Bedfordshire
Fire & Rescue Authority

25 September 2023

Members of Executive Committee.

Bedford Borough Councillors: M Headley and A Sultan

Central Bedfordshire Councillors: R Goodchild and S Owen

Luton Borough Councillors: J Burnett and S Hussain

Your attendance is requested at a meeting of the **Executive Committee** to be held at **Conference Room, Fire and Rescue Service Headquarters, Kempston, Bedford MK42 7NR** on **Thursday, 21 September 2023** starting at **10.00 am**, for the transaction of the following business:

Graham Britten
Monitoring Officer

Public Document Pack

A G E N D A

Item	Subject	Lead	Purpose of Discussion
1.	Apologies	Democratic and Regulatory Services Supervisor	

Item	Subject	Lead	Purpose of Discussion
2.	Declaration of Disclosable Pecuniary and Other Interests	Chair	Members are requested to disclose the existence and nature of any disclosable pecuniary interest and any other interests as required by the Fire Authority's Code of Conduct (see note below)
3.	Communications	Chair	
4.	Minutes	Chair	To confirm the Minutes of the meeting held on 11 July 2023 (Pages 5 - 10)
5.	Public Participation	Chair	To receive any questions put to the Authority under the Public Participation Scheme
6.	FRA KPI reporting review outcomes	DCFO	To consider a report (Pages 11 - 54)
7.	HMICFRS inspection outcome	CFO	Report to follow
8.	Bedfordshire Fire and Rescue Service Community Forum Update	CFO	To consider a report (Pages 55 - 60)
9.	SHOUT - communicating with our constituent authorities	CFO	A discussion
10.	Work Programme	CFO	To consider a report (Pages 61 - 66)

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

To consider whether to pass a resolution under Section 100 (A) of the Local Government Act 1972 to exclude the public from the remainder of the meeting on the grounds that consideration of the following items of business is likely to involve the disclosure of exempt information as defined in Paragraphs 1, 2 and 3 of Part 1 of Schedule 12A to the Act as amended.

Item	Subject	Lead	Purpose of Discussion
	Subject	**Lead**	**Purpose of Discussion**
Item			
11.	ACFO Recruitment	CFO	Verbal update
12.	Brigade Managers Local Pay Review (ToR)	CFO	To consider a report (Pages 67 - 72)
	Next Meeting	10.00 am on 23 November 2023 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 EXECUTIVE COMMITTEE MEETING HELD ON 11 JULY 2023 AT 2 PM

Present: Councillors J Burnett (Chair), M Headley (Vice-Chair), R Goodchild, S Hussain and A Sultan

CFO A Hopkinson, G Britten (Monitoring Officer) and Mrs N Upton

Councillor S Owen attended as an observer

23-24/EC/1 Apologies

It was noted that the Assistant Chief Officer, Gavin Chambers, was unable to attend the meeting.

23-24/EC/2 Declaration of Disclosable Pecuniary and Other Interests

There were no declarations of interest.

23-24/EC/3 Communications

The Chief Fire Officer reported that the Annual Service Awards would be held on 12 July 2023 at Cranfield University.

23-24/EC/4 Minutes

Councillor Goodchild asked for an update on the development of a Community Panel, as it had been noted in the Minutes that a report would be submitted to the next meeting.

The Chief Fire Officer advised that this report had been deferred due to staff illness.

Councillor Goodchild requested that the slides relating to the call handling presentation given at the last meeting be circulated to new Members of the Fire and Rescue Authority for information.

The Chief Fire Officer reported that the year-end performance information would be presented to the next meeting of the Fire and Rescue Authority and that an update would be provided on the review of the Key Performance Indicators for 2023/24.

RESOLVED:
That the Minutes of the meeting held on 14 March 2023 be confirmed as a true record.

23-24/EC/5 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).

23-24/EC/6 Appointment of Lead Members

The Chief Fire Officer introduced the item by referring to slightly amended Lead Member roles that had been developed in accordance with the Service's new Community Risk Management Plan and its new strategic direction.

The Monitoring Officer referred the Committee to the Terms of Reference of the Authority in which the Lead Member roles were particularised as: prevention and protection, emergency response and resilience, workforce and organisation development, assets and collaboration and data and digital transformation. Therefore, appointment of Members to the new Lead Member areas would require a change to the Terms of Reference of the Authority. This would need Fire and Rescue Authority approval and subject to a separate report from the Monitoring Officer.

The new roles were proposed as being: prevention and protection, emergency response, people and culture, physical and digital assets and finance, productivity and efficiency. The first three areas were similar to the current Lead Member areas and as such could be appointed to at this meeting. The asset area had been expanded and finance, productivity and efficiency had been added as a new area, given the risks associated with the challenging financial environment.

Having each been proposed and seconded, the
following appointments were made:

Prevention and Protection: Councillor Sultan
Emergency Response and Resilience (will become Emergency Response): Councillor Goodchild
Workforce and Organisational Development (will become People & Culture): Councillor Hussain
Assets and Collaboration & Data and Digital Transformation (will combine and become Physical and Digital Assets): Councillor Burnett
Finance, Productivity and Efficiency: Councillor Headley

The Fire and Rescue Authority would be asked to consider changes to the Terms of Reference to formalise the new Lead Member roles and ratify the appointment to the new posts.

The Chief Fire Officer advised that, once the appointments had been finalised, meetings would be arranged between Lead Members and senior Officers.

RESOLVED:

1. That the Authority receive a separate report on the Executive's Terms of Reference to amend the Lead Member areas.
2. That the following Members be appointed to Lead Member roles of:
   Prevention and Protection: Councillor Sultan
   Emergency Response and Resilience: Councillor Goodchild
   Workforce and Organisational Development (will become People and Culture): Councillor Hussain
3. That the Authority ratify the following appointments, subject to the changes being made to the Authority's Terms of Reference:
   Assets and Collaboration and Data and Digital Transformation (will become Physical and Digital Assets): Councillor Burnett
   Finance, Productivity and Efficiency: Councillor Headley

<u>23-24/EC/7 National Pay Award for Brigade Managers of Fire and Rescue Services</u>

The Monitoring Officer introduced the report and advised that the Executive was acting in this matter as the employer in a pay negotiation. The Chief Fire Officer would be representing the employee's side, which consisted of the four members of staff employed under Gold Book conditions, the Chief Fire Officer, Deputy Chief Fire Officer, Assistant Chief Fire Officer and Assistant Chief Officer. Three options were set out in the report for the Executive's consideration.

The Chief Fire Officer advised that the pay negotiations had been very protracted and that the Executive, on behalf of the employer, was being asked to consider pay awards for the two years beginning in 1 January 2022 and 1 January 2023.

In early March 2023, a revised pay offer from the employers reminded Fire and Rescue Authorities of the twin track approach set out in the Salaries section of the NJC for Brigade Managers 'Gold Book' scheme of conditions of service which applies to the Principal Officers employed by this Authority, which took into account the national level of pay increase agreed by the NJC, whilst also undertaking a review at a local level.

A national award of an increase of 4% from 1 January 2022, and an increase of 3.5% from 1 January 2023 had been agreed in May 2023.

