

THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley Fire Control Joint Committee

Monday, 13 July 2026 at 2.00 pm

**Large Conference Room, Oxfordshire Fire and Rescue Service HQ,
Sterling Road, Kidlington, Oxford, OX5 2DU**

AGENDA

1. Appointment of Chairman for 2026/27 To appoint a member from Oxfordshire County Council as Chairman for 2026/27	
2. Appointment of Vice-Chairman for 2026/27 To appoint a member of Royal Berkshire Fire & Rescue Fire Authority as Vice-Chairman for 2026/27	
3. Apologies	

4. Introductions (including change of membership) To note appointments onto the joint committee and any notified appointed substitutes for 2026/27.	
5. Declarations of Interest	
6. Minutes of Previous Meeting held on 16th March 2026	(Pages 5 - 10)
7. Matters Arising	
8. Questions from Members (written questions under Standing Order 26.1)	
9. Questions Submitted Under Standing Order 9.5 (Questions from Members of the Public)	
10. Chairman's Annual Report 2025/26	(Pages 11 - 16)
11. TVFCS Performance Monitoring Report Q4 2025/26	(Pages 17 - 30)
12. TVFCS Financial Outturn 2025/26	(Pages 31 - 39)
13. TVFCS Technology Replacement Update	(Pages 41 - 49)
14. TVFCS Inter Authority Agreement Update	(Pages 51 - 56)
15. Forward Plan	(Page 57)

16. Date of Next Meetings (Hosted at OFRS HQ at 2pm) - To be agreed	
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Monday 21 st September 2026 Monday 7 th December 2026 Monday 22 nd March 2027	
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Thames Valley Fire Control Service Joint Committee Meeting

Monday, 16 March 2026, 14:00hrs

Minutes

- Present:** Councillor Duncan Banks, Buckinghamshire & Milton Keynes Fire Authority
Councillor Llew Monger, Buckinghamshire & Milton Keynes Fire Authority
Councillor Neil Fawcett Oxfordshire County Council
Councillor Peter Frewer, Royal Berkshire Fire Authority
- In Attendance:** Louise Harrison, Chief Fire Officer (BFRS)
Graham Britten, Director of Legal and Governance (BFRS)
Paul Scanes, Head of Response and Resilience (BFRS)
Katie Nellist, Democratic Services Officer (BFRS)
Tim Readings, Area Manager Policy and Assurance (RBFRS)
Lukasz Wrona, Head of Business Information & Systems (RBFRS)
Mike Swadling, Area Manager Response, Resilience & Collaboration (OFRS)
Martin Hall, Senior Commercial Specialist (OFRS)
Simon Harris, Group Manager (TVFCS)
- Online:** Rob McDougall – Chief Fire Officer (Oxfordshire Fire and Rescue Service)
Conor Byrne, Head of Finance and Procurement (RBFRS)
Asif Hussain, Head of Finance and Assets (BFRS)

Action

1. APOLOGIES

Councillor Simon Werner (Royal Berkshire Fire Authority)
Councillor Jenny Hannaby (Oxfordshire County Council)

2. INTRODUCTIONS

All Members and Officers present gave a brief introduction.

3. DECLARATIONS OF INTEREST

There were no Declarations of Interest received.

4. MINUTES AND RECORDED ACTIONS OF THE LAST MEETING HELD ON 15 DECEMBER 2025

RESOLVED - that the Minutes of the meeting held on 15 December 2025, be approved as a true record and signed by the Chairman.

RESOLVED - that the Exempt Minutes of the meeting held on 15 December 2025, be approved as a true record and signed by the Chairman.

5. TO DEAL WITH BUSINESS REMAINING FROM THE LAST MEETING, IF ANY

None.

6. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS UNDER STANDING ORDER 26.1)

None received.

7. QUESTIONS SUBMITTED UNDER STANDING ORDER 9.5 (QUESTIONS FROM MEMBERS OF THE PUBLIC)

None received.

8. TVFCS Q3 2025/26 BUDGET OUTTURN

The Head of Finance and Procurement (RBFRS) advised Members that at the end of Q3, officers were forecasting a year-end outturn on the revenue account that was going to be £23k over budget, this equated to a variance of 0.78%. This small variance was explained by the amount of government grant received to compensate for the rise in the employer's National Insurance (NI) rate. The budget, which was in line with government guidance at the time, assumed reimbursement for the full amount of the NI rate increase. However, the actual grant received was substantially lower than anticipated.

Following on from the production of this revenue account forecast at Q3, officers now had an indication from OCC Treasury that interest earned on the balances of the renewals fund was likely to be between £60k and £65k for 2025-26.

Members would recall that when the budget was set for 2026-27 in December, to be prudent, interest earned was not taken into account when calculating the renewals fund position for 2025-26 and future years. Therefore, the unbudgeted interest for 2025-26 would more than compensate for this small adverse variance on the revenue account.

Turning to the renewals fund itself, accrued expenditure to the end of Q3

amounted to £67k. Phase one of the replacement project commenced with the appointment of the business analyst, and this had incurred a cost of £50k to the end of Q3. In addition to this role, OCC appointed a procurement lead and the cost of that at the end of Q3 was £14k. The cost of the hardware update was £3.5k. Overall, costs from the renewal fund for 2025-26 were in line with those projections presented to the Joint Committee in December.

RESOLVED –

That the Q3 2025/26 budget outturn position as detailed in Appendices A and B be noted.

9. TVFCS PERFORMANCE MONITORING REPORT Q3 2025/26

The Head of Response and Resilience (BFRS) advised Members that he was pleased to present the Thames Valley Fire Control Service performance report for Quarter 3, covering the period from October to December 2025. This quarter reflected continued stability in the control room operations, following the introduction of the revised performance measures that were reviewed by the Joint Coordination Group (JCG) last year. These updated measures were now fully embedded within the performance dashboards. Each metric included its own narrative summary, which had allowed officers to reduce duplication and streamline the written report.

There were two measures that continued to remain challenging to report accurately. These were PS 1.3 – the average time to alert stations, excluding call-challenged incidents, and PS 1.6 – challenged calls that result in no attendance. The JCG continued to explore alternative methods to capture and evaluate these measures reliably, and updates would be brought back to the Committee once that work concluded.

Under “Great Place to Work – People,” the dashboards continued to show steady performance. There were no significant workforce concerns arising this quarter, and staff wellbeing indicators remained broadly positive.

For Public Safety and Effectiveness, operational performance across call handling and incident support remained consistent. As always, officers continued to focus on quality and speed of response, supported by ongoing work to strengthen data capture in key areas.

In terms of Public Value and Efficiency, The Service continued to operate efficiently, with performance within expected parameters. Not specifically included in this report, officers were now pleased to report that a six-point action plan which was logged with NEC had all been closed and monitored closely.

The Chairman asked that under the Executive Summary at 1.1 it referred to JCC, should it be JCG.

The Group Manager (TVFCS) advised that it should be JC for Joint Committee.

The Chairman noted that on ‘Public Safety – Effectiveness’ PS1.1 Emergency Calls answered, it said that some technical issues were experienced within the quarter, what were the issues.

The Group Manager (TVFCS) advised they were the technical issues that resulted in the six-point action plan with NEC. The technical issue experienced related to the part of the system where BT's geolocation services were presented to the operators. In order to provide call handling with access to this service, officers had to migrate the service to the fall-back telephony solution, which had the same functionality as the primary solution, but did not have the same call logging functionality built into it. In those periods where the fall-back telephony solution was being used, control staff had access to the technology they needed to do the job but did not have access to the call logging that would allow officers to accurately record the number of calls that had been received.

RESOLVED –

That the TVFCS Q3 Performance Monitoring Report for 2025/26 be noted.

