



NFCC
National Fire
Chiefs Council

DATA

Enhancing Platform Stability and Innovation

Challenge

The National Fire Chiefs Council (NFCC) represents all fire and rescue services across the UK and plays a central role in delivering digital tools, guidance, and services that improve safety and collaboration. As NFCC continues to expand its digital reach, it faces the challenge of maintaining platform stability while scaling to meet growing user needs and strategic ambitions.

The NFCC required a trusted digital partner to help evolve its infrastructure, increase engagement, and support innovation across its platforms.





Solution

As NFCC's newly appointed Digital Development Partner, The Virtual Forge will deliver ongoing support and expert guidance to enhance and future-proof its digital ecosystem. Our work will focus on maintaining high performance, reliability, and security across all platforms while introducing user-centric improvements that drive engagement.

We will also enact new development initiatives, providing strategic input and technical delivery to ensure each project aligns with NFCC's Digital First goals and long-term vision.

Outcome

Through these initiatives, the NFCC will be equipped with a stable, scalable, and adaptable digital infrastructure that supports both current operations and future growth. Our proactive and collaborative approach will ensure digital tools are continuously improved, aligned with user needs, and capable of supporting innovation across the UK's fire and rescue services.

We aim to deliver a digital foundation that enables NFCC to lead with confidence and impact in the years ahead.