

THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley Fire Control Joint Committee

Monday, 18 March 2024 at 2.00 pm

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

AGENDA

1. Appointment of Chairman for 2023/24	
2. Apologies	
3. Introductions	
4. Declarations of Interest	

5. Minutes of Previous Meeting Minutes of the meeting held on Thursday 14 th December 2023	(Pages 1 - 8)
6. Matters Arising	
7. Ratification of Decisions made at the meeting on 14 December 2023 - Agree	
8. Questions from Members (Written Questions)	
9. Questions Submitted Under Standing Order 9.5 (Questions from Members of the Public)	
10. Performance Report Q3 2023/2024 - for note	(Pages 9 - 18)
11. TVFCS Q3 Budget Outturn 2023/24 - for note	(Pages 19 - 24)
12. MAIT - Multi Agency Incident Transfer - for decision	(Pages 25 - 30)
13. Project Support Role Update	(Pages 31 - 34)
14. Confirmation of 2024/2025 Meeting Dates	
15. Forward Plan	(Pages 35 - 36)
16. Date of Next Meeting: Monday 8 th July, 2pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.	



Thames Valley Fire Control Service Joint Committee Meeting

Thursday 14th December 2023 at Oxfordshire Fire and Rescue Service (OFRS)
Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU

Minutes

Present: Councillor Nathan Ley, Oxfordshire County Council
Councillor Simon Werner, Royal Berkshire Fire Authority

In Attendance: Wayne Bowcock, Chief Fire Officer (RBFRS)
Matt Cook, Deputy Chief Fire Officer (BFRS)
Tom Brandon – Area Manager – Senior Responsible Officer (OFRS)
Conor Byrne, Head of Finance and Procurement (RBFRS)
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)
Chris Barefield, Personal Assistant/Committee Administrator (OFRS)

01. INTRODUCTION

Graham Britten advised the committee that the meeting was not a quorate as there were no members present from the Buckinghamshire & Milton Keynes Fire Authority. Graham Britten proposed that the meeting proceed with Officers presenting their papers with informal decisions being made and ratified at the Joint Committee on Monday 18th March 2024.

It was noted that the ratification of some of the decisions will be post the event and Graham Britten asked that the minutes be sent to the respective Members as they will contain the recommendations going to the Local Authority meetings.

Due to a change in Members for Oxfordshire, the committee will need to re-appoint Cllr Nathan Ley as the Chair for this committee year as the first item at the March 2024 Joint Committee meeting.

02. APOLOGIES

Councillor Simon Rouse, Buckinghamshire & Milton Keynes Fire Authority
Councillor Matthew Walsh, Buckinghamshire & Milton Keynes Fire Authority
Councillor Peter Frewer, Royal Berkshire Fire Authority
Councillor Neil Fawcett, Oxfordshire County Council
Rob McDougall, Chief Fire Officer (OFRS)
Louise Harrison, Chief Fire Officer and Chief Executive Officer (BFRS)

03. DECLARATIONS OF INTEREST

The were no declarations of interest received.

04. MINUTES AND RECORDED ACTIONS OF THE LAST MEETING HELD ON 17 JULY 2023

Area Manager (BFRS) advised that, the error with performance stat 1.3 has been resolved.

Head of Finance and Procurement Services (RBFRS) advised that the breakdown of interest from the Revenue Programme has been included in Appendix D of the finance papers within the agenda pack and shows the interest at £117,000. In addition, appendix D shows the forecast for the coming year in relation to interest.

RESOLVED – that the minutes of the meeting on 17 July 2023 were an accurate record and signed by the Vice-Chairman.

05. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None received.

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

None received.

07. TVFCS Budget 2024/25 – TO AGREE

Head of Finance and Procurement Services (RBFRS) presented the proposed revenue and capital budgets for Thames Valley Fire Control Service (TVFCS) for the 2024/25 financial year.

The proposed TVFCS Revenue Budget for 2024/25 shows a total budget of £2,874,023, which is an increase of £234,717 or 8.9%. 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, a provision of 5% for the 2022 pay award was made; however, this turned out to be 7%. For 2024/25, budget provision has been made for a 5% pay award. There has also been an increase in employer contributions to Local Government Pension Fund.

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.

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

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.

The Medium-Term Financial Plan (MTFP) has been produced and 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%.

It is proposed 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.

RESOLVED -

1. That the proposed TVFCS revenue budget for 2024/25 as detailed in Appendix A in the agenda pack be agreed.

2. That a contingency budget allocation of £150,000 which would provide an upper limit of expenditure without further Authority approval would be agreed.
3. Delegate authority to the three CFOs (unanimous decision required) for any unplanned expenditure between £10,000 and £150,000 be agreed.
4. To set aside £150,000 (£50,000 from each partner) in 2024/25 towards capital replacement costs be agreed.
5. That the Capital Expenditure Programme for 2024/25 be agreed.
6. 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).
7. 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.
8. The Medium-Term Financial Plan and Renewals Long Term Forecast be noted.
9. It be recommended to their respective Authorities the TVFCS revenue and capital budgets for the financial year 2024/25 and the individual Authority contributions to these budgets.

