

EDITION 07/2022

this issue...

# HOARDING HAZARDS

**RED** bulletin

Multi-Agency Hoarding Protocol Launched Nov' 21

plus House Fire Leighton/Linslade, DART transport at London Luton Airport, Risk Cover Overview, Cutting Equipment, Meet Your Protection and Fire Investigation Teams & more...



**Bedfordshire**  
Fire & Rescue Service

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## Contribute to the next edition!

Is there any operational learning you would like to share with colleagues? Is there change happening to the Service that operational teams need to know about?

Email  
[redbulletin@bedsfire.gov.uk](mailto:redbulletin@bedsfire.gov.uk)



## Introduction

### by Stuart Auger

This is the second edition of the Red Bulletin which I have been involved in since starting as Head of Response in the Summer of 21. It has been a busy period for us in Response with a brand-new senior management team for us to get to know. I firstly would like to mention the arrival of our new DCFO Chris Bigland, I am looking forwards to working with him this year to really move forward with our risk cover review. I am sure you will all be keen to welcome him to Bedfordshire and will see him in the coming weeks as CMT embark on station visits (pandemic allowing).

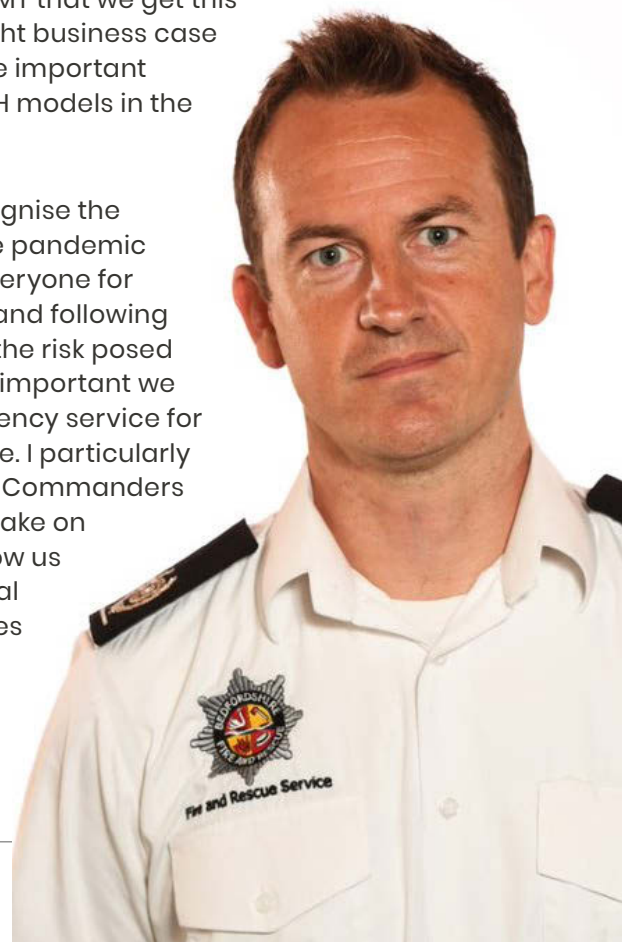
Response have seen some interim changes to help us respond to challenges posed by the pandemic and maintaining progress on several projects. We have reverted to a North and South Command structure to simplify reporting lines. This will be reviewed in January 22.

Some of the work being explored in 2022 includes the pilots of different response options in Luton and the Eastern part of the County, further work to support Eeast (East of England Ambulance Service Trust) during this global pandemic and of course the On-Call improvement project.

In this edition I will provide an overview of the preparation work the Service completed with a company called ORH, the results of this have enabled us to really tie in work around our estates, special appliances, and crewing models to place us in a great position to look forward for the range of futures we may face.

It is important you are all involved in this journey; these may lead to some of the biggest changes delivered in Bedfordshire for several years. It is important to CMT that we get this right, so if we build the right business case you all contribute to these important trials for us to test the ORH models in the real world.

Finally, I would like to recognise the continued pressure of the pandemic and offer my thanks to everyone for continuing to be vigilant and following precautions to minimise the risk posed to all of us. It is extremely important we maintain this vital emergency service for the people of Bedfordshire. I particularly want to thank the Station Commanders who have stepped up to take on extra responsibility to allow us to release capacity to deal with the ongoing pressures and everyone who continues to support the running of LRF meetings.



# Risk Cover Review

## ORH Preparation Work December 21

ORH helps emergency services around the world to optimise resource use and respond in the most effective and efficient way. ORH worked with BFRS to develop a 'risk and response' analysis methodology that enables:



- ▶ A review of incident, response and availability data
- ▶ Analysis of response times and utilisation rates
- ▶ Trend analysis and incident projections
- ▶ Understanding of response times and risk profiles

After completing this ORH worked with BFRS to develop the methodology to enable future demand scenario planning with simulation modelling:

- ▶ Station and appliance locations
- ▶ Appliance configuration options
- ▶ Incident projections and resilience

Focused analysis on the east of Bedfordshire covered by Shefford, Biggleswade, Sandy and Potton shows us;

- ▶ Largest concentration of over the border responses are in this area and all stations are on-call
- ▶ Areas around Shefford have long response times and are in the 30% most deprived areas in the country
- ▶ There are pockets of the county e.g. Shefford where there are long response times and high-risk levels – These should be focus areas for prevention and protection work which is key to the trial

The service-wide optimisation modelling also identified an optimal location in Leagrave, 3km north west of Luton fire station. Good locations have quick access to either the M1, A505, Grange Avenue or Oakley Road. Luton and Dunstable Hospital meets these criteria.

To explore the site's potential impact on response, ORH modelled options for redistributing existing pumps to include the Leagrave site, this site consistently appeared as a site of interest, driven by the existing station locations and the distances between Luton, Stopsley and Dunstable:

- ▶ Dunstable
- ▶ Luton
- ▶ Stopsley
- ▶ Toddington

Based on a paper taken by the DCFO, The FRA are supporting Response to build a business case to carry out two pilots;

**1.** Base a fire appliance in the Luton Borough Council area to an alternative temporary location in the northern part of Luton at key times to test how this affects response times and response standards – including all incident types and first and second appliance performance; and

**2.** Position an additional appliance within the Eastern part of the county during specific time periods to examine the impact of mobilising from different locations on response times and response standards. This may inform both crewing requirements and an optimum location for a new community fire station.

