



Department for
Communities and
Local Government

Future Control Room Services Scheme

Summary 'national picture' of fire and rescue authority improvement plans – March 2013 update

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Contents

Page

Document purpose	5
Background and context	5
Fire and rescue authorities' summaries	
Avon	8
Cambridgeshire and Suffolk	9
Cleveland	11
Cornwall (covering Isles of Scilly), and North Yorkshire	12
Derbyshire, Leicestershire, and Nottinghamshire	14
Devon and Somerset, Dorset, Hampshire, and Wiltshire	16
Durham and Darlington	18
East Sussex, and West Sussex	20
Essex, and Bedfordshire	22
Gloucestershire	24
Hereford and Worcester, Shropshire and Wrekin	25
Hertfordshire, Humberside, Lincolnshire, and Norfolk	27
Kent and Medway	29
London	30
Manchester, Cheshire, Lancashire, and Cumbria	31
Merseyside	33
Northamptonshire, and Warwickshire	35
Oxfordshire, Royal Berkshire, and Buckinghamshire and Milton Keynes	37
South Yorkshire, and West Yorkshire	39
Staffordshire, and West Midlands	41
Surrey, and Isle of Wight	43
Tyne and Wear, and Northumberland	45

Planned improvements	47
How the planned improvements compare with the baseline of October 2009	48
Financial benefits that are forecast to result from the improvements	49
How the financial benefits compare with the summary of March 2012	49
Timescales for completing the improvements	51
How the timescales for completing the improvements compare with the summary of March 2012	52
Conclusion	52
Annex A: The fire and rescue authorities	54
Annex B: Project partnerships between fire and rescue authorities	55
Annex C: Map detailing the project partnerships between fire and rescue authorities	56
Annex D: Benefits that will be secured by the improvements	57
Annex E: Glossary	61

Summary ‘national picture’ of fire and rescue authority improvement plans – March 2013 update

Document purpose

1. Much has been made of the failings of the previous Administration’s FiReControl project. The approach taken now – supporting locally determined improvements – builds on the findings of a number of studies into what went wrong and, most importantly, acts on the views fire and rescue authorities and others expressed in response to the Department for Communities and Local Government’s consultation on future arrangements.
2. It is now a year since the Department approved funding and published a summary of the plans for fire and rescue authorities’ locally determined projects to improve their control room arrangements. Based on updated information supplied by the fire and rescue authorities, this document provides a high-level national summary of the improvements being made by each project, delivery timescales and projected savings. The document identifies which fire and rescue authorities have entered into new partnership agreements to deliver their future control rooms projects; and which projects are now forecasting different resilience benefits from those set out in the original project bids, while explaining how they will continue to provide increased resilience and specific improvements at a local level, thereby strengthening the building blocks of national resilience. The document summarises this information to show a national summary of the resilience benefits and projected savings which will be delivered.

Background and context

3. Following the closure of the previous Administration’s FiReControl project in December 2010, the Department consulted on the future of fire and rescue control services in January 2011. The overwhelming response to the consultation was that locally determined solutions, with central Government support, were the preferred way forward.
4. To deliver these, Government made £81 million available for local improvements – up to £1.8 million for each English fire and rescue authority (the individual fire and rescue authorities are listed at **Annex A**). The purpose of the grant was to help fire and rescue authorities improve the efficiency and strengthen the resilience of their local control services, and their ability to interoperate with each other and with other emergency services, thereby strengthening resilience at all levels. Additional funding of £1.8 million was

made available to secure benefits of national importance, bringing total funding available to £82.8 million.

5. 23 bids were received from 44 of the 46 fire and rescue authorities in England, including 15 bids from more than one fire and rescue authority. The bids were assessed against clear criteria for technical functionality, interoperability and resilience, and against efficiency and value for money. This document takes all the bids into account as well as the improvements being undertaken by London Fire Brigade. London did not submit a bid as alternative arrangements had been agreed previously. The Isles of Scilly did not submit a bid - Cornwall provides its control room services.
6. On 1 March 2012 Ministers announced that 17 bids, in addition to three earlier bids which had already been approved, were successful. Three bids required further work and were subsequently revised and approved in July 2012. The project partnerships are listed at **Annex B**, and a map detailing the partnerships is at **Annex C**.
7. The table below shows how £81.187 million has been allocated so far.

Year	Product	Allocated £
11/12	Projects	73,000,000
12/13	Projects	6,200,000
	Chief Fire Officers Association National Resilience Limited delivery and support	337,000
	Interoperability	1,000,000
13/14	Chief Fire Officers Association National Resilience Limited delivery and support	325,000
14/15	Chief Fire Officers Association National Resilience Limited delivery and support	325,000
Total		81,187,000

8. The figures above include £1 million awarded to a consortium of 13 fire and rescue authorities to develop common operational guidance. The Chief Fire Officers Association is working with the consortium to ensure that the work is integrated into wider initiatives on blue light interoperability and national operation procedures.

9. Responsibility for delivering these improvements rests with the fire and rescue authorities and sector bodies. The projects will deliver a range of local resilience, interoperability and efficiency improvements, thereby strengthening the essential building blocks of national resilience:
 - **Efficiency improvements will be delivered by:** Merging existing control rooms and establishing partnership arrangements between fire authorities or control room back-up in emergencies, providing cost savings without increasing risk. The introduction of data to communicate instead of voice will improve speed and accuracy.
 - **Local and national resilience improvements will be delivered through:** The introduction of new control room technology such as automatic fallback to a partner control room at times of spare conditions, ensuring no delays in dealing with emergency calls. New technology that improves the time taken to confirm the location of callers, determine the exact locations of incidents and their type, and identify and then mobilise the most appropriate resources will improve the speed and efficiency of any response.
 - **Improvements to the way in which fire and rescue authorities interoperate with each other and other emergency agencies will be delivered by:** Standardising ways of working and operating procedures and implementing common systems and technology to keep each other informed automatically with real time intelligence, enabling fire and rescue authorities and other emergency services and agencies to co-ordinate their response to incidents more efficiently and effectively.
10. Strengthening local resilience through delivering the benefits outlined above will strengthen national resilience. The benefits that will be secured by the improvements are summarised at **Annex D**. (A glossary of the technical terms used within this document is provided at **Annex E**).
11. The Department has worked with the Chief Fire Officers Association's national resilience arm and the Local Government Association to establish oversight arrangements. This includes a Chief Fire Officers Association National Resilience Limited support team providing peer support and assistance to fire and rescue authorities in delivering their improvement plans. A strategic board, Chaired by the Chief Fire Officers Association's National Resilience Limited, with membership from the Local Government Association and the Department oversees the support and challenge arrangements. The Board will review project plans and savings, and oversee the support programme.
12. A tremendous amount of work is underway to deliver the planned improvements. The following pages provide high-level summaries of each project. These are followed by an analysis of the planned improvements, the financial benefits and the timescales for completing the improvements.

Avon

High Level Summary

Avon Fire and Rescue Authority operates its own control room and call handling and mobilising system. The integrated communications control system was outdated and no longer supported and has now been replaced as part of Avon's improvement project. Avon 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 authorities. These improvements are further enabled through Avon's new integrated communications control system, providing a full voice and data communications capability using the Airwave and General Packet Radio Service networks, and upgrading various items of equipment (servers, networking equipment etc) in its control room and replacing its incident ground radios. A trial of mobile data terminals with General Packet Radio Service connectivity to Avon's mobilising system in eleven whole time appliances began in 2012. Avon uses Tom Toms for officer status updates and mobilising which is also integrated into the mobilising system. Avon are in discussions with Gloucestershire Fire and Rescue Authority to share purchase and use of a SAN H.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Avon October 2009 baseline	x	x	x	x	✓	x	✓	x	x	x
Avon current position December 2012	✓	x	✓	✓	✓	✓	✓	x	x	x
Avon projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Avon Fire and Rescue Authority project savings totaling £1.75 million by the end of 2020-21.

Project completion date

31 March 2014.

Cambridgeshire and Suffolk

High Level Summary

Cambridgeshire and Suffolk Fire and Rescue Authorities previously operated separate fire control services. However, on 25 October 2011 Suffolk Fire and Rescue Authority decommissioned its fire control and transferred the function to Cambridgeshire Fire and Rescue Authority under a Section 16 agreement.

Subsequently, the handling of 999 calls and associated mobilising arrangements has been carried out by a combined fire control, located at Cambridgeshire Fire and Rescue Authority Headquarters in Huntingdon. Both Suffolk and Cambridgeshire Fire and Rescue Authorities work in close partnership to deliver control services from the combined fire control.

The fire and rescue authorities are now in the process of further improving the combined fire control call handling and mobilising systems in order to provide data centric and dynamic mobilising capabilities. DCLG grant funding is being used to support the improvements, which are aimed at improving the effectiveness and resilience of the control arrangements through the use of improved technology.

The Airwave network will be used to provide full voice and data communication capabilities. Enhanced information service for emergency calls will be used to reduce emergency call handling times, and an automatic vehicle location system will be used to ensure that the nearest appropriate resources are mobilised to incidents and to enhance situational awareness for control operators.

