THAMES VALLEY FIRE CONTROL SERVICE JOINT COMMITTEE

Thames Valley Fire Control Service Joint Committee Annual Meeting

Thursday, 10 July 2025 at 2.00 pm

BFRS Headquarters, Stocklake, Aylesbury, Bucks, HP20 1BD

AGENDA

	Item	Page No.
1.	Appointment of Chairman for 2025/26 To appoint a member from Buckinghamshire & Milton Keynes Fire Authority as Chairman for 2025/26	
2.	Appointment of Vice-Chairman for 2025/26 To appoint a member from Oxfordshire County Council as Vice-Chairman for 2025/26	
3.	Apologies	
4.	Introductions (including change of membership if any) To note appointments onto the joint committee and any notified appointed substitutes for 2025/26	
5.	Declarations of Interest	
6.	Minutes and recorded actions of the last meeting held on 12 December 2024	(Pages 5 - 12)

	Item	Page No.
7.	To deal with business remaining from the last meeting, if any – reports from the meeting due to be held on 17 March 2025:	
7a.	Thames Valley Fire Control – Future Replacement Project – Scoping Workshop Update	(Pages 13 - 20)
7b.	TVFCS Q3 Budget Outturn 2024/25	(Pages 21 - 26)
7c.	TVFCS Performance Monitoring Report Q3 2024/25	(Pages 27 - 36)
8.	Questions from Members (written questions under Standing Order 26.1)	
9.	Questions submitted under Standing Order 9.5 (questions from members of the public)	
10.	Annual Report 2024/25	(Pages 37 - 42)
11.	TVFCS Performance Monitoring Report Q4 2024/25	(Pages 43 - 54)
12.	TVFCS Replacement High Level Business Case	(Pages 55 - 62)
13.	TVFCS Contingency Call Handling Service and Related Services	(Pages 63 - 68)
14.	TVFCS Financial Outturn 2024/25	(Pages 69 - 74)
15.	Forward Plan – to note	(Pages 75)
16.	Date of Next Meetings (Hosted at BFRS HQ at 2pm) - To be agreed • Monday 22 September 2025 – Workshop (TEAMS) • Monday 15 December 2025 – Meeting • Monday 16 March 2026 – Meeting	

1. REMIT AND OBJECTIVES OF THE JOINT COMMITTEE

1.1. The Joint Committee is constituted to provide overall strategic direction and oversight for the TVFCS.

1.2. The Joint Committee shall have the following functions:

1.2.1. champion the TVFCS;

1.2.2. act as the link between the TVFCS and the Fire Authorities ;

1.2.3. guide recommendations from the TVFCS, that may affect the operational functions of the Fire Authorities, through the governance processes of the Fire Authorities;

1.2.4. assist with the management of the relationships between the Fire Authorities;

1.2.5. monitor the steady state operational benefits and performance of the TVFCS, against the agreed measures and targets;

1.2.6. monitor steady state risks relevant to the TVFCS;

1.2.7. monitor the financial performance of the TVFCS against required and available budget, benefits and efficiencies, and to contribute to the financial processes of the Fire Authorities;

1.2.8 discuss, and contribute to, proposals on future developments for the TVFCS;

1.2.9. provide strategic direction on the future of the TVFCS;

1.2.10 consider and recommend to the Fire Authorities proposals in relation to Fire Authority Decisions including but not limited to:

(b) discuss and recommend proposals for additional full partners into the TVFCS;

(c) discuss and recommend proposals for the supply of TVFCS services to other fire and rescue services or other clients;

1.2.11. decide upon and determine all matters which are Joint Committee Decisions, any matters referred to the Joint Committee for decision pursuant to the TVFCS decision making process in clause 11 (Decision Making by TVFCS) and any matters reserved by law or otherwise to the Joint Committee.

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Thames Valley Fire Control Service
Joint Committee Meeting

Thursday, 12th December, 2024, 2.00 pm

Minutes

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

In Attendance: Mark Arkwell, Deputy Chief Fire Officer – Royal Berkshire Fire and Rescue Service
Graham Britten, Monitoring Officer – TVFCS
Matt Chapman, Area Manager/Senior Responsible Officer - Oxfordshire Fire and Rescue Service
Simon Harris, Group Manager – TVFCS
Louise Harrison, Chief Fire Officer – Buckinghamshire Fire and Rescue Service
Asif Hussain, Deputy Director of Finance and Assets – Buckinghamshire Fire and Rescue Service
Rob MacDougall, Chief Fire Officer – Oxfordshire Fire and Rescue Service
Jim Powell, Area Manager Collaboration and Response / Senior Responsible Officer – Royal Berkshire Fire and Rescue Service
Fayth Rowe, Democratic Support Lead – Royal Berkshire Fire and Rescue Service
Paul Scanes, Head of Response & Resilience / Senior Responsible Officer, Buckinghamshire Fire and Rescue Service
Simon Tuffley, Deputy Chief Fire Officer – Buckinghamshire Fire and Rescue Service
Lukasz Wrona, Head of Business Information Systems – Royal Berkshire Fire and Rescue Service

Conor Byrne, Head of Finance and Procurement – Royal Berkshire Fire and Rescue Service

Michaela Smith, Democratic Support Assistant – Royal Berkshire Fire and Rescue Service

Action

16. APOLOGIES

Apologies were received from Wayne Bowcock and Councillors Neil Fawcett, Simon Rouse and Matthew Walsh.

Councillor Gary Hall was in attendance as a substitute.

17. INTRODUCTIONS (INCLUDING CHANGES OF MEMBERSHIP, IF ANY)

All Members and Officers present gave a brief introduction.

18. DECLARATIONS OF INTEREST

There were no Declarations of Interest from Members and Officers.

19. MINUTES AND RECORDED ACTIONS OF THE LAST MEETING HELD ON 8 JULY 2024

Fayth Rowe, Democratic Support Lead – Royal Berkshire Fire and Rescue Service, confirmed that the action on page eight (mandated training into the budget) was covered in the workshop which preceded the meeting.

Simon Harris, Group Manager – TVFCS, confirmed he had looked at contracts that have been awarded by other Fire and Resue Services in relation to Command-and-Control Systems and quoted the following: Humberside – £6m over a 6-year contract term, NFSP Partnership - C£24m over 7 years and Derbyshire and Nottinghamshire - £10–12 million over 10 -12 years.

RESOLVED that the Minutes of the meeting held on 8 July 2024, be approved as a true record and signed by the Chair.

20. QUESTIONS FROM MEMBERS (WRITTEN QUESTIONS)

No questions were received from Members.

21. MATTERS ARISING

There were no Matters Arising.

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

None received.

23.   TVFCS PERFORMANCE MONITORING REPORT Q1 & Q2 2024/25

Paul Scanes, Head of Response & Resilience, Buckinghamshire Fire and Rescue Service, stated the Performance Monitoring Report covered service performance for Quarters 1 and 2, between April – September 2024. Some measures for October 2024 were also included.

September was a busier period due to heavy rainfall and emergency calls answered by the service during this period averaged within 10% of the previous five years.

Call handling targets have been reviewed to better understand call handling times according to call challenge and incident type. Call handling to building fires have averaged above target whilst calls to vehicle fires were slightly off target. Calls to fires in the open and road traffic collisions take longer to pinpoint, being harder to locate, and therefore have not met the 90 second target.

The service continued to perform well in answering emergency calls within the 5 second target, with the monthly average number of calls handled per FTE having increased to 93 in October.

Fire survival guidance given to the public were on four occasions. Staff turnover has been zero with headcount above target. Completed learning statistics remain low due to the recent introduction of a new mandatory learning package, which staff are yet to complete.

Within the period there was one reportable data breach which was a potential data breach concerning restricted access to data. Safeguards were now in place to prevent this happening in the future.

In response to a question about the breach, Simon Harris, Group Manager – TVFCS, reported the Information Commission Office (ICO) changed their guidelines earlier in the year which meant that potential breaches were now reportable. He added even though data on the information sharing system was available to unauthorised staff, no staff accessed the data.

In answer to a question from Rob MacDougall, Chief Fire Officer – Oxfordshire Fire and Rescue Service, around call handling targets and whether data was specifically linked to particular stations, Simon Harris stated that data could be expanded, broken down further and made available if required.

RESOLVED that the Performance Monitoring Report be noted.

24.   TVFCS REPLACEMENT PROJECT MANDATE

Jim Powell, Area Manager - Royal Berkshire Fire and Rescue Service, reported TVFCS 10-year anniversary will be in April 2025. The original business case predicted services would collectively save £1 million per year compared to running individual control rooms. In the past 10 years, significant financial savings have been made and the three services have aligned several operational procedures including training.

TVFCS legal agreement was established for the period of 15 years and was due to expire in April 2030. The contracts which were put in place within TVFCS mirror the legal agreement and were due to expire in April 2028. Engaging with suppliers has shown that going out to tender for a new system would take at least one year, and then two years to deliver the solution to Control.

Jim Powell stated the report was seeking Members to approve funding from the renewals account to enable a dedicated resource to carry out the work. The legal agreement requires each service to confirm they are willing to continue beyond the current life of the agreement. He confirmed that in the workshop that preceded the meeting, Senior Responsible Officers (SRO) agreed to bring a draft proposal to this Committee.

The Chair thanked Jim Powell and agreed this was a complex situation and could be looked at in further detail at the March meeting.

Rob MacDougall, Chief Fire Officer – Oxfordshire Fire and Rescue Service, stated it would be useful from a budget perspective to have an idea of the range of costs. Jim Powell agreed and said they hoped to bring this detail to the March meeting.

SRO

Answering a question about the 10th anniversary of TVFCS, Jim Powell answered activities were being planned to celebrate this.

On being put to the vote, it was **RESOLVED**:

1) To recommend to Authorities in principle, to continue participating in TVFCS beyond 2030 by approving this project mandate, which recommends the TVFCS replacement project commence in 2025/26 be agreed; and,

2) A final decision and full approval, or otherwise, on future participation in TVFCS and further investment in the replacement project will be taken on presentation of the Full Business Case in December 2025 be noted; and,

3) The Capital expenditure profile for 2025/26, enabling investment in phase 1 project resourcing to deliver the Full Business Case be approved.

25. TVFCS BUDGET REPORT 2025-26

Conor Byrne, Head of Finance and Procurement – Royal Berkshire Fire and Rescue Service, began with the Revenue Budget (Appendix A), which showed a total budget of just over £3 million, which was a 4.6% increase. The increase was a result of employment costs caused by a budgeted grey book pay award, overtime costs due to increased training and a pension scheme deficit payment. The reduced staff turnover has meant that a number of staff have achieved role competence, and the accompanying uplift salary has led to increased costs compared to previous years.

He stated any addition to the pay award above 2% would need to come out of the contingency budget. Recharges have been reviewed and updated to reflect the cost to provide 2025/26 corporate functions, such as:

- Finance and Procurement – Increase due to the rise in audit fees
- HR and L&D recharges increase due to the restructure of HR and Health and Safety team and increased occupational health costs
- Secondary control recharge from Oxfordshire FRS has increase due to PSTN replacement.

The current call handling contract ends in April 2025, and the new contract begins on 1st May, with an estimated annual cost of £20K.

Appendix B detailed the Medium-Term Financial Plan (MTFP) and included budget pressures and future salary awards. In referring to paragraph 2.4 of the report, Conor Byrne stated it was proposed that each TVFCS partner continue to set aside £50K towards capital replacement costs, and the fund totalled £1.82m at 31st March 2024.

Appendix C covered the capital expenditure programme, totalling £217,800 for 2025/26 and Appendix D detailed the forecast of payments into and out of the Renewals Fund.

Jim Powell, Area Manager - Royal Berkshire Fire and Rescue Service, said that the information in Appendix D would change over the coming years as it was a forecast based on TVFCS' current position.

Rob MacDougall, Chief Fire Officer – Oxfordshire Fire and Rescue Service, commented on the £20k increase in the 2025/26 Budget and queried whether the budget cycle could be brought forward to align with Oxfordshire County Council. Councillor Ley queried how much of the budget increase could have been foreseen.

Simon Harris, Group Manager – TVFCS reported the budget cycle timescales were embedded within the legal agreement and that pay awards, staffing changes and other recharge increases were unknowns at the time of budgeting.

Graham Britten, Director of Legal and Governance - Buckinghamshire Fire and

Rescue Service, confirmed any changes to the legal agreement would need to be approved by Buckinghamshire and Royal Berkshire Fire Authority's and Oxfordshire County Council.

Asif Hussain, Deputy Director of Finance and Assets – Buckinghamshire Fire and Rescue Service, stated it was challenging to forecast any budget early when there were unknowns and the £20k increase within a multimillion-pound budget was small.

In response to a question from Mark Arkwell, Deputy Chief Fire Officer - Royal Berkshire Fire and Rescue Service, Rob MacDougall reported Oxfordshire County Council 2025/26 budget report was brought into the public domain at the end of November 2024, therefore it would be helpful to have TVFCS 2025/26 budget six to eight weeks early.

Rob MacDougall asked a question about the Cost Apportionment Model and the ability to track incident changes to assist with forecasting costs. Simon Harris confirmed tracking data could be made available, and calculations could be run to show number changes for the previous year.

Conor Byrne added RBFRS try to accurately predict budget uplifts regarding staff moving into competence. He stated pay award assumptions were different to the actual pay award and advised TVFCS budget was presented to its meeting in December for Fire Authority and Oxfordshire County Council approval at respective meetings in February each year.

Jim Powell reported the legal agreement states two or more authorities can request that the cost apportionment model be reviewed and revised to reflect changes to the data (Population, Tax Base and Incidents Attended). However, amending the cost apportionment model principles is an Authority decision.

On being put to the vote, it was **RESOLVED**:

1) That the proposed TVFCS revenue budget for 2025/26 as detailed in Appendix A be agreed;
2) That a contingency budget allocation of £150,000 which would provide an upper limit of expenditure without further Authority approval be agreed;
3) That it be agreed to delegate authority to the three CFOs (unanimous decision required) for any unplanned expenditure between £10,000 and £150,000;
4) That it be agreed to pay £150,000 into the Renewals Fund (£50,000 from each partner) in 2025/26 towards capital replacement costs be agreed;
5) That the Capital Expenditure Programme for 2025/26 (Appendix C) be agreed;
6) That the Medium-Term Financial Plan (Appendix B) and Renewals Long Term Forecast (Appendix D) be noted; and,
7) To recommend to their respective Authorities the TVFCS revenue and capital budgets for the financial year 2025/26 and the individual Authority contributions to these budgets.

