

Essex Police and Crime Panel

14:30	Thursday, 16 February 2017	Committee Room 1, County Hall, Chelmsford, Essex
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Quorum: 5

Membership

Councillor Gavin Callaghan
 Councillor Wendy Schmitt
 Councillor Paul Barrell
 Councillor Godfrey Isaacs
 Councillor Bob Shepherd MBE
 Councillor Mike Lilley
 Councillor Gary Waller
 Councillor John Jowers
 Councillor Tony Durcan
 Councillor Penny Channer
 Councillor June Lumley
 Councillor Mark Flewitt
 Councillor Carlo Guglielmi
 Councillor Sue MacPherson
 Councillor Jim Gordon
 John Gili-Ross
 Kay Odysseos

Representing

Basildon Borough Council
 Braintree District Council (Vice-Chairman)
 Brentwood Borough Council
 Castle Point Borough Council
 Chelmsford City Council
 Colchester Borough Council
 Epping Forest District Council
 Essex County Council (Chairman)
 Harlow District Council
 Maldon District Council
 Rochford District Council
 Southend Borough Council
 Tendring District Council
 Thurrock Borough Council
 Uttlesford District Council
 Independent Member
 Independent Member

For information about the meeting please ask for:

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Essex County Council

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Part 1

(During consideration of these items the meeting is likely to be open to the press and public)

		Pages
1	Apologies for Absence and Notices of Substitution The Secretary to the Panel to report the receipt (if any).	
2	Minutes To approve the minutes of the meeting held on 26 January 2017.	5 - 10
3	Declarations of Interest Members are invited to declare any interest in any item on the agenda. Members may still declare an interest in an item at any time prior to consideration.	
4	Questions to the Chairman from Members of the Public The Chairman to respond to any questions relevant to the business of the Panel from members of the public.	
5	Police and Crime Panel Performance Measures	11 - 16
6	Essex Police Public Contact and Engagement with Local Communities	17 - 32
7	Police and Fire Collaboration - Local Business Case	33 - 122
8	Forward Look	123 - 124
9	The Police and Crime Commissioner to update the Panel on On-going issues	
10	Date of Next Meeting To note that the next meeting will be held at 2.30 pm on Thursday 1 June 2017, in Committee Room 1, County Hall.	
11	Urgent Business To consider any matter which in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency.	

Exempt Items

(During consideration of these items the meeting is not likely to be open to the press and public)

To consider whether the press and public should be excluded from the meeting during consideration of an agenda item on the grounds that it involves the likely disclosure of exempt information as specified in Part I of Schedule 12A of the Local Government Act 1972 or it being confidential for the purposes of Section 100A(2) of that Act.

In each case, Members are asked to decide whether, in all the circumstances, the public interest in maintaining the exemption (and discussing the matter in private) outweighs the public interest in disclosing the information.

12 Urgent Exempt Business

To consider in private any other matter which in the opinion of the Chairman should be considered by reason of special circumstances (to be specified) as a matter of urgency.

Minutes of the meeting of the Essex Police and Crime Panel, held in Committee Room 1 County Hall, Chelmsford, Essex on Thursday, 26 January 2017

Present:

Councillor

Gavin Callaghan
Wendy Schmitt
Godfrey Isaacs
Bob Shepherd
Mike Lilley
John Jowers
Tony Durcan
Penny Channer
Lynda McWilliams
John Gili-Ross
Kay Odysseos

Representing

Basildon Borough Council
Braintree District Council (Vice-Chairman)
Castle Point Borough Council
Chelmsford City Council
Colchester Borough Council
Essex County Council (Chairman)
Harlow District Council
Maldon District Council
Tendring District Council
Independent Member
Independent Member

Apologies for Absence

Paul Barrell
Gary Waller
June Lumley
Mark Flewitt
Carlo Guglielmi with
Lynda McWilliams as his substitute
Sue McPherson
Jim Gordon

Brentwood Borough Council
Epping Forest District Council
Rochford District Council
Southend Borough Council
Tendring District Council
Thurrock Borough Council
Uttlesford District Council

The following Officers were in attendance throughout the meeting:

Anna Hook	Head of Commissioning Growing Essex Communities
Alex Polak	Scrutiny and Corporate Governance Manager
Fiona Lancaster	Committee Officer, Essex County Council

Roger Hirst, Essex Police and Crime Commissioner, was in attendance throughout and supported by Susannah Hancock, Chief Executive and Charles Garbett, Treasurer.

1 Minutes

The minutes of the meeting held on 1 December 2016 were approved as a correct record and signed by the Chairman.

Councillor Wendy Schmitt reported that cheaper gym memberships for police officers were now available at local leisure centres in the Braintree district, and

that it may be possible to organise this in other areas.

2 Declarations of Interest

The Chairman reminded Panel members to declare any specific interests as appropriate throughout the meeting.

3 Questions to the Chairman from Members of the Public

There were no questions.

4 The proposed Police Precept for 2017/18

The Panel considered report EPCP/01/17 and accompanying appendices by the Commissioner setting out the proposed precept for 2017/18.

The following points were made during the ensuing discussion.

- The Panel welcomed the new report format and the clarity of information provided. However, the Members indicated that more detail was needed on how the benefits would be measured and how an increase in council tax receipts could be shown to be making a difference. The Commissioner undertook to provide the Panel with more detailed information on baseline measures.
- Additional council tax receipts would be used to invest in providing more local visible policing and tackling serious organised crime. Essex Police would continue to collaborate with the Kent Force, and they would put equal investment into activities such as the development and introduction of new technology.
- The Panel noted that 41 extra police officers would be recruited to bring the total up to 2,850 FTEs. There would also be 11 additional firearms officers who would be specialised and work full time on these duties.
- The Panel questioned the rationale of recruiting more police officers rather than PCSOs. The Commissioner explained that although PCSOs provided good channels with local communities and helped challenge anti-social behaviour, relative to their range of powers, they were more expensive to retain.
- The Panel asked how the public could be reassured that improvements in performance would be made. In response, the Commissioner commented that productivity had already improved with the better use of technology and that processes were becoming more efficient. For example, the quicker processing of people through custody.
- The Commissioner reported that more investment was needed to speed up the recruitment and number of Specials in Essex. Commitment from local community partners was vital in attracting volunteers. There was no intention to recruit Specials and then re-deploy them outside of their local communities. The Panel indicated that it had high expectations of the

impact Specials would need to make to improve visible policing.

- The Commissioner acknowledged that the 101 telephone system was unsatisfactory and reported that additional staff were needed to manage the demand from emergency calls. The re-launch of the website was intended to reduce the number of calls by encouraging more residents to report crime online. The Commissioner indicated that he would like to see a shift towards 80% of residents using the online reporting system.
- A national solution was needed to deal with the challenge of cyber crime and on how to prevent people becoming victims.
- The Panel noted the benefits gained following the roll out of smart phones to police officers, and on how further investment could help improve mobile policing and efficiencies. Members noted that the Force Control Room (FCR) did not allocate calls to stations, and welcomed the suggestion that a visit to the FCR may be helpful to their understanding.
- Finance Business Partners and a new Director post were needed to ensure that budgeted resources were closely aligned with the Police and Crime Plan priorities, and to enable greater budget delegation to local police commanders. The Panel indicated that it would like to see more defined parameters on the expenditure in this area, and understand what benefits were anticipated with the new appointments.
- By 2021, the Commissioner expected to have around £30m to invest in a new Police Headquarters.
- Discussions are ongoing regarding the Government's formula grant and the Commissioner's expectation is that changes would lead to a more favourable outcome for Essex Police. Further details on the process were expected in the autumn.
- How the Police work with Community Safety Hubs to advise residents that "no cold-calling" areas can be set up.
- Some Members expressed concern regarding the increase in the numbers of unsolved crimes and asked how residents would be able to see if the increased investment had a positive impact.
- Local residents want to see a reduction in rural crime and this was a high priority for the Commissioner.
- The Panel welcomed the additional investment earmarked to tackle gangs and the increase in burglaries across the County.
- The Panel acknowledged that increased reporting of domestic crime meant that this had a negative impact on the statistics for this area of activity.

Following consideration of the report and having listened to the Commissioner's justification of the need for an increase, the Chairman invited the Panel to vote on the Commissioner's proposal for a precept increase of 3.25%, equivalent to an increase of £4.95 a year from £152.10 to £157.05 for a Band D property and therefore raising £3.1m of additional council tax receipts.

DECIDED:

That the Commissioner's proposal for a precept increase of 3.25 % be accepted.

5 Ethics and Integrity

The Panel considered report EPCP/02/17 by the Secretary to the Panel concerning the proposal that an Ethics and Integrity Sub-Committee be constituted to advise and hold the Commissioner to account.

The Commissioner requested that the terms of reference should also include the Sub-Committee's support on his performance. Following discussion of this issue and the concern expressed by Members that this could prevent the Sub-Committee from carrying out its role as a 'critical friend', the Panel **agreed** that the terms of reference would be re-worded to include that the Sub-Committee would scrutinise "and where appropriate, support the Commissioner".

Three volunteers were sought to serve on the new Sub-Committee along with the Chairman of the Panel who would be an *ex officio* member. The Panel **agreed** that Councillors Penny Channer and Godfrey Isaacs, and Independent Member Kay Odysseos, would be appointed. Councillor Bob Shepherd and John Gili-Ross, Independent Member, would act as substitutes. Members were reassured that two meetings would be scheduled in advance, and that whenever possible, issues would be dealt with remotely.

6 Forward Look

The Panel considered report EPCP/03/17 by the Secretary to the Panel concerning the planning of the Panel's business.

The Panel **agreed** to the suggestion to add the secure emergency services radio system to the business planned for the July meeting.

The Chairman asked Members to **note** that **Thursday 1 June 2017 (at 2.30 pm)** had been identified as the most suitable meeting date after the County Council elections in May, and that 29 June could now be released from diaries.

The report was otherwise **agreed**.

7 The Police and Crime Commissioner to update the Panel on On-going issues

The Commissioner provided the Panel with an update on the following:

- The Policing and Crime Bill was expected to receive Royal Assent on 31 January. Subject to this timing being achieved, the Commissioner intended to put forward a revised business case for joint governance of the Police and Fire Services in Essex to the Fire Authority's meeting on 15

February, and then to the Essex Police and Crime Panel on 16 February. This would be followed by a formal public consultation period. Assuming there were no major revisions or delays, the proposed changes would take effect on 1 October 2017, otherwise the next date of transfer would be 1 April 2018. The Panel indicated that it would want to hear about the points raised by the Fire Authority at its meeting on 15 February.

[Afternote: The Bill received Royal Assent on 31 January 2017].

- Panel members were reminded that re-offending rates were shared with Community Safety Hub partners.
- The Commissioner confirmed that the Chief Constable, Stephen Kavanagh, had been short-listed as a candidate for the Metropolitan Police Commissioner role. He would be disappointed to lose him if he was successful with his application, and acknowledged it could be difficult to find a successor.

8 Date of Next Meeting

The Panel **noted** that the next meeting would take place at 2.30 pm on Thursday 16 February 2017, in Committee Room 1, County Hall, and that this would be preceded by a private pre-meeting starting at 1.45 pm.

Chairman

Essex Police and Crime Panel	EPCP/ 04 /17
Date: 16 February 2017	

Police and Crime Plan: Performance Measures

Report by the Police and Crime Commissioner to the Panel

Enquiries to: Susannah Hancock (Chief Executive): 01245 291613

susannah.hancock@essex.pnn.gov.uk

Purpose of report

The purpose of this report is to present the proposed set of Police and Crime Plan performance measures which will be reported on to the Panel on a quarterly basis.

The performance measures will provide an update on progress in delivering against the priorities identified within the Police and Crime Plan.

Recommendation:

The panel is asked to note the content of the report and agree the proposed set of performance measures, as set out in Appendix A.

Background

The Police and Crime Plan 2016-2020 was endorsed by the Police and Crime Panel in November 2016. The new Plan sets out the policing priorities and commitments for keeping Essex safe.

The plan brings together police, partners and the public of Essex to build safe and secure communities, to ensure the public have confidence in their police force and that victims are satisfied with the service and support they receive.

There are seven policing priorities are:

- More local, visible and accessible policing
- Crack down on anti-social behaviour
- Breaking the cycle of domestic abuse
- Reverse the trend in serious violence
- Tackle gangs and organised crime
- Protecting children and vulnerable people
- Improve safety on our roads

The plan includes a set of high level Performance Outcomes and Indicators, which are set out in Appendix A.

To enable the wider progress of the Police and Crime Plan to be tracked and progress reported back to the Panel and wider partners, a more detailed set of supporting measures have also been identified. These are set out in Appendix A, alongside the high level indicators.

Performance Indicators and Measures

A total of 35 measures have been identified to be reported to the Police and Crime Panel. These can be broken down as follows

- 15 Police and Crime Plan outcome indicators – published within the Police and Crime Plan
- 20 additional Performance Measures – focusing on key areas within the plan

The full set of performance information reflecting the above, which will be reported to the Police and Crime Panel, are set out in Appendix A.

These will be reported on a quarterly basis to the Police and Crime Panel and will include narrative to enable the Panel to understand what action is being undertaken to address any particular issues or risks which are identified, as well as to provide examples of good practice and positive developments.

Next steps:

Once agreed, the performance measures will be reported on a quarterly basis to the Police and Crime Panel starting from Q1 2017/18. This will replace the existing performance report to align it with the new Police and Crime Plan. This will also be made available to the public, police and partners and published on the OPCC website.

Appendix A – Performance Outcomes, Indicators and Measures

Priority	Outcomes	Type of Measure	Indicators/Performance Measures	Comment
More local, visible and accessible policing	Communities have more confidence in Essex Police	PCP Indicator	Percentage of people who have confidence in policing in Essex	This question will be included in the new survey that is currently being commissioned, and results will be available quarterly from Summer 2017.
		PCP Indicator	Number of all crime offences	Information is currently collected and reported.
		Additional Performance Measure	Percentage of the public who feel that they are well informed about local policing matters in their area	This question will be included in the new survey that is currently being commissioned, and results will be available quarterly from Summer 2017.
		Additional Performance Measure	Number of hours of service provided by Special Constables	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of Special Constables that are currently active	Information is currently collected and available to be reported.
		Additional Performance Measure	Percentage of non-emergency contacts which are made using the website	Information is currently collected and available to be reported.
		Additional Performance Measure	Average time for a non-emergency call to be picked up by the switchboard	Information is currently collected and available to be reported.
		Additional Performance Measure	Longest wait for an individual's non-emergency call to be answered	Information is currently collected and available to be reported.
Crack down on anti-social behaviour	Anti-social behaviour is effectively tackled by police and	PCP Indicator	Number of anti-social behaviour incidents	Information is currently collected and reported.

Priority	Outcomes	Type of Measure	Indicators/Performance Measures	Comment
Breaking the cycle of domestic abuse	partners	PCP Indicator	Percentage of people who have confidence that the policing response to anti-social behaviour is improving	This question will be included in the new survey that is currently being commissioned, and results will be available quarterly from Summer 2017.
		Additional Performance Measure	Number of high risk anti-social behaviour incidents	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of high risk repeat anti-social behaviour incidents	Information is currently collected and available to be reported.
	Domestic abuse victims are and feel safer and more perpetrators are brought to justice	PCP Indicator	Number of incidents of domestic abuse	Information is currently collected and reported.
		PCP Indicator	Number of repeat incidents of domestic abuse	Information is currently collected and reported.
		PCP Indicator	Percentage of domestic abuse offences solved	Information is currently collected and reported.
		Additional Performance Measure	Percentage of high risk victims who are received an IDVA service who feel much safer or somewhat safer	Information is currently collected and available to be reported.
		Additional Performance Measure	Percentage of victims of the rape and sexual violence support services who feel that they received the support they need	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of repeat offenders of domestic abuse	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of repeat victims of domestic incidents	Information is currently collected and available to be reported.
Reverse the trend in serious violence	Significantly reduce the number of people killed and seriously injured as a result of serious violence across Essex	PCP Indicator	Number of homicides	Information is currently collected and available to be reported.
		PCP Indicator	Number of incidents of violence with injury	Information is currently collected and available to be reported.

Priority	Outcomes	Type of Measure	Indicators/Performance Measures	Comment
Tackle gangs and organised crime	Gangs and organised crime are disrupted and exploitation of vulnerable people is prevented	Additional Performance Measure	Percentage of incidents of violence with injury solved	Information is currently collected and available to be reported.
		Additional Performance Measure	Percentage of rapes that are solved	Information is currently collected and available to be reported.
		PCP Indicator	Number of crimes related to Organised Crime Groups and Gangs	A set of proxy indicators have been proposed below to measure this indicator.
		Additional Performance Measure	Total value of POCA funding that was seized in the past 12 months	Information is currently collected and available to be reported.
		Additional Performance Measure	Total value of drugs that was seized in the past 12 months	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of drug offences in relation to Trafficking of Drugs	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of Organised Criminal Group disruptions	Information is currently collected and available to be reported.
		PCP Indicator	Percentage of victims satisfied with the service they receive	This question will be included in the new survey that is currently being commissioned, and results will be available quarterly from Summer 2017.
		PCP Indicator	Percentages of witnesses satisfied with the service they receive	This question will be included in the new survey that is currently being commissioned, and results will be available quarterly from Summer 2017.
		PCP Indicator	Number of child abuse outcomes	Information is currently collected and available to be reported.
Protecting children and vulnerable people	Children and vulnerable people are kept safe from harm	Additional Performance Measure	Number of racial/religiously aggravated offences	Information is currently collected and available to be reported.

Priority	Outcomes	Type of Measure	Indicators/Performance Measures	Comment
Improve safety on our roads	Harm on Essex roads is reduced and safe driving is promoted	PCP Indicator	Number of driving related mobile phone crime on Essex roads	Information is currently collected and available to be reported.
		PCP Indicator	Number of speeding offences on Essex roads	Information is currently collected and available to be reported.
		PCP Indicator	Percentage of drivers involved in a road traffic accident which fail a road side breath test	Information is currently collected and available to be reported.
		Additional Performance Measure	Number of people killed and seriously injured on Essex's Roads	Information is currently collected and available to be reported.

Committee Essex Police and Crime Panel

Date 16 February 2017

Essex Police Public Contact and Engagement with Local Communities (agenda item 6):

6a - Essex Police and Public Contact report (attached)

6b - Essex Police Engagement with Local Communities report (attached)

AGENDA ITEM 6a

Essex Police and Crime Panel	EPCP/05/17
Date: 16 February 2017	

Report title: Essex Police and Public Contact

Report by: Claire Heath, Chief Superintendent Luke Collison and Chief Inspector Leigh Norris

Purpose of Report

Priority 1 of the new Police and Crime Plan 2016-20 is 'Local, visible and accessible policing.'

This paper presents the work by Essex Police in relation to public contact, including work to improve the non-emergency telephone contact (101).

The paper is split into three sections as follows:

Section One

Current progress and improvement plans for non-emergency contact from the Essex Police Contact Management Command.

Section Two

Update of the Essex Police Public Contact Programme

Section Three

Update and plans of the Essex/Kent collaboration for public contact and force control rooms

A separate paper has been prepared to provide an update on public engagement and the Community Partnership Team meetings. The paper describes how local policing teams are engaging with local communities.

Recommendation

That Police and Crime Panel members note the report.

1.0 Essex Police Contact Management Command

Contact Management Command comprises the Force Control Room (FCR), the Crime Bureau, Police National Computer (PNC) Bureau and Security Systems.

The function of the FCR is to manage the command and control of grade 1, 2 and 3 incidents. Once there ceases to be a requirement for command and control, incidents are passed to the Local Policing Area (LPA) or the Local Demand Response Management (LDRM), that are now part of the Contact Management Command.

The Key Performance Indicators (KPI) for the FCR are:

- 999 calls are to be answered within 10 seconds.
- All grade 1 (urban) and grade 2 (rural) incidents are to be allocated within 3 minutes of the call card being saved. The nationally mandated target for the attendance of grade 1 incidents is 15 minutes and the target for grade 2 incidents is 20 minutes.

There are no formal call handling targets (internal or otherwise) for non-emergency (101) calls.

A 101 call costs 15p no matter how long the call takes.

Current Call Handling Statistics

Switchboard:

The Essex Police switchboard is the first point of contact for all 101 calls into Essex Police. This team perform a triage function, and using the THRIVE model, will ensure the call is directed appropriately. This could be to report an incident (through to the FCR), report a crime (to the Crime Bureau) or elsewhere in the organisation. Hours of business for the switchboard are from 06:00 until 02:00, and outside of these hours calls are diverted to the FCR.

Year to Date (YTD), this team answers calls with an average wait time of 10 seconds, and Month To Date (MTD) **the team is answering in an average of just 5 seconds.**

This means that every member of the public who has called 101 this month, has spoken to a police employee within 5 seconds who has then put them through to the correct department following the conversation with the member of the public. This is called primary call handling.

FCR 101 Call Handling (Calls transferred from the Switchboard to a FCR Officer)

Year to Date (YTD), 101 call handling within the FCR (calls transferred from the switchboard when an incident is reported or created) is at 3 minutes 20

seconds. This means that from the primary call handling (switchboard) a caller will wait on average 3 minutes 20 seconds before speaking to another police employee who will take all their details and deal with their query, for instance sending an officer to speak to them. The calls passed to the FCR 101 call takers, tend to be higher level priority crimes and incidents, for example ASB or dwelling burglary.

Month to Date (MTD), **101 call handling has an average wait time of 1 minute and 29 seconds.**

Crime Bureau 101 Call Handling (Calls transferred from the Switchboard to a Crime Bureau Officer)

YTD, 101 call handling within the Crime Bureau (and considering call length will be much longer owing to the level of detail required) has an average wait time of 7 minutes and 52 seconds; **this is an improving picture and MTD is 4 minutes 17 seconds.**

There will be some longer wait times based on demand, time of day, staff availability and other factors, some of which are unpredictable as policing so often is.

The call handling average and longest wait times are showing improvements in service over the last three/four months. To help contextualise this, details of changes implemented or planned are shown below and on later pages.

It is worth noting that 101 calls are lower level crime reports, for instance, minor criminal damage, or damage to vehicles. Every crime has a victim and some 'lower level' matters can still be very troubling for the victim or cause inconvenience or financial implications and staff are mindful of these facts. Vulnerability will be explored on every call to ensure (if needed) victims are safeguarded and protected.

The member of the public will then speak to a Crime Bureau Investigator who will take all their (and the incident/crime) details from them. Sometimes this results in a Crime Bureau Investigator being on the phone for over 30 minutes as well as the undertaking of an investigation and safeguarding if necessary.

It should be emphasised that these calls have already been answered and a triage system applied at the first point of contact with the switchboard and then routed onwards.

A number of pieces of ongoing work will help to improve this picture. These include:

- A channel shift diverting calls (non-emergency 101 calls) to report via the Essex Police website 'Do It Online' facility. Works are now in progress to

process reports of ASB reported online through this facility as well and crime reports. Since the introduction of 'Do It Online' there has been a monthly increase in how much use there has been of this facility. From March 2016 to the end of November, there were 6862 reports created; however a number of these do not translate into actual crime reports, and there were 4750 RTC (Road Traffic Collisions) reported by this method.

- Amendments to the Integrated Voice Recognition (IVR) system when a caller dials 101 to ensure calls are routed to the most appropriate destination. This facility now offers the caller an option to speak directly to the Quality of Service Team. The Crime Bureau IVR reminds callers of the option of reporting matters online and where the caller sits in that particular call wait queue.
- Considering 101 (and all call) handling can rely heavily on staff availability. Essex Police have an ongoing and intensive recruitment campaign to fill vacancies within the FCR and Crime Bureau.
- Linked to this and to ensure staff are as skilled as possible, there is an intensive training programme for Contact Management Command for 2017, with seconded staff through the Develop You programme.
- Local Demand Response Management is now managed through the Contact Management Command. These teams, geographically based on Local Policing Areas, are responsible for incident management that is not managed by the FCR. Since their inauguration and through a number of local policing operations, these teams have assisted with STORM based incident demand reduction, thus freeing up local staff for other matters and ensuring better call handling within Contact Management.
- Since December 2016, the FCR has had a Twitter account, which has an increasing number of followers and this highlights the work of the command but also continues to publicise the message about a channel shift requesting non-emergency matters, if appropriate, to be considered for reporting online.

Over the last three/four months, there has been a steady improvement in 101 call handling within Contact Management Command and, as detailed above, a number of current or planned changes to business practices, to further improve the service the Command can provide to the public.

2.0 Essex Police Public Contact Programme (PCP)

The Public Contact Programme was set up in in January 2015 to design and implement a new operating model for public contact to provide members of the public, victims and witnesses with the same level of end-to-end service they experience from industry leaders in customer service however, whenever and whatever they contacted us about.

In July 2015, after initial scoping, a decision was taken by Chief Officers to separate out the Public Contact Programme into two phases. Phase one being delivered before April 2016 and phase two starting after April 2016.

Phase 1 (September 2015 – April 2016)

Phase 1 prioritised the delivery of some quick customer facing improvements:

- Procurement of a new website platform and content management system (CMS)
- Public Portal (initially online crime recording and improved signposting to partner agencies)
- Public Contact Points
- A reduction in front counter services
- Development and scoping options for the single user overview

Phase Two – Essex Related (from April 2016)

Phase two of the Public Contact Programme commenced after April 2016. Whilst collaborative opportunities were explored in more detail by the Essex/Kent Collaboration team, there still remained important Essex related work which needed to be progressed. This work included the activities summarised below and remained under the remit of the programme lead for Public Contact:

- Development of a more rich website with public facing information and interactivity, through the opportunities created by the new CMS and website functionality
- Maximising the opportunities created for self-serve and online channel shift from the new website and digital online facilities, including business to business as well as public to police interactivity
- Implementation of online crime recording, road traffic collisions and lost/found property
- Online complaints forms and low level concerns
- Development of the Force Channel Shift Strategy in line with the Demand Reduction Strategy
- Evaluation of the Contact Point pilot and a proposal for the potential roll out of more devices, including an application for funding from the Home Office Police Fund Innovation Bid
- Evaluation of the Single User Overview business case and opportunities for extending across partners
- Closer working with councils to evaluate the provision of more front counter services from council locations and by partner staff (e.g. Maldon, Brentwood and Saffron Walden)
- Internal cultural, leadership and transformational change to promote and deliver quality of service that promotes confidence in policing
- Public engagement, awareness and partnership engagement

Further work included:

- Victim and witness user satisfaction (and development of domestic abuse surveys)
- The central Quality of Service Team and Quality of Service and Standards Group
- Professional lead for the front counter services
- The force Confidence Programme of Work (now Victim Focus and Public Confidence Board)
- The Victims' Code of Practice and gap analysis
- The low level concerns pilot and single point of contact
- The force staff and well-being survey

Planned work: Website Phase Development Phase 2

This phase will include more on-line reporting products such as ASB reporting, driving complaints and information for the Professional Standards Department.

Live Chat

The Quality of Service Team will be piloting the use of Live Chat¹ to open another channel specifically for the public to contact the force about low level concerns and dissatisfaction. The pilot is due to start in March 2017 and will help determine the level of demand and public use of Live Chat as well as the benefits to the force.

