BEDFORDSHIRE FIRE AND RESCUE AUTHORITY

Members of Fire and Rescue Authority.

Bedford Borough Councillors: C Atkins, J Gambold and M Headley

Central Bedfordshire Councillors: R Berry, J Chatterley, P Duckett, D McVicar and I Shingler

Luton Borough Councillors: K Choudhry, D Franks, K Malik and Y Waheed

A meeting of **Fire and Rescue Authority** will be held at **Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK42 7NR** on **Wednesday, 4 September 2019** starting at **10.00 am.**

John Atkinson
Secretary/Monitoring Officer

A G E N D A

Item	Subject	Lead	Purpose of Discussion
1.	Apologies	Secretary/ Monitoring Officer	
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).

Item	Subject	Lead	Purpose of Discussion
3.	Communications	Chair	
4.	Minutes	Chair	To confirm the Minutes of the meeting held on 18 July 2019 (Pages 5 - 10)
5.	Public Participation	Chair	To receive any questions put to the Authority under the Public Participation Scheme
6.	Audit and Standards Committee 10 July 2019	Cllr Headley	To consider a report (Pages 11 - 20)
7.	Q1 Performance Report	DCFO	To consider a report (Pages 21 - 42)
8.	Q1 Projects and Programmes Update	DCFO	To consider a report (Pages 43 - 52)
9.	2020/21 Revenue Budget, Capital Programme and Council Tax Setting	ACO	To consider a report (Pages 53 - 60)
10.	Health and Safety Annual Report 2018/19	HTA	To consider a report (Pages 61 - 88)
11.	Scheme of Members' Allowances	Secretary/ Monitoring Officer	To consider a report (Pages 89 - 90)
12.	Work Programme	CFO	To consider a report (Pages 91 - 98)

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

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 the disclosure of exempt information as defined in Paragraphs 3 of Part 1 of Schedule 12A to the Act as amended.

Item	Subject	Lead	Purpose of Discussion
13.	HM Prison Bedford Update	HRes	To consider a report (Pages 99 - 102)

Item	Subject	Lead	Purpose of Discussion
	Next Meeting		10.00 am on 7 October 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.

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MINUTES OF FIRE AND RESCUE AUTHORITY MEETING HELD ON 18 JULY 2019

Present: Councillors C Atkins, R Berry, J Chatterley (Chair), K Choudhry, P Duckett, D Franks, M Headley, D McVicar I Shingler and Y Waheed

CFO P Fuller, ACO G Chambers and Mr J Atkinson

19-20/FRA/15 Apologies

Apologies for absence were received from Councillors Gambold and Malik.

19-20/FRA/16 Declarations of Disclosable Pecuniary and Other Interests

There were no declarations of disclosable pecuniary and other interests.

19-20/FRA/17 Communications

Fundraising for Firefighter's Charity

The Chief Fire Officer reported that the FRA had received a certificate of appreciation from the Firefighter's Charity in recognition of the £72,000 raised on behalf of the charity during the year.

Asian Fire Services Association

The Chief Fire Officer advised that the Service had been awarded second place in the national awards recognising excellence in board leadership in equality, diversity and inclusion. The Service was referred to extensively in the Association's report. This was made available for Members at the meeting.

Visit by Director of Fire and Civil Resilience

The Director and Deputy Director of Fire and Civil Resilience are visiting the Service on 18 July 2019.

Chiefs and Chairs Meeting

The Chief Fire Officer reported that the Deputy Chief Fire Officer and the Chair had attended a meeting of Fire Chiefs and Chairs on 15 July 2019. The main topic of discussion was whether they wished to review the position in relation to the ongoing pay negotiations.

19-20/FRA/18 Minutes

RESOLVED:
That the Minutes of the meeting held on 6 June 2019 be confirmed as a true record.

19-20/FRA/19 Public Participation

Members noted that no questions had been received in accordance with the public participation scheme approved at the meeting of the Fire and Rescue Authority held on 5 April 2000 (Minute 99/fa/94 refers).

19-20/FRA/20 Governance Review

The Secretary and Monitoring Officer introduced the report setting out proposals for the future governance of the Fire and Rescue Authority and highlighted the recommendations as laid out in the report.

It was suggested that Executive Members should not serve on the Audit and Standards Committee, as that Committee undertook a scrutiny role. As five members were on the Executive, the remaining seven members should be members of the Audit and Standards Committee.

It was noted that meetings of the full Authority would be held at Dunstable Community Fire Station, whenever possible.

RESOLVED:
1.   That the Policy and Challenge Groups be suspended.
2.   That two additional FRA meetings be added to the 2019/20 calendar – 4 September 2019 and 6 November 2019 and the updated calendar of meetings be approved.
3.   That the interim Executive Committee elected at the Annual Meeting remain in place with the remaining seven members being members of the Audit and Standards Committee;
4.   That FRA Meetings continue to be held at Dunstable Community Fire Station, when possible, with the Annual Meeting held at Fire and Rescue Service Headquarters.
5.   That the terms of reference of the Executive Committee be amended to include the management of the employment relationship between the FRA and the Chief Fire Officer
6.   That the decision to suspend the Policy and Challenge Groups for a trial period be reviewed at the next Member Development Day in October 2019.

<u>19-20/FRA/21 Members' Allowances Scheme 2019/20</u>

The Secretary and Monitoring Officer introduced his report which reviewed the Members' Allowances Scheme for 2019/20. He suggested that the Authority should consider making an adjustment to the Special Responsibility Allowance ("SRA") paid to FRA Executive Members to reflect the fact that the Policy and Challenge Groups were to be suspended for a period.   The current SRA assumed that Executive Members would spend 9 days a year undertaking their additional responsibilities (not 11 days as set out in the report). It was proposed that these SRAs should be reduced to 6 days during the period of the trial in line with the SRA paid to the Chair of the Audit and Standards Committee. Also, the Chair and Vice-Chair's Special Responsibility Allowances would be reduced by 20 days each, to reflect the current workload.

The Secretary and Monitoring Officer asked the Authority to consider if the Member appointed to the Collaboration Group should receive a Special Responsibility Allowance to reflect the additional work involved in undertaking that role and a figure of 3 days was suggested.

The view was expressed that, according to the Local Government Act, no Member could receive two Special Responsibility Allowances. The Secretary and Monitoring Officer indicated that he would check the legality of Special Responsibility Allowances and report back.

RESOLVED:
That the Members' Allowances Scheme be updated from 1 June 2019 in accordance with the proposals set out in the report and the amendments proposed, and that the Scheme be adopted for the financial year 2019/20.

19-20/FRA/22 2018/19 Year End Performance Report

The Chief Fire Officer introduced the overarching performance report for year end 2018/19 that was aligned to the Service's strategic objectives. He highlighted that targets were measured using RAG ratings and would discuss those rated as red but take any other questions arising. HR was performing less well than planned despite a great deal of work to attract a more diverse application pool. The new recruits start in September which may have some effect on this performance. Target Pi 02b, which was to have less than four fire fatalities was missed, as the actual number of fire fatalities was five. Target Pi 03b, which was to have less than 23 fire injuries was also missed, as there were actually 29. As a result of this the Fire and Rescue service would increase the number of (Safe and Well) visits carried out. Target Pi 11, which referred to call handling time, was rated 'red' for a variety of reasons including the call handlers struggling to locate incidents from calls from mobiles that had moved away from the scene.

A Member pointed out that target SNP8 was incorrectly shown as Green as the target had been missed.

RESOLVED:
1.   That the Service's performance against the delivery of the Authority's strategic objectives for 2018/19 be acknowledged.
2.   That the Overarching Performance Report be published on the Service website.

19-20/FRA/23 Revenue Budget and Capital Programme Monitoring Report

The Assistant Chief Officer introduced his report on the forecast year end budget monitoring position as at 30 June 2019.

Regarding costs that ran across several years, Members suggested that in future it would be useful to see the full cost on the report, not just the yearly cost.

In response to a question the Assistant Chief Officer stated he would bring further information on the £75,000 spend on the Wi-Fi refresh to a future meeting and would indicate whether this would come from reserves or future underspend.

RESOLVED:
1.   That the forecast outturns for revenue and capital be received.
2.   That the comments in paragraph 2.3.9 of the report regarding the reconciliation work being undertaken regarding the firefighter pension schemes be noted.
3.   That the Wi-Fi refresh is brought forward from the 2020/21 capital budget into 2019/20.

<u>19-20/FRA/24 Annual Investment Report</u>

The Assistant Chief Officer introduced the Authority's Annual Report for Treasury Management for 2018/19. He outlined that information on expenditure, borrowing, reserves and investments could be found in the report.

In response to a question, the Assistant Chief Officer explained that advice has been sought with regards to Brexit and it was now listed on the risk register. Advice was to keep a diverse portfolio that included short-term investments ensuring these adhered to the investment rules, for example high credit scores.

RESOLVED:
That the report be received.

<u>19-20/FRA/25 Information Bulletin - (Apr-Jun)</u>

Members received the information bulletin for 1 April to 30 June 2019.

RESOLVED:
That the information bulletin be received.

The meeting ended at 11.05 am

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For Publication	Bedfordshire Fire and Rescue Authority 4 September 2019 Item No. 6

REPORT AUTHOR:	**COUNCILLOR M HEADLEY**
SUBJECT:	**AUDIT AND STANDARDS COMMITTEE**

For further information on this Report contact:	Nicky Upton Democratic and Regulatory Services Supervisor Tel No: 01234 845149

Background Papers:	None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	OTHER (please specify)	
	New			

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To report on the meeting of the Audit and Standards Committee held on 10 July 2019.

RECOMMENDATIONS:

That the submitted minutes of the meeting held on 10 July 2019 be received.

1.   Introduction

1.1   The draft minutes of the meeting of the Audit and Standards Committee held on 10 July 2019 are appended for Members' consideration.

1.2   The Audit and Standards Committee made no recommendations to the Fire Authority.

COUNCILLOR M HEADLEY
CHAIR OF AUDIT AND STANDARDS COMMITTEE

MINUTES OF AUDIT AND STANDARDS COMMITTEE MEETING HELD ON 10 JULY 2019

Present: Councillors J Chatterley, J Gambold, K Malik and Y Waheed

                Mr J Atkinson, ACO G Chambers, GC I McLaren and Mr J Harrison

                Mr N Harris, Ernst & Young

                Mrs S Rowlett and Mr S Parmar, RSM

19-20/ASC/1 Apologies

1.1   An apology for absence was received from Councillors Duckett and Headley.

19-20/ASC/2 Election of Vice Chair

RESOLVED:
That Councillor Duckett be elected Vice Chair of the Committee for 2019/20.

19-20/ASC/3 Election of Chair for the Meeting

3.1   In the absence of the Chair and Vice-Chair, Councillor Malik was elected to preside as Chair over the meeting.

19-20/ASC/4 Declarations of Disclosable Pecuniary and Other Interests

4.1   There were no declarations of interest.

19-20/ASC/5 Communications

5.1 The Committee received the two most recent Emergency Services Sector briefings from RSM.

5.2 The first one, dated March 2019, suggested that audit committees seek assurances from their authorities that the actions identified as a result of the HMICFRS inspection were being progressed.

5.3 The Assistant Chief Officer advised that the full Authority had been presented with the findings of the inspection and that an action plan had been developed to address the areas identified as needing improvement. Actions were also incorporated as part of the Service's Community Risk Management Plan (CRMP). A further report highlighting progress against the action plan would be submitted to a future meeting of the Authority.

5.4 The second briefing, dated June 2019, identified two areas for consideration by the Committee. The first was in relation to wellbeing and mental health support in the emergency services sector.

5.5 The Assistant Chief Officer reported that the Service had been proactive in offering support to its employees. A management briefing had recently been held for senior managers on how support could be offered to employees affected by mental health issues. A half day training course had also been provided to middle managers.

5.6 The Service had adopted a blue light pledge supported by Mind. Support was also available through the Firefighter's Charity and the Service's own Employee Assistance Programme. The relevant contact numbers were readily available to all staff. A policy to encourage employees to talk about their issues with their line managers had also been introduced.

5.7 A stress survey was currently being undertaken and a joint event with the Service's collaboration partners was being planned with the next workshop focused on mental health and wellbeing, with opportunities for both the Police and Fire and Rescue Services to outline the support available.

5.8 The briefing also suggested that the Committee seek assurances that the Service performed well against national benchmarks and that action plans were in place for areas of improvement.

5.9   The Committee was advised that the annual performance report would be submitted to the next meeting of the Authority; however, the performance against national benchmarks for the fourth quarter was not yet available and would be reported to the Authority in October 2019.

5.10   The Assistant Chief Officer assured Members that action plans would be implemented as required.

RESOLVED:
That the communications be received.

<u>19-20/ASC/6 Minutes</u>

RESOLVED:
That the Minutes of the meeting held on 12 April 2019 be confirmed and signed as a true record.

<u>19-20/ASC/7 Public Participation</u>

7.1   There were no members of the public present.

<u>19-20/ASC/8 Review of Terms of Reference</u>

8.1   Members were requested to review the Terms of Reference for the Audit and Standards Committee.

8.2   Mr J Atkinson, the Secretary and Monitoring Officer, advised that the terms of reference had been amended in 2018 and that no further changes were required at this time.

RESOLVED:
That the Terms of Reference be received.

19-20/ASC/9 Internal Audit Annual Report (RSM)

9.1   Mrs S Rowlett, RSM, introduced the annual report on progress made against the internal audit plan for 2018/19. The overall audit opinion for the year was one of reasonable assurance. The audit of stock controls had been awarded partial assurance.

9.2   In relation to the follow up audit, the Assistant Chief Officer advised that one of the actions arising from the procurement audit had not been completed by the identified completion date as there had been staffing changes. The action had now been completed.

9.3   In response to a question about the stock control audit, Mrs S Rowlett reported that RSM had been requested to undertake the audit as management had identified that there were issues. The audit identified that in a large number of cases, stock levels were not being accurately reported.

9.4   The Assistant Chief Officer advised that the Service was in the process of procuring a new asset management/stock control system and that this should resolve the issues identified, as well as other improvements that had been made in the interim period.

9.5   Group Commander McLaren assured the Committee that the inventory on all fire appliances was checked every day.

9.6   The Committee was advised that both the internal and external auditors undertook checks on the asset register.

RESOLVED:
That the report be received.

19-20/ASC/10 Internal Audit Progress Report (RSM)

10.1   Mrs S Rowlett of RSM introduced a report on the progress made against the internal audit plan for 2019/20. Three audits had been completed since the last meeting of the Committee: governance, stock control and follow up. Two audits were currently in progress for 2019/20.

Item 6.6

10.2   The Committee noted that an audit of the Community Risk Management Plan had been added to the audit programme for 2019/20. This had arisen from the tri-service agreement with Cambridgeshire and Essex Fire and Rescue Services.

RESOLVED:
That the internal audit progress report for 2019/20 be received.

19-20/ASC/11 External Audit Fees 2019/20 and Working with You Document

11.1   Mr N Harris, Ernst & Young, submitted the proposed annual audit fees for 2019/20. The indicative fee for 2019/20 was £23,271, unchanged from the previous year.

