Communities and Local Government

IRS
Incident Recording System

Incident Recording System Pilot Impact Assessment for Greater Manchester

Version 1.1

Revision History

Date	Version	Description	Author
16 March	1.0	First draft	Ken Brown
31 May 2007	1.1	Alterations following CLG comments	Ken Brown

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1. Introduction

Following participation in the early fact finding meetings, it was considered vital for Greater Manchester to be part of the pilot to ensure our current ability to utilise incident information was not compromised by any failure of the new system to deliver what the FRS was currently receiving from its existing MIS

1.1 Executive summary

Greater Manchester's involvement was with the testing of the XML interface. This was carried out on our behalf by our MIS supplier AssetCo who developed an interface to bolt on to our existing MIS. Once developed, the testing was performed by them initially from their premises in Leicester and finally from our headquarters building, once the required firewall settings had been configured. From that point of view, the pilot was successful, with incident records being sent to CLG from both locations.
This proved that the current XML works as CLG intended.
For the future, it is our ultimate intention to migrate to a web-based MIS supplied by AssetCo that will automatically send the required information to CLG via the XML without a need for filling in additional electronic forms.

2. Current System and Business Processes

2.1 Overview of Greater Manchester current business processes

<Give a description of the current business process from beginning to end, together with a diagram showing them (see example diagram).

In particular should detail:

- Numbers of primary fires, secondary fires, special service incidents and false alarms handled per year.

Based on 2006, the approximate annual figures are:
Primary Fires: 11,000
Secondary Fires: 16,000
Special Service Incidents: 5,500
False Alarms: 20,000 (of which 14,000 are FADA/UwFS)

This excludes duplicate calls, and other miscellaneous and non-emergency incidents.

- How current FDR1, FDR2, FDR3 data is submitted.

FDR1 Electronic transfer

FDR2 Posted report

FDR3 Faxed report

- How special service data is collected and to what level of detail

In addition to the special service type/subtype, and the mobilising information (times, addresses, call info, appliance movements etc), the FRS collects the same level of casualty information as for FDR1 fires, plus information about OICs and BA wearers, plus about 33 other fields. This data is collected in the local MIS database via similar screens to the FDR1 data collection.

- How secondary fire and false alarm data is collected

In addition to the secondary fire subtype, or false alarm type/reason, and the above mobilising information, the brigade collects information about OICs and BA wearers, plus about 24 other fields for secondary fires, and about 21 fields for False Alarms, including the UwFS fields. This data is collected in the local MIS database via similar screens to the FDR1 data collection.