08. TVFCS CONTRACTS – TO AGREE

Area Manager (RBFRS) presented a paper to committee regarding a retrospective matter relating to a TVFCS contract that requires Joint Committee approval pursuant to Clause 17 and relates to a contract for an ancillary video monitoring systems used in the control room.

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 in September and, waiting for this December meeting would have caused a 5-6 month delay for equipment required for operational use.

Committee were asked 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.

Cllr Ley asked whether there had been a period of time where the equipment was not working and, the Group Manager (TVFCS) advised that the refresh had provided new monitors albeit some of the older monitors have been kept running until the previous week. Area Manager (RBFRS) advised that the old equipment had been approximately 8 years old and the new monitors are all in place.

Councillor Ley went on to ask whether minimum contract times of 5 years was standard in the sector and the Area Manager (RBFRS) advised that the contract provides a call-off for maintenance and support and is more cost effective.

Chief Fire Officer (RBFRS) asked whether, in the spirit of expediting decisions, there is an option in the legal agreement to enable some decisions to be taken, such as this contract, to avoid having to come to committee for retrospective approval. The Director of Legal and Governance (BFRS) advised that within procurement rules, emergency is tightly constrained and, the question is whether the issue is genuinely urgent or, has become urgent through lack of planning. He went on to say that there is currently no provision for this within the agreement. Area Manager (RBFRS) advised that, in terms of governance, this contract would not normally have gone through the authority but has come forward purely due to the legal agreement that sits over the top which was put in place in 2015.

RESOLVED - that the Joint Committee noted the report.

RESOLVED - that a review of the legal agreement would be a future agenda item for a Members Workshop.

09. TVFCS MEMBERS WORKSHOP SUMMARY – 27 NOVEMBER 2023

Area Manager (OFRS) asked the committee to note the summary of the discussions that had taken place at the workshop held on 27th November 2023.

The workshop had discussed the recent replacement of the servers. 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. 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.

Area Manager (RBFRS) went on to say that 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.

Members had discussed the draft 24/25 Capex for profile proposal which, would enable the delivery of the ICCS replacement project.

The long-term forecast for the renewal account had been presented which, projects a balance for a complete system replacement at the end of the current contract in 2030. The Capex profile and the forecast was presented earlier in the meeting.

The workshop had heard about the Multi Agency Information Transfer (MAIT) national project which would 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. The 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. A paper will come to the March Joint Committee meeting detailing the two options available.

RESOLVED – Joint Committee noted the paper.

10. TVFCS PERFORMANCE REPORT Q1 AND Q2 2023/24

Area Manager (BFRS) advised the committee that they were reviewing the performance report for Q1 and Q2 using the new range of key performance indicators developed by the Joint Coordination Group. It was noted that the report contains different types of target and methods of comparison.

Of the 31 measures originally identified, 25 are currently reportable which is an increase from 11 reportable measures last year. Further work continues to develop the remaining 6 measures in future reports and the Joint Coordination Group will annually review the performance measures in accordance with the requirements of the Inter-Authority Agreement. The Committee were also asked to note that many indicators used within each measure represent change within the Service and do not always represent good or bad performance.

Area Manager (BFRS) appraised the Committee of the highlights within the report:

1. 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.

2. 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. 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.
4. 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.
5. 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.
6. The employee headcount has remained stable, and staff turnover has remained within our target.
7. Long term absence levels continue to remain within target, whereas short term absence levels have remained slightly higher than desired.
8. System uptime has been maintained at 100% despite a significant technical hardware refresh and server replacement.

Councillor Werner suggested that the performance figure for alerting fire stations stands out and asked whether there were any preliminary thoughts around this. Group Manager (TVFCS) advised that more data is required to fully analyse this measure; however, there are a number of factors and he highlighted staff turnover being higher than in previous years meaning that newer staff are less confident. He went on to say that the Service mostly strongly performs with building fires as they are easy to address whereas the call handlers have more difficulty with the more remote incidents and fire in the open where the caller has to describe where they are. The Group Manager (TVFCS) went on to say that we are trying to deploy our resources to the right time, place and things but we do get a lot of calls where we should not attend and this is not always clear straight away meaning that more questioning is required. In some cases, the callers just do not know who else to call and resort to calling the Fire Service. The Area Manager (BFRS) advised that there is no national benchmark; however, it is believed that the 90 seconds were introduced was linked to the RBFRS authority response standards and

he suggested that a discussion at a future workshop may be worthwhile to determine whether 90 seconds is the right target.

Councillor Ley asked how targets are set and the Area Manager (BFRS) advised that the Inter-Authority Agreement stipulates that the Joint Coordination Group set the targets based on the previous reporting meaning that they set realistic and challenging targets. He went on to say that this report has highlighted where further work is required.

The Group Manager (TVFCS) advised that national target setting has been raised national as all of the 40 Control Rooms are measuring in different way and the NFCC have been asked to provide a steer on what good looks like.

RESOLVED – the Joint Committee noted the TVFCS Q1 and Q2 Performance Monitoring Report for 2023/24.

11. FORWARD PLAN

RESOLVED – to add the following to the Forward Plan for March 2024:

- Ratification of Decisions made on 14th December 2023
- Appointment of Chair for Committee Year 2023/24
- MAIT – Multi Agency Incident Transfer

12. DATE OF NEXT MEETING

Monday 18th March 2024 – 2pm at Oxfordshire Fire and Rescue Service Headquarters, Sterling Road, Kidlington, Oxford, OX5 2DU.

