

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: D Franks and T Khan

A meeting of **Service Delivery Policy and Challenge Group** will be held at **Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK42 7NR on Thursday, 30 November 2017** starting at **10.00 am**.

Nicky Upton
Democratic and Regulatory and Services Supervisor

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 14 September 2017. (Pages 1 - 8)
5.	Service Delivery Performance Monitoring Report Q2 and Programmes to Date	ACFO	To consider a report (Pages 9 - 28)
6.	Audit and Governance Action Plan Monitoring Report	ACFO	To consider a report (Pages 29 - 34)

Item	Subject	Lead	Purpose of Discussion
7.	Arson State of the Nation Report	BCN	To consider a report (Pages 35 - 68)
8.	Customer Satisfaction Report	BCN	To consider a report (Pages 69 - 78)
9.	Community Risk Management Plan (CRMP)	ACFO	To receive a verbal update
10.	Mobilising System Project	ACFO	To receive a verbal update
11.	Corporate Risk Register	HOA	To consider a report (Pages 79 - 82)
12.	Update on Strategic Road Safety Partnership	ACFO	To receive a verbal update
13.	Operational Decision Making Procedures - Exception Report	BCN	To receive a verbal update
14.	Work Programme 2017/18	Chair	To consider a report (Pages 83 - 88)
15.	Review of the Fire Authority's Effectiveness	ACFO	To consider a report (Pages 89 - 94)
Next Meeting			10.00 am on 15 March 2018 at Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK42 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
30 November 2017
Item 4**

MINUTES OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP MEETING HELD ON 14 SEPTEMBER 2017

Present: Councillors C Atkins, J Chatterley, P Duckett, D Franks (Vice-Chair) and J Mingay (Chair)

ACFO I Evans, SOC C Ball, SOC G Jeffery, SOC A Peckham and AC D Cook

16-17/SD/14 Apologies

Apologies for absence were received from Councillors P Downing, T Khan and D McVicar.

16-17/SD/15 Declarations of Disclosable Pecuniary and Other Interests

There were no declarations of interest.

16-17/SD/16 Communications

There were no communications.

16-17/SD/17 Minutes

RESOLVED:

That the Minutes of the meeting held on 15 June 2017 be confirmed and signed as a true record, subject to 'clean-up' being amended to 'clear-up' in the second line of the sixth paragraph on page 4.

16-17/SD/18 Service Delivery Performance Monitoring Report Q1 and Programmes to Date

The Group received the performance report for the first quarter of 2017/18 and an update on the progress and status of the Service Delivery projects.

SOC G Jeffery reported on the Co-Responding project, which was RAG rated as Green as was part of a national trial. The project remained live and involved crews from Biggleswade and Leighton Buzzard Fire Stations. Of the 91 calls received to date, the Service had attended 66. On 38 of these occasions, the Service had assisted the Ambulance Service in providing medical treatment and on 6 occasions assisted in achieving the return of spontaneous circulation.

ACFO I Evans advised that it was likely that the co-responding trial would cease from 18 September 2017 pending the outcome of national negotiations between the NJC and the Fire Brigades Union.

SOC C Ball provided an update on the Emergency Services Mobile Communications Programme (ESMCP). This was RAG rated as Amber as there continued to be ongoing delays at national level. Members were reassured that, locally, all the required actions had been

completed to date. Work on the Programme Definition document with Essex Fire and Rescue Service had been deferred as a result of the national slippages that had occurred.

SOC C Ball reported that the Replacement Mobilising System was now reporting as Green and the data mobilising functionality had gone live and was in the process of being rolled out across the fleet. The Service had been able to confirm with the Home Office that all of the resilience benefits it had specified had been completed with the exception of “automatic fail over”. It was hoped to formally close down the project in the performance report at the Group’s next meeting.

In response to a question, SOC C Ball advised that “automatic fail over” referred to the resilience arrangements that automatically switched the mobilising system to Essex, and vice versa, in the event of a failure. This currently was completed manually as the supplier of the mobilising system had been unable to provide this functionality at the time. The Sussex system which was going live imminently would include “automatic fail over” and the Service would be able to have an upgrade to include this functionality once it was satisfied that it had been properly tested.

SOC G Jeffrey updated the Group on progress against the Retained Duty System Improvement Project. This project remained RAG rated as Green and a significant amount of progress had been made. A recommendation from the Working Group had resulted in the Service’s Corporate Management Team agreeing to allow the recruitment of applicants who could respond to an RDS station within 6 minutes (rather than 5 minutes) as this would increase the potential applicant pool by 25% on average.

An RDS standby scheme had also recently been introduced which should improve appliance availability by the flexible deployment of RDS firefighters to provide cover at other RDS stations.

ACFO I Evans added that the improvements to RDS recruitment processes could result in up to 20 new recruits attending the next course scheduled for this autumn. This would be double the number previously achieved.

Members discussed the implications of increasing the turn-out time to RDS stations and the impact that this could have on response times. It was acknowledged that this had to be balanced against the likelihood of an RDS appliance being unavailable due to insufficient crewing.

A new project relating to the procurement and implementation of a Wholetime Duty Management System had been added to the report. It was currently reporting as Green.

ACFO I Evans then presented the performance report for the first quarter of 2017/18.

There had been a significant increase in the number of primary fires (PI01); with the target being missed by 31% for the reporting period. There had been an increase in a range of fire types including accidental dwelling fires and fires involving vehicles, garages, sheds and woodland. The increasing trend in vehicle fires related to deliberate fires due to criminal activity.

The Group was advised that there was an increasing trend of primary fires nationally and that this was not just a local issue. The Service continued to monitor this situation and work in partnership with other agencies, such as the Police, to address this increase.

In relation to primary fire fatalities (PI02) and primary fire injuries (PI03), a Member requested that the terminology be changed from “aim to achieve fewer than * annual fatalities/injuries” to “aim to have fewer than * annual fatalities/injuries.”

PI02 and PI03 had also missed their targets with 2 fatalities and 12 injuries reported during the first quarter. The coroner’s inquests for the fatalities had not yet concluded; however, it was unlikely in either case that Service could have prevented those fatalities.

The Service aimed through its preventative and protection work to prevent all fire fatalities in the community. ACFO Evans highlighted the significant reductions in fire deaths nationally since their peak in the 1980s. Actions taken by fire and rescue services contribute to reducing fire deaths and nearly all fire and rescue services in the country set targets for reducing fire fatalities.

None of the 12 fire related injuries had received inpatient hospital treatment.

In response to a question, ACFO I Evans confirmed that firefighter injuries are not included in the performance indicator. Injuries to firefighters are reported under the health and safety accident reporting system and this information is reported to the Human Resources Policy and Challenge Group.

There had been an increase in accidental dwelling fires (PI05) and the indicator was reporting as Amber as the target had been missed by 6%. There had been no clearly identifiable trends although there had been small increases in fires resulting from the careless handling of ignition sources and those caused by people over the age of 65.

Members were advised that the safe and well visits and Home Fire Safety Checks were targeted at vulnerable groups including those aged over 65.

Reference was made to a campaign being led by the London Fire Brigade that provided information on white goods that had been recalled. Members were advised that there had not been an upward trend in fires due to faulty white goods locally.

ACFO I Evans highlighted the good performance against PI06 (the number of deliberate building fires) and PI10 (the percentage of occasions global crewing enabled 9 riders on two pump responses (wholetime)). Performance against PI10 had improved from 83% for the first quarter in 2016/17 to 99% for the same period in 2017/18 as a result of recruitment and improvements to crewing arrangements.

PI11 (the percentage of occasions when our response times for critical fire incidents were met) had missed its target by 6% and was reporting as Amber. Approximately half of the incidents where response times were missed were in the large urban areas of Bedford, Dunstable and Luton. Work to increase availability of RDS appliances and implementation of ‘dynamic mobilising’ may lead to improved performance against this indicator.

In response to questions, ACFO I Evans reported that the new mobilising system could be configured to take into account traffic conditions and road works, as well as other issues that may impact on travel time to an incident. This would then allow the system to identify the appliance with the fastest response to the incident.

Information on road works is provided to both Control staff and the operational station-based staff.

Performance information in relation to PI16 (the percentage of 999 calls answered in 7 seconds) and PI17 (the percentage of 999 calls mobilised to in 60 seconds or less) was not available as there was an ongoing investigation into how these indicators had been affected by the replacement of the mobilising system.

PI24 (the percentage of Building Regulation consultations completed within the prescribed timescales) was also reporting as Amber. It had only missed its target by 1%. There were continuing difficulties with submissions from Approved Inspectors and the provision of further education to inform inspectors of the Service's requirements is ongoing. The Service is not able to "stop the clock" in these cases.

The target could be revised at the Group's annual target-setting meeting if Members felt this was necessary.

Councillor Franks referred to an application that had been considered by the Development Control Committee and the detailed hydrant arrangements requested by the Service and stated that he would send the ACFO the application for comment as Luton Borough Council Officers had not been able to provide clarification at the meeting as to whether these requirements were covered by the standard building regulations as they did not appear to be detailed in the planning conditions.

PI26 (the percentage of fire safety audits carried out on high and very high risk premises) was currently reporting as red as the audits were carried out in accordance with an annual programme. As such, the indicator should be reporting as Green by the end of the reporting year. Audits of high-rise premises in the County had been carried out as a high priority following the Grenfell Tower incident.

Following the introduction of a new Automatic Fire Detector (AFD) call handling and mobilisation procedure, performance against PI28 (the rate of automatic fire detector false alarms in non-domestic properties (per 1,000 non-domestic properties) and PI28b (the number of automatic fire detector false alarms in non-domestic properties) had improved significantly and performance against the indicators was 26% better than target.

The Service mobilised to 261 non-domestic AFD incidents during the first quarter of 2016/17 and this had decreased to 144 incidents for the same period in 2017/18. This freed up resources to attend other incidents or to carry out prevention and protection work.

As Members requested at the last meeting of the Group, information on the working streams of missing persons, effecting entry and co-responding incidents was now included in Appendix B of the report for information.

ACO I Evans reported that since 1 July 2017, the Service had responded to 396 of effecting entry incidents at the request of the ambulance service. Of these, in 246 cases, the Service had effected entry. No damage had been made to the property on 147 occasions. This was having a significant positive impact on the community.

It was intended that a report would be submitted to Members following the formal evaluation of the pilot.

It was noted that there was a general upward trend in the number of road traffic collisions (RTCs) attended by the Service. Members expressed their opinions on possible reasons for this such as poor driving standards, lack of enforcement of speed limits and improved construction of cars leading to higher survival rates in the event of an accident.

ACO I Evans advised that a new Strategic Road Safety Partnership Board was being established. The first meeting of this group had been arranged and the terms of reference and membership would be discussed at this meeting. Updates would be provided to this Group.

RESOLVED:

That the progress made on the Service Delivery Programme and Performance be acknowledged.

16-17/SD/19 Audit and Governance Action Plan Monitoring

ACFO I Evans reported that all the actions in the report had been completed.

RESOLVED:

That progress made against current action plans be acknowledged.

16-17/SD/20 Customer Satisfaction Report Q1

SOC G Jeffery presented the results of customer satisfaction surveys conducted from 1 April 2017-30 June 2017. During this period, the Service received a 100% satisfaction rate from survey respondents. Eleven compliments and no complaints had been received during the reporting period.

Surveys relating to safe and well visits were now collected at the end of the visit to improve the quality of the information received.

Members noted the variety of topics discussed during safe and well visits and the number of respondents who stated that the visit improved their knowledge about the maintenance of smoke/deaf alarms.

In response to a question, SOC G Jeffery advised that the Service used 'Exeter' data to identify vulnerable individuals and aimed to visit the top 1000 individuals for a safe and well visit within one year.

RESOLVED:

That the continuing high levels of customer satisfaction be acknowledged.

16-17/SD/21 Re-Inspection of High Rise Residential Tower Blocks in Bedfordshire

SOC G Jeffery provided an update on the re-inspection of high rise residential tower blocks in Bedfordshire following the fire at Grenfell Tower. A significant amount of work had been undertaken nationally and locally following the incident.

The initial work undertaken had confirmed that there were no residential high rise blocks in the County with Aluminium Composite Material (ACM) cladding. Full joint safety audits with the responsible person of all occupied residential tower blocks had been undertaken and the Service continued to work closely with these responsible persons, which included housing associations, local authorities and private landlords.

SOC G Jeffery confirmed that there were no significant safety concerns that had arisen out of the joint safety audits and that the Service had good working relationships with the responsible persons in the County.

ACFO I Evans reported that, as a result of the issues that had arisen at Grenfell around the recovery phase and the response of the local authority, the Local Resilience Forum would be undertaking work to ensure that the recovery arrangements in Bedfordshire are resilient.

In relation to the stay put policy, the Group was advised that the evacuation policy was a decision for the responsible person. Where appropriately applied the Service supported a stay put policy as it was the safest approach in the majority of circumstances and there were significant risks associated with mass evacuation. The advice was for residents to stay put unless directed to evacuate by the fire service. The need to evacuate is reassessed continuously throughout an incident.

In response to a question, SOC G Jeffery assured the Group that a number of other high risk premises, such as care homes, were audited regularly.

Members commented on the importance of reassuring members of the public, particularly those residing in high rise tower blocks.

RESOLVED:

That the update be received.

16-17/SD/22 Breakdown of Deliberate Fires Attended by BFRS

SOC G Jeffery introduced his report on the breakdown of deliberate fire data for 2016-2017 as requested by the Group at its last meeting.

The number of deliberate fires had increased by 6% in comparison to the previous year. There had been reductions in building and dwelling fires (other/unknown other) but increases in fires within dwellings (own property), outdoors and to vehicles.

It was noted that the number of outdoor fires correlated to weather conditions, with a greater number of fires occurring in drier months.

As discussed earlier in the meeting, the increase in vehicle fires was linked to criminality and these occurred mainly in the larger urban areas of the county.

The Service continued to work with partners across a wide range of activities to reduce incidents of arson and deliberate fire. These included joint fire investigations and environmental action days.

Members were assured that the Service worked closely with the Police, but that it could be difficult to secure a conviction for arson as there was often not enough evidence. ACFO gave examples of how the difference between the definitions of 'deliberate fire' and 'arson' can result in variations in statistics between police and fire.

Councillor D Franks requested that he be sent the figures relating to Luton Borough as these were not included in the report.

RESOLVED:

That the report and the data contained within be noted.

16-17/SD/23 Operational Decision Making Procedures - Exception Report

There were no exceptions to report.

16-17/SD/24 Corporate Risk Register

AC 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 to ensure consistency in the application of firefighting standards across all Fire and Rescue Services. There may be additional work streams arising from the completion of this programme.

RESOLVED:

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

16-17/SD/25 Work Programme 2017/18

The Group received its updated work programme for information.

ACFO I Evans suggested that Members receive a demonstration of the forced entry kit used by the Service to effect entry at the Group's next meeting.

RESOLVED:

1. That the work programme be received.
2. That the Group receive an update on the establishment of the Strategic Road Safety partnership at its next meeting.
3. That a demonstration of forced entry equipment be arranged to take place at the next meeting of the Group.

The meeting ended at 11.30 am

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For Publication

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

REPORT AUTHOR: ASSISTANT CHIEF FIRE OFFICER

SUBJECT: SERVICE DELIVERY PROGRAMME AND PERFORMANCE 2017/18 - QUARTER 2 (APRIL 2017 TO SEPTEMBER 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 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 2 2017/18 (April 2017 to September 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:
 - No new projects have been added to the Service Delivery portfolio in the last period.
 - 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, apart from Co-Responding which is subject to national negotiations.
 - 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 name has changed to 4i Mobilising 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 15 February 2018.

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 Q2 – 2017/18

Project Exceptions:

- 2.1 The Co-Responding project is on Red. There is no change from the last report as the current trials remain on hold and are subject to the ongoing national negotiations.
- 2.2 The Emergency Services Mobile Communications Programme (ESMCP) remains on Amber due to national changes to the timeline for delivery, which are outside Service control.
- 2.3 Corporate Communications collaboration and a joint Cadet Scheme are not being taken forward. These initiatives are now closed.

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 second 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. Summary and Exception Reports

- 4.1 **Pi28 the rate and number of automatic fire detector false alarms in non-domestic properties.**
Following implementation (April 2017) of the revised policy for mobilising to and attending calls originating from automatic fire detection systems, we have seen the number of required attendances to non-domestic fire alarms significantly reduced. The Q2 17/18 figure of 325 equates to a 44% reduction when compared to Q2 16/17.

All performance indicators are on target, except for:

4.2 Pi01 the rate and number of primary fires.

The category primary fires include a wide range of property such as buildings, vehicles, agricultural crops/woodland and outdoor structures. As a result of the increase in rate and number of primary fires reported during Q1 17/18, the number of primary fires at Q2 identifies that we have missed the target by 16%. Analysis of incident data reveals that the majority of primary fires attended by the Service involve dwelling and road vehicles. The increase in vehicle fires is due to an increasing trend of deliberate fires due to criminal activity. Further investigation with partners continues to explore the increase in primary fires and what action may be taken to address it.

