

Status of Report: **Public**

Meeting: **Corporate Governance Committee**

Date: **12 September 2018**

Subject: **Service Development Programme and ‘Our Plan 2018-21’ - Actions Update**

Report by: **The Chief Fire and Rescue Officer**

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For: **Discussion**

1. Purpose

The purpose of this report is to inform the Corporate Governance Committee of progress made since July 2018 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2018-21.

2. Recommendations

The Corporate Governance Committee is asked to note the content of this report.

3. Executive Summary

Progress is reported in respect of 19 projects that are currently in various stages of development or implementation and 16 non-project related tasks from Appendix A of Our Plan 2018-21.

4. Report Detail

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

Service Development Programme - Project Updates

4.1 New Fire and Rescue Station in Castle Donington

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

An implementation date will be provided following agreement with the Manchester Airports Group and the chosen supplier.

4.2 Wigston Redevelopment

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

Construction work was completed on 15 June 2018 and the internal fit-out was completed at the end of July.

The DCP staff are now operating successfully from the refurbished station. The project will be closed on receipt of the final invoices and completion of the project closure report.

4.3 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; Leicestershire Police occupied the station on 8 January 2018.

East Midlands Ambulance Service (EMAS), who will also base resources at the station, are yet to move in. A lease agreement will be agreed prior to their occupation and this work will continue outside of the project.

The project will be closed on receipt of the final invoices and agreement of a project closure report.

4.4 Urban Search and Rescue (USAR) Training Rig

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

Newline Construction are creating the USAR rig at Southern Station. Work commenced on 11 June 2018 and is scheduled to be completed by 21 September 2018.

4.5 Braunstone Blues

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

Following discussion at the Strategic Partnership Board (SPB), it was agreed to close the project in October 2018. The SPB will lead initiatives, which continue to deliver the positive elements of the project.

4.6 Emergency Services Network

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

The Home Office and regional programme are currently re-evaluating the project. They are considering the use of a different technology and the provider for the 'push to talk' functionality. This could allow quicker delivery of the product but may have implications on cost.

The ESN Code of Connection (CoCo) desktop assessment has now been completed and the CoCo is ready to issue. Work will now commence on reviewing the existing Remediation Action Plan against the new ESN CoCo.

The Chief Officers of Leicestershire, Nottinghamshire and Derbyshire Fire and Rescue Services are currently signing off the Systel agreement document, which has been revised for the control room firewall devices. It is expected that the Services will order the Firewalls in August.

A list of critical operational locations has been agreed and will form part of the coverage testing process that is due to begin between October and December 2018.

ESN programme staff will visit the Leicestershire Fire and Rescue Service on 13 September 2018 to enable them to see how communications are used in the service.

4.7 Lutterworth Redevelopment

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

Charles Henry, the chosen contractor, commenced work on 18 June 2018. An additional visit by the structural engineer has addressed concerns regarding the foundations, which have now been completed and building construction is well underway.

Building work was expected to be completed on 21 September 2018; however, this date may be delayed by up to 5 weeks due to the contractor experiencing difficulties obtaining materials and resources.

4.8 Skype for Business Project

A project to replace the existing telephony solution with an end to end Skype for Business on premise solution, deployed to all Leicestershire Fire and Rescue Service (LFRS) sites, and to extend Unified Communications tools availability to employees who need them.

The contract has been finalised. Dimensions Data are the chosen supplier and will be undertaking the work. The final implementation schedule is under review and will be made available as soon as possible.

4.9 Performance Development Review

The project will implement a new Learning Management System and Performance Development Records solution.

A supplier selection process has been completed; however, technical discussions between ICT and the supplier of the required interface between the new system and Firewatch have indicated that provision of it could be both time consuming and expensive.

The extended procurement stage was completed at the end of August 2018 and has delivered options and a recommendation for progression, which will be reviewed by the Performance Development Review Project Board during September.

