

Hampshire Fire and Rescue Authority

Item 9

Performance Review and Scrutiny Committee

18 November 2010

Use of information systems for community risk intelligence

Report of the Chief Officer

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1 Summary

- 1.1 The Service has made substantial progress with the improvement of practices and systems to develop our knowledge and understanding of the risks in our communities. However, less progress has been made on the use of information available from staff working within our communities.
- 1.2 The development of systems and processes has allowed the Service to undertake enhanced risk analysis to inform decision making on resourcing and activities
- 1.3 Ongoing work to provide information at local level and to build effective information sharing relationships with local staff will assist full achievement of the 2009-12 Corporate Objective to develop services based on what we know on risks in the community.

2 Recommendation

- 2.1 That the Committee supports the progress made against stage one 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 In 2009 the Service set an objective to develop services based on what we know about risks in the community. Stage one of this objective was to make the most of the information systems we use, including information from staff who work in our communities. This report documents key progress made.

4 Progress

4.1 Use of Information Systems

- 4.1.1 Since the inception of this objective the Service has made significant progress in

the development and use of information systems to identify and assess community risk.

- 4.1.2 In particular, progress has been made in the use of the following systems:
Mosaic Public Sector geo-demographic system
Incident Recording System (IRS)
Community Fire Risk Management Information System (CFRMIS)
Geographic Information Systems (GIS)
Process Evolution Simul8 modelling system.
- 4.1.3 Mosaic Public Sector is a geo-demographic profiling system tailored to the specific needs of the public sector. It is used by the Service, along with internal incident data, to identify at risk groups within the community.
- 4.1.4 The development of this system has allowed the Service to effectively target prevention and education activity towards those groups identified as being at greatest risk from fire.
- 4.1.5 The IRS system, provided by the Department for Communities and Local Government, records details of all incidents attended and was implemented in April 2009. The system enables the Service to record more accurate and detailed information about the incidents that it attends.
- 4.1.6 Through analysis, the enhanced information captured within this system is proving key to providing the service with increased knowledge and understanding of risk to inform risk reduction activity.
- 4.1.7 The CFRMIS system allows the recording of information in relation to domestic and non-domestic properties. It is the primary system used by the Service to record prevention, protection and enforcement activity.
- 4.1.8 Now linked to Mosaic, IRS and GIS allow users to effectively research and analyse information. The system is at the heart of the tools used to identify and inform on risk.
- 4.1.9 Development of the above systems and the availability of enhanced information has aided the development of the use of GIS/mapping systems and geographic analysis within the Service.
- 4.1.10 Analysts are using combinations of the information available to identify risk areas and to aid the understanding of this risk profile in Hampshire.
- 4.1.11 A GIS lead has been identified within the Community Risk Intelligence (CRI) team to ensure that development of this area is maximised.
- 4.1.12 The CRI team have developed the use of the Process Evolution modelling system Simul8. This system accurately assesses potential changes to resources and their impact on risk and risk reduction; it is being used to inform decision making on appliance disposition with the Service Delivery groups.

4.2 Progress – People

- 4.2.1 Alongside system development the Service has undertaken development of staff to enable exploitation of improved systems and information.
- 4.2.2 The CRI team includes staff who are skilled in the areas of system development, data management and analysis.
- 4.2.3 An experienced Senior Intelligence Analyst, seconded from Hampshire Constabulary, has been employed to develop the analytical capability of the Service and the skills of the analytical team. The analytical team now provide risk analysis to inform decision making at both Service and local level,
- 4.2.4 Progress in utilising the information available from staff working within our communities has been slower than anticipated. Effective relationships have been developed between CRI and local staff enabling the use of local knowledge and intelligence to inform risk intelligence analysis and Service activity.
- 4.2.5 The development of a web based information system available for use at local level is underway. This system will provide up to date incident, performance, geographic and geo-demographic information at local level to be combined with local knowledge in informing activity.

5 Ongoing work

- 5.1 The Service is continuing to develop and exploit the above systems and information to inform on risk. Integration and analysis of systems and data will prove key to their effective use. The CRI department will continue to develop systems and analytical capability to meet the objective set and ensure the Service makes best use of resources to mitigate the risks identified.

6 Supporting our corporate aims and objectives

- 6.1 The effective use of information systems is key to supporting the development and achievement of our corporate aims and objectives as well as evaluating our activities to inform organisational learning. The developments made enable this support.

7 Risk analysis

- 7.1 The current financial climate, pressures on public finances and the as yet unknown cuts in fire and rescue service funding may impact on Service ability to invest in new or improved systems.
- 7.2 Effective use of current systems and internal development resources will aid mitigation of this risk.
- 7.3 Collaborative working with partners will also assist in mitigation of this risk.

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 Resource implications

9.1 Human Resources

The continued investment of human resources is required to undertake the development of internal systems.

9.2 Physical Resources

In order to continue development of internal information systems the Service will need to consider investment in its information technology infrastructure.

9.3 Information and Communications Technology Resources

Continued development in this area will require the continued support of our Information Services Department and Hampshire County Council.

9.4 Financial Implications

Continued development of information systems within the Service will have some financial implications; the level of financial investment will be determined by need and available finance.

10 Conclusion

- 10.1 Significant progress has been made by the Service in the use of information systems to support and inform Community Risk Intelligence.
- 10.2 Ongoing work on the development and use of information systems will enable the Service to make best use of technology to inform business and reduce risk.
- 10.3 The current financial climate and funding cuts may impact on investment opportunity. However, effective use of in house resources and collaborative working with partners may reduce the effect.

11 Background information (Section 100D of Local Government Act 1972)

- 11.1 No existing documents were utilised in the preparation of this report.