

## Closure of Annual Plan Activity

<b>Current Annual plan activity name / description</b>	<b>AP202122-22: Improve access to Performance Information across the service, taking a self-service approach. To include replacing the Business Intelligence Reporting tool</b>
<b>Activity Director</b>	Tracy King
<b>Activity Lead</b>	Lucy Clayton

### Executive Summary

In April 2021 the Performance and Data team decommissioned the legacy reporting tool BIRT, replaced with a functional reporting database (NeRF) as part of a project under the same name. Organisation and automation of data allowed for creation of a suite of dashboards based on requirements to serve:

- Station Managers
- Group Managers
- Control
- Prevention and Protection
- Operational policy
- Operational assurance
- HR
- Finance & Payroll
- CIT (Pandemic response)

With data from key business systems providing managers one source to find key data and support them in managing their teams.

### Evidence of benefits | impact

All FTE values are given on a per month basis

- Phase 0 – Automation of PFCC performance report
  - 0.5 FTE for report creation
  - Improved data validation
  - Clearer e2e process, released pressure on individuals
- Phase 1 – Delivery of Station and group management dashboards
  - 4FTE+ (based on customer survey data) for time saved on data retrieval and manipulation
  - 2FTE Automation and data streaming process
  - Improved visibility of Service data to customers
  - Customer engagement increased massively as a result
  - Allows customers to now leverage data rather than producing
    - Re-aligning turnout targets with times
  - Gives senior managers a tool to inform 1-2-1 meetings and assist refocusing resources and priorities
- Phase 2 – Delivery of station audit and automation of HMICFRS data retrieval
  - 2FTE saved in efficiencies being able to accurately audit station using a centralised tool to the whole department
  - Relieved pressure on all of P&D to pull data from all departments

- Made extraction and transformation of data transparent
- Provides a consistent way for HMICFRS returns to be completed for future use
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- Phase 3 – Finalise and deploy HMICFRS reports
  - Upskilled team members in new technologies
  - Created and deployed a consistent ELT process to answer the HMICFRS questions on time
  -
- Phase 4 – Create risk identification tool
  - Allows prevention to move from a reactive model to a proactive model, highlighting biggest premise risks based on travel time metrics and incidents
  - Provides prevention with an evidence-based approach to show how prevention work impacts incident frequency

Recommended for ELT discussion	ELT Date
YES   <del>No</del>	13 October 2021

Outcomes of ELT Discussion	
Recommended for Closure	
CIB Approved	Sign off date
YES   <del>No</del>	01 December 2021

## Closure of Annual Plan Activity

<b>Current Annual plan activity name / description</b>	<b>AP202122-27: Explore shared facilities with the Ambulance Service</b>
<b>Activity Director</b>	Rick Hylton
<b>Activity Lead</b>	Jon Doherty, Jon Wilson

<b>Executive Summary</b>
<p>East of England Ambulance Service Trust (EEAST) have engaged and identified a number of Fire stations that they would like to use as response posts. They have submitted the proposed list and the phased approach of implementation that aligns response post location needs throughout the county. In basic term their requirements are minimal, a designated parking space and access to welfare facilities at the stations. As this aligns to their capital receipts programme, they will be paying for any changes required. EEAST are currently in negotiations over any required recompense for usage with the Property teams.</p> <p>The first of EEAST new response posts in Frinton is nearing completion with the further 17 to be planned to be assessed and then going live to 2024</p>

<b>Evidence of benefits   impact</b>
<ul style="list-style-type: none"> <li>• Increased collaboration with emergency services partners</li> <li>• Cost recovery</li> <li>• Increased utilisation of Public estate</li> </ul> <p>Minimal impact on ECFRS stations</p>

<b>Activity start date</b>	<b>Activity Closure date</b>
<b>14/06/2021</b>	<b>26/11/2021</b>

<b>Recommended for ELT discussion</b>	<b>ELT Date</b>
<b>YES</b>   <del>No</del>	<b>13 October 2021</b>

<b>Outcomes of ELT Discussion</b>	
Recommended for Closure	
<b>CIB Approved</b>	<b>Sign off date</b>
<b>YES</b>   <del>No</del>	<b>01 December 2021</b>

# Closure of Annual Plan Activity

<b>Current Annual plan activity name / description</b>	<b>AP202122-16: Reduce risk in rural areas through the increase in Home Safety Checks by operational crews</b>
<b>Activity Director</b>	Moira Bruin
<b>Activity Lead</b>	James Taylor

