

THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley Fire Control Service Joint Committee Meeting

Wednesday 9 September 2015

**Meeting room 301, RBFRS HQ,
Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD**

AGENDA

- 1. Agenda and Papers (Pages 1 - 14)**

This page is intentionally left blank

THAMES VALLEY FIRE CONTROL SERVICE



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

Wednesday 9 September 2015

**Meeting room 301, RBFRS HQ,
Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD**

AGENDA

	Item	Start time
1.	Apologies – Matt Carlile	14.00
2.	Introductions	14.05
3.	Declarations of Interest	14.10
4.	Minutes of last meeting on 28 May 2015	14.15
5.	Matters Arising	14.20
6.	Questions from the public	14.30
7.	Questions from Members	14.35
8.	TVFCS recruitment/staffing – Anne-Marie Scott	14.40
9.	TVFCS Delivery Update – Nathan Travis	14.50

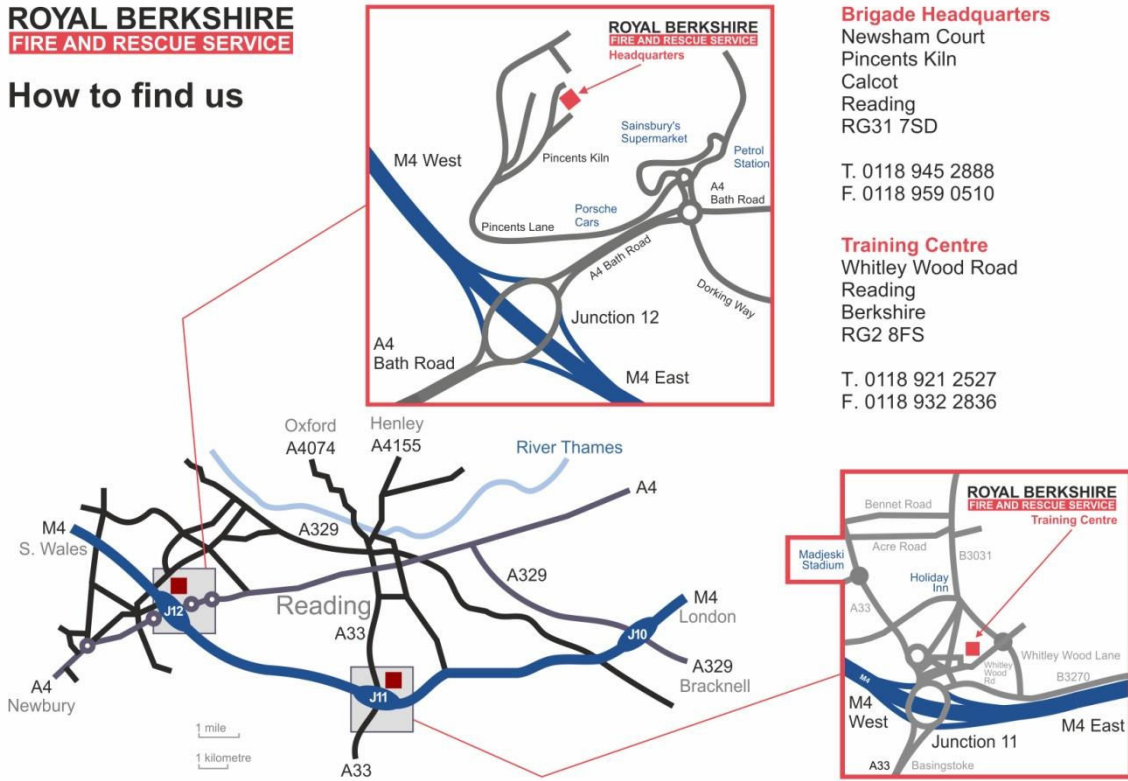
10.	Risk Register – Co-Ordination Group	15.00
11.	Long Term Plans for Updates to systems in the Control Room	15.10
12.	TVFC Budget and Income Streams	15.15
13.	Forward Plan	15.20
14.	Any other business	15.25
15.	Date of Next Meetings	15.30
	- December 2015 (date to be confirmed)	
	- March 2016 (date to be confirmed)	

Directions

RBFRS HQ, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD

**ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE**

How to find us



Brigade Headquarters
Newsham Court
Pincents Kiln
Calcot
Reading
RG31 7SD

T. 0118 945 2888
F. 0118 959 0510

Training Centre
Whitley Wood Road
Reading
Berkshire
RG2 8FS

T. 0118 921 2527
F. 0118 932 2836



Thames Valley Fire Control Service Joint Committee Meeting Thursday 28th May 2015

