



Thames Valley Fire Control Service Joint Committee

Monday 19th March 2018 at 2.00pm

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

AGENDA

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

8.	<p>Finance Update 2017/18 (<i>Pages 17 - 18</i>)</p> <p>Purpose:</p> <p>To provide the 2017/18 budget monitoring position for TVFCS up until 31st December 2017</p>	
9.	<p>Thames Valley Fire Control Service Additional Expenditure (<i>Pages 19 - 23</i>)</p> <p>Purpose:</p> <p>To provide the Joint Committee with an overview of a Thames Valley Fire Control Service (TVFCS) change control request and to approve additional expenditure against the TVFCS revenue budget.</p>	
10.	<p>Thames Valley Fire Control Significant Risks (<i>Pages 25 - 28</i>)</p> <p>Purpose:</p> <p>To provide the Joint Committee with an updated overview of significant new risk posed to TVFCS and any existing issues which currently pose a high risk.</p>	
11.	<p>Progress Report on the Introduction of Apprenticeships into TVFCS (<i>Pages 29 - 31</i>)</p> <p>Purpose:</p> <p>To update the Joint Committee Group on progress being made with introducing apprenticeships in the Thames Valley Fire Control Service (TVFCS)</p>	
12.	<p>Royal Berkshire Fire & Rescue Service Support of TVFCS Joint Committee Meetings 2018/19 - presentation by Fayth Rowe and Helen Finan</p>	
13.	<p>Forward Plan</p> <p>Purpose:</p> <p>To note the Forward Plan.</p>	
	<p>Date of Next Meeting:</p> <p style="text-align: center;">Wednesday 11th July 2018 at 2.00 pm Royal Berkshire Fire & Rescue Service, Newsham Court, Pincents Kiln, Reading, Berkshire, RG31 7SD</p>	



Thames Valley Fire Control Service Joint Committee Meeting

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

Minutes

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

In Attendance: Rob MacDougall (ACO, OFRS)
Trevor Ferguson (CFO, RBFRS)
Steve Foye (DCFO, RBFRS)
Mick Osborne (DCFO, BFRS)
Mat Carlile (AM, OFRS)
Neil Boustred (AC, BKFA)
Mark Gaskarth (AM, RBFRS)
Graham Britten (Director of Legal & Governance, BFRS)
Conor Byrne (Head of Finance & Procurement, RBFRS)
Asif Hussain (Principal Accountant, BFRS)
Emily Ridewood (PA OFRS)

Public:

78. APOLOGIES

Apologies for absence were received from CFO Simon Furlong OFRS, Jason Thelwell BFRS, Cllr Lorraine Lindsay-Gale Oxfordshire County Council, Graham Britten and Cllr David Carroll, Kerry McCafferty, Head of Human Resources and Organisational Development, BFRS

79. INTRODUCTIONS

The Chairman welcomed all members to the meeting and introductions were made.

80. DECLARATIONS OF INTEREST

Cllr Roger Reed has recently been appointed to the NJC.

81. MINUTES FROM THE MEETING HELD ON 18 September 2017

Neil Boustred is to be amended from BKFA to BFRS.

The Chairman advised that Oxfordshire have seen an increase in their Unwanted Fire Signals. Cllr Heathcoat queried whether other services have seen an increase. BFRS confirmed there was a slight increase and RBFRS confirmed that they have not seen a rise in UFS.

RESOLVED –

That the Minutes of the meetings of the TVFCS Joint Committee held on 18 September 2017 be approved and signed by the Chairman as a correct record.

82. MATTERS ARISING

Steve Foye, DCO of Royal Berkshire provided an update concerning the Emergency Services Mobile Communications Programme (ESMCP). Steve advised the system will replace Airwave and the replacement will be known as Emergency Services Network. Steve highlighted that the project has been delayed and the timelines have been reviewed. A communication concerning a confirmation of new timelines is anticipated to be confirmed by Spring 2018. The South-Central Programme Board are in liaison with the Police South East Programme Board. Steve Foye confirmed that he has no concerns following the announcement of the delay in this project.

Cllr Ross questioned if the project delay will cause continuity issues with Airwave. Steve Foye advised that the NFCC Chair, Mr Roy Wilsher has written to the programme and has asked this exact question. The Home Office (leading the programme) have stated that they are in good discussions with Motorola (Owners of Airwave) however this cannot be answered at this time.

Cllr Heathcoat questioned whether there has been a response concerning the additional funding agreement of £203,000 for this programme. RBFRS advised there has been no response received from The Home Office.

83. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None.

