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BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

Councillor C Atkins
Councillor A Brown
Councillor J Chatterley
Councillor P Downing
Councillor D Franks
Councillor J Mingay (Chair)

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 **Tuesday, 1 December 2015** 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.	Election of Vice Chair	Chair	
3.	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.
4.	Communications	Chair	
5.	Minutes	Chair	* To confirm the minutes of the meeting held on 17 September 2015 (Pages 1 - 6)
6.	Service Delivery Performance Monitoring Report and Programmes to Date	DCFO	* To consider a report (Pages 7 - 16)

Item	Subject	Lead	Purpose of Discussion
7.	Operational Decision Making Procedures - Exception Report	HOps	* To receive a verbal update
8.	Amey/OSCAR Road Safety Programme	HCS	* To consider a report (Pages 17 - 20)
9.	Corporate Risk Register	HSSP	* To consider a report (Pages 21 - 24)
10.	Review of Fire Authority's Effectiveness	DCFO	* To consider a report (Pages 25 - 26)
11.	Work Programme 2015/16	Chair	* To consider a report (Pages 27 - 32)
	Next Meeting		10.00 am on 10 March 2016 at 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.

For Publication   **Bedfordshire Fire and Rescue Authority Service Delivery Policy and Challenge Group**
1 December 2015
Item No. 5

MINUTES OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP MEETING HELD ON 17 SEPTEMBER 2015 AT 10.00am

Present: Councillors C Atkins, T Brown, P Castleman J Chatterley, P Downing, D Franks and J Mingay (Chair),

DCFO G Ranger, SOC J Foolkes, SOC A Peckham, SOC J Roberts, SOC T Rogers, GC C Ball, Station Manager L Lehrle and Mr J Atkinson

15-16/SD/015 Apologies

An apology for absence was received from SOC I Evans.

Councillor Castleman advised that due to his promotion to a Portfolio Holder position at Luton Borough Council, he was standing down as one of the Council's representatives on the Fire and Rescue Authority with immediate effect. He handed the Chair to the Vice-Chair, Councillor J Mingay.

15-16/SD/016 Declarations of Disclosable Pecuniary and Other Interests

There were no declarations of interest.

15-16/SD/017 Communications

Members received the Fire Kills Campaign Annual Report 2013/14 and recognised the importance of the national campaign and the work done locally by the Service to support it.

15-16/SD/018 Minutes

RESOLVED:
That the Minutes of the meeting held on 18 June 2015 be confirmed and signed as a true record.

15-16/SD/019 Service Delivery Performance Monitoring Report and Programmes to date

Members received a report on the performance against the Service Delivery Programme, Projects and performance indicators and associated targets for Quarter 1 of 2015/16.

Item 5.1

SOC J Roberts provided an update on the Replacement Mobilising System project, which had been delayed by the need for further reconfiguration tests. A full test of the final system and updated training for staff would be required following final development of the software.

It was anticipated that Essex would cut over in January 2016, with this Service following a few weeks later. Full functionality of the system, such as the Officer Paging System and the Mobile Data Terminals, would be rolled out over a 6-8 month period.

Members expressed concern that Remsdaq, the mobilising system provider, had not attended a stakeholder meeting with the Fire and Rescue Services. DCFO Ranger assured the Group that both Services had regular meetings with Remsdaq and that the concerns on the delay of the final system had been expressed.

It was noted that Remsdaq was also providing mobilising systems to East Sussex, West Sussex, Cambridgeshire and Suffolk as well as Bedfordshire and Essex.

SOC J Roberts added that the contract specified stage payments and was very explicit. The base system required more development than previously anticipated and could be expanded to include different features as required by different tender specifications.

In response to a question, Members were advised that the mobilising system was separate from the ICT Shared Service with Cambridgeshire and was subject to high security arrangements. The system was not linked to other Fire and Rescue Services but there was a system in place to allow emergency services to pass calls to each other as required.

DCFO Ranger provided an update on the review of the Retained Duty System project which had recently been added to the Group's programme report. The two year review had been awarded Government funding of approximately £300,000 and was being led by an in-house Project Manager. Any improvements would be implemented as they were identified and a new RDS availability and payroll system, Gartan, had been procured. Radical solutions were being sought to improve the availability of RDS firefighters.

DCFO Ranger reported on the performance indicators for Quarter 1 2015/16. He highlighted the good performance against PI01 (primary fires), which was 22% inside target for the reporting period.

Members also noted the improving performance against PI04 (deliberate (arson) fires) and that a number of factors, including preventative activity and partnership working, had resulted in continuous improvement against this indicator.

Item 5.2

PI03 (primary fire injuries) was 18% outside of target and this was being monitored. It was hoped that the indicator would reach target levels during Quarter 2.

