



Information Requests Disclosure Log 2024

Information Requests received by Royal Berkshire Fire and Rescue Service

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Key:

EIR – Environmental Information Regulations 2004

FOI – Freedom of Information Act 2000

BAU – Business as Usual

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January 2024

Request Number 2023-0098 (Fires involving E-Bikes and E-Scooters in 2023)

Request received on 02 January 2024:

Q1) Between January 1st 2023 - December 31st 2023, how many fires were suspected of being **caused** by faulty e-bike or e-scooter batteries by your fire service?

Q2) How many **injuries** occurred as a result of these fires?

Q3) How many **deaths** occurred as a result from these fires?

Response:

Q1) Between January 1st 2023 - December 31st 2023, how many fires were suspected of being caused by faulty e-bike or e-scooter batteries by your fire service?

Number of fires suspected of being caused by faulty e-bikes/scooters in 2023:

Month	Number of Incidents involving e-bikes/scooters during 2023:
January	0
February	2
March	0
April	3
May	1
June	1
July	2



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Month	Number of Incidents involving e-bikes/scooters during 2023:
August	0
September	1
October	2
November	1
December	1
Total	14

Q2) How many injuries occurred as a result of these fires?

Q3) How many deaths occurred as a result from these fires?

Number of Injuries/Fatalities caused by e-bike/scooter Fires in 2023:

Injury Type	Incidents	Individuals
Rescued with Injury	4	5
Rescued without Injury	1	1
No Injuries/Intervention	9	9
Fatalities	0	0



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Request Number 2023-0099 (Site Visit Report - Royal Berkshire Hospital, Reading [2021])

Request received on 02 January 2024:

Following an incident on the 13/05/2021 (RBFRS not in attendance), NHS England invited RBFRS to help form a report and recommendations on the system and impacts on attending a future incident - Request copy of that report.

Response:

Following a response from our Fire Safety Department, I can confirm that whilst an independent report from NHS England in relation to the incident and equipment has been mentioned in correspondence, we do not hold a copy of the report. We would suggest contacting the Principal Engineer of the NHS Estates (NHS England and NHS Improvement - Commercial Directorate), who may hold more information.



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Request Number 2023-0100 (Fire Safety: School Road, Barkham, Wokingham)

Request received on 05 January 2024:

Copy of a letter from RBFRS dated 2003 or the early part of 2004 relating to School Road, Barkham, Wokingham.

Response:

Following a response from the relevant departments, I can confirm that we are unable to comply with your request as Royal Berkshire Fire and Rescue Service do not hold the information.

Please be aware that as the requested information is at least twenty years old and not an ongoing matter, it would have been destroyed in accordance with our Fire Safety records (including enforcement case files and prosecution cases) retention period, which is six years from the date of the last action.



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Request Number 2023-0101 (Contracts - Telephone Maintenance)

Request received on 10 January 2024:

The information that I require relates to a specific telephone maintenance contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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

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



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10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

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

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

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

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

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract. If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?



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Response:

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)? **Maintenance**
2. Existing Supplier: If there is more than one supplier, please split each contract up individually. **Vodafone**
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider? **£18,000**
4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Avaya**
5. Number of telephone users: **Approximately 200**
6. Contract Duration: please include any extension periods. **2 years**
7. Contract Expiry Date: Please provide me with the day/month/year. **31 March 2025**
8. Contract Review Date: Please provide me with the day/month/year. **November 2024**
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager. **Call Manager 8**
10. Telephone System Type: PBX, VOIP, Lync etc. **VOIP**
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Maintenance and software assurance**



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

3 quotes process

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

ICT Service Delivery Manager contact details provided.

You may also be interested to know that our Contracts Register is available via our website: [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#).



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Request Number 2023-0102 (Statistics/Information - Fires involving Lithium-ion Batteries)

Request received on 10 January 2024:

1. How may fires have your Service attended which involved electric or Hybrid vehicles powered by lithium-ion batteries between the following dates 1/1/21 – 1/11/23?
2. Of these fires attended in how many of these was the cause recorded as a fault on the lithium-ion battery?
3. Of the fires attended how many involved the lithium battery cells?
4. Have your Service developed specific operational procedures for dealing with fires involving lithium-ion batteries?
5. Have your service purchased any specific equipment/extinguishing/PPE agents to deal with fires involving lithium-ion batteries?
6. Does your Service provide specific training to operational crews who may be called to fires involving lithium-ion batteries?
7. Where lithium-ion batteries are involved in RTA's persons trapped, do you adopt any specific measures to isolate the potential battery ignition risk?
8. Have your Service initiated any specific information gathering exercise on fires attended involving lithium ion batteries?

Response:

1. How may fires have your Service attended which involved electric or Hybrid vehicles powered by lithium-ion batteries between the following dates 1/1/21 – 1/11/23?
Royal Berkshire Fire and Rescue Service (RBFRS) responded and attended to 40 incidents of electric/hybrid vehicles, across Berkshire during calendar year 2021 to end of 2023.



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2. Of these fires attended in how many of these was the cause recorded as a fault on the lithium-ion battery?
Out of 40 incidents where RBFRS attended electric/hybrid vehicle fires, 30 incidents have a recorded cause of Lithium-ion Battery.
3. Of the fires attended how many involved the lithium battery cells?
We do not consistently record specific details on the lithium battery cells, so cannot answer this question with accuracy.
4. Have your Service developed specific operational procedures for dealing with fires involving lithium-ion batteries?
RBFRS have developed procedures for dealing with lithium-ion battery fires, for this type of incident, the incident commander will request a Hazardous Materials Advisor (HMA), unless one has already been mobilised as part of the pre-determined attendance and obtain specialist guidance to inform their tactical plan. This is in line with the National Operational Guidance approach of identifying hazards and implementing control measures on a case by case basis. Please see attached the two most relevant guidance documents, which are available to crews on our intranet and on the incident ground via appliance mounted mobile data terminals (Note: the links to National Operational Guidance are currently broken due to its migration from UKFRS.com to the NFCC site – comms regarding this are ongoing with NFCC).

[OIN-TV-404 Hybrid Electric Vehicles (v2.0)(13 May 2021).pdf]

[OIN-TV-413 Lithium-Ion Batteries (v1.0)(16 May 2021).pdf]
5. Have your service purchased any specific equipment/extinguishing/PPE agents to deal with fires involving lithium-ion batteries?
We have not bought any specific equipment for Lithium-ion battery fires.
6. Does your Service provide specific training to operational crews who may be called to fires involving lithium-ion batteries?
We provide an operational information note on fires involving Lithium-ION Batteries. We have a Learning Management System (LMS) package on new vehicle technology, which identifies the hazards presented by alternative fuels in modern vehicles. We have an LMS package on vehicle fires involving alternative fuels, covering hazards, control measures and operational considerations. Our competency framework, the Operational Training Planner has National Operational Guidance aligned modules that cover Electric Vehicles, Rechargeable Batteries (including Lithium-ion) and Roadway Incidents.



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7. Where lithium-ion batteries are involved in RTA's persons trapped, do you adopt any specific measures to isolate the potential battery ignition risk?
Crews are always expected to isolate batteries as per the *Service Procedure* section in OIN-TV-404 Hybrid/Electric Vehicles. The Incident Commander would then consider the relevant hazards aligned to our published guidance and operational training programme in relation to this incident type.
8. Have your Service initiated any specific information gathering exercise on fires attended involving lithium- ion batteries?
RBFRS are currently collating information about all incidents involving e-bikes/scooters to help shape our Prevention and Protection activities regarding the risk and we are also providing returns to the Office for Product Safety and Standards (OPSS) for their data gathering and research into improving the sector.



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Request Number 2023-0103 (Social Media Management and Social Listening/Media Monitoring)

Request received on 10 January 2024:

- 1) Do you use a social media management platform?
- 2) If so, what tools do you use?
- 3) How much do you spend annually on a Social media management tool?
- 4) Which month & year does your contract with your supplier end?
- 5) Do you use a social listening / media monitoring platform?
- 6) If so, what tools do you use?
- 7) How much do you spend annually on a social listening / media monitoring tool?
- 8) Which month & year does your contract with your supplier end?
- 9) Who is the senior officer in charge of these contracts?

Response:

- 1) Do you use a social media management platform? Yes
- 2) If so, what tools do you use? Hootsuite
- 3) How much do you spend annually on a Social media management tool? £1,068
- 4) Which month & year does your contract with your supplier end? Annual contract. Renewal month is February 2024.
- 5) Do you use a social listening / media monitoring platform? We use Hootsuite to monitor social media.



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6) If so, what tools do you use? As above.

7) How much do you spend annually on a social listening / media monitoring tool? As above.

8) Which month & year does your contract with your supplier end? As above.

9) Who is the senior officer in charge of these contracts? Area Manager Head of Corporate Services.



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Request Number 2023-0104 (Bariatric Incidents)

Request received on 11 January 2024:

1. How many callouts has the service attended for a plus size patient either in an evacuation process or to assist them with movement in their home or hospital between 1st January to 31st December in 2022 and January 1st to 31st December 2023?
2. For callouts involving plus-size patients, how many vehicles attend the scene?
3. In instances of callouts to plus-size patients, how many staff members are typically present on a vehicle?
4. If a callout to a plus-size patient occurs, who covers the watch during that time?
5. In the period of Jan to Dec 2022 and Jan to Dec 2023, did any members of staff go off from work injured due to moving a plus-size patient, if so, how many?
6. If a callout to assist in moving a plus-size patient happens, who is responsible for covering the associated service costs?
7. Does your service have equipment to facilitate and support moving a plus-size patient?
8. Has your service seen an increase in activity for supporting Plus-size patients?
9. Does your service believe there is a growing need for a service to facilitate moving plus-size patients

Response:

1. **How many callouts has the service attended for a plus size patient either in an evacuation process or to assist them with movement in their home or hospital between 1st January to 31st December in 2022 and January 1st to 31st December 2023?**



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Calendar Year	Count of Incidents
2022	74
2023	45
Grand Total	119

NOTE: Number of callouts will include over the border (OTB) incidents that RBFRS has attended to. The number of callouts will also include false alarms where a crew has gone out to the incident before deeming that they were not needed.

2. For callouts involving plus-size patients, how many vehicles attend the scene?

Calendar Year	Average Appliances in Attendance
2022	2.5
2023	2.7
Grand Total	2.6

NOTE: Number of vehicles in attendance will include any over the border (OTB), RBFRS appliances and officers in attendance.

3. In instances of callouts to plus-size patients, how many staff members are typically present on a vehicle?

The amount of crew required (as a minimum) per pumping appliance or rescue unit is 4 firefighters, any Officers that attend are using RBFRS small vehicles and usually attend individually. Multiple pumps/rescue units or officers can attend these incidents if deemed necessary.

4. If a callout to a plus-size patient occurs, who covers the watch during that time?

As per the normal service global emergency cover arrangements we will move our resources to meet the risks across the county.



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5. In the period of Jan to Dec 2022 and Jan to Dec 2023, did any members of staff go off from work injured due to moving a plus-size patient, if so, how many?

We had one injury reported during this period whilst a member of staff was assisting with moving a bariatric casualty.

6. If a callout to assist in moving a plus-size patient happens, who is responsible for covering the associated service costs?

This type of callout is deemed a non-chargeable special service as RBFRS only support requests from South Central Ambulance Service or Thames Valle Police where there is a risk to life or health, or specialist Fire and Rescue Service equipment or knowledge is required.

7. Does your service have equipment to facilitate and support moving a plus-size patient?

Yes

8. Has your service seen an increase in activity for supporting Plus-size patients?

RBFRS has seen an increase in Bariatric incidents, which peaked in 2021 and 2022. We believe the contributing factors include:

- Standard of Recording – we have continually improved the recording of Bariatric incidents, which in turn has helped us identify more incidents.
- Covid Pandemic – during 2021 and 2022 RBFRS saw an increase of incidents involving “Bariatric Patients”. This could be attributed to the pressure being placed on SCAS during these times.

We can now see a reduction during 2023, which may be incidents normalising to pre-2021 levels.

9. Does your service believe there is a growing need for a service to facilitate moving plus-size patients?

See response above to question 8.



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Request Number 2023-0105 (Equality, Diversity & Inclusion Training – Spending & Events)

Request received on 12 January 2024:

I am seeking information relating to the costs of Equality and Diversity Training within the in the 2022 Financial Year.

A list of all official equality, diversity and inclusion events held by Civil Servants in the Department from 1 July 2023-31st December 2023. For these events, please put the date and time scheduled and for how long.

Response:

Request placed on hold, awaiting clarification from the Applicant.

No further communication received from the applicant, request cancelled.



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Request Number 2023-0106 (Stonewall)

Request received on 15 January 2024:

1. Is your force is a current member of the Stonewall Diversity Champions scheme?
2. Is your force a current member of the Stonewall Workplace Equality scheme? If so, please provide a copy of the most recent employer feedback report. An example published under FOI can be found here.

<https://www.uhn.nhs.uk/media/7336/20220803-foi-ref-244-2223-2-of-4.pdf>

3. How much has your force paid to Stonewall for membership of these schemes in the past five years?

Response:

1. Royal Berkshire Fire and Rescue Service (RBFRS) is not currently a member of the Stonewall Diversity Champions scheme.
2. Royal Berkshire Fire and Rescue Service (RBFRS) is not currently a member of the Stonewall Workplace Equality Scheme.
3. Royal Berkshire Fire and Rescue Service (RBFRS) has paid a total of £5,000 for Stonewall Memberships in the past 5 years.



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Request Number 2023-0107 (Energy Management System)

Request received on 18 January 2024:

Please find my request below, which relates to the organisation's contract relating to their energy management system. Not all organisations have an energy management system and if the organisation does not have one, please ignore the contractual part of my request (1-6) and concentrate on questions 7-12.

1. The supplier who provides the software to the organisation?
2. The cost associated with the software. Please provide me with the annual spend.
3. What is the brand of the software?
4. What is the duration of the contract?
5. When does this contract expires?
6. When does the organisation plan to review this contract?
7. Can you please provide me with the contract description of the services provided under the agreement with the supplier? This also includes potential extensions and support and maintenance services.
8. What is the organisation's annual energy spend for the following:
 - a. Electricity
 - b. Gas
 - c. Water
9. What is the total number of meter points for Electricity for:
 - a. Non Half Hourly (NHH) meter points



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b. Half Hourly (HH) meter points

10. What is the total number of Gas meter points?
11. What is the total number of Water meter points?
12. What is the total number of meter points for specialist gases and liquids?
13. Can you please provide me with the contact details of the key person responsible for this contract or around energy management.
14. Can you please send me the organisations' energy management strategy/plan that covers 2018?

Response:

Request **cancelled** by applicant 22 January 2024 – new request submitted, reference 2023-0110.



Information Requests Disclosure Log 2024

Request Number 2023-0108 (Contracts - Facilities Management Systems)

Request received on 19 January 2024:

1. Which CAFM/IWMS systems are used in the organisation?
2. When did this contract start and when does it end?
3. What are the organisations plans at the end of contract?
4. What are the contract values?
5. Who is the senior operational contact responsible for this contract and can you provide contact details?
6. Which of the following functionalities does the organisation use? Can you also indicate if these are incorporated within the software system? If no, please elaborate.
 - a. Planned & Reactive Maintenance
 - b. Asset Management
 - c. Property Management
 - d. Lease Agreements
 - e. Health & Safety
 - f. Project Management
 - g. Condition Surveys
7. Are there any limitations with the existing software system? Please elaborate.
8. Are there any upcoming plans for the adoption of new technologies or solutions? Please elaborate.

Response:

1. **Which CAFM/IWMS systems are used in the organisation?**
FireWatch – please note that this is not a CAFM system and RBFMS does not currently employ such software.



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2. **When did this contract start and when does it end?**
01/04/2022 – 31/03/2027
3. **What are the organisations plans at the end of contract?**
We do not hold any information relating to the organisations plans at the end of the contract.
4. **What are the contract values?**
£325,000
5. **Who is the senior operational contact responsible for this contract and can you provide contact details?**
ICT Service Delivery Manager contact details provided.
6. **Which of the following functionalities does the organisation use?
Can you also indicate if these are incorporated within the software system? If no, please elaborate.**
 - a. **Planned & Reactive Maintenance** - Reactive only, within the FireWatch software system
 - b. **Asset Management** - Yes, within the FireWatch software system
 - c. **Property Management** - No
 - d. **Lease Agreements** - No
 - e. **Health & Safety** - No
 - f. **Project Management** - No
 - g. **Condition Surveys** - No
7. **Are there any limitations with the existing software system? Please elaborate.**
We do not hold any information relating to the existing software system's limitations.



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8. **Are there any upcoming plans for the adoption of new technologies or solutions? Please elaborate.**
Please refer to RBFRS Corporate Strategies available on our website, [ICT Strategy](#), [Strategic Asset Investment Framework \(rbfrs.co.uk\)](#) and the [Property Asset Management Strategy](#).

You may also be interested to know that our Contracts Register is available via our website: [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#).



Information Requests Disclosure Log 2024

Request Number 2023-0109 (Firefighter availability planning software)

Request received on 22 January 2024:

1. Who is Royal Berkshire FRS's current provider of firefighter availability planning software? E.g. Gartan, Firewatch, FireServiceRota (On-call and Wholetime if different please)
2. When the contract (s) expire or are due for renewal?

Response:

Following a response from the appropriate department, I can advise you that we use Firewatch for firefighter availability planning. The contract end date is 31 March 2027.

It may assist you to know that information about most contracts are listed within our Contract Register which is available via our [website](#) under [Selling to RBFRS](#).



Information Requests Disclosure Log 2024

Request Number 2023-0110 (Contracts - Gas and Electricity / and Energy Management System)

Request received on 22 January 2024:

Gas and Electricity Contracts:

1. Energy Provider
2. Annual Spend for each provider for the past 3 financial years.
3. Contract Duration (Including any extensions)
4. Contract start date
5. Contract Expiry Date
6. Contract Review Dates
7. Contact details of the person responsible, including job title
8. Total Consumption of Gas, please provide me with the latest figure in cubic metres.
9. Total Consumption of Electricity (NHH), please provide me with latest figure in kWh for the past 3 financial years.
10. Total Consumption of Electricity (HH), please provide me with latest figure in kWh for the past 3 financial years.
11. Contact details of the person responsible, including job title at the very least

Energy Management System Contract(s) - Contract(s) relating to the organisation's energy management system. An energy management system (EMS) is a system of computer-aided tools used by operators of electric utility grids to monitor, control, and optimise the performance of the generation or transmission system.

Energy Management System Provider:

1. Annual Spend
2. Contract Duration (Including any extensions)
3. Contract Expiry Date
4. Contract start date
5. Contract Review Date



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6. Contract Description – A description of the services provided.
7. Brand of the software
8. Total number of meter points for electricity:
 - a. Non-Half Hourly (NHH) meter points
 - b. Half Hourly (HH) meter points
9. Total number of Gas meter points
10. Total number of meter points for specialist gases and liquids
11. Contact details of the person responsible, including job title

Response:

Gas and Electricity Contracts:

1. **Energy Provider**
Corona, EDF, N Power under Laser Energy Buying Group (Procurement Framework)
2. **Annual Spend for each provider for the past 3 financial years.**
Corona £383,309, EDF £398,123, N Power £554,663 (under Laser Energy Buying Group)
3. **Contract Duration (Including any extensions)**
4 Years
4. **Contract start date**
01.10.2020
5. **Contract Expiry Date**
30.09.2024
6. **Contract Review Dates**
30.03.2024



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7. **Contact details of the person responsible, including job title**
Facilities Manager contact details provided.
8. **Total Consumption of Gas, please provide me with the latest figure in cubic metres.**
624,700
9. **Total Consumption of Electricity (NHH), please provide me with latest figure in kWh for the past 3 financial years.**
834552, 1069729, 870193
10. **Total Consumption of Electricity (HH), please provide me with latest figure in kWh for the past 3 financial years.**
871528, 774102, 892239
11. **Contact details of the person responsible, including job title at the very least**
Facilities Manager contact details provided.

Energy Management System Provider: Not applicable, we do not have an Energy Management System provider.

You may also be interested to know that our Contracts Register is available via our website: [Selling to RBFRRS | Royal Berkshire Fire and Rescue Service](#).



Information Requests Disclosure Log 2024

Request Number 2023-0111 (RBFA Fleet)

Request received on 24 January 2024:

1. How many vehicles do you have across the whole fleet (please provide data for the past 3 years)?
2. Please break down vehicles in Q1 by vehicle type (i.e. make / model)
3. Please break down vehicles in Q1 by fuel type (i.e. petrol / diesel / hybrid / full electric)
4. How much do you spend annually on refuelling costs for vehicles in Q1 (please provide data for the past 3 years)?
5. What is the average annual mileage per vehicle for vehicles in Q1?
6. Do you have (and if yes, how many) electric vehicle chargers at your vehicle fleet base/HQ?

Response:

1. How many vehicles do you have across the whole fleet (please provide data for the past 3 years)?
Please see attached spreadsheet for the response to this question (tabs Feb 24, Feb 23, and Feb 22).
2. Please break down vehicles in Q1 by vehicle type (i.e. make / model)
Please see attached spreadsheet for the response to this question (tabs Feb 24, Feb 23, and Feb 22).
3. Please break down vehicles in Q1 by fuel type (i.e. petrol / diesel / hybrid / full electric)
Please see attached spreadsheet for the response to this question (tabs Feb 24, Feb 23, and Feb 22).
4. How much do you spend annually on refuelling costs for vehicles in Q1 (please provide data for the past 3 years)?
Please see attached spreadsheet for the response to this question (tab Refuelling Costs).



Information Requests Disclosure Log 2024

5. What is the average annual mileage per vehicle for vehicles in Q1?
Please see attached spreadsheet for the response to this question (tab Vehicle Usage (ODO)).
6. Do you have (and if yes, how many) electric vehicle chargers at your vehicle fleet base/HQ?
There are 3 electric vehicle chargers at our HQ.

[FOI 2023-0111 - Fleet (February 2024).xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0112 (LGBTQ+)

Request received on 25 January 2024:

1. Within your organisation, what policies exist to support staff members who identify as transgender and are transitioning?
2. With respect to the question above, could you please provide a copy of the policies to support staff who identify as transgender?
3. Do you have any information publications or presentations available to staff regarding LGBTQ+ and Transgender, if so please could you provide details and copies of the information.
4. How many persons who identify as transgender are employed or volunteer with your organisation, and at what grade or position are they employed?
5. What advice and information do you supply to managers and staff regarding Transgender? Do you provide any specialist training in dealing with colleagues or clients who identify as transgender?
If so, please provide copies of the relevant policies and material.
6. Does your organisation have any connections with Stonewall or similar organisations to support employees from the LGBTQ+ and Transgender community, and if so, please could you provide further details and copies of any documents or policies?
7. Do you have any specific policies to support staff members transitioning/transgender in where they are deployed or employed in the organisation and in dealing with members of the public, if so please could you provide further information?
8. Do you have a specific lead or individual(s) who deal with LGBTQ+ issues or liaison within the organisation? If so, please could you provide details?
9. Do you have specific policies regarding keeping female, LGBTQ+ and transgender staff safe? If so, could you please provide details and copies of any relevant policies?



Information Requests Disclosure Log 2024

Response:

1. Within your organisation, what policies exist to support staff members who identify as transgender and are transitioning?
Trans Equality Policy – Currently being reviewed and updated. (Appendix A)
2. With respect to the question above, could you please provide a copy of the policies to support staff who identify as transgender?
Trans Equality Policy (Appendix A)
3. Do you have any information publications or presentations available to staff regarding LGBTQ+ and Transgender, if so please could you provide details and copies of the information.

Links to useful resources are provided on the staff intranet:

- **Top tips for trans inclusion poster (Appendix B)**
- **Trans and Nonbinary FAQ poster (Appendix C)**
- **Transgender Day of Remembrance publication (Appendix D)**
- **LGBT in Britain Trans Report (Appendix E)**
- **Transgender Myths and Facts (Appendix F)**
- **Resources from Trans Creators and Celebrities (Appendix G)**
- **Link to stonewall website ([Stonewall](#))**
- **Trans Inclusion for Customer Facing Colleagues Factsheet (Appendix H)**
- **Stonewall Glossary ([List of LGBTQ+ terms \(stonewall.org.uk\)](#))**
- **How Gender Equality Benefits Everyone – Ted Talk ([How gender equality benefits everyone \(youtube.com\)](#))**
- **LGBT+ At Work Podcasts - CIPD**



Information Requests Disclosure Log 2024

4. How many persons who identify as transgender are employed or volunteer with your organisation, and at what grade or position are they employed?
RBFRS does not currently hold this information.
5. What advice and information do you supply to managers and staff regarding Transgender? Do you provide any specialist training in dealing with colleagues or clients who identify as transgender?
If so, please provide copies of the relevant policies and material.
Managers are required to familiarise themselves with all of our policies including the Trans Equality Policy which includes links to further resources.
6. Does your organisation have any connections with Stonewall or similar organisations to support employees from the LGBTQ+ and Transgender community, and if so, please could you provide further details and copies of any documents or policies?
RBFRS is members of Inclusive Employers who provide support and guidance on EDI matters including the LBGTQ+ and Transgender community through both the account manager, webinars for staff and bank of member resources.
7. Do you have any specific policies to support staff members transitioning/transgender in where they are deployed or employed in the organisation and in dealing with members of the public, if so please could you provide further information?
Trans Equality Policy (Appendix A)
8. Do you have a specific lead or individual(s) who deal with LGBTQ+ issues or liaison within the organisation? If so, please could you provide details?
RBFRS has an EDI Coordinator who is the point of contact for LGBTQ+ issues as well as the wider HR team.
9. Do you have specific policies regarding keeping female, LGBTQ+ and transgender staff safe? If so, could you please provide details and copies of any relevant policies?
This is encompassed within our Trans Equality Policy (Appendix A)

Please be aware that some Appendices may be subject to intellectual property or copyright laws, therefore authorisation to re-use material belonging to any third parties should be sought directly from them.



Information Requests Disclosure Log 2024

Request Number 2023-0113 (Electric Bus Fires)

Request received on 26 January 2024:

Please could you inform me of the numbers of incidents your brigade has attended for fires on:

1. electric buses (where the battery was believed to be the cause of the fire)?
2. hybrid-powered buses (those with dual power; electric and usually diesel or petrol where the battery or hybrid power supply was believed to be the cause of the fire)?

