

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

14TH APRIL 2014

1. SHARED FIRE CONTROL PROJECT UPDATE

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT this report be noted.
- 1.2 THAT Members approve the draft Agreement for Resilience Services with London Fire Brigade and the North West Fire Control.
- 1.3 THAT Members approve that any future minor amendments to the Agreement for Resilience Services can be agreed by the DCFO.

2. PURPOSE OF REPORT

- 2.1 This report is submitted to update the Authority on the progress of the Shared Fire Control Project (SFCP) that the Service is collaborating on with Staffordshire Fire and Rescue Service (SFRS).
- 2.2 This report also seeks approval of the Agreement for Resilience Services (**Appendix A**) for the collaboration with London Fire Brigade and North West Fire Control.

3. BACKGROUND

- 3.1 The Shared Fire Control Governance Board met on 20th January 2014 and 5th March 2014 and received encouraging updates on the work and progress made with this collaborative project which has resulted in the successful go live of the new Shared Fire Control (SFC) on the scheduled date of 31st March.
- 3.2 Training of the existing control staff commenced on 3rd February for six weeks which allowed a two week consolidation period prior to the cut over on 31st March, and a new recruits training course commenced on 27th January for seven weeks.

The new recruits have been employed on a temporary basis subject to a staffing review in 2015. Included in the training schedule were five dedicated days allocated to train six SFRS control staff who have taken up roles in the SFC.

- 3.3 A voluntary redundancy process to reduce the number of watch managers across WMFS and SFRS was completed in January, and four members of control staff from WMFS will leave the Service as a result. Two of these staff left on 31st March and a further two will leave on 30th August. Processes to appoint the two temporary Station Managers and the substantive Group Manager Section Head have also been completed.
- 3.4 Interviews took place in January for new permanent control operator positions in the SFC. There were nine successful candidates comprising mainly experienced control staff previously employed via the Pertemps HR agency in both WMFS and SFRS, together with one redeployment candidate from within WMFS. Six new temporary agency recruits also successfully completed the initial training course and joined the SFC team prior to go live.
- 3.5 The new combined Home Safety Contact Centre also successfully went live on 31st March. The centre is currently comprised of four agency staff and one member of staff who has transferred across from SFRS. A further recruitment drive will now take place to ensure that the joint Contact Centre team is fully resourced.
- 3.6 To safeguard against the continued loss of SFRS Control staff a short term business continuity plan was implemented to set up a SFRS 'pod' within WMFS Control Room. This 'pod' would have been run with SFRS control resources with support from WMFS control staff; however this contingency was not required prior to cutover.
- 3.7 Work on updating the WMFS Vision Command and Control live, training and test systems with the combined WMFS and SFRS data, together with the technical communication links between the Vision system in WMFS and the SFRS Station end equipment and Mobile Data Terminals (MDTs) has been successfully completed.
- 3.8 The Project Team is reviewing a refreshed Capita-Fortek Vision 4 Command and Control upgrade with a view to progressing to Vision 4 within the next 12 months. A quote has been received from Capita for the purchase of the new Integrated Communications Control System (ICCS), and the order for this has now been placed.

Orders have also been raised with Airwave and Aristi to carry out site surveys for the new Airwave SAN H equipment, and to enable us to achieve the necessary Code of Connection.