The pilot aims to offer instant communication via Live Chat software through the Essex Police website with members of the public who wish to express a concern with their perceived level of service.

Payments Project

An online payments project has been created to prioritise opportunities for online payments in co-operation with business units for other online requested products, including firearms applications, data protection freedom of information requests and accident reports.

Contact Point Proof of Concept (POC)

¹ Live Chat enables an online visitor to contact a Live Chat operator and attempt to have their query resolved through a text based communication method often referred to as 'instant messaging'.

Public Contact Points were trialled at Grays and Rayleigh police stations from early April, ending on 31st October 2016. A similar trial running at two public libraries, Brentwood and Harwich, has been extended until 31st January 2017.

A video conference style capability was also available on the self-service device, potentially linking a station visitor to a call handling agent at a remotely located contact centre. This was **not** used during the trial.

Following the trial, two documents are being prepared which will provide a summary of the findings and the proposal on the next stage.

Athena Engagement Tool

The Athena online reporting tool development will allow the public to report a non-emergency incident, check the progress of their report online and send more information to us.

Improved Service and Accessibility for Members of the Public with Concerns about Service

Since December 2016, members of the public using the 101 telephone service to contact Essex Police have been able to select an option on the IVR system to speak directly with a member of the Quality of Service Team. This is in respect of matters previously reported where they may wish to raise a concern or dissatisfaction regarding their perceived level of service.

3.0 Essex/Kent Collaboration for Public Contact and Force Control Rooms

The joint Kent and Essex Contact Management Command Review (CMCR) was convened in mid-2016 to consider the feasibility and benefits of a collaborated function between the two forces. It was also tasked to explore options with wider blue light partners in regard to opportunities for closer working that would provide mutual benefits.

Current trends in performance within Essex Police, and more widely across the public sector, continue to predict that volume and complexity of demand continues to rise. This continues to cause significant pressure on public contact processes, in particular call length, together with the level of resources required to deal with the volume of demand to maintain and improve quality going forward. Commentary from the wider industry suggests that digital channels (in particular web chat) will eclipse telephone as the preferred method of contact by 2018. It is also generally accepted that seeking to resolve as much demand as possible at first contact is an efficient and effective method of dealing with demand and providing good customer service. It is however important that during the design and modelling stages for early resolution, that the overall impact on demand

(including failure demand) is carefully monitored as call/contact lengths may well increase.

A key objective of the CMCR is to improve the 101 service provided to the public of Essex. Whilst it is likely that call volumes will level off or even drop in the near future, they will continue to be a key contact method for the public. Improving 101 will be achieved through a number of strands of work either led or supported by the review team with the Senior Leadership Team and the new Head of Public Engagement and Customer Service.

As part of the transformational change approach, the project is currently carrying out detailed analysis of the contact and response processes which include 101 and 999 from a technical perspective, performance and quality and how they actually work in practice. Alongside this, the project will commission a deeper analysis of demand to understand why the public (and other partners) use the 101 service and how it meets their needs. Building on the work carried out by the Public Contact Programme, it is clear there is an excessively wide range of demand coming into Essex on the 101 system, where a significant proportion does not require an expensive call handler or switchboard operator response, and legitimately where an alternative response via a digital channel can be provided at a far reduced cost.

The emerging design principles that will be used to define the new structure and approach for Contact Management will major on areas such as:

- Mitigation of threat, harm and risk
- Delivering measurable benefits for the public
- Complementing the Police and Crime Plan and force priorities
- Developing relationships with the public and having wide access to information that helps us identify and protect the most vulnerable
- Resolving as much demand as possible at first contact
- Providing a range of digital services that meets public need
- Developing, valuing and professionalising our contact management staff
- Delivering a better service at a lower cost base

The CMCR remains confident that it is possible, through transforming the business and collaborating with key partners, to achieve an end state which delivers a better service at a lower cost. Managing significant change in this business critical area presents a number of risks; however adopting an inclusive approach with senior leaders and operational teams will ensure that staff have the ability to influence and shape change in a positive way and thus feel part of the future model.

AGENDA ITEM 6b

Essex Police and Crime Panel	EPCP/05/17
Date: 16 February 2017	

Report title: Essex Police Engagement with Local Communities

Report by: Gareth Nicholson, Essex Police Head of Media, and Superintendent Steve Ditchburn

1.0 Purpose of Report

Priority one of the Police and Crime Plan 2016 – 20 is Local, visible and accessible policing.

This report provides the panel with information regarding how Essex Police's local policing teams engage with local communities.

2.0 Recommendation

That Police and Crime Panel members note the report.

Essex Police Engagement with Local Communities

3.0 Introduction

Engagement with local communities – whether through traditional face-to-face methods or via new online communication channels – is vital for Essex Police in understanding communities and building confidence in the police service. The launch of the new multiagency Community Safety Hubs in April 2016 helped develop new partnerships with local areas, increase engagement and demonstrate visibility.

Essex Police engages with almost 1,000,000 people every week through online channels and, while this engagement does not supplant local in-person engagement, neither should it be underestimated. Essex Police's local engagement through social media has found high-risk missing children, encouraged behaviour change and crime prevention and raised awareness about progress investigating and solving local crime.

Essex is a large and diverse county and what works in one community doesn't always translate to others. Police local engagement has aimed to achieve common access standards in terms of face-to-face contact while experimenting with different forms of contact to establish what works best.

4.0 Regular Face-to-Face Engagement

Local Community Meetings (LCMs) provide the main engagement mechanism for Community Safety Hubs to talk with and listen to residents in neighbourhoods. Each Community Safety Hub is responsible for organising and advertising LCMs, which are also promoted to the local media and on the force's social media channels. The meetings are generally led by Community Safety Hub Sergeants with Constables and PCSOs in attendance and more senior officers attending depending on local issues.

LCMs are held on average once a month per Community Safety Hub, subject to available deployable resources. There is no Community Safety Hub which holds meetings at an interval of longer than every six weeks. The meetings are generally held in the evening but some have taken place during the day and at weekends to try and reach different audiences. Attendance at the meetings varies: some meetings do not attract any attendees despite being advertised locally; others attract 100-plus attendees where local crime issues have received prominent attention, particularly in the local media.

LCMs provide a regular forum for local people to engage with their Community Safety Hub and to receive news and updates. Essex Police are looking to improve the quality and vitality of those meetings while exploring other opportunities to develop in-person engagement which could target other audiences.

For example:

- In **Southend**, officers attend residents' association meetings and meetings of the local homeless network. An independent Chair (a retired police officer) also supports the LCM with process and administration.
- In **Epping Forest and Brentwood**, the District Commander meets twice a year with the Chairs of parish councils as a group.
- In **Castle Point**, the meetings have been combined with local authority public meetings, providing a holistic approach to community safety which highlights partnership working and provides for the public a clearer service. Also in Castle Point, the Community Safety Hub operates a stall at the quarterly community breakfast sessions run by local volunteers.
- In **Harlow**, a local branch of a national fast food chain sponsors monthly 'coffee with cops' events where officers base themselves in the restaurant and free refreshments are offered to local people who want to drop in and discuss issues with officers.
- In **Chelmsford and Maldon**, PCSOs with responsibility for liaison around rural crime attend meetings of local rural forums and groups.
- Across the county, Community Safety Hubs take proactive steps to engage with faith groups, meeting local people at churches, synagogues and mosques as well as taking part in Independent Advisory Group (IAG) activity.
- Community Safety Hubs have also promoted **ride-along** opportunities where members of the community can come out on patrol with officers and see their district through policing eyes.

This local in-person engagement is supplemented by a variety of local newsletters which Community Safety Hubs either send to partners or contribute to.

5.0 Issue-Based Face-to-Face Engagement

Proactive engagement driven by local issues (for example a spike in a particular crime type or incident in a neighbourhood, or a particularly harmful incident affecting one area) takes place in local communities. Examples include:

- In **Stock**, a public meeting was held in November 2016, in response to a recent spate of dwelling burglaries.
- In **Wivenhoe**, public meetings were called in response to local concerns around low-level drug dealing.

- In **Harlow**, following the death of Arek Jozwik and the national media coverage putting the town in a negative spotlight, the local Community Safety Hub was proactive in engaging with local retailers in The Stow, the Polish community and local people concerned about anti-social behaviour (ASB).
- In **Southend**, following a serious gang-related assault, a local meeting was held with ward councillors and local residents which addressed the community's fear of crime and provided an opportunity for residents to express their views and discuss the police response.

6.0 Local Online Engagement

Online engagement has moved at pace since Community Safety Hubs began work. Over 200 individual officers and teams – many of them representing Community Safety Hubs – now have Essex Police Twitter accounts. The accounts provide real-time updates on police activity, crime prevention advice and guidance, and allow officers to answer questions from local people and share force campaigns.

Taking the **Basildon** Community Safety Hub as an example, 32 active accounts include the Local Policing Area Commander, Community Safety Hub Inspectors, Sergeants, Constables, PCSOs, Special Constables, CID, Operation Juno (domestic violence), Operation Raptor (gangs), Crime Scene Investigators and Volunteer Police Cadets. The effect of this local online engagement is to open up the world of Essex Police, ensure local people know about the work of the police to reduce and solve crime and protect vulnerable people, and to increase exposure and awareness of police appeals for information. The accounts also allow officers and the public to engage in a friendly way.



In summer 2016, the force began an experiment with Thurrock Community Safety Hub to deliver a Facebook presence at a local level. The force's countywide page reaches hundreds of thousands of people each week and Facebook's data and metrics means we can track 'likes' on the page from each part of the county (for example, of the 134,000 people who 'like' the page, 9,000 are from Southend and 8,500 from Colchester). However, the volume of activity on that page means that it cannot provide a local service to Community Safety Hubs.

Working with the force's communications team, an Essex Police – Thurrock Facebook page was set up to provide regular updates and share content. The page has attracted over 1,000 'likes' from local people and the officers who run the page can engage with people directly and provide a response to questions and issues in the same way they could at LCMs.



The local Facebook page has proved successful and pages for Braintree and Uttlesford and Chelmsford and Maldon Community Safety Hubs have been set up (the Chelmsford and Maldon page attracted over 1,500 'likes' in the week it was set up).

7.0 **Challenges and Areas for Improvement**

The advantage of bespoke local engagement is that process and activity are designed around what the community wants and the resources which are available, meaning Essex Police makes promises it can deliver on. However, that means that from Community Safety Hub to Community Safety Hub the actual service offered to communities differs. While ensuring a locally-responsive service is the first priority, the force will focus during this year on establishing and promoting best practice in public engagement.

The force is striving to improve its communication after engagement, demonstrating what it has done to act on and resolve community concerns. Driving this 'you said, we did' activity provides a more coherent feedback loop.

Essex Police will be taking forward work to try to develop both qualitative and quantitative measures to demonstrate the impact of local public engagement and tie it to measures of public confidence. This work includes Twitter and Facebook polls, but may also include focus group and local public opinion

polling. This will increase the evidence base of 'what works' and help in the dissemination of best practice.

Engaging with hard-to-reach audiences, whether young people, older people living in isolated communities or Black, Asian or Minority Ethnic (BAME) audiences is vital, and Community Safety Hubs will seek to demonstrate that they know who and where these communities are and how best to engage with them.

Essex Police and Crime Panel	EPCP/06/17
Date: 16 February 2017	

Police and Fire Collaboration – Local Business Case

Contacts: Susannah Hancock - OPCC Chief Executive
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1. Purpose of Report

This paper presents the Local Business Case for greater collaboration between Police and Fire and Rescue Services in Essex. The business case assesses the three options set out in the Policing and Crime Act 2017 and, on the basis of this assessment, proposes the option of joint governance, whereby the Police and Crime Commissioner takes on the role of the Fire Authority.

As required by the Policing and Crime Act 2017, the Police and Crime Commissioner for Essex will now formally consult on the Local Business Case with the public, top tier Local Authorities, fire and police staff and wider stakeholders.

It is proposed that there is a 12 week consultation period running from the 16th February to the 10th May 2017. Feedback from the consultation will be considered prior to finalising the Local Business Case ready for submission to the Home Secretary on the 19th May 2017.

It should be noted that a Task and Finish group of the Police and Crime Panel, comprising of four panel members, have reviewed drafts of the Local Business Case and provided input and feedback to inform the final version for consultation.

2. Proposal

The panel is asked to note the Local Business Case (Annex 1), the Consultation and Engagement strategy (Annex 2) and the proposal to go out to formal consultation with the public, top tier authorities, staff and wider stakeholders.

3. Background

The Policing and Crime Act received Royal Assent on the 31st January 2017. The Act introduces measures that place a duty on emergency services to collaborate and also enables Police and Crime Commissioners to take on responsibilities for the fire and rescue services in their area where the local case is made to do so.

The Police and Crime Commissioner for Essex was elected in May 2016 with a manifesto commitment for joint governance and closer collaboration between police and fire services.

The Fire Authority agreed in March 2016 to support the move towards greater collaboration and to support the preparation of the Local Business Case. In September 2016, the Fire Authority agreed to invite the Police and Crime Commissioner, in his capacity as the Chairman of the Emergency Services Collaboration Strategic Governance Board to attend and speak at meetings of the Authority and the Policy & Strategy Committee.

On the 28th October 2016, the Fire Authority had a workshop on the draft initial Local Business Case and were invited to input ideas and feedback. A further workshop was run on the 14th November.

On the 7th December, the next draft initial Local Business Case was presented to the Fire Authority meeting. This reflected feedback from Fire Authority members such as the inclusion of success measures and a more detailed risk register. This was followed by a further workshop with Fire Authority members on the 20th January 2017.

A task and finish group comprising of Fire Authority and Police and Crime Panel members has also been set up to discuss the potential future workings of a Police, Crime and Fire Panel, should it be established. The first meeting of this group is on the 2nd March 2017. Whilst the Local Government Association and Home Office are developing formal guidance for Police, Crime and Fire Panels, the task and finish group will seek to identify and discuss local issues for development.

4. Local Business Case

The Local Business Case will be presented to the meeting of the Fire Authority on Wednesday 15th February 2017. The PCC will seek the Fire Authority's support to go out to public consultation on the Local Business Case.

The Local Business Case reflects the involvement and engagement of Fire Authority Members and officers in its development, as well as initial discussions and engagement with top tier Local Authorities, MPs and wider stakeholders.

The Local Business Case identifies three key drivers for change in Essex:

1. Operational benefits which will keep the public safer;
2. Improved management for fire and rescue; and
3. Financial benefits through more economic and efficient provision of services, with savings reinvested back into front line service and wider community safety and prevention activities.

The Local Business Case identifies that a step change in governance is needed to deliver benefits in all three areas. Collaboration alone will not deliver on full the potential benefits identified, with evidence from studies in other geographical areas and countries finding that control through a single governance structure was a key driver for achieving change.

The Policing and Crime Act provides for three new governance options:

- The first option is the representation option, whereby the Police and Crime Commissioner has a seat and voting rights on the Fire Authority. This option is assessed to have limited benefits in that the Police and Crime Commissioner will be only one of many members of the Fire Authority.

- The second option is the governance model, whereby the Fire Authority is replaced by the Police and Crime Commissioner who becomes the new Fire Authority as a corporation sole. This is assessed to have significant benefits and to be deliverable at a local level.
- The third option is where there is a single Chief Officer for police and fire personnel, who becomes the single employer under the Police and Crime Commissioner. This option is assessed to have significant benefits but scores low on deliverability, in that it could be difficult to deliver locally with early indications that there would be opposition from a number of key local stakeholders.

The Local Business Case supports the Governance Model whereby the Police and Crime Commissioner becomes the new Fire Authority.

5. Consultation

The Policing and Crime Act stipulates that the Police and Crime Commissioner must consult the top tier local authorities, the public and staff on the Local Business Case before submission to the Home Secretary for her decision. The Act does not stipulate timescales for the consultation.

The Police and Crime Commissioner plans to undertake a 12 week consultation with the public, top tier local authorities, police and fire staff and wider stakeholders from the 16 February to the 10th May 2017. Details of the Consultation and Engagement Strategy including activity planned are attached at Annex 2.

The Police and Crime Commissioner has engaged the services of *The Consultation Institute* who will provide independent expertise, advice and quality assurance on the consultation process, ensuring that it is equitable, accessible and run to a high standard.

A summary of the consultation activity is as follows:

16th February 2017: The 12 week formal consultation will begin.

Consultation to include:

- On-line survey on Local Business Case options
- Leaflet summarising options and seeking views, which will be distributed widely – both online and paper copies.
- Short video setting out options and seeking views circulated via social media and websites, pointing people to consultation material.
- Formal meetings planned between the Police and Crime Commissioner and Top Tier Authority Leaders and Chief Executives, seeking views. They will also be asked to respond in writing.
- Meetings between the Police and Crime Commissioner and MPs
- Consultation material distributed to staff, with meetings held between the Police and Crime Commissioner and staff groups, including unions and staff representation bodies. **To Note:** This is to consult staff on the Local Business Case itself. Formal staff consultation with regards to any transfer arrangements will take place if and

when the Local Business Case is agreed by the Home Secretary. The Police and Crime Commissioner has publically committed within the business case *not* to make any changes to staff pay and conditions at the point of transfer.

- Focus groups with harder to reach groups will be run, such as young people, BME community groups etc.
- The consultation will end on the 10th May 2017.

The Office for the Police and Crime Commissioner will review all feedback gathered during the consultation phase and collate it into a report. This will then be used to inform the final version of the Local Business case, which will be submitted to the Home Secretary. The Police and Crime Panel will provide oversight and scrutiny of the consultation review process, to ensure that Office for the Police and Crime Commissioner (OPCC) has appropriately reflected on feedback in the final version of the Local Business Case. The responses to all consultation feedback will be published on the OPCC website.

Home Office:

The Home Office has confirmed that if they receive the final Local Business Case by the 19th May 2017 as per the Police and Crime Commissioner's schedule, they will be able to review it and, subject to agreement by the Home Secretary, produce the necessary Statutory Instruments for a 1st October 2017 commencement date.

6. Next steps

The consultation will be launched on the 16th February 2017. Alongside this, the Office for the Police and Crime Commissioner will commence further work on transition planning. This work will report into the Emergency Services Governance Board chaired by the Police and Crime Commissioner which the Fire Authority Chair, the Acting Chief Fire Officer and Chief Constable all sit on. The transition planning will be undertaken in close discussion and liaison with senior officers from the Fire Authority and Essex Police. A Transition Working Group is being established to take this work forward.

Local Business Case for Joint Governance of Police and Fire & Rescue in Essex

February 2017

Version V0.12

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1 INTRODUCTION AND EXECUTIVE SUMMARY

The Policing and Crime Act introduces measures which places a statutory obligation on emergency services to collaborate and also enable Police and Crime Commissioners (PCCs) to take on responsibilities for fire and rescue services in their area. In setting out the measures the then Home Secretary said that she believed “that it is now time to extend the benefits of the Police and Crime Commissioner model of governance to the fire service when it would be in the interests of economy, efficiency and effectiveness, or public safety to do so”. The nature of that change would be “bottom up, so that local areas will determine what suits them in their local area”.

The PCC set out his commitment for joint governance and closer collaboration between Essex Police (EP) and Essex County Fire and Rescue Service (ECFRS) in his election manifesto, which was endorsed by the people of Essex.

This Local Business Case (LBC) assesses the scale of opportunity for closer working between police and fire (and potentially wider collaboration, such as with the ambulance service), and how future joint governance options for the police and fire and rescue services in Essex could best enable the achievement of these benefits.

This Executive Summary brings together the main analysis and findings, which are explored in more detail in the rest of the document using the “five case model” structure stipulated by HM Treasury.

1.1 The case for change in Essex

The opportunities presented by the Policing and Crime Bill have been set out clearly by both the Policing and Fire Ministers and the Essex Police and Crime Commissioner. In a speech to the Association of PCCs (APCC) and the National Police Chiefs' Council in November 2016, Brandon Lewis MP, the Policing and Fire Minister, said that “while collaboration between the emergency services is showing an encouraging direction of travel, it is not consistent across the country and we need to be doing more to ensure collaboration can go further and faster and to not get trapped into saying ‘we don’t do that around here’.”¹

Similarly in his election manifesto in April 2016, the Essex PCC made a commitment to bring fire and police closer together, stating: “closer working between the Police and the Fire & Rescue Service can unlock significant resources to deliver better emergency services in Essex. The potential for better joint working between the Police and Fire & Rescue is substantial”.

With these legislative and manifesto mandates in mind, there are three key drivers for changing governance of fire and rescue:

¹ <https://www.gov.uk/government/speeches/brandon-lewis-speech-to-apcc-npcc-joint-summit-on-emergency-services-collaboration>

1.1.1 Driving operational benefits which will keep the public safer

Operationally, increased collaboration will allow for both organisations to coordinate a genuinely integrated approach to contact with the public, sharing information and making better operational decisions based on richer information, enabling a better understanding of risk and vulnerability. It will have a direct impact on vulnerable individuals, young people, and offenders. It will help to maximise engagement with the public, for example through shared technology, and will use valuable volunteer resources better. It will allow both organisations to respond more effectively to the changing nature of demand which they both face.

This will help to improve public safety in Essex, while keeping the identities and roles of Police and Fire officers separate and distinct. Both organisations recognise the value that better working together and sharing resources will help to deliver for the public, and are committed, under the PCC's governance, to delivering an ongoing programme of operational collaboration which will continue to deliver enhanced public safety outcomes. A number of the operational initiatives have been trialled successfully elsewhere in the country where they have delivered significant public safety benefits; other proposed initiatives build on the already strong local links within Essex, maximising effective use of resources to make communities safer.

1.1.2 Improved management for fire and rescue

ECFRS has faced considerable challenges which make the need to implement reform more pressing. The Irene Lucas review (September 2015²) highlighted some major issues in organisational effectiveness and found that culturally ECFRS was 'a failing organisation...in urgent need of a radical overhaul to ensure it is held to account and is adaptable to the needs of the 21st century'; that 'the organisational culture was 'toxic'; and 'governance of the organisation needs to be strengthened'.

The recommendations, which have been accepted by Essex Fire Authority (EFA), included improvements to governance, leadership and management practices. An update in September 2016 on progress in delivering the Lucas review concluded that, while there has been significant activity, there remains much to do to deliver a modern and flexible fire and rescue service in Essex. "There is still some way to go to embed change throughout the authority and service."

1.1.3 Financial benefits through more economic and efficient provision of services

We have identified a wide range of financial and non-financial opportunities and benefits for ECFRS and EP from closer collaboration, which are set out in Table 1 below and explored in more detail in section 2.5.

Table 1: Summary of collaboration benefits

Area of business benefit	Short-term	Medium-term	Long-term	Non-financial benefits	10 year Net Present Value (NPV)
Better working together to improve public safety	●			Public safety , such as through reducing offending, or helping the vulnerable to feel safer in their homes) Effectiveness through joined-up service delivery between police, fire and other partners, and improved public access online	£4.3m
Sharing of estates				Greater effectiveness in	£10.1m

² http://www.essex-fire.gov.uk/_img/pics/pdf_1441197562.pdf

• OPCC move to Kelvedon Park	●			collaborative working and an enabler of wider collaboration	
• HQ functions		●			
• Operational emergency services centre		●			
• Better use of stations / front desk		●	●		
• Facilities management		●			
Enabling shared business services providing key support functions (e.g. HR, Finance, IT)		●		Joined up systems enable further collaboration and economies of scale . Taking the best from both organisations means that supporting services are more effective , benefiting operational activities	£5.9m
• Shared ERP platform		●			
• Fleet management		●			
Joint procurement initiatives	●	●		Enables wider collaboration	£2.3m
Further operational collaboration		●	●	Further public safety improvements Effectiveness , such as quicker responses to emergency calls that require multi-agency response	£9.0m
• Control Room		●			
Total NPV:					£30.8m³

Where existing enabling services are shared between Kent & Essex Police, full consultation with the Kent Police & Crime Commissioner and Chief Constable will be required and agreed with them prior to any business case relating to those shared services being initiated or progressed. This includes both operational and strategic functions.

1.2 A step-change in governance is required to deliver this service transformation

While a number of future collaboration opportunities could be delivered through existing governance arrangements, collaboration between police and fire to date in Essex has not yet developed in a significant way. Research consistently shows fragmented governance acts as a barrier to effective collaboration. Delivering this ambitious programme for Essex would require a step-change in governance to enable greater accountability, accelerate collaboration, and enable an integrated approach to community safety and maximising the use of assets.

- To improve emergency services and facilitate collaboration, the Act sets out three alternative options to the status quo (the “do nothing” option). These are:
- The “representation option”, whereby PCCs would join the local Fire and Rescue Authority (FRA) as a member with full voting rights.
- The “governance option”, whereby PCCs would take on the role of the FRA but would maintain separate organisations of Fire and Rescue and Police.
- The “single employer option”, which would go a step further by combining the Police and Fire and Rescue services under the leadership of a single Chief Officer.

³ The total NPV includes a cost of £0.9m for programme management

Where the PCC wishes to change governance arrangements, the Act requires an assessment of why (i) it is in the interests of economy, efficiency and effectiveness, or (ii) it is in the interests of public safety for this to happen.

This LBC recommends that the PCC should take on the role of the FRA, and would be accountable to the people of Essex for effective service delivery of both Police and Fire and Rescue. This option is most capable of delivering improved public safety outcomes, as well as greater organisational effectiveness and better value for money for the people of Essex. It offers the majority of the benefits of the more radical single employer model (which would combine the Police and Fire and Rescue services under a single Chief Officer), but at lower cost and risk to implement.

1.3 What would the future look like?

Under this governance model, the PCC would take responsibility for:

- A total budget of £338m (£268m Police and £70m Fire and Rescue), although fire and police budgets will remain separate.
- A total workforce of over 6,800 officers and staff.
 - Police: 4753 FTEs: 2776 officers⁴; 99 PCSOs, and 1878 staff. These are supported by a further 361 specials.
 - Fire and Rescue: 1015 FTEs: 752 whole-time firefighters and officers; and 263 staff. These are supported by a further 480 on-call firefighters.
- A significant estates portfolio of around 130 properties.
- Other assets such as fleet, IT, and specialist equipment.

Although Fire and Rescue and Police would remain as separate services, these valuable resources can work more effectively together to protect the public and secure best value for money. This will result in:

- Joined-up public prevention work and media engagement.
- Greater co-responding to incidents by both services.
- Better use of the estate in both organisations to provide effective response and community engagement.
- Integrated support services providing economies of scale.
- A shared contact centre (with an opportunity to consider inclusion of Fire in the Essex and Kent Police joint Contact Management Review Programme).
- A strong platform for even greater levels of collaboration (including with the ambulance service or other criminal justice or local government agencies).

⁴ Police HR data as of 31st December 2016

1.4 How the change will be delivered

The LBC assumes that the changes will take effect on 1 October 2017, but this is dependent upon a range of activities being achieved before then.

The implementation of the governance changes will be led by the PCC, with support from the OPCC. Where required the OPCC will commission specialist professional advice and support in areas such as programme management, HR, estates and legal services.