4.3 Pi02 the rate and number of primary fire fatalities.

Despite the excellent prevention and protection work delivered throughout our community, we have unfortunately experienced three fire fatalities, two occurring within the Q1 and the third during Q2 17/18. The first incident related to a late call of fire where a gentleman had passed away a number of days prior to our attendance, the remaining two involved separate incidents with persons doused in flammable liquid. We await the findings of the Coroner's inquest for all three deaths.

4.4 Pi03 the rate and number of primary fire injuries.

We have unfortunately experienced sixteen fire injuries at Q2 of 17/18. This high number is primarily due to the thirteen being reported during Q1 17/18, in comparison with the three that have occurred during Q2. It should be noted that thirteen of those injuries resulted in outpatient treatment and were not designated as serious.

4.5 Pi04 the number and rate of deliberate (arson) fires.

The target for the number and rate of deliberate (arson) fires has been missed significantly and this has been influenced by the number of primary fires indicated within Pi01. The monthly variations for deliberate outdoor fires exert the greatest influence on the numbers of overall deliberate fires and there is a strong correlation between the number of fires and the amount of rainfall in any given month. It is also worthy of noting that national data provided within the '2017 State of the Nation Report', identifies that, within England, deliberate fires in road vehicles have increased by 44% and deliberate fires in other buildings have increased by 19%. The Arson Reduction Officers are continually looking for patterns and trends in fire data and in close collaboration with Neighbourhood Policing Teams (NPT) they look for actions to reduce deliberate fires across the County (i.e. joint visits to repeat locations, writing to owners of derelict properties).

4.6 Pi05 the rate and number of accidental dwelling fires.

We have missed the Q2 17/18 target for the number of accidental dwelling fires by 2%. Although an increase during Q2 has been identified it remains lower than the 6% increase identified during Q1 17/18. From the available data there have been no emerging trends identified. Operational crews apply principles of the safe & well visit following each accidental dwelling fire and we continue to apply a targeted approach for prevention activity to those most at risk in our communities.

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

During Q2 the attendance time target was not achieved for 42 (out of 116) 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 for why we have been unable to reach these response times. These include:

Item 5.4

Reason	Count of Incident
Distance / travel time to the incident	28
Non-availability (due to insufficient crew) of closest On-Call (RDS) appliance	3
Non-availability (committed to another incident) of closest WDS appliance	3
Impact of On-Call (RDS) 'turn-in' time on overall response time	4
Failure to log accurate attendance times (crew/control/system).	4
Total	42

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

The Service is experiencing difficulties in extracting the data for reporting on this performance indicator and work is ongoing to resolve this. However, a sample of data has shown that during Oct 17 the average time taken for Bedfordshire FRS control staff to pick up and answer emergency calls was 6 seconds.

4.9 Pi17 The percentage of 999 calls mobilised to in 60 seconds or less.

Investigation in to this performance indicator remains ongoing. Some preliminary findings have identified that there has been a steady increase in the time taken to handle calls. We are in the process of benchmarking call handling standards with other FRSs.

4.10 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. Over the last quarter, following the Grenfell Tower tragedy a significant level of work and commitment has been prioritised for inspecting and auditing high rise premises. A full 100% of the High and Very High risk audit list remains 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.	Red	<p>09 November 2017:</p> <p>This project is on Red. There is no change from the last report as the current trials remain on hold and are subject to the ongoing national negotiations.</p>
Collaborative Working	Exploring opportunities for collaborative working with other agencies	Green	<p>07 November 2017:</p> <p>Estates: Co-Location: Exploring the potential of sharing estates and the opportunity of building of a joint Headquarters site. (CSP&C Group)</p> <p>The formal bid for OPE Grant funding to complete a Joint BFRS/BPS Headquarters was agreed and submitted on November 3rd.</p> <p>Co-locations in Ampthill, Barkers Lane and Leighton Buzzard are fully operational and a process of joint evaluation is to be undertaken. Co-locations or “Hotdesking” in other Fire stations are being considered.</p> <p>The BPS/BFRS shared facility IN Bury Park Community Centre Luton is now available for use and a formal launch is being planned for December.</p> <p>A trial arrangement with EEAST in Stopsley Fire Station is in progress and currently Dunstable Fire Station is a possible new co-location under discussion.</p>

Project Description	Aim	Performance Status	Comments
<p>Collaborative Working, cont....</p>	<p>Exploring opportunities for collaborative working with other agencies</p>	<p>Green</p>	<p>Operations: Unmanned Aircraft Vehicle (UAV): BPS and BFRS will train and work together to maximise the use of new technology. (SDP&CG) The Tender pack was approved in early November and the process will conclude in early February.</p> <p>Body Worn Camera Technology Further exploration of deployment scenarios and outcomes to be undertaken prior to trial commencing.</p> <p>Combined Crime Prevention/Community Protection Teams and Multi-Service Vehicles: Review benefits of closer working to protect communities, delivering community fire safety advice and raising awareness of crime reduction. (SDP&CG) Collaborative working with BPS has produced a map of crime, Anti-social Behaviour cases and deliberate fires. The mapping aims to provide the basis for crime deterring “Red Routes” where Fire vehicles navigate through those areas with highest crime rates when returning from incidents.</p> <p>STORM access by BFRS Control: Facility is available and training which provides each Watch with direct access to Police Incident system is in process of being arranged. This will enable “real time” monitoring of incidents.</p> <p>Vulnerable Person Referral Forms: BFRS works within a multi-agency arrangement regarding safeguarding Vulnerable people and we make alerts in accordance with revised policy. Additionally, work is underway to explore a three way datashare agreement with BPS and Alzheimer’s Society which aims to support people affected by dementia into accessing services.</p>

Project Description	Aim	Performance Status	Comments
<p>Collaborative Working, cont....</p>	<p>Exploring opportunities for collaborative working with other agencies</p>	<p>Green</p>	<p>Response: Assisting the EEAS in Gaining Entry to Property in a Medical Emergency: To assist EEAS in gaining entry to premises in emergency situations. (SDP&CG) Now operational on an ongoing basis, In first year there have been 500+ incidents and an evaluation is in progress which will provide learning and improve process.</p> <p>Co-Responding: Pilot scheme between BFRS and EEAST to provide emergency medical cover to preserve life until the arrival of either a Rapid Response Vehicle (RRV) or an ambulance. (SDP&CG) Currently on hold subject to national circumstances.</p> <p>Vulnerable Person Search: Explore potential to assist BPS in responding to missing vulnerable persons: Now operational and will remain so for the long term. BFRS and BPS are working closely to implement improvements from lessons learned in the first year.</p> <p>Support Services: Joint Chaplaincy: The new Deputy Chief Constable has assumed responsibility for taking this forward and report back on options to Blue Light Project Board.</p>

Project Description	Aim	Performance Status	Comments
Collaborative Working, cont....	Exploring opportunities for collaborative working with other agencies	Green	<p>Support Services (cont...): Corporate Communications collaboration: Explore closer working between BPS and BFRS Corporate Communications departments' sharing expertise and resources. (CSP&CG) Not being taken forward, however BFRS and Policing and Crime Commissioner Communication staff continue to liaise closely as required.</p> <p>Procurement Opportunities: Not yet started.</p> <p>Emergency Services Cadet Scheme: Reviewing options for joint Fire/Police/Ambulance and St John's Cadets and Volunteers scheme: Not being taken forward.</p> <p>Resource Management: Blue Light Collaboration Project Board: Continues to meet monthly and oversee collaboration including agreeing resource allocation for individual work streams. Additionally the Board seeks out opportunities for further projects which provide benefits for service delivery, community safety or provides resource efficiency gains.</p> <p>BFRS Head of Finance and Treasurer has been supporting the Policing and Crime Commissioners off with their budget review.</p>

Project Description	Aim	Performance Status	Comments
<p>Emergency Services Mobile Communications Programme (ESMCP)</p>	<p>The ESMCP has been established to meet 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 Home Office. There is a National Programme Board, and Regional Project Boards have been set up across the country.</p>	<p>Amber</p>	<p>09 November 2017:</p> <p>The project remains on Amber. The risk is accepted as this is outside our control. The last Strategic Board was held on 09 November, and was represented by delegates from all 6 FRS's in our regional group. Composition of the new ESMCP Project Board for Region has been altered to bring it in line with new identified job roles, and to streamline processes. Julie Grosert from Durham and Darlington FRS remains in post as Regional Coordination Manager (RCM).</p> <p><u>Transition:</u> The Home Office Transition Plan has still not been published, and is now expected early 2018. This means expected transition time of November 2019 is even more unrealistic.</p> <p><u>Devices:</u> Trial devices are still not released, but Trials and Pilots involving a team of 21 are due to be programmed for February/March 2018. Region is represented on the team, but specific individuals have not yet been identified.</p> <p><u>DNISP:</u> No change to the DNISP status – region is still awaiting direction from the national plan before any decision will be taken.</p> <p><u>Coverage:</u> SC Auger undertook a critical areas coverage analysis which was submitted a week before due date. Subsequently we have been notified that additional information is required; SC Auger is aware and will complete prior to the 24 November deadline. Coverage work is still continuing to ensure that Motorola meets the existing Airwave coverage as a pre-requisite.</p>

Project Description	Aim	Performance Status	Comments
Emergency Services Mobile Communications Programme (ESMCP) cont.....		Amber	<p><u>Governance:</u> Discussions with Essex continue. BFRS are preparing a first draft of the BFRS definition document based on current status quo. No further detail is available as yet regarding direction due to delays in information coming out of the Home Office.</p> <p><u>Control:</u> SC (Control) Pekszyk attended a Home Office meeting on 02 November to scrutinise the Remsdaq tender proposals for upgrade. The current prices quoted trigger Regulation 72, and all FRS's would have to retender to meet procurement regulations unless Remsdaq reduce their costs. The Home Office has asked Remsdaq to reconsider.</p>

Project Description	Aim	Performance Status	Comments
4i Mobilising System (formerly known as Replacement Mobilising)	Replace mobilising system to provide resilient, dynamic mobilisation of Fire Service assets.	Green	<p>06 November 2017: The 4i Mobilising project status is Green. The remaining element(s) is/are data mobilising. Quotes have been obtained to purchase sufficient Mobile Data Terminal (MDT) cradles to complete the roll out of Data MDTs to all stations and a plan is in place to enable data mobilising from all Service appliances. The lead time for purchase of the cradles will determine the completion of the data mobilising roll-out. The lead time allows time for lessons learned from the pilot phase to be applied. Dedicated ICT Shared Services staff are now in place to assist with the roll-out, and there is ongoing support from Paul Gardiner, Programme Manager at Essex.</p> <p>Operationally, a draft "Ways of Working" document has been received from Essex. This still requires working through at a local level; having been impacted by the sudden serious illness of the manager assigned to it. This work will shortly be reassigned. A Service Level Agreement (SLA) has also been received from Essex, and is under review with Procurement and SC Control John-Joe Pekszyk.</p> <p>A fall-back table top exercise is planned for 24 November 2017, as a prelude to more formal fall-back exercises between both Services.</p> <p>A formal Project Closure Report will be developed and submitted to the Programme Board for authorisation to complete the transition to business as usual."</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>08 November 2017:</p> <p>The RAG status for this project is Green (unchanged from last report).</p> <p>The (On-Call) RDS Improvement Project continues to make steady progress in all areas. As a result of some successful work through the project group the Service has received 15 new On-Call personnel and they have all attended a three week Retained Foundation Training Course.</p> <p>Work is continuing on introducing On-Call phased alerting and a trial has begun at Harrold and Potton Station. The trial started on the 27th October and is expected to last 6 weeks.</p>

Project Description	Aim	Performance Status	Comments
Wholetime Duty Management System	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.	Green	<p>08 November 2017:</p> <p>The RAG status of the project is Green (unchanged). The stakeholder group has carried out a comparison of the current Management Information System (MIS) against the three Tender proposals within a framework produced by Lancashire FRS. With support from the Service Procurement Manager an assessment of this tender process concludes that the framework is sufficient for the Service to consider.</p> <p>To support any future system integration requirements the group have carried out a mapping exercise against current payroll, human resources and fire control processes.</p> <p>Both operational specification documents and an ICT specification documents have been completed. Work is progressing slowly and there is little change since the October report to the Programme Board.</p>

APPENDIX B

SERVICE DELIVERY PERFORMANCE 2017/18 Quarter Two

Measure				2017-18 Quarter 2					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 01a	The rate of primary fires (per 100,000 population)	Lower is Better	153.59	85.10	82.47	88.94	76.80	Red	Missed target by 16%
Pi 01b	The number of primary fires		1006	548.80	548	591	503		
Pi 02a	The rate of primary fire fatalities (per 100,000 population)	Lower is Better	0.46	0.19	0.15	0.45	0.23	Red	Aim to have fewer than 4 annual fatalities
Pi 02b	The number of primary fire fatalities		3	1.20	1	3	1.50		
Pi 03a	The rate of primary fire Injuries (per 100,000 population)	Lower is Better	3.21	1.86	1.86	2.41	1.61	Red	Aim to have fewer than 22 annual injuries
Pi 03b	The number of primary fire injuries		21	12.00	12	16	10.50		
Pi 04a	The rate of deliberate (arson) fires per (10,000 population)	Lower is Better	11.18	6.95	6.67	8.62	5.59	Red	Missed target by 56%
Pi 04b	The number of deliberate (arson) fires		732	448.40	443	573	366		

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 2					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 05a	The Rate of accidental dwelling fires (per 10,000 dwellings)	Lower is Better	14.76	7.19	6.87	7.40	7.38	Amber	Missed target by 2%
Pi 05b	The number of accidental dwelling fires		386	186.40	182	196	193		
Pi 06	The number of deliberate building fires	Lower is Better	96	53.60	33	35	48	Green	27% better than target
Pi 10	The percentage of occasions global crewing enabled 9 riders on two pump responses(wholetime)	Higher is Better	90%	95%	86%	99%	90%	Green	9% better than target
Pi 11	The percentage of occasions when our response times for critical fire incidents were met	Higher is Better	80%	77%	75%	71%	80%	Amber	Missed target by 12%
Pi 12	The percentage of occasions when our response times for road traffic collision incidents were met	Higher is Better	80%	92%	93%	83%	80%	Green	3% better than target
Pi 13	The percentage of occasions when our response times for secondary incidents were met	Higher is Better	96%	98%	99%	98%	96%	Green	2% better than target

APPENDIX B

Measure				2017-18 Quarter 2					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 16	The percentage of 999 calls answered in 7 seconds	Higher is Better	90%	96.13%	95.50%	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%	n/a	n/a	n/a	60%	N/A	See exception report
Pi 18	Number of "false alarm malicious" and hoax calls mobilized to	Lower is Better	132	72	78	53	66	Green	20% better than target
Pi 19	The percentage of false alarm malicious" and hoax calls calls not attended	Higher is Better	54%	56.38%	54.96%	58.97%	54%	Green	9% better than target
Pi 20	Number of "false alarm good intent" mobilised to	Lower is Better	657	272	289	304	328.5	Green	7% better than target

Measure				2017-18 Quarter 2					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 24	The percentage of Building Regulation consultations completed within the prescribed timescale	Higher is Better	95%	98%	94%	95%	95%	Green	Met target
Pi 25	The number of fire safety audits/ inspections completed	Higher is Better	1900	842	919	1158	950	Green	22% 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% (86)	30% (34)	50% (57)	Red	Missed target by 40%
Pi 27a	The rate of non-domestic fires (per 1,000 non-domestic properties)	Lower is Better	8.00	4.10	4.08	2.96	4.00	Green	26% better than target
Pi 27b	The number of fires in non-domestic buildings		143	72	73	53	71.50		
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	28.72	32.21	18.18	21.87	Green	17% better than target
Pi 28b	The number of automatic fire detector false alarms in non-domestic properties		782	507	576	325	391		

APPENDIX B

Information Measures Only

Measure				2017-18 Quarter 2					
No.	Description	Aim	2017-18 Full Year Target	Average over last 5 years	2016-17 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Inf01	The number of RTC's attended	Lower is Better	n/a	183	195	216	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	No Data Available			n/a	n/a	n/a
Inf03	The number of water related deaths	Lower is Better	n/a	1	0	0	n/a	n/a	n/a
Inf04	The number of water related injuries	Lower is Better	n/a	0	0	0	n/a	n/a	n/a
Inf05	The number of missing persons (Police request) incidents attended	n/a	n/a	n/a	3	2	n/a	n/a	n/a
Inf06	The number of effecting entry (Ambulance request) incidents attended	n/a	n/a	n/a	76	149	n/a	n/a	n/a
Inf07	The number of Co-responding (Ambulance Request) incidents attended	n/a	n/a	n/a	14	23	n/a	n/a	n/a

IRS Status - At the time the data was downloaded there were 33 IRS incomplete.

