

THAMES VALLEY FIRE CONTROL SERVICE JOINT COMMITTEE



Thames Valley Fire Control Service Joint Committee Meeting

Thursday 15 December 2022 at 2.00 pm

**Meeting Room 1 BMKFA Headquarters,
Stocklake, Aylesbury, Buckinghamshire,
HP20 1BD**

AGENDA

	Item	Page No.
1.	Apologies	
2.	Declarations of Interest	
3.	Minutes of the last meeting held on 11 July 2022	Pages 5-12
4.	Questions from Members (written questions)	
5.	Matters Arising	
6.	Questions submitted under Standing Order 9.5 (questions from members of the public)	
7.	TVFCS BUDGET 2023/24 – to agree	Pages 13-24
8.	TVFCS Members Workshop Summary - 1 December 2022 –	Pages 25-28

	Item	Page No.
	to agree	
9.	TVFCS Performance Reports Quarter 1 and Quarter 2 2022/23 – to note	Pages 29-76
10.	TVFCS Joint Committee March 2023 Workshop - to note A Members and Officers Workshop will be held on Monday 20 March 2023, 2.00pm at Buckinghamshire Fire and Rescue Service (BFRS) Headquarters. (This Workshop is not open to the public).	
11.	Forward Plan - to note	Page 77
12.	Date of Next Meeting Annual Meeting July 2023, 2pm at Oxfordshire Fire and Rescue Service Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU (Dates to be provisionally agreed, and reviewed at the Workshop on 20 March 2023 due to published Local Authority meeting dates will not be available until the New Year)	

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.

This page is intentionally left blank



Thames Valley Fire Control Service Joint Committee Meeting

Monday, 11 July 2022, 2.00pm

Minutes

Present: Councillor Simon Rouse, Buckinghamshire & Milton Keynes Fire Authority
Councillor Matthew Walsh, Buckinghamshire & Milton Keynes Fire Authority
Councillor Jenny Hannaby, Oxfordshire County Council
Councillor Glynis Phillips, Oxfordshire County Council
Councillor Simon Werner, Royal Berkshire Fire Authority
Councillor Morag Malvern, Royal Berkshire Fire Authority (Substitute)

In Attendance: Jason Thelwell, Chief Fire Officer (BFRS)
Simon Tuffley, Area Commander – Senior Responsible Officer (BFRS)
Katie Nellist, Democratic Services Officer (BFRS)
Rob McDougall, Chief Fire Officer (OFRS)
Mike Adcock, Area Manager – Senior Responsible Officer (OFRS)
Simon Harris, Group Manager (TVFCS)
Remotely:
Wayne Bowcock, Chief Fire Officer (RBFRS)
Mark Arkwell, Deputy Chief Fire Officer (RBFRS)
Ryan Maslan, Deputy Director of Finance and Procurement (RBFRS)
Tony Vincent, Head of Business and Information Systems (RBFRS)
Graham Britten, Director of Legal and Governance (BFRS)

Action

1. ELECTION OF 2022/23 CHAIRMAN

It being proposed and seconded it was:

RESOLVED – that Councillor Rouse be elected Chairman of TVFCS Joint Committee for 2022/23.

2. APPOINTMENT OF 2022/23 VICE-CHAIRMAN

It being proposed and seconded it was:

RESOLVED – that Councillor Hannaby be appointed Vice-Chairman of TVFCS Joint Committee for 2022/23.

3. APOLOGIES

Councillor Jo Lovelock, Royal Berkshire Fire Authority

(Officers) Jim Powell, Area Manager - Senior Responsible Officer (RBFRS)

4. DECLARATIONS OF INTEREST

There were no Declarations of Interest received.

5. MINUTES OF THE LAST MEETING HELD ON 16 DECMEBER 2022

Noted, with no comments on accuracy due to no persons present attending the previous meeting.

6. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None received.

7. MATTERS ARISING.

None.

**8. QUESTIONS SUBMITTED UNDER STANDING ORDER 9.5
(QUESTIONS FROM MEMBERS OF THE PUBLIC)**

None received.

9. CHAIRMAN'S ANNUAL REPORT 2021/22

Mike Adcock SRO (OFRS) advised Members that the report was a high level summary of the Thames Valley Fire Control (TVFCS) activity during the year 2021/22.

RESOLVED – that the Joint Committee note the annual report.

10. TVFCS MEMBERS WORKSHOP SUMMARY – 21 MARCH 2022

Simon Tuffley SRO (BFRS) advised Members that this paper summarised the Members Workshop held on 21 March 2022. Three areas were covered at this workshop, future expansion, TVFCS targets and mobilising system review. Members had considered that TVFCS was not currently in a position to progress further expansion of the control room, primarily due to the impact of the ESMCP project affecting all blue light partners. Senior Responsible Officers agreed at this workshop to review schedule 12 (third party income arrangements) of the Inter Authority Agreement later in the year. The way in which performance measures were presented was also discussed, and these changes were reflected in the quarter 4 performance report being presented today. Members also received a presentation in relation to the forthcoming recommendation and decision to be made with a preference to extend the existing Vision mobilising system contract.

SRO (OFRS) to circulate the presentation to Members in advance of the next Workshop

The Chairman asked that as there were a lot of new Members, future expansion should be discussed at the next Workshop in September, and asked Mike Adcock SRO (OFRS), to circulate in advance of the workshop, the presentation given at the March 2022 Workshop.

RESOLVED – that the contents of the report be noted.

11. TVFCS QUARTER 3 AND QUARTER 4 2021/22 PERFORMANCE REPORTS

Mike Adcock SRO (OFRS) presented the report and stated the figures on page 62, 'the Staff - Actual Expenditure to 31 March 2022' should be £1,844,878 and not £1,388,640 as in the table. The 'Total Budgeted Expenditure' figure was correct.

Mike Adcock SRO (OFRS) asked Members to note the diversity figures within the Quarter 4 report which were new, staff development, and the data regarding call challenging. He also took Members through the key incident types which made up a large proportion of TFVCS workload, and the reasons why the target of 80% was not always met.

Councillor Werner asked what the diversity percentage was for Senior Managers and was advised for middle managers 33.3% male and 66.6% female. Watch Managers 75% female and 25% male.

Councillor Werner asked about the process a call goes through before it reaches the TVFCS control room and at what point did the 90 seconds commence and was advised that the time was measured from when the service provider (BT) connected the call to the TVFCS system.

In answer to a question from Councillor Werner, Simon Harris Group Commander (TVFCS) advised that small incremental continuous improvement was the way to help meet the targets. Also, performance was often influenced by staff turnover, a staff member who had just completed their six week training

course would not be as confident in dealing with callers as someone who has been there a lot longer.

Mike Adcock SRO (OFRS) summarised that technology and retention of people were the two elements being worked on, to improve those statistics.

Councillor Hannaby wanted to acknowledge the improvements that were being made and thanked everyone for their hard work.

Simon Harris Group Manager (TVFCS) advised Members that retention of staff was a national issue, not just in the Thames Valley and that he sat on a National Fire Chiefs Council (NFCC) group that had been formed to look at this. He would report back to the Committee with any progress.

In answer to a question from the Chairman, Rob McDougall CFO (OFRS) advised that the measures had last been reviewed at a workshop about three years ago and some changes had been brought in. Also, following Member feedback, call handling times were broken down into the three areas. Now there were new Members, there was an opportunity at the Workshop in September to go through these again.

In answer to a question from the Chairman, Mike Adcock SRO (OFRS) advised that it had been a challenging few years for Control staff, who had come into the office everyday and not had the ability to work from home through the Covid-19 pandemic. Also, the challenge of having Covid in the workplace had caused some issues regarding not being able to develop staff as quickly as required. There was a lot of work being done to improve staff wellbeing in the workplace, and staff development and training was a priority.

RESOLVED – that the Joint Committee note the report.

12. TVFCS SYSTEM CONTRACTS AND HARDWARE REFRESH

Simon Tuffley SRO (BFRS) presented the report and advised Members that TVFCS utilises the Vision 4 mobilising system which was established in 2015 when the control room went live. The Vision contract had a review point at year 7, with an opportunity to break or extend. The Vision mobilising system works in conjunction with DS3000 Integrated Command and Control System (ICCS) which had a maintenance and support contract that expires in April 2023. Both systems were critical to the safe and effective running of the control room and as part of this review, it had always been desirable for the ICCS and the mobilising system contracts to be aligned.

The review has been complicated by the sale of SSS from Capita to NEC Software Solutions, which commenced in 2021 and was now subject to an investigation by the Competition and Markets Authority. Committee Members resolved to extend by one year whilst the sale went ahead. This decision also aligned both the contracts to April 2023.

The CMA investigation does not include the Vision mobilising system, but does include the ICCS, with contracts for both systems expiring at the same time. Therefore, the recommendation was to extend the Vision contract and tender for a new ICCS contract from April 2023-2028, with an option to extend by two years to incorporate the full term of the Inter-Authority Agreement. In addition to this, a hardware refresh was being recommended as the equipment within the control room was ageing and system performance issues were already starting to be experienced. This refresh was critical to ensuring the safe and effective running of the TVFCS.

Councillor Hannaby asked if there was general satisfaction with this contract, and was advised that overall, yes, but during the last few months there had been some technical issues, which were being worked through. The hardware had been in place since the control room opened and was now seven years old. Officers had been working hard with the supplier over the last month to rectify the issues, but the underlying problem was that some of the equipment needed to be replaced.

Councillor Hannaby asked what would happen if the contract was not extended and was advised that the computers and servers were running 24/7 and were starting to show their age. If the contract was not extended the only option available would be to go out to tender to replace the system and that could be a three year process and the current hardware might not last that long.

Councillor Werner asked how certain were Officers that issues would be solved with a hardware upgrade and was advised the issues experienced recently were associated with lack of memory, lack of storage, raw processing power, and it was reasonable to assume that the proposed hardware architecture would resolve those issues. All indications seem to point towards a hardware upgrade resolving certainly the majority of the performance issues.