This LBC has been developed in consultation with EFA and in discussion with other key partners. If agreed by relevant parties, and following formal consultation, it will be used as the basis for the LBC submission to the Home Secretary for approval of the preferred option.

1.5 Conclusion

Enhanced, transparent and effective governance under an elected PCC will be the catalyst for delivering significant and tangible benefits for the people of Essex. The changes will improve public safety through more effective co-working, and a more joined-up approach to responding effectively to the most vulnerable groups and individuals. The new governance model will accelerate collaboration and set a clear strategic direction, allowing for medium-term operational and financial gains through managed integration of supporting services and making the best use of assets such as estates and fleet. It will provide a secure platform for further wider emergency services collaboration in the future.

2 THE CONTEXT AND CASE FOR CHANGE (STRATEGIC CASE)

The Strategic Case sets out the legislative and strategic context for police and fire collaboration and governance, summarises the case for change and sets out the constraints, dependencies and strategic risks. This provides the context, and change objectives, for appraising the options.

This section identifies a wide range of opportunities and benefits that increased collaboration between fire and police would deliver. It represents a step-change in the level of collaboration, and of the public safety benefits and organisational effectiveness for the people of Essex. It will allow both organisations to respond more effectively to the changing nature of demand which they face. It will allow for both organisations to coordinate a genuinely integrated approach to contact with the public, sharing information and making better operational decisions based on richer information. It also has the potential to deliver significant financial savings through making the best use of resources and achieving economies of scale.

External reviews have highlighted the significant challenge that remains if Essex is to benefit from a modern and flexible fire and rescue service. Implementing the recommendations of the Lucas review will require strong sustained leadership, and there are attractions to fresh governance and supervision. In preparing this LBC, there was a positive initial endorsement by key stakeholders for changing the governance of ECFRS and bringing police and fire closer together. They recognised that this would help to embed operational collaboration and also realise financial benefits.

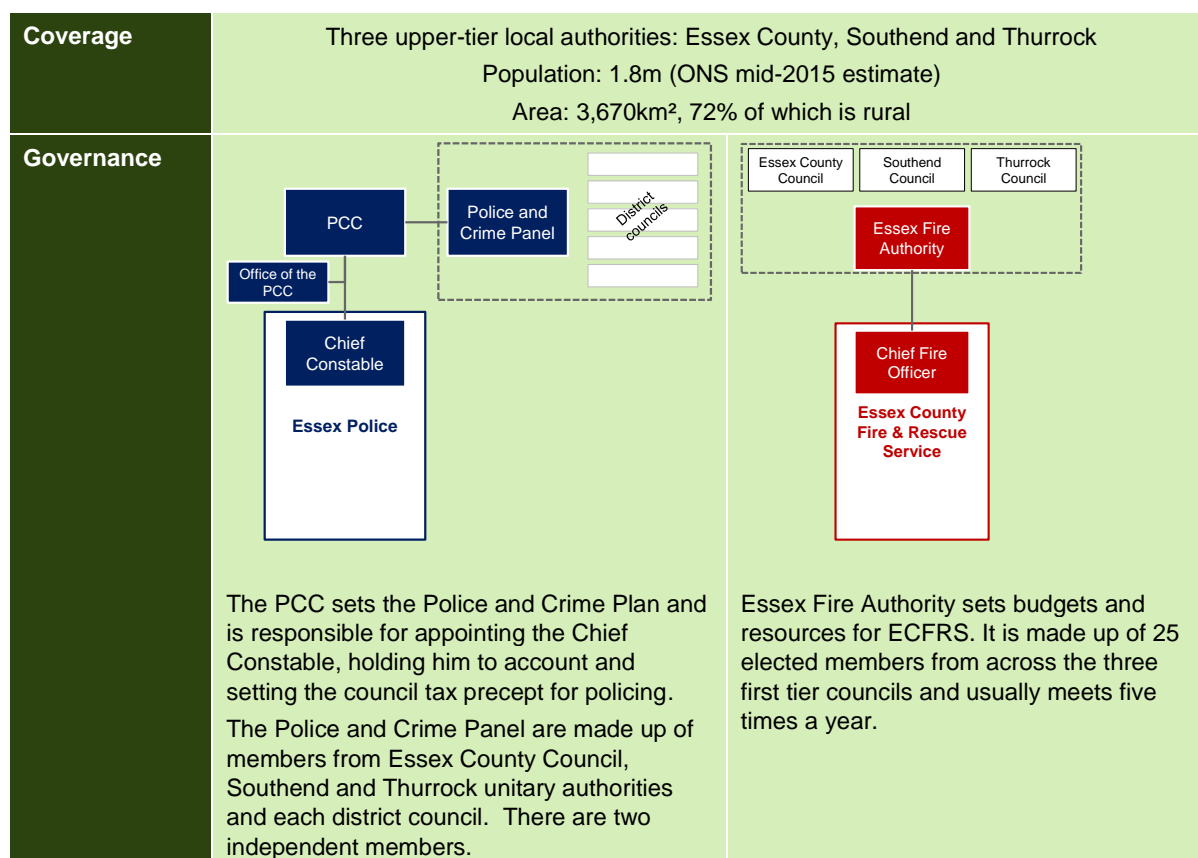
2.1 The current position

2.1.1 Key organisational information and governance

EP and ECFRS operate across Essex, Southend and Thurrock and share coterminous boundaries.

Current key organisational information is set out in the table below.

	EP	ECFRS
Annual spend (2015/16)	£268m	£70m
Staff	4,753 FTEs ⁵ , plus 361 special constables ...of which 2,839 FTEs are police officers	1,015 FTEs, plus 480 on-call firefighters ...of the firefighters, 720 are whole-time and 32 are in the control room —



The table above shows the ECFRS and the EFA as distinct entities with a separate reporting line. It should be noted that unlike the relationship between the PCC and the Chief Constable, the FRA and the ECFRS are one legal entity and one corporation sole. The FRS does not have a distinct legal identity; all functions have been conferred on to the FRA who in turn put in place arrangements for operational delivery.

2.1.2 Current governance arrangements

Essex Fire Authority

ECFRS is directly responsible to EFA. The Fire Authority was formed on 1 April 1998 by virtue of the Essex Fire Services (Combination Scheme) Order 1997 SI 2699/1997.

The 25 members of the Authority are elected members nominated by the three constituent first tier councils in Essex. Twenty members are nominated by Essex County Council, three by Southend-on-Sea Borough Council and two by Thurrock Council.

The Authority is the formal employer of fire staff. It prepares and approves an annual Strategic Plan and Integrated Risk Management Plan, and a council tax contribution to fire and rescue services through a precept. It approves the Annual Statement of Accounts, the Annual Budget and Medium Term Financial Plan, including the Capital Programme.⁶

Under a partnership agreement between the Fire Authority and Essex County Council the county's emergency planning responsibilities are carried out by the Authority with the Chief Fire Officer acting as the Head of Paid Service for the function. The partnership agreement runs until 31 March 2018.

The EFA meets five times a year and has three committees: the Policy and Strategy Committee, the Audit, Governance and Review Committee and the Principal Officers Human Resources Committee.

⁶ http://www.transparency.essex-fire.gov.uk/_img/pics/pdf_1433169818.pdf

Essex Police and Crime Commissioner

The PCC is elected to hold the Chief Constable of Essex to account for the delivery of policing in Essex. He has a wider duty to bring together community safety partners to reduce crime and support victims across Essex. He sets and updates a four year Police and Crime Plan, sets the force budget and council tax contribution to policing through a precept, and has responsibility for appointing and dismissing the Chief Constable. He holds monthly performance meetings with the Chief Constable and chairs the Force Strategic Board, which meets quarterly.

A PCC has wider responsibilities in their area for: delivery of community safety and crime reduction; bringing together Community Safety Partnerships; making crime and disorder reduction grants; ensuring that all collaboration agreements deliver better value for money or enhance the effectiveness of policing capabilities and resilience; and enhancing delivery of criminal justice. The Essex PCC chairs the Essex Criminal Justice Board and the Essex Reducing Re-Offending Board, working with many of the same organisations that ECFRS collaborate with.

The Essex PCC and Kent PCC jointly chair the Kent and Essex Police Collaboration Board which is the governance for the Kent and Essex collaboration programme including enabling services.

Since October 2014, PCCs have had responsibility for deciding how to provide services to victims of crime in their area in line with the Victims Code and from April 2015 PCCs have had wider responsibility to provide for referral and assessment services for all victims of crime.

PCCs engage regularly and directly with the public and communities.

Essex Police and Crime Panel

The PCC is scrutinised by the Police and Crime Panel (PCP). Their role includes reviewing the police and crime plan, annual report and both scrutinising and supporting the activities of the PCC in holding the Chief Constable to account. This includes: the power to veto, by two-thirds majority, the proposed precept and the proposed candidate for Chief Constable; reviewing the draft Police and Crime Plan, and making recommendations to which the PCC must have regard; reviewing the PCC's Annual Report, and making reports and recommendations at a public meeting that the PCC must attend; asking Her Majesty's Inspectors of Constabulary (HMIC) for a professional view when the PCC intends to dismiss a Chief Constable; and holding confirmation hearings for the PCC's proposed chief executive, chief finance officer and Deputy PCC appointments.

The Panel, which is currently chaired by Councillor John Jowers from Essex County Council, is made up of members from Essex County Council, Southend and Thurrock unitary authorities and each district council. Two independent members have also been appointed. There is a power to have a co-opted member, but the Panel does not now have one.

2.2 The context for change

There are policy, financial and operational trends at both national level and in Essex that are driving the need for change both in how EP and ECFRS work together and how they are governed.

2.2.1 Statutory requirements and national policy on collaboration

In its manifesto, the government committed to deliver greater joint working between the police and fire service. As part of implementing this commitment, the Home Office took over ministerial responsibility for fire and rescue policy from the Department for Communities and Local Government in January 2016.

In January 2017, the Policing and Crime Act came into law. The new Act places a high level duty to collaborate upon all three emergency services (including the ambulance service) in order to improve efficiency or effectiveness.

The Act also enables PCCs to take a stronger role in the governance of their local fire and rescue authority, either through sitting on the fire and rescue authority, or taking on overall responsibility for fire and rescue services. This is subject to tests to ensure that changes will deliver improvements in economy, efficiency and effectiveness; or public safety. These tests form the heart of the assessment of options in this LBC.

In setting out the measures the then Home Secretary said that she believed “that it is now time to extend the benefits of the PCC model of governance to the fire service when it would be in the interests of economy, efficiency and effectiveness, or public safety to do so⁷”. The nature of that change would be “bottom up, so that local areas will determine what suits them in their local area⁸”.

The case for change was re-enforced by the Policing and Fire Minister, Brandon Lewis, in a speech to the Association of PCCs (APCC) and the National Police Chiefs' Council (NPCC) in November 2016, where he said that “while collaboration between the emergency services is showing an encouraging direction of travel, it is not consistent across the country and we need to be doing more to ensure collaboration can go further and faster and to not get trapped into saying ‘we don’t do that around here’”.⁹ He made it clear that will not be willing to accept the ‘status quo’ where there is a compelling case for enhancing police and fire collaborative initiatives.

The ‘Policing Vision 2025’ - set out by the APCC and NPCC in November 2016 - also sets out a number of areas where closer collaboration with local partners, including other emergency services, can help improve public safety and deliver value for money. These include ensuring a whole system approach to public protection, and a whole place approach to commissioning preventative services in response to assessments of threat, risk and harm and vulnerability. It also highlights the opportunities for enabling business delivery through shared services.¹⁰

This case explores the opportunities that these new legislative provisions could enable in Essex, and how the national agenda for deeper collaboration could be best delivered.

2.2.2 Election of and priorities for the Police and Crime Commissioner

In addition to the national agenda, the PCC for Essex has also set out his strategic objective to ensure closer working between emergency services, particularly fire and police. He set out his commitment for joint governance and closer collaboration in his election manifesto, which was endorsed by the people of Essex.

The PCC released ‘Policy Implications from Manifesto Commitments’ following the election, which outlines how the PCC wished to tackle his priorities.¹¹ This included his objective to bring fire and police together under a single governance structure.

2.2.3 Fire reform: the Knight review of efficiency in fire and rescue and the Lucas review of Essex FRS

In December 2012 the then Government commissioned Sir Ken Knight, the outgoing Chief Fire and Rescue Advisor (2007 to 2013), to conduct an independent review of efficiency in the provision of fire and rescue in England. His report ‘Facing the future: findings from the review of efficiencies and operations in fire and rescue authorities in England’¹², published May 2013, noted that: “Efficiency and quality can be driven through collaboration outside the fire sector, particularly with other blue-light services” and recommended that: “National level changes to enable greater collaboration with other blue-light services, including through shared governance, co-working and co-location, would unlock further savings.”¹³

He noted that £17 million could be saved if authorities adopted the leanest structure in their governance types, and that Authority Members needed “greater support and knowledge to be able to provide the

⁷ http://www.transparency.essex-fire.gov.uk/_img/pics/pdf_1433169818.pdf

⁸ <http://www.publications.parliament.uk/pa/cm201516/cmhansrd/cm160307/debtext/160307-0001.htm>

⁹ <https://www.gov.uk/government/speeches/brandon-lewis-speech-to-apcc-npcc-joint-summit-on-emergency-services-collaboration>

¹⁰ <http://www.npcc.police.uk/documents/Policing%20Vision.pdf>

¹¹ <http://www.essex.pcc.police.uk/wp-content/uploads/2016/06/PCC-ROGER-HIRST-MANIFESTO-POLICY-IMPLICATIONS.pdf>

¹² https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/200092/FINAL_Facing_the_Future__3_md.pdf

¹³ Ibid

strong leadership necessary to drive efficiency. Scrutiny of authorities and services varies considerably, some more robust than others.¹⁴

On governance in particular, he observed that “elected PCCs were introduced because former Police Authorities (which were established on similar levels to existing single purpose fire and rescue authorities) were not seen as providing enough scrutiny and accountability to the public. A similar model for fire could clarify accountability arrangements and ensure more direct visibility to the electorate.”¹⁵ He added that, if PCCs were to take the role, the benefits would need to be set out clearly both in financial terms and in increased accountability and scrutiny for the public.

ECFRS has faced particular challenges which make the need to implement reform more pressing. The Irene Lucas review (September 2015¹⁶) highlighted some major issues in organisational effectiveness in ECFRS and made a number of recommendations to transform the organisational culture. This followed a number of serious incidents, including the suicides of two serving firefighters. The review found that culturally the ECFRS was ‘a failing organisation...in urgent need of a radical overhaul to ensure it is held to account and is adaptable to the needs of the 21st century’. It said that ‘the organisational culture of ECFRS is toxic’ and ‘governance of the organisation needs to be strengthened’.

The recommendations, which have been accepted by the EFA, included improvements to governance, leadership and management practices. An update on progress in delivering the Lucas review recommendations has been provided by Sir Ken Knight in September 2016. It concludes that, while there has been significant activity, there remains much to do to deliver a modern and flexible fire and rescue service in Essex. “There is still some way to go to embed change throughout the authority and service.”

Sir Ken Knight made an additional 19 recommendations for change in his recent review of Essex, including strengthening the assurance and scrutiny role of the Authority members, exploring the use of fire stations as community hubs for a wide range of public services, greater flexibility and diversity of workforce, and improvements to performance assessments.

He recognised the history of longstanding and challenging industrial relations in Essex in his update on progress,¹⁷ as well as the progress which had taken place since September 2015, given the landscape of change and transformation.

2.2.4 Operational drivers for change

There are strong operational drivers for closer collaboration between fire and police. Crime, as measured by the independent Crime Survey for England and Wales, has fallen by more than a quarter since June 2010¹⁸. However, a College of Policing analysis of demands on policing¹⁹ found evidence to suggest that an increasing amount of police time is now directed towards public protection work, such as managing high-risk offenders and protecting vulnerable victims. Such cases often require considerable police resource and close working with other statutory agencies. HMIC highlighted that EP’s response is often poor and routinely fails to meet the needs of victims in their PEEL inspection in December 2015²⁰. Specialist units were overworked and there was a backlog of incidents in the Force Control Room.

Incidents attended by fire and rescue services in England have been on a long-term downward trend, falling by 42% over the ten year period from 2004/5 to 2014/15 to just over 496,000 incidents.²¹ Fire-

¹⁴ Ibid

¹⁵ Ibid

¹⁶ http://www.essex-fire.gov.uk/_img/pics/pdf_1441197562.pdf

¹⁷ Ibid

¹⁸ Crime Survey for England and Wales, year ending December 2015

¹⁹ http://www.college.police.uk/Documents/Demand_Report_21_1_15.pdf

²⁰ <http://www.essex.pcc.police.uk/wp-content/uploads/2015/11/police-effectiveness-vulnerability-2015-essex.pdf>

²¹ Fire Statistics Monitor: England, April to September 2015, DCLG

related deaths and casualties have also been on a long-term downward trend; deaths and injuries from fires in Essex are low, averaging nine deaths and 100 injuries a year over the past 5 years²². In Essex, capacity for response is greater than demand. In line with the trend across the country, ECFRS has experienced a 45% reduction in the number of incidents it responds to in the last decade²³.

This is attributed to a range of factors including fire prevention work, public awareness campaigns, standards to reduce flammability such as furniture regulations, and the growing prevalence of smoke alarm ownership in homes (88% of Essex homes now have them²⁴). The fire and rescue service also has resilience responsibilities as defined in the National Framework²⁵ which means they have to provide minimum levels of community resilience and safety.

Nationally, there was a 22% increase in the number of non-fire (also known as Special Service) incidents attended by FRSs from 125,200 in 2014/15 to 152,500 in 2015/16. This trend was mirrored in Essex: 26% of incidents attended by ECFRS in 2014/15 were non-fire²⁶, the highest proportion since non-fire incidents were first recorded in 1999/2000.

The most common type of non-fire incident was attending a road traffic collision which has seen a 14% increase in Essex between 2010-11 and 2014-15.²⁷ There was also a marked increase in co-responder medical incidents (where, as part of a national pilot, the FRS has a formal agreement in place (until February 2017) with the ambulance service to respond to medical incidents), which increased nationally by 83% from 14,200 in 2014/15 to 25,900 in 2015/16.²⁸

As with the police, Fire and Rescue Services are targeting prevention resources at people, property and locations most at risk. There are a range of interventions which specifically target groups of people, such as Fire Cadet places for young people who are considered 'at risk' of gang recruitment, and diversionary places on the Firebreak programme for young offenders, together with the Home Fire Safety Visits. Both EP and ECFRS recognise that there is a significant overlap in those with whom they seek to engage. Data sharing could be significantly improved in this area to provide a sound evidence-based approach to integrated service delivery. Ultimately there should be a genuinely integrated approach to risk management.

This operational context is necessary to underpin the LBC in order to ensure that any proposed governance model helps to ensure effective integrated service delivery and public safety outcomes across both agencies.

2.2.5 Financial drivers for change

There are financial pressures for change. On top of approximately £50 million of savings that EP has made since 2010-11, the Force still faces additional cost pressures of around £17.3 million in 2016-17. This means that it will still need to make significant efficiency savings while absorbing an increase of around £2.5 million of operational improvements in Public Protection, £2.5 million in essential capital and other provisions as well as £7.5 million in National Insurance payments and pay inflation.

Funding for fire and rescue authorities has also fallen significantly between 2010-11 and 2015-16. Funding for stand-alone authorities fell on average by 28%. Once council tax and other income are taken into account, stand-alone authorities received an average reduction in total income ('spending

²² http://www.essex-fire.gov.uk/_img/pics/pdf_1454325688.pdf

²³ Ibid

²⁴ http://www.essex-fire.gov.uk/_img/pics/pdf_1434377614.pdf

²⁵ www.gov.uk/government/uploads/system/uploads/attachment_data/file/5904/nationalframework.pdf

²⁶ http://www.essex-fire.gov.uk/_img/pics/pdf_1454325688.pdf

²⁷ http://www.essex-fire.gov.uk/_img/pics/pdf_1454325688.pdf

²⁸ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/545927/fire-statistics-monitor-1516-hosb0916.pdf

power') of 17% in real terms²⁹. In Essex, central government funding is being reduced, with the annual government grant being cut by £8m by 2019/20, necessitating reductions in spend.

This is important for the LBC as there is a duty to ensure value for money in service provision. Collaboration, enabled through effective governance, is a key enabler of financial savings while protecting the quality of service delivery to the public.

2.3 There are reform programmes underway in Essex

Both organisations have major change programmes underway to address the challenges described above. These require significant leadership attention and programme and change management resource. Any additional initiatives have to demonstrate how they can add further value and are achievable. Any changes to governance also need to support and ideally accelerate the delivery of such programmes.

2.3.1 Essex Police and the “Transform” programme

EP is currently delivering an ambitious Transformation Programme to ensure that policing in the county is as effective as it can be within the resources available. The PCC chairs the Strategic Board. The Transform Programme was initiated by EP and the OPCC for Essex to deliver the force transformation required to meet the challenges of 2020 and beyond; addressing the challenges of changing demands and reducing resources.

EP has the following key drivers for change:

- Aligning the Force operating model better with demand in order to keep pace with emerging and increasing crime types.
- Making the EP estate fit for purpose – addressing poorly designed and maintained buildings in places that do not serve operational need.
- Improving public contact – making it easier for people to contact EP and report crime
- Improving efficiency and effectiveness, notably through embracing emerging technology to transform ways of working – in a context where 83% of the overall policing budget is spent on salaries of police officers, PCSOs and police staff.

Kent and Essex Police have a well-established partnership which was nationally recognised in 2011 as having proceeded “the furthest with collaboration”³⁰. This has resulted in greater operational resilience and savings of £31.5m between 2010-11 and 2016-17. The joint Essex and Kent Support Services Directorate has provided improved service quality while delivering cost-effective shared services, increased resilience and financial savings. The Forces also share a Serious Crime Directorate.

EP is also part of a seven-force initiative, led by DCC Julia Wortley, across the Eastern Region and Kent to explore and develop proposals for future collaborative working between the seven forces, helping to drive out inefficiencies and secure better collaborative working³¹.

2.3.2 Essex Fire Authority and ECFRS – the 2020 Programme

The 2020 programme is ECFRS's programme of change designed to deliver EFA's Strategy for the Service. It is designed to deal with the operational and financial trends faced in Essex, as well as respond to the recommendations of the Lucas review.

Following a two stage consultation process, EFA approved in June 2016 the programme to save £6.4m from ECFRS's operational response budget and invest an extra £3m in prevention and protection. The programme will include changes to the number and crewing system of fire engines (reducing some of the over-capacity), cultural change and additional prevention interventions.

²⁹ <https://www.nao.org.uk/wp-content/uploads/2015/11/Impact-of-funding-reductions-on-fire-and-rescue-services-A.pdf>

³⁰ <http://www.publications.parliament.uk/pa/cm201012/cmselect/cmhaff/939/93909.htm>

³¹ <http://emergencyservicetimes.com/essex-police-lead-seven-forces-looking-to-maximise-joint-working/>

2.3.3 Existing Police and Fire collaboration

ECFRS and EP already work together successfully in a number of areas, focusing mainly around operational response such as: road traffic collisions; “collapsed behind closed doors”, with ECFRS supporting the Ambulance Service and/or police to gain access to a property in order to get to a vulnerable person; or supporting the police in searches for high-risk missing persons. Additional areas include:

- Joint Emergency Services Interoperability Programme (JESIP) – a national initiative that developed a framework for co-ordinating multi-agency response to major incidents, with joint training across agencies
- Community Safety Hubs providing co-location of several agencies to respond to local priority issues
- The ECFRS “Firebreak” programme which delivers courses for young people, which can be used to target those at risk of offending.

However, there has been limited progress to date in deeper levels of operational collaboration, sharing of resources and assets and support services.

An Emergency Services Collaboration Programme has been recently established to explore further opportunities for collaboration. A Strategic Governance Board (SGB) has been set up consisting of the PCC, EFA chair and chiefs of fire, police and ambulance. This is supported by an Emergency Services Collaboration Programme Board (ESCPB).

2.4 Critical Success Factors for further collaboration and governance changes

In light of these drivers for change, the SGB agreed four Critical Success Factors (CSFs) against which collaboration and the future governance options could be assessed. These are:

- Effectiveness
- Economy and efficiency
- Public safety
- Ease of delivery

The first three echo the provisions of the Policing and Crime Act. A fourth, 'ease of delivery' has been added as an important standalone local CSF given the specific challenges of the local environment and the importance of assessing the complexity of implementation of each option against the scale of possible benefits.

Most importantly, the changes will improve public safety through more effective co-working, and a more joined-up approach to responding effectively to the most vulnerable groups and individuals. The PCC and both organisations recognise that accelerated and deeper collaboration will deliver tangible public safety benefits, and are committed to a long-term programme of closer working and joined-up operational decision-making. The 'effectiveness' CSF is focused on organisational effectiveness, as well as criteria which make governance effective (such as transparency, accountability, visibility, and consistency of decision-making) and is therefore treated separately from economy and efficiency. The changes will realise a significant financial prize, which will allow for targeted reinvestment to ensure that services will continue to provide the best possible outcomes for the people of Essex. The fourth 'ease of delivery' CSF allows the option assessment stage (the Economic Case) to differentiate between the four governance options and the ability of each to deliver the prize of effective collaboration, as well as other potential benefits.

A comprehensive set of success measures for the delivery of the business case are included in Appendix E.

2.5 There are significant opportunities for further collaboration

There are short, medium and long-term opportunities for deeper collaboration between EP and ECFRS. These give an estimated Net Present Value of £30.8m over 10 years, as well as the potential to deliver performance benefits to the people of Essex. These options for collaboration have also been assessed against a further set of design factors which recognise the existing change programmes set out above and collaborative partnerships, as well as the potential for delivery and return on investment. These factors are included at Appendix A.

The benefits separate into five main categories. The first category includes a programme of operational collaboration which have been agreed and for which detailed planning is underway. The other categories are at early stages of development and will require significantly more work on their feasibility and potential to be fully confident of their achievability. Further work would also be required to assess the impact of these changes on the enabling services required to support them, to ensure they would not lead to a diminution of services provided to Kent Police through the shared services centre.

Notwithstanding this, they demonstrate the potential ambition and scale of benefits that could be achieved through deeper and more significant collaboration.

A summary table is included below, with more detailed descriptions in sections 2.5.1 – 2.5.5:

Area of business benefit	Short-term	Medium-term	Long-term	Non-financial benefits	10 year Net Present Value (NPV)
Better working together to improve public safety	●			Public safety , such as through reducing offending, or helping the vulnerable to feel safer in their homes) Effectiveness through joined-up service delivery between police, fire and other partners, and improved public access online	£4.3m
Sharing of estates				Greater effectiveness in collaborative working and an enabler of wider collaboration	£10.1m
• OPCC move to Kelvedon Park	●				
• HQ functions		●			
• Operational emergency services centre		●			
• Better use of stations / front desk		●	●		

• Facilities management		●			
Enabling shared business services providing key support functions (e.g. HR, Finance, IT)		●		Joined up systems enable further collaboration and economies of scale . Taking the best from both organisations means that supporting services are more effective , benefiting operational activities	£5.9m
• Shared ERP platform		●			
• Fleet management		●			
Joint procurement initiatives	●	●		Enables wider collaboration	£2.3m
Further operational collaboration		●	●	Further public safety improvements Effectiveness , such as quicker responses to emergency calls that require multi-agency response	£9.0m
• Control Room		●			
Total NPV:					£30.8m ³²

Where existing enabling services are shared between Kent & Essex Police, full consultation with the Kent Police & Crime Commissioner and Chief Constable will be required and agreed with them prior to any business case relating to those shared services being initiated or progressed. This includes both operational and strategic functions.

