



Decision Sheet

Essex Police, Fire and Crime Commissioner Fire and Rescue Authority Decision Report

Please ensure all sections below are completed

Report reference number: 033/ 20

Government security classification Official- not protectively marked

Title of report: Procurement of an integrated Competency Management System and eLearning Solution

Area of County/Stakeholders affected: All ECFRS Operational employees

Report by : Colette Black / Dena Morrison

Date of report: 24th November 2020

Enquiries to: Colette Black / Dena Morrison

1. Purpose of report

1.1 The PFCC is asked to approve procurement of a Competency Recording and eLearning solution from EFireservice, (PDRPro and LearnPro Fire). The purpose of the procurement is to enable the Service to record competence of firefighters so that assurance of competence can be provided.

2. Recommendations

2.1 The recommendation is to procure the EFireservice products identified in our assessment. First year licence and implementation costs equate to £146,463 which will be funded from the Transformation reserve. Ongoing annual licence costs of £124,150 per annum will be funded from the ICT budget.

2.2 The service considered the market for a suitable system to manage centralised courses, training activity, risk critical notifications, resources and qualifications and identify areas for development. A system to provide a repository of assessments and therefore evidence the skills and knowledge attained by our colleagues and enable us to report and measure an individual's competence to their role(s).

2.3 EFireservice was the only identifiable product on the G-Cloud framework that provides a competency management solution designed specifically for fire and rescue services.

2.4 EFireservice combines a recording system for legislative compliance, a calendar-based planner for ensuring timely completion and an eLearning management system to deliver the online part of the content and assessments. Comprehensive reporting and KPI's are integral to the system. The system is fully customisable for the needs of operational and non-operational staff. A development pathways module manages all aspects of personnel in development including apprentices. Support modules includes, Course Management, Skills Requalification, Operational Assurance, Equipment Testing, Electronic Read and Sign, and Appraisals all specifically designed for FRS'.

3. Benefits and Costs of Proposal

3.1 There is not a direct cashable benefit, however, we believe the non-cashable benefits include:

- We will be to attain complete control of the training content, records and assessments for all our colleagues. Assessments will support the knowledge and understanding of our operational colleagues which will provide evidence when reporting and monitoring competencies.
- We will have the ability to reach more colleagues with online training, providing flexibility on when and how they access their training.
- We will be able to provide assurance of operational competency service wide.
- We will underpin the core principle of the Operational Training Strategy; 'we have a system in place that offers regular assurance and proof of competence, by individual, at all levels of the service'.

3.2 There is a risk, if we do not make the necessary changes, that we will not have or cannot assure ourselves that we have adequately trained firefighters. Inadequately trained firefighters are a risk to themselves, their colleagues, and the public

3.3 First year licence and implementation costs equate to £146,463 with ongoing licence costs at £124,150 per annum. This would be a G Cloud contract and would therefore be a two-year contract with the option of a rolling one year plus one year.

4. Background and proposal

4.1 The recording of competency management has been enshrined in an online system Technical Activities Skill and Knowledge (TASK) since 2012.

4.2 The Peer Review report of 2018 identified that TASK does not provide sufficient assurance of operational competency.

4.3 In the HMICFRS Summary of findings 2018/2019, it was identified that; 'Fire and Rescue Services need to provide suitable operational training and they must record training accurately. Services need a mechanism for monitoring the expiry dates of staff competencies, effective plans for maintaining competencies and to provide training in advance of competencies going out of date'.

4.4 In the HMICFRS inspection 2018/2019, an area identified for improvement was 'The Service needs to assure itself that all staff are appropriately trained for their role. It

needs to ensure all staff keep their skills up to date and have a consistent method of recording when they have received training’.

4.5 The purpose of the Operational Training Strategy 2019-2022 published in November 2019 is to ensure that the Service has a competent operational workforce and that we can provide assurance of competence.

4.6 A robust competency recording system is required to demonstrate that our training, assessing and verification supports the ECFRS’s Quality Assurance Framework’s aim of ‘providing the highest standard of learning experience for all learners and provide the Service with assurance that training, learning and development is achieving its intended goals’.

4.7 An assessment was undertaken in Civica, based on the business requirements, to understand if Civica, as our current HR and Payroll system, could meet the requirements and therefore replace TASK. Working from example data provided by the service, and a localised demonstration, it was agreed that Civica could not meet the requirements of the service.

A recommendation was approved by the Service Leadership Team in September 2020, to procure a Competency Recording and eLearning solution.

4.8 The Service undertook a G-Cloud Search process

- i) Digital Market Place – Find Cloud Hosting, Software and Support, > Cloud software
- ii) Step 1 Longlist – keywords competency management fire - 3 results
- iii) Step2 Short list of the 3 results:

Supplier	Product	Result
EFireservice	PDRpro and learnPro Fire	Integrated solution designed specifically for the fire service and used by 32 other FRS’
Advance Change Ltd	Actus e-appraisal system – Blue Light	Appraisal system – not suited to requirements
Questionmark Computing Ltd	Questionmark OnDemand	Online assessment platform providing the ability to author tests and quizzes. eLearning solution only therefore not suited to requirements

- iv) Step 3 – one supplier identified – EFireservice

4.9 We invited EFireservice to provide a demonstration of their product. Several Essex County Fire and Rescue Service representatives attended demonstrations, and others reviewed a recording of the demonstration.

