

THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley Fire Control Joint Committee

Monday, 17 July 2023 at 2.00 pm

**Large Conference Room, Oxfordshire Fire & Rescue Service HQ,
Sterling Road, Kidlington, Oxford, OX5 2DU**

AGENDA

1. Appointment of Chairman for 2023/24	
2. Appointment of Vice-Chairman for 2023/24	
3. Apologies	
4. Introductions (including change of membership, if any)	

5. Declarations of Interest	
6. Minutes of Previous Meeting and recorded actions of the last meeting held on 15 December 2022 Minutes of the meeting held on 15 December 2022.	(Pages 1 - 8)
7. Questions from Members (written questions)	
8. Matters Arising	
9. Questions Submitted Under Standing Order 9.5 (Questions from Members of the Public)	
10. Chairman's Annual Report 2022/23 - for note	(Pages 9 - 12)
11. Performance Report 2022/23 and Q1 for 2023/24	(Pages 13 - 22)
12. Budget 2022/23 Outturn	(Pages 23 - 28)
13. Payment of 2023/23 Capital Expenditure	(Pages 29 - 34)
14. Summary of TVFC Joint Committee Workshop - March 2023	(Pages 35 - 38)
15. Date of Next Meeting: Thursday 14 th September 2023 – 2pm Oxfordshire Fire & Rescue Service, Sterling Road, Kidlington, Oxford, OX5 2DU	



Thames Valley Fire Control Service Joint Committee Meeting

Monday, 15 December 2022, 2.00pm

Minutes

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

In Attendance: Jason Thelwell, Chief Fire Officer (BFRS)
Graham Britten, Director of Legal and Governance (BFRS)
Simon Tuffley, Area Commander – Senior Responsible Officer (BFRS)
Mike Adcock, Area Manager – Senior Responsible Officer (OFRS)
Simon Harris, Group Manager (TVFCS)
Jim Powell, Area Manager - Senior Responsible Officer (RBFRS)

Remotely:

Rob McDougall, Chief Fire Officer (OFRS)
Wayne Bowcock, Chief Fire Officer (RBFRS)
Conor Byrne, Head of Finance and Procurement (RBFRS)

1. APOLOGIES

Councillor Jo Lovelock, Royal Berkshire Fire Authority
Councillor Glynis Phillips, Oxfordshire County Council

2. DECLARATIONS OF INTEREST

There were no Declarations of Interest received.

3. MINUTES OF THE LAST MEETING HELD ON 11 JULY 2022

Action

RESOLVED – that the Minutes of the meeting held on 11 July 2022, be approved as a true record to be signed by the Chairman.

4. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None received.

5. MATTERS ARISING.

None.

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

None received.

7. TVFCS BUDGET 2023/24 – TO AGREE

The Head of Finance and Procurement presented the proposed TVFCS Revenue Budget for 2023/24 shown in Appendix A of the report. It showed a total budget of £2.639m excluding contingency of £150k which was an increase of £126,581 or 5.04%. One of the main factors for the increase in the budget requirement for 2023/24 related to pay assumptions. The current year's budget was based on a pay award of 2%, however, an offer of 5% had been rejected, and a ballot for strike action was being held. The uncertainty around the pay awards for this year and next, made setting a budget more difficult than in previous years. The assumptions behind the 2023/24 budget were a pay award of 5% which was effective from July 2022 and a further 4% effective from July 2023. This approach had been discussed and agreed with all three Services.

The staffing budget allocation for 2023/24 was based on one less post than in 2022/23, where an additional post had been included to provide additional resilience and capacity due to cover for a number of maternity arrangements and budgeting for the additional post had not been deemed necessary. Recharges were set each year to cover support costs for the Control Room and the facilities recharged had increase by 23%. This reflected the impact of the current economic climate and the significant enhanced rate of inflation for many utility costs over which there was little control. RBFCS was subject to a 96% increase in electricity costs, and this had driven a large proportion of that increase. Another cost within the facilities recharge which had increased significantly was the annual business rates charge that was applicable to TVFCS. There had been a 16% increase in the underlying rateable value, and the TVFCS element of this charge was increased by just over £4k. The recharge in other areas was largely driven by support staff costs and systems provided by each support function to TVFCS.

A new budget line for 2023/24 captured the cost of the contract contingency call handling. This would provide a level of business continuity cover for any possible period of industrial action and had been agreed by the three Services.

Technology costs had increased in total by 9%, each respective contract had its own inflation mechanism costs, which were being closely monitored and increases minimised wherever possible, but they were largely outside of direct control.

A medium term financial plan had been produced and was included in Appendix B. This reflected potential budget pressures or cost reductions in the medium term and future salary awards, which from 2024/25 had been shown as 2% per annum.

It was proposed that each Service continued to contribute £50k per annum towards capital replacement costs. The fund currently sits at just over £2m, including the contributions in 2023.

The Proposed Capital Expenditure Programme for 2023/24 was detailed in Appendix C. The three items of expenditure identified totalled just under £182k including contingency, and this would be paid from the renewals fund. The longer term forecast of payments into and out of the renewals fund based on two scenarios as shown in Appendix D. Scenario one assumed a system replacement in 2028, whereas scenario 2 assumed a replacement at the end of the Inter Authority Agreement in 2030. Currently, it was anticipated that the annual contribution of £50k would continue until 2030.

Councillor Werner asked about the 2% pay increase, which was still in negotiation, what would happen if it went up further, was there contingency.

The Head of Finance and Procurement advised there was contingency built into the budget of £150k. Members would be asked to approve this as part of the budget and recommend to their respective Authorities.

Councillor Werner asked how much the percentage would go up to before TVFCS ran out of contingency.

The Head of Finance and Procurement advised that it would need to go up substantially and each 1% equated to around £20k.

The Chairman asked about the recommendation to delegate authority to the three CFO's, was this a new proposal, or a restatement of a pre-existing delegation.

The Head of Finance and Procurement confirmed it was a restatement of a previous delegation and had been in the report for a number of years.

The Chairman was surprised by how low the training budget was, £1k, and asked what training it covered.

Area Manager (RBFRS) advised that the majority of training was in the HR recharge within budget, training directly provided by RBFRS. The £1k, was for additional training, control room specific that RBFRS could not provide. This year it had been used for Tactical Advisor Training.

The Chairman asked about the £95-£98k for the planned period HR and LD recharge, how much of that was for Learning and Development.