The total potential costs and benefits of these opportunities is summarised in the table below.

£m, 16/17 prices	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	Total	NPV
Costs	(1.2)	(1.4)	(1.5)	(0.5)	-	(0.7)	(0.5)	-	-	-	(5.8)	(5.4)
Benefits	0.1	8.6	1.3	4.8	4.2	4.3	4.7	4.9	4.9	4.9	42.7	36.2
Net benefit / (cost)	(1.1)	7.3	(0.3)	4.3	4.2	3.5	4.2	4.9	4.9	4.9	36.9	30.8

The content of transition costs is made up of consultation costs, legal costs and other delivery costs (such as HR advice, programme management and initial outlays for the OPCC).

2.5.1 Better working together to improve public safety

There is a first wave of operational initiatives which will enhance public safety and operational effectiveness. It should be made clear that this business case does not seek to make its principle application under the 'public safety' option of the legislation. However, there could be improvements to public safety through an increase in operational effectiveness delivered by governance changes. An initial programme of ten workstreams (a further ongoing programme is outlined at section 2.5.5 below) has been identified which can either be delivered, or a proof of concept and business case established, by April 2017, in order to deliver more integrated service delivery to the people of Essex. The operational initiatives will deliver:

³² The total NPV includes a cost of £0.9m for programme management

An expansion of Parish Safety Volunteers and integrated volunteer management

There will be a step change in Parish Safety Volunteer scheme to recruit more volunteers and expand their role to provide integrated Home Safety Visits and the provision of fire safety and crime prevention advice to the public. There will be increasingly integrated recruitment, management, coordination and training of Police Community Speed Watch volunteers.

An Integrated Multi-Agency Prevention Programme: Essex Risk Intervention Service (ERIS)

Development of a robust business case and benefit realisation schedule for a single multi-agency service providing holistic risk reduction advice regarding fire, falls, crime and general detriment in health. This will be a commissioned service for those identified as being most at risk in the community. The project will support the development and delivery of a business case, negotiation with Clinical Commissioning Groups (CCGs) and an early pilot delivery by April 2017 in one CCG. A full evaluation strategy will be developed working with Anglia Ruskin University.

Development of a Community Portal and Community Messaging facility

Work will progress to design and deliver a multi-agency Community portal to provide an effective public safety signposting service for citizens to access services online. This will allow for more effective demand reduction and management. Work will also take place to establish a web-based model to deliver multi-agency safety messages to communities within Essex.

An innovative intervention programme for perpetrators

The proposal will extend the established Firebreak programme as an intervention tool to deal with perpetrators. Two five day courses would be delivered inside Chelmsford Prison – the first time that a fire service has engaged on this level with police priorities in the UK. A scalable model will be evaluated and developed for roll-out of the Firebreak programme across a wider number of forces.

Other workstreams will deliver: an enhanced integrated Schools Education Team to increase coverage and develop crime prevention and public safety material; joint rural patrols with police / FRS to address rural concerns such as ASB and arson; established procedures for cross-emergency working where people are collapsed behind closed doors and ECFRS are the best placed first responder; joint trunk road patrols to explore use of ECFRS staff in response vehicles with a particular focus on clearing congestion effectively after accidents; and an accredited DofE programme for Police Cadets based on ECFRS' national model.

EP and ECFRS have recently committed to this programme of work. These workstreams are estimated to cost £1.24m over the next 12 months and, in addition to the significant operational benefits, will deliver savings of £6.6m over 10 years. Where successful, the proof of concept model and business case will be mainstreamed into police and fire budgets, and those of other participating agencies. Delivery is monitored by the ESCPB chaired by T/ACC Carl O'Malley.

This will help to improve public safety in Essex. Both organisations recognise the value that better working together and sharing resources will help to deliver for the public, and are committed, under the PCC's governance, to delivering an ongoing programme of operational collaboration which will continue to deliver enhanced public safety outcomes. A number of the operational initiatives have been trialled successfully elsewhere in the country where they have delivered significant public safety benefits; other proposed initiatives build on the already strong local links within Essex, maximising effective use of resources to make communities safer.

The remaining four areas offer benefits that would be achievable in the medium to longer-term. A notional benefit has been allocated to each, together with the rationale for the benefit.

2.5.2 Sharing of estates

There will be financial savings and operational synergies resulting from a more aligned estates strategy across both organisations, recognising existing partnerships such as the Kent and Essex Serious Crime

Directorate. There are opportunities to focus including on the increased use of the Kelvedon Park site (ECFRS Headquarters):

- It would be possible to co-locate the Office of the PCC to Kelvedon Park. This would incur one-off costs of £200,000 (and an ongoing agreement on reasonable rent) but would release an estate asset valued at £1.5m for disposal or repurposing, and save £70,000 annual maintenance on the OPCC site.
- Kelvedon Park would also, subject to an ongoing feasibility study, provide scope for co-location of the Police HQ functions currently located at Chelmsford. As EP already plans to move to a new site, this collaboration would not incur any additional costs and has the potential to reduce the costs of the new site by £6.6m.
- There is also an opportunity to make the planned operational emergency services centre, including fleet maintenance facilities, more joined up. A fully integrated solution could reduce the forecast costs in Essex of approximately £8.5m by 20%, equating to a one-off benefit of £1.7m. As well as helping to release assets that are currently not fit for purpose in ECFRS, this will facilitate further collaboration in fleet management (captured under enabling shared business functions).
- Areas of the operational estate within Essex may be shared. There may be sites where, rather than implementing current plans to refurbish existing police stations, it may be possible to use space in fire stations. This will reduce the total cost of refurbishment, as well as releasing the existing estate for sale. These benefits have not been included in the estimates to date.

Planning and delivery will be overseen by the Estates Strategy Board.

2.5.3 Enabling shared business service functions

In the medium-term it would be possible to achieve savings in the area of enabling services through closer working with an existing provider.

It is unlikely that benefits would be realised before Year 4 and there will be an investment cost (estimated at £1m over 2 years) to make this happen. Experience of implementing shared services organisations indicates that a benefit of between 10-15% is normally achieved through system efficiencies and enhanced business processes. ECFRS currently spend £8.8m on enabling services per annum and so we have attributed £1m of net benefit (c12%).

Once established, a shared ERP would provide an enabling platform for broader collaboration, which would enhance operational outcomes, and allow for more effective resource management and transparency of management information within ECFRS.

Some prior investment by ECFRS would be necessary, particularly around the standardisation of business processes and the move from rank to role. Both of these are necessary foundation stones to underpin effective use of an ERP. It is estimated that on-boarding preparations would take about 2 years, depending on the agreed scope of functions to be provided.

2.5.4 Joint procurement initiatives

Joint procurement will realise economies of scale and help to increase alignment between both organisations. The Minister for Policing and the Fire Service recently drew attention to the savings which could be made through collaborated procurement,³³ particularly highlighting the publication of police procurement data as a driver for further integration. In ECFRS, £3.9m is spent on procurement for IT systems alone and in EP the similar figure is £3.3m.

We have allocated a conservative figure of 10% from the ECFRS procurement spend, which would be realisable from year 4. The savings are predicated on realising economies of scale from partnership with a larger agency. This timing would allow existing contracts to run down, and aligned specification

³³ <https://www.gov.uk/government/speeches/policing-minister-speaks-at-2016-psaew-conference>

and open contracts to be drawn up for future procurements (which could also be in other areas such as facilities management). This gives a benefit of £2.8m over 10 years.

It may be possible to realise some savings earlier. Both IT Heads identified a short-term opportunity around network infrastructure which would be geographically based, and would not therefore disrupt the established shared business services partnership between Essex and Kent Police.

2.5.5 Further medium and long-term operational collaboration

Integrated control rooms are a further area of potential collaboration which could yield significant benefits in the medium term. There are various possible levels of collaboration which would achieve varying levels of benefit. Co-location would realise savings on estate, but would not reap the more substantial benefits that deeper collaboration around IT systems and managed service delivery might yield to ECFRS, given the comparatively low levels of call volumes.

Although the benefits are in the medium-term, Essex and Kent Police are currently considering future options for their contact management model, and are now considering strategic opportunities as a business case is developed. We assume a deeper level of collaboration including ECFRS and have allocated a notional saving of £1m per annum within Essex from Year 5.

The LBC has made provision for a second and third wave of collaboration projects which would deliver tangible service delivery in future waves of collaboration. These are primarily operationally driven and so financial benefits have not yet been considered in detail, but we have assumed similar levels of benefits may be possible to the first wave of operational collaboration (section 2.5.1). They include:

- A proposal by the Safer Essex Roads Partnership for a full relocation of all aspects of the partnership into one location using ECFRS premises to locate the operational policing arm.
- Placement of ECFRS Community Safety Officers into EP's 10 Community Safety Hubs within each of their districts. This would also allow for more effective collaboration with other statutory partners.
- To co-locate and potentially merge the Resilience Teams (including Contingency Planning) from both services.
- To collate data across both services on resourcing, availability, incidents and CS data to produce a 'heat map' of the county against which available resources could be deployed to cover the 'hot spots' of vulnerability.
- There are additional measures, such as ECFRS access to senior training for Women Leaders and a shared senior leaders' Academy which would also help to address a number of the recommendations in the Lucas review (see 2.3.2 above).
- There is scope for an increased level of information sharing between the organisations when they collaborate, for example across the spectrum of co-responding, shared intelligence on vulnerable people, control rooms, shared community safety roles, and joint volunteering programmes.

There will be an ongoing programme of further collaboration and cross-agency work to identify further opportunities to include ambulance service and other agencies which can provide a still more effective joined-up service to the people of Essex.

2.6 The case for change in governance

Collaboration could deliver significant benefits to the people of Essex whatever governance model is preferred. Collaboration has been possible under existing governance, but has not happened to date in Essex in a significant way. A change in governance which delivers deeper collaboration will keep the public of Essex safer.

Research into the effectiveness of fire and police across the country has identified a number of governance barriers to achieving sustainable collaboration on this scale. It is therefore important for this LBC to identify and evidence the governance model most capable of delivering as much as possible of the collaboration and service delivery prize for Essex. This will not be successful if centrally driven; the

work of the Emergency Services Working Group concluded that “local drivers and ownership are essential”³⁴. There are also potentially other benefits from a change in governance not directly linked to increased collaboration. These include increased visibility and a stronger single point of accountability.

The role both police and fire services play in public protection is important to the safety of their communities. The Fire Safety (Regulatory Reform) Order sets out the obligations of the fire service, and provides Essex with future opportunities for joined up thinking between police enforcement activity and fire service work.

In preparing this LBC, there was a positive initial endorsement by key stakeholders for changing the governance of ECFRS and bringing police and fire closer together. They recognised that this would help to embed operational collaboration and also realise financial benefits. It was also recognised that implementing the recommendations of the Lucas review would require strong sustained leadership and that there were significant attractions to fresh governance and supervision.

2.6.1 The importance of effective governance in successful collaboration

While it is challenging to demonstrate a clear link between changes in governance and improved public safety outcomes, there is a strong body of evidence that effective governance is a necessary enabler of service improvement.

The Home Office has underlined the importance that it attaches to good governance by PCCs in 'Applying and demonstrating strong governance'³⁵. This states that: “Good governance will support PCCs in providing quality policing by being open in their decision-making and making sure their chief constables answer for their decisions and actions. Good governance allows a PCC to pursue their vision effectively as well as provide ways of controlling and managing risk.”

The National Audit Office reviewed police accountability in 2014. In reviewing the PCC governance model they found that “A single person may be able to make decisions faster than a committee and could be more transparent about the reasons for those decisions”³⁶. In addition to speed and transparency of decision-making, they outlined further potential benefits around the “scope to innovate, to respond better to local priorities and achieve value for money”³⁷. They also noted the significant increase in public engagement which police and crime commissioners have delivered, compared with police authorities (over 7,000 pieces of correspondence are received by PCCs per month, and there are 85,000 website hits).

In Essex, the PCC has taken an active role in joining up service provision and tackling cross-organisational issues. This provides a useful indication of how clear accountable governance can be made more straightforward when vested in an individual rather than a committee. The PCC now chairs both the Reducing Reoffending Board and the Criminal Justice Board, drawing partners together to improve outcomes across the criminal justice system.

The PCC supports a Reducing Reoffending partnerships co-ordinator, a post funded by and based in the OPCC. This role supports the partnership in the development and delivery of the Essex wide Reducing Reoffending strategy, which brings a wide range of partners together to develop a strategy and delivery plan; and give strong oversight to the Integrated Offender Management programme.

The PCC also chairs the Essex Criminal Justice Board, and the OPCC chairs and co-ordinates the programmes of work around victims, domestic abuse and youth justice across partners. Work is being scoped with Eastern Region partners to develop a stronger regional approach to criminal justice improvements, including development of video enabled justice. Essex is one of the Ministry of Justice pilot sites for health and justice devolution.

³⁴ <http://publicservicetransformation.org/images/articles/news/EmergencyServicesCollabResearch.pdf>

³⁵ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/511412/2016_Candidate_Guidance__Applying_strong_governance__v2.pdf

³⁶ <https://www.nao.org.uk/wp-content/uploads/2014/01/Police-accountability-Landscape-review.pdf>

³⁷ Ibid

As a result of proactive partnership working and leadership by the previous and current PCCs, an ambitious programme of work and commissioning strategy has been started around domestic abuse, supported by the wider partnership including health, local authorities, and social care.

There is an opportunity to extend the benefits of single governance and commissioning approach across police and fire. Work on emergency services collaboration opportunities has been underway for approximately 18 months, but the ideas generated have not progressed substantially. The SGB does not have complete control to make all the changes required for comprehensive collaboration reform, and the Board currently relies on shared prioritisation by each organisation.

A step-change in governance would be required to deliver the depth and pace of the potential collaboration identified in the strategic case.

2.6.2 National developments

There are examples elsewhere nationally where savings have been made as a result of collaboration where “robust governance architecture” has been a strong enabler of collaboration. This recognises that “Large-scale collaborations and the related investment and change programmes are usually complex and often challenging. It was seen as essential that time needed to be spent at the outset designing, testing and embedding a governance infrastructure in order to ensure this complexity and potential challenge could be managed as work progressed”³⁸.

The report acknowledged that another strong enabler of collaboration was the importance of retained brand identity: “All three blue light services have easily recognisable identities in the public, and media perception is that, although they may suffer ups and downs, the services are generally strong and respected. Retaining the best features of these identities, whilst working towards closer collaboration and shared resources, was seen as important.”³⁹

The evidence from research suggests that governance structures, be they local or national, can serve to facilitate or frustrate collaboration in equal measure. Almost universally, across all project areas, interviewees, time and time again, raised the issue of governance – reflecting on it being an enabler and/or a barrier. It is essential that collaboration is underpinned by a greater alignment of governance structures to ensure the success of any further and future joint working.

In a report in November 2014 on ‘Collaboration: The current picture’, the Emergency Services Collaboration Working Group identified the following characteristics which featured regularly in successful collaboration projects⁴⁰:

- ‘We can pick up the phone’: strong, open and honest relationships between the services’ chief officers.
- ‘Clarity together from the outset’: agreement of a strategic vision that aligns tightly with all the collaborating services’ strategic goals.
- ‘We’ve got our best person’: highly skilled and motivated programme managers from each service, with a balance of skills relevant to change management across the working group.
- ‘Tell them how it is’: open, consistent communication and consultation with staff from the very earliest opportunity.
- ‘Fail fast’: willingness to abandon opportunities if politics or operational interests do not align, to avoid losing momentum or jeopardising relationships.
- ‘Give not take’: an agreement that all parties will not seek to profit from one another; every service cannot benefit in every instance; if collaborative relationships are strong and improved public service remains the priority, savings will follow.

³⁸ <http://publicservicetransformation.org/images/articles/news/EmergencyServicesCollabResearch.pdf>

³⁹ Ibid

⁴⁰ http://publicservicetransformation.org/images/Emergency_Services_Collaboration_2014.pdf

While these do not explicitly reference effective governance (the report was also written before the proposed legislation), the characteristics of trusted, open relationships that focus on service delivery above all else and are prepared to take bold decisions are tests that need to apply to the different governance options in the Economic Case.

2.6.3 International good practice

There is international good practice and some evidence about the benefits of integrated governance between police and fire in achieving improvements in service delivery.

Gerald T. Gabris et al's 2014 book⁴¹ explored various models of service consolidation in local government and found that the speed of decision-making / transparency / visibility / accountability of an elected official have brought a dividend to the depth and breadth of collaboration, with improvements in public service and public confidence / visibility.

Wilson and Weiss also found in their 2009 study of consolidations in the US⁴² that the control through a single governance structure was highlighted by many of those involved as a key driver in achieving coherent consolidation.

In other cases, the evidence is less conclusive: a 2015 Wilson and Grammich study⁴³ reported that "in recent years, a growing number of communities have consolidated their police and fire agencies into a single "public-service" agency. Consolidation has appealed to communities seeking to achieve efficiency and cost-effectiveness". However they also found that "Some communities have even begun to abandon the model. Exploring the reasons for disbanding can help cities considering the public-safety model determine whether it is right for them".⁴⁴ One reason is preserving 'brand identity' – the ICFA noted that "the fire/EMS service typically enjoys a position of trust in the community that transcends fear of authority or reprisal. Law enforcement's mission to prevent crime from different threats creates varied public opinion and re-action, including being perceived as a threat."⁴⁵

The research clearly evidences the need for a Local Business Case to determine the most appropriate way forward, rather than a mandate which is centrally driven and will work in all circumstances. It also highlights the importance of ensuring a continuing separation of brand identity between core operational fire and law enforcement activities. It is also clear that there is distinction in the roles of a police officer and a fire fighter laid down in legislation, and is not a matter for local discretion.

2.7 Strategic risks

There are a number of strategic risks to major changes to collaboration or governance that options need to be assessed against. The most significant of these are:

- That, as the smaller organisation, ECFRS gets less focus and attention than police in an integrated governance model.
- That changes to governance divert leadership focus away from delivery of major transformational change in both organisations.
- That industrial relations issues in ECFRS are exacerbated by changes at this sensitive time.

⁴¹ Alternative Service Delivery: Readiness Check: Gerald T. Gabris, Heidi O. Koenig, Kurt Thurmaier, Craig S. Maher, Kimberly L. Nelson , Katherine A. Piker, Alicia Schatteman, Dawn S. Peters, Craig Rapp 2015

⁴² Public Safety Consolidation: What Is It? How Does It Work? Jeremy M. Wilson, Alexander Weiss et al: Be on the Lookout: A continuing publication highlighting COPS Office community policing development projects 2 August 2012

⁴³ Deconsolidation of Public-Safety Agencies Providing Police and Fire Services: J. Wilson & Clifford A. Grammich; International Criminal Justice Review 2015, Vol. 25(4) 361-378 2015

⁴⁴ Ibid

⁴⁵ International Association of Fire Chiefs Position: Consolidation of Fire/Emergency and Law Enforcement Departments and the Creation of Public Safety Officers ADOPTED BY: IAFC Board of Directors on January 23, 2009

- That changes to public perception of the independence of Fire and Rescue Service from law enforcement affects the willingness of the public to engage.

These are considered further in the options appraisal in the economic case.

2.8 Constraints and dependencies

There are also a number of constraints and dependencies that affect the options under review:

Constraints:

- Under any of the governance models, funding will remain separate between police and fire, with a requirement for separate financial reporting.
- The PCC has made a commitment to keep the identities and roles of Police Constable and Fire Fighter separate and distinct.

Dependencies:

- LBC requires approval from the Home Secretary.

2.9 Conclusion

This section has set out a range of powerful local and national drivers for change. They demonstrate that there will be continuing pressure to change and reform to meet shifts in operational demand, deal with vulnerability and public protection issues more effectively, and continue to make financial savings. Locally, there are tangible opportunities for collaboration to realise operational and financial benefits which will improve public safety and organisational effectiveness, as well as deliver solid financial benefits.

National and international best practice recognises that effective governance is a key enabler of collaboration and of greater organisational effectiveness. In particular, the experience of the move to PCCs to replace police authorities has demonstrated marked improvements in the quality and depth of scrutiny, visibility, transparency, speed of decision-making, and accountability. The capability of each of the different governance options to deliver these improvements in governance is considered in Section 3 below.

3 THE OPTIONS ASSESSMENT (ECONOMIC CASE)

The Policing and Crime Act sets out three potential options open to the PCC for Essex in relation to fire governance:

- Representation – the PCC could apply to Essex Fire Authority to take a place on the Fire Authority with full voting rights.
- Governance – the PCC could go out to consultation in order to take on the role of Essex Fire Authority.
- Single employer – the PCC could go out to consultation to take on the role of Essex Fire Authority and appoint a single chief to become the employer of police and fire personnel.

In addition to this LBC considers the do nothing option.

The preferred option is the governance model. The representation model offers very little benefit over and above do nothing. Both the governance and single employer options have the potential for substantial benefits. However, the single employer model requires a substantial change to make it happen, which means it will take longer to realise and carries substantial risks, in particular around potential for industrial action. The governance model offers the majority of the benefits of the single employer model, but at lower cost and risk to implement. It fulfils the commitment made by the PCC in his election manifesto.

This options assessment considers how each of the options meets the critical success factors for governance set out in the strategic case and will support delivery of the collaboration opportunities.

The following sections describe each option in turn and set out:

- A description of the option.
- The scale of benefits, including an assessment of the likely scale of collaboration benefits that will be achieved, and assessment against the benefits of public safety, effectiveness, economy and efficiency.
- The ease of delivery – covering the impact of the governance option on legal, HR, commercial, financial management, other programmes and collaboration, and other risks.

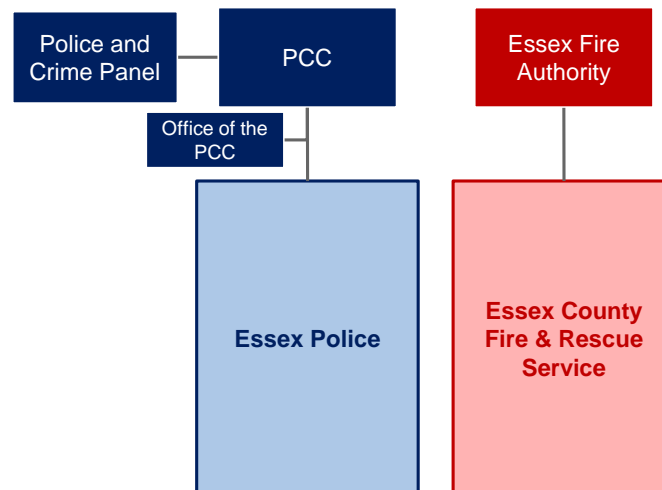
3.1 Do nothing option

3.1.1 Description

Doing nothing would retain the current governance arrangements, with the PCC providing strategic leadership of EP, and the EFA providing strategic leadership of ECFRS. The two organisations would still be under the statutory duty to collaborate as set out in the Policing and Crime Act, which would be exercised through the SGB and supporting ESCPB.

There would be no implementation implications, as it involves no change.

Figure 1 Do nothing option



Unlike the relationship between the PCC and the Chief Constable, the FRA and the ECFRS are one legal entity and one corporation sole. The FRS does not have a distinct legal identity; all functions have been conferred on to the FRA who in turn put in place arrangements for operational delivery. Additionally, there is no legal requirement for there to be a Chief Fire Officer, and in some areas there exists a Chief Executive who acts as the head of the paid service.

3.1.2 Scale of benefits

This governance model reflects the current governance arrangements, and so will deliver no direct additional benefits.

As shown in the strategic case, it is theoretically possible to deliver significant police and fire collaboration without statutory changes in governance, but evidence also shows the barriers and complexities that separate governance structures create. Research into emergency services collaboration⁴⁶ found that “Differing governance structures can mean that projects are delayed because of the different ways organisations deal with the approval process.” This can include different priorities, and slower decision-making. It can also hinder the development of integrated commissioning strategies.

In Essex, work on collaboration opportunities has been underway for approximately 18 months, but the ideas generated have not progressed substantially to date. The new SGB has begun to push collaboration forward, with delivery being monitored by the ESCPB. However, the Board does not have complete control to make the changes and relies on shared prioritisation by each organisation. A step-change in governance would be required to deliver the depth and pace of the potential collaboration identified in the strategic case. Therefore, we expect the likelihood of achieving the full scale of potential collaboration benefits (set out in Section 2) to be low without any governance change, delivering less than 25% of the potential full benefit.

In addition, this option would deliver no benefits relating to improved visibility or a single point of accountability. Initial discussions with key stakeholders indicate little support for retaining the status quo.

Public safety

Public safety benefits from the collaboration opportunities identified in the strategic case are possible without changes to governance, but for reasons listed above, are likely to prove harder and slower to realise.

⁴⁶ <http://www.apccs.police.uk/wp-content/uploads/2013/11/Emergency-Services-Collaboration-2014.pdf>

Effectiveness

As described in the strategic case, there are potentially significant benefits to organisational effectiveness from aligning fire and police strategic priorities in a number of key areas in order to tackle shared challenges and deliver shared outcomes. Without integrated governance, this would be more challenging. Only a small proportion of the effectiveness benefits set out in the potential collaboration programme are therefore likely to be achieved.

In addition, the Lucas Review identified organisational effectiveness challenges within ECFRS that the ECFRS leadership team and EFA are seeking to address. There may be some improvements if the recommendations from the Lucas Review are implemented. Work on this has started, but the issues that the Lucas Review identified have been in place for a number of years, and resolution has been a slow process. As described in the strategic case, a recent review on progress by Sir Ken Knight recommended that, whilst the EFA is to be commended for initiating the Review and accepting its recommendations, more action was needed to strengthen Fire Authority members' assurance and scrutiny roles and he concluded that there was still much to do to deliver a modern and flexible fire and rescue service in Essex. No change to the governance arrangements is unlikely to accelerate improvements.

Economy and efficiency

There would be no costs to implement this option as there is no change, and the direct governance costs continue at current levels, totalling £1.67m per annum (actual costs for 2015/16). This consists of:

- Police and Crime Panel: £70k (including members' expenses).
- Office of the Police and Crime Commissioner: £1,210k (which includes governance and commissioning functions).
- Essex Fire Authority: £400k (including members' expenses).

With a low likelihood of delivering the full scale of the collaboration programme, additional financial (economy and efficiency) benefits will be limited to less than £8m (NPV) over ten years.

This option therefore would make little or no change to current levels of economy and efficiency.

3.1.3 Ease of delivery

With no change to make, there will be no implementation impact. The following table sets out how this option will impact different areas of the business.

