

Bedfordshire Fire and Rescue Service
Community Risk Management Plan
2017-2021



Bedfordshire
Fire and Rescue Service

Forward

Our Community Risk Management Plan (CRMP) lays out the actions and activities of Bedfordshire Fire and Rescue Service (BFRS) over the next four years to meet the challenges facing our community

Your local Fire and Rescue Service is acknowledged as a well governed and well led organisation that continues to provide high quality services to both the residents and visitors to the county as shown by our Peer Review, Customer Satisfaction surveys and Key Performance Indicators.

Built upon a strong supporting infrastructure the Service is able to deliver first class prevention, protection and response activities utilising our highly trained and well equipped personnel. For many years the Service has progressively tailored its services to the risks faced by communities at local, regional and national levels; it is now time to raise the bar higher than ever before.

Working with our partners, the opportunity to save more lives by utilising the culture, skills, training and equipment already intrinsic within the Service is a clear and present prospect. This CRMP marks the beginning of an organisational shift that will enhance our delivery of life saving services beyond anything previously provided.



Colleen Atkins

Councillor Colleen Atkins
*Chair, Bedfordshire Fire
and Rescue Authority*



Paul M Fuller

Paul M Fuller CBE QFSM MSc BSc MinstLM
Chief Fire Officer

Tackling key risks over the next four years



Local government in Bedfordshire is responsible for the provision of a fire and rescue service across the county and the Bedfordshire Fire and Rescue Authority (BFRA) is the public body responsible for ensuring local communities are protected by a high performing and effective fire and rescue service. The BFRA is accountable to local residents through the 12 elected councillors serving on it. These are appointed by Bedford Borough (3 Cllrs), Central Bedfordshire (5 Cllrs) and Luton Borough (4 Cllrs) Councils.

Each Fire and Rescue Authority must produce an integrated risk management plan that identifies and assesses all foreseeable fire and rescue related risks that could affect its community, including those of a cross-border, multi-authority and/or national nature. In addition, risks identified by the Local Resilience Forum and other appropriate local risk analyses are also taken into account.

We aim to promote safety in our communities, and work very closely with businesses, schools and communities to inform and educate people on how to be safe in their homes, places of work and when travelling within our county. Our Community Risk Management Plan also builds on the Service's commitment to promote inclusion and diversity in all we do, having due regard for our statutory obligations.

Collaborating with other emergency services



The government has made clear that it wants to see greater fire, police and ambulance collaboration, resilience and interoperability, as well as improved governance of the emergency services. With a view that joint working will strengthen emergency services,

government has legislated through the Policing and Crime Act 2017 the need for greater collaboration. This is being further stipulated and the need identified through a Fire and Rescue Service Reform agenda comprising three distinct pillars: efficiency and collaboration, accountability and transparency, and workforce reform.

The 2017/21 CRMP provides an overview of the work already undertaken by the Service to ensure that it is at the forefront of change and championing the reform agenda set by government. The following sections identify the successes achieved over recent years, and provide information on the Service's direction of travel, whilst maintaining the vision of providing an excellent Fire and Rescue Service to the communities of Bedfordshire.

Tackling key risks over the next four years cont

Collaborating with other emergency services cont.

We are increasing our partnership working with local organisations to improve prevention, response and protection of our communities. Collaboration with other Blue Light services is at the heart of this and BFRS now routinely undertakes a “Co- Responder” role in partnership with

East of England Ambulance Service, and works with Bedfordshire Police in searching for, and locating missing vulnerable people. This has a positive impact upon incident outcomes and therefore the lives of our residents.

Collaborating with the Police



Bedfordshire Fire and Rescue Service are collaborating closely with Bedfordshire Police on a number of joint initiatives to share resources, work together and purchase new equipment together.

In 2016 we took over from the Police in forcing entry to premises in medical emergencies (see below), and in 2017 will be supporting them in searches for missing persons. To assist in this we are currently working with the Police to jointly purchase a drone which will have multiple uses for firefighting, searching for missing people and other uses.

To assist the Police to maintain close links to our communities they will begin sharing space in a number of our Community Fire Stations during 2017, including Ampthill and Leighton Buzzard. This will enable officers to work closer to their communities and complete any necessary paperwork without having to return to their bases in Bedford or Luton. Our Community Safety Team will also be based alongside Police Community Support Officers (PCSOs) in Bedford and Luton to explore synergies in promoting public safety.

In early 2017 in support of the Police and Crime Commissioner’s own Police

and Crime Plan 2016 we are working on closer integration with Bedfordshire Police. Policing Hubs are being established at Community Fire Stations in Ampthill, Luton, Bedford and Leighton Buzzard to provide working bases for Police Officers and Police Community Support Officers, improving local response times and enabling more time for Police Officers to work in the communities they serve.

Tri-Service Collaboration between BFRS, Police and the Ambulance Service has already been achieved in Shefford, with Luton station being the next project in sharing premises on a Tri-Service basis.



Also in 2017, BFRS in collaboration with the Police we will begin using a drone (a remote controlled pilot-less micro-aircraft) which will be invaluable in managing fires and other incidents to reduce risk of serious injury and save lives, and will also greatly assist with vulnerable people searches.

Tackling key risks over the next four years cont

Co-responding with EEAST



We are currently working closely with the East of England Ambulance Service Trust (EEAST) in a

number of areas including co-responding to cardiac arrests, forcing entry to premises in medical emergencies, and co-locating paramedics on our community fire stations. We are now exploring using our Fire Bikes to assist with the emergency movement of blood supplies and other medical requirements.

Since we began mobilising to cardiac arrests in the Leighton Buzzard and Biggleswade areas in May 2016 we have attended 49 incidents and on four occasions our crews effectively saved that person's life.

Bedfordshire are fully committed to this work and have had positive feedback from our NHS colleagues and from our crews at Leighton Buzzard and Biggleswade, so would like to be in a position to roll out this co-responding at more of our stations.

Also since the summer we have been using our specialist skills and equipment to force entry to premises where paramedics need urgent access to assist someone in a medical emergency. In many cases we have enabled paramedics to get to patients whose condition may have

been much worse without our timely intervention.

We currently have paramedics based at our Luton and Shefford Community Fire Stations, and this could be extended to other locations if there is a need.

Finally we are examining whether our Fire Bikes could be used to transport urgently required blood, other medical supplies, or information around the county.

We are also investigating working in partnership with the National Health Service and local authorities to help them deal with the challenge they face within primary care and domestic social welfare, assisting them to support isolated and vulnerable people to live more safely within their homes and community. 2017 will see us exploring a number of initiatives to directly engage with and support people in high risk groups to promote home safety, health and social care priorities.

Another way to extend the use of Fire resources as a health asset is the potential use of our four specially adapted Fire Bikes to support our health partners by delivering blood and supporting the transplant service.

In the coming year we will explore commercial partnerships which could generate resources for investment in our delivery of our Community Risk Management Strategy.



Tackling key risks over the next four years cont

Below is the key collaborative and development work that Bedfordshire Fire and Rescue Service is currently undertaking. This is just a sample of some of the excellent work already under way by the Service.

<p>Efficiency & Collaboration</p> <p><i>Sharing Resources</i></p> <p>Sharing Operational Strategic Commanders with Cambridgeshire Fire and Rescue Service</p> <p>ICT Shared Service with Cambridgeshire Fire and Rescue Service</p> <p>Co-Responding with East of England Ambulance Service</p> <p>Forced Entry with East of England Ambulance Service & Bedfordshire Police Constabulary</p> <p>Undertaking vulnerable persons search with Bedfordshire Police</p> <p>Collocating East of England Ambulance Service and Bedfordshire Police at Fire Stations</p> <p>Joint mobilising resource arrangements and system with Essex County Fire and Rescue Service</p> <p><i>Procurement</i></p> <p>Part of the Fire Appliance and Personal Protective Equipment Consortium</p> <p>A partner in the Joint Insurance consortium (with other Fire and Rescue Services)</p>	<p>Accountability & Transparency</p> <p><i>Ensuring excellent standards of service</i></p> <p>Operational peer review completed in [date]</p> <p>Peer review process and trained peer assessors within Service</p> <p>Preparing for equality peer challenge in 2017/18</p> <p><i>Proud of our Performance</i></p> <p>Performance reports approved by members of Bedfordshire Fire Authority and published on the Service website</p> <p>Transparency data published and available on the Service website</p>	<p>Workforce Reform</p> <p><i>Developing Flexible Crewing</i></p> <p>24 hour shift system introduced in [date]</p> <p>Resilience contracts supporting business continuity</p> <p>Strategic reserve to support a flexible solution for maximum crewing</p> <p>Alternate Crewing</p> <p><i>Better use of Retained (on-call) firefighters</i></p> <p>Co-responding with East of England Ambulance on cardiac arrest calls</p> <p>Community Safety deliver crime prevention and safety advice through Safe & Well Visits and community engagement</p> <p>Special operations teams to deal with threats like terrorism</p> <p><i>Greater focus on equality, diversity and culture change</i></p> <p>Accredited Disability Confident Employer</p> <p>Professional Standards Training</p> <p>Introduced a Single Equality Scheme</p> <p>Positive Action Plan for increasing diversity</p> <p><i>Promoting excellent leadership</i></p> <p>Senior Managers participate and support the National Executive Leadership Programme</p> <p>Senior Managers participate within the Skills for Justice Level 4 Incident Command</p> <p>Supporters of the Cross Sector Leadership Programme.</p>
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Tackling key risks over the next four years cont