Area Manager (RBFRS) did not have the information to hand, but would provide it at a later date.

SROs to provide the information

RESOLVED -

1. That the proposed TVFCS revenue budget for 2023/24 as detailed in Appendix A be agreed.
2. That a contingency budget allocation of £150,000 which would provide an upper limit of expenditure without further Authority approval be agreed.
3. To delegate authority to the three CFOs (unanimous decision required) for any unplanned expenditure between £10,000 and £150,000 be agreed.
4. To set aside £150,000 (£50,000 from each partner) in 2023/24 towards capital replacement costs be agreed.
5. That the Capital Expenditure Programme for 2023/24 (Appendix C) be agreed.
6. That the Medium Term Financial Plan (Appendix B) and Renewals Long Term Forecast (Appendix D) be noted.
7. It be recommend to their respective Authorities the TVFCS budget for the financial year 2023/24 and the individual Authority contributions to this budget.

8. TVFCS MEMBERS WORKSHOP SUMMARY – 1 DECEMBER 2022- TO AGREE

Area Commander (BFRS) advised Members this was a summary of the workshop that took place online on 1 December 2022, reconvened from its original September date due to the death of Her Late Majesty Queen Elizabeth II. There were a number of areas covered, future expansion options of the TVFCS, and in summary there were no immediate opportunities to expand the remit, but it was agreed that it should remain open to exploring any options as and when they arise in future.

Performance Measures and the new performance management framework and matrix was covered, which was really helpful getting feedback from Members, and further enhancements had been made following the workshop. The matrix would be used for future performance reporting to the Committee. Also covered was the TVFCS Staff Health and Wellbeing stress survey and the action plan, legacy and pre-pandemic, Covid and the return to a new normality, the physical environment and the changes that had been planned for the future and a budget overview for new Members.

RESOLVED –

That the Joint Committee agree the contents of the report as an accurate record of the business conducted at the workshop.

9. TVFCS PERFORMANCE REPORTS QUARTER 1 AND QUARTER 2 2022/23 – TO NOTE

Area Manager (OFRS) advised that the Quarter 2 report covered 1 July to 30 September, and Members would be aware how hot it was during this period. Through July and August, there were 50% more calls than normal for that time of year, which resulted in approximately 1000 more mobilisation of assets.

Members were advised that the services supported London Fire Brigade along with a number of other bordering services, as well as the Thames Valley.

Area Manager (OFRS) advised Members that the report showed the sickness figures, both long term and short term, and how well it was being managed. The equality, diversity and inclusion figures showed there was just under a 75% female and 25% male workforce. Staff had continued to undertake development activity during the quarter, with a number of staff completing their development programmes. TVFCS staff had contributed to prevention activity during the quarter through the identification and referral of 38 residents with defective smoke alarms and handling 41 safeguarding notifications.

TVFCS also dealt with notifications from partner agencies, primarily Thames Valley Police, when a credible threat of arson had been received against a person or premises and action needs to be urgently taken. The notifications were then passed to the relevant FRS to be dealt with in line with their respective procedures. TVFCS received 2 urgent notifications during the quarter but were notified of threats against 46 addresses during the period which were passed via other routes.

Area Manager (OFRS) advised Members that the response measure of answering calls had gone into amber, below target for answering calls within 5 seconds and 10 seconds in July and August, this was due to 50% more calls being received within this period. In September, the figures went back to green, meeting target and calls were back to business as usual.

Councillor Werner commended the staff for their hard work, but asked that with climate change which was likely to be happening more and more, had officers started looking at what could be done in those situations.

Area Manager (OFRS) advised Members than when talking about 50% more calls, a lot of the calls were for the same incident, i.e. members of the public driving by a field fire, or an RTC, and whilst that would always happen, what TVFCS was working towards was how the control room could stand up even quicker, what does the resilience look like and how people can be brought into the environment to support those staff. Also, what could be done on the operational side to support the control environment. Officers were looking across the Thames Valley at how wildfires were attended in the future and what type of assets were needed to send to wildfires, that would have a positive impact on the control environment, and the same with flooding.

Area Manager (RBFRS) advised that RBFRS was currently undertaking its CRMP at present, and there was a question around how the TVFCS fits within the community risk management planning because its sits independently on its own, but because of issues like climate change, flooding, wildfire etc., how could it be incorporated across the three services.

Councillor Malvern asked if there was any provision for joint working with the Police, or specialist equipment they might have that our service doesn't.

Area Manager (RBFRS) advised that there was already a lot of work with the police and ambulance service, an example of that would be effective entry. Officers would look at every opportunity possible, and collaboratively support

where possible.

The Chairman asked around primary and secondary fire and RTC performance and while understanding the complexity of importing locations etc. did not know 'what good looked like' and thought it would be helpful to get an external comparison about how other fire service controls were performing, so Members could get assurance that the current performance was good, or not good.

Area Manager (OFRS) advised that officers hoped the new performance measures agreed at the workshop would help to understand them better, but going out to other fire and rescue services was something that officers could do more of. The challenges were the types of call received, the control operators call challenge and that takes some time to ensure whether or not to send an asset. Secondary fires and RTC's, and the issue was people don't generally know where they are, and that takes the call operators time to decipher and understand using a number of pinpointing ways, mobile phones, what three words etc.

Officers would take this action away, and present their findings at the next workshop, with a caveat that officers were currently dealing with industrial action planning, but would do their utmost to come back with some information.

Chief Fire Officer (BFRS) advised Members that there had been some recent problems with South Central Ambulance Service (SCAS) in terms of their performance, would it effect the next performance report, and would it be logged if it does. Also, when there had been previous industrial action, the calls and attendance times had been logged in a different way so they don't change the attendance times, would that be included in the work that was currently being undertaken for strike action.

Group Manager (TVFCS) advised that it would be logged in the same way on Vision, but some work could be done with those statistics, to separate out the performance during periods of industrial action, from the business as usual performance. With regards to SCAS, it was difficult to measure, but it does impact the resources available, including the call operator.

The Chairman asked about industrial action, and felt it would be helpful to understand what goes on in terms of service delivery from stations, pumps etc., but if the contingency in place had to be invoked, what would be expected to happen to performance in the control room as a result of having contingency staff and not the usual control room staff.

Area Manager (OFRS) advised the Chairman that calls would be taken in the same way, but by contingency staff and appliances would still be deployed, but there would be different ways of doing it which would ultimately slow down the operational response times.

