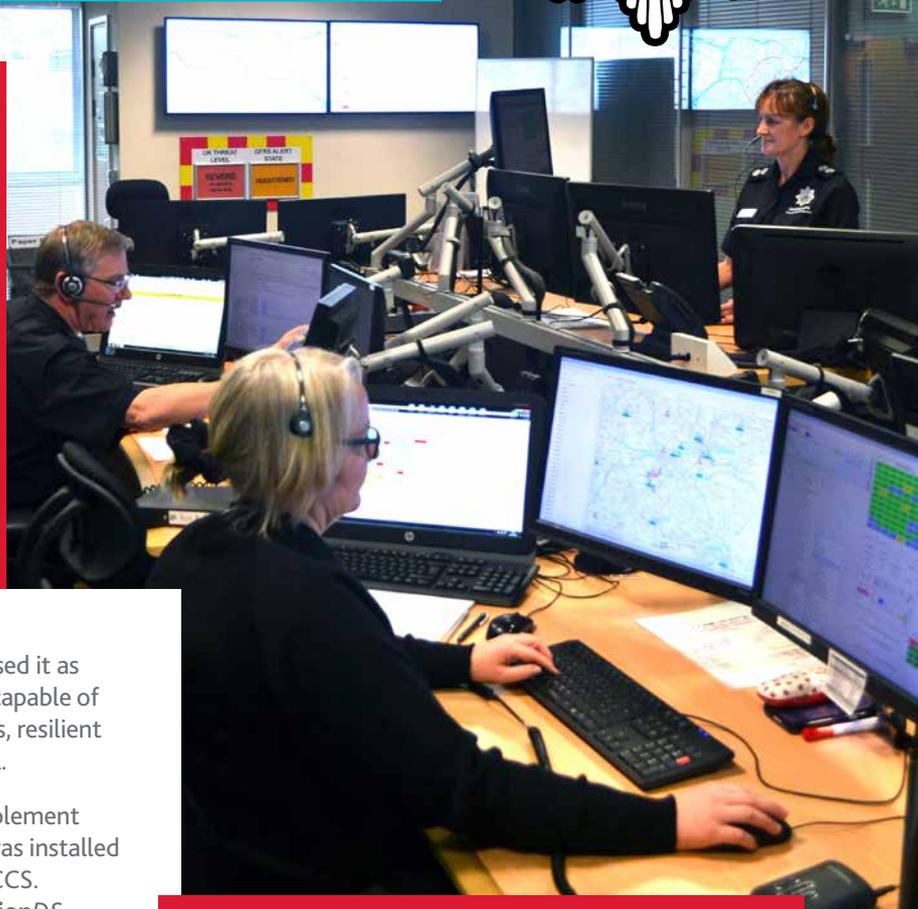


## Implementing VisionDS to help enable operational transformation

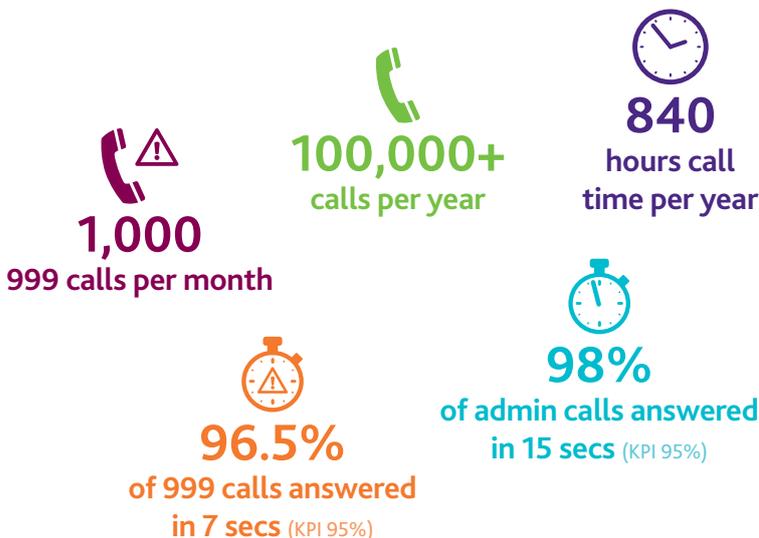


Following the cessation of the national FireControl programme in 2010, Gloucestershire Fire and Rescue Service (GFRS) faced a new challenge to their Control Room operations. The existing systems had been installed in 2003 and were outdated, without many modern functions one would expect from a Command and Control solution.



The Service's IT department took on this challenge and used it as an opportunity to build, from the ground up, a platform capable of supporting mission-critical operations including networks, resilient communications, outstations and Command and Control.

Through a competitive tender process GFRS chose to implement Capita's **Vision** Command and Control and in 2013 this was installed alongside new outstation equipment and their existing ICCS. In 2016 this was followed by an upgrade to the latest **VisionDS** system to provide a fully resilient Command and Control system together with integrated communications providing connection to the Airwave network, Caller Line Identification, Advanced Mobile Location and AVLS from their mobile data terminals.



