



**East Sussex**  
Fire & Rescue Service

East Sussex Fire & Rescue Service

# Key Task Areas & Project Progress Report 2012/13

## Quarter 4



## Corporate Services

**STRATEGY:** 3.1.1 Be a well managed organisation, providing cost effective services, that we are continually seeking to improve.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.1 KTA 13, Project No. 00277 - Progress Merger preparations as required along with evolving collaboration proposals	Diana Williams - Assistant Chief Officer (Corporate Services)	Completed	01/04/2012	31/03/2013	100%	100%	100%
<b>ACTION PROGRESS COMMENTS</b>							
Both Authorities have made decision not to proceed with merger. Last Updated - 26/03/2013							

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.2 KTA 14 - Implement the outcomes of the 2011/12 Service Prioritisation process and continue with approach to meet strategic funding gap in future years	Diana Williams - Assistant Chief Officer (Corporate Services)	Completed	01/04/2012	31/03/2013	100%	100%	100%
<b>ACTION PROGRESS COMMENTS</b>							
Relevant reports presented to Policy & Resources in May and Combined Fire Authority in June 2012 to launch HR collective consultation processes - work taken forward for collective consultation by Deputy Chief Fire Officer and Head of Human Resources – completed. Last Updated - 26/03/2013							

## People & Organisational Development

**STRATEGY:** 3.1.1 Be a well managed organisation, providing cost effective services, that we are continually seeking to improve.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.1 Project No. 00297 - Collaboration with West Sussex FRS (Learning & Development)	Mark O'Brien - Head of Learning & Organisational Development	In Progress	01/04/2012	31/03/2013	20%	100%	20%
<b>ACTION PROGRESS COMMENTS</b>							
Timescales and resources for development of business plan now being developed. Last Updated - 10/04/2013							

## Prevention & Protection

### Community Risk Management

**STRATEGY:** 1.1.3 Respond effectively and safely to incidents with appropriate planned resources.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.3.1 KTA 4 - Review the staffing levels and appliance availability at Burwash, Mayfield and Herstmonceux following the recruitment drive	Neal Robinson - Head of Community Risk Management	In Progress	01/04/2011	31/03/2013	95%	100%	95%
<b>ACTION PROGRESS COMMENTS</b>							
A report to be produced, which will outline how availability of crewing has improved at all 3 stations.							
Last Updated - 23/03/2013							

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.3.2 KTA 2 - Review the benefit of additional resources in the form of a smaller more specialist vehicle in the City of Brighton & Hove	Neal Robinson - Head of Community Risk Management	In Progress	01/04/2011	31/03/2013	40%	100%	40%
<b>ACTION PROGRESS COMMENTS</b>							
West Sussex have a shared interest in exploring the use of smaller fire engines.							
It is recommended that further analysis is consumed within the forthcoming review of Prevention, Protection & Response and that smaller vehicles should be considered in a service-wide context. Incomplete - Will be rolled over into Key Task Area 4.							
Last Updated - 23/03/2013							

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.3.3 KTA 5 - Review our service provision within the Hastings Borough by looking at different models against the risk profile within the Borough	Neal Robinson - Head of Community Risk Management	Completed	01/04/2011	31/03/2013	100%	100%	100%
<b>ACTION PROGRESS COMMENTS</b>							
Complete. A follow up action of "undertake community safety activities in the rural communities near to The Ridge to provide further reassurances to the public, that safety is our primary concern." is being actioned by Hasting / Rother Borough Commanders.							
Last Updated - 30/01/2013							

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.3.5 KTA 15 - Implement the final outcomes of the rural review	Neal Robinson - Head of Community Risk Management	Deferred	01/04/2012	31/03/2013	60%	100%	60%
<b>ACTION PROGRESS COMMENTS</b>							
Paper submitted to Corporate Management Team in June 2012 & agreed pilot to run allowing a more flexible approach to crewing.							
Deputy Chief Fire Officer will be taking this forward with a Task and Finish Group.							
Last Updated - 23/03/2013							

