

Procurement of a Safety Event Reporting and Investigation Management Software Solution

Report to:

Investment & Finance Board
Commissioner's Board
Deputy Mayor's Fire Board
London Fire Commissioner

Date:

3 November 2025
12 November 2025
25 November 2025

Report by:

Dr Adrian Bevan, Assistant Director Health, Safety and Wellbeing

Report classification:

For decision

For publication

Values met

Service
Integrity
Teamwork
Learning

I agree the recommended decision below.



Jonathan Smith
London Fire Commissioner

**This decision was remotely
signed on 5 February 2026**

Date

PART ONE

Non-confidential facts and advice to the decision-maker

Executive Summary

This report seeks approval of expenditure to re-procure a management software solution for reporting and recording safety events and the associated investigation records and files in accordance with relevant health and safety legislation. The contract for the current management software solution for this purpose expires in July 2026.

Recommended decision:

For the London Fire Commissioner

The London Fire Commissioner delegates authority to the Assistant Director Procurement and Commercial Services to procure and commit expenditure for a replacement safety event reporting solution and award a contract for up to 5 years.

1 Introduction and background

- 1.1 The Brigade requires a system with the core functionality of reporting and recording safety events and investigations in a timely and succinct way in order to facilitate compliance with health and safety legislation, including the Management of Health and Safety at Work Regulations 1999 and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2012.
- 1.2 In addition to the requirement to have a simple solution for the purposes of legal compliance there are many reasons for having an efficient, effective and comprehensive solution for safety event reporting, including:
 - Reducing injuries and work-related ill health, to staff and members of the public;
 - Reducing staff absence attributed to workplace injury and ill health;
 - Reducing damage to Brigade vehicles and equipment, and
 - Reducing the significant financial costs associated with all the above.
- 1.3 An effective solution for safety event reporting and investigation is integral to maintaining established performance reporting against a number of key corporate performance metrics, helps mitigate risk in relation to corporate risks where firefighter safety is a concern and supports the Brigade's CRMP to ensure our organisation has a safe and professional culture and operates efficiently and effectively.

- 1.4** The Brigade has been using an electronic safety event reporting system for approximately 20 years. The contract with the current provider introduced a greater range of flexibility in the solution, including the ability to report different types of safety events on specially designed forms, to report near misses more quickly and anonymously if required and to use the solution remotely, including on portable devices. With the award of the last contract the Brigade also moved the solution off Brigade servers and to a hosted environment for the first time in accordance with the Brigade's ICT strategy. The current contract is ending in July 2026 and procurement for a replacement solution needs to commence.
- 1.5** Over 1000 safety events (made up primarily of injury events, road traffic collisions and near misses) are reported each year. The current system provides reporting facilities for staff, allowing them to access a defined set of recording templates that can be amended as necessary to meet the needs of the Brigade. The main functions of the current system are as follows:
- To report safety events including workplace injuries and ill health, near misses (including anonymous reports), vehicle events (e.g. road traffic collisions involving Brigade vehicles), environmental incidents and personal contamination events;
 - To complete investigation records that identify and record the causes of safety events and corrective actions taken to prevent a recurrence;
 - To generate reports and allow trend analysis to target proactive interventions to reduce injuries;
 - To complete and record health and safety audits, and
 - To electronically store all safety event investigation records and associated documentation, policies, risk assessments, statements, photographs and video files.

2 Objectives and expected outcomes

- 2.1** The objective of this report is to secure authorisation to re-procure a management software solution for the reporting and recording of safety events.
- 2.2** The primary objective of the procurement process is to identify and purchase a safety event reporting and investigation system which fully meets or exceeds our current requirement. In brief, this includes:
- Intuitive data entry;
 - Definable and configurable data capture;
 - Definable and configurable reporting functionality;
 - Monitoring of completion of investigation records and associated actions;
 - Monitoring of work-related ill health;
 - Control of access and system administration rights;
 - Automated email or in-built notification functionality;
 - Capacity to complete and record health and safety audits, and
 - Paperless record keeping.
- 2.3** A successful procurement will ensure that there is continuity of service with respect to safety event reporting and recording of investigations and our legal obligations with respect to this will continue to be met.

3 Values Comments

3.1 The LFC notes the Fire Standards Board requirements around adopting and embedding the Core Code of Ethics at an individual and corporate level. Following extensive engagement, the LFC has introduced Brigade values which build on and do not detract from the Code of Ethics.

3.2 The Brigade values are:

- Service: we put the public first
- Integrity: we act with honesty
- Teamwork: we work together and include everyone
- Equity: we treat everyone fairly according to their needs
- Courage: we step up to the challenge
- Learning: we listen so that we can improve

3.3 Implementing an effective software solution for the reporting, recording and investigation of safety events specifically supports the following values:

- Service: having an effective safety event reporting solution supports the Brigade and our staff in ensuring that we keep our staff safe, so that we can effectively protect others.
- Integrity: having an effective safety event reporting solution supports the Brigade and our staff in ensuring that we can effectively identify risks to safety and health and plan mitigating actions to prevent or reduce injuries and ill health.
- Teamwork: having an effective safety event reporting solution supports the Brigade and our staff in ensuring that we look out for our colleagues health, safety and wellbeing.
- Learning: having an effective safety event reporting solution supports the Brigade and our staff in ensuring that we can learn from safety events and put in place actions to improve health, safety and wellbeing.

