

THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley Fire Control Service Joint Committee

Monday 20 March 2017 at 2.00pm

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

AGENDA

| | Item | Start time |
|----|--|-------------------|
| 1. | Apologies | 2.00pm |
| 2. | Introductions | |
| 3. | Declarations of Interest | |
| 4. | Minutes of the meeting held on 12 December 2016 (<i>Pages 3-8</i>) | |
| 5. | Matters Arising | |
| 6. | Questions from Members (Written Questions) | |
| 7. | TVFCS Transition Plan Phase 2 (<i>Pages 9-12</i>) Purpose: To provide the Joint Committee with an update in respect of the planning and preparation of the TVFCS Phase 2 improvements to deliver an 'optimised' service. | |

| | | |
|-----|--|--|
| 8. | Budget Update Report January 2017 (<i>Pages 13–16</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 January 2017 | |
| 9. | Control Performance Report (<i>Pages 17-34</i>) Purpose: To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS). | |
| 10. | Forward Plan (<i>Page 35</i>) Purpose: To note the Forward Plan. | |
| 11. | Date of Next Meeting(s) | |
| | Dates and times to be agreed. The next meeting will be held at Oxfordshire County Council, Fire and Rescue Service Headquarters, Sterling Road, Kidlington, OX5 2DU. | |



Thames Valley Fire Control Service Joint Committee Meeting

Monday 12 December 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 Adrian Busby, Buckinghamshire and Milton Keynes Fire Authority
Councillor Judith Heathcoat, Oxfordshire County Council
Councillor Roger Reed (Chairman), Buckinghamshire and Milton Keynes Fire Authority
Councillor Angus Ross, Royal Berkshire Fire Authority

In Attendance: Jason Thelwell (CFO, BMKFA)
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)
Trevor Ferguson DCFO, RBFRS)
Mark Gaskarth (T/ACFO, RBFRS)
Nikki Richards (IDSS, RBFRS)
Conor Byrne (H of F and P, RBFRS)
Ingrid Leonard (GM, H of FC, RBFRS)
Julie Pickford (Programme Manager)

Public: None.

30. APOLOGIES

Apologies for absence were received from Councillor Rodney Rose (Vice-Chairman) OCC, Dave Etheridge CFO OFRS and Andy Fry CFO RBFRS.

31. INTRODUCTIONS

The Chairman introduced Julie Pickford, Programme Manager, for collaboration in the Thames Valley and Ingrid Leonard, Head of Fire Control RBFRS.

The Chairman also advised Members that Councillor Andy Dransfield had resigned from BMKFA and as he was no longer on the Authority, Councillor Adrian Busby would attend as the Authority's appointed substitute until the next AGM.

32. DECLARATIONS OF INTEREST

None.

33. MINUTES FROM THE MEETING HELD ON 23 SEPTEMBER 2016

RESOLVED –

That the Minutes of the meetings of the TVFCS Joint Committee held on 23 September 2016 be approved and signed by the Chairman as a correct record.

34. MATTERS ARISING

None.

35. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None.

36. TRANSITION PLAN PROGRESS

Mark Gaskarth (MG) introduced the report and advised Members that a lot of work had been undertaken to complete Phase 1 of the transition plan. There were a couple of outstanding items, one of which was the recruitment of the Control Room Manager. It had not been possible to appoint a candidate through the recent interview process, so the appointment had been advertised nationally and interviews were taking place on 16 December 2016. The second was that the development of the revised management structures and governance principles for Phase 2 had been moved across to the first quarter of next year prior to the meeting of the Joint Committee in March 2017.

Nikki Richards (NR) advised Members that the four outstanding items on 4.9 had been completed and recommended that the £96K outstanding should now be paid to Capita. This would see the closure of the site acceptance testing.

MG advised that information and photographs of the internal signage had been sent to Members and would be completed by the end of December 2016. The external signage would be fitted by the end of March 2017.

The new GM Fire Control would look at the performance management metrics before they were brought to the Joint Co-ordination group. Phase 1 would then be complete and approval was sort to formally close it down. This would then position TVFCS in steady state.

Councillor Busby asked if there was a reason why the Control Room Manager post could not be filled with the first interviews and was advised that there were a number of candidates, but none were of a suitable calibre for this key role.

Councillor Busby asked why there was a delay in the finished appraisal forms being forwarded to HR for filing and was advised that this would be completed by the end of the month.

RESOLVED –

1. that the contents of the update report be noted.
2. that the close down of phase 1 of the transition be agreed.

37. BUDGET UPDATE 2016/17

Conor Byrne (CB) advised Members that the revenue budget for 2016/17 had been set at £2.166M with a contingency of £150,000. This was based on known costs at the end of Q2 plus an estimate of costs for the rest of the year, it was anticipated that the full year outturn would be £2.360M. This would result in a forecast underspend of £130,000 by the year end. Overtime was forecast to come in at £5K over budget and this was due to the need to provide cover for vacant posts. Technology costs would be £17K below the budgeted level and this was due to lower than anticipated costs for telephone call charges.

CB also advised that this report contained a business case at Appendix B to install a video wall at a cost of £35K. The wall would provide a strategic overview for Supervisors to manage incidents in real time. It was intended to fund the wall from the current underspend i.e. £130K, there would also be ongoing licencing costs and these would be built into the budget for next year.

Members discussed the budget and advised officers they would be looking closely at underspend and where savings could be made next year.

Councillor Heathcoat asked what the ongoing licencing costs would be for the video wall and was advised it would be £5K per year.

Councillor Busby asked why the overtime costs were rising and was advised that it was an area being concentrated on to ensure that costs doesn't go any higher.

Councillor Ross asked what happened when the accounts were signed off at the end of the year and the three Services signed off their own accounts and was advised that it was reconciled between the three Services financial leads.

Councillor Bryant asked if there was underspend, was it given back to the three Services and was advised that yes it was.

RESOLVED –

1. that the contents of the report be noted.
2. that 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 be noted.

38. PROPOSED TVFCS BUDGET FOR 2017/18 AND MEDIUM TERM FINANCIAL PLAN

Conor Byrne (CB) advised that the three fire and rescue services had met to consider the TVFCS budget for the financial year 2017/18. The proposed budget was based on a business as usual operating model following the close down of Phase 1 of the Transition Plan. It did not take account any additional resources required to complete specific pieces of work in Phase 2 and 3 of the plan.

The proposed revenue budget for 2017/18 was £2,123,210, a reduction of £42,840 or just under 2% on the previous year's approved budget. It was proposed to have a contingency of £150,000 on top of the revenue budget of £2,123,210 and it was proposed to continue the arrangement where the three services each set aside £50,000 every financial year towards the capital replacement costs.

Councillor Reed asked for an explanation regarding the corporate recharge cost of 8% as this seemed quite high and was advised that this was a summary of a breakdown of other recharges, including facilities, HR and IT costs. When the recharge costs were set in year 1 there was very little information known regarding running costs and a lot was based on estimates, but better information was now available.

Councillor Bryant asked if Members would receive a report on Phases 2 and 3 and was advised that it was on the forward plan to be brought to the March 2017 meeting.

Councillor Bryant asked if there would be ongoing technology charges and was advised that the Capita contract was for a life of seven years and there would be no additional charges within that time.

Councillor Bryant asked if the increases in the 2017/18 budget were firm figures, or estimates and was advised that they were a blanket 2% but they would be looking to get costs down.

RESOLVED –

1. that the proposed TVFCS revenue budget for the 2017/18 financial year of £2,123,210 be agreed.
2. that 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 be agreed.
3. that £150,000 (£50,000 from each partner) be set aside in 2017/18 towards capital replacement costs be agreed.
4. That the TVFCS budgets for the financial year 2017/18 and the individual Authority contributions to these budgets be recommended to their respective Authorities.

It being proposed by Councillor Heathcote and seconded by Councillor Ross, it was:

RESOLVED -

5. That the current Medium Term Financial Plan at Appendix B be noted.

39. CONTROL PERFORMANCE REPORT

Mark Gaskarth (MG) advised Members that this was an update report on the performance of the Thames Valley Fire Control Service. Performance against the measures for mobilisation had improved, the systems were stable and operating smoothly and morale in the Control Room had improved.

The new Head of Fire Control was looking at overtime levels which still remained high due to the TVFCS running under establishment. Work was also continuing to reduce absence levels.

RESOLVED –

That the report be noted.

40. FORWARD PLAN

It was agreed that a budget update report would be added to the forward plan for every meeting.

MG

It was agreed that Members would meet before the next meeting to discuss Phase II of the Transition Plan.

NB

41. DATE OF NEXT MEETING

The Joint Committee noted that the next meeting would be held on Monday 20 March 2017 at 2.00 pm.

Before closing the meeting the Chairman advised Members that he and the CFO from BMKFA had completed a number of visits to the Control Room and recommended that all Members visited to really appreciate what they do on a daily basis.

The Chairman also advised Members that at the next meeting in March, he proposed to discuss the frequency of meetings. Currently they are scheduled on a quarterly basis, enabling budgets and performance to be reviewed as well as receiving progress reports against the Transition Plan. In future Members may wish to change this number.

Simon Furlong DCFO OFRS, advised Members that the Thames Valley Fire Control Service Programme Team had won the Oxfordshire County Council 'One Team' award.

The Chairman closed the meeting at 3.10pm

THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE: TVFCS TRANSITION PLAN PHASE 2

PRESENTED TO: JOINT COMMITTEE

DATE OF MEETING: 20 MARCH 2017

OFFICER PRESENTING REPORT: AC NEIL BOUSTRED

PURPOSE AND SUMMARY OF REPORT

1.1. To provide the Joint Committee with an update on the planning for Phase 2 (Optimise) of the TVFCS transition plan.

RECOMMENDATIONS

2.1 That the Joint Committee:-

Agree the key areas of work within phase 2 of the transition plan.