26.   THAMES VALLEY FIRE CONTROL - CONTINGENCY CALL

HANDLING TENDER

Jim Powell, Area Manager - Royal Berkshire Fire and Rescue Service, reported this paper was for note only as Authorities have approved for Contingency Call Handling Tender to commence. He explained the existing contract will expire on 30 April 2025 and were looking to tender for a new contract provision for Contingency Call Handling Service for TVFCS from April 2025.

It was estimated that the cost for providing this service will increase from £6K to £20K mainly due to inflation.

RESOLVED that it be noted Authorities have agreed to tender for Provision of a Contingency Call Handling Service and related services to Thames Valley Fire Control Service.

27.   FORWARD PLAN

Jim Powell, Area Manager - Royal Berkshire Fire and Rescue Service, made the following amendments to the Forward Plan.

- March 2025 Joint Committee meeting change *'TVFCS Contingency Call Handling'* to *'**TVFCS Contingency Call Handling Contract Award'**.*
- Scoping paper on TVFCS Replacement Project Mandate to be added to the Forward Plan
- December 2025 Joint Committee meeting change *'TVFCS Performance Report Q1'* lead officer to SRO.

RESOLVED that the Forward Plan be noted.

28.   DATE OF NEXT MEETING

TVFCS Joint Committee meeting (Public meeting) – Monday 17 March 2024, 2pm at RBFRS Headquarters, Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD.

(The meeting closed at 2.45pm)

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS JOINT COMMITTEE
PRESENTED TO:	17 MARCH 2025
DATE OF MEETING	THAMES VALLEY FIRE CONTROL - FUTURE REPLACEMENT PROJECT - SCOPING WORKSHOP UPDATE
LEAD OFFICER	SENIOR RESPONSIBLE OFFICERS
EXEMPT INFORMATION	NONE
ACTION	TO AGREE

1.   EXECUTIVE SUMMARY

1.1   Thames Valley Fire Control Service (TVFCS) went operationally live in 2015. The original business case predicted services would collectively save £1 million per year when compared to predicted costs of running their legacy, individual control rooms. TVFCS was one of the first of its kind, providing a joint operating model across the three Thames Valley FRS and providing an essential service to over two million people across the three counties.

1.2   The TVFCS Inter Authority Agreement (IAA) expires in April 2030. Clause 30 of the agreement requires each Fire Authority to discuss continued participation in a Joint Fire Control (TVFCS) by April 2027, reaching agreement on future provision by April 2028.

1.3   This timescale aligns to current contractual arrangements for TVFCS mobilising systems which, as previously agreed by Authorities, have been extended to April 2028 with options to extend for a further two years.

1.4   The scale and complexity of replacing core TVFCS systems and agreeing a new, refreshed Inter Authority Agreement is likely to take three to four years and will require dedicated and specialist resources to achieve.

1.5   To manage this complexity, minimise risk of business continuity impacts and provide sufficient contingency for business transition, it is recommended that Authorities commission a replacement project. This project will commence in 2025/26 in order to deliver new systems and a refreshed IAA by April 2028, with a contingency of April 2029.

1.6   On 12 December 2024 members of the Joint Committee approved the following recommendations in the TVFCS Replacement project mandate:

       AGREE to recommend to Authorities in principle, to continue participating in TVFCS beyond 2030 by approving this project mandate, which recommends the TVFCS replacement project commence in 2025/26.

       NOTE that a final decision and full approval, or otherwise, on future participation in TVFCS and further investment in the replacement project will be taken on presentation of the Full Business Case in December 2025.

       APPROVE the Capital expenditure profile for 2025/26, enabling investment in phase 1 project resourcing to deliver the Full Business Case.

1.7   This report therefore serves to provide information regarding building a comprehensive project brief for the future replacement of the TVFCS Command and Control systems and associated technologies, ensuring an efficient, effective and robust service is provided into the next decade and beyond.

2   RECOMMENDATION

2.1   To **AGREE** the progression of building a business case for the future replacement of the TVFCS Command and Control systems and associated technologies.

2.2   To **NOTE** this will support an intent to deliver an Outline Business Case to the Joint Committee in July 2025.

3   REPORT

3.1   Outline

3.1.1   This report provides the requirements and scope for a replacement command and control system and takes into account the TVFCS Concept of Operations.

3.1.2   Replacement of the systems in TVFCS will require significant stakeholder and sector engagement and market research. This is needed to ensure development of a robust, resilient and sustainable specification that translates into a meaningful business case, identifying the optimal solution for both public finances and public safety. Likely contract costs dictate a procurement process commensurate with a high value, long term, mission critical contract.

Early engagement with suppliers indicates that implementation of a new solution could take around two years.

3.2   System scoping requirements – Base line

To achieve a minimum level of service;

3.2.1 Future systems should have no degradation of the current service levels being provided. Using the current performance measures and analytics, a future provision of TVFCS should not reduce the current call handling time, capability of mobilisation and command of the current service.

3.2.2 Future systems should adhere to the current principle of "quickest is quickest", providing allowances for borderless mobilising between FRS'.

3.2.3 Future services will allow for the utilisation of the current set of technical systems or a suitable, agreed and improved version which provides the same level of service or better (e.g. Automatic Vehicle Location System (AVLS), Advanced Mobile Location (AML)/ Enhanced Information Service for Emergency Calls (EISEC), Dynamic Group Number Assignment (DGNA), Talk Group (TG) per incident/multiple TG, status messaging, BOSS mobile, Multi Agency Incident Transfer (MAIT).

3.2.4 Future systems will look to minimise the use of voice monitoring and maximise the use of data in the provision of their mobilising system.

3.2.5 Future systems will provide capability for the sharing of information across control rooms, linking into multi-agency control systems where appropriate.

3.2.6 Future systems will support mobilisation for national incident response, and effective control of assets at major incidents.

3.2.7 Future systems will support operational access to FRS risk information, and the sharing of information with front-line crews. Systems will also support the provision of Fire Survival Guidance to affected persons.

3.2.8 Future systems will communicate and coordinate effectively with FRS availability systems, allowing efficient access to data and attributes.

3.3   System scope

For the purpose of this report, the scope of a future TVFCS replacement project has been defined according to three areas:

- Capability and Effectiveness
- Capacity and Efficiency
- Resilience and sustainability

3.4   Capability and Effectiveness

3.4.1   Any future system should provide the opportunity for FRS to consider the use of dynamic cover tools. These systems provide greater levels of capability for programming and managing the availability of FRS assets and the coordination of appliances according to updated situational changes within the Thames Valley.

3.4.2   Future systems should also allow for the development of an improved attribute-based mobilisation system. Consideration may also be made towards a tiered response, designed to improve resilience of mobilised assets.

3.4.3   Any new system should aim to improve or enhance the current asset management and availability system: consideration will be needed as to whether a "data lake" or "warehouse" approach best suits the specific needs of the TVFRS for the integration of these.

3.4.4   In order to both manage and mitigate risks; any new system will look to improve the current use of data and data sharing both within TVFCS and with partner agencies. This will involve the use of both the current MAIT and a move towards MAIT2.

3.4.5   Consideration will also be given to the integration of new technologies: this may include video streaming capabilities, body worn video, 999-eye, GoodSAM, advanced location tool (e.g. W3W). There will also be capability for Fire Survival Guidance applications to be used.

3.4.6   Any new system should support simultaneous information sharing between FRS incident command units, the central control room and any FRS bridgehead operationally in use.

3.4.7   A future control system will be Emergency Service Network (ESN) compliant and will look to maximise the use of ESN functionality through approved user services. ESN is a national (government led) project, which is currently underway to procure and deploy the ESN which, when implemented, will replace the current Airwave service used by the emergency services in Great Britain (England, Wales and Scotland).

3.4.8   Finally, any agreed contract will look to build in stipulations for "future-proofing" technology in order to provide reassurance to partners.

3.5   Capacity and Efficiency

3.5.1   In terms of efficiency, the replacement programme will look to provide contractual arrangements that maximise return on investment of any capital assets, considering product lifecycle and asset refresh options.

3.5.2   The program will aim to deliver a scalable solution that provides future options for potential additional partner agencies who may wish to join at a later date.

3.5.3   In terms of system-efficiency, any new control system will look to maximise the use of AI assisted technology to deploy efficient automation of workflows.

Aligned to this, solutions will be identified which reduced the demand for FRS maintenance and support services.

3.5.4 A review of National Operational Guidance will also take place in order to ensure that resource allocations, particularly for low frequency/high impact scenarios, are appropriate.

3.5.5 A review will also take place to identify relationships between other TVFCS contracts, and FRS contracts related to TVFCS, to identify efficiencies in delivery and management across the suite of contracted services.

3.6 Resilience and sustainability

3.6.1 An upgraded and improved TVFCS function will lead to a review of the current fallback partner arrangements, specifically the use of Kidlington Fire Station as secondary control, leading to an improvement or amendment of this capability.

3.6.2 The current system resilience and business continuity functions will be enhanced and improved by any future system. This may be facilitated alongside a review of the relevant National Operational Guidance and Control Fire Standard, which stipulates requirements for a resilient control room and resilient communications, both into and out of control rooms (e.g. secondary/tertiary bearers, 999 failure).

3.7 The planning assumption is that an intent to deliver an Outline Business Case to the Joint Committee in July 2025, ahead of the Full Business Case being presented to the Joint Committee in December 2025. The business case will recommend the proposed optimal replacement solution, identify any future funding gaps and identify phase 2 resourcing. At this point, and through both TVFCS and FRS budget setting processes, Authorities will be required to make final a decision to continue to participate in TVFCS (and subsequently the replacement programme) or terminate the agreement.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with the TVFCS Inter Authority Agreement (IAA).

5. FINANCIAL IMPLICATIONS

5.1 Refer to Section 5 of the TVFCS replacement project mandate approved 12 December 2024 (see background papers).

Project Resource Summary

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

Total   **194,000**

Proposed Annual Capex Profile - 2025/26

Item	£
Project resourcing	194,000
EISEC servers	4,000
Contingency	19,900
Total	**217,900**

6.   LEGAL IMPLICATIONS

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

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

7.   EQUALITY AND DIVERSITY IMPLICATIONS

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

8.   RISK IMPLICATIONS

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

9.   CONTRIBUTION TO SERVICE AIMS

9.1   As stated in the TVFCS IAA schedule 2: 'Primary objectives':

9.2   To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004.

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

9.4   To improve the resilience, effectiveness and efficiency of the current control room function.

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

10.   PRINCIPAL CONSULTATION

10.1   Joint Coordinating Group.
10.2   Joint Committee workshop.

11.   BACKGROUND PAPERS

Agenda for Thames Valley Fire Control Service Joint Committee on Thursday, 12th December, 2024, 2.00 pm | Royal Berkshire Fire and Rescue Service

9 - TVFCS replacement project mandate.pdf

12.   APPENDICES

12.1   None.

13.   CONTACT DETAILS

13.1   Paul Scanes pscanes@bucksfire.gov.uk 07765041960
Matt Chapman matt.chapman@oxfordshire.gov.uk 07920702269

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS Q3 BUDGET OUTTURN 2024/25
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	17 MARCH 2025
LEAD OFFICER	IRENE KEMA ONYERI - RBFRS DEPUTY HEAD OF FINANCE & PROCUREMENT
EXEMPT INFORMATION	NONE
ACTION	NOTE

1. EXECUTIVE SUMMARY

1.1 To provide Joint Committee with the 2024/25 Q3 revenue budget outturn position for TVFCS.

2. RECOMMENDATION

2.1 That Joint Committee **NOTE** the Q3 budget outturn position for 2024/25 as detailed in Appendix A.

3. REPORT

3.1 Commentary on Revenue Outturn

3.1.1 The budget provision for TVFCS for 2024/25 agreed at the Joint Committee meeting in December 2023 was £2,874,023 with a contingency allocation of £150,000 available, if required. The Q3 Forecast outturn for the year was £2,856,343, a variance of -0.62%. Appendix A provides an in-depth review of the in-year performance across all areas.

3.1.2 The pay awards have been lower than anticipated and have contributed to the lower salary costs and associated payments. The current year's budget is based on a pay award of 5% whereas the actual pay award agreed is 4%.

3.1.3 Lower than anticipated staff turnover has resulted in an 'in year' saving on recruitment.

3.1.4 Professional Services and General Equipment Purchase – the overspend is due to the requirement to provide specific equipment to a member of staff as a reasonable adjustment for disability, which has arisen during the year.

3.1.5 TVFCS Alarm Receiving Centre Income – the income is lower than forecast, as a result of changes in the Alarm Monitoring Sector, where small companies have been acquired by larger concerns, reducing the number of organisations paying for dedicated lines.

3.1.6 Vision System (maint) – overspend is due to a need to bring in engineering support for works that were not known to be required when the budget was set. Service credits are expected from NEC during Q4 which are likely to offset the current overspend.

3.1.7 DS3000 (for primary and secondary) ICCS – budget was based on anticipated costs of a new maintenance and support contract whilst we were still going through procurement. The actual costs of the contract proved to be slightly lower.

3.1.8 Software Maintenance – unexpected expenditure was required relating to the TVFCS domain and the Autopage tertiary bearer system. TVFCS use of the Autopage system is currently being reviewed.

3.2 Commentary on Capital Outturn

3.2.1 The Integrated Communications Control System (ICCS) provides a centralised command and control interface that integrates data from various sources, enabling emergency responders to have a comprehensive view of incidents and manage resources effectively. Our ICCS hardware was of an age that it would no longer be supported and needed replacing. The project to replace the hardware was carried out in two phases to minimize disruption and was completed in January 2025. The cost of the project was £539,280.

3.2.2 The total Capex Profile for 2024/25 is £665,000 as shown in Appendix B.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with our statutory duty to collaborate.

5. FINANCIAL IMPLICATIONS

5.1 The current Q3 Forecast underspend is £17,680.

5.2 The collaboration continues to deliver significant savings on an annual basis annual basis, in comparison to the three stand-alone control rooms.

5.3 The financial implications of capital expenditure are set out in 3.9 – 3.10 of the report.

6. LEGAL IMPLICATIONS

6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, costs are shared between partners in accordance with the cost apportionment model.

