

THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley Fire Control Service Joint Committee

Friday 23 September 2016 at 10.00am

Meeting Room 1

**Buckinghamshire and Milton Keynes Fire Authority,
Brigade Headquarters, Stocklake, Aylesbury, Buckinghamshire
HP20 1BD**

AGENDA

	Item	Start time
1.	Apologies	10.00
2.	Introductions	10.02
3.	Declarations of Interest	10.05
4.	Minutes of the meeting held on 25 July 2016 (<i>Pages 3-12</i>)	10.08
5.	Matters Arising (Graham Britten) (<i>Pages 13-14</i>) <ul style="list-style-type: none">• Changes to the Inter Authority Agreement Purpose: To NOTE the amendments made by the Director of Legal and Governance BMKFA to the Remit and Terms of Reference of the Coordination Group with the agreement of the respective Chief Fire Officers of RBFRS and OFRS.	10.15

6.	Questions from Members (Written Questions)	10.30
7.	Transition Plan Progress (<i>Pages 15–20</i>) Purpose: To outline progress against the TVFCS Transition Plan Phase 1.	10.35
8.	Finance Update (<i>Pages 21–26</i>) Purpose: To provide the year-end report for the TVFCS for 2015/16. To provide commentary on potential areas of change to the budget for 2017/18. This is in advance of the preparation of the report for December's Joint Committee meeting that will provide the proposed budget for 2017/18.	11.00
9.	Control Performance Report (<i>Pages 27-48</i>) Purpose: To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS).	11.20
10.	Forward Plan (<i>Page 49</i>) Purpose: To note the Forward Plan.	11.40
11.	Any other business (prior notification to the Chairman, in writing, five days before the meeting).	11.45
12.	Date of Next Meeting(s)	11.50
	<ul style="list-style-type: none"> • 12 December 2016 - 2pm • 20 March 2017 – 2pm <p>The above meetings will be held at Buckinghamshire and Milton Keynes Fire Authority, Brigade Headquarters, Stocklake, Aylesbury, Buckinghamshire, HP20 1BD.</p>	



Thames Valley Fire Control Service Joint Committee Meeting

Monday 25 July 2016 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 Andy Dransfield, Buckinghamshire and Milton Keynes Fire Authority
Councillor Judith Heathcoat, Oxfordshire County Council
Councillor Roger Reed (Chairman), Buckinghamshire and Milton Keynes Fire Authority
Councillor Rodney Rose (Vice-Chairman), Oxfordshire County Council
Councillor Angus Ross, Royal Berkshire Fire Authority
- In Attendance:** Jason Thelwell (CFO, BMKFA)
Mick Osborne (DCFO, BMKFA)
Graham Britten (DL&G, BMKFA)
Asif Hussain (TA, BMKFA)
Katie Nellist (DSO, BMKFA)
Dave Etheridge (CFO, OFRS)
Simon Furlong (DCFO OFRS)
Mat Carlile (AM OFRS)
Andy Fry (RBFRS)
Mark Gaskarth (AM, RBFRS)
- Public:** Marie Crothers (Programme Manager BMKFA)
2 Control Staff
1 FBU Representative

01. APPOINTMENT OF CHAIRMAN (DSO, BMKFA IN THE CHAIR)

It being proposed and seconded it was resolved that Councillor Roger Reed from BMKFA be appointed Chairman of the TVFCS Joint Committee for 2016/17.

The Chairman thanked the outgoing Chairman Councillor Angus Ross RBFERS for all his hard work over the previous year.

02. APPOINTMENT OF VICE-CHAIRMAN

It being proposed and seconded it was resolved that Councillor Rodney Rose from OFRS be appointed Vice-Chairman of the TVFCS Joint Committee for 2016/17.

03. APOLOGIES

Apologies for absence were received from Neil Boustred (AC BMKFA).

04. INTRODUCTIONS

All Members and Officers present introduced themselves. There were no changes in membership.

05. DECLARATIONS OF INTEREST

None.

06. MINUTES FROM THE MEETINGS HELD ON (A) 10 DECEMBER 2015 AND (B) 21 MARCH 2016

Subject to the following amendments to the Minutes of the meeting held on 10 December 2015:

Item 28 - Minutes of the meeting held on 9 September 2015, the word '*not*' being added after 'a member of the public shall *not* interrupt or take part

Item 32 - MC informed the meeting that OFRS were ~~changing~~ *meeting* their Response Standards for the first time ~~which would assist in~~ *as a result of* alerting the ~~quickest~~ *nearest* resource. He gave Members the current and previous figures of the percentage of mobilisation in 90 seconds. MC reported that pre-alert should improve the figures presented in the report.

In referring to the above statement that pre-alert should improve the figures listed in the report, Councillor Andy Dransfield stated pre-alert should have improved the previous figures and asked why it was taking so long to mobilise

appliances. In response, MC reported prior to go-live pre-alert was implemented by OFRS and BMKFRS. Greg Smith (GS) reported BMKFRS times had been slightly lower than OFRS due to a decision not to purchase a *an Integrated Communications Control System (ICCS) that was already in use by the other two services.* ~~piece of equipment that brought mobilisation together.~~

Item 35 – Paragraph 12 ‘illustrating’ changed to ‘*illustrated.*’

Resolved:

That the Minutes of the meetings of the TVFCS Joint Committee held on 10 December 2015 and 21 March 2016 be approved and signed by the Chairman as a correct record.

07. PART II MINUTES OF THE MEETING HELD ON 3 MAY 2016

RESOLVED -

That the Minutes of the Part II Meeting of the TVFCS Joint Committees held on 3 May 2016 be approved and signed by the Chairman as a correct record.

08. MATTERS ARISING - AMENDMENT TO STANDING ORDERS

It being moved and seconded that the following wording being removed from the proposed wording to the Standing Orders at Appendix ‘A’ - Part 1 Joint Committee Meetings, Item 9 Admission of Public and Press, Paragraph 9.5 - *‘and any individual acting on behalf of a Trade Union recognised by the Authorities’* it was:

RESOLVED –

That the proposed wording at Appendix ‘A’ for insertion into the Joint Committee Standing Orders be approved.

The Chairman asked that branding of the Control Room be added as an agenda item for the next meeting as it had been agreed unanimously at the last meeting that the Control Room should have its own branding. The Chairman asked officers to come forward with suggestions. Councillor Ross agreed and also asked that ideas be circulated in advance of the next meeting. Mark Gasgarth, Neil Boustred and Simon Furlong would facilitate this. Councillor Heathcoat asked that Control Room staff be included.

09. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None.

10. TRANSITION PLAN RECOMMENDATIONS

MG

MG/NB/SF

Mark Gaskarth (MG) introduced the report which provided background to a decision that was taken at the last Joint Committee meeting to commission the preparation of a phased Transition Plan for moving TVFCS to a position of it having achieved the Vision and Key Objections originally agreed for the programme; to present details of the Action Plan; and to seek agreement from the Joint Committee Members for a number of recommendations associated with delivering the first phase of the Transition Plan.

Jez Smith (JS) of Goldfinch Consulting highlighted the salient points of the report to Members and answered questions as follows:

Councillor Dransfield (AD) asked the three Chief Fire Officers to confirm that Goldfinch Consulting had only been commissioned to produce this report and there was no intention of any further work at this time. This was confirmed by the three Chief Fire Officers.

Councillor Dransfield asked that within the report there was reference to North Yorkshire being capable of mobilising, had this been tested. Mat Carlile gave assurance that North Yorkshire had mobilised on two occasions on behalf of Thames Valley Fire Control.

Councillor Dransfield referred to the Phase 1 Programme Plan (Appendix II) where he felt there were a lot of processes identified but very little outcomes noted. JS advised that what he referred to in the report was that the policies already in place were applied, not a review of the policies themselves.

Councillor Heathcoat felt that the Joint Committee should be encouraging everything that was being done and show unanimity in support of the Control Room staff as they had done a terrific job. She felt it was an exceedingly complex project that was now working and supported the review in moving forward.

Councillor Bryant asked if there was money in the budget for the additional key staff to be recruited and was advised that yes there was contingency.

Councillor Bryant advised the Joint Committee that the report states 'support/facilitate the delivery of further collaborative work across the Thames Valley fire and rescue services as required' although a very desirable outcome, he felt this should be for the individual fire services to implement and not the control room management. The Chairman agreed this was a very important point and the Joint Committee should be concentrating on the Control Room, confirming its priorities and focusing on those.

Councillor Bryant asked what was 'steady state' and when would it be achieved. JS advised that he felt steady state would be at the end of Phase 1 and Phase 1 was about getting to steady state and preparing for future phases.

A discussion was held by Members and Officers on the definition of steady state. It was noted that the definition of steady state in the report was 'Phase 1 –

Operational: this will move TVFCS into steady state i.e. to a position where TVFCS is capable of operating over a lengthy period of time, in the absence of any significant intervention, without detrimental changes to levels of performance.' The professional view of the three Chief Fire Officers following the review by JS was that steady state would be achieved at 1 December 2016.

Members and Officers also discussed the Capita system issue resolution plan and the software V4.19 release which was part of the Phase 1 Programme Plan (Appendix II). Members were advised that a meeting had been held with Capita and it had been agreed to go to V4.19 (not V4.18 as previously agreed). This should fix a number of bugs in the current system and Capita were confident that V4.19 would deliver the four main outstanding items. Once the system was delivered and working the outstanding money would be paid. Capita had an interest in making sure this happens. There was now a new Relationship Manager in place at Capita and the relationship was in a much better place to move forward.

The Chairman asked that the three Chief Fire Officers come back before the next meeting once the following, or a feasible alternative, had been agreed:

JT/AF/DE

'Agree the responsibility for strategic oversight of Phase 1 Transition Plan delivery be assigned to a Director/Principal Officer from one of the three fire and rescue services.'

RESOLVED –

1. That a draft Future Blueprint for TVFCS, which described what the Programme Visions Statement and Associated Programme Objectives would look like in practice, once achieved be APPROVED.
2. That it be NOTED that in order to facilitate delivery of the draft Blueprint, a number of changes would be required to the TVFCS Legal Agreement, and that the changes in question would be drafted and brought forward for consideration by Joint Committee Members in due course, before being submitted for consideration by the three Thames Valley Fire Authorities.
3. That the draft Phase 1 (Operational) Transition Plan for moving TVFCS into 'Steady State' as at 1 December 2016 be APPROVED.
4. That the temporary appointment of a Group Manager (0.5 FTE) to support delivery of the Phase 1 Transition Plan be APPROVED.
5. That it be AGREED that authority be given to the Co-ordination Group to close down the programme working group and Issues Resolution Team, when members of the group are satisfied that technical support arrangements are in place and an appropriate transfer of responsibility has taken place.

6. That it be NOTED that details of Phase 2 (Optimise) and Phase 3 (Expand) Transition Plans will be brought forward to future Joint Committee meetings for consideration and approval.

It being proposed and seconded it was

RESOLVED –

7. that authority be delegated to the Director of Legal and Governance of Buckinghamshire & Milton Keynes Fire Authority to make amendments to the Remit and Terms of Reference of the Coordination Group with the agreement of the respective Chief Fire Officers of RBFRS and OFRS necessary to facilitate delivery of the Phase 1 Transition Plan, pending a more thorough review of the Agreement and Concept of Operations document be agreed.

11. TVFCS ANNUAL REPORT

Councillor Ross presented the report which provided an overview of the activities and work undertaken in relation to Thames Valley Fire Control Service during 2015/16. Councillor Ross asked the three Chief Fire Officers to pass on the thanks of all the Joint Committee Members to the Control Room staff for their hard work and dedication.

Councillor Heathcoat was concerned that there were some contradictions in the report regarding performance. The Chairman asked if Councillors Ross and Heathcoat could agree updated wording and the report re-circulated.

RESOLVED:

That the report be noted.

12. CONTROL PERFORMANCE REPORT UPDATE

Mark Gasgarth (MG) presented the report which provided the Joint Committee with an update on the performance of the TVFCS. Performance within the Control Room continued to improve and in a number of areas, emergency response performance was better than when the stand alone Control Rooms were live in Buckinghamshire and Royal Berkshire Fire and Rescue Services. The measure for mobilisations within 60 seconds showed a marked improvement and the answering of emergency calls within 5 seconds continued to exceed pre go-live data. Performance was improving but further progress was needed to achieve the Oxfordshire Control Room performance prior to go-live.

It had been identified in the December 2015 Joint Committee papers that lack of a suitable monitoring system had been affecting performance. A system had now been installed and was working and busy lights had also been installed to

aid staff.

MG also advised the Joint Committee that a lot of work had taken place to reduce absence levels in the Control Room and this had focused on both long and short term sickness.