It was agreed that, pursuant to Sections 100A(2) and 100A(4) of the Local Government Act 1972, the public be excluded from the discussion of this item on the grounds that the matters to be discussed involved the likely disclosure of exempt information as defined in Paragraphs 1 to 3 of Part 1 of Schedule 12A to the Act (as amended).

The Chief Fire Officer left the meeting at this stage.

The Chief Fire Officer was invited back into the meeting room.

23-24/EC/8 Work Programme

Members received the updated work programme for 2023/24 and noted the cyclical items.

The Chief Fire Officer advised that the following items would need to be programmed into the Executive's work programme:

- New Service KPI's and how these should be reported to Members
- Independent review of governance
- Update on Community Panel
- HMI Inspection outcome
- Update on new Corporate Risk Register

The Chair requested that the culture and values paper previously submitted to Members be recirculated to the new Members of the Authority for information.

RESOLVED:
That the Work Programme 2023/24 be received and the cyclical agenda items be noted.

The meeting ended at 3.25 pm

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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For Publication

Bedfordshire Fire and Rescue Authority
Executive Committee
21 September 2023

SUBJECT: **PERFORMANCE REPORT TEMPLATE**

Author and contact: **Chris Bigland, DCFO**
chris.bigland@bedsfire.gov.uk

Background Papers: Agenda item - 2023/24 KPIs Update | Bedfordshire Fire and Rescue Service (moderngov.co.uk)

Appendix	Title	Protective Marking
1	Quarterly report template option 1	
2	Quarterly report template option 2	

Implications

This table provides a short statement of the impact of the recommendations in this report and/or a reference to the relevant paragraph/s in the report.

	Yes / No	Impact / Reference
Financial Implications	No	There are no financial implications.
Risk Management	No	Our Corporate Risk Register is reviewed regularly, and a quarterly update presented to the Audit and Standards Committee.

Legal Implications	No	Our performance is reported in line with the Fire Service Act 2004 and Fire and Rescue Service National Framework 2018. Improvements in reporting presentation mitigates accessibility issues.
Privacy and Security Implications	No	Performance reports are produced in line with GDPR and information security legislation. There are no privacy issues or security implications from this report.
Duty to Collaborate	No	The Policing and Crime Act 2017 requires the Authority to consider opportunities for collaboration with the police and ambulance services.
Health and Safety Implications	No	There are no Health and Safety implications related to this paper.
Equality, Diversity and Inclusion	Yes	This paper seeks to address short comings of previous reporting templates related to accessibility.
Environmental Sustainability	No	There are no environmental or sustainability issues related to the proposals contained within the report
Consultation and Communication	No	There are no issues that impact this report

PURPOSE:

To seek support from the FRA to adopt a new style and presentation of performance reports to enhance accessibility and to ensure Members are able to consider and challenge Service performance effectively.

RECOMMENDATIONS:

That Members:

1. Consider the performance report template changes proposed within the paper.
2. State the preferred template for future reports.
3. Provide any further observations of the template to be considered for future reports.

1. Background

1.1. During 2022/23 the FRA tasked Officers with reviewing the way performance data is presented.

1.2. A working group was formed to review the reporting template which considered accessibility and the depth of data presented in areas where improvement was required.

1.3. An update was provided to the Executive Committee on Tuesday 14th March 2023. The update included a presentation that described the issues with existing reporting, provided examples of benchmarking and proposed a new way to show performance data which would improve performance scrutiny.

1.4. Officers have now created options for the new reporting template, which are contained within this paper.

2. Limitations of the paper

2.1. This paper considers the style and data to be included in future performance reports.

2.2. This paper does not seek to propose new targets as this will be done through the conclusion of internal development work and a workshop with Members before the end of the financial year. Any proposed changes to targets will be brought to the Fire Authority for consideration and approval before moving to public consultation.

2.3. Final approval on any proposed changes remains the decision of the Fire Authority following public consultation and papers to inform such a decision will be presented during 2024.

3. Drivers for change

3.1. The existing performance report template was reviewed by officers to consider accessibility concerns.

3.2. Feedback from members of the Neurodiversity Staff Network group raised issues with the ease of which the report could be read. Further issues were raised regarding the inaccessibility for readers with colour vision deficiency.

3.3. Feedback from Members regarding the ability to track performance over time and easily compare historical performance against current performance was also considered.

3.4. Members also commented on the ease of which commentary can be considered alongside performance as the extant template presents these two aspects separately.

3.5. Critical feedback from Members was the need for benchmarking data against other comparable services or against national benchmarking where ‘per 100,000’ or equivalent metrics were available and relevant to the debate.

3.6. Examples of national comparisons were presented during the previous update to the Executive Committee, specifically highlighting the KPIs for fire control. This illustrated that the Service is currently a major outlier in terms of an overly ambitious and unachievable group of targets based on ‘catch all’ general measures that have not kept pace with either the service policies or the diversification of call types.

3.7. Surfacing these inconsistencies would not have been discovered had the national benchmarking not taken place. This bolstered the case for reporting on benchmarking where relevant and available.

4. Proposed options

4.1 Contained within the appendices are two versions of the performance report for Members to consider.

4.2 Option one continues to group performance based on thematic or professional areas within the service. E.g., Prevention, Protection and Response.

4.3 Option two considers poor or developing performance first and collates all on track performance indicators for information.

4.4 Both report types are built based on addressing concerns and feedback.

CHRIS BIGLAND
DEPUTY CHIEF FIRE OFFICER

Bedfordshire
Fire and Rescue Service

ALTERNATIVE 1

Performance Report

2023–24 Quarter 1

Prevention 3
Protection 7
Response Incident Activity 8
Response: Appliance Availability 9
Response: Emergency call handling 11
Response: Incident response time 12
Human Resources 15
Organisational Development 16
Health and Safety 18
Utilising 19
Finance 20
Information and Communication Technology 21

The status of each of the metrics is indicated using the following symbols:

Indicator	Status
	On target or better than target
	Off target but within 10% of target
	Off target by more than 10% of target
	No target. For information only

Prevention

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0002a	Down	**177** (Target 204)
Lorem ipsum dolor sit amet, consectetur	0014a	Down	**4 (Target 8)**
Lorem ipsum dolor sit amet, consectetur	0002ai-ii	Down	**3 (Target 8)**

Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0003a	Down	**187 (Target 172)**

Comment:

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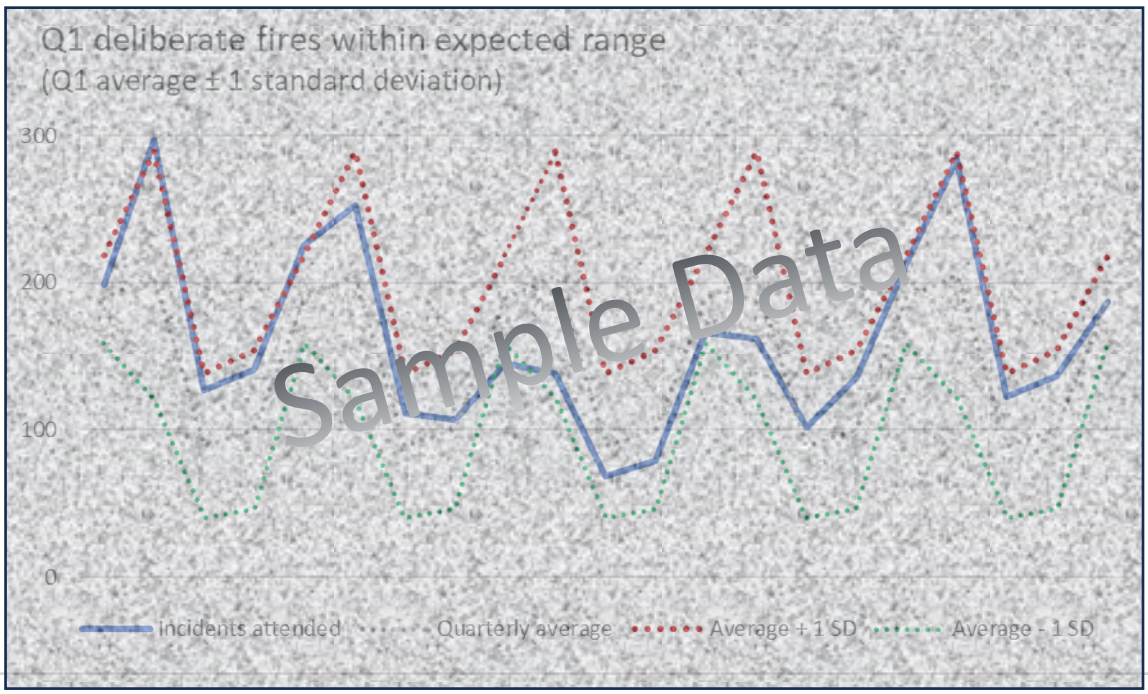

Lorem ipsum dolor sit amet, consectetur	0002ai-i	Down	**75 (Target 74)**

Comment:

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Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0002aiii-ii	Down	**12 (Target 11)**

Comment:

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Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0013e	Down	**1** (Target 0)
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod			
Lorem ipsum dolor sit amet, consectetur	0015	Up	**1450 (Target 2500)**
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod			

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0002b	Down	**311 (Target 218)**

Comment:

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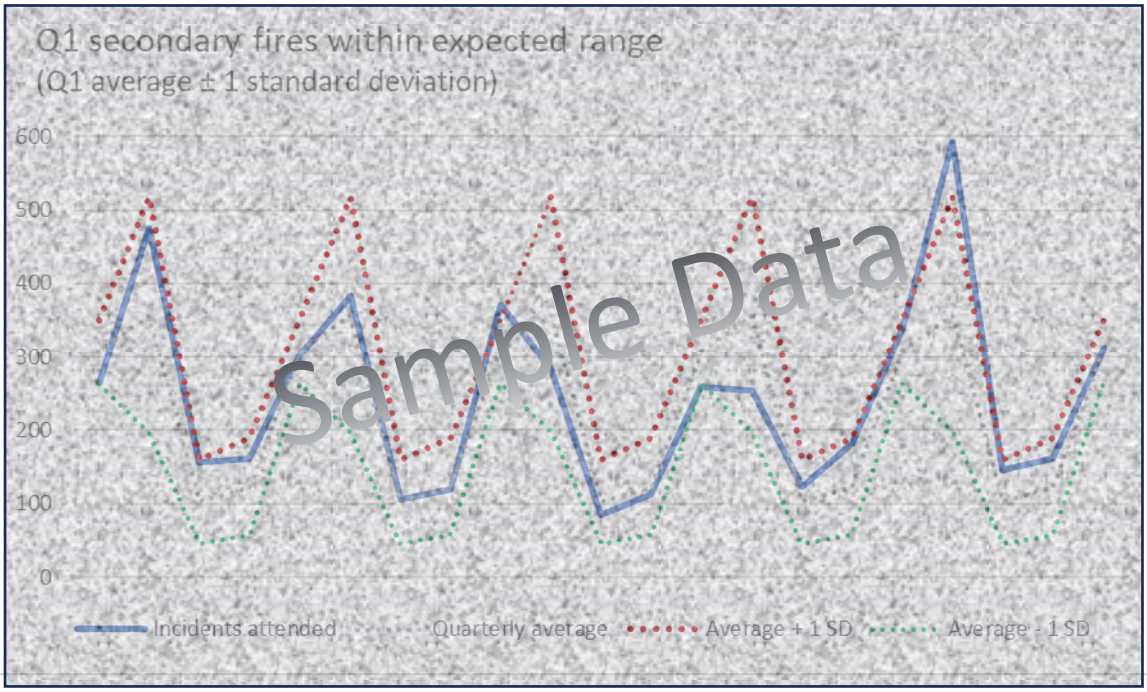

No target. For information only

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0016a	Up	**375** (Last year 579)

Protection

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0022ai	Up	**99% (Target 95%)**
Lorem ipsum dolor sit amet, consectetur	PI16	Up	**603 (Target 600)**
Lorem ipsum dolor sit amet, consectetur	0039	Down	**27 (Target 28)**
Lorem ipsum dolor sit amet, consectetur	0011	Down	**152 (Target 163)**

No target. For information only

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0022a	N/A	**71** (Last year 87)
Lorem ipsum dolor sit amet, consectetur	0023g	N/A	**6** (Last year 0)
Lorem ipsum dolor sit amet, consectetur	0023i	N/A	**0** (Last year 0)

Response Incident Activity

No target. For information only

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0001	N/A	**1771** (Last year 1900)
Lorem ipsum dolor sit amet, consectetur	0001a	N/A	**490** (Last year 567)
Lorem ipsum dolor sit amet, consectetur	0001b	N/A	**655** (Last year 665)
Lorem ipsum dolor sit amet, consectetur	0001c	N/A	**626** (Last year 668)

Response: Appliance Availability

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0040a	Up	**100% (Target 100%)**

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0034	Up	67% (Target 80%)

Comment:

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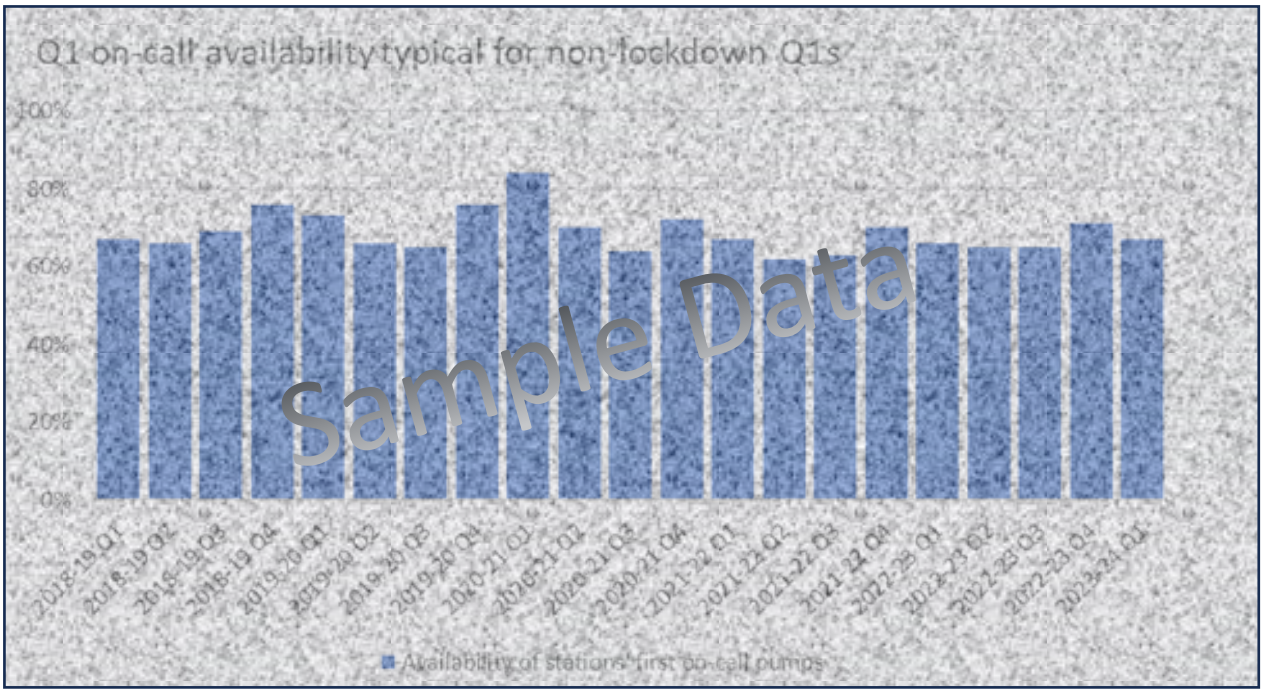

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0040	Up	69% (Target 90%)

Comment:

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Response: Emergency call handling

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0028b	Up	**91% (Target 90%)**

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0029e	Up	**28% (Target 90%)**
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit			
Lorem ipsum dolor sit amet, consectetur	0029	Down	**122 s (Target 90 s)**
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec.			
E Lorem ipsum dolor sit amet, consectetur	0029f	Up	**75% (Target 90%)**
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No target. For information only

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0028	N/A	**3875**

Response: Incident response time

On target or better than target

Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
Lorem ipsum dolor sit amet, consectetur	0030a/h	Down	**594 s** (Target 600 s)	**516 s** (Target 600 s)
Lorem ipsum dolor sit amet, consectetur	0030d/j	Down	**686 s** (Target 780 s)	**553 s** (Target 780 s)
Lorem ipsum dolor sit amet, consectetur	0030e/l	Up	**97%** (Target 96%)	**96%** (Target 96%)
Lorem ipsum dolor sit amet, consectetur	0030b/i	Down	**624 s** (Target 1200 s)	**524 s** (Target 1200 s)

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
Lorem ipsum dolor sit amet, consectetur	0030g/k	Up	**66%** (Target 80%)	**74%** (Target 80%)

Comment:

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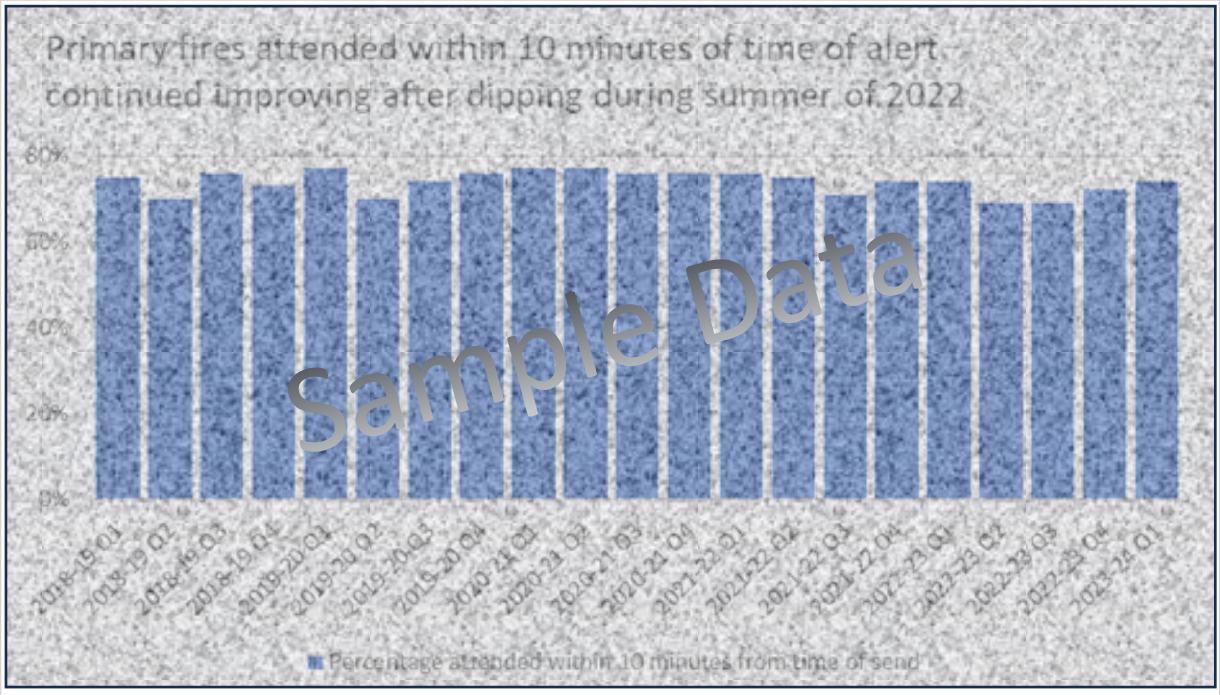

Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
Lorem ipsum dolor sit amet, consectetur	0030f/m	Up	**64%** (Target 80%)	**77%** (Target 80%)

Comment:

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Human Resources

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0061	Down	**1.33% (Target 5%)**

Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0060	Down	**4.6% (Target 4.40%)**
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Organisational Development

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	T1	Up	**99% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T2	Up	**100% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T3	Up	**98% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T4	Up	**100% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T5	Up	**98% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T6	Up	**98% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T7	Up	**100% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T8a	Up	**93% (Target 92%)**
Lorem ipsum dolor sit amet, consectetur	T8b	Up	**91% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	T8e	Up	**92% (Target 92%)**

Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	T8c	Up	**84%** (Target 90%)
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod			
Lorem ipsum dolor sit amet, consectetur	T8d	Up	**90%** (Target 92%)
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod			

Health and Safety

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	H1	Down	**1.83 (Target 3.78)**
Lorem ipsum dolor sit amet, consectetur	H2	Down	**102.28 (Target 291.95)**
Lorem ipsum dolor sit amet, consectetur	H3	Down	**123.64 (Target 703.62)**
Lorem ipsum dolor sit amet, consectetur	H4	Down	**17 (Target 34.6)**