Performance against PI05 (accidental dwelling fires) had improved from the previous three reporting periods and was on target for the reporting period. A spike in incidents had been identified and a large amount of preventative work had been targeted at the hot spot areas in densely populated, urban areas of Bedford and Luton. This had resulted in an improvement in performance against this indicator.

Members discussed the new indicators relating to water safety, PI08 (number of water related deaths) and PI09 (number of water related injuries). DCFO Ranger advised that, as these were new indicators the targets would need a bedding in period.

It was recognised that, although this was not a core activity of the Service, the number of water related incidents had increased over the last few years and the Service did work with partners on preventative measures.

Members commented that the impact of this Service on water-related deaths and injuries may be difficult to measure.

Members were reminded that the target-setting for each Policy and Challenge Group was undertaken by Members during the meetings in February/March 2016 and that targets could be amended, added or removed at that time.

DCFO Ranger reported that Officers normally recommended a proportional decrease based on the five-year average.

He also reported that the figures relating to FS04 (total number of fire safety audits carried out on high risk premises) were incorrect in the report and that 153 had been undertaken in the reporting period, exceeding the target of 100.

In response to a question, DCFO Ranger advised that all performance indicators reported incidents within Bedfordshire only. The Service did respond to calls in neighbouring counties on a 'knock for knock' basis, with a formal cross-charging arrangement in place with Hertfordshire Fire and Rescue Service.

There had been an issue with appliances being called to stand by at stations in Buckinghamshire following the introduction of a Thames Valley mobilising system but this had now been addressed.

RESOLVED:
1.   That progress made on the Service Delivery Programmes be acknowledged.
2.   That it be noted that Members wish to review PI08 and PI09 during the annual target-setting exercise.

Item 5.3

<u>15-16/SD/020 Customer Satisfaction Survey Report End of Year (1 April 2014-31 March 2015)</u>

SOC J Foolkes presented the results of the customer satisfaction surveys conducted from 1 April 2014 - 31 March 2015. Overall, 97% of respondents across all survey areas stated that they were very or fairly satisfied with the Service. Response rates to electronic surveys also continued to be high and ranged from 60-79%.

No complaints had been received during the reporting period.

Members requested further detail on the 25 respondents who were not very or fairly satisfied with the Service during Quarter 3 of 2015/16.

RESOLVED:
1.   That the high levels of customer satisfaction achieved throughout the year be acknowledged.
2.   That Members be sent information on the 25 respondents who were not very or fairly satisfied during Quarter 3 of 2014/15 by email as soon as this was available.

<u>15-16/SD/021 Customer Satisfaction Survey Report Quarter 1 (1 April – 30 June 2015)</u>

DCFO Ranger presented the results of Customer Satisfaction surveys conducted during Quarter 1 2015/16. 99% of respondents had been very or fairly satisfied with the Service and the response rates ranged from 64-75%.

There had been five complaints during Quarter 1. Four had been completed at Stage 1 and upheld and one remained outstanding.

RESOLVED:
That the report and the continuing good levels of customer satisfaction be acknowledged.

<u>15-16/SD/022 Operational Decision Making Procedures – Exception Report</u>

GC C Ball advised that there were no incidents to report.

<u>15-16/SD/023 Fire Hydrants</u>

Members received a report on the current issues associated with the provision of fire hydrants for supplying water for firefighting in Bedfordshire and the resources being employed to manage these issues effectively.

Members discussed the potential use of Section 106 and Community Infrastructure Levy (CIL) funding to provide fire hydrants in new developments.

Item 5.4

SOC J Roberts reported that this had been challenged by developers in court and they had been successful in having this requirement removed as there was legislation that required the Fire and Rescue Service to provide fire hydrants.

He advised that it was much more cost effective to plan the sites of and requisition funding for fire hydrants at an early stage but this funding was then earmarked and often had to be rolled across financial years until building on the developments began.

It was suggested that the Fire Services Minister be lobbied for a change in legislation to make it easier for planning authorities to include developer contributions to fire hydrant provision in Section 106 and CIL agreements and that letters also be sent to all three constituent authorities.

SOC J Roberts reported that Station Manager (Control) L Lehrle had developed a risk-based inspection programme which had led to a significant decrease in maintenance costs for the Service.

RESOLVED:
1.   That the details in the report be acknowledged.
2.   That the fiscal implications and the option for hydrant provision to be funded by developers be considered during future budget setting processes.
3.   That further details of the case history involving the use of Section 106 funds on hydrant provision be submitted to the meeting of the Fire and Rescue Authority on 21 October 2015.
4.   That the Fire and Rescue Authority be recommended to authorise that a letter be sent on its behalf to the Fire Services Minister requesting a change in legislation so that developers could be held accountable for funding fire hydrants in new developments.
5.   That the Fire and Rescue Authority be recommended to authorise that a letter be sent on its behalf to all three constituent authorities suggesting the use of Section 106 funding for fire hydrant provision.