Agree that a more detailed plan be brought to a future meeting of the Joint Committee.

BACKGROUND AND SUPPORTING INFORMATION

- 3.1 In December 2016, the first phase of the TVFCS transition plan was completed and signed off by the Joint Committee. The project that brought TVFCS into being has been closed down and TVFCS is now in steady state.
- 3.2 In February 2017, a workshop was held for Members of the Joint Committee to discuss the next phase of the transition plan and for officers to seek direction from Members. As a result of that workshop, this paper summarises the key areas of work to be included in the next phase of the transition plan.
- 3.3 The Thames Valley Fire and Rescue Services (FRSs) are entering into a collaboration programme consisting of a range of projects. This programme includes the implementation of a single mobilising policy and operational alignment for the Thames Valley FRSs.
- 3.4 Any work to be delivered within phase 2 (Optimise) of the transition plan would need to be commissioned by the three Chief Fire Officers. It would have to be prioritised and balanced with other work commitments within the Thames Valley collaboration programme.

SUMMARY OF KEY AREAS OF WORK WITHIN NEXT PHASE

4.1 The key areas of work to be completed within the Optimise phase of the transition plan are:

Thames Valley Fire Control Service
 Joint Committee Meeting
 Monday 20 March 2017

Performance management: Review the performance management framework and create mechanisms to ensure staff are supported to achieve their full potential and make improvements, where required.

Resilience and business continuity: Review the arrangements for resilience and business continuity and make improvements, where required.

Staffing Model: Review the staffing model to achieve self-sufficiency and make changes, where required. This includes the potential use of apprentices.

Governance, Leadership and Management: Review the governance, leadership and management model in place and make changes, where required. This includes reviewing the legal agreement.

Data and Management Information: Review the data and management information held by TVFCS and make improvements, where required.

4.2 It is proposed that the first piece of work to be commissioned would be the development of a more detailed plan based on the key areas of work identified in this paper. This would need to be brought to a future meeting of the Joint Committee for approval.

FINANCIAL, LEGAL, RISK MANAGEMENT, ENVIRONMENTAL AND EQUALITY IMPLICATIONS

5.1 The funding for any work commissioned within the Optimise phase of the transition plan would need to be agreed prior to the work commencing.

5.2 There are risks associated with a possible lack of capacity to deliver and support these improvements given the context of the other work that will need to be delivered within the collaboration programme.

5.3 TVFCS is in steady and is operating effectively. It has taken time and a significant allocation of resources to reach this position. Any proposals to change the operating model could destabilise the situation and would need to be considered carefully. The TVFCS staff would need to have ownership of the process of making improvements to the operating model.

COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

6.1 This report complies with the Steady State Legal Agreement.

CONTRIBUTION TO SERVICE AIMS

7.1 The Committee provide oversight on behalf of the three Thames Valley Fire and Rescue Authorities of the role / 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).

7.2 The Police and Crime Act 2017 includes a 'Duty to Collaborate':

“An emergency service in England must keep under consideration whether entering into a collaboration agreement with one or more other relevant emergency services (in England) could be in the interests of the efficiency or effectiveness of that service and those other services”.

BACKGROUND PAPERS

8.1 Transition Plan, TVFCS Joint Committee papers, 25 July 2016.

Author: AM Mark Gaskarth

Date of report: 8 March 2017

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE: BUDGET UPDATE REPORT JANUARY 2017

PRESENTED TO: JOINT COMMITTEE

DATE OF MEETING: 20 MARCH 2017

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 January 2017.

2. RECOMMENDATIONS

That the Joint Committee:-

- 2.1. **Note** the contents of the report.

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 January, the forecast outturn at the end of the year is expected to be £1,990,432 resulting in an under spend of £175,618. Appendix A contains the full breakdown.
- 3.4. The staffing budget is forecast to be under spent by £143,000. This is due to actual staffing numbers being below the budgeted level. In addition, analysis and close management of the overtime budget line since the December Joint Committee meeting has helped to restrict the amount of over spend in that area.
- 3.5. The technology budget is forecast to be under spent by approximately £32,000 from an original budget of £317,000. This is due to RBFPS delivering significant efficiencies for TVFCS through renegotiating contracts for telephony and due to service credits and an over provision in the budget this year for the Capita maintenance contract.

- 3.6. Recharges to cover corporate costs were set within the budget at £238,000, and these are expected to come in on budget.
- 3.7 The video wall and switching system are to be installed at a cost of £35,000 this year. This has resulted in an over spend on the general equipment budget line.
- 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

- 4.7 It is expected that the operating costs of TVFCS will come in approximately £176,000 under budget at the year end point.

5 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

6 CONTRIBUTION TO SERVICE AIMS

- 6.7 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

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

8 APPENDICES

- 8.1 Appendix A: TVFCS budget update as at end of January 2017.

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

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

Date of report: 2 March 2017

TVFCS Budget Monitoring 10 Months to 31 January 2017

| | Total Annual Budget | Actual Expenditure To 31 January 2017 | Forecast Outturn at Year End | Variance Forecast-Annual Budget | Variance % | Commentary |
|---|---------------------|---------------------------------------|------------------------------|---------------------------------|------------|--|
| Staff | | | | | | |
| Employment costs | 1,541,456 | 1,151,800 | 1,375,999 | (165,457) | -10.73% | The under spend is due to TVFCS being under establishment and some Control staff being in development and on development rates of pay. As more people become competent and receive competent pay this will reduce the under spend. TVFCS has seen some members of staff leave and is recruiting to fill outstanding vacancies to reach establishment levels. There will be further under spend during quarter 4 whilst staff gain competence and vacancies are filled. The costs of the Head of Fire Control post are 6 months of 0.5 FTE (£33k pa) =s £16.5k and will be offset from the under spend on salaries. |
| Overtime costs | 31,000 | 48,120.00 | 52,620 | 21,620 | 69.74% | The overspend on overtime is largely due to being under establishment. Overtime is being managed closely to reduce expenditure where possible. |
| Mileage and Subsistence | 10,000 | 11,838 | 13,838 | 3,838 | 38.38% | Three members of TVFCS staff were receiving mileage payments under TUPE for 2 years from the go live date. Only 1 of these people remains with TVFCS and is claiming mileage from home to duty. This will cease in April 2017. Other travel costs include personnel attending Kidlington for courses, attending meetings for TVFCS (such as for ESMCP) and to assist Capita in system testing. Estimate costs in quarter 4 to be £1k per month. |
| Uniforms | 2,000 | 2,233 | 2,500 | 500 | 25.00% | New members of staff started within the first two quarters. Further members of staff to be recruited to fill vacancies and to provide for replacement of non serviceable uniform, as required. |
| Recruitment | 4,000 | 149 | 149 | (3,851) | -96.28% | Some costs have been incurred recruiting for Control Operators and Crew Managers. However, this has been done as efficiently as possible and the full budgeted amount has not been spent. There may be a need to advertise more widely in future and that could incur costs as per the budgeted amount. |
| Sub Total | 1,588,456 | 1,214,140 | 1,445,106 | (143,350) | | |
| Corporate | | | | | | |
| Facilities | 84,705 | 70,588 | 84,705 | - | 0.00% | |
| Finance | 14,939 | 12,449 | 14,939 | - | 0.00% | |
| HR | 33,868 | 28,223 | 33,868 | - | 0.00% | |
| ICT | 64,019 | 53,349 | 64,019 | - | 0.00% | |
| Procurement & legal costs | 9,900 | 8,250 | 9,900 | - | 0.00% | |
| Health & safety | 8,595 | 7,163 | 8,595 | - | 0.00% | |
| Liability and Equipment Insurance | 7,441 | 6,201 | 7,441 | - | 0.00% | |
| Management | 14,453 | 12,044 | 14,453 | - | 0.00% | |
| Sub Total | 237,920 | 198,267 | 237,920 | - | | |
| Other | | | | | | |
| OFRS Costs (secondary control facility) | 22,511 | 2,676 | 22,511 | 0 | 0.00% | |
| External Consultants | | | | | | |
| Technology | | | | | | |
| Capita Mobs System (maintenance) | 84,253 | 61,516 | 60,000 | - 24,253 | -28.79% | There is a purchase order for £10k for Epoch 39 mapping that is due to be delivered at the end of March. However, service credits are due and should exceed £10k. (£61,516 = 4 x quarterly invoices. Maintenance costs are about £60k per year after first year rather than £84k as budgeted. |
| DS3000 (for primary and secondary) ICCS | 75,000 | 76,531 | 76,531 | 1,531 | 2.04% | |
| Telephony | 101,120 | 40,836 | 51,995 | - 49,125 | -48.58% | As per the briefing to Members on contracts, RBFRS have now renegotiated the telephony tariff and achieved a saving of £49k and this will be an ongoing saving. |
| General Equipment Purchase | 6,541 | 448 | 46,041 | 39,500 | 603.88% | Signage for TVFCS as directed by Joint Committee (£4.5K) Video wall as approved by Joint Coordination Group (£35k) |
| EISEC Calcot (999 caller location) | 9,000 | 7,507 | 9,008 | 8 | 0.09% | Forecast outturn is expected to equal budget. Purchase Order covers 3 years, start 14th April 2015. £7000 primary and £2000 Secondary. |
| Smart services to switch 999 lines to secondary control or elsewhere | 12,285 | 12,000 | 16,870 | 4,585 | 37.32% | Budgeted amount does not include usage costs which add further costs. |
| Airwave rental (SAN I ,B) (Primary, secondary) (7+8) | 18,886 | 11,171 | 24,450 | 5,564 | 29.46% | Year end outturn is £24,450 costs of airwave for primary and secondary, due to additional costs for SAN C & D |
| PLR support for 9 TVFCS firewalls (if problem cannot be fixed remotely) | 1,800 | | - | 1,800 | -100.00% | Forecast outturn is expected to be zero. However, costs of network configuration changes will be incurred next year. No issues have arisen so far in the year. |
| Service Delivery Monitoring Solution | 5,250 | | - | 5,250 | -100.00% | Bought outright so no ongoing costs. However, any repairs or maintenance would be chargeable. There could be costs incurred in future years to remedy faults but none have been incurred to date this year. |
| Service Delivery RBFRS switch | 3,028 | | - | 3,028 | -100.00% | No ongoing costs for this year. Replacement equipment will be required due to age in 17/18. |
| Sub Total | 317,163 | 210,009 | 284,895 | - 32,268 | | |
| Total Budgeted Expenditure | 2,166,050 | 1,625,092 | 1,990,432 | (175,618) | | |
| Contingency | 150,000 | | | | | |
| Upper limit of TVFCS expenditure without further FA approval | 2,316,050 | | | | | |

