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**THAMES VALLEY FIRE CONTROL SERVICE JOINT  
COMMITTEE**



**Thames Valley Fire Control Service Joint  
Committee Meeting**

**Thursday, 12th December, 2024 at 2.00 pm**

**RBFRS Headquarters, Lynda Kenyon Suite, Newsham Court,  
Pincents Kiln, Calcot, Reading RG31 7SD**

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**AGENDA**

	<b>Item</b>	<b>Page No.</b>
1.	Apologies	
2.	Introductions (including changes of membership, if any)	
3.	Declarations of Interest	
4.	Minutes and recorded actions of the last meeting held on 8 July 2024	(Pages 5 - 10)
5.	Questions from Members (written questions)	
6.	Matters Arising	
7.	Questions Submitted Under Standing Order 9.5 (questions from members of the public)	
8.	TVFCS Performance Monitoring Report Q1 & Q2 2024/25	(Pages 11 - 20)
9.	TVFCS Replacement Project Mandate	(Pages 21 - 30)

	<b>Item</b>	<b>Start time</b>
10.	TVFCS Budget Report 2025-26	(Pages 31 - 42)
11.	Thames Valley Fire Control - Contingency Call Handling Tender	(Pages 43 - 48)
12.	Forward Plan	(Pages 49 - 50)
13.	Date of Next Meeting Monday 17 March 2025, 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, 8th July, 2024, 2.00 pm

RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD

### Minutes

**Present: (\*)** Councillor Peter Frewer, Royal Berkshire Fire Authority  
Councillor Nathan Ley, Oxfordshire County Council  
Councillor Simon Rouse, Buckinghamshire and Milton Keynes Fire Authority

**In Attendance:** Mike Adcock, Assistant Chief Fire Officer – Oxfordshire Fire and Rescue Service  
Wayne Bowcock, Chief Fire Officer – Royal Berkshire Fire and Rescue Service  
Simon Harris, Group Manager – TVFCS  
Louise Harrison, Chief Fire Officer – Buckinghamshire Fire and Rescue Service  
Asif Hussain, Deputy Director of Finance and Assets – Buckinghamshire Fire and Rescue Service  
Ireme Kema Onyeri, Deputy Head of Finance – Royal Berkshire Fire and Rescue Service  
Rob McDougall, Chief Fire Officer – Oxfordshire Fire and Rescue Service  
Fayth Rowe, Democratic Support Lead – Royal Berkshire Fire and Rescue Service  
Simon Tuffley, Assistant Chief Fire Officer / Senior Responsible Officer – Buckinghamshire Fire and Rescue Service

**Apologies:** Graham Britten, Conor Byrne, Matt Chapman and Jim Powell.

#### Action

1. **APPOINTMENT OF CHAIR FOR 2024/25**

Councillor Nathan Ley opened the meeting as 2023/24 Chair of Thames Valley Fire Control (TVFCS) Joint Committee. He nominated Councillor Peter Frewer (Royal Berkshire Fire Authority Member) as 2024/25 Joint Committee Chair. This was seconded by Councillor Simon Rouse.

**RESOLVED** that Councillor Peter Frewer be elected as Chair of TVFCS Joint Committee for the 24/25 Municipal Year.

**2. APPOINTMENT OF VICE-CHAIR FOR 2024/25**

The Chair nominated Councillor Simon Rouse as TVFCS Joint Committee Vice-Chair. This was seconded by Councillor Nathan Ley.

**RESOLVED** that Councillor Simon Rouse as TVFCS Joint Committee Vice-Chair for the 2024/25 Municipal Year.

**3. APOLOGIES**

Apologies were received from Graham Britten, Conor Byrne, Jim Powell and Matt Chapman.

**4. INTRODUCTIONS (INCLUDING CHANGES OF MEMBERSHIP, IF ANY)**

All Members and Officers present gave a brief introduction.

**5. DECLARATIONS OF INTEREST**

There were no Declarations of Interest from Members and Officers.

**6. MINUTES AND RECORDED ACTIONS OF THE LAST MEETING HELD ON MONDAY, 18 MARCH 2024**

**RESOLVED** that the Minutes of the meeting held on 18 March 2024, be approved as a true record and signed by the Chair.

**7. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)**

No questions were received from Members.

**8. MATTERS ARISING**

There were no Matters Arising.

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

None received.

**10. ANNUAL REPORT 2023/24**

Simon Tuffley, Assistant Chief Fire Officer / Senior Responsible Officer (SRO) presented the report on behalf of Jim Powell, SRO and stated the report outlines the performance, staffing and year-end financial position of Thames Valley Fire Control Service (TVFCS).

Simon Tuffley reported it was a year of technical refresh, in September TVFCS completed a hardware refresh of the Vision Command and Control System, October saw the migration of the 'SAN H' connection to the national Airwave radio network onto the replacement 'DCS' connection, and in December the legacy system was replaced.

Councillor Ley requested for an update on the temporary Watch Manager. Simon Harris TVFCS Group Manager stated the temporary Watch Manager has been in post since September 2023 on a two-year contract until September 2025.

Looking forward into the next 12 months, Simon Tuffley reported TVFCS expect to adopt Multi Agency Incident Transfer (MAIT) technology. He stated adoption will enable TVFCS to exchange incident details with Fire Control rooms across England.

**RESOLVED** that the annual report be noted.

**11. TVFCS BUDGET OUTTURN 2023/24**

Irene Kema Onyeri, Deputy Head of Finance reported the budget provision for TVFCS in 2022/23 was £2.639, 306 with a contingency allocation of £150,000. The outturn for the year was £2,696,706.

Backdated pay awards for 22/23 and 23/24 contributed to higher salary costs. In 23/24 the actual pay award was 7%, whereas the provision made was 5%. She stated there were additional costs associated with the new Watch Manager position which had impacted the budget.

Sickness levels were higher than anticipated which has led to more expenditure on overtime to maintain agreed staffing levels. In discussing the Contingency Call Handling Provision, two were originally planned for the year however, one was held.

The Capital Outturn (Appendix B), table show the Vision Hardware refresh has been completed. A provision based on an estimated figure of £50,000 was set aside for the replacement of the Video Monitoring System. The actual cost was £72, 351.

The Renewals Fund (Appendix C) opening balance was £1,852,562. Contributions from each Thames Valley Fire and Rescue partner was £150,000.

Councillor Rouse queried the increase in sickness levels and asked why it had impacted overtime. In addition, he requested further information on the nationally mandated training that created a variance in mileage and subsistence costs.

Simon Harris explained sickness levels increase overtime costs when staff book sick close to their shift. He also stated that the national mandated training was a requirement for staff to attend as it was on revised operational procedures from the JESIP programme. The course was held in specific locations which created mileage costs.

He added that TVFCS staff attended neuro-diversity training due to the employment of a staff member. This training was not available in-house which also incurred mileage costs.

Councillor Rouse queried whether the lack of training budget from two years ago had impacted this year's training budget. Wayne Bowcock, Chief Fire Officer stated there was no cost to attend training, however TVFCS had to cover subsistence costs. However, he suggested this was an action for SRO's to look into the outcome of this year's mandated training into the budget.

SRO's

**RESOLVED** that the revenue and capital outturn position for 2023/24, as well as the Renewals Fund year-end position be noted.

## 12. TVFCS COST APPORTIONMENT MODEL

Simon Tuffley stated the report sets out the apportionment model for each Thames Valley Fire and Rescue partner specified in the TVFCS Agreement. In referring to the table set out in 3.9 of the report, he stated the apportionment was based on each service area population tax base and incidents attended. He stated Appendix A detailed the annual breakdown and Appendix B was the forecast Revenue Budget from Medium Term Financial Plan.

In referring to Appendix A, Councillor Ley drew attention to the percentage of the population verses incidents attended by Royal Berkshire was slightly under.