Minutes

Present:	Councillor Judith Heathcoat (Oxfordshire County Council)	JH
	Councillor Rodney Rose (Oxfordshire County Council)	RRo
	Councillor Angus Ross (Royal Berkshire Fire Authority)	AR
	Councillor Paul Bryant (Royal Berkshire Fire Authority)	PB
	Councillor Roger Reed (Buckinghamshire and Milton Keynes Fire Authority)	RRe
	Councillor Andy Dransfield (Buckinghamshire and Milton Keynes Fire Authority)	AD
	Nathan Travis (TVFCS Senior User, Deputy Chief Fire Officer, Oxfordshire Fire and Rescue Service)	NT
	Mick Osborne (Deputy Chief Fire Officer, Buckinghamshire Fire and Rescue Service)	MO
	Bryan Morgan (TVFCS Senior Responsible Owner, Area Manager, Royal Berkshire Fire and Rescue Service)	BM
	Greg Smith (TVFCS Senior Responsible Owner, Area Manager, Buckinghamshire and Milton Keynes Fire and Rescue Service)	GS
	Samantha Chapman (Programme Manager, TVFCS)	SC
	Paul Southern (Assistant Chief Fire Officer, Royal Berkshire Fire and Rescue Service)	PS
	Linda Pye (Principal Policy Officer (Democratic Services) (Minutes)	
Apologies:	Mat Carlile (TVFCS Senior Responsible Owner, Area Manager, Oxfordshire Fire and Rescue Service)	

	Item	Remarks, decisions and actions	Action
1.	Apologies	An apology for inability to attend the meeting had been received from Mat Carlile.	
2.	Introductions	Introductions of those in attendance were made.	
3.	PSG Minutes and matters arising	The minutes from the Thames Valley Fire Control Service Programme Sponsoring Group (PSG) meeting held on Monday 23 rd February 2015 were agreed as a correct record. There were no matters arising.	

4.	Election of Chairman and Vice-Chairman	<p>Councillor Judith Heathcoat thanked all Councillors and Officers for their hard work in ensuring that the Thames Valley Fire Control Service became operational.</p> <p>Councillor Angus Ross was elected as Chairman of the Thames Valley Fire Control Joint Committee for 2015/16.</p> <p>Councillor Roger Reed was appointed as Vice-Chairman of the Thames Valley Fire Control Joint Committee for 2015/16.</p>	
5.	Chairman's Announcements	<p>Councillor Angus Ross stated that this had been an interesting experience and he was relieved that a successful cutover had been achieved. He thanked Judith Heathcoat as Chair of the PSG for all her hard work.</p> <p>As the Joint Committee was a public meeting he would work on producing a protocol and standard agenda which would need to include items such as declarations of interest, written questions etc. He would check whether provision would need to be made on the agenda for public questions.</p> <p>There were no Members' interests declared, and no written questions had been submitted prior to the start of this meeting.</p> <p>Councillor Angus Ross asked when, where and how a formal opening of the TV Fire Control should take place. It was suggested that it could coincide with the official opening of Newsham Court on 8th September 2015 when the Earl of Wessex would be attending although it would be a separate event. However, this date was not suitable for some of the members of the Committee and Councillor Ross agreed that he would liaise with all three Fire Authorities to agree an alternative date.</p>	<p>AR</p> <p>AR</p>
6.	TVFCS Delivery: (a) Cutover to TVFCS (b) Transition from programme delivery to steady state	<p>NT confirmed that successful cutover of the TVFCS had taken place on 21st/22nd/23rd April 2015 and was now running in steady state. There had been a number of bedding in issues which had been managed, and had not impacted on the mobilisation of resources. The main issue had been the monitoring software on the Managers' PCs which was causing the machines to slow down or stop. Discussions were ongoing with Capita to resolve the issues. Other monitoring options were also being considered and an informed decision would be made in the near future as to the way forward.</p> <p>A meeting has been held with representative bodies since cutover. As has previously been planned, the review of the TVFCS function and</p>	