15-16/SD/024 Corporate Risk Register

SOC T Rogers introduced the review of the Corporate Risk Register in relation to Service Delivery. There were no updates to individual risks in the Register.

He advised that there had been a change to the individual risk rating for CRR44: If the Service does not have a reliable accurate system for continuously monitoring and updating the availability and skills of Retained Duty System (RDS) operational personnel and RDS appliances then there could be delays in mobilising the nearest available appliance to emergency incidents. This could significantly impact upon the effectiveness and mobilising of our emergency response, increase risks to firefighters and the community, reduce our ability to monitor performance, undermine RDS employees confidence in the Service and could result in negative media

coverage: the residual likelihood of this risk had reduced from 4 to 3, with the overall reduction in the risk rating from 16 to 12 as the system had been tested and found to be robust and accurate.

He reported that an internal audit of Business Continuity, including Risk Management, had been conducted and had been awarded a green audit opinion and the Authority could take substantial assurance that the controls upon which the organisation relies to manage this area were suitably designed, consistently applied and operating effectively.

RESOLVED:
That the review by the Service of the Corporate Risk Register in relation to Service Delivery be approved.

15-16/SD/025 Work Programme

The Group received its proposed Work Programme for 2015-16.

It was suggested that further integration with Amey's road safety OSCAR car be explored by Officers.

Members were advised that the OSCAR car did attend a number of Fire Station Open Days and that further integration with the programme could be investigated.

In response to a question about the issuance of smoke detectors (including carbon monoxide detectors) to private sector landlords, SOC Foolkes reported that over 3,500 detectors had been distributed to private sector landlords in Bedfordshire. The final issuing day would be 23 September 2015.

It was noted that, following the recent publication of a consultation paper, reports on further collaboration with other emergency services would be submitted to the full Fire and Rescue Authority in due course.

RESOLVED:
1.   That the work programme for 2015/16 and the 'cyclical' agenda items for each meeting in 2015/16 be acknowledged.
2.   That opportunities to integrate with Amey on the OSCAR car road safety programme be explored by Officers and that their findings be presented to a future meeting of the Group.

The meeting finished at 11.50am

Item 5.6

For Publication

Bedfordshire Fire and Rescue Authority Service Delivery Policy and Challenge Group
1 December 2015
Item No. 6

REPORT AUTHOR: **DEPUTY CHIEF FIRE OFFICER**

SUBJECT: **SERVICE DELIVERY PROGRAMME AND PERFORMANCE 2015/16 QUARTER TWO (APRIL TO SEPTEMBER 2015)**

For further information   Alison Ashwood
on this Report contact: Head of Strategic Support
Tel No: 01234 845015

Background Papers:

Previous Service Delivery Programme and Quarterly Performance Summary Reports

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Implications (tick ✓):

LEGAL			FINANCIAL	✓
HUMAN RESOURCES	✓		EQUALITY IMPACT	✓
ENVIRONMENTAL	✓		POLICY	✓
CORPORATE RISK	Known	✓	CORE BRIEF	
	New		OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To provide the Service Delivery Policy and Challenge Group with a report for 2015/16 Quarter 2, detailing:

1.   Progress and status of the Service Delivery Programme and Projects to date.

2.   A summary report of performance against Service Delivery performance indicators and associated targets for Quarter Two 2015/16 (1 April 2015 to 30 September 2015).

RECOMMENDATION:

That Members acknowledge the progress made on the Service Delivery Programmes and Performance and consider any issues arising.

Item 6.1

1.   Programmes and Projects

1.1   Projects contained in this report have been reviewed and endorsed in
        February 2015 by the Authority's Policy and Challenge Groups as part of their
        involvement in the annual process of reviewing the rolling four-year
        programme of projects for their respective areas in order to update the CRMP
        in line with the Authority's planning cycle.

1.2   The review of the current programme of strategic projects falling within the
        scope of the Service Delivery Policy and Challenge Group has confirmed that:

        ➢ All existing projects continue to meet the criteria for inclusion within the
           strategic improvement programme.

        ➢ All existing projects remain broadly on track to deliver their outcomes
           within target timescales and resourcing.

        ➢ Are within the medium-term strategic assessment for Service Delivery
           areas; and

        ➢   The current programme is capable of incorporating, under one or more
            existing projects, all anticipated additional strategic improvement
            initiatives relating to Service Delivery over the next three years.

1.3   Full account of the financial implications of the Service Delivery programme
        for 2015/16 to 2018/19 has been taken within the proposed 2015/16 Budget
        and Medium-Term Financial Plan, as presented to the Authority for agreement
        in February 2015.