Impact on...	
Legal	No direct impact; existing legal structures continue.
HR	No direct impact; there are no changes to roles or resources as a direct consequence of the governance arrangements. There remains a risk of strike action in ECFRS related to the existing dispute, but the likelihood of this does not change from the current position.
Commercial	No direct impact.
Financial management (s151)	No direct impact.
Other change programmes and collaboration initiatives	No impact on Transform Programme or 2020 Programme. No/low impact on Kent-Essex Police collaboration and Seven Forces collaboration.
Other risks	The perception of a reversal of direction risks a detrimental impact on existing police-fire collaboration, although there will still be a statutory duty to collaborate. The continuing issues in ECFRS and EFA highlighted by the Lucas Review may not be adequately addressed.

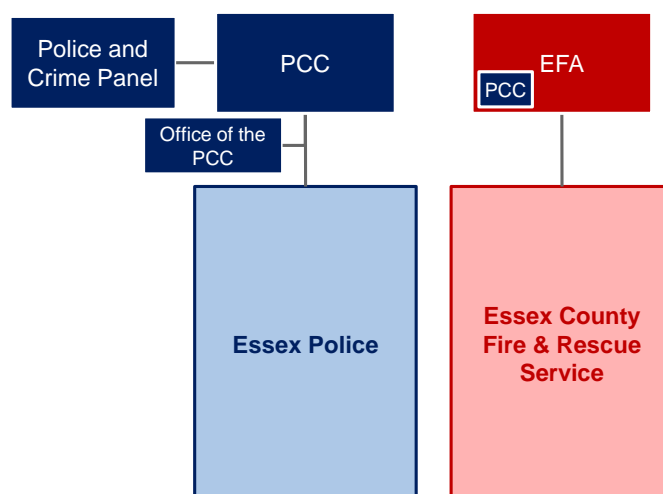
3.2 Representation option

This option uses the powers set out in the Act to allow the PCC to request that EFA allows him to sit on the Fire Authority or any of its committees with full voting rights. This could go to the extent of the PCC becoming chair of the Authority, if the other members of the Authority were to elect him to the post.

It will require agreement from EFA and a review of the existing members of the authority to ensure that the political balance remains. It will also require a change to the “Essex Fire Services (Combination Scheme) Order 1997”⁴⁷.

This option could be delivered relatively quickly following a decision to proceed and pending the standstill period before local elections in May 2017. This option does not need a business case.

Figure 2 Representation model



3.2.1 Scale of benefits

This option makes a limited change to the current governance arrangements, and so will deliver limited additional direct benefits.

While PCC representation on EFA will provide a formal mechanism for ensuring police and fire plans and strategies are considered together, the PCC's influence as one among a committee of 26 (dependent on the reviewed composition) will be limited. The option also imposes additional obligations and workload on the PCC without an opportunity to streamline or integrate governance options.

Our expectation is that the same drivers apply to the representation model as to the do nothing option, and the PCC's limited influence will only have a marginal impact on achieving additional collaboration benefits. The two distinct organisations and approvals processes continue. Therefore, this option also only has a low likelihood of realising the full scale of the potential collaboration benefits (around 25% of the potential benefit). There is little interest in Essex for this option amongst the PCC, many members of EFA and the constituent local authority membership of the Authority.

Public safety

The presence of the PCC on EFA and the formal opportunity this provides to approve the Integrated Risk Management Plan and other strategic and financial plans will increase the likelihood of alignment of strategic priorities and some additional public safety benefits. However, delivery of the full scale of potential collaboration benefits are likely to prove harder and slower to realise.

⁴⁷ <http://www.legislation.gov.uk/uksi/1997/2699/schedule/made>

Effectiveness

There are potentially significant benefits to organisational effectiveness from aligning fire and police strategic priorities in a number of key areas in order to tackle shared challenges and deliver shared outcomes. The presence of the PCC in determining fire priorities will assist, but without integrated governance, this will remain challenging. Only a small proportion of the effectiveness benefits set out in the potential collaboration programme are therefore likely to be achieved.

This option also introduces a risk of the PCC's role on EFA consuming more of the PCC's time without providing direct influence or control to be able to consolidate some of the activity.

Economy and efficiency

Implementation costs of this option are limited to the costs of making the necessary legislative changes, estimated to be up to £10k, incurred in 2016/17. Running costs for governance may increase slightly to cover the PCC's additional expenses, but this will be marginal. There will be no governance savings from this option.

The total spend on governance will remain at £1.67m per annum, composed of:

- Police and Crime Panel: £70k (including members' expenses).
- Office of the Police and Crime Commissioner: £1,210k.
- Essex Fire Authority: £400k (including members' expenses).
- Direct costs and benefits of the change are shown below. There would be a direct cost of £10k and we have also assumed that the current OPCC staffing could absorb the PCC's new commitments. If not, costs could increase if additional staff need to be recruited.

£'000, 16/17 prices	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	Total	NPV
Implementation costs	(10)	-	-	-	-	-	-	-	-	-	(10)	(10)
Change in direct governance costs	-	-	-	-	-	-	-	-	-	-	-	-
Net benefit / (cost)	(10)	-	-	-	-	-	-	-	-	-	(10)	(10)

We have assumed that these costs would be offset by the limited financial collaboration benefits of the order of £8m (NPV) over ten years.

3.2.2 Ease of delivery

This option requires very limited change and is unlikely to cause any disruption to day to day activity.

The following table sets out how this option will impact different business areas.

Impact on...	
Legal	Following consultation and agreement of the EFA, this option will require a change to "Essex Fire Services (Combination Scheme) Order 1997". No other direct impact.
HR	No direct impact; there are no changes to roles or resources as a direct consequence of the governance arrangements, except for additional responsibilities for the PCC. There may be a need to recruit additional staff to the OPCC to help the PCC with his new commitments. There remains a risk of strike action in ECFRS related to the existing dispute, but the likelihood of this does not change from the current position.

Commercial	No direct impact
Financial management (s151)	No direct impact. Separate reporting continues for the PCC, Police Force (Chief Constable) and ECFRS.
Other change programmes and collaboration initiatives	No/low impact on Transform Programme and 2020 Programme. No/low impact on Kent-Essex Police collaboration and Seven Forces collaboration.
Other risks	There is a risk of a delay in implementing this option as new members of EFA get up to speed after the election in May 2017 before being able to approve this change

3.3 Governance option

This option uses the powers set out in the Act to allow the PCC to take on the role of the EFA.

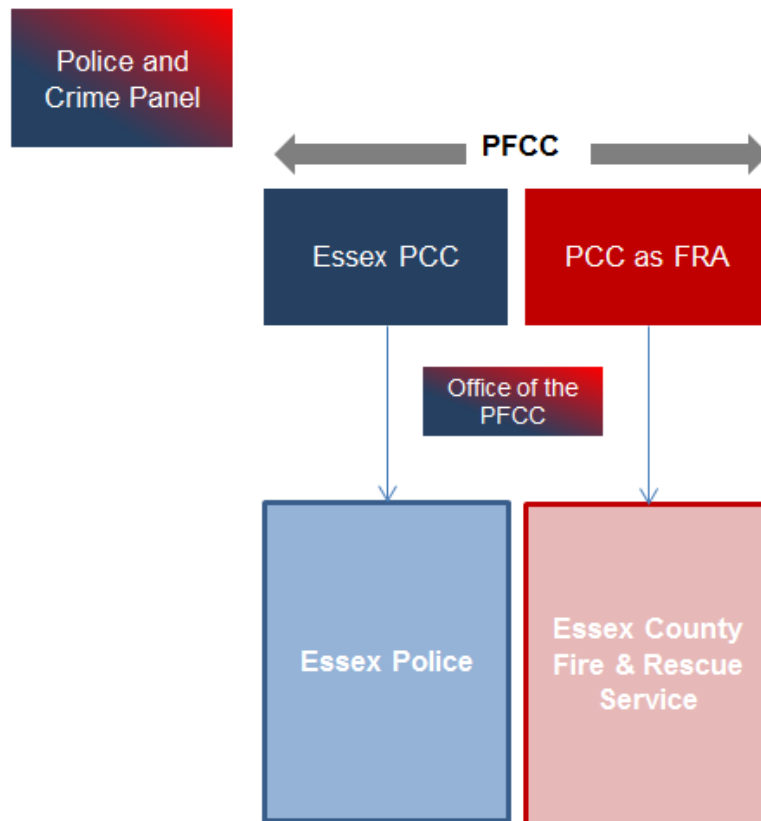
Under this option, EP and ECFRS will remain two distinct organisations. The option would create a separate corporation sole for the new Fire Authority, rather than transferring fire and rescue functions to the PCC. This also has the effect of ensuring that existing references in legislation to PCCs do not apply in relation to their fire functions. In his role as EFA, the PCC becomes the Police Fire and Crime Commissioner (PFCC). He becomes the employer of all fire and rescue staff, and holder of assets and contracts, but the Chief Fire Officer continues to have operational responsibility. The PFCC also continues to be responsible for setting priorities through the Police and Crime plan, with responsibility for controlling police assets; the Chief Constable of EP continues to employ EP officers and staff.

The Office of the PFCC will need to be expanded and restructured to take on the role of scrutiny of ECFRS and enhanced collaboration. The PCP will continue to provide oversight of the PCC and will need to review its structure and approach to include oversight of fire functions. It is not a decision making body, however, and the ability for local authority members to sit on the PCP does not confer it with an ability to shape priorities.

This option requires consultation, then scrutiny of a business case (by the Home Office) before approval by the Home Secretary and secondary legislation to enact the change. The degree of scrutiny will depend upon the level of local support there is for change.

Following hand-over, the members of the EFA will step down from their role and support arrangements will transfer to the Office of the PFCC. There will need to be a transfer process of staff, commercial contracts, assets and liabilities from the old Fire Authority to the new entity.

We expect the timeframe for final approval of the LBC will be during June 2017. The actual date for official transfer of the role of EFA is yet to be determined, but is planned for the 1 October 2017 to align with the mid-point of the financial year. However, this creates some dependencies and risks (see below) which would need to be managed.



3.3.1 Scale of benefits

One of the enablers of change highlighted in the Emergency Services Collaboration Research is “a clear and shared vision of the objectives of the collaboration”. Under this governance option, the PFCC will be setting that shared vision across both police and fire, with an integrated commissioning strategy. In his role as chair of the Local Criminal Justice Board and Reducing Re-Offending Board, there is also the opportunity to bring these strategies and FRS strategies closer together in the types of areas identified in the strategic case. He will also have direct control over the strategies and budgets for police and fire and so can be more strategic about investment where wider public benefit can be achieved (albeit within the constraint of ensuring continual separation of fire and police budgets).

Unlike other parts of England and Wales, Essex benefits from a relatively simple structure of Fire and Rescue services. Police and FRS boundaries are coterminous, and there is a stand-alone, legally separate Fire Authority. Our engagement with stakeholders from Essex Fire Authority, the Police and Crime Panel, EP and ECFRS has not raised any initial objection in principle to this option. The potential governance options set out in the Bill were raised at an Essex Fire Authority meeting on 17 February 2016 when the previous PCC (Nick Alston) attended. In response to the possibility of the PCC taking over the governance responsibilities for Fire and Rescue services, “...many (though not all) considered it to be a positive development”⁴⁸.

There are limitations to this model, which can be managed:

- It does not automatically align the operational delivery, so it will be down to the PFCC, with the support of the OPFCC, to work with the two chiefs to align operational priorities and closer working together, where appropriate. He has the levers to do this: through the setting of and monitoring against the strategy and budgets and he will be the holder of assets and contracts.

⁴⁸ Minutes – Essex Fire Authority: 17 February 2016

- The risk of loss of brand identity – a concern highlighted by stakeholders in ECFRS – the likelihood of this is limited by the fact that fire and police will remain as two distinct organisations.
- That staff are employed by different organisations can limit the flexibility to make changes that involve closer or integrated working, although there is scope to progress collaboration - for example by agreement where staff remain on different terms.

Overall, therefore, we estimate that this option could achieve between 50 and 75% of the potential collaboration benefits identified in the strategic case.

Public safety

Public safety benefits from the collaboration opportunities identified in the strategic case are likely to be more achievable through a single governance model for the reasons presented above.

In addition to the potential benefits of collaboration initiatives, the PFCC provides a single point of accountability to the public for both police and fire. As a direct and visible point of contact, he is well-placed to react to the needs of the people of Essex, provide transparency and be held to account.

A risk has been raised that the important links between fire and rescue and local authorities' responsibilities in relation to safer communities and resilience may be diminished by the change in governance and with less day-to-day involvement of members of local authorities. The Police and Crime Panel represent all councils and there is therefore no reduction in links to local authority partners, or risk to public safety from the winding-up of the Fire Authority. In addition, FRS officer leadership and engagement in local engagement will continue, and the PFCC can develop links through the OPFCC to ensure their needs are understood and fed into strategic planning.

It was flagged in the strategic case that there is a risk that changes to public perception of the independence of Fire and Rescue Service from law enforcement will affect the willingness of the public to engage. Whilst this model would see shared governance, fire and police operations would retain their distinct identity and so this is not considered to be a significant risk for this option.

Effectiveness

As described in the representation option, there are potentially significant benefits to organisational effectiveness from aligning fire and police strategic priorities in a number of key areas in order to tackle shared challenges and deliver shared outcomes. A single governance structure for police and fire will play a major role in enabling this and contributing towards improving the effectiveness of the two organisations. A single governance model can accelerate delivery of operational collaboration opportunities, shared estate and fleet maintenance.

With a complete change in the structure of EFA, this option should also improve the effectiveness of decision-making because:

- The PCC model has demonstrated improved levels of public visibility as evidenced by the NAO report.
- A single decision maker can be more easily engaged than a committee, with additional dedicated support through the OPFCC. EFA currently meets five times a year (with additional meetings as required) and its four sub-committees each meet four or five times per year. The PCC would expect to increase the regularity of formal scrutiny; he currently carries out monthly performance reviews of the police and would extend this to ECFRS, with other regular reviews and groups as required.
- Leadership is more stable, with the PFCC in post for four years, and so able to commit to longer-term projects. A Fire Authority does not necessarily have the same stability, as the composition can change either along party lines following an election, or with changes of membership between elections. With a single democratically-elected person as PFCC, this instability is removed.
- Depending upon the timing of transfer, the PFCC will need to assume responsibility for delivering the outstanding recommendations of the Lucas Review. A more focussed accountability and assurance regime that the PCC model provides could more effectively deal with

recommendations made Sir Ken's Knight in his recent progress review relating to the role of governance, although there is also a risk that a change in governance during this period may disrupt progress.

- Sir Ken Knight's recent progress report highlighted disappointment that many employment practices considered the norm in UK Fire and Rescue Services still do not exist in Essex. The scope for any change has not been assessed as part of this business case and would need detailed discussion with the ECFRS leadership team given the difficult industrial relations position in Essex. It would also affect the complexity and risk of the staff transfer process.

Economy & efficiency

There would be direct and enabling benefits from adopting this option.

The most significant benefit would be to enable and accelerate the collaboration opportunities identified in the strategic case. Our estimate is that the collaboration programme would add around £15-23m NPV of financial benefit under this option.

The direct implementation costs to make this happen include: the costs of consultation (estimated at £60k); legal implementation costs (estimated at £75k) and other delivery costs, including project management and staff consultation (estimated at £150k).

There will be ongoing savings from the discontinuation of the current EFA committee arrangements and the creation of a single Monitoring Officer role. These will be partially offset by the uplift in costs for the OPFCC. The OPFCC plans to deliver increased scrutiny for half of the current cost of EFA. Once in place, the direct governance running costs for this option are expected to be £1.5m per annum, made up of:

- Office of the Police and Crime Commissioner: £1,410k – an increase of £200k to cover the additional responsibilities
- Essex Fire Authority – no other costs.
- Police and Crime Panel: £70k (including members' expenses) – feedback from the Chair of the Police and Crime Panel indicates that they do not forecast substantial changes in their workload. Their remit is oversight of the PCC, and they do not have a remit over operational matters. They are also constrained by time to fit in additional meetings.

This provides for £200k saving per annum in direct governance costs. There may also be scope for additional savings from consolidation of the s151 finance responsibilities, which are currently performed by three post holders.

£'000, 16/17 prices	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	Total	NPV
Implementation costs	(173)	(113)	-	-	-	-	-	-	-	-	(285)	(281)
Change in direct governance costs	-	100	200	200	200	200	200	200	200	200	1,700	1,425
Risks	-	(15)	(15)	-	-	-	-	-	-	-	(30)	(28)
Net benefit / (cost)	(173)	(28)	185	200	200	200	200	200	200	200	1,385	1,115

3.3.2 Ease of delivery

The change required under this option relates to the change in governance support arrangements and the transfer of staff, assets, contracts and liabilities to the new Fire Authority entity. The complexity and length of the staff transfer process will depend in part upon the extent to which any changes in terms and conditions are considered likely - we have assumed a relatively straightforward process. There will also need to be a review of existing contracts and assets prior to transfer, which may uncover some

complexities. At this stage, we have assumed a straightforward transfer process. The table below provides a summary of the business impacts of the change to this governance model.

Impact on...	
Legal	<p>The PCC will need to carry out a detailed review of the contracts, assets, liabilities, etc. of Essex Fire Authority prior to transfer.</p> <p>Secondary legislation is required to allow the PCC to take on governance of ECFRS. There is an intention to move as quickly as possible with 1 October 2017 looking like the nearest feasible date.</p>
HR	<p>The only direct impact on roles and responsibilities from this change in governance is to the PCC, OPCC and administrative support for EFA. The EFA clerk & monitoring officer is purchased on a consumption basis from Essex County Council and so we have assumed that there will be no HR complexities in these roles being taken on by the OPCC. There may also be an impact on the s151 officers (see below).</p> <p>For ECFRS staff, there will need to be a staff consultation process relating to the transfer of their employment, which we assume will take place following Cabinet Office Statement of Practice (COSOP) procedures. This could be relatively quick if guarantees are given of no changes in terms and conditions but this may delay benefit realisation later on.</p> <p>There remains a risk of strike action in ECFRS related to the existing dispute. The likelihood of this risk may increase slightly: the Fire Brigades Union has publicised their opposition to the PCC taking over fire and rescue services, but this model does not in itself change any roles, responsibilities, or terms and conditions.</p>
Commercial	<p>There will need to be a transfer of contracts, assets and liabilities to the new Essex Fire Authority entity. Whilst this should be relatively straightforward, contracts will need to be examined for any novation or change control terms that could delay implementation or create complexity.</p>
Financial management (s151)	<p>Separate reporting is still required, although it could be delivered by one officer. Allocations of costs for shared resources will need to be agreed. There may be opportunities to consolidate s151 roles across OPCC, police and fire, which are currently performed by three post-holders.</p> <p>There is a risk that there is a perceived lack of separation and therefore lack of challenge between police and fire, particularly when it comes to allocation of cost. The PCC will need to put robust controls and independent scrutiny of the cost allocations in place.</p>
Other change programmes and collaboration initiatives	<p>There is a risk of distraction affecting the existing change programmes and collaboration activity. This risk is being reduced by:</p> <ul style="list-style-type: none"> • The PCC has recently joined the Fire Authority as an observer with a view to smoothing the transition in governance • The SGB and ESCPB are already in place, bringing the PCC / OPCC together with senior staff from police and fire. The programme board considers the potential impacts on Transform and 2020 as standing agenda items, and includes representation from both programmes • The PCC has committed that police-fire collaboration in Essex will not diminish the existing Essex-Kent Police shared services collaboration.

3.4 Single employer option

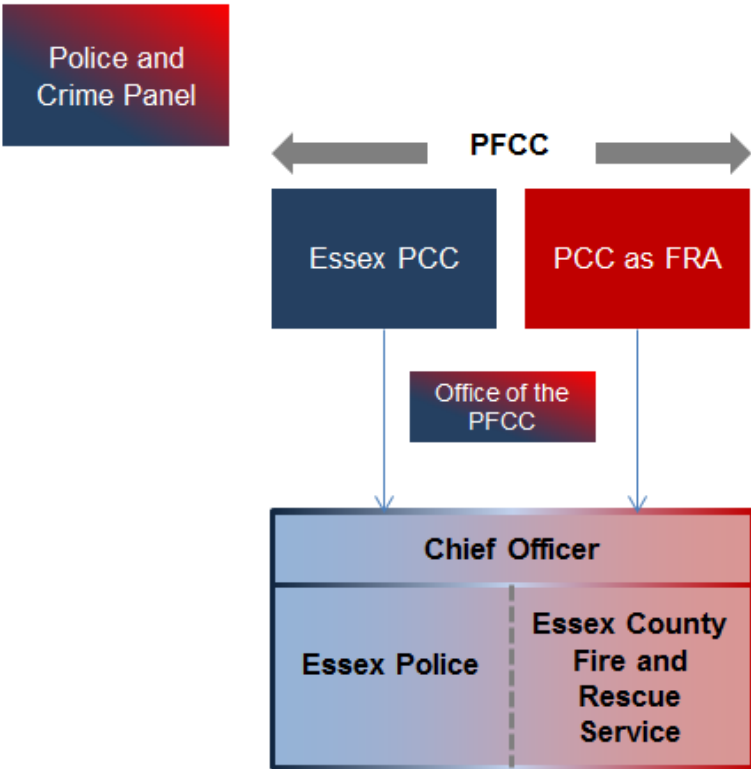
Under this option, the PCC takes on the role of the EFA and creates a single employer for both police and fire personnel under a single chief officer. He becomes the PFCC. The chief officer should appoint a senior fire officer to lead fire operations and a deputy chief constable to lead police operations, under their command. There remain separate funding streams and financial reporting, meaning that all costs still need to be allocated between police and fire.

The OPFCC will be expanded and restructured to take on the role of scrutiny of ECFRS and the work to merge the organisations. The Police and Crime Panel will continue to provide oversight of the PFCC including with his additional remit, but without substantial change to its operation.

As with the governance option, this option requires consultation, before submission to, and approval of the LBC by the Home Secretary and secondary legislation to enact the change. The degree of scrutiny will depend upon the level of local support there is for change.

Following hand-over, the members of the EFA will step down from their role and support arrangements will transfer to the OPFCC. There will need to be a transfer process of staff to the chief officer and an option to also transfer contracts, assets and liabilities from the old Fire Authority to the chief officer or to the new Fire Authority entity. We have assumed the latter for this business case to match the current position between EP and the PFCC.

Once approval for this option is given, the PFCC could take on the role of the fire authority and establish a single employer as one step, or two separate steps (to be determined following further planning work). We estimate that delivery of this option will take at least six months and potentially twelve months longer than the governance option due to the potential impact on staff making consultation more complex, appointment of the single chief and deputies and any other required organisational restructuring to enable the single employer model to take effect. If the PCC does not implement the single employer model to begin with, it could be introduced subsequently, although this would require additional consultation and a further local business case, as well as enabling secondary legislation.



3.4.1 Scale of benefits

In addition to the benefits for the governance model, the introduction of a single chief would drive organisational integration further into the day-to-day operations of police and fire, while still retaining separate front-line operational identities. This would further support the enabler for collaboration of “a clear and shared vision of the objectives of the collaboration”, and increase the likelihood of delivering greater collaboration, especially relating to operational and business support services. The need for

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contracts between fire and police for shared services would be reduced, simplifying the speed with which some changes could be made.

We assume that this option could realise at least 75% of the potential collaboration benefits, but that there would be a delay to realising them due to the complexity and risks around implementing this option.

Public safety

Public safety benefits from the collaboration opportunities identified in the strategic case are likely to be more achievable through a single employer model for the reasons presented above.

In addition to the potential benefits of collaboration initiatives, the PFCC and chief will between them provide single elected and operational points of accountability to the public for both police and fire. This could raise confidence and organisational outcomes although risk has also been expressed that too close association with the law enforcement responsibilities of police could affect the public's willingness to engage with Fire and Rescue Services. The evidence for this is inconclusive and so would remain a greater risk under this model than the governance model.

Effectiveness

As described in the governance model, there are potentially significant benefits to organisational effectiveness from aligning fire and police strategic priorities in a number of key areas in order to tackle shared challenges and deliver shared outcomes. In addition to the benefits from the single governance structure for police and fire, organisational effectiveness could be enhanced further through:

- A single point of operational accountability and consistency across both police and fire at strategic and operational leadership levels, and the capability of a single chief officer to drive performance.
- Opportunities to restructure shared capabilities – this could relate particularly to business and operational support services and strategic / performance functions to ensure alignment of priorities, more effective resource tasking, and use of data held by both organisations to understand common drivers of demand.
- Sustainable decisions, with the PFCC in post for four years, and chief officer changes limited to the changeover of only one role (not two as under the governance model), and so able to commit to and see through longer-term projects.

However, the single employer model would also create risks that could affect organisational effectiveness:

- The breadth of operational responsibilities for a single police and fire chief would be significant and new in this country.
- The scope for delivering greater benefits from deeper operational integration (but not merger) would depend in part upon making changes to terms and conditions. While shared services have been delivered without such changes in the past, there would be equal pay and other industrial relations issues if this persisted for a long time within the same employer. This would be a significant undertaking.
- Further consideration would be needed on how separate professional standards functions would operate. It is assumed that a single approach to managing complaints and professional standards would need to be adopted as fire and police would come under the remit of the new Office for Police Conduct. While this could streamline the two functions, significant re-design work would be needed to develop a single approach as this has not been undertaken before. This would need further consideration.

Economy & efficiency

As with the governance model, there would be direct costs and benefits in delivering this option as well as enabling benefits.

We estimate that the additional benefits of the collaboration enabled under this option would amount to of the order of £23m NPV of financial benefit. This could be greater if savings can be realised from changes to terms and conditions and a restructured approach to managing complaints and professional standards, but these have not been assessed at this stage.

In addition, the direct implementation costs to make this happen include the costs of consultation (estimated at £60k), legal implementation costs (£100k), other delivery costs, including project management and HR specialist advice (£250k) and recruitment costs for the new chief officer (estimated at £20k).

In addition to the moderate saving that can be realised under the governance model, the change in structure of the chief officer group should provide a further direct saving. We estimate that this saving will be approximately £100k per annum, equating to half of the annual salary (with on-costs) of a chief officer. The direct cost of governance is estimated as £1.5m per annum, made up of:

- Office of the Police Fire and Crime Commissioner: £1,410k – an increase of £200k to cover the additional responsibilities.
- Essex Fire Authority – no other costs.
- Police and Crime Panel: £70k (including members' expenses) – based on the feedback from the Chair of the Police and Crime Panel indicating that they do not forecast substantial changes in their workload.

With the saving in salary for one chief officer, this would give an annual saving of £300k per annum. This is shown below.

£'000, 16/17 prices	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	Total	NPV
Implementation costs	(183)	(123)	(123)	-	-	-	-	-	-	-	(430)	(418)
Change in direct governance costs	-	-	150	300	300	300	300	300	300	300	2,250	1,852
Risks	-	(75)	(150)	(137)	-	-	-	-	-	-	(362)	(336)
Net benefit / (cost)	(113)	(198)	(123)	163	300	300	300	300	300	300	1,458	1,099

3.4.2 Ease of delivery

This is the most challenging of the options to deliver as it involves substantial changes to staffing arrangements and will require significant union engagement. The fire unions, in particular the FBU, have highlighted in public documents that they do not agree with the single employer model. This is likely to be the most contentious of the options.