10. INTER AUTHORITY AGREEMENT PROGRESS UPDATE – TO RECEIVE A PRESENTATION

The Area Manager Policy and Assurance (RBFRS) gave a presentation and advised Members that the legal agreement was due to expire, and the expiration of the legal agreement would mean that it had become a key dependency for the tech replacement programme. Officers could not sign a new contract with a new supplier that would outlast the lifespan of the current legal agreement. The main challenge was getting through the governance process in a timely manner to ensure there was a new inter-authority agreement in place in time before the tech replacement programme.

As previously discussed, it would not mean completely redrafting the legal agreement, with the maturity of the partnership and the success of ongoing collaboration projects, there were no fundamental flaws within the agreement, but it was outdated. Officers had been identifying causes within the legal agreement that no longer reflect current practise in terms of management or governance or financial constraints that were developed over a decade ago that reflected perhaps a lack of confidence amongst partners that no longer exists. It was also important to note that there was a plan B, should it run into unforeseen problems.

The Group Manager (TVFCS) had undertaken quite a bit of work to identify some financial clauses within the agreement for example, the fact that a TVFCS contract could not be signed without going out to all authorities, irrespective of the value of the contract, officers would be looking to achieve some agreement around levels of delegated authority, obviously with the agreement of authority levels before that happens. Finance colleagues have a meeting on the 1 April 2026 to consider some of the recommendations. The Group Manager (TVFCS) had worked hard to pick up elements around management of TVFSC that needed to be addressed, so progress was being made but the timeline was relatively tight.

The revised legal agreement would need to be brought to the Joint Committee meeting in July because officers did not want to be bringing it to members at the same time as the tech replacement decision.

The Director of Legal and Governance asked if officers were looking at the

current version of the inter-authority agreement as there had been revisions made and approved by this Joint Committee on 25 July 2016. He would send the Group Manager (TVFCS) the current version, to ensure they were all looking at the same one.

The Chief Fire Officer (OFRS) felt it was worth reflecting that this document was created when there were some challenges to overcome making sure the three authorities could come together. It was a very different situation now, and the legal agreement needed to take into account how well the three authorities work together and therefore making sure the inter-authority agreement allows that to continue, and ensure it keeps providing this service in the best way possible.

11. TVFCS C&C PROCUREMENT UPDATE – TO RECEIVE A PRESENTATION

The Senior Commercial Specialist (OCC) gave a presentation and advised this was a procurement update for the TVFCS system. The plan phase started at the end of last year and all the tasks set out were now completed. The next stage was the definition stage. The contract was originally going to be defined using Oxfordshire County Council staff, but it was agreed that it would be better to get some external resources to assist with it, and that had now been undertaken and appointments made. Whilst there was a delay to that particular aspect of work, it should now be available at the end of the month ready for stage two of the competitive flexible procedure. The amber status for the definition stage was just a reflection of the fact there was a month's delay, but the route back to green was well defined. A key attribute in the definition phase was to actually specify what the requirements were for the new service.

The procurement had now been published, and so it was now moving into the procurement phase. The anticipation was that the procurement would now end in October, which was a reflection of the delay mentioned earlier. The overall plan was still to be able to deliver the replacement service broadly in line with the timescale set out, which was to have a new system in place by 1 April 2028, which allowed for a transition period of 18 months.

The procurement phase was a competitive flexible approach; and the next stage was the detailed stage where officers would be looking at those requirements and receiving supplier responses. In terms of feedback, 22 suppliers had opened the expression of interest in the pack, of those, five had indicated intent to respond and all of the participants of the supplier day had indicated an intent to respond. It was good news that people had actually read the tender and planned to respond.

Projects risks were defined on the slide; most were green but there were two amber, financial pressure/approval and LGR that needed further work and the risks were being looked at in more detail.

The Area Manager Policy and Assurance (RBFRS) asked about the timeline for this procurement, as the Joint Committee meetings were September or December and this looks like it was ready October.

The Senior Commercial Specialist (OCC) advised that the second stage was to invite all bidders that want to participate, and have them approved to submit their responses, which would take from April until June, the three top bidders would then be invited to do a set of demonstrations and a presentation, and that would take until the end of August. Officers may then invite two bidders to participate in a negotiation phase. Officers would like to have a decision made before 19 October which was the current contract start date.

Councillor Fawcett asked about one of the risks, which was local government reform. Was this referring to Oxfordshire going through a lot of government reform, or was it referring to the potential changes that the government might make to fire, or both.

The Senior Commercial Specialist (OCC) advised that they did not know the outcome of that particular risk but were working towards the plan in a positive way and would mitigate anything that might occur as a consequence.

Councillor Fawcett felt it would be better to split those into two different elements, as although they were both government reforms, they were actually very different strands and would have different potential risks, particularly in terms of what happens to Oxfordshire, there would be points at which there would be opportunities for mitigation, depending on each stage of the process.

The Senior Commercial Specialist (OCC) advised members there was some opportunity in the way the contract was designed to consider managing known risk, but the scale of that particular set of risks was so unknown, that it would be very difficult to actually make provision for that, whereas some of the other risks that were being considered, like ESN, would be things that could be considered within a contract.

14. FORWARD PLAN – TO NOTE

Noted.

15. DATE OF NEXT MEETING

Monday 13 July 2026 (Annual Meeting) – 2pm at OFRS HQ

(The meeting closed at 2.40pm)

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	ANNUAL REPORT 2025/26
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	13TH JULY 2026
LEAD OFFICER	AREA COMMANDER PAUL SCANES
EXEMPT INFORMATION	NOT APPLICABLE
ACTION	TO NOTE

- 1.1 To provide a high level summary of Thames Valley Fire Control (TVFCS) activity during the year 2025/26.

2. RECOMMENDATION

- 2.1 That the Joint Committee **NOTE** the annual report

3. REPORT

- 3.1 An annual report is produced each year by the outgoing Chairman of the TVFCS Joint Committee. In 2025/26 this was Councillor Duncan Banks (B&MKFA).
- 3.2 This report will provide a high-level overview of control room activity and any progress made in relation to service plans and performance, including a look at staffing and a summary of the financial position at year end. Finally, it will provide a look forward to 2026/27 and the key areas of work required to continue making

improvements to TVFCS on behalf of the three Thames Valley Fire and Rescue Services (TVFRS).

- 3.3 TVFCS continues to be the flagship of collaboration in the region since going live in April 2015. The control room handles calls and mobilises resources for the three TVFRSs.
- 3.4 Governance of TVFCS is undertaken by elected members, two from each contributing authority, who form the TVFCS Joint Committee. Senior Responsible Officers (SRO) from each TVFRS form the Joint Coordinating Group (JCG) and support the control manager to monitor and manage performance, reporting into the Joint Committee.
- 3.5 The service utilises a single employer model with a single mobilising system, which has delivered significant cost efficiencies to all three authorities. Increased resilience, efficiency and improved performance will result in collective savings of over £1 million a year over a 15 year period up to 2030.

4. PERFORMANCE

- 4.1 TVFCS is measured against a set of targets agreed by JCG and endorsed by the Joint Committee and these are reviewed as part of the scrutiny of performance reporting. Most measures are reported to the Joint Committee quarterly, with further measures reported annually. The annually reported measures are included with this report as (APPENDIX A).
- 4.2 Due to some technical issues which have affected the ageing TVFCS Command and Control (C&C) system, there are gaps in the available data relating to the number of incoming calls handled by TVFCS, and the speed with which they are answered. Where data is reliably available, TVFCS Control staff perform strongly against the measure for answering calls quickly, with the target being comfortably exceeded on the majority of occasions.
- 4.3 The measures used to monitor the speed with which TVFCS mobilise fire appliances in response to calls have been regularly reviewed by the TVFCS Management team and JCG. Measures have now been broken down by incident type to allow managers to develop a more detailed understanding of TVFCS performance. TVFCS perform strongly in their response to fires in buildings, with mobilisation times for this key incident type being consistently faster than the target. TVFCS staff find it more challenging to achieve the target in relation to calls to outdoor fires, fires in vehicles and road traffic collisions where it can be more difficult to obtain an accurate location. Many calls of this nature are passed to TVFCS by other agencies, who do not have access to the same geolocation tools within their C&C platforms as TVFCS and instead rely on third party geolocation systems. Integration with a wider range of geolocation tools has been included within the specification for the replacement TVFCS C&C system with a view to improving call handling times in these situations.