The principles of these pilots are:

- ▶ Maintain or improve public and firefighter safety;
- ▶ Improve 1st pump operational attendance standard attainment;
- ▶ Work within our service values;
- ▶ Provide operational crews with mobile information and communication technology (ICT) such as tablets so they can remain productive during non-emergency response times, increasing other prevention and protection activity;
- ▶ Reduce costs of 'over the border' calls where we request support from our Neighbours;
- ▶ Compare like with like and compare performance accurately; and
- ▶ Involve operational crews in evaluating the pilots.



During the 999 call the resident could be heard in the background and sounded confused. Fire Control did an excellent job with fire survival guidance until the arrival of the first pump in just over 8 minutes. Fire Control were able to pass on valuable information about the location of the fire to CC Derbyshire whilst he was en-route which helped with him building a mental picture of what was happening.

Fire Control used good decision making to add roof fire PDA and requested Eeast (East of England Ambulance Service) to attend. Leighton Buzzard also 'made pumps 3' due to the size of the fire and spread on their arrival.

In total 4 Breathing Apparatus under Stage 1 extinguished the fire. Luton's Aerial Ladder Platform was used to extinguish the roof fire.

SC Jamie Clarke was in attendance as a FDS and Police requested Fire Investigator, as there may have been some suspicious circumstances, which may have needed further investigation.

Following discussion with Scenes of Crime Officers, information on the status of occupant and other police commitments within the county, the decision was made to look at completing Fire Investigation on the following day. Fire Control were able to

gain support from Herts FRS to support SC Jamie Clarke with the FI as he is still in development, they provided a competent FI and FI dog. This was a great example of joint working and is something we can expect to see develop further as we work with Herts and Cambs towards a joint FI team.

A safeguarding referral was sent to CBC adult safeguarding on return to the station by the CC Derbyshire from Leighton Buzzard, which was considered good practice in the circumstances. The occupant was hospitalised because of her smoke inhalation. The FI was completed jointly with the outcome recorded sadly as a deliberate ignition by the occupant.

## House Fire Leighton/ Linslade

**October 21**

Leighton Buzzard were first in attendance to a well-developed fire in a domestic property. Leighton and Dunstable were mobilised together at the time of call. The caller was a passer-by who advised all windows were involved in fire, they were able to rescue a lady from the window and were talked to safety away from the property by Fire Control.



# HOARDING HAZARDS

Multi-Agency Hoarding Protocol Launched  
November 21



# Multi-Agency Hoarding Protocol Launched Nov '21

## What is hoarding?

The NHS describes a hoarding disorder as; 'Where someone acquires an excessive number of items that can be stored in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value.'

## Why do people do it?

The reasons for collecting items are unique and personal but they might be due to:

- ▶ A history of hoarding in the family;
- ▶ A mental health condition; for example PTSD or anxiety;
- ▶ Bereavement or loss;
- ▶ A persons' physical or learning disability;
- ▶ A change in circumstance such as moving to a smaller house

Hoarding is considered a significant problem if:

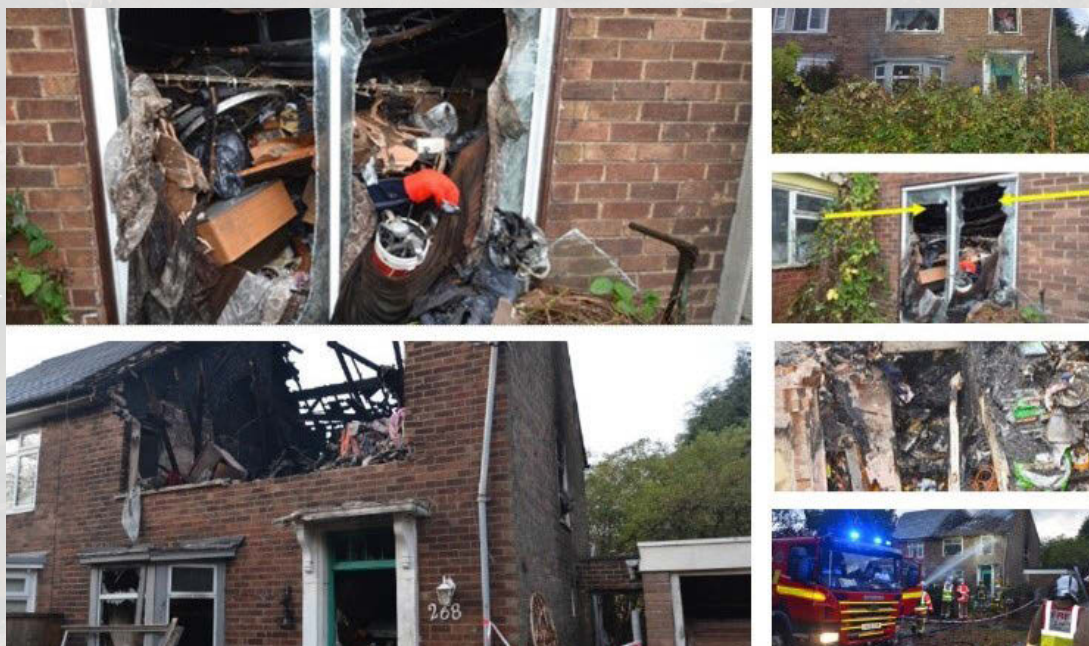
- ▶ Rooms cannot be used in the way they were intended
- ▶ The amount of clutter interferes with everyday living, for example, the person is unable to use their kitchen or bathroom and rooms are not accessible
- ▶ The clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers

## Photos from Home Safety centre, Luton Fire Station 2015



## Why do we get involved?

## What can we do about it?



**Safe and Well visit** – We can offer a Safe and Well visit, provide smoke alarms and relevant advice and guidance. Adding notes to the database of will allow us to build a picture of the support we have provided and how the person has responded.