If you could break that down for the (financial or calendar) years for 2023, 2022 and 2021, if that data is available. If there have been any such incidents this year (2024), I would also like to receive that.

3) Based on the assumption that such incidents are relatively low, can you provide details of each incident, including perhaps the when, where, owner of the vehicle (i.e. is it a public transport bus, minibus, schoolbus, double-decker, single-decker etc) and any other recorded particulars about the nature of the fire i.e. was the fire localised to the battery, did it spread, was the vehicle burnt out, were any other vehicles or buildings ignited, how many appliances and firefighters were in attendance, how long did it take to extinguish the fire/make it safe and were there reports of any injuries?

4) Again, based on the assumption that such incidents are infrequent, was the fire service ever required to write a report on any of the incidents. If so, could I have a copy of any such reports? I accept that may involve some redactions.

Response:

Please could you inform me of the numbers of incidents your brigade has attended for fires on:

1. electric buses (where the battery was believed to be the cause of the fire)? 0
2. hybrid-powered buses (those with dual power; electric and usually diesel or petrol where the battery or hybrid power supply was believed to be the cause of the fire)? 0



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If you could break that down for the (financial or calendar) years for 2023, 2022 and 2021, if that data is available. If there have been any such incidents this year (2024), I would also like to receive that. N/A

3) Based on the assumption that such incidents are relatively low, can you provide details of each incident, including perhaps the when, where, owner of the vehicle (i.e. is it a public transport bus, minibus, schoolbus, double-decker, single-decker etc) and any other recorded particulars about the nature of the fire i.e. was the fire localised to the battery, did it spread, was the vehicle burnt out, were any other vehicles or buildings ignited, how many appliances and firefighters were in attendance, how long did it take to extinguish the fire/make it safe and were there reports of any injuries? N/A

4) Again, based on the assumption that such incidents are infrequent, was the fire service ever required to write a report on any of the incidents. If so, could I have a copy of any such reports? I accept that may involve some redactions. N/A



Information Requests Disclosure Log 2024

February 2024

Request Number 2023-0114 (Prohibition and Enforcement Notices issued to NHS trusts)

Request received on 01 February 2024:

1. A list of all prohibition notices issued to NHS trusts since 2020. For each, can you please list the site in question, a brief description of the issue, and whether the notice has since been lifted or is ongoing.
2. A list of all enforcement notices issued to NHS trusts since 2020. For each, can you please list the site in question, a brief description of the issue, and whether the notice has since been lifted or is ongoing.

I have attached a spreadsheet to fill in.

Response:

1. RBFRS have not issued any prohibition notices to NHS trusts since 2020.
2. RBFRS have not issued any enforcement notices to NHS trusts since 2020.



Information Requests Disclosure Log 2024

Request Number 2023-0115 (Lithium Battery Incidents)

Request received on 07 February 2024:

1. Number of lithium battery fires attended over the last 5 years (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
 - a) Of these how many were the result of an e-bike? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
 - b) Of these how many were the result of an e-scooter? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
2. Number of people who have died in a fire involving a lithium battery over the last 5 years? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
 - a) Of these how many were the result of an e-bike? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
 - b) Of these how many were the result of an e-scooter? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
3. Number of people seriously injured in a fire involving a lithium battery over the last 5 years? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
 - a) Of these how many were the result of an e-bike? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)
 - b) Of these how many were the result of an e-scooter? (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)

Response:

Q1) Number of lithium battery fires attended over the last 5 years (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)?

- a) Of these how many were the result of an e-bike?
- b) Of these how many were the result of an e-scooter?



Information Requests Disclosure Log 2024

-	Calendar Year						Grand Total
Vehicle	2019	2020	2021	2022	2023	2024	Total
E Bike	2	1	2	2	15	0	22
E Scooter	0	0	2	5	1	0	8
Other	2	16	19	8	17	1	63
Grand Total	4	17	23	15	33	1	93

Q2) Number of people who have died in a fire involving a lithium battery over the last 5 years (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)?

- a) Of these how many were the result of an e-bike?
- b) Of these how many were the result of an e-scooter?

There have been no recorded fatalities from lithium battery fires over the last 5 years.

Q3) Number of people seriously injured in a fire involving a lithium battery over the last 5 years (please include data for 2019, 2020, 2021, 2022, 2023, so far in 2024)?

- a) Of these how many were the result of an e-bike?
- b) Of these how many were the result of an e-scooter?

-	Calendar Year						Grand Total
Vehicle	2019	2020	2021	2022	2023	2024	Total
E Bike	0	0	1	0	5	0	6
E Scooter	0	0	0	6	0	0	6
Other	0	1	6	1	3	1	12
Grand Total	0	1	7	7	8	1	24



Information Requests Disclosure Log 2024

Request Number 2023-0116 (Policy – Drug and Alcohol Misuse)

Request received on 07 February 2024:

I would be most grateful if you would provide me, under the Freedom of Information Act, the following information regarding Drug and Alcohol Misuse within the workforce and how this is supported based on the following;

1. Do you as an organisation/trust have a designated policy or procedure to advise on substance abuse within your workforce and responsibilities?
2. As an organisation do you complete training awareness programmes to the workforce to raise awareness of spotting the signs of substance misuse?
3. What practices do you follow, if it advised there is a person at work under the influence of drink or drugs?
4. What support services do you have for those with known addiction issues to help them remain in work?
5. Do you have a process whereby adhoc screening can be undertaken?
 - a. Could you provide details of frequency testing is undertaken for individuals?
 - b. How many individuals have tested positive for Drug and Alcohol whilst on duty in the past 5 years?
 - c. Do you have specific trained individuals to conduct testing?
6. Due to Trauma being often seen as part of Front Line Services what support is available for Mental Health Support and Addiction.
7. How many employees do you employee on payroll.

Response:

Clarification was sought from the applicant in relation to their request.

No further communication/clarification was received from the applicant (by the deadline), therefore the request was closed.



Information Requests Disclosure Log 2024

Request Number 2023-0117 (Lithium-ion Battery Incidents)

Request received on 07 February 2024:

I would like to request figures on the number of fires which occurred in a domestic premise caused by lithium-ion batteries (E-bikes and E-Scooters) over the last five years, as well as the data regarding if any members of the public who have sustain any sort of injury as a result of this.

Response:

Calendar Year	Month	Type of Incident	Property Type	Fatalities	Injuries	Injuries_No
2018	10	E SCOOTER	Dwelling	N	N	0
2021	7	E SCOOTER	Dwelling	N	Y	3
2021	9	E BIKE	Dwelling	N	N	0
2021	10	E BIKE	Dwelling	N	Y	1
2022	2	E BIKE	NonResidential	N	N	0
2022	4	E SCOOTER	NonResidential	N	N	0
2022	9	E BIKE	Dwelling	N	N	0
2022	11	E SCOOTER	Dwelling	N	N	0
2022	12	E SCOOTER	Dwelling	N	Y	6
2022	12	E SCOOTER	Dwelling	N	N	0



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Calendar Year	Month	Type of Incident	Property Type	Fatalities	Injuries	Injuries_No
2023	2	E BIKE	Dwelling	N	Y	1
2023	2	E BIKE	Dwelling	N	N	0
2023	4	E BIKE	Dwelling	N	N	0
2023	4	E BIKE	Dwelling	N	N	0
2023	4	E BIKE	NonResidential	N	N	0
2023	6	E BIKE	OtherResidential	N	N	0
2023	7	E BIKE	NonResidential	N	N	0
2023	7	E BIKE	Dwelling	N	Y	1
2023	10	E BIKE	Dwelling	N	N	0
2023	10	E SCOOTER	Dwelling	N	N	0
2023	12	E BIKE	Dwelling	N	Y	2



Information Requests Disclosure Log 2024

Request Number 2023-0118 (Insurance and Fuel costs)

Request received on 12 February 2024:

1. what was your authority's annual spend on all insurance to insure all authority vehicles for the following years: a) 2018/19, b) 2019/20, c) 2020/21, d) 2021/22, e) 2022/23?
2. What is the authority's projected spending on insurance for authority vehicles for the financial year 2023/24?
3. What is the authority's annual spend on all fuel to fill up authority vehicles for the following years: a) 2018/19, b) 2019/20, c) 2020/21, d) 2021/22, e) 2022/23?
4. What is the authority's projected spending on fuel costs for authority vehicles for the financial year 2023/24?

Response:

1. **What was your authority's annual spend on all insurance to insure all authority vehicles for the following years: a) 2018/19, b) 2019/20, c) 2020/21, d) 2021/22, e) 2022/23?**

The Fire and Rescue Indemnity Company (FRIC) is the mutual protection provider for all Royal Berkshire Fire and Rescue Service insurance. The insurance charge for 'Motor' for the past financial years is listed as follows:

2018 / 2019	£125,052
2019 / 2020	£132,728
2020 / 2021	£119,110
2021 / 2022	£113,094
2022 / 2023	£106,760



Information Requests Disclosure Log 2024

2. What is the authority's projected spending on insurance for authority vehicles for the financial year 2023/24?

For 2023/24 the charge is estimated at £111k.

3. What is the authority's annual spend on all fuel to fill up authority vehicles for the following years: a) 2018/19, b) 2019/20, c) 2020/21, d) 2021/22, e) 2022/23?

The cost for petrol and diesel fuel for the Authority's vehicles for the financial years is:

2018 / 2019	£237,047
2019 / 2020	£227,049
2020 / 2021	£140,605
2021 / 2022	£225,717
2022 / 2023	£309,267

Note: 2020/21 shows the effect of Covid.

Please also note that these figures do not include the cost of charging our electric vehicles as the breakdown of this information is not currently available.

4. What is the authority's projected spending on fuel costs for authority vehicles for the financial year 2023/24?

The current spend on Petrol and Diesel (to January 2024) is £212k, consequently, the estimate for 2023/24 is approximately £260k.



Information Requests Disclosure Log 2024

Request Number 2023-0119 (Successful Prosecutions)

Request received on 13 February 2024:

I would like to request information on your successful prosecutions of companies since 2010 under the Freedom of Information Act 2000 including:

- Name of company or organisation
- Date of prosecution
- Size of fine

Please could the information be provided in a spreadsheet

Response:

Following a response from the appropriate department, I am pleased to be able to provide you with the information you requested regarding successful prosecutions of companies, however, please be aware that our legal retention schedule is set at 6 years. Consequently, we only hold data for that time period.

Please see the attached XL Spreadsheet, as requested.

[FOI 2023-0119 - Successful Prosecutions.xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0120 (January 2024 Floods - West Berkshire)

Request received on 12 February 2024:

Burghfield, West Berkshire, Eastbury, West Berkshire, Newbury, West Berkshire, Streatley, West Berkshire, Purley, West Berkshire

We have been instructed to carry out an investigation of flooding that occurred at the above sites around the below dates:

- 02/01/2024 – Storm Henk
- 21/01/2024 to 22/01/2024 – Storm Isha
- 23/01/2024 to 24/01/2024 – Storm Jocelyn

Please could the RBFRS provide the following information:

1. Any drone footage / photographs of the flooding that occurred as a result of the above storms.
2. Details of staff recounts of the flooding and events occurring as a result of the above storms.
3. Details of any responses undertaken by RBFRS either during or following Storms Henk, Isha, and Jocelyn at the above locations.

Response:

1. Any drone footage / photographs of the flooding that occurred as a result of the above storms.

We do not have any drone footage from the requested locations. We do however have several photos from an incident that occurred near Burghfield. Please see the attached.

2. Details of staff recounts of the flooding and events occurring as a result of the above storms.

Our official statements are available on our website via [Latest News | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#) and [Incidents | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#).

3. Details of any responses undertaken by RBFRS either during or following Storms Henk, Isha, and Jocelyn at the above locations.



Information Requests Disclosure Log 2024

We attended only one incident that would fall within the remit of your request (within target locations specified and during storm dates). The Incident occurred in Newbury, during Storm Henk. This is the only incident of flooding, in the locations specified, that was called in and responded to by Royal Berkshire Fire and Rescue Service (RBFRS).

Additionally, Number of flooding incidents occurring in Newbury, Burghfield, Eastbury, Purley, Streatley during January 2024:

Newbury 8

Burghfield 2

And number of Incidents occurring in Berkshire on dates of storms:

Storm Henk 4

Storm Isha 4

Storm Jocelyn 2

Our official statements are available on our website via [Latest News | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#) and [Incidents | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#).



Information Requests Disclosure Log 2024

Request Number 2023-0121 (Fires in Buildings)

Request received on 13 February 2024:

A list of all of the names and addresses of all the listed buildings in your covered area that have had fires in the past five years

The number of listed buildings in your covered area that have had fires each year for the last five years

The number of fires in any buildings, listed or not listed, that have occurred in your covered area over the last five years

Response:

1. A list of all of the names and addresses of all the listed buildings in your covered area that have had fires in the past five years

Business Name	Complete Address
The Ferry	Sutton Road Cookham Maidenhead SL6 9SN
Malmaison Hotel	18-20 Station Road Reading RG1 1JX
Reading School	Reading School Main House Erleigh Road Reading RG1 5LW
	Flats 1-6 27 Market Place Newbury RG14 5AA
Theatre Royal Windsor	Theatre Royal 31-32 Thames Street Windsor SL4 1PS
The Old Boot Inn	From Cock Lane to New Barn Farm, Stanford Dingley Reading RG7 6LT
Crooked Billet Ph	Honey Hill Crowthorne RG40 3BJ
De Vere Hotel	De Vere Hotel Wokefield Park Mortimer Reading RG7 3AE
The Ferry	Sutton Road Cookham Maidenhead SL6 9SN
Integrated Chinese School of Medicine	19/21 Castle Street Reading RG1 7SB
Easthampstead Park Conference Centre	Easthampstead Park Wokingham RG40 3DF
Queens Oak Ph	Church Lane Finchampstead Wokingham RG40 4LS



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Business Name	Complete Address
The Old Vicarage	3 Parsonage Lane Hungerford RG17 0JB
Reading Railway Station	Station Approach Reading RG1 1LY
The Ship Inn Ph	104 Peach Street Wokingham RG40 1XH
Hinds Head Hotel	Hinds Head Hotel Wasing Lane Aldermaston Reading RG7 4LX
Kings Arms	High Street Cookham Maidenhead SL6 9SJ
Castle Inn	Church Hill Hurst Reading RG10 0SJ
New Rose	30 Market Place Wokingham RG40 1AP
The Old Boot Inn	Cock Lane To New Barn Farm Stanford Dingley Reading RG7 6LT

- The number of listed buildings in your covered area that have had fires each year for the last five years
- The number of fires in any buildings, listed or not listed, that have occurred in your covered area over the last five years

		Calendar Years					
		2019	2020	2021	2022	2023	Total
Question 2	The number of listed buildings in your covered area that have had fires each year for the last five years	6	6	3	4	1	20
Question 3	The number of fires in any buildings, listed or not listed, that have occurred in your covered area over the last five years	612	541	585	583	88	2409



Information Requests Disclosure Log 2024

Request Number 2023-0122 (Swinley Forest)

Request received on 14 February Month 2024:

1. Approximately 65,000 broadleaf trees were planted after the fire, using a mixture of oak and sweet chestnut to form fire breaks. Is there any plan for where the trees have been planted on the fire site?
2. Besides the huge impact on rare birds, are any other plants severely damaged in the forest?
3. What plant species remain unaffected by fire?
4. I found some puddles/ponds on the site. Are these created after the fire or are they natural in the forest?
5. The fire also spread to the peatland underground. Was the peatland treated after that?
6. Have any surrounding residents affected by the fire demanded help from the psychological department?

Also, I hope you can recommend the website or email contact information of the department that handles wildfire and forest environment management.

Response:

I have to advise you that Royal Berkshire Fire and Rescue Service does not hold the Information you seek.

Swinley Forest is owned and managed by the [Crown Estate](#). Consequently, I would suggest redirecting your enquiries to the Crown estate ([Home | The Crown Estate](#)), who may be able to assist you further.



Information Requests Disclosure Log 2024

Request Number 2023-0123 (Flooding incidents caused by severe weather)

Request received on 14 February 2024:

1. I would like the total number of flooding incidents recorded by the fire and rescue service, broken down by month, for the calendar years 2013 to 16 January 2024.
2. In a separate tab I would like details of each flooding incident. Please include:
 - Date of incident
 - Time of day incident reported
 - Incident duration (minutes)
 - Location (please include longitude and latitude and local authority if available), Total number of buildings affected, Total number of dwellings affected & Total number of firefighters injured, seriously injured or killed

Response:

Following a response from the appropriate department, I am pleased to be able to provide you with the information you requested.

We are aware that you requested data from 2013 onwards. However, due to changes within our recording systems, we are only holding data for severe flooding from 2016 onwards. I should also let you know that we do not record longitude and latitude for incidents. All other data requested can be found in the attached file.

[Summary - Flooding incidents caused by severe weather (2023-0123).xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0124 (Updated Vehicle Fleet List)

Request received on 17 February 2024:

1. An update of vehicle fleet list, including:
 - a. Stations
 - b. Reg No
 - c. Model
 - d. New builds on order

Response:

Following a response from the appropriate department, I am pleased to be able to provide you with the information you requested. Please see the attached XL Spreadsheet.

[RBFRS Fleet List – By Station – February 2024.xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0125 (Dementia and Fire Risk)

Request received on 19 February 2024:

1. I wondered if you could share with me the number of fire incidents you attended which involved people living with dementia in the last reporting year.
 - a. Number of fire incidents attended by your service involving people living with dementia in the years 2023, 2022, and 2021
 - b. The above broken down into actual fire incidents and false alarms
 - c. Number of deaths from fire related incidents for people living with dementia 2023, 2022, and 2021
2. Do you have any strategies or policies in place regarding people living with dementia?

Response:

The number of fire incidents attended which involved people living with dementia in the last reporting year.

Number of fire incidents attended by the service involving people living with dementia in the years 2023, 2022, and 2021

The above broken down into actual fire incidents and false alarms

The breakdown below is for fire incidents attended by RBFRS in calendar years 2021, 2022, 2023 where a Safe and Well visit to a property has recorded a person(s) living with Dementia/Alzheimer's.

The distinct count of incidents RBFRS attended:

Primary Fire incidents	2021	2022	2023	Total
Fire Primary	5	6	7	18
False Alarm	29	46	49	124
Total	34	52	56	142

Number of deaths from fire related incidents for people living with dementia 2023, 2022, and 2021: 1 fatality



Information Requests Disclosure Log 2024

Do you have any strategies or policies in place regarding people living with dementia? If so, it would be great to see those.

We do not specifically have in place any strategies or policies that relate to people living with dementia. That said, from a prevention perspective, dementia is included within the Safe and Well Process. The agency referral form includes a box for a referrer to let us know if an occupant has dementia. The 'Risk to Individual Stratification Matrix' allocates a priority score for those with dementia and there is an area on the Safe and Well technician's assessment which records dementia and any advice given will be recorded within the comments. Additionally, if there are related issues raised, we may refer to Age UK as part of our processes.

RBFRS also aligns to the NFCC [Person Centred Framework Guidance - NFCC](#) and [Equality of Access to Services and Employment for people living with dementia - NFCC](#)

From the Training point of view, we have had dementia friends to provide some training to our Safe and Well Technicians and various fire crews have also attended the online dementia friends training. Our Mental Health Awareness training also includes some dementia awareness.

With regards to community engagement, we follow the NFCC campaigns calendar which has Dementia Action Week on the 20th – 26th May and also Carers Week on the 10th – 16th June. For these weeks we typically put out dementia related social media posts. We also work with partner agencies, such as the adult social care teams and local charities, to promote and attend targeted events during these weeks which promote a range of services for those with dementia and their carers.



Information Requests Disclosure Log 2024

Request Number 2023-0126 (Sprinkler Assessment Data Relating to the Castle School)

Request received on 21 February 2024:

- a) Have there been any cases of deliberate ignition/arson on the school grounds in the last 10 years? If so, please provide details.
- b) History of fires – Have there been any major fires on the school grounds in the last 10 years? If so, please provide details.
- c) Have there been any incidences of Arson in the locality in the last 10 years? - locality is 2-5 mile radius. If so, please provide details.
- d) Have there been any fires in other schools in the locality in last 10 years? - locality as (c) above. If so, please provide details.
- e) How far is the nearest fire station to the school? Please advise the name of the Fire Station.

Response:

Have there been any cases of deliberate ignition/arson on the school grounds in the last 10 years? If so, please provide details.

Ans: No

b) History of fires – Have there been any major fires on the school grounds in the last 10 years?

Ans: No

c) Have there been any incidences of Arson in the locality in the last 10 years? - locality is 2-5 mile radius.

Ans: There have been 733 deliberate Primary and Secondary Fires attended across West Berkshire in the last 10 years. Of these, 3 were deliberate secondary fires at school addresses. See below:

Cal Year	Time Of Call	Result Code	Cause	Revised Incident Type	IBIS Property Type	Address
2023	08/05/2023 17:21:19	02 - Fire Secondary	Deliberate – unknown owner	F8.0.0.P FIRE - FIRE IN THE OPEN	Tree scrub (includes single trees not in garden) (SF:B)	THE WILLINK SCHOOL,WILLINK SCHOOL,SCHOOL LANE,BURGHFIELD COMMON,READING,RG7 3XJ



Information Requests Disclosure Log 2024

Cal Year	Time Of Call	Result Code	Cause	Revised Incident Type	IBIS Property Type	Address
2017	03/07/2017 12:52:23	02 - Fire Secondary	Deliberate – others property	F8.0.0.P FIRE - FIRE IN THE OPEN	Other outdoor items including roadside furniture (SF: C)	PARK HOUSE SCHOOL,PARK HOUSE SCHOOL,239 ANDOVER ROAD,NEWBURY,RG14 6NQ
2015	05/07/2015 22:24:17	02 - Fire Secondary	Deliberate – others property	F8.0.0.P FIRE - FIRE IN THE OPEN	Refuse/rubbish tip or bonfire (SF:C)	LITTLEHEATH SCHOOL,LITTLE HEATH SCHOOL,LITTLE HEATH ROAD,TILEHURST,READING,RG31 5TY

d) Have there been any fires in other schools in the locality in last 10 years? - locality as above.

Ans: There have been 8 accidental Primary and Secondary Fires attended at school addresses across West Berkshire in the last 10 years. See below:

Cal Year	Time Of Call	Result Code	Cause	Revised Incident Type	IBIS Property Type	Address
2022	14/05/2022 10:47:40	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Tree scrub (includes single trees not in garden) (SF:B)	NEW BARN SCHOOL,NEW BARN,ROAD KNOWN AS VALLEY ROAD,WELFORD,NEWBURY,RG20 8HZ
2021	25/06/2021 19:41:11	02 - Fire Secondary	Accidental	F8.1.0.P FIRE - ROAD FURNITURE AND RECEPTICALS	Other outdoor items including roadside furniture (SF: C)	OUTSIDE LITTLEHEATH SCHOOL,LITTLE HEATH SCHOOL,LITTLE HEATH ROAD,TILEHURST,READING,RG31 5TY,
2019	01/05/2019 20:24:57	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Tree scrub (includes single trees not in garden) (SF:B)	WOODLANDS REAR OF,BRADFIELD CHURCH OF ENGLAND PRIMARY SCHOOL,2 COCK LANE,BRADFIELD SOUTHEND,READING,RG7 6HR



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Cal Year	Time Of Call	Result Code	Cause	Revised Incident Type	IBIS Property Type	Address
2018	24/07/2018 02:31:00	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Scrub land (SF:B)	PANGBOURNE COLLEGE, PANGBOURNE COLLEGE, PANGBOURNE HILL, PANGBOURNE, READING, RG8 8LA
2017	13/06/2017 20:10:24	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Refuse/rubbish tip or bonfire (SF:C)	LITTLEHEATH SCHOOL, LITTLEHEATH SCHOOL, LITTLE HEATH ROAD, TILEHURST, READING, RG31 5TY
2015	21/12/2015 23:24:08	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Small refuse/rubbish/recycle container (excluding wheelie bin) (SF:C)	KENNET SECONDARY SCHOOL, KENNET SCHOOL, STONEY LANE, THATCHAM, RG19 4LL
2015	21/07/2015 14:47:54	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Tree scrub (includes single trees not in garden) (SF:B)	PANGBOURNE COLLEGE, PANGBOURNE COLLEGE, BERE COURT ROAD, PANGBOURNE, READING, RG8 8LA
2015	21/05/2015 13:31:49	02 - Fire Secondary	Accidental	F8.0.0.P FIRE - FIRE IN THE OPEN	Refuse/rubbish tip or bonfire (SF:C)	LITTLEHEATH SCHOOL, LITTLE HEATH SCHOOL, LITTLE HEATH ROAD, TILEHURST, READING, RG31 5TY

e) How far is the nearest fire station to the school? Please advise the name of the Fire Station.

Ans: Newbury Fire Station (~ 1.3 miles away)



Information Requests Disclosure Log 2024

Request Number 2023-0127 (Operational Policies to Prioritize the Rescue of Children from Fires)

Request received on 23 February 2024:

1. Do they (we) have operational policy/policies that prioritise the rescue of children from fires? If not, why not?

Response:

1. Do they (we) have operational policy/policies that prioritise the rescue of children from fires? If not, why not?

Ans: Service policy and guidance does not specifically state how rescues should be prioritised. Decision making in relation to rescues will be made on a dynamic assessment of risk related to the specific circumstances of each incident.

The incident commander will assess these risks, weighing up a number of factors to determine a tactical plan that achieves the most benefit for those involved. Saving life is always our highest priority and we align to the 'firefighter safety maxim' - "At every incident the greater the potential benefit of fire and rescue actions, the greater the risk that is accepted by commanders and firefighters. Activities that present a high risk to safety are limited to those that have the potential to save life or to prevent rapid and significant escalation of the incident."



Information Requests Disclosure Log 2024

Request Number 2023-0128 (Fire Hydrant Measures and Procedures)

Request received on 23 February 2024:

1. What measures do they have in place to ensure that fire hydrants in their area flow a minimum of 2000lpm at 1.7 bar?
2. What agreements do they have in place with local water companies to ensure that fire hydrants in their area flow a minimum of 2000lpm at 1.7 bar?
3. What arrangements do they have in place to flow test fire hydrants?
4. Do they have an operational procedure in place to augment the water supply to a pumping appliance from more than one fire hydrant were necessary?
5. Have they ever trialled augmenting the water supply to a pumping appliance from more than one fire hydrant? What was the outcome?