11.2   Ernst & Young's "Working with You" document was also submitted to the Committee for information.

11.3   Mr N Harris indicated that the scale fee may need to be revisited following the closure of the accounts.

RESOLVED:
That the letter dated 29 April 2019 submitting the external Annual Audit Fees for 2019/20 be received.

19-20/ASC/12 Pre Audit 2018/19 Annual Governance Statement and Statement of Accounts

12.1   The Assistant Chief Officer submitted the 2018/19 Statement of Accounts, including the Annual Governance Statement, for initial approval by the Committee. Due to resourcing issues, the external auditors had not been able to complete the audit on the Statement of Accounts and the audited Statement would be submitted to the next meeting of the Committee.

12.2   The Assistant Chief Officer reported that the underspend had led to a year-end contribution to the reserves of £727,000, with an additional £340,000 received from the Authority's previous pension administrators.

12.3   In relation to reserves, the Authority held £2.6 million in general reserves, with earmarked reserves at £7.475 million. These would be discussed in detail at the Members' Budget Workshop in November 2019.

12.4   Mr J Harrison, the Chief Accountant, presented the Statement of Accounts and reiterated the position in relation to the underspend and the reserves. He also drew the Committee's attention to the assets held and pension liabilities. These were currently estimated at £360 million, although the liability may increase by £10-15 million as a result of the McCloud judgement. A number of sections in the Statement would have to be updated to reflect the current position.

12.5   Mr N Harris acknowledged the work that had been undertaken to prepare the Statement of Accounts by Officers in the Service. By doing this, the Service had met its statutory obligations. Ernst & Young had been forced to postpone the conclusion of audits of 19 authorities due to low levels of resource. Mr Harris had submitted a letter which was appended to the report, explaining the current position and the responsibility on the external auditors to provide a high quality service to its clients. A recruitment campaign had been undertaken and a number of senior auditors were joining the firm.

12.6   The audit of the Authority's accounts would be undertaken in August 2019, with the audited accounts being submitted to the next meeting of the Committee as advised by the Assistant Chief Officer.

12.7   Mr N Harris referred to the National Audit Office and Public Sector Audit Appointment's current review of the Audit Code of Practice and to the annual report on the outcome of audits.

12.8   Mrs S Rowlett commented on the internal audit section of the Annual Governance Statement and advised that the statement from the annual report would need to be updated as there had been an audit opinion of partial assurance on stock controls during 2018/19.

12.9   The Assistant Chief Officer reported that the draft accounts had been loaded onto the Service website on 23 May 2019 for a period of 6 weeks for members of the public to query. There had been no challenge to the accounts.

12.10   Mr N Harris confirmed that no objections had been received and expressed the view that this may have been due to the Authority's proactive action to investigate the pension issue.

RESOLVED:

1.   That the pre external audit version of the 2018/19 Statement of Accounts and Annual Governance Statement be approved subject to audit.
2.   That the delay to the external audit of accounts be noted.

19-20/ASC/13 Review of Code of Conduct and Annual Report on Standards

13.1   Mr J Atkinson, the Secretary and Monitoring Officer, introduced his report on developments relating to the standards function during 2018/19. No complaints had been received against Members of the Authority and no wider standards issues had come to light.

13.2   The Code of Conduct was reviewed on an annual basis and had been last updated in April 2018. No further updates were recommended at this time.

13.3   The Secretary and Monitoring Officer submitted the executive summary of the review by the Committee on Standards in Public Life on local government ethical standards for the Committee's information.

RESOLVED:
1.   That the update on standards be received, and that it be noted that no complaints had been received against Members during 2018/19.
2.   That no further changes be made to the Authority's Code of Conduct at this time as it was reviewed and approved by the Fire Authority on 26 April 2018.

19-20/ASC/14 Corporate Risk Register

14.1   Group Commander McLaren presented an update on the review of the Corporate Risk Register. There were currently 37 risks on the register, 15 of which were treated. Updates on 13 of these risks were provided in the report.

14.2   The Assistant Chief Officer advised that the Register was currently being reviewed and suggested that the Committee receive the updated full Register at its next meeting.

RESOLVED:
1.   That the continuing development of the Service's Corporate Risk Register be acknowledged.
2.   That the full Corporate Risk Register be submitted to the next meeting of the Committee.

19-20/ASC/15 Review of Work Programme 2019/20

15.1   The Committee considered the proposed work programme for 2019/20.

15.2   The Committee agreed to add the External Audit, Audit Results Report to the work programme for its September meeting and the External Audit Annual Audit Letter to its December meeting.

RESOLVED:
1.   That the Committee's Work Programme for 2019/20 be received.
2.   That the External Audit, Audit Results Report and the External Audit Annual Audit Letter be added to the Committee's work programme in September and December respectively.

The meeting ended at 11.02 am

For Publication

**Bedfordshire Fire and Rescue Authority
4 Sept 2019
Item No. 7**

REPORT AUTHOR: **CHIEF FIRE OFFICER**

SUBJECT: **PERFORMANCE REPORT QUARTER ONE 2019-20 (April 2019 to June 2019)**

For further information
on this report contact:

Paul Hughes
Head of ICT & Programmes
Tel No: 01234 84 5015

Background Papers: Minutes of:

- Corporate Services Policy & Challenge Group (PCG) (27/2/19);
- Service Delivery PCG (7/3/19);
- Human Resources Policy & Challenge Group (14/3/19).

Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	OTHER (please specify)	
	New		

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To present a summary of organisational performance at the end of the first quarter of the 2019/20 financial year.

RECOMMENDATIONS:

That Members:

1. Acknowledge the Service's performance against the delivery of the Authority's Community Risk Management Plan (CRMP) at the end of quarter one 2019/20 and consider any issues arising;

2. Comment on the revised reporting layout for the Service Delivery (Prevention, Protection, Response) areas of performance;

3. Approve the publication of the report on the Service website, subject to any amendments required following review by Members.

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1. <u>Background</u>

1.1. Both operational and corporate performance is monitored and managed internally via the monthly Corporate Management Team (CMT) Forum. Historically, the Fire and Rescue Authority has scrutinised performance on a quarterly basis via meetings of the three Policy and Challenge Groups (PCG), with the Chair of each PCG reporting separately to meetings of the full Authority. For 2019/20, Members agreed to receive a combined performance report covering all areas of operational and corporate performance.

1.2. The Key Performance Indicators (KPI) and targets included within the report reflect those established as part of the Authority's 2019/20 planning cycle, and in support of the strategic aims set out in the Authority's Community Risk Management Plan 2019-2023 (CRMP):

- Section 3-5: Preventing, Protecting and Responding (Service Delivery);
- Section 6: Utilising and Maximising (Corporate Services);
- Section 7: Empowering (Human Resources)

1.3.   One of the strategic priorities set out in the CRMP is to enable better access to data and performance insight as doing so will help empower staff to greater ownership for delivering performance improvements at a local level. To support this strategic priority, the Service is undertaking a comprehensive review of how it captures and utilises the broad range of risk and performance data available.

1.4.   This report contains a revised and expanded set of Service Delivery KPIs that are aligned to the service delivery aims of the CRMP, namely Preventing, Protecting and Responding. These KPIs are drawn from a greatly expanded set of over 220 KPIs measuring both output and outcome performance across the Prevention, Protection and Response areas of the Service. They have been devised to give a Service level view of performance but also allow 'drill-down' to local levels and, where applicable, they are aligned to the measures used by the Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to benchmark performance between other fire and rescue services.

1.5.   It is likely that this performance report will continue to evolve during 2019/20 as work continues to expand the technical capabilities of the Business Information Team and increase the breadth and availability of risk and performance information.

2.   <u>Performance Reporting by Exception</u>

2.1.   The following sections of the report present an overview of performance in key areas of the Service, providing explanatory narrative on specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement.

2.2.   Service Delivery performance is presented from 3 perspectives:
- by comparison against the annual target levels;
- by comparison with performance at the same point last year;
- by comparison with the 5-year average.

2.3.   The status of each measure is noted using the following key:

Colour Code	Exception Report	Status
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

3. Preventing Performance

Performance Indicator	Objective	2019/20 Q1 Actual	2019/20 Q1 Target	Actual v Target	2018/19 Q1 Actual	Actual vs Previous Year	5 year Average	Actual vs 5yr Avge
PI-0002a (Pi01) - Total Primary Fires	Down	246	247.5	-0.6%	245	+0.4%	269	-8.5%
PI-0002ai-I (Pi05b) – No. of Accidental Primary Fires in Dwellings	Down	84	94.5	-11.1%	79	+6.3%	92.8	-9.5%
PI-0013 (Pi2b) - No. of Primary Fire Fatalities	Down	0	1	0%	0	0%	0.28	0%
PI-0014 (Pi3b) - No. of Primary Fire Injuries	Down	9	5.75	+56.5%	8	+12.5%	8.80	+2.2%
PI0005b - % of accidental dwelling fires attended fitted with a working smoke alarm	Up	48	Monitor Only	n/a	38	+26.3%	44.8	+7.1%
PI-0002b - Total Secondary Fires	Down	298	251.01	+18.7%	432	-31%	311.5	-4.3%
PI-0002biv - Total Secondary Fires – Other Outdoors	Down	291	Monitor Only	n/a	256	+13.6%	224.5	+29.6%
PI-0003a - (Pi04b) No. of Deliberate (Arson) Fires	Down	228	189.75	+20.1%*	197	+15.7%	258	-11.6%
PI-0003ai - Total Deliberate Dwelling Fires	Down	5	Monitor Only	n/a	11	-54.5%	11.6	-56.9%
PI-0003aii - Total Deliberate Road Vehicle Fires	Down	42	Monitor Only	n/a	44	-4.5%	43.6	-3.6%
PI-0003aiv - Total Deliberate Other Outdoor Fires	Down	159	Monitor Only	n/a	125	+27.2%	176	-9.6%
PI-0015 - Total Safe & Well Visits delivered	Up	1222	2015	-39.3%	721	+69.5%	1051	+16.3%
PI-0016/0016a - % of SWV delivered to high risk dwellings (elderly, Mosaic 1,2,3)	Up	68.7%	Monitor Only	n/a	58.7%	+17%	47.9%	+43.4%

*typo correction: minus amended to plus

Commentary:

PI-0002ai-I (Pi05b) – No. of Accidental Primary Fires in Dwellings

Q1 performance was 11% better than target and 10% better than the 5 year average. Our re-invigorated focus on delivering Safe and Well visits to the most vulnerable in Bedfordshire, alongside local and national safety campaigns, aims to further reduce these fires further.

Across England, the number of accidental dwelling fires continues to fall, from 33,032 in 2009/10 to 26,539 in 2018/19. In Bedfordshire, the number reduced from 464 in 2009/10 to 393 in 2018/19 dipping to a low 350 in 2015/16.

PI-0014 (Pi3b) - No. of Primary Fire Injuries

Our aim is to minimise the risk of injury from fire through our prevention and protection response activities. Although the no. of injuries arising from primary fires was up 56.5% on 2018/19, performance is broadly in line with the 5-year average and we anticipate fluctuations throughout the year rather than a linear spread. Of the 9 reported injuries for Q1, 8 were recorded as slight burns or smoke inhalation/precautionary check only. There were no major injuries reported. The ninth involved a fire occurring following a road traffic collision. The 8 incidents included small house/flat fires, 2 of which were in sheltered accommodation and 1 House in Multiple Occupation. The cause of fire for those incidents was a mixture of cooking, discarded smoking materials and electrical. 2 incidents involved shed fires in gardens, both resulting in slight burns.

Bedfordshire does perform well when compared to the rest of England with the rate of non-fatal injuries in fires having reduced by half to 7,160 between 2000/01 and 2018/19. BFRS has remained lower than the national average for each year since 2013/14; in 2018/19 it was approximately 66% below the national average (HMICFRS Power BI data).

PI-0002b - Total Secondary Fires

PI-0002biv - Total Secondary Fires – Other Outdoors

PI-0003a - (Pi04b) The Number of deliberate (Arson) fires

PI-0003aiv - Total Deliberate Other Outdoor Fires

Secondary fires show a highly seasonal weather-related trend with significantly more secondary fires typically occurring during Q1 and Q2 each year than in Q3 and Q4. The target shown for Q1 is a simple linear or 'even' split, so whilst this notional quarterly target has not been achieved, accounting for seasonal variation, performance is on track to meet the full year target and is significantly better than for Q1 of 2018/19 and the 5-year average. The majority (74%) of these fires were deliberate fires. In 2018/19, secondary fires increased by 19% compared to the previous year, which was attributed in part to the dry weather conditions of that year. In this reporting period

Secondary Fires – Other Outdoors have accounted for the majority of all secondary fires (291 of 298) and are up compared to last year and the five-year average. The majority (73%) of these fires were deliberate and typically involved items such as refuse, refuse containers, vegetation, fences etc. Our Arson Reduction Officers continue to work with partner agencies on initiatives aimed at reducing levels of deliberate fires of this type.

PI-0015 - Total Safe & Well Visits delivered

This year, Members approved a challenging 'stretch' target to deliver 50% more Safe and Well visits than 2018/19, building upon the 139% increase on 2017/18. Work is being undertaken to generate increased numbers of referrals of vulnerable households from partner agencies such as local authorities, charities, health agencies and other emergency services. It is anticipated that this work will bear fruit later in the year and that in consequence the number of Safe and Well visits delivered will increase in future quarters. It should be noted that the number of visits undertaken is significantly more than for the same period last year.

4. Protecting Performance

Performance Indicator	Objective	2019/20 Q1 Actual	2019/20 Q1 Target	Actual v Target	2018/19 Q1 Actual	Actual vs Previous Year	5 year Average	Actual vs 5yr Avge
PI-0002aiii - Total Primary Fires – Other Buildings	Down	50	Monitor only	n/a	57	-12.3%	51.5	2%
PI-0003aiii - Total Deliberate Fires – Other Buildings	Down	13	Monitor only	n/a	15	-13.3%	13.25	2%
PI-0039 (Pi18) Total Primary Fires in Non-Domestic Buildings	Down	31	28.5	+2.5%	38	-18.4%	31.4	1%
PI-0011a - (Pi19) Total AFD False Alarms attended in Non-Domestic Properties	Down	110	150	-26.7%	154	-28.6%	204.4	46%
Pi16 - Total Fire Safety Audits/inspections completed	Up	362	450	-19.6%	440	-17.7%	516	-29.8%
Pi15 - % of Building Regulations consultations completed on time	Up	89.9%	95%	-5.4%	97%	-7.3%	95.6	-5.9%

Commentary:

PI-0039 (Pi 18) – Total Primary Fires in Non-Domestic Buildings

The number of fires in non-domestic buildings is higher than target. Of the 31 incidents, 6 were at Bedford Prison which is Crown Property and outside our jurisdiction for enforcement of fire safety regulations. Members will be aware of the ongoing dialogue with HMP Bedford and the Crown Premises Fire Inspection Group in relation to the number of fire incidents.