- 3.9 A report detailing the outcomes of the branding and identity work for the SFC was presented to the March Governance Board and was then released for consultation. The report set out that whilst WMFS is the employing authority, the branding and identity should reflect the fact that the new Fire Control Service supports the business of two FRS. The report also recognised that the views of the Control staff are important, and the recommendations of the report were reflective of the outcomes of staff engagement.
- 3.10 The Governance Board approved that the new shared control will be called Staffordshire and West Midlands Fire Control (S&WMFC), and that the merged WMFS Contact Centre and SFRS 0800 Team will be called the Staffordshire and West Midlands Home Safety Centre.
- 3.11 The Control staff expressed a desire to adopt a traditional style Fire Service uniform incorporating rank markings and based on the theme of black and white with options around open neck shirts, cravats and black ties. The Board therefore agreed to adopt the uniform currently worn by WMFS staff as an interim clothing option with work to continue to determine a new approach to uniform that will support the creation of a new identity for S&WMFC. This work will also be considered as part of the Full Solution review in April 2015 where decisions will be reviewed to ensure that they remain fit for purpose.
- 3.12 The Board agreed that staff roles will be referred to using the term in the National Role Maps of Manager, and that the Fire Control teams will follow the 'colour watch' naming conventions used on Fire Stations.
- 3.13 Staff will now be engaged in developing a cultural framework for the new S&WMFC that will reflect the purpose, core values and cultural vision of the centre. A new Sign for Fire Control with the name Staffordshire and West Midlands Fire Control will be commissioned, along with work on developing a single logo to complement the sign and a new letterhead design.
- 3.14 Building work on improving the facilities at the primary control site at Vauxhall Road has been completed. These works have improved the working environment in terms of locker space, toilets and showers and rest facilities.

These improvements support the requirement of a fit for purpose facility that will support the increase in staff and the new SFC

- 3.15 The Chairs of the West Midlands and the Stoke-on-Trent and Staffordshire Fire and Rescue Authorities have signed the Service Level Agreement for the Shared Fire Control Centre and Fire Control Services. These documents were also to be signed by the Solicitors to both Authorities. The Service Level Agreement will be the legal mechanism overarching the shared service and this will ensure both Authorities continue to meet their legislative responsibilities.

SHARED FIRE CONTROL RESILIENCE

- 3.16 Prior to the SFC go live Staffordshire Fire Control provided the resilience arrangements for WMFS Fire Control, and Shropshire provided resilience for Staffordshire. This arrangement supported spike and spate conditions, and evacuation fallback events. With the move to the single facility these resilience arrangements have been amended.
- 3.17 To ensure the continuity of resilience arrangements, work has been on-going with London Fire Brigade (LFB) and the North West Fire Control (NWFC) to establish a tripartite arrangement. This has led to the provision of resilience for each Fire Control facility and subsequently ensures the continued delivery of the Fire Control function should circumstances arise that impact on an individual Fire Service's ability to continue to provide a fire control function. To ensure a joint vision and set of deliverables an agreement has been reached between the parties.
- 3.18 **Vision** – To develop and deliver a resilient relationship between the three busiest Fire Service Control Rooms in England, to provide support to each other and to the communities they serve, through receiving calls and responding to emergencies on behalf of each other when required.
- 3.19 **Deliverables** – Provide an improved service to the public through an enhanced capability for the receipt of emergency calls during spike, spate and evacuation fall-back conditions, using the technology and resources available to the three Control Rooms. This will be supported by agreements and arrangements in place between the organisations through a phased approach commencing in March 2014.

- 3.20 **Phase 1** - this will provide a manual solution to each Service, delivering fall-back arrangements that will support an immediate evacuation of the primary Control. These arrangements will also support the management of overflow 999 calls in spike or spate conditions.
- 3.21 **Phase 2** – this would incorporate a technical solution that would provide the arrangements detailed under Phase 1 but would also enable the remote mobilisation of assets.
- 3.22 To progress the resilience work, governance arrangements have been established which include a Strategic Board and an Implementation Board. All parties are represented through these governance arrangements.
- 3.23 These resilience arrangements also provide elements of national resilience through the collaboration between three Fire Controls which combined receive and handle circa 40% of all 999 calls made within England. The grant that was received through the Shared Fire Control project submission did not include any specific funding for this resilience work. A separate funding submission will be made on behalf of the tripartite arrangement to the Fire and Rescue Authority Transformation Fund 2015/16.
- 3.24 Work is now complete on Phase 1 and arrangements are in place with London Fire Brigade Control who now provides resilience for the new SFC.
- 3.25 To support Phase 2 plans, work has commenced on preparing a joint bid for an allocation from the Fire and Rescue Authority Transformation Fund. The final bid process has been announced with a closing date of 17th June 2014 for allocation of funds 2015-2016.
- 3.26 An Agreement for Resilience Services document (**Appendix A**) has been developed to cover the tripartite arrangement with London Fire Brigade and the North West Fire Control, and is now submitted for Members' approval.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment (EIA) has been carried out. A component of the Shared Fire Control Project has been to review and improve the facilities for the increased number of staff working in the new centre, including both the Fire Control staff and the Home Safety Centre staff.