New standard operating procedures and ways of working have been developed jointly. This work continues as part of the ongoing project work. Cambridgeshire's fallback control is to be further upgraded to provide the functionality and capacity required by both fire and rescue authorities. Discussions are at an advanced stage with East and West Sussex Fire and Rescue Authorities to provide a resilient fallback system, which is capable of taking 999 calls and mobilising resources in Suffolk and Cambridgeshire where spate and other peak demand periods require it.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Cambridgeshire October 2009 baseline	x	x	x	x	x	✓	Partial	x	x	x
Suffolk October 2009 baseline	✓	x	x	x	✓	✓	✓	x	x	x
Cambridgeshire current position December 2012	✓	x	x	x	✓	✓	✓	x	✓	x
Suffolk current position December 2012	✓	x	x	x	✓	✓	✓	x	✓	✓
Cambridgeshire and Suffolk projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Cambridgeshire and Suffolk Fire and Rescue Authorities project savings totaling £7.424 million by the end of 2020-21.

Project completion date

31 August 2013 (from original projection of 31 March 2013).

The project timetable has been constrained by a number of factors. The lead-in time for SAN H delivery is estimated as July 2013. The data gateway was installed in October 2012 and Code of Connection approval was received in January 2013. Testing of the new status messaging system has commenced and a number of issues have been identified, that will result in a delay to the introduction of status messaging. This is likely to go live before May 2013.

The current integrated communications control system installed in the Combined Fire Control is not approved for connectivity to the SAN H. As such, Cambridgeshire and Suffolk Fire and Rescue Authorities are currently engaged in a procurement process for the supply of a suitable replacement integrated communications control system, which has the capabilities required for the delivery of control services. The estimated date for contract award is June 2013.

The existing mapping solution employed in the Combined Fire Control is not fully compatible with automatic vehicle location functionality and the control systems intended for use in the future. Estimated implementation of a suitable system is August 2013.

Cleveland

High Level Summary

Cleveland Fire and Rescue Authority operates its own control room and call handling and mobilisation system. The fire and rescue authority has implemented a state of the art technology to replace its legacy 17 year old mobilising system. The fire and rescue authority is committed to enhancing its mobilising capability by sharing high-value communications equipment to connect Airwave to its 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. A need to improve the protective security arrangements for the control room has been identified. Automatic fallback arrangements with Shropshire and Wrekin Fire and Rescue Authority, and Hereford and 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 from 2012. The collaboration work with Durham and Darlington is waiting for the latter's procurement process to come to its conclusion, though discussions about technical aspects are on-going. In addition, Cleveland has been developing a tri-service memorandum of understanding with Shropshire and Wrekin, and Hereford and Worcester, in relation to fallback arrangements. The next task is to integrate the Operational Risk Information as detailed in the Chief Fire and Rescue Advisor's guidance and align that to the National Address Gazetteer Database.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Cleveland October 2009 baseline	✓	✗	✓	✓	Partial	✗	Partial	✗	✗	✗
Cleveland current position December 2012	✓	✗	✓	✓	✓	✓	Partial	✗	✗	✗
Cleveland projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Cleveland Fire and Rescue Authority projects savings totaling £4.124 million by the end of 2020-21.

Project completion date

31 December 2014.

Cornwall (covering Isles of Scilly), and North Yorkshire High Level Summary

Cornwall and North Yorkshire Fire and Rescue Authorities both operate standalone mobilising systems which they are seeking to upgrade. They are exploring the possibility of partnering with each other and therefore intend to use the same product. A Statement of Intent on the collaboration between the two authorities was in place by September 2012. An outline business case has also been signed by both authorities. North Yorkshire is upgrading its mobilising system to Fortek Vision 4 in March 2013. Cornwall Fire and Rescue Authority will upgrade its system in July 2014 to the Fortek Vision 4 version when the fire control function relocates to the new Service Headquarters Centre. The authorities are exploring a number of collaborative options and will use the learning outcomes from other projects to shape their collaborative model. The model will be based on adopting a phased approach to integration – similar to that undertaken by Hertfordshire and Norfolk Fire and Rescue Authorities. Phase 1 will see each authority act as fallback or overflow for the other. This will lead to Phase 4 with high levels of integration and common ways of working in which either authority could take over the control room operations of the other for protracted periods. This approach will provide the authorities with opportunities to implement new technology and adopt common ways of working, incrementally, and test its effectiveness along the way.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Cornwall October 2009 baseline	x	x	x	x	✓	x	✓	x	x	x
North Yorkshire October 2009 baseline	✓	x	x	x	✓	x	x	x	x	x
Cornwall (covers Isle of Scilly) current position December 2012	x	x	x	x	✓	x	✓	x	x	x
North Yorkshire current position December 2012	✓	x	x	x	✓	x	x	x	x	x
Cornwall (covers Isle of Scilly) and North Yorkshire projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Cornwall Fire and Rescue Authority projects savings totaling £2.396 million by the end of 2020-21. Since the initial project bid Cornwall Council made the decision to align Lifeline Alarms Services, originally included in its proposal, to a joint venture. This resulted in revised savings.

North Yorkshire Fire and Rescue Authority projects savings totaling £4.412 million by the end of 2020-21.

Project completion date

31 December 2014.

Derbyshire, Leicestershire, and Nottinghamshire

High Level Summary

Derbyshire, Leicestershire and Nottinghamshire Fire and Rescue Authorities 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 an automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident. Common procedures and operating practices will be implemented.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Derbyshire October 2009 baseline	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Leicestershire October 2009 baseline	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Nottinghamshire October 2009 baseline	✓	✗	✓	✓	✗	✓	✓	✗	✗	✗
Derbyshire, current position December 2012	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Leicestershire current position December 2012	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Nottinghamshire current position December 2012	✓	✗	✓	✓	✗	✓	✓	✗	✗	✗
Derbyshire, Leicestershire and Nottinghamshire projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Derbyshire, Leicestershire and Nottinghamshire Fire and Rescue Authorities project savings totaling £7.903 million by the end of 2021-22.

The original project timetable necessitated alteration from that originally planned. At the time of publication the fire and rescue authorities' tender documents were with

the potential suppliers. It is expected that the contract will be awarded by mid-March 2013. The impact is that the desired project savings will not materialise until 2014/15.

Project completion date

31 December 2014 (from original projection of 31 December 2013). However, the fire and rescue authorities expect completion to be earlier in 2014-15 subject to the contract being awarded in March 2013. The projected completion date will be updated in the refreshed national summary in September 2013.

Devon and Somerset, Dorset, Hampshire, and Wiltshire High Level Summary

Devon and Somerset, Dorset, Hampshire, and Wiltshire Fire and Rescue Authorities 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 an automatic location service for emergency calls, which will reduce emergency call handling times, and an automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident. The procurement for a replacement system is underway and the process aims to complete by the end of March 2013. The replacement system 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.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals (Firelink)	Real Time Incident Messaging (DEIT)	Status messaging	Automatic Vehicle Location	Call line Identification (EISEC)	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Devon baseline October 2009	✓	✗	✗	✗	✓	Partial	✗	✗	✗	✗
Somerset baseline October 2009	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Dorset baseline October 2009	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗
Hampshire baseline October 2009	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗
Wiltshire baseline October 2009	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Devon and Somerset current position December 2012	✓	✗	✓ (trial)	✗	✓	Partial	✗	✗	✗	Partial
Dorset current position December 2012	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗
Hampshire current position December 2012	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗
Wiltshire current position December 2012	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

The four fire and rescue authorities project savings totaling £16.91 million by the end of 2021-22.

Figures quoted at the time the project bid was made were indicative, based on information then available and linked to “best case” timescales. The underlying details remain unchanged. The four fire and rescue authorities have signed a formal partnership agreement which will allow them to jointly award a contract and to provide security to each fire and rescue authority regarding liability and indemnity throughout the life of the contract (eight years, with the potential to extend to twelve years). The partnership agreement also provides security to each fire and rescue authority regarding liability and indemnity throughout the life of the contract. By mitigating these risks at the start of the procurement process the fire and rescue authorities are more confident of achieving the project milestones. The process of agreeing the partnership agreement impacted on timescales at the beginning of the procurement process and consequently the invitation to tender was issued in October 2012 instead of August 2012. The primary impact has been to transfer the projected savings to later years (essentially savings have slipped by one year). Further analysis of potential savings will be completed when the procurement process completes and the contract is awarded in March 2013.

The planned activities and establishment of a partnership governance structure has enabled management and delivery efficiencies that have allowed more effective use of funding. The list below contains key examples, but is not limited to:

- Designated leads for data, technical and procurement enabling more effective use of resource and reducing staff costs, this results in a seventy five per cent cost avoidance to each fire and rescue service for each lead role (costs shared equally). This ensures consistency of approach and single point of responsibility.
- Establishment of a partnership training group to design, develop and more effectively reflect the fire and rescue services’ needs.
- Working groups of fire and rescue service subject matter experts (data, technical, control etc.) to ensure full understanding and contribution to the desired deliverables and outcomes.

