



NFCC

Fire Central
Programme Office

NFCC Data and Digital Programme

Lee Howell

Programme Executive, CFO Devon and Somerset



NFCC

Fire Central
Programme Office

Setting the scene: “The global context...”

In an **ever changing**, rapidly growing world where **cities are interacting with citizens** in **smarter ways**, and nations are **navigating complex** geopolitical issues in **pursuit of progress** How can **Governments** help find order and **bring clarity**?





NFCC

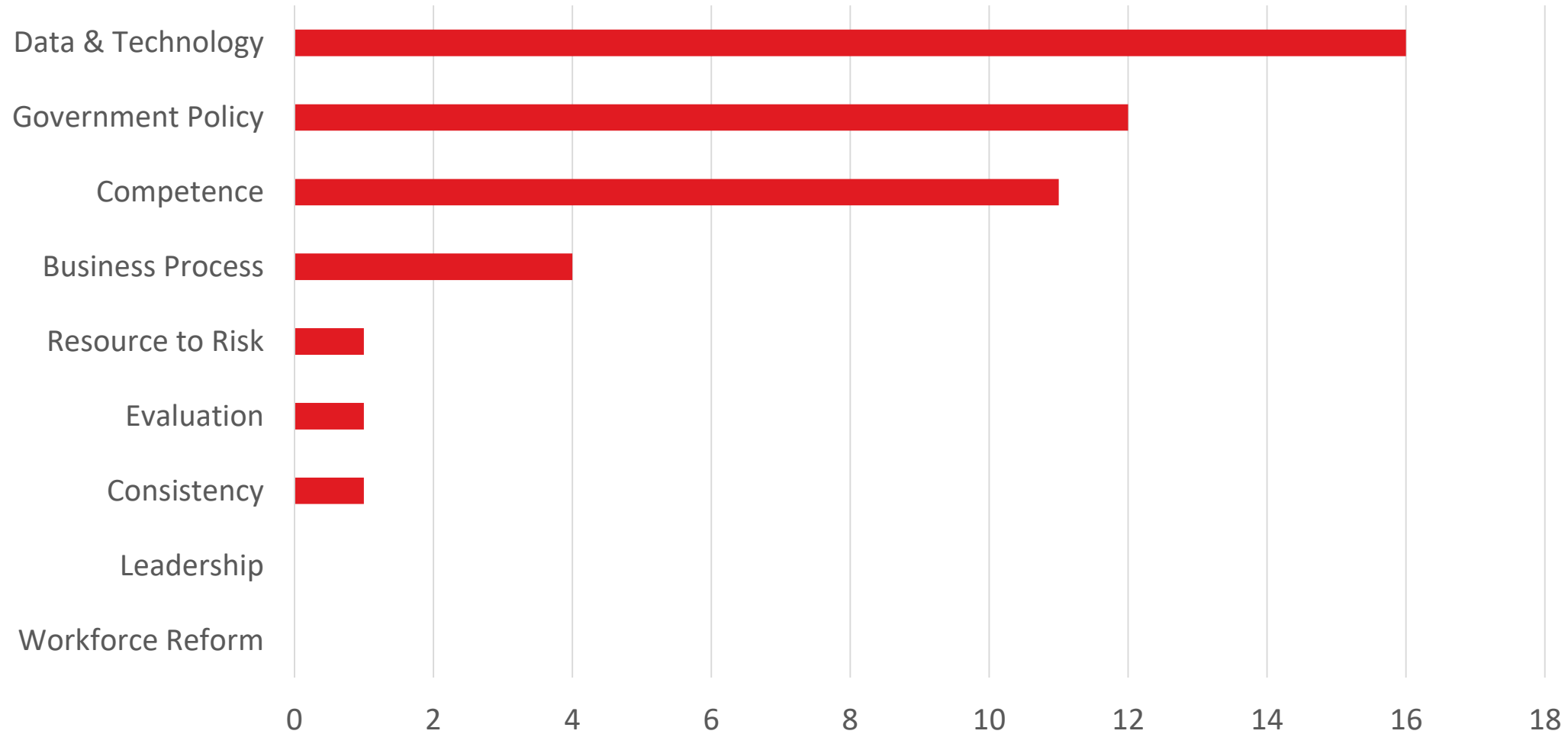
Fire Central
Programme Office

Making it real: “Fire and Rescue Service context...”

