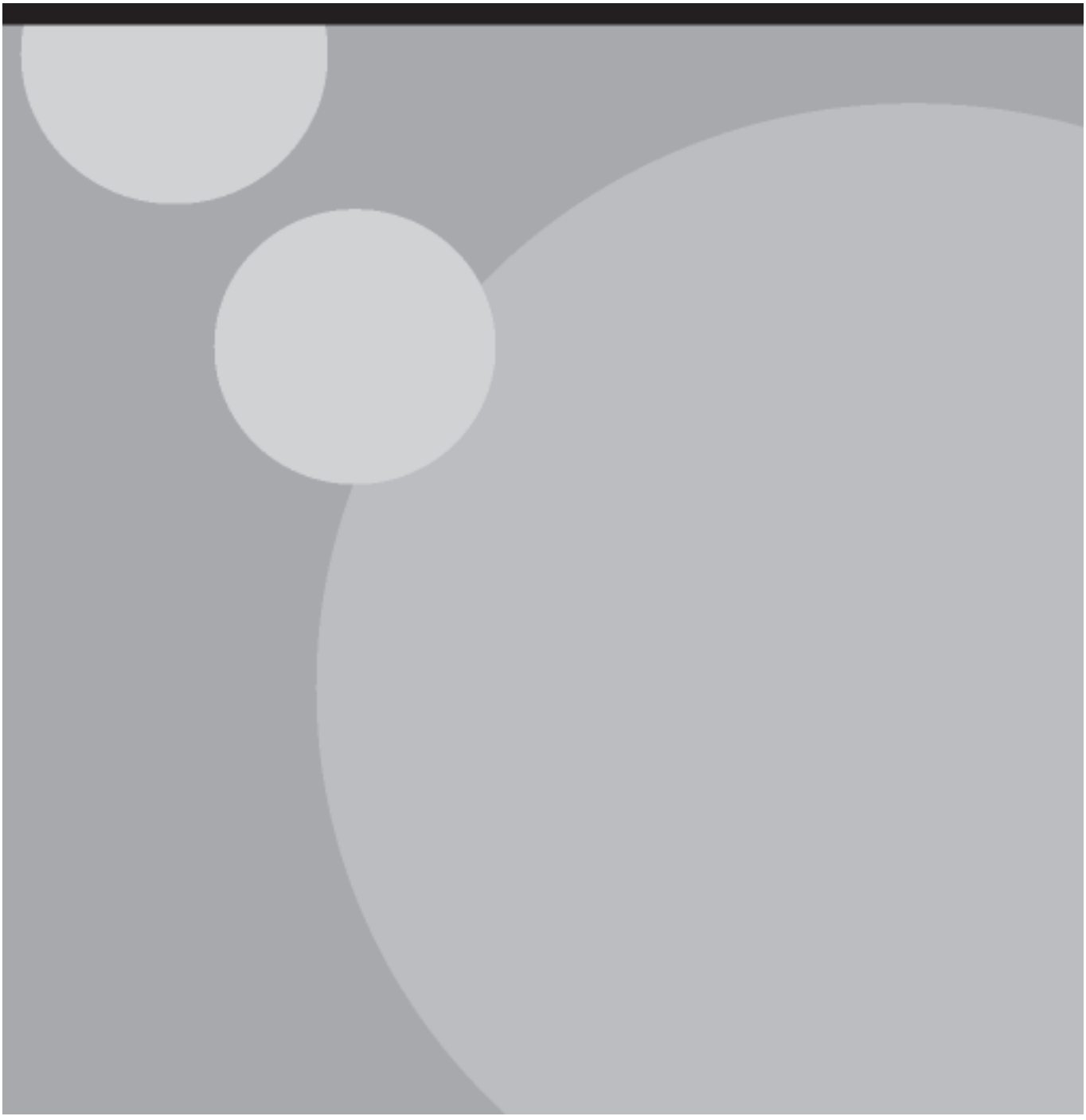
Communities and Local Government

Future Control Room Services Scheme

Fire and Rescue Authorities' Summaries



Future Control Room Services Scheme

Fire and Rescue Authorities' Summaries

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Any enquiries regarding this document/publication should be sent to us at:

Department for Communities and Local Government
Eland House
Bressenden Place
London
SW1E 5DU
Telephone: 030 3444 0000

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FUTURE CONTROL ROOM SERVICES SCHEME

FIRE AND RESCUE AUTHORITIES' SUMMARIES
(text as approved by fire and rescue authorities)

1. Avon
2. Buckinghamshire
3. Cambridgeshire & Suffolk
4. Cleveland
5. Cornwall
6. Derbyshire, Leicestershire and Nottinghamshire
7. Devon and Somerset, Dorset, Hampshire and Wiltshire
8. Durham and Darlington
9. East and West Sussex
10. Essex and Bedfordshire & Luton
11. Gloucestershire
12. Hereford & Worcester and Shropshire & Wrekin
13. Hertfordshire, Humberside, Lincolnshire and Norfolk
14. Kent
15. London
16. Manchester, Cheshire, Lancashire & Cumbria
17. Merseyside
18. Northamptonshire and Warwickshire
19. North Yorkshire
20. Oxfordshire and Berkshire
21. South Yorkshire and West Yorkshire
22. Staffordshire and West Midlands
23. Surrey and Isle of Wight
24. Tyne & Wear and Northumberland

Avon

High Level Summary (text should not be more than half a page)

Avon operates its own control room and call handling and mobilising system. The integrated communications control system is outdated and no longer supported.
The service plans to implement a number of upgrades to improve the resilience and efficiency of its control room functions and introduce new fall back partnerships with other fire and rescue services. These improvements include purchasing a new integrated communications control system, providing a full voice and data communications capability using the Airwave network, and upgrading various items of equipment (servers, workstations, networking equipment, etc) in its control room and replacing its incident ground radios.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access name "H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Avon	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Avon July 2011	✓	x	x	x	✓	x	✓	x	x	x
Avon October 2009	x	x	x	x	✓	x	✓	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• More efficient systems with the replacement of outdated existing integrated communications control system; • Reduction in cost;	2012/13
Improved operational efficiency of the control service	Yes	• Improved/greater use of data • Solution will replace integrated communications control system and upgrade current system to a service access name 'H' connection, making full use of airwave automatic vehicle location system and data mobilisation; • Installation of advanced software for the mobile data terminal's that will improve information exchange and fire fighter safety at incidents;	2012/13
Expected financial savings	Yes	• Savings expected to be around £250k per year;	2014/15
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data communications capability • Updating appliance mobile data terminal's to support data based	2012/13

		mobilisation • Automatic vehicle location system to ensure the quickest appropriate resource is mobilised to an incident; • Service access name 'H' provision for collaboration with Gloucestershire fire and rescue service;	
Call handling capacity during sudden peaks in call volume improves		• Upgrade technology to provide opportunity to collaborate with Avon and Somerset police and Gloucestershire fire and rescue service;	2013
Remote call handling and mobilisation arrangements are improved		• Upgrade technology to provide opportunity to collaborate with Avon and Somerset police and Gloucestershire fire and rescue service;	2013
Remote incident management arrangements are improved		• Upgrade technology to provide opportunity to collaborate with Avon and Somerset police and Gloucestershire fire and rescue service;	2013
Physical and protective security is improved	Yes	• Connection to the public service network will ensure secure data transfer locally and cross border;	2012/13
Local improvements contribute to an improvement in resilience nationally	Yes	• Enhanced resilience in the services ability to exchange information locally and nationally; • Improved partnership arrangements with the provision of a service access name 'H' with Gloucestershire fire and rescue service, and especially with the withdrawal of Airwave's service access name 'I' maintenance in March 2014;	2013

Buckinghamshire

High Level Summary (text should not be more than half a page)

Buckinghamshire currently operates it own control room and call handling and mobilisation system.

The fire and rescue authority is planning to close its control room and divert all emergency calls to Cambridgeshire's control room, which has already merged with Suffolk. New operational procedures, business rules and ways of working will be developed and implemented. The merger will enable the fire and rescue authority to benefit from a full voice and data communications capability using the Airwave network (final solution to be determined), Enhanced information service and automatic location service for emergency calls, which will reduce emergency call handling times, and automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident. It will also result in significant and cost savings.

The merger is planned to complete by 1 April 2013.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Buckinghamshire (links to Cambridgeshire and Suffolk bid) Future Position	✓		✓	✓	✓	✓	✓	To be announced	✓	✓
Buckinghamshire July 2011	partial	x	partial	✓	partial	✓	✓	x	X	by April 2013 x
Buckinghamshire October 2009	x	x	x	x	✓	x	✓	x	x	x
Cambridgeshire October 2009	x	x	x	x	x	✓	partial	x	x	x
Suffolk October 2009	✓	x	✓	x	✓	✓	✓	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Rationalisation of control room functions – to merge with another fire and rescue authority, which will provide cost savings and increase efficiency. • Potential opportunities to share maintenance, licenses and support services.	Apr 2013
Improved operational efficiency of the control service	Yes	• Improved call handling, improved mobilisation and attendance times;	Apr 2013

		• Enhanced information service and automatic location service for emergency calls with Cambridgeshire and Suffolk – (Buckinghamshire already have enhanced information service for emergency calls); • Final Airwave solution to be determined;	
Expected financial savings	Yes	• Savings of approx £600k per year are expected to be realised from 2013/14	2013/14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data capability to be provided - final Airwave solution to be determined; • Automatic vehicle location system and attribute based mobilising will help ensure the quickest appropriate resource is mobilised; however this could be enhanced utilising an Airwave data-gateway	Apr 2013
Call handling capacity during sudden peaks in call volume improves	Yes	• Solution will deliver improved partnering with another fire and rescue authority for spate call handling and mobilising; • Greater numbers of control staff being on duty at any one time and creation of larger pool from which to 'recall to duty' if required.	Apr 2013
Remote call handling and mobilisation arrangements are improved	Yes	• Cambridgeshire working with East and West Sussex for spate call handling and mobilising;	Apr 2013
Remote incident management arrangements are improved	Yes	• Cambridgeshire working with East and West Sussex for spate call handling and mobilising; • Improved partner arrangements – common procedures	Apr 2013
Physical and protective security is improved	Yes	• Cambridgeshire is planning physical upgrade to secondary control room In addition to business continuity arrangements with Sussex;	Apr 2013
Contd….			
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved partnering with Cambridgeshire and Suffolk for control room services; • Improved partnering with other fire and rescue authorities for spate call handling and mobilising; • Enhanced inter-regional working • Standardisation of operational procedures	Apr 2013

Cambridgeshire and Suffolk

High Level Summary (text should not be more than half a page)

Cambridgeshire and Suffolk operate their own control rooms and call handling and mobilising systems. Suffolk has recently closed its control room and transferred the function to Cambridgeshire.

