



Bedfordshire
Fire and Rescue Service

STATEMENT OF ASSURANCE 2017/18



Bedfordshire Fire and Rescue Authority
Statement of Assurance 2017/18

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1. Introduction

The Government set out its high level expectations and requirements for Fire and Rescue Authorities through the [Fire and Rescue National Framework \(England\) 2012](#).

The Framework is issued under Section 21 of the [Fire and Rescue Services Act 2004](#) with the stated purpose to give Fire and Rescue Authorities the freedom and flexibility to deliver services to their communities, moving accountability away from Central Government and placing responsibility with local communities.

Under the National Framework, Bedfordshire Fire and Rescue Authority (BFRA) have a responsibility to publish an *Annual Statement of Assurance* which provides a report on the Service's performance in the previous year with regard to:

- **Financial:** How BFRA ensures that public money is properly accounted for, managed, audited and reported along with management of financial assets and the production of the *Annual Statement of Accounts* which is produced in line with accounting codes of practice.
- **Governance:** How BFRA ensures that it conducts its business lawfully and that public money is properly accounted for and managed economically, efficiently and

effectively and that an *Annual Governance Statement* (AGS) is published.

- **Operational:** How BFRA operates within a clear defined statutory framework including key documents such as National Framework (to be updated 2018) and the Fire and Rescue Services Act 2004 etc.

Statements of Assurance are required to be published annually and where possible form part of the existing governance reporting arrangements. This Statement of Assurance is subject to normal scrutiny arrangements which comprise of:

- Approval by the Audit and Standards Committee who oversee the production of the Annual Statement of Assurance;
- Reported to the Full Authority Meeting by the Chair of the Audit and Standards Committee; and,
- Published on the Service's website.

In summary this Statement of Assurance aims to provide information to the communities, government, local authorities and partners in an easy and accessible way in which a valid assessment can be made of their local fire and rescue authority's performance during 2017/18.

2. Financial Assurance

BFRA is a precepting authority; this means that its net cost, after receiving Government Grant and a proportion of local business rates, is met by all council tax payers in Bedford, Central Bedfordshire and Luton as a proportion to the valuation band of their home.

BFRA has the responsibility for ensuring that public money collected by way of grant and council tax is properly accounted for and managed appropriately in accordance with Section 3 of the Local Government Act 1999. This responsibility extends to securing the continuous improvement in which BFRA's functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

As part of managing the financial arrangements of the Authority, BFRA have robust control measures in place for protecting the public purse which are supported by accurate budget monitoring processes which are subject to rigorous scrutiny and reporting.

The Treasurer to the Fire and Rescue Authority (FRA) has the responsibility for ensuring that the right measures are in place to manage the Authority's financial assets that the financial reporting arrangements are

sound and that the Annual Statement of Accounts is prepared in accordance with statutory requirements.

The Statement of Accounts for the year ending 31 March 2018 is a document that summarises BFRA's transactions for the previous financial year detailing how the funding was used to provide a Fire and Rescue Service to the communities of Bedfordshire and includes:

- a) The Statement of Responsibilities for the Statement of Accounts which sets out the responsibilities of the FRA and the Treasurer to the FRA;
- b) The [Annual Governance Statement \(AGS\)](#);
- c) The Movement in Reserves Statement which summarises the FRA's spending against the council tax it raised, taking into account the use of reserves during the year;
- d) The Comprehensive Income and Expenditure Statement which summarises the income and expenditure of the FRA;
- e) The [Balance Sheet](#) which displays the financial position of the FRA as at 31 March 2018;
- f) The [Cash Flow](#) Statement which summarises the changes in the FRAs funds; and,

g) The Pension Fund Account for the year together with the Net Assets Statement at the year end.

The Accounts are supported by a Statement of Accounting Policies and Core Financial Statements and prepared by the Finance Team under the direction of the Head of Finance and Treasurer to the Fire and Rescue Authority.

The Statement of Accounts is signed off by the Chairperson of the Audit and Standards Committee which oversees the audit activity, regulatory framework, accounts and standards of the Service and are prepared in accordance with proper accounting practices that include:

- [Accounts and Audit \(England\) Regulations 2015](#);
- [The Local Authorities \(Capital Finance and Accounting\) \(England\) \(Amendment\) Regulations 2015](#); and,
- [International Financial Reporting Standards \(IFRS\)](#).

BFRA are subject to independent external audit and scrutiny to ensure that appropriate and effective financial arrangements are in place.

At the conclusion of the audit for 2017/18 the Annual Audit Letter was produced which reported on the audit of the Authority's

financial statements and an assessment of the arrangements to achieve value for money in the use of resources.

