

# Public Document Pack

## LANCASHIRE COMBINED FIRE AUTHORITY

Monday, 28 June 2021 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 0900 hours onwards.

Conservative Group - Lecture Hall 5

Labour Group – Lecture Hall 6

If any member of the press and public wish to raise a question for the Chairman, please do so no later than 3 working days in advance of the meeting by email to:  
dianebrooks@lancsfirerescue.org.uk

## AGENDA

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

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

This meeting will be held in line with Covid-19 restrictions.

Combined Fire Authority Members will attend in person.

Members of the press and public can attend in person (subject to national Covid-19 restrictions) or view the meeting via a live webcast on YouTube.

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. APPOINTMENT OF CHAIRMAN
2. APPOINTMENT OF VICE-CHAIRMAN
3. CHAIRMAN'S WELCOME AND INTRODUCTION

Standing item.

4. COMPOSITION OF THE COMBINED FIRE AUTHORITY (Pages 1 - 2)
5. APOLOGIES FOR ABSENCE

6. 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.

7. APPOINTMENT OF CHAIRMEN AND VICE-CHAIRMEN OF COMMITTEES (Pages 3 - 8)

8. REPRESENTATION ON OUTSIDE BODIES 2021/22 (Pages 9 - 12)

9. MINUTES OF PREVIOUS MEETING (Pages 13 - 16)

10. PROGRAMME OF MEETINGS FOR 2021/22 AND 2022/23 (Pages 17 - 18)

11. MINUTES OF MEETING THURSDAY, 29 APRIL 2021 OF MEMBER TRAINING & DEVELOPMENT WORKING GROUP (Pages 19 - 22)

12. REPORTS FROM MEMBERS ON OUTSIDE BODIES (PAGES 23 - 30)

Standing item.

13. RE-APPOINTMENT OF INDEPENDENT PERSON (Pages 31 - 32)

14. UNWANTED FIRE SIGNALS POLICY - PROPOSALS FOR CHANGE (Pages 33 - 58)

15. ANNUAL HEALTH, SAFETY AND ENVIRONMENTAL REPORT (Pages 59 - 78)

16. POLICY ON DEALING WITH HABITUAL AND VEXATIOUS COMPLAINTS - ANNUAL UPDATE (Pages 79 - 86)

17. FIRE PROTECTION REPORTS (Pages 87 - 90)

18. COMMUNITY FIRE SAFETY REPORTS (Pages 91 - 112)

19. MEMBER COMPLAINTS

Standing item.

20. DATE OF NEXT MEETING

The next meeting of the Authority will be held on Monday 13 September 2021 at 1000 hours at Washington Hall Training Centre, Euxton.

21. 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.

22. 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.

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## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### COMPOSITION OF THE COMBINED FIRE AUTHORITY

Contact for further information:

Diane Brooks - Principal Member Services Officer - Tel No. 01772 866720

#### **Executive Summary**

The composition of the Combined Fire Authority for 2021/22.

#### **Recommendation**

The Authority is asked to note/endorse the report.

#### **Information**

The composition approved by the Constituent Authorities for the Combined Fire Authority for 2021/22 is as follows:-

25 members: (19 x County Councillors) (11 x Con / 7 x Lab / 1 x L/D)  
(3 x Blackburn with Darwen Borough Council Members) (2 x Lab 1 x Con)  
(3 x Blackpool Council Members) (2 x Lab / 1 x Con)

#### Lancashire County Council Members

- 1) P Britcliffe (Con)
- 2) S Clarke (Con)
- 3) M Dad BEM (Lab)
- 4) F De Molfetta (Lab)
- 5) N Hennessy (Lab)
- 6) D Howarth (L/D)
- 7) K Iddon (Con)
- 8) A Kay (Con)
- 9) H Khan (Lab)
- 10) J Mein (Lab)
- 11) G Mirfin (Con)
- 12) S Morris (Con)
- 13) D O'Toole (Con)
- 14) M Pattison (Lab)
- 15) P Rigby (Con)
- 16) S Serridge (Lab)
- 17) J Shedwick (Con)
- 18) J Singleton JP (Con)
- 19) R Woollam (Con)

Blackburn with Darwen Council Members

- 1) Z Khan (Lab)
- 2) J Rigby (Con)
- 3) D Smith (Lab)

Blackpool Council Members

- 1) S Blackburn (Lab)
- 2) J Hugo (Lab)
- 3) T Williams (Con)

**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<br>Report to County Council<br>Full Council    | Date<br>27 May 2021 | Contact<br>Diane Brooks<br>Principal Member Services Officer |
| Reason for inclusion in Part II, if appropriate: N/A |                     |  |

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### APPOINTMENT OF CHAIRMEN AND VICE-CHAIRMEN OF COMMITTEES

Appendices 1 and 2 refer

Contact for further information:

Diane Brooks – Principal Member Services Officer - Tel No 01772 866720

#### **Executive Summary**

The appointment of Chairmen and Vice-Chairmen of Committees of the Combined Fire Authority and associated matters which include the consideration of the draft Terms of Reference for the Service Headquarters Working Group.

#### **Recommendation**

The Authority is asked: -

1. To confirm nominations from the Chairman for the appointments of Chairmen and Vice-Chairmen to the following Committees for 2021/22: -
  - a. Appeals Committee
  - b. Audit Committee
  - c. Performance Committee
  - d. Planning Committee
  - e. Resources Committee
2. To confirm that the Chairman and Vice-Chairman of the Authority are the Chairman and Vice-Chairman of the Strategy Group for 2021/22.
3. To confirm the appointment of a Chairman and Vice-Chairman of the Member Training and Development Working Group for 2021/22.
4. To confirm the appointment of a Chairman of the Injury Pensions Sub-Committee for 2021/22.
5. To confirm the appointment of a Chairman of the Service Headquarters Working Group for 2021/22 and consider and approve its Terms of Reference.
6. To confirm the appointment of the four Member Champions for 2021/22.

#### **Information**

The Authority usually determines its Chairmen and Vice-Chairmen of Committees on an annual basis. However, in line with the Coronavirus Act 2020 and subsequent Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, responsibilities were carried forward from the municipal year 2019/20 to 2020/21.

Standing Order 5.1 (b) of the Authority's Constitutional and Procedural Standing Orders require the Authority at its annual meeting to appoint a Chairman and Vice-Chairman for each Committee created under Standing Order 4.1(a).

The Authority is asked to consider Chairmen and Vice-Chairmen appointments for 2021/22 (as proposed in appendix 1) for the:

1. Appeals Committee;
2. Audit Committee;
3. Performance Committee;
4. Planning Committee;
5. Resources Committee;
6. Member Training and Development Working Group.

The Authority is asked to consider Chairmen appointments for 2021/22 for the:

1. Resources Sub-Committee for Injury Pensions;
2. Service Headquarters Relocation Working Group

In addition, the Authority is asked to consider and approve the draft terms of reference (attached as appendix 2) for the Service Headquarters Relocation Working Group.