The fire and rescue authorities are now planning to enhance Cambridgeshire's call handling and mobilising system to provide data centric and dynamic mobilising. The Airwave network is proposed to be used to provide a full voice and data communications capability a final solution is to be determined. Enhanced information service for emergency calls will be used to reduce emergency call handling times, and automatic vehicle location system will be used to ensure the nearest appropriate resource is mobilised to an incident. New standard operating procedures and ways of working will be developed. Cambridgeshire's fallback control will be upgraded to provide the functionality required by both fire and rescue authorities. Discussions are at an advanced stage with East and West Sussex to provide a fallback system that is capable of taking calls and mobilising resources. Cambridgeshire is in negotiation with Department for Communities and Local Government over the use of the control centre building in Waterbeach and these are still to be concluded.

The fire and rescue authorities are planning to complete the enhancements and realise full benefits by 1 April 2013.

Since submitting the bid, Buckinghamshire fire and rescue authority has decided to join the partnership.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Cambridgeshire and Suffolk (links to Buckinghamshire) Future Position	✓		✓	✓	✓	✓	✓	To be announced	✓	✓
Cambridgeshire July 2011	✓	x	x	x	x	✓	partial	x	x	x
Suffolk July 2011	✓	x	x	x	✓	✓	✓	x	x	x
Buckinghamshire October 2009	x	x	x	x	✓	x	✓	x	x	x
Cambridgeshire October 2009	x	x	x	x	x	✓	partial	x	x	x
Suffolk October 2009	✓	x	✓	x	✓	✓	✓	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Fire and rescue authorities have already rationalised their control room functions by	Done

		merging in to a single control room;	
Improved operational efficiency of the control service	Yes	• The provision of the enhanced information service and automatic location service for emergency calls will enhance call handling; • Data-based mobilisation; • Final Airwave solution to be determined;	2012/13
Expected financial savings	Yes	• Savings of approx £800k per year are • expected to be realised from 2012/13;	2012/13
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data capability to be provided - final Airwave solution to be determined; • Automatic vehicle location system and attribute based mobilising will help ensure the quickest appropriate resource is mobilised;	April 2013.
Call handling capacity during sudden peaks in call volume improves	Yes	• Solution will deliver improved partnering with another fire and rescue authority for spate call handling and mobilising; • Creation of larger single control room enable greater numbers of control staff being on duty (at that site) at any one time and from which to 'recall to duty' if required.	April 2013.
Remote call handling and mobilisation arrangements are improved	Yes	• Solution will deliver improved partnering with another fire and rescue authority for spate call handling and mobilising;	April 2013.
Remote incident management arrangements are improved	Yes	• Fire and rescue authorities adopting common operating procedures, pre-determined attendance levels, crewing and officer mobilising. • Improved partnering with another fire and rescue authority using a true shared call handling and mobilising system	April 2013.
Physical and protective security is improved	Yes	• Physical upgrade to secondary control room • Enhancing business continuity arrangements with West & East Sussex. It is anticipated that Sussex merged control will eventually be able to fully mobilise Cambridgeshire & Suffolk's fire response and vice versa.	April 2013.
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved partnering between the 2 fire and rescue authorities and Buckinghamshire for control room services; • Improved partnering with other fire and rescue authorities for spate call handling and mobilising; • Enhanced regional working; • Standardisation of operational procedures.	April 2013.

Cleveland

High Level Summary (text should not be more than half a page)

Cleveland operates its own control room and call handling and mobilisation system. To replace its legacy 17 year old mobilising system, the authority has recently implemented a state of the art technology.

The fire and rescue authority is committed to enhancing its mobilising capability by sharing high-value communications equipment to connect Airwave to our control room with Durham and Darlington fire and rescue authority which will enable it to implement a full voice and data capability using the Airwave network. It also plans to enhance the functionality provided by its new mobilising system and peripheral equipment (e.g. station alerters, mobile data terminals), strengthen the security and resilience of those systems and the networks they use. There is also recognition that an improvement in the protective security arrangements for control rooms is required.

Automatic fallback arrangements with Shropshire & Wrekin fire and rescue authority and Hereford & Worcester fire and rescue authority, who are implementing the same mobilising system, will be established providing enhanced resilience and efficiency.
The fire and rescue authority plans to complete the improvements to its systems by the end of 2014 and to progressively implement enhanced fallback arrangements with other fire and rescue authorities starting during 2012.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile data terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access name "H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Cleveland	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cleveland July 2011	✓	x	✓	✓	partial	x	partial	x	x	x
Cleveland October 2009	✓	x	✓	✓	partial	x	partial	x	x	x

Note 1: Although a geographic information system was installed it was not integrated with the command and control system and only provided a visual aid to show location of appliances through automatic vehicle location. Similarly, call line identification was not integrated into the command and control and did not provide address information.
Note 2: The bid proposes to replace mobile data terminals and in future these will also provide incident command capability

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Modern technology increases efficiency and improves cost profile; • Reduced costs;	2014
Improved operational efficiency of the control service	Yes	• Enhances spatial information to improve dynamic mobilising; • Service access name 'H', integrated	2014

		communications control system, software engineering experience development, gazetteer, Airwave data services;	
Expected financial savings	Yes	• Capital savings in the traditional procurement route to acquire a command and control system of £500,000 secured in late 2011; • Total savings of £4m over 10 years with annual savings starting at £260,000 from 2012;	2014
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation; • Dynamic mobilising; • Improved risk information management; • Improved road network and address information; • Shared service access name 'H' provision; • Mobile data terminals, enhanced data quality; • Integrated geographic information system; • Integrate call line identification;	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Additional capacity delivered through mutual arrangements with Hereford and Worcester and Shropshire;	2012
Remote call handling and mobilisation arrangements are improved	Yes	• Current resilience fallback arrangements are with North Yorkshire will be replaced by automatic fall back arrangements with Hereford and Worcester and Shropshire which operate same system; • Calls during spate conditions will be handled though the same arrangement;	2011 2014
Remote incident management arrangements are improved	Yes	• Enhanced, security arrangements for the control room aligned to 'Her Majesty's government security policy framework'. Plan to improve this;	2014
Physical and protective security is improved	Yes	• Interconnectivity of networks with Durham and Darlington and automatic fall back arrangements with Hereford and Worcester and Shropshire;	2014
Local improvements contribute to an improvement in resilience nationally	Yes	• Upgrade control training room to provide fall-back for other fire and rescue service's and agencies;	2013

Cornwall

High Level Summary (text should not be more than half a page)

Cornwall fire and rescue authority operates its own call handling and mobilisation facility. This facility also provides call handling and mobilisation functionality for the Isle of Scilly. There is currently a fallback arrangement with Dorset fire and rescue service for overflow and spate condition calls. Cornwall also maintains a secondary fallback control facility which is located within the council's emergency co-ordination centre.

Cornwall fire and rescue authority plans to establish an integrated critical services model by co-locating its fire control function with its lifeline alarm services, public realm closed-circuit television and command centre functions. In relation to its fire control function, it plans to implement a communications network and a common integrated call handling and mobilising system with a view to providing seamless connectivity and full functionality in a fallback scenario with partner fire and rescue authorities. A number of partnership options are under consideration and are dependant upon a number of factors affecting the region and further a field. The proposed system will provide a full voice and data communications capability using the Airwave network and extend to mobile data terminals. Cornwall plans improved partnership working with Devon and Cornwall police to deliver the full proposed Firelink functionality and maximise efficiencies.

The completion of this programme is expected in 2014 enabling realisation of savings in year and year on year.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Cornwall (covers Isle of Scilly Fire and rescue authority calls) Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cornwall July 2011	✓	x	x	part-Tom-Tom for officers	✓	✓	x	x	999 overflow call handling only	✓
Cornwall October 2009	x	x	x	x	✓	x	✓	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Co-location of fire control function with its Lifeline alarm services, Public realm closed-circuit television and command centre functions enable efficiencies through; property, technical and staffing infrastructure rationalisation.	2014

		• The integrated business model delivers an increase in income from existing revenue streams and affords the potential to attract new income revenue streams. • Reduction in infrastructure costs through buddy arrangements removing the need for a secondary control room.	2014 2013/14
Improved operational efficiency of the control service	Yes	• Reduced call handling times • Through service access name "N" solution: Service access name "H" (other fire and rescue authorities) or service access name "G" (Devon and Cornwall police) there will be reduced voice traffic on airwave providing potential rationalisation. • Improved response times through better data communication via airwave data solution. • Increased operator occupancy supporting the provision of critical and non critical call handling services for third parties • A middleware solution will improve data management and data exchange capability.	2014 2013 2013 2014
Expected financial savings	Yes	• Annual savings of £280k are expected by 2014. Plans will also enable provision of an 'Out of Hours' call handling revenue stream for other customer services functions delivering efficiencies flowing from supporting a 24/7 customer service platform generating potential income of over £70k for the fire and rescue authority.	2014
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full utilisation of FireLink mobile data terminal's providing in vehicle location and electronic risk information updated in real time.	2012
Secure environment	Yes	• Through provision of fit for purpose fire control function(s) from a physical, environmental and technical perspective.	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Increased call handling capacity during spate conditions through integrated county wide critical call handling function support	2014
Contd…			
Remote call handling and mobilisation arrangements are improved	Yes	• Increased call handling capacity during spate conditions through formal buddy arrangements with other fire and rescue authorities; Currently in active dialogue with a number of fire and rescue authorities who are on the same technical platform whilst at the same time	2013

		awaiting the outcome of the joint procurement exercise which involves a number of the fire and rescue authorities in the south west.	
Remote incident management arrangements are improved	Yes	• Increased call handling capacity and capability during spate conditions through formal buddy arrangements • Maintenance of core FireControl functionality through buddy arrangements with other fire and rescue authorities for functional outage.	2014 2013
Physical and protective security is improved	Yes	• Co-location will provide the required physical security and resilience. • Connecting fire control to the secure Public service network. • Public service network compliance for secure data exchange amongst other agencies and partners.	2014 2012/13 2013
Local improvements contribute to an improvement in resilience nationally	Yes	• Increased call handling and mobilisation capacity and capability during spate conditions through formal buddy arrangements • Maintenance of core FireControl functionality through buddy arrangements with other fire and rescue authorities for functional outage • Increased call handling capacity during spate conditions through integrated county wide critical call handling support.	2013 2013 2014

Derbyshire, Leicestershire and Nottinghamshire

High Level Summary (text should not be more than half a page)

Derbyshire, Leicestershire and Nottinghamshire use old mobilising systems which have limited functionality and are becoming increasingly difficult to support. All three fire and rescue authorities maintain secondary fallback sites. Call overflow and fallback arrangements are currently manually operated.

The three fire and rescue authorities are planning to work in partnership to procure and implement a common, fully integrated command and control solution which will be operated by each fire and rescue authority from separate sites. The system at the heart of the solution will be located in two separate data-centres and will feature full data replication and automatic failover.

