

## PERTH &amp; KINROSS COUNCIL

## COMMUNITY SAFETY COMMITTEE – 5 MARCH 2014

## POLICE SCOTLAND / SCOTTISH FIRE AND RESCUE CONTROL ROOMS

## REPORT BY EXECUTIVE DIRECTOR (HOUSING &amp; COMMUNITY CARE)

**PURPOSE OF REPORT**

This report outlines the decisions of the Scottish Police Authority and the Scottish Fire and Rescue Service Board to reduce the number of control rooms in Scotland.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 In April 2013, as part of the Police and Fire reform agenda, the eight Police and eight Fire and Rescue Services in Scotland amalgamated to become respectively Police Scotland and The Scottish Fire and Rescue Service. A strong driver in this was the requirement of both services to significantly reduce expenditure with a minimum of disruption to service delivery. The duplication of property assets has been an important issue for both organisations to tackle and in particular the location and number of Control Rooms.
- 1.2 Police Scotland currently operates with 10 Area Control Rooms (ACR) and 9 Service Centres at 11 locations with bases in Aberdeen, Dundee, Dumfries, Bilston Glen, Glenrothes, Inverness, Motherwell, Glasgow Govan, Glasgow Pitt Street and Stirling. These sites are supported by a further 7 mothballed fallback sites. A total of 18 sites are maintained overall.
- 1.3 The Scottish Fire and Rescue Service currently operates from 8 Control Rooms - Dumfries, Thornton, Falkirk, Aberdeen, Edinburgh, Dundee Inverness and Johnstone.
- 1.4 The telephone (both mobile and fixed line) is the primary means of contact with the public, especially for emergency situations, for both organisations.

**2. POLICE SCOTLAND CONTROL ROOMS**

- 2.1 At its meeting on 30 January 2014 the Scottish Police Authority considered a proposal from the Chief Constable to rationalise the number of control rooms and contact centres. The report is available at <http://www.spa.police.uk/assets/126884/207268/item5>.
- 2.2 The Authority concluded that a five centre model of fewer but larger control rooms and services centres all working from the one modern integrated system will provide greater capacity and capability to deal effectively with future demand across the country.

- 2.3 The Authority agreed with the Chief Constables recommendation that the following Area Control Rooms and Virtual Service Centres (VCR) be established –

**West Command Area Control** - Govan and Motherwell Combined ACR

**East Command Area Control** - Bilston Glen ACR

**North Command Area Control** - Dundee ACR and

**National Command** - Inverness ACR

**National Virtual Service Centre** - Sites at Govan, Motherwell and Bilston Glen

- 2.4 It is anticipated that these changes will take about 4 years to be completed.

### **3. SCOTTISH FIRE AND RESCUE CONTROL ROOMS**

- 3.1 On 26 September 2013, the Scottish Fire and Rescue Service (SFRS) Board agreed, as part of wider Strategic Intent proposals to rationalise the inherited property estate of the SFRS, to reduce the number of Fire Controls in Scotland from eight to three. The Board agreed that the Control room in Johnstone will be retained due to its size and current workload (it currently handles more than 50% of all fire calls in Scotland) and the Control Rooms in Dumfries, Maddiston and Thornton would close. The decision regarding the location of the second and third Control rooms, whether Edinburgh, Dundee, Aberdeen or Inverness was deferred until further information was provided to the Board.
- 3.2 At its meeting on 30<sup>th</sup> January 2014 the Board were presented with a report detailing six potential options from a combination involving Edinburgh, Dundee, Aberdeen and Inverness. This report is available at [http://www.firescotland.gov.uk/media/542802/30th\\_january\\_2014.pdf](http://www.firescotland.gov.uk/media/542802/30th_january_2014.pdf) A range of criteria were used including an assessment of risks, which highlighted the combination of Blackness Road, Dundee and Tollcross, Edinburgh as the most suitable solution to complement Johnstone as the three Control room model for Scotland. The Board agreed to this proposal.
- 3.3 It is estimated that the move from 8 to 3 control rooms could take 3-5 years.

### **4. IMPACT ON PERTH AND KINROSS**

- 4.1 The existing Police and Fire and Rescue Control Rooms which cover Perth and Kinross are situated in Dundee. These are being retained and expanded under the new proposals. The handling of 999 calls and the dispatch of resources will be as at present.
- 4.2 The main variation will be the routing of Police Scotland's non urgent calls through the 101 number to their VCR's in Motherwell and Bilston Glen. If a Police resource is required to attend the call this will be routed from the VCR's to the relevant control room, which for Perth and Kinross will be Dundee.

- 4.3 As a large amount of work still requires to be completed by both organisations it is too early to gauge what if any impact these changes will have on Police and Fire and Rescue service delivery in Perth and Kinross.

## 5. CONCLUSION AND RECOMMENDATION

- 5.1 The changes to the number of Police and Fire and Rescue control rooms will happen over the next few years. Undoubtedly these will bring a number of challenges which will have to overcome if there is to be no reduction in their ability to maintain a high standard of service delivery to the communities of Perth and Kinross.
- 5.2 It is recommended that the Committee note the contents of this report and request the Executive Director (Housing and Community Care) bring an update on the progress of the rationalisation of the control rooms to a future meeting of the Committee.

### Author(s)

Name	Designation	Contact Details
John Irons	Safer Communities Team Leader	01735 472569 <a href="mailto:jmirons@pkc.gov.uk">jmirons@pkc.gov.uk</a>

### Approved

Name	Designation	Date
John Walker	Executive Director (Housing and Community Care)	24 February 2014

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Council Text Phone Number 01738 442573

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

The undernoted table should be completed for all reports. Where the answer is 'yes', the relevant section(s) should also be completed. Where the answer is 'no', the relevant section(s) should be marked 'not available (n/a)'.

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>None</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>None</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	<b>None</b>
External	<b>None</b>
<b>Communication</b>	
Communications Plan	<b>None</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The recommendations in this report will assist in the delivery of both the Perth and Kinross Community Plan and Single Outcome Agreement in respect of the following local outcomes:

- (i) *People in vulnerable circumstances are protected*
- (ii) *Resilient, responsible and safe communities*
- (iii) *Longer healthier lives for all*

#### Corporate Plan

- 1.2 The Councils Corporate Plan 2013 – 2018 lays out five strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The relevant strategic objectives in respect of this report are as follows:

- (ii) *Developing educated, responsible and informed citizens;*
- (iii) *Promoting a prosperous, inclusive and sustainable economy;*
- (iv) *Supporting people to lead independent, healthy and active lives; and*
- (v) *Creating a safe and sustainable place for future generations.*

## 2. Resource Implications

### Financial

- 2.1 This report contains no proposals which would have a financial impact on the Council.

### Workforce

- 2.2 There are no workforce implications arising from this report.

- 2.3 Asset Management (land, property, IT)

There are no Asset management implications arising from this report.

## 3. Assessments

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

### Sustainability

- 3.3 There are no issues in respect of sustainability from the proposals in this report.

### Legal and Governance

- 3.4 This report contains no proposals which would have a legal or governance impact on the Council

#### Risk

3.5 There are no issues in respect of risk from the proposals in this report.

#### **4. Consultation**

4.1 Internal - none

External - none

#### **5. Communication**

5.1 There are no communication issues in respect of the proposals in this report.

#### **6. BACKGROUND PAPERS**

6.1 None

#### **7. APPENDICES**

7.1 None