5. STAFFING

- 5.1 Following nearly two years with no staff choosing to leave TVFCS, some turnover has been experienced towards the end of the 2025/26 financial year. TVFCS recruitment has taken place to ensure that the establishment remains fully filled. Leaver data is analysed by the TVFCS Management team and RBFRS HR

Department to identify trends relating to leavers. No trends have been identified relating to recent resignations.

- 5.2 An increase in the percentage of working time lost to sickness has been noted during the final quarter of 2025/26. This is largely attributable to an increase in long term sickness, with a number of staff requiring extended absence.

6. YEAR END FINANCIAL POSITION

- 6.1 The budget for TVFCS is set at the December meeting of the Joint Committee each year. The budget for TVFCS for 2024/25 was £3,007,294. At year end, the actual expenditure was £2,971,467 creating a variance of -£35,827 (-1.19%). The principle cause of this variance was staff turnover during the final quarter of the year.

7. NOTABLE ACTIVITY

- 7.1 April 23rd 2025 was the 10th anniversary of TVFCS being a 'live' operational Control room. A number of events took place throughout April to mark this significant milestone. A formal event was held at Royal Berkshire FRS (RBFRRS) Headquarters on 23rd April, attended by councillors, former Control staff, members of the original project team and the High Sherrif of the Royal County of Berkshire. TVFCS staff attended events hosted in each county to develop working relationships with operational colleagues and allow TVFCS staff to expand their knowledge of operational equipment and procedures, specialist capabilities and Incident command arrangements. The celebrations culminated in TVFCS staff completing a walk across all three counties over two days, raising the profile of the Control room and engaging with staff from the TVFRSs. This event was very successful and also raised over £3,500 for the Firefighter's Charity.
- 7.2 At 18:39 on 15th May 2025, TVFCS received the first call to the tragic incident at Bicester Motion in Oxfordshire which resulted in a member of the public and two firefighters losing their lives. This incident had a significant impact on Control staff, with the welfare of those affected being a primary consideration for managers within TVFCS and the three TVFRSs. The requirement to support the various investigations into this incident has, and continues to have, an impact on managerial capacity within TVFCS.
- 7.3 In September 2025, TVFCS went 'live' on the National 'Multi Agency Incident Transfer' (MAIT) system provided by Central government. This system allows UK FRS Control rooms to exchange information relating to incidents and request resources from one another electronically, without the need for full integration of C&C systems and has been provided as a treatment for recommendations arising from the Grenfell Tower Inquiry. TVFCS were one of the first FRS in the UK to adopt MAIT, which is still being rolled out across the sector. It is anticipated that, as the use of the platform is embedded across FRS Control rooms, it will improve the efficiency of 'cross border' working nationally.
- 7.4 TVFCS have now begun to deliver against a programme of 'High Fidelity' multi agency exercises involving all three TVFRSs and partner agencies. The TVFCS Training Manager has developed scenarios and injects to make these exercises as realistic as possible for TVFCS staff and to allow us to assure changes we have

made in response to both the Grenfell Tower and Manchester Arena Inquiries. These exercises have been well received by Control staff, who have commented on how realistic the exercises have been and how much benefit they have had from being involved.

- 7.5 Work on the TVFCS replacement C&C system began to build momentum towards the end of the year. A detailed technical requirement spec has been developed by the project team, which includes a dedicated subject matter expert from TVFCS, and the procurement process is now well underway.

8. LOOKING FORWARD

- 8.1 The TVFCS replacement C&C system project is expected to be the primary area of focus this year, with TVFCS managers and Control staff being involved in the tender evaluation process to select a preferred system supplier. It is hoped that the contract will be awarded later this year, at which point the focus will switch to what will inevitably be a complex implementation and delivery phase. This will require a large resource commitment from TVFCS and the three FRSs over the next two years.
- 8.2 TVFCS will be migrating to the new RBFRS 'staff development system' later this year. TVFCS training materials will all be migrated from legacy platforms onto this new system, which will provide a single place for staff to access training and development materials. It is expected that this will improve the management and recording of both organisational and operational training and will also provide a platform for recording the outcomes of appraisals and staff one to one meetings.
- 8.3 The JCG will continue to analyse data to determine whether any changes can be made to improve the staffing resilience of TVFCS.

10. FINANCIAL IMPLICATIONS

- 9.1 None

11. LEGAL IMPLICATIONS

- 10.1 None

11. EQUALITY AND DIVERSITY IMPLICATIONS

- 11.1 None

12. RISK IMPLICATIONS

- 12.1 Risks relating to future activity are captured in the TVFCS risk register and reviewed regularly by the SROs.

13. PRINCIPAL CONSULTATION

- 13.1 TVFCS Joint Coordinating Group

14. BACKGROUND PAPERS

14.1 None

15. APPENDICES

15.1 Appendix A – Annually reported performance measures

16. CONTACT DETAILS

16.1 Group Manager Simon Harris harriss@tvfcs.org.uk

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Ref: GP> Employee Experience (Core Engagement)

		23/24	25/26											
Two yearly	Target	65%	65%											
	Actual	74%	46%											
	Status	B	A											

B	>65%
G	55%-65%
A	45%-55%
R	<45%

Descriptio	This core engagement measure is taken from the RBFRS employee survey results which are completed every two years.
Owner	Joint Coordination Group
Data sourc	Supplier Staff Survey reports

What is good
Higher is better

Pattern	Annual Report
Comparis	Against target
Reference	GP1.5

Ref: PSx Fire Survival Guidance given - DEPARTMENTAL KPI - ANNUAL REPORT

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	2025/26	0	2	0	0	0	3	0	0	0	0	0	0
	Status	B	G	B	B	B	G	B	B	B	B	B	B
Cumulative	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	2025/26	0	2	2	2	2	7	7	7	7	7	7	7
	Status												

B	0
G	1-3
A	4-5
R	>5

Descriptio	This measure demonstrates how often fire survival guidance is given to the public - For monitoring purposes only
Owner	Joint Coordination Group
Data sourc	Vision

What is good
Monitor

Pattern	Monthly & Annual Report
Comparis	Previous five year average
Reference	1.12

Ref: PSx Safeguarding referrals made - DEPARTMENTAL KPI - ANNUAL REPORT

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year	10	14	11	14	10	11	11	15	15	15	14	14
	2025/26	16	15	19	23	18	18	13	23	16	25	18	19
	Status	R	G	R	R	R	R	G	R	G	R	R	R
Cumulative	Prev 5 year	10	24	35	49	59	70	81	96	111	126	140	154
	2025/26	16	31	50	73	91	109	122	145	161	186	204	223
	Status	R	R	R	R	R	R	R	R	R	R	R	R

B	<10%
G	Within 10%
A	>10%
R	>20%

Descriptio	This measure demonstrates the number of occasions that the TVFCS is involved in safeguarding vulnerable people - for monitoring only
Owner	Joint Coordination Group
Data sourc	Vision

What is good
Monitor

Pattern	Monthly & Annual Report
Comparis	Previous five year average
Reference	1.13

Ref: PSx Threats of Arson dealt with - DEPARTMENTAL KPI - ANNUAL REPORT

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year	11	11	15	15	17	18	18	20	17	11	10	10
	2025/26	19	18	15	19	14	18	18	12	15	15	16	21
	Status	R	R	G	R	G	G	G	B	G	R	R	R

B	<10%
G	Within 10%
A	>10%
R	>20%

Descriptio	This measure demonstrates the number of occasions that the TVFCS is involved in threats of arson - for monitoring only
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Cumulative	Prev 5 year	11	22	37	52	69	87	105	125	142	153	163	173
	2025/26	19	37	52	71	85	103	121	133	148	163	179	200
	Status	R	R	R	R	R	A	A	G	G	G	G	A

Ref:PVxx - Number of reportable data breaches

Annual		18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26
	Target								
	Actual	0	0	0	0	0	0	1	0
	Status	G	G	G	G	G	G	R	G

What is good
Monitor

B	
G	0
A	
R	>0

What is good
Less is better

Owner	Joint Coordination Group
Data source	Vision

Pattern	Monthly & Annual Report
Comparison	Previous five year average

Description	This measure is to highlight any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to,
Owner	Joint Coordination Group
Data source	Legal and Governance

Pattern	Annual
Comparison	Target
Reference	PV1.1

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS Performance Monitoring Report Q4 - 2025/26
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	13 July 2026
LEAD OFFICER	Area Commander Paul Scanes
EXEMPT INFORMATION	None
ACTION	To Note

1. EXECUTIVE SUMMARY

1.1 During July /August 2025, the TVFCS Joint Coordination Group (JCG) reviewed the key performance measures to improve and enhance the monitoring of the Service. These performance measures were presented to the September 2025 JCC.

