

Essex County Fire & Rescue Service Utilising Insight and Expertise



Essex County
Fire & Rescue Service

Essex County Fire and Rescue Service (ECFRS) is one of the largest Fire and Rescue services in the country, serving a vast county with a wide variety of risks. The service is governed by the Essex Police, Fire and Crime Commissioner Fire and Rescue Authority (EPFCC). The EPFCC Fire and Rescue Authority is responsible for fire and rescue services covering an area over 1,400 square miles and a population of 1.8 million people.

Challenge

ECFRS embarked on an ambitious journey to modernise and improve the way organisational reporting is done. The goal was to deliver self-service across the authority, and to improve, repeatability of reporting, cost and time efficiency, and accessibility of data.

This project required improved connectivity to back-end systems of record, and a data-repository that can support multiple disparate reporting needs, and safely maintain sensitive information. The project was undertaken with an aim to empower ECFRS business analysts and decision makers to draw greater insight from the vast amounts of data generated by day-to-day operations. These insights will enable informed decision making, which will ultimately improve the service delivered to their citizens and help save lives.

This workstream, entitled the 'Data Insights Project', is a part of a wider 'Data and Digital Strategy' proposed to the commissioner and board of the EPFCC. To help inform their initial project plan and as a part of their due diligence, ECFRS commissioned Responsiv to write an in-depth report of their strategy.

Solution

Series of virtual meetings with the various ECFRS stakeholders were arranged, each devised to build a broad understanding of the foundational 'as is' systems in place at the service, and to understand and challenge the desired 'to be' solution.

Responsiv and the ECFRS team worked together to carefully define the critical success criteria for each workstream of the project, developing a high-level project plan, and identifying both considerations and potential pitfalls. Findings were collated into a 37-page report complete with summaries of the 'as is' and 'to be', detailed architectural drawings, agnostic technology suggestions and implementation planning. The resulting artifact - Data Insights Project - Strategy Support Document was presented to the commissioner and board as a part of a proposal and application for funds, which was subsequently accepted. The ECFRS intention is for the artifact to be used to engage various stakeholders in the project and to inform the Project Initiation Document (PID).

About Responsiv

[Responsiv Consulting](#) deliver business outcomes under fixed-price (outcome-based) agreements as well as providing skilled consultants to add capacity or fill gaps.

Responsiv Solutions | Simple, Effective, Distinctive

Industry

Public Sector, Fire and Rescue Services

Solution Components

Responsiv Consulting

Key Benefits

Improved understanding of problem

Fast knowledge transfer

Efficient project plan delivery

Utilised insight and expertise

Successful engagement of key stakeholders

Improved connectivity to back-end systems

"Responsiv provided an independent perspective and a level of focus that challenged our thinking, leading to improved understanding of the problem, and a high level of confidence in our overall strategy."

Karl Edwards, Director of Corporate Services