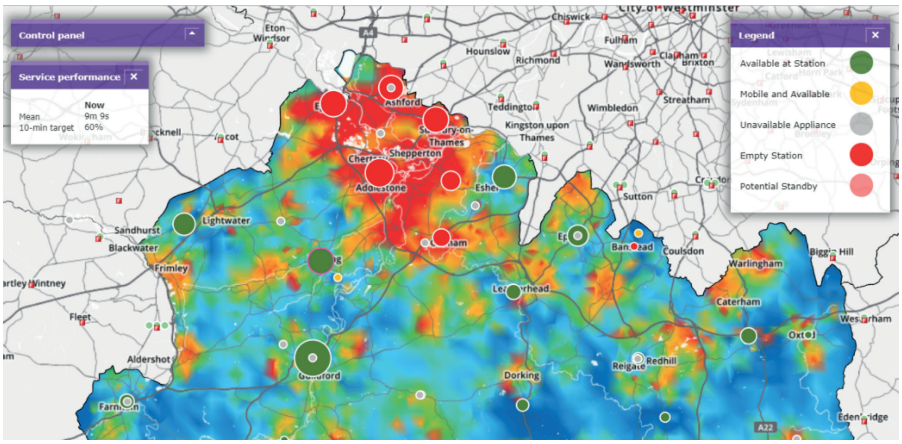
Surrey Fire & Rescue Service

Implementing the Dynamic Cover Tool

KEY BENEFITS

- Evaluates potential standby moves for improving response times
- Helps to mitigate the impact of unavailable on-call resources
- Maps live coverage for pumping and special appliances
- Provides an evidence base for decision making



Providing control room staff with an evidence base for the dynamic deployment of resources

KEY FACTS

Population = 1,180,000
Area Covered = 1,663 km²
Fire Stations = 26
Annual Incidents = 12,000
Budget = £44,000,000

ABOUT SFRS

SFRS operates across a diverse county that includes several large urban areas such as Guildford, Redhill and Woking, over 100 kilometres of motorway, and has close proximity to two major airports. In rural parts of the county there are commuter towns where SFRS must manage on-call availability issues during working hours.

THE CHALLENGE

While stations are well situated throughout Surrey, SFRS needs to react to live levels of availability and the locations of vehicles. When appliances are off-the-run or attending incidents, SFRS requires an evidence-based approach to ensure that available appliances are optimally located and used in the most efficient and effective way.

ORH'S APPROACH

ORH's Dynamic Cover Tool (DCT) provides a live mapped display of the location and status of SFRS resources. Using the profile of incidents in Surrey, the DCT quantifies the coverage contribution of available resources and the potential contribution they could make at alternative locations (empty stations or standby points).

Having initially employed the DCT for pumping appliances in Surrey, ORH added further modes for officers and special appliances. Other enhancements that we developed in close collaboration with SFRS included suggested redeployments and updated mapping layers. The DCT is now fully browser-based so that operational staff at HQ can view the current situation.

RESULTS

Following successful implementation the DCT is now an essential part of control room operations – it is prominently displayed on a large wall screen for all control staff to see. SFRS control room staff routinely use the DCT to identify the most suitable standby moves and manage risk across Surrey dynamically.

> ***We have worked with ORH to develop a dynamic tool that enables SFRS to react to the availability and locations of our pumping appliances, special appliances and officers' vehicles. This is available for all to see and enables us to use data to support decision making, a fundamental feature to manage risk across Surrey.***
>
> Russell Pearson, Chief Fire Officer
> Surrey Fire & Rescue Service

Emergency Service Planning Case Study

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About ORH
PLAN. PREPARE. PERFORM.

ORH helps emergency services around the world to optimise resource use and respond in the most effective and efficient way.

We have set the benchmark for emergency service planning, with a proven approach combining rigorous scientific analysis with experienced, insightful consultancy. Our expert team uses sophisticated modelling techniques to identify opportunities for improvement and uncover hidden capacity. Simulating future scenarios ensures that solutions are objective, evidence-based and quantified.

Every organisation faces a unique set of challenges, so remaining independent and flexible allows us to deliver an appropriate solution every time. The outputs of our work enable clients to make robust, data-driven decisions and explain them clearly to stakeholders.

ORH's approach is always tailored to the needs of the client. Above all, we are committed to getting it right, for the good of our clients and the people who rely on their services.

ORH WORKS WITH FIRE AND RESCUE SERVICES TO:

- **Optimise the locations of vehicles and stations**
- **Support decision making**
- **Deliver efficiency savings**
- **Assess alternative duty systems and service delivery options**
- **Develop contingency plans**
- **Evaluate the potential for co-responding**

For control rooms, ORH provides its DCT software to support dynamic decision making and enable effective and efficient resource use.

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