84. TVFCS Performance Report

Neil Boustred presented this report. Neil formally welcomed Simon Harris to the table as the newly appointed Group Commander in TVFCS. Neil confirmed that this report covers a three-month period.

Simon Harris confirmed that the issue on PG 13 of the report (two failures of Airwave) was problems between Capita and Airwave. Simon stated there is a meeting taking place in January 2018 between Capita and Airwave to improve the relationship between both businesses.

Cllr Reed questioned on PG 9, the 40% underspend in the training budget. Mark Gaskarth confirmed that the underspend in the training budget is a national issue. It was confirmed that due to a new recruitment process the staff learn on live calls.

Cllr Reed requested an update on the Emergency Call Handler apprenticeship programme.

It was agreed that the Chairman will send a letter of thanks to Eddie Cardoso to thank him for his service prior to his retirement.

It was confirmed that the absence levels are reducing. Neil Boustred highlighted that 25 control room staff have requested the vouchers for a free Flu Vaccination.

RESOLVED –

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

85. Finance Update

Conor Byrne confirmed that the full cast budget is £2,123,210.

Following resignations, TVFCS is currently 1.3 FTE under establishment. It was highlighted that Cllr Reed and CFO of Bucks have worked with Members of Parliament to increase their precept to cover the costs of this pay increase. It was stated that only 1% has been budgeted for the 1% Pay Award. Cllr

Chairman to write a letter of thanks to Eduardo (Eddie) Cardoso prior to his retirement.

Heathcoat asked when the negotiations concerning the telephony costs will be rectified. Conor Byrne confirmed that these costs have been received.

With regard to the current FBU pay negotiations, it was confirmed that a 1% pay increase has already been written in to the budget however; any additional increase would need to be factored in.

RESOLVED –

1. that the report was noted.

86. Proposed TVFCS Budget 2018/19

This budget has been discussed and agreed. With regard to the current FBU pay negotiation, a current increase of 1% will be paid backdated to 1st July 2017 as an interim arrangement whilst negotiations are ongoing. Conor Byrne presented Appendix B of Item 9 and the committee discussed this report. The 18/19 budget has increased from 17/18 budget by 0.4%. Cllr Heathcoat advised that 10.5 causes an issue on governance for Oxfordshire, it was agreed to change this wording to 'the relevant governance body'.

Cllr Roger Reed questioned Appendix C and the contingency states that the contingency budget can cover the Pay Award, Cllr Reed highlighted that this should not be funded by the contingency budget. Cllr Heathcoat stated that the 50K put in by each service has never been refunded. It was agreed that 10.4 is collected and 10.3 is not.

Cllr Heathcoat asked members to agree the recommendations outlined in the report.

- 10.1 was agreed.
- 10.2 was agreed with option 3.
- 10.3 was agreed.
- 10.4 was agreed.

Cllr Heathcoat asked for Simon Harris to be mindful that the training budget is to be used more effectively in 18/19 budget.

87. Progress report on TVFCS Fallback Arrangements

Neil Boustred advised the contract has been confirmed with Staffordshire and West Midlands FRS Control Room. Cllr Alexander questioned whether this will be piloted in the first instance? Simon Harris confirmed that there will be a fallback arrangement exercise with Primary Control remaining available throughout this training exercise. Cllr Heathcoat questioned the technical integration with Staffordshire and West Midlands Fire Control as this may require Capital Investment – Simon Harris advised there will be a clear idea of

Simon Harris
to confirm
investment
arrangement
to members.

the investment in Spring 2018. Cllr Heathcoat asked for this to be confirmed via email to all members once this has been set.

88. FORWARD PLAN

The forward plan was noted.

89. DATE OF NEXT MEETING

The Joint Committee noted that the next meeting would be held on Monday 19th March 2018 at Oxfordshire Fire and Rescue Service, Fire and Rescue Service HQ, Sterling Road, Kidlington, OX5 2DU.

The Chairman closed the meeting at 3.05pm

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	TVFCS PERFORMANCE REPORT
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	19TH MARCH 2018
OFFICER PRESENTING REPORT:	AC NEIL BOUSTRED

1 PURPOSE AND SUMMARY OF REPORT

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

2 RECOMMENDATIONS

That the Joint Committee:-

NOTE. The report.

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 The Control Manager's report December 2017 – February 2018 (Appendix A) provides a detailed narrative on TVFCS- performance together with the agreed set of performance information to enable comparisons.

4 SUMMARY OF PERFORMANCE

- 4.1 Performance against mobilisations within 60, 90 and 120 seconds has improved as newly recruited staff become more confident in call handling.
- 4.2 The answering of emergency calls within 5 and 10 seconds remains at a high level, with some minor monthly fluctuation
- 4.3 The percentage of admin calls answered within 15 seconds has improved. This is a reflection of the improved crewing situation.

