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**THAMES VALLEY FIRE CONTROL SERVICE JOINT  
COMMITTEE**



**Thames Valley Fire Control Service Joint  
Committee Meeting**

**Wednesday, 11th July, 2018 at 2.00 pm**

**Lynda Kenyon Suite, RBFRS Headquarters, Newsham Court,  
Pincents Kiln, Calcot, Reading RG31 7SD**

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**AGENDA**

	<b>Item</b>	<b>Page No.</b>
1.	Election of Chairman	
2.	Election of Vice-Chairman	
3.	Apologies Apologies received from Councillors Lorraine Lindsay-Gale and David Carroll. David Sutherland and Neil Boustred.	
4.	Declarations of Interest	
5.	Minutes of the Meeting Held on 19 March 2018	(Pages 5 - 12)
6.	Progress Report on Development of Business Case for Potential Introduction of Apprentices into TVFCS	(Pages 13 - 16)
7.	Chairman's Annual Report 2017/18	(Pages 17 - 24)
8.	TVFCS Performance Report Quarter 4 2017/18	(Pages 25 -

	<b>Item</b>	<b>Start time</b>
		36)
9.	Budget Outturn Report 2017/18	(Pages 37 - 42)
10.	Forward Plan	(Pages 43 - 44)
11.	Date of Next Meeting Monday 24 September, 2.00pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Reading, Berkshire RG31 7SD	
12.	Exclusion of the Public  Recommendation:  To Resolve that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following Agenda Items on the grounds that they involve the likely disclosure of exempt information, as defined in the Paragraph 3 of Part I of Schedule 12A of the said Act indicated and is exempt information if, and so long as, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	(Pages 45 - 46)
13.	Minutes of the meeting held on 19 March 2018  Recommendation:  That the Part II Minutes of the meeting held on 19 March 2018, to confirmed as a correct record and signed by the Chairman.	(Pages 47 - 48)

## Joint Committee Terms of Reference

### 1. REMIT AND OBJECTIVES OF THE JOINT COMMITTEE

- 1.1. The Joint Committee is constituted to provide overall strategic direction and oversight for the TVFCS.
- 1.2. The Joint Committee shall have the following functions:
  - 1.2.1. champion the TVFCS;
  - 1.2.2. act as the link between the TVFCS and the Fire Authorities ;
  - 1.2.3. guide recommendations from the TVFCS, that may affect the operational functions of the Fire Authorities, through the governance processes of the Fire Authorities;
  - 1.2.4. assist with the management of the relationships between the Fire Authorities;
  - 1.2.5. monitor the steady state operational benefits and performance of the TVFCS, against the agreed measures and targets;
  - 1.2.6. monitor steady state risks relevant to the TVFCS;
  - 1.2.7. monitor the financial performance of the TVFCS against required and available budget, benefits and efficiencies, and to contribute to the financial processes of the Fire Authorities;
  - 1.2.8. discuss, and contribute to, proposals on future developments for the TVFCS;
  - 1.2.9. provide strategic direction on the future of the TVFCS;
  - 1.2.10. consider and recommend to the Fire Authorities proposals in relation to Fire Authority Decisions including but not limited to:
    - (b) discuss and recommend proposals for additional full partners into the TVFCS;
    - (c) discuss and recommend proposals for the supply of TVFCS services to other fire and rescue services or other clients;
  - 1.2.11. decide upon and determine all matters which are Joint Committee Decisions, any matters referred to the Joint Committee for decision pursuant to the TVFCS decision making process in clause 11 (Decision Making by TVFCS) and any matters reserved by law or otherwise to the Joint Committee.

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## Thames Valley Fire Control Service Joint Committee Meeting

Monday, 19th March, 2018, 2.00 pm

### Minutes

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

**In Attendance:** Christine Barefield (Area Manager PA and Safeguarding Lead, OFRS)  
Neil Boustred (AC, BFRS)  
Trevor Ferguson (CFO, RBFRS)  
Helen Finan (Business Support Officer, RBFRS)  
Simon Furlong (CFO, OFRS)  
Mark Gaskarth (Area Manager, RBFRS)  
Asif Hussain (Principal Accountant, BFRS)  
Jane Lubbock (Procurement Manager, RBFRS)  
Simon Jefferies (ACFO, RBFRS)  
Rob MacDougall (ACO, OFRS)  
Ryan Maslen (Deputy Head of Finance, RBFRS)  
Nikki Richards (Director of Support Services, RBFRS)  
Fayth Rowe (Democratic Support Lead, RBFRS)  
Lynn Swift (HR Director, BFRS)  
Jason Thelwell (CFO, BFRS)

**Action**

#### 1. APOLOGIES

Apologies were received from Graham Britten, Conor Byrne and Mat Carlile.

**2. INTRODUCTIONS**

Each member present introduced themselves. The Chairman thanked Christine Barefield for all her support to TVFCS Joint Committee during the past year.

**3. DECLARATIONS OF INTEREST**

There were no declarations of interest received.

**4. MINUTES OF MEETING HELD ON 18 DECEMBER 2017**

The minutes were agreed as an accurate record and signed by the Chairman subject to the following minor amendments in italic,

- Page 3 – (In attendance) - Neil Boustred (AC, *BFRS*)
- Page 4 – (Item 82. Matters arising) – Steve Foye, *DCFO*
- Page 6 – (Item 87. Progress report on TVFCS Fallback Arrangements) – 1<sup>st</sup> sentence. The word contract was replaced with *agreement*.

**5. MATTERS ARISING**

In answer to a question from Councillor Angus Ross, Mark Gaskarth reported that the reviewed timelines for Emergency Services Mobile Communications Programme (ESMCP) would be published in July 2018.

**6. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)**

There were no written questions from Members received.

**7. TVFCS PERFORMANCE REPORT**

Neil Boustred presented an update report of Thames Valley Fire Control Service (TVFCS). He advised the report covered the last three months from December 2017 – February 2018.

The issues around the technical performance of the system on page 13 of the report had been resolved. Capita has installed a patch into the system which works well.