Lastly, the Authority is asked to consider appointments to Member Champions roles for the areas of:

- i) Community Safety;
- ii) Equality, Diversity and Inclusion;
- iii) Health & Wellbeing; and
- iv) Road Safety.

### **Business Risk**

The Authority's Standing Orders require the appointment of Chairmen and Vice-Chairmen for each of its Committees.

### **Environmental Impact**

None

### **Equality and Diversity Implications**

None

### **HR Implications**

None

### **Financial Implications**

Payment of Allowances is in accordance with the Combined Fire Authority's Members' Allowance Scheme.



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

| Paper   | Date             | Contact   |
|---|------------------|---|
| CFA Constitutional & Procedural Standing Orders   | 22 February 2021 | Diane Brooks<br>Principal Member Services Officer |
| Coronavirus Act 2020, s78<br>Local Authority meetings   | 25 March 2020    |   |
| The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 | 4 April 2020     |   |
| Reason for inclusion in Part II, if appropriate: N/A  |                  |   |

Proposed appointments for the municipal year 2021/22: -

1. Committees

- |                   |               |                                       |
|-------------------|---------------|---------------------------------------|
| (i) Appeals       | Chairman      | County Councillor P Britcliffe (CON)  |
|                   | Vice-Chairman | County Councillor M Pattison (LAB)    |
| (ii) Audit        | Chairman      | County Councillor J Shedwick (CON)    |
|                   | Vice-Chairman | County Councillor F De Molfetta (LAB) |
| (iii) Performance | Chairman      | County Councillor K Iddon (CON)       |
|                   | Vice-Chairman | County Councillor P Rigby (CON)       |
| (iv) Planning     | Chairman      | County Councillor G Mirfin (CON)      |
|                   | Vice-Chairman | County Councillor S Clarke (CON)      |
| (v) Resources     | Chairman      | Councillor T Williams (CON)           |
|                   | Vice-Chairman | County Councillor D O'Toole (CON)     |

2. Member Training and Development Working Group for 2021/22

- |               |                                  |
|---------------|----------------------------------|
| Chairman      | County Councillor S Morris (CON) |
| Vice-Chairman | Councillor D Smith (LAB)         |

3. Injury Pensions Sub-Committee for 2021/22

- |          |                                    |
|----------|------------------------------------|
| Chairman | County Councillor S Serridge (LAB) |
|----------|------------------------------------|

4. Service Headquarters Relocation Working Group 2021/22

- |          |                                   |
|----------|-----------------------------------|
| Chairman | County Councillor D O'Toole (CON) |
|----------|-----------------------------------|

5. Member Champions for 2021/22

- Community Safety - Councillor Jean Rigby (CON)
- Equality, Diversity and Inclusion - Councillor Zamir Khan (LAB)
- Health & Wellbeing - County Councillor Andrea Kay (CON)
- Road Safety – County Councillor Ron Woollam (CON)

### **SHQ RELOCATION MEMBER WORKING GROUP TERMS OF REFERENCE**

As agreed at the CFA meeting held in December 2020 (resolution 114/19 refers) the purpose of the Working Group is for Member engagement in the potential relocation of Service Headquarters to Service Training Centre.

#### **Composition**

The Group comprises a politically balanced working group of 10 Authority Members in total.

Meetings are also attended by the Chair of the Project Management Board (Director of Corporate Services), Head of Property and the Project Manager, plus other officers as required according to the agenda.

The Group meets at bi-monthly (every two-month) intervals.

#### **Items for consideration**

At each meeting the Group will receive a report with the following content:

- General Progress
- Work Done in Last Period
- Tasks for next period
- Updated Programme
- Updated Budget Position
- Risk Review of Red (High) Risks

#### **Key Decisions Delegated to the Group**

- Architect Appointment
- Contractor Appointment

#### **Key Recommendations the Group makes to the Authority**

The Group also meets to “sign off” certain milestones and make recommendations to the Fire Authority. (Dependant upon timing of these relative to the committee cycle this may require ratification via the Authority’s Urgent Business process, as construction projects by their nature are unpredictable and often decisions need to be made quickly and with flexible timescales).

- Completion of Feasibility Study and Establishment of Project Budget (this decision is ratified by full Fire Authority)
  - Information at end of the stage being an agreed Project Brief, Concept Design, Outline Spec, Outline Cost Plan and Programme which we can then

move to the next stage with - in our case procurement of partner D&B contractor via a Framework

- Presentation of Stage 1 Contractor Design and Budget (including Risk Monies)
  - This is the contractors review of the concept design and outline cost plan to tell us whether or not it is feasible / realistic. They would then develop the concept design and look at the costs in greater detail
- Final Tender Price Plus Contingency and Risk Monies
- Revisions to budget arising from variations as the work proceeds (retrospective)

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### REPRESENTATION ON OUTSIDE BODIES 2021/22

Contact for further information:

Diane Brooks – Principal Member Services Officer - Tel No 01772 866720

#### **Executive Summary**

The Authority is requested to determine its representation on outside bodies for the 2021/22 municipal year.

#### **Recommendation**

The Authority is asked to consider and approve the representatives as set out in the report for 2021/22.

#### **Information**

The Authority usually determines its representation on outside bodies on an annual basis. However, in line with the Coronavirus Act 2020 and subsequent Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 responsibilities were carried forward from the municipal year 2019/20 to 2020/21.

The Authority is now requested to determine its representation on outside bodies for the 2021/22 municipal year.

Detailed below is the membership agreed at the Authority's annual meeting in June 2019: -

| Appointment                                | 2019-2021 Membership  |
|--|---|
| LGA Annual General Assembly                | Fire Commission representative<br>(Chairman is authorised to cast the Authority's vote) |
| LGA Fire Commission                        | Chairman of the Authority<br>Vice-Chairman of the Authority                             |
| Additional political group appointment(s)  | County Councillors David O'Toole and Nikki Hennessy                                     |
| North West Fire and Rescue Forum           | Chairman of the Authority<br>Vice-Chairman of the Authority<br>Leader of the Opposition |
| North West Fire Control Board of Directors | Chairman of the Authority<br>Vice-Chairman of the Authority                             |

## **Proposed representation for 2021/22**

### LGA Annual General Assembly 2021/22

The Authority is requested to appoint the Chairman as its representative to cast the Authority's vote.

### LGA Fire Commission representatives 2021/22

The Authority is requested to appoint the Chairman and Vice-Chairman to be its representatives on the Local Government Association (LGA) Fire Commission.

In addition, the Authority has delegated authority to the Chairman of the Authority (resolution 9/17 refers) to authorise as an 'approved duty' any additional representation(s) to either the LGA Fire Commission or the Fire Services Management Committee.

### North West Fire & Rescue Forum

The Authority is requested to appoint representatives for 2021/22 in accordance with political balance rules as: -

- Chairman of the Authority;
- Vice-Chairman of the Authority;
- Main Opposition Spokesperson.

### Directors of North West Fire Control Company

Political balance rules do not apply in relation to the appointment of Directors.

The Authority is requested to appoint as Directors for 2021/22:-

- Chairman of the Authority;
- Vice-Chairman of the Authority.

## **Business Risk**

None

## **Environmental Impact**

None

## **Equality and Diversity Implications**

None

## **HR Implications**

None

## **Financial Implications**

Payment of relevant Allowances are in accordance with the Combined Fire Authority's Members' Allowance Scheme.

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

| Paper   | Date                         | Contact  |
|---|------------------------------|--|
| CFA minutes   | 19 June 2017<br>17 June 2019 | Diane Brooks<br>Principal Member Services<br>Officer |
| Coronavirus Act 2020, s78 Local Authority meetings  | 25 March 2020                |  |
| The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 | 4 April 2020                 |  |
| Reason for inclusion in Part II, if appropriate: N/A  |                              |  |

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## LANCASHIRE COMBINED FIRE AUTHORITY

Monday, 26 April 2021 at 10.00 am - Virtual Meeting accessible via MS Teams and YouTube (as a live webcast)

### MINUTES

#### PRESENT:

F De Molfetta (Chairman)

#### Councillors

N Hennessy (Vice-Chair)

L Beavers

P Britcliffe

I Brown

S Clarke

J Eaton

S Holgate

D Howarth

J Hugo

A Kay

H Khan

M Khan CBE

Z Khan

T Martin

D O'Toole

M Pattison

P Rigby

A Riggott

J Shedwick

D Smith

G Wilkins

T Williams

#### 132/19 CHAIRMAN'S WELCOME AND INTRODUCTION

The Chairman, CC Frank De Molfetta welcomed Authority Members and members of the press and public to the virtual committee meeting of the Lancashire Combined Fire Authority. He advised that in response to the Covid-19 Pandemic the Government had made regulations that enabled virtual meetings. This meeting was accessible for Committee Members via Microsoft Teams and for members of the press and public via a live webcast on YouTube.

Mr Mark Nolan, Clerk to the Authority conducted a roll call and Authority Members individually confirmed their attendance.

#### 133/19 APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Liz Oades and Councillor Simon Blackburn.

#### 134/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

#### 135/19 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the CFA held on 22 February 2021 be confirmed for signature by the Chairman.

136/19 MINUTES OF MEETING MONDAY, 8 FEBRUARY 2021 OF PLANNING COMMITTEE

RESOLVED: That the proceedings of the Planning Committee held on 8 February 2021 be noted and endorsed.

137/19 MINUTES OF MEETING WEDNESDAY, 17 MARCH 2021 OF PERFORMANCE COMMITTEE

In response to a question raised by County Councillor O'Toole regarding the determination of accidental and deliberate fires in commercial properties, the Deputy Chief Fire Officer advised that the Service had a very strong team of Incident Intelligence Officers (IIOs) who attended incidents where there was a higher number of appliances in attendance or where there were suspicious circumstances. The IIOs were a specialist team, highly trained to national standards who worked jointly with Police Service scenes of crime. The Deputy Chief Fire Officer confirmed that there had been an increase in commercial fires and the Service was working diligently alongside Police colleagues supporting criminal proceedings as evidenced in the Fire Safety report later on the agenda.

In response to a further question from County Councillor O'Toole in relation to deliberate antisocial behaviour fires (in particular, moorland fires which devastated the moorland and killed wildlife) the Deputy Chief Fire Officer advised that the Service worked preventatively with other partner agencies and landowners to limit nuisance and deliberate fires. The Service had a strong communications team that raised awareness locally and nationally to support National Fire Chief Council campaigns.

RESOLVED: That the proceedings of the Performance Committee held on 17 March 2021 be noted and endorsed.

138/19 MINUTES OF MEETING TUESDAY, 23 MARCH 2021 OF AUDIT COMMITTEE

RESOLVED: That the proceedings of the Audit Committee held on 23 March 2021 be noted and endorsed.

139/19 MINUTES OF MEETING WEDNESDAY, 24 MARCH 2021 OF RESOURCES COMMITTEE

RESOLVED: That the proceedings of the Resources Committee held on 24 March 2021 be noted and endorsed.

140/19 URGENT DECISION ARRANGEMENTS AT ELECTION TIME

The Clerk presented the report. He advised that the High Court judgement on a legal challenge to allow the continuation of virtual meetings had not yet been made available and as soon as this was announced he would inform Members.

RESOLVED:- That the Authority authorise the Chief Fire Officer and the Clerk to the Authority to take any urgent decisions upon any matters arising between the date of the County elections and the CFA Annual Meeting, in the event of the Chairman and Vice-Chairman not being re-elected.

## 141/19 FIRE PROTECTION REPORTS

A report was presented that summarised: i) an ongoing fire safety prosecution for Plaza Beach Hotel, Blackpool; ii) Fire protection and business support information which confirmed the inspection activity for high rise premises remained a priority and that tailored advice and support was being provided to businesses which may not have been occupied or operating throughout the recent lockdown in order to ensure responsible persons fully considered fire safety within their reopening processes; and iii) cases of arson incidents were reported where evidence had been provided by Fire Investigators into the Criminal Justice System and court proceedings had progressed to trial and custodial sentences given. The report also included a restorative justice arrangement.

Members thanked officers who worked in this difficult area for providing evidence to the Police which had resulted in these successful prosecutions. County Councillor O'Toole commented that there was a lack of consistency in sentencing and wondered if the National Police Chiefs' Council could make a recommendation to the courts for better consistency.

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

## 142/19 COMMUNITY FIRE SAFETY REPORTS

This report provided an overview of community safety activities and incidents of operational interest across the 14 district authorities during February 2021 – March 2021. The Deputy Chief Fire Officer highlighted the continued work with young people via: i) the Fire Cadet programme which continued to work virtually with over 100 Cadets achieving Skills for Justice qualifications; ii) the Road Sense package which had been adapted for virtual delivery into schools and for pupil's home schooling had now reached over 5,000 pupils; iii) The Service had recently celebrated 20 years delivery of the Prince's Trust programme to over 6,000 young people. He also highlighted that the Service continued to support the response to the covid-19 national pandemic. Staff had assisted in the delivery of over 200,000 vaccinations of which circa 25,000 had now been delivered by our own staff. Operational incidents of note included a terrible incident in Bolton-le-Sands of a roof collapsing where a father and son had sadly lost their lives and serious road traffic collisions where sadly there had been a number of fatalities on Lancashire's roads.

Councillor Williams commented on the high level of assurance provided by external auditors and internal auditors; particularly the internal auditors opinion of substantial assurance on key financial systems and safeguarding. He was proud of the level of support given to the people of Lancashire.

County Councillor Shedwick was really pleased with the collaborative work undertaken between staff internally and with key partners to reduce risk within our communities, as referred to on page 86 of the agenda pack.

County Councillor Kay praised the work of the Prince's Trust programme. She also drew Members' attention to a road traffic accident the previous evening on Amounderness Way commenting that she would welcome support from a number of agencies to look at this area in relation to road safety.

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

143/19 MEMBER COMPLAINTS

The Monitoring Officer confirmed that there had been no complaints since the last meeting. County Councillor Wilkins gave credit to the Fire Authority for Member transparency in relation to complaints.

RESOLVED: - That the current position be noted.

144/19 DATE OF NEXT MEETING

The next meeting of the Authority would be held on Monday 28 June 2021 at 10:00am – venue to be agreed.

As the forthcoming local elections included Lancashire County Councillors, the Chairman, Leader of the Opposition and County Councillor George Wilkins (who confirmed his retirement from local politics) separately took the opportunity to thank all Members, Officers and support staff for their contribution to the work of the Authority.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### PROGRAMME OF MEETINGS FOR 2021/22 & 2022/23

Contact for further information:

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

#### Executive Summary

A programme of meetings for the Combined Fire Authority (CFA) for 2021/22 and 2022/23.

#### Recommendation

The Authority is asked to agree the programme of meetings for 2022/23 as set out in the report now presented.

#### Information

At the meeting of the Combined Fire Authority held on 14 September 2020, the CFA agreed a programme of Meetings for 2020/21 and 2021/22. It is now necessary to agree a programme of dates for 2022/23.

In considering suitable dates, the following points have been taken into consideration: -

- i. A preference previously expressed that meetings of the CFA be held on Mondays commencing at 1000 hours at the Training Centre, Euxton.
- ii. Standing Order No 2.2 of the CFA which states that the Authority must hold an Annual Meeting between 1<sup>st</sup> April and the 30<sup>th</sup> June each year.
- iii. Standing Order 2.3a of the CFA, which states that a programme of meetings for the Authority should be determined annually by the Authority and additional meetings of the Authority held as determined by the Authority or at the discretion of the Chairman.
- iv. Approval to undertake consultation on the budget was delegated to the Chairman in consultation with the Treasurer and Chief Fire Officer (resolution 10/18 refers) enabling one budget meeting to be held in February, at which Members will consider and agree a final budget and the resultant council tax implications.

For information, the following dates have previously been agreed for 2021/22: -

#### 2021/22

26 April 2021

28 June 2021 (Annual Meeting of the CFA)

13 September 2021

13 December 2021

21 February 2022 (Budget Meeting)

Proposed dates for 2022/23 are: -

25 April 2022

27 June 2022 (Annual Meeting of the CFA)

19 September 2022

19 December 2022

27 February 2023 (Budget Meeting)

**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<br>CFA Constitutional<br>Standing Orders   | Date<br>22 February 2021 | Contact<br>Diane Brooks<br>Principal Member Services Officer |
| CFA Minutes                                      | 14 September 2020        |  |
| Reason for inclusion in Part II, if appropriate: |                          | N/A  |

## LANCASHIRE COMBINED FIRE AUTHORITY

### MEMBER TRAINING & DEVELOPMENT WORKING GROUP

Notes of Virtual Meeting accessible via MS Teams, on Thursday, 29 April 2021.

#### PRESENT:

##### Councillors

D Smith (Chairman)  
I Brown (Vice-Chair)  
A Kay  
Z Khan  
T Williams

##### Officers

B Warren, Director of People and Development (LFRS)  
D Brooks, Principal Member Services Officer (LFRS)

#### APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Holgate.

#### NOTES OF PREVIOUS MEETING

The notes of the previous meeting held 4 November 2020 were confirmed as a correct record for signature by the Chairman.

#### REVIEW OF MEMBER TRAINING AND DEVELOPMENT STRATEGY

The Authority has had a Member Training and Development Strategy in place since 2006 which had been reviewed regularly.

Members reviewed and approved the revised Strategy as presented, which included minor revisions to the CFA Member Role Description and the Member Champion Role Descriptions in line with the Authority's review of its governance and operational policies at its meeting held 22 February 2021 (resolution 126/19 refers). In reviewing the Strategy, Members discussed the benefits of the Member Champion roles and recognised the positive role of the Member Training and Development Group in Member engagement.

It was acknowledged that Members were more comfortable now with the technology used to access virtual Committee meetings and it was noted there would be changes in light of the Government directive to return to 'in-person' meetings after local elections.

#### MEMBER TRAINING & DEVELOPMENT - UPDATE REPORT

The Director of People and Development presented the report which detailed the various means available for elected Members of the Combined Fire Authority to access training and development opportunities.

##### Personal Development Plans

In light of the Covid-19 restrictions, Personal Development Plans (PDPs) had been conducted electronically. One new Councillor had joined the Authority since the last meeting and they had undertaken their initial PDP and induction discussions. All other CFA Members had a PDP in place and of these 18, (75%) had an action plan for 2020/21.

#### e-Learning

Members were encouraged through the Member Information Bulletin to view North West Employers Organisation and the Local Government Association websites to access training opportunities where these were available online.

#### Members' Handbook

The handbook for the municipal year 2021/22 would be produced following the local elections and any subsequent changes to the Authority's Membership.

#### Member Information Bulletin

The Bulletin was considered by Officers as the key document for keeping Members updated and this was valued by Members as very informative. It set out upcoming Fire Authority meeting dates, Member Training and Development opportunities together with news and events.

Members considered the format and content of the Member Information Bulletin. It was agreed that more information on upcoming campaigns be provided for Members to actively support the promotion of relevant fire safety information and advice to their constituents, ideally via links suitable for social media both in the Bulletin and via email as appropriate. Members also agreed the current format for emailing the bulletin should continue.

#### Co-ordination of Training

Democratic Services continued to contact home authorities where relevant to co-ordinate member training and development opportunities and avoid duplication.

### MONITORING, REVIEW & EVALUATION OF ACTIVITIES

This report provided an update on Member Training and Development activities since the previous meeting. The report showed opportunities and outcomes of activity which had been curtailed due to the pandemic with visits to local stations, involvement at local open days and other leadership events not able to take place.

Virtual events attended were:

#### The LGA Annual Fire Conference

All Members were invited to attend this year's Fire Conference which included 4 webinars and 2 interactive meetings held across 4 days in March 2021. In line with usual practice an evaluation of the event took place and feedback received was positive. It showed that the aims and objectives were explained and covered in each activity; which included a lot of new information. The training was felt to be highly relevant to the role of Members on the CFA. The Trainers were motivated, enthusiastic, had a good knowledge of the subjects and were responsive to people's different levels of knowledge.

#### Pension's Training

The last meeting of the Working Group agreed that Authority Members receive Pensions training. This training was delivered to all Members in December 2020 by the LGA Senior Pension Adviser. An evaluation was undertaken and feedback showed there was general agreement that the aims and objectives were covered and included a lot of new information.