Councillor Werner asked if this was budgeted for by the three services and was advised that each service put in £50k per year and had done so since inception. The budget at the end of 2022/23 would be £2M. The money was there for the replacement hardware (£400k with a contingency of £88k). The cost of replacing the system at the end of 15 years was not known, but there would be significant funds in the reserve pot to pay for it.

The Chairman asked what the termination rights were if there were further issues and was advised that SROs would come back to Members with this information.

In answer to a question from the Chairman, Simon Harris Group Manager (TVFCS) advised that this was for the maintenance and support of the hardware. TVFCS own the hardware, and the worst case scenario would be that the Competitions and Markets Authority (CMA) would say that SSS Public Safety Ltd, (SSS) were not allowed to own that part of the business. NEC Software Solutions UK Ltd (NEC) do own a business that manufactures a similar product primarily for police forces, Capita would have to continue to own

SROs to advise Members on termination rights.

it and TVFCS would have to take the maintenance and support arrangements through Capita rather than NEC, or they might choose to dispose of that business elsewhere. Both systems were supported by the same engineers, divided into two teams, and all employed by the SSS business.

RESOLVED –

- 1) To recommend to partnership Authorities that they authorise Oxfordshire County Council and Royal Berkshire Fire Authority extending the Vision mobilising system maintenance and support contract for five years, from 10 April 2023 to 10 April 2028 be agreed.
- 2) That the use of the annual profiled capital expenditure for 22/23 from the Renewals account to deliver the hardware refresh from the Vison system be noted.
- 3) To recommend to partnership Authorities that they authorise Royal Berkshire Fire Authority to tender for a five year maintenance and support contract for the ICCS DS3000 from 10 April 2023 to 10 April 2028 (with options to extend for two years) be agreed.

13. NFCC MAIT CONNECT PROJECT EXPRESSION OF INTEREST

Simon Tuffley SRO (BFRS) presented the report and advised Members that in summary, the paper was to note the Joint Coordinating Group's intention to submit an expression of interest and to "opt in" for the multi-agency incident transfer (MAIT) procurement exercise, which was being driven by the National Fire Chiefs Council NFCC. MAIT had been progressed in response to the Grenfell Tower inquiry recommendation to improve communication between Control Rooms. TVFCS had opted for the web-based application, opposed to the fully integrated version as this appeared to be a more cost effective option at this time. It does not precluded officers from exploring the integrated version in future, by making this choice now.

Rob McDougall CFO (OFRS) advised Members that he was the national ICT Chief Sponsor for this area, which was part of the project.

RESOLVED –

1. That the expression of interest at Appendix A, that TVFCS will opt into the national MAIT procurement exercise and is likely to adopt Option A be noted.
2. That the cost of any integration will be identified in the TVFCS budget that will be presented at the December meeting be noted.

14. TVFCS JOINT COMMITTEE SEPTEMBER WORKSHOP

To note that a Members and Officers Workshop would be held on Thursday 15 September 2022 at 2pm at BFRS Headquarters.

TVFCS Future Expansion Presentation be added to the Workshop

15. FORWARD PLAN

RESOLVED – that the Forward Plan be noted.

16. DATE OF NEXT MEETING

Thursday 15 December 2022 - 2pm at Buckinghamshire Fire and Rescue Service Headquarters, Stocklake, Aylesbury, Buckinghamshire, HP20 1BD.

(The meeting closed at 15:05pm)

This page is intentionally left blank

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS BUDGET 2023/24
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	15 DECEMBER 2022
LEAD OFFICER	CONOR BYRNE, HEAD OF FINANCE & PROCUREMENT, RBFRS
EXEMPT INFORMATION	NONE
ACTION	AGREE

1. EXECUTIVE SUMMARY

1.1 To provide Joint Committee with the proposed budget for Thames Valley Fire Control Service (TVFCS) for the 2023/24 financial year.

2. RECOMMENDATION

2.1 **Agree** the proposed TVFCS revenue budget for 2023/24 as detailed in **Appendix A**.

2.2 **Agree** a contingency budget allocation of £150,000 which would provide an upper limit of expenditure without further Authority approval.

2.3 **Agree** to delegate authority to the three CFOs (unanimous decision required) for any unplanned expenditure between £10,000 and £150,000.

2.4 **Agree** to set aside £150,000 (£50,000 from each partner) in 2023/24 towards capital replacement costs.

2.5 **Agree** the Capital Expenditure Programme for 2023/24 (**Appendix C**)

2.6 **Note** the Medium Term Financial Plan (**Appendix B**) and Renewals Long Term Forecast (**Appendix D**)

- 2.7 **Recommend** to their respective Authorities the TVFCS budget for the financial year 2023/24 and the individual Authority contributions to this budget.

3. REPORT

- 3.1 The proposed TVFCS Revenue Budget for 2023/24 is detailed in **Appendix A** and shows a total budget of £2,639,306, which is an increase of £126,581 or 5.04%.
- 3.2 The major contributory factor to the increased budget requirement for 2023/24 is the ongoing pay negotiation settlement for 2022/23 and the anticipated pay award for 2023/24. When the budget was set for 2022/23 in December 2021, a pay award of 2% effective from July 2022 was incorporated. A number of national and international factors have developed since this time, which have had a significantly adverse impact on this budget provision. With uncertainty ongoing over the resolution of the pay position, the budget requirement has been based on a pay award of 5% effective from July 2022, with a further 4% effective from July 2023. This approach has been discussed and agreed with all three partners and has been deemed prudent.
- 3.3 The staffing budget allocation for 2023/24 is based on one less post than 2022/23, when an additional post was included to provide additional resilience and capacity due to a number of maternity arrangement needs within the department. The staffing structure has now stabilised and the additional post has not been deemed necessary for 2023/24.
- 3.4 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 cost to provide the corporate functions in 2023/24.
- 3.5 The Facilities recharge has increased by £25,783. This reflects the impact of the current economic climate, and the significantly enhanced rate of inflation of many utility costs, which are outside of direct control. Berkshire FRS was subject to a 96% increase in the underlying usage per kWh charge rate for electricity from April 2022 at Newsham Court, and this has driven a large proportion of the increase. A number of other utility costs have also risen in line with inflation in recent months, and future increases throughout 2023/24 have also been factored in.
- 3.6 A cost within the Facilities area that has also increased significantly is the annual business rates charge element that is applicable to TVFCS. The Valuation Office has recently published the draft Ratings List for 2023, which is reviewed periodically and determines the business rate charge applicable to business premises each year. There has been a 16% increase in the underlying rateable value for Newsham Court, so the TVFCS element of this charge has increased in excess of £4,000.
- 3.7 The recharges in other areas are largely driven by staffing support provided by each function to TVFCS, so they have also been increased to reflect the pay award agreed for green book staff in 2022/23, and the estimated award of

4% for 2023/24. The secondary control recharge from Oxfordshire FRS has increased by 4.33%.

- 3.8 A new element for 2023/24 is the inclusion of a contingency call handling contract arrangement, which will provide a level of business continuity cover for any possible period of industrial action. This was agreed by all three partners during 2022/23 to safeguard against recent developments in this area, and the underlying contractual charge will now form part of the budget approved annually.
- 3.9 Technology costs have increased in total by 9%. Each respective contract has its own inflation mechanisms, mainly linked to built in CPI uplifts. Contracts such as the one for DS3000 also have built in framework fees when they are extended. Costs are being closely monitored and increases minimised wherever possible, but are largely outside of direct control.
- 3.10 The Medium Term Financial Plan (MTFP) has been produced and included as **Appendix B**. This reflects potential budget pressures or cost reductions in the medium term and future year salary awards, which from 2024/25 have been shown as 2% per annum.
- 3.11 It is proposed in paragraph 2.4 that each partner continues to set aside £50,000 each financial year towards capital replacement costs. The fund currently has in excess of £2.06m, including the contributions due from partners in 2022/23.
- 3.12 The proposed capital expenditure programme for 2023/24 is detailed in **Appendix C**. This sets out the recommended Capital Budget to be made available from the TVFCS Renewals Account. The longer term forecast and wider scenario planning linked to this is included as **Appendix D**.
- 3.13 The budget papers presented have been produced and developed in collaboration with the lead contact for each respective partner.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

5. FINANCIAL IMPLICATIONS

- 5.1 With employment costs accounting for over 72% of the total proposed budget, financial performance and budget requirements are largely controlled by factors not directly determined locally; pay awards, national insurance costs and LGPS pension contributions.

6. LEGAL IMPLICATIONS

6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, any underspend will be reimbursed to partners in accordance with the cost apportionment model.

6.2 The 2023/24 budget complies with statutory regulations.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no equality and diversity implications arising from this report.

8. RISK IMPLICATIONS

8.1 Other than the issues identified above, there are no additional risk implications arising from this report.

9. CONTRIBUTION TO SERVICE AIMS

9.1 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).