PI-0011a - (Pi19) Total AFD False Alarms attended in Non-Domestic Properties

In April 2017, BFRS adopted a call challenge policy where no attendance is made to calls arising from AFD actuations in commercial, non-sleeping risk, premises during occupied hours unless there is a confirmed fire. For out-of-hours calls from alarm receiving centres a reduced attendance is sent. The impact of this policy change has led to this reduced number of mobilisations to false alarm incidents. This has released capacity to focus on other key strategic activities, reduced road risk and ensured resources remain available for genuine emergencies.

Pi16 - Total Fire Safety Audits/inspections completed

Performance is below target and lower than Q1 last year, attributable in part to reduced capacity within the specialist fire safety team due to ill-health absence and a secondment to support our wholetime recruitment campaign. Managers continue to manage absence and the seconded officer will shortly return to their Protection duties. A number of inspections (62) allocated to operational crews for Q1 were not completed in that period but inspections of high risk premises inspections are on track.

Pi15 - % of Building Regulations consultations completed on time
There was a significant spike in hard copy Building Regulations applications in April 2019, this coupled with other increased workloads (e.g. Luton Airport expansion), ill-health absence and new staff not yet qualified to carry Building Regulations consultations led to 13 of 128 consultation responses not being completed within the required timeframe of 15 working days.

5. Responding Performance

Performance Indicator	Objective	2019/20 Q1 Actual	2019/20 Q1 Target	Actual v Target	2018/19 Q1 Actual	Actual vs Previous Year	5 year Average	Actual vs 5yr Ave
PI-0028-Total Emergency Calls received	Down	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1
PI-0001-Total Incidents	Down	1509	Monitor only	n/a	1468	+2.8%	1526.8	-1.2%
PI-0001a - Total Fires	Down	553	Monitor only	n/a	515	+7.4%	572	-3.3%
PI-0001b - Total Special Services	Down	390	Monitor only	n/a	349	+11.7%	329.6	-18.3%
PI-0001bi (Inf01) - Total Road Traffic Collisions attended	Down	108	Monitor only	n/a	113	-4.4%	103.4	+4.4
PI-0001c - Total False Alarms attended	Down	564	Monitor only	n/a	604	-6.6%	619.2	-8.9%
PI-0028a - % of emergency calls answered within 7 seconds	Up	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1
PI-0029 - Average Call Handling Time (Bedfordshire incidents)	Down	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1	n/a see note 1
PI-0030a (Pi08) - Average response time to primary fires (min:sec for 19/20)	Down	10:07	10	+1.1%	11.33	-12.4%	9.44	+3.9%
PI-0030b - Average response time to secondary fires (min:sec for 19/20)	Down	10:15	20:00	-48.7%	10.42	-4.2%	n/a see note 2	n/a see note 2
PI-0030d (Pi10) - Average response time to RTCs (min:sec for 19/20)	Down	11:50	13	-9%	12.83	-11.6%	10.30	+12.7%
PI-0034 - % availability of 1st On-Call pumping appliances	Up	71.6	90%	-20.4%	66.3%	+7.9%	n/a see note 2	n/a see note 2
PI-0036 (Pi07) - % of time wholetime global crewing availability enabled 9 riders on 2 pump responses	Up	99.45%	90%	+16.5%	98.91%	+0.5%	98.05%	+1.4%

Commentary:

Note 1 – These are new performance measures and we are awaiting direct access to the Frequentis server held in Essex FRS.

Note 2 – This data was unavailable at the time of writing.

PI-0001-Total Incidents

Total incident numbers are broadly comparable to the same period last year (2.8%), following the national trend, which saw a 2% increase in all incidents. The Service is performing favourably against the 5-year average and significantly down on 2009/10 which reported 6,434 incidents compared to 6,001 for 2018/19, despite the range of incidents attended by the Service increasing (such as complex patients, effecting entry etc.).

PI-0001a - Total Fires

Total fire incident numbers rose slightly, with a 7.4% difference to the same period last year. Nationally, there was a 9% increase in fire incidents compared to the previous year. The Service is performing favourably against the 5-year average and significantly down on 2009/10 which reported 2,807 fires attended compared to 2,144 for 2018/19.

PI-0001b - Total Special Services

PI-0001bi (Inf01) - Total Road Traffic Collisions attended

Total special services numbers increased by 12.4% compared to the same period last year and 18% higher than the 5-year average, with a peak of 1,675 in 2016/17. Much of this increase This can be attributed to the additional activities we are engaged with partners in delivering, such as complex patient rescues and effecting entry.

The number of RTCs attended by BFRS remains relatively consistent, 4.4% below Q1 of last year and 4.4% higher than the 5-year average.

BFRS remains engaged with the Bedfordshire Road Safety Partnership and continues to deliver a range of driver safety initiatives with partners to raise awareness and reduce the impact of road collisions.

PI-0030a (Pi08) - Average response time to primary fires

Response times are measured from the time the first call is received in Fire Control to the time the first appliance arrives at the scene.

Members will recall previous performance reports that explained why a technical problem involving how our current mobilising system

has been recording when an appliance arrives at an incident had led to a reduced confidence in the accuracy of response time data. The supplier's solution to rectify this issue has been tested and is awaiting final approval by Essex FRS for it to be applied to the BFRS system. In parallel to this work, our ICT team have been working to ensure any data that has been incorrectly recorded is amended to reflect accurate attendance times. Once the software 'fix' has been applied, a data cleansing exercise will be undertaken to restore full confidence in our response time data accuracy. The following narrative must be considered in the context of the above statement.

Our average response time to primary fires is marginally slower than last year and the 5-year average. This follows a national trend of extending attendance times. In 2009/10, national attendance times for all primary fires are reported as 8min 14sec, in 2017/18 it is 8min 45sec.

The longest response time recorded for Q1 involved a small rural grass fire which is recorded as a primary fire by virtue of it being in a national trust area; crews were delayed in attending awaiting access to the site. Another protracted response time involved crews attending an unexploded WW2 bomb not on blue lights, following being held by Police for safety reasons. A small number of protracted incidents can have a significant impact on the average times.

PI-0030d (Pi10) - Average response time to RTCs

Our average response time to RTCs remains better than target and better than the same period in 2018/19. Attendance times to RTCs can be significantly impacted by their location, with many incidents occurring on rural roads requiring longer travel time to arrive.

6. <u>Corporate Services and Human Resources Performance - Exception Reports</u>

6.1. The following sections continue with the exception reporting format used previously during 2018/19 pending the review of performance indicators being extended to include these areas.

- Appendix A contains the full set of Corporate Services performance indicators;
- Appendix B contains the full set of Human Resources performance indicators.

6.2. **FNP5 Percentage of Uncontested Invoices Paid Within 30 days**

Slightly (0.3%) below target with 69 of 1500 unpaid after 30 days. The Finance Team have contacted the budget managers directly where the invoices were held up. The delays were mainly due to annual leave

6.3. **HR1 - The percentage of working time lost due to sickness**

The Service target was exceeded with Q1 performance of 5.07%. Across all 3 employee groups (Wholetime Operations, Control and Support) long-term sickness has been unusually high with 24 cases in the quarter. 10 employees were recovering from injuries/fractures in the period, predominantly these occurred in the operations employee group where opportunities for less physically demanding work is more limited given the operational nature of the role. 6 employees were long-term absence with some form of mental health related absence and received the support and professional input from Occupational Health Services. The remaining 8 cases varied in nature from cancer, eye and cardio conditions. At the time of writing only 4 of the 24 cases are on-going. The Service has invested in a dedicated Attendance Adviser fixed-term appointment this financial year; an appointment to the role is imminent. This will assist the Service in placing a greater emphasis on management of all attendance cases and upskilling, coaching and mentoring managers to deal with attendance issues in a timely manner

6.4. **H1 - Number of serious accidents (over 28 days) per 1000 employees.**

Missed target by 105%. The quarter 1 actual figure of 1.94 equates to one accident injury that led to absences over 28 days. The injury occurred during a training event where a firefighter suffered a manual handling injury. This resulted in a bicep injury that required surgery.

6.5. **H2 - Number of working days/shifts lost to accidents per 1000 employees (excluding Retained Duty System employees).**

Missed target by 136%. The quarter 1 actual figure of 171.93 equates to 74 days lost associated with 11 workplace accident injuries where 4 of these injuries resulted in lost time. 33 of those days lost were associated with the event detailed in the H1 exception report above.

6.6. **T7 - Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role.**

2% below target this equates to 1 FDS officers out of certification. This Flexible Duty Officer was unable to attend the Incident Command (IC) assessment that had been scheduled for him, waiting new nomination date.

6.7. **T8b - Percentage of Safety Critical Maintenance training programmes completed by On-Call Operational Personnel via PDR Pro within the last 12 months.**

3% below target, 1% improvement from last quarter. This is due to the large numbers of RDS personnel recruited in the last year and relevant station training planners have to accommodate this additional training requirement.

PAUL M FULLER CBE QFSM MStJ DL
CHIEF FIRE OFFICER

SUMMARY OF CORPORATE SERVICES PERFORMANCE 2019/20

Information and Communications Technology								
Measure				**2019-20**				
No.	**Description**	**Aim**	**Five Year Average**	**2018-19 Q1**	**Q1 Actual**	**Q1 Target**	**Performance against Target**	**Comments**
IM1	The Number of Incidents on Mission Critical services resolved within 1 Hour	Higher is Better	100%	100%	100%	90%	Green	10% better than target
IM2	The Number of Incidents on Business Critical services resolved within 2 Hours	Higher is Better	96%	100%	100%	96%	Green	4% better than target
IM3	The Number of Incidents on Business Operational services resolved within 4 Hours	Higher is Better	93%	90%	100%	90%	Green	10% better than target
IM4	The Number of Incidents on Administration Services resolved within 8 Hour	Higher is Better	89%	92%	100%	90%	Green	10% better than target
AV1	Core ICT services availability	Higher is Better	97%	100%	100%	97%	Green	3% better than target
AV2	Business Applications Availability	Higher is Better	100%	100%	100%	97%	Green	3% better than target

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							Fleet & Workshops		

No.	Description	Aim	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
WS1a	Grade A Defect Response Time (within 1 hour)	Higher is Better	93.35%	95.56%	91.30%	90%	Green	1% better than target
WS1b	Grade A Defect Response Time (within 2 hours)	Higher is Better	97.58%	100.00%	100.00%	95%	Green	5% better than target
WS2a	The percentage of time when Rescue Pumping Appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Lower is Better	2.31%	2.51%	2.03%	5%	Green	59% better than target
WS2b	The percentage of time when Aerial Ladder Platforms & SRU were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Lower is Better	3.25%	2.78%	2.60%	5%	Green	48% better than target
WS2c	The percentage of time when other operational appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Lower is Better	0.39%	0.50%	0.66%	3%	Green	78% better than target
WS4	The number of hours as a percentage the appliance is unavailable for operational response in the reporting period, other than for the time measured under the turn-a-round time. (Idle time)	Lower is Better	0.93%	1.27%	1.38%	2%	Green	31% better than target
WS5	The total time expressed as a % when ALL Appliances were available for operational use after the turn-a-round time and idle time are removed from the total time in the reporting period.	Higher is Better	97.57%	97.67%	97.24%	93%	Green	5% better than target
WS6	Annual Services undertaken	Higher is Better	100%	100%	100%	97%	Green	3% better than target

Finance								
No.	**Description**	**Aim**	**Five Year Average**	**2018-19 Q1**	**Q1 Actual**	**Q1 Target**	**Performance against Target**	**Comments**
FNP3	% of Routine Financial Reports Distributed Within 6 Working Days of Period end closure	Higher is Better	100.00%	100.00%	100.00%	90%	Green	Met Target
FNP5	Percentage of Uncontested Invoices Paid Within 30 days	Higher is Better	95.55%	96.15%	95.72%	96%	Amber	Missed target by 0.3%
FNP6	Percentage of Outstanding Debt Over 90 Days Old	Lower is Better	6.05%	0.04%	2.38%	2.5%	Green	5% better than target

SUMMARY OF HUMAN RESOURCES PERFORMANCE 2019/20

Human Resources									
No.	Description	Aim	2019-20 Target	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
HR1	The percentage of working time lost due to sickness	Lower is Better	4.3%	3.50%	3.66%	5.07%	4.3%	Red	Missed target by 18%
HR1b	The percentage of working time lost to sickness excluding long term	For Info Only	n/a	1.42%	1.21%	1.96%	n/a		

Health and Safety									
No.	Description	Aim	2019-20 Target	Five Year Average	2018-19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
H1	Number of serious accidents (over 28 days) per 1000 employees.	Lower is Better	3.78	0.39	0.00	1.94	0.95	Red	Missed target by 105%
H2	Number of working days/shifts lost to accidents per 1000 employees (excluding Retained Duty System employees).	Lower is Better	291.15	51.93	2.27	171.93	72.79	Red	Missed target by 136%
H3	Number of 24 hour cover periods lost to accidents per 1000 Retained Duty System (Full Time Equivalent) employees.	Lower is Better	703.62	263.59	151.60	0.00	175.91	Green	100% Better than target

Staff Development								
No.	Description	Aim	2019-20 Target	Five Year Average	2018/19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
T1	Percentage of operational BA wearers (Station based) that have attended an assessed BA course within the last two years.	Higher is Better	98%	94%	99%	100%	98%	Green	2% Better than target
T2	Percentage of EFAD qualified fire-fighters that have attended EFAD Assessment course within the last three years	Higher is Better	98%	99%	99%	100%	98%	Green	2% Better than target
T3	Percentage of station based operational staff that have attended a Water First Responder or Water Technician course within the last three years	Higher is Better	98%	97%	100%	100%	98%	Green	2% Better than target
T4	Percentage of operational BA wearers (station based) that have attended Compartment Fire Behaviour course within the last two years	Higher is Better	98%	98%	100%	99%	98%	Green	1% Better than target
T5	Percentage of station based operational Emergency Care for Fire and Rescue trained personnel that have attended a requalification course within the last three years.	Higher is Better	98%	95%	100%	100%	98%	Green	2% Better than target

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								Staff Development (cont.)	
No.	Description	Aim	2019-20 Target	Five Year Average	2018/19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comment
T6	Percentage of station based operational Working at Height Operators that have attended a Working at Height recertification assessment within the last three years.	Higher is Better	98%	79%	100%	100%	98%	Green	2% Better than target
T7	Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role.	Higher is Better	98%	99%	96%	96%	98%	Amber	Missed target by 2%
T8a	Percentage of Safety Critical Maintenance training programmes completed by Wholetime Operational Personnel via PDR Pro within the last 12 months.	Higher is Better	92%	94%	93%	95%	92%	Green	1% Better than target
T8b	Percentage of Safety Critical Maintenance training programmes completed by On-Call Operational Personnel via PDR Pro within the last 12 months.	Higher is Better	92%	89%	90%	89%	92%	Amber	Missed target by 3%

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	No.	Description	Aim	2019-20 Target	Five Year Average	2018/19 Q1	Q1 Actual	Q1 Target	Performance against Target	Comments
		Staff Development (cont.)								
	T8c	Percentage of Safety Critical Maintenance training programmes completed by Control Personnel/WM Control via PDR Pro within the last 12 months.	Higher is Better	92%	87%	93%	92%	92%	Green	Met Target
	T8d	Percentage of Safety Critical Maintenance training programmes completed by Senior Management roles (SC to SOC) via PDR Pro within the last 12 months.	Higher is Better	92%	93%	93%	93%	92%	Green	1% Better than target

Note: The comments column on the right hand side shows a comparison of actual against target as a percentage, it should be noted that all targets are represented as 100% and the actual is a percentage of that target.