In summary the auditor's provided an unqualified opinion and stated that the Financial Statements of BFRA:

- Give a true and fair view of the financial position of Bedfordshire Fire and Rescue Authority as at 31 March 2018 and of its expenditure and income for the year then ended; and,
- Have been prepared properly in accordance with the [CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2017/18](#).

In addition, the auditors concluded that on the basis of their work, having regard to the guidance on the specified criteria published by the Comptroller and Auditor General (C&AG), they were satisfied that, in all significant respects, Bedfordshire Fire and Rescue Authority put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources for the year ended 31 March 2018.

3. Governance Framework

BFRA is made up of twelve elected members who are appointed in proportion to the number of local government electors in each constituent authority area with Members from the 3 Local Authorities of Bedford, Central Bedfordshire and Luton comprising:

- Three members from Bedford Borough Council;
- Five members from Central Bedfordshire Council; and,
- Four members from Luton Borough Council.

The responsibility for ensuring proper governance arrangements and controls rests with BFRA that enables for the effective exercise of the Authority's functions and the management of risk. The Governance Framework includes systems, processes, culture and values to enable BFRA to monitor the achievement of strategic objectives and consider whether the objectives have led to the delivery of appropriate, cost effective services to the communities of Bedfordshire and stakeholders.

BFRA's governance framework derives from seven core principles identified in the International Framework: [Delivering Good Governance In Local Government: Framework \(CIPFA/SOLACE\) Review of Annual Governance Statements 2016/17](#)

The seven core principles are:

1. Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of the law
2. Ensuring openness and comprehensive stakeholder engagement
3. Defining outcomes in terms of sustainable economic, social and environmental benefits
4. Determining the interventions necessary to optimise the achievement of the intended outcomes
5. Developing the entity's capacity, including the capability of its leadership and the individuals within it
6. Managing risks and performance through robust internal control and strong public financial management
7. Implementing good practices in transparency, reporting and audit to deliver effective accountability.

3.1 Annual Governance Statement

The Annual Governance Statement (AGS) for 2017/18 explains how the Authority manages its governance arrangements and internal control measures. It is an open and transparent account of how the Authority ensures its financial management systems are adequate and effective, as well as ensuring there is a robust and sound system of internal control.

The AGS also explains how BFRA has complied with the Code and also meets the requirements of the Accounts and Audit (England) Regulations 2015 in relation to the publication of an Annual Governance Statement. BFRA's financial arrangements conform to the governance requirements of the CIPFA – Statement on the Role of the Chief Financial Officer in Local Government. The Treasurer to the Authority reports in this role directly to the Chief Fire Officer.

3.2 Internal Audit

The role of internal audit is to review the internal control framework that governs the operations of the Authority and, in so doing, provide an independent opinion to both Management and Members of the Authority on the robustness of the Authority's internal control environment. Each year an Internal Audit Plan is produced and developed by the auditors, in conjunction with the Head of Finance and Treasurer to the Fire and

Rescue Authority and is based on a risk assessment of all the services/systems of the Authority. Members and Service Managers are directly involved in the development of the plan and subject to review by the Corporate Management Team (CMT), prior to being approved by the Audit and Standards Committee. In summary, the plan identifies the audits to be completed each year, including core fundamental systems and other operational systems.

The appointed Internal Auditors also work with both Essex, and Cambridgeshire Fire and Rescue Services as part of a joint contract and where possible are able to audit on areas of commonality and shared service areas across all three FRAs. The work of the audit team complies fully with the requirements of CIPFA's Code of Practice for Internal Audit in Local Government in the UK.

The Annual Internal Audit report for 2017/18 by the Service's appointed internal auditors, RSM, advises that they were satisfied that sufficient internal audit work has been undertaken to allow them to draw a reasonable conclusion on the adequacy and effectiveness of the Authority's arrangements. The report summarises that BFRA has an adequate and effective framework for risk management, governance and internal control.

3.3 External Audit

BFRA remains committed to continuing to improve its performance towards achieving excellence in all areas. Value for Money (VFM) is still part of an annual review carried out by the Service's external auditors with an opinion whether the Authority is delivering VFM as part of the external auditor's annual report and whether the Authority has proper arrangements for:

- Securing financial resilience; and,
- Challenging how it secures economy, efficiency and effectiveness.

An integral part of this assurance is the role of the external auditor in the annual review report which complies with the statutory requirements governing audit and inspection work, in particular:

- The criteria published by the Comptroller and Auditor General in November 2017;
- The 2017/18 Code of Practice; and
- Accounts and Audit Regulations 2015.

