



## Information Requests received by Royal Berkshire Fire and Rescue Service

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Key:

EIR – Environmental Information Regulations 2004

FOI – Freedom of Information Act 2000

BAU – Business as Usual

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### January 2022

#### Request Number 2021-0070 (Apprenticeships)

FOI request received on 06 January 2022:

1. What is the annual Apprenticeship Levy?
2. How much Levy do you currently use?
3. How many Apprentices do you currently have?
4. What training providers do you use?
5. What Apprenticeship standards do you use?
6. How many IT Apprentices do you have?
7. Who is the best contact for Apprentices?

#### Response:

1. What is the annual Apprenticeship Levy? **Estimate for 21/22 is £97, 320. Payments are made monthly and will fluctuate.**
2. How much Levy do you currently use? **Currently use £8,100 but not yet set up 19 Apprentices who will draw down on fees within the next few months.**
3. How many Apprentices do you currently have? **21 Apprentices**
4. What training providers do you use? **BPP and Capita**
5. What Apprenticeship standards do you use? **Operational FF Apprenticeship Level 3, and Business Administration level 3, Assistant Accountant Level 3**



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6. How many IT Apprentices do you have? **None**
7. Who is the best contact for Apprentices? **Senior HR Adviser Service Provision, contact details provided**



### Request Number 2021-0071 (False Alarms – Response to and Statistics)

FOI request received on 10 January 2022:

1. I was wondering if it would be possible to obtain a record of how many false alarm calls you have attended at [x3 addresses in Reading] over the past six months?

Please could I kindly ask that this data is separated for each address and each month, rather than just being provided with a total number of calls.

2. I was also wondering if it would be possible to receive the times that these false activations were reported via the Thames Valley Fire Control Service.
3. Could you also confirm what the response is to a possible fire at a high-rise block of flats once a call is received? For example, how many pumps are mobilised?
4. Could you also confirm how much RBFRS spend on false alarm activations and what work is being done to combat this? For example, are you working with Thames Valley Police to tackle false alarms in known hotspots or landlords/managing such as [owner name] who own these buildings?

#### Response:

- 1. I was wondering if it would be possible to obtain a record of how many false alarm calls you have attended at [x3 addresses in Reading] over the past six months?**

Call Data checked from 01 June 2021 - 31 December 2021 and data includes all False Alarm options:

03 – False Alarm

04 – False Alarm Good Intent

05 – False Alarm Malicious-Hoax incl Special Servi



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Address	September	October	November	December	Total
Address 1	0	2	4	5	11
Address 2	0	0	3	3	6
Address 3	1	3	2	1	7

2. I was also wondering if it would be possible to receive the times that these false activations were reported via the Thames Valley Fire Control Service.

Address	Month	Time
Address 1	October	12:27:08
Address 1	October	17:35:58
Address 1	November	16:08:21
Address 1	November	22:00:29
Address 1	November	22:07:17
Address 1	November	22:32:51
Address 1	December	08:35:34
Address 1	December	17:08:13
Address 1	December	18:50:58
Address 1	December	21:27:06
Address 1	December	22:21:54
Address 2	November	05:47:49
Address 2	November	19:31:41
Address 2	November	21:29:44
Address 2	December	18:22:01
Address 2	December	20:09:57
Address 2	December	20:54:15
Address 3	September	15:37:24
Address 3	October	01:08:21
Address 3	October	04:19:25
Address 3	October	12:10:40



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Address	Month	Time
Address 3	November	01:28:43
Address 3	November	18:38:16
Address 3	December	00:41:46

### 3. Could you also confirm what the response is to a possible fire at a high-rise block of flats once a call is received? For example, how many pumps are mobilised?

Alarm will receive:

- 1 pumping appliance unless any smell of burning or smoke present etc.

PDA for confirmed Fire in a high rise residential building is:

- 6 Pumping appliances
- 1 Aerial appliance
- 1 Incident Command unit (small)
- 3 Level 2 incident command officers
- 1 Level 3 Incident command officer

### 4a. Could you also confirm how much RBFRS spend on false alarm activations

RBFRS does not hold this exact information. However, our current consultation on response to [Automatic Fire Alarms \(AFA\) incidents](#), on page 16, that RBFRS is notified of approximately 2,900 AFA incidents a year and of these an attendance is sent to approximately 2,200. The information also cites that there is an average of one fire engine attending each of these incidents with an average incident duration of approximately thirty minutes. The [RBFRS Fees and Charges](#) contains the cost of a fire engine and its crew per hour.



### 4b. What work is being done to combat this?

Currently RBFRS applies a policy relating to how we respond to automatic fire alarms. Please see [Reducing Fire Alarms](#) on our website which is the information that we place in the public domain. More detailed policy and guidance note documents are published internally and to assist you in your request, we have included the attached copies.

[Unwanted Fire Signals Policy.pdf]

[TVFCS procedure.pdf]

[Ops Crews and Protection Team Procedures.pdf]

RBFRS is also currently consulting publically with respect to amending what we do. The [Automatic Fire Alarm Consultation](#) will run until Monday 28th March 2022.

### 4c. For example, are you working with Thames Valley Police to tackle false alarms in known hotspots or landlords/managing such as [owner name] who own these buildings?

RBFRS is not working with Thames Valley Police in relation to Automatic Fire Alarms but we routinely work with the police where we suspect arson and other crimes. Our policy is to work with the people who are in control of the premises, including local authorities for any premises owned by them and we will work in stages as detailed in our policy and guidance documents.

In addition RBFRS carry out safe and well visits to properties throughout Berkshire offering free safety advice and provide guidance on safety in the home and where required will install smoke detectors. RBFRS works in collaboration with agencies such as Thames Valley Police, South Central Ambulance Service, NHS departments and also local authorities to provide advice and support within the communities.



### **Request Number 2021-0072 (Premises – Environmental Concerns)**

EIR request received on 12 January 2022:

Re Premises in Berkshire: Do the fire brigade have any record of concerns regarding potential USTs, ASTs, petroleum or contamination of either this property or any nearby areas?

#### **Response:**

RBFRS do not hold any information on potential USTs, ASTs, petroleum or contamination of either this property or any nearby areas.



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### **Request Number 2021-0073 (Unmanned Aerial Vehicles (Drones))**

FOI request received on 19 January 2022:

As of 19 Jan 22, please send me details about:

- The number of qualified drone operators (both full and part time) you currently have working for the you in any capacity (for example 1 x contractor, 2 x part time, 3 x full time etc).
- The number and type (by manufacturer and model) of drones currently in use (for example 3 x DJI M300 etc).
- The number of drone crashes, losses or failures experienced in the last 12 months by the Force by drone type (for example 1 x DJI M300 etc).

### **Response:**

I refer to your Request for Information and can advise you that we (Royal Berkshire Fire and Rescue Service) do not own or operate drones/unmanned aerial vehicles.





### **Request Number 2021-0074 (Fleet List)**

FOI request received on 20 January 2022:

Please can you supply me with the following information?

Registration number:

Make:

Model:

Of all vehicles currently on your fleet and those sold between 1st March 2019 and 26th November 2021?

### **Response:**

[RBFRS Disposed vehicles 01032019-26112021.xlsx]

[RBFRS Fleet (18-01-22).xlsx]



### **Request Number 2021-0075 (Diversity and Recruitment)**

FOI request received on 24 January 2022:

The term 'firefighter' in all the questions below refer to those in the role of firefighter and all operational uniform staff roles (e.g., Crew Manager, Watch Manager).

The term also refers to both wholetime and on call staff.

The questions also extend to Service Control when applicable.

1. What is the total establishment of firefighters in your F&RS?
2. What percentage of your firefighters are men?
3. What percentage of your firefighters are women?
4. What percentage of your firefighters are White men?
5. What percentage of your firefighters are White women?
6. What percentage of your firefighters are Black men?
7. What percentage of your firefighters are Black women?
8. What percentage of your firefighters are Asian men?
9. What percentage of your firefighters are Asian women?
10. What percentage of your firefighters are Mixed men?
11. What percentage of your firefighters are Mixed women?
12. How many firefighters are you aiming to recruit in your F&RS in the next 3 years (2022, 2023, 2024)



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13. Please provide any details of positive action initiatives your F&RS may currently have in place.
14. Has your F&RS made any commitment to recruiting certain numbers from ethnic minority communities in the next 3 years (2022, 2023, and 2024)?

### Recruitment and Promotion

1. What firefighter recruitment processes have the F&RS scheduled for 2022? Please provide dates if applicable.
2. What staff recruitment processes have the F&RS scheduled for 2022? Please provide dates if applicable.
3. What firefighter promotion processes are scheduled for 2022 (of all ranks)? Please provide dates if applicable.
4. How many new firefighter recruits is your F&RS aiming to recruit in 2022?
5. How many individuals are the F&RS expecting to apply to each promotion scheme in 2022?

### Response:

1. What is the total establishment of firefighters in your F&RS? **465 (This figure includes all Operational Wholetime, On-Call and Control staff)**
2. What percentage of your firefighters are men? **87.5% (407 male)**
3. What percentage of your firefighters are women? **12.5% (58 female)**
4. What percentage of your firefighters are White men? **See below table**
5. What percentage of your firefighters are White women? **See below table**
6. What percentage of your firefighters are Black men? **See below table**
7. What percentage of your firefighters are Black women? **See below table**



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8. What percentage of your firefighters are Asian men? **See below table**
9. What percentage of your firefighters are Asian women? **See below table**
10. What percentage of your firefighters are Mixed men? **See below table**
11. What percentage of your firefighters are Mixed women? **See below table**

**RBFRS records their Ethnicity Groups using the same format as the Home Office. As there are several types of ethnicity we have provided a table to show ethnicity groups for all Operational staff.**

Ethnicity	No of Male Employees	%
<b>Asian or British Asian: Other</b>	1	0.25%
<b>Black or Black British Caribbean</b>	1	0.25%
<b>Mixed White and Black Caribbean</b>	2	0.49%
<b>Other</b>	1	0.25%
<b>Other Mixed</b>	3	0.74%
<b>White British</b>	393	96.56%
<b>White Other</b>	6	1.47%
<b>Grand Total</b>	<b>407</b>	<b>100.00%</b>



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Ethnicity	No of Female Employees	%
<b>Black or Black British African</b>	1	1.72%
<b>Unknown</b>	1	1.72%
<b>White British</b>	53	91.38%
<b>White Other</b>	3	5.17%
<b>Grand Total</b>	<b>58</b>	<b>100.00%</b>

12. How many firefighters are you aiming to recruit in your F&RS in the next 3 years (2022, 2023, 2024)

### Wholetime:

**2022 - 23 = between 6 - 22**

**2023 -24 = between 15 - 17**

**2024 – 25 = between 14 - 15**

**Note – these figures may be subject to change dependent on organisation needs**

### Retained:



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**We don't project ahead for On-Call recruitment but we are constantly recruiting and anticipate this will continue. We currently have 41 substantive staff against an establishment of 65, so have vacancies to fill in specific locations.**

### **Control:**

**We don't project vacancies over multiple years for Control staff. 4 new Firefighter (Control) recruits have recently been appointed, 3 further staff are about to be appointed.**

13. Please provide any details of positive action initiatives your F&RS may currently have in place.

**Please see our external website ([Wholetime](#) and [On-Call](#)). We are currently planning a range of positive action events including 'have a go' days, of which some may be targeted at under-represented groups. This work is still in the planning stage so we are unable to confirm further details.**

14. Has your F&RS made any commitment to recruiting certain numbers from ethnic minority communities in the next 3 years (2022, 2023, 2024)?

**No**

### Recruitment and Promotion

1. What firefighter recruitment processes have the F&RS scheduled for 2022? Please provide dates if applicable.

**We have recently completed a Wholetime Firefighter recruitment process, we are currently planning our next campaign. Start date is yet to be confirmed, this is likely to commence in Q2 or Q3 of 2022-23.**

**On-Call recruitment is ongoing constantly.**

2. What staff recruitment processes have the F&RS scheduled for 2022? Please provide dates if applicable.



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Job Title	Closing Date	Recruitment Start dates if in 2022 and known
Training and Development Adviser (Learning Support) R&D	Pre 2022	05-Jan-22
Learning and Assurance Advisor (FT)	21-Jan-22	N/A
E Learning Content Developer	06-Jan-22	N/A
Communications and Engagement Officer fixed term	Pre 2022	24-Jan-22
L&D Training Instructor (Maternity Cover)	Pre 2022	07-Feb-22
Community Safety Adviser	18-Feb-22	N/A
Watch Manager BA Project Support	15-Feb-22	TBC
Fleet and Supplies Assistant	28-Jan-22	TBC
Director of Service Delivery/ACFO	07-Feb-22	TBC
HR Admin part time post	Feb-22	10-Feb-22
Control Firefighters x 4,	Pre 2022	07-Mar-22
HR Advisor (Employee Relations)	25-Jan-22	14-Mar-22
Senior Physical Education Specialists x 2	11-Mar-22	TBC



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Job Title	Closing Date	Recruitment Start dates if in 2022 and known
Fire Safety Manager Central Hub	04-Mar-22	TBC
HR Apprentice, not yet advertised, closing date will be 7 March	07-Mar-22	TBC
Communications & Engagement Officer (18m fixed term), Closing date 11 March, start date April 2022	11-Mar-22	TBC
Communications & Engagement Officer Lead (mat cover), start date April 2022	07-Mar-22	TBC
Watch Manager Control, timescales not yet known	TBC	TBC
Retained (On-Call) Firefighter	31-Mar-22	TBC

3. What firefighter promotion processes are scheduled for 2022 (of all ranks)? Please provide dates if applicable.

**Quarter 1 (1<sup>st</sup> April – 30<sup>th</sup> June 2022) – Watch Manager (including Control)**

**Quarter 2 (1<sup>st</sup> July – 30<sup>th</sup> September 2022) – Crew Manager (including Control)**

**Quarter 3 (1<sup>st</sup> October – 31<sup>st</sup> December) – Group Manager**

**Quarter 4 (1<sup>st</sup> January – 31<sup>st</sup> March) – Station Manager**





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**Other processes may run to meet organisational need, nothing is currently scheduled.**

4. How many new firefighter recruits is your F&RS aiming to recruit in 2022?

**See above. 18 new Firefighter apprentices commenced employment in January 2022.**

5. How many individuals are the F&RS expecting to apply to each promotion scheme in 2022?

**This is unknown. This varies from process to process and is not consistent over time.**



### Request Number 2021-0076 (Pumping Appliance and Ladder Provision)

FOI request received on 25 January 2022:

1. Number of fire stations with fire appliances
2. Number of front-line fire appliances, Water Tenders and or Water Tender Ladders, (pumping appliances) on a typical:-
  - a. Day shift:
  - b. Night Shift:
  - c. Stations staffed by Retained \ Day Crewing \ similar variants:
3. Size of ladders carried on these fire appliances, defined in height
4. Where a fire station has **one** front-line appliance:
  - a. 13.5 Metre Ladder:
  - b. 10.5 Metre or 11 metre Ladder:
  - c. 9 Metre Ladder:
  - d. Short Extension Ladder:
5. Where a fire station has **two or more** front-line appliances:
  - a. First pump:
    - i. 13.5 Metre Ladder:
    - ii. 10.5 Metre or 11 metre Ladder:



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iii. 9 Metre Ladder:

iv. Short Extension Ladder:

b. Second pump:

i. 13.5 Metre Ladder:

ii. 10.5 Metre or 11 metre Ladder:

iii. 9 Metre Ladder:

iv. Short Extension Ladder:

6. Other information regarding other appliances carrying ladders

7. Provision of aerial appliances: (please provide details)

### Response:

[RBFRS Appliance Information.xlsx]

Station No	Station Name	No Appliances	P1 appliance type	P1 appliance crewing	P2 appliance type	P2 appliance crewing	Notes
1	Caversham Road	1	Volvo	WT			Boat and Animal Rescue unit station
2	Wokingham Road	1	Volvo	WT			
4	Newbury	2	Volvo	WT	Volvo	WT	
5	Hungerford	1	Atego (4x4)	RDS			



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Station No	Station Name	No Appliances	P1 appliance type	P1 appliance crewing	P2 appliance type	P2 appliance crewing	Notes
6	Lambourn	1	Atego	RDS			Changing to Atego 4x4
10	Wokingham	1	Volvo	WT			
11	Mortimer	1	Atego (4x4)	RDS			
14	Ascot	1	Volvo	WT			Crewed out of Bracknell
15	Crowthorne	1	Volvo	RDS			
16	Bracknell	1	Volvo	WT			HVP and Zetros Station
17	Slough	2	Volvo	WT	Volvo	WT	
18	Langley	1	Volvo	WT			
19	Maidenhead	1	Volvo	WT	Atego (4x4)	RDS	Offroad fire fighting appliance & Landrover station. ICU and MRV station. Offroad vehicle carries 9m ladder
20	Whitley Wood	1	Volvo	WT			ALP, OSU and HERU station
21	Windsor	1	Volvo	WT			Crewed out of Maidenhead
22	Theale	1	Volvo	WT			HRU station
Training	Training Centre	2	Volvo	Training	Atego	Training	
Driving	Driving School	2	Volvo	Training	Atego	Training	



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Station No	Station Name	No Appliances	P1 appliance type	P1 appliance crewing	P2 appliance type	P2 appliance crewing	Notes
Reserve	East Hub	1	Atego				Responsible Station Langley Converting to Volvo
Reserve	Central Hub	1	Atego				Responsible station Wokingham Converting to Volvo
Reserve	West Hub 1	1	Atego				Responsible station Newbury
Reserve	West Hub 2	1	Atego				Responsible station Fleet Team being assigned to Mortimer
Reserve	Ops 1	1	Atego				Responsible station Fleet Team
Reserve	Ops 2	1	Atego				Responsible station Fleet Team

	Volvo	Atego	Atego 4x4
<b>Chassis Manufacturer</b>	Volvo	Mercedes	Mercedes
<b>Main Ladder</b>	Supply+ 13.5m	Supply+ 13.5m	Supply+ 10.5m
<b>Tripple Extension Ladder</b>	Bayley 6.4m	Bayley 6.4m	Bayley 6.4m
<b>Roof Ladder</b>	Bayley 4.5m	Bayley 4.5m	Bayley 4.5m

I am pleased to be able to advise you that some of the information you seek is already easily accessible to you and can be found in the information about our [Fire Stations](#). Each station will list the appliances so any ALP can be found here.



### February 2022

#### Request Number 2021-0077 (Statistics: Incidents and University Students)

FOI request received on 07 February 2022:

##### 1. Emergency calls made by students:

- A. The number of times fire/rescue services in your region were called by a university student since the beginning of September 2020.
- B. The number of times fire/rescue services in your region were called by a university student between the beginning of September 2019 and the end of February 2020.

##### 2. Where emergency fire and rescue services **attended** scenes:

- A. The number of times fire/rescue services in your region attended a university student's accommodation (including private property, such as student houses) since the beginning of September 2020.
- B. The number of times fire/rescue services in your region attended a university student's accommodation (including private property, such as student houses) between September 2019 and the end of February 2020.
- C. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents since the beginning of September.
- D. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents between the beginning of September 2019 and the end of February 2020.



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### 3. Number of times emergency calls made by the general public, and times where fire and rescue services attended scenes:

- A. The number of times fire/rescue services in your region were called by the general population since the beginning of September 2020.
- B. The number of times fire/rescue services in your region were called by the general population between the beginning of September 2019 and the end of February 2020.
- C. The number of times fire/rescue services in your region attended a scene since the beginning of September 2020
- D. The number of times fire/rescue services in your region attended a scene between the beginning of September 2019 and the end of February 2020.
- E. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents since the beginning of September.
- F. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents between the beginning of September 2019 and the end of February 2020.

### **Response:**

#### 1. Emergency calls made by students: -

- A. The number of times fire/rescue services in your region were called by a university student since the beginning of September 2020.
- B. The number of times fire/rescue services in your region were called by a university student between the beginning of September 2019 and the end of February 2020.



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As previously advised, questions 1A and 1B information relating to the type of caller (i.e. university student) is not recorded by Royal Berkshire Fire and Rescue Service (RBFRS), therefore in accordance with Section 1(1)(a) of the Freedom of Information Act 2000, we are unable to comply with this part of your request for information as we do not hold the information you seek.

### 2. Where emergency fire and rescue services attended scenes: -

#### ***Number of Times RBFRS attended incidents at university student accommodation***

- A. The number of times fire/rescue services in your region attended a university student's accommodation (including private property, such as student houses) since the beginning of September 2020 until present.

**From 01 September 2020 - 14 February 2022 Total Number 22**

- B. The number of times fire/rescue services in your region attended a university student's accommodation (including private property, such as student houses) between September 2019 and the end of February 2020.

**From 01 September 2019 - 29 February 2020 Total Number 27**

#### ***Number of injuries attended to on scene, in hospital or death from an incident at university student accommodation***

- C. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents from September 2020 until present.

**From 01 September 2020 - 14 February 2022 Total Number 0**





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- D. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents between the beginning of September 2019 and the end of February 2020.

**From 01 September 2019 - 29 February 2020 Total Number 0**

### 3. Number of times emergency calls made by the general public, and times where fire and rescue services attended scenes: -

#### ***Number of Times RBFRS called to an incident***

- A. The number of times fire/rescue services in your region were called by the general population since the beginning of September 2020 until present.

**From 01 September 2020 - 14 February 2022**

<b>Total Number</b>	<b>12304</b>
<b>Other Call Source</b>	<b>11827</b>
<b>AFA</b>	<b>477</b>

- B. The number of times fire/rescue services in your region were called by the general population between the beginning of September 2019 and the end of February 2020.



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**From 01 September 2019 - 29 February 2020**

<b>Total Number</b>	<b>4296</b>
<b>Other Call Source</b>	<b>4188</b>
<b>AFA</b>	<b>108</b>

### ***Number of Times RBFRS attended an Emergency incident***

C. The number of times fire/rescue services in your region attended a scene since the beginning of September 2020 until present.

**From 01 September 2020 - 14 February 2022 Total Number 9259**

D. The number of times fire/rescue services in your region attended a scene between the beginning of September 2019 and the end of February 2020.

**From 01 September 2019 - 29 February 2020 Total Number 3255**

### ***Number of casualties attended to broken down by type: on scene, in hospital or death***

E. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents since the beginning of September 2020 until present.



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**From 01 September 2020 - 14 February 2022**

<b>Total number of casualties</b>	<b>667</b>
<b>First aid given on scene</b>	<b>151</b>
<b>In hospital [Slight injury]</b>	<b>357</b>
<b>In hospital [Serious injury]</b>	<b>159</b>
<b>Death</b>	<b>0</b>

F. The number of injuries (broken down into categories where the patient was attended to at a scene, where the patient was sent to hospital, and deaths) from such incidents between the beginning of September 2019 and the end of February 2020.

**From 01 September 2019 - 29 February 2020**

<b>Total number of casualties</b>	<b>281</b>
<b>First aid given on scene</b>	<b>57</b>
<b>In hospital [Slight injury]</b>	<b>131</b>



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**In hospital [Serious  
injury]**

**93**

**Death**

**0**

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You may also be interested to know that the UK Government publish national [Fire Statistics](#) on their website.



### Request Number 2021-0078 (Statistics – Historic/Heritage Buildings/Sites)

FOI request received on 08 February 2022:

Last year I sent you a request to your FRS to confirm the number of incidents that have occurred within your authority to the heritage-built environment for 2020. I would respectfully request similar data for 2021. We are still losing heritage buildings at an alarming rate with the loss to the nation currently unknown as there are currently no statistics produced detailing the number of fires of where, when or how they are occurring.

The information required is the date and address together with most probable cause if known, along with any fatalities, rescues and casualties where incidents have occurred in the following type of premises;

- HE Listed Grade I, II\* or II
- Conservation area
- Thatch
- Mill
- Place of worship

I am also interested in chimney fires within dwellings and wildfires that have occurred on World Heritage Sites/National Parks. The information can be returned in an electronic format or paper

### Response:

FOI 2021-0078 – Data (xlsx)



### **Request Number 2021-0079 (Sexual Misconduct Allegations)**

FOI request received on 09 February 2022:

1. Between 1st January 2016 and 1st January 2022, how many fire fighters working for your department/council were reported for sexual misconduct.

Please could this be broken down by the day, month, year as well as the type of allegations (eg sexual harassment, indecent exposure, an inappropriate relationship with a member of the public they dealt with while on duty, rape).

2. Please could I have details of the outcomes of these allegations e.g. how many each year led to no further action/ internal investigation/police investigation/prosecution etc.

### **Response:**

1.

Over the period specified, six matters have been investigated:

Inappropriate behaviour from a colleague

Inappropriate behaviour of a sexual nature (x2)

Sexual assault

Sexual Harassment

Sexual comments/ inappropriate comments

I am unable to go into detail and breakdown the figures as requested, as to do so would likely identify individuals. In accordance with Section 40 of the Freedom of Information Act 2000, I am unable to disclose these details as it would not be lawful or fair and transparent and would consequently contravene Principle a of the UK Data Protection Act 2018 and Article 5(1)(a) of the UK General Data Protection Regulation, thus breaching the UK's Data Protection Legislation.



## Information Requests 2022

2.

Two cases were not upheld, one resulted in a dismissal and three resulted in a final written warning.

I am unable to go into detail and breakdown the figures as requested, as to do so would likely identify individuals. In accordance with Section 40 of the Freedom of Information Act 2000, I am unable to disclose these details as it would not be lawful or fair and transparent and would consequently contravene Principle a of the UK Data Protection Act 2018 and Article 5(1)(a) of the UK General Data Protection Regulation, thus breaching the UK's Data Protection Legislation.



### Request Number 2021-0080 (Station Crewing)

FOI request received on 10 February 2022:

1. A list of how many firefighters are based at each station whether they be retained, day crewed or wholetime firefighters?
2. As well as a breakdown of numbers as to how many station commanders watch commanders, and crew commanders there are per station?
3. A list of how many firefighters are required to crew each appliance in the county?
4. How many fire investigation officers and fire investigation dogs (if any) the service has, plus information as to where they are based at?
5. Can you also tell me which stations group commanders are based at or have offices at?

### Response:

[FOI 2021-0080 - Response to questions.docx]

1. Station 1 (Reading) – 26 (19 firefighters) (wholetime)  
Station 2 (Reading) – 21 (13 firefighters) (wholetime)  
Station 4 (Newbury) – 44 (32 firefighters) (wholetime)  
Station 5 (Hungerford) – 12 (9 firefighters) (retained/on-call)  
Station 6 (Lambourn) – 6 (5 firefighters) (retained/on-call)  
Station 10 (Wokingham) – 23 (15 firefighters) (wholetime)  
Station 11 (Mortimer) – 12 (9 firefighters) (retained/on-call)





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Station 14 (Ascot) – 43 (26 firefighters)\* (wholetime)

Station 15 (Crowthorne) – 16 (13 firefighters) (retained/on-call)

Station 16 (Bracknell) – 43 (26 firefighters)\* (wholetime)

Station 17 (Slough) – 45 (33 firefighters) (wholetime)

Station 18 (Langley) – 20 (12 firefighters) (wholetime)

Station 19 (Maidenhead) – 45 (28 firefighters)\*\* (wholetime)

Station 19 (Maidenhead) (retained/on-call) – 16 (11 firefighters)

Station 20 (Reading) – 37 (24 firefighters) (wholetime)

Station 21 (Windsor) – 45 (28 firefighters)\*\* (wholetime)

Station 22 (Theale) – 25 (16 firefighters) (wholetime)

\*Station 16 and Station 14 share crews.

\*\* Station 19 and Station 21 share crews.

2. Station 1 – 4 SM, 3 x CM.

Station 2 – 5 x WM, 3 x CM.

Station 4 – 4 x SM, 4 x WM, 4 x CM.

Station 5 – 2 x CM, 1 x WM.

Station 6 – 1 x CM.

Station 10 – 4 x WM, 4 x CM.



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Station 11 – 2 x CM, 1 x WM.

Station 14 – 4 x SM, 4 x WM, 9 x CM.\*

Station 15 – 2 x CM, 1 x WM.

Station 16 – 4 x SM, 4 x WM, 9 x CM.\*

Station 17 – 4 x SM, 8 x CM.

Station 18 – 4 x WM, 4 x CM

Station 19 – 4 x SM, 5 x WM, 8 x CM.\*\*

Station 19 (retained) – 4 x CM, 1 x WM.

Station 20 – 4 x SM, 9 x CM.

Station 21 – 4 x SM, 5 x WM, 8 x CM.\*\*

Station 22 – 4 x CM, 5 x WM.

\*Station 16 and Station 14 share crews.

\*\* Station 19 and Station 21 share crews.

3. 58 to crew all 14 WDS pumps and primary crew the ALP – riding 4 minimum on the pumps. We now have 5 on call stations / pumps, if we were to have them all available that would be another 20.
4. 0. RBFRS has an FI Service Provision by West Midlands Fire and Rescue Service.
5. Group Commanders offices are located at Station 4 in the West, Station 10 in Central and Station 19 in the East.