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For Publication

REPORT AUTHOR:	**DEPUTY CHIEF FIRE OFFICER**

SUBJECT:	**PROGRAMME AND PROJECTS REPORT** **QUARTER ONE 2019-20 (April 2019 to June 2019)**

For further information on this Report contact:	Paul Hughes Head of ICT & Programmes Tel No: 01234 845015

Background Papers:	Previous Programme Quarterly Reports

Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	CORE BRIEF	
	New	OTHER (please specify)	

Any implications affecting this report are noted at the end of the report.

PURPOSE:
To provide the Bedfordshire Fire and Rescue Authority with a report for Q1 2019/2020, detailing progress and status of the Service Strategic Programme and Projects to date.

RECOMMENDATION:
Members acknowledge the progress made on Strategic Programmes and Projects and consider any issues arising

1. **Programmes and Projects RAG Summary**

1.1 Below is a summary of the BFRS projects RAG status, which indicates that the majority of the active projects are on track to deliver the set objectives on time and within budget. Projects and Programmes are monitored at the Monthly CMT meetings.

1.2 The exception reports for projects with Amber and Red status are included in Appendix A

1.3 The status of each project is noted using the following key:

Colour Code	Status
GREEN	No issues. On course to meet targets.
AMBER	Some issues. May not meet targets.
RED	Significant issues. Will fall outside agreed targets. Requires Programme Board intervention

BFRS Projects RAG Status

- Complete, 1, 4%
- Red , 2, 7%
- Amber, 7, 26%
- Green, 17, 63%

Legend: ■ Red ■ Amber ■ Green ■ Complete

BFRS Programmes and Projects Status Report

Programme Name	Project Name	Project Description	RAG Status
Digital Transformation	Corporate KPI Data Hub	Essential dashboard for Corporate KPI performance measures is being created in house with collaboration with University of Bedfordshire. The system has automatic refresh from other data sources.	Green
	MS SharePoint Upgrade and Microsoft Office 365 Project	This project delivers implementation of Microsoft Office 365 and an upgrade of on premise SharePoint to an online version.	Green
	Safe & Well Prevention Replacement (MIS)	In house development of a bespoke application for Safe and Well community activities, including partner referrals.	Amber
	Unified Communications Project - Skype for Business - Full Rollout	The project delivers a modern communications platform using Skype For Business (SfB). Replacing telephone systems, establishing a suite of collaboration tools, facilitating working practise development and changes.	Amber
	Virtual Desktop Infrastructure (VDI) Xen Desktop Upgrade Project, including Win 10 and Office 2016 rollout.	The project deliver a Virtual Desktop Infrastructure (VDI), by upgrading from VDI in a box to Xen Desktop, which will then present Windows 10 and Office 2016 to all BFRS users.	Amber
iTrent	iTrent HR/Payroll System - Electric Theme Implementation	The project delivers modern and dynamic Electric Theme look and feel for all staff.	Green
	iTrent HR/Payroll System - Survey Builder	The project delivers ability to create, distribute and analyse staff surveys.	Green
	iTrent HR/Payroll System and Services - GDPR & Audits	This project delivers the iTrent GDPR and Audit compliance.	Green
	iTrent HR/Payroll System and Services - Web Recruitment - Control and Retained	This project implements an online Web Recruitment for potential Control and Retained staff.	Green
	iTrent Performance Management - Appraisals	This project delivers digital transformation of the Appraisal process.	Green

Programme Name	Project Name	Project Description	RAG Status
Mercury	ESN Emergency Services Mobile Communications Programme (ESMCP) Project	The aim of the project is to replace and upgrade the current Airwave System, which is reaching the end of its contracted lifespan. This is a national project led by CFOA and the Home Office.	Amber
	Fleet Asset Management System Project	The aim of the project is to introduce a replacement vehicle servicing and defect system to replace an out of support legacy MIS application. The Asset Tracking workstream will introduce an electronic system using scanners and tablets to create accurate asset base and to replace the paper based system presently used.	Red
	Replacement Mobile Device Terminal (MDT) Project - Phase 1 (Procurement)	The purpose of the project is to progress the procurement of the out of support Mobile Device Terminals (MDT) equipment with Emergency Service Network (ESN) compliant hardware and software. This project is now complete and the contract award letter was released on 19th July.	Complete
	Replacement MDT Project - Phase 2 (Implementation)	The purpose of the project is to implement the newly procured out of support MDT equipment into appliances with ESN compliant hardware and software	Amber
	Replacement Mobilising Project (RMP) - ICCS & Mobilising System	This project will deliver a new mobilising system that is Emergency Services Mobile Comms Project (ESMCP) compliant	Amber
	ICT & Comms Enabling Services	The project will deliver the ICT technical work to become ESN compliant.	Green
	Devices and Apps	This project will deliver the procurement of hand held devices and associated applications	Green
	Station End Equipment	This project delivers the procurement, installation and maintenance of new Station End Equipment	Green
	Appliance Telephony	The project will deploy and fit iPhones to appliances.	Green
	ICU Upgrade	This project delivers the upgrade of the ICU streaming facility and ESN compliant WiFi mesh network	Green

BFRS Programmes and Projects Status Report

Programme Name	Project Name	Project Description	RAG Status
Stand-alone Project	Cloud-based processes (Training Centre Administration) Content Management System (CMS) & PDR Pro	The project will deliver new CMS training system on PDR Pro and will upgrade PDR Pro from v3 to v5.	Amber
Stand-alone Project	Infographics FloSuite Fire Safety Protection Replacement MIS	Deliver and utilise a Fire Safety replacement management information system.	Red
Stand-alone Project	Collaborative Working	The purpose of the project is to explore opportunities for collaboration between the emergency Blue Light Services.	Green
Stand-alone Project	Personal Protective Equipment (PPE) Bristol	BFRS were part of the South & South Eastern Region Consortium. PPE supplier contract ended in May 2019. We started a tender process in 2016, which concluded in April 2018 and a new supplier was identified - Bristol.	Green
Stand-alone Project	Retained Duty System Improvement Project (RDSIP)	To deliver improvements to the effectiveness, efficiency and economy of the operation of the Retained Duty System within BFRS.	Green
Stand-alone Project	Whole-Time Duty Management System (Rota Replacement) [Gartan]	Introduce a replacement roster system for operational personnel	Green
Stand-alone Project	Network Private Wide Area Network (PWAN) Project	The project delivers the upgrade of the private PWAN network.	Green
Stand-alone Project	Replacement MDT Project - Phase 3 (MDT2 additional usage)	The purpose of the project is to extend the applications and use available on the second MDT.	Green

Appendix A – Exceptions Report

Current Status	Fleet and Asset Management System Project

Red	The project was split into two work streams:
	    1. Fleet Management
	    2. Assets Management
	Delivery of the Fleet Management Module is on track.
	The Assets Management module is behind schedule due to resource issues, which are now resolved with Watch Commander taking up post on 27th August.
	The project team is visiting North Yorkshire FRS on 29th August to review their lessons learnt log to assist with BFRS implementation plan which is currently being ratified by CSS/Blue Light.

Current Status	**Infographics FloSuite Fire Safety Protection Reppacement MIS**
Red	The Projects and Programme Manager (PPM) has reviewed the project and estimated a mid January 2019 projected go live date with Business As Usual (BAU) working anticipated for March 20. User Acceptance Testing (UAT) is ongoing and some of the previously identified critical issues have now been resolved by the supplier. However, there still remain some issues around addresses, audit history etc. so a 'gap analysis' against the original specification is to be undertaken to identify which criteria have not/cannot be delivered, by the supplier, and what the impact will be. Delays in delivery of the system have significantly impacted upon the return on investment in relation to the specified contract length and expiry. A face to face account meeting with the supplier to discuss and agree how these issues will be addressed is scheduled. The designated Project Manager is long-term absent so project team members have been supporting the project management in the absence of the PM.

Appendix A – Exceptions Report (cont.)

Current Status	**Safe & Well Prevention Replacement (MIS)**
Amber	Re-design of the Safe and Well (S&W) visit recording form is now complete. Timeframes for modification of the database are being agreed with the Business Application Manager (BAM). There has been collaboration with Central Bedfordshire Council (CBC) in designing the form and this is linked to provision of increased levels of referrals from CBC. The project timeline is being reviewed following extensive maintenance period to provide stability and performance improvement to the application, which drives the Amber status.
Current Status	**Unified Communications Project - Skype for Business - Full Rollout**
Amber	Project is reporting Amber due to previous issues with the 3rd party supplier and the inter-dependency with the Xen Desktop project, which has had delays being rolled out. A different 3rd party supplier has been appointed to advise on the outstanding technical issues that have been hindering the full roll out of Skype For Business. A workshop with the supplier was held on 22nd and 23rd August to ascertain whether the original requirements can be delivered. The project cannot revert to Green until this is known and understood. The project team is also now undertaking weekly sprints to maintain momentum.
Current Status	**Virtual Desktop Infrastructure (VDI) Xen Desktop Upgrade Project , including Win 10 and Office 2016 rollout**

Amber	Technical issues with the build have caused some initial delays. A stable version of XenDesktop with Windows 10 , Office 2016 and Skype 4 Business has been deployed at CFRS. This has landed well with good performance being reported. The rollout for XenDesktop at BFRS commenced in July with the pilot users and will be complete by the end of October 2019.

Appendix A – Exceptions Report (cont.)

Current Status	**ESN Emergency Services Mobile Communications Programme (ESMCP) Project**
Amber	The Regions Critical Operational Locations (COL's) are being reviewed in line with the national programme to identify an effective method of providing coverage at these locations. The timeline for delivery remains on Amber as a timeline for delivery regionally is still under discussion, and it is still unclear how the programme and associated projects reporting is to be handled by the Home Office. The Project Sponsor is meeting with the Regional Transition Group (RTG) Programme Lead to agree revised timeline.
Current Status	**Replacement Mobilsing Project (RMP) ICCS & Mobilisng System**
Amber	The RMP project is at the procurement stage and is now out to market with the Tender Pack being released as part of OJEU Contract Notice Publication on 21/08/2019. The project was "called in" for review by DCFO and ACO on 15/08/2019 as there were concerns of project slippage. The call-in meeting confirmed that due to slippage in the procurement phase, the contract award is indicating March 2020 instead of December 2019. For this reason the project is reporting as Amber. The project delivery timelines are being reviewed and will be re-baselined. This will be used for a separate report for a more detailed update to the FRA concerning the RMP project.

Current Status	Replacement MDT Project - Phase 2 (Implementation)
Amber	The Replacement MDT Project – Phase 2 was delayed due to a slippage to Phase 1 Procurement delivery, which is now complete. The project will be re-baselined and is expected to revert to Green in the next reporting period.

Current Status	Cloud-based processes (Training Centre Administration) CMS and PDR Pro v3 to v5 Upgrade
Amber	The project is reporting Amber due to extended timescales for completing the procurement phase. The project Team are working with the supplier to agree a delivery date which will enable the project to revert to Green in the next reporting period.

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For Publication

REPORT AUTHOR:	**ASSISTANT CHIEF OFFICER / TREASURER**

SUBJECT:	**2020/21 REVENUE BUDGET, CAPITAL PROGRAMME AND COUNCIL TAX SETTING**

For further information on this Report contact:	Gavin Chambers ACO/Treasurer

Background Papers:	2019/20 FRA Budget Papers

Implications (tick ✓):

LEGAL			FINANCIAL	✓
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known		OTHER (please specify)	
	New			

Any implications affecting this report are noted at the end of the report.

PURPOSE

To present the current planning arrangements for the 2020/21 Revenue Budget and Capital Programme and agree the timetable accordingly.

RECOMMENDATION:

That the report and timescales within be reviewed, considered and agreed.

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1. <u>Introduction</u>

1.1 On 7 February 2019, the Fire and Rescue Authority (FRA) approved a Revenue Budget Requirement for 2019/20 of £29.832m, a Capital Programme of £1.736m and the Band D council tax at £98.45.

1.2 This report introduces the process for 2020/21.

2. <u>The 2020/21 Revenue Budget and Capital Programme</u>

2.1 **Funding Updates:**

2.1.1 **Revenue** – On 21 July 2016, the FRA considered and accepted the four year Government Grant funding offer, therefore giving some certainty of the funding for the financial years 2016/17 and 2019/20. In order to be eligible for this the Authority provided via our website information on our savings and efficiencies. We wait to hear whether there will be a multi-year settlement from 2020/21 onwards or if the 2020/21 financial settlement will for one year only. We also wait to hear any outcome from the Business Rates Review, Spending Review and Formula Funding Review.

2.1.2 **Capital** – There was no capital funding or bidding round for the 2019/20 financial year and it is anticipated that this will be the same position for 2020/21 too. The Authority's Capital Programme is fully funded by revenue, unless where a specific grant has been received or there has been a sale of an asset, such as vehicles.

2.2   **2019/20 Corporate Management Team (CMT) Post Budget Review:**

2.2.1   A post 2019/20 budget process review was held by CMT.

2.2.2   The outcome of this meeting was:

i.   In the main, to continue with the process adopted for 2019/20.

ii.   Continue to work on existing and new savings and efficiencies that will take place during the 2019/20 financial year and the 2020/21 to 2023/24 years.

iii.   To continue a Zero Base Budgeting (ZBB) approach for the main areas of non-salary spend, such as ICT and salary areas such as the Retained Duty System (RDS).

iv.   For a short bid form to be introduced, for initial bids to be assessed by a CMT gateway. If successful, the longer form will then be completed for review.

2.3   **Timescales:**

2.3.1   For 2020/21, there will be a draft budget set by the FRA on 12 December 2019 for consultation. The budgets and council tax will finally be set by the FRA, post consultation on 6 February 2020. The Authority will need to consult with the community and businesses. This will again be linked in with the Community Risk Management Plan (CRMP).

2.3.2   The proposed timetable for the 2020/21 budget process is attached at Appendix 1. The actions required to date have been met.

2.4   **Proposals:**

2.4.1 The proposals below are included for discussion and are currently anticipated being part of the 2020/21 revenue and capital budget setting process:

- *Roll Forward* – As agreed for the 2019/20 process last year, it is again proposed to roll forward the 2019/20 budget and scrutinise the appropriateness of the 2020/21 budgets during the officer review process.