Project completion date

31 December 2014.

Durham and Darlington

High Level Summary

Durham and Darlington Fire and Rescue Authority operates its own control room and call handling and mobilising system. The current mobilising and communications systems were procured almost 20 years ago and are approaching their end of life. Durham and Darlington plan to co-locate their control room within their new headquarters building in Belmont (formerly the regional FiReControl building). This will allow the authority to take advantage of the resilient infrastructure within the building. The fire and rescue authority will invest in modern command and control technology such as:

- call line identification;
- automatic vehicle location systems;
- replacement station-end equipment; and
- fully integrated mobile data.

All of which will improve call handling and response times.

Co-locating headquarters and control room functions within the new building will allow efficiencies to be achieved through a reduction in estate costs, and in annual maintenance and information communication technology infrastructure costs currently associated with ageing systems. The plans enable the authority to offer resilient shared or fallback facilities to other fire and rescue authorities and public/private sector partners. In addition, remote buddy/partnership arrangements have already been implemented with Leicestershire Fire and Rescue Authority to reduce the impact of regional spate call handling conditions. Secondary control room facilities will be significantly reduced as the likelihood of failure is considerably mitigated due to the inbuilt resilience in the new headquarters building. The authority is currently in the procurement phase of the project which will deliver end-to-end mobilising and communications systems. The contract is expected to be awarded in February 2013, with a go-live date of December 2013.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Durham and Darlington projected October 2009 baseline	✓	x	x	x	x	x	x	x	x	x
Durham and Darlington current position December 2012	✓	x	x	x	x	x	x	x	x	x
Durham and Darlington projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Durham and Darlington Fire and Rescue Authority project savings totaling £2.272 million by the end of 2020-21.

Project completion date

31 December 2013.

East Sussex and West Sussex

High Level Summary

East Sussex 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.

It has been agreed that East Sussex Fire and Rescue Authority will discharge the call handling, mobilisation and related functions pursuant to section Sections 7(2)(c), 8(2)(c) and 9(3)(c) of the Fire Services Act 2004 under a Section 16 agreement. This agreement will commence on 1 May 2013 to allow for the transfer of undertakings (protection of employment – TUPE) transfer of the related staff. The 'go live' date for the new Sussex Control Centre is no later than 31 March 2014. The Section 16 was agreed and sealed by both authorities on 20 December 2012. It comprises of a number of schedules which cover the functions to be undertaken, the financial arrangements, the employee matters, the arrangements surrounding the premises, the governance arrangements, and the usual contractual provisions for changing the agreement should that be required.

The Invitation to Tender for supply of the new mobilising system has been issued and an award of contract was made to Remsdaq Ltd on 21 December 2012, who will be working closely with Frequentis and Astrium to deliver the contract.

The contract includes a new integrated communication control system with a new mobilising system with the provision of full voice and data communications capability using the Airwave network, extending to mobile data terminals. Ways of working will also be further aligned across both control room and operational procedures and, together with the new technology, will enable 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 which will be progressed further now the system supplier is known. West Sussex Fire and Rescue Authority is currently operating a limited buddy arrangement with the combined Cambridge/Suffolk control room. The Sussex Control Centre will enable more effective co-terminus working with Sussex Police and South East Coast Ambulance Service and other Sussex Resilience Forum Partners.

The Sussex Control Centre will be located at Haywards Heath Fire Station, West Sussex. Planning approval is now lodged with the local authority for the adaptation of the existing facilities which includes a joint silver suite for both authorities' use. Funding for the refurbishment has been made available on a 50/50 split from both authorities and is due for completion in October/November 2013.

Internal audit from both authorities was commissioned to undertake audits on the project, governance and finance. Two audits have been completed thus far with plans for a third in 2013-2014. The audit reports have been satisfactory with no major issues reported and Members from both authorities have been advised of the outcomes.

Formal reporting to both authorities occurs on a monthly basis and both authorities have committed a dedicated project team with a dedicated Principal Officer to own, direct and lead the project. The project is being managed in accordance with PRINCE2 methodology.

Changes to staffing models, structures and hours of working are expected and formal consultation with the trade unions commenced in January 2013 with the transfer of undertakings (protection of employment) consultation.

Discussions are ongoing with Cambridgeshire and Suffolk Fire and Rescue Authorities to provide a full buddying function and system which is capable of taking 999 calls and mobilising resources in East and West Sussex Fire and Rescue Authority areas, where spate and other peak demand periods require it. It has also been agreed that shared ports between respective SAN H's will be available to assist further with resilience.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
East Sussex October 2009 baseline	✓	✗	✓	✓	✗	✓	Partial	✗	✗	✗
West Sussex October 2009 baseline	✓	✗	✓	✓	✗	✗	✗	✗	✗	✗
East Sussex current position December 2012	✓	✗	✓	✓	✗	✓	✗	✗	✗	✗
West Sussex current position December 2012	✓	✗	✓	✓	✗	✗	✗	✗	✗	✗
East and West Sussex projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

East Sussex and West Sussex Fire and Rescue Authorities project savings totaling £6.650 million by the end of 2020-21.

This represents a decrease of £0.078 million. This is because the project slipped by three months due to technical issues in refurbishment, resulting in the financial savings for that quarter not being realised.

Project completion date

31 March 2014 (from original projection of 31 December 2013).

Essex, and Bedfordshire

High Level Summary

Essex Fire and Rescue Authority operates its own control room and call handling and mobilising system. It has recently relocated its service headquarters and upgraded to a new 'virtual' 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 Hertfordshire Fire and Rescue Authority for the reception of calls during spate conditions and evacuation of main control. Bedfordshire has its own modern control room and manages its own call handling. However, its mobilising system is at the end of its useful life. Bedfordshire is also developing a new 'virtual' information and communication technology infrastructure which will provide a similar enhanced functionality to that of Essex.

The two fire and rescue authorities plan to work in partnership to develop a new shared call handling 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, an attribute interface and function 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 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 in spate or exceptional circumstances given the appropriate governance. New operating procedures and ways of working will be developed. The system will be capable of being extended to other fire and rescue authorities easily should they wish to use it.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Essex October 2009 baseline	x	x	x	x	✓	✓	Partial	x	x	x
Bedfordshire October 2009 baseline	✓	x	x	x	x	✓	Partial	x	x	x
Essex current position December 2012	✓	x	x	x	✓	✓	Partial	x	x	x
Bedfordshire current position December 2012	✓	x	x	Partial	x	✓	Partial	x	x	x
Essex and Bedfordshire projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Essex and Bedfordshire Fire and Rescue Authorities project savings totaling £5.792 million by the end of 2020-21.

Project completion date

30 June 2014 (from original projection of 31 December 2013).

Due to the need to follow Official Journal of the European Union procurement rules and following lessons learned from other fire and rescue authorities' procurement processes the time taken to reach procurement pre-qualification questionnaire has taken longer than anticipated. An extension of the project timescales to 30 June 2014 has therefore been agreed. Due to the age of the authorities' current systems they have had to develop robust mitigation for any failure in the interim. This is in place and fully documented.

Gloucestershire

High Level Summary

Gloucestershire Fire and Rescue Authority 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 is currently looking into a fallback arrangement with West Midlands Fire and Rescue Authority, which would enable them to take calls and mobilise resources on behalf of Gloucestershire Fire and Rescue Authority once it has implemented the new system and mobilising network. The fire and rescue authority is going to create a network link with Avon's control room to enable the use of a shared integrated communications control system.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Gloucestershire October 2009 baseline	x	x	x	x	x	x	x	x	x	x
Gloucestershire current position December 2012	x	x	x	x	x	x	x	x	x	x
Gloucestershire projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	tbc

Projected savings

Gloucestershire Fire and Rescue Authority projects savings totaling £3.152 million by the end of 2020-21.

Projected completion date

31 December 2013.

Hereford and Worcester, and Shropshire and Wrekin

High Level Summary

Hereford and Worcester, and Shropshire and Wrekin Fire and Rescue Authorities currently operate their own control rooms, call handling and mobilising systems. The two fire and rescue authorities have procured and implemented command and control systems from the same supplier using the same external contractor as a systems integrator. The fire and rescue authorities' plans are to fully align the two new systems, using the services of the systems integrator, 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 Fire and Rescue Authority, the system will provide the capability (equivalent to SAN H) for both fire and rescue authorities to communicate by voice and data using the Airwave network. Common operating procedures and ways of working are being 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 with 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 another fire and rescue authority (which 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 improved resilience and broader operational benefits. 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 improved safety of fire-fighters and for greater resilience at large/multiple incidents.

