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**THAMES VALLEY FIRE CONTROL SERVICE JOINT
COMMITTEE**



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

**Lynda Kenyon Suite
RBFRS Headquarters, Newsham Court,
Pincents Kiln, Calcot, Reading, RG31 7SD**

Monday, 24th September, 2018 at 2.00 pm

AGENDA

| | Item | Page No. |
|----|--|-----------------|
| 1. | Apologies Apologies received from Councillor Lorraine Lindsay-Gale. | |
| 2. | Introductions | |
| 3. | Declarations of Interest | |
| 4. | Minutes of the last meeting held on 11 July 2018 | (Pages 5 - 10) |
| 5. | Proposal for changes in the way TVFCS performance is reported to the Joint Committee | (Pages 11 - 18) |
| 6. | Cost Apportionment Review | (Pages 19 - 26) |

| | Item | Page No. |
|-----|---|-----------------|
| 7. | Quarterly Performance Report | (Pages 27 - 44) |
| 8. | Forward Plan | (Pages 45 - 46) |
| 9. | Date of Next Meeting Wednesday 5 December 2018, 2pm at RBFRS Headquarters, Lynda Kenyon Suite, Newsham Court, Pincents Kiln, Calcot, Berkshire RG31 7SD. | |
| 10. | Exclusion of Public RECOMMENDATION: That under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following Agenda Item on the grounds that it involves the likely disclosure of exempt information, as defined in Paragraph 3 of Part I of Schedule 12A of the said Act indicated and is exempt information if, and so long as, in all circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. | (Pages 47 - 48) |
| 11. | Minutes of meeting held on 11 July 2018 Recommendation: That the Part II Minutes of the meeting held on 11 July 2018, to confirmed as a correct record and signed by the Chairman. | (Pages 49 - 50) |

Joint Committee Terms of Reference

1. REMIT AND OBJECTIVES OF THE JOINT COMMITTEE

- 1.1. The Joint Committee is constituted to provide overall strategic direction and oversight for the TVFCS.
- 1.2. The Joint Committee shall have the following functions:
 - 1.2.1. champion the TVFCS;
 - 1.2.2. act as the link between the TVFCS and the Fire Authorities ;
 - 1.2.3. guide recommendations from the TVFCS, that may affect the operational functions of the Fire Authorities, through the governance processes of the Fire Authorities;
 - 1.2.4. assist with the management of the relationships between the Fire Authorities;
 - 1.2.5. monitor the steady state operational benefits and performance of the TVFCS, against the agreed measures and targets;
 - 1.2.6. monitor steady state risks relevant to the TVFCS;
 - 1.2.7. monitor the financial performance of the TVFCS against required and available budget, benefits and efficiencies, and to contribute to the financial processes of the Fire Authorities;
 - 1.2.8. discuss, and contribute to, proposals on future developments for the TVFCS;
 - 1.2.9. provide strategic direction on the future of the TVFCS;
 - 1.2.10. consider and recommend to the Fire Authorities proposals in relation to Fire Authority Decisions including but not limited to:
 - (b) discuss and recommend proposals for additional full partners into the TVFCS;
 - (c) discuss and recommend proposals for the supply of TVFCS services to other fire and rescue services or other clients;
 - 1.2.11. decide upon and determine all matters which are Joint Committee Decisions, any matters referred to the Joint Committee for decision pursuant to the TVFCS decision making process in clause 11 (Decision Making by TVFCS) and any matters reserved by law or otherwise to the Joint Committee.

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Thames Valley Fire Control Service Joint Committee Meeting

Wednesday, 11th July, 2018, 2.00 pm

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

Minutes

- Present: (*)**
- * Councillor Malcolm Alexander, Royal Berkshire Fire Authority
 - Councillor David Carroll, Buckinghamshire and Milton Keynes Fire Authority
 - * Councillor Judith Heathcoat (Chairman), Oxfordshire County Council
 - Councillor Lorraine Lindsay-Gale, Oxfordshire County Council
 - * Councillor Roger Reed, Buckinghamshire and Milton Keynes Fire Authority
 - * Councillor Angus Ross, Royal Berkshire Fire Authority

- In Attendance:**
- Conor Byrne (Head of Finance and Procurement, RBFRS)
 - Mat Carlile (Area Manager, OFRS)
 - Trevor Ferguson (Chief Fire Officer, RBFRS)
 - Helen Finan (Business Support, RBFRS)
 - Simon Furlong (Chief Fire Officer, OFRS)
 - Tamara Hack (Democratic Support Assistant, RBFRS)
 - Simon Harris (TVFCS Group Manager)
 - Asif Hussain (Principal Accountant, BFRS)
 - Paul Jacques (Area Manager, RBFRS)
 - Rob MacDougall (Assistant Chief Officer, OFRS)
 - Jason Thelwell (Chief Fire Officer, BFRS)

Action

1. ELECTION OF CHAIRMAN

The Committee elected Councillor Malcolm Alexander as Chairman for the municipal year 2018/19. The nomination was from Councillor Angus Ross and seconded by Councillor Judith Heathcoat.

2. ELECTION OF VICE-CHAIRMAN

Councillor Angus Ross accepted the nomination as Vice-Chairman.

Please note that during Agenda item 10, Trevor Ferguson (CFO RBFRS) informed the committee that Thames Valley Fire Control Joint Committee Standing Orders, state that the Vice-Chairman nomination must be appointed from Buckinghamshire Fire and Rescue Service. Councillor Roger Reed accepted the nomination as Vice-Chairman for the 2018-19 municipal year.

It was agreed that Councillor Angus Ross would continue as Vice-Chairman for the remainder of the meeting.

3. RECEIPT OF ANNOUNCEMENTS

The Chairman gave the following announcements:

- **Control Visit:** Subject to the meeting finishing in good time there will be the chance before the Thames Valley Collaboration Steering Group meeting to visit the control centre. Group Manager Simon Harris will accompany any guests who wish to visit at the end of this meeting.

- **Hot weather:** The prolonged period of dry and hot weather has led to an increase of fires in the open. Some of these have involved a large number of crew and appliances over a number of hours, such as the field fires in Little Marlow, Maidenhead and Colnbrook. This in turn has increased the workload for control over the last few weeks. I would like to thank the staff involved for all of their hard work in dealing with this increased pressure.

4. APOLOGIES

Apologies received from Councillors Lorraine Lindsay-Gayle and David Carroll. David Sutherland, Neil Boustred, Simon Jefferies and Graham Britten.

5. DECLARATIONS OF INTEREST

No declarations of interest were received.

6. MINUTES OF THE MEETING HELD ON 19 MARCH 2018

The minutes of the meeting held on 19 March 2018 were agreed as an accurate

record and signed by the Chairman. The following updates were provided:

- Page 6 – Item 5 There is a pause in the Emergency Services Mobile Communications Programme (ESMCP) an update will be provided in the December 2018 meeting.
- Page 7 – The presentation of work streams was due to be presented to the committee, however Simon Harris confirmed it has been included as part of the Performance Report.
- Page 7 – Conor Byrne informed the committee he would be providing an update in the Budget Outturn Report (Item 9).
- Page 8 – Simon Harris confirmed that there was no breach of the Vodapage contract.
- Page 8 - Cllr Ross emphasised the requirement for a quicker mechanism to bring issues to the Joint Committee. Trevor Ferguson suggested that some further delegation to the 3 CFOs may help with this. He indicated he would discuss further in part 2
- Page 8 – Simon Harris confirmed that Service Credits were available and could be offset service credits against costs with Capita.
- Page 11 – Simon Harris confirmed that any significant risks will be included in each quarterly performance report.