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### **Request Number 2021-0081 (Inspection Reports/Documents – Airfield Industrial Estate, Cherry Garden Lane, White Waltham, Berkshire, SL6 3QQ)**

FOI request received on 16 February 2022:

Any fire inspection reports in relation to the above-mentioned location.

If you could kindly check your archives to ascertain whether there are any documents relating to Airfield Industrial Estate, Cherry Garden Lane, White Waltham, Berkshire, SL6 3QQ.

#### **Response:**

In accordance with Regulation 12(4)(a) of the Environmental Information Regulations 2004, I can advise that we do not hold information relating to either Selson Machine Tool Company Limited or White Waltham Airfield Industrial Estate. I would suggest contacting the Local Authority and Environment Agency who may hold relevant information and be able to assist you further.

The above notwithstanding, we do hold information relating to the White Waltham airfield itself (not White Waltham Industrial Estate). In case it is of relevance, I have attached the documentation we hold which may assist you. You will notice that parts are redacted (blacked out) this is because we consider this to be confidential risk information and should not be disclosed to the wider public in accordance with regulation 12(5)(a), as we believe there is a public safety risk associated with releasing this information. Please also note that personal data has also been redacted in accordance with Regulations 12(3) and 13 and the principles of the UK Data Protection Legislation.

*White Waltham Airfield (WLAC) - Operational Site Specific Risk Information [REDACTED].pdf*

*White Waltham Airfield - Building Regulations Consultation response (10-11-2021) [REDACTED].pdf*

*White Waltham Airfield - Building Regulations Consultation response (22-03-2018) [REDACTED].pdf*

*White Waltham Airfield - Licencing Act - Response Letter (09-05-2012) [REDACTED].pdf*



### Request Number 2021-0082 (Fires at Forestry Commission Sites)

FOI request received on 20 February 2022:

Could you please tell me how many calls to fires were attended each year, for the past five years, for the following Forestry Commission sites:

- Crowthorne Wood
- Swinley forest
- Windsor Great Park
- Gorrick plantation
- Thames Basin Heaths
- Great Pen Wood

Can I also ask for the total number of hours spent at fires for each year of the past five years too please?

I am aware that sometimes incidents are reported vaguely such as "the woods off of London Road" without the full address. Please could you do your best to capture these incidents too when they are on Forestry Commission land. Could you also include any other Forestry Commission sites that you cover that I may have missed please?

#### Clarification request:

Please can you confirm whether you only require data for "fires in the open" or not? Some of the below listed locations may have properties/buildings in the same site address. As an example, Windsor Great Park has many residential and commercial properties so it is assumed that residential fires or similar would not be required as part of this data set?

#### Clarification provided:

I would want data only relating to fires in the open or outdoor fires. Please do not include data for residential and commercial properties.



### Response:

Q1 Breakdown per year between calendar years 2017 – 2021

Site	2017	2018	2019	2020	2021
Swinley forest		1	1		1
Windsor Great Park	1			1	
Gorrick plantation					1
Total Incidents p/year	1	1	1	1	2

No incidents were recorded for Thames Basin Heaths, Crowthorne Wood and Great Pen Wood.

Q2 Breakdown per year between calendar years 2017 – 2021

Site	2017	2018	2019	2020	2021
Swinley forest		16 hours 38 minutes 25 seconds	0 hours 31 minutes 13 seconds		0 hours 29 minutes 59 seconds
Windsor Great Park	0 hours 26 minutes 8 seconds			2 hours 46 minutes 16 seconds	
Gorrick plantation					0 hours 57 minutes 8 seconds
Total Hours p/year	0 hours 26 minutes 8 seconds	16 hours 38 minutes 25 seconds	0 hours 31 minutes 13 seconds	2 hours 46 minutes 16 seconds	1 hours 27 minutes 07 seconds

No incidents were recorded for Thames Basin Heaths, Crowthorne Wood and Great Pen Wood.



### Request Number 2021-0083 (Facilities Management Service Provision)

FOI request received on 21 February 2022:

I would be most grateful if you would provide me, under the Freedom of Information Act, the following information regarding your facilities management approach:

1. Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)? When is this contract expected to expire and are you expecting to extend or renew this contract?
2. What was the actual contract value(s) of each contract?
3. Who is the senior officer (outside of procurement) responsible for this contract?
4. How are facilities management services (hard FM, soft FM or TFM) handled across your estate?
5. If any services are outsourced, which services and to which suppliers?
6. What are the start dates and durations of these contracts, and which services are included in each?
7. Is there an extension clause in the contract(s) and if so, what is the duration of the extension?
8. Has a decision been made yet on whether the contract(s) are being either extended or renewed?
9. What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?
10. Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?
11. Are you looking to commission any estate condition surveys this year?
12. Typically what type of fire related safety services would you outsource? FRA's, Compartmentation Surveys, Fire Strategy Development etc.



### Response:

**Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)? When is this contract expected to expire and are you expecting to extend or renew this contract?**

Royal Berkshire Fire and Rescue Service (RBFRS) utilise a bespoke software solution called FireWatch (bespoke to United Kingdom (UK) Fire Services) to manage corporate property and assets.

RBFRS do not utilise a software system as per the example expressed for facilities management processes.

Please refer to the published contracts register on the RBFRS Website - [Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk) for the details regarding the contract that has just be renewed in accordance with the terms and conditions of utilising the software under current procurement policies.

RBFRS Contract ID's:

263 – FireWatch – contract ends 31 March 2022

1206 – FireWatch Support and Maintenance – contract starts 01 April 2022

**What was the actual contract value(s) of each contract?**

Please refer to the published contracts register on the RBFRS Website - [Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk)

**Who is the senior officer (outside of procurement) responsible for this contract?**

Please refer to the published contracts register on the RBFRS Website - [Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk)

ICT Technical Services Manager, Business Information and Systems

**How are facilities management services (hard FM, soft FM or TFM) handled across your estate?**



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Facilities management services are handled within RBFRS, across the whole estate, by an in-house management team supported by outsourced service providers under contracts providing hard and soft facilities services.

### **If any services are outsourced, which services and to which suppliers?**

Please refer to the published contracts register on the RBFRS Website - [Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk)

You can filter the contracts register via the Directorate column to view relevant contracts (i.e. Facilities & Fleet and Property & FM)

### **What are the start dates and durations of these contracts, and which services are included in each?**

Please refer to the published contracts register on the RBFRS Website - [Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk)

### **Is there an extension clause in the contract(s) and if so, what is the duration of the extension?**

Please refer to the published contracts register on the RBFRS Website - [Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk)

### **Has a decision been made yet on whether the contract(s) are being either extended or renewed?**

Facilities support service provider contracts are extended in accordance with the contract extension criteria as per each individual contract Terms and Conditions (T&C). Contracts that expiry are not renewed and are submitted for tender via the Blue Light Supply e-Tendering Portal - [BlueLight Portal for Emergency Services \(eu-supply.com\)](https://eu-supply.com).

### **What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?**

The Head of Facilities, Fleet and Equipment (HFFE) and the Facilities Manager are responsible for the management of the contracts associated to Facilities Management Services.

### **Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?**

No, RBFRS have an in-house Facilities Management Department that deal with all requests for Facilities Management Services.

### **Are you looking to commission any estate condition surveys this year?**





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Yes within Quarter Four (Q4) of Financial Year (FY) 22/23 under a contract submitted for tendering via the Blue Light Supply e-Tendering Portal.

**Typically what type of fire related safety services would you outsource? FRA's, Compartmentation Surveys, Fire Strategy Development etc.**

The following fire related safety services are outsourced:

- Fire Alarm Systems – inspection and repair
- Portable Fire Fighting Equipment fitted within estate (not related to Fire Appliances) - inspection and repair
- Sprinkler Systems – inspection and repair



### Request Number 2021-0084 (Hoarding Statistics)

FOI request received on 22 February 2022:

1. What percentage of requests for fire safety checks in private dwellings are hoarding related?
2. How many properties are registered as being a fire or safety risk due to hoarding?
3. Last year (or the most recent full year), how many incidents and fatalities were recorded where hoarding was a contributing factor?

Clarification requested: Date period for question 1

Clarification received: Question 1 to be the same time period as question 3.

### Response:

1. 8.7% of Safe and Well Visits in 2021 were hoarding related.
2. 125 properties in Berkshire have hoarding recorded against them
3. There were 5 incidents in 2021 which have hoarding recorded as a factor, none of which had a fatality.



### **Request Number 2021-0085 (Contact Centre/Call Centre Contracts)**

FOI request received on 26 February 2022:

Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

3. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
4. Annual Average Spend: the annual average (over 3 years) spends for each supplier
5. Contract Expiry: the date of when the contract expires.
6. Contract Review: the date of when the contract will be reviewed.
7. Contract Description: a brief description of the services provided of the overall contract.
8. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.
9. Number of Agents; please provide me with the total number of contact centre agents.
10. Number of Sites; please can you provide me with the number of sites the contact centre covers.
11. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
12. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.
13. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
14. Number of email users: Approximate number of email users across the organisations.



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Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 0800, 0845, 0870, 0844, 0300 number
- Routing of calls
- Caller Identifier
- Caller Profile- linking caller details with caller records
- Interactive voice response (IVR)

For contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: the annual average (over 3 years) spends for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
2. Contract Description: a brief description of the services provided of the overall contract.
3. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.



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### Response:

- 1) We have no call centre/contact centre contracts.
- 2) No specific contract. We have only one 0800 number which is for fire safety which is charged at standard BT charging rates.

Contact details provided.

It may also assist you to know that all our current contracts are listed within our [Contracts Register](#) on our website – under [Selling to RBFRS \(rbfrs.co.uk\)](#)



### March 2022

#### Request Number 2021-0086 (Statistics – Hoax Calls)

FOI request received on 01 March 2022:

I am attempting to find which areas suffer the most from hoax callers to the fire service in the UK.

My questions in relation to your fire service are as follows:

1. How many call outs has the fire service attended for the years 2020 and 2021?
2. What were the reasons for the callouts for the years 2020 and 2021?
3. How many call outs were hoaxes?
4. How many fines were issued for these hoax calls?



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### Response:

Please note that the number of hoax calls attended by RBFRS is highlighted in yellow in the table below (05 - False Alarm Malicious-Hoax incl Special Service).

		Calendar Year	
		2020	2021
Result Code recorded by RBFRS for incidents attended	01 - Fire Primary	793	792
	02 - Fire Secondary	942	691
	03 - False Alarm	2025	2416
	04 - False Alarm Good Intent	1268	1084
	05 - False Alarm Malicious-Hoax incl Special Service	57	88
	07 - Over the Border - Fire Primary	1	0
	08 - Over the Border - False Alarm	1	1
	09 - Over the Border - No Action	0	1
	10 - Over the Border - Special Service	2	1
	13 - No Action	12	5
	14 - Other	1	0
	17 - Special Service	1449	1707
	19 - Non Attendance	8	11
	22 - Effecting Entry	215	227
	23 - Cardiac Arrest	1	1
Grand Total of incidents attended by RBFRS		6775	7025

0. Royal Berkshire Fire and Rescue Service does not issue fines regarding hoax calls. They are reported to the Police and the decision on whether or not to prosecute sits with them and the Crown Prosecution Service (CPS).



### **Request Number 2021-0087 (Environmental and Sustainability Policy)**

FOI request received on 07 March 2022:

Could the local authority please confirm which individual is responsible for managing the local authority's environmental and sustainability policy? Please provide this by pdf attachment including their email address.

### **Response:**

Head of Facilities, Fleet and Equipment Andy McLenahan is the sustainability lead for Royal Berkshire Fire and Rescue Service, the development of relevant strategies and policies is due to commence later this year. Email address provided.





### **Request Number 2021-0088 (Documentation re Incident/Fire Safety at Hayloft House in Reading)**

FOI request received on 20 March 2022:

Incident: [Hayloft House, Millard Place, Reading RG2 9YS on 15/04/2021]

I request:

- Copy of fire report
- Any and all documentation/recommendation as a result of fire report

#### **Response:**

- **Copy of fire report**

Please be advised that providing copies of an Incident Recording System (IRS) report and Fire Investigation Report is a chargeable service, information of which can be found on our [Incident Reports \(rbfrs.co.uk\)](https://rbfrs.co.uk) page.

- **Any and all documentation/recommendation as a result of fire report**

Documents relating to buildings at The Cavalry, Aborfield provided:

Signed Action Plans

Fire Risk Assessments

EICRs

Fire Alarm Upgrade Specification



### **Request Number 2021-0089 (Arson Incidents in Donnington)**

FOI request received on 23 March 2022:

Area: RG14 2JG, Donnington

I am looking for a map/information on arson incidents in this area from April 2021 – present.

#### **Response:**

Within the requested timeframe, we have no primary/secondary fires recorded within 'RG14 2JG' with a cause of:

- Deliberate – own property
- Deliberate – others property
- Deliberate – unknown owner



### Request Number 2021-0090 (Firefighting – Use of PFAS)

FOI request received on 23 March 2022:

I am requesting freedom of information from your fire service to request whether.

- Your fire service has ever used Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) for firefighting purposes?
- What firefighting foam/s system/s did your fire service use?
- If available what type of PFAS were these foams?
- What dilution was used in firefighting foams by your fire service?
- From what years would your fire service use these firefighting foams?
- Does your fire service have a current policy regarding PFAS firefighting foams?
- Does your fire service have a policy regarding the disposal of PFAS firefighting foams held by your fire service?
- Do you have stock information on the PFAS containing products? Can you please share this information as far back as possible?

### Response:

1. Your fire service has ever used Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) for firefighting purposes?

**RBFRS has used Angus Niagara foam concentrate for at least 10 years. These contain PFAS**

2. What firefighting foam/s system/s did your fire service use?

**Angus Niagara foam concentrate is used via on board tanks and foam proportioning system. It is also used via bulk delivery systems**



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3. If available what type of PFAS were these foams?

**Various PFAS compounds including; PFHxS; PFOS; PFOA; PFNA; PFBS; PFBA; PFPeA; PFHxA; PFHpA (from manufacturers data sheet)**

4. What dilution was used in firefighting foams by your fire service?

**3%**

5. From what years would your fire service use these firefighting foams?

**Exact start date unknown. At least 10 years from date of report and still in service**

6. Does your fire service have a current policy regarding PFAS firefighting foams?

**No. Current regulation changes are noted and RBFRS will comply with requirements**

7. Does your fire service have a policy regarding the disposal of PFAS firefighting foams held by your fire service?

**No specific policy. COSHH registered - treated as a hazardous waste and disposed of by specialist contractor**

8. Do you have stock information on the PFAS containing products? Can you please share this information as far back as possible?

**Current stock holding: Major Foam Unit 5000L concentrate. Type B pumping appliances Max 120L concentrate in on board tank. Approx. 400L in reserve stock. No data on legacy stock held.**



**April 2022**

### **Request Number 2022-0001(AFAs (Automatic Fire Alarms))**

FOI request received on 01 April 2022:

I am writing to find out how an AFA (Automated Fire Alarm) is triggered in the event that there is no direct link between the premises and TVFCS, instead the premises is connected to an ARC (Alarm Receiving Centre)?

As TVCS covers various brigades I'm particularly interested in the policy for Royal Berkshire, and especially Reading.

If you could please answer the following questions and if necessary, provide any other detail that may be relevant.

1. When I once asked a member of RBFRS if they were phoned or if they received an AFA, they replied AFA. I'd like to know what exactly is meant by this term and the ways an AFA is triggered, if there's more than one?
2. If a premises isn't connected directly to TVCS (I know some older systems were) but is monitored by EMCS receiving centre, what is the process for an AFA being received between the ARC and TVFCS.
3. Does the process of an AFA being received between the ARC and TVCS differ for different properties .i.e. high-rise buildings and low-rise buildings?
4. Do RBFRS respond to all AFAs? If not, please explain why/when you would attend an AFA and when you wouldn't.

### **Response:**

1. When I once asked a member of RBFRS if they were phoned or if they received an AFA, they replied AFA. I'd like to know what exactly is meant by this term and the ways an AFA is triggered, if there's more than one?

**The term AFA is an acronym for 'Automatic Fire Alarm' and is used to refer to an incident type where an automatic fire alarm system in a building has been activated and where, at the time of the call, no other obvious signs of fire are present (for example the presence of smoke or fire). These type of systems are predominantly covered by British Standard 5839-1:2017.**



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They can be activated by smoke or heat but also a number of conditions that lead to a false alarm such as dust, aerosol droplets, insects or system malfunctions.

Once an alarm system has been activated there are two main ways that the fire service are notified - calls can either be received from someone at or near a premises calling 999 and reporting the alarm or, more commonly, when the alarm is passed to the Fire Service by a third party company that operates an Alarm Receiving Centre (ARC). The ARC monitors fire alarm systems in buildings remotely.

2. If a premises isn't connected directly to TVCS (I know some older systems were) but is monitored by EMCS receiving centre, what is the process for an AFA being received between the ARC and TVFCS.

Generally the ARC will pass the call to TVFCS via a dedicated phone number reserved for this purpose. TVFCS will then process the call in accordance with the Fire & Rescue Service's Policy for responding to alarm activations. Currently there are no premises that are directly 'connected' to TVFCS and TVFCS do not monitor any premises Fire alarm systems.

3. Does the process of an AFA being received between the ARC and TVCS differ for different properties .i.e. high-rise buildings and low-rise buildings?

The process for the transfer of the alarm activation details between the ARC and TVFCS does not differ based on the type of premises, however the actions taken by the Fire Service Control Room and the resources mobilised in response to the alarm activation may vary based on the type of premises. This may be due to the nature of risk in the premises.

4. Do RBFRS respond to all AFAs? If not, please explain why/when you would attend an AFA and when you wouldn't.

See attached policy [TVFCS Automatic Fire Alarms Mobilising General Protocol.pdf]



### Request Number 2022-0002 (Deliberate Fires)

FOI request received on 03 April 2022:

Please provide for your service:

1. How many deliberate fires have been recorded for the years: 2018, 2019, 2020, 2021, 2022?
2. How many fires have been flagged as a result of anti-social behaviour for the years: 2018, 2019, 2020, 2021, 2022?
3. How many fires have been flagged as a result of anti-social behaviour for the years for the last four years broken down by quarter?

i.e.:

2018/19 Apr, May, Jun

2018/19 Jul, Aug, Sep

2018/19 Oct, Nov, Dec

2018/19 Jan, Feb, Mar

Etc.

Please format this data in an Excel (or. Xls) spreadsheet.

### Response:

Time Frame	Number of Deliberate Fires
2018/19 Apr, May, Jun	119
2018/19 Jul, Aug, Sep	138
2018/19 Oct, Nov, Dec	105



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Time Frame	Number of Deliberate Fires
2018/19 Jan, Feb, Mar	91
2019/20 Apr, May, Jun	136
2019/20 Jul, Aug, Sep	156
2019/20 Oct, Nov, Dec	77
2019/20 Jan, Feb, Mar	69
2020/21 Apr, May, Jun	122
2020/21 Jul, Aug, Sep	129
2020/21 Oct, Nov, Dec	82
2020/21 Jan, Feb, Mar	64
2021/22 Apr, May, Jun	106
2021/22 Jul, Aug, Sep	61
2021/22 Oct, Nov, Dec	76
2021/22 Jan, Feb, Mar	86

Please see the attached table of deliberate fires as per question 1. Regretfully, I have to advise you that I am unable to comply with part of your request for Information (question 2 and 3) as the Royal Berkshire Fire and Rescue Service does not hold data on anti-social behaviour, therefore we do not hold the Information you seek. This e-mail therefore serves as a part Refusal Notice in accordance with Section 1(1)(a) of the Freedom of Information Act 2000.





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### **Request Number 2022-0003 (Fleet List: 1995-2022)**

FOI request received on 04 April 2022:

I would like a fleet list from the years 1995 to 2022.

#### **Response:**

[RB Fleet List 2018 – 2022.xlsx]

When full administration of Royal Berkshire Fire and Rescue Service (RBFRS) fleet was passed to Hampshire & Isle of Wight FRS, the fleet lists were created and maintained as Business as Usual. Therefore RBFRS do not have any fleet lists recorded for prior to 2018.



### Request Number 2022-0004 (Training)

FOI request received on 04 April 2022:

I would like to ascertain the amount spent on training and the number of staff trained each year for the fire and rescue services for the years between 2018 and 2022.

Clarification:

I would require all types of training across the service as well as details of all staff. I would like to request information of training where costs are readily available. It is sufficient if the information pertains to the RBFRS.

### Response:

In accordance with the end of quarter data, Royal Berkshire Fire and Rescue Service (RBFRS) has 650 staff in post across four main staff groups; Wholetime Firefighters (375), On-Call Firefighters (62), Thames Valley Fire Control Service (42) and Professional / Support Services (171).

All staff participate in training within each financial year. The amount of training each member of staff undertakes varies dependent on role / specialist requirements and whether individuals are new to the role.

Training and development activity is provided through a range of delivery models:

- L&D / Training Centre. A team of learning and development instructors deliver operational training and assessment to operational firefighters (Wholetime and On-Call). This focuses on theory and practical skills to enable firefighters to acquire and maintain their knowledge and skills.
- On station training. Operational staff maintain their knowledge and skills by through exercises and practice drills.



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- E-learning. Packages are accessed online through our Learning Management System (LMS), which is a Moodle based platform. RBFRS employ a Digital Learning Specialist and some internal casual staff who develop this learning content. All staff must complete some packages e.g. Equality, Diversity and Inclusion, Protecting Information etc. Other packages are role specific e.g. Breathing Apparatus, Road Traffic Collision etc.
- External Operational Training. Where required, specialist operational qualifications and skills may be provided at our venues by an external provider, or by an external company at their venue e.g. Incident Command, Water Rescue, Hazardous Materials Adviser, National Inter-Liaison Officer etc.
- Core Skills. We run a range of courses through our Core Skills programme. All courses are open access for all staff (appropriate to role level), who have managerial permission to attend. Courses are delivered either by internal staff or by external training providers. The courses available fall into three categories:

Leading Self (e.g. Time Management, Resilience, Writing Effective Reports, IT (Word, Excel, PowerPoint) Presenting Skills etc.)

Leading Others (e.g. Coaching as a Management Tool, Crucial Conversations, Managing Performance, Managing Sickness Absence, Advanced Investigations and Hearings etc.)

Leading the Business (e.g. Policy Writing, Managing Mental Health, Interview Skills, Understanding the Fire Authority etc.)

- Development in role. Operational and Control staff are supported in their development by an internal team. Staff undertake Development and Assessment Pathways – these are formed of courses (learning inputs) and activities (confirmation / demonstration of learning applied in practice) across four categories (Operational / Professional, Leading Self, Leading Others and Leading the Business). Some courses are delivered by our internal training teams, other courses are undertaken through the LMS, others are undertaken with a specialist external provider. We also work with external providers who provide registration, certification and quality assurance services for learning pathways and qualifications.
- Apprenticeships. We employ a number of apprentices across Professional / Support Services teams (numbers vary dependent on organisational need), these have included Business Administration, HR, Facilities and IT apprenticeships provided by external providers. We also employ Firefighter Apprentices – this apprenticeship is provided by the Fire Service College.



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Budget is allocated on an annual basis. Spend across each financial year on training provision (delivered by external providers) is as follows:

2018/19 - £664,218.86

2019/20 - £607,894.41

2020/21 - £399,337.28

2021/22 - £512,317.39

Further details regarding financial transparency and our contracted providers (Contracts Register) is published on our website.

[Financial Transparency \(rbfrs.co.uk\)](https://rbfrs.co.uk/financial-transparency)

[Selling to RBFRS \(rbfrs.co.uk\)](https://rbfrs.co.uk/selling-to-rbfrs)



### Request Number 2022-0005 (E-Scooter battery fires)

FOI request received on 06 April 2022:

#### Question 1

- How many fires have been caused by e-scooter batteries in the county?
- If it is within the time/cost limit set by the FOI Act, please provide dates for each incident.

For each question, I would like data for each of the following time periods:

- April 2021 – April 2022
- April 2020 – March 2021
- April 2019 – March 2020

Additional Question - c. What was the make and model of the E-scooters involved in any fires between the time periods stated in my previous question?

#### Response:

Financial Year	Number of Primary Fires where e-scooters/e-bikes were the source
19/20	1 (06/12/2019)
20/21	0
21/22	1 (13/10/2021)

Unfortunately, for both incidents we do not know the make and model of the e-scooters involved as this was not recorded.



### Request Number 2022-0006 (Statistics – Employee Breakdown)

FOI request received on 07 April 2022:

We are collecting information about the number of staff employed by fire and rescue services. Below is the information we would like to obtain from you under the Freedom of Information Act.

Specifically, we would like to know how many (a) wholetime firefighter, (b) retained firefighter, (c) fire control room, (d) support staff and (e) total staff there were employed in your Fire and Rescue Service, measured by headcount, on 31 March 2021 and 31 March 2022.

We also request the (f) number of wholetime firefighters employed by your fire and rescue service as of 31 March 2021 and 31 March 2022 (headcount) that also work a retained contract, and therefore could be described as “wholetime-retained”. To clarify, we only request the number of wholetime firefighters with an additional retained contract – we are not asking whether it is with your own or another fire and rescue service.

We would appreciate a table for the respective years detailing the data in the following format:

1) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2021:

	Headcount
Wholetime	
Retained	
Control	
Support	
<b>Total</b>	
Wholetime-retained	



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2) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2022:

	Headcount
Wholetime	
Retained	
Control	
Support	
<b>Total</b>	
Wholetime-retained	

Please note this is the same criteria used for reporting to governments.

We would prefer to receive this information in electronic form by e-mail and preferably as tables in Word or Excel format.

### Response:

1. How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2021:

Type	Headcount
Wholetime	352
Retained	50



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Type	Headcount
Control	43
Support	166
<b>Total</b>	<b>611</b>
Wholetime-retained	24 individuals already counted above also hold a wholetime/retained dual-contract with RBFRS

2. How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2022:

Type	Headcount
Wholetime	369
Retained	39
Control	42
Support	165
<b>Total</b>	<b>615</b>
Wholetime-retained	28 individuals already counted above also hold a wholetime/retained dual-contract with RBFRS





### Request Number 2022-0007 (Statistics – Grievances & Disciplinarys)

FOI request received on 07 April 2022:

1. I would like the service to provide me with details of how many grievances there have been each year for the last 5 years.
2. I would also like how many disciplinarys there have been for each year over the last 5 years. I would like these numbers to be broken down into how many of these disciplinarys were level 1, how many were level 2 and how many were level 3 disciplinarys.

#### Response:

1. I would like the service to provide me with details of how many grievances there have been each year for the last 5 years.

Year	Total Grievances*
2017/18	7
2018/19	18
2019/20	22
2020/21	15
2021/22	9

\*note includes both informal and formal grievances

2. I would also like how many disciplinarys there have been for each year over the last 5 years. I would like these numbers to be broken down into how many of these disciplinarys were level 1, how many were level 2 and how many were level 3 disciplinarys.

Year	Stage	Total
2017/18	1	1
	2	4
	3	6
	<b>Total</b>	<b>11</b>
2018/19	1	3
	2	4



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Year	Stage	Total
2019/20	3	15
	<b>Total</b>	<b>22</b>
	1	0
	2	5
2020/21	3	10
	<b>Total</b>	<b>15</b>
	1	0
	2	6
2021/22	3	4
	<b>Total</b>	<b>10</b>
	1	0
	2	1
2022/23	3	5
	<b>Total</b>	<b>6</b>



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### Request Number 2022-0008 (Audio Call – Windsor Castle Fire 1992)

FOI request received on 08 April 2022:

I was wondering if possible under the FOI Act to obtain an audio copy of the radio message from the fire at Windsor Castle on the 20th of November 1992.

...was wondering if there was an archive copy or if there was a historical archive centre I could E-mail?

#### Response:

Unfortunately the Royal Berkshire Fire and Rescue Service (RBFRS) do not hold the audio calls relating to the Windsor Castle Fire on 20<sup>th</sup> November 1992.

RBFRS are aware of a published copy of the [Fire Service College Production](#) relating to the fire so it may be worthwhile contacting the [Fire Service College](#) to see if they hold any further information.



### Request Number 2022-0009 (Statistics – Fires Caused by Batteries)

FOI request received on 19 April 2022:

Our ideal is for the following, but we know that this might be a big ask and that data can be hard to get. We're looking for the below if your FRS hold some or all of the information and would be willing to share:

1. The number of battery related fires for the most recent year (potentially 2021) and for preceding years for your FRS
2. The number of fires broken down by where these fires are happening:
  - At household waste and recycling centres ('the tip').
  - At public waste and recycling bring banks or other street bins for waste and recycling.
  - In collection vehicles.
  - In homes.
  - At landfill or recycling facilities.
3. The types of items that were assumed or known to have caused the fire (e.g. smartphones, laptops, power tools, etc.).
4. The impacts/ severity of these fires. This might include metrics such as:
  - Number of fire service vehicles attending the incident.
  - Number of fire service personnel attending the incident.
  - Fire services time spent at the incident.
  - Number of fatalities.
  - Extent/cost of damage.



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### Clarification request:

Please can you confirm which years you require data for, as you refer to “preceding years”?