Failover from one fire and rescue authority to another will be automatic, immediate and fully functional. A full voice and data communications capability using the Airwave network will be provided, along with automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident. Common procedures and operating practices will be implemented.

Go live anticipated April 2013

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Nottinghamshire, Leicestershire, Derbyshire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Nottinghamshire July 2011	✓	x	✓	✓	x	✓	✓	x	x	x
Leicestershire July 2011	✓	x	x	x	x	x	x	x	x	x
Derbyshire July 2011	✓	x	✓	x	x	x	x	x	x	x
Nottinghamshire October 2009	✓	x	✓	✓	x	✓	✓	x	x	x
Leicestershire October 2009	✓	x	x	x	x	x	x	x	x	x
Derbyshire October 2009	✓	x	✓	x	x	x	x	x	x	x

Note: the bid proposes to replace old mobilising systems that have limited functionality and have become harder to support.

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Rationalisation of control room and functions as services will no longer	2013

		have the expense of standby, secondary control rooms • More efficient systems	
Improved operational efficiency of the control service	Yes	• Improved/greater use of data will speed up call handling and resource despatching times	2013
Expected financial savings	Yes	• Cost savings of around £1.5m per year;	2014-15
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation and resource control • Automatic vehicle location system ensure the nearest appropriate resource is mobilised to an incident	2013
Call handling capacity during sudden peaks in call volume improves	Yes	• Failover to or capacity support from a partner fire and rescue service will be automatic, immediate and fully functional	2013
Remote call handling and mobilisation arrangements are improved	Yes	• Failover to or capacity support from a partner fire and rescue service will be automatic	2013
Remote incident management arrangements are improved	Yes	• Failover to or capacity support from a partner fire and rescue service will be automatic • Risk information will be available on the mobile data terminal's which will form part of a safe system of work • Improved partnering with another fire and rescue authority using common operating procedures and ways of working • Improved partnering with another fire and rescue authority using a shared system enabling call taking and mobilisation by another fire and rescue authority	2013
Physical and protective security is improved	Yes	• Enhancement of both physical and technological security and moves the services closer to compliance with the national security policy framework.	2013
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved partnering with another fire and rescue authority using a shared system enabling call taking and mobilisation by another fire and rescue authority • New systems providing automatic failover to another site/ partner • Real time incident messaging • Joint control function will operate on sector led national standards • Improved partnering with another fire and rescue authority using common operating procedures and ways of working	2013

Devon and Somerset, Dorset, Hampshire and Wiltshire

High Level Summary (text should not be more than half a page)

Devon and Somerset, Dorset, Hampshire and Wiltshire operate their own control rooms and call handling and mobilising systems. Each fire and rescue authority maintains a secondary control facility and has a fallback arrangement with another fire and rescue authority.

The four fire and rescue authorities are planning to implement a new resilient call handling and mobilising system which will be networked to serve all four existing control rooms. The new system will enable each fire and rescue authority to fallback to any of the others in the event of spate conditions or non-availability of their fire control. It will provide a full voice and data communications capability using the Airwave network, enhanced information service and automatic location service for emergency calls, which will reduce emergency call handling times, and automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident. It will extend to mobile data terminals and provide for incident messages and risk information to be sent to crews, contributing to improvements in fire-fighter safety. Common operating procedures and ways of working will be developed and implemented.

The fire and rescue authorities are planning to have the new system implemented by the end of 2014.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Devon & Somerset, Dorset, Hampshire, Wiltshire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Devon July 2011	✓	x	x	x	✓	partial	x	x	x	x
Somerset July 2011	✓	x	x	x	x	x	x	x	x	x
Dorset July 2011	✓	x	x	x	✓	✓	x	x	x	x
Hampshire July 2011	✓	x	x	x	✓	✓	x	x	x	x
Wiltshire July 2011	✓	x	x	x	✓	partial	x	"G" voice only	x	x
All July 2011	✓	x	x	x	x	x	x	x	x	x
Devon October 2009	✓	x	x	x	✓	partial	x	x	x	x
Somerset October 2009	x	x	x	x	x	x	x	x	x	x
Dorset October 2009	x	x	x	x	✓	✓	x	x	x	x
Hampshire October 2009	x	x	x	x	✓	✓	x	x	x	x

Note: Historical call line information is the enhanced information service for emergency calls

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Collaboration on implementation and sharing of technology will result in savings. • Shared procurement, training, etc. • Fallback arrangements mean that each service will no longer need to maintain a secondary control.	2013-14
Improved operational efficiency of the control service	Yes	• Proposal includes the use of data, gazetteer and implementation of technology 2 Service access name "H" units and 2 integrated command and control system (two units in each case for resilience) for the four fire and rescue services.	2013-14
Expected financial savings	Yes	• Cost savings could potentially reach around £2m per year by 2014-15	2014-15
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation and resource control; • Automatic vehicle location system ensure the nearest appropriate resource is mobilised to an incident.	2013-14
Call handling capacity during sudden peaks in call volume improves	Yes	• Shared call handling and mobilising system.	2013-14
Remote call handling and mobilisation arrangements are improved	Yes	• The use of one system means each fire and rescue authority will be able to mobilise one or a number of the other fire and rescue authorities resources.	2013-14
Remote incident management arrangements are improved	Yes	• Improved partnership and fallback arrangements between the fire and rescue authorities; • A common approach to data management and adoption of a single geographic information system.	2013-14
Physical and protective security is improved	Yes	• The geographical spread of control rooms will reduce the risk of severe weather conditions affecting all the fire and rescue authorities simultaneously. • Data links and firewalls will be established to provide connectivity with the West Midlands/ Staffordshire partnership if technically and operationally feasible.	2013-14
Local improvements contribute	Yes	• Ability to share secure data with	2013-14

to an improvement in resilience nationally		other agencies in real time, ensuring that the latest information is available on the incident ground. • For cross-border mobilising, the public service network will be used to ensure secure data transfer.	

Durham and Darlington

High Level Summary (text should not be more than half a page)

Durham and Darlington operates its own control room and call handling and mobilising system. The existing systems are increasingly unreliable and the current mobilising and communications system procured 20 years ago is obsolete.

Durham and Darlington plan to co-locate their control room within the control centre building in Durham enabling the authority to take advantage of the building designed and equipped for this purpose. Investing in modern command and control technology such as call line identification, automatic vehicle location system, replacing station end equipment and fully integrated mobile data will improve call handling and response times. Efficiencies will also be achieved through reduction in estate costs by co-locating their head quarters and control room within the control centre building and in annual maintenance and Information communication technology infrastructure costs currently associated with ageing obsolete systems.

The plans enable the authority to offer shared or fall-back facilities to other fire and rescue services and public/private sector partners. Buddy/partnership arrangements with other fire and rescue services will be sought. Secondary control room facilities will be significantly reduced as the likelihood for failure is considerably mitigated due to the inbuilt resilience in the control centre.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Durham and Darlington Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Durham and Darlington July 2011	✓	x	x	x	x	x	x	x	x	x
Durham and Darlington October 2009	✓	x	x	x	x	x	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• More efficient systems and incorporating control room into head quarters building; • Reduction in costs;	2013-14
Improved operational efficiency of the control service	Yes	• Automatic location service for emergency calls, enhanced information service for emergency calls confirms caller location swiftly; • Use of data to support mobilisation;	2013-14

		• Corporate gazetteer based on national address gazetteer; • Improvements in call handling and response times.	
Expected financial savings	Yes	• Expected annual efficiencies savings of around £300k. • Moving into control centre building will also lead to significant wider savings to central government.	2013-14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data capability to be provided; • Through automatic vehicle location system, mobile data terminals, improved incident management and resource management systems.	2013-14
Call handling capacity during sudden peaks in call volume improves	Yes	• Buddy/partnership arrangements will mean improved call handling in spate conditions;	2013-14
Remote call handling and mobilisation arrangements are improved	Yes	• Discussions with potential buddies / partners (includes other public services) - won't be in place until funding agreed;	2013-14
Remote incident management arrangements are improved	Yes	• Discussions with potential buddies / partners (includes other public services) - won't be in place until funding agreed;	2013-14
Physical and protective security is improved	Yes	• The building infrastructure, a control centre is highly specified for this purpose	2013-14
Local improvements contribute to an improvement in resilience nationally	Yes	• Introduction of new technology and with building infrastructure designed for this purpose opens up significant opportunities for buddying and collaboration with other fire and rescue authorities and public/private sector partners	2013-14

East and West Sussex

High Level Summary (text should not be more than half a page)

East and West Sussex fire and rescue authorities currently operate separate command and mobilising functions.

The two fire and rescue authorities plan to amalgamate their respective command and mobilising functions into a single control room function for the whole of Sussex. Assurance has been given to the chief fire and rescue adviser's unit in the Department for Communities and Local Government that all sites being considered for location of the control room are suitably resilient. Plans include integration of integrated command and control system with a new mobilising system and provide full voice and data communications capability using Airwave network and extend to mobile date terminals. Enabling resources to be used more economically, efficiently and effectively and provide better value for money.

Plans include a secondary control facility and reciprocal buddy arrangements will be made with the joint Cambridgeshire, Suffolk and Buckinghamshire control which will improve resilience. West Sussex are currently operating a limited buddy arrangement with the combined Cambridge/Suffolk control room. The new joint Sussex control will enable more effective co-terminus working with Sussex police and south east coast ambulance service.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
East and West Sussex Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	
East Sussex July 2011	✓	x	✓	✓	✓	✓	x	x	x	host-combination of controls
West Sussex July 2011	✓	x	✓	✓	✓	✓	x	x	artial	host-combination of controls
East Sussex October 2009	✓	x	✓	✓	x	✓	partial	x	x	x
West Sussex October 2009	✓	x	✓	x	x	x	x	x	x	x

Note: a number of components are already in place but significant development is required for a completely integrated solution e.g. call line identification is currently only available on the integrated command and control system.

