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THAMES VALLEY FIRE CONTROL SERVICE JOINT COMMITTEE



Thames Valley Fire Control Service Joint Committee Meeting

Monday, 8th July, 2024 at 2.00 pm

**RBFRS Headquarters, Newsham Court, Pincent's Kiln, Calcot,
Reading RG31 7SD**

AGENDA

	Item	Page No.
1.	Appointment of Chair for 2024/25	
2.	Appointment of Vice-Chair for 2024/25	
3.	Apologies	
4.	Introductions (including changes of membership, if any)	
5.	Declarations of Interest	
6.	Minutes and recorded actions of the last meeting held on Monday, 18 March 2024	(Pages 5 - 12)
7.	Questions from Members (written questions)	
8.	Matters Arising	
9.	Questions Submitted Under Standing Order 9.5 (questions from members of the public)	
10.	Annual Report 2023/24	(Pages 13 - 18)

	Item	Start time
	Purpose: To note the annual report.	
11.	TVFCS Budget Outturn 2023/24 Purpose: To note the revenue outturn position, capital outturn and TVFCS Renewal Fund year-end position.	(Pages 19 - 28)
12.	TVFCS Cost Apportionment Model Purpose: To note the revised cost apportionment figures, which will be applied to the TVFCS 2025/26, 2026/27 and 2027/28 Revenue budgets.	(Pages 29 - 36)
13.	TVFCS Performance Monitoring Q4 Annual Report 2023/24 Purpose: To note TVFCS Q4 Annual Performance Monitoring Report for 2023/24.	(Pages 37 - 46)
14.	Forward Plan	(Pages 47 - 48)
15.	Date of Next Meeting Members / Officers Workshop – Wednesday 18 September 2024, 11am at RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD. Thursday 12 December 2024, 2pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.	

Joint Committee Terms of Reference

1. REMIT AND OBJECTIVES OF THE JOINT COMMITTEE

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

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Thames Valley Fire Control Service Joint Committee Meeting

Monday 18th March 2024 at Oxfordshire Fire and Rescue Service (OFRS) Headquarters,
Sterling Road, Kidlington, Oxford, OX5 2DU

Minutes

Present: Councillor Nathan Ley, Oxfordshire County Council
Councillor Neil Fawcett, Oxfordshire County Council
Councillor Matthew Walsh, Buckinghamshire & Milton Keynes Fire Authority
Councillor Peter Frewer, Royal Berkshire Fire Authority

In Attendance: Rob McDougall, Chief Fire Officer (OFRS)
Wayne Bowcock, Chief Fire Officer (RBFRS)
Louise Harrison, Chief Fire Officer and Chief Executive Officer (BFRS)
Tom Brandon, Area Manager – Senior Responsible Officer (OFRS)
Graham Britten, Director of Legal and Governance (BFRS)
Simon Tuffley, Asst Chief Fire Officer – Senior Responsible Officer (BFRS)
Jim Powell, Area Manager - Senior Responsible Officer (RBFRS)
Simon Harris, Group Manager (TVFCS)
Irene Kema Onyeri, Deputy Finance and Procurement Officer (RBFRS)
Fayth Rowe, Democratic Support Lead (RBFRS)
Chris Barefield, Personal Assistant/Committee Administrator (OFRS)

01. INTRODUCTION

Graham Britten advised the committee that, due to the last meeting not being a quorate, the committee would need to re-appoint Cllr Nathan Ley as the Chair for this committee year as the first item.

Councillor Fawcett proposed and Councillor Walsh seconded the proposal.

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

02. APOLOGIES

Councillor Simon Werner, Royal Berkshire Fire Authority
Councillor Simon Rouse, Buckinghamshire & Milton Keynes Fire Authority
Conor Byrne, Head of Finance and Procurement (RBFRS)

03. INTRODUCTIONS

Due to some new members being present, introductions were made.

04. DECLARATIONS OF INTEREST

There were no declarations of interest received.

**05. MINUTES AND MATTERS ARISING OF THE LAST MEETING
HELD ON 14 DECEMBER 2023**

RESOLVED – that the minutes of the meeting on 14 December 2023 were an accurate record and signed by the Chairman.

**06. RATIFICATION OF DECISIONS MADE AT THE MEETING ON 14
DECEMBER 2023 – TO AGREE**

RESOLVED – that the Joint Committee approved the decisions made at the meeting on 14 December 2023.

07. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

None received.

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

None received.

09. PERFORMANCE REPORT Q3 2023/2024 – TO NOTE

The Assistant Chief Fire Officer (BFRS) presented the Performance Report Q3 2023/2024.

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

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).

The number of calls dealt with by the Service continues to average within ten percent of the previous five years.

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.

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.

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.

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.

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.

Councillor Ley highlighted the increasing trend of threats to arson and safeguarding referrals. Chief Fire Officer (RBFRS) advised that the safeguarding arrangements in the last 2-3 years has seen a 400% increase. He went on to say that our ability to respond and, organisational training and referring internally along with the confidence for partners to respond has contributed to an increase. Area Manager (RBFRS) advised that the trends are increasing and there is some linkage to serious organised crime. As a service this is being understood better but is indicative to how society is behaving. Due to TVFCS we can deploy the resources quickly.

RESOLVED – that Joint Committee noted the TVFCS Q3 Performance Report for 2023/24.

10. TVFCS Q3 BUDGET OUTTURN 2023/2024 – TO AGREE

The Deputy Head of Finance and Procurement (RBFRS) providing the Joint Committee with the 2023/24 Q3 revenue budget outturn position for TVFCS.