Action

He asked members to note the effort through the management of the Control Room in the reduction of sickness figures.

Mobilisations within 60 seconds had improved, however it had not been at the expected improvement rate. Neil Boustred stated the performance report included all incidents and reported it had been identified there was a need to split the data by incident type in future reports.

In answer to a question from Cllr Ross around continuity cleansing of technical performance of the system, Neil Boustred advised data teams had been put in place to support the three FRSs when it went into Steady State. He confirmed a report would be presented to the next Joint Committee on work streams.

NB

The Chairman noted the overall performance report had been positive. She noted the absence levels had been high over the Christmas period.

### **RESOLVED**

That the report be noted.

### **8. FINANCE UPDATE**

Ryan Maslen outlined the 2017/18 budget monitoring position for TVFCS up until 31 December 2017. The total costs incurred as at the end of December 2017 were £1,405,074 and the forecast outturn position was £2,012,058, underspend for the year £111,152. He highlighted the underspend was due to employment costs.

Earlier in the financial year, a new Group Manager and a Control Room Manager joined the service during quarter two of the financial year, and four new recruits also joined in the autumn meaning that the team was temporarily over establishment.

Telephony contracts had been renegotiated and significant savings achieved. In answer to a question from the Chairman in relation to the variance column in Appendix A (Budget Monitoring), Ryan Maslen advised he would look at the position for each quarter and split them.

RM

### **RESOLVED:**

That the report be noted.

### **9. THAMES VALLEY FIRE CONTROL SERVICE ADDITIONAL EXPENDITURE**

Neil Boustred outlined the purpose of the report was to provide the Joint

Committee with an overview of a TVFCS change control request and to approve additional expenditure against the TVFCS revenue budget.

The Vodapage service currently used by Buckinghamshire and Oxfordshire FRS's was closing its paging business. A joint tender had been made to Capita to produce a pager App from a mobile phone. The quote from Capita for the work to provide the new interface was £28,377. There was the option to use service credits to reduce the cost to £16,396.

The issue of the withdrawal of the Vodapage service had been identified in January 2018. Mangers had been looking at ways of bringing issues similar to the above to the Joint Committee sooner.

Councillor Alexander queried whether Vodapage had breached their contract and whether any costs could be recuperated.

Nikki Richards advised the notice period provided by Vodapage complied with the term of the contract and they were not in breach of the contract.

Councillor Alexander requested for the contract to be looked at again in detail.

JL

Councillor Ross stated there was a requirement for a quicker mechanism to bring issues like these to the Joint Committee sooner and suggested it would be helpful to receive updates so that Members were aware.

Nikki Richard confirmed the Page 1 contract was due to end in 2019.

Neil Boustred also confirmed he would discuss the option of using service credits with Capita.

NB

**RESOLVED:**

- a) That the additional expenditure of £28,377 against the TVFCS revenue budget for 2017/18 be approved; and
- b) That the control measures presented where changes made in the Thames Valley Fire and Rescue Services require an interface with or otherwise affect TVFCS be approved.

**10. THAMES VALLEY FIRE CONTROL SIGNIFICANT RISKS**

Mark Gaskarth gave an update of significant new risks posed to TVFCS and advised the report was asking members to approve the additional control measures that had been put in place. In referring to Appendix A (Capita Update – Secure Solutions & Services (SSS) Customers) he advised it had outlined their viability. He reported he did not see any significant risks with the information provided in relation to SSS business costs listed in Appendix A.

The contracts manager for TVFCS was also the TVFCS Fire Control Manager. He advised this was a key post as they would be meeting regularly with the Capita Manager to keep abreast of potential risks. Matters arising / issues would be brought to the attention of the Joint Coordination Group.

Any increase in the value of the contract could potentially reduce the term of the overall contract with the supplier. He advised this was seen as a risk and would be added to the risk register.

Changes made to Annex A had also been identified as a risk. He explained the agreement with the Home Office (HO) to use the Airwave system also involved an agreement between five FRSs. Any changes to Annex A would need to be brought to the attention of HO which was a potential risk.

Mark Gaskarth summarised the requirement for consideration of implications when making decisions around the Annex A agreement. He outlined the process of proposed changes would be brought to the attention of the Joint Coordination Group prior to TVFCS Joint Committee.

Any additional work would be entered in to the TVFCS Service Plan.

The Joint Committee agreed to discuss the rest of this item in Part II.

#### **RESOLVED:**

The additional control measures be approved.

#### **11. PROGRESS REPORT ON THE INTRODUCTION OF APPRENTICESHIPS INTO TVFCS**

Neil Boustred updated the Committee on the progress on the introduction of apprenticeships into Thames Valley Fire Control Service. The 'Trailblazer' group had been working on the development of a 'Contact Call Handler' apprenticeship standard, applicable to Control room work within Emergency Services. The content of the apprenticeship standard and its assessment criteria had been agreed.

The funding band for the 'Contact Call Handler' apprenticeship had been set at 'band 9' and had an upper limit of £9000. This decision had been reached on February 28<sup>th</sup> and should mean that the apprenticeship standard would officially be available for use from April 2018.

A number of commercial apprenticeship providers had provisionally indicated their interest in supporting this apprenticeship once the standard was available for use.

He advised the Joint Committee would need to decide which apprenticeship option to take outlined in the report. He added once the apprenticeship standard had been agreed and officially available for use, TVFCS management would assess the various options available for delivering the Contact Call Handler apprenticeship and produce a business case.

Lynne Swift, Lead on Workforce Reform further updated the Joint Committee on the process.

The business case would be presented to TVFCS Joint Committee in July 2018. TVFCS would then make the necessary steps to implement the agreed option.

### **RESOLVED:**

That the report was noted.

### **12. RBFRS SUPPORT OF TVFCS JOINT COMMITTEE 2018/19 - PRESENTATION**

Fayth Rowe; Democratic Support Lead and Helen Finan; Business Support Officer went through a presentation on RBFRS support of TVFCS Joint Committee meetings in 2018/19.

The key highlight to the presentation was the introduction of a new quarterly performance document which would include budget monitoring as a regular feature and corporate risks as and when they arrive.