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Rationalisation of control room through merging • Centralisation of staff will result in more efficient call handling and reduced costs	Sept 2013

Improved operational efficiency of the control service	Yes	• Much improved use of data with the integration of integrated command and control system and the mobilisation system making full use of airwave and data mobilisation	Sept 2013
Expected financial savings	Yes	• Revenue costs of merged control expected to deliver annual savings around £800k.	2013-14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data capability to be provided; • Extension of mobile data terminal network • Automatic vehicle location system, dynamic mobilising, premises mobilising introduced	Sept 2013
Call handling capacity during sudden peaks in call volume improves	Yes	• Improved buddy arrangement and secondary control room facilities will improve spate call handling	Sept 2013
Remote call handling and mobilisation arrangements are improved	Yes	• Call handling and mobilisation arrangements with a geographically distant fire and rescue service put in place	Sept 2013
Remote incident management arrangements are improved	Yes	• Call handling and mobilisation arrangements with a geographically distant fire and rescue service put in place	Sept 2013
Physical and protective security is improved	Yes	• New facility will fully specify up-to-date physical and protective security measures	Sept 2013
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved buddy arrangement and secondary control room facilities will improve spate call handling • Call handling and mobilisation arrangements with a geographically distant fire and rescue service put in place • More effective co-terminus working with Sussex police and south east coast ambulance service; • Direct electronic incident transfer will become part of the mobilising system when standards are available.	Sept 2013

Essex and Bedfordshire & Luton

High Level Summary (text should not be more than half a page)

Essex operates it own control room and call handling and mobilising system. It has recently relocated its service headquarters and upgraded to a new 'virtualised' information and communication technology infrastructure. The new infrastructure provides for full integration with the fire and rescue authority's back office systems and for users to access the systems from 'anywhere'. Its control room currently remains at the old location, but plans are underway to move it to the new headquarters. It has a fallback arrangement with London.

Bedfordshire & Luton has its own control room and call handling and mobilising system which is at the end of its useful life.

The two fire and rescue authorities plan to work in partnership to develop a new shared call handing and mobilising system which maximises use of Essex's upgraded information and communication technology infrastructure. The new system will provide a full voice and data communications capability using the Airwave network, data centric mobilising which will be capable of supplying safety critical information to crews, automatic vehicle location system which will ensure the nearest appropriate resource is mobilised to an incident, and full fire ground messaging. The system will be hosted on Essex's infrastructure and Bedfordshire & Luton will be able to access it from its own control room. The system will enable the fire and rescue authorities to take each other's calls and mobilise their resources. New operating procedures and ways of working will developed. The system will be capable of being extended to other fire and rescue authorities easily should they wish to use it.

A planned implementation date has not been finalised Bedfordshire & Luton are looking at late 2012 and Essex 2013/14. The fire and rescue authorities highlight that this will not prevent the joint procurement process.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Essex and Bedfordshire & Luton Future Position	✓	✓	✓	✓	✓	✓	✓	✓		✓
Essex July 2011	✓	x	partial	x	✓	✓	partial	x	x	x
Bedfordshire & Luton July 2011	✓	x	x	x	✓	✓	partial	x	x	x
Essex October 2009	x	x	x	x	✓	✓	partial	x	x	x
Bedfordshire & Luton October 2009	✓	x	x	x	x	✓	partial	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Essex to host system on behalf of Beds and Luton, resulting in savings; • More efficient use of technology, which will improve call handling and reduce costs.	2013/14 (assuming 2nd date above)
Improved operational efficiency of the control service	Yes	• Data centric mobilising; • Service access name "H" connection; • Electronic service bus will eliminate double keying.	2013/14
Expected financial savings	Yes	• Savings of approx £700k per year are expected to be realised from 2013/14	2013/14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation and resource control; • Automatic vehicle location system ensure the nearest appropriate resource is mobilised to an incident;	2013/14
Call handling capacity during sudden peaks in call volume improves	Yes	• Both fire and rescue service control rooms able to take calls for and mobilise each others resources; • Virtual system;	2013/14
Remote call handling and mobilisation arrangements are improved	Yes	• Both fire and rescue service control rooms able to take calls for and mobilise each others resources;	2013/14
Remote incident management arrangements are improved	Yes	• Both fire and rescue service control rooms able to take calls for and mobilise each others resources ; • Each fire and rescue service control room could act as a fall back;	2013/14
Physical and protective security is improved	Yes	• Looking to implement public service network and international standards organisation 27001.	2013/14
Local improvements contribute to an improvement in resilience nationally	Yes	• Detailed real time management information, will work towards direct electronic incident transfer compliance	2013/14

Gloucestershire

High Level Summary (text should not be more than half a page)

Gloucestershire shares a control room with the police and ambulance services. It operates its own call handling and mobilising system which is outdated and not compatible with the Airwave technology used for communicating with data.

The fire and rescue authority plans to implement a new call handling and mobilising system. The new system will provide a full voice and data communications capability using the Airwave network, and a full mobile data terminal capability, which will include automatic vehicle location system to ensure the nearest appropriate resources are mobilised to incidents. Multi agency radio (including marine) will be included in the new system to enable the fire and rescue authority to interoperate efficiently with the Maritime and Coastguard agency, the Royal National Lifeboat institution and Search and Rescue association. The control room will be physically refreshed and a real time incident messaging system will be installed to enable the fire and rescue authority to interoperate more efficiently with its tri-service partners. A new resilient and dedicated mobilising network will be installed along with power protection at all critical sites

The fire and rescue authority has recently agreed a fallback arrangement with the West Midlands who will be able to take calls and mobilise resources on behalf of the fire and rescue authority once it has implemented the new system and mobilising network.

The fire and rescue authority plans to complete the work by late 2013.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name "H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Gloucestershire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Gloucestershire July 2011	x	x	x	x	x	x	x	x	x	x
Gloucestershire October 2009	x	x	x	x	x	x	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Develop existing Tri-service arrangements to improve efficiency	Late 2013
Improved operational efficiency of the control service	Yes	• Data centric mobilisation; • Service Access Name "H" connection (with Avon Fire and rescue service); • Automatic vehicle location system helps ensure diverse range of appropriate assets are mobilised.	Late 2013

		• Caller line identification will improve call handling efficiency within the control room • Integrated geographical information system will improve call handling efficiency within the control room	
Expected financial savings	Yes	• Savings of approximate £400K per year are expected to be realised from 2013/14	2013/14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation and resource control; • Collaboration with Avon fire and rescue service on service access name “H” provision; • Automatic vehicle location system helps ensure diverse range of appropriate assets are mobilised.	Late 2013
Call handling capacity during sudden peaks in call volume improves	Yes	• Ability to overflow calls to West Midland fire and rescue service during spate periods. • Main and standby control will be able to work concurrently to enhance call handling. • Integrated geographic information system combined with caller line identification will locate the caller on a map displayed to the operator • Caller line identification will list previous calls from that location and automatically link to risk information if a match is found	Late 2013
Remote call handling and mobilisation arrangements are improved	Yes	• Collaboration with West Midlands fire and rescue service for fallback, ability to mobilise resources.	Late 2013
Remote incident management arrangements are improved	Yes	• Collaboration with West Midlands fire and rescue service for fallback, ability to mobilise resources.	Late 2013
Physical and protective security is improved	Yes	• Install power protection on all critical sites. • Make mobilising network public service network compliant	Late 2013
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved partnering with existing tri-service and collaboration with West Midlands fire and rescue service; • Power protection will prioritise stations with national assets • National call signs will be accommodated within the new mobilising system • Real time information	Late 2013

Hereford & Worcester and Shropshire & Wrekin

High Level Summary (text should not be more than half a page)

Hereford & Worcester and Shropshire & Wrekin fire and rescue authorities currently operate their own control rooms, call handling and mobilising systems. In both cases, the systems in use are outdated and becoming increasingly difficult to maintain. The two fire and rescue authorities have recently procured identical command and control and integrated command and control systems.

The fire and rescue authorities plan is to fully integrate the two new systems to create a single virtualised data-centric system which will be capable of being operated from control rooms located in Worcester and Shrewsbury. By sharing the use of legacy communications control interface ports already owned by Shropshire and Wrekin, the system will provide the capability (equivalent to service access name "H") for both fire and rescue authorities to communicate by voice and data using the Airwave network. Common operating procedures and ways of working will be developed which will enable each fire and rescue authority to take calls and mobilise the other's resources seamlessly at any time.

The new system will provide each fire and rescue authority will an immediate and fully operational fallback arrangement. This will enable the closure of current secondary control rooms. Additional remote fallback arrangements will be established with Cleveland fire and rescue authority (who uses the same command and control system).

For both fire and rescue authorities the deployment of a fully integrated solution with common operating procedures offers not only improved resilience but moreover broader operational benefits enabling the amalgamation of incident command resources. This will support enhanced interoperability with partner agencies within the West Mercia local resilience forum. The approach will also allow for the deployment of the nearest incident commander/specialist officers (irrespective of their host fire and rescue authority) for greater resilience at large/multiple incidents.

Full deployment, integration and operation is expected to take between 18 and 24 months, although both services will be live during 2012.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Hereford & Worcester, Shropshire Future Position	✓	✓	✓	✓	✓	✓	✓	equivalent	✓	✓
Shropshire & Wrekin July 2011	✓	✓	✓	✓	x	✓	x	equivalent	partial	n/a
Hereford & Worcester July 2011	✓	x	x	x	x	✓	x	x	partial	n/a
Shropshire & Wrekin October 2009	✓	x	✓	✓	x	✓	x	x	x	x
Hereford & Worcester October 2009	✓	x	x	x	x	✓	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Sharing resources between two control rooms and more efficient/modern systems will result in cost savings. • Decommissioning of local fall back control room based at Telford and Droitwich.	2014
Improved operational efficiency of the control service	Yes	• Location based mobilising; • West Mercia area gazetteer – leading to instant deployment of the nearest resources (both officers and appliances) to any incident.	2014
Expected financial savings	Yes	• Savings of approx £400k per year are expected to be realised from around 2014/15; • In-direct savings through enhanced and coordinated procurement and contract management;	2014/15
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation; • Electronic data will be used by crews – mobile data terminals.	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Shared call handling and ability to mobilise each others resources; • Cover for each other if either fire and rescue authority have fewer staff due to sickness/industrial action etc; • Two fully integrated control rooms to deal with spate conditions; • Shared integrated command and control system via Shropshire's legacy communication control interface ports;	2014
Remote call handling and mobilisation arrangements are improved	Yes	• Two fully integrated control rooms that provide robust fall back arrangements; • Remote fallback arrangements to be established with Cleveland fire and rescue service (who operate same system).	2014
Remote incident management arrangements are improved	Yes	• Two fully integrated control rooms that provide robust fall back arrangements; • Remote fallback arrangements to be established with Cleveland fire and rescue service (who operate same system).	2014
Physical and protective security is improved	Yes	• Control rooms are remote from flood risks, aircraft flight paths and major industrial hazards; • Enhanced, security arrangements. Both fire and rescue authorities are 'Gold' members of the Mentis led	2014

		security syndicate and are largely compliant to government security policy framework	
Contd…			
Local improvements contribute to an improvement in resilience nationally	Yes	• Real time risk management information. • Improved opportunities for combining/harmonising with, for example integrated risk management plan reviews, incident command arrangements, Resource availability systems (e.g. retained availability). • Enhanced capability to support strategic needs and interoperability requirements of local resilience forum and fire and rescue service national framework. • Supports interoperability - through integrated command and control system and harmonised incident command/management standard operating procedures	2014

Hertfordshire, Humberside, Lincolnshire and Norfolk

High Level Summary (text should not be more than half a page)

Hertfordshire, Humberside, Lincolnshire and Norfolk currently operate similar mobilisation systems, each based in a separate data centre. Norfolk & Hertfordshire have full joint fallback arrangements in place and Humberside and Lincolnshire provide emergency call handling capabilities for spate conditions.

