



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Human Resources Committee

INTRANET/INTERNET OFFICER

Report of the Chief Fire Officer

Agenda Item No:

Date: 23 April 2010

Purpose of Report:

To seek the approval of Members to invest in the development of the new Nottinghamshire Fire and Rescue Service Intranet and website.

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1. BACKGROUND

- 1.1 The new Nottinghamshire Fire and Rescue Service (NFRS) Intranet was successfully launched in February 2010, giving staff a more effective means of sharing information and communicating with each other. The Service's external website is also being completely redesigned, and this should be ready to launch later this year.
- 1.2 These projects could not be delivered without dedicated input from people with specialist expertise, and much of this support has come from external consultants. The future development of both sites is dependent upon continued professional assistance and it is proposed that efficiency savings are used to take this work forward.

2. REPORT

- 2.1 Feedback from staff consultation on the Nottinghamshire Fire and Rescue Service Plan 2010 – 2013 last summer elicited a number of comments about the poor quality of the Intranet. Concern was expressed that it was out-dated and clumsy to use.
- 2.2 These concerns were taken onboard and, in February this year, the new Intranet went live.
- 2.3 The site is still very much in its infancy and it will continue to evolve over many months and years. Initial feedback from staff suggests that they think the site is a major step forward in internal communication, and many ideas have already been put forward for how this can develop further in the future.
- 2.4 A recent pilot project has also seen the creation of 'private' team sites as working areas for four teams (Corporate Administration, Corporate Communications, Health and Safety Risk Management and Operational Assurance) to store and share their own information. These are due to go-live in early April and will set the standard for developing team sites for the rest of the organisation. Once they have been created for all parts of the Service the existing, overloaded Reference, Shared and Team drives can be deleted. It should also, ultimately, reduce the amount of information which is shared across the organisation via email.
- 2.5 The external website is being totally redesigned and will be populated with brand new content. It will have a community safety focus on the home page, and will adhere to standards for accessibility, which includes the amount of information supplied on a page as well as legibility issues.
- 2.6 Both sites have been developed with the support of external consultants, bringing additional resource, specialist knowledge and skills to the two projects which have not been available within the organisation. These are both long-term projects and further input will be required to maintain and develop the

functionality of both sites in the future. Without this, they will fail to achieve their full potential, presenting a significant and highly visible risk to the Service.

2.7 It is proposed that efficiency savings are used to fund an Intranet/Internet Officer to take this development work forward. The key responsibilities of this postholder will include:

- Maintaining and developing the existing Intranet.
- Maintaining and developing the corporate brand (the 'look and feel') of the Intranet.
- Maintaining and developing team sites.
- Supporting staff in their use of the Intranet, and providing training where appropriate.
- Supporting the introduction and development of an NFRS document management system.
- Researching the future business development opportunities available through SharePoint.
- Analysing business problems and using SharePoint to provide the solution.
- Maintaining the content and structure of the existing and new external websites.

2.8 There are some remaining Intranet and website-related responsibilities which fall outside the scope of this post. These will be incorporated within the roles of existing members of the ICT department.

2.9 This proposal has been considered and approved by the Corporate Management Board.

3. FINANCIAL IMPLICATIONS

3.1 Bringing the skills required in-house will represent better value-for-money when compared with the costs associated with commissioning external consultants.

3.2 The post has been evaluated at Grade 4, which represents a salary range of £19,621 to £23,708 (£24,045 to £29,162 including salary oncosts). This can be fully funded from the Efficiency Savings contingency, which contains the sum of budget savings realised from efficiency initiatives, including conversions and deletions of posts and set off against the Organisational Development Manager post which was converted in the same department recently.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

This appointment will be carried out in accordance with the NFRS recruitment and selection process.

5. EQUALITY IMPACT ASSESSMENT

The initial equality impact assessment has identified there are no equalities issues arising from this report.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising from this report.

8. RISK MANAGEMENT IMPLICATIONS

The Service has already made a substantial investment in developing its new intranet and websites, and the true value of this must be realised through their continued development.

9. RECOMMENDATIONS

That Members approve the appointment of an Intranet/Internet Officer.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

Frank Swann
CHIEF FIRE OFFICER