

**Hampshire Fire and Rescue Authority**

**Performance Review and Scrutiny Committee**

**Item 9**

**22nd November 2011**

**Improving our ability to analyse information**

**Report of the Chief Officer**

Contact: Clare Hayles [clare.hayles@hantsfire.gov.uk](mailto:clare.hayles@hantsfire.gov.uk)

**1 Summary**

- 1.1 In its 2009-12 plan the Service set the objective of developing services based on what we know about risks in the community. Stage two of this objective was to improve the ability to analyse information.
- 1.2 Improvements in this ability have seen analysis within the Service transformed from the provision of charts and maps to interpretation and understanding information; making the use of analysis a core part of Service planning and decision making.
- 1.3 The Community Risk Intelligence team is continuing to develop the ability to analyse information and is currently focused on delivery of reporting and self service intelligence products to the Service to support tactical and strategic decision making.

**2 Recommendation**

- 2.1 That the Committee endorse the progress made against stage two of the 2009-12 Corporate Objective to develop services based on what we know about risks in the community.

**3 Introduction and background**

- 3.1 Improving our ability to analyse information is a key element of the current Service objective, set in the 2009-12 plan, to develop services based on what we know about risks in the community.
- 3.3 This paper will detail the progress made against the improving our ability to analyse information and the current risks attached to this element of the objective.

**4 Progress**

- 4.1 As part of the development of the Community Risk Intelligence (CRI) Department

the Service created four analyst posts to provide analytical services.

- 4.2 An experienced Senior Intelligence Analyst was employed on secondment from Hampshire Constabulary in order to develop these services. The secondment which was initially for one year was later increased to two years. Having left the employ of Hampshire Constabulary the Senior Analyst is currently working for the Service on a temporary basis enabling the continued development of the use of analysis and the analytical team.
- 4.3 The Senior Analyst has been responsible for developing analytical techniques, practices and processes as well as the knowledge and skills of the analytical team through mentoring and professional support. In addition the team have attended specialist training courses in analysis and geo-spatial techniques and built relationships with other analysts.
- 4.4 The development of information systems and processes to record, extract, analyse and display information underpins the development of the ability to analyse data and information.
- 4.5 As a result of the developments in analysis and systems, the Community Risk Intelligence Analysts are now producing quality analysis which is being used to inform planning and decision making at Service and local level and contributing to partnership activity.
- 4.6 Analysis undertaken by the team contributed to the development of the 2011-2013 corporate objectives of having community facilities within our stations, responding to small fires more effectively in rural areas, responding differently to unwanted fire signals in non-domestic premises and responding more effectively to road traffic incidents in rural areas. The analysts continue to analyse progress against these and other current objectives and the work they undertake will contribute to evaluations of trials being undertaken in respect of them and final evaluations of the objectives.
- 4.7 The provision of a county risk map based on analysis of Service and other risk data sets is set to inform decision making at a strategic level. Separate risk analysis including mapped risk data will be provided to staff across the Service to aid decision making at local level.
- 4.8 Analysis undertaken of fires within Her Majesty's Prison (HMP) Winchester compared to others across the region led to an understanding of the problem. As a result a memorandum of understanding is being developed between the Service and HMP Winchester. This analysis was shared with services across the south east region to assist them in tackling the problem of fires within prison premises.
- 4.9 The analysts each have responsibility for a number of Group areas; this enables them to build working relationships with staff in these areas and an understanding of the area itself. Through this understanding and analysis of our data an analyst identified a specific problem with grass fires in the vicinity of local schools in the Rushmoor area. Information was submitted to the Group Manager which enabled

him to inform and work with partners to deal with the issue. As a result of this the fires were reduced and risk lessened.

## **5 Ongoing work**

- 5.1 The capability to analyse information continues to develop with several key areas ongoing.
- 5.2 The Senior Analyst has implemented a development programme, based on the Intelligence Analyst National Vocational Qualification, tailored to the needs of risk intelligence analysis. The analyst team are continuing to develop their skills and competency through this programme and attending specialist training courses.
- 5.3 Professional relationships have been built with analysts working within Community Safety Partnerships, law enforcement and other partners, allowing exchange of best practice and ideas on an ongoing basis.
- 5.4 Ongoing work between the Senior Analyst and the Hampshire Constabulary Principal Analyst will see the Risk Intelligence Analysts benefit from joint training with Police Intelligence Analysts where appropriate, thus further improving the ability to analyse information.

## **6 Supporting our corporate aims and objectives**

- 6.1 The effective use of analysis and its results are key in supporting the development of our corporate aims and objectives as well as in evaluating activities to inform organisational learning. Improving our ability to analyse information is enabling this to happen.

## **7 Risk analysis**

- 7.1 The funding for an analyst post, held vacant pending the Staff Review, has been diverted to fund an administrative post for which permanent funding had not been secured. This removes 25% of the analytical capability at a time when the need for analysis, its development and complexity is increasing; the service will reach a point where demand exceeds the capacity of the team.
- 7.2 The proposals made under the All Staff Review include the removal of the Senior Analyst post to contribute to the provision of a CRI Manager Role. Whilst the role profile for the CRI Manager includes the key skills and experience required for the Senior Analyst role, there is potential for loss of expertise which may affect the development of analytical capability.

## **8 People Impact Assessment**

- 8.1 The proposals in this report are considered compatible with the provisions of the European Convention on Human Rights, the Human Rights Act 1998, and the Race Relations (Amendment) Act 2000.

## **9 Conclusion**

- 9.1 The Service has made significant progress in improving its ability to analyse information. The investment is yielding results with the results of analysis featuring prominently in planning and decision making.
- 9.2 Analysis has moved from the provision of charts and maps to the interpretation of information informing Service business and contributing to partnership activity.
- 9.3 Development of the capability will continue, however this may be limited by the lack of capacity within the analytical resource.