



Thames Valley Fire Control Service Joint Committee

Monday 18th December 2017 at 2.00pm

Large Conference Room,
Oxfordshire Fire and Rescue Service Headquarters,
Sterling Road, Kidlington, Oxford, OX5 2DU

AGENDA

	Item	Start time
1.	Apologies	2.00 pm
2.	Introductions	
3.	Declarations of Interest	
4.	Minutes of the meeting held on 18 th September 2017 (<i>Pages 3 - 7</i>)	
5.	Matters Arising	
6.	Questions from Members (Written Questions)	
7.	TVFCS Performance Report (<i>Pages 9 - 15</i>) Purpose: To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS)	

8.	<p>Finance Update 2017/18 (<i>Pages 17 - 18</i>)</p> <p>Purpose:</p> <p>To provide the 2017/18 budget monitoring position for Thames Valley Fire Control Service (TVFCS) up until 30th November 2017.</p>	
9.	<p>Proposed TVFCS Budget 2018/19 (<i>Pages 19 - 22</i>)</p> <p>Purpose:</p> <p>To provide the Joint Committee with the proposed budget for Thames Valley Fire Control Service (TVFCS) for the 2018/19 financial year.</p>	
10.	<p>Progress report on TVFCS Fallback Arrangements (<i>Pages 23 - 25</i>)</p> <p>Purpose:</p> <p>To update the Joint Committee on progress being made in moving Thames Valley Fire Control Service (TVFCS) Fallback arrangements.</p>	
11.	<p>Thames Valley Fire Control Significant Risks (<i>Pages 27 - 28</i>)</p> <p>Purpose:</p> <p>To provide the Joint Committee with an updated overview of significant new risk posed to Thames Valley Fire Control Service (TVFCS) and any existing issues which currently pose a high risk.</p>	
12.	<p>Phase 2 of Transition Plan (Verbal update by Neil Boustred)</p> <p>Purpose:</p> <p>To provide an update on the next phase of the Transition Plan.</p>	
13.	<p>Forward Plan</p> <p>Purpose:</p> <p>To note the Forward Plan.</p>	
	<p>Date of Next Meeting:</p> <p style="text-align: center;">Monday 19th March 2018 at 2.00pm Oxfordshire Fire and Rescue Service Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU</p>	



Thames Valley Fire Control Service Joint Committee Meeting

Monday 18 September 2017 2.00 pm
Oxfordshire Fire & Rescue Service HQ, Sterling Road, Kidlington, Oxford, OX5 2DU

Minutes

Present: Councillor Judith Heathcoat (Chairman), Oxfordshire County Council
Councillor Angus Ross, Royal Berkshire Fire Authority
Councillor Roger Reed, Buckinghamshire and Milton Keynes Fire Authority
Councillor Lorraine Lindsay-Gale, Oxfordshire County Council
Councillor Malcolm Alexander, Royal Berkshire Fire Authority

In Attendance: Simon Furlong (CFO, OFRS)
Trevor Ferguson (CFO, RBFRS)
Jason Thelwell (CFO, BFRS)
Mat Carlile (AM, OFRS)
Neil Boustred (AC, BKFA)
Mark Gaskarth (AM, RBFRS)
Graham Britten (Director of Legal & Governance, BFRS)
Conor Byrne (Head of Finance & Procurement, RBFRS)
Julie Summers (SM, TVFC)
Asif Hussain (Principal Accountant, BFRS)
Christine Barefield (PA OFRS)

Public: Matthew Barber

67. APOLOGIES

Apologies for absence were received from Cllr David Carroll BMKFA, Mick Osborne BFRS, David Sutherland BFRS, Simon Harris TVFC

68. INTRODUCTIONS

The Chairman welcomed all members to the meeting and introductions were made. A special welcome was made to Julie Summers who has joined the TVFC as Station Manager. Simon Harris, the new Group Manager takes up his post in October 2017 and will attend a future meeting.

69. DECLARATIONS OF INTEREST

None.

70. MINUTES FROM THE MEETING HELD ON 31 July 2017

Subject to the correction of the Service for David Sutherland on page 2 it was:

RESOLVED –

That the Minutes of the meetings of the TVFCS Joint Committee held on 31 July 2017 be approved and signed by the Chairman as a correct record.