On the 9 July 2018 External Audit issued an unqualified opinion on the 2017/18 Statement of Accounts. In the auditor's opinion, the Statement of Accounts provides a true and fair view of the financial position of the Authority and have been prepared properly in accordance with the Code of Practice on Local Authority Accounting.

Additionally the Authority has put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources.

In 2018 the Service commences its first inspection from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) into its effectiveness, efficiency and workforce. At time of writing the Service awaits the final report. Detail will be made available to the public here: [HMICFRS](#)

3.4 Committee and Groups

BFRA has adopted a Constitution which sets out how the Authority operates, how decisions are made and the procedures which are followed to ensure these are efficient, transparent and accountable to local people and stakeholders.

BFRA meets a minimum of five times per year and have established an Audit and Standards Committee and three Policy and Challenge Groups which align with the structure of the Service to ensure a more interactive relationship between Elected Members and the managers and employees to facilitate the scrutiny role of Members more visibly effective. The Audit and Standards Committee and Policy and Challenge Groups have responsibilities covering all areas of the Service to ensure that the Service is

functioning efficiently and effectively. This is achieved by providing checks and challenges, monitoring performance and approving associated policy and activity. These groups make recommendations on matters within their terms of reference to the Authority according to their area of concern.

The Chairs of the Audit and Standards Committee and Policy and Challenge Groups report any recommendations arising from meetings to each meeting of the Full FRA with on-going policy and decision making facilitated by a clear framework of delegation set out in the Authority's Constitution, with clear details of delegated authorities to officers.

All reports are reviewed for legal, human resource, financial and risk considerations prior to being presented to Members of the Authority for formal decision-making. This, together with an appropriate level of delegation to both the Authority Executive and senior managers, enables prompt decision making.

3.5 Review of Authority Effectiveness

The Authority publishes an Annual Review of the Fire Authority's Effectiveness and Record of Member Attendance. Implementation and formal review of the agreed actions arising from the *Annual Review of Effectiveness* is

incorporated as a standing item in each year's Annual Governance Statement. Review of effectiveness, including the processes of Internal and External Audit has ensured that the Authority's overall financial management and corporate governance arrangements continue to be sound.

3.6 Internal Control Framework

BFRA has responsibility for conducting, at least annually, a review of the effectiveness of the system of internal control and is informed by the work of the internal auditors and the Corporate Management Team (CMT).

The Internal Auditors provide an annual opinion on the internal control framework and operate to standards set out in the *Code of Practice for Internal Audit in Local Government in the UK*. The key features of the Authority's internal control framework which directly contribute to review of effectiveness are:

- The Fire and Rescue Authority;
- The Audit and Standards Committee;
- Internal Audit;
- External Audit;
- Assurance Statements; and,
- Internal Performance Management Framework.

BFRA has a robust Performance Management Framework in place for securing

continuous improvement in its services and where the quality of service to the communities can be measured by the use of local performance indicators. Other forms of measures include external performance assessment, external inspections, peer reviews, the Authority's internal reviews and audits, appraisal and objective setting for the CFO (by FRA), consultation exercises, and Service improvements identified by the Authority's Customer Care Complaints and Compliments procedure.

An integral part of the performance framework includes the setting of organisational key performance indicators. These are agreed and monitored on a bi-monthly basis by senior managers of the Service with performance being reported through the Corporate Management Team, the Authority's Policy and Challenge Groups, and to full FRA Meetings.

For the year ending 2017/18 the Annual Internal Audit report advises that the Auditors were satisfied that sufficient internal audit work had been undertaken to allow them to draw a reasonable conclusion on the adequacy and effectiveness of the Authority's arrangements.

3.7 Data Transparency

In accordance with the Code of Recommended Practice for Local

Authorities on Data Transparency, BFRA is committed to greater openness and financial transparency through the publication, on the Authority's website, of information regarding how public money is spent. This includes payments for goods and services to external bodies and suppliers above £500, and details of salaries and allowances paid to staff and Members.

In doing so, BFRA utilise a number of information sources and data sets to improve delivery of service to the communities and reports its performance accordingly. The performance data and information is published in the form of reports against targets and outcomes showing the performance of BFRA.

4. Operational Assurance

The National Framework does not prescribe operational firefighting matters; this is determined locally by respective FRAs.

However it does set out the government's priorities and objectives for Fire and Rescue Authorities in England that include:

- Identifying and assessing the full range of foreseeable fire and rescue related risks in the respective areas;
- Making provision for prevention and protection activities and responding to incidents appropriately;
- Working with partners within the

communities both locally and nationally to deliver their services; and,

- Being accountable to communities for the service they provide through the 'Statement of Assurance'.