1.4   The Retained Duty System Improvement Project (RDSIP) has been added
        during the period.

1.5   Other points of note and changes for the year include the following:

        ➢ The Corporate Management Team monitors progress of the Strategic
           Projects monthly. The Strategic Programme Board reviews the
           Programme at least twice a year with the next Programme Board review
           scheduled for 11 March 2016.

1.6   Appendix A gives a summary of progress. An exception report for the RMS
        Project is submitted for this period due to the on-going issues with the
        performance of the Remsdaq 4i software – see details in Appendix A. The
        revised projection for completion of the project is February 2016.

        The status of each project is noted using the following key:

Colour Code	Status
GREEN	No issues. On course to meet targets.
AMBER	Some issues. May not meet targets.
RED	Significant issues. Will fall outside agreed targets.

2. Performance

2.1 In line with its Terms of Reference, the Service Delivery Policy and Challenge Group is required to monitor performance against key performance indicators and associated targets for areas falling within the scope of the Group. It has been previously agreed by the Group, that in order to facilitate this, it should receive quarterly summary performance reports at each of its meetings.

2.2 This report presents members with the performance summary outturn for Quarter Two 2015/16 which covers the period 1 April 2015 to 30 September 2015. Performance is shown in Appendix B. The indicators and targets included within the report are those established as part of the Authority's 2015/16 planning cycle.

2.3 The status of each measure is noted using the following key:

Colour Code	Exception Report	Status
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

3. Summary and Exception Reports Q2 2015/16

All performance indicators are on target.

GLEN RANGER
DEPUTY CHIEF FIRE OFFICER

SERVICE DELIVERY PROGRAMME REPORT

Project Description	Aim	Performance Status	Comments
Replacement Mobilising System	Replace mobilising system to provide resilient, dynamic mobilisation of Fire Service assets.	Red	The project continues to face delays caused by the development of the Remsdaq 4i software and the configuration and testing of the network solution. The final version of 4i has now been released and configuration work has recommenced, however, this has identified significant changes that have been made to the software, requiring changes to be made to the previous configuration work already undertaken. Testing of the network solution in a controlled environment (not over a wide area) was proving successful until a system failure on 6/11/15. This is being investigated by Remsdaq and further development will be required to resolve the issue; all testing has been suspended until that work is complete, at which point the tests will be re-run to ascertain if the fault is still present. System Administration training is underway at the Remsdaq factory; this will support the on-going configuration of the system, which cannot be continued until the issues above have been resolved. Once the system is operating again, 8 to 10 weeks of testing will be required to prove it meets the ITT and is stable and reliable. Once the testing is underway, refresher training for Control staff will occur. The anticipated go live date is currently February 2016, although work is underway to establish what concurrent work can be undertaken to shorten this timescale. Consideration is being given to the contractual position and conformance to the ITT specification.

Project Description	Aim	Performance Status	Comments
Retained Duty System Improvement Project (RDSIP)	To deliver improvements to the effectiveness, efficiency and economy of the operation of the Retained Duty System within Bedfordshire Fire and Rescue Service.	**Green**	Considerable pre-configuration work has been carried out on the newly procured RDS Availability and Payroll System (Gartan) to allow working test sites to be built. The system is now loaded onto BFRS servers and is accessible by the RDS Improvement Project Manager for user acceptance testing and data checking. Gartan user training has been delivered to representatives from each RDS section, Control and Station Commanders. Further training will take place as each section goes live on the system. The Project Initiation Document is being finalised for approval and will remain a live document as the scoping of workstreams feeds into the process. Investigation with suppliers, manufacturers and other FRS has taken place with regards to 'smart' technology alerters and infrastructure. Preparation is underway for going out to tender for the purchase of alerters and station end equipment, aiming for contract award in February 2016.

SUMMARY OF SERVICE DELIVERY PERFORMANCE QUARTER TWO 2015/16

Measure									
				2015/16 Quarter 2					
No.	Description	Aim	Full Year Target	Average over Last 5 Years	Q2 2014/15	Q2 Actual	Q2 Target	Performance against Target	Comments
PI 01	**CPI 01 - Primary Fires per 100,000 Population**	Smaller is Better	190.07	96.83	87.40	79.51	95.04	Green	16% better than target
	FPI 01 - Primary Fires		1205	602	554	508	603		
PI 02	**CPI 02 - Primary Fires Fatalities per 100,000 Population**	Smaller is Better	0.47	0.13	0.00	0.16	0.24	Green	Aim to achieve fewer than 3 fatalities
	FPI 02 - Primary Fire Fatalities		3	0.8	0	1	2		
PI 03	**CPI 03 - Primary Fires Injuries per 100,000 Population**	Smaller is Better	5.31	2.26	1.44	1.72	2.66	Green	35% better than target
	FPI 03 - Primary Fire Injuries		33	14	9	11	17		
PI 04	**CPI 04 - Deliberate (Arson) Fires per 10,000 Population**	Smaller is Better	16.84	9.58	6.96	6.93	8.42	Green	18% better than target
	FPI 04 - Deliberate (Arson) Fires		1068	593	441	439	534		
PI 05	**CPI 05 - Accidental Dwelling Fires per 10,000 dwellings**	Smaller is Better	13.71	7.73	8.17	6.46	6.86	Green	6% better than target
	FPI 05 - Accidental Dwelling Fires		346	191	206	163	173		