7. PROGRESS REPORT ON DEVELOPMENT OF BUSINESS CASE FOR POTENTIAL INTRODUCTION OF APPRENTICES INTO TVFCS

Area Manager Paul Jacques (RBFRS) presented the report. The recommendation for the committee was to agree that the full business case be deferred. Simon Harris explained that the standard had been approved for use but had not been confirmed which commercial providers can provide the end point assessment.

Councillor Roger Reed suggested rather than defer indefinitely can the committee review in six months' time.

Councillor Judith Heathcoat identified the lack of available providers as a risk and this also applies to the emergency services collaboration apprenticeship projects.

Jason Thelwell (CFO BFRS) explained that Lynne Swift is the National Fire Chiefs Council Lead for apprenticeships and the list of available providers will be refreshed and an update provided in September. Apprenticeships update will be added to the Forward Plan. Jason Thelwell invited Simon Harris to attend a meeting that Lynne Swift is organising with TVP about their call handler apprenticeship.

Agenda Item 4

Simon Furlong suggested the end of the education year as the best time to recruit to the apprenticeship programme following an enquiry from the Chairman. Jason Thelwell reminded the committee that apprenticeships are open to all ages and TVP have the same issues with their emergency control apprenticeships.

- Subject to the amendment of timeline for production of a full business case the deferral was agreed and the report noted.

8. CHAIRMAN'S ANNUAL REPORT 2017/18

Mat Carlile presented the report which looked back over the last 12 months and provided information on the considerable change embedded in the service plan with new fall-back arrangements with Staffordshire and West Midlands Fire Control providing stability in the system. He had expressed his thoughts on how well Control Staff had proved themselves with the challenges faced over the last year.

Councillor Judith Heathcoat highlighted the transition and how far we had come forward, but commented on the challenges faced by the upcoming HMICFRS Inspection and ongoing Thames Valley collaboration work.

Councillor Malcolm Alexander asked for this report to be available in the public domain, Trevor Ferguson confirmed the report had been published on the website as part of the agenda pack for the meeting.

Simon Harris confirmed in response to a question from Councillor Angus Ross that all Crew Manager vacancies have now been filled.

Jason Thelwell asked for the Mobilisations within 60 seconds to be broken down individually as there was better performance than indicated in the report. Trevor Ferguson made a suggestion that the original Thames Valley control measures were brought to the next meeting to provide further new measures. Councillor Angus Ross asked for further breakdown of the 60 second mobilisation figures for each service and provide a composite report.

- It was agreed that Simon Harris would take a proposal for breaking down the 60 second measure into a more usable format for the September meeting and the report was noted.

SH

9. TVFCS PERFORMANCE REPORT QUARTER 4 2017/18

Paul Jacques presented the report, the data was reported to RBFRS Strategic Performance Board which provides further assurance. Simon Harris presented the report which provided an overview of performance levels, challenges and sickness and establishment levels.

Simon Harris explained that Capita are providing ongoing reassurance and commitment to the emergency services. The procurement team continue to monitor the risk but have deemed Capita as a low risk. The upcoming HMICFRS inspection was highlighted as having a significant impact and it was noted the inspection is expected the week commencing 24 September 2018.

BKFRS were standardising their IT systems for resource management. This does have an impact on TVFCS but they were taking a collaborative approach.

Simon Harris in response to a question from Councillor Alexander on the resourcing pressures explained that due to the preparation of data for HMICFRS had been a drain on resources and time consuming. The ops alignment piece previously managed by Eddie Cardoso before his retirement had now become business as usual. Councillor Ross commented that the data management should not drift too long into a backlog.

Cllr Ross asked if the HMICFRS inspection would require the involvement of Councillors. Trevor informed the committee that HMICFRS wanted to inspect three times but were convinced once was more efficient. He added they have not indicated member involvement.

Trevor Ferguson asked the service lead to check if member involvement is required for the TVFCS HMICFRS inspection.

SH

Simon Furlong requested the data for training and competence of staff to be added to the report.

SH

Cllr Roger Reed asked for the Joint Committees thanks to be recorded to Neil Boustred for his support and engagement in the joint control project.

- Report has been noted.

10. BUDGET OUTTURN REPORT 2017/18

Conor Byrne provided an overview of the report and highlighted the underspend for the year as referenced in section 3.1 of the report. Cllr Ross asked what happens to the underspend, Conor explained that each service is invoiced in arrears and each service just pays what is owed.

Jason Thelwell asked where the reserves for TVFCS are stored and Simon Furlong confirmed that the reserves are held in the Oxfordshire Treasury Department but are shown across all three service's accounts.

- The report was noted.

11. FORWARD PLAN

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Jason Thelwell asked for the apprenticeship update to be added to the Forward Plan for 5 December 2018.

TH

Simon Harris confirmed that there is no agreed methodology underpinning the cost apportionment model and that he would develop one for agreement during the review. Simon Furlong highlighted that the Oxfordshire budget bidding processes would be before the next meeting and that he would need early notice of any potential changes.. Simon Harris agreed to update Simon Furlong ahead of the next meeting.

SH

12. DATE OF NEXT MEETING

Monday 24 September, 2.00pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Reading, Berkshire, RG31 7SD

13. EXCLUSION OF THE PUBLIC

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following Agenda Item on the grounds that it involves the likely disclosure of exempt information, as defined in Paragraph 3 of Part I of Schedule 12A of the said Act indicated and is exempt information if, and so long as, in all circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

14. MINUTES OF THE MEETING HELD ON 19 MARCH 2018

The joint committee discussed Thames Valley Control Significant Risks in greater detail.

15. ANY OTHER BUSINESS - PART II.

Trevor Ferguson requested to discuss a matter as any other business in part II.

The committee agreed.

(The meeting closed at 2.45pm)

Post Meeting Note:

The Thames Valley Fire Control Significant Risks will be captured in the quarterly performance report under emerging issues and risks.

THAMES VALLEY FIRE CONTROL SERVICE



| | |
|---------------------------|---|
| SUBJECT | PROPOSAL FOR CHANGES IN THE WAY TVFCS PERFORMANCE IS REPORTED TO THE JOINT COMMITTEE |
| PRESENTED TO: | TVFCS JOINT COMMITTEE |
| DATE OF MEETING | 24 SEPTEMBER 2018 |
| LEAD OFFICER | AREA MANAGER PAUL JACQUES |
| EXEMPT INFORMATION | NONE |
| ACTION | AGREE PROPOSAL |

1. EXECUTIVE SUMMARY

1.1 At the meeting of the TVFCS Joint Committee on July 11th 2018 it was agreed that the GM TVFCS would review the way that TVFCS performance is reported to the Joint Committee, with a view to providing a clearer view to the members of the Joint Committee of TVFCS Performance. This report sets out a proposal for future reporting of performance

2. RECOMMENDATION

2.1 It is recommended that the Joint Committee agree the proposal contained in this report.

3. REPORT

3.1 The original criteria for the reporting of performance were agreed by the TVFCS Joint Committee around the TVFCS 'Go Live' and provided sufficient detail at that point on the general performance of the Control room.