FRA operates within a clear defined boundary of a statutory framework that has a number of key documents that outline responsibilities, these include:

- [The Fire and Rescue Services Act 2004](#);
- [The Civil Contingencies Act 2004](#);
- [The Regulatory Reform \(Fire Safety\) Order 2005](#);
- [The Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#);
- [The Localism Act 2011](#);
- [The Fire and Rescue National Framework](#);
- [Local Government Act 2010](#); and,
- [Health and Safety & Work Act 1974](#).

In addition to the statutory framework and assurance detailed above BFRA have a range of key performance indicators and measures reported throughout the year. An integral part of operational assurance includes prevention and protection services and emergency response standards; which are regularly monitored and reviewed by the Service and the FRA that include:

- Internal audits of service delivery functions;
- Quarterly performance reporting against station-based targets;

- Formal evaluation of prevention and protection activities; and,
- Full summary report of performance for the previous financial year.

4.1 Performance Summary

BFRA oversees the performance of the Service throughout the year by the monitoring of robust and challenging Performance Indicators (PIs) and associated targets, aimed to maximise the effort and resources of the Service. In 2017/18 the Service's performance was met and surpassed in 18 out of the 23 PIs. The remaining 5 were not met and will remain as a focus to improve performance in these areas.

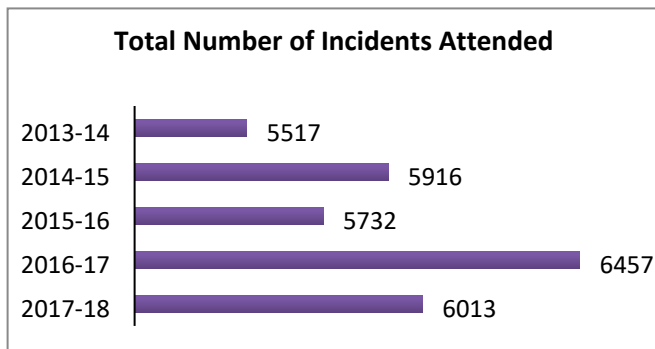
The Service Delivery PIs have been reviewed for 2018/19 and approved by the FRA. Full details of the Service's performance for 2017/18 and comparison against performance for 2016/17 is reported within the Annual Overarching Performance Report 2017/18. A copy of the published document can be found here. [Annual Overarching Performance Report year End 2017/18](#)

4.2 Overview of Service Activity

The following charts provide an overview of the Service's Emergency Response, Prevention, and Home Fire Safety Check (HFSC) activities over a 5 year period to provide a balanced view of performance over the short and medium¹ term. In particular, providing examples of incident types the Service attended.

4.2.1 Total Number of Incidents Attended

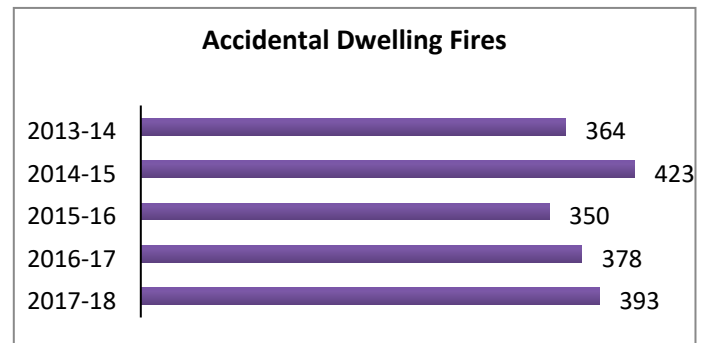
The number of incidents attended by the Service has fluctuated, with the lowest being in 2013/14. The figures for 2017/18 demonstrate a 7% reduction in the number of incidents attended compared with 2016/17; this was in part due to cessation of co-responding trails due to national negotiations. The number is anticipated to increase as more collaborative activity expands our capabilities (e.g. forced entry for medical emergencies).



4.2.2 Accidental Dwelling Fires

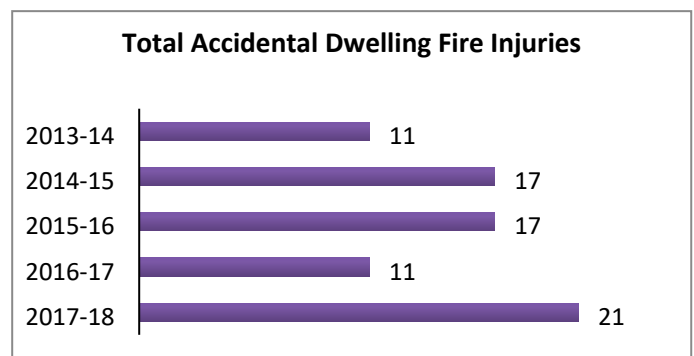
In 2017/18 Accidental Dwelling Fires are fires that occur in the home and the number across

Bedfordshire totaled 393. This is an increase from 2016/17. With the exception of 2014/15 the number of accidental dwelling fires has plateaued. BFRS continues to explore areas which will assist our commitment to drive down the number of accidental dwelling fires in Bedfordshire.



