

# THAMES VALLEY FIRE CONTROL SERVICE



## Thames Valley Fire Control Service Joint Committee

**Monday 12 December 2016 at 2.00pm**

**Meeting Room 1**

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

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### AGENDA

	Item	Start time
1.	Apologies	
2.	Introductions	
3.	Declarations of Interest	
4.	Minutes of the meeting held on 23 September 2016 ( <i>Pages 3-8</i> )	
5.	Matters Arising	
6.	Questions from Members (Written Questions)	
7.	Transition Plan Progress ( <i>Pages 9–14</i> ) Purpose:	

	To outline progress against the TVFCS Transition Plan Phase 1.	
8.	Budget Update 2016/17 ( <i>Pages 15–22</i> ) Purpose: To provide the Joint Committee with an update report on the budgetary position for Thames Valley Fire Control Service (TVFCS) at the end of September 2016.	
9.	Proposed TVFCS Budget for 2017/18 ( <i>Pages 23–28</i> ) Purpose: To provide the Joint Committee with the proposed budget for Thames Valley Fire Control Service (TVFCS) for the 2017/18 financial year.	
10.	Control Performance Report ( <i>Pages 29-48</i> ) Purpose: To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS).	
11.	Forward Plan ( <i>Page 49</i> ) Purpose: To note the Forward Plan.	
12.	Date of Next Meeting	
	<ul style="list-style-type: none"> <li>• 20 March 2017 – 2pm</li> </ul> <p>The above meeting 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

Friday 23 September 2016 10.00 am  
Buckinghamshire and Milton Keynes Fire Authority, Brigade HQ, Stocklake,  
Aylesbury, Bucks. HP20 1BD

### Minutes

**Present:** Councillor Paul Bryant, Royal Berkshire Fire Authority (part)  
Councillor Adrian Busby, Buckinghamshire and Milton Keynes Fire Authority  
Councillor Judith Heathcoat, Oxfordshire County Council  
Councillor Roger Reed (Chairman), Buckinghamshire and Milton Keynes Fire Authority  
Councillor 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)  
Neil Boustred (AC, BMKFA)  
Kerry McCafferty (H of HR BMKFA)  
Asif Hussain (TA, BMKFA)  
Katie Nellist (DSO, BMKFA)  
Simon Furlong (DCFO, OFRS)  
Mat Carlile (AM, OFRS)  
Andy Fry (CFO, RBFRS)  
Trevor Ferguson DCFO, RBFRS)  
Mark Gaskarth (AM, RBFRS)  
Nikki Richards (H of BI and S, RBFRS)  
Conor Byrne (H of F and P, RBFRS)

**Public:** 1 Control Staff  
1 FBU Representative

**18. APOLOGIES**

Apologies for absence were received from Dave Etheridge CFO OFRS.

**19. INTRODUCTIONS**

All Members and Officers present introduced themselves.

**20. DECLARATIONS OF INTEREST**

None.

**21. MINUTES FROM THE MEETING HELD ON 25 JULY 2016**

Matters arising from the Minutes:

Item 10 – Transition Plan – 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:

‘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’.

Jason Thelwell advised that the three Chief Fire Officers had agreed that he and Dave Etheridge would provide a leadership role within the TVFCS and would arrange a number of visits to the Control Room to meet with staff and to show that it was a joint Control Room. The Chairman and Vice Chairman would also visit the Control Room on a regular basis.

Item 13 – Update on Delivery of Outstanding Elements of Capita Systems – Mat Carlile updated Members on whether TVFCS would get a credit from Capita for non-delivery of the monitoring system. Members were advised that the system had cost £30k and not £20k as previously stated, but the monitoring system was not specified within the contract so would be very difficult to pursue.

(Councillor Paul Bryant joined the meeting.)

RESOLVED –

That the Minutes of the meetings of the TVFCS Joint Committee held on 25 July 2016 be approved and signed by the Chairman as a correct record.

**22. MATTERS ARISING**

Graham Britten advised Members that following the last meeting, one of the key findings from the Transition Plan was that certain arrangements would be put in place, with agreement of the respective Chief Fire Officers, regarding amendments to the Remit and Terms of Reference of the Coordination Group.

RESOLVED –

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.

### 23. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None.

### 24. TRANSITION PLAN PROGRESS

Mark Gaskarth (MG) introduced the report and advised Members that following the last meeting on 25 July 2016 it was agreed that completion of Phase 1 of the plan would bring TVFCS into steady state in December 2016. MG advised Members that much progress had been made, and the detailed action plan identified a number of items, which included: 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; contracts management; the review of arrangements for overflow, business continuity and resilience; formal close down of the Programme Working Group and the Capita system issue resolution plan.

Nikki Richards (NR) gave Members an update on Capita, the outstanding £96k and the software requirements for the mobilisation system.

Members requested that NR provided updates electronically before the next meeting.

NR

Councillor Busby asked if Capita were taking TVFCS seriously and was advised by NR that TVFCS was costing Capita money and so she felt Capita were focussed on delivery and that TVFCS were getting a reasonable response.

Councillor Bryant asked if TVFCS were part of a user group being set up and MG advised that he would be attending the user group meeting in October and would report back at the next TVFCS Joint Committee meeting in December.

MG

Councillor Bryant requested further information on the review of contracts that had been completed and was advised by NR that these had been reviewed by a Procurement Specialist, there was nothing that would present a significant risk and they were looking at where potential savings could be made.

Councillor Reed asked what the outcomes would be from reviewing the application of HR Policies and was advised by MG that as agreed at the last meeting, it was not the policy that would be reviewed but the application of the policy and whether they had been fully applied. Andy Fry (AF) advised that it was more of an audit of performance than a review. An update would be brought to the next meeting.

MG

MG gave Members a brief presentation on branding for the Control Room, showing potential locations for signage at the main gate, RBFRS reception, in the immediate area of the Control Room and inside the Control Room itself.

Members discussed the various locations and how they would like the signage to look. Members asked for the views of the Control Staff to be taken into account, but Members also asked MG to start the process of obtaining signage with the three Services' badges. Members again asked to be kept updated by email before the next meeting.

NB/MG/MC

RESOLVED –

That the contents of the update report be noted.

## 25. FINANCE UPDATE

Conor Byrne (CB) advised Members that as requested at the last meeting, this report provided a year-end summary and a commentary looking forward to next year's budget. At the December meeting of the TVFCS Joint Committee the budget would be recommended for approval by the Fire Authorities for their internal budget setting processes.

CB

Councillor Reed asked why it was not possible in the blue print to provide a longer term forecast and was advised that when the proposed budget was brought to the next meeting in December, as part of it a longer term financial plan could be produced, based on what was currently known. Members and Officers were all in agreement that a longer term financial plan was required.

CB

Councillor Bryant asked a question regarding the lack of reserves and was advised that when the budget was set every year, an amount of contingency was agreed with each Authority and was available if required. If further funds were necessary, the Committee would need to approach the three Authorities.

Councillor Bryant asked what the cost of the Control Room was to RBFRS and was advised that when the current budget was set RBFRS had only just moved into its new building and the cost of the Control Room was unknown. The Control Room had now been in the building a year and more accurate information was available.

RESOLVED –

That the year-end report for the budget for 2015/16 be noted.

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

## **26. CONTROL PERFORMANCE REPORT**

Mark Gaskarth (MG) advised Members that good progress had been made in terms of performance. The new temporary Training Support Officer was now in place, and was making a big difference by providing a much greater focus on individual and team performance. Much work had taken place to reduce absence levels. Members should also note that the Control Room was running under establishment at this time.

Councillor Heathcoat asked whether the graphs looking back at previous performance from the three Services was really necessary now and all Members agreed that going forward only current statistics were required. MG agreed it was in the Transition Plan phase 1 and would bring back proposals to the December meeting. MG

RESOLVED –

That the report be noted.

## **27. FORWARD PLAN**

Mat Carlile requested the Issues Log Update be removed from the Forward Plan as it was now closed.

A Draft Long Term Financial Plan Update be added for December 2016

## **28. ANY OTHER BUSINESS**

None.

## **29. DATE OF NEXT MEETINGS**

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

Monday 12 December 2016 at 2.00 pm

Monday 20 March 2017 at 2.00 pm

The Chairman closed the meeting at 11.36 am

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# THAMES VALLEY FIRE CONTROL SERVICE



<b>REPORT TITLE:</b>	<b>TRANSITION PLAN PROGRESS</b>
<b>PRESENTED TO:</b>	<b>JOINT COMMITTEE</b>
<b>DATE OF MEETING:</b>	<b>12 DECEMBER 2016</b>
<b>OFFICER PRESENTING REPORT:</b>	<b>AM MARK GASKARTH</b>

## 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.

**AGREE** to formally close down phase 1 of the transition plan.

## 3 BACKGROUND AND SUPPORTING INFORMATION

- 3.1 At the 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 phase 1 action plan contained the following elements:
  - a) the recruitment of key roles.
  - b) the development of revised management structures and governance principles for phase 2
  - c) the review of the application of existing HR policies.
  - d) the establishment of performance management metrics.
  - e) 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 signage 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 was advertised nationally. Short listing took place and interviews were conducted on 10 October 2016. Unfortunately, it was not possible to appoint a successful candidate through that process. The post has been re-advertised nationally with the interviews planned for 16 December 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 Fire Control started their year of secondment on 1 October 2016. They have helped to deliver elements within phase 1 of the transition plan. They are also providing direction to the Control staff and the link to the Group Managers responsible for operations from the 3 FRs.

The new Programme Manager for Thames Valley collaboration is in post and coming up to speed on TVFCS. They will be helping to plan for phase 2 of the transition plan.

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

It is proposed that these be developed during the last quarter of 2016/17 prior to the meeting of the Joint Committee in March 2017.

### **4.3 The review of the application of existing HR policies**

The application of the sickness and absenteeism policies has been reviewed. A new policy came into force in April 2016 and it has been implemented effectively. Managers are now familiar with the content, interpretation and application of the policy and the related ones. They have developed confidence in using their managerial judgement and discretion to apply the policy and procedure at the correct level, ensuring resulting actions are carried through and escalated as appropriate. This represents a significant improvement on previous performance. No additional work is required in this area.

The application of the performance management and appraisal policy has been reviewed. The policy requires all staff to have an annual appraisal with the exception of new members of staff who are already subject to regular monitoring through the probationary period and those out of the workplace. All staff have received a performance development interview this year apart from new members of staff and one member of staff who has been on long term sick leave. Whilst these have been completed and the individuals are aware of the outcomes, not all of the finished forms have been forwarded to HR for filing. This gap is being addressed.

All staff were issued with a revised contract at time of go live. These documents align to terms and conditions agreed following consultation with staff and representative bodies. They contain a statement of particulars aligned with the employee handbook and are legally compliant. No additional work is required in this area.

The frequency and management completion of one to ones was reviewed. The performance of individuals is monitored through one to ones, individual development plans, observations within the Control Room environment and progression through the NVQ scheme. Individuals receive feedback regarding individual and watch performance against KPIs as a matter of routine. No additional work is required in this area.

A training plan is in place and is in use. Work is underway to ensure the outcomes of the training needs analysis have been delivered and any individual training requirements addressed. A new training plan for 2017 has been developed and work has started to provide training packages and resources. Specific training is being put in place to support newly promoted Crew Managers.

#### **4.4 The establishment of performance management metrics**

The existing performance management metrics have been reviewed by the Head of Fire Control. A proposed new set of performance management metrics has been developed. The next step is for these to be put to the Joint Co-ordination Group in January.