- 4.4 Overtime levels have been low. This reflects improved attendance levels and the normal seasonal fluctuation in the amount of leave being taken.
- 4.5 Absence levels have significantly reduced, with no spike in seasonal illnesses being experienced at this point.
- 4.6 Overall performance of the Command & Control system has been good. Some potential improvements have been identified and are being progressed by the Management team.

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

There are no implications within this report.

6 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

7 CONTRIBUTION TO SERVICE AIMS

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

8 BACKGROUND PAPERS

- 8.1 Programme Sponsoring Group Benefits Paper – 11 April 2013

9 APPENDICES

- 9.1 Appendix A – TVFCS Control Room Manager's Report December 2017 – February 2018

Author: Simon Harris GM Thames Valley Fire Control Service
Date: 27th February 2018

Thames Valley Fire Control Service



Appendix A: Control Room Manager's Report December 2017 – February 2018

Part 'A'

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

1. Establishment

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

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

2. Explanation of absence rates

December

Total Number of:

Episodes	(6 Short 0 Long)
Days Lost	15
Average Days Lost FTE	0.40

January

Total Number of:

Episodes	(5 Short 0 Long)
Days Lost	10
Average Days Lost FTE	0.27

February

Total Number of:

Episodes	(3 Short 0 Long)
Days Lost	3
Average Days Lost FTE	0.08

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

Total Paid	Hours worked	No of staff claiming OT between 1 December and 31st December 2017
£2266.46	99	14

Total Paid	Hours worked	No of staff claiming OT between 1 January and 31st January 2018
£698.64	33	2

Total Paid	Hours worked	No of staff claiming OT between 1 February and 28th February 2018
£1719.42	78	6

4. Technical performance of the system

Work on response alignment and initial data cleansing is approaching completion and the initial phase should be fully completed by the end of March 2018.

It has been identified that further work to address information in the gazetteer provided by Local Authority custodians would assist Control room staff to identify addresses more quickly and improve mobilising performance. Consideration is now being given to potential ways to resource this work.

The Command & Control system itself has remained stable during the reporting period. A system patch was applied in early January to address the issue with connection between the Capita system and Airwave which was identified in the previous report to the Joint Committee. This patch was applied without issue and no further problems have been experienced in this area.

TVFCS are continuing to work with Capita to plan the implementation of the software upgrades required to support the transition to ESN.

6. Report on TVFCS performance and updates

Levels of sickness absence have continued to fall during the reporting period and are currently at a very low level.

Recruitment of new staff to cover known maternity absence and an anticipated retirement has taken place. Three new members of staff have been recruited and will join TVFCS during March.

Performance against mobilising measures has begun to gradually increase as the new staff recruited during 2017 become more confident in call handling techniques. The increase was not initially as sharp as had been anticipated by the TVFCS Management Team and further work is now taking place to identify areas where workflows and procedures may be preventing TVFCS from reaching the desired levels of performance.

TVFCS staff have been working with the Performance Team in RBFRS to identify performance trends with specific incident types. A number of trends have been identified and a means of representing these trends within performance reporting is being worked on.

Work has been taking place to embed JESIP operating principles within TVFCS. Liaison is taking place between TVFCS Managers and their counterparts in Thames Valley Police and South Central Ambulance Service to put in place the tests of interoperability communication protocols recommended by JESIP. A Control room interagency tabletop exercise is being hosted at TVFCS in March between TVFCS and SCAS to test the interaction of the two Control rooms during an MTFA event.

The initial phase of the revised fallback arrangements for TVFCS was successfully implemented in early February as planned. Phase 2 of the revised fallback arrangements will take place once Staffordshire & West Midlands Fire Control have completed their system upgrade and Control room relocation.

Part 'B' Performance Reporting

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

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

The table below provides a summary of the performance measures:

Metric	TVFCS Rolling 12 month average (Feb 2017 - Jan 18)	2017/18 Target	Dec 2017	Jan 2018	Feb 2018
Admin calls answered within 15 seconds	89.20%	N/A	81.64%	86.83%	86.88%
Emergency calls answered within 5 seconds	94.17%	92%	94.74%	96.37%	96.21%
Emergency calls answered within 10 seconds	97.55%	97%	97.90%	98.37%	98.09%
Mobilisations within 60 seconds	52.09%	60%	46.27%	49.83%	52.36%
Mobilisations within 90 seconds	75.79%	80%	71.12%	72.74%	75.70%
Mobilisations within 120 seconds	86.14%	95%	82.56%	81.79%	86.95%
No of times Emergency fallback instigated (Operation Exit)	0	N/A	0	0	0
Average shifts sick per FTE	0.62	N/A	0.40	0.27	0.08
Number of mobilisations	1862	N/A	1801	1570	1649
Total Emergency calls answered	2708	N/A	2729	2493	2544
Total Admin calls answered	7012	N/A	6656	6389	6608
Number of Co-responding incidents	185	N/A	68	101	62