Upgrading Our Communications



The Fire, Police and Ambulance Services rely on communications between control rooms and their personnel to provide key information and ensure safety. Over the next few years,

the emergency services are planning to upgrade communication provision to take advantage of high-speed data and new technology. This complex project is being managed at a national level, but we will be required to invest resources in training staff and providing key equipment to enable the transition



Patterns of Risk

Changes in population, in our environment and in lifestyle, together with social and economic changes all have impacts upon the risks the people of Bedfordshire face every day. Below are some of the major changes currently underway and examples of how they impact on everyday risks.

Population: Between 2015 and 2020 the general population is expected to rise by 3% with the numbers aged over 65 expected to increase by 12%; the numbers aged over 85 by 18%; and the number of centenarians by 40%.

Between 2001 and 2015 the population of Bedford Borough increased by 12.41%, Central Bedfordshire by 17.28% and Luton Borough by 16.47% and is likely to continue to increase. Average life expectancy in Bedford Borough is 79.3 years for men and 83.1 years for women, in Luton Borough it is 78.1 years for men and 82.0 years for women and in Central Bedfordshire it is 81.5 years for men and 83.8 years for women.

In Bedfordshire the growth in the over 65 population is more pronounced than in many other areas of the country and is creating an ageing population. As the numbers in the under 24 age group fell during the past decade from 34.19% to 25.97% the proportion of the population over 65 increased to 15.37% in 2014.

As the population ages, so do the rates of those with dementia, in the over 65's 7.1% of whom have the condition (based on 2013 population data).

Older people are more likely to be involved in home fires and trips and falls as well as suffering from fuel poverty and loneliness, something our Safe and Well Visits are addressing.

Ethnicity: Bedford Borough is one of the most ethnically diverse places in the East of England, with up to 100 different ethnic groups living there. Between 2001 and 2011 the Black and Minority Ethnic (BME) community grew from 19.2% of the Borough's population to 28.5% (defined as all ethnic groups other than White British). In particular there is a large Asian (especially Indian) community with substantial Black Caribbean, Black African, Pakistani, and Bangladeshi populations.



In Bedford 88.9% of children speak English as a first language, with more than 60 other first languages spoken, the most common being Polish (2.5%), Punjabi (1.6%), Bengali (1.1%), and Italian (1.0%). Only 0.5% of the population of Bedford Borough cannot speak English at all.

Patterns of Risk cont



Recently **Luton** has experienced significant in-migration from Eastern Europe (particularly Poland), West Africa and elsewhere, joining the large Pakistani community already established there. In 2015 only 44.5% of residents were White British. Luton is also the most densely populated area in England.

In Luton only 79% spoke English as a first language, with 122 languages spoken and 11.3% of households having no-one speaking English as a first language with the most predominant languages being Urdu, Gujarati, Bengali and Polish.

In contrast **Central Bedfordshire** is less diverse than England as a whole with a greater proportion of people who are White British and low in-migration. In Central Bedfordshire 95% of pupils of compulsory school age spoke English as a first language.

Households: It is estimated that household numbers across Luton and Central Bedfordshire will increase by 53,300 between 2011 and 2031. In Bedford 16,270 additional urban dwellings have been planned between 2001 and 2021, with an additional 1,300 rural dwellings.

The Service is working to ensure that we have a diverse workforce as well as ensuring that any cautionary messages given out prior to cultural festivals is communicated effectively to all communities and translated where necessary

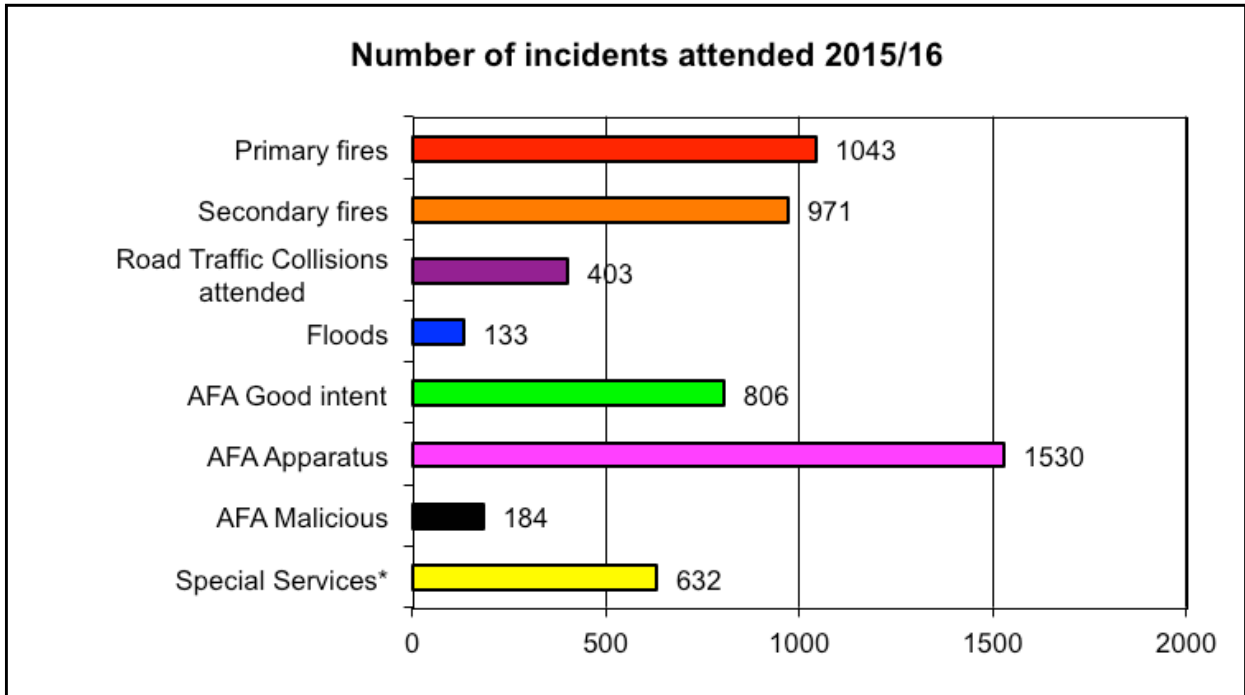
Across the county a large proportion of properties are rented, in Bedford Borough 18% are socially rented and 17% privately rented, in Luton 18.7% are socially rented and 23% privately rented while in Central Bedfordshire 13% are socially rented and 13% privately rented.



Residents of rented properties are more likely to suffer from kitchen fires, something our Prevention Team are addressing through social media campaigns and interventions in local communities.