Utilising

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	WS1a	Up	**97.37% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	WS1b	Up	**100% (Target 95%)**
Lorem ipsum dolor sit amet, consectetur	WS2a	Down	**2.63% (Target 5%)**
Lorem ipsum dolor sit amet, consectetur	WS2b	Down	**3.23% (Target 5%)**
Lorem ipsum dolor sit amet, consectetur	WS2c	Down	**0.55% (Target 3%)**
Lorem ipsum dolor sit amet, consectetur	WS4	Down	**0.97% (Target 2%)**
Lorem ipsum dolor sit amet, consectetur	WS5	Up	**97.78% (Target 93%)**
Lorem ipsum dolor sit amet, consectetur	WS6	Up	**100% (Target 97%)**

Finance

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0066	Up	**100% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	0068	Down	**2.43% (Target 3.0%)**

Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0067	Up	**92% (Target 93%)**
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod			

Information and Communication Technology

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0042	Up	**100% (Target 96%)**
Lorem ipsum dolor sit amet, consectetur	0043	Up	**100% (Target 97%)**
Lorem ipsum dolor sit amet, consectetur	0044	Up	**100% (Target 97%)**
Lorem ipsum dolor sit amet, consectetur	0045	Up	**94% (Target 93%)**
Lorem ipsum dolor sit amet, consectetur	0046	Up	**99.9% (Target 98.0%)**
Lorem ipsum dolor sit amet, consectetur	0047	Up	**98.8% (Target 98.0%)**

Bedfordshire
Fire and Rescue Service

ALTERNATIVE 2

Performance Report

2023–24 Quarter 1

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Response: Appliance Availability	7
Response: emergency call handling	9
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On target or better than target	15
No target. For information only	18

The status of each of the metrics is indicated using the following symbols:

Indicator	Status
	On target or better than target
	Off target but within 10% of target
	Off target by more than 10% of target
	No target. For information only

Prevention

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0013e	Down	**1** (Target 0)

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Lorem ipsum dolor sit amet, consectetur	0015	Up	**1450 (Target 2500)**

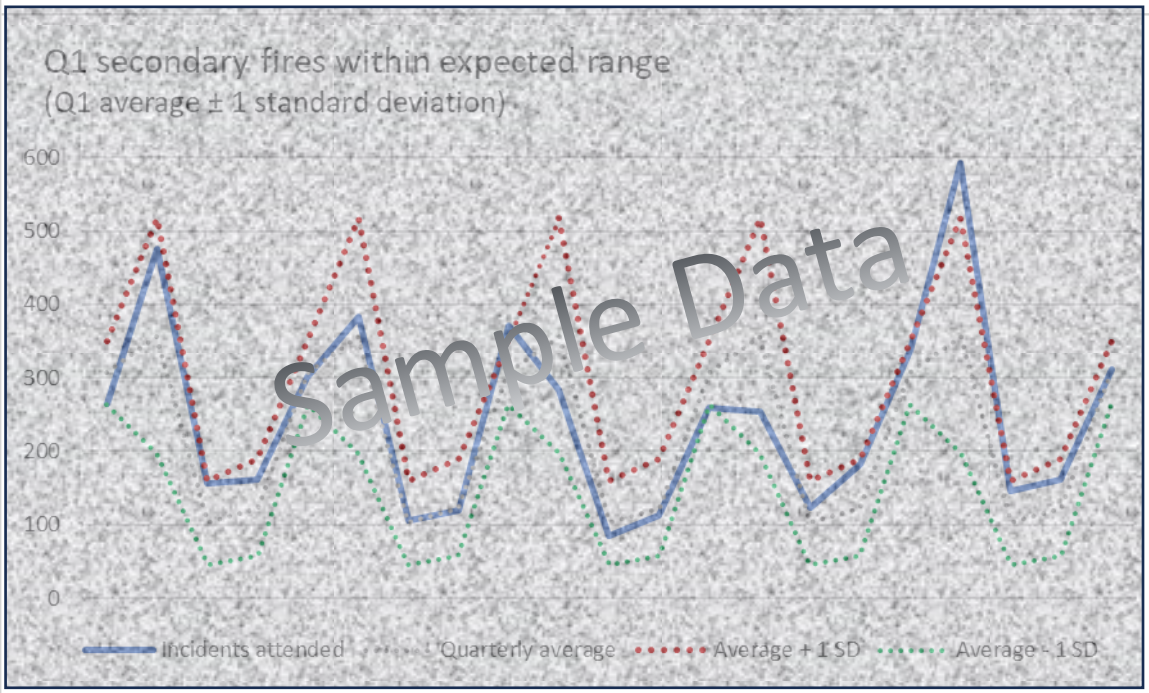
Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0002b	Down	**311 (Target 218)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

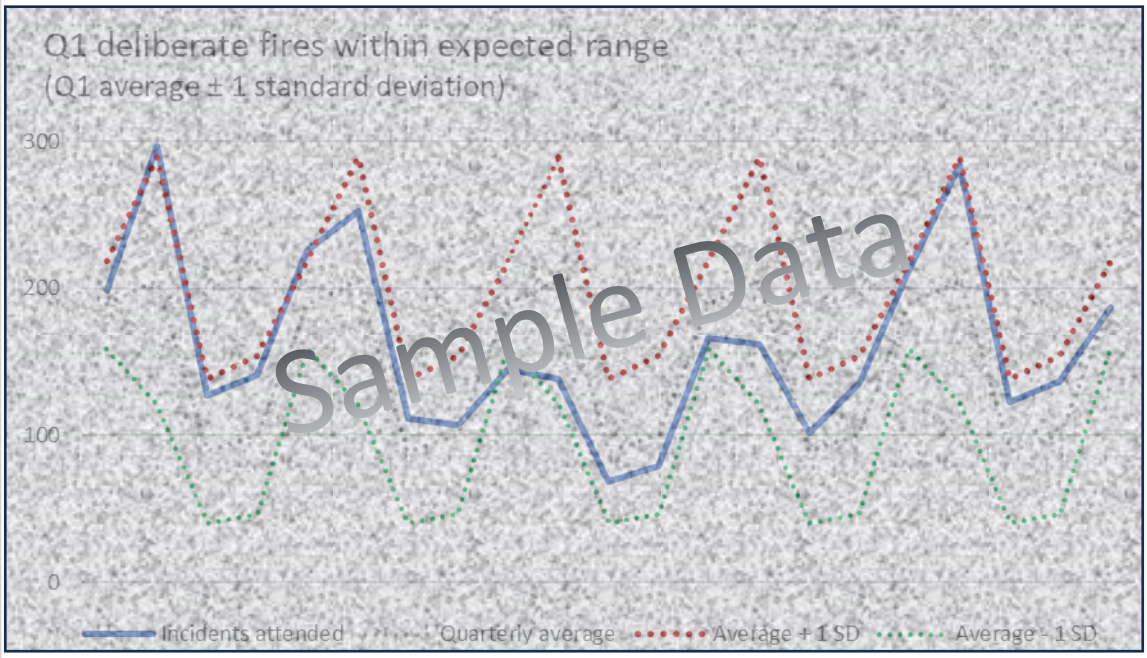


Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0003a	Down	**187 (Target 172)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.



