Appendix A - Bedfordshire Fire and Rescue Authority Projects and Programme Q1 and Q2 2023/24

20th November 2023

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Preventing	Home Fire Safety Prevention Replacement	In house development of a bespoke application for Hone Fire Safety community activities, including partner referrals.	Y	• Creation of a Web based referral form to request a Safe and Well visit - self, for another person and Agency. • Web enabled Safe and Well visits form, thus allowing to reduce the reliance of paper-based processes • Safe and Well database and front-end redesign and redevelopment • Delivery of a redesigned Safe and Well web enabled form • Delivery of a mobile Safe and Well form app	**Green**
Maximising	ESN Emergency Services Mobile Communications Programme (ESMCP) Project	The UK Home Office is replacing the existing Airwave critical comms system that 3ES use for critical voice and limited data. Airwave is a part of the UK critical national infrastructure and has reached end of initial contract and is now in contract extension. The replacement product is called Emergency Services Network (ESN). This is a national programme led by CFOA and the Home Office. The aim of this project is to replace and upgrade the current Airwave System for BFRS. This is a national project led by CFOA and the Home Office.	Y	• Replace and upgrade the current Airwave System • Support the national programme led by NFCC and the Home Office • Complete ESN coverage test • Procure ESN-compliant devices and associated applications • Switch all new systems and devices connectivity from Airwave to ESN	**Green**
Responding	Replacement MDT Project - Phase 3 (MDT2 additional usage)	Extend the use of MDTs to enable workforce to capture additional information by using electronic forms instead of paper.	Y	Access to corporate applications such as O 365, e-Forms for IRS, S&W and Protection via the rear MDTs on all appliances. This will reduce the reliance on paper-based processes within BFRS and will result in improved efficiency of business processes.	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Maximising	Replacement Mobilising Project (RMP) ICCS & Mobilising System	This project will deliver a new mobilising system (ICCS and CAD) that is ESMCP compliant	Y	- Replace existing Computer Aided Dispatch system - Replace existing Integrated Command and Communications System - Implement solution that will be ESMCP compliant	**Amber**
Responding	Station Dashboard Project	This project idea was initiated by the DCFO due to identifying a need for Station Managers and staff to be able to access station information at a glance and as required. This information is broken down into detailed requirements, some of which are staff figures, station availability, mobilisation tines, response times, Home Fire Safety Visit data at a glance and broken down for each watch. This will help management identify where there are issues and gaps which can lead to quick resolution. It will also help identify where staff are doing well, and we can also commend them for it. Now, we have a service dashboard, but we believe that breaking this down to be accessible at station level will further provide granularity to answer business questions as they arise, and we can deal with them proactively and not retrospectively.	Y	Motivation of station staff by providing clarity around their performance and comparison to others Support management decisions making Understand performance data and various management levels	**Green**
Responding	Station End Equipment	This project delivers the procurement, installation and maintenance of new Station End Equipment	N	Procurement and implementation of fully supported, GD 92 and ESN compliant Station End Equipment	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Utilising	Clothing and Garments	The current contract for Station Wear, Corporate Wear and Associated Services is due to expire. BFRS needs to employ a tendering process in order to select future supplier(s) and to sign a contract for the subsequent years.	N	This project will deliver a new contract for the procurement of station, corporate and special event wear only. The PPE has been procured separately.	**Amber**
Responding	Vehicle CCTV Cameras Upgrade	Improve the existing CCTV system to reduce or eliminate manual footage download and ensure 360 degrees coverage.	Y	The project will deliver improved CCTV data recording systems in appliances for the following purposes: • Eliminate the need to manually download footage by physically taking the storage device off the vehicle. • Provide data for active monitoring of driving standards by Service Driving Instructors; • Provide data for investigation of external or internal complaints about driving standards; • Provide data for internal, police or insurance investigation following RTC involving Service appliances; • To deter attacks on firefighters and provide data for police investigation in the event of such attacks; • To capture footage of incidents for use in operational debrief.	**Green**