Responding to Incidents

Bedfordshire Fire and Rescue deal with approximately 6,000 incidents each year and during 2016/17 Fire Control received 10,792 calls. The type of incidents we are called to is shown below:



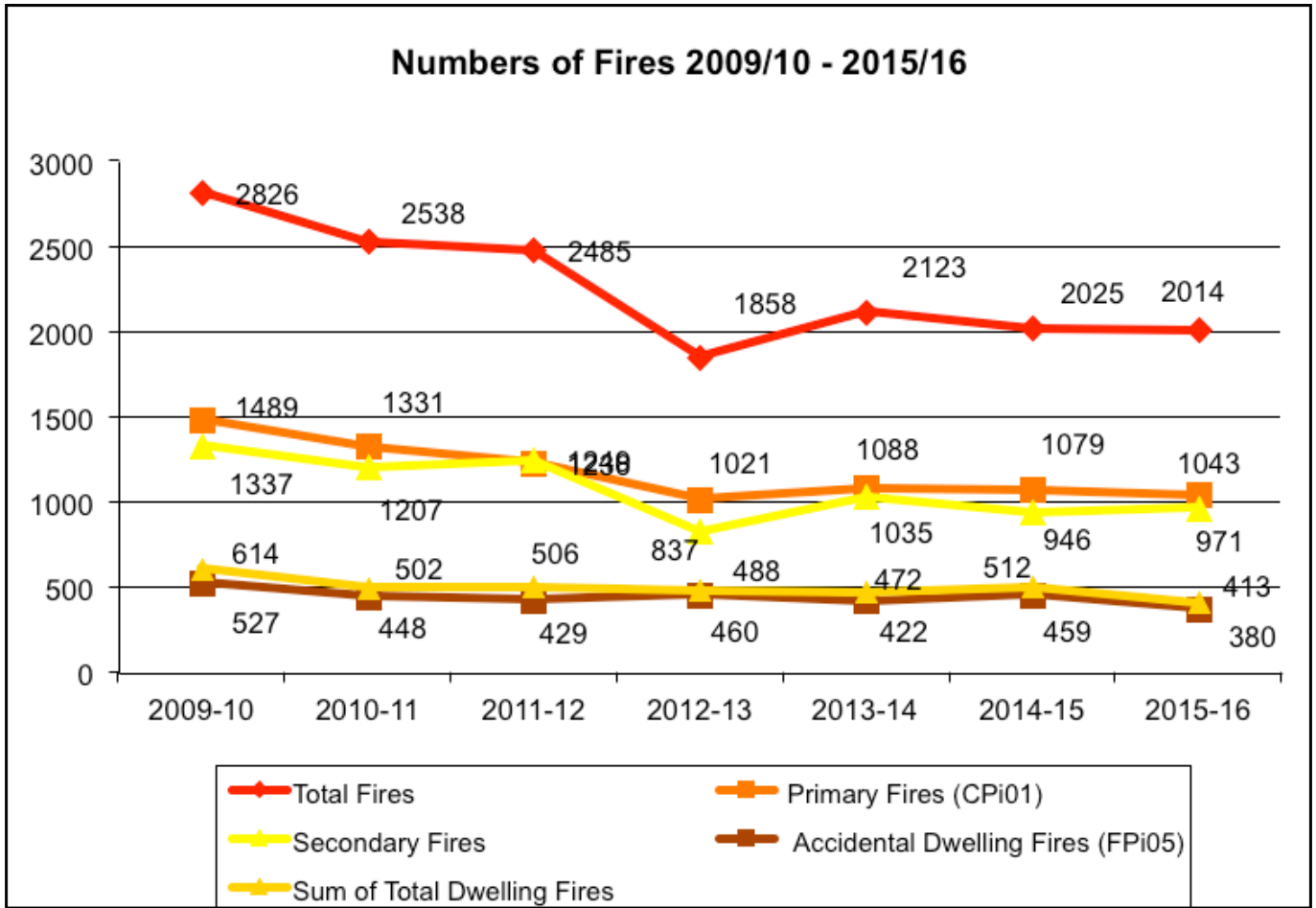
Primary fires are serious fires affecting buildings, caravans or trailers, vehicles and other methods of transport, those involving casualties or rescues, or attended by five or more appliances.

Secondary fires are less serious fires confined to outdoor locations such as in fields, grassland or heathland, or that involve rubbish, derelict buildings or vehicles and which do not involve casualties or rescues and are not attended by five or more appliances.

AFA = Automatic Fire Alarm

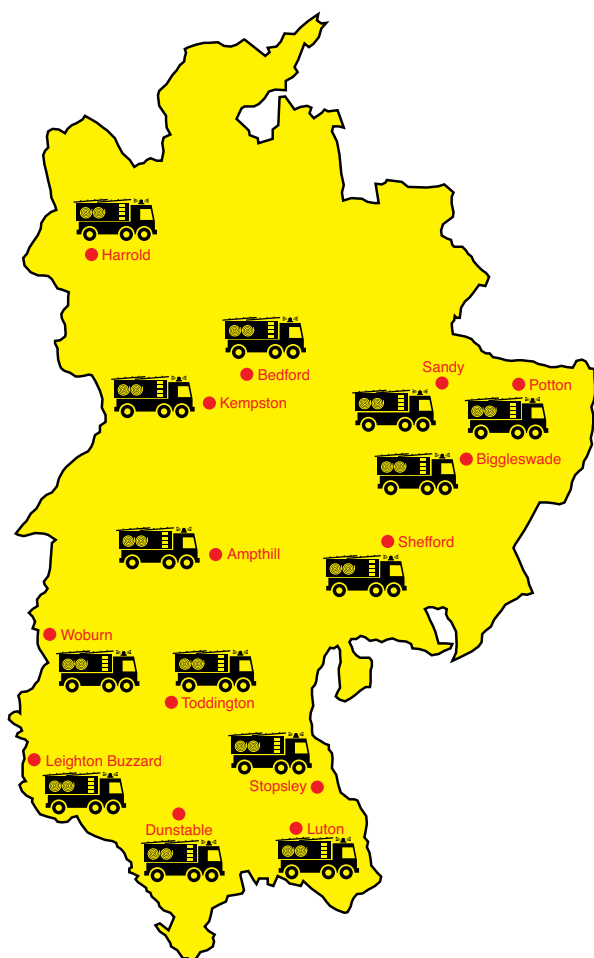


Responding to Incidents cont



To ensure we provide a swift and effective response to these incidents we have 280 full-time Firefighters and 142 on-call Firefighters based at 14 Community Fire Stations around the county (see map pg 12 – awaiting more detail on location of appliances). Supported by 143 support staff

Responding to Incidents cont



What We Provide

Full-time Firefighters & Officers	280
On-call (Retained) Firefighters*	142
Control Room Staff	25
Support Staff**	143
Fire Stations	14
Fire engines	28
Specialist vehicles	16
Support vehicles	66
Aerial Platforms	2

* includes 29 who also work as full time Firefighters;

** includes 1 who also has on on-call contract.



Responding to Incidents cont

Maintaining Operational Crewing



We have invested in a new availability management system to provide more effective management of our on-call (retained) firefighters. This gives on-call firefighters a fast, mobile and effective way to book on and off call. The system provides real time and forecast information on appliance availability taking account of required crew skills.

As we experience increasing challenges in recruiting sufficient on-call firefighters we are exploring ways to improve our recruitment and retention of on-call

firefighters and maximise the availability of our on-call fire engines. We are exploring how we can make more flexible use of our on-call firefighters to support operational crewing across the county.

We have reviewed our full time firefighter crewing arrangements and introduced more flexible crewing arrangements which make the best use of the staff available to us, whilst maintaining our ability to respond with specialist appliances when required.

We have entered into an agreement with Cambridgeshire Fire & Rescue Service (CFRS) for sharing our strategic operational commanders. The new arrangements will enable either service to draw upon senior operational commanders from the other service in the event of large scale incidents. We are now actively exploring other areas where this approach may be beneficial, such as sharing specialist fire investigators and hazardous materials advisors.

Memorandum of Understanding with London Luton Airport



We have recently agreed an operational Memorandum of Understanding with London Luton Airport

(LLA) which sets out our agreed shared responsibilities for dealing with any aircraft related emergencies which may occur on or off the airport site. We work closely with LLA, including undertaking regular training exercises with the LLA firefighters and collaborating on compartment fire training

provision. We are actively exploring other areas where collaboration may be mutually beneficial.



Responding to Incidents cont

Up-to-Date Fire Appliances



Over the past year BFRS has purchased seven new fire appliances, with a further 10 expected to be completed by winter 2017/18, these have been purchased through a joint consortium with other FRSs.

Our Specialist Rescue Unit (SRU) is a multi-function response unit that deals with Road Traffic Accidents and has a greater capability to deal with Heavy vehicles such as LGV's that have been involved in an accident. The vehicle has a multitude of rescue capabilities in dealing with various and complex rescues. The SRU also has capabilities to deal with animal rescue, unstable ground rescues, water incidents and others.

These new appliances enable the service to have the highest technological advancements in driver safety such as Electronic Stability Programmes, Lane

Departure Warning and Active Braking Systems.

BFRS has also replaced our Water Response Unit with a 4x4 fully capable towing unit, for use as a national asset or for mutual assistance use in the region, to increase our resilience when dealing with large area flooding.

The Service is involved in the South Eastern Region Personal Protective Equipment (PPE) procurement consortium which has over 20 Fire and Rescue Service members. This will enable a joint tender for BFRS ready for our PPE replacement in 2018.