**STRATEGY:** 3.1.3 Ensure that we have high performing services which focus on customer needs.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.3.3 KTA 1 - complete any outstanding reviews from the IRMP 2009/10 - 2011/12	Neal Robinson - Head of Community Risk Management	Completed	01/04/2012	31/03/2013	100%	100%	100%

**ACTION PROGRESS COMMENTS**

Neil Robinson checked with Director of Prevention & Protection & Director of Response & Resilience and advised that 2 remaining reviews (Review of Technical Fire Safety; Review of Response to Incidents) had been completed.  
Last Updated - 06/07/2012

**Community Safety**

**STRATEGY:** 3.1.1 Be a well managed organisation, providing cost effective services, that we are continually seeking to improve.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.3 KTA 3 - Research a charging strategy for attending Automatic Fire Alarm Signals in line with the Localism Bill	David Kemp - Head of Community Safety	In Progress	01/04/2011	31/03/2013	35%	100%	35%

**ACTION PROGRESS COMMENTS**

We are awaiting the outcome of a Government bill which will enable us to charge for Automatic Fire Alarms in certain situations. However, this is not likely to happen in the near future. Reviewed, still no change in status.  
Last Updated - 05/03/2013

**Protection**

**STRATEGY:** 1.1.2 Protect our communities against economic, property, or heritage loss through the delivery of fire protection measures and fire safety advice.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.2.1 Project No. 00140 - Protection Database Project	Richard Fowler - Head of Protection	Completed	01/04/2011	31/03/2013	100%	100%	100%

Ensure that the Improvement Plan created to meet Key Line Of Enquiry (KLOE) 3.1.2 is completed

**ACTION PROGRESS COMMENTS**

Main Project completed, some outstanding issues will be dealt with as day-to-day business.  
Last Updated - 05/03/2013

## Service Support

### Engineering Services

**STRATEGY:** 1.1.3 Respond effectively and safely to incidents with appropriate planned resources.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.3.1 KTA 10, Project No: 00287 - Implement the review on aerial appliance provision within the Eastbourne Borough	Bill Brewster - Head of Engineering Services	In Progress	01/04/2011	31/10/2013	90%	90%	100%

#### **ACTION PROGRESS COMMENTS**

User visit carried out, next visit due Early April 2013 for final fitting of equipment again with users.  
Training program completed and the user manual is being completed by our staff at Angloco with their assistance during April  
The latest date we have for vehicle completion is now the third week in May.  
User visits have been completed for the first phase of fitting out.  
Last Updated - 10/04/2013

### Estates Management

**STRATEGY:** 1.1.2 Protect our communities against economic, property, or heritage loss through the delivery of fire protection measures and fire safety advice.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.2.1 KTA 16 - Newhaven, new fire station	Julian Salmon - Estates Manager	In Progress	01/04/2012	31/12/2014	10%	10%	100%

#### **ACTION PROGRESS COMMENTS**

Currently establishing Partner space requirements. Both Draft Development agreement and Heads of Terms for Lease Agreement complete, awaiting comments/agreement from Lewes District Council. Outline costings including site abnormalities and external works have been updated to reflect apportionment of costs to enable Lead Partner; Lewes DC, to carry out Business Case and confirm final space requirements. Awaiting confirmation prior to instructing architects (RH Partnership) to prepare outline Design and Brief for issuing to Tender.  
Last Updated - 08/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
1.1.2.2 KTA 17 - Crowborough refurbishment	Julian Salmon - Estates Manager	In Progress	01/04/2012	31/09/2013	85%	85%	100%

#### **ACTION PROGRESS COMMENTS**

Construction started w/c 26/11/12. Works are on programme and due to be completed in September 2013.  
Last Updated - 08/04/2013

## Information Management

**STRATEGY:** 3.1.1 Be a well managed organisation, providing cost effective services, that we are continually seeking to improve.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.17 Project No. 00257 - HQ Network Centre Refurbishment	Brenda Guile - Head of Information Management	In Progress	01/04/2011	31/03/2013	55%	100%	55%

### **ACTION PROGRESS COMMENTS**

The removal/replacement of old cabinets and consolidation of remaining equipment has now been completed. Estates are preparing the specification which is due to go out to tender for the building and electrical work which is estimated will take place in September 2013.