6.2 The 2024/25 budget and subsequent in year performance complies with statutory regulations.

7. **EQUALITY AND DIVERSITY IMPLICATIONS**

7.1 The only implication is explained in section 3.4.

8. **RISK IMPLICATIONS**

8.1 Financial performance is scrutinised monthly by the TVFCS Group Manager and quarterly through the service planning processes at Joint Coordinating Group. It is then subsequently reported to the Joint Committee as part of the wider performance reports to ensure strict controls are in place to maintain and monitor performance and value for money for all partners.

9. **CONTRIBUTION TO SERVICE AIMS**

9.1 The Committee provides oversight on behalf of the three Authorities, in relation to the performance of TVFCS.

10. **PRINCIPAL CONSULTATION**

10.1 Simon Harris, TVFCS Group Manager.
10.2 Conor Byrne, Head of Finance and Procurement, RBFRS.
10.3 Lead Finance contact at each respective partner.

11. **BACKGROUND PAPERS**

11.1 TVFCS budget setting paper 2024/25, Joint Committee, 14 December 2023.

12. **APPENDIXES**

12.1 Appendix A: Outturn Statement 2024/25.
12.2 Appendix B: Capital Programme 2024/25.

13. **CONTACT DETAILS**

13.1 Irene Kema Onyeri, Deputy Head of Finance and Procurement, RBFRS.
13.2 Jana Samajova, Management Accountant, RBFRS.

APPENDIX A - TVFCS Budget Monitoring 2024/25 - Position as at 31 December 2024

	Total Annual Budget	Actual Expenditure To 31 December 2024	Forecast Outturn at Year End	Variance = Forecast Year End Outturn - Annual Budget	Variance %
Staff					
Employment Costs	2,100,116	1,549,545	2,073,200	-26,916	-1.28%
Mileage and Subsistence	5,850	4,778	6,362	512	8.75%
Training	1,000	3,688	3,688	2,688	268.80%
Recruitment	1,000	304	350	-650	-65.00%
Sub Total	**2,107,966**	**1,558,314**	**2,083,600**	**-24,366**	**-1.16%**
Corporate					
Facilities	148,960	111,720	148,960	0	0.00%
Finance	26,595	19,946	26,595	0	0.00%
HR	102,074	76,556	102,074	0	0.00%
ICT	116,141	87,106	116,141	0	0.00%
Liability and Equipment Insurance	12,964	9,723	12,964	0	0.00%
Management	22,546	16,910	22,546	0	0.00%
Sub Total	**429,280**	**321,961**	**429,280**	**0**	**0.00%**
Other					
Prof Services & General Equipment Purchase	4,600	1,066	5,388	788	17.13%
OFRS Costs (Includes Secondary Control Airwave Rental)	53,270	0	53,270	0	0.00%
Contingency Call Handling Provision	6,210	1,600	6,210	0	0.00%
TVFCS Alarm Receiving Centre Income	-13,721	-12,460	-12,460	1,261	-9.19%
Sub Total	**50,359**	**-9,794**	**52,408**	**2,049**	**4.07%**
Technology					
Vision System (maint)	83,506	86,002	91,502	7,996	9.58%
DS3000 (for primary and secondary) ICCS	106,668	103,090	103,090	-3,578	-3.35%
Charges for Unicorn network and telephony rental	46,454	22,983	46,454	0	0.00%
Software Maintenance	901	1,120	1,120	219	24.31%
EISEC Calcot (999 caller location)	9,000	6,750	9,000	0	0.00%
Smart services to switch 999 lines to secondary control / elsewhere	17,000	0	17,000	0	0.00%
Airwave rental (SAN I ,B) (Primary, secondary) (7+8)	22,889	0	22,889	0	0.00%
Sub Total	**286,418**	**219,945**	**291,055**	**4,637**	**1.62%**
Total Budgeted Expenditure	**2,874,023**	**2,090,427**	**2,856,343**	**-17,680**	**-0.62%**

Authority	Total Annual Budget	Actual Expenditure To 31 December 2024	Forecast Outturn at Year End	Variance = Forecast Year End Outturn - Annual Budget	Variance %	2024/25 Cost Apportionment Percentages
RBFRS	1,063,389	773,458	1,056,847	-6,542	-0.62%	37.0%
OXFRS	810,474	589,500	805,489	-4,985	-0.62%	28.2%
BFRS	1,000,160	727,469	994,007	-6,153	-0.62%	34.8%
TOTAL	**2,874,023**	**2,090,427**	**2,856,343**	**-17,680**	**-0.62%**	**100.0%**

Appendix B

Thames Valley Capital Expenditure Programme 2024/25

Item	£
Annual Profiled Capex	610,000
Contingency	55,000
Total	665,000
Expenditure	539,280
Variance	-125,720

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS PERFORMANCE MONITORING REPORT Q3 2024/25
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	17 MARCH 2025
LEAD OFFICER	AREA COMMANDER PAUL SCANES
EXEMPT INFORMATION	NONE
ACTION	FOR NOTING

1.   EXECUTIVE SUMMARY

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

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

1.3   The range of performance measures are reviewed annually by the JCG in accordance with the requirements of the Inter-Authority Agreement (IAA). Notably from July 2024 onwards, the measures include the average call handling time for different incident types, which is a development from the previous target-based approach. Additionally, development of the Control Room Mobilising System during 2023/24 has enabled the JCG to capture better information relating to call challenge. This will feature in future reports.

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

2. **RECOMMENDATION**

2.1   That the TVFCS Q3 Performance Monitoring Report for 2024/25 be **NOTED**.

3. **REPORT**

3.1   This report demonstrates Service performance for Quarter 3, between October and December 2024.

3.2   The number of emergency calls received are consistent with expected demand compared with the previous 5 years. It should be noted that the figures for December are artificially lower. This is a result of the final stages of the implementation of the TVFCS technology refresh, which necessitated TVFCS staff using fallback systems for call handling for a 10-day period. These fallback systems do not have same call logging functionality as the primary TVFCS systems.

3.3   The Service can report that the average call handling to building fires being faster than the target of 90 seconds throughout the quarter. Calls to vehicle fires have taken slightly longer than the target in October and December. Calls to fires in the open and Road Traffic Collisions (RTCs) take longer to pinpoint and therefore are not regularly meeting the 90 second target, although in December performance against mobilisation to RTCs was unusually good.

3.4   The Service has consistently performed well in answering emergency calls within five seconds, with performance routinely exceeding the 92 second target set by the JCG.

3.5   The monthly average number of calls handled per FTE during the period is relatively consistent, with the lower total in December also being attributable to the use of fallback systems during the technology refresh.

3.6   TVFCS have worked with all three FRSs to deliver a revised and aligned approach to challenging calls to Automatic Fire Alarms (AFAs). This approach has worked well and is reflected in higher numbers of calls being challenged with no requirement to attend.

3.7   Fire Survival Guidance (FSG) was given to the public on two occasions during the period. During Q3, TVFCS has been working with all three FRSs to develop systems to meet the recommendations of the Grenfell Tower Inquiry in relation to the management of incidents where multiple callers require FSG. This arrangement is now live and being assured through testing and exercising.

3.8   The employee headcount has remained above target, and staff turnover is zero so far this year.

3.9   TVFCS staff are progressing with the completion of a number of newly

introduced mandatory training packages, and it is anticipated that the target will be reached by the end of Q4.

3.10 The one reportable data breach relates to a potential data breach where access to restricted data was accidently made available to unauthorised employees. This has been rectified and safeguards put in place.

3.11 Following higher than expected levels of staff turnover experienced in the two years immediately following the lifting of restrictions relating to the Covid19 pandemic, TVFCS reviewed its approach to recruitment and retention, which led to a number of changes. These changes appear to be effective, with TVFCS staff turnover having reduced significantly.

3.12 The number of service desk tickets being logged with the C&C system supplier is higher than desired. The JCG are engaging with the supplier, NEC, to effect an improvement in the support arrangements for this critical system.

Thames Valley Fire Control Service – Performance Monitoring Dashboard

Thames Valley Fire Control Service - Performance Monitoring Dashboard 2024/25

Last Updated:	**17/10/2024**		
Updated by:	**Simon Harris**		

Public Safety - Effectiveness

Ref:	Public Safety - Effectiveness	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance	Data Source and comments for Craig/Simon
PS1.1	Emergency calls answered	Within 10%	Monthly	Previous 5 year average	B	G	DS3000 call Logger - Simon gets data
PS1.2	Emergency calls answered within 5 seconds	Quicker is better	Monthly	Target 92%	B	B	DS3000 call Logger - Simon gets data
PS1.3	Emergency calls answered within 10 seconds	Quicker is better	Monthly	Target 97%	G	G	DS3000 call Logger - Simon gets data
PS1.4	Calls handled per FTE	Monitoring only	Monthly	61	A	B	
PS1.5	Average time taken in seconds to alert Stations (All Incidents - excluding call challenge)	Quicker is better	Monthly	Target 90 seconds	TBC	TBC	
PS1.6	Average time taken in seconds to alert Stations (Building fires)	Quicker is better	Monthly	Target 90 seconds	B	B	
PS1.7	Average time taken in seconds to alert Stations (Fires in vehicles)	Quicker is better	Monthly	Target 90 seconds	A	A	
PS1.8	Average time taken in seconds to alert Stations (Fires in the open)	Quicker is better	Monthly	Target 90 seconds	A	A	
PS1.9	Average time taken in seconds to alert Stations (Road Traffic Collisions - Persons Trapped)	Quicker is better	Monthly	Target 90 seconds	B	R	
PS1.10	Challenged calls resulting in no requirement to attend	Monitoring only	Monthly	Previous 5 year average	TBC	TBC	Master SQL DB - Exisiting report, but we need to check my definitions
PS1.11	Call Handling Target - Stations alerted within 90 seconds (All Incidents - excluding call challenge)	Higher is better	Monthly	Target 80%	R	R	
PS1.12	Fire Survival Guidance given	Monitoring only	Monthly	Previous 5 year average	G	B	No report available. Manual data collection by SH
PS1.13	Safeguarding interventions	Monitoring only	Monthly	Previous 5 year average	B	B	Vision - TAG query. Could be automated, but no problem to collect manually
PS1.14	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	B	B	Data held by Ange Chapman - Easy for Simon H to access

Great Place to Work - People

Ref:	Great Place to Work - People	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance	Data Source and comments for Craig/Simon
GP1.1	Headcount Vs Establishment	Nearest target	Monthly	Target 39 FTE	B	B	RBFRS HR
GP1.2	Staff turnover	Lower is better	Monthly	Target <1%	B	B	RBFRS HR
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	A	A	RBFRS HR
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	A	G	RBFRS HR
GP1.5	Employee experience	Higher is better	Two yearly	Target 65%	B	B	RBFRS two-yearly staff survey - overall engagement
GP1.6	Appraisal (Personal Development) completion	Higher is better	Annually	Target 95%	B	B	RBFRS HR
GP1.7	Mandatory Training completion	Higher is better	Annually	Target 95%	R	R	RBFRS HR
GP1.8	Case Management completed within timeframe	Higher is better	Monthly	Target 85%	B	B	RBFRS HR
GP1.9	Workplace accidents/injuries	Lower is better	Quarterly	Previous 3 year average	G	G	RBFRS H&S
GP1.10	Near misses and hazard reporting	Monitoring only	Quarterly	Previous 3 year average	A	A	RBFRS H&S
GP1.11	RIDDOR reportable incidents	Lower is better	Quarterly	Previous 3 year average	G	G	RBFRS H&S
GP1.12	Verbal or physical attacks on staff	Lower is better	Quarterly	Previous 3 year average	G	G	No records currently

Public Value - Efficiency

Ref:	Public Value - Efficiency	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance	Data Source and comments for Craig/Simon
PV1.1	Reportable data breaches	Lower is better	Annually	Target of zero	R	R	Would need to capture data from TV FRS
PV1.2	Service Desk response	Higher is better	Monthly	Target >95%	B	A	SSS Service Reporting
PV1.3	Service Desk tickets logged	Within 10%	Monthly	Previous 3 year average	A	R	SSS Service Reporting
PV1.4	System uptime	Higher is better	Monthly	Target >98%	B	B	SSS Service Reporting

Key:

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

Monitoring purposes only

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

Detailed measures by category:

Public Safety – Effectiveness

Ref: 1.1   Emergency calls answered

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	2918	3047	3294	3783	3916	3262	3248	2893	2944	2750	2601	2736
2024	2801	2989	3424	3489	3435	3923	3318	3142	1919			
Status	G	G	G	G	B	R	G	G	B			
Prev 5 year	2918	5965	9259	13042	16958	20220	23468	26361	29305	32055	34656	37392
2024	2801	5790	9214	12703	16138	20061	23379	26521	28440			
Status	G	G	G	G	G	G	G	G	G			

(Monthly / Cumulative)

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

What is good
Within 10% of previous five year average

Ref: 1.2   Emergency calls answered within 5 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
2024	97.08%	97.76%	95.21%	95.17%	95.24%	92.03%	96.79%	94.24%	95.90%			
Status	B	B	B	B	B	G	B	B	B			
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
2024	97.08%	97.42%	96.68%	96.31%	96.09%	95.42%	95.61%	95.44%	95.49%			
Status	B	B	B	B	B	B	B	B	B			

(Monthly / Cumulative)

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

What is good
Higher is better

Ref: 1.3   Emergency calls answered within 10 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
2024	99.00%	99.03%	97.49%	99.44%	97.14%	95.52%	98.20%	96.96%	97.23%			
Status	B	B	G	B	G	R	B	A	G			
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
2024	99.00%	99.02%	98.51%	98.74%	98.42%	97.94%	97.97%	97.85%	97.78%			
Status	B	B	B	B	B	G	G	G	G			

(Monthly / Cumulative)

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

What is good
Higher is better

Ref 1.4 - Calls per FTE Control Operator

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	61	61	61	61	61	61	61	61	61	61	61	61
2024	78	83	95	97	95	109	92	87	53			
Status	B	B	B	B	B	B	B	B	A			
Target												
2024	78	80	85	88	90	93	93	92	88			
Status	B	B	B	B	B	B	B	B	B			

(Monthly / Cumulative)

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

What is good
Monitor

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	90	90	90	90	90	90	90	90	90	90	90	90
2024												
Status												
Target	90	90	90	90	90	90	90	90	90	90	90	90
2024												
Status												