### Clarification provided:

Ideally we would like the previous 5 years

### Response:

[FOI 2022-0009 Battery Fires.xlsx]



### **Request Number 2022-0010 (Statistics – Outdoor Fires on Land Owned by Natural England)**

FOI request received on 29 April 2022:

Could you please tell me how many calls to outdoor fires were attended each year, for the past five years (between 01/04/2017 and 01/04/2022), for all land owned by Natural England in your area. I would be interested in fires of any size, both primary and secondary, deliberate and accidental. Please also include false alarms.

I have found the following sites in your area

- Aldermaston gravel pits National Nature Reserve

Can I also ask for the total number of hours spent at fires (incident time) and the total number of hours spent by appliances at fires (appliance time) for each year of the past five years too please?

I would be looking for the total number of hours and minutes spent by all appliances, specials and officers cars at an incident, even if they were cancelled en route. Could you take each incident included in the data, e.g., Incident 1 in Forest X in 2017.

Then could you gather what vehicles were alerted of Incident 1 in Forest X in 2017. E.g., 3 vehicles in total.

Then find the hours and minutes each vehicle "spent on the incident" worked out from the time that the call the 999 call came into the control room (and if relevant each different vehicle was alerted) to the time it became available again.

E.g., - Vehicle 1

Alerted: 9:00

Became available: 11:50

Total time: 2 hours and 50 minutes



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Vehicle 2

Alerted: 9:30

Became available: 9:33 (it was cancelled before making it to the scene) Total time: 3 minutes

Vehicle 3

Alerted: 10:00

Became available: 10:20

Total time: 20 minutes

Then could the total vehicle times be added together to give the total time that was spent by all vehicles on that incident. In the example above this would be:

2 hrs and 50 min (Vehicle 1) + 3 min (Vehicle 2) + 20 min (Vehicle 3) = 3 hours and 13 minutes.

Once that has been worked out for each incident in a year, please could you add all the total times added together to give the yearly total in hours and minutes.

I am aware that sometimes incidents are reported vaguely such as "the woods off of London Road" without the full address. Please could you do your best to capture these incidents too. Could you also include any other sites owned by Natural England that you cover that I may have missed please.

I have been trying to find digital maps to assist with my request and capture land that hasn't been listed. I have been told by Natural England that "The information you seek is publicly available. The list of all of the National Nature Reserves can be found on Gov.UK on the link below. You can look by region and then by county to see which are owned and managed by Natural England and which are managed by other organisations. The contact details and addresses are also provided for all National Nature Reserves. Postal addresses are available on the lists for Natural England owned and managed sites. The attached link on Gov.UK is open data portal that provides



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information on all National Nature Reserves. If you click on a National Nature Reserve (NNR) and zoom in you will see a text box opens that provides data on size, area etc. This data is based on GIS Government Open data policy."

<https://naturalengland-defra.opendata.ar...>

Or the Defra MAGIC map available at <https://magic.defra.gov.uk/>

I am aware that for similar requests, some services have sent these links on to their GIS or mapping teams who have overlayed them on the services incident map. I hope this will assist you further in fulfilling my request.

Can I also ask if you routinely notify public land owners, such as Forestry England and Natural England if a fire has occurred on their land that crews have attended and if you have a policy on this?

### Clarification request:

I have been advised that we are unable to identify sites **owned** by Natural England as this information is not held by Royal Berkshire Fire and Rescue Service (RBFRS) but we have been able to easily obtain a **possible** 70 sites in Berkshire that are Sites of Special Scientific Interest (SSSIs) designated by Natural England. In order for RBFRS to process your request, please can you confirm if you would like the requested information for the list of 70 sites listed below? If this is not of interest to you, we will continue to process your request with the site that you have provided to us (Aldermaston Gravel Pits).

[List of 70 sites provided].

### Clarification provided:

I would only require Aldermaston Gravel Pits, as this is the only site that is owned and managed by Natural England as opposed to being designated an SSSI.

### Response:

There have been no incidents of fire relating to Aldermaston Gravel Pits between 01/04/2017 and 01/04/2022.

RBFRS do not routinely notify public land owners if a fire has occurred on their land and consequently there is no policy relating to this.





### Request Number 2022-0011 (Statistics – Grass/Woodland/Forest/Crop Fires)

FOI request received on 29 April 2022:

I would like you to provide me with the number of callouts the service has attended relating to grass, woodland, forest or crop fires during the financial years 2011/12, 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/18, 2018/19, 2019/20, 2020/21 and 2021/22 respectively.

For each of these incidents in each of these years, I would also like you to provide me with the total number of hours spent at these fires (incident time).

If possible, I would like the data returned to me in a spreadsheet format.

#### Response:

Stats Year	Number of callouts RBFRS has attended relating to grass, woodland, forest or crop fires	Total number of hours RBFRS appliances spent at grass, woodland, forest or crop fires (incident time)
2011/12	109	75238
2012/13	47	780
2013/14	115	4327
2014/15	76	3453
2015/16	53	5399
2016/17	39	3322
2017/18	27	1245



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Stats Year	Number of callouts RBFRS has attended relating to grass, woodland, forest or crop fires	Total number of hours RBFRS appliances spent at grass, woodland, forest or crop fires (incident time)
2018/19	93	6031
2019/20	53	2353
2020/21	55	1948
2021/22	21	620
<b>Total</b>	<b>688</b>	<b>104716</b>

\*Please note that this dataset includes over the border incidents RBFRS have attended.



### May 2022

#### Request Number 2022-0012 (Software Contracts)

FOI request received on 04 May 2022:

I would be most grateful if you would provide me, under the Freedom of Information Act, information regarding the Service's use of the following software and datasets?

For each can you please detail: The number & types of licenses held, the price of these licenses, and the renewal date or contract length of the licenses held.

1. The product name & provider of your incident recording software
2. The product name & provider of any Hydrant Management software
3. The product name & provider of your risk management software
4. The product name & provider of any geographical information system (GIS) and Gazetteer software
5. The product name & provider of your Mobile Data Terminal software

For Example:

- Hydrant Management Software: Hydra - Airbus, Number of Licenses: 11, Price paid:
  - o Less than £10,000
  - o £10,000 to £25,000
  - o £25,000 to £40,000
  - o Over £40,000



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Please select relevant option above

Next Renewal Date: 01.01.2023 Existing 2 year contract

- GIS Software: SIS Desktop - Cadcorp, Number of Licenses: 4 desktop licenses,

Price paid:

- o Less than £10,000
- o £10,000 to £25,000
- o £25,000 to £40,000
- o Over £40,000

Please select relevant option above

Next Renewal Date: 01.03.2025 3 year contract

- Gazetteer Software: Aligned Assets – Singlepoint, Number of licenses: 1 Enterprise license

Price paid:

- o Less than £10,000
- o £10,000 to £25,000
- o £25,000 to £40,000
- o Over £40,000

Please select relevant option above

Next Renewal Date 04.04.2023 annual rolling contract



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### Response:

I am pleased to be able to advise you that most of the information you seek is already easily accessible to you and can be found within our [Contracts Register](#) on our website under [Selling to RBFRS \(rbfrs.co.uk\)](#).

1. The product name & provider of your incident recording software

IBIS, this is a custom-built in-house app

2. The product name & provider of any Hydrant Management software

Contract 802

3. The product name & provider of your risk management software

In-house access database

4. The product name & provider of any geographical information system (GIS) and Gazetteer software

Contract 544

5. The product name & provider of your Mobile Data Terminal software

Contract 430



**Request Number 2022-0013 (Incident Details)**

FOI request received on 05 May 2022:

Request received from Property Management company re incident at their property

**Response:**

Dealt with as Business As Usual



### Request Number 2022-0014 (Projects and Programmes)

FOI request received on 04 May 2022:

Under the Freedom of Information Act I would like to request the following information:

- A list of your current Projects and Programmes (for example IT Projects)?
- Associated timelines for those Project and Programmes?
- Your current spend on Agency, temporary or Contingent Labour?
- Copies of business Cases approved in the past 3 Months?

#### Response:

1. A list of the current projects and programmes and;
2. associated timelines for those project and programmes

Current Live Projects/ Programmes	Associated Timelines for Project or Programmes	Agency Project spend
Built Environment Programme	Phase 1 – Runs until December 2022	£117,282.50 from April 2021 to current
Breathing Apparatus Project	Runs until November 2022	No agency resource
ESMCP Project	Government led programme of work and currently expected to be running to the end of 2025/2026	No agency resource
National Operational Guidance Project	Runs until August 2022	No agency resource
Content Management System replacement project	Planned for go live in October 2022	No agency resource



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### 3. Current spend on agency, temporary or contingent labour?

Spend from April 2021 to current for our projects and programmes has been included in the above table. Where there was no spend on agency, temporary or contingent labour, this has been noted in the above table.

### 4. Copies of business cases approved in the past 3 months?

No business cases have been approved in the past 3 months for any projects or programmes





### **Request Number 2022-0015 (Contracts Register)**

FOI request received on 10 May 2022:

I would like to submit a request for some information from the organisation, in relation to their contract's register.

The FULL contract register should display all the organisations existing/live contracts I would like the register to display the following columns/headings:

1. Contract Reference -Unique reference number associated with the contract.
2. Contract Title
3. Procurement Category –Please state the category name of the contract, I wish to know the category the contract is under.
4. Supplier Name
5. Spend (Total, Annual or contract value)
6. Contract's Duration
7. Contract's Extensions
8. Contract's Start Date
9. Contract's Expiry Date
10. Contract Description [Please provide me with as much detail as possible.]
11. Contact Owner (Person that manages the contract register)
12. CPV codes/Pro-Class



## Information Requests 2022

### Contract Data/API Contact Details

1. Can you also provide me with contact details of the person responsible for the actual contract's register or someone responsible for API? [Name, Job Title, Telephone, Email Address] At the very least provide me with their actual job title.

(Meaning of API “a set of functions and procedures that allow the creation of applications which access the features or data of an operating system, application, or other service.”)

### IMPORTANT

1. If the organisation has a CRM system or a similar system, there should be a facility to download and extract contract data.
2. You may forward me a Weblink to a portal to download the contract register, please make sure all the organisation's contracts are provided as doing prior research I have found that most organisations have only uploaded a small portion of all their contracts.
3. For those organisations planning to make an exemption around spend, the spend information I have requested is an overall figure and I am not requesting a complete breakdown of services relating to the spend.

Please provide me with the contract's register file in an excel format.

### Response:

I am pleased to be able to advise you that the information you seek is already easily accessible to you and can be found on the RBFRS [Contracts Register](#). Further information can also be found on our website under [Selling to RBFRS \(rbfrs.co.uk\)](#).

The contracts register is managed and updated by our Procurement team and they can be contacted on [email address provided].



### Request Number 2022-0016 (Contracts – LAN)

FOI request received on 13 May 2022:

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- Support and Maintenance- e.g. switches, router, software etc
  - Managed- If this includes services than just LAN.
1. Contract Type: Managed or Maintenance
  2. Existing Supplier: Who is the current supplier?
  3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier, please split the annual averages spent for each supplier.
  4. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
  5. Number of Sites: The number of sites, where equipment is supported by each contract.
  6. Hardware Brand: What is the hardware brand of the LAN equipment?
  7. Contract Description: Please provide me with a brief description of the overall contract.
  8. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.
  9. Contract Expiry Date: When does the contract expire?
  10. Contract Review Date: When will the organisation be planning to review the contract?
  11. Responsible Officer: Contact details including name, job title, contact number and email address?



**If the LAN maintenance is included in-house please include the following information:**

1. Hardware Brand: What is the hardware brand of the LAN equipment?
2. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
3. Number of Sites: Estimated/Actual number of sites the LAN covers.
4. Responsible Officer: Who within the organisation is responsible for LAN please provide me with contact details including name, job title, contact number and email address?

**If the contract is managed by a 3rd party e.g. Can you please provide me with**

1. Existing Supplier: Who is the current supplier?
2. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
3. Number of Sites: Estimated/Actual number of sites the LAN covers.
4. Contract Type: Managed, Maintenance, Installation, Software
5. Hardware Brand: What is the hardware brand of the LAN equipment?
6. Contract Description: Please provide me with a brief description of the overall contract.
7. Contract Duration: What is the duration of the contract and can you please also include any extensions this may include.
8. Contract Expiry Date: When does the contract expire?
9. Contract Review Date: When will the organisation be planning to review the contract?



## Information Requests 2022

10. Responsible Officer: Who within the organisation is responsible for each of these contract(s) please provide me with contact details including name, job title, contact number and email address?

### Response:

1. Contract Type: Managed or Maintenance? **In House but soon will be migrating to BT UNICORN contract**
2. Existing Supplier: Who is the current supplier? **None we are currently out of contract with our old supplier but will soon be migrating to BT**
3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier, please split the annual averages spent for each supplier.
4. Number of Users: Please can you provide me with the number of users this contract covers? Approximate number of users will also be acceptable. **700**
5. Number of Sites: The number of sites, where equipment is supported by each contract? **18**
6. Hardware Brand: What is the hardware brand of the LAN equipment? **Extreme**
7. Contract Description: Please provide me with a brief description of the overall contract? **Support of Extreme Network Switches**
8. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include?  
**Contract now expired, New 3 year contract now in Place with BT, extension options will be tied into the re-tendering of the UNICORN partnership which is held by Surrey County council**
9. Contract Expiry Date: When does the contract expire? **31st August 2024**
10. Contract Review Date: When will the organisation be planning to review the contract? **February 2024**
11. Responsible Officer: Contact details including name, job title, contact number and email address? **ICT Service Delivery Manager, contact details provided**



### Request Number 2022-0017 (LGBT+ Flags/Lanyards and Gender Neutral Toilets)

FOI request received on 17 May 2022:

This is an information request relating to purchases of LGBT lanyards, LGBT flags and the installation of gender neutral toilets.

Please include the information for each of the following periods; 2019-20, 2020-21, 2021-22:

1. Annual purchases of LGBT+ flags (rainbow flags and derivatives) including the total number of LGBT+ flags purchased
2. Annual purchases of LGBT+ lanyards (lanyards with rainbow detailing) including the total number of LGBT+ lanyards purchased
3. Annual installations of gender neutral toilets. By gender neutral toilets I mean multiple occupancy toilets which any gender can use. Please do not include single-occupancy or disabled toilets

#### Response:

1. Annual purchases of LGBT+ flags (rainbow flags and derivatives) including the total number of LGBT+ flags purchased

See below table.

2. Annual purchases of LGBT+ lanyards (lanyards with rainbow detailing) including the total number of LGBT+ lanyards purchased

Year	Item Description	Quantity	Price
2021-2022	LGBTQ+ Flags	86	£216.23
	Rainbow derivatives: Flower Garland	24	£17.90
	Rainbow derivatives: Stickers	120	£5.99
	Rainbow derivatives: Bunting	3	£14.97
	Rainbow derivatives: Tablecover	1	£6.06



## Information Requests 2022

Year	Item Description	Quantity	Price
	Rainbow derivatives: Folding Fan	6	£8.29
<b>2020-2021</b>	N/A	N/A	N/A
<b>2019-2020</b>	"Rainbow Pride & RBFRS" artwork Lanyard	1200	£768
	Rainbow derivatives: Custom pride RBFRS T-Shirts	15	£196.74

Please note that the above table shows the corporate purchases, it is possible (though unlikely) that individuals may have made purchases on RBFRS cards but unfortunately these are not easily identifiable.

3. Annual installations of gender neutral toilets. By gender neutral toilets I mean multiple occupancy toilets which any gender can use. Please do not include single-occupancy or disabled toilets

Crowthorne Rebuild - (2020) no multiple occupancy WC's provided – it may be helpful to know that the refurbishment included 1 x gender neutral ACC WC/Shower + 2 gender neutral WC's

Theale new build - (2021) – no multiple occupancy WC's provided – it may be helpful to know that the new build includes 1 x gender neutral ACC WC + 1 x gender neutral ACC WC/Shower, 6 single occupancy gender neutral WC's/showers + 4 additional gender neutral WC's



## Information Requests 2022

### Request Number 2022-0018 (Windsor Castle Fire 1992)

FOI request received on 25 May 2022:

Would it be possible to have a copy of Windsor fire stations daily log book for the date Friday 20 November 1992 along with a transcript of the radio messages and or the log from the fire at Windsor Castle Fire on that date and the entire incident...

...would it be possible to have a copy of the actual radio messages.

#### Response:

I am pleased to be able to provide you with the following documents in relation to the Windsor Castle Fire on 20<sup>th</sup> November 1992:

- [Windsor Castle Fire Transcript - Radio Messages (all channels).pdf]
- [Windsor Castle Fire Report.pdf]
- [Windsor Castle Fire Vehicles in Attendance.xlsx]

With regard to the redactions, this only applies to data protected material and information that is not related to this incident.

Please be advised that RBFPS does not hold any Windsor Fire Station daily log books for this incident neither do we hold the actual radio messages (audio recordings).

It may be of interest that RBFPS are aware of a published copy of the [Fire Service College Production](#) relating to the fire, so it may be worthwhile contacting the [Fire Service College](#) to see if they hold any further information.





### June 2022

#### Request Number 2022-0019 (Contracts – Telephone Maintenance)

FOI request received on 01 June 2022:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc.
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.



## Information Requests 2022

12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider?

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?

### Response:

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs) **Maintenance**



## Information Requests 2022

2. Existing Supplier: If there is more than one supplier, please split each contract up individually. **Vodafone**
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider. **Average spend for Maintenance £18,000**
4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Avaya**
5. Number of telephone users: **Approximately 200**
6. Contract Duration: please include any extension periods. **1 Year**
7. Contract Expiry Date: Please provide me with the day/month/year. **31<sup>st</sup> March 2022**
8. Contract Review Date: Please provide me with the day/month/year. **1<sup>st</sup> April 2022**
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager. **Call manager 08.**
10. Telephone System Type: PBX, VOIP, Lync etc. **VOIP**
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Maintenance and updates.**
12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes. **Mobile solutions framework.**
13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address. **ICT Service Delivery Manager, [contact details provided]**

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider? **N/A**



## Information Requests 2022

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract. **N/A**

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

**N/A**

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract. **Due to delays through COVID the update to CM8 from CM6 took longer than anticipated extending past the Maintenance renewal date. We are currently negotiating with the supplier to give us 1 year maintenance support from the date of system upgrade completion (May 2022). March 2023 we will retender.**

If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract? **N/A**



### Request Number 2022-0020 (Mental Health)

FOI request received on 03 June 2022:

I would like to know how many working days (both firefighters and staff) were lost to psychological disorders between January 2020 and January 2022.

#### Clarification requested:

Royal Berkshire Fire and Rescue Service (RBFRS) do not have an absence type relating specifically to Psychological disorders. In order for RBFRS to process your request, please see the below nearest sickness types and confirm if you would like RBFRS to respond to your request based on these sickness types:

Mental Health – Anxiety	Anxiety
Mental Health - Anxiety	Anxiety/Depression
Mental Health - Other	Debility
Mental Health - Depression	Depression
Mental Health - Anxiety	Hospital/Post Op
Mental Health - Depression	Hospital/Post Op
Mental Health - Stress	Hospital/Post Op
Mental Health - Stress	Mental Exhaustion
Mental Health - Anxiety	Panic Attacks
Mental Health - Stress	Stress Non Work Related
Mental Health - Stress	Stress Work related



## Information Requests 2022

### Clarification provided:

Please could I have data for the following mental health conditions, as listed from the table below:

Anxiety

Anxiety / Depression

Debility

Depression

Mental exhaustion

Panic attacks

Stress non-work related

Stress work related

### Response:

The below data has been obtained using our quarterly sickness statistics which is based on the financial year rather than calendar year. As this is quarterly we have also been able to provide you with data going up as far as March 2022.

Sickness Category	Days Lost	Episodes
Anxiety	150	15
Anxiety/Depression	97	5
Depression	1018	28
Stress Non Work Related	711	45
Stress Work related	511	20
<b>Grand Total</b>	<b>2487</b>	<b>113</b>



### **Request Number 2022-0021 (Management Systems)**

FOI request received on 08 June 2022:

1. Is Miquet software currently used in your organisation?
2. What fleet management system do you use?
  - 2.1. What is the annual cost of this system?
  - 2.2. Who is responsible for the procurement of such systems?
3. Do you have a system that manages your equipment maintenance and tracks the asset location on-board your vehicles?
  - 3.1. What is the annual cost of this system?
  - 3.2. Who is responsible for the procurement of this system?
  - 3.3. What is the name of the system?
4. Do you have a system that manages and tracks your PPE?
  - 4.1. Is your PPE personal issue or pooled issue?
  - 4.2. Who is responsible for this?
5. Do you have a system that manages your hydrants upkeep and location?
  - 5.1. Is your current hydrant system still supported?



## Information Requests 2022

6. What system do you use for stock control (stock issuing)

6.1. Who is responsible for this?

7. What are your plans to improve asset management?

### Response:

1. Is Miquet software currently used in your organisation?

**No**

2. What fleet management system do you use?

**Tranman**

2.1. What is the annual cost of this system?

**£10000 per annum contribution to our fleet maintenance partner**

2.2. Who is responsible for the procurement of such systems?

**RBFRS have a fleet maintenance partnership agreement with Hampshire Fire and Rescue Service who are responsible for this system**

3. Do you have a system that manages your equipment maintenance and tracks the asset location on-board your vehicles?

**We have a combination of Firewatch and Tranman but they do not track the location of assets.**

3.1. What is the annual cost of this system?





## Information Requests 2022

End-to-End Asset management is carried out via a number of manual processes as well as elements of other systems that also fulfil other functions within the Service. The total contract values can be found in the publically available [Contracts Register](#), but it is not currently possible to allocate a specific cost of Asset Management systems from those overall costs

3.2. Who is responsible for the procurement of this system?

**Tranman – Hampshire Fire and Rescue Service.**

**Firewatch – ICT Service Delivery Manager, [contact details provided]**

3.3. What is the name of the system?

**See above**

4. Do you have a system that manages and tracks your PPE?

**No. Our PPE is provided on a fully managed service basis by the supplier.**

4.1. Is your PPE personal issue or pooled issue?

**Personal issue**

4.2. Who is responsible for this?

**Head of Facilities, Fleet & Equipment, [contact details provided]**

5. Do you have a system that manages your hydrants upkeep and location?

**Yes (software platform called 'ScCapture' provided by Airbus)**

5.1. Is your current hydrant system still supported?

**Yes (software platform called 'ScCapture' provided by Airbus)**



## Information Requests 2022

6. What system do you use for stock control (stock issuing)

**None**

6.1. Who is responsible for this?

**Head of Facilities, Fleet & Equipment, [contact details provided]**

7. What are your plans to improve asset management?

**We intend to initiate a project in the medium term that will examine all aspects of Asset Management, and work with our existing suppliers to develop digital solutions to improve efficiency and effectiveness of RBFRS' asset management arrangements.**



### Request Number 2022-0022 (Insurance)

FOI request received on 09 June 2022:

I understand the service obtains its insurance from the Fire and Rescue Indemnity company (FRIC) as a discretionary mutual to which you are a member of and have a say in how the company (FRIC) is run. I understand that Regis Mutual Management Limited (RMML) who are FRIC's appointed managers have now gone into administration. Can I please ask the following:

1. What actions have you undertaken following this administration?
2. Who is/will now provide the services RMML did and when will/did this change?
3. Please provide any meeting minutes/notes/emails relating to decisions?
4. Please confirm if there has been any break or lapse in your cover for Motor, Employers Liability, Public liability, officers indemnity covers (and any other cover you may have placed with FRIC)?
5. What is to your knowledge, the financial position of FRIC?
6. Who is your lead contact for matters relating to FRIC/RMML - Please provide their name, rank, email and contact number where possible?
7. Following RMMLs administration what considerations have been given to the service remaining a part of FRIC? Please provide any minutes/notes/emails relating to these internal discussions.

### Response:

1. What Actions have you undertaken following this administration?

On 7th June 2022 we were notified by the Chairman of the Fire and Rescue Indemnity Company Ltd (FRIC) that Regis Mutual Management Ltd had been placed into Administration by the High Court. The notification advised that whilst in administration the company will continue to trade as normal and claims reporting and claims handling activities should not be affected.



## Information Requests 2022

2. Who is / will now provide the services RMML did and when will/did this change?

The services continue to be provided by Regis Mutual Management Ltd whilst in administration.

3. Please provide any meeting minutes/notes/emails relating to decisions?

The Service/Authority has not made any decisions as a result of the notification.

4. Please confirm if there has been any break or lapse in your cover for Motor, Employers Liability, Public liability, officers indemnity covers (and any other cover you may have placed with FRIC)?

There has been no break or lapse in the insurance policies held in the joint names of FRIC and its Member authorities.

5. What is to your knowledge, the financial position of FRIC?

FRICs accounts for the year to 31 October 2021 are filed at Companies House. Since the year end FRIC has returned parts of its accrued surplus to Member authorities. There is no risk to FRIC's reserves, cash or assets from the decision by the High Court to place Regis Mutual Management into administration.

6. Who is your lead contact for matters relating to FRIC/RMML - Please provide their name, rank, email and contact number where possible?

Please contact our Service should you wish to, contact information can be found on our [Contact Us](#) page.

7. Following RMMLs administration what considerations have been given to the service remaining a part of FRIC. Please provide any minutes/notes/emails relating to these internal discussions?

The Authority views FRIC as a successful mutual arrangement that delivers good value and we have no plans to review our membership because the provider of FRICs management services has been placed into Administration.



### Request Number 2022-0023 (Statistics – Electric Vehicle Fires)

FOI request received on 16 June 2022:

I would be most grateful if you could provide the following information:

A. How many electric vehicle / lithium battery fires have been tackled since 2017? (Five years + 2022)

Please present the findings by year:

2022 (so far - Jan-June)

2021

2020

2019

2018

2017

B. Please show the types of vehicles in the data. (EG, cars, bikes, scooters etc)

C. Has the service issued any advice, guidance or warnings around the subject of electric battery vehicle and fires?

D. Did any of the incidents result in significant damage or injury?

### Response:

A. How many electric vehicle / lithium battery fires have been tackled since 2017? (Five years + 2022)



## Information Requests 2022

Calendar Year					
2017	2018	2019	2020	2021	2022
2	2	3	1	2	1

### Notes:

2017 - 2021 calendar year findings are inclusive of data recorded between 01 Jan - 31 Dec for the full year.

2022 calendar year findings are inclusive of data recorded between 01 Jan - 26 June 2022.

B. Please show the types of vehicles in the data. (EG, cars, bikes, scooters etc)

Type of Vehicle	Calendar Year					
	2017	2018	2019	2020	2021	2022
E Bike	1		2	1		
Forklift Truck Battery Powered		1				
Hybrid Electric Car						1
Hybrid Super Car	1					
Mobility Scooter		1	1		1	
Scooter Battery Charger					1	



## Information Requests 2022

C. Has the service issued any advice, guidance or warnings around the subject of electric battery vehicle and fires?

Yes, we published some advice relating to [electrical safety](#), which contains a sentence about batteries in electric vehicles.

We have also published two tweets:

[Tweet 1](#)

[Tweet 2](#)

D. Did any of the incidents result in significant damage or injury?

Injury	Calendar Year					
	2017	2018	2019	2020	2021	2022
Hospital, injuries appeared slight					1	
Hospital, injuries appeared serious					1	

No significant damage from these incidents.



### Request Number 2022-0024 (Insurance)

FOI request received on 21 June 2022:

[Follow-up from 2022-0022]

I am now aware that the purchase of RMML has failed and the company may enter liquidation the end of June 2022.

With this in mind could you please also now provide me with the following:

1. Who will now manage the mutual?
2. Please provide any contacts, emails, minutes or discussions with the new (or potential) suppliers?
3. What is the service doing to ensure continuation of cover?
4. Who are your representatives for the FRIC or RMML contract and what are their contact details (email, rank, contact number)?
5. Do the authority still consider FRIC membership a success?
6. Please provide any and all internal communication (emails, system notes etc.) in your possession that contain reference to FRIC and RMML (and any alternative abbreviation thereof) for the period of 1st June up until the time you respond to this request?

### Response:

1. Who will now manage the mutual?

The management of the mutual remains with Regis Mutual Management in administration.

2. Please provide any contacts, emails, minutes or discussions with the new (or potential) suppliers?

The Authority has not made any decisions since Regis Mutual Management entered into Administration.

3. What is the service doing to ensure continuation of cover?





## Information Requests 2022

There has been no break or lapse in the insurance policies held in the joint names of FRIC and its Member authorities.

4. Who are your representatives for the FRIC or RMML contract and what are their contact details (email, rank, contact number)?

Please contact [finance@rbfrs.co.uk](mailto:finance@rbfrs.co.uk).

5. Do the authority still consider FRIC membership a success?

Yes

6. Please provide any and all internal communication (emails, system notes etc.) in your possession that contain reference to FRIC and RMML (and any alternative abbreviation thereof) for the period of 1st June up until the time you respond to this request?