		<p>performance will commence which will also identify if there is under- or over-provision of staff and provide evidence for future consideration of demand-led crewing.</p> <p>A number of projects had been held back into Phase 4 of the programme such as the Interfaces with Firewatch. Officers were currently working with Capita to agree a delivery date and NT confirmed that an amount of money had been held back until the outstanding elements of the programme had been completed, and outstanding payments to Capita would be phased as additional elements are delivered. AR asked for an update to be provided for the next meeting. BM confirmed that the same process would be followed as previously for any issues in that they would be fed into the Co-ordination Group through the Control Performance report and the Joint Committee would then be presented with the issue resolution.</p> <p>PB suggested that one future agenda item should be the longer term plans for upgrades to systems in the Control Room.</p> <p>AD felt that it was crucial that the Joint Committee looked at ways of cutting costs as budgets would be squeezed. AR stated that the major cost item was in relation to how many people were required to run the Control Room. BM confirmed that it was proposed to undertake a review and to visit other Control Rooms to see how they were run. AD felt that the review should not be rushed into as it would be necessary to allow staff to bed in. There might also be opportunities to reduce the number of staff through natural wastage. NT advised that consideration would also be given to taking on additional work/business to generate income. AR confirmed that he would like to see a future agenda item on possible income streams.</p>	<p>NT</p> <p>LP/FR</p> <p>LP/FR</p>
7.	Steady state legal agreement, Joint Committee Terms of Reference	<p>RRe referred to page 64 item 12.2 of the legal agreement in relation to Minutes. It seemed to say that no discussion would take place on the minutes apart from the accuracy but there might be matters arising. It was agreed that matters arising could be included as a separate item on each agenda.</p> <p>AR stated that the agreement did not specify whether AOB items would be pre-determined or free. AD felt that it was reasonable to raise issues at the meeting but that anything which required a decision should be provided in</p>	

		advance.	
8.	TVFCS Budget	<p>It was noted that the TVFCS budget would be set and agreed by all three authorities. Discussion took place as to what would happen should one authority not agree or be able to pay their percentage of the budget. SC advised that the process would be as set out in the legal agreement and the proposed budget would go through the Co-ordinating Group on to the Joint Committee and final sign off would be through each of the three Fire Authority meetings.</p> <p>It was agreed that a budget variance statement would be provided for each Joint Committee meeting in order that budgets could be monitored.</p>	
9.	Performance reporting	<p>SC advised that historical reports would also be provided for the first year in order that a direct comparison could be made with the performance information from the new Control Room. Stats would also match so that it was easier to compare data on a like for like basis.</p> <p>AD was concerned around sickness which had seemed to be an issue in RBFRS. BM confirmed that there had been one or two cases in the past in relation to possible redundancy situations which had had an impact on sickness rates. The management and awareness of sickness absence had changed and it was therefore hoped that an improvement would be seen going forward.</p> <p>NT noted that mobilisation times were improving as staff got used to the system.</p>	
10.	Any Other Business (a) Next meeting	<p>Type of Minutes – It was agreed that verbatim minutes would not be required – concise notes would suffice.</p> <p>Briefings – It was suggested that a briefing meeting might be required for sensitive items if this was a public meeting. Chair would call a pre-meeting briefing if it was felt necessary.</p> <p>Risk Register – Discussion took place as to whether a risk register was required and how that would be resourced. The Co-ordination Group was asked to come up with a solution around the contents of the risk register and how it would be managed.</p> <p>Councillors to provide suitable photographs of themselves to Fayth Rowe, for collation and framing.</p> <p>Next meeting to be booked for 9th September 2015 1400, at Calcot, pre-briefing if required at 1300.</p>	<p>AR</p> <p>CO-ORDINATION GROUP</p> <p>JH/RRo AD/RRe AR/PB</p>

			LP/FR
11.	Visit to TVFCS Control	Members of the Joint Committee visited the new Thames Valley Fire Control.	

(The meeting closed at 3.25pm)