In collaboration with Essex County Fire and Rescue Service, BFRS has launched a new mobilising system. The new state of the art system provides a greater degree of resource management to ensure our firefighters and appliances continue to be dispatched to incidents as quickly and efficiently as possible.



Responding to Incidents cont

Our Mobilising Standards

Despite our significant efforts in delivering prevention and protection services to our communities, inevitably emergency incidents still occur. When they do, Bedfordshire Fire and Rescue Service responds quickly to undertake life-saving interventions.

This CRMP sets out the key response standards for how quickly we aim to arrive at incidents, and matches this against recent achievements for responding when needed. Our performance for 2015/16 is set out below:



We will:	Our Standard	Our Performance		
		2016/17*	2015/16	2014/15
* answer emergency calls within 7 seconds or less;	90%	95%	97%	95%
* provide an initial response of two fire appliances with crews of 5 and 4 (total 9) for fires threatening life, structures or the environment;	75%	74%	75%	75%
* ensure this arrives within 5 to 10 minutes;	80%	74%	75%	75%
* attend all Road Traffic Collisions we are called to within 13 minutes.	80%	85%	87%	94%
* provide an initial response of a fire appliance with a crew of five and this response will arrive within 20 minutes for incidents that are not potentially life threatening, such as lock-ins, lock-outs and animal rescues.	96%	99%	98%	98%

BFRS response standards

Dealing with Risks

Everyone in our community is susceptible to risks from fire and other emergencies, however, our research data and other supporting evidence reveals that some people in our communities are more vulnerable to risk than others.

Fires in the home and road traffic collisions are the highest risks facing people in Bedfordshire and certain sections in our community are more at risk of these; we focus our prevention work upon these groups.

Fires in the home:



Those most at risk from these are:

- The elderly, particularly those living alone.
- Those with chronic health problems such as Dementia or restricted mobility, learning difficulties or disabilities such as hearing or sight impairment.
- Those living in areas of deprivation, particularly young single parent families.
- Those living in low-cost housing, in particular those living in multiple occupation – in flats or rooms in larger buildings – or an inability to communicate effectively in English.
- Those on lower incomes.

To address these risks our Community Safety team use both past incident data and social profiles to create a data driven,

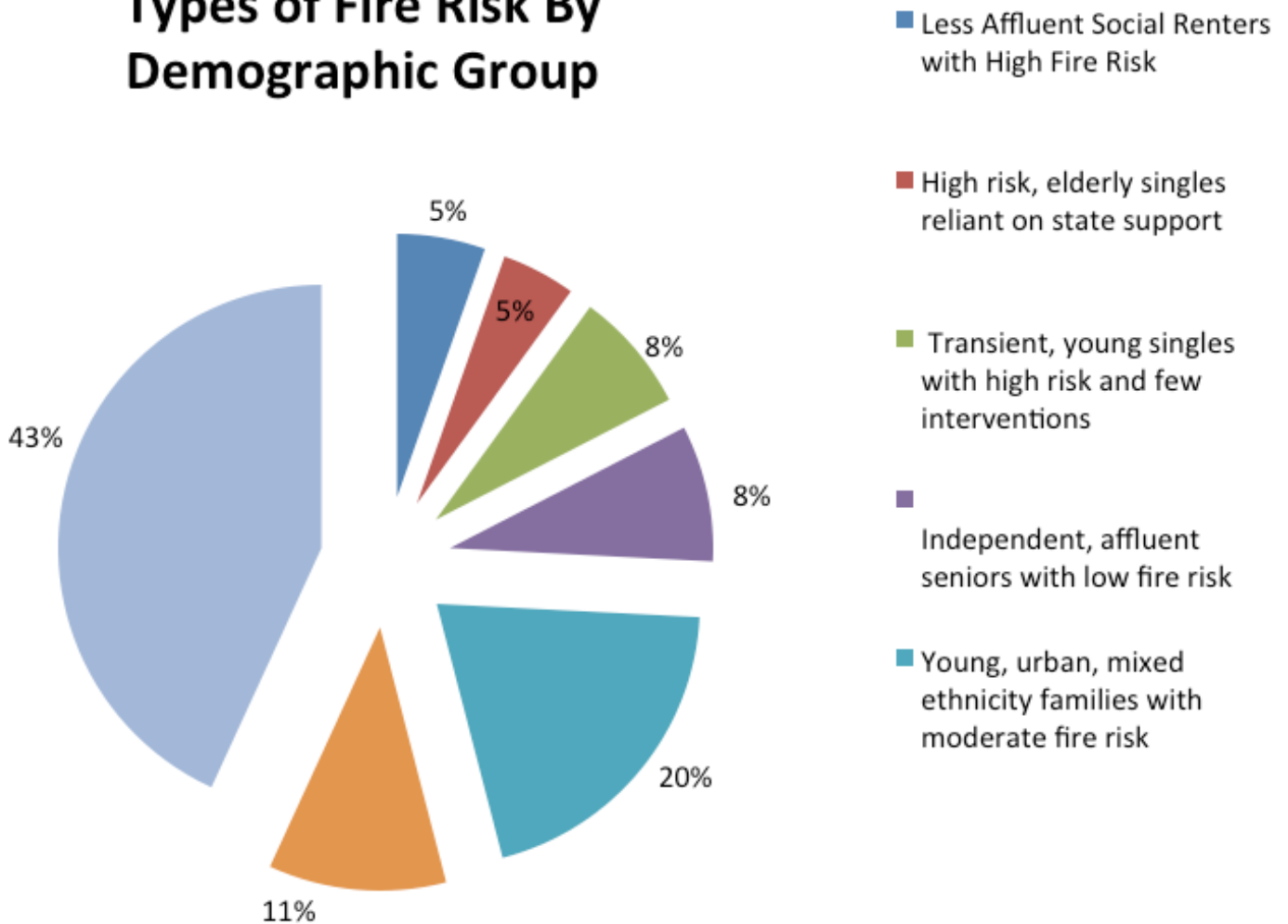
intelligence led and outcome focussed approach to risk reduction, predominantly addressed through public educational, safety campaigns and Safe and Well Visits generated through referrals to specific “at risk” households.



Using data gathered from five years of incidents and working with Experian we have created profiles of the three groups most at risk of fires in the home. To these we can add a fourth based upon the number of incidents that have occurred in particular properties. We address these groups by working in partnership to identify those individuals most at risk or vulnerable and providing safe and well visits, and through public awareness campaigns using a variety of communication channels, talks and events such as station open days.



Types of Fire Risk By Demographic Group



Dealing with Risks cont

Less Affluent Social Renters with High Fire Risk

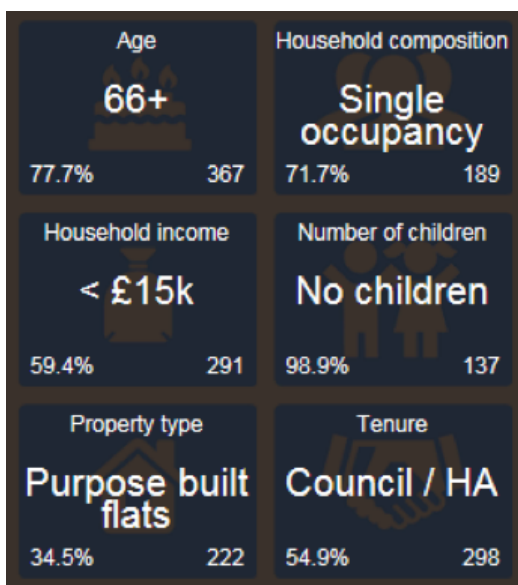


High risk of accidental dwelling fires caused by smoking, naked flame, combustible material or cooking

- 5% of households in Bedfordshire;
- low incomes, typically less than £15,000 per annum;
- likely to rent from the local authority or housing association;
- low levels of car and motorcycle ownership;
- frequent social media users;
- **we are expanding our use of social media to reach this group.**



High risk, elderly singles reliant on state support



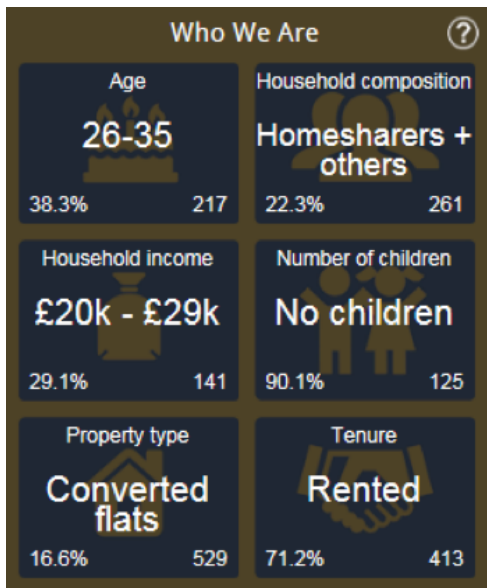
High risk of accidental dwelling fires classified as either cooking or electrical.