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%.

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, a provision of 5% had been made for the 2022 pay award but this turned out to be 7%.

In addition, the costs associated with the new Watch Manager (WM) position, approved in June/July 2023, have impacted the budget. While this addition is essential for 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. Additionally, there is an overspend on training costs due to a 'one-off' requirement related to managing neurodiversity in the Control room environment.

The original budget set for DS3000 maintenance and support was based on an estimated cost ahead of a contract award. The final cost was slightly lower. The budget for the Unicorn Network 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.

With reference to Capital Outturn, a few complicating factors delayed the commencement of the Vision mobilizing system hardware refresh. This has 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. The total Capex Profile for 2023/24 is £181,500 and 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.

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.

Councillor Ley asked whether the forecast overspend of £54,978 would be reduced over the next quarter. The Group Manager (TVFCS) advised that the final overspend may be slightly higher; however, this is accounted for by salary costs which TVFCS do not have control over. It is hoped that the forecasted 5% for the next pay award will be closer to the final agreement.

RESOLVED - that the Joint Committee noted the report.

11. MAIT – MULTI AGENCY INCIDENT TRANSFER – FOR DECISION

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. The Grenfell Tower Inquiry Phase 1 report had highlighted 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. Home Office funding is available for the first two years running costs, but FRS bear the cost of delivering the service in to control rooms.

The Area Manager (RBFRS) advised that any contractual decision has to be an authority decision and was why the paper had been brought to Joint Committee. This item seeks Committee approval to enter into a contract with AVR.

Councillor Walsh stated this is a great advancement and, the integrated system is better than the current arrangements; however, he asked realistically when TVFCS would be able to head towards this. Area Manager (RBFRS) stated that we are tied to the 2028 timeline as entering a contract now, would cost circa 6 figures which is a significant amount. He went on to say that the hope is that, when the sector starts to take on this web version as more suppliers come online, the market will bring the price down. In addition, the Area Manager (RBFRS) advised that there is a national project to look at governance arrangements.

The Area Manager (RBFRS) added that the hope is, that within the lifetime of this contract (4 years) a request will come back to Joint Committee to seek approval to move to the new integrated system.

RESOLVED – that Joint Committee agreed the contract between RBFRS and AVR Group Ltd for the supply and support of MAIT ‘hub’ services in TVFCS to commence in 2024/25 at a cost of no more than £25,000 for years 3 and 4 of the contract.

RESOLVED – that Joint Committee noted that the initial implementation costs will be recovered through TVFCS revenue recharges aligned to the stipulations of the Inter-Authority Agreement.

12. PROJECT SUPPORT ROLE UPDATE – TO NOTE

In March 2023, Joint Committee were made aware of a capacity issue in the TVFCS which was inhibiting the ability to make meaningful organisational change outside of BAU, including MAIT, introducing National Operational Guidance, aligning to newly published Fire Control Standards etc. In addition, there had been some technical issues with the old hardware and, a number of significant events such as the summer heatwave, Death of a Senior Figure etc

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which had impacted. An agreement was made to recruit an additional resource at Watch Manager level to deliver projects and organisational change on a two-year, fixed-term contract.

An existing member of TVFCS was recruited to the role bringing with the knowledge closer to alignment with National Operational Guidance and credibility as staff have been able to see work being progressed by someone they trust and know well.

Committee were asked to note the progress that has been made since the appointment of a Project Support Officer.

Councillor Ley asked The Group Manager (TVFCS) what he would like to see happen with this role as it is currently a fixed-term position. The Group Manager (TVFCS) advised that the post is in place until September 2025 which will enable the postholder to achieve quite a few of the work issues; however, at that stage a project will have commenced for the hardware refresh in 2028 as it takes 2-3 years to complete. In addition, The Group Manager (TVFCS) advised that we do not have sight of what other changes may come. Ultimately, The Group Manager (TVFCS) and the SROs for the three services would like to retain this post on a longer-term basis.

Chief Fire Officer (OFRS) clarified that whilst, the fixed-term post had been funded through the CFO discretionary fund, the money contained within that fund does come from existing service budgets so although the cost is shared, it does create a pressure on their internal revenue budget. Chief Fire Officer (OFRS) went on say that we do need to be cautious around future spend as difficult budget discussions are having to take place internally.

The Area Manager (RBFRS) accepted the point made by the Chief Fire Officer (OFRS). He went on to say that the reason for bringing the update to committee, was to highlight the huge difference the post had made as the TVFCS had been carrying several risks. In addition, the post does help with succession planning as it enables staff members to have exposure to the more technical elements of TVFCS in terms of project management etc.

RESOLVED – that the Joint Committee noted the content and verbal update on the Project Support Role.

13. CONFIRMATION OF 2024/2025 MEETING DATES

- Monday 8th July 2024 – 2pm – *Joint Committee*
- Wednesday 18th September 2024 – 11am – *Members Workshop*
- Thursday 12th December 2024 – 2pm - *Joint Committee*
- Monday 17th March 2024 – 2pm - *Joint Committee*

RESOLVED – that the meeting dates were noted by all present.

14. FORWARD PLAN

RESOLVED – that the forward plan was noted and, no additions made.

15. DATE OF NEXT MEETING

Monday 8th July 2024 – 2pm at Royal Berkshire Fire and Rescue Service (RBFRS) Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.