1.2 The report now includes narrative boxes for each measure and therefore reduced the narrative in section 3 of this report.

1.3 Note that performance measures PS 1.3 Average time taken in seconds to alert Stations (All Incidents - excluding call challenge) and PS 1.6 Challenged calls resulting in no requirement to attend are continuing to prove difficult to report on. JCG are still exploring alternative ways to evaluate these areas.

2. RECOMMENDATION

2.1 That the TVFCS Q4 Performance Monitoring Report for 2025/26 is noted.

3. REPORT

3.1 This report demonstrates Service performance for Q4, between January and March 2026.

3.2 Thames Valley Fire Control Service – Performance Monitoring Dashboards

- Detailed measures by category:
 - **Great Place to Work – People**
 - **Public Safety – Effectiveness**
 - **Public Value – Efficiency**

Ref: GP 1.1 Headcount Vs Establishment

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	39	39	39	39	39	39	39	39	39	39	39	B	>100%
	2025/26	41	41	41	41	41	41	41	40	40	40	39	G	>94.9%
	Status	B	B	B	B	B	B	B	B	B	B	B	R	<90%
Cumulative	Target	39	39	39	39	39	39	39	39	39	39	39	What is good	
	2025/26	41	41	41	41	41	41	41	41	41	41	41	Nearest target	
	Status	B	B	B	B	B	B	B	B	B	B	B		

Description	This measure is the total number of people in roles v's budgeted establishment
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Against target
Reference	GP1.1

We would normally expect the headcount for TVFCS to be slightly higher than the establishment figure, as a result of flexible working within the TVFCS staff group. Where possible, TVFCS will support staff who have requested flexible working arrangements, which includes reduced hours. This can result in a number of TVFCS staff working reduced contractual hours, equating to a single full time post. A number of leavers towards the end of the year has caused a short term drop in headcount, however recruitment activity has taken place and new starters have now been employed to fill all vacant posts.

Ref: GP 1.2 % Staff turnover

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	B		
	2025/26	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	5.1%	G	<1%	
	Status	B	B	B	B	B	B	A	B	B	B	B	R	A	1.1% -2.5%
														R	>2.5%
Cumulative	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	What is good		
	2025/26	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.44%	2.44%	2.44%	2.44%	7.54%	Lower is better		
	Status	B	B	B	B	B	B	A	A	A	A	A			

Description	This measure is the number of employees who leave the Service, expressed as a percentage of total workforce.
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Against target
Reference	GP1.2

The TVFCS planning assumption is that we will experience an average of 5% staff turnover per year. This assumption is based on historic data, and is reviewed with the RBFHS HR team annually. In years where staff have left TVFCS, a report is produced by the RBFHS HR team and TVFCS management team for the TVFCS JCG providing information on the causal factors for leaving TVFCS as stated by leavers in exit interviews and paperwork and providing demographic information relating to leavers. TVFCS staff turnover has been at a lower level than forecast for the last 2 years, however we have now seen some leavers towards the end of the year. Analysis of leaver data does not indicate any trends, or common reasons why staff choose to leave TVFCS, with the reasons for leaving varying with each leaver.

Ref: GP 1.3 % Long-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	<1%
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	G	1.1%-3%
	2025/26	2.26%	7.92%	7.92%	3.40%	2.10%	0.00%	2.59%	2.49%	3.15%	4.31%	2.65%	5.10%	A	3.01%-10%
	Status	G	A	A	A	G	G	G	G	A	A	G	A	R	>10%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is good	
	2025/26	2.26%	5.09%	6.03%	5.38%	4.72%	3.93%	3.74%	3.59%	3.54%	3.61%	3.53%	3.66%	Lower is better	
	Status	G	A	A	A	A	A	A	A	A	A	A	A		

Description	This measure is the percentage of people absent for over 28 days, expressed as a percentage of total workforce
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Against target
Reference	GP1.3

Long term absence in TVFCS is defined as sickness absence which exceeds 28 days in duration. The most common causes of long term sickness absence during the 2025/26 financial year have been musculo/skeletal issues, which have not been work related and mental health, which has had a variety of causes.

Ref: GP 1.4 % Short-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	<1%
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	G	1.01%-3%
	2025/26	3.40%	2.26%	4.37%	4.04%	0.97%	5.34%	6.14%	3.15%	2.65%	5.47%	2.49%	6.12%	A	3.01%-10%
	Status	A	G	A	A	B	A	A	A	G	A	G	A	R	>10.0%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is good	
	2025/26	3.40%	2.83%	3.34%	3.52%	3.01%	3.40%	3.79%	3.71%	3.59%	3.78%	3.66%	3.87%	Lower is better	
	Status	A	G	A	A	A	A	A	A	A	A	A	A		

Description	This measure is the percentage of people absent for fewer than 28 days, expressed as a percentage of total workforce
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Against target
Reference	GP1.4

Short term sickness absence in TVFCS is defined as periods of absence with a duration of less than 28 days. We would normally expect to see spikes in short term absence during the colder months, when transmissible infectious illness is more prevalent in the wider population. This is reflected in the data shown.

Ref: GP 1.5 Number of Overtime shifts utilised

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target													B	N/A
	2025/26	12	14	24	18	10	14	20	20	17	16	29		G	N/A
	Status													A	N/A
Cumulative	Target														
	2025/26	12	26	50	68	78	92	112	132	149	165	181	210		What is good
	Status														Monitor only

Description	This measure is the number of overtime shifts (full shifts and/or prt shifts) worked during the month
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Against target
Reference	GP 1.5

The number of overtime shifts required to maintain agreed service levels is impacted by a combination of a number of varied factors. Higher levels of sickness absence, or a temporary shortfall in establishment can be expected to result in an increased requirement for overtime to maintain staffing levels. The actual number of shifts required to cover absences will also be affected by how many staff have booked leave in the affected period, as it is easier to absorb sickness absence during periods where fewer staff have taken leave. TVFCS also utilises overtime to increase staffing when significantly increased demand is forecast, for example when severe weather warnings are in place for wind and rainfall.

Ref: GP 1.6 Number of occasions falling below resourcing model

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target													B	
	2025/26	2	0	1	1	0	1	4	3	2	1	1	7	G	
	Status													A	
Cumulative	Target														
	2025/26	2	2	3	4	4	5	9	12	14	15	16	23		What is good
	Status														Lower is better

Description	This measure is the number of occasions where TVFCS crewing fell below the resourcing model
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Against target
Reference	GP 1.6

This measure is also impacted by the same factors which affect the number of overtime shifts used. Overtime within TVFCS is voluntary, and it can be challenging to cover shifts at weekends and on public holidays, which are when the majority of the occasions where staffing has fallen below the resourcing model.