4.2.3 Accidental Dwelling Fire Injuries

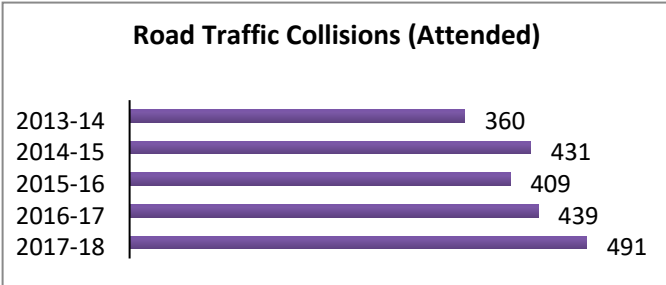
Accidental Dwelling Fire Injuries continue to be one of the lowest reported within England, however we recognise the increase within 2017/18. BFRS continues work with partner agencies in order to target advice and guidance on domestic fire safety awareness to those most at risk in the community.



¹Source: Service Performance Data is updated frequently that may affect previously reported performance figures; this should be noted when comparing previous reports.

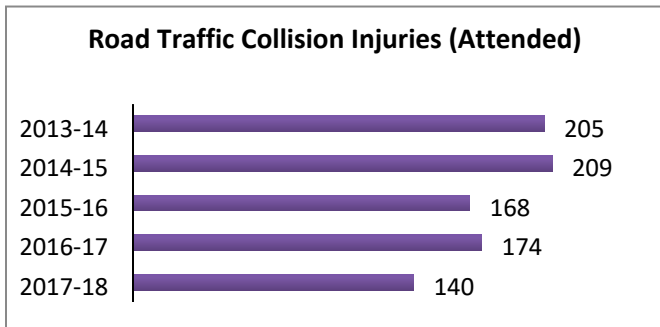
1.1.1 Road Traffic Collisions (Attended)

The Service is seeing a year on year increase in the number of Road Traffic Collisions attended.



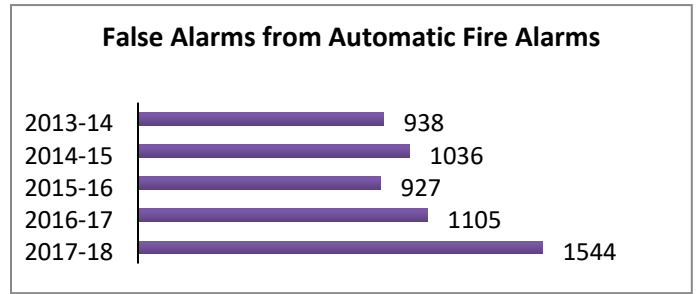
1.1.2 Road Traffic Collision Injuries (Attended)

Despite the increase in incidents attended, there has been a continual reduction in injuries; down 33% in 2017/18 compared to 2014/15 (the highest recorded period).



1.1.3 False Alarms from Automatic Fire Alarms

During 2017/18 the Service attended 439 more calls to False Alarms from Automatic Fire Alarm Systems when compared to the previous year. The Service continues to target the reduction in false alarms from fire alarm systems and is applying further measures to support this.



1.1.4 Total Home Fire Safety Checks/Safe and Well Visits

The Service uses a variety of preventative risk reduction activities in its continued commitment to keep the communities' of Bedfordshire safe. In 2017/18 BFRS started to deliver Safe and Well visits to the community. These visits take the form of enhanced Home Fire Safety Checks that cover a range of additional areas addressing personal safety and wellbeing. These areas include:

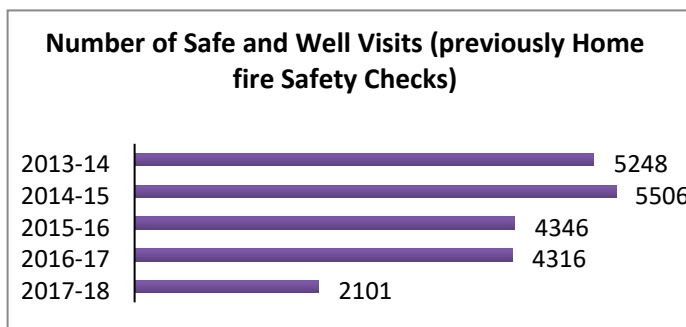
- Crime Prevention;
- Slips, Trips and Falls;
- Smoking cessation; and
- Alcohol.