71. MATTERS ARISING

Item 60 – The Chairman proposed that one visit be arranged for Members to visit the Control Room to avoid disruption to the staff.

RESOLVED –

Christine Barefield to liaise with Julie Summers to arrange visit.

Item 60 – Mark Gaskarth advised that he will be providing electronic updates to the Committee with regard to the Fall Back Service with a full update being presented at the December meeting. A number of options are being explored with a two-way partnership arrangement being in place in early 2018.

72. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None.

73. TVFCS Performance Report

Mark Gaskarth presented the Committee with the current performance report which provided a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons. Performance in terms of mobilisations within 60, 90 and 120 seconds continues to be a key area of focus for all staff. With regard to the performance measures, it was acknowledged that these are stretch targets.

It was noted that the number of emergency calls dropped slightly in August by 174 calls, with incidents requiring mobilisation increasing compared to the last quarter. Co-responding calls have decreased for each FRS through June, July and August.

With regard to item 4.8, absence levels continue to be monitored and managed. Sickness in August decreased to 0.8 due to managerial actions. The level of sickness had been related to seasonal illnesses and medical conditions.

Item 5.1 was noted with regard to the appointment of Simon Harris to Group Manager and Julie Summers to Station Manager. Fixed term positions at firefighter (Control) level have been offered following a further process and this has been done to cover vacancies and maternity leave. The appointment of the Group Manager and Station Manager has provided more capacity to focus on the issues required. Mark Gaskarth asked for the work of Ellen Warner to be recognised and it was agreed that the Chairman will write a formal letter of appreciation.

Chairman to send letter to Ellen Warner.

Cllr Ross suggested that there is a need to ensure that the balance between targets and quality is correct. Cllr Ross had visited the Control Room recently with this noticed and raised during the visit albeit; although this is not seen as an issue.

The Chairman advised that she was delighted to see the new performance measures which show the journey the TVFC has come along since it came into being.

RESOLVED –

1. The Joint Committee noted the contents of the report.

74. Finance Update

Conor Byrne provided Committee with the 2017/18 budget monitoring position for TVFCS up until 31st August 2017. The total costs incurred as at the end of August 2017 were £688,158 and the forecast outturn position is £2,042,269 with a predicted underspend of £80,941. It was noted that this figure does not include the contingency allocation available of £150,000. The major

contributory factor to the under spend was employment costs and attention was drawn to item 4.3 with regard to the number of new recruits joining the Service in September reducing from five to four, with one candidate declining the offer of employment. Trevor Ferguson advised Committee that one experienced member of staff has recently moved to London Fire Brigade with a pay enhancement and this is a risk to the Service. Jason Thelwell advised that London are looking to recruit 400 staff over the next 18 months and the Services are unable to compete with the levels of enhanced pay being offered. Work is currently ongoing with regard to the use of apprentices in the Control Room and Jason Thelwell advised that Lynn Swift and Kerry McCafferty from BFRS would be able to provide support with this work as a number of apprentices have been appointed to various roles within their Service. Following his recent visit to the Control Room, Cllr Ross advised that it was pleasingly to note that the new recruits have come from varied backgrounds bringing diversity to the overall Team.

With regard to item 4.8 and the funding for the Emergency Services Mobile Communications Project (ESMCP), Conor Byrne confirmed that RBFRS had received the initial funding of £573,000 from the Home Office. Nationally, it has since come to attention that there are some areas of cost that are not covered in the initial grant funding and a new submission has been made to the ESMCP Project Team requesting additional funding of £203,000. RBFRS are currently awaiting a response to this request. Trevor Ferguson advised that the ESMCP project is the biggest risk for all 3 Services currently due to the lack of clarity and Simon Furlong further advised that the risk is also around the capacity of TVFC to maintain the service whilst embedding in new systems. Steve Foye, the Deputy Chief Fire Officer of RBFRS has taken over as the Chair of the Regional ESMCP Group and it was agreed that he would be invited to the December meeting to provide an update on the project.

Trevor Ferguson to invite Steve Foye to December meeting.