10. PRINCIPAL CONSULTATION

10.1 Simon Harris, TVFCS Group Manager

10.2 Joint Co-ordination Group

10.3 Senior Leadership Team, Royal Berkshire FRS

10.4 Lead Finance contacts at each respective partner

11. BACKGROUND PAPERS

11.1 Minutes of the TVFCS Joint Committee meeting 16 December 2021

12. APPENDICES

12.1 Appendix A: TVFCS Revenue Budget 2023/24

12.2 Appendix B: TVFCS Medium Term Financial Plan 2023/24 – 2025/26

12.3 Appendix C: Capital Expenditure Programme 2023/24

12.4 Appendix D: Renewals Account Long Term Forecast

13. CONTACT DETAILS

13.1 Conor Byrne, Head of Finance and Procurement, RBFRS

Appendix A			
TVFCS Budget			
	2022/23	2023/24	Movement
	£	£	£
Staff			
Employment Costs	1,858,636	1,915,360	56,724
Mileage and Subsistence	6,600	5,572	-1,028
Training	1,000	1,000	0
Recruitment	1,420	1,400	-20
Sub Total	1,867,656	1,923,332	55,676
Corporate			
Facilities	112,364	138,147	25,783
Finance & Procurement	24,016	25,336	1,320
HR and Learning and Development	89,920	95,070	5,150
ICT	96,164	101,734	5,570
Liability Insurance	11,809	11,880	71
Management	19,449	21,562	2,113
Sub Total	353,722	393,729	40,007
Other			
Equipment purchases & Maintenance	5,000	4,800	-200
OFRS Costs (Includes Secondary Control Airwave Rental)	46,615	48,634	2,019
Contingency call handling provision	0	6,210	6,210
Sub Total	51,615	59,644	8,029
Technology			
Capita Mobs System (maint)	73,733	83,506	9,773
DS3000 (for primary and secondary) ICCS	90,628	101,775	11,147
Charges for Unicorn network and telephony rental	46,116	46,454	338
Software Maintenance	743	834	91
EISEC Calcot (999 caller location)	9,000	9,000	0
Smart services to switch 999 lines to secondary control / elsewhere	17,000	17,000	0
Airwave rental (SAN I , B) (Primary Only)	14,888	16,317	1,429
Sub Total	252,108	274,886	22,778
Total Budgeted Expenditure	2,525,101	2,651,591	126,490
Income			
Alarm Receiving Contract Centre	-12,376	-12,285	91
Total Budgeted Income	12,376	12,285	91
Total Budget	2,512,725	2,639,306	126,581

Contingency	150,000	150,000
Upper limit of TVFCS expenditure without further FA approval	2,662,725	2,789,306

Authority:	2022/23	2023/24	Difference
RBFRS (37.0%)	929,709	976,543	46,834
OXFRS (28.2%)	708,588	744,284	35,696
BFRS (34.8%)	874,428	918,478	44,050
TOTAL	2,512,725	2,639,305	126,580

Appendix B			
TVFCS Medium Term Financial Plan 2023/24 to 2025/26			
	2023/24	2024/25	2025/26
	£	£	£
Staff			
Employment Costs	1,915,360	1,953,667	1,992,741
Mileage and Subsistence	5,572	5,683	5,797
Training	1,000	1,020	1,040
Recruitment	1,400	1,428	1,457
Sub Total	1,923,332	1,961,799	2,001,035
Corporate			
Facilities	138,147	140,910	143,728
Finance & Procurement	25,336	25,843	26,360
HR and Learning and Development	95,070	96,971	98,911
ICT	101,734	103,769	105,844
Liability Insurance	11,880	12,118	12,360
Management	21,562	21,993	22,433
Sub Total	393,729	401,604	409,636
Other			
Equipment purchases & Maintenance	4,800	4,896	4,994
OFRS Costs (Includes Secondary Control Airwave Rental)	48,634	49,607	50,599
Contingency call handling provision	6,210	6,390	6,518
Sub Total	59,644	60,893	62,111
Technology			
Capita Mobs System (maint)	83,506	83,506	83,506
DS3000 (for primary and secondary) ICCS	101,775	103,811	105,887
Charges for Unicorn network and telephony rental	46,454	47,383	48,331
Software Maintenance	834	851	868
EISEC Calcot (999 caller location)	9,000	9,000	9,000
Smart services to switch 999 lines elsewhere	17,000	17,000	17,000
Airwave rental (SAN I ,B) (Primary,secondary) (7+8)	16,317	16,643	16,976
Sub Total	274,886	278,194	281,567
Total Budgeted Expenditure	2,651,591	2,702,489	2,754,348
Income			
Alarm Receiving Contract Centre	-12,285	-12,531	-12,781
Total Budgeted Income	12,285	12,531	12,781
Total Budget	2,639,306	2,689,958	2,741,567
Contingency	150,000	150,000	150,000
Upper limit of TVFCS expenditure	2,789,306	2,839,958	2,891,567

Appendix C

Thames Valley Capital Expenditure Programme 2023/24

Annual Profiled Capex	165,000
Contingency	16,500
Total	181,500

There are three areas of identified spend required from the Renewals Fund in 2023/24.

The first two items relate to additional or ancillary systems related to the tech refresh. (The tech refresh was set out in appendix C in the 2022/23 budget papers).

Firstly, it has been identified that the voice recording system requires updating. This system captures and records all 999 and admin calls. This function is best practice in UK control rooms to ensure that the vital element of call taking can be scrutinised in the event of an inquiry or investigation (as has been highlighted through MEN Arena inquiry) and can be used for debriefing, training and assurance in the control room environment. Quotes indicate that this will be to the magnitude of circa £90k.

Secondly, there is a requirement to upgrade an ancillary system which will no longer function with the new and improved hardware. This system enables operators and supervisors to seamlessly view and monitor the screens of other operators at their own workstation. This is an essential element of the safe systems of work employed in the control room that ensures 999 calls and operator responses can be monitored and assured, enabling staff to provide immediate support and advice during call taking and mobilisation. It is also used as a key training aid for recruits and staff in development. The original cost of the system in 2014 was £31k however recent market analysis indicates this would now be circa £45-50k.

Lastly, the replacement of the Uninterrupted Power Supply (UPS) for secondary control at OFRS HQ in Kidlington. The current unit is in its 11th year of a 12 year lifespan. UPS is an essential element of the business continuity framework that ensures TVFCS can operate during power outages. Quotes received this year indicate a spend of approximately £10k.

A number of contingency factors have been built in to ensure adequate budget provision in 2023/24, against a Reasonable Worse Case Scenario (RWCS) to provide a realistic funding envelope. These are:

- Inflation – inflation is currently fluctuating significantly and it is suggested a reasonable figure to use would be 5.5%.
- Market conditions – The type of equipment specified is unlikely to be significantly affected by current global supply chain issues. However current market conditions in relation to exchange rates and impact on import prices need to be considered. As such a reasonable figure of 5% will be used.

This presents a RWCS *within* the profiled Capital expenditure, providing flexibility to enable products to be delivered in 23/24.

The legal agreement also makes provision for a separate contingency allocation from the renewals account. It is recommended that a figure of 10% of the RWCS is used to allocate to this fund.

NOTE: The three Senior Responsible Officers (SRO) have also considered future enhancements to TVFCS systems, including Dynamic Cover Tools used by many services in the UK (highlighted during the extreme weather this summer and used by services such as London and West Midlands). However as this is not a replacement for existing systems any such request would be subject to the need for a business case to be presented separately to Authorities. It is the intention of the SRO to bring this forward in 2023/24.

Appendix D

Thames Valley Renewal Account Long Term Forecast (LTF)

The Joint Coordinating Group have considered two scenarios; firstly a full system replacement in line with the current planned contract extensions (five years to 2027/28) as agreed by Authorities this year. Secondly a full system replacement in 2030 at the end of the current Inter Authority Agreement. This provides Authorities with the flexibility to react to changes in the external environment.

Scenario 1: TVFCS Long Term Forecast (LTF) – Projected replacement based on current Vision/ICCS planned contract periods (five years to 2027/28)

Renewal account Long Term Forecast	
Amount as at 31 March 2022	1.91m
Due for payment 22/23	£150k
Then @ £50k per FRS p.a.:	
2022/23 Capex programme [Vision Hardware replacement]	-£500k
2023/24	£150k
23/24 Capex programme [See Appendix C]	- £182k
2024/25	£150k
2025/26	£150k [commission replacement project]
2025/26 Capex Programme [ICCS]	- £300k*
2026/27	£150k
2027/28	£150k
2027/28 total	£1.83m**
2028/29	£150k [Replacement goes live, Capex payments continue to 2030 in line with IAA]
2029/30	£150k
Projected total at end of current agreement	£300k

* For an upgrade to the Integrated Communication Control System [ICCS], which would be required at this time. This is an indicative figure and consideration would be given to understand if equipment life could be extended until system replacement in

2028 or how any investment in ICCS equipment at this time could be reinvested as part of the system replacement.

** As a broad planning assumption this forecast assumes that it is likely the entirety of the renewals account will be required for the system replacement. The business case associated with the replacement project would define this in detail and be signed off by Authorities.

GREEN SECTION - Inter Authority Agreement clause 30.1 **Three (3) Years** prior to the Expiry Date the Fire Authorities shall discuss whether each Fire Authority (or the Remaining Fire Authorities, as appropriate) wish to continue to participate in TVFCS following the expiry of this Agreement, with a view to reaching a decision by **two Years** prior to the Expiry Date.

Scenario 2: TVFCS alternate LTF – System replacement aligned to end of IAA 2030 (assuming Vision/ICCS contract extension beyond five years)

Renewal account Long Term Forecast	
Amount as at 31 March 2022	1.91m
Due for payment 22/23	£150k
Then @ £50k per FRS p.a.:	
2022/23 Capex programme [Vision Hardware replacement]	-£500k
2023/24	£150k
23/24 Capex programme [See Appendix C]	- £182k
2024/25	£150k
2025/26	£150k
2025/26 Capex Programme [ICCS]	- £300k*
2026/27	£150k
2027/28	£150k [Commission replacement project]
2028/29	£150k
2029/30	£150k
Projected total available for replacement in year 29/30	£2.13m

* ICCS replacement as per Scenario 1. GREEN SECTION as per scenario 1.

This page is intentionally left blank

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS MEMBERS WORKSHOP SUMMARY – 1 DECEMBER 2022
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	15 DECEMBER 2022
LEAD OFFICER	AREA COMMANDER SIMON TUFFLEY
EXEMPT INFORMATION	NONE
ACTION	DECISION

1. **EXECUTIVE SUMMARY**

- 1.1 Following agreement by Members in September 2020 –that the Joint Committee meet formally in July and December and that workshops are held in March and September each year- an online Member workshop was held on 1 December 2022, which was rescheduled from its original September date, following the death of the late Queen Elizabeth II.
- 1.2 This report presents a summary of that workshop and the associated output.