(The meeting closed at 14:40pm)

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	ANNUAL REPORT 2023/24
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	8TH JULY 2024
LEAD OFFICER	AREA MANAGER JIM POWELL
EXEMPT INFORMATION	NONE
ACTION	TO NOTE

1. **EXECUTIVE SUMMARY**

- 1.1 To provide a high-level summary of Thames Valley Fire Control (TVFCS) activity during the year 2023/24.

2. **RECOMMENDATION**

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

3. **REPORT**

- 3.1 An annual report is produced each year by the outgoing Chairman of the TVFCS Joint Committee. In 2023/24 this was Councillor Nathan Ley (OCC).
- 3.2 This report will provide a high-level overview of control room activity and any progress made in relation to service plans and performance, including a look at staffing and a summary of the financial position at year end. Finally, it will provide a look forward to 2024/25 and the key areas of work required to continue making improvements to TVFCS on behalf of the three Thames Valley Fire and Rescue Services (FRS).
- 3.3 TVFCS continues to be the flagship of collaboration in the region since going live in April 2015. The control centre handles calls and mobilises resources for the three Thames Valley FRS.
- 3.4 Governance of TVFCS is undertaken by elected members, two from each contributing authority, who form the TVFCS Joint Committee. Senior

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Responsible Officers (SRO) from each TV FRS form the Joint Coordinating Group (JCG) and support the control manager to monitor and manage performance, reporting into the Joint Committee.

- 3.5 The service utilises a single employer model with a single mobilising system, which has delivered significant cost efficiencies to all three authorities. Increased resilience, efficiency and improved performance will result in collective savings of over £1 million a year over a 15-year period up to 2030.

4. PERFORMANCE

- 4.1 TVFCS is measured against a set of targets agreed by Joint Coordinating Group and endorsed by the Joint Committee and these are reviewed as part of the scrutiny of performance reporting. During the last year, a new set of measures and approach to reporting has been developed by the Joint Coordinating Group in response to feedback from Committee members which highlight key performance metrics, staff attendance and activities where TVFCS provide added value to the communities of the Thames Valley.
- 4.2 TVFCS has performed well against the existing measure for how quickly calls are answered during the year, with the target exceeded on the majority of occasions.
- 4.3 The measures used to monitor the speed with which TVFCS mobilise fire appliances in response to calls were revised in 2022/23 and have been reviewed on a monthly basis over the course of the year. It has been identified that further information is required to enable the TVFCS management team to identify the causes of lower than expected performance levels for specific types of incidents. New reports have been commissioned to support this, with the information captured to be included in TVFCS performance reporting for the 2024/25 financial year.

5. STAFFING

- 5.1 TVFCS staff turnover has reduced compared with the previous financial year, but still remains higher than the levels experienced prior to the Covid19 pandemic. This is an issue that has been experienced nationally across most Fire Control rooms in the United Kingdom, and an NFCC working group has been established to look at improving staff recruitment and retention, which TVFCS are engaged with. The TVFCS SROs and management team are reviewing leaver data and working together to identify local solutions
- 5.2 It has continued to be possible to fill internal vacancies for Supervisory and Middle Management roles with internal candidates, demonstrating the progress that has been made in terms of staff development and succession planning.
- 5.3 Levels of sickness absence have been higher than anticipated in the second half of the last year, with a notable increase in staff absent as a result of longer term sickness. The TVFCS management team are working with the RBFRS Health and Wellbeing Manager to identify ways in which we can positively impact the health and wellbeing of TVFCS staff.

6. YEAR END FINANCIAL POSITION

- 6.1 The budget for TVFCS is set at the December meeting of the Joint Committee each year. The budget for TVFCS for 2023/24 was £2,639,306. At year end, the actual expenditure was £2,696,706 creating a variance of £57,400 (2.17%). The principal cause being pay awards in both 2022 and 2023 being higher than forecast.

7. NOTABLE ACTIVITY

- 7.1 Whilst the Thames Valley did not experience the extreme summer weather conditions experienced in 2022, the wetter than normal weather experienced in January caused an increase in demand, with call volumes being over 20% higher than would normally be expected.
- 7.2 In September, TVFCS completed a hardware refresh of the Vision Command & Control system. This is a challenging activity, as it involves the migration of the service from the old hardware onto the new, whilst maintaining business as usual levels of service. Close co-operation between TVFCS, the 3 Fire & Rescue Services and the system supplier meant that the works were completed with only minimal disruptions to operational activity.
- 7.3 In October, TVFCS commenced work to migrate the service from the legacy 'SAN H' connection to the national Airwave radio network onto the replacement 'DCS' connection. This was a complex piece of work, requiring coordination between our systems supplier, NEC, Airwave and TVFCS. The final elements of the work were completed during Q4. This key piece of work will allow TVFCS to continue to connect to the Airwave network for the remainder of its operational life and will also allow a connection to ESN when this is eventually delivered.
- 7.4 In December, TVFCS delivered another key piece of technical work to replace the legacy system used by supervisory managers to monitor Control room operators whilst handling emergency '999' calls. These works were completed ahead of schedule and the new, improved system has been well received by TVFCS Control room staff.
- 7.5 Following the appointment of a temporary Watch Manager in September 2023, TVFCS have begun to make good progress in the adoption of National Operational Guidance for Fire Controls. Full adoption of this guidance will align TVFCS with accepted industry best practice and will form the basis of a new maintenance of knowledge and skills system for TVFCS staff.
- 7.6 TVFCS have continued to be able to support the three Fire & Rescue Services with effective delivery of their response arrangements, dealing with complex incidents and other significant events, such as the Artificial Intelligence Safety Summit which was held at Bletchley Park in November 2023.