#### **4.5 The integration of TVFCS into RBFRS service management processes**

This has been completed.

#### **4.6 Contracts management**

A review of the contracts has been completed. A summary of key information has been provided to the Joint Co-ordination Group and the Joint Committee.

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

A visit to North Yorkshire FRS's Fire Control has taken place to assess the resilience of the support arrangements provided for TVFCS. A no notice evacuation of Fire Control has taken place to fully test the procedures. A

business continuity plan has now been developed. Where gaps exist, these have been identified so action can be taken to address them on a prioritised basis through the Joint Co-ordination Group.

#### **4.8 Formal close down of the Programme Working Group**

A briefing was given to the Programme Working Group on 12 September 2016 to explain the transition plan and the intention to close down of the group. The summary of key outstanding items of work was discussed and the actions passed on to the relevant people within business as usual structures. The Programme Working Group members were thanked for their work in bringing TVFCS into place and the group was formally closed down.

#### **4.9 The Capita system issue resolution plan**

Following extensive testing and development, the four outstanding items from the original implementation programme will be delivered by Capita with the introduction of Vision v4.19.2 on the 29 November 2016. The four outstanding items were:

- Interface to FireWatch
- CSI interface for DGNA
- Attaching 999 audio to incident log
- Risk information for Astrium MDT

Once the upgrade has been delivered, the payments that have been withheld from the supplier will be due.

#### **4.10 Signage for TVFCS**

Following direction given by the Joint Committee at the last meeting, TVFCS signage will be fitted in December at the RBFRS HQ reception, in the corridors and in the room outside the Control room. The signage at the end of the access road will be fitted by the end of March 2017 as part of a wider piece of work to replace the RBFRS HQ signage.

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

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

On full acceptance of the system, TVFCS will be expected to make the outstanding payment of £96,311 that has been withheld from the supplier.

### **6 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

This report complies with the “Principles of Collaboration”.

### **7 CONTRIBUTION TO SERVICE AIMS**

It is a statutory duty for fire and rescue services to make arrangements for

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

## **8 BACKGROUND PAPERS**

8.1 Joint Committee Minutes – 25 July 2016.

8.2 Gateway Review Report – 2016.

**Author:** Mark Gaskarth, Area Manager TVFCS

**Date:** 25 November 2016

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# THAMES VALLEY FIRE CONTROL SERVICE



**REPORT TITLE:** BUDGET UPDATE 2016/17

**PRESENTED TO:** JOINT COMMITTEE

**DATE OF MEETING:** 12 DECEMBER 2016

**OFFICER PRESENTING REPORT:** CONOR BYRNE

## 1. PURPOSE AND SUMMARY OF REPORT

- 1.1. To provide the Joint Committee with an update report on the budgetary position for Thames Valley Fire Control Service (TVFCS) at the end of September 2016.

## 2. RECOMMENDATIONS

That the Joint Committee:-

- 2.1. **Note** the contents of the report.
- 2.2. **Note** the intention to use £35,000 from the current underspend position to install a video wall and switching system as per the business case at Appendix B.

## 3. BACKGROUND AND SUPPORTING INFORMATION

- 3.1. The TVFCS budget for the financial year 2016/17 was approved at the Joint Committee meeting in December 2015.
- 3.2. The revenue budget was set at £2,166,050 with a contingency of £150,000.
- 3.3. At the end of September with the close of Quarter 2 of the financial year, the forecast outturn at the end of the year is expected to be £2,036,000 resulting in an underspend of £130,000. Appendix A contains the full breakdown.
- 3.4. The staffing budget is forecast to be underspent by £114,000. This is due to actual staffing numbers being below the budgeted level during the first half of the year.
- 3.5. The Technology budget is forecast to be underspent by approximately £17,000 from an original budget of £317,000. This is due to lower than anticipated costs for telephones calls charges.
- 3.6. Recharges to cover corporate costs were set within the budget at £238,000, and these are expected to come in on budget.

Thames Valley Fire Control Service  
 Joint Committee Meeting  
 Monday 12 December 2016

- 3.7 It is intended to use £35,000 of the underspend to install a video wall and switching system as per the business case at Appendix B. The installation of the video wall is a suggestion that has come from staff. It would reduce the underspend to £95,000.
- 3.8 In accordance with Schedule 7, clause 12.1 of the legal agreement, any underspend will be reimbursed to the Fire Authorities in accordance with the costs apportionment model.

#### **4 FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS**

- 4.1 It is expected that the operating costs of TVFCS will come in approximately £95,000 under budget at the year end point, after allowing for the additional costs associated with the video wall and switching system.
- 4.2 It is not anticipated that there will be a requirement to use the contingency fund during 2016/17.

#### **5 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

- 5.1 This report complies with the TVFCS Steady State Legal Agreement.

#### **6 CONTRIBUTION TO SERVICE AIMS**

- 6.1 The Committee provide oversight on behalf of the three 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).

#### **7 BACKGROUND PAPERS**

- 7.1 Minutes of the TVFCS Joint Committee Meeting December 2015.

#### **8 APPENDICES**

- 8.1 Appendix A: TVFCS Budget Update Quarter 2 2016/17.  
Appendix B: TVFCS Video Wall and Switching System – Business Case

**Author:** Conor Byrne, Head of Finance and Procurement, Royal Berkshire FRS

**Sponsored by:** Andy Fry, Chief Fire Officer, Royal Berkshire FRS

**Date of report:** 25 November 2016



TVFCS Budget Monitoring 6 Months to 30 September 2016								
	Total Annual Budget	PO's Raised but not Received	PO's Received but Not Invoiced	Actual Expenditure To 30 September 2016	Forecast Outturn at Year End	Variance Forecast- Annual Budget	Variance %	Commentary
<b>Staff</b>								
Employment Costs	1,541,456			680,699	1,418,163	(123,293)	-8.00%	Underspend due to being under establishment by between 1.24 and 3.55 posts is £28,378. A large proportion (57%) of control staff are in development and are paid development rates of pay. This accounts for some £61,945 of the underspend during this period. It is anticipated that personnel will become competent and receive competent pay in the coming months reducing the underspend for this area. TVFCS is recruiting to fill outstanding vacancies to reach establishment levels. This will reduce the underspend in quarters 3 and 4. Estimate further underspend of £50,000 whilst staff gain competence and vacancies are filled in quarter 3 and 4. The costs of the Head of Fire Control post will be incurred in quarters 3 and 4 = 6 months of 0.5 FTE (£33k pa) =s £17k and will be offset from this underspend on salaries.
Overtime provision for major incidents	31,000			21,706	36,000	5,000	16.13%	Overspend on overtime largely due to being under establishment.
Mileage and Subsistence	10,000			8,527	13,527	3,527	35.27%	Three members of TVFCS staff were receiving mileage payments under TUPE. This was payable up to 2 years from the go live date. Two personnel have now left TVFCS and only 1 person remains and is claiming mileage from home to duty. This will cease in April 2017. Other travel costs include personnel attending Kidlington for courses and to assist Capita in system testing. Estimate costs in quarters 3 and 4 to be as per profiled budget figure (£2,500 per quarter).
Uniforms	2,000	20		1,429	3,000	1,000	50.00%	New members of staff started within the first two quarters. Further members of staff to be recruited to fill vacancies.
Recruitment	4,000			149	4,000	0	0.00%	Further costs in this area to be incurred in quarters 3 and 4 due to vacancies and CRM post.
<b>Sub Total</b>	<b>1,588,456</b>	<b>20</b>	<b>-</b>	<b>712,510</b>	<b>1,474,690</b>	<b>(113,766)</b>		
<b>Corporate</b>								
Facilities	84,705	250		42,353	84,705	0	0.00%	
Finance	14,939			7,470	14,939	0	0.00%	
HR	33,868			16,934	33,868	0	0.00%	
ICT	64,019			32,010	64,019	0	0.00%	Based on 6/12 Budget as per RBFRS General Ledger Budget,
Procurement & legal costs	9,900			4,950	9,900	0	0.00%	
Health & safety	8,595			4,298	8,595	0	0.00%	
Liability and Equipment Insurance	7,441			3,721	7,441	0	0.00%	
Management	14,453			7,227	14,453	0	0.00%	
<b>Sub Total</b>	<b>237,920</b>	<b>250</b>	<b>-</b>	<b>118,963</b>	<b>237,920</b>	<b>0</b>		
<b>Other</b>								
<b>OFRS Costs</b> (secondary control facility)	<b>22,511</b>		535	11,862	22,511	0	0.00%	
<b>External Consultants</b>			165	835		0		
<b>Technology</b>								
Capita Mobs System (maint)	84,253	1,748	30,758	1,840	84,253	0	0.00%	
DS3000 (for primary and secondary) ICCS	75,000	3,930	38,266	38,266	75,000	0	0.00%	
Telephony (rental) via unicorn	25,284	395	17,285	2,911	25,284	0	0.00%	
Telephony (rental) at Kidlington (5 lines)	1,300		-	1,500	1,300	0	0.00%	
Telephone call charges and modems for mobilisation (estimate) 5p a min	27,320		2,585	- 1,257	5,100	(22,220)	-81.33%	budget overstated, call charges now significantly lower.
General Equipment Purchase	6,541	3,244	31		6,541	0	0.00%	
EISEC Calcot (999 caller location)	9,000	27,000	- 2,116	7,141	9,000	0	0.00%	
UNICORN network (Berks,Bucks, Oxford)	38,856		- 7,048	1,444	38,856	0	0.00%	
UNICORN network Northallerton ( Remote buddy)	8,360		- 2,093	1,260	8,360	0	0.00%	
Smart services to switch 999 lines to secondary control or elsewhere	12,285		-	4,012	18,000	5,715	46.52%	Based on Lee Arslett information 07/07/2016 6/12 x £18,000 =s £9,000
Airwave rental ( SAN I ,B ) ( Primary,secondary ) (7+8)	18,886	11,171	263		18,886	0	0.00%	
PLR support for 9 TVFCS firewalls (if problem cannot be fixed remotely)	1,800		24		1,800	0	0.00%	
Service Delivery Monitoring Solution	5,250				5,250	0	0.00%	
Service Delivery RBFRS switch	3,028				3,028	0	0.00%	
<b>Sub Total</b>	<b>317,163</b>	<b>47,488</b>	<b>77,955</b>	<b>46,093</b>	<b>300,658</b>	<b>- 16,505</b>		
<b>Total Budgeted Expenditure</b>	<b>2,166,050</b>	<b>47,758</b>	<b>78,655</b>	<b>890,263</b>	<b>2,035,779</b>	<b>(130,271)</b>		
Contingency	150,000						17	
Upper limit of TVFCS expenditure without further FA approval	2,316,050							

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Business Case			
<b>Title:</b>	TVFCS Video Wall and Switching System		
<b>Project Name:</b>	TVFCS Interactive Wall Screen	<b>PMO Ref:</b>	
<b>Contact Name:</b>	Ingrid Leonard		
<b>Date Prepared:</b>	16 November 2016	<b>Version:</b>	1
<b>Sponsors Name:</b>	Mark Gaskarth	<b>Allocated Cost Code:</b>	TBC

1.0	Funding Stream ( please 'x' as appropriate)		2.0	Purpose ( please 'x' as appropriate)	
1.1	Existing Budget		2.1	Project	
1.2	Capital Bid	X	2.2	Temporary Resource	
1.3	Transition Fund		2.3	Increase in Revenue	
			2.4	Capital Purchase	X