Last Updated - 08/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.18 Project No. 00205 - Progress implementation of Data Warehouse Foundation	Steve Sims - Development Services Manager	In Progress	01/04/2011	31/03/2014	50%	50%	50%

### **ACTION PROGRESS COMMENTS**

Data Warehouse building continues based upon the currently known requirements for the Sussex Control Centre, but meetings with the Mobilising system suppliers Remsdaq may reveal requirement changes. The Data Warehouse building process is running under Agile Scrum and is purposely designed to be flexible enough to absorb such changes as they arise.

Last Updated - 08/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.26 KTA 11, Project No. 00285 - Implementation of the new Firewatch database	Geoff Adams - System Development Project Analyst	In Progress	01/04/2011	31/03/2013	50%	100%	50%

### **ACTION PROGRESS COMMENTS**

Completed This Period:

Test Environment for version 7.4 in place; Duty Planner/Availability Processes and Tip Sheet Created; Planning for end user training.

Next Steps:

Upgrade of Live system to Version 7.4; Further review of Audit Activities with ESCC; Delivery of Training Environment by Information Management Department; Duty Planner / Availability Module end user training.

Go Live of Availability Module 1st July 2013 and Development of Report Requirements.

Last Updated - 09/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.27 Project No. 00092 / 00143 - MIS migration to Oracle	Steve Sims - Development Services Manager	Completed	01/04/2011	01/06/2012	100%	100%	100%

### **ACTION PROGRESS COMMENTS**

This activity has now been formally accepted and closed.

Last Updated - 08/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.28 Project No. 00281 - Completion of Internal Audit Action Plan - ICT Network and Infrastructure Audit February 2011	Brenda Guile - Head of Information Management	In Progress	01/04/2011	31/03/2013	80%	100%	80%

**ACTION PROGRESS COMMENTS**

In December 12, Deloitte reviewed the progress against the action plan. Majority of work completed with agreement of Corporate Management Team. Remaining elements on reporting deficiencies are being addressed.  
Last Updated - 08/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.35 Project No 00161A – ICT Infrastructure Upgrade – Phase 1	Brenda Guile - Head of Information Management	Completed	01/06/2012	30/10/2012	100%	100%	100%

**ACTION PROGRESS COMMENTS**

Broad Oak has now been connected to the Wide Area Network and this completes a highly successful project.  
Last Updated - 08/01/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.36 Project No. 00161B – ICT Infrastructure Upgrade – Replacement of Citrix terminals with PCs	Brenda Guile - Head of Information Management	Completed	01/10/2012	30/11/2012	100%	100%	100%

**ACTION PROGRESS COMMENTS**

Citrix terminals have been replaced with PCs across the Service.  
Last Updated - 15/01/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.37 KTA 9, Project no.00161 - Expansion in capacity of Wide Area Network	Brenda Guile - Head of Information Management	Completed	01/04/2012	31/03/2013	100%	100%	100%

**ACTION PROGRESS COMMENTS**

Broad Oak is now connected to the Wide Area Network, finalising this project.  
Last Updated - 08/01/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.40 Project No. 00161C – ICT Infrastructure Upgrade – Phase 2 – Removal of Fire Safety Services and Centralisation of Services at HQ	Brenda Guile - Head of Information Management	Not Started	01/02/2012	31/03/2013	0%	100%	0%

**ACTION PROGRESS COMMENTS**

File server consolidation work will begin when the Fire Safety Servers are returned to Headquarters and reconfiguration of existing server to accommodate these user accounts will commence. Deferred to 2013/14 due to secondment of Network Manager to Sussex Control Centre Project  
Last Updated - 08/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.9 Project No. 00145 - Disaster Recovery Stage 2: Software implementation for Disaster Recovery Centre	Brenda Guile - Head of Information Management	In Progress	01/04/2011	31/03/2013	35%	100%	35%
<b>ACTION PROGRESS COMMENTS</b>							
Work progressing, as reported separately to Corporate Management Team. Last Updated - 08/04/2013							

**Service Support Directorate**

**STRATEGY:** 3.1.1 Be a well managed organisation, providing cost effective services, that we are continually seeking to improve.