The model of a Quarterly Performance Report had worked well for Royal Berkshire Fire Authority's Audit and Governance Committees and it was felt this new format would assist Members in the scrutiny of performance with all relevant information in one single document. Improvements would be made to the performance measure template with an additional column added to reflect the direction of travel.

Fayth Rowe and Helen Finan thanked the committee for the opportunity to present at the meeting.

In response to a question from the Chairman, CFO Trevor Ferguson assured the Committee that they would receive their agenda packs as early as possible.

### **13. FORWARD PLAN**

The Joint Committee added two additional items to the Forward Plan.

### **RESOLVED:**

That the Forward Plan was noted.

**14. DATE OF THE NEXT MEETING**

Wednesday 11 July 2018, 2.00pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Reading, Berkshire RG31 7SD.

Councillor Roger Reed wished to formally thank Councillor Judith Heathcoat as 2017/18 Chairman on behalf of the Joint Committee.

**15. EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED** that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following Agenda Item on the grounds that it involves the likely disclosure of exempt information, as defined in Paragraph 3 of Part I of Schedule 12A of the said Act indicated and is exempt information if, and so long as, in all circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**16. PART II MINUTES – THAMES VALLEY CONTROL SIGNIFICANT RISKS**

The Joint Committee discussed this item in greater detail.

The Chairman requested this item to become a standard agenda item.

*(The meeting closed at 3.07pm)*

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# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>PROGRESS REPORT ON DEVELOPMENT OF BUSINESS CASE FOR POTENTIAL INTRODUCTION OF APPRENTICES INTO TVFCS</b>
<b>PRESENTED TO:</b>	<b>TVFCS JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>11 JULY 2018</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER PAUL JACQUES</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>FOR DECISION</b>

## 1. EXECUTIVE SUMMARY

1.1 This report provides an update to the TVFCS Joint Committee on the progress being made with the development of a business case relating to the potential introduction of apprenticeships into TVFCS.

## 2. RECOMMENDATION

2.1 **AGREE** that the production of a full business case is deferred until commercial apprenticeship providers begin to offer this standard and providers of the end point assessment are available to allow for a thorough evaluation of all potential options to take place; and

2.2 **NOTE** the report.

## 3. REPORT

3.1 The Thames Valley Fire Control Service Phase 2 Transition Plan includes a desire to explore the introduction of apprenticeships into TVFCS.

## Agenda Item 6

- 3.2 An apprenticeship standard for Emergency Service Control Rooms (Contact Call Handler) was officially approved for use in Early March 2018. A business case costing the various options for delivery was planned to be presented to the July Joint Committee for consideration.
- 3.3 Although the Apprenticeship standard is available for use, at present there are no organisations which supply the end point assessment for the standard. It had also been expected that a number of commercial apprenticeship providers who had expressed an interest in providing against the standard would have confirmed that they would offer the apprenticeship. At present, no commercial providers have confirmed that they will provide this apprenticeship.
- 3.4 A funding band has been set for the apprenticeship standard, with a maximum value of £9000. As part of the process of entering into an arrangement with a commercial provider, it is expected that employers will negotiate the actual cost of the apprenticeship with the provider, with the funding band being the maximum amount possible.
- 3.5 Due to the absence currently of any commercial providers, it is not possible to establish the costs of this approach to implementation when it does become available.
- 3.6 The lack of available providers, lack of clarity on costs and absence of any organisation able to provide the end point assessment means that any business case produced at the current time would be significantly restricted in terms of the potential options for recommendation. This might lead to an approach being taken to the introduction of apprenticeships which is not in the long term best interest of TVFCS and the FRS' it provides a service to.
- 3.7 At least one commercial provider is currently considering delivery for the standard and providing the end point assessment, but are unable to confirm when they will reach a decision at this time.
- 3.8 Members of the trailblazer group are considering whether the end point assessment could be provided by organisations within the sector. Until an independent end point assessment is available it is not possible to progress against the apprenticeship standard.

## **4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

- 4.1 This report complies with the "Principles of Collaboration".

## **5. FINANCIAL IMPLICATIONS**

- 5.1 The adoption of apprenticeships will have implications for the TVFCS revenue budget. Discussions with subject matter experts indicate that the introduction of newly established apprenticeship standards requires a significant level of support. It is likely that these requirements will exceed the existing capacity within the TVFCS management team.

## Agenda Item 6

- 5.2 Should seeking employer provider status be decided upon as the preferred method of delivery, the level of support required would increase further as the employer would be responsible for the design of all training, including the 20% of training time which needs to be dedicated to activities outside the day to day role of the apprentice.
- 5.3 Should a decision be reached to engage apprentices in addition to the existing TVFCS establishment, additional funding would be required.
- 5.4 Should a decision be made to only engage apprentices to fill vacancies in the existing establishment, some salary savings would be anticipated.

### **6. LEGAL IMPLICATIONS**

- 6.1 None.

### **7. EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 There is a potential that, should a decision be reached to only recruit staff for TVFCS via apprenticeships, some groups might be discouraged from applying for vacancies.

### **8. RISK IMPLICATIONS**

- 8.1 None.

### **9. PRINCIPAL CONSULTATION**

Lynne Swift OBE - BFRS  
RBFRS HR Dept

### **10. BACKGROUND PAPERS**

- 10.1 None.

### **11. APPENDICES**

- 11.1 None.

### **12. CONTACT DETAILS**

- 13.1 Group Manager Simon Harris – Thames Valley Fire Control 0118 938 4522

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# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>ANNUAL REPORT 2017/18</b>
<b>PRESENTED TO:</b>	<b>JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>11 JULY 2018</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER MAT CARLILE</b>
<b>EXEMPT INFORMATION</b>	<b>NOT APPLICABLE</b>
<b>ACTION</b>	<b>TO NOTE</b>

**1. EXECUTIVE SUMMARY**

1.1 To provide a summary of progress made by TVFCS during the year 2017/18.

**2. RECOMMENDATION**

2.1 That the Joint Committee **NOTE** the annual report.

**3. REPORT**

3.1 An annual report is produced each year by the Chairman of the TVFCS Joint Committee.

3.2 This report will look back and will provide a high-level summary of the progress made against plans, the performance of TVFCS against agreed measures, an overview of staffing changes and a summary of the financial position at year end. Finally, it will provide a look forward to 2018-19 and the key areas of work required to continue making improvements to TVFCS on behalf of the three FRs.