The review of the product was positively received and Subject Matter Experts within the service confirmed that the solution meets our requirements.

4.10 Clarification questions issued to EFireservice on the 21st October 2020 and returned 27th October 2020, to enable the Service to assess the suitability of the products in more detail.

4.11 An assessment was finalised on the module and licencing requirements.

4.12 We propose therefore, to procure a Competency Management and eLearning Solution from EFireservice, which has been designed in collaboration with and for Fire and Rescue Services and has a proven success record.

5. Strategic Priorities

This system supports the Service in delivering training to firefighters so that we can provide effective and efficient prevention, protection and response activities. It also supports delivery of the priority to extend training opportunities so that all of our staff have the skills and training they need and remain safe in their work.

6. Operational Implications

The implementation of a Competency Management System will ensure that the Service has a competent operational workforce and that we can provide assurance of that competence. The Operational Training Strategy will be fulfilled by training, assessing and verifying.

The Fire and Rescue Services Act 2004 places the following duties on Fire and Rescue Services:

- To ensure that Operational Staff have the necessary skills, knowledge and understanding in order to fulfil the vast array of operational demands placed upon them.
- To develop a safe, and competent operational workforce.

We have engaged with Staff Representative Bodies throughout this process. Some have decided to attend our meetings and others have chosen just to be included in the circulation of related papers to keep them informed of progress.

7. Financial Implications

First year licence and implementation costs equate to £146,463 which will be funded from the Transformation reserve. Ongoing annual licence costs of £124,150 per annum will be funded from the Non Pay ICT budget. There will not be a requirement to increase the Non Pay ICT budget as this will be funded by savings made in this area.

8. Legal Implications

In line with our responsibilities under GDPR a full Data Protection Impact Assessment will be undertaken.

9. Staffing and other resource implications

The Service has acknowledged that the implementation of a new system will impact the ways of working within our Learning and Development Team. Job descriptions will be reviewed, and any changes will be consulted with existing resources in line with service policy.

10. Equality and Diversity implications

Reference document “Competency Management NFCC EQIA”. The product sought will positively impact for disability.

11. Risks

The project will be delivered in a phased approach. The risks extend to the successful decommissioning of TASK and that all information retained is either archived appropriately and live data migrated to the new system. We have established a small working group to identify how we will retain historic information and we are in discussion with EFireservice to establish the best approach to migrate our live data. EFireservice will provide us with the templates and formats in which to collect our data to be uploaded to the new system.

As phase one is to be implemented by the 1 April 2021, timelines will be a challenge with the amount of work that needs to be achieved during this time. We are already planning to identify what work can be commenced without dependencies and a full project plan is being devised to ensure we can monitor progress throughout the phase one lifecycle.

12. Governance Boards

The proposal has been discussed and approved at the Service Leadership Team (SLT) meeting.

13. Background papers

Decision papers (x2) presented to SLT.



033-20 Appendices
and EIA.pdf

Decision Process

Step 1A - Chief Fire Officer Comments

(The Chief Fire Officer is asked in their capacity as the Head of Paid Service to comment on the proposal.)

I support this recommendation.



Rick Hylton 25/11/2020

Step 1B – Consultation with representative bodies

(The Chief Fire Officer is to set out the consultation that has been undertaken with the representative bodies)

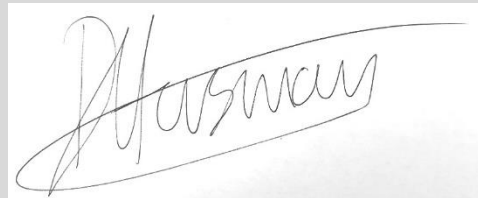
The rep bodies have been engaged in this process.

Step 2 - Statutory Officer Review

The report will be reviewed by the Essex Police Fire and Crime Commissioner Fire and Rescue Authority's ("the Commissioner") Monitoring Officer and Chief Financial Officer prior to review and sign off by the Commissioner or their Deputy.

Deputy Monitoring Officer

Sign:



Print: Darren Horsman

Date: 1 December 2020

Chief Financial Officer

Sign:



Print: Neil Cross

Date: 26/11/2020

Step 3 - Publication

Is the report for publication? **YES**

If 'NO', please give reasons for non-publication (*state 'none' if applicable*)

.....
.....
.....
.....

If the report is not for publication, the Monitoring Officer will decide if and how the public can be informed of the decision.

Step 4 - Redaction

If the report is for publication, is redaction required:

- 1. Of Decision Sheet **NO**
- 2. Of Appendix **NO**

If 'YES', please provide details of required redaction:

.....
.....
.....
.....

Date redaction carried out:

If redaction is required, the Chief Financial Officer or the Monitoring Officer are to sign off that redaction has been completed.

Sign:

Print:

Date signed:

Step 5 - Decision by the Police, Fire and Crime Commissioner or Deputy Police, Fire and Crime Commissioner

I agree the recommendations to this report:



Sign:

Print: Roger Hirst

Date signed: 1 December 2020

I do not agree the recommendations to this report because:

.....
.....
.....
.....

Sign:

Print:

Date signed: