

# Public Document Pack

## LANCASHIRE COMBINED FIRE AUTHORITY

Monday, 16 September 2019 in Washington Hall, Service Training Centre, Euxton commencing at 10.00 am.

Car parking is available on the Main Drill Ground.

IF YOU HAVE ANY QUERIES REGARDING THE AGENDA PAPERS OR REQUIRE ANY FURTHER INFORMATION PLEASE INITIALLY CONTACT DIANE BROOKS ON TELEPHONE NUMBER PRESTON (01772) 866720 AND SHE WILL BE PLEASED TO ASSIST.

Rooms have been made available for Political Group meetings from 0900am onwards, and tea/coffee will be available in the Canteen from 0845am.

Labour Group – Pendle Room

Conservative Group – Lancaster House 3

## AGENDA

### PART 1 (open to press and public)

#### Chairman's Announcement – Openness of Local Government Bodies Regulations 2014

Any persons present at the meeting may photograph, film or record the proceedings, during the public part of the agenda. Any member of the press and public who objects to being photographed, filmed or recorded should let it be known to the Chairman who will then instruct that those persons are not photographed, filmed or recorded.

#### 1. CHAIRMAN'S WELCOME AND INTRODUCTION

Standing item.

#### 2. APOLOGIES FOR ABSENCE

#### 3. DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

Members are asked to consider any pecuniary and non-pecuniary interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.

#### 4. MINUTES OF PREVIOUS MEETING (Pages 1 - 8)

#### 5. MINUTES OF MEETING MONDAY, 17 JUNE 2019 OF STRATEGY GROUP (Pages 9 - 10)

#### 6. MINUTES OF MEETING THURSDAY, 27 JUNE 2019 OF PERFORMANCE COMMITTEE (Pages 11 - 26)

#### 7. MINUTES OF MEETING MONDAY, 15 JULY 2019 OF PLANNING COMMITTEE (Pages 27 - 38)

8. MINUTES OF MEETING TUESDAY, 30 JULY 2019 OF AUDIT COMMITTEE  
(Pages 39 - 46)
9. UPDATE ON SUCCESSION ARRANGEMENTS  
  
Verbal report.
10. ANNUAL SERVICE REPORT (Pages 47 - 66)
11. CORPORATE SAFETY, HEALTH AND ENVIRONMENT POLICY (Pages 67 - 76)
12. MEMBER CHAMPION ACTIVITY REPORT (Pages 77 - 80)
13. FIRE PROTECTION REPORTS (Pages 81 - 86)
14. COMMUNITY FIRE SAFETY REPORTS (Pages 87 - 110)
15. MEMBER COMPLAINTS

Verbal report.

16. DATE OF NEXT MEETING

The next meeting of the Authority will be held on Monday 16 December 2019 at 1000 hours at Washington Hall Training Centre, Euxton.

17. URGENT BUSINESS

An item of business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency. Wherever possible, the Clerk should be given advance warning of any Member's intention to raise a matter under this heading.

18. EXCLUSION OF PRESS AND PUBLIC

The Authority is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, they consider that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.

## PART 2

19. RE-APPOINTMENT OF CLERK TO THE AUTHORITY

(Paragraphs 1 and 2)

Verbal report.

# Agenda Item 4

## LANCASHIRE COMBINED FIRE AUTHORITY

Monday, 17 June 2019 at 10.00 am in Washington Hall, Service Training Centre, Euxton

### MINUTES

#### PRESENT:

F De Molfetta (Chairman)

#### Councillors

P Britcliffe	M Khan OBE
I Brown	Z Khan
J Fillis	T Martin
N Hennessy	E Oades
S Holgate	M Parkinson OBE (Vice-Chair)
D Howarth	M Perks
F Jackson	J Shedwick
H Khan	D Smith

#### 1/19 APPOINTMENT OF CHAIRMAN

The Clerk invited nominations for the appointment of Chairman and County Councillor De Molfetta was nominated for 2019/20. No further nominations were received.

RESOLVED: - That County Councillor De Molfetta be appointed Chairman of the Combined Fire Authority (CFA) for 2019/20.

#### 2/19 APPOINTMENT OF VICE-CHAIRMAN

The Chairman invited nominations for the appointment of Vice-Chairman and County Councillor Parkinson was nominated for 2019/20. No further nominations were received.

RESOLVED: - That County Councillor Parkinson be appointed Vice-Chairman of the CFA for 2019/20.

#### 3/19 CHAIRMAN'S WELCOME AND INTRODUCTION

The Chairman was pleased to announce that the Vice-Chairman, County Councillor Parkinson had been awarded Officer of the Order of the British Empire (OBE) for his Political Service in the Queen's Birthday Honours List.

The Chairman welcomed County Councillor Hasina Khan from Lancashire County Council to the Authority who had replaced County Councillor Matthew Tomlinson. He also welcomed County Councillor John Fillis who had replaced County Councillor Lorraine Beavers. On behalf of the Authority, the Chairman gave thanks to Matthew and Lorraine for their contributions to the work of the Authority during the past year.

The Chairman announced that he had received an invitation from Cheshire Fire and Rescue Service for Members to attend a joint visit to North West Fire Control on Friday 19 July 2019. Any Members who wished to attend were asked to notify Democratic Services.

The Chairman also announced that this year the Mayoral Networking Day would be a Joint Emergency Services Fun Day held at Service Training Centre, Euxton on Saturday 20 July 2019 which was open for the public to attend from 10:30am – 4:30pm. Lancashire Fire and Rescue Service along with partners from North West Ambulance Service, Lancashire Constabulary, Bolton Mountain Rescue, Blood Bikes, Air Ambulance, Fire Investigation Dogs, Urban Search and Rescue and others would be in attendance on the day.

4/19 COMPOSITION OF THE COMBINED FIRE AUTHORITY

RESOLVED: - That the Composition approved by the 3 Constituent Authorities for 2019/20 for the Combined Fire Authority be noted and endorsed, and the new Members appointed by Lancashire County Council to serve on the CFA for 2019/20 be welcomed.

5/19 APOLOGIES FOR ABSENCE

Apologies were received from County Councillors D O'Toole, S Clarke, J Eaton, A Kay, D Stansfield and G Wilkins and Councillors S Blackburn and T Williams.

6/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

7/19 APPOINTMENT OF CHAIRMEN AND VICE-CHAIRMEN OF COMMITTEES

The Chairman, County Councillor De Molfetta presented the proposed Chairmen and Vice-Chairmen for the Authority's Committees.

He also confirmed that the Chairman and Vice-Chairman of the Strategy Group were the Chairman and Vice-Chairman of the Authority.

RESOLVED: -

(1) That in accordance with Standing Order 5.1(b) of the Authority, the following Members be appointed as Chairmen and Vice-Chairmen of Committees of the CFA for 2019/20.

(i) Appeals	Chairman	County Councillor J Fillis
	Vice-Chairman	County Councillor G Wilkins
(ii) Audit	Chairman	County Councillor N Hennessy
	Vice-Chairman	County Councillor J Shedwick
(iii) Performance	Chairman	County Councillor S Holgate
	Vice-Chairman	Councillor M Khan

(iv) Planning                      Chairman              County Councillor M Parkinson  
   Vice-Chairman      Councillor F Jackson

(v) Resources                      Chairman              County Councillor F De Molfetta  
   Vice-Chairman      County Councillor T Martin

(2) That Councillor D Smith be appointed as Chairman and County Councillor I Brown be appointed as Vice-Chairman of the Member Training and Development Working Group for 2019/20.

(3) That County Councillor D O'Toole be appointed as Chairman of the Injury Pensions Sub-Committee for 2019/20.

(4) That the Authority confirmed appointment of the following four Member Champions for 2019/20:-

- Community Safety - County Councillor Mark Perks;
- Equality, Diversity and Inclusion - Councillor Zamir Khan;
- Health & Wellbeing - County Councillor Hasina Khan;
- Road Safety - Councillor F Jackson.

#### 8/19      REPRESENTATION ON OUTSIDE BODIES 2019/20

The Authority was requested to determine its representation on outside bodies for the 2019/20 municipal year.

##### RESOLVED:-

- i) That the County Councillor F De Molfetta, Chairman of the Authority is authorised to cast the Authority's vote at the LGA Annual General Assembly;
- ii) That County Councillors F De Molfetta and M Parkinson (as Chairman and Vice-Chairman of the Authority) be appointed to the Local Government Association Fire Commission;
- iii) That County Councillor De Molfetta, Chairman of the Authority can authorise additional representation(s) to either the LGA Fire Commission or the Fire Services Management Committee as appropriate;
- iv) That 2 members of the Labour Group and 1 member of the Conservative Group (County Councillors F De Molfetta, M Parkinson and D O'Toole, as Chairman, Vice-Chairman and main Opposition Spokesperson) be appointed to serve as representatives on the North West Fire Forum for 2019/20.
- v) That County Councillors F De Molfetta and M Parkinson (as Chairman and Vice-Chairman of the Authority) be appointed as North West Fire Control Directors for 2019/20.

#### 9/19      MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the CFA held on 29 April 2019 be confirmed and signed by the Chairman.

10/19 MINUTES OF MEETING WEDNESDAY, 29 MAY 2019 OF RESOURCES COMMITTEE

In response to a question raised by County Councillor Oades regarding Section 31 grant in respect of business rates relief, the Director of Corporate Services confirmed that the Ministry of Housing, Communities and Local Government (MHCLG) had not issued guidance explaining a revised funding formula for pilot pools. This had been queried and response had now been received from MHCLG confirming that the Authority's share of the shortfall, which was £273k would be provided on condition that this was included in the budget and that the Authority required the income.

RESOLVED: - That the proceedings of the Resources Committee held on 29 May 2019 be noted and endorsed.

11/19 PROGRAMME OF MEETINGS FOR 2019/20 AND 2020/21

RESOLVED: - That the proposed programme of meetings for the Combined Fire Authority for 2019/20 and 2020/21 be agreed as: -

2019/20

29 April 2019

17 June 2019 (Annual Meeting of the CFA)

16 September 2019

16 December 2019

24 February 2020 (Budget Meeting)

2020/21

27 April 2020

15 June 2020 (Annual meeting of the CFA)

14 September 2020

14 December 2020

22 February 2021 (Budget Setting Meeting)

12/19 RE-APPOINTMENT OF INDEPENDENT PERSON

Chapter 7 of Part 1 of the Localism Act 2011 made provision in relation to standards matters. The Authority had a duty to promote and maintain high standards of conduct by Members and co-opted Members which included the appointment of one or more Independent Persons.

At its meeting held 19 June 2017 Mrs Hilary Banks was re-appointed to the role of Independent Person for a further term of 2 years, continuing in that role until June 2019 with the option for Mrs Banks to continue to hold office after that date if the Authority so wished and she was prepared to do so (resolution 12/17 refers). The Authority was asked to consider formally extending the period of office for a further period of 2 years.

RESOLVED: - That the Authority re-appointed Mrs Hilary Banks as the Authority's Independent Person as required by the Localism Act for further a period of 2 years

thereby continuing in that role until the CFA AGM in June 2021 with an option to continue to hold office after that date if the Authority so wished and Mrs Banks was so prepared.

#### 13/19 EXECUTIVE BOARD SUCCESSION ARRANGEMENTS

The Director of People and Development advised that David Russel had been appointed as Deputy Chief Fire Officer on 7 May 2019 and the post of Assistant Chief Fire Officer was in the process of being recruited to. In the meantime, Area Manager Ben Norman would be acting in the post.

RESOLVED: - That the report be noted and endorsed.

#### 14/19 ANNUAL SAFETY, HEALTH AND ENVIRONMENT REPORT 2018/19

The Authority considered the Annual Safety, Health and Environment Report for Lancashire Fire & Rescue Service covering the period 1 April 2018 to 31 March 2019.

As the body with ultimate responsibility for staff health, safety and environmental compliance it was important that all CFA Members were aware of performance in this respect. The report therefore provided a summary of key actions, overall progress and outturn performance in respect of accidents and near misses and carbon emissions, together with a look forward.

The report summarised the arrangements in place to deliver the Service's Safety, Health and Environment Policy and provided a summary of safety, health and environment performance data. It included the reporting on occupational safety, health and environmental issues that had arisen during the period 1 April 2018 to 31 March 2019.

The Director of People and Development was pleased to report that the Service had again seen a very positive year in terms of overall safety, health and environment performance.

##### External Audit

Since initial certification in November 2011 annual surveillance visits had been conducted with re-certification every 3 years to maintain external certification of the Health and Safety and Environment Management Systems. In February 2019 the auditor from British Assessment Bureau carried out a surveillance audit for ISO 14001:2015 and they also carried out an audit against a new health and safety standard ISO 45001:2018 (formerly OHSAS 18001:2007). The scope for both standards was 'The Provision of Fire, Rescue and Supporting Services across Lancashire'. This included all operational activity with visits to fire stations that operated different duty systems and to a number of supporting departments. Continued certification was granted without any non-conformance or opportunities for improvement identified.

During the audit process, complimentary comments had been received from the auditor which included:

- The systems were fantastic;

- The health and safety and environmental management systems were consistent across all sites;
- Health and Safety Consultation arrangements with the Fire Brigades Union were good;
- The Recruitment Process was well managed;
- LFRS was committed to continual improvement; and
- Staff showed commitment and were friendly and enthusiastic.

### Improvement

Areas for improvement identified by staff had been developed into an Improvement Action Plan which would be taken forward through the Service's Health, Safety and Environment Advisory Group. The report included examples of improvements carried out during 2018/19.

### Health and Safety Performance

During 2018/19 there were 73 accidents, 109 near misses and 10 RIDDOR events. The report provided a summary of the total accident and ill-health statistics for 2018/19. A comparison against previous performance showed the continued reduction of accidents and positive increase in near miss reporting.

### Health and Wellbeing

The management of sickness absence for 2018/19 showed that musculoskeletal and mental health related conditions accounted for 53% of all sickness absence. In total there were 732 sickness absence cases resulting in 8,737 working days lost within the service, 219 musculoskeletal related absences gave rise to 3,595 working days lost and 31 mental health related absence resulted in 997 working days lost. In order to improve performance, health and safety toolbox talks were to be delivered to all staff during the coming year. The toolbox talks would engage staff to increase understanding of the links between maintaining physical fitness for role, reducing the risks of musculoskeletal injuries and encouraging good mental health.

During 2019/20 there would be an increased focus on employee health and wellbeing at work through the development of a more holistic approach. The Health and Wellbeing Framework aimed to improve the health and wellbeing of the workforce ensuring all who worked for Lancashire Fire and Rescue Service were engaged, motivated, healthy and resilient and returned to work quickly following any absence. The report also detailed the activities that had been achieved during 2018/19.

### Environmental Performance

A Carbon Management Plan agreed by the Resources Committee in March 2009 included a visionary target of 40% carbon emission reduction by March 2020. The Service had achieved an overall reduction of 23% by March 2019 which equated to 989 tonnes of CO<sub>2</sub>; this delivered savings in the region to date of £672k. Work would continue to improve this area.

### A look ahead to 2019/20

The report also detailed key safety, health and environmental priorities for 2019/20 which included: the implementation of revised National Guidance, the maintenance of certification standards, reducing energy and waste and the continued review of Health and Wellbeing arrangements.

In response from a question by County Councillor Holgate regarding whether there was a policy on single-use plastic, the Director of People and Development confirmed that all staff had received water flasks to enable hydration rather than a single use bottle but this issue would need to be considered further.

RESOLVED: - That the Authority noted and endorsed the report and associated safety, health and environment performance outcomes.

15/19 POLICY ON DEALING WITH HABITUAL AND VEXATIOUS COMPLAINTS - ANNUAL UPDATE

At its meeting held 20 June 2016 the Authority adopted a formal Policy on Dealing with Habitual and Vexatious Complaints (resolution 13/16 refers) which was fair and proportionate, yet which did not prevent genuine complaints from being properly investigated and fair and equitable outcomes promulgated.

On an annual basis the Clerk and Chief Fire Officer reviewed the status of complainants judged to be unreasonably persistent or vexatious and reported this to the Authority. In addition, each year the Clerk reviewed the Policy, as now presented. This year's review concluded that the effectiveness of the Policy was demonstrable, accordingly the Policy remained appropriate, proportionate and effective to the needs of Members, Officers and staff.

During the previous 12 months there had been no complainants who were judged to be unreasonably persistent or vexatious.

In response to a question by County Councillor Britcliffe, the Clerk confirmed that the decision to consider a complainant to be habitual or vexatious was taken together by the Clerk and Chief Fire Officer after what had usually been a sustained period of time and after notice had been given to the complainant that they may be considered under this policy.

RESOLVED: - That the report be noted and endorsed.

16/19 FIRE PROTECTION REPORTS

A report detailing prosecutions in respect of fire safety management failures and arson related incidents within the period April and May 2019 was provided. There was one case reported where the sentencing would take place later in the month and details of a case where a simple caution had been issued. Pre-trial work continued with ongoing cases. Fire protection and business support information was provided and Members noted that the Service was awaiting the outcomes from court cases in relation to arson cases during the period.

RESOLVED: - That the Authority noted and endorsed the report.

17/19 COMMUNITY FIRE SAFETY REPORTS

This report included information for the 2 Unitary and 12 District Authorities relating to Fire Safety Initiatives and Fires and Incidents of particular interest.

As part of the report Members received a presentation by Group Manager, Neil Taylor on the Service's response to large fire at a recycling centre in Preston in January 2019. The Chairman, on behalf of the Authority expressed thanks to all those involved for their work in making Lancashire safer. In response to a question raised by County Councillor Hennessy, Group Manager Taylor confirmed that the stinger (water tower) appliance had been first class in its performance at the incident and at other large fires. The appliance improved firefighter safety, assisted the faster containment and extinguishment of the fire and its enhanced pumping capability reduced the number of appliances required at the incident.

The Deputy Chief Fire Officer advised that the Community Fire Safety Report provided detailed work undertaken across all districts in relation to the National Fire Chief Council drowning prevention and water safety campaign which ran from 29 April – 5 May 2019. The campaign aimed to raise awareness of the risk of accidental drowning which County Councillor Mark Perks, as Community Safety Champion had been a valued advocate for.

In relation to Chorley district report on page 69 of the agenda pack, County Councillor Perks advised that there had been a discussion at a previous Performance Committee around how the greater use of posters could raise public awareness of risk. He was really pleased to see in Chorley, particularly during water safety week that there were posters in places where people did go into the water.

The Deputy Chief Fire Officer also advised that in May, 3 Lancashire Fire Cadets went through to the regional final of the North West IFE under 18 Lecturette which was held at UCLAN. Each fire cadet presented on a fire related topic. The Deputy Chief Fire Officer was pleased to announce that the winner was Dylan Fox from Skelmersdale.

Members then considered the content of the report.

RESOLVED: - That the Authority noted and endorsed the report.

#### 18/19 MEMBER COMPLAINTS

The Monitoring Officer confirmed that there had been no complaints since the last meeting.

RESOLVED: - That the current position be noted.

#### 19/19 DATE OF NEXT MEETING

The next meeting of the Authority would be held on Monday 16 September 2019 at 10:00am at the Training Centre, Euxton.

LFRS HQ  
Fulwood

M NOLAN  
Clerk to CFA

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 16 September 2019

### NOTES OF STRATEGY GROUP HELD ON MONDAY, 17 JUNE 2019

Contact for further information:

Diane Brooks, Principal Member Services Officer - Tel No (01772) 866720

#### **Executive Summary**

Report on proceedings of Lancashire Combined Fire Authority Strategy Group held at the Service Training Centre, Euxton on Monday, 17 June 2019.

#### **Recommendation**

That the Authority note the proceedings as set out in this report.

#### PRESENT:

##### Councillors

F De Molfetta (Chairman)  
I Brown  
J Fillis  
N Hennessy  
F Jackson  
H Khan  
M Khan  
Z Khan  
M Parkinson (Vice-Chair)  
M Perks  
J Shedwick  
D Smith

##### In Attendance

H Banks (Independent Person)

#### **Information**

##### 1/19 KPI STANDARDS REFRESH

Deputy Chief Fire Officer Russel wanted to share with Members the discussions that were taking place at the Performance Committee. He explained that the Key Performance Indicator (KPI) refresh was subtle rather than wholesale change. There would be no change to the KPI performance framework and no change to the Performance Standards set by the Authority. The refresh would improve the context, provide greater consistency in terms of the methodology used and would include improved graphics.

2/19 DUTY SYSTEMS SUSTAINABILITY

The Director of People and Development updated Members regarding current developments in respect of Firefighters pension scheme arrangements and the potential implications on the budget from national pay and pension negotiations and the outcome of EU and High Court rulings regarding pensionable duties.

3/19 WINTER HILL DEBRIEF ACTION PLAN

The Deputy Chief Fire Officer provided an update to Members on the scale and scope of the Winter Hill debrief process including details of a Winter Hill Action Plan that had been compiled and framed around i) Wildfire Pre-planning; ii) Wildfire response and iii) Business Continuity Planning. He advised Members of the ongoing work and strong progress made to date in relation to a number of key areas in the plan.

4/19 EMERGENCY SERVICES MOBILE COMMUNICATION PROGRAMME PROJECT

The Acting Assistant Chief Fire Officer updated Members on the current progress of the national Emergency Services Mobile Communications Project (ESMCP) to replace the Airwave wide area radio system.

**Business Risk**

None

**Environmental Impact**

None

**Equality and Diversity Implications**

None

**HR Implications**

None

**Financial Implications**

None

**Local Government (Access to Information) Act 1985**

**List of Background Papers**

Paper	Date	Contact
N/A		
Reason for inclusion in Part II, if appropriate:		

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

Thursday, 27 June 2019, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

#### MINUTES

#### PRESENT:

##### Councillors

S Holgate (Chairman)  
J Fillis  
M Perks  
M Khan (Vice-Chair)  
Z Khan  
D O'Toole  
D Smith  
D Stansfield

In accordance with the resolution of the predecessor Performance Review Committee at its inaugural meeting on the 30<sup>th</sup> July 2004 (Minute No. 1/04 refers), representatives of the LFRS, the Unions and Audit had been invited to attend all Performance Committee meetings to participate in discussion and debate.

##### Officers

J Johnston, Chief Fire Officer (LFRS)  
D Russel, Deputy Chief Fire Officer (LFRS)  
J Charters, Head of Service Delivery (Northern, Western and Central Areas) (LFRS)  
S Morgan, Head of Service Delivery (Pennine, Eastern and Southern Areas) (LFRS)  
D Brooks, Principal Member Services Officer (LFRS)

##### In attendance

G Basson, North West Fire Control  
K Wilkie, Fire Brigades Union

#### 1/19 APOLOGIES FOR ABSENCE

Apologies were received from County Councillors P Britcliffe, S Clarke and N Hennessy.

#### 2/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

#### 3/19 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 14 March 2019 be confirmed as a correct record and signed by the Chairman.

PERFORMANCE MANAGEMENT INFORMATION

The Deputy Chief Fire Officer introduced Ged Basson, Operations Manager from North West Fire Control (NWFC) who gave apologies for Tessa Tracey, Senior Operations Manager, NWFC and then presented Members with an update on NWFC Operational Performance.

Over the last 18 months the call handling times in Lancashire had reduced from 109 seconds to 100 seconds for most incidents except where information was received from officers ie: gaining entry or missing person calls. Improvements were due to the close liaison between Lancashire Fire and Rescue Service (LFRS) and NWFC. Lancashire's activity levels were expected to be around 25.5% and for 2018/19 these were: Q1: 24.98%; Q2: 24.35%; Q3: 25.95%; Q4: 25.83%.

Details of comparative cost savings were presented showing 2014/15 – 2018/19 actual annual costs compared with costs if the transition had not taken place which showed a saving for 2018/19 of £1.57m. It was noted that the cost per call for LFRS (including emergency calls and admin calls) was £9.60 which was considerably less than originally projected given the withdrawal of Merseyside and the increased number of admin calls dealt with was probably not anticipated in the original business case.

It was noted that NWFC had a Key Performance Target of answering 95% of calls within 10 seconds. The current achievement was 94.93% with an aim to continuously improve this to 90% of calls answered within 5 seconds; this was not currently being met however, ways of working around automatic call distribution had been reviewed.

In response to a question raised by County Councillor O'Toole regarding the length of time a caller had to wait to be transferred to an emergency service, the Chairman, County Councillor Holgate determined this should be looked at separately as it was not a question for NWFC.

Mr Basson presented a review of the number of calls by hour of the day; the pattern of which it was felt would be reflective of the rest of the country. NWFC continuously reviewed shift patterns and had quarterly meetings with staff representative bodies regarding staff levels. To ensure NWFC could meet demand, more staff were on duty during peak periods.

NWFC operated a process of call challenge for all incidents however, for certain calls (automatic fire alarms (AFA), gaining entry and during bonfire night) there were specific scripts that required NWFC to ask if an attendance was required to reduce unnecessary mobilisation of resources which helped reduce the risk of accidents and created financial savings. This process could however compromise call handling times if at the end of a protracted call challenge, a mobilisation was required. The Deputy Chief Fire Officer advised that this detail was what would be reported to the Performance Committee going forward. The ability for NWFC to call challenge was hugely beneficial to LFRS in terms of the prevention of general disruption (if staff were undertaking an educational visit or undergoing training) which was why it was important not to look at the key performance indicators (KPIs) in isolation.

In addition, Mr Basson advised on progress in relation to: implementation of improved technology, recruitment and deployment of support department posts together with an update on initiatives: AFA call challenge, Water Safety Boards Project and the Road Routing Project. In particular, NWFC and LFRS had worked together on a trial of a Pre-Alerting system which alerted the nearest appliance the moment a call was received. Initial reports showed that the appliances involved in the trial had reduced their attendance times.

In response to a question raised by Councillor Smith regarding hoax calls, Mr Basson confirmed that it was presumed every call was genuine and calls were challenged. The mobilisation system could highlight a telephone number to be challenged but it was never presumed to be a hoax and if in doubt the appliance would be mobilised.

In response to a question raised by County Councillor O'Toole regarding what action could be taken where the same alarm was repeatedly activated, Mr Basson confirmed that in addition to the call challenge process there was ongoing work with LFRS who were able to investigate. The Deputy Chief Fire Officer explained that staff from LFRS protection teams would follow up with the responsible person of the premises and determine whether any legislative action would be required.

County Councillor O'Toole expressed concern that there had been a number of NWFC meetings cancelled recently which, Members agreed were needed for scrutiny. The Chief Fire Officer agreed to take this to the Chairman of the North West Fire Forum and report back to a future meeting.

The Deputy Chief Fire Officer advised that the following day was the anniversary of the Winter Hill incident and that some public relations work had been prepared proactively and in response to media enquiries including from BBC Radio Lancashire, MEN, Capital Lancashire and The One Show and a video had been prepared for the media. The focus was on: i) the steps we had taken since the incident; ii) to reassure the public that we could deal with an incident of that scale in the future; and iii) that the public had a really important role in being vigilant and safety aware.

The Deputy Chief Fire Officer advised Members that this was the 4th quarterly report for 2018/19 as detailed in the Risk Management Plan 2017-2022. The report showed there were 1 positive and 4 negative KPI Exception Reports. An exception report was provided which detailed the reasons for the exception, analysis of the issue and actions being taken to improve performance.

Members focussed on the indicators where an exception report was presented and examined each indicator in turn as follows:-

### 1.3 Accidental Dwelling Fires

This indicator reported the number of primary fires where a dwelling had been affected and the cause of the fire had been recorded as 'Accidental' or 'Not known'.

Quarter 4 activity 186, previous year quarter 4 activity 237, a decrease of 22%.

Total number of Accidental Dwelling Fires – Year to Date, 815.

The Deputy Chief Fire Officer was pleased to report the first positive exception

report due to Accidental Dwelling Fires (ADF's) recorded during the month of February being better than the lower control limit.

It was noted there were 42 recorded ADF incidents in February 2019; this was the lowest monthly count over the previous 10 years. In addition, the year had the second lowest monthly count during August at 53 incidents.

This contributed to the year-end ADF count to be at an all-time low, with 815 incidents recorded for 2018/19. This was 129 fewer incidents than the previous year, a reduction of 16% against that recorded 5 years ago and 34% reduction over the last 10 years.

It was reported that during 2018/19 the number of delivered Home Fire Safety Checks (HFSC) had been actively increased along with Safe & Well and the Winter Safety campaign. County Councillor Perks queried how the HFSCs had increased when previous quarter performance had decreased. In response, the Deputy Chief Fire Officer advised that the quantity of visits had been reviewed and an increase to 18,000 visits had been set for 2019/20. He reassured the Committee that there would be a continual increase in visits undertaken and that the quality would remain consistent.

In response to a further question from County Councillor Perks, the Deputy Chief Fire Officer confirmed that there were a number of strong partner referrals from Police, Social Services, Lancashire County Council, Blackpool Council, Blackburn with Darwen Council and other partners given they were working on a day to day basis with high risk individuals. He confirmed that upon receipt of a referral, individuals completed a series of questions that had been designed to identify vulnerability in the context of a potential fire. This risk scoring matrix enabled us to deliver the service to those who needed it the most. He advised that where home fire safety requests were received and these were a low-risk, a visit was not provided and this detail was not currently being reported. County Councillor Perks welcomed that this information would be presented in future reports.

In addition, there was a significant amount of work which continued to take place around the county which included safety initiatives and collaboration with partner agencies with: Dementia cafes, Age UK events and Live Safe, Age Well presentations delivered to Councils and other large employee organisations.

#### 2.1.1 Emergency Response Standards - Critical Fires – 1st Fire Engine Attendance

This indicator reported the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident in less than the relevant response standard.

The response standards included call handling and fire engine response time for the first fire engine attending a critical fire, these were as follows:-

- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

The response standards were determined by the risk map score and subsequent risk grade for the location of the fire.

Standard: to be in attendance within response standard target on 90% of occasions.

Quarter 4 – 1st pump response 87.97%, previous year quarter 4 was 88.27%

This was a negative exception report due to critical fire 1st pump response being below the standard. Overall, quarter 4 pass rate was 87.97%, which was outside of the 90% standard and 2% tolerance.

Members noted that February recorded the lowest number of critical fire incidents over the year. The frequency of failures remained constant over the 3 months, this made it more difficult to maintain a high pass rate when there were fewer numbers of overall incidents. This contributed to a below standard pass rate when the 'baseline' number of failures was taken from a lower pool of incidents.

This correlated with the narratives received from the officer in charge (OIC) which indicated that the travel time (extended travel distances to incident of traffic), accounted for 26% of returns, were the main reason for missed attendance times.

It was reported that the reduced performance in quarter 4 could not be accounted for by policy decisions or actions which affected call handling or crew reaction times and so were more likely to be accounted for in the phase when appliances were driving to incidents.

In terms of actions being taken, Service Delivery Managers (SDM's) would continue to monitor Wholetime (WT) crew reaction times; instigating local improvements where required and highlighted the importance of ensuring the appliance had been booked in to attendance upon arrival. In addition, the Deputy Chief Fire Officer advised that the Service were also assessing the utilisation of the Service's Geographical Information System (GIS) to analyse individual attendance standard failures and identify if the failures related to specific Super Output Areas (SOA's). If this was confirmed, the Service could consider if there were any actions which could be taken to improve attendance performance or reduce risk by community safety action.

In addition, the Deputy Chief Fire Officer reported to Members that there were new actions being implemented which included: the 6 month Pre-Alerting trial mentioned by Mr Basson earlier which commenced on 15 April 2019. This aimed to reduce the time the crews took to react to the initial mobilisation. The proposed removal of the 'Available redirection' appliance status in North West Fire Control/Mobile Data Terminal's (NWFC/MDT's) as this had the effect of showing an appliance was unavailable. It was hoped that the on-going initiatives to address these issues would continue to improve performance. The Deputy Chief Fire Officer reported that the outcomes of the trial would be presented to a future Planning Committee meeting.

The Deputy Chief Fire Officer advised that there were a number of Fire and Rescue Services (including Cheshire and Merseyside) that had moved from a risk-based approach to a generic response time of 10 minutes. He advised that the next Measuring Progress report to be presented at this committee in September for quarter 1 2019/20 would contain more rounded information.

The Chief Fire Officer added that we were rightly concerned about being outside a 2% tolerance, and confirmed that LFRS had a risk-based response. He advised that Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

had looked at our response standards and we had been directed not to move away from that. In addition, he advised that from a national perspective, response times had increased over the last 10 years due to a number of factors including: a growing population, more housing, austerity had meant that fire engines had either disappeared or moved from whole time to retained shift systems and there was more traffic on the roads now. He had met several times recently with the Home Office to try to explain 'risk and demand' to ensure they understood the risk-based approach given their experience of the demand-led approach taken by the Police.

#### 2.1.2 Critical Fire Response – 2<sup>nd</sup> Fire Engine Attendance

This indicator reported the time taken for the second fire engine to attend a critical fire incident measured from the time between the second fire engine arriving and the time it was sent to the incident. The target is determined by the risk map score and subsequent risk grade for the location of the fire.

Standard: to be in attendance within response standard target on 85% of occasions.

Quarter 4 – 2<sup>nd</sup> pump response 81.15%, previous year quarter 4 was 86.86%

This was a negative exception report due to critical fire 2<sup>nd</sup> pump response being below the standard. Overall, the cumulative quarter 4 pass rate was 81.15%, which was outside the 85% standard and 2% tolerance.

The month of January was just within the 2% tolerance at 83.16%, along with the month of March which recorded one of the highest pass rates of the year at 84.69%. However, the month of February recorded a pass rate of 73.13%, the second lowest of the year which led quarter 4 to return an overall pass rate of 81.15%.

The findings highlighted in the 1st pump critical fires were mirrored here for the 2<sup>nd</sup> pump, with the month of February recording just 67 incidents, whilst the number of failures remained consistent with other months.

This correlated with the narratives received from the OIC where analysis of quarter 4 narratives indicated that the 'Extended travel distances to incident', which accounted for 50% of returns, was the main reason for missed attendance times.

In terms of action being taken the second pump response attendance to critical fire incidents was closely related to those of the first pump (KPI 2.1.1).

#### 2.4 Fire Engine Availability – Retained Duty System

This indicator measured the availability of fire engines that were crewed by the retained duty system. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

The percentage of time that RDS crewed engines were available for quarter 4 was 87.05%, a decrease of 2.12% over the previous quarters 89.17%. The cumulative availability to the end of quarter 4 was 87.29% against the previous quarter cumulative (April to March 2018) at 88.90%.

Annual Standard: Above 95%.

This was a negative exception report due to the cumulative RDS availability to the

end of quarter 4 being below the standard and outside of the 2% percent tolerance.

Quarter 4 recorded a decrease over both quarter 3, although January recorded the highest individual month of availability over the year at 91.17%. Unfortunately, both February and March returned 2 of the lowest months of the year.

Local level monitoring continued with additional analysis at pump level showing that just 6 stations accounted for 43.2% of off the runs hours within quarter 4.

The amount of RDS stations that were in exception had dropped from 9 to 11 in this quarter. Although it should be noted that 2 of the stations had lost staff to the W/T recruits course, which affected their availability through this quarter. All recently qualified W/T staff were to give dual contract cover on their return which boosted their units with development and cover. Lack of drivers and OIC's continued to be an issue on some stations. The appointment of a new Southern RSO, who had taken up his post, was already having a positive effect on the Southern RDS stations. Dual contract staff within LFRS had increased again this quarter. It was noted the positives a dual contract member of staff could bring to an RDS station could be immense, benefits included: knowledge of IT systems, operational experience, mentoring and increasing WT understanding of RDS units.

In terms of actions being taken to improve performance, 2 RDS initial Breathing Apparatus (BA) courses were scheduled for May and June which would further add an increase to availability numbers over the next quarter.

Over the last year, working alongside TOR, the RSO group removed the theory based learning from the On-Call initial course and delivered it to recruits on area prior to the course starting, this essentially allowed an extra 2 days of practical learning for recruits on the course. In addition, during this quarter the successful recruits attended a pre course learning with their area RSO at the Service Training Centre (STC). The students were required to attend 4 three-hour sessions culminating in the pre-learning day at STC. The sessions included: Health and Safety, ladder and pump theory, knots and lines, rank structure as well as attitude and discipline. The training sessions not only gave the students pre course development, it also brought them together prior to the course starting which in turn enabled them to form bonds and support each other during the course. It was noted by Training & Operational Review (TOR) the recruits' attitude and propensity for learning had greatly improved.

In addition, this quarter recruitment campaign had received over 120 On-Call applications Service wide. This was a vast improvement on previous year's campaigns and emphasised the work being carried out by the Retained Support Officer's (RSO'S). Over the last year there had been a marked improvement on the public's awareness of On-Call, this could only assist the Service to attract potential applicants in the future.

#### 2.4.1 Fire Engine Availability – Retained Duty System (without Wholetime detachments)

Subset of KP1 2.4 and provided for information only

This indicator measured the availability of fire engines that were crewed by the retained duty system (RDS) when Wholetime detachments were not used to support availability. It was measured by calculating the percentage of time a fire engine was

available to respond compared to the total time in the period.

Fire engines were designated as unavailable (off-the-run) for the following reasons:

- 1 Manager deficient
- 2 Crew deficient
- 3 Not enough BA wearers
- 4 No driver

The percentage of time that RDS crewed engines were available for quarter 4 was 83.06%. This excluded the WT detachments shown in KPI 2.4.

#### 4.2.1 Staff Absence – Excluding Retained Duty System

This indicator measured the cumulative number of shifts (days) lost due to sickness for all Wholetime, day crewing plus, day crewing and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost

Cumulative total number of monthly shifts lost 6.093

Quarter 4 results indicated the number of shifts lost through absence per employee being above the Service target for 2 months during quarter 4.

During quarter 4 January 2019 – March 2019, absence statistics showed above target for 2 of the 3 months. Whilst shifts lost for uniformed personnel for the month of January remained below target, this increased above target for February and March. Non-uniformed personnel were considerably above the target over all 3 months. The main reasons were cases of muscular-skeletal and mental health with 7 cases of long term absence which span over the 3 months.

At the end of March the cumulative totals showed that non-uniformed staff absence was above target at 8.9 shifts lost per employee and for Whole-time, staff absence was just above target at 5.25 shifts lost per employee. Overall absence for all staff (except Retained Duty System) was 6.16 shifts lost which was above the Service target of 5 shifts lost for this quarter.

Members noted that action taken continued to be early intervention by the Occupational Health Unit (OHU) and where appropriate, issues around capability due to health issues were reviewed and addressed; the Service would continue to run leadership conferences to assist future managers to understand policy which included absence management; in addition, OHU to organise health checks for individuals on a voluntary basis, new actions had commenced which included support from the Service Fitness Advisors / Personal Trainers Instructors, promotion of health, fitness and wellbeing via the routine bulletin and employees were encouraged to make use of the Employee Assistance Programme provider and The Firefighters Charity.

The Deputy Chief Fire Officer advised that he had received a fire and rescue national report on performance during 2018/19 which included data from 39 Fire and Rescue Services. Performance against the number of shifts lost due to sickness had been received from 32 Services and he was pleased to report that Lancashire was the best in the country (with an average of 5.19% compared with a national average of 8.51%). Across the rest of the performance indicators we were performing as either the best or we were in the top 3. He advised that where

possible we took opportunities to get and compare data to benchmark our performance nationally. From a national perspective we had always performed in the top cohort for shifts lost due to absence.

The Chief Fire Officer advised that the Service was doing a lot of work on wellbeing with the aim of being more flexible in treating an individual's absence rather than following processes that could drive people back to work when they may not be ready.

Following Member debate it was agreed that the Head of Human Resources be invited to attend a future meeting to present to Members the initiatives that were taken to support staff to return to work in a timely and sensitive manner and the work the Service was doing to improve staff wellbeing.

Members then examined each indicator in turn as follows:-

## **KPI 1 – Preventing and Protecting**

### **1.1 Risk Map Score**

This indicator measured the risk level in each neighbourhood (Super Output Area) determined using fire activity over the previous three fiscal years along with a range of demographic data.

The County risk map score was updated annually, before the end of the first quarter. An improvement was shown by a year on year decreasing 'score' value.

Score for 2015-2018 – 32,114, previous year score 32,398.  
No exception report required.

### **1.2 Overall Activity**

This indicator measured the number of incidents that the Service attended with one or more pumping appliances.

Quarter 4 activity 3,575, previous year quarter 4 activity 3,499, an increase of 2.17%.

Included within this KPI was the incident type 'Gaining Entry'. This was where LFRS had attended on behalf of the North West Ambulance Service. During quarter 4 we were asked to attend on 349 occasions, of which 218 resulted in the use of tools to gain entry to a property.  
No exception report required.

#### **1.3.1 Accidental Dwelling Fires – Extent of Damage**

This indicator reported the number of primary fires where a dwelling had been affected and the cause of the fire had been recorded as 'Accidental or Not known' presented as a percentage extent of fire and heat damage.

Extent of fire and heat damage was limited to: Item ignited first, limited to room of origin, limited to floor of origin and spread beyond floor of origin.

The ADF activity count was limited to only those ADF's which had an extent of damage shown above. An improvement was shown if the total percentage of 'Item first ignited' and 'Room of origin' was greater than the comparable quarter of the previous year.

Percentage of accidental dwelling fires limited to item 1st ignited in quarter 4, 25%, quarter 4 of previous year 21%. Percentage limited to room of origin in quarter 4, 64%, quarter 4 previous year 64%, limited to floor of origin in quarter 4, 8%, quarter 4 previous year 9% and spread beyond floor 4%, previous year 6%.  
No exception report required.

### 1.3.2 Accidental Dwelling Fires – Number of Incidents where occupants have received a Home Fire Safety Check

This indicator reported the number of primary fires where a dwelling had been affected and the cause of fire had been recorded as 'Accidental or Not known' by the extent of the fire and heat damage. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior of the fire occurring.

	2018/19		2017/18	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1	21	10%	15	6%
Q2	17	9%	20	10%
Q3	24	11%	15	6%
Q4	15	8%	18	8%

Of the 15 accidental dwelling fire incidents that had received a HFSC within the previous 12 months, 4 had 'Heat and smoke damage only', 2 resulted in damage 'limited to item first ignited' and 7 'limited to room or origin and 2 incident had damaged 'Limited to floor of origin'.

No exception report required

### 1.4 Accidental Dwelling Fire Casualties

This indicator reported the number of fire related fatalities, slight and serious injuries at primary fires where a dwelling had been affected and the cause of fire had been recorded as 'Accidental or Not known'. A slight injury was defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury was defined as; at least an overnight stay in hospital as an in-patient.

Casualty Status	2018/19 Quarter 4	2017/18 Quarter 4
Fatal	0	4
Victim went to hospital visit, injuries appeared Serious	3	1
Victim went to hospital visit, injuries appeared Slight	10	7
TOTAL	13	12

No exception report required.

The Deputy Chief Fire Officer wanted to highlight that although, as stated earlier,

there had been the lowest ever level of Accidental Dwelling Fires reported there had sadly been 8 fatalities during the year; an increase from the previous year. He confirmed that work would be undertaken to analyse this. County Councillor O'Toole commented that while there could be areas for improvement identified it should be acknowledged there were times where the Service had no control ie: arson.

### 1.5 Accidental Building Fires (Non-Dwellings)

This indicator reported number of primary fires where the property type was 'Building' and the property sub type did not equal 'Dwelling' and the cause of fire had been recorded as 'Accidental' or 'Not known'.

Total number of incidents	2018/19 Quarter 4	2017/18 Quarter 4
	93	80

No exception report required.

#### 1.5.1 Accidental Building Fires (Non-Dwellings) – Extent of Damage

This indicator reported the number of primary fires where the property type was a building and the property sub-type was not a dwelling and the cause of fire had been recorded as 'Accidental or Not known' presented as a percentage extent of fire and heat damage.

This indicator showed the total number of Accidental Building Fires where damage was limited to room of origin, limited to floor of origin and spread beyond floor of origin.

The ABF activity count was limited to only those ABF's which had an extent of damage shown above.

An improvement was shown if the total percentage of 'Item first ignited' and 'Room of origin' was greater than the comparable quarter of the previous year.

Percentage of accidental building fires limited to item first ignited in quarter 4, 15%, quarter 4 of previous year, 20%. Percentage limited to room of origin in quarter 4, 38%, quarter 4 of previous year, 41%, limited to floor of origin in quarter 4, 18%, quarter 4 from previous year, 14% and spread beyond floor, 30%, previous year 26%.

No exception report required.

### 1.6 Deliberate Fires

This indicator reported the number of primary and secondary fires where the cause of fire had been recorded as 'Deliberate'. Secondary fires were the majority of outdoor fires including grassland and refuse fires unless they involved casualties or rescues, property loss or 5 or more appliances attended. They included fires in single derelict buildings.

Deliberate Fire Type	2018/19	2017/18
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	Quarter 4	Quarter 4
1.6.1 Deliberate Fires – Anti-Social Behaviour	333	301
1.6.2 Deliberate Fires – Dwellings	22	29
1.6.3 Deliberate Fires – Non-Dwellings	26	24

No exception report required.

### 1.7 High / Very High Risk Home Fire Safety Checks

This indicator reported the percentage of completed Home Fire Safety Checks (HFSC), excluding refusals, carried out where the risk score had been determined to be either high or very high.

	2018/19	2017/18
	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes
Q1	66%	68%
Q2	67%	72%
Q3	64%	68%
Q4	65%	71%

No exception report required.

### 1.8 Road Safety Education Evaluation

This indicator reported the percentage of participants of the Wasted Lives and RoadSense education packages that showed a positive change to less risky behaviour following the programme; based on comparing the overall responses to an evaluation question before and after the course.

The crashed car displays were shown at 15 different events during quarter 4.

There were a total of 6,607 participants during quarter 4, with a percentage of positive influence on participants' behaviour for the current year to date of 85%.

	2017/18 (cumulative)		2017/18 (cumulative)	
	Total participants	% positive influence on participants' behaviour	Total participants	% positive influence on participants' behaviour
Q1	5002	85%	1441	85%
Q2	5893	85%	2259	85%
Q3	10613	85%	3938	85%
Q4	17220	85%	10228	85%

No exception report required.

### 1.9.1 Fire Safety Enforcement – Known Risk

This indicator reported on the percentage of premises that have had a Fire Safety Audit as a percentage of the number of all known premises in Lancashire to which The Regulatory Reform (Fire Safety) Order 2005 applied.

Number of	Number of	% of all premises	% of all premises
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premises	premises audited to date	audited Year end: 2018/19	audited Year end: 2017/18
34484	18617	54%	55%

No exception report required.

### 1.9.2 Fire Safety Enforcement – Risk Reduction

This indicator reported the percentage of Fire Safety Audits carried out within the period resulting in enforcement action. Enforcement action was defined as one or more of the following: notification of deficiencies, action plan, enforcement notice, alterations notice or prohibition notice.

Period	Satisfactory audits 2018/19	Requiring formal activity – 2018/19	Requiring informal activity – 2018/19
Q1	24%	4%	70%
Q2	30%	10%	56%
Q3	25%	7%	60%
Q4	19%	9%	70%

No exception report required.

## **KPI 2 – Responding to Emergencies**

### 2.2.1 Critical Special Service – 1<sup>st</sup> Fire Engine Attendance

This indicator measured how long it took the first fire engine to respond to critical non-fire incidents such as road traffic collisions, rescues and hazardous materials incidents. For those incidents there was a single response standard which measured call handling time and fire engine response time. The response standard for the first fire engine attending a critical special call is 13 minutes.

Standard: To be met on 90% of occasions

Quarter 4 results 89.90% achieved against a target of 90%, previous year quarter 4, 82.86%.

No exception report required.

### 2.3 Fire Engine Availability – Wholetime, Day Crewing and Day Crewing Plus

This indicator measured the availability of fire engines that were crewed by Wholetime, day crewing and day crewing plus shifts. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable for the following reasons:

- Mechanical
- Crew deficient
- Engineer working on station
- Appliance change over
- Debrief
- Lack of equipment
- Miscellaneous
- Unavailable
- Welfare

Annual Standard: Above 99.5%

Quarter 4 availability 99.45%, previous year quarter 4 - 99.45%

No exception report required.

## 2.5 Staff Accidents

This indicator measured the number of staff accidents.  
Total number of staff accidents 2018/19 – Year to Date, 65  
Quarter 4 results indicate percentage pass within standard  
No exception report required.

## **KPI 3 – Delivering Value for Money**

### 3.1 Progress Against Savings Programme

Annual Budget for 2018/2019 - £54.8m  
Budget to end of quarter 4 - £54.8m

Members noted that the closure of the accounts process during May had yet to be finalised, however it was expected to result in an underspend for the period of £0.4m.

No exception report required.

### 3.2 Overall User Satisfaction

Total responses 2105; number satisfied 2084  
% satisfied 99.00% against a standard of 97.50  
Variance 1.54%

There had been 2,105 people surveyed since April 2012.

In quarter 4 of 2018/19 – 72 people were surveyed. 72 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

No exception report required.

## **KPI 4 – Engaging With Our Staff**

### 4.1 Overall Staff Engagement

This indicator measured overall staff engagement. The engagement index score was derived from the answers given by staff that related to how engaged they felt with the Service.

A comprehensive survey was undertaken during April/May 2018 on topics including internal communications, working for LFRS, organisational values, leadership and management, training and development and recognition. The survey also covered feelings of pride, advocacy, attachment, inspiration and motivation – factors that are understood to be important features shared by staff who were engaged with the organisation. These questions mirrored those asked in the Civil Service People Survey.

An improvement was shown if the percentage engagement index was greater than the previous survey.

Period	Change
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	2018/19	2016/17*	
		* Period 3, 2016/17	
Number of Replies	489	141	247%
Engagement Index	70.13%	64%	6.13%

No exception report required

#### 4.2.2 Staff Absence – Retained Duty System

This indicator measured the percentage of contracted hours lost due to sickness for all retained duty staff.

Annual Standard: Not more than 2.5% lost as % of available hours of cover

Quarter 4 results indicate percentage pass within standard

Cumulative retained absence (as % of available hours cover) 0.91%

No exception report required.

#### ANNUAL REPORT ON ROAD SAFETY INTERVENTION ACTIVITY 2018/19

The Assistant Chief Fire Officer reported to Members that through our Integrated Risk Management Plan 2017-2022 (IRMP), prevention and protection services and our structure for delivery were reviewed over the course of the last IRMP to ensure that we were delivering appropriate services in line with our changing operating environment. As a result we had changed our working practices with a strategic focus on the quality of the services that we continue to deliver. These services were delivered around 4 key themes: helping people to start safe, live safe, age safe and be safe on our roads with a focus on working collaboratively with other organisations. To ensure constant improvement in all parts of our prevention priority, the Service had dedicated thematic groups which reviewed current practice and results.

Members were provided with an annual overview of road safety intervention activities being delivered by the Lancashire Fire and Rescue Service to the communities of Lancashire on a daily basis.

RESOLVED: - That the Performance Committee endorsed the quarter 4 measuring progress report and noted the contents including the 1 positive and 4 negative key performance indicator exception reports and the annual Road Safety Intervention Activity.

#### 5/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Thursday 19 September 2019 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for 28 November 2019 and 18 March 2020 and agreed for 24 June 2020.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

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## LANCASHIRE COMBINED FIRE AUTHORITY

### PLANNING COMMITTEE

Monday, 15 July 2019, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

### MINUTES

### PRESENT:

#### Councillors

M Parkinson (Chairman)  
S Blackburn  
I Brown  
J Eaton  
F Jackson (Vice-Chair)  
H Khan  
M Khan  
T Martin  
D O'Toole  
J Shedwick

#### Officers

D Russel, Deputy Chief Fire Officer (LFRS)  
B Norman, Acting Assistant Chief Fire Officer (LFRS)  
J Keighley, Member Services Assistant (LFRS)  
1/19 APOLOGIES FOR ABSENCE

None received.

#### 2/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

#### 3/19 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on 18 March 2019 be confirmed as a correct record and signed by the Chairman.

#### 4/19 HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES (HMICFRS) - INSPECTION OF LANCASHIRE FIRE AND RESCUE SERVICE

Acting Assistant Chief Fire Officer Norman advised that the Lancashire Fire and Rescue Service's HMICFRS inspection report was published publicly in December 2018 where the Service was graded against the three core pillars of the inspection programme; efficiency, effectiveness and people. LFRS was graded as 'good' overall for each of the three core pillars and 'good'

against ten of the eleven sub-diagnostics, which formed each of the three core pillars.

LFRS was the only Service in the first tranche to receive an 'outstanding' grading for how we promote our culture and values.

The report highlighted our areas of best practice and no formal areas for improvement were received. The report did however guide the consideration of the following three areas:

- The Service should ensure that it had allocated sufficient resources to a prioritised and risk-based inspection programme;
- The Service should assure itself that it was making the most of collaboration opportunities and that they provided value for money;
- The Service should put in place an open and fair process to identify, develop and support high potential staff and aspiring leaders.

The Service continued to evaluate these areas and was working towards the initial action plan for delivering and measuring improvements against them. To ensure the delivery of these improvements, they were reported to the Corporate Programme Board for monitoring and scrutiny.

The internal HMICFRS project had been formally closed and a governance structure was in place which reported to the Senior Management Team.

LFRS was currently required to undertake quarterly data set returns for the HMICFRS. This involved providing the HMICFRS data teams with an array of data, ranging from overtime costings to fire engine availability. This would be an on-going requirement to assist the HMICFRS in determining our efficiency and effectiveness as a Service. It also provided a platform for making national comparisons.

The reports for the tranche two inspections were published on 20 June 2019. Findings were similar to those identified in tranche one inspections, notably improvements required around protection and the people pillar. No Fire and Rescue Service achieved an 'outstanding' grade against any of the three core pillars, however three Fire and Rescue Service's achieved an 'outstanding' grading for one or more sub-diagnostics:

- Merseyside Fire and Rescue Service- Preventing fires and other risks & Responding to national risks;
- West Midlands Fire and Rescue Service- Responding to fires and other emergencies;
- Oxfordshire Fire and Rescue Service- Promoting the right values and culture.

Lancashire Fire and Rescue remained the only Service in both tranches to be graded as at least 'good' against every sub-diagnostic and to receive an 'outstanding' grade in one.

The findings from tranche two were being reviewed against our own action plan and LFRS would seek to learn from those Services that had been identified as best practice. LFRS would continue to embed the HMICFRS into the Service and horizon

scan emerging themes from within the sector.

LFRS continued to build on our professional relationship with our HMICFRS Service Liaison Lead (SLL). Regular engagement was held with our SLL and he would continue to visit both strategic and district level activities to assess how we were delivering effective and efficient services for the people of Lancashire. The SLL had recently met with our new CFO and DFCO to discuss future direction. SLL engagement was due to increase from September following the conclusion of tranche three inspections with a view to another round of full inspections from 2020.

County Councillor Shedwick expressed his congratulations on the outcomes of the Lancashire Fire & Rescue HMICFRS inspection report. He welcomed that the Service was continuing to build a professional relationship with the SLL and work would continue around the issues covered in the report.

In response to a question raised by Councillor Khan regarding collaboration, Acting Assistant Chief Officer Norman confirmed that the Inspectorate referred to collaboration across the board which included county councils, unitary authorities and other parties. Members noted that an update on the ongoing Blue Light collaboration work which focussed mainly with Lancashire Constabulary would be discussed later on the agenda.

In addition, the Deputy Chief Fire Officer advised Members as the Inspectorate had not formally announced any dates for a further re-inspection it was indicated that they would undertake another full inspection next year and the likelihood would be that the same Services would remain in the same tranche. Since the last inspection the Service continued to progress and moving forward with the support of the Fire Authority the Service was prepared.

In response to a question raised by Councillor Khan regarding if the Service had an open and fair process, Acting Chief Fire Officer Norman confirmed that the Inspectorate had a question with regards to early identification of staff that had the greatest potential to achieve. It was noted that the Service had not run recent promotion boards for new entrants due to a freeze on recruitment and therefore the Service did not have some of the aspects.

In addition, the Deputy Chief Fire Officer reassured Members that the Service was confident that our processes to identified staff were open and fair. Members noted that the Service had now put in place a specific action plan to develop and support high potential staff and aspiring leaders.

RESOLVED: - That the report be noted and endorsed.

## 5/19 BLUE LIGHT COLLABORATION AND SITE SHARING ARRANGEMENTS

Acting Assistant Chief Fire Officer Norman advised that the Blue Light Collaboration programme had now had a full time resource attached to it for 6 months. Within these 6 months, out of the original 32 ideas, 17 of them had been closed after initial scoping from both organisations. They had been closed on the basis that there were no tangible benefits for either organisation or the people of Lancashire. Some had been placed on hold with a future review date; where it was not the right time for the

two organisations to invest time and resource to the specific work stream. There were however, 15 opportunities still being looked into and advanced within this programme which included 5 main projects:

1. Missing persons and real time demand management;
2. Public Order training site;
3. Occupational health services;
4. Fire crime scene investigation accreditation;
5. Neighbourhood level collaborative activity.

And 10 were categorised as 'business as usual':

1. Integrated youth volunteer partnership;
2. Fuel business continuity planning;
3. Vehicle maintenance for LFRS flexi duty officer cars;
4. Command unit incorporating JESIP principles;
5. Duty officer communication;
6. Shared data, risk and analytical reporting;
7. Joint communications activity;
8. Shared asset management;
9. First aid provision;
10. Second event drone.

The leadership for the collaboration had changed since the last Executive Collaboration Board as Superintendent Karen Edwards has now moved role and Superintendent Damien Darcy had taken over at Lancashire Constabulary HQ. As well as this, Group Manager Phil Jones had taken over from ACFO Ben Norman as Programme Manager for LFRS.

The Blue Light Collaboration Programme Board meetings co- chaired by Group Manager Phil Jones, LFRS and Superintendent Damian Darcy, Lancashire Constabulary continued to deliver project management related control to the Programme. The first meeting under the new Chair's was held on 10 May 2019, where updates were provided from work-stream leads. These meetings continued to take place on a quarterly basis.

Scrutiny of the Collaboration Board was in the form of a Quarterly Executive Collaboration Board, chaired by ACFO Norman and DCC Gamblin. Also in attendance were the collaboration leads GM Jones and Supt Darcy.

The early Blue Light Collaboration Programme Board work had been further shaped and defined into 3 key project management related documents according to status; these were Project Initiation Documents, Health Reports and Scoping Closure Reports. A change from the previous paper was the removal of the Highlight report and replacement with a Health Report. This was a joint decision, which would make updates easier, less demanding on resources and easier to track progress.

#### LFRS Site Sharing Collaborations

Currently the partner with the largest scale of site sharing collaborations and subsequent revenue cost related benefits was North West Ambulance Service (NWAS). Operational crews shared the station facilities at N11 Lancaster, C50

Preston and E76 Darwen fire stations. In addition to the above formal lease arrangements, there were licence arrangements at both N13 Bolton-Le-Sands and P94 Nelson fire stations whereby NWS crews could make use of the welfare facilities on an ad-hoc basis.

Site sharing arrangements with Lancashire Constabulary followed a similar format in that there were sites with formal lease arrangements, these being N33 Preesall, W36 St Annes and S56 Skelmersdale. At these locations police staff had hot desk office accommodation for circa 3-4 officers and made use of the welfare facilities. At both W35 Lytham and E72 Great Harwood the welfare facilities and on-site parking facilities were utilised by Lancashire Constabulary staff on a drop in ad-hoc basis.

Discussions remained ongoing with regards to potential site sharing with NWS at P74 Rawtenstall and also with Lancashire Constabulary with regards to W37 South Shore.

Telecommunication masts were installed at W37 South Shore, P93 Barnoldswick, S56 Skelmersdale and Service Training Centre sites with lease arrangements in place.

Licence arrangements were also in place for a number of site sharing practices with other organisations or charities. This included the use of station facilities for community engagement events, vehicle storage and multi-agency office facilities.

The arrangements with health related partners was the most significant with blood bikes currently being stored by LFRS at N12 Morecambe, W30 Blackpool, P90 Burnley, E70 Hyndburn (x2) and S57 Penwortham (x2). In addition to this LFRS supported the Blood Transfusion Service through the sharing of E70 Hyndburn and S54 Chorley sites for their public blood donation sessions.

Multi-agency meeting rooms and office accommodation was provided at both S54 Chorley and P94 Nelson, these partnerships supported the Local Authority (Chorley) Early Action project and also the Lancashire County Council Early Help provision (Nelson).

Partnerships that enhanced LFRS' operational response arrangements were supported in the format of vehicle and equipment stowage. This included the Salvation Army and Red Cross at Service HQ, Bay Search and Rescue at Bolton-Le-Sands and also support for Operation Florian in the format of storage at Service Training Centre.

LFRS had a long standing relationship with the Prince's Trust charity and delivery of their Team Programme was hosted at the following fire station locations: N12 Morecambe, N32 Fleetwood, W37 South Shore, P75 Haslingden or E70 Hyndburn, P90 Burnley, P94 Nelson, E71 Blackburn and C50 Preston. One of the 9 teams was not located at an LFRS' fire station, this was the second team in Preston and they were based at Oakham Court in premises leased from Preston City Council.

In response to a question raised by Councillor Jackson, Acting Assistant Chief Fire Officer Norman confirmed that the Service and Lancashire Constabulary had discussed the possibility for police staff to 'drop in' and work from South Shore fire

station using their own computers which would be based at the station. This would prove more effective and improve their response standards as staff could respond from South Shore rather than the main Blackpool Police station.

RESOLVED: - That the report be noted and endorsed.

## 6/19 ANNUAL SERVICE REPORT

Acting Assistant Chief Fire Officer Norman presented the report. The Annual Service Report (ASR) was a key part of the Service's corporate planning process which enabled the documentation of deliverables in the previous 12 month period.

In addition to highlighting the key projects that had been delivered against the 2018/19 Annual Service Plan, it also presented the opportunity to reflect on some of the unplanned major achievements the Service had delivered over the last 12 months. The most notable example would be the response and resolution to the Winter Hill incident during June and July 2018. Building on the successful delivery of the 2017/18 ASR these reflections would once again be captured in the format of a short video that would be presented to the next Combined Fire Authority meeting in addition to internal and external cascade via website links, social media and staff briefings.

### Annual Service Plan Progress Report

Members considered the detailed a range of projects, action plans and priority items for completion during the year as set out in the report:-

Preventing fires and other emergencies from happening, protecting people and property when they happen and responding quickly and competently

### Evaluate tools to strengthen our response

- Pre-alerting

The pre-alerting project was rolled out as a pilot from early 2019 at four fire stations; Preston, Penwortham, Bamber Bridge and Fulwood. This allowed the Service to measure the impact on performance levels across different shift systems of early mobilisation messages.

- Dynamic cover tool

The dynamic cover tool had been viewed by our staff and some business benefits had been noted. However, the costs currently outweighed the benefits therefore it hadn't been procured. The Service was exploring the possibility of collaborating with our bordering fire and rescue services and North West Fire Control in order to consider if this approach was more feasible.

### Strengthen our operational assurance

- Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)

Following the inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services we received an 'outstanding' in promoting the right values and culture and 'good' in all other categories. LFRS was currently the only Service in the country to be graded as at least 'good' against every category whilst also receiving an 'outstanding' grade in one.

- National Operational Guidance

The Service had decided against replacing current operational procedures and was instead writing what are known as Standard Operating Procedures (SOPs), bringing them, and training, in line with National Operational Guidance while also retaining local information.

- Assurance monitoring system app

The Service had been working towards delivering an assurance monitoring app that collated information and intelligence from numerous sources. Crews were currently operating on a 'debrief' function of the app but further work was planned to provide benefits such as the identification of early trends and issues regarding policy, equipment or training. This work was expected to be completed later this summer.

- Integrate water towers into our fleet

The Fleet and Engineering Department had worked alongside operational members of staff to capture a qualitative evaluation of Stinger 1 placed at Blackburn Fire Station. This had allowed the Service to request modifications from the manufacturer to be made to the vehicle in order to improve its operational capabilities.

We had procured a second Stinger, which at the time of writing was at Skelmersdale Fire Station hosting the required crew training. This would be operational from August 2019.

- Replace incident command units

A functional specification had been produced for two new incident command units. This specification had been produced to support the command model that we operated towards. The Service had made the decision to, when the time arrived; place the new units at the stations they were currently hosted at: Fulwood and Blackburn.

Engagement had been made with Lancashire Constabulary and wider Lancashire Resilience Forum members to ensure the Joint Emergency Services Interoperability Principles (JESIP) requirements would be met. The vehicles would be owned by Lancashire Fire and Rescue Service and a joint procurement exercise would not be taking place.

- Emergency Services Network (ESN)

The Service continued to support this Home Office led project; there was a funded post from the programme that was filled by an experienced operational station manager. Early work remained ongoing with regards to helping the programme

shape the required deliverables and deployment plans. The full business case was due to be presented to Government by the Home Office Programme Team later this year and transition timescales were anticipated at that time. Our current Airwave provision remained fit for purpose and effective in the interim.

- Optimise availability of front-line services

A range of duty systems operated within the Service to ensure fire engines and special appliances were crewed appropriately based on risk. Rota management software and smart phone apps were currently utilised by whole-time and on-call operational crews, as well as administration teams, to achieve this. This project was established as it became apparent that, although we were consistently very good at ensuring appliance availability, improvements could be made to some of the processes used to achieve this. The project team had reviewed the full range of processes, software, policies and guidance and authored an improvement action plan which was being progressed in 2019/20. The improvements were identified through extensive staff engagement and the independence of the findings was assured through involvement of an external auditor. The outcomes of the project were not specifically intended to enhance appliance availability (as this was already well supported by existing processes) however they would release significant amounts of time for operational and administrative teams to be re-invested in other activities.

Valuing our people so they can focus on making Lancashire safer

#### Develop a strong organisational culture where our values are understood

- Consult with staff on the appraisal conversation

The Service had consulted with staff on how to improve the way we undertake the appraisal conversation. This work was being used to develop new arrangements in relation to how we undertake appraisals. For 2019, the feedback from the consultation had been used to develop new appraisals for on-call firefighters.

- Performance manage appraisals

Following feedback from staff, an electronic recording system had been developed to allow all managers to record completion of appraisals centrally: this was known as PDR Pro.

- Develop a range of tools to improve the appraisal conversation

The Service had explored opportunities for implementing an online appraisal tool to enable accurate reporting and recording, and a solution was being progressed. Further to feedback from staff, the documentation that sat within the appraisal process was being updated. Development had been provided to all crew managers in terms of having difficult conversations and this would continue to be a feature of their development programme.

#### Encourage and listen to employee voice

- Staff survey

A survey for staff at all levels and in all roles ran for seven weeks during 2018 to find out their views on: what it's like to work for the Service, leadership and management, training and development, recognition and communication in order to inform future activity. There was an increase in both response rates and engagement levels than in previous surveys. The results were being used to provide insight and influence activity in a variety of areas across the Service.

- Intranet

A new intranet had been developed reflecting feedback from the staff survey in terms of information and features people most wanted. The site aimed to connect staff from across the Service and provided forums for expression of views and knowledge sharing. It also represented the first phase of a new corporate document store.

#### Develop our leaders

A development day for middle managers was held which included an outline of our Annual Service Plan and direction in terms of a positive, ambitious and realistic future. There was also a focus on dealing with change, developing resilience and increasing staff engagement.

In addition, the Service hosted several events led by Paul McGee which opened up the opportunity for staff to listen and learn from the international keynote speaker and performance coach, who combined his background in psychology with humour and practical insights.

#### Promote equality, diversity and inclusion (EDI) within the Service

Lancashire Fire and Rescue Service worked very hard to promote working opportunities to our vastly diverse population and shaped inclusive services through a representative and informed workforce. Our chief fire officer leads the EDI steering group which developed and shaped our EDI action plan. This plan was further refined through staff engagement in the format of LGBT, women and families, ethnicity and culture and disability employee voice groups. The work of these teams had enabled the Service to shape policy, deliver positive action recruitment and diversify the workforce. The EDI action plan and delivery against the objectives were reported to the Lancashire Combined Fire Authority annually.

#### Expand apprenticeship opportunities

In the previous 12 months the Service had offered a more diverse range of apprenticeships including: project management, procurement, business administration, human resources and fleet and engineering. The Service had been awarded accrediting body status for apprenticeships and the 18 recruits commencing their training in September would be a part of our apprenticeship growth.

#### Build a strong and resilient workforce

## Embed TRiM

Trauma Risk Management (TRiM) is a recently developed risk assessment based approach to trauma support for all staff within the Service. This new system had replaced critical incident debriefing and was being delivered by trained practitioners from across the Service.

- Review research on the effects of contaminants at fires on firefighters' health

Lancashire Fire and Rescue Service had developed its understanding of the potential risks posed by contaminants on firefighting personal protective equipment. Following current best practice guidance, the Service had developed a new policy and risk assessment on how we managed this risk. We had included improvements to managing contamination within a new design for breathing apparatus training facilities at Service Training Centre. We had signed a memorandum of understanding with the University of Central Lancashire (UCLAN) to become the first fire service in the UK to support the research on contamination being developed by UCLAN and the Fire Brigades Union.

Delivering value for money in how we use our resources

### Invest in training and equipment

- Area-based training hubs

Scoping work for an area based training hub for the north of the county had been ongoing. The Service had been completing market research by seeing what other fire and rescue services were using, what manufacturers had to offer and at what price. A utilisation exercise had been completed to calculate the projected periods of time the hub would be used and by which staff. Consultation was still ongoing with this project and a cost benefit analysis would take place to mark the feasibility of the project.

- Service Training Centre improvements

Consultation with staff across the Service had been ongoing regarding our new plans to upgrade Service Training Centre. The detailed specifications for our new building included: breathing apparatus training, equipment maintenance, staff welfare facilities and trainer offices were completed, tender documents were drafted and we now moved towards the build phase.

- Virtual reality training software

XVR virtual reality training software had been extensively evaluated and the required benefits were not identified for Service command training, therefore we would no longer be pursuing this.

- Review duty rig

A project team had been exploring a wide variety of options for duty rig. The team

was working closely with staff consultation groups to ensure that any changes to uniform met the needs of our diverse workforce across all areas of business.

#### Collaboration with Lancashire Constabulary

Collaboration with Lancashire Constabulary had been building momentum over the year since a joint temporary project officer post was created. There had now been a series of Blue Light Collaboration Boards and Executive Collaboration Boards that had inserted a structure into the programme as well as a governance pathway.

Within this, the original 32 opportunities proposed in February 2018 had been streamlined into 15 positive opportunities to work on together. These include major projects such as: missing person searches, real time demand management and co-location of a public order training site, as well as smaller local projects such as shared asset management, vehicle maintenance and fuel business continuity.

In addition, there had been other relationship developments such as collaboration over the changes required following the General Data Protection Regulation legislation, duty officer communication links and also a joint emergency services open day, which included the three blue light services as well as other partners such as Blood Bikes, Mountain Rescue and the RNLI.

#### Property collaborations and co-location

The Service, working alongside North West Ambulance Service, had completed the build of a joint fire and ambulance station in Lancaster. This was finished in early 2019 and both fire and ambulance colleagues using the site were reporting positively on the environment and enhanced working relationships.

#### Information Management Strategy

- Records management

The Service had appointed a records management officer who was leading this work to improve how records were managed, stored and deleted within the organisation.

- Integrated Planning Platform

The Service had gone live with an interim solution for district-level key performance indicator reports. This built on the work delivered earlier in 2018/19 whereby post incident records were created and analysed digitally to ensure that all learning and reactive prevention measures were delivered in a timely and effective manner.

- General Date Protection Regulation (GDPR)

The Service had been working to raise awareness of the Data Protection Act 2018. Staff members who handled sensitive information had all received specialised training on how to work in compliance with the Act. We had also provided all members of staff with an e-learning module to educate them of the changes in the new Act. A project team had created a GDPR action plan delivering the key priorities whilst developing improvements and longer term changes to ensure the Service

remained compliant.

In response to a question raised by County Councillor O'Toole regarding the modifications for the new second Stinger, Acting Chief Fire Officer Norman reported that the manufacturer had changed the specification requirements for stinger 2 procured for Skelmersdale.

In response to a question raised by County Councillor O'Toole regarding the Incident Command Units during the Moorland Fires incidents, Acting Chief Fire Officer Norman confirmed that the Service had captured the lessons learnt as we do from all incidents with command debrief focussing on a number of areas.

In response to a question raised by County Councillor O'Toole regarding the Services preparedness for a major incident such as a terrorist incident, the Deputy Chief Fire Officer reassured Members that the Service had a strong working relationship with Lancashire Constabulary and we continued to learn from all our partners. In addition, the Lancashire Resilience Forum continued to regularly pre-plan exercises to ensure if a major incident did happen the Service would be able to respond.

RESOLVED: - That the report be noted and endorsed.

7/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Monday, 25 November 2019 at 1000 hours in the main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

A further meeting date was noted for 16 March 2020 and agreed for 13 July 2020.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

## LANCASHIRE COMBINED FIRE AUTHORITY

### AUDIT COMMITTEE

Tuesday, 30 July 2019, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

### MINUTES

#### PRESENT:

##### Councillors

N Hennessy (Chairman)  
S Clarke  
S Holgate  
A Kay  
M Khan  
J Shedwick (Vice-Chair)  
D Smith

##### Officers

K Mattinson, Director of Corporate Services (LFRS)  
J Bowden, Head of Finance (LFRS)  
D Brooks, Principal Member Services Officer (LFRS)

##### In attendance

R Baker, External Audit, Grant Thornton  
R Tembo, External Audit, Grant Thornton  
J Taylor, Internal Audit, Lancashire County Council

#### 1/19 APOLOGIES FOR ABSENCE

None received.

#### 2/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

#### 3/19 MINUTES OF THE PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on 2 April 2019 be confirmed as a correct record and signed by the Chairman.

#### 4/19 INTERNAL AUDIT ANNUAL REPORT 2018/19

The report was presented by Mrs J Taylor, Senior Auditor, Lancashire County Council. The Internal Audit Annual Report summarised the work that the Internal

Audit Service had undertaken during 2018/19 and the key themes arising from it. It provided an opinion on the overall adequacy and effectiveness of the systems of governance, risk management and internal control.

On the basis of programme of work for the year, the Head of Internal Audit provided substantial assurance over the adequacy of design and effectiveness in operation of the organisation's frameworks of governance, risk management and control.

The opinion was based on the individual assurance levels provided for each of the individual audit reviews undertaken in 2018/19, detailed in the report now presented to Members.

Mrs Taylor advised that overall a strong control environment continued to operate, overseen by a Service Management Team that was responsive to internal audit findings and committed to continuous improvement. No significant areas of weakness in governance, risk management or control had been identified from the audit or consultancy services and where areas for improvement had been identified, actions had been agreed to enhance aspects of the control framework further and to ensure that it was effectively operating throughout. Follow up work confirmed that agreed actions were being appropriately implemented. It was confirmed that consideration was also given to the wider sources of assurance available including the results of the HMICFRS Inspection and the findings of Grant Thornton as the Authority's external auditor.

The work of the Internal Auditor was one of the key control measures in place within the Authority. As such, the annual report provided an assurance to Members that risks were being managed and controlled, and fed the Authority's overall assessment of the internal controls that operated within the Service.

With reference to point 3.12 on page 11 of the agenda pack regarding optimising rota management, County Councillor Holgate expressed concern that the 'majority' of appliances were 'largely' available and that the current processes were 'inefficient' which had significant resource implications and a detrimental impact on staff wellbeing. The Director of Corporate Services advised that Members of the Performance Committee did monitor appliance availability, and our on-call availability was the envy of many Fire Services with performance around 90%. He confirmed that included within the number of actions agreed to address inefficiencies was a project which had been set up to look at sourcing a digital/electronic system that could identify where cover was needed and the availability of staff to cover. It was agreed that the project outcomes would be reported by the lead Director to the Chairman of the Performance Committee.

Mrs Taylor advised that confirmation was awaited from the internal auditors of the Local Pension Partnership that audit work in relation to pension administration had been completed. Mr Baker advised that the pension administration audit covered a whole range of work for LCC and Grant Thornton did not rely on that information as part of its audit of the Authority.

RESOLVED: - That the Audit Committee noted and endorsed the report.

The Authority was required to produce an Annual Governance Statement as part of the year end process for 2018/19 along with the Authority's financial statements, following a review of the effectiveness of the internal controls in place. The report and the statement set out the key elements of the Authority's governance framework, how these had been evaluated, the outcome of the assessment of effectiveness and any areas for improvement.

The Audit Committee had previously approved a revised Code of Corporate Governance, in line with guidance produced jointly by CIPFA (Chartered Institute of Public Finance Accountants) and SOLACE (Society of Local Authority Chief Executives). The Code defines corporate governance as the way an authority ensures that it is doing the right things, in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner.

In order to assess the effectiveness of the Authority's current arrangements a self-assessment had been undertaken by the Executive Board who had considered the various sources of assurance that supported the core principles outlined in the report and the outcome of this was considered by Members under appendix 1 as now presented. One of the key elements of this was external assurance on our systems, and this was provided by our auditors, both of whom provided positive reports, and by the HMICFRS Inspection which rated the Service as Good.

The assessment also considered recommendations made as part of last year's Annual Governance Statement, and an update on the position in respect of these was considered as presented.

It was noted that the Internal Auditors undertook a review of Sources of Assurance in the first quarter of 2018/19, as part of the internal audit programme. This review confirmed that LFRS had sufficient, relevant sources of assurance to satisfactorily manage its risks in order to ensure compliance with the Code of Corporate Governance and achieve overall Service objectives.

The various reviews highlighted a number of areas for further improvement. As part of the review, the Service was required to identify and disclose any significant internal control issues, of which there had been none, hence the overall conclusion was that the system of internal controls was adequate.

The Chairman commented that on page 43 of the agenda pack the key element of governance in relation to compliance with the principles of data transparency was assessed as 'adequate'. In addition the review of effectiveness on page 56 confirmed the corporate governance arrangements were in all cases 'at least adequate' with the majority areas good. She then queried how all areas could move to a good assessment. In response, the Director of Corporate Services confirmed that the term adequate did mean the Authority complied with the transparency code. If there was an area that Members wanted to be looked at again, he would need to discuss it with the Executive Board who would consider any implications (time constraints, other priorities etc) to make a considered decision.

Mr Baker added that the external auditors did consider and provide a view on the annual governance statement; including whether it had been produced in accordance with the guidelines and that it represented their understanding of the Authority. He confirmed that substantial assurance had been received from internal audit and that if something did happen he would expect a recertification.

RESOLVED: - That the Committee noted and endorsed the self-assessment and the Annual Governance Statement.

6/19 EXTERNAL AUDIT - UNDERSTANDING HOW THE COMMITTEE GAINS ASSURANCE FROM MANAGEMENT

This item was considered before the Statement of Accounts.

In order to comply with Auditing Standards, the External Auditors, Grant Thornton were required to obtain an assurance as to how those charged with governance gained assurance over management processes and arrangements, as set out in their letter dated March 2019, copy considered by Members.

A response had been prepared by the previous Chairman of the Audit Committee which was considered by Members.

RESOLVED:- That the Committee noted and endorsed the response submitted.

7/19 EXTERNAL AUDIT - LETTER OF REPRESENTATION

This item was considered before the Statement of Accounts.

As part of the year-end process the Authority was required to sign a letter of representation. This letter confirmed that the Authority had disclosed all relevant information in its accounts for the year in question and that all issues which should have been brought to the attention of the auditors had been.

The Treasurer confirmed that there were no issues that should have been brought to the attention of the auditors but which had not been. The Treasurer confirmed he would sign the letter at the meeting, as there were no further issues which he felt required disclosure.

RESOLVED: - That the Audit Committee authorised the signing of the letter by the Chair of the Committee.

8/19 EXTERNAL AUDIT - AUDIT FINDINGS REPORT 2018/19

This item was considered before the Statement of Accounts.

Under the statutory Code of Audit Practice for Local Government bodies our external auditors, Grant Thornton were required to issue a report to those charged with governance summarising the conclusions from their audit work. Members considered this report which was presented by Mr Baker.

Mr Baker advised that the statutory deadline to complete the audit work had been brought forward to the end of July which meant a more pressured timescale however, it was noted that at the time of writing the report the audit work was substantially complete and there were no issues that would require further modification of the audit opinion or material change to the financial statements.

As such the anticipated audit opinions were:-

- The anticipated audit report opinion would be unqualified;
- The External Auditors anticipated issuing an unqualified value for money conclusion.

In response to a question raised by Councillor Smith regarding the frequency of property valuations, Mr Baker confirmed that 20% were fully revalued with the rest updated using a desk top evaluation. The Director of Corporate Services advised that this Committee considered how property was valued from changes identified in the code of practice a number of years ago (resolution 15/13 refers) which set out that the same type of assets be valued at the same time; whereas the Authority commissioned revaluations of its assets on a rolling basis given the majority of buildings were fire stations.

As reported on the agenda (Revisions to the Statement of Accounts 2018/19) there was one adjusted mis-statement relating to costs associated with both the Fire-fighter Pensions scheme and the Local Government Pension Scheme, which arose from a legal challenge in respect of alleged unlawful discrimination arising from the Transitional Provisions in the Firefighters Pension Regulations 2015. Initial accounting advice provided by CIPFA was to treat this as a contingent liability, however following the Supreme Court's refusal to allow an appeal the accounting policy adopted by external auditors required the additional liability to be recognised in the accounts. It was noted that the fee charged included an additional £2k in respect of the additional work for this which brought the total fee to £26k. The proposed additional fee was consistent with similar audited bodies and ultimately required Public Sector Audit Appointments approval before final agreement.

The Director of Corporate Services highlighted that this year's audit had been challenging for all involved. He advised that this appeared to be a national issue affecting the majority of local government audits this year across all audit firms. Discussion took place regarding this, and specifically the impact of additional work around pension adjustments and building valuations, the revised auditing timeframes, further fee reductions and the capacity to undertake the work in the required timeframes. Both the Director of Corporate Services and External Audit Partner felt that national issues required addressing and better planning was needed to ensure the right timeframe and resources were in place in future. All staff were commended for their efforts to achieve the deadline.

The auditors had identified 3 minor misclassification and disclosure changes required (as set out on page 20 of the Audit findings Report). However, it was worth noting that the auditor reports highlighted "The financial statements were received on time..... and were prepared to a good standard".