3.2 TVFCS is now in 'steady state' and generally performing well against the existing measures. Some of the measures originally adopted do not provide sufficient detail, both to the TVFCS Joint Committee and to the TVFCS

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Management Team, on where TVFCS performs most strongly and where TVFCS Managers should focus their efforts to drive continuous improvement.

- 3.3 Some of the original measures no longer appear to be providing value to TVFCS Joint Committee members, as they are not reflected in the individual FRS performance management framework and thus do not reflect TVFCS contribution to the FRS Strategic aims.
- 3.4 Each FRS already extracts much of its own specific performance data for TVFCS from the base data in line with its own performance management framework. Adopting the changes recommended in this proposal will not prevent the individual FRS from continuing to collect its own performance data and therefore the proposal should be viewed purely in terms of the information it provides to Joint Committee Members.
- 3.5 Should the proposals set out below be accepted, work will be required to set up and configure the necessary reports required to retrieve the required information from the base data source. This work will need to be completed by the RBFRS Business Information Systems team in conjunction with the TVFCS Management Team. In order to have sufficient time to carry out this work and check the outputs from reports, it is suggested that performance is reported in the new format from 1st April 2019.

4. **PROPOSAL**

This section of the report will look at each area of performance reported to the Joint Committee and state any proposed revision.

4.1 **Absence/Attendance**

The information on Absence and Attendance provides a good overview of the efficacy of the staff support mechanisms in place within TVFCS and general morale. It also provides some context to the level of overtime expenditure by TVFCS and issues outlined within the general report relating to maintaining crewing levels. **No change is proposed in how this is reported.**

4.2 **Overtime Claims and Payment Records**

The information on overtime provides useful context to overtime expenditure within the TVFCS budget. **No change is proposed in how this is reported.**

4.3 **Total Emergency Calls answered**

This provides a good overview of the level of demand experienced during the period. **No change is proposed in how this is reported.**

4.4 **Number of Mobilisations**

Again this provides a good overview of the level of demand experienced during the period. **No change is proposed in how this is reported.**

4.5 **Number of times Emergency Fallback instigated.**

The need to instigate Emergency Fallback should be sufficiently unusual that it would be specifically covered in the report commentary. **It is proposed not to include this measure in future reports.**

4.6 **Number of Co-Responder Incidents**

The workload associated with Co-responding is already captured within the number of mobilisations. **It is proposed not to include this measure in future reports.**

4.7 **Total Admin Calls Answered**

This provides a good overview of the level of demand experienced during the period. **No change is proposed in how this is reported.**

4.8 **Number of Standby Moves Made**

This measure is not currently included in what is reported to the Joint Committee, but would provide information on the amount of work carried out by TVFCS to maintain levels of Fire cover. **It is proposed to begin to report this to the Joint Committee.**

4.9 **Emergency Calls answered within 5 & 10 Seconds**

These measures provide a useful overview of how TVFCS capacity has coped with the level of demand experienced. They also provide an indicator of the experience an emergency caller would have when dealing with TVFCS. **No change is proposed for either measure.**

4.10 **Percentage of occasions where time to mobilise is within 60 seconds.**

It was indicated by the Joint Committee on July 11th 2018 that this particular measure was no longer useful, as it did not feature in any FRS performance framework. **It is proposed not to include this measure in future reports.**

4.11 **Percentage of occasions where time to mobilise is within 90 & 120 seconds**

These measure features in the performance framework of the FRS and is an area of performance that is routinely reported on by a significant number of other FRS controls (90 Seconds being the most common measure).

Whilst this measure is a valuable indicator of TVFCS performance, in its current format it does not provide sufficiently detailed information to allow the Joint Committee to form a view of how TVFCS performs against the incidents that matter most to the FRS. With this in mind **it is proposed to continue to provide the total figure, but to also provide a breakdown of this measure against groups of incidents types.** The suggested groupings are:

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- Structure/Property Fires
- Road Traffic Collisions
- Outdoor Fires including vehicles
- Rescues/Releases involving persons
- Alarms
- Other incident types

A full breakdown of the suggested incident types within each grouping is included as **Appendix 'A'**.

It should be noted that only incident types which have a pre-determined attendance and result in a mobilisation are included.

5. FINANCIAL IMPLICATIONS

5.1 None.

6. LEGAL IMPLICATIONS

6.1 None.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 None.

8. RISK IMPLICATIONS

8.1 None.

9. PRINCIPAL CONSULTATION

9.1 TVFCS Joint Coordination Group.

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

11.1 Appendix A – Suggested Incident Type Groupings for Monitoring Performance.

12. CONTACT DETAILS

12.1 GM Simon Harris – Head of TVFCS

0118 938 4522 | 0774 863 1527

Grouping of incident types for performance reporting

Property/Structural Fires

FIRE INDUSTRIAL / COMMERCIAL
FIRE PERSONS REPORTED INDUSTRIAL / COMMERCIAL
FIRE COMMERCIAL BUILDING
FIRE ROOF COMMERCIAL BUILDING
FIRE PERSONS REPORTED COMMERCIAL BUILDING
FIRE COMMERCIAL HIGH RISE
FIRE PERSONS REPORTED COMMERCIAL HIGH RISE
FIRE INDUSTRIAL BUILDING
FIRE PERSONS REPORTED INDUSTRIAL BUILDING
FIRE RETAIL / PUBLIC ASSEMBLY
FIRE PERSONS REPORTED RETAIL / PUBLIC ASSEMBLY
FIRE SHOPPING CENTRE
FIRE CINEMA / THEATRE
FIRE SCHOOL / COLLEGE
FIRE ARENAS / STADIA
FIRE MARQUEES
FIRE RESIDENTIAL
FIRE PERSONS REPORTED RESIDENTIAL
FIRE ROOF RESIDENTIAL
FIRE HIGHRISE
FIRE PERSONS REPORTED HIGHRISE
FIRE HOSPITALS
FIRE - PRISONS / DETENTION / SECURE ACCOMODATION
FIRE DOMESTIC
FIRE ROOF DOMESTIC
FIRE PERSONS REPORTED DOMESTIC
FIRE CHIMNEY
FIRE CHIMNEY THATCHED ROOF
FIRE THATCHED
FIRE AGRICULTURAL
FIRE PERSONS REPORTED AGRICULTURAL
FIRE SILO / GRAIN DRIER
FIRE OTHER BUILDINGS
FIRE DERELICT BUILDINGS
FIRE PERSONS REPORTED DERELICT BUILDINGS
FIRE CARAVAN / CAMPING
FIRE PERSONS REPORTED CARAVAN / CAMPING
TRANSPORT - BOAT ON FIRE
TRANSPORT - FREIGHT TRAIN FIRE
TRANSPORT - PASSENGER TRAIN FIRE

Agenda Item 5

Appendix A

Road Traffic Collisions

TRANSPORT - RTC PERSONS TRAPPED SMALL VEHICLE
TRANSPORT - RTC PERSONS TRAPPED LARGE VEHICLE
TRANSPORT - RTC PERSONS TRAPPED MULTIPLE VEHICLES
TRANSPORT - RTC PERSONS TRAPPED FIRE SMALL VEHICLE
TRANSPORT - RTC PERSONS TRAPPED FIRE LGE VEHICLE
TRANSPORT - RTC PERSONS TRAPPED FIRE HAZARDOUS LOAD
TRANSPORT - RTC VEHICLE FIRE MULTIPLE VEHICLES
TRANSPORT - RTC SCENE SAFETY
TRANSPORT - RTC WASH DOWN