The four fire and rescue authorities are planning to work in partnership to implement a shared integrated and resilient mobilising infrastructure which will improve each of the four fire and rescue authorities to fallback, remote buddying and resilience arrangements. The new infrastructure will comprise two data centres, instead of the current four, and the improvements to be made will improve mobilising effectiveness and resilience extending to Mobile data terminals and station end equipment. The infrastructure will be data centric and provide a full voice and data communications capability using the Airwave network (subject to detailed discussion). New common ways of working and operating procedures will be developed to support the partnership.

The core elements of the proposed new infrastructure and procedures will be delivered across four stages and is planned to complete in December 2014 (dependent upon funding). Following successful implementation a further stage to develop back office systems will commence.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Norfolk, Humberside, Hertfordshire, Lincolnshire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hertsfordshire July 2011	x	x	x	✓	✓	✓	✓	x	✓	x
Humberside July 2011	✓	x	✓	x	✓	✓	✓	x	x	x
Lincolnshire July 2011	✓	x	✓	x	x	✓	✓	x	x	x
Norfolk July 2011	✓	x	✓	✓	✓	✓	✓	x	✓	x
Norfolk October 2009	✓	x	✓	✓	✓	x	✓	x	x	x
Humberside October 2009	✓	x	✓	x	x	x	✓	x	x	x
Hertfordshire October 2009	✓	x	x	✓	✓	x	✓	x	x	x
Lincolnshire October 2009	x	x	✓	x	x	x	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

What	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• The four fire and rescue authorities will merge data centres – reducing to two. • Increased call handling efficiency will reduce the cost per call, leading to savings. • Solution will provide information and communications technology roadmap to satisfy demands of the wider business needs • Single procurement strategy where applicable • Removal of secondary control rooms	2014
Improved operational efficiency of the control service	Yes	• Same system and operating platform will ensure seamless transfer of calls enabling call handling and mobilisation of each other's resources. • Deployment of automatic vehicle location system result in faster attendance times • Mobile data terminal facilitates automatic generation of risk information. • Standard ways of working and shared working practices lead to reduced call handling times, greater intra-operability and best practice. • Data communications will reduce non-essential voice traffic • Integrated back office systems will reduce data handling by operators. • Direct electronic incident transfer will be implemented when demonstrated fit for purpose.	2014
Expected financial savings	Yes	• Capital savings expected of £1.5m over the life of the project and excess of £650k revenue efficiencies per year after 2014. It is anticipated that the proposed plan of works over a 10 year period will deliver significant return on investment, although some refresh elements will incur costs that will need to be met by efficiencies.	2015 and beyond
Resilience between the four Fire and rescue services			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Use of proven technology already established within consortium • Automatic vehicle location system • Cross border mobile data terminal provision introduced	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Shared infrastructure – integrated command and control System, command and control mobilising system, Airwave/data functionality and	2014

		direct electronic incident transfer protocol will aid interoperability • Mobile data terminal	
Contd…			
Remote call handling and mobilisation arrangements are improved	Yes	• Shared integrated command and control system, command and control mobilising system, Airwave functionality and direct electronic incident transfer protocol. • A four way call handling arrangement providing distant buddy arrangements. • Ways of working, action plans where applicable	2014
Remote incident management arrangements are improved	Yes	• Shared integrated command and control system, Command and control mobilising system, Airwave functionality and direct electronic incident transfer protocol. • A four way call handling arrangement providing distant buddy arrangements.	2014
Physical and protective security is improved	Yes	• Recommendations from Centre for Protection of National Infrastructure surveys are to be incorporated.	2014
Local improvements contribute to an improvement in resilience nationally	Yes	• Shared integrated command and control system, command and control mobilising system, Airwave functionality and direct electronic incident transfer protocol will aid interoperability. • Robust business continuity and disaster recovery – aided by shared ways of working • Distant buddying as per Sir Ken Knight report • Improved security (Centre for Protection of National Infrastructure) • The incorporation of Hertfordshire also ensures remote resilience with regard to East coast flooding, particularly when locating centres.	2014

Kent

High Level Summary (text should not be more than half a page)

Kent operates it own fire control room using a bespoke call handling and mobilising system. It has a fallback facility with Kent police.

The fire and rescue authority is co-locating its control room with the Kent police control room at the Kent police headquarters in February 2012. The project will be delivered in two stages.

- The first stage will involve co-locating the fire and police control rooms in February 2012.
- The second phase will involve enhancing the mobilising system used by the police and migrating the fire mobilising function to this system.

The enhancement will move towards the provision of a common gazetteer (using national address gazetteer) which will enable Kent fire and police to share operational and risk information. For communications, the fire and rescue authority is planning to use the fully networked Airwave system already in use by Kent police. New mobile data terminals and station end equipment will also be supplied through the project.

The fire and rescue authority is planning to adopt the fallback arrangements used by Kent police, which are currently being enhanced. It is also planning to agree a fallback arrangement with another fire and rescue authority.

The project is planned to complete in 2013/14

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Kent Future Position	✓		✓	✓	✓	✓	✓	✓	✓	
Kent July 2011	✓	x	✓	✓	✓	✓	✓	✓	x	x
Kent October 2009	✓	x	✓	✓	✓	✓	✓	x	x	x

Note: the bid proposes to replace old mobile data system.
Note 2: the project will move towards a shared national address gazetteer with Kent police

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	**Y/N**	**How**	**When**
Efficiency			
Financial efficiency of the control service is improved	Yes	• Rationalising of control room by co-locating with Kent police; • Cost savings;	2012/13
Improved operational efficiency of the control service	Yes	• Data based mobilising • Shared mobilising solution with	2013/14

		Kent police using a national address gazetteer	
Expected financial savings	Yes	• Savings of approx £250k per year are expected to be realised by 2012/13;	2012/13
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Mobile data terminal supplied to all appliances • Kent police's Airwave network will be used to provide a full voice and data communications capability	Sept 2013
Call handling capacity during sudden peaks in call volume improves	Yes	• Improved arrangements with Kent police to provide fallback and call handling in spate conditions	2012/13
Remote call handling and mobilisation arrangements are improved	Yes	• Remote call handling will be established through a formal agreement with another fire and rescue service. • Work in this are will continue to identify a suitable partner service for full remote incident management. Until this time Airwave fleet maps will allow for resources mobilisation independent of the Kent fire/police control.	April 2012
Remote incident management arrangements are improved	No	• This area of improvement will be linked to future improvements in remote call handling as detailed above.	
Physical and protective security is improved	Yes	• Move to a fully resilient control room environment and building • Enhanced vetting of fire and rescue service staff and improved control building security	2013/14
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved arrangements to provide fallback and call handling in spate conditions; • Plans to agree a fallback arrangement with another fire and rescue authority	2013/14

London

High Level Summary (text should not be more than half a page)

London did not submit a bid for the future control rooms services grant as alternative arrangements had previously been agreed. It operates its own control room and call handling and mobilising system, and maintains a fallback arrangement.

The fire and rescue authority has moved its control function to a new highly resilient building in Merton. It is procuring a new call handling and mobilising system which will include a full voice and data communications capability using the Airwave network, an integrated geographic information system, premise based gazetteer and automatic vehicle location system which will ensure the nearest appropriate resource is mobilised to an incident. It is also planning to exploit the capability to exchange information with other emergency services through real time data links. It had a fallback arrangement with the Metropolitan police, but has recently agreed a new arrangement with Essex.

The fire and rescue authority is planning to implement the new service by 2014.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
London Future position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
London July 2011	✓	x	✓	x	✓	✓	x	✓	x	x
London October 2009	x	x	✓	x	✓	✓	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• London fire brigade is currently undertaking a procurement process. No further information available at this time.	2012
Improved operational efficiency of the control service	Yes	• London fire brigade is seeking to benefit from the following – • Premises based mobilising. • Dynamic mobilising (nearest appropriate resource by true travel time to the incident). • Use of attribute based mobilising. • Use of alternative pre-determined attendances • Use of a structured approach to emergency call handling • Improved arrangements for providing survival and other safety advice to callers	2014

		• Improved arrangements for dealing with calls from mobile phone users and in particular in identifying the possible location of the caller. • Improved arrangements for dealing with calls from hearing and speech impaired callers. • The ability to share and exchange information/data with other agencies. • The ability to enable effective collaborative working arrangements with other fire and rescue authority's and agencies. • The ability for the authority to receive the maximum benefits from the Airwave/mobile data terminal data capability. • Improvement to the authority's ability to provide timely risk and safety information to its personnel and potentially other agencies when known to be entering hazardous or exclusion zones. • Improved business continuity and resilience capabilities for the authority. • The ability for the authority to deal with emergency calls made via a voice over the internet protocol provider. • A system which will have the ability for interagency voice communications between emergency responders from multiple agencies through the use of the authority's digital radio system.	
Contd…			
Expected financial savings	Yes	• London fire brigade is currently undertaking a procurement process. No further information available at this time.	2012/13
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Improved and increased use of data in both mobilisation and incident support will result in more control operator time to handle emergency calls	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Variable staffing was introduced in 2011 to more closely align control staffing levels with call volumes. • An innovative approach sought from potential suppliers	2011
Remote call handling and mobilisation arrangements are improved	Yes	• Seeking an innovative approach from potential suppliers	2014
Remote incident management arrangements are improved	Yes	• Real time viewer allowing incidents to be monitored remotely from the	2014

		Control Room	
Physical and protective security is improved	Yes	• London fire brigade control is now located at the Merton London operational centre which offers highly secure and resilient accommodation. • Security requirements for the current procurement seek very high standards for data transfer and personnel	2012
Local improvements contribute to an improvement in resilience nationally	Yes	• Specific requirements for London fire brigades future hosting of the fire and rescue service national co-ordination centre have been included in the current procurement. • This will ensure an improved, robust and seamless service for both London and fire and rescue service's nationally	2012

Manchester, Cheshire, Lancashire & Cumbria

High Level Summary (text should not be more than half a page)

Manchester, Cheshire, Lancashire fire and rescue authorities and Cumbria county council (the authorities) currently operate their own fire and rescue service control rooms that provide integral emergency call handling and mobilising systems.

The four authorities are collaborating on a project that will move their current control services into a single fire control centre at the purpose built control centre building in Warrington. The plan includes procuring and installing a new mobilising system with a full voice and data communications capability through the Airwave network and converging some of the existing operating procedures across the four fire and rescue authorities to aid centralized mobilizing and interoperability. The financial case envisages significant savings in staffing, systems and estate costs.