8. LOOKING FORWARD

- 8.1 In Q3 2024/25, TVFCS are expecting to complete a hardware refresh of the Integrated Communication Control System (ICCS), which handles all radio and telephone calls made by or to TVFCS. This will be the final technical refresh of TVFCS systems during the current contract, and will provide TVFCS with a stable platform which complies with ICT security requirements until the end of the contract term.
- 8.2 TVFCS expect to adopt Multi Agency Incident Transfer (MAIT) technology during the course of the coming year. Adoption of this national initiative will enable TVFCS to exchange incident details with other Fire Control rooms across England electronically without the need for a telephone or radio call, which will improve efficiency and reduce the possibility of errors in the exchange of information. Area Manager Jim Powell (RBFRS) is the strategic lead for MAIT for the National Fire Chiefs Council.
- 8.3 The Joint Coordination Group will continue to progress work to improve the staffing resilience of TVFCS.
- 8.4 Technical work required to implement the new Emergency Services Network is now scheduled to start during 23/24 and will continue over the coming years. This work is coordinated through a regional project structure and the impact on Control room operations will need to be carefully managed by TVFCS managers and will be supported by all three TVFRS.

10. FINANCIAL IMPLICATIONS

- 10.1 None.

11. LEGAL IMPLICATIONS

- 11.1 None.

12. EQUALITY AND DIVERSITY IMPLICATIONS

- 12.1 None.

13. RISK IMPLICATIONS

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

14. PRINCIPAL CONSULTATION

- 14.1 Chief Fire Officer
- 14.2 Chief Finance Officer

15. BACKGROUND PAPERS

15.1 None.

16. APPENDICES

16.1 None.

17. CONTACT DETAILS

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

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS BUDGET OUTTURN 2023/24
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	8th JULY 2024
LEAD OFFICER	IRENE KEMA, DEPUTY HEAD OF FINANCE & PROCUREMENT, RBFRS
EXEMPT INFORMATION	NONE
ACTION	NOTE

1. **EXECUTIVE SUMMARY**

- 1.1 To provide Joint Committee with the 2023/24 revenue outturn position, capital outturn and TVFCS Renewal Fund year-end position.

2. **RECOMMENDATION**

- 2.1 That Joint Committee **NOTE** the revenue and capital outturn position for 2023/24, as well as the Renewals Fund year-end position.

3. **REPORT**

- 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 outturn for the year was £2,696,706, a variance of 2.17%, against budget.
- 3.2 **Appendix A** provides an in-depth review of the in-year performance across all areas.
- 3.3 The back dated pay awards for 2022/23 and 2023/24 were higher than anticipated and have contributed to the higher salary costs and associated payments, compared to Budget. The 2023/24 budget was based on a pay award of 4% for 2023/24 whereas the actual pay award agreed was 5%. Similarly, in the Budget, we made provision of 5% for the 2022 pay award but this turned out to be 7%.

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- 3.4 In addition, the costs associated with the new Watch Manager (WM) position, approved in June/July 2023, impacted the Budget. While this addition post is essential for our operations, it has led to increased expenditure.
- 3.5 During the year, sickness levels were higher than anticipated which has led to more expenditure on overtime to maintain agreed staffing levels.
- 3.6 Over the course of the year, there was a requirement for staff to attend nationally mandated training at a few different locations. This has created a variance in mileage and subsistence costs. In addition, there was a requirement to undertake specific training relating to managing neurodiversity in the TVFCS control room environment.
- 3.7 Contingency Call Handling Provision – Operational constraints have meant that it has only been possible to deliver a single training course during the financial year, where 2 were originally planned.
- 3.8 Vision System Maintenance – The underspend is the result of Service Credits being issued by the supplier in respect of failures to meet Contractual Service Level Agreements.
- 3.9 DS3000 – The costs for this line were best on an estimated price whilst a procurement exercise was being undertaken. The actual costs were slightly lower than estimated.

Commentary on Capital Outturn

- 3.10 The 2023/24 Capex programme, as detailed in **Appendix B**, concluded with the completion of the Vision mobilising system hardware refresh and the replacement of the Video Monitoring system. The Vision Hardware refresh was completed, with the expenditure total at £540,000, against a budget of £588,000. The Video monitoring system replacement cost was £72,000 and exceeded the £50,000 estimated provision.

Commentary on Renewals Fund

- 3.11 The table in **Appendix C** shows movements in the Renewals Funds in 2023/24. The opening balance as at 01/04/2023 was £1,852,562. Total contributions from the three partners were £150,000 and the total expenditure for the year at £356,861. Interest earned for the year was £110,269. The final closing balance was £1,755,970.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

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

5. FINANCIAL IMPLICATIONS

- 5.1 The Revenue outturn for the year was £57k above budget.
- 5.2 The Capital projects were delivered within budget.