The Chairman asked if it would take those call handlers longer to answer a call, than the usual control room staff, due to identification, location, etc.

Area Manager (RBFRS) advised that contingency staff had come into control and had training and also undertaken a number of exercises. Officers were doing everything possible to try and build familiarisation with the control environment, but equally they were not from the fire and rescue sector and

SROs to
present at
next
workshop

because they lack specific sector knowledge, they would be slower. Also, during industrial action, the resource allocation would be slower, because it would involve face to face conversations and decision making around limited resources. If and when the first period of industrial action takes place, officers would be far better placed to answer some of these questions because it would have been experienced in real time. Also, if necessary, during short periods of industrial action, working with the Secondary Control Room and setting up resilience arrangements, could be transitioned between one and the other very quickly. Officers assured Members that as much planning and preparation was being undertaken as possible.

Chief Fire Officer (BFRS) asked that although the TVFCS was embedded within Royal Berkshire Fire and Rescue Service (RBFRS), how was culture measured within the control room, as it was the responsibility of all three services.

Area Manager (RBFRS) advised, that as RBFRS employees, control room staff take part in the RBFRS staff survey, but the control responses could be separated out and come to this Committee. Also, as discussed at the workshop, the health and well-being of control room staff could be looked at by this Committee.

SROs to advise in the future.

In response to a question from the Chairman, Area Manager (OFRS) advised that any long term sickness was managed through RBFRS Human Resources Department to ensure the individual was supported for whatever they needed or to get back to work, but going through the appropriate processes.

RESOLVED –

That the Joint Committee note the report.

10. TVFCS JOINT COMMITTEE MARCH 2023 WORKSHOP – TO NOTE

The Chairman asked Members to reflect on and notify him of what they would like to discuss at the Workshop, in addition to the items identified already during the meeting, to be held on Monday 20 March 2023, 2.00pm at Buckinghamshire Fire and Rescue Service (BFRS) Headquarters.

Officers to finalise the agenda by the end of January 2023.

RESOLVED – that the intended workshop be noted.

11. FORWARD PLAN – TO NOTE

RESOLVED – that the Forward Plan be noted.

12. DATE OF NEXT MEETING

Annual Meeting July 2023, 2pm Oxford Fire and Rescue Service Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU

(Dates to be provisionally agreed, and reviewed at the Workshop on 20 March 2023 due to published Local Authority meeting dates will not be available until the New Year)

(The meeting closed at 14.55pm)

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	ANNUAL REPORT 2022/23
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	17TH JULY 2023
LEAD OFFICER	AREA COMMANDER SIMON TUFFLEY
EXEMPT INFORMATION	NOT APPLICABLE
ACTION	TO NOTE

- 1.1 To provide a high level summary of Thames Valley Fire Control (TVFCS) activity during the year 2022/23.

2. RECOMMENDATION

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

3. REPORT

- 3.1 An annual report is produced each year by the outgoing Chairman of the TVFCS Joint Committee. In 2022/23, this was Councillor Simon Rouse (BMKFA).
- 3.2 This report provides a high-level overview of control room activity and any progress made in relation to service plans and performance, including a look at staffing and a summary of the financial position at year-end. Finally, it provides a look forward to 2023/24 and the key areas of work required to continue making improvements to TVFCS on behalf of the three Thames Valley Fire and Rescue Services (FRS).
- 3.3 TVFCS continues to be the flagship of collaboration in the region since going live in April 2015. The control centre handles calls and mobilises resources for the three Thames Valley FRS.

- 3.4 Governance of TVFCS is undertaken by elected Members, two from each contributing authority, who form the TVFCS Joint Committee. Senior Responsible Officers (SRO) from each TV FRS form the Joint Coordinating Group (JCG) and support the control manager to monitor and manage performance, reporting into the Joint Committee.
- 3.5 The service utilises a single employer model with a single mobilising system, which was designed to deliver efficiencies to all three authorities. The service operates a principle of borderless mobilising which ensures the quickest available resource is sent to an incident regardless of the county boundaries.

4. PERFORMANCE

- 4.1 TVFCS is measured against a set of targets agreed by the JCG and endorsed by the Joint Committee. During the last year, a new set of measures and approach to reporting has been developed by the JCG in response to feedback from Committee members. The new measures offer a broader range of performance metrics than previously reported.
- 4.2 TVFCS has performed well against the existing measure for how quickly calls are answered during the year, with the target exceeded on the majority of occasions.
- 4.3 The measures used to monitor the speed with which TVFCS mobilise fire appliances in response to calls has been reviewed and revised, with new measures agreed that provide more detailed information relating to the types of incidents being reported. This will allow managers and Members to better identify the incidents which require longer call handling times, and plan appropriately.

5. STAFFING

- 5.1 Staff turnover during the year has been higher than anticipated within TVFCS. This issue has been identified across most Fire Control rooms in the United Kingdom and a NFCC working group has been established to look at improving staff recruitment and retention, which TVFCS are engaged with. The TVFCS SROs and management team are working together to identify local solutions.
- 5.2 Vacancies for Supervisory and Middle Management roles have been filled with internal candidates, demonstrating progress in terms of staff development and succession planning.
- 5.3 Emphasis to support employees back into work following sickness absence during 2022/23 has reduced long-term absences and made maintaining critical staffing levels more manageable, whilst reducing the amount of cover being provided from outside the shift based staff pool.

6. YEAR-END FINANCIAL POSITION

- 6.1 The budget for TVFCS is set at the December meeting of the Joint Committee each year. The budget for TVFCS for 2022/23 was £2,512,725. At year-end, the actual expenditure was £2,525,365 creating a variance of £12,641 (0.50%) The principal cause being the backdated national pay award agreed in March 2023.

