



Bedfordshire
Fire and Rescue Service



Public Consultation

on the Community Risk

Management Plan

2020/21 Action Plan

and

The 2020/21 Budget and Council

Tax

Consultation closes 31st January 2020

**Our Mission: to provide outstanding fire
and rescue services that help make
Bedfordshire safer**



Bedfordshire Fire and Rescue Service

Introduction from the Chief Fire Officer

Welcome to our 2020/21 Community Risk Management Plan (CRMP) and Budget consultation.

First published in April 2019 and covering the four years from 2019/20 -2022/23, our [CRMP](#) sets out how we at Bedfordshire Fire and Rescue Service (BFRS) intend to focus our resources to help deliver on our mission to *'provide outstanding fire and rescue services that help make Bedfordshire safer'*.

For us, delivering on our mission means focusing on the following six aims:

- **PREVENTING** fires and other emergencies from happening;
- **PROTECTING** people and property when fires happen;
- **RESPONDING** to fires and other emergencies promptly and effectively;
- **EMPOWERING** our people as we work together to make Bedfordshire safer;
- **UTILISING** our assets and resources efficiently and effectively;
- **MAXIMISING** use of data and digital solutions to drive improvements.

The priorities in our CRMP are shaped by our risk analysis, which is captured in our [Community Risk Analysis \(CRA\)](#) document. Our CRMP fulfils our obligations to produce an Integrated Risk Management Plan (IRMP) as set out in the Government's Fire and Rescue Service [National Framework](#). You can also find out more about the IRMP process within our CRMP document.

For 2020/21, we have [refreshed our CRMP](#) to ensure the content remains current and produced our draft Annual Action Plan setting out the key actions we intend to deliver on in this coming year. We have also prepared our draft Budget for 2020/21 which includes a proposed increase in funding contribution from Council Tax by 1.99% (or an increase to £100.41 a year for a Band D property).

The key change to the main CRMP document is a revision of our Service Values (a key action from our previous Annual Action Plan). These are the qualities we believe are the most important to us, and describe the expectations the public have of us, and our staff have of each other.

For our consultation for 2020/21, we want your views on 3 key areas:

- Our Annual Action Plan for 2020/21 (Appendix 1);
- Our revised Service Values (Appendix 2);
- Our Budget/Council Tax proposals for 2020/21.

I would be very grateful if you could spend a few minutes reading this document and sharing your views on our proposals for 2020/21 by completing our [online survey questionnaire](#).

Your feedback will be used to inform the final draft CRMP and 2020/21 Budget that are due to be presented for approval by the Bedfordshire Fire and Rescue Authority (the governing body that oversees BFRS) in February 2020. Please note that the consultation closes on 31st January.

May I thank you in anticipation of your survey response and please be assured that as your Chief Fire Officer, I am committed to doing everything we can to keep our communities safe in Bedfordshire and to keep improving your Fire and Rescue Service.



PAUL M FULLER CBE QFSM MStJ

CHIEF FIRE OFFICER

AIM 1: PREVENTING FIRES & OTHER EMERGENCIES FROM HAPPENING	
WHAT WE INTEND TO DO IN 2020/21	WHY ARE WE DOING THIS
<ul style="list-style-type: none"> • Work with our partners to deliver 10,000 Safe & Well Visits, targeting the most vulnerable; 	<p>Our Safe & Well Visits are reducing risks from fire, falls, alcohol, crime, winter warmth & other health problems. The more we deliver, the more people we help keep safe & well.</p>
<ul style="list-style-type: none"> • Focus more resources on improving how we engage with our diverse & hard to reach communities; 	<p>Some of the most vulnerable people within Bedfordshire are also amongst the hardest to reach. Working with & learning from others, we will get better at reaching out to help make Bedfordshire safer.</p>
<ul style="list-style-type: none"> • Further develop our risk analysis/social profiling capabilities & how we evaluate our prevention activities; 	<p>Improving how we target the most vulnerable will help reduce risk in our communities. More effective evaluation will help us evidence the impact we are having & help us improve our work to reduce risk & keep people safe.</p>
<ul style="list-style-type: none"> • Investigate the benefits & opportunities of establishing a Volunteer Scheme to support our Prevention work; 	<p>Recruiting volunteers to work alongside our staff can help us reflect & build a bridge with the diverse communities we serve, improve the quality of our services & build capacity.</p>
<ul style="list-style-type: none"> • Gain accreditation of our fire investigation activity to the ISO 17020 standard. 	<p>The Forensic Regulator has introduced new requirements for presenting forensic fire investigation evidence in criminal proceedings.</p>

