THAMES VALLEY FIRE CONTROL SERVICE

Thames Valley Fire Control Joint Committee

Thursday, 14 December 2023 at 2.00 pm

AGENDA

1.	**Apologies**	
2.	**Introductions (including changes to membership)**	
3.	**Declarations of Interest**	
4.	**Minutes of Previous Meeting**	(Pages 1 - 8)

5. **Matters Arising**	
6. **Questions from Members (Written Questions)**	
7. **Questions Submitted Under Standing Order 9.5 (Questions from Members of the Public)**	
8. **TVFCS Budget 2024/25**	(Pages 9 - 18)
9. **TVFCS Contracts**	(Pages 19 - 22)
10. **TVFCS Members Workshop Summary - 27th November 2023**	(Pages 23 - 26)
11. **TVFCS Performance Report Quarter 1 and Quarter 2 2023/24**	(Pages 27 - 36)
12. **Forward Plan**	
13. **Date of Next Meeting:** Monday 18th March 2024, 2pm at Oxfordshire Fire and Rescue Service HQ, Sterling Road, Kidlington, Oxford, OX5 2DU	

Thames Valley Fire Control Service
Joint Committee Annual Meeting

Monday 17th July 2023 at Oxfordshire Fire and Rescue Service (OFRS) Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU

Minutes

Present:
Councillor Kate Gregory, Oxfordshire County Council
Councillor Glynis Phillips, Oxfordshire County Council
Councillor Simon Rouse, Buckinghamshire & Milton Keynes Fire Authority
Councillor Matthew Walsh, Buckinghamshire & Milton Keynes Fire Authority
Councillor Simon Werner, Royal Berkshire Fire Authority
Councillor Peter Frewer, Royal Berkshire Fire Authority

In Attendance:
Rob McDougall, Chief Fire Officer (OFRS)
Jason Thelwell, Chief Fire Officer (BFRS)
Graham Britten, Director of Legal and Governance (BFRS)
Simon Tuffley, Area Commander – Senior Responsible Officer (BFRS)
Jim Powell, Area Manager - Senior Responsible Officer (RBFRS)
Simon Harris, Group Manager (TVFCS)
Ryan Maslen, Deputy Head of Finance (RBFRS)
Chris Barefield, Personal Assistant/Committee Administrator (OFRS)

01. ELECTION OF 2032/24 CHAIR

Due to the recent change of Cabinet Member for Oxfordshire it was proposed and seconded that:

RESOLVED – that Councillor Rouse be appointed to preside over this meeting.

RESOLVED – that Councillor Gregory be elected Chair of the TVFCS Joint Committee for 2023/24.

02. APPOINTMENT OF 2023/24 VICE-CHAIR

It being proposed and seconded that:

RESOLVED – that Councillor Werner be appointed as Vice-Chair of TVFCS Joint Committee for 2023/24.

03. APOLOGIES

Councillor Matthew Walsh – late arrival
Wayne Bowcock, Chief Fire Officer (RBFRS)
Jason Thelwell, Chief Fire Officer (BFRS)
Gabby Heycock – Area Manager – Senior Responsible Officer (OFRS)
Conor Byrne, Head of Finance and Procurement (RBFRS)

04. DECLARATIONS OF INTEREST

The were no declarations of interest received.

05. MINUTES AND RECORDED ACTIONS OF THE LAST MEETING HELD ON 15 DECEMBER 2022

Area Manager (RBFRS) has shared the slide regarding training cost but will re-share due to new committee membership.

SRO's had covered Industrial Action planning at the March Workshop.

Area Manager (RBFRS) will bring the results of the staff survey in respect of health and well-being to the Committee upon completion of the staff survey.

RESOLVED – that the minutes of the meeting on 15 December 2022 were an accurate record and signed by the Chairman.

06. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None received.

Councillor Phillips asked for an update on the pay award negotiations and Rob MacDougall (OFRS) advised that the offer of 7% for 2022 and 5% from July 2023, was accepted by the membership.

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

None received.

08. CHAIRMAN'S ANNUAL REPORT 2022/23

Area Manager (BFRS) presented the report to provide a high-level summary of Thames Valley Fire Control (TVFCS) activity during 2022/23 and a look forward to 2023/24 along with key areas of work to continue making improvements to the TVFCS.

The following notable activity was highlighted:

- Impact of the weather conditions in summer 2022 where calls volumes were 45.53% higher in July and 70.74% higher in August.
- The involvement of TVFCS in the arrangements for the funeral of Her Majesty Queen Elizabeth II with colleagues from a wide range of partners across the Thames Valley.
- A refresh of the TVFCS lighting solution was completed in Q1 2022/23 and has been very well received by staff with a reduction in the incidence of migraine headaches noted.

Cllr Gregory noted the call volume increase the previous year and asked whether the Service has the capacity to deal with increases if the weather continues in a similar vein. The Group Manager (TVFC) advised that the Service are trained for call taking in spate conditions recognising that the summer of 2022 was un-precedented. The Group Manager (TVFC) went on to say that when a spike in call volume occurs there is a corresponding dip in the speed of answering calls and there is a piece of work taking place to look at staff resilience which will include looking at how the Service responds to spikes.

Councillor Phillips congratulated all involved on the final budget position which saw a variance of 0.50%. Councillor Phillips went on to ask about the adoption of the Control National Operational Guidance and what more work was required to complete this. The Area Manager (RBFRS) referred back to the last Workshop where capacity had been discussed and Members had agreed that, as this was an operational matter, it was deferred to the Officers. Following the Workshop, Officers have worked together and secure a fixed-term Watch Manager post to work on a range of activities including the National Operational Guidance; however, new guidance does continue to be released. Councillor Phillips went on to ask if this guidance involved significant change and, the Area Manager (RBFRS) confirmed this was the case in terms

of Control standards and ways of working. He went on to say that any changes with costs attached would come back to the Committee.

Councillor Walsh asked how the attrition rate in TVFC compared to the national picture and, the Group Manager (TVFCS) advised that the turnover is indicative of the national picture with the North-West having the highest rate currently.   He went on to say that there is work being undertaken by the NFCC to look at recruitment which, we are involved in and, this work is currently at the information gathering stage looking at causes, overtime costs etc.   TVFCS will remain aligned and adopt best practice where suitable. Staff turnover has slowed down this year and, the Group Manager (TVFC) was hopeful that the previous year had been an outlier albeit, the situation continues to be monitored. Councillor Rouse stated that it would be good to drive our own actions in this area rather than await an NFCC report. The Area Manager (RBFRS) advised the Committee that the recruitment advert for the last two occasions had been revised to focus on different parts of the job as it was found that those applying did not fully understand the role, therefore the focus has shifted to focus on the more challenging areas and, this appears to be working

RESOLVED – the annual report was noted.

09.   TVFCS PERFORMANCE REPORT 2022/23 AND Q1 FOR 2023/24

Area Manager (BFRS) presented the performance report which was following the new range of key performance measures introduced to improve and enhance the monitoring of the Service. Members were asked to confirm that they were comfortable with the format and, this was confirmed.

The report contains different types of target and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing the service to identify possible needs for change/reaction.

Area Manager (BFRS) advised that of the 31 identified measures, 11 are currently reportable with further work taking place to report on measures such as, mobilisation times according to the type of incident and, calls per FTE call handler. The Q1 report for Members in September will include these measures.

Area Manager (BFRS) went on to detail the following performance highlights:

- Increased cumulative number of emergency calls taken which was heavily influenced by the summer pressures during July and August 2022 and, the busy period in December.

