



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 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 MK42 7NR** on **Thursday, 7 March 2019** starting at **10.00 am**.

Nicky Upton
Democratic and Regulatory and Services Supervisor

AGENDA

Item	Subject	Lead	Purpose of Discussion
1.	Apologies		

Item	Subject	Lead	Purpose of Discussion
2.	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).
3.	Communications	Chair	
4.	Minutes	Chair	To confirm the minutes of the meeting held on (Pages 5 - 16)
5.	Service Delivery Performance Monitoring Report 2018/19 - Quarter 3	DCFO	To consider a report (Pages 17 - 24)
6.	Service Delivery Programmes to date 2018/19 - Quarter 3	DCFO	To consider a report (Pages 25 - 38)
7.	Proposed Service Delivery Indicators and Targets for 2019/20	DCFO	To consider a report (Pages 39 - 46)
8.	Audit and Governance Action Plan Monitoring Report	DCFO	To consider a report (Pages 47 - 52)
9.	Customer Satisfaction Report - Quarter 3	HP	To consider a report (Pages 53 - 68)
10.	Operational Decision Making Procedures - Exception Report	HRes	To receive a verbal update
11.	Corporate Risk Register	OAM	To consider a report (Pages 69 - 72)
12.	Annual Review of Partnerships	HP	To consider a report (Pages 73 - 78)
13.	Update on HMP Bedford	HP	To receive a verbal update
14.	Review of the Work Programme	DCFO	To consider a report (Pages 79 - 84)

Item	Subject	Lead	Purpose of Discussion
------	---------	------	-----------------------

Local Government Act 1972: Schedule 12A (as amended) - Exclusion on the Public **Chair**

To consider whether to pass a resolution under Section 100(A) of the Local Government Act 1972 to exclude the public from the remainder of the meeting on the grounds that consideration of the following items of business is likely to involve disclosure of exempt information as defined in Paragraphs 1 and 2 of Part 1 of Schedule 12A to the Act as amended.

Item	Subject	Lead	Purpose of Discussion
------	---------	------	-----------------------

15.	Fire Fatality Incident Update	HP/HRes	To receive a presentation
-----	-------------------------------	---------	---------------------------

	Next Meeting	10.00 am on 26 June 2019 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.