- 5.3 The Collaboration Agreement continues to deliver significant savings per annum for all three partners, compared to the previous three individual control rooms.
- 6. LEGAL IMPLICATIONS**
- 6.1 In accordance with Schedule 7, Part A clause 3.1 of the legal agreement, Revenue costs are shared between partners in accordance with the cost apportionment model.
- 6.2 In accordance with Schedule 7, Part B, clause 3.1 of the legal agreement, Capital expenditure is apportioned on an equal one-third basis, for each partner.
- 6.3 The 2023/24 budget set and subsequent in year performance complies with the legal agreement.
- 7. EQUALITY AND DIVERSITY IMPLICATIONS**
- 7.1 There are no equality and diversity implications arising from this report.
- 8. RISK IMPLICATIONS**
- 8.1 Financial performance is scrutinised monthly by the TVFCS Group Manager, in conjunction with the RBFRS Finance lead and quarterly through the service planning processes at Joint Coordinating Group. It is then subsequently reported to the Joint Committee as part of wider performance reporting 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 to ensure the statutory duty to make arrangements for dealing with calls for help and summoning personnel (Fire and Rescue Services Act 2004) is fulfilled.
- 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 as part of year-end closure of accounts process
- 11. BACKGROUND PAPERS**
- 11.1 TVFCS budget setting paper 2023/24, Joint Committee, 15th December 2022
- 12. APPENDICES**
- 12.1 Appendix A: Revenue outturn Statement 2023/24

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12.2 Appendix B: Capital Outturn 2023/24

12.3 Appendix C: TVFCS Renewal Fund Year-End Position

13. CONTACT DETAILS

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

TVFCS Budget Monitoring 2023/24 - Position as at 31 March 2024					
	<i>Total Annual Budget</i>	<i>Actual Expenditure To 31 March 2024</i>	<i>Variance = Year End Outturn - Annual Budget</i>	<i>Variance %</i>	
					COMMENTRY
Staff					
Employment Costs	1,915,360	1,987,873	72,513	3.79%	The variance in employment costs is a result of the cumulative effect of the pay awards agreed in Spring 2023 which related to the 2022/23 and 2023/24 financial years. These awards were higher than had been forecast when budgets were set leading to higher costs in terms of salaries, National Insurance and LGPS contributions.
Mileage and Subsistence	5,572	6,769	1,197	21.48%	There is also a small variance in the mileage and substance allowance, which results primarily from an increased requirement for staff to travel to attend nationally mandated operational training
Uniform allowances	0	0	0	0.00%	
Training	1,000	1,457	457	45.70%	Training – A requirement for specific training to help support a neurodiverse employee has necessitated an overspend here.
Recruitment	1,400	161	-1,239	-88.50%	Recruitment – A change in the approach to recruitment activity, with more assessment activity undertaken ‘in house’ has led to an ‘in year saving’ against this budget line.
Sub Total	1,923,332	1,996,260	72,928	3.79%	
Corporate					
Facilities	138,147	138,147	0	0.00%	
Finance	25,336	25,336	0	0.00%	
HR	95,070	95,070	0	0.00%	
ICT	101,734	101,734	0	0.00%	
Liability and Equipment Insurance	11,880	11,880	0	0.00%	
Management	21,562	21,562	0	0.00%	
Sub Total	393,729	393,729	-	0.00%	
Other					
Prof Services & General Equipment Purchase	4,800	3,652	-1,148	-23.92%	Professional Services and General Equipment Purchases – A lower than anticipated requirement to replace equipment has resulted in an underspend
OFRS Costs (Includes Secondary Control Airwave Rental)	48,634	48,634	0	0.00%	
Contingency Call Handling Provision	6,210	2,884	-3,326	-53.56%	Contingency Call Handling Provision – Operational constraints have meant that it has only been possible to deliver a single training course during the financial year, where 2 were originally planned.
TVFCS Alarm Receiving Centre Income	-12,285	-12,474	-189	1.54%	
Sub Total	47,359	42,696	-4,663	-9.85%	
Technology					
Vision System (maint)	83,506	75,239	-8,267	-9.90%	Vision System Maintenance – The underspend is the result of Service Credits being issued by the supplier in respect of failures to meet Contractual Service Level Agreements.
DS3000 (for primary and secondary) ICCS	101,775	99,339	-2,436	-2.39%	DS3000 – The costs for this line were best on an estimated price whilst a procurement exercise was being undertaken. The actual costs were slightly lower than estimated.
Charges for Unicorn network and telephony rental	46,454	46,291	-163	-0.35%	
Software Maintenance	834	835	1	0.12%	
EISEC Calcot (999 caller location)	9,000	9,000	0	0.00%	
Smart services to switch 999 lines to secondary control / elsewhere	17,000	17,000	0	0.00%	
Airwave rental (SAN I ,B) (Primary,secondary) (7+8) + Handheld Radios (+3)	16,317	16,317	0	0.00%	
Sub Total	274,886	264,021	-10,865	-3.95%	
Total Budgeted Expenditure	2,639,306	2,696,706	57,400	2.17%	
Authority	<i>Total Annual Budget</i>	<i>Actual Expenditure To 31 March 2024</i>	<i>Variance = Year End Outturn - Annual Budget</i>	<i>Variance %</i>	
RBFRS	976,543	997,781	21,238	2.17%	
OXFRS	744,284	760,471	16,187	2.17%	
BFRS	918,478	938,454	19,975	2.17%	
TOTAL	2,639,306	2,696,706	57,400		

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Appendix B**Thames Valley Capital Expenditure Outturn 2023/24**

Capital Projects		Total Project Budget £000's A	Spend in Prior Years £000's B	Spend in 2023/24 £000's C	Total Project Spend £000's B+C	Variance on Project £000's
TVFCS	Vision system Hardware and UPS replacement	588	255	285	540	-48
	Video monitoring	50	0	72	72	22
	Total Budgeted Expenditure	638	255	357	612	-26

A budget provision for the Vision Mobilizing system Hardware refresh was £588k. First part payment of £255k was made in 2022/23 and then the final payment of £285k in 2023/24. Bringing the total expenditure for the Vision Mobilizing system Hardware refresh project to £540k.