- The Service has consistently performed well in answering emergency calls within five seconds achieving a target of 94.6% which is above the target of 92% set by the Joint Coordination Group.

- Safeguarding referrals and the need to manage threats of arson increased significantly over the year when compared with the previous five-year average, increasing by 48% and 21% respectively.

- Employee headcount remains stable, however, staff turnover remained higher than our target and work continues to improve staff turnover.

- Long term absence levels have improved during the second half of the year whereas, short-term absence levels have remained higher than desired.

Councillor Phillips asked whether the report would be fully populated in September and the Area Manager (BFRS) advised that this is a work in progress to achieve this.

Councillor Rouse expressed surprised that the report did not include any Health and Safety statistics as these should be automatically available. Group Manager (TVFC) advised that the data is available but need to be separated from the overall RBFRS data and this had not been possible in time for the paper.

Councillor Rouse highlighted and error with 1.3 on page 17 as the amber stat should be greater than 3 and green should be less than 2.9.

With reference to the increase in safeguarding referrals and threats of arson, Councillor Rouse asked what was driving this and whether there was a need to be concerned. The Group Manager (TVFC) advised that safeguarding training is now much more embedded with staff able to recognise and refer to the right agencies through increased awareness. Whilst these referrals have increased, they do not take much capacity as they can be processed after the contact has been made in slower time. This is a societal issue and, the Service are seeing more calls from vulnerable people who may have spoken to many agencies already and then call the Fire Service. In respect of the threats to arson, the approach to gathering intelligence has matured and the report is showing a more accurate reflection. Councillor Rouse went on to ask whether safeguarding referrals are broken down to each Service and shared and the Group Manager (TVFC) confirmed this is the case. Area Manager (RBFRS) advised the Committee that the increase overall is indicative of what RBFRS are seeing in service which an increase by 1000% over the 5 years. The Chief Fire Officer (OFRS) raised the issue of the Police Right Care, Right Person Policy which is likely to lead to an increase in 999 calls to Fire as the Police will not be taking action. The Group Manager (TVFC) advised that the Control Room do refer back to the Police as the calls are often connected with Mental Health and the individuals will have called a number of agencies who, whilst taking actions, does tend to leave a period where the vulnerable person is still making emergency calls. The Area Manager (RBFRS) advised that this issue is being picked up through the Thames Valley Collaboration Board to understand the impact and how Services can work around it, as operational crews are left on scene for longer. Councillor Rouse asked whether Thames Valley Police has introduced this policy and that there would be benefit in discussing this further at the next session to understand the impact more fully.

Area Manager (BFRS) to review the stat.

Councillor Phillips suggested that it would be beneficial to highlight any changes whether good or bad.

Councillor Rouse thanked the Area Manager (BFRS) for the report which was much clearer in presentation.

RESOLVED – the Committee noted the report.

10.   BUDGET 2022/23 OUTTURN

The Deputy Head of Finance (RBFRS) provided the Committee with an update on the 2022/23 revenue budget outturn position for TVFCS and provided an overview of the budget process for the new members. Work will commence in September to build up a detailed position for 2024/25, which will come to Committee in December and, the pay award for the coming year will be estimated as part of the process.

For 2022/23, a 2% pay award was built in and, due to careful management and staff turnover, the budget was able to absorb the 7% awarded. Provisional work shows service is on target to absorb the pay award of 5% this year.

Outside of staffing costs, there was an unexpected requirement in year to replace a number of touchscreens connected to the DS3000 ICS, which led to a small overspend against this budget allocation.

Councillor Gregory asked whether current inflation figures are taken into account when looking at salary increases. The Deputy Head of Finance advised that this is discussed on a national basis and with Finance colleagues from the three partners and included in the budget forecast. As part of the budget setting process, approval is gained from the three partners for a £50,000 variance (in total £150,000) meaning that the estimate for pay can be set slightly lower as there is headroom to use Chief Fire Officer discretion.

Councillor Rouse asked whether the starting salary is a key element with recruitment and retention in TVFC. The Group Manager (TVFCS) advised that pay had been sighted by some previous leavers who felt that it was not cognisant of the responsibility of the3 role; however, he is hopeful that the pay award will help this position and no leavers this year, have highlighted pay as the issue. Councillor Rouse went on to ask where the leavers were going to and the Group Manager (TVFCS) stated that, the worst month for leavers had been when Services were recruiting Wholetime Firefighters and individuals had chosen to join. In addition, some leavers have gone to London Fire Control but primarily it is to other industries.

Councillor Rouse added his congratulations to TVFC for coming in so near to budget.

Chief Fire Officer (OFRS) highlighted that, one of the agreements within the pay ward, was an equalisation between the salary of a Firefighter and a Control Member and those conversations are ongoing. It was noted that this would be a positive position for individuals although would bring a negative impact from a budget point of view. Members would like to understand this impact through the Workshop.

RESOLVED – that Joint Committee noted the budget outturn position for 2022/23 as detailed.

11. PAYMENT OF 2023/24 CAPITAL EXPENDITURE

Area Manager (RBFRS) provided an overview of the Capital Expenditure programme (Capex)and advised that, as part of the annual budget setting process, the SRO's will bring an annual profile of the monies that they wish to spend in the following year. As the technical equipment is getting older elements now require replacing and over the past two years, TVFC have started to draw down form the fund.

The Inter Authority Agreement (IAA) stipulates that Capex may only be expended in the relevant year the spend is profiled in. Due to a number of complicating factors with the replacement of the Vision system, due to a contractual issue it has not been possible to make all of the payments in 2022/23 and the committee were asked to agree that the remaining balance be paid in 2023-24.

Councillor Phillips noted the funds held in the Revenue Programme and asked how the money is being invested due to the current inflation rates. The Deputy Head of Finance (RBFRS) advised that all 3 Services contribute to the Revenue pot and Oxfordshire hold this on behalf of the Joint Committee. The Deputy Head of Finance will arrange for a breakdown on how much interest has been accrued to be made available to the Committee.

Area Manager (RBFRS) advised that the legal agreement stipulates that the forecast and profiled expenditure comes to the Committee as part of the budget setting process in December.

Councillor Rouse asked if the price was already set for the Vision replacement or whether it would increase and, the Area Manager (RBFRS) confirmed that there was an indexation clause in the contract and we have paid half of the figure quoted with the remainder to be paid and this will be included in the December report.

AGREED – the remaining actual balance of the Capital Expenditure Programme from 2022/23 can be paid in 2023/24.

Deputy Head of Finance (RBFRS) to ensure breakdown of interest is available for December.

SRO's to draft content for

14. **SUMMARY OF TVFC JOINT COMMITTEE WORKSHOP – MARCH 2023**

Councillor Rouse advised the new members that, at the previous workshop, it was felt that there had been insufficient items to hold two workshops per year and, that the Committee would benefit from more formal meetings to deal with business.

Officers will work with Councillor Gregory on the content for the September workshop.

RESOLVED – to hold three formal meetings and one workshop as the meeting format going forward.

September workshop and share with Cllr Gregory.

15. **DATE OF NEXT MEETING**

Thursday 14th September 2023 – 2pm at Oxfordshire Fire and Rescue Service Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU.

Please note: This is the TVFC Members Workshop.