**Safeguarding referral** – noting the category as Self Neglect, include what you saw, the impact of the hoarding, the persons' behaviour and if there were to be

Photos courtesy of Merseyside Fire and Rescue Service. Fatal fire 2016, elderly couple were found in the downstairs living room two days post fire. Most likely cause of fire 'Accidental ignition of combustible materials which ignited due to radiated heat issued from a fan heater'.

The fire most likely developed rapidly due to the high fire loading in all rooms and reduced free space allowing the fire to rapidly progress throughout the property.

Whilst we may not have any legislative powers to force the occupier to make changes we are able to provide practical advice and guidance on how they may make their home safer in turn reducing the risk of fire.

a fire what the outcome may be e.g. the occupier smokes, walks with a walking stick due to mobility problems and is no longer able to use the cooker in the kitchen. As such the person has started to cook in the living room using a portable stove which is in close proximity to flammable items. If there were to be a fire due to the person's mobility and the level of clutter it is unlikely they would be able to escape from the fire unaided.

**CFSops** – Make a note of the risks within the property including and not limited to; the level of clutter, what the combustible materials are, where the person spends most of their time.

**Hoarding Guidance Document** – As hoarding is a very complex disorder; to provide the best support for people a multi-agency response is required. Partner organisations recognise the important role that BFRS has in this area and invited us to be part of the process. We have worked closely with partner organisations across the county and have contributed to the Pan Bedfordshire Hoarding Guidance document which includes a simple pathway outlining the steps that can be followed when a person requires additional support.



## Luton Airport DART

### Transport System

WC Alex Russell on Stopsley Blue watch has been liaising with the team at London Luton Airport as the new passenger link from the mainline Thameslink station to the airport has been developed. WC Russell is arranging for the SSRI and exercises to be completed in early 2022 so BFRS are prepared as it goes into operation.

DART is a transit system formed of two automated shuttles, which will cut the 2.1km journey between airport and railway station to under 4 minutes. It is a major feat of engineering ingenuity. The DART must rise 30m over its 2.1km journey – this is too steep for a regular train. In effect what has built is a giant, extremely fast cable car. The Luton Dart will speed travellers from Luton Airport Parkway station to the terminal of London Luton Airport in under four minutes and allow passengers to travel between St Pancras and the airport in just half an hour.

There is a dedicated terminal building next to the station, and it is connected directly to platforms with a brand-new footbridge, two new lifts and three new escalators on the platform with more within the terminal building itself. This means

improved step-free access to all platforms, benefiting every station user.

London Luton Airport is already one of our special and major risks, this will be added to the risk register and expected to be exercised on and covered as part of a 72d program. WC Russell will work with Response Support to capture plans for the MDT to include, Alex will update further operational focused information in a future Red Bulletin;

- ▶ DART Parkway and Central Terminal stations (new SSRI required for both);
- ▶ The Gateway Bridge (working at height);
- ▶ The Viaduct (working at height);
- ▶ Running Slab (moving shuttles);
- ▶ The Tunnel and approaches (tunnels and underground structures);
- ▶ Maintenance area (machinery)

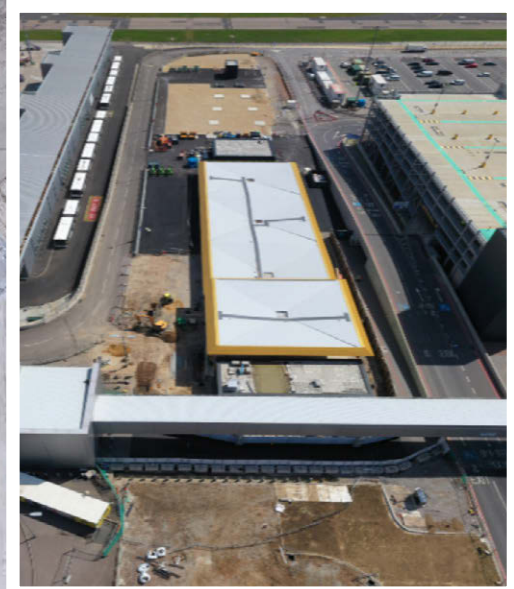
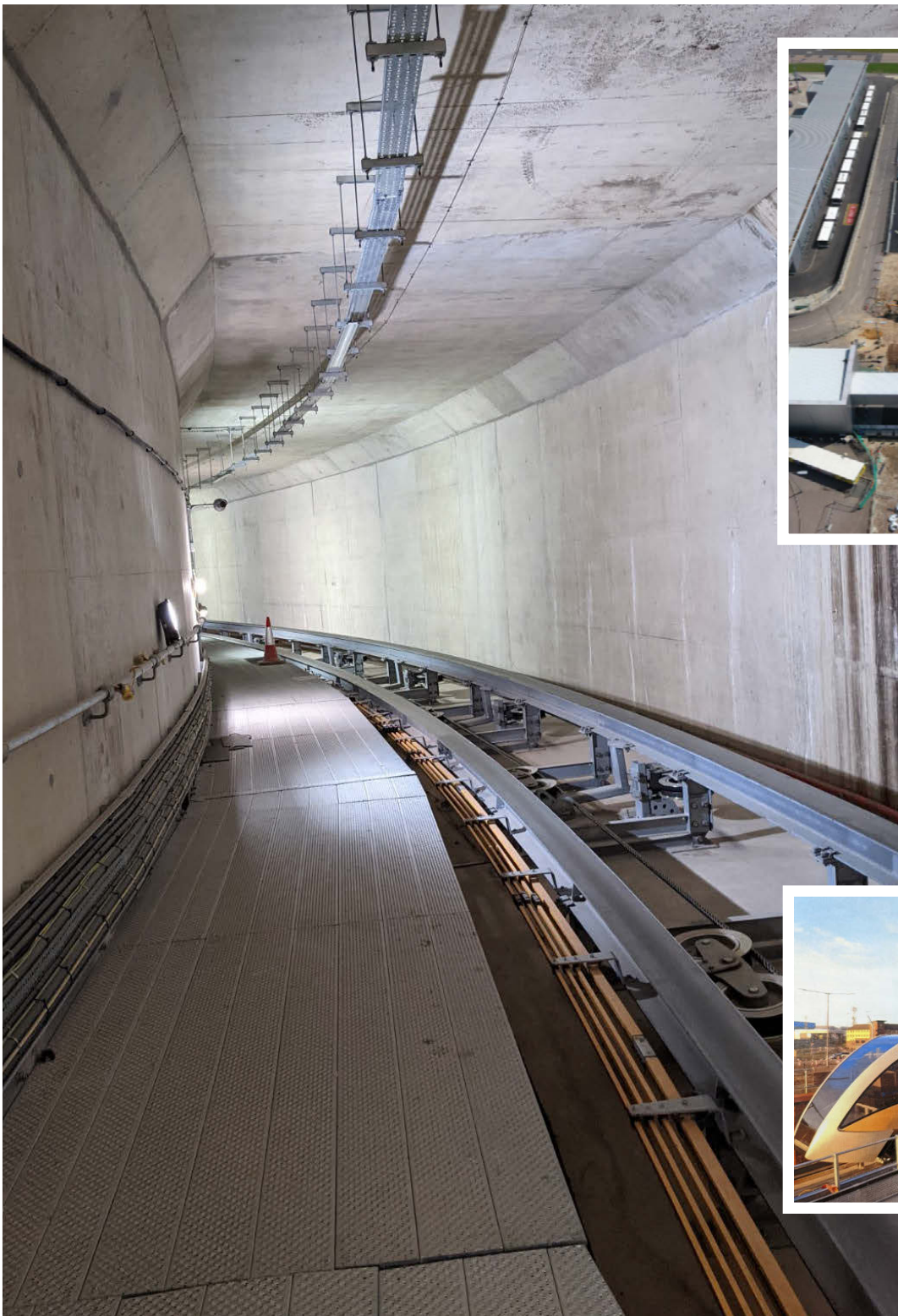