With regard to the current FBU pay negotiations, it was confirmed that a 1% pay increase has already been written in to the budget however; any additional increase would need to be factored in. The Committee asked Conor Byrne to provide a scale of costs in % increments to show how the budget would meet any pay increase.

Conor Byrne to produce scale of costs.

RESOLVED –

1. that the report was noted.

75. FORWARD PLAN

The forward plan for December was discussed and Mark Gaskarth advised that the Budget Setting for 2018/19 needs to be added.

Christine Barefield to update forward plan.

Cllr Reed suggested that there would be benefit in adding the Risk Register to the forward plan for every meeting to look at the key risks and this was agreed

by Committee.

Cllr Ross enquired as to when Committee would receive an update on the Transition Plan Phase 2 and the Chairman suggested that this would be an area to be covered by the Collaboration Steering Group meeting.

The forward plan was noted.

76. Visit to Secondary Fire Control

The Committee took the opportunity to visit the Secondary Fire Control.

77. DATE OF NEXT MEETING

The Joint Committee noted that the next meeting would be held on Monday 18th December 2017 at Oxfordshire Fire and Rescue Service, Fire and Rescue Service HQ, Sterling Road, Kidlington, OX5 2DU.

The Chairman closed the meeting at 3.15pm

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	TVFCS PERFORMANCE REPORT
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	17TH DECEMBER 2017
OFFICER PRESENTING REPORT:	AC NEIL BOUSTRED

1 PURPOSE AND SUMMARY OF REPORT

To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS)

2 RECOMMENDATIONS

That the Joint Committee:-

NOTE. The report.

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 The Control Manager's report September 2017 – November 2017 (Appendix A) provides a detailed narrative on TVFCS- performance together with the agreed set of performance information to enable comparisons.

4 SUMMARY OF PERFORMANCE

- 4.1 Performance against mobilisations within 60, 90 and 120 seconds has decreased. This is attributed to the introduction of a number of new staff to the 'Live' Control Room environment and this performance measure is expected to improve as the newer staff gain in experience and confidence.
- 4.2 The answering of emergency calls within 5 and 10 seconds remains at a high level, with some minor monthly fluctuation
- 4.3 The percentage of admin calls answered within 15 seconds has reduced, this is a reflection of some pressures on crewing levels.

- 4.4 There has been a reduction in the number of emergency calls answered, mobilisations and Co-responding calls. This is a result of the cessation of the EMR trials in RBFRS and OFRS.
- 4.5 Overtime levels have been high as a result of establishment vacancies. This is now starting to reduce as the newly recruited staff are in place.
- 4.6 Absence levels are reducing following several periods of long term absence. Measures are being taken to improve attendance during the winter period.
- 4.7 Overall performance of the Command & Control system has been good. The new capacity created within the management team is allowing engagement with the supplier to drive further improvement.

5 FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS

There are no implications within this report.

6 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

This report complies with the Steady State Legal Agreement which defines the responsibilities for measuring and reporting on performance.

6 CONTRIBUTION TO SERVICE AIMS

The Committee provide oversight on behalf of the TVFCS in fulfilling their statutory duty to make arrangements for dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004)

7 BACKGROUND PAPERS

- 7.1 Programme Sponsoring Group Benefits Paper – 11 April 2013

8 APPENDICES

- 8.1 Appendix A – TVFCS Control Room Manager's Report September – November 2017

Author: Simon Harris GM Thames Valley Fire Control Service
Date: 6th December 2017

Thames Valley Fire Control Service



Appendix A: Control Room Manager's Report September - November 2017

Part 'A'

1. Establishment
2. Explanation of absence rates
3. Overtime claims and payment records
4. Technical performance of the system
5. Report on TVFCS performance and updates

1. Establishment

The authorised establishment and current staffing position are shown below. It details the number of people in their substantive posts and also those in temporary positions.