3.3 TVFCS went live in April 2015 and handles calls and mobilises resources for the three Thames Valley Fire and Rescue Services.

3.4 During the 2016/17 financial year, a transition plan was agreed to move TVFCS from a project footing into a 'Steady State' position. Phase 1 was completed during the 2016/17 financial year, with the exception of the

## Agenda Item 7

development of a revised management structure and governance principles for phase 2.

### 3.5 **THE TRANSITION PLAN**

- 3.5.1 During the 2017/18 financial year, TVFCS has been working towards the key elements of the second phase of the transition plan agreed at the March 2017 meeting of the TVFCS Joint Committee. These were:
- 3.5.2 Review the performance management framework and create mechanisms to ensure staff are supported to achieve their full potential and make improvements, where required.
- 3.5.3 Review the arrangements for resilience and business continuity and make improvements, where required.
- 3.5.4 Review the staffing model to achieve self-sufficiency and make changes, where required. This includes the potential use of apprentices.
- 3.5.5 Review the governance, leadership and management model in place and make changes, where required. This includes reviewing the legal agreement.
- 3.5.6 Review the data and management information held by TVFCS and make improvements, where required.
- 3.6.7 The initial focus for TVFCS was on putting in place the revised management structure carried over from Phase 1 and review and improving arrangements for business continuity and resilience.
- 3.5.8 Recruitment was carried out for the TVFCS Group Manager and Station Manager positions during June and July 2017, with the successful candidates taking up their posts during September 2017. These appointments have significantly increased the management capacity available to TVFCS to deliver on the other elements of the transition plan, whilst maintaining day to day running of the TVFCS function.
- 3.5.9 TVFCS is now fully integrated into RBFRS Service management processes, which includes Service planning. A TVFCS Service Plan has been produced for 2018/19 which includes the remaining items from the Transition Plan as well as the business as usual work required to deliver the function, and other significant projects and work packages.

### 3.6. **TVFCS PERFORMANCE**

- 3.6.1 Levels of performance against the measure for answering emergency calls continue to exceed the targets set.

- 3.6.2 Levels of performance against 'time to mobilise' measures have fluctuated during the year, although they remain at a good level. This is largely caused by the number of new staff joining the TVFCS, who take some time to achieve the same level of confidence in call handling and use of systems as their more experienced colleagues. It has also been identified that Automatic Fire Alarm (AFA) call challenge policies are having an impact on these measures.
- 3.6.3 High levels of sickness were experienced during summer 2017 with a number of staff suffering from long term health issues. This situation improved markedly during Quarters 3 and 4 of the year, with February 2018 seeing the lowest level of sickness experienced in TVFCS since the Control room became operational in 2015.
- 3.6.4 An overview of performance is included as **Appendix A**.

### **3.7. STAFFING POSITION**

- 3.7.1 As part of the agreed implementation of a revised Management structure, recruitment processes were initiated in June 2017 to put in place a Group Manager TVFCS role and fill the Control Room Manager's position.

The Group Manager and Station Manager (Control Room Manager) posts were taken up by Simon Harris from Dorset & Wiltshire Fire & Rescue Service and Julie Summers from Surrey Fire & Rescue Service respectively, with both taking up their posts during September 2017.

- 3.7.2 Between April 2017 and September 2017, the Control Room Manager's post was filled on a Temporary basis by SM Ellen Warner, who returned to her substantive role as TVFCS Training Manager following Julie and Simon's arrival. Ellen had to take on a significant additional workload during this period, including overseeing recruit induction training and was greatly assisted by Watch Manager Sarah Cuthbert in her Temporary Training Support Officer's role. Sarah returned to her substantive post attached to a watch in October 2017.
- 3.7.3 The revised Management structure has greatly increased the capacity of TVFCS to work towards the Transition Plan, to maintain day to day business and deal with other significant projects (e.g. The implementation of the Emergency Services Network). It has also provided an additional layer of resilience to TVFCS as all three middle managers are Control Room specialists and able to support day to day TVFCS operations.
- 3.7.4 TVFCS has experienced a significant staff turnover during the financial year, with 7 new staff joining the establishment. Difficulties have continued to be experienced with filling Crew Manager vacancies. This should be resolved during 2018/19 when a number of potential internal candidates have achieved the required qualifications to move into these positions.

## Agenda Item 7

### **3.8 YEAR END FINANCIAL POSITION**

- 3.8.1 The budget for TVFCS is set at the December meeting of the Joint Committee each year. The budget for TVFCS for 2017-18 was £2,123,210. At year end, the actual expenditure was £2,030,011 giving an under spend of £ 93,199. This was due to the staffing issues mentioned above and continued efficiencies against technology costs identified by RBFRS.

### **3.9 LOOKING FORWARD**

- 3.9.1 As mentioned above, TVFCS are now fully embedded in the RBFRS Service planning process. The first detailed TVFCS Service Plan has been produced, focusing on delivering the remaining activities from Phase 2 of the TVFCS Transition plan.
- 3.9.2 Although timescales are currently uncertain, it is anticipated that preparing TVFCS for the introduction of the Emergency Services Network will be a key area of activity for the year.
- 3.9.3 It is hoped that TVFCS will be in a position to adopt apprenticeships by the end of 2018/19.
- 3.9.4 The new General Data Protection Regulations (GDPR) came into effect in May 2018. TVFCS are continuing to review all data held, processes and system access controls to ensure compliance with the new regulations.
- 3.9.5 It is anticipated that all three Thames Valley Fire & Rescue Services will be inspected by Her Majesties' Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) during 2018/19. TVFCS will be part of the inspection programme and work is ongoing with the Inspectorate to determine how this will be undertaken for the shared Control Room.
- 3.9.6 TVFCS remains a key driver for collaboration and operational alignment across the Thames Valley Fire Services and it is anticipated that this will continue to be a significant activity during 2018/19.
- 3.9.7 Following the transfer of fallback arrangements from North Yorkshire Fire & Rescue Service Control, to Staffordshire & West Midlands Fire Control, business continuity arrangements will be reviewed, with the intention to provide a detailed suite of Business Continuity documents for day to day use in TVFCS.