[FW FRIC FOI re Regis Administration\_Redacted.pdf]



### Request Number 2022-0025 (NIS Regulations)

FOI request received on 24 June 2022:

1. Does the Security of Network & Information Systems Regulations (NIS Regulations) apply to the FRS or any part of the FRS? (See here for information on the Reg: <https://www.gov.uk/government/collections/nis-directive-and-nis-regulations-2018>)
2. Has the FRS implemented, or is the FRS making preparations for, processes, procedures and policies related to NIS Regs?  
If yes, when were these implemented?  
If it is a current project, when do you expect it to be completed?  
If no, why is it not being implemented?
3. Has the FRS considered training requirements for NIS Regs?  
If yes has training been delivered?  
If yes when was it last delivered?  
If yes, but the consideration decided against training, why was this the case?
4. Whom is responsible for the NIS D project/management (a job title and name, or if employee is below the disclosable level just a job title is fine)

### Response:

Following a response from the appropriate department, I can advise you that the NIS Regulations does not apply to Fire and Rescue Services as we are not operators of essential services (OES) as laid out in [Schedule 1 of the Regulations](#) and we do not meet the requirements for a relevant digital service provider (RDSP).

1. No, see above.
2. No, as above.
3. No
4. Not applicable (N/A)



### **Request Number 2022-0026 (Fire Safety – Strande Park, Cookham)**

EIR request received on 29 June 2022:

Please could you send me all documents fire risk assessments, plans or documents relating to Strande Park for the last 5 years?

#### **Response:**

Documents provided.

[FSA\_2018\_07\_04 001b\_Redacted.pdf] – Fire Safety Letter

[Strande Park Cookham – Audit 14.06.2018\_Redacted.pdf] – Fire Safety Data Gathering Form

[Strande Park\_Redacted.pdf] – Email



## Information Requests 2022

### **Request Number 2022-0027 (Environmental Issues – Colthrop Lane, Thatcham RG19 4NT)**

FOI request received on 30 June 2022:

I'm working on an environmental report on behalf of Partner Engineering and Science. The subject property of the report is the Ryder industrial building located on Colthrop Lane, Thatcham, Berkshire RG19 4NT. I'd like to request any information in regard to environmental issues i.e. underground/over ground tank information/removals, significant chemical spills including petroleum or oil and any other significant issues relating to the site.

#### **Response:**

I have to advise you that I am unable to comply with your request for information as the Royal Berkshire Fire and Rescue Service does not hold any information on this premises.

It may be useful to contact West Berkshire Council and/or the Environment Agency.



### July 2022

#### Request Number 2022-0028 (Statistics – Solar Panel and Log Burner Fires)

FOI request received on 01 July 2022:

I would be grateful if you could provide the following data under Freedom of Information:

- Number of fires you have attended relating to solar / photovoltaic panels in 2020, 2021 and 2022 to date. I'd be grateful if you could break this down by year.
- Number of fires you have attended relating to log burners / open log fires in 2021 and 2022 to date, broken down by month.

If you don't have a specific recording category for these, a free text search would be much appreciated.

#### Response:

Please see below the number of incidents of fires attended by RBFRS related to log burners / open log fires and solar / photovoltaic panels since January 2020 to date in Berkshire, identified by a free text search.

#### Log burners / open log fires

Month/Year	No. of Incidents
April 2021	1
May 2021	1
October 2021	1
January 2022	1
<b>Total</b>	<b>4</b>



## Information Requests 2022

### Solar / photovoltaic panels

Month Year	No. of Incidents
August 2020	2
February 2022	1
<b>Total</b>	<b>3</b>



### Request Number 2022-0029 (National Living Wage)

FOI request received on 03 July 2022:

1. How many workers have been paid less than the National Living Wage since 2015?
2. How many are women?
3. How many are men?
4. How many are BAME?
5. How many are British Pakistani?
6. How many are white?
7. How many are Muslim?
8. How many are black?
9. How many are disabled?
10. How many are LGBTQ+?
11. How many are aged under 40?

Please send numbers and % of total workforce.

### Response:

1. How many workers have been paid less than the National Living Wage since 2015? - **0**
2. How many are women? – **N/A (as we have not paid under the NLW)**



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3. How many are men? – **N/A (as we have not paid under the NLW)**
4. How many are BAME? – **N/A (as we have not paid under the NLW)**
5. How many are British Pakistani? – **N/A (as we have not paid under the NLW)**
6. How many are white? – **N/A (as we have not paid under the NLW)**
7. How many are Muslim? – **N/A (as we have not paid under the NLW and we do not collect this information)**
8. How many are black? – **N/A (as we have not paid under the NLW)**
9. How many are disabled? – **N/A (as we have not paid under the NLW)**
10. How many are LGBTQ+? – **N/A (as we have not paid under the NLW and do not collect this information)**
11. How many are aged under 40? – **N/A (as we have not paid under the NLW)**

Please send numbers and % of total workforce.





### **Request Number 2022-0030 (Employees – Agency Workers)**

FOI request received on 03 July 2022:

1. How much have you spent on agency work since 2015?
2. That includes agency fees.
3. Please send annual amounts.
4. How many workers have you recruited through agencies since 2015?
5. How many of them are women?
6. How many are men?
7. How many are LGBTQ+?
8. How many are migrants?
9. How many are disabled?
10. How many are aged under 40?
11. How many are British Pakistani?
12. How many are Muslim?
13. How many are black?
14. What's their average pay (per hour)?
15. What's their average contract length?



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Please send annual numbers and % of total workforce.

### Response:

1. How much have you spent on agency work since 2015? **£4,808,591.87**
2. That includes agency fees.
3. Please send annual amounts.

Financial Year	Total Spend*
2014/2015	£924,758.62
2015/2016	£991,535.54
2016/2017	£1,187,582.44
2017/2018	£449,516.12
2018/2019	£496,829.11
2019/2020	£331,195.80
2020/2021	£218,378.34
2021/2022	£177,444.85
2022/2023	£31,351.05
<b>Overall Total</b>	<b>£4,808,591.87</b>

\* note, this includes amounts paid to agencies for workers as well as agency fees for permanent appointments



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4. How many workers have you recruited through agencies since 2015?

**This information has been broken down into temporary staff employed through an agency and staff permanently recruited using an agency:**

- **Temporary agency staff – 98**
- **Permanent recruitment through an agency - 13**

5. How many of them are women? - **Please see breakdown below for each of these groups**

6. How many are men?

7. How many are LGBTQ+? – **Information not collected**

8. How many are migrants?

9. How many are disabled?

10. How many are aged under 40?

11. How many are British Pakistani?

12. How many are Muslim? – **Information not collected**

13. How many are black?

14. What's their average pay (per hour)?

- **Temporary agency staff: £21.25**
- **Permanently recruited staff: £14.62**

15. What's their average contract length?



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- Temporary staff: 6.4 months (note most temporary staff are employed for less than a year so this figure has been expressed as months not years)
- Permanently recruited staff: 2.5 years

Please send annual numbers and % of total workforce.

Please note, EDI information for temporary agency workers is not collected so only total numbers for each year can be provided.

Temporary agency staff:

Year	Total Temp Agency Staff Appointed	% of workforce**
2015	31	4.70
2016	27	4.20
2017	20	3.23
2018	15	2.28
2019	1	0.16
2020	1	0.15
2021	2	0.31
2022	1	0.15
	97	1.87



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\*\* note we do not include agency staff in our reported staffing figures, but for the purpose of this FOI, they have been included to obtain a percentage of the workforce

### Permanently recruited staff:

	2015		2016		2017		2018	
	Total recruited	% of total workforce	Total recruited	% of total workforce	Total recruited	% of total workforce	Total recruited	% of total workforce
Females	1	0.16	2	0.32	2	0.33	5	0.78
Males	0	0.00	0	0.00	0	0.00	1	0.16
LGBTQ+	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected
Migrants	0	0.00	0	0.00	0	0.00	1	0.16
Disabled	0	0.00	0	0.00	0	0.00	0	0.00
Under 40	1	0.16	1	0.16	0	0.00	6	0.93
British Pakistani	0	0.00	0	0.00	0	0.00	0	0.00
Muslim	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected
Black	0	0.00	0	0.00	0	0.00	0	0.00



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	2019		2020		2021		2022	
	Total recruited	% of total workforce	Total recruited	% of total workforce	Total recruited	% of total workforce	Total recruited	% of total workforce
Females	0	0	1	0.15	0	0	0	0.00
Males	0	0	0	0.00	0	0	1	0.15
LGBTQ+	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected
Migrants	0	0	0	0.00	0	0	0	0.00
Disabled	0	0	0	0.00	0	0	0	0.00
Under 40	0	0	0	0.00	0	0	1	0.15
British Pakistani	0	0	0	0.00	0	0	0	0.00
Muslim	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected	Info not collected
Black	0	0	0	0.00	0	0	0	0.00



### **Request Number 2022-0031 (Recruitment to Communications and Engagement Team)**

FOI request received on 03 July 2022:

1. How many British Pakistanis have you recruited in the Communications and Engagement team?
2. How many British Muslims have you recruited in the Communications and Engagement team?
3. How many migrants have you recruited in the Communications and Engagement team?
4. How many white workers have you recruited in the Communications and Engagement team?
5. How many disabled?
6. How many LGBTQ+ workers?
7. How many people under 40?
8. How many men?
9. How many women?

#### **Clarification Request:**

Please can you confirm a date period of which you would like this data for? E.g. last 5 years.

#### **Clarification Provided:**

Since 2015.

#### **Response:**

1. How many British Pakistanis have you recruited in the Communications and Engagement team? **0**



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2. How many British Muslims have you recruited in the Communications and Engagement team? **This information is not collected**
3. How many migrants have you recruited in the Communications and Engagement team? **0**
4. How many white workers have you recruited in the Communications and Engagement team? **11**
5. How many disabled? **5**
6. How many LGBTQ+ workers? **This information is not collected**
7. How many people under 40? **13**
8. How many men? **5**
9. How many women? **9**

These figures include all staff we have recruited (which takes into account temporary agency staff and Change 100 Interns who are with us for a 3 month period over the summer). This information is based on declared information we hold on our FireWatch system. We would not hold any equality information for temporary agency staff so this cannot be included in our figures.





**Request Number 2022-0032 (Recruitment and Retention)**

FOI request received on 03 July 2022:

1. How many British Muslims have you recruited since 2015?

1.1. What is their average length of service?

Please send annual numbers and % of total workforce.

2. How many British Pakistanis have you recruited since 2015?

2.1. What is their average length of service?

Please send annual numbers and % of total workforce.

3. How many migrants have you recruited since 2015?

3.1. What is their average length of service?

Please send annual numbers and % of total workforce.

**Clarification Requested:**

Please can you clarify/elaborate on the term 'migrant'?

**Response:**

1. How many British Muslims have you recruited since 2015? – **This information is not collected**

1.1. What is their average length of service? – **N/A, this information is not collected**

Please send annual numbers and % of total workforce. – **N/A, this information is not collected**



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2. How many British Pakistanis have you recruited since 2015? - **3**

2.1. What is their average length of service? – **2.75 years**

Please send annual numbers and % of total workforce.

	Pakistani Recruited	% of workforce
2015	0	0.00
2016	0	0.00
2017	1	0.17
2018	0	0.00
2019	1	0.16
2020	1	0.15
2021	0	0.00
2022	0	0.00

3. How many migrants have you recruited since 2015? **8**

3.1. What is their average length of service? **3.6 years**

Please send annual numbers and % of total workforce.



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	<b>Migrants Recruited</b>	<b>% of workforce</b>
2015	1	0.16
2016	0	0.00
2017	0	0.00
2018	3	0.47
2019	1	0.16
2020	1	0.15
2021	0	0.00
2022	2	0.31



### Request Number 2022-0033 (Travel & Expenses and Invoices)

FOI request received on 04 July 2022:

#### Travel & Expenses

1. What finance system do you use?
2. What system do you use to manage and process your staff's expenses?
3. What is the expense process?
4. How many expense claims were made in FY21/22? And what was total value of expense claimed in FY21/22?
5. Can you submit expenses remotely?
6. How are you claiming VAT on mileage? Do your staff have to deduct commute from mileage?
7. What percentage of expense claims are you auditing?
8. How many FTEs (full time employees) do you have processing expense claims?
9. What is the average time to reimburse your staff's expenses?
10. How are you reporting on expense spend, PSA expense types and scope 3 emissions reporting?
11. What are your biggest categories when it comes to Travel Spend?

#### Invoices

12. What system do you use for managing/processing invoices?
13. What is your current invoice process for handling supplier invoices, from receipt to when it is posted in the ERP/finance system and ready for payment?



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14. How many invoices were processed in FY21/22?
15. How many FTEs (full time employees) do you have in your accounts payable team who process invoices?
16. What percentage of invoices were paid late in FY21/22?
17. Do you use Optical Character Recognition (OCR) to scan invoices?
18. Do you have to manually validate the scanned invoices from the OCR capture?
19. Do you currently have a PO system or a non-PO system? If you use both types – what is the percentage of PO invoices vs. non-PO invoices?
20. Are you claiming VAT on invoices? If so, are you doing this in-house?
21. How are you currently reporting on invoice spend?

### Clarification Requested:

Please elaborate on question 10 and 11.

### Clarification Provided:

For number 10 I shall rephrase the questions to “is the reimbursement spend data visible on your main finance system without needing to be manually inputted or mass merged over via JPEG files etc.?”

For question 11, what I was attempting to ask was where are your main areas of spending when it comes to travel i.e. mileage, trains, planes etc.

### Response:

Travel & Expenses

1. What finance system do you use? **Sage 1000**



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2. What system do you use to manage and process your staff's expenses? **Spreadsheet and Epaysafe.**
3. What is the expense process? **Expenses are received electronically via email and a handful are received in hardcopies which are then scanned. They are checked, grouped and put on individual tabs on a spreadsheet then uploaded on to epaysafe.**
4. How many expense claims were made in FY21/22? **665.** And what was total value of expense claimed in FY21/22? **£53,592.94**
5. Can you submit expenses remotely? **Claims can be submitted electronically.**
6. How are you claiming VAT on mileage? **We use a formula that was given by our tax advisors to calculate VAT.** Do your staff have to deduct commute from mileage? **Yes**
7. What percentage of expense claims are you auditing? **100%**
8. How many FTEs (full time employees) do you have processing expense claims? **0.25 FTE**
9. What is the average time to reimburse your staff's expenses? **4 weeks**
10. How are you reporting on expense spend, PSA expense types and scope 3 emissions reporting? " is the reimbursement spend data visible on your main finance system without needing to be manually inputted or mass merged over via JPEG files etc" **We don't.**
11. What are your biggest categories when it comes to Travel Spend? Where are your main areas of spending when it comes to travel i.e. mileage, trains, planes etc.? **Mileage would be the biggest area of spending followed by subsistence, then parking, then train.**

### Invoices

12. What system do you use for managing/processing invoices? **V1**
13. What is your current invoice process for handling supplier invoices, from receipt to when it is posted in the ERP/finance system and ready for payment? **99% of the invoices are received via emails that are linked to the V1 system and the few received**



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via post are scanned to the email. Invoices that are sent to the emails are automatically dropped on to V1 Db Capture. The information on the invoices are captured and invoices are sent out to the originator of the PO to receipt the PO and send the required details to us to process the invoices for payment. Once the PO for the invoices are receipted, invoices are then sent to Db Authorise to match against POs. After completing the matching process, invoices are sent automatically to Sage where payment is processed.

14. How many invoices were processed in FY21/22? **3232**
15. How many FTEs (full time employees) do you have in your accounts payable team who process invoices? **0.2 full time employees processing**
16. What percentage of invoices were paid late in FY21/22? **Based on invoice received dates, 1.33% (43 invoices)**
17. Do you use Optical Character Recognition (OCR) to scan invoices? **Yes**
18. Do you have to manually validate the scanned invoices from the OCR capture? **Yes**
19. Do you currently have a PO system or a non-PO system? **Yes both.** If you use both types – what is the percentage of PO invoices vs. non-PO invoices? **98% PO Invoices, 2% non-PO invoices**
20. Are you claiming VAT on invoices? **Yes.** If so, are you doing this in-house? **Yes**
21. How are you currently reporting on invoice spend? **We publish the over £500 expenditure report on a monthly basis, please see [Payments Over £500](#).**



### Request Number 2022-0034 (Statistics – Trapped in Playground Equipment)

FOI request received on 05 July 2022:

I would like to make a request for the following information under the Freedom of Information Act.

1. The number of incidents Royal Berkshire Fire and Rescue Service attended that required them to free people trapped in 'playground equipment' (including slides/swings etc) so far 2022 (or as much of it as is available)
2. The number of incidents Royal Berkshire Fire and Rescue Service attended that required them to free people trapped in 'playground equipment' (including slides/swings etc) in 2021
3. The average cost to Royal Berkshire Fire and Rescue Service of deploying a fire appliance to such an incident.

#### Response:

- A. The number of incidents Royal Berkshire Fire and Rescue Service attended that required them to free people trapped in 'playground equipment' (including slides/swings etc) so far 2022 (or as much of it as is available)

AND

- B. The number of incidents Royal Berkshire Fire and Rescue Service attended that required them to free people trapped in 'playground equipment' (including slides/swings etc) in 2021

Year	Number of incidents RBFRS attended to free people trapped in 'playground equipment'	Date range
2021	13	01 January - 31 December 2021
2022	11	01 January - 30 June 2022

Please note: A free text search was used to find incidents to answer the above.

- C. The average cost to Royal Berkshire Fire and Rescue Service of deploying a fire appliance to such an incident.





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RBFRS do not record the cost, however please see our current [fees and charges](#) for appliance cost. Please also see an estimation of time RBFRS attended to these incidents, broken down by year and month.

For all incidents 1 pump appliance was mobilised. This could be used to calculate an approximate cost.

2021	Time in hours
Mar	00:33
Apr	00:30
Jun	01:17
Aug	00:43
Sep	00:40
Oct	00:17
Nov	00:12
<b>Total</b>	<b>04:12</b>

2022	Time in hours
Mar	01:56
Apr	00:41
May	01:05
Jun	00:26
<b>Total</b>	<b>04:08</b>

Please note: The hours and minutes are calculated based on the difference between Time of Call and Time of Stop.



### Request Number 2022-0035 (Pay and Employment Practices - CFOs)

FOI request received on 07 July 2022:

We are collecting information under the Freedom of Information Act about pay and employment practices of Chief Fire Officers (CFOs).

Specifically, we would like to know:

- A. The current salary (or salary band) of the current CFO and
- B. Whether the current or former CFO (since 2010) has retired and then been re-engaged in the service via a paid role?

#### Response:

- A. The current salary (or salary band) of the current CFO

Please see the [SLT Pay Scales](#) published on our website.

- B. Whether the current or former CFO (since 2010) has retired and then been re-engaged in the service via a paid role?

1 former CFO has retired and been re-engaged



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### **Request Number 2022-0036 (TVFCS Vacancies)**

FOI request received on 08 July 2022:

Can I please request information on if and when any jobs were advertised internally for Thames Valley Fire Control Service in the year 2019? Specifically for the roles of Watch Manager and above.

### **Response:**

Internal Request – Dealt with as 'Business as Usual'.



### **Request Number 2022-0037 (Sounds for Bay Doors and Turnout Tannoys)**

FOI request received on 13 July 2022:

I would like to know who makes the sounds for the Bay door tones and the turnout tannoys, it would be very helpful to know.

#### **Response:**

Regretfully, I have to advise you that I am unable to comply with part of your request for Information as the Royal Berkshire Fire and Rescue Service (RBFRS) does not hold the specification on the model or manufacturer of the appliance bay door audible system. However I can confirm that RBFRS do the turnouts by using a digitised synthetic audio voice application.



### Request Number 2022-0038 (Mobile Phone Contracts)

FOI request received on 15 July 2022:

Could you please send me the following information with regards to the organisation's Mobile Phones contract.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following information:

If there is more than one provider, please split all the information including the annual average spend, number of connections, duration, contract dates and internal contact details.

1. Network Provider(s) - Please provide me with the network provider name e.g., EE, Telefonica, Vodafone, Three
2. Annual Average Spend for each Network Provider - Can you please provide me with the average annual spend over the last 3 years. If this is a new contract, can you please provide the estimated annual spend.
3. Number of Connections- Number of connections for each network provider. (Number of voices only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.
4. Duration of the contract- please state if the contract also includes contract extensions for each provider.
5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date. I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)
6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date. I require the contract dates of the signed agreement. If the contract is rolling, please state.
7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.



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8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided, please send me their actual job title.
9. If the mobile phone contract is provided by a managed contract, please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.

Please can you provide me with the latest information- If the organisations are currently out to tender, please can you also state the approx. date of the award along with the information above.

Also, if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the contract status?

If this contract was awarded within the past three months, can you please provide me with a shortlist of suppliers that bid on the contract?

### Response:

1. Network Provider(s) - Please provide me with the network provider name e.g., EE, Telefonica, Vodafone, Three. **Daisy telecom (Vodafone airtime)**
2. Annual Average Spend for each Network Provider - Can you please provide me with the average annual spend over the last 3 years. If this is a new contract, can you please provide the estimated annual spend. **Last 2 years spend at £25200 due to increase in use during covid. 3rd year spend will bring this average down.**
3. Number of Connections- Number of connections for each network provider. (Number of voices only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total. **516 connections of which 324 live the rest dormant but can be activated at any time.**
4. Duration of the contract- please state if the contract also includes contract extensions for each provider. **Current contract final extension period ends 31 March 2023.**



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5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date. I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider). **16 March 2021**
6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date. I require the contract dates of the signed agreement. If the contract is rolling, please state. **31 March 2023**
7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract. **October 2022**
8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided, please send me their actual job title. **ICT Service Delivery Manager [contact details provided]**.
9. If the mobile phone contract is provided by a managed contract, please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract. **N/A**

Please can you provide me with the latest information- If the organisations are currently out to tender, please can you also state the approx. date of the award along with the information above. **N/A**

Also, if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the contract status? **N/A**

If this contract was awarded within the past three months, can you please provide me with a shortlist of suppliers that bid on the contract?  
**N/A**



### **Request Number 2022-0039 (Deaths, Serious Injuries and Life Changing Injuries in 2018-2021)**

FOI request received on 21 July 2022:

In the public interest, I would like to request a number of statistics relating to Death, Serious Injury and Life Changing Injury in the following areas, relating to the years 2018 to 2021:

All statistics and areas are required for The United Kingdom of Great Britain and Northern Ireland only.

- Rivers and Canals
- Inshore Waters
- Flooding
- Derelict and unused buildings
- Unsafe structures
- Used buildings
- Caves
- Building sites
- Mountainous Regions
- Forests and Wooded areas
- Coastal Areas
- Canyons and Valleys





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- Confined Spaces
- Trench Entrapment

Or involving;

- Large machinery
- Inshore recreational boats, canoes or water activities Abseiling Rock climbing Hiking Mountaineering Mountain Biking Cave exploration Camping or exploration Misadventure Working in unsafe environments Weather related Natural Disaster

### Response:

Statistics relating to incidents attended by RBFRS which involves Death, Serious Injury and Life Changing Injury, with a breakdown by Property Type relating to the years 2018 to 2021.

Notes:

- Data is for the calendar years of 2018, 2019, 2020 and 2021
- Data recorded confirms Victims as 'Casualties' [Victim Type = Injury (incl. rescue with injury)] or 'Fatalities' [Victim Type = Fatal]. For the response these two categories are presented, being the closest categories to match to 'Death, Serious Injury and Life Changing Injury'.
- The actual number of victims (Casualties or Fatalities) at incidents attended by RBFRS are counted, not the count of incidents.
- All **Property Type** categories are included as below:
  - Dwelling
  - NonResidential
  - RoadVehicle



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- Outdoor
  - OtherResidential
  - OutdoorStructure
  - Boat
  - Aircraft
  - RailVehicle
- Where a **Property Type Description** provided detail that could be used to better align data to the area criteria as originally requested, incidents have been checked and assigned the following sub-categories:

Sub-Categories	Main Property Type	IBIS Property Type Description(s)
Boat	Boat	Barge, Motor yacht, Other vessel, Large passenger vessel
Forests and Wooded Areas	Outdoor	Woodland/forest - broadleaf/hardwood, Woodland/forest - conifers/softwood
Inshore Waters	Outdoor	Lake/pond/reservoir (SF:E)
Rivers and Canals	Outdoor	River/canal (SF:E)
Confined Spaces	NonResidential	Agricultural - Silo
Derelict and unused buildings	NonResidential	Building – Other/Vacant/unoccupied Premises



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These categories apply only to the above, where a **Property Type Description** could redefine a sub-category. For these, the incident data is recorded in the sub-category and is not counted as part of the **Main Property Type**.

The below shows a breakdown of the number of Casualties/Fatalities at incidents attended by RBFRS using Property types and sub-categories for the calendar years 2018-2021.

### Number of Casualties

#### Breakdown by Property Type and sub-category/area:

Category	2018	2019	2020	2021
Aircraft	0	0	0	1
Boat	0	1	2	3
Confined Spaces	0	0	1	0
Derelict and unused buildings	0	0	1	1
Dwelling	262	216	177	222
Forests and Wooded Areas	0	1	0	1
NonResidential	46	42	24	39
OtherResidential	28	17	14	12
Outdoor	29	40	17	21
Outdoor Structure	4	5	4	1
RailVehicle	0	0	0	1



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Category	2018	2019	2020	2021
Rivers and Canals	1	3	5	5
RoadVehicle	297	305	209	250

### Number of Fatalities

#### Breakdown by Property Type and sub-category/area:

Category	2018	2019	2020	2021
Dwelling	15	15	14	6
Inshore Waters	0	0	1	0
NonResidential	1	1	1	0
OtherResidential	0	1	1	0
Outdoor	3	2	6	0
Rivers and Canals	6	3	3	4
RoadVehicle	9	5	10	10



### **Request Number 2022-0040 (Sexism – Sexual Harassment - Racism)**

FOI request received on 22 July 2022:

How many complaints have been made by female members of staff about other staff members across the whole of the organisation in the calendar years 2020, 2021, and 1st January until 1st July 2022?

Which relate to:

- A. Sexism
- B. Sexual Harassment
- C. Racism

Please provide 10 examples in each year of the words and phrases used which were:

- 1. Racist
- 2. Sexist

Please take the examples in date order.

### **Response:**

#### **2020:**

- A. Sexism – 0
- B. Sexual Harassment – in 2020 we received one anonymous complaint. Due to its anonymous nature we cannot confirm the gender of the individual making the complaint
- C. Racism – 0



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### 2021:

- A. Sexism – 1 - one complaint relating to bullying and harassment – this was not related to sexism although aspects were sexist in nature
- B. Sexual Harassment – 0
- C. Racism - 0

### 2022:

- A. Sexism – 0
- B. Sexual Harassment – 0
- C. Racism - 0

Please provide 10 examples in each year of the words and phrases used which were.

- 1. Racist – N/A
- 2. Sexist – 'sexist', 'condescending'



### **Request Number 2022-0041 (Rainbow Vehicles)**

FOI request received on 22 July 2022:

Please include the information for each of the following periods; 2019-20, 2020-21, 2021-22:

- The cost of wrapping, decorating or painting any existing vehicles that the service owns with rainbow decorations
- The cost of purchasing any new vehicles with rainbow decorations

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

### **Response:**

RBFRS have not wrapped, decorated or painted any existing vehicles, nor have we purchased any new ones with rainbow decorations. RBFRS have borrowed a vehicle for Pride 2019 from another Service.



### Request Number 2022-0042 (Travel & Expenses and Invoices)

FOI request received on 22 July 2022:

#### Travel & Expenses

1. What finance system do you use?
2. What system do you use to manage and process your staff's expenses?
3. What is the expense process?
4. How long does it take on average to process 1 expense claim?
5. How many expense claims were made in FY21/22? And what was total value of expense claimed in FY21/22?
6. Can your staff submit expenses remotely?
7. How are you claiming VAT on mileage? Do your staff have to deduct commute from mileage manually?
8. What percentage of expense claims are you auditing?
9. How many FTEs (full time employees) do you have processing expense claims?
10. What is the average time to reimburse your staff's expenses?
11. How are you reporting on expense spend?
12. Are there direct data integrations for expense spend directly into your main finance system? Alternatively, are they bulk uploaded via JPEG etc.?

#### Invoices

13. What system do you use for managing/processing invoices?





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14. What is your current invoice process for handling supplier invoices, from receipt to when it is posted in the ERP/finance system and ready for payment?
15. How many invoices were processed in FY21/22?
16. How many FTEs (full time employees) do you have in your accounts payable team who process invoices?
17. What percentage of invoices were paid late in FY21/22?
18. Do you use Optical Character Recognition (OCR) to scan invoices?
19. Do you have to manually validate the scanned invoices from the OCR capture?
20. Do you currently have a PO system or a non-PO system? If you use both types – what is the percentage of PO invoices vs. non-PO invoices?
21. Are you claiming VAT on invoices? If so, are you doing this in-house?
22. How are you currently reporting on invoice spend?

### Response:

The requestor was the same for [FOI 2022-0033](#) with almost the same request. Re-sent response and advised that any additional questions should be sent through as a new revised request.