- *Scrutiny/Review* – As identified above, the scrutiny process will continue for 2020/21, reviewing the draft 2020/21 budgets, compared to 2019/20 actuals/forecast year end position and 2018/19 actuals.

- *Savings/Efficiencies* – The savings/efficiency work that CMT carried out for the 2019/20 budget cycle will need to be revisited to ensure initiatives previously proposed in future years are still appropriate and deliverable. There will again not be a fixed percentage to apply across the board to non-salary budgets. However, the budget scrutiny meetings will of course be looking for efficiencies on top of those worked up during the 2019/20 budget process. The 2019/20 planned savings/efficiencies will be monitored via CMT in year and FRA budget monitoring reports.

- *Budget Forms* – New bid forms were created for the 2016/17 budget process that combined revenue and capital bids and also incorporated project management aspects. These will be again used for the 2020/21 budget process, but a short bid form will be introduced, so that a limited amount of form completion is required to get through the first gateway in the bid process.

- *Planning Assumptions* - A summary list of planning assumptions will be presented to Members during the budget process both for information purposes but also to input and agree on.

- Capital – The Capital Programme for 2020/21 onwards needs to be focussed on more than the forthcoming year. The returns to Government ask for our three year indicative capital expenditure figures.

2.4.2   Zero Based Budgeting

As presented to FRA Members last year during the 2019/20 budget setting process, the budget process for 2020/21 will incorporate zero based budgeting (ZBB). ZBB is a resource intensive exercise, so this will not cover all areas, but will cover the larger budgets with the potential greatest reductions. In summary, ZBB is starting a budget from zero and reviewing and justifying all the elements that make up the budget. These reviews will take place as part of the normal budget challenge meetings; most of these are already diarised.

The areas that I have identified to focus the ZBB exercise on for 2020/21 are:

- ICT (most areas)
- Technical (Operational Equipment)
- Capital Slippage (Fleet)
- Salary areas such as RDS
- Other areas to be confirmed

3.   Summary

3.1.1   This report introduces the 2020/21 budget timetable and process to Members. Members will be kept informed of progress.

PAUL FULLER CBE QFSM MStJ DL   **GAVIN CHAMBERS**
CHIEF FIRE OFFICER   **ACO/TREASURER**

2020/21 BUDGET TIMETABLE

GROUP	AREA OF REVIEW	DATE
Corporate Management Team (CMT)	Budget memo sent out, including Budget Bid form. Cost centre sheets to be provided at least a fortnight before Finance review meetings.	By 23rd August 2019
FRA	Initial budget report setting out timetable.	4th September 2019
CMT	Budget bid requests (revenue and capital) back to Finance.	By 6th September 2019
CMT	Initial budget report/verbal update.	9th September 2019
CMT	*Head of Service and Finance Meeting, to review cost centre sheets (agree virements etc).*	*During September*
CMT Budget Meeting (excl CFO & DCFO)	Discuss current budget position/efficiencies.	13th September 2019
CMT Budget Meeting (excl CFO & DCFO)	Discuss current budget position/ efficiencies.	1st November 2019
CMT Budget Meeting (excl CFO & DCFO)	Budget meeting.	5th November 2019
CMT & all three Principal Officers	CMT and POs to review draft budget and CRMP prior to 1st Members budget workshop.	8th November 2019
FRA	1st Members budget workshop – draft budget and draft CRMP.	27th November 2019
CMT	Draft budget if required, prior to sending out FRA papers.	Post 27th November 2019

FRA	Draft budget set and CRMP for consultation.	12th December 2019
Public Consultation on draft budget and CRMP	*From 13 December 2019 to 31 January 2020.*	*13th December 2019 to 31st January 2020*
CMT	Update to CMT as required.	January 2020
FRA	2nd Members budget workshop – post main consultation period. Draft CRMP post consultation.	16th January 2020
FRA	2020/21 Budget and Council Tax Precept set. CRMP – with consultation outcomes incorporated.	6th February 2020

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For Publication

REPORT AUTHOR: **HEAD OF TRAINING AND ASSURANCE**

SUBJECT: **HEALTH AND SAFETY ANNUAL REPORT 2018/19**

For further information
on this Report contact:

Gary Jeffery
Head of Training and Assurance
Tel No: 01234 845028

Background Papers: N/A

Implications (tick✓):

LEGAL		✓	FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	OTHER (please specify)	
	New		HEALTH AND SAFETY	✓

Any implications affecting this report are noted at the end of the report.

PURPOSE:

For Members to consider the Service's Health and Safety Annual report for the year 2018/19.

RECOMMENDATION:

Those Members acknowledge the Health and Safety Annual Report for information and comment.

1. Introduction

1.1   This Health and Safety Annual Report (covering the period 1 April 2018 to 31 March 2019) provides an overview of the work undertaken by Bedfordshire Fire and Rescue Service (BFRS) in the management of health, safety and welfare within. The publication of the Health and Safety Annual Report is a requirement as laid down in the Service's Health and Safety at Work policy.

1.2   The Health and Safety Support Team (HSST) provide competent assistance to the Fire and Rescue Authority (FRA) in meeting its statutory health and safety obligations. Their day-to-day responsibility includes the provision of professional and independent advisory support to management, at all levels, and to all other employees ensuring their own health and safety obligations are always met.

1.3   As detailed in the body of the report, during 2018/19 considerable work has been undertaken in the management of health and safety throughout the Service and in particular the following areas:

- The issue and revision of health and safety and operational policies;
- National Operational Guidance, safe systems of work and specific activity and specialist risk assessments;
- Provision of safety critical information;
- Provision of health and safety related information and training;
- The procurement and provision of suitable work equipment;
- Health and safety consultation;
- The measurement of health and safety performance indicators;
- Active monitoring and safety management systems audit;
- Reactive monitoring and accident, near miss and vehicle collision investigation;

- Management of vehicle mounted CCTV Systems;
- Occupational health provision; and,
- The setting and completion of corporate health and safety objectives.

1.4 During the reporting period the Service has seen a marginal increase in the number of workplace accidents from **58** in 2017/18 to **65** in 2018/19. Days lost to injuries have also increased to **205** from the **104** in 2017/18. Data also shows that the number of vehicle collisions involving Service vehicles has also seen a marginal increase to **42** from the **38** in 2017/18.

1.5 It is worthy of note that in the reporting period BFRS achieved a level 5 award in a Quality Safety Audit carried out by the Royal Society for the Prevention of Accidents. Level 5 is the highest award possible and shows a significant improvement in our health and safety management systems compared to previous audits. This demonstrated the positive safety culture at BFRS and ownership at all levels.

1.6 BFRS strive to improve further and the emphasis will continue to remain a sensible, risk-based balanced approach. It is important that the safety culture within BFRS remains a positive one, ensuring that health and safety is built into our normal way of working, and recognising that people are our key resource and that good health and safety management is vital to prevent injuries, ill health and unnecessary losses.

1.7 The Annual Health and Safety Report 2018/19 is attached for Members information and comment.

SOC GARY JEFFERY
HEAD OF RESPONSE

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Bedfordshire
Fire and Rescue Service

R⊙SPA
QSA Award
Diamond

Health and Safety Annual Report 2018 - 2019

1. INTRODUCTION AND BACKGROUND

This Health and Safety Annual Report, provides a summary of the work undertaken by Bedfordshire Fire and Rescue Service (BFRS) in the management of health, safety and welfare during the period 1 April 2018 to 31 March 2019 inclusive. A Health and Safety Support Team (HSST) provide competent assistance to the Fire and Rescue Authority in meeting its statutory health and safety obligations as well as professional independent advice and support to management and employees assisting them in meeting their specified responsibilities and obligations.

As in previous reporting periods, the involvement of various key individuals has helped the Service to continually move forward. The Health and Safety Steering Committee (HSSC) acting as the senior management group to oversee and co-ordinate the key health and safety management processes has ensured the maintenance of health and safety direction and focus. The HSSC members and the HSST would like to thank all Service employees for their co-operation in helping to maintain a safe workplace and prevent injury and ill health during the wide range of activities undertaken.

During the reporting period the Service has seen a slight increase in the number of workplace accidents from **58** in 2017/18 to **65** in 2018/19. Days lost to injuries have also increased to **205** from the **104** in 2017/18.

Work carried out by the HSST has continued to be proactive with a risk-based balanced approach designed to provide safe solutions. It is as important as ever to ensure that the safety culture within the Service remains a positive one. Health and safety must continue to play a significant part of all our workplace activities whether operational, routine or during training. The Service was successful in the completion of a number of key health and safety objectives during 2018/19; this included:

- The engage and communicate with Service vehicle drivers, providing relevant information and statistics relating to driving incidents, whilst looking to find ways to promote safe driving and good practice;
- A successful independent audit of the Service safety management system (RoSPA QSA audit), receiving a Level 5 Diamond award;
- The delivery of campaigns for the communication of safety event data and information;
- Working as a member of the Personal Protective Equipment Collaboration working group and to provide professional health and safety advice during the replacement fire kit 2018/19 project;
- Delivering a programme for active monitoring and the publication of reports on the findings.

2

2.   HEALTH AND SAFETY MANAGEMENT SYSTEM

2.1   Commitment to Health and Safety

The Chief Fire Officer and Bedfordshire Fire and Rescue Authority's aim is to continually improve the management of health and safety at work and health and safety performance which is fundamental to the success of the organisations overall Service Delivery. People are recognised as a key resource within the organisation and good health and safety management is vital to prevent injuries, ill health and unnecessary losses.

The Chief Fire Officer appointed the Assistant Chief Officer to be the Principal Officer who has the primary corporate responsibility for Health and Safety. This is supported by the Corporate Management Team (CMT) who effectively plan, control and direct resources to secure health and safety including the prioritisation and setting of objectives, programmes and the provision of resources. This demonstrates high level commitment to integrate health and safety into business activities and to monitor and measure health and safety management performance against health and safety objectives, plans, performance indicators and targets.

2.2   Health and Safety Support Team

The HSST came under the Head of Response function with Area Commander Gary Jeffery as functional head. The HSST role fulfils the legal requirement for the Service to obtain competent health and safety assistance and advice. The HSST is led by the Health and Safety Advisor (HSA), Alan Pixley, who holds a NEBOSH Diploma and is a Graduate Member of the Institution of Occupational Safety and Health (IOSH).

HEALTH·AND·SAFETY·SUPPORT·TEAM¶

The Assistant Health and Safety Advisor post is currently held by Mr Peter Breitenbach who holds a NEBOSH General Certificate qualification.

The Assistant Health and Safety Support Officer (AHSSO) post is currently held by Watch Manager Mark Woodworth. Mark holds the IOSH Managing Safely qualification. The Administrative Assistant Health and Safety post is held by Amanda Elston.
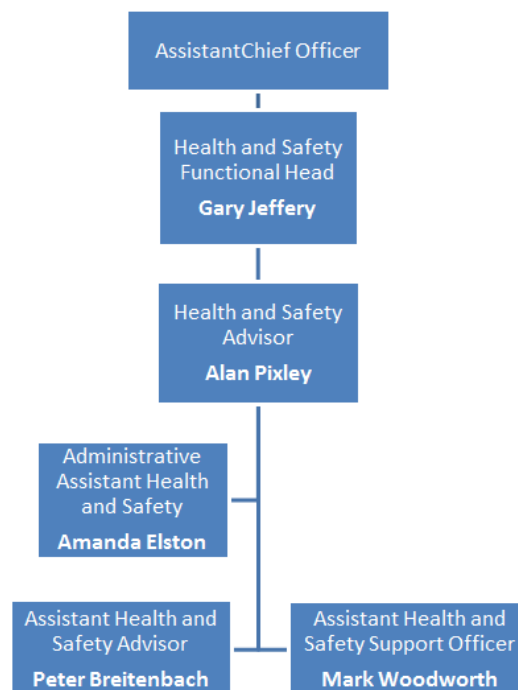
With regards to procurement, the HSST manages a small revenue budget which is used for the purchase of health and safety equipment, calibration of existing equipment and for the provision of driving licence checks through the DVLA using an external provider.

3

2.3   Health and Safety Policy

Health and Safety related Service Orders are available within volume 13 of the promulgation volume index in the library on the Service intranet. The main *Health and Safety Policy V13 01/01* acts as the overarching lead policy. V13 01/01 includes a statement of intent and clearly defined responsibilities and arrangements for the management of health, safety and welfare. It is supported by a number of referenced existing subordinate policies providing more specific and detailed information and guidance regarding the topic to which it applies.

During the reporting period the following Service Health and Safety policies were reviewed and reissued:

- *Active Monitoring*   May 2018
- *Health and Safety Induction Training*   May 2018
- *Control of Substances Hazardous to Health*   Dec 2018
- *Lifting Operations and Lifting Equipment*   Jan 2019
- *Reporting and investigation of Vehicle Collisions*   Mar 2019
- *Display Screen Equipment*   Mar 2019
- *Provision and use of Work Equipment*   Mar 2019

3.   RISK CONTROL SYSTEMS

3.1   Risk Assessment

Specific Activity (General) Risk Assessments

The Service holds and maintains a library of general risk assessments. These cover a broad range of work activities that present significant risk to the Service. During the reporting period the Service published **4** new general risk assessments and reviewed **65** existing general risk assessments. As part of the risk assessment process, a number of recommendations identified for the implementation of further workplace precautions were completed. These follow up actions were allocated to the relevant responsible person via the Service Health and Safety web portal where the task is tracked to completion by the HSSC (for Service wide recommendations) or the HSST (for local recommendations).

Specialist Risk Assessments

Manual Handling Assessments

The Service holds and maintains a library of Manual Handling assessments. These cover all identified foreseeable manual handling operations carried out across the Service.   Progress towards the completion and review of manual handling assessments is monitored by the HSSC who assigns the assessment completion or review to the relevant competent assessor with an appropriate deadline. During the reporting period the Service completed **1** new manual handling assessment and **48** existing assessments were reviewed.

4

First Aid Assessments

To comply with the Health and Safety (First Aid) Regulations, an employer should make an assessment of first-aid needs appropriate to the circumstances (hazards and risks) of each workplace. This ensures appropriate first aid provision such as equipment, facilities and trained suitable persons for rendering first aid should someone be injured or become ill at work. First aid assessments were reviewed for 11 Service premises during the reporting period. Any follow up actions are tracked to completion and overseen by the HSST.

Provision and use of Work Equipment (PUWER) Assessments

Before any item of work equipment is requisitioned, a PUWER assessment is completed to ensure that equipment is suitable, safe for use and in conformance with all appropriate design and construction requirements. The PUWER assessment will also consider the arrangements required to ensure that the equipment is maintained and inspected throughout its working life and identify any training needs to ensure it is used by personnel who have received adequate information, instruction and training. During the reporting period the Service completed **31** new PUWER assessments and reviewed **60** existing assessments.

Traffic Risk Assessments

Managers responsible for individual Service premises or sites are responsible for completing a Site Traffic Risk Assessment and reviewing it every two years. In 2018/19 site traffic risk assessment reviews were carried out for Shefford, Sandy and Harrold fire stations. These assessments were allocated by the HSST and completed by the manager of the site or premises via the health and safety web based portal SpheraCloud.

