

Chief Fire Officers (Scotland)

4 November 2011

Dear Chief Officer

DEAR CHIEF OFFICER (SCOTLAND) LETTER 13/2011

Update on the Provision of Support for Fire Service Emergency Cover Toolkit

1. Background

1.1 The Fire, Resilience and Emergencies Directorate have provided a helpdesk service for the Fire Service Emergency Cover Toolkit since 2004 to assist members of Fire and Rescue Services in its use.

2. Provision of support for Fire Service Emergency Cover Toolkit

2.1 Appropriate FSEC staff in your service should now be aware that Fire and Risk Management Support Services have taken over responsibility for provision of the support service for the Fire Service Emergency Cover Toolkit from 1 September 2011. The contract manager at Fire and Risk Management Support Services is Dave Berry. He can be reached on 01793 820371 or 07701 045781. You can also email him dave.berry@farmss.co.uk.

2.2 The helpdesk service is essentially the same as before. The main member of staff manning the helpdesk will be Jim Smith, and he will be supported at times by George Milburn.

2.3 You can contact the helpdesk by emailing: FSECSupport@fepd.gov.uk or by telephoning: 07747 693346.

2.4 The helpdesk will be available Monday to Friday between 09:00 and 17:30 except for bank holidays.

2.5 Our FSEC Advisor, John Spence is also available to support FSEC staff with in your service and can be contacted on 0300 244 1377 or by e-mail at john.spence@scotland.gsi.gov.uk .

2.6 Please bring this information to the attention of appropriate staff with in your service.

Yours sincerely



STEVEN TORRIE

Head of the Scottish Fire and Rescue Advisory Unit