

## UPDATE ON THE FIREWATCH, DATA VALIDITY AND ESTABLISHMENT PROJECT

### SUMMARY

1. The GAS Committee has requested an update on the Firewatch project and the position in relation to the integrity of data on the HR system.
2. This report provides this update, gives the detail of the newly appointed Project Manager and the redeveloped project plan, developed with Infographics, the organisation who run the Firewatch system.

### RECOMMENDATIONS

3. It is recommended that GAS Committee Members take assurance from the content of the report as to the progress and plans for the reviewed project.

### FIREWATCH PROJECT

4. During late 2016, the Corporate Management Team agreed to ask Shaw Consulting to undertake a review of the implementation, current usage and future usage of the system.
5. The recommendation from that review was that the Service should decommission the Firewatch system, procure a new HR system and consider the position for other systems.
6. Following this review, Infographics contacted the Service and offered 20 days free development time to see if we could resolve the difficulties with the system. This offer was accepted by the Service.
7. A 3 day workshop was scheduled for 2<sup>nd</sup> to 4<sup>th</sup> May 2017 with the Infographics team and appropriate staff from inside the Service to progress the work, led by the Director of HR.
8. The workshop was considered to be successful and Infographics produced a detailed action plan following the 3 days. This is attached at Appendix 1.

### OTHER WORKSTREAMS

9. The Service also recognises that the data contained within the system is not as accurate as it should be and requires a comprehensive data cleanse and validation exercise. It has been agreed that this project represents an ideal opportunity to undertake this necessary work and that this will be crucial moving forward whether we retain the Firewatch system or look to begin a process to procure a new system.
10. The processes undertaken within the Service in terms of the management of the establishment data and updating of people data also require reviewing and updating to ensure that the data on the system remains as accurate as possible following cleansing and validation. This has also been subsumed into this project.

## PROJECT MANAGER

11. Shaw Consulting also noted that, despite some issues with the system implementation not being unique to HFRS, efficient roll out of the system had been impacted on by internal resourcing of the project.
12. The Service has therefore decided to appoint a fulltime project manager for a period of 6 months to manage the project.
13. Gavin Hudson has been seconded from his temporary role in Corporate Planning to undertake this important work. He started in post on 1<sup>st</sup> July 2017.

## STRATEGIC PLAN COMPATIBILITY

14. It is crucial to the success of the Service's Strategic Plan that HR information is accurate and well managed and that we have a fit for purpose HR system.
15. Specifically, the effective management of HR information will support the delivery of our two underpinning strategic objectives of "Managing the best use of the resources we have" and "Continuing to develop a committed, skilled and safe workforce".

## FINANCIAL/RESOURCES/VALUE FOR MONEY IMPLICATIONS

16. The Service has already spent a significant amount of money historically procuring the system and attempting to implement it. In order to ensure best value for money, it is considered appropriate to work to getting the best value from the system.
17. Accurate HR information will give a basis for accurate management of our people across many areas, including management of absence, management of vacancies, workforce planning and competence levels. As people are our most valuable and expensive resource, this is crucial to effective financial management in the future.

## LEGAL IMPLICATIONS

18. None arising directly.

## EQUALITY IMPACT ASSESSMENT/HR IMPLICATIONS

19. Accurate HR information will provide a basis for fair and appropriate management of staff, leading to less risk of employment tribunal claims.

## CORPORATE RISK MANAGEMENT IMPLICATIONS

20. Accurate HR information will provide a basis for fair and appropriate management of staff, leading to more effective management corporately overall.

## HEALTH AND SAFETY IMPLICATIONS

21. None arising directly.

## COMMUNICATION ACTIONS ARISING

22. All staff involved in the project have been communicated with directly. Following the project, new processes will be agreed that will be communicated widely and training given.

## DETAILS OF CONSULTATION AND/OR COLLABORATION

23. The Service is working in collaboration with Infographics to progress the project. Individuals from teams across the Service are members of the project team.

24. Staff and managers will be consulted and involved in the development of the new process.

BACKGROUND PAPERS AVAILABLE FOR ACCESS

25. None

RECOMMENDATIONS RESTATED

26. It is recommended that GAS Committee Members take assurance from the content of the report as to the progress and plans for the reviewed project.

**M HEPPELL**

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