(The meeting closed at 14:40pm)

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS Performance Monitoring Q3 Report 2023/24
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	18 March 2024
LEAD OFFICER	Assistant Chief Fire Officer 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 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 Q3 Performance Monitoring Report for 2023/24.

3. REPORT

- 3.1 This report demonstrates Service performance between April and December 2023, with 25 measures reported over the nine-month period.
- 3.2 A highlighted measure for Q3 is the high number of Service Desk tickets logged and a reduction in Service Desk response time during Q3, especially during December 2023. This is due to significant technical hardware upgrades within the control room over this period, which are linked to the delayed national Emergency Services Mobile Communications Project (ESMCP) in implementing the new Emergency Services Network (ESN).
- 3.3 The number of calls dealt with by the Service continues to average within ten percent of the previous five years.
- 3.4 The Service is not meeting its set targets for alerting fire stations within 90 seconds of receiving a 999 call, although performance has improved in Q3 relating to building fires. New measures will be introduced for 2024/25 to better understand mobilising performance.
- 3.5 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 94.7% during Q3, which is above the 92% target set by the Joint Coordination Group.
- 3.6 The average number of calls handled per FTE during Q3 has been 89.6. The monitor established for this measure is set against the expectations set out by the regional fire control project in 2004.
- 3.7 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 has been given on four occasions during Q3 bringing the total up to seven occasions so far this year.
- 3.8 The employee headcount has remained stable, and staff turnover has remained within our target. Long term absence levels continue to remain within target, whereas short term absence levels have remained slightly higher than desired.

Thames Valley Fire Control Service – Performance Monitoring Dashboard

Ref:	Public Safety	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%	G	G
PS1.4	Stations alerted within 90 seconds (all incidents excluding call challenge)	Quicker is better	Monthly	Target 80%		
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	R
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	G	G
PS1.12	Safeguarding interventions	Monitoring only	Monthly	Previous 5 year average	R	A
PS1.13	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	B	R

Ref:	Great Place to Work	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%	G	G
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	A	A
GP1.5	Employee experience	Higher is better	Two-yearly	Target 65%		
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%		
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	A	A
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	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%		
PV1.3	Compliments/Complaints	Monitoring only	Annually	Previous 3 year average		
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	R	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

Detailed measures by category:

Public Safety – Effectiveness

Ref: 1.1 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				B <10%
	2023	2789	3203	3746	3199	3354	3333	3660	3081	2936				G Within 10%
	Status	G	G	A	B	B	G	A	G	G				A >10%
														R >20%
Cumulative	Prev 5 year	2903	5912	9091	13374	17383	20640	23703	26641	29552	29552	29552	29552	What is good
	2023	2789	5992	9738	12937	16291	19624	23284	26365	29301				Within 10% of previous
	Status	G	G	G	G	G	G	G	G	G				five year average

Ref: 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%	B 93%-100%
	2023	96.31	96.96	94.14	94.87	95.95	96.43	94.01	94.65	95.64				G 92%-92.9%
	Status	B	B	B	B	B	B	B	B	B				A 91.9%-81%
														R 80.9%-0%
Cumulative	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	What is good
	2023	96.31	96.635	95.80	95.57	95.65	95.78	95.52	95.42	95.44				Higher is better
	Status	B	B	B	B	B	B	B	B	B				

Ref: 1.3 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%	B 98%-100%
	2023	98.14	98.88	97.20	96.94	98.39	98.65	96.94	96.89	97.72				G 97%-97.9%
	Status	B	B	G	A	B	B	A	A	G				A 96.9%-86%
														R 85.9%-0%
Cumulative	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	What is good
	2022	98.14	98.51	98.07	97.79	97.91	98.03	97.88	97.75	97.75				Higher is better
	Status	B	B	B	G	G	B	G	G	G				

Ref: 1.4 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%	B 81%-100%
	2022													G 80%-80.9%
	Status													A 79.9%-70%
														R 69.9%-0%
Cumulative	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	What is good
	2021	0	0	0	0	0	0	0	0	0	0	0	0	Higher is better
	Status													

Ref 1.5 - 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	B >61
	2023	77.5	88.97	104.05	88.86	93.17	92.58	101.67	85.58	81.56				G 61
	Status	B	B	B	B	B	B	B	B	B				A 60-50
														R <49
Cumulative	Target													What is good
	2022	77.5	83.24	90.17	89.85	90.51	90.86	92.40	91.55	90.44				Monitor
	Status	B	B	B	B	B	B	B	B	B				

Ref: 1.6 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%	B 86%-100%
	2023	74%	78%	71%	73%	73%	78%	70%	76%	73%				G 85%-85.9%
	Status	R	A	R	R	R	A	R	A	A				A 84.9%-75%
														R 74.9%-65%
Cumulative	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	What is good
	2023	74%	76%	74%	74%	74%	75%	74%	74%	74%				Higher is better
	Status	R	A	R	R	R	A	R	R	R				