Display Screen Equipment (DSE) Assessments

All designated users of DSE are identified and their workstations and related work activities are assessed. In 2018/19, **55** DSE self-assessments were carried out. Some of these self-assessments identified issues that required follow up by one of the Services trained DSE assessors. On a number of occasions remedial actions were completed including the provision of training, additional or alternative equipment and the adjustment of the DSE workstation.

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3.2   Information and Training

Safety Critical Information

Information is considered safety critical if it is deemed that serious harm to employees or others could reasonably be foreseen as a result of one or more employees being unaware of the information. Service Policy dictates that this will result in the publication and distribution of a Safety Bulletin.   During 2018/19 no safety bulletins have been published.

Information not deemed to be safety critical is provided to relevant personnel by the most effective means. An example of this is the issue of Critical Update Messages using the LearnPro system. In the reporting period there were **2** Critical Update Messages issued covering Marshalling Vehicles and Sharps Injury – hypodermic needle.

Accident Investigation Training

The Service maintains an Accident Investigation Team (AIT) with the team currently comprising of 7 Flexi Duty Officers and 8 Day Duty personnel. The AIT continues to meet every 3 months to improve investigation protocols, identify additional training, common trends and share areas of good practice.   During 2018/19 **14** personnel attended accident investigation training. From these **8** became new members if the AIT.

Health and Safety Web based Portal Training

The Service health and safety web based portal SpheraCloud, is a web-based health and safety interface which assists the Service in its effective management and control of specific key health and safety related issues including accident / near miss / vehicle collision reporting and investigation.   The system is also used to record pre-determined attendance and premises information amendment. Access rights to the SpheraCloud system is given to Line Mangers and is an essential tool to assist the health and safety management process. During the reporting period initial training on use of the SpheraCloud system was provided by the AHSSO to **10** Line Managers. In the same period refresher training was provided to **9** Line Managers.

6

<u>Manual Handling Training</u>

The Service provides all staff with information and training for safe manual handling and wellbeing to reduce the risk of injuries. It is the responsibility of the Occupational Health Unit (OHU) to deliver initial and refresher manual handling training across the Service. During 2018/19 the Service Fitness Advisor delivered initial or refresher manual handling training to **117** BFRS employees either through centrally based training at the Service Training Centre or directly to operational Watches / Sections.

<u>IOSH Managing Safely Training</u>

To ensure that Line Managers are able to meet their legal obligations and make a contribution in the management of health and safety, the IOSH Managing Safely course is provided to operational Crew Commanders and Line Manager Green Book equivalents. For newly promoted personnel and for Line Managers without the qualification an IOSH Managing Safely course was delivered by an external Company in September 2018 with **11** attendees. One individual also attended the course at an external training venue.

<u>Non – Operational Fire Safety Training</u>

To support the Service's fire safety strategy and emergency plan, fire safety training was provided to **21** non-operational employees between July and December 2018. The training introduced the role that employees will be expected to carry out if a fire or emergency was to occur on one of the Service premises. **12** personnel were also trained in the use of the stairs evacuation chair. To further improve the provision of adequate and regular fire safety training, the online Fire Safety Awareness training module is completed annually by all Green Book personnel.

3.3   Operational Policies and Procedures

Operational related policies are available within volume 19 of the promulgation volume index in the library on the Service intranet. Operational policies clearly define the responsibilities and arrangements to ensure operational effectiveness and safety. Operational policies are supported by a suite of Tactical Operational Guidance and Additional Hazard Information Sheet documents that provide more specific and detailed procedural information and guidance regarding the topic to which it applies.

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3.4   Equipment

The HSST is responsible for overseeing the process of vehicle mounted CCTV viewing in accordance with Service Order V06 05 01 – CCTV Systems this is further detailed in Section 7 of this report.   The HSST have also worked closely during 2018/19 through the Management of Occupational Road Risk (MORR) working group in the selection of suitable dash cams for Officers cars, Service pool vehicles and vans. The use of advanced technology further enhances safety systems including the management of lone working and safety event reporting and investigation.

During 2018/19 BFRS Technical Department has worked closely with the HSST to complete a number of work streams to provide equipment for the improvement of operational capability and safety, this has included:

- The purchase and refurbishment of a new SRT vehicle (Ex MOD).
- The Introduction of the remaining 10 Scania / Angloco Rescue appliances fitted with the Godiva Prima P2_2010 pump. The Godiva Prima is designed for midship or rear vehicle mounting. It is a two stage centrifugal design, featuring both low and high pressure impellers on one stainless steel shaft to provide simultaneous multi-pressure operation.
- The re-engineering of the IRU into a recruitment and selection vehicle.
- The purchase and introduction of 3 fully electric vehicles that will be used within the community of Bedfordshire.
- The replacement of old Nokia phones with 'I 'phones across the Service fleet.
- New higher beam torches for all BA sets to improve firefighter safety whilst wearing BA at incidents.
- Post fire decontamination kits for all appliances as part of a wider contamination project.
- Privacy screens for all appliances. Requested by crews following deployment of screens that are already on SRU and RSU.
- The provision of dry suits for training centre delegates.
- New BA compressors at Bedford, Luton and Kempston. More efficient compressors, less repairs and down time and increases the Service resilience.
- New Inflatable rescue boat and outboard at Bedford for faster deployment.

4.   COMMUNICATION AND CONSULTATION

4.1   Health and Safety Consultation Group

The Health and Safety Consultation Group (HSCG) meet every two months and is chaired by the health and safety Functional Head. This group achieves two-way communication and co-operation on initiatives aimed at improving health and safety, agreeing common interests, objectives and approaches. Consultation takes place through health and safety representatives appointed by the representative bodies, and elected representatives of employee safety who are not members of a trade union.

During the meetings a number of standing items are discussed / addressed that include:

- A review of the completion of action points;
- Scrutiny of local and regional safety event statistics;
- Significant safety events;
- Health and safety performance indicators;
- Service policy updates;
- Feedback from the Health and Safety Steering Committee meetings;
- Health and safety corporate objectives update; and,
- Report updates for active monitoring and health and safety management system audits.

The importance of this close working relationship is paramount to achieving a positive safety culture throughout the organisation. The consultation that has taken place has been positive, not only through HSCG but on a regular basis, and has ensured effective employee involvement through honest and open two way communication. The Service recognises the contribution made by union officials and safety representatives towards improving workplace health and safety.

In June 2018, the Union appointed Safety Representative attended an Accident Investigation training course organised by the Service. This was provided to assist and enable the Safety Representative to participate in the joint investigation of safety events. During the reporting period representatives also contributed during consultation following the review of Service Orders, risk assessments and systems of work and at various meetings and working groups.

4.2   Regional Health and Safety Practitioners Group

Members of the HSST represent the Service at the Eastern Region Health and Safety Practitioners Group meetings which are held quarterly. The Group works within the structure detailed below, which now includes London Fire Brigade, and seeks to identify beneficial links and contacts with other relevant groups as appropriate.
An example of this is the link established with the Regional Occupational Health Practitioners Group. Administration for the regional group is undertaken by Hertfordshire Fire and Rescue Service.

9
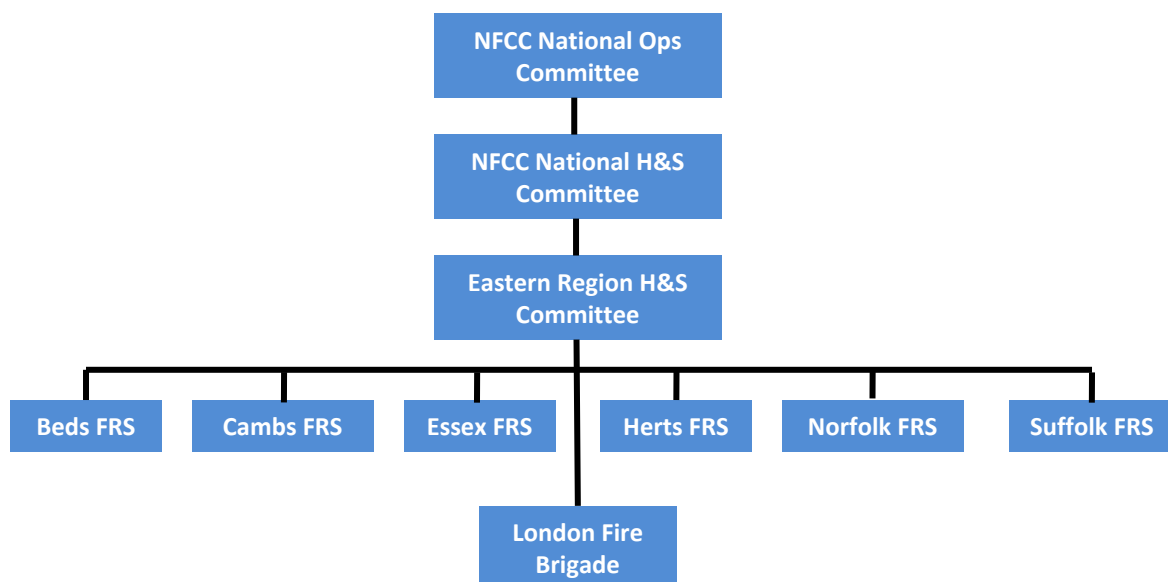
The main objectives of the Regional Group during 2018/19 were to:

- Carry out meaningful comparison of H&S performance across the region to support identification of areas of good or poor performance with a view to seeking improvement;
- Carry out peer review, where Services require, to support identification of gaps and sharing of good practice;
- Maintain links to other relevant groups, not necessarily limited to National Fire Chiefs Council groups where mutually beneficial support may be sought;
- Support consistent regional training and identify potential for rationalisation and standardisation where appropriate; and,
- Support H&S improvements in all services by the sharing of good practice, developments and reports.

4.3   Health and Safety Campaigns

In May 2018 the poster "Health and Safety at Work Our Statistics 2013 - 2018" was available in the H&S section area on sharepoint and displayed in Service premises around the county. The purpose of the poster was to communicate to employees the cost of safety events and in particular, the amount of working days lost following workplace injuries. To support this local information the HSE "Vital Statistics 2018" poster was also displayed. This poster detailed the enormous cost of work related injury and ill health to Great Britain, which works out financially at £15 billion!

Owing to the positive feedback received from across the entire Service, during the latter part of 2018/19 a similar poster was distributed identifying the numbers of vehicle collisions, and associated costs, which had occurred within the Service during 2017/18.These costs highlighted a comparison equating to the annual salaries of 2.5 firefighters.

5.   MONITORING

5.1   Performance Indicators

In line with its Terms of Reference, the Human Resources Policy and Challenge Group monitors health and safety performance against three key performance indicators.   Health and safety performance in these three areas are measured against set targets and for the year 2018/19 were as follows:

Description	Target	Actual	Performance	Comments
H1- Number of serious accidents (over 28 days) per 1000 employees	3.78	5.66	Red	Missed target
H2 - Number of working days/shifts lost to accidents per 1000 employees (excluding Retained Duty System employees)	317.63	374.52	Red	Missed target
H3 - Number of 24 hour cover periods lost to accidents per 1000 Retained Duty System Full Time Equivalent employees	781.80	382.27	Green	Better than target

In 2018/19 performance targets for both H1 and H2 were missed. The H1 actual figure equated to three accident injuries that had resulted in 59, 39 and 36 days lost respectively. As all three were Whole-time Duty System, this impacted also on Performance Indicator H2. It must be noted that the occurrence of these specific accidents and their outcomes are random in nature. Although the use of this reactive data gives the opportunity to learn from events and prevent reoccurrence, its use as an indicator of safety management performance has its limitations.

5.2 Active Monitoring

Active monitoring is a proactive method of measuring safety performance against set standards. Activities of significant risk are subject to one or more active monitoring systems that include audits, inspections (premises and plant/equipment), health surveillance and the monitoring of Firefighter competence through station based and central training and operational training exercises.

The HSST have been responsible for the administration of the formal active monitoring programme carried out by Monitoring Officers at operational incidents and by sector competent Watch Managers during routine and training activities. The programme topics are flexible and can be changed / introduced following changes in procedures, safety events etc.

The findings of operational active monitoring during the reporting period were presented in report format to the Operational Debrief Working Group (ODWG) with non-operational active monitoring being presented to the HSSC. The ODWG and HSSC are responsible for reviewing the findings of the active monitoring reports and determining the need for and form of corrective action, including where necessary immediate corrective actions. The topics where formal active monitoring took place during the reporting period were as follows:

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Monitoring Officers (Operational)	Watch Commanders (Routine and training)
Animal Rescue	Physical Training
Bariatric incidents	Appliance Stowage and Safety
Breathing Apparatus	Breathing Apparatus
Building Fires including High Rise and PPV	

As detailed in the health and safety active monitoring programme, some operational activities / incidents occur infrequently but have the potential to cause significant risk. For this reason Service Fire Control will mobilise a Monitoring Officer to every incident type that meets this criteria.

During 2018/19, as well as the scheduled topics detailed above, active monitoring was carried out a number of times for the following topics:

- High voltage electrical installations;
- High rise (known fires);
- Working at height;
- Working on or near water;
- Chemical incidents;
- Confined space
- Aircraft incidents;
- Railway incident; and
- BA Stage II.

5.3   Internal and External Audit

Internal Audit of Health and Safety Management Systems

The HSST oversee the Service's Health and Safety Management Systems internal Audit process having three trained internal auditors. Audits are used as a positive process and recognise good and poor health and safety management performance against set standards. This will enable the organisation to learn from experience, make continual improvements and share best practice. The three year programme is currently under review and will set out a range of audit topics, agreed by the health and safety Functional Head with the HSST having responsibility for managing the audit process.

External Audit of Health and Safety Management Systems

A comprehensive RoSPA[1] QSA risk profile audit was carried out over 5 days commencing on the 25 March 2019. The audit considered aspects of the Service health and safety management system, which is based on the key elements of best practice, as described within the HSE publication HSG 65 "Successful health and safety management".
The audit quantitative process involved detailed scoring on each audit section and provided an overall Health and Safety Performance Rating (HSPR). The scope of the

[1] *RoSPA - The Royal Society for the Prevention of Accidents*

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audit covered in detail 5 broad areas of the health and safety management system; Policy, Organising, Planning and Implementation, Measuring Performance and Audit and Review. The audit also expanded into other areas and included 10 Risk Control Performance Indicators (RCPIs), these were based on specific health and safety topics which had been selected by the Health and Safety Steering Committee and supported by CMT. The 10 RCPI's audited were:

- Manual Handling
- Occupational Health Management
- Lifting Operations and Equipment
- Personal Protective Equipment
- Provision and use of Work Equipment
- Workplace Safety and Welfare
- Working at Height
- Breathing Apparatus
- Display Screen Equipment
- Management of Occupational Road Risk

On completion of the audit a report of findings was provided detailing a HSPR of 96.4 and a level 5 award. Level 5 is the highest award available and is a significant improvement compared to the previous QSA audit carried out in January 2014, where the Service received a HSPR of 79, and a level 4 award. A comparison between the 2014 and 2019 audit result scores, by section, is detailed in the tables below.

