



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 MK41 7NR on Thursday, 15 June 2017** starting at **10.00 am**.

Karen Daniels
Service Assurance Manager

A G E N D A

Item	Subject	Lead	Purpose of Discussion
1.	Apologies		
2.	Election of Vice Chair 2017/18	Chair	
3.	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.
4.	Communications	Chair	
5.	Minutes	Chair	*To confirm the minutes of the meeting held on 23 March 2017 (Pages 1 - 8)
6.	Review Terms of Reference	Chair	*To consider Terms of Reference (Pages 9 - 12)

Item	Subject	Lead	Purpose of Discussion
7.	Service Delivery Performance Monitoring Report (Annual Review) and Programmes to Date	DCFO	* To consider a report (Pages 13 - 28)
8.	Audit and Governance Action Plan Monitoring Report	DCFO	*To consider a report (Pages 29 - 34)
9.	Customer Satisfaction Report	HCS	* To consider a report (Pages 35 - 42)
10.	Operational Decision Making Procedures - Exception Report	HOps	* To receive a verbal update
11.	Corporate Risk Register	HPSBS	* To consider a report (Pages 43 - 46)
12.	CRMP	HCS	(Pages 47 - 84)
13.	Work Programme 2017/18	Chair	* To consider a report (Pages 85 - 90)
	Next Meeting		10.00 am on 14 September 2017 at Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK41 7NR

DECLARATIONS OF INTEREST

From 1 July 2012 new regulations were introduced on Disclosable Pecuniary Interests (DPIs). The interests are set out in the Schedule to the Code of Conduct adopted by the Fire Authority on 28 June 2012. Members are statutorily required to notify the Monitoring Officer (MO) of any such interest which they, or a spouse or civil partner or a person they live with as such, have where they know of the interest.

A Member must make a verbal declaration of the existence and nature of any Disclosable Pecuniary Interest and any other interest as defined in paragraph 7 of the Fire Authority's Code of Conduct at any meeting of the Fire Authority, a Committee (or Sub-Committee) at which the Member is present and, in the case of a DPI, withdraw from participating in the meeting where an item of business which affects or relates to the subject matter of that interest is under consideration, at or before the consideration of the item of business or as soon as the interest becomes apparent.