

Public Document Pack



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, P Duckett and D McVicar

Luton Borough Councillors: T Khan and 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, 14 September 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 15 June 2017 (Pages 1 - 8)
5.	Service Delivery Performance Monitoring Report Q1 and Programmes to Date	ACFO	*To consider a report (Pages 9 - 26)
6.	Audit and Governance Action Plan Monitoring	ACFO	*To consider a report (Pages 27 - 30)
7.	Customer Satisfaction Report Q1	ACFO	*To consider a report (Pages 31 - 42)

Item	Subject	Lead	Purpose of Discussion
8.	Re-Inspection of High Rise Residential Tower Blocks in Bedfordshire	HSD	*To receive a verbal update
9.	Breakdown of Deliberate Fires Attended by BFRS	HSD	*To consider a report (Pages 43 - 50)
10.	Operational Decision Making Procedures - Exception Report	HSD	*To receive a verbal update
11.	Corporate Risk Register	HOA	*To consider a report (Pages 51 - 54)
12.	Work Programme 2017/18	Chair	*To consider a report (Pages 55 - 60)
Next Meeting			10.00 am on 30 November 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.

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
14 September 2017
Item No. 4**

**MINUTES OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP
MEETING HELD ON 15 JUNE 2017 AT 10.00am**

Present: Councillors C Atkins, J Chatterley, P Downing, P Duckett,
T Khan, D McVicar and J Mingay (Chair)

DCFO G Ranger, SOC C Ball, SOC I Evans, SOC G Jeffery,
GC J Clayton and GC D Cook

17-18/SD/001 Apologies

An apology for absence was received from Councillor D Franks.

17-18/SD/002 Election of Vice-Chair 2017-18

RESOLVED:

That Councillor Downing be elected as Vice-Chair of the Policy and Challenge Group for 2017-18.

17-18/SD/003 Declarations of Disclosable Pecuniary and Other Interests

There were no declarations of interest.

17-18/SD/004 Communications

Grenfell Tower Fire

DCFO Ranger provided an update on the Grenfell Tower Fire. He and SOC G Jeffrey had taken the opportunity to visit the scene when they were in London the previous day attending a course in Regent's Park. There they had spoken to operational staff and gathered valuable information about the construction of the building which would be used internally to review the procedures and inspection programme in place for high-rise blocks in Bedfordshire. This experience would be invaluable in identifying and implementing lessons learnt from the incident locally.

DCFO Ranger added that the message that had been sent to Members regarding the incident would be revised and released to the media and the public at the appropriate time.

SOC G Jeffrey reported that the fire had started in the early hours of the morning and the first fire crew arrived within 6 minutes of the emergency call being received to attend the fire in the 24 story tower block. Over 200

firefighters were on scene at the height of the incident. The latest fatality count was 12 but it was anticipated that this would rise significantly following the completion of a thorough search of the building.

He further advised that it was highly unusual for a building fire to spread from top to bottom as had been the case at Grenfell Tower as high-rise buildings were built to be compartmentalised to contain the spread of fire.

The Service had also adopted a “stay put” policy whereby members of the public were advised to stay within their flats with the doors shut if they were on a floor/compartment that was not affected by the fire. This policy was predicated on the fact that the compartmentalisation of the building was still fully functional.

SOC I Evans highlighted that the “stay put” policy was more likely to keep a greater number of people out of risk of harm. The evacuation of a large number of people, with a range of mobility, was also likely to hamper firefighting operations.

A previous tower block fire in Lakanal House in 2009 had resulted in an inspection of all the high-rise properties in Bedfordshire and a re-inspection of all high-rise premises in Bedfordshire would now be undertaken following the fire at Grenfell Tower.

SOC I Evans assured Members that the Service worked closely with the local authorities and housing associations in the county.

In relation to publicity and reassurance to residents living in high-rise buildings, DCFO Ranger reported that the inspections of the premises would be very visible. It was also likely that the organisations responsible for the management of such premises would be reassuring their residents of the fire safety measures in place.

The Chair requested that a written statement outlining the Service’s response to the Grenfell Tower incident be prepared for the Members responsible for feeding back to the constituent authorities.

In response to a question, SOC I Evans confirmed that operational response arrangements, including access, were regularly reviewed.

The community spirit demonstrated in response to the fire was recognised.

DCFO Ranger reported that following a motorbike accident, a member of the Service was currently being treated in University Hospital, Coventry after sustaining life-changing injuries. It was hoped that he would be transferred to a more local hospital in the near future.

The individual and his family were being supported by the Service.

Award from Bedfordshire Chamber of Commerce

DCFO Ranger reported that the Service had been awarded a Certificate of Appreciation from the Bedfordshire Chamber of Commerce as it had been a member of the Chamber for 20 years.

It was noted that the Service's membership provided a good link with the business community for the Service to spread fire safety messages.

17-18/SD/005 Minutes

RESOLVED:

That the Minutes of the meeting held on 23 March 2017 be confirmed and signed as a true record.

17-18/SD/006 Terms of Reference

The Group received its terms of reference. In recognition of the cessation of the FiReControl project, it was agreed that the reference to that, set out as point 8 of the terms of reference, be removed.

It was suggested that the terms of reference should also be amended to include the monitoring of collaboration projects with the other blue light services.

RESOLVED:

That the Fire and Rescue Authority be recommended to approve the following amendments to the Terms of Reference for the Service Delivery Policy and Challenge Group: to remove point 8 (to monitor and review matters arising from the former FirReControl project) and the addition of a point to monitor progress of blue light collaboration projects be included.

17-18/SD/007 Service Delivery Performance Monitoring Report (Annual Review) and Programmes to date

DCFO Ranger submitted the end of year performance report for 2016/17 and an update on the progress and status of the Service Delivery Programme and projects to date.

In relation to the Emergency Services Mobile Communications Project (ESMCP), SOC C Ball advised that an updated project timeline was expected to be released by the end of June 2017.

He also reported that the Replacement Mobilising System (RMS) had recently been awarded the Code of Connection (COCO) by the Home Office. Testing of the mobile data terminals and production system would now be undertaken. Upon the successful completion of these tests, the mobile data terminals would go live.

In response to a question, SOC C Ball reported that the review of the Service Level Agreement with Essex was nearing completion. A number of issues identified by the legal and procurement teams had been considered by Essex and a response was due by 16 June 2017. It was then anticipated that the final document could be signed off.

DCFO Ranger advised that progress was being made against the Retained Duty System Improvement Project (RDSIP).

In presenting the year-end performance report for 2016/17, DCFO Ranger reminded Members that they had set more stretching targets for the performance year.

PI01 (primary fires) had missed its target by 2%, with 23 fires more than the target of 1010. It was noted that this was an improvement on the five-year average.

PI02 (primary fire fatalities) had also missed its target as there had been 4 fatalities during the year. However, it was noted that two of the deaths were caused by situations that were outside the control of the Fire Service and that the number of accidental dwelling fires (measured by PI05) had decreased and was below the target levels. These were the fires in which fatalities were most likely to occur.

PI03 (primary fire injuries) had missed its target by 3. The Service was looking to improve its performance against this indicator.

PI04 (deliberate (arson) fires) had missed its target by 4%. Performance was better than the five-year average but had not recovered from a spike in Quarter 2. The number of deliberate building fires (PI06) had reduced and met its target.

The Service classified fires as either accidental or deliberate.

Councillor Downing, as the Member representative on the Collaboration Working Group, commented on the low “clean-up” rate relating to arson incidents. He expressed the view that collaborative working on arson would be beneficial to both organisations (Fire and Police). Out of the 757 incidents recorded by the Service, the Police had only recorded 207. Out of 27 crimes of arson endangering life, only 5 had been solved.

SOC I Evans advised that not all deliberate fires were reported to the Police. Fires where there was no evidential value and no likelihood of prosecution were not referred to the Police. Six categories of fire were reported to the Police by Fire Control staff. These were: all fatal fires, all fires resulting in serious injury, all deliberate fires involving property (building or vehicles), all deliberate fires resulting in injury, all fires that were hate crime related and all fires that were part of a series or pattern.

The Service had a Memorandum of Understanding with the Police whereby the Police agreed to attend the scene of reported deliberate fire incidents.

Regular meetings with the Police and local authorities to reduce the opportunities for arson were held.

SOC G Jeffrey added that the Service employed two Arson Reduction Officers. Part of their job was to study all the data and identify if there were trends or patterns that could then be reported to the Police or used to target community safety activities.

Deliberate fires were recognised as a considerable strain on the Service's resources and SOC I Evans suggested that a report providing a breakdown of the types of deliberate fires attended by the Service be presented to the next meeting of the Policy and Challenge Group.

PI11 (the percentage of occasions when our response time for critical fire incidents were met against agreed response standards) had missed its target by 5%. This had been affected by the availability of RDS staff and it was hoped that, upon conclusion of the RDSIP project, target performance levels would be achieved.

Configuration issues had resulted in data for PI16 (percentage of calls answered in 7 seconds) not being able to be abstracted for the performance report. It was hoped that this should be resolved by the next meeting.

PI17 (percentage of calls mobilised in 60 seconds or less) had missed its target by 9%. Performance was being investigated and an update would be given to the next meeting of the Policy and Challenge Group.

PI18 (number of FAM/hoax calls mobilised to) and PI19 (percentage of FAM and hoax calls- not attended) had missed their targets. This was about call challenge and ways to improve performance were being investigated.

PI26 (total number of fire safety audits carried out on high and very high risk premises) had missed its target as there were no longer as many high risk premises in the County. This target was being reported as a percentage from the 2017/18 performance year to resolve this issue. The number of audits undertaken would also be provided to Members for information.

PI28 (Automatic Fire Detectors (AFD) False Alarms in non-domestic properties) had missed its target for the year-end, but with the introduction of the new mobilisation procedure would improve performance for the next performance year. Since the introduction of the new policy in April 2017, the Service was attending approximately one third less activations than before.

Information on the number of searches for vulnerable people and forced entries that the Service attended as part of its collaboration work with the Police and Ambulance Service was requested for inclusion in the report.

RESOLVED:

1. That progress made on the Service Delivery Programmes and the high level of performance against the indicators be acknowledged.
2. That the Policy and Challenge Group receive a breakdown of the deliberate fires attended by the Service at its next meeting.
3. That the number of searches for vulnerable people and forced entries that the Service attended as part of its collaboration work with the Police and Ambulance Service be included in the performance report as information items.

17-18/SD/008 Audit and Governance Action Plans Monitoring Report

DCFO Ranger reported that all actions in the report had been completed.

RESOLVED:

That progress made against current action plans be acknowledged.

17-18/SD/009 Customer Satisfaction Survey Report End of Year Report – 1 April 2016-31 March 2017

SOC G Jeffery presented the year-end results of customer satisfaction surveys conducted from 1 April 2016-31 March 2017. During this period, the Service received a 99.6% satisfaction rate from survey respondents.

Improvements had been made throughout the year to improve the quality of the information received from the surveys.

RESOLVED:

1. That the high levels of customer satisfaction achieved throughout the year be acknowledged and that it be noted that changes in the method of gathering data have been trialled during 2016/17 and will be implemented in 2017/18.
2. That changes in the way customer satisfaction surveys will be conducted in 2017/18 following the change from Home Fire Safety Checks to Safe and Well Visits be noted.