2. **RECOMMENDATION**

That Joint Committee:

- 2.1 **Agree** the contents of the report as an accurate record of the business conducted at the workshop.

3. **REPORT**

- 3.1 On 1 December 2022, an on-line Member workshop was held to consider a range of items regarding the future direction and development of the Thames Valley Fire Control Service (TVFCS).

3.2 The workshop was attended by: Cllr Simon Rouse, Cllr Jo Lovelock -, Cllr Glynis Phillips, Cllr Jenny Hannaby, Cllr Simon Werner, CFO Jason Thelwell, CFO Rob MacDougall, CFO Wayne Bowcock, AM Jim Powell, AM Mike Adcock, AC Simon Tuffley, Graham Britten, Asif Hussain, Connor Byrne, GM Simon Harris

3.3 **Future expansion**

3.4 The first session facilitated by Area Manager Mike Adcock, focused on future expansion of the TVFCS and was an update for new Members who had not received the previous input at the September 2021 workshop.

3.5 Members and officers discussed the complexity of engaging in additional collaborative partnerships, particularly in light of the pressures on capacity in the coming two-three years.

3.6 AM Mike Adcock also presented the outcomes of previous discussions held with blue light partners in relation to opportunities for shared control functions.

3.7 Although Officers and Members do not foresee any immediate opportunities to expand the remit of TVFCS, all agreed that we should remain open to exploring any options as and when they arise in future.

3.8 **Performance Measures**

3.9 Area Commander Simon Tuffley presented a new performance management framework which has been developed by the Joint Coordination Group.

3.10 A suite of 31 measures were discussed and Members fed back suggestions for further improvement.

3.11 Members endorsed the Joint Coordination Group's development of the new measures and were content for these to be presented at future Joint Committee meetings.

3.12 The workshop session led to the following further enhancements:

- Measures have been reordered and renamed to effectiveness, efficiency, and people.
- The Joint Committee dashboard has been adapted to allow escalation of any appropriate measures, giving it more flexibility in providing assurance
- Employee engagement measure – frequency increased to annual (aligned to RBFRS annual staff survey)
- Two measures added – calls handled per FTE, and Contract performance against SLA,
- Separated compliments from complaints to give a clearer understanding

3.13 TVFCS Staff Health and Wellbeing

3.13.1.1 Area Manager Jim Powell delivered a presentation in regard to staff health and wellbeing initiatives that have been undertaken, or are planned for the future.

3.14 The presentation covered:

- Legacy – Pre-Pandemic, impact of Covid-19 and return to a new normality
- Physical environment - Replacement of legacy fluorescent lighting, redecoration of the Control room, including the provision of plants to improve room air quality, and changes to improve Control room ventilation.
- Health and wellbeing – The HSE workplace stress survey, our action plan, staff engagement and 1-2-1 support

3.14.1.1 Officers and Members also discussed the next steps in regard to regular monitoring and mitigations to ensure staff wellbeing remains a key area of focus into the future.

3.15 TVFCS budget overview

3.15.1.1 Area Manager Jim Powell also gave Members an overview of the budget for TVFCS. This included:

- The inter-Authority agreement, including Schedule 7 – financial arrangements (Revenue and Renewals account)
- Revenue budget, including corporate recharges, staff costs, tech systems, budget contingency, third party income, and medium-term financial planning
- Arrangements for additional expenditure
- Renewals account, including annual profiled Capital Expenditure (Capex), contingency, any expenditure against profile, Capex contribution, and TVFCS Capex forecast, and capex contingency

3.15.1.2 Area Manager Jim Powell then gave a look forward to setting the TVFCS budget for 2023/24 via the December Joint Committee and then respective Authorities in February.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with clause 4 of the IAA – ‘Principles of Collaboration’.

5. FINANCIAL IMPLICATIONS

5.1 None identified at this time.

6. LEGAL IMPLICATIONS

6.1 None identified at this time.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 None identified at this time .

8. RISK IMPLICATIONS

8.1 None identified at this time.

9. CONTRIBUTION TO SERVICE AIMS

9.1 As stated in the TVFCS IAA schedule 2: 'Primary objectives':

9.2 To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004

9.2 To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004

9.3 To improve the resilience of the control room function

9.4 To provide the capability for future expansion of TVFCS with other agencies or clients.

10. PRINCIPAL CONSULTATION

10.1 Monitoring Officer BMKFA, RBFA

10.2 Joint Coordinating Group.

11. BACKGROUND PAPERS

11.1 Outputs from TVFCS Joint Committee members workshop held on 21 March 2022, presented 11 July 2022.

12. APPENDICES

12.1 None

13. CONTACT DETAILS

13.1 Area Commander Simon Tuffley stuffley@bucksfire.gov.uk 07766781389

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS PERFORMANCE REPORTS QUARTER 1 AND QUARTER 2 2022/23
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	15 DECEMBER 2022
LEAD OFFICER	AM MIKE ADCOCK
EXEMPT INFORMATION	NONE
ACTION	NOTING

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 reports for 2022/23 Quarter 1 (**Appendix A**) and Quarter 2 (**Appendix B**) provide 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 The Q1 report shows performance statistics for the period 1April 2022 – 30 June 2022 and details the challenges and successes experienced during the period.

- 3.2 The Q2 report shows performance statistics for the period 1 July 2022 – 30 September 2022 and details the challenges and successes experienced during the period.

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 2022/23 Quarter 1.
- 12.2 Appendix B – TVFCS Control Manager's performance report for 2022/23 Quarter 2.

13. CONTACT DETAILS

13.1 Simon Harris GM Thames Valley Fire Control Service

0118 938 4522 | 0774 863 1527

This page is intentionally left blank

Thames Valley Fire Control Service



Joint Committee Performance Report (Quarter 1 2022/23)



Contents

Introduction.....	4
Operational Context.....	5
Resourcing	5
Equality, Diversity and Inclusion	7
Staff Development.....	8
Development status	8
Prevention and Protection.....	9
Response	10
Resilience	15
Data and Intelligence	15
Financial Position	16
Appendix A	17
Performance Measure Definitions	17
Appendix B.....	18
Budget Summary.....	18





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

Operational Context

Following the withdrawal of all national restrictions related to COVID19, TVFCS were able to begin progressing other pieces of work during Q1. In May, TVFCS staff worked from the Secondary Control facility in Kidlington, Oxfordshire for a period of 4 days, whilst work took place at the Primary control facility in Calcot to replace the legacy fluorescent lighting with an LED lighting solution, offering more control of individual workstation lighting levels to staff and improved levels of room lighting generally. This work was completed ahead of schedule, to a very high standard and has been well received by TVFCS staff. The opportunity was also taken to refresh the décor in the Control room and to facilitate a 'deep clean' of the environment.

On 16th April, a fire broke out at in a firework store on the outskirts of the village of Boxford near Newbury. The incident was located very close to the M4 motorway and created a large smoke plume, which was visible for several miles in all directions. As this was a bank holiday weekend, the M4 was busy and an exceptionally high number of calls were received from members of the public, which exceeded both the capacity of TVFCS and our fall back partner, Staffordshire and West Midlands Fire Control (S&WMFC). The number of calls being received required TVFCS to activate national arrangements with BT to manage the level of demand and has had a notable impact on the performance against the measure for how quickly calls are answered for April.

Resourcing

In Q1, TVFCS experienced further staff turnover, although at a lower rate than in preceding quarters, with a single member of staff leaving to pursue a career outside the Fire Service. TVFCS have engaged with a working group, sponsored by the NFCC Mobilising Officer's Group (MOG) to look at staff retention and recruitment within the Fire control sector. Early conversations within the group indicate the staff recruitment, and in particular, retention are an issue affecting all UK Fire controls. TVFCS will continue to engage with the working group to identify areas of good practice and take advantage of any initiatives which may result from the group's activities.

TVFCS Joint Committee Performance Report

We continue to support a small number of TVFCS staff who are currently experiencing complex medical issues which have inhibited their ability to fulfil the full requirements of their roles. Action plans have been developed for each individual, with input from the RBFRS HR team and Occupational Health professionals with a view to allowing those individuals to return to work fully.

Measure	April 2022	May 2022	June 2022
Short-term Sickness Episodes	13	5	2
Long-term Sickness Episodes*	4	1	7
Total Days lost to Sickness	48	36	47
Average days lost per FTE (Long term sickness)	0.75	0.38	0.75
Average days lost per FTE (Short term sickness)	0.45	0.53	0.43

*A sickness episode is considered to be 'long-term' once the individual has been absent for more than 28 days. Maternity leave is not recorded as sickness and is not included in these figures.



Equality, Diversity and Inclusion

Ethnicity	Percentage of workforce
Black or Black British African	2.38%
Other Mixed	2.38%
Unknown	2.38%
White British	90.24%

Gender	Percentage of workforce
Female	73.17%
Male	26.83%

TVFCS recruitment activity aligns to the EDI objectives set out within the RBFPS People Strategy.

Staff Development

Staff have continued to undertake development activity during the quarter, with a number of staff completing their development programmes during the period.

Development status

Role	Current staff	Number who have completed role Development pathway	Number in Development	% of Current Staff in Development
Group Manager	1	1	0	0%
Control Manager	1	1	0	0%
Control Training Manager	1	0	1	100%
Watch Manager	4	3	1	25%
Crew Manager	12	2	10	83%
Fire Fighter	21	11	10	48%
TOTAL	40	18	22	55%

The information provided in the table shown above relates to those who have successfully completed the development pathway associated with their substantive role, which qualifies the individual to receive the 'competent' rate of pay for that role. All TVFCS staff are assessed for their ability to perform competently and safely in a role before being considered for promotion to that role.



