

WYFRA	EXECUTIVE COMMITTEE	25 JUNE 2010	ITEM NO
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REPORT OF: DIRECTOR OF FIRE SAFETY AND
COMMUNITY RELATIONS

PURPOSE OF REPORT: TO REQUEST APPROVAL FOR THE
PURCHASE OF NEW COMMUNITY
SAFETY SOFTWARE

RECOMMENDATION: THAT COMMITTEE APPROVES THE
EXPENDITURE FOR THE PURCHASE OF
THE SOFTWARE

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT DETAILS

EXEMPTION CATEGORY:

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BACKGROUND PAPERS OPEN TO INSPECTION: NONE

SUMMARY

The purpose of this report is to inform members of the progress towards a dedicated Community Safety (CS) Database. The CS team currently record their work in the Premises Risk Database which is limited in the information which it provides and does not allow staff to track people. A tender process has been undertaken through OGC to procure new software which will be person rather than premise based and will replace several isolated databases. The preferred option has been running in Kent FRS for over a year where they have seen productivity double. The tender has come in over budget and this report seeks approval to combine two existing Community Safety budgets and an overspend of £9,615.

1 BACKGROUND

- 1.1 Community Safety has historically used a version of the Fire Safety database called DB4 to collect information on home fire safety checks. This version of the database is no longer supported and amendments to the latest version of the Fire Safety Premises Risk Database (PRD) have been made to enable Community Safety to continue to collect information until a new solution can be procured.
- 1.2 PRD is based around premises, which fully meets the requirements of regulatory Fire Safety. Community Safety is about the person and PRD does not provide the ability to track a person when they move address. This functionality is vital in being able to manage those at higher risk within the community.
- 1.3 Information on Community Safety specialist areas such as fire setters and arson task force work is currently collected in separate unconnected databases. Detecting links and trends between the disparate information sources relies on the memory and skills of the staff involved.

2 INFORMATION

- 2.1 The need to move to a person orientated database was identified last year and extensive work has been undertaken to identify our requirements and research the options available. A discovery report was commissioned which led to the tender process being carried out via OGC.
- 2.2 The tender resulted in two responses, one of which is considerably over budget and does not meet all the requirements. The other response does meet the requirements but has also come in slightly over budget.
- 2.3 The preferred option would provide a person oriented database that would enable the capture of all Community Safety initiatives including arson, fire setters, school visits and partnership work thus replacing the current disparate databases. Work flows would enable the automatic transfer of information to the relevant team. E.g. a home fire safety check that identified a fire setter would automatically transfer the information to the fire setter team for further intervention work.
- 2.4 All contact or attempted contact would be recorded within the database to provide a full audit history of work carried out and alerts can be set to ensure that contacts are made within the required timescales. This will include information on any equipment supplied to enable more efficient stock control and easily identify what has been provided to whom.
- 2.5 The software utilises Microsoft Customer Relationship Management (CRM) software and will be fully integrated into our Microsoft suite of applications preventing duplication of data. Microsoft CRM will be used for other applications including the Fire Investigation database which may be utilised regionally.

- 2.6 The solution will also enable direct input at source via a mobile device providing more efficient use of resources and improved data quality, enabling greater value for money and providing more intervention work with the existing resources. It will also integrate with FSEC to help target higher risk areas. A pre-visit score will be established to help get the right team to undertake the visit. Each visit will provide a further score which will enable us to track the progress and effectiveness of intervention work in reducing risk in West Yorkshire.
- 2.7 The majority of amendments and reporting will be managed in house with only major system changes requiring consultancy meaning the longer term costs will be kept to a minimum.
- 2.8 Access to the system will be fully secure with user access levels being determined by role and requirement. For example, only those with a requirement to see high risk information will have access to it. Information sharing with partners will be simplified with all the information being held in one secure place.
- 2.9 All partner referrals will be recorded in the database allowing reporting on their status to be done and providing effective monitoring of partnership work.
- 2.10 Kent Fire Service has seen the productivity of their HFSC teams double since moving to the new software with time taken for data entry now taking less than a minute compared to their old system which took around 20 minutes to enter each visit.
- 2.11 The £70,000 was allocated to the project in the 2009/10 budget of which £9050 has been spent on the interim solution and the discovery report. £40,000 was approved in the 2010/11 budget for Community Safety mobile working. By combining these budgets, £100,950 is available. The tender quote is £110,565 which leaves a shortfall of £9615. Annual maintenance will be £15,000.

3 FINANCIAL IMPLICATIONS

- 3.1 The final cost of this scheme is outside the tolerance included within financial procedures and therefore committee approval is required to accept the tender. The additional expenditure will be funded by means of virement from under spending on other schemes within the capital plan. The revenue implications in the form of capital financing charges will be £2,000 in the current year rising to £22,500 in a full year. The cost of funding the capital plan is included within the approved revenue budget.

4 EQUALITY & DIVERSITY IMPLICATIONS

- 4.1 Approval of the Community Safety software will provide evidence of evaluation and improved outcomes for effective service delivery and partnership data sharing for the Excellent Level of the Framework

5 HEALTH & SAFETY IMPLICATIONS

- 5.1 There are no direct Health and Safety implications arising from this report.

6. CONCLUSION

- 6.1 The replacement database will allow for much more effective working, streamlining existing processes. It will also allow much more timely and accurate recording of people as a opposed to property. It is envisaged that this will contribute greatly to reducing fire risk across West Yorkshire.