17-18/SD/010 Operational Decision Making Procedures – Exception Report

For the benefit of the new Members of the Policy and Challenge Group, SOC I Evans advised that the Service had a policy to allow Incident Commanders to operate outside Standard Operating Procedures in exceptional circumstances.

There were no exceptions to report.

17-18/SD/011 Corporate Risk Register

GC D Cook presented the review of the Corporate Risk Register. There had been no changes to risks in the Service Delivery Risk Register.

There had been an update to CRR22 (*if we have inadequate or incomplete operational pre planning policies, procedures or information available to us then we can potentially risk injury or even death to our firefighters and staff*). The National Operational Guidance programme was due to be completed in August 2017 to ensure consistency in the application of firefighting standards across all Fire and Rescue Services.

In response to a question, Members were advised that there may be additional risks added to the register arising from the Grenfell Towers incident.

RESOLVED:

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

17-18/SD/012 Draft Community Risk Management Plan

SOC G Jeffery submitted the first draft of the 2017-2021 Community Risk Management Plan (CRMP). The CRMP was refreshed the previous year; however, it was decided that, in order to reflect the significant increase in collaboration and in response to the reform agenda, a complete revision of the CRMP was required to communicate these improvements to partners and the public. As this was the first draft, there were still minor amendments to be made. The final draft would be resubmitted to the Policy and Challenge Group prior to its publication.

In response to comments about the amount of information contained within the CRMP, SOC G Jeffery advised that a summary leaflet would be produced for wider publication with the full version available for partners, in electronic form and on the Service website.

Both social and traditional media would be used to publicise the CRMP at its publication.

It was suggested that the Council Tax figure should be broken down to its weekly amount to highlight the cost effectiveness of the Service.

The inclusion of deliberate fires in the chart on the number of fires 2009/10-2015/16 was also requested.

RESOLVED:

1. That the progress made on developing the new Community Risk Management Plan for 2017-2021 be acknowledged.
2. That a Council Tax figure broken down into tax per week and the number of deliberate fires in the number of fires in 2009/10-2015/16 be included in the next draft of the Community Risk Management Plan.

17-18/SD/013 Work Programme

DCFO Ranger suggested that Members visit the Specialist Rescue Unit following the Policy and Challenge Group's next meeting.

An update on the re-inspection of high-rise residential tower blocks in Bedfordshire was requested for submission to the Policy and Challenge Group's next meeting.

RESOLVED:

1. That the Work Programme be received.
2. That a tour of the Specialist Rescue Unit be arranged to follow the next meeting of the Policy and Challenge Group.
3. That an update on the re-inspection of high-rise residential tower blocks in Bedfordshire be submitted to the next meeting of the Policy and Challenge Group.

The meeting finished at 11.28am.

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
14 September 2017
Item No. 5**

REPORT AUTHOR: ASSISTANT CHIEF FIRE OFFICER

SUBJECT: SERVICE DELIVERY PROGRAMME AND PERFORMANCE 2017/18 - QUARTER 1 (APRIL 2017 TO JUNE 2017)

For further information on this Report contact: Adrian Turner
Service Performance Analyst
Tel No: 01234 845015

Background Papers:

Previous Service Delivery Programme and Quarterly Performance Summary Reports

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 2017/18 Quarter 1, 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 1 2017/18 (April 2017 to June 2018).

RECOMMENDATION:

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

1. Programmes and Projects 2017/18
 - 1.1 Projects contained in this report have been reviewed and endorsed in February 2017 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 2017/18 to 2020/21 has been taken within the proposed 2017/18 Budget and Medium-Term Financial Plan, as presented to the Authority for agreement in February 2017.
 - 1.4 Other points of note and changes for the year include the following:
 - The Replacement Mobilising System (RMS) Project status has changed from Amber to Green following successful transition in August to mobilising with data in addition to voice.
 - The Corporate Management Team monitors progress of the Strategic Projects monthly. The Strategic Programme Board will now review the Programme quarterly with the next Programme Board review scheduled on 19 October 2017.

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. Summary and Exception Reports Q1 – 2017/18

Project Exceptions:

- 2.1 The Emergency Services Mobile Communications Programme (ESMCP) remains on Amber due to national changes to the timeline for delivery, which are outside Service control.

3. Performance

- 3.1 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.
- 3.2 This report presents Members with the first quarter performance summary outturn for 2017/18 and covers the period April 2017 to June 2017. Performance is shown in Appendix A. The indicators and targets included within the report are those established as part of the Authority's 2017/18 planning cycle.
- 3.3 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%

4. Performance Indicator Exceptions

All performance indicators are on target, except for:

4.1 Pi01 the rate and number of primary fires.

The category primary fires includes a wide range of property such as buildings, vehicles, agricultural crops/woodland and outdoor structures. Last year saw a small increase in primary fires compared to the previous year with the annual reduction target missed by 2%. In Q1 17-18 there has been a significant increase in the rate and number of primary fires compared to previous first quarters. Analysis of incident data reveals that there has been some increase in primary fires in a range of different property types including an increase in accidental dwelling fires (Pi05). There have been significant increases in fires involving vehicles (cars, vans motorcycles), garages, sheds and woodland. The increase in vehicle fires is due to an increasing trend of deliberate fires due to criminal activity. Further investigation is ongoing to explore the increase in primary fires and what action may be taken to address it.

4.2 Pi02 the rate and number of primary fire fatalities.

Despite the excellent prevention and protection work delivered throughout our community, we have unfortunately experienced two fire fatalities during the first quarter of 17/18. The first being related to a late call of fire where a gentleman had passed away a number of days prior to our attendance and the second involved a person who had been doused in a flammable liquid. We await the findings of the Coroner's inquest on both of these deaths.

4.3 Pi03 the rate and number of primary fire injuries.

We have unfortunately experienced twelve fire injuries during the first quarter of 17/18. This high number is partially due to five injuries attributed to one incident and two at another. It should be noted that all twelve injuries resulted in outpatient treatment and were not designated as serious.

4.4 Pi05 the rate and number of accidental dwelling fires.

There has been an increase of 9 accidental dwelling fires compared to Q1 16/17. Analysis has been undertaken to look for trends or patterns in the incidents that could inform prevention initiatives. No strongly emerging trends have been identified at this stage. An increase of 5 fires (from 6 to 11) attributed to careless handling of ignition sources was noted, along with a small increase in fires where the person who caused the fire is aged over 65. This has increased from 27 (24%) in 2016 to 32 (27%) in 2017. Operational crews apply safe & well principles to initiate an appropriate response following each accidental dwelling fire and we continue to apply a targeted approach to prevention work based upon modelling to identify those most at risk in our communities.

4.5 Pi11 The percentage of occasions when our response times for critical fire incidents were met.

In Q1 the target attendance time was not achieved for 39 (out of 159) critical fire incidents. Approximately half of these were in the large urban areas .e.g. Bedford, Luton and Dunstable. There were a variety of reasons identified that the response time target was not met including:

- Distance/travel time to the incident
- Non-availability (due to insufficient crew) of closest RDS appliance
- Non-availability (committed to another incident) of closest WDS appliance
- Impact of RDS 'turn-in' time on overall response time

Work is ongoing through the RDS improvement project to improve the crewing and availability of RDS appliances. The implementation of 'dynamic mobilising' (where appliance GPS location and route mapping is used to calculate which appliances can respond most quickly) may help to improve performance.

4.6 Pi16 The percentage of 999 calls answered in 7 seconds.

Investigation into how this performance indicator has been affected by the replacement of the mobilising system is still ongoing.

- 4.7 Pi17 The percentage of 999 calls mobilised to in 60 seconds or less.**
Investigation into how this performance indicator has been affected by the replacement of the mobilising system is still ongoing.
- 4.8 Pi24 The percentage of Building Regulation consultations completed within the prescribed timescale.**
Difficulties with submissions from Approved Inspectors continue (as previously reported) with lack of detail or plans that are too small to read. This causes delays in obtaining improved information but does not 'stop the clock'. We are educating Approved Inspectors but the number and diversity of businesses entering into this field makes this an ongoing job. A second factor is the temporary loss of one Inspector in the Protection department.
- 4.9 Pi26 The percentage of fire safety audits carried out on high and very high risk premises**
This is an annual target and the percentage completed is for information only. A full 100% of the High and Very High risk audit list is projected to be completed as planned by year end.

**IAN EVANS
ASSISTANT CHIEF FIRE OFFICER**

SERVICE DELIVERY PROGRAMME REPORT

Project Description	Aim	Performance Status	Comments
Co-responding	To develop a co-responding capability with support East of England Ambulance to support community health and outcomes.	Green	<p>24 August 2017 The RAG status for this project is Green (unchanged since last report).</p> <p>The Co-responding pilot has been underway at Leighton Buzzard and Biggleswade stations for approximately 13 months. To date 91 calls have been received and BFRS has attended scene on 66 occasions. BFRS co-responders have provided medical treatment on 38 occasions and assisted East of England Ambulance Service (EEAS) in achieving a return of spontaneous circulation on 6 occasions.</p> <p>A BFRS Co-responding Working Group continues to meet regularly to support and evaluate the pilot.</p> <p>The Service continues to share information and collaborate with all other FRS in the Eastern Region through the Regional Co-responding Group. Evaluation of the regional pilot is currently underway with EEAS.</p> <p>BFRS is part of the national NJC co-responding trial.</p> <p>National negotiations on co-responding in relation to pay and operational issues are underway. On 25 July 2017 Fire Brigades Union gave notice that it would withdraw its support for the NJC trial with effect from 24 August. However, on 23 August as a result of further negotiation, FBU announced that it would continue to support the trial.</p>

Project Description	Aim	Performance Status	Comments
<p>Emergency Services Mobile Communications Programme (ESMCP)</p>	<p>The Emergency Services Mobile Communications Programme (ESMCP) has been established to meet the future requirements for mobile voice and data communications for the emergency services, to replace and upgrade the current Airwave System, which is reaching the end of its contracted lifespan. This is a national project led by CFOA and the DCLG. There is a National Programme Board, and Regional Project Boards have been set up across the country.</p>	<p>Amber</p>	<p>22 August 2017: The project remains rated Amber due to ongoing national delays which are outside BFRS control. Nothing can be done to change this, so this risk is accepted. The Service continues to work regionally to represent and work with other FRSs within the region; the most recent East of England Strategic Board meeting attended was on 15 August, and was represented by delegates from Beds, Herts, Cambs, Essex, Norfolk and Suffolk FRS.</p> <p>The Home Office announced in early May that a new Transition Plan would be published in late May or June, reflecting the additional milestones, but they have now more recently announced that this will be deferred until December 2017, which means that BFRS will not know until then if the plans for the Service to transition in November 2019 will be accepted. In addition, the Home Office has announced that vehicle devices will not be available until June 2019; bearing in mind the time needed for trials, procurement, fitting and training, prior to live deployment, it now seems unlikely that this proposed timeline is feasible.</p> <p>The funding proposal for DNSP has now been submitted, following various discussions between BFRS and Essex. Based on BFRS experience with the RMS Project, this now includes funding for a pool of days for the MDT software and Gateway upgrade.</p> <p>The Bi-Service Project Manager is now in post, and liaising regularly with BFRS.</p>

