

Mr A Harris  
Fire Officers Association  
Branch Secretary  
c/o Merseyside Fire Service Headquarters  
Bridle Road  
Bootle  
Liverpool  
L30 4YD

13<sup>th</sup> June 2011

AM Mottram  
Merseyside Fire Service Headquarters  
Bridle Road  
Bootle  
Liverpool  
L30 4YD

Dear Mr Mottram,

### **Consultation - MACC**

I write on behalf of The Fire Officers Association (FOA) with regard to the consultation on Senior Officer Duty systems.

As requested at the meeting on the 6<sup>th</sup> June 2011 and in your letter dated 8<sup>th</sup> June 2011, appended below are both the points confirming the discussion during the consultation and a final position statement –

- The establishment for MACC will be 40 WTE personnel
- On the basis of the numbers to be employed, it would appear that taking into account annual leave, the staffing will be continually at a minimum level. The service has not indicated how it entails managing and maintaining the minimum staffing levels considering the plethora of

additional statutory leave the service needs to consider e.g. maternity leave, carer leave, special leave, parental leave

- The Service should confirm that all of the work undertaken by MACC staff, including radio and call handling have been included in any data sets, and have therefore been included by Process Evolution in the workload
- How the service will provide resilience for unforeseen operational peaks that could not be managed with a minimum of 5 staff have not indicated
- The Service has should confirm the minimum number of MACC staff required in the Control Room as required by the risk assessment
- Only 2 years of data has been utilised by Process Evolution when there has been numerous studies previously undertaken, the service should include data from a greater period of time
- It would appear evident following the reduction in MACC staff that the current performance cannot be maintained, the Service should indicate how the Service entails managing this reduction in performance
- The FOA has concerns that the increase in pressure and stress due to the reduced numbers working in MACC will cause an increase in absence. Please indicate how the Service entails supporting MACC staff following the reduction in staff and subsequent additional workload
- The current analysis by Process Evolution occurred prior to the implementation of the Airwave system. This has created an additional workload not previously considered, as MACC staff now have to monitor and respond to far more channels than previously. Therefore, please confirm that the Service has considered this position and how this has impacted on the staffing provision
- The procedures regarding call handling by MACC staff when taking emergency calls require them to –
  - challenge callers
  - undertake a risk assessment to determine whether to mobilise appliances
  - if involved in a fire survival call require them to stay with the caller and undertake no other work until appliances are in attendance

Please confirm that the work undertaken by Process Evolution has taken all this into account.

If you require any further information please do not hesitate to contact me.

Yours Sincerely

Allan Harris  
Branch Secretary  
Fire Officers Association