



BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

Councillor C Atkins
Councillor J Chatterley
Councillor P Downing
Councillor D Franks
Councillor J Mingay (Chair)
Councillor M Riaz

A meeting of **Service Delivery Policy and Challenge Group** will be held at **Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK41 7NR** on **Thursday, 15 September 2016** starting at **10.00 am**.

Karen Daniels
Service Assurance Manager

A G E N D A

| Item | Subject | Lead | Purpose of Discussion |
|------|--|-------|---|
| 1. | Apologies | | |
| 2. | Declarations of Disclosable Pecuniary and Other Interests | Chair | Members are requested to disclose the existence and nature of any disclosable pecuniary interest and any other interests as required by the Fire Authority's Code of Conduct. |
| 3. | Communications | Chair | |
| 4. | Minutes | Chair | *To confirm the minutes of the meeting held on 16 June 2016. (Pages 1 - 6) |
| 5. | Service Delivery Performance Monitoring Report Q1 and Programmes to Date | DCFO | * To consider a report (Pages 7 - 20) |
| 6. | Attendance Standards | HOps | * To receive a verbal update |
| 7. | Operational Decision Making Procedures - Exception Report | HOps | * To receive a verbal update |

| Item | Subject | Lead | Purpose of Discussion |
|--------------|--|-------------|---|
| 8. | Annual Review of Partnerships | HCS | * To consider a report (Pages 21 - 30) |
| 9. | Customer Satisfaction Report (End of Year) | HCS | * To consider a report (Pages 31 - 38) |
| 10. | Corporate Risk Register | HSSP | * To consider a report (Pages 39 - 42) |
| 11. | Work Programme 2016/17 | Chair | * To consider a report (Pages 43 - 48) |
| Next Meeting | | | The next meeting is to be held at 10am on 1 December 2016 at Fire and Rescue Service Headquarters Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK41 7NR |

DECLARATIONS OF INTEREST

From 1 July 2012 new regulations were introduced on Disclosable Pecuniary Interests (DPIs). The interests are set out in the Schedule to the Code of Conduct adopted by the Fire Authority on 28 June 2012. Members are statutorily required to notify the Monitoring Officer (MO) of any such interest which they, or a spouse or civil partner or a person they live with as such, have where they know of the interest.

A Member must make a verbal declaration of the existence and nature of any Disclosable Pecuniary Interest and any other interest as defined in paragraph 7 of the Fire Authority's Code of Conduct at any meeting of the Fire Authority, a Committee (or Sub-Committee) at which the Member is present and, in the case of a DPI, withdraw from participating in the meeting where an item of business which affects or relates to the subject matter of that interest is under consideration, at or before the consideration of the item of business or as soon as the interest becomes apparent.