(The meeting closed at 14:50pm)

THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	**TVFCS BUDGET 2024/25**
PRESENTED TO:	**JOINT COMMITTEE**
DATE OF MEETING	**14 DECEMBER 2023**
LEAD OFFICER	**CONOR BYRNE, HEAD OF FINANCE & PROCUREMENT, RBFRS**
EXEMPT INFORMATION	**NONE**
ACTION	**AGREE**

1. EXECUTIVE SUMMARY

1.1 To provide Joint Committee with the proposed revenue and capital budgets for Thames Valley Fire Control Service (TVFCS) for the 2024/25 financial year.

2. RECOMMENDATION

2.1 **Agree** the proposed TVFCS revenue budget for 2024/25 as detailed in **Appendix A**.

2.2 **Agree** a contingency budget allocation of £150,000 which would provide an upper limit of expenditure without further Authority approval.

2.3 **Agree** to delegate authority to the three CFOs (unanimous decision required) for any unplanned expenditure between £10,000 and £150,000.

2.4 **Agree** to set aside £150,000 (£50,000 from each partner) in 2024/25 towards capital replacement costs.

2.5 **Agree** the Capital Expenditure Programme for 2024/25 **(Appendix C)**

2.6 **Agree** to recommend to partnership Authorities a variation of the maintenance and support contract, including the ICCS hardware refresh, between Royal Berkshire Fire Authority and SSS Public Safety Ltd in line with the latest estimated value of the new contract value of £1,240,977 (subject to annual inflationary uplifts).

2.7 **Agree** to recommend to partnership Authorities that the contract between Royal Berkshire Fire Authority and Securitas Security Services (UK) Ltd for contingency call handling services be extended for one year from 30th April 2024 to 30th April 2025, being the final extension option of the current contract.

2.8 **Note** the Medium Term Financial Plan (**Appendix B**) and Renewals Long Term Forecast (**Appendix D**).

2.9 **Recommend** to their respective Authorities the TVFCS revenue and capital budgets for the financial year 2024/25 and the individual Authority contributions to these budgets.

3.   REPORT

3.1 The proposed TVFCS Revenue Budget for 2024/25 is detailed in **Appendix A** and shows a total budget of £2,874,023, which is an increase of £234,717 or 8.9%.

3.2 The main factor for the increase in the budget requirement for 2024/25 relates to the level of pay awards agreed for the current year and last year as well as the estimate for next year. The current year's budget is based on a pay award of 4% whereas the actual pay award agreed is 5%. Similarly, we made provision of 5% for the 2022 pay award but this turned out to be 7%. For 2024/25, we are budgeting for a 5% pay award. There has also been an increase in employer contributions to Local Government Pension Fund.

3.3 The staffing budget allocation for 2024/25 is based on one more post than 2023/24, when an additional post was included in-year to provide additional resilience and capacity to reflect Maternity cover. For 2024/25, budgeting for the additional post has been deemed necessary.

3.4 Recharges are set each year for TVFCS to cover corporate costs. The level of recharges has been reviewed and updated to reflect the cost to provide the corporate functions in 2024/25.

3.5 ICT Recharge – The above inflation increases in software include the costs of individual users' devices/licences, which have been consolidated under MS365 licensing. Additional staffing recharge costs have been identified following a review by the new Head of Business and Information Systems of support provided to TVFCS. The TVFCS element of this charge has increased by 14%, to £116,000 for 2024/25.

3.6 Facilities recharge – The main driver for the increase in the Facilities recharge has been the lag in gas and electricity price increases. Much of the gas and electricity was advanced purchased at lower costs and the uplift is based on

latest price information from the supplier. The TVFCS element of this charge has increased by 7.8% or £11,000.

3.7 HR recharges have increased due to a restructure of L&D to enhance training capacity and capability.

3.8 The recharges in other areas are largely driven by staffing support provided by each function to TVFCS, they have also been increased to reflect the pay award agreed for green book staff in 2023/24, and the estimated award of 4% for 2024/25. The secondary control recharge from Oxfordshire FRS has increased by £4,636.

3.9 The contract for contingency call handling was for two years with two extensions each of one year. Services intend to take the final extension from April 2024 – April 2025 at a cost of £6,390. All three partners will be reviewing the approach to this contract as part of a wider review of business continuity arrangements for industrial action. (See Recommendation 2.7)

3.10 Technology costs have increased in total by 4%. Each respective contract has its own inflation mechanisms, mainly linked to built-in CPI uplifts. Contracts such as DS3000 also have built in framework fees when they are extended. Costs are being closely monitored and increases minimised wherever possible but are largely outside of direct control.

3.11 The Medium-Term Financial Plan (MTFP) has been produced and included in **Appendix B**. This reflects potential budget pressures or cost reductions in the medium term and future year salary awards, which for 2025/26 have been included at 3% and for 2026/27 at 2%.

3.12 It is proposed in paragraph 2.4 that each partner continues to set aside £50,000 each financial year towards capital replacement costs. The fund stood at £1.91m at 31 March 2023. Currently it is anticipated that the annual partner contribution of £50,000 into the Renewals Fund will continue until 2030.

3.13 The proposed capital expenditure programme for 2024/25 is detailed in **Appendix C.** The expenditure identified totals £665,000, including project management and contingency, which will be paid for from the TVFCS Renewals Account. The longer-term forecast of payments into and out of the Renewals Fund, as shown in **Appendix D,** assumes the commencement of system replacement in 2027, for completion by 2030.

3.14 The budget papers presented have been produced and developed in collaboration with the lead contact for each respective partner.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with the TVFCS Steady State Legal Agreement.

5. FINANCIAL IMPLICATIONS

5.1 With employment costs accounting for 73% of the total proposed budget, financial performance and budget requirements are largely controlled by factors not directly determined locally such as pay awards and LGPS pension contributions.

6. LEGAL IMPLICATIONS

6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, any underspend will be reimbursed to partners in accordance with the cost apportionment model.

6.2 The 2024/25 budget complies with statutory regulations.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no equality and diversity implications arising from this report.

8. RISK IMPLICATIONS

8.1 Other than the issues identified above, there are no additional risk implications arising from this report.

9. CONTRIBUTION TO SERVICE AIMS

9.1 The Committee provides oversight on behalf of the three Authorities of the performance of TVFCS fulfilling their statutory duty to make arrangements for dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004).

10. PRINCIPAL CONSULTATION

10.1 Simon Harris, TVFCS Group Manager

10.2 Joint Co-ordination Group

10.3 Senior Leadership Team, Royal Berkshire FRS

10.4 Lead Finance contacts at each respective partner

11. BACKGROUND PAPERS

11.1 None

12. APPENDICES

12.1 Appendix A: TVFCS Revenue Budget 2024/25

12.2 Appendix B: TVFCS Medium Term Financial Plan 2024/25 – 2026/27

12.3 Appendix C: Capital Expenditure Programme 2024/25

12.4 Appendix D: Renewals Account Long Term Forecast

13. <u>CONTACT DETAILS</u>

13.1 Conor Byrne, Head of Finance and Procurement, RBFRS

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Appendix A			
TVFCS Budget			
	2023/24	**2024/25**	**Movement**
	£	**£**	**£**
Staff			
Employment Costs	1,915,360	2,099,936	184,576
Mileage and Subsistence	5,572	5,850	278
Training	1,000	1,000	0
Recruitment	1,400	1,000	-400
Sub Total	**1,923,332**	**2,107,786**	**184,454**
Corporate			
Facilities	138,147	148,960	10,813
Finance & Procurement	25,336	26,595	1,259
HR and Learning and Development	95,070	102,074	7,004
ICT	101,734	116,141	14,407
Liability Insurance	11,880	12,964	1,084
Management	21,562	22,546	984
Sub Total	**393,729**	**429,280**	**35,551**
Other			
Equipment purchases & Maintenance	4,800	4,600	-200
OFRS Costs (Includes Secondary Control Airwave Rental)	48,634	53,270	4,636
Contingency call handling provision	6,210	6,390	180