In addition to the expected financial benefits, the project will deliver improved resilience and interoperability (particularly in regard to the mobilisation of nearest available resources across border The plan includes the provision of a suitable resilient control function and the establishment of a partnering arrangement with another fire and rescue authority to provide further fallback capability. The project is aiming to deliver many of the planned benefits intended to be realized under the national FireControl project and consideration has been given to lessons learned by FireControl.

The new single control centre is planned to go live in 2014.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Manchester, Cheshire, Lancashire & Cumbria Future Position	✓ with data	✓	✓	✓	✓	✓	✓	✓	to be confirmed	✓
Manchester July 2011	✓	x	✓	x	x	x	x	x	x	x
Cheshire July 2011	✓	x	x	x	✓	✓	x	x	x	x
Lancashire July 2011	✓ with data	x	✓	x	x	✓	x	"G" with voice & data	x	x
Cumbria July 2011	✓	x	x	x	✓	✓	x	x	x	x
Manchester October 2009	x	x	✓	x	x	x	x	x	x	x
Cheshire October 2009	✓	x	x	x	x	✓	x	x	x	x
Lancashire October 2009	✓	x	✓	x	x	x	x	"G" with voice & data	x	x
Cumbria October 2009	✓	x	x	x	✓	✓	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Reduction from four control rooms to one and increased collaboration/ sharing of systems and staff, leading to greater efficiency and cost savings. • Savings through collaborative procurement, more efficient use of systems, estate costs and cost avoidance for refresh.	2014/15
Improved operational efficiency of the control service	Yes	• Automatic location service for emergency calls, enhanced information service for emergency calls confirms caller location swiftly; • Use of data to support mobilisation; • Integrated geographic information system, Mobile data terminals, dynamic mobilising, service access name "H" – access to Airwave, automatic vehicle location system, premise based gazetteer; • Staff work on a collaborative basis with increased capacity in a single centre to deal with calls.	2014
Expected financial savings	Yes	• Expected net saving to public funds of £7.1m between 2014-2022 after set up costs have been deducted; • Moving into control centre building will also ensure the best use of a major legacy asset and will lead to substantial wider savings to central government;	2014-22
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data capability to be provided; • Through automatic vehicle location system, mobile data terminals, improved Incident management and resource management systems. Service access name "H" connection	2013/14 (expected early benefit pre Go Live)
Call handling capacity during sudden peaks in call volume improves	Yes	• Improved call handling capacity and inherent resilience (large scale incident) from greater number of staff within one secure control centre; • Buddy arrangements to be organised – with a large control centre to deal with spate conditions	2014
Remote call handling and mobilisation arrangements are improved	Yes	• Method remains subject to technical procurement but intent is for suitable system provision to enable remote call handling and mobilisation, In addition, appropriate buddy arrangements will be organised – with a large control centre to deal with spate conditions	2014
Contd…			
Incident management arrangements are improved	Yes	• Method remains subject to technical procurement but intent is for suitable	2014

		system provision to enable appropriate information to be managed and passed to existing fire and rescue service. The ability of the proposed method of operation will allow for flexible increases in staff to be able to effectively deal with large scale regional incidents or spate conditions which will provide real time information to all fire and rescue service's to assist in incident management arrangements. In addition, appropriate buddy arrangements to be organised – with a suitable control centre to deal with additional pressure arising out of spate or significant event conditions	
Physical and protective security is improved	Yes	• The building infrastructure in the control centre is highly specified for this purpose.	2014
Local improvements contribute to an improvement in resilience nationally	Yes	• Some level of convergence in operational procedures and activity between North West fire and rescue authorities should improve interoperability • Introduction of new technology and with building infrastructure designed for this purpose opens up significant opportunities for buddying and collaboration with others;	2014

Merseyside

High Level Summary (text should not be more than half a page)

Merseyside currently operates it own control room and call handling and mobilising system. It also maintains a fallback control facility. Its system includes an integrated communications control system (integrated command and control system), but it is not compatible with the Airwave technology required to communicate using data.

The fire and rescue authority plans to improve its resilience and efficiency by co-locating with other emergency services and enhancing its mobilising systems. It plans to co-locate with the police and ambulance services in a new joint control room facility comprising three separate control rooms, a multi-agency emergency planning department, and newly designed silver and gold command facilities. It plans to enhance its call handling and mobilising systems by procuring a new Airwave-compatible integrated command and control system, implementing a full voice and data communications capability using the Airwave network, procuring automatic location service for emergency calls (it already uses enhanced information service for emergency calls) to improve its caller location identification capabilities, replacing its outdated mobilising processors in fire stations with new firecoders. It also plans to reorganise staffing in its control room. In order to decommission its existing fallback control facility, the fire and rescue authority plans to agree and implement a mutual fallback (preferably mutual) arrangement with another organisation which enables both organisations to take each other's calls and mobilise resources.

As well as achieving improved efficiency and resilience Merseyside fire and rescue service is confident that the arrangements and enhancements contained within the bid will also enable them to meet specific demands for interoperability. In particular, delivering against the considerations listed for the recent blue light interoperability programme and contained within the draft national framework; with the ability to respond to emergencies rapidly and to accurately share and disseminate information between command levels and organisations. Merseyside fire and rescue service believes this will be achieved through effective use of well configured and data-integrated mobile data terminal solutions and also believe the joint control room project will bring immediate and considerable benefits to deliver:

- sharing of early situational awareness
- joint dynamic risk assessments
- joint response plans
- joint command, control and coordination arrangements
- effective airwave communication
- joint testing and exercises
- operational and inter-operational learning processes

The fire and rescue authority plans to complete all the work by the end of 2014

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Merseyside Future Position	✓	direct electronic incident transfer is an option – when we are in a position to explore buddy arrangements	✓	✓	✓	✓	✓	✓	an aspiration for failover resilience with a fire buddy that would begin with direct electronic incident transfer at application level and can	

		with north west neighbours.							progress through to whole system failover	
Merseyside July 2011	installed not configured for data	x	x	✓	partial	✓	✓	x	x	
Merseyside October 2009	x	x	x	✓	✓	✓	✓	x	x	

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Tri-service control room – shared uninterrupted power supplies/storage/Information and communication technology support. • Airwave integration, leading to more control room cost efficiencies. • Improved building efficiency and reduced cost.	2012/13
Improved operational efficiency of the control service	Yes	• Airwave integration leading to an overall improvement to mobilising times. • Service access name "H" and integrated command and control system, Automatic location service for emergency calls • Improved joint working between blue lights across Merseyside.	2012/13 Dependant on ground based network lead times
Expected financial savings	Yes	• Savings of approx £450k per year are expected to be realised from 2013/14 through staff reorganisation, net savings of £345k once additional system revenue costs accounted for.	2013/14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Service access name "H" connection • Full voice and data mobilisation	2012/13 Dependant on ground based network lead times
Call handling capacity during sudden peaks in call volume improves	Yes	• Through tri-service working with partner emergency services (police and ambulance)	2012/13
Remote call handling and mobilisation arrangements are improved	Yes	• Intention is to implement a buddy arrangement with another agency by 2013 once joint control room established and wider landscape understood.	2013/14
Remote incident management arrangements are improved	Yes	• Intention is to implement a buddy arrangement with another agency by 2013 once joint control room established and wider landscape understood.	2013/14
Physical and protective security is improved	Yes	• Through meeting significantly higher category 1 security requirements of police, Merseyside fire and rescue service will benefit from greatly improved physical and protective security.	2012/13

		• Joint working will allow additional investment in physical and protective security by sharing costs.	
Local improvements contribute to an improvement in resilience nationally	Yes	• Through tri-service working with partner emergency services, shared silver and gold command facilities and emergency planning departments also part of the joint control room project. Recent involvement at the blue light interoperability planning sessions indicates that our plans will deliver many of the national aspirations of this new group.	2012/13

Northamptonshire and Warwickshire

High Level Summary (text should not be more than half a page)

Northamptonshire and Warwickshire currently each operate their own control rooms, call handing and mobilising systems. Both fire and rescue authorities maintain separate secondary control facilities and separate fallback arrangements.

The two fire and rescue authorities will work in partnership to deliver a transitional programme over the next three years, implementing a new call handling and mobilising system which will be shared and operated from within each control room initially. This will be supported by a shared single integrated command and control system and data platform. The new system will provide for the fire and rescue authorities to take the other's calls and mobilise each others resources. It will be data-centric and provide a full voice and data capability using the Airwave network. Enhanced information service for emergency calls and automatic location service for emergency calls will be used to support and enhance emergency call handling. Automatic vehicle location system will be used to ensure the nearest appropriate resource is mobilised to an incident. New common operating procedures and ways of working will be developed and implemented.

Phase 2 sees the existing secondary controls maintained by each fire and rescue authority will be decommissioned and a new facility will be established. A fully functional mutual fallback arrangement will be agreed with another (remote) fire and rescue authority which will provide for calls to be taken and resources to be mobilised and enhance the business continuity arrangements.

The fire and rescue authorities plan to have the new system fully operational by autumn 2014, although a number of significant changes and improvements are scheduled to be implemented during 2012 and 2013.

Phase 3 of the proposal sees the potential move to a single primary control in 2015, though this is still subject to local political decision and funding being secured.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Northamptonshire and Warwickshire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Northamptonshire July 2011	✓	x	x	x	x	x	through county council	x	x	x
Warwickshire July 2011	✓	x	x	x	✓	x	through county council	x	x	x
Northamptonshire October 2009	✓	x	x	x	x	x	x	x	x	x
Warwickshire October 2009	x	x	x	x	✓	x	x	x	x	x

Note: Warwickshire caller line identification for 2011 is enhanced information service for electronic calls

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			

Financial efficiency of the control service is improved	Yes	• Fully integrating two control rooms assists economies of scale. • Existing secondary controls maintained by each fire and rescue authority will be decommissioned and a new facility will be established.	2011-2014
Improved operational efficiency of the control service	Yes	• Use of data to support mobilisation; • Enhanced information service for emergency calls and automatic location service for emergency calls will be used to reduce emergency call handling times. • Automatic vehicle location system will be used to ensure the nearest appropriate resource is mobilised to an incident. • Common gazetteer database Integrated	2012
Expected financial savings	Yes	• Savings expected of £170k per year for Warwickshire from 2015/16 • £380k per year for Northants by 2016/17	2015-2017
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Introduction of dynamic mobilising; • Full voice and data mobilisation; • Shared service access “H” provision.	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Two fully integrated control rooms to deal with spate conditions; • Shared call handling and ability to mobilise each others resources; • Shared integrated command and control system;	2012
Remote call handling and mobilisation arrangements are improved	Yes	• Improved partnership, shared call handling and ability to mobilise each others resources; • Discussions with other fire and rescue authorities on buddy arrangements to mobilise in event of large scale incident or systems failure	2012 and beyond
Remote incident management arrangements are improved	Yes	• Improved partnership, shared call handling and ability to mobilise each others resources; • Discussions with fire and rescue authorities for fallback long distance buddy arrangements to mobilise in event of spate incidents localised large scale incidents or systems failure.	2012 and beyond
Physical and protective security is improved	Yes	• Compliance with the governments critical national infrastructure standards and government secure intranet international standards organisation 27001, Code of connection and direct electronic incident transfer standards.	2015
Local improvements contribute to an improvement in resilience nationally	Yes	• Enhanced ability to exchange information on a national/local level securely/effectively	2012

North Yorkshire

High Level Summary (text should not be more than half a page)

North Yorkshire operates its own control room and call handing and mobilising system. The system was installed in 1996 and was due to be replaced in 2006/7. It is now critical that it is replaced by end of March 2013. The fire and rescue authority maintains two secondary control rooms.

