



# Highlight Report

## On-Call Development Programme

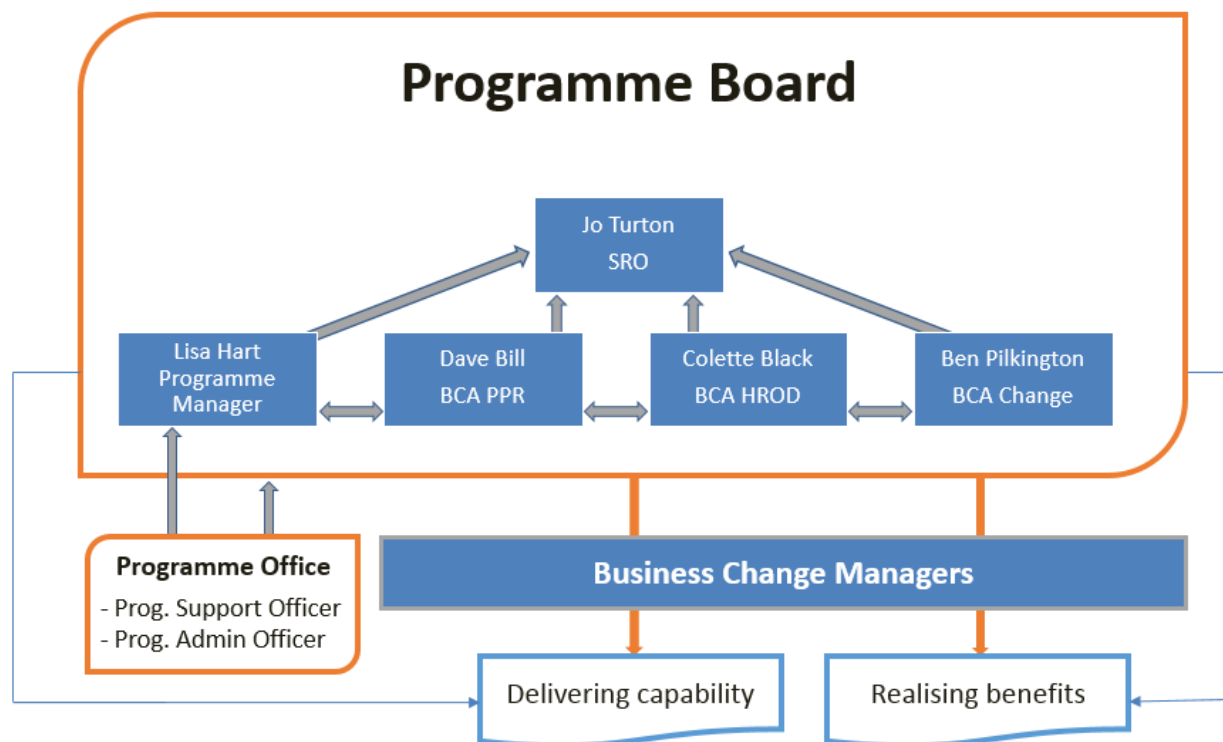
SLT 29/01/2019; AGENDA ITEM 4D; PAPER REF 19-024

Programme Manager	Lisa Hart
Programme sponsor	Jo Turton
Reporting period	January 2019

### Summary Status

- Programme at 'Programme Definition' phase
- High-level 'blueprint' and benefit realisation mapping presented to board
- Programme Board approval granted to begin programme planning

### Agreed Programme Board / Governance Structure



### Activity this period

#### Reb Body Engagement

Meetings held, individually, with FBU and FRSA to discuss programme.

- Both RBs confirm they would like to be involved in projects from early stage.
- Both to advice on respective leads as projects confirmed.

## **Programme Resource Planning**

Programme resources discussed at programme board meeting. Proposed resources to be submitted to SLT for approval. Proposed resources;

### **- Programme Support Officer**

To support delivery of the On-Call Development Programme. Provide coordination and support to programme team to ensure effective delivery of projects and work streams.

### **- On-Call Liaison Officers (OCLO)**

To support work within the On-Call Development Programme. To identify and develop solutions for new ways of recruiting and supporting on-call firefighters. Work with Station Managers and Watch Managers to design recruitment programmes designed to meet individual station needs.

Develop engagement with local businesses and employers and increase focus on recruitment promotion and publicity. Provide operational cover at qualified rank to support appliance availability at on-call stations whilst undertaking other elements of the role. Applications will be invited from Grey Book employees with experience as an on-call firefighter, who can demonstrate required skills and experience.

#### **Proposed OCLO roles:**

- On-Call Liaison Lead & Coordinator
- 4 x On-Call Liaison Officers
- 1 x On-Call Liaison & Support Officer – Dovercourt
- 1 x On-Call Liaison & Support Officer – South Woodham Ferrers / Dengie Peninsular
- All roles proposed on a 12-month pilot basis.

## **Projects Update**

Programme board agreed to incorporate following existing projects in to the programme;

- On-Call Conversion Project – SRO Dave Bill / PM Lisa Hart
- Day Duty Officers Riding – SRO Neil Fenwick / PM James Palmer

Project Boards / Project Managers to be advised of change to governance arrangements - Project board/teams to remain unchanged.

Two new projects initiated;

- On-Call Contracts Project
- Availability Model Project
  - Project Manager appointed – Steve Tovey
  - High-level project planning pre-requisites provided by SLT
  - Project scoping / stakeholder engagement workshop planned w/c 4th February 2019.

## **Key activities for next period**

- Progress On-Call Contracts and On-Call Availability Projects
- Define 'On-Call Digital Strategy' project / workstream

- Define cross programme requirements/approach for OC / ICT / People's Systems Programmes
- Define training workstream and identify projects / workstreams / scope
- Finalise programme vision / high-level plan
- Arrange programme risk workshop
- Arrange two-day programme scoping / stakeholder engagement workshop
  - GMs, SMs, OC stakeholders
  - define and expand on identified projects / workstreams
  - identify project leads and SMEs
  
- Arrange on-call employee engagement workshops – “Your Voice – On-Call Steering Group”
  - First stage programme engagement
  - Identify programme and project leads
  - Establish communication and engagement approach
  - Raise awareness of programme opportunities – OCLO / Programme Support
  
- Programme board meeting
- Project board/team meeting
- Service-wide Programme Update (CFO monthly blog)
- Advertise programme roles