7. NOTABLE ACTIVITY

- 7.1 TVFCS were impacted by the weather conditions which were experienced during the summer of 2022, which led to a significant increase in the number of emergency calls received, and extreme demand being placed on operational resources. Call volumes into TVFCS were 45.53% higher than normal in July 2022, and 70.74% higher than normal in August 2022.
- 7.2 In September, TVFCS were fully involved in the arrangements for the funeral of Her Majesty Queen Elizabeth II. TVFCS staff worked with colleagues from a wide range of partners across the Thames Valley and nationally to ensure that the events associated with the funeral ran smoothly.
- 7.2 Control room National Operational Guidance (N.O.G.) began to be published by the Home Office in early summer 2021. TVFCS has been able to adopt the new Fire Survival Guidance in full, but capacity to adopt other pieces of guidance has been limited. The TVFCS SROs are working with the management team to identify solutions which will release capacity to undertake this work in 2023/24.
- 7.3 The TVFCS SROs and members of the Joint Committee have focused on the need to ensure that TVFCS systems and supporting contracts are suitable for the ongoing needs of the Service in the medium to long-term. The hardware refresh of the TVFCS Command & Control system commenced in Q4 2022/23 and is anticipated to be complete in Q1 2023/24. This will provide TVFCS staff with a hardware solution that will provide improved system performance and stability through to the end of the existing contract.
- 7.4 A refresh of the TVFCS lighting solution was completed in Q1 2022/23 and has been very well received by staff. A reduction of the incidence of migraine headaches amongst Control staff has been noted during the year, which it is believed to be related to the adoption of the new LED lighting.
- 7.5 TVFCS have been engaged with new national arrangements to improve the call handling capacity and resilience of Fire Control rooms. These arrangements were called upon several times during the exceptionally busy summer period with TVFCS able to assist other Control rooms, relieving pressure on the national '999' system

8. LOOKING FORWARD

- 8.1 As previously mentioned, the TVFCS Command & Control system hardware refresh will be completed early in 2023/24. The contract for the Integrated Communication Control System, which processes all incoming and outgoing radio and voice communications, has been extended to align with the contract for the command and control system. As part of this extension, a hardware refresh of this system will also be undertaken, which will improve system performance and enable TVFCS to adopt ESN functionality as it becomes available.
- 8.2 Members of the TVFCS Joint Coordination Group have taken on key roles in the Home Office's Multi Agency Incident Transfer (MAIT) Connect project, which will provide a technological platform allowing Fire Controls in England to securely exchange incident information electronically. The project will complete in Q1 2023/24 and the Joint Coordination Group will then consider the route to adoption for TVFCS.

- 8.3 TVFCS will be looking to deliver a number of changes over the year to align TVFCS working practices with both National Operational Guidance and the newly published Fire Control Standards.
- 8.4 The Joint Coordination Group will continue to progress work to improve the staffing resilience of TVFCS.
- 8.4 Technical work required to implement the new Emergency Services Network is now scheduled to start during 23/24 and will continue over the coming years. This work is coordinated through a regional project structure and the impact on Control room operations will need to be carefully managed by TVFCS managers and will be supported by all three TVFRS.

10. FINANCIAL IMPLICATIONS

- 9.1 None

11. LEGAL IMPLICATIONS

- 10.1 None

11. EQUALITY AND DIVERSITY IMPLICATIONS

- 11.1 None

12. RISK IMPLICATIONS

- 12.1 Risks relating to future activity are captured in the TVFCS risk register and reviewed regularly by the SROs.

13. PRINCIPAL CONSULTATION

- 13.1 Chief Fire Officer
- 13.2 Chief Finance Officer

14. BACKGROUND PAPERS

- 14.1 None

15. APPENDICES

- 15.1 None

16. CONTACT DETAILS

- 16.1 Group Manager Simon Harris harriss@tvfcs.org.uk

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS Performance Monitoring Annual Report 22/23
PRESENTED TO:	Joint Committee
DATE OF MEETING	17 July 2023
LEAD OFFICER	Area Commander Simon Tuffley
EXEMPT INFORMATION	None
ACTION	Decision

1. **EXECUTIVE SUMMARY**

- 1.1 During 2022/23, the TVFCS Joint Coordination Group (JCG) developed a new range of key performance measures to improve and enhance the monitoring of the Service. The suite of measures were discussed and developed at the Joint Committee's December 2022 Workshop meeting, and continue to be established as a comprehensive and robust monitoring process.
- 1.2 It is worth noting, the report contains different types of target and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing us to identify possible needs for change/reaction.
- 1.3 Of the 31 measures originally identified, 11 are currently reportable. Member's recommendations to include measures for calls handled per FTE, and contract performance against SLA, have been included from 2023/24 and will feature in the Q1 report scheduled to be presented to Members in September 2023.
- 1.4 Further work continues to include the additional measures in future reports, including more granular reporting of mobilisation times, according to the type

of incident being reported to the Service.

1.5 Examples of some new measures commencing from 2023 are included below, giving an indication of progress and performance during Q1 this year:

PV.1.7 - System Uptime													
Monthly	Target	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	2023	100											
	Status												
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022	100											
	Status												

B	100%
G	> 97.9%
A	> 95.9%
R	< 96%

What is good
Higher is better

PV.1.8 - Calls per FTE call handler													
Monthly	Target	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	2023	77.5											
	Status												
Cumulative	Target												
	2022	77.5											
	Status												

B	
G	
A	
R	

What is good
Higher is better

Ref: GP1.8 Case management - % Completed within timeframe													
Monthly	Target	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	2023	100	100	-	-								
	Status												
Cumulative	Target												
	2022												
	Status												

B	>95%
G	85%-95%
A	65%-84%
R	<65%

What is good
Higher is better

Ref: 1.10 Fire Survival Guidance given													
Monthly	Prev 5 year	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	2023	1	0										
	Status												
Cumulative	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	2023	1	0.5										
	Status												

B	
G	
A	
R	

What is good
Monitor

1.6 It is important to note that many indicators used within each measure represent change within the Service and do not always represent good or bad performance.

2. RECOMMENDATION

That Joint Committee:

2.1 **Agree** to note the TVFCS Annual Performance Monitoring Report for 2022/23.

3. REPORT

3.1 This report demonstrates how the Service has performed over the 2022/23 financial year, with 11 measures reportable over the 12-month period.

Performance Highlights

- 3.2 Of particular significance is the increased cumulative number of emergency calls received over the period when compared to the previous five-year average. This was heavily influenced by the summer pressures during July and August 2022, and another busy period in December.
- 3.3 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 94.6% over the year, which is above the 92% target set by the Joint Coordination Group.
- 3.4 Safeguarding referrals and the need to manage threats of arson increased significantly over this year when compared with the previous five-year average, increasing by 48% and 21% respectively.
- 3.5 The employee headcount has remained stable, however staff turnover remained higher than our target and work continues to improve staff turnover.
- 3.6 Long term absence levels have improved significantly during the second half of the year, whereas short term absence levels have remained higher than desired.