The fire and rescue authority plans to deliver improvements across two phases. The first will be to deliver a new integrated communication and control system and mobilising system. The second is to network the North Yorkshire control room with Cornwall fire and rescue authority's control room to provide mutual fallback and the ability to vary staffing to make use of the additional capacity and resilience provided by this arrangement.

The new system will provide at least the same levels of functionality that FireControl would have provided. It will be data-centric and provide a full voice and data communications capability using the Airwave network, enhanced caller identification to reduce emergency call handling times, and automatic vehicle location system to help ensure the nearest appropriate resource is mobilised to an incident. A new corporate scalable gazetteer will provide accurate incident information and allow a partner fire and rescue service to use the system as a fallback. Real time incident messaging system (data electronic incident transfer) will be included to enable the fire and rescue authority to interoperate more efficiently with other emergency services.

The fire and rescue authority has agreed the contract with a supplier for the first phase and this will be in place by end of **March 2013**. Consultation has recently concluded on staff reductions associated with this phase of the project. The second phase project will commence in June with an indicative timescale of **December 2014** for full fallback and collaboration arrangements to be in place.

While the fire and rescue authority is working with Cornwall fire and rescue authority, it will be possible to incorporate further partners, either as part of the full collaboration or just as a further fallback arrangement. Ongoing discussions are being held with a number fire and rescue authorities in this respect, and the system being installed in phase one, together with the associated equipment procurement, provides the platform for this future partnership working.

Table 1 Summary of notable future features compared to the status in 2011 and 2009

	Mobile data terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access name "H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
North Yorkshire	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
North Yorkshire July 2011	✓	x	x	✓	✓	x	x	x	x	x
North Yorkshire October 2009	✓	x	x	x	✓	x	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	**Y/N**	**How**	**When**
Efficiency			
Financial efficiency of the control	Yes	• New system will result in more	Jun 2013

service is improved		efficient call handling leading to staff savings; • Decommission current secondary control facilities; • Shared fallback with Cornwall fire and rescue service will give resilience to allow further savings in staff costs;	Dec 2014
Improved operational efficiency of the control service	Yes	• Enhanced caller identification will reduce call handling times; • Use of data to support mobilisation; • New corporate gazetteer including national address gazetteer; • Automatic vehicle location system to help utilise resources intelligently;	Mar 2013
Expected financial savings	Yes	• Expected annual savings £457k after phase 1; • Increasing to £605k after phase 2;	2014 2015
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data capability to be provided; • Automatic vehicle location service and attribute based mobilising will help ensure the quickest appropriate resource is mobilised;	Mar 2013
Call handling capacity during sudden peaks in call volume improves	Yes	• The new system will provide for another fire and rescue authority to take the fire and rescue authority's calls and mobilise its resources;	Dec 2014
Remote call handling and mobilisation arrangements are improved	Yes	• The new system will provide for another fire and rescue authority to take the fire and rescue authority's calls and mobilise its resources;	Dec 2014
Remote incident management arrangements are improved	Yes	• The new system will provide for another fire and rescue authority to take the fire and rescue authority's calls and mobilise its resources;	Dec 2014
Physical and protective security is improved	Yes	• Updated and revised security arrangements in respect of closed circuit television and back up generators;	Mar 2013
Local improvements contribute to an improvement in resilience nationally	Yes	• Introduction of real time incident messaging with other emergency services; • The ability for another fire and rescue authority to take the fire and rescue authority's calls and mobilise its resources allows for continued availability of national assets hosted by North Yorkshire; • The partner arrangements will be such that the other fire and rescue authority will be able to use this fire and rescue authority to take their calls and mobilise their resources;	Mar 2013 Dec 2014 Dec 2014

Oxfordshire and Berkshire

High Level Summary (text should not be more than half a page)

Oxfordshire and Berkshire currently operate their own control rooms and call handling and mobilising systems. Each has a secondary off-site control facility and a manually operated fallback arrangement with another fire and rescue authority: Oxfordshire with Gloucestershire; Berkshire with Hampshire.

The two fire and rescue authorities are planning to work in partnership to implement a single joint control room function which will be based in a single location with capacity for other fire and rescue authorities to join. The plan will be implemented across three phases. The first phase will involve ending the existing fallback arrangements with Gloucestershire and Hampshire and implementing a new arrangement between Oxfordshire and Berkshire. The second phase will deliver a common mobilising system which will be operated from the two existing control rooms. The third phase will involve merging the two existing control rooms and implementing a new fallback arrangement with another fire and rescue authority, a significant number of whom have expressed interest.

The two fire and rescue authorities are planning to adopt the generic regional ways of working, operational policies and procedures which are currently being developed by a wider consortium of fire and rescue authorities, thereby providing for improved cross border incident management, interoperability and interagency working.

The new mobilising system will provide a full voice and data communications capability using the Airwave network, enhanced information service for emergency calls and automatic location service for emergency calls, which will reduce emergency call handling times, and automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident.

The third phase is expected to complete by 2013/14

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Oxfordshire and Berkshire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oxfordshire July 2011	✓	x	x	x	x	partial	x	x	x	x
Berkshire July 2011	✓	x	x	x	x	✓	x	x	x	x
Oxfordshire October 2009	x	x	x	x	x	partial	x	x	x	x
Berkshire October 2009	✓	x	✓	✓	x	✓	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Rationalisation of control rooms to one, cost savings, new systems leading to improved call handling.	2012-14

Improved operational efficiency of the control service	Yes	• Connection to the Airwave network via Vortex (service access name “H”) connectivity. • Enhanced information service for emergency calls and automatic location service for emergency calls will reduce call handling times. • Automatic vehicle location system will improve mobilisation of resources. • A single geoplace gazetteer will cover the whole of the Thames valley	2012-14
Expected financial savings	Yes	• Efficiency savings of £860k per year;	2013-14
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Introduction of automatic vehicle location system; • Resilient, integrated voice and data connection to the Airwave network via Vortex (service access name “H”) connectivity. • Universal access to mobile data terminal’s across the operational fleet vehicles.	2012-14
Call handling capacity during sudden peaks in call volume improves	Yes	• Increased collaboration to support more efficient use of resources. • New technology will reduce call handling times.	2012-14
Remote call handling and mobilisation arrangements are improved	Yes	• A new fallback arrangement with another fire and rescue authority. • Adoption of the generic regional ways of working (improved cross border incident management, interoperability and interagency working).	2012-14
Remote incident management arrangements are improved	Yes	• A single geoplace gazetteer will cover the whole of the Thames valley. • Adoption of the generic regional ways of working (improved cross border operations with all neighbouring fire and rescue service).	2012-14
Physical and protective security is improved	Yes	• Improved control room physical and protective security arrangements through audited (centre for the protection of national infrastructure) compliance with government security policy framework	2012-14
Local improvements contribute to an improvement in resilience nationally	Yes	• Adoption of the generic regional ways of working to improve cross border incident management, interoperability and interagency working. • Introduction of direct electronic incident transfer will strengthen both local and national resilience.	2012-14

South Yorkshire and West Yorkshire

High Level Summary (text should not be more than half a page)

South Yorkshire and West Yorkshire operate their own control rooms and call handling and mobilising systems. The support contracts for their mobilising systems expire in 2014. The fire and rescue authorities have fallback arrangements with each other for spate conditions, but they are not seamless. Both currently maintain secondary control facilities.

The fire and rescue authorities plan to procure a new shared call handling and mobilising system based on a distributed infrastructure which will virtually eliminate downtime. The fire and rescue authorities will also ensure compatibility between mobile data terminal software and gateways to standardise incident data available to crews. The new system will be data-centric and provide a full voice and data communications capability using the Airwave network, enhanced caller identification to reduce emergency call handling times, and automatic vehicle location system to help ensure the nearest appropriate resource is mobilised to an incident. Real time incident messaging system (data electronic incident transfer) will be included to enable the fire and rescue authority to interoperate more efficiently with other emergency services.

The new system will enable the fire and rescue authorities to take each other's calls and mobilise their resources in a manner that is seamless. It will remove the need for each fire and rescue authority to maintain a secondary control facility. The fire and rescue authorities plan to agree a secondary fallback arrangement with a more distant fre and rescue authority and will initiate these plans alongside the implementation of the new system.

The fire and rescue authorities plan to go-live with the new system in July 2014.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	San H full voice and data	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
South and West Yorkshire Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
South Yorkshire July 2011	✓	x	✓	✓	x	✓	x	x	x	x
West Yorkshire July 2011	✓	x	✓	x	✓	✓	x	x	x	x
South Yorkshire October 2009	✓	x	✓	x	x	✓	x	x	x	x
West Yorkshire October 2009	✓	x	✓	x	x	✓	x	x	x	x

Note: West Yorkshire caller line identification for 2011 is enhanced information service for electronic calls only

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	**Y/N**	**How**	**When**
Efficiency			
Financial efficiency of the control	Yes	• Shared systems; reduced fallback	2014

service is improved		facilities and improved call handling will result in more efficient use of resources and reduced costs. • Shared procurement with other fire and rescue authorities.	
Improved operational efficiency of the control service	Yes	• Introduction of data for mobilisation; automatic vehicle location system, automatic location service for emergency calls, enhanced information service for emergency calls, shared service access name " H", improved data and data systems lead to better operational efficiency;	2014
Expected financial savings	Yes	• Expected annual savings excess of £600k	2014
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• full voice and data communications capability • Data-centric mobilisation ensuring the nearest appropriate resource mobilised to an incident. • Shared service access name "H", Pre-determined attendance devices;	2014
Call handling capacity during sudden peaks in call volume improves	Yes	• Shared systems – increases operators available during spate/planned events • Ability to mobilise each others resources; • System allows calls to be handled remotely by another fire and rescue service.	2014
Remote call handling and mobilisation arrangements are improved	Yes	• Shared systems – increases operators available during spate/planned events • Ability to mobilise each others resources;	2014
Remote incident management arrangements are improved	Yes	• Improved partner working and shared systems, facilitating immediate switch over. • The locations of control rooms are geographically separated - resilient network between sites.	2014
Physical and protective security is improved	Yes	• The work carried out will achieve the government connect secure extranet standard security impact level 3. • Uninterrupted power supplies at both control centres to ensure the control centres and mobilising system are available during power failures. • Full resilience from remote backup servers.	2014
Local improvements contribute to an improvement in resilience nationally	Yes	• Direct electronic incident transfer compliant systems improve potential interoperability • Future inter-operability projects with other fire and rescue services and agencies	2014

Staffordshire and West Midlands

High Level Summary (text should not be more than half a page)

Staffordshire and West Midlands operate their own control rooms, call handling and mobilising systems, and have secondary controls and fallback arrangements. The system used by West Midlands is relatively new, whereas the one used by Staffordshire is the subject of a contract which expires in March 2013.