Work has been undertaken to improve the environment by providing larger individual lockers for all staff in separate locker rooms for male and female staff, with the inclusion of new private changing cubicles in both. Proportionately the number of female staff to male staff is 10:1, and the number of toilets for use by female staff has been increased appropriately to reflect this. Enhanced rest space and seating and a larger improved kitchen facility have been provided for use by all staff equally. The EIA found that these improvements support the requirement for a fit for purpose facility that will support all staff in the new SFC.

5. **LEGAL IMPLICATIONS**

With regard to the tripartite agreement, Part 2, Section 7 (2)(C) of the Fire and Rescue Services Act 2004 places a legal requirement on Fire Authorities to provide a means for dealing with emergency calls and providing a response to those calls. To ensure business continuity, resilience arrangements of the nature detailed in the Agreement for Resilience Services (**Appendix A**) are required.

6. **FINANCIAL IMPLICATIONS**

- 6.1 The project was jointly allocated £3.6m by the Department for Communities and Local Government (DCLG)
- 6.2 The current spend and committed spend for the project totals £1,426,744 with a further forecast spend of £2,138,758 of which a large proportion is assigned to technology improvements that will be implemented over the next 12 months. A further amount of £34,498 is still to be allocated.
- 6.3 The predicted cost of the shared Fire Control centre is circa £4 million and will deliver savings of £1.5 million when compared to the previous combined operating costs of the two separate centres. The Service Level Agreement has set out that the combined control cost will be funded on a 70:30 basis (WMFS:SFRS).
- 6.4 The estimated cost of the Home Safety Centre is £140k per annum. It has initially been agreed to fund this cost on a 50:50 basis.

- 6.5 The current financial implications in relation to the Agreement for Resilience Services (**Appendix A**) are linked to the time spent by individual officers on this piece of work, however there is likely to be a financial impact as the arrangements move from a manual solution to a technological one. A collaborative bid is being developed for submission to the Fire and Rescue Authority Transformation Fund 2015/16. In the event of this funding application not being successful a further paper will be presented through each of the three Fire Control governance arrangements with the financial details relating to this work.

7. **RISK IMPLICATIONS**

- 7.1 To provide and ensure business continuity, it is appropriate for the SFC facility to have resilience arrangements in place with another Fire Control. Due to the levels of emergency calls that will be handled through the SFC, a provider at a remote location from the Fire Control site in Birmingham, with a similar pattern of demand, is required. The tripartite arrangement with LFB and NWFC offers substantial resilience to all parties and provides a level of national resilience not yet available through a networked solution. The risk of entering into an arrangement with a smaller service provider would be their capacity to handle the volume of calls experienced by the SFC.
- 7.2 The Government is looking to construct a HS2 route from London to Birmingham and up to the northern cities of Manchester and Leeds. Initial plans of the proposed route were made public during the Summer of 2013 which indicated there was a potential impact on the Fire Service Headquarters site including the site of the new Shared Fire Control. Concerns arising from these issues were forwarded to HS2 representatives in July 2013. A meeting with HS2 representatives took place on 3rd April and a verbal update will be presented at the meeting.

BACKGROUND PAPERS

Communities and Local Government information for Funding Bids – www.communities.gov.uk/documents/fire/pdf/20975651.pdf

Fire and Rescue Services National Framework 2008/11

Fire and Rescue National Framework for England – Consultation

Fire and rescue authority transformation funds for 2015 to 2016 bids:
<https://www.gov.uk/government/publications/fire-and-rescue-authority-transformation-funds-for-2015-to-2016-bids>

The contact name for this report is Linda Melland, Fire Control, 0121 380 6800.