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### **Request Number 2022-0043 (Fleet List)**

FOI request received on 22 July 2022:

I would like the fleet list including the brand new appliances/vehicles with the reg numbers and the vehicles awaiting disposal and re allocation, plus fire cadet and training appliances with the HQ Pool.

### **Response:**

[RBFRS Fleet List - By Station - July 22.xlsx]



### Request Number 2022-0044 (Statistics – Vehicle Fires)

FOI request received on 25 July 2022:

How many petrol and diesel vehicle fires did the force attend between April 2019 and to March 2022, broken down by financial year?

How many electric vehicle fires did the force attend between April 2019 and to March 2022, broken down by financial year?

From April 2022 to June 2022, how many electric vehicle fires did the force attend?

#### Response:

1. How many petrol and diesel vehicle fires did the force attend between April 2019 and to March 2022, broken down by financial year?

Financial Year	Number of Petrol and Diesel Vehicle fires attended by RBFRS
2021-22	203
2020-21	219
2019-20	230

2. How many electric vehicle fires did the force attend between April 2019 and to March 2022, broken down by financial year?

Financial Year	Number of Electric Vehicle fires attended by RBFRS
2021-22	2



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Financial Year	Number of Electric Vehicle fires attended by RBFRS
2020-21	3
2019-20	2

3. From April 2022 to June 2022, how many electric vehicle fires did the force attend?

Financial Year	Number of Electric Vehicle fires attended by RBFRS
2022-23	0

Notes:

This query asked for fires attended by Royal Berkshire Fire and Rescue Service (RBFRS) for:

- Petrol and Diesel vehicles
- Electric vehicles

The number of incidents attended is not only for car fires, but includes a range of Road Vehicles by Property Type. The Property Types of 'Caravan on tow' and 'Trailers - Trailer unit (not attached to tractor)' have been excluded because such units towed.

Data has also been filtered by a text search including search terms: 'electric car', 'hybrid'.

Over the Border incidents attended by RBFRS are included



### Request Number 2022-0045 (Firefighters Pension)

FOI request received on 25 July 2022:

Under the FOI, I request the following information:

1. Is your service paying Immediate Detriment on Firefighters Pensions?
2. How many operational staff is your service 'over establishment'?
3. How many operational colleagues can retire (and/or reach 30 years of service) from now until October 2023?

#### Response:

1. Yes we are paying for category 1 members but we have taken the decision to not pay category 2 members yet.
2. The below table is based on 30 June 2022:

Contract	Authorised Establishment	Number of staff in Perm or Fixed Term Posts	Over Establishment
Control	39	40	Over by 1 This is due to fixed term positions covering maternity.
Wholetime	361	357	No – under by 4
On Call	65	45	No – under by 20 (On-Call typically under establishment as their posts are part-time)
<b>Total</b>	<b>465</b>	<b>442</b>	

3. There are 22 members who can retire between now and October 2023.



### August 2022

#### Request Number 2022-0046 (Facilities Management)

FOI request received on 02 Aug 2022:

Further to the original Facilities Management request, the contract below has expired. Please provide the current status.

Waste – Shred It

I would like the organisation to review my freedom of information request below, that's focused around contract data for services around facilities management.

1. Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.
2. Lift service and maintenance – Service contract for lift service and maintenance.
3. Food – Service contract that is focused around catering services.
4. General waste services contracts – The organisation's primary general waste service contract.
5. Laundry services where clothes and linen can be washed and ironed.

Contract profile questionnaire for each type of contract:

1. Supplier/Provider of the services
2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
3. A description of the services provided under this contract please includes information if other services are included under the same contract.
4. The number of sites the contract covers



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5. The start date of the contract
6. The end date of the contract
7. The duration of the contract, please include information on any extensions period.
8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.

### Response:

I am pleased to be able to advise you that the information you seek is already easily accessible to you and can be found on our website under [Selling to RBFRS](#) where you will see the [Contracts Register](#).

The Shred-It contract has not yet expired, please see contract ref 499. All previous contract refs provided to you for Facilities Management have not yet expired.

This email serves as a refusal notice in accordance with Section 21 (Information reasonably accessible to the applicant by other means) of the Freedom of Information Act 2000 (The Act).



### Request Number 2022-0047 (Statistics – Balcony Fires)

FOI request received on 02 Aug 2022:

- Please supply me with data relating to fires on balconies on residential buildings in your area, as follows;
- How many fires involving balconies occurred in total between 1st August 2021 and 31st July 2022?
- In the same period, how many fires occurred where balconies were found to have contributed to the spread of the fire across the external walls?

Please provide data on the causes of any fires that started on balconies in the period (ie; barbecue, discarded cigarette, electrical appliance fault, etc) and please provide the number of occurrences for each cause.

If your incident recording system does not include "balcony" as a recorded location, could you please perform a search on free text fields in your database for the term, as I have found in the past that this often returns useable data.

#### Response:

1. How many fires involving balconies occurred between 1st August 2021 and 31st July 2022?

A free text search of the word 'balcony' found 3 incidents.

2. In the same period, how many building fires occurred where balconies were found to have contributed to the external spread of the fire?

No incidents recorded as 'found to have contributed to the external spread of the fire'.

A total of 3 incidents were recorded for this period of time but all recorded as 'No rapid fire growth'.

3. Please provide data on the causes of any fires that started on balconies (i.e.; barbecue, discarded cigarette, electrical appliance fault, etc.) and please provide the number of occurrences for each cause.





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Source Of ignition 8_4	Responsible For Fire Spread 8_7	Main Cause Desc 8_1	No. of Incidents
Hanging chair on balcony	Furniture/Furnishings - Other furniture	Natural occurrence	1
Smoking related- Smoking materials	Furniture/Furnishings - Other furniture	Careless handling - due to careless disposal	1
Not known	Structural/Fixtures/Fittings - External - Other	Heat source and combustibles brought together deliberately	1

Notes:

A SQL was generated based on a free text search of the word 'balcony' and each incident was checked manually to include or exclude based on eligible criteria.

Incidents include those attended by Royal Berkshire Fire and Rescue Services [RBFRS].

Over the border incidents are excluded.



### Request Number 2022-0048 (Drones)

FOI request received on 11 Aug 2022:

- How is drone technology being used within this fire service?
- How many drones does this fire service have?
- Which drones are you using?
- How many missions have you run with drones this year?
- Who oversees your drone operations?

### Response:

I refer to your Request for Information and can advise you that we (Royal Berkshire Fire and Rescue Service) do not own or operate drones.



### Request Number 2022-0049 (Statistics - Emollient Products)

FOI request received on 12 Aug 2022:

#### Section 1

1. How many fire deaths or serious incidents have you reported since 2015 that have involved/been linked with emollient products? I.e. skin care products, lotions, creams, ointments, gels, sprays, non-paraffin (wheatgerm, nut oil or lanolin based) and paraffin based.

Please use question 2 to also detail any previous data you may have from before 2015/2016 or anything additional

2. Please give details you can on earlier records from 2000/2001 to 2014/2015 and any further information

#### Section 2

In this section we are asking you to provide more detail for each fatality/serious incident recorded in the year selected above in Q1 and any answer provided in Q2.

3. What was the age range of the victim/s in each year recorded in Q1 (and others included in the response to Q2 if possible) as:

Under 1, 1-5, 6-10, 11-16, 17-24, 25-39, 40-54, 55-64, 65-79, 80 and over or unspecified

i.e. 2017/2018: 2 fatalities - 55-64 and 65-79

4. For each fatality/serious incident recorded in each year describe:

- a. the type of dwelling (private home or care home etc.)
- b. source of ignition
- c. Item first ignited
- d. location of start of fire



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5. For each fatality/serious incident recorded in each year please describe more background. i.e. did the victim have a care package, noted as vulnerable, lived alone, a smoker or previously had a safety visit from FRS
6. For each fatality/serious incident recorded in each year how many were entered onto the MHRA Yellow Card Scheme? Please provide a figure for each year

### Response:

**Please note, RBFRS have provided information that is recorded within our Fire Investigation records as there were no results given when completing a 'free text' search of our Incident data.**

1. How many fire deaths or serious incidents have you reported since 2015 that have involved/been linked with emollient products? I.e. skin care products, lotions, creams, ointments, gels, sprays, non-paraffin (wheatgerm, nut oil or lanolin based) and paraffin based.

### 1 in 2018/2019

2. Please give details you can on earlier records from 2000/2001 to 2014/2015 and any further information

**Due to the retention schedule in place for Fire Investigation Case files, we are unable to comply with this part of the request as the information is no longer held.**

3. What was the age range of the victim/s in each year recorded in Q1 (and others included in the response to Q2 if possible) as:

### 66

4. For each fatality/serious incident recorded in each year describe:
  - a. the type of dwelling (private home or care home etc.)
  - b. source of ignition
  - c. Item first ignited



d. location of start of fire

**Private home**

**Believed cigarette**

**Bed clothing**

**The bed.**

5. For each fatality/serious incident recorded in each year please describe more background. i.e. did the victim have a care package, noted as vulnerable, lived alone, a smoker or previously had a safety visit from FRS

**Individual lived at home and had a large care package, we believe 4 times a day. They were classed as vulnerable and bed bound. They lived alone and were a heavy smoker and had received a Home Fire Safety check from the Fire Service and also had been given fire retardant bedding and items were also sprayed fire retardant chemicals.**

6. For each fatality/serious incident recorded in each year how many were entered onto the MHRA Yellow Card Scheme? Please provide a figure for each year

**RBFRS is not aware that this was reported through the MRHA Yellow Card Scheme.**



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### Request Number 2022-0050 (Statistics – Incidents Involving Gas)

FOI request received on 16 Aug 2022:

Please can you provide me with the following information for the annual years 2018, 2019, 2020, 2021 and 2022 (up until the date this email is received)? [16/08/2022]

Please provide the figures by year. e.g for the first bullet point, 2018: 50 properties, 2019: 41 properties, 2018: 13 properties etc.

- The number of properties your fire service has been called out to as a result of a gas explosion, compressed gas, or a gas leak evacuation.
- If possible, can you break down this number by those three categories and give a separate number for each. e.g. 2018: gas explosion 10, compressed gas 12, gas leak evacuation 9.
- The number of people evacuated as a result of a gas explosion, compressed gas, or gas leak. Similarly can I have that number broken down by category?
- If you only record the number of evacuations made by the force please can you provide that in a similar format?

### Response:

These results relate to all incidents in Berkshire in the requested time frame (up to 16/08/2022). We do not record incidents by the requested category types therefore we have provided information for the Revised Incident Type of H2.1.0.P HAZMAT - GAS / RELEASE / LEAKS.

Please note, these results don't include any victims that evacuated themselves, or were evacuated by people, or were evacuated by services other than RBFPS.

Number of Incidents by Category						
	2018	2019	2020	2021	2022	Grand Total
H2.1.0.P HAZMAT - GAS / RELEASE / LEAKS	54	33	47	35	32	201



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Number of people either evacuated by RBFRS or assisted in their evacuation by RBFRS in the above Incidents						
	2018	2019	2020	2021	2022	Grand Total
One	1	1	0	0	0	2
Two	0	0	0	0	0	0
Three	0	0	1	0	0	1



### **Request Number 2022-0051 (Staff/Councillors – Previous Roles)**

FOI request received on 24 Aug 2022:

1. How many staff / councillors have worked for the CIA since 2015?
2. How many staff / councillors have worked for the FBI since 2015?
3. How many staff / councillors have worked for MI5 since 2015?
4. How many staff / councillors have worked for SIS since 2015?
5. How many staff / councillors have worked for GCHQ since 2015?
6. How many staff / councillors have worked for the IDF since 2015?
7. How many staff / councillors have worked for Mossad since 2015?
8. How many staff / councillors have worked for Shin Bet since 2015?
9. How many staff / councillors have worked for the ISI since 2015?
10. How many staff / councillors have worked for the European Union since 2015?
11. How many staff / councillors have worked for the Home Office since 2015?
12. How many staff / councillors have acted as police informants since 2015?
13. How many staff / councillors have acted as security service informants since 2015?

### **Response:**

Regretfully, it has been confirmed that we are unable to comply with your request for information.





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We do not hold employment records for counsellors.

We do not hold information on police or security service informants.

We do not collate previous employment records in a central place, nor create registers of information in relation to the specific categories you request information on and therefore are unable to electronically search for information. Whilst employment information for staff is held on individual personal record files, examination of such information would be a manual exercise and would exceed the cost limit for compliance.

Consequently, in accordance with Section 12 of the Freedom of Information Act 2000, I must issue a refusal notice as the Information you seek is not readily identifiable or locatable. It has been estimated that the cost of complying with your Request - in time spent to identify, locate and retrieve the information which is contained within individual employees hard copy Personal Record Files - would exceed the appropriate limit, namely £450.

Royal Berkshire Fire and Rescue Service has determined that, to provide the information you seek would be an inappropriate use of public resources, as we could not justify the cost of identifying, locating and retrieving the information given the conflicting priorities for expenditure upon the Service at this time. Following this determination, we (RBFRS) will not exercise our discretion, under Section 13 of the Act, to provide the information for a fee, thus as a consequence the information is not available for purchase.



### Request Number 2022-0052 (Automatic External Defibrillators (AEDs))

FOI request received on 31 Aug 2022:

- The number of Automatic External Defibrillators that are in place in the Royal Berkshire Fire and Rescue Service.
- The number of AEDs in place in Fire services across your region and the UK.
- The number of AEDs in place in police services across your region and the UK.
- Where are AEDs distributed in your organization? Are they typically found in intervention vehicles and/or stations?
- What brands of AED does your organization use or consider? Is it possible to say what brands each fire and police service are using across the UK and to give an estimate of their market share in 2020/2021?
- Would the fire services typically use simple or complex AEDs, or both? Would it also be possible to answer this for police services?
- On average, what is the purchasing price of an AED that fire services/police services are paying?

### Response:

- The number of Automatic External Defibrillators that are in place in the Royal Berkshire Fire and Rescue Service.

67 units currently available in service

- The number of AEDs in place in Fire services across your region and the UK.

This information is not held by Royal Berkshire Fire and Rescue Service (RBFRS)

- The number of AEDs in place in police services across your region and the UK.

This information is not held by RBFRS



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- Where are AEDs distributed in your organization? Are they typically found in intervention vehicles and/or stations?

AED are distributed in frontline appliances and in buildings. All buildings have at least 1 publically accessible AED.

- What brands of AED does your organization use or consider? Is it possible to say what brands each fire and police service are using across the UK and to give an estimate of their market share in 2020/2021?

RBFRS use Zoll AED3 for frontline response. 29 are in service. All other AED are Philips Hearstart FRx.

RBFRS do not hold information on other Fire Rescue Services or Police Service, your request will need to be directed to the relevant Service for response.

- Would the fire services typically use simple or complex AEDs, or both? Would it also be possible to answer this for police services?

Fire services would select an AED that best suits their needs and training. For RBFRS semi-automatic AED are used. No information is held for other Services.

- On average, what is the purchasing price of an AED that fire services/police services are paying?

For RBFRS:

Zoll AED 3 £1050 per unit

Philips Heartstart FRx were £653 when purchased



## September 2022

### Request Number 2022-0053 (Statistics – Fires Around Primary School in Reading)

FOI request received on 01 Sept 2022:

[Address of Primary School in Reading]

Have there been any incidences of Arson in the locality in the last 10 years? - locality is 2-5 mile radius. If so, please provide details.

Have there been any fires in other schools in the locality in last 10 years? - locality as (c) above. If so, please provide details.

#### Clarification request:

Please note that our data cannot be filtered by a radius and as such I would need to supply the relevant department with exact addresses/postcodes. In order for Royal Berkshire Fire and Rescue Service (RBFRS) to process your request, please can you confirm if you are happy for the [postcode area] to be used for this request? Or please provide your own refined area to be used?

#### Clarification provided:

Request Closed

#### Response:

Request Closed



### **Request Number 2022-0054 (Tank Storage – Basingstoke Road, Reading RG2 0PN)**

FOI request received on 01 Sept 2022:

Our company is conducting a Phase I Environmental Assessment on behalf of the landlord at:

- Tesco Distribution Warehouse, Basingstoke Rd, Reading RG2 0PN

Could you please confirm whether you hold any tanks records for potential presence of aboveground and underground storage tanks onsite?

#### **Follow up request:**

With regard to the underground tank presence, can you confirm/answer any of the below questions?

1. When the underground tanks were installed:
2. Who is responsible for the tanks and any potential contamination associated (is it Tesco?);
3. Are all underground tanks operational (to your knowledge)?;
4. Are they regularly tested (to your knowledge)?;
5. Do you know what protection systems were put in place when underground tanks were installed (alarms, double walls etc.)?

#### **Further follow up request:**

With regard to the tank inspection visit in June 2022, could you please confirm if all USTs were reported to be in compliance? Or was any action required in relation with the tanks?

It would be very helpful to confirm absence of spills/leaks from the inspection and that recent inspection did not record any issues.

#### **Response:**



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- Fuel tank for the Sprinkler pump, containing 1,000 litres of diesel
- 5,000ltr Add Blue external tank
- 47,000 litre bio fuel (chip fat) tank
- 5,300 litre red diesel tank. Double skinned and protected by Armco barriers.
- Vehicle fuelling island with 7 underground tanks:
  - 5 x 115,000 litres of diesel
  - 1 x 78,000 litres of red diesel
  - 1 x 15,000 litres of add blue.

### **Follow up response:**

In regards to question 3, all tanks were operational when RBFRS last visited in June 2022.

In regards to all other questions, regretfully I have to advise you that I cannot comply with your request for information as the information is not held by RBFRS.

### **Further follow up response:**

We do not check compliance on our visits as it is not within our remit.



### Request Number 2022-0055 (IT Hardware and Software)

FOI request received on 02 Sept 2022:

1. Please list the number of devices deployed by your organisation for the below list?

Device Type	Number of Devices
Desktop PCs	
Laptops	
Mobile Phones	
Personal Digital Assistants (PDAs)	
Printers	
Multi Functional Devices (MFDs)	
Tablets	
Servers (Physical)	
Storage Devices (E.g., NAS, SAN, etc.)	
Networking Infrastructure (E.g., Switches, Routers, Interfaces, Wireless Access Points, etc.)	
Security Infrastructure (E.g., Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools, etc.)	

2. Does your organisation have any plans of refreshing or replacing any of the ICT devices from the below list. If yes, please provide the indicative or projected expenditure in the given format?

IT or ICT Hardware	Expenditure		
	2022/23	2023/24	2024/25
Desktop PCs			
Laptops			
Mobile Phones			
Personal Digital Assistants (PDAs)			



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IT or ICT Hardware	Expenditure		
	2022/23	2023/24	2024/25
Printers			
Multi Functional Devices (MFDs)			
Tablets			
Servers			
Storage Devices (E.g., NAS, SAN, etc.)			
Networking Infrastructure (E.g., Switches, Routers, Interfaces, Wireless Access Points)			
Security Infrastructure (E.g., Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)			
<i>Note: If the projected expenditure is not available, list the years when the refresh/replacement is due or planned for the above devices.</i>			

3. Does your organisation have any plans for developing, refreshing, or replacing any software applications, if so, can you please provide the information in the below format?

S.No	Application Name	Month/Year
1		
2		
3		
4		
5		





### Response:

Q1. Please list the number of devices deployed by your organisation for the below list?	
DEVICE TYPE	NUMBER OF DEVICES
Desktop PCs	150
Laptops	400
Mobile Phones	371
Personal Digital Assistants (PDAs)	0
Multi Functional Devices (MFDs) (Printers)	35
Tablets	85
Servers (Physical)	6
Storage Devices (E.g., NAS, SAN, etc.)	1
Networking Infrastructure (E.g., Switches, Routers, Interfaces, Wireless Access Points, etc.)	170
Security Infrastructure (E.g., Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools, etc.)	Information withheld
<p>Royal Berkshire Fire and Rescue Service (RBFRS) are unable to provide information about our security infrastructure as we believe the requested information is exempt in accordance with Section 31 (Law Enforcement) of the Freedom of Information Act 2000.</p> <p>We consider that disclosure of this information would attract intrusion and cyber-attacks from groups/cyber criminals wishing to exploit possible vulnerabilities within our Service's systems. Consequently, we would not wish to reveal information that would make our Service more vulnerable to crime.</p> <p>Section 31(1)(a) says that we do not need to provide information that would or would be likely to prejudice the functions of law enforcement, in this case, the prevention and detection of crime. This is a qualified exemption and subject to a public interest test.</p> <p>RBFRS understand that there would be public interest in the transparency and accountability of the Service.</p>	



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However, there would also be public interest in favour of withholding the information -

- to avoid disruption to an emergency service /public service;
- to prevent any threat to the integrity of RBFRS data;
- to ensure RBFRS can comply with its duties to take all necessary measures to safeguard data;
- to avert costs associated with any attacks recovery.

In considering the application of this exemption, it has been determined that the balance of public interest lies in maintaining the exemption and not releasing the information.

Therefore, this response serves as a part Refusal Notice, in accordance with Section 31 (Law Enforcement) of the Freedom of Information Act 2000.

Q2. Does your organisation have any plans of refreshing or replacing any of the ICT devices from the below list. If yes, please provide the indicative or projected expenditure in the given format?

REPLACE/REFRESH PROGRAMME:			
IT OR ICT HARDWARE	EXPENDITURE		
	2022/23	2023/24	2024/25
Desktop PCs		£97,500	
Laptops		£210,000	
Mobile Phones			£63,000
Personal Digital Assistants (PDAs)	n/a	n/a	n/a
Printers	n/a	n/a	n/a
Multi Functional Devices (MFDs)	n/a	n/a	n/a
Tablets	£19,200		
Servers	n/a	n/a	n/a



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Q2. Does your organisation have any plans of refreshing or replacing any of the ICT devices from the below list. If yes, please provide the indicative or projected expenditure in the given format?

REPLACE/REFRESH PROGRAMME:			
IT OR ICT HARDWARE	EXPENDITURE		
	2022/23	2023/24	2024/25
Storage Devices (E.g., NAS, SAN, etc.)	n/a	n/a	n/a
Networking Infrastructure (E.g., Switches, Routers, Interfaces, Wireless Access Points)	n/a	n/a	n/a
Security Infrastructure (E.g., Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)	n/a	n/a	n/a
<i>Note: If the projected expenditure is not available, list the years when the refresh/replacement is due or planned for the above devices.</i>			

Q3. Does your organisation have any plans for developing, refreshing, or replacing any software applications, if so, can you please provide the information in the below format?

Not at this current time.



### **Request Number 2022-0056 (Statistics – Fire Incident Data)**

FOI request received on 12 Sept 2022:

Please may you provide me with the most recent raw fire incident data available in tabular format, for the years 2018 – present? Explicitly we need the coordinates of the fires (to the nearest meter), the date the fire occurred, and any information on the fire itself (type and cause for example).

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

#### **Clarification Request:**

Royal Berkshire Fire and Rescue Service (RBFRS) are unable to provide exact coordinates as this would identify residential dwellings but we can provide some location data. We will use your examples provided and provide the data including the date the fire occurred, type and cause. In order for RBFRS to process your request, please can you confirm that you are happy with this approach?

#### **Clarification Provided:**

Request closed

#### **Response:**

Request closed



### Request Number 2022-0057 (Expenditure – Equality, Diversity, Inclusivity)

FOI request received on 12 Sept 2022:

Please can your organisation provide in Excel CSV format, the following information:

- a) The number of roles in your association (expressed in numbers of FTE), that are mainly or exclusively focussed on issues of equality, diversity, or inclusivity. For example, this could include (amongst other guises) “EDI officers” or “diversity and inclusion project managers” but would not include general HR managers.
- b) Either a) the pay band of each of these roles, or b) the combined total salaries for these roles. Whichever measure is more in accordance with your data preferences.
- c) In the past 12 months the number of staff days across your organisation which have been committed to attending equality training programmes, whether internally run or with external consultants. (Staff days = duration of the training programme multiplied by the number of staff in attendance for the course).
- d) The contractual cost of any consultants hired, in the past twelve months, to provide any external training or advice on issues of diversity, equality, or inclusivity.
- e) In the past twelve months, the number of staff days committed to attending conferences relating mainly or exclusively to matters of Equality, Diversity and Inclusion. (Duration of conference multiplied by the number of staff in attendance).
- f) The costs of attending these conferences.
- g) Membership costs the organisation pays for participation in equality charters such as the Stonewall Equality Champions, or Diversity and Inclusion Workplace champions.

The most desirable csv layout would be the letter (a-g) in column A and then the information you hold in column B. If your organisation does not hold information in relation to any of the letters please file as N/A.

**Response:**



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Question	Response
A	One individual employed (1 FTE)
B	Pay band – Grade 5 from £33,486 - £38,553.
C	Over the 12 month period from 1st October 2021 – 1st October 2022: 2 x 1.5 hours training - 18 invited attendees. 11 x 3 hours training – 60 attendees 1 x 1.5 hours workshop – 11 attendees 1 x 3 hour webinar – 7 attendees We also have 3 online e-learning packages related to EDI which have been available to all staff during the period.
D	£7,600 (excl. VAT)
E	9
F	£3,007.44
G	Stonewall annual membership – £2500 + VAT IE annual membership – £2950 + VAT BDF annual membership – £2750 + VAT However – these are not equality charters, we don't participate currently in anything like the stonewall equality index.



### Request Number 2022-0058 (Software Contracts)

FOI request received on 15 Sept 2022:

Hello! Further to the original Enterprise Application request, the contract below has expired. Please provide the current status. HR Infographics Finance Datel This is an email to request information under the FOI Act. I'd like to apologies for the length of this request, and how tedious it may be to handle. That being said, please make an effort to provide all of this information. The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields. Enterprise Resource Planning Software Solution (ERP): Primary Customer Relationship Management Solution (CRM): For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature. Primary Human Resources (HR) and Payroll Software Solution: For example, iTrent, ResourceLink, HealthRoster; software of this nature. The organisation's primary corporate Finance Software Solution: For example, Agresso, Integra, Sapphire Systems; software of this n

#### Clarification request:

We are unable to process your request as they have insufficient detail due to the full request not provided. In order for Royal Berkshire Fire and Rescue Service (RBFRS) to process your request, please can you supply the full request including the sentences that look like they have been cut off from the end of your request?

#### Clarification provided:

Request closed

#### Response:

Request closed



### **Request Number 2022-0059 (Statistics – Outdoor Fires)**

FOI request received on 15 Sept 2022:

My request concerns outdoor fires.

Could you please send me the following information:

A list of all outdoor fires recorded by your fire and rescue service in:

- June, July and August 2020
- June, July and August 2021
- June, July and August 2022

Please provide as much information as possible about each fire, including but not limited to:

- a) Month
- b) Date
- c) Location (as specific as possible)
- d) Outdoor location type (e.g. Loose refuse; Grassland, woodland and crops; Outdoor structures)
- e) Primary fire (yes or no)
- f) Accidental or deliberate
- g) Outdoor damage area description





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These are all categories that I know are recorded by fire services and which are included in the outdoor fires dataset published periodically by the Home Office (<https://www.gov.uk/government/statistics/fire-statistics-incident-level-datasets>)

If you have any additional information about the fires, such as ignition source, main cause and property type, please include this in the data as well.

Please send the data in the form of an Excel sheet if possible.

If any of this information is already in the public domain, please can you direct me to it, including website links as appropriate?

### **Response:**

[FOI 2022-0059 - Outdoor Fires.xlsx]



### **Request Number 2022-0060 (Statistics – Bonfire Night 2021)**

FOI request received on 15 Sept 2022:

I am attempting to find which areas suffer the most from injuries on Bonfire Night in the UK.

My questions in relation to your fire service are as follows:

Please could we have the number of fire-related injury reports on Bonfire Night (5th November 2021) in your county in 2021 only?

The format of the data would just be a single number.

#### **Response:**

I can confirm that there were no fire related injuries/fatalities reported or attended to on 5th November 2021 i.e. 0.



### Request Number 2022-0061 (E-Scooter and Lithium Battery Fires)

FOI request received on 15 Sept 2022:

Number of fires involving e-scooters, broken down by year 2020, 2021 and 2022 to date.

Number of fatalities / casualties resulting from the above, broken down by year.

Number of lithium battery fires of any kind, broken down by 2020, 2021 and 2022 to date.

Number of fatalities / casualties resulting from the above, broken down by year.

#### Response:

Number of e-scooter fires, lithium battery fires and 'Other' battery fires attended by RBFRS, broken down by calendar year:

Fire Attended	2020	2021	2022
E-scooter fires attended by RBFRS	0	1	1
Lithium battery fires attended by RBFRS	6	4	2
Other battery fires attended by RBFRS	3	6	2

Number of fatalities / casualties resulting from e-scooter fires, lithium battery fires and 'Other' battery fires attended by RBFRS, broken down by calendar year:

Casualties or Fatalities	2020	2021	2022
E-scooter casualties	0	3	0
E-scooter fatalities	0	0	0
Lithium battery casualties	0	3	0
Lithium battery fatalities	0	0	0
Other battery casualties	0	1	0
Other battery fatalities	0	0	0



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NB: 2022 data is year-to-date up to 22 September 2022.

