



Thames Valley Fire Control Service Joint Committee Meeting

Wednesday 9th September, 2.00pm at Royal Berkshire Fire and
Rescue Service (RBFRS) Headquarters, Newsham Court, Pincents
Kiln, Calcot, Reading RG31 7SD

Minutes

Present:	Councillor Judith Heathcoat (Oxfordshire County Council) Councillor Rodney Rose (Oxfordshire County Council) Councillor Angus Ross (Royal Berkshire Fire Authority) (<i>Chairman</i>) Councillor Paul Bryant (Royal Berkshire Fire Authority) Councillor Roger Reed (Buckinghamshire and Milton Keynes Fire Authority) Councillor Andy Dransfield (Buckinghamshire and Milton Keynes Fire Authority)	JH RRo AR PB RRe AD
In attendance:	Nathan Travis (TVFCS Senior User, Deputy Chief Fire Officer, Oxfordshire FRS) Mick Osborne (Deputy Chief Fire Officer, Buckinghamshire FRS) Greg Smith (TVFCS Senior Responsible Owner, Area Manager, Buckinghamshire and Milton Keynes FRS) Paul Southern (Assistant Chief Fire Officer, RBFRS) Fayth Rowe (Committee Officer, RBFRS)	NT MO GS PS FR
Public:	Eddie Cardoso (Group Manager and FBU Representative, RBFRS)	
Apologies:	Samantha Chapman (Programme Manager; TVFCS), Mat Carlile (TVFCS Senior Responsible Owner, Area Manager, Oxfordshire Fire and Rescue Service) and Bryan Morgan (TVFCS Senior Responsible Owner, Area Manager, Royal Berkshire Fire and Rescue Service)	

	Item	Remarks, decisions and actions	Action
11.	Apologies	An apology for inability to attend the meeting had been received from Mat Carlile, Samantha Chapman and Bryan Morgan.	
12.	Introductions	Introductions of those in attendance were made. Councillor Dransfield (AD) requested for the start time of the meeting to be included on future agenda lists.	FR

		The Chairman requested for future performance reports to state which specific action Officers were proposing or had taken.	Co-ordination Group
13.	Declarations of Interest	There were no declarations of interest made by Members and Officers.	
14.	Minutes of the last meeting on 28 May 2015	Subject to the amendment of the spelling of Mat Carlile (<i>previously spelt as Matt Carlile</i>) the minutes were agreed as a correct record to be signed by the Chairman.	
15.	Matters Arising	<p>Councillor Judith Heathcoat (JH) requested to receive an update on the following:</p> <ul style="list-style-type: none"> • Whether there had been fewer bedding-in issues since the last meeting • Monies held back until the outstanding elements of the programme had been completed • Whether further improvements had been made to mobilisation times <p>The Chairman reported that Nathan Travis (NT) would update the meeting on matters arising during agenda items 8 and 9 and asked for Members agreement for those items to be taken together.</p>	
16.	Questions from the Public	<p>There were no questions from the public.</p> <p>The Chairman welcomed Eddie Cardoso to the meeting. In referring to the TVFCS Joint Committee Terms of Reference, the Chairman advised that no member of the public shall interrupt or take part in the proceedings at any meeting.</p>	
17.	Questions from Members	There were no questions received from Members.	
18.	TVFCS Performance Report and verbal update on recruitment/staffing	<p>NT updated Members on the overall performance of TVFCS.</p> <p>Bedding In Issues – NT reported that there had been technical issues, including ways of working within each FRS which had not been anticipated prior to cut over. An active resolution log is being managed by staff across TVFC.</p> <p>Outstanding Areas for Delivery from Capita – NT explained that there had been four key outstanding areas that were currently in negotiation with Capita, which were:</p> <ul style="list-style-type: none"> • Dynamic group number allocation • Ability to review risk information • Automatic attach to 999 audio • Interface with Firewatch system 	