Public Safety – Effectiveness

Ref: PS 1.1 Emergency calls answered

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Last Year	2918	3018	3294	3783	3916	3262	3248	2893	2944	2750	2601	2736
2025/26	3382		3826	3489		3100	3886	3038	3027	3002	2690	
Status	A		G	G		G	A	G	G	G	G	
Cumulative												
Last Year	2918	5936	9230	13013	16929	20191	23439	26332	29276	32026	34627	37363
2025/26	3382											
Status	G											

B	<10%
G	Within 10%
A	>10%
R	>20%

What is good
Within 10% of previous five year average

Description	This measure monitors the number of 999 calls into the control room.
Owner	Joint Coordination Group
Data source	Vision
Pattern	Monthly
Comparison	Previous year average
Reference	1.1

Narrative: Available data continues to show an increase in call volume compared with 2024/25. It appears that this is principally related to the notably drier and warmer weather conditions experienced nationally during Summer 2025, but has continued through the autumn and winter months. Due to technical issues experienced within TVFCS in May and August, accurate call volume data is unavailable for these months. During May and August, TVFCS were using the fallback Integrated Communication Control System (ICCS). This fallback system provides identical functionality to Control room users as the primary system, but does not allow the same data capture. A further issue was experienced with the system used to log incoming call data during March, which, whilst it did not require Control staff to use fallback systems, did prevent accurate incoming call data from being captured.

Ref: PS 1.2 Emergency calls answered within 5 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
2025/26	95.55%		94.22%	86.49%		93.58%	95.97%	95.54%	98.16%	95.44%	96.77%	
Status	B		B	A		B	B	B	B	B	B	
Cumulative												
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
2025/26	95.55%											
Status	B											

B	93%-100%
G	92%-92.9%
A	91.9%-81%
R	80.9%-0%

What is good
Quicker is better

Description	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
Owner	Joint Coordination Group
Data source	Vision
Pattern	Monthly
Comparison	Target
Reference	1.2

Narrative: TVFCS performed strongly against this measure in most months, with only July dipping slightly below the target figure. More detailed analysis indicates that this was a result of the higher numbers of calls received to outdoor fires during the month. Outdoor fires take longer for Control staff to process than incidents located in buildings, and typically create larger numbers of repeat calls. These spikes in demand can outstrip the inherent call handling capacity within TVFCS causing some delays in answering. There are some gaps in data, which have the same cause as reported in measure PS 1.1. The performance data within this months (RAG status greyed out), represents the performance only against the calls where data is captured.

Ref: PS 1.3 Average time taken in seconds to alert Stations (All Incidents - excluding call challenge)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90
	2025/26											
	Status											
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90
	2025/26											
	Status											

B	<90
G	90-90.9
A	91-100
R	>100

What is good
Higher is better

Description	This measure is the average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise. It does not include occasions when the control operator applies call challenge.
Owner	Joint Coordination Group
Data source	Vision
Pattern	Monthly
Comparison	Target
Reference	1.3

Narrative: We have encountered difficulties in reporting against this measure. Identifying where calls have been 'challenged' by Fire Control staff requires a manual intervention by Control staff during call handling. We are not comfortable that this is providing us with reliable data. The TVFCS JCG are exploring alternative ways of evaluating this area of performance.

Ref: PS 1.4 Average time taken in seconds to alert Stations (Building fires)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90
	Avg Seconds	72	74	74	73	72	72	74	81	73	78	78
	Status	B	B	B	B	B	B	B	B	B	B	B
Cumulative	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	Avg Seconds	68	76	77	81	80	79	73	73	74	74	74
	Status	B	B	B	B	B	B	B	B	B	B	B

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Lower is better

Description	This measure is the average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to building fires.
Owner	Joint Coordination Group
Data source	Vision
Pattern	Monthly
Comparison	Target
Reference	1.4

Narrative: TVFCS perform strongly against this key measure of performance. Typically, fires in buildings are more straightforward for Control staff when identifying and confirming the location of the incident, which assist in achieving high levels of performance

Ref: PS 1.5 Average time taken in seconds to alert Stations (Road Traffic Collisions - Persons trapped)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Target	90	90	90	90	90	90	90	90	90	90	90	90
Monthly Avg Seconds	108	105	109	94	110	100	108	107	95	117	109	125
Monthly Status	A	A	A	A	A	A	A	A	A	R	A	R
Cumulative Target	90	90	90	90	90	90	90	90	90	90	90	90
Cumulative Avg Seconds	108	107	107	104	105	104	105	105	104	105	106	107
Cumulative Status	A	A	A	A	A	A	A	A	A	A	A	A

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Lower is better

Description	This measure is the average number of seconds elapsed between an emergency call being answered and control staff operating equipment at a station notifying crews that they are required to mobilise when responding to road traffic collisions with people trapped.
-------------	--

Owner	Joint Coordination Group
Data source	Vision

Pattern	Monthly
Comparison	Target
Reference	1.5

Narrative: This measure continues to be challenging, due to the way that the majority of calls to road traffic collisions are reported (most are reported by members of the public to the Police or Ambulance service and then exchanged between services), which prevents TVFCS staff from using the Geo-location tools provided by the 999 system. A requirement has been included in the specification for the replacement TVFCS Command & Control system for functionality which will allow TVFCS staff to use other, 3rd party, geolocation systems which are more commonly used by other services that have not fully adopted the EISEC/AML functionality available through the 999 system.

Ref: PS 1.6 Calls where no attendance is made

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly Prev 5 year												
Monthly 2025/26												
Monthly Status												
Cumulative Previous year												
Cumulative 2025/26	0	0	0	0	0	0	0	0	0	0	0	0
Cumulative Status												

B	
G	
A	
R	

What is good
Monitor only

Description	This measure shows the number of incoming 999 calls which do not result in a mobilisation of resources, excluding 'repeat' calls to the same incident and calls made as part of training or exercising scenarios.
-------------	---

Owner	Joint Coordination Group
Data source	Vision

Pattern	Monthly
Comparison	Previous year
Reference	1.6

It has proved challenging to identify a robust and consistent way of capturing this data. The TVFCS Management team are working with colleagues in the FRS Data and Performance teams to provide data which fairly represents the impact that the application of 'call challenging' by Fire Control staff has to reduce the unnecessary mobilisation of operational resources to incidents.

Public Value – Efficiency

Ref:PV 1.1 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2025/26	100	100	100	100	100	100	100	100	100	100	100	100
Status	B	B	B	B	B	B	B	B	B	B	B	B
Cumulative												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2025/26	100	100	100	100	100	100	100	100	100	100	100	100
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	100%
G	> 97.9%
A	> 95.9%
R	< 96%

What is good
Higher is better

Description	Work in progress - This measure highlights the Helpdesk tickets logged with our Command and Control system supplier that are resolved within the contractual SLA.
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Target
Reference	PV1.1

Narrative: All faults logged within the reporting period have been resolved by the supplier within the time stipulated in the SLA.

Ref:PV 1.2 - Service Desk tickets logged

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 3 year												
2025/26	21	14	20	37	27	19	24	27	10	9	19	7
Status	A	G	A	R	R	A	A	R	G	B	A	B
Cumulative												
Target												
2025/26	21	18	18	23	24	23	23	24	22	31	50	57
Status	G	A	A	A	A	A	A	A	A	R	R	R

B	<10
G	10-15
A	16-25
R	>25

What is good
Monitor

Description	This measure highlights the Helpdesk tickets logged with our Command and Control system supplier
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Previous three years
Reference	PV1.2

The TVFCS Command & Control system developed a number of technical issues between June and September, which resulted in a higher number of tickets being logged than would normally be expected. Increases in the number of tickets logged can also be seen in the months immediately after significant upgrade work has taken place. It is expected that, in order to comply with increasing central government security requirements for systems, TVFCS will be required to upgrade software more frequently in the future.