Role	Authorised Establishment	Number of people in substantive posts and FTE	Number of people in temporary positions and FTE	Vacancies	Comments
Group Manager	1	1 – 1 FTE	0 – 0 FTE	0	.
Control Manager	1	1 – 1 FTE	0 – 0 FTE	0	
Control Training Manager	1	1 – 1 FTE	0 – 0 FTE	0	
Watch Managers	4	4 – 4 FTE	0 – 0 FTE	0	
Crew Managers	12	9 – 8.82 FTE	1 – 1 FTE	1.18	1 FF Temporarily promoted to CM covering establishment vacancy
Firefighter	20	22 – 20.88 FTE	0 – 0 FTE	0.12	1 substantive FF temporarily covering CM.
Total	39	38 36.70 FTE total people in their substantive positions	1 – 1 FTE	1.30	Current actual number of people employed = 38 and 37.70 FTE

2. Explanation of absence rates

September

Total Number of:

Episodes	(9 Short 1 Long)
Days Lost	36
Average Days Lost FTE	0.86

October

Total Number of:

Episodes	(5 Short 1 Long)
Days Lost	28
Average Days Lost FTE	0.72

November

Total Number of:

Episodes	(6 Short 0 Long)
Days Lost	16
Average Days Lost FTE	0.37

3. Overtime claims and payment records (Does not include Bank Holiday pay)

Total Paid	Hours worked	No of staff claiming OT between 1 st Sept and 30 th Sept 2017
£5377.87	269	14

Total Paid	Hours worked	No of staff claiming OT between 1 October and 31 st October 2017
£4802.09	231	15

Total Paid	Hours worked	No of staff claiming OT between 1 November and 30 th November 2017
£2120.19	87	9

4. Technical performance of the system

Progress continues to be made on aligning responses and cleansing data held within the system. The aim of this work is to provide TVFCS Control staff with data that is easier to interpret, which should lead to improved performance.

The Command & Control system itself has been stable during the reporting period, however issues with the Airwave radio network impacted on overall system performance, necessitating the implementation of a workaround to maintain efficient radio communications. A meeting is being arranged with both Capita and Airwave to discuss their response to these issues and secure an improved response should any similar events take place in the future.

A meeting is also being arranged between the GM TVFCS, Capita's Service Level Manager and the Capita development team based in Portsmouth to look at historic system issues which have not yet been satisfactorily resolved and determine a way forward. This may involve taking a software upgrade that was not on the previous release pathway if a number of long standing issues can be resolved by doing so.

Report on TVFCS performance and updates

Sickness levels have now begun to fall from higher levels over the summer caused by long term absences. Long term sickness absences are now decreasing and a number of individuals have been through phased 'return to work' programmes to facilitate a return to full duties.

The new Control management team are looking to proactively address any areas of problematic absence with the involvement of RBFRS HR department and the Occupational Health provider.

It has been possible, through the RBFRS HR department, to offer flu vaccinations to TVFCS staff to attempt to reduce the impact of seasonal illness. At this point, 25 TVFCS staff have requested vouchers for Flu Vaccination. A follow up survey will be carried out by the RBFRS Health and Well being team to establish how many of the vouchers are ultimately used and to identify what effect this has on absence levels.

The TVFCS Management team are engaging with the FRS to involve TVFCS staff in Critical incident Stress Debriefs which it is hoped will reduce the impact of traumatic incidents on TVFCS Control staff. In addition, in conjunction with RBFRS HR department, it is intended to provide a number of TVFCS staff with training in 'Mental Health First Aid'.

The statistics show a reduction in the performance measures for mobilisations. This would appear to be related to the introduction of a relatively large number of new staff to the 'Live' Control room environment. Whilst not ideal, this is a commonly experienced issue across the Fire Control sector nationally. It should be expected that the performance figures will improve as the newer staff gain in experience and confidence. The occasions where Control crewing is compromised through absence also have an impact on performance and it is anticipated that the absence management measures mentioned above will have a positive impact.

The TVFCS management team are exploring different approaches that could be taken with the data held in TVFCS systems which would speed up the call handling process and have a positive impact on performance.

Work has commenced to identify ways of reporting TVFCS call handling and mobilising performance which will provide more meaningful detail. The intention is to provide officers and members with a breakdown showing performance against particular types of incidents. This will also assist the TVFCS Management teams in identifying trends in performance and allow efforts to be focused in the right areas to deliver improvements.

It is notable that there is a drop in the number of calls, mobilisations and Co-responder calls. This would appear to be as a result of the cessation of Emergency Medical Response trials.

Part 'B'
Performance Reporting

Performance indicators now show a rolling 12 month average based on TVFCS data available since go live and the RAGB method adopted.