PHIL LOACH
CHIEF FIRE OFFICER



LONDON FIRE BRIGADE Formatted

AGREEMENT
FOR RECIPROCAL CONTROL ROOM WORKING ARRANGEMENTS
BETWEEN
LONDON FIRE AND EMERGENCY PLANNING AUTHORITY
AND
WEST MIDLANDS FIRE AND RESCUE AUTHORITY AND STOKE-ON-TRENT AND
STAFFORDSHIRE FIRE AND RESCUE AUTHORITY (operating THE JOINT WEST MIDLANDS
FIRE SERVICE AND STAFFORDSHIRE FIRE AND RESCUE SERVICE CONTROL ROOM)
AND
N W FIRE CONTROL LTD

DATED – DD MMMM YYYY

Deleted: ¶

THIS AGREEMENT IS MADE BETWEEN:

(1) London Fire and Emergency Planning Authority (LFEPA) of 169 Union Street, London SE1 0LL and

(2) NW Fire Control Ltd (NWFCL) (company registration number 6314891) of Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3UZ and

(3) West Midlands Fire and Rescue Authority of 99 Vauxhall Road, Birmingham, B7 4HW and Stoke-on-Trent and Staffordshire Fire and Rescue Authority of Pirehill, Stone, Staffordshire, ST15 0BS (Staffordshire & West Midlands Fire Control)

Deleted: WMFS/SFRS

1.1 This Agreement for reciprocal Control Room working arrangements has been made between the London Fire and Emergency Planning Authority (LFEPA) of 169 Union Street, London SE1 0LL, NW Fire Control Ltd (NWFCL) (company registration number 6314891) of Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3UZ and West Midlands Fire and Rescue Authority of 99 Vauxhall Road, Birmingham, B7 4HW and Stoke-on-Trent and Staffordshire Fire and Rescue Authority of Pirehill, Stone, Staffordshire, ST15 0BS (the Parties or Party or any one of them).

Deleted: t

Nothing contained in this Agreement shall replace or detract from the statutory functions and legal rights and obligations of the participating Parties.

1.2 The purpose of this Agreement is to outline the improved arrangements for resilience for each of the Parties, to assume responsibility as and when required for the reciprocal receipt of emergency calls and (where this is agreed) mobilising the appropriate appliances during any one or all of the following situations:-

(a) Spike conditions where a high volume of emergency calls are received for one or more incidents over a short period of time, e.g. a vehicle fire on a motorway generating multiple emergency calls, or

(b) Spate conditions where a high volume of emergency calls are received over a sustained period of time, e.g. abnormal weather conditions (electrical storm) generating multiple emergency calls to multiple incidents involving properties struck by lightning, flooded premises, people trapped in floodwater, or,

(c) For the period between an emergency evacuation of the Primary Control Room and until such time as the Secondary Control Room is operational as advised by the relevant Party. This will normally be for a period of up to one hour, the time accounted for is to complete the evacuation of the Primary Control, travel to the Secondary Control Room location and initiate operations. This will normally occur for spontaneous catastrophic events, e.g. fire, terrorist action or system(s) failures and will include mobilising operational resources to all property fires and life risk situations.

Deleted:

1.3 For the avoidance of doubt:- The Fire and Rescue Service National Co-ordination Centre (FRSNCC) is not included as separate arrangements apply

1.4 As part of their normal business, each Party will have their own Business Continuity/Disaster Recovery arrangements in place. For catastrophic events where it is not possible to carry out a full evacuation of Control Room personnel (due to their unavailability), the support arrangements above will continue to apply. However, it is likely that until the Business Continuity/Disaster Recovery arrangements for the affected Control Room are in place, the length of time for support to be provided may exceed one hour.