The following table considers the business impacts of the single employer option.

Impact on...	
Legal	<p>There would be a statutory staff transfer scheme to a single employer which will intend to mirror the requirements of the Cabinet Office Statement of Practice and follow the best practice for TUPE. Terms and conditions nationally negotiated and/or incorporated in collective agreements can be expected to be preserved after the transfer to the new employer.</p> <p>However, it will require staff consultation and there may be a need to harmonise terms and conditions (note 'other risk' below). For the purpose of this analysis, we assume that terms and conditions will remain as they are at transfer; this will need to be investigated further as part of the planning for this option.</p> <p>Transfer of staff to the single chief and assets and other liabilities to the new fire authority is considered to be legally complex.</p>

HR	<p>The Fire Brigades Union has indicated that it does not agree with the single employer model. Under this model, the PCC will need to decide if they intend to make changes to terms and conditions, which are likely to be required in order to gain the full benefits of the single employer model and also mitigate against risks of equal pay claims. Any complexity will lead to a longer and more risky staff transfer process than under the governance model, which could delay delivery of benefits. The risk of industrial action is high. This would lead to wider disruption, including a risk to public safety, delays to other changes and increases in costs.</p> <p>Further work would also be needed on how complaints and professional standards would be managed under a single employer. Current arrangements differ significantly between police and fire. There is likely to be high interest from staff and unions on how this will operate.</p>
Commercial	<p>There are no immediate additional commercial changes required by the transfer to a single employer model unless the PCC decides to transfer assets to the single chief. Otherwise, the same transfer process as for the governance model would apply.</p> <p>As enabling services are merged, a full commercial review will be required to ensure, for example, that software licences cover all users appropriately. Some of these changes will take longer to implement and will be part of a wider collaboration programme rather than being delivered as part of the governance changes.</p>
Financial management (s151)	<p>Separate reporting is still required. Allocations between police and fire will need to be agreed for each area that shares resources, which will be more complex under a single employer model and increasing number of shared functions. As with the governance model, there are opportunities for consolidating the s151 responsibilities.</p>
Other change programmes and collaboration initiatives	<p>There is a risk of distraction affecting the existing change programmes and collaboration activity. This risk is being reduced by:</p> <ul style="list-style-type: none"> • The PCC is aiming to join EFA as an observer as soon as possible, smoothing the transition in governance. • As stated under the Governance option, the SGB and ESCPB are already in place, bringing the PCC / OPCC together with senior staff from police and fire. The programme board considers the potential impacts on Transform and 2020 as standing agenda items, and includes representation from both programmes. However, as the Single Employer option creates one employer (but separate budgets) the programmes are likely to need to be drawn together, so there is likely to be an impact as they are re-planned. • The PCC has committed that police-fire collaboration in Essex will not diminish the existing Essex-Kent Police shared services collaboration.
Other risks	<p>There is a risk of challenge from enabling services staff if not moved onto the same terms and conditions. Equal pay claim issues could also occur in the longer term if standardisation of terms and conditions is not achieved. This would be a significant undertaking.</p> <p>There is a risk of dispute with fire service unions raising challenge associated with the change to employment of members.</p>

3.5 Options appraisal

3.5.1 Appraisal methodology

Based on the analysis above, the options have been assessed against the CSFs described in the Strategic Case using the summary scoring regime shown in Table 1.

Table 1: Scoring regime

CSF	1	2	3	4
Public safety	The option has a detrimental impact on public safety	The option will have little or no impact on public safety	The option will make the public safer	The option will make the public safer and save lives
Effectiveness	The option has a detrimental impact on the effectiveness of police and/or fire, such as increasing response times	The option does not change the effectiveness of the two organisations	The option will improve the effectiveness of one organisation, or in one area	The option will improve the effectiveness of both police and fire in a number of areas
Economy & efficiency	The option increases costs	The option has marginal impact on costs	This option delivers some savings	The option delivers significant savings
Ease of delivery	The option will be difficult to deliver and cause significant disruption to business as usual	The option is challenging to deliver, but achievable. It will cause some disruption to business as usual.	The option is straight forward to deliver and disruption can be managed.	The option is straight forward to deliver and will cause no disruption

The following sections outline the findings against each CSF for each option.

3.6 Preferred option

Based on the assessment in sections 3.1 to 3.4, the summary impact of the options is shown in the table below.

Table 2: Summary of options appraisal

	Option 1: Do nothing	Option 2: Representation	Option 3: Governance	Option 4: Single employer
Public safety	2	2	3	3
Effectiveness	1	1	3	4
Economy and efficiency	1	1	4	4
Ease of delivery	4	4	4	1

The do nothing and representation options are straightforward to implement in that they represent very minor changes. Both these options would, however, do very little to capture the significant operational and financial benefits that have been identified. Both the governance and single employer options have the potential for substantial enabling benefits and improving public safety and are therefore marked highly for economy, efficiency and effectiveness as well as public safety.

The key differentiator between the governance and single employer options is in the relative ease of delivery of either option. The single employer model requires substantial change to make it happen which means it will take longer to realise and carries substantial risks, in particular around potential for industrial action. The governance model offers the majority of the enabling benefits of the single employer model and higher direct benefits and at lower cost and risk to implement.

In addition, a summary of the direct and estimated enabling NPVs over ten years of each option is shown below.

	Option 1: Do nothing	Option 2: Representation	Option 3: Governance	Option 4: Single employer
Enabling NPV	<£8m	~£8m	£15-23m	~£23m
Direct NPV	£0	£(0.01)m	£1.1m	£1.1m

The preferred option is the **governance model**. The representation model offers very little benefit over and above do nothing, although it would be straight forward to implement.

In the following sections, we consider the commercial, financial and management cases for the preferred option of the governance model.

4 COMMERCIAL CASE

The main commercial implications from adopting the Governance model for Essex Fire Authority are relatively straightforward and focus on the transfer of contracts, assets and liabilities from the old FRA to the new FRA, led by the PCC. This transfer will take place through a statutory transfer scheme.

In addition, the disbanding of the committee structure of the EFA will result in the termination of the current annual contractual arrangements with Essex County Council. The OPCC will take on these responsibilities, using in-house staff with external support as required.

The Governance model requires ECFRS staff to transfer from the existing FRA as their employer, to the new FRA, led by the PCC, under Cabinet Office Statement of Practice (COSoP).

4.1 Commercial implications

Contracts that support delivery of policing in Essex are held by the PCC, and contracts associated with delivery of ECFRS are held by EFA.

There will be no change to policing contracts. Existing EFA contracts will need to be transferred to the new PCC-style FRA.

To give effect to the Governance model the Policing and Crime Act gives the Secretary of State the power to make an order which makes the PCC the FRA for the area covered by the order. The order will also provide for the creation of a corporation sole as the FRA. This arrangement is intended to "preserve the distinct legal identity of the fire and rescue service by creating the PCC-style FRA as a separate corporation sole, rather than transferring the fire and rescue functions to the PCC"⁴⁹.

If the Secretary of State makes an order which makes the PCC the FRA for the area covered by the order, they may also make schemes transferring property, rights and liabilities from an existing FRA to the new PCC-style FRA (section 4C(2) of the Fire and Rescue Services Act 2004, as proposed to be inserted by paragraph 5 of Schedule 1 to the Bill).

Things that can be transferred under a transfer scheme include:

- Property and rights and liabilities which could not otherwise be transferred.
- Property acquired, and rights and liabilities arising, after the making of the scheme.
- Criminal liabilities.
- References to "property" above include the grant of a lease.

There will be a need for further examination of all existing assets, liabilities and contracts held by EFA to understand if there are complexities created by the transfer to the new PCC-style FRA, such as restrictions on novation or change control. This may increase the timescales and costs of transfer. A list of assets and liabilities of EFA will be included in the Final LBC submitted to the Home Office.

⁴⁹ Paragraph 307 of the Explanatory Notes to the Policing and Crime Bill

As the PFCC takes on the role of the EFA, this will mean disbanding the current committee and sub-committees. The additional scrutiny responsibilities of the PCC will be supported by the OPFCC. EFA currently purchases support services from Essex County Council. This includes the role of Monitoring Officer, which is discharged by the County Solicitor and Director for Essex Legal Services under an annual contractual arrangement. This contract will need to be ended.

The OPFCC will conduct a full review of its structure in order to meet its future requirements. The current expectation is that this will continue to be delivered in-house, with external support (such as legal services) purchased as and when required. Detail of the proposed structure of the OPFCC will be worked up during the spring and included in the Final LBC submitted to the Home Office.

In the longer term, as enabling services are brought together through collaboration arrangements, some of the supporting contracts will also change. For EP, much of their enabling services are already closely interlinked with Kent Police as shared services. As this arrangement is already nationally recognised as operating successfully and has already delivered significant economies of scale, there is no intention to change these. There may be opportunities to on-board ECFRS enabling services into an existing successful provider.

4.2 Human resources implications

Under the Governance model, all fire and rescue staff will transfer from the current EFA to the new FRA, led by the PFCC. The transfer would take place via the same transfer scheme described in section 4.1 above (because references to 'rights and liabilities' includes rights and liabilities under an employment contract). The transfer would be governed by the Cabinet Office Statement of Practice (COSO P), protecting the terms and conditions of staff.

It will be for the PFCC and the SGB to consider, as part of the Collaboration Programme, whether any specific collaboration projects may require changes to standardise terms and conditions - to improve public safety, effectiveness or efficiency - or whether the same result can be achieved by a collaboration agreement between the new FRA and Police with staff working together on different terms and conditions. Any additional changes would be subject to appropriate consultation.

Without standardisation, where staff are doing the same job there could potentially be claims for breach of trust and confidence or equal pay. Initial legal advice suggests that such claims would be unlikely to succeed under the governance model, but could cause unrest.

If standardisation is pursued, in relation to roles that are not reserved to either a warranted constable or a firefighter, the trade unions may wish to support this but they will seek to drive standardisation at the higher terms.

These issues will need to be considered as part of the wider Collaboration programme, but under the requirements to consult during the transfer process, it is likely that unions will seek assurances on terms and conditions.

The PCC has confirmed that at the point of transfer there will be no changes to the terms and conditions of the fire staff.

4.3 S151 officer implications

If the PCC opts to appoint the same individual to the s151 Chief Finance Officer posts for fire and police, appropriate safeguards and protocols to mitigate against any actual or perceived conflict of interest will be required. Examples of the governance arrangements to provide necessary oversight of arrangements in place will include Internal Audit, External Audit and Audit Committee scrutiny. The in-built statutory and professional standards responsibilities associated with the s151 role also provide inherent safeguards for the professionalism and probity with which the role will be undertaken.

5 FINANCIAL CASE

We estimate that the direct costs of implementing the governance model will be approximately £340k. These costs will be funded through the PCC's earmarked reserve. We forecast a small saving in operational costs as a direct result of a change to the governance model of c. £200k per annum, shared across the EFA and Essex PFCC.

In addition, the governance model will enable further potentially significant benefits through increased collaboration of more than £20m, including ongoing cashable benefits of £3m pa. The change in governance arrangements will require transfers of assets and liabilities and agreement on how shared costs and benefits will be apportioned.

This financial case considers the financial implications in two sections:

- Direct impact of the governance changes.
- Potential impact from collaboration opportunities.

5.1 Direct impact of the governance changes

This section outlines:

- The direct costs and cashable benefits as a direct result of the change to the governance model.
- The accounting implications of the change in governance.

5.1.1 Direct costs and cashable benefits

The direct costs of implementing the governance model will be funded by the PCC from earmarked reserves. The funding requirement totals £285k over 2016/17 and 2017/18 as shown in Table 3 below.

Table 3 Implementation costs (funded by PCC from earmarked reserves)

£'000, including inflation	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26
Consultation	60.0	-	-	-	-	-	-	-	-	-
Legal costs	37.5	37.5	-	-	-	-	-	-	-	-
Other delivery costs	75.0	75.0	-	-	-	-	-	-	-	-
Total implementation costs	172.5	112.5	-	-	-	-	-	-	-	-

Following the switch to the new governance model, there will be an ongoing reduction in running costs for governance (a cashable saving). This benefit of £200k per annum will be shared across Essex PFCC and EFA⁵⁰. The savings and impact on the two organisations is shown in Table 4.

Table 4 Reduction in running costs (and impact on the bottom line)

£'000, including inflation	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26
Total cost saving	-	101.8	207.9	211.8	216.1	220.4	224.8	229.3	233.9	238.5
Saving to EFA	-	61.1	124.7	127.1	129.6	132.2	134.9	137.6	140.3	143.1
Saving to Essex PFCC	-	40.7	83.2	84.7	86.4	88.2	89.9	91.7	93.5	95.4

Savings could be reinvested or passed onto the public through a reduction in the requirement for precept increases. However, these savings equate to less than 1% of the precept for each organisation and so in itself the latter would have limited tangible impact.

5.1.2 Accounting implications

The same four sets of financial reporting are required as today:

- PCC Group – including the PCC and Chief Constables accounts.
- PCC Accounts – PCC who owns the assets and contracts for the police.
- Chief Constable – separate accounts are maintained and these are also incorporated into the PCC group accounts.
- EFA – This covers all of the costs, assets and liabilities for ECFRS.

All of these accounts are currently prepared in line with the CIPFA Code of Practice on Local Authority Accounting.

Where services or assets are shared in delivery of police and fire duties (such as the OPFCC), the costs will need to be apportioned fairly between police and fire. This will be determined on a case by case basis in accordance with HM Treasury guidance, Managing Public Money, and scrutinised through the regular audit of accounts.

We do not expect any changes to treatment of VAT due to the change in governance.

The PFCC will be taking over the role of EFA and as such taking responsibility for all assets and liabilities. Further work will be required before the transfer in order to build a detailed understanding of the assets and liabilities held. Further information is provided below on the current status of EFAs assets and liabilities. A list of assets and liabilities of EFA will be included in the Final LBC submitted to the Home Office.

As at 31 March 2016, the EFA holds long term assets worth £109m, the majority of which are property assets (£95m), or vehicles (£13m). The Authority also has long term borrowing of £28m⁵¹.

In his current role, the PCC already controls £91m of long term assets (as at 31 March 2016) and £4m of long term liabilities. With control of fire assets and liabilities as well, the PFCC will control a total of £200m long term assets and £32m long term liabilities. As shown below, there may be significant opportunities over time to manage these assets more efficiently and effectively as a result of the governance model. Receipts from the sale of PCC, police or fire assets will continue to be paid into the appropriate police or fire funds, which will remain separate.

ECFRS staff pensions are provided through three schemes:

⁵⁰ For this business case, we have assumed a split of OPCC costs of 80% to Police and 20% to Fire, reflecting the balance of budgets (78/22) and FTEs (83/17). Actual allocations will need to be agreed, taking into account balance of workload.

⁵¹ Essex Fire Authority 2015/16 Accounts

- The Local Government Pension Scheme which is administered by Essex County Council and is a funded defined benefits scheme.
- Firefighters' pension schemes – unfunded, defined benefit schemes, with Government grant payable for any shortfall on the pension fund account
- Retained firefighters' pension scheme – a defined contribution scheme that is externally managed, with no financial implications for EFA.

EP staff pensions are provided through two schemes:

- The Local Government Pension Scheme which is administered by Essex County Council and is a funded defined benefits scheme.
- Police officers' pension schemes – unfunded, defined benefit schemes, with Government funding any shortfall on the pension fund account.

EFA also has a contingent asset associated with a potential change to pension contributions that may be retrospectively applied. The impact of this is yet to be determined.

5.2 Potential impact from collaboration opportunities

Our high level assessment gives estimated cashable savings from collaboration enabled under the governance model of the order of £20m, including ongoing cashable savings of £3m per annum. To achieve this level of savings, EP and ECFRS will need to build on existing initiatives (such as work underway under Transform and 2020), and provide additional up-front investment of the order of £3m over four years from 2016/17.

There may be significant benefits to both the revenue budgets and to the balance sheet from collaboration opportunities enabled by the governance option. With assets under control of the PFCC, more innovative use of the combined estates and other assets held by police and fire are more likely. This can include better use of existing buildings at no additional cost to ensure that the public can access police and fire services, through to realising financial savings from rationalisation and consolidation of the estate.

Savings could be reinvested in frontline services or passed onto the public through a reduction in the requirement for precept increases. Table 5 and Table 6 give the estimated revenue and capital impacts of the change enabled by the governance option. This is based on the mid-point of the 50-75% of the potential opportunities for collaboration that the economic case estimated would be achievable under the governance model. The underlying costs and benefits are based on the assumptions set out in appendix B2, with inflation applied. These figures are indicative only; they do not make any provision for redundancy and, where we cannot assess costs with confidence at this stage, we have assumed a net benefit figure.

Further work will be commissioned to scope these opportunities in more detail and they will then be subject to separate business cases. Where services are shared between Kent & Essex Police, full consultation with the Kent Police & Crime Commissioner and Chief Constable will be required and agreed with them prior to any business case relating to those shared services progressing. This includes both operational and strategic functions.

Table 5 Indicative revenue costs and savings for potential collaboration programme

£'000, including inflation	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26
Revenue costs	(650)	(830)	(1,000)	(330)	-	(510)	(350)	-	-	-
Revenue savings	-	180	440	1,610	2,310	2,430	2,580	2,630	2,690	2,740
Net revenue (cost)/saving	(650)	(650)	(560)	1,280	2,310	1,920	2,230	2,630	2,690	2,740

Table 6 Indicative capital costs and savings for potential collaboration programme

£'000, including inflation	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26
Capital costs	(90)	(30)	-	-	-	-	-	-	-	-
Capital savings	-	5,150	220	1,240	-	-	-	-	-	-
Net revenue (cost)/saving	(90)	5,120	220	1,240	-	-	-	-	-	-

The capital savings in Table 6 are related to the potential move of Police HQ functions to Kelvedon along with the sale of the building where the OPCC is currently located.

As highlighted in section 5.1.2 above, all costs and benefits of collaboration must be apportioned between the separate accounts that continue to be required. Apportionment of shared costs will be determined on a case by case basis, based on appropriate measures. Where assets are shared, it may be that one party owns the relevant asset and the other party pays for its use.

These issues will need to be considered in detail as part of the business case for each initiative, as it may affect savings projections.

5.3 Consolidated future budgets for police and fire services

As highlighted in Sections 5.1 and 5.2, there are direct and potential impacts as a result of collaboration between police and fire. This section shows a consolidated picture of the future budgets for fire and police, taking into account the savings from this business case and the planned budgets for EP and ECFRS after their own transformation programmes. There will continue to be separate accounts for both organisations; this shows the total budgets for which the PCC will have responsibility.

The table below shows the consolidated view of the police and fire five year budget baseline (with each services' own transformation programmes having been incorporated), after indirect savings from collaboration activity and direct savings from a new governance model. The consolidated savings from the chosen governance model have been separated into a different line item:

£'000	15/16	16/17	17/18	18/19	19/20
Fire baseline spend	71,827	73,264	69,414	69,942	70,090
Police baseline spend	262,511	266,279	265,300	265,400	265,500
Total budget	334,338	339,543	334,714	335,342	335,590
Plus cost of implementing governance option	-	173	113	-	-
Less direct savings from governance change	-	-	(102)	(208)	(212)
Less indirect costs/(savings) from governance change	0	650	650	560	(1,280)
Net consolidated budgets position	334,338	340,366	335,375	335,694	334,098

In addition to the indirect revenue savings of collaboration activity, there will be £6,450k worth of indirect capital savings in the five years to 2019/2020.

6 MANAGEMENT CASE

The Management Case describes the arrangements and plans which have been and will be put in place for managing the implementation of the proposed Governance model successfully.

We expect that the necessary activity to implement the governance changes can be completed in time to make the new arrangements effective on 1 October 2017.

6.1 Governance and programme management arrangements

The implementation of the governance changes will be led by the PCC, with support from the OPCC. Where required the OPCC has commissioned specialist professional advice and support in areas such as programme management, HR and legal.

The OPCC has utilised PA Consulting to support them in the development of the LBC, and Sharpe Prichard as specialist legal advisors to support the consideration of these changes.

The governance changes form part of the Emergency Services Collaboration Programme, which is designed to maximise the effectiveness and efficiency of police and fire services. The programme is overseen by the SGB, which sets the strategic direction for collaboration. Stage 1 of the programme is focusing specifically on Police and Fire collaboration with wider emergency service collaboration to be considered in stage 2.

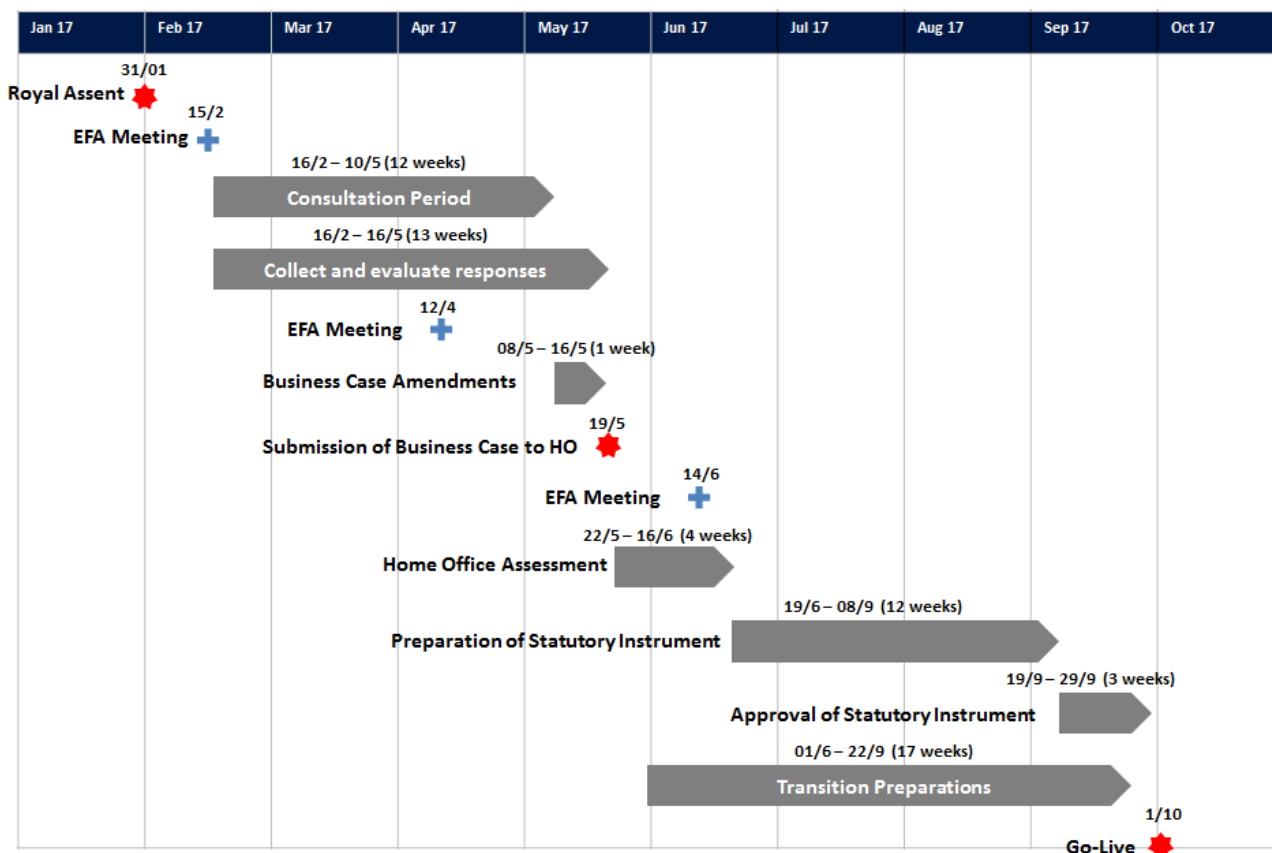
The SGB has the following membership:

- PCC, Roger Hirst (Chair)
- OPCC Chief Executive, Susannah Hancock
- Chief Constable, Stephen Kavanagh
- Chief Fire Officer, Adam Eckley
- EFA Chairman, Cllr Tony Hedley
- Temporary Assistant Chief Constable, Carl O'Malley

The SGB is supported by the Emergency Services Collaboration Programme Board (the "Programme Board"), jointly chaired by Temporary Assistant Chief Constable, Carl O'Malley and Assistant Chief Fire Officer, Dave Bill. The role of the Programme Board is to ensure the delivery of the programme plan, including alignment with other transformation activity. Membership of the Programme Board includes representation from the Transform Programme and 2020 Programme to ensure clarity of scope, impact and benefits.

6.2 Implementation plan

A high level implementation plan for the governance changes is shown below.



The ambition is to deliver the preferred option of governance by the 1st October 2017, and the project plan has been developed with this timetable in mind. A more detailed transition plan will be included in the final version of the LBC.

This plan is based on the following assumptions and dependencies:

- The PCC engaged with the EFA through the last quarter of 2016 on the emerging proposals alongside the further development of proposals and plan, including consultation documents, in order to be ready for formal consultation.
- The PCC will go out to consultation, with the local authorities, officers, staff, unions and representative bodies and members of the public across Essex. The consultation period will be twelve weeks and will commence on the 16th February 2017.
- Consultation will commence prior to the 'purdah' period and will then continue until after the local election for Essex County Council which is scheduled for 4 May 2017. Consultation will close on the 10th May 2017.
- Following the completion of the consultation period and appropriate consideration of the feedback received, a revised business case will be submitted to the Home Office for Home Secretary approval. The proposed date for submission to the Home Office is 19th May 2017.
- We have assumed that the approval of the business case, and the preparation and approval of the statutory instrument can be achieved in 19 week period. We have assumed for this plan that there will be local agreement to the proposed governance arrangements; if there is not, a further 2-3 months may be required for the Home Office to gain the necessary independent scrutiny.
- Implementation of the Governance model will require the creation of a new FRA by statutory instrument. The Policing and Crime Act gives the Secretary of State the power to make an order which makes the PCC the FRA for the area covered by the order. The order will also provide "for

the creation of a corporation sole" as the FRA for the area specified in the order. Finalisation of the Order is included in the 19 week period.

- A statutory transfer scheme will be required to move staff, contracts and assets to the new FRA. We have assumed a staff consultation process of four months is available, but it could be done more quickly if uncontentious.
- Based on current assumptions the realistic target implementation date for the new governance arrangements is therefore 1 October 2017. A slippage in these assumptions could mean that the implementation date would need to be pushed back to the next appropriate implementation date.
- Further analysis is required of the arrangements that will be required to secure a smooth transition of financial management arrangements at the half-year point.

6.3 Stakeholder engagement

The development of proposals for governance and collaboration has already benefitted from constructive initial engagement with key stakeholders including:

- The three upper tier local authorities
- The chair of the Police and Crime Panel
- The chair of the Essex Fire Authority.

A comprehensive Consultation Plan has been developed which sets out the three key groups of stakeholders that will be consulted. These are local authorities, officers, staff, unions and representative bodies and members of the public across Essex. Details of the results of the consultation will be included in the final version of the LBC that will be submitted to the Home Office.