(Monthly / Cumulative)

B	<90
G	90-90.9
A	91-100
R	>100

What is good
Higher is better

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	68	84	78	92	76	102	81	83	75			
Status	B	B	B	A	B	A	B	B	B			
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Avg Seconds	68	76	77	81	80	79	83	83	82			
Status	B	B	B	B	B	B	B	B	B			

(Monthly / Cumulative)

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Higher is better

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	92	102	90	99	88	93	91	86	97			
Status	A	A	A	A	B	A	A	B	A			
Cumulative												
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	92	97	95	96	94	94	106	93	93			
Status	A	A	A	A	A	A	A	A	A			

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Higher is better

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	90	98	91	97	102	105	105	93	98			
Status	G	A	A	A	A	A	A	A	A			
Cumulative												
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	90	94	93	94	96	97	112	98	98			
Status	G	A	A	A	A	A	A	A	A			

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Higher is better

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	109	109	118	124	102	120	106	101	49			
Status	A	A	R	R	A	R	A	A	B			
Cumulative												
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	109	109	112	115	112	114	127	111	104			
Status	A	A	R	R	R	R	R	R	A			

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Higher is better

Ref: 1.10   Challenged calls resulting in no requirement to attend

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year												
2024	36	31	48	118	150	250	249	299	275			
Status												
Cumulative												
Prev 5 year												
2024	36	67	115	233	383	633	882	1181	1456			
Status												

B	
G	
A	
R	

What is good
Monitor

Ref: 1.11   Call Handling Target - Stations alerted within 90 seconds (All Incidents - excluding call challenge)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
2024	67.7	63.4	63.8	66.6	63.9	62.3	63.9	69	69			
Status	R	R	R	R	R	R	R	R	R			
Cumulative												
Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
2024	67.7	65.6	65.0	65.4	65.1	64.6	64.5	65.1	65.5			
Status	R	R	R	R	R	R	R	R	R			

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

What is good
Higher is better

Ref: 1.12   Fire Survival Guidance given

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2024	1	0	2	0	1	0	0	0	2			
Status	G	B	G	B	G	B	B	B	G			
Cumulative												
Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2024	1	1	3	3	4	4	4	4	6			
Status	B	B	B	B	B	B	B	B	B			

B	0
G	1-3
A	4-5
R	>5

What is good
Monitor

Ref: 1.13   Safeguarding referrals made

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	10	14	11	14	10	11	11	15	15	15	14	14
2024	17	13	19	19	19	12	22	30	11			
Status	R	G	R	R	R	G	R	R	B			
Cumulative												
Prev 5 year	10	24	35	49	59	70	81	96	111	126	140	154
2024	17	30	49	68	87	99	121	151	162	162	162	162
Status	R	R	R	R	R	R	R	R	R			

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

What is good
Monitor

Ref: 1.14 Threats of Arson dealt with

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Prev 5 year	11	11	15	15	17	18	18	20	17	11	10	10
2024	13	10	15	9	15	10	16	12	10			
Status	A	G	G	B	B	B	B	B	B			
Cumulative												
Prev 5 year	11	22	37	52	69	87	105	125	142	153	163	173
2024	13	23	38	47	62	72	88	100	110	110	110	110
Status	A	G	G	G	B	B	B	B	B			

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

What is good
Monitor

Great Place to Work – People

Ref: GP1.1   Headcount Vs Establishment

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	39	39	39	39	39	39	39	39	39	39	39	39
2024	41	41	41	41	41	41	41	41	41			
Status	B	B	B	B	B	B	B	B	B			
Cumulative												
Target	39	39	39	39	39	39	39	39	39	39	39	39
2024	41	41	41	41	41	41	41	41	41			
Status	B	B	B	B	B	B	B	B	B			

B	>100%
G	>94.9%
A	<95%
R	<90%

What is good
Nearest target

Ref: GP1.2   % Staff turnover

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
2024	0	0	0	0	0	0	0	0	0			
Status	B	B	B	B	B	B	B	B	B			
Cumulative												
Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
2024	0	0	0	0	0	0	0	0	0			
Status	B	B	B	B	B	B	B	B	B			

B	
G	<1%
A	1.1% -2.5%
R	>2.5%

What is good
Lower is better

Ref: GP1.3   % Long-term Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	7.69%	7.37%	4.91%	4.58%	3.95%	2.63%	2.47%	4.61%	3.12%			
Status	A	A	A	A	A	G	G	A	A			
Cumulative												
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	7.69%	7.53%	6.66%	6.14%	5.70%	5.19%	4.80%	4.78%	4.59%			
Status	A	A	A	A	A	A	A	A	A			

B	<1%
G	1.1%-3%
A	3.1%-10%
R	>10.1%

What is good
Lower is better

Ref: GP1.4   % Short-term Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly												
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	1.80%	5.57%	0.65%	2.78%	1.97%	1.81%	3.62%	3.45%	4.77%			
Status	G	A	B	G	G	G	A	A	A			
Cumulative												
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	1.80%	3.69%	2.67%	2.70%	2.55%	2.43%	2.60%	2.71%	2.94%			
Status	G	A	G	G	G	G	G	G	G			

B	<1%
G	1.1%-3%
A	3.1%-10%
R	>10.1%

What is good
Lower is better

Ref: GP1.5 **Employee Experience (Core Engagement)**

Two yearly	23/24	25/26									
Target	65%	65%									
Actual	74%										
Status	B										

B	>65%
G	55%-65%
A	45%-55%
R	<45%

What is good
Higher is better

Ref: GP1.6 **Appraisal (Personal Development) Completion**

Annually	18/19	20/21	21/22	22/23	23/24	24/25					
Target	95%	95%	95%	95%	95%	95%					
Actual	78.38%	100%	100%	100%	97%						
Status	A	B	B	B	B						

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

What is good
Higher is better

Ref: GP1.7 **Mandatory Training Completion**

Annually	Q1	Q2	Q3	Q4							
Target	95%	95%	95%								
2024	72%	35%	63%								
Status	A	R	R								

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

What is good
Higher is better

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

Monthly	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
2024	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Status	B	B	B	B	B	B	B	B	B			

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

What is good
Higher is better

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

Quarterly	Q1	Q2	Q3	Q4							
Prev 3 year	0.3	0	0								
2024	0	0	0								
Status	G	G	G								
Cumulative											
Prev 3 year	0.3	0	0								
2024	0	0	0								
Status	G	G	G								

B	
G	<1
A	1
R	>1

What is good
Lower is better

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

Quarterly	Q1	Q2	Q3	Q4							
Prev 3 year	0.3	0	0								
2024	0	0	1								
2024	G	G	A								
Cumulative											
Prev 3 year	0.3	0	0								
2024	0	0	1								
Status	G	G	A								

B	
G	<1
A	1
R	>1

What is good
Monitor

Ref: GP1.11   RIDDOR reportable injuries

		Q1	Q2	Q3	Q4								
Quarterly	Prev 3 year	0	0	0	0								
	2024	0	0	0									
	Status	G	G	G									
Cumulative	Prev 3 year	0	0	0	0								
	2024	0	0	0									
	Status	G	G	G									

B	
G	<1
A	1
R	>1

What is good
Lower is better

Ref: GP1.12   Verbal or physical attacks on staff

		Q1	Q2	Q3	Q4								
Quarterly	Prev 3 year	0	0	0	0								
	2024	0	0	0									
	Status	G	G	G									
Cumulative	Prev 3 year	0	0	0	0								
	2024	0	0	0									
	Status	G	G	G									

B	
G	<1
A	1
R	>1

What is good
Lower is better

Public Value – Efficiency

PV.1.1 - Number of reportable data breaches

		18/19	19/20	20/21	21/22	22/23	23/24	24/25
Annual	Target							
	Actual	0	0	0	0	0	0	1
	Status	G	G	G	G	G	G	R

B	
G	0
A	
R	>0

What is good
Less is better

PV.1.2 - Service Desk Response

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2023	100	91	100	96	96	100	96	100	100			
	Status	B	R	B	A	A	B	A	B	B			
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2023	100	96	97	97	97	97	97	97	98	88	80	73
	Status	B	R	A	A	A	A	A	A	A			

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

What is good
Higher is better

PV.1.3 - Service Desk tickets logged

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Prev 3 year												
	2023	15	21	19	45	26	25	26	14	24			
	Status	G	A	A	R	R	A	R	G	A			
Cumulative	Target												
	2023	15	36	55	100	126	151	177	191	215	215	215	0
	Status	G	A	A	R	R	R	R	A	R			

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

What is good
Monitor

PV.1.4- System Uptime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2023	100	100	100	100	100	100	100	100	100			
	Status	B	B	B	B	B	B	B	B	B			
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022	100	100	100	100	100	100	100	100	100			
	Status	B	B	B	B	B	B	B	B	B			

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

What is good
Higher is better

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with clause 4 of the IAA – 'Principles of Collaboration'.

5. FINANCIAL IMPLICATIONS

5.1 None identified at this time.

6. LEGAL IMPLICATIONS

6.1 None identified at this time.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 None identified at this time .

8. RISK IMPLICATIONS

8.1 None identified at this time.

9. CONTRIBUTION TO SERVICE AIMS

9.1 As stated in the TVFCS IAA schedule 2: 'Primary objectives':

9.2 To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004

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

9.4 To improve the resilience of the control room function

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

10. PRINCIPAL CONSULTATION

10.1 Monitoring Officer BMKFA, RBFA

10.2 Joint Coordinating Group.

11. BACKGROUND PAPERS

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

Agenda for Thames Valley Fire Control Service Joint Committee on Thursday, 12th December, 2024, 2.00 pm | Royal Berkshire Fire and Rescue Service

12. <u>APPENDICES</u>

12.1 None.

13. <u>CONTACT DETAILS</u>

13.1 Area Commander Paul Scanes pscanes@bucksfire.gov.uk 07765041960

THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	**ANNUAL REPORT 2024/25**
PRESENTED TO:	**TVFCS JOINT COMMITTEE**
DATE OF MEETING	**10 JULY 2025**
LEAD OFFICER	**AREA MANAGER TIM READINGS**
EXEMPT INFORMATION	**NOT APPLICABLE**
ACTION	**TO NOTE**

1.1   To provide a high level summary of Thames Valley Fire Control (TVFCS) activity during the year 2024/25.

2.   RECOMMENDATION

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

3.   REPORT

3.1   An annual report is produced each year by the outgoing Chairman of the TVFCS Joint Committee. In 2023/24 this was Councillor Peter Frewer (RBFA).

3.2   This report will provide a high-level overview of control room activity and any progress made in relation to service plans and performance, including a look at staffing and a summary of the financial position at year end. Finally, it will provide a look forward to 2025/26 and the key areas of work required to continue making improvements to TVFCS on behalf of the three Thames Valley Fire and Rescue Services (FRS).

3.3   TVFCS continues to be the flagship of collaboration in the region since going live in April 2015. The control centre handles calls and mobilises resources for the three Thames Valley FRS.

3.4   Governance of TVFCS is undertaken by elected members, two from each contributing authority, who form the TVFCS Joint Committee. Senior Responsible Officers (SRO) from each TV FRS form the Joint Coordinating Group (JCG) and support the control manager to monitor and manage performance, reporting into the Joint Committee.

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

4.   **PERFORMANCE**

4.1   TVFCS is measured against a set of targets agreed by Joint Coordinating Group and endorsed by the Joint Committee and these are reviewed as part of the scrutiny of performance reporting. During the last year, a new set of measures and approach to reporting has been developed by the Joint Coordinating Group in response to feedback from Committee members which highlight key performance metrics, staff attendance and activities where TVFCS provide added value to the communities of the Thames Valley.

4.2   TVFCS has performed well against the existing measure for how quickly calls are answered during the year, with the target exceeded on the majority of occasions.

4.3   The measures used to monitor the speed with which TVFCS mobilise fire appliances in response to calls have been regularly reviewed by the TVFCS Management team and Joint Coordinating group. Measures have now been broken down by incident type to allow managers to develop a more detailed understanding of TVFCS performance. TVFCS perform strongly in their response to fires in buildings, with mobilisation times for this key incident type being consistently faster than the target. TVFCS staff find it more challenging to achieve the target in relation to calls to outdoor fires, fires in vehicles and road traffic collisions where it can be more difficulty to obtain an accurate location. Many calls of this nature are passed to TVFCS by other agencies, and TVFCS managers are engaging with managers in both Thames Valley Police and South Central Ambulance to determine how we can improve the sharing of this information between Control room and improve the service being provided.

5.   **STAFFING**

5.1   TVFCS, in common with almost all Fire Control rooms nationally, experienced issues with staff retention and turnover after the lifting of national measures to manage the COVID19 pandemic. TVFCS managers and colleagues from the RBFRS HR function have changed the way recruitment activity is structured, and have undertaken significant work on Control staff health, wellbeing and engagement. This focus appears to be delivering improved outcomes, with no staff choosing to leave TVFCS since February 2024.

5.2   The marked decrease in staff turnover has allowed managers to focus on staff development, rather than recruitment and initial training. TVFCS now has a pool of

staff suitable and ready to move into Supervisory and Middle Manager roles should vacancies as required.

5.3 Staff sickness levels within TVFCS have been stable during 2024/25, with particularly good performance being achieved in relation to short term sickness absence. TVFCS Supervisory and Middle managers have received targeted input from the RBFRS HR team to ensure a consistent approach to the management of sickness absence.

6. YEAR END FINANCIAL POSITION

6.1 The budget for TVFCS is set at the December meeting of the Joint Committee each year. The budget for TVFCS for 2024/25 was £2,874,023. At year end, the actual expenditure was £2,850,155 creating a variance of -£23,868 (-0.83%). The principal cause of this variance was the pay award agreed by the NJC in 2024 being slightly lower than forecast.

7. NOTABLE ACTIVITY

7.1 In December 2024, TVFCS completed a hardware refresh of the DS3000 Intergrayed Communications Control System (ICCS), used by TVFCS staff to handle all telephone and radio traffic in and out of TVFCS. This is a challenging activity, as it involves the migration of the service from the old hardware onto the new, whilst maintaining business as usual levels of service. Close co-operation between TVFCS, the 3 Fire & Rescue Services and the system supplier meant that the works were completed with only minimal disruptions to operational activity. The completion of this work means that all TVFCS systems are now running on hardware and software which meets national security requirements and will be able to provide a resilient Control room service until the contract for TVFCS systems ends in April 2028.

