THAMES VALLEY FIRE CONTROL SERVICE

Thames Valley Fire Control Service Joint Committee

Monday 31st July 2017 at 2.00pm

**Meeting Room 3,
Oxfordshire Fire and Rescue Service Headquarters,
Sterling Road, Kidlington, Oxford, OX5 2DU**

AGENDA

	Item	Start time
1.	Apologies	
2.	Introductions	
3.	Declarations of Interest	
4.	Minutes of the meeting held on 20th March 2017 *(Pages 3 – 7)*	
5.	Matters Arising	
6.	Questions from Members (Written Questions)	
7.	Chairman's Annual report 2016/17 *(Pages 9 - 12)* Purpose: To provide a summary of progress made by Thames Valley Control Service during the year 2016/17.	

8.	Control Performance Report *(Pages 13 - 46)*	
	Purpose:	
	To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TCFCS).	
9.	Budget Outturn Report 2016/17 *(Pages 47 – 48)*	
	Purpose:	
	To provide the year end outturn report for Thames Valley Fire Control Service (TVFCS) for 2016/17	
10.	Finance Update *(Pages 49 - 50)*	
	Purpose:	
	To provide the 2017/18 budget monitoring position for Thames Valley Fire Control Service (TVFCS) up until 31st May 2017.	
11.	Phase 2 of Transition Plan (Verbal update by Neil Boustred and Mat Carlile)	
	Purpose:	
	To provide an update on the next phase of the Transition Plan.	
12.	Control Room Upgrades for Emergency Service Network (ESN) *(Pages 51 - 53)*	
	Purpose:	
	To outline the scope and funding for Thames Valley Fire Control upgrades to enable connection to the Emergency Services Network (ESN).	
13.	Forward Plan *(Page 55)*	
	Purpose:	
	To note the Forward Plan.	
	Date of Next Meeting: **Monday 18th September 2017 at 2.00pm** **Oxfordshire Fire and Rescue Service Headquarters,** **Sterling Road, Kidlington, Oxford, OX5 2DU**	

Thames Valley Fire Control Service Joint Committee Meeting

Monday 20 March 2017 2.00 pm
Buckinghamshire and Milton Keynes Fire Authority, Brigade HQ, Stocklake, Aylesbury, Bucks. HP20 1BD

Minutes

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

In Attendance: Jason Thelwell (CFO, BMKFA)
Graham Britten (DL&G BMKFA)
Neil Boustred (AC, BMKFA)
Kerry McCafferty (H of HR BMKFA)
Asif Hussain (TA, BMKFA)
Katie Nellist (DSO, BMKFA)
Rob Macdougall (ACO, OFRS)
Christine Barefield (PA OFRS)
Mark Gaskarth (AM, RBFRS)
Conor Byrne (H of F and P, RBFRS)
Ingrid Leonard (GM, H of FC, RBFRS)

Public: None.

42. **APOLOGIES**

Apologies for absence were received from Cllr Rodney Rose OCC, Dave Etheridge OFRS, Simon Furlong OFRS, Mat Carlile OFRS, Andy Fry RBFRS, Trevor Ferguson RBFRS, Nikki Richards RBFRS, Mick Osborne BMKFA.

43. **INTRODUCTIONS**

The Chairman introduced Christine Barefield and Rob Macdougall from Oxfordshire Fire and Rescue Service.

44. **DECLARATIONS OF INTEREST**

None.

45. **MINUTES FROM THE MEETING HELD ON 12 DECEMBER 2017**

Subject to the correction of one spelling of Councillor Heathcoat's surname at page 7 it was:

RESOLVED –

That the Minutes of the meetings of the TVFCS Joint Committee held on 12 December 2016 be approved and signed by the Chairman as a correct record.

46. **MATTERS ARISING**

None.

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

None.

48. **TVFCS TRANSITION PLAN PHASE 2**

Neil Boustred (NB) introduced the report and advised Members that in December 2016 the first phase of the TVFCS transition plan was completed and signed off by the Joint Committee. In February 2017 a workshop was held for Members of the Joint Committee to discuss the next phase of the transition plan and for officers to seek direction from Members. As a result of the workshop, this report summarises the key pieces of work to be completed within the optimise phase of the transition plan which include performance management, resilience and business continuity, staffing model, governance, leadership and management and data management information.

NB advised Members that any work to be delivered within phase 2 of the transition plan would need to be agreed by the three Chief Fire Officers as part

of the Thames Valley collaboration programme. The first piece of work to be commissioned would be to develop a more detailed plan based on the key areas of work identified. This would need to be brought to a future meeting of the Joint Committee for approval.

In respect of recommendation 2 in the report, Councillor Bryant asked if officers could give a more specific time frame of when the report would come to the Joint Committee and was advised that Chief Fire Officer Jason Thelwell would speak to the other Chief Fire Officers to agree an achievable time frame.

CFO
Jason
Thelwell

Councillor Bryant asked if there would be merit in re-looking at the back up agreement with North Yorkshire Fire and Rescue Service and was advised that as part of phase 2 the resilience arrangements would be scrutinised.

Jason Thelwell (JT) also asked Members to consider, when looking at resilience and business continuity, what would happen if there was strike action now that the three services were combined into one control room.

RESOLVED –

1. that the key areas of work within phase 2 of the transition plan be agreed.

It being proposed by Councillor Bryant and seconded by Councillor Ross it was:

RESOLVED –

2. that a more detailed plan be brought to a future meeting of the Joint Committee the date to be confirmed by the three Chief Fire Officers.

49.   BUDGET UPDATE REPORT JANUARY 2017

Conor Byrne (CB) advised Members that the revenue budget for 2016/17 was £2,166,050 with a contingency of £150,000. As at the end of January, the forecast outturn was expected to be £1,990,432 resulting in an underspend of £175,618. The staffing budget was below budget by £165,000 which was mainly due to staff vacancies and some staff receiving development rates of pay. Overtime costs would be £22,000 above budget, which was primarily due to the cost of covering vacancies.

CB advised Members that the cost of the Capita mobilising system (maintenance) for the second year was around £60,000, compared to first year costs of £84,000. There was an unbudgeted cost of £10,000 for Epoch mapping which was due to be delivered at the end of March, but this would be offset by service credits which were due and should exceed this amount. Renegotiation of the telephony tariff had achieved savings of £49,000 and this would be an ongoing saving. There were some additional unbudgeted costs that amounted to around £40,000 for the purchase of the video wall and signage.

Councillor Heathcoat asked why the underspend and contingency was not consolidated to give leverage in the future if needed and was advised by Mark Gaskarth (MG) that when the TFVCS went live it had received £800,000 from Buckinghamshire and Milton Keynes Fire Authority (BMKFA) as part of their joining agreement, but as BMKFA had joined later in the process, costs had already been budgeted for, so it was agreed the money would be used at a later date. In addition, it was agreed that each service would add £50,000 to build up this fund. This was something that needed to be discussed moving forward. With the underspend this year, each service would only be charged what had actually been spent.

Councillor Busby asked if the Control Room assets were part of RBFRS or were separate and was advised that the Control Room had a separate asset register, but it was managed by RBFRS.

Councillor Bryant asked as mentioned earlier, with the renegotiation of the telephony contract would TVFCS be claiming back for past bills and was advised that yes it was looking to recover costs where it had been overcharged. The telephony contract had also been consolidated making more efficiencies.

RESOLVED –

1. that the contents of the report be noted.

50. CONTROL PERFORMANCE REPORT

Mark Gaskarth (MG) advised Members that the key point of this report was that performance of the Control Room had improved. There were a couple of areas to note, one was overtime levels were high in January but had reduced in February and also absence levels had reduced to their lowest ever in February.

The Chairman wanted to formally place on record the Joint Committee's thanks to Ingrid Leonard whose secondment from Hampshire Fire and Rescue Service finished at the end of April. The Chairman felt that Ingrid had added significant value and the level of performance in the Control Room had improved.

The Chairman asked officers when would there by a more permanent arrangement in place and was advised that a proposal would be brought to a meeting of the Joint Coordination Group, but rather than waiting until the July meeting for Member's approval, officer would update their own Members prior to the next meeting.

Councillor Busby asked if the current rank structure of Crew Manager, Watch Manger etc., was putting some potential candidates off and was advised that if the terminology was not helpful officers would look at alternatives. Before advertising again, MG would look back at previous adverts to ensure they were clear.

RESOLVED –

1. that the report be noted.

51. FORWARD PLAN

Councillor Ross asked if a budget update report could be added to the forward plan for the next meeting.

The forward plan was noted.

52. DATE OF NEXT MEETING

The Chairman wished his thanks to be recorded for the Democratic Services Officer, for all her help and support over the year and for the high level of service which she had provided; and for Members and Officers, for their help and support over his year as Chairman.

The Joint Committee noted that the next meeting would be held in July 2017 (date to be advised) at Oxfordshire Fire and Rescue Service, Fire and Rescue Service HQ, Sterling Road, Kidlington, OX5 2DU.

The Chairman closed the meeting at 2.42pm

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THAMES VALLEY FIRE CONTROL SERVICE

REPORT TITLE:	ANNUAL REPORT 2016/17
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	31ST JULY 2017
OFFICER PRESENTING REPORT:	NEIL BOUSTRED

1   PURPOSE AND SUMMARY OF REPORT

1.1   To provide a summary of progress made by TVFCS during the year 2016/17.

2   RECOMMENDATIONS

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

3   BACKGROUND AND SUPPORTING INFORMATION

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

3.2   This report will look back and will provide a high level summary of the progress made against plans, the performance of TVFCS against agreed measures, an overview of staffing changes and a summary of the financial position at year end. Finally, it will provide a look forward to 2017-18 and the key areas of work required to continue making improvements to TVFCS on behalf of the three FRSs.

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

3.4   At the TVFCS Joint Committee meeting in March 2016, the findings of the TVFCS Gateway Review were presented. One of the main recommendations was for a Transition Plan to be developed and implemented to move TVFCS into steady state and to close down the project that brought it into being.

4   The Transition Plan

4.1   Phase 1 of the Transition Plan was agreed and commissioned at the TVFCS Joint Committee meeting in July 2016 with an expected completion date of December 2016. It contained the following elements:

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

- The review of the application of existing HR policies.

- The establishment of performance management metrics.

- The integration of TVFCS into RBFRS service management processes.

- The review of arrangements for overflow, business continuity and resilience.

