



## BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

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Members of Service Delivery Policy and Challenge Group.

Bedford Borough Councillors: C Atkins and J Mingay

Central Bedfordshire Councillors: J Chatterley and D McVicar

Luton Borough Councillors: T Khan and D Franks

A meeting of **Service Delivery Policy and Challenge Group** will be held at **Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK42 7NR** on **Tuesday, 26 June 2018** 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.	Election of Vice Chair 2018/19	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 (see note below).
4.	Communications	Chair	
5.	Minutes	Chair	To confirm the minutes of the meeting held on 15 March 2018. (Pages 3 - 14)
6.	Review Terms of Reference	Chair	To consider Terms of Reference (Pages 15 - 18)

<b>Item</b>	<b>Subject</b>	<b>Lead</b>	<b>Purpose of Discussion</b>
7.	Service Delivery Performance Monitoring Report (Annual Review) and Programmes to Date	DCFO	To consider a report (Pages 19 - 42)
8.	Audit and Governance Action Plan Monitoring Report	DCFO	To consider a report (Pages 43 - 54)
9.	Customer Satisfaction Report	HRes	To consider a report (Pages 55 - 64)
10.	Operational Decision Making Procedures - Exception Report	HRes	To receive a verbal update
11.	Corporate Risk Register	OAM	To consider a report (Pages 65 - 68)
12.	Work Programme 2018/19	Chair	To consider a report (Pages 69 - 74)
	Next Meeting		10.00 am on 19 September 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.