7.4 The temporary Watch Manager, appointed on a 2 year contract in September 2023, continues to have a significant impact on TVFCS projects and development. The additional capacity that the role provides to effect organisational change has allowed TVFCS to make excellent progress in the adoption of National Operation Guidance (NOG) for Fire Controls, with a high quality suite of training materials now available to TVFCS staff, allowing them to align to accepted industry best practice. This has also led to the introduction of a revised 'Maintenance of Knowledge and Skills' system for TVFCS staff based on NOG, to will help to ensure that staff at all stages of their career are able to deliver the service to the highest standards.

7.5 TVFCS have continued to be able to support the three Fire & Rescue Services with effective delivery of their response function. In September 2024, TVFCS , in collaboration with the three Fire and Rescue Services, introduced a revised electronic arrangement for the management of multiple calls to persons trapped by fire in 'high rise' buildings. This arrangement allows the services to comply with a key recommendation of the Grenfell Tower Inquiry, and is being regularly tested, exercised and reviewed to ensure the best possible outcomes for members of the public.

7.6   April 23rd 2025 was the 10th anniversary of TVFCS being a 'live' operational Control room. A number of events took place throughout April to mark this significant milestone. A formal event was held at RBFRS Headquarters on 23rd April, attended by councillors, former Control staff, members of the original project team and the High Sherrif of the Royal County of Berkshire. TVFCS staff attended events hosted in each county to develop working relationships with operational colleagues and allow TVFCS staff to expand their knowledge of operational equipment and procedures, specialist capabilities and Incident command arrangements. The celebrations culminated in TVFCS staff completing a walk across all 3 counties over two days, raising the profile of the Control room and engaging with staff from the Thames Valley Fire & Rescue Services. This event was very successful, and also raised over £3,500 for the Firefighter's Charity.

8.   LOOKING FORWARD

8.1   TVFCS expect to 'go live' on the national Multi Agency Incident Transfer (MAIT) system during Q1 2025/26. Adoption of this initiative will enable TVFCS to exchange incident details with other Fire Control rooms across England electronically without the need for a telephone or radio call, which will improve efficiency and reduce the possibility of errors in the exchange of information.

8.2   Work has commenced on the project to replace the Command and Control systems used by TVFCS at the end of the current contract in April 2028. It is expected that a full business case will be available by December 2025, with significant input being gathered from Control staff, Control Managers and Operational users of the system. The temporary Watch Manager role mentioned earlier in this report will be providing dedicated subject matter expertise to the team to ensure that the replacement solution is able to cater to the needs of all stakeholders and enables TVFCS to continue to provide an excellent service in the future.

8.3   The Joint Coordination Group will continue to progress work to improve the staffing resilience of TVFCS.

8.4   Work associated with the migration to the Emergency Services Network is beginning to increase. This work is coordinated through a regional project structure and the impact on Control room operations will need to be carefully managed by TVFCS managers and will be supported by all three TVFRS.

10.   FINANCIAL IMPLICATIONS

9.1   None

11.   LEGAL IMPLICATIONS

10.1   None

11.   EQUALITY AND DIVERSITY IMPLICATIONS

11.1   None

12.   RISK IMPLICATIONS

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

13.   PRINCIPAL CONSULTATION

13.1   Chief Fire Officer
13.2   Chief Finance Officer

14.   BACKGROUND PAPERS

14.1   None

15.   APPENDICES

15.1   None

16.   CONTACT DETAILS

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

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS Performance Monitoring Report Q4 2024/25
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	10 July 2025
LEAD OFFICER	Area Commander Paul Scanes
EXEMPT INFORMATION	None
ACTION	To Note

1. EXECUTIVE SUMMARY

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

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

1.3 The range of performance measures are reviewed annually by the JCG in accordance with the requirements of the Inter-Authority Agreement (IAA). It has been identified by the JCG, that some measures require further review to ensure that they are providing meaningful information to enable management action. This will take place during July/August 2025.

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

1

2.   RECOMMENDATION

2.1 That the TVFCS Q4 Performance Monitoring Report for 2024/25 be noted.

3.   REPORT

3.1 This report demonstrates Service performance for Quarter 4, between January and March 2025.

3.2 The number of emergency calls received are generally consistent with expected demand compared with the previous 5 years. There was a small spike in demand during January, caused by adverse weather conditions during the month. Although relating to Q3, It should be noted that the figures for December are artificially lower than would normally be expected. This is a result of the final stages of the implementation of the TVFCS Integrated Communications Control System (ICCS) technology refresh, which necessitated TVFCS staff using fallback systems for call handling for a 10 day period. This fallback system offers the same functionality to Control room users in handling calls but does not have same performance logging functionality as the primary TVFCS system.

3.3 TVFCS performance when handling calls to fires in buildings has been quicker than the target measure throughout the quarter. We expect to see strong performance against this measure, as these incidents tend to be easier for Control staff to locate.

3.4 Performance when handling calls to fires in the open and vehicle fires continues to be more challenging. These calls are more difficult for Control staff to locate, as callers are less likely to be able to provide a clearly identifiable location. TVFCS system do provide call handlers with assistance through technology which identifies the caller's physical location when the 999 call is placed, but further questioning is still required to ensure that appliances are mobilised to the correct location.

3.5 The number of safeguarding referrals made by TVFCS and the number of Threats of Arson processed continue to trend upwards. This is a positive reflection of the ongoing training on safeguarding carried out by TVFCS staff, which better enables them to identify situations where safeguarding referral is required, and an improved information flow with Thames Valley Police when threats of arson are made.

3.6 TVFCS staff turnover is now at its lowest level in several years. No staff have left TVFCS since February 2024.

3.7 It was expected that the number of staff who had completed all mandatory organisation training by the end of Q4 would have been higher than the data shows. The TVFCS management team have been focusing on individuals who have an outstanding training requirement during Q1 2025/26 and it is expected that this focus will be reflected in improved completion rates by the end of June 2025.

2

3.8 The time lost to long term sickness absence improved significantly during the quarter. Short term sickness fluctuated during the period, this is not unexpected, as the Control room environment can be easily impacted by viruses and other seasonal illnesses which are more prevalent during the winter months.

3.9 A single data breach was recorded during the year. This was the result of potential access to restricted data being accidentally made available to unauthorised personnel. Subsequent investigation showed that no unauthorised access had actually taken place. The vulnerability has been addressed and safeguards put in place to avoid any recurrence.

3.10 The number of service desk tickets being logged with the C&C system supplier Continues to be higher than desired. The JCG have engaged with the supplier, NEC, to effect an improvement in the support arrangements for this critical system. Early indications are that we are seeing an improvement in stability as a result.

3

Thames Valley Fire Control Service – Performance Monitoring Dashboard

Last Update	31/03/2025
Updated by	Simon Harris

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

Ref:	Great Place to Work - People	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
GP1.1	Headcount Vs Establishment	Nearest target	Monthly	Target 39 FTE	B	B
GP1.2	Staff turnover	Lower is better	Monthly	Target <1%	B	B
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	B	A
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	A	A
GP1.5	Employee experience	Higher is better	Two yearly	Target 65%	B	B
GP1.6	Appraisal (Personal Development) completion	Higher is better	Annually	Target 95%	G	G
GP1.7	Mandatory Training completion	Higher is better	Annually	Target 95%	A	A
GP1.8	Case Management completed within timeframe	Higher is better	Monthly	Target 85%	B	B
GP1.9	Workplace accidents/injuries	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.10	Near misses and hazard reporting	Monitoring only	Quarterly	Previous 3 year average	G	G
GP1.11	RIDDOR reportable incidents	Lower is better	Quarterly	Previous 3 year average	G	G
GP1.12	Verbal or physical attacks on staff	Lower is better	Quarterly	Previous 3 year average	G	G

Ref:	Public Value - Efficiency	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PV1.1	Reportable data breaches	Lower is better	Annually	Target of zero	R	R
PV1.2	Service Desk response	Higher is better	Monthly	Target >95%	B	G
PV1.3	Service Desk tickets logged	Within 10%	Monthly	Previous 3 year average	A	R
PV1.4	System uptime	Higher is better	Monthly	Target >98%	B	B

Key:

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

Monitoring purposes only

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

4

Detailed measures by category:

Public Safety – Effectiveness

Ref: 1.1 Emergency calls answered

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	2918	3047	3294	3783	3916	3262	3248	2893	2944	2750	2601	2736
2024	2801	2989	3424	3489	3435	3923	3318	3142	1919	3191	2466	2968
Status	G	G	G	G	B	R	G	G	B	A	G	G

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	2918	5965	9259	13042	16958	20220	23468	26361	29305	32055	34656	37392
2024	2801	5790	9214	12703	16138	20061	23379	26521	28440	31631	34097	37065
Status	G	G	G	G	G	G	G	G	G	G	G	G

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

What is good
Within 10% of previous five year average

Ref: 1.2 Emergency calls answered within 5 seconds

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
2024	97.08%	97.76%	95.21%	95.17%	95.24%	92.03%	96.79%	94.24%	95.90%	93.12%	96.13%	95.88%
Status	B	B	B	B	B	G	B	B	B	B	B	B

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
2024	97.08%	97.42%	96.68%	96.31%	96.09%	95.42%	95.61%	95.44%	95.49%	95.25%	95.33%	95.38%
Status	B	B	B	B	B	B	B	B	B	B	B	B

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

What is good
Higher is better

Ref: 1.3 Emergency calls answered within 10 seconds

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
2024	99.00%	99.03%	97.49%	99.44%	97.14%	95.52%	98.20%	96.96%	97.23%	95.61%	98.11%	98.06%
Status	B	B	G	B	G	R	B	A	G	R	B	B

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
2024	99.00%	99.02%	98.51%	98.74%	98.42%	97.94%	97.97%	97.85%	97.78%	97.56%	97.61%	97.65%
Status	B	B	B	B	B	G	G	G	G	G	G	G

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

What is good
Higher is better

Ref 1.4 - Calls per FTE Control Operator

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	61	61	61	61	61	61	61	61	61	61	61	61
2024	78	83	95	97	95	109	92	87	53	89	69	82
Status	B	B	B	B	B	B	B	B	A	B	B	B

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target												
2024	78	80	85	88	90	93	93	92	88	88	86	86
Status	B	B	B	B	B	B	B	B	B	B	B	B

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

What is good
Monitor

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

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	90	90	90	90	90	90	90	90	90	90	90	90
2024												
Status												

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	90	90	90	90	90	90	90	90	90	90	90	90
2024												
Status												

B	<90
G	90-90.9
A	91-100
R	>100

What is good
Higher is better

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

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	90	90	90	90	90	90	90	90	90	90	90	90
Avg Seconds	68	84	78	92	76	102	81	83	75	65	78	79
Status	B	B	B	A	B	A	B	B	B	B	B	B

Cumulative

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Avg Seconds	68	76	77	81	80	79	83	83	82	80	80	80
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	<90
G	90-90.9
A	91-109.9
R	>110

What is good
Higher is better

5

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

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	<90
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90	90		G	90-90.9
	Avg Seconds	92	102	90	99	88	93	91	86	97	95	84	87		A	91-109.9
	Status	A	A	A	A	B	A	A	B	A	A	B	B		R	>110
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90	90		**What is good**	
	Avg Seconds	92	97	95	96	94	94	106	93	93	93	92	92		Higher is better	
	Status	A	A	A	A	A	A	A	A	A	A	A	A			

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

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	<90
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90	90		G	90-90.9
	Avg Seconds	90	98	91	97	102	105	105	93	98	104	102	106		A	91-109.9
	Status	G	A	A	A	A	A	A	A	A	A	A	A		R	>110
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90	90		**What is good**	
	Avg Seconds	90	94	93	94	96	97	112	98	98	98	99	99		Higher is better	
	Status	G	A	A	A	A	A	A	A	A	A	A	A			

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

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	<90
Monthly	Target	90	90	90	90	90	90	90	90	90	90	90	90		G	90-90.9
	Avg Seconds	109	109	118	124	102	120	106	101	49	97	116	99		A	91-109.9
	Status	A	A	R	R	A	R	A	A	B	A	R	A		R	>110
Cumulative	Target	90	90	90	90	90	90	90	90	90	90	90	90		**What is good**	
	Avg Seconds	109	109	112	115	112	114	127	111	104	104	105	104		Higher is better	
	Status	A	A	R	R	R	R	R	R	A	A	A	A			

Ref: 1.10   Challenged calls resulting in no requirement to attend

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	
Monthly	Prev 5 year														G	
	2024	36	31	48	118	150	250	249	299	275	346	181	125		A	
	Status														R	
Cumulative	Prev 5 year														**What is good**	
	2024	36	67	115	233	383	633	882	1181	1456	1802	1983	2108		Monitor	
	Status															

Ref: 1.11   Call Handling Target - Stations alerted within 90 seconds (All Incidents - excluding call challenge)

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	81%-100%
Monthly	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%		G	80%-80.9%
	2024	68	63	64	67	64	62	64	69	69	72	71	70		A	79.9%-70%
	Status	R	R	R	R	R	R	R	R	R	A	A	A		R	69.9%-0%
Cumulative	Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%		**What is good**	
	2024	68	66	65	65	65	65	65	65	66	66	67	67		Higher is better	
	Status	R	R	R	R	R	R	R	R	R	R	R	R			

Ref: 1.12   Fire Survival Guidance given

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	0
Monthly	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		G	1-3
	2024	1	0	2	0	1	0	0	0	2	0	0	0		A	4-5
	Status	G	B	G	B	G	B	B	B	G	B	B	B		R	>5
Cumulative	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		**What is good**	
	2024	1	1	3	3	4	4	4	4	6	6	6	6		Monitor	
	Status															

Ref: 1.13   Safeguarding referrals made

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		B	<10%
Monthly	Prev 5 year	10	14	11	14	10	11	11	15	15	15	14	14		G	Within 10%
	2024	17	13	19	19	19	12	22	30	11	22	13	17		A	>10%
	Status	R	G	R	R	R	G	R	R	B	R	G	R		R	>20%
Cumulative	Prev 5 year	10	24	35	49	59	70	81	96	111	126	140	154		**What is good**	
	2024	17	30	49	68	87	99	121	151	162	184	197	214		Monitor	
	Status	R	R	R	R	R	R	R	R	R	R	R	R			