Councillor Dransfield asked that for future reporting where there wasn't a 'percentage' in the title of the chart, it would say 'per month'.

MG

Councillor Dransfield asked with regard to Co-responding if this was affected by seasonal variations and should this be anticipated for crewing levels and was advised that seasonal variations could be a factor.

RESOLVED -

That the report be noted.

13. UPDATE ON DELIVERY OF OUTSTANDING ELEMENTS OF CAPITA SYSTEMS

Mat Carlile (MC) presented the report which provided the Joint Committee with an update on progress of the delivery by Capita of the outstanding items from the implementation of the TVFCS mobilising system, and the impact on performance.

The monitoring screen solution had caused issues for TVFCS staff when mobilising to incidents, and as it was felt that the Capita solution was not fit for purpose and due to the need for a resolution, TVFCS had now implemented its own solution.

Also outstanding was the software upgrade previously discussed in the Transition Plan report.

TVFCS continued to withhold the final delivery milestone payment of £96,311.81.

Councillor Bryant asked if other fire and rescue services were having the same issues with Capita and was advised that yes they were.

Councillor Dransfield asked how much had the monitoring system cost, and would TVFCS get a credit from Capita for non-delivery of their system. MC advised that the system had cost around £20k which had not been pursued with Capita. The Chairman asked MC to look at the circumstances as to why this had not been pursued with Capita and update Members at the next meeting.

MC

Councillor Dransfield also asked how many other Fire Controls were using Capita as a supplier and was advised:

MG

Avon FRS
Cornwall FRS
East Coast and Hertfordshire Control Room Consortium (Hertfordshire FRS,
Humberside FRS, Lincolnshire FRS and Norfolk FRS)
Gloucestershire FRS
London FB
Merseyside FRS
Mid and West Wales FRS
Networked Fire Control Services Partnership (Devon and Somerset FRS,
Hampshire FRS, Dorset and Wiltshire FRS)
Northamptonshire FRS
Northern Ireland FRS
North Wales FRS
North Yorkshire FRS
Scotland FRS
Staffordshire and West Midlands Control
South Wales FRS
Surrey FRS
Warwickshire FRS

14. ISSUE LOG PROGRESS UPDATE (VERBAL)

Mat Carlile (MC) advised the Joint Committee that the Issue Log had now been closed. This did not mean that all issues had been addressed or resolved. However, it was now being dealt with within Royal Berkshire Fire and Rescue Service and those issues that had not been closed off were being prioritised and a report would go to the next Co-ordination Group meeting.

RESOLVED –

That the report be noted.

15. FORWARD PLAN

Members requested the following items be included on the forward plan:

- TVFCS branding
- Financial Information
- Transition Plan update

16. ANY OTHER BUSINESS

It was agreed that for future meetings, Any Other Business would be by prior notification to the Chairman, in writing, five days before a meeting.

17. DATE OF NEXT MEETINGS

The Joint Committee noted that the dates of the next Joint Committee meetings would be held on:

Friday 23 September 2016
Monday 12 December 2016
Monday 20 March 2017

The Chairman closed the meeting at 16.55

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Schedule 4

Coordination Group Terms of Reference

1. REMIT AND OBJECTIVES OF THE COORDINATION GROUP¹

- 1.1. The Coordination Group will have day to day oversight ~~and management~~ of the Purpose ~~through managing day to day operations, giving instructions to the TVFCS Control Manager,~~ supporting the TVFCS decision making structure, monitoring benefits realisation and performance and reporting to the Joint Committee as further described in this Agreement.
- 1.2. The Coordination Group will:
- 1.2.1. be the primary link between TVFCS and their Fire Authorities;
 - 1.2.2. guide recommendations from the Joint Committee, that may affect the operational functions of the Fire Authorities;
 - 1.2.3. assist with the management of the relationships between the Fire Authorities in support of the Joint Committee;
 - 1.2.4. monitor the operational benefits and performance of the TVFCS, against the agreed measures and targets as set out in the Concept of Operations in support of the Joint Committee;
 - 1.2.5. monitor risks relevant to the TVFCS in support of the Joint Committee;
 - 1.2.6. monitor risks within individual Fire Authority that may affect the TVFCS;
 - 1.2.7. monitor the financial performance of the TVFCS against the Annual TVFCS Revenue Budget and the Renewals Account benefits and efficiencies in support of the Joint Committee;
 - 1.2.8. identify and develop opportunities on future developments for the TVFCS and assess the operational impact of these on the Fire Authorities;
 - 1.2.9. identify opportunities and assess the impact of additional full partners into the TVFCS and advise the strategic leadership teams within each FRS;
 - 1.2.10. identify opportunities of the supply of TVFCS services to other fire and rescues services or other clients and advise the strategic leadership teams of the impact of this;
 - ~~1.2.11. act as decision making body over the operational management of the TVFCS and provide instructions to the TVFCS Control Manager. Where decisions cannot be made they will be taken to the Principal Officer group as set out in clause **Error! Reference source not found.** (Decision Making within TVFCS);~~
 - 1.2.12. act as the first point of dispute resolution and ensure that Disputes are escalated in accordance with clause **Error! Reference source not found.**

¹ Struck through text approved by resolution of the TVFCS Joint Committee 25 July 2016

(Dispute Resolution);

- 1.2.13. within the spending authorisation limits of the Coordination Group and provided the expenditure is within the Annual TVFCS Revenue Budget instruct external legal advisors to provide advice to the TVFCS in relation to operational matters and, based on that advice provide recommendations to the Joint Committee on legal issues relating to TVFCS but, for the avoidance of doubt, not acting as legal adviser itself;
 - 1.2.14. provide a link for the contract management of systems within the TVFCS;
 - 1.2.15. oversee, and approve (where applicable) changes to the operation of the TVFCS, including assessing the impact of those changes on the TVFCS and the partner Fire Authorities and, monitor changes within the operations of the partner Fire Authorities and consider the impact those changes may have on the TVFCS;
 - 1.2.16. report to the Joint Committee on a quarterly basis.
- 1.3. The role of the Coordination Group as set out in this paragraph 1 of Schedule 4 (Coordination Group Terms of Reference) shall be effected by appropriate means including meetings, telephone discussions and written and email communications.

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	TRANSITION PLAN PROGRESS
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	23 SEPTEMBER 2016
OFFICER PRESENTING REPORT:	AM MARK GASKARTH

1 PURPOSE AND SUMMARY OF REPORT

To outline progress against the TVFCS Transition Plan Phase 1.

2 RECOMMENDATIONS

That the Joint Committee :-

NOTE the contents of the update report and provide any direction required.

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 At the last Joint Committee meeting on 25 July 2016 Members signed off the blueprint and phase 1 of the transition plan. It was agreed that completion of phase 1 of the plan would bring TVFCS into steady state in December 2016 allowing the close down of the programme.
- 3.2 The detailed action plan attached to the briefing document identified timescales and actions for:
- the recruitment of key roles.
 - the development of revised management structures 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.

- f) contracts management.
- g) the review of arrangements for overflow, business continuity and resilience.
- h) formal close down of the Programme Working Group.
- i) the Capita system issue resolution plan.

3.3 In addition, Members of the Joint Committee asked for an initial element of branding for TVFCS to be delivered within phase 1 of the transition plan.

4 UPDATE ON PROGRESS

4.1 The recruitment of key roles

The Control Room Manager post has been advertised nationally. Short listing took place and interviews will be conducted on 10 October 2016. Success in this area will depend on the quality of the applicants and the potential time delay until any successful applicant will be able to start work in their new role.

The Area Manager TVFCS is in post and overseeing the delivery of the Transition Plan.

The 0.5FTE Group Manager Head of Control will start their year of secondment on 1 October 2016. This will allow them to complete key pieces of work for their FRS. Until then, they will be helping with the selection process for the TVFCS Control Room Manager. They have already spent a day with the team from TVFCS.

The Programme Manager for Thames Valley collaboration will start their new role in October. Until then, programme management support is being provided by RBFRS.

4.2 The development of revised management structures and governance principles for Phase 2

The Area Manager TVFCS is developing draft proposals for discussion with the Collaboration Programme Manager when they come into post.

4.3 The review of the application of existing HR policies

This work has started and will continue in September and October.

4.4 The establishment of performance management metrics

The current arrangements provide much detail and a progressive improvement in performance is being achieved. The Control Room Manager and Area Manager TVFCS will review the metrics. The work will be completed once the new Head of Control is in post.

4.5 The integration of TVFCS into RBFRS service management processes

This is in progress and is on track.

4.6 Contracts management

This is in progress and is on track. A review of the contracts has been completed.

4.7 The review of arrangements for overflow, business continuity and resilience

This is in progress and is on track. A visit to North Yorkshire FRS's Fire Control is to take place at the end of September. A business continuity plan is being developed.

4.8 Formal close down of the Programme Working Group

The Area Manager TVFCS will give a briefing to the Programme Working Group on 12 September to explain the transition plan and the move towards the close down of the group. A summary of key outstanding items of work has been provided by the Programme Working Group and is being considered by the Joint Co-ordination Group.

4.9 The Capita system issue resolution plan

This is on track and Capita have been made aware of the critical importance of the timely completion of their work in getting TVFCS into steady state by 1 December.

The site acceptance testing taking place in mid to late September will provide a clearer picture of any gaps that may remain when Version 19.1 of the system is installed.

4.10 Initial elements of branding for TVFCS

The Area Manager TVFCS has consulted members of the Joint Co-ordination Group and also TVFCS members of staff to develop a proposed set of initial branding arrangements for TVFCS. These include signage at the entrance to the site, in the reception area and in the room immediately outside Fire Control. Work is being done to implement the proposed set of arrangements so they are in place in December 2016.

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

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

6 COMPLIANCE WITH THE TVFC PARTNERSHIP AGREEMENT

This report complies with the "Principles of Collaboration".

7 CONTRIBUTION TO SERVICE AIMS

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

8 BACKGROUND PAPERS

8.1 Joint Committee Minutes – 25 July 2016.

8.2 Gateway Review Report – 2016.

9 APPENDICES

TVFCS Transition Plan – updated September 2016.

