

**'999/112' - Call Handling and Mobilising Arrangements in the British Fire Service.**

*A joint presentation by Lynda Lloyd - Principal Fire Control Officer (Control Manager) South Wales Fire Service - Chair of IFE Control Special Interest Group (CSIG).*

*and*

*Paul Irvine - Control Supervisor - Tayside Fire Brigade (Scotland) - Secretary of IFE CSIG*

*1 Lynda will provide a brief History of British Fire Service Emergency Control Rooms from the introduction of the Fire Brigades Act of 1938 to present day:*

- Organisation and Structure
- Early Mobilising Systems
- Working practices and procedures
- Drivers for Change:
  - Government Policy Drivers
  - Technology Drivers

*2 Paul will discuss the technological advances and possibilities for the future with regard to:*

Mobilising Systems, Communications Systems and Vehicle/Station equipment, including -

- Graphical Information Systems
- Automatic Vehicle Location Systems
- Mobile Data Terminals
- Vehicle Telemetry
- GPRS Equipped Mobile Phones
- Radio Communications
- Communication System facilities such as British Telecomm - EISEC (Enhanced Information Service for Emergency Controls)

*Future communications possibilities such as*

- Data Transfer
- Cross Border Call Handling (overflow arrangements)
- Mobilising Arrangements facilitated by Common Protocol (GD92)