Key	
Red	Target missed by more than 10%
Amber	Target missed by 10% or less
Green	Target met or exceeded by less than 10%
Blue	Target exceeded by 10% or more
Grey	Data accuracy issues make judgement not possible

The table below provides a summary of the performance measures:

Metric	TVFCS Rolling 12 month average (Dec 16 - Nov 17)	2017/18 Target	Sept 2017	Oct 2017	Nov 2017
Admin calls answered within 15 seconds	88.32%	82.57%		81.49%	82.85%
Emergency calls answered within 5 seconds	94.32%	92%	93.81%	94.03%	94.70%
Emergency calls answered within 10 seconds	97.51%	97%	97.74%	97.59%	97.99%
Mobilisations within 60 seconds	53.88%	60%	51.61%	46.28%	45.21%
Mobilisations within 90 seconds	77.57%	80%	76.26%	70.82%	71.41%
Mobilisations within 120 seconds	87.62%	95%	86.34%	83.11%	84.28%
No of times Emergency fallback instigated (Operation Exit)	0		0	0	0
Average shifts sick per FTE	0.68		0.86	0.72	0.37
Number of mobilisations	1903		1787	1804	1786
Total Emergency calls answered	2689		3243	2924	2770
Total Admin calls answered	7072		7394	6868	7522
Number of Co-responding incidents	266		293	91	46

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	FINANCE UPDATE
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	18TH DECEMBER 2017
OFFICER PRESENTING REPORT:	CONOR BYRNE

1. PURPOSE AND SUMMARY OF REPORT

- 1.1 To provide the 2017/18 budget monitoring position for TVFCS up until 30th November 2017.

2. RECOMMENDATIONS

- 2.1 That the Joint Committee **NOTE** the budget monitoring position for 2017/18 as shown in **Appendix A**.

3. BACKGROUND AND SUPPORTING INFORMATION

- 3.1 The budget for TVFCS for 2017/18 was set at the Joint Committee meeting in December 2016, totalling £2,123,210. A contingency allocation of £150,000 was also agreed.

4. BUDGET MONITORING POSITION 2017/18

- 4.1 The total costs incurred as at the end of November 2017 were £1,229,209 and the forecast outturn position is £2,012,230, an under spend for the year of £110,980. This figure does not include the contingency allocation available.
- 4.2 The major contributory factor to the under spend was employment costs. The size of the estimated under spend has also increased from previous reports due to factors that have developed as the year has progressed.
- 4.3 The new Group Manager and Control Room Manager joined the service during quarter two of the financial year. Four new recruits have also joined

in recent months meaning that the team is now temporarily over establishment. The plan to recruit in advance of need has been justified with staff resignations taking effect in September and October, and maternity leave commencing in October and December.

- 4.4 The pay award issue is still ongoing, with staff currently being paid at the rates effective from 1st July 2016. The estimated outturn position is based on a 1% pay award being agreed and backdated to 1st July 2017. This is based on the first stage of the employers offer on pay. With each additional 1% of pay agreed amounting to additional costs of roughly £16k, there is sufficient headroom in the existing budget to absorb any pay award agreed in excess of 1%.
- 4.5 On technology costs, existing contracts with Capita have been recently renegotiated to align them with other contract end points. Telephony contracts have also been renegotiated and significant savings achieved. Costs in some of these areas have been delayed whilst negotiations have been completed, but it is expected that this will be rectified imminently.
- 4.6 Elsewhere, costs are currently estimated to be on target across most areas with only small variances expected.

5. FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS

- 5.1 There are no environmental or equality implications arising from the report.

6. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 6.1 The report complies with the “Principles of Collaboration”.

7. CONTRIBUTION TO SERVICE AIMS

- 7.1 Under the Fire and Rescue Services Act 2004, it is a statutory duty for Fire and Rescue Services to make arrangements for dealing with calls for help and summoning personnel.

8. BACKGROUND PAPERS

- 8.1 None.

9. APPENDICES

- 9.1 Appendix A: TVFCS budget monitoring statement up until 30th November 2017.

