Case Study

StARS-MS

Moore Stephens delivers a solution that helps the emergency service remain efficient and prepared.

Over the past fifteen years, the London Fire Brigade (LFB) has been through a number of changes, not least the introduction of computers on all fire stations within LFB's area of operations. In total, there are over 115 fire stations within the three command areas of LFB. Many of its operational changes have been supported by the use of innovative and modern technology systems developed with and implemented by the London Fire and Emergency Planning Authority.

LFB turned to Moore Stephens to implement its rostering and attendance management system StARS-MS. Based entirely on Microsoft technologies, StARS-MS is built on the Microsoft .NET Framework and SQL Server Database platforms. It is a robust and efficient integrated personnel management system for fire and rescue services. It operates in an integrated way with mobilising and HR systems, automating the input of staffing data and appliance availability, and providing manual or automated duty assignments, rostering and sickness management functionality. Its reporting functionality provides key management information, allowing strategic planning and decision-making.

For operational management of appliances and resources, StARS-MS is a fundamental component of LFB's technology infrastructure, which works well when resources are under extreme pressure and it supported LFB during national emergencies. StARS-MS aligns with the national initiative to improve resilience and efficiency in fire services.

The system therefore offers the potential for fire and rescue services to save money, improve workforce planning and improve operational and financial resilience, all of which have been achieved by LFB through the development and use of StARS-MS system.

The system supports the front line whilst delivering back office savings, saves staff time by reducing duplication and removes a number of manual processes. StARS-MS integrates with control room systems and HR functions and makes deployment of resources quicker and more effective. In addition, it is user friendly and well regarded by staff at all levels and helps managers keep track of resources.

Using the system, LFB has seen significant improvement in staff efficiency. The system supports LFB's sickness management regime and as a result the brigade has saved significant staff hours per annum in sickness absence. This has supported significant head count efficiencies within the establishment. StARS-MS also facilitates rapid group communications by enabling specific contact and e-mail lists to be produced and used, a significant benefit when communicating with some or all of over 6,000 personnel.

Fast facts

StARS MS

Client profile
London Fire and Emergency Planning Authority

Solution
Rostering and attendance management

Benefits
- Improved staff efficiency and resilience
- Facilitated developments in communications
- Improved system support

Technologies
- StARS-MS
- Microsoft .NET Framework
- SQL Server Database

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