“ Staff at GFRS have worked tirelessly to ensure that we can provide an excellent service to our communities. Our investment in resilience within our own networks and a proven system in **VisionDS** has delivered an efficient and effective platform for Command and Control which we can be rightly proud of and we look forward to continuing to work with Capita on the future roadmap to further improve the service we deliver. ”

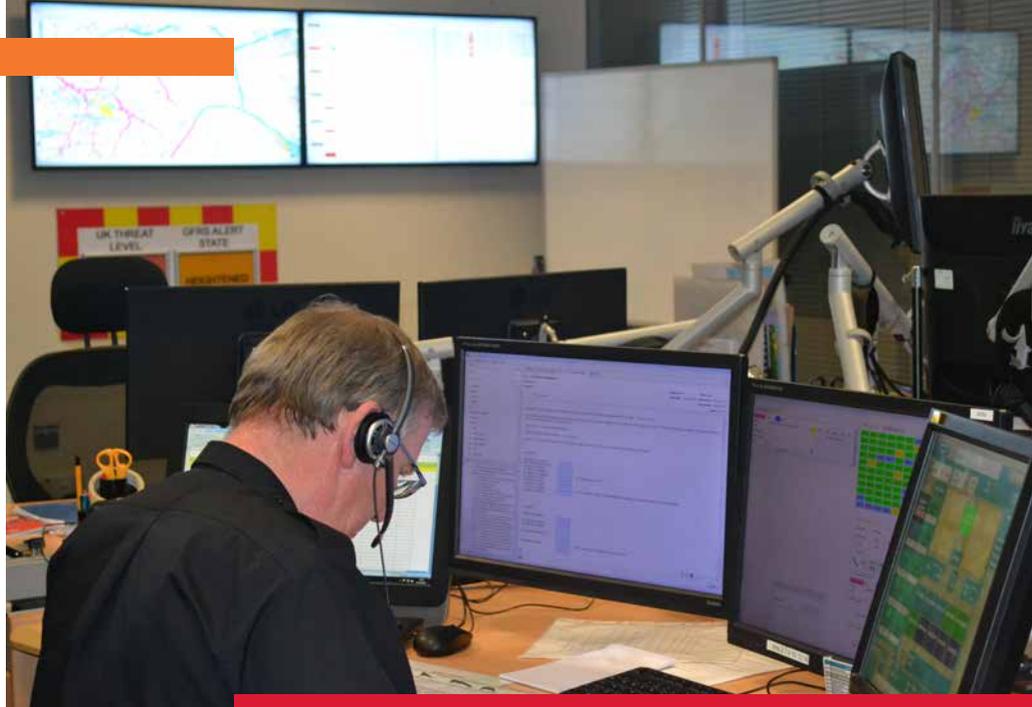
Stewart Edgar Chief Fire Officer

GFRS personnel have worked in close partnership with Capita to ensure that their investment works to the benefit of the Service and the communities they serve.

The GFRS IT team have been trained in first line maintenance for **VisionDS** and act as the first point of call for any system queries. This ensures a rapid 24/7 response from local personnel who are familiar with both staff and systems in the Control Room. Faults can be isolated and corrected as soon as possible, with only complex issues being escalated to Capita support.

Control Room personnel have been developed extensively. They have been trained technically to use the enhanced capabilities of **VisionDS** to improve call handling, response and mobilisation. They have also been empowered to have greater autonomy in their role. The enhanced capabilities of **VisionDS** combined with an intelligent, risk managed call handling process have been very successful. It has allowed GFRS Control operators to achieve very high standards of call taking whilst responding appropriately and efficiently to all callers.

On this note, GFRS Control Room personnel are not limited to taking 999 calls but are a multi-faceted call taking centre. Calls may arrive from within the Service for administration purposes, or from partners in the community relating to Telecare, Safe and Well, out of hours Coroner and Concern for Safety. The integrated communications capabilities of the **VisionDS** platform provides the flexibility to meet these changing requirements through use of different call groups and gateways as well as providing the capability to patch calls between the phone network and radios, point to point calls rather than broadcasts and to set up conference calls during major incidents.

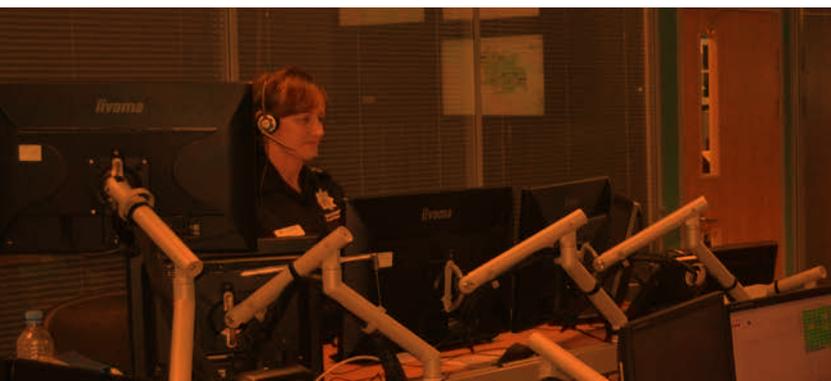


Key benefits from the **VisionDS** implementation:

- Single, integrated Command, Control and Communication solution
- Integration with Mobile Data Terminals and Outstation equipment
- Ability to include Site Specific Risk Information in a centralised location for use in the Control Room and Mobile Data Terminals
- Increased use of 'data calls' rather than 'voice calls' has created efficiency savings in the Control Room, a quieter working environment and allowed the staff to do more with fewer distractions
- Resilient communications link to Avon Fire and Rescue
- Dynamic mobilising to reduce need for voice calls and ensuring closest available resource is used
- Prepopulated information from incoming call to incident screen

GFRS have invested in resilience with a dedicated network with three levels of resilience (including a link to Avon FRS) and a standby control room providing hot spares for equipment as well as a separate location for a major incident support and training.

Alongside this investment **VisionDS** provides a platform that is being continually developed in partnership with the national user community, vastly improved communications within GFRS and with their multi-agency partners and a system that will support GFRS into the future as further national requirements for data sharing (MAIT and ONAT), eCall and next generation 999 services begin to develop.



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