

APPENDIX 3A - PORTFOLIO AREAS

<p><u>Prevention and Protection</u></p>	<ul style="list-style-type: none"> • Using a range of quantitative and qualitative analysis, we produce our Community Risk Analysis (CRA) document to help inform our work and ensure we are doing the right thing, using the right people and resources, provided in the right place and at the right time to help make Bedfordshire safer. We also work hard to improve our understanding of community risk through better and more innovative engagement with our diverse and hard to reach communities; • We work to PREVENT fires and other emergencies from occurring in the first place with our firefighters, other front-line staff and partners undertaking thousands of safe and well visits each year, delivering fire and road safety talks in schools, and working with partner agencies to inform our communities about fire and road safety and reduce arson. Our vital role in safeguarding children and adults is also part of this portfolio; • We also work to PROTECT people when emergencies do happen with our firefighters and fire safety officers undertaking inspections of workplaces, engaging with and educating owners and occupiers, taking enforcement action where necessary. The outcomes from the Building Regulation Review and the Public Inquiry into the Grenfell Tower tragedy have led to greater interest and investment by the Govt to expand our work in this important area.
<p><u>Response & Resilience</u></p>	<ul style="list-style-type: none"> • We RESPOND to emergencies including fires, road traffic collisions, air and rail crashes, water rescues and flooding, hazardous chemical incidents and many other types of emergencies; • Our priority is to always ensure we always provide an effective and timely response to fires and other emergencies and to also continually review our emergency response cover to ensure our response resources and crewing arrangements are aligned to current and future risks; • We also play an active part in the Bedfordshire Local Resilience Forum (BLRF); a multi- agency partnership formed to meet the requirements of the Civil Contingencies Act 2004; • Our organisational RESILIENCE is dependent on working closely with the NFCC and multi-agency and cross-border partners to develop and test emergency and business continuity

	<p>plans and procedures and to continually learn from incidents.</p>
<p><u>Workforce & Organisational Development</u></p>	<ul style="list-style-type: none"> • Our staff are our greatest asset, so if we are to be outstanding in everything we do, we must continually invest in developing and EMPOWERING our workforce. We strive to be an employer of choice, recruiting, retaining and developing a highly skilled and diverse workforce who uphold and model our values; • We need to foster a positive and inclusive learning culture where all staff have a voice and provide a safe and healthy working environment with low absence, accidents and injuries; • As well as investing in providing all our staff with the best training and development opportunities, we also need to develop our managers to value, lead, motivate, develop and empower their teams to be the best they can be; • Our strategic planning and performance management framework needs to keep pace with the demands of a modern fire and rescue service, supported by effective programme and project management arrangements.
<p><u>Assets & Collaboration</u></p>	<ul style="list-style-type: none"> • We strive to UTILISE our assets and resources efficiently and effectively. We do this by providing the best facilities, vehicles, equipment and personal protective equipment (PPE) we can afford, to enable our staff to respond and support the range of emergency incidents and other activities that we attend in ways that are professional, effective and efficient; • When investing we are mindful of our duty to collaborate and the national procurement agenda wherever there is a clear business case to do so, always seeking to specify, procure and maintain our assets under the principles of protecting the front line, improving firefighter safety, and providing value for money; • We work closely with many partners including our blue light and local authority colleagues, viewing collaboration as an opportunity to reduce costs and improve services to the public, so we continue to explore new opportunities to work together through the Blue Light Collaboration Strategic Board; • We also work in partnership with other fire and rescue services on both front line and support services, such as our shared strategic operational command arrangements and shared Information and Communications Technology (ICT) service with Cambridgeshire.

Data & Digital Transformation

- MAXIMISING the use of data and digital solutions to increase self-awareness and drive improvement has been a key focus during the life of this CRMP following feedback from our staff and 2018 HMICFRS inspection who told us that some of our IT systems and processes were hindering our productivity;
- We are striving to improve how we collect, store and utilise our data so our staff have greater insight into how we are performing and the risks we are working to reduce. Giving staff access to more information is enabling us to empower them to take greater ownership in driving improvements in everything we do, whilst allowing proper evaluation against our objectives;
- Digital technologies available today can act as real enablers, not only speeding up our processes but also generating intelligence through analysis that allows evidence-based decisions to be made about where best to utilise our resources. We would have struggled to respond effectively to the Covid19 pandemic had we not invested in mobile working technology. True digital transformation will improve the ways in which we work, how we interact with partners, the public and each other