Full alignment is expected to take up to 24 months, although both services became live with the new stand-alone systems during 2012.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Hereford and Worcester October 2009 baseline	✓	x	x	x	x	✓	x	x	x	x
Shropshire and Wrekin October 2009 baseline	✓	x	✓	✓	x	✓	x	x	x	x
Hereford and Worcester, current position December 2012	✓	✓	✓	✓	✓	✓	x	x	partial	x
Shropshire and Wrekin current position December 2012	✓	✓	✓	✓	x	✓	x	equivalent	partial	x

Hereford and Worcester, Shropshire and Wrekin projected Future Position March 2015	✓	✓	✓	✓	✓	✓	✓	equivalent	✓	✓
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Projected savings

The two fire and rescue authorities project savings totaling £3.819 million by the end of 2020-21.

Project completion date

31 March 2015 (from original projection of 31 March 2014).

Due to initial capacity and technical issues (related to both organisations fully integrating their respective new command and control systems into legacy infrastructures/networks/systems during 2012) it is anticipated that there will be some slippage at the latter stages of the programme. Expected full completion is therefore envisaged to be during 2015.

Hertfordshire, Humberside, Lincolnshire, and Norfolk

High Level Summary

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

The four fire and rescue authorities are working in partnership to implement a shared integrated and resilient mobilising infrastructure which will improve each of their fallback, remote buddying and resilience arrangements. The new infrastructure will comprise two data centres, instead of the current four, and the changes 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 existing Airwave network; voice communications will be through a SAN I arrangement and SAN B radios and data communications through General Packet Radio Service with Airwave Short Data Router for resilience. New common ways of working and operating procedures are being developed to support the partnership. The core elements of the proposed new infrastructure and procedures will be delivered across four stages. Following successful implementation a further stage to develop back office systems will commence.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Hertfordshire October 2009 baseline	✓	×	×	✓	✓	×	✓	×	×	×
Humberside October 2009 baseline	✓	×	✓	×	×	×	✓	×	×	×
Lincolnshire October 2009 baseline	×	×	✓	×	×	×	×	×	×	×
Norfolk October 2009 baseline	✓	×	✓	✓	✓	×	✓	×	×	×
Hertfordshire current position December 2012	✓	×	×	✓	✓	×	✓	×	×	×
Humberside current position December 2012	✓	×	✓	✓	×	×	✓	×	×	×
Lincolnshire current position December 2012	×	×	✓	×	×	×	×	×	×	×
Norfolk current position December 2012	✓	×	✓	✓	✓	×	✓	×	×	×
Hertfordshire, Humberside, Lincolnshire and Norfolk projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	×	✓	✓

Projected savings

The four fire and rescue authorities project savings totaling £5.446 million by the end of 2020-21.

The major cost savings anticipated were predicted later on in the programme of work. Initial predictions showed that savings would be achieved in late 2014 and beyond. It is anticipated that the programme of work over a 10 year period will still deliver the projected return on investment, although some refresh elements will incur costs that will need to be met by efficiencies.

Project completion date

31 December 2014.

Kent and Medway

High Level Summary

Kent and Medway Fire and Rescue Authority co-located its control function with Kent Police Control at the Kent Fire and Police Control Room, based at police headquarters in March 2012. Prior to relocation, the control room underwent a restructure, moving to a twelve hours shift pattern over four watches and the introduction of an overlay shift.

The second phase of the project will involve the migration by Kent and Medway Fire and Rescue Authority to the multi-agency system used by Kent Police. The replacement will also move towards the provision of a common gazetteer (using the national address gazetteer) which will enable Kent and Medway Fire and Rescue Authority and Kent Police to share operational and risk information, as well as common telephony.

For communications, the control room uses the fully networked Airwave system (SAN G), with real time incident messaging, already in use by Kent police. New mobile data terminals and station-end equipment will also be supplied through separate projects within the Kent Fire programme. 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 an additional fallback arrangement with another fire and rescue authority.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Kent and Medway October 2009 baseline	✓	✗	✓	✓	✓	✓	✓	✗	✗	✗
Kent and Medway current position December 2012	✓	✗	✓	✓	✓	✓	✓	✗	✗	✗
Kent and Medway projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓

Projected savings

Kent and Medway Fire and Rescue Authority projects savings totaling £2.205 million by the end of 2020-21.

Project completion date

31 December 2014.

London

High Level Summary

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, call handling and mobilising system, and maintains a fallback control room arrangement.

London has moved its control function to a new highly resilient building in Merton. It has procured a new emergency 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 now agreed a new arrangement with West Yorkshire Fire and Rescue Authority.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
London October 2009 baseline	x	x	✓	x	✓	✓	x	x	x	x
London current position December 2012	✓	x	✓	x	✓	✓	✓	✓	x	x
London projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	x

Projected savings

Not applicable - London Fire Brigade did not submit a bid for the grant for future control room services as alternative arrangements had been agreed previously.

Project completion date

31 July 2014.

Manchester, Cheshire, Lancashire and Cumbria

High Level Summary

Manchester, Cheshire and Lancashire Fire and Rescue Authorities currently operate their own fire and rescue service control rooms that provide integral emergency call handling and mobilising systems. Cumbria transferred their control room function to Cheshire Fire and Rescue Authority on 1 June 2012 as part of the transition to the new fire control centre in Warrington.

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 centralised mobilising 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 realised under the FireControl project and consideration has been given to lessons learned by FireControl.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Manchester October 2009 baseline	x	x	✓	x	x	x	x	x	x	x
Cheshire October 2009 baseline	✓	x	x	x	x	✓	x	x	x	x
Lancashire October 2009 baseline	✓	x	x	x	x	x	x	"G" with voice and data	x	x
Cumbria October 2009 baseline	✓	x	x	x	✓	✓	x	x	x	x
Manchester current position December 2012	x	x	✓	x	x	x	x	x	x	x
Cheshire current position December 2012	✓	x	x	x	x	✓	x	x	x	x
Lancashire current position December 2012	✓	x	x	x	x	x	x	"G" with voice and data	x	x
Cumbria current position December 2012	✓	x	x	x	✓	✓	x	x	x	✓
Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	to be confirmed	✓

Projected savings

The four fire and rescue authorities project savings totaling £7.140 million by the end of 2020-21.

Project completion date

31 March 2014.

Merseyside

High Level Summary

Merseyside Fire and Rescue Authority currently operates its own control room and call handling and mobilising system. It also maintains a fallback control facility. Its systems include an integrated communications 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 local emergency services and enhancing its mobilising systems. Building on successful multi-agency local management of civil disturbances, it plans to co-locate with the police in a new joint control centre facility, comprising two separate control rooms, a multi-agency emergency planning department, and newly designed silver and gold command facilities. The move to the new joint command centre will see a lift and shift of its recently updated computer-aided dispatch systems. It will enhance its call handling and mobilising systems by 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, and replacing its outdated mobilising processors in fire stations with new station-end mobilisation equipment. It also plans to reorganise staffing in its control room. It will decommission existing fallback control facilities as the Fire and Rescue Authority plans to agree and implement a mutual fallback arrangement with another organisation (however, it will not, initially, reduce the number of its control rooms). This will enable both organisations to take each other's calls and mobilise resources.

As well as achieving improved efficiency and resilience, Merseyside Fire and Rescue Authority is confident that the arrangements and enhancements contained within the bid will also enable them to meet specific demands for interoperability, eg 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 Authority considers this will be achieved through effective use of well configured and data-integrated mobile data terminal solutions and also considers 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.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Merseyside October 2009 baseline	x	x	x	✓	✓	✓	✓	x	x	x
Merseyside current position December 2012	✓	x	✓	✓	✓	✓	✓	x	x	x
Merseyside projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	x

Projected savings

Merseyside Fire and Rescue Authority projects savings totaling £3.584 million by the end of 2020-21.

Project completion date

31 December 2014.

Northamptonshire and Warwickshire

High Level Summary

Northamptonshire and Warwickshire Fire and Rescue Authorities currently operate individual control rooms, call handling and mobilising systems. Both fire and rescue authorities maintain separate secondary control facilities and separate fallback arrangements. The two authorities are working in partnership to deliver a transitional programme over three years, implementing new call handling and mobilising systems 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 allow each authority to take the other's calls and mobilise each other's resources. It will provide a full voice and data capability using the Airwave network.

Automatic vehicle location system will be used to ensure the nearest appropriate resource is mobilized to an incident. Systems such as enhanced information service for emergency calls will be used to support emergency call handling.

A decision on moving to a joint single primary and secondary back-up will be made once the concept is operationally tested and proven. This is projected to be in 2015.

Northamptonshire Fire and Rescue Authority has completed an upgrade to its mobilising system. Northamptonshire and Warwickshire Fire and Rescue Authorities have entered into a provisional agreement with Oxfordshire, Royal Berkshire, and Buckinghamshire and Milton Keynes Fire and Rescue Authorities for the provision of a SAN H and Control Link capability to provide a communications platform. The SAN H will be located at the Thames Valley control site at Reading with fallback to Warwickshire via a control link with full implementation scheduled for April 2014.

Northamptonshire and Warwickshire are jointly procuring updated mobile terminals and the process for this is underway. The two authorities have also jointly procured a single integrated communications control system. This went live in Warwickshire during January 2013 and joint use will start testing from March 2013.