Response:

What measures do they (we) have in place to ensure that fire hydrants in their area flow a minimum of 2000lpm at 1.7 bar?

Ans: There are no existing measures to ensure that there is a blanket minimum flow of 2000lpm (33.3lps), consideration for flows varies on the type of buildings and their purpose, this is laid out in the “National Guidance Document on the Provisions of Water for Fire Fighting 2007: Appendix 5” as highlighted below. There are no agreements or assurances on pressures, apart from the standard water company assurance that they need to provide a minimum of 1bar at the customers property boundary, there is a statement that the water undertaker should look to increase the pressure when required by the fire service, but this isn’t always possible for example where there are installations of Pressure Reducing Valves (PRVs)

- 1) - Housing



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Housing developments with units of detached or semidetached houses of not more than two floors should have a water supply capable of delivering a minimum of eight litres per second through any single hydrant.

Multi occupied housing developments with units of more than two floors should have a water supply capable of delivering a minimum of 20 to 35 litres per second through any single hydrant on the development.

2) - Transportation

Lorry/coach parks - multi-storey car parks - service stations All of these amenities should have a water supply capable of delivering a minimum of 25 litres per second through any single hydrant on the development or within a vehicular distance of 90 metres from the complex.

3) - Industry

In order that an adequate supply of water is available for use by the Fire and Rescue Authority in case of fire it is recommended that the water supply infrastructure to any industrial estate is as follows with the mains network on site being normally at least 150 mm nominal diameter.

Up to one hectare 20 litres per second.

One to two hectares 35 litres per second.

Two to three hectares 50 litres per second.

Over three hectares 75 litres per second.

4) - Shopping, offices, recreation and tourism

Commercial developments of this type should have a water supply capable of delivering a minimum flow of 20 to 75 litres per second to the development site.

5) - Education, health and community facilities



Information Requests Disclosure Log 2024

5.1) - Village halls

Should have a water supply capable of delivering a minimum flow of 15 litres per second through any single hydrant on the development or within a vehicular distance of 100 metres from the complex.

5.2) - Primary schools and single storey health centres

Should have a water supply capable of delivering a minimum flow of 20 litres per second through any single hydrant on the development or within a vehicular distance of 70 metres from the complex.

5.3) - Secondary schools, colleges, large health and community facilities

Should have a water supply capable of delivering a minimum flow of 35 litres per second through any single hydrant on the development or within a vehicular distance of 70 metres from the complex.

What agreements do they (we) have in place with local water companies to ensure that fire hydrants in their area flow a minimum of 2000lpm at 1.7 bar?

Ans: As above no agreement exists for a blanket minimum flow of 2000lpm risk-based assessment on building type and use should be considered as above, understanding that limitations on geographical restrictions and local demands will vary the flow and pressures at any given time.

What arrangements do they (we) have in place to flow test fire hydrants?

Ans: As advised under the “National Guidance Document on the Provisions of Water for Fire Fighting 2007: Section 6 – Inspection, Testing and Abandonment of Hydrants”, we do not have any arrangements.

Do they have an operational procedure in place to augment the water supply to a pumping appliance from more than one fire hydrant were necessary?

Ans: Our service procedure is detailed in the Service Procedure section of OIN-TV-116 Securing or Provision of Water Supplies:



Information Requests Disclosure Log 2024

“Incident commanders (ICs) must aim to secure enough media for a fire to be fully extinguished. This should include a secondary supply that can be used should the primary supply fail”

“Whenever ICs require a greater supply of water for firefighting, the IC is to request an increase in mains pressure via TVFCS, who will relay the request to the Water Authority and also inform them when the additional supply and pressure is no longer required.”

The Operational Considerations section of this same OIN includes the following:

“Where the mains pressure is low it is essential that a pump is positioned at the hydrant, and that hose lines are twinned in order to minimise friction loss and maximise flow to the fireground”

“Identify a secondary water supply in case of increased demand or failure using MDTs or mapping”

OIN-TV-121 Fire Hydrants includes similar instruction. Both OINs **attached**.

Have they ever trialled augmenting the water supply to a pumping appliance from more than one fire hydrant? What was the outcome?

Ans: No



Information Requests Disclosure Log 2024

Request Number 2023-0129 (Unconscious Bias Training)

Request received on 23 February 2024:

1. The total spending by your organisation on unconscious bias training for your staff in the financial year 2022/23.
2. The number of your staff that undertook unconscious bias training in the financial year 2022/23.

Response:

Request placed on hold, awaiting clarification from the applicant.
No further communication received from the applicant, request closed.



Information Requests Disclosure Log 2024

Request Number 2023-0130 (Attended Car Fires throughout 1995-2023)

Request received on 25 February 2024:

I am conducting research into the number of car fires that your Fire & Rescue Service has attended between the years 01 January 1995 – 31 December 2023 (inclusive). I have particular interest in those fires occurring within multi-storey car parks. I would be grateful if the information could show:

1. The type of fuel in the vehicle of origin (e.g., petrol, diesel, Hybrid or electric)
2. The number of cars affected by such fire in each year
3. The number of fires that resulted in, and the degree of, injury in each year
4. Any reports following investigation into those fires

Response:

We are aware that you requested data from 1995 onwards. However, recorded data that RBFRS holds, is limited to 2009. No data prior to this year is available for reporting due to our retention periods.

Please note all incidents RBFRS attend require an Incident Recording System (IRS) Report to be completed. In certain circumstances, a more in-depth Fire investigation Report may also be compiled in addition to the IRS Report. These are currently charged at a rate of £125 for a copy of an IRS Report and £435.50 (+VAT) for a copy of a Fire Investigation report (please note these charges will be increased on the 1st April 2024). Therefore, in this case, you are provided with the data/figures regarding car park fires RBFRS attended, but not the reports.

Please also be aware that Fire Investigation Officers try to establish the origin, cause and give a professional opinion as to how a fire developed. The Investigator will provide reported conclusions based on the 'Most Probable Cause' i.e. with the information available, what was most likely to have happened or be the case. Fire Investigation Officers do not have to provide conclusions that meet the standards of prosecution evidence in a criminal prosecution i.e. 'Beyond Reasonable Doubt'.

[Summary of Attended Car Fires – Multi-storey Car Parks.xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0131 (Senior Officer Duty Systems, Cars and Tax Arrangements)

Request received on 29 February 2024:

I request the following information

1. What make, model, trim and year of cars are used by your Chief Fire Officer, Deputy Chief Fire Officer and any Assistant Chief Fire Officers?
2. Are these cars owned or leased by the Fire Authority and provided at no cost to the officers?
3. Are these cars provided through a lease scheme where the Authority pays a specified capped amount and the Officer may pay an additional personal contribution above and beyond that paid by the Authority?
4. Does the Fire Authority set a specification, performance and maximum value criteria for these cars ? if so please provide a copy.
5. Is the specification, performance and maximum value criteria of these cars the same or different to cars used by Station and Group Managers working the Flexi duty system in the service? If so please provide a copy of the Station/Group manager specification.
6. Has the the specification, performance and maximum value criteria of cars used by the Chief, Deputy and Assistant Chief Fire Officers been approved/reviewed by the Fire Authority? If so when? if not who approved it and when?
7. Do the Chief, Deputy and Assistant Chief Fire Officer work a duty system(often referred to continuous duty) which enables them to avail of the EIM23605 Car benefit: emergency vehicle tax exemption? If so has this duty system been approved/reviewed by the Fire Authority? If so when? If not who approved it and when?
8. How many times have each of the Chief, Deputy and Assistant Chief Fire Officers had to physically respond, using blue lights in the past 3 years? for the last 6 incidents each attended:
 - a. Date of incident, where did they respond from and where was the incident?
 - b. What command function did they perform at the incident?



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- c. How long were they in attendance at the incident?
 - d. What was their response time from mobilized to in attendance?
9. If a duty system, commonly known as a continuous duty system, is operated by the Chief, Deputy and Assistant Chief Officers was it approved/reviewed by the Fire Authority? If so when? If this type of duty system was approved by the Fire Authority were they explicitly made aware of the significant personal tax benefits for those working it?
10. If the Fire Authority didn't approve the duty system who did and when?
11. If a duty system, commonly known as a continuous duty system, is operated by the Chief, Deputy and Assistant Chief Officers please provide a copy of the Health and Safety Risk Assessments which shows how the Fire Authority has assured itself that the duty system, with such extensive periods of on call, meets their Employer Health and Safety responsibilities?

Response:

1. What make, model, trim and year of cars are used by your Chief Fire Officer, Deputy Chief Fire Officer and any Assistant Chief Fire Officers?

The CFO utilises a Volvo XC90, T8, Plug-in Hybrid, 2023 model year.

The DCFO utilises a Toyota RAV 4, Design, AWD, Mild Hybrid Electric Vehicle, 2022 model year.

The ACFO utilises their own vehicle. This vehicle is not provided by the Service, nor via the Service lease scheme and is the personal property of the post-holder. The vehicle utilised by ACFO is not required to fulfil an emergency response role, is not fitted with emergency response systems, and is not required to adhere to the minimum specification required of FDO/PO cars.

2. Are these cars owned or leased by the Fire Authority and provided at no cost to the officers?

Only the vehicle utilised by the DCFO is owned by the Fire Authority.



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3. Are these cars provided through a lease scheme where the Authority pays a specified capped amount and the Officer may pay an additional personal contribution above and beyond that paid by the Authority?

The vehicle utilised by the CFO is provided via a lease scheme. Such vehicles are leased by the Fire Authority, on behalf of the vehicle user/officer. The lease is contracted in the name of the Fire Authority but responsibility for payments, along with any tax liability etc, sits with the person named on the individual lease agreement.

The capped allowance is based on a real time baseline allowance for a vehicle that meets the required specification at the time the car is requested (as outlined in the attached policy). Officers/users can pay an additional contribution above the specified amount if they choose to have lease car of such specification/value exceeds the stipulated allowance.

4. Does the Fire Authority set a specification, performance and maximum value criteria for these cars? If so please provide a copy.

See the attached policy for car specification. The Service sets a minimum specification and performance but there are no maximum value criteria.

5. Is the specification, performance and maximum value criteria of these cars the same or different to cars used by Station and Group Managers working the Flexi duty system in the service? If so please provide a copy of the Station/Group manager specification.

The specification for all operational staff (including Principal Officers) is the same and is outlined in the Car User Scheme (attached). The vehicle has to meet same minimum criteria as other Flexible Duty Officer (FDO) ranks/roles.

6. Has the specification, performance and maximum value criteria of cars used by the Chief, Deputy and Assistant Chief Fire Officers been approved/reviewed by the Fire Authority? If so when? if not who approved it and when?

The Car User Scheme (as attached) was approved through consultation with staff and the Representative Bodies.

7. Do the Chief, Deputy and Assistant Chief Fire Officer work a duty system (often referred to continuous duty) which enables them to avail of the EIM23605 Car benefit: emergency vehicle tax exemption? If so has this duty system been approved/reviewed by the Fire Authority? If so when? If not who approved it and when?



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As of the first 01 December 2023 the CFO and DCFO only are conditioned to provide continuous duty to support the management of risk locally. This was agreed by the Fire Authority Management Committee on 16th October 2023. The Assistant Chief does not work this duty pattern as the post holder is not operational.

8. How many times have each of the Chief, Deputy and Assistant Chief Fire Officers had to physically respond, using blue lights in the past 3

years? for the last 6 incidents each attended:

- Date of incident, where did they respond from and where was the incident?
- What command function did they perform at the incident?
- How long were they in attendance at the incident?
- What was their response time from mobilized to in attendance?

Please see the attached document (FOI 2023-131 - Q8 Summary.xlsx).

9. If a duty system, commonly known as a continuous duty system, is operated by the Chief, Deputy and Assistant Chief Officers was it approved/reviewed by the Fire Authority? If so when? If this type of duty system was approved by the Fire Authority were they explicitly made aware of the significant personal tax benefits for those working it?

The Management Committee were made aware of the tax implication for those working the continuous duty rota.

10. If the Fire Authority didn't approve the duty system who did and when?

The Fire Authority approved the change in terms and condition in line with the scheme of delegation.

11. If a duty system, commonly known as a continuous duty system, is operated by the Chief, Deputy and Assistant Chief Officers please provide a copy of the Health and Safety Risk Assessments which shows how the Fire Authority has assured itself that the duty system, with such extensive periods of on call, meets their Employer Health and Safety responsibilities?



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Please see the attached Equality Impact Assessment (EIA). No Risk Assessment was carried out. Note: RBFRS has only had the continuous duty system in place since 01 December 2023.



Information Requests Disclosure Log 2024

March 2024

Request Number 2023-0132 (Procurement of Remotely Piloted Aircraft Systems (drones) through 2022 - 2024)

Request received on 01 March 2024:

Please provide the following information:

- The make and model of each drone system purchased.
- The quantity of each make and model purchased.
- The individual cost paid for each make and model.
- The total expenditure on the drone systems.
- Details of any training that was included as part of the purchase.

Response:

RBFRS has not purchased any drone systems and currently has no plans to procure any.



Information Requests Disclosure Log 2024

Request Number 2023-0133 (Warehouse fires / fires caused by vapes / fires in schools)

Request received on 04 March 2024:

Under Freedom of Information Act, I would be very grateful if you could provide the following information relating to fires:

1. Warehouse fires: We are interested in the number of fire incidents in warehouses.
 - a. How many fires in warehouses have you attended in the last three calendar years (2024 - to date, 2023, 2022, 2021)?
 - b. Per year, please breakdown the above by the following:
 - c. Extent of damage
 - d. Cause of fire

2. Fires in Schools: I am seeking to understand how many schools have been impacted by fires and whether sprinklers were present.
 1. How many fires at schools have you attended in the last five full years (2023 to 2019 or nearest period, if not available). If possible, please provide a breakdown per year of:
 - a. of the school fires you attended in this period, how many had sprinklers fitted?
 - b. Please provide a breakdown of the causes of fire by year.
 - c. For each year, please also provide a breakdown of the type of school (e.g. primary, secondary), any injuries or deaths, the extent of damage to school, age of school, how many of the schools at the time the fire broke out had received a low, medium or high fire risk assessment (or alternative classification if used), how many school fire risk assessments have you carried out



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in the last five full years (2023 to 2019 or nearest period, if not available) and if possible, please provide a breakdown of the outcomes e.g. low, medium, high risk

3. I would be very grateful if you could provide figures relating to fires caused by disposable e-cigarettes and vapes. I appreciate this may not be a category you record. It would be great if you could perform a free text search on "vape" and "e-cigarette" together with any other terms you think relevant. Please could you provide the information, split by the years 2021, 2022, 2023 and 2024 (to date)

Response:

Following a response from the appropriate department, I am pleased to be able to provide you with the information you requested. Please see the attached document.

[FOI 2023-0133 – Summary.xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0134 (RBFRS Property Assets)

Request received on 08 March 2024:

Please advise:

1. The estimated total number of acres of land that you own.
2. The estimated total number of acres that you own which are not in operational use.
3. The annual spending on managing and maintaining your property estate in the financial year 2022/23. Please provide a breakdown.
4. The number of empty homes you currently own.
5. The number of empty buildings you currently own that are not homes.

Please provide a copy of your asset register.

Response:

1. The estimated total number of acres of land that you own.
14.14
2. The estimated total number of acres that you own which are not in operational use.
0.13
3. The annual spending on managing and maintaining your property estate in the financial year 2022/23. Please provide a breakdown.
£904,670 (see attached excel document for breakdown).



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4. The number of empty homes you currently own.

2 homes (4 Hawtrey Road and 7 Aston Close)

5. The number of empty buildings you currently own that are not homes.

1 building (Denton Road)

Please provide a copy of your asset register.

I am pleased to be able to advise you that our [Land and Property Assets Register](#) is publicly available via our Website under [Transparency and Governance | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#). Some information can also be found within the [Strategic Asset Investment Framework](#) (SAIF) which is also available via our Website (www.rbfrs.co.uk).

[FOI 2023-0134 - Q.3 Breakdown.xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0135 (RBFRS Mercedes-Benz Fleet)

Request received on 12 March 2024:

I would be grateful if you could provide me with the following information under the Freedom of Information Act 2000:

1. Full list (including models) of Mercedes-Benz all-terrain vehicles and trucks you have purchased, hired or leased (including Unimogs).
2. (if leased/hired) Lease/hire start date & end date.
3. Name of service provider for any Mercedes-Benz Vehicles you have purchased, hired or leased.
4. (If owned) year purchased and when are you looking to renew your fleet of Mercedes-Benz models?
5. Contact details for the person(s) responsible for managing the fleet of Mercedes-Benz all terrain and truck vehicles, including name, job title, contact number and email address.

Response:

1. Full list (including models) of Mercedes-Benz all-terrain vehicles and trucks you have purchased, hired or leased (including Unimogs).

Just one vehicle, Mercedes-Benz Zetros 6x6 Water Carrier Fire Appliance.

2. (If leased/hired) Lease/hire start date & end date.

N/A

3. Name of service provider for any Mercedes-Benz Vehicles you have purchased, hired or leased.

Hampshire and Isle of Wight Fire and Rescue Service and/or Rygor Commercials, Reading.

4. (If owned) year purchased and when are you looking to renew your fleet of Mercedes-Benz models?

Purchased in 2014, if replaced (no confirmed decision at present) this would not take place until approximately 2030.



Information Requests Disclosure Log 2024

5. Contact details for the person(s) responsible for managing the fleet of Mercedes-Benz all terrain and truck vehicles, including name, job title, contact number and email address.

Head of Assets contact details provided.



Information Requests Disclosure Log 2024

Request Number 2023-0136 (Listed Building Fires)

Request received on 12 March 2024:

I am looking for data on fires in listed buildings, specifically for the year 2018. If possible, could dates and addresses be provided?

Response:

Information previously disclosed (2023-0052) modified and sent to applicant.

[FOI 2023-0136 - Statistics - Fires in Listed Buildings (2018).xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0137 (Social Media Management Platforms and Tools)

Request received on 20 March 2024:

- 1) Do you use a Social Media Management platform?
- 2) If so, what tools do you use?
- 3) What is your annual spend on a Social Media Management tool?
- 4) What dates does your contract with your current supplier end (month & year)?
- 5) Do you use a tool for Social Listening and/or a Media Monitoring platform?
- 6) If so, what tools do you use?
- 7) What is your annual spend on a tool for Social Listening and/or a Media Monitoring platform?
- 8) What dates does your contract with your current supplier end (month & year)?
- 9) Who is the senior person responsible for managing these contracts?

Response:

- 1) Do you use a Social Media Management platform? Yes
- 2) If so, what tools do you use? Hootsuite
- 3) What is your annual spend on a Social Media Management tool? £1,068
- 4) What dates does your contract with your current supplier end (month & year)? Annual contract. Renewal month is February 2025.
- 5) Do you use a tool for Social Listening and/or a Media Monitoring platform? We use Hootsuite to monitor social media



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- 6) If so, what tools do you use? As above
- 7) What is your annual spend on a tool for Social Listening and/or a Media Monitoring platform? As above
- 8) What dates does your contract with your current supplier end (month & year) As above
- 9) Who is the senior person responsible for managing these contracts? Area Manager Head of Corporate Services



Information Requests Disclosure Log 2024

Request Number 2023-0138 (Lithium Battery Fires)

Request received on 25 March 2024:

How many fires caused by lithium batteries on E-bikes or E-Scooters has your fire brigade been called to?

How many people have been injured at a fire caused by lithium batteries on E-bikes or E-Scooters.

How many accidental deaths have been caused by fires caused by lithium batteries attended to by your fire brigade?

Are you able to provide the information above between the years 2020 and 2024 please.

Response:

I am pleased to be able to advise you that the information you seek is already easily accessible to you as we have received previous Information Requests about this subject, that are published on our website. Under [Request Disclosure Logs](#) you will find the Information Requests for each year which are updated regularly. Please see request 2022-0005, 2022-0023 and 2022-0061 on [Jan-Dec 2022](#) and 2022-0138, 2023-0009, 2023-0021, 2023-0031, 2023-0063 on [Jan-Dec 2023](#) and Requests 2023-0102, 2023-0078, 2023-0098, 2023-0115 and 2023-0117 on [Jan-Dec 2024](#).



Information Requests Disclosure Log 2024

Request Number 2023-0139 (Fleet list)

Request received on 25 March 2024:

I would like a copy of the fleet list including the brand new Vehicles/Appliances

In the fleet list I would like the make, callsign and reg plate

Response:

Following a response from the appropriate department, I am pleased to be able to provide you with the information you requested. Please see the attached XL Spreadsheet.

Please note that due to the way that vehicles are assigned, a call-sign is not always assigned to the same vehicle i.e. the same vehicle registration, only a vehicle type.

[RBFRS Fleet List - By Station - February 2024.xlsx]



Information Requests Disclosure Log 2024

Request Number 2023-0140 (Emergency Response Times – Common Road, Langley)

Request received on 20 March 2024:

Langley Fire Station appears to be the closest hospital to Byron House, Common Road, Langley, Slough, SL3 8TS and Linden House, Common Road, Langley, Slough SL3 8TT.

Please could you confirm what the fire station's emergency response times are to these buildings? Or if that information is not available, the fire stations' average response time to an emergency?

Response:

Count of Incidents:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Langley JY18P1	-	-	-	-	1	1	-	-	-	1	-	1	4
Slough JY17P1	-	-	-	-	-	-	-	-	-	1	-	-	1
Slough JY17P2	-	-	-	1	-	-	-	-	-	1	-	-	2

Response Timings (seconds):	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Average
Langley JY18P1	-	-	-	-	277	326	-	-	-	327	-	1048	495
Slough JY17P1	-	-	-	-	-	-	-	-	-	1081	-	-	1081
Slough JY17P2	-	-	-	495	-	-	-	-	-	334	-	-	415



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Notes:

- This information was based off our Emergency Response measure.
- The information provided contains data on all appliances that responded to incidents at these locations.
- No fire has been recorded at this premise in the last year, only False Alarms and Special Service Incidents.
- This data is based of Stats Year 2023, as no specific timeframe was requested.
- We used a manual text search to check for any incidents at the specific addresses provided (including post code and address fields).
- The individual months use the actual response time for the incident attended, the “Average” is the overall average of the timings across the year of 2023.

Our Service uses dynamic mobilising (mobilises closest appliance to incident regardless of location), as a result of this, it doesn't necessary mean that only Langley's pump will respond to incidents at the requested address. Therefore, we have included all pumps that attended incidents at the requested address, which also includes pumps from Slough.



Information Requests Disclosure Log 2024

April 2024

Request Number 2024-0001 (Flooding - Great Shefford, Pangbourne, and Lambourn - as a result of Storms Henk, Isha, and Jocelyn))

Request received on 01 April 2024:

See previous request 2023-0120

We are now also investigating the flooding that has occurred in Great Shefford, Pangbourne, and Lambourn. Therefore, please could the RBFRS provide the following information:

1. Any drone footage / photographs of the flooding that occurred as a result of Storms Henk, Isha, and Jocelyn.
2. Details of staff recounts of the flooding and events occurring as a result of Storms Henk, Isha, and Jocelyn.
3. Details of any responses undertaken by RBFRS either during or following Storms Henk, Isha, and Jocelyn at the above locations.

Response:

1. Any drone footage / photographs of the flooding that occurred as a result of the above storms.

We do not have any drone footage from the requested locations.

2. Details of staff recounts of the flooding and events occurring as a result of the above storms.

Our official statements are available on our website via [Latest News | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#) and [Incidents | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#).

3. Details of any responses undertaken by RBFRS either during or following Storms Henk, Isha, and Jocelyn at the above locations.



Information Requests Disclosure Log 2024

We have not attended any incidents that would fall within the remit of your request (as a result of the storms within target locations specified).

Additionally, Number of flooding incidents occurring in Great Shefford, Lambourn and Pangbourne during January 2024:

Lambourn	1
Pangbourne	0
Great Shefford	0

And number of Incidents occurring in Berkshire on dates of storms:

Storm Henk	4
Storm Isha	4
Storm Jocelyn	2

Our official statements are available on our website via [Latest News | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#) and [Incidents | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#).



Information Requests Disclosure Log 2024

Request Number 2024-0002 (Staffing information)

Request received on 03 April 2024:

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

Specifically, we would like to know how many (a) wholetime firefighter, (b) retained firefighter, (c) fire control room, (d) support staff and (e) total staff there were employed in your Fire and Rescue Service, measured by headcount, on 31 March 2023 and 31 March 2024.

We also request the (f) number of wholetime firefighters employed by your fire and rescue service as of 31 March 2023 and 31 March 2024 (headcount) that also work a retained contract, and therefore could be described as “wholetime-retained”. To clarify, we only request the number of wholetime firefighters with an additional retained contract – we are not asking whether it is with your own or another fire and rescue service.

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

1) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2023:

	Headcount
Wholetime	
Retained	
Control	
Support	
Total	
Wholetime-retained	

2) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2024:



Information Requests Disclosure Log 2024

	Headcount
Wholetime	
Retained	
Control	
Support	
Total	
Wholetime-retained	

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

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

Response:

1) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2023:

	Headcount
Wholetime	373
Retained	65
Control	38
Support	168
Total	644
Wholetime-retained	23 (also included in above)



Information Requests Disclosure Log 2024

2) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2024:

	Headcount
Wholetime	370
Retained	53
Control	41
Support	175
Total	639
Wholetime-retained	17 (also included in above)



Information Requests Disclosure Log 2024

Request Number 2024-0003 (Vehicle Fires)

Request received on 04 April 2024:

Please could you detail the total number of fires caused by vehicles last year but separate it by month and what the car make was.

Could you present the information as follows:

January – XX number of fires – vehicle type:

February

March

Etc...

Response:

[FOI 2024-0003 - Response.xlsx]

Please be aware that the vehicle make and model recorded is manually entered by our crews on-scene at an incident, and there is no requirement to record this information (in the event they cannot identify the vehicle). If a vehicle make/model cannot be identified, it will be recorded as "Unknown".