BFRS works closely with Bedfordshire Police and has identified that fire risk factors closely align with the risks associated with vulnerability to crime. As such, Safe and Well visits will incorporate crime prevention advice.

BFRS make effective use of its own data, and that of health and other partners, to implement an intelligence led approach, targeting the most vulnerable households with Safe and Well visits. The Service uses existing partnerships and is establishing new partnerships to generate referrals from other professionals, who will assist identifying vulnerable households that would benefit from a Safe and Well Visit.

In response to an increase in Accidental Dwelling Fires, BFRS are reviewing their approach in 2018/19.

In 2017/18, following the tragic events at Grenfell, BFRS undertook an inspection of all high rise residential premises in Bedfordshire to assess risk levels and provide assurance to residents, owners and firefighters.

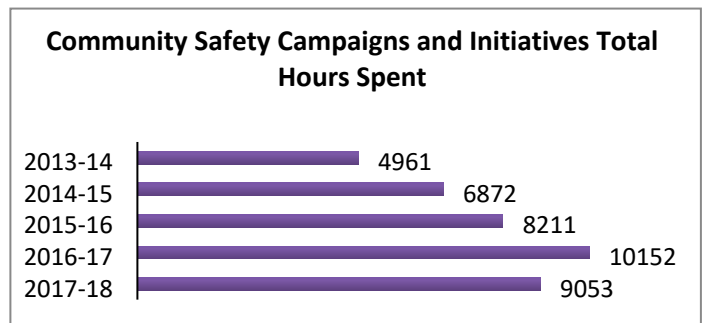


1.1.5 Total Hours spent on Community Safety Campaigns and Initiatives

The number of hours spent on Fire Safety Campaigns and Initiatives have shown an increasing commitment over the 4 year period to 2016/17. A more intelligence-led, targeted approach in 2017/18 has seen a decrease in

numbers of hours spent.

The Service continues to deliver a broad range of risk reduction interventions and themed safety campaigns. These include school visits, working with young people, Fire Cadets, road safety advice for all road users, and seasonal advice including electrical safety, chimney safety and cooking safely in the home plus many others.



1.2 Community Risk Management Plan

The [Community Risk Management Plan 2015 - 2019 Summary](#) (CRMP) is the Authority's programme for securing continuous improvement in its services and outlines the Authority's vision, objectives and priorities for the future, sets performance targets and outlines the Authority's accountability to its stakeholders and the communities. This is currently under review and a new CRMP will be consulted on in 2019.

The aim of the CRMP is to inform on how the resources of the Service contribute, in a co-ordinated and meaningful way, toward keeping our communities safe.

Within Bedfordshire the assessment of all fire and rescue related risk to life and injury formulates the basis of the production of the CRMP. When identifying priorities for the CRMP the views of stakeholders and the communities are taken into account to ensure that they are aware of the aims, objectives, priorities and performance of BFRA.

Views on the 2015-2019 CRMP were obtained through the Service's *Consultation Portal*, a consultation resource shared with other public service authorities and sent to 121 Parish Councils, 41 Community Group Leaders, 300 Citizen Panelists and other agencies and local authorities. The consultations sought the views from all stakeholders on the recommendations for improvement in driving the Service forward which covered:

- Making Every Contact Count: Ensuring we make every possible use of the contact we have with the vulnerable by way of education and advice where appropriate, making referrals to partner agencies;
- Service Delivery Effectiveness and Improvement; Providing excellent prevention, protection and response functions to our communities; and,
- Firefighter Safety; keeping our operational firefighters as safe as possible through the application of robust risk assessment

processes, training, personal protective equipment, and operational equipment.

The Community Risk Management Plan (CRMP) aims to inform our communities of our plans and ensures that the Service contributes, in a coordinated and meaningful way towards keeping our communities safe. The CRMP is a long term plan that is refreshed annually to assist the Service in being more agile and responsive to locally identified needs and trends. This approach enables the effective targeting of resources to prevent incidents occurring in the first place whilst putting resources in the right location to best protect the communities.

In 2018/19 we will be carrying out further research to understand our communities to inform our approach to risk. A new CRMP for 2019-2023 is currently in draft format and due to be consulted early 2019.