6

Ref: 1.14 Threats of Arson dealt with

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 5 year	11	11	15	15	17	18	18	20	17	11	10	10
2024	13	10	15	9	15	10	16	12	10	12	26	18
Status	A	G	G	B	B	B	B	B	B	G	R	R
Prev 5 year	11	22	37	52	69	87	105	125	142	153	163	173
2024	13	23	38	47	62	72	88	100	110	122	148	166
Status	A	G	G	G	B	B	B	B	B	B	G	G

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

What is good
Monitor

Great Place to Work – People

Ref: GP1.1   Headcount Vs Establishment

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	39	39	39	39	39	39	39	39	39	39	39	39
2024	41	41	41	41	41	41	41	41	41	41	41	41
Status	B	B	B	B	B	B	B	B	B	B	B	B
Target	39	39	39	39	39	39	39	39	39	39	39	39
2024	41	41	41	41	41	41	41	41	41	41	41	41
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	>100%
G	>94.9%
A	<95%
R	<90%

What is good
Nearest target

Ref: GP1.2   % Staff turnover

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
2024	0	0	0	0	0	0	0	0	0	0	0	0
Status	B	B	B	B	B	B	B	B	B	B	B	B
Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
2024	0	0	0	0	0	0	0	0	0	0	0	0
Status	B	B	B	B	B	B	B	B	B	B	B	B

B	
G	<1%
A	1.1% -2.5%
R	>2.5%

What is good
Lower is better

Ref: GP1.3   % Long-term Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	7.69%	7.37%	4.91%	4.58%	3.95%	2.63%	2.47%	4.61%	3.12%	3.88%	2.43%	0.81%
Status	A	A	A	A	A	G	G	A	A	A	G	B
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	7.69%	7.53%	6.66%	6.14%	5.70%	5.19%	4.80%	4.78%	4.59%	4.52%	4.33%	4.04%
Status	A	A	A	A	A	A	A	A	A	A	A	A

B	<1%
G	1.1%-3%
A	3.1%-10%
R	>10.1%

What is good
Lower is better

Ref: GP1.4   % Short-term Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	1.80%	5.57%	0.65%	2.78%	1.97%	1.81%	3.62%	3.45%	4.77%	3.40%	2.75%	3.72%
Status	G	A	B	G	G	G	A	A	A	A	G	A
Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%
2024	1.80%	3.69%	2.67%	2.70%	2.55%	2.43%	2.60%	2.71%	2.94%	2.98%	2.96%	3.02%
Status	G	A	G	G	G	G	G	G	G	G	G	A

B	<1%
G	1.1%-3%
A	3.1%-10%
R	>10.1%

What is good
Lower is better

7

Ref: GP1.5   Employee Experience (Core Engagement)

	23/24	25/26										
Target	65%	65%										
Actual	74%											
Status	B											

Two yearly

B	>65%
G	55%-65%
A	45%-55%
R	<45%

What is good
Higher is better

Ref: GP1.6   Appraisal (Personal Development) Completion

	18/19	20/21	21/22	22/23	23/24	24/25						
Target	95%	95%	95%	95%	95%	95%						
Actual	78.38%	100%	100%	100%	97%	93%						
Status	A	B	B	B	B	G						

Annually

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

What is good
Higher is better

Ref: GP1.7   Mandatory Training Completion

	Q1	Q2	Q3	Q4								
Target	95%	95%	95%	95%								
2024	72%	35%	63%	67%								
Status	A	R	R	A								

Annually

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

What is good
Higher is better

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

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
2024	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Status	B	B	B	B	B	B	B	B	B	B	B	B

Monthly

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

What is good
Higher is better

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

	Q1	Q2	Q3	Q4								
Prev 3 year	0.3	0	0	0								
2024	0	0	0	0								
Status	G	G	G	G								

Quarterly

	Q1	Q2	Q3	Q4								
Prev 3 year	0.3	0	0	0								
2024	0	0	0	0								
Status	G	G	G	G								

Cumulative

B	
G	<1
A	1
R	>1

What is good
Lower is better

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

	Q1	Q2	Q3	Q4								
Prev 3 year	0.3	0	0	0								
2024	0	0	1	0								
2024	G	G	A	G								

Quarterly

	Q1	Q2	Q3	Q4								
Prev 3 year	0.3	0	0	0								
2024	0	0	1	0								
Status	G	G	A	G								

Cumulative

B	
G	<1
A	1
R	>1

What is good
Monitor

8

Ref: GP1.11 RIDDOR reportable injuries

	Q1	Q2	Q3	Q4								
Prev 3 year	0	0	0	0								
2024	0	0	0	0								
Status	G	G	G	G								

B		
G	<1	
A	1	
R	>1	

Quarterly

	Q1	Q2	Q3	Q4								
Prev 3 year	0	0	0	0								
2024	0	0	0	0								
Status	G	G	G	G								

What is good
Lower is better

Cumulative

Ref: GP1.12 Verbal or physical attacks on staff

	Q1	Q2	Q3	Q4								
Prev 3 year	0	0	0	0								
2024	0	0	0	0								
Status	G	G	G	G								

B		
G	<1	
A	1	
R	>1	

Quarterly

	Q1	Q2	Q3	Q4								
Prev 3 year	0	0	0	0								
2024	0	0	0	0								
Status	G	G	G	G								

What is good
Lower is better

Cumulative

Public Value – Efficiency

PV.1.1 - Number of reportable data breaches

	18/19	19/20	20/21	21/22	22/23	23/24	24/25
Target							
Actual	0	0	0	0	0	0	1
Status	G	G	G	G	G	G	R

Annual

B		
G	0	
A		
R	>0	

What is good
Less is better

PV.1.2 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2023	100	91	100	96	96	100	96	100	100	100	100	100
Status	B	R	B	A	A	B	A	B	B	B	B	B

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

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
2023	100	96	97	97	97	97	97	97	98	98	98	98
Status	B	R	A	A	A	A	A	A	G	G	G	G

What is good
Higher is better

Cumulative

PV.1.3 - Service Desk tickets logged

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Prev 3 year												
2023	15	21	19	45	26	25	26	14	24	24	14	21
Status	G	A	A	R	R	A	R	G	R	R	G	A

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

Monthly

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target												
2023	15	36	55	100	126	151	177	191	215	239	253	274
Status	G	A	A	R	R	R	R	A	R	R	R	R

What is good
Monitor

Cumulative

PV.1.4- System Uptime

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%		B	100%
	2023	100	100	100	100	100	100	100	100	100	99.6	99.85	100		G	> 97.9%
	Status	B	B	B	B	B	B	B	B	B	G	G	B		A	> 95.9%
															R	< 96%
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%		**What is good**	
	2022	100	100	100	100	100	100	100	100	100	99.96	99.95	99.95		**Higher is better**	
	Status	B	B	B	B	B	B	B	B	B	B	G	G			

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1   This report complies with clause 4 of the IAA – 'Principles of Collaboration'.

5. FINANCIAL IMPLICATIONS

5.1   None identified at this time.

6. LEGAL IMPLICATIONS

6.1   None identified at this time.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1   None identified at this time .

8. RISK IMPLICATIONS

8.1   None identified at this time.

9. CONTRIBUTION TO SERVICE AIMS

9.1   As stated in the TVFCS IAA schedule 2: 'Primary objectives':

9.2   To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004

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

9.3   To improve the resilience of the control room function

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

10. PRINCIPAL CONSULTATION

10.1   Monitoring Officer BMKFA, RBFA
10.2   Joint Coordinating Group.

11. BACKGROUND PAPERS

11.1   None

12. APPENDICES

12.1   None

13. CONTACT DETAILS

13.1   Area Commander Paul Scanes pscanes@bucksfire.gov.uk 07765041960

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS REPLACEMENT HIGH LEVEL BUSINESS CASE
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	10 JULY 2025
LEAD OFFICER	AREA MANAGER TIM READINGS
EXEMPT INFORMATION	NOT APPLICABLE
ACTION	FOR DECISION AND ITEMS TO NOTE

1. EXECUTIVE SUMMARY

1.1 Thames Valley Fire Control Service (TVFCS) went operationally live in 2015. The original business case predicted services would collectively save £1 million per year when compared to predicted costs of running their legacy, individual control rooms. TVFCS was one of the first of its kind, providing a joint operating model across the three Thames Valley FRS and providing an essential service to close to two and a half million people across the three counties.

1.2 Having reached the significant milestone of ten successful years of collaboration, TVFCS needs support and investment to allow it to continue to provide a safe, effective and efficient service for residents and visitors to Thames Valley for the next ten years.

1.3 There are two important factors for committee members awareness.

1.4 Firstly, the mobilising system that TVFCS uses is reaching the end of its life. In 2030 it will no longer me supported, and as such it will not be possible to use the equipment beyond that date.

1.5 Secondly, the TVFCS Inter Authority Agreement (IAA) expires in April 2030. Clause 30 of the agreement requires each Fire Authority to discuss continued participation in a Joint Fire Control (TVFCS) by April 2027, reaching agreement on future provision by April 2028. It will be necessary to work together to renew this agreement and this work will need to be bought forward to facilitate the purchase of a new mobilising system.

1.6 In December 2024 Joint Committee resolved to recommend to Authorities that, in principle, they should continue participating in TVFCS beyond 2030 by approving the project mandate to commence the TVFCS replacement project in 2025/26.

1.7 Joint Committee further agreed that a final decision and full approval of future participation in TVFCS, including further investment in the replacement project, will be taken on presentation of the full business case in December 2025.

1.8 It was also agreed that the capital expenditure profile for 2025/26 enabling investment in phase 1 of the project resourcing to deliver the full business case be approved.

1.9 This report provides a mid-year update, including an outline business case and opportunity matrix to appraise members of progress to date.

1.10 An opportunity canvas, setting out key risks, issues and opportunities, can be found in Appendix A.

1.11 This report provides information regarding building a comprehensive project brief for the future replacement of the TVFCS Command and Control systems and associated technologies, ensuring an efficient, effective and robust service is provided into the next decade and beyond.

2. RECOMMENDATION

2.1 To **NOTE** the outline business case for the TVFCS technology refresh as an interim step on the journey to a full business case in December 2025.

2.2 To **AGREE** that it is appropriate and necessary to commence an early discussion on refreshing the Legal Agreement Relating to the Steady State Operation of the Thames Valley Fire Control Service (the legal agreement) at the December 2025 Joint Committee meeting once a decision has been taken on the full business case.

2.3 To **AGREE** a return to quarterly meetings of the Joint Committee during the project to ensure adequate opportunities for engagement and oversight.

2.4 To **NOTE** the work being undertaken to establish a collaborative procurement strategy, and that officers intend to bring an update to in September to the Joint Committee.

3. REPORT

3.1 This report provides the outline business case for a replacement TVFCS command and control system.

3.2 Replacement of the systems in TVFCS will require significant stakeholder and sector engagement and market research. This is needed to ensure the development of a robust, resilient and sustainable specification that translates into an effective full business case. The full business case will identify the optimal solution for both public finances and public safety. Likely contract costs dictate a procurement process commensurate with a high value, long term, mission critical contract. Early engagement with TVFCS subject matter experts indicates that implementation of a new solution could take around two years. The outline business case set out in this report provides an opportunity for Joint Committee members to consider the development of this project.

3.3 This report is accompanied by an Opportunity Canvas. This document is intended to provide a high-level view of the project on one page. This is a milestone agreed by members in December 2024. Members are asked to use the document as a means of comprehending the extent of the work being commissioned.

3.4 Initial fact finding indicates that the implementation costs of a replacement command and control system will be in the range of £8 to £20 million over 8 to 10 years.

3.5 The full business case, presented in December, will provide a revised range of costs for the project.

3.6 Noting the complexity and importance of the project and the need for scrutiny and accountability this report proposes that the Joint Committee reverts to the meeting

schedule as set out in the Legal Agreement, namely quarterly meetings held in March, July (annual meeting), September and December. (IAA Schedule 3, Part B, Section 3.2). Officers are focused on ensuring that members are well informed during this project. Revising the meeting schedule will provide greater opportunity for transparency and more frequent decision points. Joint Committee is asked to agree this recommendation.

3.7 The Legal Agreement Relating to the Steady State Operation of the Thames Valley Fire Control Service (often referred to as the Inter-Agency Agreement (IAA)) is set to expire on the fifteenth anniversary of its commencement date, which was in 2015. Therefore, the legal agreement will expire in 2030.

3.8 The legal agreement includes a formal process for considering renewal. Clause 30 ("Discussions Prior to Expiry") outlines that, 3-years before the Expiry Date (i.e. in 2027), the Fire Authorities must begin discussions on whether they wish to continue participating in the Thames Valley Fire Control Service (TVFCS) after the agreement expires in 2030.

3.9 The aim is to reach a decision by two years before expiry (i.e. by 2028).

3.10 If the Fire Authorities decide not to continue or fail to reach agreement, the provisions of Clause 31 (Consequences of Expiry) will apply, including exit protocols and asset disposal.

3.11 As there is no facility for an automatic renewal, and given the scale of the technology replacement project, this report proposes that Joint Committee members agree to discuss refreshing the legal agreement at the December 2025 Joint Committee meeting once a decision has been taken on the full business case.

3.12 This report notes that after April 2030, should the legal agreement have expired, participating Authorities will not have recourse to an agreement that binds them.

3.13 Members are asked to **AGREE** that it is appropriate and necessary to commence an early discussion on refreshing the Legal Agreement Relating to the Steady State Operation of the Thames Valley Fire Control Service (the IAA) at the December 2025 Joint Committee meeting once a decision has been taken on the full business case.

3.14 Work is ongoing to secure the services of a procurement team to support the technology replacement. Oxfordshire CC Procurement Team are offering to manage the procurement on behalf of TVFCS. Officers consider this to be a pragmatic solution, although further work is required to deliver this.

3.15 Project funding agreed by Joint Committee in December could be used to support a colleague in Oxfordshire CC to undertake this work.

3.16 It is proposed that a finalised arrangement is bought to the Joint Committee meeting in September so that members are clear about the procurement pathway.

