

MERSEYSIDE FIRE AND RESCUE AUTHORITY

MEETING OF THE:	POLICY AND RESOURCES COMMITTEE		
DATE:	14 DECEMBER 2023	REPORT NO:	(CFO/056/23)
PRESENTING OFFICER	CHIEF FIRE OFFICER PHIL GARRIGAN		
RESPONSIBLE OFFICER:	BEN RYDER	REPORT AUTHOR:	BILL ELLIOTT ED FRANKLIN
OFFICERS CONSULTED:	JAMES CAMPBELL DEB APPLETON MIKE REA		
TITLE OF REPORT:	ENHANCED MOBILISATION		
APPENDICES:	APPENDIX A	80824 MFRS Enhanced Mobilisation Solution v1.1	

Purpose of Report

1. To seek Authority approval for new budget growth to enable the Operational deployment of Enhanced Mobilisation.

Recommendation

2. It is recommended that Members:
 - (a) note the Added Advantages of Enhanced Mobilisation;
 - (b) note the success of Tyne & Wear Fire & Rescue Service (FRS) in using Enhanced Mobilisation;
 - (c) note the Proposed Project Governance and Timescales
 - (d) approve an increase of £140k in the ICT Capital Budget along with Revenue new Growth of £20k from the financial year 2024/2025.

Introduction and Background

3. Enhanced Mobilisation aims to deliver additional functions within the Fire Control Computer Aided Dispatch (CAD) Mobilising System which will provide early notification of a potential incident based solely on the 999 Callers location.
4. These additional functions will utilise two separate location based datasets:
 - a) The Callers location provided by the Call Handling Agency - British Telecom.

(This information is received by the Mobilising System when a 999 call is established under a process called EISEC - Enhanced Information Service for Emergency Calls).

- b) The nearest available Merseyside FRS appliance to the Callers location within a set travel period.

(This information is calculated within the Mobilising System.)

- 5. By using both datasets the Mobilising System will automatically send a notification message to the selected resource ahead of any potential mobilisation.

The Added Advantages of Enhanced Mobilisation

- 6. The existing mobilisation process requires the Control Room operator to identify the address of the incident from the Caller along with the incident type and other details prior to manually selecting and mobilising the nearest resource. This process can take a protracted period of time depending upon the Caller and the information they are able to convey to the Control Room Operator.
- 7. The proposed Enhanced Mobilisation function outlined in this report would use the location data presented when the 999 call is established to immediately “pre-mobilise” the nearest resource *automatically* without any Control Room Operator intervention and, in the majority of cases, *before* the conversation with the Caller has commenced.
- 8. By automating the Enhanced Mobilisation process, valuable seconds could be saved in responding to an incident and resources arriving on-scene.

The Success of Tyne & Wear FRS in using Enhanced Mobilisation

- 9. A similar process was introduced by Tyne & Wear FRS in 2019 which resulted in a reduction in response times to incidents ranging from 15 - 60 seconds helping to reduce their average ‘**Time of Call**’ to booking ‘**Mobile to Incident**’ by 27 seconds.
- 10. The Merseyside FRS Enhanced Mobilisation project team have considered all aspects of the Tyne & Wear project and adapted the process to take advantage of the specific CAD mobilising system deployed within Fire Control.

Proposed Project Governance and Timescales

- 11. Computer Aided Despatch (CAD) is where incoming emergency calls are logged, and the appropriate resources mobilised to incidents. The Authority uses the Vision 5 CAD application supplied by Secure Solution Services (SSS).
- 12. SSS is managed by Telent under the outsourced ICT service provision contract, and the commercials will come under the contract Change Control Note (CCN) procedures.

13. SSS and Telent will each appoint a project manager (PM); the SSS PM will report to the Telent PM. The Telent PM will in turn report to the Enhanced Mobilised PM who reports to the Enhance Mobilisation project board.
14. Telent engineers, SSS engineers and MFRA subject matter experts will form the project team.

Equality and Diversity Implications

15. There are no equality and diversity implications arising from this report.

Staff Implications

16. The project outlined in this report will ensure that Fire Control and operational crews continue to provide an effective level of incident management and response.
17. Training needs will be identified and training delivered where required.

Legal Implications

18. MFRA has a statutory duty to comply with its core functions under the Fire and Rescue Services Act 2004, including, but not limited to, firefighting, road traffic accidents and emergencies. The role of Fire Control in answering emergency calls and mobilising resources assists MFRA in complying with this statutory duty.
19. 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

Financial Implications & Value for Money

20. An increase of £140k in the ICT Capital Budget along with Revenue new Growth of £20k from the financial year 2024/2025.
21. On completion of further due diligence and benchmarking a purchase order will be raised with Telent and project milestone payments agreed.
22. It is anticipated that the Enhanced Mobilisation process will improve operational response times by 30 – 60 seconds, meaning that this is a very prudent use of fiscal resource. To achieve similar results through other means, such as increasing the number of appliances, would require significantly more financial resource. Such options are cost prohibitive and not best use of public money, given our ability to innovate through new and emerging technology. The Service have tested a number of simulations using the Fire Incident Response Simulator (FIRS) software and models predict it would require approximately 8 – 10 whole-time additional appliances to achieve a 30 second reduction in average response times.

Risk Management, Health & Safety, and Environmental Implications

23. Prior to the signing of the final commercials, further benchmarking and due diligence around the Rough Order Magnitude (ROM) costs will be carried out by telent and MFRA procurement departments.

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.*

24. The introduction of the Enhanced Mobilisation process will assist in our duty to respond to all emergency calls with a level of response appropriate to the risk, and deal with all emergencies efficiently and effectively.

BACKGROUND PAPERS

NONE

GLOSSARY OF TERMS

MFRA	Merseyside Fire and Rescue Authority is the physical and legal entity. When writing reports MFRA is the “object”.
MFRS	Merseyside Fire and Rescue Service is the service provided by MFRA. When writing reports MFRS is the “action”
SSS	Secure Solution Services (Public Sector Ltd) – is the supplier of the Fire Control Mobilising and Communication systems.
CAD	Computer Aided Despatch (Mobilising System)
EISEC	Enhanced Information Service for Emergency Calls – address or location of caller provided by British Telecom (BT)
CCN	Change Control Note