Responding	National Operational Guidance Implementation Project	The NOG Implementation Project has been commissioned to ensure the latest NOG has been adopted and embedded within the organisation, and a process for on-going maintenance has been defined for progression post project handover to BAU.	Y	The NOG Implementation Project has been commissioned to ensure the latest NOG has been adopted and embedded within the organisation, and a process for on-going maintenance has been defined for progression post project handover to BAU.	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Empowering	iTrent Residual Modules	**iTrent - Web Recruitments** - Control, Retained and Wholetime (PRJ0012) This workstream implements an online Web Recruitment for potential Control, Retained and Wholetime staff.	Y	Online Web Recruitment for potential Control, Retained and Wholetime staff. The remaining deliverables include: • Finalise RDS Recruitment • Wholetime Recruitment Kick Off, scoping and delivery	**Green**
Protecting	Protection Fire Risk Data Warehouse	Creation of a new, in house built, data warehouse to support the Protection risk-based inspection programme	Y	As part of Phase 1, this project will deliver a data warehouse and ability to produce a report, which presents the premises with the highest risk first, based on pre-defined criteria (e.g. the top ranking list of premises to be allocated for inspection within the next quarter, within a specific area. This could be North and South or Station Grounds based to determine individual stations priority lists). In Phase 2 the project will create an interface between the data warehouse and FloSuite to facilitate a batch import process to tag a number of premises. This will allow to automatically allocate multiple jobs against all tagged premises.	**Green**
Responding	On-call Improvement Project	On-call Improvement Project (including Alerters). This is a multi workstream project that address aspects of people, processes and technology as relate to the On-Call workforce, with the intention of improving and availability and capability of BFRS On-Call stations. This will be delivered over 3 (possibly extended to 5) years by looking at workstreams that are identified as blockers and limiters in the current state.	Y	We will aim to improve On-Call availability of the 11 on-call stations, ensuring we are recruiting effectively, retaining those recruits and using our on-call crews effectively to respond to incidents based on risk, and by empowering more autonomy and decision making to on-call station and increasing flexibility allowing FF to blend their wholetime roles with their on-call commitments . On-call FF currently only meet 70% of their agreed, projected availability as a result of a number of blocking and limiting factors. BFRS strives for an 80% on call appliance availability.	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Empowering	Pensions Data Service (PDS) Project	This project will deliver monthly pension reports for FPS and will prepare for the LGPS reporting. MHR will provide a monthly Fire Pensions Report which complies with the necessary specification. They will ensure the data is correct and will resolve any exceptions as required. The report will then be sent to BFRS for download to Civica portal. There are data gaps within iTrent as the pension scheme build has been done at a very basic level when the system was introduced, which will have to be filled in to ensure all fields are populated. This will be progressed by the Payroll Team either manually or as an upload (pre-prepared) into the system. The reporting would be produced retrospectively to April 2022. Same requirement will apply to the Local Government Pension Scheme in a very near future (expected within 1 year). The Pension Data Service can already accommodate the LGPS. The BFRS Payroll Team is working to implement this capability for both the LGPS and FPS.	N	The main benefits from this project are: • Future proof our pension reporting • Address pension data gaps in iTrent The project will ensure the service maintains up to date pensions data. Both pension schemes have employee portals that can calculate benefits for people. If the data is maintained up to date on a monthly basis, people will have more accurate information.	**Green**
Maximising	Fleet Project	The aim of the project is to introduce a replacement vehicle servicing and defect system to replace an out of support legacy MIS application	Y	The aim of the project is to introduce a replacement vehicle servicing and defect system to replace an out of support legacy MIS application	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Preventing	Road Safety Vehicle VR	BFRS are continually striving to look at new innovative ways to deliver road safety education. With the collaborative work that we do with our partners on the Beds Road Safety Tactical Group, BFRS have successfully won a funding bid to support the development of a Road Safety Vehicle (RSV) that will utilise modern technology to engage, entertain and educate the young drivers utilising Virtual Reality videos to enhance the learning experience in various areas of road safety awareness. We have trialled the VR set up with both our Fire Cadets aged between 13 – 18 years, and as part of our Biker Down course which has been received with enormous success. We plan to use this educational delivery platform to also support the awareness initiatives that we develop for our older audiences. The Vision for the vehicle is not only for the use of Beds Fire, but also to support all our Collaborative partners educational initiatives to achieve our joint objectives of reducing the number of KSI's on the Roads within Bedfordshire. The new RSV will fully embrace BFRS commitment to using VR as an education tool. Using dedicated hydraulic chairs inside the van will allow users to better experience every VR application that we have within our library or in the future, produce to support our service aims.	