**RESOLVED** that 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 be noted.

### 13. TVFCS PERFORMANCE MONITORING Q4 ANNUAL REPORT 2023/24

Simon Tuffley reported the TVFCS Joint Coordination Group (JCG) developed a new range of key performance measures to improve and enhance the monitoring of the Service. He stated there was an increase from 11 measures, totalling 31 measures which include calls handed per FTE and contract performance against Service Level Agreement.

He highlighted despite a busier period in quarter four the number of emergency calls answered by the Service over the whole year averaged within ten percent of the previous five years.

In answer to a question from the Chair, Simon Harris confirmed staff turnover increased following the pandemic which was a problem nationally. TVFCS were continually looking into this issue.

In referring to the Performance Monitoring Dashboard, Councillor Rouse commented on performance measures PS1.6 to PS1.9 (Stations alerted within 90 seconds (Building Fires), (Vehicle Fires), (Fires in the open), (Road Traffic Collision – Persons trapped)) which the current performance was highlighted all red. He also commented on the gaps within the data and queried when mandatory training would be included and asked how the Service were going to fill those gaps.

In response, Simon Tuffley reported quarter one (April / May) data should receive improvements in the measure (stations alerted within 90 seconds (Building Fires) due to the Service ability to filter call challenge.

Simon Harris reported that the measure (stations alerted within 90 seconds (Road Traffic Collision – Persons Trapped) is affected by the calls predominantly received from other Blue Light Services, rather than via the public 999 system. This can create longer call handling times for Fire, as a result of working practices in the other organisations.

In referring to staff turnover, an update will be presented in a report to this committee later in the year.

**RESOLVED** that the TVFCS Q4 Annual Performance Monitoring Report for 2023/24 be noted.

### 14. FORWARD PLAN

## Agenda Item 4

### Action

The Committee discussed items to be included in forthcoming workshop on 18 September, which were:

- Each Fire and Rescue partner to make decision to continue with TVFCS
- Timeline to refresh of Legal Agreement and Contract Tender
- Timeline to refresh of Command and Control System
- Financial efficiency – look at benefits of TVFCS – this item to lead into a paper for the TVFCS Joint Committee December meeting
- Forward look at the replacement of systems, revenue impact, renewal fund and capital outlay.

SROs

It was confirmed the Control Contract deadline was 2030 and it was prudent to consider timescales and milestones due to procurement processes. Cyber security and cloud-based solutions was discussed and the requirement to secure expertise and resources to draft a new legal agreement.

Simon Harris reported the current contract was until 2028 with an option to extend a further two years. SAAB had just entered into the market; therefore, it was an opportunity to watch and learn.

Asif Hussain, Head of Finance stated he was interested in looking at whether partners would need to consider increasing the renewal fund contributions. Rob McDougall, Chief Fire Officer requested Simon Harris share any information involving the costs of implementing new Command and Control Systems that can be obtained from other Fire and Rescue Services.

TVFCS  
Group  
Manager

**RESOLVED** that the Forward Plan be noted.

### 15. DATE OF NEXT MEETING

Members / Officers Workshop (Private) – Wednesday 18 September 2024, 11am at RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.

TVFCS Joint Committee meeting (Public meeting) – Thursday 12 December 2024, 2pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.

*(The meeting closed at 2.44pm)*

*Post meeting note – Members / Officers workshop was moved to be held on Thursday 12 December 2024, 12.45pm at RBFRS Headquarters.*

# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>TVFCS PERFORMANCE MONITORING REPORT Q1 &amp; Q2 2024/25</b>
<b>PRESENTED TO:</b>	<b>TVFCS JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>12 DECEMBER 2024</b>
<b>LEAD OFFICER</b>	<b>AREA COMMANDER PAUL SCANES</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>FOR NOTING</b>

## **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 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 include the average call handling time for different incident types, 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. This will feature in future reports.
- 1.4 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.

## Agenda Item 8

### **2. RECOMMENDATION**

- 2.1 That the TVFCS Q2 Performance Monitoring Report for 2024/25 be noted.

### **3. REPORT**

- 3.1 This report demonstrates Service performance for Quarter 1 and Quarter 2, between April and September 2024. Additionally, measures for October 2024 are included wherever possible.
- 3.2 Despite a busier period during September caused by the heavy rainfall, the number of emergency calls answered by the Service over the period continue to average within ten percent of the previous five years.
- 3.3 The call handling targets have been reviewed to better understand call handling times according to call challenge and incident type. With these new measures, the Service can report that call handling to building fires have averaged above target (83 seconds) whereas calls to vehicle fires are slightly off the 90 second target (94 seconds) Calls to fires in the open and road traffic collisions take longer to pinpoint and therefore are not meeting the 90 second target (98 seconds and 113 seconds respectively)
- 3.4 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 95.6 percent during the period, 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 the period has been 93 which is higher than last year, primarily because of high call demand during September 2024.
- 3.6 Fire Survival Guidance was given to the public on four occasions during the period.
- 3.7 The employee headcount has remained above target, and staff turnover is zero so far this year.
- 3.8 The low figure presented regarding mandatory learning completion is due to a suite of mandatory packages being added to the learning system very recently, and staff have not yet had time to complete them.
- 3.9 The one reportable data breach relates to a potential data breach where access to restricted data was accidentally made available to unauthorised employees. This has been rectified and safeguards put in place.

## Thames Valley Fire Control Service – Performance Monitoring Dashboard

Ref:	Public Safety - Effectiveness	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PS1.1	Emergency calls answered	Within 10%	Monthly	Previous 5 year average	G	G
PS1.2	Emergency calls answered within 5 seconds	Quicker is better	Monthly	Target 92%	B	B
PS1.3	Emergency calls answered within 10 seconds	Quicker is better	Monthly	Target 97%	B	B
PS1.4	Calls handled per FTE	Monitoring only	Monthly	61	B	B
PS1.5	Average time taken in seconds to alert Stations (All Incidents - excluding call challenge)	Quicker is better	Monthly	Target 90 seconds	TBC	TBC
PS1.6	Average time taken in seconds to alert Stations (Building fires)	Quicker is better	Monthly	Target 90 seconds	B	B
PS1.7	Average time taken in seconds to alert Stations (Fires in vehicles)	Quicker is better	Monthly	Target 90 seconds	R	A
PS1.8	Average time taken in seconds to alert Stations (Fires in the open)	Quicker is better	Monthly	Target 90 seconds	A	A
PS1.9	Average time taken in seconds to alert Stations (Road Traffic Collisions - Persons Trapped)	Quicker is better	Monthly	Target 90 seconds	A	A
PS1.10	Challenged calls resulting in no requirement to attend	Monitoring only	Monthly	Previous 5 year average	TBC	TBC
PS1.11	Call Handling Target - Stations alerted within 90 seconds (All Incidents - excluding call challenge)	Higher is better	Monthly	Target 80%	TBC	TBC
PS1.12	Fire Survival Guidance given	Monitoring only	Monthly	Previous 5 year average	B	G
PS1.13	Safeguarding interventions	Monitoring only	Monthly	Previous 5 year average	G	R
PS1.14	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	G	G

Ref:	Great Place to Work - People	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
GP1.1	Headcount Vs Establishment	Nearest target	Monthly	Target 39 FTE	G	G
GP1.2	Staff turnover	Lower is better	Monthly	Target <1%	B	B
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	A	A
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	G	G
GP1.5	Employee experience	Higher is better	Two yearly	Target 65%	B	B
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%	R	R
GP1.8	Case Management completed within timeframe	Higher is better	Monthly	Target 85%	B	B
GP1.9	Workplace accidents/injuries	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.10	Near misses and hazard reporting	Monitoring only	Quarterly	Previous 3 year average	G	G
GP1.11	RIDDOR reportable incidents	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.12	Verbal or physical attacks on staff	Lower is better	Quarterly	Previous 3 year average	G	G