The new Dart railway runs from Luton Airport Parkway train station to Luton airport terminal. The track is 2000 metres long and runs above all the major roads into the airport and then through a 330-metre tunnel which runs under the airport.

There are two tracks with one train running along each that are propelled by cable.

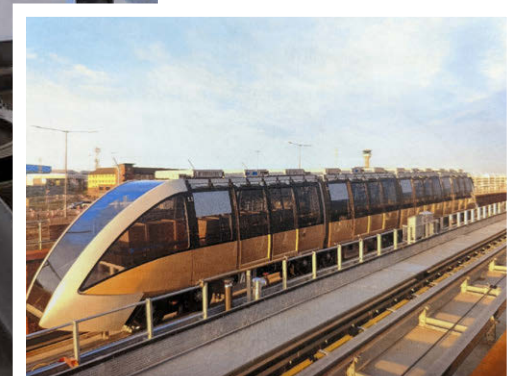
Each train can hold up to 170 passengers, running at 30mph and takes just 3 minutes for the journey.

The terminal station is underground. This new rail line is the only one of its kind in the country and it cost £220 million pounds to build.



*[Caption picture above: LLA Terminal end from above]*

*[Caption picture left: Tunnel and track. Train sits on the rails and the cable pulls the train.]*



*[Caption picture above: A visual of the Dart concept]*

# About The Protection Team

## Making A Difference Working With Partners

**The past three months have been an incredibly busy time for the Protection Team with formal Notices being issued on several occasions.**

We have served 8 formal Notices over the past quarter (Q3) this includes 7 Prohibition Notices (PN's) and 1 formal Enforcement Notice (EN). The uses of these premises do vary and includes house in multiple occupation (HMO), licensed premises and shops.

The issues have been identified in several ways from direct Protection involvement, information from Operational crews when completing fire safety checks and working closely with partner agencies.

Two of the most recent Prohibition Notices issued whilst working with partners are provided below. These involved key work being performed by the Fire Safety Advisors.

### 38 Downs Rd, Luton



*[Caption pictures on left: Front Aspect Kitchen, not fire separated from common area.]*

This involved the issuing of a Prohibition Notice (PN) at an unlicensed, licensable house in multiple occupation (HMO) following a joint visit on the 19th October 2021 with Luton Borough Council Private Sector Housing and Building Control.

An inspection of the site was carried out by a Fire Safety Advisor and an Area Fire Safety Manager. Dangerous conditions were found. Issues relating to insufficient fire alarm system, unprotected escape route and insufficient primary and emergency lighting.



On this occasion the responsible person (RP) completed remedial works which allowed the PN to be withdrawn on the 14th December 2021.

This is a great example of joint working to maintain the safety of residents within an HMO. The joint approach enabled the use of the premises to be restricted with immediate effect and resulted in the RP improving the fire safety measures within this premises, increasing the safety of approx 6 residents.



*[Caption above picture: Front Aspect]*

**This involved the issuing of a Prohibition Notice (PN) at a two storey premises following a “Day of Action” with Luton Borough Council’s Neighbouring Enforcement Team, Licensing, Environmental Health Agency, H & M Revenue & Customs, DVLA, Arson Task Force & Fire Safety 2021.**

After a number of complaints from residents about the number of cars being parked illegally and the amount of tyres being stored from local businesses within the area of Wingate Rd & Selbourne Rd, Luton, a joint visit was carried out with all agencies on the same day. BFRS were represented by a Fire Safety Advisor (FSA).

Having made entry to the premises the FSA found dangerous conditions throughout. Sleeping or resting appeared to be on the first floor, combustibles throughout, no smoke or fire detection installed, no safe escape route from the first floor, exits locked and blocked, fire doors not maintained and no emergency lighting. The risk was increased by the process of hot works (welding) being carried out in the ground floor workshop.

The FSA was then able to contact a Fire Safety Inspector (FSI) for support and the Authority to issue the Prohibition Notice (PN).

BFRS are continuing to work together with the Responsible Person to assess both the requirements and timescales for the subsequent remedial actions required before the PN can be withdrawn.

