REPORT AUTHOR: **ASSISTANT CHIEF OFFICER**

SUBJECT: **PROGRAMME AND PROJECTS REPORT – 2020/21 Annual Report**

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Background Papers: Previous Programme and Project reports to the FRA

Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	CORE BRIEF	
	New	OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:
To provide the Fire and Rescue Authority with a report covering the 2020/21 financial year, detailing progress and status of the Service Strategic Programme and Projects to date.

RECOMMENDATION:
That Members consider the progress made on Strategic Programmes and Projects over 2020/21 and raise any matters arising.

1. **Background**

1.1 This annual report covers the progress made on the Strategic Programmes and Projects over the 2020/21 financial year. It should be noted that projects and programmes can span many months and sometimes years, so completion will not always align with the financial year end period.

1.2 The Projects and Programmes are now monitored via the newly created Corporate Programme Board (CPB). The CPB is chaired by ACO Chambers and consists of three Corporate Management Team (CMT) Members (the Heads of ICT, HR and Prevention & Protection) and the Project and Programme Manager. The Chair provides an update to CMT following each meeting.

1.3 The Projects and Programmes Team is now fully embedded and the Service/Authority is benefiting from the improved effective governance and management of programmes and projects.

2. **Introduction**

2.1 A high-level update covering the Projects and Programmes undertaken during 2020/21 is provided below in Para 3, with a pie chart below providing a pictorial summary of the positive position at the 2020/21 financial year end.
At the year end stage, there were 24 projects with a green status, 2 amber and none red.

The exception reports for projects with Amber status are included in Appendix A. These are the Retained Duty Sytem Improvement Project and the Infographics FloSuite Fire Safety Replacement Project. In summary, the amber status for both of these is due to revised schedules to complete the residual activities needed to complete the projects.

2.2 The majority of the active projects (92%) are on track to deliver the set objectives on time against latest plans, as shown in Figure 1 below.

Figure 1.

BFRS Projects Status 2020/21
Annual Report

	0%
8%	
	■ Green
	■ Amber
	■ Red
92%	
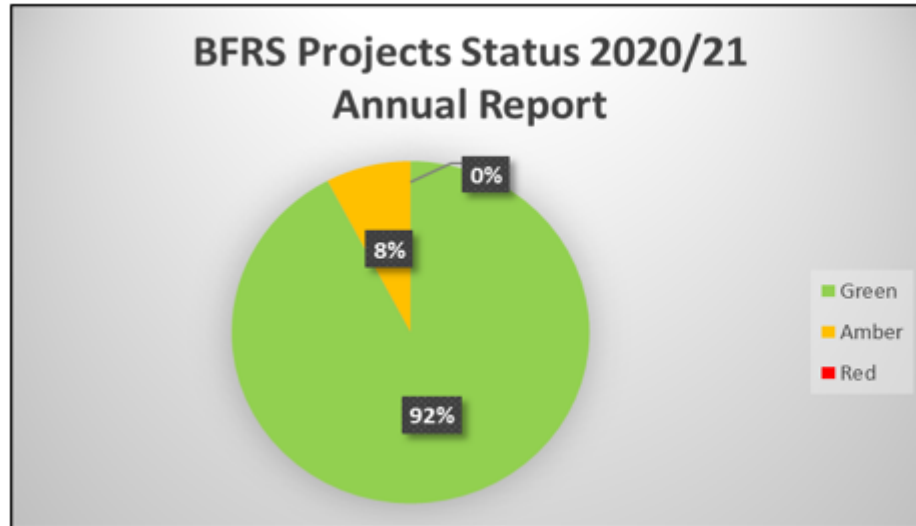
Projects Status	Count
Green	24
Amber	2
Red	0
Complete 2020/21	5
Total	31

Colour Code	Project Status Key
GREEN	No issues. On course to meet targets.
AMBER	Some issues. May not meet targets.
RED	Significant issues. Will fall outside agreed targets. Requires CPB intervention

3.   **High-Level Summary of Key Milestones achieved 2020/21**

The paragraphs below provide key highlights looking back at 2020/21:

3.1   The Replacement Mobilising System Procurement phase (RMP Project) was completed successfully in June, 2020. This project is progressing well, with a "go live" expected in Autumn 2021. Additionally, BFRS is the first FRS in the region to go

onto the Emergency Services Network (ESN) for Mobilising as part of our new mobilising solution implementation, which is in progress.

3.2   New Digital service created - The Safe and Well On-line Referral form (Safe and Well Project) was implemented in July, 2020, with scoring to provide for self-referral or referral by other person or Agency / professional referral. This created the ability to identify those most at risk of injury or death in fire at the point of referral, and by utilising customer insight, geographical location and known risk factors (their personal and behavioural factors and not just the type of property they live in) to prioritise our visits.

The new Safe and Well Visits O365 form (electronic) was implemented on the Home Safety Advisors mobile phones (Dec 2020) and tablets (Mar 2021) thus achieving paperless working. This is being rolled out to all appliances' MDTs and iPhones for use by the operational crews.

3.3   The Course Management System (CMS) and PDR Pro Upgrade project (training records), were delivered successfully with the new Course Management System implementation going live in September 2020.

3.4   The Retained Duty System improvement project was implemented successfully, with the non-structural fires phase too at the beginning of February 2021.

3.5   The Service deployed MS Office 365 and are rolling out the Digital Champions Programme with cloud based storage enabling a more effective collaborative working environment. Digital literacy training and webinars have been provided by 365Tribe and made available to all staff. This has improved the efficiency of working, and has supported the remote working during the Covid-19 pandemic lockdown.

3.6   The Fleet and Assets Tracking project implemented the new Fleet and Asset Tracking System live within 3 stations. This is now used for inventory checking and "task and test" activities, instead of the previous paper based process. Full rollout is in progress.

3.7   The new Mobile Data Terminals (MDTs) rollout to all appliances was completed. This project is in closedown, now progressing post implementation review.

3.8   As part of the Command Support Project, we completed the Incident Command Unit (ICU) hardware refresh in April 2020 and have delivered the Procurement Phase for the Incident Command Software (March 2021), pending contract sign off by the selected provider.

4.   Implications

4.1   There are no Legal, Risk, Financial or Equality implications to note within this report.

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