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THAMES VALLEY FIRE CONTROL SERVICE



REPORT TITLE: CONTROL PERFORMANCE REPORT

PRESENTED TO: JOINT COMMITTEE

DATE OF MEETING: 20 MARCH 2017

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 for January 2017 (Appendix A) provides a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons.

4. SUMMARY OF PERFORMANCE

- 4.1 Performance again improves against mobilisations within 60, 90 and 120 seconds.
- 4.2 The answering of emergency calls within 5 and 10 seconds in December has very slightly decreased, but this is less than 1% for both.
- 4.3 The number of emergency calls has decreased but the number of incidents requiring mobilisation has increased compared to November's figures. The number of admin calls received in December continues to rise against previous month's figures.
- 4.4 The percentage of admin calls answered within 15 seconds has increased again on last month's figures, which shows continue effort from the team.
- 4.5 Co-responding calls continue to rise with an increase of over 100 from November 2016.

- 4.6 Overtime levels in January remain high due to TVFCS still running under establishment. FF recruitment is ongoing (currently at interview stage), and campaigns for CM and CRM are being devised.
- 4.7 Absence levels continue to be monitored but seasonal colds are proving difficult to get on top of hence the current 0.58 absence rate for December 2016.
- 4.8 A software upgrade was implemented in December and has solved a number of outstanding issues on the system. There are some smaller 'niggles' from this upgrade that are being worked through by the team.

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: 13 February 2017

Thames Valley Fire Control Service



Appendix A: Control Room Manager's Report

January 2017

Establishment

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

| Role | Authorised Establishment | Number of people in substantive posts and FTE | Number of people in temporary positions and FTE | Vacancies | Comments |
|--------------------------|--------------------------|--|---|-----------|--|
| Group Manager | .5 for 12 months | 0 – 0 FTE | 1 – .5 FTE | 0 | Budgeted until 1 October 2017. However, the post holder is now due to finish the secondment at the end of April 2017. |
| Control Room Manager | 1 | 1 – 1 FTE | 0 – 0 FTE | 0 | From 1 March the Control Room Manager post will be filled on a temporary basis for 6 months. |
| Control Training Manager | 1 | 1 – 1 FTE | 0 – 0 FTE | 0 | Temporarily vacant from 1 March pending back fill decision. |
| Training Support Officer | 1 for 12 months | 0 – 0 FTE | 1 – 1 FTE | 0 | Budgeted until 12 June 2017 |
| Watch Managers | 4 | 3 – 3 FTE | 1 – 1 FTE | 0 | 1 substantive WM temporarily seconded to Training Support Officer post, hence 1 WM position filled on a temporary basis. |
| Crew Managers | 12 | 9 – 8.88 FTE | 2 – 2 FTE | 1.12 | 2 substantive FFs temporarily promoted to Crew Manager |
| Firefighter | 20 | 18 – 16.57 FTE | 1 – 1 FTE | 2.43 | 2 substantive FF temporarily promoted to CM. 1 FF in temporary post to be made permanent. |
| Non Uniformed | 1 for 12 months | 0 – 0 FTE | 0 – 0 FTE | 1 | Currently vacant – post holder left Jan 2017. Will not be filled as funding only until end of March 2017. |
| Total | 40.5 | 32 people in 30.45 FTE people in substantive posts | 6 – 5.5 FTE | 4.55 | Current actual number of people employed = 38 and 35.95 FTE |

Turnover

- One non-uniformed in a temporary post has resigned. Post was due to finish and they have found permanent employment.
- One CM has resigned and has found other employment. They are due to leave in February 2017.
- Recruitment is in progress for Firefighter Control positions, interviews to take place in early February.

Sickness / Occupational Health

Total Number of:

- | | |
|-------------------------|--------------------|
| • Episodes | 6 (6 Short 0 Long) |
| • Days Lost | 21 |
| • Short days lost | 21 |
| • Long days lost | 0 |
| • Average Days Lost FTE | 0.58 |

Technical performance of the system

- DGNA and CSI interface have been introduced and are operational.
- Work is continuing to prepare for the next upgrade of Vision and it is expected that a decision will be made in March.

Report on TVFCS performance and updates.

- Performance has exceeded monthly average with 60, 90 and 120 seconds showing improvements, particularly for 60 and 90 seconds.

Performance Reporting

Overview

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

Measures reported monthly are:

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

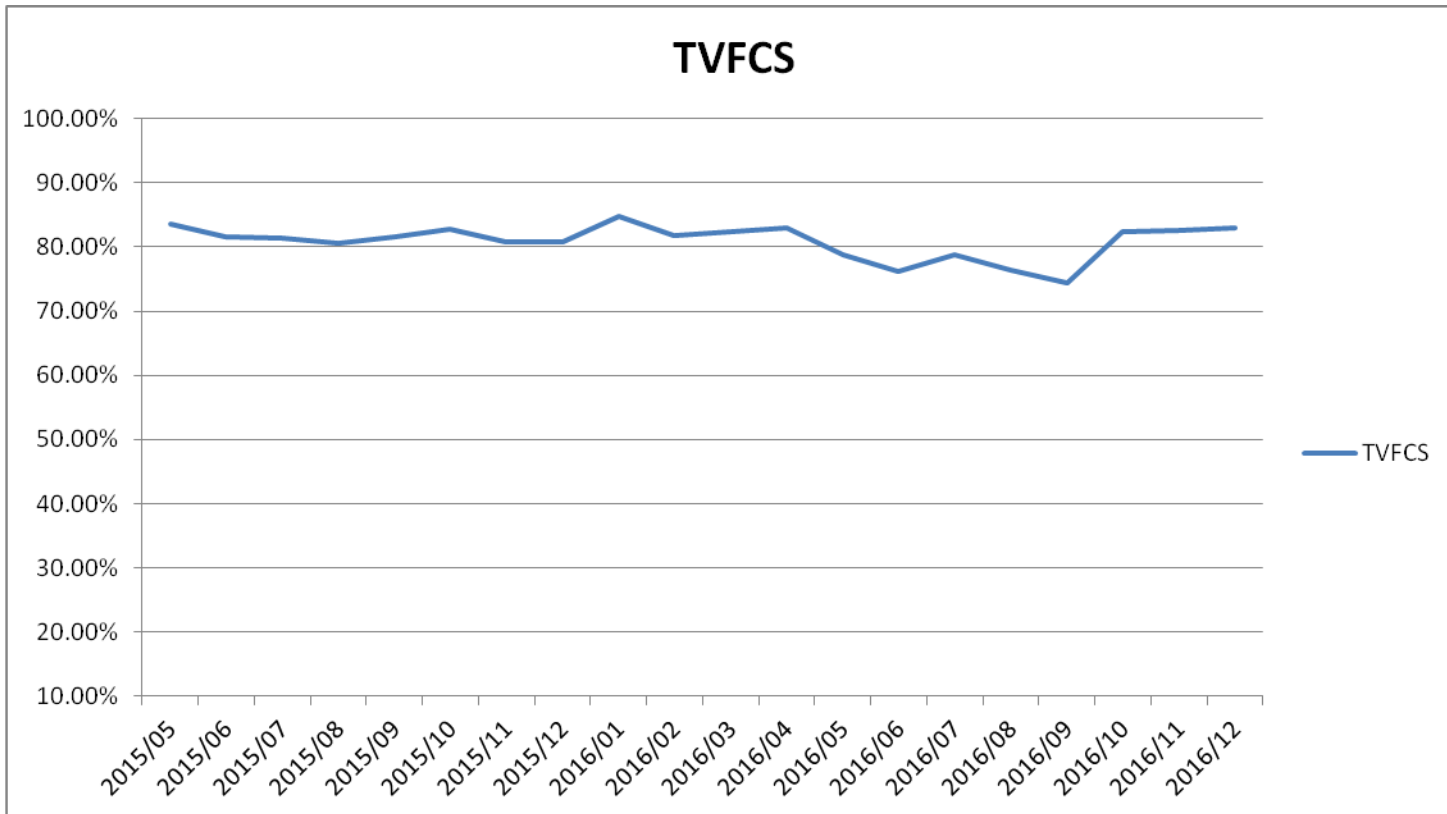
The table below provides a summary of the performance measures:

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

| Metric | TVFCS Rolling 12 month average | Last Month | January 2017 |
|--|--------------------------------------|---------------|-----------------|
| Admin calls answered within 15 seconds | 80.35% | 82.93% | 85.65% |
| Emergency calls answered within 5 seconds | 92.72% | 96.27% | 95.59% |
| Emergency calls answered within 10 seconds | 96.78% | 98.59% | 97.03% |
| Mobilisations within 60 seconds | 43.51% | 54.33% | 59.81% |
| Mobilisations within 90 seconds | 70.94% | 78.47% | 82.38% |
| Mobilisations within 120 seconds | 84.23% | 88.56% | 90.87% |
| No of times Emergency fallback instigated | 0 | 0 | 0 |
| Average shifts sick per FTE | 0.92 | .43 | .58 |
| Number of mobilisations | 2,097 | 1,854 | 1,865 |
| Total Emergency calls answered | 2,803 | 2,612 | 2,468 |
| Total Admin calls answered | 7,275 | 6,765 | 7,084 |
| Number of Co-responding incidents | 367 | 356 | 497 |

% admin calls answered in 15 seconds

TVFCS January 2017

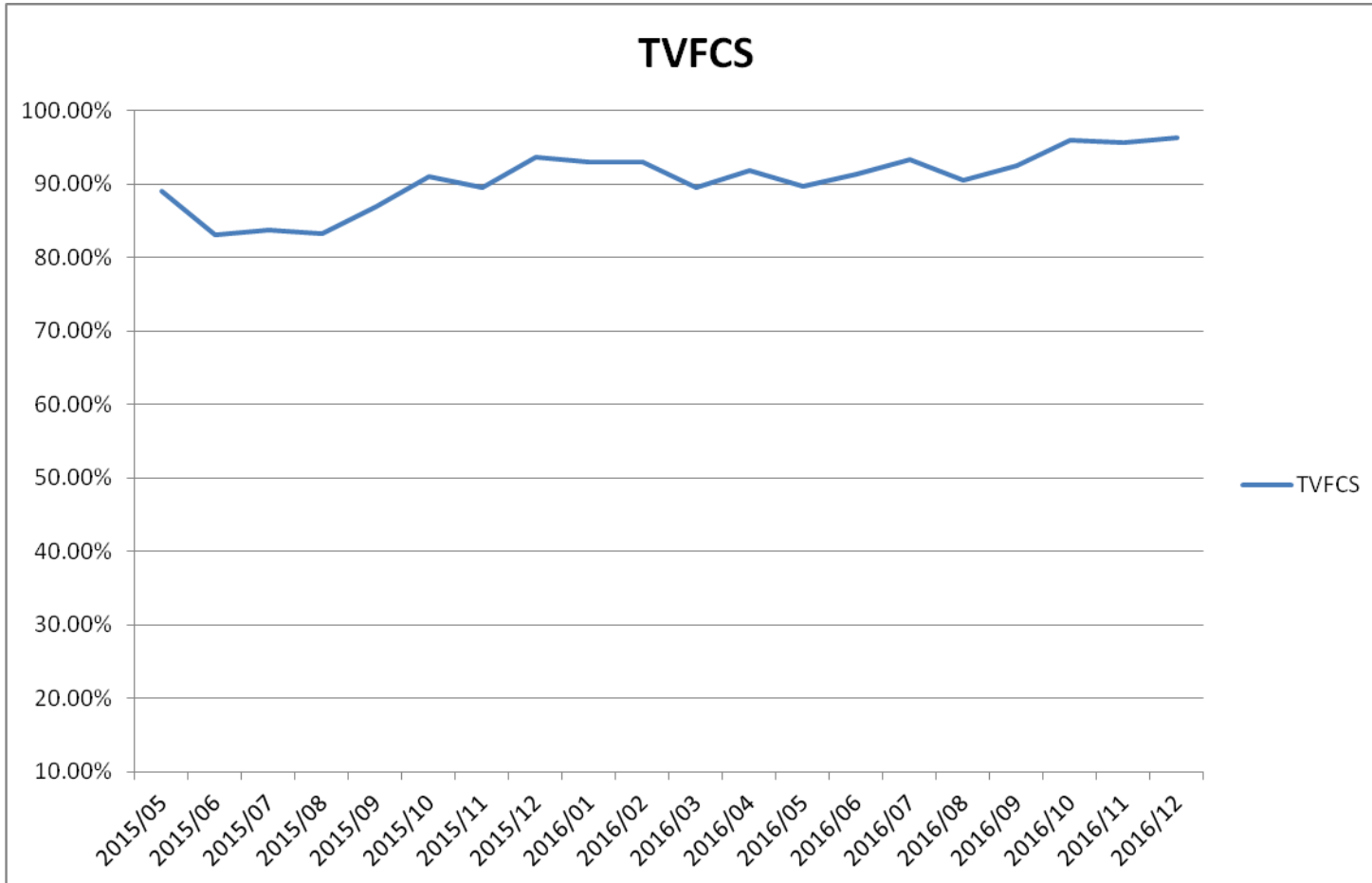


| | TVFCS |
|---------|--------|
| 2015/05 | 83.56% |
| 2015/06 | 81.66% |
| 2015/07 | 81.46% |
| 2015/08 | 80.52% |
| 2015/09 | 81.64% |
| 2015/10 | 82.71% |
| 2015/11 | 80.85% |
| 2015/12 | 80.69% |
| 2016/01 | 84.85% |
| 2016/02 | 81.81% |
| 2016/03 | 82.37% |
| 2016/04 | 83.07% |
| 2016/05 | 78.71%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