Ref:	Public Value - Efficiency	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PV1.1	Reportable data breaches	Lower is better	Annually	Target of zero	R	R
PV1.2	Service Desk response	Higher is better	Monthly	Target >95%	R	R
PV1.3	Service Desk tickets logged	Within 10%	Monthly	Previous 3 year average	A	A
PV1.4	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

# Agenda Item 8

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	2918	3047	3294	3783	3916	3262	3248	2893	2944	2750	2601	2736	B <10%
	2024	2801	2989	3424	3489	3435	3923	3318						G Within 10%
	Status	G	G	G	G	B	R	G						A >10%
Cumulative	Prev 5 year	2918	5965	9259	13042	16958	20220	23468	26361	29305	32055	34656	37392	R >20%
	2024	2801	5790	9214	12703	16138	20061	23379						What is good
	Status	G	G	G	G	G	G	G						Within 10% of previous 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%
	2024	97.08%	97.76%	95.21%	95.17%	95.24%	92.03%	96.79%						G 92%-92.9%
	Status	B	B	B	B	B	G	B						A 91.9%-81%
Cumulative	Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	R 80.9%-0%
	2024	97.08%	97.42%	96.68%	96.31%	96.09%	95.42%	95.61%						What is good
	Status	B	B	B	B	B	B	B						Higher is better

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%
	2024	99.00%	99.03%	97.49%	99.44%	97.14%	95.52%	98.20%						G 97%-97.9%
	Status	B	B	G	B	G	R	B						A 96.9%-86%
Cumulative	Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	R 85.9%-0%
	2024	99.00%	99.02%	98.51%	98.74%	98.42%	97.94%	97.97%						What is good
	Status	B	B	B	B	B	G	G						Higher is better

Ref 1.4 - Calls per FTE Control Operator

	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
	2024	78	83	95	97	95	109	92						G 61
	Status	B	B	B	B	B	B	B						A 60-50
Cumulative	Target													R <49
	2024	78	80	85	88	90	93	93						What is good
	Status	B	B	B	B	B	B	B						Monitor

Ref: 1.5 Average time taken in seconds to alert Stations (All Incidents - excluding call challenge)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90	90	B <90
	2024													G 90-90.9
	Status													A 91-100
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90	90	R >100
	2024													What is good
	Status													Higher is better

Ref: 1.6 Average time taken in seconds to alert Stations (Building fires)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90	90	B <90
	Avg Seconds	68	84	78	92	76	102	81						G 90-90.9
	Status	B	B	B	A	B	A	B						A 91-109.9
Cumulative	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	R >110
	Avg Seconds	68	76	77	81	80	79	83						What is good
	Status	B	B	B	B	B	B	B						Higher is better

Ref: 1.7 Average time taken in seconds to alert Stations (Fires in vehicles)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90		B <90
	Avg Seconds	92	102	90	99	88	93	91						G 90-90.9
	Status	A	A	A	A	G	A	A						A 91-109.9
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90		R >110
	Avg Seconds	92	97	95	96	94	94	94						What is good
	Status	A	A	A	A	A	A	A						Higher is better

Ref: 1.8 Average time taken in seconds to alert Stations (Fires in the open)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90		B <90
	Avg Seconds	90	98	91	97	102	105	105						G 90-90.9
	Status	G	A	A	A	A	A	A						A 91-109.9
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90		R >110
	Avg Seconds	90	94	93	94	96	97	98						What is good
	Status	G	A	A	A	A	A	A						Higher is better

Ref: 1.9 Average time taken in seconds to alert Stations (Road Traffic Collisions - Persons trapped)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90		B <90
	Avg Seconds	109	109	118	124	102	120	106						G 90-90.9
	Status	A	A	R	R	A	R	A						A 91-109.9
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90		R >110
	Avg Seconds	109	109	112	115	112	114	113						What is good
	Status	A	A	R	R	R	R	R						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
	2024	TBC	TBC											G
	Status													A
Cumulative	Prev 5 year													R
	2024	TBC	TBC											What is good
	Status													Monitor

Ref: 1.11 Call Handling Target - 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%		B 81%-100%
	2024	67.7	63.4	63.8	66.6	63.9	62.3	63.9						G 80%-80.9%
	Status	R	R	R	R	R	R	R						A 79.9%-70%
Cumulative	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%		R 69.9%-0%
	2024	67.7	65.6	65.0	65.4	65.1	64.6	64.5						What is good
	Status	R	R	R	R	R	R	R						Higher is better

Ref: 1.12 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		B 0
	2024	1	0	2	0	1	0	0						G 1-3
	Status	G	B	G	B	G	B	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		R >5
	2024	1	1	3	3	4	4	4						What is good
	Status													Monitor

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## Ref: 1.13 Safeguarding referrals made

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	10	14	11	14	10	11	11	15	15	15	14	14	B <10%
	2024	17	13	19	19	19	12	22						G Within 10%
	Status	R	G	R	R	R	G	R						A >10%
														R >20%
Cumulative	Prev 5 year	10	24	35	49	59	70	81	96	111	126	140	154	What is good
	2024	17	30	49	68	87	99	121	121	121	121	121	121	Monitor
	Status	R	R	R	R	R	R	R						

## Ref: 1.14 Threats of Arson dealt with

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly	Prev 5 year	11	11	15	15	17	18	18	20	17	11	10	10	B <10%
	2024	13	10	15	9	15	10	16						G Within 10%
	Status	A	G	G	B	B	B	B						A >10%
														R >20%
Cumulative	Prev 5 year	11	22	37	52	69	87	105	125	142	153	163	173	What is good
	2024	13	23	38	47	62	72	88	88	88	88	88	88	Monitor
	Status	A	G	G	G	B	B	B						

## 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%
	2024	41	41	41	41	41	41	41						G >94.9%
	Status	B	B	B	B	B	B	B						A <95%
														R <90%
Cumulative	Target	39	39	39	39	39	39	39	39	39	39	39	39	What is good
	2024	41	41	41	41	41	41	41						Nearest target
	Status	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
	2024	0	0	0	0	0	0	0						G <1%
	Status	B	B	B	B	B	B	B						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
	2024	0	0	0	0	0	0	0						Lower is better
	Status	B	B	B	B	B	B	B						

### 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%
	2024	7.69%	7.37%	4.91%	4.58%	3.95%	2.63%	2.47%						G 1.1%-3%
	Status	A	A	A	A	A	G	G						A 3.1%-10%
														R >10.1%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is good
	2024	7.69%	7.53%	6.66%	6.14%	5.70%	5.19%	4.80%						Lower is better
	Status	A	A	A	A	A	A	A						

Ref: GP1.4 % Short-term Absence

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	<1%
	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	G	1.1%-3%
	2024	1.80%	5.57%	0.65%	2.78%	1.97%	1.81%	3.62%						A	3.1%-10%
	Status	G	A	B	G	G	G	A						R	>10.1%
Cumulative															
	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is good	
	2024	1.80%	3.69%	2.67%	2.70%	2.55%	2.43%	2.60%						Lower is better	
	Status	G	A	G	G	G	G	G							

Ref: GP1.5 Employee Experience (Core Engagement)

Two yearly		23/24	25/26													B	>65%
	Target	65%	65%													G	55%-65%
	Actual	74%														A	45%-55%
	Status	B														R	<45%
																What is good	
																Higher is better	

Ref: GP1.6 Appraisal (Personal Development) Completion

Annually		18/19	20/21	21/22	22/23	23/24	24/25									B	>95%
	Target	95%	95%	95%	95%	95%	95%									G	85%-95%
	Actual	78.38%	100%	100%	100%	97%										A	65%-84%
	Status	A	B	B	B	B										R	<65%
																What is good	
																Higher is better	