- Formal close down of the Programme Working Group.

- The Capita system issue resolution plan.

- The provision of signage for TVFCS at RBFRS HQ

4.2 All of the agreed elements in phase 1 were completed within the timescales allocated and were signed off by the Joint Committee in December 2016. The only exceptions being that the development of a revised management structure and governance principles was held back to phase 2. These elements were considered at a TVFCS Joint Committee Members Workshop in February 2017.

4.3 The delivery of phase 1 of the transition plan involved a significant amount of work across the Business and Information Systems and Human Resources teams and for the Area Manager (TVFCS). Through the completion of phase 1, the project has been closed down and TVFCS is now operating in steady state.

5 TVFCS PERFORMANCE

5.1 TVFCS experienced a dip in performance against the agreed measures post go-live in April 2015 compared with the performance of the three FRS Control Rooms. It is not uncommon for this to happen when new systems are introduced. Throughout the period covered by this report, performance has improved and is now better than ever before. The improvements in performance also include significant reductions in sickness levels. The performance against agreed measures for the period is contained in Appendix A. One issue that continues to be an area of focus for TVFCS is the percentage of calls where mobilisation exceeded 120 seconds. The TVFCS team are analysing those calls where the time to mobilise was greater than 120 seconds and driving performance improvements where possible.

6 STAFFING POSITION

6.1 To deliver phase 1, it was agreed that a 0.5FTE Group Manager TVFCS would be put in place to provide additional management capacity during phase 1 of the plan. This was achieved through a secondment from Hampshire FRS and proved to be very successful. The post holder was also able to provide the link into to TVFCS for the three Thames Valley FRSs. It has been recognised that this senior level management capacity is an essential part of the change control process enabling each FRS to make changes in line with their IRMP.

6.2 Station Manager Paul Thomas completed his tenure as Control Manager for TVFCS in March 2017. He managed the TVFCS staff through the go-live period until it reached steady state. This was a period of significant change and his hard work and commitment were critical in supporting staff through the change process. Station Manager Ellen Warner has been temporarily appointed to the TVFCS Control Room Manager position.

6.3 Watch Manager Sarah Cuthbert has provide much support to the TVFCS staff driving performance improvements in her temporary role as Training Support Officer. She has also put in place and delivered training for new members of

TVFCS.

6.4 TVFCS has experienced difficulties in recruiting to the Station Manager Control Room Manager position and to Fire-fighter Control and Crew Manager positions. Further work will be needed in 2017/18 to fill the established posts and to put in place a new management structure, starting with a Group Manager (Control).

7 YEAR END FINANCIAL POSITION

7.1 The budget for TVFCS is set at the December meeting of the Joint Committee each year. The budget for TVFCS for 2016-17 was £2,166,050. At year end, the actual expenditure was £2,006,415 giving an under spend of £159,635. This was due to being under establishment and some members of staff being in development and also due to RBFRS driving efficiencies through renegotiating contracts related to the system.

8 LOOKING FORWARD

8.1 At the March meeting of the TVFCS Joint Committee, the key elements of phase 2 of the Transition Plan were agreed. These were:

- Performance management: Review the performance management framework and create mechanisms to ensure staff are supported to achieve their full potential and make improvements, where required.
- Resilience and business continuity: Review the arrangements for resilience and business continuity and make improvements, where required.
- Staffing Model: Review the staffing model to achieve self-sufficiency and make changes, where required. This includes the potential use of apprentices.
- Governance, Leadership and Management: Review the governance, leadership and management model in place and make changes, where required. This includes reviewing the legal agreement.
- Data and Management Information: Review the data and management information held by TVFCS and make improvements, where required.

9 CONCLUSION

9.1 The last financial year was a period of significant change for TVFCS. The system is now in steady state, the project has been closed down, significant performance improvements were achieved, the budget was under spent and system improvements were delivered. Further work will be required in 2017/18 to refine the way TVFCS operates in support of the three Thames Valley FRSs.

10 CONTRIBUTION TO SERVICE AIMS

10.1 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.

11 BACKGROUND PAPERS

11.1 None

12   APPENDICES

12.1   Appendix A: TVFCS Performance 2016/17

Author: Mark Gaskarth, Area Manager (TVFCS)
Date of report: 17th June 2017

THAMES VALLEY FIRE CONTROL SERVICE

REPORT TITLE:		**CONTROL PERFORMANCE REPORT**
PRESENTED TO:		**JOINT COMMITTEE**
DATE OF MEETING:		**31ST JULY 2017**
OFFICER PRESENTING REPORT:		**NEIL BOUSTRED**

1. PURPOSE AND SUMMARY OF REPORT

1.1. 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:-

2.1. **Note** the report.

3. BACKGROUND AND SUPPORTING INFORMATION

3.1. The Control Room Manager's Report for June 2017 (Appendix A) provides a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons.

4. SUMMARY OF PERFORMANCE

4.1 Performance in terms of mobilisations within 60, 90 and 120 seconds has improved again. This is a key area of focus for all staff.

4.2 The answering of emergency calls within 5 seconds dipped by 3.7% in April against the previous month, but the trend is now on the increase again. This was due to new members of staff starting to take up their roles in TVFCS.

4.3 The number of emergency calls increased significantly during June, with incidents requiring mobilisation also increasing compared to the last quarter.

4.4 The number of admin calls received in June has increased by 40% compared to May, further information is provided in section 6 of this report.

4.5 The percentage of admin calls answered within 15 seconds has seen a decrease of 2.9% compared to last month's figures.

4.6   Co-responding calls have decreased for each FRS through April, May and June compared to the last quarter.

4.7   Overtime levels are reducing as we continue to recruit to full establishment.

4.8   An internal Crew Manager promotion process will be carried out in July to help resolve the Crew Manager deficiencies.

4.9   Absence levels continue to be monitored and managed. Sickness in May increased to .88 due to seasonal illnesses and medical conditions.

4.10   Vision is now running on v4.19.5 and is performing as expected with only minor issues. Updates have been completed to improve mapping and the gazetteer, so improving the system overall. Regular window and anti-virus updates are now scheduled in to maintain security of the system.

5. STAFFING CHANGES

5.1   Following a selection process, the Group Manager and Control Room Manager positions have now been offered to the successful candidates and they have been accepted.   Fixed term positions at firefighter (Control) level have been offered following a further process and this has been done to cover vacancies and maternity leave. A Crew Manager process is to be run at the end of July to attempt to fill the Crew Manager vacancies.

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

6.1.   There are no implications within this report.

7.   COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

8.   CONTRIBUTION TO SERVICE AIMS

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

9.   BACKGROUND PAPERS

9.1.   None.

10.   APPENDICES

9.1   Appendix A: TVFCS Control Room Manager's Report

Author: Mark Gaskarth, Area Manager TVFCS

Date of report: 17th July 2017

Appendix A: TVFCS Performance 2016/17

Introduction

This appendix provides the 2016-17 year end position for TVFCS performance against the agreed measures:

- The percentage of administrative calls answered within 15 seconds
- The percentage of emergency calls answered within 5 seconds
- The percentage of emergency calls answered within 10 seconds
- The percentage of mobilisations within 60 seconds
- The percentage of mobilisations within 90 seconds
- The percentage of mobilisations within 120 seconds
- The number of times TVFCS has resorted to emergency fallback
- The average number of shifts lost to sickness per Full Time Equivalent employee
- The number of mobilisations per Fire and Rescue Service
- The total number of emergency calls answered
- The total number of administrative calls answered
- The number of Co-responding incidents per Fire and Rescue service
- The table below provides a summary of the performance measures:

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

Metric	TVFCS Rolling 12 month average	Current Mar 2017
Admin calls answered within 15 seconds	80.58%	**81.44%**
Emergency calls answered within 5 seconds	93.11%	**97.28%**
Emergency calls answered within 10 seconds	96.55%	**99.22%**
Mobilisations within 60 seconds	47.10%	**59.36%**
Mobilisations within 90 seconds	73.28%	**81.63%**
Mobilisations within 120 seconds	85.65%	**90.19%**
No of times Emergency fallback instigated	0	**0**
Average shifts sick per FTE	0.81	**.35**
Number of mobilisations	1,960	**1710**
Total Emergency calls answered	2,800	**2306**
Total Admin calls answered	7,240	**6455**
Number of Co-responding incidents	371	**437**

% admin calls answered in 15 seconds
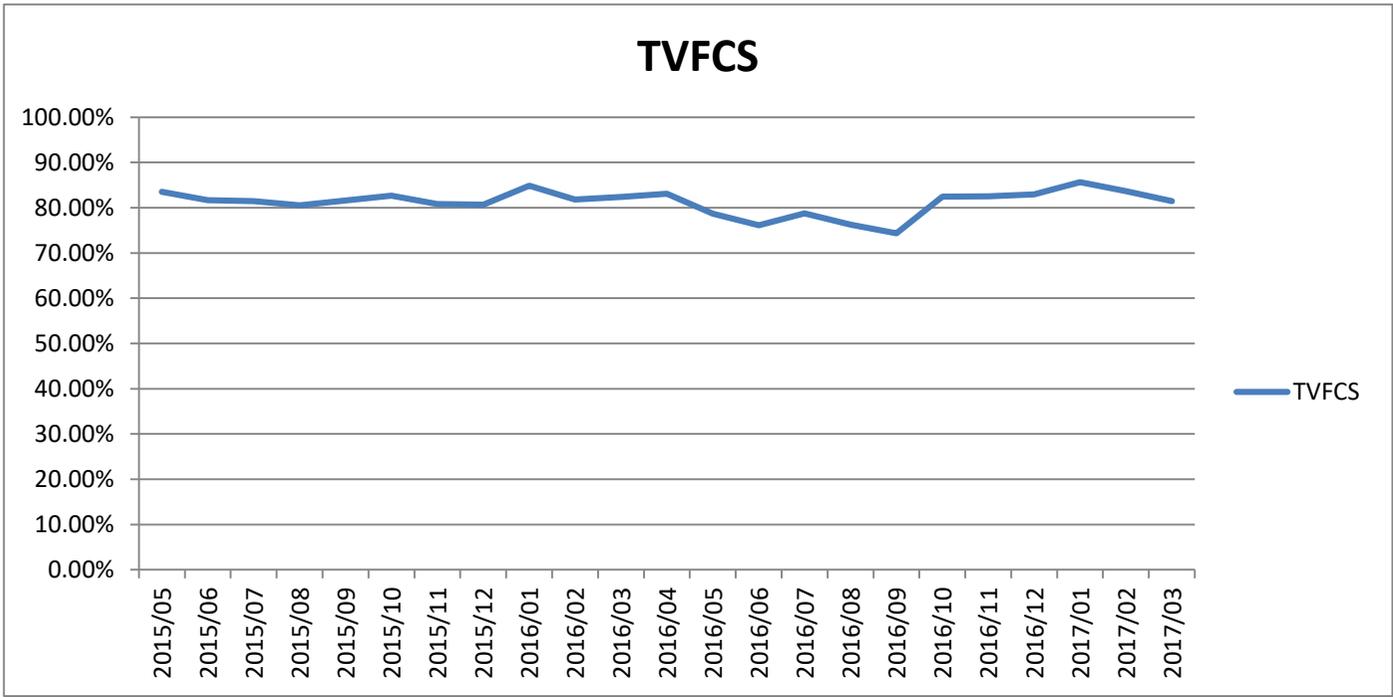
TVFCS