Information Requests Disclosure Log 2024

Request Number 2024-0004 (Maintenance Management Systems and Software)

Request received on 04 April 2024:

Specifically, I would like to request the following information:

1. The name(s) of the software used for maintenance management systems (Typically known as CMMS, EAM, Asset Management, Facilities Management) within the service.
2. The number of users licensed to use the maintenance management system software.
3. The annual cost associated with the maintenance management system software.
4. The individual or department responsible for managing and overseeing the maintenance management system software.
5. The expiration date of the current contract(s) for the maintenance management system software.

Additionally, I would also like to request information regarding the following:

6. The software used to manage the allocation of equipment within the service.
7. The software used for maintaining buildings, vehicles, PPE etc.
8. The software used for registering accidents or damages within all equipment or assets owned or leased within the service.
9. How failures of equipment, machinery, vehicles, and supplies are logged within the service.
10. Name of software used to ensure equipment, machinery and any other items are fit for use for example periodic testing and calibration, for example fire extinguishers, PPE & vehicles.

Response:

1. The name(s) of the software used for maintenance management systems (Typically known as CMMS, EAM, Asset Management, Facilities Management) within the service.



Information Requests Disclosure Log 2024

FireWatch - please note that this a Fire Service Management System that incorporates resource planning, response and prevention, we do not have a specific maintenance management system.

2. The number of users licensed to use the maintenance management system software.
We do not have a maintenance management system software, but 650 users are licensed to use FireWatch.
3. The annual cost associated with the maintenance management system software.
We do not have a maintenance management system software, but the FireWatch annual maintenance paid last year was £76.5K (includes VAT).
4. The individual or department responsible for managing and overseeing the maintenance management system software.
ICT Service Delivery Manager contact details provided.
5. The expiration date of the current contract(s) for the maintenance management system software.
We do not have a maintenance management system software, but the contract end date for FireWatch is 31 March 2027.

You may also be interested to know that our Contracts Register is available via our website: [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#).

Additionally, I would also like to request information regarding the following:

6. The software used to manage the allocation of equipment within the service.
FireWatch
7. The software used for maintaining buildings, vehicles, PPE etc.
FireWatch is used to log defects, but it is not used to manage maintenance of assets.
8. The software used for registering accidents or damages within all equipment or assets owned or leased within the service.
Via FireWatch and for ICT equipment and devices reporting issues is via Alemba (vFire)
9. How failures of equipment, machinery, vehicles, and supplies are logged within the service.
Via FireWatch and for ICT equipment and devices reporting issues is via Alemba (vFire)



Information Requests Disclosure Log 2024

10. Name of software used to ensure equipment, machinery and any other items are fit for use for example periodic testing and calibration, for example fire extinguishers, PPE & vehicles.

FireWatch, although the system is only used for reactive maintenance.

Vehicle and Fleet equipment servicing information is currently managed by our contracted maintenance providers in Hampshire and Isle of Wight Fire and Rescue Service, and they use the Tranman system.

Alemba (vFire) is used for reporting issues with ICT equipment and devices, FireWatch is used for the asset management.



Information Requests Disclosure Log 2024

Request Number 2024-0005 (Flooding - Winterbourne)

Request received on 09 April 2024:

See previous request 2023-0120 & 2024-0001

Our scope has once again been increased so we are now also investigating the flooding that has occurred in Winterbourne over the week commencing the 25th March. Therefore, please could the RBFRS provide the following information if relevant:

1. Any drone footage / photographs of the flooding that occurred.
2. Details of staff recounts of the flooding and events.
3. Details of any responses undertaken by RBFRS either during or following the flooding events in Winterbourne.

Response:

1. Any drone footage / photographs of the flooding that occurred.

We do not have any drone footage from the requested location.

2. Details of staff recounts of the flooding and events.

Our official statements are available on our website via [Latest News | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#) and [Incidents | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](#).

3. Details of any responses undertaken by RBFRS either during or following the flooding events in Winterbourne.

We have not attended any incidents that would fall within the remit of your request.



Information Requests Disclosure Log 2024

Request Number 2024-0006 (Registered Nurses)

Request received on 09 April 2024:

I am writing to you under the provisions of the Freedom of Information Act 2000 to request the following information regarding the staffing of registered nurses within your organisation:

1. The total number of Registered Nurses employed by your organization.
2. Please provide this information by headcount. However, if headcount data is unavailable, Whole-Time Equivalent (WTE) figures would suffice.

Response:

Request placed on hold, awaiting clarification from the applicant (within a timeframe).

No further communication received from the applicant, request closed.



Information Requests Disclosure Log 2024

Request Number 2024-0007 (Electric Vehicle Fires)

Request received on 10 April 2024:

1. How many fires linked to lithium ion batteries did you record in 2022?
2. How many fires linked to lithium ion batteries did you record in 2023?
3. How many fires involved an electric bike did you record in 2022? And in 2023?
4. How many fires involving an electric scooter did you record in 2022? And in 2023?
5. How many fires involving an electric car did you record in 2022? And in 2023?
6. How many fires involving an electric truck did you record in 2022? And in 2023?
7. How many fires involving an electric bus/ coach did you record in 2022? And in 2023?

Response:

I am pleased to be able to advise you that the information you seek is already easily accessible to you as we have received previous Information Requests about this subject, that are published on our website. Under [Request Disclosure Logs](#) you will find the Information Requests for each year which are updated regularly.

Please refer to the following Information Requests that will answer your questions, they are available on the log for Jan-Dec 2024 -

2023-0098 (Fires involving E-Bikes and E-Scooters in 2023)

2023-0102 (Statistics/Information - Fires involving Lithium-ion Batteries)

2023-0113 (Electric Bus Fires)

2023-0115 (Lithium Battery Incidents)

2023-0117 (Lithium-ion Battery Incidents)

2023-0130 (Attended Car Fires throughout 1995-2023) – [Summary of Attended Car Fires - Multi-storey Car Parks.xlsx]



Information Requests Disclosure Log 2024

Request Number 2024-0008 (Fires in Buildings Under Construction)

Request received on 12 April 2024:

If you would be so kind to send me Fires in buildings under construction stats for 2021/2022

Response:

Following a response from the relevant department, I have been advised that we do not have any incidents recorded (fires in buildings under construction) for stats year 2021/2022 (01-04-2021 – 31-03-2022).



Information Requests Disclosure Log 2024

Request Number 2024-0009 (Wildfires July 2022)

Request received on DD April 2024:

I am interested in obtaining the following information for wildfire events that occurred in the UK during July 2022:

1. Location (coordinates) and timing (date and time of day) of the wildfires.
2. Fire size – ideally fire perimeters.
3. Number of resources deployed.
4. Fuel type burned (if available).
5. Impact (e.g. buildings/houses affected, personal injuries, infrastructure, fire service equipment, traffic delays, any evacuations, etc).
6. If/when a major incident was declared.

Response:

Following a response from the relevant department, I am pleased to be able to provide you with the attached spreadsheet which details the requested information held by RBFRS [FOI 2024-0009 - Response.xlsx].



Information Requests Disclosure Log 2024

Request Number 2024-0010 (Maternity Pay)

Request received on 17 April 2024:

Can you confirm that your respective policy hasn't changed between the FOI date (Oct 2023) and 31/03/24:

Q1. What pay does a firefighter receive for first 6 weeks (inclusive) of maternity leave?

100% (6/16 weeks full pay)

Q2. What pay does a firefighter receive for the next 12 weeks (inclusive) of maternity leave?

100% (10/16 weeks full pay) then 50% (2/20 weeks) at of their average weekly earnings

Q3. What pay does a firefighter receive during for the next 21 weeks (inclusive) of maternity leave?

50% (18/20 weeks) +SMP their average weekly earnings then SMP (3 weeks)

Q4. What pay does a firefighter receive during for the remaining 13 weeks (inclusive) of maternity leave?

NIL

Approx pay

£22,080

Response:

The figures provided to you were correct at the time. We note the request says until 31 March 2024, so it did not change during the timeframe requested.

Our (RBFRS) policy has subsequently been updated with an effective change to enhanced maternity pay from the 01 April 2024.



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Please find updated figures for information from 01 April 2024 below, which may be of use to you.

Q1. What pay does a firefighter receive for first 6 weeks (inclusive) of maternity leave?

100% (6/45 weeks full pay)

Q2. What pay does a firefighter receive for the next 12 weeks (inclusive) of maternity leave?

100% (12/45 weeks full pay)

Q3. What pay does a firefighter receive during for the next 21 weeks (inclusive) of maternity leave?

100% (21/45 full weeks pay)

Q4. What pay does a firefighter receive during for the remaining 13 weeks (inclusive) of maternity leave?

100% (6/45 weeks full pay) 0% (7/52 weeks maternity leave)

Approx pay

£ 31,349

Please note the approx. pay is based on 45 weeks full pay if taking full 52 weeks maternity leave, for a competent Firefighter.



Information Requests Disclosure Log 2024

Request Number 2024-0011 (Electrical Incidents)

Request received on 16 April 2024:

1. Number of incidences attributed to:
 - a. Solar PV
 - b. Battery Storage System
 - c. Heatpump (Airsource)
 - d. Heatpump (ground source)
 - e. Wind turbine
 - f. Electric Vehicle Charging Equipment
2. Number of injuries caused by the incidences in question 1.
3. Number of deaths caused by the incidences in question 1.
4. What was the cause of the incidences (based on IRS categories)?
 - Faulty Appliances and Leads
 - Misuse of Equipment or Appliances
 - Careless handling of fire or hot substances
 - Deliberate
 - Faulty fuel supplies
 - Placing articles too close to heat
 - Playing with fire
 - Other (please state)



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5. Can the problems be pinpointed to:
 - a. User error/lack of understanding of the item /system requirements? (please explain)
 - b. Installation error? (please explain)
 - i. Electrical
 - ii. Mechanical / fixing (note: we do need to find if there is an issue with electrical installers breaching roofing construction methods)
 - c. Design error (please explain)
 - d. Equipment failure? (please explain)
 - e. Lack of maintenance of the LCT system and wiring? (please explain)
6. Were the affiliated switchgear, and protective devices (e.g., MCB, Fuse, RCBO, RCD, etc), in the consumer unit/distribution board checked to be suitable and correctly sized for the installation, considering the potential increased current flows and bi-directional operation
7. What was the age of the installation?

Response:

Please see the attached spreadsheet for details [FOI 2024-0011 - Response.xlsx] and note that we are unable to answer questions 6 and 7 as we do not hold this information.



Information Requests Disclosure Log 2024

Request Number 2024-0012 (Scrumptious Consultancy)

Request received on 17 April 2024:

We have noticed that Royal Berkshire Fire & Rescue Service are listed as a client on the website of Scrumptious Consultancy. Please can you provide under the Freedom of Information Act the following:-

1. Is Scrumptious Consultancy a supplier to Royal Berkshire Fire & Rescue Service.
2. Please can you provide information of the work which Scrumptious Consultancy has provided for Royal Berkshire Fire & Rescue Service.
3. Details of any/all contracts awarded to Scrumptious Consultancy.
4. A copy of the tender/s of which Scrumptious Consultancy were awarded.
5. The engagement letter for Scrumptious Consultancy for their work with Royal Berkshire Fire & Rescue Service.
6. Details of all the work undertaken by Scrumptious Consultancy - Terms of Reference
7. A copy of any reports provided following the completion of the work by Scrumptious Consultancy.
8. If no tender or procurement process was undertaken and the work was awarded to Scrumptious Consultancy without a formal process, please can you provide the reason why a fair and transparent process was not followed to award this work.
9. Details of any work that is currently being carried out by Scrumptious Consultancy.
10. Please can you confirm that Royal Berkshire Fire & Rescue Service have given permission for their logo to be on the website of Scrumptious Consultancy.

Response:

1. **Is Scrumptious Consultancy a supplier to Royal Berkshire Fire & Rescue Service.**
Yes
2. **Please can you provide information of the work which Scrumptious Consultancy has provided for Royal Berkshire Fire & Rescue Service.**



Information Requests Disclosure Log 2024

The purchase orders raised with the supplier were for the CFO recruitment process and an order of prints of a picture that the Scrumptious Consultancy were managing on behalf of Fire Aid.

3. Details of any/all contracts awarded to Scrumptious Consultancy.

No contract awarded. It was done under one quote process on a purchase order only basis.

4. A copy of the tender/s of which Scrumptious Consultancy were awarded.

No formal tender released due to low value spend with the supplier – less than £10,000.

5. The engagement letter for Scrumptious Consultancy for their work with Royal Berkshire Fire & Rescue Service.

There is no letter as it was based on purchase order only transaction.

6. Details of all the work undertaken by Scrumptious Consultancy - Terms of Reference

No formal agreement with the supplier. Supplier was set up on the system as low value under £10,000 spend.

7. A copy of any reports provided following the completion of the work by Scrumptious Consultancy.

For the CFO process, any reports produced are no longer held, in keeping with our retention schedule for recruitment.
No reports were created for the order of prints.

8. If no tender or procurement process was undertaken and the work was awarded to Scrumptious Consultancy without a formal process, please can you provide the reason why a fair and transparent process was not followed to award this work.

Based on RBFRRS contract regulation, any spend under the £10,000 can be done acquiring one quote to award the contract based on PO under Contract Regulation 9 – Threshold for seeking tenders and quotes.

9. Details of any work that is currently being carried out by Scrumptious Consultancy.

Scrumptious Consultancy are not currently carrying out any work for RBFRRS.

10. Please can you confirm that Royal Berkshire Fire & Rescue Service have given permission for their logo to be on the website of Scrumptious Consultancy.

This will be followed up with Scrumptious Consultancy as we have not been able to ascertain if permission was granted.



Information Requests Disclosure Log 2024

Request Number 2024-0013 (Contracts - Office Supplies)

Request received on 18 April 2024:

1. Spend on Office Supplies and associated products for the below financial years.
 - a. 1st April 2022 – 31st March 2023
 - b. 1st April 2023 – 31st March 2024
2. Start date & duration of Contract?
3. Is there an extension clause in the contract and, if so, the duration of the extension?
4. Has a decision been made yet on whether the contract is to be either extended or renewed?
5. Who is the senior officer (outside of procurement) responsible for the contract?
6. Name of Incumbent Supplier?
7. How long have you traded with them?
8. If you publish your register of contracts and purchasing, can you please provide a website link.
9. In addition, can you confirm if you have a contract in place for Tail End Spend.

Response:

1. **Spend on Office Supplies and associated products for the below financial years.**
 - a. **1st April 2022 – 31st March 2023**
£13,798.82



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b. 1st April 2023 – 31st March 2024

£10,332.70

Please note, this spend relates to our supplier, the spend detailed below is for other office supplies purchased via procurement card.

1st April 2022 – 31st March 2023 - £6293.77

1st April 2023 – 31st March 2024 - £3587.76

2. Start date & duration of Contract?

1st October 2021 to 30th September 2024

3. Is there an extension clause in the contract and, if so, the duration of the extension?

Extension for two (2) further years 1st October 2024 to 30th September 2026.

4. Has a decision been made yet on whether the contract is to be either extended or renewed?

Yes, the contract will be extended.

5. Who is the senior officer (outside of procurement) responsible for the contract?

Facilities Manager

6. Name of Incumbent Supplier?

Bates Office Services Ltd

7. How long have you traded with them?

Since 1st October 2021

8. If you publish your register of contracts and purchasing, can you please provide a website link.

Contract Register - [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#)

Purchasing - [Financial Transparency | Royal Berkshire Fire and Rescue Service](#)



Information Requests Disclosure Log 2024

9. In addition, can you confirm if you have a contract in place for Tail End Spend.
If spend is under £10k we do not have a contract



Information Requests Disclosure Log 2024

Request Number 2024-0014 (Stonewall Funding)

Request received on 19 April 2024:

1. What payments, if any, you made to Stonewall (officially Stonewall Equality Limited) in the financial year 2022/23.
2. What payments, if any, you made to Stonewall (officially Stonewall Equality Limited) in the financial year 2023/24.
3. What payments, if any, you expect to make to Stonewall (officially Stonewall Equality Limited) in the current financial year.

Response:

- 1. What payments, if any, have you made to Stonewall (officially Stonewall Equality Limited) in the financial year 2022/23.**

One payment was made to Stonewall for our membership in the 2022/23 financial year for £2,500 + VAT.

- 2. What payments, if any, have you made to Stonewall (officially Stonewall Equality Limited) in the financial year 2023/24.**

No payments were made to Stonewall in the 2023/24 financial year.

- 3. What payments, if any, do you expect to make to Stonewall (officially Stonewall Equality Limited) in the current financial year.**

No payment is expected to be made to Stonewall in the 2024/25 financial year.



Information Requests Disclosure Log 2024

Request Number 2024-0015 (Employment Tribunal September 2023)

Request received on 24 April 2024:

How much public money was spent in defending the claims of unfair dismissal and discrimination.

And, how much money was paid to Counsel in solicitor fees?

Response:

Legal costs £24,202.40

Plus VAT £4,847.17

Plus for counsel:

Total Fees £10,500.00

Total VAT £2,100.00

Plus courier fee of £33.47

Total £34,735.87 plus £6,947.17 VAT = £41,683.04



Information Requests Disclosure Log 2024

Request Number 2024-0016 (Statistics: Incidents in Donnington RG14 2JG - 01 April 2023-26 April 2024)

Request received on 26 April 2024:

Please could you advise on the number of fire incidents recorded in the Donnington area RG14 2JG from April 23 until now.

Response:

Following a response from the appropriate department, I am pleased to be able to advise you that we have not had any fire incidents recorded with the RG14 2JG postcode during the requested timeframe.



Information Requests Disclosure Log 2024

Request Number 2024-0017 (Electricity and Gas Consumption and Cost – 01 April 2023 to 31 March 2024)

Request received on 26 April 2024:

For the period 1-April-23 to 31-March 2024, we please require disclosure of: -

- The grid Electricity kwh's consumed & the £-value spent (excl-vat).
- The natural Gas kwh's consumed & the £-value spent (excl-vat).

Response:

The figures for the period 01 April 2023 to 31 March 2024 are:

Electricity: 1,694,346 Kwh consumption – at cost (net of VAT) £576,661.00

Gas: 1,888,396 Kwh consumption – at cost (net of VAT) of £205,280.00



Information Requests Disclosure Log 2024

Request Number 2024-0018 (ESPO Liquid Fuels)

Request received on 28 April 2024:

For context, your organisation has been placing direct awards to suppliers under the ESPO Liquid Fuels Framework 301_22 The Supply of Liquid Fuels. ESPO was investigated by the Public Procurement Review Service (PPRS) and was required to inform its customers that the framework operated on a direct award model because this was not clear from its user guide documents. This is evidenced on the PPRS website here : <https://www.gov.uk/government/publications/mystery-shopper-results-2018>. Row 541 of the spreadsheet that can be downloaded from that link provides full details.

The questions under FOI, for your organisation, are as follows:

- Did ESPO make you aware that you were placing a direct award for each order that you placed?
- Did you issue a Contracts Finder Notice for each order you placed?
- Please can you provide links to the Contracts Finder notices for the direct awards you placed under the framework in the month of November 2023?
- Please can you state your total spend under the framework in the year 2023?

Response:

- Did ESPO make you aware that you were placing a direct award for each order that you placed? We have not used the framework to award a contract.
- Did you issue a Contracts Finder Notice for each order you placed? Not applicable (N/A) – We have not used the framework.
- Please can you provide links to the Contracts Finder notices for the direct awards you placed under the framework in the month of November 2023? N/A – We have not used the framework.
- Please can you state your total spend under the framework in the year 2023? N/A – We have not used the framework.



Information Requests Disclosure Log 2024

Request Number 2024-0019 (Vaccinations)

Request received on 29 April 2024:

I am trying to gather information about vaccination provision across UK fire services for operational personnel. This is to help our service make decisions about specific need (alongside clinical evidence), and understand how other brigades approach protection from Hep A, Hep B and Tetanus, Diphtheria & Polio.

Would you be so kind as to provide some information on:

- whether you vaccinate?
- what specific groups of operational personnel are vaccination, if any?
- What vaccinations specific groups are offered?

Response:

- whether you vaccinate?

Staff operating as Module 3 Water Rescue personnel are encouraged to obtain a hepatitis B vaccination.

- what specific groups of operational personnel are vaccination, if any?

It is recommended that staff trained as Module 3 Water Rescue personnel received a hepatitis B vaccination. If their GP does not provide it, the Service reimburses for the cost of the vaccination. Hep A is also encouraged for water rescue and paid for if recommended by a GP.

- What vaccinations specific groups are offered?

Hepatitis B and A. We are progressing a recommendation for all station-based operational staff to be offered a hepatitis B vaccination. Whilst the risk assessment suggests risk of infection is low we are considering vaccination from a holistic wellbeing perspective. We are exploring likely take up and budget requirements.



Information Requests Disclosure Log 2024

Request Number 2024-0020 (Fire Fatalities and Hoarding Data)

Request received on 30 April 2024:

1. Total number of fire fatalities for each of the years from 2019 until 2024, split into risk groups, specifying which groups, eg. Hoarding behaviours; inappropriate smoking; people under the influence of alcohol; people who used emollient creams; people who lived alone; ex military. Please provide your response broken down by year.
2. For each of the years from 2019 until 2024, for the 31st March in each year. please provide the number of properties / premises in your area with a Clutter Image Rating (CIR) of 6 or above.

Response:

Following the response from the Data and Performance team, the applicant has been sent with the requested data [FOI 2024-0020 - Response.xlsx].



Information Requests Disclosure Log 2024

May 2024

Request Number 2024-0021 (Energy Management)

Request received on 06 May 2024:

Following [2023-0110](#)

- please share the NHH, HH, Gas and Specialist Gas/Liquid meter points of Energy Management
- please confirm when the Energy Management System will be implemented. It would be helpful if you mention the month/year.

Response:

Royal Berkshire Fire and Rescue Service (RBFRS) do not have an Energy Management System in place and there are currently no plans to introduce one in the near term. EMS will be an identified technology in the RBFRS Estate Strategy to be released in 2025, with the subsequent action plan to include a competitive procurement exercise in accordance with the Public Contract Regulations at a date and year yet to be identified.



Information Requests Disclosure Log 2024

Request Number 2024-0022 (Firefighter Recruitment)

Request received on 07 May 2024:

Could you please supply me with the following information concerning firefighter recruitment, as outlined below.

- How many females applied to be wholetime firefighters in 2023?
- How many males applied to be wholetime firefighters in 2023?
- How many female firefighters were successful in becoming wholetime firefighters in 2023 after the recruitment process?
- How many male firefighters were successful in becoming wholetime firefighters in 2023 after the recruitment process?

Response:

- How many females applied to be wholetime firefighters in 2023?

Two recruitment campaigns started in 2023 and concluded in 2024:

Recruitment campaign 1: 28 completed applications

Recruitment campaign 2: 29 completed applications

- How many males applied to be wholetime firefighters in 2023?

Two recruitment campaigns started in 2023 and concluded in 2024:

Recruitment campaign 1: 211 completed applications

Recruitment campaign 2: 220 completed applications

- How many female firefighters were successful in becoming wholetime firefighters in 2023 after the recruitment process?



Information Requests Disclosure Log 2024

2 cohorts:

4 employed in January 2023 (including 1 internal)

3 employed in August 2023

- How many male firefighters were successful in becoming wholetime firefighters in 2023 after the recruitment process?

2 cohorts:

25 employed in January 2023 (including 4 internals)

5 employed in August 2023



Information Requests Disclosure Log 2024

Request Number 2024-0023 (Fire Safety Visit - Whitley Local, 101 Basingstoke Road, Reading, RG2 0HA)

Request received on 09 May 2024:

Please may I have all details of your visit to the above premises which took place on 25/04/2024 at 1040hrs.

Response:

Outcome Letter - Whitley Local, 101 Basingstoke Road, Reading, RG2 0HA_REDACTED.pdf

Inspection Audit Report - Whitley Local, 101 Basingstoke Road, Reading, RG2 0HA_REDACTED.pdf



Information Requests Disclosure Log 2024

Request Number 2024-0024 (Drones)

Request received on 14 May 2024:

Do you currently utilise drones in-house, or do you rely on third-party services for your aerial imaging and measurement needs?

Response:

Royal Berkshire Fire and Rescue Service do not own or operate drones.



Information Requests Disclosure Log 2024

Request Number 2024-0025 (Drownings)

Request received on 15 May 2024:

1. How many fatal drownings and near misses were recorded in your area between April 2023 and April 2024.
2. Please provide the information electronically and broken down by month.

Response:

Following the response from the Data and Performance team, the applicant has been sent with the requested data in form of excel file (Summary.xlsx).



Information Requests Disclosure Log 2024

Request Number 2024-0026 (E-Scooter/E-Bikes incident (House fires))

Request received on 17 May 2024:

- The number of house fires in your area involving and/or caused by an e-scooter incident in 2020
- The number of house fires in your area involving and/or caused by an e-scooter incident in 2021
- The number of house fires in your area involving and/or caused by an e-scooter incident in 2022
- The number of house fires in your area involving and/or caused by an e-scooter incident in 2023

Additionally, and only if this is categorised separately, can we also request the following:

- The number of house fires in your area involving and/or caused by an e-bike incident in 2020
- The number of house fires in your area involving and/or caused by an e-bike incident in 2021
- The number of house fires in your area involving and/or caused by an e-bike incident in 2022
- The number of house fires in your area involving and/or caused by an e-bike incident in 2023

Response:

The request was relevant to a previous request ([2023-0117](#)), and so have pointed the applicant to the same.



Information Requests Disclosure Log 2024

Request Number 2024-0027 (Assaults against Firefighters)

Request received on 17 May 2024:

1. How many assaults against firefighters were recorded in each of the last five years, 2019/2020/2021/2022/2023.
2. Could I have a geographic breakdown of where the assaults occurred.
3. Could I have a brief description of the nature of the assault.

Response:

Following the response from the Health & Safety Team, the applicant has been sent with the requested data in form of excel file (Summary.xlsx).



Information Requests Disclosure Log 2024

Request Number 2024-0028 (Fire Incident Report Form – Blank Copy)

Request received on 19 May 2024:

Looking for blank copies or scans of any report/incident forms you may use, and if possible, guidelines as to what goes into each section. This is as part of a study into how fire service incidents are recorded worldwide. Don't need any information about incidents that have occurred or access to filled out incident records.

