TYNE AND WEAR FIRE AND RESCUE AUTHORITY   **Item No 4**

MEETING: POLICY AND PERFORMANCE COMMITTEE: 6 JULY 2020

SUBJECT: PRE-ALERTING 12 MONTHS LIVE

JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECTIVE (THE CLERK TO THE AUTHORITY) THE STRATEGIC FINANCE OFFICER AND THE PERSONNEL ADVISOR TO THE AUTHORITY

1 INTRODUCTION

1.1 The purpose of this report is to update members in respect of Pre-Alerting functionality and performance during the first 12 months since inception on 1 April 2019.

1.2 The main aim of pre-alerting is to provide a quicker attendance to members of the public summoning the assistance of the Fire & Rescue Service.

1.3 The positive results experienced during the initial three months pilot period resulted in pre-alerting adoption as business as usual in the Service in September 2019.

2 BACKGROUND

2.1 A pre-alert is a cut down mobilisation message used to advise designated resources of a "potential" incident in their vicinity.

2.2 The process is as follows:-

- A member of public calls 999
- 999 call is answered in the Fire Control Room
- Nearest resource is alerted based on the callers location (Pre-Alerting)
- Call taker obtains precise location and nature of incident
- Nearest resource is mobilised to the incident

2.3 The pre-alert module gives resources notification of possible incidents at the earliest opportunity in the call handling process. This results in both quicker mobilisation and additional time for crews to prepare for their mobilisation e.g. planning their route, donning personal protective equipment (PPE), discussing incident considerations etc.

2.4 Due to technical limitations, pre-alerting was initially only possible for fire appliances based on a fire station. Further development by systems suppliers could see this extended to those resources who are on a 'Mobile Available' (MA) status ensuring the benefits are realised further.

2.5   This report reflects on the introduction of the pilot, which ran from 1 April 2019 to 30 June 2019, the subsequent implementation of pre-alerting as a service business as usual way of working, performance in the first 12 months of operation and the next steps.

3   PRE-ALERTING PILOT & IMPLEMENTATION

3.1   Following systems configuration and the defining of ways of working, a pre-alerting pilot ran as scheduled from 1 April 2019 to 30th June 2019. Risks were captured and monitored throughout with issues addressed accordingly.

3.2   On conclusion of the pilot, a full quantitative and qualitative evaluation took place with a comprehensive report submitted to ELT on 3 September 2019 (background papers refer).

3.3   The pilot proved to have a positive impact from a quantitative data performance perspective, with the service seeing a reduction in relation to the time it takes a resource to book 'mobile to incident' following a mobilisation alert.

3.4   Extensive qualitative data analysis was conducted utilising staff survey methodology.   As the evaluation report demonstrates, survey analysis presented a wide range response from both Operational and Control Room colleagues.   No near misses relating to pre-alerting were reported and, notwithstanding data protection and confidentiality, no personal health issues were reported during the pilot period.

3.5   In conclusion, the quantitative and qualitative data suggested the pilot was successful with some configuration and ways of working changes recommended for the consideration of ELT.

3.6   At their meeting of 3 September 2019, ELT agreed to implement Pre-Alerting as a business as usual way of working.

4   PRE-ALERTING 12 MONTH PERFORMANCE

4.1   A further report reflecting performance at the 6 months point was submitted to ELT for consideration at their meeting on 2 December 2019.

4.2   This demonstrated the continued positive impact pre-alerting was having, with quantitative data reflecting further improved reduction in relation to the time it takes a resource to book 'mobile to incident' following mobilisation alert.

4.3   A final data report representing pre-alerting performance for a full 12 months reporting period 1 April 2019 to 31 March 2020 was commissioned and presented the following results.

Total Incidents where Pre-Alert was appropriate	**16401**
Average Time Saved (Alerted to Mobile) 0700 – 2359hrs	**14 Seconds**
Average Time Saved (Alerted to Mobile) 0000hrs – 0659hrs	**24 Seconds**

4.4 As the data above demonstrates, of those incidents where pre-alerting was appropriate the service have achieved **14 seconds** quicker attendance during the day and an even greater performance being **24 seconds quicker** during the night.

4.5 In respect of Operational and Control staff, pre-alerting functionality is now embedded and accepted as a business as usual way of working. Operational staff are now realising the benefits of early notification and incident preparation time.

4.6 Pre-Alerting functionality plays a key role in achieving a quicker response to emergency incidents. Faster mobilisation times coupled with crews having more time to consider their response prior to incident mobilisation will undoubtedly result in limiting the escalation of an emergency incident and potentially save lives.

5 PRE-ALERTING - NEXT STEPS

5.1 As outlined within 2.4 above, technical limitations have prevented the benefits of pre-alerting being realised in a wider context. The service are in receipt of supplier proposals to address the issues, which are under consideration.

6 RISK MANAGEMENT

6.1 Risk assessment ensured that the risk to the Authority was and continues to be minimised as far as practicable. The assessment considered an appropriate balance between risk and control, the realisation of efficiencies, the most appropriate use of resources and a comprehensive evaluation of the pilot through thorough quantitative and qualitative data analysis.

7 FINANCIAL IMPLICATIONS

7.1 There are no financial implications in respect of this report.

8 EQUALITY AND FAIRNESS IMPLICATIONS

8.1 There are no equality and fairness implications in respect of this report.

9 HEALTH AND SAFETY IMPLICATIONS

9.1 There are no additional health and safety implications in respect of this report.

10 RECOMMENDATIONS

10.1 The Authority is recommended to:

    a) Acknowledge the contents of this report

    b) Receive further reports as appropriate.

BACKGROUND PAPERS

The under mentioned Background Papers refer to the subject matter of the above report:

- ELT Report – Pre-Alerting Functionality dated 4 January 2019
- ELT Report – Pre-Alerting Functionality dated 5 February 2019
- ELT Report – Pre-Alerting Functionality dated 4 June 2019
- Pre-Alerting Pilot Evaluation Final Report dated August 2019
- ELT Report – Pre-Alerting Functionality dated 3 September 2019
- ELT Report – Pre Alerting Functionality dated 2 December 2019
- Pre-Alerting Data Report dated June 2020