3.0	Reason for submitting this business case
	<p>The provision of a video wall screen will provide a strategic overview for supervisors to manage and resource incidents, associated coverage moves and offer the operators the ability to observe resource disposition and availability in real time on a large scale screen, the information on which will be easily understood and absorbed to assist in quick and efficient decision making</p> <p>Thames Valley Fire Control Service requires this capability as it relies on seeing accurate information quickly to enable the efficient deployment of resources to all incidents/events. The provision of a video wall screen will aid the efficient deployment of the correct and most appropriate resources to any incident/event.</p> <p>Currently, TVFC operators manage some 450 resources operating out of 62 Fire stations within the coverage area. The solution provides a visual presentation of the resources to the operators in the form of a number in a 'bingo card' or as a call sign on a map within a PC screen making it impossible to actively monitor the resources disposition visually.</p> <p>Under normal operating conditions, there is no provision to easily absorb and/or interpret the information being presented. This becomes critical when in spate conditions and/or periods of high activity where the correct resources need to be easily identified and mobilised and areas need to be back filled to ensure the maintenance of fire cover.</p> <p>When there are large make ups and where there is a limited number of resources available due to crewing difficulties, TVFC mobilising officers have to fall back to paper maps to enable efficient and accurate decision making as there is no holistic real time information.</p> <p>The provision of a fully interactive video wall system will support full integration of visual displays with Vision.</p>

## RBFRS Document 1- Business Case

4.0	Objectives
	<ul style="list-style-type: none"> <li>Support and enhance the efficient deployment of resources to all incidents/events</li> <li>Provide a holistic real time overview of events and resource disposition across the TVFC coverage area</li> <li>Support the planning of resourcing incidents, coverage moves and strategic planning</li> <li>Clear and easy to understand information with regards to resource availability and disposition not just the RDS resources across two FRS's</li> <li>Removal of the reliance on paper records</li> <li>Portrays a professional image of TVFCS</li> <li>Assist in the management of resources as TVFCS expands</li> <li>Support alignment of TVFCS across the three FRS's</li> </ul>

5.0	Options Appraisal
Option Number	Brief Description of Option
1 Do nothing	The current screens are inefficient, old and unable to deliver a workable solution. The current set up does not allow a TV map with all resources being shown on the screens. The do nothing option limits the capability of TVFCS to fully utilise the technology to the benefit of our communities. In the longer term additional costs will be incurred as the current screen need to be replaced. This will cost £6k – approx £2k per screen.
2	Purchase a Video wall and switching system to be fed from a Vision client This option provides all the benefits as set out in this PID however there is a hidden cost in the loss of the lack of capacity in being able to use an operator position.
3	Purchase a Video wall, switching system and a dedicated Vision video wall client to feed the holistic real time resource information to a single point. This provides all the benefits at a one off additional cost of £5k and leaves all the operator positions available for use. The integration with vision will also incur an annual licensing cost of £5K

5.1	Cost			
	Costs			
Option Number	Year 1	Year 2	Year 3	Total
1 (do nothing)	0	0	£6k	£6k
2	£30K	0	0	£30k
3	£35K	£5K	£5K	£45K
4 (if applicable)				

5.2	Savings			
	Savings			
Option Number	Year 1	Year 2	Year 3	Total
1 (do nothing)				
2				
3				

## RBFRS Document 1- Business Case

5.3 Cost/Savings Assumptions				
Option Number	Costs for options 1&3 do not include any annual increases which may occur			
1 (do nothing)				
2	At this time there is no allowance for asset replacement but would anticipate ongoing recharge yet to be determined			
3				

5.4 Risks & Benefits		
Option Number	Risks	Benefits
1 (do nothing)	Not fit for purpose for current and future effective service delivery	No immediate extra costs
	Unable to see the full picture as it only shows RDS resources in Oxon and Bucks, not WTD and Officer resources and there is no link to Fire watch	
	Old screens which will require replacing in the not too distant future	
2	There may be a need to purchase a replacement operator station to replace the one that is being used for the proposed new wall screen	No ongoing costs as one off purchase only
		Delivers the immediate improvements set out in the PID
		Strategic overview of TVFC resources
		Holistic real time information
		The removal of paper reliant systems
		Full integration with Vision
		Efficient identification and mobilisation of resources
		Supports TVFCS vision of being world class status
3		Supports future expansion of TVFCS provision to other agencies
		As above and delivers whole solution and leaves all operator stations available for use

6.0 Recommendation	
The JCG is asked to agree and recommend to JCC the purchase of Option 3 – The purchase of a video wall, switching system and a dedicated Vision video wall client to feed the holistic real time resource information to a single point.	

## RBFRS Document 1- Business Case

<b>7.0</b>	<b>Monitoring and Evaluation</b>	
<b>7.1</b>	Who will manage the implementation?	<b>ICT department</b>
<b>7.2</b>	Who will monitor and evaluate the outcomes?	<b>GM TVFCS Control</b>
<b>7.3</b>	Frequency of Reporting?	<b>Monthly until the project is complete</b>

<b>8.0</b>	<b>Commissioning</b>	
Decision (Approved/ Rejected)		
Decision Made on		
Decision Made by		
Comments (if Rejected)		

# THAMES VALLEY FIRE CONTROL SERVICE



**REPORT TITLE:** PROPOSED TVFCS BUDGET FOR 2017/18  
AND MEDIUM TERM FINANCIAL PLAN

**PRESENTED TO:** JOINT COMMITTEE

**DATE OF MEETING:** 12 DECEMBER 2016

**OFFICER PRESENTING REPORT:** CONOR BYRNE

## 1. PURPOSE AND SUMMARY OF REPORT

- 1.1. To provide the Joint Committee with the proposed budget for Thames Valley Fire Control Service (TVFCS) for the 2017/18 financial year and the medium term financial plan.

## 2. RECOMMENDATIONS

That the Joint Committee:-

- 2.1. **Agree** the proposed TVFCS revenue budget for the 2017/18 financial year of £2,123,210.
- 2.2. **Agree** a contingency of £150,000 which would provide an upper limit of expenditure of £2,273,210 in 2017/18. However, the level of contingency along with other budget lines will be reviewed annually in line with the legal agreement.
- 2.3. **Agree** to set aside £150,000 (£50,000 from each partner) in 2017/18 towards capital replacement costs.
- 2.4. **Recommend** to their respective Authorities the TVFCS budgets for the financial year 2017/18 and the individual Authority contributions to these budgets.
- 2.5. **Approve** the current Medium Term Financial Plan at Appendix B.

## 3. BACKGROUND AND SUPPORTING INFORMATION

- 3.1. The finance leads from the three fire and rescue services have met to consider the TVFCS budget for the financial year 2017/18. A proposed budget has been developed and is attached at Appendix A.
- 3.2. This proposed budget is based on a business as usual operating model following the close down of Phase 1 of the Transition Plan. It does not take account of any additional resources required to complete specific pieces of

work in phases 2 or 3 of the plan. Nor does it take account of any changes to business as usual operating costs following completion of any work in phases 2 or 3 of the plan.

- 3.3. The operating budget for 2016/17 was set at £2,166,050. The proposed budget for 2017/18 is £2,123,210, a reduction of £42,840 or just under 2% on the previous year's approved budget.
- 3.4. The staffing budget for 2016/17 was set at £1,588,456, this incorporated two temporary positions – a Training Support Officer and an Administrative Assistant. Only the part-year budgets for these two posts have been included in the 2017/18 budget, and these drop out completely after that.
- 3.5. At the Joint Committee meeting in July 2016, the blueprint was agreed and phase 1 of the Transition Plan was approved for implementation. This incorporated an organisational structure incorporating a Head of Fire Control position at GM (Control) level. Approval was given for this post to be filled for 12 months on a 0.5FTE basis through a secondment from a neighbouring FRS. The 2017/18 budget allows for these costs up to the end of October 2017.
- 3.6. It is proposed to maintain the staffing budget for TVFCS against the existing establishment of control operators and managers for the 2017/18 financial year. Any changes to staffing levels or arrangements in phase 2 or 3 of the Transition Plan could change the associated staffing costs during the 2017/18 financial year, but the detail of the phases has not been agreed at this point.
- 3.7. Recharges are set each year for TVFCS to cover corporate costs. The scale of the recharges have been amended within the proposals to reflect the expected costs of provide the corporate functions in 2017/18.
- 3.8. It is proposed to have a contingency of £150,000 on top of the revenue budget of £2,123,210.
- 3.9. It is proposed to continue the arrangement where the three partners each set aside £50,000 every financial year towards the capital replacement costs.
- 3.10. In accordance with Schedule 7, clause 12.1 of the legal agreement, any underspend will be reimbursed to the partners in accordance with the costs apportionment model.
- 3.11. A medium term financial plan (Appendix B) has been produced for TVFCS based on current planning assumptions. The budgets have been adjusted for the removal of the temporary staff (para 3.4 and para 3.5 above), and have been uplifted for inflation. At this stage, there are no other known budget pressures or cost reductions in the medium term. Each year, any changes to the future annual budget will be brought back to Members for approval in line with the legal agreement. The budget for TVFCS Implementation of phases 2 and 3 of the Transition Plan would have significant impact on the plan and a revised plan would need to be brought to the Joint Committee.

#### **4. FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS**

- 4.1. The proposed operating budget for 2017/18 of £2,123,210 and represents a 1.98% reduction on the approved budget for 2016/17.



**5. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

- 5.1. This report complies with the TVFCS Steady State Legal Agreement.

**6. CONTRIBUTION TO SERVICE AIMS**

- 6.1. The Committee provides oversight on behalf of the three 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).

**7. BACKGROUND PAPERS**

- 7.1. Minutes of the TVFCS Joint Committee Meeting December 2015.

**8. APPENDICES**

- 8.1 Appendix A: Proposed Budget for TVFCS for 2017/18  
8.2 Appendix B: The Medium Term Financial Plan

**Author:** Conor Byrne, Head of Finance and Procurement, Royal Berkshire FRS

**Sponsored by:** Andy Fry, Chief Fire Officer, Royal Berkshire FRS

**Date of report:** 25 November 2016

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Thames Valley Fire Control Service - Budget Proposal 2017/18			Appendix A
TVFCS Budget			
	2016/17	2017/18	% Change
	£	£	
<b>Staff</b>			
Employment Costs	1,533,856	1,513,069	-1.36%
Overtime provision	31,000	31,300	0.97%
Mileage and Subsistence	10,000	2,000	-80.00%
Uniforms	2,000	2,000	0.00%
Training	7,600	5,000	-34.21%
Recruitment	4,000	4,000	0.00%
<b>Sub Total</b>	<b>1,588,456</b>	<b>1,557,369</b>	<b>-1.96%</b>
<b>Corporate</b>			
Facilities	84,705	89,575	5.75%
Finance & Procurement	24,839	25,209	1.49%
HR (now includes Health & Safety)	42,463	48,293	13.73%
ICT	64,019	71,629	11.89%
Liability Insurance	7,441	7,395	-0.62%
Management	14,453	15,169	4.95%
<b>Sub Total</b>	<b>237,920</b>	<b>257,270</b>	<b>8.13%</b>
<b>Other</b>			
Equipment purchases & Maintenance	6,541	6,541	0.00%
OFRS Costs	22,511	29,259	29.98%
<b>Sub Total</b>	<b>29,052</b>	<b>35,800</b>	<b>23.23%</b>
<b>Technology</b>			
Capita Mobs System (maint)	84,253	57,391	-31.88%
DS3000 (for primary and secondary) ICCS	75,000	76,500	2.00%
Telephony (rental) via unicorn	25,284	25,790	2.00%
Telephony (rental) at Kidlington (5 lines)	1,300	1,326	2.00%
Telephone call charges and modems for mobilisation	27,320	5,610	-79.47%
EISEC Calcot (999 caller location)	9,000	9,180	2.00%
UNICORN network (Berks,Bucks, Oxford)	38,856	39,632	2.00%
UNICORN network Northallerton ( Remote buddy)	8,360	8,527	2.00%
Smart services to switch 999 lines to secondary control or elsewhere	12,285	18,360	49.45%
Airwave rental ( SAN I ,B ) ( Primary,secondary ) (7+8)	18,886	23,264	23.18%
PLR support for 9 TVFCS firewalls (if problem cannot be fixed remot	1,800	1,836	2.00%
Video monitoring Solution suport (Estimate)	5,250	5,355	2.00%
RBFRS switch from Easynet to Unicorn	3,028	0	-100.00%
<b>Sub Total</b>	<b>310,622</b>	<b>272,771</b>	<b>-12.19%</b>
<b>Total Budgeted Expenditure</b>	<b>2,166,050</b>	<b>2,123,210</b>	<b>-1.98%</b>
Contingency	150,000	150,000	
<b>Upper limit of TVFCS expenditure without further FA approval</b>	<b>2,316,050</b>	<b>2,273,210</b>	