- 5% of households in Bedfordshire;
- low incomes typically less than £15,000 per annum;
- likely to rent from the local authority or housing association;
- low levels of car and motorcycle ownership;
- most likely household group to suffer from arthritis, have their Health Status classified as Bad or Very Bad;
- more likely than average to consume alcohol once or more a day;
- **main target audience for Safe & Well Visits (see next section).**



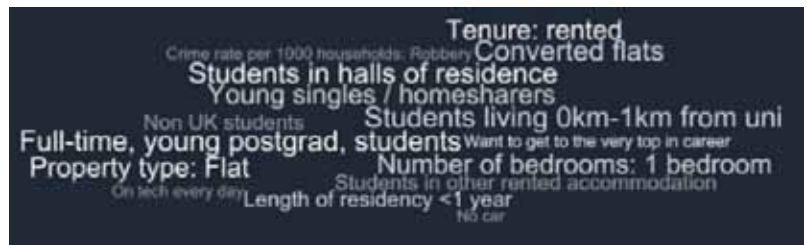
Dealing with Risks cont

Transient, young singles with high risk and few interventions

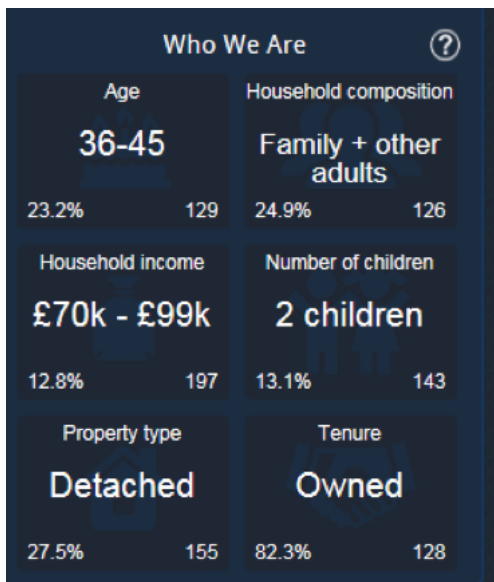


High risk of accidental dwelling fires classified as caused by either cooking, smoking related, naked flame or combustible material.

- 7% of households in Bedfordshire;
- typically rent in the private sector with many living in house or flat shares;
- low levels of car and motorcycle ownership;
- highest users of the internet and social media;
- **we will use social media to deliver key messages to this group.**

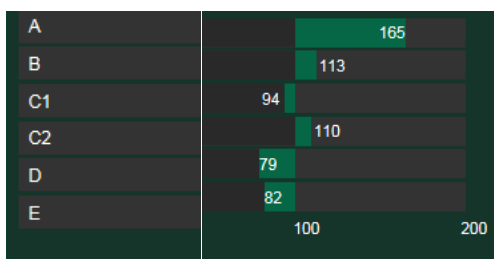


Rural families and couples with moderate risk



High risk of having a chimney fire with an above average risk of this type of fire and a moderate risk of accidental dwelling fires.

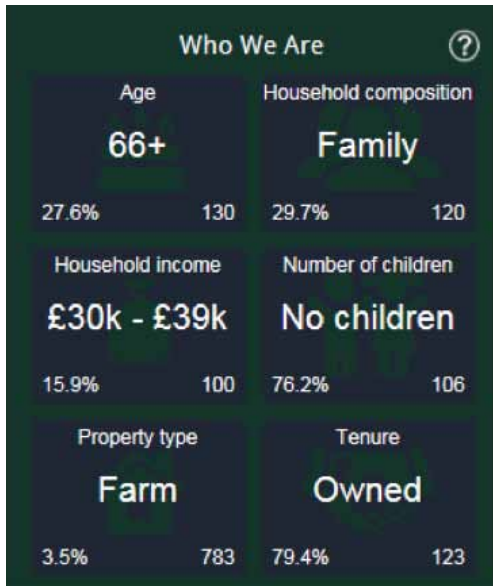
- 11% of households in Bedfordshire;
- Affluent;
- above average ownership levels of cars and motorcycles and complete high levels of annual mileage with these vehicles;
- **we will target this group with campaigns linked to Chimney Fire Safety week and road safety campaigns delivered in conjunction with our partners through the Bedfordshire and Luton Casualty Reduction Partnership.**



Dealing with Risks cont

The following three groups have much lower risks of fire or road traffic collisions.

Affluent families in suburban locations with very low risk



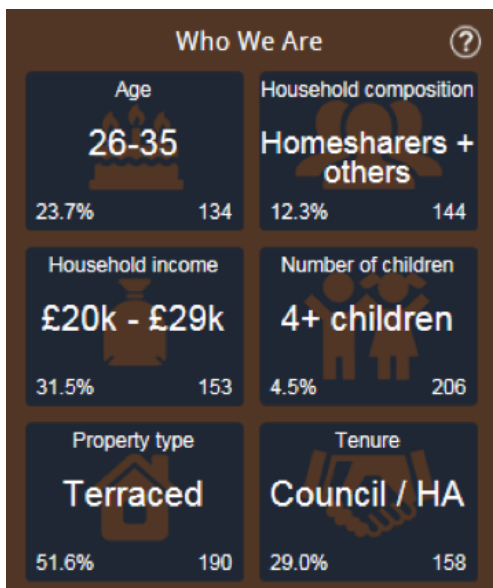
Above average risk of accidental electrical fire.

- 43% of households in Bedfordshire;
- low risk of accidental dwelling fires;
- above average ownership levels of cars and motorcycles and complete high levels of annual mileage with these vehicles;
- **we will target this group with campaigns linked to Electrical Safety Week and road safety campaigns delivered in conjunction with our partners through the Bedfordshire and Luton Casualty Reduction Partnership.**

Council tax band H & J
 4 bedrooms, Mature family with children <18
 Affluence band 96-100%, Affluence band 96-100%
 Residential property value £1m+
 Have personal insurance Outstanding mortgage £150k-£249k
 Household income £100k - £149k, Detached National Social Grade A
 Mortgage Short breaks abroad last year
 Watnosa

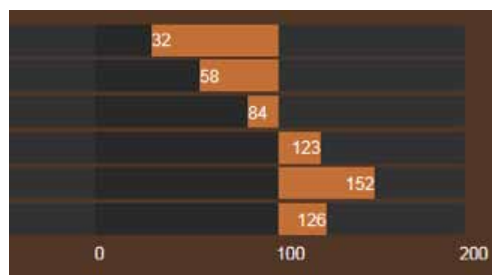


Young, urban, mixed ethnicity families with moderate fire risk



A higher risk of fires classified as Smoking related or Naked Flame/Combustible Material.

- 20% of households in the county;
- moderate risk of an accidental dwelling fires;
- **they are targeted through local and national safe smoking campaigns.**



Dealing with Risks cont

Independent, affluent seniors with low fire risk



- 8% of households in Bedfordshire;
- very low likelihood of experiencing an accidental dwelling fire;
- while the level of car ownership amongst this group is above average their annual mileage will be low;
- their risks are covered by our general safety campaigns.