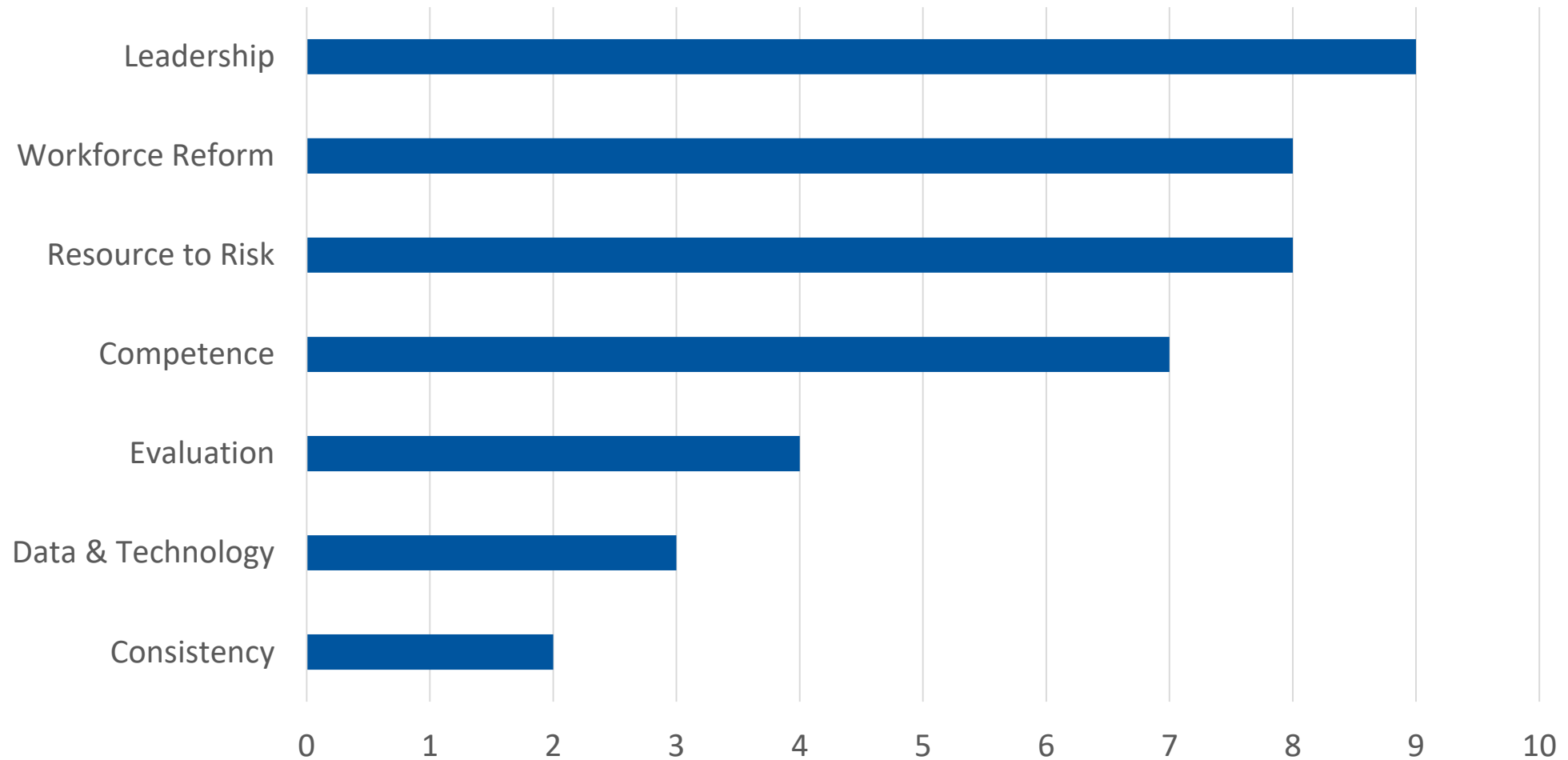
Scrutiny of operational decisions has been brought into sharp relief by the Grenfell Tower Inquiry.

Systemic issues and trends have been highlighted by Her Majesty’s Inspectorate of Constabulary Fire and Rescue.

