

Delivering vital technology to support fire operations

Success
Story

Avon Fire & Rescue Service (Avon FRS) provides emergency and protection services to the communities of Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire. Frontline operations are supported by Fire Service Control, a 24/7 operation answering 999 calls and mobilising appliances as necessary. The operators in the Control Room take around 27,000 calls per year and the service responds to around 13,000 incidents.

A fully integrated flexible system

Since 1993 Avon FRS has used Capita's DSX ICCS as vital operational equipment within the Control Room. Prior to this calls were taken from a fixed console on each desk; an inflexible and immovable system. With an eye to the future Avon FRS moved to a fully integrated system; bringing radio and telephony together on a single touchscreen and offering flexibility and scalability to support future operations.

The migration to the DSX was simple. The flexibility of the user interface offered Avon FRS the ability to change anything, from icons to hotkeys. This enabled the new touchscreen interface to look very similar to the original call taking consoles offering familiarity to users and reducing the training overhead for existing and new operators. This is still a favourite feature for all users of the DSX and remains in the latest generation.

The future

Avon FRS has upgraded to the latest generation of the DSX ICCS and has added the latest extra features and functionality to its system to further support operations and build on the proven integration with their Vision CAD (which is also supplied by Capita). This has facilitated further time savings and removed the double keying of caller information.

The DSX was provided with digital recording and instant replay facilities which migrated operations from Avon FRS's old analogue tape systems. The DSX supports developments in connection to the Airwave network and, by extending the system to the Emergency Control Room as a standby location, provides resilience to Avon FRS's operations now that the FIREControl Regional Control Centre will not become operational.



“The DSX ICCS has proven a vital piece of equipment in our operations for over 18 years and will continue to do so as we move to the latest generation to support our future work.”

Bob Smith
Head of Control and Communications
Avon Fire & Rescue Service