Outdoor Fires (Including non RTC Vehicle Fires)

FIRE IN THE OPEN
FIRE IN THE OPEN LARGE
FIRE SMOKE IN THE AREA
FIRE - ROAD FURNITURE AND RECEPTICALS
FIRE - RECYCLING / LANDFIELD
FIRE RECYCLE BANK(S)
FIRE - FIELD
FIRE RAILWAY EMBANKMENT
FIRE BELOW GROUND
FIRE POST BOX
FIRE TYRE STACK AND RUBBER CRUMB FIRES
FIRE-ELECTRICAL INSTALLATION
FIRE - PERSON ON FIRE
FIRE UNKNOWN ORIGIN
TRANSPORT - SMALL VEHICLE ON FIRE
TRANSPORT - FIRE HAZARDOUS LOAD (TANKER)
TRANSPORT - LPG FUEL VEHICLE ON FIRE
TRANSPORT - HYBRID VEHICLE ON FIRE

Rescues/Releases involving persons

RESCUE FROM HEIGHTS
RESCUE - SILO / GRAIN DRYERS
RESCUE FROM DEPTH
RESCUE - TRENCHES
RESCUE - FROM WATER
VEHICLE IN WATER
RESCUE FROM UNSTABLE SURFACE
RESCUE FROM MACHINERY
RESCUE FROM COLLAPSED STRUCTURE
SPECIAL SERVICE BARIATRIC PATIENT
SPECIAL SERVICE PERSON COLLAPSED BEHIND DOOR
SPECIAL SERVICE - RELEASE
SPECIAL SERVICE - PERSON SHUT IN LIFT

Alarms

ALARM INDUSTRIAL COMMERCIAL
ALARM RETAIL / PUBLIC ASSEMBLY
ALARM RESIDENTIAL
ALARM SMOKE ALARM ACTIVATING
ALARM - CARBON MONOXIDE ALARM
ALARM AGRICULTURAL BUILDINGS

Other

FIRE NOW OUT
FIRE LATE FIRE CALL
HAZMAT GAS RELEASE / LEAK
HAZMAT - CYLINDERS INVOLVED
HAZMAT ACETELYNE INVOLVED
HAZMAT (LPG) PROPANE / BUTANE INVOLVED
HAZMAT SMALL
HAZMAT ACID ATTACK
VEHICLE LEAKING FUEL
HAZMAT LARGE
HAZMAT PIPELINES
HAZMAT OIL POLLUTION
HAZMAT RADIOACTIVE MATERIALS
HAZMAT - CHEMICAL SUICIDE
MOBILISING ABANDONED CALL
MOBILISING FIRE MAJOR INCIDENT
MOBILISING POLICE MAJOR INCIDENT
MOBILISING HEALTH MAJOR INCIDENT
PUBLIC ORDER - EXPLOSION
PUBLIC ORDER - BOMB SUSPECTED
PUBLIC ORDER - BOMB CONFIRMED
PUBLIC ORDER - CBRNE EVENT
PUBLIC ORDER - CBRNE LEVEL THREE
PUBLIC ORDER - CBRNE WHITE POWDER
PUBLIC ORDER - SUSPICIOUS POWDER
RESCUE SMALL ANIMAL FROM WATER
ANIMAL RESCUE LARGE
RESCUE LARGE ANIMAL FROM WATER
ASSIST SCAS - EFFECTING ENTRY
SPECIAL SERVICE - LOCKED IN / OUT
SPECIAL SERVICE PERSON(S) LOCKED IN
SPECIAL SERVICE PERSON(S) LOCKED OUT
SPECIAL SERVICE - ATTEMPTED SUICIDE
SPECIAL SERVICE - INTERNAL FLOODING
SPECIAL SERVICE - EXTERNAL FLOODING
SPECIAL SERVICE DANGEROUS STRUCTURE
TRANSPORT - AIRCRAFT LIGHT
TRANSPORT - AIRCRAFT LARGE
TRANSPORT - AIRCRAFT MILITARY
TRANSPORT - AIRCRAFT IN DISTRESS
TRANSPORT - BOAT REQUIRING RESCUE
TRANSPORT - TRAIN INCIDENT

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THAMES VALLEY FIRE CONTROL SERVICE



| | |
|---------------------------|--|
| SUBJECT | TVFCS COST APPORTIONMENT REVIEW |
| PRESENTED TO: | TVFCS JOINT COMMITTEE |
| DATE OF MEETING | 24 SEPTEMBER 2018 |
| LEAD OFFICER | AREA MANAGER PAUL JACQUES |
| EXEMPT INFORMATION | NONE |
| ACTION | AGREE COST APPORTIONMENT FIGURES FOR 2019/20 BUDGET |

1. EXECUTIVE SUMMARY

- 1.1 This report provides detail to the Joint Committee on the review of cost apportionment specified in the TVFCS Steady State Legal Agreement and sets out the suggested apportionment for each FRS following the review.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Joint Committee **agree** the revised cost apportionment figures, which would be applied to the TVFCS 2019/20, 2020/21 and 2021/22 Revenue budgets.

3. REPORT

- 3.1 The TVFCS Steady State Legal Agreement sets out an apportionment model to be used to determine the percentage of the TVFCS Revenue budget paid by each FRS.
- 3.2 The information used to determine the initial cost apportionment for TVFCS is shown in the table below.

Agenda Item 6

| Steady State Cost Apportionment Model | | | | | | | | |
|---|---------|------------|---------|------------|---------|------------|-----------|-------------|
| | RBFA | | OCC | | BMKFA | | Total | |
| | | % | | % | | % | | % |
| Population | 865,000 | 38 | 648,700 | 29 | 739,600 | 33 | 2,253,400 | 100.00 |
| Tax Base | 336,149 | 38 | 244,919 | 28 | 299,737 | 34 | 880,805 | 100.00 |
| Incidents Attended | 7,558 | 38 | 5,601 | 26 | 7,540 | 36 | 20,699 | 100.00 |
| Average % (population tax base & incidents attended) | | 38% | | 28% | | 34% | | 100% |

3.3 The TVFCS Steady State Legal Agreement states in Schedule 8 Paragraph 2.1 that the Cost Apportionment Model be reviewed.

- As soon as practicable after each third anniversary of 31 March 2014 (with the first review occurring at 31 March 2017); and
- At any time when reasonably requested by two or more of the Fire Authorities

Schedule 8 Paragraph 2.2 states that; *upon a review pursuant to paragraph 2.1, the Cost Apportionment Model shall be revised to reflect the average figures for Population, Tax Base and Incidents attended over the preceding three completed financial years.*

3.4 It was previously agreed by the Joint Committee that, due to the delay in the original 'Go Live' date of TVFCS, the first review of the Cost Apportionment Model be delayed until after the 3rd Anniversary of the TVFCS 'Go Live'.

3.5 TVFCS went 'Live' on 21st April 2015. For the purposes of the review of cost apportionment, data for the full financial years 2015/16, 2016/17 and 2017/18 has been used for both Tax Base and Population. For the calculation of incidents attended, the full financial year has been used for 2016/17 and 2017/18, with the 2015/16 information being calculated from 21/04/15 – 31/03/2016.