AIM 2: PROTECTING PEOPLE & PROPERTY WHEN FIRES HAPPEN

WHAT WE INTEND TO DO IN 2020/21	WHY ARE WE DOING THIS
<ul style="list-style-type: none"> Implement a new digital fire safety management system. 	<p>The rollout of this new system started in 2019 and will help us better target our inspections of buildings most at risk from fire.</p>
<ul style="list-style-type: none"> Baseline our risk based inspection programme against the latest national guidance. 	<p>New national guidance is being developed to provide a more consistent approach to defining & identifying high-risk premises & how often they are audited.</p>
<ul style="list-style-type: none"> Focus our resources on inspecting/auditing all the highest risk premises within Bedfordshire within the year. 	<p>We believe it is the right thing to do to seek to re-inspect/audit all our highest risk premises to provide reassurance that fire safety is being effectively managed.</p>
<ul style="list-style-type: none"> Continue to actively support & implement the learning from the Grenfell Tower tragedy in 2017. 	<p>The Grenfell Tower tragedy led to proposals for a fundamental review of how fire safety in buildings is managed & regulated & the Phase 1 Report of we have been proactive in supporting this. The Public Inquiry published its Phase 1 report & we are already acting upon the recommendations made.</p>
<ul style="list-style-type: none"> Ensure that firefighters have vital information about buildings & other installations available to them when they need it. 	<p>There is a clear link between our fire safety inspection programme & how we gather risk information to ensure a safe & effective response by our firefighters. We need to ensure that these two processes work effectively together.</p>

AIM 3: RESPONDING TO FIRES & OTHER EMERGENCIES PROMPTLY & EFFECTIVELY

WHAT WE INTEND TO DO IN 2020/21

WHY ARE WE DOING THIS

- Be better prepared to deal with incidents involving buildings where the height can have a serious impact on firefighting & evacuation, working with owners & occupants of these building to reduce the likelihood & impact of fire.

The learning emerging from the Grenfell Tower tragedy in 2017 has prompted us to review the firefighting and command tactics we employ when responding to fires in high rise buildings. This review will help us ensure our firefighters are able to make a prompt and effective intervention when building fires occur.

- Using the outcomes from our 2019/20 review, develop options for improving our emergency response cover to meet current & future risks & demand

Building on our work undertaken in 2019/20, we will develop evidence-based options that seek to improve the efficiency & effectiveness of our emergency response.

- Improve the availability of fire appliances crewed by on-call firefighters by introducing new & innovative ways of working.

Many of our fire stations rely on on-call firefighters to crew fire appliances. Like many fire services, recruiting & retaining on-call firefighters is a real challenge so we are seeking new & sustainable ways to overcome these challenges.

- Deliver a new 999 call handling & mobilising system for our Fire Control Centre.

Investing in the latest technology will improve our ability to respond effectively to emergencies.

- Work with partners to explore ways we can better utilise our existing skills, capabilities and resources to have a wider and deeper impact on improving public safety and wellbeing.

We already support the East of England Ambulance Service with effecting entry into homes & providing technical assistance with bariatric casualties. We believe it important to expand our capability and footprint to help save more lives.

AIM 4: EMPOWERING OUR PEOPLE AS WE WORK TOGETHER TO MAKE BEDFORDSHIRE SAFER

WHAT WE INTEND TO DO IN 2020/21	WHY ARE WE DOING THIS
<ul style="list-style-type: none"> Re-double our efforts, maximising positive action initiatives & collaborating wherever possible, to attract the diverse talent we need in all roles to sustain & improve our Service & help make Bedfordshire safer. 	<p>Our people are our biggest asset, so it is important we recruit the best & most diverse talent. We aspire to remain an employer of choice so must respond to the ever changing labour market so we continue to deliver an effective service.</p>
<ul style="list-style-type: none"> Review how we develop, reward & recognise our staff, including how we approach appraisals, how we identify & develop talented individuals, & ways we can improve employee motivation, satisfaction & commitment. 	<p>We believe employee motivation, satisfaction & commitment have a critical influence on our performance. Realising the full potential of our workforce means they need to be fully involved with, committed to & can influence & shape the process of change. Modern pay & recognition principles are necessary to attract & retain a high performing, flexible & skilled workforce.</p>
<ul style="list-style-type: none"> Continue to deliver on our Mental Health Action plan to ensure our staff are trained, supported & equipped to deal with mental health issues at work. 	<p>Members of the emergency services are more at risk of experiencing mental health problems than the general public but are less likely to seek support. We're committed to raising awareness, challenging mental health stigma & providing help & resources to support our staff.</p>
<ul style="list-style-type: none"> Review how Fire Stations use social media & other methods of communication to engage with their local communities 	<p>Enabling our fire stations to take greater ownership of communicating at a local level will improve our reach into our communities & build better relationships with them.</p>
<ul style="list-style-type: none"> We will work to embed our refreshed Service Values building a positive & supportive culture. 	<p>Our values were developed by our staff & we will work tirelessly to embed these values, promoting a culture where all staff can be themselves & support & respect each other.</p>