6.4 Risk management

Proactive risk management will form part of the transition to the Governance model, building on existing risk management arrangements adopted by the OPCC for current transformation activity in EP.

This means:

- Establishing and maintaining a risk log.
- Ensuring that each risk is owned by a named individual.
- Carrying out regular risk reviews and setting target dates for mitigations.
- Providing strategic oversight of risks and mitigations by appropriate governance bodies based on clear thresholds for escalation.
- Appendix C summarises an initial view of the risks associated with the implementation of the Governance model and proposals for mitigation. These are actively managed by the SGB throughout the period prior to submission to the Home Office.

6.5 Benefits management

Implementation of the changes will also be underpinned by proactive benefits management arrangements to ensure that the identified benefits are realised. These arrangements will be overseen by the SGB which will have regard to the two types of benefit, detailed in the Economic Case above, i.e.:

- Governance benefits (i.e. those benefits directly associated with improvements in the governance of the Fire and Rescue Service).
- Collaboration benefits (i.e. those benefits that flow from collaboration between the two services, which are enabled and more likely to be realised as a result of the governance changes).

The approach to benefits realisation includes:

- Establishing a benefits register.

- Identifying clear owners with responsibility for benefits realisation.
- Developing common benefits realisation plans.
- Regular review processes.

6.6 Impact assessment

6.6.1 Equality

The Equality Impact Assessment (EIA) is concerned with anticipating and identifying the equality consequences of a particular policy / service initiative and ensuring that as far as possible any negative consequences for a particular group or sector of the community are eliminated, minimised or counterbalanced by other measures.

Our initial view is that the proposed governance changes will not affect any particular group or sector of the community differentially. The intention is to increase the level of public visibility and accountability in the governance of the Fire and Rescue Service through the new governance arrangements including the revised operation of the PCP and the forms of public accountability that are associated with the OPCC.

However, we will test this point through the public consultation and use this feedback as evidence to input to an EIA as part of the updated LBC that will be submitted to the Home Office for final approval.

It will be for the PCC and SGB to consider whether this EIA should be carried out at the level of the wider collaboration programme, to assess the impact of the full set of collaboration initiatives on staff and members of the public.

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APPENDIX A - DESIGN PRINCIPLES

The following 12 design principles were agreed by the ESCPB in July 2016 to underpin the approach to select the priority areas for collaboration between ECFRS and EP. They are grouped as those that assess benefit and those that assess the ease of implementation.

Benefit:

- Has a positive impact on public safety.
- Delivers measurable benefits to the public of Essex.
- Makes a significant contribution to improved economy, efficiency or effectiveness in both organisations.
- Provides a strong return on investment.

Ease of implementation:

- Can be funded from operating budgets, reserves or other available funding.
- Can be delivered by capable and existing resources.
- Is consistent with the design and implementation roadmap of the 2020 Programme in EFRS.
- Is consistent with the design and implementation roadmap of the Transform Programme in EP.
- Does not duplicate collaboration objectives or initiatives with other FRS services or police forces or national initiatives.
- Does not diminish the effectiveness or efficiency of the Essex/Kent police support service collaboration.
- Is capable of being delivered within the next two years.
- Commands support from both organisations, partner organisations, staff organisations and the public.

APPENDIX B - ASSUMPTIONS LOG

The assumptions are grouped into three sections:

- Cost assumptions for the direct costs and benefits of governance changes
- Cost and benefits assumptions for potential collaboration opportunities
- Planning assumptions

These are set out below.

B1 - Cost assumptions for the direct costs of governance changes

Ref	Area	Value	Description
G-01	Current cost of Police & Crime Panel	70,000	The cost of the PCP is £70k per annum, based on £53k support and administration costs and £1k in expenses per member for 18 members).
G-02	Current cost of Essex OPCC	1,200,000	The cost of Essex OPCC is £1.2m per annum, based on reported actuals for 2014/15 and 2015/16. It includes governance and commissioning functions.
G-03	Current cost of EFA	400,000	Estimated costs of EFA are £400k per annum, based on £148k costs including expenses (2015/16 spend) and £252k on Essex County Legal Services.
G-04	Governance & Single Employer; uplift in OPCC costs	200,000	For the Governance and Single Employer models, the OPCC will spend an additional £200k per annum, replacing all of the current costs of EFA.
G-05	Single Employer - saving in Chief Officer pay	100,000	For the Single Employer model, we assume that there will be a saving equivalent to half of the salary cost of one chief officer, based on reported salaries and on-costs for Chief Constable in 2015/16 and Chief Fire Officer in 2015/16.
G-06	Implementation costs for Representation model	10,000	The costs of implementing the representation model are expected to be low; we have allowed for £10k in legal fees. Costs will be incurred in 2016/17.
G-07	Implementation costs for Governance model	285,000	The estimated costs of implementing the governance model are: Consultation: £60k, based on 6 month salary for communications specialist of £12-15k, plus on-costs (this assumes that no media advertising is required) Legal advice: £75k, based on low end of estimate from legal advisors. Specialist HR advice & delivery support for staff transfer - £50k. Other delivery costs, including management of consultation: £100k - high level estimate assumes project management-type support for six months. Consultation costs will all be incurred in 2016/17; other costs will be spread equally across 2016/17 and 2017/18.
G-08	Implementation costs for Single Employer model	430,000	The estimated costs of implementing the single employer model are: Consultation: £60k, based on 6 month salary for communications specialist of £12-15k, plus on-costs Recruitment costs of chief officer - £20k (this assumes that no media advertising is required). Legal advice: £110k, based on high end of estimate from legal

Ref	Area	Value	Description
			advisors. Specialist HR advice & delivery support for staff transfer - £150k. Other delivery costs, including management of consultation: £100k - high level estimate assumes project management-type support for six months. The total implementation costs will be spread equally across three years: 2016/17, 2017/18 and 2018/19.
G-09	Financial assumption - VAT	20%	We assume that VAT will be incurred on implementation costs at the current rate of 20%.
G-10	Financial assumption - inflation	NA	We assume inflation in line with the July 2016 GDP deflator forecast from National Statistics. 2017/18: 1.8%; 2018/19: 2.1%; 2019/20: 1.9%; 2020/21: 2.0%
G-11	Governance model - risk of equalising terms and conditions	(30,000)	Under the governance model, there is a low risk of a challenge to equalise existing terms and conditions. If this risk occurs, there will be additional costs for specialist HR advice and delivery support in 2017/18 and 2018/19.
G-12	Single employer model - risk of equalising terms and conditions	(150,000)	Under the single employer model, there is a medium risk of a challenge to equalise terms and conditions. If this risk occurs, there will be additional costs for specialist HR advice and delivery support in 2017/18 and 2018/19.
G-13	Single employer model - risk of industrial action	(212,000)	Under the single employer model, there is a medium risk of industrial action. If this risk occurs, it will delay realisation of direct benefits by a year and incur another year's worth of implementation costs.
G-14	Financial assumption – discount rate	3.5%	The standard HM Treasury discount rate as set out in the Green Book.

B2 - Cost and benefits assumptions for potential collaboration opportunities

The following table provides a summary of the net benefits of each area of collaboration opportunities. The detailed assumptions that sit behind these numbers are in the following table.

£m, 16/17 prices	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	NPV
Better working together to improve public safety	(0.6)	-	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	4.3
Sharing of estates	(0.2)	8.1	0.4	1.9	0.1	0.1	0.1	0.1	0.1	0.1	10.1
Enabling shared business service functions	(0.5)	(0.5)	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	5.9
Joint procurement initiatives	-	-	-	0.4	0.4	0.4	0.4	0.4	0.4	0.4	2.3
Further medium and long-term operational collaboration	-	-	(0.6)	-	1.8	1.8	1.8	1.8	1.8	1.8	9.0

Programme management	(0.3)	(0.3)	(0.3)	-	-	-	-	-	-	-	(0.9)
Net benefit / (cost)	(1.1)	7.3	(0.3)	4.3	4.2	3.5	4.2	4.9	4.9	4.9	30.8

Ref	Area	Value	Description
CP-01	Management of the collaboration programme	(900,000)	We have estimated costs of £300k in 2016/17, 2017/18 and 2018/19 across EP and ECFRS to manage this potential programme.
CP-02	First wave of operational initiatives - implementation costs	(1,240,000)	In line with the estimates included in the Police Transformation Fund bid, the ten initiatives that form the first wave of operational initiatives will cost £740k to implement in 2016/17 and £500k in 2017/18.
CP-03	First wave of operational initiatives - cashable benefits	500,000	The initiatives will realise £500k cashable benefits to EP and ECFRS per year when fully mobilised, starting with £250k in 2017/18 and then £500k per annum thereafter.
CP-04	First wave of operational initiatives - non-cashable benefits	250,000	The initiatives will realise £100k of financial, non-cashable benefits in 2016/17 to EP and ECFRS, then £250k per annum thereafter.
CP-05	Estates - move of OPCC to Kelvedon Park - costs	(200,000)	The costs of fitting out the space in Kelvedon Park for the OPCC to occupy are estimated as £200k; £150k in 2016/17 and £50k in 2017/18. We assume that this will be capitalised. We assume this figure covers the cost of moving.
CP-06	Estates - move of OPCC to Kelvedon Park - one off cashable benefit	1,500,000	The asset value of the OPCC's current site (Hoffman's Way) is £1.5m. We assume that the property could be sold for this in 2017/18.
CP-07	Estates - move of OPCC to Kelvedon Park - ongoing cashable benefit	70,000	Current running costs of the OPCC office are £70k per annum and we assume that these would be saved from mid-2017/18 onwards. There will be some change in running costs for Kelvedon Park due to the increased occupation, but we assume that these are marginal. Some of the total running costs will be recharged to the OPCC.
CP-08	Estates - new police HQ built at Kelvedon Park - costs / savings	6,600,000	EP already has plans in place to build a new headquarters site. The main HQ functions and control room could be built at Kelvedon Park (Fire HQ site). This will reduce the capital expenditure (e.g. by reducing the amount of land needed to be purchased). The saving is estimated as 20% of the forecast cost of £33,000,000. We estimate that this saving would be realised in 2017/18.
CP-09	Estates - one off savings of building a joint operational emergency services centre	1,700,000	ECFRS and EP are considering options for a new operational emergency services centre site that will include fleet management workshops and operational training. Making this fully integrated could reduce the space requirement by 20% and so reduce the estimated cost for ECFRS and EP of c£8.5m by the same amount (based on mid-point estimate for both workshops). We estimate that this saving would be realised in 2019/20.
CP-10	Estates - better use of other estate - one off saving from reduction	500,000	There are some opportunities for combining operational sites for ECFRS and EP. Three of the police sites currently planned for refurbishment could be transferred to local fire

Ref	Area	Value	Description
	in cost of refurbishment		stations. This would require fit out of the fire stations, but this is expected to be £0.5m cheaper than the avoided costs of refurbishing the existing sites (currently estimated as £1-2m). We assume that the saving would be realised as the sites are released, estimated as two in 2018/19 and one in 2019/20.
CP-11	Enabling services - potential annual saving in ECFRS staff costs	1,000,000	Sharing enabling services should realise savings in the range of 10-15% of ECFRS's current spend of £8.8m on staff (2016/17 budget). We have attributed £1m per annum from this budget as the potential benefit. We expect this could be achieved from 2019/20 onwards.
CP-12	Enabling services - investment costs	(1,000,000)	We assume that ECFRS would be on-boarded to an existing provider. We assume the changes would be made over two years 2017/18 and 2018/19 at a total cost to ECFRS and EP of approximately £1m (a year's worth of benefit), with benefit then realised from 2019/20 onwards.
CP-13	Joint procurement initiatives - potential annual saving in IT systems spend	399,700	In ECFRS, £3.9m is spent on IT systems procurement and in EP the figure is £3.3m. We have allocated a conservative figure of 10% from the ECFRS procurement spend, which would be realisable in Years 4 and 5. The savings are predicated on realising economies of scale from partnership with a larger agency, although they will be offset by more stringent security requirements if ECFRS needs to align its IT standards with EP. This timing would allow existing contracts to run down, and aligned specification and open contracts to be drawn up for future procurements (which could be in other areas such as facilities management).
CP-14	Other collaboration - potential annual saving in control rooms spend	1,000,000	Control room collaboration between ECFRS and EP (and regionally) could deliver an estimated saving within Essex of £1m from 2020/21. This relies on planning for this being incorporated within the work EP is already carrying out to consider future options for their contact management model.
CP-15	Other collaboration - wave 2 operational collaboration	[cf CP-02, CP-03, CP-04]	The potential costs and savings for wave 2 of operational collaboration assume at least the same costs and benefits of wave 1 collaboration and begin two years later, in 2018/19. We assume that the greater benefits (£500k p.a.) will be non-cashable, with a lower level of cashable benefits (£250k p.a.)
CP-16	Other collaboration - wave 3 operational collaboration	[cf CP-15]	We assume that a further wave (3) of operational collaboration will be achievable at the same level as wave 2. This will start three years later in 2021/22 (after the general election in 2020/21).
CP-17	Treatment of collaboration costs and benefits for the financial case.	NA	Savings in building costs or income from sale of buildings in Essex is counted as capital savings. We assume the costs of fit out (for OPCC move to Kelvedon Park) can be capitalised. We assume all other costs and benefits will be revenue.

B3 - Planning assumptions

Description

The PCC will engage with the EFA on the emerging proposals alongside the further development of proposals and plan, including consultation documents, in order to be ready for formal consultation at the earliest opportunity.

PCC did go out to consultation, with the local authorities, other stakeholders and members of the public across Essex. The consultation period will be twelve weeks.

Following the completion of the consultation period and appropriate consideration of the feedback received, a revised business case will be submitted to the Home Office for Home Secretary approval. Advice from the Home Office suggests that we should allow approximately eight weeks for this although early engagement by sharing the draft business case will potentially accelerate this. We have assumed for this plan that there will be local agreement to the proposed governance arrangements; if there is not, a further 2-3 months may be required for the Home Office to gain the necessary independent scrutiny.

Implementation of the Governance model will require the creation of a new FRA by statutory instrument. The Policing and Crime Act gives the Secretary of State the power to make an order which makes the PCC the FRA for the area covered by the order. The order will also provide "for the creation of a corporation sole" as the FRA for the area specified in the order.

A statutory transfer scheme will be required to move staff, contracts and assets to the new FRA.

Based on current assumptions the realistic target implementation date for the new governance arrangements is 1 October 2017.

Further analysis is required of the arrangements that will be required to secure a smooth transition of financial management arrangements at the half-year point.

APPENDIX C - LOCAL BUSINESS CASE RISK REGISTER

This table summarises an initial view of the risks associated with the implementation of the Governance model and proposals for mitigation. These are actively managed by the SGB throughout the period prior to submission to the Home Office.

Risk	Cause	Consequence	Inherent Risk			Control Measures Attributable to the Risk	Residual Risk		
There is a risk that the PCC fails to get local political support from the top tier authorities for the business case.	There is insufficient engagement on the benefits of the change.	It would be more difficult to obtain approval of the business case from the Home Office.	2 - Possible	10 - Major	20	The Reform was part of the PCC's election manifesto which he was elected upon. Early engagement was positive with top tiers, and engagement will continue.	1 - Unlikely	10 - Major	10
There is a risk that the public do not understand the options within the business case.	The approach to the consultation is not sufficiently focused on the public and their understanding.	There is a poor response which makes it difficult to demonstrate that the PCC has consulted with the people of Essex.	2 - Possible	5 - Significant	10	There is a consultation leaflet and video being produced to ensure that the public are able to understand the options and respond. The process will quality assured by an independent organisation.	1 - Unlikely	5 - Significant	5
There is a risk that the public do not support the proposed option in the business case.	There are robust counter arguments put forward by other parties.	It would be more difficult to obtain approval of the business case from the Home Office, or the PCC would need to reconsider his preferred option.	2 - Possible	10 - Major	20	Extensive engagement prior to consultation should reduce the risk from happening, given that there is broad support to date, which is underpinned by a strong business case.	2 - Possible	10 - Major	20
There is a risk that the Trade Unions, Staff Associations and staff may oppose the business case.	They disagree with the preferred option.	It would be more difficult to obtain approval of the business case from the Home Office.	2 - Possible	10 - Major	20	Early and ongoing engagement with staff and Trade Unions. Clear messaging that Trade Union views will be heard and listened to.	2 - Possible	10 - Major	20
There is a risk of Judicial Review of the Local Business Case.	There is a view that due process has not been followed in the development of the business case, the consultation or subsequent Home Office decisions.	The introduction of a Judicial Review would have a significant delay on the implementation.	2 - Possible	10 - Major	20	Ensure business case is strong and undergoing regular review. Evidence based assertions used to make options assessments. Undertake a robust consultation process which is quality assured by and independent assessor.	1 - Unlikely	10 - Major	10

There is a risk that the tight timescales will prevent the planned October 'Go-Live' date from being achieved	The 12 week consultation period and the time required for the Home Office to assess the business case and prepare the statutory instrument.	The role out of the new governance model, would have to be delayed until a later date	3 - Probable	10 - Major	30	Work closely with the Home Office to develop an achievable timetable	2 - Possible	10 - Major	20
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APPENDIX D – FINANCIAL DETAILS

The financial detail that underpins the information in the Local Business Case which are broken down into the following sections:

Direct Governance Costs and Benefits

D1 - Discount multiplier and direct governance operating costs

D2 - Financial detail – Representation option

D3 - Financial detail – Governance option

D4 - Financial detail – Single employer option

Potential Collaboration Benefits

D5 - Financial detail – Potential collaboration programme

These are set out below.

D1 – Discount multiplier and direct governance operating costs

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Discount multiplier	1.000	0.966	0.934	0.902	0.871	0.842	0.814	0.786	0.759	0.734		
Inflation multiplier	1.000	1.018	1.039	1.059	1.080	1.102	1.124	1.146	1.169	1.193		

Assumptions												
Change in direct governance operating costs												
	Current costs				Governance							
Police & Crime Panel	70,000			Council	70,000			Council				
OPCC	1,200,000			Police	1,400,000			Shared				
Essex Fire Authority	400,000			Fire	-			NA				
Direct governance costs	1,670,000				1,470,000							
Police pay	1,200,000				1,120,000							
Fire pay	400,000				280,000							

D2 – Financial detail - Representation option

Representation Model

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Implementation costs												
Legal	(10,000)	1.0	-	-	-	-	-	-	-	-		
Implementation costs	(10,000)	-	-	-	-	-	-	-	-	-		
Change in governance costs												
All	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Change in governance costs	-	-	-	-	-	-	-	-	-	-		
SUMMARY FOR ECONOMIC CASE (£'000)												
Implementation costs	(10)	-	-	-	-	-	-	-	-	-	(10)	(10)
Change in direct governance costs	-	-	-	-	-	-	-	-	-	-	-	-
Total cost / (saving)	(10)	-	-	-	-	-	-	-	-	-	(10)	(10)

D3 – Financial detail - Governance option

Governance Model

		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Implementation costs													
Consultation	(60,000)	1.0	-	-	-	-	-	-	-	-	-	-	-
Legal	(75,000)	0.5	0.5	-	-	-	-	-	-	-	-	-	-
Other delivery costs	(150,000)	0.5	0.5	-	-	-	-	-	-	-	-	-	-
Implementation costs	(172,500)	(112,500)	-	-	-	-	-	-	-	-	-	-	-
Change in governance costs													
Police & Crime Panel	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
OPCC	(200,000)	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Essex Fire Authority	400,000	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Change to chief salaries	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Change in direct governance costs	-	100,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000
Risks													
Standardise Ts & Cs	10%	-	(150,000)	(150,000)	-	-	-	-	-	-	-	-	-
Total	-	(15,000)	(15,000)	-	-	-	-	-	-	-	-	(30,000)	(28,495)
SUMMARY FOR ECONOMIC CASE (£'000)													
Implementation costs	(173)	(113)	-	-	-	-	-	-	-	-	-	(285)	(281)
Change in direct governance costs	-	100	200	200	200	200	200	200	200	200	200	1,700	1,425
Risks	-	(15)	(15)	-	-	-	-	-	-	-	-	(30)	(28)
Total cost / (saving)	(173)	(28)	185	200	200	200	200	200	200	200	200	1,385	1,115
SUMMARY FOR FINANCIAL CASE (£'000, nominal terms)													
Implementation costs													
Consultation	(60.0)	-	-	-	-	-	-	-	-	-	-	-	-
Legal	(37.5)	(38.2)	-	-	-	-	-	-	-	-	-	-	-
Other delivery costs	(75.0)	(76.4)	-	-	-	-	-	-	-	-	-	-	-
Total, nominal terms	(172.5)	(114.5)	-	-	-	-	-	-	-	-	-	-	-
Risks	-	(15.3)	(15.6)	-	-	-	-	-	-	-	-	-	-
Running costs													
Change in governance costs	-	101.8	207.9	211.8	216.1	220.4	224.8	229.3	233.9	238.5			
Change in EFA costs	120,000	61.1	124.7	127.1	129.6	132.2	134.9	137.6	140.3	143.1			
Change in Essex PCC	80,000	40.7	83.2	84.7	86.4	88.2	89.9	91.7	93.5	95.4			

D4 – Financial detail – Single employer option

Single Employer Model

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Implementation costs												
Consultation	(60,000)	1.0	-	-	-	-	-	-	-	-	-	-
Legal	(100,000)	0.3	0.3	0.3	-	-	-	-	-	-	-	-
Other delivery costs	(250,000)	0.3	0.3	0.3	-	-	-	-	-	-	-	-
Recruitment	(20,000)	0.3	0.3	0.3	-	-	-	-	-	-	-	-
Implementation costs	(183,333)	(123,333)	(123,333)	-	-	-	-	-	-	-	-	-
Change in governance costs												
Police & Crime Panel	-	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
OPCC	(200,000)	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Essex Fire Authority	400,000	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Change to chief salaries	100,000	-	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Change in direct governance costs	-	-	150,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	-
Risks												
Risk of industrial action	50%											
Delay to benefits	50%	-	-	(150,000)	(150,000)	-	-	-	-	-	-	-
Additional costs	50%	-	-	-	(123,333)	-	-	-	-	-	-	-
Risk of challenge to Ts & Cs												
Additional costs	50%	(150,000)	(150,000)									
Total	-	(75,000)	(150,000)	(136,667)	-	-	-	-	-	-	-	(361,667) (335,756)
SUMMARY FOR ECONOMIC CASE (£'000)												
Implementation costs	(183)	(123)	(123)	-	-	-	-	-	-	-	(430)	(418)
Change in direct governance costs	-	-	150	300	300	300	300	300	300	300	2,250	1,852
Risks	-	(75)	(150)	(137)	-	-	-	-	-	-	(362)	(336)
Total cost / (saving)	(183)	(198)	(123)	163	300	300	300	300	300	300	1,458	1,099

D5 – Financial detail – Potential collaboration programme

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Discount multiplier	1.000	0.966	0.934	0.902	0.871	0.842	0.814	0.786	0.759	0.734		
Inflation multiplier	1.000	1.018	1.039	1.059	1.080	1.102	1.124	1.146	1.169	1.193		
PROGRAMME MANAGEMENT												
Collaboration programme management costs	(300,000)	(300,000)	(300,000)	-	-	-	-	-	-	-	(900,000)	(869,908)
BETTER WORKING TOGETHER TO IMPROVE PUBLIC SAFETY												
Costs	(740,000)	(500,000)	-	-	-	-	-	-	-	-	(1,240,000)	(1,223,092)
Cashable benefits	-	250,000	500,000	500,000	500,000	500,000	500,000	500,000	500,000	500,000	4,250,000	3,562,297
Non-cashable benefits	100,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	2,350,000	2,001,922
Net benefit	(640,000)	-	750,000	750,000	750,000	750,000	750,000	750,000	750,000	750,000	5,360,000	4,341,127
SHARING OF ESTATES												
Move OPCC to Kelvedon Park												
Investment cost	(200,000)	0.8	0.3	-	-	-	-	-	-	-	-	-
Sale of current site	1,500,000	-	1.0	-	-	-	-	-	-	-	-	-
Current run-costs	70,000	-	0.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Investment cost	(150,000)	(50,000)	-	-	-	-	-	-	-	-	-	-
Sale of current site	-	1,500,000	-	-	-	-	-	-	-	-	-	-
Current run-costs	-	35,000	70,000	70,000	70,000	70,000	70,000	70,000	70,000	70,000	70,000	70,000
Potential costs & savings	(150,000)	1,485,000	70,000	70,000	70,000	70,000	70,000	70,000	70,000	70,000	1,895,000	1,749,688
Police HQ functions built on Kelvedon Park site (including control room & training college)												
Net saving	6,600,000	-	1.0	-	-	-	-	-	-	-	-	-
Potential costs & savings	-	6,600,000	-	-	-	-	-	-	-	-	6,600,000	6,376,812
Operational emergency services centre, (including Integrated fleet management workshops and operational training)												
Net saving	1,700,000	-	-	1.0	-	-	-	-	-	-	-	-
Potential costs & savings	-	-	-	1,700,000	-	-	-	-	-	-	1,700,000	1,533,303
Better use of other estate												
Reduction in cost of refurbishment	500,000	-	-	0.7	0.3	-	-	-	-	-	-	-
Disposal of sites	-	-	-	0.7	0.3	-	-	-	-	-	-	-
Saving in running costs of disposed site	-	-	-	0.7	0.3	-	-	-	-	-	-	-
Investment cost	-	-	333,333	166,667	-	-	-	-	-	-	-	-
Sale of current site	-	-	-	-	-	-	-	-	-	-	-	-
Potential costs & savings	-	-	333,333	166,667	-	-	-	-	-	-	500,000	461,494
Facilities management												
Net saving	-	-	-	1	1	1	1	1	1	1	-	-
Potential costs & savings	-	-	-	-	-	-	-	-	-	-	-	-
Total sharing of estates	(0.2)	8.1	0.4	1.9	0.1	0.1	0.1	0.1	0.1	0.1	10.7	10.1

SHARED BUSINESS SERVICE FUNCTIONS

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Shared teams												
Costs	(1,000,000)	-	0.5	0.5	-	-	-	-	-	-		
Savings	1,000,000	-	-	-	1	1	1	1	1	1		
Cost of change - enabling services	-	(500,000)	(500,000)	-	-	-	-	-	-	-		(949,847)
Timing - enabling services	-	-	-	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000		5,707,992
Potential costs & savings	-	(500,000)	(500,000)	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	6,000,000	4,758,145
Fleet management												
Net saving	206,800	-	-	-	1.0	1.0	1.0	1.0	1.0	1.0		
Potential costs & savings	-	-	-	206,800	206,800	206,800	206,800	206,800	206,800	206,800	1,447,600	1,180,413
Total shared business service functions	-	(0.5)	(0.5)	1.2	1.2	1.2	1.2	1.2	1.2	1.2	7.4	5.9

JOINT PROCUREMENT INITIATIVES

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Potential saving in IT contract running costs												
IT savings	399,700	-	-	-	1	1	1	1	1	1		
Potential costs & savings	-	-	-	399,700	399,700	399,700	399,700	399,700	399,700	399,700	2,797,900	2,281,484
Other procurement savings												
Other procurement 5%	-	-	-	1	1	1	1	1	1	1		
Potential costs & savings	-	-	-	0	0	0	0	0	0	0	0	0
Total joint procurement initiatives	-	-	-	0.4	0.4	0.4	0.4	0.4	0.4	0.4	2.8	2.3

FURTHER MEDIUM AND LONG-TERM OPERATIONAL COLLABORATION

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Wave 2 operational collaboration												
% of wave 1	100%											
Total cost			(740,000)	(500,000)	-	-	-	-	-	-		(1,141,769)
Non-cashable benefits			-	250,000	500,000	500,000	500,000	500,000	500,000	500,000		2,628,510
Cashable benefits			100,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000		1,520,349
Potential costs & savings	-	-	(640,000)	-	750,000	750,000	750,000	750,000	750,000	750,000	3,860,000	3,007,090
Wave 3 operational collaboration												
% of wave 2	100%											
Total cost						(740,000)	(500,000)	-	-	-		(1,029,810)
Non-cashable benefits						-	250,000	500,000	500,000	500,000		1,342,942
Cashable benefits						100,000	250,000	250,000	250,000	250,000		857,356
Potential costs & savings	-	-	-	-	-	(640,000)	-	750,000	750,000	750,000	1,610,000	1,170,487
Potential saving in control room												
Saving	1,000,000	-	-	-	-	1	1	1	1	1		
Potential costs & savings	-	-	-	-	-	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	6,000,000	4,806,050
SUMMARY												
Costs	-	-	(740,000)	(500,000)	-	(740,000)	(500,000)	-	-	-		(2,171,580)
Cashable benefits	-	-	100,000	250,000	1,250,000	1,350,000	1,500,000	1,500,000	1,500,000	1,500,000		7,183,755
Non-cashable benefits	-	-	-	250,000	500,000	500,000	750,000	1,000,000	1,000,000	1,000,000		3,971,452
Total further medium and long-term operational collaboration	-	-	(640,000)	-	1,750,000	1,110,000	1,750,000	2,500,000	2,500,000	2,500,000	11,470,000	8,983,627

SUMMARY TOTAL

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL	NPV
Total potential costs and benefits (real terms)												
Cost	(1,190,000)	(1,350,000)	(1,540,000)	(500,000)	-	(740,000)	(500,000)	-	-	-	(5,820,000)	(5,412,736)
Benefit	100,000	8,635,000	1,253,333	4,793,167	4,176,500	4,276,500	4,676,500	4,926,500	4,926,500	4,926,500	42,690,500	36,208,921
Net impact	(1,090,000)	7,285,000	(286,667)	4,293,167	4,176,500	3,536,500	4,176,500	4,926,500	4,926,500	4,926,500	36,870,500	30,796,185

What will be achieved..