New common operating procedures and ways of working are being developed and implemented. To help achieve this both services are now part of the Operational Policy and Procedures forum. By April 2013 Northamptonshire Fire and Rescue Authority will move to a new location with a more resilient control facility (this move has been funded outside of the DCLG grant). Warwickshire Fire and Rescue Authority has updated all station-end equipment to ensure compatibility with new systems.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Northamptonshire October 2009 baseline	✓	x	x	x	x	x	x	x	x	x
Warwickshire October 2009 baseline	✓	x	x	x	✓	x	x	x	x	x
Northamptonshire current position December 2012	✓	x	x	x	x	x	x	x	x	x
Warwickshire current position December 2012	✓	x	x	x	✓	x	x	x	x	x
Northamptonshire and Warwickshire projected Future position March 2015	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Northamptonshire and Warwickshire Fire and Rescue Authorities project savings totaling £3.042 million by the end of 2020-21.

Project completion date

31 March 2015 (from original projection of 31 December 2014).

Oxfordshire, Royal Berkshire, and Buckinghamshire and Milton Keynes

High Level Summary

Oxfordshire and Royal Berkshire Fire and Rescue Authorities 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. Buckinghamshire and Milton Keynes Fire and Rescue Authority currently operates its own control room and call handling and mobilising system, also with a secondary off-site control facility and an overflow call handling arrangement with another fire and rescue authority.

In August 2012, an approach was made by Buckinghamshire and Milton Keynes Fire and Rescue Authority to the Oxfordshire and Royal Berkshire partnership to join the Thames Valley Fire Control Service Programme. All three fire and rescue authorities have endorsed this approach and work is taking place to finalise the legal and financial terms under which Buckinghamshire and Milton Keynes Fire and Rescue Authority will join. The underlying principles behind these discussions are that the scope, objectives, and deliverables of the work as defined by Oxfordshire and Royal Berkshire Fire and Rescue Authorities are not substantially changed, and the inclusion of Buckinghamshire and Milton Keynes Fire and Rescue Authority after the programme has started will not adversely impact on the timescales for delivery. The three fire and rescue authorities are working in partnership to implement a single joint control room function which will be based in a single location, in Calcot, Berkshire, with capacity for other fire and rescue authorities, clients or partners to join. The plan will be implemented across three phases. The first phase, for which Buckinghamshire and Milton Keynes Fire and Rescue Authority's arrangements are out of scope, will involve ending the existing fallback arrangements with Gloucestershire and Hampshire Fire and Rescue Authorities and implementing a new arrangement between Oxfordshire and Royal Berkshire Fire and Rescue Authorities. The second phase will deliver common mobilising procedures and alignment of operational policies and procedures. The third phase will involve merging the three existing control rooms and implementing a new fallback arrangement with another fire and rescue authority.

The three fire and rescue authorities are planning to adopt the South East Region's 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 intra-operability. 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. The introduction of an automatic vehicle location system, will ensure the nearest appropriate resource is mobilised to an incident.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Oxfordshire October 2009 baseline	x	x	x	x	x	Partial	x	x	x	x
Royal Berkshire October 2009 baseline	✓	x	x	x	x	✓	x	x	x	x
Buckinghamshire and Milton Keynes October 2009 baseline	x	x	x	x	✓	✓	✓	x	x	x
Oxfordshire current position December 2012	✓	x	x	x	x	✓	x	x	x	x
Royal Berkshire current position December 2012	✓	x	x	x	x	✓	x	x	x	x
Buckinghamshire and Milton Keynes current position December 2012	✓	partial	partial	partial	✓	✓	✓	x	x	x
Oxfordshire, Royal Berkshire, and Buckinghamshire and Milton Keynes projected Future position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Oxfordshire, Royal Berkshire, and Buckinghamshire and Milton Keynes Fire and Rescue Authorities project savings totaling £11.361 million by the end of 2020-21.

Project completion date

31 March 2014 (Buckinghamshire and Milton Keynes Fire and Rescue Authority, which initially had plans to join the Cambridgeshire and Suffolk project, has fallen in line with the completion date for Oxfordshire and Royal Berkshire Fire and Rescue Authorities).

South Yorkshire and West Yorkshire

High Level Summary

South Yorkshire Fire and Rescue Authority and West Yorkshire Fire and Rescue Authority 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 maintain secondary control facilities.

Both fire and rescue authorities have now placed an order and signed a contract with Systel S.A. for 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 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 will be included to enable the fire and rescue authorities 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 seamlessly. There will no longer be a requirement for each fire and rescue authority to maintain a secondary control facility. The fire and rescue authorities are in early discussions to agree a secondary fallback arrangement with a more distant fire and rescue authority and are on track to initiate these plans alongside the new system.

The programme has a detailed governance structure as follows:

- Joint Control Collaboration Project – this is the collaboration project between both authorities for the information and communications technology solution.
- New Control Premises Project – this is the relocation of West Yorkshire Fire and Rescue Authority's control function to a new site that has been extensively altered to meet the new control needs.
- New Control Ways of Working Project – this involves the complete revision of current West Yorkshire Fire and Rescue Authority working practises, including a new duty system and alignment of training, policy and procedures accounting for the new building, internal restructure and system implementation.

The programme is being implemented through a bespoke project framework based on PRINCE 2 principles. The Programme has been running for 18 months and has been subject to external audit for the governance and financial structures and procurement of the system.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
South Yorkshire October 2009 baseline	✓	x	✓	x	x	✓	x	x	x	x
West Yorkshire October 2009 baseline	✓	x	✓	x	x	✓	x	x	x	x
South Yorkshire current position December 2012	✓	x	✓	✓	x	✓	x	x	x	x
West Yorkshire current position December 2012	✓	x	✓	x	✓	✓	x	x	x	x
South and West Yorkshire projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

South Yorkshire and West Yorkshire Fire and Rescue Authorities project savings totaling £5.624 million by the end of 2021-22.

The control system and new duty systems will not be in place until mid-2014, therefore the financial savings will not start to be realised until 2014-15, and the £5.624m savings will be achieved by 2021-22.

Project completion date

31 December 2014.

Staffordshire and West Midlands

High Level Summary

Staffordshire and West Midlands Fire and Rescue Authorities operate their own control rooms, call handling and mobilising systems, and have secondary controls and fallback arrangements. The system used by West Midlands Fire and Rescue Authority 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. The shared fire control centre will operate from a single premise in the West Midlands. This new shared fire control centre will be governed by a collaborative governance board that will also be responsible for future collaboration between the two fire and rescue authorities. A secondary fire control will be maintained 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 buddy. Initial discussions are underway with a number of fire and rescue authorities regarding future fallback arrangements.

The shared call handling and mobilising system will incorporate a single integrated communication control system, provide a full voice and data communications capability using the Airwave network, and will 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.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	(Secondary Control) Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Staffordshire October 2009 baseline	x	x	✓	x	✓	✓	x	x	x	x
West Midlands October 2009 baseline	✓	x	✓	✓	✓	✓	x	x	x	x
Staffordshire current position December 2012	✓	x	✓	x	✓	✓	x	x	x	x
West Midlands current position December 2012	✓	x	✓	✓	✓	✓	x	x	x	x
Staffordshire and West Midlands projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Staffordshire and West Midlands Fire and Rescue Authorities project savings totaling £11.463 million by the end of 2021-22.

Project completion date

31 March 2014.

Surrey and Isle of Wight

High Level Summary

Surrey and Isle of Wight Fire and Rescue Authorities now operate a single Joint Emergency Communications Centre based at Reigate which provides 999 call taking and mobilising. The Centre provides immediate assistance and a managed mobile data service to both the Isle of Wight and Surrey.

In March 2012 the Isle of Wight Fire and Rescue Authority's mobilising control function transferred along with some of its staff to the newly formed Joint Emergency Communications Centre. At the same time Isle of Wight station-end equipment and the mobilising system was upgraded to deliver enhanced mobilising, communications and command and control capability. In closing down its control room facility the Isle of Wight created an interim incident command suite and will further develop its mobile command unit to incorporate the appropriate technology and integration with Surrey. Similarly, Surrey also upgraded its C2 (Command and Control) and C3 (Command, Control and Communications) capability to meet the Olympic requirement by building an interim operations room, situation room, a mobile main incident command unit for major incidents (this unit arrived January 2013), a mobile forward command unit (for medium-sized incidents – four pumps plus) and two mobile rapid command units (for two-four pump sized incidents).

The first phase of joint mobilising has now been completed. The second phase to upgrade the mobilising system and other facilities is also underway. These upgrades 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, currently being developed in partnership with Capita/Fortek and London Fire Brigade. The current retained availability system has already been replaced in both the Isle of Wight and in Surrey with one that gives improved access and visibility of retained fire-fighter availability.

Isle of Wight Fire and Rescue Authority has already upgraded its station-end equipment and aligned the technical specification with Surrey. Surrey Fire and Rescue Authority's station-end equipment replacement program implemented a new network solution (Unicorn), which went live at the end of February 2013 and will roll-out across the county during the following months. Surrey plans to upgrade its secondary control facilities and enter into a fallback agreement with London Fire Brigade and other Capita/Fortek4 provided services which will enable any integrated controls to mobilise each other's resources if required.