APPENDIX B

SUMMARY OF SERVICE DELIVERY PERFORMANCE QUARTER TWO 2015/16

Measure				2015/16 Quarter 2					
No.	Description	Aim	Full Year Target	Average over Last 5 Years	Q2 2014/15	Q2 Actual	Q2 Target	Performance against Target	Comments
PI 07	FPI 07 - Number of Deliberate Building Fires	Smaller is Better	155	81	50	37	78	Green	52% better than target
PI 08	SSI 1 - Number of water related deaths	Smaller is Better	2	1	2	0	1	Green	Aim to achieve fewer than 2 fatalities
PI 09	SSI 2 - Number of water related injuries	Smaller is Better	2	1	0	0	1	Green	Aim to achieve fewer than 2 injuries
RTC	Number of RTC's Attended	Info Only	n/a	179	196	187	n/a	n/a	Info Only
KSI	Ksi - No. of People Killed or Seriously Injured in Road Traffic Collisions (Partnership Indicator)	Smaller is Better	n/a	116	114	Data not yet supplied	n/a	n/a	Info Only

SUMMARY OF SERVICE DELIVERY PERFORMANCE QUARTER TWO 2015/16

Measure				2015/16 Quarter 2					
No.	Description	Aim	Full Year Target	Average over Last 5 Years	Q2 2014/15	Q2 Actual	Q2 Target	Performance against Target	Comments
PI 10	FPI 10 - The % of Occasions Global Crewing Enabled 5 and 4 (Wholetime)	Higher is Better	90%	98%	97%	97%	90%	Green	7% better than target
PI 11	FPI 11 - The % of Occasions when our Response Time for Critical Fire Incidents were Met against Agreed Response Standards	Higher is Better	80%	96%	96%	90%	80%	Green	12% better than target
PI 12	FPI 12 - The % of Occasions when our Response Time for RTC Incidents were Met against Agreed Response Standards	Higher is Better	80%	87%	94%	89%	80%	Green	11% better than target
PI 13	FPI 13 - The % of Occasions when our Response Times for Secondary Incidents were Met against Agreed Response Standards	Higher is Better	96%	98%	99%	98%	96%	Green	2% better than target

SUMMARY OF SERVICE DELIVERY PERFORMANCE QUARTER TWO 2015/16

Measure				2015/16 Quarter 2					
No.	Description	Aim	Full Year Target	Average over Last 5 Years	Q2 2014/15	Q2 Actual	Q2 Target	Performance against Target	Comments
CH 1	CH 1 - % Calls Answered in 7 seconds	Higher is Better	90%	95%	96%	99%	90%	Green	9% better than target
CH 2	CH 2 - % of Calls Mobilized in 60 Seconds or Less	Higher is Better	60%	63%	66%	60%	60%	Green	Achieved target
CH 3	CH 3 - Number of Calls to FAM (Hoax) - Mobilized To	Comparator Indicator	n/a	67	58	78		The number in CH3 should lower as the number in CH4 rises	
CH 4	CH 4 - Number of Calls to HOAX - Not Attended	Comparator Indicator		105	79	101			
CH 5	CH 5 - Number of calls to FAGI – Mobilized to	Smaller is Better	942	420	395	357	471	Green	24% better than target

Notes: ¹The target for CH2 % of Calls Mobilised in 60 Seconds or Less has been temporarily revised down to 60% by the SDP&C Group as it has proved unfeasible to collate end to end call data for all calls and satisfactorily exclude those that would normally be out of scope. The introduction of the new mobilising system will in future permit all calls to be measured from actual time of call to time of mobilisation and a commentary recorded to any call where due to circumstances beyond the service control the time is protracted.