Ref: 1.7 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%	B	76%-100%
	2023	67%	66%	64%	61%	62%	64%	64%	58%	62%				G	75%-75.9%
	Status	A	A	R	R	R	R	R	R	R				A	74.9%-65%
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%		
	2023	67%	67%	66%	65%	64%	64%	64%	63%	63%					
	Status	A	A	A	A	R	R	R	R	R					
What is good															
Higher is better															

Ref: 1.8 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%	B	76%-100%
	2023	55%	57%	56%	50%	58%	54%	55%	45%	60%				G	75%-75.9%
	Status	R	R	R	R	R	R	R	R	R				A	74.9%-65%
Cumulative	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%		
	2023	55%	56%	56%	55%	55%	55%	55%	54%	54%					
	Status	R	R	R	R	R	R	R	R	R					
What is good															
Higher is better															

Ref: 1.9 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%	B	61%-100%
	2023	56%	64%	45%	57%	53%	49%	45%	37%	48%				G	60%-60.9%
	Status	A	B	R	A	A	R	R	R	R				A	59.9%-50%
Cumulative	Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%		
	2023	56%	60%	55%	56%	55%	54%	53%	51%	50%					
	Status	A	G	A	A	A	A	A	A	A					
What is good															
Higher is better															

Ref: 1.10 Challenged calls resulting in no requirement to attend

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year													B	
	2023													G	
	Status													A	
Cumulative	Prev 5 year													R	
	2023														
	Status														
What is good															
Monitor															

Ref: 1.11 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	2	0	2				G	1-3
	Status	G	B	B	G	G	B	G	B	G				A	4-5
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	R	>5
	2023	1	1	1	1	3	3	5	5	7					
	Status	G	G	G	G	G	G	G	G	G					
What is good															
Monitor															

Ref: 1.12 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	9	13	13				B	<10%
	2023	11	21	15	11	11	7	8	23	18				G	Within 10%
	Status	A	R	R	A	A	B	B	R	R				A	>10%
Cumulative	Prev 5 year	9	20	29	42	51	63	72	85	98				R	>20%
	2023	11	32	47	58	69	76	84	107	125					
	Status	A	R	R	R	R	A	A	R	A					
What is good															
Monitor															

Ref: 1.13 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				B	<10%
	2023	10	15	23	19	13	9	15	17	11				G	Within 10%
	Status	G	R	R	R	G	B	A	G	B				A	>10%
Cumulative	Prev 5 year	11	16	25	34	47	62	75	90	104				R	>20%
	2023	10	25	48	67	80	89	104	121	132					
	Status	G	R	R	R	R	R	R	R	R					
What is good															
Monitor															

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	B	>100%
	2023	40.13	39.6	39.5	39.6	38.06	41.06	41.06	41.06	41.06			G	>94.9%
	Status	B	B	B	B	G	B	B	B	B			A	<95%
Cumulative	Target	39	39	39	39	39	39	39	39	39	39	39		
	2023	40.13	39.87	39.74	39.708	39.38	39.66	39.859	40.009	40.13				What is good
	Status	B	B	B	B	B	B	B	B	B				Nearest target

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%	B	
	2023	0	0	0	2.50%	2.50%	0	0	0				G	<1%
	Status	G	G	G	A	A	G	G	G	G			A	1.1%-2.5%
Cumulative	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%		
	2023	0	0	0	0.63%	1.00%	0.83%	0.71%	0.63%	0.56%				What is good
	Status	G	G	G	G	G	G	G	G	G				Lower is better

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%	B	<1%
	2023	0	2.98%	0	2.65%	1.90%	0	2.56%	2.40%	4.95%			G	1.1%-3%
	Status	B	G	B	G	G	B	G	G	A			A	3.1%-10%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%		
	2023	0	1.49%	0.99%	1.41%	1.51%	1.26%	1.44%	1.56%	1.94%				What is good
	Status	B	G	B	G	G	G	G	G	G				Lower is better

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%	B	<1%
	2023	5.88%	0.50%	3.15%	4.47%	3.10%	1.76%	4.15%	3.03%	3.67%			G	1.1%-3%
	Status	A	B	A	A	A	G	A	A	A			A	3.1%-10%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%		
	2023	5.88%	3.19%	3.18%	3.50%	3.42%	3.14%	3.29%	3.26%	3.30%				What is good
	Status	A	A	A	A	A	A	A	A	A				Lower is better

Ref: GP1.5 Employee Experience

	2022	2024	2026											
Target	65%	65%	65%										B	>65%
Actual													G	55%-65%
Status													A	45%-55%
													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								
Target	95%	95%	95%	95%	95%	95%							B	>95%
Actual		78.38%	100%	100%	100%								G	85%-95%
Status		A	B	B	B								A	65%-84%
													R	<65%
														What is good
														Higher is better

[illegible][illegible]

		Q1	Q2	Q3	Q4									B	
Monthly	Prev 3 year	0.3	0	0										G	<1
	2023	1	0	1										A	1
	Status	A	G	A										R	>1
Cumulative	Prev 3 year	0.3	0	0										What is good	
	2023	1	1	2										Lower is better	
	Status	A	G	A											

[illegible]

		Q1	Q2	Q3	Q4									B	
Monthly	Prev 3 year	0	0	0										G	<1
	2023	0	0	0										A	1
	Status	G	G	G										R	>1
Cumulative	Prev 3 year	0	0	0										What is good	
	2023	0	0	0										Lower is better	
	Status	G	G	G											