3.6 Information on Tax base is provided to each FRS by its precepting Local Authorities.

3.7 Population data for the relevant years was taken from information published by the Office for National Statistics (Interim 2011-based subnational population projections with components of change (births, deaths and

migration) data covering years 2011 to 2021). Figures are rounded to the nearest thousand. www.ons.gov.uk/ons/rel/snpp/sub-national-population-projections/Interim-2011-based/index.html

- 3.8 Information relating to the numbers of incidents attended has been calculated using information retrieved from the RBFRS IBIS system, which is populated directly from the TVFCS Vision Command & Control System with information relating to all incident logs created by TVFCS. The information to be excluded has been determined by the Group Manager – Head of TVFCS, on the basis of whether a response was mobilised or not, with incidents where no response was mobilised being discounted. In addition, a number of ‘types’ have been excluded on the basis that they do not constitute an ‘Incident’, with the same exclusions applied to the records within each of the Thames Valley FRS (Data Source – RBFRS SQL Reports Server – Extended Vision SQL Report). A full list of excluded incident types is included as ‘**Appendix A**’.

It should be noted that there is no agreed means of producing statistics relating to incidents across the Thames Valley FRS, therefore data produced by individual FRS may not be consistent with the data provided by TVFCS. A ‘Task and Finish’ group has been commissioned with appropriate representation from each FRS and TVFCS, to establish an agreed methodology for the production of and mechanism for requesting statistical data relating to ‘Thames Valley’ operational activity. It is currently intended to use the IRMP Modelling team to achieve this and to ensure that an appropriate Data Sharing agreement is in place to cover this work.

- 3.9 The table below shows the relevant figures and the final percentage cost apportionment for each of the Thames Valley FRS.

| Steady State Cost Apportionment Model Data for 2015/16-2017/18 (Mean average for each element across period) | | | | | | | | |
|---|-------------|--------------|------------|--------------|--------------|--------------|--------------|---------------|
| | RBFA | | OCC | | BMKFA | | Total | |
| | | % | | % | | % | | % |
| Population | 2,751,000 | 38.2 | 2,039,000 | 29.2 | 2,392,000 | 32.6 | 2,398,674 | 100.0 |
| Tax Base | 329,821 | 38.3 | 238,784 | 27.8 | 291,738 | 33.9 | £860,343 | 100.0 |
| Incidents Attended | 7993 | 36.8 | 6849 | 31.5 | 6893 | 31.7 | 21,735 | 100.0 |
| Average % (population tax base & incidents attended) | | 37.8% | | 29.5% | | 32.7% | | 100.0% |

A breakdown of figures on an annual basis is included as **Appendix B**.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 4.1 This report complies with Schedule 8 of the Thames Valley Fire Control Service Steady State Legal Agreement (Cost Apportionment Model) Schedule 8 Paragraphs 2.1 and 2.2

5. FINANCIAL IMPLICATIONS

- 5.1 Acceptance of the recommendations of this report will have implications to the individual FRS with regard to the funding of the TVFCS Revenue budget for three financial years.

6. LEGAL IMPLICATIONS

- 6.1 None.

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 None.

8. RISK IMPLICATIONS

- 8.1 None.

9. PRINCIPAL CONSULTATION

- 9.1 TVFCS Joint Coordination Group.

10. BACKGROUND PAPERS

- 10.1 None.

11. APPENDICES

- 11.1 Appendix A – List of Incident Types Excluded from Calculation.
11.2 Appendix B – Cost Apportionment breakdown by year.

12. CONTACT DETAILS

- 12.1 Mr Ryan Maslen – Deputy Head of Finance – RBFRS

0118 938 4722 | 0783 122 2263

- 12.2 GM Simon Harris – Head of TVFCS

0118 938 4522 | 0774 863 1527

TVFCS Cost Apportionment Review

July 2018

Incident Types Excluded from 'Incidents Attended'
Calculation.

| |
|--|
| Alarms – Other Building Not Attended |
| Alarms – Test |
| Mobilising – Fire Safety Issue |
| Mobilising – Standby |
| Mobilising – Test Call |
| Mobilising – Exercise |
| Mobilising – Duplicate/Repeat |
| Mobilising - Safety Event (Inj/Acc) |
| Mobilising – Business Continuity Event |
| Standby |
| Capita Test |
| Test Incident No Response |

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Cost Apportionment Review

Annual Breakdown

Figures have been shown to 1 decimal place only with rounding applied.

| Steady State Cost Apportionment Model Data for 2015/16 | | | | | | | | |
|---|---------|--------------|---------|--------------|---------|--------------|-----------|---------------|
| | RBFA | | OCC | | BMKFA | | Total | |
| | | % | | % | | % | | % |
| Population | 907,000 | 38.2 | 676,000 | 28.5 | 789,000 | 33.3 | 2,372,000 | 100.0 |
| Tax Base | 322,661 | 38.2 | 233,884 | 27.7 | 287,017 | 34.1 | 843,562 | 100.0 |
| Incidents Attended | 7203 | 37.0 | 5828 | 30.0 | 6428 | 33.0 | 19,459 | 100.0 |
| Average % (population tax base & incidents attended) | | 37.8% | | 28.8% | | 33.4% | | 100.0% |

| Steady State Cost Apportionment Model Data for 2016/17 | | | | | | | | |
|---|---------|--------------|---------|--------------|---------|--------------|-----------|---------------|
| | RBFA | | OCC | | BMKFA | | Total | |
| | | % | | % | | % | | % |
| Population | 917,000 | 38.3 | 680,000 | 28.4 | 797,000 | 33.3 | 2,394,000 | 100.0 |
| Tax Base | 329,148 | 38.3 | 238,660 | 27.8 | 291,691 | 33.9 | 859,499 | 100.0 |
| Incidents Attended | 8669 | 37.2 | 7605 | 32.6 | 7024 | 30.2 | 23,298 | 100.0 |
| Average % (population tax base & incidents attended) | | 37.9% | | 29.6% | | 32.5% | | 100.0% |

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Appendix B

| Steady State Cost Apportionment Model Data for 2017/18 | | | | | | | | |
|---|---------|--------------|---------|--------------|---------|--------------|-----------|---------------|
| | RBFA | | OCC | | BMKFA | | Total | |
| | | % | | % | | % | | % |
| Population | 927,000 | 38.3 | 683,000 | 28.3 | 806,000 | 33.4 | 2,416,000 | 100.0 |
| Tax Base | 337,654 | 38.5 | 243,807 | 27.7 | 296,507 | 33.8 | 877,968 | 100.0 |
| Incidents Attended | 8,108 | 36.1 | 7,114 | 31.7 | 7226 | 32.2 | 22,448 | 100.0 |
| Average % (population tax base & incidents attended) | | 37.7% | | 29.2% | | 33.1% | | 100.0% |

THAMES VALLEY FIRE CONTROL SERVICE



| | |
|---------------------------|---|
| SUBJECT | TVFCS PERFORMANCE REPORT QUARTER 1 2018/19 |
| PRESENTED TO: | TVFCS JOINT COMMITTEE |
| DATE OF MEETING | 24 SEPTEMBER 2018 |
| LEAD OFFICER | AM PAUL JACQUES |
| EXEMPT INFORMATION | NONE |
| ACTION | FOR NOTE |

1. EXECUTIVE SUMMARY

- 1.1 To provide the Joint Committee with an update report on the performance of the Thames Valley Fire Control Service (TVFCS)
- 1.2 The Control Manager's performance report for 2018/19 Quarter 1 (Appendix A) provides a detailed narrative on TVFCS performance together with the agreed set of performance information to enable comparisons.