A provision based on an estimated figure of £50,000, was set aside for replacement of the Video Monitoring system. The actual cost was £72,351.

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TVFCS Renewal Fund Year-End Position

The agreement sets out that OCC will hold the Renewals Account balance and invests in line with its treasury management policies.

The average interest rate earned on all 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 is responsible for accounting and budgeting in relation to the Renewals Account. OCC shall inform RBFA of the interest earned in each Financial Year.

The following table sets out the movements for 2023/24.

	Total Renewals Fund £	Interest Rate Applied
Opening balance 01/04/2023	1,852,562	
2023/24 Contribution	150,000	
Interest 2023/24	110,269	5.75%
Expenditure 2023/24	-356,861	
Year End Position	1,755,970	

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS COST APPORTIONMENT REVIEW
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	MONDAY 8TH JULY 2024
LEAD OFFICER	AREA MANAGER JIM POWELL
EXEMPT INFORMATION	NONE
ACTION	TO NOTE

1. **EXECUTIVE SUMMARY**

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

2. **RECOMMENDATIONS**

- 2.1 It is recommended that the Joint Committee **NOTE** the revised cost apportionment figures, shown in the table in section 3.9, which will be applied to the TVFCS 2025/26, 2026/27 and 2027/28 Revenue budgets.

3. **REPORT**

- 3.1 The TVFCS Steady State Legal Agreement sets out an apportionment model to be used to determine the percentage of the TVFCS Revenue budget paid by each FRS.
- 3.2 The TVFCS Steady State Legal Agreement states in Schedule 8 Paragraph 2.1 that the Cost Apportionment Model be reviewed.
- As soon as practicable after each third anniversary of 31 March 2014 (with the first review occurring on 31 March 2017); and

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- At any time when reasonably requested by two or more of the Fire Authorities

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

- 3.3 It was previously agreed by the Joint Committee that, due to the delay in the original 'Go Live' date of TVFCS, the first review of the Cost Apportionment Model be delayed until after the 3rd Anniversary of the TVFCS 'Go Live', with the initial review occurring in March 2018. Subsequent reviews take place on the third anniversary of that date.
- 3.4 TVFCS went 'Live' on 21st April 2015. The levels of cost apportionment were first reviewed in 2018 and then again in 2021. A revised cost apportionment breakdown was agreed by the TVFCS Joint Committee in July 2021 and applied to the 2022/23, 2023/24 and 2024/25 revenue budgets. The apportionment of cost during this period and data used to calculate the 2021 breakdown are shown below.

Steady State Cost Apportionment Model Data for 2018/19 to 2020/21 (Mean average for each element across period)								
	RBFA		OCC		BMKFA		Total	
		%		%		%		%
Population	914,675	37.8%	692,024	28.6%	813,120	33.6%	2,419,818	100%
Tax Base	£347,752	38.4%	£251,460	27.8%	£305,541	33.8%	£860,343	100%
Incidents Attended	7309	34.7%	5932	28.2%	7824	37.1%	21,735	100%
Average % (population tax base & incidents attended)		37.0%		28.2%		34.8%		100.0%

- 3.5 For the purpose of reviewing the current levels of cost apportionment, tax base and incident data for the full financial years 2021/22, 2022/23 and 2023/2024 has been used.

- 3.6 Population data for the relevant years is taken from information published by the Office for National Statistics (Estimates of the population for the UK, England and Wales, Scotland and Northern Ireland).
<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwales/scotlandandnorthernireland>
- 3.7 Information relating to the numbers of incidents attended has been provided by the Thames Valley Data Group, which is made up of staff from each FRS who are responsible for the production of performance data. The data used is derived from the national Incident Reporting System (IRS) which is used by the Home Office to produce incident statistics.
- 3.8 Information on Tax base is provided to each FRS by its precepting Local Authorities.
- 3.9 The table below shows the relevant figures and the final percentage cost apportionment for each of the Thames Valley FRS.

Steady State Cost Apportionment Model Data for 2021/22 to 2023/24 (Mean average for each element across period)								
	RBFA		OCC		BMKFA		Total	
		%		%		%		%
Population	955,190	37.5%	737,108	29.0%	852,542	33.5%	2,544,840	100%
Tax Base	£358,114	38.2%	£264,107	28.2%	£315,079	33.6%	£937,300	100%
Incidents Attended	7824	36.7%	6250	29.3%	7257	34.0%	21,331	100%
Average % (population tax base & incidents attended)		37.5%		28.8%		33.7%		100.0%

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

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

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

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5. FINANCIAL IMPLICATIONS

- 5.1 The revised cost apportionment figure contained within this report will have implications to the individual FRS with regard to the funding of the TVFCS Revenue budget for three financial years.

6. LEGAL IMPLICATIONS

- 6.1 None.

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 None.

8. RISK IMPLICATIONS

- 8.1 None.

9. PRINCIPAL CONSULTATION

- 9.1 TVFCS Joint Coordination Group
- 9.2 Thames Valley Data Group
- 9.3 Thames Valley FRS finance leads

10. BACKGROUND PAPERS

- 10.1 None.

