



WMRMB FiReControl Update Philip Purssey - RCC Director

National Project Overview

- 9 Regionally located new FiReControl Centres (Control Rooms) replacing existing 46 FRS Control Rooms
- CLG are centrally resourcing the project with each region having a local project team to interface for delivery, set up and go live
- Each Region has a “Regional Roll out Board” acting for the RMB
- Integrated technology solution that will support and enhance the operation of FRA’s bringing together “best practice” and “national solution approaches” to ways of working

West Midlands Region - Current Project Status

- RCC building completed December 2007
- LACC established March 2008 following incorporation of the LACC in February 2007
- RCC is being requested by CLG to be ready to go live with NW, SW and EM Regions in October 2009
- RCCD in post February 2008
- Project management is effective and on track with all of the work packages
- Project Manager & Project Director providing regular updates to CFOs and LACC Board Members

Next Steps & Expected Timetable

- Information Systems (IS) contract placed for tested delivery by September 2009
- RCC building commissioned - hand over April/May 2008
- Agree transfer of lease April/May 2008
- Staffing Model refresh and shift/rota patterns (with staff numbers) due end March early April 2008
- Interim IS solution due for delivery April/May 2008
- LACC Board visit to RCC to coincide with April/May Board meeting
- Staff visits to RCC planned for March/April 2008

Next Steps & Projected Timetable cont...

- Implement localised communications plan including website, all hands calls, blogs, round table visits etc
- LACC HR decisions (Terms & Conditions/ Reasonableness, TUPE etc) immediate & ongoing
- Agree financial governance and framework for LACC by April 2008
- RCC Senior Staff (SOM & SSM) recruitment required April/May 2008
- WM RCC 'go live' expected October 2009/ January 2010 with Staffordshire FRS migrating first

WM RCC Scope of Operations

- 999/112 Call handling
- Call prioritisation
- Nearest Available Appropriate Resource Mobilisation
- Incident communication / updating / escalation
- RCC System data maintenance – Pre-determined Attendance/ Gazetteer / Risk etc.
- Management Information System reporting, performance / quality improvement etc.
- Mutual support
- Fall back support
- Cross border mobilisation
- New Dimension equipment mobilisation

WM RCC Typical Technology Capabilities

- Caller Line Identification (CLI)
- Integrated Command & Communication System (ICCS)
- Priority Despatch System (PDS)
- Enhanced Information Service for Emergency Callers (EISEC)
- Automatic Vehicle Location System (AVLS)
- Mobile Data Terminals (MDT)
- Geographic Positioning Systems (GPS)
- Mobilising and Resource Management System (MRMS)
- Integrated Routing Information System (IRIS)
- Firelink Digital Mobile Radio Communication System

WM RCC Indicative Staff Numbers & Roles

- 1 x RCC Director
 - 1 x Senior Operations Manager
 - 1 x Services Support Manager
 - 6 x Operations Managers
 - 13 x Team Leaders
 - 6 x Team Leaders (Resources)
 - 45 x Control Room Operators (under review)
 - 1 x Management Information System/ Gazetteer Team Leader
 - 3 x Management Information Specialists
 - 3 x Gazetteer Data Specialists
 - 2 x Training Advisors
 - 2 x Admin Support
- Total = 84 Staff

LACC Scope of Work & Priorities

- Governance structures / delegation of authority
- Shift patterns for new organisation
- Staff numbers
- Terms & conditions of employment
- Representation NJC / other / none
- Support services sourcing
(payroll / pensions / legal / banking etc)
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LACC Scope of Work & Priorities cont..

- Staff selection mechanisms
- Recruitment & selection policy + timing + process (internal & external)
- Scope & timing of consultation
- Relocation assistance policy
- Reasonableness criteria
- Travel allowances policy

LACC Scope of Work & Priorities cont...

- Additional staffing requirements in first year – if any
- Recruitment of and timing for above
- Training needs analysis for transferring staff
- Training needs analysis for new staff
- Policies – Pay / Paternity & Maternity / Disciplinary / Absence Management etc
- Decision on Facilities Management contract & supply options (Catering / Grounds / IT maintenance / Security etc)
- Staff communication, including Representative Bodies

Any Risks ?