2. RECOMMENDATION

- 2.1 **That the Joint Committee note the report.**

3. REPORT

- 3.1 Weather conditions have had an impact on all Control call handling and mobilisation performance measures during the period.
- 3.2 Absence levels have remained at a manageable level overall, with short term absences at a notably low level.
- 3.3 The Command & Control system has been stable throughout the period and outstanding issues with the system are being resolved steadily.

Agenda Item 7

3.4 TVFCS has dealt with a number of significant events during the period.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

5. FINANCIAL IMPLICATIONS

5.1 There are no implications within this report.

6. LEGAL IMPLICATIONS

6.1 There are no implications within this report.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no implications within this report.

8. RISK IMPLICATIONS

8.1 There are no implications within this report

10. PRINCIPAL CONSULTATION

10.1 None for this report.

11. BACKGROUND PAPERS

11.1 Programme Sponsoring Group Benefits Paper – 11 April 2013.

12. APPENDICES

12.1 Appendix A – TVFCS Control Manager's performance report for 2018/19 Quarter 1.

13. CONTACT DETAILS

13.1 Simon Harris GM Thames Valley Fire Control Service

0118 938 4522 | 0774 863 1527

Thames Valley Fire Control Service



Joint Committee Performance Report (Quarter 1 2018/19)

Contents






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Introduction

The Thames Valley Fire Control Service (TVFCS) performance report presents information on the performance of the joint control room. This is to provide structure and governance that enables TVFCS to measure, monitor and manage outputs and outcomes in a timely manner, allowing us to respond and make informed decisions to ensure that our statutory and partnership obligations are successfully delivered.

The aim of this report is to share how TVFCS has performed over the previous three months, offer explanation, analysis and mitigation for target outcomes, and to suggest positive means of carrying effective performance into the future.

Key to Icons and Colours

| | |
|---|---|
|  | Target exceeded by more than 10% |
|  | Target met or exceeded by up to 10% |
|  | Target missed by up to 10% |
|  | Target missed by more than 10% |
|  | NA or data accuracy issues affect confidence in reporting |

Key Highlights

Context

During Quarter 1 2018/19 TVFCS handled in excess of 6500 emergency calls, leading to 5852 mobilisations. Due to a technical failure which occurred affecting the system used to log the number of incoming telephone calls, it is not possible to provide the full number of emergency calls received.

Recruitment during the period brought the TVFCS establishment level up to full strength and due to the known retirement of a member of staff, the establishment level was briefly exceeded. Efforts were made during the quarter to address the long standing shortfall in the number of Crew Managers within the establishment. It was possible to promote two internal candidates in May and it was expected that the final vacancy would be filled in early July. These promotions have greatly eased the pressure on Supervisory Manager Crewing Levels. Although the establishment is full, TVFCS still has 4 staff out of the workplace on maternity leave. These posts had been backfilled with temporary contracts, but this staffing has been largely absorbed by staff turnover. It will be necessary to run a further recruitment campaign during Quarter 2.

TVFCS systems have been mostly stable during the period. Some system issues were experienced in early May following a system update. Although this was problematic for a short period, the improved relationship between Capita and the TVFCS Management Team resulted in the issue being resolved quickly and an underlying problem being identified and fixed, which has improved system performance and resilience.

Weather conditions once again had a significant impact on TVFCS during the reporting period. During late May both Oxfordshire and Buckinghamshire experienced heavy rainfall events, which led to high call volumes being received. On May 27th a localised storm affected Milton Keynes causing calls for assistance to be routed to TVFCS in exceptionally high numbers. TVFCS, supported by RBFRS Officers, dealt with the situation in an exemplary fashion, prioritising where to deploy resources and ensuring that levels of operational cover were maintained. A number of off duty staff responded to TVFCS which greatly assisted the duty Control room watch.

June saw the start of one of the longest spells of dry weather in recent years, which resulted in increased levels of operational activity in all 3 FRS. The hot, dry conditions throughout June caused repeated 'spikes' in incoming call volumes, with large numbers of calls being received in very short time periods, which lead to call handling capacity in TVFCS being exceeded. This was particularly noticeable in more visible locations such as motorway verges and where outdoor fires create large

smoke plumes. These extreme spikes are responsible for the significant drop in performance seen against the performance measures for answering emergency calls. This issue has been further exacerbated by the high levels of operational commitment, which means that travel times to incidents become more stretched as more incidents occur. This leads to higher volumes of emergency calls being received for longer periods until the first fire appliance arrives on scene. To provide some context, TVFCS is resourced on the basis of dealing with 30,000 emergency calls per annum. Call volumes received during June would be more typical of a Control room dealing with 45,000 calls a year, with provisional data for July indicating a further increase to come for the next reporting period.

Successes

TVFCS response to the rain event in Milton Keynes on 27th May provides confirmation that the Control room is on a sound 'business as usual' footing.

Sickness levels have remained at a manageable level through the reporting period.

Being able to fill the Supervisory Manager vacancies internally demonstrates the progress being made by our staff and shows that training and development activity is beginning to provide appropriately skilled staff in the numbers required to deal with staff turnover.

The Royal Wedding on May 18th required a significant level of involvement from TVFCS, both in the planning stage and on the day itself. TVFCS worked effectively with partners from across the Thames Valley in the lead up to the event, which contributed to the success of the operation on the day with the occasion being enjoyed by all who participated.

Areas for Improvement

Performance against mobilising targets has continued to fall below the targets originally set for TVFCS. It is not felt that these measures accurately reflect the performance of TVFCS against the rapidly evolving business needs of an emergency control room. The proposals for a change in performance management reporting requested by the TVFCS Joint Committee at its meeting on July 11th should provide committee members with a better overview of how TVFCS actually performs and will also give the TVFCS Management team more information to help them target areas for improvement.

Further work is required to continue to improve the configuration of TVFCS systems and the information held within, which will aid in improving performance.

The annual Performance Review process for staff has identified that, whilst effective systems are in place to develop staff at Firefighter Control and Supervisory

Management levels, there is less available to prepare Supervisory Managers for Middle Management roles. Focus is now being given to this area of development to allow for more effective succession planning to take place and to improve staff retention.

Emerging Issues & Risks

Capita's financial position continues to be monitored. Capita have appointed Mr Andy Kerr into a new role as client director for their Fire Service Command & Control customers. This demonstrates their ongoing commitment to this area of their business. Andy is keen to meet with customers and has requested the opportunity to speak to members of the Joint Committee briefly at the Committee's meeting in December 2018.

The provision of data to HMICFRS has created an additional level of demand within TVFCS, particularly as much of the data requested was not data that had been captured as part of TVFCS business as usual processes. The HMICFRS inspections themselves are likely to create a further demand.