Public Safety – Effectiveness

Ref: 1.1		Emergency calls answered													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	2842	2764	3119	3824	3431	3175	3058	2807	2736	2570	2541	2623	B	<10%
	2022	3195	3342	3357	5565	5858	3143	3087	2893	3544	2774	2470	2791	G	Within 10%
	Status	12.42%	20.91%	7.63%	45.53%	70.74%	-1.01%	0.95%	3.06%	29.53%	7.94%	-2.79%	6.40%	A	>10%
Cumulative	Prev 5 year	2842	5606	8725	12549	15980	19155	22213	25020	27756	30326	32867	35490	What is good	
	2022	3195	6537	9894	15459	21317	24460	27547	30440	33984	36758	39228	42019	Within 10% of previous five year average	
	Status														
Ref: 1.2		Emergency calls answered within 5 seconds													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	B	93%-100%
	2022	90.33	96.63	95.08	91.65	84.46	96.42	96.68	96.77	96.66	97.42	97.99	95.63	G	92%-92.9%
	Status													A	91.9%-81%
Cumulative	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	What is good	
	2022	90.33	93.48	94.013	93.4225	91.63	92.4283	93.0357	93.5025	93.8533	94.21	94.554	94.643	Higher is better	
	Status														
Ref: 1.3		Emergency calls answered within 10 seconds													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	B	98%-100%
	2022	92.55	98.57	97.29	95.92	89.1	98.7	98.58	98.69	98.54	98.92	99.23	98.14	G	97%-97.9%
	Status													A	96.9%-86%
Cumulative	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	What is good	
	2022	92.55	95.56	96.137	96.0825	94.686	95.355	95.8157	96.175	96.4378	96.686	96.917	97.019	Higher is better	
	Status														

Ref: 1.4 Stations alerted within 90 seconds (All Incidents - excluding call challenge)														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
	2022													
	Status													
Cumulative	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
	2021	0	0	0	0	0	0	0	0	0	0	0	0	0
	Status													

B	81%-100%
G	80%-80.9%
A	79.9%-70%
R	69.9%-0%

What is good
Higher is better

Ref: 1.5 Stations alerted within 90 seconds (Building fires)														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	
	2022													
	Status													
Cumulative	Target													
	2021													
	Status													

B	86%-100%
G	85%-85.9%
A	84.9%-75%
R	74.9%-65%

What is good
Higher is better

Ref: 1.6 Stations alerted within 90 seconds (Fires in vehicles)														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
	2022													
	Status													
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
	2021													
	Status													

B	76%-100%
G	85%-75.9%
A	74.9%-65%
R	64.9%-0%

What is good
Higher is better

Ref: 1.7 Stations alerted within 90 seconds (Fires in the open)														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
	2022													
	Status													
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
	2021													
	Status													

B	76%-100%
G	75%-75.9%
A	74.9%-65%
R	64.9%-0%

What is good
Higher is better

Ref: 1.8 Stations alerted within 90 seconds (Road Traffic Collisions - Persons trapped)														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	
	2022													
	Status													
Cumulative	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	
	2022													
	Status													

B	61%-100%
G	60%-60.9%
A	59.9%-50%
R	49.9%-0%

What is good
Higher is better

Ref: 1.9 Challenged calls resulting in no requirement to attend														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year													
	2022													
	Status													
Cumulative	Prev 5 year													
	2022													
	Status													

B	
G	
A	
R	

What is good
Monitor

Ref: 1.10 Fire Survival Guidance given														
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Prev 5 year													
	2022													
	Status													
Cumulative	Prev 5 year													
	2022													
	Status													

B	
G	
A	
R	

What is good
Monitor

Ref: 1.11 Safeguarding referrals made													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year	7	9	6	11	7	9	6	11	11	10	10	10
	2022	7	12	14	11	13	17	17	14	13	13	17	11
	Status	0%	33%	133%	0%	86%	89%	183%	27%	18%	30%	70%	10%
Cumulative	Prev 5 year	7	16	22	33	40	49	55	66	77	87	97	107
	2022	7	19	33	44	57	74	91	105	118	131	148	159
	Status	0%	19%	50%	33%	43%	51%	65%	59%	53%	51%	53%	49%

B	<10%
G	Within 10%
A	>10%
R	>20%

What is good
Monitor

Ref: 1.12 Threats of Arson dealt with													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year	11	10	9	8	9	15	14	16	12	9	9	13
	2022	10	9	9	11	21	16	12	13	18	15	15	14
	Status	-9%	-10%	0%	38%	133%	7%	-14%	-19%	50%	67%	67%	8%
Cumulative	Prev 5 year	11	21	30	38	47	62	76	92	104	113	122	135
	2022	10	19	28	39	60	76	88	101	119	134	149	163
	Status	-9%	-10%	-7%	3%	28%	23%	16%	10%	14%	19%	22%	21%

B	<10%
G	Within 10%
A	>10%
R	>20%

What is good
Monitor

Great Place to Work – People

Ref: GP1.1 Headcount Vs Establishment													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	39	39	39	39	39	39	39	39	39	39	39	39
	2022	41.13	39.07	40.07	39.57	39.32	37.82	38.32	38.32	37.14	36.64	38.64	37.14
	Status												
Cumulative	Target	39	39	39	39	39	39	39	39	39	39	39	39
	2022	41.13	40.1	40.09	39.96	39.83	39.49	39.33	39.2	38.97	38.74	38.73	38.73
	Status												

B	>100%
G	>94.9%
A	<95%
R	<90%

What is good
Nearest target

Ref: GP1.2 % Staff turnover													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
	2022	2.6	2.6	0	2.6	0	5.2	0	2.6	5.2	0	0	5.2
	Status												
Cumulative	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
	2022	2.6	2.6	1.73	1.95	1.56	2.17	1.86	1.95	2.31	2.08	1.89	2.17
	Status												

B	
G	<1%
A	<2%
R	>1.9%

What is good
Lower is better

Ref: GP1.3 % Long-term Absence													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
	2022	4.78	2.52	4.91	5.14	5.17	2.95	2.05	0	0	2.51	0	1.41
	Status												
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
	2022	4.78	3.65	4.07	4.34	4.50	4.25	3.93	3.44	3.06	3.00	2.73	2.62
	Status												

B	
G	<3%
A	>2.9%
R	>15%

What is good
Lower is better

Ref: GP1.4 % Short-term Absence													
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
	2022	2.87	3.52	2.78	3.65	4.34	5.2	4.45	2.4	4.59	3.58	5.94	4.24
	Status												
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
	2022	2.87	3.20	3.06	3.21	3.43	3.73	3.83	3.65	3.76	3.74	3.94	3.963
	Status												