[illegible]

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	95	100	93			
Status	B	R	R	B	B	R	R	B	R			
Cumulative												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2023	100	97.62	95.63	96.73	97.38	96.99	96.7	97.11	96.66			
Status	B	A	R	A	A	A	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												
Prev 3 year												
2023	9	21	24	29	19	20	22	17	29			
Status	B	A	A	A	A	A	A	A	R			
Cumulative												
Target												
2023	9	30	54	83	102	122	144	161	190			
Status	B	G	A	A	A	A	A	A	A			

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

What is good
Monitor

PV.1.1.6- System Uptime

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	100%
	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	G	> 97.9%
	2023	100	100	100	100	100	100	100	100	100				A	> 95.9%
	Status	B	B	B	B	B	B	B	B	B				R	< 96%
Cumulative															
	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is good	
	2022	100	100	100	100	100	100	100	100	100				Higher is better	
	Status	B	B	B	B	B	B	B	B	B					

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/tvfc-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 Assistant Chief Fire Officer Simon Tuffley stuffley@bucksfire.gov.uk
07766781389

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS Q3 BUDGET OUTTURN 2023/24
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	18 MARCH 2024
LEAD OFFICER	IRENE KEMA ONYERI RBFRS DEPUTY HEAD OF FINANCE & PROCUREMENT
EXEMPT INFORMATION	NONE
ACTION	NOTE

1. **EXECUTIVE SUMMARY**

- 1.1 To provide Joint Committee with the 2023/24 Q3 revenue budget outturn position for TVFCS.

2. **RECOMMENDATION**

- 2.1 That Joint Committee NOTE the Q3 budget outturn position for 2023/24 as detailed in Appendix A.

3. **REPORT**

Commentary on Revenue Outturn

- 3.1 The budget provision for TVFCS for 2023/24 agreed at the Joint Committee meeting in December 2022 was £2,639,306 with a contingency allocation of £150,000 available if required. The Q3 Forecast outturn for the year was £2,694,284, a variance of 2.08%. Appendix A provides an in-depth review of the in-year performance across all areas.
- 3.2 The pay awards have been higher than anticipated and has contributed to the higher salary costs and associated payments. 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%.

- 3.3 In addition, the costs associated with the new Watch Manager (WM) position, approved in June/July 2023, have impacted our budget. While this addition is essential for our operations, it has led to increased expenses. Rising prices for travel and accommodation, coupled with a new requirement for staff to attend nationally mandated training on responding to terrorist threats, have led to increased travel and subsistence costs.
- 3.4 Additionally, there is an overspend on training costs due to a 'one-off' requirement related to managing neurodiversity in the Control room environment.
- 3.5 DS3000 maintenance and support. – The original budget set was based on an estimated cost ahead of a contract award. The final cost was slightly lower.
- 3.6 Unicorn Network – This budget was set based on previous bills and contains a usage charge which can vary. Actual invoices received have been lower than anticipated, hence the variance here.

Commentary on Capital Outturn

- 3.7 A few complicating factors delayed the commencement of the Vision mobilizing system hardware refresh. This meant the tech refresh project did not start until Q4 2022/23 when the initial payments were made. The final payments were paid in Q3 of 2023/24, amounting to £284,000, including project management costs.
- 3.8 The total Capex Profile for 2023/24 is £181,500, as shown in **Appendix B**. This includes provision for replacement of the voice recording system at circa £90,000. This will not now be delivered in 2023/24 as it will be included in the ICCS hardware replacement due to be delivered in 2024/25.
- 3.9 In addition, the 2023/24 profile set aside an estimated figure of £50,000 for replacement of a video monitoring system. The actual cost was £72,351.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 4.1 This report complies with our statutory duty to collaborate.

5. FINANCIAL IMPLICATIONS

- 5.1 The current Q3 Forecast overspend is £54,978.
- 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 3.7 – 3.9 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 2023/24 budget set and subsequent in year performance complies with statutory regulations.

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 There were some training costs incurred for a 'one-off' requirement related to managing neurodiversity in the Control room environment.

8. RISK IMPLICATIONS

- 8.1 Financial performance is scrutinized 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 quarterly 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 Jim Powell, Area Manager Collaboration and Policy, RBFRS
- 10.4 Lead Finance contact at each respective partner.

11. BACKGROUND PAPERS

- 11.1 TVFCS budget setting paper 2023/24, Joint Committee, 15 December 2022

12. APPENDIXES

- 12.1 Appendix A: Outturn Statement 2023/24
- 12.2 Appendix B: Capital Expenditure 2023/24