Contributions per FRS			
Buckinghamshire	736,457	721,891	34%
Oxfordshire	606,494	594,499	28%
Royal Berkshire	823,099	806,820	38%
<b>Total Budgeted Expenditure (excluding contingency)</b>	<b>2,166,050</b>	<b>2,123,210</b>	

TVFCS Medium Term Financial Plan 2016/17 to 2019/20				Appendix B
TVFCS Budget				
	2016/17	2017/18	2018/19	2019/20
	£	£	£	£
<b>Staff</b>				
Employment Costs	1,533,856	1,513,069	1,493,381	1,508,315
Overtime provision	31,000	31,300	31,613	31,929
Mileage and Subsistence	10,000	2,000	2,020	2,040
Uniforms	2,000	2,000	2,020	2,040
Training	7,600	5,000	5,050	5,101
Recruitment	4,000	4,000	4,040	4,080
<b>Sub Total</b>	<b>1,588,456</b>	<b>1,557,369</b>	<b>1,538,124</b>	<b>1,553,505</b>
<b>Corporate</b>				
Facilities	84,705	89,575	91,367	93,194
Finance & Procurement	24,839	25,209	25,713	26,227
HR (now includes Health & Safety)	42,463	48,293	49,259	50,244
ICT	64,019	71,629	73,062	74,520
Liability Insurance	7,441	7,395	7,543	7,694
Management	14,453	15,169	15,472	15,781
<b>Sub Total</b>	<b>237,920</b>	<b>257,270</b>	<b>262,416</b>	<b>267,660</b>
<b>Other</b>				
Equipment purchases & Maintenance	6,541	6,541	6,737	6,939
OFRS Costs	22,511	29,259	30,137	31,041
<b>Sub Total</b>	<b>29,052</b>	<b>35,800</b>	<b>36,874</b>	<b>37,980</b>
<b>Technology</b>				
Capita Mobs System (maint)	84,253	57,391	59,041	60,144
DS3000 (for primary and secondary) ICCS	75,000	76,500	78,795	81,159
Telephony (rental) via unicorn	25,284	25,790	26,564	27,361
Telephony (rental) at Kidlington (5 lines)	1,300	1,326	1,366	1,407
Telephone call charges and modems for mobilisation	27,320	5,610	5,778	5,951
EISEC Calcot (999 caller location)	9,000	9,180	9,455	9,739
UNICORN network (Berks,Bucks, Oxford)	38,856	39,632	40,821	42,046
UNICORN network Northallerton ( Remote buddy)	8,360	8,527	8,783	9,046
Smart services to switch 999 lines to secondary control or elsewhere	12,285	18,360	18,911	19,478
Airwave rental ( SAN I ,B ) ( Primary,secondary ) (7+8)	18,886	23,264	23,962	24,681
PLR support for 9 TVFCS firewalls (if problem cannot be fixed remotely)	1,800	1,836	1,891	1,948
Video monitoring Solution suport (Estimate)	5,250	5,355	5,516	5,681
RBFRS switch from Easynet to Unicorn	3,028	0	0	0
<b>Sub Total</b>	<b>310,622</b>	<b>272,771</b>	<b>280,883</b>	<b>288,641</b>
<b>Total Budgeted Expenditure</b>	<b>2,166,050</b>	<b>2,123,210</b>	<b>2,118,297</b>	<b>2,147,786</b>
Contingency	150,000	150,000	150,000	150,000
Upper limit of TVFCS expenditure without further FA approval	<b>2,316,050</b>	<b>2,273,210</b>	<b>2,268,297</b>	<b>2,297,786</b>

# THAMES VALLEY FIRE CONTROL SERVICE



**REPORT TITLE:** CONTROL PERFORMANCE REPORT

**PRESENTED TO:** JOINT COMMITTEE

**DATE OF MEETING:** 12 DECEMBER 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. The Control Room Manager's Report (Appendix A) provides a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons. From October 2016 the data will reflect a 12 month rolling period.

## 4. SUMMARY OF PERFORMANCE

- 4.1 Performance against the measures for mobilisation within 60, 90 and 120 seconds has improved again this month as personnel gain further confidence with the system, as well as the continued ongoing support for individuals and teams.
- 4.2 The answering of emergency calls within 5 and 10 seconds in October also continues to improve with both measures at over 95%.
- 4.3 The number of emergency calls has decreased as has the number of incidents that required mobilisation. The number of admin calls received in October has significantly increased.
- 4.4 The percentage of admin calls answered within 15 seconds has increased despite the backdrop of significantly increased admin call numbers.

- 4.5 The number of Co-responding calls has significantly increased in October.
- 4.5 The Control room continues to run at 3.56 posts below the 40 in the establishment. Recruitment campaigns for FF, CM and CRM are currently in progress.
- 4.6 The Head of Control (GM Control) started at the beginning of October in a 0.5 FTE capacity.
- 4.7 Overtime levels in October remain high due to TVFCS still running under establishment (see point 4.5)
- 4.8 Work continues to reduce absence levels in TVFCS, there has been a slight increase in October due to seasonal colds and additional cleaning control measures have been implemented. Absence rates in October were at 0.76 per Full Time Equivalent (FTE).
- 4.9 A Software upgrade is to be installed on the Vision mobilising system in the last week of November. This is a significant upgrade that will address a number of outstanding issues which will support continued performance improvement of the system and personnel.

## **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:** 20 November 2016

# Thames Valley Fire Control Service



## Control Performance Report October 2016

### Appendix A: Control Manager's Report

#### Part 'A'

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

## 1. Establishment

### 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
Group Manager	0.5	0 – 0 FTE	1 – 0.5 FTE		12 months 0.5FTE temporary secondment from Oct 2016
Control Manager	1	1 – 1 FTE	0 – 0 FTE		Post re-advertised in November 2016
Control Training Manager	1	1 – 1 FTE	0 – 0 FTE		
Training Support Officer	1	0 – 0 FTE	1 – 1 FTE		12 months temporary secondment from June 2016
Watch Managers	4	3 – 3 FTE	1 – 1 FTE		1 x T/WM backfilling Training Support Officer secondment
Crew Managers	12	9 – 8.88 FTE	2 – 2 FTE	1.12	2 X FFs temporary CMs
Firefighter	20	16 – 14.56 FTE	3 – 3 FTE	2.44	3 x FFs to be given permanent contracts in November 2016
Non Uniformed	1	0 – 0 FTE	1 – 1 FTE		12 months admin support from May 2016
Total	40.5	30 28.44 FTE	9 – 8.5 FTE	3.56	

- Currently 3.56 under establishment.
- GM Control commenced Oct 2016.
- Two FF Control temporarily promoted to development CM.
- Recruitment to commence in November for CRM and CM positions.
- Recruitment for FF to commence on confirmation of two leavers.



## 2. Explanation of absence rates

- In October there were 8 episodes of sickness absence equating to 28 days:
  - 1 x 12 days long term sick
  - 7 short term sickness episodes – 16 days
  - Short term absence due to seasonal colds.
  - Additional cleaning control measures implemented.
- This averages to 0.76 days per person for October.

## 3. Overtime Claims and Payments

- Over time claims and payments for October are shown in Table 2 below.
  - Current vacancies are being managed by a combination of duty swaps and overtime.

**Table 2: Overtime claims and payments for TVFCS in October**

	Number of Employees that claimed OT	Total of Overtime Paid
October	16	£6,565.06 *

Note: \* Figure does not include all overtime payments for October due to processing timescales.

## 4. Technical performance of the system

- System remains stable.
- System and User testing for Vision software upgrade 4.19.2 currently in progress; implementation will be take place in late November.
- There was an issue with the call logger and how it generated reports for call statistics. The GSM admin line had been excluded since May 2016, this has now been rectified and investigations are taking place to find the cause.

## 5. Report on TVFCS performance and updates

- Performance indicators now show a rolling 12 month average based on TVFCS data available since go live and the RAGB method adopted.
- TVFCS performance has improved with the exception of sickness/ absence.
- Performance has exceeded the 12 month rolling average in all key areas.
- Control personnel are actively involved with the user testing for Vision software upgrade 4.19.2.
- A 'no notification' exercise took place involving the complete evacuation of TVFCS.

**Part 'B'****Performance Reporting**

Measures reported monthly are:

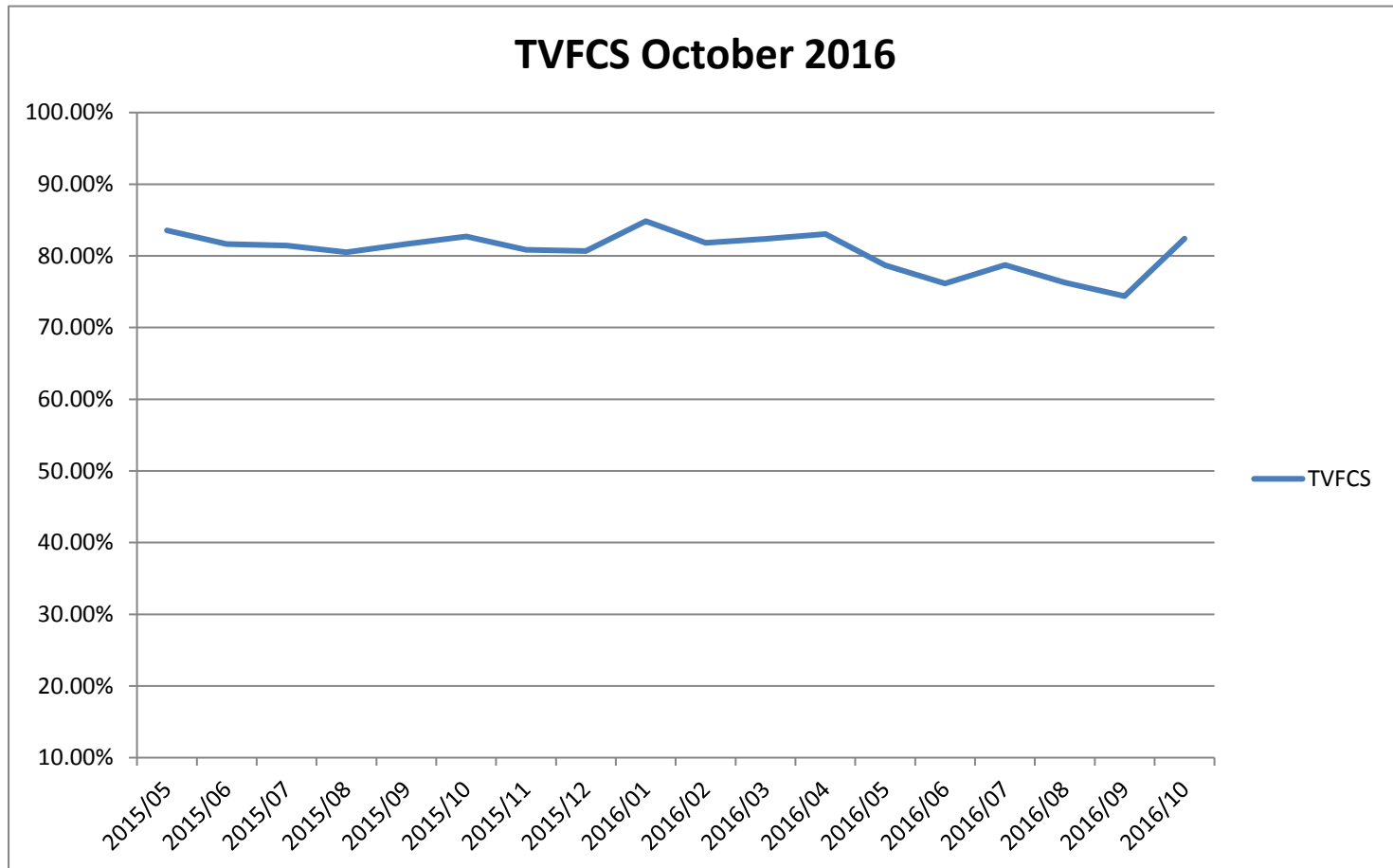
- The percentage of administrative calls answered within 15 seconds
- The percentage of emergency calls answered within 5 seconds
- The percentage of emergency calls answered within 10 seconds
- The percentage of mobilisations within 60 seconds
- The percentage of mobilisations within a cumulative 90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

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

<b>Metric</b>	<b>TVFCS Rolling 12 month average (From previous month)</b>	<b>September 2016</b>	<b>October 2016</b>
Admin calls answered within 15 seconds	80.05%	74.39%	82.43%
Emergency calls answered within 5 seconds	91.58%	92.43%	96.01%
Emergency calls answered within 10 seconds	96.36%	92.67%	98.74%
Mobilisations within 60 seconds	35.19%	49.68%	51.32%
Mobilisations within 90 seconds	64.66%	75.11%	77.21%
Mobilisations within 120 seconds	80.53%	86.28%	88.06%
No of times Emergency fallback instigated	0	0	0
Average shifts sick per FTE	1.02	.71	.76
Number of mobilisations	1,891	2,151	2,013
Total Emergency calls answered	2,777	2,904	2,700
Total Admin calls answered	6,664	5,772	7,113
Number of Co-responding incidents	333	339	414

Note: Statistics that are not RAG'd have no performance metrics to measure against.

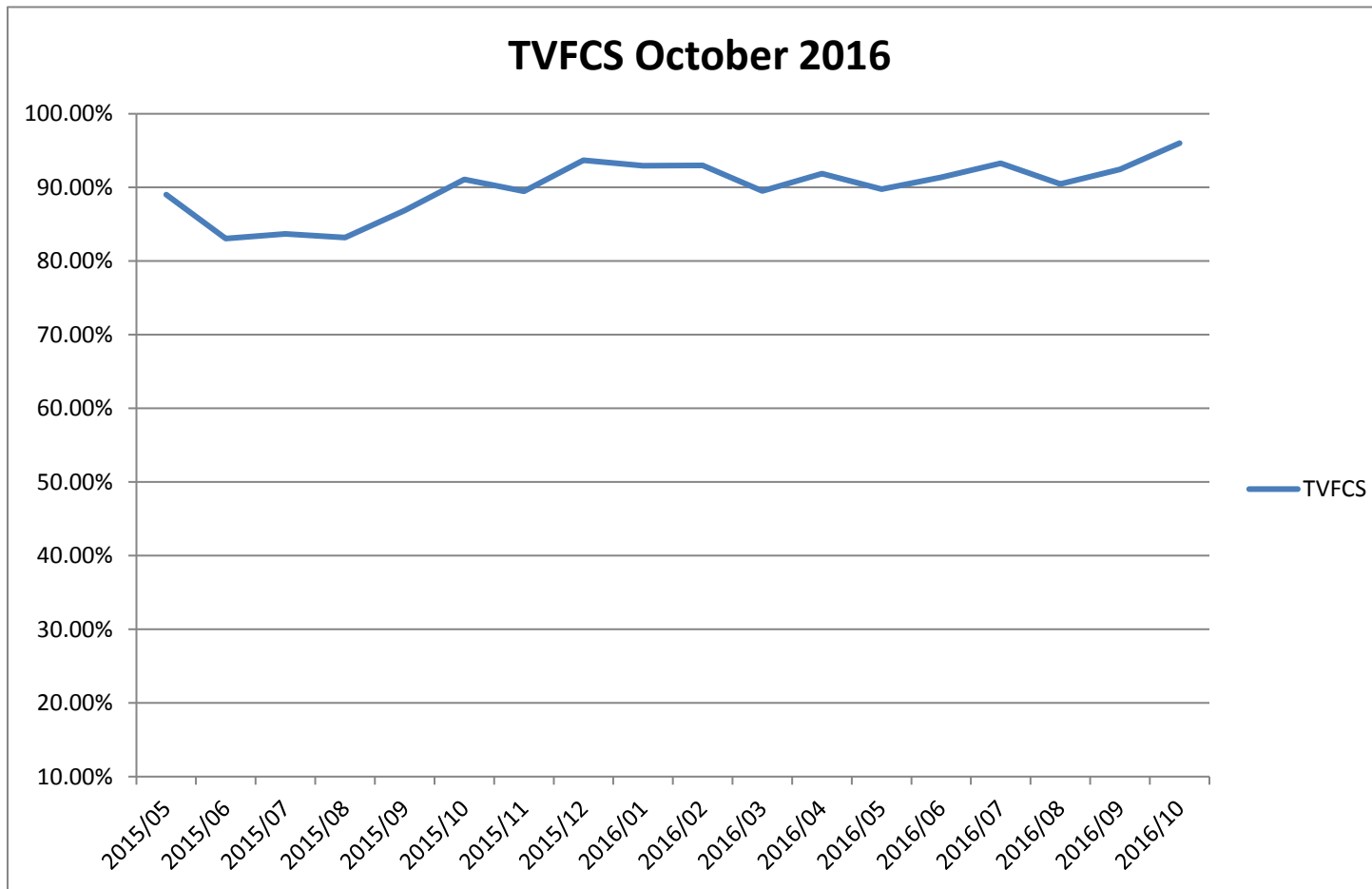
## % admin calls answered in 15 seconds



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

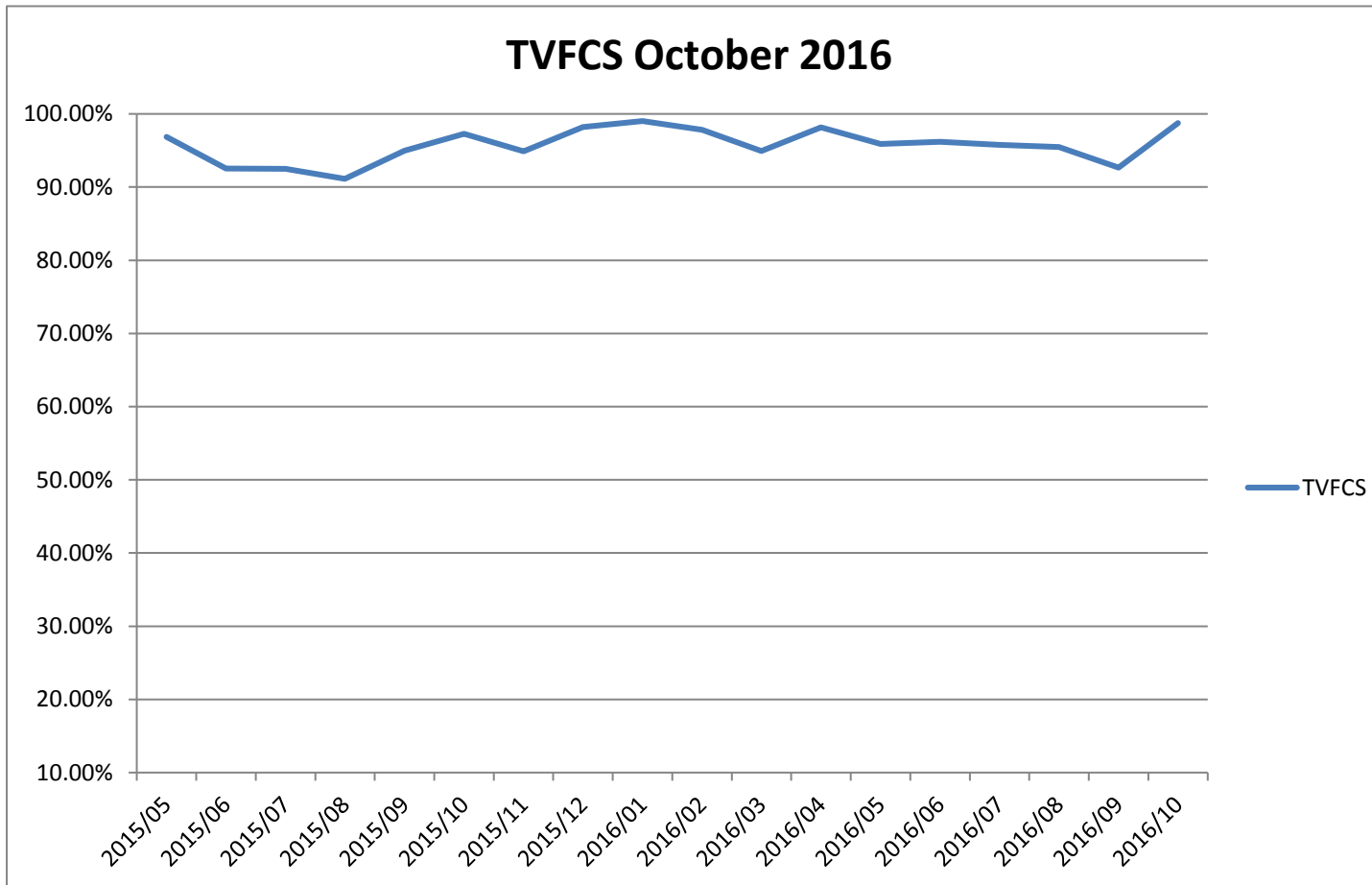
## % emergency calls answered within 5 seconds