Project Description	Aim	Performance Status	Comments
Emergency Services Mobile Communications Programme (ESMCP) cont.....		Amber	<p>Discussions continue with Essex FRS regarding governance of the Programme. The original idea to have full joint governance and a shared Programme Board now seems unrealistic, and various options for splitting out the projects in the programme, and identifying whether one Service should take the lead, or whether each Service should work alongside each other with individual project governance, are under consideration. BFRS has therefore deferred working on the Programme Definition document until this has been agreed. It is expected that this detailed planning work will re-commence in early September.</p> <p>Attendance at regional meetings will be split between the Project Executive and the Executive Deputy.</p>

Project Description	Aim	Performance Status	Comments
Replacement Mobilising System (RMS)	Replace mobilising system to provide resilient, dynamic mobilisation of Fire Service assets.	Green	<p>22 August 2017: The project has now moved from Amber to Green status.</p> <p>Following a substantial collaborative effort between Bedfordshire fire and Rescue Service (BFRS) and Essex County Fire and Rescue Service (ECFRS), Remsdaq and Airbus, BFRS went live with data mobilising on Thursday 17 August 2017.</p> <p>Considering, the technical complexities of configuring the Gateway to work with BFRS call signs and Mobile Data Terminals (MDT), plus the level of testing required to ensure a robust deployment, this is a major achievement, congratulations have been offered by the DCFO to all the parties involved.</p> <p>ECFRS Programme Manager was particularly helpful in supporting the planning for the mobile data gateway and Resque 4i system upgrades, and coordinating the technical implementation between the four parties.</p> <p>Initially data mobilising will be used for status changes for appliances when mobilising to operational incidents, or when out on routine duties, a limited number of guided messaging are available and will be expanded on as the system is developed.</p> <p>The advantage of data mobilising is the use of the Automatic Vehicle Location System (AVLS), BFRS now has the facility to track appliance locations, this enables the Resque 4i Mobilising System to accurately select the most appropriate appliance to respond to an incident based on time and distance.</p>

Project Description	Aim	Performance Status	Comments
Replacement Mobilising System (RMS) cont.....		Green	<p>Since go live of Resque 4i both ECFRS and BFRS have now successfully mobilised to a shared total of 38,609 operational incidents.</p> <p>This major milestone now achieves all of the resilience benefits specified by the Home Office, with the exception of the “Auto Fail over” element.</p>

Project Description	Aim	Performance Status	Comments
<p>Retained Duty System Improvement Project (RDSIP)</p>	<p>To deliver improvements to the effectiveness, efficiency and economy of the operation of the Retained Duty System within Bedfordshire Fire and Rescue Service.</p>	<p>Green</p>	<p>16 August 2017: The RAG status for this project is Green (unchanged from last report).</p> <p>The RDS Improvement Project continues to make steady progress in all areas.</p> <p>Corporate Management Team has approved a proposal from the RDS Recruitment working group to allow recruitment of applicants who can respond to the RDS station within 6 minutes (the previous limit is 5 minutes). It is estimated that this change in response time will increase the potential applicant pool by 25% (an additional 22,389 individuals). A change in the response time may increase this average turnout time in some RDS areas, however the opportunity to recruit more RDS Firefighters could result in a significant increase RDS appliance availability, which would reduce the number of occasions where an alternative appliance from another station has to be mobilised.</p> <p>A revised policy and procedure for retained recruitment which includes streamlined recruitment arrangements for re-joiners with past employment by the Service has been developed and is out on formal consultation.</p> <p>Following the introduction of the new RDS standby scheme a number of applications to participate have been received from RDS firefighters. The scheme aims to improve appliance availability by flexible deployment of RDS firefighters to provide cover at other RDS stations.</p> <p>The trial of the new RDS payroll system at three stations has now concluded, with no significant problems identified.</p>

Project Description	Aim	Performance Status	Comments
<p>Wholetime Duty Management System</p>	<p>To procure and implement a replacement wholetime duty management system which enables effective and efficient management of operational crewing and supports flexible ways of working to meet the challenges facing a modern fire and rescue service.</p>	<p>Green</p>	<p>16 August 17 The RAG status for this project is Green (unchanged). Following a business case for the system being presented via budget bid, funds for the procurement of a replacement wholetime duty management system were made available for procurement in 2017-18 and on-going costs in subsequent years.</p> <p>In conjunction with the Procurement Manager the project manager has undertaken research into products available on the market and procurement options available.</p> <p>A stakeholder group has been established to identify the requirements for the replacement system and the actions and resources required for project from all stakeholders.</p>

APPENDIX B

SERVICE DELIVERY PERFORMANCE 2017/18 Quarter 1

Measure				2017-18 Quarter 1					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
Pi 01a	The rate of primary fires (per 100,000 population)	Lower is Better	153.59	40.60	38.68	49.51	38.40	Red	Missed target by 31%
Pi 01b	The number of primary fires		1006	261.60	257	329	251.50		
Pi 02a	The rate of primary fire fatalities (per 100,000 population)	Lower is Better	0.46	0.03	0.15	0.30	0.12	Red	Aim to achieve fewer than 4 annual fatalities
Pi 02b	The number of primary fire fatalities		3	0.20	1	2	0.75		
Pi 03a	The rate of primary fire Injuries (per 100,000 population)	Lower is Better	3.21	1.24	1.20	1.81	0.80	Red	Aim to achieve fewer than 22 annual injuries
Pi 03b	The number of primary fire injuries		21	8.00	8.00	12	5.25		
Pi 04a	The rate of deliberate (arson) fires per (10,000 population)	Lower is Better	11.18	3.36	2.63	1.64	2.80	Green	40% better than target
Pi 04b	The number of deliberate (arson) fires		732	215.80	175	109	183		

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.

APPENDIX B

Measure				2017-18 Quarter 1					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
Pi 05a	The Rate of accidental dwelling fires (per 10,000 dwellings)	Lower is Better	14.76	3.53	3.56	3.90	3.69	Amber	Missed target by 6%
Pi 05b	The number of accidental dwelling fires		386	91.20	93	102	96.5		
Pi 06	The number of deliberate building fires	Lower is Better	96	29.20	16	20	24	Green	17% better than target
Pi 10	The percentage of occasions global crewing enabled 9 riders on two pump responses(wholetime)	Higher is Better	90%	95.00%	83%	99%	90%	Green	10% better than target
Pi 11	The percentage of occasions when our response times for critical fire incidents were met	Higher is Better	80%	76.50%	72%	75%	80%	Amber	Missed target by 6%
Pi 12	The percentage of occasions when our response times for road traffic collision incidents were met	Higher is Better	80%	93.00%	95%	83%	80%	Green	4% better than target
Pi 13	The percentage of occasions when our response times for secondary incidents were met	Higher is Better	96%	98.40%	99%	97%	96%	Green	1% better than target

APPENDIX B

Measure				2017-18 Quarter 1					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
Pi 16	The percentage of 999 calls answered in 7 seconds	Higher is Better	90%	95.60%	95%	N/A	90%	N/A	See exception report
Pi 17	The percentage of 999 calls mobilised to in 60 seconds or less	Higher is Better	60%	61.07%	54.36%	N/A	60%	N/A	See exception report
Pi 18	Number of "false alarm malicious" and hoax calls mobilized to	Lower is Better	132	34.20	36.00	19	33	Green	42% better than target
Pi 19	The percentage of false alarm malicious" and hoax calls calls not attended	Higher is Better	54%	58.42%	58%	67%	54%	Green	25% better than target
Pi 20	Number of "false alarm good intent" mobilised to	Lower is Better	657	136	158	144	164.25	Green	12% better than target

Information Measures Only

APPENDIX B

Measure				2017-18 Quarter 1					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
Pi 24	The percentage of Building Regulation consultations completed within the prescribed timescale	Higher is Better	95%	97.01%	91%	94%	95%	Amber	Missed target by 1%
Pi 25	The number of fire safety audits/ inspections completed	Higher is Better	1900	443.80	495	559	475	Green	18% better than target
Pi 26	The percentage of fire safety audits carried out on high and very high risk premises	Higher is Better	100% (114)	n/a	0%	12% (14)	25% (28.5)	Red	Missed target by 51%
Pi 27a	The rate of non-domestic fires (per 1,000 non-domestic properties)	Lower is Better	8.00	2.16	1.79	1.45	2.00	Green	27% better than target
Pi 27b	The number of fires in non-domestic buildings	Lower is Better	143	38.20	32	26	35.75		
Pi 28a	The rate of automatic fire detector false alarms in non-domestic properties (per 1,000 non-domestic properties)	Lower is Better	43.74	12.82	14.60	8.05	10.94	Green	26% better than target
Pi 28b	The number of automatic fire detector false alarms in non-domestic properties	Lower is Better	782	226.40	261	144	195.50		

APPENDIX B

Measure				2017-18 Quarter 1					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
Inf01	The number of RTC's attended	Lower is Better	n/a	86	103	115	n/a	n/a	n/a
Inf02	The number of people killed or seriously injured in road traffic collisions (Partnership Indicator)	Lower is Better	n/a	0	0	0	n/a	n/a	n/a
Inf03	The number of water related deaths	Lower is Better	n/a	0.20	0	0	n/a	n/a	n/a
Inf04	The number of water related injuries	Lower is Better	n/a	0.00	0	0	n/a	n/a	n/a
Inf05	The number of missing persons (Police request) incidents attended	n/a	n/a	n/a	n/a	2	n/a	n/a	n/a
Inf06	The number of effecting entry (Ambulance request) incidents attended	n/a	n/a	n/a	n/a	81	n/a	n/a	n/a
Inf07	The number of Co-responding (Ambulance Request) incidents attended	n/a	n/a	n/a	n/a	17	n/a	n/a	n/a

IRS Status - At the time the data was downloaded there were 2 IRS incomplete and 38 unpublished.

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For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
14 September 2017
Item No. 6**

**REPORT AUTHOR: ASSISTANT CHIEF FIRE OFFICER
(SERVICE DELIVERY)**

**SUBJECT: AUDIT AND GOVERNANCE ACTION PLANS
MONITORING REPORT**

For further information on this report contact: Karen Daniels
Service Assurance Manager
Tel No: 01234 845013

Background Papers:

- Action Plans contained in Internal and External Audit Reports
- Action Plan contained in the Annual Governance Statement 2015/16
- Minutes of the Audit Committee dated 5 April 2012

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 report on progress made to date against current action plans arising from internal and external audit reports.

RECOMMENDATION:

That Members acknowledge progress made to date against the action plans and consider any issues arising.

1. Introduction

1.1 The Members of the Audit and Standards Committee previously endorsed that the Committee should receive monitoring reports at each of its meetings advising of progress against current action plans arising from internal and external audit reports, and the Authority's Annual Governance Statement.

1.2 In their meeting on 5 April 2012, Members of the Audit and Standards Committee agreed that progress on the action plans be reported to each meeting of the appropriate Policy and Challenge Group and action point owners report progress by exception to the Audit and Standards Committee. This is the second report to the Service Delivery Policy and Challenge Group for the year 2017/18.

2. Monitoring Report of Actions Arising From Internal and External Audit Reports

2.1 The monitoring report of progress made to date against agreed actions arising from internal and external audit reports is attached as Appendix A.

2.2 The monitoring report covers, in order, the following:

- Outstanding actions from internal and external audit reports, including those reports received during 2017/18 and those from previous years, which have a proposal to extend the original completion date. There are no requests to extend the original completion date.
- Outstanding actions from internal and external audit reports, including those reports received during 2017/18 and those from previous years, which are on target to meet the original or agreed revised completion date.
- Completed actions which are subject to a subsequent or follow up audit. These will remain on the report until this audit is complete and the action validated.
- Completed actions that are of a Low risk and do not require a follow-up audit. These will be removed from the report once they have been reported as completed to the Policy and Challenge Group.
- Any actions that have been superseded by new actions. (Actions are removed from the report once they have been reported as superseded to the Policy and Challenge Group.)

