

Status of Report:

Public

Agenda Item:

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Meeting: Corporate Governance Committee

Date: 14th March 2018

Subject: Service Development Programme Update

Report by: The Chief Fire and Rescue Officer

Author: Chris Moir, Programme Co-ordinator

For: Discussion

1. Purpose

- 1.1 The purpose of this report is to inform the Corporate Governance Committee of progress being made in the delivery of the Service Development Programme.
- 1.2 The information provided within this report covers any project developments in the period since January 2018.

2. Recommendations

The Corporate Governance Committee is asked to note the content of this report and raise any matters that it considers should be further reported.

3. Executive Summary

Progress is reported in respect of 18 projects that are currently in various stages of development or implementation.

4. Report Detail

This section provides elected members with a summarised update on the status of the projects that are currently being delivered by staff and officers.

Project Updates

4.1 New Fire and Rescue Station in Castle Donington

The final project deliverable is the installation of an on-site hydrant.

An implementation date will be provided following engagement with the airport and the chosen supplier.

Collaboration discussions continue with the East Midlands Ambulance Service (EMAS) who want to base resources at the station. A lease agreement will be agreed prior to their occupation.

4.2 **Wigston Redevelopment**

This project will redevelop Wigston Fire and Rescue Station to accommodate the Day Crewing Plus (DCP) duty system.

Work commenced on site on 29 January 2018. Early estimates from the contractors Jeakins Weir predict that the building work will be completed by early June 2018.

4.3 **Equality Framework 'Journey to Excellence'**

The project will complete the tasks required to achieve the 'Excellent' level of the Fire and Rescue Service Equality Framework.

Delivery of the agreed action plan is well underway. Stage 4 of the project was completed at the end of December 2017 with the assessment and closure activities currently planned to be completed by the end of March 2018.

4.4 **Coalville Emergency Services Hub**

The project will create a hub for all 3 emergency services at Coalville Fire and Rescue Station.

The main construction work has been completed; the Police occupied the station on the 8 January 2018.

EMAS who will also base resources at the station are yet to move in. A lease agreement will need to be agreed prior to their occupation.

4.5 **Urban Search and Rescue (USAR) Training Rig**

The project will establish an urban search and rescue training facility into Leicestershire Fire and Rescue Service.

The design and location for the USAR Rig has been agreed and the required planning application has been approved. A tender exercise has been completed, 2 bids were received. The successful contractor will be selected and advised shortly.

The estimated construction commencement and completion dates will be agreed with the contractor following their appointment.

4.6 **Braunstone Blues**

This is a multi-agency partnership project that is targeted towards reducing public service demand within the Braunstone Park area of Leicester.

Team members are involved in a number of demand reduction activities including healthy, safe and secure visits, wellbeing events and local safety campaigns.

Following discussion at the Strategic Partnership Board, it was agreed to extend the project until the end of October 2018. As part of the extension an options paper regarding future deployment possibilities will be submitted to the next meeting in July 2018.

The delivery of the innovative approach towards embedding a 'Life Skills' course for local residents within Braunstone is ongoing. Over 200 community members

have been trained to date.

4.7 **Emergency Services Network**

The project will implement the local elements of the national Emergency Services Mobile Communications Programme.

The main BT and Vodafone diversely routed communication links between Control and the central ESN system have now been installed.

The Home Office are still undertaking a review of the ICT health check. It is expected that there will be a de-scoping of remediation items that are considered to be required for ESN connection. An initial report from the Home Office was due by the end of November 2017; this is now not likely to be received before April 2018.

Discussions with the tri-service partners have taken place and we have contacted Systel to ask them to start to plan the delivery of the ESN project.

A report has been received detailing the work required to update the LFRS domain name. Additional estimates for the work have been provided; a paper is being prepared for SMT detailing the costs and the preferred supplier.

The latest revised implementation plan from the Home Office has still not been produced and will not be received until the summer.

It is now expected that the East Midlands will not begin transition to ESN until 2020.

4.8 **Entonox on Appliances**

A project to introduce a supply of Entonox on 4 appliances as a trial followed by a full service roll out.

The 12 month trial was completed at the end of August 2017.

Following the trial the Group Management Team approved the implementation of Entonox on all wholtime station PRLs (Pump Rescue Ladders) for a 3 year period (15 appliances in total).

Training and roll out across the service has commenced and will be completed by the end of April 2018.

4.9 **Lutterworth Redevelopment**

A project to adapt Lutterworth Fire and Rescue Station to provide suitable accommodation for the Day Crewing duty system.

The project board and end users have approved a preferred design for the station. A planning application has been approved by the local authority for a two-story extension.

The tender process has been completed, 5 bids were received. The successful contractor will be selected and advised shortly.