AIM 5: UTILISING OUR ASSETS & RESOURCES EFFICIENTLY & EFFECTIVELY

WHAT WE INTEND TO DO IN 2020/21

WHY ARE WE DOING THIS

<ul style="list-style-type: none"> Review the effect our activities have on the environment & work to reduce this. 	<p>We have moral & legal duty to work to reduce the environmental impact of our activities & the vehicles we use</p>
<ul style="list-style-type: none"> Develop actions to reduce the effect that operating our vehicles have on the environment. 	
<ul style="list-style-type: none"> Proactively pursue further collaborative opportunities with our blue light partners to share our buildings, functions & capabilities, using our financial reserves to invest in mutually beneficial schemes. 	<p>We have a duty to collaborate with our blue light partners & we know there are real opportunities to work together to improve both the efficiency & effectiveness of the services we provide.</p>
<ul style="list-style-type: none"> Continue to pursue collaborative procurement opportunities, whenever it mutually beneficial to do so, when purchasing goods & services. 	
<ul style="list-style-type: none"> Work with Bedfordshire Police & East of England Ambulance Service to produce a joint Bedfordshire Blue Light Estates Strategy. 	<p>A number of our fire stations are already shared with police & ambulance colleagues. The success of these initiatives has led BFRS, Bedfordshire Police & EEAS to agree to work together to develop a joint estates strategy for Bedfordshire that aims to co-locate the 3 services wherever it is mutually beneficial to do so.</p>

AIM 6: MAXIMISING USE OF DATA & DIGITAL SOLUTIONS TO DRIVE IMPROVEMENT

WHAT WE INTEND TO DO IN 2020/21	WHY ARE WE DOING THIS
<ul style="list-style-type: none"> Focus our efforts on exploiting & embedding the capabilities of Microsoft Office 365 & SharePoint Online in ways that better support our front-line staff & firefighters. 	<p>The next stage of our digital transformation programme will help empower staff by providing a more flexible, collaborative & mobile working environment & providing a resilient & secure IT infrastructure.</p>
<ul style="list-style-type: none"> Strengthen our Customer Relationship Management (CRM) capability to better manage our interactions with the public & partners. 	<p>The nature of what we do means we interact with people in many different ways: in person, via letter, email, telephone, our website & social media. Strengthening our CRM capability will give us much greater control of customer engagement & help identify ways to improve.</p>
<ul style="list-style-type: none"> Commence the rollout of our 'Connected Fire Appliance' capability 	<p>'Connecting' our fire appliances will allow our firefighters to take advantage of emerging technologies that will help them more effective & efficient at what they do. This project is anticipated to take more than a year to complete.</p>
<ul style="list-style-type: none"> Expand our existing drone capability to include live video streaming from the incident ground into our Control Rooms 	<p>Utilising live video feeds from smartphones, body worn cameras, CCTV & our drone unit will allow us to respond more effectively to emergency incidents.</p>
<ul style="list-style-type: none"> Further strengthen our data insight & analysis capabilities 	<p>Building upon the work undertaken in 2019/20, our efforts empower our staff to take greater ownership for delivering performance improvements at a local level means we need to give them better access to data & information to broaden their insight into the risks we face & how we are performing.</p>

OUR VALUES



We've got your back

- Striving to keep you safe, while being supportive and inclusive



We dare to be different

- We are audacious, we welcome challenge, and we are open to innovative ideas



We are accountable

- We are transparent, trustworthy, and responsible for our actions



Every contact counts

- Making a positive difference each and every time, with respect and professionalism



These draft Values have been produced following consultation with our staff. We are now seeking your views too, that will be taken into account and reflected where possible in the final version.

Once consulted on and adopted by the Fire and Rescue Authority, we will strive to ensure that we work and live up to the standards they set.