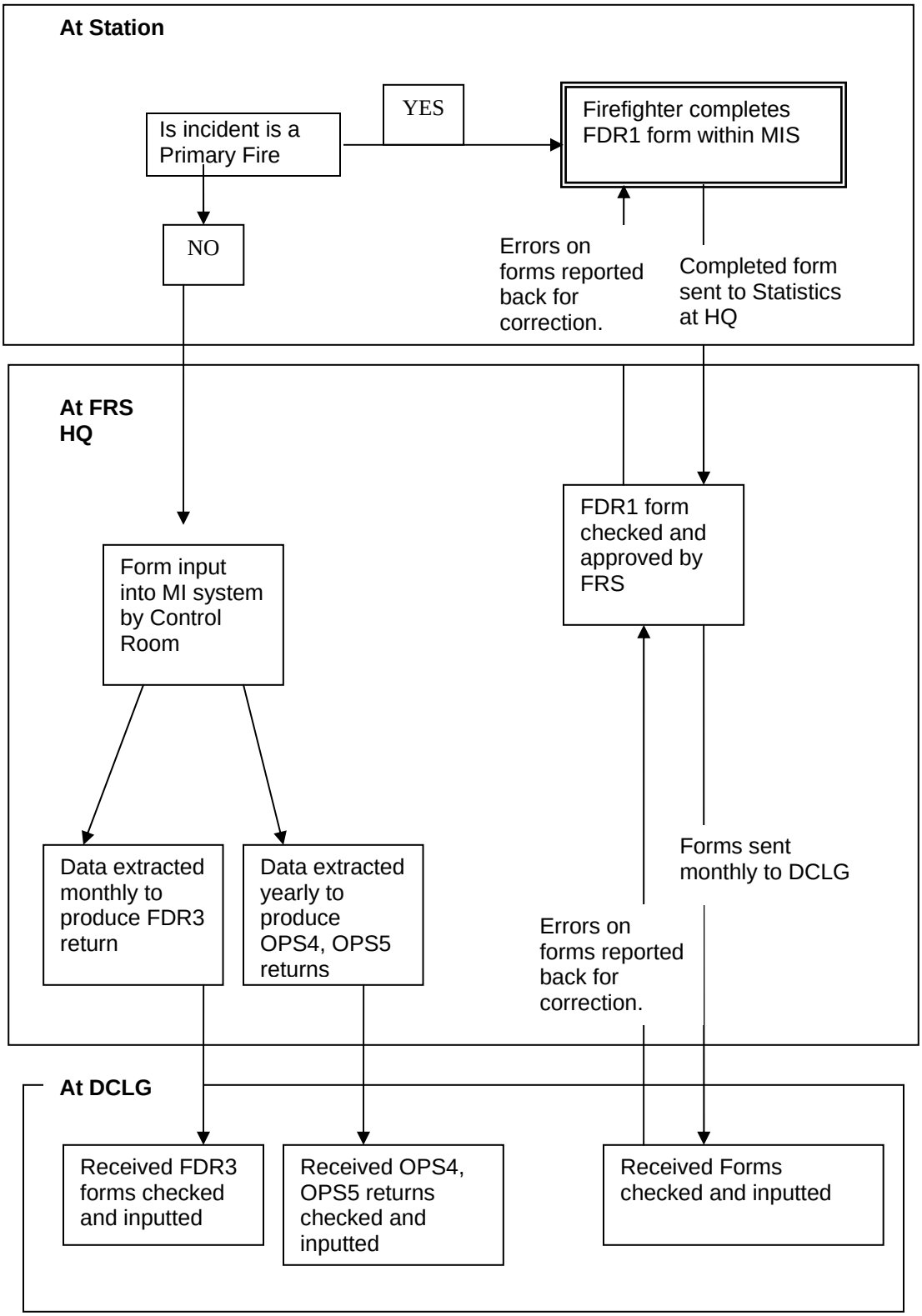
- How data is quality assured and the percentage of incidents that are queried

In addition to the brigade's procedural checks - there are three levels of data authorisation in the MIS (four for electronic FDR1s) - the system has over 120 built-in validation checks (implementing the Home Office rules) plus almost 100 'mandatory field completeness' checks.

- How the data is currently used for effective decision making (linking back to the IRMP)

The FRS recently implemented a Flexible Resource Deployment programme were by a number of pumping appliances were taken ‘off the run’ on each night of the week based on risk and incident activity. The evidence provided by our MIS regarding incident mobilisation and vehicle and equipment usage underpinned this programme.

- How data is published to DCLG>



Example Current Business Process

2.2 Description of Greater Manchester current system

The FRS uses an MIS for all incident based incidents. Every incident logged by Fire Control whether a mobilisation takes place or not is given a final page. This contains information on the incident such as times and resources used.

In particular should detail:

- Any electronic systems used to enter data. The name of the product used, supplier and version should be detailed.

AssetCo Data Solutions MIS (formerly Marconi/Petards) Management Information System: (version updated at six-monthly intervals - latest issue is 11/2006). Input is via interactive Windows-based screens on client PCs at stations and HQ, with built-in picklist selection, validation checking and on-line help.

- Command and control system used and how data is extracted from it

Motorola/Printrak ProCAD (formerly FIM) version 14.1.1: events are passed across to MIS in a textual fixed-format log, in real time, by a continuously-running process linking the two (Oracle) databases.

- Any Management Information systems in use

See above. The full AssetCo MIS consists of nearly thirty applications, integrating Incident data collection and analysis with resource planning and many other brigade management functions.

- Whether or not systems are fully integrated

See above

2.3 Issues with Greater Manchester current business processes and systems

As AssetCo performed the testing on our behalf, there has been no impact on the FRS.

