

Fire & Rescue Service National Co-ordination Centre (FRSNCC)

Provision of the National Asset Tool for the FRSNCC

THE CHALLENGE

The Fire & Rescue Service National Co-ordination Centre (FRSNCC) is responsible for deploying and co-ordinating National Resilience (NR) appliances and equipment as a co-ordinated national response, so that individual fire and rescue services are able to minimise the impact of major emergencies by working in conjunction with others. There are 49 services across England and Wales, each of which has a number of specialist resources. ORH was commissioned to develop the National Asset Tool (NAT) for use within the FRSNCC area of the control room to help supervisors make informed decisions when deploying NR appliances and equipment. The requirement was for a visual display that combined resource availability for all NR equipment with expected travel times to locations across England and Wales and, more specifically, to current major incidents or strategic placements for forward deployment.

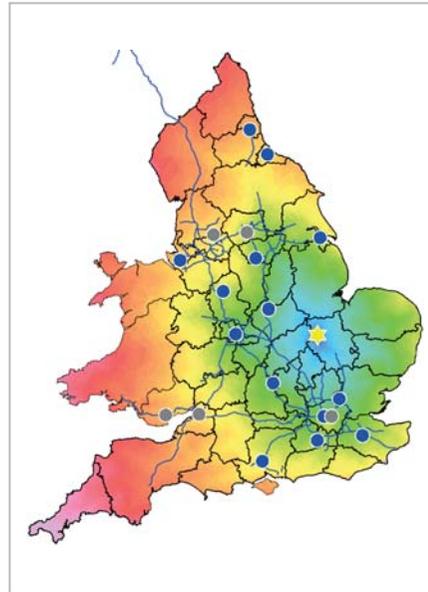
ORH'S APPROACH

ORH met with control supervisors and managers of the FRSNCC team to gain an understanding of the challenges faced in the control room and to develop the scope of the software. As ORH has undertaken studies at both national level and

for individual emergency services across England and Wales, our own experience of travel-time modelling formed a key input for the modelling software. Other key inputs included fire station locations across all 49 services and the "home" locations of NR equipment. FRSNCC supervisors contributed to refining the visual appearance and functionality of the tool. The NAT went live at the end of 2012, when a link to the FRSNCC's computer-aided dispatch system was established in order to populate the tool with live information on resource status and incident locations. ORH has continued to update the software on a regular basis, with program improvements and updates to the resource location data.

RESULTS

The NAT is essential to FRSNCC operational decision making, allowing staff to make informed decisions about the most suitable resources to deploy to major incidents, responding quickly while maintaining a good level of coverage. Cover is recalculated instantly whenever there is a change in resource status, and 11 different resource types can be viewed individually. There are two potential display modes for each resource type: the current level of cover from available resources, and the travel time to a particular location (either



a current incident or user-chosen location) with resources ranked in order of travel time.

KEY BENEFITS

- Clear visual display provides an instant overview of resource availability and coverage, as well as travel times to current incidents or user-chosen locations
- Design and functionality of the software was developed with direct input from FRSNCC staff
- The NAT has made a valuable contribution to NCC's management of resource deployments for major incidents



The ORH National Asset Tool provides the FRSNCC with a clear overview of the distribution and deployment of national assets. It has allowed both our staff and National Resilience Advisory officers to make informed decisions before deployment and has aided forward planning for the allocation of assets to incidents requiring national scale deployment. Particularly useful during the flooding events in late 2013 and early 2014 it has proved to be an invaluable tool for the team. ORH's willingness to work with us in both initial and continuing development has ensured our satisfaction with the product.

Vic Bagnelle, Senior Operations Manager, London Fire Brigade



Software Solutions – National Asset Tool
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