Author: Mark Gaskarth, Area Manager TVFCS

Date of report: 6 September 2016

TVFCS Transition Plan Phase 1																																								
Last updated 09/09/2016																																								
								JUL				AUG				SEPT				OCT				NOV				DEC				JAN				FEB				
								4	11	18	25	1	8	15	22	5	12	19	26	3	10	17	24	31	7	14	21	28	5	12	19	26	6	13	20	27	7	14	21	28
ID	Task Name	Duration	Start	Finish	Assigned To	% Complete	RAG Status	Comments																																
	TVFCS 3 Phase Transition Plan																																							
	Key reference document - TVFCS Blueprint document & Briefing document																																							
	Governance Reporting																																							
	Joint co-ordination committee (papers ready 05/09)	1d	12/09/16	12/09/16																																				
	Joint co-ordination committee (papers ready 10/10)	1d	17/10/16	17/10/16																																				
	Joint co-ordination committee (papers ready 31/10)	1d	07/11/16	07/11/16																																				
	Joint co-ordination committee (papers ready 28/11)	1d	05/12/16	05/12/16																																				
	Joint Committee meetings (papers ready 08/09)	1d	23/09/16	23/09/16																																				
	Joint Committee meetings (papers ready 05/12)	1d	19/12/16	19/12/16																																				
5	PHASE 1 - OPERATIONAL	101d	25/07/16	12/12/16	Head of Control Room																																			
6	In principle agreement to proceed with transition plan and other key recommendations	0	25/07/16	25/07/16	TVFCS Joint Committee	100	Completed																																	
7	Identify / appoint Programme Manager pending recruitment of other key roles	5d	25/07/16	29/07/16	TVFCS Joint Committee	100	Completed																																	
8	Recruit for key roles	58d	25/07/16	12/10/16	Head of HR, RBFRS	100	Completed																																	
9	Appointment of TVFS Director of Services	30d	25/07/16	02/09/16	TVFCS Joint Committee	100	Not Completed																																	
10	Head of Control Room (12 mth secondment @ 0.5 FTE)	30d	25/07/16	02/09/16	Area Manager, TVFS	100	Completed																																	
11	Recruit Control Room Manager	60d	25/07/16	14/10/16	Area Manager, TVFS		started																																	
12	Amend Job role & description for Control Room Manager	10d	25/07/16	05/08/16	Area Manager, TVFS	100	Completed																																	
13	Advertise for role	14d	25/07/16	11/08/16	Head of HR, RBFRS	100	Completed																																	
14	Testing, interview	8d	06/10/16	14/10/16	Area Manager, TVFS																																			
15	Control Room Manager (notice period unknown)	37d	11/10/16	30/11/16	Area Manager, TVFS																																			
16	Develop revised management structure and governance principles for Phase 2	69d	05/09/16	08/12/16	TVFCS Joint Committee																																			
17	Develop high-level overall, administrative, leadership and governance structure for TVFCS	8d	05/09/16	14/09/16	Area Manager, TVFS		started																																	
18	Agree / amend the proposal on governance	10d	15/09/16	28/09/16	TVFCS Joint Committee																																			
19	Develop detailed roles and responsibilities	10d	13/10/16	26/10/16	Area Manager, TVFS																																			
20	Agreement of budgetary, legal and organisational implications with individual Authorities	20d	15/09/16	12/10/16	TVFCS Joint Committee																																			
21	Design Job role and description	3d	27/10/16	31/10/16	Programme Manager																																			
22	Consultation with rep bodies	28d	01/11/16	08/12/16	Head of HR, RBFRS																																			
23	Review the application of existing HR policies	60d	25/07/16	28/10/16	Control Room Manager																																			
24	Sickness and absenteeism	5d	25/07/16	28/10/16	Head of HR, RBFRS		started																																	
25	Performance management and appraisal	5d	25/07/16	28/10/16	Head of HR, RBFRS		started																																	
26	Review existing contracts for consistency and practicality	15d	25/07/16	30/09/16	Head of HR, RBFRS		started																																	
27	Review management completion and frequency of staff 1-1s	20d	25/07/16	19/08/16	Area Manager, TVFS	100	Completed																																	
28	Review staff development plans and team training plan	20d	25/07/16	30/09/16	Area Manager, TVFS		started																																	
29	Establish performance management metrics	40d	05/09/16	28/10/16	Head of Control Room																																			
30	Establish robust measurement of KPIs	40d	05/09/16	28/10/16	Head of Control Room																																			
31	Develop operational measures to support operational decision making and performance	40d	05/09/16	28/10/16	Head of Control Room																																			
32	Set KPIs for continuous improvement	18d	10/10/16	28/10/16	Head of Control Room																																			
33	Develop operational measures around productivity	40d	05/09/16	28/10/16	Head of Control Room																																			
34	Gather historic data and collate so as to create a weekly cyclical predictive model of call volumes and assess variability	20d	05/09/16	30/09/16	Head of Control Room																																			
35	Integrate TVFCS into existing RBFRS service management processes	100d	25/07/16	09/12/16	Head of Bus & Info Sys																																			
36	Identify secondments/transferees in FRS support teams	10d	25/07/16	05/08/16	Head of Bus & Info Sys	100	Completed																																	
37	Amend RBFRS ITIL-based service management processes, if appropriate	15d	25/07/16	12/08/16	Head of Bus & Info Sys	100	Completed																																	
38	Agree revised service management processes with Capita	35d	08/08/16	30/09/16	Head of Bus & Info Sys		started																																	
39	Agree methods and responsibility for measuring and reporting Capita service performance	20d	05/09/16	30/09/16	Head of Bus & Info Sys		started																																	
40	Agree a relationship map with Capita, both technical and functional, as well as escalation path	45d	05/09/16	14/10/16	Head of Bus & Info Sys		started																																	
41	Security, AV & patching methodology & schedule agreed with Capita	35d	19/09/16	14/10/16	Head of Bus & Info Sys		started																																	
42	Gazetteer update methodology & schedule agreed with Capita	20d	14/11/16	09/12/16	Head of Bus & Info Sys		started																																	
43	Review and transfer responsibility for issues log	5d	15/08/16	19/08/16	Head of Bus & Info Sys	100	Completed																																	
44	Formal closedown of Issues Resolution Team	80d	22/08/16	12/12/16	Area Manager, TVFS		started																																	
45	Undertake systems health check process	60d	22/08/16	11/11/16	Head of Bus & Info Sys		started																																	
46	Infrastructure	20d	22/08/16	16/09/16	Head of Bus & Info Sys		started																																	
47	Configuration	20d	19/09/16	14/10/16	Head of Bus & Info Sys																																			
48	Data	20d	17/10/16	11/11/16	Head of Bus & Info Sys																																			
49	IT access control & info security	20d	17/10/16	11/11/16	Head of Bus & Info Sys																																			
50	Contracts Management	70d	25/07/16	28/10/16	Head of Business Services RBFRS																																			
51	Identify existing contracts for all TVFCS-used systems and document in a contracts log	10d	25/07/16	05/08/16	RBFRS Contracts Mgr	100	Completed																																	
52	Start novation of contracts required for TVFCS support from OFRS	30d	08/08/16	16/09/16	RBFRS Contracts Mgr																																			
53	Identify any gaps in contract provision and start negotiation with suppliers to achieve coverage	60d	08/08/16	28/10/16	Head of Bus & Info Sys		started																																	
54	Establish focused supplier management team	35d	25/07/16	09/09/16	Head of Bus & Info Sys	100	Completed																																	
55	Establish clear pathway for resolution of supplier issues	15d	25/07/16	14/10/16	Programme Manager																																			
56	Agree timeline for negotiation	30d	15/08/16	14/10/16	Programme Manager																																			
57	Engage with key supplier	20d	15/08/16	09/09/16	Head of Bus & Info Sys		started																																	
58	Review arrangements for overflow, business continuity and resilience	20d	05/09/16	30/09/16	Head of Control Room																																			
59	Visit N Yorks FRS and review overflow arrangements and working practises	15d	05/09/16	23/09/16	Head of Control Room																																			
60	Test overflow / spate arrangements	5d	26/09/16	30/09/16	Control Room Manager																																			
61	Full desk-top review of fallback arrangements and technical architecture	10d	05/09/16	16/09/16	Head of Control Room																																			
62	Undertake a DR test in 'real life' conditions (ie minimal warning / pre-planning by CR)	10d	19/09/16	30/09/16	Head of Control Room																																			
63	Formal close down of Programme Working Group	1d	12/12/16	12/12/16	TVFCS Co-ordinating Group																																			
64	Capita system issue resolution plan	165d	10/06/16	26/01/17	Head of Bus & Info Sys																																			
65	Vision version v4.19 released and available on Reference system	1d	10/06/16	10/06/16	Capita	100	Completed																																	
66	Vision v4.19 test cycle, results and recommendation as to final sign off of the system	123d	13/06/16	30/11/16	Head of Bus & Info Sys		started																																	

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE:	FINANCE UPDATE
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING:	23 SEPTEMBER 2016
OFFICER PRESENTING REPORT:	AM MARK GASKARTH

1 PURPOSE AND SUMMARY OF REPORT

To provide the year-end report for TVFCS for 2015/16.

To provide commentary on potential areas of change to the budget for 2017/18. This is in advance of the preparation of the report for December's Joint Committee meeting that will provide the proposed budget for 2017/18.

2 RECOMMENDATIONS

That the Joint Committee :-

NOTE the year-end report for the budget for 2015/16.

NOTE the key areas of potential change in budget for 2017/18 and provide direction, where required.

3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 The budget for TVFCS for 2015/16 has been closed down following a meeting of officers from the three Thames Valley FRs. The year-end report is now available for the Joint Committee to note. Sight of the year-end report was also requested at the last Joint Committee meeting.
- 3.2 The forward plan for the TVFCS Joint Committee includes an action to provide a long term financial plan for TVFCS at the September meeting of the Committee. Given the content of the blueprint and the three phases of the transition plan, it is not possible to provide a long term financial plan at

this stage. However, it is possible to provide commentary on potential areas of change to the budget for 2017/18.

4 Year-end report 2015/16

- 4.1 The budget provision for 2015/16 was £1,985,590 with a contingency of £150,000 making a total budget provision on £2,135,590. The outturn for the year end was £1,787,443. There was an under spend of £198,147 this was reflected in revised (lower) recharges to each Authority.
- 4.2 The under spend was mainly due to:
- the go-live date being part way through April
 - the control room being under establishment at times during the year
 - credit notes received from Capita (£31,000)

5 AREAS OF POTENTIAL CHANGE TO THE BUDGET FOR 2017/18

- 5.1 Staffing costs:
- The secondment of the 0.5FTE Head of Fire Control will incur costs of £16,500 for half of the year.
 - There may be additional costs incurred under the TVFCS budget to capture some of the work required to support Fire Control that has been undertaken by the 3 FRSs prior to moving to steady state.
- 5.2 Corporate costs
- There may be a need to recalculate the recharge costs to more accurately reflect the true costs of supporting TVFCS.
- 5.4 Technology costs
- There has been an overprovision in the budget c (£27,000 instead of c.£5,000) for telephony charges due to an error in the billing from the supplier. This has been corrected and a much lower figure should be used for the 2017/18 budget.
 - The service charge costs for the San H equipment of £20,000 have not been included in the current budget but should be in 2017/18.
 - Smart Services for 999 lines are currently costing more than the anticipated £12,000. An increased provision of £18,000 should be allocated for 2017/18.
 - There is currently an under provision on caller identification costs and further work is required to identify the estimated budget requirement for 2017/18.

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

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

7 COMPLIANCE WITH THE TVFC PARTNERSHIP AGREEMENT

This report complies with the “Principles of Collaboration”.

8 CONTRIBUTION TO SERVICE AIMS

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

9 BACKGROUND PAPERS

None

10 APPENDICES

TVFCS Budget Report Year End 2015/16

Author: Mark Gaskarth, Area Manager TVFCS

Date of report: 7 September 2016

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TVFCS Budget Monitoring as at 31st March 2016						
	Original Budget	In Year Virements	Annual Budget	Actual to date	Variance	Commentary
Staff						
Employment Costs	1,398,598.00	0.00	1,398,598.00	1,232,867.63	-165,730.37	Underspend predominantly relates to the go-live date being delayed to the 3rd week of April. Additionally, at the start of the year, there were several vacancies which were not filled leading to a favourable variance, however this was offset against the overtime budget. As at the end of March, the control room is under established by one.
Overtime provision for major incidents	30,000.00	0.00	30,000.00	64,505.86	34,505.86	which is offset against the favourable variance shown in employee costs.
Mileage and Subsistence	10,000.00	0.00	10,000.00	12,958.12	2,958.12	The original budget does not cover the expense for operational staff who have been Tupe'd and can claim mileage for the additional mileage they incur due to the relocation of the control room...
Uniforms	2,000.00	0.00	2,000.00	1,072.62	-927.38	
Recruitment	2,000.00	0.00	2,000.00	654.20	-1,345.80	
Sub Total	1,442,598.00	0.00	1,442,598.00	1,312,058.43	-130,539.57	
Corporate						
Facilities	86,911.00	0.00	86,911.00	81,482.75	-5,428.25	
Finance	14,939.00	0.00	14,939.00	14,005.75	-933.25	
HR	33,868.00	0.00	33,868.00	31,749.00	-2,119.00	
ICT	62,600.00	0.00	62,600.00	58,690.00	-3,910.00	Favourable variance due to the go live date being delayed until the 3rd week of April.
Procurement & legal costs	9,900.00	0.00	9,900.00	9,281.00	-619.00	
Health & safety	8,563.00	0.00	8,563.00	8,031.75	-531.25	
Liability and Equipment Insurance	6,637.00	0.00	6,637.00	6,221.25	-415.75	
Management	9,833.00	0.00	9,833.00	9,215.25	-617.75	
Sub Total	233,251.00	0.00	233,251.00	218,676.75	-14,574.25	
Other						
OFRS Costs (secondary control facility)	21,448.00	0.00	21,448.00	21,450.00	2.00	
Technology						
Capita Mobs System (maint)	84,253.00	0.00	84,253.00	53,704.41	-30,548.59	Adjusted for Credit note number 8047000506 Estimated value 35% x £82,662.16 in respect of 4 quarters
DS3000 (for primary and secondary) ICCS	70,000.00	0.00	70,000.00	66,949.85	-3,050.15	
Telephony (rental) via unicorn	25,284.00	-3,000.00	22,284.00	18,412.38	-3,871.62	
Telephony (rental) at Kiddlington (5 lines)	1,300.00		1,300.00	1,500.00	200.00	As detailed in SC email of 08 April 2016
Telephone call charges and modems for mobilisation (estimate) 5p a min	10,000.00	0.00	10,000.00	17,426.76	7,426.76	Original budget was a best estimate based on information provided by each FRS but actuals have proved to be much higher as control are required to call 'out of area', which results in a higher call charge. Additionally SMS volumes are higher than budgeted and therefore causing an adverse variance. 2016/17 budget has been updated to reflect this additional cost. Laura Tressler of BT at AN's request (Emails:10-21 March) is looking into possible fee and ppm rates and will come back with an update ASAP. Current charges are in line with government tariffs. Adjusted for Credit note per LA calcs £3,386.57
General Equipment Purchase	0.00	3,000.00	3,000.00	2,266.73	-733.27	
EISEC Calcot (999 caller location)	9,000.00	0.00	9,000.00	11,617.81	2,617.81	
UNICORN network (Berks,Bucks,Oxford)	38,856.00	0.00	38,856.00	17,967.12	-20,888.88	At end of March still have an issue that BT technical team are trying to resolve on the ADSL fallover to Kiddlington and Aylesbury. Whilst the fallover works, the remote management access does not once it's failed over so BT are unable to manage the service efficiently, hence from BT and our perspective it's not yet complete. Currently being investigated by BT who are working with OpenReach to find a solution. In the meantime BT say they will review the installation delays and no invoices have been rendered. However, actual spend may be less due to the late installation of ADSL at Kiddlington and Aylesbury. Therefore actual charge should only be from the point of installation.
UNICORN network Northallerton (Remote buddy)	8,360.00	0.00	8,360.00	5,814.95	-2,545.05	
Smart services to switch 999 lines to secondary control or elsewhere	12,285.00	0.00	12,285.00	16,042.62	3,757.62	These costs have been amalgamated with RBFRS IT costs. Seeking clarification from the provider to provide a clear split for the TVFCS element.
Groomer annual maintenance and support	5,000.00	0.00	5,000.00	0.00	-5,000.00	As part of DS3000 maintenance contract so not required
Airwave rental (SAN I.B) (Primary,secondary) (7+8)	18,271.00	0.00	18,271.00	22,726.04	4,455.04	Adverse variance due to additional radio required at Kiddlington and 1 additional hand radio at Calcot. Due to OFRS and RBFRS incurring these costs, current position shown as at end of March
PLR support for 9 TVFCS firewalls (if problem cannot be fixed remotely)	1,800.00	0.00	1,800.00	0.00	-1,800.00	Not required in 2015/16
Copper MPLS	1,244.00	0.00	1,244.00	828.96	-415.04	Annual cost has been miscoded and the payment has been made. Internal journal will be processed to move the cost into the correct line as part of year end closure routines.
Intepose bureau licence (mapping)	2,640.00	0.00	2,640.00	0.00	-2,640.00	Joint procurement with BFRS which is likely to be implemented in 2016/17, therefore no spend expected this financial year.
Sub Total	288,293.00	0.00	288,293.00	235,257.63	-53,035.37	
Total Budgeted Expenditure	1,985,590.00	0.00	1,985,590.00	1,787,442.82	-198,147.18	