4 Equality Comments

4.1 The LFC and the Deputy Mayor for Planning, Regeneration and the Fire Service are required to have due regard to the Public Sector Equality Duty (section 149 of the Equality Act 2010) when taking decisions. This in broad terms involves understanding the potential impact of policy and decisions on different people, taking this into account and then evidencing how decisions were reached.

4.2 It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.

4.3 The protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), race (ethnic or national origins, colour or nationality), religion or belief (including lack of belief), sex, and sexual orientation.

4.4 The Public Sector Equality Duty requires decision-takers in the exercise of all their functions, to have due regard to the need to:

- eliminate discrimination, harassment and victimisation and other prohibited conduct.
- advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
- foster good relations between people who share a relevant protected characteristic and persons who do not share it.

4.5 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic.
- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

4.6 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

4.7 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- tackle prejudice
- promote understanding.

4.8 An EIA has been completed with respect to the procurement of a solution for safety event reporting. This assessment found only minor impacts against the characteristics of age and disability. These minor impacts were mitigated through system specification, system design, consideration of Brigade policies with respect to language in supporting materials, the availability of the Learning Support and Resilience team and in staff training on the safety event reporting solution.

5 Other considerations

Workforce comments

5.1 The specification for the safety event reporting and investigation solution will be consulted on with trade unions through the Brigade Joint Committee for Health, Safety and welfare (BJCHSW).

Procurement comments

5.2 The proposed procurement of a safety event reporting and investigation e-solution will be carried out in line with London Fire Commissioner (LFC) procurement policies, using a fully compliant and competitive route. The requirement and specification remain unchanged as confirmed by the client

department. The procurement will ensure compliance with the latest standards on cyber security and data privacy.

- 5.3 The preferred route is via an existing public sector framework agreement that allows for both direct award and mini competition. This offers flexibility, ensures value for money, and fully meets LFC's technical and operational requirements. Both routes are compliant and competitive; mini-competition enables further competition, while direct award remains competitive as framework T&Cs and pricing are pre-negotiated. The proposed contract term will be 3 years with an option to extend for up to 2 additional years (3+2).
- 5.4 The Procurement and Commercial team will support the development of the tender documents and evaluation methodology to ensure the selected solution aligns with LFC's technical, security, and resilience objectives. Appropriate contractual provisions will be included covering service levels, data protection, scalability, exit management, and a break clause.
- 5.5 A detailed procurement strategy and timeline will be agreed to ensure completion of the process and contract award in advance of the current contract renewal date.

Communications comments

- 5.6 The procurement of a replacement safety event and investigation solution presents no immediate communications requirements. Following the specification and procurement of the replacement system, where a new requirement or process is required and staff need to be notified of any change a communications plan will be agreed and implemented.

6 Financial comments

- 6.1 This report seeks approval to reprocur a management software solution for the reporting and recording of safety events, based on a five year contract.
- 6.2 Costs detailed in part 2 of this report show expected annual costs covering licensing, maintenance and support to be in line with the current budgeted annual costs.
- 6.3 If LFB stays with the same supplier there will no additional budget pressure. However, a move to a new supplier will mean there will be an additional front loaded cost required to cover functional system development, ICT Security testing and systems integration costs. These costs – detailed in Part 2 - are not currently included as part of the 25/26 budget or 26/27 budgeting process and a funding source will be required.

7 Legal Comments

- 7.1 This report seeks authority to commit expenditure set out in Part 2 in order to procure and award a contract up to 5 years for a management software solution for the reporting and recording of safety events and their investigations.
- 7.2 Under section 327D of the Greater London Authority Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the Commissioner specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.
- 7.3 By direction dated 1 April 2018, the Mayor set out those matters, for which the Commissioner would require the prior approval of either the Mayor or the Deputy Mayor for Fire and Resilience (the "Deputy Mayor"). In particular, paragraph (b) of Part 2 of the said direction requires the Commissioner to seek the

prior approval of the Deputy Mayor before "[a] commitment to expenditure (capital or revenue) of £150,000 or above as identified in accordance with normal accounting practices...". The value of proposed contract award, as set out in the Part 2, exceeds this threshold, therefore the prior approval of the Deputy Mayor is required in accordance with the aforementioned direction.

- 7.4** The report confirms an open and transparent tender process shall be undertaken in accordance with the Procurement Act 2023. The contract award decision will also be delegated to the Assistant Director of Procurement and Commercial services.
- 7.5** Continuing to provide a safety event reporting software solution will ensure the Brigade remains operationally efficient and effective.

List of appendices

Appendix	Title	Open or confidential*
	None	

Part two confidentiality

Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part Two form, together with the legal rationale for non-publication.

Is there a Part Two form: YES