### **3.10 CONCLUSION**

- 3.10.1 The last financial year was another period of significant change and challenge for TVFCS. A new management team was introduced and is now established, revised fallback arrangements were put in place and TVFCS became fully embedded in RBFRS Service Management processes, including budget forecasting and monitoring and Service Planning. The Command & Control system is increasingly stable and is now in a good position to apply upgrades

to improve performance. The budget was again under spent which has driven a revised method of budget forecasting for 2018/19 which should be more accurate against staffing costs.

3.10.2 The withdrawal of North Yorkshire Fire & Rescue Service as the TVFCS fallback partner created an unexpected workload during Autumn 2017, but the resulting revised arrangement with Staffordshire and West Midlands Fire Control provides TVFCS with a resilient fallback provision and opportunities for further collaboration in the future.

**4. FINANCIAL IMPLICATIONS**

4.1 None.

**5. LEGAL IMPLICATIONS**

5.1 None.

**7. EQUALITY AND DIVERSITY IMPLICATIONS**

7.1 N/A.

**8. RISK IMPLICATIONS**

8.1 Not applicable.

**10. PRINCIPAL CONSULTATION**

10.1 Not applicable.

**11. BACKGROUND PAPERS**

11.1 None.

**12. APPENDICES**

12.1 Appendix A: TVFCS Performance 2017/18

**13. CONTACT DETAILS**

13.1 Group Manager Simon Harris – TVFCS, 0118 938 4522

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## Appendix A – Thames Valley Fire Control Service Performance 2017/18

Metric	Target	2017/18 Performance (12 Months average)	2016/17 Performance (12 Months average)
Admin calls answered within 15 seconds	N/A	82.33%	80.58%
Emergency calls answered within 5 seconds	92%	94.27%	93.11%
Emergency calls answered within 10 seconds	97%	97.63%	96.55%
Mobilisations within 60 seconds	60%	51.56%	47.10%
Mobilisations within 90 seconds	80%	75.54%	73.28%
Mobilisations within 120 seconds	95%	86.06%	85.65%
No of times Emergency fall-back instigated	N/A	0	0
Average shifts sick per FTE	N/A	0.61	0.81
Number of mobilisations	N/A	1862	1960
Total Emergency calls answered	N/A	2727	2800
Total Admin calls answered	N/A	7003	7240

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

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# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>TVFCS PERFORMANCE REPORT QUARTER 4 2017/18</b>
<b>PRESENTED TO:</b>	<b>TVFCS JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>11 JULY 2018</b>
<b>LEAD OFFICER</b>	<b>AM PAUL JACQUES</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>FOR NOTE</b>

## 1. EXECUTIVE SUMMARY

- 1.1 To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS).
- 1.2 The Control Manager's performance report for 2017/18 Quarter 4 (Appendix A) provides a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons.

## 2. RECOMMENDATION

- 2.1 That the Joint Committee **Note** the Report.

## 3. REPORT

- 3.1 Performance against mobilisations within 60, 90 and 120 seconds has improved as newly recruited staff become more confident in call handling, although it has not yet reached the same level as the equivalent period in 2016/17
- 3.2 The answering of emergency calls within 5 and 10 seconds remains at a high level, with some minor monthly fluctuation.
- 3.3 The percentage of admin calls answered within 15 seconds has improved. This is a reflection of the improvement in maintaining crewing levels.

## Agenda Item 8

- 3.4 Overtime levels have been low. This reflects improved attendance levels and the normal seasonal fluctuation in the amount of annual leave being taken.
- 3.5 Absence levels are significantly reduced overall, with no spike having been experienced in seasonal illness. The increase in March is the result of a single prolonged period of absence for one employee.
- 3.6 Overall performance of the Command & Control system has been good. Some potential improvements have been identified and are being progressed by the Management team.

### **4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

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

### **5. FINANCIAL IMPLICATIONS**

- 5.1 There are no implications within this report.

### **6. LEGAL IMPLICATIONS**

- 6.1 There are no implications within this report.

### **7. EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 There are no implications within this report.

### **8. RISK IMPLICATIONS**

- 8.1 There are no implications within this report.

### **10. PRINCIPAL CONSULTATION**

- 10.1 None for this report.

### **11. BACKGROUND PAPERS**

- 11.1 Programme Sponsoring Group Benefits Paper – 11 April 2013.

### **12. APPENDICES**

- 12.1 Appendix A – TVFCS Control Manager's performance report for 2017/18 Quarter 4.

### **13. CONTACT DETAILS**

- 13.1 Simon Harris GM Thames Valley Fire Control Service 0118 938 4522.

# Thames Valley Fire Control Service



## Joint Committee Performance Report (Quarter 4 2017/18)

## Contents

Introduction.....	3
Key Highlights.....	4
Context.....	4
Successes.....	4
Areas for Improvement.....	5
Emerging Issues & Risks.....	5
Establishment.....	6
Attendance/ Absence.....	7
Overtime Claims and Payment records.....	7
Performance Measures.....	8
Financial Position.....	9
Appendix A.....	10
Performance Measure Definitions.....	10

## Introduction

The Thames Valley Fire Control Service (TVFCS) performance report presents information on the performance of the joint control room. This is to provide structure and governance that enables TVFCS to measure, monitor and manage outputs and outcomes in a timely manner, allowing us to respond and make informed decisions to ensure that our statutory and partnership obligations are successfully delivered.

The aim of this report is to share how TVFCS has performed over the previous three months, offer explanation, analysis and mitigation for target outcomes, and to suggest positive means of carrying effective performance into the future.