Health and Safety Management System		
	2014	2019
POLICY		
General	100%	100%
Commitments	85%	100%
ORGANISING		
Organising for health and safety	96%	100%
Organisational procedures	75%	90%
PLANNING AND IMPLEMENTATION		
Planning process	89%	98%
Procedures implemented	99%	99%
MEASURING PERFORMANCE		
Active monitoring	90%	100%
Reactive monitoring	96%	98%
AUDIT AND PERFORMANCE REVIEW		
Audit	100%	100%
Review	93%	96%

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Risk Control Performance Indicators		
	2014	2019
RCPIs - Overall	80%	96%
Manual Handling	96%	96%
Occupational Health Management	73%	88%
Lifting Operations and Equipment	98%	100%
Personal Protective Equipment	Not audited	100%
Provision and use of Work Equipment	96%	100%
Workplace Safety and Welfare	96%	96%
Management of Occupational Road Risk	98%	100%
Breathing Apparatus	Not audited	100%
Display Screen Equipment	Not audited	100%
Working at Height	100%	100%

It is pleasing to report that improvement has been achieved in all 8 areas where improvement was possible. This has been due to the successful completion of the 80 recommendations made within the 2014 audit report. The 2019 audit details where 5 of the 10 health and safety management system areas achieved a maximum score. The remaining scores were 96% or above with the exception of "Organisational Procedures" which scored 90%. This lower score reflected that there is a lack of formal system in place for the control of Service documentation. This has resulted in a recommendation to produce and approve a formal document (Policy) detailing the arrangements and responsibilities for drafting, developing, approving and reviewing Service documentation.

The overall score for RCPIs improved from 80% in 2014 to 96%, with 7 of the 10 topics achieving a maximum score. Of the remaining topics Manual Handling and Workplace Safety and Welfare scored 96%, and Occupational Health Management scored 88%. This has resulted in a recommendation to further enhance the Service Occupational Health – Scope and Structure policy.

The audit report made a total of 8 recommendations which involves work in the following areas:

- **Organisational procedures** – H&S performance benchmarking and development and control of the H&S management system;
- **Planning and implementation** – Further guidance to assist in identifying risk control measures;
- **Risk assessment** – Completion of COSHH assessment reviews;
- **Measuring performance** – Evaluation of cost and time for completing safety event investigations;
- **Audit and review** – Introduction of KPI's for the cost and time for completing safety event investigations;
- **Occupational health** – Having documented arrangements for pre-employment health screening and consideration of radon 222 gas in cellars and body implants;
- **Workplace** (Health, Safety and Welfare) – Additional check on the 6 monthly premises inspection.

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An action plan for the completion of the audit recommendations has been produced and work has already started on its completion, CMT will maintain an overview of progress against these areas.

In summary, a HSPR of 96.4 and an award level 5 is a significant achievement and the audit identified many areas of strength as well as areas requiring minor improvement.   This performance must now be maintained and the audit report recommendations will be actioned to further improve the Service health and safety management system.   The completion of these recommendations form a corporate health and safety objective for 2019/20.

6 monthly premises inspections

All Service premises are periodically inspected to confirm that the standards of the workplaces and facilities provided are being maintained. The inspections are carried out every six months or following significant change or modifications.   The inspections are recorded on the Premises Health, Safety and Welfare Assessment form sent to premises responsible persons by the HSST via the SpheraCloud system. In 2018/19 there were **22** premises inspections carried out.   These generated a number of follow up actions that were allocated to relevant personnel through the SpheraCloud system. All actions are tracked to completion, overseen by the HSSC.

6.   ACCIDENTS AND VEHICLE COLLISIONS

Workplace Accidents

As detailed in Chart 1 below, in 2018/19 the number of recorded accidents had increased marginally from **58** in 2017/18 to **65**. The number of days lost to the Service due to workplace accidents in the same period also increased from **104** to **205**. Data shows that 122 of the 205 days lost to workplace accidents were the result of three accidents. The remaining 83 days lost were the accumulated result of 12 workplace accidents.
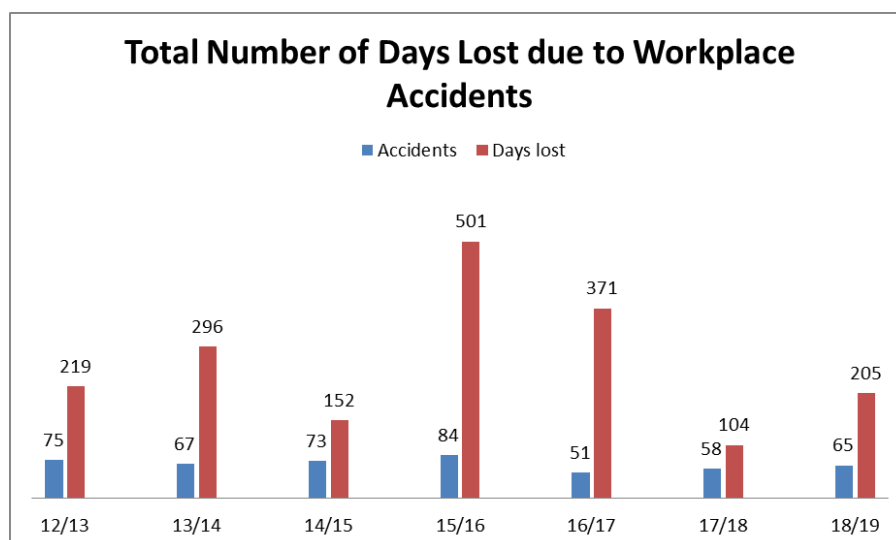

Chart 1.

Musculoskeletal, Manual Handling and Slips/Trips/Falls accounted for 52% of all accidents and 64% of all days lost in 2018/19. In comparison to 2017/18 the number of musculoskeletal injuries remained at **10**, manual Handling Injuries increased from **11** to **16** and Slips, Trips, and Falls decreased in the same period from **10** to **8**. These marginal increases do not display any obvious trends and continue to be monitored.

As detailed in Chart 2 below, the numbers of accidents in training during 2018/19 increased to **30** from **15**. The **30** accidents in the training environment resulted in 80% of all lost time this was mainly due to two injuries, one at the Fire Service College and one during physical training.
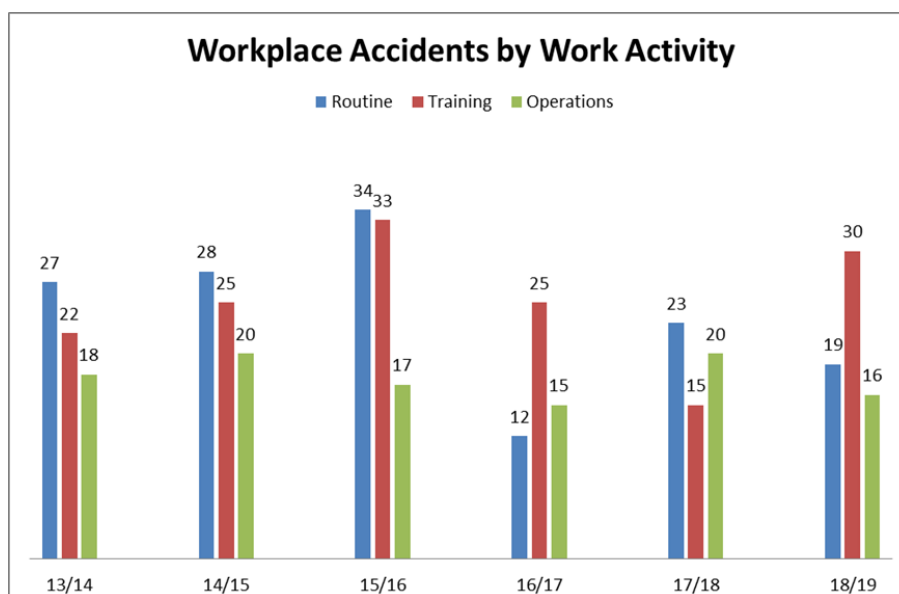

Chart 2.

<u>Vehicle Collisions</u>

In total there were **42** vehicle collisions during 2018/19 compared to **38** in 2017/18. On **32** occasions collisions had taken place during low speed manoeuvring and on **4** occasions a vehicle guide had been in place. Collision numbers over the last five year period are detailed in chart 3 below.

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Vehicle Collisions

■ Vehicle Collisions

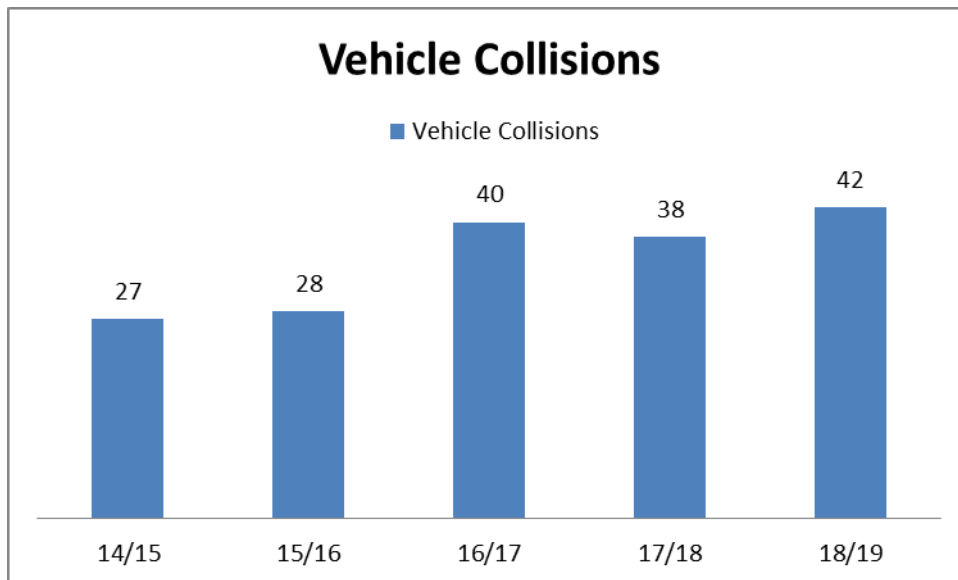| Year	Collisions
14/15	27
15/16	28
16/17	40
17/18	38
18/19	42

Chart 3.

The collisions involved **40** drivers with **2** drivers involved in two events. Chart 4 below shows the involved vehicle locations by station/premises. Data shows that Luton station has had the most vehicle collisions (**12**) followed by Dunstable (**4**).

Vehicle Base

■ Vehicle Base

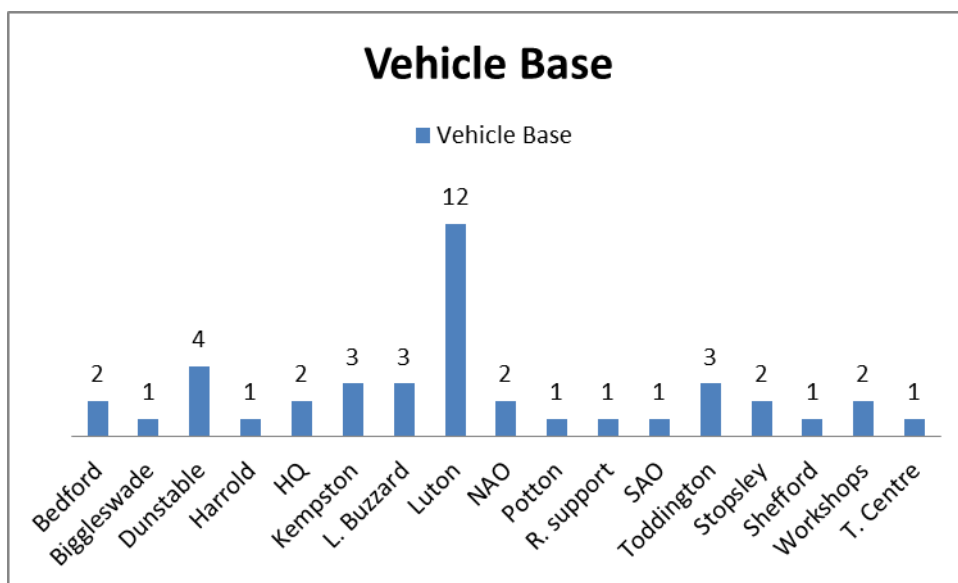| Location	Count
Bedford	2
Biggleswade	1
Dunstable	4
Harrold	1
HQ	2
Kempston	3
L. Buzzard	3
Luton	12
NAO	2
Potton	1
R. support	1
SAO	1
Toddington	3
Stopsley	2
Shefford	1
Workshops	2
T. Centre	1

Chart 4.

It should be noted that there were no vehicle collisions involving vehicles based at the following locations:

- Ampthill FS
- Sandy FS
- Woburn FS

There were 6 different classifications of vehicles involved in collisions during the reporting period. This is shown in Chart 5 below with recue pumps being involved in a significant number (**30**) of the **42** vehicle collisions. Van collisions remained high with **9**.
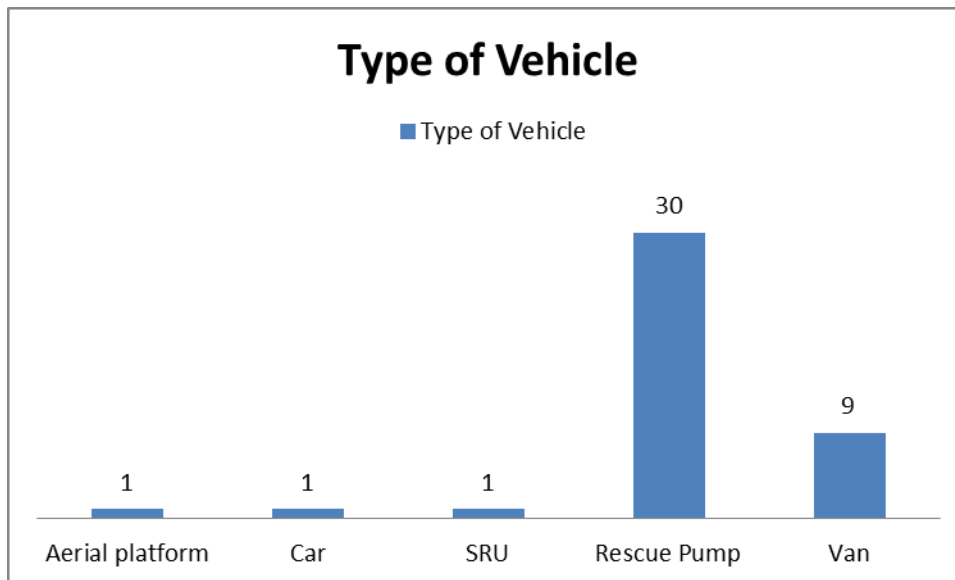
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Type of Vehicle

Chart 5.

Collision Type and Speed

The table below categorises the type of collision and the speed of collision for each category.

