



## BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

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Members of Service Delivery Policy and Challenge Group.

Councillor C Atkins  
Councillor J Chatterley  
Councillor P Downing  
Councillor P Duckett  
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, 1 December 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 15 September 2016. (Pages 1 - 8)
5.	Service Delivery Performance Monitoring Report Q2 and Programmes to Date	DCFO	* To consider a report (Pages 9 - 20)
6.	Attendance Standards	HOps	* To consider a report (Pages 21 - 24)

<b>Item</b>	<b>Subject</b>	<b>Lead</b>	<b>Purpose of Discussion</b>
7.	Operational Decision Making Procedures - Exception Report	HOps	* To receive a verbal update
8.	Customer Satisfaction Report	HCS	* To consider a report (Pages 25 - 36)
9.	Corporate Risk Register	HSSP	* To consider a report (Pages 37 - 40)
10.	Review Of Service Delivery Policy and Challenge Group Effectiveness	Chair	* To consider a report (Pages 41 - 46)
11.	Work Programme 2016/17	Chair	* To consider a report (Pages 47 - 52)
12.	Police and Ambulance Collaboration	StnC Robertson	* To receive a presentation
	Next Meeting		The next meeting is to be held at 10am on 23 March 2017 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.