Ref:PV 1.3 - System Uptime

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	B	100%
	2025/26	100	100	100	100	100	99.6	100	100	100	100	100	G	> 97.9%
	Status	B	B	B	B	B	G	B	B	B	B	B	B	A
													R	< 96%
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is good	
	2025/26	100	100	100	100	100	99.93	99.94	99.95	99.96	99.96	99.97	Higher is better	
	Status	B	B	B	B	B	G	B	B	B	B	B		

Description	This measure demonstrates the percentage of time the command and control system is available to users.
Owner	Joint Coordination Group
Data source	TVFCS
Pattern	Monthly
Comparison	Target
Reference	PV1.3

Narrative: Despite a number of technical problems being experienced, the TVFCS Command & Control system was available to users for the majority of the reporting period. The dip in performance during September relates to a single event during September, where a failed change by the supplier during technical work in TVFCS caused the system to be unavailable for short period. Fallback business continuity arrangements were applied during this outage to maintain service provision.

4 COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with clause 4 of the IAA – ‘Principles of Collaboration’.

5 FINANCIAL IMPLICATIONS

5.1 None identified at this time.

6 LEGAL IMPLICATIONS

6.1 None identified at this time.

7 EQUALITY AND DIVERSITY IMPLICATIONS

7.1 None identified at this time .

8 RISK IMPLICATIONS

8.1 None identified at this time.

9 CONTRIBUTION TO SERVICE AIMS

9.1 As stated in the TVFCS IAA schedule 2: ‘Primary objectives’:

9.2 To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004

9.3 To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004

9.4 To improve the resilience of the control room function

9.5 To provide the capability for future expansion of TVFCS with other agencies or clients.

10 PRINCIPAL CONSULTATION

10.1 Joint Coordinating Group.

11 BACKGROUND PAPERS

<https://bucksfire.gov.uk/wp-content/uploads/2020/11/TVFCS-JOINT-COMMITTEE-AGENDA-PACK-16-MARCH-2026.pdf>

12 APPENDICES

12.1 None

13 CONTACT DETAILS

13.1 Area Commander Paul Scanes pscanes@bucksfire.gov.uk 07765041960

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS FINANCIAL OUTTURN 2025/26
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	13 JULY 2026
LEAD OFFICER	IRENE KEMA ONYERI RBFRS DEPUTY HEAD OF FINANCE & PROCUREMENT
EXEMPT INFORMATION	NONE
ACTION	NOTE

1. **EXECUTIVE SUMMARY**

1.1 To provide the Joint Committee with Q4 2025/26 financial position for TVFCS.

2. **RECOMMENDATION**

2.1 That the Joint Committee **NOTE** the Q4 financial position for 2025/26 as detailed in Appendices A and B.

3. **REPORT**

Commentary on the Revenue Outturn

3.1 The budget provision for TVFCS for 2025/26 agreed at the Joint Committee meeting on 12 December 2024 was £3,007,294 with a contingency allocation of £150,000 available, if required. The year-end outturn for the year was £2,971,467, a variance of -1.19%. Appendix A provides an in-depth review of the in-year performance across all areas.

3.2 Although the pay award was higher than anticipated, the 2025/26 budget was based on a pay award of 2% whereas the actual pay award agreed was 3.2%, the Employment Costs were underspent by 1.79% due to staff turnover and the recovery of TVFCS

Replacement Project Subject Matter Expert's (SME) salary costs from the Renewal Fund, as agreed by the Joint Committee.

- 3.3 The Mileage and Subsistence expenditure is variable in nature, the costs in the last quarter were lower than average, resulting in a small underspend (-4.29%).
- 3.4 The Training cost line, under budget by 90.7%, covers the costs of Control Room operational training, which is not included in the RBFRS HR recharge. For operational reasons, the planned training courses were postponed to 2026/27.
- 3.5 A reduced amount of Control Room equipment required replacement during the last 12 months, resulting in a saving of 12.44% in the Prof Services and General Equipment Purchase.
- 3.6 The Contingency Call Handling Provision budget consists of 2 elements: training costs and contingency service provision. The costs incurred in 2025/26 were solely training related. There was no operational need for contingency service, resulting in an underspend of 52.80%.
- 3.7 The Alarm Receiving Centre Income is under budget (-3.5%) because of continuous changes in the alarm monitoring sector, leading to fewer organisations paying for dedicated lines.
- 3.8 The MAIT grant (£13k) was received to fully cover the costs of implementation and annual subscription. The adverse income variance of 45.86% is the result of a revised forecast relating to Compensation for rise in NI rate grant (£19k). The budget (£46k) assumed reimbursement for the full impact of the NI rate increase; however, the actual receipts were £27k lower than expected.
- 3.9 The receipt of service credits from NEC resulted in an underspend of 9.56% in the Vision System Maintenance and Support.
- 3.10 A small overspend in the DS3000 cost line (0.59%) was caused by the actual annual indexation uplift being higher than budgeted.
- 3.11 The SD-WAN Network and Telephony Rental cost line reported slightly lower actual usage costs compared to the accrued estimate for prior financial year, resulting in an underspend of 6.91%.
- 3.12 The Software Maintenance is over budget (£1.6k) because of an increased maintenance requirement for several ancillary systems that were not known at the time the budget was set.
- 3.13 The EISEC Calcot and Kidlington budget was underspent (-4.03%) due to actual BT costs incurred after renewal of EISEC being lower than estimated.

Commentary on Capital Outturn and Renewals Fund

- 3.14 Phase 1 of the TVFCS Replacement Project commenced with an appointment of the Business Analyst, employed by RBFRS. This role is to deliver the Outline and Full Business Case including tender specification and supporting documentation and prepare Phase 2 resourcing profile. The year-to-date cost of employment amounted to £67,530. The role of SME was conducted by a RBFRS member of staff, the post provides

expertise in delivering key work packages, the cost amounted to £35,000. The Procurement Lead was appointed by Oxfordshire CC at a cost of £28,425. The purpose of the role is to manage the procurement tender and relating activities. The associated legal costs, which were incurred in March 2026 and paid by Oxfordshire CC, amounted to £11,926.

3.15 The EISEC server replacement was completed and cost £3,500.

3.16 The total Capex Profile for 2025/26 was £217,800 as shown in Appendix B.

3.17 The three partners contributed £150,000 to the Renewals Fund in 2025/26. Interest on balances invested amounted to £62,188 with expenditure from the Fund being £146,381, as detailed above. The balance as at 31 March 2026 was £1,504,259.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with our statutory duty to collaborate.

5. FINANCIAL IMPLICATIONS

5.1 The year-end outturn was £35,827 under budget.

5.2 The collaboration continues to deliver significant savings on an annual basis in comparison to the three stand-alone control rooms.

5.3 The financial implications of capital expenditure are set out in sections 3.14 - 3.17 of the report.

6. LEGAL IMPLICATIONS

6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, costs are shared between partners in accordance with the cost apportionment model.

6.2 The 2025/26 budget and subsequent in-year performance complies with statutory regulations.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are none.

8. RISK IMPLICATIONS

8.1 Financial performance is scrutinised monthly by the TVFCS Group Manager and quarterly through the service planning processes at Joint Coordinating Group. It is then subsequently reported to the Joint Committee as part of the wider performance reports to ensure strict controls are in place to maintain and monitor performance and value for money for all partners.

9. CONTRIBUTION TO SERVICE AIMS

9.1 The Committee provides oversight on behalf of the three Authorities, in relation to the

performance of TVFCS.

10. PRINCIPAL CONSULTATION

- 10.1 Simon Harris, TVFCS Group Manager
- 10.2 Conor Byrne, Head of Finance and Procurement, RBFRS
- 10.3 Lead Finance contact at each respective partner.