B	
G	<3%
A	>2.9%
R	>15%

What is good
Lower is better

Ref: GP1.5 Employee Experience													
		2022	2024	2026									
Monthly	Target	65%	65%	65%									
	Actual												
	Status												
Cumulative	Target	65%	65%	65%									
	Actual												
	Status												

B	>65%
G	55%-65%
A	45%-55%
R	<45%

What is good
Higher is better

Ref: GP1.6 Appraisal (Personal Development) Completion															
		18/19	20/21	21/22	22/23									B	>95%
	Target	95%	95%	95%	95%									G	85%-95%
	Actual	78.38%	100%	100%	100%									A	65%-84%
	Status													R	<65%
													What is good		
													Higher is better		

Ref: GP1.7 Mandatory Training Completion															
		2021	2022	2023										B	>95%
	Target	95%	95%	95%										G	85%-95%
	Actual													A	65%-84%
	Status													R	<65%
													What is good		
													Higher is better		

Ref: GP1.8 Case management - % Completed within timeframe															
		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	>95%
	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	G	85%-95%
	2022	-	-	-	-									A	65%-84%
	Status													R	<65%
													What is good		
													Higher is better		

Ref: GP1.9 Number of workplace related accidents/injuries															
		Q1	Q2	Q3	Q4									B	<5%
Monthly	Prev 3 year													G	Within 5%
	2022													A	>10%
	Status													R	>20%
Cumulative	Prev 3 year													What is good	
	2022													Lower is better	
	Status														

Ref: GP1.10 Number of near miss/hazard reports															
		Q1	Q2	Q3	Q4									B	
Monthly	Prev 3 year													G	
	2022													A	
	Status													R	
Cumulative	Prev 3 year													What is good	
	2022													Monitor	
	Status														

Ref: GP1.11 RIDDOR reportable injuries															
		Q1	Q2	Q3	Q4									B	<5%
Monthly	Prev 3 year													G	Within 5%
	2022													A	>10%
	Status													R	>20%
Cumulative	Prev 3 year													What is good	
	2022													Lower is better	
	Status														

Ref: GP1.12 Verbal or physical attacks on staff															
		Q1	Q2	Q3	Q4									B	<5%
Monthly	Prev 3 year													G	Within 5%
	2022													A	>10%
	Status													R	>20%
Cumulative	Prev 3 year													What is good	
	2022													Lower is better	
	Status														

Public Value – Efficiency

PV.1.1 - Number of reportable data breaches							
Annual		17/18	18/19	19/20	20/21	21/22	22/23
	Target						
	Actual	0	0	0	0	0	0
	Status						

B	
G	0
A	
R	>0

What is good
Less is better

PV.1.2 - Contracts within two years of expiry										
Quarterly		Q1	Q2	Q3	Q4					
	Actual									
	2022									
	Status									

B	< 2
G	Within 1
A	> 3
R	> 5

What is good
Monitor

PV.1.3 - After the incident Survey - % of Respondents satisfied with the service provided						
Domestic		17/18	18/19	19/20	20/21	21/22
	Target					
	Actual					
	Status					
Non-Domestic	Target					
	Actual					
	Status					

B	100%
G	95-99%
A	90-94%
R	<90%

What is good
Higher is better

PV.1.4 - Compliments & Complaints						
Compliments		17/18	18/19	19/20	20/21	21/22
	Prev 3 year					
	Actual					
	Status					
Complaints	Prev 3 year					
	Actual					
	Status					

B	< 2
G	Within 1
A	> 3
R	> 5

What is good
Monitor

PV.1.5 - Service Desk Response													
Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022												
	Status												
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022												
	Status												

B	100%
G	> 97.9%
A	> 95.9%
R	< 96%

What is good
Higher is better

PV.1.6 - Service Desk tickets logged													
Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Prev 3 year												
	2022												
	Status												
Cumulative	Target												
	2022												
	Status												

B	<10%
G	Within 10%
A	>10%
R	>20%

What is good
Monitor

PV.1.7 - System Uptime													
Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022												
	Status												
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022												
	Status												

B	100%
G	> 97.9%
A	> 95.9%
R	< 96%

What is good
Higher is better

Key:

B	Better than expected
G	As expected
A	Worse than expected
R	Considerably worse than expected

Monitoring purposes only

B	Better than expected
G	As expected
A	Worse than expected
R	Considerably worse than expected

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

5. FINANCIAL IMPLICATIONS

5.1 None identified at this time.

6. LEGAL IMPLICATIONS

6.1 None identified at this time.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 None identified at this time .

8. RISK IMPLICATIONS

8.1 None identified at this time.

9. CONTRIBUTION TO SERVICE AIMS

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

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

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

9.3 To improve the resilience of the control room function

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

10. PRINCIPAL CONSULTATION

10.1 Monitoring Officer BMKFA, RBFA

10.2 Joint Coordinating Group.

11. BACKGROUND PAPERS

11.1 <https://bucksfire.gov.uk/documents/2022/12/tvfcs-joint-committee-agenda-and-reports-15-december-2022.pdf/>

12. APPENDICES

12.1 None

13. CONTACT DETAILS

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

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Agenda Item 12

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS BUDGET OUTTURN 2022/23
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	17 JULY 2023
LEAD OFFICER	RYAN MASLEN, DEPUTY HEAD OF FINANCE & PROCUREMENT, RBFRS
EXEMPT INFORMATION	NONE
ACTION	NOTE

1. **EXECUTIVE SUMMARY**

1.1 To provide Joint Committee with the 2022/23 revenue budget outturn position for TVFCS.

2. **RECOMMENDATION**

2.1 That Joint Committee **NOTE** the budget outturn position for 2022/23 as detailed in **Appendix A**.

3. **REPORT**

3.1 The budget provision for TVFCS for 2022/23 agreed at the Joint Committee meeting in December 2021 was £2,512,725 with a contingency allocation of £150,000 available if required. The outturn for the year was £2,525,365, a variance of 0.50%.

3.2 **Appendix A** provides an in-depth review of the in-year performance across all areas.

3.3 The budget agreed made provision for an anticipated pay award for staff of 2%, effective from 1 July 2022. The final pay award agreed earlier this year was 7%, back-dated to July.