RESOLVED: - That the Committee:-

- i) Noted and endorsed the matters raised in the report;
- ii) Noted the unqualified opinion on the financial statements;
- iii) Noted the value for money conclusion.

9/19 REVISIONS TO THE STATEMENT OF ACCOUNTS 2018/19

The report presented the changes made during the audit of the Statement of Accounts of the Combined Fire Authority for the financial year ended 31 March 2019.

The core Financial Statements for the financial year ended 31 March 2019 were presented to the Resources Committee May. The report confirmed that:-

- the unaudited Statement of Accounts would be signed by the Treasurer to certify that it presented a true and fair view of the financial position of the Authority as at 31 March 2019;
- this would be subject to review by the Authority's external auditors, Grant Thornton;
- that a further report would be presented to the Audit Committee in July, following completion of the external audit;
- at that meeting the Chair of the Audit Committee would be asked to sign the final statement of accounts, as well as the Treasurer;
- Following this a final audited set of accounts would be presented to the Resources Committee for information.

In light of this the Committee noted and endorsed the report and accounts, based on the various outturn reports presented on the same agenda.

Subsequent to that the full set of accounts were produced and signed by the Treasurer and submitted for audit to Grant Thornton.

The Statement of Accounts had now been updated to reflect the following changes identified during the audit (as reported in the Audit Findings Report – elsewhere on the agenda) and a revised statement of accounts was considered by Members, attached as appendix 2.

The accounts had been adjusted to reflect the impact of the McCloud judgement on the pension liabilities. This adjustment related to costs associated with both the Firefighter Pensions Scheme and the Local Government Pension Scheme which arose following a legal challenge in respect of alleged unlawful discrimination arising from the Transitional Provisions in the Firefighters Pension Regulations 2015. In December 2018 the Court of Appeal ruled that the 'transitional protection' offered to some members as part of the reform to public sector pensions amounted to unlawful discrimination. On 27 June 2019 the Supreme Court refused leave to appeal this case. In light of this it would be envisaged that the Court would require changes to arrangements who were transferred to the new schemes which would lead to an increase in pension scheme liabilities. Following the Supreme Court decision the external auditors required this additional liability to be recognised in the accounts

which had been adjusted accordingly.

As all changes requested by Grant Thornton to adjust misstatements, misclassifications and disclosure changes had been made to the accounts the Treasurer to the Fire Authority and the Chair of the Audit Committee were required to approve the revised accounts and sign the Balance Sheet and the Statement of Responsibilities.

RESOLVED: - That the Committee re-approve the revised Statement of Accounts.

#### 10/19 INTERNAL AUDIT - MONITORING REPORT 2019/20

The Internal Auditors produced a summary of progress against the annual plan for each Audit Committee meeting, setting out progress to date and any significant findings. The report for the period up to the 30 June 2019 was presented by Mrs J Taylor.

It was noted that work carried out during the period 1 April 2019 – 30 June 2019 was in accordance with the agreed audit plan.

The report identified that 2 days had been spent this financial year on the completion of the 2019/20 plan, equating to 3% of the total planned audit activity of 70 days. Consistent with previous years, the audit programme was scheduled for completion during the second half of the financial year. In addition, the auditors had spent a further 2 days during the first quarter of this financial year in completing and finalising reviews outstanding from the 2018/19 audit plan. The findings from the review were included in the 2018/19 Annual Report which Mrs J Taylor had presented to Members alongside this report.

Progress to date in relation to the Plan was provided and discussed by Members.

RESOLVED:- That the Audit Committee noted and endorsed the report.

#### 11/19 RISK MANAGEMENT

The report highlighted action taken in respect of corporate risk since the last Audit Committee meeting. The latest review of the corporate risk register had identified one new risk which warranted inclusion on the corporate risk register.

##### Pensionability of Allowances

Following a High Court decision on the pensionability of allowances, which provided a different interpretation to both the historical basis and to previous decisions of the Pensions Ombudsman, the pensionability of various allowances would change with associated cost implications.

The position was unclear and the fire service (including LFRS) was awaiting guidance from the Local Government Employers (LGE). Issues to be determined include:-

- What would be the correct interpretation;

- The impact in respect of each of the three pension schemes;
- Did backdating apply;
- How to treat both employee and employer contributions;
- The position of representative bodies.

Whatever the final position, making allowances pensionable would add a significant cost to our budget.

Based on the above analysis it was clear that this presented significant risk from a cost perspective, as such it was proposed to add this risk to the corporate risk register as a high risk, with the situation going forward being monitored.

An updated corporate risk register was considered by Members with changes summarised in the report.

RESOLVED: - That the Audit Committee noted the actions taken, endorsed the revised corporate risk register.

#### 12/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on 24 September 2019 at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for 28 January 2020 and 31 March 2020.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on Monday 16 September 2019

### ANNUAL SERVICE REPORT 2018/19

(Appendix 1 refers)

Contact for further information: Acting Assistant Chief Fire Officer Ben Norman

Telephone: 01772 866801

#### Executive Summary

Attached in full at Appendix 1 is the Annual Service Plan Report for Lancashire Fire & Rescue Service (LFRS) covering the period 1 April 2018 to 31 March 2019.

The Annual Service Report continues to provide LFRS with the platform to highlight the successful delivery of planned priority activities and projects as defined within the Annual Service Plan for 2018/19.

Additionally the report highlights the innovations shaped within the year in response to emergent partnership arrangements and also to describe the significant operational challenges that were resolved including the Winter Hill moorland fire.

#### Recommendation

The Combined Fire Authority is asked to note the publication of the Annual Service Report as approved by the Performance Committee at their June 2019 meeting.

#### Background

The Annual Service Report is a core part of our planning framework which defines the outcomes against the activities we intended to deliver in the format of the Annual Service Plan for 2018/19. The Annual Service Report is built around the Service's four corporate priorities, which are detailed in the Integrated Risk Management Plan. These are:

1. **Preventing** fire and other emergencies from happening and **Protecting** people and property when fires happen
2. **Responding** to fire and other emergencies quickly and competently
3. **Valuing** our people so they can focus on making Lancashire safer
4. **Delivering** value for money in how we use our resources

#### Role in the planning framework

The Annual Service Report sits at the heart of our framework and informs on activities that have been delivered across the Service, as well as locally within district plans.

As in previous years, detailed under each corporate priority is a series of activities and projects with a brief description of each item to give further clarity and context. The narrative defines if the work stream was delivered completely within the 2018/19 year or if there are any carry forwards items. For items that are more long term the report confirms that progress was delivered in year and that the item remains ongoing within the 2019/20 Annual Service Plan. This ensures that all staff and the public are informed of the changes and activities the Service progressed in the previous year and how these items fit within our priorities. This provides the opportunity for the Service to ensure that we continue to provide transparency and visibility of our deliverables in a clear and concise format.

The report also provides an overview of the salient business as usual activities delivered; this includes details of the year in numbers whereby examples include over 17,000 incidents, recruitment of 87 On Call firefighters and more than 45,000 school pupils receiving prevention education.

As part of our engaging communications strategy a short video has been commissioned, this will summarise the salient aspects of the Annual Service Report in a succinct format. It is anticipated that in this digital format we will be able to engage directly with a larger section of Lancashire's communities when compared to those who previously read the formal documents. The video is expected to be published upon the internal media channels and external website in September 2019.

### **Business Risk**

The Annual Service Report forms an integral part of the Service's corporate planning process. It defines and communicates success delivery of key objectives and projects for the previous 12 months. The provision of such a document ensures that proper corporate planning evaluations have taken place.

### **Sustainability or Environmental Impact**

None.

### **Equality and Diversity Implications**

The Annual Service Report has been produced in accordance with accessibility guidelines.

### **HR Implications**

No implications

### **Financial Implications**

The Annual Service Report and associated video footage will be made available digitally through both the LFRS website and social media platforms. However, a small number of hard copies will also be made available to staff, partners or members of the public upon request. The printing cost will be incurred under the Corporate Communications department budget.

**Local Government (Access to Information) Act 1985**  
**List of Background Papers**

Paper	Date	Contact Ben Norman Tel. 01772 866801
Reason for inclusion in Part II, if appropriate:		

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Lancashire Fire  
and Rescue Service

# ANNUAL SERVICE REPORT 2018-2019



# Welcome to our Annual Service Report for 2018-19

Last year, Lancashire Fire and Rescue Service dealt with the largest moorland fire in its history, at Winter Hill. During the incident we welcomed Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in the first tranche of inspections.

We were the only fire and rescue service to be given an 'outstanding' in any category in the first tranche, for promoting the right values and culture, and received 'good' ratings in all other areas. That this was achieved during a major incident is testament to the attributes of our staff that were so rightly recognised by the HMICFRS.

Our people are central to everything we strive to achieve and were the focus of many of our priorities last year. A comprehensive staff survey obtained views from people in all roles and ranks on what it's like to work for the Service. The results are providing insight and influencing activity in a variety of areas.

Consultation on the way we undertake the appraisal conversation has led to improvements including new appraisals for on-call firefighters, and managers at all levels have benefitted from leadership development on topics such as building resilience and increasing staff engagement.

A longstanding commitment to ensuring that we offer the best equipment and training has resulted in the Service having some of the most innovative facilities in the country. The Stinger appliance has enhanced both firefighter safety and firefighting capability; our air support unit has transformed the way we fight fires using aerial intelligence; and

collaboration with North West Ambulance Service has resulted in a state-of-the-art community fire and ambulance station in Lancaster.

Prevention campaigns aimed at reducing cooking fires in the home and fires related to heating during winter have targeted those most at risk of experiencing these prevalent emergencies. Young people in schools across Lancashire have taken part in educational activities on everything from water safety and wildfires to anti-social behaviour and road safety.

Long term initiatives are progressing and will bring lasting benefits including extensive renovations at Service Training Centre, replacement of incident command units and further development of an app designed to strengthen operational assurance.

I am honoured to lead a strongly performing, forward-thinking Service that is at the forefront of improvements and innovations in our sector.



**Justin Johnston**  
Chief Fire Officer





# Our year in numbers



**17,062** incidents attended



Average attendance time **7 mins 44 secs**



**5,817** fires



**8** people lost their lives in fires



**41** casualties from ADFs



**815** accidental dwelling fires (ADFs) - the lowest in 10 years



**86%** of damage limited to item first ignited or room of origin minimising property loss



On-call fire engines available to respond to incidents **87%** of the time



**62** missing person searches



**737** gaining entry to property incidents



**640** road traffic collisions



**87** on-call firefighters recruited



**14,908** home fire safety checks delivered



**482** schools visited on **1,098** occasions and **45,929** pupils received prevention education



**17,220** people took part in road safety education packages



**145** fire safety enforcement notices issued



**9** businesses prohibited from operating

# Annual Service Plan Progress Report

Preventing fires and other emergencies from happening, protecting people and property when they happen and responding quickly and competently

## Evaluate tools to strengthen our response

### Pre-alerting

The pre-alerting project was rolled out as a pilot from early 2019 at four fire stations; Preston, Penwortham, Bamber Bridge and Fulwood. It is now being extended to include an on-call station at Hornby. This is allowing the Service to measure the impact of early mobilisation messages on performance levels across different shift systems.

### Dynamic cover tool

The dynamic cover tool has been viewed by our staff and some business benefits have been noted. However, the costs currently outweigh the benefits therefore it hasn't been procured. The Service is exploring the possibility of collaborating with our bordering fire and rescue services and North West Fire Control in order to consider if this approach is more feasible.

## Strengthen our operational assurance

### Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)

Following inspection by HMICFRS we received an 'outstanding' in promoting the right values and culture and 'good' in all other categories. We are currently the only Service in the country to be graded as at least 'good'

against every category whilst also receiving an 'outstanding' grade in one.

### National Operational Guidance

The Service continues to review and update its Standard Operational Procedures, bringing them, and training, in line with National Operational Guidance where appropriate.

### Integrate water towers into our fleet

The Fleet and Engineering Department has worked alongside operational members of staff to capture a qualitative evaluation of Stinger 1 at Blackburn Fire Station. This has allowed the Service to request modifications from the manufacturer to be made to the vehicle in order to improve its operational capabilities.

We have procured a second Stinger, which at the time of writing is at Skelmersdale Fire Station hosting the required crew training. This will be operational from autumn 2019.



## **Assurance monitoring system app**

The Service has been working towards delivering an assurance monitoring app that collates information and intelligence from numerous sources. Crews are currently operating on a debrief function of the app and further work is planned to provide benefits such as the identification of early trends and issues regarding policy, equipment or training. This work is expected to be completed later this year.

## **Replace incident command units**

A functional specification has been produced for two new incident command units. This specification has been produced to support the command model that we operate towards. The Service has made the decision to, when the time arrives, place the new units at the stations they are currently hosted at: Fulwood and Blackburn.

Lancashire Constabulary and wider Lancashire Resilience Forum members have been engaged to ensure the Joint Emergency Services Interoperability Principles (JESIP) requirements will be met. The vehicles will be owned by Lancashire Fire and Rescue Service and a joint procurement exercise won't be taking place.

## **Emergency Services Network (ESN)**

The Service continues to support this Home Office led project; there is a funded post from the programme that is filled by an

experienced operational station manager. Early work remains ongoing with regards to helping the programme shape the required deliverables and deployment plans. The full business case is due to be presented to Government by the Home Office Programme Team later this year and transition timescales are anticipated at that time. Our current Airwave provision remains fit for purpose and effective in the interim.

## **Optimise availability of front-line services**

A range of duty systems operate within the Service to ensure fire engines and special appliances are crewed appropriately based on risk. Rota management software and smart phone apps are currently utilised by whole-time and on-call operational crews, as well as administration teams, to achieve this. This project was established as it became apparent that, although we are consistently very good at ensuring appliance availability, improvements could be made to some of the processes used to achieve this. The project team has reviewed the full range of processes, software, policies and guidance and authored an improvement action plan which is being progressed in 2019-20. The improvements were identified through extensive staff engagement and the independence of the findings was assured through involvement of audit. The outcomes of the project are not specifically intended to enhance appliance availability (as this is already well supported by existing processes) however they will release significant amounts of time for operational and administrative teams to be re-invested in other activities.

# Valuing our people so they can focus on making Lancashire safer



## Develop a strong organisational culture where our values are understood

### Consult with staff on the appraisal conversation

The Service has consulted with staff on how to improve the way we undertake the appraisal conversation. This work is being used to develop new arrangements in relation to how we carry out appraisals. For 2019, the feedback from the consultation has been used to develop new appraisals for on-call firefighters.

### Performance manage appraisals

Following feedback from staff, an electronic recording system has been developed to allow all managers to record completion of appraisals centrally; this is known as PDR Pro.

## Develop a range of tools to improve the appraisal conversation

The Service has explored opportunities for implementing an online appraisal tool to enable accurate reporting and recording, and a solution is being progressed. Further to feedback from staff, the documentation which sits within the appraisal process is being updated. Development has been provided to all crew managers in terms of having difficult conversations and this will continue to be a feature of their development programme.

## Encourage and listen to employee voice

### Staff survey

A survey for staff at all levels and in all roles ran for seven weeks during 2018 to find out their views on: what it's like to work for the Service, leadership and management, training and development, recognition and communication in order to inform future activity. There was an increase in both response rates and engagement levels than in previous surveys. The results are being used to provide insight and influence activity in a variety of areas across the Service.

### Intranet

A new intranet has been developed reflecting feedback from the staff survey in terms of information and features people most wanted. The site aims to connect staff from across the Service and provide forums for expression of views and knowledge sharing. It also represents the first phase of a new corporate document store.

## **Develop our leaders**

A development day for middle managers has been held which included an outline of our Annual Service Plan and direction in terms of a positive, ambitious and realistic future. There was also a focus on dealing with change, developing resilience and increasing staff engagement.

In addition, the Service hosted several events which opened up the opportunity for staff to listen and learn from the international keynote speaker and performance coach, who combines his background in psychology with humour and practical insights.

## **Promote equality, diversity and inclusion (EDI) within the Service**

Lancashire Fire and Rescue Service works hard to promote working opportunities to our vastly diverse population and shape inclusive services through a representative and informed workforce. Our chief fire officer leads the EDI steering group which develops and shapes our EDI action plan. This plan is further refined through staff engagement in the format of LGBT, women and families, ethnicity and culture and disability employee voice groups. The work of these teams has enabled the Service to shape policy, deliver positive action recruitment and diversify the workforce. The EDI action plan and delivery against the objectives are reported to the Lancashire Combined Fire Authority annually.

## **Expand apprenticeship opportunities**

In the previous 12 months the Service has offered a more diverse range of apprenticeships including: project

management, procurement, finance, business administration, human resources and fleet and engineering. The Service has been awarded accrediting body status for apprenticeships and the 18 recruits commencing their training in September will be a part of our apprenticeship growth.

## **Build a strong and resilient workforce**

### **Embed TRiM**

Trauma Risk Management (TRiM) is a recently developed risk assessment based approach to trauma support for all staff within the Service. This new system has replaced critical incident debriefing and is being delivered by trained practitioners from across the Service.

## **Review research on the effects of contaminants at fires on firefighters' health**

Lancashire Fire and Rescue Service developed its understanding of the potential risks posed by contaminants on firefighting personal protective equipment. Following current best practice guidance, the Service has developed a new policy and risk assessment on how we manage this risk. We have included improvements to managing contamination within a new design for breathing apparatus training facilities at Service Training Centre. We have signed a memorandum of understanding with the University of Central Lancashire (UCLAN) to become the first fire service in the UK to support the research on contamination being developed by UCLAN and the Fire Brigades Union.

# Delivering value for money in how we use our resources

## Invest in training and equipment

### Area-based training hubs

Scoping work for an area based training hub for the north of the county has been ongoing. A utilisation exercise has been completed to calculate the projected periods of time the hub would be used and by which staff. Consultation is still ongoing with this project and a cost benefit analysis will take place to ensure the feasibility of the project.

### Service Training Centre improvements

Consultation with staff across the Service has been ongoing regarding our new plans to upgrade Service Training Centre. The detailed specifications for a new building that includes breathing apparatus, equipment and maintenance, staff welfare facilities and trainer offices are complete, tender documents are drafted and we now move towards the procurement phase.



## Virtual reality training software

XVR virtual reality training software has been extensively evaluated and the required benefits were not identified, therefore we will no longer be pursuing this.

## Develop wider ranging incident command software

Research into software that delivers what the Service requires is ongoing and has merged with work to replace incident command units.

### Review duty rig

A project team has been exploring a wide variety of options for duty rig. The team is working closely with staff consultation groups to ensure that any changes to uniform meet the needs of our diverse workforce across all areas of business.

## Collaboration with Lancashire Constabulary

Collaboration with Lancashire Constabulary has been building momentum over the year since a joint temporary project officer post was created. There has now been a series of Blue Light Collaboration Boards and Executive Collaboration Boards that have inserted a structure into the programme as well as a governance pathway.

Within this, the original 32 opportunities proposed in February 2018 have been streamlined into 15 positive opportunities to work on together. These include major projects such as missing person searches, real time demand management and co-

location of a public order training site, as well as smaller local projects such as shared asset management, vehicle maintenance and fuel business continuity.

In addition, there have been other relationship developments such as collaboration over the changes required following the General Data Protection Regulation legislation, duty officer communication links and also a joint emergency services open day, which includes the three blue light services as well as other partners such as Blood Bikes, Mountain Rescue and the RNLI.

### **Property collaborations and co-location**

The Service, working alongside North West Ambulance Service, has completed the build of a joint fire and ambulance station in Lancaster. This was finished in early 2019 and both fire and ambulance colleagues



using the site are reporting positively on the environment and enhanced working relationships.

## **Information Management Strategy**

### **Records management**

A records management officer has been appointed to lead this work to improve how records are managed, stored and deleted within the organisation.

### **Integrated Planning Platform**

An interim solution for district-level key performance indicator reports has gone live. This builds on work delivered earlier in the year whereby post incident records were created and analysed digitally to ensure that all learning and reactive prevention measures were delivered in a timely and effective manner.

### **General Data Protection Regulation (GDPR)**

The Service has been working to raise awareness of the Data Protection Act 2018. Staff members who handle sensitive information have all received specialised training on how to work in compliance with the act. We have also provided all members of staff with an e-learning module to educate them of the changes in the new act. A project team has created a GDPR action plan delivering the key priorities whilst developing improvements and longer term changes to ensure the Service remains compliant.

# Making Lancashire safer

In addition to the priorities set out in our Annual Service Plan, Lancashire Fire and Rescue Service provides a wide range of services throughout the year to help keep people safe.

Reducing incidents of cooking fires in the home, fires related to heating and people getting into difficulty in water have been a focus of prevention work over the last year.

The Service launched bespoke key stage 3 educational packages in schools covering water, mud and sand safety. TeenSafe offers teenagers the opportunity to learn about issues such as cold water shock and tombstoning, and helps them understand the often underestimated dangers of Lancashire's coasts and estuaries.



