

12 May 2008

FiReControl Update

Decisions

1. Members are invited to note the update from CLG on FiReControl.

Actions Required

2. LGA to action as required.

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FiReControl Update

Summary

1. This paper updates members on recent developments with the implementation of the FiReControl project.

Background

2. As the FiReControl project enters the implementation phase, activity across the project is intensifying. Cllr Jerry Willmott continues to reflect member's views through participation in FiReControl governance arrangements.

Business Case

3. CLG will publish the national business case at the end of June and in addition, regional perspectives that will outline the benefits are being developed with regional project teams. These will include information based on local decisions such as staffing, where this is known. The Business Case Assumption Review Group has been set up to ensure the business case is robust and includes stakeholder contribution. This group has representation from each region and professional groups associated with the project. Work stream leads are responsible for Task & Finish groups who are tasked with clarifying and where necessary recommending changes to key assumptions. Key assumptions are considered and validated by the review group before inclusion in the business case.

Accommodation

4. Four regional control centres (RCCs) have been completed – in the East Midlands, West Midlands, North East and South West. The South East, North West, Yorkshire and Humberside and East of England RCCs are on track for practical completion (PC) this year. Construction on the London RCC is scheduled to start later this year.

Local authority controlled companies (LACCs)

5. Each RCC will be run by an organisation known as a LACC. The LACC is jointly owned by all the Fire and Rescue Authorities (FRAs) in that region. The purpose of the LACC is to provide strong, effective and accountable leadership with responsibility shared fairly between all the FRAs in the region. LACCs have been set up in seven of the eight regions (London will operate under unique arrangements and will not have a LACC). Yorkshire and

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Humberside are aiming to have their LACC set up by August 2008. Two LACCs have taken on their building leases: East Midlands and North East.

Facilities management (FM)

6. CLG has selected a preferred FM supplier for the RCCs – Flagship. Presentations about the preferred supplier and what they can provide will be delivered to all LACCs (or appropriate regional bodies) and the London Fire and Emergency Planning Authority (LFEPA) by the end of June 2008. At these presentations, Communities and Local Government will be asking LACCs to agree to take on and manage the FM contract for their RCC. Presenters will aim to explain the detail of the FM contract to decision-makers, and to answer any questions.

Staffing appointments

RCC Directors

7. RCC directors have been appointed in 6 of the 9 regions – East Midlands (Paul St Clair), West Midlands (Philip Purssey), North East (Kevin Robson), North West (Dominic Whelan), South East (Matthew Goodwin) and South West (Julie Burnett). Interviews will take place on 8 May for Yorkshire and Humberside and a further recruitment exercise for the East of England using head hunters is in progress.

Senior Operations Managers (SOMs) and Service Support Managers (SSMs)

8. The East Midlands and South West have appointed SOMs and the North East position is being recruited. The East Midlands, North East and South West have appointed SSMs.

Staffing model

9. The department has developed a staffing model and has shared this with the regions to help them determine their own staffing numbers. The staffing model is a mathematical model based on a widely recognised and accepted, industry-standard approach for estimating the staff numbers required to meet a given service level in call handling environments. All regions have had a session on the staffing model workings and assumptions. These have provided reassurance about the robustness of the model and been very well received. Work to assess how the RCC network will operate in super-spate conditions is in progress.

Staffing numbers

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10. The South West announced on 31 March that 63 control staff will be required for steady state operation. During the transition from the seven control rooms to the SW RCC, the SWRCC will have a higher number of staff to ensure a smooth changeover. Work is in progress between the regions and the national project team to develop and agree proposals for a staffing pool. This will ensure continuity of business in the existing control rooms prior to cutover to the RCCs, while creating a fully trained pool of staff in the region to staff the RCC from the start of live operations. Agreement has been reached in the East Midlands and South West and agreement is expected to be reached with the North East, West Midlands and North West by the end of May.

General

10. The national team continues to participate in regular information sharing meetings with the Fire Brigades Union alongside representatives from other parts of the Fire & Resilience Directorate.

Technology

11. The Data Capture Management Toolkit 1 (DCMT1) will roll out to early adopter FRSs in mid May, provided that the second run of user assurance testing (UAT2) is successful
DCMT1 will roll out to the first four regions from mid June. The data matching of existing gazetteer information against the National Land and Property Gazetteer (NLPG), which is being undertaken by Intelligent Addressing (who are responsible for NLPG) is in progress for FRSs in batches 1-5. The output of the work will simplify the task of each FRS in completing their review of their gazetteer entries.

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