Each quarter we consult those people who have received a Safe and Well Visit and those businesses who have taken part in a Fire Safety Audit, as well as those involved in incidents, to ensure they have been satisfied with the services they receive from us. This ensures we constantly monitor our customer service and are able to respond to any issues that might arise when delivering services to our communities.

1.3 Mutual Aid and Reinforcement Schemes

Sections 13 and 16 of the Fire and Rescue Services Act 2004 place a requirement on all FRAs to enter in to Mutual Aid agreements with neighbouring FRSs. The purpose of these agreements is to enable the summoning of assistance to provide and utilise resources such as fire engines when required to attend a range of incidents. In addition to Mutual Aid, FRAs, as far as is practicable, should enter into Reinforcement Schemes, for securing mutual assistance between authorities and for the purpose of discharging their functions. BFRA has in place mutual agreements with neighboring FRAs. In addition the Service, through National Resilience, provides specialist appliances and crews for mass decontamination. See 4.6.

4.5 Business Continuity Arrangements

The [Fire and Rescue Services Act 2004](#) and the [Civil Contingencies Act 2004](#) places a legal duty for all FRAs to write and maintain plans for the purpose of ensuring, so far as reasonably practicable, that if an emergency occurs the Authority is able to continue its functions.

In response to these duties BFRA has robust Business Continuity Management (BCM) plans in place which are integral in managing corporate risk and to provide, in the event of a

major disruption, a fire and rescue service to the community. The BCM Plans cover a broad range of interruptions for specific events such as Pandemics to individual functions of the Service providing resilience arrangements across the entire Service.

In summary our BCM plans provide clear and defined strategies to be adopted to aid achievement of the following objectives:

- Provide a response to events that threaten the delivery of services to the community of Bedfordshire;
- Protect the Service from business interruptions;
- In the event of business interruptions to provide a coordinated recovery; and,
- Facilitate a risk management culture embedded into the Service to enable risks to be identified and managed effectively.

1.4 National Resilience

The UK Fire and Rescue Service forms an integral part of the Governments National Resilience capability as Category 1 Responders.

Category 1 Responders include Blue-light emergency services as well Local Authorities and NHS hospitals etc. where the capacity and capability of FRSs work together with Category 1, and Category 2 Responders (Utilities/Transport infrastructure providers

etc.) to deliver a sustained and effective response to major incidents, emergencies and disruptive challenges.

In addition to working with other FRAs, BFRA work closely with and are members of the [Bedfordshire Local Resilience Forum](#) (BLRF) which is a statutory body covering a police force area, designed to bring together Category 1 and Category 2 Responders for multi-agency co-operation and information sharing. For information, under the Civil Contingencies Act (2004) every area of the United Kingdom is required to establish a Local Resilience Forum.

BFRA is a major contributor to national and regional resilience with the capability to respond to major disasters and terrorist attacks where some types of incident that are larger in scale may require a Fire and Rescue Service response.

BFRA are actively involved in national resilience arrangements and hold a number of national assets including two Prime Movers and a Module for Mass Decontamination. The Service also has Water Rescue national assets which have been mobilised on several occasions following requests from the National Asset Co-ordination Centre in London to assist other Fire and Rescue Services.

BFRS, one of several FRSs in the UK have a Fire Special Operations Team (FSOT) to support Police and Ambulance operations. This team is exercised on a regular basis with other Category 1 Responders ensuring that the team is ready for operational deployment. As part of the assurance process to the Service, the Fire Special Operations Team were audited in 2016 as part of the National Audit Programme and a number of areas were highlighted as notable practice.

2. Awards and Commendations

The Long Service and Good Conduct medal is awarded to operational members of the Fire and Rescue Service who have completed 20 years meritorious service and are awarded under Royal Warrant. In 2017/18 10 members of the Bedfordshire Fire and Rescue Service were awarded the Long Service and Good Conduct Medal.

Each year the Service hosts a Celebration of Success Awards night, where staff are recognised for their personal achievements in education and development, professional conduct, community and charitable activity and meritorious service.

Customer Satisfaction surveys play a key role in obtaining feedback from the communities and users of the services we deliver. From 1 April 2017 – 31 March 2018, 99% of those returning a survey were satisfied with the service they received from us.

3. Future Improvements

The financial settlements from Central Government for FRAs since 2010 have significantly reduced, leading to the need for increased efficiencies from existing resources and developing new ways of working to meet the funding reductions. The Authority's CRMP process is the principal route for the development of a balanced approach to reducing risks within the community and to the delivery of future improvements.

During 2018/19 The Service will continue with its pursuit of collaborative projects which deliver efficiency savings as well as deliver benefits to the communities it serves.