In addition, we have worked with private land owners and partners to install water safety boards at the reservoir within Cuerden Valley Park in Preston. The boards provide vital life-saving advice, accurate location details and throw lines. Since the first boards were installed, more have been added at several high risk locations across the county.

Cooking fires are the most common cause of accidental dwelling fires and 'Keep it clean, keep it clear' provided the theme of our campaign to reduce the most common types of incidents: items stored or placed on the hob or in the oven inadvertently catching fire

and unclean grill pans and ovens. We also focussed on checking microwaves twice to avoid the settings being too high or too long, along with making sure appropriate materials were used inside them.

Heating related fires are another common type of accidental dwelling fire, with unsafe heaters, inappropriate use of heaters and candles all contributing to incidents during winter. We targeted those most at risk of experiencing these issues with our home fire safety check service and campaigned to encourage people to help make sure vulnerable friends and relatives were safe, warm and well.

The number of accidental dwelling fires in 2018-19 is the lowest in ten years and we intend to continue driving down the number of people and properties affected by fires that can be prevented.

Our protection teams support local businesses to reduce risk and take action against those that fail to comply with fire safety legislation. During the year we served 145 fire enforcement notices on Lancashire businesses to ensure they comply with fire safety regulations and standards, and prohibited 9 businesses from operating as a result of non-compliance.

Following inspection last year by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services, we have started looking at how we can build on our 'good' and 'outstanding' ratings. This includes making the most of collaboration opportunities that offer value for money, enhancing our arrangements for identifying and developing high-potential staff and reviewing how technology can be used to strengthen protection services.

# Winter Hill moorland fire



Last summer Lancashire Fire and Rescue Service dealt with the largest moorland fire in its history on Winter Hill near Bolton.

The incident ground spanned around 18 square kilometres of moorland. It began on 28 June and didn't end until six weeks later on 8 August. Winter Hill TV transmitter, which serves six million people in the North West, is located within the area.

At its height, there were over 30 fire engines and 150 firefighters supported by multiple partners, specialist wildfire fighting teams and fire and rescue services from other areas of the country.

Firefighters used beaters to extinguish the flames together with water sprays, with high-volume pumps and kilometres of hoses taking water from reservoirs in the surrounding valleys. Water tankers, including farmers' slurry tanks adapted to carry water, were also used and helicopters dropped water onto the fire directed by firefighters on the ground.

Control lines were put in place in the form of trenches dug by excavator and preventative burning was carried out in places to stop the fire spreading beyond established borders and protect areas of high risk.

Once the surface vegetation on the moorland had burned away, the peat below the ground continued to burn across much of the moorland. Water was constantly applied around the perimeter and across the moor, steadily extinguishing hot spots that continued to smoulder underground.

The Service's drone was used to overfly the area, giving firefighters a vital aerial perspective of the fire and equipping them with thermal maps of the peat fires burning under the surface, revealed by infra-red imagery.

Many messages of support and donated supplies were received from the local community, providing a welcome boost to morale as those involved worked long hours in hot and difficult conditions.

With the support of partners, the Service successfully protected people, property and infrastructure from harm. There was much learning from the incident and we have been working since to progress how we prepare for and respond to wildfires, including establishing a specially trained wildfire burn team and sharing our experiences with colleagues across the fire and rescue service.

# Significant incidents

## WASTE FIRE IN DARWEN, JUNE 2018 (A)

Multiple fire engines, an aerial ladder platform and the air support unit were called to a fire involving approximately 350 tonnes of waste in a commercial property in Darwen.

## WASTE FIRE IN COLNE, JUNE 2018 (B)

Eight fire engines, an aerial ladder platform and the Stinger attended a fire involving large quantities of waste in the open in Colne. Firefighters prevented the fire spreading to a nearby industrial unit.

## COMMERCIAL PREMISES FIRE IN GREAT HARWOOD, JULY 2018 (C)

Seven fire engines, the Stinger and an aerial ladder platform attended a fire involving approximately 600 wooden pallets at a commercial unit in Great Harwood.

## COMMERCIAL BUILDING FIRE IN BAMBER BRIDGE, SEPTEMBER 2018 (D)

Multiple fire engines and an aerial ladder platform attended a fire at a commercial property in Bamber Bridge that had spread to the thatched roof of the property.



## COMMERCIAL BUILDING FIRE IN PRESTON, DECEMBER 2018

14 fire engines, three aerial ladder platforms and the air support unit attended a fire in Preston involving a number of commercial units and a car dealership. Nearby residents were evacuated as firefighters brought the incident under control.

## COMMERCIAL PREMISES FIRE IN PRESTON, JANUARY 2019 (E)

12 fire engines, the Stinger, an aerial ladder platform and the air support unit attended a fire involving approximately 100 cars at a recycling plant in Preston.

## COMMERCIAL BUILDING FIRE IN ADLINGTON, FEBRUARY 2019

12 fire engines, two aerial ladder platforms and the Stinger were deployed to a fire in a commercial building in Adlington. Local residents were evacuated as firefighters worked to stop the fire spreading to other parts of the multi-occupancy site.



C



D



E

[www.lancsfirerescue.org.uk](http://www.lancsfirerescue.org.uk)

 Lancashire Fire and Rescue Service (Official)

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 Lancashire Fire and Rescue Service

## **LANCASHIRE COMBINED FIRE AUTHORITY**

Meeting to be held on 16<sup>th</sup> September 2019

### **CORPORATE SAFETY, HEALTH AND ENVIRONMENT POLICY DOCUMENT**

**(Appendix 1 refers)**

Contact for further information: Bob Warren Tel. 01772 866804

#### **Executive Summary**

Under Section 2(3) of the Health and Safety at Work Act 1974, employers must prepare, and where necessary revise, a written statement of health and safety policy. The existing safety, health and environment policy document, which was last considered by the Authority in December 2017, has been recently reviewed, amended as required, and is now ready for approval.

As the health and safety and environment functions are managed in a similar way it is considered appropriate for the Authority to declare its intent for both health and safety and environment in the same document.

As the employing body, the policy document is 'owned' by the Combined Fire Authority and requires endorsement by both the Chair of the Authority and Chief Fire Officer. Following approval, it will be displayed on all Lancashire Fire and Rescue Service (LFRS) premises.

The revised corporate Safety, Health and Environment Policy is attached as Appendix 1.

#### **Recommendation**

The Authority is asked to endorse the revised policy.

#### **Business Risk**

The corporate Safety, Health and Environment Policy is a key document which informs all organisational activity and seeks to ensure that the requirements of the Health and Safety at Work etc. Act and associated legislation together with Environmental Acts and legislation are met. Any failure to maintain the currency of the policy may endanger and impact upon both LFRS staff, the general public and the environment, leaving the Authority open to potential legal action, economic sanction and public criticism.

#### **Environmental Impact**

The Safety, Health and Environment policy seeks to reduce the impact LFRS has on the environment and natural resources and looks at ways of adapting to the changing climate.

## Equality and Diversity Implications

An initial Equality Impact Assessment has been undertaken with no negative impacts.

## Financial Implications

None

## Human Resource Implications

None

## Local Government (Access to Information) Act 1985

### List of Background Papers

Paper	Date	Contact
Minutes of CFA meeting	September 2006	Director of People and Development, Bob Warren Telephone 01772 866804
Minutes of CFA meeting	28 <sup>th</sup> April 2008	As above
Corporate Health and Safety Policy Document	20 <sup>th</sup> June 2011	As above
Corporate Safety, Health and Environment Policy Document	9 <sup>th</sup> September 2013	As above
Corporate Safety, Health and Environment Policy Document	19 <sup>th</sup> September 2016	As above
Corporate Safety, Health and Environment Policy Document	18 <sup>th</sup> December 2017	As above
Reason for inclusion in Part II, if appropriate: N/A		



# LANCASHIRE FIRE & RESCUE SERVICE

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# SAFETY, HEALTH AND ENVIRONMENT POLICY

## Contents

1. Introduction .....	3
2. Scope .....	3
3. Aim .....	4
4. Roles and Responsibilities .....	5
5. Training .....	6
6. Compliance .....	6
7. Document Control .....	6

## **1. Introduction**

The main law governing health and safety at work in the United Kingdom is the Health and Safety at Work etc. Act 1974 (HSW Act). This places general duties on you to do what is *reasonably practicable*. This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it would be grossly disproportionate to the level of risk.

Other regulations supporting the HSW Act set out more detailed legal duties for specific activities.

There are many Acts and Regulations associated with the Environment which require as a minimum statutory compliance.

Every organisation that employs five or more staff must have a written Health and Safety Policy. The statement of general policy on health and safety at work sets out your commitment to managing health and safety effectively, and what you want to achieve. In Lancashire Fire & Rescue Service (LFRS) the health and safety commitments are combined with the environmental and employee wellbeing commitments into one Safety, Health and Environment Policy. This policy is reviewed at least every three years reiterating and reinforcing the principles of our Health and Safety Management System and Environmental Management System.

## **2. Scope**

The scope of this policy includes all roles and sites of LFRS. This means that operational activities, training activities and routine activities are included within the scope.

The implementation of this policy will be based on the model laid down in the Health and Safety Executive Publication HSG65 – Successful Health and Safety Management model of ‘Plan, Do, Check, Act’ approach.

### 3. Aim

*The content of this section will form the basis of the Safety, Health and Environment Policy that will be signed by the Chair of the Fire Authority and Chief Fire Officer and displayed on a poster in all LFRS premises, externally on the Service's internet and detailed in Service Order H&S 00 - Section 1 and Env00 – Section 1 as part of the health and safety and environmental management systems.*

Lancashire Combined Fire Authority (LCFA) is responsible for providing an effective and efficient Fire and Rescue Service for Lancashire through the delivery of a range of services including:

- Emergency response
- Prevention and protection activities
- Specialist support and Administration

Lancashire Fire and Rescue Service (LFRS) sites are spread throughout the County of Lancashire, including the unitary authorities of Blackburn with Darwen and Blackpool. LFRS has 39 fire stations, plus a Headquarters site in Preston and a Training Centre in Chorley which also includes an Urban Search and Rescue facility.

The Chair of the Fire Authority (CFA) and Chief Fire Officer (CFO) has overall responsibility for compliance with the Safety, Health and Environment (SHE) Policy and the Health and Safety and Environmental Management Systems and recognise the impact that a positive health, safety and wellbeing culture can have on the organisation.

We are committed to the continuous improvement of safety, health and environmental performance and management for the services we deliver and activities we undertake. We will aspire to the highest standards of health, safety and wellbeing for our staff and prevent pollution and minimise our impacts on the environment. To achieve this we will provide adequate financial and physical resources, competent staff and expert advice when required.

We will deliver our services and activities in a manner that provides a safe place of work for staff, contractors and visitors and protects the environment.

Our aims and objectives are to:

- Understand and ensure as a minimum, compliance with safety, health and environmental regulatory and other requirements that apply to our activities and services.
- Be fully committed to the prevention of injury and ill health to staff and visitors and provide and maintain high facility, workplace and housekeeping standards.
- Continually develop and maintain systems and procedures to ensure that all equipment, plant and premises are safe and do not have an adverse effect on health and wellbeing and the environment.

- Consult and communicate with staff and representative bodies promoting safety, health, wellbeing and environmental expectations and standards.
- Identify hazards, aspects and impacts and reduce risks to as low as is reasonably practicable whilst being risk aware rather than risk adverse.
- Raise awareness, train staff in safety, health, wellbeing and environmental matters and encourage our staff to play an active role in reducing impacts and risks and contributing to policy and procedural implementation.
- Support staff fitness and wellbeing through the provision of equipment and resources.
- Plan and set objectives, targets and programmes and monitor and review our systems using proactive and reactive methods to continually improve our safety, health, wellbeing and environmental performance reporting progress each year.
- Have appropriate plans/arrangements to deal with emergency situations.
- Manage waste according to our duty of care, minimising waste going to landfill, by re-use and recycling wherever possible.
- Purchase goods and services that minimise the consumption of natural resources, where possible.
- Implement energy saving technologies and initiatives.
- Hold contractors and third parties accountable for adhering to the Service's health, safety and environmental policy and audit contractor systems and procedures to ensure satisfactory health, safety and environmental performance.
- Actively monitor, audit and review to improve systems, processes, health, safety and environmental performance.

This policy forms an integral part of our Integrated Risk Management Planning and Corporate Planning processes and Business Continuity Arrangements.

The policy will be displayed on all LFRS premises, available and communicated to workers within the organisation and available to interested parties, as appropriate.

The policy will be reviewed periodically not exceeding three years to, ensure it remains relevant and appropriate.

Chair of the Fire Authority

Chief Fire Officer

#### **4. Roles and Responsibilities**

LCFA is responsible for agreeing the Safety, Health and Environment Policy and for ensuring adequate resources are available for health and safety purposes. The Authority will provide a clear direction for the Executive Board and Senior Management Team to establish policies and manage health and safety performance effectively.

All staff are expected to adhere to the above policy. Contracted staff and visitors are made aware of the policy and their obligation to work safely whilst under our control.

Roles and responsibilities for groups and specific job roles are contained in the organisational arrangements detailed in the Health and Safety and Environment Service Orders which form the basis of the Health and Safety Management System and Environmental Management System.

## 5. Training

It is essential that employees are competent to undertake their health, safety and environmental responsibilities. Training and development requirements are evaluated and appropriate briefing, training and development provided through the Service's training strategy, organisational development arrangements, performance management process and audit process. All staff receive initial Safety, Health and Environment training and three yearly refresher training as a minimum supported by role specific training as required.

## 6. Compliance

Significant - From a legal, economic and moral standpoint, a number of health and safety and environmental obligations are imposed on the Authority, whilst the Health and Safety Executive and Environment Agency will readily take enforcement action where significant or recurring failures are identified.

## 7. Document Control

### Contact

Department	Name	Email	Telephone
Safety, Health and Environment	Julie Lamb	julielamb@lancsfirerescue.org.uk	01772 866940

### Amendment History

Version	Date	Reasons for Change	Amended by
		The Health and Safety Policy was originally approved in: September 2006 and revised in April 2008 and the Environment Policy was originally approved in: June 2006 and revised in March 2009.	Head of Safety, Health and Environment
1	June 2011	This policy is a combined Safety, Health and Environment Policy created in June 2011.	Head of Safety, Health and Environment
2	September 2013	Routine review.	Head of Safety, Health and Environment
3	September 2016	Routine review	Head of Safety, Health and Environment

4	December 2017	Review to meet the requirements of the new ISO 14001:2015 environmental standard.	Head of Safety, Health and Environment
5	September 2019	Policy updated to reflect new CFO.	Head of Safety, Health and Environment

**Next Review Date**

September 2022
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**Related Documents**

Document Type	Reference Number	Title	Document location	Date Reviewed
Equality Impact Assessment	SHE EIA 1	Safety, Health and Environment Policy	'R' drive, Equality Impact Assessments, Safety, Health and Environment, Equality Impact Assessment	9 <sup>th</sup> August 2019
Risk Assessment	N/A	N/A	N/A	N/A
Service Order	H&S - 00 Section 1 ENV – 00 Section 1	Safety, Health and Environment Policy	Intranet Poster displayed in all LFRS premises (statutory requirement)	September 2019
External Documents	N/A	Safety, Health and Environment Policy	Internet	September 2019

**Consultation**

Consultative Body	Date	Outcome
Fire Brigade Union	27/08/19	
UNISON	27/08/19	

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## **LANCASHIRE COMBINED FIRE AUTHORITY**

Meeting to be held on Monday, 16 September 2019

### **MEMBER CHAMPION ACTIVITY REPORT**

Contact for further information:

Acting Assistant CFO Ben Norman – Tel: 01772 866801

#### **Executive Summary**

This paper provides a report on the work of the Member Champions for the period up to Monday, 16 September 2019.

#### **Recommendation**

The Authority is requested to note and endorse the report and acknowledge the work of the respective champions.

#### **Information**

The concept of Member Champions was introduced in December 2007. A review of the areas of focus for Member Champions was considered at the Authority meeting held in June 2017 where new areas of responsibility were discussed and agreed as follows: -

- Community Safety – CC Mark Perks
- Equality, Diversity and Inclusion – Cllr Zamir Khan
- Health and Wellbeing – CC Hasina Khan
- Road Safety – Cllr Fred Jackson

Reports relating to the activity of the Member Champions are provided on a regular basis to the Authority. This report relates to activity for the period up to Monday, 16 September 2019.

During this period, all have undertaken their respective role in accordance with the defined terms of reference. Their activity to date is as follows:

#### **Community Safety – County Councillor Mark Perks**

The Age Safe Task group action plan has been reviewed and updated and will be focusing on social isolation, communication and supporting the Winter Safety Campaign.

The Winter Safety Campaign will run from 28 October to 28 February and will target older people living alone. The thermometer cards from the 2018/19 campaign will be used to support the whole campaign, however a Christmas Card and message will be generated to run from November to December asking people to look out for neighbours/family/friends who may be lonely and vulnerable.

70 Safe and Warm bags have also been provided to each area to hand out on Home Fire Safety Checks visits, these include a fleecy blanket, thermos cup, and literature about how to stay warm over the winter. Councillor Perks provided the funding for these bags.

### Safeguarding

Councillor Perks has received the safe guarding report for 2018/19 and also the quarter 1 Safeguarding Report for 2019/20 was shared. The Safeguarding card and poster are to be supplied to all Combined Fire Authority Members at this Combined Fire Authority meeting.

It is proposed that the North West Champions Forum will take place in November 2019 and Lancashire Fire and Rescue Service has offered to host this at our Service Training Centre. Councillor Perks will be meeting with the Deputy Chief Fire Officer / Assistant Chief Fire Officer and David Halpin (Lancashire Champion for Older People) to discuss the Lancashire Fire and Rescue Service presentations which may include: the revised Prevention Strategy, a safeguarding update, and the launch of the Winter Safety Campaign and the dementia prevention work (including the journey of the Guardian Angels to 999 Reunite devices which Lancashire Fire and Rescue Service provide to people living with dementia during a Home Fire Safety Check Visit).

### **Equality and Diversity – Councillor Zamir Khan**

The Service has been developing a number of areas of policy development including a HIV Policy and Transitioning at Work Policy, a review of the Bullying and Harassment Policy in consultation with Trade Union representatives is also being undertaken.

### **Health & Wellbeing – County Councillor Hasina Khan**

As the newly appointed Health and Wellbeing Champion, County Councillor Hasina Khan is pleased to provide her first report. She has met with Julie Lamb, Head of Safety, Health and Environment who has carried out an induction into the role and provided an update on progress made so far embedding the Health and Wellbeing Framework into the Service.

The Health and Wellbeing Framework aims to support staff from when they start employment to when they leave the service. Some of the areas that are included are:

- Fitness training and assessment
- Trauma/Emotional support
- Health promotion and education
- Medical/health surveillance and health screening
- Provision of an Employee Assistance Programme
- Physiotherapy treatment.

The Employee Assistance Programme provides a range of information and tools to support staff health and wellbeing which can be accessed online or through an app from your phone. The counselling options which are delivered through this

programme can be delivered by telephone, face-to-face and online and is proving a real success for staff improving their health and wellbeing.

### **Road Safety – Councillor Fred Jackson**

Lancashire Fire and Rescue Service (LFRS) continues to deliver its road safety prevention via community events and demonstrations using the crashed cars, one such example took place at Tesco Leyland called 'Alive to Drive' on 31 August / 01 September 2019 (a previous South Ribble award winner). Presentations of RoadSense in primary schools and Wasted Lives in high schools continue to highlight road risk to our young people. The Road Safe thematic group is currently working on increasing the delivery of Wasted Lives within high schools across Lancashire with a new updated package being launched in September.

LFRS is a proactive member of the Lancashire Road Safety Partnership and supports multi-agency events / productions such as Safe Drive Stay Alive (SDSA) to colleges, SDSA has been nominated as a finalist for the BBC Lancashire Community Hero's Award (The Blue Light Award) the awards evening took place at King Georges Hall Blackburn on 14 September 2019.

One of the main focuses for the Road Safe thematic group this year has been Biker Down (which teaches how to aid the motorcyclist at scene who has had an accident). These sessions have proven to be extremely popular with the public, 16 sessions have been delivered to date to over 240 attendees. Five further sessions have been planned between September to December 2019 and LFRS will be releasing dates for spring 2020 soon. Councillor Fred Jackson Member Champion for road safety continues to keenly support road safety and most recently has agreed to fund much needed resources for Biker Down. LFRS will be purchasing CPR mannequins, training defibrillators and helmets over the coming weeks to assist with the future delivery of these sessions.

### **Financial Implications**

Activities are within budget.

### **Business Risk Implications**

Whilst no formal obligation is placed on the Authority to have Champions, effective utilisation of such roles offers a number of benefits.