Of particular interest will be coverage of data (i.e. all incidents, primary fires only), quality of data, duplication of effort, dual-entry, and any difficulties in accessing data (e.g. station managers with no access to MI systems)

3. Greater Manchester's involvement in the Pilot

3.1 What Greater Manchester hoped to learn from the pilot

Greater Manchester wanted to be involved to influence the final product. Our testing of the XML and our participation at pilot meetings has resulted in a number of 'uncollectible items of information' being withdrawn from the final product.

Once the predicted changes to the XML are agreed, our current MIS will be amended to support the changes prior to the introduction of our new MIS.

3.2 What Greater Manchester did for the pilot

Greater Manchester's involvement was the development and testing of the XML interface

In particular should detail:

- Whether you used the Online Forms or the XML interface

XML interface

- Whether an interface was built

An interface was built which extracted already-checked-and-authorised incident data from the brigade's MIS database; recoded and translated it; buffered it; and then sent it as 'completed incidents' via the XML interface to DCLG. Most issues with the interface itself appear to have been resolved: questions about specific data validation and verification are likely to persist into use. Some required fields are still unavailable (or are not available in a suitable form for direct translation), and therefore have had to be loaded with 'dummy' values.

There was no change to the existing data inputting or authorisation process by the brigade in order to accommodate the exercise; and the interface has so far been implemented as a stand-alone prototype controlled independently from the remainder of the MIS.

- How many stations and staff were involved

  No fire stations were involved. The testing was completed by AssetCo using historical data

- What training was performed

  None required

3.3 Lessons GMC learned from the pilot

Don't underestimate the size of the task

This was not concerning the pilot, it was to emphasise the length of time and resources required to change from paper to electronic. In our case, we had 1 instructor per watch per division and it still took several months to complete. Additionally we only instructed on how to complete an electronic form, we gave no instruction on how to complete a fire report. As a result we now have a glaring need to undertake quality FDR 1 training. Although we intended to continue collecting our data via our existing MIS, structured training on reporting as opposed to form filling is to be undertaken later this year. With regards the pilot, as an organisation we had little involvement. Our MIS suppliers however learned a great deal.

4. Proposed future system and business processes

4.1 What Greater Manchester plan to do to implement incident recording

As previously mentioned, Greater Manchester intend to further develop its existing MIS to automatically supply CLG with the incident information it requires. We are currently in talks with the supplier to ensure we have the necessary software in place prior to the projected go live date