Sub Total	**59,644**	**64,260**	**4,616**
Technology			
Capita Mobs System (maint)	83,506	83,506	0
DS3000 (for primary and secondary) ICCS	101,775	106,668	4,893
Charges for Unicorn network and telephony rental	46,454	46,454	0
Software Maintenance	834	901	67
EISEC Calcot (999 caller location)	9,000	9,000	0
Smart services to switch 999 lines to secondary control / elsewhere	17,000	17,000	0
Airwave rental (SAN I ,B) (Primary Only)	16,317	22,889	6,572
Sub Total	**274,886**	**286,418**	**11,532**
Total Budgeted Expenditure	**2,651,591**	**2,887,744**	**236,153**
Income			
Alarm Receiving Centre Income	-12,285	-13,721	-1,436
Total Budgeted Income	**-12,285**	**-13,721**	**-1,436**
Total Budget	**2,639,306**	**2,874,023**	**234,717**

Contingency	150,000	150,000
Upper limit of TVFCS expenditure without further FA approval	**2,789,306**	**3,024,023**

Authority:	2023/24	2024/25	Difference
RBFRS (37.0%)	976,544	1,063,389	86,845
OXFRS (28.2%)	744,284	810,474	66,190
BFRS (34.8%)	918,478	1,000,160	81,682
TOTAL	**2,639,306**	**2,874,023**	**234,717**

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Appendix B

TVFCS Medium Term Financial Plan 2024/25 to 2026/27			
	2024/25	**2025/26**	**2026/27**
	£	**£**	**£**
Staff			
Employment Costs	2,099,936	2,162,934	2,206,193
Mileage and Subsistence	5,850	6,026	6,146
Training	1,000	1,030	1,051
Recruitment	1,000	1,030	1,051
Sub Total	**2,107,786**	**2,171,020**	**2,214,441**
Corporate			
Facilities	148,960	153,429	156,497
Finance & Procurement	26,595	27,393	27,941
HR and Learning and Development	102,074	105,136	107,239
ICT	116,141	119,625	122,018
Liability Insurance	12,964	13,353	13,620
Management	22,546	23,222	23,687
Sub Total	**429,280**	**442,158**	**451,002**
Other			
Equipment purchases & Maintenance	4,600	4,738	4,833
OFRS Costs (Includes Secondary Control Airwave Rental)	53,270	54,868	55,965
Contingency call handling provision	6,390	6,582	6,713

Sub Total	**64,260**	**66,188**	**67,511**
Technology			
Capita Mobs System (maint)	83,506	83,506	83,506
DS3000 (for primary and secondary) ICCS	106,668	109,868	112,065
Charges for Unicorn network and telephony rental	46,454	47,848	48,805
Software Maintenance	901	928	947
EISEC Calcot (999 caller location)	9,000	9,000	9,000
Smart services to switch 999 lines elsewhere	17,000	17,000	17,000
Airwave rental (SAN I ,B) (Primary,secondary) (7+8)	22,889	23,576	24,047
Sub Total	**286,418**	**291,726**	**295,370**
Total Budgeted Expenditure	**2,887,744**	**2,971,092**	**3,028,324**
Income			
Alarm Receiving Contract Centre	-13,721	-14,133	-14,415
Total Budgeted Income	**-13,721**	**-14,133**	**-14,415**
Total Budget	**2,874,023**	**2,956,959**	**3,013,909**
Contingency	150,000	150,000	150,000
Upper limit of TVFCS expenditure	**3,024,023**	**3,106,959**	**3,163,909**

Thames Valley Capital Expenditure Programme 2024/25

Proposed Annual Capex Programme - 2024/25	
Item	**£**
Annual Profiled Capex:	
ICCS hardware and installation (SSS Public Safety Ltd)	550,000
Project management and FRS delivery	60,000
Contingency	55,000
Total	**665,000**

There is one area of identified spend required from the renewals account in 2024/25.

In July 2022, members agreed to a five-year maintenance and support contract for the DS3000 Integrated Command and Control System (ICCS). Included in the contract is provision for a technical refresh of all ICCS associated hardware. This provision had been identified in the Renewals Account Long-Term Forecast agreed in both the 2022/23 budget and 2023/24 budget papers and was originally earmarked for the 2025/26 financial year with an indicative figure of £300,000.

Following contract award and a review of the ICCS hardware, to enable services to gain the most benefit both operationally and financially, it would be prudent to accelerate the ICCS technical refresh to 2024/25. This decision minimises the impact of ever-increasing hardware costs, replaces equipment that has already reached the end of its service life and ensures value for money for use of the new equipment over the remaining life of the contract (up to 2030).

The cost of the refresh reflects the updated contract quote (and per the contract terms) provided by SSS Public Safety Ltd. A quote of £539,280 was provided to TVFCS in November to inform the budget setting process. Given that delivery and installation will be in 2024/25, an uplift of 2% for inflation has been added, resulting in an expected cost of £550,000. The additional cost will require a contract variation and as per Clause 17 of the TVFCS Inter Authority Agreement, members are being asked to agree this variation as part of the budget approval.

As with the Vision 4 hardware refresh, whereby a level of project resourcing was built into the Capex profile, it is necessary to ensure a similar level of provision in the Capex profile for 2024/25 to support delivery of the ICCS refresh. Using the learning

from the Vision refresh it is recommended that money is earmarked for a customer side project manager and additional funding for ICT practitioners to support supplementary FRS integration work that does not fall within the remit of SSS Pubic Safety Ltd.

The TVFCS Inter Authority Agreement also makes provision for a separate contingency allocation from the renewals account. It is recommended that a figure of 10% of the RWCS is used to allocate to this fund.

Appendix D

Thames Valley Renewal Account Long Term Forecast (LTF)

The Inter Authority Agreement (the agreement) Schedule 7, Part B, 2.1 sets out that RBFA shall provide a forecast of capital expenditure for each year over the life of the Agreement. The Agreement in its current form terminates in 2030.

The table below provides details of Capex spending to date as per the agreed profiles for 2022/23 and 2023/24 (there was no Capex profiled prior to 2022/23). It provides a forecast based on the current Capex contribution of £50k per Authority.

Funding will be required for a full system replacement by April 2030 due to the expiry of the Agreement and all current system contracts. It is likely that the Authorities will need to consider whether future systems are 'cloud' based, reducing the demand on capital spending but increasing the impact on revenue spending. Some capital outlay will be necessary and the prudent approach to maintaining the Renewals Account is recommended. However, further clarity is required to fully understand the likely funding profile and, over the next 12-24 months, Officers will work with colleagues from across the sector who are procuring system replacements to refine the TVFCS forecast expenditure on systems.