Ref: GP1.7 Mandatory Training Completion

Annually		2023	2024													B	>95%
	Target	95%	95%													G	85%-95%
	Actual	TBC	35%													A	65%-84%
	Status															R	<65%
																What is good	
																Higher is better	

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

Monthly		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	B	>95%		
	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	G	85%-95%		
	2024	100%	100%	100%	100%	100%	100%	100%						A	65%-84%		
	Status	B	B	B	B	B	B	B							R	<65%	
																What is good	
																Higher is better	



**PV.1.2 - 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%	B	100%	
	2023	100	91	100	96	96	100							G	> 97.9%	
	Status	B	R	B	A	A	B							A	> 95.9%	
															R	< 96%
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	What is good		
	2023	100	96	97	97	97	97	83	73	65	58	53	49	Higher is better		
	Status	B	R	A	A	A	A									

**PV.1.3 - Service Desk tickets logged**

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 3 year													B	<10	
	2023	15	21	19	45	26	25							G	10-15	
	Status	G	A	A	R	R	A							A	16-25	
															R	>25
Cumulative	Target													What is good		
	2023	15	36	55	100	126	151	151	151	151	151	151	0	Monitor		
	Status	G	A	A	R	R	R									

**PV.1.4- System Uptime**

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

1. To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004.
2. To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004.
3. To improve the resilience of the control room function.
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](mailto:stuffley@bucksfire.gov.uk)  
07766 781389

# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>TVFCS REPLACEMENT PROJECT MANDATE</b>
<b>PRESENTED TO:</b>	<b>TVFCS JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>12 DECEMBER 2024</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER, JIM POWELL</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>DECISION</b>

## 1. EXECUTIVE SUMMARY

- 1.1 The Thames Valley Fire Control went operationally live in 2015. The original business case predicted services would collectively save £1 million per year when compared to predicted costs of running their legacy, individual control rooms. It was one of the first of its kind in delivering the joint operating model we use in the Thames Valley and it consistently delivers a first class service for the people of the Thames Valley.
- 1.2 The TVFCS Inter Authority Agreement (IAA) expires in April 2030. Clause 30 of the agreement requires each Fire Authority to discuss continued participation in a Joint Fire Control (TVFCS) by April 2027, reaching agreement on future provision by April 2028.
- 1.3 This timescale aligns to current contractual arrangements for the mobilising system which, as agreed by Authorities, has been extended to April 2028 with options to extend for a further two years.
- 1.4 The scale and complexity of replacing core TVFCS systems and agreeing a new, refreshed Inter Authority Agreement is likely to take 3 to 4 years and would require dedicated and specialist resources.
- 1.5 To manage this complexity, minimise risk of business continuity impacts and provide sufficient contingency for business transition, officers recommend that Authorities commission a replacement project, commencing in 2025/26,

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to deliver new systems and a refreshed IAA by April 2028, with a contingency of April 2029.

- 1.6 This requires Authorities to consider and agree the intent to continue participating in TVFCS as part of the project mandate, thereby enabling project work to begin.
- 1.7 This paper is also seeking agreement of the Capital Expenditure (Capex) Profile for 2025/26. This forms part of the TVFCS budget for 2025/26 but is included in this paper as the agreement of the project mandate is contingent with agreement of the Capex profile.

### 2. **RECOMMENDATION**

That the TVFCS Joint Committee:

- 2.1 **AGREE** to recommend to Authorities in principle, to continue participating in TVFCS beyond 2030 by approving this project mandate, which recommends the TVFCS replacement project commence in 2025/26.
- 2.2 **NOTE** that a final decision and full approval, or otherwise, on future participation in TVFCS and further investment in the replacement project will be taken on presentation of the Full Business Case in December 2025.
- 2.3 **APPROVE** the Capital expenditure profile for 2025/26, enabling investment in phase 1 project resourcing to deliver the Full Business Case.

### 3. **REPORT**

- 3.1 As set out in the executive summary, the Thames Valley Fire Control service is bound by the terms of the Inter Authority Agreement (IAA) and the mobilising system contractual arrangements, the latter being designed to mirror the timescales of the former. The IAA defines the expiry date as the fifteenth anniversary of the commencement date (April 2015). Therefore, after April 2030, participating Authorities will not have recourse to an agreement that binds them to any governance, financial or contractual arrangements.
- 3.2 These arrangements, as set out in the original business case, have ensured provision of a first class fire control that have also enabled significant savings to be realised. When compared to the predicted costs of running individual control rooms, and taking inflation into account, it is predicted that services have saved a combined total in the region of £17 million (see figure 2)

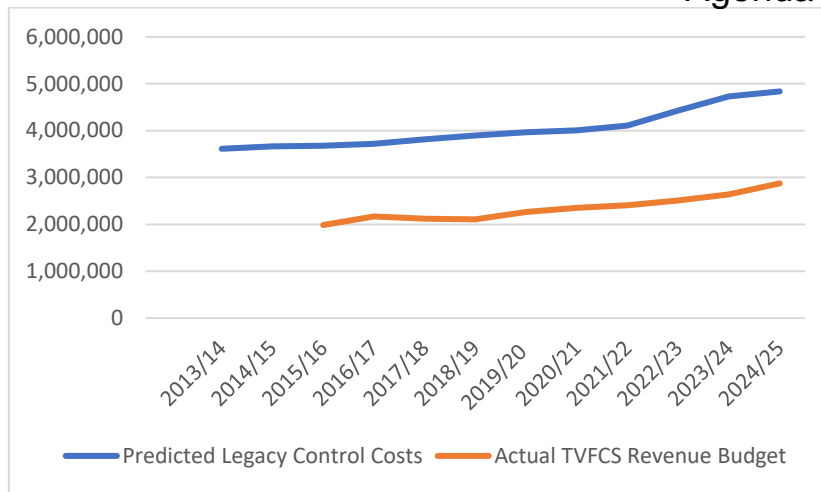


Figure 1

- 3.3 The current mobilising system, Vision 4 and DS3000, is provided by NEC Software Solutions (NECSWS). TVFCS has maintenance and support contracts in place until April 2028, with the option to extend for two further years. Due to the overall contract value, it would not be possible to extend this any further than 2030. Furthermore, the Vision 4 software development pathway will cease to provide any new functionality from circa 2026/27 as NECSWS focus on new platforms. This means that beyond 2030 TVFCS would be operating on an unsupported, legacy system that would be unable to deliver any technological improvements that could support enhanced public safety.
- 3.4 The hardware that runs both elements of the mobilising system will be approaching end of life in 2028, and the Windows servers will be unsupported beyond January 2029. In all cases, the hardware will become unviable beyond 2030.
- 3.5 Clause 30 of the IAA states:  
*“Three (3) Years prior to the Expiry Date the Fire Authorities shall discuss whether each Fire Authority.....wish to continue to participate in TVFCS following the expiry of this Agreement with a view to reaching a decision by two Years prior to the Expiry Date.”*  
 This means that Authorities should undertake the discussion by or in April 2027 and reach an agreement to continue, or not, by or in April 2028.
- 3.6 Replacement of the systems in TVFCS would require significant stakeholder and sector engagement and market research. This is needed to ensure development of a robust, resilient and sustainable specification that translates into a meaningful business case which should identify the optimal solution for both public finances and public safety. Likely contract values would dictate a procurement process commensurate with a high value, long term, mission critical contract. Early engagement with suppliers indicates that implementation of a new solution could take around two years.
- 3.7 The Inter Authority Agreement would need to be refreshed in tandem with, and as part of, the replacement programme. Authorities would need to engage in the process, providing appropriate resources and legal oversight to meet the relevant governance requirements.