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.1 KTA 8, Project No. 00207A - HMG Security Policy Progression	Gary Ferrand - Assistant Chief Fire Officer	In Progress	01/04/2011	31/03/2013	90%	100%	90%
<b>ACTION PROGRESS COMMENTS</b>							
The Overarching Information Management Dept Policy and 12 supporting policies have been consulted internally and have been presented to Corporate Management Team for approval. The remaining activity relates to the culture audit, which seeks to apply the nationally recognised SeCuRe2 Toolkit (this is a CPNI (Centre for the Protection of National Infrastructure) tool available for measuring organisational culture as it relates to security). Daryll Luxford attended CPNI workshop on this tool in July, after which we will initiate the cultural audit.							
During 2011 the Counter Terrorism Security Advisor Report was completed for the Service HQ site, and the Sussex Control Centre site at Haywards Heath. This informed the initial security requirements for the new Sussex Control Centre building and the recommendations have been assessed and included within other departments plans (e.g. Estates for physical security requirements) where necessary.							
Last Updated - 20/03/2013							

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.2 Project No: 00141/ 00131 - BA Face masks & Integrated Comms Replacement of Fire Ground Radios	Gary Ferrand - Assistant Chief Fire Officer	In Progress	01/04/2011	31/03/2013	95%	100%	95%
<b>ACTION PROGRESS COMMENTS</b>							
Corporate Management Team Report (Dec 2012) highlighted two main issues: Radio Batteries - this issue is now with ESFRS Deputy Monitoring Officer for legal advice in regard to lifting of contract dispute notice, as all practical means of seeking redress with supplier and contract related issues have proven fruitless. Integrated Comms - this remains an issue for ESFRS and follows a meeting with Drager at Service HQ in November, when they committed to an interim solution (replacement of all leads from PTT to facemask and a cable shroud) and a more substantive solution to replace all sets with BA Coms+, should ESFRS agree to that. The matter is currently with Drager, who are advising on stock levels for the cable swap out. ESFRS Procurement Officer considering contract with Drager should legal redress become an option (i.e. if there is unsatisfactory resolution by the supplier). Drager have supplied a sufficient number of new leads and with the assistance of the Head of Engineering they will be installing to all sets throughout May. A longer term solution, such as an upgrade to Comms+ has yet to be decided.							
Last Updated - 20/03/2013							



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3.1.1.1 KTA 12 - Special Projects - Joint Control Centre Project	Ian Alexander - Head of Special Projects	In Progress	01/04/2011	31/03/2014	8%	10%	80%

**ACTION PROGRESS COMMENTS**

Mobilising system contract awarded. Delay in contract signing has delayed access to sub-contractors and to main plan. Further detailed reports are given regularly to both Corporate Management Team and the Fire Authority.  
Last Updated - 02/04/2013

<b>Activity</b>	<b>RESPONSIBILITY</b>	<b>ACTION STATUS</b>	<b>START DATE</b>	<b>END DATE</b>	<b>% COMP.</b>	<b>TARGET</b>	<b>% ON TARGET</b>
3.1.1.2 Project No: 00289 - Directorate Operational Tasks Assist Information Management Department with Station End And Mobile Data Terminals replacement projects in accordance with current project plans	Stephen Allen - Incident Information Project Officer	In Progress	01/04/2011	30/09/2013	46%	60%	77%

**ACTION PROGRESS COMMENTS**

The Stage 1 (hardware) completed on the 20th Dec 12, all designated vehicles have now been fitted with the new CF19 MDT installation. All installation are working well, this is further evidenced by the reduction in the number of Mobile Data Terminal issues being received through the Information Management Department Service Desk and at Mobilising & Communications Centre. Currently the project is still on track with 46% of identified tasks complete.  
Last Updated - 07/02/2013