Spotlight on...
Improving our services by knowing about our communities

What the need was and how we identified it

Knowing the makeup of the communities in West Yorkshire is vital to ensure we tailor our services to meet their needs. It is not just about collecting data but using that information and intelligence in a structured way.

Authority members have a great deal of knowledge about their constituent communities as have our fire crews, fire protection and prevention teams. There were concerns that, although considerable information flow existed within individual directorates, their was little sharing of this data. Individual data teams tended to focus on their own specific needs creating tactical rather than strategic solutions. The review identified the need to create a robust data management infrastructure: eliminating duplication and improving data and knowledge sharing between staff and directorates.

What we did

The result was the formation of a data team which drew together existing data collection staff. Job roles were reviewed and additional staff brought into the team, including specialists to lead it. The Data Team now has corporate responsibility for quality assurance, business intelligence and system development and forms part of the ICT function.

Outcomes

The transformation of ICT, the Data Team and their working practices has significantly improved resilience, performance management and governance within the Authority

Key improvements include:

- The introduction of Sharepoint (WYFirespace) and the Microsoft Office suite, enhancing data sharing, improving efficiency, communication and information management.

- Implementation of SAP Training and Events module to automate course booking and monitor workforce skills sets.

- Implementation of SAP Business Warehouse to provide key stakeholders with strategic

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information on a range of HR subjects.

- Enhancements to the National Incident Reporting System: our improvements resulted in this being deemed to be the most accurate incident data collection tool in the Fire and Rescue Service.

- Mobile Data Terminals in all appliances - supplying premises risk information to assist crews at incidents.

- Production of risk maps for every station area - using Mosaic and 3-years of WYFRS Home Fire safety Check and incident data. This provides stations with a targeted, geographic focus for community prevention and protection activities.

- Introduction of a new Performance Management Information Dashboard - providing all staff access to key performance indicator data, from brigade to station/department level, back to 2008/09. Roll-out of the Dashboard has started with the major Operations Performance Indicators, Home Fire Safety Checks and sickness levels.

- Introduction of WYFiremap to give a geographical representation of all differing activity within selected areas across the county.

- Management technology to collect community fire safety information about an individual, not their property. One benefit is immediately highlighting high risk service users e.g. smokers, users of alcohol, and escalating WYFRS's first intervention directly to the High Risk Team. It will also be used to evaluate the effectiveness of events and agency work and track referrals from partners.

- Incorporating new 2011 Mosaic categories in the Authority's risk management planning/analysis.

Further developments in the pipeline include:

- New comand unit software - to enhance the existing platform used to manage incidents attended by six or more fire appliances.

- Assisting in the implementation of a new mobilising, command and control system.

Contact

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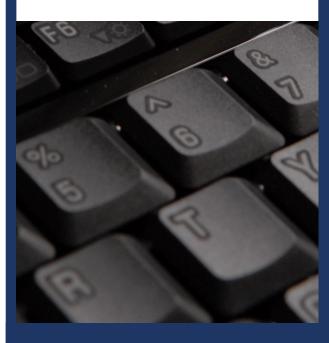

This 'spotlight on' contributes to...

PROVIDING EFFECTIVE AND ETHICAL GOVERNANCE AND ACHIEVING VALUE FOR MONEY IN MANAGING RESOURCES

FIRE & RESCUE SERVICE **EQUALITY** FRAMEWORK **EXCELLENT**

EFFECTIVE SERVICE DELIVERY AND COMMUNITY ENGAGEMENT INDICATOR: 3.13

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