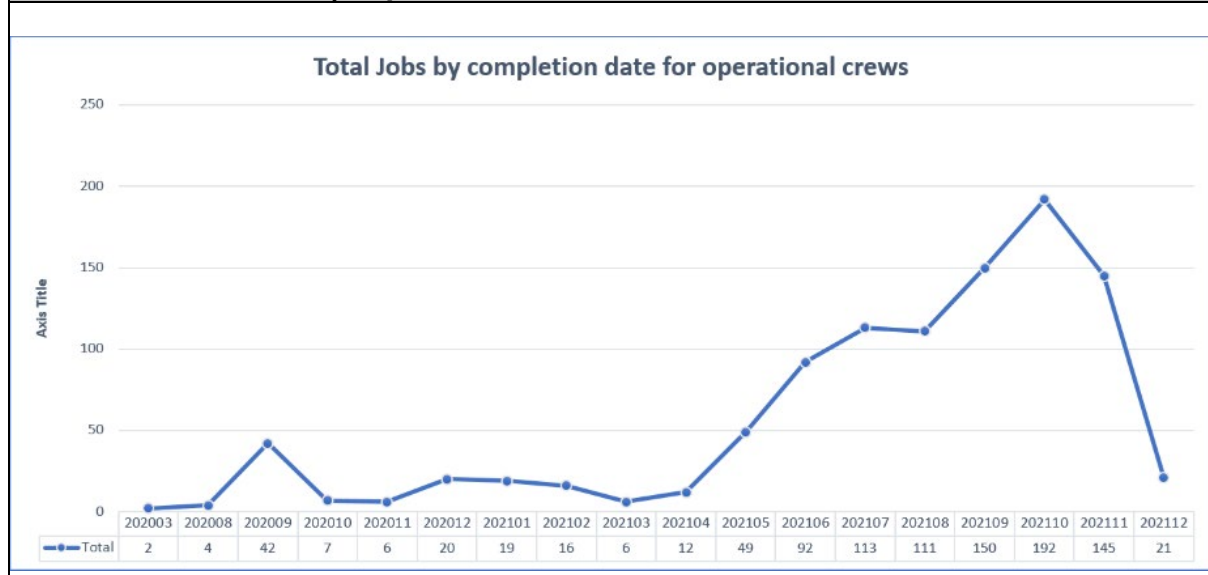
**Executive Summary**

Significant work has taken place in relation to this activity. Targets have been developed for all command areas to ensure the service has an incremental approach to meeting the National Average. These targets will be fully embedded in the 22/23 target setting paper.

A PowerBI Dashboard has been developed to enable greater scrutiny and analysis.

The project commissioned by the Essex Centre for Data Analytics will be utilised in line with the new targets to enable operational crews to self-generate activity based on risk profiling.


## Evidence of benefits | impact



The graph above shows the increase in HFSV by operational crews. Of note the table was live at the point of extraction thus the figure for December only shows the number completed in Dec up to the 8<sup>th</sup> Dec.



Final PDF - HSFC  
Target for ECFRS v2.p



**Station Name**  
All

Blue Watch

Day Crew A

Green Watch

On Call

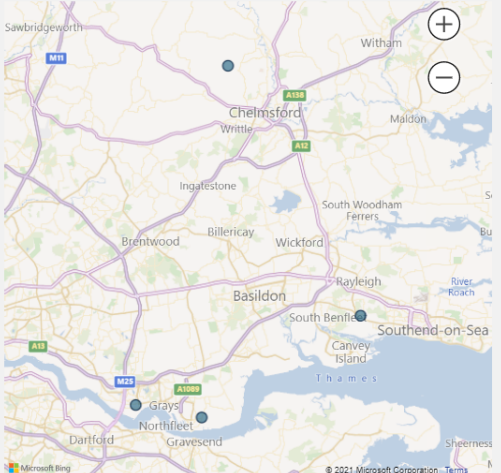
Red Watch

White Watch

Day Crew B

**Outstanding Job Locations**

● Home Safety Visit



Case types	#Jobs assigned	#Jobs Complete	#Jobs Outstanding	#Late Jobs
Home Safety Visit	264	260	4	4
Safe and Well Visit	13	13		
Community Builder Visit	1	1		
Home Fire Safety Check	1	1		
Home Safety Information Team	1	1		
<b>Total</b>	<b>280</b>	<b>276</b>	<b>4</b>	<b>4</b>

**Click job number to go to CFRMIS**

Job Number	Address	Required Visit Date	Crew
<a href="#">74161</a>	56 Byron Gardens	30/07/2021	Orsett Red Watch
<a href="#">75575</a>	9 Flint Street	29/08/2021	Grays Green Watch
<a href="#">79067</a>	84 New Road	10/09/2021	Rayleigh Weir White Watch
<a href="#">77849</a>	No Address Listed	14/11/2021	Chelmsford White Watch

The extract above shows the dashboard to demonstrate the visibility of HFS activity by group type.