Risks

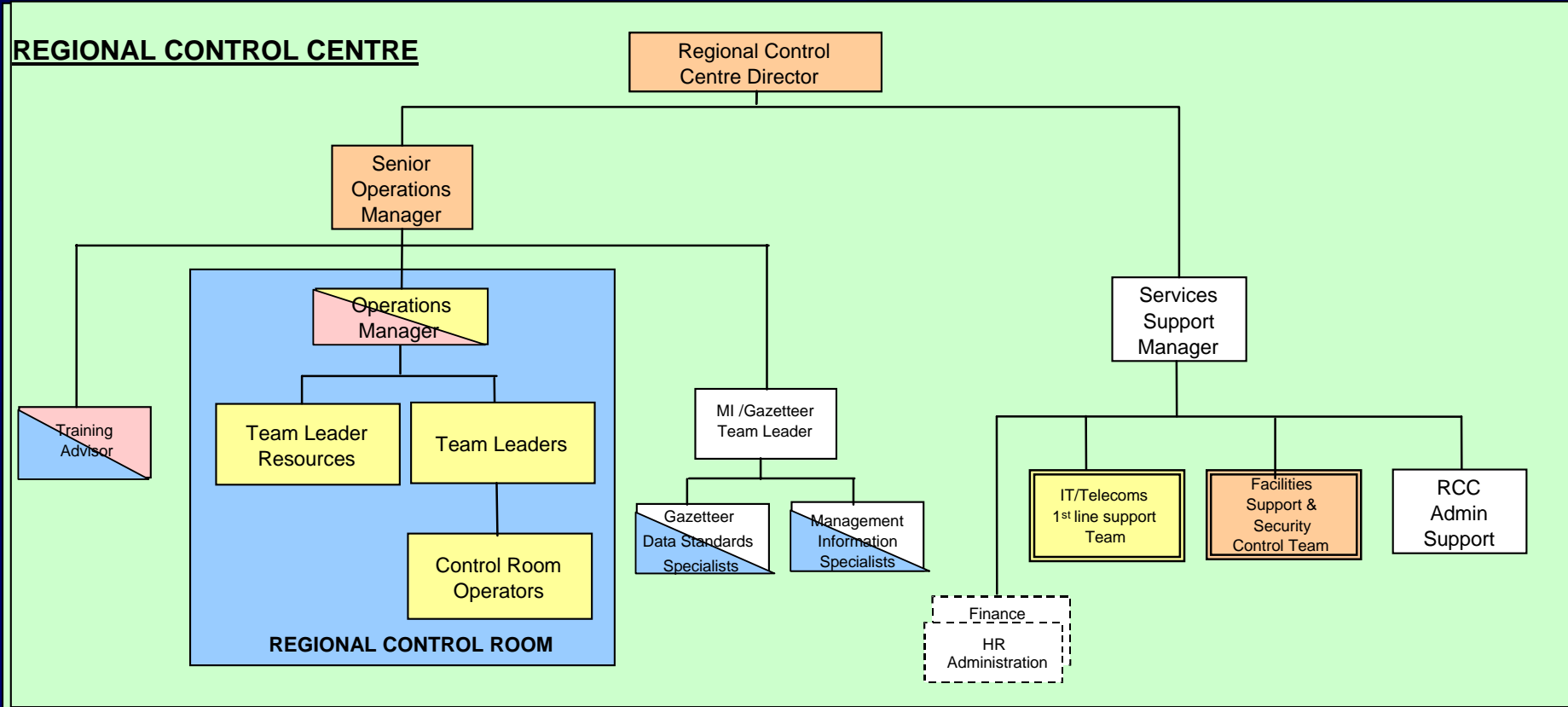
- Insufficient resources to deliver all the required work on time
- Delay in rolling out the Information Systems contract
- Possible industrial action / Legal challenge to project
- Lack of alignment / integration of Firelink & FiReControl
- Failure to manage National requirements with / into FRS requirements
- RCC / LACC decisions / processes / actions miss critical dates
- Insufficient experienced staff numbers transfer to RCC
- Poor communication with Stakeholders

FiReControl Project



Questions

WM RCC Indicative Organisation Chart



= Shifts 24/7
 = Days only

= Days & on call
 = Outsourced

= Optional
 = Possible responder role

= Days and flexible duty/hours as required