Renewal account Long Term Forecast	
Balance as at 31 March 2022	**£1,912k**
Contribution 2022/23	£150k
Interest 2022/23	£55k
2022/23 Capex Programme[i]	-£265k[i]
Balance as at 31 March 2023	**£1,852k**
Contribution 2023/24	£150k
Interest 2023/24	£113k
2023/24 Vision Hardware replacement – final payment]	-£284k[ii]
Balance as at 31 March 2024	**£1,831k**
Contribution 2024/25	£150k
Interest 2024/25	£59.5k
2024/25 Capex programme spend (Video Monitoring system)	- £72k[iii]
2024/25 Capex Programme [See appendix C - ICCS hardware refresh]	-£665k[iv]
Balance as at 31 March 2025	**£1,303.5k**
Contribution 2025/26	£150k

Interest 2025/26	£29k
Balance as at 31 March 2026	**£1,482.5k**
Contribution 2026/27	£150k
Interest 2026/27	£32.6k
Balance as at 31 March 2027	**£1,665.1k**
[Commission replacement project]	
Contribution 2027/28	£150k
Interest 2027/28	£36.3k
Balance as at 31 March 2028	**£1,851.4k**
Contribution 2028/29	£150k
Interest 2028/29	£40k
Balance as at 31 March 2029	**£2,041.4k**
Contribution 2029/30	£150k
Interest 2029/30	£44k
Projected total at end of current agreement (April 2030)	**£2,235.4k**

i) The 2022/23 Capex programme included the following - £248k milestone payment for the Vision hardware refresh and associated £8k project management costs. A payment of £9k was also made for a replacement Uninterrupted Power Supply for Secondary Control.

The 2022/23 Capex budget contingency of £88k was not utilised.

ii) As agreed at TVFCS Joint Committee July 2023 the final payments for the Vision Hardware refresh were to be paid in 2023/24 and amount to £248k. In addition, there are also the remaining project management costs of £36k.

iii) The total Capex Profile for 2023/24 was £181,500, including an inflationary uplift. This included provision for replacement of the voice recording system at circa £90k. This was not delivered in 2023/24 as it will be included in the ICCS hardware replacement due to be delivered in 2024/25 instead.

Furthermore, the 2023/24 profile set aside an estimated figure of £50k for replacement of a video monitoring system. The actual cost of the contract was £72,351.28.

The 2023/24 Capex budget contingency of £16.5k was not utilised.

iv) The 24/25 Capex is set out in appendix C of the 24/25 TVFCS budget papers.

GREEN SECTION - Inter Authority Agreement clause 30.1 states that three years prior to the Expiry Date the Fire Authorities shall discuss whether each Fire Authority (or the Remaining Fire Authorities, as appropriate) wish to continue to participate in TVFCS following the expiry of this Agreement, with a view to reaching a decision by two years prior to the Expiry Date.

Interest accrued

The agreement also sets out that OCC will hold the Renewals Account balance and invests it in line with its treasury management policies. The average interest rate earned on all of its investments will be applied to the Renewals Account balance and the corresponding amount of interest shall be added to the Renewals Account balance.

RBFA shall be responsible for accounting and budgeting in relation to the Renewals Account. OCC shall inform RBFA of the interest earned in each Financial Year.

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS CONTRACTS
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	14 DECEMBER 2023
LEAD OFFICER	AREA MANAGER JIM POWELL
EXEMPT INFORMATION	NONE
ACTION	FOR DECISION

1.   EXECUTIVE SUMMARY

1.1   Thames Valley Fire Control Service (TVFCS) contracts are governed by clause 17 of the Inter-Authority Agreement (the 'agreement'). The stipulations within this clause differ from and are supplementary to standing Fire Authority Contract Regulations. The clause sets out actions to be taken for new contracts or contract variations.

1.2   This paper sets out a retrospective matter relating to a TVFCS contract that requires Joint Committee approval pursuant to Clause 17. In particular a contract for an ancillary video monitoring system used in the control room.

1.3   The budget requirement for the contract was scheduled and approved by members as part of the 23/24 budget however, due to the timing of Joint Committee meetings the operational imperative to undertake the work this paper has been bought to members after contract award at the next available opportunity.

2.   RECOMMENDATION

2.1   To **NOTE** the contract between Royal Berkshire Fire Authority (RBFA) and Whitwam Ltd for the supply and support of a video monitoring solution in the control room from 1st September 2023 until 1st September 2028. The contract will run for a minimum period of 5 years, with optional extension periods to 10th April 2030 at a cost of £72,351.28.

3.   REPORT

Whitwam Contract

3.1   As part of the 23/24 TVFCS budget members agreed the Annual Capital Expenditure (Capex) Profile (the 'profile'). This profile enables expenditure against the renewals account for replacement of hardware and systems in the control room.

3.2   The 23/24 profile contained provision for replacement of a video monitoring system; an ancillary system that is an essential element of the safe systems of work employed in the control room that ensures 999 calls and operator responses can be monitored and assured, enabling staff to provide immediate support and advice during call taking and mobilisation. It is also used as a key training aid for recruits and staff in development.

3.3   The solution would need to be installed as soon as practicable following completion of the Vision hardware refresh in September 2023 as the old video monitoring system would no longer function with the new hardware. Therefore the contract would need to be in place from September onwards to allow for the necessary engagement and planning to deliver the solution in a suitable timeframe and manage the risk associated with not having a video monitoring solution in place.

3.4   A tender process was undertaken in Q1/Q2 23/24 and the contract was awarded to Whitwam Ltd. The process was compliant with RBFA contract regulations but did not align to the requirements of Clause 17 of the Inter-Authority Agreement. This relates to clause 17.3 which states that "...a new TVFCS contract...shall be a Fire Authority decision..."

3.5   In order to comply with the agreement, contract award would have been delayed until the next available Joint Committee meeting in December 2023 and then the next available and appropriate Authority meeting for each partner, circa February 2024. This would have created around a six month delay in beginning the installation process for the new solution.

3.6 In this case, the agreement created a challenge to operational flexibility and management of risk and it was decided to award the contract to enable delivery of the solution in reasonably practicable timeframe and therefore bring the decision to the next available Joint Committee meeting (the December meeting) for ratification.

3.7 The contract spend of £72, 351.28 covers delivery, installation and a 12 month warranty. The contract also includes a 'call off' element for tech support which covers the lifespan of the contract. It is expected that, should it be required, the cost any tech support provision, from year 2 onwards, could be met through re-profiling existing revenue budget.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with the TVFCS Inter Authority Agreement.

5. FINANCIAL IMPLICATIONS

5.1 The maintenance and support aspects of both contracts are paid from the TVFCS Revenue Account and the current contract value will remain the same.

6. LEGAL IMPLICATIONS

6.1 TVFCS Inter Authority Agreement (IAA), "Clause 17.5. No material variation shall be made to a TVFCS Contract without the prior agreement of the Fire Authorities (not to be unreasonably withheld or delayed) […]"

6.2 The IAA also states "Clause 17.3. […] A Fire Authority, on its own account or jointly with another, shall not enter into a new TVFCS Contract without the agreement of the Fire Authorities (not to be unreasonably withheld or delayed) […]."

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no equality and diversity implications identified at this time.

8. RISK IMPLICATIONS

8.1 There is a low risk associated with the Whitwam contract as the Joint Committee was not sighted on the final contract pursuant to Clause 17 of the Inter Authority Agreement. However the committee were made aware of the intent to enter into a contract via the 23/24 Capex Profile which was agreed by members. The contract is compliant with both Public Contract Regulations 2015 and RBFA (lead Authority) contract regulations.

8.2   This highlights the potential for future risk, either of contravening the agreement, due to the constraints of the agreement balanced against operational requirements, or creating delays in achieving objectives, incurring opportunity cost, pending the need for multiple sign off points at the Joint Committee and each in Authority.

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 ensure TVFCS is integral in delivering the outputs demanded of the Fire Authorities' Integrated Risk Management Plans (IRMPs).

