NORTHAMPTONSHIRE FIRE AND RESCUE SERVICE	
Incident Recording System (IRS)	

SERVICE INFORMATION SYSTEM	
Title	**Incident Recording System (IRS) Policy**
Category	**Operations**
Number	**B32**
Status	**V4.0**
Action	**By all operational personnel**
Accountability	**Response Manager**
Security classification	**Official**
Executive summary	This is a web-based system that will collect data from ALL incidents attended by Northamptonshire Fire and Rescue Service (NFRS). The data will be quality assured before being 'published' to the Home Office and used as management information to support the business planning cycle and the IRMP.

Contents

Job title	**Control Room Manager**
Date	**October 2021**
Review due	**October 2023**

1   BACKGROUND

The Fire and Rescue Services Act 2004, states that:

A Fire and Rescue Service (FRS) authority must:

(a) Submit to the Secretary of State any reports and returns required
(b) Give the Secretary of State any information with respect to its functions required.

(Source: Fire and Rescue Services Act 2004, Part 3 – Administration, Section 26)

The Incident Recording System (IRS) is a national data collection system administered by the Home Office and forms part of the FRS Improvement Programme.

IRS is accessible 24 hours per day; 365 days per year and any PC with internet capability should be able to access it.

Reflecting the new statutory responsibilities e.g. rescues from Road Traffic Collisions (RTCs) etc., the IRS enables data on all incidents attended by the UK FRSs to be collected electronically and verified at source, improving on the timeliness and accuracy of the historically used paper-based FDR1 collection process.

In using the IRS, information on all incidents attended is collected in the same way using the same core set of questions. This will lead to a greater knowledge and understanding of how FRSs operate and will help quantify the resources required to manage fire and other incidents.

2   OTHER BENEFITS OF THE IRS

Increased data collection, specifically in special Service data allows NFRS to assess its own performance and make comparisons with other FRSs.

This will also include models categorised by the home office Home Office as 'Fires of Special Interest' e.g. attacks on firefighters and civil disturbances etc.

Data will be accessible for the FRS to use immediately.

Electronic completion is quicker and easier. Collection has been designed so that all questions are answered by selecting from lists. IRS will mean common report formatting and a higher quality of data.

Further guidance can be sought from:

- Home Office website for fire prevention and rescue - www.communities.gov.uk/fire
- IRS training manuals - electronic (built into IRS) and hard copy provided for each station

3   OBJECTIVES OF POLICY

- To define internal roles within the IRS structure and detail what is expected at each level
- Detail constraints and a framework within which the system is to be used
- Provide guidance to all those that use the system on the fundamental areas (referring to guidance folder where necessary)
- Provide standards against which NFRS will operate

4   DEFINED ROLES

The following are the significant roles within the IRS process:

4.1   NFRS Fire Control

- Main point of contact for IRS within NFRS
- Maintain user details and amend as appropriate
- Set-up of New users
- Maintain regular liaison with Home Office helpdesk
- Provide support and guidance to all end users of IRS
- Quality assure incident reports to ensure only high quality data is published to Communities and Local Government (CLG)
- Provide updates to Community Risk Group (CRG) managers detailing those personnel that persistently fail to meet service performance levels with IRS.

4.2   Senior Performance Analyst, Business Services

- Maintain on-station guidance folders

4.3   Information Communications and Technology (ICT)

- Manage internet connections at station level
- Respond to any networking issues as they arise
- Manage all reported faults directly with external provider (currently 3TC)

4.4   Incident Commanders

- Enter incident details within timeframe specified in section 5
- If current tour-of-duty precedes annual leave and IRS report is not able to be completed, inform CRG Station Manager and/or appoint responsible person to complete on their behalf
- Provide accurate and qualitative data for the report

4.5 CRG Station Managers

Ensure that reports are completed by supervisory managers within their respective CRG within the timeframe specified in section 5.

4.6 Officers

Where an officer attends an incident without a supporting appliance or supervisory manager, e.g. flooding:

- Enter incident details within specified timeframe following conclusion of an operational incident
- Provide accurate and qualitative data for the report

4.7 Fire Investigation Officers (FIO)

It is the responsibility of the supervisory manager to contact the FIO. It will then be agreed locally between the supervisory manager and the FIO who will add information resulting from a fire investigation.

4.8 Fire Protection Advisers/Officers

Additional data added to incident report if required following a post-fire inspection (Section 5) of IRS report relating to the fire safety order.

5 PERFORMANCE

All incident reports must be completed as soon as possible following the conclusion of an incident.

Incident reports should be completed within that tour of duty or in exceptional circumstances by the first shift of the following tour of duty.

Protracted incidents:

- This is an occasion where the incident is open/active for longer than the current tour-of duty. Therefore, in these circumstances it is permissible to complete the IRS report as soon as possible after the incident is 'closed'.
- Control must tag the incident on Vision as being open for over 3 days.

CRG Station Managers will be notified of outstanding reports that are 28 days old or more and actively monitor their completion.

6 INCIDENTS THAT REQUIRE RECORDING

Every incident attended by NFRS must be input into the IRS. This includes Automatic Fire Alarms (AFAs), RTCs and secondary fires (previously FDR3s).

It will be input by the Incident Commander of incident (up to Watch Manager level) or if Incident Commander is Station Manager or above, then the Officer in Charge (OIC) of the first attending appliance will complete the report.