4. <u>COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT</u>

4.1 This report complies with the TVFCS Inter Authority Agreement (IAA).

5. <u>FINANCIAL IMPLICATIONS</u>

5.1 Refer to Section 5 of the TVFCS replacement project mandate approved 12 December 2024 (see background papers).

Project Resource Summary

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

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

6. CONTRIBUTION TO SERVICE AIMS

6.1 The contents of this report support the following primary objectives as set out in the TVFCS partnership agreement:
- To satisfy the core functions of the Fire Authorities as defined in the Fire and Rescue Services Act 2004
- To satisfy the statutory duty of all the Fire Authorities as category one responders as defined in the Civil Contingencies Act 2004
- To improve the resilience of the control room function
- To improve performance
- To generate efficiencies

7. LEGAL IMPLICATIONS

7.1 This report complies with the remit and objectives of the Joint Committee as set out in the Legal Agreement Relating to the Steady State of Operation of the Thames Valley Fire Control Service.

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

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

8 EQUALITY AND DIVERSITY IMPLICATIONS

8.1 None

9   RISK IMPLICATIONS

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

13.   PRINCIPAL CONSULTATION

13.1   Joint Coordinating Group

14.   BACKGROUND PAPERS

14.1   [Thames Valley Fire Control Service Joint Committee - Thursday, 12th December, 2024 2.00 pm](#)

[9 - TVFCS replacement project mandate.pdf](#)

15.   APPENDICES

15.1   Appendix A - Opportunity Canvas – High Level Business Case
15.2   Appendix B – TVFCS Command & Control System Replacement – next 6 months 2025

16.   CONTACT DETAILS

16.1   Area Manager Tim Readings readingst@rbfrs.co.uk 07776 325 423

Opportunity Canvas – High Level Business Case

Project / Initiative Title *Current working title*	TVFCS Replacement		Document Author	Matt Payne	Date	25th Jun 2025

Problem Statement *Concise description of specific issue negatively impacting the organisation.*	The Thames Valley Fire Control Service (TVFCS) currently operates a Vision Command & Control System (CCS) that underpins its ability to deliver mission-critical services across Oxfordshire, Royal Berkshire, and Buckinghamshire Fire and Rescue Services. This system, along with its associated hardware, is projected to reach end of life post-2029. Failure to replace or upgrade the system in a timely manner would compromise the operational capability, interoperability, and resilience of the control service. To protect public safety and maintain the statutory obligations of the three partner Fire Authorities, a replacement Command & Control system must be procured, commissioned, and implemented within a managed and strategic transition period. Specific factors include: - Current Vision support contract expires in April 2028, with option to extend for a further two years. The overall contract value would preclude extending this any further than 2030. - The hardware that runs both elements of the mobilising system will be approaching end of life in 2028, and the Windows servers will be unsupported beyond January 2029. In all cases, the hardware will become unviable beyond 2029. - Degradation of the current hardware will introduce security compliance issues, one of which would be failure to comply with the 'Annex A' regulations for maintaining system access to the Motorola Airwave secure radio network.	**Business Outcome** *Outcome Statement – what is the desired outcome?*	The system must enable Fire Authorities to deliver their statutory duties. Under the Fire and Rescue Services Act 2004, fire and rescue authorities are legally required to "make arrangements for dealing with calls for help and for summoning personnel in response to emergencies" (Section 7(2)(c)). This duty underpins the operational function of fire control rooms, which must be capable of receiving emergency calls, mobilising resources, and coordinating responses to incidents such as fires, road traffic collisions and other emergencies. The legislation mandates that fire and rescue authorities secure the necessary personnel, services, equipment, and training to meet all normal requirements effectively and efficiently.
Project Stakeholders *Key business initiative contacts.*	Critical senior business project stakeholders include: Tim Readings, Joint Committee Group SRO – Royal Berkshire Fire and Rescue Service (RBFRS) Paul Scanes, Joint Committee Group SRO – Buckinghamshire Fire and Rescue Service (BFRS) Matt Chapman, Joint Committee Group SRO – Oxfordshire Fire and Rescue Service (OFRS) Mike Swadling, Joint Committee Group SRO – Oxfordshire Fire and Rescue Service (OFRS) Simon Harris, Group Manager – Thames Valley Fire Control Service (TVFCS)	**Business Impact & Measurement** *What are the benefits and risks? How can the outcome be measured?*	The success of the project should be assessed through measurement of established KPI metrics supported with a benefits realisation process. The risks of not proceeding with the project are summarised in the **Problem Statement** and **Business Outcome** sections. It should also be noted that the TVFCS Inter Authority Agreement (IAA) expires in April 2030. Clause 30 of the agreement requires each Fire Authority to discuss continued participation in a Joint Fire Control (TVFCS) by April 2027, reaching agreement on future provision by April 2028. The Authorities must consider and agree the intent to continue participating in TVFCS as part of the project mandate, thereby enabling project work to begin. Potential risks of proceeding with the implementation include: - Operational Disruption - Downtime during transition could delay emergency response. - Integration Complexity - Difficulty integrating with dependent systems. - Resistance to Change - Fire service personnel may resist new workflows or interfaces. - Vendor Lock-In - Dependence on single vendor for cloud services or software components. - Cost Overruns - Exceed budget due to unforeseen technical challenges or scope creep. - Data Migration Issues - Loss or corruption of historical incident data during migration. - Regulatory Non-Compliance - Failure to meet GDPR, FOIA, or other legal requirements. - Performance Bottlenecks - Inability to handle peak loads or real-time demands effectively.
Business Community *Users impacted by the existing business problem.*	Business users directly, or potentially critically impacted by this change include: - TVFCS Control Room staff and senior management - Fire Officers from all three services - Fire crews from all three services - Tech Comms departments from all three services - Additional support services from all three services	**Cost / Effort / Resources** *High level indication of any known costs, effort and resources needed to solve this problem.*	In addition to the specific system implementation cost indicated in the **Solution Hypothesis**, we must also consider the system integration costs for dependant processes / systems of all three Fire Services including: Comms & Mobilisation; Risk; Resources and Availability; Reporting. Core Project Team roles likely to be required include: - Programme / Project Manager - planning, execution, and delivery and internal governance. - Business Analyst - interface between business stakeholders and technical delivery team. - Procurement Specialist - tendering, supplier engagement, and contract award processes. - Technical Architect / Systems Engineer - designs the system architecture and ensures integration with existing emergency services infrastructure (e.g., ICCS, CAD, GIS). - Fire Service Operational Leads (one per service) - domain expertise on fire service operations and workflows. - Change Manager / Training Lead - manages stakeholder engagement and user training. - Data Analyst / Integration Specialist - data migration, interoperability, and analytics. - Quality Assurance, Testing Lead & Test Team - develop and execute test plans.
Solution Hypothesis *High level solution concept including relevant options.*	The default strategic solution will be to replace the legacy TVFCS CCS system with a modular, cloud-enabled, and standards-based platform. This will maintain and improve operational efficiency, inter-agency collaboration, and system resilience, while reducing long-term costs and enabling future innovation. The Phase 1 scope will be the replacement of the current CCS system and hardware. TVFCS Control Centre processes will be maintained at existing levels as a minimum, though cost-effective enhancements will be achieved, wherever it is feasible to leverage technology advances, within the parameters of the selected product. Business requirements for enhancements to directly associated products and processes, beyond TVFCS Control Centre remit, will be recorded and documented for Phase 2, but not considered part of the current project scope for delivery. It will be possible to flex the delivery scope inclusions, based on business prioritisation and budget / resource / timescale feasibility. Recent further assessment of likely implementation costs summarised as follows: - Cost for the CCS system estimated between £10 million and £16 million. - The above estimate will be spread over the life span of the system – 8 to 10 years. - The initial outlay and spread will vary depending on factors such as cloud versus 'on premise'. - An 'on premise' solution will introduce an initial hardware refresh cost, whereas a cloud-based solution has capex implications, to spread that spread that cost annually, though does also introduce a cost for WAN cloud connectivity. - Project resource and integration costs would be additional – see **Cost / Effort / Resources**.	**Next Steps** *What else is needed make further progress and support approval?*	Engagement with suppliers will be needed to conduct a more holistic assessment of business requirements and likely cost. This will be critical for establishing the full Business Case. High-level key milestones are currently projected as follows: - High level Business Case (Opportunity Canvas) in July 2025 - Full Business Case in December 2025 - Authorities commission a replacement project, commencing in 2025/26, to deliver new systems and a refreshed IAA by April 2028, with a contingency of April 2029. - Current contractual arrangements for the (Vision) mobilising system have been extended to April 2028 with options to extend for a further two years. - The scale and complexity of replacing core TVFCS systems and agreeing a refreshed Inter Authority Agreement is likely to take 3 to 4 years, requiring dedicated, specialist resources.

TVFCS Command & Control System Replacement – next 6 months 2025

JUL — **AUG** — **SEP** — **OCT** — **NOV** — **DEC**

Opportunity Canvas
(Outline Business Case)

Purpose: Business Alignment

Defines the Business Problem and desired Outcome. Identifies the Solution direction and high-level business impact and cost implications.

Recruit Project Manager

Purpose: Key Project Resource

A Project Manager is needed to focus on planning, milestones, procurement and the creation of artefacts needed to manage the project from initiation through to completion.

Ongoing Project Planning and delivery of key Project Management artefacts

Full Business Case

Purpose: Formal definition and approval

- Project Summary
- Recommendation & Benefits
- Financial Analysis
- Alternative Options
- Risk Analysis & Conclusion

Supplier Engagement

Purpose: Engagement with suppliers is needed to conduct a more holistic assessment of business requirements against solution capabilities and likely cost. This will be critical in establishing the full Business Case.

Engagement will be phased, with an increasing level of detail, and conducted in accordance with the UK Procurement Act 2023.

Leads to Product Selection & Implementation

Business Analysis

Purpose: Elicit, assess and document detailed Business Processes, Flows and Requirements.

The Business Analysis function ensures the project aligns with organisation strategy and business objectives. Successful business requirements definition and project support will help the project stay on track and maximise the value delivered.

Ongoing through to supporting project delivery and business User Acceptance Testing

Thames Valley Fire Control Service

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THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	CONTINGENCY CALL HANDLING SERVICE AND RELATED SERVICES
PRESENTED TO:	TVFCS JOINT COMMITTEE
DATE OF MEETING	10 JULY 2025
LEAD OFFICER	AREA MANAGER TIM READINGS
EXEMPT INFORMATION	NONE
ACTION	TO NOTE

1.   EXECUTIVE SUMMARY

1.1   Royal Berkshire Fire Authority is required to have effective business continuity arrangements in place in relation to the provision of its statutory duty to make arrangements for dealing with calls for help and summoning assistance.

1.2   The Authority's current Contingency Call Handling arrangements are discharged through a contract with Securitas Security Services. The contract expired in April 2025 and a tender process for ongoing provision of resilience call handling has been completed.

1.3   A single provider, Securitas Security Services (UK) Limited, has tendered for the contract to provide 4 years of Contingency Call Handling Service and Related Services for Thames Valley Fire Control Service.

1.4   The tender and contract meet the specified service requirements.

1.5   The contract is within budget and within expected ongoing costs in the Medium-Term Financial Plan.

1.6   The contract has been signed and has been in effect since 1 May 2025.

1.7 This report was intended for the April 2025 committee meeting. Due to cancellation, it is presented now.

2. RECOMMENDATION

That the TVFCS Joint Committee:

2.1 **NOTE** the award of the contract to Securitas Security Services (UK) Limited for the provision of a Contingency Call Handling Service and Related Services for Thames Valley Fire Control Service.

3. REPORT

3.1 Effective business continuity arrangements are a requirement of the Civil Contingencies Act 2004. The requirement for Fire and Rescue Services (FRS) is further set out in the Fire and Rescue National Framework for England.

3.2 In 2021 Royal Berkshire Fire Authority (the "Authority") contracted Securitas Security Services (UK) Limited for the Provision of a Contingency Call Handling Service for Thames Valley Fire Control Service (TVFCS).

3.3 The contract period for that provision commenced on 1 May 2021 and expired on 30 April 2025 following two contractual periods of extension.

3.4 An accelerated open procedure tender for ongoing provision of a Contingency Call Handling Service and Related Services was agreed by the TVFCS Joint Committee on 12 December 2024.

3.5 The tender for the new provision, including contract periods, was broadly similar to the current arrangements. The intention is for the contract to be enacted if TVFCS are unable to function effectively through normal staffing arrangements, for example, in the event of:

- Natural disaster
- Terrorist event
- Pandemic outbreak
- Industrial action
- Another unforeseen similar event.
- Exceptionally high levels of staffing absence

3.6 However, in contrast to the preceding contract additional elements around exercising and testing have been included. They comprise 2 days of refresher training and an exercise for all contingency staff on an annual basis. These

are designed to increase assurance around the readiness and resilience of the contingency service provision.

3.7 In approving this contract, the Royal Berkshire Fire Authority has entered a 'TVFCS contract' (see 6.1 below). It will form part of the TVFCS revenue budget with the service being provided to and paid for by all three Thames Valley FRS.

3.8 As a TVFCS contract it is bound by the TVFCS Inter-Authority Agreement (IAA) whereby any new contract must be an Authority decision. Therefore, the paper presented to Royal Berkshire Fire Authority Management Committee was circulated to TVFCS SROs for approval at the respective Authorities.

3.9 Committee are asked to note that the public tender process has concluded (tender reference 1472) and there was a sole bidder, the current supplier, Securitas Security Services (UK) Limited.

3.10 This paper asks the Committee to note that a new contract for the provision of a Contingency Call Handling Service and Related Services for TVFCS was entered into from the 1 May 2025 with Securitas Security Services (UK) Limited.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with the TVFCS Inter Authority Agreement

5. <u>FINANCIAL IMPLICATIONS</u>

5.1 The cost of the contract has two main features; firstly, the cost of maintaining the service and ensuring the provision and availability of trained operators (including training and exercising) and secondly, a pricing schedule that sets out deployment costs should a business continuity event occur that would require activation and delivery of the service.

5.2 The contract has an initial term of 2 Years, from 1 May 2025 to 30 April 2027. The Authority may extend the contract in its sole discretion by a further period of up to 2 years (on a 1 +1 basis) until 30 April 2029. The base total contract value for four years, for maintaining the service, is £68,565.88.

5.3 The contract will be paid for via the TVFCS revenue budget which is subject to the TVFCS Cost Apportionment Model. This was reviewed, refreshed and agreed in July 2024 and sets out the proportion of the TVFCS budget each FRS will pay. The current rates for the next 3 years are Royal Berkshire Fire Authority 37.5%, Buckinghamshire and Milton Keynes Fire Authority 33.7% and Oxfordshire County Council 28.8%.