Lorem ipsum dolor sit amet, consectetur	0002ai-i	Down	**75 (Target 74)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0002aiii-ii	Down	**12 (Target 11)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

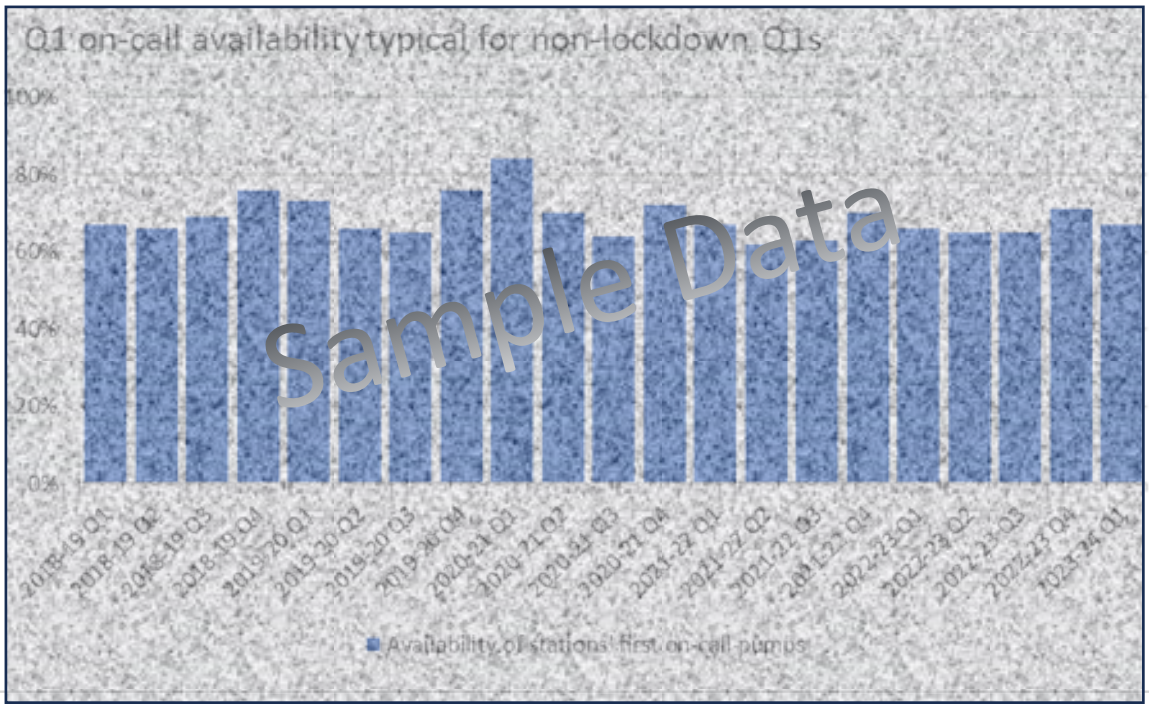
Response: Appliance Availability

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0034	Up	67% (Target 80%)

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.



Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0040	Up	69% (Target 90%)

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Response: Emergency call handling

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0029e	Up	**28% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	0029	Down	**122 s (Target 90 s)**
Lorem ipsum dolor sit amet, consectetur	0029f	Up	**75% (Target 90%)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Response: Incident response time

Off target by more than 10% of target

Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
Lorem ipsum dolor sit amet, consectetur	0030g/k	Up	**66%** (Target 80%)	**74%** (Target 80%)

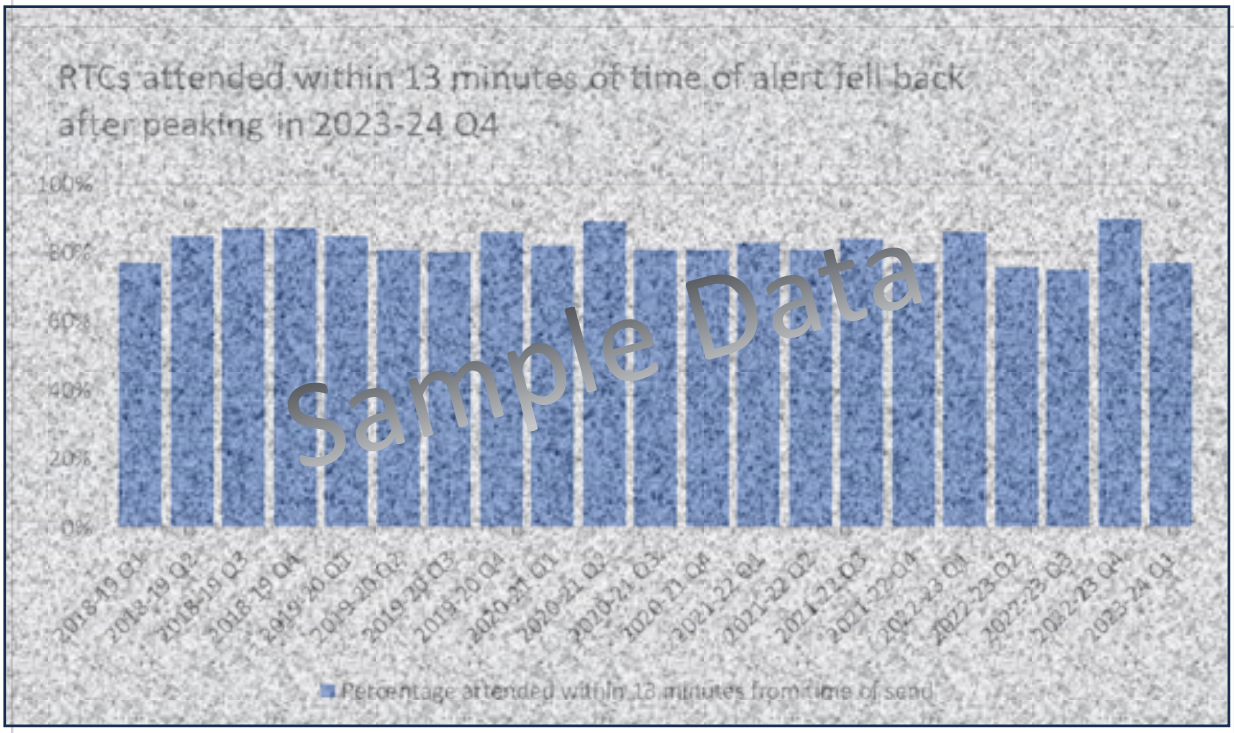
Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Indicator	Ref	Aim	Quarter 1 From time of call	Quarter 1 From time of send/alert
Lorem ipsum dolor sit amet, consectetur	0030f/m	Up	**64%** (Target 80%)	**77%** (Target 80%)

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.



Human Resources

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0060	Down	**4.6%** **(Target 4.40%)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

Organisational Development

Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	T8c	Up	**84%** (Target 90%)
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.			
Lorem ipsum dolor sit amet, consectetur	T8d	Up	**90%** (Target 92%)
Comment: Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.			