Y	BFRS are continually striving to look at new innovative ways to deliver road safety education. With the collaborative work that we do with our partners on the Beds Road Safety Tactical Group, BFRS will develop a Road Safety Vehicle (RSV) that will utilise modern technology to engage, entertain and educate the young drivers utilising Virtual Reality videos to enhance the learning experience in various areas of road safety awareness.	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Empowering	BA replacement Project	This project will upgrade the Breathing Apparatus (BA) sets on Rescue Pumps (RP's), Rural Water Tenders (RWT's) and Aerial Platforms (AP's) and as a result is looking to procure new sets from a single supplier. BFRS is seeking to purchase a total of: - One-hundred and twenty (120) Breathing Apparatus sets - Four hundred and fifty (450) compressed air Cylinders - Twenty-six (26) Entry Control Boards	Y	•This project ensures the safety and wellbeing of our Fire Fighters: Fire and rescue service personnel operate in dynamic and at times extremely hazardous environments e.g., incidents involving fire, chemicals, biological hazards, radiation etc. The wearing of breathing apparatus by personnel is one of the risk controls measures likely to be employed within the overall operational plan for incidents of this type. Breathing apparatus enables the wearer to breathe safely in an otherwise irrespirable and/or toxic atmosphere. •This project also delivers compliance with general Fire and Rescue Services Legislation.	**Green**
Maximising	GP Upgrade project	The GP Upgrade Project has been approved to remediate the following issues with the existing platform: - The current version of GP that the service uses has come to the end of its useful life and will no longer be supported by our software provider (ISC). - Finance team is unable to send their VAT return to HMRC electronically due to a software issue that neither our software providers nor ICT have been able to rectify, this means they are totally reliant on ISC to upload the BFRS VAT claim each month, a process which is both time consuming and not sustainable going forward. - The old software also causes challenges in terms of server maintenance and updates	N	The GP Upgrade Project has been approved to remediate the following issues with the existing platform: - The current version of GP that the service uses has come to the end of its useful life and will no longer be supported by our software provider (ISC). - Finance team is unable to send their VAT return to HMRC electronically due to a software issue that neither our software providers nor ICT have been able to rectify, this means they are totally reliant on ISC to upload the BFRS VAT claim each month, a process which is both time consuming and not sustainable going forward. - The old software also causes challenges in terms of server maintenance and updates	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Responding	Roaming Pump Project	This project will deliver initial options paper and business case for the creation of a flexible operational resource (strategic reserve pump) available for deployment by Control at the most needed location e.g. along the A1 corridor. Subject to business case approval, the project will then initiate a trial to examine the flexible appliance mobilisation on the BFRS operational response times and appliance availability. The results of the trial will be used to conduct a cost / benefit analysis and to decide the next steps.	Y	-To have a positive impact on first pump attendance times by implementing an additional temporary fire appliance managed by DCG and Fire Control -To improve the attendance standards and response capability with particular focus by creating an additional roaming, resourced appliance capable of filling any identified gaps in fire cover, directed by fire control. The appliance will be used dynamically by fire control as and where it is needed at that moment in time. -Improving appliance availability and response to emergencies in line with Service key performance indicators.	**Green**
Responding	Review of Response Standards Project	This project will review and benchmark BFRS response standards and key performance indicators, with recommendations for change made	N	- To publish key performance Indicators that align closely to nationally understood definitions and criteria for example primary fires instead of critical incidence provide clear and unambiguous reporting to FRA, the public and other stakeholders. - To benchmark BFRS against other English FRS to identify consistency and trends in reporting. - To ensure that standards committed to in the CRMP are accurate and aligned to the agreed FRA Reporting.	**Green**