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

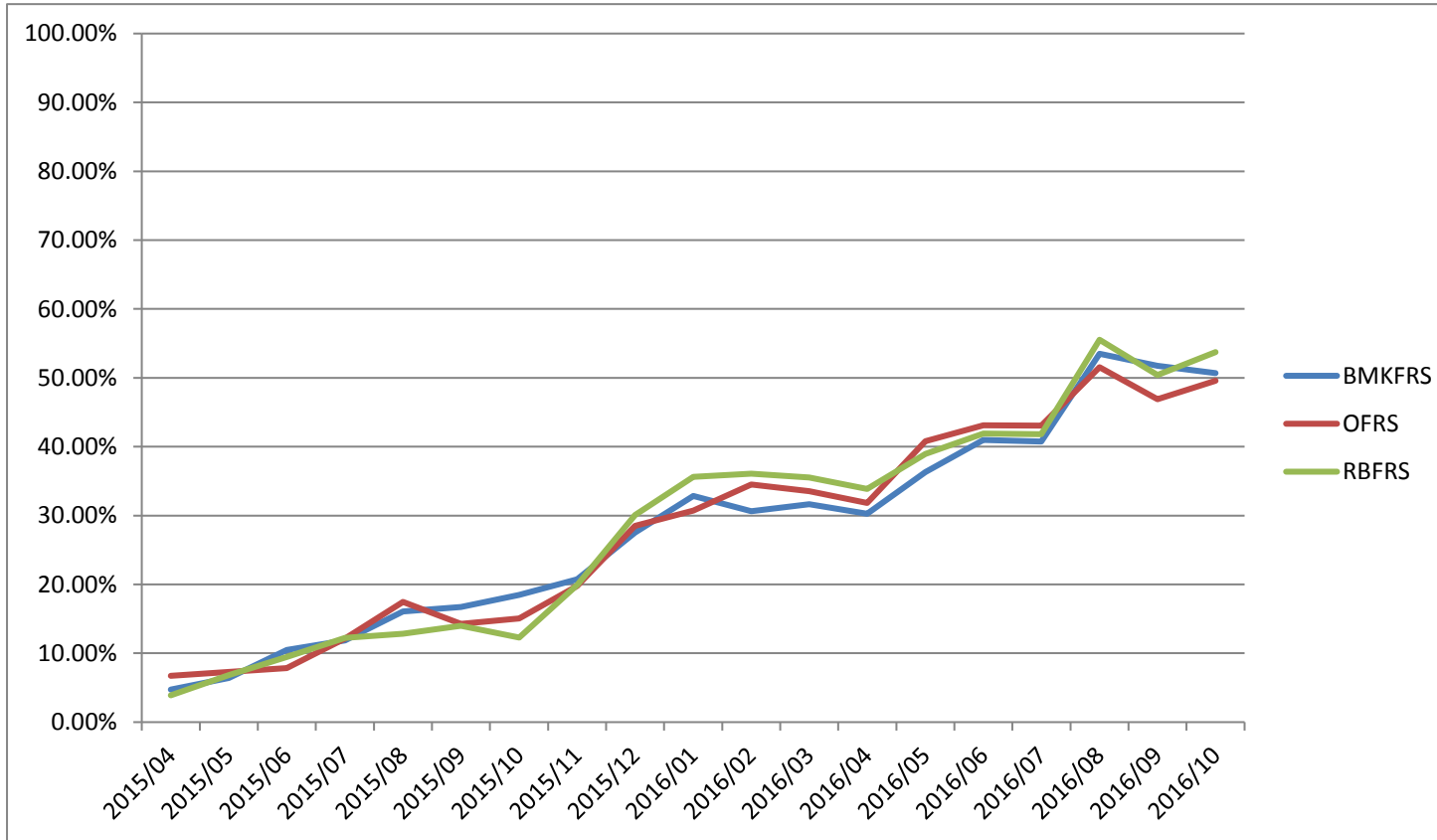


	TVFCS
2015/0	96.85
2015/0	92.54
2015/0	92.48
2015/0	91.13
2015/0	94.98
2015/1	97.28
2015/1	94.89
2015/1	98.21
2016/0	99.02
2016/0	97.84
2016/0	94.91
2016/0	98.14
2016/0	95.90
2016/0	96.20
2016/0	95.77
2016/0	95.46
2016/0	92.67
2016/1	98.74
2016/1	
2016/1	
2017/0	
2017/0	

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 October 2016

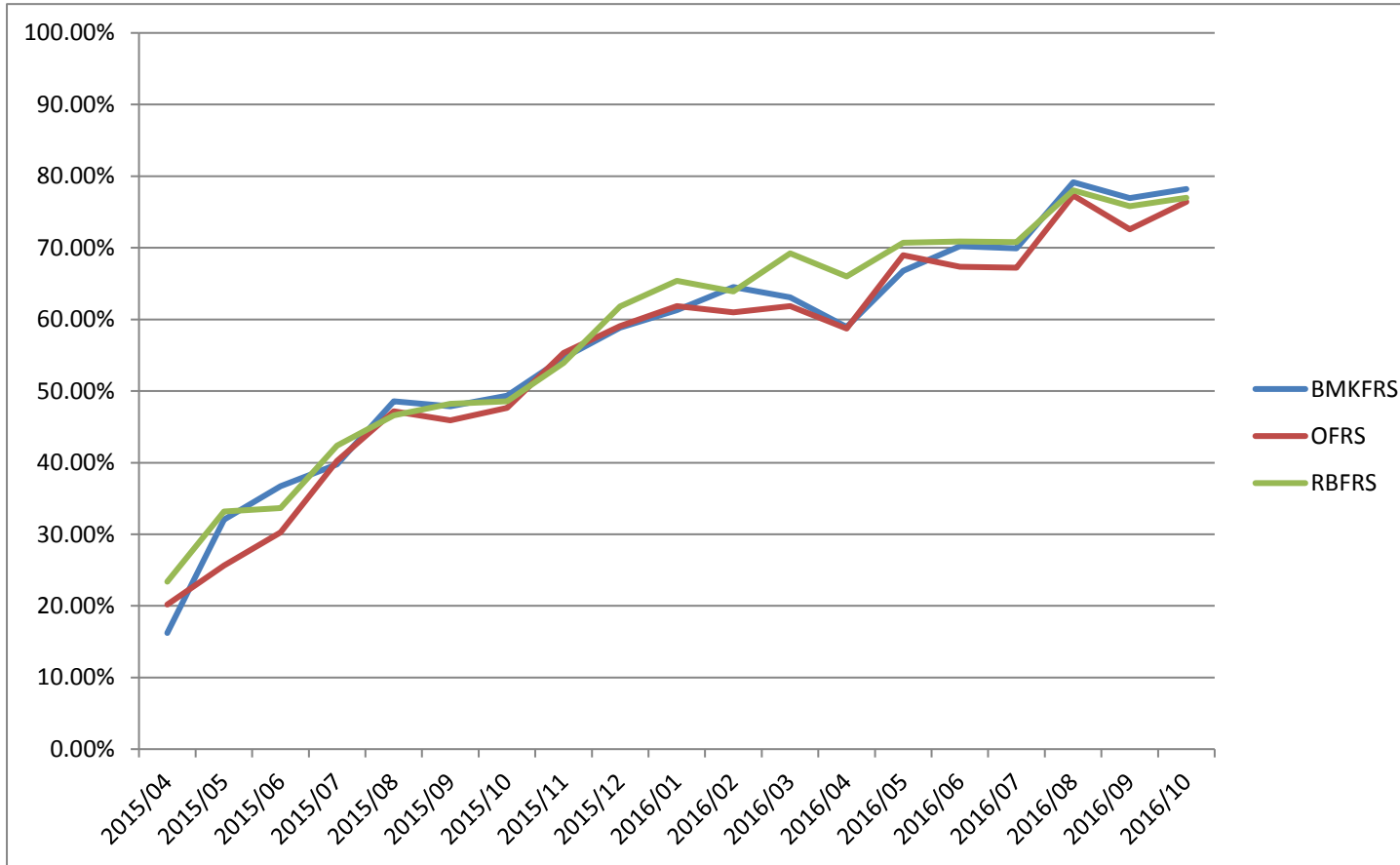


	BMKFRS	OFRS	RBFRS
2015/04	4.73%	6.73%	3.9%
2015/05	6.41%	7.30%	6.84%
2015/06	10.47%	7.85%	9.45%
2015/07	11.88%	12.13%	12.22%
2015/08	16.07%	17.46%	12.85%
2015/09	16.74%	14.26%	13.98%
2015/10	18.49%	15.04%	12.30%
2015/11	20.72%	19.75%	19.89%
2015/12	27.55%	28.51%	30.06%
2016/01	32.83%	30.72%	35.60%
2016/02	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	51.74%	46.90%	50.41%
2016/10	50.70%	49.56%	53.72%
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 October 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	76.95%	72.60%	75.79%
2016/10	78.22%	76.40%	77.00%
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 120 seconds

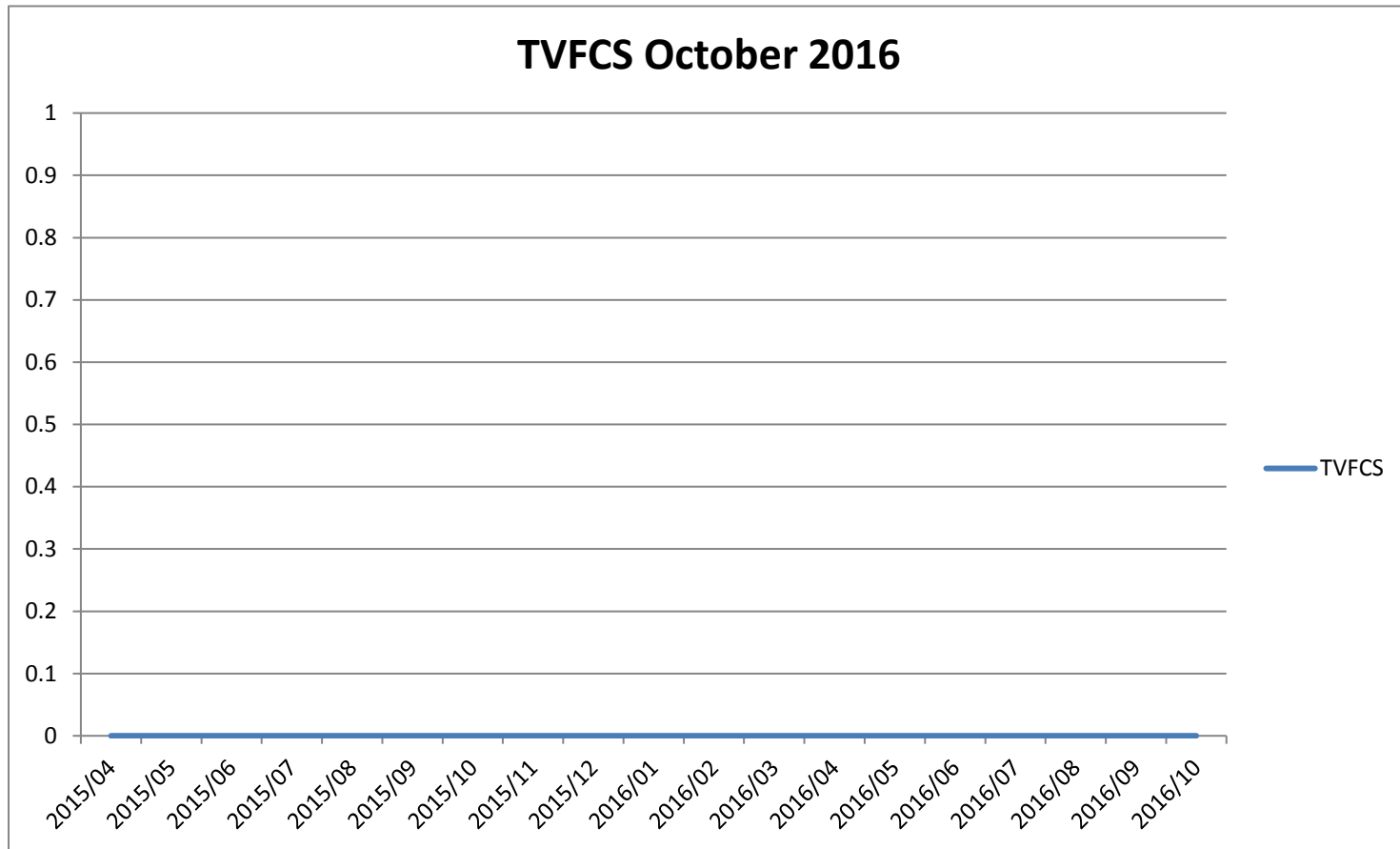
### TVFCS October 2016



	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	76.625%	78.29%	82.51%
2016/05	80.73%	82.68%	84.41%
2016/06	84.23%	81.89%	83.96%
2016/07	84.24%	81.55%	83.80%
2016/08	90.67%	88.94%	87.66%
2016/09	89.22%	83.59%	89.22%
2016/10	90.24%	86.87%	87.05%
2016/11			
2016/12			
2017/01			
2017/02			

