

MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	COMMUNITY SAFETY AND PROTECTION		
DATE:	7 SEPTEMBER 2023	REPORT NO:	CFO/039/23
PRESENTING OFFICER	CHIEF FIRE OFFICER, PHIL GARRIGAN		
RESPONSIBLE OFFICER:	CHIEF FIRE OFFICER, PHIL GARRIGAN	REPORT AUTHOR:	AREA MANAGER BEN RYDER
OFFICERS CONSULTED:	ED FRANKLIN, BILL ELLIOTT, STEWART WOODS, TRACEY BARTLEY, CLAIRE TAYLOR, STEVE LAW, MIKE REA, NICK MCCORMACK		
TITLE OF REPORT:	FIRE CONTROL INVESTMENT IN NEW TECHNOLOGIES AND ROOM RE-DESIGN		

APPENDICES:	APPENDIX A: EQUALITY IMPACT ASSESSMENT
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Purpose of Report

1. To request Members approve the proposal to re-design Primary Fire Control room and invest in technological advancement, in order to enhance the efficiency and effectiveness of operational response.

Recommendation

2. It is recommended that Members approve:
 - a. a new capital scheme for the re-design of the Fire Control Suite at a cost of £95k; and
 - b. the request to draw-down £89k from the Capital Reserve to fund those elements of the upgrade top Fire Control that cannot be covered from existing budgets as detailed in paragraph 16 and 17.

Introduction and Background

3. At the Budget Strategy Day on 19th January 2023, the Chief Fire Officer outlined the requirement to establish the budget for increases in Fire Control establishment and technical advances more intuitive in our mobilisaton and quicker to respond.
4. As a result, Operational Response's Functional Delivery Plan was designed to include; *"Re-design of Fire Control Suite, including investment in new technologies"* (Key deliverable 2).
5. Primary Fire Control moved from Derby Road to the Joint Control Centre (JCC) at Service Headquarters on Bridle Road in 2014. Since the move, the

Merseyside Fire and Rescue Service has made significant upgrades to the mobilising system that have enabled the introduction and integration of new technologies, improving our operational response.

6. The installation of a Media Wall in Primary Fire Control will support new technologies and bring tangible benefits by enhancing communications and situational awareness for Fire Control Operators (FCOs), not only for operational incidents, but also where improved interoperability is required.

7. The Media Wall will support:

- **Evacuation Guidance Template (EGT):** Used in line with Grenfell Tower Inquiry (GTI) Phase 1, Recommendation 12 b; *“that fire and rescue services develop policies for partial and total evacuation of high-rise residential buildings and training to support them;”*
- **AURA:** A dynamic cover tool that provides a live overview of fire cover across Merseyside, allowing Mobilising Officers to quickly identify and minimise standbys and response times.
- **Vision 5 State-board:** Using information taken from the Vision 5 mobilising system, this provides a live view of resource availability and the status of both incidents and officers.
- **National Resilience:** This displays major incidents or incidents that may require additional national resilience assets.
- **Response Eye:** This enables Fire Control to manage the live streaming of Video footage from potential incidents via members of the public.
- **Live feeds:** This provides external live video of operational incidents from various sources, including body worn cameras, drone footage and mainstream news feeds.
- **Meteorological Information and Plume Plotting:** This provides weather related information which, together with local environmental conditions, can support an effective response to ‘Control of Major Accident Hazards’ (COMAH) incidents and other large-scale incidents.
- **Callmy Alerting:** This system is used by Fire Control to send group messages to key personnel and to confirm receipt, such as recall to duty and retained cover activations. Emergency Alerts generated by Callmy users can also be displayed to assist in the triaging of user generated Lone Worker Emergency alerts.

8. The refurbishment work will include:

- Replacement of two existing monitors with a single extra widescreen monitor on each Operator Position within Primary Fire Control.
- Configuration of Vision 5 mobilising system to deliver a more efficient screen layout, which will enhance ergonomics, comfort and the viewing angle for Fire Control Operators (FCOs) when used for extended periods.
- Provision of additional desk space for the deployment of fall-back radios, additional telephony handsets, multiple keyboards and recall paging equipment.

- Provision of new '24-hour' chairs and rise and fall desks within the Primary Fire Control.
 - Installation of the existing 'Clevertouch' screen into Fire Control Training room.
9. All the existing furniture will be relocated for future use in the Secondary Fire Control within the new Training and Development Academy build.

Equality and Diversity Implications

10. An Equality Impact Assessment has been completed in order to inform the report (see Appendix A).

Staff Implications

11. While primary fire control undergoes refurbishment, fire control staff will temporarily relocate to the secondary fire control at the Training and Development Academy (TDA) for a duration of up to 5 weeks. Suitable welfare provision has been considered and will be available to accommodate this.
12. Training requirement is limited as FCOs and Managers are already trained in the above-mentioned systems.
13. There will be some familiarisation training for the generic usage of the media wall operation and any ongoing training as new technology becomes available, or new applications are identified.

Legal Implications

14. A compliant procurement procedure will be followed, as goods and services will be purchased under the Change Control Note (CCN) process under the Telent ICT managed service contract, which expires 31/03/2026.
15. The access of the drone footage through to the media wall should be considered within the data protection impact assessment prior to use.

Financial Implications & Value for Money

16. The total cost of the media wall, ICT investment and control room accommodation refresh is £95,000;
- Media wall, £50,000.
 - Electrical installation, £3,600.
 - New monitors - £6,000.
 - Desks, £10,400.
 - Chairs, £9,000.
 - Installation and associated works, £5,000.
 - Installation of Clever Touch, £1,500.

- Decoration, £9,500
- **Total £95,000.**

17. The ICT asset refresh (monitors) can be contained within the existing ICT capital budget. The office refurbishment, media wall, and clever touch installation will require £89,000 funding from the Capital Reserve.

Risk Management, Health & Safety, and Environmental Implications

18. Health and Safety Regulations such as the Display Screen Equipment (DSE) Regulations etc. have been considered in identifying equipment and office furniture.

19. The media wall will support greater situational awareness for Fire Control staff and aid the ability to communicate directly with incident ground will enhance health and safety of operational staff and members of the public at incidents.

Contribution to Our Vision: *To be the best Fire & Rescue Service in the UK.*

Our Purpose: *Here to serve, Here to protect, Here to keep you safe.*

20. The media wall and the applications supported by it allow FCOs and mobilising officers to direct resources in a more efficient and effective manner, improving response times and fire cover for our communities.

BACKGROUND PAPERS

NONE

GLOSSARY OF TERMS

NONE