

Status of Report:

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Agenda Item:

8

Meeting: Corporate Governance Committee

Date: 13th September 2017

Subject: Service Development Programme Update

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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 March 2017.

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 21 projects that are currently in various stages of development or implementation.

4. Report Detail

This section provides 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 project completion date had been extended until April 2017 to accommodate the installation of an on-site hydrant. This work is still outstanding as the actual business need for the installation has been challenged by senior management. A business case is being created by the project team for consideration; a decision will then be made as to whether the work is carried out or the project closed.

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. **Control and Mobilisation System**

Leicestershire Fire and Rescue Service (LFRS) successfully implemented the new Systel mobilising system on 18 August 2015.

The network review assessment work has been completed and an updated report was presented during August 2017.

The Mobile Data Terminal trial is underway at 4 stations (7 appliances) with full roll out due to commence on 4 September 2017.

The implementation arrangements to further develop the command and control solution are being agreed by the Tri-Service Strategic Board. A Change Advisory Board has been established to better manage the work required to improve performance and resolve the outstanding support tickets.

The Senior Management Team (SMT) will maintain oversight of project implementation.

4.3. **Wigston Redevelopment**

This project will redevelop Wigston Fire and Rescue Station in preparation for the introduction of the Day Crewing Plus (DCP) duty system.

The contractor completed work on the temporary DCP accommodation on the 23 June 2017.

The permanent DCP station design has been agreed; high level drawings have been created and Jeakins Weir the chosen contractor has been engaged.

Production of detailed designs and completion of surveys will facilitate accurate costings, agreement of a construction programme and a date for commencement on site. Early estimates from Jeakins Weir predict that the building work may be completed around May/June 2018.

4.4. **Equality Framework 'Journey to Excellence'**

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

Delivery of the agreed action plan is well underway. A stage 3 end stage report detailing achievements to date and plans for the next stage was approved by July 2017 SMT.

Stage 4 of the project is due for completion at the end of December 2017 with the assessment and closure activities planned to be completed by the end of March 2018.

4.5. **IRMP Delivery**

This project will implement the changes required to deliver the IRMP proposals agreed at the Combined Fire Authority (CFA) meetings in February 2015 and February 2016 respectively.

The Market Harborough project has been completed and the Day Crewing duty system commenced on 28 September 2016.

The selection process to support the removal of the second appliance at Loughborough has been completed, commencement of the revised arrangements were aligned to the availability and introduction of the prototype Tactical Response Vehicle.

Day Crewing Plus commenced on 3 July 2017 at Wigston from the temporary accommodation on Bull Head Street.

The introduction of the Day Crewing duty system at Lutterworth Station can now be progressed as compliance with the national conditions of service has been agreed with the Trades Union. Wholtime day crewing at Lutterworth is due to commence from the 1 October 2017.

4.6. Coalville Emergency Services Hub

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

A late change in Police user requirements has resulted in additional internal design work being undertaken. The cost and timescales for any agreed changes are not currently known.

Building work continues to progress with the steel frame and blockwork well underway. The contractor has confirmed that the construction work will take 25 weeks and be completed by the 4 December 2017; however this date may be at risk if significant structural changes are required.

4.7. TRV Procurement

The project will introduce 5 new Tactical Response Vehicles into Leicestershire Fire and Rescue Service.

The prototype vehicle has passed all final testing and was operationally available at Loughborough Station during August 2017.

The remaining four vehicle builds are progressing, the original delivery date was the end of August 2017, however build delays may result in this date being extended into September. When received testing and end user familiarisation will need to take place prior to the vehicles becoming operational.

4.8. 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 a planning application has been approved. A tender exercise will be undertaken following feedback from the structural engineers.

May 2017 GMT approved an extension to the completion date until the end of December 2017.

4.9. Braunstone Blues

This is a multi-agency partnership project that is targeted towards managing 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.

The scope of the project was extended to include the implementation of a 'pop-up solution' in the Highfields area of the City. This commenced on 6 February and was completed on the 31 May 2017. A two month evaluation and withdrawal period was completed at the end of July 2017 with the results being prepared for the project board meeting in September 2017.