Author: Ryan Maslen, Deputy Head of Finance, RBFRS

Date of Report: 6th December 2017

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	PROPOSED TVFCS BUDGET 2018/19
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	18TH DECEMBER 2017
OFFICER PRESENTING REPORT:	CONOR BYRNE

9. PURPOSE AND SUMMARY OF REPORT

- 9.1 To provide the Joint Committee with the proposed budget for Thames Valley Fire Control Service (TVFCS) for the 2018/19 financial year.

10. RECOMMENDATIONS

That the Joint Committee:-

- 10.1 **Agree** the pay award increase to be built into the budget for the 2018/19 financial year.
- 10.2 **Agree** the proposed TVFCS revenue budget for 2018/19 as detailed in Appendix A, to reflect the pay award increase.
- 10.3 **Agree** a contingency budget allocation of £150,000 which would provide an upper limit of expenditure without further fire authority approval.
- 10.4 **Agree** to set aside £150,000 (£50,000 from each partner) in 2018/19 towards capital replacement costs.
- 10.5 **Recommend** to their respective authorities the TVFCS budget for the financial year 2018/19 and the individual Authority contributions to this budget.

11. BACKGROUND AND SUPPORTING INFORMATION

- 11.1 The key issue for discussion as part of this process is the uncertainty over the pay award for staff, which was due to be paid from July 2017 but had been delayed due to ongoing negotiations.
- 11.2 With staff members currently being paid at the rates which were effective

from 1st July 2016, the agreed budget needs to incorporate the pay awards effective from 1st July 2017 and then from 1st July 2018.

- 11.3 Appendix A summarises what the total TVFCS revenue budget for 2018/19 will be, based on three possible pay award options. Appendix B then provides greater detail on how this total budget is made up, and is based on option 1 within Appendix A – a pay award of 2% being effective from 1st July 2017, with a further 2% being effective from 1st July 2018.
- 11.4 Appendix B is provided purely to illustrate how the budget will be made up across all areas, and is based on option 1. Options 2 or 3, if agreed, would result in the two employment lines at the top of the appendices being amended. All other figures would remain the same. The total budget being approved under each option is detailed in Appendix A.
- 11.5 Additionally, a contingency budget allocation of £150,000 is also proposed in point 2.3. With a 1% pay award amounting to approximately £16k of additional costs, this funding could comfortably cover any pay award in excess of the built in amount and could be utilised from the overall allocation if necessary.
- 11.6 With a number of new staff members being in post within the service, a full review of the staffing budgets was completed with the TVFCS Group Manager to ensure that the salary estimates reflected the expected progression of each member towards being fully competent. In previous years the budget has been based on each staff member being at the competent level, so by building development rates of pay into the budget the overall requirement for some posts has been reduced.
- 11.7 Employment costs have increased by a maximum of 1.27% (based on the worst case pay award option) between 2017/18 and 2018/19, mainly due to three other factors. Firstly, the 2017/18 budget reflected only the part year effect of the Group Manager post changes. The full year effect has increased costs for this post by £38k. Secondly, the 2017/18 budget assumed a pay award of 1% effective from 1st July 2017. So an additional 3% has been built in on top of this to reflect the expected increased award for 2017/18 and the award for 2018/19. Offsetting both of the above, is the removal of a Training Support Officer post, where the post holder has recently reverted back a Watch Manager role, and a small budget allocation for an Admin Support Officer role that was disestablished in May 2017.
- 11.8 Therefore the total establishment in 2018/19 will be 39 full time equivalents (FTE), a reduction of 0.66 FTE's on 2017/18.
- 11.9 Officer cover costs for Control have not been built into the budget. Historically, costs for this have reduced in recent times and the aim is to continue to reduce these into the future.