### **Environmental Impact**

The Member Champion provides leadership on environmental issues and assists in engaging Authority members in strategic objectives relating to protecting the environment.

### **Equality and Diversity Implications**

The Member Champion role provides leadership on Equality and Diversity issues and assists in engaging Authority members in strategic objectives relating to equality and diversity.

## Human Resource Implications

Some Member and Officer time commitments.

## Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact
Reason for inclusion in Part II, if appropriate		

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on the 16 September 2019

### FIRE PROTECTION REPORTS

Contact for further information:

Acting Assistant Chief Fire Officer Ben Norman – Tel. 01772 866801

#### **Executive Summary**

This report deals with prosecutions in respect of fire safety management failures and arson incidents within the period of 1 June 2019 to 1 August 2019.

Fire Protection and Business Support Information included.

#### **Recommendation**

The Authority is asked to note and endorse the report.

### FIRE SAFETY CONVICTIONS.

#### LFRS v GRAHAM HAMMER (DERBY COURT HOTEL PRESTON)

Sentencing for Lancashire Fire and Rescue Service (LFRS) v Graham Hammer (GH) took place at Preston Crown Court on 28/06/2019 in relation to the Derby Court Hotel, 1 Pole Street, Preston.

In 2005 GH pleaded not guilty to 2 offences under Section 7(4) of Fire Precautions Act 1971 at the same premises, he was later found guilty of failure to maintain a working fire alarm, fined £500 per offence x 2 and ordered to pay £2000 costs.

In deciding sentencing for this case His Honour Judge Parry made reference to this previous conviction and described GH's attitude towards fire safety as 'casual to say the least' and he should have learnt from his previous dealings with LFRS.

The Judge commented that GH had given no thought to protect the residents of the hotel from fire, the judge went on to say that his attitude, particularly when attending an interview under caution, was 'cavalier'

The Judge, His Honour Judge Parry sentenced GH to:

1. 6 months prison sentence suspended for 12 months.
2. 6 months curfew from 19:00 to 06:00
3. £20,000 fine in total (£5000 per count x 4)
4. Costs were awarded to LFRS which totalled £18,790

After the premises was prohibited by LFRS, GH sold the hotel and retired.

## LFRS V AHEED SULTAN (PLAZA BEACH HOTEL BLACKPOOL)

On 4 September, 2017 the Fire Safety Team Leader for Western Area visited 96 -98 Albert Road, Blackpool, FY1 4PR. Whilst at the premises the Team Leader observed a number of serious breaches of the Fire Safety Order that would cause serious injury or death in a fire situation.

The decision was made to prohibit the use of the hotel on the day, a prosecution case file was prepared and the responsible person, Aheed Sultan, was summonsed to attend Blackpool Magistrates Court on 15/05/2019.

The case was heard at Blackpool Magistrates Court, Aheed Sultan pleaded not guilty to all offences, due to the limited sentencing powers the case was sent to Preston Crown Court for a Pre Trial Preparation Hearing which was heard on 19/07/2019.

Prior to the hearing we had been offered certain guilty pleas by Mr Sultan's legal representatives; these were discussed and agreed by the prosecution team; however Mr Sultan, against all advice, has decided to plead not guilty to all ten offences so therefore this case will now go to a full trial.

The trial date has been set for 04/11/2019 and is expected to last four days in total.

## **FIRE PROTECTION & BUSINESS SUPPORT INFORMATION**

### Risk Based Inspection Programme (RBIP)

The RBIP methodology is currently being evaluated in partnership with Lancaster University and a report will be available for the November meeting.

### Business Support Website

The business support website is now housed within the main LFRS website and managed by corporate communications department and is working well to provide public access to fire safety support information.

### Business Safety

Our Business Safety Advisers (BSA) continue to work as an area of focus on self-store units and are planning their work plan for National Business Safety Week in September. Two of our advisers are currently studying for the Skills for Justice Level 4 diploma and a further BSA is currently completing his coursework for this award. These additional qualifications will allow Business Safety Advisers to conduct low-level risk audits, which will release more time for Fire Safety Inspectors to look at more complex and higher risk premises.

Preventative work will be carried out to align with the National Fire Chief Council Business Safety Week (30<sup>th</sup> September to the 6<sup>th</sup> October 2019) which will mainly focus on self-storage units fire safety.

## Primary Authority Scheme (PAS)

LFRS now has 12 registered partnerships Barchester Healthcare, Four Seasons Healthcare, Amber Taverns, Torus 62 housing, Daniel Thwaites, Warwick Estates, EH Booths, Regenda Group, Progress Housing Group, PBSA Student Roost, St Catherine's Hospice & Inclusion Housing. Witherslack Group is awaiting confirmation.

New agreements have now been formalised with Torus 62, Barchester, Four Seasons, Regenda, Amber Taverns, Warwick Estates, EH Booths, Daniel Thwaites & Inclusion to include a new hourly rate of £75/hour which equates to £4,500 per annum. This will be rolled out to the other partners on their 12 month anniversary dates.

There have also been discussions with 2 other very interested companies; Coasts & Castles, and Trafford Housing and 3 tentative companies; Amberstone, Homestead and Star Inns.

## **ARSON RISK REDUCTION**

### **R v Oliver John KELLY**

1a Parliament Street, Morecambe, LA31RQ  
Date: 21st July 2018.

This incident was a fire involving a ground floor under stairs store room in flats of 3 storeys, the fire had spread onto the stairwell. The first floor and second floor flats suffered smoke damage. The fire was of deliberate ignition. The occupier of the second floor was led to safety by LFRS personnel and conveyed to hospital for a precautionary check-up for smoke inhalation.

Police on scene arrested a male following CCTV footage from the property next door.

Oliver John KELLY pleaded guilty to arson with intent as to whether life was endangered. Mr KELLY was sentenced to 6 years imprisonment with an additional 4 years on licence.

### **R v James MORRIS, Lee WAKEFIELD, Lewis KNIGHT, Kirk THOMPSON**

Underbank Way, Haslingden  
Date: 24th November 2018.

This incident was a fire involving heavy goods vehicle Tractor unit and trailer. The fire was deliberate ignition; the vehicle had been stolen and driven to its current location. The vehicle contained approximately 140 laptops, all of these were destroyed by fire.

All 4 offenders pleaded guilty of conspiracy to steal and received 5 years in prison.

## **R v Martin MULVEY**

165 Rodwell Walk, Blackpool, FY3 7PA

Date: 10 -13th June 2019

This incident was a deliberately fire in a third floor flat started by its occupier. The occupant had deliberately ignited a mattress and duvet which spread to other household items. Damage was severe by fire, heat and smoke. The male occupant had barricaded himself in the flat and during the fire escaped by jumping from the window, receiving 2 broken legs, a broken arm and broken pelvis.

A Paramedic suffered smoke inhalation and was treated at scene then transferred to hospital.

Mr MULVEY was found Guilty of Arson and received 5 years and 4 weeks in prison for arson with intent.

## **R v Lee GROGAN**

6 Wall Street, Blackpool FY1 2EG

Date: 12<sup>th</sup> May 2018

This Incident was a fire in a terraced house which was occupied by the offender. 3 separate fires had been started deliberately in 3 separate rooms covering ground and 1st floor.

Lee GROGAN was found Guilty of Arson and other offences. Mr GROGAN was sentenced to a total of 7 years and 6 months.

## **Business Risk**

Moderate – Members need to be aware of prosecutions related to fire safety activity and/or arson within Lancashire in order to satisfy themselves that the required robust approach is being pursued.

## **Environmental Impact**

None

## **Equality & Diversity Implications**

None

## **HR Implications**

None

## **Financial Implications**

None

**Local Government (Access to Information) Act 1985**  
**List of Background Papers**

Paper	Date	Contact
Reason for inclusion in Part 2, if appropriate:		

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## **LANCASHIRE COMBINED FIRE AUTHORITY**

Meeting to be held on Monday 16 September 2019

### **COMMUNITY FIRE SAFETY REPORTS**

**(Appendix 1 refers)**

Contact for further information:

Deputy Chief Fire Officer David Russel, Director of Service Delivery

Tel: 01772 866801

#### **Executive Summary**

Reports in relation to the 2 Unitary and 12 District Authorities are attached containing information relating to:-

- Community Safety activity;
- Incidents of Operational interest.

Operational incidents of interest will be presented to Members for information.

#### **Recommendation**

The Authority is asked to note and endorse the report.

#### **Information**

Included as Appendix 1 are reports for the two unitary and twelve district authorities in relation to:

- Community Safety initiatives;
- Incidents of Operational interest.

#### **Business Risk**

None

#### **Environmental Impact**

Potential impact on local environment

#### **Equality and Diversity implications**

None

#### **Financial Implications**

None

## HR Implications

None

## Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact
Reason for inclusion in Part II, if appropriate:		

**LANCASHIRE FIRE AND RESCUE SERVICE**  
**COMMUNITY SAFETY REPORT**

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>BLACKBURN-WITH-DARWEN</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Fire Cadets</u></b>	
<p>During May the National Festival of Making was hosted in Blackburn and this enabled our Darwen Fire Cadets to complete one of their community activities. Using their team building skills, they acted as “Community Ambassadors” by signposting visitors to sites across the town centre. This was the one final element of the programme before the Passing Out Parade, which brought together over 100 family, friends and dignitaries to congratulate the cadets on their achievements during the past nine months.</p> <p>Blackburn Fire station open day was a roaring success, in spite of the changeable weather. Not only did we rack up £1780 in funds for charity, the feedback received both on forms left on the day and subsequently on social media was excellent.</p>	
<b><u>Campaigns</u></b>	
<p>As part of the Eastern Ramadan Safety we delivered ‘Loose clothing’ campaign sessions, targeting women’s groups. The campaign covered cooking safely, tying loose clothing back and what to do in the event of clothing catching fire. Alongside this year’s campaign also again highlighted “Wasted Lives” and targeted mosques in the Blackburn area.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE**  
**COMMUNITY SAFETY REPORT**

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>BLACKPOOL</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Armed Forces Day</u></b>	
<p>On Saturday 22 June we joined forces with many local agencies to celebrate Armed Forces Day which was held in Stanley Park, Blackpool. The event was extremely well attended, particularly by the Armed Forces, their Cadets, partner agencies and all Emergency Services.</p> <p>Operational crews from Blackpool Fire Station took an appliance and the aerial ladder platform (ALP) to the event and some of our Blackpool Community Fire Safety Team and our Fire Cadets took the opportunity to use the smoke tent. Our smoke tent promotes educational opportunities and offers vital safety messages for members of the public as to how to respond in the event of a fire.</p>	
<b><u>Dementia</u></b>	
<p>On Friday, 28 June, Blackpool Fire Station hosted a Dementia Hub on behalf of the Dementia Action Alliance. The dementia hubs provide a facility whereby someone who cares for someone with dementia, or if someone is concerned about their own memory, can drop in and receive relevant and supportive information in a friendly environment.</p> <p>There is no need for people to book and the event creates the opportunity for individuals to speak to professionals and then for professionals to signpost these requests to other services who may be best placed to offer further support. The event was very well attended and coffee and cakes were enjoyed by all.</p>	
<b><u>Station Open Day</u></b>	
<p>On Sunday, 4 August, Blackpool Fire Station hosted an “Open Day”. The event was attended by operational crews, community safety staff, fire cadets and partner organisations and was organised to provide a host of informative demonstrations and activities.</p> <p>The smoke tent was on display to convey the effects of smoke within a room, a road traffic collision drill took place along with the “crash car” being on display, the blood bike was also on display, there were opportunities for families to look around the appliances and the fire station, children had the opportunity to dress up in fire kit and there were rides and other activities for everyone to enjoy. The event was well attended and a significant amount of money was raised for the Firefighter’s Charity.</p>	

**INCIDENTS OF OPERATIONAL INTEREST (brief details)****Date:** 23 July 2019**Time:** 18:33

Operational crews were called to an incident involving a barbecue and a propane cylinder. The owner of the property had connected a valve from his new barbecue to his 13kg propane cylinder. Unfortunately the valve had not been connected securely and this was allowing gas to leak. The barbecue itself provided a source of ignition and sufficient gas had leaked into the barbecue area to allow the propane to burn freely from the leaking valve on the cylinder. The flames impinged on the barbecue causing damage by both heat and fire. There was also significant smoke damage to the brickwork of the wall sited adjacent to the barbecue.

This is one of two incidents of this nature within a week. In the following incident the valve had once again been connected incorrectly to the cylinder and an ember from the cooking had landed on the supply hose causing the gas to ignite.

**Time:** 14:40

Fire crews from Blackpool were completing an operational exercise next to North Pier in Blackpool when a police officer approached and asked for their assistance at an incident close to the Metropole. The crews drove round to find a male casualty who had collapsed whilst driving and appeared to be experiencing cardiac arrest.

The casualty had been removed from the car by a member of the public and cardiopulmonary resuscitation (CPR) was being administered by a police community support officer and then by operational fire crews. The crews then used a defibrillator on the casualty and he was transferred to hospital by North West Ambulance Service in a more stable condition.

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>BURNLEY</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Celebrating Diversity</u></b>	
<p>On Friday, 24 May a crew from Green Watch Burnley Fire Station and Community Fire Safety Team visited Masjid Ibrahim Mosque. The Imam kindly invited staff from Lancashire Fire &amp; Rescue Service to present on what we do and engage with the community to provide people with an insight around community cohesion strategies and how we support and keep our diverse communities safe throughout the year and in particular whilst celebrating Ramadan and Eid.</p> <p>Crews and Community Fire Safety staff met with the mosque leaders and were able to increase awareness on incidents which correlate to Ramadan and Eid by delivering an informative message of support which can be shared amongst their communities as the sermon is aired over a channel on the local radio station thereby reaching a wider audience. The main focus was on:-</p> <ul style="list-style-type: none"> <li>• Cooking safety- loose clothing related information STOP-DROP-ROLL.</li> <li>• Wheelie bin fires- antisocial behaviour</li> <li>• Wasted lives Eid- (Road Casualty Reduction</li> </ul>	

<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	19 July 2019
<b>Time:</b>	11:56
<p>Three fire appliances attended an address in Burnley following a call from Lancashire Constabulary confirming a credible threat had been made by an individual to set fire to their property with a vulnerable person in the premises. Initially Lancashire Constabulary had attended an incident at the property, which escalated quickly resulting in a Multi-Agency attendance at the incident. A forward command point was established for joint situational awareness and decision-making whilst fire crews stood by at the rendezvous point. A number of fires were made by the occupant to ignite combustibles within the premises that were extinguished by the individual before they developed.</p> <p>Lancashire Constabulary forcibly entered the property and arrested the occupant making the scene safe at which point fire crews entered the property to confirm no fire had spread within the building whilst North West Ambulance Service treated a person that was located in the property whilst the incident took place. The incident concluded with no injuries to occupants or emergency responders with good multi-agency collaboration throughout.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE**  
**COMMUNITY SAFETY REPORT**

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>CHORLEY</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Open Day at STC</u></b>	
<p>Lancashire Fire &amp; Rescue Service opened its doors at Service Training Centre for an open day showcasing Lancashire Emergency Services and partners to the public. Lancashire Police, North West Ambulance Service, Water Search and Rescue teams, road safety and St John's Ambulance, but to name a few, were in attendance at the event, each giving the public a look at the equipment that they have and sharing information with regards to safety aspects and services. The day included demonstrations from the Urban Search and Rescue team, Mountain Rescue and Lancashire Fire &amp; Rescue Cadets, all of which were watched by members of the public. The day saw over 3000 people attend the event and since the event there has been excellent feedback received with regards to the day from members of the public and partners.</p>	
<b><u>Age UK Event</u></b>	
<p>A representative from the Community Fire Safety team attended the Age UK hub to provide information to the attendees regarding Home Safety and Cooking Safety. The Community Hub provides a meeting place where older people can come along to receive advice on a range of subjects. The hub is attended by various partner agencies who provide information stalls and guest speakers also attend giving information regarding different topics. The guest speaker for the day talked about Tax Care and power of attorney. The event was well attended by the general public and partner agencies; Age UK, Discharge Team, Chorley Healthy foods and Solicitors.</p>	

<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	10 August 2019
<b>Time:</b>	20:43
<p>Six fire engines from Fulwood, Bamber Bridge, Chorley, Leyland, Skelmersdale and Horwich along with the stinger from Blackburn responded to reports of a commercial building fire in Chorley. On arrival, fire crews dealt with a severe fire involving a two storey commercial premises used as garages and offices. A number of cylinders were within the premises but were not involved in the fire. Three jets were used. Fire Crews remained at scene for several hours. The cause of fire is under investigation.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE  
COMMUNITY SAFETY REPORT**

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>FYLDE</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Lytham Gala</u></b>	
<p>On Saturday, 22 June, Lancashire Fire &amp; Rescue Service supported Lytham Gala at Lytham Hall, Lytham. This event hosts one of the longest processions in the country and the celebrations that follow the procession are held in the stunning grounds of Lytham Hall.</p>	
<p>The weather was fabulous and the event was extremely well attended. South Shore Fire Cadets, Community Safety Advisors from Blackpool and volunteers helped the gala committees by manning the gates and taking entrance fees. The on-call appliance from Lytham station supported the event as did our Retained Support Officer with the recruitment vehicle. We also used the opportunity to deliver safety messages in relation to our water safety campaign.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>HYNDBURN</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Ramadan</u></b>	
<p>Supporting the drive to reduce cooking related incidents within the borough the community safety team engaged with the HARRI bus, which is the new Lancashire Foundation Trust's mobile engagement vehicle which is designed to offer the public opportunities to have their say on NHS services and provide offers of advice and guidance for many health complaints.</p> <p>As part of the Eastern Ramadan Safety we delivered 'Loose Clothing' campaign sessions, targeting women's groups, the campaign covered cooking safely, tying loose clothing back and what to do in the event of clothing catching fire. Alongside this year's campaign also again highlighted "Wasted Lives" and targeted mosques in the Hyndburn area.</p>	
<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	15 August 2019
<b>Time:</b>	11:10
<p>Crews from Hyndburn and Darwen were called an incident involving a deer stuck in a settlement tank at a waste water treatment site. The tank was approximately seven metres deep and 40 metres across and there was no way for the deer to escape, so site staff requested Lancashire Fire &amp; Rescue Service's assistance.</p> <p>Due to the tank being a designated confined space, LFRS staff could not enter without permits and specific training; there was also no ability to tranquilise the animal. It was decided that the Large Animal Rescue crew from Darwen would provide the site staff with some specific equipment and advise them on the best way to catch the animal.</p> <p>The site staff entered the vessel under their own permits to work and; guided by the crew from Darwen, were able to catch the deer and prepare it to be lifted from the tank using some plant machinery from site. LFRS staff stood by in case the site staff needed emergency assistance.</p> <p>The deer was successfully rescued from the tank and released safely away from the area.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>LANCASTER</b>
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**LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)**

**Cook Safe**

As an intelligence led and locally focussed component of the above service-wide campaign, building on links already established through Lancashire Fire & Rescue Service's involvement in the Morecambe Bay Poverty Truth Commission, and recognising that fire risk correlates to levels of deprivation (it is sometimes difficult for those living with food poverty to consider wider issues such as fire safety), the location of all Food Banks and Clubs has been mapped along with contact details and hours / days of opening.

Working with Lancaster City Council, a total of 22 have been identified in the District and a process is now developing whereupon each will be visited by either Operational Personnel or Community Safety Advisors. It has been agreed that posters will be displayed in prominent positions and relevant cook safe promotional material will be included when food is distributed.

One of the main food banks is receiving home fire safety awareness training for all of its 60 volunteers. This will assist the volunteers to be able to identify those who might be most vulnerable to fire risk and deliver consistent fire safety messages to its clients. The food bank has also agreed to the production of a prevention leaflet which will be included in the menu/recipe card which is issued with food.

In addition to the above, premises have been identified where several operational attendances have been made (including cooking related false alarms – not just fires). One of the key premises types identified have been self-contained flats in sheltered housing schemes. Group talks have been carried out to residents with the emphasis being placed on the basics of cooking safely. Posters and leaflets have been distributed which will continually promote the message of cooking safely.

**INCIDENTS OF OPERATIONAL INTEREST (brief details)**

**Date:** 04 August 2019  
**Time:** 14:41

Three fire appliances from Lancaster and Morecambe were mobilised to a sinking sailboat approximately 15x3 metres semi-submerged in approximately 1 metre of water in a harbour. The boat had a ruptured fuel line and had been leaking diesel

into the water. The leak had been successfully stemmed by the harbour master prior to fire service arrival and Lancashire Fire & Rescue Service assisted the placement of a poly-boom around the boat to prevent further oil and diesel contamination.