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	QUARTER 3 BUDGET REPORT
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	19th MARCH 2018
OFFICER PRESENTING REPORT:	RYAN MASLEN

1. PURPOSE AND SUMMARY OF REPORT

- 1.1 To provide the 2017/18 budget monitoring position for TVFCS up until 31st December 2017.

2. RECOMMENDATIONS

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

3. BACKGROUND AND SUPPORTING INFORMATION

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

4. BUDGET MONITORING POSITION 2017/18

- 4.1 The total costs incurred as at the end of December 2017 were £1,405,074 and the forecast outturn position is £2,012,058, an under spend for the year of £111,152. This figure does not include the contingency allocation available.
- 4.2 The major contributory factor to the under spend was employment costs.
- 4.3 The new Group Manager and 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. However, staff resignations have since followed in quarter three of the financial year, resulting in the team being slightly under established again.

- 4.4 The pay award issue is still ongoing, but an interim payment of 1% backdated to July 2017 has been made in January 2018. The estimated outturn position reflects this 1% award being the final agreed position. Each 1% of pay award agreed amounts to additional costs of roughly £16k.
- 4.5 On technology costs, existing contracts with Capita have been recently renegotiated to align them with other contract end points. Telephony contracts have also been renegotiated and significant savings achieved. Costs in some of these areas have been delayed whilst negotiations have been completed, but it is expected that this will be rectified imminently.
- 4.6 Elsewhere, costs are currently estimated to be on target across most areas with only small variances expected.

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

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

6. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

7. CONTRIBUTION TO SERVICE AIMS

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

8. BACKGROUND PAPERS

- 8.1 None.

9. APPENDICES

- 9.1 Appendix A: TVFCS budget monitoring statement up until 31st December 2017.

Author: Ryan Maslen, Deputy Head of Finance, RBFRS

Date of Report: 14th February 2018

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	TVFCS ADDITIONAL EXPENDITURE
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	19TH MARCH 2018
OFFICER PRESENTING REPORT:	AC NEIL BOUSTRED

1 PURPOSE AND SUMMARY OF REPORT

- 1.1 The purpose of this report is to provide the Joint Committee with an overview of a Thames Valley Fire Control Service (TVFCS) change control request and to approve additional expenditure against the TVFCS revenue budget.
- 1.2 A new paging service provider has been identified for Buckinghamshire and Oxfordshire Fire and Rescue Services and this change requires an interface with the TVFCS mobilising system. The new paging system must be in place by the end of March 2018. The cost of providing the interface with the mobilising system could be met from the under spend on the TVFCS revenue budget subject to Joint Committee approval.

2 RECOMMENDATIONS

That the Joint Committee:

- 2.1 **APPROVE** the additional expenditure of £28,377 against the TVFCS revenue budget for 2017/18.
- 2.2 **NOTE** and **APPROVE** the control measures presented where changes made in the Thames Valley Fire and Rescue Services require an interface with or otherwise affect TVFCS.

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 In June 2017, Vodafone announced that it would be closing its paging business on 31st March 2018. Initially, this will affect Buckinghamshire Fire and Rescue Service's (BFRS) mobilising of their On Call and Flexi Duty Officers and Oxfordshire Fire and Rescue Service's (OFRS) mobilising of their Flexi Duty Officers only. Royal Berkshire Fire and Rescue Services (RBFRS) are currently in a contract with Page One which does not expire until March 2019.

3.2 To progress a replacement system, a project team was established between the three Thames Valley FRS's and a joint review of the market was completed in summer 2017.

3.3 A joint tender was completed in October 2017 led by BFRS's Procurement team. This tender led to the award of the mobilising App contract to Vodafone/Commontime with all three Thames Valley FRS's named on the contract.

4 COSTS OF THE NEW PAGING INTERFACE

4.1 A change control request has been submitted to Capita to produce an interface for the 'Commontime' paging application which will replace the Vodapage service currently used by Buckinghamshire and Oxfordshire FRS's, which is being withdrawn. The quote from Capita for the work to provide the new interface is for £28,377. There is the option of using service credits due to TVFCS to reduce the payable sum to £16,396. These service credits are available to the TVFCS Fire Control Manager to make improvements to the mobilising system. This detail is attached in Appendix A.