If possible, in the format that it would appear if printed and to be filled in by hand, but if not that is okay, anything you can provide will be helpful. Watermarked is also fine as understood that this is not to be duplicated.

Not sure if you have an equivalent to the NFIRS Guidelines that exist in the United States for filling these forms, but this guidance for the sake of understanding the sections would be very helpful.

Response:

Request placed on hold, awaiting clarification from the applicant (within a timeframe).

No further communication received from the applicant; request closed.



Information Requests Disclosure Log 2024

Request Number 2024-0029 (E-Bike Fires)

Request received on 20 May 2024:

- Between January 2022 and January 2023, how many fires relating to E-Bikes was the service called out to?
- Between January 2023 and January 2024, how many fires relating to E-Bikes was the service called out to?
- Of these call outs, how many related to serious injury?
- Of these call outs, how many led to a fatality?

Response:

The request was relevant to a previous request (2023-0115), and so have pointed the applicant to the same.



Information Requests Disclosure Log 2024

Request Number 2024-0030 (ICT Contract – Server Related)

Request received on 20 May 2024:

This is a request for information that relates to the organisation's contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the types of contract described above, please can you provide me with the following data. If there is more than one contract please split the information for each separate supplier this includes annual spend

1. Contract Title: Please provide me with the contract title.
2. Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relates to: Server Hardware, Virtualisation, SAN (Storage Area Network)
3. Existing/Current Supplier: Please provide me with the supplier name for each contract.
4. Brand: Please state the brand of hardware or software
5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.
6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?
7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)
8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.



Information Requests Disclosure Log 2024

9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)
10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.
11. Number of Physical Server: Please can you provide me with the number of physical servers.
12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers
13. Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance. I need at least a sentence.
14. Contract Owner: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)

Response:

Following the response from the ICT team, the applicant has been sent with the requested data in form of excel file (FOI 2024-0030 response.xlsx).



Information Requests Disclosure Log 2024

Request Number 2024-0031 (Recruitment Information (Disabled Candidates))

Request received on 24 May 2024:

What is the current recruiting policy for recruiting employees who are autistic applicants?

Does the service actively employ autistic individuals

What is current recruitment policies for making adjustments for employees with autism / adverse learning difficulties/ disabilities?

What is the recruitment policy for employing individuals on the ground of age, disability such as youth?

What is the recruitment policy for offering interview by work trial for autistic applicants who struggle with formal question by question style interviews?

What is the current IT policy for applicants who have difficulty accessing application forms due the forms being locked for applying for employment or volunteering positions.

What is the email address for the IT department of RBFRS? to resolve IT issues such as not able access applications forms due forms being locked.

How many autistic employees does the service actively recruit in volunteering positions or paid positions.

Response:

Following the response from the HR team, the applicant has been sent with the requested data in form of excel file (Summary.xlsx).



Information Requests Disclosure Log 2024

Request Number 2024-0032 (Legal Organization Information)

Request received on 24 May 2024:

- What is your spend with external law firms (please provide for the last 4 financial years)
- Do you use eBilling technology to manage your law firms billing (e.g. systems such as Legal Tracker, Brightflag, Apperio, CT Tymatrix, Mitrates etc.)
- Who is your Head of Legal or General Counsel (please provide email address)?
- Who is your Head of Procurement (please provide email address)
- Do you have a law firm panel / preferred supplier list / use a framework to buy your external law firm services. Please provide details where possible.

Response:

Following the response from the Finance and Procurement team, the applicant has been sent with the requested data in form of excel file (Summary.xlsx).



Information Requests Disclosure Log 2024

Request Number 2024-0033 (FRS Information)

Request received on 27 May 2024:

- Total No. of uniformed employees as at 1 April 2023
- Total No. of non-uniformed employees as at 1 April 2023
- Total No of Near Misses 1 April 2023 to 31 March 2024
- Total number of accident/injuries (including RIDDOR but not Covid) 1 April 2023 to 31 March 2024
- Number of injuries (not RIDDOR reportable) 1 April 2023 to 31 March 2024
- Number of injuries (RIDDOR reportable but not Covid related) 1 April 2023 to 31 March 2024
- No of operational incidents 1 April 2023 to 31 March 2024
- Total number of vehicle accidents reported in relation to service vehicles 1 April 2023 to 31 March 2024
- Number associated with attendance at incidents 1 April 2023 to 31 March 2024

Response:

Following the response from the HR, Health & Safety, Data & Performance, Business Support teams the applicant has been sent with the requested data in form of excel file (Summary.xlsx).



Information Requests Disclosure Log 2024

Request Number 2024-0034 (Fire Safety: Skylark House, Drake Way, Reading, RG2 0PA)

Request received on 28 May 2024:

Could you provide an update on whether these buildings do or do not have unsafe ACM that require remediating? (also whether they are over 18m).

If the building does contain ACM -

1. Testing confirming the Category of the ACM
2. Information such as façade reports, intrusive surveys, images, drawings etc., confirming the location and extent of the ACM and whether there are other combustible material present in conjunction with the ACM (such as combustible insulation).

Response:

Following a response from the appropriate department, I am pleased to be able to provide you with the information you requested. Please see the attached documentation.

Please note that some documentation enclosed may be subject to intellectual property right or copyright laws. Authorisation to re-use copyright material belonging to any third parties should be sought from the copyright holders/creators concerned.

FRAEW Skylark House, Drake Way, Reading, RG2 0PA (Nov 2023)_REDACTED.pdf

Informal Action - FSM Deficiencies No Revisit - Skylark House, Drake Way, Reading, RG2 0PA_REDACTED.pdf



Information Requests Disclosure Log 2024

Request Number 2024-0035 (Fire Incidents at Hayling Close, Slough)

Request received on 29 May 2024:

Fire Incidents at Hayling Close, Slough, SL1 5DE (495561E, 180375N).

Could you please provide me with details of any incidents or fire that have been attended within the last 10 years at Hayling Close, Slough.

Response:

Following the response from the Data & Performance team, the applicant has been sent with the requested data in form of excel file (Summary.xlsx).



Information Requests Disclosure Log 2024

June 2024

Request Number 2024-0036 (On call stats)

Request received on 02 June 2024:

Applicant is requesting to receive the overall number of incidents that each retained crew were mobilised to and subsequently the number of times they booked mobile to an incident, as well as the same information for standbys from 1/1/23 to 1/1/24.

Response:

Data provided [FOI 2024-0036 - Data.xlsx]



Information Requests Disclosure Log 2024

Request Number 2024-0037 (Buildings – Guardian Scheme)

Request received on 05 June 2024:

Do you hold a database for buildings that are currently occupied by people under the live in property guardian scheme?

Response:

Request placed on hold, awaiting clarification from the applicant (within a timeframe).

No further communication received from the applicant; request closed.



Information Requests Disclosure Log 2024

Request Number 2024-0038 (Wildfires)

Request received on 07 June 2024:

1. I would like to receive information on which definition of the term 'wildfire' is used when selected wildfire events.
2. I would like to receive data on general outdoor vegetation fires during July 2022 including:
 - a. The number of incidents
 - b. Locations in coordinates (if possible)
 - c. Indication of the damaged area (square meters or hectares)
 - d. Number of calls received per incident
3. I would like to receive a general overview of the total of number of incidents reported in July 2022 per category of incident type.

Response:

1. I would like to receive information on which definition of the term 'wildfire' is used when selected wildfire events.

“Not all Outdoor Fires are Wildfires. Currently, there is no single definition of what constitutes a wildfire and categorisation varies across different agencies. NFCC’s Operational Guidance definition of a wildfire meets on or more of the following:

- Involves a geographical area of at least one hectare (10,00 square metres)
- Has a sustained flame length of more than 1.5 metres.
- Requires a committed resource of at least four fire and rescue service appliances/resources.
- Required resources to be committed for at least six hours.
- Presents a serious threat to life, environment, property, and infrastructure.”

The above extract is from the National Fire Chiefs Council, [Wildfire Aware Campaign \(https://nfcc.org.uk/our-services/campaigns/wildfire-aware/\)](https://nfcc.org.uk/our-services/campaigns/wildfire-aware/)



Information Requests Disclosure Log 2024

RBFRS follows this definition as closely as possible, when applying criteria for FOIs such as these. The criteria that we utilise from these definitions are:

- Involves a geographical area of at least one hectare (10,00 square metres)
- Requires a committed resource of at least four fire and rescue service appliances/resources.
- Required resources to be committed for at least six hours (not including officers).

The following criteria are either not recorded, or not applicable:

- Has a sustained flame length of more than 1.5 metres.
- Presents a serious threat to life, environment, property, and infrastructure.

2. I would like to receive data on general outdoor vegetation fires during July 2022 including:

- a. The number of incidents
- b. Locations in coordinates (if possible)
- c. Indication of the damaged area (square meters or hectares)
- d. Number of calls received per incident.

Information is based on our emergency incidents attended and is provided in the attached excel spreadsheet [FOI 2024-0038 - Response.xlsx].

3. I would like to receive a general overview of the total of number of incidents reported in July 2022 per category of incident type.

Information based on our emergency incidents corporate measure (CM13), for July 2022, broken down by Result Code.

Result Code	Count of Incident No.
01 – Fire Primary	93
02 – Fire Secondary	250
03 – False Alarm	245



Information Requests Disclosure Log 2024

Result Code	Count of Incident No.
04 – False Alarm Good Intent	133
05 – False Alarm Malicious-Hoax	7
08 – OTB – False Alarm	1
10 – OTB – Special Service	1
13 – No Action	1
14 – Other	1
17 – Special Service	190
19 – Non-Attendance	2
22 – Effecting Entry	16
Grand Total	940



Information Requests Disclosure Log 2024

Request Number 2024-0039 (Cannabis Factory fires)

Request received on 07 June 2024:

Information about fires at cannabis factories, and suspected cannabis factories, within your authority.

I am requesting the data for the following calendar years, 2019-2024 (until latest available date in 2024):

Q1: How many fires were recorded at suspected or confirmed cannabis factories in your authority, in each year?

Q2: If any, how many fatalities were recorded at each incident?

Response:

How many fires were recorded at suspected or confirmed cannabis factories in your authority, in each year:

-	2019	2020	2022	Total
READING	1	0	0	1
WINDSOR & MAIDENHEAD	0	1	0	1
WOKINGHAM	0	0	1	1

If any, how many fatalities were recorded at each incident?

There were no fatalities and no injuries associated with these incidents.



Information Requests Disclosure Log 2024

Request Number 2024-0040 (Formal Grievances/Complaints from employees per year)

Request received on 08 June 2024:

Please can you provide me with the numbers of formal grievances/complaints received from your employees, can you break this down per calendar year for each year from the year 2014.

Response:

Please can you provide me with the numbers of formal grievances/complaints received from your employees, can you break this down per calendar year for each year from the year 2014.	
Calendar Year	No. of formal complaints (received through our employee complaints procedure)
2014	15
2015	7
2016	10
2017	9
2018	16
2019	15
2020	1
2021	8
2022	6
2023	14
2024 (as at 27/06/2024)	15



Information Requests Disclosure Log 2024



Information Requests Disclosure Log 2024

Request Number 2024-0041 (Film and Television Productions)

Request received on 20 June 2024:

Under the Freedom of Information Act, for the tax years 2014/15 to 2022/23 inclusive, please would you please fully disclose the following details, breaking the figures by year:

1. How much revenue has been received by your organisation for services rendered to film and television productions? This could include location rental, permits and all other services related to film productions using your personnel or resources.
2. Please outline the type of work or service rendered, in each case and disclose the revenue received for each type of service.
3. How much has your organisation spent on facilitating such arrangements between 2014/15 to 2022/23, inclusive, broken down by year?

Response:

I can confirm that Royal Berkshire Fire and Rescue Service (RBFRS) has not received any revenue in exchange for services rendered to film and television productions during the period specified.



Information Requests Disclosure Log 2024

Request Number 2024-0042 (Estates Management)

Request received on 20 June 2024:

I would be most grateful if you would provide me with, under the Freedom of Information Act, the following information regarding your estate.

- 1) When did you last undertake a condition survey of your estate?
- 2) Do you carry out fire risk assessments internally or via an external service provider?
- 3) Are your estate site plans current and accurate?
- 4) Do your estate site plans detail fire compartmentation lines?
- 5) Do you retain an up-to-date list of maintainable M&E assets?

Response:

- 1) A range of condition surveys are undertaken across the estate on a rolling programme with the most recent taking place in Q1, 2024 (on three properties). Prior to that, an estate-wide survey programme was undertaken in 2016.
- 2) Fire Risk Assessment are undertaken internally.
- 3) The majority of plans are current and accurate, with a refresh of plans to take place following recent building work across the estate.
- 4) Most of our plans do not include this level of detail.
- 5) We have a register of M&E assets subject to maintenance by our specialist contractors, which is periodically reviewed.



Information Requests Disclosure Log 2024

Request Number 2024-0043 (Electrical Fires)

Request received on 24 June 2024:

1. How many electrical fires has the service responded to in the last three years (between April 6-April 5 2021/22, 2022/23 and 2023/24) ?
 - a) Of these, how many incidents were in domestic properties and how many commercial? Broken down by year.
 - b) Of these incidents, how many were caused by electrical products? What were the other causes?
 - c) What were the 5 most common products to cause electrical fires for each year?
2. How many fatalities has the service recorded as a result of electrical fires in the last three years (between April 6-April 5 2021/22, 2022/23 and 2023/24) ?
 - a) How many injuries (serious and slight) has the service recorded as a result of electrical fires during the same period?

Response:

1. How many electrical fires has the service responded to in the last three years?
 - a. Of these, how many incidents were domestic properties and how many commercial?

Property Type / Stats Year	2021	2022	2023	Grand Total
Dwelling	162	166	153	481
Non-residential	60	51	55	166
Other-residential	15	18	13	46
Other	65	70	50	185
Grand Total	302	305	271	878



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Note:

Separation is only possible between Dwelling, Non-Residential and Other-Residential.

Dwelling will include residential homes. Non-residential will include offices, shops, factories, warehouses etc. Other-residential will include Hotels, B&Bs, Nursing/Care Homes, Student Halls etc.

Results include primary and secondary fires

Date Range: 01/04/2021 – 31/03/2024

b. Of these incidents, how many were caused by electrical products? What were the other causes?

Ignition Source / Stats Year	2021	2022	2023	Grand Total
Cooking Appliance	95	90	78	263
Domestic Appliance	30	37	30	97
Electricity Supply	90	84	87	261
Heating Appliance	5	10	10	25
Industrial Appliance	3	1	4	8
Not Known	11	10	9	30
Office Appliance	1	3	1	5
Other Appliance	2	0	2	4
Grand Total	237	235	221	693

Note:

Results have been split via type of appliance that was the ignition source of the fire.

Cooking appliance will include items such as, Ovens, hobs, toasters, etc.

Domestic appliance will include items such as, tumble dryer, dish washer, etc.

Electricity Supply will include items such as, batteries, lighting, wiring, fuse boards, apparatus, etc.

Filtered to Property Types of Dwelling, Non-Residential & Other-Residential.

Results include primary and secondary fires

Date Range: 01/04/2021 – 31/03/2024



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c. The 5 most common products to cause electrical fires, by year?

2021		2022		2023	
Item	Incidents	Item	Incidents	Item	Incidents
Cooking Appliance - Oven	56	Electricity Supply – Wiring, Cabling, Plugs	51	Electricity Supply – Wiring, Cabling, Plugs	61
Electricity Supply – Wiring, Cabling, Plugs	49	Cooking Appliance - Oven	40	Cooking Appliance - Oven	30
Electricity Supply - Lighting	21	Electricity Supply - Apparatus	20	Electricity Supply - Apparatus	17
Electricity Supply – Apparatus	20	Cooking Appliance - Microwave	15	Cooking Appliance – Ring/Hot Plate	15
Cooking Appliance – Ring/ Hot Plate	13	Cooking Appliance – Ring/Hot Plate	14	Cooking Appliance - Microwave	13

Note:

Information is based off Ignition Source Description.

Filtered to Property Types of Dwelling, Non-Residential & Other-Residential.

Results include primary and secondary fires

Date Range: 01/04/2021 – 31/03/2024

2. How many fatalities has the service recorded as result of electrical fires in the last three years?

a. How many injuries has the service recorded as a result of electrical fires during the same period?

2021		2022		2023	
Injuries	Fatalities	Injuries	Fatalities	Injuries	Fatalities
23	0	18	0	22	2

Note:

This field is a sum of all fatalities and injuries data through all applicable incidents.

Results include primary and secondary fires

Date Range: 01/04/2021 – 31/03/2024



Information Requests Disclosure Log 2024

Request Number 2024-0044 (National Fraud Initiative)

Request received on 25 June 2024:

1. When are you next going through an audit of the national fraud initiative?
2. What current procedures do you have in place such as confirmation of payee against fraud?
3. What is your current confirmation of payee software incumbent product & the renewal date of the contract.

Response:

1. September 2024
2. I would like to reassure you that Royal Berkshire Fire and Rescue Service (RBFRS) have robust procedures in place to protect against fraud and that we participate in the Cabinet Office's National Fraud Initiative. I am unable to disclose the specific procedures to you as we believe that disclosure of detailed descriptions of our anti-fraud procedures may be of use to individual's trying to commit fraud and would be likely to prejudice the prevention and detection of crime. Consequently, this information has been withheld in accordance with Section 31 (1) (a) of the Freedom of Information Act 2000 (the Act). Section 31 is a qualified exemption, which means that it is subject to a public interest test. In this instance, I believe that the public interest in maintaining the exemption in Section 31 (1) (a) of the Act in relation to our current anti-fraud procedures outweighs the public interest in disclosing the information.
3. Our Finance department uses PTX (Bottomline software) and the subscription is reviewed annually. Our Human Resources (HR) use an external payroll provider, however, we do not hold any information regarding the software they use.



Information Requests Disclosure Log 2024

Request Number 2024-0045 (E-scooter/bike Fires)

Request received on 26 June 2024:

1. The number of house fires in your area involving and/or caused by an e-scooter incident in 2020
2. The number of house fires in your area involving and/or caused by an e-scooter incident in 2021
3. The number of house fires in your area involving and/or caused by an e-scooter incident in 2022
4. The number of house fires in your area involving and/or caused by an e-scooter incident in 2023

Additionally, and only *if* this is categorised separately, can we also request the following:

5. The number of house fires in your area involving and/or caused by an e-bike incident in 2020
6. The number of house fires in your area involving and/or caused by an e-bike incident in 2021
7. The number of house fires in your area involving and/or caused by an e-bike incident in 2022
8. The number of house fires in your area involving and/or caused by an e-bike incident in 2023

Response:

As previously advised (Request Number 2024-0026), the information you seek is already easily accessible to you as we have answered a previous Information Requests about this, and the response is published on our website.

Please refer to [Request Number 2023-0117](#) (Lithium-ion Battery Incidents) detailed on the Jan-Dec 2024 Disclosure Log available via our website - [Request Disclosure Logs \(rbfrs.co.uk\)](#).



Information Requests Disclosure Log 2024

Request Number 2024-0046 (ICT – Services, Devices & Software)

Request received on 27 June 2024:

Q1. Can you please list the number of devices deployed by your organisation for the following?		
Device Type	Number of Devices	
Desktop PCs		
Laptops		
Mobile Phones		
Printers		
Multi Functional Devices (MFDs)		
Tablets		
Physical Servers		
Storage Devices (for example: NAS, SAN)		
Networking Infrastructure (for example: Switches, Routers, Interfaces, Wireless Access Points)		
Security Infrastructure (for example: Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)		
Q2. Does your organisation plan to procure any of the below enterprise applications or software, if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)	2025/26 Spend/Budget (£000)
Please note, if the applications you're planning to procure are not listed below then do mention them separately.		
Content Management System		
Supply Chain Management (SCM)		
Inventory Management Software		
Enterprise Asset Management (EAM) Software		



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Business Intelligence Systems		
Other software/apps (mention the name of the software)		
Q3. Do you have any plans to procure End user devices (desktop/laptop/tablet/mobile phones etc)? if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)	2025/26 Spend/Budget (£000)
Desktops		
Laptops		
Mobile Phones		
Tablets and Others (if Others, please specify)		
Q4. Do you have any plans to procure below services/software? if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)	2025/26 Spend/Budget (£000)
Artificial Intelligence (AI)		
Cyber Security		

Response:

Q1. Can you please list the number of devices deployed by your organisation for the following?	
Device Type	Number of Devices
Desktop PCs	125
Laptops	596
Mobile Phones	331
Printers	4
Multi Functional Devices (MFDs)	32
Tablets	102



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Physical Servers	6	
Storage Devices (for example: NAS, SAN)	3	
Networking Infrastructure (for example: Switches, Routers, Interfaces, Wireless Access Points)	AP = 80 switches = 25 Routers = 23	
Security Infrastructure (for example: Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)	Defender Firewalls = 4	
Q2. Does your organisation plan to procure any of the below enterprise applications or software, if yes, please provide information in the below format. Please note, if the applications you're planning to procure are not listed below then do mention them separately.		
	2024/25 Spend/Budget (£000)	2025/26 Spend/Budget (£000)
Content Management System	21,600	21,600
Supply Chain Management (SCM)	0	0
Inventory Management Software	inc in asset mgmt below	inc in asset mgmt below
Enterprise Asset Management (EAM) Software	65,000	65,000
Business Intelligence Systems	inc in M365 costs	inc in M365 costs
Other software/apps VOIP - Avaya	19,694	currently unknown
Other software/apps Helpdesk system - Alemba	2,089	currently unknown
Other software/apps Chemdata	13,050	13,050
Other software/apps Veem	9,974	9,974
Other software/apps Skyguard lone worker	12,000	12,000
Other software/apps Mimecast temporary extension while defender is rolled out.	5,461	0
Other software/apps - MS 365	210,000	250,000
Blue light gazetteer services.	4,614	4614



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Other Software/apps - Finance	50K	50K
Other software/apps - SDS	50k	50k
Other software/apps - VR headsets	11,000	0
Other software/apps - Adobe licences	13,625	14,000
Other software/apps - HR files digitisation - In progress	0	currently unknown
Other software/apps - spec ops password Management	3,225	0

Q3. Do you have any plans to procure End user devices (desktop/laptop/tablet/mobile phones etc)? if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)	2025/26 Spend/Budget (£000)
Desktops	89,600	0
Laptops	317,740	0
Mobile Phones	56,100	0
Tablets and Others (if Others, please specify)	19,800	0

Q4. Do you have any plans to procure below services/software? if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)	2025/26 Spend/Budget (£000)
Artificial Intelligence (AI)	inc in M365 costs (10K)	expected to increase
Cyber Security	20000 provisional	20000 provisional



Information Requests Disclosure Log 2024

July 2024

Request Number 2024-0047 (Pride Month 2024)

Request received on 05 July 2024:

This is an information request relating to Pride Month 2024.

Please include the following information:

1. Whether any events have been organised for Pride month. If so please provide the date, start and end time, and title/topic of the event
2. Whether any LGBT themed merchandise has been purchased for Pride month. i.e. since the beginning of the 2024/25 financial year. If so please provide me with information on what has been purchased and the cost
3. Whether the organisation have sponsored any Pride events. If so which events and please provide details of the nature of the sponsorship (particularly the financial value)

Response:

- 1. Whether any events have been organised for Pride month. If so please provide the date, start and end time, and title/topic of the event.**

Internally, the service celebrated Pride Month with a Potluck Lunch.

Date: Thursday 27th June

Time: 12:30pm - 1:30pm.

Title: Pot Luck Lunch for Pride

Topic: The event aimed to bring people across the service together for lunch to celebrate Pride.

Staff also had access to two Pride related webinars.



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Date: Wednesday 5th June

Time: 10:00am – 11:30am

Title: LGBTQ+ representation in the workplace.

Topic: A panel talk discussing the role of queer leaders in the workplace.

Date: Thursday 13th June

Time: 1pm-2pm

Title: Pride Month: Exploring global LGBTQ+ experiences

Topic: An enlightening panel discussion, where we will hear from diverse voices from the LGBTQ+ community and leaders in this space

2. Whether any LGBT themed merchandise has been purchased for Pride month. i.e. since the beginning of the 2024/25 financial year. If so please provide me with information on what has been purchased and the cost.

No further LGBT themed merchandise has been purchased since the beginning of the 2024/25 financial year.

3. Whether the organisation have sponsored any Pride events. If so which events and please provide details of the nature of the sponsorship (particularly the financial value).

RBFRS has not sponsored any Pride related events this year but will be in attendance at all Pride events across Berkshire including Newbury Pride, Wokingham Pride, Bracknell Pride and Reading Pride.



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Request Number 2024-0048 (Fires at marinas, shipyards, and on board boats)

Request received on 06 July 2024:

I am writing to request information under the Freedom of Information Act 2000 regarding fires at marinas, shipyards, and on board boats within your service area.

Please provide the following information for the period from 1 January 2014 to present:

1. The total number of fire incidents attended by your service at:
 - a. Marinas
 - b. Shipyards
 - c. On board boats (whether docked or at sea within your jurisdiction)
2. For each category above, please provide an annual breakdown of incidents.
3. For each incident, where possible, please provide:
 - a. Date and time of the incident
 - b. Location (marina name, shipyard name, or general location for boats)
 - c. Type of vessel involved (e.g., pleasure craft, commercial vessel)
 - d. Cause of fire, if determined
 - e. Extent of damage (e.g., total loss, partial damage)
 - f. Any injuries or fatalities
4. Information on any specific challenges faced by your service when dealing with fires in marine environments or on vessels.



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Response:

Q1, 2 & 3 – 'FOI Summary - 2024-0048 - Fires at marinas, shipyards, and on-board boats.xlsx'.

4. - We have not identified any specific challenges when dealing with fires in marine environments or on vessels.