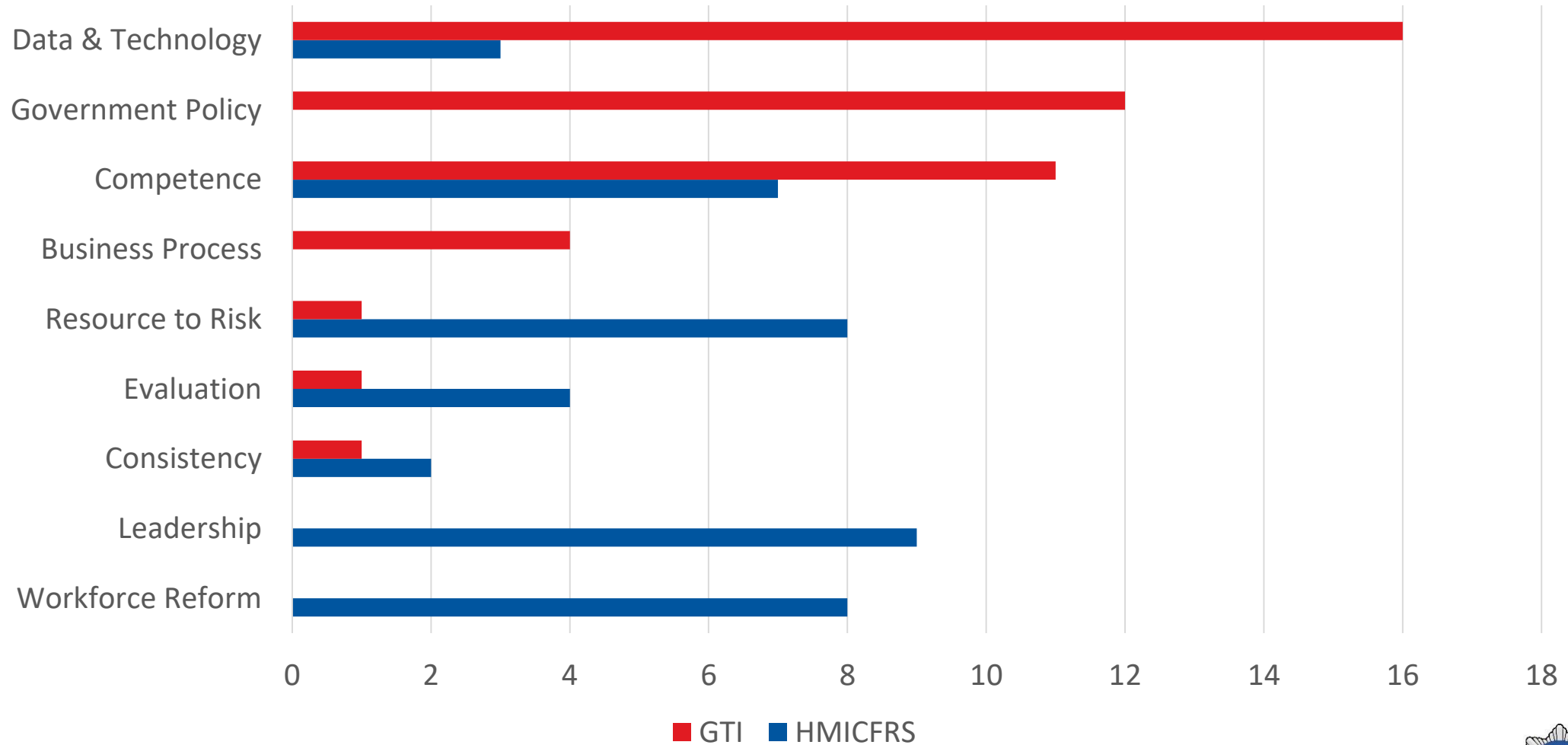
Improvement themes related to Grenfell Tower Inquiry



Improvement themes from HMICFRS



Combined Improvement Themes



Sir Tom Winsor

“The sector is missing opportunities to use data and technology effectively.

Understanding risk is fundamental to how FRs operate. This includes understanding **when and where demand** may be at the highest to make sure **enough resources are available**, as well as **identifying vulnerable members of the community** at whom to **target fire safety** work.

How services use data varies hugely, with **no overall national strategy** to bring **consistency** and **promote innovation**”.





NFCC

Fire Central
Programme Office

NFCC approach: “Data and Digital Programme...”

A national strategy to “To **improve public safety** through the **transformational use of technology**”.

We plan to deliver our vision through our actions. These will be driven by the **developing national strategy** which intends to **bring consistency** and **promote innovation**. Importantly, we aim to **support** the NFCC People and NFCC Community Risk Programmes.