	TVFCS
2015/05	83.56%
2015/06	81.66%
2015/07	81.46%
2015/08	80.52%
2015/09	81.64%
2015/10	82.71%
2015/11	80.85%
2015/12	80.69%
2016/01	84.85%
2016/02	81.81%
2016/03	82.37%
2016/04	83.07%
2016/05	78.71%
2016/06	76.14%
2016/07	78.75%
2016/08	76.30%
2016/09	74.39%
2016/10	82.43%
2016/11	82.50%
2016/12	82.93%
2017/01	85.65%
2017/02	83.68%
2017/03	81.44%

Note1: call logger installation completed on 21 May 2015, which is the earliest date for which we have this dataset. May data reports 21-31 May 2015

% emergency calls answered within 5 seconds
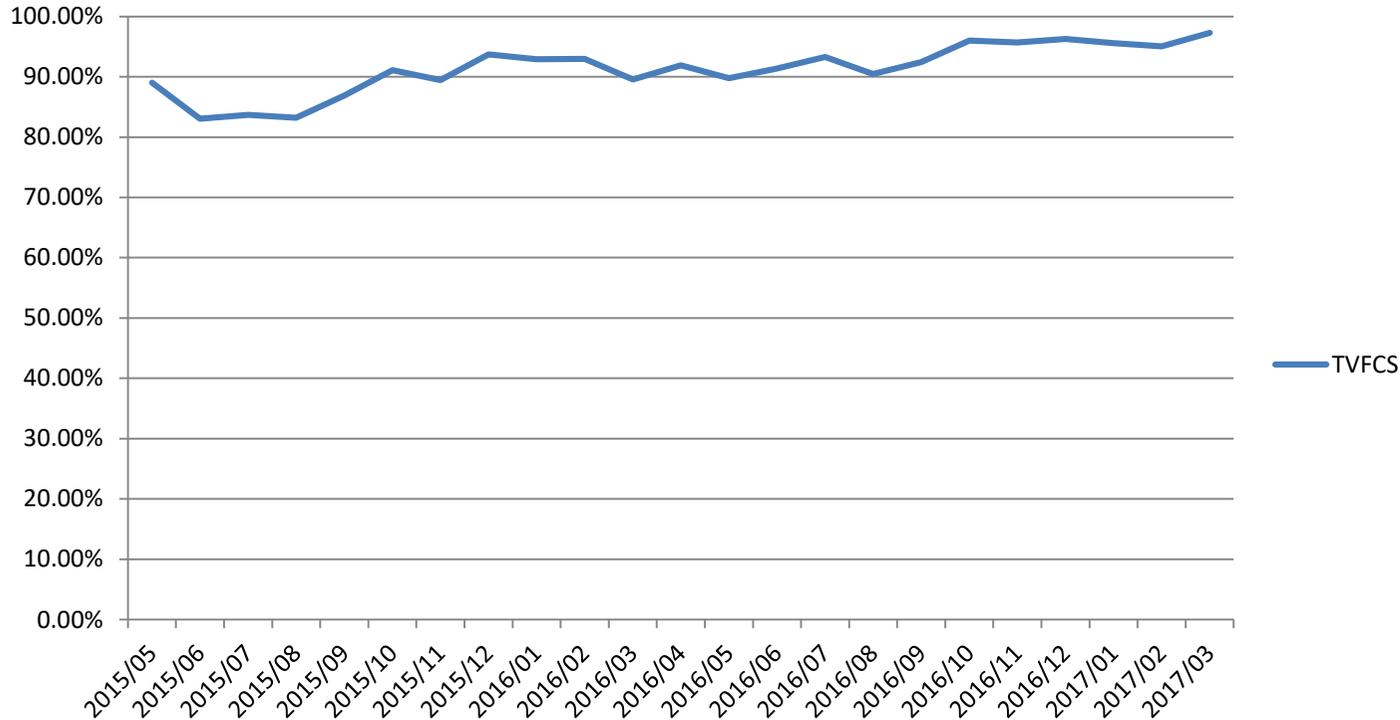
TVFCS

	TVFCS
2015/05	89.01%
2015/06	83.06%
2015/07	83.70%
2015/08	83.20%
2015/09	86.88%
2015/10	91.10%
2015/11	89.47%
2015/12	93.70%
2016/01	92.93%
2016/02	92.97%
2016/03	89.53%
2016/04	91.89%
2016/05	89.75%
2016/06	91.36%
2016/07	93.29%
2016/08	90.48%
2016/09	92.43%
2016/10	96.01%
2016/11	95.71%
2016/12	96.27%
2017/01	95.59%
2017/02	95.02%
2017/03	97.28%

% emergency calls answered within 10 seconds
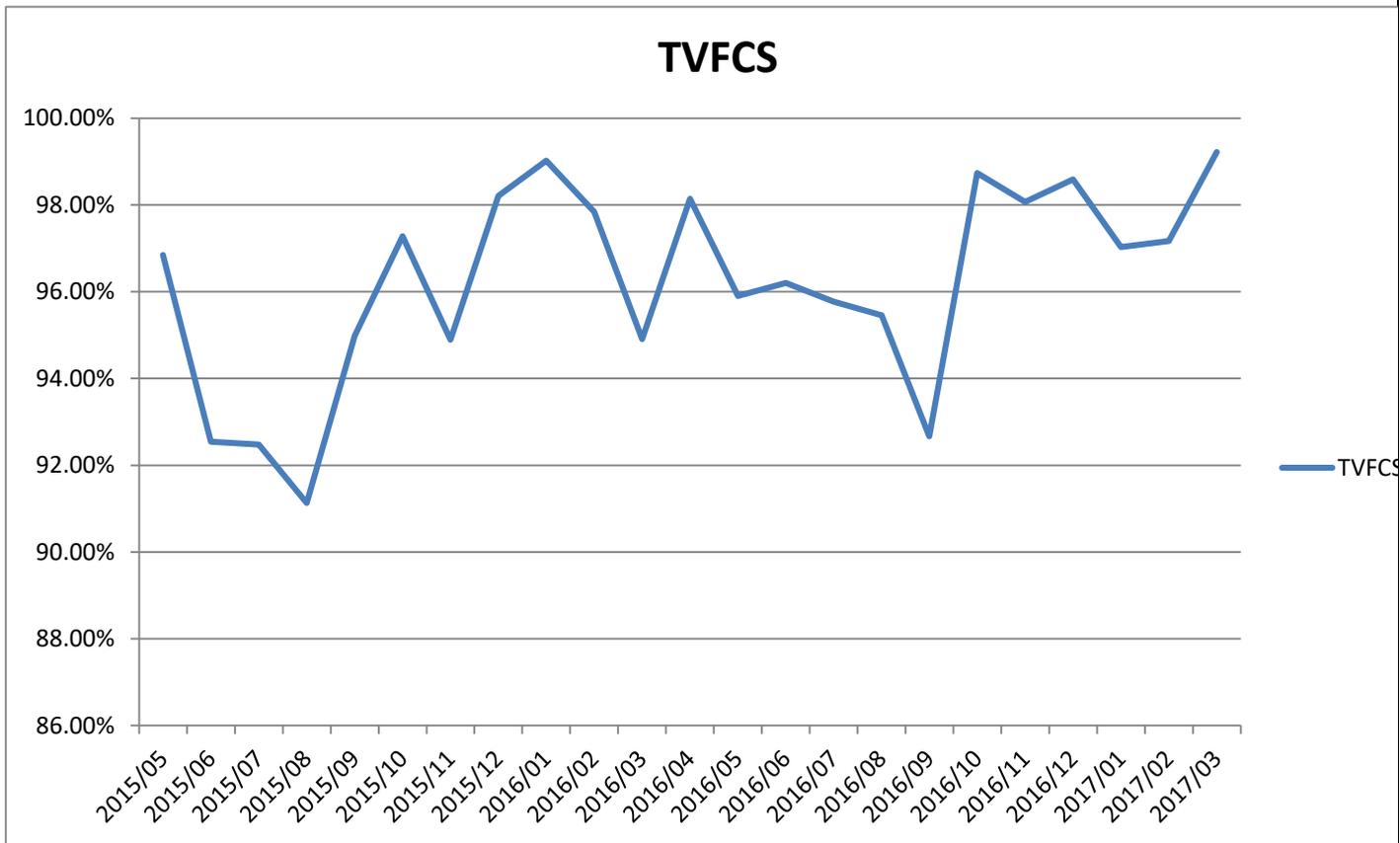
TVFCS

	TVFCS
2015/05	96.85%
2015/06	92.54%
2015/07	92.48%
2015/08	91.13%
2015/09	94.98%
2015/10	97.28%
2015/11	94.89%
2015/12	98.21%
2016/01	99.02%
2016/02	97.84%
2016/03	94.91%
2016/04	98.14%
2016/05	95.90%
2016/06	96.20%
2016/07	95.77%
2016/08	95.46%
2016/09	92.67%
2016/10	98.74%
2016/11	98.07%
2016/12	98.59%
2017/01	97.03%
2017/02	97.17%
2017/03	99.22%

