



Hereford & Worcester Fire Authority

Record of an Authority decision delegated to an Officer as required under Regulation 7 of the Openness of Local Government Bodies Regulation 2014

Subject of decision	To award AVR Group a call off contract for a period of 4 years from 1st May 2024; for the provision of the Multi Agency Incident Transfer (MAIT) solution via C22056 MAIT Framework. A collaboration between several organisations and a trial involving emergency services, the Government Digital Service, the Department for Transport, Chief Fire Officers Association, the Cabinet Office and the Department for Communities and Local Government evolved the MAIT schema. The British Association of Public Safety Communications Officials (BAPCO) developed the schema further and they now act as the 'custodians' of the standard.
Officer name	Ade Elliott
Job title	Assistant Chief Fire Officer
Date decision taken	25/09/2024
Reasons for the decision	MAIT is an open standards schema using extensible mark-up language (XML) which allows data to be transferred in a common and recognisable way between systems. The MAIT solution is an electronic method of communication, offering a way for emergency services to pass incident details securely and accurately and to standardise different systems and automate the flow of information. The aim is to enable interoperability between different systems and to facilitate information exchange between fire control rooms and other agencies. Fire control personnel currently rely on using telephone, radio, and email to share incident-related information between other agencies, including other fire control rooms. This can be time-consuming and reduces the capacity of fire control personnel to manage further calls. It was highlighted in the Grenfell Tower Inquiry Phase 1 report that communication between emergency services could have been improved during this event, with each service declaring a Major Incident at different times, without that information being shared across blue light services. The report recommended several changes to ensure better communication in the future. Recommendation 33.16 of the Grenfell Tower Inquiry Phase 1 report states 'that steps be taken to investigate methods by which assisting control rooms can obtain access to the information available in the host control room' Recommendation 33.31 of the Grenfell Tower Inquiry Phase 1 report states 'that each emergency service must communicate the declaration of a Major Incident to all other Category 1 responders as soon as possible' Interim solutions have since been implemented, including national and

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	regional talk groups that aid the sharing of incident information and situational awareness, and emergency call distribution plans (Operation Willow Beck) that help reduce call waiting times during periods of increased demand. While these methods have been successful, there remains a risk of a delay in incident information being relayed between emergency control rooms which the implementation of MAIT will help to mitigate further. The adoption of MAIT will assist fire and rescue services in meeting recommendation 33.16 and access to the MAIT Hub will support fire and rescue services in meeting recommendation 33.31 of the Grenfell Tower Inquiry Phase 1 report. The MAIT solution is an electronic method of communication, offering a way for emergency services to pass incident details securely and accurately, and to standardise and automate the flow of information. The aim is to enable interoperability between different systems and to facilitate information exchange between fire control rooms and other agencies. This will mean that relevant information is directed to the correct stakeholders in a timely and secure manner.
Details of decision	A £23,580 section 31 grant is available which will cover initial implementation costs and annual subscription costs for a 2-year period for MAIT Web. This grant will be paid upon commencement of the 4-year contract. There is an additional £340 annual subscription cost for MAIT Integrated will be borne by the FRS should they wish to choose this option. The FRS will need to fund the remaining term of the contract for example circa £20,520 for MAIT Web or £21,840 for MAIT Integrated. Annual subscription (including hosting, messaging, storage, standard support and maintenance, out of hours support) The Contract is made up of the following document: • Data Sharing Agreement Schedule 5 • DPIA Schedule 5 • Code of Practice Schedule 6 • Call-Off Contract Terms & Conditions (contains Call-Off Order Form Schedule 2) • MAIT Variation 1 • MAIT Variation 2 • C22056 Annex 1 MAIT Framework Terms & Conditions • Commissioning Test Plan
Details of alternative options considered and rejected (if any)	N/A
Any interests declared by a Member or	N/A

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Officer	
Links to relevant background documents or information	N/A



Signed..... Date.....25/10/2024.....

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