Prevention and Protection

TVFCS staff have contributed to prevention activity during the quarter through the identification and referral of 35 residents of the Thames Valley with defective smoke alarms in their homes and through the handling of 33 safeguarding notifications. Most issues with defective domestic smoke alarms are as a result of the device's battery becoming flat, causing it to sound. This is often a cause of real concern for our most vulnerable residents, unable to access the device, or unsure what the noise they are hearing is indicating. In these cases, TVFCS will pass the information onto the relevant Fire and Rescue Service (FRS) to facilitate an urgent 'safe and well' visit for the occupant to replace the faulty alarm and provide other safety advice. Safeguarding issues can either be identified by TVFCS when dealing with callers or following attendance at an address where crews will notify TVFCS that a safeguarding issue has been identified. All TVFCS staff receive regular mandatory training relating to the safeguarding of both adults and children to assist them with this aspect of their work.

TVFCS also deal with notifications from partner agencies, primarily Thames Valley Police, when a credible threat of arson has been received against a person or premises and action needs to be urgently taken. The notifications are then passed to the relevant FRS to be dealt with in line with their respective procedures. TVFCS did not receive any urgent notifications during the quarter, but were notified of threats against 28 addresses during the period which were passed via other routes. Once suitable inspections have been carried out at a premises where an arson threat has been received and appropriate measures applied to the premises, TVFCS will normally be asked to take additional actions should a call to the address be received. This may involve increasing the number of fire resources sent to the address or making urgent contact with the Police and other agencies.

TVFCS Joint Committee Performance Report

Response

Measure		April 2022	May 2022	June 2022	Reporting period average	Q1 2021/22 average	Rolling 12 month average
1	Total Emergency calls answered	3195	3342	3357	3298	2989	3069
2	Number of Mobilisations	1873	1903	1986	1921	1714	1827

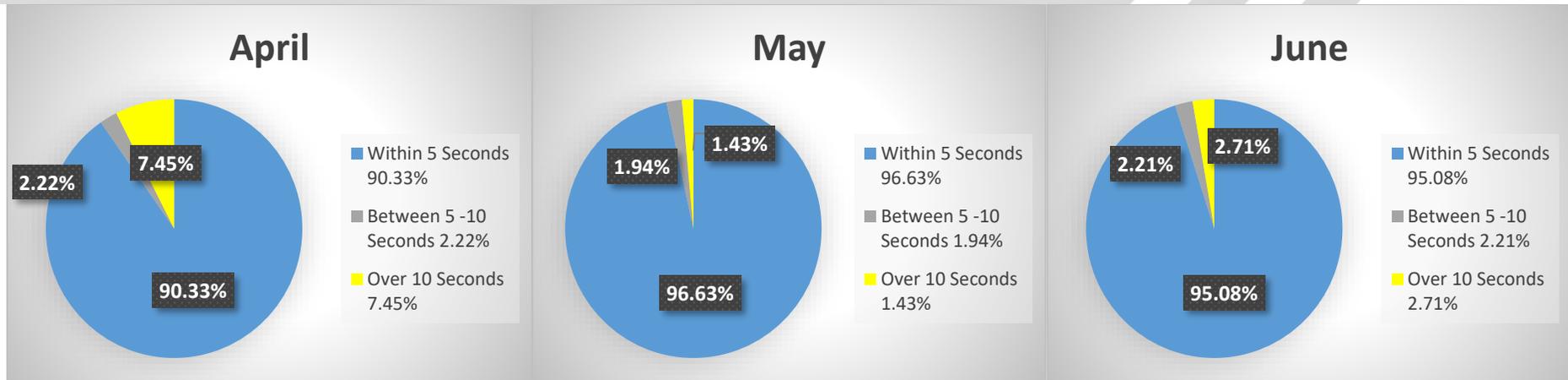
*Definitions are available in appendix A

Demand on the Service has now returned to levels comparable to those seen before the pandemic. Overall demand generally reduces during winter months, although periods of severe weather can cause spikes in the volume of calls received.

Measure*		2021/22 Target	April 2022	May 2022	June 2022	Reporting period average	Q1 2021/22 Average	Rolling 12 month average
3	Emergency calls answered within 5 seconds	92%	90.33	96.63	95.08	94.01	96.48	94.64
4	Emergency calls answered within 10 seconds	97%	92.55	98.57	97.29	96.14	98.56	96.68

*Definitions are available in appendix A

TVFCS Joint Committee Performance Report



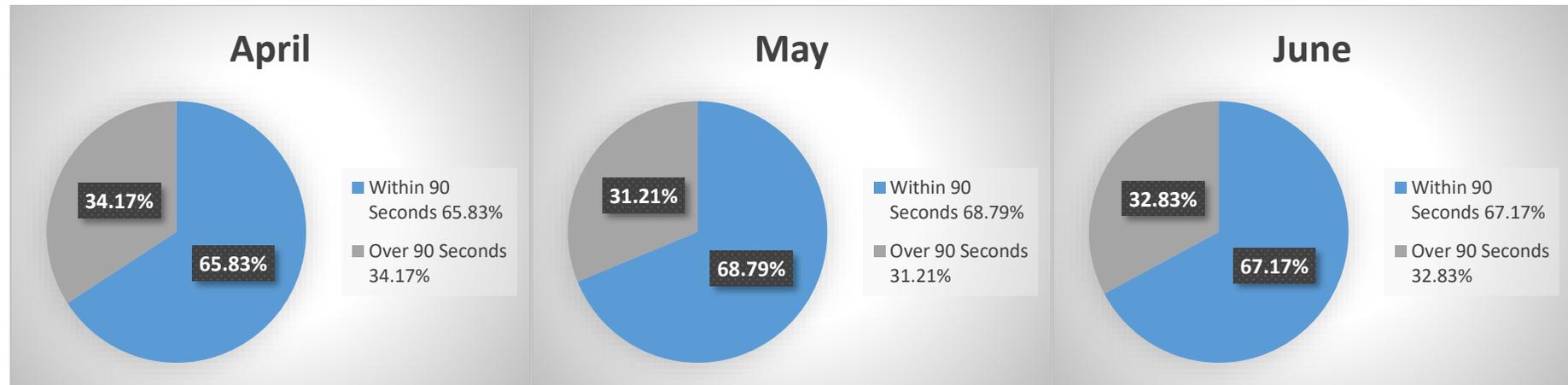
This measure examines call waiting times by looking at the performance of TVFCS staff when answering emergency calls. It sets two targets for how quickly control operators should pick up an emergency call when it comes into the control room. We measure whether a call is picked up within 5 or 10 seconds and the expected performance is that this will be done on 92% or 97% of occasions respectively. Performance against these targets is very good and the targets are routinely exceeded. In reality this means that the majority (**97% or more**) of all emergency calls that come into TVFCS will be picked in 10 seconds or less. The actual figures for Q4 show that, on average, control operators picked up 94.01% of all emergency call within 5 seconds and 96.14% of all emergency calls within 10 seconds.

The small number of occasions where these times are exceeded are usually associated with periods of higher demand where a number of calls are received simultaneously, this can be as a result of a large number of calls being received in a relatively short period of time, either as a result of single incident which is visible to a large number of people (for example, a fire involving grass on the side of a major road) or as a result of environmental conditions affecting large numbers of people simultaneously, such as exceptionally heavy rainfall causing flooding.

The impact of the previously mentioned incident in Boxford can be seen in the April data. During this incident, calls were being routed to TVFCS at a rate of up to 6 calls a minute, causing a significant delay in the waiting time for each caller. TVFCS utilised national arrangements with BT to filter calls and reduce demand, both on TVFCS and the national 999 network.

TVFCS Joint Committee Performance Report

Measure*		2021/22 Target	April 2022	May 2022	June 2022	Reporting Period Average	Q1 2021/22 Average	Rolling 12 Month Average
5	% occasions where time to alert station is within 90 seconds of the emergency call being answered.	80%	65.83	68.79	67.17	67.26	71.81	70.81



TVFCS has consistently struggled to achieve this target since 'go live' in 2015, although improvements had been made over preceding quarters, performance against the measure fell during Q4 2021/22. There are a number of factors which influence how quickly TVFCS staff are able to mobilise resources once an emergency call has been answered and a combination of these factors affected TVFCS during the quarter. New starters in TVFCS often take longer to handle calls than their more experienced colleagues, as they develop their skills and confidence after completing their initial training. As mentioned earlier in the report, staff turnover in both Q3 and Q4 2021/22 required the recruitment of a number of new staff to fill establishment vacancies, the staff recruited during this period will continue to develop their skills and confidence levels and we would expect to see this performance gradually improve as this happens.

TVFCS Joint Committee Performance Report

During the quarter, TVFCS successfully challenged 918 emergency calls. In addition to calls to alarms where FRS attendance is not required in Oxfordshire and Royal Berkshire, this figure also includes a large number of calls to other incident types where, through extended questioning of the caller, it is identified that an agency other than the Fire & Rescue Service is more appropriate to provide the assistance that the caller requires. Whilst this call challenge process can lead to extended call handling times, it is a vital aspect of the overall response strategy of the FRS as it preserves the availability of resources to attend incidents where life and property are threatened and simultaneously reduces the risk posed to the public and firefighters when responding to incidents under emergency conditions.

We have undertaken some analysis of data to illustrate the impact that call challenge procedure have on this performance measure, which are shown in the tables below.

Measure*	2022/23 Target	April 2022	May 2022	June 2022
% occasions where time to alert station is within 90 seconds of the emergency call being answered where 'Call Challenge' Automatic Fire Alarm Calls are excluded.	80%	70.58	74.07	72.62

Measure*	2022/23 Target	April 2022	May 2022	June 2022
% occasions where time to alert station is within 90 seconds of the emergency call being answered where all 'Call challenge' calls are excluded	80%	74.77	77.21	76.71

TVFCS Joint Committee Performance Report

The agreed performance measure for the time taken to mobilise Fire & Rescue Service resources to incidents is that 80% of mobilisations will take place within 90 seconds of the call being answered by TVFCS. This is applied to all incidents which ultimately require a Fire & Rescue Service emergency response. Calls to different types of incidents require different call handling strategies to be applied by Control room staff. The table below shows how TVFCS perform against key incident types which make up a large proportion of TVFCS workload.