The training was deemed relevant with the trainer motivated, enthusiastic, having a good knowledge of the subject and very responsive to people's different levels of knowledge including responding to questions raised after the event.

#### FUTURE MEETING DATES

The next meeting of the Working Group would be held on 4 November 2021. A further meeting date was agreed for 28 April 2022. Details of the venues would be confirmed.

On behalf of the Working Group the Chairman thanked the officers present for their support to Member Training and Development, particularly the Principal Member Services Officer for her tireless efforts.

B WARREN  
Director of People and Development

LFRS HQ  
Fulwood

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## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### REPORTS FROM MEMBERS ON OUTSIDE BODIES

Contact for further information:

Mark Nolan, Clerk and Monitoring Officer - Telephone 01772 86720

#### **Executive Summary**

The Chairman has agreed that as appropriate, Members who sit on outside bodies provide a report to the full Authority to feedback on key topics discussed in other forums such as Local Government Association meetings.

#### **Recommendation**

Members are asked to note and endorse the report.

Equality, Diversity & Inclusion is a standard agenda item of the Combined Fire Authority in order for learning to be shared with all authority members.

#### **Information**

County Councillor Nikki Hennessy has attended the following Local Government Association meetings, is privy to confidential conversations and would like to draw Members' attention to the following:

#### **Fire Services Management Committee; Friday, 11th December, 2020**

#### **Key points raised**

##### Covid-19 - lessons learned

Phil Garrigan, CFO Merseyside Fire & Rescue Service, introduced the report.

July 2020 the National Fire Chief's Council (NFCC) COVID-19 Committee had commissioned independent research to establish how Fire and Rescue Services (FRS's) had responded to the pandemic between March and September 2020 to draw out key learning points. The research had involved interviews with 47 Chief Fire Officers, 3 trade unions, the LGA, NFCC, Home Office and the Association of Ambulance Chief Executives (AACE.)

The themes that had emerged from the research and detailed in the report. These were: Planning & the Local Resilience Forum, Leadership, Operations,

Fire Protection, Fire Prevention, Working from home, Communications, Data, Role of the NFCC and the Tripartite Agreement.

The key learning points and recommendations from the research;

- The relationship FRS's have with their Local Resilience Forums.
- Arrangements for coordinating a national response to a future nationally significant event.
- The report's recommendations would be included in the refresh of the Fit for the Future visioning document.

Comments;

- Pride was expressed in the manner in which the fire sector stepped up during the pandemic and delivered support for the relief effort. It hadn't been a straightforward process but lots of aspects of it had worked well.

### **Equality and Diversity in the Fire & Rescue Sector**

Fiona Twycross, Fire Service Management Committee's (FSMC) Equality & Diversity Champion, introduced the report.

Ms Twycross explained that improving equality and diversity was a key focus for the LGA's Fire Vision 2024 which set ambitious targets, including that 30% of new firefighter recruits should be female and that FRS staff should reflect the ethnic diversity of the communities they served. It was also important that this diversity was reflected at senior levels. Ms Twycross added that the first cycle of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspections of FRS's during 2019/20 had highlighted that significant issues remained around diversity and inclusion in the sector.

Ms Twycross reminded members that in late 2019, the LGA established the Fire Diversity and Inclusion Champions Network to bring together FRA members with responsibility for diversity and inclusion to try and address some of HMICFRS's criticisms.

Cllr Knox added that it was important for all FRA Chairs to get EDI on their meeting agendas on a regular basis in order for learning to be shared with all authority members.

Comments:

- There was strong support for the LGA's work on EDI and the targets in Fire Vision 2024.
- Achievability for FRS's in more rural areas was queried.

- It was important to share best practice so all FRS's could get up to this standard.
- Neurodiversity - a session on neurodiversity at a future meeting of the Champions Network.

### **LGA Fire Conference 2021**

The decision had been taken to hold this year's conference as an online event due to the ongoing Covid restrictions. It would take place between 1-4 March with 4 plenary sessions held as webinars during the mornings and interactive sessions in the afternoons. Options were being explored for holding exhibitions on digital platforms. The sessions would be free of charge for LGA members with non-members being charged £99 per session.

### **Building Safety Bill**

Charles Loft, Senior Adviser  
Peter Baker, Director of Building Safety & Construction at the Health & Safety Executive (HSE)

The Building Safety Bill, which will introduce a stringent new regime for higher risk buildings, would be starting its legislative journey through Parliament early in 2021. A key part of the Bill is the establishment of a new Building Safety Regulator (BSR) in the HSE.

Mr Baker explained the journey that had led to the creation of a new BSR from the Grenfell Tower tragedy and subsequent Inquiry to the Hackitt review and the Building Safety Bill. The Housing, Communities & Local Government Select Committee had recently published its pre-legislative scrutiny report on the draft Bill and MHCLG was currently considering the recommendations.

Comments:

- The new legislation was considered pivotal to strengthening regulation and preventing any more disastrous fires such as at Grenfell Tower. The ongoing Inquiry was showing that the current system was completely inadequate.
- FRAs will need to assess what the resource implications would be for them from the new regime. This will need to tie in with the LGA/NFCC work around the Spending Review.
- The expectations on FRS's around enforcement will increase significantly under the new regime. This behaviour change will be challenging for services that have traditionally taken a risk-averse approach, and training will therefore be crucial.

## **Workforce update**

A policy decision by HM Treasury on its preferred choice for the age discrimination remedy was expected in early to mid-January 2021. The LGA had been part of the Treasury discussion groups and had made its preferences clear. A stakeholder group of FRA scheme manager representatives was being set up in order to have oversight of the implementation plans and progress of the remedy. There was a request for an FSMC member to sit on the group, which would also include representation from NFCC and senior fire officer leads in HR and Finance.

The Tripartite Agreement was reported that for a number of reasons it had not been possible to renew the agreement on 19 November 2020. Instead, a new agreement in relation to Covid-19 support work had been reached within the NJC, building on the Tripartite Agreement. This would be an interim, 1 month agreement (to expire on 11 January 2021) to allow time for an alternative approach to isolation to be identified in respect of some of the additional work activities.

The NJC had also issued a statement of intent around providing support for vaccination rollout.

Comments:

- Cllr Nick Chard volunteered to represent FSMC on the new stakeholder pensions group, to which members agreed
- In relation to the Tripartite Agreement, members felt it was important that the prime focus should be on what the sector could do to help local communities through the pandemic.

## **National Fire Chiefs Council Update**

Nick Collins, NFCC, introduced the update.

Mr Collins highlighted the importance of LGA engagement in the NFCC's work and agreed to speak to the Chair, Cllr Chard and Cllr Healey about the future of the RDS (On-Call) Steering Group.

Mr Collins reported that the Fit for the Future consultation had now concluded, and conversations were taking place with the National Employers and the LGA about the next steps.

## **Fire Standards Board Update**

Cllr Nick Chard and Nick Collins, NFCC, introduced the update.