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- 3.8 Considering these factors, officers recommend a minimum of 3 years, with a further 1-year contingency, to deliver a replacement system and refreshed IAA.
- 3.9 It would be undesirable to plan delivery timelines aligned to the final contract/IAA end dates of 2030 as this does not provide sufficient contingency, creating an unnecessary risk of operating on unsupported or obsolete software and hardware or without a legally binding framework. Therefore, to provide sufficient time for a 3-year programme, plus a 1-year contingency, it is recommended that the Programme commence in April 2025, with a planned delivery date of April 2028 and a contingency delivery date of April 2029.
- 3.10 This planning timeline requires a number of activities to occur in this financial year (see figure 2). Firstly, in order to legitimately mandate this work, Authorities will in essence be agreeing to continue participating in TVFCS, accelerating the process outlined in Clause 30 of the IAA (see 3.4). A decision in principal is necessary to ensure transparency of decision making, enabling Authorities to consider the strategic implications and is set out in the recommendation at 2.1.



Figure 2. Outline Programme Plan

- 3.11 Secondly, Authorities need to consider how this programme will be resourced. Officers are recommending a phased approach to resourcing, the initial phase of which is captured in the Capital Expenditure Profile, part of the TVFCS 2025/26 budget. Officers recommend using Capex funding from the Renewals account to provide a resourcing profile that will deliver some of the key phase 1 activities such as the business case and procurement tender. The IAA set out the rules for identifying and using Capex from the Renewals account which stipulates that this must be agreed as part of the budget for the coming year. As the decision making in relation to the project mandate (see 2.1) is contingent on agreement of the Capex Profile, it has been included in this paper (see sections 2.3 and 5). The Capex Profile is also included in the budget papers for completeness and to align to the IAA, however for the avoidance of doubt agreement of recommendation 2.3 will constitute formal agreement of the Capex profile for 2025/26.

- 3.12 Agreement of the Capex profile provides a funding envelope for accessing phase 1 resources. These resources are essential to delivering the business case that will enable Authorities to make informed and binding decisions on the future of TVFCS.
- 3.13 The planning assumption is that a Full Business Case will be presented to the Joint Committee in December 2025. The business case will recommend the proposed optimal replacement solution, identify any future funding gaps and identify phase 2 resourcing. At this point, and through both TVFCS and FRS budget setting processes, Authorities will be required to make final a decision to continue to participate in TVFCS (and subsequently the replacement programme) or terminate the agreement.
- 3.14 Termination of the agreement is described in the IAA and sets out the responsibilities of the 'Exiting Authorities'. Should any Authority decide not to participate they would be required to provide an alternative solution for meeting their statutory duty to 'make arrangements for dealing with calls for help and for summoning personnel' (see section 6). By commencing the replacement programme in 2025/26 and securing the resources to deliver the business in December of that year, should an Authority wish to exit they would have circa 3 years to seek an alternative solution.
- 3.15 The business case will also consider, inform and recommend other key elements of the programme such as phase 2 resourcing, informing the tender specification and supporting development of detailed project delivery documentation.
- 3.16 A more in-depth Project Brief will be presented to the Joint Committee at the March 2025 meeting, building on the outline Project plan at figure1. This will include details around governance, risk management, key roles and responsibilities and so on.
- 3.17 Pending agreement of this paper, RBFRS, on behalf of Authorities, will undertake recruitment of phase 1 resources in Q4 2024/25 to ensure timely commencement of phase 1 activities in April 2025. This will support an intent to deliver an Outline Business Case to the Joint Committee in July 2025, ahead of the Full Business Case in December 2025.
- 3.18 The Outline Business Case will build on the strategic rationale of the mandate and brief, provide a high-level view of expected benefits, value for money, risks, funding and affordability.

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

- 4.1 This paper complies with the partnership agreement.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 Spending from the Renewals account in 2025/26 will be used to provide a number of fixed term roles that make up the initial resourcing of phase 1 of the TVFCS Replacement Project. The profile in table 1 sets out the total projected funding envelope for the coming year, including a reasonable

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contingency as required by the IAA. The roles are described in the narrative below and summarised in table 2.

<b>Proposed Annual Capex Profile - 2025/26</b>	
<b>Item</b>	<b>£</b>
Project resourcing	194,000
EISEC servers	4,000
Contingency	19,900
<b>Total</b>	<b>217,900</b>

Table 1

<b>Project resource summary</b>	
<b>Role</b>	<b>Cost 25/26</b>
Programme management (see 5.5)	14,000
Business Analyst (see 5.6)	75,000
Project manager (see 5.7)	28,000
Project support (see 5.8)	42,000
SME/Senior User (see 5.9)	35,000
<b>Total</b>	<b>194,000</b>

Table 2

- 5.2 These roles will be required beyond 2025/26, however this cannot be represented in this Capex Profile as the IAA states in Schedule 7, Part B, Clause 6.1;  
*“...only Capex identified in the Annual Capital Expenditure Programme as being due in the relevant Financial Year may be expended in the Financial Year to which the Annual Capital Expenditure Programme refers.”*
- 5.3 This does not allow for a multi-year spending profile to be agreed. However, it will be necessary to advertise the roles for the desired term and this has been noted in the role descriptions below. Joint Committee members and Authorities should note that in agreeing the Capex Profile for 2025/26, they are consenting for these roles to continue into the 2026/27 financial year as specified below. The 2026/27 spend will be detailed for agreement in the 2026/27 Capex Profile as required by the IAA.

**Resource requirement**

- 5.4 All Green book role gradings are defined using HAY evaluation and are provided with on-costs.
- 5.5 Programme manager, Grade 7 circa 12 months. This role will be provided from existing resources within RBFRS and will provide the initial high-level coordination and responsibility for the project. This work will be delivered alongside the existing work of that role and will be pro-rata. The planning assumption is that replacement project will require 20% of that roles capacity. Budget required £14k.
- 5.6 Business Analyst, Grade 7 for 12 months with option to extend to 18 months. This role will deliver the Outline and Full Business Case, develop the tender specification and supporting documentation and develop the phase 2 resourcing profile. Budget required £75k (12 months) - £105k (18 months). The full term of 18 months may be taken to ensure resilient transition from phase 1 to phase 2, linking in with the Project Manager role.
- 5.7 Project Manager, Grade 6 18 -24 months. This role will manage the procurement tender, develop the delivery/implementation plan, manage and deliver phase 2. This role will commence in the last six months of 2025/26 following agreement of the Full Business Case. Budget required £28k (2025/26) - £112k (24 months).
- 5.8 Project Support Role, Grade 4 18-24 months. This role will provide project and business support to all project roles, ensuring adequate capacity to manage a range of key activities at the desired pace. Budget required £42k (2025/26) - £84k (24 months)
- 5.9 TVFCS Subject Matter Expert and Senior User, Watch Manager 6-12 months. In 2023/24 services agreed a two-year fixed term Watch Manager 'TVFCS Projects' post to provide additional capacity and expertise to deliver a number of key work packages. This post has provided a range of benefits and is progressing these key areas of work. The fixed term is due to end in September 2025. To support delivery of the replacement project in the latter stages of phase 1 and moving into phase 2, the project team will need subject matter advice and a senior user to support focussed business change. It is recommended that the fixed term is extended until April 2026 to provide this essential role. Budget required £35k.
- 5.10 The Capex requirement for 2025/26 is set out in table 1. The likely predicted draw on the Renewals account for 2025/26 and 2026/27, if all the above options are taken, is circa £350k. This and the effect on the Renewals account is further described in the Long-Term Forecast, included in the TVFCS budget papers.
- 5.11 The profile also includes £4k for replacement server hardware for both the Calcot and Kidlington sites. BT is upgrading the provision of it Geo-location service 'Enhanced Information Service for Emergency Calls' (EISEC). This service enables the registered address of a landline or the Geo-location of a

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mobile phone caller to be graphically displayed on the mobilising system mapping software, allowing control operators to quickly dispatch resources to the correct location. The upgrade is necessary as part of BT strategy to replace old networks by the end of 2025.