Item 6.9

SUMMARY OF SERVICE DELIVERY PERFORMANCE QUARTER TWO 2015/16

Measure				2015/16 Quarter 2					
No.	Description	Aim	Full Year Target	Average over Last 5 Years	Q2 2014/15	Q2 Actual	Q2 Target	Performance against Target	Comments
FS01	FSO 1 - The percentage of Building Regulation consultations completed within the prescribed timescale	Higher is Better	95%	99%	98%	97%	95%	Green	2% better target
FS02	FSO 2 - Total number of Fire safety audits completed	Higher is Better	850	772	1301	883	425	Green	108% better than target
FS04	FSO 4 - Total number of Fire Safety audits carried out on high risk premises	Higher is Better	400	140	208	309	200	Green	55% better than target
FS05	FS0 5a - Non Domestic Fires per 1,000 non – domestic properties	Smaller is Better	10.30	4.65	3.86	3.63	5.15	Green	29% better than target
	FS0 5b - Total No of Fires in Non-domestic Buildings	Smaller is Better	179	80	67	64	90		
FS06	FSO 06a – AFD FA's / Non Domestic properties per 1,000 non – domestic properties	Smaller is Better	58.45	30.60	30.21	21.29	29.23	Green	27% better than target
	FSO 06b – AFD FA's in Non – Domestic properties	Smaller is Better	1029	530	532	375	515		

Notes: The comments column on the right hand side shows a comparison of actual against target as a percentage, it should be noted that all targets are represented as 100% and the actual is a percentage of that target.

For Publication	Bedfordshire Fire and Rescue Authority Service Delivery Policy and Challenge Group 1 December 2015 Item No. 8

REPORT AUTHOR:	**HEAD OF COMMUNITY SAFETY**
SUBJECT:	**AMEY/OSCAR ROAD SAFETY PROGRAMME**

For further information on this Report contact:	Group Commander Steve Humm Homes, Roads and Leisure Safety Manager Tel No: 01234 245516

Background Papers:	None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	CORE BRIEF	
	New		OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To provide Members with supporting information with regard to the OSCAR Road Safety Programme delivered by Amey.

RECOMMENDATIONS:

1. That Members acknowledge the content of this report.

2. That Members consider the three recommendations within section 3 of this paper:

    a. Make no changes and continue supporting this initiative and as part of the Casualty Reduction Partnership Bedfordshire Fire and Rescue Service Prevention Teams should utilise, where possible, OSCAR at events within Central Bedfordshire;

    b. To consider the use of OSCAR more widely across other areas of the Service and pay any associated costs;

    c. In the short term do nothing and await the findings from the project evaluation before making a decision of future use of OSCAR.

Item 8.1

1.   Background

1.1   The Amey **'O**ur **S**afety **Car'**, better known as **OSCAR**, is used to promote road safety to young drivers throughout Central Bedfordshire and it utilises sophisticated technology to simulate the experience for a vehicle driver being involved in a road traffic collision.

1.2   Using the inside of the vehicle windscreen, two short films are presented and their contents focus on driver distractions and tyre safety. These films are designed to replicate the view seen from the driving position within the vehicle, the added sound system, hydraulic suspension, smoke machine and lights add to the realism of the collision being experienced.

1.3   OSCAR is generally used at local events, including visits to upper schools and youth groups, and provide a clear focus towards promoting road safety to younger drivers.

2.   OSCAR Attendance at Service Events

2.1   OSCAR has attended 5 Fire Station Open Days within Central Bedfordshire, each of them having strong road safety and young driver themes.

2.2   In addition to Station Open Days, OSCAR assets have attended the following road safety initiatives:

- Dunstable Motor Rally
- Weatherfield School Pre Driver Initiative
- Redbourne School Pre Driver Initiative
- 6th Form Safe (Within Luton Borough and paid for by them).

2.3   These events have been fully supported by Bedfordshire Fire and Rescue Service's Prevention Team and members of the Casualty Reduction Partnership.

2.4   Use of OSCAR outside of the Central Bedfordshire area has been limited due to the charge levied by Amey (£250 per day/event).

3.   Future Considerations

3.1   The OSCAR project contracted by Central Bedfordshire is a strong focal point for promoting key road safety messages to young drivers and as the project reaches the end of its first year, in the early part of 2016, Amey will be utilising external resources to evaluate its achievements. Therefore the following recommendations should be considered:

3.1.1 **Recommendation 1:**

To make no changes and continue supporting this initiative and as part of the Casualty Reduction Partnership Bedfordshire Fire and Rescue Service Prevention Teams should utilise, where possible, OSCAR at events within the Central Bedfordshire area.

3.1.2 **Recommendation 2:**

To consider the use of OSCAR more widely across other areas of the Service and pay the associated costs of this resource.

3.1.3 **Recommendation 3:**

In the short term do nothing and await the findings from the project evaluation before making a decision of future use of the OSCAR.

