



## BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

---

Members of Service Delivery Policy and Challenge Group.

Bedford Borough Councillors: C Atkins and J Mingay

Central Bedfordshire Councillors: J Chatterley, P Downing and A Brown

Luton Borough Councillors: D Franks

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, 10 March 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 1 December 2015 (Pages 1 - 6)
5.	Service Delivery Performance Monitoring Report and Programmes to Date	DCFO	*To consider a report (Pages 7 - 18)
6.	Proposed Service Delivery Indicators and Targets for 2016/17	DCFO	*To consider a report (Pages 19 - 26)

<b>Item</b>	<b>Subject</b>	<b>Lead</b>	<b>Purpose of Discussion</b>
7.	Customer Satisfaction Report Quarter 3 2015/16	HCS	* To consider a report (Pages 27 - 34)
8.	Community Risk Management Plan (CRMP)	HSC	To receive a verbal update
9.	Operational Decision Making Procedures - Exception Report	HOps	To receive a verbal update
10.	Complaints - Driving and Parking of Service Vehicles	HOps	*To consider a report (Pages 35 - 40)
11.	Corporate Risk Register	HSSP	* To consider a report (Pages 41 - 44)
12.	Work Programme 2015/16	Chair	*To consider a report (Pages 45 - 52)
Next Meeting			10.00 am on 16 June 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.