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

### **6. LEGAL IMPLICATIONS**

- 6.1 Fire and Rescue Services Act 2004 Part 2 Core Functions, Section 7 Fire-fighting (2) (c) *'A fire and rescue authority must make provision for the purpose of-.... make arrangements for dealing with calls for help and for summoning personnel'*.

- 6.2 The Policing and Crime Act 2017 Section 2 (1) states a relevant service *"must keep under consideration whether entering into a collaboration agreement with one or more other relevant emergency services in England could be in the interests of the efficiency or effectiveness of that service and those other services."*

### **7. EQUALITY AND DIVERSITY IMPLICATIONS**

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

### **8. RISK IMPLICATIONS**

- 8.1 If the replacement of TVFCS is not considered in a timely way and that any replacement project is not properly commissioned or adequately resourced there is a high likelihood that Authorities will face significant challenges in delivering the statutory duty described in section 6.1. This would result from having unsuitable equipment, systems and governance arrangements in place to deliver that service.

- 8.2 If an Authority makes a decision to exit the agreement there is a risk that they will incur significant additional cost in securing a new mobilising solution and will not continue to benefit from the savings identified in the original business case.

### **9. CONTRIBUTION TO SERVICE AIMS**

- 9.1 The contents of this report support the following primary objectives as set out in the TVFCS partnership agreement:

1. To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004
2. To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004
3. To improve the resilience of the control room function

4. To improve performance
5. To generate efficiencies

**10. PRINCIPAL CONSULTATION**

- 10.1 TVFCS Joint Coordination Group.

**11. BACKGROUND PAPERS**

- 11.1 None.

**12. APPENDICES**

- 12.1 None.

**13. CONTACT DETAILS**

- 13.1 Area Manager Jim Powell [powellj@rbfrs.co.uk](mailto:powellj@rbfrs.co.uk) 07774 215664

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# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>TVFCS BUDGET 2025/26</b>
<b>PRESENTED TO:</b>	<b>JOINT COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>12 DECEMBER 2024</b>
<b>LEAD OFFICER</b>	<b>CONOR BYRNE, HEAD OF FINANCE &amp; PROCUREMENT, RBFMS</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>FOR DECISION</b>

## 1. **EXECUTIVE SUMMARY**

1.1 To provide Joint Committee with the proposed revenue and capital budgets for Thames Valley Fire Control Service (TVFCS) for the 2025/26 financial year.

## 2. **RECOMMENDATION**

2.1 **AGREE** the proposed TVFCS revenue budget for 2025/26 as detailed in **Appendix A**.

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

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

2.4 **AGREE** to pay £150,000 into the Renewals Fund (£50,000 from each partner) in 2025/26 towards capital replacement costs.

2.5 **AGREE** the Capital Expenditure Programme for 2025/26 (**Appendix C**).

2.6 **NOTE** the Medium-Term Financial Plan (**Appendix B**) and Renewals Long Term Forecast (**Appendix D**).

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2.7 **RECOMMEND** to their respective Authorities the TVFCS revenue and capital budgets for the financial year 2025/26 and the individual Authority contributions to these budgets.

### 3. **REPORT**

3.1 The proposed TVFCS Revenue Budget for 2025/26 is detailed in **Appendix A** and shows a total budget of £3,007,294, which is an increase of £133,271 or 4.6%.

3.2 The main factor for the increase in the budget requirement for 2025/26 relates to the increase in employment costs, caused by a budgeted grey book annual pay award of 2%, an increase in the Local Government Pension Scheme deficit payment and a reduction in staff turnover within TVFCS. The reduced staff turnover has meant that the number of staff who have achieved full role competence, with the accompanying uplift in salary, has increased compared with previous years. Additional provision has also been made in the TVFCS overtime budget to facilitate the involvement of staff in realistic training exercises.

3.3 The increase to the Employers National Insurance rate to 15% and the lowering of the threshold at which the rate is applied has been incorporated into employment costs, with a new line for income for expected compensation to cover the NI increase.

3.4 Any addition to the pay award above the 2% provided would need to come out of the contingency budget. Each additional 1% increase (from July 2025) would lead to an in-year pressure of £15,000.

3.5 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 2025/26.

3.6 Finance & Procurement – The increase is due to the rise in audit fees.

3.7 HR and L&D recharges have increased due to a restructure of HR to include the Health and Safety team and increased Occupational Health costs.

3.8 The secondary control recharge from Oxfordshire FRS has increased by £5,859, mainly due to PSTN replacement.

3.9 The current contract for contingency call handling ends in April 2025. A new contract will need to begin 1 May 2025 at an estimated maximum annual cost of £20,000.

3.10 Although technology costs have increased in total by 3%, this includes the new cost of MAIT, the cost of which has been covered by a grant for the first two years and is shown under the income section of the budget.

- 3.11 The Medium-Term Financial Plan (MTFP) has been produced and included in **Appendix B**. This reflects potential budget pressures or cost reductions in the medium term and future year salary awards, which for 2026/27 and 2027/28 have been included at 2% for each year.
- 3.12 It is proposed in paragraph 2.4 that each partner continues to set aside £50,000 each financial year towards capital replacement costs. The fund stood at £1.82m at 31 March 2024.
- 3.13 The proposed capital expenditure programme for 2025/26 is detailed in **Appendix C**. The expenditure identifies a total of £217,800, including contingency, which will be paid for from the TVFCS Renewals Account. The longer-term forecast of payments into and out of the Renewals Fund, as shown in **Appendix D**, assumes the commencement of system replacement in 2027, for completion by 2030.
- 3.14 The budget papers presented have been produced and developed in collaboration with the lead contact for each respective partner.

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

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

#### **5. FINANCIAL IMPLICATIONS**

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

#### **6. LEGAL IMPLICATIONS**

- 6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, any underspend will be reimbursed to partners in accordance with the cost apportionment model.
- 6.2 The 2025/26 budget complies with statutory regulations.

#### **7. EQUALITY AND DIVERSITY IMPLICATIONS**

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

#### **8. RISK IMPLICATIONS**

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

**9. CONTRIBUTION TO SERVICE AIMS**

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

**10. PRINCIPAL CONSULTATION**

- 10.1 Simon Harris, TVFCS Group Manager
- 10.2 Joint Co-ordination Group
- 10.3 Senior Leadership Team, Royal Berkshire FRS
- 10.4 Lead Finance contacts at each respective partner

**11. BACKGROUND PAPERS**

- 11.1 None.

**12. APPENDICES**

- 12.1 Appendix A: TVFCS Revenue Budget 2025/26
- 12.2 Appendix B: TVFCS Medium Term Financial Plan 2025/26 – 2027/28
- 12.3 Appendix C: Capital Expenditure Programme 2025/26
- 12.4 Appendix D: Renewals Account Long Term Forecast

