

Level

Tier

Scope

Service

Fire, County

Customer Services



## Joint call centre

Characteristic(s) / CSF(s):  
Managing Expenditure  
Use of Digital and Technology  
Procurement and Commissioning



### Problem and Approach

- Royal Berkshire Fire and Rescue Service, Buckinghamshire and Milton Keynes Fire and Rescue Service, Oxfordshire Fire and Rescue Service created a joint emergency call-handling centre in April 2015.
- This led to the FRS procurement teams developing collaborative working. To date the three teams have put in place 38 joint contracts, developed a joint procurement work plan,
- Increasing capacity, financial and efficiency benefits to the services,
- A holistic approach to demand management and service re design.

### Outcomes

- Savings to date include £1.5m on
- standardised appliances and equipment enabling future
- Interoperability across the three services
- This work has now been extended to include Thames Valley Police.

<https://www.rbfrs.co.uk/news-and-events/latest-news/2017/september/thames-valley-fire-and-rescue-services-collaborate-on-next-generation-of-fire-engines/>