SERVICE OPERATIONAL COMMANDER GARY JEFFERY
HEAD OF COMMUNITY SAFETY

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For Publication   **Bedfordshire Fire and Rescue Authority**
                                       Service Delivery Policy and Challenge
                                       Group
                                       1 December 2015
                                       Item No. 9

REPORT AUTHOR: **HEAD OF SAFETY AND STRATEGIC PROJECTS**

SUBJECT: **CORPORATE RISK REGISTER**

For further information   Service Operational Commander Tony Rogers
on this Report contact: Head of Safety and Strategic Projects
                              Tel No: 01234 845163

Background Papers: None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	CORE BRIEF	
	New		OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To consider the Service's Corporate Risk Register in relation to Service Delivery.

RECOMMENDATION:

That Members note and approve the review by the Service of the Corporate Risk Register in relation to Service Delivery.

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1.   Introduction

1.1   Members have requested a standing item to be placed on the Agenda of the Policy and Challenge Groups for the consideration of risks relating to the remit of each Group. In addition, the Fire and Rescue Authority's (FRA) Audit and Standards Committee receives regular reports on the full Corporate Risk Register.

1.2   An extract of the Corporate Risk Register showing the risks appropriate to the Service Delivery Policy and Challenge Group together with explanatory notes regarding the risk ratings applied is appended to this report.

Item 9.1

2.   Current Revisions

2.1   The register is reviewed on a monthly basis during the Service's Corporate Management Team (CMT) meetings and by CMT members between these meetings if required. A copy of the risks relevant to the Service Delivery Policy and Challenge Group are attached for your information and approval.

2.2   Changes to individual risk ratings in the Corporate Risk Register: All risks that are reported to the Service Delivery Policy and Challenge Group have been reviewed and there are no risk rating changes to report to Members.

2.3   Updates to individual risks in the Corporate Risk Register:

- **CRR 02: If we cannot recruit or retain adequate numbers of part time fire fighters, particularly in relation to day cover, then we will not be able to fully crew our fire appliances and thus have a detrimental impact on our service delivery due to the unavailability of our fire appliances:** Following the successful bid for Government grant to support a review and improvement to the Retained Duty System (RDS) the RDS Improvement Project is now well established. The initial phase of pre-project evaluation/initial scoping and production of a Project Initiation Document has been completed and the priority of a replacement RDS availability management software procured with implementation work underway. In addition, the Service continues to review its recruitment strategy and how best to attract further RDS applicants from the community, and have recently been successful in employing 12 new RDS Firefighters of which includes 3 females with the intake.

3.   Information Security Management System Project

3.1   The Information Security Management System project that is reported to the Corporate Services Policy and Challenge Group as a corporate project and to the Audit Standards Committee as an Annual Governance Statement action has now been completed.

SERVICE OPERATIONAL COMMANDER TONY ROGERS
HEAD OF SAFETY AND STRATEGIC PROJECTS

Explanatory tables in regard to the risk impact scores, the risk rating and the risk strategy.

Risk Rating

Risk Rating/Colour	Risk Rating Considerations / Action
Very High	High risks which require urgent management attention and action. Where appropriate, practical and proportionate to do so, new risk controls must be implemented as soon as possible, to reduce the risk rating. New controls aim to: • reduce the likelihood of a disruption • shorten the period of a disruption if it occurs • limit the impact of a disruption if it occurs These risks are monitored by CMT risk owner on a regular basis and reviewed quarterly and annually by CMT.
High	These are high risks which require management attention and action. Where practical and proportionate to do so, new risk controls *should* be implemented to reduce the risk rating as the aim above. These risks are monitored by CMT risk owner on a regular basis and reviewed quarterly and annually by CMT.
Moderate	These are moderate risks. New risk controls should be considered and scoped. Where practical and proportionate, selected controls should be prioritised for implementation. These risks are monitored and reviewed by CMT.
Low	These risks are unlikely to occur and are not significant in their impact. They are managed within CMT management framework and reviewed by CMT.

Risk Strategy

Risk Strategy	Description
Treat	Implement and monitor the effectiveness of new controls to reduce the risk rating. This may involve significant resource to achieve (IT infrastructure for data replication/storage, cross-training of specialist staff, providing standby-premises etc) or may comprise a number of low cost, or cost neutral, mitigating measures which cumulatively reduce the risk rating (a validated Business Continuity plan, documented and regularly rehearsed building evacuation procedures etc)
Tolerate	A risk may be acceptable without any further action being taken depending on the risk appetite of the organisation. Also, while there may clearly be additional new controls which could be implemented to 'treat' a risk, if the cost of treating the risk is greater than the anticipated impact and loss should the risk occur, then it may be decided to tolerate the risk maintaining existing risk controls only
Transfer	It may be possible to transfer the risk to a third party (conventional insurance or service provision (outsourcing)), however it is not possible to transfer the responsibility for the risk which remains with BLFRS
Terminate	In some circumstances it may be appropriate or possible to terminate or remove the risk altogether by changing policy, process, procedure or function

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For Publication

Bedfordshire Fire and Rescue Authority Service Delivery Policy and Challenge Group
1 December 2015
Item No. 10

REPORT AUTHOR: **DEPUTY CHIEF FIRE OFFICER**

SUBJECT: **REVIEW OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP EFFECTIVENESS 2015/16**

For further information
on this Report contact:

Karen Daniels
Assurance Services Manager
Tel: 01234 845013

Background Papers: None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	OTHER (please specify)	
	New		CORE BRIEF	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To review the Group's effectiveness in 2015/16.