10.   PRINCIPAL CONSULTATION

10.1   Joint Coordinating Group

10.2   Monitoring Officer RBFA/BMKFA

11.   BACKGROUND PAPERS

11.1   Minutes of the meeting of TVFCS Joint Committee 11 July 2022 [Minute 12]

11.2   Minutes of the meeting of TVFCS Joint Committee 15 December 2022 [Minute 7]

12.   APPENDICES

12.1   None

13.   CONTACT DETAILS

13.1   Jim Powell powellj@rbfrs.co.uk   07774215664

THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS Joint Committee Workshop
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	14 December 2023
LEAD OFFICER	Area Manager Tom Brandon
EXEMPT INFORMATION	None
ACTION	Decision

1.   EXECUTIVE SUMMARY

This paper provides a summary of the discussions at the workshop held on 27 November 2023.

2.   RECOMMENDATION

That the TVFCS Joint Committee:

2.1   **Note** the summary of the workshop reported below.

3.   REPORT

3.1   The workshop discussed the recent replacement of the servers that had been installed and commissioned in 2015. Following agreement from Joint Committee, work on the project commenced in April and was completed in October 2023. Despite a high-level of complexity and the requirement for the upgrade to be undertaken in a 'live' environment, the work went well, and service disruption was kept to a minimum.

3.2   The new hardware will provide a stable platform for operations until the end of the current contract in 2030 and allows TVFCS to meet the requirements of

the Home Office IT 'Health Checks' which are a pre-requisite for continued connection to the national emergency services radio network in future.

3.3   The next phase of the hardware refresh, subject to Capex approval from the Joint Committee, involves the replacement of the Integrated Communications Control System (ICCS). This is expected to take place in 2024/25 and is required to maintain functionality until the end of the current contract.

3.4   Members discussed the draft 24/25 Capex for profile proposal which would enable the delivery of the ICCS replacement project highlighted above. The long-term forecast for the renewal account was also presented which projects a balance for a complete system replacement at the end of the current contract in 2030. The discussion included how that system might be delivered in relation to cloud-based systems and the associated impact on capital versus revenue spend. The Capex profile and the forecast will be formally presented at the December meeting.

3.5   Multi Agency Information Transfer (MAIT) was discussed. The national project to procure a solution for the effective transfer of information between control rooms resulted from a Grenfell Tower Inquiry recommendation and is a key element of national contingency arrangements to improve resilience at peak times.

3.6   Initial implementation of MAIT across English FRS's is supported by £1.34m of funding from Home Office and in early 2024 the framework will be available for FRS's to enter into a contract for this service. Officers will present a paper at the March 2024 meeting in respect of securing agreement for this along with details on any associated costs.

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.

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9.   **CONTRIBUTION TO SERVICE AIMS**

9.1   This report raises awareness of the critical workstreams that are ongoing at TVFCS to inform decision-making for the Joint Committee meeting on 14 December 2023.

10.   **PRINCIPAL CONSULTATION**

10.1   TVFCS Joint Committee

11.   **BACKGROUND PAPERS**

11.1   None

12.   **APPENDICES**

12.1   None

13.   **CONTACT DETAILS**

13.1   Area Manager Tom Brandon tom.brandon@oxfordshire.gov.uk   07979 937282

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS Performance Monitoring Q1 and Q2 Report 2023/24
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	14 December 2023
LEAD OFFICER	Area Commander Simon Tuffley
EXEMPT INFORMATION	None
ACTION	Decision

EXECUTIVE SUMMARY

1.1 During 2022/23, the TVFCS Joint Coordination Group (JCG) developed a new range of key performance measures to improve and enhance the monitoring of the Service. The suite of measures were discussed and developed at the Joint Committee's December 2022 workshop meeting, and continue to be established as a comprehensive and robust monitoring process.

1.2 It is worth noting the report contains different types of target and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing us to identify possible needs for change/reaction.

1.3 Of the 31 measures originally identified, 25 are currently reportable. This is an increase from 11 reportable measures last year. Member's recommendations to include measures for calls handled per FTE, and contract performance against Service Level Agreement, have been included from April 2023.

1.4 Further work continues to develop the remaining six measures in future reports, and the JCG will annually review the performance measures in accordance with the requirements of the Inter-Authority Agreement.

1.5   It is important to note that many indicators used within each measure represent change within the Service and do not always represent good or bad performance.

2.   RECOMMENDATION

That Joint Committee:

2.1   **Agree** to note the TVFCS Q1 and Q2 Performance Monitoring Report for 2023/24.

3.   REPORT

3.1   This report demonstrates Service performance between April and October 2023, with 25 measures reported over the six-month period.

Thames Valley Fire Control Service – Performance Monitoring Dashboard

Ref:	Public Safety - Effectiveness	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PS1.1	Emergency calls answered	Within 10%	Monthly	Previous 5 year average	G	G
PS1.2	Emergency calls answered within 5 seconds	Quicker is better	Monthly	Target 92%	B	B
PS1.3	Emergency calls answered within 10 seconds	Quicker is better	Monthly	Target 97%	B	B
PS1.4	Stations alerted within 90 seconds (all incidents excluding call challenge)	Quicker is better	Monthly	Target 80%	N/A	N/A
PS1.5	Calls handled per FTE	Higher is better	Monthly	61	B	B
PS1.6	Stations alerted within 90 seconds (Building fires)	Quicker is better	Monthly	Target 85%	A	A
PS1.7	Stations alerted within 90 seconds (Vehicle Fires)	Quicker is better	Monthly	Target 75%	R	R
PS1.8	Stations alerted within 90 seconds (Fires in the open)	Quicker is better	Monthly	Target 75%	R	R
PS1.9	Stations alerted within 90 seconds (Road Traffic Collision - Persons Trapped)	Quicker is better	Monthly	Target 60%	R	A
PS1.10	Calls Challenged resulting in no need to respond	Monitoring only	Monthly	Previous 5 year average		
PS1.11	Fire Survival Guidance given	Monitoring only	Monthly	Previous 5 year average	B	G
PS1.12	Safeguarding referrals made	Monitoring only	Monthly	Previous 5 year average	B	G
PS1.13	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	B	R
Ref:	Great Place to Work - People	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
GP1.1	Headcount Vs Establishment	Nearest target	Monthly	Target 39 FTE	B	B
GP1.2	Staff turnover	Lower is better	Monthly	Target <1%	G	G
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	B	G
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	G	A
GP1.5	Employee experience	Higher is better	Two yearly	Target 65%	N/A	N/A
GP1.6	Appraisal (Personal Development) completion	Higher is better	Annually	Target 95%	B	B
GP1.7	Mandatory Training completion	Higher is better	Annually	Target 95%	N/A	N/A
GP1.8	Case Management completed within timeframe	Higher is better	Monthly	Target 85%	B	B
GP1.9	Workplace accidents/injuries	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.10	Near misses and hazard reporting	Monitoring only	Quarterly	Previous 3 year average	G	G
GP1.11	RIDDOR reportable incidents	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.12	Verbal or physical attacks on staff	Lower is better	Quarterly	Previous 3 year average	G	G
Ref:	Public Value - Efficiency	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PV1.1	Reportable data breaches	Lower is better	Annually	Target of zero	G	G
PV1.2	Customer satisfaction	Higher is better	Annually	Target >95%	N/A	N/A
PV1.3	Compliments/Complaints	Monitoring only	Annually	Previous 3 year average	N/A	N/A
PV1.4	Service Desk response	Higher is better	Monthly	Target >95%	R	A
PV1.5	Service Desk tickets logged	Within 10%	Monthly	Previous 3 year average	A	A
PV1.6	System uptime	Higher is better	Monthly	Target >98%	B	B

Key:

B	Better than expected
G	As expected
A	Worse than expected
R	Considerably worse than expected

Monitoring purposes only

B	Better than expected
G	As expected
A	Worse than expected
R	Considerably worse than expected

2

Performance Highlights

3.2 The number of calls dealt with by the Service has averaged within ten percent of the previous five years. The Service experienced a busier period in June 2023, but the remaining summer months were quieter than would normally be expected, which is probably due to the wet summer weather of 2023.