% mobilisations in 60 seconds

	BMKFRS	OFRS	RBFRS
2015/04	4.73%	6.73%	3.9%
2015/05	6.41%	7.30%	6.84%
2015/06	10.47%	7.85%	9.45%
2015/07	11.88%	12.13%	12.22%
2015/08	16.07%	17.46%	12.85%
2015/09	16.74%	14.26%	13.98%
2015/10	18.49%	15.04%	12.30%
2015/11	20.72%	19.75%	19.89%
2015/12	27.55%	28.51%	30.06%
2016/01	32.83%	30.72%	35.60%
2016/02	30.63%	34.53%	36.08%
2016/03	31.65%	33.52%	35.55%
2016/04	30.26%	31.85%	33.86%
2016/05	36.33%	40.79%	38.97%
2016/06	40.98%	43.11%	41.91%
2016/07	40.76%	43.05%	41.83%
2016/08	53.50%	51.54%	55.53%
2016/09	51.74%	46.90%	50.41%
2016/10	50.70%	49.56%	53.72%
2016/11	49.58%	47.66%	51.64%
2016/12	57.04%	51.76%	54.20%
2017/01	60.18%	61.74%	57.52%
2017/02	57.71%	56.78%	61.79%
2017/03	64.31%	57.77%	56.00%

% mobilisations in 90 seconds
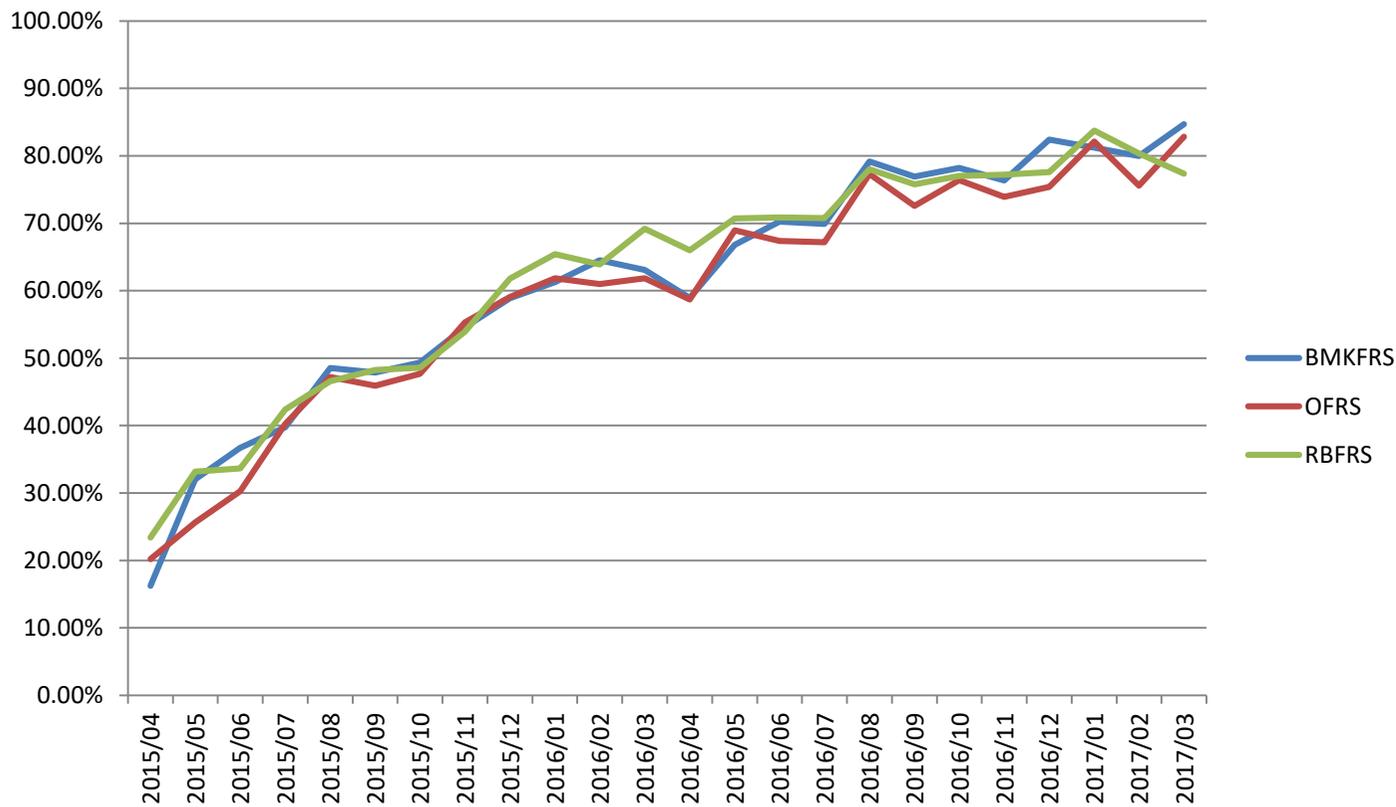
	BMKFRS	OFRS	RBFRS
2015/04	16.22%	20.19%	23.38%
2015/05	32.05%	25.66%	33.20%
2015/06	36.71%	30.27%	33.64%
2015/07	39.74%	40.25%	42.38%
2015/08	48.56%	47.19%	46.59%
2015/09	47.88%	45.91%	48.23%
2015/10	49.37%	47.67%	48.57%
2015/11	54.61%	55.30%	53.94%
2015/12	58.87%	59.09%	61.82%
2016/01	61.29%	61.85%	65.41%
2016/02	64.50%	60.99%	63.92%
2016/03	63.10%	61.85%	69.22%
2016/04	58.94%	58.72%	65.98%
2016/05	66.79%	68.98%	70.71%
2016/06	70.24%	67.37%	70.89%
2016/07	69.90%	67.20%	70.78%
2016/08	79.15%	77.31%	78.02%
2016/09	76.95%	72.60%	75.79%
2016/10	78.22%	76.40%	77.00%
2016/11	76.37%	73.91%	77.22%
2016/12	82.41%	75.38%	77.61%
2017/01	81.24%	82.15%	83.74%
2017/02	80.00%	75.58%	80.38%
2017/03	84.68%	82.82%	77.38%

% mobilisations in 120 seconds
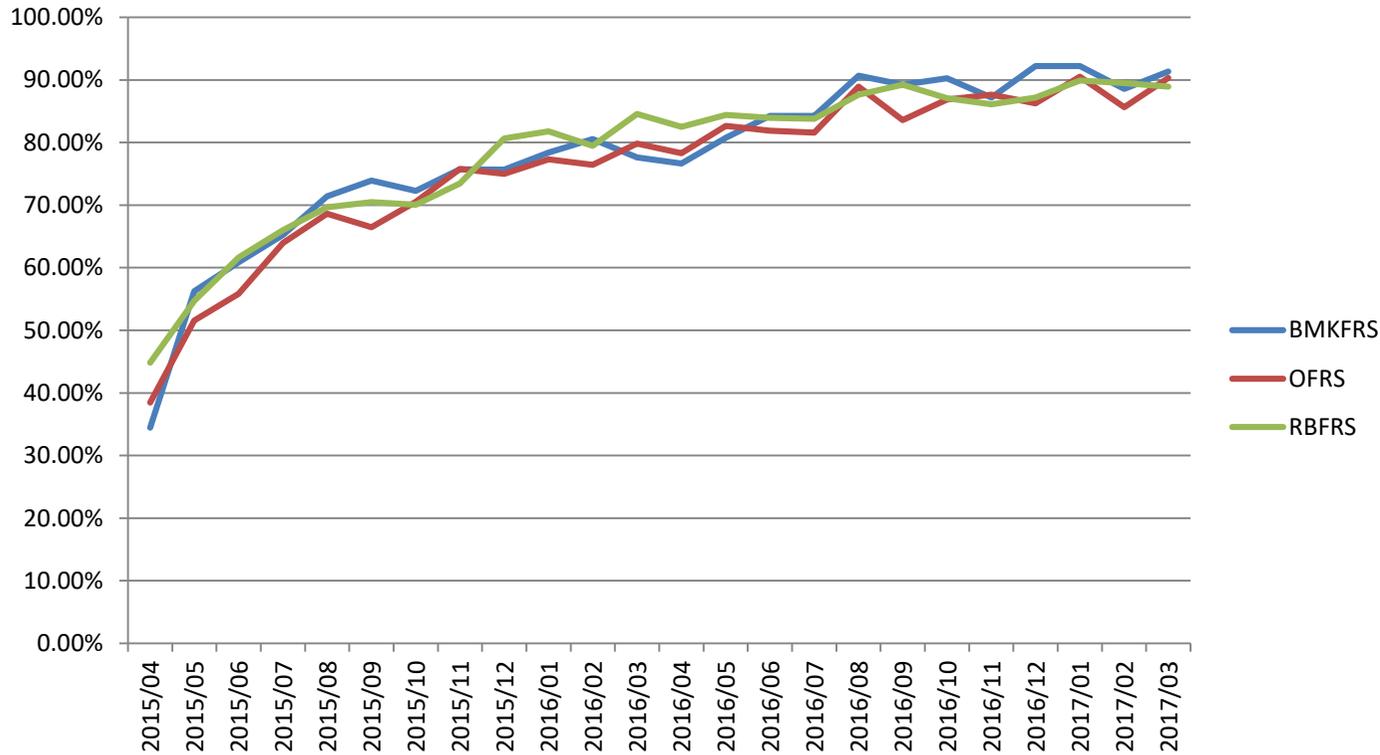
	BMKFRS	OFRS	RBFRS
2015/04	34.46%	38.46%	44.81%
2015/05	56.23%	51.55%	54.69%
2015/06	60.87%	55.83%	61.64%
2015/07	65.25%	63.97%	66.03%
2015/08	71.40%	68.61%	69.67%
2015/09	73.94%	66.46%	70.47%
2015/10	72.27%	70.55%	70.08%
2015/11	75.71%	75.76%	73.48%
2015/12	75.66%	75.00%	80.63%
2016/01	78.37%	77.31%	81.77%
2016/02	80.53%	76.46%	79.47%
2016/03	77.62%	79.81%	84.54%
2016/04	76.625%	78.29%	82.51%
2016/05	80.73%	82.68%	84.41%
2016/06	84.23%	81.89%	83.96%
2016/07	84.24%	81.55%	83.80%
2016/08	90.67%	88.94%	87.66%
2016/09	89.22%	83.59%	89.22%
2016/10	90.24%	86.87%	87.05%
2016/11	87.19%	87.66%	86.12%
2016/12	92.22%	86.26%	87.19%
2017/01	92.21%	90.51%	89.88%
2017/02	88.57%	85.66%	89.50%
2017/03	91.33%	90.31%	88.92%