11. BACKGROUND PAPERS

- 11.1 TVFCS budget setting paper 2025/26, Joint Committee, 12 December 2024

12. APPENDICES

- 12.1 Appendix A: Outturn Statement 2025/26
- 12.2 Appendix B: Capital Programme 2025/26

13. CONTACT DETAILS

- 13.1 Irene Kema Onyeri, Deputy Head of Finance and Procurement, RBFRS
- 13.2 Jana Samajova, Management Accountant, RBFRS

APPENDIX A - TVFCS Budget Monitoring 2025/26 - Position as at 31 March 2026					
	Total Annual Budget	Actual Expenditure To 31 March 2026	Variance = Year End Outturn - Annual Budget	Variance %	Q4 COMMENTARY
Staff					
Employment Costs	2,233,691	2,193,729	-39,962	-1.79%	Staff turnover and the recovery of the TVFCS replacement project SME's salary, as agreed by the Joint Committee, has created an underspend in staffing costs.
Mileage and Subsistence	8,484	8,120	-364	-4.29%	The Mileage and Subsistence expenditure is variable in nature, the costs in the last quarter were lower than average, resulting in a small underspend.
Uniform allowances	0	0	0	0.00%	
Training	3,000	279	-2,721	-90.70%	This budget line is to cover the cost of Control Room operational training, which is not provided as part of the RBFRS Human Resources corporate recharge. For operational reasons, the planned training courses had to be postponed to FY 2026/27.
Recruitment	600	568	-32	-5.33%	
Sub Total	2,245,775	2,202,696	-43,079	-1.92%	
Corporate					
Facilities	150,230	150,230	0	0.00%	
Finance	28,450	28,450	0	0.00%	
HR	109,883	109,883	0	0.00%	
ICT	131,180	131,180	0	0.00%	
Liability and Equipment Insurance	12,474	12,474	0	0.00%	
Management	23,428	23,428	0	0.00%	
Sub Total	455,645	455,645	0	0.00%	
Other					
Prof Services & General Equipment Purchase	4,500	3,940	-560	-12.44%	A reduced number of items of Control Room equipment required replacement during the last 12 months, resulting in an underspend.
OFRS Costs (Includes Secondary Control Airwave Rental)	59,129	59,129	0	0.00%	
Contingency Call Handling Provision	20,000	9,440	-10,560	-52.80%	The budget consists of 2 elements: training costs and contingency service provision. The costs incurred in FY 2025/26 are solely training related. There was no operational need for contingency service, resulting in an underspend.
TVFCS Alarm Receiving Centre Income	-13,345	-12,878	467	-3.50%	The income is under budget as a result of continuous changes in the Alarm Monitoring Sector, where small companies have been acquired by larger concerns, reducing the number of organisations paying for dedicated lines.
Grants	-59,270	-32,088	27,182	-45.86%	MAIT grant (£13k) was received to fully cover the costs of implementation and annual subscription. The adverse income variance is the result of a revised forecast relating to Compensation for rise in NI rate grant (£19k). The budget (£46k) assumed reimbursement for the full impact of the NI rate increase, however, the actual receipts are lower than expected.
Sub Total	11,014	27,543	16,529	150.07%	
Technology					
Vision System (maint)	83,506	75,527	-7,979	-9.56%	The underspend in this area is due to receipt of service credits from NEC.
DS3000 (for primary and secondary) ICCS	104,511	105,126	615	0.59%	A small overspend was caused by the actual annual indexation uplift being higher than budgeted.
Charges for SD-WAN network and telephony rental	44,977	41,867	-3,110	-6.91%	The slightly lower actual usage costs compared to the accrued estimate for FY 2024-25 had a favourable impact on this cost line resulting in an underspend.
Software Maintenance	930	2,510	1,580	169.89%	The overspend is due to increased maintenance requirement for a number of ancillary systems that were not known at the point the budget was set.
EISEC Calcot and Kidlington (999 caller location)	9,500	9,117	-383	-4.03%	Under budget due to actual costs charged by BT after renewal of EISEC being lower than estimated.
Smart services to switch 999 lines to secondary control / elsewhere	17,000	17,000	0	0.00%	
MAIT	13,320	13,320	0	0.00%	
Airwave rental (SAN I , B) (Primary,secondary) (7+8)	21,116	21,116	0	0.00%	
Sub Total	294,860	285,583	-9,277	-3.15%	
Total Budgeted Expenditure	3,007,294	2,971,467	-35,827	-1.19%	
Authority					
	Total Annual Budget	Actual Expenditure To 31 March 2026	Variance = Year End Outturn - Annual Budget	Variance %	2025/26 Cost Apportionment Percentages
RBFRS	1,127,735	1,114,301	-13,434	-1.19%	37.5%
OXFRS	866,101	855,782	-10,319	-1.19%	28.8%
BFRS	1,013,458	1,001,384	-12,074	-1.19%	33.7%
TOTAL	3,007,294	2,971,467	-35,827		100.0%
Authority					
	Q1	Q2	Q3	Q4	Subtotal
RBFRS	273,373	281,206	286,147	273,575	1,114,301
OXFRS	209,950	215,967	219,761	210,104	855,782
BFRS	245,671	252,711	257,150	245,852	1,001,384
	728,994	749,884	763,058	729,531	2,971,467

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Appendix B

Thames Valley Capital Expenditure Programme 2025/26

Item	£
Annual Profiled Capex	198,000
Contingency	19,800
Total	217,800
Expenditure	146,381
Variance	71,419

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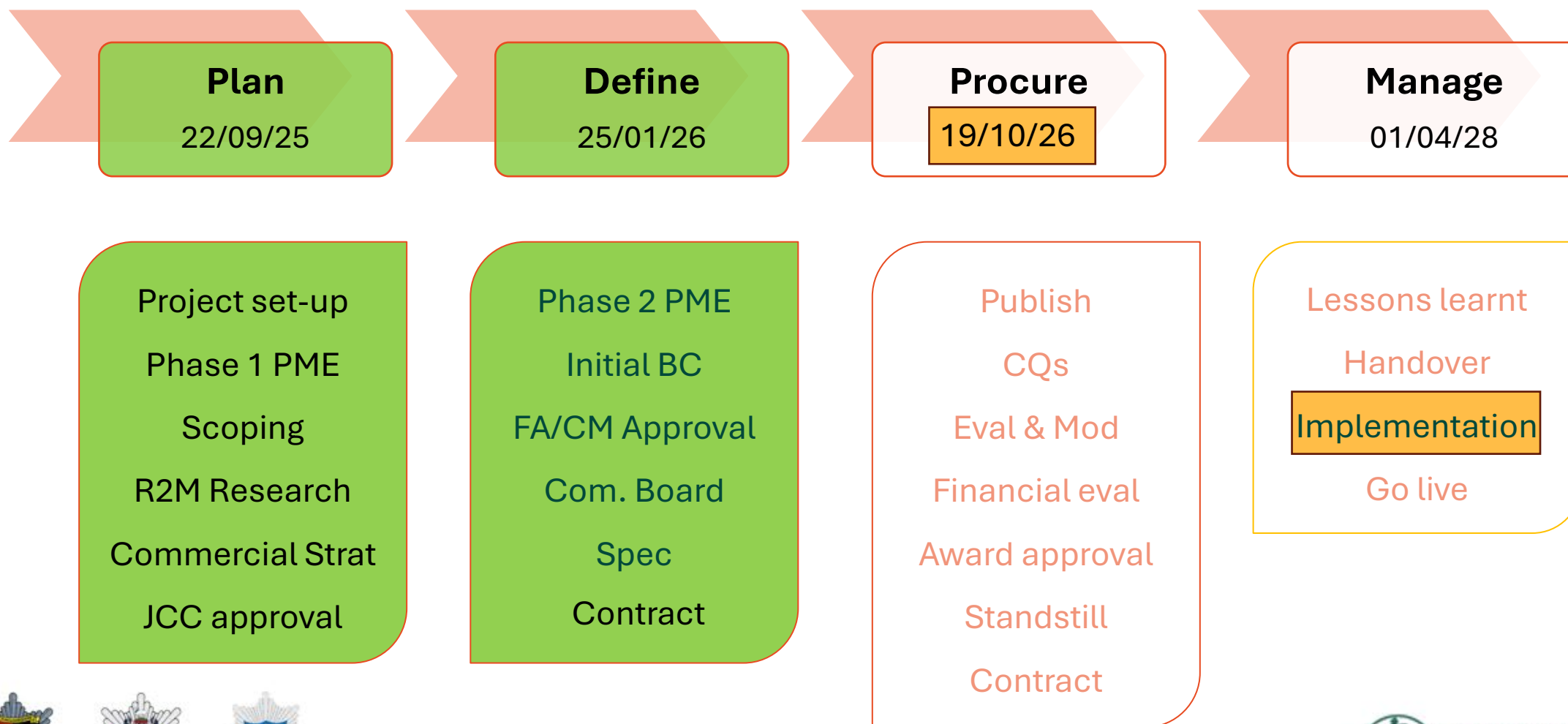
TVFCS C&C Procurement JCC Update