13. CONTACT DETAILS

- 13.1 Irene Kema Onyeri, Deputy Head of Finance and Procurement, RBFRS

APPENDIX A - TVFCS Budget Monitoring 2023/24 - Position as at 31 December 2023					
	Total Annual Budget	Actual Expenditure To 31 December 2023	Forecast Outturn at Year End	Variance= Forecast Year End Outturn - Annual Budget	Variance %
Staff					
Employment Costs	1,915,360	1,475,049	1,973,421	58,061	3.03%
Mileage and Subsistence	5,572	5,242	6,558	986	17.70%
Uniform allowances	0	0	0	0	0.00%
Training	1,000	1,457	1,457	457	45.70%
Recruitment	1,400	36	1,400	0	0.00%
Sub Total	1,923,332	1,481,784	1,982,836	59,504	3.09%
Corporate					
Facilities	138,147	103,610	138,147	0	0.00%
Finance	25,336	19,002	25,336	0	0.00%
HR	95,070	71,303	95,070	0	0.00%
ICT	101,734	76,301	101,734	0	0.00%
Liability and Equipment Insurance	11,880	8,910	11,880	0	0.00%
Management	21,562	16,172	21,562	0	0.00%
Sub Total	393,729	295,298	393,729	-	0.00%
Other					
Prof Services & General Equipment Purchase	4,800	3,591	4,800	0	0.00%
OFRS Costs (Includes Secondary Control Airwave Rental)	48,634	0	48,634	0	0.00%
Contingency Call Handling Provision	6,210	2,884	6,210	0	0.00%
TVFCS Alarm Receiving Centre Income	-12,285	-12,474	-12,285	0	0.00%
Sub Total	47,359	-5,999	47,359	0	0.00%
Technology					
Vision System (maint)	83,506	63,258	83,506	0	0.00%
DS3000 (for primary and secondary) ICCS	101,775	74,661	98,708	-3,067	-3.01%
Charges for Unicorn network and telephony rental	46,454	27,273	44,995	-1,459	-3.14%
Software Maintenance	834	835	834	0	0.00%
ESEC Calcot (999 caller location)	9,000	6,750	9,000	0	0.00%
Smart services to switch 999 lines to secondary control/ elsew here	17,000	0	17,000	0	0.00%
Airwave rental (SANI ,B) (Primary,secondary) (7+8) + Handheld Radios (+3)	16,317	0	16,317	0	0.00%
Sub Total	274,886	172,777	270,360	-4,526	-1.65%
Total Budgeted Expenditure	2,639,306	1,943,860	2,694,284	54,978	2.08%

Authority	Total Annual Budget	Actual Expenditure To 31 December 2023	Forecast Outturn at Year End	Variance= Forecast Year End Outturn - Annual Budget	Variance %	2023/24 Cost Apportionment Percentages
RBFRS	976,544	719,228	996,885	20,342	2.08%	37.0%
OXFRS	744,284	548,169	759,788	15,504	2.08%	28.2%
BFRS	918,478	676,463	937,611	19,132	2.08%	34.8%
TOTAL	2,639,306	1,943,860	2,694,284	54,978		100.0%

Appendix B

Thames Valley Capital Expenditure Programme 2023/24

Item	£
Annual Profiled Capex	165,000
Contingency	16,500
Total	181,500
Year-to-date Spend	-72,351
Remaining Budget	109,149

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	MULTI- AGENCY INCIDENT TRANSFER (MAIT) ADOPTION
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	18 MARCH 2024
LEAD OFFICER	AREA MANAGER JIM POWELL
EXEMPT INFORMATION	NONE
ACTION	FOR DECISION

1. **EXECUTIVE SUMMARY**

- 1.1 Multi-Agency Incident Transfer (MAIT) is an interface that provides emergency services with a robust, fast and secure messaging solution to allow information sharing between emergency services and other agencies.
- 1.2 It was highlighted in the Grenfell Tower Inquiry Phase 1 report that communication between emergency services could have been improved during this event, with each service declaring a Major Incident at different times, without that information being shared across blue light services. The report recommended several changes to ensure better communication in the future
- 1.3 An NFCC procurement process for MAIT resulted in a contract being awarded to the AVR Group in the summer of 2023, creating a framework for FRS to utilise in adopting MAIT.
- 1.4 Home Office funding is available for the first 2 years running costs, but FRS bear the cost of delivering the service into control rooms.

- 1.5 This paper seeks approval to enter into the contract with AVR

2. **RECOMMENDATION**

- 2.1 To **AGREE** the contract between Royal Berkshire Fire Authority (RBFA) and AVR Group Ltd for the supply and support of MAIT 'hub' services in TVFCS to commence in 24/25 at a cost of no more than £25,000 for years 3 and 4 of the contract.
- 2.2 To **NOTE** initial implementation costs will be recovered through TVFCS revenue recharges aligned to the stipulations of the Inter-Authority Agreement.

3. **REPORT**

- 3.1 In 2016 the British Association of Public Safety Communications Officials (BAPCO) worked alongside the Cabinet Office, emergency services and commercial organisations to 'develop a common standard for the sharing of incident information between control rooms'.
- 3.2 This resulted in MAIT, an interface that provides emergency services with a robust, fast and secure messaging solution to allow information sharing between emergency services and other agencies. The MAIT Hub enables the transfer of incident data between disparate command and control systems used by Category 1 emergency responders with the option of transferring relevant information to Category 2 responders.
- 3.3 Fire control personnel currently rely on using telephone, radio and email to share incident-related information between other agencies, including other fire control rooms. This can be time-consuming and reduces the capacity of fire control personnel to manage further calls.
- 3.4 It was highlighted in the Grenfell Tower Inquiry Phase 1 report that communication between emergency services could have been improved during this event, with each service declaring a Major Incident at different times, without that information being shared across blue light services. The report recommended several changes to ensure better communication in the future.
- 3.5 Recommendation 33.16 of the Grenfell Tower Inquiry Phase 1 report states 'that steps be taken to investigate methods by which assisting control rooms can obtain access to the information available in the host control room'.