times Control revert to emergency fallback
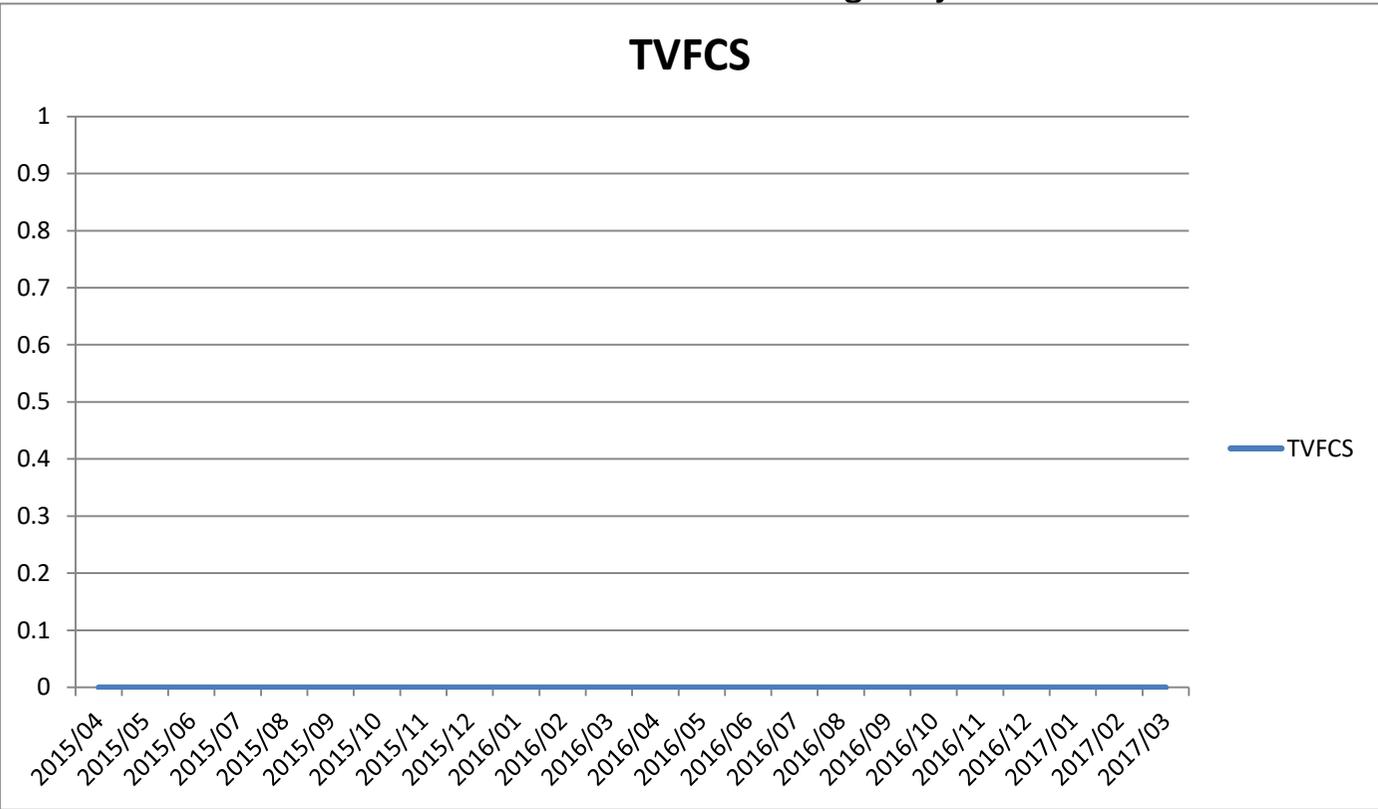
TVFCS

	TVFCS
2015/04	0
2015/05	0
2015/06	0
2015/07	0
2015/08	0
2015/09	0
2015/10	0
2015/11	0
2015/12	0
2016/01	0
2016/02	0
2016/03	0
2016/04	0
2016/05	0
2016/06	0
2016/07	0
2016/08	0
2016/09	0
2016/10	0
2016/11	0
2016/12	0
2017/01	0
2017/02	0
2017/03	0

Average shifts sick per Control FTE March 2017
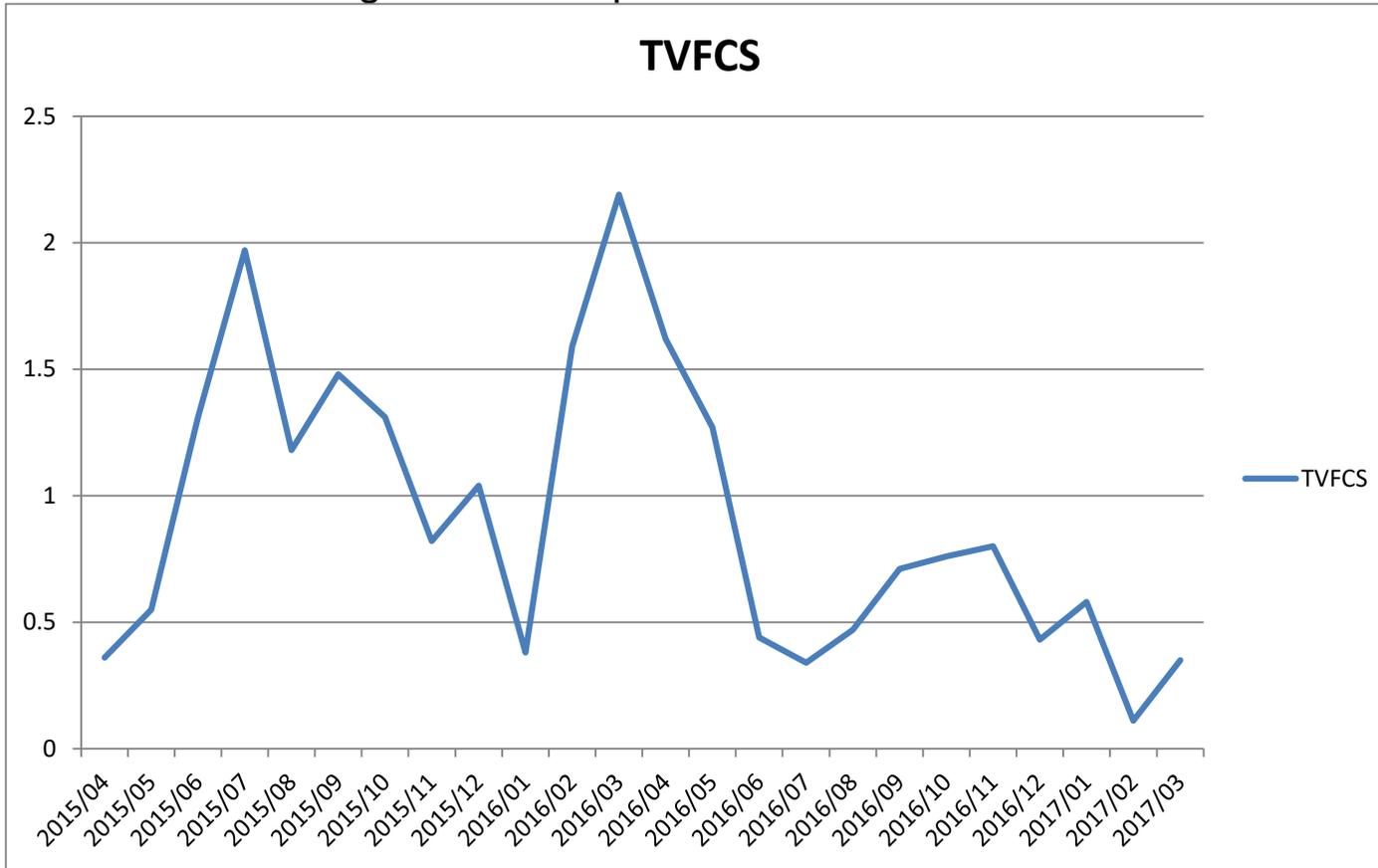
TVFCS

	TVFCS
2015/04	0.36
2015/05	0.55
2015/06	1.31
2015/07	1.97
2015/08	1.18
2015/09	1.48
2015/10	1.31
2015/11	0.82
2015/12	1.04
2016/01	0.38
2016/02	1.59
2016/03	2.19
2016/04	1.62
2016/05	1.27
2016/06	.44
2016/07	.34
2016/08	.47
2016/09	.71
2016/10	.76
2016/11	.80
2016/12	.43
2017/01	.58
2017/02	.11
2017/03	.35