Establishment

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

| Role | Authorised Establishment | Staff in substantive Posts and FTE | Staff in temporary Posts and FTE | Vacancies |
|--------------------------|--------------------------|------------------------------------|----------------------------------|--------------|
| Group Manager | 1 | 1-1 FTE | 0 – 0 FTE | 0 |
| Control Manager | 1 | 1-1 FTE | 0 – 0 FTE | 0 |
| Control Training Manager | 1 | 1 – 1 FTE | 0 – 0 FTE | 0 |
| Watch Manager | 4 | 4 – 4 FTE | 1 – 1 FTE | 0 |
| Crew Manager | 12 | 10 – 9.88 FTE | 1 – 1 FTE | 1.12 |
| Fire Fighter | 20 | 20 - 20.88 FTE | 0 – 0 FTE | -0.88 |
| TOTAL | 39 | 39 – 37.76 FTE | 2 – 2 FTE | -0.76 |



Attendance/ Absence

| Measure | April 2018 | May 2018 | June 2018 |
|------------------------------|------------|----------|-----------|
| Short-term Sickness Episodes | 6 | 3 | 2 |
| Long-term Sickness Episodes* | 0 | 0 | 0 |
| Total Days lost to Sickness | 17 | 6 | 16 |
| Average days lost per FTE | 0.43 | 0.15 | 0.40 |

*long-term sickness is sickness absence of more than 28 days.

Overtime Claims and Payment records

(Excluding Bank Holiday Pay and Handover Pay)

| Measure | April 2018 | May 2018 | June 2018 |
|-----------------------------|------------|----------|-----------|
| Number of Staff Claiming OT | 7 | 11 | 10 |
| Hours Worked | 192 | 218 | 218 |
| Total Paid | £3981.11 | £4696.76 | £4389.20 |

TVFCS Joint Committee Performance Report

Performance Measures (Data accurate as of 19/07/2018)

| Measure | | April 2018 | May 2018 | June 2018 | Reporting period average | Same period 2016/17 | Rolling 12 month average |
|---------|---|------------|------------------|-----------|--------------------------|---------------------|--------------------------|
| 1 | Total Emergency calls answered | 2774 | Unable to Report | 3668 ** | 3221 | 2920 | 2557 |
| 2 | Number of Mobilisations | 1689 | 2048 | 2115 | 1951 | 2039 | 1857 |
| 3 | No. of times Emergency Fall-back instigated | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Number of Co-responding incidents | 63 | 70 | 98 | 77 | 252 | 98 |
| 5 | Total Admin Calls answered | 6805 | Unable to Report | 6624 | 6715 | 6966 | 6624 |

** Data from Call logger only available from 5th June indicating 3170 calls. This figure has been adjusted to include records of incidents created on the Command and Control system 1/6/2018 – 4/6/2018, although this may not account for all calls received on TVFCS 999 lines during the period.

| Measure* | | 2017/18 Target | April 2018 | May 2018 | June 2018 | Reporting period average | Same period 2016/17 | Rolling 12 month average |
|----------|--|----------------|------------|------------------|-----------|--------------------------|---------------------|--------------------------|
| 6 | Emergency calls answered within 5 seconds | 92% | 95.26% | Unable to Report | 80.75% | 88.00% | 92.82% | 94.27% |
| 7 | Emergency calls answered within 10 seconds | 97% | 98.37% | Unable to Report | 83.38% | 90.88% | 96.95% | 97.63% |
| 8 | % occasions where time to mobilise is within 60 seconds | 60% | 48.08% | 47.04% | 47.70% | 47.61% | 53.31% | 51.56% |
| 9 | % occasions where time to mobilise is within 90 seconds | 80% | 74.60% | 71.47% | 75.34% | 73.80% | 77.23% | 75.54% |
| 10 | % occasions where time to mobilise is within 120 seconds | 95% | 85.61% | 83.26% | 85.96% | 84.94% | 87.12% | 86.06% |

TVFCS Joint Committee Performance Report

| | | | | | | | | |
|----|--|-----|--------|------------------|--------|--------|--------|--------|
| 11 | Admin calls answered within 15 seconds | n/a | 85.62% | Unable to Report | 85.22% | 85.42% | 80.75% | 82.33% |
|----|--|-----|--------|------------------|--------|--------|--------|--------|

*Definitions are available in appendix A

Financial Position

Data accurate as of 10/09/2018

| TVFCS Budget Monitoring 3 Months to 30 June 2018 | | | | | | |
|--|----------------------------|---|-------------------------------------|--|-------------------|--|
| | Total Annual Budget | Actual Expenditure To 30 June 2018 | Forecast Outturn at Year End | Variance = Forecast - Annual Budget | Variance % | Commentary |
| Staff | | | | | | |
| Employment Costs | 1,543,795 | 374,966 | 1,512,928 | -30,867 | -2.00% | Further recruitment has taken place during Quarter 1 to address resignations during Q3/4 2017/18. A number of staff remain on maternity leave, which reduces employment costs. This, combined with the reduced costs incurred during the time taken to fill vacancies accounts for the current underspend. The forecast is still based on the 1% pay award built into the budget. Should the current proposed 2% award be accepted then the forecast under spend will reduce accordingly. It is not anticipated that a 2% award would cause an over spend on the budget. |

TVFCS Joint Committee Performance Report

| | Total Annual Budget | Actual Expenditure To 30 June 2018 | Forecast Outturn at Year End | Variance = Forecast - Annual Budget | Variance % | Commentary |
|------------------|----------------------------|---|-------------------------------------|--|-------------------|--|
| Uniforms | 2,000 | 795 | 2,144 | 144 | 7.20% | Uniform expenditure includes small monthly allowance for various items (26 staff). The projected overspend takes into consideration the anticipated staff movements. |
| Training | - | 1,180 | 1,180 | 1,180 | 100.00% | It has been necessary to spend a small amount on training for TVFCS staff that was not able to be provided within the Thames Valley FRS. A small amount will be reserved in future budgets to account for unexpected training needs. |
| Recruitment | 1,000 | 75 | 300 | -700 | -70.00% | Replenishment of testing papers for recruitment process are the only costs expected to be incurred. |
| Sub Total | 1,546,795 | 377,016 | 1,517,252 | -30,243 | -1.96% | |
| Corporate | | | | | | |
| Facilities | 91,443 | 22,861 | 91,443 | - | 0.00% | Forecast outturn is expected to equal budget. Costs incurred to date are based on 3/12's of the annual budget. |
| Finance | 24,851 | 6,213 | 24,851 | - | 0.00% | |
| HR | 67,409 | 16,852 | 67,409 | - | 0.00% | |
| ICT | 72,525 | 18,131 | 72,525 | - | 0.00% | |

Appendix A
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TVFCS Joint Committee Performance Report

| | Total Annual Budget | Actual Expenditure To 30 June 2018 | Forecast Outturn at Year End | Variance = Forecast - Annual Budget | Variance % | Commentary |
|---|----------------------------|---|-------------------------------------|--|-------------------|---|
| Liability and Equipment Insurance | 6,885 | 1,721 | 6,885 | - | 0.00% | Forecast outturn is expected to equal budget. Costs incurred to date are based on 3/12's of the annual budget. |
| Management | 14,868 | 3,717 | 14,868 | - | 0.00% | |
| Sub Total | 277,981 | 69,495 | 277,981 | - | 0.00% | |
| Other | | | | | | |
| General Equipment Purchase | 6,541 | 1,254 | 6,720 | 179 | 2.74% | Anticipated expenditure on items such as headsets. Despite the current actual expenditure, it is expected that further purchases may need to be made to improve facilities for testing and training in anticipation of ESN. |
| OFRS Costs (secondary control facility) | 39,274 | - | 39,274 | - | 0.00% | Recharge cost incurred from OFRS for rental, telephones etc. |
| Sub Total | 45,815 | 1,254 | 45,994 | 179 | 0.39% | |
| Technology | | | | | | |
| Capita Mobs System (maint) | 66,535 | 16,518 | 66,535 | - | 0.00% | forecast outturn is expected to equal budget. |

