

For Publication

**Bedfordshire Fire and Rescue
Authority
Service Delivery Policy and
Challenge Group
15 September 2016
Item No. 4**

**MINUTES OF SERVICE DELIVERY POLICY AND CHALLENGE GROUP
MEETING HELD ON 16 JUNE 2016 AT 10.00am**

Present: Councillors C Atkins, T Brown, P Downing, J Mingay (Chair) and M Riaz

DCFO G Ranger, SOC I Evans, SOC G Jeffery, SOC T Rogers,
SOC A Peckham and AC C Ball

16-17/SD/001 Apologies

Apologies for absence were received from Councillors J Chatterley and D Franks.

16-17/SD/002 Election of Vice-Chair 2016-17

RESOLVED:

That Councillor Franks be elected as Vice-Chair of the Policy and Challenge Group for 2016-17.

16-17/SD/003 Declarations of Disclosable Pecuniary and Other Interests

There were no declarations of interest.

16-17/SD/004 Communications

There were no communications.

16-17/SD/005 Minutes

RESOLVED:

That the Minutes of the meeting held on 10 March 2016 be confirmed and signed as a true record.

16-17/SD/006 Terms of Reference

The Group received its updated terms of reference. Following an internal audit of governance, RSM, the Authority's internal auditors, recommended that the terms of reference of the Policy and Challenge Groups and the Audit and Standards Committee be updated to clarify that "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 requested that any collaboration issues affecting service delivery be brought to the Group for information.

RESOLVED:

That the Terms of Reference for the Service Delivery Policy and Challenge Group be updated to include a statement that the Group reports to the Fire and Rescue and Authority.

16-17/SD/007 Service Delivery Performance Monitoring Report (Annual Review) and Programmes to date

DCFO Ranger submitted a report on performance for the year 2015/16 and an update on the progress and status of the Service Delivery Programme and projects to date.

DCFO Ranger reported that the Retained Duty System Improvement Project was underway with a revised date of the end of May 2016 to implement Gartan. The project in its entirety was scheduled over a two year period. Members were assured that iterative improvements would be introduced over that time. An example of this was the recently introduced phased alert process through rostering which was expected to improve availability.

AC C Ball advised that following legal intervention, there had been significant progress in relation to the Replacement Mobilising System (RMS). The Service was recently in receipt of the developmental system for testing and the full system was still scheduled to go live on 27 September 2016. The provider had also agreed to a reduction in the annual charges, although the figures had not yet been confirmed.

It was noted that the full Authority had approved additional funding up to £75,000 to enable the successful completion of the project.

Members discussed the RAG rating of the project in light of the fact that the delivery of the project was 18 months overdue.

The Emergency Services Mobile Communications Programme (ESMCP) was a national project to replace and upgrade the current Airwave System. This was currently RAG rated as amber as there were delays to the project nationally.

AC C Ball advised that, although the Service was currently awaiting information to determine what the Service could do at a local level, the national plan had set milestones and an end date in place which could still be met, although there was slippage against some milestones.

DCFO Ranger presented the end of year performance report for 2015/16. He highlighted the high level of performance that had been achieved during the

year. He reminded Members that more stretching targets had been set for the current performance year and these would be reported on at the Group's next meeting.

In relation to PI02 (primary fire fatalities), DCFO Ranger advised that, although four fire fatalities had been reported during the year, a message had been received from the coroner that one of the deaths was not as a result of the fire. This brought the total number of fire fatalities to three.

Performance against PI05 (accidental dwelling fires) continued to improve, as it had exceeded the target in the context of an increasing population.

SOC G Jeffery advised that Members would receive a presentation on how the Service used MOSAIC data to identify the most vulnerable for targeted intervention at the next Member Development Day.

Members noted that the indicators measuring water related deaths would be removed from the report for 2016/17 at their request.

PI11 (the percentage of occasions when our response time for critical fire incidents were met against agreed response standards) had missed target by 2% and performance was currently being monitored. The agreed response standard for a critical fire incident, usually a property fire, was for two fire appliances to attend the incident within ten minutes.