- 3.4 The higher than anticipated costs in relation to salaries and associated payments was mitigated to a large degree during the year, as a result of the unexpectedly high turnover experienced in the TVFCS staff group. This created periods where there were establishment vacancies whilst recruitment processes were undertaken. New members of staff enter the service on development rates of pay, which often delivers a further in year saving if they have replaced a member of staff on competent rates of pay.
- 3.5 Outside of staffing costs, there was an unexpected requirement in year to replace a number of touchscreens connected to the DS3000 ICS, which led to a small overspend against this budget allocation.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

5. FINANCIAL IMPLICATIONS

- 5.1 The collaboration continues to deliver significant savings per annum for all three partners.

6. LEGAL IMPLICATIONS

- 6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, costs are shared between partners in accordance with the cost apportionment model.
- 6.2 The 2022/23 budget set and subsequent in year performance complies with statutory regulations.

7. EQUALITY AND DIVERSITY IMPLICATIONS

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

8. RISK IMPLICATIONS

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

9. CONTRIBUTION TO SERVICE AIMS

- 9.1 The Committee provides oversight on behalf of the three Authorities of the performance of TVFCS fulfilling their statutory duty to make arrangements for

dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004).

10. PRINCIPAL CONSULTATION

- 10.1 Simon Harris, TVFCS Group Manager
- 10.2 Conor Byrne, Head of Finance and Procurement, RBFERS
- 10.3 Jim Powell, Area Manager Collaboration and Policy, RBFERS
- 10.4 Lead Finance contact at each respective partner as part of year-end closure of accounts process

11. BACKGROUND PAPERS

- 11.1 TVFCS budget setting paper 2022/23, Joint Committee, 16 December 2021

12. APPENDICES

- 12.1 Appendix A: Outturn Statement 2022/23

13. CONTACT DETAILS

- 13.1 Ryan Maslen, Deputy Head of Finance and Procurement, RBFERS

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TVFCS Budget Monitoring 2022/23 - Position as at 31 March 2023

	Total Annual Budget	Actual Expenditure To 31 March 2023	Variance = Year End Outturn - Annual Budget	Variance %	
Staff					
Employment Costs	1,858,636	1,869,715	11,079	0.60%	
Mileage and Subsistence	6,600	5,651	-949	-14.38%	
Training	1,000	985	-15	-1.50%	
Recruitment	1,420	829	-591	-41.62%	
Sub Total	1,867,656	1,877,180	9,524	0.51%	
Corporate					
Facilities	112,364	112,364	0	0.00%	
Finance	24,016	24,016	0	0.00%	
HR	89,920	89,920	0	0.00%	
ICT	96,164	96,164	0	0.00%	
Liability and Equipment Insurance	11,809	11,809	0	0.00%	
Management	19,449	19,449	0	0.00%	
Sub Total	353,722	353,722	-	0.00%	
Other					
Professional Services & General Equipment Purchase	5,000	3,163	-1,837	-36.74%	
OPIS Costs (Includes Secondary Control Airwave Rental)	46,615	46,615	0	0.00%	
TVFCS Alarm Receiving Centre Income	-12,376	-10,939	1,437	-11.61%	
Sub Total	39,239	38,839	-400	-1.02%	
Technology					
Vision System (maint)	73,733	71,411	-2,322	-3.15%	
DS3000 (for primary and secondary) ICCS	90,628	97,666	7,038	7.77%	
Charges for Unicorn network and telephony rental	46,116	45,401	-715	-1.55%	
Software Maintenance	743	259	-484	-65.14%	
EISEC Calcot (999 caller location)	9,000	9,000	0	0.00%	
Smart services to switch 999 lines to secondary control / elsewhere	17,000	17,000	0	0.00%	
Airwave rental (SAN I , B) (Primary,secondary) (7+8)	14,888	14,888	0	0.00%	
Sub Total	252,108	255,624	3,517	1.40%	
Total Budgeted Expenditure	2,512,725	2,525,365	12,641	0.50%	
Authority	Total Annual Budget	Actual Expenditure To 31 March 2023	Variance = Year End Outturn - Annual Budget	Variance %	2022/23 Cost Apportionment Percentages
RBFRS	929,709	934,385	4,677	0.50%	37.0%
OXFRS	708,588	712,153	3,565	0.50%	28.2%
BFRS	874,428	878,827	4,399	0.50%	34.8%
TOTAL	2,512,725	2,525,365	12,641		100.0%

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	PAYMENT OF 22/23 CAPITAL EXPENDITURE
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	17 JULY 2023
LEAD OFFICER	AREA MANAGER JIM POWELL
EXEMPT INFORMATION	NONE
ACTION	DECISION

1. EXECUTIVE SUMMARY

- 1.1 As part of the 2022/23 TVFCS budget, Authorities agreed the Annual Capital Expenditure (Capex) Programme (appendix A). This profiled the predicted spend from the Renewals Account to deliver the Vision hardware refresh.
- 1.2 At the March Joint Committee workshop officers raised an issue around payment of capital expenditure in relation to the 22/23 Capex programme. The Inter Authority Agreement (IAA) stipulates that Capex may only be expended in the relevant year the spend was profiled for. However due to a number of complicating factors this will not be possible. Members proposed that this issue could be resolved by mutual consent.
- 1.3 This paper recommends a decision to enable the remainder of the 22/23 profiled capex to be utilised in 23/24 to enable completion of the hardware refresh.

2. RECOMMENDATION

That the TVFCS Joint Committee:

- 2.1 **AGREE** the remaining actual balance of the Capital Expenditure Programme from 2022-23 can be paid in 2023-24.