Both fire and rescue authorities completed phase one by May 2012. Activity in phase two will be carried out in parallel in the two authorities and will take place primarily during 2013. Some hardware upgrades will necessarily take place at different times.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Surrey October 2009 baseline	F/line appliances	x	✓	✓	✓	partial	✓	x	x	x
Isle of Wight October 2009 baseline	partial	x	x	x	x	x	x	x	x	x
Surrey current position December 2012	partial	✓	✓	✓	✓	partial	✓	x	x	✓
Isle of Wight current position December 2012	✓	✓	✓	✓	✓	partial	✓	x	x	✓
Surrey and Isle of Wight projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Surrey and Isle of Wight Fire and Rescue Authorities project savings totaling £5.056 million by the end of 2020-21.

Project Completion date

31 March 2014.

Tyne and Wear and Northumberland

High Level Summary

Tyne and Wear and Northumberland Fire and Rescue Authorities each have their own primary and secondary control rooms using outdated solutions with limited functionality. The two fire and rescue authorities are working 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 and 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. The system will also provide enhanced information service for emergency calls and automatic location service for emergency calls, which will reduce emergency call handling times, and an automatic vehicle location system, which will ensure the nearest appropriate resource is mobilised to an incident.

Subsequent to an intensive and robust tendering process, which included 1974 requirements which the prospective tenderers had to meet, and which took nine months from inception to complete, the approved supplier has been nominated and the contract awarded on 17 September 2012 to Telent Consortium. The company is currently in detailed discussions with both Tyne and Wear Fire and Rescue Authority and Northumberland Fire and Rescue Authority to develop functional and system design specifications, prior to installation and testing commencing in March 2013.

A detailed project plan, contact matrix, and workshop schedule has been drafted by Telent and agreed by both fire and rescue authorities to ensure it is workable and meets both parties' requirements. Key personnel have been identified within the contact matrix and availabilities booked to ensure the correct personnel are available at critical milestones within the project. The Airwave solution has been initiated with agreement to an amended SAN H Variant B solution. Building enabling works to relocate the emergency fire control centre are almost complete at both authorities' headquarters. This includes the provision of resilient power supplies and cabling to both locations. Background works and discussions are also taking place to allow Telent to commence the data migration and update, allowing the system configuration to start. Requirements and terms and conditions were agreed, and the contract formally signed on 22 November 2012.

Resilience benefits compared to baseline in 2009

	Mobile Data Terminals	Real Time Incident Messaging	Status messaging	Automatic Vehicle Location	Call line Identification	Integrated Geographic Information System	Shared Gazetteer	Service Access Node H	Partnering with Automatic Systems Failover	Reduction in control rooms Secondary Controls
Tyne and Wear October 2009 baseline	Limited	x	✓	x	x	x	x	x	x	x
Northumberland October 2009 baseline	x	x	x	x	x	x	x	x	x	x
Tyne and Wear current position December 2012	x	x	✓	x	x	x	x	x	x	x
Northumberland current position December 2012	x	x	x	x	x	x	x	x	x	x
Tyne and Wear and Northumberland projected Future Position December 2014	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Projected savings

Tyne and Wear and Northumberland Fire and Rescue Authorities project savings totaling £4.518 million by the end of 2020-21.

Project completion date

31 December 2013.

Planned improvements

13. The table below sets out the:

- Key areas of planned improvement; and
- Progress for each area across the period 31 October 2009 to 31 December 2014^{1, 2}

Key areas of planned improvement						
Improvement planned	October 2009		December 2012		December 2014	
	Total number of fire and rescue authorities	% of all fire and rescue authorities	Total number of fire and rescue authorities	% of all fire and rescue authorities	Total number of fire and rescue authorities	% of all fire and rescue authorities
Mobile Data Terminals	30	65%	38	84%	45	100%
Real Time Incident Messaging	0	0%	4	9%	45	100%
Status Messaging	18	39%	23	51%	45	100%
Automatic Vehicle Location	11	24%	16	36%	45	100%
Caller Line Identification	19	41%	24	53%	45	100%
Integrated Geographic information system	21	46%	24	53%	45	100%
Shared (Premise Based) Gazetteer	11	24%	14	31%	45	100%
Service Access Node H (SAN H)	0	0%	1	2%	38	84%
Partnering with Automatic Failover ³	0	0%	2	4%	41	91%
Reduction in Control Rooms and/or Secondary Control Rooms ⁴	0	0%	4	9%	42	93%

¹ Where fire and rescue authorities recorded a resilience benefit as 'partially delivered' or 'equivalent' it has been counted as not being delivered for the purposes of this table.

² The figures in the table include London Fire Brigade, which did not submit a bid for the grant for future control room services as alternative arrangements had been agreed previously. The figures for the 2009 baseline count Devon and Somerset as separate fire and rescue authorities. For December 2012 and December 2014 Devon and Somerset are counted as a joint fire and rescue authority. Cornwall and the Isles of Scilly are counted as one fire and rescue authority throughout. There are therefore 46 fire and rescue authorities in England forming the 2009 baseline, and 45 fire and rescue authorities for December 2012 and December 2014.

³ Four fire and rescue authorities (one project) are to confirm whether they will deliver Partnering with Automatic Systems Failover.

⁴ One fire and rescue authority is to confirm whether it will deliver a reduction in its control rooms' secondary controls.

How the planned improvements compare with the baseline of October 2009⁵

14. **Mobile data terminals.** All 45 of the fire and rescue authorities plan to have mobile data terminals configured for data-based mobilising by 31 December 2014. 38 have secured this benefit, compared to 30 in October 2009.
15. **Real time incident messaging.** All 45 fire and rescue authorities are planning to use real time incident messaging by the end of 2014. Four fire and rescue authorities, Hereford and Worcester, Shropshire and Wrekin, Surrey, and the Isle of Wight, are already using this compared to none in October 2009.
16. **Status messaging.** All 45 fire and rescue authorities are planning to use status messaging by 31 December 2014. 23 fire and rescue authorities have already secured this benefit compared with 18 in October 2009.
17. **Automatic vehicle location system.** All 45 of the fire and rescue authorities are planning to use an automatic vehicle location system by the end of 2014. 16 fire and rescue authorities are already using this system, compared with 11 in October 2009.
18. **Caller line identification.** All 45 fire and rescue authorities are planning to use caller line identification by 31 December 2014. 24 fire and rescue authorities have already secured this benefit, compared with 19 in October 2009.
19. **Integrated geographic information system.** All 45 fire and rescue authorities are planning to use an integrated geographic information system by the end of 2014. 24 fire and rescue authorities have already secured this benefit, compared with 21 in October 2009.
20. **Shared (premise based) gazetteer.** All 45 fire and rescue authorities are planning to use a shared (premise based) gazetteer by 31 December 2014. 14 fire and rescue authorities have secured this benefit compared to 11 in October 2009.
21. **Service Access Node (SAN H).** 38 fire and rescue authorities are planning to implement a full voice and data capability by the end of 2014. One fire and rescue authority had secured this benefit by December 2012. However, of those not securing this benefit, two fire and rescue authorities (one project) will share legacy communications control interface ports. This will provide the capability (equivalent to SAN H) for both fire and rescue authorities to communicate by voice and data using the Airwave network. Four fire and rescue authorities (one project) will secure voice communications through a SAN I arrangement and SAN B radios and data communications through General Packet Radio Service with Airwave Short Data Router for resilience.

⁵ An explanation of the benefits that will be secured is provided at **Annex D**.

One fire and rescue authority uses the fully networked Airwave system (SAN G) already in use by the police authority.

22. **Partnering with automatic systems failover.** 41 of the 45 fire and rescue authorities plan to secure this benefit by 31 December 2014. Two fire and rescue authorities have already secured this, compared with none in October 2009. The four remaining authorities (one project) are to confirm whether they will deliver partnering with automatic systems failover in future.
23. **Reduction in control rooms and secondary control rooms.** 42 of the 45 fire and rescue authorities are planning to have implemented the necessary changes by the end of 2014. Four fire and rescue authorities had done so by the end of 2012, compared with none in October 2009. Of those not securing this benefit, one fire and rescue authority has moved its control room function to a new highly resilient building (the former regional control centre), and maintains a fallback control room arrangement. One fire and rescue authority will have a fallback arrangement with another organisation but will not, initially, reduce the number of its control rooms. A further fire and rescue authority is to confirm whether it will do so. This information will be updated when this summary is refreshed in September 2013.

Financial benefits that are forecast to result from the improvements

24. The table below sets out the savings which fire and rescue authorities have forecast to result from the planned improvements, across the financial years 2011-12 to 2021-22 (a further column for 2021-22 has been added to allow for those projects who have advised that the financial savings will be realised a year later than that in the summary of March 2012).