	<p>NT further stated that the last milestone payment had not been made and advised that £25,000 retention had been made until the key areas had been completed, agreed by CFO's.</p> <p>NT reported that there were other areas that were not linked to the milestone payment, however, those areas were linked to Capita for resolution, and listed some of those items:</p> <ul style="list-style-type: none"> • Installation of missing tape drive • Krystal reporting • Historical Berkshire implementation data • Security and antivirus <p>NT reported that Capita had identified a resolution plan and advised that he would agree a timescale with Capita and TVFCS Programme Manager in the coming weeks.</p> <p>In answer to a question received from the Chairman, NT reported that implementation of the four key areas listed above would increase the automatic interface with Firewatch as well as the ability to disseminate risk information would reduce the workload of control room staff. He advised that the Firewatch interface was near completion (due for completion in November 2015) which had been previously due for completion in September 2015, however Capita had also been developing the interface for the South West Consortia.</p> <p>Cllr Roger Reed (RRe) stated that it would be a challenge to retain all of the milestone payment, however four of the elements had not been completed. He expressed his concern and felt that the contractors should not be rewarded for their poor performance.</p> <p>NT advised that the £25,000 of the retention payment had been set against the milestone payment (£96,000).</p> <p>Cllr JH supported Cllr RRe's view and felt that the payment should be held back until completion. She further stated that Members should have responsibility over payments and their view should over rule Chief Fire Officers' views.</p> <p>In answer to a question, NT reported that Capita did not follow the change control process in May and that the system had fallen back to North Yorkshire. He advised that the resilience arrangements had worked.</p> <p>Cllr AD requested for a written report at the next meeting on an update on Capita to include events where a disruption of service had been</p>	<p>NT/ TVFCS Programme Manager</p>
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	<p>caused.</p> <p>In answer to the Chairman in relation to the major incident log, Paul Southern (PS) reported that Officers would determine what was classed as service disruption and would feed these back to the Committee.</p> <p>PS provided an update on the Issues Log and outlined the following:</p> <ul style="list-style-type: none"> • Master issues 1,523, 412 closed • 726 Technical Issues, 208 closed • Individual FRSs 131 technical issues, 67 closed <p>Greg Smith (GS) reported that although there had been a number of significant issues, some issues had been repeated. He added that there had been a reduction of issues from control staff and officers.</p> <p>The Chairman requested for a outline presentation at the next meeting covering the points discussed at the meeting.</p> <p>Call Performance-NT reported that the data identified the call performance from go-live to the end of August. The graph showed that there had been a dip in the percentage of admin calls answered in 15 seconds.</p> <p>In answer to Cllr AD's question regarding the specific performance targets, NT reported that the performance levels had not been agreed against the 3 FRSs. The data was looking at the current performance against the 3 FRSs.</p> <p>Mick Osborne (MO) informed the meeting of an independent review commissioned by 3 FRSs Chiefs called Gateway Review. The review would be headed by Peter Walsh to look at future performance targets. GS advised that the Joint Committee would be able to set performance targets at its next meeting, as there had been guidance from CFOA.</p> <p>PS suggested that Members wait one year before setting targets in order to set a baseline trend, due to the newness of TVFCS.</p> <p>Cllr RRe supported this view and felt that it would be premature to set targets until the Service had been embedded for one year.</p> <p>Cllr AD expressed that he did not accept the view and felt that it was important to set targets. He added that he was concerned that TVFCS call performance was not achieving the performance levels as before and he asked Officers to set realistic targets for now.</p> <p>NT explained that the dip in performance had</p>	<p>Co-ordination Group</p> <p>NT</p>
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		<p>sickness data presented in the Appendix on the report.</p> <p>The meeting discussed the impact on fixed term contract staff. Cllr AD suggested the use of an end of contract bonus to retain fixed term staff. Cllr RRe suggested rewarding top performers with full time contracts. He stated that he did not agree with Cllr AD's suggestion of a bonus incentive at the end of the contract.</p> <p>The Chairman summed up that there were tensions between performance and retaining staff, as well as when savings between Royal Berkshire, Oxfordshire and Buckinghamshire and Milton Keynes Fire Authority's could be achieved.</p> <p>NT reported that Buckinghamshire FRS had a flexible on-call arrangement and stated that it may be worth having a discussion with their management team.</p> <p>Cllr RRo stated that he supported the view of establishing substantive contracts.</p> <p>It was agreed that the DPOD provide a report to the next meeting which makes a proposal and explains the background on staffing of TVFC. Cllr AD requested for proposals to include a range of flexibility in order to get clarity by the time each Fire Authority sets their budget in February 2016.</p> <p>The Chairman summed up the following actions for the next meeting.</p> <ul style="list-style-type: none"> • Update on the delivery of outstanding technical solutions from Capita • Update on the Gateway Review • Update on staffing and fixed term contracts 	<p>DPOD</p> <p>NT</p> <p>MO</p>
19.	Risk Register	It was agreed that the PSG Risk Register was now concluded and any new TVFCS Risk Register would not be reviewed at every Joint Committee unless there was a significant risk to report.	Co-Ordination Group
20.	Long Term Plans for Updates to systems in the Control Room	This item was not discussed.	
21.	TVFC Budget and Income Streams	Members requested to receive an update on the current budget and a proposed next year's budget at the December Joint Committee	Head of Finance (HoF), Conor

		meeting. Cllr AD queried whether TVFCS had plans for establishing reserves and sought advice on what the budget would be for Control.	Byrne
22.	Forward Plan	Members requested to see the following items on the next / future agenda list: <ul style="list-style-type: none"> • An information item on Equipment and Software replacement • Budget proposals • Phased introduction of future plan • A TVFCS Annual Report format which would be presented to each Fire Authority's Annual meeting in June/July each year. 	
23.	Any Other Business	The Chairman stated that TVFCS Joint Committee agendas and minutes should be published on each FA website, and to date only Buckinghamshire and Milton Keynes had published the agenda papers of this meeting. A discussion was held on the idea of a micro website, creating links to each FRS and maintained by one FRS but deferred as the resource not available.	BM (Bryan Morgan) for RBFRS OCC & B&MKFRS
24.	Date of next meeting (s)	<ul style="list-style-type: none"> • Monday 10 December 2015, and • Monday 14 March 2016 The above meetings will be held at 2.00pm, RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.	

(The meeting closed at 3.55pm)

*Post meeting note: The date of the meeting scheduled on 14th March 2016 was subsequently moved to be held on **Monday 21st March 2015**.*