Number of incidents resources assigned to per FRS TVFCS March 2017
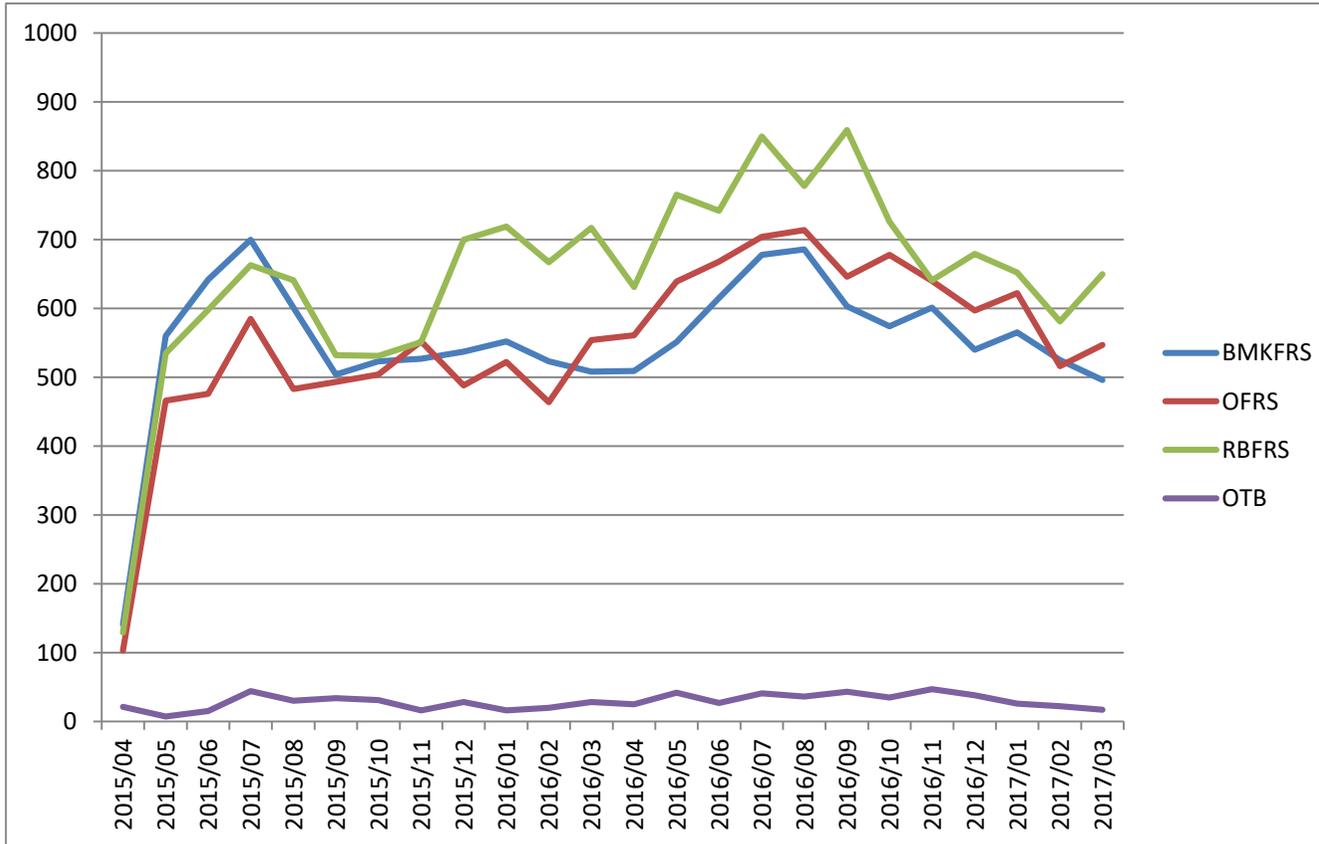
	BMKFRS	OFRS	RBFRS	OTB
2015/04	141	103	129	21
2015/05	560	466	535	7
2015/06	642	476	598	15
2015/07	700	585	663	44
2015/08	601	483	641	30
2015/09	504	493	532	34
2015/10	523	504	531	31
2015/11	527	552	551	16
2015/12	537	488	700	28
2016/01	552	522	719	16
2016/02	523	464	667	20
2016/03	508	554	717	28
2016/04	509	561	631	25
2016/05	551	639	765	42
2016/06	615	668	742	27
2016/07	678	704	850	41
2016/08	686	714	778	36
2016/09	603	646	859	43
2016/10	574	678	726	35
2016/11	601	640	641	47
2016/12	540	597	679	38
2017/01	565	622	652	26
2017/02	525	516	581	22
2017/03	496	547	650	17

Total number of Emergency calls answered TVFCS March 2017
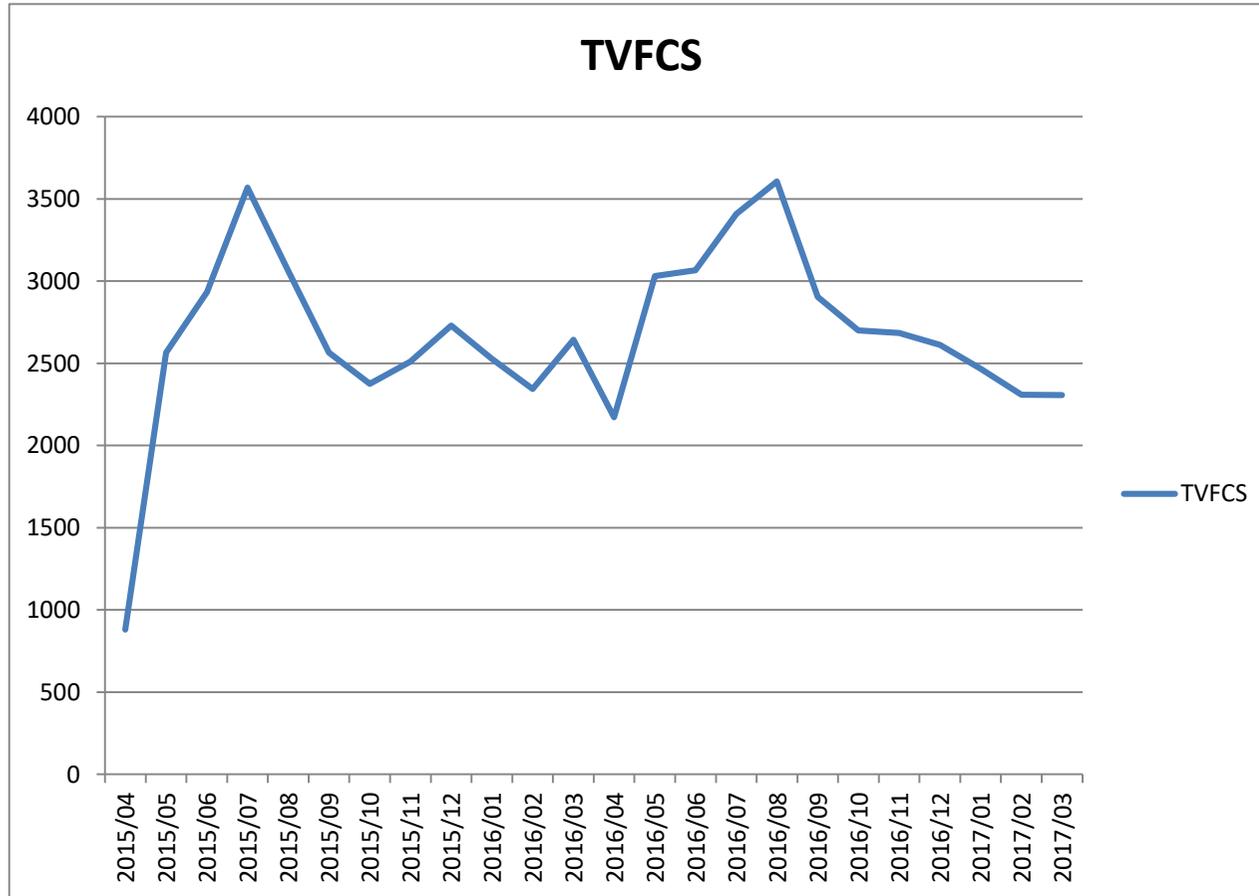
TVFCS

	TVFCS
2015/04	880
2015/05	2,565
2015/06	2,934
2015/07	3,569
2015/08	3,060
2015/09	2,565
2015/10	2,376
2015/11	2,510
2015/12	2,729
2016/01	2,528
2016/02	2,344
2016/03	2,644
2016/04	2,171
2016/05	3,031
2016/06	3,066
2016/07	3,409
2016/08	3,606
2016/09	2,904
2016/10	2,700
2016/11	2,684
2016/12	2,612
2017/01	2,468
2017/02	2,308
2017/03	2306
	63969

Total number of Administrative Calls answered TVFCS March 2017
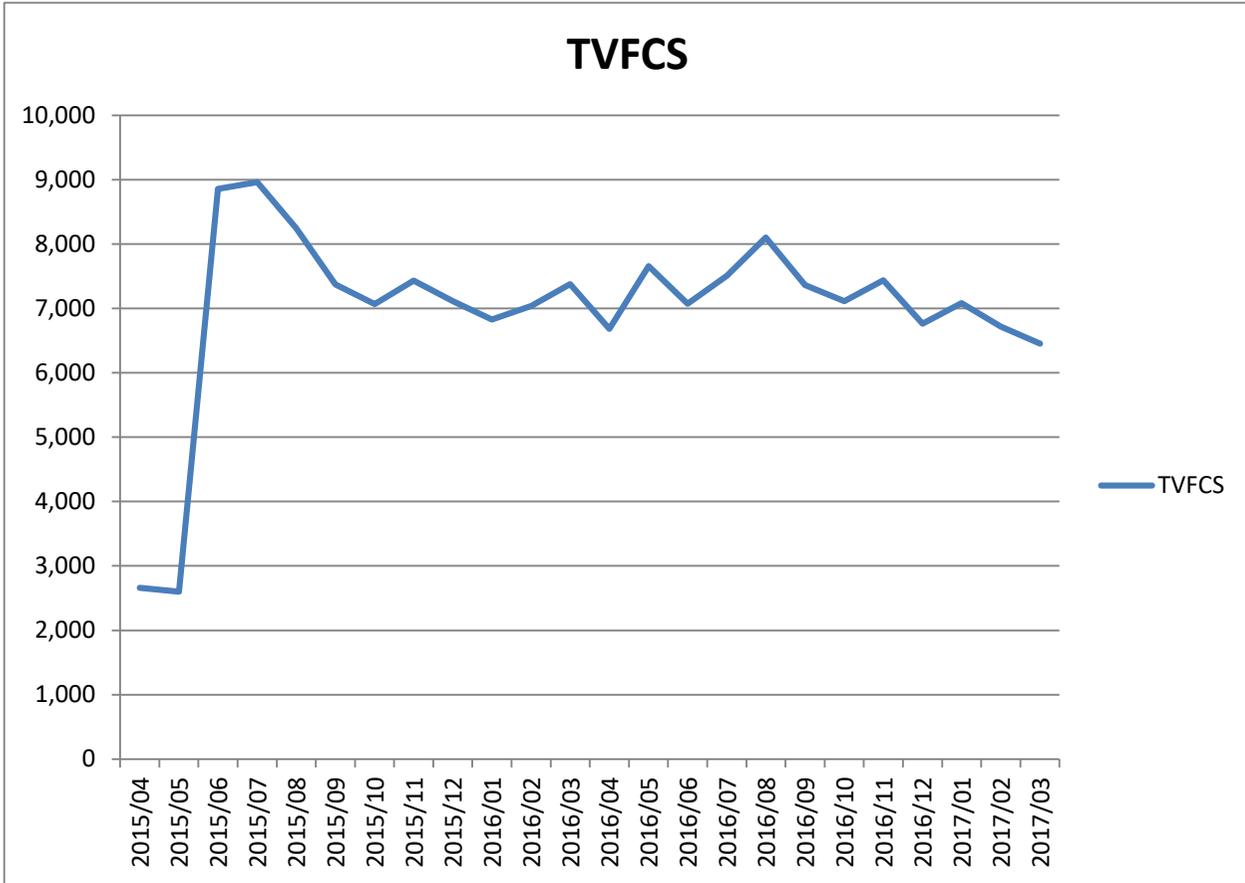
TVFCS