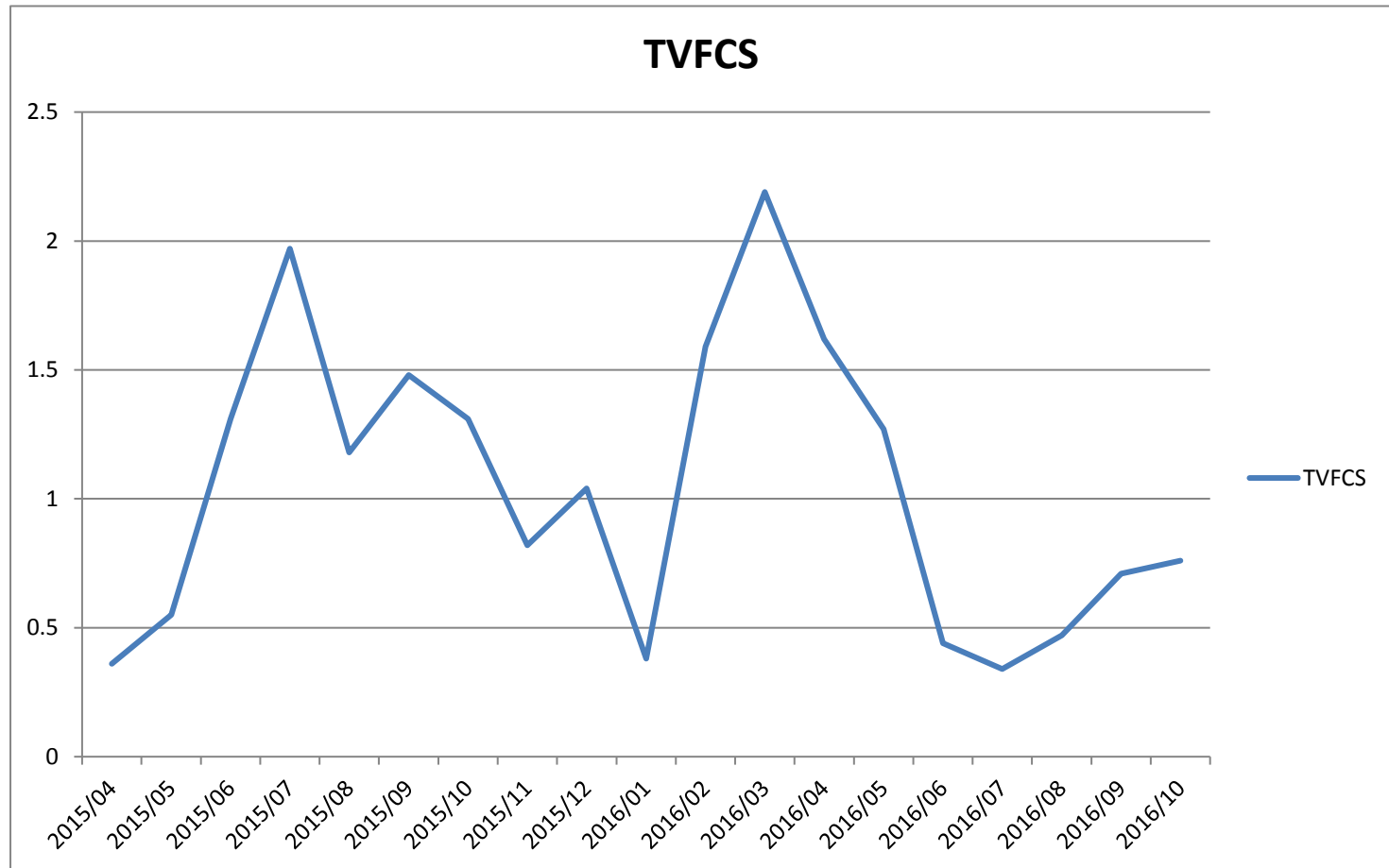
Note1: TVFCS went live on 23 April 2015;  
April data reports 23-30 April 2015

## Number of times Control reverted to emergency fallback



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

## Average shifts sick per Control FTE

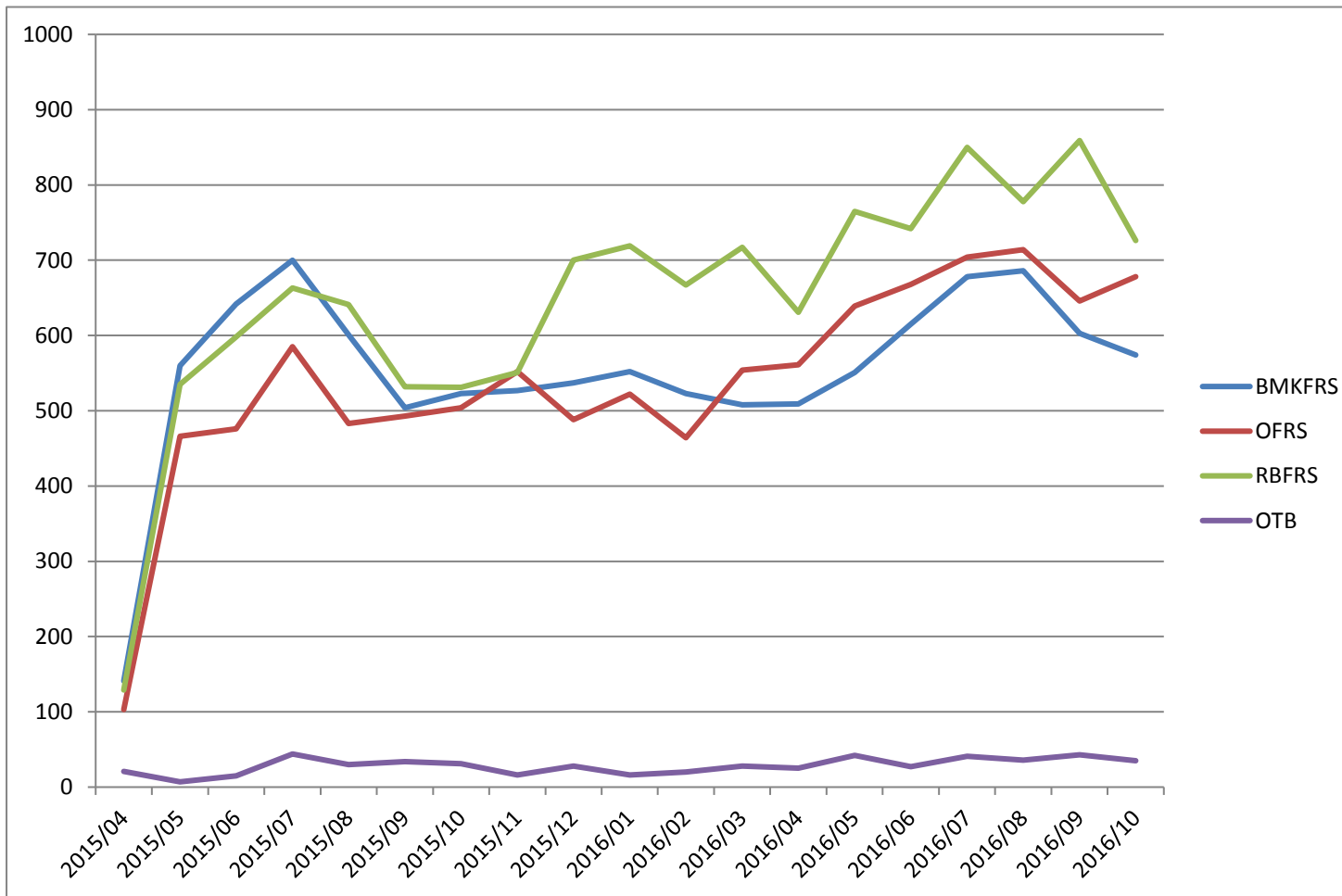


	TVFCS
2015/04	0.36
2015/05	0.55
2015/06	1.31
2015/07	1.97
2015/08	1.18
2015/09	1.48
2015/10	1.31
2015/11	0.82
2015/12	1.04
2016/01	0.38
2016/02	1.59
2016/03	2.19
2016/04	1.62
2016/05	1.27
2016/06	.44
2016/07	.34
2016/08	.47
2016/09	.71
2016/10	.76
2016/11	
2016/12	
2017/01	
2017/02	

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

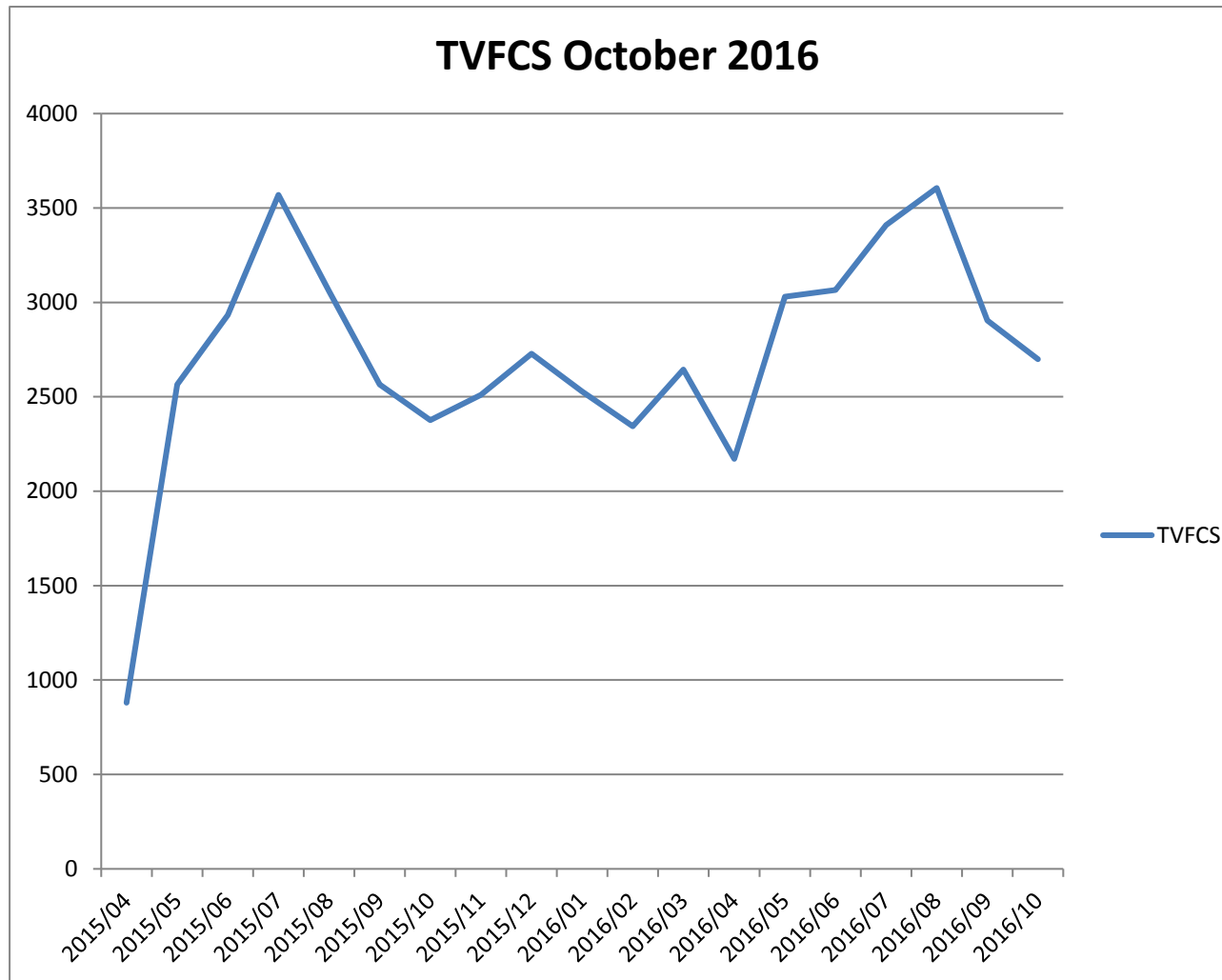
## Number of incidents resources assigned to per FRS