4.2 The new paging system cannot operate without an interface with the TVFCS mobilising system. The costs could be met by the individual Service budgets of the three Thames Valley FRS's or could be met through the TVFCS revenue budget using the cost apportionment model.

5 FINANCIAL AND LEGAL OBLIGATIONS

In order to manage budgets efficiently and understand associated risks, it is essential that contracts relating to TVFCS are appropriately managed. The TVFCS Inter Authority Agreement specifies how contracts relating to TVFCS shall be managed.

Additional expenditure in excess of £10,000 requires the prior agreement of the Joint Committee provided that such expenditure remains within the Annual TVFCS Revenue Budget for the financial year in question.

6 ADDITIONAL CONTROL MEASURES

6.1 Proposed changes that may require an interface with or that might otherwise affect TVFCS are to be brought to the attention of the TVFCS Fire Control Manager and the Joint Coordination Group Chairman prior to any decision being made. This will enable the implications to be considered by the TVFCS Fire Control Manager and by the three TVFCS Senior Responsible Owners (SRO's).

6.2 Any additional work involved for TVFCS will need to be agreed by the TVFCS Fire Control Manager and will be entered on the TVFCS Service Plan. Where additional costs are incurred over and above the steady state costs agreed each year in setting the TVFCS revenue budget, these will need to be agreed according to the terms of the TVFCS Steady State Legal Agreement.

7 ENVIRONMENTAL AND EQUALITY IMPLICATIONS

None identified.

8 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

8.1 This report complies with the TVFCS Steady State Legal Agreement and the 'Principles of Collaboration'.

9 CONTRIBUTION TO SERVICE AIMS

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

10 BACKGROUND PAPERS

10.1 TVFCS Steady State Legal Agreement.

Author: AC Neil Boustred, Chairman, Joint Coordination Group
Date: 8 March 2018



Protective Marking: Commercial in Confidence

Our ref: Q047509 Common Time Interface

2nd January 2018

FAO: Lee Arslett
Thames Valley Fire control Service
via email (Arslett1@rbfrs.co.uk)

Dear Lee

RE: VISION / COMMON TIME INTERFACE DEVELOPMENT AND INSTALLATION

Further to Email dialogue through November and December in relation to the development and installation of an interface between Vision and Common Time, please find below our quote to complete the following:

- Development of a new GD92 Messaging agent to implement the Common Time API.
- Development changing the GD92 router software to be able to use the new agent and any configuration changes necessary.
- Unit testing of the code changes
- System testing at Lakeside (assuming a test system can be provided by Common Time locally). In the event that on-site attendance is required, there will be additional costs
- Remote installation onto the REF system for Fire Service testing.
- One day on site support for installation and testing on REF with the Fire Service (NOTE - this will require that the Fire service ensure the setup of the Firewalls and connection to Common Time is available before the onsite testing days can be agreed.
- Remote installation on to the LIVE system.
- One day on site support for assisting the Fire Service with configuring and testing the LIVE implementation of the interface.
- Project and development management for the change.

The total price for the above is £16,396.40 excl VAT, which covers the 33 days of effort required:

18 Days for Development
13 Days for Testing and Release
2 Days for Project Management

Notes to pricing

- 1) The proposal is subject to the Capita SIS UK Standard Terms and Conditions of Sale
- 2) Prices are in UK Pounds Sterling and exclusive of VAT, which will be added at the prevailing rate at the time of invoice.
- 3) Payment terms: £4,099.10 on receipt of purchase order, £4,099.10 on installation to the Ref system, £4,099.10 on installation to the Live system and £4,099.10 on completion of the project

I await force purchase order in order to progress with the development

Regards
Matthew Lumber
Service Level Manager

Commercial

This work and subsequent support will be delivered under the terms and conditions of the current TVFCS Vision support contract.

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	THAMES VALLEY FIRE CONTROL SIGNIFICANT RISKS
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	19TH MARCH 2018
OFFICER PRESENTING REPORT:	AM MARK GASKARTH

1 PURPOSE AND SUMMARY OF REPORT

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

2 RECOMMENDATIONS

- 2.1 That the Joint Committee:-

NOTE the update provided and **APPROVE** the additional control measures.

3 BACKGROUND AND SUPPORTING INFORMATION

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

4 CAPITA VIABILITY

- 4.1 *There is a risk that; as a result of the ongoing rationalisation being undertaken by Capita, Capita Information Systems may no longer be seen as viable and might be either sold, or wound up, which would result in uncertainty over the future support and maintenance of TVFCS mobilising and ancillary systems.*
- 4.2 The Contract between Thames Valley Fire Control Service and Capita offers protection in the event of Capita Information Systems being sold. RBFRS

- 4.3 procurement office is closely monitoring the financial performance of Capita Information Systems and will immediately report any concerns raised.

