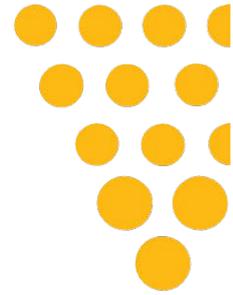




CORNWALL
FIRE & RESCUE SERVICE
A service of Cornwall Council



Assets Strategy

Part B: Information Technology 2022 - 2023



Introduction

The Assets Strategy is part of a suite of strategies Part A Fleet and Equipment, Part B Information Technology (IT) and Part C Property. (see below diagram) which jointly demonstrate how we aim to respond to reduce and mitigate the risks identified for our service.

This strategy, Part B sets out how we will manage our information technology (IT) assets to support the activities detailed in the Cornwall Fire and Rescue Service Community Risk Management Plan (CRMP) 2022-2026. It outlines how we will reduce risk and aim to improve the safety of our firefighters and communities through our current and IT improvements.

Our activities are focussed on how we will meet the current and future operational needs of the service, taking into consideration how we address emerging risk, provide a modern, fit for purpose, digitally enabled service ensuring our IT assets are specified, procured, enabled and disposed of appropriately.



The CRMP sets out key risk objectives we aim to achieve over the next four years, and we have indicated in our strategies how our activities are linked to those risk objectives. Information technology is key in a modern and effective operating environment enabling and supporting protection, protection, and response activities and how we manage our workforce and assets.

Our CRMP risk objectives are:

- Reducing the impact on risk groups from fire and other incidents
- Reduction in fire deaths and injuries
- Reducing incidents where people are killed or seriously injured
- Mitigating the social, economic and environmental impact of fires and other incidents through the services we deliver
- Increasing the diversity of our workforce to improve the accessibility of our services through our understanding of community vulnerability and social inequality

Through our assets work we will:

- Collaborate across the fire sector and other partner agencies, and follow best practice guidelines for procurement to meet current and operational need, user requirements and the needs of our communities
- Utilise technology to improve efficiency and effectiveness, to support firefighter and public safety and reduce the impact on the environment
- Continue to implement the ESN Programme in line with national requirements and timelines

Risks and activities

Our Community Risk Management plan identifies that the IT infrastructure requires improvements in order to deliver the identified efficiencies and ensure our services are supported by resilient and effective systems and processes.

Our activities and processes are supported by IT systems and projects:

Vision Mobilising System

Our Critical Control Centre uses a software package called Vision which allows call handlers to respond to callers in the most appropriate and efficient manner. Integrated communication channels minimise the time taken to gather and validate information, speeding up decision-making. It enables control operators to access fully integrated resource, mobilisation and location information to ensure the best, most cost-effective response is issued every time. The Vision mobilising system ensures the right resources are effectively allocated in a time critical manner to deal with risks and incidents, including those listed as high risk in our [Community Risk Profile](#):

- Fatal fires – almost all were accidental dwelling fires

- Serious injury fires – almost half of these were accidental dwelling fires
- Fatal special service calls – typically road traffic collisions (RTC) and assisting other agencies. Saltash, St Austell and Truro have attended the highest number.
- Serious injury special service calls – Truro and Tolvaddon attended the highest number of these in the past five years.

We will ensure our Vision Mobilising System (provided by Capita) has effective communications with our blue light partners and effectively allocates co-responder resources to relevant incidents – these are focussed on the Lizard peninsula with most incidents located in Helston and Mullion’s station grounds.

Community Fire Risk Management Information System (CFRMIS)

This system manages information and data that supports our prevention activities, including living safe and well visits. It is a database that helps us understand our risks and is governed by strict General Data Protection Regulation (GDPR) protocols. Personnel use dedicated tablets/laptops to record the completion of these home visits which provides safety information to vulnerable residents. We also record audits at commercial and industrial premises which support and direct protection activities.

Tolvaddon has the greatest ‘place-based’ risk from buildings rated as high risk on the Risk Based Inspection Programme with nurseries and schools, privately rented houses and heritage buildings. This is followed by Truro, St Austell, Penzance and then Falmouth.

Industrial processing, hotels/motels, permanent agricultural, hospitals and medical care, religious buildings and residential care home premises have the highest rates of fires in Cornwall.

- We will ensure tablets and/or laptops are available with the required software to adequately support enforcement officers to carry out their inspections and information gathering aligned to business fire safety advice and enforcement.
- Inspection details and information will be unloaded to CFRMIS directly via the tablets/laptops to reduce the reliance on paper-based processes. This process will also be utilised to undertake site specific risk information (SSRI) visits and to address the cause for concern for our SSRI process outlined in the 2021 HMICFRS (Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services) report.
- Providing suitable laptops/tablets will also support prevention teams to reduce the backlog of high risk living safe and well (home fire safety) visit referrals by directly loading information to the CFRMIS system.