Contingency	£150,000
Upper limit of TVFCS expenditure without further FA approval	£2,135,590

Authority	Q1	Q2	Q3	Q4	Subtotal	
RBFRS	£ 124,691.70	£ 165,143.60	£ 152,798.10	£ 236,594.87	£ 679,228.27	38%
OXFRS	£ 91,878.08	£ 121,684.75	£ 112,588.08	£ 174,333.08	£ 500,483.99	28%
BFRS	£ 111,566.24	£ 147,760.05	£ 136,714.09	£ 211,690.18	£ 607,730.56	34%
	£ 328,136.02	£ 434,588.40	£ 402,100.27	£ 622,618.13	£ 1,787,442.82	100%

RECONCILIATION

Authority	OUTTURN Q4	INV ISSUED Q4	ADJUSTMENT Q1 16/17
OXFRS	174,333.08	182,958.28	- 8,625.20
BFRS	211,690.18	222,163.63	- 10,473.45
			-
	386,023.26	405,121.91	- 19,098.65

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE: CONTROL PERFORMANCE REPORT

PRESENTED TO: JOINT COMMITTEE

DATE OF MEETING: 23 SEPTEMBER 2016

OFFICER PRESENTING REPORT: MARK GASKARTH

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. Since 'Go Live' on the 23 April 2015 performance reports have been provided to the Joint Committee in accordance with the benefits measures agreed by the Programme Sponsoring Group in April 2013.
- 3.2. Between April 2013 and February 2015 the data for individual Control Rooms was collected to enable a comparison between current TVFCS performance and previous performance.
- 3.3. The Control Manager's Report (Appendix A) provides a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons to be made month-by-month and with the situation prior to go-live.

4. SUMMARY OF PERFORMANCE

- 4.1 Performance within the Control Room continues to improve and in a number of areas emergency response performance is better than when the stand alone Control Rooms were live in Buckinghamshire and Royal Berkshire FRSs.

- 4.2 Performance against the measures for mobilisation within 60, 90 and 120 seconds has improved significantly. This is due to much work taking place to analyse performance and to work with individuals and teams to help them to adopt best practice.
- 4.3 The number of emergency calls received and answered has increased as have the number of incidents requiring mobilisations. The number of admin calls received increased in August.
- 4.4 The percentage of admin calls answered within 15 seconds has decreased slightly and this is being looked into so that the reasons can be identified.
- 4.5 TVFCS dealt with less co-responding calls in August, primarily due to a drop in the number of these calls from RBFRS.
- 4.6 The control room is running under establishment by over 3 posts from the 40 in the establishment. The means of showing the establishment levels has been changed to more clearly demonstrate the staffing position.
- 4.7 Overtime levels were high in August due to running under establishment, the compulsory movement of personnel to even out experience across watches and pre-booked and approved leave over the summer period.
- 4.8 The new Watch Manager Training Support Officer continues to make a big difference by providing a much greater focus on individual and team performance improvement within TVFCS. Performance improvements is analysed to identify where improvements are required and where support is needed.
- 4.9 Much work has taken place to reduce absence levels in TVFCS. This has focused on both long and short term sickness. Attendance levels were slightly higher in August than the previous month due to a period of long term sickness. Absence rates in August were at 0.47 shifts per Full Time Equivalent (FTE) post.
- 4.10 The testing of the next version of the system is due to take place in September. This will provide a much better picture of the benefits that will be realised once the new version is installed. It will also show what gaps remain.

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

- 5.1. There are no implications within this report.

6. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

7. CONTRIBUTION TO SERVICE AIMS

- 7.1. 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).

8. BACKGROUND PAPERS

- 8.1. Programme Sponsoring Group Benefits Paper – 11 April 2013.

9. APPENDICES

- 9.1 Appendix A: TVFCS Control Room Manager's Report

Author: Mark Gaskarth, Area Manager TVFCS

Date of report: 8 September 2016

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Appendix A: Thames Valley Fire Control Service



Control Managers Monthly Report

August 2016

Areas covered within this report include:

Part 'A'

- Establishment
- Sickness
- Overtime claims and payment records
- Annual Performance Development Interview (PDI's) completed
- Turnover
- TVFCS performance
- Technical and system matters
- Control Room Manager's overview

Control Report August 2016

Establishment

The authorised establishment and current staffing position are shown below in Table 1. It details the number of people in their substantive posts and also those in temporary positions. The presentation has been changed from that used for previous reports to more clearly show the actual staffing position.

Table 1: Authorised establishment and current staffing position

Role	Authorised Establishment	Number of people in substantive posts and FTE	Number of people in temporary positions and FTE	Vacancies	Comments
Control Manager	1	1 – FTE 1	0	0	Post advertised and interviews taking place in October
Control Training Manager	1	1 – FTE 1	0	0	No comments
Training Support Officer	1 for 12 months	0	1	0	Postholder started in June
Watch Managers	4	3 – FTE 3	1	0	1 substantive WM temporarily seconded to Training Support Officer post, hence 1 WM position filled on a temporary basis.
Crew Managers	12	9 - 8.88 FTE	1	2.12	1 substantive CM backfilling for the Watch Manager gap, hence one CM position filled on a temporary basis.
Firefighter	20 (including 4 additional staff)	17 - 15.57 FTE	3	1.43	1 substantive Fire-fighter temporarily promoted to Crew Manager to backfill vacancy as above. 3 Firefighters on temporary contracts – post holders started in April 1 Fire-fighter on long term sick and 1 on maternity leave.
Non Uniformed	1 for 12 months	0	1	0	Postholder started in May
Total	40	31 (29.37 FTE total people in their substantive positions)	6	3.55	Current actual number of people employed = 37 and 35.37 FTE

Despite having an establishment figure of 40 members of staff, in August there were 37 members of permanent or fixed term staff in TVFCS. These people were filling 35.37 FTE posts. TVFCS was running 3.55 posts under establishment.

Three substantive promotions took effect in August. One further Crew Manager continued in role on a temporary promotion. A national advert was used to attempt to secure transfers at Crew Manager level. However, no applications were received.

Sickness

In August, there were 3 episodes of sickness absence equating to 16 days lost. There was 1 episode of long term sickness that fell within the period for 11 duty days. There were 2 episodes of short term sickness amounting to a total of 5 duty days lost. This is slightly higher than the previous month when there was a total of 13 days lost due to sickness. An average of 0.47 days was lost per FTE post filled. This is considerably lower than figure for the same period in 2015. For the first time since TVFCS went live, for a period of three months now, absence levels have been maintained at less than 0.5 days per each FTE post filled.

Meetings with line managers continue to take place to monitor absence levels and to ensure compliance with the Sickness Absence and Attendance policy and procedure. Appropriate management actions are being undertaken to resolve the incidents of absence and support staff back to work in an appropriate manner.

No occupational health referrals were made for TVFCS staff in August.

Overtime Claims and Payments

Over time claims and payments for August are shown in Table 2 below. Overtime has been paid in August to Fire Control staff to provide sufficient cover in the control room. This has been required due to the vacancies that are being carried, the compulsory watch moves that were made to even out the experience levels and due to people taking previously approved and booked leave in August.

Table 2: Overtime claims and payments for TVFCS in August

	Number of Employees that claimed OT	Hours Worked	Total of Overtime Paid
August	19	194.15	3893.1

Annual Performance Development Interview (PDI's) completed

Performance Development Interview meetings have taken place for all staff with the exception of four. Three members of staff are exempt - the three recently recruited Firefighter (Control) staff are not due to have a PDI within their first year of employment. However, they are already covered through the development processes and they have been set appropriate objectives for the forthcoming year. Their development continues to be supported via the correct organisational procedures. One member of staff has not had a PDI due to long term sickness absence.

Turnover

Further to the resignation received in July one Crew Manager left the TVFCS in August.

TVFCS Performance

TVFCS performance has improved again in August, especially in call handling. Performance in mobilisations within 60, 90 and 120 seconds have all improved compared with the previous month. Much work has been done to analyse individual and team performance. Improvements have been made through working with individuals and teams to explain how their performance compares and to demonstrate best practice. The work goes on to ensure that the performance continues to improve.

There was a slight decrease in the number of calls answered within 5 seconds this month and this will be looked into in more detail to establish the reasons for the drop in performance. The calls answered within 10 seconds remain roughly the same as the previous month's figures. The number of admin calls increased compared with the last month and the performance in answering calls within 15 seconds has dropped slightly. The Control Room Manager will establish the facts around administrative calls and what steps can be taken to improve performance in this area. The number of emergency calls answered by TVFCS has increased month-on-month since April 2016 to a current figure of 3606. Also included in this report is an overview of calls made out of the control room to other agencies in an emergency capacity. This is to request the assistance of Police, Ambulance and other Fire Services. This is to provide a better reflection of the workloads of TVFCS staff.

Technical and systems matters

Capita carried out an upgrade to the ICCS system at both the primary and secondary control sites. This was completed without any issues and minimum disruption to the Command and Control function.

RBFRS ICT and Oxfordshire Comms department continue to provide support to TVFCS and are involved in a carrying out works with Capita engineers to further enhance the Vision system.

Control Room Manager's overview

A lot of work is going on at the moment developing plans for the further development of TVFCS members of staff. In particular, the Crew Manager role is key to managing the day-to-day operational functions within the control room. Through developing the Crew Managers, the Watch Managers will be more able to do their work performing 1-to-1 meetings, planning training for individuals, managing performance and absence levels, arranging exercises, hosting visits to TVFCS, taking part in management team meetings and providing assistance to the Control Room Manager. This is all important work that can be compromised if the Watch Manager is involved with the day-to-day running of the control room.

Six personnel have now completed their development portfolios and these will be signed off by the end of September. There are 12 personnel engaged in NVQ portfolios at this time and good progress is being made. This is being supported by the TVFCS Training Manager, the TVFCS Training Support Officer and RBFRS Development Centre staff.

The upgrade of the system to version 19 is due to go ahead in September with TVFCS staff being at the forefront of the testing and quality assurance. This will enable the end user to establish if this version is suitable to be implemented within TVFCS.

Since go live there has been a progressive improvement in performance. The TVFCS management team is keen to improve the performance of TVFCS further through focusing on key areas of attention.