Type of collision	Speed					Total
	stationary	1 -10	11 - 30	31 - 50	51 - 70	
Struck by another vehicle	6	2	0	0	0	8
Moving forward – struck another moving vehicle	0	2	1	0	0	3
Moving forward – struck another stationary vehicle	0	9	0	0	0	9
Moving forward – struck stationary object	0	10	2	1	0	13
Reversing – struck another stationary vehicle	0	3	0	0	0	3
Reversing – struck stationary object	0	4	0	0	0	4
Other	0	2	0	0	0	2
Total	6	32	3	1	0	**42**

All vehicle collisions are investigated by a member of the Accident Investigation Team which provides a more informed and consistent approach to vehicle collision investigations and their outcomes.

Management of Occupational Road Risk Working Group

The Management of Occupational Road Risk (MORR) Working Group meet every three months. The group is made up of a number of management stakeholders across the Service and includes health and safety and FBU representation.

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The group acts as the senior management group to oversee the effective management of work-related road safety. The main objectives are to reduce road risk thereby avoiding injuries to drivers and others and to achieve a partnership approach to the management of occupational road risk.

During the meetings a number of standing items are discussed / addressed that include:
- A review of the completion of action points;
- Vehicle collision data update;
- Operational driving active monitoring update;
- Driver training activity report;
- Use of vehicle CCTV usage update;
- Road traffic legislation update; and,
- New vehicles, technology and associated equipment.

7.   VEHICLE MOUNTED CCTV SYSTEMS

The footage obtained from Service vehicles with permanently fixed CCTV equipment has continued to be used both actively and reactively to support various work streams and event follow up. In 2018/19 vehicle mounted CCTV footage has been viewed on **66** occasions.

It has been viewed to support the following work:

- **33** vehicle collision investigations;
- **2** complaints by members of the public;
- **17** external police investigations;
- **8** near miss investigations;
- **3** fire investigations;
- **1** operational debrief;
- **1** attack on Fire Service personnel; and,
- **1** internal investigation.

It should be noted that the Police request for CCTV footage from BFRS vehicles on 17 occasions remains consistent with 2017/18. Again the majority of requests were following attendance by BFRS at serious road traffic collisions and often involved CCTV from a number of appliances. Although impacting on HSST time and resources the provision of relevant CCTV footage to assist in criminal investigations or otherwise, is seen as a positive contribution.

During the reporting period Service Driving Instructors have also viewed vehicle mounted CCTV footage to carry out sample monitoring of driving standards, with the primary focus on emergency response driving, as part of the Service arrangements to manage occupational road risk.

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8.   OCCUPATIONAL HEALTH AND WELLBEING

8.1   Occupational Health Unit

The Occupational Health Unit (OHU) based at Service Headquarters is part of the Service's Human Resources function and works closely with the HSST providing impartial specialist medical advice to both the Service and employees of BFRS. The OHU is responsible for undertaking statutory health assessments such as for new entrants to the Service and new Recruit Firefighters, medicals in compliance with DVLA requirements and 3 yearly health assessments which include medical assessment to comply with the Control of Asbestos Regulations 2012.

Provision of referral to external agencies such as to the Firefighters Charity, physiotherapy or counselling helps to facilitate a return to fitness. The planning and implementation of formal programmes of rehabilitation or modification of duties, with Occupational Health supervision throughout, helps expedite return to role following sickness absence. The main priority of the OHU is to protect employees by ensuring that the workplace activities undertaken do not, in any way, damage or compromise their health. Occupational health is a specialty role, the purpose of which is to assist the organisation by:

- Supporting BFRS employees;
- Working with BFRS employees on long-term health issues;
- Monitoring the effects of work on health and wellbeing overall; and,
- Ensuring staff are fit and able to carry out the role that they are employed for.

Moving forward into 2019/20 the OHU is headed by the Occupational Health and Fitness Manager (OHFM) – Ian Hammett and supported by a fully qualified specialist Occupational Health Practitioner (OHP) – Sheila Donoghue who attends the department 3 days per week, a full time Occupational Health Administrative Assistant (OHAA) Bev Copperwheat, and a full time Fitness Apprentice (FA) – Marco La Vita. The Service Medical Advisor (SMA) currently attends for one full day and one half day clinic each month to ensure support for all Watches and shifts.

The Service's Employee Assistance Programme (EAP) Workplace Wellness is facilitated by the Occupational Health Unit and continues to offer counselling; emotional support for both domestic and work related issues; Citizens Advice; legal and financial advice the contact details for which can be found on the Intranet or from the OHU.

8.2   Performance Indicators

In line with its terms of reference, the Human Resources Policy and Challenge Group monitor occupational health performance against two key performance indicators. Occupational Health performance in these two areas is measured against the set targets and for the year 2018/19 was as follows:

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Description	Target	Actual	Performance	Comments
OH1 - % of personnel in operational roles who have completed an annual fitness test assessment in the last 12 months (excluding career breaks, those on modified duty and long-term sick	97%	98%	+1%	See notes
OH2 - % of operational personnel achieving a pass category on their annual fitness test	96%	99.5%	+3.5%	See notes

Every operational employee is required to successfully complete an annual fitness test with either the OHFM or FA and these are reflected in the KPIs.

Following the suspension of testing during 2017/18, 2018/19's annual fitness testing program has seen a marked improvement in performance in both key areas. These statistics are reflective of the highest completion and pass rates that we have seen since testing began in 2008. This has been helped by the appointment of a FA which has allowed a greater flexibility in testing and facilitated a more effective approach to completing outstanding fitness tests

From 2019/20 onwards there will be an additional performance indicator for Occupational Health to be measured against:

Description	Target	Actual	Performance	Comments
OH3 - % Percentage of 3 yearly medicals due in year completed.	85%	N/A	N/A	See notes

Operational Personnel have a statutory requirement to attend a 3 yearly medical. Ensuring these medicals are held on time can be challenging with various shifts and working patterns to accommodate. The new performance indicator is important to ensure the department remains on target to meet this statutory requirement.

During 2018/2019 the Occupational Health Department co-ordinated the annual renewal training for our TRiM practitioners. The OHAA acts as the Trauma Risk Management model (TRiM) coordinator and facilitated the booking of 2 lead practitioners on the accredited training in November 2018 to ensure that BFRS maintained the TRiM licence.

The TRiM uses a peer led support system to help employees following traumatic incidents. 9 TRiM practitioners including both green and grey book staff were provided with CPD training hosted by our lead practitioners in February 2019.

During 2018/19 Mental Health First Aid training was delivered by Mindshift Consultancy to both Watch and Crew managers across the service. This training was delivered in conjunction with the launch of the BFRS Mental Health Action Plan, and the signing of the MIND Bluelight pledge. 7 courses were held with 105 personnel receiving the input. Further training is planned during 2019/20 to both green and

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grey book staff to continue to raise awareness and reduce the stigma surrounding mental illness.

9.   HEALTH AND SAFETY OBJECTIVES

In line with best practice and guidance, the Health and Safety at Work Policy includes a commitment to the setting of annual corporate health and safety objectives.   Following objective selection by the HSST and HSSC the corporate health and safety objectives for 2019/20 were approved by the Corporate Management Team and the Fire and Rescue Authority Human Resources Policy and Challenge Group.   These now reflect the principle work streams for 2019/20 and a live action plan tracking completion of the objectives is available in the Health and Safety Section area on the Service intranet.

The Corporate Health and Safety objectives for 2018/19 are:

1. Carry out focus group meetings with staff to discuss the findings of the Safety Climate Survey and firefighter/ equipment decontamination.
2. Implement the actions as agreed by the Corporate Management Team following the RoSPA external audit of the Services safety management system.
3. Form a contaminants working group and identify short, medium and long term work streams to reduce the risk to BFRS employees from carcinogenic substances.
4. To continue the project to enhance firefighter safety during operational incidents and training by providing, through the Personal Protective Equipment Collaboration working group, replacement fire kit that offers maximum wearer protection and comfort and a fully managed service for its provision and maintenance.
5. To produce and review Regional Product pack documents for use with the National Operational Guidance Programme.
6. Review, Update and Deliver the Service`s BA Training in Accordance With National Operational Guidance Programme Foundation for Breathing Apparatus.
7. As part of the wider BFRS Blue Light Mental Health and Wellbeing Plan, conduct a survey using the Health and Safety Executive Stress Indicator Tool.
8. Make a commitment to the Highways England Driving for Better Business initiative.

10.   CONCLUSIONS

As detailed in the report, during 2018/19 considerable work has been undertaken in the management of health and safety throughout the Service. It has marked considerable success and the significant achievement of obtaining a level 5 award in the Quality Safety Audit carried out by the Royal Society for the Prevention of Accidents. This recognition demonstrates the commitment the Service has to the continued delivery of a positive health and safety culture across the entire workforce, ensuring the services we provide to the community of Bedfordshire are delivered with safety at the forefront of everyone's mind.

The marginal increases noted in the number of safety events will continue to be monitored. Although no recurring trends have been identified, further work will be undertaken through formal working groups to identify measures for the reduction of safety events, lost time and unnecessary losses.

The Service will continue to support collaborative health and safety work nationally, regionally and locally. It will engage with stakeholders and the workforce to ensure their safety and welfare is maintained during all activities.

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For Publication

Bedfordshire Fire and Rescue Authority
4 September 2019
Item No. 11

REPORT AUTHOR: **SECRETARY/MONITORING OFFICER**

SUBJECT: **SCHEME OF MEMBERS' ALLOWANCES**

For further information
on this report contact:

Nicky Upton
Democratic and Regulatory Services Supervisor
Tel No: 01234 845149

Background Papers:

Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	OTHER (please specify)	
	New		

Any implications affecting this report are noted at the end of the report.

Item 11.1

PURPOSE:

To consider whether members should be eligible to receive more than one Special Responsibility Allowance.

RECOMMENDATION:

That the Scheme of Members' Allowances be amended to provide that a Member may be paid no more than one Special Responsibility Allowance.

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1.   Law and Practice on Special Responsibility Allowances

1.1   At its last meeting the Authority reviewed the Scheme of Member Allowances and made some amendments to the Special Responsibility Allowances (SRAs) payable under the Scheme.   During discussion of this item a question was raised about whether it was lawful for a member to receive more than one SRA and I agreed to look into that question.

1.2   I have found no provision in the Regulations that covers this question. However, in my experience and from the research I have undertaken, it seems to be general practice for local authorities to include a provision in their Schemes providing that members can receive no more than one SRA.

JOHN ATKINSON
SECRETARY/MONITORING OFFICER

For Publication

REPORT AUTHOR:	**CHIEF FIRE OFFICER**
SUBJECT:	**WORK PROGRAMME 2019/20**

For further information on this report contact:	Nicky Upton Democratic and Regulatory Services Supervisor Tel No: 01234 845149

Background Papers:	None

Implications (tick ✓):

LEGAL			FINANCIAL	
HUMAN RESOURCES			EQUALITY IMPACT	
ENVIRONMENTAL			POLICY	
CORPORATE RISK	Known	✓	OTHER (please specify)	
	New			

Any implications affecting this report are noted at the end of the report.

Item 12.1

PURPOSE:

To review and report on the work programme for 2019/20 and to provide Members with an opportunity to request additional reports for the Fire Authority meetings for 2019/20.

RECOMMENDATION:

That Members consider the work programme for 2019/20 and note the 'cyclical' Agenda Items for each meeting in 2019/20.

PAUL FULLER CBE QFSM MStJ DL
CHIEF FIRE OFFICER

FIRE AND RESCUE AUTHORITY - PROGRAMME OF WORK 2019/20

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
4 Sept 2019	Communications			
	ASC Minutes from 10.07.19			
	Q1 Performance Report (covering Service Delivery, Human Resources and Corporate Services)			
	Q1 Projects and Programmes Update			
	2020/21 Revenue Budget, Capital Programme and Council Tax Setting	(transferred from CSPCG)		
	Health and Safety Annual Report to include ROSPA Audit Outcome	(transferred from HRPCG)		
	Outcome of HMP Inspection	(transferred from SDPCG)		
	Work Programme			

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
7 October 2019	Communications		Business Continuity (followed by annual reviews)	Requested by HHR
	Collaboration Working Group			
	Q2 Performance Report (covering Service Delivery, Human Resources and Corporate Services)	Q2 July-Sept, deferred to November Meeting due to timescales for stats		
	Q2 Projects and Programmes Update			
	2020/21 Budget Monitoring	Added by ACO		
	Procurement Strategy	Added by ACO		
	Mid-Year Treasury Update	Added by ACO		
	Work Programme			

Item 12.4

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	**Notes**	**Item**	**Notes**
6 Nov 2019	Communications			
	Collaboration Working Group			
	ASC Minutes from 15.10.19			
	Q2 Performance Report (covering Service Delivery, Human Resources and Corporate Services)			
	Q2 Projects and Programmes Update			
	HMICFRS Update Report	Added by ACO/DCFO		
	National Benchmarking Report	Added by ACO/DCFO		
	Information Bulletin (Q2 July – Sept)			
	Public Sector Equality Duty Report	(transferred from HRPCG)		
	Work Programme			

Item 12.5

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	**Notes**	**Item**	**Notes**
12 Dec 2019	Communications			
	Collaboration Working Group			
	2019/20 Revenue Budget and Capital Programme Monitoring	Added by ACO		
	Draft 2020/2021 Revenue Budget, Capital Programme and Council Tax			
	2020/21 Community Risk Management Plan	Added by ACO/DCFO		
	Members' Allowances Scheme			
	Work Programme			

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	Notes	Item	Notes
6 February 2020	Communications			
	Collaboration Working Group			
	ASC Minutes from 06.12.19			
	Q3 Performance Report			
	Q3 Projects and Programmes Update			
	Revenue Budget and Capital Programme Monitoring	(transferred from CSPCG)		
	The 2020/21 Revenue Budget, Capital Programme and Council Tax setting			
	2020/21 Community Risk Management Plan	Added by ACO/DCFO		
	Treasury Management Strategy and Practices	(transferred from CSPCG)		
	Localism Act 2011 – Pay Policy Statement 2020			
	Information Bulletin (Q3 Oct – Dec)			
	Work Programme			
	Proposed Indicators and Targets for 2020/21	(transferred from SD, CS and HR PCGs)		
	2019/20 Corporate Health and Safety Objectives to date and Proposed 2020/21Corporate Health and Safety Objectives	(transferred from HRPCG)		

Item 12.7

Meeting Date	'Cyclical' Agenda Items		Additional/Commissioned Agenda Items	
	Item	**Notes**	**Item**	**Notes**
30 April 2020	Communications			
	Collaboration Working Group			
	ASC Minutes from 26.03.20			
	Q4 Performance Report	ACO/DCFO move to May as data will not be available		
	Q4 Projects and Programmes Update			
	Asset Management Strategy (reviewed every 3 years, next review 2021/22)	(transferred from CSPCG)		
	Disposal of Assets under the Scheme of Delegated Authority			
	Information Bulletin (Q4 Jan – March)			
	Work Programme			

Document is Restricted

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