### Key to Icons and Colours

	Target exceeded by more than 10%
	Target met or exceeded by up to 10%
	Target missed by up to 10%
	Target missed by more than 10%
	NA or data accuracy issues affect confidence in reporting

## Key Highlights

### Context

During Quarter 4 2017/18 TVFCS handled 7764 emergency calls, leading to 5081 mobilisations.

The Thames Valley Fire Control establishment was slightly below optimal levels during the period, with substantive vacancies at Control Firefighter and Crew Manager levels. Recruitment has been ongoing to fill these vacancies. Four members of the Thames Valley Fire Control establishment were on maternity leave during the period, including two supervisory managers. This has caused some difficulties within TVFCS in maintaining crewing levels.

TVFCS systems have been stable during the period.

Extreme weather in the form of snow was experienced during the period, which necessitated business continuity arrangements to be invoked to maintain staffing levels whilst the road network was compromised. This weather also created additional workload within TVFCS when a rapid thaw caused significant volumes of calls to flooding. These have an impact on TVFCS performance, as these calls need to be challenged and filtered by TVFCS staff to ensure an emergency response is appropriate.

### Successes

Sickness levels within TVFCS have remained at a low level throughout the period, with a temporary increase in March caused by a longer term period of absence for a single employee. TVFCS have the third lowest level of sickness absence of any Fire Control in the UK for 2017/18.

TVFCS staff commitment during extreme weather was exemplary, with staff going over and above reasonable expectations to maintain crewing levels. Some additional overtime expenditure was required to secure staffing levels during severe weather.

SM Cardoso completed his planned work to cleanse data and improve the configuration of systems. This work has been greatly appreciated by TVFCS staff, as it has significantly improved the way they interact with the system. This has left TVFCS in an improved position and creates a solid foundation for future system optimisation and improvement.

### Areas for Improvement

Performance against mobilisation targets remains below the desired level. There has been some improvement over the period, as the staff recruited during 2017 gain in confidence, but further investigation is required to identify barriers to improved performance. There is a link between a number of incident types and slower call handling times. This is believed to be caused by the need to apply call challenging and filtering to those incidents. This cannot be categorically proven at this point as there is no agreed method for capturing the application of call challenging procedures. TVFCS management are working with the RBFRS Business Systems team to establish a way of capturing this information and presenting it to provide further context to TVFCS performance.

Further work is required to continue to improve the configuration of TVFCS systems and the information held within, which will aid in improving performance.

### Emerging Issues & Risks

Capita's financial position has been of concern during the reporting period as a result of profit warnings being issued and the resultant media coverage. Capita have provided assurances as to their ongoing viability and commitment to support their customers within Emergency Services.

Engagement has begun with HMICFRS to establish the impact of inspection on Thames Valley Fire Control. It appears that the requirements for data and to facilitate the inspections themselves will create resourcing pressures during 2018/19.

The lack of progress with the ESN project is of some concern and is likely to have implications for systems upgrades as a phased approach to delivery of the project becomes more likely.

BFRS are embarking on a number of IT projects which will involve TVFCS and will require some resourcing. These include new MDT's, which will standardise this equipment across the Thames Valley and a new resource management systems, which will provide a better view of appliance availability across Buckinghamshire to TVFCS.



## Establishment

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

Role	Authorised Establishment	Staff in substantive Posts and FTE	Staff in temporary Posts and FTE	Vacancies
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 Manager	4	4 – 4 FTE	0 – 0 FTE	0
Crew Manager	12	10 – 9.86 FTE	2 – 2 FTE	0.18
Fire Fighter	20	20 - 18.88 FTE	0 – 0 FTE	1.12
<b>TOTAL</b>	<b>39</b>	<b>37 – 35.70 FTE</b>	<b>2 – 2 FTE</b>	<b>1.30</b>



## Attendance/ Absence

Measure	January 2018	February 2018	March 2018
Short-term Sickness Episodes	5	3	3
Long-term Sickness Episodes*	0	0	0
Total Days lost to Sickness	10	3	18
Average days lost per FTE	0.27	0.08	0.48

\*long-term sickness is sickness absence of more than 28 days.

## Overtime Claims and Payment records

(Excluding Bank Holiday Pay and Handover Pay)

Measure	January 2018	February 2018	March 2018
Number of Staff Claiming OT	2	6	8
Hours Worked	33	78	117
Total Paid	£698.64	£1719.42	£2433.19

# TVFCS Joint Committee Performance Report

## Performance Measures (Data accurate as of 02/04/2018)

Measure		January 2018	February 2018	March 2018	Reporting period average	Same period 2016/17	Rolling 12 month average
1	Total Emergency calls answered	2493	2544	2727	2588	2409	2727
2	Number of Mobilisations	1570	1649	1862	1694	1736	1862
3	No. of times Emergency Fall-back instigated	0	0	0	0	0	0
4	Number of Co-responding incidents	101	62	84	82	419	164
5	Total Admin Calls answered	6389	6608	7782	6926	6645	7003

Measure*		2017/18 Target	January 2018	February 2018	March 2018	Reporting period average	Same period 2016/17	Rolling 12 month average
6	Emergency calls answered within 5 seconds	92%	96.37%	96.21%	96.19%	96.26%	96.19%	94.27%
7	Emergency calls answered within 10 seconds	97%	98.37%	98.09%	98.48%	98.31%	98.33%	97.63%
8	% occasions where time to mobilise is within 60 seconds	60%	49.83%	52.36%	48.77%	50.32%	59.36%	51.56%
9	% occasions where time to mobilise is within 90 seconds	80%	72.74%	75.70%	75.97%	74.80%	81.63%	75.54%
10	% occasions where time to mobilise is within 120 seconds	95%	81.79%	86.95%	86.31%	85.02%	90.19%	86.06%
11	Admin calls answered within 15 seconds	n/a	86.83%	86.88%	85.47%	86.39%	82.68%	82.33%

\*Definitions are available in appendix A



Financial Position

Please see separate Outturn budget report (Item 9).