3.3 The Service is not meeting its set targets for alerting fire stations within 90 seconds of receiving a 999 call. This has initiated further work to better understand the reasons behind this, including ascertaining the mean, the mode, and the median averages for each measure.

3.4 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 95.8% over the period, which is above the 92% target set by the Joint Coordination Group.

3.5 The average number of calls handled per FTE each month has been around 91. The monitor established for this new measure is set against the expectations set out by the regional fire control project in 2004.

3.6 Safeguarding referrals and the need to manage threats of arson continue to show an increasing trend when compared with the previous five-year average. Fire survival guidance (a new measure) has been given on three occasions over the period.

3.7 The employee headcount has remained stable, and staff turnover has remained within our target.

3.8 Long term absence levels continue to remain within target, whereas short term absence levels have remained slightly higher than desired.

3.9 System uptime has been maintained at 100% despite a significant technical hardware refresh and server replacement.

Detailed measures by category:

Public Safety – Effectiveness

Ref: PS1.1   Emergency calls answered

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year	2903	3009	3179	4283	4009	3257	3063	2938	2911	2592	2455	2614
	2023	2789	3203	3746	3199	3354	3333						
	Status	-3.93%	6.45%	17.84%	-25.31%	-16.34%	2.33%	-100.00%	######	######	-100.00%	-100.00%	######
Cumulative	Prev 5 year	2903	5912	9091	13374	17383	20640	23703	26641	29552	32144	34599	37213
	2023	2789	5992	9738	12937	16291	19624	19624	19624	19624	19624	19624	19624
	Status	-3.93%	1.35%	7.12%	-3.27%	-6.28%	-4.92%	-17.21%	-26.34%	-33.60%	-38.95%	-43.28%	-47.27%

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

What is good
Within 10% of previous five year average

Ref: PS1.2   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%
	2023	96.31	96.96	94.14	94.87	95.95	96.43						
	Status	B	B	B	B	B	B						
Cumulative Average	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
	2023	96.31	96.635	95.80	95.57	95.65	95.78	82.0943	71.8325	63.8511	57.466	52.2418	47.8883
	Status	B	B	B	B	B	B						

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

What is good
Higher is better

Ref: PS1.3 Emergency calls answered within 10 seconds

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
	2023	98.14	98.88	97.20	96.94	98.39	98.65						
	Status	B	B	G	A	B	B						
Cumulative	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
	2022	98.14	98.51	98.07	97.79	97.91	98.03	84.0286	73.525	65.3556	58.82	53.4727	49.0167
	Status	B	B	B	G	G	B						

B	98%-100%
G	97%-97.9%
A	96.9%-86%
R	85.9%-0%

What is good: Higher is better

Ref: PS1.4 Stations alerted within 90 seconds (All Incidents - excluding call challenge)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
	2022												
	Status												
Cumulative	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
	2021	0	0	0	0	0	0	0	0	0	0	0	0
	Status												

B	81%-100%
G	80%-80.9%
A	79.9%-70%
R	69.9%-0%

What is good: Higher is better

Ref PS1.5 - Calls per FTE call handler

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	61	61	61	61	61	61	61	61	61	61	61	61
	2023	77.5	88.97	104.05	88.86	93.17	92.58	0.00	0.00	0.00	0.00	0.00	0.00
	Status	B	B	B	B	B	B						
Cumulative	Target												
	2022	77.5	83.24	90.17	89.85	90.51	90.86						
	Status	B	B	B	B	B	B						

B	>61
G	61
A	60-50
R	<49

What is good: Monitor

Ref: PS1.6 Stations alerted within 90 seconds (Building fires)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	2023	74%	78%	71%	73%	73%	78%						
	Status	R	A	R	R	R	A						
Cumulative	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	2023	74%	76%	74%	74%	74%	75%	64%	56%	50%	45%	41%	37%
	Status	R	A	R	R	R	A						

B	86%-100%
G	85%-85.9%
A	84.9%-75%
R	74.9%-65%

What is good: Higher is better

Ref: PS1.7 Stations alerted within 90 seconds (Fires in vehicles)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	2023	67%	66%	64%	61%	62%	64%						
	Status	A	A	R	R	R	R						
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	2023	67%	67%	66%	65%	64%	64%	55%	48%	43%	38%	35%	32%
	Status	A	A	A	A	R	R						

B	76%-100%
G	75%-75.9%
A	74.9%-65%
R	64.9%-0%

What is good: Higher is better

Ref: PS1.8 Stations alerted within 90 seconds (Fires in the open)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	2023	55%	57%	56%	50%	58%	54%						
	Status	R	R	R	R	R	R						
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	2023	55%	56%	56%	55%	55%	55%	47%	41%	37%	33%	30%	28%
	Status	R	R	R	R	R	R						

B	76%-100%
G	75%-75.9%
A	74.9%-65%
R	64.9%-0%

What is good: Higher is better

Ref: PS1.9 Stations alerted within 90 seconds (Road Traffic Collisions - Persons trapped)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
	2023	56%	64%	45%	57%	53%	49%						
	Status	A	B	R	A	A	R						
Cumulative	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
	2023	56%	60%	55%	56%	55%	54%	46%	40%	36%	32%	29%	27%
	Status	A	G	A	A	A	A						

B	61%-100%
G	60%-60.9%
A	59.9%-50%
R	49.9%-0%

What is good: Higher is better

Ref: PS1.10 Challenged calls resulting in no requirement to attend

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 5 year												
	2023												
	Status												
Cumulative	Prev 5 year												
	2023												
	Status												

B	
G	
A	
R	

What is good: Monitor

Ref: PS1.11   Fire Survival Guidance given

		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		B	0
	2023	1	0	0	1	1	0								G	1-3
	Status	G	B	B	G	G	B								A	4-5
															R	>5
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		**What is good**	
	2023	1	1	1	2	3	3	3	3	3	3	3	3		Monitor within range	
	Status	G	G	G	G	G	G									

Ref: PS1.12   Safeguarding referrals made

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 5 year	9	11	9	13	9	12	0	0	0	0	0	0		B	<10%
	2023	11	21	15	11	11	7	0	0	0	0	0	0		G	Within 10%
	Status	R	R	R	B	R	B								A	>10%
															R	>20%
Cumulative	Prev 5 year	9	20	29	42	51	63	63	63	63	63	63	63		**What is good**	
	2023	11	32	47	58	69	76	76	76	76	76	76	76		Monitor within range	
	Status	R	R	R	R	R	R									

Ref: PS1.13   Threats of Arson dealt with

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 5 year	11	5	9	9	13	15	13	15	14	11	11	12		B	<10%
	2023	10	15	23	19	13	9	0	0	0	0	0	0		G	Within 10%
	Status	G	R	R	R	G	B								A	>10%
															R	>20%
Cumulative	Prev 5 year	11	16	25	34	47	62	75	90	104	115	126	138		**What is good**	
	2023	10	25	48	67	80	89	89	89	89	89	89	89		Monitor within range	
	Status	G	R	R	R	R	R									