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

4.10. **Hydraulic Rescue Equipment Procurement**

The project will provide LFRS with lithium powered hydraulic rescue equipment as a direct replacement for the extant systems that have been in service for more than 10 years.

Most of the equipment has been delivered and transitioned into service; all of the remaining units will be rolled out by the end of September 2017.

4.11. **Emergency Services Network (ESN)**

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

The DNSP (the main communications link between Control and the central ESN system) has now been ordered. Vodaphone will be surveying Southern Station during September 2017 to progress the implementation.

Work on the RAP has commenced with some items having already been delivered. All stations have been visited and had their PC security settings upgraded and network equipment audited.

Systel have been engaged, they have provided their initial plan for transitioning to ESN, further meetings are scheduled to progress the detailed planning.

A workshop will take place shortly to review the handheld devices which were shortlisted from the Government tender process.

It is expected that emergency services will be able to begin transition to ESN in late 2018 which is a change from the original date of December 2017.

4.12. **Entonox on Appliances**

The project will introduce a supply of Entonox on 4 appliances as a trial followed by a potential full service roll out.

The 12 month trial was completed at the end of August 2017, an options paper will be presented to the Group Manager Team meeting detailing the findings of the trial and the project board's recommendation for the way forward.

4.13. **Lutterworth Redevelopment**

The project will adapt Lutterworth Fire and Rescue Station to provide suitable

accommodation for the Day Crewing duty system.

A planning application has been approved by the local authority for a two story extension. The extension will enable the future co-location of EMAS in the upgraded facilities which will generate an income stream for the CFA.

A preferred design for the two storey extension has been approved by the project board and members of the Senior Management Team.

Structural designs have now been received which will allow the tender process to commence. Following supplier selection a construction programme will be published advising when the building work will be completed.

4.14. **Skype for Business**

The project is due 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.

Updated costs and an implementation date of February 2018 for the new solution were included in a revised Project Initiation Document (PID) which was approved by the ICT Programme Board in July 2017.

4.15. **Performance Development Review**

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

Work is nearing completion on the stage 1 deliverables; process mapping, the capturing of user requirements, market research and understanding the software specifications and system capabilities.

A number of roadshows have taken place which gave end users the opportunity to familiarise themselves with the project and submit suggestions and requirements for inclusion in the chosen software solution.

Stage 1 is due to be completed at the end of August 2017, which will be followed by the system procurement stage.

4.16. **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. Replacement of the Virtual Fatal 4 (VF4) road safety vehicle has been removed from the scope of the project and will be implemented independently.

Procurement activities are underway with all replacement vehicle purchases due to be completed by the end of February 2018.

4.17. **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.

The PID was approved by the ICT Programme Board in July 2017.

Stage 1 which includes market research, process mapping and collection of user requirements is ongoing and due to be completed by the end of December 2017.

A supplier demonstration has taken place as well as reference site visits to Dorset and Wilshire Fire and Rescue Service and Blaby District Council.

4.18. **Thermal Image Camera Replacement**

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

The PID was approved at April 2017 GMT. The first stage which includes analysis, market research and the capture of user requirements is ongoing and due to be completed by the end of September 2017.

4.19. **Fleet Monitoring System**

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

The first stage which includes market research and the capture of user requirements will be completed by the end of September 2017.

4.20. **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 stage one activities which involved the capture of user requirements has been completed. A tender process has also been undertaken with 3Tc being chosen as the successful supplier.

Following completion of the required legal activities a contract will be awarded and the stage two build work will commence.

The August 2017 ICT Programme Board approved an exception report increasing the project budget by £1,800.

4.21. **SharePoint 2016 Upgrade**

The project will implement version 2016 of SharePoint within LFRS.

The PID was approved at the August 2017 ICT Programme Board.

Stage one which involves the build and test of the test farm is underway and due to be completed by the end of October 2017.

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.

Coalville Emergency Services Hub

Changes to the design to accommodate additional desk space for use by the Police are in the process of being agreed. There is a risk that this could extend the building work programme and further inconvenience the operational personnel on site.

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.