The joint approach enabled the use of the premises to be restricted with immediate effect and resulted in the RP needing to improve the fire safety measures within this premises, and to look at other areas of improvement if sleeping was to be provided in the future.



## Replacement RTC Cutting Equipment

by T Gradwell-Smith - Technical  
Manager

Extensive practical evaluations of RTC cutting equipment took place over two days on the 14th and 15th December with BRE (battery powered rescue equipment).

A set of BRE tools, Dedicated Cutters, Spreaders and Ram were provided by three of the leading market suppliers:

- ▶ Weber
- ▶ Holmatro
- ▶ Lukas

Transition to BRE will bring many benefits to the Service including maximising firefighter safety, due to the reduction of hydraulic risks and noise on the incident ground. All of which will provide significant benefits for casualty safety.

Changing to Battery power will also provide significant benefits environmentally.

### Key benefits include:

- ▶ Increased safety and operational needs.
- ▶ There is no risk of injury from high pressure hose oil injection
- ▶ There is no manual handling/trip hazard risk arising from hose management
- ▶ Operators are not restricted to the 15m length of hose
- ▶ There is significant noise reduction at incidents.
- ▶ Elimination of fuel degradation and fuel storage problems
- ▶ Reduction in whole life cost maintenance i.e. hoses
- ▶ Much reduced storage requirements
- ▶ Frees up a firefighter on the incident ground who would otherwise be operating/monitoring the hydraulic pump

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## Thanks to...

Many thanks to the following personnel who formed the evaluation group: WC Andy Shrehane, WC Luke Stanbridge, WC Lee Murphy, CC Nick Clements, CC Martin Chalkley, CC Andrew Towle, CC Dominic Cook, FF Stephanie Chandler.

It was also pleasing to see FBU rep bodies FF Mark Cook and Rebecca Lewington.

Further thanks to media team Lara Lewis who braved the elements to capture the testing.

There are a few final stages to complete and it is envisaged BFRS will be in the position to award contract to the successful supplier mid-January with the aim of phased introduction of BRE across our fleet of Rescue Appliances in Qu 1 2022-23.



# About The Fire Investigation Team

## Meet The Team

We saw GC Andy Draper and SC Jason Gell retire from the BFRS Fire Investigation Team at the beginning of 2021 which opened a wonderful opportunity to recruit new members to the team.

FIT are trained Fire and Arson Investigators who undergo a pathway of development to include a Fire Investigation and Arson Course and Legal Expert Witness Training.

The team includes:

- ▶ SC Trevor Gradwell-Smith
- ▶ GC Ian McLaren
- ▶ GC Rich Gordon
- ▶ SC Simon Williams
- ▶ SC Ivan Finch
- ▶ SC Jamie Clarke (FI in development)
- ▶ SC James West (FI in development)
- ▶ SC Steve Sugars (FI in development)

## How We Help?

Fire Investigation is a statutory duty placed upon Fire and Rescue Services under the Fire Service Act 2004 Section 45.

All BFRS Incident Commanders complete an Introduction to Fire Investigation Course equipping them to undertake Tier 1 Fire Investigations which are defined as a routine or uncomplex fire investigation. These are undertaken to provide information required by the Secretary of State, through the Incident Reporting System (IRS). It is important to remember that the FIT are there to support Incident Commanders (IC's) under Tier 1 to determine origin, cause and spread of fire but they should always be requested by the IC for the following types of incident:

- ▶ Every property fire where a SOCO is required to attend to investigate a potential crime scene.
- ▶ Any fatalities and / or serious injuries from fire.
- ▶ On request of the Incident Commander / Police / SOCO.
- ▶ Property fires with four or more pumping appliances attending.
- ▶ Fires where the Incident Commander is unable to determine the origin and cause and would record 'Unknown' on the Incident Recording System.
- ▶ Deliberate fires that form a pattern and the collection of evidence would be of value to the investigation/prevention strategy.
- ▶ Fires involving a large financial loss and require multi-agency working with Insurance/ loss adjusters.

Whilst the FIT support IC's under Tier 1 Fire Investigation to determine the origin, cause and spread of fire. They also work collaboratively under Tier 2 Fire Investigation with our Scene of Crimes Officers (SOCO's) from Bedfordshire, Hertfordshire and Cambridgeshire Police to investigate more complex fires and/or explosion incidents (non terrorist) where the origin, cause and fire spread cannot be easily established with the aim of preventing fire deaths, fire injuries, reducing arson as well as the financial costs to the public we serve.



**A new online introduction to fire investigation course** will be made available via Gardners Associates during 2022.

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## How Can Incident Commanders Support The Fire Investigation Team?

*“Thorough investigations don’t just happen, they are the result of careful planning, organisation and an ability to anticipate problems before they arise”*

NFPA 921 Guide for Fire & Explosion Investigation

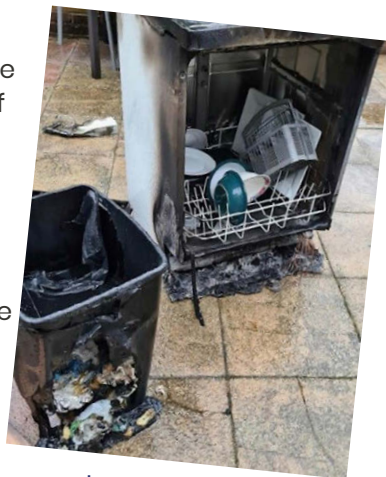
Scene preservation – *“Every contact leaves a trace”*:

- ▶ Consider changing jets to spray when viable.
- ▶ Minimise cutting away, turning over and damping down.
- ▶ Minimise movement of contents, if necessary, document on a plan or photograph.
- ▶ Consider photographic evidence i.e. Fire appliance mobile phone, Good Sam App, Thermal Image Camera footage etc.
- ▶ Restrict and control personnel movements in the scene, effective cordon control.
- ▶ Consider alternative access routes to the scene (also known as a common approach path).
- ▶ Electricity- if possible, leave all electrical equipment in-situ and undisturbed isolating the main switch only on the consumer board.