Cllr Chard reported that feedback from the consultation on the Core Code of Ethics Standard was being considered by the Board. The LGA and NFCC consultation on the Core Code itself had been run at the same time. It was now expected that the Standard would be approved in March 2021 following finalisation of the Core Code.

On the Leadership standard, Cllr Chard said that he had raised the issue of political awareness of officers moving into senior management roles and how this could be improved.

Mr Collins said that the developing standards would be a useful tool for FRAs to use for improvement work within their services.

## **Fire Commission Friday 26 March 2021 2.00 pm**

Minister for Building Safety & Communities, Lord Greenhalgh attended.

Minister was keen to listen to all issues raised about the PCC involvement of Fire Authorities.

## **Fire Service Management Committee Friday 25<sup>th</sup> May 11am**

This meeting was attended by Cllr. Jane Hugo as substitute member.

### **Building safety**

Information and discussion about the Providence Wharf fire.

Andy Roe explained that the fire authority need more powers to prevent these situations from happening. He also said more emphasis was needed by government on the housing of vulnerable people as in the case of Grenfell 78% of the residents didn't have English as their first language.

Comments:

The question of planning enforcement and building control  
How effective are we at ensuring buildings are implementing the safety measures?

## **Equality, diversity and inclusion**

A presentation - The slides featured “what good looks like” and members urged to send examples of good practice to [Rachael.aldridge@local.gov.uk](mailto:Rachael.aldridge@local.gov.uk)

## **Member induction**

There will be white paper workshops in July and two more on-line for the Fire Leadership Essentials.

## **Mobile communications**

70% of the work is done, the hardest 30% that is yet to do.

## **Workforce report**

Core code of ethics was completed and a recent public launch.  
A useful new website has been launched for fire employees to check their pensions.

## **NFCC update**

Justin Johnston is a new vice chair along with Phil Garrigan from Merseyside.

## **Fire Standards progress report**

Check local approach is aligned to the Core Code.

## **FSMC update**

No exact date for the White paper. Should be summer with 12 weeks for consultation.

## **Financial Implications**

None

## **Sustainability or Environmental Impact**

None

## **Equality and Diversity Implications**

None



**Human Resource Implications**

None

**Business Risk Implications**

None

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

**List of Background Papers**

| Paper  | Date | Contact |
|--|------|---------|
| None   |      |         |
| Reason for inclusion in Part II, if appropriate: |      |         |

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## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### RE-APPOINTMENT OF INDEPENDENT PERSON

Contact for further information:-

Mark Nolan – Clerk to the Authority / Monitoring Officer - Tel No 01772 866720

#### **Executive Summary**

To consider the re-appointment of Mrs Hilary Banks as the Authority's Independent Person, for a shorter period of tenure to allow the Authority to undertake recruitment for a replacement.

#### **Recommendation**

That the Authority re-appoints Mrs Hilary Banks as the Authority's Independent Person as required by the Localism Act 2011 for a further period from 28 June until the Authority's meeting in February 2022, at which point Mrs Banks will have been closely associated with and a dedicated source of guidance for the Fire Authority for 20 years. This would allow the Authority to make arrangements for a replacement to take office after that date.

#### **Information**

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

At its meeting held June 2019 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 2021 with an option to continue to hold office after that date if the Authority so wished and Mrs Banks was prepared to do so.

Mrs Banks has been a much appreciated source of Independent and wise counsel, during unprecedented times and her wealth of experience and steady approach has been welcome by the Authority.

Members are asked to consider the re-appointment of Mrs Hilary Banks as the Authority's Independent Person, as required by the Localism Act 2011 for a further period until February 2022, continuing in that role until the meeting of the Authority in February 2022, at which point the Authority should be in a position to appoint a replacement, having undertaken the appropriate recruitment exercise.

#### **Business Risk**

The Authority is at risk of not complying with statutory requirements if it does not consider the recommendations set out in this report. The responsibility for the proper conduct of its Members rests with the CFA and is one which if not given sufficient

attention has the potential to adversely affect its reputation should there be an incident of Member misconduct which is not dealt with in accordance with the public's expectations.

**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                      |
|--|---------------|------------------------------|
| Localism Act 2011                                    | November 2011 | Clerk and Monitoring Officer |
| CFA Minutes  | 17 June 2013  | Clerk and Monitoring Officer |
| CFA Minutes  | 22 June 2015  | Clerk and Monitoring Officer |
| CFA Minutes  | 19 June 2017  | Clerk and Monitoring Officer |
| CFA Minutes  | 17 June 2019  | Clerk and Monitoring Officer |
| Reason for inclusion in Part II, if appropriate: N/A |               |                              |

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28 June 2021

### UNWANTED FIRE SIGNAL POLICY (UWFS) – PROPOSALS FOR CHANGE (Appendix 1 refers)

Contact for further information:

Deputy Chief Fire Officer Steve Healey - Telephone 01772 866801

#### **Executive Summary**

This paper and accompanying presentation (attached as appendix 1) provide an overview of the current policy relating to fire engine attendance at False Alarms caused by Automatic Fire Alarm (AFA) actuations and the high proportion of these which are subsequently categorised as Unwanted Fire Signals (UWFS). The March 2021 Performance Committee meeting considered the implications of the current policy and the resultant performance, endorsing two options for change which are now presented for full Fire Authority consideration.

False alarm mobilisations consistently account for approximately 50% of all Lancashire Fire & Rescue Services' (LFRS) attendances compared to 42% nationally. This disparity was noted by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in their last inspection, observing that "*LFRS is attending more false alarms than necessary and that call challenging protocols employed by LFRS are out of step with the other Fire and Rescue Services using North West Fire Control (NWFC)*". It is reasonable to expect further scrutiny in this area during the next round of HMICFRS inspections later in 2021.

UWFS mobilisations present many risks and challenges: diverting essential resources from emergencies, increasing road risk, disrupting operational training and impacting upon the delivery of community and business safety activities. Furthermore, there are environmental, financial, and broader effectiveness implications of the current approach.

This paper provides the Fire Authority with two options for change, framed around non-attendance to non-sleeping risk premises and the development of a new policy relating specifically to domestic false alarms (which are growing at pace due to increased use of Telecare in Social Care provision for the most vulnerable). A third option, 'charging for attendance at UWFS', was considered by Performance Committee but discounted as ineffective due to the disproportionate financial impact on other Public Sector organisations and the failure of the policy to address the underlying need to reduce unnecessary mobilisations.

The proposals would bring LFRS into greater alignment with other NW services and with sector direction of travel.

#### **Recommendation**

The Authority is asked to:

i) consider and endorse for public consultation a recommendation made by the Performance Committee at its meeting held 17 March 2021 (45/19 refers) to remove

attendance to Automatic Fire Alarms at Non-Sleeping premises staged over 2 years; to be introduced during the day in year 1 and during the night from year 2;

ii) consider and endorse for public consultation the development of a new policy relating specifically to domestic false alarms.

