

Report to	Executive Panel
Date	12/02/18
Lead Officer	Assistant Chief Fire Officer
Contact Officer	Richard Fairhead
Subject	Monitoring of incident-related information



PURPOSE OF REPORT

- 1 This report is to update members about the re-establishing of the electronic reporting capability for incident-related information following the installation of a new mobilising software system in March 2017.

EXECUTIVE SUMMARY

- 2 The installation of a replacement command and control system in March 2017 has impacted on existing arrangements for recording, validating, transmitting and reporting on incident-related data. Work is ongoing to resolve these issues, and therefore officers are unable to access relevant data to provide quarterly monitoring reports to the Executive Panel.

RECOMMENDATIONS

- 3 That members note the information provided in this report.

BACKGROUND

- 4 The system used by North Wales Fire and Rescue Service to mobilise fire crews to incidents was replaced in March 2017 following several months of planning. The mobilising system itself is linked to a number of other systems, including those used for resource planning, incident transfer, mobile data and telephony services and records management. In particular, it integrates with the national Incident Recording System and with service management reports.
- 5 Since 2009, information about incidents attended by UK fire and rescue services has been recorded in a web-enabled Incident Recording System (IRS) hosted by the Home Office (previously by the Department for Communities and Local Government). In North Wales the IRS record of an incident is partly auto-completed from the mobilising system and partly completed manually using drop-down menus and free text.

- 6 Locally, the information gathered through the IRS is combined with other information to provide an important repository of management information that is routinely used for service planning, public safety campaigns, to satisfy ad hoc requests for information and to compile monitoring and other reports on activity and performance.

INFORMATION

- 7 With the conversion to the new mobilising system it became necessary to start afresh with enabling IRS reporting to the Home Office and to draw all the IRS-related and other locally-gathered information into a new database. It also became necessary to find a way to migrate the pre-21st March 2017 data into the new database so that information compiled both before and after that date can be accessed through a single electronic query.
- 8 This complex work is taking longer than expected. It continues to require extensive testing and problem-solving by Service staff working with the system suppliers. Following a meeting in January 2018 where the criticality of the service's reporting ability was stressed, the suppliers identified that the required work will take approximately 3 months' work to complete and agreed to prioritise this important area of work.

IMPLICATIONS

Wellbeing Objectives	Temporary disruption to performance monitoring against the objectives.
Budget	Additional costs to tackle a backlog of information inputting and to maintain two separate databases. However, delivery remains within the projected costs.
Legal	The FRA needs to comply with legal duties around continuous improvement and reporting against statutory performance indicators.
Staffing	Unanticipated additional work placing strain on the work of individual departments.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Incomplete or inaccurate reporting reducing trust in the FRA's decision-making and/or monitoring arrangements. FRA decisions could be delayed. Potential reputational damage arising from inability to respond to enquiries or requests for recent performance information.