Finance

Off target but within 10% of target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0067	Up	**92% (Target 93%)**

Comment:

Ipsum nunc aliquet bibendum enim facilisis gravida neque convallis a. Mi in nulla posuere sollicitudin aliquam ultrices sagittis. Condimentum mattis pellentesque id nibh tortor. Ut pharetra sit amet aliquam id diam maecenas ultricies mi. Feugiat in fermentum posuere urna nec. Luctus accumsan tortor posuere ac ut. Aliquam vestibulum morbi blandit cursus. Sit amet massa vitae tortor condimentum lacinia quis. Neque ornare aenean euismod elementum nisi quis. Vulputate dignissim suspendisse in est ante in. Pretium viverra suspendisse potenti nullam ac. Mattis rhoncus urna neque viverra justo. In metus vulputate eu scelerisque felis imperdiet proin fermentum.

On target or better than target

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0002a	Down	**177** (Target 204)
Lorem ipsum dolor sit amet, consectetur	0014a	Down	**4 (Target 8)**
Lorem ipsum dolor sit amet, consectetur	0002ai-ii	Down	**3 (Target 8)**
Lorem ipsum dolor sit amet, consectetur	0022ai	Up	**99% (Target 95%)**
Lorem ipsum dolor sit amet, consectetur	PI16	Up	**603 (Target 600)**
Lorem ipsum dolor sit amet, consectetur	0039	Down	**27 (Target 28)**
Lorem ipsum dolor sit amet, consectetur	0011	Down	**152 (Target 163)**
Lorem ipsum dolor sit amet, consectetur	0040a	Up	**100% (Target 100%)**
Lorem ipsum dolor sit amet, consectetur	0028b	Up	**91% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	0030h	Down	**516 (Target 600)**
Lorem ipsum dolor sit amet, consectetur)	0030j	Down	**553 (Target 780)**
Lorem ipsum dolor sit amet, consectetur	0030l	Up	**96% (Target 96%)**
Lorem ipsum dolor sit amet, consectetur	0030i	Down	**524 (Target 1200)**
Lorem ipsum dolor sit amet, consectetur	0030a	Down	**594 (Target 600)**
Lorem ipsum dolor sit amet, consectetur	0030d	Down	**686 (Target 780)**
Lorem ipsum dolor sit amet, consectetur	0030e	Up	**97% (Target 96%)**
Lorem ipsum dolor sit amet, consectetur	0030b	Down	**624 (Target 1200)**
Lorem ipsum dolor sit amet, consectetur	0061	Down	**1.33% (Target 5%)**

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	T1	Up	**99% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T2	Up	**100% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T3	Up	**98% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T4	Up	**100% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T5	Up	**98% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T6	Up	**98% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T7	Up	**100% (Target 98%)**
Lorem ipsum dolor sit amet, consectetur	T8a	Up	**93% (Target 92%)**
Lorem ipsum dolor sit amet, consectetur	T8b	Up	**91% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	T8e	Up	**92% (Target 92%)**
Lorem ipsum dolor sit amet, consectetur	H1	Down	**1.83 (Target 3.78)**
Lorem ipsum dolor sit amet, consectetur	H2	Down	**102.28 (Target 291.95)**
Lorem ipsum dolor sit amet, consectetur	H3	Down	**123.64 (Target 703.62)**
Lorem ipsum dolor sit amet, consectetur	H4	Down	**17 (Target 34.6)**
Lorem ipsum dolor sit amet, consectetur	WS1a	Up	**97.37% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	WS1b	Up	**100% (Target 95%)**
Lorem ipsum dolor sit amet, consectetur	WS2a	Down	**2.63% (Target 5%)**
Lorem ipsum dolor sit amet, consectetur	WS2b	Down	**3.23% (Target 5%)**
Lorem ipsum dolor sit amet, consectetur	WS2c	Down	**0.55% (Target 3%)**

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	WS4	Down	**0.97% (Target 2%)**
Lorem ipsum dolor sit amet, consectetur	WS5	Up	**97.78% (Target 93%)**
Lorem ipsum dolor sit amet, consectetur	WS6	Up	**100% (Target 97%)**
Lorem ipsum dolor sit amet, consectetur	0066	Up	**100% (Target 90%)**
Lorem ipsum dolor sit amet, consectetur	0068	Down	**2.43% (Target 3.0%)**
Lorem ipsum dolor sit amet, consectetur	0042	Up	**100% (Target 96%)**
Lorem ipsum dolor sit amet, consectetur	0043	Up	**100% (Target 97%)**
Lorem ipsum dolor sit amet, consectetur	0044	Up	**100% (Target 97%)**
Lorem ipsum dolor sit amet, consectetur	0045	Up	**94% (Target 93%)**
Lorem ipsum dolor sit amet, consectetur	0046	Up	**99.9% (Target 98.0%)**
Lorem ipsum dolor sit amet, consectetur	0047	Up	**98.8% (Target 98.0%)**

No target. For information only

Indicator	Ref	Aim	Quarter 1
Lorem ipsum dolor sit amet, consectetur	0016a	Up	**375** (Last year 579)
Lorem ipsum dolor sit amet, consectetur	0022a	N/A	**71** (Last year 87)
Lorem ipsum dolor sit amet, consectetur	0023g	N/A	**6** (Last year 0)
Lorem ipsum dolor sit amet, consectetur	0023i	N/A	**0** (Last year 0)
Lorem ipsum dolor sit amet, consectetur	0001	N/A	**1771** (Last year 1900)
Lorem ipsum dolor sit amet, consectetur	0001a	N/A	**490** (Last year 567)
Lorem ipsum dolor sit amet, consectetur	0001b	N/A	**655** (Last year 665)
Lorem ipsum dolor sit amet, consectetur	0001c	N/A	**626** (Last year 668)
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FOR PUBLICATION

Bedfordshire Fire and Rescue Authority
Executive Committee
21 September 2023

SUBJECT: **COMMUNITY PANEL UPDATE**

Author and contact: Leanne Ehren
Interim Head of Communication, engagement and external affairs
Leanne.ehren@bedsfire.gov.uk

Background Papers:
Agenda for Executive Committee on Tuesday, 14th March, 2023, 10.00 am | Bedfordshire Fire and Rescue Service (moderngov.co.uk)

Implications

This table provides a short statement of the impact of the recommendations in this report and/or a reference to the relevant paragraph/s in the report.

Will this report affect any of the following?

	Yes / No	**Impact / Reference**
Financial Implications	Yes	Venue/event management
Risk Management	Yes	Reputational risk – engaging with public/not listening to customers
Legal Implications	No	
Privacy and Security Implications	No	
Duty to Collaborate	Yes	Opportunity for collaboration with partner organisations

Health and Safety Implications	No	
Equality, Diversity and Inclusion	Yes	Diverse representation of communities, engaging with seldom-heard groups
Environmental Sustainability	No	
Consultation and Communication	Yes	Engaging with key stakeholders in researching options available within Bedfordshire. Communication following community engagement to close the loop of topics raised.

PURPOSE:

To update members on the Service's community panel and options for ways forward.

RECOMMENDATION:

That Members acknowledge the contents of the report and decide on the preferred option(s).

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1. Executive Summary

1.1 The Service wants to have meaningful engagement with the communities it serves; to listen to their concerns, get their feedback on decisions taken by the Authority about the future plans and priorities of the fire service, and to increase strategic visibility amongst the public.
1.2 The first community panel was held earlier this year and it did not meet the objective as set out to FRA in March.
1.3 The CRMP 23-27 has been consulted on with the public of Bedfordshire and now the Service wants to reflect if a Service-run community panel is the best way forward.
1.4 The Interim Head of Communications has engaged with counterparts in blue light services, local authorities and other fire and rescue services to understand best practice as well as what opportunities are available locally.
1.5 This report aims to give Authority Members an update following the first panel and to explore options moving forward.