Part 'B'

Performance Reporting

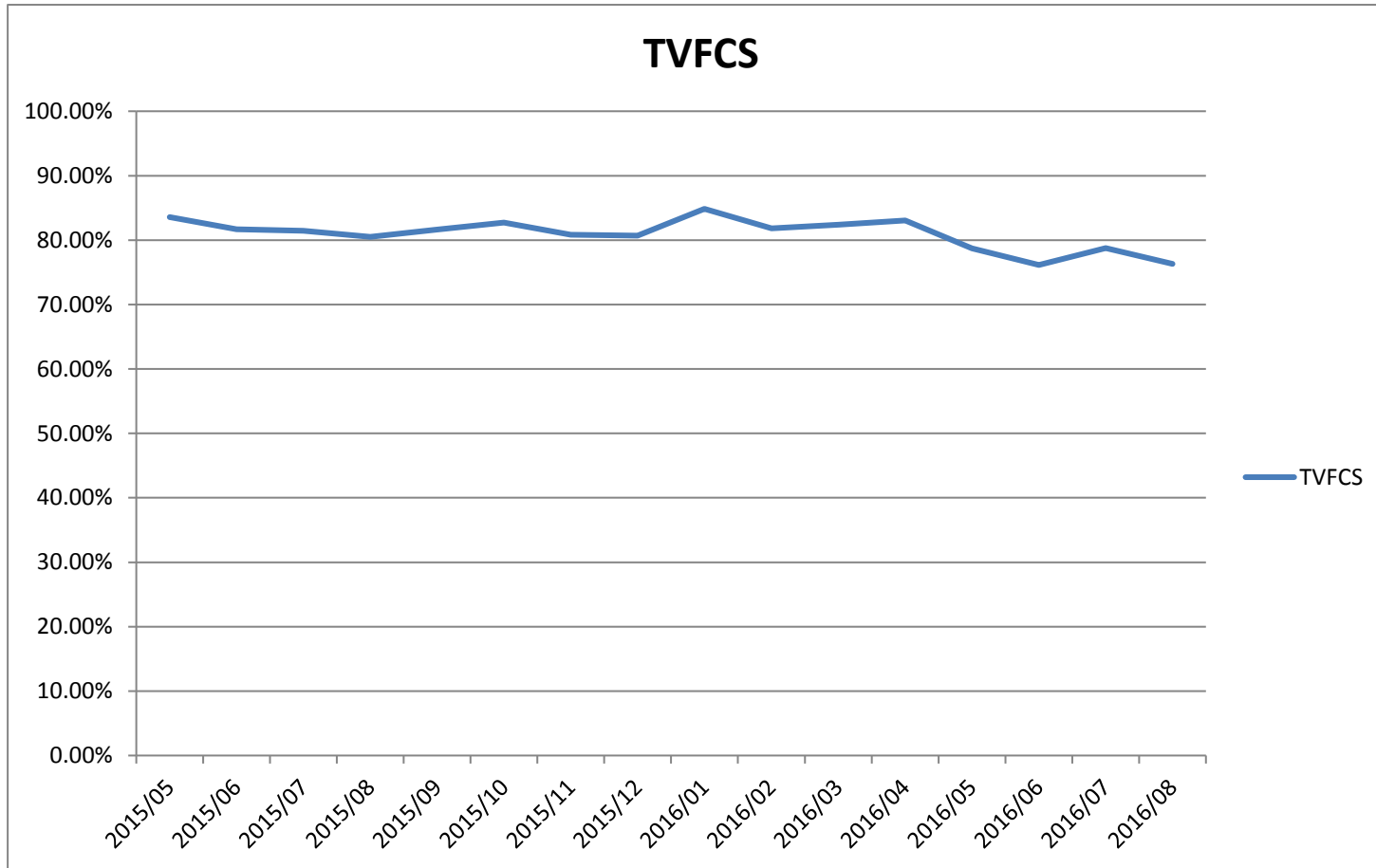
Overview

On the 11 April 2013, the Programme Sponsoring Group agreed the performance measures for the Thames Valley Fire Control Service. This part of the report provides an update on performance against the agreed measures. It shows the current performance of TVFCS and enables a comparison to be made against previous performance. The measures and performance are shown in Table 3.

Table 3: TVFCS Performance against Agreed Measures

Metric	Pre 'Go Live' Average (Dec 2014)	Last Month	August 2016
Admin calls answered within 15 seconds	98.24%	78.75%	76.30%
Emergency calls answered within 5 seconds	71.45%	93.29%	90.48%
Emergency calls answered within 10 seconds	96.31%	95.77%	95.46%
Mobilisations within 60 seconds	35.82%	51.10%	53.52%
Mobilisations within 90 seconds	67.79%	77.59%	78.16%
Mobilisations within 120 seconds	85.19%	88.94%	89.09%
No of times Emergency fallback instigated	0	0	0
Average shifts sick per FTE	1.13	0.34	0.47
Number of mobilisations	N/A	2,094	2293
Total Emergency calls answered	N/A	3,409	3,606
Total Admin calls answered	N/A	5,938	6,250
Number of Co-responding incidents	N/A	455	298

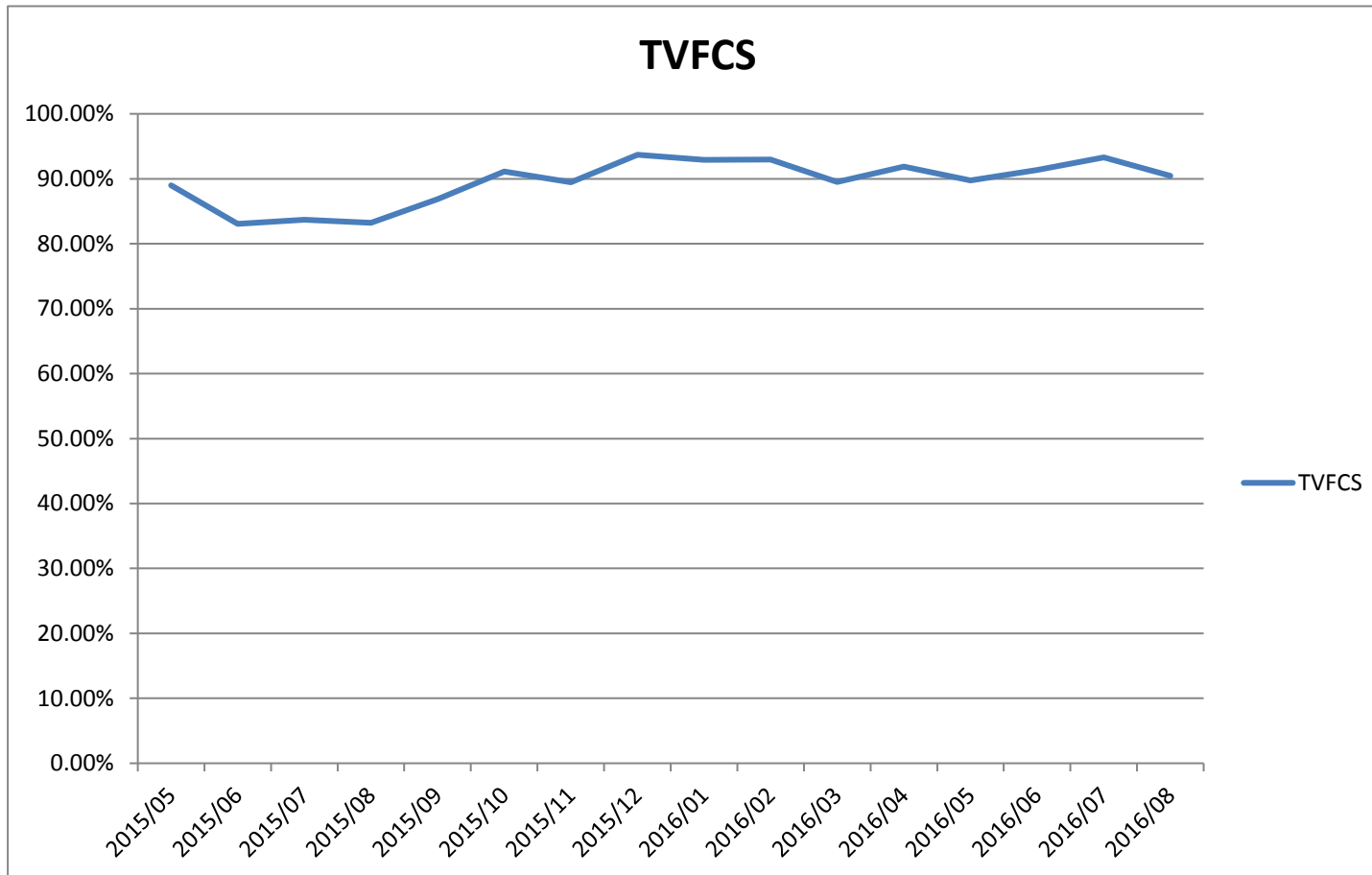
% admin calls answered in 15 seconds August 2016



	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	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	

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

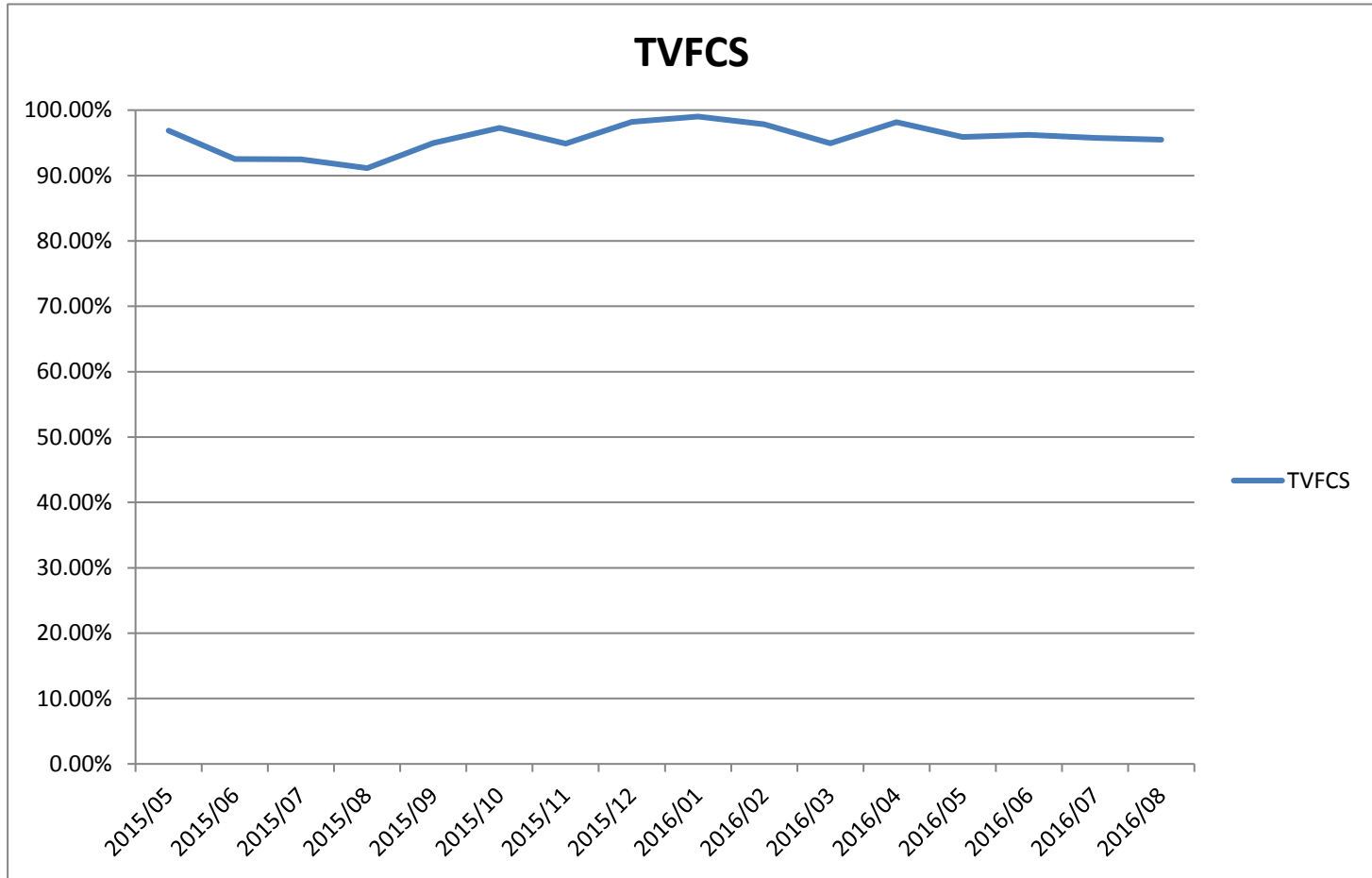
% emergency calls answered within 5 seconds August 2016