2.3 There are no requests to extend the original completion date. All actions are completed subject to follow-up audit.

3. Monitoring Report of Actions Arising from the Authority's Annual Governance Statement
- 3.1 The monitoring report covers the actions within the 2015/16 Annual Governance Statement (if applicable) which was formally adopted by Members of the Audit and Standards Committee, on behalf of the Authority, at their meeting on 7 September 2016, as part of the 2015/16 Statement of Accounts.
4. Organisational Risk Implications
- 4.1 The actions identified within internal and external audit reports and the Annual Governance Statement represent important improvements to the Authority's current systems and arrangements. As such, they constitute important measures whereby the Authority's overall management of organisational risk can be enhanced.
- 4.2 In addition, ensuring effective external and internal audit arrangements and the publication of an Annual Governance Statement are legal requirements for the Authority and the processes of implementation, monitoring and reporting of improvement actions arising therefore constitute an important element of the Authority's governance arrangements.

IAN EVANS
ASSISTANT CHIEF FIRE OFFICER

**Monitoring Report of Actions Arising from Audit Reports
(incorporating any actions outstanding at 31 March 2017 from earlier reports)**

APPENDIX A

URN	Auditing Body & Source	Audit Area and Responsible Manager	Priority	Agreed Action	Progress Report to Date	Timing For Completion	Status ('Not Started', 'In Progress' or 'Completed')
DQIRS 1.3a 16/17	RSM Feb 17: Final Report (16/17)	Data Quality – Incident Reporting System Head of Operations	Medium	The Head of Operations will undertake periodic lessons learnt exercise to ensure that frequent issues can be identified with regards to the input of data. Action plans to address these issues will then be developed and monitored.	An IRS management log exists on sharepoint which allows control personnel to input status issues and allocate back to original IRS owner or IT department for system issues. Common issues relating to owner completion are communicated via email to all PUC owners. IT issues are logged through IRS sharepoint management site.	Original May 17	Completed – To be confirmed by follow up audit
DQIRS 1.3b 16/17	RSM Feb 17: Final Report (16/17)	Data Quality – Incident Reporting System Head of Operations	Medium	The Control Team will ensure that data on the number of outstanding IRS to be checked is produced and provided to ODT meetings on a monthly basis as prescribed. The Head of Operations will ensure that findings are actively discussed in meetings.	Outstanding IRS reports are discussed at both Operational Command Team (OCT) meetings and Operational Delivery Team (ODT).	Original May 17	Completed – To be confirmed by follow up audit
DQIRS 1.4 16/17	RSM Feb 17: Final Report (16/17)	Data Quality – Incident Reporting System Head of Operations	Medium	The Head of Operations will consider whether full programme refresher training will be beneficial for all staff involved in the input of IRS data. The Head of Operations will progress development of a training package to support induction of new control staff and new fire officers.	A training package is being produced and will be available to all Primary User Code (PUC) owners as refresher training and given to all newly promoted supervisory officers as part of their development program.	Original May 17	Completed – To be confirmed by follow up audit

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
14 September 2017
Item No. 7**

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

**SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 1: (01 APRIL – 30 JUNE 2017)**

For further information on this Report contact: Mark Hustwitt
Communications and Engagement Manager
Tel No: 01234 845161

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 report the levels of Customer Satisfaction during Quarter 1 2017/18 (01 April – 30 June 2017).

RECOMMENDATION

That Members acknowledge the report and the continuing good levels of customer satisfaction.

1. Executive Summary

- 1.1. Customer satisfaction is measured through surveys (undertaken after an incident, following a Safe and Well visit (S&WV) or Fire Safety Audit), letters of compliments, and complaints.
- 1.2. Surveys undertaken in Q1 2017/18 indicate that 100% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. The rate of responses for surveys issued in Quarter 1 is shown on the following page, with comparisons against the same period in 2016/17.

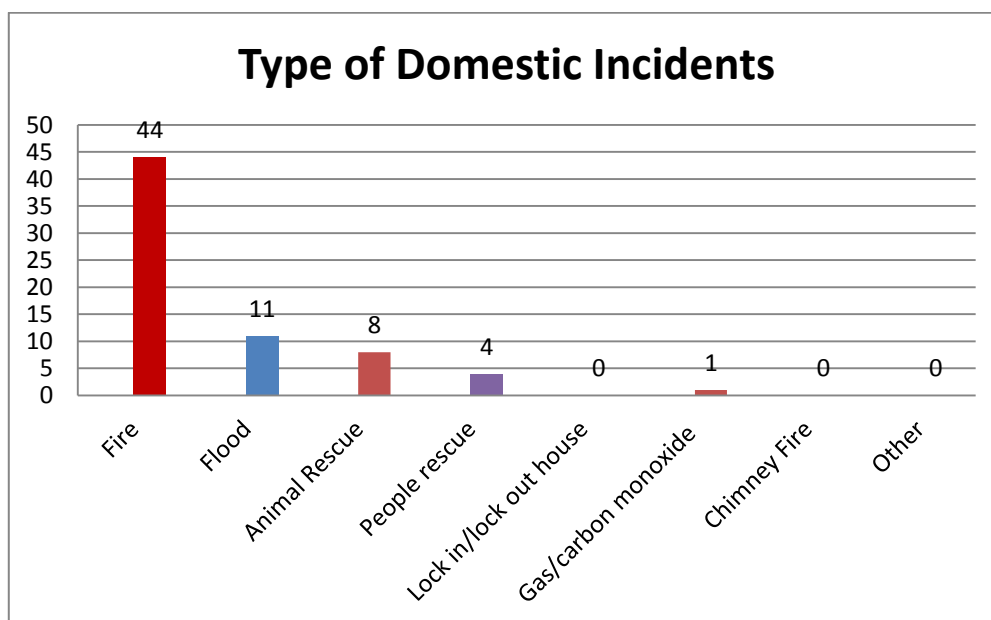
Item 7.1

1.3. Figures in the report have been rounded to whole numbers.

Area surveyed	Total number of surveys returned	Total number of surveys sent	Return rate	Comparison to Q1 2016/17 (return rate)
After the Incident (Domestic)	68	126	54%	31.0%
After the Incident (Non Domestic)	7	11	64%	40.5%
Safe and Well visit	229	425	54%	29.6%
Fire Safety Audit	102	180	56%	26.5%
Totals / Average Return rate	406	742	55%	31.9%

2. After the Incident (Domestic)

2.1. Type of Incident

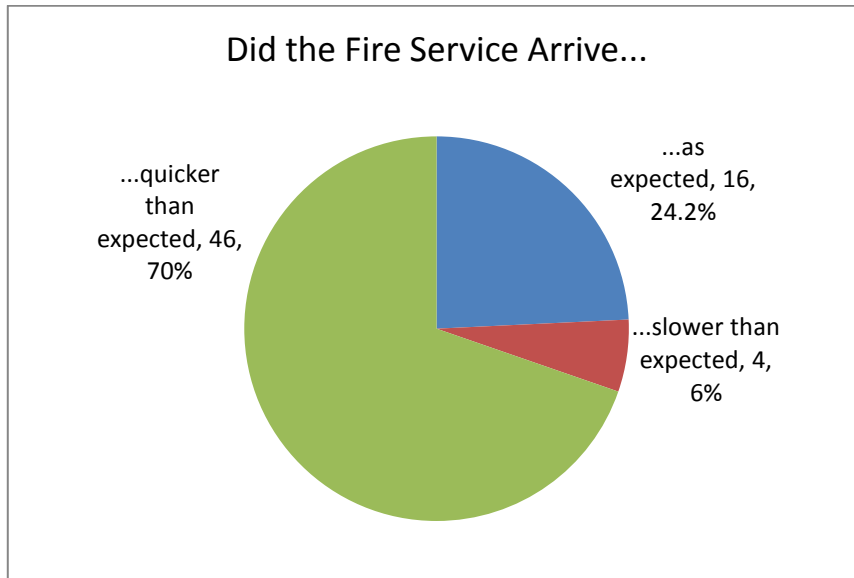


2.2. 126 surveys were sent out and 68 replies have been received, a response rate of 54%. The main incidents in which respondents were involved were fires, floods (in domestic properties), animal rescues or people rescues.

2.3. Overall satisfaction

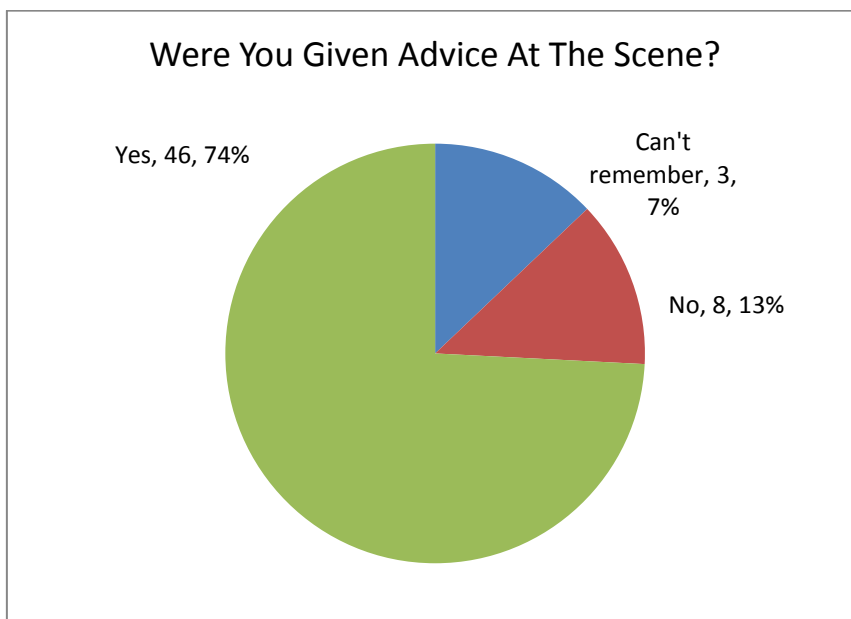
2.3.1 Everyone that replied to this question said they were very satisfied with the service they received and no one was dissatisfied with the service.

2.4. Arrival times



2.4.1. Of the 66 respondents who replied to this question, 6% did think the Service arrived slower than expected. 30 respondents had called the Service themselves and they were all positive about the assistance they received.