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

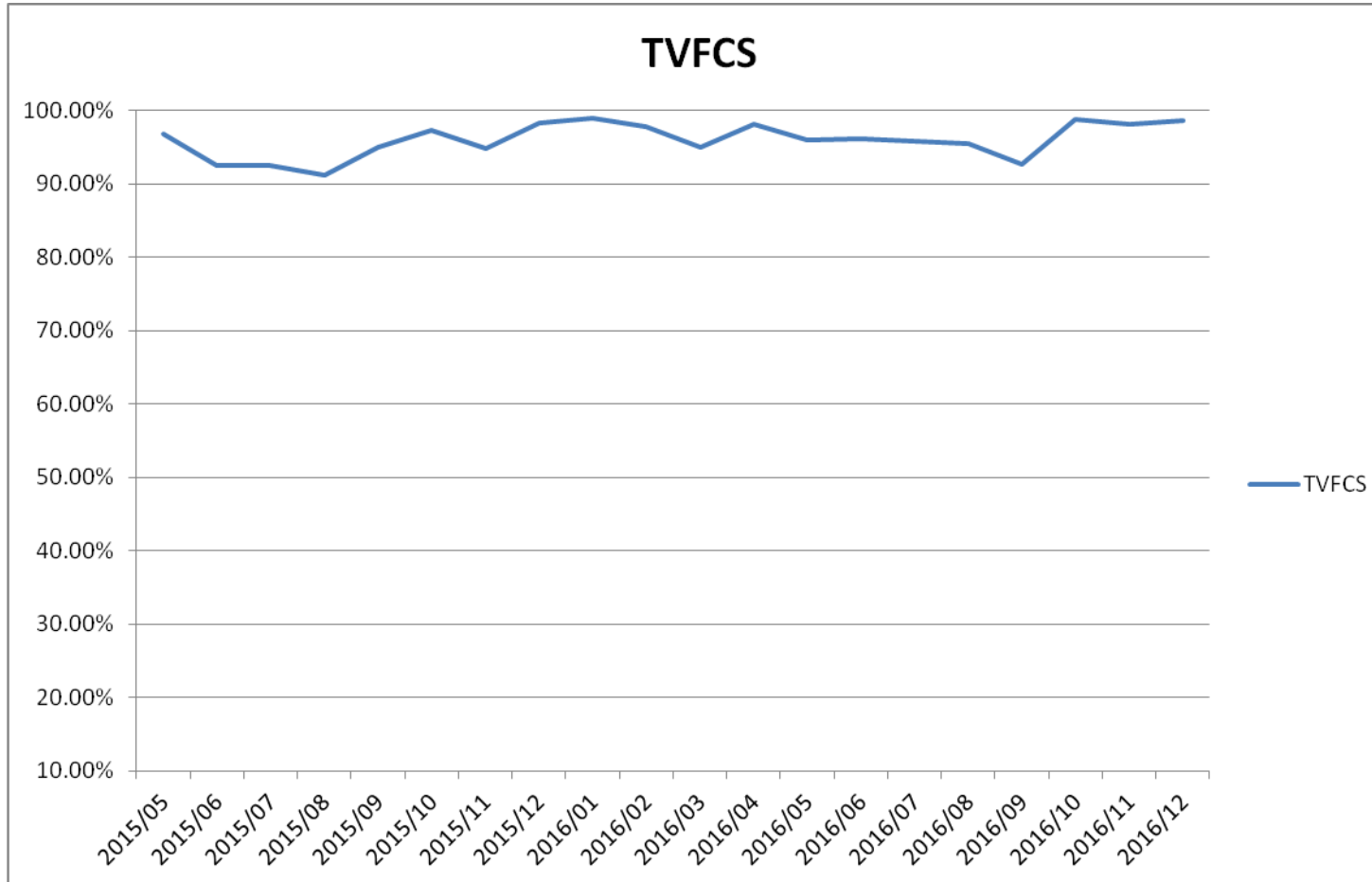
TVFCS January 2017



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

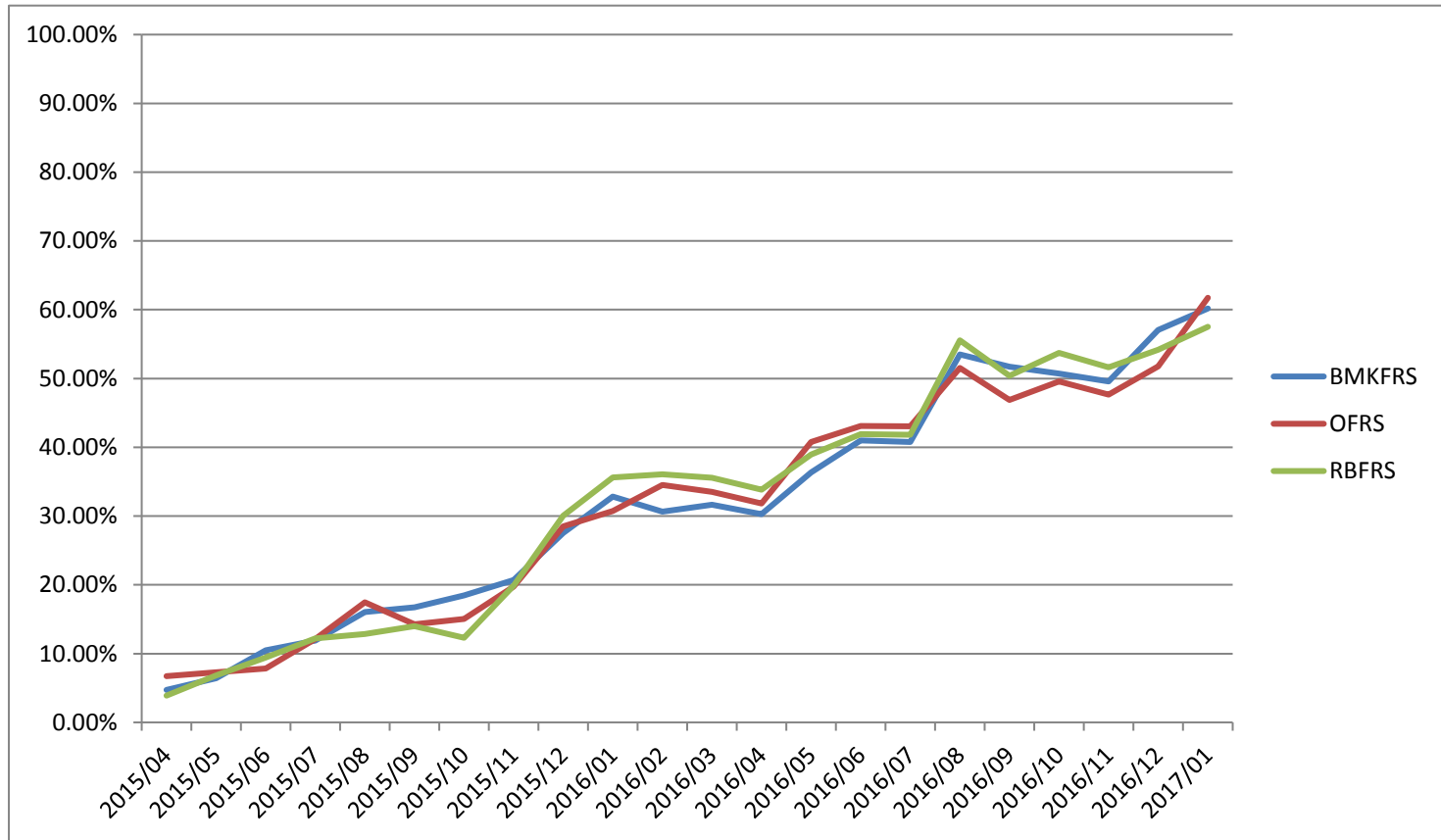
% emergency calls answered within 10 seconds

TVFCS January 2017



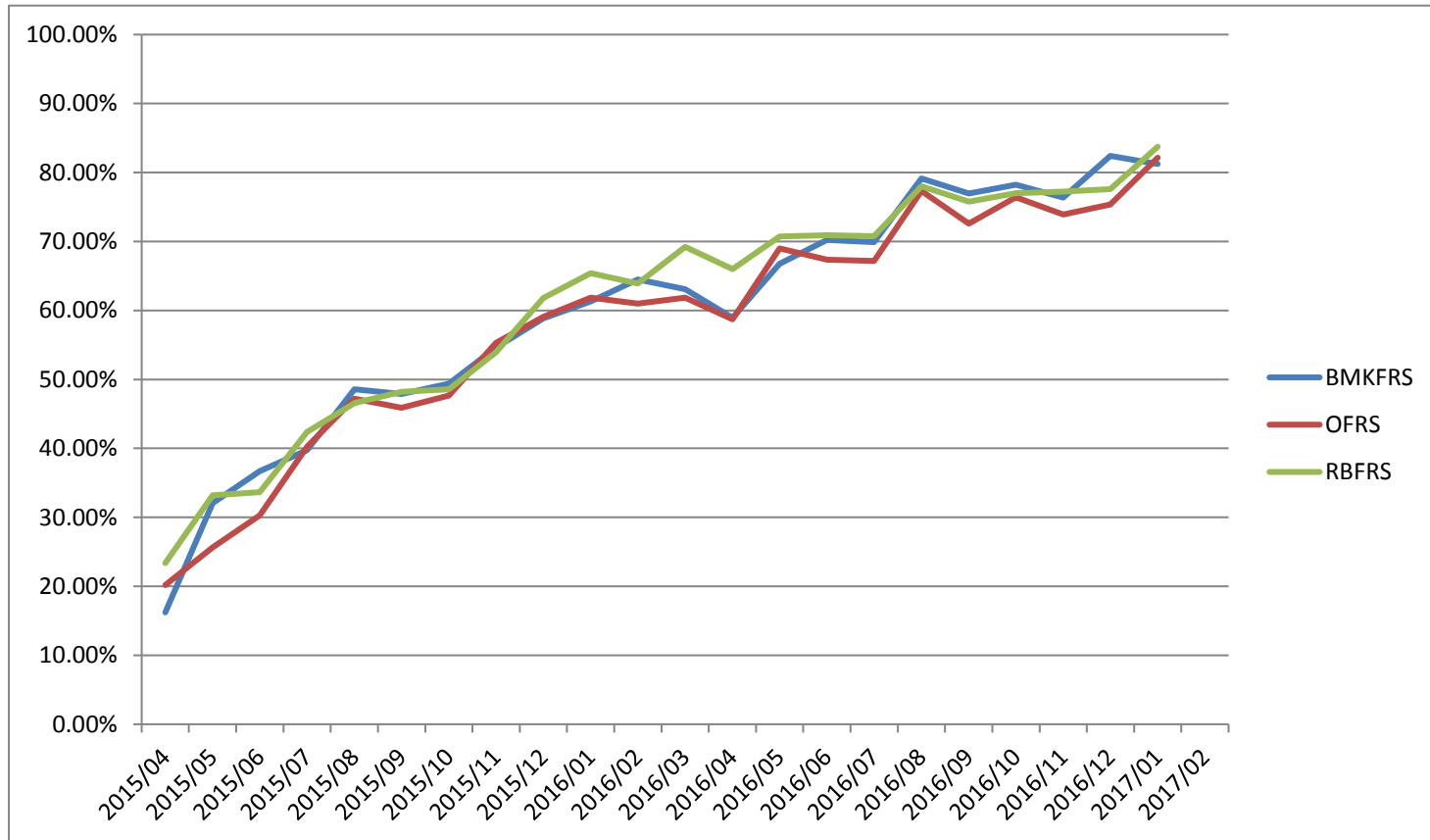
| | TVFCS |
|---------|--------|
| 2015/05 | 96.85% |
| 2015/06 | 92.54% |
| 2015/07 | 92.48% |
| 2015/08 | 91.13% |
| 2015/09 | 94.98% |
| 2015/10 | 97.28% |
| 2015/11 | 94.89% |
| 2015/12 | 98.21% |
| 2016/01 | 99.02% |
| 2016/02 | 97.84% |
| 2016/03 | 94.91% |
| 2016/04 | 98.14% |
| 2016/05 | 95.90%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