	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	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	

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 10 seconds August 2016

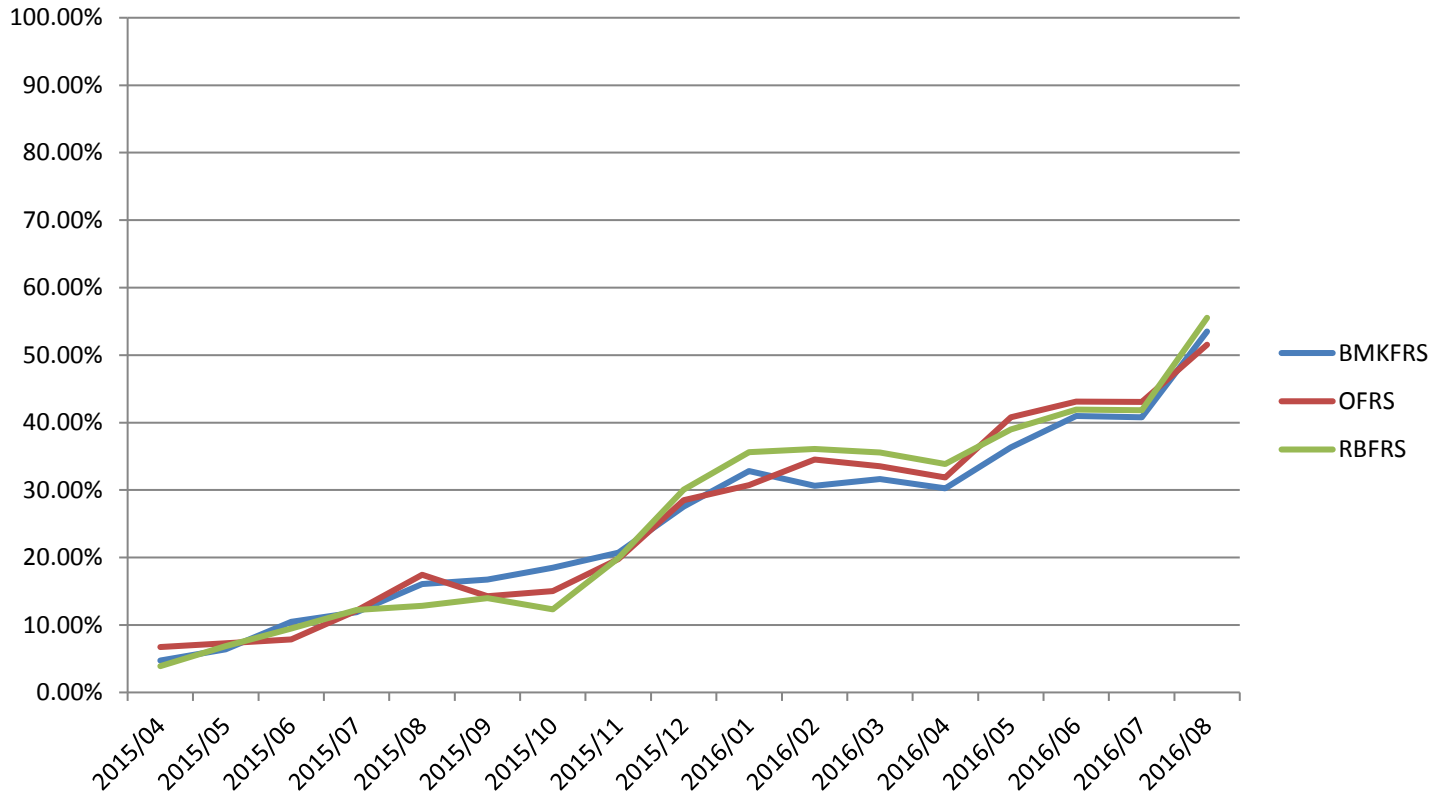


	TVFCS
2015/05	96.85%
2015/06	92.54%
2015/07	92.48%
2015/08	91.13%
2015/09	94.98%
2015/10	97.28%
2015/11	94.89%
2015/12	98.21%
2016/01	99.02%
2016/02	97.84%
2016/03	94.91%
2016/04	98.14%
2016/05	95.90%
2016/06	96.20%
2016/07	95.77%
2016/08	95.46%
2016/09	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	

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

% mobilisations in 60 seconds

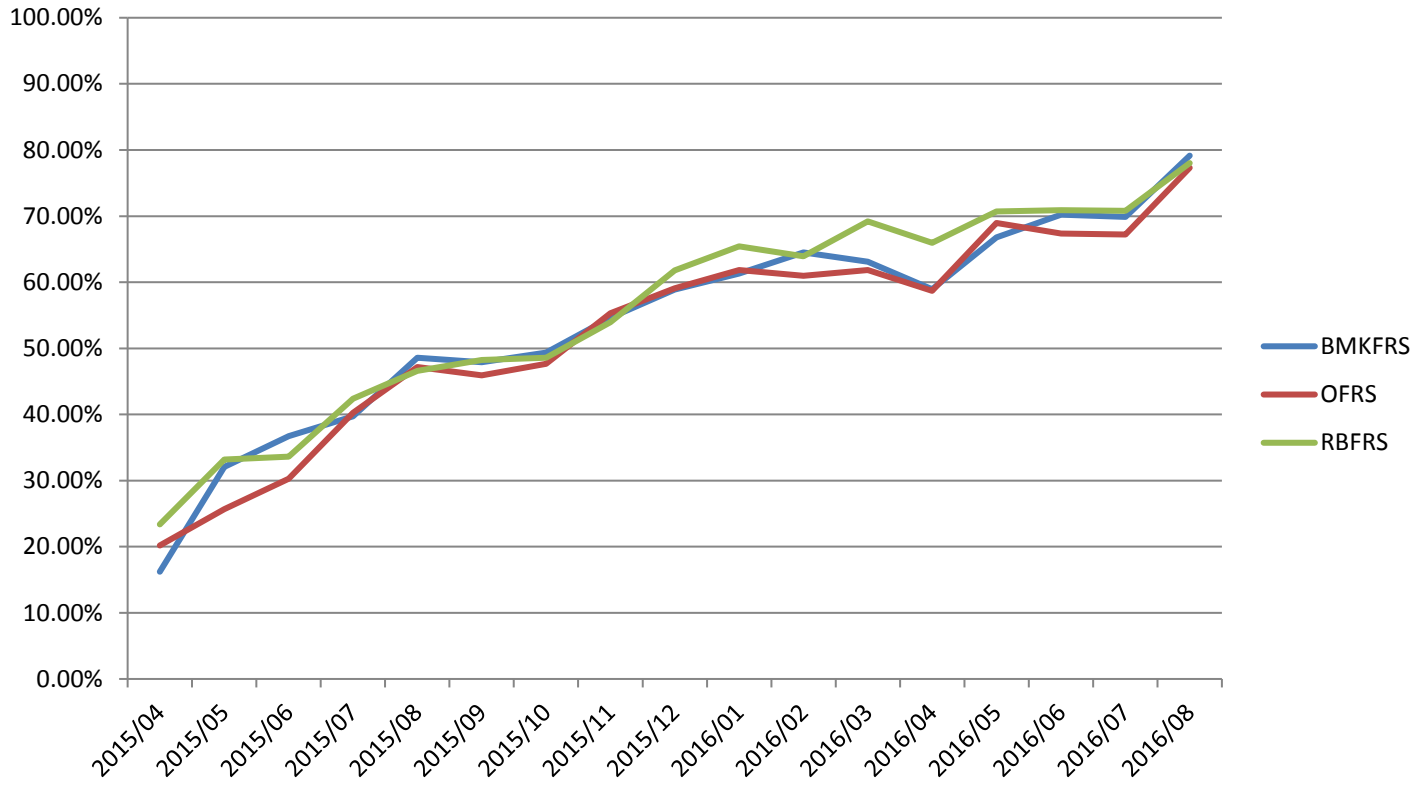
TVFCS August 2016



	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			
2016/10			
2016/11			
2016/12			
2017/01			
2017/02			

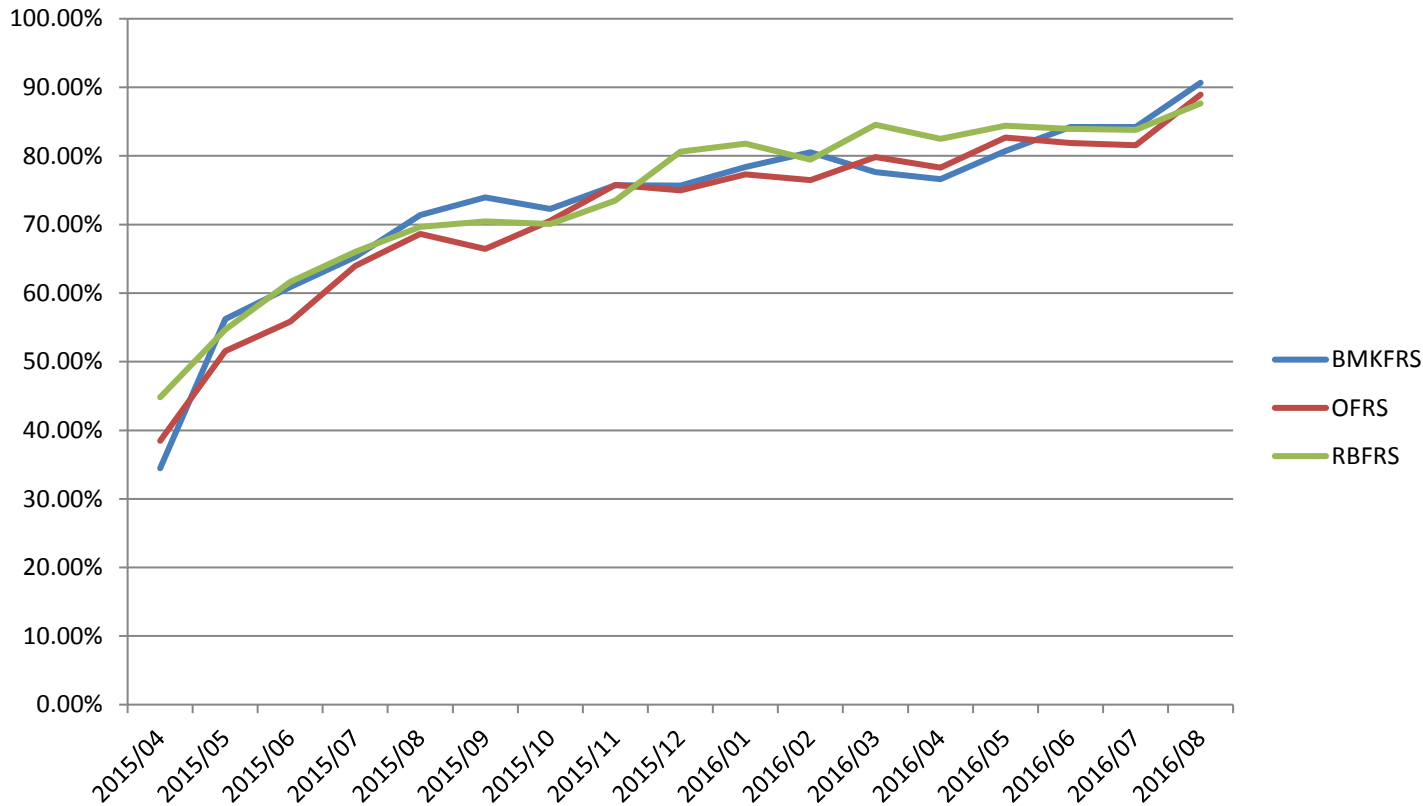
Note1: TVFCS went live on 23 April 2015;
April data reports 23-30 April 2015

