Fire Services Management Committee   **Item**
18 September 2009   Appendix A

LGA response to CLG in- service management consultation – high level description of in-service management functions

1. Service contract management

(a) Commercial and contract management
Ensuring that existing national contracts with suppliers are managed effectively from the public sector client-side perspective, with a view to maximising value for money and minimising liabilities for the public purse.

(b) Service performance
Ensuring that the flow of services delivered by the main contractors for existing national contracts meet or exceed contracted standards everywhere. This would include:

i.   monitoring and analysing performance data to ensure requirements are met

ii.   meeting the contracted availability for coverage and service

iii.   monitoring and analysing call detail records and traffic usage reports to identify areas of cost saving within FRSs

iv.   analysing call detail records to identify areas for improved efficiency

v.   monitoring and analysing reported faults (incidents) to identify national trends and possible areas for improvement.

(c) Change management/ upgrades
Ensuring that contractual changes and upgrades in relation to assets or services:

i.   **take account of user requirements, including new or changed ones**

ii.   **are within a framework of agreement**

iii.   **are effectively managed and coordinated**

iv.   **maintain/ improve performance standards and technical functionality**

v.   **maintain/ improve geographical coverage**

vi.   **maintain/ improve intra-FRS operability (where appropriate)**

vii.   **maintain details of the baseline configuration to assess impact of proposed changes.**

(d) Procurement of new capabilities not part of the programme
Ensuring that the user requirement for any new capability for responding to large-scale incidents or events subsequent to the Fire and Resilience Programme is properly defined, including those arising from a new statutory duty, and that any associated procurement exercise is coordinated effectively.

2. National assurance

(a) Asset management
Ensuring the continuing fitness for purpose of assets procured during the roll-out phases of the Programme, having regard to:

i. **existing operational requirements and the response to new ones**

ii. **patterns of ownership**

iii. **useful life**

iv. **availability**

v. **maintenance standards and regimes**

vi. **compatibility and quality of replacement parts, software, etc**

vii. **ease of use for personnel from around England (where appropriate)**

viii. **regulatory and licensing issues (including radio spectrum).**

(b) Resilience
Ensuring that minimum defined standards of resilience are maintained, especially in relation to large scale incidents or events, having regard to:

i. **capability management**

ii. **system design, capacity and integrity**

iii. **flexibility and scale of response**

iv. **continuity of service, day to day**

v. **changing risk profile to which the capability is meant to respond.**

(c) Security
Ensuring that defined standards of security are maintained – physical, IT and personal.
Assess changes to the system for its impact on accreditation and if necessary, undertake re-accreditation exercise. Review security accreditation.

(d) Operational consistency
Ensuring that mobilisation of resources across FRS and regional boundaries is supported and facilitated by coordinated and consistent approaches to:

i. specification of roles and responsibilities (including those of CLG and RCC companies)

ii. interpretation of obligations in the National Framework

iii. concepts of operation

iv. protocols and procedures

v. safe methods of work

vi. working practices, common data formats and standards, etc (where appropriate)

vii. data management

viii. fleet-mapping, call-signs and talk-groups

ix. planning and logistics

x. command and control

xi. sharing best practice

xii. mutual aid arrangements.

(e) Service performance
Monitoring of the RCCs against performance standards agreed in contracts between the RCCs and CLG.

(f) Training
Ensuring that FRS capabilities are maintained and that intra-FRS operability is supported (where appropriate) through common and consistent approaches to training. Consider improvements in training and possible additional training courses to improve efficiency/use etc. Consider changes in training requirements in relation to changes in risk profile (See 2 (b) v above).

(g) Cooperation with other responders
Ensuring that the effectiveness of response to large scale incidents and events is maximised by the FRS cooperating with other first responders – the police and ambulance services especially – through oversight of:

i. participation in live and simulated exercises

ii. coordinated management of suppliers on issues of common concern (e.g. capacity planning)

iii. developing options for joint procurements in relation to the future acquisition of assets, services or capabilities.

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Contact Officer: Trish O'Flynn, 020 7664 3129, trish.oflynn@lga.gov.uk