Discussions have taken place with Capita's Service Level Manager for TVFCS and the latest update from Capita is attached at Appendix A.

5 CHANGES AFFECTING THE TVFCS MOBILISING SYSTEM

- 5.1 In order to manage budgets efficiently and understand associated risks, it is essential that contracts relating to TVFCS are appropriately managed. The contracts manager for TVFCS is now the TVFCS Fire Control Manager.
- 5.2 There is a limit to the size of the contract value with Capita. Any increases in the value of the contract have the potential to reduce the term of the overall contract with the supplier and this presents a risk to TVFCS and the three Thames Valley FRSs. Should the Joint Committee decide to extend the term of the existing contract with the supplier, any increases in the value of the existing contract would reduce the available term of the extension period. This presents an additional risk that will need to be added to the TVFCS Risk Register.
- 5.3 To enable the TVFCS mobilising system to be linked to the Airwave system an Airwave Service Code of Connection is required. This is known as an Annex A and has to be approved by the Home Office. Changes to the TVFCS mobilising system may require changes to be made to the existing Annex A.
- 5.4 The Senior Information Risk Owner (SIRO) for Royal Berkshire FRS is the Director of Support Services. Royal Berkshire FRS has the contract with Airwave for the FRS network involving five FRSs including the three Thames Valley FRSs. The Director of Support Services for Royal Berkshire FRS is currently the officer required to submit any requests for change to the Home Office relating to the existing Annex A agreement.
- 5.5 If multiple or significant changes are made affecting TVFCS then this will require the submission and subsequent approval of a new Annex A. Given the unusual complexity of our Airwave network if there are persistent and unplanned additions this presents a significant risk to the three Thames Valley FRSs. The risk would need to be added to and monitored through the appropriate risk registers and should be reduced, where possible.
- 5.6 Where changes are being considered that may have implications for TVFCS or may require an interface to be developed for the TVFCS mobilising system they have the potential to affect the Capita contract value and the Annex A agreement.
- 5.7 In future, proposed changes that may require an interface with or that might otherwise affect TVFCS are to be brought to the attention of the TVFCS Fire Control Manager and the Joint Coordination Group Chair prior to any decisions being made. This will enable the implications to be considered by the TVFCS Fire Control Manager and by the three TVFCS Senior Responsible Owners (SROs).

- 5.8 Any additional work involved for TVFCS will need to be agreed by the TVFCS Fire Control Manager and will be entered on the TVFCS Service Plan. Where additional costs are incurred over and above the steady state costs agreed each year in setting the TVFCS revenue budget, these will need to be agreed according to the terms of the TVFCS Steady State Legal Agreement.

- 5.9 Where projects within the Thames Valley FRSs involve additional work being undertaken by officers from other Thames Valley FRSs, this work will need to be commissioned and agreed in advance by the respective FRSs.

COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

6

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

7 CONTRIBUTION TO SERVICE AIMS

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

8 BACKGROUND PAPERS

- 8.1 None

9 APPENDICES

- 9.1 Appendix A: Capita Update - Secure Solutions and Services (SSS) Customers

Author: Mark Gaskarth, Area Manager
Date: 9th March 2018

Capita Update – Secure Solutions & Services (SSS) Customers

Further to the full and detailed announcement made on 31st January 2018 I would like to take this opportunity to confirm that the Board has taken these actions to position Capita for the long term. They are being taken to strengthen our Balance Sheet, increase the efficiency of the business, allow us to invest for the future and give our customers the confidence in Capita's ability to continue to deliver essential services on your behalf.

It is clear that the organisation has many strengths and highly valued customer relations. However, as a digitally enabled BPO business and successful software house we need to ensure that we have the resources and clarity of purpose to successfully invest in our future. Capita's Board is determined and confident that we will achieve this outcome and successfully leverage our strengths to secure long term sustainable growth in our digital capabilities and solutions. In particular, we would like to emphasise that:

Capita understands the importance of the Emergency Services market and the mission critical nature of the solutions and services that we provide. We remain fully committed to providing class leading products and delivering services and support that delivers against the contracted service levels

At a SSS business, DSS and Group level we remain a profitable business and Group is forecasting a profit for 2018 in the range of £270m to £300m of which the software services division is a significant contributor

The transformation programme that was announced, and consequent re-structuring, is designed to further strengthen our organisation and drive a clear focus on our core markets/products and to facilitate Capita's continued development and future investment in its people, systems, products and services.

