

Appendix One - Our focus for 2023/24

Each year, we prepare an Annual Action Plan that outlines what we intend to do during that particular year to support the delivery of our CRMP. Our Annual Performance Report and Statement of Assurance will explain how well we did in delivering on our plans.

We continue to adapt how we deliver our services and mitigate the risks brought about by local change. We regularly assess our immediate environment through intelligence driven reporting and working collaboratively with local stakeholders, for example the Bedfordshire Chief Executives Forum, the Southeast Midlands Local Economic Partnership, Community Safety Partnerships, and the Bedfordshire Local Resilience Forum.

**Consultation feedback**

**Community & Stakeholder Engagement**

We carried out 30 community engagement events throughout 2022/23. The stakeholders and community leaders we spoke to have a positive view of the fire and rescue service, but many admit this is from a narrow point of view. There is an opportunity to explain why we collaborate with partners as there are misconception from some about why we do it.

During our CRMP consultation our stakeholders and communities also told us about their concerns about safety in the home, and about road safety, about the importance of supporting business and the economic wellbeing of Bedfordshire. Developing community resilience and tailoring our offer to the business community are the two top opportunities in the next 4-5 years. They told us about their concerns about not responding quickly enough to emergencies, and about the impact of extreme weather on public and firefighter safety.

In addition, we are being encouraged to demonstrate more visible community leadership and they want us to continue our support to staff on welfare and wellbeing issues including mental health support.

The results of our Community Concerns survey in July 2022 based on a total of 798 responses tell us:

* Extreme weather is the public’s top concern.
* The impact of poverty and deprivation on community safety is second, and a particular concern raised by younger people.
* Third is not receiving a prompt response to emergency incidents.
* Deteriorating mental health is the biggest health concern.
* Anti-social behaviour is a high concern, especially to people in the LU1 and MK42 postcode areas.
* Concern about the wellbeing impacts of the cost-of-living crises is a concern across all locations, ages, and ethnicity, and more frequently raised by women.
* Civil unrest and social discontent are a high concern by older people.

The results of our CRMP survey in January 2023 based on a total of 439 responses tell us:

* + 87% of those responding agreed or strongly agreed to the £5 increase in Council Tax.
	+ A variety of comments were given related to suggestions for making efficiencies, such as collaboration with other services, and in boosting organisational productivity.