Directorate		Joint working between Royal Berkshire, Oxfordshire, and Buckinghamshire and Milton Keynes Fire &																								
Name		Thames Valley Fire Control Service																								
Document Version		1.0																								
Document Date		05/08/2015																								
Document Owner																										
NB - columns K-O are hidden; these record the original risk assessment scoring (as at 5 August 2015)																										
Area of Risk/Uncertainty		Risk/Uncertainty Mitigation					Original Risk		Previous Risk Assessment					Revised Risk Assessment												
OFRS Risk Reference	RBFRS RMG Reference	BFRS Risk log reference	Risk Ref	Description of the cause, the risk/uncertainty that could happen and the impact (positives or negatives)	Description should include a cause, an event and an impact e.g. As a result of <cause> an <event> may occur which would result in <impact>	Description of actions or controls taken or planned to reduce risk/uncertainty, incl. contingency plans (include dates where new actions added)	Risk Owner	Date Assessed	Source of Risk (RBFRS Risk Category)	Impact Category	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date last reviewed	Date Closed
	6.7	P1	TVFCS1	Loss or lack of sufficient management capacity and resources required for steady state operation leading to delay, inefficiency, loss of trust.		Suitable resources identified and committed.	SRO	5-Aug-15	Q		5-Aug-15	4	2	8		First time assessed				0						
		P2	TVFCS2	Loss or lack of sufficient technical expertise, leading to delay, inefficiency, delivery of sub-optimal solutions		Suitable resources identified and committed. Further key staff to be recruited / allocated.	SRO	5-Aug-15	Q		5-Aug-15	3	3	9	1	First time assessed				0						
	6.6		TVFCS3	Partnership risk due to the number and complexity of the authorising environments		Establishment of Joint Committee and Joint Coordination Group. 02 Aug 2012 - MoU has been signed; Programme Partnership Agreement (PPA) being created. 30 Aug 2012 - PPA agreed and to be signed; scoring for this risk to b reviewed at next PSG. 14 Sep 2012 - PPA signed between OFRS and RBFRS 13 Dec 2012 - an additional PPA and modified Information Sharing Protocol is being put in place for BFRS to join the programme. 28/03/2013 - PPA and ISP now signed with BFRS. 21/07/2015 - closed as part of programme closure	SRO	5-Aug-15	Q		5-Aug-15	3	2	6		First time assessed				0						
FS112			TVFCS4	Loss of staff morale resulting in reduction in performance levels and quality of service delivery.		Support arrangements in place for TVFCS staff	SRO	5-Aug-15	Q		5-Aug-15	4	3	12		First time assessed				0						

Directorate		Joint working between Royal Berkshire, Oxfordshire, and Buckinghamshire and Milton Keynes Fire &																							
Name		Thames Valley Fire Control Service																							
Document Version		1.0																							
Document Date		05/08/2015																							
Document Owner																									
NB - columns K-O are hidden; these record the original risk assessment scoring (as at 5 August 2015)																									
Area of Risk/Uncertainty		Risk/Uncertainty Mitigation				Original Risk		Previous Risk Assessment					Revised Risk Assessment												
OFFRS Risk Reference	RBFRS RMG Reference	BFRS Risk log reference	Risk Ref	Description of the cause, the risk/uncertainty that could happen and the impact (positives or negatives)	Description of actions or controls taken or planned to reduce risk/uncertainty, incl. contingency plans (include dates where new actions added)	Risk Owner	Date Assessed	Source of Risk (RBFRS Risk Category)	Impact Category	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date last reviewed	Date Closed
		HR2	TVFCS5	Challenges to the HR processes (including, if appropriate and depending on governance vehicle, TUPE arrangements), resulting in an Employment Tribunal.	Full involvement of HR.	HR	5-Aug-15	I	C	5-Aug-15	4	2	8	1		First time assessed				0					
FS114		F1	TVFCS6	Steady state costs higher than anticipated due to the first year costs being estimated, leading to a reduction in savings per FRS.	Accurate budget spend for the first year required, followed by accurate modelling for year 2 onwards.	Conor Byrne	5-Aug-15	F	C	5-Aug-15	3	3	9			First time assessed				0					
			TVFCS7	RBFRS are undergoing a number of restructure changes within its service which may impact in the resource availability for steady state.	Steady state partnership agreement is in place between the three fire authorities; being escalated by the RBFRS SRO	RBFRS SRO	5-Aug-15	F	Q	5-Aug-15	3	3	9			First time assessed				0					
FS114		HR3	TVFCS8	Industrial action - external to the TVFCS. National industrial action related to pensions or pay. There is a risk this could impact on steady state operations.	??? Mitigation to be identified ????	SRO	05-Aug-15	I	Q	5-Aug-15	4	3	12	1		First time assessed				0					