TVFCS Joint Committee Performance Report

| | Total Annual Budget | Actual Expenditure To 30 June 2018 | Forecast Outturn at Year End | Variance = Forecast - Annual Budget | Variance % | Commentary |
|--|----------------------------|---|-------------------------------------|--|-------------------|--|
| DS3000 (for primary and secondary) ICCS | 79,652 | 20,710 | 82,836 | 3,184 | 4.00% | A failure to account for an RPI adjustment within the contract when setting the budget has caused a small overspend in this area. |
| Telephony | 50,061 | 6,071 | 36,454 | -13,607 | -27.18% | Members will recall that savings have been made in this area in previous years. Further discussions with the supplier have led to a repayment being received relating to previous years which is reflected in the forecast outturn |
| EISEC Calcot (999 caller location) | 7,000 | 1,750 | 7,000 | - | 0.00% | |
| EISEC Kidlington | 2,000 | 500 | 2,000 | - | 0.00% | |
| Smart services to switch 999 lines to secondary control or elsewhere | 16,000 | - | 16,000 | - | 0.00% | Costs billed annually to TVFCS at the end of the financial year. |
| Airwave rental (SAN I ,B) (Primary,secondary) (7+8) | 13,583 | - | 11,171 | - 2,412 | -17.76% | Some savings have been achieved against the original projected costs of Airwave radio equipment. |
| Sub Total | 234,831 | 45,549 | 221,996 | -12,835 | -5.47% | |

Appendix A
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| | <i>Total Annual Budget</i> | <i>Actual Expenditure To 30 June 2018</i> | <i>Forecast Outturn at Year End</i> | <i>Variance = Forecast - Annual Budget</i> | <i>Variance %</i> | <i>Commentary</i> |
|-----------------------------------|----------------------------|---|-------------------------------------|--|-------------------|-------------------|
| Total Budgeted Expenditure | £2,105,422 | £493,314 | £2,063,223 | - £42,899 | -2.04% | |

| Authority | Q1 | Q2 | Q3 | Q4 | Subtotal |
|------------------|----------------|-----------|-----------|-----------|-----------------|
| RBFRS | 187,459 | | | | 187,459 |
| OXFRS | 138,128 | | | | 138,128 |
| BFRS | 167,727 | | | | 167,727 |
| | 493,314 | 0 | 0 | 0 | 493,314 |

| | |
|---|------------------|
| Contingency | 150,000 |
| Upper limit of TVFCS expenditure without further FA approval | 2,255,422 |

Appendix A

Performance Measure Definitions

| Measure | Description |
|---|---|
| % of occasions where the time to answer admin calls is within 15 seconds | This measure uses the time taken from when the Fire Control Room system receives an admin call alert to the moment they are answered by a TVFCS Operator |
| % of occasions where the time to answer emergency calls is within 5 seconds | This measure uses the time taken from when the Fire Control Room system receives an emergency incoming call alert to the moment they are answered by a TVFCS Operator |
| % of occasions where the time to answer emergency calls is within 10 seconds | |
| % of occasions where time to mobilise is within 60 seconds | This measure is calculated from when emergency calls are answered to when control room staff request stations to mobilise the appliance. |
| % of occasions where time to mobilise is within 90 seconds | |
| % of occasions where time to mobilise is within 120 seconds | |

| ITEM | NEXT REPORTING DATE | FEEDING FROM/TO | RECOMMENDED ACTION | LEAD OFFICER | LEAD MEMBER | PART I / II |
|--|---------------------|------------------------|--------------------|----------------|------------------|-------------|
| Quarterly Performance Report/Budget Monitoring | 05-Dec-18 | N/A | Note | Neil Boustred | N/A | Part I |
| Proposed Budget 2019/20 | 05-Dec-18 | To BMKFA, OCC and RBFA | Note and recommend | Conor Byrne | N/A | Part I |
| Update on Emergency Services Mobile Communications Programme | 05-Dec-18 | N/A | Note | Neil Boustred | N/A | Part I |
| TVFCS update on Apprenticeship Business Case | 05-Dec-18 | N/A | Note and recommend | Neil Boustred | N/A | Part I |
| Quarterly Performance Report / Budget Monitoring | 26-Mar-19 | N/A | Note | Neil Boustred | N/A | Part I |
| Appointment of Chairman and Vice-Chairman | 11-Jul-19 | N/A | agree | Graham Britten | N/A | Part I |
| Quarterly Performance Report/Budget Monitoring | 11-Jul-19 | N/A | Note | Neil Boustred | N/A | Part I |
| Chairman's Annual Report 2017/18 | 11-Jul-19 | N/A | Note | Paul Jacques | 2018/19 Chairman | Part I |

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**Categories of “Exempt Information”
under Schedule 12A of the Local Government Act 1972**

| | Category |
|---|---|
| | [For each of nos 1 - 7, see <u>Qualification 1</u> below] |
| 1 | Information relating to any individual |
| 2 | Information which is likely to reveal the identity of an individual. |
| 3 | Information relating to the financial or business affairs of any particular person (including the authority holding that information). [see <u>Qualification 2</u> below] |
| 4 | Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority. |
| 5 | Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings. |
| 6 | Information which reveals that the authority purposes: (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment. |
| 7 | Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime. |

Qualifications:

- (1) Information falling within paragraph 3 is not exempt information by virtue of that paragraph if it is required to be registered under -
 - (a) the Companies Act 1985;
 - (b) the Friendly Societies Act 1974;
 - (c) the Friendly Societies Act 1992;
 - (d) the Industrial and Provident Societies Acts 1965 to 1978;
 - (e) the Building Societies Act 1986; or
 - (f) the Charities Act 1993.
- (2) Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.
- (3) Information which -
 - (a) falls within any of paragraphs 1 to 7 above; and
 - (b) is not prevented from being exempt by virtue of the two preceding paragraphs

is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest

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in disclosing the information.

Interpretation:

- (4) "*Employee*" means a person employed under a contract of service;
- (5) "*Financial or business affairs*" includes contemplated, as well as past or current, activities;
- (6) "*Labour relations matter*" means -
 - (a) any of the matters specified in paragraphs (a) to (g) of section 218(1) of the Trade Union and Labour Relations (Consolidation) Act 1992[10] (matters which may be the subject of a trade dispute, within the meaning of that Act);
or
 - (b) any dispute about a matter falling within paragraph (a) above;and for the purposes of this definition the enactments mentioned in paragraph (a) above, with the necessary modifications, shall apply in relation to office-holders under the authority as they apply in relation to employees of the authority;
- (7) "*Office-holder*", in relation to the authority, means the holder of any paid office appointments to which are or may be made or confirmed by the authority or by any joint board on which the authority is represented or by any person who holds any such office or is an employee of the authority;
- (8) "*Registered*" in relation to information required to be registered under the Building Societies Act 1986, means recorded in the public file of any building society (within the meaning of that Act).

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