The two fire and rescue authorities are planning to work in partnership to combine the provision of fire control services using a shared call handling and mobilising system, which will include a secondary system for resilience, thereby reducing the number of sites they have to maintain from four to two. Further resilience and interoperability will be provided by establishing a geographically remote partner via secure data links.

The shared system will incorporate a shared integrated command and control system and provide a full voice and data communications capability using the Airwave network and extend to mobile data terminals. It will enable seamless mobilisation and management of both fire and rescue authorities' resources and provide a holistic approach to asset and resource management. Common operational procedures and ways of working will be developed. The management of data will be shared which will lead to an increased understanding of risk across the area covered by both authorities thereby improving community and fire-fighter safety.

The fire and rescue authorities are planning to have the shared system implemented by April 2014.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Stoke & Staffordshire and West Midlands Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓❖	✓
Stoke & Staffordshire July 2011	✓	x	✓	✓	✓	✓	x	x	x	x
West Midlands July 2011	✓	✓	✓	✓	✓	✓	x	x	x	x
Stoke & Staffordshire October 2009	x	x	✓	x	✓	✓	x	x	x	x
West Midlands October 2009	✓	✓	✓	✓	✓	✓	x	x	x	x

❖ **Please see point of clarity –** It is the intention of the collaboration that in the event of our command and control system failing then arrangements would be in place with another remote partner to receive our calls and automatically mobilise our resources

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Reduction of control rooms to two, one primary serving both fire and rescue authorities. • Reduced costs and more efficient use of staff.	2013-14

		• Share training, reduced costs, etc.	
Improved operational efficiency of the control service	Yes	• Service access name “H” connection • System development integrated command and control system, Mobile data terminals and Firelink enhancements. • Data management/sharing will improve efficiency - National address gazetteer, automatic vehicle location systems, mobile data terminals and open source facilitated geographic information system;	2013-14
Expected financial savings	Yes	• Cost savings are expected to have reached around £1.4m per year by 2014-15	2014-15
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Data management/sharing will improve resilience – geographic information system and gazetteer, automatic vehicle location system, mobile data terminals. • Service access name “H” connection	2013-14
Call handling capacity during sudden peaks in call volume improves	Yes	• Shared call handling and mobilising system. • Improved partnership between fire and rescue authorities – shared control room • Existing secondary control facility at an alternative location within West Midlands with servers in three locations and replicated technology will provide business continuity in the event of a local failure.	2013-14
Remote call handling and mobilisation arrangements are improved	Yes	• Shared call handling and mobilising system. • Fallback cover for localised spate conditions will be provided by a geographically remote partner Fire and rescue service.	2013-14
Remote incident management arrangements are improved	Yes	• Shared facility will enable seamless mobilisation and management of both fire and rescue authorities resources;	2013-14
Physical and protective security is improved	Yes	• Shared integrated command and control system and gateway technology will enable communications, telephony and resource management to be seamless and dynamic across both organisations using secure data links.	2013-14
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved partnership arrangements, shared facility and data sharing ensure mobilisation based on intelligence and information received;	2013-14

Surrey and Isle of Wight

High Level Summary (text should not be more than half a page)

Surrey and Isle of Wight currently operate their own control rooms, call handling and mobilising systems. Surrey provides immediate assistance and a managed mobile data service to the Isle of Wight.

Both fire and rescue authorities plan to transfer the Isle of Wight's control function and mobilisation to Surrey, upgrade existing mobilising system and deliver enhance mobilising, communications, command and control capability. In closing down its control room facility the Isle of Wight needs to create a new incident command suite and mobile command unit that incorporates the appropriate technology and integrates with Surrey – which will be staffed when appropriate for local management of incidents (it does not require the 24/7 staffing).

The work will be carried out in two phases. The first phase will be to establish the merger and safely taking 999 calls and mobilising. The second phase will be to upgrade the mobilising system and various other facilities. The upgrades will include the provision of a full voice and data communications capability using the Airwave network, and automatic vehicle location system, which will be coupled with dynamic cover software to help ensure the nearest appropriate resource is mobilised to an incident. The current retained availability system will be replaced with one that gives improved visibility of retained fire-fighter availability. Isle of Wight will upgrade station end equipment and align the technical specification with Surrey.

Surrey plans to upgrade its secondary control facilities and enter into a fallback agreement with Hertfordshire or another *fortek* provided service which will enable both controls to mobilise each other's resources.

The fire and rescue authority plans to complete phase 1 by March 2012. Activity in phase 2 will be carried out in parallel in the two authorities and take place primarily during 2012-13. But some hardware upgrades will need to take place at different times e.g. Surrey upgrading mobile data terminal in 2012 and Isle of Wight in 2013-14 (after a 5 year warranty expires on current equipment).

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Isle of Wight and Surrey	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isle of Wight July 2011	partial	x	x	x	x	x	x	x	x	x
Surrey July 2011	✓	partial	✓	✓	✓	✓	✓	x	x	x
Isle of Wight October 2009	partial	x	x	x	x	x	x	x	x	x
Surrey October 2009	frontline applianc es	x	✓	✓	✓	partial	✓	x	x	x

Note: The intention is to upgrade existing mobile data terminals in both fire and rescue authorities.

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Shared control room between two fire and rescue authorities, leading to improved call handling and reduced costs; • Technological improvements assists more effective use of resources;	2012-13
Improved operational efficiency of the control service	Yes	• Isle of Wight benefits from Surrey's ability to identify caller location swiftly; • Improved data based mobilisation; • Integrated geographic information system, mobile data terminals, dynamic mobilising, service access name "H" – access to Airwave, automatic vehicle location system, shared gazetteer;	2012-13
Expected financial savings	Yes	• Combined efficiency savings of around £550k are expected per year from 2012-13	2012-13
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Mobile data terminals upgraded to support better data mobilisation; • Better data capture; • Station end equipment replaced to interface with mobile data terminals in Isle of Wight;	2012-13
Call handling capacity during sudden peaks in call volume improves	Yes	• Improved call handling; • Additional staff for spate conditions or if buddy Fire and rescue authority needs assistance;	2012-13
Remote call handling and mobilisation arrangements are improved	Yes	• Agreed partner arrangements with other fire and rescue authorities, ability to mobilise resources • Surrey to mobilise Isle of Wight assets	2012
Remote incident management arrangements are improved	Yes	• Agreed partner arrangements with other fire and rescue authorities, ability to mobilise resources • Surrey to mobilise Isle of Wight assets	2012-13
Physical and protective security is improved	Yes	• Duplicated servers within new high security Surrey county council data centres at creating multiple seamless fall-back options. • Upgrades to physical site and building security	2012-13
Local improvements contribute to an improvement in resilience	Yes	• Real time intelligence, incorporation of direct electronic	2012-13

nationally		incident transfer • Have agreed to adopt the generic regional ways of working • Potential for interoperability improved through Airwave	

Tyne & Wear and Northumberland

High Level Summary (text should not be more than half a page)

Tyne & Wear and Northumberland each have their own primary and secondary control rooms using outdated solutions with limited functionality.

The two fire and rescue authorities are planning to work in partnership to procure and implement a new resilient solution which will have the capacity to accept calls, and mobilise and manage resources for both fire and rescue authorities. The solution will enable each fire and rescue authority to take the other's calls and to act as a fallback for the other, thereby negating the need for the secondary control rooms. The fire and rescue authorities are also planning to develop overflow arrangements with a remote fire and rescue authority.

Although Tyne & Wear currently has an integrated geographical information system and uses status messaging via mobile data terminals, the new solution will provide both fire and rescue authorities with this functionality as well as a full voice and data communications capability using the Airwave network, Enhanced information service for emergency calls and automatic location service for emergency calls, which will reduce emergency call handling times, and automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident.

The fire and rescue authorities are planning to go-live with the new solution in June 2013.

Table 1 - Summary of notable future features compared to the status in 2011 and 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service access name 'H"	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Tyne & Wear and Northumberland Future Position	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tyne and Wear July 2011	✓	x	✓	x	x	✓	x	x	x	x
Northumberland July 2011	x	x	x	x	x	x	x	x	x	x
Tyne & Wear October 2009	limited	x	✓	x	x	✓	x	x	x	x
Northumberland October 2009	x	x	x	x	x	x	x	x	x	x

Table 2 - Summary of expected resilience and efficiency outcomes
(rows based on Annex A to guidance issued to fire and rescue authorities seeking central support for improving the resilience and efficiency of their control services on 5 July 2011)

Improvement	Y/N	How	When
Efficiency			
Financial efficiency of the control service is improved	Yes	• Rationalisation of control room and functions as services will no longer have the expense of standby, secondary control rooms; • Reduction in costs; • More efficient systems;	June 2013
Improved operational efficiency	Yes	• Enhanced information service for	June

of the control service		emergency calls and automatic location service foreEmergency calls will speed up call handling and resource despatching times;	2013
Expected financial savings	Yes	• Cost savings expected to have reached £600k per year by 2016-17;	2016-17
Resilience			
Data centric mobilisation benefits are secured and/or enhanced	Yes	• Full voice and data mobilisation and resource control; • Automatic vehicle location system ensure the nearest appropriate resource is mobilised to an incident;	June 2013
Call handling capacity during sudden peaks in call volume improves	Yes	• New system will have the capacity to accept calls, and mobilise and manage resources for both fire and rescue authorities;	June 2013
Remote call handling and mobilisation arrangements are improved	Yes	• New system will have the capacity to accept calls and mobilise and manage resources for both fire and rescue authorities;	June 2013
Remote incident management arrangements are improved	Yes	• New system will have the capacity to accept calls and mobilise and manage resources for both fire and rescue authorities;	June 2013
Physical and protective security is improved	Yes	• The project will ensure the provision of uninterrupted power supplies and emergency generators secure access arrangements for the control facility and provision of appropriate structural protection facilities, modern resilient buildings.	June 2013
Local improvements contribute to an improvement in resilience nationally	Yes	• Improved partnership arrangements and the use of a shared system to enable call taking and mobilisation by another fire and rescue authority; • Introduction of direct electronic incident transfer will strengthen both local and national resilience.	June 2013