11. APPENDICES

- 11.1 Appendix A – Cost Apportionment breakdown by year.
- 11.2 Appendix B – Forecast Revenue Budget from Medium Term Financial Plan

12. CONTACT DETAILS

- 12.1 GM Simon Harris – Head of TVFCS

Cost Apportionment Review

Appendix A

Annual Breakdown

Steady State Cost Apportionment Model Data for 2021/22								
	RBFA		OCC		BMKFA		Total	
		%		%		%		%
Population	947,474	37.7%	725,161	28.8%	841,982	33.5%	2,514,617	100%
Tax Base	£352,121	38.3%	£259,330	28.2%	£308,647	33.5%	£920,098	100%
Incidents Attended	7310	36.5%	5910	29.5%	6828	34.0%	20,048	100%
Average % (population tax base & incidents attended)		37.5%		28.8%		33.7%		100%

Steady State Cost Apportionment Model Data for 2022/23								
	RBFA		OCC		BMKFA		Total	
		%		%		%		%
Population	956,404	37.7%	736,774	29.1%	841,982	33.2%	2,535,160	100%
Tax Base	£358,588	38.3%	£263,874	28.2%	£313,395	33.5%	£935,857	100%
Incidents Attended	8165	36.8%	6446	29.0%	7567	34.2%	22,178	100%
Average % (population tax base & incidents attended)		37.6%		28.8%		33.6%		100%

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Appendix A

Steady State Cost Apportionment Model Data for 2023/24								
	RBFA		OCC		BMKFA		Total	
		%		%		%		%
Population	961,692	37.4%	749,390	29.1%	863,725	33.5%	2,574,807	100%
Tax Base	£363,632	38.0%	£269,116	28.2%	£323,194	33.8%	£955,942	100%
Incidents Attended	7997	36.7%	6394	29.4%	7376	33.9%	21,767	100%
Average % (population tax base & incidents attended)		37.4%		28.9%		33.7%		100%

Cost Apportionment Review

Appendix B

Forecast TVFCS Revenue Budget Contributions following Cost Apportionment Review

Forecast Revenue Budget from Medium Term Financial Plan*

	2025/26 contribution 2021 CAM calculation	2025/26 contribution following 2024 CAM review	2025/26 Change	2026/27 contribution 2021 CAM calculation	2026/27 contribution following 2024 CAM review	2026/27 Change
Revenue Budget	£2,956,959	£2,956,959		£3,013,909	£3,013,909	
BFRS	£1,029,022	£996,495	- £32,527	£1,048,840	£1,015,687	-£33,153
OFRS	£833,862	£851,604	+£17,742	£849,922	£868,006	+£18,084
RBFRS	£1,094,075	£1,108,860	+£14,785	£1,115,146	£1,130,216	+£15,070

* Rounded to nearest whole pound

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THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS PERFORMANCE MONITORING Q4 ANNUAL REPORT 2023/24
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	8 JULY 2024
LEAD OFFICER	ASSISTANT CHIEF FIRE OFFICER SIMON TUFFLEY
EXEMPT INFORMATION	NONE
ACTION	DECISION

1. 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 over 2023/24. This is an increase from 11 reportable measures during 2022/23. Member's recommendations to include measures for calls handled per FTE, and contract performance against Service Level Agreement, have been included during 2023/24.
- 1.4 The range of performance measures are reviewed annually by the JCG in accordance with the requirements of the Inter-Authority Agreement. Notably from April 2024 onwards, the measures will include the average call handling

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time, which is a development from the previous target-based approach. Additionally, development of the Control Room Mobilising System during 2023/24 has enabled the JCG to capture better information relating to call challenge. These measures will feature in future reports.

- 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 **NOTE** the TVFCS Q4 Annual Performance Monitoring Report for 2023/24.

3. **REPORT**

- 3.1 This report demonstrates annual Service performance between April 2023 and March 2024, with 25 measures reported over the year.
- 3.2 Despite a busier period during Q4, the number of emergency calls answered by the Service over the whole year averaged within ten percent of the previous five years.
- 3.3 The Service does not meet the targets set by the JCG for alerting fire stations within 90 seconds of receiving a 999 call. These targets have been reviewed to better understand call handling times according to call challenge and incident type, from April 2024 onwards.
- 3.4 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 95.8 percent during the year, which is above the 92 percent target set by the Joint Coordination Group.
- 3.5 The monthly average number of calls handled per FTE during 2023/24 has been 89. The monitor established for this measure is set against the expectations set out by the regional fire control project in 2004.
- 3.6 Fire Survival Guidance was given to the public on eight occasions during 2023/24.
- 3.7 The employee headcount has remained above target, and despite an increase in staff turnover during Q4, it remained steady at 1.05 percent over the year.
- 3.8 Both short- and long-term absences increased during Q4. The annual absence rate for both short- and long-term absences was slightly above the target to keep it below three percent.

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	A	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	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%	R	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 interventions	Monitoring only	Monthly	Previous 5 year average	R	R
PS1.13	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	A	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	A
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	A	A
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	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	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%	B	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

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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	2592	2455	2614	B	<10%
	2023	2789	3203	3746	3199	3354	3333	3660	3081	2936	3500	2724	2969	G	Within 10%
	Status	G	G	A	B	B	G	A	G	G	R	A	A	A	>10%
														R	>20%
Cumulative	Prev 5 year	2903	5912	9091	13374	17383	20640	23703	26641	29552	32144	34599	37213	What is good	
	2023	2789	5992	9738	12937	16291	19624	23284	26365	29301	32801	35525	38494	Within 10% of previous	
	Status	G	G	G	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	97.64	96.29	96.51	G	92%-92.9%
	Status	B	B	B	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	95.66	95.72	95.78	Higher is better	
	Status	B	B	B	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	99.09	98.14	98.32	G	97%-97.9%
	Status	B	B	G	A	B	B	A	A	G	B	B	B	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	97.88	97.91	97.94	Higher is better	
	Status	B	B	B	G	G	B	G	G	G	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	97.22	75.67	82.47	G	61
	Status	B	B	B	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	91.12	89.71	89.11	Monitor	
	Status	B	B	B	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%	79%	78%	74%	G	85%-85.9%
	Status	R	A	R	R	R	A	R	A	R	A	A	R	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%	75%	75%	75%	Higher is better	
	Status	R	A	R	R	R	A	R	R	R	A	A	A		