Information Requests Disclosure Log 2024

Request Number 2024-0049 (Contracts: Reprographics/print arrangements)

Request received on 08 July 2024:

Please would provide details of your current contract covering reprographics/print arrangements as follows

1. Number of MFDs (Multi-functional devices) & photocopiers at Royal Berkshire Fire & Rescue Service
2. Name of current supplier
3. Start/end date of contract (if expired, when do you expect to revisit the marketplace)
4. Details of any extension options
5. Total annual print/copy volumes for (a) Mono (b) Colour
6. What framework used
7. Number of regular/desktop printers (in addition to above)
8. Is there a support contract on above, if yes state start/end date
9. Does RBFRS have a Print Room
10. If yes, name of supplier, number of devices and start/end date of contract, also details of any extension options
11. What print software does RBFRS run
12. Name of person responsible for print at RBFRS

Response:

1. Number of MFDs (Multi-functional devices) & photocopiers at Royal Berkshire Fire & Rescue Service



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2. Name of current supplier

Konika Minolta

3. Start/end date of contract (if expired, when do you expect to revisit the marketplace)

Contract expired 31 July – extended 3 months while we complete the Tender process

4. Details of any extension options

None

5. Total annual print/copy volumes for (a) Mono (b) Colour

For the period 01/01/2023-31/12/2023, there were 354028 colour pages and 304660 black & white pages printed

6. What framework used

RM6174 ESPO Lot 2

7. Number of regular/desktop printers (in addition to above)

None

8. Is there a support contract on above, if yes state start/end date

Same as contract dates

9. Does RBFERS have a Print Room

RBFERS does not have a specific print room

10. If yes, name of supplier, number of devices and start/end date of contract, also details of any extension options



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N/A

11. What print software does RBFRS run

Qsoft

12. Name of person responsible for print at RBFRS

Details supplied



Information Requests Disclosure Log 2024

Request Number 2024-0050 (Pre-Determined Attendances)

Request received on 08 July 2024:

Please could you send a copy of current 2024 Royal Berkshire Fire and Rescue Service Pre Determined Attendances to incidents across the Thames Valley.

Response:

Request placed on hold, awaiting clarification from the applicant (within a timeframe).

No further communication received from the applicant; request closed.



Information Requests Disclosure Log 2024

Request Number 2024-0051 (Incidents – Burnt Oak, Cookham)

Request received on 12 July 2024:

Re Burnt Oak, Cookham, SL6 9RL - we were told there had been surface water flooding at the bottom of our Cul de Sac on more than one occasion and the last time was in 2020 (13/14 August). We believe the fire brigade was called out to pump out properties. We would be grateful if you have any records of this and any incidents in the last 30 years.

Response:

Result Code	Revised Incident Type	Address	Time of Call	Comment
17 - Special Service	Flooding - No Attendance	Burnt Oak Cookham Rise	19/11/2007	Flooding not endangering electrics.
17 - Special Service	S7.0.0.P Special Service - External Flooding	Burnt Oak Cookham Rise	13/8/2020	Flooding - pumped out.

Please note the following:

RBFRS did not attend the call in November 2007.

1980 to current (please be aware that data prior to 2010 will have considerably lower data standard than current years, as such we may not be able to identify incidents applicable to these criteria before this point).



Information Requests Disclosure Log 2024

Request Number 2024-0052 (ICT – Mobile Devices)

Request received on 17 July 2024:

I am contacting you to find out details about your mobile device estate and who is the correct person to contact about the device management.

1. I am contacting you to find out details about your mobile device estate and who is the correct person to contact about the device management.
2. Can you please supply contact details of your IT and Digital team / Device procurement team that manages the mobile devices in your estate?
3. How many mobile devices are currently in use?
4. What type of mobile devices are being used: manufacturer and model?
5. How are these mobile devices being repaired?

Response:

1. I am contacting you to find out details about your mobile device estate and who is the correct person to contact about the device management.

Service Operations Manager contact details provided
2. Can you please supply contact details of your IT and Digital team / Device procurement team that manages the mobile devices in your estate?

ICT Service Delivery Manager contact details provided
3. How many mobile devices are currently in use?



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Approx 430 (some of these are modems not phones)

4. What type of mobile devices are being used: manufacturer and model?

Motorola Moto g 84, Moto g 5G plus.

5. How are these mobile devices being repaired?

Purchased with 2 year warrantee, if warrantee repair not suitable then disposed of.



Information Requests Disclosure Log 2024

Request Number 2024-0053 (Software Contracts – ERP, CRM, HR/Payroll and Finance)

Request received on 18 July 2024:

The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

I require the organisations to provide me with the following contract information relating to the following corporate software/enterprise applications:

- A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.
- B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step
- C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades. In some cases, the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resource link.
- D. The organisation's primary corporate Finance Software Solution-this is the organisation's main Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance



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2. Name of Supplier: Can you please provide me with the software provider for each contract?
3. The date in which these applications were implemented
4. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier's name again please provide me with the actual software name.
5. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

6. Number of Users/Licenses: What is the total number of user/licenses for this contract?
7. Annual Spend: What is the annual average spend for each contract?
8. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
9. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
11. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
12. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

If any of the information is not available, please can you provide me with the notes on the reasons why?

Response:

- A. N/A, no ERP system



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B. N/A, no CRM system

C. HR and Payroll

1. Software Category: **HR**

2. Name of Supplier: Can you please provide me with the software provider for each contract? **Infographics UK Ltd – Please see the contract ref 1206 on the Contracts Register on our website under [Selling to RBFRS](#)**

3. The date in which these applications were implemented **Circa 2002**

4. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier's name again please provide me with the actual software name. **Firewatch**

5. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

Cor Human Resources, Availability and On Call Payments, Training & Development Management, Health & Safety, Fleet Management, Asset Management, Availability Service, Mobile Web Client, Firewatch Mobile App, Mobilisation Interface

6. Number of Users/Licenses: What is the total number of user/licenses for this contract? **Bundle of up to 100**

7. Annual Spend: What is the annual average spend for each contract? **£65,151 Plus VAT**

8. Contract Duration: What is the duration of the contract please include any available extensions within the contract. **Please see the Contracts Register**

9. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY. **Please see the Contracts Register**



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10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
Please see the Contracts Register
11. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY. **Please see the Contracts Register**
12. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number). **[contact details provided]**

1. Software Category: **Payroll**

We have an agreement with West Yorkshire Pension Fund, they subcontract the payroll service for us under this agreement. All information would be held by them.

D. Finance System:

1. Software Category: **Finance**
2. Name of Supplier: Can you please provide me with the software provider for each contract? – **The solution is Sage 1000 V4. The reseller is Ensphere/Datel**
3. The date in which these applications were implemented – **April 2016**
4. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier's name again please provide me with the actual software name. – **Sage 1000.**
5. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included. – **The contract was signed in 2016 for**



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license for Sage 1000 and ongoing support and maintenance. A new contract was signed in 2022 for Sage 1000 upgrade to include additional modules such as V1.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

– **Budget Master, NL Journal Entry, Cash Book, Payment and Receipts, Account Payable, Account Receivable, BACS, Cash Management, Database Manager, Fixed Assets, General Ledger, Inventory Control, Making Tax Digital, Sales Order Entry, Sales Order Processing, Paperless, Purchase Order Processing, Purchase Requisitions, Report Write, Data Import, V1 Solutions, DBCapture, DBAuthorise, V1 Archive, Codis products, Codis Budget Master Excelerator, Codis NL Journal Entry, Codis Cashbook Payments, Codis Cashbook Receipts, M4 Bespoke**

6. Number of Users/Licenses: What is the total number of user/licenses for this contract? – **120 concurrent licenses.**
7. Annual Spend: What is the annual average spend for each contract? – **approximately £28,000**
8. Contract Duration: What is the duration of the contract please include any available extensions within the contract. – **Contract signed in 2016 to 2021, upgrade contract signed in 2022 to 2023 and Waiver signed from 2021 to 2026.**
9. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY. – **01-04-16**
10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY. – **31-03-26**
11. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY. - **01-09-23.**
12. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number). – **[Contact details provided]**

You can also find contract information on our Contracts Register which can be found on our website under [Selling to RBFRS](#).



Information Requests Disclosure Log 2024

Request Number 2024-0054 (Statistics – Bariatric Incidents)

Request received on 24 July 2024:

1. How many bariatric cases have your firefighters attended in the following years? By this I mean when firefighters are called for bariatric assistance by emergency services- coming to the aid of people who are otherwise unable to leave their homes due to serious obesity.

2021, 2022, 2023, 2024 (as of receive of this email)

2. For how many of these incidents were more than four vehicles required to attend? Please break this down by year.
3. What was the cost to the fire service of attending these cases?

Please break down cost by year 2021, 2022, 2023 and 2024 (so far). If you cannot provide the data by annual year then please provide it by financial year.

Response:

1. Number of Bariatric cases attended by an RBFRS appliance (Pumps and Special Appliances):

Service/Cal Year	2021	2022	2023	2024	Grand Total
Berkshire	62	69	41	31	203
OTB	6	2	2	1	11
Grand Total	68	71	43	32	214

- Information provided above includes any incident where an RBFRS appliance has attended an incident involving a “Bariatric Patient”. Split by whether the incident was within our Unitary or across the border of another fire service (OTB).
- This does not include incidents where officers have been called out, only appliances and special appliances.



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2. Number of Bariatric cases attended by RBFRS, where four or more vehicles were required:

Service/Cal Year	2021	2022	2023	2024	Grand Total
Incidents in Berkshire	2	2	1	0	5
Incidents OTB	0	0	0	0	0
Grand Total	2	2	1	0	5

- Information provided above includes any incidents where there were 4, or more, appliances in attendance, as long as at least one appliance was an RBFRS appliance, e.g. if 1 RBFRS appliance was in attendance and 3 OTB appliances, this will count as 4, or more.
- If there was an incident within Berkshire that was only attended by OTB appliances, it will not be included.
- There is no Pre-Determined Attendance criteria for Bariatric cases.

3. What is the total cost to the fire service of attending these cases:

Service/Cal Year	2021	2022	2023	2024	Grand Total
Berkshire	140:31:35	140:12:27	60:04:42	39:18:46	380:07:30

- RBFRS is unable to calculate an exact cost of attending such incidents nor is this information usually recorded, provided instead is the approximate amount of time RBFRS appliances have spent attending such incidents (Time Mobile – Time of Return). We publish the fee for an appliance and crew, per hour, on our website under [Cost and Fees](#). This could provide an approximate cost for the attendance of our appliances and crews.



Information Requests Disclosure Log 2024

Request Number 2024-0055 (Statistics – Ladder Rescues)

Request received on 29 July 2024:

If possible could you tell me the number of times a ladder was deployed at a rescue in order to evacuate persons from the building during the last five years. My reason for asking is to try and show how sometimes a fire exit may be blocked or a person might not be able to exit a building via the normal route.

Response:

Our service does record the deployment of ladder equipment (normal use ladders and ladders attached to our appliances); however, we unfortunately do not record what the use was of the ladder during the attended incident.

As such we are unable to determine how many times a ladder was deployed to “evacuate person(s) from buildings”, as an alternative we have provided the number of times that we have deployed ladders at incidents where a rescue of an individual was recorded.

Incidents Involving the use of Ladders where a rescue of individual(s) has taken place – by Property Type:

Property Type / Cal Year	2018	2019	2020	2021	2022	2023	2024	Grand Total
Dwelling	68	53	57	63	44	58	34	377
Non-Residential	5	6	6	3	9	9	2	40
Other-Residential	0	1	0	0	1	5	0	7
Outdoor	5	6	4	10	6	6	7	54
Outdoor Structure	0	1	0	1	1	3	5	11
Road Vehicle	7	9	8	6	4	6	1	41
Boat	0	0	1	0	0	1	0	2
Grand Total	85	76	76	83	65	88	49	532



Information Requests Disclosure Log 2024

Notes:

- Information is based off incidents within Berkshire, no over the border incidents are included.
- Information is based off the use of any type of ladder at an incident, including the use of appliance ladders (Triple/short extension ladder, 13.5m, Short extension, 9/10m, Other, Roof ladder, Aerial platform ladder).
- Information is based off calendar year (2024 data up to end of July) and broken down by the different types of property categories, the definitions of the categories are as below:

Dwelling: Residential homes and HMO's (House of multiple occupancy).

Other-Residential: Hostels, B&B's, Nursing Homes, Student Halls, etc.

Non-Residential: Offices, shops, warehouses, restaurants, public buildings, religious buildings, railway stations, etc.

Outdoor: Field, Grassland, Woodlands, etc.

Outdoor Structures: Fence, post boxes, phone boxes, refuse containers, etc.



Information Requests Disclosure Log 2024

Request Number 2024-0056 (Incidents - Hayloft House, Millard Place, Reading 2021)

Request received on 29 July 2024:

We are currently in the process of considering the events of the fire at Hayloft House on 15 April 2021 and we therefore write to make the following document request from you. Please can you provide copies of the following documents:

1. All reports prepared in respect of this incident to include any preliminary or interim reports;
2. Photographs and/or video footage;
3. Witness statements; and
4. A copy of the transcript for the first caller to the incident.

Response:

[Folder of files shared electronically]

Please be advised that providing copies of the Incident Recording System (IRS) report and Fire Investigation Report is a chargeable service, information of which can be found on our [Incident Reports](#) page. The IRS report will confirm the cause and have basic details about the incident. The Fire Investigation Report details the full investigation and findings.

The Fire Investigation Report holds the majority of witness statements as well as the full investigation findings.

All reports prepared in respect of this incident:

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Information Requests Disclosure Log 2024

Similarly, some further documentation enclosed may be subject to intellectual property right or copyright laws and belongs to William Martin Compliance. Authorisation to re-use copyright material belonging to any third parties should be sought from the copyright holders concerned.

Photographs and Video Footage:

Please see copies of the photographs that were taken, some were subsequently used within the Fire Investigation Report. Unfortunately, some of these are only contained within the Fire Investigator's Contemporaneous Notebook and are the best quality we hold – this has also been disclosed.

Witness Statements:

Please be advised that most witness statements were recorded within the Fire Investigation Report, however we do hold copies of witness statements from x2 crews, these are included in the folder.

With regard to the redaction, this applies to Data Protected material in accordance with Regulations 12(3) and 13 of the Environmental Information Regulations 2004, as well as the Principles of the Data Protection Legislation. I am unable to disclose these details as it constitutes Personal Data (of which you are not the data subject) and to do so may identify individuals and contravene the Data Protection Principles and subsequently breach the Data Protection Legislation.

A copy of the transcript for the first caller to the incident:

I am unable to provide you with a copy of the transcript as Royal Berkshire Fire and Rescue Service does not routinely transcribe emergency call recordings and therefore, we do not hold this Information. This e-mail therefore serves as a refusal notice in accordance with Regulation 12 (4)(a) and Regulation 14 of the Environmental Information Regulations 2004. I am unable to provide you with a copy of the call recording itself as it constitutes Personal Data (of which you are not the data subject) and to do so will contravene the Data Protection Principles and subsequently breach the Data Protection Legislation. We believe that there is an expectation of privacy by individuals making emergency calls to emergency services and that this detail will remain private and confidential unless disclosure is required by law.



Information Requests Disclosure Log 2024

Request Number 2024-0057 (Contracts – Facilities Management)

Request received on 30 July 2024:

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

- A. Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.
- B. Lift service and maintenance – Service contract for lift service and maintenance.
- C. Food – Service contract that is focused around catering services.
- D. General waste services contracts – The organisation's primary general waste service contract.
- E. Laundry services - where clothes and linen can be washed and ironed.

- 1. Contract profile questionnaire for each type of contract:
- 2. Supplier/Provider of the services
- 3. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
- 4. A description of the services provided under this contract please includes information if other services are included under the same contract.
- 5. The number of sites the contract covers
- 6. [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation
- 7. The start date of the contract



Information Requests Disclosure Log 2024

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

Response:

- **Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.**
 1. Supplier/Provider of the services **Please see our Contract Register under [Selling to RBFRS](#) on our website, under ref 1309 – Nexgen Facilities Services Ltd for answers to question 1-3, 5-7**
 2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
 3. A description of the services provided under this contract please includes information if other services are included under the same contract.
 4. The number of sites the contract covers **17**
 5. The start date of the contract
 6. The end date of the contract
 7. The duration of the contract, please include information on any extensions period
 8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.
[Contact details provided]

- **Lift service and maintenance – Service contract for lift service and maintenance.**
 1. Supplier/Provider of the services **Please see Contract Register, under ref 1295 – Eze: for answers to question 1-3, 6-8**



Information Requests Disclosure Log 2024

2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
3. A description of the services provided under this contract please includes information if other services are included under the same contract.
4. The number of sites the contract covers **4**
5. [ONLY FOR LIFT CONTRACT] The Brand name of the type of lifts used by the organisation **Kone**
6. The start date of the contract
7. The end date of the contract
8. The duration of the contract, please include information on any extensions period.
9. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.
[contact details provided]

- **Food – Service contract that is focused around catering services.**

1. Supplier/Provider of the services **Please see the Contracts Register, under ref 1016 - Corporate Catering to answers to question 1-3, 5-7**
2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
3. A description of the services provided under this contract please includes information if other services are included under the same contract.
4. The number of sites the contract covers **17**
5. The start date of the contract



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

- **General waste services contracts – The organisation’s primary general waste service contract**

1. Supplier/Provider of the services **Please see the Contracts Register, under ref 1065 – Veolia ES (UK) Ltd to answers to question 1-3, 5-7**
2. Total Annual Spend – The spend should only relate to each of the service contracts listed above.
3. A description of the services provided under this contract please includes information if other services are included under the same contract.
4. The number of sites the contract covers **17**
5. The start date of the contract
6. The end date of the contract
7. The duration of the contract, please include information on any extensions period.
8. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address.
[contact details provided]

- **Laundry services - where clothes and linen can be washed and ironed.**



Information Requests Disclosure Log 2024

Laundry – Overalls – Johnsons Workwear (no contract reference as not listed on the contract register)

- Annual spend 2022/23 - £2,000.00
- Clean & repair overalls
- One site covered
- January 2013 – on-going

Laundry – PPE – Bristol Uniforms Ltd - (Contract Register ref. 520)

It may be useful to know that the PPE for Firefighters contract includes a PPE cleaning service, which is highly specialised. The PPE cleaning service is washing only and is an integral part of the PPE supply contract rather than being a discrete contract. It is a service provided with each piece of PPE rather than a service that can be accessed to wash any item of PPE.



Information Requests Disclosure Log 2024

Request Number 2024-0058 (Networks, Cyber Security and Command & Control)

Request received on 30 July 2024:

Networks

1. What network vendor(s) / service provider does your emergency service currently use for their LAN, WAN, wireless and core network (e.g., BT, Virgin, Cisco)?
2. Is the network managed / run internally, or is the network managed and/or supplied by a third party? Please specify which elements of the network are outsourced and to which companies.
3. Please may you provide an indication of the size of the network (e.g., number of switches, routers, access points etc.)?
4. How much money was spent on the last major network refresh (referring to replacement of the LAN / WAN / core network)?
5. When was the last major network refresh (month & year)?
6. When is the next major network refresh likely to take place (month & year)?
7. What frameworks are likely to be used when releasing a tender for a network refresh?

Cyber Security

1. Which cyber security providers / vendors are used, and for what technologies (e.g., firewalls, SOC etc.)?
2. When is your service due for a renewal of these technologies (month & year)?
3. Is all cyber security managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.



Information Requests Disclosure Log 2024

Command and Control

1. Which technology suppliers / vendors are used in your command and control rooms?
2. Is your command and control room managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.
3. How much was spent on the last major command and control technology refresh (referring to the replacement of the CAD / ICCS)?
4. When was the last command and control technology refresh (month & year)?
5. When is the next command and control technology refresh likely to take place (month & year)?

Response:

Networks

1. What network vendor(s) / service provider does your emergency service currently use for their LAN, WAN, wireless and core network (e.g., BT, Virgin, Cisco)? **WAN BT, LAN extreme networks switches self-managed. WIFI Aerohive, self-managed.**
Where self-managed there is still a contract for software updates.
2. Is the network managed / run internally, or is the network managed and/or supplied by a third party? Please specify which elements of the network are outsourced and to which companies. **The WAN is outsourced to BT, all other elements are self-managed with external software support.**
3. Please may you provide an indication of the size of the network (e.g., number of switches, routers, access points etc.)? **Switches 53, Cisco Routers are part of the WAN delivery and not part of our assets. WIFI access points 88.**
4. How much money was spent on the last major network refresh (referring to replacement of the LAN / WAN / core network)?
Around £250,000



Information Requests Disclosure Log 2024

5. When was the last major network refresh (month & year)? **Summer 2014.**
6. When is the next major network refresh likely to take place (month & year)? **2024, being implemented now.**
7. What frameworks are likely to be used when releasing a tender for a network refresh? **CCS framework RM6116 Lot 1a: Inter Site Connectivity (Wide Area Network) / Data Access Services.**

Cyber Security

1. Which cyber security providers / vendors are used, and for what technologies (e.g., firewalls, SOC etc.)?
2. When is your service due for a renewal of these technologies (month & year)?
3. Is all cyber security managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies.

Please be advised that RBFRS have received a similar request in relation to Cyber Security in 2023, which is published on our website. Therefore, I am pleased to advise you that some of the information you seek is already easily accessible to you, along with reasons for withholding some information, and can be found under [Request Disclosure Logs](#) (Jan-Feb 2023)- please navigate to request number 2023-0075.

Command and Control

1. Which technology suppliers / vendors are used in your command and control rooms? **NEC Software Solutions UK Limited**
2. Is your command and control room managed in-house, or is it / parts of it outsourced to a third party? Please specify which elements are outsourced and to which companies. **This is a collaboration of 3 counties, we own the hardware, all support is contracted to the main supplier NEC. 1st Line support in house.**



Information Requests Disclosure Log 2024

3. How much was spent on the last major command and control technology refresh (referring to the replacement of the CAD / ICCS)? **Please see our 'Contracts Register' under [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#) and filter Directorate to TVFCS.**
4. When was the last command and control technology refresh (month & year)? **Vision system 2023, Integrated Communications Control System September this year.**
5. When is the next command and control technology refresh likely to take place (month & year)? **Unable to be specific due to long project timescales but expected to start replacement project in March 2028.**



Information Requests Disclosure Log 2024

Request Number 2024-0059 (Software – BACS payments)

Request received on 30 July 2024:

Please may you provide me with:

1. What software you are currently using to facilitate BACS payments & what is the date of the renewal for this contract?
2. How much you are paying annually for this contract, and where do you advertise for this tender?

This is to identify tender opportunities, please provide the information in the form of an email.

Response:

1. What software you are currently using to facilitate BACS payments & what is the date of the renewal for this contract? **PT-X and we don't have a contract.**
2. How much you are paying annually for this contract - **No Contract, Monthly subscription of £502**, and where do you advertise for this tender? **N/A**



Information Requests Disclosure Log 2024

Request Number 2024-0060 (Policy – Assisting Utility Companies)

Request received on 30 July 2024:

Please could you advise me on your policy on assisting Utility companies with rescue on their property?

Response:

Following a response from the appropriate department, please be advised that RBFRS do not have a policy specifically relating to 'assisting Utility companies with rescue on their property'. However we do have guidance, aligned to NFCC National Operational Guidance, for incidents involving Utilities. Please see the attached Operational Information Notes.



Information Requests Disclosure Log 2024

August 2024

Request Number 2024-0061 (Pay and Pensions - Firefighters)

Request received on 01 August 2024:

Progress of Retained Firefighters Matthews Second Options Exercise

1. Number of completed Expression of Interest forms received for each month from December 2023 to date, broken down by category of:
 - a. Current Firefighters
 - b. Firefighters who have left the service
 - c. Firefighters who have left the service and are in receipt of a pension
 - d. Firefighters who have left the service and in receipt of ill health benefits Others.
2. Historic pay scales for rank/role of Firefighter, LFf - Crew Manager, SubO - Watch Manager for each year from 1975 to 2008.
3. Numbers and categories of completed calculations sent to applicants to date, broken down by applicant category and month.
4. Cost of purchasing historic service per £1000 of salary earned for each year from 1975 to 2008 inclusive of tax relief adjustment.
5. Interest rate to be applied for each year of payable pension arrears from 2006 to 2024.
6. Number of Expressions of Interest received requesting costs of converting FPS2006 membership to the Modified Pension Arrangements and how many have been completed and sent out.

Response:

- 1.



Information Requests Disclosure Log 2024

Month	Current Firefighters	Firefighters who have left the service and are in receipt of a pension	Firefighters who have left the service	Ill health
Dec 2023	3	2	6	0
Jan 2024	12	9	21	0
Feb 2024	5	1	12	1
Mar 2024	2	4	8	0
Apr 2024	0	0	6	0
May 2024	3	1	6	0
Jun 2024	5	1	5	0
Jul 2024	0	0	2	0

2. We use the historical pay scales as provided by the Local Government Association (LGA), these are available on the LGA [Firefighters' Pension Schemes Regulations and Guidance](#) website, under [Firefighter pay scales \(fpsregs.org\)](#)

3.

Month	Current Firefighters	Firefighters who have left the service and are in receipt of a pension	Firefighters who have left the service
Jun 2024	2	2	3
Jul 2024	4	7	13

4. We are unable to provide these figures. We use the calculator that was produced by the Government Actuary Department (GAD), this calculator calculates the cost of purchasing historic service. We are unable to determine how the calculator works this out and are only provided with the final figure of the total cost.



Information Requests Disclosure Log 2024

5. Please refer to the [Firefighters' Pension Schemes \(England\) \(Amendment\) Order 2023](#).
6. We are providing conversion options regardless of whether the expression of interest requested it.



Information Requests Disclosure Log 2024

Request Number 2024-0062 (Equipment - AEDs)

Request received on 01 August 2024:

1. Do you have AEDs (defibrillators) in your service?
2. If yes, where are your AEDs stored? (e.g. in Fire vehicles, inside the stations or outside of the station in a cabinet)
3. How many AEDs do you have?
4. What make & model are the AEDs please?
5. How old are the AEDs or what year were they purchased?
6. When would you look to replace your AEDs?
7. Who in your organisation deals with the maintenance of equipment such as AEDs?
8. Who is in charge of purchasing equipment such as AEDs?
9. Where do you purchase AEDs from?