% mobilisations in 60 seconds TVFCS January 2017



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

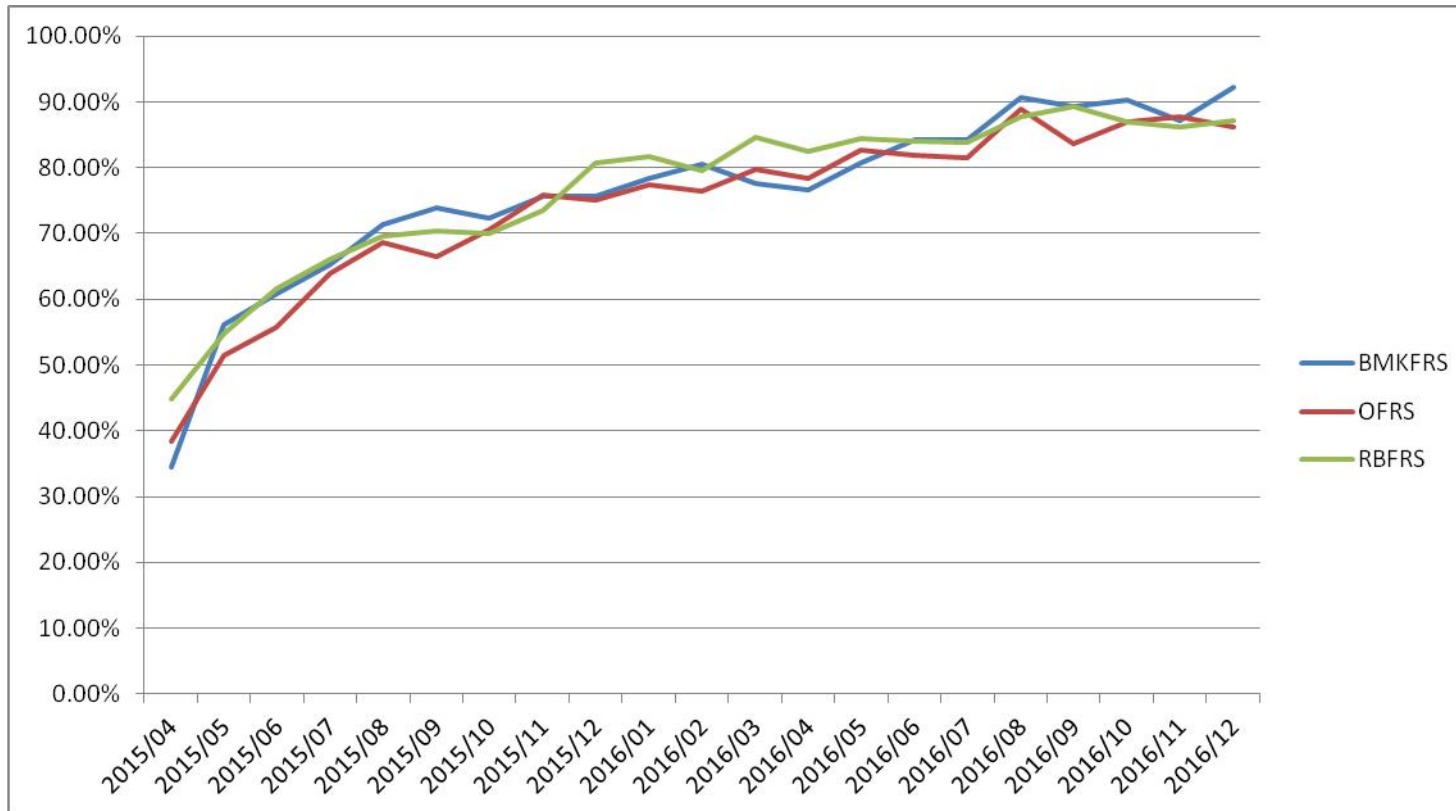
% mobilisations in 90 seconds TVFCS January 2017



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

% mobilisations in 120 seconds

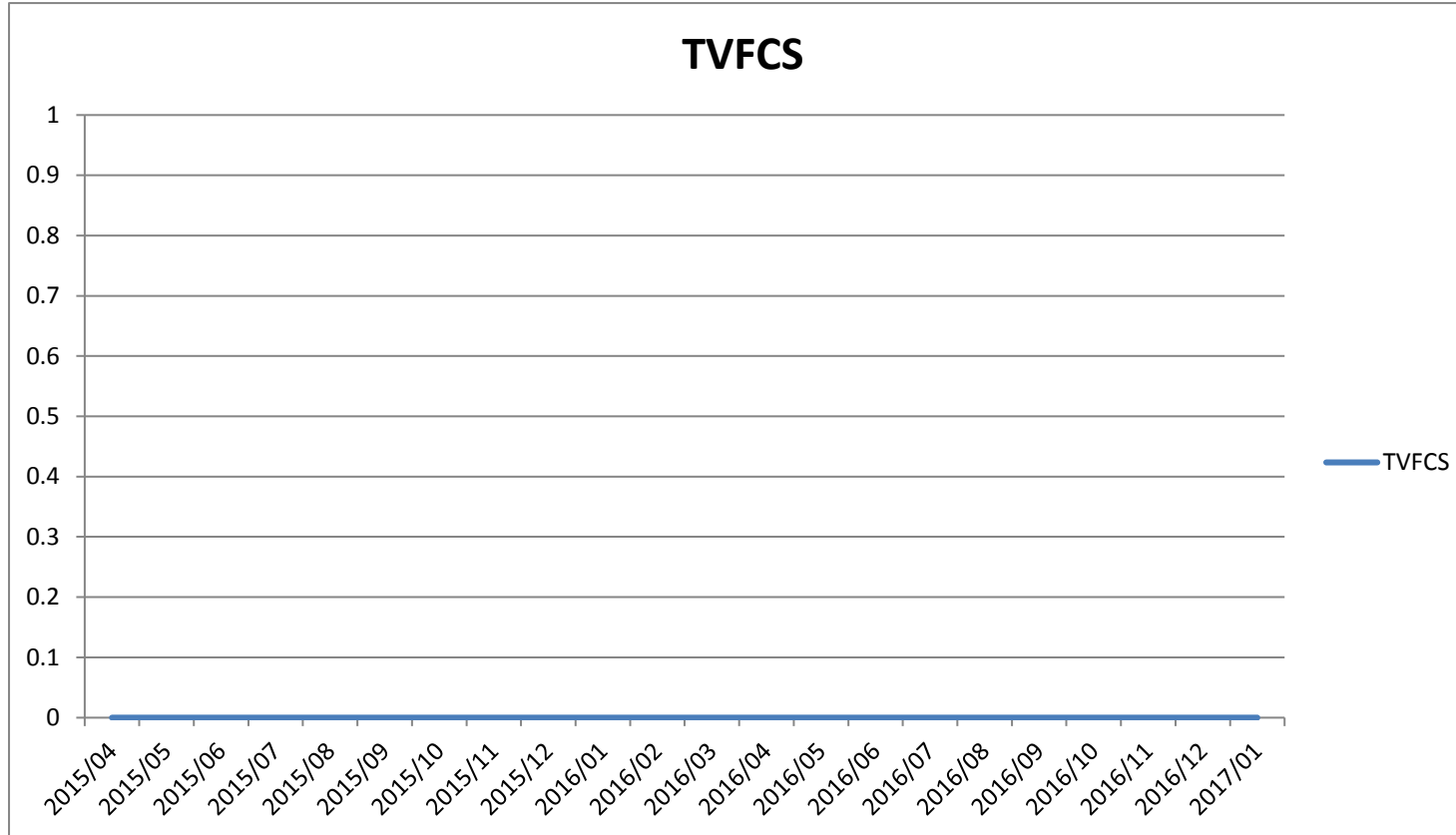
TVFCS January 2017



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

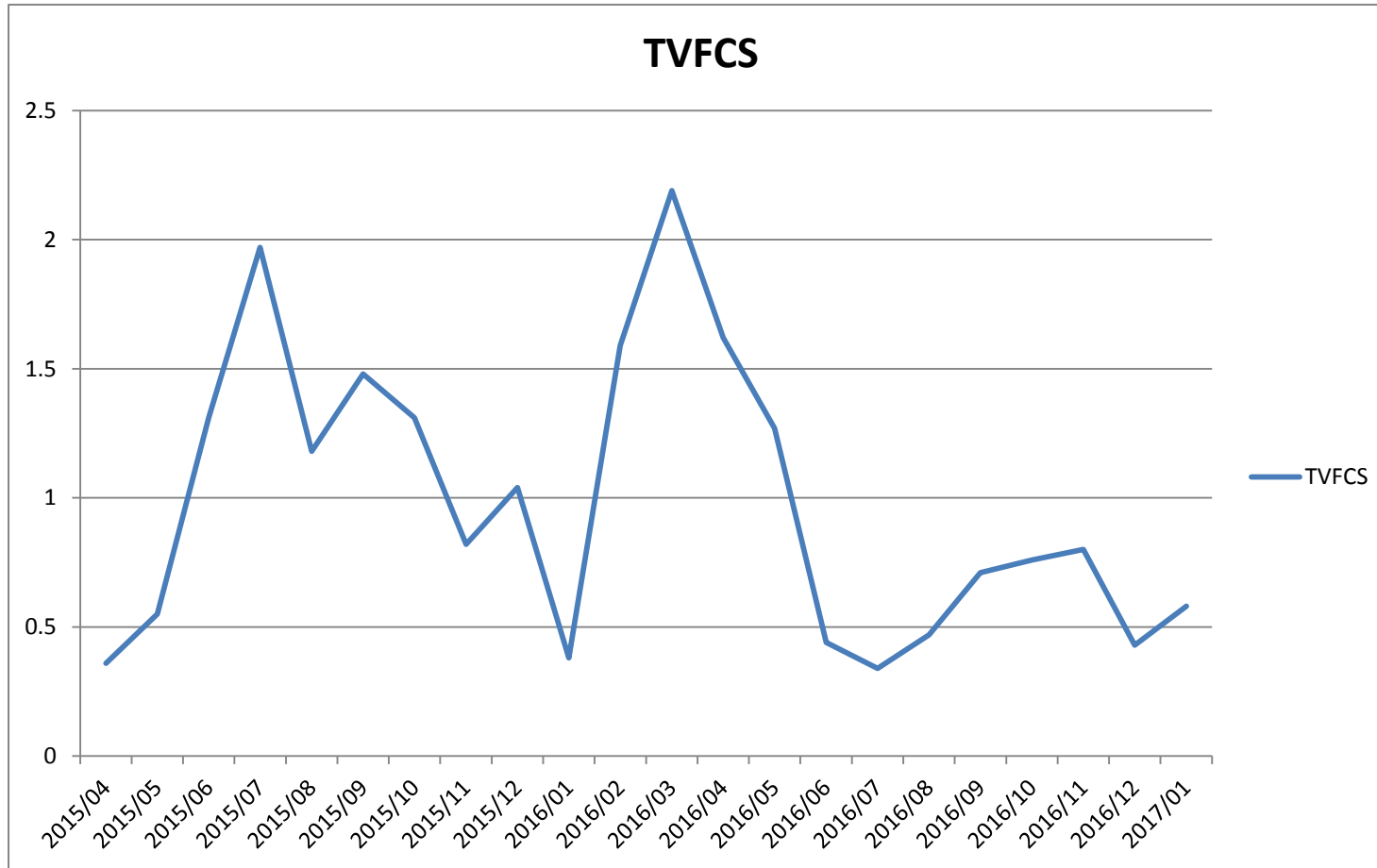
times Control revert to emergency fallback