5.4 The cost allocation to authority under the cost apportionment model is as follows:

		Total cost	Annual cost
Royal Berkshire Fire Authority	37.5%	£25,712.21	£6,428.05
Buckinghamshire and Milton Keynes Fire Authority	33.7%	£23,106.70	£5,776.68
Oxfordshire County Council	28.8%	£19,170.97	£4,792.74

5.5   The TVFCS budget for 2025-26 allocates £20,000 for the Contingency Call Handling Service and Related Services across all partners, a movement of £13,610 to account for increasing costs. This report notes that the contract value is within budget.

5.6   The TVFCS Medium Term Financial Plan (MTFP) sets out the base budget provision against the current contractual arrangements and allocates £20,000pa through to 2027-28 for the Contingency Call Handling Service and Related Services.

5.7   The pricing schedule for deployment costs is set at £10,440 for every 24hr period. The minimum deployment period is 2 x 12 shifts in a 24-hour period. The service provision during deployment will be 5 emergency call handlers and 1 supervisor. Any net additional costs relating to deployment will be met through reserves. To date the service has not activated the contract and therefore no deployment data exists to support projection of costs.

6.   LEGAL IMPLICATIONS

6.1   TVFCS Inter-Authority Agreement defines a TVFCS contract as, *'any contract between one or more of the Fire Authorities and a third party relating to the Purpose which is procured for the Purpose and is funded from the TVFCS Revenue Account or the Renewals Account…'*

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

6.3   Fire and Rescue Services Act 2004, Part 2, Core Functions, Sections 7, 8 and 9 state in subsection (2) of each section, that, in making provision under subsection (1) a fire and rescue authority must in particular: c) make arrangements for dealing with calls for help and for summoning personnel.

6.4   Civil Contingencies Act 2004 Section 2 Duty to assess, plan and advise *(1) 'a person or body listed' (c) 'maintain plans for the purpose of ensuring, so far as is reasonably practicable, that if an emergency occurs the person or body is*

able to continue to perform his or its functions' and Section 2 (1) (d) 'maintain plans for the purpose of ensuring that if an emergency occurs or is likely to occur the person or body is able to perform his or its functions so far as necessary or desirable for the purpose of— (i)preventing the emergency, (ii)reducing, controlling or mitigating its effects, or (iii)taking other action in connection with it'

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

7.   EQUALITY AND DIVERSITY IMPLICATIONS

7.1   Equality, diversity and inclusion requirements are key terms of the contract. This is intended to provide confidence and assurance to TVFRS that the preferred supplier aligns to FRS ethics and has systems and processes in place that meet our expectations. Examples include:

7.2   The service provider shall abide by and comply with all United Kingdom legislation and codes of practice relating to the Equality Act 2010

7.3   The service provider shall use all reasonable endeavours and ensure that so far as reasonably practicable staff, subcontractors and agents comply with the Authority's polices on equality, diversity and equal opportunities.

7.4   The service provider shall commit to building inclusive workplace cultures which are aligned with the Disability Confident scheme and the RBFRS Equality, Diversity & Inclusion objectives.

8.   RISK IMPLICATIONS

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

9.   CONTRIBUTION TO SERVICE AIMS

9.1   The stated primary objectives of Thames Valley Fire Control Service (TVFCS) include requirements: *"To improve the resilience of the control room function and to satisfy the statutory duty of all the Fire Authorities as*

*category one responders as defined in the Civil Contingencies Act 2004
which includes business continuity"*

9.2   The primary objectives also include a requirement to: *"satisfy the core
functions of the Fire Authorities as defined in the Fire and Rescue Services
Act 2004".* Provision of a contingency call handing function aligns with the
statutory duties imposed on Fire and Rescue Authorities under s7.2(c) to
ensure arrangements are in place for summoning help and mobilising
resources in response to fire, road traffic collisions and other emergencies.

10.   PRINCIPAL CONSULTATION

10.1   RBFRS Chief Fire Officer
10.2   RBFRS Chief Financial Officer
10.3   Monitoring Officer

11.   BACKGROUND PAPERS

11.1   Minutes of the meeting of the Thames Valley Fire Control Service Joint
Committee, 12 December 2024 (minute 26).

12.   APPENDICES

12.1   None

13.   CONTACT DETAILS

13.1   Area Manager Tim Readings readingst@rbfrs.co.uk

THAMES VALLEY FIRE CONTROL SERVICE

SUBJECT	TVFCS FINANCIAL OUTTURN 2024/25
PRESENTED TO:	JOINT COMMITTEE
DATE OF MEETING	10 JULY 2025
LEAD OFFICER	CONOR BYRNE RBFRS HEAD OF FINANCE & PROCUREMENT
EXEMPT INFORMATION	NONE
ACTION	NOTE

1. EXECUTIVE SUMMARY

1.1 To provide Joint Committee with the 2024/25 Q4 financial position for TVFCS.

2. RECOMMENDATION

2.1 That the Joint Committee **NOTE** the Q4 financial position for 2024/25.

3. REPORT

Commentary on the Revenue Outturn

3.1 The budget provision for TVFCS for 2024/25 agreed at the Joint Committee meeting in December 2023 was £2,874,023 with a contingency allocation of £150,000 available, if required. The year-end outturn for the year was £2,850,155, a variance of -0.83%. Appendix A provides an in-depth review of the in-year performance across all areas.

3.2 The pay award was lower than anticipated and contributed to the lower salary costs and associated payments. The 2024/25 budget was based on a pay award of 5% whereas the actual pay award agreed was 4%.

Commentary on Capital Outturn and Renewals Fund

3.3 The Integrated Communications Control System (ICCS) provides a centralised command and control interface that integrates data from various sources, enabling emergency responders to have a comprehensive view of incidents and manage resources effectively. Our ICCS hardware was of an age that it would no longer be supported and needed replacing. The project to replace the hardware was carried out in two phases to minimize disruption and was completed in January 2025. The cost of the project was £543,927.

3.4 The total Capex Profile for 2024/25 was £665,000 as shown in Appendix B.

3.5 The three partners contributed £150,000 to the Renewals Fund in 2024/25. Interest on balances invested amounted to £76,409 with expenditure from the Fund being £543,927 as detailed in section 3.3 above. The balance as at 31 March 2025 was £1,438,452.

4. COMPLIANCE WITH THE TVFCS PARTNERSHIP AGREEMENT

4.1 This report complies with our statutory duty to collaborate.

5. FINANCIAL IMPLICATIONS

5.1 The full-year outturn was £23,868 below budget.

5.2 The collaboration continues to deliver significant savings on an annual basis in comparison to the three stand-alone control rooms.

5.3 The financial implications of capital expenditure are set out in sections 3.3 – 3.4 of the report.

6. LEGAL IMPLICATIONS

6.1 In accordance with Schedule 7, clause 12.1 of the legal agreement, costs are shared between partners in accordance with the cost apportionment model.

6.2 The 2024/25 budget and subsequent in year performance complies with statutory regulations.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are none.

8. RISK IMPLICATIONS

8.1 Financial performance is scrutinised monthly by the TVFCS Group Manager and quarterly through the service planning processes at Joint Coordinating Group. It is then subsequently reported to the Joint Committee as part of the wider performance reports to ensure strict controls are in place to maintain and monitor performance and value for money for all partners.

9. **CONTRIBUTION TO SERVICE AIMS**

9.1 The Committee provides oversight on behalf of the three Authorities, in relation to the performance of TVFCS.

10. **PRINCIPAL CONSULTATION**

10.1 Simon Harris, TVFCS Group Manager

10.2 Conor Byrne, Head of Finance and Procurement, RBFRS

10.3 Lead Finance contact at each respective partner.

11. **BACKGROUND PAPERS**

11.1 TVFCS budget setting paper 2024/25, Joint Committee, 14 December 2023

12. **APPENDIXES**

12.1 Appendix A: Outturn Statement 2024/25

12.2 Appendix B: Capital Programme 2024/25

12.3 Appendix C: Renewals Fund

13. **CONTACT DETAILS**

13.1 Conor Byrne, Head of Finance and Procurement, RBFRS

13.2 Jana Samajova, Management Accountant, RBFRS

APPENDIX A - TVFCS Budget Monitoring 2024/25 - Position as at 31 March 2025

	Total Annual Budget	Actual Expenditure To 31 March 2025	Variance = Year End Outturn - Annual Budget	Variance %		Q4 - COMMENTARY
Staff						
Employment Costs	2,100,116	2,073,436	-26,680	-1.27%		Underspend is primarily a result of the annual pay award in July 2024 being lower than anticipated, which also impacts on NI and LGPS
Mileage and Subsistence	5,850	6,923	1,073	18.34%		A small overspend mainly due to staff attending training session in Hertfordshire following recommendations of the Manchester Arena Inquiry report.
Training	1,000	3,688	2,688	268.80%		Overspend due to staff attending "National Control Liaision Officer " training which was not anticipated at the time the budget was set.
Recruitment	1,000	304	-696	-69.60%		Lower than anticipated staff turnover has resulted in an 'in year' saving on recruitment.
Sub Total	**2,107,966**	**2,084,351**	**-23,615**	**-1.12%**		
Corporate						
Facilities	148,960	148,960	0	0.00%		
Finance	26,595	26,595	0	0.00%		
HR	102,074	102,074	0	0.00%		
ICT	116,141	116,141	0	0.00%		
Liability and Equipment Insurance	12,964	12,964	0	0.00%		
Management	22,546	22,546	0	0.00%		
Sub Total	**429,280**	**429,280**	**0**	**0.00%**		
Other						
Prof Services & General Equipment Purchase	4,600	1,391	-3,209	-69.76%		
OFRS Costs (Includes Secondary Control Airwave Rental)	53,270	53,270	0	0.00%		
Contingency Call Handling Provision	6,210	3,200	-3,010	-48.47%		This line was underspent as a result of a decision not to train new staff from the existing supplier during the last months of the contract whilst procurement was ongoing. The current provider still has sufficient trained staff to service the contract effectively.
TVFCS Alarm Receiving Centre Income	-13,721	-12,460	1,261	-9.19%		The income is lower than forecast, as a result of changes in the Alarm Monitoring Sector, where small companies have been acquired by larger concerns, reducing the number of organisations paying for dedicated lines.
Sub Total	**50,359**	**45,401**	**-4,958**	**-9.85%**		
Technology						
Vision System (maint)	83,506	93,167	9,661	11.57%		Overspent in this area due to a need to bring in engineering support for works that were not known to be required when the budget was set.
DS3000 (for primary and secondary) ICCS	106,668	103,720	-2,948	-2.76%		Budget was set on the basis of anticipated costs of a new Maintenance and Support contract whilst we were still going through procurement. The actual costs of the contract proved to be slightly lower.
Charges for Unicorn network and telephony rental	46,454	44,169	-2,285	-4.92%		Lower than anticipated usage charges has resulted in a small underspend against this budget line.
Software Maintenance	901	1,178	277	30.74%		Unexpected expenditure was required relating to the TVFCS domain, and the Autopage tertiary bearer system. TVFCS use of the Autopage system is currently being reviewed.
EISEC Calcot (999 caller location)	9,000	9,000	0	0.00%		
Smart services to switch 999 lines to secondary control / elsewhere	17,000	17,000	0	0.00%		
Airwave rental (SAN I ,B) (Primary,secondary) (7+8)	22,889	22,889	0	0.00%		
Sub Total	**286,418**	**291,123**	**4,705**	**1.64%**		
Total Budgeted Expenditure	**2,874,023**	**2,850,155**	**-23,868**	**-0.83%**		

Authority	Total Annual Budget	Actual Expenditure To 31 March 2025	Variance = Year End Outturn - Annual Budget	Variance %	2024/25 Cost Apportionment Percentages	
RBFRS	1,063,390	1,054,557	-8,831	-0.83%	37.0%	
OXFRS	810,474	803,744	-6,731	-0.83%	28.2%	
BFRS	1,000,160	991,854	-8,306	-0.83%	34.8%	
TOTAL	**2,874,024**	**2,850,155**	**-23,868**		**100.0%**	

Authority	Q1	Q2	Q3	Q4	Subtotal	
RBFRS	253,561	270,373	249,524	281,099	**1,054,557**	
OXFRS	193,255	206,068	190,177	214,244	**803,744**	
BFRS	238,485	254,296	234,688	264,385	**991,854**	
	685,301	**730,737**	**674,389**	**759,728**	**2,850,155**	

Thames Valley Capital Expenditure Programme 2024/25

Item	£
Annual Profiled Capex	610,000
Contingency	55,000
Total	665,000
Expenditure	543,927
Variance	-121,073

TVFCS Renewal Fund Year-End Position

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

The average interest rate earned on all its investments will be applied to the Renewals Account balance and the corresponding amount of interest shall be added to the Renewals Account balance.

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

The following table sets out the movements for 2024/25.

	Total Renewals Fund £	Interest Rate Applied
Opening balance 01/04/2024	1,755,970	
2024/25 Contributions	150,000	
Interest 2024/25	76,409	4.79%
Expenditure 2024/25	-543,927	
Year End Position 31/03/2025	**1,438,452**	

ITEM	NEXT REPORTING DATE	RECOMMENDED ACTION	LEAD OFFICER	LEAD MEMBER	PART I / II
Appointment of Chairman and Vice-Chairman for 2025/26 (Bucks)	10-Jul-25	Agree	Monitoring Officer	N/A	Part I
Chairman's Annual Report 2024/25	10-Jul-25	Note	Senior Responsible Officers	Chairman	Part I
TVFCS Performance Report Q4	10-Jul-25	Note	Group Manager	N/A	Part I
Outturn	10-Jul-25	Note	Deputy Head of Finance		
TVFCS replacement strategic business case	10-Jul-25	Agree	Senior Responsible Officers	N/A	Part I
TVFCS Call Handling Contract Award	10-Jul-25	Agree and recommend	Senior Responsible Officers	N/A	Part I
TVFCS Proposed Budget 2026/27	15-Dec-25	Agree	Senior Responsible Officers	N/A	Part I
TVFCS Performance Report Q1	15-Dec-25	Note	Senior Responsible Officers	N/A	Part I
TVFCS replacement Full business case	15-Dec-25	Agree and recommend	Senior Responsible Officers	N/A	Part I
TVFCS Performance Report Q2 and Q3	16-Mar-26	Note	Senior Responsible Officers	N/A	Part I

Agenda Item 15