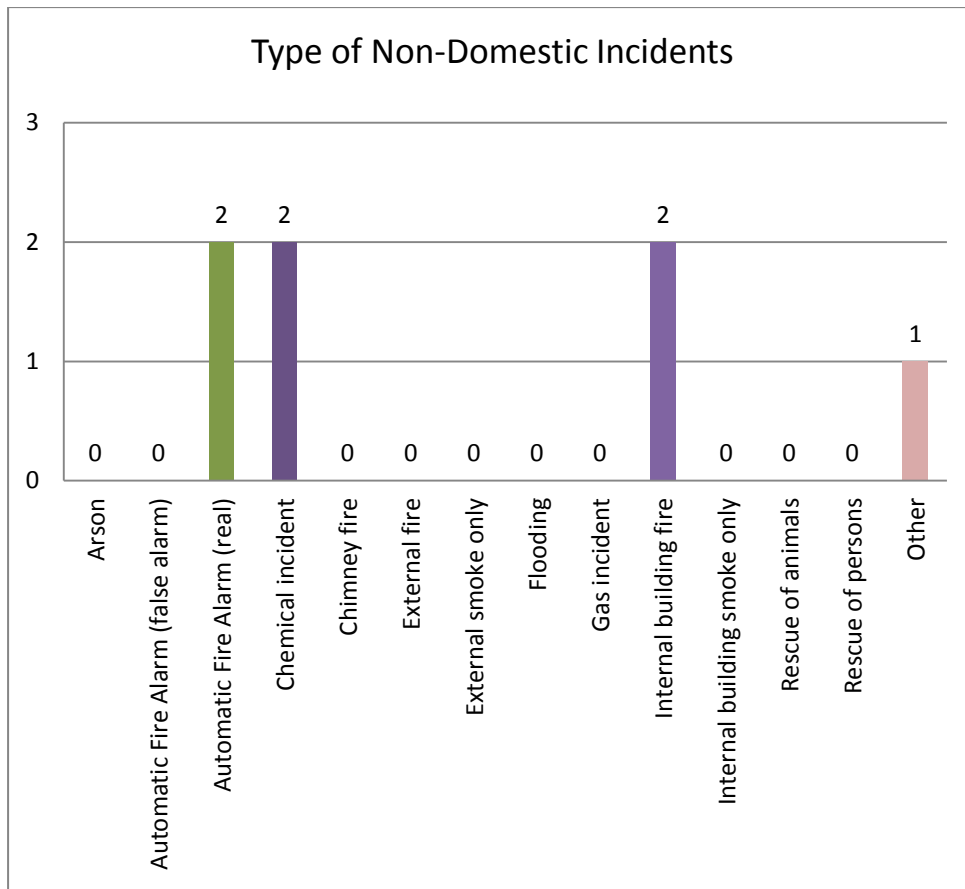
2.5. Advice given:



2.5.1. 57 respondents replied to this question on the survey. The majority of those involved in incidents were given advice at the scene.

3. After the Incident (Non Domestic)

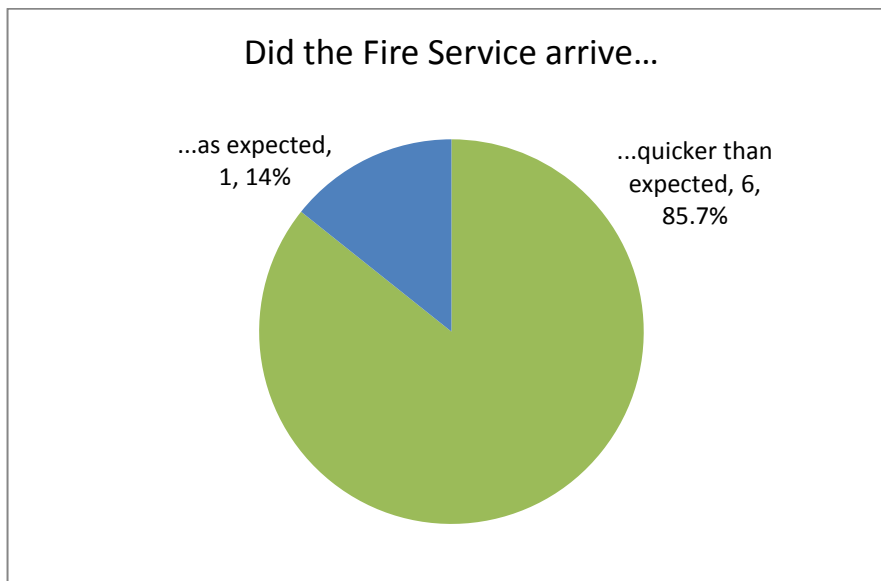
3.1. Type of Incident



3.1.1. There were only 11 incidents involving commercial properties during Quarter 1, and 7 survey responses have been received (a response rate of 58%).

3.1.2. In all 7 instances the respondent was very satisfied with the service they received from the Service.

3.2. Arrival Times



3.2.1. 7 respondents answered this question and in the majority of cases the Service arrived quicker than expected while for one it arrived as expected.

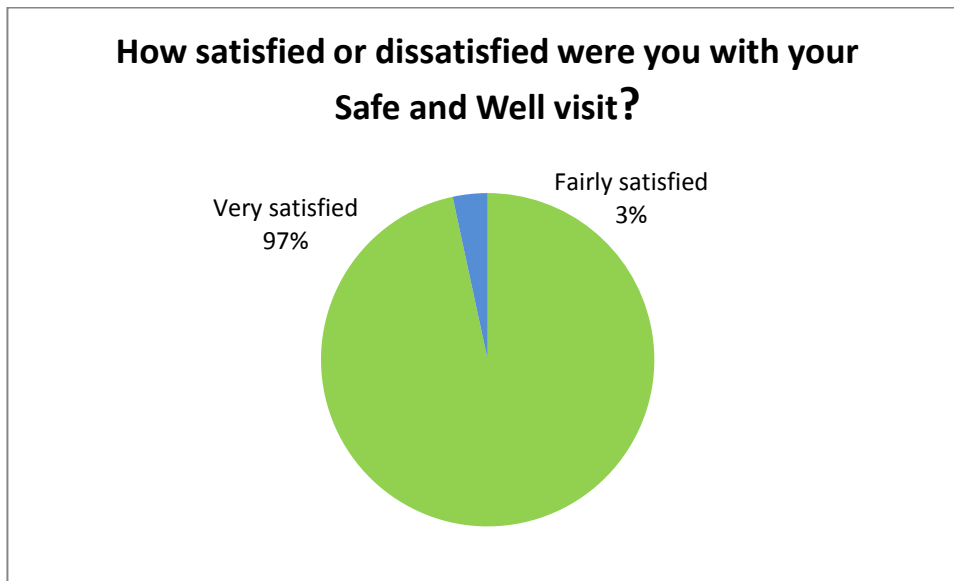
4. **Safe and Well Visits (S&WV)**

4.1. In April 2017 the Service moved from undertaking Home Fire Safety Checks to more targeted Safe and Well visits using the Exeter Database (a database of vulnerable people aged above 65 years provided to the Service by the NHS). This has changed the types of data collected as it is no longer relevant to ask those receiving Safe and Well visits where they heard about our visits as we now contact them, nor how long they wait for visits as we will make appointments with them to visit.

4.2. We are also changing the way we gather survey information, with the intention that the survey is completed at the end of the visit so that they are not bothered by receiving a questionnaire in the post some weeks (or months) after the actual visit. However this process is still being put into place and the following results have been obtained by a postal questionnaire.

4.3. 425 questionnaires were sent out during early August to those who had received a Safe and Well visit during April, May and June, the first quarter of 2017/18. From that, 229 questionnaires have been returned which gives a response rate of 54%.

4.4. Overall Satisfaction



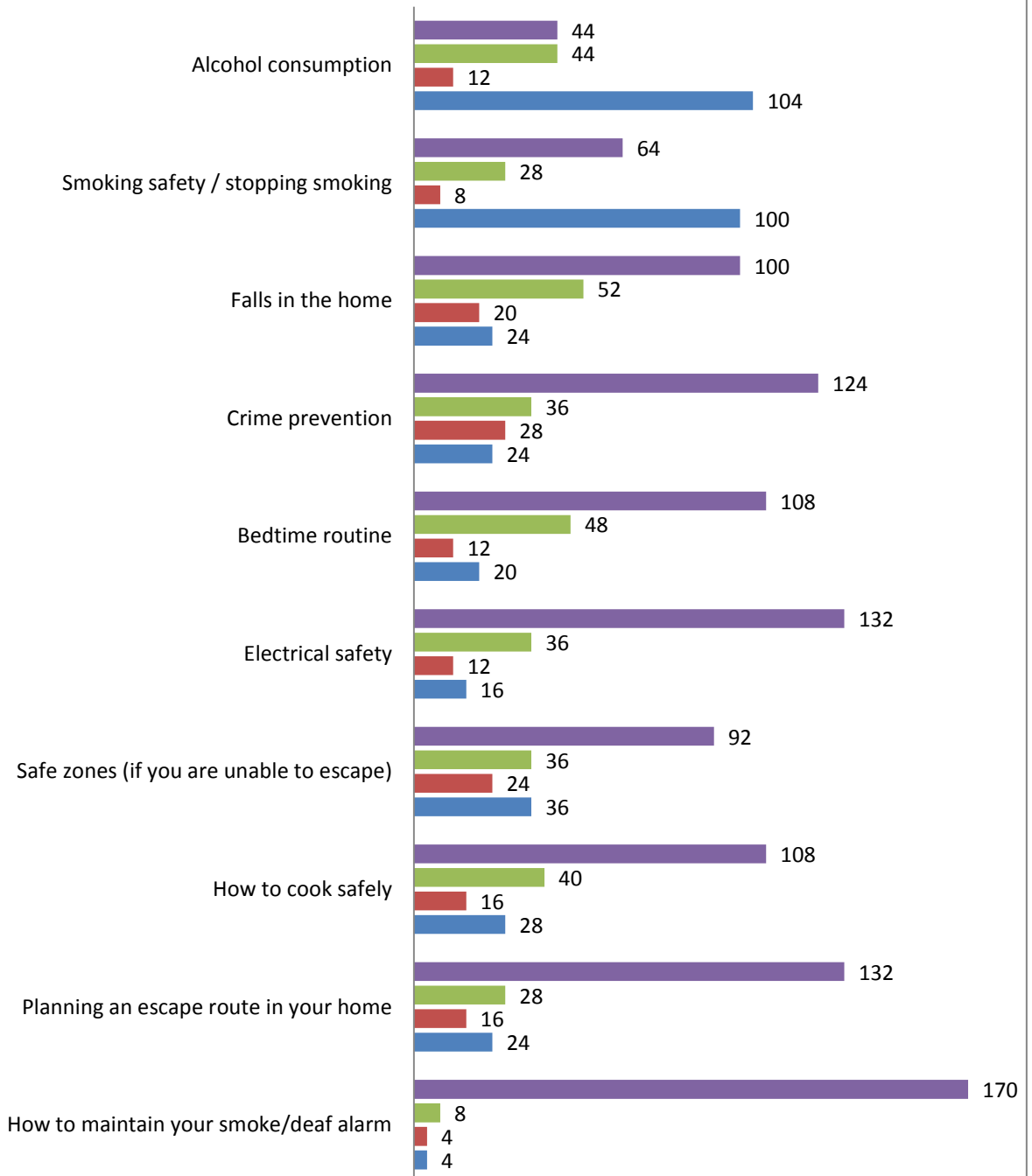
- 4.4.1. All respondents replied to this question on the survey and all were very or fairly satisfied with their S&WV.
- 4.4.2. Only two people who felt “fairly satisfied” gave their reasons for being “fairly satisfied”: one had their visit cut short due to the crew being called to an incident and the other had had to wait for their visit to take place.
- 4.4.3. There were many positive comments from those we visited about the service people received. The most common comment was that the staff visiting them, whether Community Safety staff or Firefighters were polite, friendly, helpful and professional.

4.5. Providing information

- 4.5.1. Part of the benefit from providing Safe and Well visits is the opportunity to give vulnerable people more information about a range of safety issues, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.
- 4.5.2. The table below shows how much those visited thought the advice given had improved their knowledge of these safety issues.

