



BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

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, 23 March 2017** 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 2016 (Pages 1 - 8)
5.	Service Delivery Performance Monitoring Report Q3 and Programmes to Date	DCFO	* To consider a report (Pages 9 - 22)

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6.	Proposed Service Delivery Indicators and Targets 2017/18	DCFO	* To consider a report (Pages 23 - 30)
7.	New Internal Audit Reports	DCFO	* To consider a report (Pages 31 - 48)
8.	Effecting Entry for Medical Emergencies Pilot Results		* To consider a report (Pages 49 - 54)
9.	Operational Decision Making Procedures - Exception Report	HOps	* To receive a verbal update
10.	Customer Satisfaction Report	HCS	* To consider a report (Pages 55 - 66)
11.	Corporate Risk Register	HSSP	* To consider a report (Pages 67 - 70)
12.	Work Programme 2016/17	Chair	* To consider a report (Pages 71 - 80)
13.	Police and Ambulance Collaboration		* To receive a presentation

Visit to Control Room

Next Meeting

10.00 am on 15 June 2017 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.