- 11.10 It is proposed that the arrangement where the three partners each set aside £50,000 each financial year towards capital replacement costs is continued. The fund currently has in excess of £1.25m, including the contributions made by the partners in 2017/18. The initial contract term for systems with Capita expires in January 2021, and whilst there is an option to exercise an additional period the service will need to assess the most appropriate approach. It is considered prudent to continue setting aside funds to ensure that a sufficient provision is available if an alternative approach is pursued.
- 11.11 Recharges are set each year for TVFCS to cover corporate costs. The scale of the recharges has been amended within the proposals to reflect the expected costs to provide the corporate functions in 2018/19. The Human Resources and Learning & Development recharge has increased in 2018/19 to reflect actual workloads and specific requirements of TVFCS.
- 11.12 The TVFCS Group Manager has closely reviewed the Technology budget requirements with the RBFRS ICT Service Delivery Manager, and has been able to generate further efficiencies. Since 2017/18 Technology budgets have been reduced by 14%, due to contract renegotiation and reviewed requirements. However, part of this movement is down to the treatment of Airwave costs in Secondary control, and these are now shown as part of the OFRS costs instead.
- 11.13 In accordance with Schedule 7, clause 12.1 of the legal agreement, any under spend will be reimbursed to the partners in accordance with the cost apportionment model.
- 11.14 A medium term financial plan has been produced and included as Appendix C. This is also based on option 1 of the pay award options. This reflects all known budget pressures or cost reductions in the medium term, staffing development expectations and future year salary awards from 2019/20 have been incorporated as 1% per annum. All other lines have been inflated at a rate of 2% per annum, which reflects the UK Governments target inflation rate.

12. FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS

- 12.1 The proposed operating budget for 2018/19 is dependent on the pay award option agreed. Appendix A details the size of budget for each respective option, and the percentage increase / decrease compared to the approved budget for 2017/18. The reasons for the movements are outlined above.

13. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 13.1 This report complies with the TVFCS Steady State Legal Agreement.

14. CONTRIBUTION TO SERVICE AIMS

- 14.1 The Committee provides oversight on behalf of the three Authorities of the performance of TVFCS fulfilling their statutory duty to make arrangements for dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004).

15. BACKGROUND PAPERS

- 15.1 Minutes of the TVFCS Joint Committee Meeting December 2016.

8. APPENDICES

- 8.1 Appendix A: Pay Award Options 2018/19 – Impact Analysis
8.2 Appendix B: TVFCS Budget Working 2018/19
8.3 Appendix C: TVFCS Medium Term Financial Plan 2017/18 – 2020/21

Author: Ryan Maslen, Deputy Head of Finance, Royal Berkshire FRS

Sponsored by: Simon Jefferies, Assistant Chief Fire Officer, Royal Berkshire FRS

Date of report: 7th November 2017

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	PROGRESS REPORT ON TVFCS FALLBACK ARRANGEMENTS
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	18TH DECEMBER 2017
OFFICER PRESENTING REPORT:	AC NEIL BOUSTRED

1 PURPOSE AND SUMMARY OF REPORT

- 1.1 To update the Joint Committee Group on progress being made in moving Thames Valley Fire Control Service (TVFCS) Fallback arrangements from the existing arrangements with North Yorkshire FRS (NYFRS) to the Staffordshire and West Midlands Fire Control (S&WMFC).

2 RECOMMENDATIONS

- 2.1 That the Joint Committee:-

NOTE the update provided

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 TVFCS have an existing arrangement with NYFRS to provide resilience in the delivery of TVFCS call handling and mobilisation functions in the event of technological failure, spikes in demand or the lack availability of the primary TVFCS site at Calcot, Reading.
- 3.2 NYFRS' relatively small size and lower staffing levels relative to TVFCS, create doubts as to whether NYFRS would be able to provide a suitable level of capacity to deal with TVFCS business in all scenarios.
- 3.3 An agreement has now been reached with S&WMFC to provide fallback

services to TVFCS. S&WMFC is much closer in size, with closer crewing levels and population levels in its area of operation to TVFCS and is therefore a more suitable fallback partner.

4 AGREEMENT WITH STAFFORDSHIRE AND WEST MIDLANDS FIRE CONTROL.

4.1 S&WMFC have agreed to provide a fallback provision to TVFCS on the following basis.

- Initially, S&WMFC will provide an overflow call handling facility and fallback function for TVFCS, allowing calls to be answered during a spike in demand and for emergency mobilisation to take place if the TVFCS Control has been evacuated or is experiencing catastrophic technical failure. This arrangement will be in place from February 6th 2018. This arrangement would be non reciprocal.
- S&WMFC are currently relocating from their existing Control suite to a new area in the West Midlands FRS HQ building and upgrading their command & control platform to the Vision 4 system. Once these activities are complete, the TVFCS Vision 4 equipment located in North Yorkshire will be moved to the new S&WMFC facility to allow a more sophisticated level of mobilisation to take place. This arrangement would also be non reciprocal. This arrangement is expected to be implemented during quarter 1 of the 2018/ 2019 financial year.
- S&WMFC and TVFCS will then begin working towards a fully integrated and resilient, reciprocal technical solution.