	TVFCS
2015/04	2,658
2015/05	2,599
2015/06	8,861
2015/07	8,963
2015/08	8,248
2015/09	7,375
2015/10	7,070
2015/11	7,435
2015/12	7,112
2016/01	6,828
2016/02	7,038
2016/03	7,377
2016/04	6,685
2016/05	7,658
2016/06	7,074
2016/07	7,510
2016/08	8,102
2016/09	7,364
2016/10	7,113
2016/11	7,440
2016/12	6,765
2017/01	7,084
2017/02	6,717
2017/03	6,455
	167531

Co responder number of incidents TVFCS March2017

	BMKFRS	OFRS	RBFRS
2015/05	155	55	1
2015/06	161	38	5
2015/07	224	48	25
2015/08	228	34	38
2015/09	201	35	34
2015/10	153	42	22
2015/11	115	71	41
2015/12	81	65	105
2016/01	109	93	133
2016/02	163	96	171
2016/03	158	99	198
2016/04	138	112	141
2016/05	60	78	42
2016/06	117	144	170
2016/07	86	156	207
2016/08	100	100	92
2016/09	71	117	151
2016/10	99	145	170
2016/11	78	147	106
2016/12	89	136	131
2017/01	163	206	128
2017/02	110	115	94
2017/03	146	130	160

Thames Valley Fire Control Service

**Control Room Manager's Monthly Report
June 2017**

Part 'A'

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

1. **Establishment**

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

Role	Authorised Establishment	Number of people in substantive posts and FTE	Number of people in temporary positions and FTE	Vacancies	Comments
Group Manager	1 FTE	0 – 0 FTE	0 – 0 FTE	1	A new GM (Control) has been appointed and is due to take up post in late August.
Control Manager	1 FTE	0 – 0 FTE	1 – 1 FTE	0	A new Control Room Manager has been appointed and is due to take up post in late August.
Control Training Manager	1 FTE	0 – 0 FTE	0 – 0 FTE	1	Control Training Manager currently acting up into Control Room Manager post.
Training Support Officer	1 for 12 months	0 – 0 FTE	1 – 1 FTE	0	Post-holder started in June 2016 and is continuing to deliver the new recruits course and cover the CTM vacancy
Watch Managers	4 FTE	3 – 3 FTE	1 – 1 FTE	0	1 substantive WM temporarily seconded to Training Support Officer post, hence 1 WM position filled on a temporary basis by CM.
Crew Managers	12 FTE	9 – 8.88 FTE	1 – 1 FTE	2.12	1 CM promoted to WM hence FF acting up as CM in temporary post. An internal Crew Managers promotion process will run at the end of July.
Firefighter	20 FTE	22 – 20.57 FTE	0 – 0 FTE	-0.57	1 substantive FF temporarily covering CM. 5 fixed term firefighter Control contracts have been put in place that will start 11th September. 2 are to cover for maternity leave. CM process to run end of July and anticipate promoting to CM internally.
Total	40 FTE (increased to support the training support post and is due to increase in GM post from 0.5 to 1)	34 = 32.45 FTE total people in their substantive positions	4 = 4 FTE	3.55	Current actual number of people employed = **38** and 36.45 FTE

2. **Sickness**

Total Number of:

Episodes	(4 Short 1 Long)
Days Lost	30
Short days lost	15
Long days lost	15
Average Days Lost FTE	0.82 *(0.6% decrease from last month)*

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

Total Paid	Hours worked	No of staff claiming OT between 1st and 30th June 2017
£2224.38	106	9

Work is ongoing to minimise overtime by covering shortfalls with duty swaps where possible. Interviews are taking place to recruit FF control vacancies. The Crew Manager promotion process will also be carried out in July which will help reduce overtime costs.

4. Technical performance of the system

- Vision mobilising system has been updated and now running on v4.19.5 with only some minor problems
- New ITN layer and EPOCH 49 (mapping and gazetteer) has now been loaded onto the reference system
- DGNA is now working satisfactory
- Work has been completed on the Airbus gateway for OFRS, providing a second gateway
- A configuration issue with the GD92 which allows the interface between Vision and Gartan has now been resolved and is now functioning correctly
- Ongoing work to ensure data is correct and up to date is ongoing

6. Report on TVFCS performance and updates

- An issue with the Vision call logger resulted in no stats being available for calls answered between the 10th and 16th May 2017 (inclusive).
- Investigations with regards to the call logger not picking up and presenting the correct lines for reporting has identified ARC lines have not been set up correctly within the call logger. All the reporting lines have now been cross checked and are now reporting correctly.
- Three new recruits are now on watch and progressing well. There has been some impact on call handling for the month of June whilst they have been gaining confidence and competence.
- Call handling performance has dropped slightly as we encourage quality of call, checking the correct response is mobilised, rather than call handling.

Part 'B'
Performance Reporting
Overview

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

Measures reported monthly are:

- The percentage of administrative calls answered within 15 seconds
- The percentage of emergency calls answered within 5 seconds
- The percentage of emergency calls answered within 10 seconds
- The percentage of mobilisations within 60 seconds
- The percentage of mobilisations within a cumulative 90 seconds
- The percentage of mobilisations within a cumulative 120 seconds
- The number of times TVFCS has resorted to emergency fallback
- The average number of shifts lost to sickness per Full Time Equivalent employee
- The number of mobilisations per Fire and Rescue Service
- The total number of emergency calls answered
- The total number of administrative calls answered
- The number of Co-responding incidents per Fire and Rescue service
- The table below provides a summary of the performance measures:

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

Metric	TVFCS Rolling 12 month average (June 16-May 17)	Current June 2017
Admin calls answered within 15 seconds	80.65%	**78.66%**
Emergency calls answered within 5 seconds	94.02%	**93.65%**
Emergency calls answered within 10 seconds	96.86%	**97.42%**
Mobilisations within 60 seconds	52.55%	**49.64%**
Mobilisations within 90 seconds	76.96%	**74.70%**
Mobilisations within 120 seconds	87.65%	**85.12%**
No of times Emergency fallback instigated	0	**0**
Average shifts sick per FTE	.52	**.82**
Number of mobilisations	1,971	**2168**
Total Emergency calls answered	2,779	**3411**
Total Admin calls answered	8,220	**8215**
Number of Co-responding incidents	368	**201**

% admin calls answered in 15 seconds

	TVFCS
2016/04	83.07%
2016/05	78.71%
2016/06	76.14%
2016/07	78.75%
2016/08	76.30%
2016/09	74.39%
2016/10	82.43%
2016/11	82.50%
2016/12	82.93%
2017/01	85.65%
2017/02	83.68%
2017/03	81.44%
2017/04	82.57%
2017/05	81.01%
2017/06	78.66%

Note : call logger ceased operating on 10th to 16th May 2017 inclusive. Therefore there are no stats for this period.

% emergency calls answered within 5 seconds

	TVFCS
2016/04	91.89%
2016/05	89.75%
2016/06	91.36%
2016/07	93.29%
2016/08	90.48%
2016/09	92.43%
2016/10	96.01%
2016/11	95.71%
2016/12	96.27%
2017/01	95.59%
2017/02	95.02%
2017/03	97.28%
2017/04	91.91%
2017/05	92.92%
2017/06	93.65%

% emergency calls answered within 10 seconds

	TVFCS
2016/04	98.14%
2016/05	95.90%
2016/06	96.20%
2016/07	95.77%
2016/08	95.46%
2016/09	92.67%
2016/10	98.74%
2016/11	98.07%
2016/12	98.59%
2017/01	97.03%
2017/02	97.17%
2017/03	99.22%
2017/04	95.67%
2017/05	97.77%
2017/06	97.42%

% mobilisations in 60 seconds

	BMKFR	OFRS	RBFRS
2016/04	30.26%	31.85%	33.86%
2016/05	36.33%	40.79%	38.97%
2016/06	40.98%	43.11%	41.91%
2016/07	40.76%	43.05%	41.83%
2016/08	53.50%	51.54%	55.53%
2016/09	51.74%	46.90%	50.41%
2016/10	50.70%	49.56%	53.72%
2016/11	49.58%	47.66%	51.64%
2016/12	57.04%	51.76%	54.20%
2017/01	60.18%	61.74%	57.52%
2017/02	57.71%	56.78%	61.79%
2017/03	64.31%	57.77%	56.00%
2017/04	51.22%	59.82%	58.17%
2017/05	55.67%	52.99%	52.99%
2017/06	47.26%	48.32%	53.34%

% mobilisations in 90 seconds

	BMKFR	OFRS	RBFRS
2016/04	58.94%	58.72%	65.98%
2016/05	66.79%	68.98%	70.71%
2016/06	70.24%	67.37%	70.89%
2016/07	69.90%	67.20%	70.78%
2016/08	79.15%	77.31%	78.02%
2016/09	76.95%	72.60%	75.79%
2016/10	78.22%	76.40%	77.00%
2016/11	76.37%	73.91%	77.22%
2016/12	82.41%	75.38%	77.61%
2017/01	81.24%	82.15%	83.74%
2017/02	80.00%	75.58%	80.38%
2017/03	84.68%	82.82%	77.38%
2017/04	78.77%	80.51%	82.83%
2017/05	80.03%	74.69%	75.07%
2017/06	75.76%	71.19%	77.16%

% mobilisations in 120 seconds

	BMKFR	OFRS	RBFRS
2016/04	76.625%	78.29%	82.51%
2016/05	80.73%	82.68%	84.41%
2016/06	84.23%	81.89%	83.96%
2016/07	84.24%	81.55%	83.80%
2016/08	90.67%	88.94%	87.66%
2016/09	89.22%	83.59%	89.22%
2016/10	90.24%	86.87%	87.05%
2016/11	87.19%	87.66%	86.12%
2016/12	92.22%	86.26%	87.19%
2017/01	92.21%	90.51%	89.88%
2017/02	88.57%	85.66%	89.50%
2017/03	91.33%	90.31%	88.92%
2017/04	87.84%	90.18%	91.83%
2017/05	89.51%	85.22%	84.18%
2017/06	86.59%	81.40%	87.36%

times Control revert to emergency fallback

	TVFCS
2016/04	0
2016/05	0
2016/06	0
2016/07	0
2016/08	0
2016/09	0
2016/10	0
2016/11	0
2016/12	0
2017/01	0
2017/02	0
2017/03	0
2017/04	0
2017/05	0
2017/06	0

