

Incident Recording System Pilot Impact Assessment for West Midlands Fire Service

Version 2.0

Revision History

Date	Version	Description	Author
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1. Introduction

WMFS took part in the pilot in order to provide feedback about the content of the IRS.

1.1 Executive summary

WMFS have an electronic workbook where details of all incidents are recorded by the Officers.

We took part in the pilot in order to provide feedback about the content of the IRS.

We tested the xml interface and we dual entered incidents onto the online form and our workbooks. We attended 12 stations and completed 19 online forms.

We intend to alter our electronic workbook to incorporate the new data requirements for the IRS.

2. Current System and Business Processes

2.1 Overview of WMFS current business processes

Number of incidents attended in 2006

Type of incident	No. of incidents attended
Property and vehicle fires	7,469
Outdoor fires e.g. grass fires, rubbish fires	15,464
Chimney fires	51
Other emergency calls e.g. lift releases, spills and leaks, RTCs	6,841
Defective equipment false alarms	12,501
Malicious false alarms	2,609
Good intent false alarms	5,659
Over the border incidents	1,065
Total	51,659

Current business process

During and after each incident the Officer enters data on the Mobile data terminal (MDT) in the fire engine.

On return to station, the Officer completes an electronic workbook for every incident attended. The workbook only displays the relevant questions for the details entered on the MDT. For example, only questions relevant to an FDR will be displayed when FDR details are entered on the MDT.

The workbooks collect the data that is required by CLG for the FDR1, FDR2, FDR3 and the yearly statistical returns (Ops), along with the data that is required by ourselves in order to more accurately target prevention based activity. For example the demographic profile of the people who have accidental dwelling fires; more detailed data about the defective equipment false alarm incidents.

Quality Control

- The workbooks contain internal consistency checks.
- The Statistics Section check various workbook fields for consistency.
- As of 1.3.07 Station Commanders check at least 30% of FDR1s for accuracy against the incident log.

How data is used

Incident data is examined to ascertain the number, scale, nature, duration and distribution of activity. This forms the basis of the data analysis that underpins the emergency response element of the IRM planning process from year to year. Depending on the demand requirements arising in recent years, we are able to form a judgement as to where risk resides and the level of resources likely to be needed in the future.

Data and analysis is produced from the incident data to inform prevention based activities.

How data is published to CLG:

FDR1 data is transmitted electronically

FDR2s are submitted on paper

FDR3s are submitted by email

On the pump

Officer completes data on the MDT

At Station

Officer completes a workbook for every incident attended Based on the data that he has entered on the MDT the workbook will only display the relevant questions. For example only FDR questions for FDRs

Station Commanders

Station Commanders check at least 30% of FDR1s for accuracy against the incident log
Errors are reported back to the Officer for correction. The Officer corrects the electronic workbook and the changes are verified by the Station Commander and by the Stats. section

Statistics Section

Various workbook fields are checked for consistency
Errors are reported back to the Officer for correction. The Officer corrects the electronic workbook and the changes are verified by the Stats. section
The checking done by the Station Commanders is checked to ensure accuracy
Officers with outstanding workbooks are contacted to ensure that all workbooks are completed
FDR1 data is published to the CLG
Data is extracted onto the FDR3 form and sent to the CLG
Data is extracted yearly to produce OPS1, 5 and 6 returns
Errors returned by Ray Tomey are reported back to the Officer for correction. The Officer corrects the electronic workbook and the changes are verified by the Stats. section. The data is extracted onto the FDR3 form and sent to Ray
Analysis of the incident data is undertaken.

2.2 Description of WMFS current system

The electronic workbooks are a bespoke oracle based system, designed and maintained by WMFS ICT section.

We have a Cap Gemini bespoke command and control system, which automatically populates the MDTs and the workbooks.

Our management information system is a bespoke oracle based system, designed and maintained by WMFS ICT section.

The systems are fully integrated.

2.3 Issues with WMFS current business processes and systems

We have no issues with the current system.

3. WMFSs involvement in the Pilot

3.1 What WMFS hoped to learn from the pilot

WMFS took part in the pilot in order to provide feedback about the content of the IRS.

3.2 What WMFS did for the pilot

We tested the XML interface and sent some dummy data.

We went to a variety of stations and dual entered incidents on the online form and our workbook, in order to gain feedback from Officers about the online form. We attended 12 stations and completed 19 online forms.

3.3 Lessons WMFS learned from the pilot

We were involved in feeding back to the CLG about the content of the IRS and are optimistic that the changes that were agreed upon will be put into place.

4. Proposed future system and business processes

4.1 What WMFS plan to do to implement incident recording

We intend to alter our electronic workbook to incorporate the new data requirements for the IRS.

We intend to go live 1st April 2008.

4.2 Overview of WMFS future business processes

The business processes will remain the same.

4.3 IT impact

Our IT requirements and interfaces will remain the same.

4.4 Training Requirements

We will train all the Officers using a mixture of station visits and central training facilities. As we will only be changing the content not the interface then we do not envisage that the training will be onerous.

We currently have an FDR E_Learning package this will be altered to reflect the new data requirements for the IRS.

We currently run an informal helpdesk in the Statistics Section and this will continue.

4.5 Culture and Change management

None

4.6 Estimated costs of implementation

IT implementation costs

It is intended that IRS will run on existing hardware/in-house software solutions. It is not envisaged that any extra development of this infrastructure will be required to implement IRS. Work will need to be undertaken to produce a new “Workbook” for data capture, but this is akin to producing a new document via a word processor package, it is not envisaged we will need to change the functionality of the word processor in any way, simply produce another document using it. There will be some development to facilitate XML transfer, however all Web Service skills are available in-house and we are confident (based on the current schema) that this work will be straightforward and can be allocated into normal work schedules.

IT infrastructure costs

No additional costs for IRS implementation (current networks/hardware capacity will support intended solution).

Training costs

IRS will be delivered by an established, proven mechanism and familiar user interface, again the training impact of this would be negligible. We also have a team of ICT trainers with the ability to produce PC based training packages.

Communication costs

We have an established Intranet with forums, FAQ's etc. for such purposes along with a dedicated support staff.

Staff costs (e.g. project management)

From an ICT perspective we have established management/project mechanisms in place and a Brigade ICT project manager if required.

4.7 Benefits WMFS hope to achieve

We hope that the IRS will be more logical and transparent than the FDR, and thus the resulting data will be more meaningful. We also hope that comprehensive definitions are provided for each item, so that the data is collected in the same way by each Brigade.

4.8 Critical Success Factors for WMFS

None