The EDI Manager will be reviewing the report provided for 2023 – 24 to include relevant comparison data with regional fire services, and against relevant census data, which will provide a more transparent and inclusive element to the report going forward.

Report Implications/Impact

101. Legal (including crime and disorder)

Legal issues are dealt with within each project or task. There are no legal impacts arising from this report.

102. Financial (including value for money, benefits and efficiencies)

Financial issues are dealt with within each project or task. There are no financial impacts arising from this report.

103. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

None.

104. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Stakeholder engagement is considered within the delivery of each project or task. An Equality Impact Assessment will be undertaken where necessary on all activities.

105. Environmental

Environmental impacts are considered within the delivery of each project or task. There are no environmental impacts arising from this report.

106. Impact upon Our Plan Objective

These projects and tasks are designed to assist the CFA in meeting all of the objectives detailed in 'Our Plan 2020-24'.

Background Papers

None.

Officers to Contact

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