25%
50%
75%

7,699,046
15,398,092
23,097,139

Summary by funding type (real terms)

Revenue cost	(1,040,000)	(1,300,000)	(1,540,000)	(500,000)	-	(740,000)	(500,000)	-	-	-		
Revenue saving	-	285,000	670,000	2,426,500	3,426,500	3,526,500	3,676,500	3,676,500	3,676,500	3,676,500		
Net revenue impact	(1,040,000)	(1,015,000)	(870,000)	1,926,500	3,426,500	2,786,500	3,176,500	3,676,500	3,676,500	3,676,500		
Capital cost	(150,000)	(50,000)	-	-	-	-	-	-	-	-		
Capital saving	-	8,100,000	333,333	1,866,667	-	-	-	-	-	-		
Net capital impact	(150,000)	8,050,000	333,333	1,866,667	-	-	-	-	-	-		
CHECK	NA	-	-	-	-	-	-	-	-	-		

Potential financial saving for Governance option (including inflation)

Mid point %	63%											
Revenue cost	(650,000)	(827,125)	(1,000,401)	(330,977)	-	(509,636)	(351,235)	-	-	-	(3,669,374)	
Revenue saving	-	181,331	435,240	1,606,231	2,313,549	2,428,689	2,582,634	2,634,286	2,686,972	2,740,712	17,609,644	
Net revenue impact	(650,000)	(645,794)	(565,162)	1,275,254	2,313,549	1,919,054	2,231,398	2,634,286	2,686,972	2,740,712	13,940,269	
Capital cost	(93,750)	(31,813)	-	-	-	-	-	-	-	-	(125,563)	
Capital saving	-	5,153,625	216,537	1,235,647	-	-	-	-	-	-	6,605,809	
Net capital impact	(93,750)	5,121,813	216,537	1,235,647	-	-	-	-	-	-	6,480,247	

APPENDIX E – SUCCESS MEASURES

In addition to the legislative CSFs set out above in Section 2.4 - as defined by the measures of success set out in the Policing and Crime Act, there are a range of other measures that we will use to assess the success of the proposals. They are as follows:

CSF	Success Measures
Effectiveness	<ul style="list-style-type: none"> Improved public access to police and fire services through shared online information Enhanced communication and understanding of other services Enhanced performance by improved inter-operability and operational deployments Shared estates and assets facilitate Reduced overlap in service provision through improved daily interactions on tactical analysis and response options Better focussing of resources to more effectively target the most vulnerable
Efficiency	<ul style="list-style-type: none"> Collaborative co-ordinated responses and improved capability of agencies to deal with incidents A co-ordinated emergency service response will improve the capability of agencies to deal with incidents Flexible emergency response and operational arrangements Improved deployment of appropriate resources will improve the demand management on available resources Improved delivery of community engagement in the rural community Improved delivery of integrated emergency services in the rural community Delivery of joint community prevention and protection models Shared responsibility in terms of protecting the vulnerable and those a highest risk
Economy	<ul style="list-style-type: none"> Deliver financial benefits of joint governance totalling £15m-£23m over 10 years Reduced overheads and better space utilisation ratios through joined up provision of facilities management Savings generated through the removal of duplication of property costs, sharing utilities Reduction in administrative burden and improved economies of scale through the sharing of enabling services such as HR, Finance, Fleet management and IT
Public Safety	<ul style="list-style-type: none"> Vulnerable people feel safer as a result of collaborative programmes Improved joint response to domestic, safeguarding or troubled families related issues Improved response to operational incidents Improved community engagement to increase public confidence in the emergency services Reduced severity of incidents by improving community resilience and visibility of emergency service staff Improved times for the conclusion of joint investigations (fire and crime)
Transition to new governance model	<ul style="list-style-type: none"> Service levels will be maintained at current levels, or improved during the period of change Governance changes established within planned timescales as set out in transition plan Establishment of a new scrutiny arrangements within revised governance model Effective restructure of OPCC team to cover new responsibilities Successful transfer of staff and commercial contracts with minimum disruption Effective Staff & Union engagement Effective Public engagement

Local business case for joint governance of police and fire
Services in Essex

Public consultation - engagement strategy and tactical plan

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Executive Summary

The PCC, working with Essex Fire Authority, the Essex County Fire and Rescue Service (ECFRS) and Essex Police, has commissioned a Local Business Case (LBC) for a change in governance of Fire and Rescue.

This is in response to the provisions set out in the new Policing and Crime Act 2017, which states it *‘places a duty on police, fire and ambulance services to work together and enable police and crime commissioners to take on responsibility for fire and rescue services where a local case is made’*

The LBC has been developed in close discussion with the Fire Authority and shared in draft with key stakeholders including the Fire Authority the Home Office; it has also been published on the PCC’s and ECFRS’s websites.

Swift and effective change, and the consultation that sits around it, is driven by the PCC’s desire to improve public safety and provide real, tangible benefits to the people of Essex. (This work does not exist in isolation - it is taking place against a backdrop of the extensive ECFRS Programme 2020 consultation; Essex Police’s Transform Change programme, and the public of Essex demanding increased scrutiny of how their money is spent on emergency services).

All engagement activity will be geared towards delivering a successful public consultation process which has the confidence of key stakeholders in Essex and proactively seeks the views of public, staff and wider partners.

This document sets out the communication and engagement approach and tactical activity for the Local Business Case consultation.

The Consultation

Summary:

This consultation seeks views on three options to change the governance of the Essex County Fire & Rescue Service, and Essex Police Service.

The consultation will run for 12 weeks from **16 February 2017** to **10 May 2017**.

The three options are:

Representation model - Police and Crime Commissioner becomes the 26th voting member of the Essex Fire Authority

Governance model - PCC takes on the role of the EFA and jointly governs both Essex Police and Essex County Fire & Rescue Service; a chief officer for each service remains

Single Employer model – PCC takes on role of the EFA; creating a single employer for both services, bringing Essex Police, and Essex County Fire & rescue Services together. A single chief officer will lead both services.

(The Strategic Governance Board agreed to consult with the public for a 12 week period commencing on the 16th February, 2017).

Aim of the consultation

The consultation communications and engagement strategy is driven by the following aims (i.e. the PCC is seeking to achieve):

- Views from all stakeholder groups
- Capture a range of views and for all three options
- Raise awareness of the change in legislation and the potential benefits this offers.

Supported by the following principles and actions

- The consultation will:

- Produce informative communications
- Have a clear purpose and set clear questions
- Raise awareness
- Seek advice and assurance – to ensure an appropriate and effective consultation has been carried out
- Be delivered in a timely fashion

- Produce a clear evaluation of the feedback at the end of the formal consultation
- Use resources effectively
- Where appropriate procure third parties to design materials and to provide advice and assurance services.

Objectives

The overall objectives will ensure that the consultation is compliant and effective. They aim to:

- Deliver an accessible consultation and engagement with key stakeholders, ensuring all materials are compliant and in line with legislation and Home Office guidance
- Deliver clear communication and explanation of the local business case and options for change using a range of communications channels
- Gather views and responses effectively; producing a clear evaluation for the local case submission to the Home Office.

The approach

The consultation process will then run for a period of 12 weeks comprising of two phases, it will:

PHASE 1 (20/2 – 31/3)	<ul style="list-style-type: none"> - Launch and distribute consultation materials (see materials) - Communicate all consultations materials to the public and media through print, digital, public meetings and media interviews - Focus on communicating with key strategic stakeholders, via letters, calls, meetings and minuted meetings seeking their views - Engage with staff (both fire & rescue and police) via internal briefings, face to face briefings and established communications channels - Meet with both fire and police unions/staff associations. Letters and calls will support these meetings. - The Communications Working Group will produce action plans.
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PHASE 2 (01/4 – 12/5)	<p>Continue to engage with the public using phase 1 channels and approach</p> <p>Conduct interviews/focus groups with to gather qualitative data</p> <p>Continue to support and ensure meetings with staff and unions/staff associations are made available on request</p> <p>Respond to media enquiries</p> <p>Gather all information needed for post formal consultation evaluation.</p>
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Governance

A Communications Working Group (CWG) has been set up. This group reports into the **Strategic Governance Board** with representation from communications professionals from the Police and Crime Commissioner for Essex, Essex County Fire and Rescue Service, and Essex Police. The PCC will lead this working group but seek advice from its members. The group will support tactical delivery, including assisting with some specific resourcing needs. The CWG ensures communications issues relating to staff engagement are escalated appropriately, and that ultimately delivery is across all established channels.

The Communication Working Group will assist in the planning and delivery of the formal consultation led by the PCC. It will:

- Offer advice on the approach
- Ensure staff are consulted effectively
- Identify and advise on any issues relating to the timeline
- Present back on activity throughout the time of the consultation
- Provide comment on the views expressed
- Meet fortnightly to track and review progress, identify risks and address additional needs.

Legal and risks

- The PCC will seek legal advice as appropriate
- The consultation commences 16th February and will be in Phase 2 before the Purdah period starts
- There is a risk that the public will not want to engage with this type of consultation; however reasonable communications effort will be made to engage with the public; undertaking interviews to capture a number and range of views
- The CWG will demonstrate that it is following [Cabinet Office: consultation principles guidelines](#):

The Home Office states that:

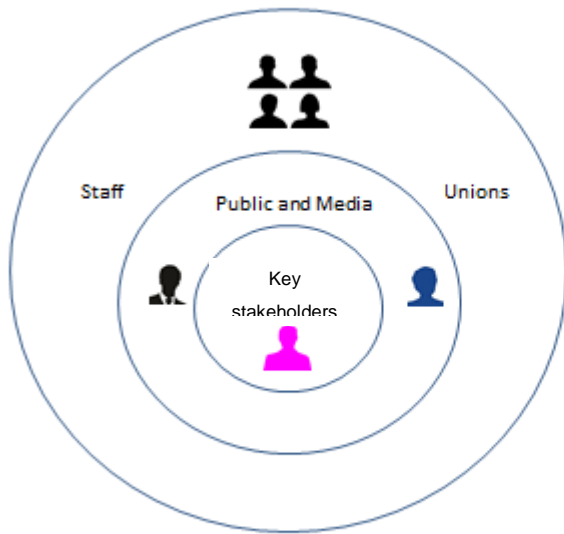
1. *before submitting a section 4A proposal to the Secretary of State, a relevant police and crime commissioner must*
 - (a) *consult each relevant local authority about the proposal,*
 - (b) *consult people in the commissioner's police area about the proposal,*
 - (c) *consult each of the following about the proposal—*
 - i. *persons appearing to the commissioner to represent employees who may be affected by the proposal;*
 - ii. *persons appearing to the commissioner to represent members of a police force who may be so affected, and*
 - (d) *publish, in such manner as the commissioner thinks appropriate, the commissioner's response to the representations made or views expressed in response to those consultations.*
2. *Each consultation under sub-paragraph (1) is to be carried out in such manner as the relevant police and crime commissioner thinks appropriate.*

Resource to deliver

- Communications and engagement staff from OPCC, further supported by the Essex Fire and Rescue Service and Essex Police
- Use of partners' and communications network – channels and distribution
- PCC, Deputy PCC, Chief Executive and all PCC office support will actively deliver the consultation to all stakeholders
- A third party may be instructed to manage the dissemination of survey materials and the administration of the capture and feedback of responses
- Third party suppliers to produce the design and production of materials
- Scrutiny resource in the form of a quality assurance organisation
- An engagement tracker will record all completed activity, before, during and immediately after the consultation period has closed.

Stakeholders

The stakeholders to be consulted with consist of three key groups, they are:



Key Stakeholders

- Essex Fire and Rescue Authority
- Essex Fire and Rescue Service
- Essex Police
- Essex, Southend, Thurrock, Leaders
- Chief Execs of local authorities
- MPs
- Kent PCC and Kent Police
- Key strategic partnership boards

Public and Media

- Essex residents; a range of ages and demographics
- National and local media

Staff and unions/representative bodies

- Essex County Fire and Rescue Staff
- Essex Police staff and officers
- Unions and representative bodies (Fire and Police)

All stakeholders will be able to access consultation materials via printed and online channels.

Script and key messages

Key messages and materials produced for the purpose of the consultation act as the foundation for all communication and engagement across all audiences and via all channels.

Core Script

The public rightly expect emergency services to be there when needed and to work together effectively to keep us all safe.

An elected Police, Fire and Crime Commissioner (PFCC), responsible for setting the strategy for both services, will ensure that closer working between Essex Police and Essex Fire and Rescue Service guarantees the best possible public safety.

By ensuring a more joined-up response to incidents, providing crime and fire prevention advice, creating community safety hubs, and sharing buildings and some enabling functions, an elected PFCC will both improve the provision of services and save money.

With accountability for both police and fire, the PFCC will be leading the way to a safer Essex; ensuring public safety is a priority, providing efficiency, effectiveness and enhancing safety for the people of Essex.

Key Messages

<i>The fundamental messages which underpin this core script, and on which the local business case rests are: Keeping the public safer and providing better value for public money</i>	
Efficient	The case for change is more efficient than it is today creating better ways of working between Police and Fire.
Effective	<p>The case for change is more effective than it is today, creating better outcomes for the public through Fire and Police working together</p> <p>Roger Hirst commented “There are opportunities for the services to work together to help the vulnerable and to keep people safe – for instance by improving the way we respond to the public online and on the phone, providing joint crime and fire prevention advice; opportunities for joint attendance at incidents.</p> <p>“Both Essex Police and ECFRS do a great job at protecting residents of Essex, making them safer and coming to their aid when they are in trouble. But there are opportunities to work smarter and to do more things together which I feel is in the interests of the public of Essex for us to explore.”</p>
Economy	<p>The case for change is better for the economy than it is today, creating better value for money and the public purse through Fire and Police working together.</p> <p>Roger Hirst said “This is not just about making financial savings. I believe the oversight by a joint commissioner would improve the provision of services while also saving money to reinvest back into both organisations. A directly elected commissioner would be accountable to the public for the delivery of both police and fire services in the county.”</p>
The role of a fire officer	<p>The Local Business Case proposes that the Police and Crime Commissioner would replace the Essex Fire Authority and take overall charge, but the two services (EP & EFRS) would remain separate with individual chief officers</p> <p>Distinct Police and Fire functions will remain – each role will remain unique and carry out every day duties.</p> <p>The new proposed governance structure would look to share back-office functions and enable further collaborate. This includes IT & HR, and buildings; protecting the vulnerable and working together more effectively to improve public safety particularly in relation to community safety and also reduce the pressure on the public purse.</p>
Benefits to the public	Roger Hirst commented “Both Essex Police and Essex County Fire and Rescue Service do a great job at protecting residents of Essex, making them safer and coming to their aid when they are in trouble. But there are opportunities to work smarter and to do more things together which I feel is in the interests of the public of Essex for us to explore.”

	Better collaboration between Essex Police and Essex fire and rescue services will help them integrate and share technology, coordinate operational activity and provide an easier and more effective way for people to engage with the services.
EFRS Support	Councillor Anthony Hedley, Chairman of Essex Fire Authority, said: "Essex Fire Authority has supported the development of a draft local business case, prepared by the Police and Crime Commissioner, to explore joint governance of police and fire services in Essex.

Materials

The following materials will be produced and used to engage with all stakeholders, to capture their views and to understand the level of support for the Local Business Case:

Materials	Available when?
Media materials, press release, briefing pack	Media call 16 th Feb
Core script and key messages	In the Communications and Engagement plan.
Timeline	Available via website 16/2 and in local business case now
The full draft business case	Available now online. Anyone can contact PCC to obtain a copy in the post or via email
Leaflet Printed survey Prepaid envelopes	Libraries, police and fire stations for public and staff. Distribution commences 16/2 PDF version available online 16/2
Animation, via website, Facebook, twitter and YouTube	/LocalCaseForChange
Frequently asked questions (for public and separate for staff)	TBD 08/02
ECM (messaging platform)	From 16/2
Website landing page (including GISMO survey)	Available 16/2 www.essex.pcc.police.uk/LocalCaseForChange
Business cards	Roger Hirst to use 16/2 – 10/5.
Plain English standard presentation – available online	Available 16/02 An online version for anyone who would like a version aimed at the reading ability of age 12 (or if English is not a primary language)

	Can also be sent out in the post.
Social media schedule and hashtag	16/2 onwards #LocalCaseForChange

Further details relating to core materials

Build of consultation landing page: This will be built w/c 6th February and used as an interactive consultation tool via the PCC's website. Essex Police, Essex County Fire and Rescue Service, and Kent Police (shared services) intranets will be able to link through to the site.

Consultation leaflet: The information in the Local Business Case will be presented to the public in a folded leaflet. The leaflet will include info graphic style evidence and statements which set out the three options and a link to the online survey.

Short animation: In a fast-paced, modern world people are ten times more likely to watch content than read it. To ensure Essex residents are given this opportunity, a short animation will bring the leaflet content to life – setting the scene; explaining the role of the PCC; the change in legislation, the local business case options, the benefits of the change in governance, and lastly the call to action – asking the viewer to give their views by completing the questionnaire.

Consultation questions

A survey (printed and online) will ask two questions. These are:

1. **Considering the benefits and the ease of delivery presented in the three options, please rate each of them.**

Rate each option on a scale of 1-5: (People will be asked to tick one box numbered 1-5, against each option).

1 – being, I do not see any benefits being delivered through this option.

5 – being, I see significant benefits being delivered through this option.

Representation

- The Police and Crime Commissioner becomes the 26th voting member of the Essex Fire Authority.

Governance of Police and Fire

- The Police and Crime Commissioner takes on the role of the Essex Fire Authority, becoming the Police, Fire and Crime Commissioner
- Each service retains its Chief Officer.

Single employer

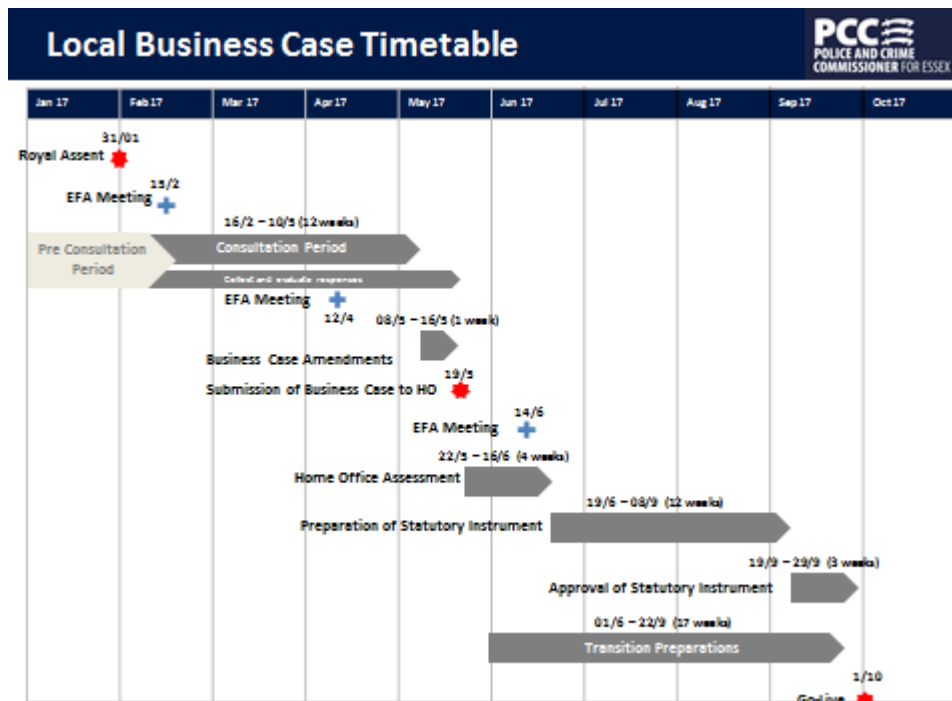
- The Police and Crime Commissioner takes on the role of the Essex Fire Authority, becoming the Police, Fire and Crime Commissioner
- A single Chief Officer is appointed and leads both Essex Police and Essex Fire and Rescue Services.

2. **Please provide any other feedback (an A4 page will be provided)**

Timeline

Since the publically elected appointment of the PCC in May 2016, Roger Hirst has produced the Police and Crime Plan. He has also engaged with many stakeholders about the proposal of the local business case. Pre consultation meetings have been carried out with a range of key stakeholders; examples include Fire and Rescue Authority meetings and workshops, Chiefs of Police and Fire, unions and staff association meetings and discussions with the Home Office.

The following timeline presents the three stages of pre, during and post formal consultation phase:



Costs

Item	Cost in £
Printed leaflet	9,000 (print and distribution)
Printed questionnaire	Potential to spend remaining budget on focus groups.
Prepaid envelopes	
And business cards	
Letters	
Animation	5,000
Seeding of animation via YouTube	2,000
Landing page and online survey	700.00 (Inc. £300 for any additional hours needed)
Briefings	0 (EP and EFRS will provide internal briefings)
Events	0 – events already have budget, survey and LBC will be shared at planned events (e.g. PCC conference).
Quality Assurance and advice To include interviews with public and collation of printed surveys	20,000
Plain English standard	295.00
Focus groups	TBC
Total estimate of costs	37,995

For consideration to do/justification not to do

Paid for advertising – We will not pay for adverts or paid articles to promote the consultation but will pay to promote and seed the animation. The £2,000 spent on seeding will achieve a reach of 21,500 views.

Focus groups - We plan to run focus group mid-April to mid-May. This is dependent on available budget remaining from the print costs. We will look to work with partners and local groups to run sessions aimed at different age groups.

Public stands / visits – We will not be spending money of physical points of distribution stands due to materials being available in libraries and police stations. We have an excellent relationship with both outlets to able to manage this process effectively and without the need for stands.

All leaflets will be displayed alongside questionnaires and prepaid envelopes.

After the formal consultation

Once the public consultation has come to a close, a summary of findings will be published.

Stakeholders will be informed of key milestones comprising of when the consultation process closes, and when the final business case is submitted to the Home Office. This will be done via the same channels as the engagement and consultation activity (e.g. OPCC website, social media, Chief Fire Officer's weekly blog, staff intranets etc.).

Assurance and evaluation

Evaluation of the consultation engagement will consist in the main of quantitative data - i.e. capturing volume and number of completed responses. Qualitative data will be captured via face to face meetings in Phase 1 and interviews carried out in Phase 2, capturing a range of views and any potential issues not already included in the Local Business Case.

The existing Police and Crime Panel (PCP) will act as the independent scrutiny for the consultation evaluation. The PCP will oversee the information gathered and review a summary of feedback (included in the final case to the Home Secretary).

Evaluation metrics include:

Quantitative metrics	Qualitative metrics
<ul style="list-style-type: none">• Numbers of participants in public consultation• Numbers of ALL stakeholder meetings and type of engagement (face to face, phone, email) using an engagement tracker• Numbers of staff meetings• Numbers reporting all social media activity• Numbers of social media posts, tweets, analytics• Numbers of press releases, interviews• Numbers of media enquiries.	<ul style="list-style-type: none">• The views captured and topics they relate to• Insight from workshops/interviews- internal and external• Interviews• Views at public meetings• Geographic, equality and diversity representation data.

AGENDA ITEM 8

Essex Police and Crime Panel	EPCP/07/17
Date: 26 January 2017	

Forward Look

Report by the Secretary to the Panel

Enquiries to: Colin Ismay: 033301 34571 colin.ismay@essex.gov.uk

Purpose of report and background

To plan the business of the Panel.

The next Meeting of the Panel is scheduled for 1 June 2017.

Business proposed to be taken to the meetings is as follows:

Date	Performance for period up to	Other business
1 June	End March Q4	<ul style="list-style-type: none"> • Election of Chairman • Appointment of Vice-Chairman • Appointment of Ethics and Integrity Sub-Committee • Police and Fire Collaboration • Future role of the Panel • Estates Programme • Domestic Abuse Protecting children and vulnerable people • Presentation by the Chairman of the Police Joint Audit Committee
20 July		<ul style="list-style-type: none"> • Road Safety • Collaborative working • Police Technology including Athena Update and the emergency services network • Presentation by the Chairman of the Police Joint Audit Committee
19 October		<ul style="list-style-type: none"> • Tackling Gangs in Essex update • Serious Violence • Information sharing and co-operation
7 December		<ul style="list-style-type: none"> • Budget scene setting

The Panel is asked to identify any other business it would like to consider.

The following dates have been identified in 2018 for meetings going forward:
25 January, 15 February, 24 May, 19 July, 18 October and 6 December