Measure		2022/23 Target	April 2022	May 2022	June 2022	Reporting period average	Q1 2021/22
6	Percentage of Primary Fires where time to alert station is 90 seconds or less	N/A	80.62%	75.21%	77.08%	77.64%	84.98%
7	Percentage of Secondary Fires where time to alert station is 90 seconds or less	N/A	68.04%	65.63%	65.63%	66.43%	70.31%
9	Percentage of Road Traffic Collisions where time to alert station is 90 seconds or less	N/A	43.09%	40.34%	42.86%	42.10%	52.83%

*Definitions are available in appendix A

Primary fires are typically incidents which pose a higher risk to life and property, as they generally relate to fires occurring within buildings and vehicles. TVFCS perform strongly when handling incidents of this type and were able to exceed the standard in every month during the quarter.

Secondary fires tend to be smaller, predominantly outdoor fires, which can often be more difficult to locate than fires involving buildings. It is therefore expected that TVFCS staff will take slightly longer to handle these calls and this is reflected in the statistics for the period.

Road traffic collisions (RTCs) typically take much longer to locate than many other incident types, as callers are often not familiar with the area they are travelling in and are often only able to pinpoint their location as being between two notable points, for example roundabouts or other landmarks, which can make identifying the precise location required for mobilisation challenging. In addition, a large number of calls to road

TVFCS Joint Committee Performance Report



traffic collisions are passed to TVFCS by the Police or Ambulance Service, which means that assistive technology for location identification such as BT Advanced Mobile Location cannot be used by TVFCS. This leads to extended call handling times for these incident types.

Resilience

As a result of the continued crewing pressures caused by the high level of staff absence experienced during the quarter, there were a number of occasions where it was not possible to achieve the desired crewing levels within TVFCS. In total, TVFCS was staffed below normal crewing levels for 9.2% of the available hours during the quarter. On these occasions, TVFCS staff were supported by the three FRS working to agreed degradation plans, which prioritise risk critical operational activity whilst ensuring the health and wellbeing of control staff performing their duties. Although this created additional pressure for Control room staff, all emergency calls placed to TVFCS during these periods were responded to without needing to utilise our buddy arrangements.

TVFCS plans include a quarterly full evacuation exercise, with staff relocating to the secondary control room facility at Kidlington whilst TVFCS business is handled by S&WMFC during the evacuation period. The exercise planned for Q1 2022/23 in June unfortunately had to be cancelled due to staffing issues in S&WMFC. Further exercises are scheduled for the remainder of the year.

Data and Intelligence

During Quarter 1 2022/23, all requests for change submitted by the FRS to TVFCS were processed within 5 working days of the request being received. These included requests to amend the Pre-determined attendance of fire and rescue assets for specific locations, add or amend details of newly promoted FRS officers, changes to details relating to fire assets appliances and changes to FRS procedures carried out by TVFCS staff when dealing with particular types of events.

A number of requests for information to assist with investigations have been received from Thames Valley Police during the quarter. These requests are referred to the relevant FRS for approval before being released to ensure all relevant data protection legislation is complied with.

Financial Position

	<i>Total Annual Budget</i>	<i>Actual Expenditure To 30th June 2022</i>	<i>Forecast Outturn at Year End</i>	<i>Variance = Forecast - Annual Budget</i>	<i>Variance %</i>
Staff	1,881,011	461,405	1,847,312	-33,699	-1.79%
Corporate	353,722	88,430	353,722	0	0
Other	39,239	-12	40,618	1,379	3.51%
Technology	252,108	21,110	254,838	2,730	1.08%
Total Budgeted Expenditure	2,526,080	570,933	2,496,490	-29,590	-1.17%

Appendix A

Performance Measure Definitions

Measure	Description
% of occasions where the time to answer emergency calls is within 5 seconds	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.
% of occasions where the time to answer emergency calls is within 10 seconds	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.
% of occasions where time to mobilise is within 90 seconds	This measure is calculated from when emergency calls are answered to when control room staff operate equipment at a station notifying crews that they are required to respond.
Average time to alert station in seconds – Primary Fires	The average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to primary fires. Primary fires are defined as 'more serious fires that harm people or cause damage to property'
Average time to alert station in seconds – Secondary Fires	The average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to secondary fires. Secondary fires are defined as 'generally small outdoor fires, not involving people of property'.
Average time to alert station in seconds – Road Traffic Collisions	The average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to road traffic collisions.

Appendix B

Budget Summary

TVFCS Budget Monitoring 3 Months to 30th June 2021						
	<i>Total Annual Budget</i>	<i>Actual Expenditure To 30th June 2022</i>	<i>Forecast Outturn at Year End</i>	<i>Variance = Forecast - Annual Budget</i>	<i>Variance %</i>	<i>Commentary</i>
Staff						
Employment Costs	1,871,991	459,266	1,839,413	-32,578	-1.74%	Higher than anticipated staff turnover within TVFCS has resulted in a variance in employment costs.
Mileage and Subsistence	6,600	1,969	5,479	-1,121	-16.98%	These costs are forecast based on the anticipated costs of travel and subsistence, primarily to attend national and regional meetings.

TVFCS Joint Committee Performance Report

						As some of these meetings have continued to run 'virtually', a variance has occurred.
Training	1,000	101	1,000		0%	
Recruitment	1,420	69	1,420		0%	
Sub Total	1,881,011	461,405	1,847,312	-33,699	-1.79	
Corporate						
Facilities	112,364	28,091	112,364		0%	
Finance	24,016	6,004	24,016		0%	
HR	89,920	22,480	89,920		0%	
ICT	96,164	24,041	96,164		0%	
Liability and Equipment Insurance	11,809	2,952	11,809		0%	
Management	19,449	4,862	19,449		0%	
Sub Total	353,722	88,430	353,722		0%	
Other						

TVFCS Joint Committee Performance Report

Professional Services and General Equipment Purchase	5,000	447	5,007	7	0.14%	
OFRS Costs (secondary control facility)	46,615	0	46,615		0%	
TVFCS Alarm Receiving Centre income	12,376	-459	-11,004	1,372	-11.09%	Changes within the Alarm Monitoring industry have led to a reduction in the income being received.
Sub Total	39,239	-12	40,618	1,379	3.51%	
Technology						
Vision Mobs System (maint)	73,733	-8,345	74,767	1,034	1.40%	There is a small variance in this area caused by changes in the CPI between when the budget was set, and the annual costs calculated by the supplier.
DS3000 (for primary and secondary) ICCS	90,628	23,081	92,324	1,696	1.87%	There is a small variance in this area caused by changes in the CPI

TVFCS Joint Committee Performance Report

						between when the budget was set, and the annual costs calculated by the supplier.
Telephony and Network costs.	46,116	3,924	46,116		0%	
Software Maintenance	743	200	743	0	0%	
EISEC Services (Primary and Secondary Control)	9,000	2,250	9,000	0	0%	
Smart services to switch 999 lines to secondary control or elsewhere	17,000	0	17,000	0	0%	
Airwave rental (SAN I ,B) (Primary,secondary) (7+8)	14,888	0	14,888	0	0%	
Sub Total	252,108	21,110	254,838	2,730	1.08%	
Total Budgeted Expenditure	2,526,080	570,933	2,496,490	-29,590	-1.17%	



Thames Valley Fire Control Service



Joint Committee Performance Report (Quarter 2 2022/23)



Contents

Introduction.....	4
Operational Context.....	5
Resourcing.....	5
Equality, Diversity and Inclusion.....	7
Staff Development.....	8
Development status.....	8
Prevention and Protection.....	9
Response.....	10
Resilience.....	15
Data and Intelligence.....	15
Financial Position.....	16
Appendix A.....	17
Performance Measure Definitions.....	17
Appendix B.....	18
Budget Summary.....	18





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

Operational Context

During July and August 2022, the UK experienced a number of prolonged periods of hot, dry weather, with record breaking temperatures being recorded in Central and Southern England. These weather conditions created a heightened level of demand within TVFCS, as large numbers of outdoor fires were reported by members of the public creating extreme and sustained pressure on TVFCS emergency call handling capacity. The impact of this level of demand can be seen in the performance data for the quarter.

On July 19th 2022, parts of the UK, including areas of the Thames Valley, experienced daytime temperatures in excess of 40 degrees centigrade. A large number of fires broke out across the area, which developed rapidly. During the afternoon, 2 separate major incidents were declared in Buckinghamshire, and a number of other large fires occurred in other parts of the Thames Valley. TVFCS staff faced a very challenging situation, attempting to provide the resources required to deal with the incidents being attended whilst trying to ensure that a suitable level of fire cover was provided to deal with other incidents occurring. These conditions were replicated in neighbouring Counties, which meant that the normal ability to request section 13/16 assistance from other Fire & Rescue Services was compromised. TVFCS staff worked with colleagues in all three Thames Valley Fire & Rescue Service to optimise the resources available and provide the best service possible.

In September 2022 TVFCS Station Manager Julie Summers and TVFCS Watch Manager Kimberley Downs were acknowledged for the way they discharged their duties during the summer heatwaves by the Home Secretary at an event at Lancaster House, with both individuals being awarded certificates of commendation 'For an outstanding contribution in the field of home affairs'

Resourcing

During the period, two control operators left TVFCS to pursue opportunities in other sectors, which created some additional crewing pressures. The TVFCS SROs and Management team have undertaken initial trend analysis relating to leavers and are looking at ways of addressing some of the issues which appear to be contributing to staff retention.