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For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
30 November 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 2016/17
- 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 Service Delivery Policy and Challenge Group previously endorsed that the Group 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 third 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 2016/17 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 14 June 2017, as part of the 2016/17 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')
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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	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

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')
				<p>basis as prescribed.</p> <p>The Head of Operations will ensure that findings are actively discussed in meetings.</p>			
DQIRS 1.4 16/17	RSM Feb 17: Final Report (16/17)	Data Quality – Incident Reporting System Head of Operations	Medium	<p>The Head of Operations will consider whether full programme refresher training will be beneficial for all staff involved in the input of IRS data.</p> <p>The Head of Operations will progress development of a training package to support induction of new control staff and new fire officers.</p>	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

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For Publication

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

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

**SUBJECT: ARSON REDUCTION FORUM REPORT
STATE OF THE NATION 2017**

For further information on this Report contact: Steven Allen
Homes Road Leisure Safety Manager
Tel No: 01234 845000

Background Papers:

Arson Prevention Forum; State of the Nation 2017 report can be found as appendix A

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:

The purpose of this report is to provide Members of the Service Delivery Policy and Challenge Group with an overview of the State of the Nation 2017 report produced by the Arson Prevention Forum.

RECOMMENDATION:

Members acknowledge the contents of this report and the information contained within the attached document.

1. Background

- 1.1. The Arson Reduction Forum (ARF) is a national strategic stakeholder body formed through a merger of the UK Government-backed Arson Control Forum and the Association of British Insurers Arson Prevention Bureau.
- 1.2. This is the second State of the Nation report from the ARF and it provides an overview of the cost and consequences of arson as well as insight as to what is being done to reduce its impact.
- 1.3. The purpose of their report is to identify the benefits of a more coordinated approach to arson identification, investigation and prosecution, thus reducing the demand and impact on Police and Fire and Rescue Service resources, and most importantly improving public safety.

2. Summary of findings 'State of the Nation 2017'

- 2.1. The ARF report utilises data from government sources which indicates an increase in national arson/deliberate fire setting between 2014/15 and 2016/17. The summary of key findings are that:

- 47% of fires attended by FRS in England are deliberate
- 47 Deaths are recorded as being linked to deliberate fires
- 11% Increase in deliberate fires (since the 2014/15 ARF report)
- 44% increase in deliberate road vehicle fires
- 19% increase in deliberate other building fires (includes Office & Commercial).

- 2.2. The table below provides a comparison of local data with the national figures provided within the ARF report.

%age increase	England	Bedfordshire	Difference BFRS v England
All deliberate	11%	9%	-2%
Primary	27%	7%	-20%
Dwellings	3%	-26%	-29%
Buildings	19%	20%	+1%
Vehicles	44%	10%	-34%
Outdoors	10%	21%	+11%
Secondary	6%	10%	+4%

Table 1, excludes the category 'Secondary Fires; Deliberate Own Property' equates to bonfires or controlled burning and is recorded as accidental)

- 2.3. From the table we can see that over the same period of time (2014/15 - 2016/17) within Bedfordshire there has been a slight year on year increases in most areas, however not to the same degree as seen nationally.
- 2.4. Whilst BFRS has experienced a rise in all primary fires, it remains 20 percentage points lower than the rise nationally, and likewise for primary dwellings fires there has been a significant percentage reduction locally, in comparison to the slight rise seen nationally.

- 2.5. BFRS have experienced a slightly higher percentage increase than seen nationally in respect of primary buildings fires, and a more significant percentage increase in primary outdoor fires, however the percentage rise of vehicle fires experienced by BFRS is well below the rise seen nationally.
- 2.6. The reduction in deliberate primary dwelling fires in BFRS is particularly noteworthy not only because it is significantly better than the national picture but more importantly because these are the incidents where lives are most likely to be put in danger. This reduction in life threatening deliberate fires is reflected in the Bedfordshire Police arson crime report data. From the table below it can be seen that crimes of arson with intent to endanger life are down by 8% and all crimes of arson are down by 12%.

	2014/15	2016/17	Difference
Arson (no intent to endanger life)	46	33	-28%
Arson with intent to endanger life	169	156	-8%
Total	215	189	-12%

Table 2

- 2.7 Table 3 below identifies some of the key points contained within the ARF report and highlights areas where progress has been made by BFRS and dealing with deliberate fires.

The ARF report identifies:	Bedfordshire Fire and Rescue do:
The relationship between Fire and Police is 'strong' and appears to have increased significantly since the last State of the Nation report.	There is a strong working relationship between BFRS and Bedfordshire Police. All deliberate fire information is made available direct to the Police Control Room, and further supported by monthly reports to Community Safety Tasking Groups. The two Services are proactively looking into further opportunities where shared data and information lead to joint intelligence.
Community Policing teams are a valuable source of intelligence and shared teams are used to drive a prevention agenda.	BFRS Arson Reduction Officers have forged strong links with the Neighbourhood Policing Team (NPT). They share data and intelligence including that relating to Anti-Social Behaviour (ASB), looking for patterns and trends. Police/Fire collaboration has led to members of Community Safety Teams (from each authority) collocating at Bedford Community Fire Station

The ARF report identifies:	Bedfordshire Fire and Rescue do:
Fire and Rescue Service Integrated Risk Management Planning arrangements should be explicit in terms of arson reduction (where this is a local risk) and these should link to Police and Crime Commissioner Crime Plans given the need for both Police and Fire Services to work better together.	This is something which the Service will consider further as work continues on the next iteration of the Community Risk Management Plan.
Fire and Rescue Services do not have a duty to investigate fires, only a power. However, recognition is given for the valuable insight, skills and experience in investigating fires including arson. Although Fire and Rescue Service personnel are often the first to arrive at a fire and the information gained by responding crews can provide vital intelligence to others in coming to a view as to whether the incident is deliberate or accidental, however arson is not something that can be resolved on our own.	First on scene Commanders are trained and experienced in scene preservation and identifying fire spread patterns in order to determine origin, cause and spread. Fire Incident Commanders will request Police to attend whenever a fire is suspected to be deliberate and where necessary Fire Investigation Teams will investigate jointly with Police Scenes of Crime Officers (SOCO), and this is further supported by a memorandum of understanding.
Local Fire and Rescue Services are encouraged to provide joint training in arson identification with Police Officers and at the same time, jointly explore how agencies can better work together in the initial stages of any arson related criminal investigation.	BFRS Fire Investigation Teams and Bedfordshire SOCO's attend accredited Fire Investigation training. Police SOCO's also attend quarterly Fire Investigation Meetings and Case Study days which provide CPD opportunities and support standardisation of approach between both Services.
ARF make reference to the future role of the HMICFRS.	BFRS should ensure evidence is captured of the joint working arrangements.

Table 3

3. Summary

3.1. The ARF report does provide a summary of activity across the sectors represented by the ARF membership, including Fire and Rescue Services, and we can identify that:

- Arson and associated costs are on the increase, locally and nationally
- BFRS have seen a lower increase in all deliberate, primary, dwelling and vehicle fires when compared to national data
- BFRS have seen a slight increase in deliberate buildings, outdoors and secondary fires when compared nationally

- Good work relationships between BFRS and Bedfordshire Police have been established
- Commitment is needed from all parties working together to continue tackling arson
- Good levels of training and awareness are delivered
- BFRS will continue gathering evidence to support future inspections.

4. Recommendation

4.1. Members acknowledge the contents of this report and the information contained within the attached document.

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

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State of the Nation 2017

47%

of all fires attended by the FRS in England are deliberate
161,770 total fires (Eng)
76,106 deliberate fires (Eng)



47

Deaths from deliberate fires

11% deliberate fires 

44% deliberate road vehicle fires 

19% deliberate other building fires 

% increase since last APF report (2014/15)

21,961 arson cases recorded by police in England and Wales
1,242: the number of successful prosecutions

£1.2b
cost of ABI fire insurance claims p.a.

In **2015**, the average commercial fire claim was **£25,544**, a **165.4%** increase since **2004**. The average Domestic Fire Claim has increased by **205.8%** over the same period.

Source: Deliberate Fires 2015/16

Arson

Prevention Forum

Notes

The Arson Prevention Forum is a strategic stakeholder body formed through a merger of the Government backed Arson Control Forum and the Association of British Insurers Arson Prevention Bureau.

Its strategic objectives are:

- To identify the economic cost of arson.
- To identify statistical trends and manage down the risk of arson.
- To develop a national strategy to reduce deliberate fires highlighting where specific focus of effort from respective partners will be most effective.
- To improve outcomes through the criminal justice system from identification, detection and prosecution of offenders.
- To deliver information to support communities, businesses and organisations through a refreshed website and channels of communication presented by partner organisations.
- To hold an annual conference to share good practice.
- Engage effectively with communities to better inform the setting of local priorities.
- To produce an annual report and consider how and where this is presented.

Members include:

The Association of British Insurers, National Police Chiefs Council, National Fire Chiefs Council, Fire Protection Association, Building Research Establishment, UK Association of Fire Investigators, Major Insurers (AXA, Zurich Municipal), Forensic Scientists (Burgoyne's) and specialist lawyers (DAC Beachcroft).

The Crown Prosecution Service, Home Office, Confederation of British Industry, Association of Police and Crime Commissioners and the Department for Communities and Local Government have all attended previous meetings.

This report has been circulated to the following organisations who have an interest in reducing arson, its costs and consequences:

Public Accounts Committee

Home Office

Minister for Policing and Fire and Rescue

Minister for Criminal Justice

Minister for Crime Prevention

Minister for Housing and Building Regulations

Fire Sector Federation

Building Control Alliance

All Party Parliamentary Group on Insurance and Financial Services

All Party Parliamentary Group on Fire and Rescue Services

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS)

National Police Chiefs Council

National Fire Chiefs Council

Association of British Insurers

British Insurance Brokers Association

Chartered Insurance Institute

Chartered Institute of Loss Adjusters

Lloyds of London

Federation of Small Businesses

Confederation of British Industry

Arson Prevention Forum

Association of Police and Crime Commissioners

Metro Mayor

Mayor of London

All Chief Fire Officers

All Police Chief Constables

The Local Government Association

The top 20 UK insurers by market capitalisation

Executive Summary

This is the second State of the Nation report from the Arson Prevention Forum and it provides an overview of the cost and consequences of arson as well as insight as to what is being done to reduce its impact. Those with the responsibility or interest in arson reduction are encouraged to consider this report and reflect on what they could do to reduce this challenging, multi-faceted but ultimately solvable societal problem further.

The previous State of the Nation report was a call to action and many of the recommendations remain valid. The data in this report shows that more still needs to be done. According to Government figures, 47% of all fires attended by the Fire and Rescue Services in England are classed as deliberate (2016/17 figures) and since the last State of the Nation report (2014), deliberate fires in road vehicles have increased by 44% and deliberate fires in other buildings (which includes commercial and office buildings) have increased (by 19%). The long term trend which had seen deliberate fires reducing has reversed with increases in both 2015/16 and 2016/17 figures.

There are benefits to all if a more coordinated approach to arson identification, investigation and prosecution is adopted for example; fewer deliberate fires means demand on police and fire service resources are reduced and lower response and investigation costs. Most importantly, the public will be safer as deliberate fire setting can result in life loss, life changing injuries and significant property damage.

Arson is linked to domestic violence and abuse, terrorism, harassment, anti-social behaviour as well as fraud and in an increasingly complex and interconnected world, just tackling one particular issue will only take us so far. What is needed is even stronger relationships between all interested parties where mutually beneficial solutions can be developed, underpinned by greater understanding of the contribution and needs of other organisations and a shared commitment to action.

The 'call to action' in the 2014 State of the Nation report has resulted in some tangible progress. However, if we are to ensure that shareholder aspirations and public expectations are met, we must go further and faster if we are to truly develop an integrated solution to this problem.

Commitment from the Fire and Rescue Service, notably through the National Fire Chiefs Council remains strong but whilst the physical embodiment of a fire is something which puts Fire and Rescue Services at the forefront in mitigating its impact, that is only the start of the journey. Arson is a crime and needs to be investigated, with perpetrators prosecuted and learning from successful and unsuccessful cases used to drive prevention activities.

A shared picture as to the costs and consequences of arson continues to need to be refined. Some good quality data is being collated by the Association of British Insurers and the Fire Protection Association which will provide a sense of scale of the problem from an insurance perspective.

Some insurers will recognise risk mitigation measures and offer significant premium reductions for businesses who install fire suppression systems (sprinklers) or other risk mitigation measures. This is to be welcomed by all who seek to reduce arson.

In this State of the Nation report, the Arson Prevention Forum presents the latest data available to inform the scale of the problem as well as provide an overview as to what is being done to reduce arson.

Whilst the Arson Prevention Forum aims to bring together interested parties and act as an enabling function to link activity together, ultimately, it is up to individual organisations with the responsibility or interest in reducing arson to make progress. The respective commitment to reduce arson will be able to be evidenced by the activity being undertaken by each organisation and given its costs and consequences, these efforts should continue to be subject to internal and external scrutiny.

The Arson Prevention Forum stands ready, able and committed to reducing Arson and to supporting organisations and businesses.

For more information, advice and support please visit <http://stoparsonuk.org/> , contact myself or the vice chair of the forum Assistant Chief Constable Laurence Taylor.

Lets continue to tackle this problem together...



Lee Howell ACII FIFireE
Independent Chairman
Arson Prevention Forum



ACC Laurence Taylor
Independent Vice Chair
Arson Prevention Forum

Scale of the Problem

Economic Cost of Arson (and deliberate fires)

One of the strategic objectives of the Arson Prevention Forum is to understand the Economic Cost of Arson. Whilst this was originally determined by the Department of Communities and Local Government in 2008, no further updates have been provided. As such, the application of inflation over the nine year period between 2008 and 2017 (assuming an average of 2.6% p.a.) indicates that the current total cost of arson figure could be as high as £1.45b.

Table 1 Economic costs of fire: estimates for 2008, fire research report 3/2011, DCLG

Estimates for the cost of arson - costs as a consequence only												
Region	Cost of non-detected arsons (£m)	Charge/summons (£m)	Caution (£m)	Taken into consideration (£m)	Penalty notice for disorder (£m)		Costs to the prison service (£m)	Total cost to the police and prison service (£m)	Total cost of fatal and non-fatal casualties (£m)	Property damage (£m)	Lost business (£m)	Total (£m)
England	£158	£119	£5.3	£0.8	£2.2	£1.3	£58	£345	£279	£543	£11.02	£1,178

The Home Office have recently provided more information (incident level data set) on the www.gov.uk website which will assist those analysing data to drive down arson further. There are a number of bodies who need this information data and this includes the Fire Protection Association who are the nominated collection agency for large loss statistics for the insurance industry. (Note: incident level datasets can be accessed via www.gov.uk/government/statistical-data-sets/fire-statistics-data-tables)

Statistics

In terms of deliberate fires (i.e. those fires not determined as accidental – these will include arson as well as deliberate fire setting by children without malice i.e. fire play), Government statistics are used.

It is acknowledged that the Police record the number of arson offences and Fire and Rescue Services record the number of deliberate fires. The Police require ‘intent’ and arson needs to be the principal crime (a stolen vehicle which is subsequently set on fire may be classed as a theft of a vehicle not arson). Accidental fires are those where the motive for the fire is presumed to be accidental or is not known.

According to Section 1 of the Criminal Damage Act 1971 “an offence committed under this section by destroying or damaging property by fire shall be charged as arson”.

Deliberate primary fires attended

Since the last State of the Nation report was issued (2014), deliberate fires recorded by the Fire and Rescue Service in England have increased by 11% (76,106 in 2016/17 vs 68,526 in 2014/15).