In 2018, and following a recommendation from an RSM Internal Audit in 2017, the Service has worked closely with Bedfordshire Police to strengthen the process which generates potential projects which establishes a more inclusive and organisation-wide mechanism for engagement with front line staff.

A Blue Light collaboration conference was held in August 2018 and its success in identifying future collaboration possibilities and priorities means it will be repeated twice yearly.

Current collaborative projects in 2018/19 include the following

- BFRS shared locations with police colleagues which were established in 2017 in Ampthill, Leighton Buzzard and Bedford Community Fire Stations will continue for the longer term.
- An increasing number of Police colleagues are being provided with access to Service premises to help them manage their time more efficiently and achieve higher visibility in local communities.
- A positive evaluation of the 2016/17 Effecting Entry pilot has seen the service being continued as routine, as it satisfied all 3 of the pilot objectives.
- The service is continuing with assisting Police colleagues in searches for missing vulnerable people following a positive evaluation in 2018.
- Red Routes: The service is piloting a scheme in which service vehicles returning from incidents drive back through crime "hotspot" areas which are

regularly and routinely identified and provided by police colleagues.

Published Research suggests that this could act as a deterrent. An evaluation of the pilot is planned for 2019.

- The Service is working with police colleagues to develop a Memorandum of Understanding for a joint response capability for deployment unmanned aerial vehicles, which could include wider agreement with emergency colleagues in neighbouring counties.
- A scoping study has commenced into the feasibility of a joint BFRS and Police headquarters, as well as shared facilities to support training and vehicle maintenance.
- Collaboration in vehicle maintenance with East of England Ambulance Service NHS Trust is due to commence in 2018, with an evaluation in 2019 into the effectiveness of this project.
- A project group has been established in 2018 to explore the options for all Blue Light Services to co-locate in a shared space incorporating vehicle workshops, stores and technical staff. Findings from the group are expected in 2019
- A portfolio of existing shared training with Police colleagues is being finalised and it is intended to explore expanding the collaboration into shared resources and accommodation usage.
- Community Risk analysis and Management was a collaboration identified as a priority at the August conference and so this will be explored throughout 2019 until it is identified if there are any options or benefits.
- The Service is increasing its support for the National Dementia Action Alliance and a new service action plan is being developed in 2018/19. This plan includes the Service Management team undertaking “Dementia Friends” awareness training at a forthcoming Management Briefing session.
- The process for safeguarding people with dementia, the “Herbert Protocol” partnership with Bedfordshire Police will continue into 2019 and beyond and there are plans to enable electronic membership applications on the Service website.
- The Service is exploring developing close working relationships on a pilot

basis with local and national charities operating in Luton and District. The aim is to achieve community based awareness and education gains for vulnerable people that the charities support. This work which has begun will continue throughout 2019.

- Work has begun in 2018/19 to explore a joint Driver training collaboration which enables peak demand for Response car driver training to be addressed as well as open up the possibility of developing Blue Light Motor cycle training.

- In 2018/19 work will begin to identify the feasibility, options and possible benefits of a more structured collaboration between the Service and Police Communications and Public Relations teams in order to achieve a seamless approach to community news and engagement.

Once completed, delivered and integrated these projects will provide improvements to service delivery, safety of the community and partners.

4. Conclusion

This Statement of Assurance provides an accurate account of Bedfordshire Fire and Rescue Authority's Financial, Governance and Operational Assurance arrangements

secured from the 1 April 2017 to 31 March 2018.

I am satisfied that Bedfordshire Fire and Rescue Authority conducted its business practices within the appropriate legal framework and standards and that public money was properly accounted for and used economically, efficiently and effectively. This Statement of Assurance was approved by the Audit and Standards Committee on 6 December 2018.



Signed
Chief Fire Officer

Signed
Chair Audit and Standards Committee on behalf of the Bedfordshire Fire and Rescue Authority

Signed
Chair of the Bedfordshire Fire and Rescue Authority

GLOSSARY

AGS - Annual Governance Statement

BFRA - Bedfordshire Fire and Rescue Authority

BLRF - Bedfordshire Local Resilience Forum

BCM - Business Continuity Management

CIPFA - Chartered Institute of Public Finance and Accountancy

CRMP - Community Risk Management Plan

C&AG - Comptroller and Auditor General

CMT - Corporate Management Team

EEAS - East of England Ambulance Service

FSOT – Fire Service Operations Team

FRA - Fire and Rescue Authority

HFSCs - Home Fire Safety Checks

HR - Human Resources

IFRS - International Financial Reporting Standards

NHS - National Health Service

PIs - Performance Indicators

UAV - Unmanned Aircraft Vehicle

VFM - Value for Money