The Officer in Charge was confronted with a boat that had severe water damage and fully submerged lower crew quarters. The incident was upgraded to persons reported as intelligence suggested the owner may still be on board.

Further assistance was requested from the Police and the Maritime Coast Guard to implement enquiries and a local area search. Fire Service personnel forced entry to the boat to fully verify that no one was on-board and crews used major pumps to remove water from the boat.

The incident was safely concluded when it was established that all persons were accounted for and no one was on board the boat.

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>PENDLE</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Recall on White Goods / Faulty Appliance</u></b>	
<p>Fire crews were called to a fire in a first floor apartment of purpose built flats.</p> <p>The dishwasher had been in use for approximately ten minutes when flames were seen issuing from door. The occupiers reacted quickly to isolate the dishwasher and used a damp cloth to extinguish flame.</p> <p>The dishwasher had been supplied in flat as part of original build and the landlord stated that it was approximately 10 years old.</p> <p>This was concluded as an accidental fire caused by an electrical fault in the dishwasher. The dishwasher was destroyed by fire, it was significant that the fire was identified quickly otherwise a more severe fire could have occurred.</p> <p>A post-fire Home Fire Safety Check was completed by Community Fire Safety teams. Discussions between Community Fire Safety and the Landlord occurred to further establish appliance information. The Landlord contacted the manufacturer (Candy) who confirmed that a product recall was in place for this particular model.</p> <p>Close liaison between the housing standards department and incident intelligence officer identified the same model had been fitted to a further 18 flats. The Landlord advised of interim measures by Lancashire Fire &amp; Rescue Service and Candy will formally write to the Landlords of the outstanding 18 flats to inform them of recall with the assistance of the property management company.</p>	

<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	07 July 2019
<b>Time:</b>	17:03
<p>LFRS received a call that a person was in difficulty in the water at Lower Ogden Reservoir. On arrival LFRS was informed that one person was missing under the water and could not be located.</p> <p>Swift Water Rescue Crews from Nelson deployed into the water on a rescue sled and land based crews deployed around the banking of the reservoir to carry out a bank search to try to identify the location of the person.</p>	

The incident received a multi-agency response including National Police Air Service, North West Ambulance Service - Hazardous Area Response Teams and Mountain Rescue teams also assisted with the search. United Utilities attended to provide information on the reservoir and to control water flow to assist the search.

Unfortunately sustained attempts to locate the casualty over a four hour period were unsuccessful and Police divers later recovered the person.

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>PRESTON</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Wasted Lives Road Safety for Preston Prince's Trust</u></b>	
<p>Sessions were programmed to deliver the Wasted Lives Road Safety Education Package to both Central Area Prince's Trust Teams.</p> <p>Wasted Lives is an award winning young driver education programme. It targets young drivers and their passengers. Delivered by Preston Community Fire Safety Team, the session challenged beliefs resulting in safer attitudes towards risk taking behaviours on the roads.</p> <p>The session covered speed, seatbelts, mobile phones, drink and drug driving. The lesson was highly interactive and the students had the opportunity for discussion and reflection. The sessions use a mixture of learning techniques including group work, experience sharing, adverts and a case study.</p> <p><b>Missing Matthew</b> - Powerful, award winning film, 'Missing Matthew,' is a true story of how Matthew (22) lost his life in a horrific crash, racing his best mate. One moment of madness ended his life which was so full of promise. His parents tell the harrowing story and leave us in no doubt about the widespread devastation such a loss causes. Interactive follow up activities explore the consequences of making the wrong decision.</p> <p><b>Vicky Peters- Everything to Live For</b> Vicky Peters died when she was 18. She was a passenger in a car where the driver chose to speed. The crash happened outside her house. The video is about Vicky's achievements and what she could have achieved as told by her father and brother and is another powerful resource in helping us educate young people of the dangers involved in speeding.</p> <p>Road Safety within the Preston District is a high priority for Lancashire Fire &amp; Rescue Service and we are looking to expand this delivery in to all the local high schools. In addition to this, we will continue to deliver to each new Prince's Trust Team within the district, along with any further target groups within the Preston District.</p>	
<b><u>GENGA – Community Reassurance, Safety Information and Advice and Home Fire Safety Check Referral Generation</u></b>	
<p>Following information received from the Preston Community Safety Partnership at a recent GENGA meeting of increased antisocial behaviour activity in the Dodgson Place, Sion Close/Hill area, Lancashire Fire &amp; Rescue Service carried out some high profile community work to generate Home Fire Safety Check referrals and offer</p>	

residents advice on fly tipping, correct stowage of wheelie bins and fire safety information and advice.

All properties in the surrounding area were leafleted informing residents that staff would be in the area over the next few weeks to carry out any required home visits. A large majority of Home Fire Safety Checks have now been completed and evaluation of the initiative has been shared with the Community Safety Partnership.

Environmental Visual Audits will continue in the area over the next quarter to ensure that there are no reoccurring issues with regards to the fly tipping and Community Gateway Housing will support this by sending out letters to each tenant informing them of their responsibilities. Any further issues will be picked up in the next programmed Community Safety Partnership Meetings, but this is a good example of collaborative partnership working to address local issues.

### **Community Enrichment Day for Year 7 Students**

Staff from Preston Community Fire Safety Department delivered Water Safety Education to 186 Year 7 students from Our Lady's Catholic High School in Fulwood, Preston, as part of the National Drowning Prevention Week. These sessions provided vital information and advice and were part of a whole day of information from external organisations as part of their Education/Enrichment Day.

Students were also given a session on anti-social behaviour and the consequences of involvement in deliberate fire setting. The day was a massive success and provided each student with extremely important safety information. This is an event which Preston Community Fire Safety will look to support on an annual basis for all new Year 7 students.

### **INCIDENTS OF OPERATIONAL INTEREST (brief details)**

**Date:** 28 July 2019

**Time:** 15:58

Reports of persons in the River Ribble close to London Road, Preston resulted in Water Rescue Teams from Preston and Penwortham being mobilised to assist. On arrival of the first fire engine, the fire crew found two females and a dog in the water and immediately began to put in place a plan to rescue. This was a plan which involved firefighters wearing personal protective equipment appropriate for the activities assisting both casualties and the dog from the water downstream of London Road Bridge.

Both casualties were assessed at the scene by the attending North West Ambulance Service crews but neither required any medical intervention.

The positive outcome of this incident is testament to the skills, training, equipment and quick actions of the first attending fire crews in that they were able to recognise the dangers, implement a safe system of work and affect the rescues within ten

minutes of arriving at the scene.

This incident also highlights the dangers associated with fast flowing water. Whilst tending to the casualties, fire crews were told of the sequence of events leading up to the rescue. It transpired the two ladies were walking alongside the river upstream of the London Road bridge when their dog went into the water. Due to the quantity of rain the river was high and fast flowing, as a result the dog got into difficulty and was unable to get out. In an attempt to assist the dog, one of the ladies went into what she thought were swallows at the water's edge, but lost footing and was swept away under the London Road Bridge towards Avenham Park.

The second lady made the 999 call before moving downstream to try and locate her friend, who by this time had been washed approximately half a mile downstream before being able to grab a tree branch close to the river bank. On finding her friend, the second lady also entered the water to attempt a rescue, but in doing so both lost their footing/grip and were washed away. Fortunately, the contours of the river and the flow of the water resulted in both casualties being washed to the river bank in a location that afforded relative easy access for the fire crews who were now in attendance and an effective and safe rescue was performed.

The positive outcome of this incident should be celebrated, however, it must also be recognised that there was considerable amount of good fortune associated with the rescue. The right people, with the right training and equipment being in the right place at the right time is a major component, but the it is sheer luck that these two casualties did not get caught in submerged tree branches, exposed tree roots of other hidden hazards referred to as 'strainers', or were washed out into the Ribble Estuary, drowning as a result. Lancashire Fire & Rescue Service urge to public to take care when near open/fast flowing water and to not out themselves in a position whereby they find themselves in need of rescue.

**Date:** 22 May 2019

**Time:** 18:45

Reports of smoke issuing from a building adjacent to the A6 Garstang Road near Bilsborrow led to two fire engines from Fulwood and Preston being mobilised.

On arrival at the incident the fire crews found a well-developed fire in what was thought to be a domestic property and as a result requested the attendance of two further fire engines to assist.

It is standard operating procedures for a more senior operational manager to also be mobilised to 'make-up' incidents and for that manager to make an assessment of the scene before deciding whether to take over as Incident Commander (IC), to remain in attendance as a tactical advisor or if appropriate, to leave the incident ground completely. In this instance, the attending Station Manager after assessing the scene and identifying additional hazards opted to take command.

The Station Manager identified that whilst the fire was in a building adjacent to a dwelling, was actually a building used as a workshop and through questioning to

owner/occupiers identified the presence of gas cylinders, that if exposed to heat/flame could explode. This discovery led to a change of tactical plan, the creation of a 200m cordon (including the closure of the A6 Garstang Road) , a request for the attendance of the Lancashire Fire & Rescue Service Drone and the mobilisation of a specialist 'hazardous materials environmental protection officer' (HMEPO) to assist.

Once in attendance, the Drone was used to identify the type of gas cylinders involved and the exact nature of their involvement (affected by fire or not), the intelligence gathered being used by the Incident Commander and other attending agencies to inform the longer term operational plan. The cylinders were identified to be oxygen and propane (rather than oxygen and acetylene), that they were not involved in fire and that they were cool. This allowed the HMEPO to offer advice on a proportional response, a more offensive firefighting tactic, the reduction in the cordon size and thus the re-opening of A6.

The Drone proved to be a valuable asset in providing the Incident Commander with the situational awareness needed to deal with the fire in the most effective manner. The ability to identify the exact nature of the involvement of gas cylinders made the difference between a very protracted incident involving a number of Lancashire Fire & Rescue Service's resources to one that could be scaled down to one fire engine after only four hours of firefighting activities.

A fire engine remained in attendance monitoring the scene for and dealing with isolated pockets of fire and undertaking fire investigation work until mid-morning on 24 May 2019. After this time the incident was officially close and referred to the Central Area Protection office for follow-up fire safety activities.

**LANCASHIRE FIRE AND RESCUE SERVICE**  
**COMMUNITY SAFETY REPORT**

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>RIBBLE VALLEY</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Water Safety</u></b>	
<p>Community Safety staff attended “Beathearders” which is the largest outdoor music festival in the County, traditionally we have used the event to promote the National Carbon Monoxide Awareness Campaign, however following a recent incident involving water safety all efforts to raise awareness on water safety and the dangers of entering open water were promoted to the 15,000 young people who attended the event.</p> <p>During August, On call firefighters from Darwen attended the Royal Lancashire Show and raised awareness on cooking and white goods along with Water Safety.</p>	

<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	29 July 2019
<b>Time:</b>	16:48
<p>Five crews from Clitheroe, Great Harwood and Blackburn were mobilised to a road traffic collision on the A59. On arrival crews were faced with an incident involving two vehicles and three people.</p> <p>Due to the speeds involved in the accident, crews faced a highly complex rescue situation and all worked closely with North West Ambulance Service, North West Air Ambulance and Lancashire Constabulary to rescue the trapped individuals.</p> <p>All three casualties were critically injured and the rescues required a great deal of co-ordination between all of the agencies involved. The on scene operations lasted nearly two hours and saw all three casualties safely removed and transported to the Trauma Centre at Preston.</p> <p>Lancashire Fire &amp; Rescue Service staff were praised by a North West Ambulance Service officer for their professionalism and skills in what was a very complex and time sensitive rescue.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>ROSSENDALE</b>
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**LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)**

**Combined Prevention Campaign**

Community Fire Safety were invited to attend a series of falls prevention events in Pennine whereby members of the public could be assessed for determinants which may require intervention for improvements with their mobility and support. People that are susceptible to falls are also recognised as potentially vulnerable to fires in the home thereby it is right that Lancashire Fire & Rescue Service engages with Partner Agencies to collaboratively identify and support people at risk of falls in the home.

The NHS Falls team have been a long established team which has worked hand in hand with community fire safety staff in Pennine area over recent years. The ongoing commitment from the staff holistically improves the combined service in their delivery of knowledge in keeping people safe in their own homes within Pennine, Lancashire. The day was hosted in Rawtenstall market where over 50 people were offered information and self-referrals to both services.

**INCIDENTS OF OPERATIONAL INTEREST (brief details)**

**Date:** 13 June 2019

**Time:** 16:33

A fire occurred at a dwelling that was due to a fault in an extractor fan in the bathroom. The fan casing dripped burning plastic onto a quantity of towels under the fan setting fire to them and increasing the severity of the fire leading to fire spread.

On arrival the property was open with no indication whether all the occupants were outside. Four Breathing apparatus wearers were tasked to search the house. Shortly after the occupant arrived who confirmed all persons were accounted for and no one was in the property. The fire crews identified that the property had no working smoke alarms. Fire crews fitted smoke alarms on the evening of the fire and post incident advice was given around escape plans and a recommendation given for a linked detection system throughout the large property.

Lancashire Fire & Rescue Service Community Fire Safety teams also visited the property to carry out a Post Fire Home Fire Safety Check and re-iterated the above advice. Operational crews carried out a Hot Strike the next day for public re-assurance and delivered additional Home Fire Safety Checks/ Safe and well visits as required.

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>SOUTH RIBBLE</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Fire Safety in the Home Training to Progress Housing</u></b>	
<p>Progress Housing:- A Home Fire Safety training package has been delivered to Managers, wardens and other key staff that work within the community and have involvement in progress properties. Information was given regarding any risks to look out for when visiting people in their homes, this included kitchen areas, smoking, drink, medical conditions and hoarding. During the session staff were given the option to ask questions and feedback on the contents of the package, they were also shown how to make a partner referral and login information; this will assist with generation of Home Fire Safety Checks.</p>	
<b><u>Cycling Safety Event at Worden Park, Leyland</u></b>	
<p>Worden Park Cycle Safety Event:- A Community Safety Advisor and the Road Safety Prevention Support Officer attended the event along with the crew from Leyland (S55). During the event road safety advice was given to members of the public, also an overview of what Lancashire Fire &amp; Rescue Service delivers in relation to the road safety partnership. The road safety message was highlighted with resources on site: the crash car, safe pass mat with bike, the crew from Leyland (S55) and Appliance and road safety literature was handed out. There was a mixed group of individuals that attended the day from the older generation to young people.</p>	
<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	29 July 2019
<b>Time:</b>	18:01
<p>Four fire engines from Penwortham, Bamber Bridge, Leyland and Preston along with aerial ladder platform and supporting fire engine from Preston attended a domestic premises in, Lostock Hall. Firefighters extinguished a well-developed fire on the first floor of the premises using one jet, two breathing apparatus, aerial ladder platform, two positive ventilation fans, thermal imaging camera and salvage sheets. Fire crews were in attendance for over four hours.</p>	
<p>There was significant damage to the entire property. The fire investigation concluded that an aerosol (hairspray) had been left on the window sill and was super-heated by the sun. This resulted in the spray tin exploding, causing a significant explosion which blew the front window of the property across the street and instigated a serious fire.</p>	

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>WEST LANCASHIRE</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Fire Cadets Passing Out Parade</u></b>	
<p>Skelmersdale Fire Station opened its door to the parents, family and friends of the fantastic young fire cadets with in excess of 80 guests on the evening to celebrate the Fire Cadets achievements and watch them passing out.</p> <p>Amongst the guests who attended were Deputy Chief Fire Officer Russel, Area Manager Morgan and Southern Group Manager Cookson. The pressure to deliver a professional and true reflective parade was magnified by the attendance of local VIP's including the Mayor and Mayoress of West Lancashire and three local councillors.</p> <p>The parade was opened with a heartfelt speech from Station Manager Winder who praised the Fire Cadets and staff for the dedication and endeavour in establishing and sustaining a legacy of high standards for years to follow.</p> <p>The Fire Cadets then performed two practical demonstrations to showcase their newly acquired skills to their audience. The first drill scenario saw the Fire Cadets run out three lines of hose, ascend ladders into the drill tower and replicate extinguishing a commercial building fire. The second drill involved the Fire Cadets assessing a Road Traffic Collision and ultimately administering first aid and extracting a casualty from the incident. The demonstrations ended with a standing ovation and applause from the audience highlighting how fantastic the Cadets performed.</p> <p>Following the practical re-enactments, the evening proceeded onto its main event, the award ceremony. DCFO Russel presented each Fire Cadet with a medal, accompanying plaque and certificate in recognition their brilliant effort and performance over the past year.</p> <p>The evening was closed with a huge Well Done to the Cadets and thank you to visitors from DCFO Russel who then invited attendees to network.</p>	
<b><u>Bath Springs Fire Safety Talk with Safe &amp; Well Visits</u></b>	
<p>Community Safety Advisors attended Bath Springs to deliver a fire safety talk which included information regarding: escape routes, electrical safety, and cooking safety.</p> <p>With regards to cooking safety, the importance of not leaving cooking unattended, consideration of distractions while cooking, and measures to prevent accidental cooking fires, such as the use of cooking timers. Advice was given regarding</p>	

alternative services to cooking such as microwavable meals, or meal on wheels to make their lives easier and reduce risks. The visit was supported by appropriate cooking safety literature that the residents could take away with them and read at their leisure.

Information was given to staff in relation to making referrals for residents for a Home Fire Safety Check; this will generate referrals for the West Lancashire Area.

#### **INCIDENTS OF OPERATIONAL INTEREST (brief details)**

**Date:** 07 August 2019

**Time:** 17:57

Five fire engines from Skelmersdale, Ormskirk and Wigan fire stations were mobilised to a commercial premises in Skelmersdale.

Firefighters extinguished the fire involving the ground floor of the derelict building, using ten breathing apparatus, three hose reels, three thermal imaging cameras, a triple extension ladder, two positive pressure ventilation fans, three lighting units and small tools. Fire crews remained on scene for several hours.

**LANCASHIRE FIRE AND RESCUE SERVICE**  
COMMUNITY SAFETY REPORT

REPORTING PERIOD: JUNE 2019 – SEPTEMBER 2019

<b>SUMMARY REPORT FOR:</b>	<b>WYRE</b>
<b>LOCAL COMMUNITY SAFETY ACTIVITIES (brief details)</b>	
<b><u>Drowning Prevention</u></b>	
<p>As a result of increased awareness following a presentation given by members of the StartSafe Group to the Child Death Overview Panel (CDOP) (regarding the potential for a future pan Lancashire water safety partnership), local officers were subsequently approached by the Wyre Children and Families Wellbeing Service (CFWS) to explore the possibility of partnership working based around water safety during the summer holidays.</p> <p>Wyre CFWS is actively involved with families and people aged 0-19 years, they had, over the summer holiday period, arranged several summer fun sessions in the Fleetwood area.</p> <p>Fleetwood Operational Crew together with the Coastguard attended three events centred around the boating lake in Fleetwood. LFRS engaged with attendees and distributed promotional leaflets; the focus of the event being on water safety during the holiday period.</p> <p>The swift water rescue equipment (SRT) carried on appliances was displayed and their operational purpose explained. A practical demonstration followed this utilising the SRT equipment to carry out a rescue of a person in difficulty in water.</p> <p>The events were well attended with approximately 50 people attending each session.</p>	

<b>INCIDENTS OF OPERATIONAL INTEREST (brief details)</b>	
<b>Date:</b>	10 June 2019
<b>Time:</b>	04:55
<p>A fire appliance from Garstang and a Hazardous Material and Environmental Protection Officer were called to what was initially thought to be a chemical release in a residential park homes site. The caller believed the incident to be a chemical release as there was a very noxious smell.</p> <p>On assessing the scene the crew identified that the source of the smell was in fact cloth based materials which had, over time become wedged against a frost protection heating element within a small cupboard which were, in effect, in the early stages of fire.</p>	

The incident was quickly and safely dealt with but the crew noted that due to the design of the accommodation it was conceivable that a similar situation could occur in other similar dwellings. As a consequence a referral was made to the local community safety advisor to undertake further follow-up work on the site.

**Date:** 18 July 2019

**Time:** 00:48

Four fire appliances from Fleetwood, Bispham and Blackpool attended a fire in a large commercial premises used for food production.

On arrival the Officer in Charge was confronted by a developing fire involving high voltage electrical equipment which had smoke logged a two storey building 220m long by 40m wide. The premises had fully functioning fire protection equipment and the management team had undertaken a full evacuation prior to fire service arrival when the alarm had been raised.

Incidents of this nature are complex as high voltage supplies into large commercial buildings belong to the electricity distribution company up until the point they are stepped down and join the buildings own supply and distribution system. Prior to safe extinguishment the officer in charge has to liaise with the electrical undertaker to undertake safe isolation (considering the wider knock on effects to the business and elsewhere on the network). In this case the Officer in Charge requested the attendance of the electrical undertaker and jointly formed a plan to isolate the affected circuits. This was achieved and the fire was safely extinguished.