4.10 Vehicle Replacement 2017/18

The project will replace the identified vehicles following the approval of the Fleet Review 2016 by the Combined Fire Authority.

All of the 34 replacement vehicles have been delivered and the majority are in use.

The fire investigation van is currently with the body builders and is due to be completed by 7 September 2018. The supplier of the three water rescue 4-wheel drive vehicles has experienced delays and is predicting delivery of these vehicles by the end of October 2018.

4.11 Views Replacement

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

In April 2018, the Tactical Management Team approved a recommendation by the Views Replacement Project Board to develop the solution internally and create a data warehouse to facilitate improved data storage and meet reporting requirements, which are in the process of being captured.

4.12 Thermal Image Camera Replacement

The project will replace the thermal image cameras throughout the service. The new cameras have been received; configuration and rollout is underway and will be completed by the end of September 2018.

4.13 Fleet Monitoring System

The project will implement a system that allows effective and efficient management of Fire Service vehicles.

RSG Engineering was chosen as the successful provider.

An additional Stage has been added to the project to cover contract negotiations and execution within the Crown Commercial Service (CCS) Framework. The contract will commence on 1 September 2018.

4.14 Incident Recording System (IRS) Replacement

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

The new IRS system has been successfully implemented; the 'go live' date was 26 July 2018.

Phase 2 of the project (additional data), which runs until November 2018 will provide the opportunity to maximise the use of IRS by allowing new questions to be asked or additional information to be captured.

4.15 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 has been completed and included market analysis, end user identification, draft policy and procurement of trial equipment.

The trial commenced in July 2018 and will run for 3 months. The stage completion date has been revised to the end of November 2018.

4.16 Aerial Ladder Platform (ALP) Replacement

This project will procure and deliver a new aerial ladder platform to replace one of the existing vehicles.

Stage 1, which includes defining the required specification for the final product, is underway but has been extended to the end of September 2018 to ensure that a comprehensive review of potential functionality and requirements is undertaken.

4.17 General Data Protection Regulation Compliance

The project will ensure that LFRS achieves compliance with the EU General Data Protection Regulation (GDPR) and new Data Protection Act (UK Law). The first 2 stages of the project have been completed, many of the deliverables have been achieved and a Data Protection Officer has been appointed.

Stage 3, which has been extended until the end of September 2018 will see delivery of policy and process updates, work on the assets register, a review of external storage arrangements and development of training packages.

4.18 Appliance Replacement Project

The Project was approved in May 2018 and work has commenced. Some additional work was requested on the Project Initiation Document (PID) and this will be resubmitted to the LFRS Senior Management Team in September for final approval.

4.19 CCTV Project

A project to update/replace existing CCTV systems on vehicles, and provide systems on those operational vehicles without existing CCTV.

The PID was approved by the LFRS Senior Management Team in July 2018; work on the developing the required specification is underway and due for completion by the end of September 2018.

Our Plan Action Plan 2018-21 - Appendix A – Updates

Aim 1 – Fewer incidents with lower impact

4.20 Implement a derelict building fire reduction plan

A working group has been established to support an ongoing initiative throughout 2018/19 to reduce the number of fires in derelict buildings.

4.21 Delivery of our Home Safety Check (HFSC) programme

Continuation of our HFSC visits programme. 2,353 checks were undertaken between 1 April and 31 July 2018, 115 of these were completed by partners. Successful entry was gained at 2,082 of the visits and advice was given 271 times on the doorstep.

4.22 Implement a new arson-reduction plan

New and existing initiatives to reduce occurrences of arson within Leicester, Leicestershire and Rutland by targeting hotspots and supporting stations as appropriate.

4.23 Delivery of our fire prevention programme

Continuation of our prevention activities. This year so far, 288 community safety activities have been undertaken, including; school visits, engagement with children's clubs and groups, station visits and road safety roadshows. The activities cover fire, road safety, water safety and arson education.