**REMEMBER:** FIT meet once a month to review fires of significance. They meet quarterly with trading

standards to collate appliance details to ensure faulty appliances are recalled. If you come across a faulty appliance that has caused a fire ensure the: make, model and serial number are recorded on the IRS and also emailed to [fireinvestigationofficer@bedsfire.gov.uk](mailto:fireinvestigationofficer@bedsfire.gov.uk).



Ensure that operational crews deployed to incidents complete a fire witness statement (FSO76) prior to going off duty and submit to the FIT lead.



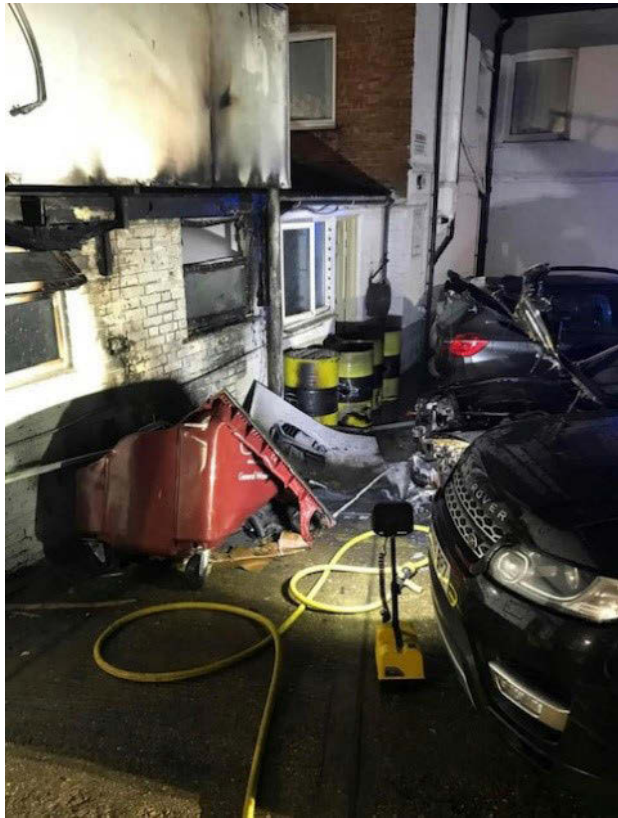
**REMEMBER:** A fire investigation team member can be contacted via service control to provide advice support over the phone.



## Things To Look Out For?

- ▶ Intruder or fire alarms sounding on arrival.
- ▶ Signs of forcible entry.
- ▶ Position of any item, prior to being moved by crews.
- ▶ Position or absence of commercial stock, fixtures, fittings, machinery or records.
- ▶ Position or absence of valuables, pets, furniture or appliances (TV's), family photographs, possessions.
- ▶ More than one apparent seat of fire.
- ▶ Unusual containers, improvised timing devices.
- ▶ Unusual burn patterns or odours.
- ▶ Location of owner, casualties or deceased.
- ▶ Fire intensity and location.
- ▶ Unusual intensity or location for the type of premises.
- ▶ Safety or security systems tampered with.
- ▶ Unusual hindrances to fire fighting.
- ▶ Unusual fire behaviour during suppression.
- ▶ Artificial conditions to aid fire spread.

## Operational Learning?



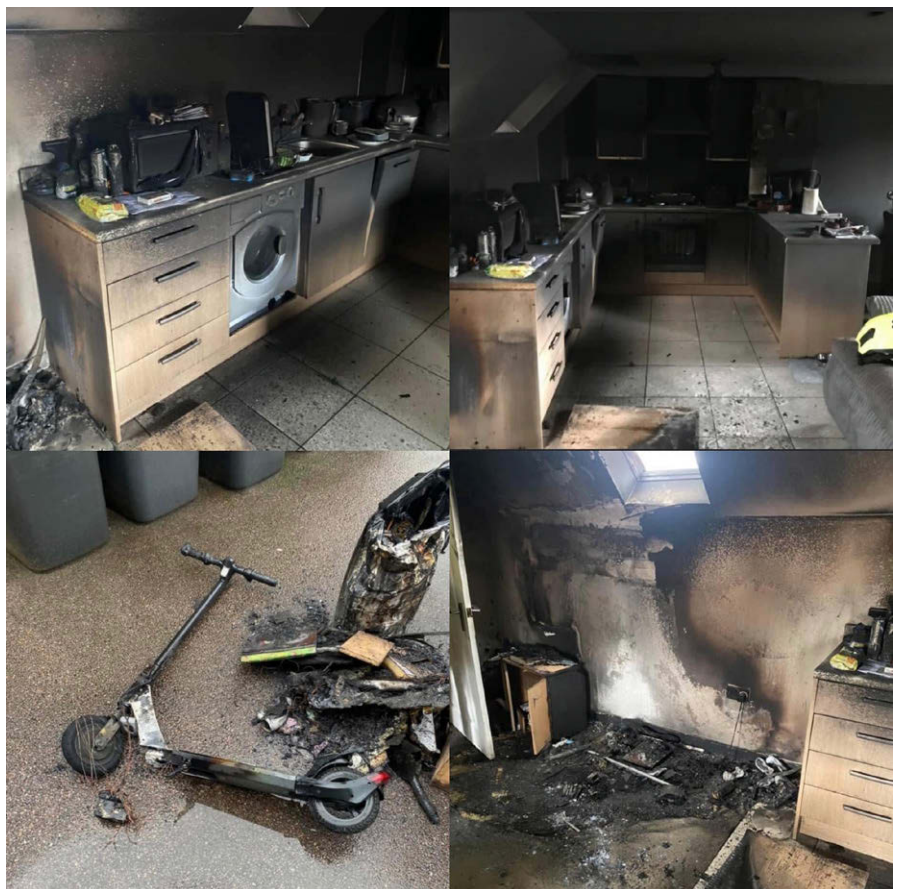
### Tudor Road, Luton, Bedfordshire

Burn pattern that originated from the Eurobin spreading to a vehicle and building. Initial Incident Commanders thoughts were that the fire was a deliberate ignition of the vehicle with fire spread to Eurobin and building but CCTV footage and a detailed excavation proved the fire to be accidental ignition of the bins, mostly likely a smouldering cigarette.