3. REPORT

- 3.1 In December 2021 TVFCS Joint Committee recommended to Authorities the TVFCS budget which included the Capex programme for 22/23 (appendix A). This was agreed by Authorities through their annual budget setting processes. The focus of the 22/23 Capex Programme was the delivery of the Vision mobilising system hardware refresh.
- 3.2 A number of complicating factors delayed the commencement of the hardware refresh including accounting for supply chain issues and ensuring contractual arrangements were robust. This meant the tech refresh project did not start until Q4 22/23 when the first payment was made to the supplier, SSS Public Safety limited.
- 3.3 In Q4 of 22/23 50% of the contract value (net figure - £248,301) was paid to SSS Public Safety Limited aligned to the payment schedule.
- 3.4 The remaining 50% will be required to be paid following delivery of the tech refresh which is planned for early Q3 23/24, with a total cost of £496,602.
- 3.5 RBFA will also be required to draw down from the renewals account the project management costs identified in the 22/23 Capex programme. £60k was set aside for this purpose and it is forecast that the actual cost will be within this funding envelope. The final figure will be reported at the December Joint Committee meeting along with a summary of all Capital expenditure against the 22/23 Capex programme.
- 3.6 The Inter Authority Agreement (IAA) at schedule 7, clause 6.1 states – "...only Capex identified in the Annual Capital Expenditure Programme as being due in the relevant Financial Year may be expended in the Financial Year to which the Annual Capital Expenditure Programme refers."
- 3.7 Therefore, due to the factors described in 3.2 and the requirement to complete the tech refresh, Authorities will need to consider how they appropriately navigate the stipulation set out in clause 6.1 above.
- 3.8 The issue was raised by officers at the Joint Committee workshop on 20 March 2023. It was suggested by members that clause 6.1 could, on this occasion, be waived by mutual consent to enable officers to proceed accordingly with completing the tech refresh project. This paper provides members with the opportunity to record a formal decision that respect

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 4.1 This paper complies with the partnership agreement.

5. FINANCIAL IMPLICATIONS

- 5.1 The financial implications are set out in 3.3 – 3.5 of the report and at appendix A.

6. LEGAL IMPLICATIONS

- 6.1 Authorities have entered into a contract with SSS Public Safety and will be obliged to pay for goods and services rendered aligned to the contract.

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 There are no equality and diversity implications identified at this time

8. RISK IMPLICATIONS

- 8.1 Buckinghamshire and Milton Keynes Fire Authority, Oxfordshire County Council and Royal Berkshire Fire Authority are the sole signatories to the Thames Valley Fire Control steady state Inter Authority Agreement, therefore by making a formal, mutually consensual decision in respect of waiving clause 6.1 there is no legal or financial risk to any Authority.

9. CONTRIBUTION TO SERVICE AIMS

- 9.1 The contents of this report support the following primary objectives as set out in the TVFCS partnership agreement:
1. To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004
 2. To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004
 3. To improve the resilience of the control room function
 4. To improve performance
 5. To generate efficiencies

10. PRINCIPAL CONSULTATION

- 10.1 TVFCS Joint Coordination Group

11. BACKGROUND PAPERS

- 11.1 TVFCS budget 2022/23 16 December 2021

12. APPENDICES

- 12.1 None

13. CONTACT DETAILS

- 13.1 Area Manager Jim Powell powellj@rbfrs.co.uk 07774215664

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Thames Valley Capital Expenditure Programme 2022/23

Proposed Annual Capex Programme - 2022/23	
Item	£
Annual Profiled Capex	588,000
Contingency	88,000
Total	676,000

The pricing structure provided by Capita in their system report, was correct at as of December 2020. The actual cost is therefore now likely to be higher than the overall total (supply and fit) of circa £400k given in the report. A number of contingency factors have been built in to ensure adequate budget provision in 2022/23, against a Reasonable Worse Case Scenario (RWCS) to enable delivery. These are:

- Inflation - set at HM Government target of 2%, acknowledging that this does fluctuate but overtime presents a reasonable assumption.
- Market conditions - recent activity around other Capita products has seen an increase of 30% in prices, whilst this is for a different and a new service, it is prudent to use this information as a basis to assume a RWCS.
- Project resourcing - to support delivery of a hardware upgrade, which the headline project plans suggest is nine months, the expectation is that TVFCS provide and internal project manager. A figure of £60k is based on re-profiling existing capabilities and backfilling for an approximate 40 week period.

This presents a RWCS *within* the profiled Capital expenditure, providing flexibility to enable the upgrade to be delivered in 22/23.

The legal agreement also makes provision for a separate contingency allocation from the renewals account. It is recommended that a figure of 15% of the RWCS is used to allocate to this fund.

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS WORKSHOP – MARCH 2023
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	17 JULY 2023
LEAD OFFICER	AREA MANAGER GABBY HEYCOCK
EXEMPT INFORMATION	NONE
ACTION	DECISION

1. **EXECUTIVE SUMMARY**

This paper provides a summary of the discussions at the workshop held in March 2023 and provides an update on the actions that arose.

2. **RECOMMENDATION**

That the TVFCS Joint Committee:

- 2.1 **AGREE to hold three formal meetings and one workshop as the meeting format going forward.**
- 2.2 **NOTE that progress has been made to secure the resource. After the completion of the individual FRS approval, a job description and job evaluation, the post is currently out for recruitment.**

3. **REPORT**

- 3.1 During the workshop held on 20 March 2023, the maturity of TVFCS and the governance were both discussed with regard to the best approach going forward. The existing arrangements were for two formal meetings and, two workshops to be held each year. A proposal was suggested that the

Committee move to three formal meetings with one workshop with the aim to focus on decision making and to support officers with decision making.

- 3.2 The fact that TVFCS had acted as the catalyst for a Thames Valley approach to Industrial Action planning was discussed. The resilient position of TVFCS was recognised and some of the wider FRS resilience arrangements are being progressed through debriefs and shared learning.
- 3.3 Offices raised an issue around payment of capital expenditure in relation to the Vision Tech refresh. The Inter Authority Agreement (IAA) stipulates that Capex may only be expended in the relevant year the spend was profiled; however, due to a number of complicating factors this will not be possible. Members discussed that it should be possible, by agreement, to navigate this element of the IAA and Officers would bring a paper for decision to the July Meeting. A paper has been submitted for the meeting.
- 3.4 During a discussion about risk management at the workshop, a proposal was put forward for an increase in capacity to be directed at some chronic risks and to deal with emerging workloads such as the Control fire standard and the National Operational Guidance relating to fire control. It was agreed that this was an operational matter and the discretionary finance available to Chief Fire Officers was an appropriate route to secure the resource.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 4.1 This paper complies with the partnership agreement.

5. FINANCIAL IMPLICATIONS

- 5.1 The additional resource to deal with chronic risks and emerging pressures is being funded through the CFO's discretionary funding.

6. LEGAL IMPLICATIONS

- 6.1 None identified

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 None identified

8. RISK IMPLICATIONS

- 8.1 The additional resource covered in this report is a control measure for some

of the chronic risks within the risk register. The expectation is that we will see a reduction in risk scoring as a result of the control measure being introduced.

10. PRINCIPAL CONSULTATION

10.1 TVFC Joint Committee

11. BACKGROUND PAPERS

11.1 None

12. APPENDICES

12.1 None

13. CONTACT DETAILS

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