% mobilisations in 90 seconds TVFCS August 2016



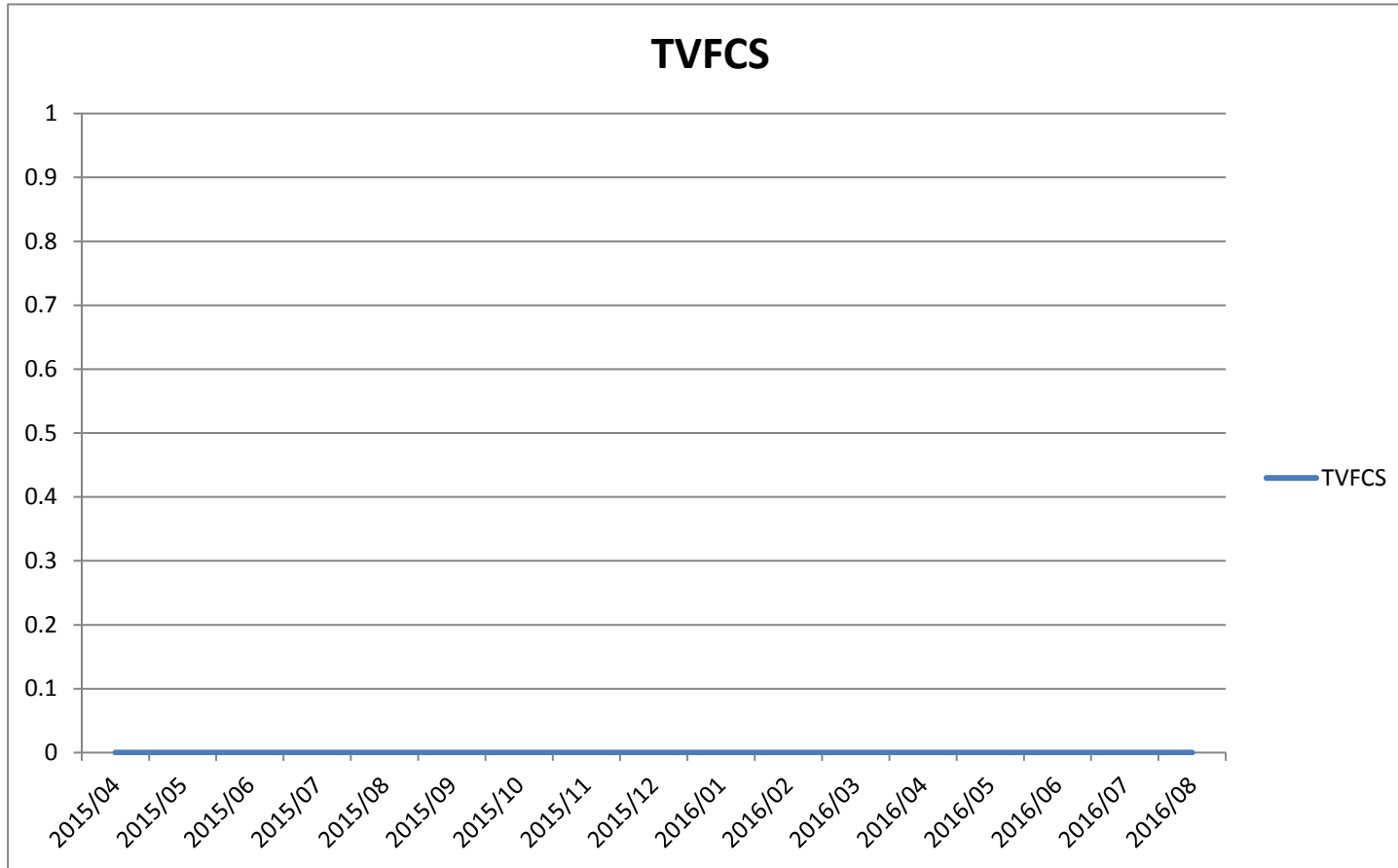
	BMKFRS	OFRS	RBFRS
2015/04	16.22%	20.19%	23.38%
2015/05	32.05%	25.66%	33.20%
2015/06	36.71%	30.27%	33.64%
2015/07	39.74%	40.25%	42.38%
2015/08	48.56%	47.19%	46.59%
2015/09	47.88%	45.91%	48.23%
2015/10	49.37%	47.67%	48.57%
2015/11	54.61%	55.30%	53.94%
2015/12	58.87%	59.09%	61.82%
2016/01	61.29%	61.85%	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			
2016/10			
2016/11			
2016/12			
2017/01			
2017/02			

% mobilisations in 120 seconds TVFCS August 2016



	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	76.63%	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			
2016/10			
2016/11			
2016/12			
2017/01			
2017/02			

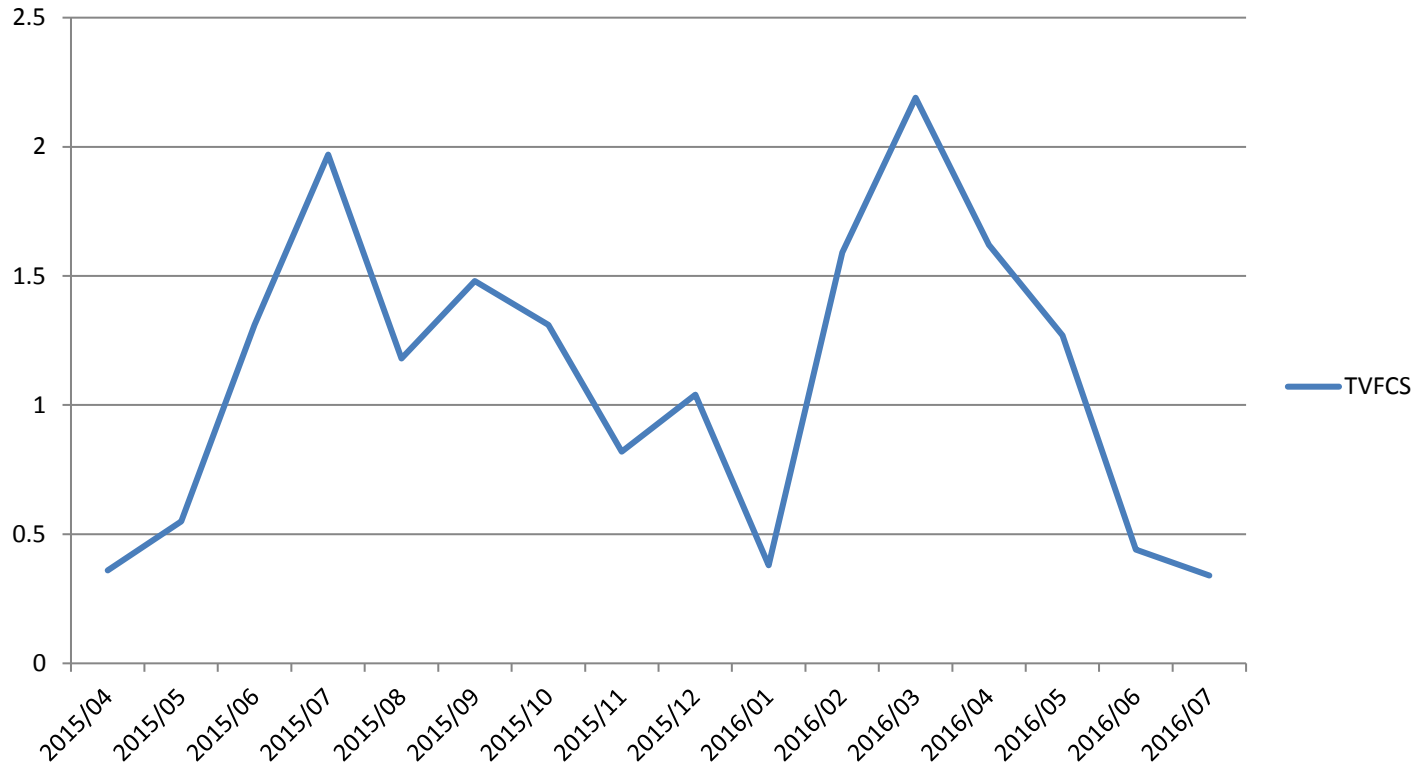
times Control revert to emergency fallback August 2016



	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	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	

Average shifts sick per Control FTE

TVFCS August 2016

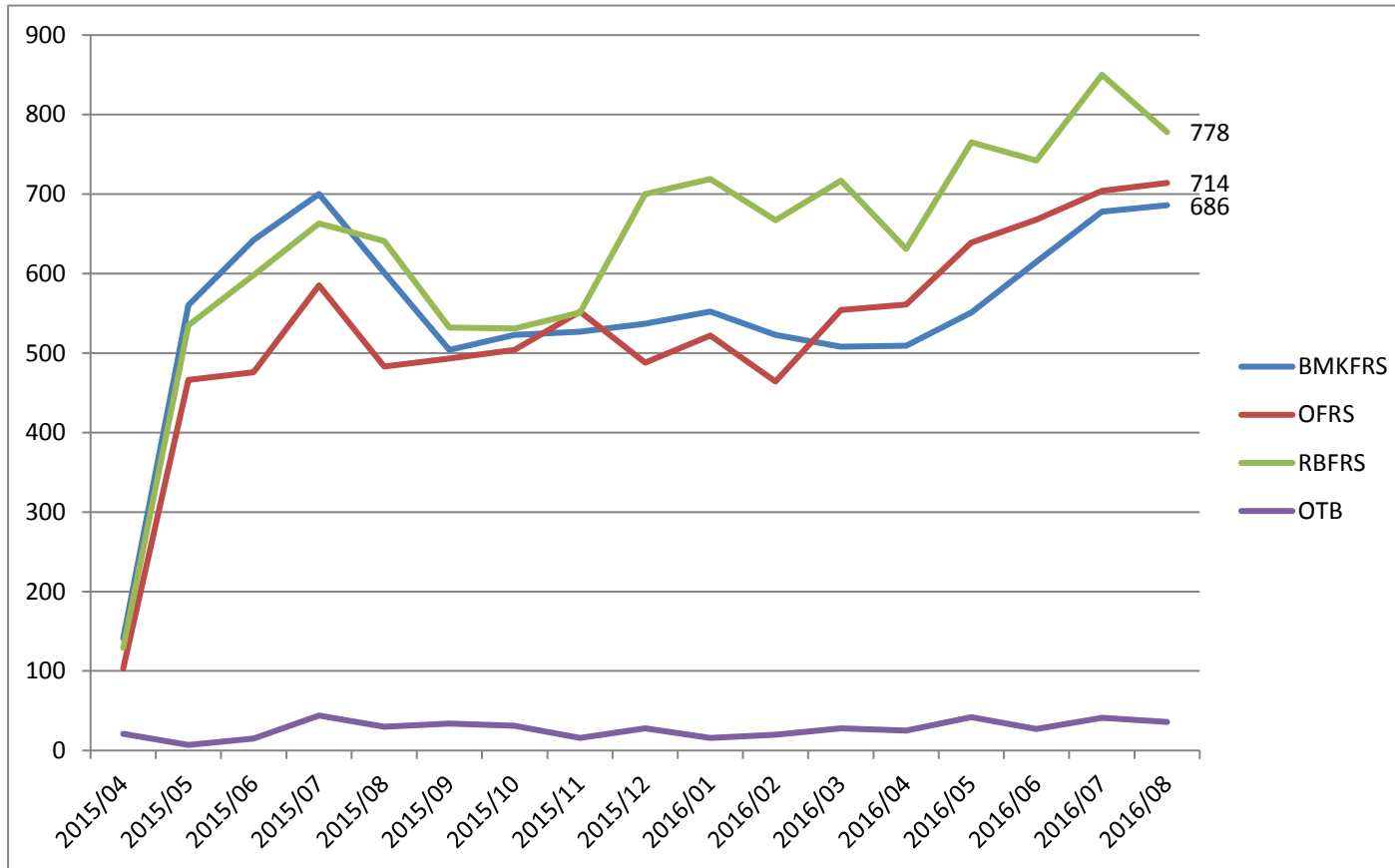


	TVFCS
2015/04	0.36
2015/05	0.55
2015/06	1.31
2015/07	1.97
2015/08	1.18
2015/09	1.48
2015/10	1.31
2015/11	0.82
2015/12	1.04
2016/01	0.38
2016/02	1.59
2016/03	2.19
2016/04	1.62
2016/05	1.27
2016/06	.44
2016/07	.34
2016/08	.47
2016/09	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	

