

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
10 March 2016
Item No. 12**

REPORT AUTHOR: DEPUTY CHIEF FIRE OFFICER

SUBJECT: REVIEW OF WORK PROGRAMME 2015/16

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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 and report on the work programme for 2015/16 and to provide Members with an opportunity to request additional reports for the Service Delivery Policy and Challenge Group meetings for 2016/17.

RECOMMENDATION:

That Members review the work programme for 2015/16 and note the 'cyclical' Agenda Items for each meeting in 2016/17.

**GLEN RANGER
DEPUTY CHIEF FIRE OFFICER**

SERVICE DELIVERY POLICY AND CHALLENGE GROUP (SDPCG) PROGRAMME OF WORK 2015/16

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
18 June 2015	<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 (Q3) • Operational Decisions Made • Corporate Risk Register • Work Programme 2015/16 	Verbal Update	<ul style="list-style-type: none"> Review of Retained Duty System Managed Motorways 	<ul style="list-style-type: none"> Added SDPCG 10 March 2015 Requested at FRA 19 February 2015 and advised it would go to SDPCG on 13 March 2015
17 September 2015	<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 (Q4 2014/15 and Q1 2015/16) • Operational Decisions Made • Work Programme 2015/16 	<p>None</p> <p>Verbal Update</p>	<ul style="list-style-type: none"> Hydrants - maintenance and costs Fire Kills Campaign Annual Report 2013/14 to be submitted for information 	<ul style="list-style-type: none"> Added SDPCG 18 June 2015 Recommended by Audit and Standards Committee 25 June 2015

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
1 December 2015	<ul style="list-style-type: none"> • Appointment of Vice Chair • 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 2015/16 • Review of the Fire Authority's Effectiveness 	<p>Deferred to March 2016</p> <p>Verbal Update</p>	Opportunities to integrate with Amey/OSCAR car road safety programme	Added SDPCG 17 September 2015

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
10 March 2016	<ul style="list-style-type: none"> • SD Performance Monitoring Report Q3 and Programmes to date • Proposed Service Delivery Indicators and Targets 2016/17 • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Corporate Risk Register • Customer Satisfaction Report (Q2 and Q3) • Operational Decisions Made • Review of the Work Programme 2015/16 	Verbal Update	Complaints received in relation to driving and parking of Service Vehicles	Added by Audit and Standards Committee 10 Dec 2015

Recommended Future Items for Consideration for SDPCG and FRA

Notification of future Service Exercises which FRA Members could attend		Requested at meeting 18 September 2013
Visit to Service Control		Noted at meeting on 10 March 2015

SERVICE DELIVERY POLICY AND CHALLENGE GROUP (SDPCG) PROGRAMME OF WORK 2016/17

Meeting Date	'Cyclical' Agenda Items		Additional / Commissioned Agenda Items	
	Item	Notes	Item	Notes
16 June 2016	<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 2016/17 	Verbal Update		
15 September 2016	<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 (Q4 2015/16 and Q1 2016/17) • Operational Decisions Made • Work Programme 2016/17 	Verbal Update	Review of Retained Duty System	Added SDPCG 10 March 2015

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
1 December 2016	<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 2016/17 • Review of the Fire Authority's Effectiveness 	Verbal Update		
23 March 2017	<ul style="list-style-type: none"> • SD Performance Monitoring Report Q3 and Programmes to date • Proposed Service Delivery Indicators and Targets 2017/18 • Audit and Governance Action Plan Monitoring Report • New Internal Audits Completed to date • Corporate Risk Register • Customer Satisfaction Report (Q3) • Operational Decisions Made • Review of the Work Programme 2016/17 	Verbal Update		