- 1.5 For pre-planned evacuations of the Primary Control Room, e.g. due to essential maintenance, etc., the collaborative support arrangements will normally not be activated.
- 1.6 Each Party will maintain a Primary Control Room, currently at the following locations:-
- NW Fire Control Ltd, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3UZ.
 - West Midlands Fire Service, Fire and Rescue Service Headquarters, 99 Vauxhall Road, Birmingham, B7 4HW.
 - London Fire and Emergency Planning Authority, London Operations Centre (LOC), Merton Industrial Park, Jubilee Way, London, SW19 3XD.
- 1.7 Each Party will maintain a Secondary Control Room, currently at the following locations:-
- NW Fire Control Ltd, Stretford Fire Station, Park Road, Stretford, Manchester M32 8RJ
 - West Midlands Fire Service Academy, Dartmouth Road, Smethwick B66 1BG
 - London Fire and Emergency Planning Authority, Stratford Fire Station, 117 Romford Road, E15
- 1.8 The Parties agree to take all actions and provide all information required for all Parties to meet their obligations as set out in this Agreement as soon as is reasonably practicable. This includes providing such documentation and equipment to each of the Assisting Control Rooms to enable emergency call handling, mobilising of resources and incident support to take place.
- 1.9 Each of the Parties will be responsible for their individual costs incurred that are associated with the proposed arrangements.
- 1.10 The proposed arrangements will be subject to a thorough, robust and assured testing arrangement prior to commencement. (see Schedule 1, section 7 - Training)
- 1.11 The arrangements in this Agreement will provide for a resilient, improved, enhanced and robust service, designed to help ensure a seamless, transparent and uninterrupted emergency call service is provided to the public at all times.
- 1.12 The following concept development and scoping has been identified:-
- *Vision* – To develop and deliver a resilient relationship between the three busiest Fire Service Control Rooms in England, to provide support to each other and to the communities they serve, through receiving emergency calls and responding to emergencies on behalf of each other when required.
 - *Deliverables* – Provide an improved service to the public through an enhanced capability for the receipt of emergency calls during spike, spate and fallback conditions, using the technology and resources available to the three Control Rooms. This will be supported by agreements and arrangements in place between the organisations through a phased approach commencing in March 2014.
- 1.13 The following governance arrangements will be in place to support the successful resolution of the arrangements:-

Deleted: .
Deleted: .

Deleted: .
Deleted: , Smethwick Fire Station

- **Strategy Board** – consisting of Principal Officers on behalf of each of the Parties. Currently, these are John Anthony (LFB), Paul Hancock (NWFC), Phil Hales (WMFS) and Peter Dartford (SFRS) (or their nominated representatives) and will provide strategic direction.
- **Implementation Board** – consisting of Terry Smith (LFB), Linda Melland (S&WMFC), Sarah Wilson (NWFC) and will ensure that the arrangements are in place at the required time and to the necessary standard.
- **Tactical Group** – consisting of Vic Bagnelle (LFB), Pete Walker (S&WMFC), Sarah Wilson (NWFC) and ensure that the appropriate operating arrangements are in place to provide the necessary standard under the situations agreed.

Deleted: Jeff Powell/
Deleted: WMFS
Deleted: Helen Harrison (SFRS).
Deleted: Kim Tierney (WMFS).
Deleted: SFRS

Terms of Reference (ToR) for each of these groups are in place.

- 1.14 The primary contact for the LFEPA in relation to this Agreement is the Principal Operations Manager Scott Hayward, London Fire Brigade, London Operations Centre (LOC), Merton Industrial Park, Jubilee Way, London, SW19 3WL.
- 1.15 The primary contact for the WMFS/SFRS in relation to this Agreement is Group Manager Linda Melland, Fire Control Section Head, West Midlands Fire Service, Fire and Rescue Service Headquarters, 99 Vauxhall Road, Birmingham, B7 4HW.
- 1.16 The primary contact for the NW Fire Control Ltd in relation to this Agreement is Senior Operations Manager Sarah Wilson, North West Fire Control, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3UZ.
- 1.17 Quarterly liaison will be maintained between the Parties to review these working arrangements and practices.
- 1.18 An annual review of working practices will be carried out at least per annum between the Parties to update and refine the procedures set out in Schedule 1 to achieve best practice once the Agreement has gone live.
- 1.19 The Parties will hold harmless and indemnify each other its employees and agents against liability for and from the costs of defending or paying all claims and proceedings for damages together with any related claims for legal costs and, expenses brought against the participating Control Rooms by any other person or body for death personal injury or other claims including (but not by way of limitation) economic loss howsoever arising out of or in relation to the provision of the service set out in clause 1.2 above and Schedule 1. The Parties will also indemnify each of the participating Control Rooms against the costs of participation in and, in respect of any legal costs incurred in, representation at any Inquest or Public Inquiry into any matters arising out of or in relation to the provision of the service and also the legal and related costs of defending any criminal proceedings related to the manner in which those services are delivered.

Deleted: ¶

Deleted: ¶
Formatted: Normal

Deleted: 5

2 Support services

- 2.1 The Parties undertake to use all reasonable endeavours to provide the reciprocal support services described in Schedule 1 of this Agreement should situations occur as detailed in paragraph 1.2 above.

Deleted: 5

2.2 To facilitate the provision of the support services, each of the Parties will provide to the other a set of pre-agreed working protocols.

2.3 Initially, manual processes will be put into place to support the collaborative arrangements. For this initial stage, the following key principles have been agreed that the participating Control Rooms will:-

- use the BT call filtering facility
- filter calls using a question set agreed by all three Parties
- adopt the same prioritisations for different incident types, i.e. life risk, risk to property
- use an agreed call collection form
- use experience, knowledge and general mobilising principles for pre-determined attendances (PDA) in addition to those specific risks identified by each Party
- default to parish mobilising and/or map books with look up tables
- establish contact and return all resources to home stations
- turn out resources by telephone
- instruct appliances to use one talk group and talk to all resources on that talk group
- contact other agencies
- designate a point of contact (Control Room Senior Managers for each of the Control Rooms as appropriate)
- ensure all assistance requests are passed back to the evacuating Control Room consider the need to share additional information, i.e. risk and motorway information

2.4 The longer term intention is to further improve these arrangements by a technology led solution, e.g. the use of MAIT (Multi-Agency Information Transfer) for the transfer of emergency calls between Control Rooms.

2.4 A Communications Plan will be in place to ensure all major stakeholders are aware of the collaborative arrangements. This will include (but is not limited to) British Telecom, other blue-light agencies in each of the respective areas and personnel from each of the Fire and Rescue Services involved (including Representative Bodies).

Deleted: ¶

3 Term

3.1 To provide the necessary support to the WMFS/SFRS and NWFCL Control Rooms, this Agreement will commence on 27 March 2014 for a term of 1 year, save for earlier termination in accordance with clause 5. It will only take effect in relation to support for the LFEPA Control Room, on 26 July 2014 and align with the above to conclude on 31 March 2015, save for earlier termination in accordance with clause 5. *(These dates may change in the light of current discussions)*

Comment: WHAT IS THE CURRENT POSITION? DOES THIS NEED TO BE UPDATED?

3.2 This Agreement may be extended by the written and signed agreement of the Parties on whatsoever terms the Parties may agree.

Deleted: ¶

4 Variation

4.1 The arrangements in this Agreement are intended to be dynamic in nature and may be amended by mutual written agreement as working practices between the Parties.

4.2 Amendments to this Agreement must be made in writing, agreed and signed by the Parties.

Deleted: ¶

5 Termination

- 5.1 A Party may end its involvement in this Agreement by giving both of the other Parties six (6) months prior notice in writing.
- 5.2 A Party may end its involvement in this Agreement at any time if any Party has substantially failed to fulfil its obligations under this Agreement. It must serve notice in writing on the other Parties.

6 Dispute Resolution

Where a dispute arises between the Parties out of or in connection with this Agreement the Parties shall seek to resolve the matter using this dispute resolution procedure. In all instances the Parties shall aim to resolve the dispute as quickly as possible and at the earliest stage in this dispute resolution procedure.

The Parties shall initially arrange for the individuals shown as primary contacts to conduct a telephone conference to discuss the dispute, normally within 5 days of the dispute arising.

Where the primary contacts fail to resolve the dispute they shall escalate the dispute to the most senior officer responsible for control and mobilising arrangements within their respective organisations.

The senior officers shall arrange to conduct a telephone conference to discuss the dispute, normally within 5 days of the referral by the primary contacts.

Where the senior officers are unable to resolve the dispute they shall further escalate the dispute to the officer fulfilling the role of Chief Fire Officer (or equivalent) within their organisation (in the case of NWFL one of the Chiefs from the owning Authorities is likely to fulfil this role).

The Chiefs shall arrange to meet and this shall normally be arranged within 20 days of the dispute arising.

<p>Signed for and on behalf of the London Fire and Emergency Planning Authority by:</p> <p>Signature:</p> <p>.....</p> <p>Name.....</p> <p>.....</p> <p>Title.....</p> <p>.....</p> <p>Date.....</p> <p>.....</p>	<p>Signed for and on behalf of West Midlands Fire and Rescue Authority by:</p> <p>Signature</p> <p>.....</p> <p>Name.....</p> <p>.....</p> <p>Title.....</p> <p>.....</p> <p>Date.....</p> <p>.....</p>
<p>Signed for and on behalf of the N W Fire Control Ltd by:</p> <p>Signature:</p> <p>.....</p> <p>Name.....</p> <p>.....</p> <p>Title.....</p> <p>.....</p> <p>Date.....</p> <p>.....</p>	<p>Signed for and on behalf of Stoke-on-Trent and Staffordshire Fire and Rescue Authority by:</p> <p>Signature</p> <p>.....</p> <p>Name.....</p> <p>.....</p> <p>Title.....</p> <p>.....</p> <p>Date.....</p> <p>.....</p>

Schedule 1

1 Introduction

The following outlines the general arrangements and procedures that will apply for the events, occurrences and incidents outlined in paragraph 1.2 above. Detailed Contingency Plans will be maintained by each of the Parties to cover their individual and specific service needs.

Deleted: 5

2 Definitions

The following definitions are provided to ensure where responsibility and authority is held at all times when these events take place.

Host Control Room

The Host Control Room is the location primarily affected by the event, occurrence or incident (s) as described in paragraph 1.2. The Host Control Room will have a Primary and Secondary location.

Deleted: 5

Assisting Control Room(s)

The Assisting Control Room(s) are the location(s) not primarily affected by the event, occurrence or incident (s) as described in paragraph 1.2. The Assisting Control Room(s) will have a Primary and Secondary location.

Deleted: 5

Control Room Senior Manager

The Control Room Senior Manager (CRSM) is the responsible for either activating or responding to activation of the arrangements in their respective Control Room.

3 Spike conditions

3.1 In the event of spike situations within the Host Control Room as detailed in paragraph 1.2 of this Agreement, the Assisting Control Rooms will:-

Deleted: 5

Deleted: MoU

- a. Receive, filter and process emergency calls on behalf of the Host Control Room;
- b. Identify the address and nature of reported incident;
- c. Pass the emergency call back to the Host Control Room using pre-determined telephone contact numbers.

4 Spate conditions

4.1 In the event of spat situations within the Host Control Room as detailed in paragraph 1.2 of this Agreement, the Assisting Control Rooms will:-

Deleted: 5

- d. Receive, filter and process emergency calls on behalf of the Host Control Room;
- e. Identify the address and nature of reported incident;
- f. If the call involves fire or life risk, pass the emergency call back to the Host Control Room using pre-determined telephone contact numbers;
- g. If the call is non-urgent, pass the emergency call back to the Host Control Room using pre-determined telephone contact numbers or other agreed arrangements.

5 Emergency evacuation conditions

5.1 In the event of an emergency evacuation of the Host Control Room as detailed in paragraph 1.2 of this Agreement, the Assisting Control Rooms will:-

Deleted: 5

- h. Receive, filter and process emergency calls on behalf of the Host Control Room;
- i. Identify the address and nature of reported incident;
- j. In accordance for the agreed protocols for response (see paragraph 1.2 above), identify the nearest resources (of the Host Control Room) to attend (if this is appropriate);
- k. Contact the relevant fire station and mobilise the resource(s).
- l. Contact and mobilise the relevant officer.

Deleted: 5

5.2 In order to ensure the necessary management and control of the Host Control Rooms emergency call handling and mobilising of resources takes place during these situations, one of the Assisting Control Rooms will be (predefined) nominated as the Lead, thereby ensuring that the correct level of co-ordination takes place. This arrangement will stay in place until such times as the Host Control (from either its Primary or Secondary Control Room) is able to resume operations.

Responsibility of Host Control Room

5.3 To initiate the arrangements, the Control Room Senior Manager (CRSM) of the Host Control Room will ensure that:

- a. The Assisting Control Rooms are notified of the expectation that emergency calls for the Host Control Room are likely to be received;
- b. British Telecom (BT) and Cable & Wireless (C&W) are informed and instructed of the situation and that if it is not possible to connect to the Host Control Room, emergency calls are to be directed to the Assisting Control Rooms (using agreed predefined telephone contact numbers) *(this will change should BT SmartNumbers be used)*;
- c. The appropriate Police and Ambulance Services whose areas are covered by the Host Control Room Service are instructed to pass emergency calls to the Assisting Control Rooms (using agreed predefined telephone contact numbers) *(this will change should BT SmartNumbers be used)*;
- d. Using local arrangements, ensure that fire stations, appliances and officers within the Host Control Room area are notified, instructing them to use voice only radio communications using plain speak on the appropriate Airwave radio channel

Responsibility of Assisting Control Room(s)

5.4 On receipt of notification that the arrangements as outlined in this Agreement are to be activated, the CRSM of the Assisting Control Room(s) will ensure that staff will:-

- a. take and process emergency calls destined for the Host Control;
- b. complete emergency call details using agreed documentation;
- c. mobilise a response (if appropriate) in accordance with the criteria set out in this Agreement
- d. record all subsequent radio traffic and requests

Agreed documentation

5.5 To support these arrangements, each of the Parties will agree a standard and consistent method of recording emergency calls using agreed documentation. As a minimum, each of the participating Control Rooms will have access to;

- a. A form for the receipt of an emergency call
- b. Access to map and gazetteer information of each Authority's areas
- c. Access to appliance resource availability information
- d. Copies of any reference information files are used during the mobilising process
- e. Access to any hazard and risk information
- f. Telephone numbers of fire stations within each Control Rooms area
- g. Telephone numbers of principal and senior officers within each Control Rooms area
- h. Telephone numbers for contacting other blue-light agencies in each Control Rooms area
- i. An agreed emergency response

6 Hand back of operations to the Host Control Room

6.1 When the CRSM of the Host Control Room (at either the Primary or Secondary Control Room) considers that sufficient staff are available and/or contingency arrangements are in place, they will ensure:

- a. The Assisting Control Room (s) are contacted and notified that the Host Control Room is in a position to begin the hand-back process;
- b. The Assisting Control Room (s) are requested for information and updates on all current incidents and status of the Host Control Rooms resources;
- c. The Assisting Control Room (s) are requested for information on any incidents that were not attended;
- d. British Telecom (BT) and Cable & Wireless (C&W) are informed that emergency calls may now be connected to the Host Control (this will change should BT SmartNumbers be used);
- e. The appropriate blue-light agencies whose areas are covered by the Host Control Room Service are instructed to revert to normal emergency call handling procedures (this will change should BT SmartNumbers be used);
- f. Using local arrangements, ensure that fire stations, appliances and officers within the Host Control Room area are notified of the return to normal mobilising arrangements.

7 Training, familiarisation and maintaining competence

2.1 Training and exercises will be carried out by each of the Control Rooms at times suitable to all Parties and at least once a year.