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OUTCOMES

The Benefits of Mobile Working in Fire & Rescue Services



Fire & Rescue Services have been a pillar of society from its inception; they provide essential services that have changed little over the years.

However, the world around our Fire & Rescue Service is changing, the risks to human life are becoming more complex and there is an expectation for processes to be improved to help provide a more efficient, effective service. Fire & Rescue Services face similar challenges as those of the health service and local governments – reducing budgets, increasing demand on services and a need to innovate, but technology holds the possibility to provide a new way of working, one that maximises output and provides benefits for all.

Why is it important to achieve greater outcomes?

By investing in the right mobile technology, Fire & Rescue Services can begin to achieve the innovation they need to address the changing needs of society around them and to protect the future of the service. By giving staff the tools they need at the scene of an emergency, they can improve efficiency and ensure compliance. Mobile technology unlocks the ability to quickly record essential information directly to a mobile device, removing the need for manual, outdated processes which are hindering the effective delivery of fire and rescue services.

How do we achieve that?

It is through the adoption of mobile working solutions that greater outcomes can be achieved both for the fire officers and for the organisation. Mobile solutions that resolve specific frustrations they face at the scene enable fire and rescue officers to access and record information when they need it most. Importantly, mobile technology provides tailored forms and the ability to capture evidence to their mobile device and sync directly with important back office systems.

The wider capabilities of mobile working technology enable fire and rescue services to use a mobile application to reduce the time spent on manual administration, note taking and needing to carry a camera to capture evidence. Instead they can focus on the job at hand, instantly accessing relevant information and historical data that enables them to make decisions quickly and capture the right information.

Often Fire & Rescue Services find themselves in remote locations which can often cause issues with technology and communicating with other teams. However, with the right mobile technology signal issues become non-existent. Forms and access to information is available on their mobile device regardless of signal and all information is synced to the back-office system once back in range. Unnecessary travel back and forth to base is reduced as officers no longer have to return solely for the purpose of typing up notes or submit reports. True mobile working provides a new more efficient way of working for Fire & Rescue Services, it unlocks the ability for field staff to operate efficiently at the scene and ensures compliance and consistency.



The Benefits

Compliance

Two of the main outcomes and benefits of mobile working technology are improved compliance and the accuracy of information that is captured. It is an area that currently sees fire and rescue officers manually recording fire incident information at the scene, taking quick notes and trying to memorise details for later and using cameras to capture evidence. Not only is this a lengthy process but with the nature of attending an emergency writing notes before returning to base to try and compile a report in retrospect can open the opportunity for human error. Mobile working solutions ensure that all relevant information is easily inputted into their mobile device at the scene, images can be captured and uploaded immediately, and forms are intuitive and easy to complete. Officers no longer need to worry about forgetting or misrepresenting details, instead they can be confident that compliance information is correct and complies with all regulations and requirements.

But the benefits are not only felt by those at the scene of the emergency, it also allows management to gain full visibility of outstanding actions on previous incidents. Without mobile working technology, there is limited access due to the volume of paper-based records, it is easy for the information to be misplaced or recorded incorrectly in the first place, causing compliance issues. Using mobile technology to ensure forms and information are submitted at the scene will produce detailed reports and flag any outstanding actions, ensuring compliance for all.

Additionally, with access to critical information, such as accurate GIS location from the device, officers are able to pinpoint emergencies and ensure attendance as quickly as possible.



The Benefits

Consistency

Mobile working technology provides new working practices which enable those attending the scenes of emergency incidents to have more accurate reporting processes. It enables access to current and relevant information as well as the ability to capture data through intuitive forms which ensure vital information is recorded in an accessible and consistent format.

This data is used to generate informative reports and run real-time analytics on departmental stats to further drive consistency and provide valuable insights into emergency situations.

Consistency is further improved by enabling officers to record information immediately at the scene of incidents, rather than the manual process of writing notes quickly and on return to the office re-typing and completing forms in hindsight, having a negative impact on consistency.

Current practices see staff struggling to streamline incident reporting and record management processes with the levels of physical paperwork. These are often difficult to manage because of incomplete forms or illegible notes, as a result, consistency of service is at risk. With mobile working, these details and essential information are inputted directly to the officer's mobile device. Forms are pre-populated with details to make the process quick and simple and to ensure consistent data entry. All forms are synced seamlessly to the back office system, improving incident reporting and record management.

Cost

Administration is not only time consuming but can also be costly for an organisation, there is the cost of physical paperwork and then the secure storage. For those in Fire & Rescue Services, mobile technology provides an innovative solution to paper-based activity by enabling staff to leave paper behind and complete forms and notes directly on their mobile device.

Without the need for physical records, an organisation can save on administration costs, the cost of storage and other paper management processes, such as safe disposal. By reducing paper-based incident recording, staff can spend more time visiting scenes and conducting investigations, eliminating the need for multiple fire incident recording systems or integrations.

By improving these processes and providing officers with the mobile technology at the scene, they no longer have to return to the office to re-enter notes which reduces travel costs. With the improvement of data entry, duplication of data is reduced and investigations can be completed quicker, reducing the need to travel to the scene multiple times.

The Benefits

Capacity

Currently, officers responding to fire and rescue emergencies spend valuable time completing forms and taking notes, before returning to base to spend more time re-entering these details into the back-office system. These manual processes take up too much capacity in their day, time that could be spent attending more scenes or more thoroughly investigating incidents and attending follow-up visits.

By replacing these manual processes with a mobile solution, officers are able to attend the scene and use their mobile device to instantly access information, record notes and complete forms with a few clicks. Supporting evidence is captured on the device, further improving the reporting process. These activities take only a few moments and the officer no longer has to return to the office to re-enter notes, instead they are automatically synced and stored, updating all required back office systems.

This frees up officer's time by reducing time spent on administration and increasing their ability to view previous data. They benefit from increased capacity by removing the need to re-enter information and reports once back in the office. That time can be spent dynamically scheduling follow-up work or further fire investigation for specialist officers, improving efficiency throughout the organisation and creating additional capacity at every stage.





Totalmobile will help you release the potential in your mobile workforce. Our 'mobile worker first' approach to innovation results in solutions people love to use.

You will see rapid user adoption, vastly improved staff engagement, and operational efficiencies measured in £millions. We will transform how your organisation works and help your people to do more of the work that really matters.

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