**13. CONTACT DETAILS**

- 13.1 Conor Byrne, Head of Finance and Procurement, RBFRRS

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## Appendix A

<b>TVFCS Medium Term Financial Plan 2025/26 to 2027/28</b>			
	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Staff</b>			
Employment Costs	2,236,175	2,280,899	2,326,516
Mileage and Subsistence	6,000	6,120	6,242
Training	3,000	3,060	3,121
Recruitment	600	612	624
<b>Sub Total</b>	<b>2,245,775</b>	<b>2,290,691</b>	<b>2,336,503</b>
<b>Corporate</b>			
Facilities	150,230	153,235	156,299
Finance & Procurement	28,450	32,688	33,341
HR and Learning and Development	109,883	112,081	114,322
ICT	131,180	133,804	136,480
Liability Insurance	12,474	12,723	12,978
Management	23,428	23,897	24,374
<b>Sub Total</b>	<b>455,645</b>	<b>468,427</b>	<b>477,795</b>
<b>Other</b>			
Equipment purchases & Maintenance	4,500	4,590	4,682
OFRS Costs (Includes Secondary Control Airwave Rental)	59,129	60,312	61,518
Contingency call handling provision	20,000	20,000	20,000
<b>Sub Total</b>	<b>83,629</b>	<b>84,902</b>	<b>86,200</b>
<b>Technology</b>			
Capita Mobs System (maint)	83,506	83,506	83,506
DS3000 (for primary and secondary) ICCS	104,511	106,601	108,733
Charges for Unicorn network and telephony rental	44,977	45,877	46,794
Software Maintenance	930	949	968
EISEC Calcot (999 caller location)	9,500	10,000	10,500
Smart services to switch 999 lines elsewhere	17,000	17,000	17,000
MAIT	13,320	10,260	10,260
Airwave rental ( SAN I ,B ) ( Primary,secondary ) (7+8)	21,116	21,538	21,969
<b>Sub Total</b>	<b>294,860</b>	<b>295,731</b>	<b>299,730</b>
<b>Total Budgeted Expenditure</b>	<b>3,079,909</b>	<b>3,139,750</b>	<b>3,200,228</b>
<b>Income</b>			
MAIT Grant	-13320	-10,260	0
Alarm Receiving Contract Centre	-13345	-13,612	-13,884
Compensation for rise in NI rate	-45950	-46,869	-47,806
<b>Total Budgeted Income</b>	<b>-72,615</b>	<b>-70,741</b>	<b>-61,691</b>
<b>Total Budget</b>	<b>3,007,294</b>	<b>3,069,009</b>	<b>3,138,538</b>
Contingency	150,000	150,000	150,000
<b>Upper limit of TVFCS expenditure</b>	<b>3,157,294</b>	<b>3,219,009</b>	<b>3,288,538</b>

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**Thames Valley Capital Expenditure Programme 2025/26**

Spending from the Renewals account in 2025/26 will be used to provide a number of fixed term roles that make up the initial resourcing of phase 1 of the TVFCS Replacement Project. The profile in table 1 sets out the total projected funding envelope for the coming year, including a reasonable contingency as required by the IAA. The roles are described in the narrative below and summarised in table 2.

<b>Proposed Annual Capex Profile - 2025/26</b>	
<b>Item</b>	<b>£</b>
Project resourcing	194,000
EISEC servers	4,000
Contingency	19,800
<b>Total</b>	<b>217,800</b>

Table 1

<b>Project resource summary</b>	
<b>Role</b>	<b>Cost 2025/26</b>
Programme management	14,000
Business Analyst	75,000
Project manager	28,000
Project support	42,000
SME/Senior User	35,000
<b>Total</b>	<b>194,000</b>

Table 2

- 1.1 These roles will be required beyond 2025/26, however this cannot be represented in this Capex Profile as the IAA states in Schedule 7, Part B, Clause 6.1;  
*“....only Capex identified in the Annual Capital Expenditure Programme as being due in the relevant Financial Year may be expended in the Financial Year to which the Annual Capital Expenditure Programme refers.”*

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### Appendix B

- 1.2 This does not allow for a multi-year spending profile to be agreed. However, it will be necessary to advertise the roles for the desired term and this has been noted in the role descriptions below. Joint Committee members and Authorities should note that in agreeing the Capex Profile for 2025/26, they are consenting for these roles to continue into the 2026/27 financial year as specified below. The 2026/27 spend will be detailed for agreement in the 2026/27 Capex Profile as required by the IAA.

#### **Resource requirement**

- 1.3 All Green book role gradings are defined using HAY evaluation and are provided with on-costs.
- 1.4 Programme manager, Grade 7 circa 12 months. This role will be provided from existing resources within RBFRS and will provide the initial high-level coordination and responsibility for the project. This work will be delivered alongside the existing work of that role and will be pro-rata. The planning assumption is that replacement project will require 20% of that roles capacity. Budget required £14k.
- 1.5 Business Analyst, Grade 7 for 12 months with option to extend to 18 months. This role will deliver the Outline and Full Business Case, develop the tender specification and supporting documentation and develop the phase 2 resourcing profile. Budget required £75k (12 months) - £105k (18 months). The full term of 18 months may be taken to ensure resilient transition from phase 1 to phase 2, linking in with the Project Manager role.
- 1.6 Project Manager, Grade 6 18 -24 months. This role will manage the procurement tender, develop the delivery/implementation plan, manage and deliver phase 2. This role will commence in the last six months of 2025/26 following agreement of the Full Business Case. Budget required £28k (2025/26) - £112k (24 months).
- 1.7 Project Support Role, Grade 4 18-24 months. This role will provide project and business support to all project roles, ensuring adequate capacity to manage a range of key activities at the desired pace. Budget required £42k (2025/26) - £84k (24 months)
- 1.8 TVFCS Subject Matter Expert and Senior User, Watch Manager 6-12 months. In 2023/24 services agreed a two-year fixed term Watch Manager 'TVFCS Projects' post to provide additional capacity and expertise to deliver a number of key work packages. This post has provided a range of benefits and is progressing these key areas of work. The fixed term is due to end in September 2025. To support delivery of the replacement project in the latter stages of phase 1 and moving into phase 2, the project team will need subject matter advice and a senior user to support focussed business change. It is recommend that the fixed term is extended until April 2026 to provide this essential role. Budget required £35k.
- 1.9 The Capex requirement for 2025/26 is set out in table 1. The likely predicted draw on the Renewals account for 2025/26 and 2026/27, if all the above options

are taken, is circa £350k. This and the effect on the Renewals account is further described in the Long-Term Forecast, included in the TVFCS budget papers.

- 1.10 The profile also includes £4k for replacement server hardware for both the Calcot and Kidlington sites. BT is upgrading the provision of its Geo-location service 'Enhanced Information Service for Emergency Calls' (EISEC). This service enables the registered address of a landline or the Geo-location of a mobile phone caller to be graphically displayed on the mobilising system mapping software, allowing control operators to quickly dispatch resources to the correct location. The upgrade is necessary as part of BT strategy to replace old networks by the end of 2025.
- 1.11 The TVFCS Inter Authority Agreement also makes provision for a separate contingency allocation from the renewals account. It is recommended that a figure of 10% of the RWCS is used to allocate to this fund.

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**Thames Valley Renewal Account Long Term Forecast (LTF)**

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

<b>Renewal account Long Term Forecast</b>	
<b>Balance as at 31 March 2024</b>	<b>£1,828k</b>
Contribution 2024/25	£150k
Interest 2024/25	£47k
2024/25 Capex programme spend (Video Monitoring system)	- £72k <sup>i</sup>
2024/25 Capex programme (Hardware refresh) – estimate to completion	-£599k <sup>ii</sup>
<b>Balance as at 31 March 2025</b>	<b>£1,354k</b>
Contribution 2025/26	£150k
Interest 2025/26	£26k
2025/26 Proposed Annual Capex Programme (see Appendix C – Phase 1 of Replacement Project)	-£218k <sup>iii</sup>
<b>Balance as at 31 March 2026</b>	<b>£1,312k</b>
Contribution 2026/27	£150k
Interest 2026/27	£28k
2026/27 Proposed Annual Capex Programme (see Appendix C – Phase 1 of Replacement Project)	-£132k
<b>Balance as at 31 March 2027</b>	<b>£1,358k</b>
Contribution 2027/28	£150k
Interest 2027/28	£31k
<b>Balance as at 31 March 2028</b>	<b>£1,539k</b>
Contribution 2028/29	£150k
Interest 2028/29	£35k
<b>Balance as at 31 March 2029</b>	<b>£1,724k</b>
Contribution 2029/30	£150k
Interest 2029/30	£39k
<b>Projected total at end of current agreement (April 2030)</b>	<b>£1,913k</b>

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### Appendix C

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

- i) The 2023/24 profile set aside an estimated figure of £50k for replacement of a video monitoring system. The actual cost of the contract was £72,351.28, which was paid in 2024/25.
- ii) The 2024/25 Capex expenditure for DS3000 hardware refresh. The PO to SSS Public Safety for £539,280 has been issued and the project is progressing. Project management costs of £60,000 are estimated.
- iii) The 2025/26 Capex of £217,900 is set out in appendix C.