Mobile Data Terminals (MDT)

Our frontline firefighting appliances have MDTs installed which provide incident location information for attending crews. They also contain details of specific sites which pose a potential risk to operational personnel in the event of an incident. Information, such as standard operating procedures and any chemicals used or stored at the site is gathered and recorded through site specific risk visits. This is then made available through the MDTs and is used to support the command and control of incidents, including any cordons that might be required.

- We will ensure that risk information is readily available to front line crews via MDTs and secondary in cab devices to mitigate the risks associated with the incident types above.
- Development of software (ScGateway) will then improve communications between MDTs and the Vision Mobilising System in Critical Control for a more effective allocation of resources.

To enable effective delivery of the Response Strategy we will support the introduction of a new firefighter management system (provided by Gartan). This will help **maximise availability and aim to maintain optimum crewing levels** by ensuring adequate resources can be mobilised to incidents. It will also include a payment module linked to the Council Oracle system, which will support the implementation of the new on-call contracts (as outlined in the Response and Workforce Strategies) and improve absence management as detailed in the Workforce Strategy.

Projects aligned to the 2022 – 2026 CRMP

Year One 2022-2023

- Firefighter Availability Management System
- Secondary Device in Cab for Risk Information
- Tablet Devices for all On Call Stations
- ScGateway (Communications Module – Airbus)
- ScCapture (Hydrant Upgrade – Airbus)

Year Two 2023-2024

- Firefighter Availability Management System
- Emergency Services Network Transition
- ScGateway (Comms Module - Airbus)
- ScCapture (Hydra Upgrade - Airbus)

Year Three 2024-2025

- Emergency Services Network Transition
- ScGateway (Comms Module - Airbus)
- ScCapture (Hydra Upgrade - Airbus)

Lifecycle of the CRMP 2022-2026

- ScGateway (Comms Module - Airbus)
- ScCapture (Hydra Upgrade - Airbus)
- Emergency Services Network (ESN) - desktop to vehicle rollout

Resources

The Assets team is made up of:

- Head of Assets
- Business Systems and Assurance Manager
- Systems Support Operative
- Risk Systems Support Officer

The team is responsible for the delivery of the strategy with support from other areas of the service. The delivery of our IT Strategy is linked to the Council IT strategy and the availability of the limited resources to implement and complete IT projects. Council IT resources are allocated according to the priorities agreed by the Directorate Leadership Team which considers IT project priorities across all services within the Neighbourhoods Directorate.

To help deliver a high quality, reliable and sustainable IT provision, this plan is underpinned and supported by:

- Cornwall Council Information Services - IT Service Management
- Cornwall Council Commercial Services - Effective Contract Management, Tendering and Procurement activity
- IT Resilience and Cyber Security – Cornwall Council PSN *ISO27001*, our Critical Control Centre '*Cyber Essentials Plus*' and '*Code of Connection*' Compliance.

In addition to the above, both Cornwall Council and the National Fire Chiefs Council (NFCC) have a concurrent IT Strategy which will underpin and support our IT improvement journey. The primary aims of these are:

- The NFCC wants to encourage and assist fire and rescue services to make the sector more effective and efficient by:
 - Maximising the added value of digital solutions
 - Using information technology to support collaboration, and to share innovatively and effectively
 - Using data across fire and rescue services and partners to support service delivery.

Outcomes

Successful delivery the Assets (IT) Strategy relies on the activities and outcomes outlined in the other service and Council strategies.

What will success look and feel like:

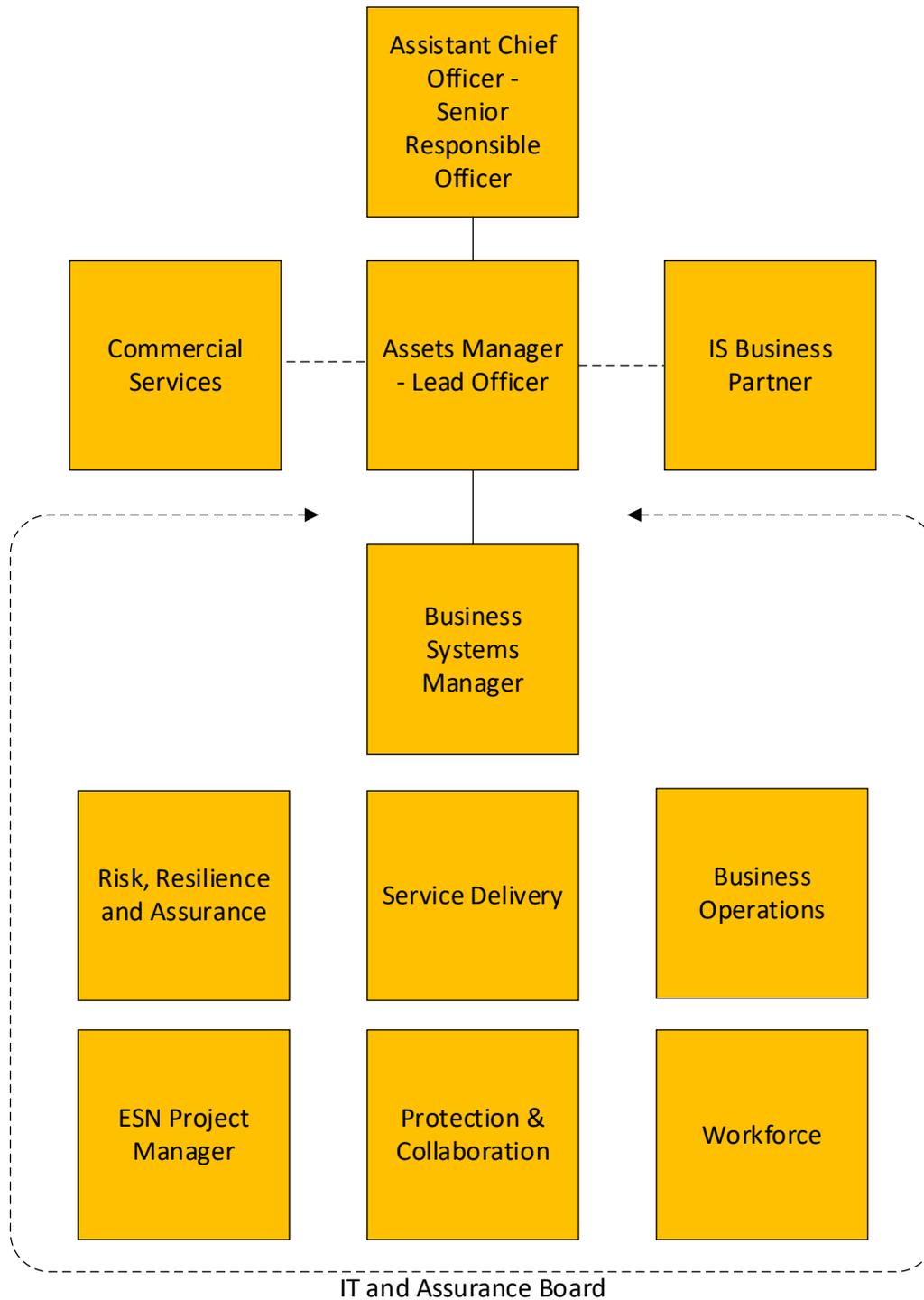
- A resilient and fit for purpose mobilising infrastructure to maximise the effectiveness and efficiency of our emergency blue light service.
- Improved technology leading to increased efficiency and effectiveness, to support firefighter and public safety and reduce the impact on the environment.
- An improved governance regime to ensure staff feel actively engaged in the development and introduction of new IT and digital services and are confident we will

remain at the forefront of using technology to deliver excellent services to our communities

- Our IT and Business Systems will be designed and commissioned through the IT and Assurance Board to support the health, safety and wellbeing of our workforce to enable them to perform their tasks with limited resources.
- Our IT and Business Systems will be designed and commissioned through the IT and Assurance Board to ensure Equality and Inclusion for our Diverse workforce.
- Providing value for money by using the Council IT strategy framework to identify the most advantageous combination of cost, quality and sustainability to meet the customer needs.

Governance

The Assets team is responsible for the delivery of the strategy. Once IT priorities and resources have been agreed at Directorate level, the IT and Assurance Board provide scrutiny and assurance of all the approved IT investments and developments. The Board is made up of key stakeholders from across the service and the wider Council support services. All actions and decisions are recorded risks, actions, issues, decisions (RAID) logs to ensure any concerns in relation to the development, maintenance and management of IT capabilities across the service is captured and aligned to the priorities and risks outlined in the CRMP.



Measures

We will quantify our progress through:

- The successful implementation of the Fire Fighter Management System, linked to resource allocation and mobilising system called Vision, a payment module aligned to the Council’s Oracle payment system and the Workforce Strategy team on call contract work.

- Ensuring that our IT contracts are maintained according to Commercial Services contract procurement and renewal rules/guidance, with suitable Supplier relationship and contract challenge.
- Supporting Service Delivery teams with the implementation of a secondary cab device, to allow mobile access of risk information on the incident ground and support the gathering site-specific risk information.
- The introduction of tablet devices for all On Call Stations as an upgrade to their current IT provision and to support the Prevention teams targeted living safe and well visits (home fire safety checks)
- To deliver the ESN programme in line with agreed national milestones and timelines as detailed in the service's ESN implementation plan.