Fire and Rescue Authority	Forecast savings (£M)											
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	Total
Total	0.480	2.138	6.074	14.936	15.782	16.240	16.251	16.275	16.301	16.328	5.241	126.046

How the financial benefits compare with the summary of March 2012

25. Eight of the projects have provided revised forecasts for their financial benefits. However, overall, total projected savings for all projects are now £126 million, compared to a projection of £128 million in 2012, a reduction of just £2 million.
26. Four of the projects have forecast that their full savings will be realised a year later in 2021-22. However, their projected savings remain the same as those forecast in the March 2012 summary. Of the remaining four projects, the

financial benefits for one have decreased because the project slipped by three months due to technical issues in refurbishment, resulting in savings for the first quarter not being realised. For the others, more detailed, up-to-date analysis of the figures, and in one case a change in the project partners, has resulted in revised savings. Further collaborative work between the relevant project partners will allow the economies to be explored further.

Timescales for completing the improvements

27. The table below sets out the date by which the fire and rescue authorities (including London) are planning to complete all the improvements outlined in their plans.

Date	31 Dec 2013	31 March 2014	31 Dec 2014	31 March 2015
FRA	Cambridgeshire, and Suffolk Durham and Darlington Gloucestershire Tyne and Wear, and Northumberland	Avon East Sussex, and West Sussex Manchester, Cheshire, Lancashire, and Cumbria Oxfordshire, Royal Berkshire , and Buckinghamshire and Milton Keynes Staffordshire, and West Midlands Surrey, and Isle of Wight	Cleveland Cornwall, and North Yorkshire Derbyshire, Leicestershire, and Nottinghamshire Devon and Somerset, Dorset, Hampshire, and Wiltshire Essex, and Bedfordshire Hertfordshire, Humberside, Lincolnshire, and Norfolk Kent and Medway London Merseyside South Yorkshire, and West Yorkshire	Hereford and Worcester, Shropshire and Wrekin Northamptonshire, and Warwickshire
Number of fire and rescue authorities	6	14	21	4
%	13%	31%	47%	9%

How the timescales for completing the improvements compare with the summary of March 2012

28. Seven of the 22 projects are now forecasting later project completion dates than those originally forecast in March 2012. However, no project is currently estimating completion later than 31 March 2015 – just three months later than the original projected completion of the Programme.
29. Of those forecasting later dates, three projects are estimating a completion date just three months later, due to a mixture of technical issues, or the need to follow Official Journal of the European Union procurement rules.
30. A further project has slipped by five months due to a number of factors, such as the lead-in time for delivery of its SAN H, but the fire and rescue authority has identified dates by when these should be resolved, and the project is expected to complete by 31 August 2013.
31. Two projects have slipped by up to twelve months. One of these is, again, because of capacity and technical issues. However, one of the projects expects completion to be earlier in 2014-15 subject to the contract being awarded in March 2013.
32. One fire and rescue authority's completion date is later than that originally forecast due to the fact that it has changed its project partner and has fallen in line with the completion date for its new partners' project.

Conclusion

33. When the last summary was published in March 2012 the proposed projects were at varying stages of development. A number were at an early stage, while others were already underway. At that time it was expected that a number of the projects would change, either through the partners within the projects changing, or in terms of timescales or forecasted savings. This is reflected in the high-level summaries provided by the fire and rescue authorities. However, our assessment reveals that no projects have changed to the extent that the benefits outlined in the original national summary, and this update, will not be realised:
 - where a resilience benefit is not being delivered the projects have demonstrated how the benefit will be secured through another means.
 - no project is currently estimating completion later than 31 March 2015 – just three months later than the original estimated completion of the Programme; and

- the estimated project savings stand at £126 million – just £2 million less than that originally forecast.
34. It is likely that completion dates and forecast savings will change further as projects exit the procurement phase and enter implementation. Any further changes will be discussed in the next refresh of the national summary.
 35. Responsibility for delivering these improvements rests with the fire and rescue authorities and sector bodies. It is clear that a tremendous amount of work is underway in fire and rescue authorities to deliver improvements to control room efficiency and resilience. The project summaries demonstrate how a localist approach – the approach favoured by fire and rescue authorities in response to the Department’s consultation on future arrangements – to further investment in control rooms is succeeding across the country.
 36. The next update of the national summary will be published in September 2013.

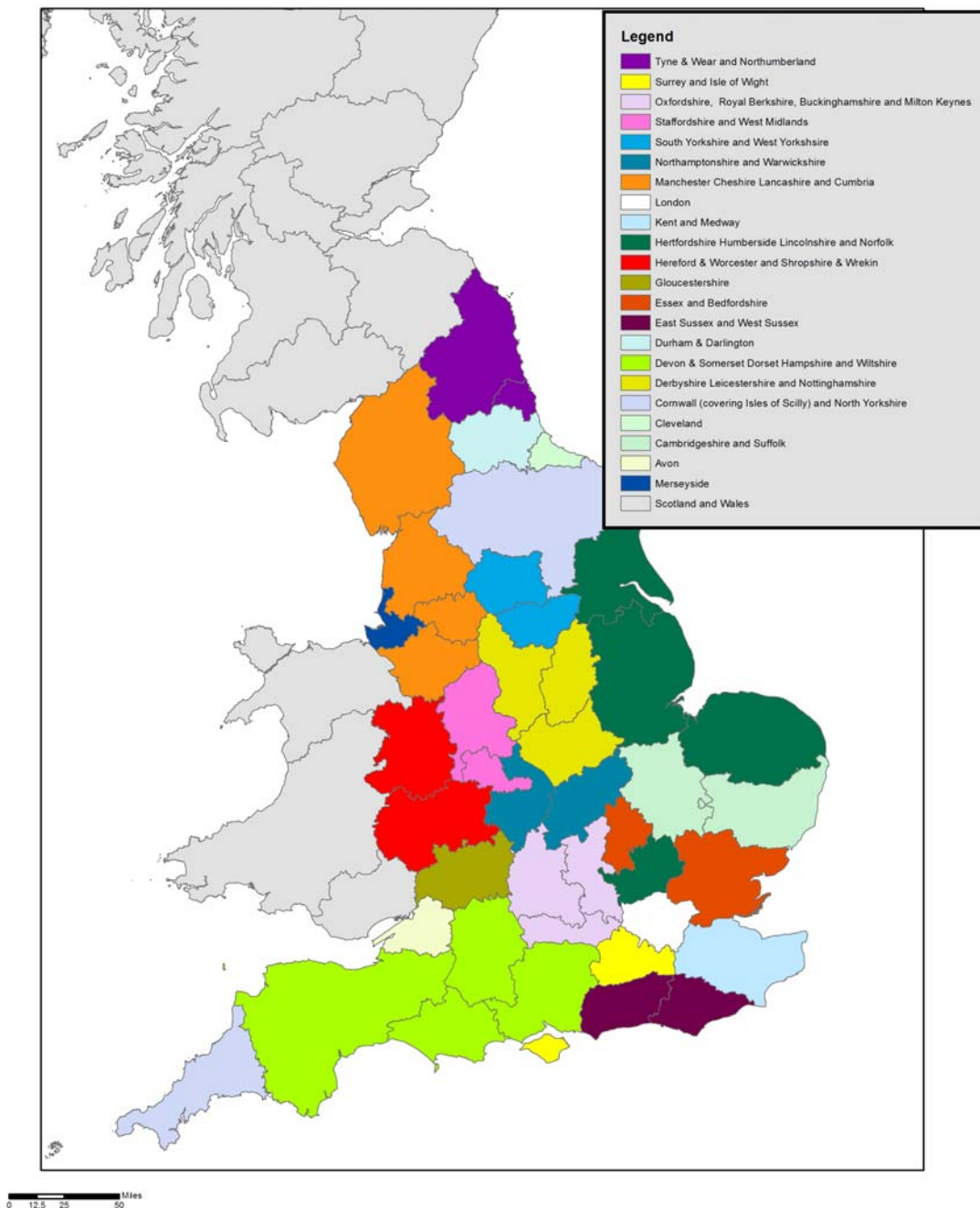
The fire and rescue authorities

1. Avon
2. Bedfordshire
3. Royal Berkshire
4. Buckinghamshire and Milton Keynes
5. Cambridgeshire
6. Cheshire
7. Cleveland
8. Cornwall (covering Isles of Scilly)
9. Cumbria
10. Derbyshire
11. Devon and Somerset
12. Dorset
13. Durham and Darlington
14. East Sussex
15. Essex
16. Gloucestershire
17. Hampshire
18. Hereford and Worcester
19. Hertfordshire
20. Humberside
21. Isle of Wight
22. Kent and Medway
23. Lancashire
24. Leicestershire
25. Lincolnshire
26. London
27. Manchester
28. Merseyside
29. Norfolk
30. North Yorkshire
31. Northamptonshire
32. Northumberland
33. Nottinghamshire
34. Oxfordshire
35. Shropshire and Wrekin
36. South Yorkshire
37. Staffordshire
38. Suffolk
39. Surrey
40. Tyne and Wear
41. Warwickshire
42. West Midlands
43. West Sussex
44. West Yorkshire
45. Wiltshire

Project partnerships between fire and rescue authorities

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

Map detailing the project partnerships between fire and rescue authorities



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Benefits that will be secured by the improvements

37. The benefits that will be secured by the planned improvements are as follows:

- **Mobile data terminals** are computer terminals in fire and rescue vehicles. Some are fixed and others are demountable. They will provide a wide range of information to firefighters and officers such as maps and route information, known risks and hazards associated with specific premises and locations, building plans, chemicals information (including how to handle them safely), vehicle information (e.g. design features and how to cut them open safely).