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

#### Interest accrued

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

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

# THAMES VALLEY FIRE CONTROL SERVICE



<b>SUBJECT</b>	<b>TVFCS JOINT COMMITTEE</b>
<b>PRESENTED TO:</b>	<b>12 DECEMBER 2024</b>
<b>DATE OF MEETING</b>	<b>THAMES VALLEY FIRE CONTROL - CONTINGENCY CALL HANDLING TENDER</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER, JIM POWELL</b>
<b>EXEMPT INFORMATION</b>	<b>NONE</b>
<b>ACTION</b>	<b>TO NOTE</b>

## 1. EXECUTIVE SUMMARY

- 1.1 Thames Valley Fire Authorities are required to have effective business continuity arrangements in place in relation to provision of their statutory duty to make arrangements for dealing with calls for help
- 1.2 Authorities current Contingency Call Handling arrangements are discharged through a contract with Securitas Security Services. The contract expires in April 2025 and as per Clause 17 of the Inter Authority Agreement, Authority approval is required to tender for provision of a new service.
- 1.3 This paper asks members to note that Authorities have provided approval for the tender to commence.

## 2. RECOMMENDATION

- 2.1 To **NOTE** authorities have agreed to tender for Provision of a Contingency Call Handling Service and related services for Thames Valley Fire Control Service.

## 3. REPORT

- 3.1 Having effective business continuity arrangements in place is a requirement of the Civil Contingencies Act 2004 and the requirement for Fire and rescue

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Services (FRS) is set out in the Fire and Rescue National Framework for England.

- 3.2 In 2021 Royal Berkshire Fire Authority contracted Securitas Security Services (UK) Limited for the Provision of a Contingency Call Handling Service for Thames Valley Fire Control Service (TVFCS), in the event that TVFCS are unable to provide this service through normal staffing arrangements e.g. during a pandemic.
- 3.3 The contract Period ran from 1 May 2021 to 30 April 2023 with an option to extend for two (2) further years in one (1) year increments. The service has taken the option to extend for both additional years and the current contract expires on 30 April 2025. This paper seeks approval for the Authority to publicly tender for a new contract for provision a Contingency Call Handling Service for TVFCS from April 2025.
- 3.4 The current contract was initially to provide the service for calls relating to Royal Berkshire, with an option to extend to both Oxfordshire FRS and Buckinghamshire FRS. In 2023/24 this became a 'TVFCS contract' (see 6.1) and forms part of the TVFCS revenue budget with the service being provided to and paid for by all three Thames Valley FRS. RBFA will lead on the procurement on behalf of all three TVFRS.
- 3.5 As a TVFCS contract it is bound by the TVFCS Inter-Authority Agreement whereby any new contract must be an Authority decision. Therefore, Authority approval is required before proceeding to tender (see 6.2).
- 3.6 In this case, due to the pending introduction of new procurement legislation originally planned for 28 October 2024 and the timing of TVFCS Joint Committee meetings, Authority agreement was sought prior to seeking a recommendation to agree from the Joint Committee.
- 3.7 Service requirements for the new tender, including contract periods, will be broadly similar to existing arrangements. However, building on learning from the current contract additional elements around exercising and testing will be built into the proposed tender. Therefore, whilst needing to account for inflation, the contract value will likely be within a comparable cost envelope

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

- 4.1 This report complies with the TVFCS Inter Authority Agreement.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 The cost of the current contract has two main features; firstly, the cost of maintaining the service and ensuring the provision and availability of trained operators and secondly, a pricing schedule that sets out deployment costs in

- 5.2 the event of a business continuity event that would require activation and delivery of the service.
- 5.3 The current base total contract value for four years, for maintaining the service, is up to £60k. The pricing schedule for deployment costs is set at circa £8k for every 24hr period. To date the service has not activated the contract and therefore no deployment data exists to support projection of costs.
- 5.4 The contract will be paid for via the TVFCS revenue budget which is subject to the TVFCS Cost Apportionment Model. This was reviewed, refreshed and agreed in July 2024 and sets out the proportion of the TVFCS budget each FRS will pay. The current rates for the next 3 years are RBFA 37.5%, Buckinghamshire and Milton Keynes Fire Authority 33.7% and Oxfordshire County Council 28.8%. Therefore, RBFA will pay 37.5% of the annual cost of maintaining the contract.
- 5.5 The TVFCS Medium Term Financial Plan (MTFP) sets out the base budget provision against the current contractual arrangements. This will be reviewed in light of a likely increase in costs of a new contact as part of the budget setting process for 25/26 and associated MTFP adjustments.

## **6. LEGAL IMPLICATIONS**

- 6.1 TVFCS IAA defines a TVFCS contract as *'any contract between one or more of the Fire Authorities and a third party relating to the Purpose which is procured for the Purpose and is funded from the TVFCS Revenue Account or the Renewals Account...'*
- 6.2 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) [...]."*
- 6.3 Fire and Rescue Services Act 2004 Part 2 Core Functions, Section 7 Fire-fighting (2) (c) *'make arrangements for dealing with calls for help and for summoning personnel'*.
- 6.4 Civil Contingencies Act 2004 Section 2 Duty to assess, plan and advise (1) *'a person or body listed'* (c) *'maintain plans for the purpose of ensuring, so far as is reasonably practicable, that if an emergency occurs the person or body is able to continue to perform his or its functions'* and Section 2 (1) (d) *'maintain plans for the purpose of ensuring that if an emergency occurs or is likely to occur the person or body is able to perform his or its functions so far as necessary or desirable for the purpose of— (i) preventing the emergency,*

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*(ii)reducing, controlling or mitigating its effects, or (iii)taking other action in connection with it'*

- 6.5 Fire and Rescue National Framework for England, section 2.11 *'Fire and rescue authorities must have effective business continuity arrangements in place in accordance with their duties under the Civil Contingencies Act 2004. Within these arrangements, fire and rescue authorities must make every endeavour to meet the full range of service delivery risks and national resilience duties and commitments that they face. Business continuity plans should not be developed on the basis of armed forces assistance being available'*.

### **7. EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 Equality Diversity & Inclusion will be a key element of the tender process, linked to service equality objectives, to provide confidence and assurance to TVFRS that the preferred supplier aligns to FRS ethics and has systems and processes in place that meet our expectations.

### **8. RISK IMPLICATIONS**

- 8.1 If the service does not have effective business continuity arrangements in place, then it is likely that it will not be able to deliver its statutory duties, which is significant in respect of public safety and the reputation of the service.

### **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 200.
- 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](mailto:powellj@rbfrs.co.uk) 07774 215664

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ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
TVFCS Performance Report Q2 and Q3	17-Mar-25	Note	Senior Responsible Officers	N/A	Part I
TVFCS Contingency Call Handling	17-Mar-25	Agree	Senior Responsible Officers	N/A	Part I
Appointment of Chairman and Vice-Chairman for 2025/26 (Bucks)	July (2025)	Agree	Monitoring Officer	N/A	Part I
Chairman's Annual Report 2024/25	July (2025)	Note	Senior Responsible Officers	Chairman	Part I
TVFCS Performance Report Q4	July (2025)	Note	Group Manager	N/A	Part I
Outturn	July (2025)	Note	Deputy Head of Finance		
TVFCS Proposed Budget 2026/27	December (2025)	Agree	Senior Responsible Officers	N/A	Part I
TVFCS Performance Report Q1	December (2025)	Note	Group Manager	N/A	Part I
TVFCS Performance Report Q2 and Q3	March (2026)	Note	Senior Responsible Officers	N/A	Part I

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