13/07/2026

Agenda Item 13



Timeline



Plan

Task	Progress	Deadline	RAG
Pre-Market Engagement 1	7 responses to questionnaire, 2 outreach meetings with FRSs, desktop research cost estimates, PME analysis & recommendations.	22/08/2025	✓
R2M Research	Research and analysis complete – Open tender/FCP recommended.	01/09/2025	✓
Scoping	Initial scoping & justification complete, further insights from PME phase 2 expected.	08/09/2025	✓
Commercial Strategy	1 st draft complete, and sent to JCC.	15/09/2025	✓



Define

Task	Progress	Deadline	RAG
Pre-Market Engagement 2	Completed: Deep dive into Commercials Strategy recommendations & PME outcomes, spec and T&Cs input – Bidder days, interviews etc	04/11/2025	✓
Initial Business Case	Submitted and endorsed at Dec JCC	09/12/2025	✓
Spec	Key functional requirements completed by reference to internal stakeholders and external FRS. Detailed Specification completed + Scenarios defined, (27/2/26)	04/12/2025	✓
Contract	Slippage to original plan related to ownership of Contract creation activity. Now completed and issued Stage 2. (15/4/26)	19/12/2025	✓
Tender Docs and UK Notices issued	Stage 1 Documentation Issued 2/3/26	25/01/2025	✓



Procure 1

Task	Progress	Deadline	RAG
Monitor and respond to CQ messages	Daily review of Portal, sharing of process with project staff and scripting responses to CQs as they arise. There have been 100 thus far	None	✓
Establish evaluators for Stage2 &3	Engagement strategy being developed and participants being considered based on work patterns and availability	06/4/26	✓
Supporting documentation built for future stages	Evaluation guidance issued ; Scoring templates written CQ – summaries being created, evaluator scripts created; create resourced plan for full procurement	06/4/26	✓
Contract	Contract developed for issue - based on SaaS Cloud based product. Content validated with project staff and external contracted resources	06/04/26	✓
Evaluation of Stage 1 responses and Stage 2 invites	Stage 1 – 5 Bidders submitted solutions by deadline of 25/5/26 and both Finance and Technical compliance assessed. Stage 2 – Issued 15/4/26 to 5 bidders	06/04/25	✓



Procure 2

Task	Progress	Revised Deadline	RAG
Stage 2 Evaluation	Stage 2 responses received from 4 bidders. Evaluation in process. Revised procurement plan on track	15/7/26	✓
Stage 3 Plans	Demonstrations agreed to be held at Supplier premises Plans and guidance developed beyond the original drafts to maximise opportunity for hands-on experience of proposed solutions	28/8/26	✓
Supporting documentation built for future stages	Following completion of Stage 3, an assessment of the planned Stage 4 – Negotiation needs to occur. i.e. Is there an outright winner. Documentation will be created for the defined governance/approval process	29/9/26	✓
Contract	Only immaterial changes can be made to the published contract and such changes will be assessed with the preferred bidder at Stage 3 or after Stage 4.	29/9/26	✓



Project Risks 1

Risk	Cause	RAG	Mitigation	RAG
Timeline overrun	Complex project with high resource requirements and inter-dependencies	Red	The procurement will be driven to conclude by the stated date in Oct26. The preferred bidder will be carefully managed to meet the Go-Live of no later than 1/4/28. The Contract has commercial levers to deal with delay	Green
Procurement failure	No acceptable solutions are able to be contracted. One or more unsuccessful Tenderers may challenge procurement decisions.	Yellow	TVFCS has received Tenders that meet the business needs, pricing envelope and commercial baseline. It is intended to pursue these within the published procurement. Options however for a worst-case scenario of no successful bids are being considered. Feedback to Stage 2 and subsequent Stage decisions will be monitored carefully. Suggested changes to the Contract baseline will be limited to non-material updates.	Green
Financial pressure/approval	Lack of clarity around estimated contract costs	Red	Responses to Stage 2 have provided potential costs for the 10yr period. Detail still being evaluated but initial view is there are bids within the budget envelope.	Yellow



Project Risks 2

Risk	Cause	RAG	Mitigation	RAG
Resource availability	Internal and/or external resource constraints that may impact delivery timelines	Red	Specific resources have been on-boarded to define/manage activities within the Procurement phase. This phase is expected to deliver to plan. This project resource along with operational subject matter experts are now considering the implementation activities and resource mapping will be undertaken to identify ongoing risks both internally and in the supply chain for the proposed solution.	Green
Contract transitioning	Operational service of the existing service may be impacted during Exit arrangements from the existing solution.	Yellow	Resources assigned to define Exit arrangements and to monitor business needs.	Yellow





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Inter Authority Agreement

Progress update for TVFCS Joint Committee

Recap

Redrafting the Inter Authority Agreement (IAA)

- ✓ The Inter Authority Agreement (IAA) is due for review three years prior to expiration
- ✓ However, a TVFCS contract cannot be signed if it outlasts the IAA
- ✓ We have started work on refreshing the IAA earlier than scheduled

The intent is to facilitate our existing, successful partnership

Assurance for members

- ✓ Existing arrangements remain stable and effective



- ✓ with current TVFCS structures and reflect how the service operates today.

Streamlining governance. Proportionate management of decisions through the Joint

- ✓ Coordinating Group and existing officer delegations, reducing unnecessary referrals to all three fire authorities.

Supporting long-term investment. Financial changes enable multi-year capital

- ✓ programmes, improve management of contingencies and update spending thresholds to reflect inflation.

Addressing legal and contractual issues . Several clauses require legal review, including

- ✓ procurement, contracts, insurance, withdrawal arrangements, notices and other legacy provisions.

Future-proofing the partnership. Proposed amendments seek to accommodate system

- ✓ replacement, local government reorganisation, modern working practices and continued delivery of statutory emergency response obligations.



Progress

- ✓ The working draft of the updated IAA has been circulated to in house lawyers to ensure changes are appropriate

Financial clauses under review

- ✓ Finance leads are reviewing Schedule 8 of the IAA - the cost apportionment model
- ✓ The review is targeting a fair, proportionate and unanimously agreed financial mechanism for the provision of the new command-and-control system



Next steps and timeline

✓ August 2026

- » Legal advisors complete their review of draft IAA
- » Finance leads to agree financial provisions in Sch. 8
- » Officers to review and ensure all Schedules
- » Officers will compile the IAA and share the final draft with members to socialise ahead of:

✓ September 2026

- » 21st September, TVFCS Joint Committee to be presented with IAA for recommendation to Fire Authorities

✓ October 2026

- » TVFCS Command and Control System contract award target date





Thank You

ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
TVFCS Q3 Budget Outturn	16-Mar-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Technology Replacement Update	16-Mar-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Performance Report Q3	16-Mar-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Inter Authority Agreement Update	16-Mar-26	Note	Senior Responsible Officers		
Appointment of Chairman and Vice Chairman	13-Jul-26	Agree	Monitoring Officer	N/A	Part I
Chairman's Annual Report 2025/26	13-Jul-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Performance Report Q4	13-Jul-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Q4 Budget Outturn	13-Jul-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Technology Replacement Update	13-Jul-26	Note	Senior Responsible Officers	N/A	Part I
TVFCS Inter Authority Agreement Update	13-Jul-26	Note	Senior Responsible Officers	N/A	Part I

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