



LONDON FIRE BRIGADE

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Freedom of Information request reference number: 7067.1

Date of response: 14 December 2022

Request:

- 3. *What is the total headcount of your organisation?*
- 7. *What was the total financial turnover for the 21/22 financial year?*
- 11. *What workforce/rostering system do you use to plan staff shifts?*
- 15. *What is the annual cost of this workforce/rostering system?*
- 19. *When is the contract due for renewal for this workforce/rostering system?*
- 23. *How many staff use this workforce/rostering system?*
- 27. *Do you operate a call centre?*
- 31. *If you operate a call centre, do you use a different workforce management system? If so please*
- 32. *state which system you use.*
- 36. *If yes to 8, what is the annual cost of this workforce management system?*
- 40. *If yes to 8, when is the contract due for renewal for this workforce management system?*
- 44. *If yes to 8, how many staff use this workforce management system?*
- 48. *Please share a copy of the last specification used to procure the current workforce management/rostering*
- 49. *system, including call centre if applicable.*

Response:

Please see my response to your queries in turn below:

What is the total headcount of your organisation?

This information is published online via the [London Datastore](https://data.london.gov.uk/dataset/hr-statistical-abstract) and can be accessed using the following link:
<https://data.london.gov.uk/dataset/hr-statistical-abstract>

What was the total financial turnover for the 21/22 financial year?

This information is published on the [LFB website](https://www.london-fire.gov.uk/media/7220/draft-unaudited-soa-202122-301122.pdf) and can be accessed using the following link:
<https://www.london-fire.gov.uk/media/7220/draft-unaudited-soa-202122-301122.pdf>

What workforce/rostering system do you use to plan staff shifts?

LFB StARS (**S**taff **A**ttendance **R**ecording **S**ystem)

What is the annual cost of this workforce/rostering system?
When is the contract due for renewal for this workforce/rostering system?

The cost for the StARS system is supported and maintained under a wider contract for core business applications. The LFB current contracts list published online via the [London Datastore](https://data.london.gov.uk/dataset/lfepa-procurement-information---current-contracts) is updated quarterly. The information can be accessed via the following link: <https://data.london.gov.uk/dataset/lfepa-procurement-information---current-contracts>

The support contract for core business applications can be found under ref no. 5986: Moore Stephens Application Support.

How many staff use this workforce/rostering system?

StARS is used by all LFB staff (please see my answer to your first question for LFB workforce headcount figures).

Do you operate a call centre?

If you operate a call centre, do you use a different workforce management system? If so please state which system you use.

If yes, what is the annual cost of this workforce management system?

If yes, when is the contract due for renewal for this workforce management system?

If yes, how many staff use this workforce management system?

The LFB recently published a Freedom of Information response on our website which contains the information in relation to whether the LFB operates a call centre. This information can be accessed via the following link:

https://www.london-fire.gov.uk/media/6401/63951_foi-response.pdf

Please share a copy of the last specification used to procure the current workforce management/rostering system, including call centre if applicable.

The support contract for core business applications is currently undergoing a tender process.

Detailed information on the procurement specification is published on our website here: https://www.london-fire.gov.uk/media/6411/20220322-lfc0643-procurementofsupportcontractforcorebusinessapplications_redacted.pdf

Details of the actual tender process will be available online, although it is my understanding this tender is now closed for new entrants. All LFB tender opportunities are advertised and published on the LFB website here: <https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/procurement/>

The Brigade does not respond to unsolicited emails or telephone calls and therefore encourages all companies wishing to work with the Brigade to register with the [BlueLight E-tendering Portal](#).

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).