### Westoning, Bedfordshire

Lithium battery (unknown manufacturer) which had gone into “thermal runaway” causing the owner to receive burns to the groin. Early reporting by the Incident Commander allowed the Trading Standards Department to be promptly informed.

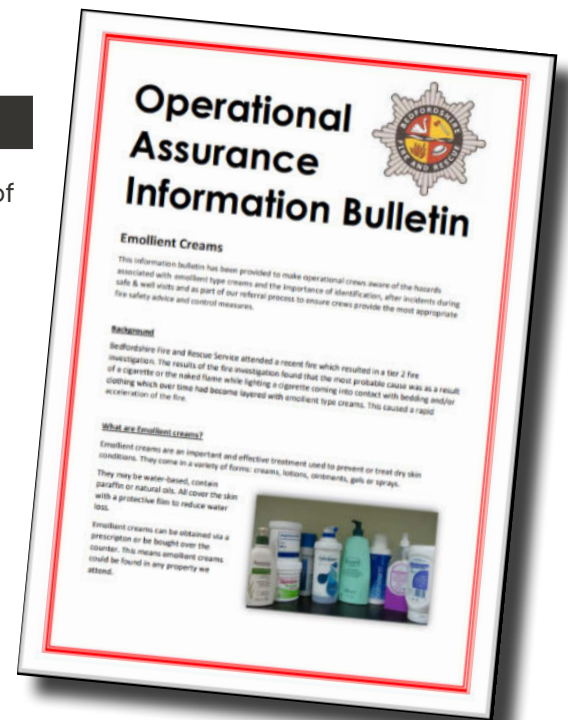
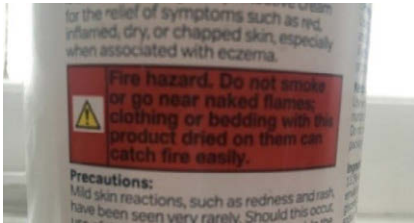
This amongst similar incidents across the County of Bedfordshire led to a Community Fire Safety Initiative during Electrical Safety Week on the need to purchase genuine products and the risks associated with lithium batteries.





## Ridgeway Road, Dunstable, Bedfordshire

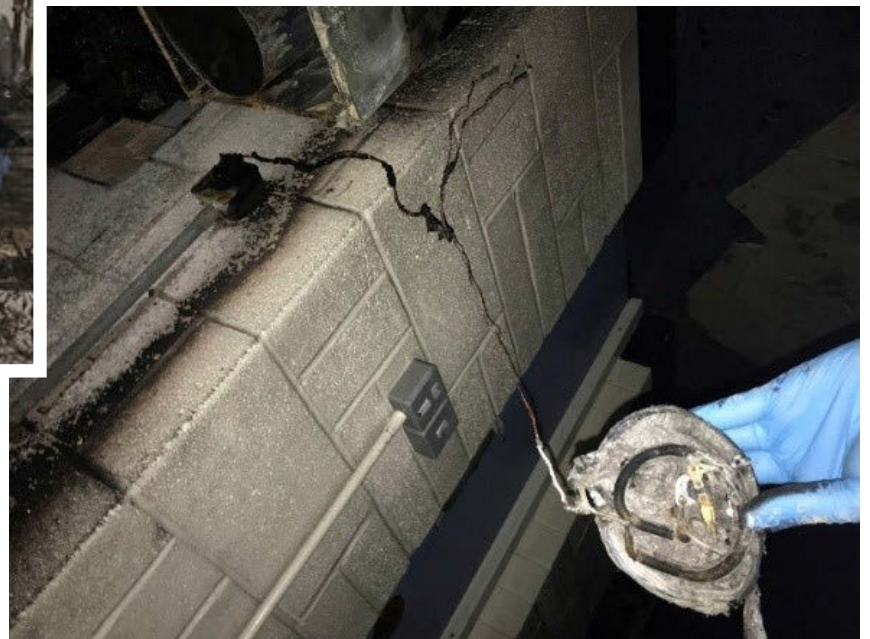
After a fire fatality, investigation by the FIT determined that the use of emollient creams helped accelerated the fire growth. On speaking with crews post incident it was identified that there was a lack of awareness of the dangers of emollient creams. This was also apparent in the Care Sector. This has generated additional learning and education for operational crews in the form of an Operational Assurance Information Bulletin, and work being undertaken by the prevention team with Community Care teams.



## HM Bedford Prison, Bedford, Bedfordshire



After a fire in a works kitchen crews undertook a Tier 1 fire investigation. The fire was deemed to have started by an electrical fault within a water cooler. After consultation with the FIT, a revisit to the address subsequently ruled out the water cooler as cause due to the unit being identified not to have been energised (plugged in). Further inspection identified the cause as remains of another electrical appliance that had been energised and placed on top of the cooler. Crews conducting a Tier 1 investigation should try and validate their hypothesis as best as possible. If you have any doubt on the cause and origin, request a Fire Investigation Officer.



# Replacement Mobilising Project Update



On the 1st November 2021, BFRS went live with our new cloud hosted Motorola Control Room solution.

This is a really significant development both for BFRS and our technology partners Motorola and 3TC. The new system is cloud hosted and is the first example of its kind in the UK. There are numerous benefits of this early adoption philosophy and vision of the project team, with the major one being is that the new system is already ESN (Emergency Services Network) compliant.

Therefore, when the current Airwaves migrate to ESN, BFRS will again be at the forefront of UK FRS's and able to further utilise this technology with integrated ESN devices.