Page 12

Directorate		Joint working between Royal Berkshire, Oxfordshire, and Buckinghamshire and Milton Keynes Fire & Thames Valley Fire Control Service																							
Name		Thames Valley Fire Control Service																							
Document Version		1.0																							
Document Date		05/08/2015																							
Document Owner																									
NB - columns K-O are hidden; these record the original risk assessment scoring (as at 5 August 2015)																									
Area of Risk/Uncertainty		Risk/Uncertainty Mitigation				Original Risk			Previous Risk Assessment					Revised Risk Assessment											
OFFRS Risk Reference	RBFRS RMG Reference	BFRS Risk log reference	Risk Ref	Description of the cause, the risk/uncertainty that could happen and the impact (positives or negatives)	Description of actions or controls taken or planned to reduce risk/uncertainty, incl. contingency plans (include dates where new actions added)	Risk Owner	Date Assessed	Source of Risk (RBFRS Risk Category)	Impact Category	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date last reviewed	Date Closed
			TVFCS9	There is potential for other authorities/services to indicate willingness to purchase TVFCS services or joint as an equal partner. There is a risk that political influences/decisions outside the control of the programme will dictate the outcome of such approaches.	Steady state partnership agreement is in place between the three fire authorities provides for discussion and agreement of all three FRSS.	SRO	05-Aug-15	F	T	5-Aug-15	2	2	4	1		First time assessed				0					
FS111	7.1		TVFCS10	There is a risk that differing expectations of stakeholders within each organisation will mean it is not possible to align stakeholder requirements.	Steady state partnership agreement is in place between the three fire authorities provides for discussion and agreement of all three FRSS.	SRO	05-Aug-15	F	Q	5-Aug-15	3	2	6			First time assessed				0					
	7.3		TVFCS11	Partner seeks to withdraw due to unforeseen events, resulting in increased costs to the remaining FRSS.	Steady state partnership agreement deals with this.	SRO	05-Aug-15	F	Q	5-Aug-15	4	1	4	1		First time assessed				0					
FS114		HR3	TVFCS12	Another industrial action; where it's a local not national issue	Continued good RB relationships	SRO	05-Aug-15	I	Q	5-Aug-15	4	2	8	1		First time assessed				0					

Directorate		Joint working between Royal Berkshire, Oxfordshire, and Buckinghamshire and Milton Keynes Fire &																								
Name		Thames Valley Fire Control Service																								
Document Version		1.0																								
Document Date		05/08/2015																								
Document Owner																										
Impact		Likelihood																								
5 - Very High/Catastrophic		5 - Certain																								
4 - High/Fatal		4 - Very Likely																								
3 - Medium/Major		3 - Likely																								
2 - Low/Moderate		2 - Unlikely																								
1 - Very Low/Minor		1 - Negligible																								
NB - columns K-O are hidden; these record the original risk assessment scoring (as at 5 August 2015)																										
Area of Risk/Uncertainty		Risk/Uncertainty Mitigation			Original Risk			Previous Risk Assessment					Revised Risk Assessment													
OFFRS Risk Reference	RBFRS RMG Reference	BFRS Risk log reference	Risk Ref	Description of the cause, the risk/uncertainty that could happen and the impact (positives or negatives)	Description should include a cause, an event and an impact e.g. As a result of <cause> an <event> may occur which would result in <impact>	Description of actions or controls taken or planned to reduce risk/uncertainty, incl. contingency plans (include dates where new actions added)	Risk Owner	Date Assessed	Source of Risk (RBFRS Risk Category)	Impact Category	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date Revised	Impact	Likelihood	Score = Impact x Likelihood	Mitigation Status	Risk Reporting Level	Reason for any change	Date last reviewed	Date Closed
		C4	TVFCS13	Business continuity risk for steady state in the event of failure at TVFCS Primary Control.		Fallback procedures for evacuation to TVFCS Secondary Control; remote buddy in place for overflow and mobilisation in the event of evacuation; disaster recovery being drafted by RBFRS Business Continuity Officer.	SRO	05-Aug-15	Q	Q	5-Aug-15	5	2	10			First time assessed				0					
	8.5	T2 T1 T4	TVFCS14	Reputation damage caused by mis-mobilisation due to errors in the mobilising system data.		Ongoing data review; change control process being written to manage data changes; team in place from the three FRSs to look into any data issues.	SRO	05-Aug-15	T	Q	5-Aug-15	4	2	8	1		First time assessed				0					
			TVFCS15	Changes made by each FRS to their current operating business model may impact on the TVFCS steady state operations.		Each FRS will be asked to "think of the TVFCS" as they consider or implement changes within their service. Change control process being written to manage changes made to the TVFCS data, processes, procedures.	SRO	05-Aug-15	T	Q	5-Aug-15	3	3	9			First time assessed				0					
			TVFCS16	The resource skillset may not be available for the data changes required across all three FRS's, or may require funding above that identified in the steady state budget, resulting in deterioration in data quality and/or reduced savings to the FRSs.		Share the data change workload across the three services; provide training to ensure the skills are available.	SRO	05-Aug-15	T	C Q	05-Aug-15	3	3	9	1		First time assessed				0	1				
			TVFCS17	There is a risk that, following contract award, the contractor is not able to meet the timescales it committed to, thus impacting on the delivery date of outstanding and future changes, and potentially incurring increased costs if contingency arrangements are required.		Regular meetings and updates from the suppliers; contract penalties.	SRO	05-Aug-15	C	C	5-Aug-15	3	2	6	1		First time assessed				0					
				COPY THIS ROW TO MAINTAIN FORMULAE AND FORMATTING																	0					