Response:

1. Do you have AEDs (defibrillators) in your service? **Yes**
2. If yes, where are your AEDs stored? (e.g. in Fire vehicles, inside the stations or outside of the station in a cabinet) **Carried on all pumping appliances, certain special appliances, at our Training Centre and all Stations.**
3. How many AEDs do you have? **124**
4. What make & model are the AEDs please? **Philips FRX and Zoll AED 3**
5. How old are the AEDs or what year were they purchased? **Philips been in service since 2014 and Zoll since 2021**



Information Requests Disclosure Log 2024

6. When would you look to replace your AEDs? **At approximately 10 years old**
7. Who in your organisation deals with the maintenance of equipment such as AEDs? **Stations carry out inspections as per equipment standard testing. A competent equipment Technician is responsible for defects and replacement of Appliance and Training AED's. The Health & Safety department are responsible for AEDs outside each Station.**
8. Who is in charge of purchasing equipment such as AEDs? **Group Manager Fleet and Equipment**
9. Where do you purchase AEDs from? **Passion First Aid Ltd**



Information Requests Disclosure Log 2024

Request Number 2024-0063 (Fleet List)

Request received on 04 August 2024:

Please can you send me an up-to-date copy of the vehicle fleet list, which includes the stations, reg no, model. Also, are there new builds on order?

Response:

[RBFRS Fleet List – By Station – Aug 24.xlsx]

Please note, there are 8 new builds on order – 3 this year and 5 next year.



Information Requests Disclosure Log 2024

Request Number 2024-0064 (Statistics – Falkland Primary School, Andover Road, Newbury RG14 6NU)

Request received on 06 August 2024:

- A. Have there been any cases of deliberate ignition/arson on the school grounds in the last 10 years? If so, please provide details.
- B. History of fires – Have there been any major fires on the school grounds in the last 10 years? If so, please provide details.
- C. Have there been any incidences of Arson in the locality in the last 20 years? - locality is 2 to 5 mile radius. If so, please provide details.
- D. Have there been any fires in other schools in the locality in last 5 years? - locality as (c) above. If so, please provide details.
- E. How far is the nearest fire station to the school? Please advise the name of the Fire Station.

Response:

- A. Have there been any cases of deliberate ignition/arson on the school grounds in the last 10 years? If so, please provide details.

No cases of any fire in the last 10 years, deliberate or otherwise at this school or school grounds.

- B. History of fires – Have there been any major fires on the school grounds in the last 10 years? If so, please provide details.

No cases of any major fire in the last 10 years, deliberate or otherwise at this school or school grounds.

- C. Have there been any incidences of Arson in the locality in the last 20 years? - locality is 2 to 5 mile radius. If so, please provide details.



Information Requests Disclosure Log 2024

Date	Incident Type	Location	Cause	Cause Detail
August 2020	Small vehicle on fire	School Road, Chieveley, Newbury	Deliberate – unknown owner	
November 2019	Fire – School/College	Downe House School, Hermitage Road, Cold Ash, Thatcham RG18 9JJ	Deliberate – others property	Fire in Bin

D. Have there been any fires in other schools in the locality in last 5 years? - locality as (c) above. If so, please provide details

Date	Incident Type	Location	Cause	Cause Detail
March 2019	Small vehicle on fire	Francis Baily Primary School, Skillman Drive, Thatcham RG19 4GG	Accidental – Vehicle - Electrical	
July 2019	Fire - Residential	Downe House, Hermitage Road, Cold Ash RG18 9JJ	Accidental – Electrical – fan/air conditioning	
November 2019	Fire – School/College	Downe House School, Hermitage Road, Cold Ash,	Deliberate – others property	Fire in Bin



Information Requests Disclosure Log 2024

Date	Incident Type	Location	Cause	Cause Detail
		Thatcham RG18 9JJ		
July 2021	Fire – School/College	The Ilsleys Primary School, Church Hill, East Ilsley, Newbury RG20 7LP	Accidental – Electrical - other	

Notes:

Incident Radius has been set to 5 miles, approximately from post code RG14 6NU.

E. How far is the nearest fire station to the school? Please advise the name of the Fire Station.

Please be advised that the nearest Fire Station is Newbury Fire Station, and I am pleased to advise that the distance is already easily accessible to you via any Map or Navigation application/service/website.



Information Requests Disclosure Log 2024

Request Number 2024-0065 (Statistics – Balcony Fires)

Request received on 20 August 2024:

Please supply me with data relating to fires on balconies on residential buildings in your area, as follows;

- How many fires involving balconies occurred in total between 1st August 2023 and 31st July 2024?
- In the same period, how many fires occurred where balconies were found to have contributed to the spread of the fire across the external walls?
- Please provide data on the causes of any fires that started on balconies in the period (ie; barbecue, discarded cigarette, electrical appliance fault, etc) and please provide the number of occurrences for each cause.

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

Response:

1. How many fires involving balconies occurred between 1st August 2023 and 31st July 2024?

1 incident recorded.

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

0 incidents recorded.

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

1 incident:



Information Requests Disclosure Log 2024

Property Type	Fire Start Location	Main Cause Description	Rapid Growth Description	Caused By Description - Additional Info	Responsible For Fire Spread
Flats/Maisonettes up to 3 Storeys	Balcony 2nd floor flat	Natural occurrence	No rapid fire growth	SUNLIGHT	Wood - Other wooden

Notes:

- Search by a free text search of the word 'balcony'.
- Each incident was checked manually to include or exclude based on eligible criteria.
- Incidents checked were attended by Royal Berkshire Fire and Rescue Services [RBFRS].
- No Over the border incidents were identified.



Information Requests Disclosure Log 2024

Request Number 2024-0066 (Mobile Phones)

Request received on 21 August 2024:

1. Who is your current mobile phone provider?
2. How many mobile connections?
3. When is the contract up for renewal?
4. The name and email address of the primary contact for this contract?

Response:

1. Who is your current mobile phone provider?

Daisy Telecom (Vodafone airtime)

2. How many mobile connections?

488 (not all voice)

3. When is the contract up for renewal?

31 March 2026 (if 1 year extension option taken)

4. The name and email address of the primary contact for this contract?

[contact details provided]



Information Requests Disclosure Log 2024

Request Number 2024-0067 (MDT Software)

Request received on 26 August 2024:

I would like you to provide me with the details of your contract concerning your MDT software that is used in your appliances to receive mobilization, send statuses, etc. (probably a solution provided by Airbus or 3tc).

The details I am looking for include the supplier, contract start, contract end, total contract value, as well as the number of licenses you currently utilize

Response:

Supplier: Airbus

Contract Start: May 2024

Contract End: April 2028

Contract Value: £12,460

User Licenses: 90



Information Requests Disclosure Log 2024

Request Number 2024-0068 (Vehicle Damage)

Request received on 30 August 2024:

For each of the last three calendar years (1st January 2021 - 31st December 2021, 1st January 2022 - 31st December 2022 and 1st January 2023 - 31st December 2023) and also the first half of this year (1st January 2024 - 31st June 2024):

1. How many of your vehicles were damaged by potholes/roads in poor condition? If you can break this down by vehicle type then please do so.
2. What was the cost of repairing these vehicles and were any of the costs recovered?

Response:

Following a response from the appropriate department, I can confirm that Royal Berkshire Fire and Rescue Service (RBFRS) does not record the specific information that you have requested. However, we do not recall any incidents where vehicles have been damaged due to potholes or roads in poor condition, in the years you have requested.



Information Requests Disclosure Log 2024

September 2024

Request Number 2024-0069 (Windsor Castle Fire 1992)

Request received on 06 September 2024:

Can you please provide the Windsor castle Timeline PDF that used to be on your website before it was updated?

Clarification requested: Royal Berkshire Fire and Rescue Service (RBFRS) has had a number of website changes over the last 8 years so in order to process your request, please can you confirm a rough timeframe of when you saw this timeline PDF on our website and any further detail you can provide about what was included in the document? This will help us to identify the correct information you are requesting.

Clarification provided: I think this was from your previous website before the most recent change. There was a link to a PDF, which showed a timeline of all messages, calls and incident details for the Windsor Castle fire.

It used to be in the section showing the history of the incident.

Response:

Please see the attached PDF [Windsor Castle Fire Transcript - Radio Messages (all channels)]. Please be advised we are not able to confirm if this is the document that you refer to in your request due to multiple website changes, however we believe that the attached Radio Messages provides sufficient detail similar to that in your request.

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



Information Requests Disclosure Log 2024

Request Number 2024-0070 (Premises – Turnout Alarm Audio)

Request received on 07 September 2024:

Please could you send me the emergency turnout alarm audio file which is played at Aylesbury Fire Station when there is an emergency. Only the alarm no need for the words.

This is for a personal project and will not be shared under any circumstances.

Response:

Unfortunately I have to advise you that I am unable to comply with your request for Information as Aylesbury Fire Station is not part of Royal Berkshire Fire and Rescue Service, therefore we do not hold the information you seek. This email therefore serves as a Refusal Notice in accordance with Section 1(1)(a) of the Freedom of Information Act 2000.

Please direct your request to Buckinghamshire Fire and Rescue Service via their [Request Information Online Form](#).



Information Requests Disclosure Log 2024

Request Number 2024-0071 (Incidents – False Alarms)

Request received on 10 September 2024:

- In the last 5 years, [Between April 6- April 5 2019-2024] - How many incidents did the fire service attend due to faulty/false fire alarms? (Broken down by years, 2019/2020, 2020/21, 2021/22, 2022/23, 2023/24)
- During this five year period, how much money was spent on fire engines being called out to false calls?

Response:

1. Number of incidents Attended in Berkshire by JY appliances by Stats Year:

Result Code	2019	2020	2021	2022	2023
03 - False Alarm	2172	2035	2510	2543	2979
04 - False Alarm Good Intent	1298	1255	1052	1209	1144
05 - False Alarm Malicious-Hoax incl Special Service	97	49	96	95	89
Total	3567	3339	3658	3847	4212

This is based on incidents attended by RBFRS appliances within Berkshire only. Over the Border (OTB) incidents are excluded.

1a. During this five year period, how much money was spent on fire engines being called out to false calls?

RBFRS do not record this type of cost, however, to assist you please see our current fees and charges Fees-and-Charges-2024-25 (Costs and Fees | Royal Berkshire Fire and Rescue Service (rbfrs.co.uk) for appliance cost. This could be used to calculate an approximate cost.

Extract: Appliance and Crew £418.50 +VAT – per hour or part hour, inclusive of all equipment carried. Charges to commence from time of leaving station to time of return.

- An average of 27 minutes per False Alarm incident attended.
- Average is based on 18,356 incidents across 5 stats years, from 2019-2023.



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- JY appliance timings were rounded in 15-minute increments (data source OTB sql).
- Includes incidents within Berkshire only.
- This average timing for False Alarms attendance aligns with timing calculated for other pieces of work.



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Request Number 2024-0072 (Mobile Data Terminals (MDT))

Request received on 14 September 2024:

1) Supplier and Contract Information:

- a) The name of the current supplier for your MDT software (e.g., Airbus, 3tc, or others).
- b) The start and end dates of the contract.
- c) The total value of the contract, as well as the number of licenses currently in use.
- d) The annual contract value, if available.
- e) If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.

2) Contractual and Procurement Details:

- a) A copy of the original technical specification and tender documents used in the procurement of the MDT solution.
- b) The names of any suppliers who bid for the contract, along with how they scored across each evaluation domain (e.g., quality, cost, and overall score).
- c) A summary of the procurement process used, including the weighting of different evaluation criteria.

3) Contact Information:

- a) The name, email address, and phone number of the system owner or key contact responsible for the MDT software within your service.
- b) The department in which the system owner is based.

4) Fleet and Deployment Information:



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- a) The total number of operational vehicles equipped with MDTs, and the types of vehicles (e.g., fire appliances, command vehicles, etc.).

5) Related Technology Systems:

- a) Please provide details of any additional technology systems integrated with or complementing your MDTs, such as:

- i) Incident management systems
- ii) Mobile communications platforms
- iii) Vehicle tracking or telematics systems
- iv) Command and control systems
- v) Mapping and Geographic Information Systems (GIS)

- b) For each system, please provide the supplier name, contract start and end dates, contract value, and renewal date.

6) Collaborative or Shared Procurement:

- a) If your service participates in any shared or collaborative purchasing frameworks for technology (e.g., with other authorities or consortia), please provide details of these frameworks or partnerships, and the contracts awarded through them.

Response:

1. Supplier and Contract Information:

- The name of the current supplier for your MDT software (e.g., Airbus, 3tc, or others).

Airbus Defence and Space Ltd.

- The start and end dates of the contract.



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01/05/2024 to 30/04/2028.

- The total value of the contract, as well as the number of licenses currently in use.

£313,016 – 132 licences – 3 Thames Valley FRS's (Buckinghamshire FRS, Oxfordshire FRS & Royal Berkshire FRS)

RBFRS £111,200 – 40 Licences

- The annual contract value, if available.

£78,254 – 3 Thames Valley FRS's (Buckinghamshire FRS, Oxfordshire FRS & Royal Berkshire FRS)

RBFRS £27,800

- If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.

This contract was awarded under CCS Vertical Application Solutions Framework (VAS) RM6259. The contract was awarded by Buckinghamshire & Milton Keynes Fire Authority on behalf of the three Thames Valley Fire & Rescue Services: Buckinghamshire Fire & Rescue Service (BFRS), Oxfordshire Fire & Rescue Service (OFRS) and Royal Berkshire Fire & Rescue service (RBFRS).

2. Contractual and Procurement Details:

- A copy of the original technical specification and tender documents used in the procurement of the MDT solution.

Information not held by RBFRS - This was a Direct Award under Vertical Application Solutions Framework (VAS) RM6259.

- The names of any suppliers who bid for the contract, along with how they scored across each evaluation domain (e.g., quality, cost, and overall score).

Information not held by RBFRS - This was a Direct Award under Vertical Application Solutions Framework (VAS) RM6259.

- A summary of the procurement process used, including the weighting of different evaluation criteria.



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Information not held by RBFRS - This was a Direct Award under Vertical Application Solutions Framework (VAS) RM6259.

3. Contact Information:

- The name, email address, and phone number of the system owner or key contact responsible for the MDT software within your service.

ICT Service Delivery Manager (Contact details supplied)

- The department in which the system owner is based.

ICT department.

4. Fleet and Deployment Information:

- The total number of operational vehicles equipped with MDTs, and the types of vehicles (e.g., fire appliances, command vehicles, etc.).

19 installed in fire appliances, 7 installed in special appliances.

5. Related Technology Systems:

- Please provide details of any additional technology systems integrated with or complementing your MDTs, such as:
 - Incident management systems

ScResponce

- Mobile communications platforms

ScResponce - comms

- Vehicle tracking or telematics systems



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ScCourier

- Command and control systems

No integration but interfaces through a gateway for GPS location, incident details and status.

- Mapping and Geographic Information Systems (GIS)

Part of the SC response system which is part of the MDT Software contract.

- For each system, please provide the supplier name, contract start and end dates, contract value, and renewal date.

All part of the Airbus contract.

6. Collaborative or Shared Procurement:

- If your service participates in any shared or collaborative purchasing frameworks for technology (e.g., with other authorities or consortia), please provide details of these frameworks or partnerships, and the contracts awarded through them.

The MDT software is a collaboration between three fire services, Oxfordshire FRS, Royal Berkshire FRS and Buckinghamshire FRS, who ran the tender. We also utilise various frameworks where appropriate, these include, but are not limited to: CCS frameworks, YPO frameworks, ESPO frameworks, HTE frameworks. Further information about Procurement can be found via our Website under [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#)



Information Requests Disclosure Log 2024

Request Number 2024-0073 (Employees – Records of Individual)

Request received on 16 September 2024:

[Details of previous employee given (deceased)]

I would very much appreciate their records and any photos.

Response:

Please see the attached copies of the documents held in [name] paper file.



Information Requests Disclosure Log 2024

Request Number 2024-0074 (Fire Safety - Flammable Cladding)

Request received on 19 September 2024:

1. What are the addresses of the eight buildings I understand from the RBFRS press office (as of 13 September) have flammable cladding in Berkshire (five in Slough and three in Maidenhead)?
2. If and when the fire service has been called to those buildings since 15 June 2017
3. When the fire service knew there was flammable cladding on each of the buildings, as mentioned above
4. When any inspections were carried out by the fire service at those buildings since 15 June 2017
5. Regarding those inspections, please list any issues raised, what was done to correct those and when they were implemented and re-inspected

Response:

- 1. What are the addresses of the eight buildings I understand from the RBFRS press office (as of 13 September) have flammable cladding in Berkshire (five in Slough and three in Maidenhead)?**

High rise buildings (18 metres and over):

- Lexington Apartments, Railway Terrace, Slough, SL2 5GQ
- Rivington Apartments, Railway Terrace, Slough, SL2 5DH
- Avon House, 3 Kidwells Close, Maidenhead, SL6 8FQ
- Mosaic Apartments (Block A), High Street, Slough, SL1 1EP
- Mosaic Apartments (Block B), High Street, Slough, SL1 1ER
- Nova House, 1 Buckingham Gardens, Slough, SL1 1AY
- West Central, 1A Stoke Road, Slough, SL2 5AH



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Two of the buildings previously identified in the initial media enquiry are not provided in the below response. This is due to one of the buildings now being classed as a medium rise and the other due to the cladding now having been remediated.

2. If and when the fire service has been called to those buildings since 15 June 2017

Spreadsheet provided for list of incidents for each building since 15 June 2017.

3. When the fire service knew there was flammable cladding on each of the buildings, as mentioned above

Building	Date
Lexington Apartments	Report received from Responsible Person (RP) on 28/12/2019
Rivington Apartments	Report received from RP on 28/12/2019
Avon House	Report received from RP on 01/02/2022
Mosaic Apartments (Block A and B)	Report received from RP on 20/04/2023
Nova House	Report received from RP on 04/09/2017
West Central	Report received from RP on 19/08/2020

4. When any inspections were carried out by the fire service at those buildings since 15 June 2017

Building	Audit Dates
	Note: Audits below were those carried out by our Fire Safety Officers.
Lexington Apartments	01/09/2017 22/08/2018 31/05/2019 05/12/2019



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Building	Audit Dates Note: Audits below were those carried out by our Fire Safety Officers.
	08/01/2020 24/02/2020 22/09/2021 Ongoing management of audit activity identified in below question response.
Rivington Apartments	01/09/2017 27/03/2019 05/12/2019 08/01/2020 24/02/2020 18/01/2021 02/03/2021 Ongoing management of audit activity identified in below question response.
Avon House	21/10/2020 13/08/2021 02/02/2022 18/02/2023 28/11/2023 Ongoing management of audit activity identified in below question response.
Mosaic Apartments (Block A and B)	04/07/2017



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Building	Audit Dates Note: Audits below were those carried out by our Fire Safety Officers.
	05/08/2018 07/04/2021 14/02/2022 Ongoing management of audit activity identified in below question response.
Nova House	29/06/2017 03/07/2017 11/07/2017 08/08/2017 27/09/2017 10/11/2017 25/05/2018 12/09/2018 01/05/2019 13/06/2019 01/08/2019 17/09/2019 25/10/2019 23/12/2019 13/02/2020 11/03/2020



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Building	Audit Dates
	Note: Audits below were those carried out by our Fire Safety Officers.
	Ongoing management of audit activity identified in below question response.
West Central	04/07/2017 23/08/2018 18/12/2018 08/12/2020 29/01/2021 01/12/2021 14/12/2021 14/03/2022 17/05/2023 10/01/2024 06/09/2024 24/09/2024 Ongoing management of audit activity identified in below question response.

5. Regarding those inspections, please list any issues raised, what was done to correct those and when they were implemented and re-inspected

Building	Inspection Outcomes
Lexington Apartments	Minor deficiency notice issued on 29/08/2018 related to the suitability of the fire risk assessment.



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Building	Inspection Outcomes
	<p>Enforcement notice issued on 24/12/2019 relating to cladding.</p> <p>The RP was advised that to manage the risk to occupants, highlighted in the Enforcement Notice, they should put interim measures in place – a waking watch and change to evacuation strategy.</p> <p>A waking watch was confirmed as in place on 24/12/2019 and so the enforcement notice was withdrawn.</p> <p>Report received from RP on 28/12/2019 confirming External Wall System (EWS). Monthly visits carried out in 2020 to ensure suitable interim measures remained in place.</p> <p>Certificate received in May 2021 to confirm a fire alarm system had been put in place, removing the need for the waking watch.</p> <p>Monthly visits conducted during 2022 to ensure suitable interim measures remained in place.</p> <p>On 20/06/2023 RBFRS visited the building as part of ongoing management. Following this visit, a Deficiency notice was issued on 19/07/2023 to advise the RP to continue remediation works on the cladding.</p> <p>Quarterly visits conducted during 2023 and 2024 to monitor remediation.</p>



Information Requests Disclosure Log 2024

Building	Inspection Outcomes
	<p>Following issue of the deficiency notice, RBFRS was advised by the person responsible for the building that remediation is anticipated in 2025.</p>
Rivington Apartments	<p>Enforcement notice issued on 24/12/2019 relating to cladding.</p> <p>The RP was advised that to manage the risk to occupants, highlighted in the Enforcement Notice, they should put interim measures in place – a waking watch and change to evacuation strategy.</p> <p>A waking watch was confirmed as in place on 24/12/2019 and so the enforcement notice was withdrawn.</p> <p>Report received from RP on 28/12/2019 confirming EWS.</p> <p>Monthly visits carried out in 2020 to ensure suitable interim measures remained in place.</p> <p>Certificate received in May 2021 to confirm a fire alarm system had been put in place, replacing the need for the waking watch.</p> <p>Monthly visits conducted during 2022 to ensure suitable interim measures remained in place.</p> <p>20/06/2023 visited the building as part of ongoing management. Following this visit, Deficiency notice issued on 19/07/2023 to advise RP to continue remediation works on the cladding.</p>



Information Requests Disclosure Log 2024

Building	Inspection Outcomes
	<p>Quarterly visits conducted during 2023 and 2024 to monitor remediation.</p> <p>Following issue of the Deficiency notice, RBFRS was advised by the person responsible for the building that remediation is anticipated in 2025.</p>
Avon House	<p>Deficiency notice issued on 11/12/2020 requiring RP to investigate external wall system (appointing a Competent Person to undertake a suitable and sufficient assessment of the flammability/combustibility of the External Wall system and provide a copy of this report to RBFRS, compartmentation standards and general maintenance.</p> <p>This notice gave the person responsible for the building six months to comply.</p> <p>RBFRS reaudited 13/08/2021.</p> <p>Subsequently, an Action Plan issued on 16/09/2021 requiring investigation into external wall system.</p> <p>Report received from RP on 01/02/2022 confirming EWS.</p> <p>It was determined by the management company that based on the contents of the EWS report, that the risk was tolerable for a short interim period, while remediation works were completed and therefore no interim measures were introduced at this stage.</p>



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Building	Inspection Outcomes
	<p>Subsequently, remediation was not completed in estimated timeframe and therefore, a waking watch was put in place by the RP in October 2022. Quarterly meetings conducted since the introduction of the waking watch to monitor remediation.</p> <p>RBFRS advised that remediation is anticipated in 2024.</p>
Mosaic Apartments (Block A and B)	<p>Deficiency notice issued on 04/04/2018 related to the fire risk assessment.</p> <p>Reassurance provided on site to Fire Safety Inspecting Officer in relation to deficiencies, therefore no further follow up required at this stage. Deficiency notice issued on 08/06/2021 relating to compartmentation and issues with fire doors.</p> <p>On 08/06/2021, information to satisfy the deficiency notice was received.</p> <p>Further Deficiency notice issued on 16/02/2022 relating to works on lower external wall system, however works were nearing completion. No ACM was stated at this stage.</p> <p>Letter sent on 16/02/2022 to confirm they had satisfied the deficiencies identified. A further suggested schedule of improvements was provided at this time; however, it was not a legal requirement to complete these. Report received from RP on 20/04/2023 confirming EWS.</p>



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Building	Inspection Outcomes
	<p>13/08/2024 joint site visit carried out with Slough Borough Council.</p> <p>RBFRS conducted a post-fire visit the building on 23/08/2024 to ensure interim measures were in place and a Waking watch was established by the RP on this date.</p> <p>Article 27 letter sent on 16/09/2024 to confirm the RP.</p> <p>Ongoing engagement with those on site continues to ensure appropriate additional fire safety measures remain in place.</p>
Nova House	<p>Waking watch was put in place by the RP prior to audit on 03/07/2017.</p> <p>RBFRS visited the building on number occasions since 2017 to ensure that suitable interim measures (the waking watch) remain in place.</p> <p>Action Plan issued on 15/08/2017 relating to remediation of the external wall system and compartmentation issues.</p> <p>Report received from RP on 04/09/2017 confirming EWS.</p> <p>Follow up inspections completed on 27/09/2017 and 10/11/2017.</p> <p>Alteration notice issued on 11/01/2018 prohibiting the use of the car park due to risk of fire spread through EWS vents.</p>



Information Requests Disclosure Log 2024

Building	Inspection Outcomes
	<p>Deficiency notice issued 06/03/2024 relating to external wall system and compartmentation.</p> <p>A new alteration notice was issued on 07/03/2024 to ensure the car park is not reinstated without prior agreement with the fire and rescue service.</p> <p>Ongoing works are being completed with construction teams confirmed on site. Compartmentations works have largely been completed, Fire doors have been replaced and flammable external balconies replaced. Additional works are being undertaken including sprinkler systems with a follow up inspection due to take place in November 2024.</p>
West Central	<p>Deficiency notice issued on 27/12/2018 relating to compartmentation issues.</p> <p>Waking watch was put in place by the RP following the outcome of a compartmentation survey in December 2018.</p> <p>Report received from RP on 19/08/2020 for EWS.</p> <p>Deficiency notice issued on 01/11/2023 regarding external wall system.</p> <p>Following an audit on 06/09/2024, the RP enhanced the number of staff on the waking watch to four.</p>



Information Requests Disclosure Log 2024

Building	Inspection Outcomes
	Removal of the cladding was due to begin in 2024, however there are ongoing legal proceedings to resolve the funding.



Information Requests Disclosure Log 2024

Request Number 2024-0075 (Statistics – Lift Entrapments)

Request received on 20 September 2024:

I require a list of all recent lift entrapments within Berkshire.

Clarification requested: Please may you provide a timeframe for this data? E.g. From 1st April 2024 to date

Clarification provided: Are you able to provide the information for the last 12 months please, so 1st September 2023 to present day.

Follow-up request: Is there any way of getting the address details please?