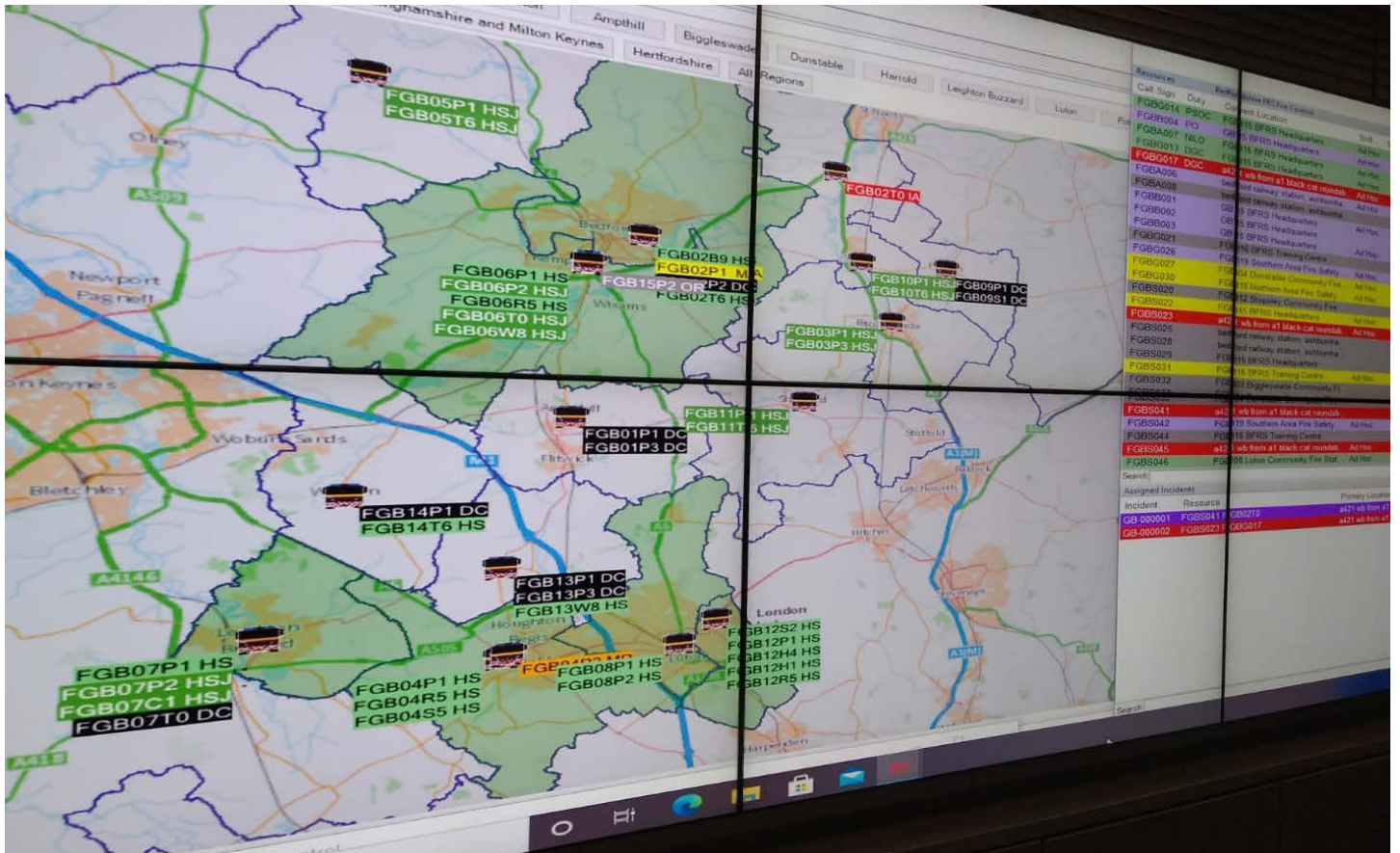
Coinciding with the switchover to the new systems, was the go live of our MDTs using ESN Connect across the entire fire appliance fleet.

In the first 2 months of the system, Control have:

- ▶ Managed 3474 total inbound and out bound calls.
- ▶ Dealt with a total of 985 emergency calls (441 were 999 from the public and 544 calls from other emergency services).
- ▶ Logged a total of 3251 incidents.
- ▶ Made 2320 mobilisations.
- ▶ Dealt with a total of 6581 radio messages.

BFRS resources have also mobilised to multiple 'What 3 Words' address directly from the new system.

The project team would like to thank everybody involved in the switch over in November – it was a very carefully managed process. This involved the day Control watch working out of Secondary Control whilst the technological switch over was made. This was done on a station by station basis and all the hardware was changed over in Control by ICT and Property teams.



Operational crews-maintained Radio Watch during the morning until their station was switched across. This involved nominated On Call personnel being on station as a Single Point Of Contact and manually activating Pagers to mobilise crews where required.

Our technology partners provided 24hr attendance within Control until Wednesday afternoon to support the new system, but due to the extensive testing, which was carried out prior to the Go Live day, they were only required for some snagging issues.

Since Go Live the Project Team has continued to work to improve the system and resolve any issues identified by both Control and Station based staff. This led to the first two software updates being implemented in early December and early January which resolved some of the prioritised issues. There is a further update scheduled for early February.

The Guardian Command software is now fully customisable and suggestions around tip-sheets and status changing sequences can be raised via your SMs at ODT. The new system also allows for more accurate short- and long-term changes to PDAs to support information being fed in across the wider organisation.

Completion of the first stage of the project is a key element of the CRMP Maximising Aim and will strengthen our data insight and analysis capabilities. The new mobilising system can provide greater telephony reporting with more dynamic reporting from the computer aided despatch.

Thank you to everybody who has been involved in the process so far and for the patience and support from all operational staff.

Further updates will be provided via future editions of the Red Bulletin.



# Bedfordshire

## Fire & Rescue Service



**WE'VE GOT YOUR BACK**



**EVERY CONTACT COUNTS**



**WE DARE TO BE DIFFERENT**



**WE ARE ACCOUNTABLE**

### **Contribute to the Bedfordshire Fire & Rescue Service's RED Bulletin**

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Is there operational learning you would like to share with colleagues? Is there change happening to the Service that operational teams need to know about?

Email [redbulletin@bedsfire.gov.uk](mailto:redbulletin@bedsfire.gov.uk).