## Information

In place since April 2016, the current AFA policy defines:

- The impact and risks associated with Unwanted Fire Signals;
- What constitutes an Unwanted Fire Signal;
- The role of Alarm Receiving Centres (ARCs);
- The call handling role within NW Fire Control;
- The information and data gathering role of Operational Crews; (to correctly categorise the incident and populate the Incident Recording System);
- The policy position on LFRS staff not resetting Fire Alarms;
- Trigger points for Fire Protection staff intervention;
- A proportionate enforcement route which starts with the provision of business support & escalates to formal enforcement action to resolve unsatisfactory premises.

LFRS continues to attend higher volumes of AFAs than many other fire and rescue services, as noted by HMICFRS during their first inspection. False alarm mobilisations consistently account for approximately 50% of all LFRS attendances compared to 42% nationally<sup>1</sup>. In 2020, LFRS attended 5824 AFA's (out of 8397 False Alarm Incidents) of these; 30% were in sleeping risk premises and 70% in non-sleeping risk.

In addition to the national disparity, LFRS is also out of step with other services operating from North West Fire Control, all of whom have taken a risk-based approach to reduce mobilisations to AFA's, typically framed around building types and/or time of day or night.

LFRS' current approach poses several challenges to the Service in that it:

- Diverts essential resources from actual emergencies;
- Creates risk to crew and public whilst responding [to false alarms];
- Disrupts Community and Business Safety activities;
- Creates disruption for businesses employing On-Call firefighters;
- Reduces operational training time and impacts upon planned exercises;
- Creates environmental impact;
- Constitutes a draw upon public finances;
- Causes call handling delays in NWFC impacting wider performance levels.

The National Fire Chiefs Council (NFCC) publishes guidance to assist fire and rescue services in reducing the risks created by Unwanted Fire Signals citing options such as:

- Undertaking call challenge in Control rooms (NWFC do this);
- Ensuring Fire Alarm Monitoring Organisations undertake call-back (NWFC do this);

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<sup>1</sup> [Fire and rescue incident statistics: England, year ending December 2020 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921117/fire-and-rescue-incident-statistics-england-year-ending-december-2020.pdf)

- Sending reduced or no attendance under risk based and defined conditions (LFRS partially does this).

NFCC also endorses:

- Setting reasonable expectations for UWFS (LFRS applies these);
- Providing Business Advice to continually nudge compliance (LFRS does this);
- Using Fire Safety Enforcement to secure compliance (LFRS does this);
- Exercising capability to Raise Charges (LFRS does not do this).

The current approach to management of AFA's combines business safety advice and legal enforcement measures (under the Regulatory Reform (Fire Safety) Order 2005). Business Safety Advisors deliver engagement / education and deal with poor AFA performance using a series of triggers to help premises owners and operators to comply.

Where business safety advice is not followed the case is escalated and a full Fire Safety Audit is undertaken and Fire Safety Order legal powers used (Enforcement Notices issued to secure compliance, if for example, the Fire Alarm is deemed not suitable). To withstand legal scrutiny and appeals, LFRS Inspectors have to demonstrate the fire alarm system generating the AFA is poorly installed, defective or poorly managed against criteria in British Standard, BS5839:1.

These reactive approaches to supporting premises owners to comply will continue. However, pro-active improvement options exist which could fundamentally reduce fire appliance mobilisations, thereby reducing service wide impacts, providing increased operational efficiency and better value for money.

Building on information presented to Performance Committee, work has been undertaken to explore policies utilised by other services within the region and beyond, to examine the differing approaches, benefits, and risks, in order to shape LFRS proposals. The two options presented are those which are likely to derive maximum service benefit, optimising performance whilst encompassing an incremental and risk-based approach.

### **Remove attendance to AFAs at non-sleeping premises.**

#### Performance Benefits

This option would immediately realise c.40% reduction in attendances to AFA's;  
It aligns LFRS to other FRS in NW Fire Control;  
It improves NWFC call handling process and associated KPI; and  
It improves availability and speed of response to real emergencies.

#### Timeline

Introduction could be staged i.e. during the day in year 1, adding during the night from year 2. Alternatively, full implementation over the 24-hour period could be delivered in one policy change.

#### Resource Implications

Public Consultation (as part of IRMP consultation and media campaign).

## Risks

Failing to attend a fire which is occurring in a non-sleeping risk premises.

The frequency of this is low (see table 1).

The mitigation comes in the form of effective business engagement emphasising the importance of making back-up 999 calls from occupied premises and 'double knock' systems in unoccupied ones. Double knock systems are those which will only autodial if two separate fire detection devices activate (recognised in the fire protection industry as being highly unlikely to happen in false alarm conditions).

Table 1 – AFA incidents in non-sleeping risk premises classified as a fire on arrival by year

|                                  | 2016 | 2017 | 2018 | 2019 | 2020 | Total |
|----------------------------------|------|------|------|------|------|-------|
| Automatic Fire Alarms actuations | 4599 | 4815 | 4608 | 4700 | 4086 | 22808 |
| Number of Primary Fires          | 17   | 14   | 8    | 6    | 3    | 48    |
| % of Primary Fires               | 0.4  | 0.3  | 0.2  | 0.1  | 0.1  | 0.2   |

## **Introduce a Domestic False Alarm Policy**

This would be a very different type of policy as AFA's from domestic dwellings are predominantly generated from Telecare systems incorporating smoke alarms.

Numbers of actuations are increasing year on year and so the policy would focus on close collaboration with Lancashire's Social Care Providers.

## **Proposed Objectives**

To reduce UWFS and simultaneously reduce risk to vulnerable persons who rely on Telecare systems for their safety. Focus would be on poor installations and identifying improvements that reduce UWFS without increasing risk to vulnerable occupier/s.

## **Financial Implications**

Medium – Financial benefits to Service in increased productivity of operational crews through reduced disruption, reduced fuel costs, vehicle wear and road risk liability. Increased availability of Fire Safety Inspectors to inspect high risk premises.

Prior to implementation extensive engagement would be undertaken with commerce and owners of non-sleeping risk premises to inform them of the benefits of the new approach and the changes needed to their fire alarm investigation procedures.

Similarly, extensive engagement would be undertaken with the main Telecare Commissioners (upper tier Authorities) and their contracted providers.

## **Sustainability or Environmental Impact**

Medium – significant reduction in appliance movements across Lancashire representing reduced carbon footprint.



## Equality and Diversity Implications

Low

## Human Resource Implications

Low

## Business Risk Implications

High – should the Service not act to refine the AFA and UWFS policy there is a high probability that our next HMICFRS inspection could see a deterioration in outcome, from ‘good’ to ‘requires improvement’ across both Efficiency and Response areas of inspection.

Low – Failing to attend a fire which is occurring in a non-sleeping risk premises. The frequency of this is low (as detailed in table 1). The mitigation comes in the form of effective business engagement emphasising the importance of back-up 999 calls from occupied premises and ‘double knock’ systems in unoccupied ones. Double knock systems are those which are agreed to fire alarm systems which will autodial only on actuation of two fire detection devices.

