

THAMES VALLEY FIRE CONTROL SERVICE



SUBJECT	TVFCS Performance Monitoring Q1 and Q2 Report 2023/24
PRESENTED TO:	TVFCS Joint Committee
DATE OF MEETING	14 December 2023
LEAD OFFICER	Area Commander Simon Tuffley
EXEMPT INFORMATION	None
ACTION	Decision

EXECUTIVE SUMMARY

- 1.1 During 2022/23, the TVFCS Joint Coordination Group (JCG) developed a new range of key performance measures to improve and enhance the monitoring of the Service. The suite of measures were discussed and developed at the Joint Committee's December 2022 workshop meeting, and continue to be established as a comprehensive and robust monitoring process.
- 1.2 It is worth noting the report contains different types of target and methods of comparison. Some targets are aspirational, some are there to ensure minimum standards are met and others are there to identify exceptions within trends, allowing us to identify possible needs for change/reaction.
- 1.3 Of the 31 measures originally identified, 25 are currently reportable. This is an increase from 11 reportable measures last year. Member's recommendations to include measures for calls handled per FTE, and contract performance against Service Level Agreement, have been included from April 2023.
- 1.4 Further work continues to develop the remaining six measures in future reports, and the JCG will annually review the performance measures in accordance with the requirements of the Inter-Authority Agreement.

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

2. RECOMMENDATION

That Joint Committee:

- 2.1 **Agree** to note the TVFCS Q1 and Q2 Performance Monitoring Report for 2023/24.

3. REPORT

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

Thames Valley Fire Control Service – Performance Monitoring Dashboard

Ref:	Public Safety - Effectiveness	What is Good	Frequency	Comparison	Current Performance	Cumulative Performance
PS1.1	Emergency calls answered	Within 10%	Monthly	Previous 5 year average	G	G
PS1.2	Emergency calls answered within 5 seconds	Quicker is better	Monthly	Target 92%	B	B
PS1.3	Emergency calls answered within 10 seconds	Quicker is better	Monthly	Target 97%	B	B
PS1.4	Stations alerted within 90 seconds (all incidents excluding call challenge)	Quicker is better	Monthly	Target 80%	N/A	N/A
PS1.5	Calls handled per FTE	Higher is better	Monthly	61	B	B
PS1.6	Stations alerted within 90 seconds (Building fires)	Quicker is better	Monthly	Target 85%	A	A
PS1.7	Stations alerted within 90 seconds (Vehicle Fires)	Quicker is better	Monthly	Target 75%	R	R
PS1.8	Stations alerted within 90 seconds (Fires in the open)	Quicker is better	Monthly	Target 75%	R	R
PS1.9	Stations alerted within 90 seconds (Road Traffic Collision - Persons Trapped)	Quicker is better	Monthly	Target 60%	R	A
PS1.10	Calls Challenged resulting in no need to respond	Monitoring only	Monthly	Previous 5 year average		
PS1.11	Fire Survival Guidance given	Monitoring only	Monthly	Previous 5 year average	B	G
PS1.12	Safeguarding referrals made	Monitoring only	Monthly	Previous 5 year average	B	G
PS1.13	Threats of Arson dealt with	Monitoring only	Monthly	Previous 5 year average	B	R
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%	G	G
GP1.3	Absence - Long term	Lower is better	Monthly	Target <3%	B	G
GP1.4	Absence - Short term	Lower is better	Monthly	Target <3%	G	A
GP1.5	Employee experience	Higher is better	Two-yearly	Target 65%	N/A	N/A
GP1.6	Appraisal (Personal Development) completion	Higher is better	Annually	Target 95%	B	B
GP1.7	Mandatory Training completion	Higher is better	Annually	Target 95%	N/A	N/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	G	G
PV1.2	Customer satisfaction	Higher is better	Annually	Target >95%	N/A	N/A
PV1.3	Compliments/Complaints	Monitoring only	Annually	Previous 3 year average	N/A	N/A
PV1.4	Service Desk response	Higher is better	Monthly	Target >95%	R	A
PV1.5	Service Desk tickets logged	Within 10%	Monthly	Previous 3 year average	A	A
PV1.6	System uptime	Higher is better	Monthly	Target >98%	B	B

Key:

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

Monitoring purposes only

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

Performance Highlights

- 3.2 The number of calls dealt with by the Service has averaged within ten percent of the previous five years. The Service experienced a busier period in June 2023, but the remaining summer months were quieter than would normally be expected, which is probably due to the wet summer weather of 2023.
- 3.3 The Service is not meeting its set targets for alerting fire stations within 90 seconds of receiving a 999 call. This has initiated further work to better understand the reasons behind this, including ascertaining the mean, the mode, and the median averages for each measure.
- 3.4 The Service has consistently performed well in answering emergency calls within five seconds. This averaged 95.8% over the period, which is above the 92% target set by the Joint Coordination Group.
- 3.5 The average number of calls handled per FTE each month has been around 91. The monitor established for this new measure is set against the expectations set out by the regional fire control project in 2004.
- 3.6 Safeguarding referrals and the need to manage threats of arson continue to show an increasing trend when compared with the previous five-year average. Fire survival guidance (a new measure) has been given on three occasions over the period.
- 3.7 The employee headcount has remained stable, and staff turnover has remained within our target.
- 3.8 Long term absence levels continue to remain within target, whereas short term absence levels have remained slightly higher than desired.
- 3.9 System uptime has been maintained at 100% despite a significant technical hardware refresh and server replacement.

Detailed measures by category:

Public Safety – Effectiveness

Ref: PS1.1 Emergency calls answered

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	2903	3009	3179	4283	4009	3257	3063	2938	2911	2592	2455	2614	B <10%
Prev 5 year	2903	3009	3179	4283	4009	3257	3063	2938	2911	2592	2455	2614	G Within 10%
2023	2789	3203	3746	3199	3354	3333							A >10%
Status	-3.93%	6.45%	17.84%	-25.31%	-16.34%	2.33%	-100.00%	#####	#####	-100.00%	-100.00%	#####	R >20%
Cumulative	2903	5912	9091	13374	17383	20640	23703	26641	29552	32144	34599	37213	What is good
Prev 5 year	2903	5912	9091	13374	17383	20640	23703	26641	29552	32144	34599	37213	Within 10% of previous five year average
2023	2789	5992	9738	12937	16291	19624	19624	19624	19624	19624	19624	19624	
Status	-3.93%	1.35%	7.12%	-3.27%	-6.28%	-4.92%	-17.21%	-26.34%	-33.60%	-38.95%	-43.28%	-47.27%	

Ref: PS1.2 Emergency calls answered within 5 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	B 93%-100%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	G 92%-92.9%
2023	96.31	96.96	94.14	94.87	95.95	96.43							A 91.9%-81%
Status	B	B	B	B	B	B							R 80.9%-0%
Cumulative	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	What is good
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	Higher is better
2023	96.31	96.635	95.80	95.57	95.65	95.78	82.0943	71.8325	63.8511	57.466	52.2418	47.8883	
Status	B	B	B	B	B	B							

Ref: PS1.3 Emergency calls answered within 10 seconds

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	B	98%-100%
2023	98.14	98.88	97.20	96.94	98.39	98.65							G	97%-97.9%
Status	B	B	G	A	B	B							A	96.9%-86%
													R	85.9%-0%
Cumulative														
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%		What is good
2022	98.14	98.51	98.07	97.79	97.91	98.03	84.0286	73.525	65.3556	58.82	53.4727	49.0167		Higher is better
Status	B	B	B	G	G	B								

Ref: PS1.4 Stations alerted within 90 seconds (All Incidents - excluding call challenge)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	B	81%-100%
2022													G	80%-80.9%
Status													A	79.9%-70%
													R	69.9%-0%
Cumulative														
Target	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%		What is good
2021	0	0	0	0	0	0	0	0	0	0	0	0		Higher is better
Status														

Ref PS1.5 - Calls per FTE call handler

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	61	61	61	61	61	61	61	61	61	61	61	61	B	>61
2023	77.5	88.97	104.05	88.86	93.17	92.58	0.00	0.00	0.00	0.00	0.00	0.00	G	61
Status	B	B	B	B	B	B							A	60-50
													R	<49
Cumulative														
Target														What is good
2022	77.5	83.24	90.17	89.85	90.51	90.86								Monitor
Status	B	B	B	B	B	B								

Ref: PS1.6 Stations alerted within 90 seconds (Building fires)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	B	86%-100%
2023	74%	78%	71%	73%	73%	78%							G	85%-85.9%
Status	R	A	R	R	R	A							A	84.9%-75%
													R	74.9%-65%
Cumulative														
Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%		What is good
2023	74%	76%	74%	74%	74%	75%	64%	56%	50%	45%	41%	37%		Higher is better
Status	R	A	R	R	R	A								