TVFCS Joint Committee Performance Report

We continue to support any TVFCS staff through long- and short-term absence periods. Support is always put in place, with input from the RBFCS HR team and Occupational Health professionals with a view to supporting those individuals to return to work fully.

Measure	July 2022	August 2022	September 2022
Short-term Sickness Episodes	7	7	8
Long-term Sickness Episodes*	2	2	2
Total Days lost to Sickness	53	57	47
Average days lost per FTE (Long term sickness)	0.76	0.76	0.43
Average days lost per FTE (Short term sickness)	0.55	0.65	0.75

*A sickness episode is considered to be 'long-term' once the individual has been absent for more than 28 days.



Equality, Diversity and Inclusion

Ethnicity	Percentage of workforce
Black or Black British African	2.56%
Other Mixed	2.56%
Unknown	2.56%
White British	92.32%

Gender	Percentage of workforce
Female	74.36%
Male	25.64%

TVFCS recruitment activity aligns to the EDI objectives set out within the RBFPS People Strategy.

Staff Development

Staff have continued to undertake development activity during the quarter, with a number of staff completing their development programmes during the period.

Development status

Role	Current staff	Number who have completed role Development pathway	Number in Development	% of Current Staff in Development
Group Manager	1	1	0	0%
Control Manager	1	1	0	0%
Control Training Manager	1	0	1	100%
Watch Manager	4	3	1	25%
Crew Manager	12	3	7	75%
Fire Fighter	21	11	10	48%
TOTAL	40	20	20	50%

The information provided in the table shown above relates to those who have successfully completed the development pathway associated with their substantive role. All TVFCS staff are assessed for their ability to perform competently and safely in a role before being considered for promotion to that role.



Prevention and Protection

TVFCS staff have contributed to prevention activity during the quarter through the identification and referral of 38 residents of the Thames Valley with defective smoke alarms in their homes and through the handling of 41 safeguarding notifications. Most issues with defective domestic smoke alarms are as a result of the device's battery becoming flat, causing it to sound. This is often a cause of real concern for our most vulnerable residents, unable to access the device, or unsure what the noise they are hearing is indicating. In these cases, TVFCS will pass the information onto the relevant Fire and Rescue Service (FRS) to facilitate an urgent visit from FRS staff for the occupant to replace the faulty alarm and provide other safety advice. Safeguarding issues can either be identified by TVFCS when dealing with callers or following attendance at an address where crews will notify TVFCS that a safeguarding issue has been identified. All TVFCS staff receive regular mandatory training relating to the safeguarding of both adults and children to assist them with this aspect of their work.

TVFCS also deal with notifications from partner agencies, primarily Thames Valley Police, when a credible threat of arson has been received against a person or premises and action needs to be urgently taken. The notifications are then passed to the relevant FRS to be dealt with in line with their respective procedures. TVFCS received 2 urgent notifications during the quarter, but were notified of threats against 46 addresses during the period which were passed via other routes. Once suitable inspections have been carried out at a premises where an arson threat has been received and appropriate measures applied to the premises, TVFCS will normally be asked to take additional actions should a call to the address be received. This may involve increasing the number of fire resources sent to the address or making urgent contact with the Police and other agencies.

TVFCS Joint Committee Performance Report

Response

Measure		July 2022	August 2022	September 2022	Reporting period average	Q2 2021/22 average	Rolling 12 month average
1	Total Emergency calls answered	5565	5858	3143	4855	3236	3593
2	Number of Mobilisations	2743	2798	1950	2497	1903	1997

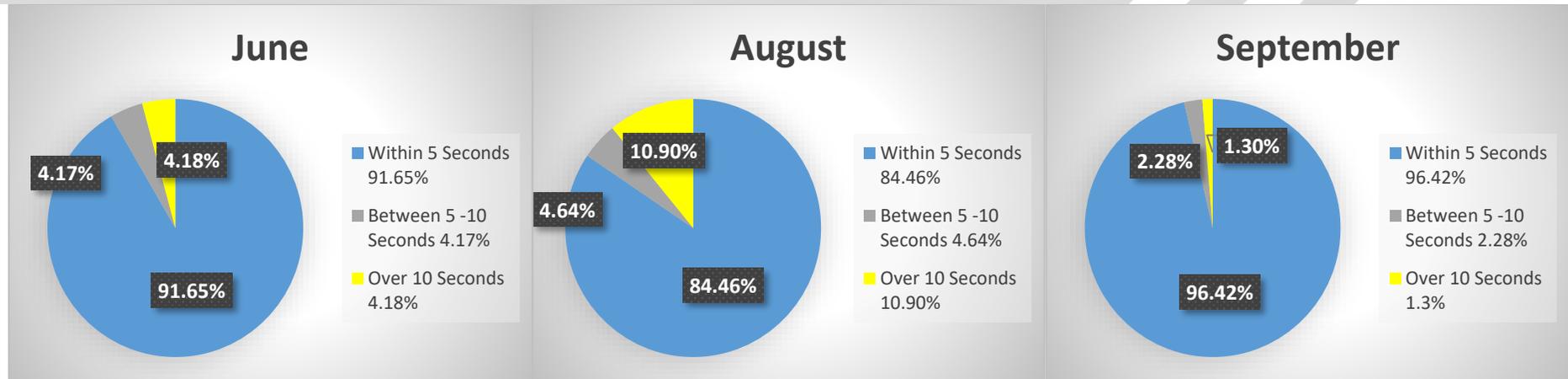
*Definitions are available in appendix A

The heightened level of demand experienced during the period is illustrated by the table above, which shows a **50% increase** in the number of emergency calls received compared with the equivalent period in 2021/22.

Measure*		2021/22 Target	July 2022	August 2022	September 2022	Reporting period average	Q2 2021/22 Average	Rolling 12 month average
3	Emergency calls answered within 5 seconds	92%	91.65	84.46	96.42	90.84	96.02	92.58
4	Emergency calls answered within 10 seconds	97%	95.92	89.10	98.70	94.57	98.03	95.25

*Definitions are available in appendix A

TVFCS Joint Committee Performance Report

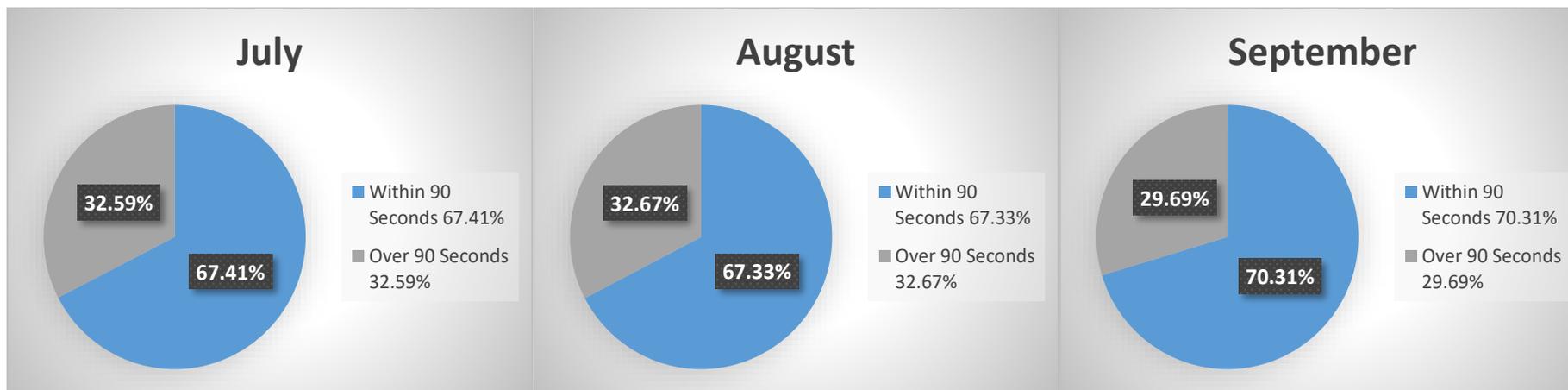


This measure examines call waiting times by looking at the performance of TVFCS staff when answering emergency calls. It sets two targets for how quickly control operators should pick up an emergency call when it comes into the control room. We measure whether a call is picked up within 5 or 10 seconds and the expected performance is that this will be done on 92% or 97% of occasions respectively. Performance against these targets is usually very good and the targets are routinely exceeded. In reality this means that the majority (**97% or more**) of all emergency calls that come into TVFCS will be picked in 10 seconds or less. The actual figures for Q2 show that, on average, control operators picked up 90.84% of all emergency call within 5 seconds and 94.57% of all emergency calls within 10 seconds.

The impact of the hot and dry weather conditions in July and August can be clearly seen in the data. This was the result of large numbers of calls being received simultaneously, predominantly as a result of multiple persons reporting the same fires. Although TVFCS capacity was stretched, the hard work of our Control room staff to process these calls meant that TVFCS did not need to call upon national arrangements to manage high call volumes, and were at times able to assist other FRS controls who did need to activate the national call redistribution plan 'Operation Willow Beck'.

TVFCS Joint Committee Performance Report

Measure*		2021/22 Target	July 2022	August 2022	September 2022	Reporting Period Average	Q2 2021/22 Average	Rolling 12 Month Average
5	% occasions where time to alert station is within 90 seconds of the emergency call being answered.	80%	67.41	67.33	70.31	68.35	72.39	69.46



TVFCS has consistently struggled to achieve this target since 'go live' in 2015. It is generally expected that performance against this measure will be more challenging during the summer months, as many more calls to outdoor fires are received. These calls are more challenging for control staff, as callers are often unable to clearly describe the location of incidents, meaning that extended questioning is required to ensure that right FRS resources are mobilised to the right place. Given the increased number of outdoor fires, and the challenges that higher call volumes pose when supervising and supporting the work of less experienced staff, the TVFCS management team were anticipating that performance against this measure would have been lower than was actually achieved.