Dealing with Risks cont

Road traffic collisions:

At most risk of a road traffic collision are:

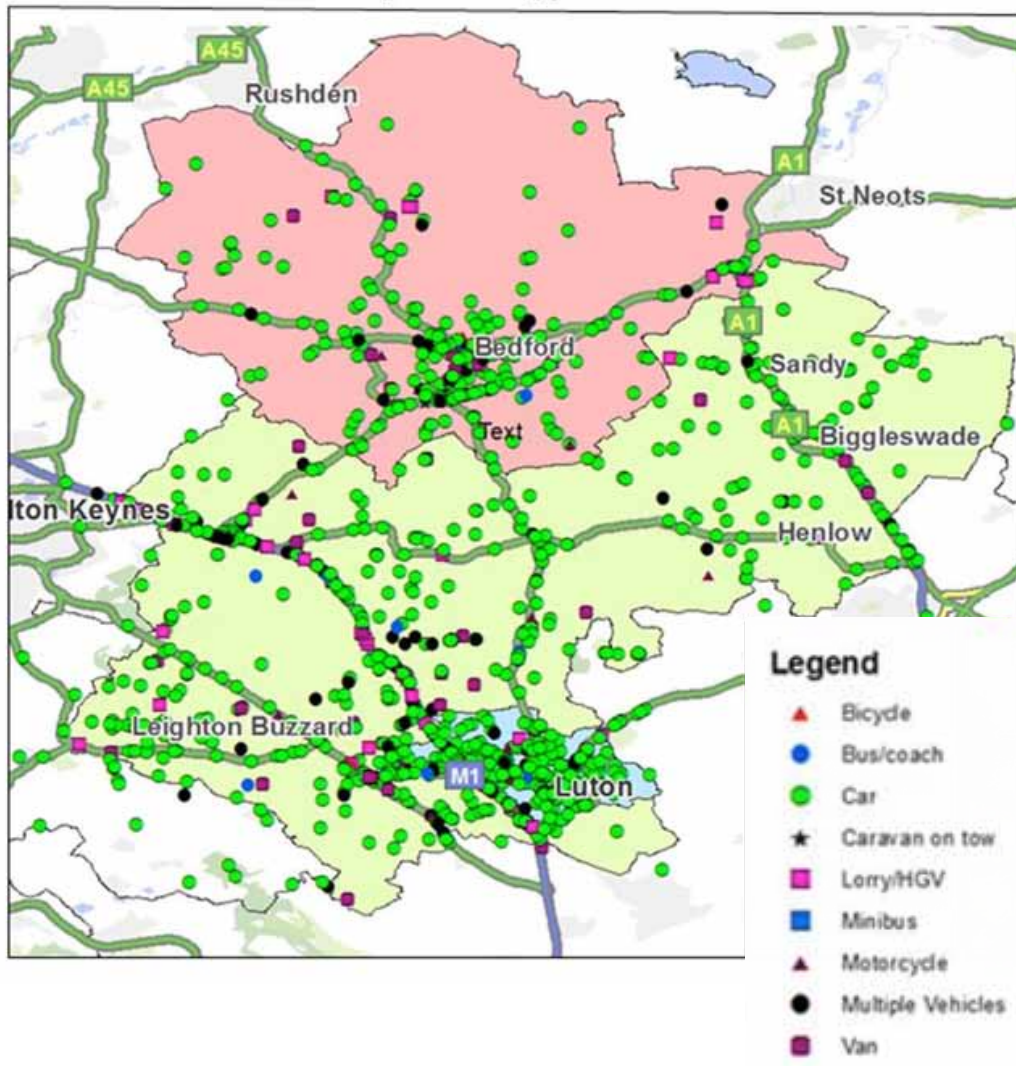
- Young and inexperienced drivers;
- Motorcyclists.

We address these risks by working with partners in the community to work with young people to raise their awareness of the risks to new drivers, and by organising a range of specialist training for motorcyclists, such as our “Biker Down” courses, to give them skills to improve their road safety.

We work collaboratively with Bedfordshire Police, Local Authorities

and the Bedfordshire Casualty Reduction Partnership to deliver targeted road safety events linked to the national calendar of safety campaigns, and to meet locally identified needs where incidents or data demonstrate increased risk of incidents or at risk groups. Our six dedicated road traffic collision reduction advisors attend a variety of events and undertake various initiatives, particularly with schools and colleges, to raise awareness of safe driving, using material produced by The Honest Truth, BRAKE and other national road safety organisations.

Road Traffic Collisions by vehicle type 2013 to 2016



Dealing with Risks cont

Road traffic collisions cont.



We deliver road safety messages to Year 5 students in schools on the following topics:

- What is road safety for pedestrians, cyclists, cars, lorries, buses;
- How do you practice good road safety – including the green cross code, wearing bright/reflective clothing, cycle helmets, lights on bikes, travelling safely in cars, care around large vehicles; and,
- How to stay safe when travelling in a car.

We have four specialist 'Firebikes' that improve engagement and education with motorcyclists; they are used as part of our free "Biker Down" courses held throughout the year to give motorcyclists and other road users the skills they need to help bikers who may have been involved in an accident or road traffic collision.



In addition we deliver "6th Form Safe" addressing road safety directly with young drivers and motorcycle riders aged 16-18.



Reducing Community Risks

Safe and Well Visits

These are enhanced Home Fire Safety Checks that cover a range of additional areas addressing personal safety and wellbeing. We engage with partners annually to ensure Safe and Well visits continue to meet the needs of the local community and our partner organisations.

At present Safe and Well Visits cover the areas of:

- home fire safety;
- crime prevention;
- smoking;
- alcohol; and,
- falls in the Home.

Supporting Local Business



There are more than 17,000 business premises operating in Bedfordshire and our aim is to ensure local businesses and public buildings are as safe as possible for staff, customers,

visitors and students to work, shop, enjoy and learn. We grade these properties in terms of their risk from very high to very low. 98% of our extensive business education programme goes into advising businesses and public organisations how they can be as safe as possible based on this risk assessment, and our previous fire safety inspections and enforcement action.

Generally high risks premises are those that present either a 'sleeping risk', that is places where people spend the night, such as hotels, hostels, residential care homes and houses of multiple occupation (HMOs), or those businesses that involve certain high risk manufacturing processes.

We conduct more than 4,000 Fire Safety Audits and consultations each year to

help businesses prevent fires, continue to trade and contribute to national wealth and sustainable employment. We also gather risk information to inform our firefighters about potential dangers from both the processes carried out at particular business premises, any chemicals or other items involved, and any risks inherent in the building itself that might present themselves if an incident occurs there.

Working with Luton Borough Council as part of the Rogue Landlord Scheme, we have had a number of successes in locating and shutting down illegal and dangerous private rented properties to ensure those renting can live in lawful and safe properties. This work will continue in 2017.

We work closely with the business community to ensure that premises are safe for public and staff to use. An important conduit in achieving this is widespread communication, especially when identified trends or themes need highlighting. On these occasions we rely on good working relationships with organisations such as The Chamber of Commerce, Federation of Small Businesses and the National Asian Business Association, to assist promulgating our safety messages to their diverse membership.

Reducing Community Risks cont

Dealing with Automatic Fire Alarms (AFAs)

Reducing the number of false calls generated by AFAs we attend by over 400 will enable Firefighters to be ready to respond to real emergencies and better utilise our increasingly limited resources.

From April 2017 Bedfordshire Fire and Rescue Service changed its policy on responding to automatic fire alarms (AFAs) as 98% of these are false alarms, in many cases causing repeat false alarms at the same premises.

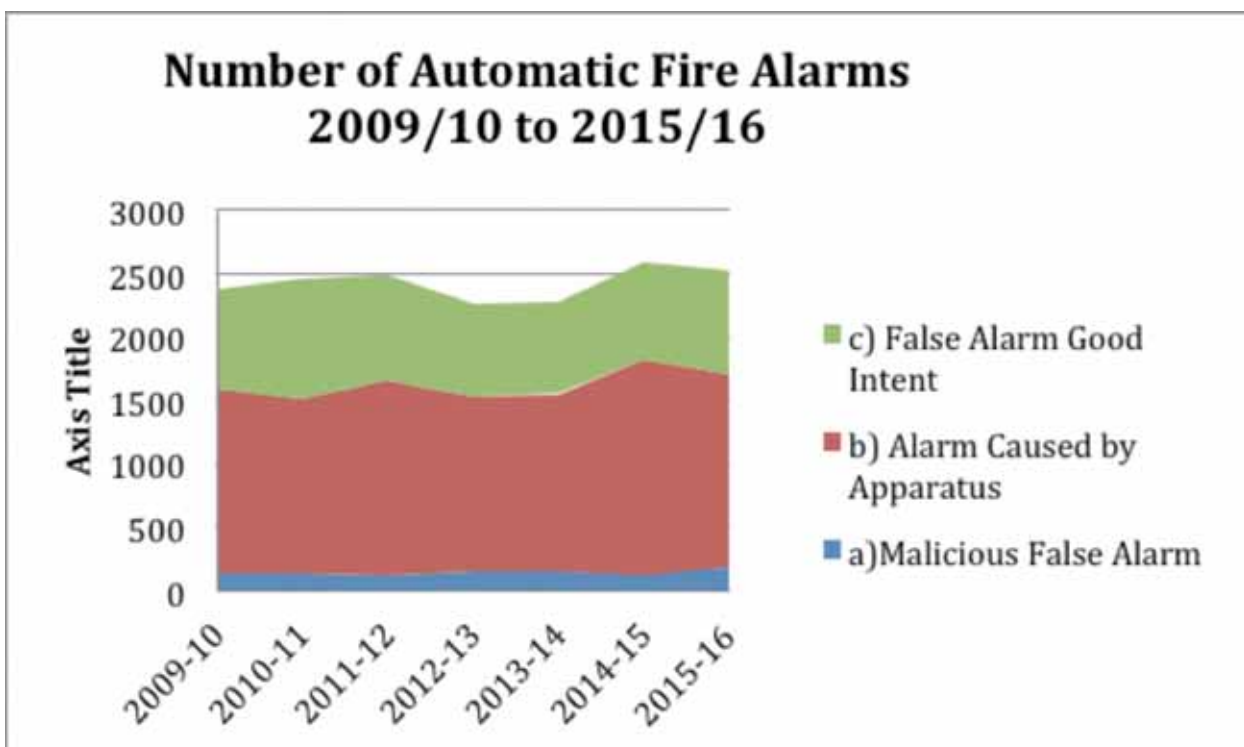
Under our proposed policy we continue to respond to all AFAs out of normal office hours but during office hours respond only to AFAs from occupied premises if verified as a real emergency by a call from that location, a call from a passer-by or from another emergency service.