The estimated construction commencement and completion dates will be agreed

with the contractor following their appointment.

4.10 **Skype for Business Project**

A project to replace our existing IP Telephony solution with an end to end Skype for Business on premise solution, deployed to all LFRS sites, and extend Unified Communications tools availability to employees who need them.

Additional revenue funding was approved by the ICT Programme Board; a revised implementation date of March 2018 was also agreed.

4.11 **Performance Development Review**

The project will implement a new LMS (Learning Management System) and PDR (Performance Development Records) solution.

Stage 1 of the project has been completed with the capture of user requirements, market research and understanding the software specifications and systems available has taken place.

Alongside ongoing process mapping and creation of the competency framework, the second stage involving the tender process is progressing well. The stage has however been delayed by approximately 2 months due to the need to follow the OJEU procurement procedures. The tender process closes on the 5 March when a supplier will be selected. The stage is due to be completed by the end of March 2018.

4.12 **Vehicle Replacement 2017/18**

The project will replace the identified units of fleet following the CFA approval of the Fleet Review 2016.

Stage 1, the establishment of user requirements for the specific vehicles has been completed.

Procurement activities are underway; the majority of the 35 replacement vehicles are due to be delivered by the end of March 2018.

Delays are anticipated with the vehicle transporter, the fire investigation van and the water rescue vans due to manufacturer lead times and bespoke build requirements.

An exception report was approved by February 2018 GMT revising the project completion date until the end of June 2018 to accommodate the highlighted delays.

4.13 **Views Replacement**

The project will replace the existing views system used for performance management and look to implement planning, risk management and project monitoring capability.

Stage 1, which includes market research, process mapping and collection of user requirements, is nearing completion but was delayed by approximately 2 months due to delays in the provision of information from suppliers. This work is still ongoing and now due to be completed by the end of March 2018.

A final proposal from a Microsoft gold partner is required before a decision can

be made on whether to develop a system internally in conjunction with Microsoft or procure an externally supplied system. The decision will be based on both cost and the ability for each solution to best meet the user requirements established in stage 1.

Supplier demonstrations have taken place as well as reference site visits to West Midlands, Buckinghamshire, Dorset and Wilshire Fire and Rescue Services and Blaby District Council.

4.14 Thermal Image Camera Replacement

The project will replace the thermal image cameras throughout the service.

The first stage which included analysis, market research and the capture of user requirements was completed at the end of September 2017.

The procurement stage is underway and will involve station based overviews and familiarisation of the shortlisted cameras. The stage is due to be completed by the end of February 2018.

4.15 Fleet Monitoring System

The project will implement a system that allows effective and efficient management of our fleet.

The first stage, which contained market research and the capture of user requirements, has been completed.

The second stage which includes the supplier engagement and progression of a tender process is underway and due for completion by the end of April 2018.

4.16 IRS Replacement

The project will procure and implement a commercial incident data collection and processing software solution that includes incident recording system (IRS) reporting.

The capture of user requirements and the procurement of the software has been completed. 3Tc were chosen as the successful supplier.

The required contract arrangements are ongoing while the system build and interface activities are completed.

Implementation of the new system was scheduled for the end of February 2018, however delays in signing the contract and final testing activities has delayed the implementation until 10th April 2018.

4.17 SharePoint 2016 Upgrade

The project will implement version 2016 of SharePoint within LFRS.

The first 2 stages, which involve the build and test of the test farm and delivery of the production system were due to be completed by the end of December 2017. However, this date was not achieved due to technical issues during the development work. The issues have since been resolved; the revised implementation date for the upgrade is now the 5 March 2018.

4.18 Body Worn Video Camera

The project will establish the benefits and risks associated with the use of body worn video camera devices within Leicestershire Fire and Rescue Service.

Stage 1, the market analysis, end user identification, draft policy and, procurement of trial equipment is underway and was due for completion by the end of January 2018. An exception report was approved by February 2018 GMT as this date has been delayed due to the availability of trial equipment. The revised date for the completion of stage 1 is the end of March 2018. The trial will take place between April and June 2018.

5. Report Implications / Impact

5.1 *Legal (including crime and disorder)*

Legal issues are dealt with within each project. There are no items for Corporate Governance Committee's attention.

5.2 *Financial (including value for money, benefits and efficiencies)*

Financial issues are dealt with within each project. There are no items for Corporate Governance Committee's attention.

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

Each project has its own risk register. Highlighted in the following paragraphs are risks and issues of significance.

None.

5.4 *Staff, Service Users and Stakeholders (including the Equality Impact Assessment)*

None.

5.5 *Environmental*

None.

5.6 *Impact upon Our Plan Objectives*

These projects are designed to assist the CFA in meeting all of the objectives.

6. Background Papers

None.

7. Appendices

None.