



NEWSLETTER – Edition 6
December 21, 2009

Looking ahead to a busy year for all



Best wishes from all at the RCC!

To celebrate the festive season, we've got a prize competition – find out how you could win a £10 M&S voucher on P3!

Cutting the carbon

The RCC has drawn up a carbon management plan as part of its involvement with the Carbon Trust.

The Trust - which holds some meetings at the centre – encourages and supports local authority organisations in attempts to reduce carbon emissions.

Service Support Manager John Watson said: "We'll be continuing to work with the trust to look for ways to keep our carbon footprint down."

- **Got a query about the RCC or any feedback to give? We'd love to hear from you - email ahumberstone@nercc.co.uk**

"No-one would suggest that 2009 has been as smooth a year as we would have wished for FiReControl.

Thanks to problems with the technological solutions that are being developed for us, we were given the news that our go-live date was being put back to 2011.

While this was disappointing, it was also useful, making sure there is plenty of time to develop exactly the system our Control Room Operators need to deliver their high-quality service to the public.

And as we move into 2010, we must never lose sight of the fact that – even though we've had a rescheduling – there's plenty to do. Our training advisors are beginning to devise the training programmes all of our staff will need to go through when they come to work at the RCC – and experts from the region are playing a hands-on role in getting the technology we will be working on exactly right.

2011 seems a long way away – but it's not, and we'll be working hard throughout 2010 to make

A message from Kevin Robson, RCC Director



sure everything is in place for a successful cutover to the RCC.

I'd like to thank you all for your patience and effort during this at times frustrating year. Things will be moving rapidly ahead in 2010, and we won't be letting the grass grow under our feet.

We'll be keeping you up to date with information, technology and decisions at all times, and we're always keen to have your feedback.

Have a happy Christmas, and best wishes from the RCC for 2010."

- **Kevin Robson**

Uniform? Smart casual? Help the LACC decide...

Our next staff focus group at the RCC will look at the issue of workwear, and what people think we should have when staff move to the RCC.

All Control Room staff have been sent a questionnaire to fill in, and completed forms will be brought to the next meeting by the delegates from their Control Rooms to help with the discussions. If you haven't received your questionnaire yet but would like to take part in

the survey, all you need to do is email HR Adviser Laura Sellers at lsellers@nercc.co.uk for a copy or ask your Control Room Manager for one.

Laura said: "The next focus group takes place on 13 January, so your delegates would find your thoughts on workwear really useful when they take part in the meeting."



Intergraph chosen to provide FiReControl mobilising system

Mobilising system FAQs

Will this add to the cost?

EADS is contracted to deliver the requirements of the FiReControl technical system at a fixed price for an agreed set of functionality. There may be some administrative costs and costs associated with reworking – CLG are exploring these with a view to recovering them.

Why wasn't Intergraph chosen earlier on/ from the beginning?

There was an extensive and robust procurement process for this part of the solution and, at the time, main contractor EADS selected the best bid to deliver the solution.

When the timescale and other risks associated with the Ericsson development became clear, EADS looked at other options as possible alternative solutions.

Since the subcontract was awarded, the Intergraph product has developed and now better meets the requirements of the FRs.

Continued on Page 3...

The contract for a vital element of FiReControl technology – the mobilising system – has now been placed with the US company Intergraph.

Announcing that EADS, the prime contractor on the project, would no longer be working with Ericsson on the mobilisation resource management system (MRMS), FiReControl national project director Roger Hargreaves said the move had a number of major benefits.

“Intergraph’s product is well established throughout the world, particularly in public safety environments, and strongly endorsed by many current customers,” he said.

The impact of the move to Intergraph has been carefully assessed for several months by the Department for Communities and Local Government, with input from CFOA, the regional FiReControl teams and the wider Fire and Rescue Service.

Staff from the North East have been taking part in component focused workshops with EADS, CLG and the FRs, where the Intergraph system has been put through its paces.

North East Regional Project Director John Hindmarch said the announcement was welcome news following recent speculation.

“The mobilising system is crucial to our successful operation, and it’s vital – and our top priority – that we get it right, because lives will depend on the successful delivery of the project,” he said.

“This is about long-term improvement in national resilience, public safety and efficiency - and about giving our highly-skilled Control Room staff the technology they need to carry out their life-saving work.

“Work is now going ahead at full speed on the new Intergraph system, and our involvement as a region will continue, to help make sure it delivers everything we require.”



The North East RCC Control Room – contractor EADS has now placed a contract with Intergraph for the mobilising system that will be installed



Mobilising system FAQs continued from Page 2...

We've heard that the Intergraph product has shortcomings.

Many of these assertions are based on earlier versions of the I/CAD product. It has developed considerably since then, which is why EADS believes that the current Intergraph I/CAD product better meets the requirements of FiReControl and the FRSS – and is the right way forward.

Isn't this a late stage to change such a vital component?

The aim for FiReControl is to deliver the best solution for public safety and the safety of firefighters.

As a sensible contingency the Intergraph I/CAD product was being considered as a viable fallback option from the summer onwards. That contingency work ensures the change can be made with minimal disruption to the project delivery.



Win a £10 M&S voucher!

Try our festive RCC quiz (with a few FiReControl extras) and you could pick up a prize...

1. What's the surname of the Jedward twins from TV's X Factor?
2. Who plays Ebenezer Scrooge in Disney's A Christmas Carol?
3. In FiReControl, what does MDT stand for?
4. In what year did Morecambe and Wise do their final Christmas show together for Thames Television?
5. Which Government department is in charge of the FiReControl project?
6. In the poem 'Twas the Night Before Christmas, Santa's reindeer are Dasher, Dancer and Prancer, Donner and Blitzen, Comet and Cupid...and which other one?
7. Which company makes Quality Street chocolates?
8. How many RCCs will there eventually be in the national network?
9. Which Irish comedian provided the voice for Robbie the Reindeer in the animated BBC special, Hooves of Fire?



You can email your entries to Adrienne Humberstone at ahumberstone@nercc.co.uk. The closing date is January 4, and the first correct entry out of the hat on January 8 wins the prize – emailed entries will be printed out for judging. Answers in the next edition!

10. In what year did the Queen broadcast her first Christmas message on TV?
11. Which Royal husband brought the tradition of Christmas trees to England?
12. How many North East Fire and Rescue Services will be served by the North East RCC?

* **Tip** – if you need help, some of the answers can be found on the RCC website at www.firecontrolne.co.uk!

Busy time at training sessions

The RCC has been bursting at the seams with training sessions this month.

The centre played host to the trainers who will shortly be training staff on mobile data terminals (MDT1as). It was also the venue for a three-day workshop for training advisors from first wave RCCs around the country. Guests also included CLG training strategy and delivery representatives.

Transitional training manager Andrew Bays said: "Day one of the workshop looked at whether the training sessions devised by training company FDM meet the national occupational standards.

"Days two and three were the second meeting the first wave trainers have held, and we covered a wide agenda and made some real progress."