This means that during office hours we will not attend AFA's from the premises listed below unless we receive confirmation from the affected location that there is an incident such as a fire at these premises:

- offices;
- shops;
- factories;
- schools;
- local authority buildings.

The new policy does not affect AFAs from domestic dwellings (e.g. houses, flats etc.) or premises where people sleep (such as residential care homes, hospitals, hotels or boarding schools), and heritage sites (such as listed buildings).

Attending AFAs only after a confirmation call will cut our mobilising to false alarms by up to 38%. False alarms mean that our Firefighters are not available to respond to real fires, and has financial consequences such as the cost of sending fire appliances needlessly, and the cost and inconvenience of taking on-call Firefighters from their jobs or homes for no purpose.



Reducing Community Risks cont

Tackling Arson



The Service has dedicated Arson Reduction Officers (ARO's) and intends in 2017 to collaborate more with Police Safer Neighbourhood Teams to work together in identifying and resolving arson trends. These Officers will work closely with Fire Investigators to follow up incidents involving deliberate fires, and link with Police colleagues to address and reduce arson.

We will continue to use effective initiatives, such as Environmental Action Days, and increase our partnership working activity in order to maintain the momentum that we have built in reducing the incidence of deliberate fires.

Arson Reduction Officers also visit and assess potential high risk premises, such as those with reports of hoarding, following referrals by partner agencies to alleviate hoarding and to share operational risk information to manage public and firefighter safety.

Our Arson Reduction Strategy aims to reduce arson by implementing interventions in three key areas:

Environmental Interventions: These are multi agency initiatives involving teams of people from the Fire and Rescue Service

and other partners to visit designated areas to identify, process, and where necessary remove the opportunities and targets for arsonists such as fly-tipped combustible waste and abandoned vehicles. Also to identify potential targets where improved security could deter arsonists, such as derelict or unused buildings, insecure outbuildings etc.

Investigation-based Interventions:

The AROs conduct analysis of Fire and Rescue Service data to identify 'hot spots', patterns, series and trends in respect of arson offences and share this information with relevant partners to ensure a joint approach is taken in dealing with arsons; the sharing of data often reveals that the arsons are part of a wider pattern of anti-social behaviour.

Educational Interventions: Our

Firefighters ensure that every Year 2 pupil across the county receives an educational input on the dangers of fire. Our support staff and partner agencies deliver 'Safety Squad' educational inputs to Year 5 and 6 pupils in Luton which includes a session on the dangers of fire and the crime of arson.

Our support staff and partner agencies deliver the 'Prison Me? No Way!' programme to Year 9 pupils in schools in Bedfordshire to raise awareness among young people about the causes, consequences and penalties of crime, including arson.

BFRS provides tailored Safety Awareness and Fire Education interventions for young fire setters to make them aware of the dangers and consequences of deliberate fire setting.

Reducing Community Risks cont

Our Home Safety Centre

Since 2000 we have operated a Home Safety Centre in Luton made up of a mock-up of a typical home and containing common hazards attached to two training rooms. The primary focus of the Home Safety Centre is to inform the general public and local partners about some of the most common hazards often found in the average home. As trends change and other hazards are introduced or advice changes the Home Safety Centre is adapted to keep the information current and relevant to those visiting.



Typically the Home Safety Centre is used by people living with dementia and their carers, foster carers, college students – some with additional needs, uniformed children's groups, parents expecting their first child, specific groups within the community where English is not their first language, members of local re-enablement teams, and children who are being home educated and their families.

Previously Bedfordshire Police have used the facility to train new Police recruits along with Luton Borough Council's dog warden team.

In 2015 the Home Safety Centre was turned into a replica hoarders home for a period of 5 days to educate both

professional care workers and the public on the fire and other associated risks that somebody with hoarding tendencies has to face. Professionals were given the opportunity to network and share good practice, also people with hoarding tendencies could feel and experience being in this type of home environment without it being their own home.

The two training rooms are often used by external/partner organisations for their own use - for a small fee.

Moving forward the Home Safety Centre will continue to build on previous successes, to increase footfall through the door and embark on projects that are relevant to the ever evolving change in times.



Working with Young People

Our Fire Cadets



The Service has four Cadet Units based at Kempston, Leighton Buzzard, Luton and Sandy Community Fire Stations. These are focused on teaching practical skills to young people and developing positive behaviours to create role models in society. Cadet units also take part in the Duke of Edinburgh Award scheme with Cadets working towards recognised qualifications.

Cadets support Station Open Days, take part in civic events such as Remembrance Day and assist at ceremonial activities such as the Service Awards Evening and the Christmas Christingle Service. The Service has ambition to further develop its Cadet Units and to collaborate with other Cadets such as Police, Army, Air and Sea through the Youth United Forum.

Each year one of our Fire Cadets joins Bedfordshire's Lord Lieutenant's Cadets to represent the Fire and Rescue Service. Together with Cadets representing the sea, air and armed forces they support the Lord Lieutenant during royal visits, honours receptions and civic ceremonies across the county. We are the first Service in the country to do this and it is a tremendous opportunity for the young person chosen and for relationship building for the Service. We are grateful

to the Lord-Lieutenant for her continuing support

The Cadet Units are currently staffed by teams of trained Cadet Instructors who are predominantly Operational Firefighters paid to undertake these duties in addition to their full time or on call Fire Fighting roles. They are currently supported by a small number of volunteer cadet instructors some of whom are young people who were previously serving Cadets.

There is an established pathway within the Cadet scheme to enable Cadets who turn 18 to continue their involvement with Cadets by undertaking training to become a volunteer Cadet Instructor. To ensure the sustainability of Cadets in Bedfordshire the Service will seek to transition to a volunteer instructor delivery model. This will be achieved by recruiting volunteers from local communities and supporting senior cadets in making the transition to cadet instructor.



Working with Young People cont

Working in Schools

We recognise the value of our positive role in the community and the influence we can have in encouraging young people to display behaviour and conduct that contributes to a positive society. To do this we undertake a wide range of initiatives and partnerships that contribute towards: keeping children safe; promoting well-being; helping them to make a positive contribution to society; and staying

healthy. We are ever mindful of the legislative framework that surrounds child protection and work closely with partners, sharing information as required.

We have an established Year 2 teaching package that is delivered by Firefighters in Lower and Primary schools and are developing initiatives in Schools to target children in other age groups.

Fire Forward

Fire Forward is a flexible 12 or 6 week programme that is created to work with young people between the ages of 13-25 deemed most at risk within our communities. The potential issues facing the young people include areas such as lack of qualifications, unemployment, drugs and alcohol addiction, teenage pregnancy, and anti-social behaviour. The course is designed to work with agencies who already engage with these young people to offer them more than an academic qualification.

By working closely with these young people the Service seeks to improve their

chances of becoming employed and deter them from behaviours that put them and others at risk.

The course will be delivered by the Community Safety Officers (Youth) using a range different engagement methods to ensure the young people are able to take part and to help them reach their full potential. Fire Forward will be focused towards the needs of the young people and will concentrate on areas relevant to them. The course will be accredited using ASDAN. The young people will be able to achieve up to 6 credits relating to the Personal Social Development Award.

Safer Through Social Media



The way we communicate has moved on. Online and social media channels like Facebook and Twitter are now important sources of information particularly for younger people.