Table 2 Deliberate Fires for England (Source: Home Office, 2017) (Table 0401)

FIRE STATISTICS TABLE 0401: Deliberate fires¹ attended by fire and rescue services in England, by incident type and fire and rescue authority

Select a fire and rescue authority from the drop-down list in the orange box below:

England

Year	Total fires	Deliberate primary fires ²					Secondary	Chimney ³
		Total	Dwellings	Other Buildings	Road Vehicles	Other Outdoors		
2010/11	116,997	29,481	4,894	6,073	14,632	3,882	87,495	21
2011/12	115,732	26,728	4,612	6,113	11,912	4,091	88,987	17
2012/13	68,943	19,429	3,625	4,275	9,098	2,431	49,492	22
2013/14	77,670	17,933	3,294	4,042	8,190	2,407	59,699	38
2014/15	68,526	17,368	3,014	3,830	8,204	2,320	51,136	22
2015/16	73,674	19,369	3,018	4,436	9,433	2,482	54,284	21
2016/17	76,106	22,032	3,095	4,564	11,820	2,553	54,059	15

Figure 1 Injuries (in deliberate fires) for England (Source: Home Office, 2017) (Table 0402)

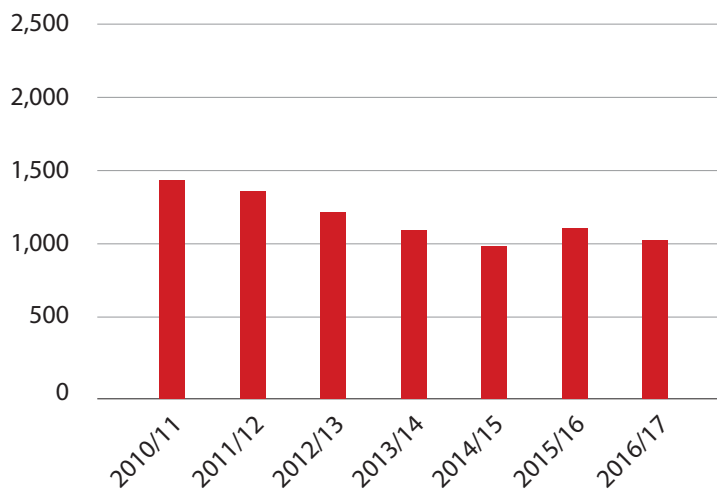


Figure 3 Fire related fatalities (from deliberate fires) for England (Source Home Office 2017)

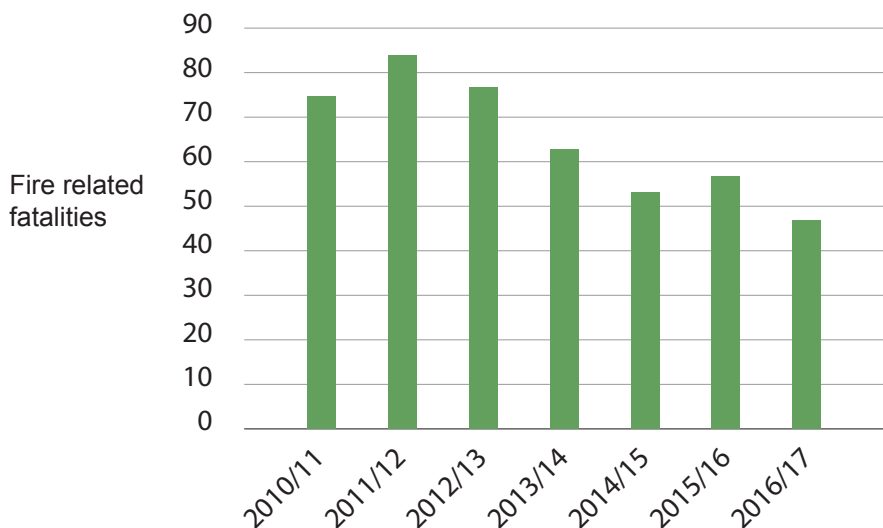


Table 3 Recorded Arson England and Wales (Source: Crime Survey for England and Wales, Office for National Statistics and Police recorded crime, Home Office)

Table F16a: Police recorded criminal damage and arson offences - rate and number of offences, selected periods from year ending March 2007 to year ending March 2017^{1,2,3}

England and Wales

	Apr '06 to Mar '07	Apr '11 to Mar '12	Apr '15 to Mar '16	Apr '16 to Mar '17
	Number of offences			
Criminal damage and arson	1,177,151	626,008	539,439	563,741
Arson	43,100	27,219	21,961	24,104
Criminal damage	1,134,051	598,789	517,478	539,637
	Rate per 1,000 population			
Criminal damage and arson	22	11	9	10
Arson	1	0	0	0
Criminal damage	21	11	9	9

Source: Police recorded crime, Home Office

1. Police recorded crime data are not designated as National Statistics.
2. Police recorded crime statistics based on data from all 44 forces in England and Wales (including the British Transport Police).
3. Appendix table A4 provides detailed footnotes and further years.

Table F16b: Police recorded criminal damage and arson offences - percentage change for year ending March 2017 compared with selected periods from year ending March 2007^{1,2,3}

England and Wales

	April 2016 to March 2017 compared with:		
	Apr '06 to Mar '07	Apr '11 to Mar '12	Apr '15 to Mar '16
	Percentage change		
Criminal damage and arson	-52	-10	5
Arson	-44	-11	10
Criminal damage	-52	-10	4

Source: Police recorded crime, Home Office

1. Police recorded crime data are not designated as National Statistics.
2. Police recorded crime statistics based on data from all 44 forces in England and Wales (including the British Transport Police).
3. Appendix table A4 provides detailed footnotes.

Table 4 Crown Prosecution Service Data (Source: Ministry of Justice, 2017)
OFFENCES CHARGED AND REACHING A FIRST HEARING AT MAGISTRATES' COURTS

	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	
Criminal Damage Act 1971 { 1(1), 1(3) and 4 }	Arson	1,608	1,484	1,237	1,126	1,014	1,004
Criminal Damage Act 1971 { 1(2), 1(3) and 4 }	Arson with intent / reckless as to whether life was endangered	1,145	1,143	1,037	835	846	916
Criminal Damage Act 1971 and section 8 of the Accessories and Abettors Act 1861 { 1(1), 1(3) and 4 }	Aid abet counsel and procure the commission of the offence of arson	0	2	1	1	1	0
Criminal Attempts Act 1981 { 1(1) }	Attempt arson	56	40	45	45	38	44
Criminal Attempts Act 1981 { 1(1) }	Attempt arson with intent to endanger life	54	29	55	65	64	41
Criminal Law Act 1977 { 1(1) }	Conspire to commit arson	26	11	26	32	6	5
Criminal Law Act 1977 { 1(1) }	Conspire to commit arson with intent / reckless as to whether life was endangered	17	9	6	11	8	5

1. Offences recorded in the Management Information System Offences Universe are those which reached a hearing. There is no indication of final outcome or if the charged offence was the substantive charge at finalisation.
 2. Data relates to the number of offences recorded in magistrates' courts, in which a prosecution commenced, as recorded on the Case Management System.
 3. Offences data are not held by defendant or outcome.
 4. Offences recorded in the Offences Universe of the MIS are those which were charged at any time and reached at least one hearing. This offence will remain recorded whether or not that offence was proceeded with and there is no indication of final outcome or if the offence charged was the substantive offence at finalisation.
1. CPS data are available through its Case Management System (CMS) and associated Management Information System (MIS). The CPS collects data to assist in the effective management of its prosecution functions. The CPS does not collect data that constitutes official statistics as defined in the Statistics and Registration Service Act 2007.
 2. These data have been drawn from the CPS's administrative IT system, which (as with any large scale recording system) is subject to possible errors with data entry and processing. The figures are provisional and subject to change as more information is recorded by the CPS. We are committed to improving the quality of our data and from mid-June 2015 introduced a new data assurance regime which may explain some unexpected variance in some future data sets.
 3. The official statistics relating to crime and policing are maintained by the Home Office (HO) and the official statistics relating to sentencing, criminal court proceedings, offenders brought to justice, the courts and the judiciary are maintained by the Ministry of Justice (MOJ).

Table 5 Ministry of Justice Figures – Arson with intent to endanger life
(Source: <https://www.gov.uk/government/statistics/criminal-justice-system-statistics-quarterly-december-2016>)

Values	Column Labels										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Cautions issued	67	47	32	24	10	23	10	10	15	16	12
Proceeded against	733	845	814	833	917	848	710	731	711	738	647
Convicted	448	471	476	497	478	497	518	459	432	463	354
Sentenced	462	477	479	503	482	504	517	457	429	463	356
Absolute Discharge	-	-	-	-	-	-	1	-	-	-	1
Conditional Discharge	-	2	2	1	-	1	-	1	1	1	-
Fine	-	-	-	-	-	-	-	-	-	1	-
Total Community Sentence	93	103	108	97	71	61	59	46	42	55	41
Community Order (or predecessor)	41	50	52	63	39	37	40	21	17	22	10
Youth Rehabilitation Order (or predecessor)	24	28	23	16	21	8	9	10	8	13	12
Reparation Order	-	3	3	-	-	-	-	-	-	-	-
Referral Order	28	22	30	18	11	16	10	15	17	20	19
Suspended Sentence	38	60	47	48	37	39	37	51	68	65	51
Total Immediate Custody	281	269	289	323	325	354	382	317	267	289	219

Table 6 Ministry of Justice Figures – Arson not endangering life
(Source: <https://www.gov.uk/government/statistics/criminal-justice-system-statistics-quarterly-december-2016>)

Values	Column Labels										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Cautions issued	1,065	973	695	571	455	444	384	334	233	246	172
Proceeded against	1,324	1,298	1,273	1,178	1,216	1,160	978	832	767	709	697
Convicted	1,125	1,079	1,097	964	1,000	974	836	680	608	605	630
Sentenced	1,085	1,042	1,066	946	977	952	832	675	597	598	620
Absolute Discharge	4	10	10	-	7	8	4	2	-	2	1
Conditional Discharge	67	53	55	36	36	46	30	32	25	27	27
Fine	22	21	12	14	16	6	5	5	10	10	12
Total Community Sentence	588	552	581	515	533	479	406	285	249	199	219
Community Order (or predecessor)	175	139	182	189	230	206	171	133	103	93	98
Youth Rehabilitation Order (or predecessor)	165	163	158	130	118	106	82	52	50	30	42
Reparation Order	18	10	11	7	6	4	3	2	1	-	-
Referral Order	230	240	230	189	179	163	150	98	95	76	79
Suspended Sentence	85	103	117	115	100	117	104	100	91	130	126
Total Immediate Custody	261	259	235	226	234	250	236	199	180	192	204

Figure 3 Gross Insurance Claims (Source: UK data from the Association British Insurers, 2016)

Fires are decreasing but costs to insurers are not. Headline figures from the ABI indicate that the average of both Domestic and Commercial Fire Claims have been on a generally upward trend for over 10 years (since ABI records began in 2004) increasing by 165.4% and 205.8% respectively. Despite the number of claims falling over time, the average value of these claims has increased dramatically. In 2015, the average commercial fire claim was £25,544, a 165.4% increase since 2004. The average Domestic Fire Claim has increase by 205.8% over the same period. More work is needed to fully understand the scale of the problem for insurers.

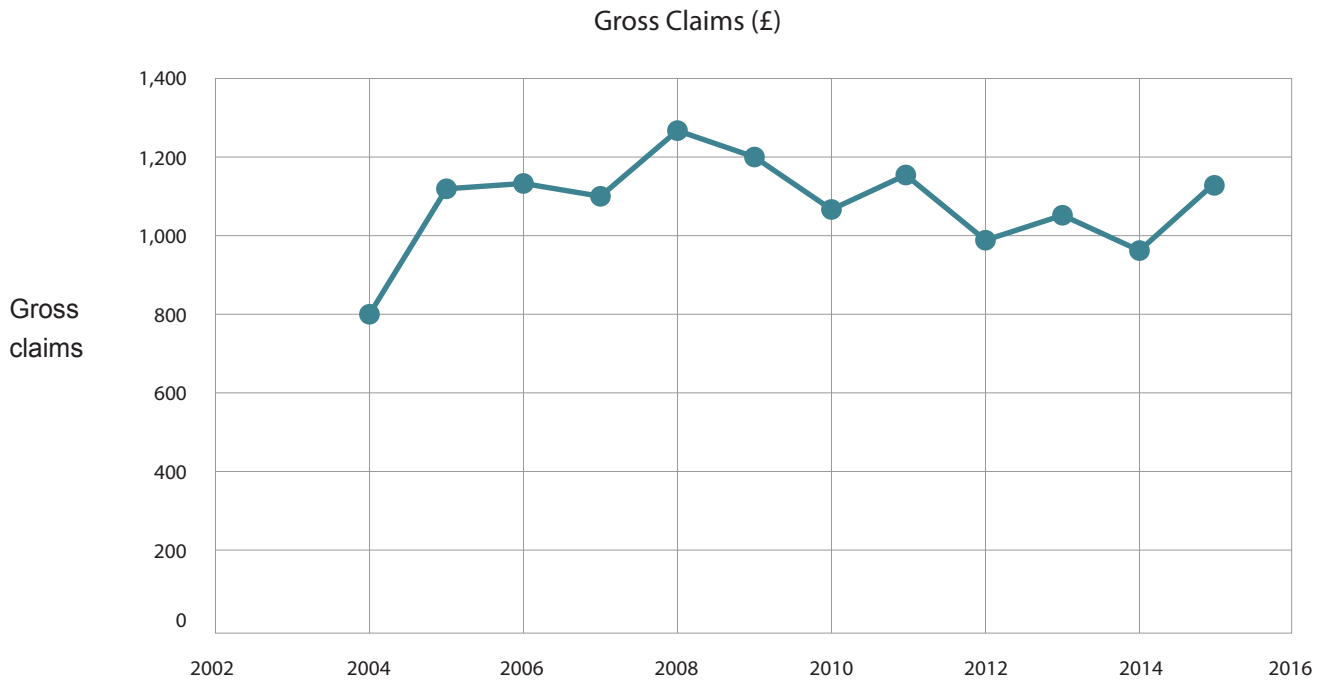


Figure 4 Total Claims ('000) (Source: UK data from the Association British Insurers, 2016)

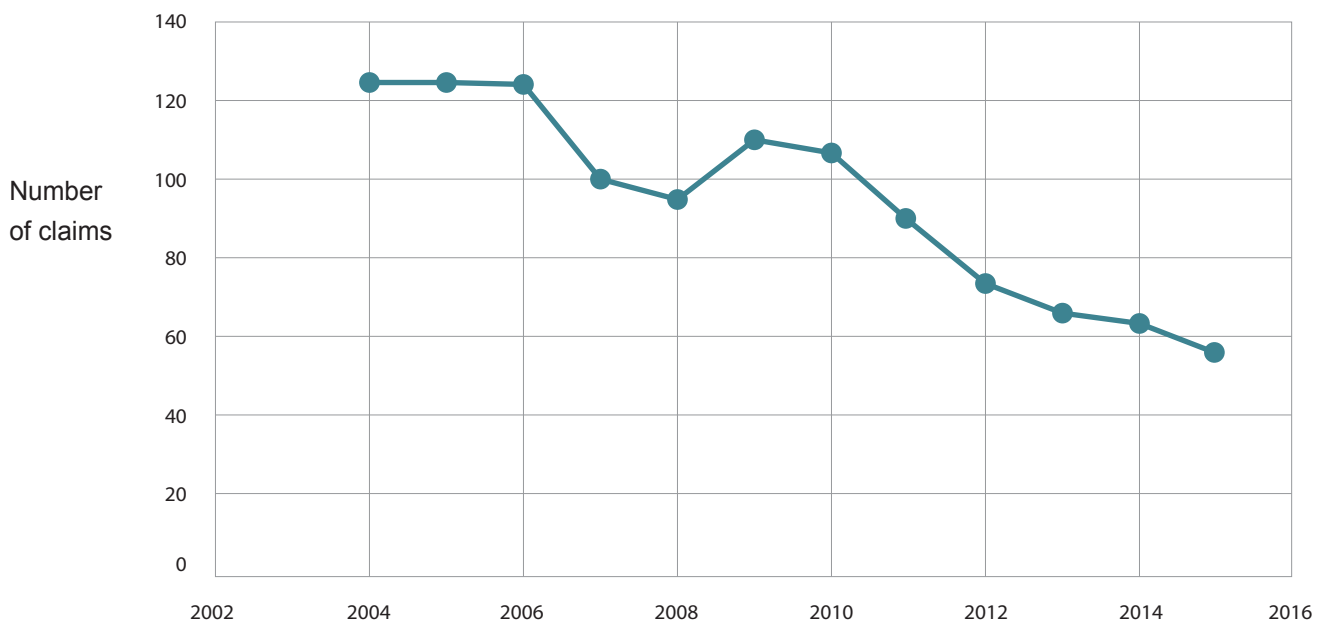
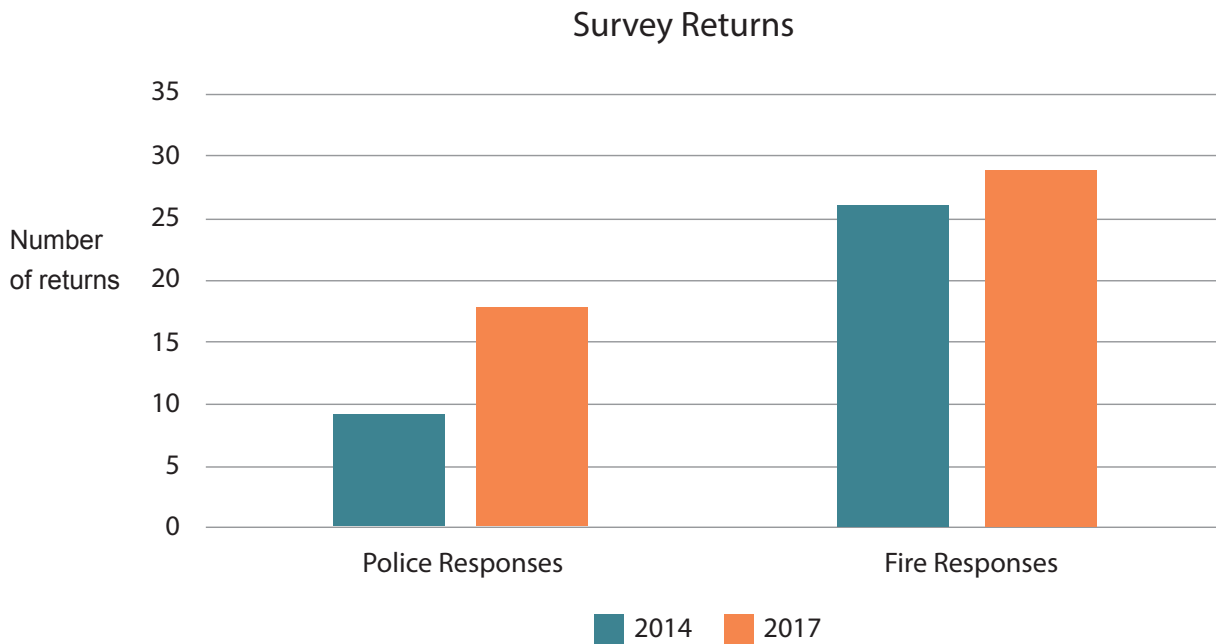
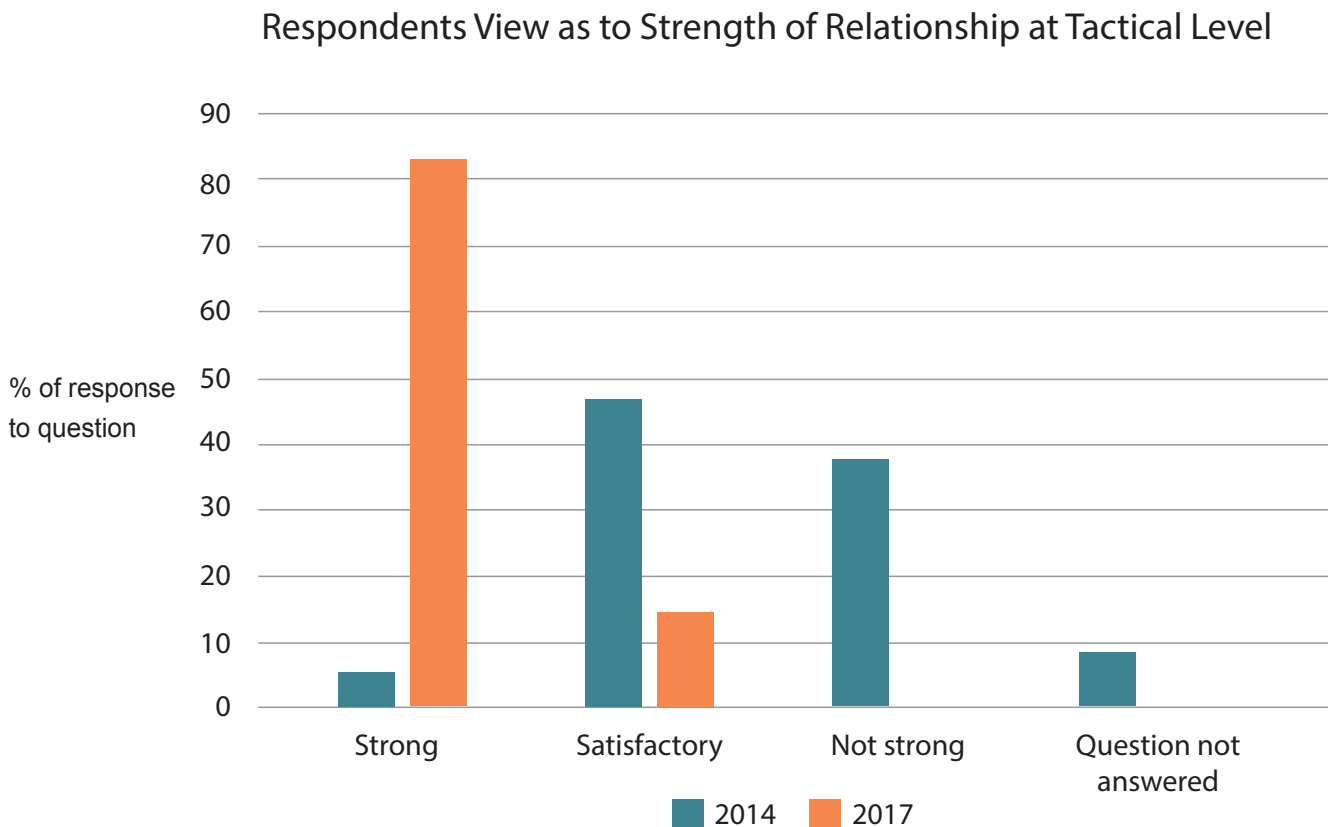


Figure 5 Comparison between 2014 and 2017 Police and Fire Survey – Number of responses (Source: Arson Prevention Forum Survey 2014 & 2017)



It can be seen that the number of responses has increased significantly since the last State of the Nation report in 2013.

Figure 6 Comparison between 2014 and 2017 Police and Fire Survey – strength of relationship between Fire and Police (Source: Arson Prevention Forum Survey 2014 & 2017)



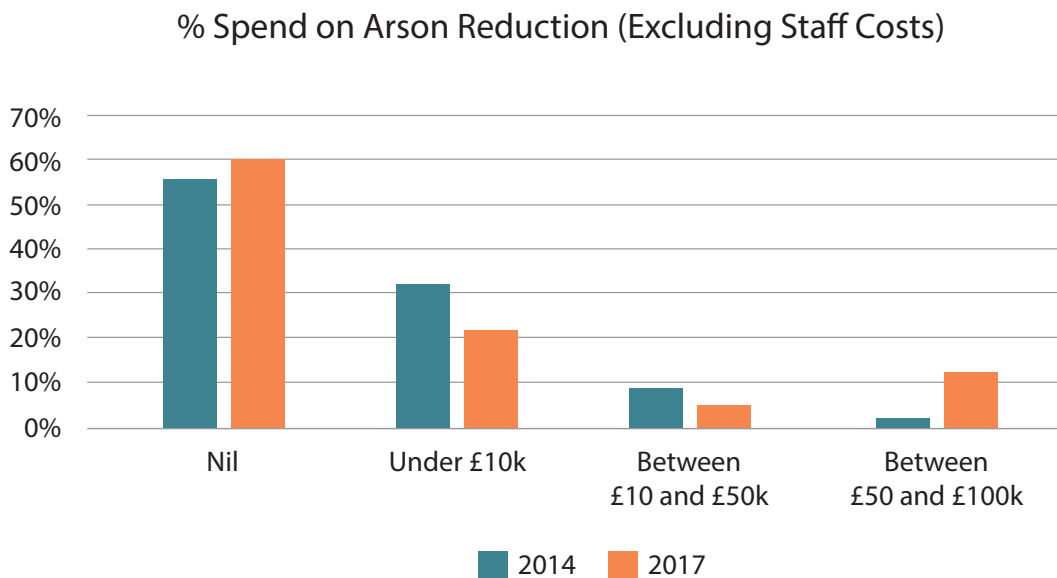
It can be seen that the number of respondents who have said that the relationship between Fire and Police is 'strong' has increased significantly since the last State of the Nation report in 2013.

Figure 7 Comparison between 2014 and 2017 Police and Fire Survey – % of respondents with dedicated arson reduction teams (Source: Arson Prevention Forum Survey 2014 & 2017)



It can be seen that the number of respondents who have a dedicated arson reduction team has reduced since 2014.

Figure 8 Comparison between 2014 and 2017 Police and Fire Survey – % of spend on arson reduction excluding staff costs (Source: Arson Prevention Forum Survey 2014 & 2017)



It can be seen that the number of respondents who are spending between £50-£100k has increased. However, the amount spent on arson reduction by others has generally decreased.

What is being done?

Central Government

It is felt by a number of APF members that the Government could do more to set a strategic expectation in relation to Police and Fire and Rescue Services reducing arson. The impending refresh of the National Fire and Rescue Service framework may provide a significant opportunity to do this recognising 47% of all fires are deliberate and that arson is now increasing after a long period of decline. It is not clear how much of this is a result of improved recording.

At a local level, it is recognised that Fire and Rescue Service Integrated Risk Management Planning arrangements should be explicit in terms of arson reduction (where this is a local risk) and these should link to Police and Crime Commissioner Crime Plans given the need for both police and fire services to work better together.

It is noted that current Central Government policy with respect to Arson is delivered through the Anti-Social Behaviour agenda. However, whilst ASB does blight local communities and provides a high volume of low level arson incidents, this focus may not take fully into account the £1b in fire losses (of which it is estimated that £250-£450m relates to arson) or the significant lives lost each year as a result of deliberate fires.

It is suggested that a greater focus be placed on tackling this crime and that the Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) could encourage greater transparency as to what is being done by whom and why.

There continues to be a need for more data to be made available and it is hoped that this will be forthcoming in the very near future through the Incident Reporting System data (Fire and Rescue Service activity).

A focus on life protection within the Building Regulations is recognised but at the same time, property protection is important in economic terms as business interruption as a result of arson will see some enterprises going out of business and with it, reduced business rates and lost employment which will in turn have a negative economic impact.

As a result of some local risk assessments conducted following the Grenfell Tower disaster, car parking and storage of refuse where this exists underneath tower blocks (not underground car parks) has been assessed and restrictions put in place in some areas including removal of car parking as well as alternative refuse collection/storage areas. This will reduce the risk of arson as removal of items that could spread fire will mean that the area under such flats is more sterile with the corresponding reduction in risk. This could be incorporated within the revision of Approved Document B which relates to fire safety arrangements in building design. It is recognised that the ongoing safety management of buildings once occupied falls to the "responsible person".

Home Office Anti-Social Behaviour Advisory Group

The APF has a seat at the Home Office Anti-Social Behaviour Advisory Group and takes the opportunity to raise the profile of arson at meetings. Membership of the ASB advisory group includes the National Police Chief Council (NPCC), National Fire Chief Council (NFCC) as

well as Home Office officials, CPS and others. ASB in terms of arson typically manifests itself through individuals setting fire to grass and refuse and as these account for a high volume of deliberate fires this may be one of the reasons why the focus is on ASB. However very few Anti-Social Behaviour Orders have been issued in relation to arson. The costs of secondary fires linked to anti social behaviour should be identified as this will assist inform local activity to drive down the cost and consequences of deliberate fires further.

Police

Arson is a crime and as such falls firmly to the Police to investigate and the Crown Prosecution Service to bring offenders before the Courts. Whilst there are some great examples of local working which is making a difference in reducing arson, there still remains a significant opportunity for the National Police Chiefs Council to provide greater national coordination and/or visibility of this effort from a national perspective.

The attention police services place on arson depends on the extent that it is presented locally. In some areas, joint Arson Task Forces are in place, in other areas a multi-agency hub model is presented where Arson will feature from time to time but effort is directed towards areas of greater need. Where there is arson with intent to endanger life, arson is always afforded a high priority by the police. (A Cambridge Harm Index is used to weight the extent of investigative effort by many forces).

Community policing teams are a valuable source of intelligence and shared teams are used to drive a prevention agenda. Police forces are increasingly targeting events where a high degree of ASB/ arson is expected such as at Halloween. In some forces, diversionary activities to provide alternative activities for those who may otherwise be drawn to ASB/ arson (e.g. Street dance festivals or football) are undertaken with partners.

The Home Office Advisory Group on ASB considers the use of behavioural control orders / community resolution methods. The extent to which these are used rather than a more formal criminal prosecution requires further investigation. It is recognised that Adverse Childhood Experiences will have an impact on ASB / arson.

Whilst in terms of volume, arson is less of a problem for the Police and CPS than the Fire and Rescue Service, it still equates to a significant number of negative events (there is nothing positive about arson).

Whilst it is relatively easy to determine if a fire has been set deliberately, it is more difficult to associate the action with a specific individual. Whilst it is difficult, it is a reasonable expectation on behalf of the public that appropriate time, effort and attention is being directed towards tackling this particular crime.

HMICFRS have undertaken reviews as to data quality and the approach that Police services adopt to identify and manage risk. It is hoped that this State of the Nation report will be used by HMICFRS to inform future Police Efficiency, Effectiveness and Legitimacy (PEEL) inspections. Now that HMICFRS have been confirmed as the Inspectorate for Fire and Rescue Services, an opportunity to assess the extent to which both Emergency Services are working together is presented.

Police and Crime Commissioners will want to ensure that the local Police and Crime Plan takes into account the threat and harm associated with arson given that it can be used as a weapon of choice to conceal crime, undertaken fraudulent activity and/or as a tool for harassment.

It will be important that every police force consider all arson incidents and where improvements can be made in evidence gathering that these opportunities should be taken.

It will also be important to determine the arrangements in place for the referral of cases to the CPS as this appears to be an area of focus moving forward.

Crown Prosecution Service

The Crown Prosecution Service now focuses its arson prevention efforts through the Home Office Anti Social Behaviour Advisory Group rather than through the Arson Prevention Forum. However, positive discussions between the Chairman of the Forum and senior CPS colleagues continues and the CPS have suggested that their lead officer for arson meets with the National Police Chiefs Council lead on a regular basis in order to:

- Identify why so many cases were not prosecuted
- Consider whether CPS could provide any guidance or assistance to the police to improve the number of referrals and prosecutions in arson cases
- Share the CPS Arson guidance with the police, and consider contributing to the Police guidance
- Identify whether any data could be produced on the number of arson referrals to the CPS, which is at the moment unknown, and would provide a greater context to the available data.

This suggestion is felt to be extremely helpful and would allow a balance to be struck between use of limited resource in a focused manner to improve arson prevention and prosecution outcomes. The result of the meetings would be fed into the APF meetings for wider discussion.

In terms of detail the CPS figures for 2015-16 confirm that there were 2,015 arson cases prosecuted which is a 2% rise on that in 2014-15. It can be seen that 9.17% of arson cases result in prosecution. Of those who are prosecuted, a high level of success is achieved but understanding why so few cases are proceeded against is key to this work moving forward.

Some good research has been undertaken previously (Source: Research Bulletin no.1 March 2003 Arson: From Reporting to Conviction) but this is now 14 years old and much has changed in that time.

By way of background, The CPS is the principal prosecuting authority for England and Wales, acting independently in criminal cases investigated by the police and others.

The police duty to investigate incidents and present a file to the CPS is set out in the Director's Guidance on Charging. The CPS duty to assess that evidence is also set out in that document. The Code for Crown Prosecutors sets out the general principles Crown Prosecutors should follow when they make decisions.

The Full Code Test has two stages:

(i) the evidential stage; followed by (ii) the public interest stage.

It is for the police to investigate what they record as arson, to gather evidence, and to present the same to the CPS for prosecution.

The CPS have stated that "The CPS joined the Arson Prevention Forum during 2015. On 24 September 2015, a CPS Policy Advisor delivered a presentation about the role and work of the CPS to the Forum. The same Policy Advisor attended all meetings of the Forum up to September 2016, when the CPS gave notice that it would withdraw from the Forum. The CPS decision to do so is based on the minimal role it has in relation to the arson prevention and detection agenda. The CPS considers that the wider arson agenda is better served by its work with the Home Office Anti-social Behaviour Advisory Group. This is where the CPS continues to demonstrate its commitment to bring prosecutions where appropriate.

The CPS has provided data about 'offences charged' where the 'offence code' identifies offences of Arson, including attempts and conspiracies, as charged under section 1 of the Criminal Damage Act 1971, section 1 of the Criminal Law Act 1977 and section 1 of the Criminal Attempts Act 1981. The caveats explain the limitations of CPS data. It is important to note that the number of offences charged should not be seen as indicative of the number of people prosecuted; a defendant may be charged with one or more offences".

It is important that partners who have an interest or influence in reducing arson understand how they can assist the CPS increase the number of successful prosecutions as part of an overall strategy to reduce the crime of arson. Considering the test applied by the CPS may assist. As such, partners are encouraged to consider the following:

How can evidence be better captured in a way which supports prosecution? E.g. Can the evidence be used in court? Is the evidence reliable? Is the evidence credible?

In terms of meeting the Public Interest stage - How serious is the offence committed? What is the level of culpability of the suspect? What are the circumstances of and the harm caused to the victim? Was the suspect under the age of 18 at the time of the offence? What is the impact on the community? Is prosecution a proportionate response? Do sources of information require protecting?

Fire and Rescue Service

It may surprise many but the fire service does not have a duty to investigate fires, only a power (Section 45 of the Fire and Rescue Service Act 2004 refers). However, recognising that they have valuable insight, skills and experience in investigating fires including arson, Fire and Rescue Services have over many years developed a strong, credible and robust approach in this area.

They are often the first to arrive at a fire and information gained by the responding crews can provide vital intelligence to others in coming to a view as to whether the incident is deliberate or accidental.

Arson is seen by many to be a problem for the Fire Service to address and whilst much good work is undertaken by the Fire Service, they are not able to resolve this issue on their own.

There are some notable examples within Fire and Rescue Services where police officers have been “seconded” to assist identify and tackle arson. This work is being captured and will be shared with the National Collaboration overview report that is undertaken by the Association of Police and Crime Commissioners. Shared posts, bridging information gaps and focusing action on reducing arson is notable practice.

Discussions with the Insurance Fraud Bureau has confirmed that fire officers could report concerns via a 24/7 Cheat line telephone service operated by crime-stoppers. Alternatively, fire officers could use the IFB online reporting system via the IFB website (Insurance Fraud Bureau, 2016). Fire officers could also make an intelligence submission via a secure email. None of these systems are used extensively at present but are worth of further consideration.

Fire and Rescue Services are encouraged to report every deliberate fire (even small or secondary fires) to the Police as they can then determine what action is required. In addition, Fire and Rescue Services are encouraged to ensure that responding crews to potential arson (crime scene) are trained and aware as to the practices and requirements on successful evidence gathering by the Police. It will also be useful to ensure that performance information as to the number of fires that are referred to the Police for investigation and joint reviews are undertaken to consider how evidence gathering and scene preservation can be further improved.

It has been highlighted that the additional burden being placed on Fire and Rescue Services wishing to support criminal investigation of having to obtain accreditation (along with a review of how this support may be delivered with the appropriate, qualified/competent staff with robust quality standards) may result in some Services deciding that they are no longer able to deliver against the Forensic Regulators requirements and withdraw support. This is an area that the APF will keep under review and monitor any impact if this presents itself.

Insurance Fraud Task Force

The Insurance Fraud Task Force was commissioned by HM Treasury and was established in 2015 and reported in January 2016 led by David Hertzell. The report states (para 2.80 and 2.81):

“Arson: not all arson involves a fraudulent insurance claim but some clearly do. Without better data it is impossible to know how much and whether trends are improving or deteriorating. The Arson Prevention Forum (APF) presented evidence to the Taskforce suggesting that the number of insurance claims involving elements of arson are increasing

in size, and the overall costs are large. One of the biggest barriers to understanding the scale of the problem is a lack of comprehensive arson statistics, due to different definitions of arson, for example by insurers and fire services, and a lack of co-ordination between stakeholders". "The Taskforce notes these concerns. It is essential that policyholders trust the data that is held on them. Highly publicised errors in this area given overall public sensitivity could result in restrictions being imposed that would hamper the effective fight against fraud".

Insurers Round Table

As part of a campaign to raise the profile of arson and to consider how responding agencies and insurers can work better together, a round table was instigated by the APF and chaired by the insurance magazine "POST". It was hosted by DAC Beachcroft and discussed the following issues which were thought to contribute to the increase in cost of fires:

Training and competence of fire investigators along with the role of forensic scientists at crime scenes is of critical importance. It was noted that a Code of Practice for investigators had been recently agreed between the National Fire Chiefs Council, Institution of Fire Engineers and the UK Association of Fire Investigators. The Code of Practice provides a baseline for the necessary knowledge and skills required by fire investigators, as agreed by experts, and defines a road map for both training and competence of practitioners which aligns with existing frameworks such as Skills for Justice.

The Chairman of the National Fire Chiefs Council, Roy Wilsher OBE, attended the meeting and provided valuable insight. It was clarified that firefighters would take personal risk to save saveable lives but would be unwilling to commit firefighters into buildings that were likely to collapse where there was little or no prospect of saving lives.

The discussion considered the extent to which the Building Regulations focused on life safety rather than property protection and the impact that this might be having on fire losses, including deliberate fires. Obtaining data from the Incident Recording System used by Fire and Rescue Services is problematic despite every FRS being prepared to release such data to the Fire Protection Association.

Cooperation between fire investigators and forensic scientists at fire scenes was discussed and whilst some felt that improvements could be made, the majority of attendees were assured that arrangements were robust. Where there are local difficulties, it was agreed that the NFCC could assist. There was a prolonged discussion regarding proposed additional burdens on fire investigators from the ruling by the Forensic Science Regulator that by 2020 fire investigation teams are required to obtain accreditation to ISO 17020. Concerns were expressed by fire and rescue service representatives that as a result of budgetary pressures, non-mandated services such as fire investigation could disappear. Insurers universally registered their concern should fire and rescue services take this approach as they recognise the valuable role the fire service plays in assisting the fire investigation process.

Insurers

Insurance is a risk management business where the policy holder transfers the financial risk of incurring a loss to a third party (an insurer) for a price (annual premium). To calculate an appropriate premium, the likelihood of the negative event (insured peril) occurring and the cost of meeting the loss (exposure) is considered.



The insurance market operates on the basis of the level of risk that is presented and there is clearly a link between risk and terms and conditions insurers are prepared to offer.

The actions of government can have an impact on insurance costs (including setting the level of Insurance Premium Tax) through to the way in which buildings are designed and how public policy is enacted including emergency service response.

Insurers have a role to play and pay out in excess of £1bn in fire related claims each year. Insurers remain concerned at the impact of arson as whilst the number of fire related claims are decreasing, the cost of these claims are increasing.

By their very nature incidents of arson tend to result in larger fires and insurers are key stakeholders in considering any arson reduction strategy.

There is good practice identified by the ABI and FPA (who have remained strong supporters of the APF, as have some individual insurers). It is felt that by acting more collectively, the insurance sector could make an even stronger impact to reduce the number of deliberately set fires.

It is recognised that more favourable terms and conditions may be obtained by policyholders who have good arson deterrent measures and good arrangements for controlling the spread of fire in the event that it does occur.

This has benefit for insurers as such measures improve the quality of risk. It also makes sense for the insured as they are less likely to suffer from the impact of a major fire and this also works for the Government as business rates continue to be collected which may not otherwise be the case.

It is recognised that arson is more of a problem for insurers who cover commercial buildings than it is for those who cover residential risk. According to the ABI, 29% of commercial fire claims in the UK can be considered as 'deliberate' whilst 4-5% of domestic fire claims in the UK can be considered as 'deliberate'.

The ABI continues to encourage their members to develop a robust dataset and collate deliberate and non-deliberate fire claims and costs going forward. Commercial insurers therefore may want to take an even greater interest in risk mitigation and arson prevention approaches.

Given that 47% of all fires are classed as deliberate by the Fire Service and insurers pay out £1b in fire related claims each year, there is a collective benefit in gathering better information and statistics on the cost of arson to insurers. The need for access to Incident Recording System statistics, to assist in this respect is reiterated.

There were examples offered where the ABI members had been proactive in driving down arson with customers or where the FPA or ABI had supported insurers through industry analysis or initiatives. It is anticipated that additional examples of good practice will be obtained.

AXA for example have been highly committed to Arson reduction for many years and are actively engaged in the Arson Prevention Forum. They have taken opportunities to seek views from the Arson Prevention Forum for effective risk mitigation strategies. AXA also makes this a top priority when engaging with customers so that it impacts positively on AXA's account performance.

A refresh of the membership in 2017 has seen the British Insurance Brokers Association join the forum. Given their role in advising commercial policy holders as to risk mitigation approaches, this is very much welcomed.

Local Government Association

The LGA representative on the APF is a London Assembly Member. This provides a high level contributor to the agenda. In addition, the future APF membership will include a Vice Chairman of a Combined Fire Authority who will be able to forge links between Police and Crime Commissioners. Data from local authorities related to uninsured losses (such as wheelie bins and playground equipment) will also be useful to identify the cost of arson. The cost of anti-social behaviour related to arson is also a key issue.

Association of Police and Crime Commissioners

The Chief Executive of the APCC attended a recent APF meeting and provided valuable insight into its work and how arson might feature more prominently moving forward. In addition, the Chairman of the APF has spoken with the Chairman on the APCC Collaboration Work-stream to signpost good practice. A national expectation that arson reduction features in local Police and Crime Commissioners plans where appropriate would be helpful.

Parliamentary Groups

In addition to the All Party Parliamentary Group on Insurance and Financial Services, the All Party Parliamentary Group on Fire and Rescue Services continue to receive updates on arson related matters. A copy of the State of the Nation report will be submitted to both Groups and presentations will be offered for future meetings.

Training

There are some great training providers, supported by some eminent experts in the field such as Professor David Kolko for those who provide juvenile fire setting advice and guidance.

Professional Standards

The College of Policing provides standards against which HMIC inspect Forces. As such, the National Fire Chiefs Council (and specially the Fire Standards Body being established) are encouraged to work together to ensure that there is sufficient awareness by police officers as to potential arson. It may be appropriate for national police training modules to refer to arson where appropriate.

Local Fire and Rescue Services are encouraged to provide joint training in arson identification to police officers through the Joint Emergency Services Interoperability Programme (JESIP) and at the same time, jointly explore how agencies can better work together in the initial stages of any arson related criminal investigation. In response to a

recent survey for the Professional Standards Body (being developed by the National Fire Chiefs Council), it was suggested that arson features more prominently in the standards work being developed given that approx. 47% of all fires are deliberate.

In addition a “Code of Practice for Investigators of Fires and Explosions for the Criminal Justice Systems in the UK” has been developed by the UK fire investigation community led by the University of Dundee and is endorsed by the National Fire Chiefs Council, Institution of Fire Engineers and UK Association of Fire Investigators.

Forensic Psychology

It has been clarified that motives for acts of arson vary (e.g., vandalism, excitement, financial gain, revenge, extremism, and crime concealment).

One of the motives less understood in regard of arson is that of individuals who have a need to express an emotional state (e.g., anger, cry for help, attention). Fire setting in this respect gives perpetrators a sense of empowerment and control over personal circumstances. Such behaviour can have links to poor mental health.

Early intervention is critical in regard of understanding the development of individuals who use fire as a means of expression and who engage in such serious longer-term offending. The life histories of convicted arsonists, male or female, is often characterised by a range of events which have not been dealt with in a manner that enables the individual to develop resilience to later life events. Early intervention programmes designed to effect behavioural change may be effective if supported by appropriate professional support.

Understanding the personality and mental health considerations in addition to the motives for arson and the mind set / perspectives of offenders is therefore critical to any development of awareness and reduction programmes. When not financially focused, arson is largely about an emotional state in the offender concerned and the accompanying needs that are being met through the act of arson.

Domestic Violence

It has been said that there is a correlation between deliberate fire deaths and domestic violence. Given that fire can be used as a weapon, addressing domestic violence may result in reduced arson and vice versa. To this end, a research project has been launched which works with children and young people to investigate the link between deliberate fire setting and domestic violence. The study is being carried out by researchers at the University of Northampton’s Institute of Health and Wellbeing, in partnership with the joint Arson Task Force (Northamptonshire Police and Northamptonshire Fire & Rescue Service).

The aim is to interview children and young people aged between five and 18 who have been actively involved in arson or fire setting, as well as their parents or carers. The Arson Task Force (ATF) already carries out intervention work with both children and adults who are known to be fire setters or arsonists and it is believed that at least 75 per cent of these people have domestic violence in their backgrounds. Their work has highlighted that children as young as five have been involved in fire setting, having experienced violence in their family.

www.northampton.ac.uk/news/link-between-arson-and-domestic-violence/ There exists good support networks such as that provided by Victim Support www.victimsupport.org.uk/crime-info/types-crime/arson. The Office for National Statistics publishes comparison data by area to inform local initiatives. www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenglandandwales/yearendingmarch2016

Arson linked to racial harassment

Arson is also sometimes used to target people with different characteristics from the perpetrator www.bbc.co.uk/news/uk-england-devon-36737529 and abroad www.independent.co.uk/news/world/europe/sweden-mosque-fire-arson-stockholm-police-jakobsberg-imam-ali-islamic-centre-a7711431.html

London Fire Brigade have initiated a campaign to tackle domestic violence and racially aggravated attacks with arson proof letterboxes. They are planning to fit over 400 arson proof letterboxes across Bexley in a pilot scheme to help protect victims of domestic abuse and hate crimes. Crews aim to fit special letterboxes, smoke alarms and provide fire safety advice within 24 hours after a referral has been made identifying them at risk of a fire in their home. http://www.london-fire.gov.uk/news/LatestNewsReleases_Brigade-battles-domestic-violence-with-arson-proof-letterbox-drive.asp

Conclusions

Arson is increasing as are the costs. As such, what is needed is a strong commitment by all parties to work together to address what is a complex and multi-faceted problem. A reduction in arson can only benefit society as a whole and with an increase in arson in both 2015/16 and 2016/17, the long term reduction in arson appears to have come to an end.

Arson is difficult to prove for some obvious reasons; Firstly, the fire scene needs to be investigated effectively, to identify positive evidence of arson, and ensure that accidental causes are ruled out. This requires a high level of training and awareness for initial responders, usually firefighters, to ensure appropriate evidence preservation, gathering and analysis.

Secondly, forensic evidence is required to place a suspect at the scene and to link them to the crime.

Finally, the standard of proof of all the evidence is high in order to meet the test of 'beyond reasonable doubt' in a criminal prosecution, (if convicted, the prison sentence can be one of life). Having regard to civil legal proceedings, where for example an insurer may refuse to indemnify an insured for a loss on the basis that the claim is thought to be fraudulent, the standard of proof lies somewhere between the 'balance of probability' and 'beyond reasonable doubt' and insurers make a substantial investment in the forensic investigation of fire scenes.

Whilst this report has provided data as well as context to inform future activity, it will be for individual organisations/associations to reflect on what has been presented and to determine what they propose to do to address the issues raised within this report.

Scrutiny as to what is being done, by whom and why, will be determined by those charged with reviewing the effectiveness of organisations and the public and/or shareholders will look to those charged with the responsibility to act. Ultimately, the extent of activity undertaken by organisations will provide evidence of the weight of effort that is being directed towards arson detection, investigation, prosecution and prevention.

At a high level, everyone agrees that this is a multi-faceted, complex societal problem. However, with insurers looking towards Government to do more and vice versa, a lack of ownership and leadership can start to emerge.

It is recognised that approaches by individual insurers sometimes are commercially sensitive but greater visibility as to the efforts being undertaken will assist a pan industry approach to reducing arson.

The Government previously funded joint Arson Task Forces which saw funding for additional Fire and Police officers co-located, sharing information and resources to identify offenders in an attempt to reduce arson. Given the emphasis on increased collaboration and the benefits to Police and Fire Services as a result of working better together to reduce demand, now may well be the time for Police and Crime Commissioners and Fire Authorities to consider re-establishing such teams, where there is a local need identified.

The Arson Prevention Forum stands ready to assist organisations plan and mitigate the impact of arson. For more information please visit www.stoparsonuk.org or contact Lee Howell, Chairman, or Laurence Taylor, Vice Chairman, Arson Prevention Forum.

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For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
30 November 2017
Item No. 8**

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

**SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 2: (01 JULY – 30 SEPTEMBER 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 2 2017/18 (01 July – 30 September 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 Q2 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 2 is shown on the following page, with comparisons against the same period in 2016/17.

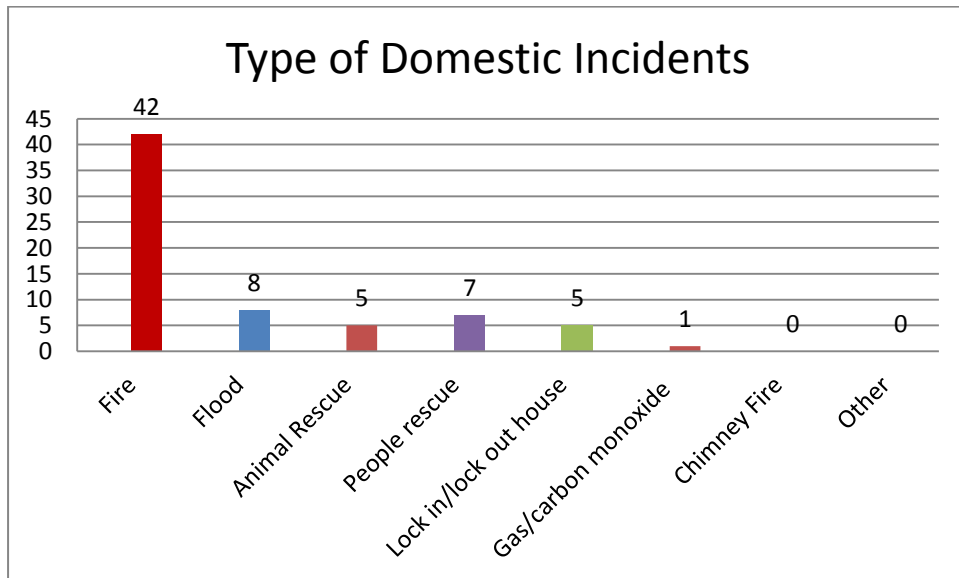
Item 8.1

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 Q2 2016/17 (return rate)
After the Incident (Domestic)	68	120	57%	34.2%
After the Incident (Non Domestic)	14	21	67%	53.1%
Safe and Well visit	134	175	77%	52.2%
Fire Safety Audit	123	200	62%	42.5%
Totals / Average Return rate	339	516	66%	45.5%

2. After the Incident (Domestic)

2.1. Type of Incident

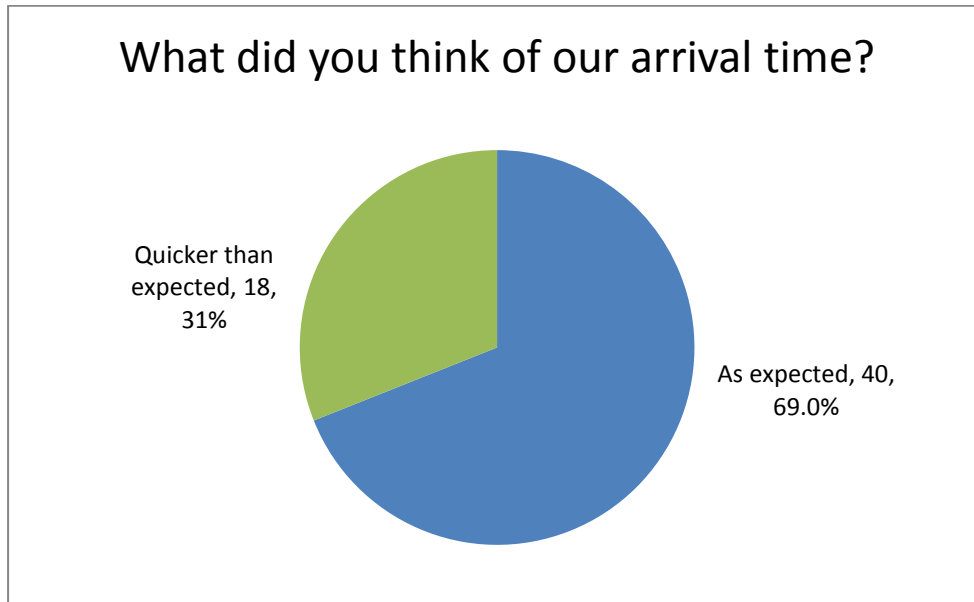


120 surveys were sent out and 68 replies have been received, a response rate of 57%. The main incidents in which respondents were involved were fires, floods (in domestic properties), animal rescues or people rescues.

2.2. Overall satisfaction

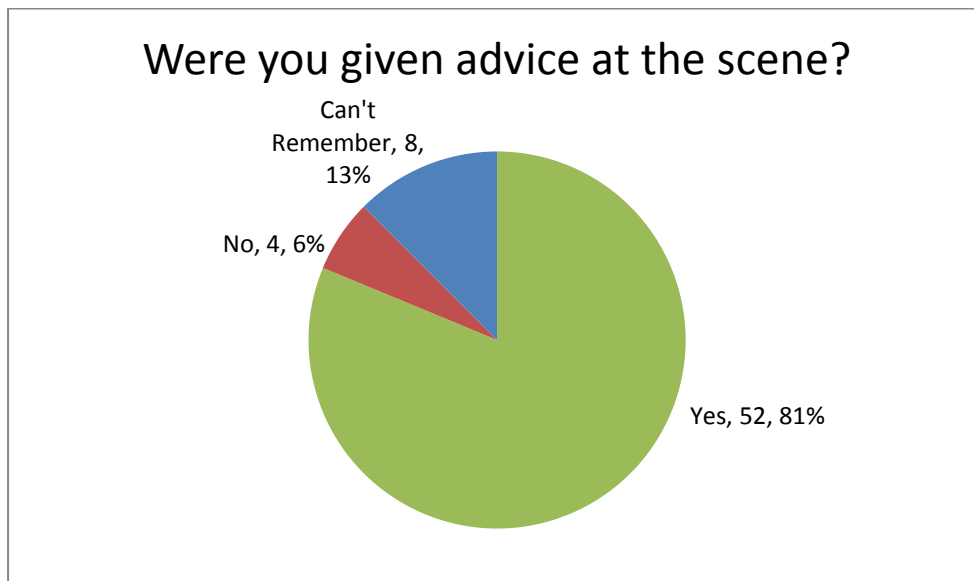
Everyone that replied to this question said they were very satisfied with the service they received and no one was dissatisfied with the service.

2.3. Arrival times



Of the 58 respondents who replied to this question none thought the Service arrived slower than expected. 32 respondents had called the Service themselves and they were all positive about the assistance they received.

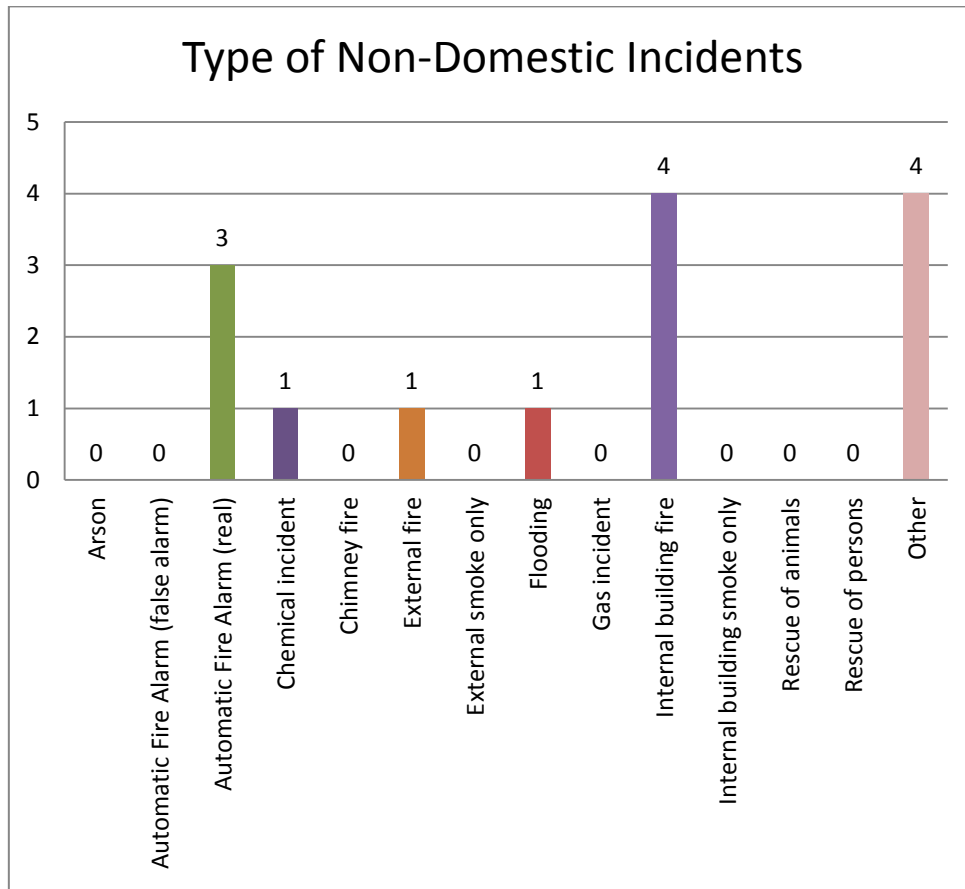
2.4. Advice given:



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

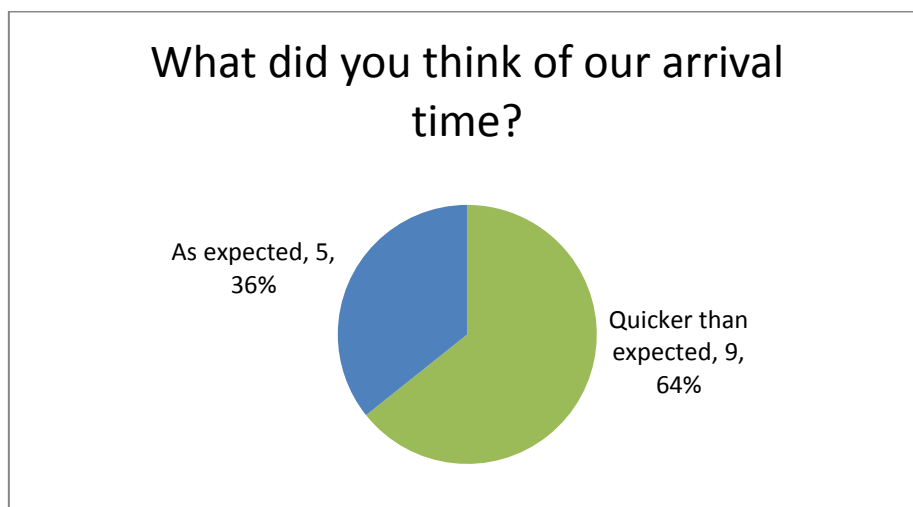
3. After the Incident (Non Domestic)

3.1. Type of Incident



There were only 21 incidents involving commercial properties during Quarter 2, and 14 survey responses have been received (a response rate of 67%). In all instances the respondent was very satisfied with the service they received from the Service.

3.2. Arrival Times



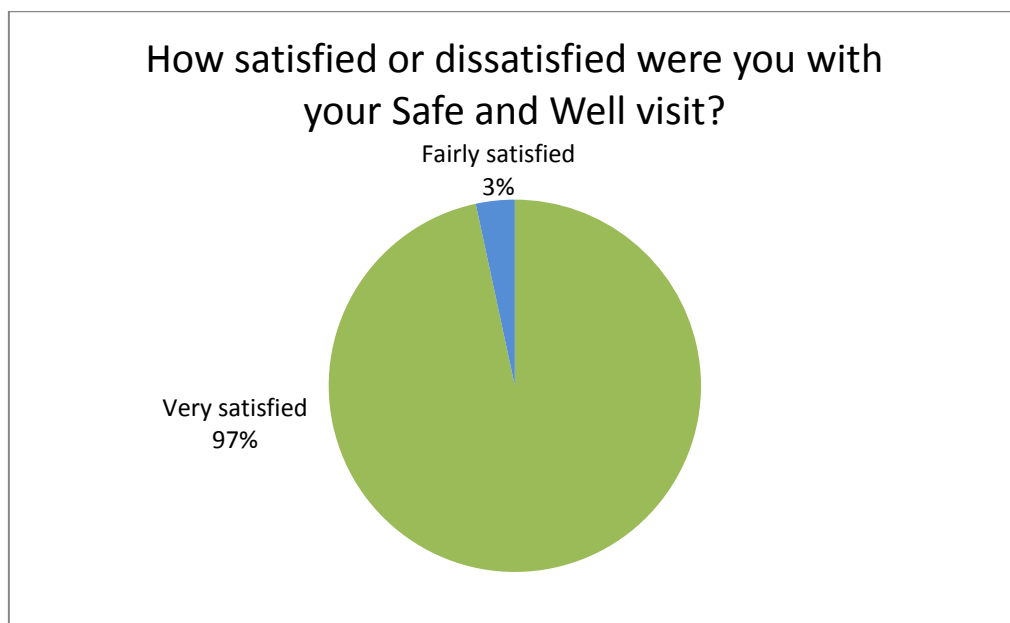
All respondents answered this question and in the majority of cases the Service arrived quicker than expected while for five we arrived as expected.

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

The majority of Safe and Well questionnaires are now completed at the end of the visit so that people are not inconvenienced by receiving a questionnaire in the post some weeks after the actual visit. This new process has increased the “return rate” as most are now completed at the end of the visit. However not everyone visited wished to complete a survey which has resulted in a response rate below 100%.

175 S&WV took place during Q2 and 134 questionnaires were completed and returned which gives a response rate of 77%. Engagement with all occupiers will continue to improve the return rates.

4.1 Overall Satisfaction



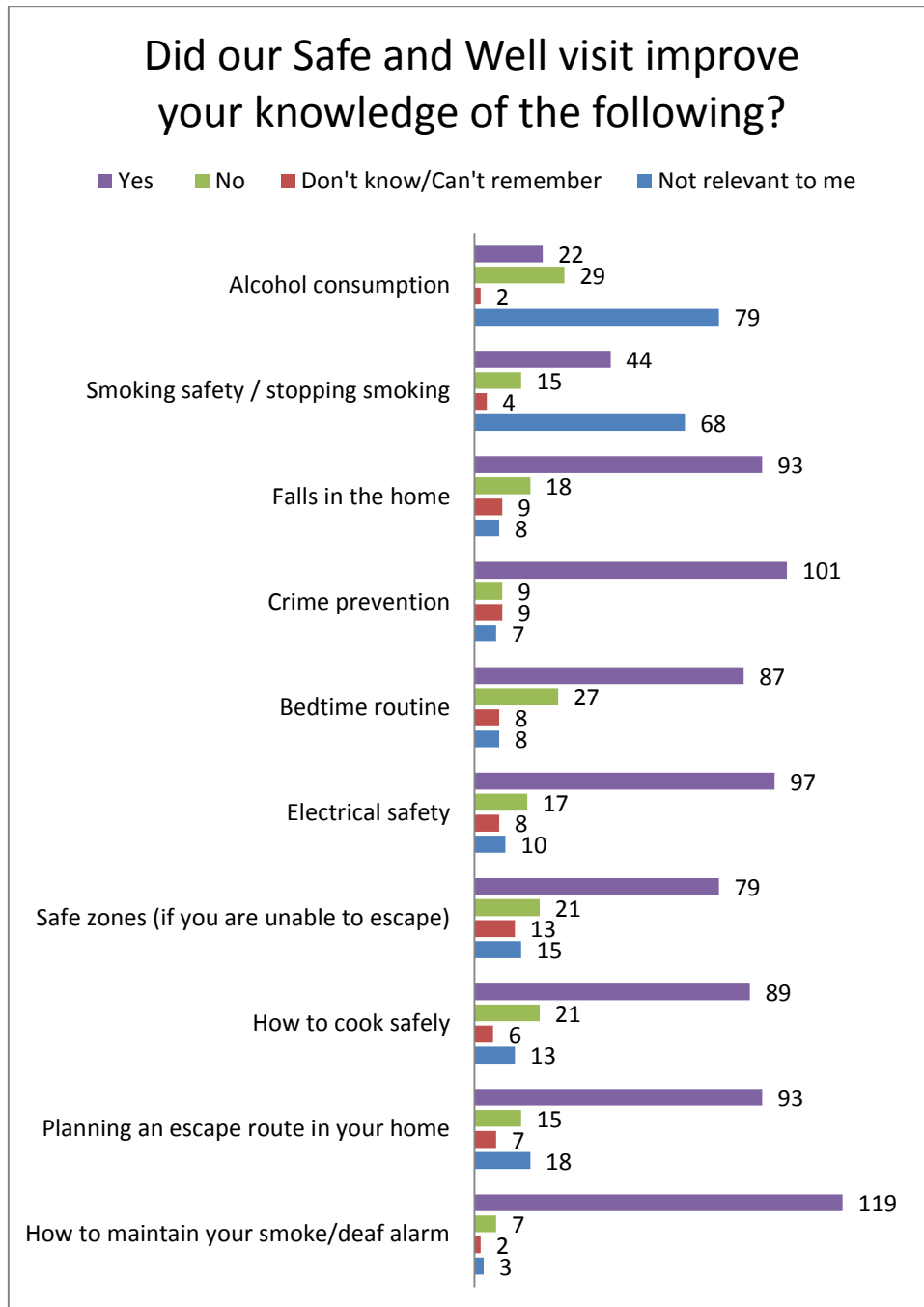
All respondents replied to this question on the survey and all were very or fairly satisfied with their S&WV.

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.

4.2 Providing information

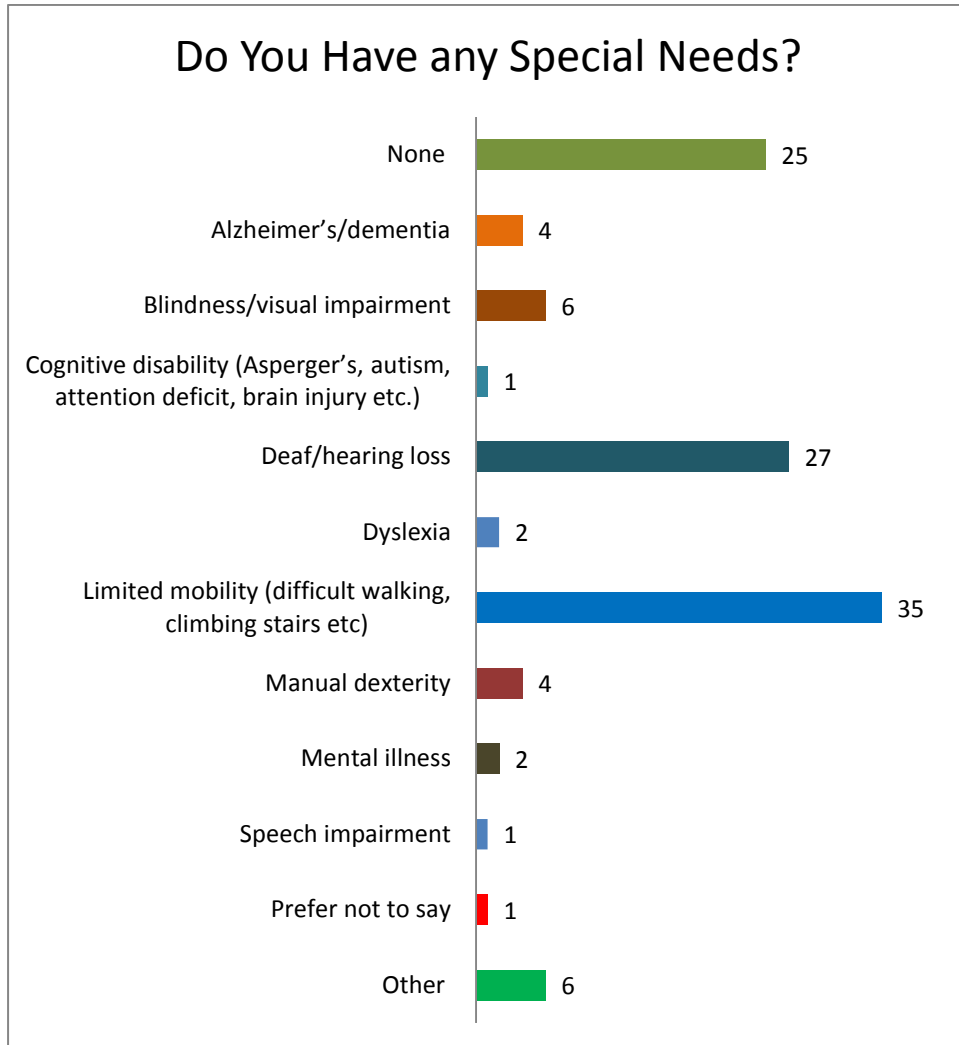
Part of the benefit from providing S&WV is the opportunity to give vulnerable people more information about a range of safety issues, and general wellbeing within their home environment, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.

The table below shows how much those visited thought the advice given had improved their knowledge of these safety issues.



4.3 Health Issues

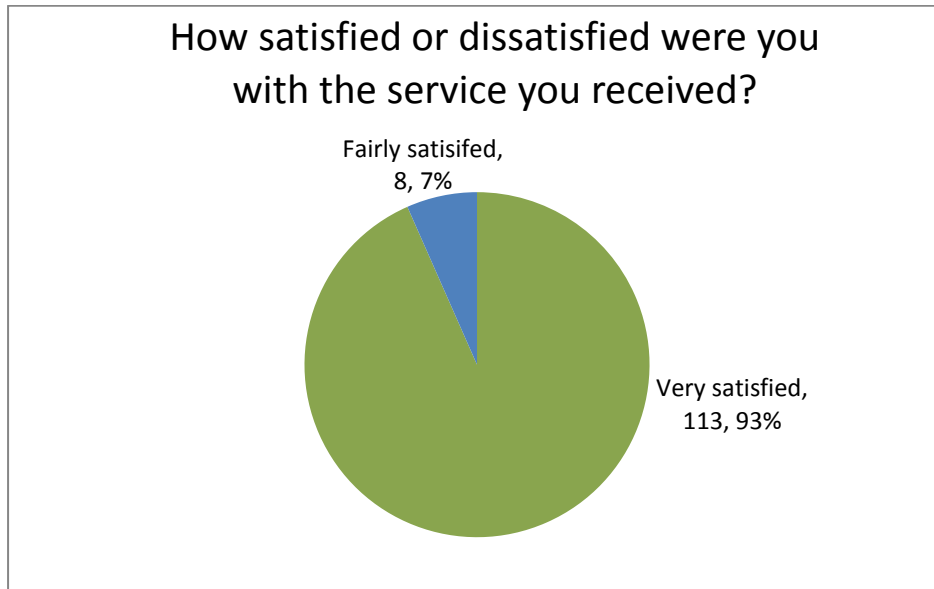
People who are receiving S&WV are considered vulnerable due to their age and other factors. Not all have serious health issues but the table below shows some of the common ailments affecting those visited.



5 Fire Safety Audit surveys (FSA)

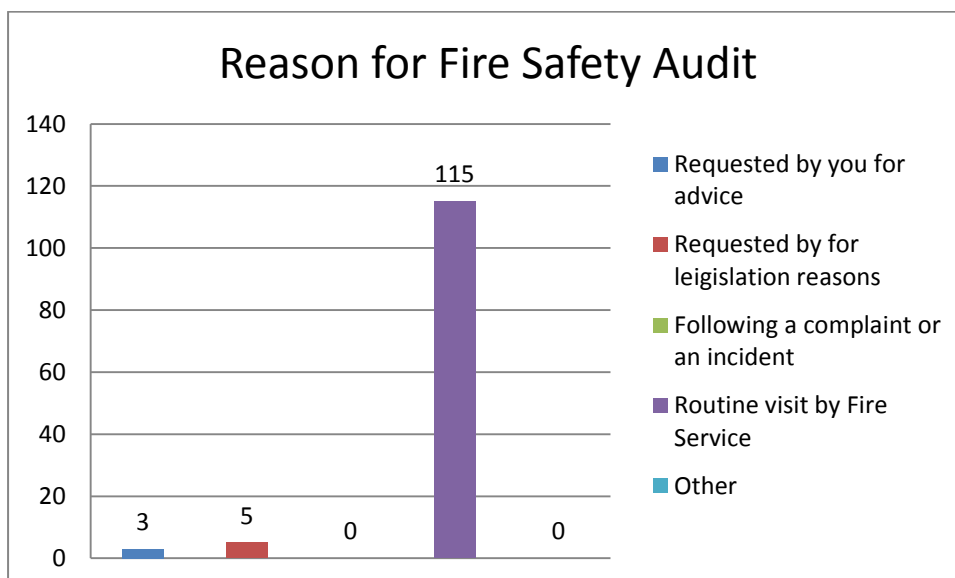
5.1 Of the 200 surveys sent out, 123 were returned, a response rate of 62%. These respondents did not answer every question.

5.2 Overall Satisfaction



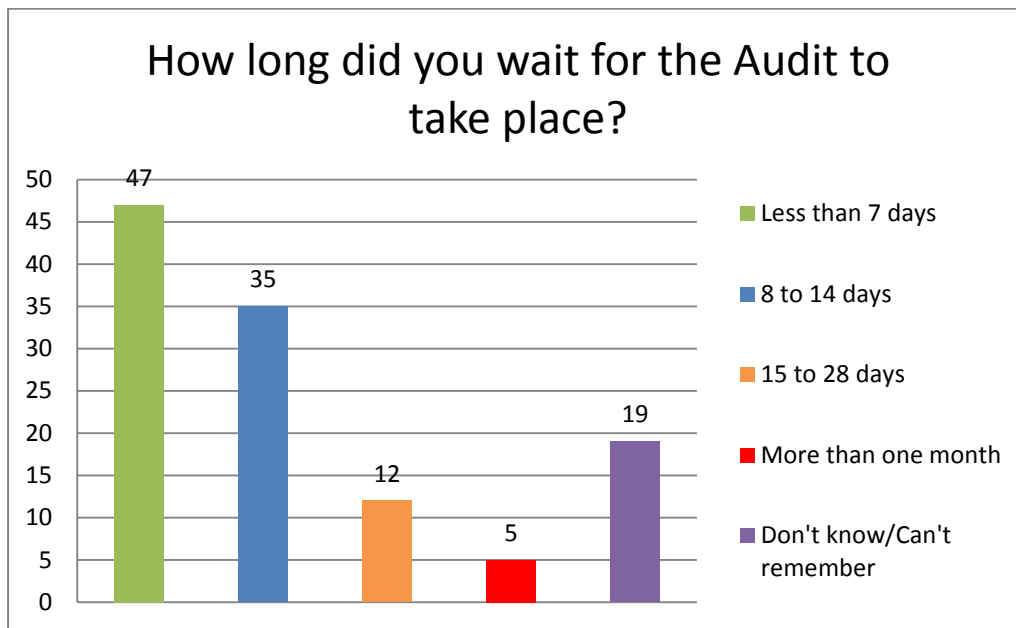
Of the 121 who gave an answer all were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

5.3 Reason for Audit



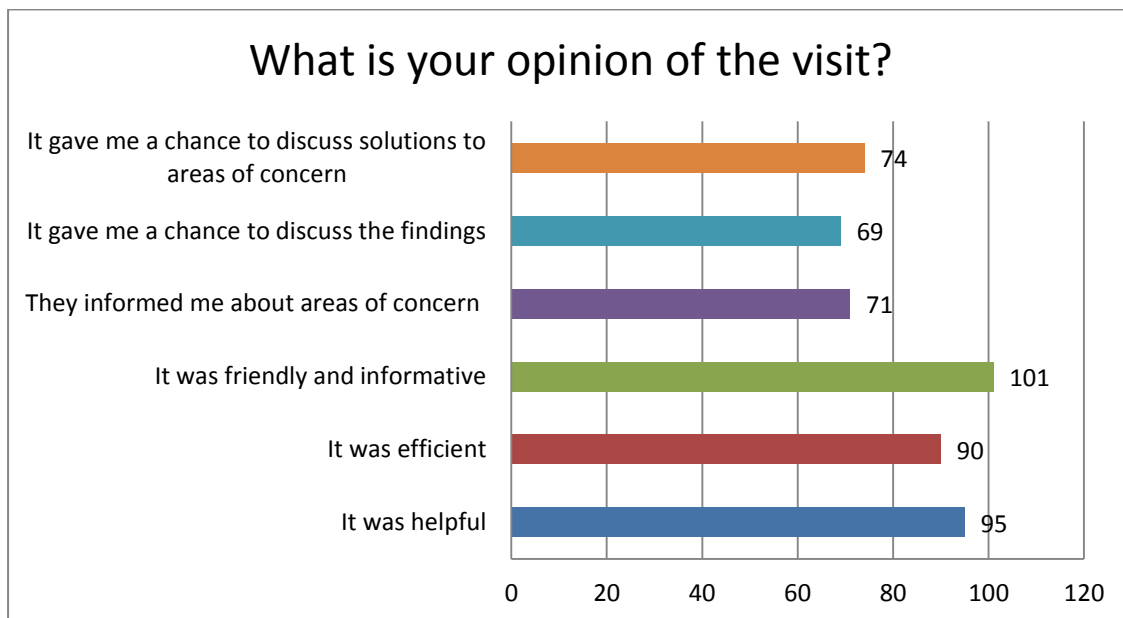
All respondents replied to this question on the survey and all FSAs were carried out as part of the routine inspection programme.

5.4 Length of wait



118 respondents replied to this question on the survey. 82 (69%) 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 16% could not remember how long they had waited.

5.5 FSA Outcomes



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 (29%) of those having an FSA were required to take action (35 of the 119 who replied to this question) with 93 receiving a written report, with which they were either very or fairly satisfied.

6 Matters arising from Surveys

6.1 The new S&WV survey has increased the “return rate” as they are completed at the end of the visit with the occupier. The responses for each question are, in general, in keeping with the postal surveys undertaken before and are as favourable, if not better, than previous surveys.

6.2 The number of incidents we attend has continued to drop and this is reflected in the number of responses, particularly non-domestic incidents, which continues to be low.

6.3 In general overall satisfaction with the Service remains extremely good.

7 Compliments

The Service is pleased to have received a number of compliments from members of the public. These are received by letter and email. In quarter 2 the Service received 13 compliments – two in July, none in August and eleven in September.

8 Complaints

In quarter 2 of 2017/18 the Service received two, both have now been resolved.

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

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
30 November 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:
 - All corporate risks have been update by the risk owner and there are no changes to progress made to the actions. Risk owners continue to review and monitor the progress made to all actions and this is continually reported to CMT on a monthly basis.

**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
30 November 2017
Item No. 14**

REPORT AUTHOR: ASSISTANT CHIEF FIRE OFFICER

**SUBJECT: REVIEW OF SERVICE DELIVERY POLICY AND
CHALLENGE GROUP EFFECTIVENESS 2017/18**

For further information on this Report contact: Karen Daniels
Service Assurance 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 effectiveness of the Service Delivery Policy and Challenge Group during 2017.

RECOMMENDATIONS:

That:

1. Members consider the effectiveness of the Service Delivery Policy and Challenge Group (SDPCG); and comment on whether:
 - i. SDPCG have been effective and discharged their responsibility in regard to their terms of reference (SDPCG Terms of Reference are attached as an Appendix);
 - ii. There are any areas of their terms of reference which have not been considered and should be addressed; and
 - iii. There is any Training and Development would assist them with the areas of the work of SDPCG.

2. The recorded Minutes of the meeting will be fed into the facilitated meeting to be held on 20 January 2018 to review the Fire Authority's Effectiveness in 2017/18.
-

1. Introduction

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.

2. 2017/18 Review of the Fire Authority Effectiveness

On 28 September 2017, the Audit and Standards Committee considered proposals for a review of the Fire Authority's effectiveness in 2017/18 and agreed that the Policy and Challenge Groups and Committees review their effectiveness by considering three overarching questions:

- i. Does the Group/Committee consider they have been effective and discharged their responsibility in regard to the Group's/Committee's terms of reference?
- ii. Considering the Group's/committee's terms of reference are there any areas that have not been considered and should be addressed?
- iii. Does the Group/Committee consider any Training and Development would assist them with the areas of work of Group/Committee?

The minutes will be fed into the facilitated meeting to be held on 18 January 2018 following the Budget Workshop to review the Fire Authority's effectiveness in 2017/18. Consideration would also be given at the Budget Workshop to Members' statutory responsibilities and the terms of reference to the full Authority

3. Review of Service Delivery Policy and Challenge Group Effectiveness

Service Delivery is one of three Policy and Challenge Groups established by the Fire Authority to focus on the following areas of Bedfordshire Fire and Rescue work:

- Emergency Response
- Prevention
- Protection

The Group has no delegated power to take decisions but its minutes are submitted to the FRA under a covering report from the Group's Chair with any recommendations.

Members are requested to review the terms of reference attached to confirm that they are content that the responsibilities for the Service Delivery Policy and Challenge Group have been discharged effectively or whether there are any areas which have not been met.

In relation to the Terms of Reference and span of responsibility, Members are asked to consider if there are any training or information items they would like added to the work programme for next year, either to the SDPCG or to the wider Member Development days.

3.1 Regularity of Meetings

The Service Delivery Policy and Challenge Group meets four times a year, meetings for the current year were:

- 10 March 2017;
- 15 June 2017;
- 14 September 2017; and
- 30 November 2017.

The meeting dates are agreed when the Calendar of Meetings for the following year is presented to the FRA at their December meeting.

Attendance against the meetings will be reported to the Audit and Standards Committee on 28 March 2018.

3.2 Support

The Group is supported by the Principal Officer with responsibility for Service Delivery.

Officers with responsibility of the areas of work overseen by the Service Delivery Policy and Challenge Group attend to present reports and respond to Members.

Officers who attended regularly during 2017 were:

- Deputy Chief Fire Officer;
- Head of Operations;
- Head of Operational Support;
- Head of Safety and Strategic Projects; and
- Head of Training and Development;

Other personal also attended to present reports and if the leads above were unavailable a Deputy has attended.

3.3 Review of Work Carried Out:

The Service Delivery Policy and Challenge Group reviews their Work Programme each meeting and the following items have been discussed:

- Review of Terms of Reference (first meeting of the year)
- Performance Monitoring and Report on Programmes (each meeting including updates on Replacement Mobilising System, Retained Duty System Improvement, Emergency Services Mobile Communications Programme Projects)
- Audit and Governance Action Monitoring Reports (each meeting)
- Corporate Risk Register (each meeting)

- Annual Service Delivery Performance Indicators and Targets for the next financial year
- Customer Satisfaction Report (each meeting)
- Operational Decision Making Procedures – Exception Report (each meeting)
- Community Risk Management Plan (CRMP)
- Attendance Standards – Update on Performance Figures
- Police and Ambulance Collaboration
- Review of the Fire Authority’s Effectiveness

IAN EVANS
ASSISTANT CHIEF FIRE OFFICER

SERVICE DELIVERY POLICY AND CHALLENGE GROUP

The Service Delivery Policy and Challenge Group has been established to ensure that the following areas of Service are functioning efficiently and effectively, challenging areas of under performance as required and approving any associated policy as necessary:

- Emergency Response
- Prevention
- Protection

Membership

The Group is to consist of those Members appointed by the Fire and Rescue Authority for the ensuing year or as determined by the Fire and Rescue Authority.

One elected Member will be nominated as Chair of the Group by the Fire and Rescue Authority at its annual meeting and another elected Member will be nominated as Vice Chair at the first Group meeting held after the annual meeting. The Group may co-opt onto its membership any person, such as representatives or members of groups, who may provide specialist information or skills in assisting the Group to reach its aims and objectives set out below.

Quorum

Business shall not be transacted at any meeting of the Service Delivery Policy and Challenge Group unless at least three Members are present and at least one Member from two constituent authorities.

Support

The Group will be supported by the individual Principal Officer with responsibility for Service Delivery, the Service Delivery Team and members of the Strategic Support Team.

Regularity of Meetings

The Group is to meet a minimum of four times a year. Other meetings can be called when deemed necessary by any member of the Group and following agreement with the Group Chair.

Reporting

The Group has no delegated power to take decisions but its minutes are submitted to the FRA under a covering report from the Group's Chair with any recommendations.

Terms of Reference

1. To consider and report as necessary on performance in respect of the Service Delivery Directorate functions and be involved in the setting and monitoring of Service targets.
2. To approve the Service Delivery Sections of the Fire and Rescue Authority's Community Risk Management Plan (CRMP) and associated annual action plans.
3. To consider and approve the Service Delivery Strategy and associated annual action plans.
4. To monitor the progress of the Service Delivery projects identified in the Community Risk Management Plan.
5. To commission and oversee reviews into specified areas of work within the Service Delivery Directorate.
6. To oversee the Community Risk Management Plan consultation processes, consider any responses, and make changes where appropriate.
7. To consider any external reports relating to the Service Delivery functions.
8. To Monitor progress of Blue Light Collaboration projects
9. To monitor the effective identification and management of corporate risks relating to Service Delivery functions.

Revised Terms of Reference agreed by the CFA on 7 September 2011

Updated for change of Authority name – December 2012

Quorum included – 25 June 2014

Reporting Statement included – FRA Meeting 21 July 2016

Revised Terms of Reference Item 8 added and item FiReControl project removed – FRA Meeting 19 July 2017

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
30 November 2017
Item No. 15**

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
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 	Verbal update	<p>Update on the establishment of the Strategic Road Safety partnership</p> <p>Demonstration of forced entry equipment</p>	<p>Added by SDPCG 14 Sept 2017</p> <p>Added by SDPCG 14 Sept 2017 Moved to March 2018</p>

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>	<p>Evaluation of Effecting Entry Pilot</p> <p>Demonstration of forced entry equipment</p>	<p>Added by SDPCG 14 Sept 2017</p> <p>Moved from Nov 2017</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		

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
TBC 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 • Work Programme 2018/19 	Verbal Update		

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