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%	63%	67%	59%	G	75%-75.9%
	Status	A	A	R	R	R	R	R	R	R	R	A	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%	63%	63%	63%		What is good
	Status	A	A	A	A	R	R	R	R	R	R	R	R		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%	55%	48%	57%	G	75%-75.9%
	Status	R	R	R	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%	55%	54%	54%		What is good
	Status	R	R	R	R	R	R	R	R	R	R	R	R		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%	45%	37%	55%	G	60%-60.9%
	Status	A	B	R	A	A	R	R	R	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%	50%	49%	54%		What is good
	Status	A	G	A	A	A	A	A	A	A	A	R	A		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														What is good
	Status														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	0	1	0	G	1-3
	Status	G	B	B	G	G	B	G	B	G	B	G	B	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	7	8	8		What is good
	Status	G	G	G	G	G	G	G	G	G	G	G	G		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	12	13	10	B	<10%
	2023	11	21	15	11	11	7	8	23	18	19	12	25	G	Within 10%
	Status	A	R	R	A	A	B	B	R	R	R	G	R	A	>10%
Cumulative	Prev 5 year	9	20	29	42	51	63	72	85	98	110	123	133		
	2023	11	32	47	58	69	76	84	107	125	144	156	181		What is good
	Status	A	R	R	R	R	A	A	R	A	R	R	R		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	11	11	12	B	<10%
	2023	10	15	23	19	13	9	15	17	11	13	13	14	G	Within 10%
	Status	G	R	R	R	G	B	A	G	B	A	A	A	A	>10%
Cumulative	Prev 5 year	11	16	25	34	47	62	75	90	104	115	126	138		
	2023	10	25	48	67	80	89	104	121	132	145	158	172		What is good
	Status	G	R	R	R	R	R	R	R	R	R	R	R		Monitor

Agenda Item 13

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	41.06	41.06	41.06	40.06	39	41	G	>94.9%
	Status	B	B	B	B	G	B	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	39.859	40.009	40.13	40.12	40.017	40.099	Nearest target	
	Status	B	B	B	B	B	B	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	0	0	0	2.44%	5.13%	0	G	<1%
	Status	G	G	G	A	A	G	G	G	G	A	R	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%	0.71%	0.63%	0.56%	0.68%	1.14%	1.05%	Lower is better	
	Status	G	G	G	G	G	G	G	G	G	G	A	A		

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	2.56%	2.40%	4.95%	5.40%	8.27%	5.57%	G	1.1%-3%
	Status	B	G	B	G	G	B	G	G	A	A	A	A	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%	1.44%	1.56%	1.94%	2.28%	2.83%	3.06%	Lower is better	
	Status	B	G	B	G	G	G	G	G	G	G	G	A		

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%	4.15%	3.03%	3.67%	3.93%	1.03%	6.22%	G	1.1%-3%
	Status	A	B	A	A	A	G	A	A	A	A	G	A	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%	3.29%	3.26%	3.30%	3.36%	3.15%	3.41%	Lower is better	
	Status	A	A	A	A	A	A	A	A	A	A	A	A		

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%	97%							G	85%-95%
	Status		A	B	B	B	B							A	65%-84%
														R	<65%
														What is good	
														Higher is better	

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Ref: GP1.7 Mandatory Training Completion

	2021	2022	2023									
Target	95%	95%	95%									
Actual												
Status												

B >95%
G 85%-95%
A 65%-84%
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
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
2023	100	100	100	100	100	100	100	100	100	100	100	100
Status	B	B	B	B	B	B	B	B	B	B	B	B

B >95%
G 85%-95%
A 65%-84%
R <65%

What is good
 Higher is better

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

	Q1	Q2	Q3	Q4								
Monthly												
Prev 3 year	0.3	0	0	0								
2023	1	0	1	0								
Status	A	G	A	G								
Cumulative												
Prev 3 year	0.3	0	0	0								
2023	1	1	2	0								
Status	A	G	A	G								

B
G <1
A 1
R >1

What is good
 Lower is better

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

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

B
G <1
A 1
R >1

What is good
 Monitor

Ref: GP1.11 RIDDOR reportable injuries

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

B
G <1
A 1
R >1

What is good
 Lower is better

Agenda Item 13

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	92	100	100	95	95	100	93	84	96	100
Status	B	R	R	B	B	R	R	B	R	R	A	B
Cumulative												
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2023	100	98	96	97	97	97	97	97	97	95	95	96
Status	B	A	R	A	A	A	A	A	A	R	R	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	19	23	19
Status	B	A	A	A	A	A	A	A	R	A	A	A
Cumulative												
Target												
2023	9	30	54	83	102	122	144	161	190	209	232	251
Status	B	G	A	A	A	A	A	A	A	A	A	A

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

What is good
Monitor

PV.1.6- System Uptime

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

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

ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
Call Handling Contract Tender	12-Dec-24	Agree	Senior Responsbile Officers	N/A	Part I
TVFCS Proposed Budget 2024/25	Dec-24	Agree	Senior Responsbile Officers	N/A	Part I

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