



Revised Operational Control Centre Structure

Committee Personnel

Date of meeting 8 November 2024

Date of report 30 October 2024

Report by Director of Transport Operations

1. Object of report

To advise members of the findings of a review of the Operational Control Centre and seek approval in relation to the proposed revised structure which is currently being consulted with the relevant Trade Union and affected staff.

2. Background

The Personnel Committee has received and approved a number of organisational structure reviews. While seeking to streamline the organisation, a key theme has also been to maintain and, where possible, improve levels of service with reduced resources. We also continue to review departments where we have identified increased workload across multiple workstreams as well as increased resourcing requirements to support associated complexity and governance - the restructure of the Operational Control Centre within the Subway Operations department falls into that category.

SPT is continuing with the delivery of the Subway Modernisation programme and one of the most significant phases is the migration from the legacy Control Room at Broomloan to a new Operational Control Centre.

3. Outline of Proposals

Following a review by the Head of Operations & Security (Subway) and Director of Transport Operations and discussion with the Strategy Group, a new structure for the Operational Control Centre (OCC) was proposed. This includes CCTV monitoring which is currently externally sourced and this restructure will result in CCTV monitoring being brought in-house through a new Communications & CCTV Operator post(s) which will have a wider scope of responsibility.

Control of a new subway system and introduction of UTO, together with the significant increase in the number of CCTV units across the Subway estate require an increase in the number of posts in the OCC from 15 to up to 30, with the aim of addressing the following issues:

- Being responsive to service demands;
- 24/7 supervision of subway operations;
- Preparation for incident planning and response;
- Ensuring SPT has the capacity to manage the technological changes;

- Preparing for further automation, whilst improving safety and security;
- Providing flexibility and resilience;
- addressing resource and skills gaps; and
- Development and the creation of career pathways to support longer term succession planning

Consultation with the relevant trade union and affected staff commenced on 7 October 2024. Following consultation the proposals will result in:

- The creation of the new Operational Control Centre including the creation of new positions within the department:- Operational Control Centre Supervisor (up to 6 Posts), Operational Control Centre Controller (up to 13 Posts), Communications & CCTV Operator (up to 11 Posts)

The Subway Modernisation project necessitates a degree of dual running between old and new arrangements. Provision has been made to cover these dual running costs in the interim. The new structure, net of the current CCTV monitoring contract costs, will cost up to an additional £629,523 per annum. The additional staffing will be recruited in Q2/Q3 2025/26. The additional cost in 2025/26, will be circa £420,000. Longer term this cost will be managed within the overall Subway budget in line with the original business case. The current and proposed structures are attached at Appendices 1 and 2. The number of staff affected by these proposals is 15.

4. Committee action

The committee is recommended to approve the proposed increase in staffing as detailed in this report.

5. Consequences

Policy consequences	<i>None directly.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>The proposed change and increase in number of posts will result in an increased net cost of £629,523 per annum the part year impact of which will be reflected in the 2025/2026 revenue budget.</i>
Personnel consequences	<i>A proposed increase in headcount and full compliance with all SPT reorganisation policies.</i>
Equalities consequences	<i>An Equalities Impact Assessment was carried out.</i>
Risk consequences	<i>None directly.</i>
Climate Change, Adaptation & Carbon Consequences	<i>None directly.</i>

Name Richard Robinson

Title **Director of Transport Operations**

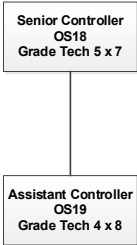
Name Valerie Davidson

Title **Chief Executive**

For further information, please contact *Richard Robinson, Director of Transport Operations, on 0141-333 3481 or Janice Morgan, Head of HR, on 0141-333 3414.*

APPENDIX A

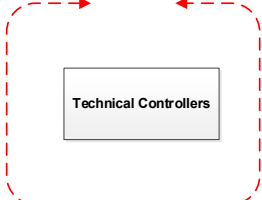
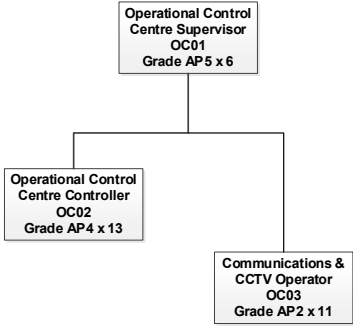
CONTROL ROOM
- CURRENT STRUCTURE



FTEs = 15

APPENDIX B

OPERATIONAL CONTROL CENTRE
- PROPOSED STRUCTURE



Maintenance & Engineering Team

FTEs = 30

APPENDIX 2

CURRENT Employed				PROPOSED			
Job Title	Grade	FTE	Vacancies	Role	Grade	FTE	Effect
Senior Controller	Tech 5	7		OCC Supervisor	AP5	6	
Assistant Controller	Tech 4	8		OCC Controller	AP4	13	
				Communications & CCTV Operator	AP2	11	
Department Total		15	0	Department Total		30*	15

*Up to 30 FTE