Active Projects

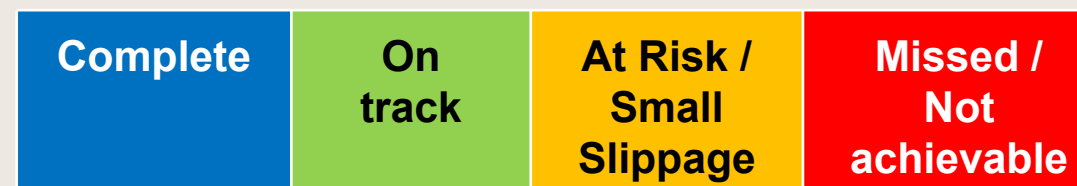| Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Responding	Community Wellbeing Officers (CWO) Project	The project goal is to extend the collaboration between the East of England Ambulance Service Trust (EEAST) and the Bedfordshire Fire and Rescue Services (BFRS) by creating a new, temporary (12 months FTC) CWOs team, managed within BFRS Response and trained to responding to C1, C3 and C4 incidents. The CWOs primary aim will be to deliver a blend of response and preventive intervention through a unified Emergency Medical Response Framework (EMRF). The project also aims to collate evidence and to evaluate if this type of model is financially sustainable, beneficial and effective for both parties, which may result in future conversation about substantiating the role post its pilot phase.	N	- A deployable resource to Categories 1, 3 & 4. - Preventive and protective interventions from falls and other lower acuity incidents to reduce emergency medical events in the home. - Provide early response to persons who have fallen or experienced other lower acuity incidents in the home. - A response to patients who have fallen or experienced other lower acuity incidents in an indoor environment with no/minimal injuries. - Intelligence for BFRS regarding home environment safety checks and preventative fire measures. - BFRS Cost recovery - all costs and responsibilities for all material systems, training, equipment, interventions, salaries, vehicles, etc to be fully funded by the EEAST or other material agency.	**Green**
Protecting	Dwelling Fires Methodology	Develop and apply the Dwelling Fires Methodology to calculate fire risk.	Y	Apply the NFCC recommended Dwelling Fires Methodology to calculating fire risk.	**Green**

Active Projects

Strategic Aim	Project Name / Workstream Name	Project Description	In CRMP Plan?	FRA Reporting Business Outcomes (The So What?)	RAG Status
Responding	Emergency Cover Review Discovery Stage	The Emergency Cover Review project was commissioned by the BFRS senior management team to support the BFRS estates review and response model optimisation. The project has two workstreams. The Estates Workstream aims to investigate, analyse, prioritise and create a proposal for improving the BFRS estate to minimise out future spend whilst ensuring the BFRS fire stations meet the design principles and specification recommended by NFCC. The Modelling Workstream aims to identify the optimal stations' locations, which will allow BFRS to improve our 1st pump response times across all WT and On-call stations. The modelling should consider: • 10 minutes 1st pump response coverage across county (from time of alert to time at incident ground) • Maximum percentage of population we can get to in 10 minutes; • Maximum percentage of historic incidents we can respond to within 10 minutes; • Take in consideration the level of growth and demand across Bedfordshire.	Y	• Improve the BFRS estate to minimise out future spend whilst ensuring the BFRS fire stations meet the design principles and specification recommended by NFCC. • Identify the optimal stations' locations, which will allow BFRS to improve our 1st pump response times across all WT and On-call stations.	**Green**
Protecting	101C / AMP Amalgamation	This project will deliver a new Prevention software system to record all Prevention activities and to plan, document and evaluate prevention campaigns. This is a replacement to two existing applications which only offer limited and inadequate functionality and data.	N	Delivery of a new system which will allow us to capture fuller and richer data, provide a dashboard, measure the time spent on prevention activities, allow for QA of the prevention activities, provide data that informs future practice and support basic evaluation – reaction – learning - behaviour change	**Green**

