

Thames Valley Fire Control (TVFCS) Programme – Progress update

The date of cutover of the Buckinghamshire Fire and Rescue Service (BFRS) Control Room Service to that of the TVFCS remains 10 December 2014.

1) Governance:

1.1) Steady State Partnership Agreement:

Work has now been completed on the steady state partnership agreement; this was discussed and approved at a meeting of the Programme Sponsoring Group on 14 August 2014.

1.2) Peer Review:

A peer review of the TVFCS programme by Principal Officers from Cambridgeshire and Suffolk took place on 20 and 21 May 2014. The draft report was discussed, along with the action plan identified by TVFCS, with the TVFCS Chief Fire Officers (CFOs) at a meeting held on 4 July 2014.

1.3) SAN H Agreement:

The inter-authority agreement between the three TVFCS partners, and Northamptonshire and Warwickshire Fire and Rescue Services for the procurement and provision of the SAN-H has now been sealed as a deed by all parties and each FRS has received a copy.

Warwickshire Fire and Rescue Service are leading on the creation of a similar agreement for the Control Link solution; this is currently with the legal representatives for review/comment.

2) HR consultation/selection processes:

Consultation with staff and representative bodies closed on 1 June 2014.

The deadline for existing Control Room staff from all three Fire and Rescue Services (FRSs) to submit their preference forms regarding their future employment options was 30 June. This preference exercise has now been completed and all staff have been notified of the outcome. Three personnel from BFRS will be taking up a transfer to the TVFCS. One of the three has since secured promotion to Crew Manager within the TVFCS.

An interview has taken place for the TVFCS Control Room Manager position, and was appointed with effect from 31 July 2014, with the current Royal Berkshire Fire and Rescue Service (RBFRS) Control Room Manager taking up this role.

A selection process for the role of Control Training Manager has taken place and has been filled on a temporary basis until a Station Manager ADC has been completed. This is also with effect from 31 July 2014.

Selection processes for the TVFCS Watch and Crew Manager roles have also now been completed.

TVFCS Firefighter (Control) posts have been appointed following the selection process at this level and an external recruitment process for the remaining vacant Firefighter (Control) posts has now commence. High levels of interest have been expressed in these roles and early appointment will enable the induction training to take place prior to the 'go-live' date.

Protected conversation meetings have taken place with BFRS staff not transferring to the TVFCS to discuss future options.

3) Rep Body Engagement:

There has been little Fire Brigades Union engagement with the HR and Ops Alignment workstreams but the Fire Officers Association representation from BFRS continues.

4) Premises:

The TVFCS Programme was allowed access to the Calcot HQ site from 27 May 2014, which has allowed essential equipment installations to take place into the equipment room.

The procurement process for the TVFCS desking and seating has taken place and orders have been placed with delivery dates imminent.

5) Mobilising system:

An initial 'sandpit' system, installed by Capita at Oxfordshire Fire and Rescue Service (OFRS) HQ in Kidlington, is being used for data entry and validation of the data of each FRS. This data will be taken by Capita to populate the final live system of the TVFCS with the most recent cut being taken on 8 September 2014. Some of the BFRS data can be extracted from our existing mobilising system but a good deal has had to be manually uploaded and this work continues with a resource being provided on a full time basis.

Mapping training was delivered by Capita on 15 July to attendees from each FRS.

Factory Acceptance Testing of the mobilising system took place 28 July – 1 August 2014 and was witnessed by representatives from each FRS. This testing was largely successful, with a small number of issues identified which are to be resolved by Capita prior to Site Acceptance Testing which is planned to start on 17 October 2014.

6) Remote buddy:

The North Yorkshire Fire and Rescue Service (NYFRS) have agreed to provide remote buddy and alternate support for the TVFCS. This service is planned to be in place for the TVFCS from 10 December 2014. This was approved at the TVFCS Programme Board on 3 July 2014 – discussions have taken place to identify practical and technical solutions to achieve this and work is now underway. The order for the network connections to NYFRS has been placed via the Unicorn agreement.

7) Operational Alignment and Training:

- The Standard Messaging policy is at final draft for Ops alignment review.
- A draft TVFCS policy for domestic risk procedure has been produced; to be finalised.
- Work has continued to agree the Training Needs Analysis with Capita.
- It has been agreed that Capita will be commissioned to deliver all operator level training for the implementation - for Vision and the DS3000. Programme funding has been identified for this.
- Representatives from the TVFCS programme visited Gloucestershire FRS to discuss their experiences with the implementation of the Vision4 mobilising system a year ago, and identify learning that TVFCS can take, specifically regarding the training approach
- Operational Alignment will continue to work closely with the newly appointed TVFCS Control Room Manager and TVFCS Training Manager.
- Work is to continue regarding the development of the Operational Support Room and call handling procedures, including for spate conditions.
- Work continues to define the out-of-hours support for the technical solutions.
- Further development is to take place on the fallback process for Firewatch/Gartan availability.
- Conversations are taking place with the Media and Communications representatives from each FRS, to identify the requirements their teams will have from the TVFCS Control. This will be used by Operational Alignment to ensure the processes are in place to support those requirements

8) SAN H Implementation:

- The SANH inter-authority agreement has now been agreed between the SANH partners, and has been sealed as a deed by all parties; all have now received their sealed copies.
- SANH installation is complete, and the SANH is now working as standalone system. Witnessed testing was successful and completed on 26 June 2014, and formal handover from the Airwave project manager took place on 8 July 2014. A change control for the RBFRS Annex A for the move to Calcot has been approved by the accreditor - this will allow partner FRSs to connect to the SANH.
- Access for the installation of the Ground Based Network (GBN) has been completed for the first route of the network and the fibre connection from Theale is now in the Control equipment room and live, connecting the SANH to Airwave.
- Work continues to press for the delivery of the GBN second route by BT Openreach. TVFCS continues to address issues related to the trench and its

provision, with a date of 2 August set for work to start. This is requiring constant liaison with BT Openreach and their contractors.

- Codes of Connection work required to use the systems continues:
 - RBFRS - Annex A approved by the Accreditor, Annex C=95%
 - BFRS - AnnexA 100% (signed and agreed); AnnexC = 80%.
 - OFRS - AnnexA approved by the Accreditor; AnnexC - approved by the Accreditor.

9) Station Ends:

A trial Station End has been installed and connected to the Sandpit training system, and work undertaken with Multitone (Station End provider) to work towards finalising the initial profile for station ends and unified printouts.

Multitone training has been provided to representatives from all three FRSs, to enable them to progress update work on the station ends.