TVFCS Joint Committee Performance Report

During the quarter, TVFCS successfully challenged 1384 emergency calls. In addition to calls to alarms where FRS attendance is not required in Oxfordshire and Royal Berkshire, this figure also includes a large number of calls to other incident types where, through extended questioning of the caller, it is identified that an agency other than the Fire & Rescue Service is more appropriate to provide the assistance that the caller requires. Whilst this call challenge process can lead to extended call handling times, it is a vital aspect of the overall response strategy of the FRS as it preserves the availability of resources to attend incidents where life and property are threatened and simultaneously reduces the risk posed to the public and firefighters when responding to incidents under emergency conditions.

We have undertaken some analysis of data to illustrate the impact that call challenge procedure have on this performance measure, which are shown in the tables below.

Measure*		2022/23 Target	July 2022	August 2022	September 2022
	% occasions where time to alert station is within 90 seconds of the emergency call being answered where 'Call Challenge' Automatic Fire Alarm Calls are excluded.	80%	71.25	70.14	75.04

Measure*		2022/23 Target	July 2022	August 2022	September 2022
	% occasions where time to alert station is within 90 seconds of the emergency call being answered where all 'Call challenge' calls are excluded	80%	74.43	72.88	77.94

TVFCS Joint Committee Performance Report

The agreed performance measure for the time taken to mobilise Fire & Rescue Service resources to incidents is that 80% of mobilisations will take place within 90 seconds of the call being answered by TVFCS. This is applied to all incidents which ultimately require a Fire & Rescue Service emergency response. Calls to different types of incidents require different call handling strategies to be applied by Control room staff. The table below shows how TVFCS perform against key incident types which make up a large proportion of TVFCS workload.

Measure		2022/23 Target	July 2022	August 2022	September 2022	Reporting period average	Q2 2021/22
6	Percentage of Primary Fires where time to alert station is 90 seconds or less	N/A	81.00%	75.09%	85.56%	80.55%	81.77%
7	Percentage of Secondary Fires where time to alert station is 90 seconds or less	N/A	67.92%	65.16%	69.31%	67.46%	68.74%
9	Percentage of Road Traffic Collisions where time to alert station is 90 seconds or less	N/A	53.28%	46.62%	56.12%	52.01%	52.60%

*Definitions are available in appendix A

Primary fires are typically incidents which pose a higher risk to life and property, as they generally relate to fires occurring within buildings and vehicles. TVFCS perform strongly when handling incidents of this type and were able to exceed the standard in every month during the quarter.

Secondary fires tend to be smaller, predominantly outdoor fires, which can often be more difficult to locate than fires involving buildings. It is therefore expected that TVFCS staff will take slightly longer to handle these calls and this is reflected in the statistics for the period.

Road traffic collisions (RTCs) typically take much longer to locate than many other incident types, as callers are often not familiar with the area they are travelling in and are often only able to pinpoint their location as being between two notable points, for example roundabouts or other landmarks, which can make identifying the precise location required for mobilisation challenging. In addition, a large number of calls to road

TVFCS Joint Committee Performance Report



traffic collisions are passed to TVFCS by the Police or Ambulance Service, which means that assistive technology for location identification such as BT Advanced Mobile Location cannot be used by TVFCS. This leads to extended call handling times for these incident types.

Resilience

Maintaining agreed levels of crewing continued to be challenging during the period. This is often the case during the summer months, as the availability of staff to provide cover for short notice sickness absence is reduced due to annual family holidays. Despite this, the number of hours when minimum staffing levels could not be met were reduced to only 3.58% of the available hours during the quarter. On these occasions, TVFCS staff were supported by the three FRS working to agreed degradation plans, which prioritise risk critical operational activity whilst ensuring the health and wellbeing of control staff performing their duties.

TVFCS plans include a quarterly full evacuation exercise, with staff relocating to the secondary control room facility at Kidlington whilst TVFCS business is handled by S&WMFC during the evacuation period. The exercise planned for Q2 2022/23 in August unfortunately had to be cancelled due to the levels of operational demand experienced. Further exercises are scheduled for the remainder of the year.

Data and Intelligence

During Quarter 2 2022/23, all requests for change submitted by the FRS to TVFCS were processed within 5 working days of the request being received. These included requests to amend the Pre-determined attendance (PDA) of fire and rescue assets for specific locations, add or amend details of newly promoted FRS officers, changes to details relating to fire assets appliances and changes to FRS procedures carried out by TVFCS staff when dealing with particular types of events.

A number of requests for information to assist with investigations have been received from Thames Valley Police during the quarter. These requests are referred to the relevant FRS for approval before being released to ensure all relevant data protection legislation is complied with.

Financial Position

Please note that in Q1, the government grant provided to cover the cost of National Insurance increases was included in the total budgeted expenditure. As changes to National Insurance have been reversed, the appropriate sums relating to the grant have been removed from the base budget, and forecast expenditure adjusted accordingly.

	<i>Total Annual Budget</i>	<i>Actual Expenditure To 30th September 2022</i>	<i>Forecast Outturn at Year End</i>	<i>Variance = Forecast - Annual Budget</i>	<i>Variance %</i>
Staff	1,867,656	900,094	1,799,270	-68,386	-3.66%
Corporate	353,722	176,860	353,722	0	0
Other	39,239	-10,137	40,690	1,451	3.70%
Technology	252,108	105,093	252,570	462	0.18%
Total Budgeted Expenditure	2,512,725	1,171,910	2,446,252	-66,473	-2.65%

Appendix A

Performance Measure Definitions

Measure	Description
% of occasions where the time to answer emergency calls is within 5 seconds	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.
% of occasions where the time to answer emergency calls is within 10 seconds	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.
% of occasions where time to mobilise is within 90 seconds	This measure is calculated from when emergency calls are answered to when control room staff operate equipment at a station notifying crews that they are required to respond.
Average time to alert station in seconds – Primary Fires	The average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to primary fires. Primary fires are defined as 'more serious fires that harm people or cause damage to property'
Average time to alert station in seconds – Secondary Fires	The average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to secondary fires. Secondary fires are defined as 'generally small outdoor fires, not involving people of property'.
Average time to alert station in seconds – Road Traffic Collisions	The average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to road traffic collisions.

Appendix B
Budget Summary

TVFCS Budget Monitoring 3 Months to 30th June 2021						
	<i>Total Annual Budget</i>	<i>Actual Expenditure To 30th June 2022</i>	<i>Forecast Outturn at Year End</i>	<i>Variance = Forecast - Annual Budget</i>	<i>Variance %</i>	<i>Commentary</i>
Staff						
Employment Costs	1,858,636	897,045	1,791,194	-67,442	-3.63%	Higher than anticipated staff turnover within TVFCS has resulted in a variance in a reduction of employment costs. The base budget anticipated a 2% pay award, effective from July 2022. As the award has yet to be resolved, forecast

TVFCS Joint Committee Performance Report

						costs are still based on a 2% award.
Mileage and Subsistence	6,600	2,878	5,656	-944	-14.30%	These costs are forecast based on the anticipated costs of travel and subsistence, primarily to attend national and regional meetings. As some of these meetings have continued to run 'virtually', a variance has occurred.
Training	1,000	102	1,000		0%	
Recruitment	1,420	69	1,420		0%	
Sub Total	1,867,656	900,094	1,799,270	-68,386	-3.66%	
Corporate						
Facilities	112,364	56,182	112,364		0%	

TVFCS Joint Committee Performance Report

Finance	24,016	12,008	24,016		0%	
HR	89,920	44,960	89,920		0%	
ICT	96,164	48,082	96,164		0%	
Liability and Equipment Insurance	11,809	5,904	11,809		0%	
Management	19,449	9,724	19,449		0%	
Sub Total	353,722	176,860	353,722		0%	
Other						
Professional Services and General Equipment Purchase	5,000	802	5,014	14	0.28%	
OFRS Costs (secondary control facility)	46,615	0	46,615		0%	
TVFCS Alarm Receiving Centre income	12,376	-10,939	-10,939	1,437	-11.61%	Changes within the Alarm Monitoring industry have led to a reduction in the income being received.
Sub Total	39,239	-10,137	40,690	1,451	3.70%	

TVFCS Joint Committee Performance Report

Technology						
Vision Mobs System (maint)	73,733	42,598	74,767	1,034	1.40%	There is a small variance in this area caused by changes in the CPI between when the budget was set, and the annual costs calculated by the supplier.
DS3000 (for primary and secondary) ICCS	90,628	46,162	90,628	0	0%	
Telephony and Network costs.	46,116	11,633	45,544	-572	-1.24%	Lower than expected usage charges have resulted in a small variance. These charges are billed in arrears, and the increased Service activity during July and August and consequential increase in network usage may increase these costs later in the year.

TVFCS Joint Committee Performance Report

Software Maintenance	743	200	743	0	0%	
EISEC Services (Primary and Secondary Control)	9,000	4,500	9,000	0	0%	
Smart services to switch 999 lines to secondary control or elsewhere	17,000	0	17,000	0	0%	
Airwave rental (SAN I ,B) (Primary,secondary) (7+8)	14,888	0	14,888	0	0%	
Sub Total	252,108	105,093	252,570	462	0.18%	
Total Budgeted Expenditure	2,512,725	1,171,910	2,446,252	-66,473	-2.65%	

Agenda Item 11

ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
Appointment of Chairman and Vice Chairman	Jul-23	Agree	Monitoring Officer	N/A	Part I
Chairman's Annual Report	Jul-23	Note	Senior Responsible Officers	N/A	Part I
TVFCS Performance Reports Quarter 3 and Quarter 4 2022/23	Jul-23	Note	Group Manager TVFCS	N/A	Part I
TVFCS Joint Committee Workshop Summary - 20 March 2023	Jul-23	Agree	Area Commander BFRS	N/A	Part I