

Status of Report:

Public

Agenda Item:

8

Meeting: Corporate Governance Committee

Date: 22nd November 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 September 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 20 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 fire 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 Control and Mobilisation System

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

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.

It is proposed that the local Control and Migration project be closed with further improvements and enhancements being completed as 'business as usual' activities. A project closure report will therefore be submitted to the Senior Management Team for approval in November 2017.

The Area Manager Tri-Service Fire Control will maintain oversight of change and implementation activities.

4.3 Wigston Fire and Rescue Station Redevelopment

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

The station design has been agreed and a project order has been raised. Jeakins Weir the chosen contractor will now progress sub-contractor engagement and finalise detailed costs.

Work is expected to commence on-site from the 15 January 2018. Early estimates from Jeakins Weir predict that the building work will be completed during May 2018.

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

4.5 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 the agreed changes have now been provided and agreed.

Building work continues to progress with the additional changes being accommodated within the existing programme. The contractor has confirmed that the construction work is due to be completed by 18 December 2017.

4.6 TRV Procurement

The project will introduce 5 new Tactical Response Vehicles (TRVs) into LFRS.

The prototype vehicle passed all final testing and was operationally activated at

Loughborough Station during August 2017.

The remaining four vehicles have all now been received.

As soon as acceptance testing, end user familiarisation and installation of the MDTs has taken place the remaining vehicles will be operationally available.

4.7 Urban Search and Rescue (USAR) Training Rig

The project will establish an urban search and rescue training facility into LFRS at Southern Fire and Rescue Station.

The design and location for the USAR Rig has been agreed and the required planning application has been approved. A tender exercise will be undertaken following receipt of the ground condition survey and feedback from the structural engineers.

The tender exercise is expected to commence during November 2017.

4.8 Braunstone Blues

Braunstone Blues 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.

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

A proposal for the future development of the initiative was presented to the Strategic Partnership Board on 27 September 2017. A decision on how this will be progressed in the future is still to be agreed.

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

4.9 Hydraulic Rescue Equipment Procurement

The project has successfully provided 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.

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

4.10 Emergency Services Network (ESN)

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

The main communications link between Control and the central ESN system installation is now complete. Vodafone have re-surveyed Southern Fire and Rescue Station and will provide their updated diverse routing plan for approval.

Work on a remediation action plan has commenced with some items having already been delivered. However, following a meeting with the Home Office, a review of the Information Communication Technology health check has been undertaken. 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 is due to be submitted to SMT at the end of November 2017 which will present a list of in and out of scope requirements.

Systel have been engaged and have provided their initial plan for transitioning to ESN. Further meetings have taken place to progress the detailed planning and installation of the hardware for an early ESN release if the potential benefits are agreed by the Tri-Service partners (Derbyshire and Nottinghamshire Fire and Rescue Services).

Critical operational location information and requirements for coverage in those locations has also been requested by the Home Office, and is due to be submitted by the 15th of November.

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

4.11 Use of Entonox

A project to introduce a supply of Entonox as a direct replacement of Oxygen for medical response requirements on 4 fire engines.

The 12 month trial was completed at the end of August 2017. The project board will recommend that Entonox is provided on all wholtime station crewed fire engines for a 3 year period and be evaluated further after that time. Details will be included in a trial summary report which will be presented to Group Management Team for approval.

4.12 Lutterworth Redevelopment

A project to redevelop Lutterworth Fire and Rescue Station so it can fully accommodate the recently implemented 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 East Midlands Ambulance Service resources in the upgraded facilities which will generate an income stream for the Combined Fire Authority (CFA).

A preferred design for the station has been approved by the project board and end users.

The outcomes of a ground condition survey will enable the final designs to be completed and the tender process to commence. Following supplier selection a construction programme will be published advising when the building work will be completed.

4.13 Skype for Business

A project to replace our existing telephony solution with an end to end Skype for Business on premises solution. This solution will be 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 report that was approved by the Information Communications Technology Programme Board in July 2017.

4.14 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 system availability having taken place.

Alongside ongoing process mapping and creation of the competency frameworks, the second stage involving the procurement process is now underway.

A scope of requirements document has been published which will trigger commencement of the tender process.

Stage 2 of the project is due to be completed at the end of December 2017.

4.15 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 with all replacement vehicle purchases due to be completed by the end of February 2018.

4.16 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 in a single business solution package.

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 West Midlands, Buckinghamshire, Dorset and Wilshire Fire and Rescue Services and Blaby District Council.

4.17 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 due to be completed by the end of February 2018.

4.18 **Fleet Monitoring System**

The project will implement a system that allows effective and efficient management of the 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. However; to allow potential suppliers sufficient time to prepare tender quotations and presentations the estimated completion date of the end of November 2017 will not be achieved.

4.19 **Incident Recording System 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 1 activities which included the capture of user requirements and the procurement of the software has been completed and 3TC were chosen as the preferred supplier.

Completion of the required contract arrangements are ongoing while the system build activities are underway.

The stage 2 build work is ongoing with the creation of a test system, the migration of one year's historical data and initial administration training having taken place.

End user awareness training commenced in early November 2017.

4.20 **SharePoint 2016 Upgrade**

The project will implement version 2016 of SharePoint within LFRS.

Stage one which involves the build and test of the test farm is nearing completion. Build, test and delivery of the production system is due to be completed at the end of December 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.

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.