Great Place to Work – People

Ref: GP1.1   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	39		B	>100%
	2023	40.13	39.6	39.5	39.6	38.06	41.06								G	>94.9%
	Status	B	B	B	B	G	B								A	<95%
															R	<90%
Cumulative	Target	39	39	39	39	39	39	39	39	39	39	39	39		**What is good**	
	2023	40.13	39.87	39.74	39.708	39.38	39.66								Nearest target	
	Status	B	B	B	B	B	B									

Ref: GP1.2   % 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%	<1%		B	
	2023	0	0	0	2.50%	2.50%	0								G	<1%
	Status	G	G	G	A	A	G								A	1.1% -2.5%
															R	>2.5%
Cumulative	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%		**What is good**	
	2023	0	0	0	0.63%	1.00%	0.83%								Lower is better	
	Status	G	G	G	G	G	G									

Ref: GP1.3   % Long-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%		B	<1%
	2023	0	2.98%	0	2.65%	1.90%	0								G	1.1%-3%
	Status	B	G	B	G	G	B								A	3.1%-10%
															R	>10.1%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%		**What is good**	
	2023	0	1.49%	0.99%	1.41%	1.51%	1.26%	1.08%	0.94%	0.84%	0.75%	0.68%	0.63%		Lower is better	
	Status	B	G	B	G	G	G									

5

Ref: GP1.4 % Short-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	**B**	<1%	
	2023	5.88%	0.50%	3.15%	4.47%	3.10%	1.76%							**G**	1.1%-3%	
	Status	A	B	A	A	A	G							**A**	3.1%-10%	
														R	>10.1%	
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is good		
	2023	5.88%	3.19%	3.18%	3.50%	3.42%	3.14%	2.69%	2.36%	2.10%	1.89%	1.71%	1.57%	Lower is better		
	Status	A	A	A	A	A	A									

Ref: GP1.5 Employee Experience

	2022	2024	2026								**B**	>65%
Target	65%	65%	65%								**G**	55%-65%
Actual											**A**	45%-55%
Status											**R**	<45%
											What is good	
											Higher is better	

Ref: GP1.6 Appraisal (Personal Development) Completion

	17/18	18/19	20/21	21/22	22/23	23/24					**B**	>95%
Target	95%	95%	95%	95%	95%	95%					**G**	85%-95%
Actual		78.38%	100%	100%	100%						**A**	65%-84%
Status		A	B	B	B						**R**	<65%
											What is good	
											Higher is better	

Ref: GP1.7 Mandatory Training Completion

	2021	2022	2023								**B**	>95%
Target	95%	95%	95%								**G**	85%-95%
Actual											**A**	65%-84%
Status											**R**	<65%
											What is good	
											Higher is better	

Ref: GP1.8 Case management - % Completed within timeframe

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	**B**	>95%	
	2023	100	100	100	100	100	100							**G**	85%-95%	
	Status	B	B	B	B	B	B							**A**	65%-84%	
														R	<65%	
														What is good		
														Higher is better		

Ref: GP1.9 Number of workplace related accidents/injuries

		Q1	Q2	Q3	Q4							**B**		
Quarterly	Prev 3 year	0.3	0	0	0.67							**G**	<1	
	2023	1	0									**A**	1	
	Status	A	G									**R**	>1	
Cumulative	Prev 3 year	0.3	0.15									What is good		
	2023	1	0.5									Lower is better		
	Status	A	G											

Ref: GP1.10   Number of near miss/hazard reports

		Q1	Q2	Q3	Q4							
Quarterly	Prev 3 year	0	0.3	0	0.3							
	2023	0	0									
	Status	G	G									
Cumulative	Prev 3 year	0	0.15									
	2023	0	0									
	Status	G	G									

B	
G	<1
A	1
R	>1

What is good
Monitor

Ref: GP1.11   RIDDOR reportable injuries

		Q1	Q2	Q3	Q4							
Quarterly	Prev 3 year	0	0	0	0							
	2023	0	0									
	Status	G	G									
Cumulative	Prev 3 year	0	0	0	0							
	2023	0	0									
	Status	G	G									

B	
G	<1
A	1
R	>1

What is good
Lower is better

Ref: GP1.12   Verbal or physical attacks on staff

		Q1	Q2	Q3	Q4							
Quarterly	Prev 3 year	0	0									
	2023	0	0									
	Status	G	G									
Cumulative	Prev 3 year	0	0									
	2023	G	G									
	Status											

B	
G	<1
A	1
R	>1

What is good
Lower is better

Public Value – Efficiency

PV.1.1 - Number of reportable data breaches

		17/18	18/19	19/20	20/21	21/22	22/23	23/24
Annual	Target							
	Actual	0	0	0	0	0	0	0
	Status	G	G	G	G	G	G	G

B	
G	0
A	
R	>0

What is good
Less is better

PV.1.2 - After the incident Survey - % of Respondents satisfied with the service provided

		17/18	18/19	19/20	20/21	21/22
Domestic	Target					
	Actual					
	Status					
Non-Domestic	Target					
	Actual					
	Status					

B	100%
G	95-99%
A	90-94%
R	<90%

What is good
Higher is better

PV.1.3 - Compliments & Complaints

		17/18	18/19	19/20	20/21	21/22
Compliments	Prev 3 year					
	Actual					
	Status					
Complaints	Prev 3 year					
	Actual					
	Status					

B	< 2
G	Within 1
A	> 3
R	> 5

What is good
Monitor

PV.1.4 - 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%
	2023	100	95.24	91.67	100	100	95						
	Status	B	R	R	B	B	R						
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2023	100	97.62	95.637	96.73	97.38	96.99						
	Status	B	A	R	A	A	A						

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

What is good
Higher is better

PV.1.5 - Service Desk tickets logged

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15
	2023	9	21	24	29	19	20						
	Status	B	A	A	A	A	A						
Cumulative	Target	15	30	45	60	75	90	105	120	135	150	165	180
	2023	9	30	54	83	102	122	122	122	122	122	122	122
	Status	B	G	A	A	A	A						

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

What is good
Monitor

PV.1.6 - 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%	98%
	2023	100	100	100	100	100	100						
	Status	B	B	B	B	B	B						
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022	100	100	100	100	100	100						
	Status	B	B	B	B	B	B						

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

What is good
Higher is better

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

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

9.3 To improve the resilience of the control room function

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

10. PRINCIPAL CONSULTATION

10.1 Monitoring Officer BMKFA, RBFA
10.2 Joint Coordinating Group.

11. BACKGROUND PAPERS

https://bucksfire.gov.uk/documents/2022/12/tvfcs-joint-committee-agenda-and-reports-15-december-2022.pdf/

(Public Pack)Agenda Document for Thames Valley Fire Control Joint Committee, 17/07/2023 14:00 (bucksfire.gov.uk)

12. APPENDICES

12.1 None

13. CONTACT DETAILS

13.1 Area Commander Simon Tuffley stuffley@bucksfire.gov.uk 07766781389

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TVFC Forward Plan

ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
TVFCS Performance Report Quarter 3 2023/24	Mar-24	Note	Group Manager TVFCS	N/A	Part I
Appointment of Chairman and Vice Chairman	Jul-24	Agree	Monitoring Officer	N/A	Part I
Chairman's Annual Report	Jul-24	Note	Senior Responsible Officers	N/A	Part I
TVFCS Performance Report Quarter 4 2023/24	Jul-24	Note	Group Manager TVFCS	N/A	Part I
Proposed Budget 2024/25	Dec-24	Agree	Senior Responsible Officers	N/A	Part I

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