RECOMMENDATIONS:

That:

1.   Members consider the effectiveness of the Group; and

2.   The recorded Minutes of the meeting be fed into the facilitated meeting to be held on 27 January 2016 to review the Fire Authority's effectiveness in 2015/16.

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1.   Introduction

1.1   The Fire Authority publishes an Annual Review of its Effectiveness and Record of Member Attendance. This Review and a resultant Action Plan are included in the Fire Authority's Annual Governance Statement, which forms part of the Statement of Accounts.

Item 10.1

2. <u>2015/16 Review of Effectiveness</u>

2.1 On 24 September 2015, the Audit and Standards Committee considered proposals for a review of the Fire Authority's effectiveness in 2015/16 and agreed a Form of Review Questionnaire to be completed by Members for discussion at a facilitated meeting on 27 January 2016.

2.2 Members also agreed a recommendation from an internal audit conducted by RSM Tenon that the Policy and Challenge Groups and the Audit and Standards Committee review their own effectiveness to feed into the annual review of the Fire Authority. It was agreed that Members should be sent the questionnaire via email for completion prior to the meetings of the Policy and Challenge Groups and the Audit and Standards Committee to facilitate the compilation of responses at each meeting.

2.3 Members may therefore wish to consider the effectiveness of the Group by reviewing the responses to the questionnaire and agree that the recorded Minutes of the meeting be fed into the facilitated annual review meeting of the Fire Authority to be held on 27 January 2016.

2.4 In this regard, it should perhaps be noted that Members have agreed a cycle of work for the Group and, at each meeting, consider if there are any reviews or reports they wish to commission.

GLEN RANGER
DEPUTY CHIEF FIRE OFFICER

For Publication

Bedfordshire Fire and Rescue Authority Service Delivery Policy and Challenge Group
1 December 2015
Item No. 11

REPORT AUTHOR: **DEPUTY CHIEF FIRE OFFICER**

SUBJECT: **WORK PROGRAMME 2015/16**

For further information
on this report contact:

Karen Daniels
Assurance Services Manager
Tel No: 01234 845013

Background Papers: None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	CORE BRIEF	
	New		OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To report on the work programme for 2015/16 and to provide Members with an opportunity to request additional reports for the Service Delivery Policy and Challenge Group meetings.

RECOMMENDATION:

That Members consider the work programme for 2015/16 and note the 'cyclical' Agenda Items for each meeting in 2015/16.

GLEN RANGER
DEPUTY CHIEF FIRE OFFICER

SERVICE DELIVERY POLICY AND CHALLENGE GROUP (SDPCG) PROGRAMME OF WORK 2015/16

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	**Notes**	**Item**	**Notes**
1 December 2015	• Appointment of Vice Chair • SD Performance Monitoring Report Q2 and Programmes to date • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Corporate Risk Register • Customer Satisfaction Report (Q2) • Operational Decisions Made • Work Programme 2015/16 • Review of the Fire Authority's Effectiveness	Deferred to March 2016 Verbal Update	Opportunities to integrate with Amey/OSCAR car road safety programme	Added SDPCG 17 September 2015

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
10 March 2016	• SD Performance Monitoring Report Q3 and Programmes to date • Proposed Service Delivery Indicators and Targets 2016/17 • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Corporate Risk Register • Customer Satisfaction Report (Q2 and Q3) • Operational Decisions Made • Review of the Work Programme 2015/16	Verbal Update		

Recommended Future Items for Consideration for SDPCG and FRA

Notification of future Service Exercises which FRA Members could attend		Requested at meeting 18 September 2013
Visit to Service Control		Noted at meeting on 10 March 2015

SERVICE DELIVERY POLICY AND CHALLENGE GROUP (SDPCG) PROGRAMME OF WORK 2016/17

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
June 2016	• Appointment of Vice Chair • Review Terms of Reference • SD Performance Monitoring Report (Annual Review) and Programmes to date • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Customer Satisfaction Report • Operational Decisions Made • Corporate Risk Register • Work Programme 2016/17	 Verbal Update		

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
September 2016	• SD Performance Monitoring Report Q1 and Programmes to date • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Corporate Risk Register • Customer Satisfaction report (Q4 2015/16 and Q1 2016/17) • Operational Decisions Made • Work Programme 2016/17	Verbal Update		

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