Ref: PS1.7 Stations alerted within 90 seconds (Fires in vehicles)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	B	76%-100%
2023	67%	66%	64%	61%	62%	64%							G	75%-75.9%
Status	A	A	R	R	R	R							A	74.9%-65%
													R	64.9%-0%
Cumulative														
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%		What is good
2023	67%	67%	66%	65%	64%	64%	55%	48%	43%	38%	35%	32%		Higher is better
Status	A	A	A	A	R	R								

Ref: PS1.8 Stations alerted within 90 seconds (Fires in the open)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	B	76%-100%
2023	55%	57%	56%	50%	58%	54%							G	75%-75.9%
Status	R	R	R	R	R	R							A	74.9%-65%
													R	64.9%-0%
Cumulative														
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%		What is good
2023	55%	56%	56%	55%	55%	55%	47%	41%	37%	33%	30%	28%		Higher is better
Status	R	R	R	R	R	R								

Ref: PS1.9 Stations alerted within 90 seconds (Road Traffic Collisions - Persons trapped)

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Monthly														
Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	B	61%-100%
2023	56%	64%	45%	57%	53%	49%							G	60%-60.9%
Status	A	B	R	A	A	R							A	59.9%-50%
													R	49.9%-0%
Cumulative														
Target	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%		What is good
2023	56%	60%	55%	56%	55%	54%	46%	40%	36%	32%	29%	27%		Higher is better
Status	A	G	A	A	A	A								

Ref: PS1.10 Challenged calls resulting in no requirement to attend

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

Ref: PS1.11 Fire Survival Guidance given

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		B	0
	2023	1	0	0	1	1	0							G	1-3
	Status	G	B	B	B	G	G	B						A	4-5
Cumulative	Prev 5 year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		What is good	
	2023	1	1	1	2	3	3	3	3	3	3	3		Monitor within range	
	Status	G	G	G	G	G	G								

Ref: PS1.12 Safeguarding referrals made

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 5 year	9	11	9	13	9	12	0	0	0	0	0		B	<10%
	2023	11	21	15	11	11	7	0	0	0	0	0		G	Within 10%
	Status	R	R	R	R	B	R	B						A	>10%
Cumulative	Prev 5 year	9	20	29	42	51	63	63	63	63	63	63		What is good	
	2023	11	32	47	58	69	76	76	76	76	76	76		Monitor within range	
	Status	R	R	R	R	R	R								

Ref: PS1.13 Threats of Arson dealt with

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Prev 5 year	11	5	9	9	13	15	13	15	14	11	11		B	<10%
	2023	10	15	23	19	13	9	0	0	0	0	0		G	Within 10%
	Status	G	R	R	R	G	B							A	>10%
Cumulative	Prev 5 year	11	16	25	34	47	62	75	90	104	115	126	138	What is good	
	2023	10	25	48	67	80	89	89	89	89	89	89	89	Monitor within range	
	Status	G	R	R	R	R	R								

Great Place to Work – People

Ref: GP1.1 Headcount Vs Establishment

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	39	39	39	39	39	39	39	39	39	39	39		B	>100%
	2023	40.13	39.6	39.5	39.6	38.06	41.06							G	>94.9%
	Status	B	B	B	B	G	B							A	<95%
Cumulative	Target	39	39	39	39	39	39	39	39	39	39	39		What is good	
	2023	40.13	39.87	39.74	39.708	39.38	39.66							Nearest target	
	Status	B	B	B	B	B	B								

Ref: GP1.2 % Staff turnover

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%		B	
	2023	0	0	0	2.50%	2.50%	0							G	<1%
	Status	G	G	G	A	A	G							A	1.1% -2.5%
Cumulative	Target	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%		What is good	
	2023	0	0	0	0.63%	1.00%	0.83%							Lower is better	
	Status	G	G	G	G	G	G								

Ref: GP1.3 % Long-term Absence

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%		B	<1%
	2023	0	2.98%	0	2.65%	1.90%	0							G	1.1%-3%
	Status	B	G	B	G	G	B							A	3.1%-10%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%		What is good	
	2023	0	1.49%	0.99%	1.41%	1.51%	1.26%	1.08%	0.94%	0.84%	0.75%	0.68%	0.63%	Lower is better	
	Status	B	G	B	G	G	G								