*Data accurate as of 02/04/2018*

Appendix A  
 Performance Measure Definitions

Measure	Description
<b>% of occasions where the time to answer admin calls is within 15 seconds</b>	This measure uses the time taken from when the Fire Control Room system receives an admin call alert to the moment they are answered by a TVFCS Operator
<b>% of occasions where the time to answer emergency calls is within 5 seconds</b>	This measure uses the time taken from when the Fire Control Room system receives an emergency incoming call alert to the moment they are answered by a TVFCS Operator
<b>% of occasions where the time to answer emergency calls is within 10 seconds</b>	
<b>% of occasions where time to mobilise is within 60 seconds</b>	This measure is calculated from when emergency calls are answered to when control room staff request stations to mobilise the appliance.
<b>% of occasions where time to mobilise is within 90 seconds</b>	
<b>% of occasions where time to mobilise is within 120 seconds</b>	

# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>BUDGET OUTTURN REPORT 2017/18</b>
<b>PRESENTED TO:</b>	<b>JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>11 JULY 2018</b>
<b>LEAD OFFICER</b>	<b>CONOR BYRNE</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>TO NOTE</b>

## 1. EXECUTIVE SUMMARY

1.1 To provide the 2017/18 budget outturn position for TVFCS.

## 2. RECOMMENDATION

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

## 3. REPORT

3.1 The budget provision for TVFCS for 2017/18 agreed at the Joint Committee meeting in December 2016 was £2,123,210 with a contingency allocation of £150,000 available if required. The outturn for the year was £2,030,011, an underspend for the year of £93,199 with no requirement to utilise the contingency allocation.

3.2 **Appendix A** provides an in-depth review of the in-year performance across all areas, but the major contributory factor to the underspend which occurred was employment costs.

3.3 Staff turnover leads to a reduction in costs incurred due to a number of reasons. Firstly, the notice period leaving staff members are required to give is far shorter than the recruitment process which means there is a period where the service is under established. Secondly, leaving staff members have tended to be in supervisory roles or on competent rates of pay and new staff

## Agenda Item 9

members enter the service on development rates of pay. Finally, the service has also seen a number of staff take maternity leave during 2017/18 further reducing the costs incurred.

- 3.4 Each partner also contributed £50,000 during 2017/18 towards the renewals fund. The overall balance at 31<sup>st</sup> March 2018 is £1,273,034.

### **4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

- 4.1 This report complies with our statutory duty to collaborate.

### **5. FINANCIAL IMPLICATIONS**

- 5.1 The collaboration continues to deliver more than £1m of savings per annum across the three services.

### **6. LEGAL IMPLICATIONS**

- 6.1 Financial performance reporting and cost apportionment is based on the legal agreement in place between the three Fire Authorities.

### **7. EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 None.

### **8. RISK IMPLICATIONS**

- 8.1 Financial performance is scrutinised on a monthly basis by the Head of TVFCS and quarterly through the service planning processes at Joint Coordinating Group. It is then subsequently reported to the Joint Committee on a quarterly basis to ensure strict controls are in place to maintain and monitor performance and value for money for all partners.

### **9. CONTRIBUTION TO SERVICE AIMS**

- 9.1 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.

### **10. PRINCIPAL CONSULTATION**

- 10.1 Head of Finance and Procurement and Chief Fire Officer, RBFRS.

### **11. BACKGROUND PAPERS**

- 11.1 None.