Average shifts sick per Control FTE

	TVFCS
2016/04	1.62
2016/05	1.27
2016/06	.44
2016/07	.34
2016/08	.47
2016/09	.71
2016/10	.76
2016/11	.80
2016/12	.43
2017/01	.58
2017/02	.11
2017/03	.35
2017/04	.35
2017/05	.88
2017/06	.82

Number of incidents resources assigned to per FRS TVFCS

	BMKFRS	OFRS	RBFRS	OTB
2016/04	509	561	631	25
2016/05	551	639	765	42
2016/06	615	668	742	27
2016/07	678	704	850	41
2016/08	686	714	778	36
2016/09	603	646	859	43
2016/10	574	678	726	35
2016/11	601	640	641	47
2016/12	540	597	679	38
2017/01	565	622	652	26
2017/02	525	516	581	22
2017/03	496	547	650	17
2017/04	617	662	722	28
2017/05	591	636	670	22
2017/06	656	656	823	24

Total number of Emergency calls answered

Note: Due to fault with call logger unable to retrieve stats for emergency calls answered between 10th to 16th May 2017

	TVFCS
2016/04	2,171
2016/05	3,031
2016/06	3,066
2016/07	3,409
2016/08	3,606
2016/09	2,904
2016/10	2,700
2016/11	2,684
2016/12	2,612
2017/01	2,468
2017/02	2,308
2017/03	2,306
2017/04	3,043
2017/05	2,251
2017/06	3,411
	36,768

Total number of Administrative Calls answered TVFCS

Note: Due to fault with call logger unable to retrieve stats for administrative calls answered between 10th to 16th May 2017

	TVFCS
2016/04	6,685
2016/05	7,658
2016/06	7,074
2016/07	7,510
2016/08	8,102
2016/09	7,364
2016/10	7,113
2016/11	7,440
2016/12	6,765
2017/01	7,084
2017/02	6,717
2017/03	6,455
2017/04	6828
2017/05	5855
2017/06	8215
	106,865

Co responder number of incidents TVFCS

	BMKFRS	OFRS	RBFRS
2016/04	138	112	141
2016/05	60	78	42
2016/06	117	144	170
2016/07	86	156	207
2016/08	100	100	92
2016/09	71	117	151
2016/10	99	145	170
2016/11	78	147	106
2016/12	89	136	131
2017/01	163	206	128
2017/02	110	115	94
2017/03	146	130	160
2017/04	78	119	76
2017/05	97	103	83
2017/06	61	84	56

THAMES VALLEY FIRE CONTROL SERVICE

REPORT TITLE:	FINANCE UPDATE
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	31ST JULY 2017
OFFICER PRESENTING REPORT:	SIMON JEFFERIES

1 PURPOSE AND SUMMARY OF REPORT

1.1 To provide the year end outturn report for TVFCS for 2016/17.

2 RECOMMENDATIONS

2.1 That the Joint Committee **NOTE** the year-end financial outturn report for 2016/17 as shown in **Appendix A**.

3 BACKGROUND AND SUPPORTING INFORMATION

3.1 The budget for TVFCS for 2016/17 was set at the Joint Committee meeting in December 2015. The accounts have now been closed and the outturn position was distributed to officers from the three fire and rescue services in April 2017.

4 Year end report 2016/17

4.1 The budget provision for 2016/17 was £2,166,050 with a contingency of £150,000. The outturn for the year end was £2,006,415. There was an under spend of £159,635.

4.2 The under spend was mainly due to:
- TVFCS being under establishment and some members of staff being in development and on development rates of pay. This was partly offset by additional overtime costs and the costs of a 0.5FTE Group Manager – Head of Fire Control.
.
- RBFRS driving efficiencies through renegotiating contracts related to

IT systems.

4.3 TVFCS invested in a video wall at a cost of £35,000 in 2016/17.

4.4 TVFCS invested in signage in 2016/17 at a cost of £4,000.

4.5 Each partner contributed £50,000 in 2016/17 towards the renewals fund. The overall balance at the 31st March 2017 is £1,114,185.

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 TVFC PARTNERSHIP AGREEMENT

6.1 This 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 Report Year End 2016/17

Author: Conor Byrne, Head of Finance and Procurement, RBFRS

Date of report: 8th June 2017

THAMES VALLEY FIRE CONTROL SERVICE

REPORT TITLE:	FINANCE UPDATE
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	31ST JULY 2017
OFFICER PRESENTING REPORT:	SIMON JEFFERIES

1. PURPOSE AND SUMMARY OF REPORT

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

2. RECOMMENDATIONS

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

3. BACKGROUND AND SUPPORTING INFORMATION

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

4. BUDGET MONITORING POSITION 2017/18

4.1 The total costs incurred as at the end of May 2017 were £265,800 and the forecast outturn position is £2,080,133, an under spend for the year of £43,077. This figure does not include the contingency allocation available.

4.2 The major contributory factor to the under spend was TVFCS being under establishment and some members of staff being in development and therefore on development rates of pay. Additional overtime costs are being incurred on a short term basis to cover vacancies.

4.3 Recruitment plans are in place for the Summer / Autumn period, and other temporary arrangements will also cease, but overall an under spend of £35,686 on employee costs is estimated.

4.4 Elsewhere, small under spends are currently expected on training, recruitment and some technology budgets. These areas may be subject to variation though over the coming months as a clearer understanding of the pressures faced in 2017/18 materialises.

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 May 2017.

Author: Ryan Maslen, Deputy Head of Finance, RBFRS

Date of Report: 21st June 2017

THAMES VALLEY FIRE CONTROL SERVICE

REPORT TITLE:	CONTROL ROOM UPGRADES FOR EMERGENCY SERVICE NETWORK (ESN)
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	31ST JULY 2017
OFFICER PRESENTING REPORT:	NIKKI RICHARDS

1 PURPOSE AND SUMMARY OF REPORT

1.1 To outline the scope and funding for TVFCS upgrades to enable connection to the Emergency Services Network (ESN). It covers four areas:

- Background and supporting information
- The initial grant funding allocation
- The costs of wider systems interfacing and firewall
- The increase in maintenance revenue charges.
- The transition plan

2 RECOMMENDATIONS

2.1 That the Joint Committee:

NOTE the contents of the report including information on:

- the grant funding received
- the additional funding bid submitted to the national project team
- the increased revenue costs for TVFCS
- the current timescales involved in making the transition to ESN

3 BACKGROUND AND SUPPORTING INFORMATION

3.1 The Emergency Services Mobile Communications Project (ESMCP) was set up to deliver an Emergency Services Network (ESN) for all emergency services. As part of this project, Control rooms will need to be connected to a land based wired infrastructure – Direct Network Service Provider (DNSP).

3.2 One of the key drivers for the ESMCP project is the reduction of revenue costs associated with the use of emergency services communications equipment. This will ultimately reduce the revenue costs borne by the 3 Thames Valley FRSs.

3.3 Control room systems will have to have hardware upgrades as well as software changes to enable connection to the ESN.

3.4 The Government are providing funding for the initial capital costs and for the running costs for the transition period. They are not covering the ongoing costs such as any increases in maintenance costs.

3.5 RBFRS provides the technical support for TVFCS and so is leading on the ESMCP upgrade for TVFCS.

3.6 Funding required for the ESMCP upgrades for TVFCS falls into 3 areas:
- That which has fallen within the system supplier's upgrade quotation.
- The costs of wider systems interfacing and firewalls.
- An increase in maintenance revenue charges.

4 THE INITIAL GRANT FUNDING ALLOCATION

4.1 A national bid for funding was submitted to the Home Office to include the elements that were thought to be required to upgrade Control rooms. Based on this, a quotation for TVFCS was provided by our supplier (Capita). This quotation was used for our submission for grant funding to cover the 4 main areas of cost:
- Control room hardware and software upgrades.

- IT health check remediation for both Control rooms and FRSs

- Funding to cover installation of Direct Network Service Provider (DNSP) links to both Control rooms and service costs for up to 2 years while transition takes place.

- Funding for a further IT health check prior to final connection to the ESN.

4.2 As a result, in June 2017, RBFRS received £572,559 to cover these 4 areas of cost. The funding was provided through a Section 31 grant under the Local Government Act 2003.

5 THE COSTS OF WIDER SYSTEMS INTERFACING AND FIREWALLS

5.1 Nationally, it has since come to attention that there are some areas of cost that are not covered in the initial grant funding to FRSs. Subsequently, a request was sent out from the ESMCP national project team asking Services to reassess their bids for funding specifically around firewalls and interfaces.

5.2 RBFRS undertook a "Gap" analysis to highlight any potential shortfalls and the following areas were identified:
- Mobile data gateways.

- DNSP firewall connections.

- Provision of a PC to access the self service portal (SSP) 1 for

managing devices.

- The installation of fixed mobile radios in the 2 Control rooms.

- Removal and decommissioning of the old airwave interfaces in the Control room systems.

5.3   The combined extra cost of these additional elements is estimated to be £202,500. It must be noted that, nationally, there are gaps in information as to the way connectivity will be provided and so a worst case scenario has been used. RBFRS placed a new submission to the ESMCP national project team on Friday 30th June. RBFRS is awaiting a response from the national project team.

6   THE INCREASE IN MAINTENANCE REVENUE CHARGES

6.1   There will be an uplift of £7,112 in the annual charge applied to the existing maintenance charges for the Capita system due to the ESN upgrade.

6.2   There is also an additional charge for the increased requirement for monthly security requirements for ESN compliance. This is a further £17,056 per annum.

7   THE TRANSITION PLAN

7.1   All of the emergency service Control rooms in the country will need to have made the transition to ESN before any single emergency service moves across. The timing of the transition to ESN for TVFCS is still uncertain. The planned start date for transition for TVFCS was in September 2017. However, it now appears to be June 2018. In readiness for the transition, the ESN upgrade work within TVFCS will take place at the end of October 2017 subject to placing and acceptance of the order with Capita in July 2017.

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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
Budget Update Report	September 2017			Note	Conor Byrne	Part 1
TVFCS Performance Report	September 2017			Note	Mark Gaskarth	Part 1