

Service Transformation Programme Progress Update

Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260205 or Ged Edwards, Planning and Performance Manager, on 01743 260208.

1 Purpose of Report

This report informs Members of the background surrounding the Service Transformation Programme (the Programme) and gives an update on progress of year 1 activities.

2 Recommendations

The Committee is asked to note the contents of the report.

3 Background

At its meeting on 22 November 2012, Members of the Audit and Performance Management Committee requested an update on activities surrounding the Programme. This paper provides background information regarding the setting up of the Programme in April 2012 and a summary of progress over the last 12 months.

4 Overview of the Programme

The Programme 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 Governance Arrangements

The Programme is overseen by a Sponsoring Group made up of Executive and Senior Managers and led by the Chief Fire Officer, who acts as the Senior Responsible Owner (SRO). This Group generally meets monthly and receives an update report from the Programme Manager. Following each meeting a summary is forwarded to the Service Management Team (SMT).

Each of the individual projects / reviews that sit within the Programme is led by a project SRO, who will be responsible for the guidance and direction of each project. In conjunction with the Programme Manager, they determine what the high-level objectives of each individual project / review are in order to support the Programme.

Individual Project Managers produce highlight and exception reports, as required. This information is used by the Programme Manager to update on the overall progress of the Programme.

The structural set-up of the Programme ensures that the appropriate level of control and visibility of all projects, reviews and activities are maintained throughout the lifecycle of the Programme.

The Programme commenced in April 2012, following the agreement of the Programme Brief. The Brief detailed 17 projects, reviews and work packages, progress against which is set out in the appendix to this report.

6 Financial Implications

There are no financial implications associated with this report.

7 Legal Comment

There are no legal implications associated with this report.

8 Equality Impact Assessment

This report updates progress on the Service Transformation Programme and, as such, there are no discriminatory practices or differential impacts upon specific groups arising from it. An Initial Equality Impact Assessment has not, therefore, been completed. Individual projects and reviews have been subject to an EQIA, as required.

9 Appendix

Service Transformation Programme Year 1 (2012/13) Progress Update

10 Background Papers

There are no background papers associated with this report.

**Service Transformation Programme
 Year 1 (2012/13) Progress Update**

Year 1 Workstreams - Complete or nearing completion	
Information Management Review	Complete (Recommendations to be delivered through the implementation of the information strategy)
People Management System Review	Complete (Recommendations to be delivered through the implementation of the information strategy)
Training Facilities Review	Complete (Recommendations to be delivered during year 2 – 2013/14)
Introduction of Social Media	Complete
Rescue Tender Review	Complete (Trial to be run during year 2 - 2013/14)
Implementation of Asset Management System	Complete (System now being used to track assets)
Implementation of Fire Ground Radios	Complete (Radios used throughout the Service)
Incident Support Unit Review	Due to be completed by end of Year 1
Implementation of Personal Protective Equipment (PPE)	Due to be completed by end of Year 1
Breathing Apparatus (BA) Upgrade	Due to be completed by end of Year 1
Health and Safety Executive (HSE) Report	Recommendations are being implemented at departmental level

Year 1 Workstreams - To be carried over to Year 2	
Mobile Working Review	To be carried over to Year 2
Resilience - Interoperability	To be carried over to Year 2 and 3
Major Improvements at Telford Central	Currently on hold subject to outcome of IRMP
Resilience – Security Policy Framework (Action Plan)	To be carried over to Year 2
Operational Equipment – Road Traffic Collision (RTC) and Large Animal Rescue	To be carried over to Year 2
Fire Service Emergency Cover (FSEC) Upgrade	To be carried over to Year 2

Year 2 New activities as a result of Year 1 reviews	
Delivery of the Information Strategy	Additional Year 2 actions
Delivery of the recommendations from the Training Facilities Review	Additional Year 2 actions
Trial phase of the recommendations from the Rescue Tender Review	Additional Year 2 actions
Delivery of the recommendations from the Incident Support Unit Review	Additional Year 2 actions