Richard McCarthy CBE

Senior Director – Strategic Services
Capita plc, 71 Victoria Street, Westminster, London, SW1H 0XA

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	PROGRESS REPORT ON THE INTRODUCTION OF APPRENTICESHIPS INTO TVFCS
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	19TH MARCH 2018
OFFICER PRESENTING REPORT:	AC NEIL BOUSTRED

1 PURPOSE AND SUMMARY OF REPORT

- 1.1 To update the Joint Committee Group on progress being made with introducing apprenticeships into the Thames Valley Fire Control Service

2 RECOMMENDATIONS

- 2.1 That the Joint Committee:-
NOTE the update provided

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 The TVFCS transition plan indicates a desire to utilise apprenticeships within TVFCS.
- 3.2 The 'Trailblazer' group has been working on the development of a 'Contact Call Handler' apprenticeship standard, which is applicable to Control room work within the Emergency Services. The content of the apprenticeship standard and its assessment criteria have been agreed. The TVFCS management team have reviewed the detail of the apprenticeship standard against the existing TVFCS development programme for new recruits and agree that the standard appears to provide a suitable development path for staff in TVFCS.

- 3.3 Following an appeal made collectively by the Trailblazer group, the funding band for the 'Contact Call Handler' apprenticeship has been set at 'band 9'. This has an upper limit of £9000. This decision was reached on February 28th and should mean that the apprenticeship standard will be officially available for use from April 2018.
- 3.4 A number of commercial apprenticeship providers have provisionally indicated that they are interested in supporting this apprenticeship once the standard is available for use.
- The TVFCS Joint Committee will need to decide which apprenticeship option to take.

The following options are available.

1. Use of a commercial provider
2. RBFRS becoming an 'employer provider'
3. Do not adopt apprenticeships at this time.

The Senior Leadership Team (SLT) from RBFRS have confirmed that in considering option 2, the full costs would need to be met by TVFCS partners using the cost apportionment model.

It should be noted that the funding band is not intended to be used as a funding rate and employers are expected to negotiate with providers and agree a price below this band maximum.

If a decision is reached to act as an employer provider to deliver the apprenticeship, delivery would need to be costed in line with the Education and Skills Funding Agency funding guidelines.

Both commercial and employer providers may only charge what it actually costs to deliver the apprenticeship standard under these guidelines.

4 NEXT STEPS

- 4.1 Once the apprenticeship standard has been fully agreed and is officially available for use, TVFCS management will assess the various options available for delivering the Contact Call Handler apprenticeship and produce a business case which assesses the costs, potential advantages and disadvantages of each option.
- 4.2 This business case will be presented to the TVFCS Joint Committee in July 2018. TVFCS will then take the necessary steps to implement whichever option is agreed.

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

- No costs associated with apprenticeships have been included in the 2018/19 budget agreed for TVFCS. Any additional costs would need to be approved by the TVFCS Joint Committee and would need to be met through the cost apportionment model.

6 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

This report complies with the “Principles of Collaboration”.

7 CONTRIBUTION TO SERVICE AIMS

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

8 BACKGROUND PAPERS

8.1 None

Author: Simon Harris GM Thames Valley Fire Control Service
Date: 5th March 2018

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TVFCS Joint Committee’s Forward Plan

ITEM	NEXT REPORTING DATE	FEEDING FROM/TO	REPORTING FREQUENCY	RECOMMENDED ACTION	LEAD OFFICER	PART I / II
Chairman’s Annual Report 2017/18	July 2018			Note	TBC	Part 1
TVFCS Performance Report	July 2018			Note	Mark Gaskarth	Part 1
Budget Outturn Report 2017/18	July 2018			Note	Conor Byrne	Part 1
Budget Update Report	July 2018			Note	Conor Byrne	Part 1
Significant Risks from Risk Register	July 2018			Note	Mark Gaskarth	Part 1
TVFCS Performance Report	September 2018			Note	Mark Gaskarth	Part 1
Budget Update Report	September 2018			Note	Conor Byrne	Part 1
Significant Risks from Risk Register	September 2018			Note	Mark Gaskarth	Part 1