Ref: GP1.4 % Short-term Absence

		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Monthly	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	B <1%
	2023	5.88%	0.50%	3.15%	4.47%	3.10%	1.76%							G 1.1%-3%
	Status	A	B	A	A	A	G							A 3.1%-10%
														R >10.1%
Cumulative	Target	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	<3%	What is good
	2023	5.88%	3.19%	3.18%	3.50%	3.42%	3.14%	2.69%	2.36%	2.10%	1.89%	1.71%	1.57%	Lower is better
	Status	A	A	A	A	A	A							

Ref: GP1.5 Employee Experience

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

Ref: GP1.6 Appraisal (Personal Development) Completion

		17/18	18/19	20/21	21/22	22/23	23/24							
	Target	95%	95%	95%	95%	95%	95%							B >95%
	Actual		78.38%	100%	100%	100%								G 85%-95%
	Status		A	B	B	B								A 65%-84%
														R <65%
														What is good
														Higher is better

Ref: GP1.7 Mandatory Training Completion

		2021	2022	2023										
	Target	95%	95%	95%										B >95%
	Actual													G 85%-95%
	Status													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	
Monthly	Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	B >95%
	2023	100	100	100	100	100	100							G 85%-95%
	Status	B	B	B	B	B	B							A 65%-84%
														R <65%
														What is good
														Higher is better

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

		Q1	Q2	Q3	Q4									
Quarterly	Prev 3 year	0.3	0	0	0.67									B
	2023	1	0											G <1
	Status	A	G											A 1
														R >1
Cumulative	Prev 3 year	0.3	0.15											What is good
	2023	1	0.5											Lower is better
	Status	A	G											

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

		Q1	Q2	Q3	Q4						
Quarterly	Prev 3 year	0	0.3	0	0.3					B	
	2023	0	0							G	<1
	Status	G	G							A	1
Cumulative	Prev 3 year	0	0.15								What is good
	2023	0	0								Monitor
	Status	G	G								

Ref: GP1.11 RIDDOR reportable injuries

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

Ref: GP1.12 Verbal or physical attacks on staff

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

Public Value – Efficiency

PV.1.1 - Number of reportable data breaches

		17/18	18/19	19/20	20/21	21/22	22/23	23/24			
Annual	Target								B		
	Actual	0	0	0	0	0	0	0	G	0	
	Status	G	G	G	G	G	G	G	A	1	
									R	>0	
											What is good
											Less is better

PV.1.2 - After the incident Survey - % of Respondents satisfied with the service provided

		17/18	18/19	19/20	20/21	21/22			
Domestic	Target						B	100%	
	Actual						G	95-99%	
	Status						A	90-94%	
							R	<90%	
Non-Domestic	Target						What is good		
	Actual						Higher is better		
	Status								

PV.1.3 - Compliments & Complaints

	17/18	18/19	19/20	20/21	21/22
Compliments	Prev 3 year				
	Actual				
	Status				
Complaints	Prev 3 year				
	Actual				
	Status				

B	< 2
G	Within 1
A	> 3
R	> 5

What is good
Monitor

PV.1.4 - Service Desk Response

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2023	100	95.24	91.67	100	100	95					
	Status	B	R	R	B	B	R					
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2023	100	97.62	95.637	96.73	97.38	96.99					
	Status	B	A	R	A	A	A					

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

What is good
Higher is better

PV.1.5 - Service Desk tickets logged

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Monthly	Target	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15	<15
	2023	9	21	24	29	19	20					
	Status	B	A	A	A	A	A					
Cumulative	Target	15	30	45	60	75	90	105	120	135	150	165
	2023	9	30	54	83	102	122	122	122	122	122	122
	Status	B	G	A	A	A	A					

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

What is good
Monitor

PV.1.6 - 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%
	2023	100	100	100	100	100	100					
	Status	B	B	B	B	B	B					
Cumulative	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	2022	100	100	100	100	100	100					
	Status	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

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

9.3 To improve the resilience of the control room function

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

10. PRINCIPAL CONSULTATION

10.1 Monitoring Officer BMKFA, RBFA

10.2 Joint Coordinating Group.

11. BACKGROUND PAPERS

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

[\(Public Pack\)Agenda Document for Thames Valley Fire Control Joint Committee, 17/07/2023 14:00 \(bucksfire.gov.uk\)](#)

12. APPENDICES

12.1 None

13. CONTACT DETAILS

13.1 Area Commander Simon Tuffley stuffley@bucksfire.gov.uk 07766781389