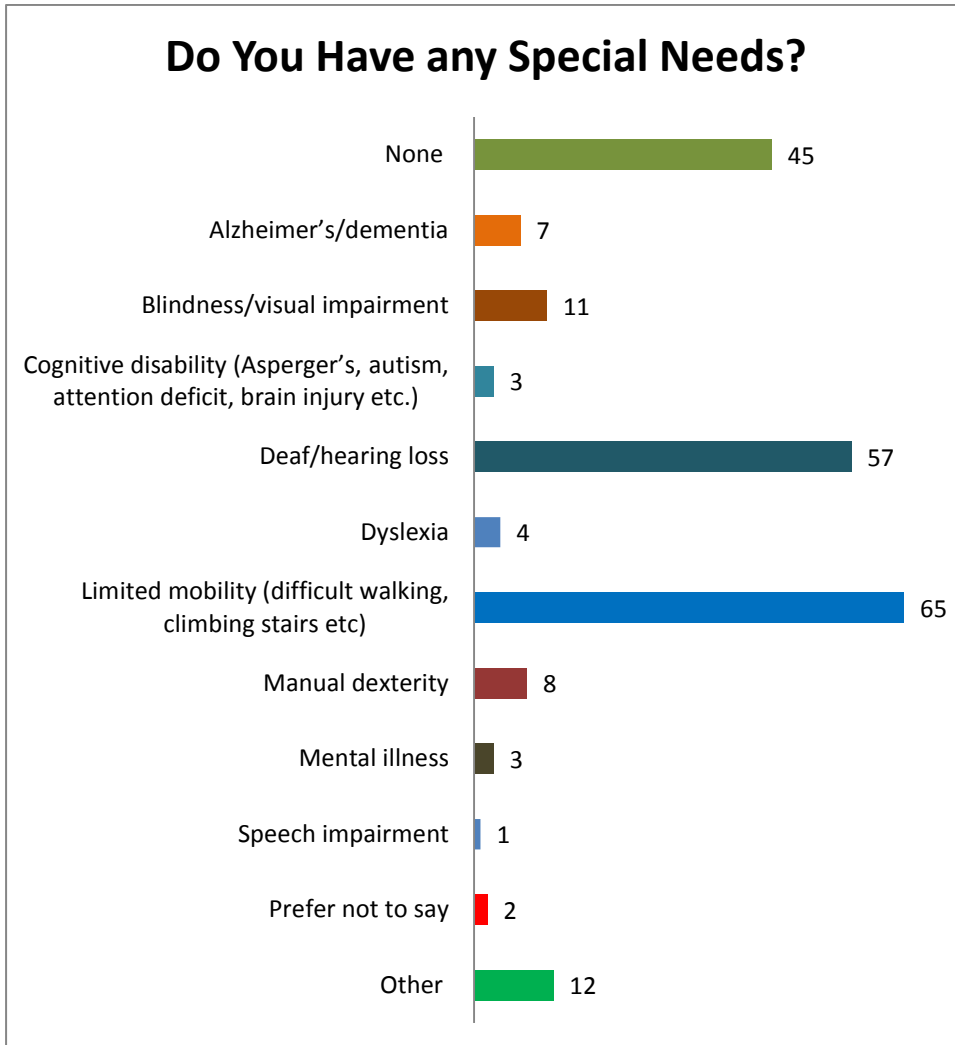
Did our Safe and Well visit improve your knowledge of the following?

■ Yes
 ■ No
 ■ Don't know/Can't remember
 ■ Not relevant to me



4.6. Health Issues

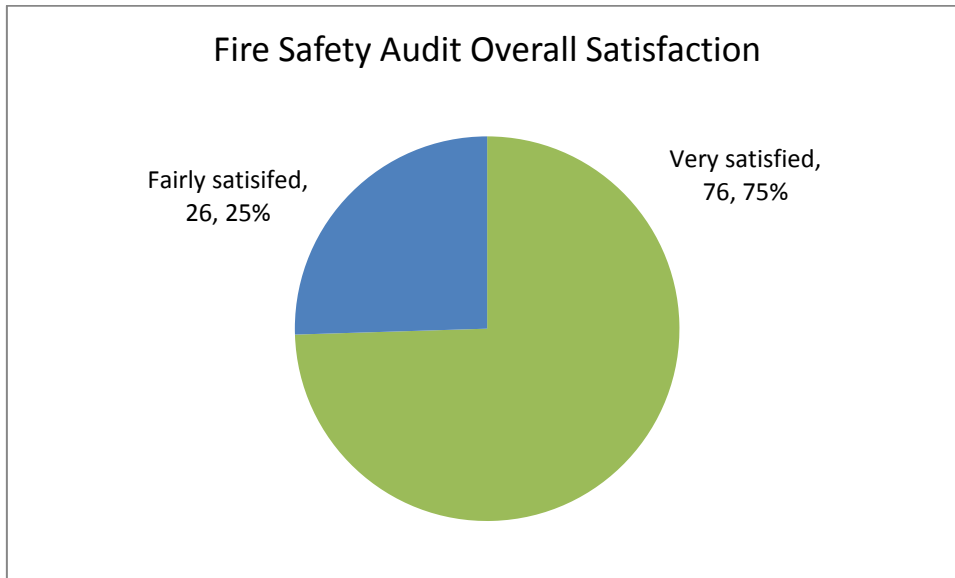
4.6.1. People who are receiving Safe and Well visits are considered vulnerable due to their age and other factors. Not all have serious health issues but the table below shows some of the common ailments affecting those visited.



5. Fire Safety Audit surveys (FSA)

5.1 Of the 180 surveys sent out, 102 were returned, a response rate of 56%.

5.2 Overall Satisfaction



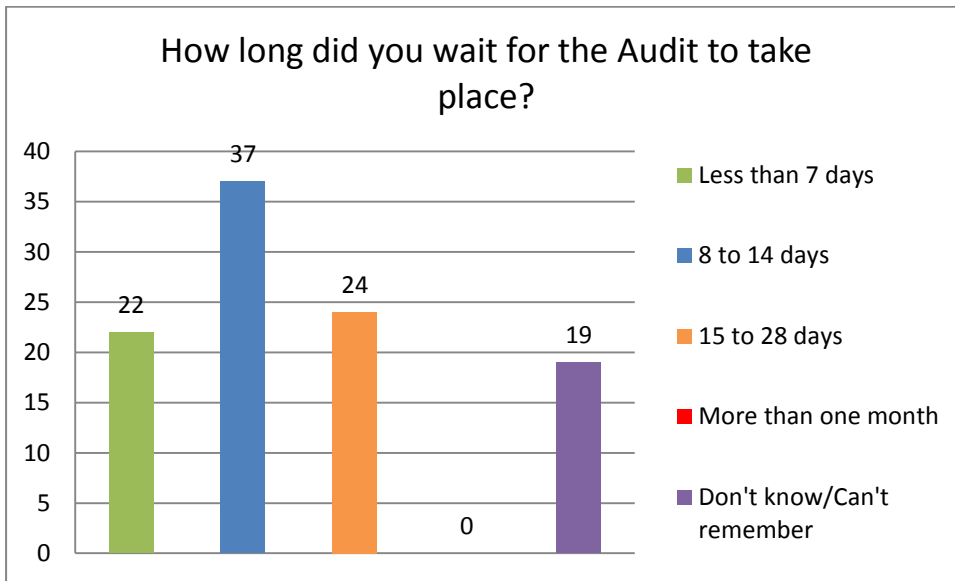
5.2.1 All were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

5.3 Reason for Audit



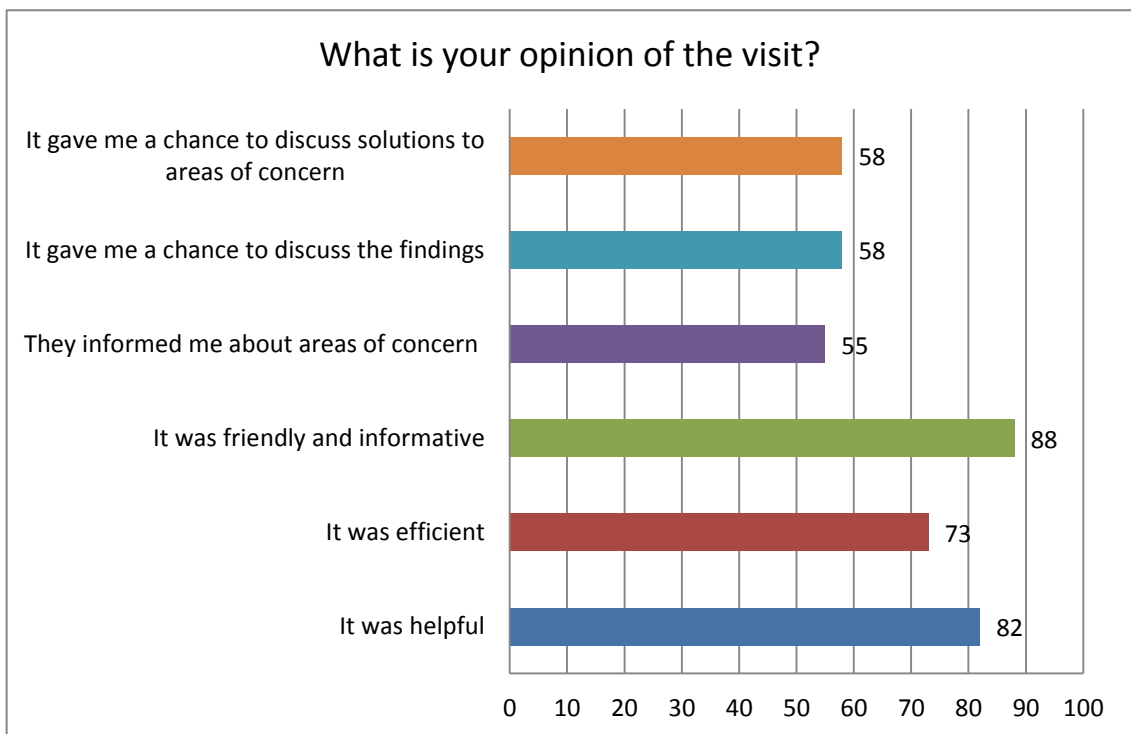
5.3.1 All respondents replied to this question on the survey and all FSA were carried out as part of the routine inspection programme.

5.4 Length of wait



5.4.1 All respondents replied to this question on the survey. 22 (22%) of the FSAs took place within two weeks of being booked and no company had to wait more than a month. It must be noted that 19% could not remember how long they had waited.

5.5 FSA Outcomes



5.5.1. In general those receiving FSAs found them to be helpful, friendly and informative as well as giving them an opportunity to discuss areas of concern and their findings. Under one third (31%) of those having an FSA were required to take action (32 of the 102 who replied) with 87 receiving a written report, with which they were either very or fairly satisfied.

6 Matters arising from Surveys

6.1 Following the introduction of Safe and Well visits in April 2017 a new Safe and Well Visit survey has been undertaken. This is a revised version of the HFSC survey with questions that are no longer relevant removed and additional questions to assess the impact of the visit added. From Q2 these will be completed by those fitters and fire crews undertaking the visit rather than being posted out several months later.

6.2 The continuing drop in the number of incidents attended is reflected in the number of responses, particularly non-domestic incidents, which continues to be low.

6.3 The introduction of charging for non-emergency lock-ins and lock-outs may have reduced the number of calls to these incidents, causing a further drop in the number of responses to domestic incidents. It has not affected satisfaction amongst those involved in domestic incidents.