Aim 2 – Respond effectively to incidents

4.24 Implement new national operational guidance procedures

The work with neighbouring fire and rescue services to standardise the operational guidance procedures is progressing well and on target to be completed by the end of December 2018. A new phase of the work is expected to commence in January 2019; a request for regional resources is being considered.

4.25 Implement a vulnerable person's module

The vulnerable person's module has been procured and is currently being configured and tested prior to implementation in our community fire risk management information system (CFRMIS).

4.26 Improve our fire engine availability at On-Call stations

A number of initiatives are ongoing in relation to improving our On-Call station fire engine availability, including targeted recruitment activities. An additional project will review the existing payment mechanisms for on-call firefighters to establish if alterations will increase recruitment.

This year to date 19 On-Call staff have been recruited; 14 others have, however, ceased undertaking On-Call duties.

Aim 3 – Demonstrate value for money

4.27 Implement the outcomes of our building condition survey

Prioritised work is continuing on the elements of the estate that need to be addressed following the recent condition survey. Contractors who will complete the required building repairs across the estate are currently being procured.

4.28 Install electric vehicle charging points

Charging points have been installed at 6 of the 7 required stations and at the workshops to support the recent procurement of 4 electric vans for the Community Safety Educators. Completion of the charging point at the final station is expected to be completed by September 2018.

Aim 4 – An engaged and productive workforce

4.29 Deliver staff self-service capability within our resource management system

Our FireWatch resource management system will be updated to provide additional functionality to allow operational staff easier and more efficient access to the system. Work will commence following the successful upgrade to the latest version of the system and continue throughout 2019.

4.30 Improve staff wellbeing, targeting mental health interventions

There is a range of wellbeing and support activities detailed within the Human Resources and Occupational Health Unit plans to improve staff wellbeing, particularly in relation to mental health issues. Following a number of training events, 128 members of staff have now become Mental Health First Aiders and are able to identify the signs of mental health problems.

It is also hoped to extend the dementia friends training to all staff following pilot sessions in May this year.

4.31 Undertake positive action activities during recruitment campaigns

Our popular 'have a go days' are again being staged to provide individuals with an opportunity to try some of the physical elements of the recruitment process. Targeted work will continue in an attempt to reach groups or communities who are currently under represented in the Service. 8 On-Call and 2 Wholetime 'have a go' days have taken place so far this year with 146 attendees.

Aim 5 – Provide assurance

4.32 Initiate the post 2020 Integrated Risk Management Plan (IRMP)

The detailed risk analysis required for the Integrated Risk Management Plan is due to commence towards the end of September 2018. Following the initial analysis, a project will be established to manage the consultation and subsequent implementation activities.

4.33 Assist with the Her Majesty's Inspection of Constabulary and Fire and Rescue Services (HMICFRS) inspection process

LFRS are due to receive the first inspection towards the end of 2018. Work has already commenced on providing the required information to the HMICFRS in advance of their visit.

4.34 Continue to meet the Transparency Code

An annual internal audit will be undertaken by the end of September 2018 to check compliance with the transparency code. Any identified areas of non-compliance will be recorded and addressed via individual department plans.

4.35 Undertake audits to ensure our accounts, services and procedures are conducted appropriately

KPMG have undertaken the financial audit for 2017/18 and have provided an 'unqualified opinion' on LFRS financial statements.

Leicestershire County Council continue to provide an internal audit service on a number of areas in the Service. Outcomes from these audits are recorded and

managed accordingly via district and departmental plans.

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 and risks identified will be addressed throughout delivery of each project.

There are no items for Corporate Governance Committee's attention.

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

Stakeholder engagement is considered within the delivery of each project.

5.5 Environmental

Environmental impacts are considered within the delivery of each project.

5.6 Impact upon Our Plan Objectives

These projects are designed to assist the CFA in meeting all of the objectives detailed in 'Our Plan 2018-21'.

6. Background Papers

None.

7. Appendices

None.

8. Officers to Contact

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