TVFCS January 2017



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

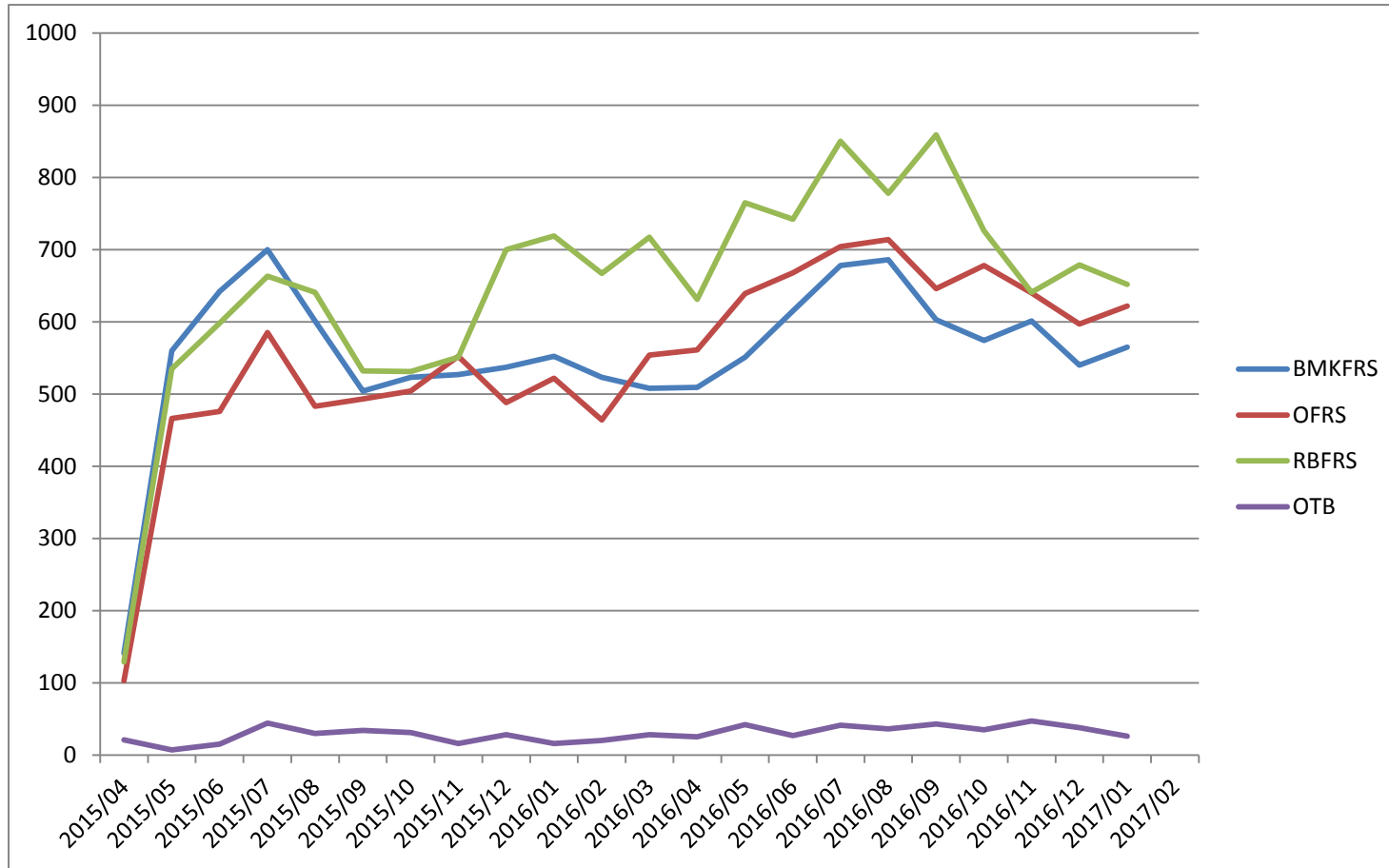
Average shifts sick per Control FTE January 2017



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

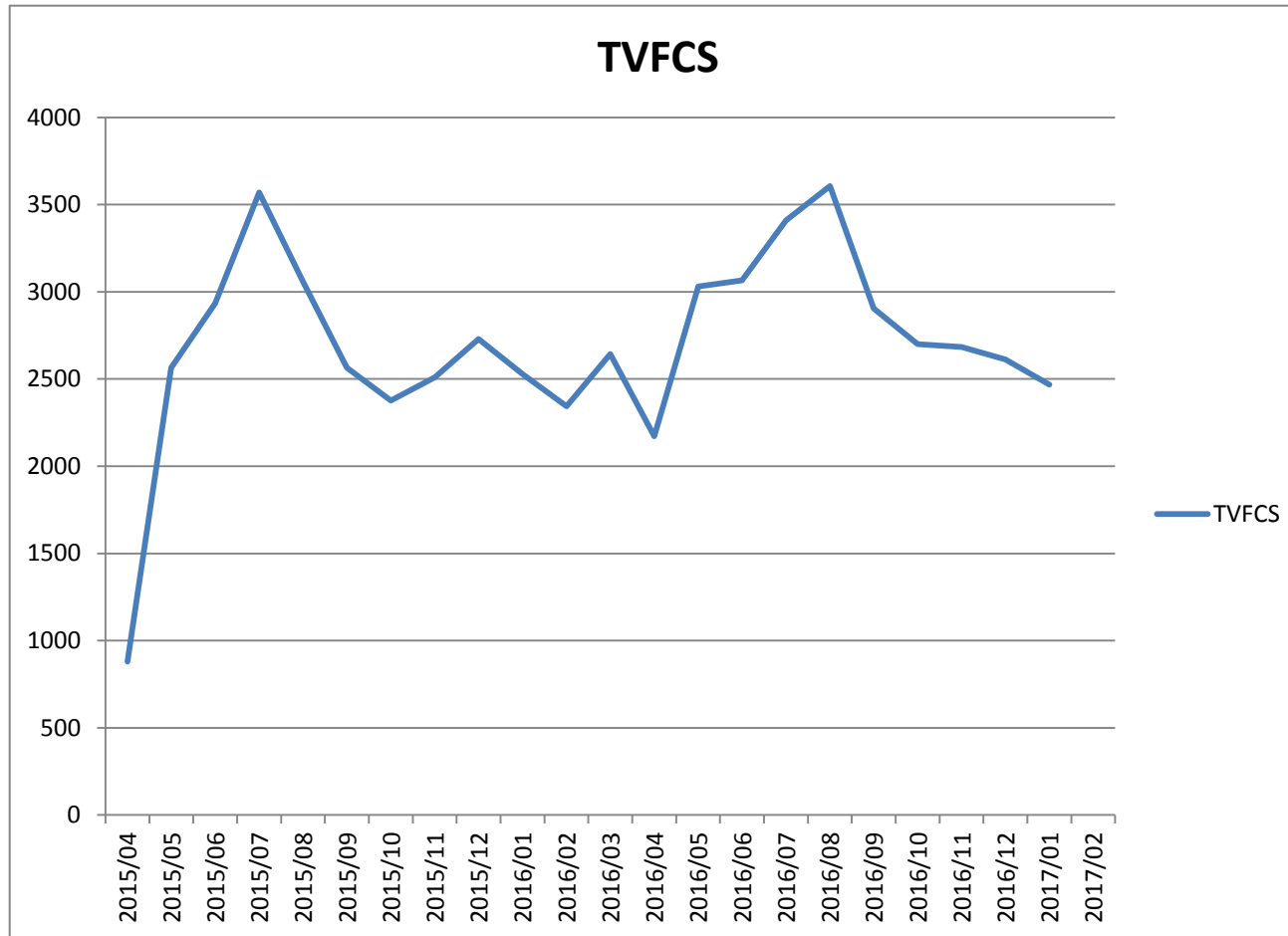
Number of incidents resources assigned to per FRS