Mobile data terminals can be installed to operate in a standalone mode or can be configured, provided other technology has been implemented (e.g. a call handling and mobilising system that is able to transmit/receive data to/from mobile data terminals and a radio network that is able to transmit the data), to provide for data-based mobilising.

Mobile data terminals will improve efficiency and the operational effectiveness of fire and rescue authorities by providing firefighters and officers with the information they need to deal with emergencies. They will also improve the ability of fire and rescue authorities to respond and data transmission improves the accuracy of messages received, so strengthening the 'speed and accuracy' dimension of resilience.

- **Real time incident messaging** will enable fire and rescue authorities to exchange incident information in real time both between themselves and with other emergency services and agencies. This will help reduce delays, duplication, and communication errors. Real time incident messaging will improve interoperability and strengthen the 'speed and accuracy' dimension of resilience by enabling fire and rescue authorities and other emergency services and agencies to co-ordinate their responses to incidents more efficiently and effectively.
- **Status messaging** will provide for firefighters and officers to transmit updates to their control rooms using data, e.g. to inform the control room that their status has changed from 'mobile to incident' to 'arrived at incident.'

Status messaging will improve efficiency, both in terms of time and cost, by reducing radio voice traffic and avoiding delays caused by call congestion during busy periods – a regular occurrence.

- **Automatic vehicle location system** will provide for the exact location of individual fire and rescue vehicles to be identified. This will enable the mobilising system to propose the nearest available appropriate vehicles for mobilising to an emergency.

An automatic vehicle location system will improve efficiency as the mobilising system will know the exact location of vehicles with no human intervention. It will also strengthen the 'speed and accuracy' dimension of resilience by enabling the quickest appropriate resources to be identified instantaneously.

- **Caller line identification** will enable control room operators to confirm the caller's location swiftly. This is a critical first step in the call handling process, since the line could be 'cut' leaving the location unknown. The Enhanced Information Service for Emergency Calls technology provided by British Telecom plc and the Automatic Location Service for Emergency Calls technology provided by Cable and Wireless allows the billing address of the phone from which an emergency call is being made to be displayed to the control room operator thereby speeding up the task of confirming the caller's location. The technology can also be used to locate the whereabouts of a mobile phone caller by identifying the network cell from which they are calling. This is particularly useful for when callers are reporting incidents on the road network and are unaware of their exact location. The technology also assists in identifying hoax callers and reducing the number of times fire and rescue authority resources are mobilised unnecessarily.

Caller line identification will improve efficiency by helping to minimise dialogue between the control room operator and the caller. It will also strengthen the 'speed and accuracy' dimension of resilience by enabling control room operators to reach the point of mobilising the response more quickly.

- **Integrated geographic information system** is an electronic map with a direct interface to the call handling and mobilising system. When caller line identification technology is in use the location of the caller will be displayed instantly on the map. This will help control room operators to determine the location of an incident quickly when the caller is unable to provide the exact details of an address. When installed on mobile data terminals the map will also provide for firefighters and officers to view information relating to incidents such as site specific risks and the location of hydrants.

An integrated geographic information system will improve efficiency by helping to minimise dialogue between control room operators and caller. It will also strengthen the 'speed and accuracy' dimension of

resilience by enabling control room operators to reach the point of mobilising the response more quickly.

- **Premise based gazetteer** is a database containing up-to-date address details for the vast majority of premises, along with other information such as data relating to motorways, streets, towns, villages, and other points of interest. The data will:
 - Improve emergency response accuracy by enabling exact address information to be relayed to firefighters and officers at the time of mobilising (a significant proportion of fire and rescue authorities currently only mobilise to a point in a road or a district which has limited accuracy, e.g. when roads are long);
 - Provide for a wide range of valuable information to be held alongside address details and points of interest (e.g. address-specific risks, plans, key holder details, road closures, etc) all of which can be included in system-generated mobilising messages;
 - Help reduce the risks faced by firefighters attending incidents, e.g. by providing them with information on the dangers they are likely to encounter at specific locations;
 - Help mitigate the risk of communication errors by providing a set of common address information for control room operators to use when working in partnership or providing assistance to another fire and rescue authority, or when communicating with firefighters and officers attending emergencies;
 - Facilitate and improve the ability of fire and rescue authorities to interoperate among themselves and with other emergency services by providing a common set of address information.

A premise based gazetteer will improve operational efficiency and contribute significantly to strengthening the 'speed and accuracy' dimension of resilience by increasing mobilising accuracy.

- **Service Access Node 'H' (full voice and data capability)** - is the provision of a capability to communicate over the Airwave resilient radio system by voice and data, instead of voice only. Data is a far more efficient way of communicating both in terms of speed and accuracy. The capability to communicate using data will enable fire and rescue authorities to maximise the benefits of modern technology, by providing for them to configure their systems to 'do the thinking' and 'transmit the answers' instantaneously.

The capability to communicate using data will improve efficiency and strengthen the 'speed and accuracy' dimension of resilience. As the Airwave radio system is highly resilient in terms of its performance and availability, it will also strengthen the 'availability' dimension of resilience.

- **Partnering with automatic systems failover** means that:
 - Two or more fire and rescue authorities will be working in partnership to provide their control room services; and that
 - The system or systems they use are able to failover to a fallback system automatically with no interruption to service in the case of a system failure.

Partnering with automatic systems failover will significantly strengthen the 'availability' dimension of resilience. It will also improve efficiency as each fire and rescue authority will effectively have a larger pool of control room operators to handle emergency calls with fewer numbers overall.

- **Reduction in control rooms and secondary control rooms** will be achieved by:
 - Merging control rooms; or
 - Outsourcing control room services to another fire and rescue authority; or
 - Partnering with one or more other fire and rescue authorities and using a shared call handling and mobilising system. (While this may not reduce the number of primary control rooms and systems, it will enable the fire and rescue authorities to decommission their existing secondary/fallback control rooms/systems or close down their control room at certain non-peak times.)

Each of the above changes will improve efficiency and generate significant cost savings. They are also likely to strengthen the 'availability' dimension of resilience. None of the changes will compromise the ability for a fire and rescue authority to handle calls and respond to emergencies in the shortest possible times, i.e. they will not increase risks.

Glossary

Airwave - The trading name of the company that provides the emergency services mobile radio and data services.

Airwave short data router - A device that forwards data packets from sender to receiver on a network.

Call handling and mobilising system - a computer-based system to deal with the receipt of emergency calls and alerting, dispatching and monitoring of fire and rescue authority resources within a service area.

Communications control interface ports - The link between the control room and the Airwave network and therefore anyone connected to it.

Cross-border incident management - The management of fire and rescue authority resources working outside their own service area.

Data-integrated mobile data terminal solutions - A vehicle mounted computer holding data synchronised with a database.

End-to-end mobilising and communications systems - A solution for emergency call handling, mobilising, communications and incident management. The solution will include, but may not be limited to, the provision of: computer aided dispatch system/mobilising system, a communications system, remote location communications equipment (station-end equipment), integration into fire and rescue authority mobile data terminals and the Airwave network to provide mobile data.

Fortek Vision 4 - A system that combines radio and telephony controls, including call line identification, caller location identification and short data messaging.

Full voice and data communications capability - The ability to communicate from the control room with voice and/or send data with other users on the same network and vice-versa.

General Packet Radio Service - A mobile data service that allows packets of data to be transmitted across networks utilising the mobile telecommunications network.

Incident ground radios - Radio communications used by fire authorities to communicate specifically with each other in the immediate vicinity of an incident.

Integrated communications control system - This equipment merges telephony and radio, and allows the control room to manage both functions.

Operational Policy and Procedures Forum - A group looking at the potential for the standardisation of policy and procedure to define a common mobilising and operations policy across more than one fire and rescue authority.

SAN G – A service access node (SAN) G. An older variation of SAN H.

SAN I – A service access node (SAN) type I, which provides an air interface (connection) from the fire and rescue authority's control room into the Airwave network. Essentially, a radio connection that can carry voice and a limited amount of data.

Single virtualised data-centric system - A common system across more than one fire and rescue authority, based on data rather than voice communications, accessible from any suitably enabled computer terminal.

Standard operating procedures - A procedure that informs all members of a service on a common policy of how to complete a task and the associated administration policy.

Station-end mobilisation equipment - The equipment that receives the dispatch and alerting message from the control room and provides information on the incident. It may also provide the data upload/download link to mobile data terminals on vehicles.