Response:

Spreadsheet of data provided - [FOI 2024-0075 - Statistics - Lift Entrapments.xlsx]

Follow-up spreadsheet provided with addresses - [FOI 2024-0075 – Statistics – Lift Entrapments_Addresses.xlsx]



Information Requests Disclosure Log 2024

Request Number 2024-0076 (Electrical Fires)

Request received on 25 September 2024:

Please can you provide any statistics around the percentage of fires that are caused by daisy-chaining of cables and sockets for the last couple of years

Response:

I have reviewed our Freedom of Information [Request Disclosure Logs \(rbfrs.co.uk\)](https://rbfrs.co.uk), and I believe that a response to a previous request may address your query. The request is number [2024-0043 \(Electrical Fires\)](#).

There may also be information on our website that would be interest to you, for example [Safety at Home](#), [Fire Safety Brochures](#), and the [At Risk Programme](#).



Information Requests Disclosure Log 2024

October 2024

Request Number 2024-0077 (Computer Aided Dispatch)

Request received on 01 October 2024:

...regarding the Computer Aided Dispatch system that is used by your service. For reference, I understand that many Fire and Rescue Services (FRS) in the UK are using Vision 4 by NEC.

Specifically, I would like to request the following details:

1. The name of the supplier providing the CAD.
2. The total contract value for these services.
3. The contract start date.
4. The contract end date

Response:

I am pleased to be able to advise you that this information is already available to you via our Website ([Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#)).

Consequently, please refer to contract reference 217 on our [Contracts Register](#).



Information Requests Disclosure Log 2024

Request Number 2024-0078 (Software Tool for Risk Information Collection)

Request received on 01 October 2024:

...regarding the software tool used by your service for the collection of risk information. For reference, I understand that many Fire and Rescue Services (FRS) in the UK are using CFRMIS by Civica.

Specifically, I would like to request the following details:

1. The name of the supplier providing the software services.
2. The total contract value for these services.
3. The contract start date.
4. The contract end date.

Response:

I can advise that Royal Berkshire Fire and Rescue Service use an Incident and Building Information System (IBIS), which is an in-house developed system and has no reliance on an external supplier.

It may also interest you to know that some contract detail is available on our Contracts Register, accessible via our Website [Selling to RBFRS | Royal Berkshire Fire and Rescue Service](#).



Information Requests Disclosure Log 2024

Request Number 2024-0079 (Trade Unions)

Request received on 04 October 2024:

1. The details of any office accommodation your organisation provides to staff to carry out trade union business.
Please include details of:
 - space measured in square feet
 - how much of this space is contained within entirely separate buildings (i.e. occupied solely by staff carrying out trade union business)
 - whether a professional valuation of the market rental value of the space has been sought either in-house or externally, and if so, what the valuation of the space was
 - any charges the council levy for office space given to trade unions.
2. Do you deduct trade union subscriptions for any of your employees via payroll (sometimes known as the "check off" system)? If so, do you charge a fee to the trade unions concerned for providing this service?
3. With regard to trade union facility time, please provide the total cost of facility time from your pay bill for the financial year 2023/24 and the budget for the current financial year. Please also advise the current number of employees that you fund to be union officials, measured as full time equivalents? (For guidance on definitions please refer to the Government's Transparency Code for local government: [Local government transparency code 2015 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/transparency/local-government-transparency-code-2015))
4. Please advise any estimates for other costs met for those staff on trade union facility time apart from salaries - including travel expenses, office supplies, telephone expenses and energy bills.



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Response:

5. The details of any office accommodation your organisation provides to staff to carry out trade union business.

Please include details of:

- space measured in square feet – **We do not have information relating to space in square feet, but office space is provided at our Headquarters with secure document storage, internet and e-mail facilities.**
- how much of this space is contained within entirely separate buildings (i.e. occupied solely by staff carrying out trade union business) – **None**
- whether a professional valuation of the market rental value of the space has been sought either in-house or externally, and if so, what the valuation of the space was – **No valuation has been sought**
- any charges the council levy for office space given to trade unions. – **No**

6. Do you deduct trade union subscriptions for any of your employees via payroll (sometimes known as the "check off" system)? If so, do you charge a fee to the trade unions concerned for providing this service?

Union subscriptions are deducted via payroll where authorised by staff. A 1% fee is charged to the Union.

7. With regard to trade union facility time, please provide the total cost of facility time from your pay bill for the financial year 2023/24 and the budget for the current financial year. Please also advise the current number of employees that you fund to be union officials, measured as full time equivalents? (For guidance on definitions please refer to the Government's Transparency Code for local government: [Local government transparency code 2015 - GOV.UK](https://www.gov.uk/government/transparency/transparency-code-for-local-government)).

The total cost of facility time is available on the RBFRS website. [Trade Union Facility Time | Royal Berkshire Fire and Rescue Service \(rbfrs.co.uk\)](https://www.rbfrs.co.uk/trade-union-facility-time)

8. Please advise any estimates for other costs met for those staff on trade union facility time apart from salaries - including travel expenses, office supplies, telephone expenses and energy bills.

Union representatives have access to a telephone and email in accordance with our facilities agreement. Additional expenses such as travel expenses, office supplies and energy bills are not provided.



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Request Number 2024-0080 (Statistics – Bonfire Night)

Request received on 14 October 2024:

1. The number of calls made to your fire service relating to incidents on Bonfire Night (5th November) for each of the last three years (2021, 2022, and 2023).
2. The number of incidents your fire service actually attended after being called out on Bonfire Night (5th November) for each of the last three years (2021, 2022, and 2023).
3. 3The total cost to your fire service of attending firework-related incidents for each of the last three financial years (2021-22, 2022-23, and 2023-24).

Please provide this data separately for each year so that a year-on-year comparison can be made.

Clarification requested:

We can request the number of calls made (question 1) from Thames Valley Fire Control Service (TVFCS), however this would be for the whole of Thames Valley and it cannot be broken down to just Berkshire. Please can you confirm if you would still require a response to question 1 which would include the calls received for the whole of Thames Valley? Please do consider that it will not show a true reflection of calls received versus incidents attended.

Clarification provided: **Awaiting clarification**

Response:

Please see the below number of incidents attended on 5th November (2021-2023), along with the number of appliances and the total time that appliances were in attendance (including Over the Border (OTB) appliances).

RBFRS is unable to calculate the exact cost of attending these incidents, nor is this information usually recorded. However, we have provided the number of appliances and an approximate amount of time the appliances were in attendance (Time mobile – Time of return)



Information Requests Disclosure Log 2024

for all incidents on 5th November (2021-2023). We publish the fee for an appliance and crew, per hour, on our website under [Cost and Fees](#). This could provide an approximate cost for the attendance of our appliances and crews.

Total number of incidents on 5th November:

Incident Type	2021	2022	2023
01 - Fire Primary	3	2	3
02 - Fire Secondary	2	3	3
03 - False Alarm	6	10	6
04 - False Alarm Good Intent	9	8	4
17 - Special Service	3	6	5
Grand Total	23	29	21

Total number of appliances called to these incidents:

Incident Type	2021	2022	2023
01 - Fire Primary	4	4	6
02 - Fire Secondary	2	10	3
03 - False Alarm	7	10	6
04 - False Alarm Good Intent	17	13	5
17 - Special Service	3	10	10
Grand Total	33	47	30

Total amount of appliance time at these incidents (OTB appliances included):

Incident Type	2021	2022	2023
01 - Fire Primary	03:38:13	02:00:24	03:39:05



Information Requests Disclosure Log 2024

Incident Type	2021	2022	2023
02 - Fire Secondary	00:43:12	02:19:44	01:02:28
03 - False Alarm	02:26:03	03:35:02	01:48:25
04 - False Alarm Good Intent	05:23:39	02:55:32	01:08:01
17 - Special Service	02:23:21	07:07:17	03:54:01
Grand Total	14:34:28	17:57:58	11:32:01



Information Requests Disclosure Log 2024

Request Number 2024-0081 (Fleet List)

Request received on 14 October 2024:

I would like a copy of the fleet list consisting of the vehicles on order, the registration plate, the callsign and the allocation.

Response:

[RBFRS Fleet List - By Station - Oct 24.xlsx]

There are 8 new builds on order – 3 this year and 5 next year.

Please note that due to the way that vehicles are assigned, a call-sign is not always assigned to the same vehicle i.e. the same vehicle registration, only a vehicle type.



Information Requests Disclosure Log 2024

Request Number 2024-0082 (IT Systems/Contracts)

Request received on 15 October 2024:

1. When did you conduct your last IT Health Check?
 - 1.1. When is your next IT Health Check due?
 - 1.2. Do you conduct other cybersecurity penetration testing?
 - 1.3. Are you in a contract for your IT Health Check / other testing?
 - 1.4. Who is the contact person for the annual IT Health Check?
 - 1.5. Who carried out your last PSN IT Health Check?
 - 1.6. Do you use a tendering site?
2. When is the next date to renew compliance validation for PCI DSS?
 - 2.1. Will you be requiring consultancy to ensure they adhere to the new PCI DSS 4.0?
 - 2.2. Who is the contact person looking after PCI DSS compliance?
3. Do you adhere to other data security standards, such as Cyber Essentials Basic, Cyber Essentials Plus, ISO27001?
 - 3.1. If no, do you plan on achieving any of these accreditations?
4. Who supplies you with your photocopier contracts?
 - 4.1. When does that contract expire?
 - 4.2. Do you use a tendering site?



Information Requests Disclosure Log 2024

4.3. Who is the contact person that looks after the contracts?

5. Do you use any form of smart lockers for asset management etc?

5.1. If yes when does that contract expire?

5.2. Who is the contact person looking after the lockers contract?

Response:

1.1) When did you conduct your last IT Health Check? Oct 2023 (report received)

1.2) When is your next IT Health Check due? No date scheduled at this time

1.3) Do you conduct other cybersecurity penetration testing? Yes

1.4) Are you in a contract for your IT Health Check / other testing? No

1.5) Who is the contact person for the annual IT Health Check? Contact details provided

1.6) Who carried out your last PSN IT Health Check? Aristi Ltd

1.7) Do you use a tendering site? Yes

2.1) When is the next date to renew compliance validation for PCI DSS? Not applicable (N/A)

2.2) Will you be requiring consultancy to ensure they adhere to the new PCI DSS 4.0? Not applicable (N/A)

2.3) Who is the contact person looking after PCI DSS compliance? Not applicable (N/A)

3.1) Do you adhere to other data security standards, such as Cyber Essentials Basic, Cyber Essentials Plus, ISO27001? We are working with Cyber essentials, working towards Cyber essentials+

3.2) If no, do you plan on achieving any of these accreditations? Not applicable (N/A)



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- 4.1) Who supplies you with your photocopier contracts? Canon
- 4.2) When does that contract expire? In 5 years time (currently signing off)
- 4.3) Do you use a tendering site? Yes
- 4.4) Who is the contact person that looks after the contracts? Contact details provided
- 5.1) Do you use any form of smart lockers for asset management etc? No
- 5.2) If yes when does that contract expire? Not applicable (N/A)
- 5.3) Who is the contact person looking after the lockers contract? Not applicable (N/A)

Please be advised that Royal Berkshire Fire and Rescue Service do not give permission to re-use the contact details provided for any commercial purposes and assert their rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003 to opt-out of receiving any form of direct-marketing communication.



Information Requests Disclosure Log 2024

Request Number 2024-0083 (Finance, HR and Payroll Solutions)

Request received on 15 October 2024:

Please could you provide the following information regarding your finance, HR and payroll solutions:

Which HR and performance management system do you use, contract period and contract value / if sass or on-prem?

Which Finance system (or Enterprise Resource Management) do you use, contract period and contract value / if sass or on-prem?

Which Payroll software do you use, contract period and contract value / outsourced, sass or on-prem?

Are you planning to go to market for a different Finance/ERP, HR or Payroll system? If so, when?

How many employees, users / licenses of the system do you have for each system, please?

Response:

I am pleased to be able to advise you that the information you seek is already easily accessible to you, due to a similar request we have recently received, and can be found under [Request Disclosure Logs](#) on the [RBFRS website](#). Please open the 'Jan-Dec 2024' PDF and navigate to request number 2024-0053. Please also refer to Contracts Register under [Selling to RBFRS](#).



Information Requests Disclosure Log 2024

Request Number 2024-0084 (On-call Firefighters - Holiday)

Request received on 18 October 2024:

Please could you tell me the total amount of paid holiday in hours (including any contribution from public holidays) that it is your policy to give to an on-call firefighter who is contracted to give cover on a schedule with each of the following characteristics:

an average of 90 hours cover per week

on a pattern with cover falling on either 4, 5, 6 or 7 days per week on average

when either 2, 5 or 8 average days' worth of cover hours fall on public holidays (PHs)

and when the FF had fully completed either 0 or 5 years of service before the start of the leave year.

To be clear, I'd like to know the total amount of paid holiday for each of the 24 cases described by expanding the "either" clauses above i.e. one figure for 90 hrs across 4 days pw with 2 days of PH cover and 0 years' service, a second for 90 hrs across 5 days pw with 2 days of PH cover and 0 years' service, a third for 90 hrs across 6 days pw with..., a twenty-fourth one for 90 hrs across 7 days pw with 8 days of PH cover and 5 years' service.

Please use the calculation that is in effect for the leave year that includes the 18th October 2024. If the calculation depends on more information than I have provided, please use estimated typical values and supply those with your answer.

Could I also please receive copies of any policies and procedures related to the calculation of the amount of paid holiday for on-call firefighters?

Response:

The leave calculation for providing 90 hours availability would be:

90 hours availability under 5 years' service

420 hours



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90 hours availability over 5 years' service

525 hours

The amount of days covered per week does not have an effect on our leave calculations for on-call staff, as it based purely on the amounts of cover the individual provides.

Attached is a copy of the policy which has the breakdown of how it's calculated. [Leave – Grey Book Annual Leave Policy (1)_REDACTED.pdf]



Information Requests Disclosure Log 2024

Request Number 2024-0085 (Policies – Maternity Leave and Trade Union Leave)

Request received on 22 October 2024:

I would like to request the following information:

1. The current standard policy note that applies to uniformed ('grey book') employees concerning Maternity (which will include the issues such as reporting pregnancy; maternity leave; duration of maternity leave and maternity pay), and
2. The current standard policy note that applies to uniformed ('grey book') employees concerning Trade Union leave (which will include issues such as how employees should apply for trade union leave, when trade union leave may be granted, perhaps definitions of trade union leave

I would like you to provide this information in the following format: Ideally the documents can be provided in Word format. If that is not possible - in PDF format.

Response:

Please see the attached word document – Maternity, Paternity, Shared Parental and Adoption Policy.

Please see the attached word document - Facilities Agreement. Please note this is currently being reviewed but the Leave section will not change.



Information Requests Disclosure Log 2024

Request Number 2024-0086 (Equipment – Fire Helmets)

Request received on 21 October 2024:

I'm a new firefighter in the United States, I was wondering if you could tell me about the UK fire helmets - the pros and cons. Any information would be greatly appreciated.

Response:

We use the Rosenbauer Heros Xtreme helmet in RBFRS. This is built to meet the requirements of EN443, EN16471 and EN16473 making it suitable for Structural firefighting, Wildland firefighting and Technical Rescue.

We don't hold specific information to detail the Pros and Cons of fire fighter helmets built to a specific standard, however if you would like to have an informal conversation about the helmets with our Group Manager – Fleet and Equipment [contact details provided].

Please be advised that Royal Berkshire Fire and Rescue Service do not give permission to re-use the contact details provided for any commercial purposes and assert their rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003 to opt-out of receiving any form of direct-marketing communication.



Information Requests Disclosure Log 2024

Request Number 2024-0087 (Thatcham Level Crossing Impacts)

Request received on 18 October 2024:

Thatcham Level Crossing in West Berkshire, which historically has some of the longest waiting times on the GWR line once the barriers are shut.

I am interested to know how these delays have impacted your work. Is this something that has ever been flagged on your radar, and is there someone I could interview on this issue? More specifically, would you kindly consider the questions below:

- How do long waiting times affect your response times to emergencies south of the station in Crookham Hill, Rainsford Farm Mews and Chamberhouse Mill Lane?
- How often do long waiting times affect your response times within this area?
- What is your average response time to incidents within this area?
- What support has Network Rail offered to help you overcome delays once the barriers are down?

Clarification requested: please can you provide me with a timeframe you would like information for, for example, the calendar year 2023 or the last two statistical years etc.

Clarification provided: Could you please provide the information for the period from and including January 2023 to October 2024

Response:

We have consulted our historical incident data going back to January 2023. During this period, we have not attended Rainsford Farm Mews or Chamberhouse Mill Lane. We have attended Crookham Hill on five occasions. Our average response time for these incidents was 13.2 minutes. This response time includes the time taken to receive and process the initial 999 call.

A review of our response times to this area shows times are broadly consistent, with only one recorded instance of delay recorded specifically due to the level crossing barriers. Further interrogation of this data is complicated for several reasons, including:



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- The data pool is very small
- Data does not list the starting location for the attending appliance (this may be from station or from another geographical area)
- Data does not detail any length of delay experienced

As far as we are aware, RBFRS have not been in touch with Network rail in relation to this specific level crossing. Operational crews are aware of the crossing location and are aware of alternative access routes via Greenham Road and Burys Bank Road.



Information Requests Disclosure Log 2024

Request Number 2024-0088 (Statistics - Arson Incidents)

Request received on 25 October 2024:

How many times has your force been called out to deal with arson to a VEHICLE in 2024 (up until the 31st September), and every year since 2014. Please can yearly figures be broken down by month.

How many times has your force been called out to deal with arson to a HOUSE in 2024 (up until the 31st September), and every year since 2014. Please can yearly figures be broken down by month.

How many times has your force been called out to deal with arson to a BUSINESS in 2024 (up until the 31st September), and every year since 2014. Please can yearly figures be broken down by month.

How many people have died from cases of arson in 2024 (up until the 31st September), and every year since 2014. Please can yearly figures be broken down by month.

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0089 (Incident Details – High-Rise)

Request received on 29 October 2024:

Under the terms of the Freedom of Information Act, please provide me with the following information:

- A brief description of the fires listed below
- The number of casualties and/or fatalities at each one
- How many firefighters attended each fire
- How long firefighters stayed at the scene at each fire

1. Mosaic Apartments, High Street, Slough – 3 April 2018 at 07:41
2. Lexington Apartments, Railway Terrace, Slough - 13 May 2021 at 21:35
3. West Central – 18 February 2023, 17:33
4. West Central – 9 January 2024, 09:24
5. West Central, Stoke Road, Slough – 14 April 2024, 18:25
6. Nova House – 26 May 2024, 20:44
7. Nova House, Buckingham Gardens, Slough – 7 August 2024 at 14:44, 14:36, 14:34 and 14:29 (presumably the same incident?)

Response:

Request cancelled by applicant



Information Requests Disclosure Log 2024

Request Number 2024-0090 (Assaults on Staff)

Request received on 30 October 2024:

1. How many members of operational staff have been assaulted by members of the public while attending an incident in the past five years (2019 to 2024)?

Please break the results down by:

1a) Month (e.g. January 2019, February 2019, etc).

1b) Location

2. On how many occasions has one of those assaulted required short or long-term leave because of an incident? Please note that one person having two separate leaves of absence would count as two cases.

2a. How many days off have been taken as a result?

2b. How many occurrences led to the staff member being hospitalised?

Please again break this down by month and location.

Response:

In progress



Information Requests Disclosure Log 2024

November 2024

Request Number 2024-0091 (Incident Statistics)

Request received on 06 November 2024:

In the last 5 years, how many primary and secondary fire incidents did the service attend? (Broken down by years, 2019/2020, 2020/21, 2021/22, 2022/23, 2023/24)

Could these figures be broken down separately for specific neighbourhoods in the area that the service covers?

In the last 5 years, how many incidents were classed as 'deliberate fires'? (Broken down by years, 2019/2020, 2020/21, 2021/22, 2022/23, 2023/24)

How many of these deliberate fires resulted in an injury to a person? (Broken down by years, 2019/2020, 2020/21, 2021/22, 2022/23, 2023/24)

If possible, can this be presented in PDF format please?

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0092 (Statistics – Bariatric Incidents)

Request received on 06 November 2024:

I would like to request data that you hold on the number of bariatric rescues carried out by the force.

Please could you provide:

The number of bariatric rescues the service attended each financial year, for the last five years.

The date of each incident attended.

The type of location of each incident (e.g. residential dwelling, RTC)

A brief description of the incident as recorded.

The outcome of the incident. (e.g. patient transported to hospital, etc)

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0093 (Statistics – December Residential Fires)

Request received on 07 November 2024:

I am submitting a Freedom of Information request for the following data, specific to residential households (including apartments, houses, and other residential properties):

Number of House Fires in December: The total number of house fires that fire services attended in December for each of the past five years (i.e., December 2023, December 2022, December 2021, December 2020, December 2019).

Number of House Fires on Christmas Day: The number of house fires that fire services attended on Christmas Day specifically for each of the past five years.

Causes of Fires: The primary causes cited for each of these fires, if available (e.g., electrical fires, cooking-related incidents, etc.).

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0094 (Training & Development)

Request received on 08 November 2024:

Under the Freedom of Information Act, I would like to request the contact information for your Learning and Development department or the appropriate person overseeing staff training and development. Additionally, I am interested in any information on programmes or initiatives related to sustainability training and development.

We are exploring partnerships to offer a sustainability apprenticeship programme and would appreciate information on any relevant training initiatives already in place.

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0095 (Contracts Register, Procurement Strategy & API)

Request received on 11 November 2024:

I am writing to submit a Freedom of Information request for information related to the organisation's contracts register, procurement strategy document, and contact details. Please find the detailed requests below:

1. Contract Register Request:

I am seeking the full and entirety of the organisation's contract register or database. The register should include the following columns/headings or something similar:

- Contract Title: The title of the contract, e.g., "IT Services Contract".
- Supplier Name: The name of the organisation providing the goods or services.
- Estimated Spend (Total or Annual): [Radio Button] Whether the estimated spend is for the entire contract period or annually.
- Contract Duration: The initial term of the contract in months.
- Total Contract Period: The total duration of the contract, including any potential extensions.
- Contract Extensions: The number of months for any potential extensions.
- Contract Start Date: The date the contract officially begins.
- Contract Expiry Date: The date the initial contract period ends.
- Contract Review Date: The date on which the contract should be reviewed for renewal or extension.
- Contract Description: A detailed description of the contract, this could include the purpose, scope, and key terms and conditions.
- Contact Owner: The name, job title, main contact number, and email address of the individual responsible for the contract.



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- Contract Notes: Any additional relevant information, such as specific terms and conditions, risk assessments, or performance metrics.
- Department: The department within your organisation that the contract is associated with.
- Contract Award Date: The date the contract was awarded.
- Participating Organisations: Other organisations involved in the procurement process.
- Procurement Category: The category of the procurement, e.g., IT, Facilities, or Professional Services. [I will send you a list of categories]
- Framework Reference: The reference number of procurement framework.
- Central Purchasing Body: The organisation responsible for the overall procurement.
- Tender Reference: The reference number of the tender notice.
- CPV Codes/Pro-Class/eClass: Standard classification codes used to categorise public procurement. [Radio Button] On select they should be able to select the classes.

If any of the headings within your contract register has not been provided, please state this within your response.

Please provide the contract's register file in Excel format.

2. Procurement Strategy Document Request:

- Can the organisation provide a full version of their Procurement Strategy for the fiscal year 2024-2025?
- If the Procurement Strategy is a strategic direction (2022-2025) instead of an annual plan, please provide an update document for 2023-2024. If an update cannot be provided, please provide information on when an update is planned to be published.

We require the full document. If any parts of this document have been removed, please state this within your response.



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3. Contact Details Request:

- Provide contact details of the person responsible for API or data sharing, including [Name, Job Title, Telephone, Email Address].
- Provide contact details of the person responsible for the actual contract's register, including [Name, Job Title, Telephone, Email Address].

IMPORTANT:

1. If the organisation has a CRM system or a similar system, ensure there is a facility to download and extract contract data.
2. If providing a weblink to a portal, ensure that all contracts are included, as some organisations may only upload a small portion of their contracts.
3. For organisations planning to make an exemption around spend, clarify that the spend information requested is an overall figure, and a complete breakdown is not required.

Please provide the contract's register file in Excel format.

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0096 (Fleet List)

Request received on 12 November 2024:

Registration number:

Make:

Model:

of all vehicles currently on your fleet list (both owned/leased) and all vehicles sold between 01/09/2023 and 31/10/2024, within your Fire and Rescue Service.

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0097 (Employees – Misconduct Hearings)

Request received on 13 November 2024:

Under the terms of the Freedom of Information Act, please provide me with the following information:

- The number of misconduct hearings held by the fire service since 1 January 2022
- In each case, please tell me when the hearings were held
- The reasons which led to each of the hearings being held
- The result of the hearings and any sanctions which followed, if applicable

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0098 (Employees – Staff Absences)

Request received on 13 November 2024:

1. In the last three years, how many members of staff have taken at least one day off work due to mental health? (Broken down by years: 2021/22, 2022/23 and 2023/24)
 - a. Can you provide a breakdown of specific mental health reasons/conditions for example, anxiety, stress, depression, PTSD, work-related stress? (Broken down by year)
 - b. Of those that had taken time off due to mental health, how many subsequently left the service? Broken down by year.
2. Are you able to provide an estimated cost of absences (of any kind including for mental health) to the service in the last three years (Broken down by years: 2021/22, 2022/23 and 2023/24)?

Can this be presented in PDF format?

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0099 (Telephony PBX System)

Request received on 14 November 2024:

Please can you provide information with regards to the make / model of the telephony PBX system that currently serves the Service (i.e. within the Control Room and in the back offices), I do not need to know any further information other than the make / model of the system at this time, if there are more than one telephony systems used please can you also provide the make / model of the additional telephony PBX system.

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0100 (ICT Contracts)

Request received on 08 November 2024:

Could you please share the latest contract end date of the Softcat VMware contract.

Request followed on from FOI 2024-0030

Response:

In progress



Information Requests Disclosure Log 2024

Request Number 2024-0101 (Fire Safety – High Rise Buildings)

Request received on 14 November 2024:

1. How many up-to-date building and wall plans have you received since October 2023, in your jurisdiction?
2. It is a legal requirement by the Government that wayfinding signage be installed and updated in high-rise buildings. Whose responsibility is it to 'safeguard' this, and what processes (if any) are in place to ensure these requirements are met?
3. How many high-rise buildings are served by you, in your jurisdiction?

Response:

In progress