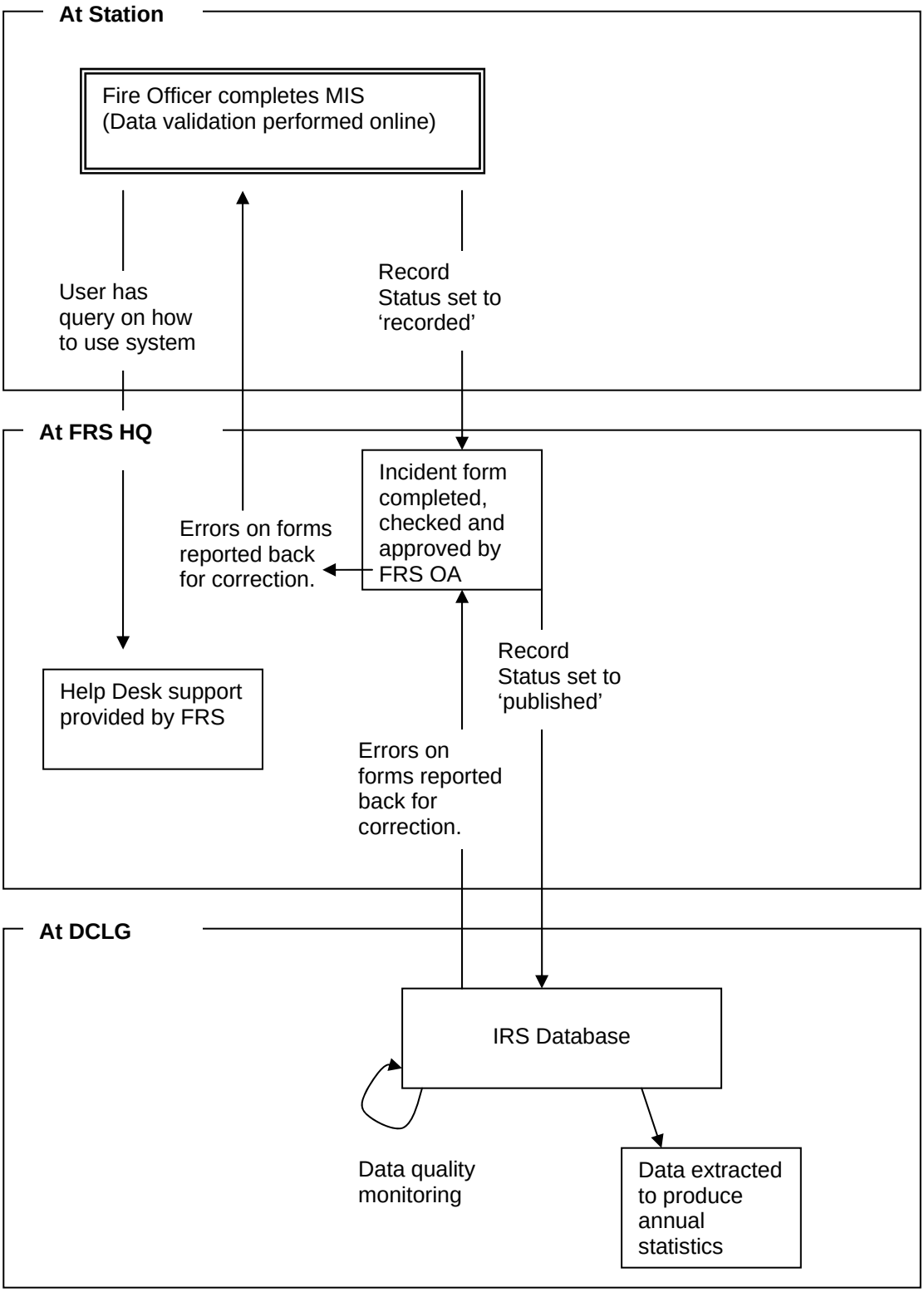
4.2 Overview of Greater Manchester future business processes

Incident information will be entered onto the system by operational officers and in the early stages Fire Control staff.

There are currently no plans, mainly due to the sensitivity within the control environment to move these incidents from control staff. However as it is our understanding the RCC'c will not be providing this function, we will need to migrate all incident types to watch officers at sometime. As to impact, watch officers are currently required to contact the control room to pass incident information on their return from all incidents. As they already obtain the information, I see little impact in a requirement to complete a form as opposed to making a telephone call.

QA will be performed initially by the system and all recorded will then be validated by our accredited staff.

Data will be utilised in the same was as it is now to underpin IRMP requirements



New Business Process – using XML interface

4.3 IT impact

Other than the finalisation of the XML there should be no IT impact on Greater Manchester

4.4 Training Requirements

Training will probably be given to a number of individuals, re the completion on an electronic system. This will be followed by specific training for watch officers on how to complete the form.

As mentioned earlier for the completion of an electronic form, we currently do not envisage any additional training, although some extra guidance will be required to capture the additional information required for RTC's. However to ensure accurate incident recording, we intend to give starting later this year, additional instruction and training to all watch officers in a bit to reduce the number of alterations currently required during our validation process. This is mainly a result of misunderstandings between our officers, our validation team and National Stats at Garston. We thought we knew how to fill in FDR 1's, it is now clear that changes in procedures at a national level have not been adequately communicated to our officers. By this I mean national alterations are sent out, but not always received by FRS's, and when they are, they are often not transmitted on to the officers completing the forms.

4.5 Culture and Change management

It is not envisaged that there will be any culture and change management needs. This is because we currently collate and present data in the way IRS requires it.

4.6 Estimated costs of implementation

We are not in a position to scope out training costs

4.7 Benefits GMC hope to achieve

The biggest benefit to Greater Manchester will be the ability to compare our existing non fire data with that of other FRS's

4.8 Critical Success Factors for GMC

The biggest factor will be the number of changes to the XML. The FRS has paid a substantial amount of money for an interface that following the pilot requires changing. The cost of this will be dependent on the number of additional fields and as a result may mean substantial additional investment. Investment that has not been budgeted for