Recommended for ELT discussion	ELT Date
YES   <del>No</del>	<b>13 October 2021</b>

Outcomes of ELT Discussion	
Recommended for Closure	
CIB Approved	Sign off date
YES   <del>No</del>	<b>01 December 2021</b>

## Closure of Annual Plan Activity

<b>Current Annual plan activity name / description</b>	<b>AP202122-17: Review Prevention and Protection functions to align with respective strategies</b>
<b>Activity Director</b>	Moira Bruin
<b>Activity Lead</b>	Chris Parker

<b>Executive Summary</b>
<p>Full reviews of both functions were undertaken. A full re-structure within Prevention has now aligned staffing to the pillars of the strategy, ensuring focus and efficiency of delivery. Within Protection proactive recruitment has enabled key functions to now be resourced ensuring that we can meet the requirements laid out in the strategy.</p>

<b>Evidence of benefits   impact</b>
<p>Prevention – Fully resourced against all pillars of the strategy, allow for focused work in each area. We have now seen an increase in output across Home Safety, Water, RTC,CYP and Safeguarding.</p> <p>Protection - Recruitment into the Business Engagement and Training functions have provided benefit to the team. Within Training we now have a formal programme of learning for individuals entering the group and progressing from level 3 to 4 diploma. Our business engagement manager has opened opportunities to work closer with business and RP's increasing our ability to influence building safety.</p> <p>-</p> <p>CFRMIS – We have recruited an administrator to work alongside the protection team for the next 12 months, to enhance training for staff and improvements to workflows.</p> <p>Data Analyst – We are currently recruiting an analyst that will support both protection and prevention, this will ensure we are able to fully understand emerging risk and target our resources in the right area.</p>

<b>Activity start date</b>	<b>Activity Closure date</b>
<b>April 21</b>	<b>Dec 21</b>

<b>Recommended for ELT discussion</b>	<b>ELT Date</b>
<b>YES   <del>No</del></b>	<b>13 October 2021</b>

<b>Outcomes of ELT Discussion</b>	
Recommended for Closure	
<b>CIB Approved</b>	<b>Sign off date</b>
<b>YES   <del>No</del></b>	<b>01 December 2021</b>

## Closure of Annual Plan Activity

<b>Current Annual plan activity name / description</b>	<b>AP202122-03: Further develop our Ops assurance and debrief process to be able to demonstrate learning and adherence to policy and procedures</b>
<b>Activity Director</b>	Rick Hylton
<b>Activity Lead</b>	Danny Bruin

### Executive Summary

As an outcome of the 2019 HMIFRS inspection it was identified that “The service should ensure it has an effective system for staff to use debriefs and improve operational learning.

The Operational Assurance department have designed and delivered an MS Forms template to capture all operational learning against the guidance within the National Operational Learning (NOL) “Good practice guide for fire and rescue services”.

The form has been delivered across all appliance and officer tablets with links from IRS to enable easy access for all operational staff to facilitate feedback into the Operational Assurance team who assess the information and report back through the Operational Assurance Group (OAG) on a quarterly basis.

### Evidence of benefits | impact

As part of the recent HMIFRS inspection (2021) they have stated in their initial findings that “*A new debrief policy has been introduced this year. Those debriefs we reviewed met the requirements of the policy. Staff told us hot debriefs are regularly undertaken after incidents*”.

Using MS forms the Operational Assurance team can now generate incident specific reports automatically to identify trends and operational learning which has in turn has removed a complete separate process where Station Managers used to manually collate the information and data from all individual submissions.

<b>Recommended for ELT discussion</b>	<b>ELT Date</b>
YES   <del>No</del>	13 October 2021

### Outcomes of ELT Discussion

Recommended for Closure

<b>CIB Approved</b>	<b>Sign off date</b>
YES   <del>No</del>	01 December 2021

## Rolled Over Activity Information 2021/22

<b>Annual plan activity name</b>	AP202122-15: Implement applicant tracking system to have a more efficient and effective on boarding and recruitment process
<b>Activity Director</b>	Collette Black
<b>Activity Lead</b>	Jaclyn Thorold

### Executive Brief on why activity needs to roll over

The initial business requirements gathering was reviewed in Q1 2021/22 and were assessed to be not fit for purpose.

A new BA was assigned and an end to end process review was completed however this BA left the Service before the task was completed and key data was lost. A third round of requirements were then slow to progress due to resource challenges in the Recruitment team when the Recruitment Team Leader left at short notice.

Finally, in Q3 the requirements gathering was concluded and the G-Cloud purchasing process could be initiated. The procurement and contract award process could take us up to the end of the financial year 21/22 and remains subject to the possibility of PFCC approval depending on the contract value.

To support delivery from now to implementation we have an established project team who are committed and able to take this forward. We are confident in our requirements and vendor evaluation criteria and efforts will be made to mitigate the delay and potential impact on our recruitment activity.

### Key Deliverables and Milestones for 2022-23 Annual Plan

To be detailed once the contract has been awarded but the target date will be in the new financial year 22/23

### Expected delivery date

To be confirmed but plan to be in 22/23.  
More precise planning dates to follow after contract award.

### Current Activity Status

| In Progress

<b>Activity start date</b>	<b>Activity delivery date</b>
Ongoing from 21/22	

<b>CIB Approved</b>	<b>Sign off date</b>
YES   for 21/22	