The view was expressed that performance against this indicator appeared to have decreased significantly from previous years as the five year average was 96% and only 78% had been achieved in 2015/16 against the target of 80%.

DCFO Ranger reported that the target of 80% had been in place for a number of years and was comparable with the targets for this indicator for other Fire and Rescue Services across the country.

SOC I Evans advised that it was not always necessary for the second appliance to attend, such as is in the case of false alarms or when the first appliance sent a stop message. He reassured Members that analysis was being undertaken to identify where the response targets were being missed and if there were any improvements to systems that could be made to rectify this. Reasons could include appliance unavailability, the physical location of the incident or poor information leading to a delay in identifying the location of the incident.

DCFO Ranger added that previous data had shown that the first appliance arrived at the incident within 10 minutes on 94% of occasions.

Members commented on the performance against PI12 (the percentage of occasions when our response time for RTC incidents were met against agreed response standards) and PI13 (the percentage of occasions when our response times for secondary incidents were met against agreed response

standards), both of which had exceeded their year-end targets, in relation to PI11.

The agreed response standard for PI12 was a resource to be at the incident within 13 minutes and for secondary incident (PI13) it was one appliance within 20 minutes.

Members requested a report on the attendance standards for the Group's next meeting.

In relation to the call handling indicators, data could not be provided for CH1 (percentage of calls answered in 7 seconds) as an IT data storage device had failed. CH2 (percentage of calls mobilised in 60 seconds or less) had missed its target by 2% and performance was currently being monitored.

CH3 (number of calls to FAM (hoax) mobilised) and CH4 (number of calls to hoax not attended) would be revised for the 2016/17 performance year and would have their own separate targets.

FSO3 (total number of fire safety audits completed on very high risk premises) and FSO4 (total number of fire safety audits carried out on high risk premises) had both missed target as the number of high risk and very high risk premises had decreased significantly as a result of the work of the fire safety team. There had been 800 high risk premises in 2013 and there were now only 222. There were only 2 very high risk premises in the county, one of which was the Control of Major Accident Hazards (COMAH) site in Sandy. Newly revised targets would be reported on for 2016/17.

It was noted that risk ratings were based on the risk to life of the occupants of the premises.

In response to a question, SOC I Evans advised that although blocks of high rise flats were not classified as high or very high risk premises, there were a number of fires that occurred in such premises and specific training was undertaken at these locations to reduce the risks associated with fires at these premises to both firefighters and occupants.

SOC G Jeffery advised that the Service had the power to place prohibitions on the use of all or part of a premises if adequate control measures were not in place.

It was noted that all performance information was presented as a cumulative figure, so the Quarter 4 column was the year end position. Members requested that this be clarified in future reports.

RESOLVED:

1. That progress made on the Service Delivery Programmes and the high level of performance against the indicators be acknowledged.
2. That a detailed report on the performance against targets measuring attendance standards be submitted to the Group's next meeting.

16-17/SD/008 Operational Decision Making Procedures – Exception Report

There were no exceptions to report.

15-16/SD/009 Corporate Risk Register

SOC T Rogers presented the review of the Corporate Risk Register and advised that there had been no changes to the risk register in relation to service delivery.

He reported on the following updates:

CRR01 (if we do not plan properly for major operational incidents then we may not be able to resolve the incident appropriately and thus affect our service delivery provision): the Service continued to play an active role in the Bedfordshire and Luton Local Resilience Forum, including ongoing command and control training.

CRR02 (if we cannot recruit or retain adequate numbers of part time fire fighters, particularly in relation to day cover, then we will not be able to fully crew our fire appliances and thus have a detrimental impact on our service delivery due to the unavailability of our fire appliances): all of the retained stations had now received training in the use of Gartan and were now using the software.

SOC T Rogers also provided an update on the Service's business continuity arrangements. A programme of testing was being developed to cover all business continuity plans on a cyclical process.

RESOLVED:

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

15-16/SD/010 Work Programme

The Group noted that the review of the Retained Duty System and a detailed report on attendance standards would be considered as additional items at the Group's next meeting.

RESOLVED:

That the Work Programme be received.

The meeting finished at 11.20am.