7 Compliments

7.1 The Service is pleased to have received a number of compliments from members of the public. These are received by letter and email. In the first quarter the Service received 11 compliments – three in April, five in May and three in June.

8 Complaints

8.1. In the first quarter of 2017/18 the Service received no complaints.

**STRATEGIC OPERATIONAL COMMANDER GARY JEFFERY
HEAD OF SERVICE DELIVERY**

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For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge Group
14 September 2017
Item No. 9**

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

SUBJECT: DELIBERATE FIRE DATA 2016 - 17

For further information on this Report contact: Gary Jeffery
Head of Service Delivery

Background Papers:
SERVICE DELIVERY PROGRAMME AND PERFORMANCE 2016/17 - QUARTER 4 (APRIL TO MARCH 2017) – 15th June 2017

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

The purpose of this report is to provide Members of the Service Delivery Policy and Challenge Group with a breakdown of deliberate fire data for 2016 – 2017.

RECOMMENDATION

That Members note the report and data contained within.

1. Introduction

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.

During the Service Delivery Policy and Challenge Group meeting held on the 15th June 2017, whilst discussing performance target PI04, it was agreed that further information would be presented on the breakdown of deliberate fires attended by the Service during 2016 - 2017. The following sections of this report provide a number of tables and graphs with the comparison of the deliberate fires for the years 2015/16 and 2016/17.

The data does not include secondary deliberate fires set by the owners of a property as the vast majority of these fires are bonfires, controlled burning of rubbish and garden waste etc., as these are not set with any malicious intent.

2. Comparison of 2015/16 data with 2016/17 for Bedfordshire

In respect of the County there has been a 6% overall increase in deliberate fires. Although there has been a reduction in fires within buildings and dwellings (other/unknown owner), however fires within dwellings (own property), outdoors and road vehicles have increased.

Property Type	2015/16	2016/17	No.	%	
Buildings	68	53	-15	↓	-22%
Dwellings (other/unknown owner)	25	19	-6	↓	-24%
Dwellings (own property)	10	17	7	↑	70%
Outdoor – Rubbish, Furniture, Grass	480	515	35	↑	7%
Vehicles	160	180	20	↑	13%
Total	743	784	41	↑	6%

2.1 Building fires

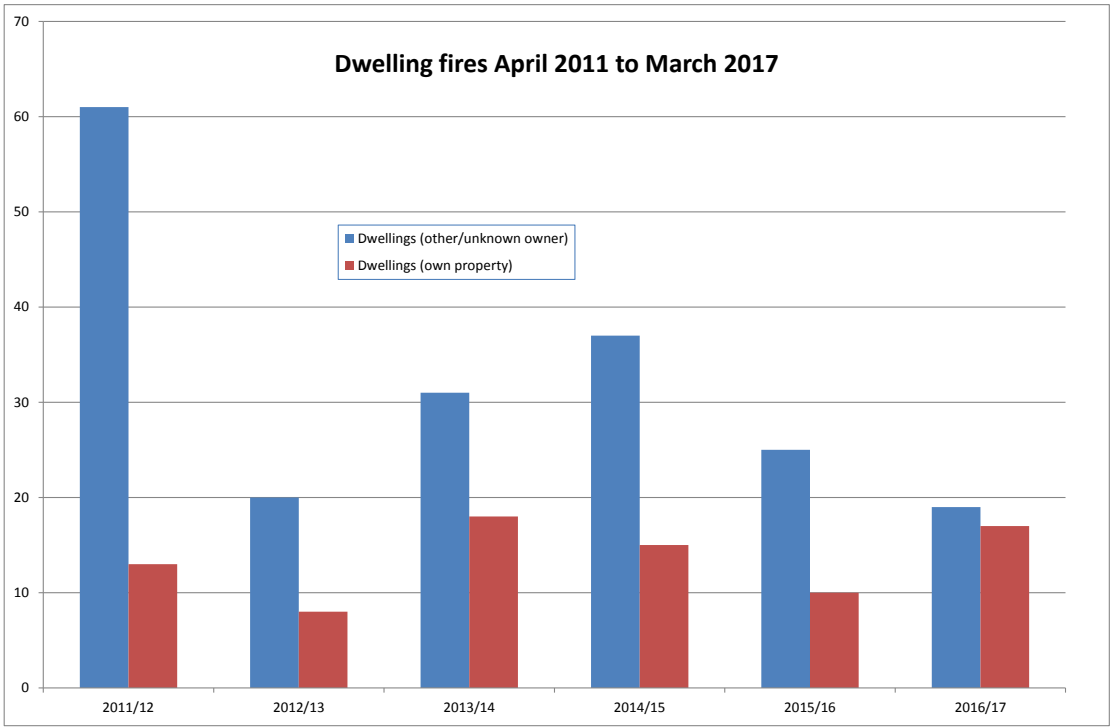
Analysis of the overall buildings fires reveals that there is a reduction in both Luton Borough and Bedford Borough, however there has been a very small increase in Central Bedfordshire, up from 17 to 18 (6%).

2.2 Dwelling fires (other/unknown owner)

Analysis of dwelling fires (other/unknown owner) reveals that there is a reduction in both Central Bedfordshire and Bedford Borough, with a very small increase in Luton Borough, up from 9 to 10 (11%).

2.3 Dwelling fires (own property)

What may seem to be the largest percentage increase in deliberate fires is within dwellings (own property), analysis identifies the increase from 10 to 17 (70%) is across the County.

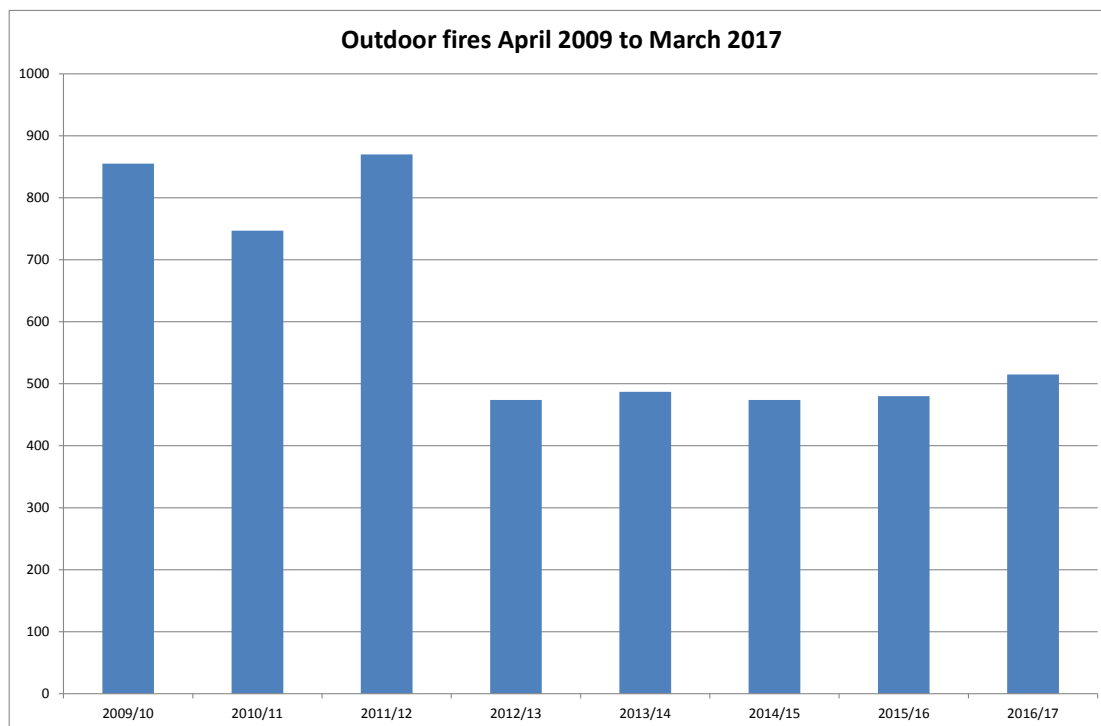


2.4 Outdoor fires

An increase in outdoor fires has been identified in Luton Borough and Central Bedfordshire, with a reduction in Bedford Borough, down from 87 to 80 (-8%).

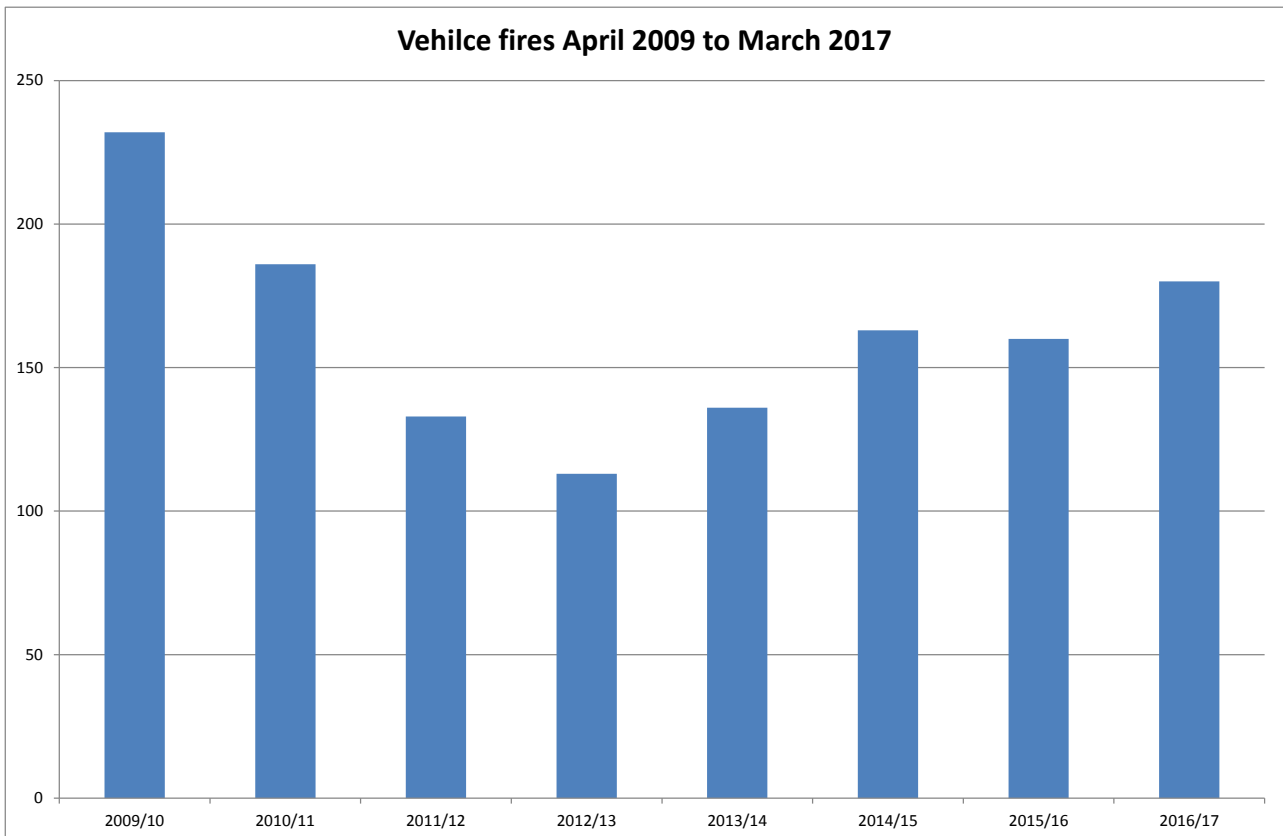
The chart below shows the annual breakdown of outdoor fires (excluding secondary fires set by the owner of the property) since 2009/10. From this data it can be seen that there were over 700 in the first three years before a significant reduction to less than 500 in 2012/13. The reason(s) for the significant reduction in 2012/13 when compared to previous years is not known.