TVFCS Budget Monitoring 9 Months to 31 December 2017						
	Total Annual Budget	Actual Expenditure To 31 December 2017	Forecast Outturn at Year End	Variance = Forecast - Annual Budget	Variance %	Commentary
Staff						
Employment Costs	1,544,369	1,059,497	1,460,680	-83,689	-5.42%	Following staff resignations during quarter 3 of the 2017/18 financial year, TVFCS is now very slightly under established. Recruitment is taking place during January and February with a view to bringing staffing levels back to a slightly over established position. This will provide cover for existing maternity leave requirements and a small amount of anticipated staff turnover. Previous staff turnover, maternity leave and the existing position with a number of staff continuing to receive development pay all contributes to a continued underspend against the staffing budget. The estimate includes the 1% interim pay increase agreed by the NJC.
Mileage and Subsistence	2,000	2,679	3,554	1,554	77.70%	Costs to date include two month's mileage for employee who transferred to the service via TUPE arrangements, for whom we have had to cover their mileage expenses. This arrangement ended in April 2017. The figure now also covers the mileage and subsistence payments for the new members of the Control Management Team, who have a regular requirement to travel both within the Thames Valley Area, and to represent Thames Valley Fire Control Service at relevant User Groups and Forums.
Uniforms	2,000	3,158	4,137	2,137	106.85%	Uniform expenditure includes small monthly allowance for various items (26 staff). The projected overspend takes into consideration the anticipated staff movements.
Training	5,000	151	1,151	-3,849	-76.98%	Training is now mainly provided by the RBFRS Learning & Development team and is included in the HR recharge shown below, but some small additional costs are expected before the end of this financial year.
Recruitment	4,000	175	375	-3,625	-90.63%	Replenishment of testing papers for recruitment process are the only costs expected to be incurred.
Sub Total	1,557,369	1,065,660	1,469,897	-87,472		
Corporate						
Facilities	89,575	67,181	89,575	-	0.00%	Forecast outturn is expected to equal budget. Costs incurred to date are based on 9/12's of the annual budget.
Finance	25,209	18,907	25,209	-	0.00%	
HR	48,293	36,220	48,293	-	0.00%	
ICT	71,629	53,722	71,629	-	0.00%	
Liability and Equipment Insurance	7,395	5,546	7,395	-	0.00%	
Management	15,169	11,377	15,169	-	0.00%	
Sub Total	257,270	192,953	257,270	-		
Other						
General Equipment Purchase	6,541	2,058	10,542	4,001	61.17%	Anticipated expenditure on items such as headsets. Despite the current actual expenditure, it is expected that significant further purchases may need to be made to improve facilities for testing and training in anticipation of ESN.
OFRS Costs (secondary control facility)	29,259	29,259	29,259	-	0.00%	Recharge cost incurred from OFRS for rental, telephones etc. Charge for 2017/18 has been received.
Sub Total	35,800	31,317	39,801	4,001		
Technology						
Capita Mobs System (maint)	57,391	50,493	66,412	9,021	15.72%	Estimate based expected charges for 17/18. There will be some small variations based on need.
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. This contract has been billed in January 2018, hence no actual spend to this point.
Telephony	80,885	36,365	48,222	-32,663	-40.38%	Telephony contract has been renegotiated with significant savings achieved.
EISEC Calcot (999 caller location)	7,180	5,007	7,180	-	0.00%	Estimate based on 16/17 outturn and charges expected in 17/18.
EISEC Kidlington	2,000	2,000	2,000	-	0.00%	Estimate based on 16/17 outturn and charges expected in 17/18.
Smart services to switch 999 lines to secondary control or elsewhere	18,360	8,000	18,360	0	0.00%	Expenditure to this point reflects 2 quarterly payments made to date.
Airwave rental (SAN I, B) (Primary,secondary) (7+8)	23,264	13,279	23,264	-	0.00%	Expenditure to this point reflects 2 quarterly payments made to date.
PLR support for 9 TVFCS firewalls (if problem can not be fixed remotely)	1,836	-	-	-1,836	-100.00%	Support provided via internal ICT service at RBFRS, so no direct costs should be incurred (recharge from ICT shown above). As this is now being covered entirely from within the RBFRS ICT recharge, no payment should be expected against this line.
Service Delivery Monitoring Solution	5,355	-	-	-5,355	-100.00%	As this is now being covered entirely from within the RBFRS ICT recharge, no payment should be expected against this line.
Sub Total	272,771	115,144	245,090	-27,681		
Total Budgeted Expenditure	2,123,210	1,405,074	2,012,058	-111,152		
Authority	Q1	Q2	Q3	Q4	Subtotal	
RBFRS	154,188	175,767	203,972		533,927	
OXFRS	113,612	129,513	150,295		393,421	
BFRS	137,958	157,266	182,502		477,725	
	405,758	462,546	536,770		1,405,074	
Contingency	150,000					
Upper limit of TVFCS expenditure without further FA approval	2,273,210					