- 3.6 Recommendation 33.31 of the Grenfell Tower Inquiry Phase 1 report states 'that each emergency service must communicate the declaration of a Major Incident to all other Category 1 responders as soon as possible'.
- 3.7 Interim solutions have since been implemented, including national and regional talk groups that aid the sharing of incident information and situational awareness, and emergency call distribution plans (Operation Willow Beck) that help reduce call waiting times during periods of increased demand. While these methods have been successful, there remains a risk of delay in incident information being relayed between emergency control rooms which the implementation of MAIT will mitigate.
- 3.8 The MAIT solution is an electronic method of communication, offering a way for emergency services to pass incident details securely, and to standardise and automate the flow of information. The aim is to enable interoperability between different systems and to facilitate information exchange between fire control rooms and other agencies. This will mean that relevant information is directed to the correct stakeholders in a timely and secure manner.
- 3.9 By adopting MAIT, fire and rescue services will meet recommendation 33.16; and access to the MAIT hub will enable fire and rescue services to meet recommendation 33.31.
- 3.10 The MAIT Hub allows any number of agencies to pass incidents electronically between one or more agencies at the same time (see figure 1):

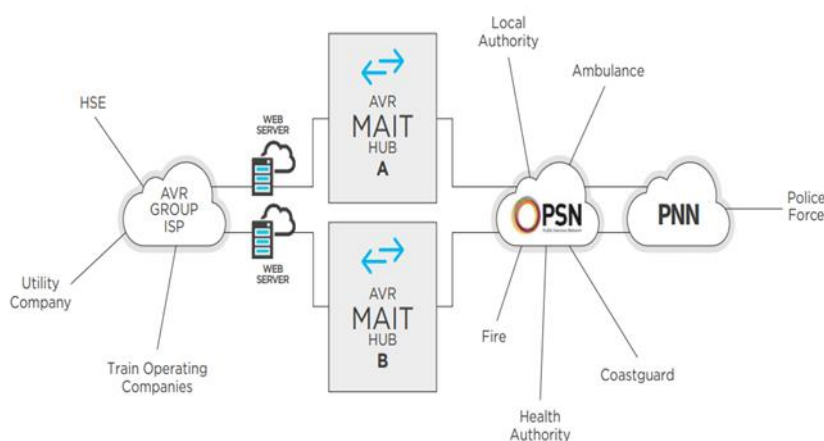


Figure 1

- 3.11 An NFCC procurement process for MAIT resulted in the contract being awarded to the AVR Group in the summer of 2023. The AVR Hub operates as a managed cloud service hosted in secure UK centres with resilient connectivity to ensure reliable and secure communications.

- 3.12 The NFCC and Home Office Project Team will support fire and rescue services in England to adopt MAIT.
- 3.13 A national procurement process for MAIT resulted in the contract being awarded to the AVR Group. The framework agreement will enable English fire and rescue services to adopt the technology.
- 3.14 The call off contract is initially for 4 years with an option to extend by a further 4 years. A section 31 grant is available which will cover initial implementation costs and annual subscription costs for a 2-year period.
- 3.15 Blue Light Commercial will manage the contract on behalf of the NFCC.
- 3.16 The AVR Group offers fire and rescue services two options for accessing MAIT:

MAIT Web

- 3.17 This solution is an application that will be loaded onto the 'admin' network within the fire control room. It will be displayed on either an 'admin' screen or on the mobilising and communication system screen, dependent on local infrastructure.
- 3.18 The benefits of this solution are that it will be easy to install and will not need expensive integration work to be carried out on the mobilising and communication system, meaning a faster and more cost-effective delivery to fire controls.
- 3.19 The downsides to this solution are that it will require more input from fire control personnel to both send and receive incident data, due to the need to re-type the information from one system to another.

MAIT Integrated

- 3.20 This solution is fully integrated into the mobilising and communication system. It will enable incident related information to be sent directly to and from the system.
- 3.21 The benefits of this solution are that fire control will have minimal additional re-typing compared to MAIT Web
- 3.22 The downsides to this solution are that it would require mobilising and communication systems to be upgraded by our current supplier NEC Software Solutions (NECSWS, formerly SSS Public Safety Ltd). Early engagement with NECSWS indicated that this could be cost prohibitive in the near term and the work required to achieve this could significantly delay adoption of MAIT.
- 3.23 Therefore, at this current time TVFCS Senior Responsible Officers (SRO's) are recommending TVFCS adopt the MAIT Web option to enable a simplified, timely

and less expensive means of adopting and using MAIT, making use of the available funding. SRO's will review the use of MAIT and make future recommendations on when and how TVFCS may want to consider integrating MAIT into the command and control system, noting that at a strategic level the NFFC direction will be for all FRS to eventually be using MAIT as an integrated service.