TVFCS October 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	603	646	859	43
2016/10	574	678	726	35
2016/11				
2016/12				
2017/01				
2017/02				

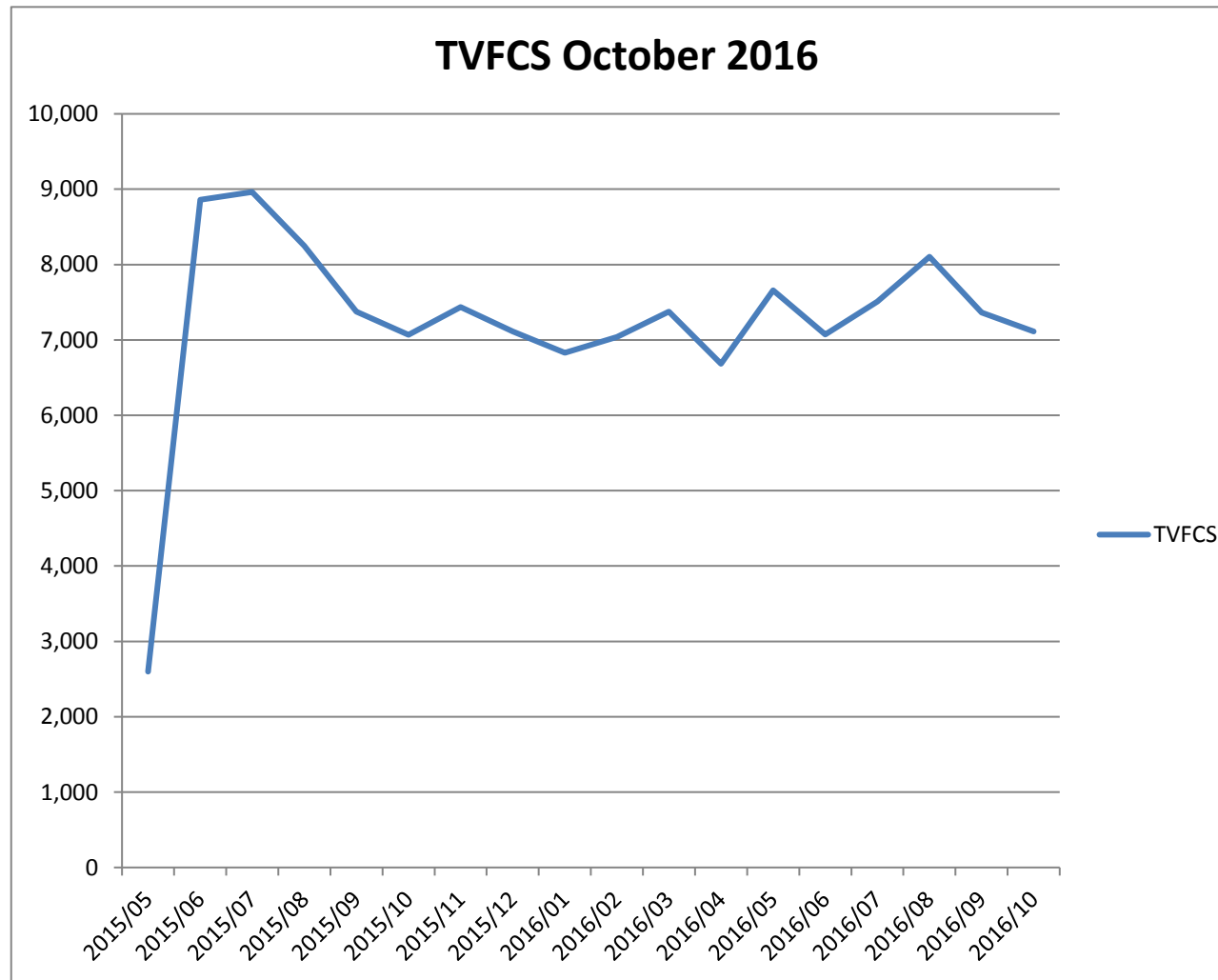
## Total number of Emergency calls answered



	TVFCS
2015/04	880
2015/05	2,565
2015/06	2,934
2015/07	3,569
2015/08	3,060
2015/09	2,565
2015/10	2,376
2015/11	2,510
2015/12	2,729
2016/01	2,528
2016/02	2,344
2016/03	2,644
2016/04	2,171
2016/05	3,031
2016/06	3,066
2016/07	3,409
2016/08	3,606
2016/09	2,904
2016/10	2,700
2016/11	
2016/12	
2017/01	
2017/02	
	<b>51,591</b>

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

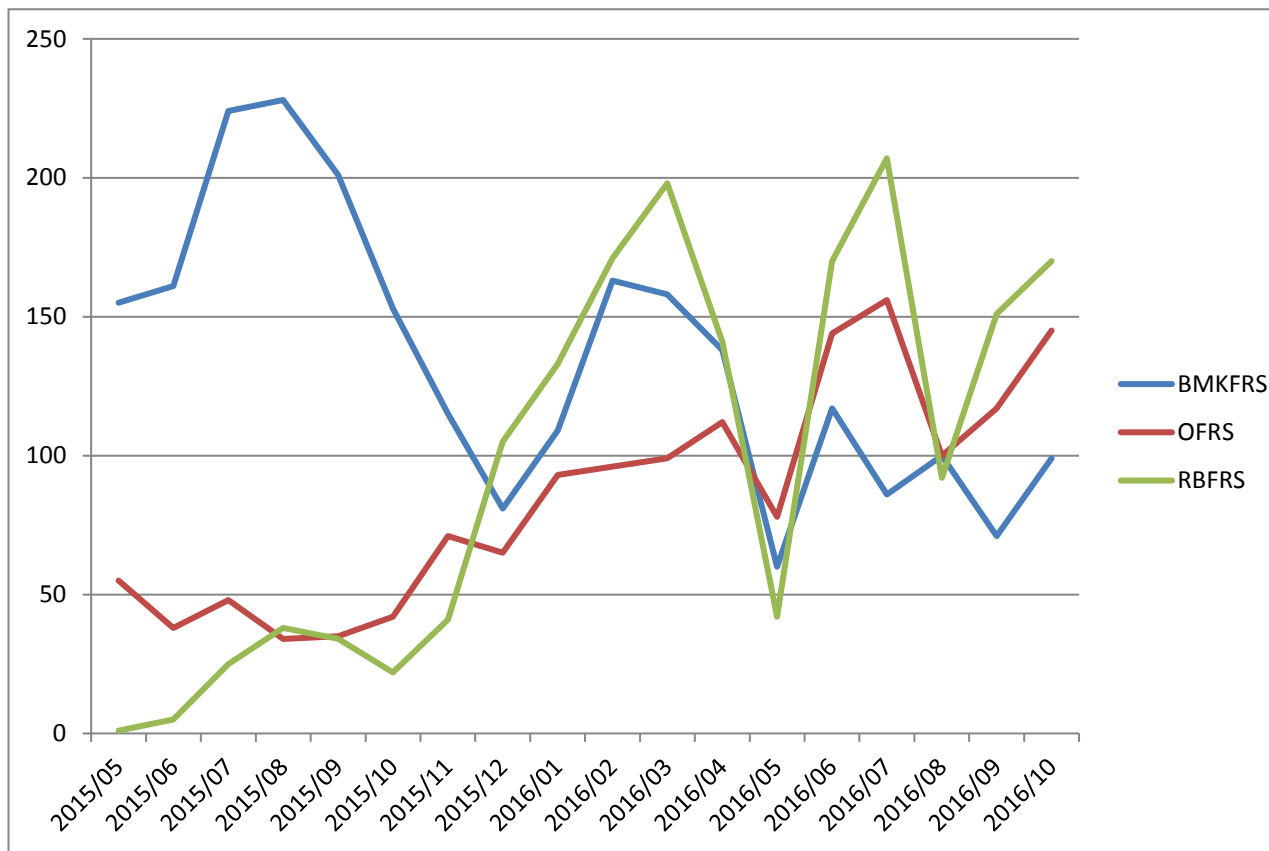


	TVFCS
2015/04	2,658
2015/05	2,599
2015/06	8,861
2015/07	8,963
2015/08	8,248
2015/09	7,375
2015/10	7,070
2015/11	7,435
2015/12	7,112
2016/01	6,828
2016/02	7,038
2016/03	7,377
2016/04	6,685
2016/05	7,658
2016/06	7,074
2016/07	7,510
2016/08	8,102
2016/09	7,364
2016/10	7,113
2016/11	
2016/12	
2017/01	
2017/02	
	<b>133,070</b>

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

## Co responder number of incidents

### TVFCS October 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	71	117	151
2016/10	99	145	170
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

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## TVFCS Joint Committee's Forward Plan

### ITEM 11

ITEM	NEXT REPORTING DATE	FEEDING FROM/TO	REPORTING FREQUENCY	RECOMMENDED ACTION	LEAD OFFICER	PART I / II
Transition Plan and update on delivery of outstanding elements	December 16			note	Mark Gaskarth	Part I
2017/18 Budget Proposals	December 16			approve	Conor Byrne	Part I
Draft Medium Term Financial Plan	December 16			approve	Conor Byrne	Part I
Budget Update Report Quarter 2 2016/17	December 16			note	Conor Byrne	Part 1
TVFCS Performance Report	December 16			note	Mark Gaskarth	Part I
Transition Plan Phase 2	March 17			approve	Mark Gaskarth	Part 1
Proposed Performance Management Metrics	March 17			approve	Mark Gaskarth	Part 1
TVFCS Performance Report	March 17			note	Mark Gaskarth	Part 1
2016/17 Budget Outturn report	July 17			note	Conor Byrne	Part 1