### **Additional Notes:**

Data has been categorised in this response to correlate with these inclusions/exclusions:

E-scooter fires = Includes incidents where description strongly suggested or confirms an E-scooter. Excludes Mobility scooters, motorcycles and e-bikes.

Lithium battery fires = Includes all fire-related incidents where lithium batteries have been evidenced as part or all of the cause of fire.

Other battery fires = Includes incidents of fires citing battery or battery charger but not categorically confirm involvement of a lithium battery. Excludes incidents confirming lithium.

Data recorded confirms Victims as either 'Casualties' [Victim Type = Injury (incl. rescue with injury)] or 'Fatalities' [Victim Type = Fatal]. The actual number of victims, be they Casualties or Fatalities, at incidents attended by RBFPS are counted, not the count of incidents. E.g. 1 incident may result in 2 or 3 casualties.



### **Request Number 2022-0062 (Contracts – ERP, HR & Payroll and Finance Systems)**

FOI request received on 16 Sept 2022:

In August 2021, we send yourselves an FOI request regarding your, ERP, HR & payroll, and finance systems.

In your response you informed us that at least one of these systems was due to renew in the first 6 months of 2022. However, we do not believe this has happened, please can you advise us why this renewal has not occurred and when you expected it to renew.

Additionally, if you renewed a current contract why did you do this rather than coming out to re-tender.

If your organisation has chosen to extend its pre-existing software contract, please can you explain the reasoning behind this decision

#### **Clarification requested:**

In order for Royal Berkshire Fire and Rescue Service (RBFRS) to process your request, please can you supply the contracts that you are referring to? I can then identify the relevant departments for this request to be answered by. I believe you may be referring to the Finance system – Datel and HR contract – Infographics.

#### **Clarification provided:**

Confirmed x2 contracts for Datel and Infographics.

#### **Follow-up Questions received:**

Please can you confirm when you and where RBFRS came out to market? As we did not see this anywhere.

#### **Response:**

##### **Infographics:**

1. Please can you advise us why this renewal has not occurred and when you expected it to renew?



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2. Additionally, if you renewed a current contract why did you do this rather than coming out to re-tender?
3. If your organisation has chosen to extend its pre-existing software contract, please can you explain the reasoning behind this decision?

I am pleased to be able to advise you that the information you seek is already easily accessible to you and can be found on our [Contracts Register](#) ref 1206 and via the Gov website under the Tender Notice – [1206 Firewatch Maintenance and Support](#). Please see the section: IV. Procedure.

### Datel:

1. Please can you advise us why this renewal has not occurred and when you expected it to renew?

RBFRS went out to the market and only one response was received, from Datel.

2. Additionally, if you renewed a current contract why did you do this rather than coming out to re-tender?

RBFRS went out to tender.

3. If your organisation has chosen to extend its pre-existing software contract, please can you explain the reasoning behind this decision?

RBFRS did not extend, we did a new one year contract.

Please refer to ref 1224 on the [Contracts Register](#).

Response to Follow-up questions:

### Firewatch Maintenance and Support Contract



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A F15 Voluntary ex ante transparency notice (reference 2021/S 000-014101) was published on the 21 June 2021 (at 5:06pm) on the Government [Find a Tender Service](#). This provides details of the award of contract without prior publication of a call for competition in the case listed below. We applied a 10 day standstill period so that any enquiries could be put forward by suppliers querying our decision.

The Procurement falls outside the scope of the application of the regulations due to the following:-

This VEAT notice relates to a contract is for the provision of Support and Maintenance for an Enterprise Resource Managed System (ERMS). The contract is an essential to the effective performance and delivery of RBFA's key operations, and supports management and information relating to vital fire resources and capabilities. Furthermore, the system has full integration with the current Thames Valley Fire Control Service system which ensures efficient delivery of regional fire services. The contract was awarded to Infographics UK Ltd following a tendering exercise in 2016 in compliance with the provisions of the Public Contract Regulations 2015. This is a business critical system and the ERMS licences are owned by RBFA, but the associated services are only available from the stated supplier. To ensure continuous operation of this critical requirement, RBFA are seeking to extend the current support/maintenance contract for a further period of 5 years, from April 2022. This is in accordance with Regulation 32 (2), (b), (ii) Public Contract Regulations 2015 as competition is absent for technical reasons.

### **Datel Contract**

With regards to the Datel contract, we went out to the market (see details below) and only received one response. Consequently, we awarded a 1 year support and maintenance contract.

Contract Finder Notice (<https://www.gov.uk/contracts-finder>), Publication Date: 03/12/2021 16:01, Expire date: 19/01/2022, External Reference: 6126e4d3-d861-4aac-9a8b-edae624d32b

Find A Tender Notice (<https://www.gov.uk/find-tender>) Publication Date: 03/12/2021 15:52, Expire date: 19/01/2022, External Reference: 2021-583101.



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### Request Number 2022-0063 (Employees - CFO)

FOI request received on 16 Sept 2022:

We further request the details of the retired CFO paid role including the role title and responsibilities, remuneration and pension details (reengaged role). (Extension from [FOI 2022-0035](#)).

#### Clarification requested:

Please can you confirm what you mean by pension details, i.e. what pension details would you like to request?

#### Clarification provided:

Please disclose the value of pension contributions.

#### Response:

The role occupied by the retired CFO is attached, which outlines their role title and responsibilities. [Chief Fire Officer JD.pdf]

The remuneration was as follows:

Salary: £96,000 per annum

No pension contributions were made by the employer/employee for this re-engaged role





## Information Requests 2022

### **Request Number 2022-0064 (Blacklist Record)**

FOI request received on 19 Sept 2022:

Please send me a copy of your blacklist.

#### **Clarification requested:**

Please may you clarify/elaborate on what you mean by blacklist?

#### **Clarification provided:**

Request closed

#### **Response:**

Request closed



### Request Number 2022-0065 (Statistics – Disposable BBQs)

FOI request received on 20 Sept 2022:

I am conducting research into the impact of disposable BBQs on people, animals, buildings and the environment across the UK. I am carrying out this research on behalf of [Charity Name], who are currently campaigning to remove ignition risks from the environment.

I request to be supplied with data on the causes of fires reported to Royal Berkshire Fire & Rescue Service, including but not limited to those started by disposable BBQs, cigarette litter, broken/discarded glass bottles and sky lanterns. I request that this data is broken down at least by month, for the last 24 months.

If available, I also request information on the duration and damage caused by those fires and the cost incurred by your service.

#### Response:

The request has been broken down to two sections: **Part [1] Cause of Fire and Part [2] Damage and Cost.**

Data has been checked against Incident Data from 1st August 2020 - 20th September 2022. Calendar Year range:

Year	Time Period
2020	01/08/2020 - 31/12/2020
2021	01/01/2021 - 31/12/2021
2021	01/01/2022 - 20/09/2022

This data shows the total number of incidents where RBFRS Pump Appliances attended to either a primary or secondary fire caused by an ignition risk which may have included disposable BBQs, cigarette litter, broken/discarded glass bottles and sky lanterns.

A free text search was used across incident data to match all relevant incidents to this search criteria, where data was recorded and evidence for the cause could be identified.



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Incident time is estimated based the time calculated from time mobilised and returning time. Where more than one Pump Appliance has attended an incident, all Appliance times have been included for the incident. Time is detailed in total number of approx. hours, minutes and seconds (which may have included rounding up or down) and is displayed by year and month.

Fire Damage data has been provided as per Extent total fire damage in sq Metres. NB: Damage is not recorded and may not be relevant for all incidents recorded as attended.

### Part [1] Cause of Fire:

Number of incidents attended by RBFPS Pump Appliances broken down by calendar year, month of incident attended and ignition source where recorded:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>2020</b>								1	1	1	1	3	7
BBQ/BBQ Materials									1	1			2
Chinese lantern												1	1
Cigarette discarded											1	1	2
Smoking related- Cigarette lighter								1				1	2
<b>2021</b>	1	2	1	4	1	3			1			4	17
BBQ/BBQ Materials	1	1		1		1							4
Cigarette discarded		1			1								2
Discarded sheesha				1									1



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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
e-cigarette malfunction												1	1
Smoking related- Cigarette lighter				1		1			1			1	4
Smoking related- Smoking materials			1	1		1						2	5
<b>2022</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>				<b>24</b>
BBQ/BBQ Materials		1	1	2		3	1	4	1				13
Smoking related- Cigarette lighter	1	1				1		1					4
Smoking related- Smoking materials	1		1	1	1		1	1	1				7

### Part [2] Damage and Cost

Extent of total fire damage where recorded for incidents RBFPS attended, as detailed in Part 1, broken down by calendar year, month and damage as recorded in sq Metres

	Apr	Aug	Sep	Nov	Dec
<b>2020</b>			1	1	1
6-10			1		



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	Apr	Aug	Sep	Nov	Dec
Up to 5				1	1
<b>2021</b>	<b>2</b>				<b>3</b>
11-20	1				
Up to 5	1				3
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>		
11-20			1		
6-10		1			
Up to 5	1				

Approximate Time RBFRS Pumping Appliances spent attending to incidents detailed in Part 1, broken down by calendar year, month and time for in hours, minutes and seconds.

RBFRS does not record the cost, however please see our current [Costs and Fees](#) for appliance cost. Please also see an estimation of time RBFRS appliances attended these incidents – this could be used to calculate an approximate cost.

Year	Month	Total Time
2020	Aug	00:31:14
	Sep	00:45:40



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Year	Month	Total Time
	Oct	00:24:28
	Nov	01:18:00
	Dec	01:23:55
	<b>TOTAL</b>	<b>04:23:17</b>
2021	Jan	00:11:35
	Feb	01:10:01
	Mar	00:09:13
	Apr	09:00:42
	May	00:20:24
	Jun	10:51:48
	Sep	01:08:59
	Dec	03:39:24
	<b>TOTAL</b>	<b>02:32:06</b>
2022	Jan	01:14:05
	Feb	01:50:04
	Mar	00:39:10



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Year	Month	Total Time
	Apr	02:17:36
	May	03:30:32
	Jun	04:05:58
	Jul	02:07:56
	Aug	14:13:09
	Sep	01:38:52
	<b>TOTAL</b>	<b>07:37:22</b>



## Information Requests 2022

### **Request Number 2022-0066 (Incident Details)**

FOI request received on 26 Sept 2022:

Request received from Property Management company re incident at a flat within their property

### **Response:**

Dealt with as Business As Usual





### Request Number 2022-0067 (Sickness – Mental Health)

FOI request received on 23 Sept 2022:

Please may you provide me with:

1. The total number of sick days taken off by firefighters where mental health was provided as the reason, by year, since 2010.
2. The total number of sick days taken by all staff where mental health was provided as the reason, by year, since 2010.
3. The total number of firefighters in your authority, by year, since 2010.

### Response:

1. The total number of sick days taken off by firefighters where mental health was provided as the reason, by year, since 2010.

Sickness days lost to Mental Health by contract type for each Financial Year:

Financial Year	Wholetime	On-Call	Control	Green Book	All Staff Total
2009/10	18	0	0	2	20
2010/11	77	14	4	0	95
2011/12	65	0	29	5	99
2012/13	173	0	0	47	220
2013/14	881	8	54	87	1030
2014/15	582	0	105	412	1099
2015/16	304	14	166	98	582
2016/17	127	21	117	13	278
2017/18	695	0	41	117	853
2018/19	472	44	86	512	1114
2019/20	703	6	158	341	1208



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Financial Year	Wholetime	On-Call	Control	Green Book	All Staff Total
2020/21	483	0	34	144	661
2021/22	491	2	188	324	1005
2022/23 Q1 Only	200	18	32	117	367

The reasons for mental health absence in the above table are as follows: anxiety, depression, stress, bereavement/grief, mental exhaustion, shock, panic attacks and debility.

Sickness absence reporting is much more sophisticated now when compared to the statistics we produced back in 2009-2012. Data has evolved over the years with improved reporting and regular data audits.

Service wide initiatives and campaigns have raised awareness of mental health and the support available. This has reduced the stigma and has enabled our employees to be more open to sharing their mental health and they feel more comfortable in disclosing this and seeking further support from RBFPS and other external agencies.

2. The total number of sick days taken by all staff where mental health was provided as the reason, by year, since 2010.

See above

3. The total number of firefighters in your authority, by year, since 2010.

Financial Year	Wholetime	On-Call	Control	Green Book	Total
2009/10	437	110	34	142	723
2010/11	425	104	33	133	695
2011/12	413	100	29	138	680
2012/13	401	88	27	135	651
2013/14	385	61	27	139	612
2014/15	381	73	34	136	624
2015/16	385	63	38	130	616



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Financial Year	Wholetime	On-Call	Control	Green Book	Total
2016/17	380	61	35	123	599
2017/18	381	75	39	149	644
2018/19	366	85	40	153	644
2019/20	372	87	41	160	660
2020/21	354	73	43	174	644
2021/22	375	62	42	171	650



### **Request Number 2022-0068 (Contracts – Social Media)**

FOI request received on 28 Sept 2022:

1. Who is your social media management and monitoring tool supplier?
2. Start date & duration of framework/contract with supplier
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date
4. Who is the senior officer (outside of procurement) responsible for this contract?

### **Response:**

1. Hootsuite.
2. We have an annual subscription – no contract. We have had a subscription since May 2016.
3. Annual subscription since May 2016 has totalled £1,631.30.
4. Head of Corporate Services.



### Request Number 2022-0069 (Bronchial Challenge Testing)

FOI request received on 28 Sept 2022:

- 1) The number of bronchial challenge tests requested and/or performed at your request during 2019 and 2021 for occupational health or other reasons
- 2) Your providers of bronchial challenge testing (at which locations/sites/departments) for occupational health or other reasons
- 2) The chemical agent used for the test e.g. mannitol or methacholine (if known)
- 4) The contact details of the sites/departments performing the tests?

### Response:

- 1) 0
- 2) Not applicable (N/A)
- 3) Not applicable (N/A)
- 4) Not applicable (N/A)



### **Request Number 2022-0070 (Personal Telecare Alarm Call-outs)**

FOI request received on 30 Sept 2022:

Could the service please provide information on how many emergency calls were triggered by personal telecare alarms which were set off accidentally, including SOS alerts and falls alarms.

If information on what caused the false call out is not available, could they provide details of how many times vehicles were dispatched to an address where no incident had taken place and the resident had not requested assistance.

#### **Response:**

I can confirm that Royal Berkshire Fire and Rescue Service do not directly receive calls from personal telecare alarms.

We may receive a request from another authority or company for our assistance following a personal telecare alarm activation that they have received, but this level of detail would not specifically be recorded by us. Consequently, this information is not held.



### October 2022

#### Request Number 2022-0071 (Meetings with RBFRS Staff and Individuals/Organisations/Authorities)

FOI request received on 09 October 2022:

1. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with Anneliese Dodds MP, Theresa May MP, Keir Starmer MP, Victoria Prentis MP, Layla Moran MP, Robert Courts MP, Ed Vaizey, David Cameron, George Osborne, Andrew Smith, Nicola Blackwood, Tanmanjeet Singh MP, Sarah Jones MP, Jonathan Lord MP, Boris Johnson MP, Nadine Dorries MP, Jo Johnson, Michael Gove MP, Jacob Rees-Mogg MP, Rishi Sunak MP, Sajid Javid MP, Priti Patel MP, Jonathan Ashworth MP and Rachel Reeves MP since 2020?
2. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with the Mayor of London since 2020?
3. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with the Fabian Society, Olivia Bailey, Alex Sanderson and Phil Mutero since 2020?
4. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with We Believe in Israel, the Board of Deputies and Labour Friends of Israel since 2020?
5. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with Oxford City Council, Oxfordshire County Council, Cherwell District Council, Vale of White Horse Council, South Oxfordshire District Council, West Oxfordshire District Council, Surrey County Council, Woking Borough Council and Exeter City Council since 2020?



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6. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with Thames Valley Police, Surrey Police, the Met Police and Devon Police since 2020?
7. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with Drs Hosnieh Djafari-Marbini, Hargreaves and the Chief Executive of Oxford University Hospitals since 2020?
8. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with Louise Richardson, Chris Patten, Karen O'Brien, Victoria McGuinness, Eugene Rogan, Margaret Macmillan, Andrew Fairweather-Tall, Machilu Zimba, Ngaire Woods, Elleke Boehmer, Phillip Bullock, Helen King, Helen Ghosh, Helen Mountfield, Lesley Patterson and Michaela Livingstone-Banks since 2020?
9. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with Katherine Viner and Alun Rusbridger since 2020?
10. How many meetings have Mark Arkwell, [redacted name], [redacted name], Colin Dudley, Pauline Helliard-Symons, Wayne Bowcock and the Equality, Diversity and Inclusion team had with MI5, SIS, GCHQ and Richard Dearlove since 2020?
11. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with REED since 2020?
12. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with Hays Recruitment since 2020?
13. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with the Home Office, DWP, the Department for Education, the Foreign Office, BEIS, DEFRA, the Department for Levelling Up, the Ministry of Justice, the Ministry of Defence and DCMS since 2020?
14. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with the British Army since 2020?





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15. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with NHS England since 2020?
16. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with Universities UK since 2020?
17. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with the Vice-Chancellor of Exeter University, Sajjad Rizvi, Rob Gleave, Ilan Pappé, Ian Netton, Lise Storm, Fatima Rawan, Wafa Iskander, Nesrin Amin, Yara Hawari, Maziyar Ghiabi, Billie-Jeanne Brownlee, Matteo Legrenzi and Omar Ashour since 2020?
18. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with the Vice-Chancellor of Cambridge University and the Principal of Homerton College since 2020?
19. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with Frances O'Grady, the TUC, Paul Nowak, Roy Rickhuss and Community union since 2020?
20. How many meetings have Mark Arkwell, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and Colin Dudley had with the Bank of England since 2020?
21. How many meetings have Mark Arkwell, the Chief Executive, Colin Dudley, [redacted name], [redacted name], the Equality and Diversity team and Human Resources had with Ed Miliband, IPPR and Lisa Nandy since 2020?
22. How many meetings have Mark Arkwell, Colin Dudley, [redacted name], [redacted name], the Equality and Diversity team, Human Resources and the Chief Executive had with Lord Roy Kennedy, Lord Iain McNicol, Baroness Valerie Amos, Baroness Janet Royall, Gordon Brown and Tony Blair since 2020?

Please send minutes of the meetings.

### Response:

1.



## Information Requests 2022

Mark Arkwell – 1 Tanmanjeet Singh MP (no minutes taken)

Wayne Bowcock – 2 Theresa May MP (no minutes taken), Tanmanjeet Singh MP (no minutes taken)

Colin Dudley – 2 Councillor Colin Dudley attended a meeting at Maidenhead FS with Theresa May MP, no minutes were taken. Councillor Colin Dudley made a general visit to No 10 Downing Street, at which time Rishi Sunak MP and Sajid Javid MP was also in attendance, no minutes taken.

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

2.

Mark Arkwell – 0

Wayne Bowcock - 0

Colin Dudley – 0

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

3.



## Information Requests 2022

Mark Arkwell – 0

Wayne Bowcock - 0

Colin Dudley – 0

Pauline Helliard-Symons - 0

[redacted name] - 0

[redacted name] - 0

EDI Team – 0

4.

Mark Arkwell – 0

Wayne Bowcock - 0

Colin Dudley – 0

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

5.

Mark Arkwell – 0

Wayne Bowcock – 0



## Information Requests 2022

Colin Dudley – 3 Meetings with Oxfordshire County council were meetings with the Lead Member for Fire as normal liaison meetings with neighbouring Fire services and Coordinating regarding normal cross border operations. No minutes were taken on any of these.

Pauline Helliard-Symons – 0

EDI Team – 1 with Oxfordshire County Council (no formal minutes taken or produced)

[redacted name] – Oxford City Council, Oxfordshire County Council, Cherwell District Council, Vale of White Horse Council, South Oxfordshire District Council and West Oxfordshire District Council are part of the Thames Valley Local Resilience Forum (TVLRF), alongside RBFRS. [redacted name] and [redacted name] have been invited to 92 meetings since 2020, of which representatives of those organisations may have been in attendance. Minutes from the meetings are not held by RBFRS and therefore we cannot identify which meetings were attended by [redacted name] alone, [redacted name] alone and which they were both in attendance for. The majority of these meetings would have had [redacted name] or [redacted name] in attendance, as opposed to both.

[redacted name] and [redacted name] has had 0 meetings with Surrey County Council, Woking Borough Council and Exeter City Council since 2020.

6.

Mark Arkwell – 49 Meetings with Thames Valley Police. The meetings vary from Collaboration meetings, training, individual meetings, conferences and regular meetings that will include a range of TV partner organisations. Minutes will not be available for all meetings attended. We also cannot confirm definitely that Mark did attend every meeting invited to. Please be aware that Mark Arkwell and Wayne Bowcock may have been present at the same meeting. We also cannot guarantee that a member of TVP was indeed present at the meeting.

Wayne Bowcock – 10 Meetings with Thames Valley Police. The meetings vary from Collaboration meetings, training, individual meetings, conferences and regular meetings that will include a range of TV partner organisations. Minutes will not be available for all meetings attended. We also cannot confirm definitely that Wayne did attend every meeting invited to. Please be aware that Mark Arkwell and Wayne Bowcock may have been present at the same meeting. We also cannot guarantee that a member of TVP was indeed present at the meeting.



## Information Requests 2022

Colin Dudley – 2 Meetings with Thames Valley Police are regular meetings with Local neighbourhood officers and PCSO's in the role as a ward Councillor, not RBFRS/RBFA.

Pauline Helliard-Symons - 0

[redacted name] and [redacted name] – Thames Valley Police are also part of the TVLRF, alongside RBFRS. Mark Antell and Joanna Bromham have been invited to 92 meetings since 2020, of which representatives from Thames Valley Police may have been in attendance. Minutes from the meetings are not held by RBFRS and therefore we cannot identify which meetings were attended by [redacted name] alone, [redacted name] alone and which they were both in attendance for. The majority of these meetings would have had [redacted name] or [redacted name] in attendance, as opposed to both.

[redacted name] and [redacted name] has had 0 meetings with Surrey Police, the Met Police and Devon Police since 2020.

EDI Team – 0

7.

Mark Arkwell – 0

Wayne Bowcock – 0

Colin Dudley – 0

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

8.



## Information Requests 2022

Mark Arkwell - 0

Wayne Bowcock - 0

Colin Dudley – 0

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

9.

Mark Arkwell - 0

Wayne Bowcock – 0

Colin Dudley – 0

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

10.

Mark Arkwell - 0

Wayne Bowcock - 0



## Information Requests 2022

Colin Dudley – 1 Attended GCHQ not in capacity as Councillor / Chairman of Royal Berkshire Fire Authority. Signed official Secrets Act – minutes not matter for public record.

Pauline Helliard-Symons - 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

11.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

HR – 3 (no formal minutes taken or produced)

EDI Team – 0

12.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0



## Information Requests 2022

EDI Team – 0

HR – 0

13.

Mark Arkwell - 0

Colin Dudley – 1 Attended Ministry of Defence – not in the capacity as Councillor / Chairman of Royal Berkshire Fire Authority – no minutes taken.

[redacted name] – 0

[redacted name] - 0

EDI Team – 1 with DWP (no formal minutes taken or produced)

HR – 0

14.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

15.





## Information Requests 2022

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

16.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

17.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0



## Information Requests 2022

HR – 0

18.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

19.

Mark Arkwell - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

20.

Mark Arkwell – 0

Colin Dudley – 0



## Information Requests 2022

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

21.

Mark Arkwell - 0

Chief Executive (Wayne Bowcock) - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0

EDI Team – 0

HR – 0

22.

Mark Arkwell - 0

Chief Executive (Wayne Bowcock) - 0

Colin Dudley – 0

[redacted name] – 0

[redacted name] - 0



## Information Requests 2022

EDI Team – 0

HR – 0

Please send minutes of the meetings.

Please see the attached minutes that are held by Royal Berkshire Fire and Rescue Service. As previously advised, with regard to the redaction, this applies to Data Protected material in accordance with Section 40 of the Freedom of Information Act 2000 as well as the Principles of the UK Data Protection Act 2018 and UK General Data Protection Regulation. . I am unable to disclose these details as it constitutes Personal Data (of which you are not the data subject) and to do so may identify individuals and contravene the Data Protection Principles and subsequently breach the Data Protection Legislation.

Please note the 14th December 2020 meeting was not attended by Wayne Bowcock, current Chief Fire Officer, as he had not joined RBFRS at this time. As the minutes within scope of your request refer to this meeting, we have provided the minutes to you in the interest of transparency.



### **Request Number 2022-0072 (Workforce Diversity)**

FOI request received on 12 October 2022:

#### **Your Workforce**

##### **Workforce Age**

Number of employees who are aged below 18

Number of employees who are aged 18-24

Number of employees who are aged 25-45

Number of employees who are aged 46-55

Number of employees who are aged 55+

Number of employees who have not declared an age

##### **Workforce Disability**

*(Disability will be a physical or mental condition that limits a person's movements, senses, or activities. (The Oxford Dictionary, 1989)).*

Number of employees who identify as having a form of disability

Number of employees who identify as not having a disability

Number of employees who have not declared a disability

##### **Workforce Gender**

*(Gender will be the state of being male or female [or non-binary] as expressed by social or cultural distinctions and differences, rather than biological ones. (The Oxford Dictionary, 1989)).*



## Information Requests 2022

Number of employees who identify as male

Number of employees who identify as female

Number of employees who identify as a gender other than male or female

Number of employees who have not declared a gender

### **Workforce Ethnicity**

*(Ethnicity will comprise all Mixed, Asian, Black and Other (non-white) ethnicities, regardless of country of origin, as defined by the Office for National Statistics' harmonised output categories for ethnic groups. (Office for National Statistics, 2002)).*

Number of employees who identify as White

Number of employees who identify as Black

Number of employees who identify as Asian

Number of employees who identify as Mixed or other (non-white)

Number of employees who have not declared an ethnicity

### **Workforce Sexuality**

*(Sexual orientation will be an individual's sexual preference or orientation as heterosexual, homosexual or bisexual as part of their sense of identity. (The Oxford Dictionary, 1989)).*

Number of employees who identify as heterosexual

Number of employees who identify as homosexual

Number of employees who identify as bisexual



## Information Requests 2022

Number of employees who identify as a sexuality not listed above

Number of employees who identify as who have not declared a sexuality

### **Recruitment**

#### **Wholetime Recruitment During 2022**

Number of applicants received

Number of applicants who declared a disability

Number of applicants who declared a gender other than male

Number of applicants who declared an ethnicity other than white

Number of applicants who declared a sexuality other than heterosexual

#### **Remaining number of applicants**

Of these applicants, how many were offered a role with the Service who declared a disability

Of these applicants, how many were offered a role with the Service who declared a gender other than male

Of these applicants, how many were offered a role with the Service who declared an ethnicity other than white

Of these applicants, how many were offered a role with the Service who declared a sexuality other than heterosexual

Of these applicants, how many were offered a role with the Service who did not declare a Protected Characteristic

Total number of roles offered during this recruitment campaign

#### **Wholetime Recruitment during 2021**

Number of applicants received



## Information Requests 2022

Number of applicants who declared a disability

Number of applicants who declared a gender other than male

Number of applicants who declared an ethnicity other than white

Number of applicants who declared a sexuality other than heterosexual

### **Remaining number of applicants**

Of these applicants, how many were offered a role with the Service who declared a disability

Of these applicants, how many were offered a role with the Service who declared a gender other than male

Of these applicants, how many were offered a role with the Service who declared an ethnicity other than white

Of these applicants, how many were offered a role with the Service who declared a sexuality other than heterosexual

Of these applicants, how many were offered a role with the Service who did not declare a Protected Characteristic

Total number of roles offered during this recruitment campaign

### **Wholetime Recruitment during 2019**

Number of applicants received

Number of applicants who declared a disability

Number of applicants who declared a gender other than male

Number of applicants who declared an ethnicity other than white

Number of applicants who declared a sexuality other than heterosexual

Remaining number of applicants





## Information Requests 2022

Of these applicants, how many were offered a role with the Service who declared a disability

Of these applicants, how many were offered a role with the Service who declared a gender other than male

Of these applicants, how many were offered a role with the Service who declared an ethnicity other than white

Of these applicants, how many were offered a role with the Service who declared a sexuality other than heterosexual

Of these applicants, how many were offered a role with the Service who did not declare a Protected Characteristic

Total number of roles offered during this recruitment campaign

### **Recruitment Policies & Approaches**

Does your Service adopt a policy of 'positive action' within recruitment campaigns

If Yes, please summarise the 'positive action' approach you adopt

If Yes, in what year did you adopt this policy of 'positive action' within recruitment campaigns

When your Service advertises roles, do you include information about your employment policies such as leave, family leave, flexible arrangements (where applicable to the

### **Your Culture**

#### **Workforce Behaviours**

Does your Service provide equality, diversity and inclusion training for all staff (Grey Book and Green Book)

If Yes, is this training mandatory for all staff (Grey Book and Green Book)

Does your Service have flexible working arrangements for Green Book staff which enables individuals to flex their core hours of working as may be required for their personal commitments



## Information Requests 2022

Does your Service have flexible working arrangements for Wholetime Grey Book staff which enables individuals to flex their core hours of working as may be required for their personal commitments

Does your Service operate a 'watch-based' system for operational Wholetime Grey Book staff based on a fire station

### Management Behaviours

Does your Service provide management training for all staff (Grey Book and Green Book)

If Yes, does this training include a focus on equality, diversity and inclusion

If Yes, is this management training mandatory for all managers (Grey Book and Green Book)

### Senior Leadership Team

*(Please include Chief Fire Officer, Deputy CFO, Assistant CFOs, Directors (both uniformed and non uniformed). Please include anyone who declares a disability, gender other than male, ethnicity other than white, sexuality other*

How many people are part of your Senior Leadership Team

Of these people, how many have a declared Protected Characteristic

### Organisational Practices

Has your Service established staff network groups to champion a voice for underrepresented members of the workforce

If Yes, please summarise how your organisation utilises these network groups? How is their voice heard

If Yes, do your network groups have a named member of the Senior Management Team as a sponsor or champion

If Yes, do your network groups have a formal role to play in shaping your policies and procedures

Do you consider your Service to have inclusive HR policies and procedures



## Information Requests 2022

If Yes, please summarise why you consider policies and procedures to be inclusive

If No, please summarise why you do not consider your policies and procedures to be inclusive

Do you have specific HR policies and procedures for specific parts of your workforce or are these generalised

Does your Service have a declared commitment to workforce inclusion

If Yes, how is this commitment declared

### **Organisational Values**

Has your Service established organisational values

If Yes, have these values been established with input from your workforce

If Yes, please state what your organisational values are

If Yes, please summarise how your organisation embeds these values

If No, please state how your organisation establishes the behavioural expectation of your workforce

### **HMICFRS People Grade**

Please enter the latest HMICFRS grade for 'People' your Service received

Was a Cause for Concern issued in relation to your 'People' assessment

What year was this grade received

### **Response:**

Completed Survey - RBFRS - Workforce Diversity Survey Return 261022.xlsx



### Request Number 2022-0073 (Procedures – Commercial and Industrial Lithium-Ion Based Batteries)

FOI request received on 20 October 2022:

1. Name of your Fire Brigade in full
2. Email Address this FOI went to (to avoid any email reminders being sent)
3. Does your fire brigade have a standard method of dealing with overheating Commercial & Industrial lithium-ion based batteries

☐ Yes

☐ No

4. Does your fire brigade have a standard method of dealing with leaking Commercial & Industrial lithium-ion based batteries

☐ Yes

☐ No

5. Does your fire brigade have a standard method of dealing with fires involving Commercial & Industrial lithium-ion based batteries

☐ Yes

☐ No

6. If yes to any of the above, please could you expand on your standard process/methodology below, including any links/URL's/documentation (please send as attachments)

### Response:

1. Royal Berkshire Fire and Rescue Service
2. [FOIR@rbfrs.co.uk](mailto:FOIR@rbfrs.co.uk)
3. Yes
4. Yes



5. Yes

6. For clarification we provide the following interpretation of the phrase “standard method”. For any of these incident types the incident commander must request the attendance of a Hazardous Materials Advisor (HMA) and therefore that should be considered a “standard” action. Beyond that however, our standard method of dealing with the above is to follow the National Operational Guidance (N.O.G) ethos of identifying hazards and implementing control measures on a case by case basis, i.e. we try to avoid adopting a proscriptive approach and adopt the “all hazards” approach of N.O.G. This means that circumstances might dictate different methods being employed from one incident to the next.