Note1: TVFCS went live on 23 April 2015;
April data reports 24-30 April 2015

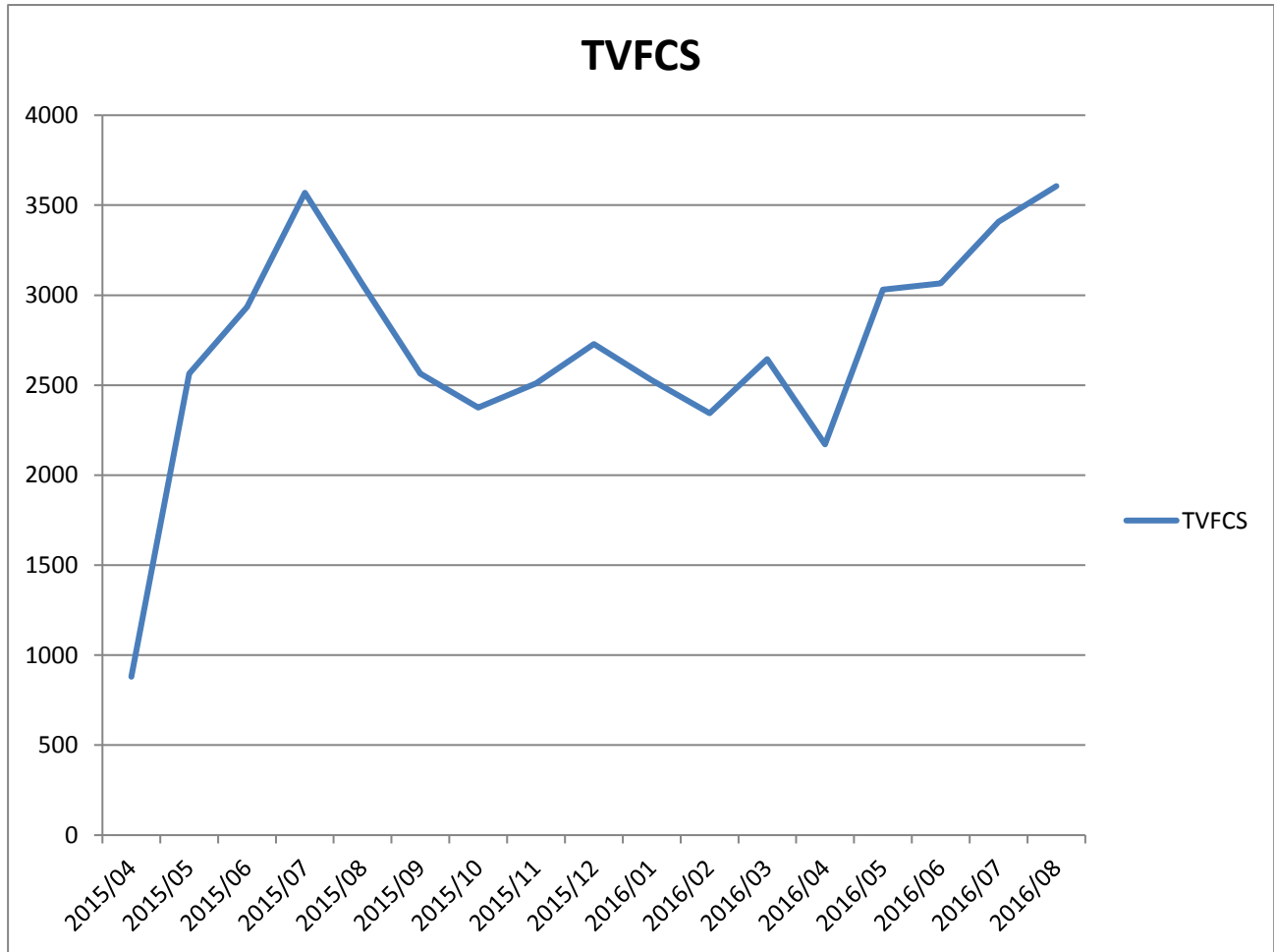
Number of incidents resources assigned to per FRS

TVFCS August 2016



	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				
2016/10				
2016/11				
2016/12				
2017/01				
2017/02				

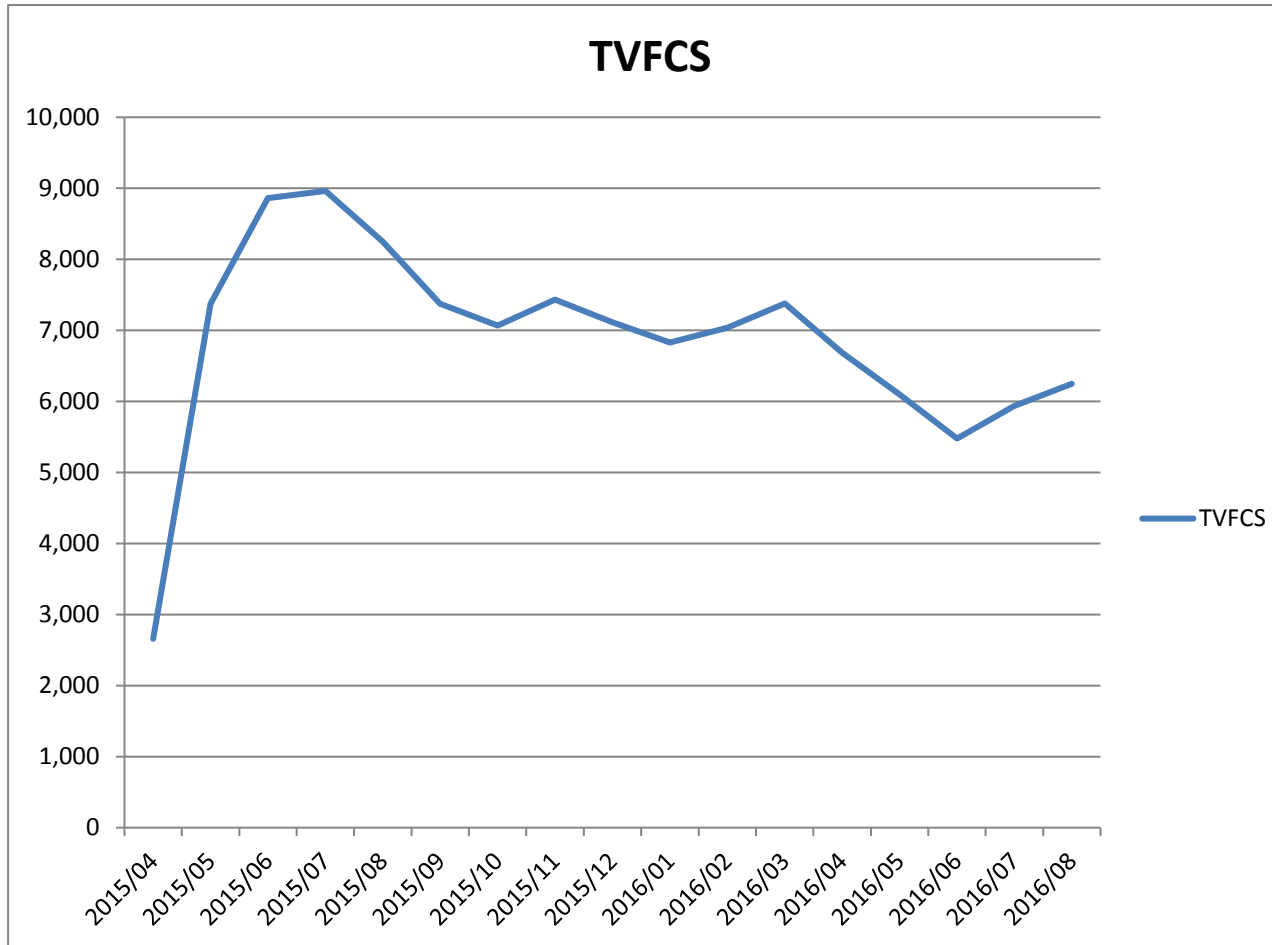
Total number of Emergency calls answered August 2016



	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	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	
	45987

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

Total number of Administrative Calls answered August 2016

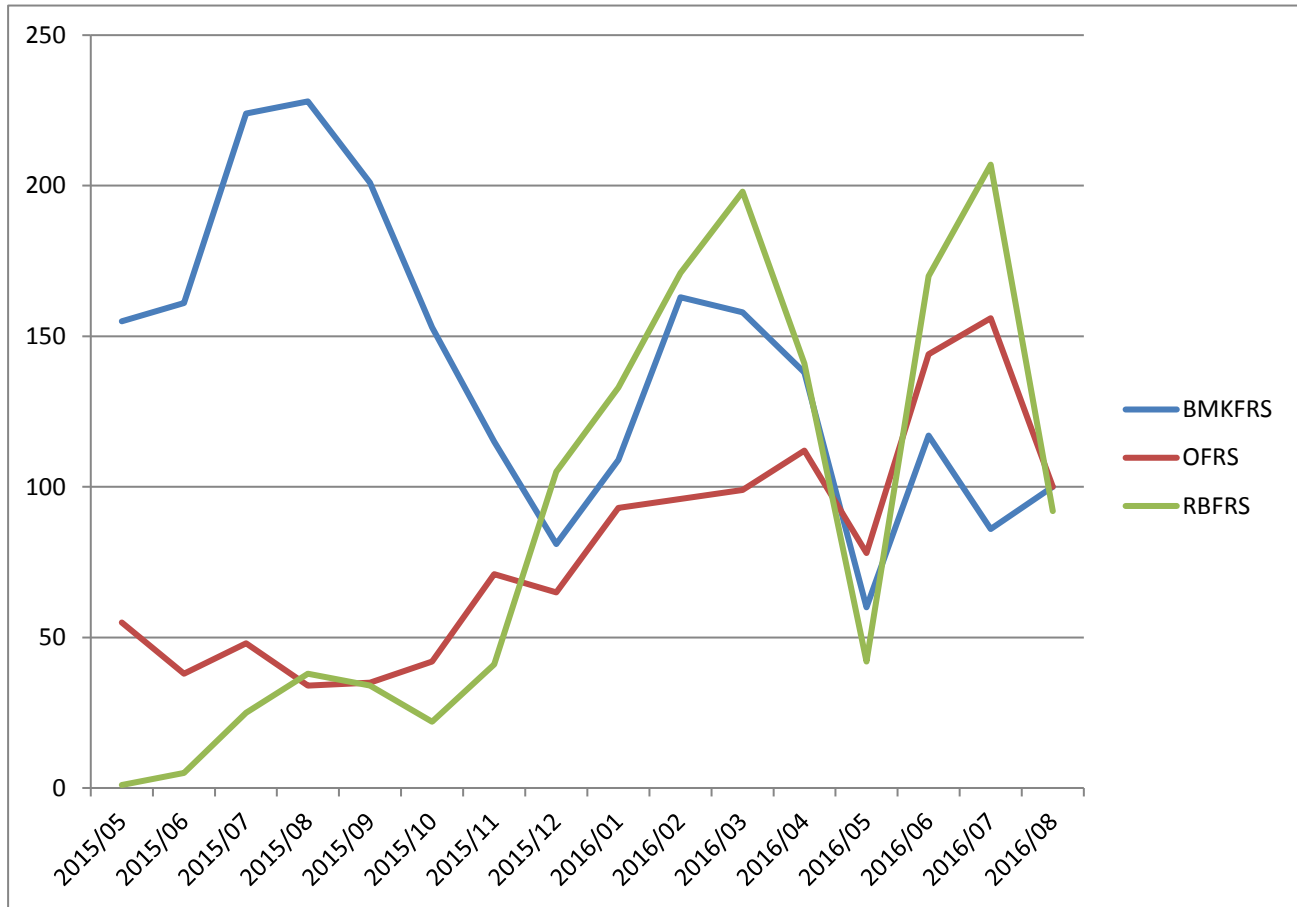


	TVFCS
2015/04	2,658
2015/05	7,375
2015/06	8,861
2015/07	8,963
2015/08	8,248
2015/09	7,375
2015/10	7,070
2015/11	7,435
2015/12	7,112
2016/01	6,828
2016/02	7,038
2016/03	7,377
2016/04	6,685
2016/05	6,097
2016/06	5,477
2016/07	5,938
2016/08	6,250
2016/09	
2016/10	
2016/11	
2016/12	
2017/01	
2017/02	
	116,787

Note 1: 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

Co responder number of incidents

TVFCS August 2016



	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			
2016/10			
2016/11			
2016/12			
2017/01			
2017/02			

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

TVFCS Joint Committee's Forward Plan

ITEM 10

ITEM	NEXT REPORTING DATE	FEEDING FROM/TO	REPORTING FREQUENCY	RECOMMENDED ACTION	LEAD OFFICER	PART I / II
Draft Long term Financial Plan Update	September 16			approve	Conor Byrne	Part I
Staffing Review Update	September 16			note		Part I
Update on delivery of outstanding elements	September 16			note		Part I
TVFCS performance since last meeting	September 16			note		Part I
Issues Log Update	September 16			note	Mat Carlile	Part I
TVFCS Branding	September 16			note	MG/MC/NB	Part I
Transition Plan update	September 16					
Staffing Review Update	December 16			note		Part I
2017/18 Budget Proposals	December 16					
Update on delivery of outstanding elements	December 16			note		Part I
TVFCS performance since last meeting	December 16			note		Part I
Issues Log Update	December 16			note	Mat Carlile	Part I
TVFCS Branding	December 16			note	MG/MC/NB	Part I