The incident should be entered onto the IRS at the earliest convenience and ideally before the end of the tour of duty. This will ensure that the information entered is as recent as possible and will also reduce risk of a potential backlog.
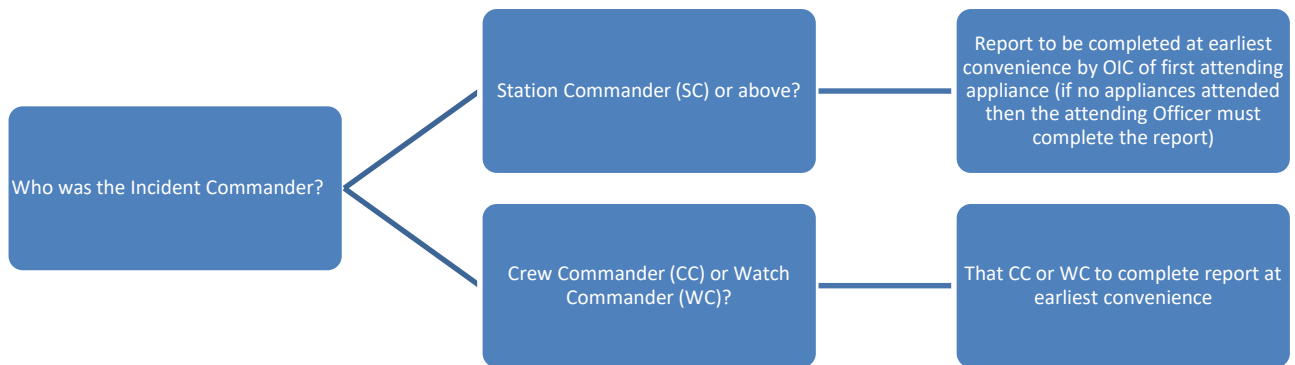
7 OVER THE BORDER (OTB) INCIDENTS

There are two types of incidents that NFRS can attend that are classified as OTB.

1. Where the NFRS appliance is the only FRS in attendance, report is completed by NFRS using the IRS.
2. Where the NFRS appliance attends with the home County FRS, report is completed by the home county FRS and NFRS are **NOT** to complete an IRS incident report for this incident.

8 DATA AMENDMENTS WITHIN IRS

If any data within the IRS report is to be amended, then that user must enter the following details into the free-text box in section 10.

- Full name of user that is amending the data
- What has been changed including question number
- Field stated before the change was made
- Why was the change to the data made

This guidance must be adhered to on all occasions as it will provide a detailed audit trail as to the modifications of an incident report.

9 INFORMATION TO FOLLOW

If there is information to follow and the incident status is changed to NOT COMPLETED , then the responsibility for completion will rest with the CM or WM that initially completed the report. They must liaise with the respective agency/officer to obtain this information and will agree who will add the additional data.

Any incident that has the status of NOT COMPLETED for 28 days or more will be referred to the CRG Manager to action.

10   TRAINING

The IRS will form part of the CM development programme and it is a requirement to receive training from the WM together with accessing an online e-learning package in order to achieve competency (please see development folder for further details). Training will also be provided to firefighters where it is deemed in their role they will be required to complete IRS.

11   GENERAL DATA PROTECTION REGULATION (GDPR) AND FREEDOM OF INFORMATION

Although users have the functionality to 'print' incidents, all personnel must ensure that if reports are printed then the principles of GDPR are observed.

Although GDPR compliant, the report may still contain sensitive information and therefore it is imperative that this data be kept accessible to service personnel only.

Staff would be advised to securely shred information they have printed out which could hold sensitive information after it has fulfilled its purpose.

All requests from members of the public and organisations under the 'Freedom of Information Act' must be directed through the Service Information Manager,

Service Information Team, Darby House, (DH). For further guidance on GDPR principles please see the GDPR website https://www.eugdpr.org/ and complete the provided training modules on LGSS iLearn, which will require an account to log in.

12   REPORTING

Due to the large quantity of data that the IRS collects from operational incidents, it is possible for this information to be utilised for a wide variety of purposes including fire safety initiatives as well as feeding into the Integrated Risk Management Plan (IRMP).

It is also possible to run 'non-standard' reports which are usually a one-off and can be used for any number of applications. IRS has a number of built-in reports that can produce more detailed reports and they must be requested from the Business Services department via performance_management@northantsfire.gov.uk.

13   RESILIENCE

The IRS may occasionally be unavailable due to scheduled maintenance and in such an event; users will be notified by email. The system will usually only be unavailable for a short period.

If, in the unlikely event that the IRS is unavailable for an extended period of time, users will need to utilise the paper aide-memoirs that have been produced in order to record incident details upon.

The aide-memoirs can be found on the Fireplace Intranet page here.

14 AUDIT AND REVIEW

The IRS policy and procedures, roles and protocols will continuously evolve and where appropriate additional responsibilities will be added and/or removed from the roles within the IRS process. This will ensure that the entire process becomes streamline and adapts to the changing needs of the service.

All IRS roles have the responsibility for the regular review of process and to communicate the outcomes to all relevant personnel.

15 DOCUMENT HISTORY

Impact assessments

An Equality Impact Assessment (EqIA) was completed on:

Equality Impact Assessment	15 June 2021

Audit trail

Listed below is a brief audit trail, detailing published versions of this policy:

Document control			
Version	Date	Author	Status
V1.0	May 2009	IRS Project Officer	Published
V2.0	Sept 2018	Operational Performance and Information Manager	Published
V3.0	April 2021	SIT	Minor changes, published
V4.0	October 2021	Control Room Manager	Published