In 2017 BFRS will relaunch its website (www.bedsfire.com) to offer a better looking place to get safety information, job opportunities and news that is easy to navigate.

Linked to our Facebook page (www.facebook.com/bedsfire) and Twitter feed (@bedsfire) this will provide range of useful information to help people stay safe. Improvements in our recruitment processes will make it easier for those wishing to join the service to find out about our requirements, and test themselves to see if their application could succeed.

Looking forward, improving the Service's website will make developments such as online self-service safety checks, online

Working with Young People cont

Safer Through Social Media cont

consultation and booking appointments possible.

In particular our social media output and our new website will target key risk groups such as young singles and less affluent

social renters who are high users of social media, as well as providing resources for parents and grandparents to use to help educate their children on risks in the home.

Bedfordshire Local Resilience Forum

BFRS is fully committed to working in partnership with the Bedfordshire Local Resilience Forum (BLRF) and undertakes key roles within each Group. BLRF is a statutory body made up of the following groups;

- **The BLRF Executive Group** – BFRS provides the Vice- Chair and is responsible for setting the strategic direction and work streams for each group in line with best practise and national guidance.
- **The BLRF Support Group** – BFRS provides the Vice- Chair and is responsible for carrying out the tasks from the Executive Group, and producing single multi-agency plans which contain the actions that would be taken by each agency if an emergency were to occur within the County, for example wide area flooding.
- **The BLRF Peer Review Implementation Team** – BFRS attends the meeting and is responsible for reviewing structures and process within the Local Resilience Forum.

- **The BLRF Risk Sub Group** - BFRS provides the Chair and is responsible for regularly reviewing the very high and high risks contained on the Local Resilience Forum Community Risk Register. Each risk is reviewed against a national risk assessment matrix and scored appropriately capturing control measures and actions. Counter Terrorism risks are also reviewed against the National Risk Register.
- **The BLRF Exercise and Training Group** - BFRS attends the meeting and is responsible for planning and testing the single multi-agency plans, and organises training and exercises for all the partners.

Members of each group are made up of category 1 responders; Fire, Police, Ambulance, Local authorities, NHS Primary Care trusts, the Environment Agency and category 2 responders; utilities companies – Gas, Electric and Water, telephone services, Network Rail, airport operators, Highways Agency and the Health and Safety Executive.

Delivering our Services

Budget Consultation 2016



Between 22 December 2016 and 22 January 2017 we undertook a consultation on whether the Bedfordshire Fire and Rescue

Authority (BFRA) should increase their share of the council tax by 1.99% or 3.5p a week, taking the final amount for 2017/8 to £92.81 (at Band D).

The survey was sent to the 13,892 people registered on the Beds Fire Alert Community messaging system willing to take part in consultations and promoted to them via reminder emails. It was also made available via the Authority's website and publicised through the local press and several social media campaigns on the Service's Facebook and Twitter channels. An article was also sent to the Chamber of Commerce and Federation of Small Business, for dissemination to local businesses, and the survey was promoted to BFRS staff.

There were a total of 795 responses to

the consultation with 84% of respondents supporting the 1.99% council tax increase and 16% not supporting it. In response to the question of whether people thought there were areas where efficiency savings could be made 325 comments were made. A large proportion of people praised the Fire and Rescue Service and thought that no further reductions were possible, while many said they did not have the knowledge to suggest savings. Other comments can be categorised into the following main areas to be considered for savings/efficiencies:

- Collaborating, sharing services and co-responding with Police and Ambulance Service;
- Reducing the numbers of senior officers/managers and their salaries;
- Charging for services (such as false alarms, pet rescues);
- Merging or working more closely with neighbouring or other FRS;
- Reducing the number of support/back office staff or merging these services with other emergency organisations.

In February 2017 the FRA approved the 1.99% increase.



Funding our services

In 2016/7 Bedfordshire Fire and Rescue Service:

- received 7,359 calls to Fire Control,
 - attended 5,929 incidents,
 - of which 1043 were Primary Fires*,
 - which caused 5 Fire Fatalities;
 - attended 380 Accidental Dwelling Fires;
 - attended 403 Road Traffic Collisions;
 - at which there were 181 casualties;
 - received 2,520 automatic fire alarm (AFA) calls;
 - there were 1,714 false alarms from AFAs;
 - completed 4,346 Home Fire Safety Checks;
 - installed 5,265 smoke alarms;
 - fitted 459 carbon monoxide alarms;
 - installed 225 impaired hearing alarms;
 - installed 140 arson letter bags/locking letter plates;
 - carried out 4,130 Fire Safety Audits and Consultation with local businesses
- *Fires in buildings, cars, caravans or anything insurable

Our Revenue Budget



Each year we create a revenue budget that sets out the funding required for the day to day running of the Service. Through

our continuing programme of efficiency savings we have managed to minimise the increase in our requirement for 2017/18 compared to 2016/17. Our efficiency

measures have allowed us to continue with key service improvements whilst restricting the increase in this year's Council Tax to 1.99% (equivalent to an increase of 3.5 pence per week for a Band D household).

This has been achieved despite the impact of a 12.5% reduction in total Government income to the Authority (compared to 2016/17) totalling £1.034m, and the effect of inflation which is forecast to increase our costs this year by £0.332m.

Capital Budget

Our capital programme highlights spending on assets such as our fire stations and fire engines. Each year the Authority draws up a rolling four year programme of capital projects. The capital projects for this year total £1.278m and these are being funded by contributions from the revenue budget.

Projects for this year include:

- Investment in our vehicle fleet, to maintain effective, economic and efficient fire engines and appliances;
- Investment in IT;
- Investment in the modernisation of our buildings;
- Investing in vital operational equipment.

Efficiency Savings

An efficiency saving occurs when the cost of an activity is reduced but its quality and effectiveness remains the same or improves. The Fire and Rescue Authority continues to focus on finding new ways to deliver the highest quality services at lowest possible cost.

In 2015, the Government announced the revenue support grant funding for the Service over the four years from 2016/17 to 2019/20. This settlement equates to a 55% funding reduction from 2015/16 funding levels.

Some of the key areas where the Authority

is achieving its planned efficiency savings include:

- Savings in managerial and support staff costs through shared service arrangements, organisational restructure and improvements to working systems;
- Savings in Firefighter crewing arrangements;
- Savings to the public through collaborative work;
- Savings in the Service Vehicle Replacement Programme through improved asset management and maintenance.

Achieved and planned savings and efficiencies between 2010/11 and 2016/17 total £4.8m, with further savings and efficiencies of £1.4m set to be made by 2020/21.

Audit Judgement on Value for Money

In the 2016 Annual External Audit Letter from Ernst & Young, the Fire and Rescue Authority was awarded an 'unqualified conclusion', meaning that we were judged to have satisfactory arrangements in place in all areas.



Financial Charts

Where the money comes from:

	2017/18	2016/17
	(£m)	(£m)
Gross Budget	29.3	29.5
Income	-0.6	-0.6
Budget Requirement	28.7	28.9
Central and Local Government Funding	9.8	10.7
Council Tax	18.9	18.2
	28.7	28.9

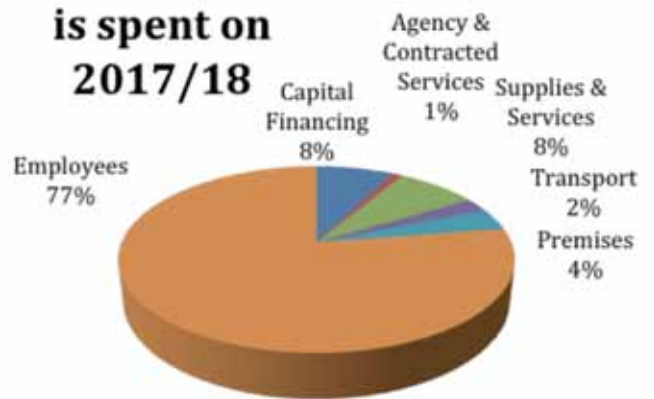
Where the money comes from 2017/18



What the money is spent on:

	2017/18	2016/17
	(£m)	(£m)
Employees	22.7	22.4
Premises	1.1	1.0
Transport	0.7	0.7
Supplies and Services	2.3	2.4
Agency and Contracted Services	0.3	0.4
Capital Financing	2.2	2.2
	29.3	29.1
Reserves Funding	-0.6	-0.02
Budget Requirement	28.7	28.9

What the money is spent on 2017/18



If you would like a printed copy of this leaflet
please contact us on 01234 845000
or email bedfadmin@bedsfire.com

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