

North West Fire Control video transcript

My name is Sarah Wilson. I am Senior Operations Manager at North West Fire Control, responsible for overseeing the transition work for migrating data and ways of working for the four Fire & Rescue Services into one mobilising system and one Control Room here at Lingley Mere in Warrington.

North West Fire Control is going to use Intergraph mobilising system and sequential integrated communications control systems which allow it to combine radio and telephony communications together. We are using the latest technology to bring four Fire & Rescue Services` ways of working and risk management into one technical solution.

One of the main benefits of the mobilising system we are going to be using is the fact that it will allow greater collaboration across borders than we have ever had before.

Historically the Control Room has always been able to mobilise resources across borders but they have had to do that by contacting the relevant Control Room and asking them to mobilise their own resources.

Here at North West Fire Control we will be able to do that instantly from the technical solutions which will allow much quicker response, particularly to life critical incidents when they occur in another Fire Authority`s area.

The resilience at North West Fire Control is really important and we have to ensure that we can continue our operations for as long as possible, under any circumstances, regardless of how severe or extreme those circumstances are.

To enable us to do this we have fallback mobilising systems and telephony systems and we also have a fallback control system which is located in a different site at Stretford so that if the building here at North West Fire Control becomes compromised, we can always operate from a different location.

The staff who are transferring to North West fire Control from the Fire & Rescue Services are all very experienced and currently are providing a really high level of service to the public.

North West Fire Control wants to continue providing that level of service and where possible through the use of new technology, to improve the level of service that the public are getting.

It is our expectation that the public won`t really notice any difference in the transition of the control rooms from their local Fire & Rescue Services to the Regional Control Centre