In support of the N.O.G approach, the three Thames Valley fire and rescue services have developed an Operational Information Note for Lithium-ion Batteries. This is available on our service intranets and on appliance mobile data terminals, and gives relevant information to help crews identify risks and considerations for developing their tactical plans. Incident commanders will use this, together with advice from the HMA, to formulate an appropriate tactical plan.

Supporting knowledge of Lithium-ion battery incidents is provided within the service though the National Fire Chiefs Council online learning package being available on our Learning Management System.

FOI 2022-0073 - OIN-TV-413 Lithium-Ion Batteries.pdf



## Information Requests 2022

### **Request Number 2022-0074 (Theale Fire Station)**

FOI request received on 25 October 2022:

1. How much funding from government did you receive for Theale Community Fire Station?
2. Please provide a breakdown of what the money was spent on.

#### **Response:**

1. No funding was received from the Government.
2. N/A



### Request Number 2022-0075 (Built Environment Programme)

FOI request received on 25 October 2022:

1. How much funding from government did you receive for the Built Environment Programme?
2. Please provide a breakdown of what the money was spent on.

#### Response:

We have not received any additional funding from Government to directly fund the Built Environment Programme, however we have received additional grants to support protection activities which we have decided to allocate to the programme as well as using existing budgets to support with this.

Over the past 3 years we have received the following grant amounts which have been allocated to the Built Environment Programme.

20-21 - £124,399

21-22 - £134,380.78

22-23 - £121,354

The money was spent on employing fixed term additional resources and this was supplemented with Fire Safety Inspector associates where deemed necessary



### **Request Number 2022-0076 (Statistics – Mental Health)**

FOI request received on 25 October 2022:

1. How many staff have been signed off sick since 2015 due to mental health issues?
2. How many of them were white?
3. How many were black British?
4. How many were British Indian?
5. How many were British Nepalese?
6. How many were British Pakistani?
7. How many were British Bangladeshi?
8. How many were British Philipino?
9. How many were British Arab?
10. How many were British Palestinian?
11. How many were British Muslim?
12. How many were women?
13. How many were disabled?
14. How many were LGBTQ+?
15. How many were aged under 35?

Please provide annual figures.





## Information Requests 2022

### Response:

Please be aware that we are unable to provide you the exact breakdown you have request regarding ethnic groups as we do not record all of the categories you have specified. We have used the categories that we do record, which are listed on the XL Spreadsheet. Additionally, due to the low numbers of staff from ethnic minority groups in this table, in accordance with Section 40 of the Freedom of Information Act 2000, we can only provide a total figure as to provide the breakdown may identify individuals and contravene the Data Protection Principles and subsequently breach the Data Protection Legislation.

With regards to the Number of Employees who are LGBTQ+, RBFRS does not record this information, therefore we do not hold the Information you seek.

[FOI 2022-0076 - Mental Health Table.xlsx]

Days Lost To Mental Health Sickness			Ethnicity Figures: Using RBFRS Ethnicity Categories		Number of Employees who were female	Number of Employees who have a disability	Number of Employees who are LGBTQ+	Number of Employees under the age of 35 who were off sick due to their mental health
Financial Year	Total	Total Number of Employees who were off sick due to their mental health	White British	Total of Other Ethnic Groups that are not White British				
2014/15	1099	34	34	0	16	9	RBFRS does not hold this information	9
2015/16	582	24	24	0	11	3		4
2016/17	278	16	15	1	5	2		2



## Information Requests 2022

Days Lost To Mental Health Sickness			Ethnicity Figures: Using RBFERS Ethnicity Categories		Number of Employees who were female	Number of Employees who have a disability	Number of Employees who are LGBTQ+	Number of Employees under the age of 35 who were off sick due to their mental health
Financial Year	Total	Total Number of Employees who were off sick due to their mental health	White British	Total of Other Ethnic Groups that are not White British				
2017/18	853	26	24	2	10	4		4
2018/19	1114	43	41	2	15	7		15
2019/20	1208	51	51	0	24	5		14
2020/21	661	24	22	2	5	4		8
2021/22	1005	34	33	1	15	3		11
2022/23 <b>Q1&amp;Q2 Only</b>	564	23	21	2	11	4		6

White Other, Other Mixed, Asian or British Asian: Indian, Asian or British Asian: Other, Asian or British Asian: Pakistani, Mixed White and Black African, Mixed White and Black Caribbean



### **Request Number 2022-0077 (Statistics – Covid Sickness)**

FOI request received on 25 October 2022:

1. How many staff have been off sick because of COVID since March 2020?
2. How many were white?
3. How many were black British?
4. How many were British Indian?
5. How many were British Nepalese?
6. How many were British Pakistani?
7. How many were British Bangladeshi?
8. How many were British Philipino?
9. How many were British Arab?
10. How many were British Palestinian?
11. How many were British Muslim?
12. How many were women?
13. How many were disabled?
14. How many were LGBTQ+?
15. How many were aged under 35?



## Information Requests 2022

### Response:

Please be aware that we are unable to provide you the exact breakdown you have request regarding ethnic groups as we do not record all of the categories you have specified. We have used the categories that we do record, which are listed on the XL Spreadsheet. Additionally, due to the low numbers of staff from ethnic minority groups in this table, in accordance with Section 40 of the Freedom of Information Act 2000, we can only provide a total figure as to provide the breakdown may identify individuals and contravene the Data Protection Principles and subsequently breach the Data Protection Legislation.

With regards to the Number of Employees who are LGBTQ+, RBFRS does not record this information, therefore we do not hold the Information you seek.

[FOI 2022-0077 - Covid Table from March 2020.xlsx]

	Days Lost To Covid Sickness			Ethnicity Figures: Using RBFRS Ethnicity Categories		Number of Employees who were female	Number of Employees who have a disability	Number of Employees who are LGBTQ+	Number of Employees under the age of 35 who were off sick due to their mental health
Financial Year	Covid Absence Reason	Days Lost To Covid Sickness	Total Number of Employees who were off sick due COVID	White British	Total of Other Ethnic Groups that are not White British				
2019/20	Symptoms	71	18	18		1	1	RBFRS does not hold this information	4
	Confirmed Case								0
	Total for the year	71	18	18	0	1	1		4
2020/21	Symptoms	224	58	56	2	6	4		24



## Information Requests 2022

	Days Lost To Covid Sickness			Ethnicity Figures: Using RBFRS Ethnicity Categories		Number of Employees who were female	Number of Employees who have a disability	Number of Employees who are LGBTQ+	Number of Employees under the age of 35 who were off sick due to their mental health
Financial Year	Covid Absence Reason	Days Lost To Covid Sickness	Total Number of Employees who were off sick due COVID	White British	Total of Other Ethnic Groups that are not White British				
	Confirmed Case	241	36	30	6	9	1		8
	Total for the year	465	94	86	8	15	5		32
2021/22	Symptoms	116	36	36		6	3		8
	Confirmed Case	1257	245	229	16	53	6		80
	Total for the year	1373	281	265	16	59	9		88
2022/23 <b>Q1&amp;Q2 Only</b>	Symptoms	17	5	5		3			1
	Confirmed Case	493	124	116	8	33	8		26
	Total for the year	510	129	121	8	36	8		27

White Other, Other Mixed, Asian or British Asian: Indian, Asian or British Asian: Other, Asian or British Asian: Pakistani, Mixed White and Black African, Mixed White and Black Caribbean



### **Request Number 2022-0078 (Statistics – PTSD)**

FOI request received on 25 October 2022:

1. How many staff have been off sick because of PTSD since 2015?
2. How many were white?
3. How many were black British?
4. How many were British Indian?
5. How many were British Nepalese?
6. How many were British Pakistani?
7. How many were British Bangladeshi?
8. How many were British Philipino?
9. How many were British Arab?
10. How many were British Palestinian?
11. How many were British Muslim?
12. How many were women?
13. How many were disabled?
14. How many were LGBTQ+?
15. How many were aged under 35?

### **Response:**

Regretfully, it has been confirmed that we are unable to comply with your request for Information as we cannot interrogate our system to extract only PTSD as information as this recorded in a more general category of Mental Health.



## Information Requests 2022

Should an individual provide this information as part of their sickness record, this could potentially be held within their individual electronic or hard copy (paper) personal record file. To identify any provided information would mean searching through every single record. Examining each individual's Personal Record File for the last seven years would exceed the cost limit for compliance. As the information is not generally recorded, even if we were to examine a number of individual's personal files, this would not provide an accurate or meaningful reflection of the total number of those who have been off sick with PTSD and this may also not have been recorded in their file.

Consequently, in accordance with Section 12 of the Freedom of Information Act 2000, I must issue a refusal notice as the Information you seek is not readily identifiable or locatable. It has been estimated that the cost of complying with your Request - in time spent to identify, locate and retrieve the information which is contained within individual employees hard copy Personal Record Files - would exceed the appropriate limit, namely £450.

Royal Berkshire Fire and Rescue Service has determined that, to provide the information you seek would be an inappropriate use of public resources, as we could not justify the cost of identifying, locating and retrieving the information given the conflicting priorities for expenditure upon the Service at this time. Following this determination, we (RBFRS) will not exercise our discretion, under Section 13 of the Act, to provide the information for a fee, thus as a consequence the information is not available for purchase.



### Request Number 2022-0079 (Public Consultations)

FOI request received on 25 October 2022:

1. How many public consultations have you run since 2015?
2. How much did each one cost?
3. How many staff were involved in each one?
4. How much staff time did each one take?

#### Response:

Please note that staff time and costs spent on consultations are not recorded by RBFRS so we are unable to provide these exact figures as they are not held. To assist you, we have estimated these for you.

#### How many public consultations have you run since 2015? 11

Consultation name	Total cost *	How many staff were involved in each one?	How much staff time did each one take? *
Integrated Risk Management Plan (IRMP) 2015-2019	Estimate 2048.51	3	Estimate 6 weeks
RBFRS Response Standards Consultation 2016			
RBFRS Service Redesign Consultation 2016			
Corporate Plan and Integrated Risk Management Plan 2019-23	Estimate 497.26	3	Estimate 6 weeks
IRMP evidence base consultation	Estimate 1200	6 on a part time basis	Estimate 3 weeks
Budget and Council tax consultation 19/20	0	2 on a part time basis	Estimate 2 weeks





## Information Requests 2022

Consultation name	Total cost *	How many staff were involved in each one?	How much staff time did each one take? *
Council tax consultation 20/21	0	2 on a part time basis	Estimate 2 weeks
Budget and Council tax consultation 21/22	0	2 on a part time basis	Estimate 2 weeks
AFA Consultation	Estimate 10251	7 on a part time basis	Estimate 4 weeks
Members Code of Conduct Consultation	0	3 on a part time basis	Estimate 2 weeks
EDI Objectives Consultation	0	3 on a part time basis	Estimate 2 weeks

\* PLEASE NOTE: Staff time and costs spent on consultations are not recorded by RBFRS, consequently, these have been estimated to assist you.



### **Request Number 2022-0080 (Lambourn Fire Station Open Morning 15/10/2022)**

FOI request received on 25 October 2022:

1. How many people attended this?

<https://twitter.com/RBFRSofficial/status/1580906863599575040?s=20&t=yTw1SONqgtAtoPFk5PS4cQ>

2. How much did it cost to run?

3. How much staff time did it take to organise?

4. How many members of staff were involved?

#### **Response:**

How many people attended this?

30 People

How much did it cost to run?

£21.30

How much staff time did it take to organise?

100 Hours – including admin, logistics of kit & physical advertising, such as leafletting and appliance presence

How many members of staff were involved?

11



### Request Number 2022-0081 (Maidenhead Fire Station Brew with the Crew 15/10/2022)

FOI request received on 25 October 2022:

1. How many people attended this?

<https://twitter.com/RBFRSofficial/status/1580861515565256704?s=20&t=yTw1SONqgtAtoPFk5PS4cQ>

2. How much did it cost to run?

3. How many members of staff were involved in organising it?

4. How much staff time did it take?

#### Response:

1 – This event was advertised to the general public, no specific invitations or groups, meaning the crews were prepared for an audience ranging from one to possibly one hundred if not more, based on the success rate in attendance numbers at recent open days at Maidenhead. In total we had a footfall of 20 people visit over the two hours of the event.

2 – In terms of cost for actual resources (such as tea, coffee etc.) the event cost a total of £45.84 which is inclusive of VAT. For staffing costs please see answer to Q4.

3 – This was tasked to 2 individuals (firefighters) to organise this event following a brief by myself. This was completed whilst on duty and the 2 hours was made up of smaller increments not one continuous period. (estimated but not in excess).

4 – In terms of staff time the event took the following

2 firefighters for 2 hours at standard rate £14.72 per hour. (planning phase) (total £58.88)

3 firefighters for 3 hours at standard rate £14.72 (total £132.48) and 1 station manager at £19.56 per hour, (total £58.68) (1 hour for set up on the day and 2 hours for the event). A second crew were also at the station, however they were there if required due to numbers but not used for the event. They continued their normal daily tasks whilst with the event taking place.



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### Overall total cost of £250.04

Further information on this event which may not have been clear from the Twitter release is that this event was actually a targeted campaign for Cooking and Electrical safety as part of the Windsor and Maidenhead Local Safety Plan. It was conducted in the form of a drop in event/coffee morning and wasn't simply an event for people to pop along for a coffee and chat to the crew. (other adverts specify this). The event also promoted the On Call at maidenhead in hope to recruit also from the event. All staff were on duty for all of the planning and event itself, incurring no overtime costings or additional cost to the service outside of their salary similar to other community events such as Safe and Well visits.



### Request Number 2022-0082 (Bracknell Fire Station Open Day 25/10/2022)

FOI request received on 25 October 2022:

<https://twitter.com/RBFRSofficial/status/1579865581498822656?s=20&t=yTw1SOnggtAtoPFk5PS4cQ>

1. How many people attended this?
2. How much did it cost to run?
3. How many members of staff were involved in organising it?
4. How much staff time did it take?

#### Response:

The open day ran from 10am until 4pm.

Throughout the day it is estimated that we had between 900 and 1200 visitors making footfall into the display areas and permitted areas of the station.

Staff numbers were limited to those on duty, with an additional 2 volunteers and members of the Business Support Team (x4)

The event didn't attract any costs outside of normal duty wages, with other services and support teams attracting no fees but they did donate to the Fire Fighters Charity following catering and ice cream van takings.

In terms of organising the event, it was all done through White Watch at Bracknell Fire Station during normal duty shifts. This didn't take away from any of the normal activities or commitments that would usually be carried out.



### November 2022

#### Request Number 2022-0083 (ICT Contracts)

FOI request received on 01 November 2022:

This is a request for information that relates to the organisation's contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the types of contract described above, please can you provide me with the following data. If there is more than one contract please split the information for each separate supplier this includes annual spend

1. Contract Title: Please provide me with the contract title.
2. Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relates to: Server Hardware, Virtualisation, SAN (Storage Area Network)
3. Existing/Current Supplier: Please provide me with the supplier name for each contract.
4. Brand: Please state the brand of hardware or software
5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.
6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?



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7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)
8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.
9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)
10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.
11. Number of Physical Server: Please can you provide me with the number of physical servers.
12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers
13. Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance. I need at least a sentence.
14. Contract Owner: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)

If this service is part of a managed contract, please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract?

### Response:

1. Contract Title: **Vmware Support**
2. Type of Contracts (ABOVE): Virtualisation Support Maintenance
3. Existing/Current Supplier: Softcat
4. Brand: Vmware
5. Operating System / Software (Platform): Vsphere



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6. Annual Average 9k
7. Contract Duration: 36 Months
8. Contract Expiry Date: 21/02/2024
9. Contract Review Date: 21/08/2023
10. Purchase of Servers: 2016
11. Number of Physical Server: 8
12. Number of Virtual Servers: 140
13. Brief Contract Description: Basic Support/Subscription VMware vSpher, vRealize Operations8 Standard, Vsphere 7 Enterprise for 1 Processor, Site Recovery Manager 8 Standard, Vcenter server 7 standard
14. Contract Owner: ICT Service Delivery Manager contact details provided

1. Contract Title: **Netapp Hardware Support**
2. Type of Contracts (ABOVE): SAN (Storage Area Network)
3. Existing/Current Supplier: Softcat
4. Brand: Netapp
5. Operating System / Software (Platform): OnTAP
6. Annual Average Spend: 13K
7. Contract Duration: 36 Months





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8. Contract Expiry Date: 31/12/2025
9. Contract Review Date: 30/06/2025
10. Purchase of Servers: N/A
11. Number of Physical Server: N/A
12. Number of Virtual Servers: N/A
13. Brief Contract Description: Hardware Maintenance 24x7x4 Response with OnTap 9.7 version
14. Contract Owner: ICT Service Delivery Manager [contact details provided]

You can find details of all our contracted providers on the Contracts Register published on our website (under [Selling to RBFRS](#)).



### Request Number 2022-0084 (Committee Meetings)

FOI request received on 02 November 2022:

I am currently researching the digitalisation of the UK's public sector – with a focus on committee meeting technology. I wanted to ask a few questions regarding this:

1. How do you manage your meetings (organise agenda, minutes etc)? Do you use a committee meeting management software such as a board portal (CMIS, Modern.Gov, iBabs etc) or just emails etc?
2. If yes, what is the name of the supplier?
3. If yes, what is the contract expiry and contract review date?
4. How many users are on the board portal/management solution, and how much do you spend on this?
5. What is your cost per user?

Could I also kindly ask for contact details for the best lead regarding this?

#### Response:

1. How do you manage your meetings (organise agenda, minutes etc)?

Organise agenda packs and minutes to print and publish on website. Software is also used for internal meetings.

Do you use a committee meeting management software such as a board portal (CMIS, Modern.Gov, iBabs etc) or just emails etc?

Yes

2. If yes, what is the name of the supplier?

Modern.gov



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3. If yes, what is the contract expiry and contract review date?

31 January 2023

4. How many users are on the board portal/management solution, and how much do you spend on this?

628 users. A contract for £45,000 was agreed in 2019 for a period of 4 years and we have spent £31,346.96 for support and maintenance of the software.

5. What is your cost per user?

We do not pay per user, we own the license and pay for support and maintenance.

Could I also kindly ask for contact details for the best lead regarding this?

Details supplied.



### **Request Number 2022-0085 (ICT Senior Staff)**

FOI request received on 08 November 2022:

Could you please provide mwewith up to date names, job titles and email addresses for your Senior IT staff, such as;

Chief Information Officer

Chief Digital Officer

Chief Technology Officer

Head of Digital Transformation

Director of IT / ICT / IM&T / Digital / Information / Technology

Head of IT / ICT / IM&T / Digital / Information / Technology

IT / ICT / IM&T / Digital / Information / Technology Manager

Chief / Deputy Operating Officer

Head / Director of Cyber Security

ICT Project Manager

ICT Programme Manager

Network Manager / Head / Director

ICT Infrastructure

ICT Business Manager



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Head of IT Procurement

ICT Officer

ICT Network Officer

### **Response:**

We do not have specifically have all the job roles you have listed, however, I can advise you that our ICT Service Delivery Manager (Interim Head of Business Information and Systems) has overall responsibility for ICT and the type of roles listed.



### Request Number 2022-0086 (Edenred)

FOI request received on 08 November 2022:

This is an information request relating to the use of Edenred for a staff rewards scheme.

Please also provide the following information, broken down by financial years 2019-20, 2020-21, 2021-22

- The types of vouchers or gift cards that the organisation receives from Edenred, either directly or via the Crown Commercial Service. For example, Edenred lists the following vouchers and gift cards: compliments card, incentive award card, childcare vouchers <https://www.edenred.co.uk/en/reward-recipient/>
- Please specify the number of each type of voucher or gift cards purchased, and the monetary value of each. For example, the department may have received 100 vouchers worth £50, 50 gift cards worth £20 each
- Please provide the number of staff to receive each gift card or vouchers and the monetary value of the gift cards or vouchers provided. For example, 50 staff may have received £50 compliments cards, 20 civil servants may have received £20 childcare vouchers

Please also, if possible, include the following information broken down by financial years 2019-20, 2020-21, 2021-22:

- Monthly payments to the company Edenred.

### Response:

Royal Berkshire Fire and Rescue Service (RBFRS) don't use Edenred's reward scheme. The Reward scheme involves organisations buying vouchers from Edenred to pass on as rewards to staff.

We only use Edenred for childcare vouchers, cycle to work and employee savings, where the employee purchases their own gift cards etc.

In January 2021, Edenred gifted RBFRS £100 worth of vouchers, which we split into £50, £25 & £25 as prizes for our New Year challenge. These went to three winners who were able to spend it on whatever they wanted through the employee savings portal.



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Please see the attached XL spreadsheet detailing the spend with Edenred. Please be aware that this includes the cost of childcare vouchers plus the admin fee.

For clarity, the cost of the childcare vouchers is recouped from employees via salary sacrifice so it is not a cost to the RBFRS. The only cost to RBFRS is the childcare vouchers admin fee and employee savings annual charge.

FOI 2022-0086 - Edenred spend.xlsx



### Request Number 2022-0087 (ITSD Tools)

FOI request received on 09 November 2022:

I am carrying out some research in relation to various organisations and how they manage their IT service desk, so I would appreciate your feedback.

If you could let me know the answer to the following questions:

- Which ITSM service tool do you currently use?
- When will you next be carrying out a review of this ITSM service tool ?
- As part of any review, will you be looking at other ITSM service tools ?
- Who is the best contact in relation to your ITSM service tool ?
- What are their contact details ?

### Response:

- Which ITSM service tool do you currently use?  
**Alemba (vFire service desk)**
- When will you next be carrying out a review of this ITSM service tool?  
**2024/25**
- As part of any review, will you be looking at other ITSM service tools?  
**Not known at this time**
- Who is the best contact in relation to your ITSM service tool?  
**IT Capital Projects Manager**





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- What are their contact details?

### **Contact details provided**

Please note, you can find details of all our contracted providers via the Contracts Register published on our website (under [Selling to RBFRS](#)).



### Request Number 2022-0088 (Service Information Requests Software)

FOI request received on 11 November 2022:

Please can you provide the following information, under the Freedom of Information Act.

- 1) Which software, if any, does the Trust use to process the following information requests:
  - a) FOI requests
  - b) EIR requests
  - c) DSAR requests
  - d) Complaints
  - e) Compliments
  - f) The processing or management of Safeguarding cases
- 2) Who provides this software?
- 3) What does it cost the Trust annually?

### Response:

- 1) Which software, if any, does the Trust use to process the following information requests:

- a) FOI requests

None. This is a manual process using Microsoft Office 2016 applications.

- b) EIR requests



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None. This is a manual process using Microsoft Office 2016 applications

c) DSAR requests

Varonis Dat, in addition to Microsoft Office 2016 applications and Adobe (pdf) products.

d) Complaints

None. This is a manual process using Microsoft Office 2016 applications

e) Compliments

None. This is a manual process using Microsoft Office 2016 applications

f) The processing or management of Safeguarding cases

IBIS (Incident and Building Information System), in addition to Microsoft Office 2016 applications

2) Who provides this software?

Varonis Dat – Softcat, part of Softcat project 779 – Data Security Management (please see our Contracts Register for details)

IBIS – Owned by RBFRS

3) What does it cost the Trust annually?

Varonis Dat - £10,322 per annum

IBIS – No cost



### Request Number 2022-0089 (Statistics: Bonfire Night)

FOI request received on 07 November 2022:

...the number of incidents or calls to the fire service around this date.

#### Response:

**Number of incidents attended by an appliance from Royal Berkshire Fire and Rescue Services around Bonfire Night in 2021 and 2022:**

	Nov-21			
Incident types attended by RBFRS:	4th	5th	6th	7th
01 - Fire Primary	4	3	5	5
02 - Fire Secondary	5	2	6	7
03 - False Alarm	7	6	14	9
04 - False Alarm Good Intent	0	9	3	6
17 - Special Service	6	3	4	3
Total Number of incidents	22	23	32	30

	Nov-22			
Incident types attended by RBFRS:	4th	5th	6th	7th
01 - Fire Primary	4	2	2	2
02 - Fire Secondary	0	4	0	1
03 - False Alarm	4	9	6	4
04 - False Alarm Good Intent	7	8	3	2
17 - Special Service	3	6	3	5
Total Number of incidents	18	29	14	14



### **Request Number 2022-0090 (Asian Fire Service Association (AFSA))**

FOI request received on 15 November 2022:

This is an information request relating to payments made to the Asian Fire Service Association (AFSA) by the Fire and Rescue service.

Please include the information for each of the following financial years; 2019/20, 2020/21, 2021/22:

- How much is paid annually to AFSA
- What services the fire service receives from AFSA for these payments

### **Response:**

RBFRS has a corporate membership with AFSA.

Services provided are a number of discounted and free Conferences, Awareness workshops/events, Regional FRS meetings, AGMs, AFSA inclusion magazine and the bite size AFSA bi-weekly updates with Key dates for the EDI calendar, Law, legislation, EDI updates/awareness, how to get involved and be proactive, sharing and learning from each other, Issues, concerns, gaps in EDI related areas, Sharing of good practice/changes in EDI, Dates for our diaries, i.e. EDI events, conferences, training and development.

AFSA also has provided development days for AFSA members/Reps. As part of this membership, AFSA share and provide opportunities for collaborative working across the services, for example Policies, recruitment etc., specific to EDI considerations. Also P&P sharing of good practices when engaging with the communities we serve.

Members also can provide sharing of good practices, jobs, blogs and other news for their inclusion magazine. Also have access to WhatsApp up-dates and discussions with all members as well as other social platforms.

Since 2019/20, the overall spend with AFSA is £11,015. Membership is £1,000 per year and the rest of the costs are from attending conferences.



