



ISARR's Delivery of Learning & Lessons Platform for Northamptonshire Fire & Rescue Service

This case study explores the collaboration between Northamptonshire Fire and Rescue Service (NFRS) and ISARR to implement an Organisational Learning and Lessons Management (OLLM) platform. Designed to enhance operational learning, knowledge management and compliance, the platform provides a structured approach to capturing, analysing, and applying lessons learned from incidents.

NFRS is responsible for safeguarding lives and property across Northamptonshire, responding to a diverse range of fire and rescue incidents. To maximise efficiency and ensure learning is embedded within operational processes, the service sought a more effective solution to capture, implement and monitor organisational learning. ISARR specialises in the provision of digital solutions for risk, incident, and knowledge management, and provided the OLLM platform.

BACKGROUND AND CONTEXT

Before implementing the ISARR's OLLM platform, NFRS faced significant challenges. The lack of a stable, structured system hindered the efficient capture and sharing of lessons learned. Tracking trends and ensuring lessons were acted upon proved difficult, while limited internal resources necessitated a more streamlined process. Moreover, the instability of the previous system made capturing and analysing learning unreliable. Recognising the need for a technology-driven solution, NFRS sought to automate learning management, reducing administrative burdens and allowing personnel to focus on evaluation and implementation.

“ Feedback from ISARR has also helped us understand how we can work smarter and use the system to its full potential. ”



SOLUTION IMPLEMENTATION

The OLLM platform was developed specifically to systematically capture and categorise operational learning, provide a clear audit trail, and offer dashboard insights for trend identification and analysis. Designed in alignment with best Lesson Management practices from the UK Resilience Academy, it also integrates with National Operational Guidance (NOG) control measures.

Implementation followed a phased approach. ISARR collaborated closely with NFRS to tailor the system to meet their needs, particularly to ensure alignment with the UK Resilience Academy Lessons Management Framework. System configuration and integration adapted terminology and workflows to NFRS's specific needs, ensuring a seamless operational transition. A phased rollout encouraged stakeholder engagement, with iterative feedback loops refining the system further. Training requirements were minimal due to the platform's intuitive design, enabling users to adapt quickly to the new system using built-in guidance prompts.

“ One measure is the system interaction - while not a physical change, it clearly shows that staff are engaging with the platform and reading the learning. ”



OUTCOMES AND IMPACT

The platform has significantly improved the capture, management, and dissemination of operational lessons.

- A transparent audit trail now ensures that lessons are tracked from identification through to implementation.
- Automation has reduced manual workload, allowing personnel to focus on high-value activities.
- Dashboard insights facilitate trend identification and informed decision-making, while feedback from NFRS leading to usability enhancements are ongoing.

The system provides a stable framework for capturing insights from both internal and external sources. This enables the Organisational Learning Management team to extract and share trend data effectively. While refinements to dashboard navigation continue, the platform definitely meets core functional needs. Early engagement metrics indicate strong staff interaction, with a future survey planned to assess adoption and impact further.

The integration with NOG control measures ensures the system supports training and operational improvements. By identifying emerging trends – particularly in terms of communications and command – NFRS has initiated additional officer training and implemented incident assurance mechanisms to monitor improvements.

The UK Fire and Rescue Services attend a wide range of incident types, and having the ability to identify learning/trends for specific scenarios enables NFRS to hone in on appropriate training and improvements.

The platform also enhances compliance by providing a transparent audit trail, supporting regulatory inspections, and tracking actions from external reports such as the Grenfell Tower and Manchester Arena Inquiries.

“ this is probably too early to evidence but the trends on communication and incident command will be the first real example of learning identified through to change implemented. ”



LESSONS LEARNED AND FUTURE PLANS

Key success factors included strong collaboration between NFRS and ISARR, ensuring a tailored system and the platform's ease of use, which in turn facilitated rapid adoption. The implementation has provided greater oversight and understanding of the learning cycle and what the ISARR platform can provide. The ability to identify trends has also supported targeted training and resource allocation.

Some challenges remain, however. Dashboard usability requires refinement to enhance navigation and reporting capabilities, and while incident monitoring is not yet fully implemented, it is expected to provide valuable insights as usage expands.

Looking ahead, NFRS plans to introduce AI-driven analysis to improve learning product development, expand dashboard capabilities for deeper insights, and further integrate learning into operational decision-making. Other fire and rescue services are encouraged to take an open-minded approach to system adoption, adapting internal processes to maximise the benefits of digitised learning management.

“ *The next steps are developing the products that the system can produce, and with the introduction of AI in the coming months this will exceed our initial expectations and support the learning both within NFRS and across the multi-agency arena.* **”**

CONCLUSION

The partnership between NFRS and ISARR has successfully introduced an advanced Organisational Learning & Lessons Management platform, strengthening operational learning, facilitating compliance, and ensuring continuous improvement. While the system continues to evolve, early results highlight its transformative potential. With planned developments such as AI integration, the platform is expected to continue to exceed initial expectations and support both NFRS and broader multi-agency collaboration into the future.

“ *In essence the system has met the challenges we were facing and with internal process changes will have a positive impact on how NFRS actions learning in the future.* **”**