4. **COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT**

4.1 This report complies with the TVFCS Inter Authority Agreement.

5. **FINANCIAL IMPLICATIONS**

5.1 The costs of adopting MAIT web are as follows (see Figure 2):

MAIT Web Browser - based on 1 single MAIT connection into an FRS	Year 1	Year 2	Year 3	Year 4
Solution / Service Implementation	£3,060	N/A	N/A	N/A
Annual subscription (including hosting, messaging, storage, standard support and maintenance, out of hours support)	£10,260	£10,260**	£10,260**	£10,260**
TOTAL	£13,320	£10,260**	£10,260**	£10,260**
Home Office Funding	Yes	Yes	No	No
**Potential CPI increase up to 3%				

Figure 2

5.2 This means that TVFCS would be able to draw down £23,580 of the Home Office funding to cover the first two years of the contract. This would create a revenue pressure in years 3 and 4 of the contract of circa £10.4k p.a. (noting the likely CPI related increases), currently less than 0.5% of the 24/25 revenue budget [p.a.] Per partner, using the current Cost Apportionment Model, this would approximately add an additional cost of - BMKFRA £3.6k, OCC £3k and RBFA £3.8k - each year.

5.3 The cost of bringing the MAIT hub service into the control environment is borne by each FRS. In terms of TVFCS, the RBFRS ICT team would provide this service at an expected cost of circa £2-3k, which would be reflected in a minimal increase in the recharges for the 25/26 TVFCS revenue budget.

6. **LEGAL IMPLICATIONS**

6.1 TVFCS Inter Authority Agreement (IAA), 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, however an impact assessment will be carried out prior to the implementation.

8. RISK IMPLICATIONS

- 8.1 The risk of not adopting MAIT is that TVFCS, and subsequently TVFRS, would not be able to meet the Grenfell Tower inquiry recommendations. In practice this means that during any significant event the flow of information may be compromised by operator capacity and issues with voice transfer that could impede the swift and effective resolution of emergencies, impacting on community and firefighter safety.

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 None

12. APPENDICES

- 12.1 None

13. CONTACT DETAILS

- 13.1 Jim Powell powellj@rbfrs.co.uk 07774215664

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	PROJECT SUPPORT ROLE UPDATE
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	19 MARCH 2024
LEAD OFFICER	AREA MANAGER TOM BRANDON
EXEMPT INFORMATION	NONE
ACTION	DECISION

1. **EXECUTIVE SUMMARY**

This paper provides a summary of the work that has been delivered since September 2023 when the fixed-term, project support officer role was initiated.

The role was intended to allow TVFCS to progress change/project-based work that was not achievable with the resources available within the normal establishment, due to the demands of business as usual.

2. **RECOMMENDATION**

That the TVFCS Joint Committee:

- 2.1 **NOTE the content below, and verbal update from Simon Harris on the progress that has been made since the appointment of a project support officer on a two-year temporary contract.**

3. **REPORT**

- 3.1 At the March 2023 meeting of the Joint Committee, officers made members aware of a capacity issue in TVFCS which was inhibiting the ability to make meaningful organisational change. This was inhibiting the ability to adopt the

newly introduced National Operational Guidance for Control, align TVFCS with the newly publish Fire Control Standards and to effectively resource and manage other high priority work, including the TVFCS Command & Control system hardware refresh and the project to migrate TVFCS from the legacy Airwave 'SAN H' interface to its replacement, DCS.

- 3.2 Committee members directed the members of the Joint Coordination Group to seek agreement to recruit an additional resource from their respective senior leadership teams (SLT's) as this was an operational matter.
- 3.3 Agreement was reached with all SLT's by the end of June 2023 to recruit a Watch Manager to deliver projects and organisational change within TVFCS on a two-year, fixed-term contract.
- 3.4 Selection for this role took place in July 2023, with the successful candidate starting in the new role during the first week of September 2023, in time to assist with the implementation of the Command & Control system hardware refresh.
- 3.5 Since WM Nay's appointment, TVFCS have begun to make progress against multiple workplans that had stalled. These include:
 - 3.6 Adoption of National Operational Guidance (NOG) – several NOG-compliant training packages will be available by the end of March.
 - 3.7 Migration of TVFCS from its legacy administrative IT platform to a new SharePoint environment, with the introduction of automated workflows to improve organisational efficiency and the experience of TVFCS staff.
 - 3.8 The delivery of significant elements of the recruit induction course, which previously had required the TVFCS Training Manager to be fully committed for 6 weeks.
 - 3.9 The introduction of a technical platform for the tracking and management of Operational learning and assurance submissions.
 - 3.10 Delivering training to Control room staff relating to the new technology and systems introduced.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

- 4.1 This paper complies with the partnership agreement.

5. FINANCIAL IMPLICATIONS

- 5.1 The current fixed-term role is being funded through CFO discretionary funding but a decision about increasing the establishment or extending the contract may be required at the December Joint Committee meeting.

6. LEGAL IMPLICATIONS

- 6.1 None identified

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 None identified

8. RISK IMPLICATIONS

- 8.1 The additional resource covered in this report is a control measure for some of the chronic risks within the risk register. The expectation is that we will see a reduction in risk scoring as a result of the control measure being introduced.

10. PRINCIPAL CONSULTATION

- 10.1 TVFC 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
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TVFC Forward Plan

ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
Appointment of Chairman and Vice Chairman for 2024/25	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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