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### **Request Number 2022-0091 (Statistics – E-Bike Fires)**

FOI request received on 16 November 2022:

I would like to request data on the number of fires your service has tackled caused by 'E-Bikes' during the last 3 years, including 2022, if this data is available.

#### **Response:**

I am pleased to be able to advise you that the information you seek is already easily accessible to you as we have provided this information to a similar request earlier in the year and it can be found on the [Request Disclosure Log for Jan-Dec 2022](#) on our website. Please refer to the request "2022-0023".



### **Request Number 2022-0092 (Fleet List)**

FOI request received on 17 November 2022:

Please can you supply me with the following information?

- Registration number:
- Make:
- Model:

of all vehicles currently on your fleet list and all vehicles sold between 27/11/2021 and 13/11/2022.

### **Response:**

[RBFRS Fleet List Nov 22 and Vehicles Sold.xlsx]



**Request Number 2022-0093 (Hydrant Locations)**

FOI request received on 22 November 2022:

Could I please ask for the live hydrant locations for the roads surrounding The Connection development please?

The address is: The Connection, Newbury, RG14 2FN.

**Response:**

Dealt with as Business as Usual (BAU)





### **Request Number 2022-0094 (Contracts – Contact Centre and Inbound Network Services)**

FOI request received on 24 November 2022:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1) contact centre contract(s)
- 2) inbound network services contract (s)

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
4. Contract Expiry: For each supplier, please state the date of when the contract expires.
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.



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6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.
8. Number of Agents; please provide me with the total number of contact centre agents;
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
12. Number of email users: Approximate number of email users across the organisations.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 1) 0800, 0845, 0870, 0844, 0300 number
- 2) Routing of calls
- 3) Caller Identifier
- 4) Caller Profile- linking caller details with caller records
- 5) Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.



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2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Also, I would appreciate it if the contract information was included within a spreadsheet.

### **Response:**

- 1) contact centre contract(s)

**We do not have or operate a call centre**

- 2) inbound network services contract (s)

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

**N/A to all the above as we do not operate a call centre**

This could be part of a whole package or separate service applications.



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Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

**N/A we do not operate a call centre**

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

**N/A**

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

**N/A**

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

**N/A**

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

**N/A**

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

**N/A**

7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.

**N/A**

8. Number of Agents; please provide me with the total number of contact centre agents;



**N/A**

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

**N/A**

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

**N/A**

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

**Microsoft Exchange 2016**

12. Number of email users: Approximate number of email users across the organisations.

**500-600**

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1) 0800, 0845, 0870, 0844, 0300 number

**We only have two 0800 numbers**

2) Routing of calls

**N/A**

3) Caller Identifier

**N/A**

4) Caller Profile- linking caller details with caller records



**N/A**

5) Interactive voice response (IVR)

**N/A not a technology we use.**

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

**BT**

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

**£331.90**

3. Contract Expiry: For each supplier, please state the date of when the contract expires.

**31/11/2024**

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

**01/04/2022**

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

**With respect to the two 0800 numbers, BT supply the lines.**

6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

**ICT Service Delivery Manger (Interim Head of Business and Information Systems), [contact details provided].**



### Request Number 2022-0095 (Statistics – Incidents Attended by Stations)

FOI request received on 25 November 2022:

I'd like to know how many Turnouts each station has had since January 2022 - November 2022

#### Response:

Appliance	Turnouts
Caversham Road	1275
Wokingham Road	934
Newbury 1	303
Newbury 2	663
Hungerford	93
Lambourn	5
Wokingham	679
Mortimer	107
Ascot	348
Crowthorne	170
Bracknell	791
Slough 1	523



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Appliance	Turnouts
Slough 2	889
Langley	579
Maidenhead 1	587
Maidenhead 2	42
Whitley Wood	733
Windsor	443
Theale	574
<b>Grand Total</b>	<b>9738</b>

Please note:

- These figures are for Berkshire incidents only
- These figures are for Berkshire appliances only
- These figures do not include special appliances
- These figures include turnouts (mobilisations) where the appliance did not arrive
- These figures exclude some non-incident related turnouts (mobilisations) based on Result Codes and Original Incident Types (e.g. Result Codes 15- Repeat, 18 – Training, 21 – Merge)
- These figures include turnouts (mobilisations) where the same appliance has been to the same incident more than once.





### **Request Number 2022-0096 (Statistics – Post Traumatic Stress Disorder (PTSD))**

FOI request received on 27 November 2022:

Can I please have the total number of RBFRS employees that have been diagnosed with or suspected of having Post Traumatic Stress Disorder between the following period;

1st Jan 2000 and 27th November 2022.

#### **Response:**

Regretfully, it has been confirmed that we are unable to comply with your request for Information as we cannot interrogate our system to extract only PTSD as information, as this is recorded in a more general category of Mental Health.

Should an individual provide this information as part of their sickness record, this could potentially be held within their individual electronic or hard copy (paper) personal record file. To identify any provided information would mean searching through every single record. Examining each individual's Personal Record File for the last 22 years would exceed the cost limit for compliance. As the information is not generally recorded, even if we were to examine a number of individual's personal files, this would not provide an accurate or meaningful reflection of the total number of those who have been off sick with PTSD and this may also not have been recorded in their file.

Consequently, in accordance with Section 12 of the Freedom of Information Act 2000, I must issue a refusal notice as the Information you seek is not readily identifiable or locatable. It has been estimated that the cost of complying with your Request - in time spent to identify, locate and retrieve the information which is contained within individual employees hard copy Personal Record Files - would exceed the appropriate limit, namely £450.

Royal Berkshire Fire and Rescue Service has determined that, to provide the information you seek would be an inappropriate use of public resources, as we could not justify the cost of identifying, locating and retrieving the information given the conflicting priorities for expenditure upon the Service at this time. Following this determination, we (RBFRS) will not exercise our discretion, under Section 13 of the Act, to provide the information for a fee, thus as a consequence the information is not available for purchase.



### Request Number 2022-0097 (Racism Complaints)

FOI request received on 29 November 2022:

1. How many complaints of racism have been received for the calendar years 2020, 2021 and 2022 to date?
2. How many of these complaints were upheld each year?
3. How many of these complaints resulted in a disciplinary process each year (break into calendar years 2020, 2021 and 2022 to date)?
4. How many of these complaints resulted in the accused losing their job each year (break into calendar years 2020, 2021 and 2022 to date)?

For each question please provide the rank of the person who is accused of racism and if it is more senior than the alleged victim.

#### Response:

1. How many complaints of racism have been received for the calendar years 2020, 2021 and 2022 to date?

2020 – 0

2021 – 0

2022 - 0

2. How many of these complaints were upheld each year?

N/A

3. How many of these complaints resulted in a disciplinary process each year (break into calendar years 2020, 2021 and 2022 to date)?

N/A



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4. How many of these complaints resulted in the accused losing their job each year (break into calendar years 2020, 2021 and 2022 to date?

N/A



### **Request Number 2022-0098 (Statistics – Air Fryer Fires)**

FOI request received on 29 November 2022:

- Number of callouts to fires where "air fryer" is named as the cause in each of the following calendar years: 2017, 2018, 2019, 2020, 2021 and 2022. Please include any available details on the number/type of injuries, deaths and length of time to put each fire out.

I'd like this information to be sent electronically and in an Excel Spreadsheet format.

### **Response:**

The Incident Recording System (IRS) has been reviewed and 'Air Fryer' is not an available option within Cause of Fire, therefore we have ran a free-text search of the Closure Details and Notes section of the IRS data.

We have not identified any callouts to fires where 'Air Fryer' is recorded as the Cause from 2017 to 2022 for RBFRS.



### Request Number 2022-0099 (Fire Safety at Care Homes)

FOI request received on 29 November 2022:

1. The London Fire Brigade conducted a review of fire safety at care homes in the capital in 2018, [with detailed inspections carried out at 177 facilities](#). Has any such review ever been undertaken by Royal Berkshire fire and rescue service or are there any plans to do so?
2. Do you have any concerns about fire safety at care homes in your area? If so, what are the issues?
3. Do you have data on the number of care home fires from 2017-2022? (With a breakdown by year, and, if possible, of injuries/deaths)? And do you hold such data for supported living accommodation?
4. How many enforcement notices have been given to care homes in your area between 2017-2022? And how many notifications of deficiencies?

### Response:

1. The London Fire Brigade conducted a review of fire safety at care homes in the capital in 2018, [with detailed inspections carried out at 177 facilities](#). Has any such review ever been undertaken by Royal Berkshire fire and rescue service or are there any plans to do so?

Royal Berkshire Fire and Rescue Service (RBFRS) follows a Risk Based Inspection Programme (RBIP) when planning fire safety audits of the premises that we regulate under the Regulatory Reform (Fire Safety) Order 2005. The RBIP prioritises premises based upon the societal risk calculated to exist within them. Factors such as the number of floors, building size, compliance history, provision of sprinklers, mechanical smoke extraction, deliberate fires in the area and levels of deprivation are combined with a weighting based on occupancy type. Care homes within the RBFRS area receive the highest possible weighting and as such are prioritised over other property types deemed to have lower inherent risk. As of 19 December, 50 Care/ Nursing homes within Berkshire have been audited this calendar year.

2. Do you have any concerns about fire safety at care homes in your area? If so, what are the issues?



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Fire safety within care homes is of the utmost importance not least due to the often vulnerable nature of residents. RBFRS inspect care homes in line with our RBIP to offer fire safety advice and guidance and, where appropriate to regulate under the Regulatory Reform (Fire Safety) Order 2005.

3. Do you have data on the number of care home fires from 2017-2022? (With a breakdown by year, and, if possible, of injuries/deaths)? And do you hold such data for supported living accommodation?

### Fires recorded against Property Type Name of Nursing/Care Home

Calendar Year	Count of Fires	Count of Victim - Fatality	Count of Victim - Rescue with Injury
2017	9	0	2
2018	4	0	1
2019	3	0	0
2020	3	0	0
2021	5	0	0
2022*	1	0	0
Total	25	0	3

Note:

- 2022 is not a full calendar year, data up to and including 5th December
- Property Type of Supported Living is not an available option
- Guidance notes confirm this property type is included with 'Dwelling - Single Private - Sheltered Accommodation (Self Contained Sheltered Housing)



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- We have included figures below, although we are unable to confirm which may be Supported Living

### Fires recorded against Property Type Name of Self Contained Sheltered Housing

Calendar Year	Count of Fires	Count of Victim - Fatality	Count of Victim - Rescue with Injury
2017	18	0	1
2018	20	0	3
2019	19	1	2
2020	9	0	0
2021	12	0	5
2022*	11	0	2
Total	89	1	13

4. How many enforcement notices have been given to care homes in your area between 2017-2022? And how many notifications of deficiencies?

### Deficiencies recorded against Property Type Name of Care/Nursing Home

Calendar Year	Enforcement Notices	Deficiency Notices	Issue Action Plan
2017	0	10	0
2018	0	14	1



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Calendar Year	Enforcement Notices	Deficiency Notices	Issue Action Plan
2019	0	12	1
2020	0	9	1
2021	0	17	0
2022*	0	10	2
Total	0	72	5

Note:

- 2022 is not a full calendar year, data up to and including 5th December
- There are no Enforcement Notices recorded against Care Homes
- Definitions for Deficiency Notice and Action Plan below

### Deficiencies Notice

Fire Safety Matters Deficiencies (No revisits) or Fire Safety Matters Deficiencies (Revisit) also known as **Deficiencies Notice** with a follow-up inspection or Deficiencies Notice with no follow-up inspection.

“Where the likelihood of fire is low / medium or the consequences of a fire are believed to be slight, informal action will be taken. Informal action will take the form of a letter [Fire Safety Matters Deficiencies (No revisits) or Fire Safety Matters Deficiencies (Revisit) also known as Deficiencies Notice with a follow-up inspection or Deficiencies Notice with no follow-up inspection], pointing out that people are at risk in the event of fire, where in the building they are located and what has led to them being put at risk, as well providing an explanation of why and what specific work is necessary and a time period within which the specified work should be completed.”

### Action Plan





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“The aim of an action plan is to focus attention on what preventive and protective measures are necessary to reduce the risk to an acceptable level or to eliminate the risk and is bound by agreed timescales.”

An action plan may be either:

- compiled by the responsible person(s) supporting their fire risk assessment setting out the programme of work to achieve compliance; or
- Issued by RBFA in support of any agreed informal enforcement measures.

The timescales for action should reflect:

- The nature of the imminent risk.
- The potential risks imposed on relevant persons.
- The financial resource impact placed on the responsible person(s)



## Information Requests 2022

### **Request Number 2022-0100 (Incident – Hayloft House, Millard Place, Reading April 2021)**

FOI request received on 30 November 2022:

We are in receipt of your Fire Investigation and Prevention Report 13008 dated 15 August 2021 and addendum dated 21 September 2021.

We are writing to ascertain whether any other documents are held by you and whether we can obtain copies to assist with our investigations. Therefore, please confirm whether you hold anything else including but not limited to:

- Photographs and/or video footage
- Witness statements
- Any documentation relating to the investigations undertaken by Aviva Insurance and William Martin Compliance and Lantei Limited

#### **Response:**

- Photographs and/or video footage

Please see the attached photos/videos from the incident scene and test burns, which were not included in the Fire Investigation Report

- Witness statements

Witness information was included in the Fire Investigation Report, no additional witness statements are held by Royal Berkshire Fire and Rescue Service (RBFRS)

- Any documentation relating to the investigations undertaken by Aviva Insurance and William Martin Compliance and Lantei Limited

This information that you seek is not held by RBFRS



- Other

[Britlock/Britslate Roof Tiles – Material Safety Data Sheet.pdf]

Information Requests 2022



### December 2022

#### Request Number 2022-0101 (Statistics and Fire Safety – Cavalry Development, Arborfield)

FOI request received on 04 December 2022:

Hayloft House Fire, Arborfield Green, Thursday April 15th 2021

#### Fire Brigade Attendance and Callout Figures

##### Arborfield Area

Please can you provide a count per calendar year for your Fire department of:

- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2020 in the Arborfield area.
- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2021 in the Arborfield area.
- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2022 in the Arborfield area.

##### Cavalry Development - RG2 9YN, RG2 9YP and surrounding postcodes

Please can you provide a count per calendar year for your Fire department of:

- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2020 in the Cavalry development.
- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2021 in the Cavalry development.
- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2022 in the Cavalry development.

Please can you provide a count per calendar year from the RBFPS in respect of the Cavalry development of:



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1. Number of callouts
2. Based on the results of (1), how many fire-related incidents were recorded as genuine?
3. Based on the results of (1), how many fire-related incidents were recorded as false?
4. Based on the results of (2), what were the cause(s) recorded?
5. Based on the results of (3), what were the cause(s) recorded?
6. Based on the results of (5), how many of these incident(s) were attributed to faulty smoke/heat detectors and/or a fire alarm system?

I would like this data from 2020-date, with breakdowns incidents, causes and their genuine status and ideally in .csv or Excel format.

### Risks/Hazards

Research has shown that a National Fire Chiefs Council representative has stated concerns that every hoax call takes firefighters away from other emergency calls. It also puts additional pressure on control room staff, not only taking the calls but deploying people and equipment to deal with the incident reported, based on the information they are given. Every hoax call which a fire and rescue service receives costs time and money; while diverting firefighters and lifesaving equipment to incidents which simply don't exist. This means they are not available to respond to real emergencies, hoax callouts put people's lives at risk.

Please can you provide:

1. A copy of the Risk Assessment as promised to be obtained by [redacted name] on behalf of [redacted name] as to the number of additional smoke/heat detectors and/or fire alarms newly installed within individual properties in the Cavalry development.
2. If there are any risks/hazards identified in (1), what are they?



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3. Based on (2) what are the hazard classifications in accordance with the statutory Housing Health and Safety Rating System (HHSRS) obligations?
4. An explanation as to why the original fire alarm system was acceptable to undertake the occupancy of individual properties is now not sufficient and if so why?
5. Based on the results of the above, please confirm if there is a threshold reached and/or exceeded which would constitute an abuse of RBFRS/Emergency Services process and/or resources?
6. Based on (5), can this constitute an offence either civil or criminal?

### Response:

#### Notes:

- A callout is to be regarded as an incident attended by RBFRS.
- Incidents are determined as genuine or not based on result code. e.g. 'Primary fire' or 'Secondary fire' as 'genuine', 'False alarm' as 'false'.
- Incidents counted include fire-related or false alarm incidents only, excluding any incidents categorised as special services.
- Cause is determined as per IRS 3.4 False Alarm Reason.

### Arborfield Area

Please can you provide a count per calendar year for your Fire department of:

- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2020/2021/2022 in the Arborfield area.



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Area	Type	2020	2021	2022
Arborfield	Faulty smoke alarm	1	1	0
	Faulty sprinkler	1	0	1

### Cavalry Development - RG2 9YN, RG2 9YP and surrounding postcodes

Please can you provide a count per calendar year for your Fire department of:

- The number of callouts for faulty smoke/heat detectors and/or fire alarms in 2020/2021/2022 in the Cavalry development.

Area	Type	2020	2021	2022
Cavalry Development	Faulty smoke alarm	0	0	0
	Faulty sprinkler	0	0	0

Please can you provide a count per calendar year from the RBFRS in respect of the Cavalry development of:

- Number of callouts
- Based on the results of (1), how many fire-related incidents were recorded as genuine?
- Based on the results of (1), how many fire-related incidents were recorded as false?



## Information Requests 2022

4. Based on the results of (2), what were the cause(s) recorded?
5. Based on the results of (3), what were the cause(s) recorded?
6. Based on the results of (5), how many of these incident(s) were attributed to faulty smoke/heat detectors and/or a fire alarm system?

Question	2020	2021	2022
1	1	2	8
2	0	2	0
3	1	0	8
4	n/a	Fire Primary: 1. Accidental – Electrical - other  2. Accidental – electrical fault within either the cavity wall or roof space	n/a
5	False Alarm Good intent	n/a	False Alarm
6	0	0	0





### Risks/Hazards

1. A copy of the Risk Assessment as promised to be obtained by [redacted name] on behalf of [redacted name] as to the number of additional smoke/heat detectors and/or fire alarms newly installed within individual properties in the Cavalry development.

### **Please see attached Fire Risk Assessments**

2. If there are any risks/hazards identified in (1), what are they?

### **Please see attached Fire Risk Assessments**

3. Based on (2) what are the hazard classifications in accordance with the statutory Housing Health and Safety Rating System (HHSRS) obligations?

### **Please redirect your request to the Local Authority as they enforce the Housing Act 2004 and should therefore be able to answer this question**

4. An explanation as to why the original fire alarm system was acceptable to undertake the occupancy of individual properties is now not sufficient and if so why?

### **Please see the attached Fire Risk Assessments and Letter**

5. Based on the results of the above, please confirm if there is a threshold reached and/or exceeded which would constitute an abuse of RBFRS/Emergency Services process and/or resources?

**RBFRS will work with the relevant people at premises to help reduce the incidence of Automatic Fire Alarm (AFA) related false alarms with the aim of maximising the availability of resources to respond to other emergency incidents and to provide prevention activities such as reducing road risk and to reduce the cost of disruptions to the fire and rescue service and the communities of Berkshire. RBFRS applies a fair and proportionate policy in relation to addressing the burden of unwanted fire signal (UwFS) incidents and takes into account the National Fire Chiefs Council approach to the issue. The RBFRS policy covers four areas:**



- A. Mobilising General Protocol - Thames Valley Fire Control Service
- B. Operational Response
- C. Protection Response
- D. Levying a Charge under the Fire and Rescue Services Act 2004

**RBFRS will take into account the occupancy type and risk levels when applying this policy. The application of this policy will be monitored and quality assured.**

6. Based on (5), can this constitute an offence either civil or criminal?

**At this point no laws have been broken. The building has been risk assessed and relevant measures put in place to deal with the highlighted risks within the premises.**



### Request Number 2022-0102 (Non-Disclosure Agreements)

FOI request received on 06 December 2022:

1. Please state how many non-disclosure agreements with former staff at your fire brigade have been signed as part of the process of their employment being terminated in the following years:
  - 2017
  - 2018
  - 2019
  - 2020
  - 2021
  - 2022
2. For each non-disclosure agreement in answer to Q1, please provide a figure for the total settlement in each case.
3. For each non-disclosure agreement in answer to Q1, please provide the role of the individual concerned (e.g. firefighter/crew manager)

### Response:

1. Please state how many non-disclosure agreements with former staff at your fire brigade have been signed as part of the process of their employment being terminated in the following years:
  - **2017 - 0**
  - **2018 - 4**



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- 2019 - 1
- 2020 - 1
- 2021 - 0
- 2022 - 0

2. For each non-disclosure agreement in answer to Q1, please provide a figure for the total settlement in each case.

**Due to the small numbers involved, it is not possible to provide the total settlement for each case, as to do so would identify individuals and contravene the first and second Data Protection Principles and subsequently breach the Data Protection Legislation. Therefore this email serves as a Part Refusal Notice, in accordance with Section 40 of the Freedom of Information Act 2000, as well as the Principles of the Data Protection Legislation.**

3. For each non-disclosure agreement in answer to Q1, please provide the role of the individual concerned (e.g. firefighter/crew manager)

**Due to the small numbers involved, it is not possible to provide the role of the individual concerned for each case, as to do so would identify individuals and contravene the first and second Data Protection Principles and subsequently breach the Data Protection Legislation. Therefore this email serves as a Part Refusal Notice, in accordance with Section 40 of the Freedom of Information Act 2000, as well as the Principles of the Data Protection Legislation.**

Please note, information regarding 'Exit Packages and Termination Benefits' can be found in the [Statement of Accounts](#) for each year, on our website.



### **Request Number 2022-0103 (Statistics – Fires at Waste Management Facilities)**

FOI request received on 14 December 2022:

Please may you provide me with:

Statistics on the number of fires your fire service has attended at recycling centres, scrapyards, landfills, and any other waste management facilities since 1st January 2022. If possible, please also highlight any incidents where other regional fire services have been brought in to assist in putting out these fires - this is not completely necessary, but will help us to build a more accurate picture of this year's waste fire incidents.

Please provide the information in the form of a word document or pdf.

#### **Response:**

##### Notes:

Dates for the period of time 01 January 2022 – 31 December 2022.

Fire-related incidents checked using filters:

#### **Result Code**

01 - Fire Primary

#### **Revised Incident Type**

F8.2.1.P FIRE - RECYCLING / LANDFILL

A1.0.0.P ALARM - INDUSTRIAL / COMMERCIAL

#### **Property Type Description**

Recycling Plant – Inc Scrap Metal/Vehicle Breaker



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Recycling collection point, bottle bank

### Response:

The number of fires RBFRS was recorded as attending at recycling centres, scrapyards, landfills, and any other waste management facilities since 1st January 2022 until 31 December 2022 is 5.

Breakdown of property type and property description as below:

IRS Property Category	Property Type Description	Number
NonResidential	Recycling Plant – Inc Scrap Metal/Vehicle Breaker	2
OutdoorStructure	Recycling collection point, bottle bank	3

In August 2022, 1 incident required assistance from 2 Oxfordshire appliances.

In May 2022, 1 incident requested assistance from a London appliance. This mobilised but returned without attending the incident.



### **Request Number 2022-0104 (Employees – Grievances)**

FOI request received on 14 December 2022:

For each of the calendar years 2019, 2020, 2021, and this year to date, please can you provide figures on the following:

1. How many formal grievances have been raised with the service by female members of staff and female firefighters regarding complaints of harassment, inappropriate behaviour and assault?
2. How many claims have been submitted to employment tribunal regarding the above;
3. How many of those claims have settled prior to a full/remedy hearing;
4. What was the settlement figure in each claim?
5. How many of those settlements involved the signing of a non-disclosure agreement?
6. How many grievance/discipline cases have been brought by the service in relation to inappropriate behaviour/conduct\* by an employee (\*sex discrimination, harassment)?

### **Response:**

1. How many formal grievances have been raised with the service by female members of staff and female firefighters regarding complaints of harassment, inappropriate behaviour and assault?

**2019 – 0**

**2020 – 1 (anonymous complaint - due to its anonymous nature we cannot confirm the gender of the individual making the complaint)**

**2021 – 1 (complaint related to bullying and harassment – this was not related to sexual harassment, inappropriate behaviour or assault although aspects of the complaint were sexist in nature).**



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**2022 (up to 14/12/2022) - 0**

2. How many claims have been submitted to employment tribunal regarding the above;

**2019 - 0**

**2020 - 0**

**2021 – 0**

**2022 (up to 14/12/2022) - 0**

3. How many of those claims have settled prior to a full/remedy hearing; **N/A**
4. What was the settlement figure in each claim? **N/A**
5. How many of those settlements involved the signing of a non-disclosure agreement? **N/A**
6. How many grievance/discipline cases have been brought by the service in relation to inappropriate behaviour/conduct\* by an employee (\*sex discrimination, harassment)?

**2019 - 0**

**2020 – 0**

**2021 – 0**

**2022 (up to 14/12/2022) - 0**





## Information Requests 2022

### **Request Number 2022-0105 (Statistics – Fire Incident Data)**

FOI request received on 15 December 2022:

Please may you provide me with the most recent raw fire incident data available in tabular format, for the years 2018 – present. Explicitly we need the coordinates of the fires (to the nearest meter), the date the fire occurred, and any information on the fire itself (type and cause for example) all for commercial properties.

#### **Clarification Requested:**

Royal Berkshire Fire and Rescue Service (RBFRS) are unable to provide exact coordinates as this may identify sole traders but we can provide some location data. We will use your examples provided and provide the data including the date the fire occurred, type and cause. In order for RBFRS to process your request, please can you confirm that you are happy with this approach?

#### **Clarification Provided:**

None received

#### **Response:**

Request Cancelled



### **Request Number 2022-0106 (Employment – Communications)**

FOI request received on 20 December 2022:

- 1) How many staff (as measured by full-time equivalents) do you employ to work on communications? Please include all internal and external communications including work on your website, media queries and social media.
- 2) What was your communication spending for the financial year 2021/22 and what is the budget for the current communications spending in the current financial year?

Clarification Requested:

For question 2, please may you elaborate on what Communications costs you would like data for? E.g. would you like employee costs and the budget for that?

Clarification Provided:

None received

### **Response:**

Request cancelled



### Request Number 2022-0107 (Expenditure – Equality, Diversity, Inclusion)

FOI request received on 20 December 2022:

1. How many staff (as measured by full-time equivalents) do you employ to work on Equality, Diversity and Inclusion (EDI)?
2. What was your spending on Equality, Diversity & Inclusion (EDI) for the financial year 2021/22 and what is the budget for Equality, Diversity and Inclusion (EDI) in the current financial year?
3. What was your spending on Equality, Diversity & Inclusion (EDI) training for the financial year 2021/22 and what is the budget for Equality, Diversity and Inclusion (EDI) training in the current financial year?
4. How many staff working days do you estimate were lost from regular work due to Equality, Diversity & Inclusion (EDI) training for the financial year 2021/22 and what is your estimate of staff working days that will be lost from regular work due to Equality, Diversity and Inclusion (EDI) training during the current financial year?

#### Response:

1. How many staff (as measured by full-time equivalents) do you employ to work on Equality, Diversity and Inclusion (EDI)?

**RBFRS has one position within its structure (1 FTE). This position is currently vacant.**

2. What was your spending on Equality, Diversity & Inclusion (EDI) for the financial year 2021/22 and what is the budget for Equality, Diversity and Inclusion (EDI) in the current financial year?

**We don't have a specific budget for Equality, Diversity & Inclusion, this is part of our overall HR budget.**

**However the EDI spend is as follows:**

#### 2021/22

**Stonewall annual membership - £2500 + VAT**



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**Inclusive Employers corporate membership and consultancy - £8040 + VAT**

**Business Disability Forum annual membership - £2750 +VAT**

**2022/23**

**Stonewall annual membership - £2500 + VAT**

**Inclusive Employers annual membership - £2950 + VAT**

**Business Disability Forum annual membership - £2750 +VAT**

3. What was your spending on Equality, Diversity & Inclusion (EDI) training for the financial year 2021/22 and what is the budget for Equality, Diversity and Inclusion (EDI) training in the current financial year?

We don't have a specific budget for Equality, Diversity & Inclusion training as this is part of an overall Training budget. Spending for each of the years is as follows:

**2021/22 - £9,296.55**

**2022/23 (to December 2022) - £2,746.80**

4. How many staff working days do you estimate were lost from regular work due to Equality, Diversity & Inclusion (EDI) training for the financial year 2021/22 and what is your estimate of staff working days that will be lost from regular work due to Equality, Diversity and Inclusion (EDI) training during the current financial year?

**Due to the nature of the duty systems and the varied hours contracted hours staff at RBFRS work, it is not possible to express days lost with any degree of accuracy, but the total (in hours) for training attended is detailed below:**

**2021/22 - 698.5 hours**

**2022/23 (to December 2022) = 168 hours**



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We also have online e-learning packages related to EDI which have been available to all staff during the period. These were produced internally and are hosted on our own Learning Management System. We are unable to say how long has been spent completing these packages.