

How 999eye is supporting decision making at Staffordshire and West Midlands Fire Control



INSIGHT

RESPONSE

SAFETY

Staffordshire and West Midlands Fire Control (S&WMFC) provides a shared service for the two neighbouring Fire Services delivering services to approximately 4 million people across 1,395 square miles and including the major urban areas of Birmingham, Coventry, Wolverhampton and Stoke-on-Trent.

Operating a 24/7 service of four watches comprising 13 staff per watch and a support team of a further six personnel the Control Room handles upwards of 80,000 calls per year. These calls are primarily emergency calls for assistance but the team in the Control Room also schedule the Fire Services' safe and well checks and perform other non-emergency roles.

Since adopting the 999eye service formally into operational use in May 2017 usage has seen a continual increase month on month to, currently, equate to approximately 5% of all calls taken in the Control Room and is fast becoming an invaluable tool for the operators. The system is used where appropriate to validate that the correct attendance has been mobilised and, in nearly 10% of cases, used to increase the level of attendance following evaluation of the risk by the operator.

Operational Benefits

- ✔ Augmenting attendance to respond better and quicker to incidents with up to date incident information
- ✔ More appropriate response increases public safety and reduces damage to property
- ✔ Reducing attendance when possible helps maintain cover for emergency calls
- ✔ Increased awareness and confidence in Control Room
- ✔ Proven secondary effect in causing 'early hang ups' for hoax calls



Staffordshire and West Midlands
FIRE CONTROL



80,000
calls per year



999eye
used on 5% of all calls



10%

result in increased attendance
following initial mobilisation



Footage shared
with partner agencies



“When we receive multiple calls for an incident a single image or video really helps us pinpoint the location and assess the risk.”

“999eye helps us, as operators, have a much better sense of scale of incidents to support our decision making.”

“We know, from feedback from attending crews, that our decisions have had a positive impact on the outcome of the incident.”

“999eye gives us a real connection to the work our firefighters do.”

Increased situational awareness

- It is often the case that the Control Room receives multiple calls regarding a single incident and many will provide different, if not conflicting, information.
- The ability to use 999eye allows the operator to a fuller appreciation of the location and risk of the incident and, if necessary, modify attendance and provide up to date information to the attending crews.
- Example – On receipt of a call regarding a house fire the 999eye system was used to receive some on scene video from the caller and the attendance was augmented due to the severity of the incident. Whilst reviewing the footage, the operator noticed a person re-entering the property and was able to immediately alert the responding crews together with the Police and Ambulance services. The operator was also able to call the member of the public back in order to provide safety advice and ascertain any further risks whilst the crews were on route.

Confidence in decision making

- Alongside the use of 999eye the control room operators have also been provided with training input by Fire Behaviour experts and 'hands-on' training at the service's Fire Houses to experience how fire can develop in different scenarios.
- Coupled with the footage received from 999eye the operators are now able to make more confident decisions.
- Example – When a caller has reported seeing smoke from a domestic property the operator, using 999eye, has been able to detect flames in a shared loft space of a number of neighbouring properties and been able to augment the attendance from the initial mobilisation resulting in a quicker, more effective response and reduced damage to the properties.

The ability to provide real-time advice to callers in non-emergency situations

- As well as calls that require an immediate response the Control Room also fields a number of calls per day that wouldn't necessarily warrant an urgent attendance including monitored alarms, animals and other special service calls.
- The use of 999eye in these situations has the potential to reduce the need for attendance and allow for crews to be more available for emergency calls.
- Example - A familiar opening line to a call 'It's not an emergency but...' led to one operator being able to provide real-time assistance to a property owner, as they streamed video back to the control room whilst keeping the call open, so that they were able to find and close the mains water stop cock and prevent further damage to the property from flooding.

The ability to share footage with other agencies

- In many cases incidents that the Fire Service attends require either supporting resources at the time or follow up actions from other agencies.
- Footage from incidents gathered using 999eye has been shared as appropriate with:
 - Police forces
 - Environment Agency
 - Electricity suppliers
 - Fire Investigation Units

Capita Secure Solutions and Services

Methuen Park, Bath Road, Chippenham, Wiltshire, SN14 0TW, United Kingdom

✉ sss.info@capita.co.uk

🖱 www.capita-sss.com

🐦 @CapitaSSS

📺 Capita Secure Solutions and Services

📌 Capita Secure Solutions and Services