NFCC Data and Digital Programme

- **We see a future** where there is a more **complete picture of underlying risk** for individuals and communities is provided through **data** being appropriately **managed, shared and used** by public sector organisations. Fire and Rescue Services will be able to **identify vulnerable** people better.
- A future where **FRS deliver** earlier, more precise and **targeted proactive approaches** through the use of **digital technology**
- A future where **risk reduction activities** are enhanced through **evaluating** the effectiveness of approaches.
- A future where **operational response** will be improved by increased **situational awareness** tools, greater **site hazard awareness** and the use of **technology to manage** risk (using robotics, drones etc).



Outcome intended

Review Process

Enabling/Delivery

- Define an 'end state' tech vision for FRS (consider NFCC/LGA/HO Vision)
- Build capacity and capability within the sector
- Establish awareness of technological advances (by theme not product)
- Scale projects already in place
- Build collaboration with other organisations to speed up pace of change and not reinvent the wheel
- Learn from discovery phase
- Reflect on HMICFRS recommendations
- Consider/support Home Office & LGA aspirations
- Support People and Community Risk Programme requirements

Evaluation of potential cost/benefits and prioritisation based on meeting the needs of the sector

Programme pipeline and timing of projects/activity (business plan and funding considerations)

2020/2025

The pitfalls of being technology driven

Pitfall 1

Organisations focus on 'technical means' rather than **real world** ends

Pitfall 2

The role of digital technologies in delivering reform gets **overstated**

Pitfall 5

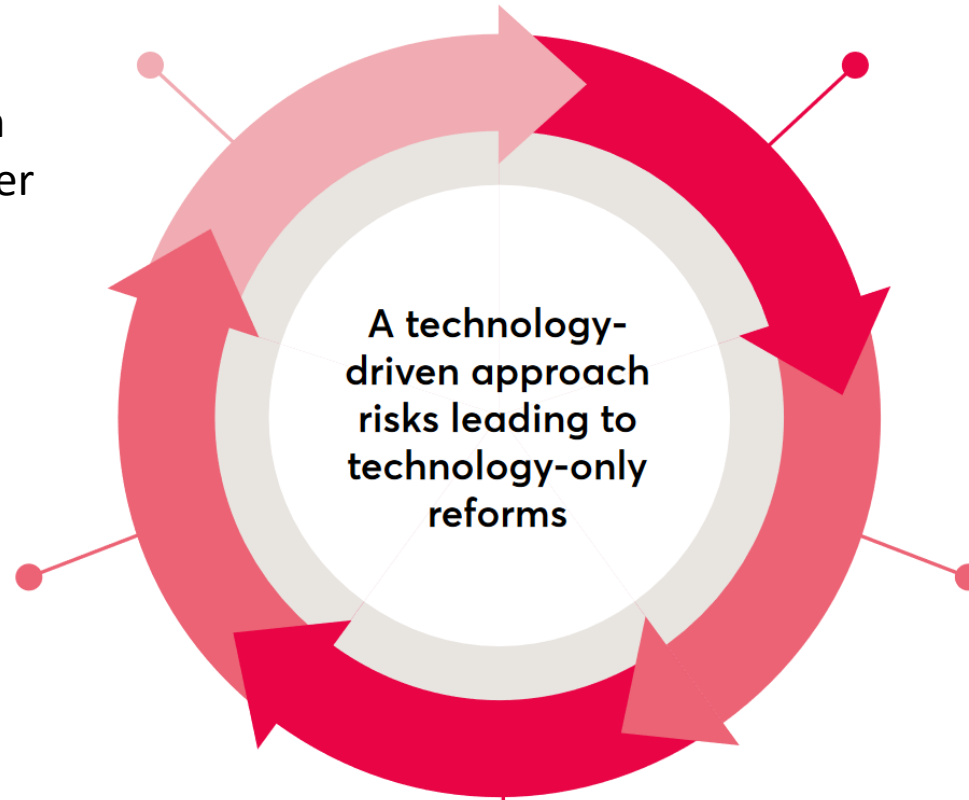
Organisations bolt on new digital tools to the same **old ways of working**

Pitfall 4

Responsibility for reform gets **delegated** to and led by the digital team

Pitfall 3

It **disempowers** and disengages politicians, leaders, service managers and frontline staff





A Brief Introduction to Digital Transformation

A guide for public sector
leaders who want to
understand and get the
best out of technology

Eddie Copeland
September 2019

nesta



NFCC
Fire Central
Programme Office



NFCC

Fire Central
Programme Office

My ask today:

Please send me details as to what you are doing in the Data and Digital space. Lots of good work taking place. We need to capture this, evaluate and share this.

Look out for the draft strategy. Get involved. Get engaged and shape the future. Our future. Together.

lhowell@dsfire.gov.uk