### **12. APPENDICES**

- 12.1 Appendix A – Budget outturn statement 2017/18

### **13. CONTACT DETAILS**

13.1 Ryan Maslen, Deputy Head of Finance, RBFRS 0118 938 4739

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TVFCS Budget Monitoring 12 Months to 31 March 2018					
	Total Annual Budget	Actual Expenditure To 31 March 2018	Variance = Forecast - Annual Budget	Variance %	Commentary
<b>Staff</b>					
Employment Costs	1,544,369	1,451,504	-92,865	-6.01%	The underspend against employment costs has primarily been caused by staff turnover during the financial year. Whilst the managers work hard to ensure continuity of succession planning, this is not always possible. Staff leaving have tended to be in Supervisory roles, or experienced staff in receipt of the fully competent rate of pay for their role. Staff are required to give one month's notice. The recruitment process for replacements takes longer than this, which creates short periods where Thames Valley Fire Control Service is under its establishment level. New staff then enter the Service on 'development' rates of pay which are lower than the rates for the leavers being replaced. TVFCS has also seen a number of staff take maternity leave during the period, which reduces the employment costs for those individuals. The figures include the 1% interim pay award which applied from July 2017.
Mileage and Subsistence	2,000	3,708	1,708	85.40%	The initial budget covered costs for those staff still being paid relocation expenses as a result of TUPE transfer and some costs for the existing management team. The revised management structure for TVFCS and the role requirements of those staff has increased the need for travel, both within the Thames Valley area and nationally to represent TVFCS at appropriate forums and user groups. This has resulted in an overspend against this budget line.
Uniforms	2,000	3,964	1,964	98.20%	Higher than anticipated staff turnover, with the associated costs of initial uniform allocation has resulted in an overspend in this area.
Training	5,000	151	-4,849	-96.98%	The majority of TVFCS training is now provided by the RBFRS Learning & Development team and is included in the HR recharge shown below, some small costs have been incurred relating to Control specific training that cannot be delivered internally.
Recruitment	4,000	175	-3,825	-95.63%	The original budget for recruitment was based on the traditional costs of recruitment using print media. Electronic recruitment has reduced these costs significantly
<b>Sub Total</b>	<b>1,557,369</b>	<b>1,459,502</b>	<b>-97,867</b>		
<b>Corporate</b>					
Facilities	89,575	89,575	-	0.00%	Outturn equals budget in these areas.
Finance	25,209	25,209	-	0.00%	
HR	48,293	48,293	-	0.00%	
ICT	71,629	71,629	-	0.00%	
Liability and Equipment Insurance	7,395	7,395	-	0.00%	
Management	15,169	15,169	-	0.00%	
<b>Sub Total</b>	<b>257,270</b>	<b>257,270</b>	<b>-</b>		
<b>Other</b>					
General Equipment Purchase	6,541	8,491	1,950	29.81%	The need to provide a specific piece of equipment as a reasonable adjustment for a member of staff's medical needs has resulted in a small overspend.
OFRS Costs (secondary control facility)	29,259	29,259	-	0.00%	Recharge cost incurred from OFRS for rental, telephones etc.
<b>Sub Total</b>	<b>35,800</b>	<b>37,750</b>	<b>1,950</b>		
<b>Technology</b>					
Capita Mobs System (maint)	57,391	66,412	9,021	15.72%	Changes made to systems and networks along with the renegotiation of contracts to synchronise end dates has led to an over spend in this area. This has been accounted for in the 2018/19 budget
DS3000 (for primary and secondary) ICCS	76,500	79,652	3,152	4.12%	Contract has been renegotiated to bring in line with other Capita contracts end points. Small increase in cost as a result.
Telephony	80,885	79,341	-1,544	-1.91%	Telephony contract has been renegotiated with significant savings achieved. These savings are not reflected in the outturn as the outturn includes a single payment, agreed by the TVFCS Joint Committee, to cover the requirement to provide an interface for the replacement for the Vodapage paging system.
EISEC Calcot (999 caller location)	7,180	6,757	-423	-5.89%	Eisec costs for both sites are now being billed together. There is a very small overspend on the total cost of Eisec services.
EISEC Kidlington	2,000	2,500	500	25.00%	
Smart services to switch 999 lines to secondary control or elsewhere	18,360	16,377	-1,983	-10.80%	A small underspend as a result of efficiencies identified by RBFRS ICT dept
Airwave rental ( SAN I ,B ) ( Primary,secondary ) (7+8)	23,264	24,450	1,186	5.10%	Increase in rental costs has led to a small overspend.
PLR support for 9 TVFCS firewalls (if problem can not be fixed remotely)	1,836	-	-1,836	-100.00%	Support now provided via internal ICT service at RBFRS, so no direct costs incurred as covered by the recharge from ICT shown above.
Service Delivery Monitoring Solution	5,355	-	-5,355	-100.00%	Support now provided via internal ICT service at RBFRS, so no direct costs incurred as covered by the recharge from ICT shown above.
<b>Sub Total</b>	<b>272,771</b>	<b>275,489</b>	<b>2,718</b>	<b>1.00%</b>	
<b>Total Budgeted Expenditure</b>	<b>2,123,210</b>	<b>2,030,011</b>	<b>-93,199</b>	<b>-4.39%</b>	
<b>Authority</b>		<b>Share of costs</b>			
RBFRS		771,404			
OXFRS		568,403			
BFRS		690,204			
		<b>2,030,011</b>			
Contingency	150,000				
<b>Upper limit of TVFCS expenditure without further FA approval</b>	<b>2,273,210</b>				

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ITEM	NEXT REPORTING DATE	FEEDING FROM/TO	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
Cost apportionment Review	24-Sep-18	N/A	Note	Conor Byrne	N/A	Part I
Quarterly Performance Report/Budget Monitoring	24-Sep-18	N/A	Note	Neil Boustred	N/A	Part I
Quarterly Performance Report/Budget Monitoring	05-Dec-18	N/A	Note	Neil Boustred	N/A	Part I
Proposed Budget 2019/20	05-Dec-18	To BMKFA, OCC and RBFA	Note and recommend	Conor Byrne	N/A	Part I
Quarterly Performance Report / Budget Monitoring	26-Mar-19	N/A	Note	Neil Boustred	N/A	Part I
Appointment of Chairman and Vice-Chairman	11-Jul-19	N/A	agree	Graham Britten	N/A	Part I
Quarterly Performance Report/Budget Monitoring	11-Jul-19	N/A	Note	Neil Boustred	N/A	Part I
Chairman's Annual Report 2017/18	11-Jul-19	N/A	Note	Paul Jacques	2018/19 Chairman	Part I

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**Categories of “Exempt Information”  
under Schedule 12A of the Local Government Act 1972**

	<b>Category</b>
	[For each of nos 1 - 7, see <u>Qualification 1</u> below]
1	Information relating to any individual
2	Information which is likely to reveal the identity of an individual.
3	Information relating to the financial or business affairs of any particular person (including the authority holding that information). [see <u>Qualification 2</u> below]
4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6	Information which reveals that the authority purposes: (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

**Qualifications:**

- (1) Information falling within paragraph 3 is not exempt information by virtue of that paragraph if it is required to be registered under -
  - (a) the Companies Act 1985;
  - (b) the Friendly Societies Act 1974;
  - (c) the Friendly Societies Act 1992;
  - (d) the Industrial and Provident Societies Acts 1965 to 1978;
  - (e) the Building Societies Act 1986; or
  - (f) the Charities Act 1993.
- (2) Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.
- (3) Information which -
  - (a) falls within any of paragraphs 1 to 7 above; and
  - (b) is not prevented from being exempt by virtue of the two preceding paragraphs
 is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest

## Agenda Item 12

in disclosing the information.

### **Interpretation:**

- (4) "*Employee*" means a person employed under a contract of service;
- (5) "*Financial or business affairs*" includes contemplated, as well as past or current, activities;
- (6) "*Labour relations matter*" means -
  - (a) any of the matters specified in paragraphs (a) to (g) of section 218(1) of the Trade Union and Labour Relations (Consolidation) Act 1992[10] (matters which may be the subject of a trade dispute, within the meaning of that Act);  
or
  - (b) any dispute about a matter falling within paragraph (a) above;and for the purposes of this definition the enactments mentioned in paragraph (a) above, with the necessary modifications, shall apply in relation to office-holders under the authority as they apply in relation to employees of the authority;
- (7) "*Office-holder*", in relation to the authority, means the holder of any paid office appointments to which are or may be made or confirmed by the authority or by any joint board on which the authority is represented or by any person who holds any such office or is an employee of the authority;
- (8) "*Registered*" in relation to information required to be registered under the Building Societies Act 1986, means recorded in the public file of any building society (within the meaning of that Act).

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