Analysis of outdoor fires (excluding secondary fires set by the owner of the property) since April 2009 indicates that there is a correlation between the number of fires and the amount of rainfall in any given month, the correlation being that fewer outdoor fires occur in wetter months.



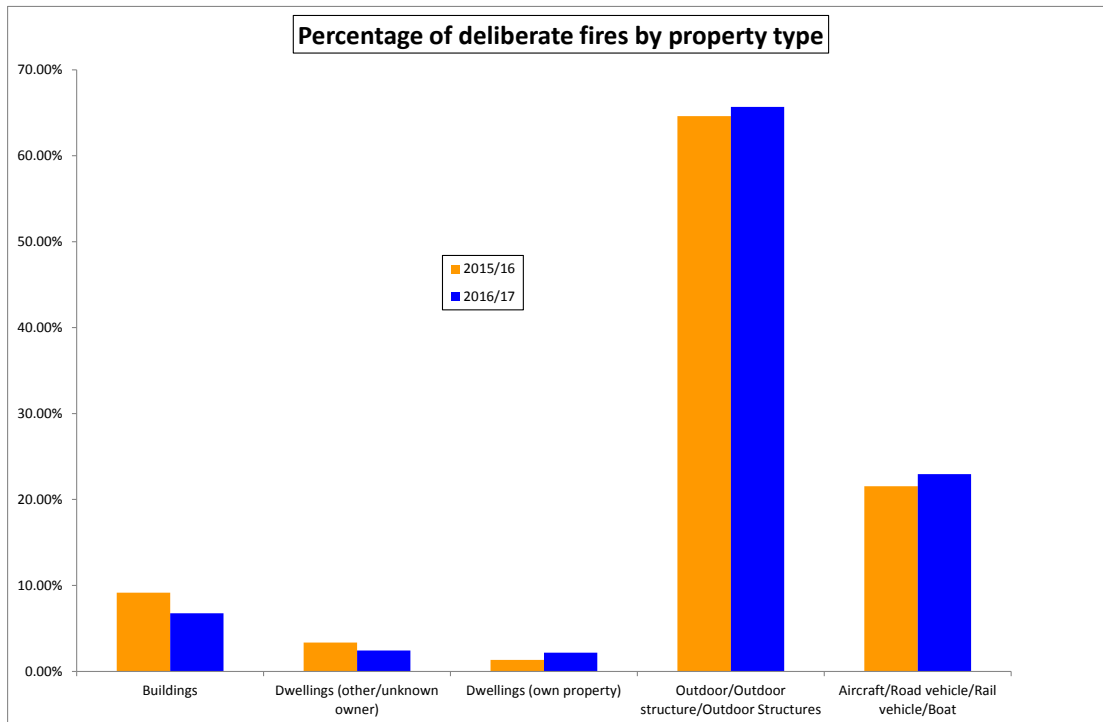
2.5 Vehicle fires

Analysis of the vehicle fires within the County identifies an increase of 20, the largest increase in Bedford Borough, up from 22 to 38 (73%), a small increase in Central Bedfordshire and a very small reduction in Luton Borough.



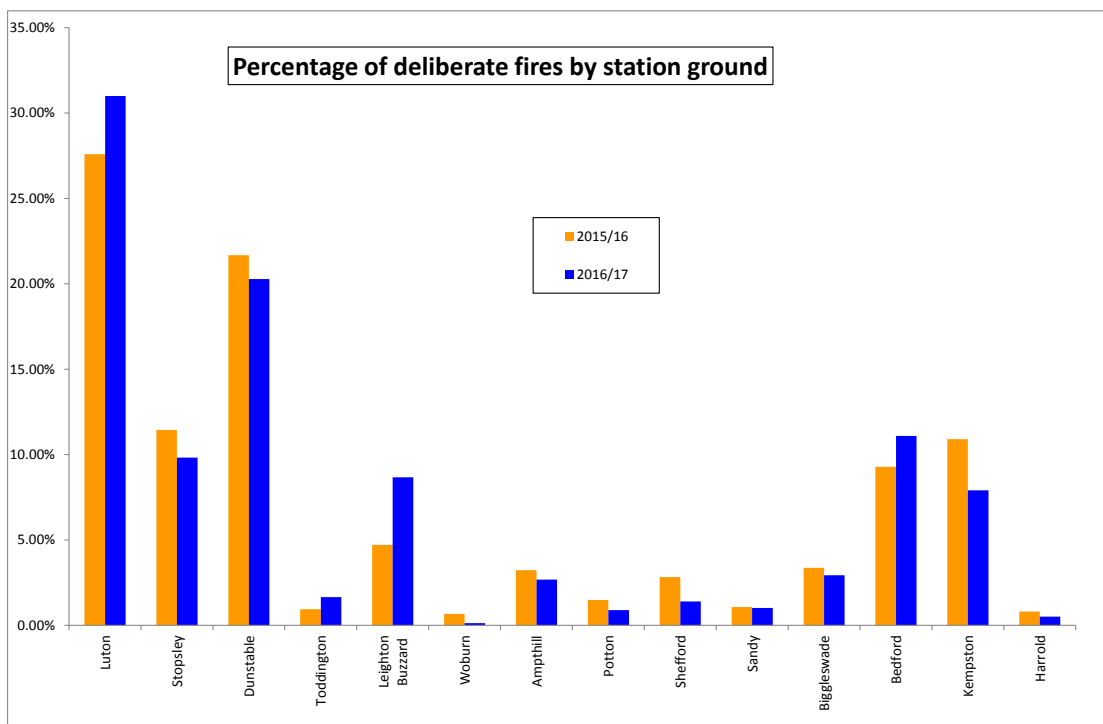
The increasing trend of deliberate fires involving vehicles (car, vans, motorcycles) can be aligned to an increase of criminal activity; however analysis of the data for the 180 vehicle fires in 2016/17 does not reveal any discernible patterns in terms of time of day, day of week, specific location etc. Nevertheless it does identify 'hot spots' in the urban areas around the County, with the majority of those in the more heavily populated areas.

3. Deliberate fires by property type



Outdoor fires continue to account for the bulk of all deliberate fires across the County. There has been a small increase in the percentage of outdoor fires compared to all deliberate fires, up from 65% in 2015/16 to 66% in 2016/17.

4. Deliberate fires by station ground



The above table identifies that Luton and Dunstable attend the largest number of deliberate fires within County. Luton Station Ground has seen an increase in the number of deliberate fires attended, whereas Dunstable Station Ground has seen a decrease. Bedford, Leighton Buzzard and Toddington have also seen increases when comparing 2015/16 to 2016/17.

5. Arson/Deliberate Fire Reduction

Amongst many partner agencies the Service plays a key role in the development of joint actions for addressing community crime, anti-social behaviour and disorder issues.

Appropriate action has been taken to address any repeat location fires within the County and recognised 'hot spots', this positive action has led to the numbers of fires within many of these locations being reduced.

Other arson/deliberate fire reduction activities include:

- After Incident Response
- Joint Fire Investigation
- Tri-force Fire Investigation
- Arson proof letter box installation
- School Crime and Arson Risk Evaluations (SCARE)
- Environmental Action Days
- Joint deliberate fire analysis review (Bedfordshire Police).

6. Conclusions

Comparisons between 2015/16 and 2016/17 shows an increase of 6% in deliberate fires overall. The overall increase is not significant, however it is something being continually monitored by the Community Safety Team. Deliberate fires within buildings and dwellings (other/unknown owner & own property), as a group, have been a contributor to a reduction in numbers. Whereas those deliberate fires outdoors and vehicles are responsible for the increase.

Disparities in the number of outdoor fires can be associated to weather conditions and during months where rainfall is higher often results with fewer outdoor fires. Vehicle fires are on the increase and the Service continues to work with partner agencies developing initiatives and campaigns to reduce these fires and the impact this has on the environment and the local community.

7. Recommendation

That Members note the report and data contained within.

**STRATEGIC OPERATIONAL COMMANDER GARY JEFFERY
HEAD OF SERVICE DELIVERY**

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For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge Group
14 September 2017
Item No. 11**

REPORT AUTHOR: HEAD OF ORGANISATIONAL ASSURANCE

SUBJECT: CORPORATE RISK REGISTER

For further information on this Report contact: Area Commander Darren Cook
Head of Organisational Assurance
Tel No: 01234 845061

Background Papers: None

Implications (tick ✓):

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

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.

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.

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: None. Individual risk ratings have been reviewed and are unchanged.
- 2.3 Updates to individual risks in the Corporate Risk Register:
 - **CRR00022: If we have inadequate or incomplete operational pre planning policies, procedures or information available to us then we can potentially risk injury or even death to our fire-fighters and staff:** Bedfordshire Fire and Rescue Service (BFRS) is on track to complete the three year National Operational Guidance programme (NOG) in August 2017. Further work streams will be initiated following completion of the NOG that BFRS will undertake.

**AREA COMMANDER DARREN COOK
HEAD OF ORGANISATIONAL ASSURANCE**

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 <i>should</i> 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
14 September 2017
Item No. 12**

REPORT AUTHOR: ASSISTANT CHIEF FIRE OFFICER

SUBJECT: WORK PROGRAMME 2017/18

For further information on this report contact: Karen Daniels
Service Assurance Manager
Tel No: 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 report on the work programme for 2017/18 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 2017/18 and note the 'cyclical' Agenda Items for each meeting in 2017/18.

**IAN EVANS
ASSISTANT CHIEF FIRE OFFICER**

SERVICE DELIVERY POLICY AND CHALLENGE GROUP (SDPCG) PROGRAMME OF WORK 2017/18

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
14 September 2017	<ul style="list-style-type: none"> • 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 • Operational Decisions Made • Annual Review of Partnerships • Work Programme 2017/18 	<p>Verbal Update</p> <p>Deferred to March 2018 mtg by HSD</p>	<p>Breakdown of deliberate fires attended by the Service</p> <p>Number of searches for vulnerable people and forced entries included in performance report as information items</p> <p>Update on re-inspection of high rise residential tower blocks in Bedfordshire</p> <p>Visit to Specialist Rescue Unit</p>	<p>Added by SDPCG 15 June 2017</p> <p>Added by SDPCG 15 June 2017</p> <p>Added by SDPCG 15 June 2017</p> <p>Added by SDPCG 15 June 2017</p>

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
30 November 2017	<ul style="list-style-type: none"> • 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 2017/18 • Review of the Fire Authority's Effectiveness 			

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
15 March 2018	<ul style="list-style-type: none"> • SD Performance Monitoring Report Q3 and Programmes to date • Proposed Service Delivery Indicators and Targets 2018/19 • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Corporate Risk Register • Customer Satisfaction Report (Q3) • Annual Review of Partnerships • Operational Decisions Made • Review of the Work Programme 2017/18 	<p>Moved from Sept 2017 mtg</p> <p>Verbal Update</p>		

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
TBC June 2018	<ul style="list-style-type: none"> • 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 2017/18 	Verbal Update		

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