4.2 It should be noted that S&WMFC have existing arrangements in place with the North West Fire Control and London Fire Brigade, which will be unaffected by the initial stages of the agreement with TVFCS. London Fire Brigade has expressed a tentative interest in working with both S&WMFC and TVFCS on an integrated solution.

6 FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS

- TVFCS will need to enter into a formal agreement with S&WMFC . Initially this will be through a standard format MOU currently used by S&WMFC, but a full legal agreement will be required on moving towards full technological integration. RBFMS will work with its monitoring officer to put in place the agreements on behalf of TVFCS.
- Consultation needs to take place with the Representative bodies.
- The technological integration with S&WMFC may require Capital investment.

7 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

This report complies with the “Principles of Collaboration”.

8 CONTRIBUTION TO SERVICE AIMS

It is a statutory duty for Fire and Rescue Services to make arrangements for dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004).

9 BACKGROUND PAPERS

9.1 None

Author: Simon Harris GM Thames Valley Fire Control Service
Date: 27th November 2017

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	THAMES VALLEY FIRE CONTROL SIGNIFICANT RISKS
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	18TH DECEMBER 2017
OFFICER PRESENTING REPORT:	AC NEIL BOUSTRED

1 PURPOSE AND SUMMARY OF REPORT

- 1.1 To provide the Joint Committee with an updated overview of significant new risks posed to TVFCS and any existing issues which currently pose a high risk.

2 RECOMMENDATIONS

- 2.1 That the Joint Committee:-

NOTE the update provided

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 As part of the process of organisational risk management, TVFCS will maintain a Risk Register which outlines the perceived risks to TVFCS, the likelihood and impact of those risks occurring and steps that have been taken to mitigate those risks. This Risk Register will be maintained by the Group Manager Head of Thames Valley Fire Control.

4 NOTABLE SIGNIFICANT RISKS

- 4.2 Data and Configuration changes require a single point of management: There is a risk of Command & Control data not being applied in a standard format that could result in unexpected presentation of information or incorrect mobilisations.

The TVFCS Management team are reinvigorating the Thames Valley Data Management Group and will provide direction and coordination which should significantly reduce the risk.

- 4.3 The introduction of the General Data Protection Regulations in 2018 may mean current working practices around access to data and its retention are non compliant. This could lead to fines being levied by the ICO.

A report was commissioned through an independent consultant which outlines the issues requiring attention. It has been agreed that a Thames Valley Fire Control Service Information Security Governance Group will be established to address the issues raised.

7 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

This report complies with the “Principles of Collaboration”.

8 CONTRIBUTION TO SERVICE AIMS

It is a statutory duty for Fire and Rescue Services to make arrangements for dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004).

9 BACKGROUND PAPERS

- 9.1 None

Author: Simon Harris GM Thames Valley Fire Control Service
Date: 30th November 2017

TVFCS Joint Committee’s Forward Plan

ITEM	NEXT REPORTING DATE	FEEDING FROM/TO	REPORTING FREQUENCY	RECOMMENDED ACTION	LEAD OFFICER	PART I / II
Budget 2018/19	December 2017			Note and agree to recommend to the 3 FRAs	Conor Byrne	Part 1
Fall Back Arrangements Report	December 2017			Note	Mark Gaskarth	Part 1
TVFCS Performance Report	December 2017			Note	Mark Gaskarth	Part 1
Budget Update Report	December 2017			Note	Conor Byrne	Part 1
Significant Risks from Risk Register	December 2017			Note	Mark Gaskarth	Part 1
TVFCS Performance Report	March 2018			Note	Mark Gaskarth	Part 1
Budget Update Report	March 2018			Note	Conor Byrne	Part 1
Significant Risks from Risk Register	March 2018			Note	Mark Gaskarth	Part 1