



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader

Tel: 01604 797000

Our Ref:

Your Ref: N/A

Date: 01 March 2019

If you have any difficulty in obtaining the above telephone number please ring (01604) 797000 or email enquiries@northantsfire.gov.uk.

Dear

Re: Request for information (our ref: FR141-148)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 09 January 2019. Our response is provided below:

Q1 How many TomTom devices does your Fire and Rescue Service (FRS) have and type of devices/models are they?

Northamptonshire Fire and Rescue Service (NFRS) has 22 in total but only 3 still in service. The remaining 19 are old and been taken out of service due to modern vehicles being supplied with built in satnavs they are all model number Tom Tom go 7000 CV.

Q2 Could you provide the number of operational officers/managers your FRS has as detailed in the table below. In addition, how many managers require a mobile application to access mobilising details or be mobilised by the control room?

The data provided below is as of 28/01/2019. The Area Managers (AMs), Group Managers (GMs), Station Managers (SMs) and Senior Managers have been totalled for those in that role, this is not by post level.

Role	Quantity	Application mobilisation required?
Flexi-duty officers	25 – This is the AM, Group Manager (GM) and SMs on the daily rota	No
SMs	18	No
AMs	3	No
Senior managers (ACO and above)	3	No
Any other users	GMs = 11	No

Q3 Are you thinking of using mobile apps for on-call crew call out/activation?

The purpose of the FOI Act is to release recorded information; this question is opened-ended and therefore not applicable under FOI.



Q4 *How many on-call (Retained Duty System (RDS)) staff does your FRS have?*

A report was run on our establishment on 28/01/2019 and on this date the headcount for RDS staff was 204.

Q5 *How many pagers does your FRS use?*

We have approximately 225 alerters on stations.

Q5a *Could you provide a breakdown by type of pager, e.g. PageOne, Multitone, Other*

The type of alerter we use are Datanet. (2AR3 is the newest/latest model that we receive as new alerter stock - but as I mentioned before, not all of our alerters are this model, but all our alerter stock are Datanet).

Q6 *Can you provide breakdown in terms of the number of Android and Apple users that use a corporate phone within your FRS?*

We have 104 corporate mobiles phones in the Service and all those are android devices.

Q7 *If your FRS uses a mobile app what is the annual costs per user that the FRS pays?*

NFRS does not use a mobile app.

Q7a *What is the renewal date for the current contract?*

N/A

Q8 *Which mobile device management solution does your FRS use?*

Airbus – ScResponse

Q9 *How many appliance Mobile Data Terminals (MDTs) does your FRS have?*

NFRS has 64 MDTs.

Q10 *Does your FRS have 1 or 2 MDTs per appliance?*

One per appliance.

Q10a *If you use 2 MDTs, what is the second MDT used for, e.g. Home Fire Safety Checks?*

N/A

Q11 *What is the annual support costs that the FRS pays for the current MDT solution?*

With regards to the current cost; [expenditure over £500](#) is publicly available under the transparency section on the Northamptonshire County Council (NCC) website. The data can be filtered and the supplier name 'Airbus' can be searched. Although NFRS no longer comes under NCC, some existing crossover spend is still available on the NCC website.

Q11a What is the renewal date for the current contract?

December 2019

Q12 Which crewing system does your FRS use for RDS and full time staff?

NFRS' operational full time staff work a 2-2-4 shift on a Wholetime Duty System (WDS) and Retained Duty System (RDS) staff are on-call.

Q13 Does your FRS use any Incident Command software solution?

No.

Q13a If so, could you provide the software vendors name and product name

N/A

Q14 Is your FRS interested in moving to a cloud based solution?

The purpose of the FOI Act is to release recorded information, this question is opened-ended and therefore not applicable under FOI.

Q15 What system does your FRS currently use (digital or paper)?

NFRS' mobilising system is digital based.

Q16 How many Hydrant Inspectors does your currently FRS employ?

NFRS does not employ any Hydrant Inspectors, we have one Hydrant Technician and one Water Officer in the Service.

Q17 How many water companies do you engage with?

We currently engage with Anglian Water, Severn Trent Water and Metropolitan.

Q18 What is the annual support costs that the FRS pays for the current MDT solution?

This is a repeat of Q11, please refer to answer provided for Q11.

Q18a What is the renewal date for the current contract?

This is a repeat of Q11a, please refer to answer provided for Q11a.

If I can be of any further assistance please do not hesitate to contact me quoting reference FR141-148.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF