

Welcome to your new Monthly Newsletter

As we continue to move closer to the go live date, newsletters will now be published monthly, containing regular updates on all of the main workstreams, as well as photographs to enable you to see what is happening at Haywards Heath as the refurbishment progresses.

All relevant information is also posted onto the intranet sites as well, so you have access to everything which has been published. Staff communication and information is a very important part of this project and we want to ensure that you are kept fully up to date with all new developments.

A big welcome to colleagues from West Sussex Fire & Rescue Service who will TUPE transfer over to East Sussex Fire Authority on 1st May. The statutory responsibility for call handling and mobilisation for West Sussex Fire & Rescue Service also becomes the responsibility of East Sussex Fire Authority on this date.

During the interim period from the 1st May until the go-live date of no later than 31st March, there will be a restructure and we will be recruiting to that structure. The proposed structure changes are currently out for consultation with representative bodies and will be concluded as soon as possible.

Work continues at a fast pace in all workstreams. As part of the mobilising system build, Remsdaq are currently collating data from both Services prior to combining it into a mobilising system. We are providing them with a range of information, including details such as station numbers, appliances and risks.



The draft SCC Concept of Operations document has been written. This is intended to provide guidance and direction to all SCC stakeholders when considering the services, scope, operation and interaction of the SCC in steady state. This will now be reviewed by the Project Board. Once this has been agreed, it will be circulated.

Work continues around turning the ops procedures into control procedures, although there is still some work to be done around the operational side of things. We're in the process of pulling together two Services that do things differently; however, this is progressing positively.

Your Newsletter... Your Choice

Back in August 2012, we published four logo designs for the SCC Newsletter and asked staff to get involved and tell us which one they liked best. Logo 1 – used for this issue – was the clear winner!

Thanks to everyone who responded.

Ways of Working Workstream

The purpose of the Ways of Working work-stream is to align as many procedures as possible, both

WoW

operationally and in Control before go-live of the SCC.

This work will ensure the service provided by the SCC

will be the most efficient and safe way of working for both operational staff and the control operators themselves.

The Operational WoW team of Steve Huggins and Nick Horner are working towards aligning 90% of operational procedures. This work also incorporates agreement on national call signs, PDAs, station numbers, officer mobilising and implementation of regional incident types.

The Operational side of the WoW is due to be complete by 1st June 2013 and the Control aspects of WoW by 1st September 2013 to ensure the Remsdaq mobilising system is ready for testing and to start SCC operator training in November.

The Control WoW team of Lynne Mapley and Emma Huntly of WSFRS and Dick Broady of ESFRS are working on the Control aspects of the operational WoW to ensure SCC operators can mobilise resources and have access to relevant incident information and procedures. They will also be looking at the many administrative practices the two existing Control rooms carry out to enable a single way of working.

Training

The Training work-stream runs in conjunction with the WoW work-stream.

Where operational practices change a process for training/informing all operational and control staff of the changes will be provided.

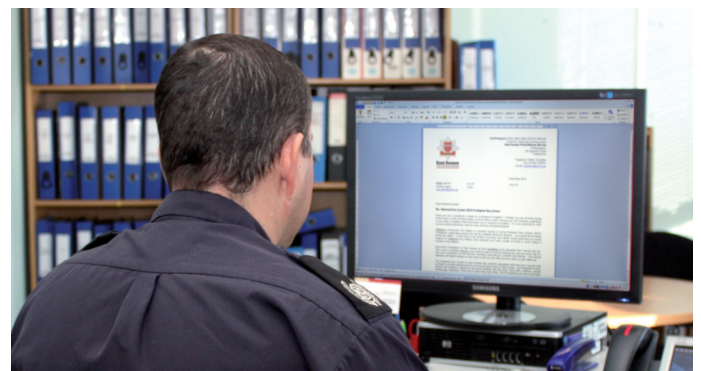
SCC operators will have to be trained on both the changes to operational practices and the new technology. All SCC staff will learn a new mobilising system, call handling equipment (ICCS) and other associated IT systems. Identified changes to Control practices that can be brought in before go-live will be implemented to ease the load for both operators and trainers.



The greater use of MDTs will impact upon radio working practices for both SCC staff and operational staff as the majority of messages will be sent by 'button box'. The current situation of 'all informed' will cease and incidents will be assigned talk-groups. Resources allocated to a talk group will hear only messages for their incidents.

Service crewing for both FRSs for operational fire-fighters and flexi duty officers will be undertaken by the SCC. Joint WoW and training will be required for the staff undertaking this work, but it will also require a level of training for operational staff and flexi-duty officers.

Human Resources



WSFRS

WSFRS HR is responsible for managing and consulting on the TUPE transfer process. The work of the WSCC HR team will finish on 1st May, when all WSFRS CMC staff transfer to East Sussex Fire & Rescue Service. However, they will be available to assist with any queries on policy application.

ESFRS HR

Formal consultation with representative bodies has commenced regarding the SCC structure and shift patterns. Information has also been given to staff.

Consultation on the structure and shift pattern will go through a six week consultation period. Responses are expected shortly.

Job Evaluation Panels for roles within SCC will sit during April and May.

An Induction into ESFRS will be given to West Sussex Managers on the 17 April 2013, and visits to Service HQ. The CFO & CE, DCFO and DRR are also planned in to visit Control staff at Chichester.

Some uniform and name badges are being organised for West Sussex staff for 1 May 2013 TUPE date.

