

Service Transformation Programme Update

Report of the Chief Fire Officer

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1 Purpose of Report

This report updates Members on the high-level benefits of the Service Transformation Programme (STP).

2 Recommendations

The Committee is asked to:

- a) Note the contents of the report; and
- b) Agree to receive a report annually, charting past and current progress of STP, together with an outline of future planned activities.

3 Background

At its meeting on the 27 September 2013, the Audit and Performance Management Committee (APMC) requested an update on the high-level benefits achieved to date regarding STP. The tables at the appendix to this report outline Year 1 benefits and benefits expected to be achieved during Year 2 of the Programme.

4 Overview of STP

STP was created in 2012 to bring together the requirements of Public Value, Integrated Risk Management Planning (IRMP) and activities that Service Managers felt would continue to deliver a sustainable service to the community.

Central to the programme is the continued investment in technology and systems to improve back-office efficiency and provide operations with technology to improve service delivery.

The Programme, which dovetails into the Service's Financial and Service planning is now the primary vehicle, by which the Service will deliver on its priorities and deliver strategic change to meet continuing austerity measures.

5 Financial Implications

There are no direct financial implications arising from this report.

6 Legal Comment

There are no direct legal implications arising from this report.

7 Initial Impact Assessment

As this report is a progress summary, an Initial Impact Assessment is not required.

8 Appendix

Service Transformation Programme Benefits Summary

9 Background Papers

Audit and Performance Management Committee Service Transformation Programme Update – 9 March 2013

Service Transformation Programme Benefits Summary

In Year 1 there were a number of implementation projects and a number of reviews, which have resulted in further planned implementation projects in Year 2.

The majority of the implementation projects in Year 1 that have been delivered centred on operational equipment. The table below shows a summary of the projects delivered so far, the cost, and the resulting benefits.

Project	Projected Cost	Final Cost	Benefits
Fire Ground Radios	£120k	£60k	<ul style="list-style-type: none"> • Improved handheld fire ground communications equipment for personnel, leading to safety and efficiency on the incident ground balanced against an acceptable cost. • Information security has been enhanced as the use of ear pieces has reduced the amount of air traffic that can be heard openly, thereby improving confidentiality. • The Improved radio equipment has removed the necessity to replace batteries on the current scale producing less waste. • Improved reliability should reduce future maintenance costs. Also improved safety and efficiency on the incident ground reduces the risk of accidents to staff and possible future litigation.
Personal Protective Equipment (PPE) (Fire Kit)	£500k	£480k	<ul style="list-style-type: none"> • Provision of effective protection for firefighters • Kit is designed to minimize future maintenance costs • The contract ensures prompt delivery of PPE for a diverse range of wearers
BA Set Upgrade	£330k	£310k	<ul style="list-style-type: none"> • To take advantage of the changes in the Interspiro set performance and configurations as a result of a supplier upgrade. • To improve firefighter safety with an improved, integrated BA / communications system

Project	Projected Cost	Final Cost	Benefits
Animal Rescue Equipment	£10k	£10k	<ul style="list-style-type: none"> • Procedures are now in line with national best practice • Reduced risks to firefighters attending incidents • Reduced risks to the public involved in incidents • Able to keep animal distress to a minimum
Road Traffic Collision (RTC) Equipment	£100k	£150k (funded from grant)	<ul style="list-style-type: none"> • Improves the Service's effectiveness when responding to RTC's. • Changing technology in cars can now be counteracted by the new equipment procured, e.g. stronger cutting tools required for some new vehicle designs
Social Media	No budget allocated	Delivered within staff time	<ul style="list-style-type: none"> • Social Media is a communication tool that can reach all areas of society, including hard-to-reach groups. Will be used to promote fire safety initiatives.

A number of reviews were also conducted during Year 1 in preparation for work to be carried out in Year 2. These reviews included:

- Information Management Review
- People Management System Review
- Rescue Tender Review
- Incident Support Unit Review

These have now lead onto the following implementation projects:

Project	Planned Benefits
Information Strategy	<ul style="list-style-type: none"> • Avoid information silos by providing a single data warehouse • Reduce the efforts for gathering, manipulating, and processing information and increase the accuracy and timeliness of reporting information • Reduce inefficiencies introduced by the inability to share or exchange information • Ease of reporting and availability of information for making business decisions • Achieve an enterprise-wide approach
People Management System	<ul style="list-style-type: none"> • Self-service and electronic payroll notifications • Reducing duplicate data sets and thereby increasing efficiency • Direct electronic link into the payroll system • Access to relatively inexpensive support • Improved report writing services
Removal of the Rescue Tender (RT)	<ul style="list-style-type: none"> • The Service can continue to deliver a cost-effective and efficient RT response within the County with minimal reduction in service delivery, whilst achieving a reduction of £297,000 in the Service's annual budget.
Purchase of Incident Support Units (ISUs) and location of those vehicles	<ul style="list-style-type: none"> • Optimum location for ISU equipment and ISU vehicles to enable an efficient and effective response • Provision of 4-wheel-drive, compact vehicle access to difficult-to-reach locations in the service area • ISU's supplement our major pumping / rescue units with equipment and staff