2 Background

2.1 Bedfordshire Fire and Rescue Authority in March this year (2023) requested the Service establish its own community panel to support community engagement activity to involve the public in "developing ideas earlier and get regular sense checking on activity that affects their communities".

2.2 Less than a handful of fire and rescue services in England host its own community panel/forum.

2.3 A community panel was hosted by the Service in May 2023 and was attended by 14 representatives from partner organisations.

2.4 A presentation was delivered about the Service and the proposed CRMP, before a discussion held about the risks/challenges faced by organisations who attended and the communities of Bedfordshire that we all serve.

2.5 It was suggested the panel be renamed the Community Partner Panel to reflect membership.

2.6 No further meetings of this panel or the development of a panel for residents/the public have taken place.

2.7 Bedfordshire Fire and Rescue Service attends partnership panels, meetings and engagement opportunities at a number of levels across the Service, including at senior management level and through the community fire safety team (partnerships manager). Some of these welcome members of the public to represent their community.

2.8 There is currently no central coordination of community engagement activity of this nature by the Service. Recording of this activity as a Service is therefore limited.

2.9 Opportunities are available to strategically sit on resident/community panels that are already hosted and are being developed by partner organisations.

3 Option 1 – collaborate with partners to sit on existing partner panels, forums and resident engagement opportunities

3.1 Benefits include:

- Alignment with vision statement about Working Together, and this includes working with partners
- Raises profile of FRA activity and strategy with public and partners
- Our CRMP consultation in January 2023 resulted in the highlighting of various efficiencies which included collaboration with other public services
- Cost savings and the costs associated with supporting and paying for this
- Integrates agendas and will avoid duplication
- Collaborative solutions can be held to public account

3.2 Risks include:

- Agendas may have limited FRS coverage and airtime may be limited
- The public may confuse responsibility/activity of partner organisations
- The Authority may have less control over terms of reference
- May have to repeat the process a number of times (e.g., three council community citizen panels, ICB, and policing)

4 Option 2 – try again to develop a dedicated Fire and Rescue Service Community Panel or commission the Community Voluntary Service Bedfordshire or Bedfordshire Local Resilience Forum to do this on behalf of the Authority

4.1 Benefits include:

- Focused meeting agendas
- Members of the Panel could be nominated by local councils, Police and Crime Commissioner, Police Independent Advisory Groups and other stakeholders with a chairperson directly recruited or elected
- Greater opportunities for synchronisation with FRA meetings
- Complete control over timing of panel and terms of reference

4.2 Risks include:

- Cost
- Public not attending
- May not get a diverse range of attendees
- Time pressure on BFRS staff to organise in lead up to, promotion of, and follow through; to regularly host every quarter, in multiple locations to address changing community needs
- Partners may not attend/want to take part in panel as they already have existing panels
- Commissioning is most expensive option. Soft costings reveal this will cost between £5 and £15k a year by CVSBeds.

5 Option 3 – Develop virtual community panel

5.1 Benefits include:

- This option can be run alongside either of the above options
- Can be set up quickly – recruitment campaign across existing channels/events/contacts
- Can ask questions ad-hoc (TOR two times a month maximum) on a range of subjects
- Ready-made test group for a range of subjects
- GDPR compliant data storage
- Successfully used by neighbour Cambridgeshire FRS – can build on their learning/utilise model
- Will get more response (measurable) to key questions from a larger sample of general public

5.2 Risks include:

- Will need to invest in suitable email-marketing software (already being explored to support BFRS external communication)
- May not get a diverse range of people take part unless targeted advertising during recruitment
- Duplication in responses
- May need to refresh recruitment drive for panel members yearly

6 RECOMMENDATION:

6.1 That Members acknowledge the contents of the report and decide on the preferred option(s).

LEANNE EHREN
INTERIM HEAD OF COMMUNICATION, ENGAGEMENT AND EXTERNAL AFFAIRS

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For Publication

Bedfordshire Fire and Rescue Authority
Executive Committee
21 September 2023

SUBJECT: **WORK PROGRAMME 2023/24**

Author and contact: **Nicky Upton, Democratic and Regulatory Services Supervisor**
Democratic.services@bedsfire.gov.uk

Background Papers: None

Appendix	Title	Protective Marking
1	Executive Committee Work Programme	N/A

Implications

This table provides a short statement of the impact of the recommendations in this report and/or a reference to the relevant paragraph/s in the report.

Will this report affect any of the following?

	Yes / No	Impact / Reference
Financial Implications	No	

Risk Management	No	
Legal Implications	Yes	Meetings/committees set in accordance with The Bedfordshire Fire Services (Combination Scheme) Order 1996 (now amended by Variation Order 2012) in order to carry out functions specified within the Fire and Rescue Services Act 2004
Privacy and Security Implications	No	
Duty to Collaborate	No	
Health and Safety Implications	No	
Equality, Diversity and Inclusion	No	
Environmental Sustainability	No	
Consultation and Communication	Yes	Agenda items will be either statutory items for consideration, topical items or other subject matters raised via Corporate Management Team and/or Principal Officer discussions. Following initial liaison with the Chair of the Meeting/Committee, items will be added to the Executive work programme with Fire Authority Members being given the opportunity at each meeting to request any additional topics for consideration or training requirements

PURPOSE:

To review and report on the work programme for 2023/24 and to provide Members with an opportunity to request additional reports for the Executive Committee meetings.

RECOMMENDATION:

It is recommended that the work programme for 2023/24 and the ‘cyclical’ Agenda Items for each meeting in 2023/24 be noted.

ANDREW HOPKINSON
CHIEF FIRE OFFICER

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EXECUTIVE COMMITTEE - WORK PROGRAMME 2023/24

Executive Committee 15.11.23			CFO Review (select from drop down list)	Notes
	Cyclical Agenda Items	**Agenda item (locked for editing)**		
		Communications		
		Executive Committee Minutes from 03.10.23		
		CRMP Update		
		Work Programme		
		Update on new Corporate Risk Register	Deferred	CFO raised at 11.07.23, proposed date suggested by BSM who will report - deferred from September meeting.
		CRMP Update	Deferred	Deferred from September meeting.
	Additional/Commissioned Items	Progress on review of Independent Review of Governance and MO role		CFO raised at 11.07.23, proposed date suggested by BSM

Executive Committee 22.01.24			CFO Review (select from drop down list)	Notes
	Cyclical Agenda Items	**Agenda item (locked for editing)**		
		Communications		
		Executive Committee Minutes from 15.11.22		
		CRMP Update		
		Work Programme		
	Additional/Commissioned Items			

Executive Committee 14.03.24	Cyclical Agenda Items	Agenda item (locked for editing) Communications Executive Committee Minutes from 22.01.24 2024/25 KPIs update Work Programme	CFO Review (select from drop down list)	Notes
	Additional/Commissioned Items			

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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