Exceptions Reporting

Complete	On track	At Risk / Small Slippage	Missed / Not achievable

Bedfordshire Fire & Rescue Service

Reporting Period	Q2 2023/24	Project Title	Replacement Mobilising System (RMP) Project	CMT Owner	Paul Hughes	Overall Project Status	Amber
Project Objectives	• Identify innovative ways of designing and implementing an integrated solution by exploring the combination, viability and attractiveness of various technological options; • Procure on the basis of an outcomes-based specification which supports continuous improvement; and • Secure Best Value by achieving more efficient, cost-effective and affordable ways of delivering the services • Replace mobilising system and configure to work in line with BFRS procedures. • Replace BFRS ICCS and configure			**Strategic Aim & CRMP Alignment**	**Responding** **Deliver a new Mobilising System** **To respond effectively, manage risks and reduce the number of emergency incidents that we attend.**		

Status Update		Key Milestones	Milestone Status & Due Date
• Project remains Amber due to hosted 999 solution delays. Motorola plan to deliver to BFRS in December 23 or January 24 – date to be confirmed. • Work continues on the remaining problems list • Meetings between Moto and ICT networks team held to deep dive into performance issues. The first proposal was ICT to change the MTU size. Bernard and Matt did that and as of yesterday there was no improvement. Suggestion to use Map Extreme as a standalone application to see if it is slow on the local machines or if it is only slow in the context of CAD in the hosted environment. • New design for replacement for DNSP proposed and approved by national accreditor. Initial meeting with Home Office held and design meeting with Motorola planned 16th October. • Successful upgrade of CAD staging 10/10/23. Upgrade to production due 7/11/23 • Gaz Change Only Update implemented. We will now be on a 6 weekly change only update cycle		New Mobilising system implemented live	**01/11/2021**
		Gartan staging issues resolved (supplier)	~~August 2022~~ **Feb 2023**
		999s Hosted solution implemented (supplier & BFRS testing)	~~August 2023~~ **Mid / Late October 2023**

Exceptions Reporting

Complete	On track	At Risk / Small Slippage	Missed / Not achievable

Bedfordshire Fire & Rescue Service

Reporting Period	Q2 2023/24	Project Title	Clothing Project	CMT Owner	John-Joe Pekszyc	Overall Project Status	Amber

| Project Objectives | • The project goal is to enter a new contract as of 1st April 2025 for the provision of Station Wear, Corporate Wear and Associated Services. This could involve separate contracts with multiple suppliers. The project will also deliver suitable contractual arrangements and associated services for the provision of ceremonial wear for certain Grey Book roles.
• Ensure all our employees are provided with appropriate uniform and corporate clothing which provide comfort, are operationally suitable and allow staff to perform their duties
• Consider all equality, environmental and health and safety legislation when procuring the new garments
• Consolidate garments procurement under a single contract (where possible)
• Review and streamline the existing garments list to optimise spend and eliminate waste
• Procure good quality garments which provide value for money
• Secure best value in discharging our statutory duties
• Explore innovation opportunities and advancing technologies with the view of optimising wearer's protection
• Ensure that the goods and services are provided by a compliant route to market in line with The Public Contract Regulations 2015 (as amended)
• Create a JD for a new Clothing Manager role and initiate recruitment process | Strategic Aim & CRMP Alignment | **Utilising**

Utilising our assets and resources efficiently and effectively. | | | | |

Status Update		Key Milestones	Milestone RAG & Due Date
• All clothing specifications have been reviewed with Clothing Committee Members. • The Clothing Manager JD will now need funding bid to be submitted to the FRA. This will cause further delays to the project. • The project remains on Amber due to unknown date for the Clothing Manager being in post, which is a prerequisite for the subsequent suppliers' engagement and procurement routes analysis		Clothing Items Specifications Review Completed	01/09/2023
		Clothing Manager Appointed	t.b.c.
		Suppliers' engagements commenced	t.b.c.