TVFCS January 2017



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

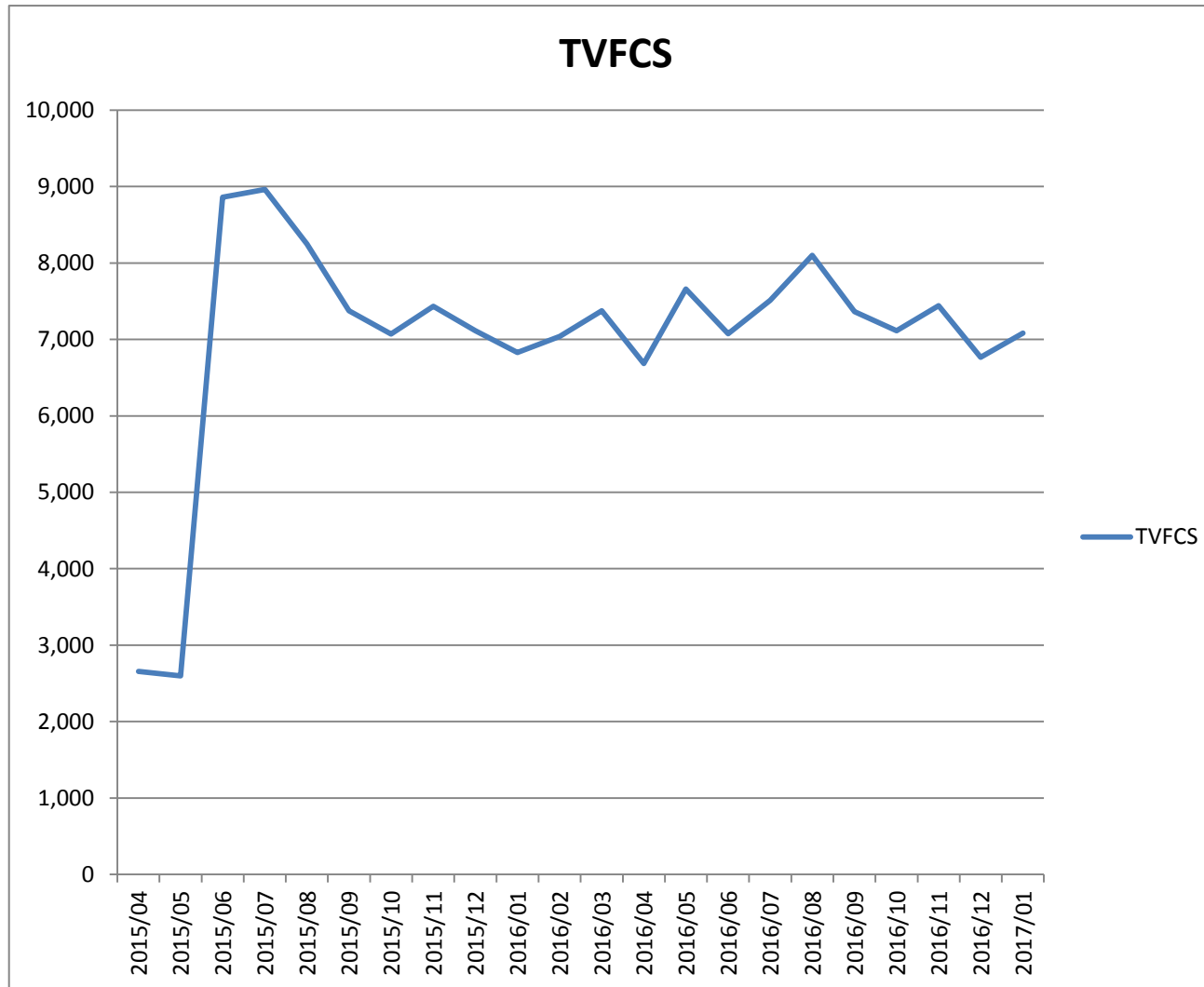
Total number of Emergency calls answered TVFCS January 2017



| | TVFCS |
|---------|---------------|
| 2015/04 | 880 |
| 2015/05 | 2,565 |
| 2015/06 | 2,934 |
| 2015/07 | 3,569 |
| 2015/08 | 3,060 |
| 2015/09 | 2,565 |
| 2015/10 | 2,376 |
| 2015/11 | 2,510 |
| 2015/12 | 2,729 |
| 2016/01 | 2,528 |
| 2016/02 | 2,344 |
| 2016/03 | 2,644 |
| 2016/04 | 2,171 |
| 2016/05 | 3,031 |
| 2016/06 | 3,066 |
| 2016/07 | 3,409 |
| 2016/08 | 3,606 |
| 2016/09 | 2,904 |
| 2016/10 | 2,700 |
| 2016/11 | 2,684 |
| 2016/12 | 2,612 |
| 2017/01 | 2,468 |
| 2017/02 | |
| | 59,355 |

Total number of Administrative Calls answered

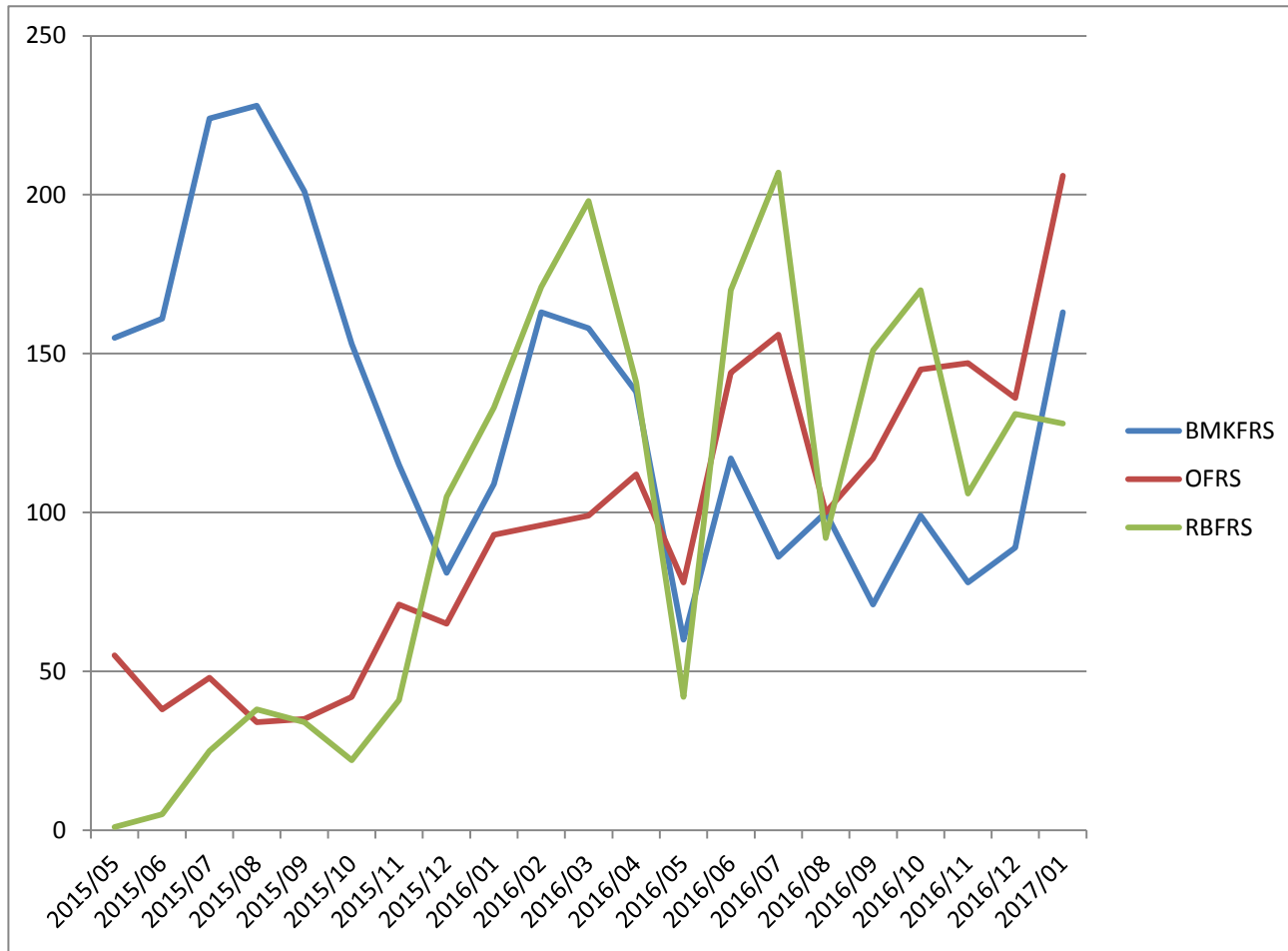
TVFCS January 2017



| | TVFCS |
|---------|----------------|
| 2015/04 | 2,658 |
| 2015/05 | 2,599 |
| 2015/06 | 8,861 |
| 2015/07 | 8,963 |
| 2015/08 | 8,248 |
| 2015/09 | 7,375 |
| 2015/10 | 7,070 |
| 2015/11 | 7,435 |
| 2015/12 | 7,112 |
| 2016/01 | 6,828 |
| 2016/02 | 7,038 |
| 2016/03 | 7,377 |
| 2016/04 | 6,685 |
| 2016/05 | 7,658 |
| 2016/06 | 7,074 |
| 2016/07 | 7,510 |
| 2016/08 | 8,102 |
| 2016/09 | 7,364 |
| 2016/10 | 7,113 |
| 2016/11 | 7,440 |
| 2016/12 | 6,765 |
| 2017/01 | 7,084 |
| 2017/02 | |
| | 154,359 |

Co responder number of incidents

TVFCS January 2017



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

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TVFCS Joint Committee's Forward Plan

ITEM 10

| ITEM | NEXT REPORTING DATE | FEEDING FROM/TO | REPORTING FREQUENCY | RECOMMENDED ACTION | LEAD OFFICER | PART I / II |
|-------------------------------|---------------------|-----------------|---------------------|--------------------|---------------|-------------|
| Chairman's Annual Report | July 2017 | | | Note | Neil Boustred | Part 1 |
| TVFCS Performance Report | July 2017 | | | Note | Mark Gaskarth | Part 1 |
| 2016/17 Budget Outturn report | July 2017 | | | Note | Conor Byrne | Part 1 |
| Transition Plan Update | July 2017 | | | Note | Mark Gaskarth | Part 1 |
| Budget Update Report | September 2017 | | | Note | Conor Byrne | Part 1 |
| TVFCS Performance Report | September 2017 | | | Note | Mark Gaskarth | Part 1 |