Further staff briefings are planned for the near future.

Premises & Accommodation



Planning work on the Premises and Accommodation (P&A) aspects of the SCC project has now reached an important milestone with all detailed design drawings agreed and the appointment of a contractor to undertake the initial construction work. The P&A work is complex and

involves a number of specialist contractors & service providers both internal and external. Final decisions on both these aspects will be made by the Project Board.

In summary, the P&A construction works incorporate the following aspects:

- Relocation of existing locker room and gym into the appliance bay.
- Creation of a new plant room and UPS room in space currently occupied by existing locker room and gym.
- Creation on a new server room in the appliance bay.
- Removal of office partitions on the first floor to create an 'open-plan' space that will form the new control room of the SCC.
- Raising the existing roof over the proposed new control room by approximately 1.2 metres to facilitate the inclusion of a raised floor for cabling and sufficient height for air-conditioning systems to be incorporated into the space.

Enhanced electrical supplies have been incorporated into the design for the level of resilience expected of a modern control room. These include:

- Provision of a new 500 kVa 'mains' supply to the building to provide two ring mains A & B for power.
- UPS supported battery power to provide a minimum of 30 minutes backup supply.
- Two new onsite 270 kVa generators to provide back-up power for the whole site.

Finally, the new design features a number of enhanced security features, including:

- Restricted access externally & internally.
- Internal doors keypad/swipe card access.
- CCTV at designated positions internally & externally.
- Security lighting & alarms.

Plans have been discussed with affected personnel from both FRSs and suggestions, where affordable & practicable, have been incorporated into the designs. In addition, an external company specialising in ergonomics has been appointed to consider and make recommendations with regard to the working space.

This project represents a significant investment by both East & West FRSs in the way we provide the service to the community right across Sussex and will impact on both services for many years to come.



Technical

Very much linked is with the P&A work is that of the Technical aspects of the SCC project. Similarly this involves a number of aspects and organisations both internal and external. In summary the technical aspects and suppliers include:

- A new Mobilising Resource Management System (MRMS) provided by Remsdaq. This is a new mobilising system known commercially as '4i'. In addition to installing & testing the system, Remsdaq will be providing training to both Control Room personnel and Engineers who will be supporting the system
- Provision of a new Integrated Communication Control System (ICCS) provided by Frequentis. The ICCS processes every type of voice connection, be it digital, wireless, fixed-line or mobile telephone - all into a single system.
- A SAN H provided by Airwave. This will be an enhancement on the system currently employed in existing Control Rooms in Eastbourne & Chichester. It will allow greater control & flexibility for control room operators and facilitate allocation of 'talk-groups' for different incidents. This has long term economic benefits and is more efficient and effective.

In addition, MDT software will be upgraded by Astrium and access to standard office IT such as intranet is part of the overall project.



MDT Project Communication

Basic details

Stage 1 (the replacement of the legacy MDT equipment) completed on time during Dec 12 and sees the installation of the replacement MDT (CF-19) within ESFRS, the evidence is already showing the CF19 is a

significant improvement on the previously installed equipment. In addition, the installation of the CF19 MDT has now created a common MDT vehicle platform between WSFRS and ESFRS.

As part of Stage 1 ESFRS implemented two new MDT Communications Bearers, a Wireless connection when on station and a roaming mobile data connection when the appliance is away from the station, these additional communication bearers have enabled improvements in the reliability and resilience of the MDT communications as well as providing a common platform for both FRSS to exist.

ESFRS will continue to retain its PAKNET connection until the integration of the Airwave radio bearer is complete.

In summary, the work in stage 1 provides an excellent foundation from which to build a more reliable, resilient and integrated MDT system, which in turn will allow for greater efficiencies, better interoperability/collaboration and further improve firefighter safety for both FRSS and the SCC.

The Special Project Team would like to thank all those involved in supporting or assisting in this stage of the project in particular station personnel, engineering services and IMD for providing invaluable support during the course of the installation works and we remain very appreciative, thank you.

What's next?

As previously communicated Stage 2 looks to the integration and use of MDTs within the SCC environment, it also focuses on the replacement of the current MDT software, as such, following the award of the Sussex Control Centre Contract to Remsdaq, ESFRS will be moving to the Astrium MDT Software from its current 3tc MODAS software. WSFRS are likely to upgrade their MDT software to a newer version of the Astrium MDT Software.

The Astrium software met a number of key user requirements gathered as part of user workshops process / MDT User Forums.

In order to carry out the move to the new software a number of integration tasks will need to happen across both FRSS to ensure a smooth transition to the Sussex Control Centre (SCC) They are -

- Rollout of the software solution (if applicable).
- Alignment of risk information, location information, standard operating procedures etc.
- Alignment of data, call signs, attributes etc.
- Integration of both ESFRS and WSFRS communication bearers.
- Training provided to Operational Users on the Ways or Working, procedures and policy regarding the use of Mobile Data in the combined control room environment.
- The introduction of a mini Officer MDT.

A significant amount of change will occur in both the infrastructure and the user environments. The fact that ESFRS are already using a mobile data solution means the change to Astrium VMDS software from 3tc MODAS software will be absorbed relatively quickly by all stakeholders as the generic design principles for using any MDT software are that it remains intuitive for the users.



Further Information & Contact

If you have any questions or comments, either about the newsletter or the SCC project in general, please e-mail: special.projects@esfrs.org