The non-attendance policy proposed has been used by all other FRS’ in the NW for several years.

## Local Government (Access to Information) Act 1985

### List of Background Papers

| Paper   | Date          | Contact           |
|---|---------------|-------------------|
| Performance Committee<br>Unwanted Fire Signals (UWFS)<br>Proposals for Change | 17 March 2021 | DCFO Steve Healey |
| Reason for inclusion in Part II, if appropriate:                              |               |                   |

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## Current LFRS Performance & Options for Improvement

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## Automatic Fire Alarm (AFA)

Incidents where the initial call to North West Fire Control is generated by an **Automatic Fire Alarm** system (AFA)

The fire alarm system activates and sends a signal to a Fire Alarm Monitoring Organisation (FAMO) who in turn contact the relevant Fire Control

FAMOs should call the premises back

Occupied premises should make a back up 999 call confirming whether the incident is a false alarm (1 pump still continues to check) or genuine fire (full predetermined attendance sent)



## Unwanted Fire Signals (UWFS)

Attendance by one or more Fire Appliances to a premises where, on arrival, there is found to be **no fire or emergency**

Where the initial call to North West Fire Control was generated by an **Automatic Fire Alarm** system (AFA)

The term **UnWanted Fire Signal** can only applied after arrival



# Impact of UWFS on LFRS & Community

## Unwanted Fire Signals:

- Divert essential resources from emergencies
- Create disruption for businesses employing On-Call FF's
- Create risk to crew and public whilst responding
- Disrupt Community & Business Safety activities
- Disrupt operational training
- Create environmental impact
- Drain public finances
- Cause call handling delays in NWFC (exemption dependent)

NFCC publishes national guidance to assist FRS' in reducing the risks created by Unwanted Fire Signals.

Tactics to reduce risk **at the time of call** include:

- Undertaking **call challenge** in Control rooms (NWFC do this)
- Ensuring Fire Alarm Monitoring Organisations (FAMO's) undertake **call-back** (NWFC do this)
- Sending **reduced or no attendance** under risk based and defined conditions (LFRS partially does this)

NFCC also provides guidance on tactics to **reduce risk by reducing chance of recurrence** by:

- Setting reasonable expectations for UWFS (LFRS applies these)
- Providing **Business Advice** to continually nudge compliance (LFRS does this)
- Using **Fire Safety Enforcement** to secure compliance (LFRS does this)
- Exercising capability to **Raise Charges** (LFRS does not do this)



- Business safety advice is provided to help premises owners and operators to comply
- Where business safety advice is not followed the case is escalated and a full Fire Safety Audit is undertaken
- Fire Safety Order Legal powers are used - Enforcement Notices issued to secure compliance (Fire Alarm not suitable)
- To withstand legal scrutiny (appeal) LFRS has to demonstrate the fire alarm system generating the AFA is poorly installed, defective or poorly managed against criteria in BS5839:1

# False Alarm Incidents Oct – Dec 2020

## FALSE ALARM:

|                             |     |
|-----------------------------|-----|
| Fire alarm due to Apparatus | 62% |
| Good Intent false alarm     | 34% |
| Malicious False Alarm       | 4%  |

## SPECIAL SERVICE:

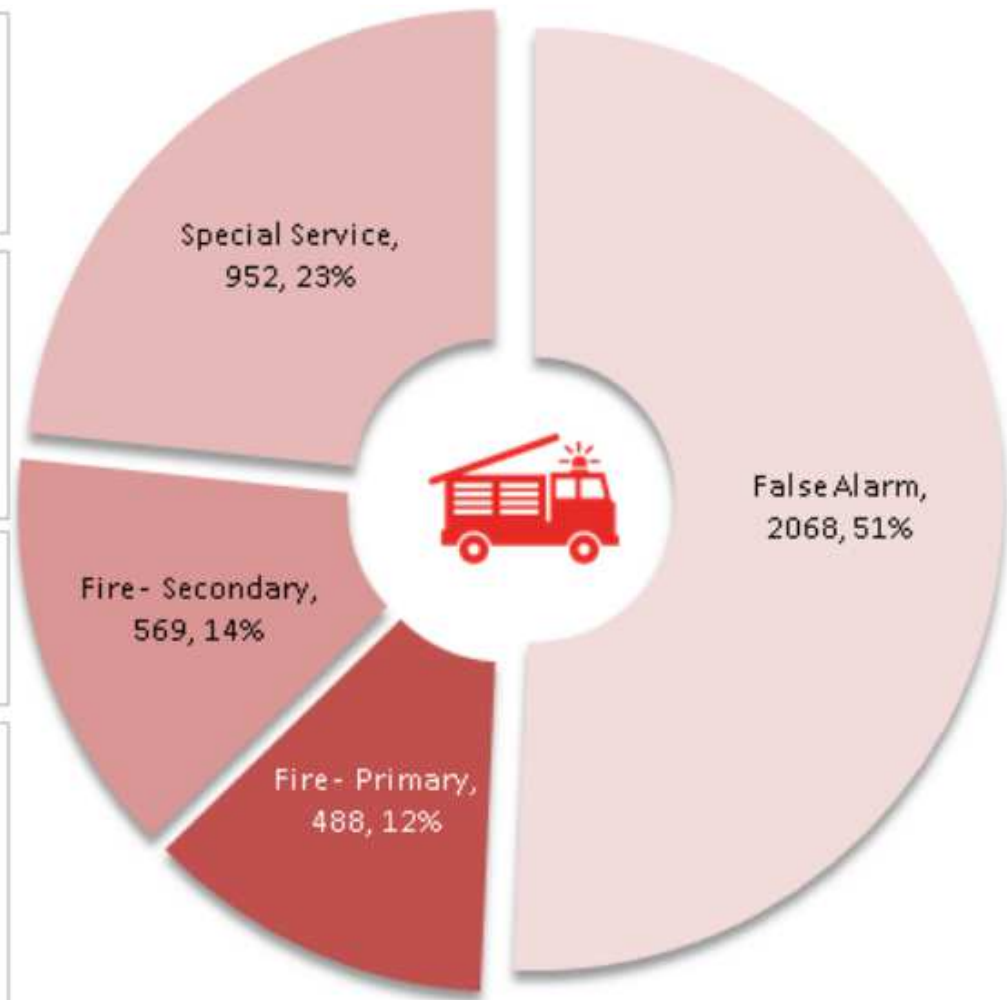
|                                |     |
|--------------------------------|-----|
| Critical Incidents (KPI 2.2.1) | 64% |
| Gaining Entry*                 | 23% |
| RTC*                           | 16% |
| Flooding*                      | 10% |

## FIRE - SECONDARY:

|                               |     |
|-------------------------------|-----|
| Anti-Social Behaviour (1.6.1) | 51% |
| Accidental Fires              | 49% |

## FIRE - PRIMARY:

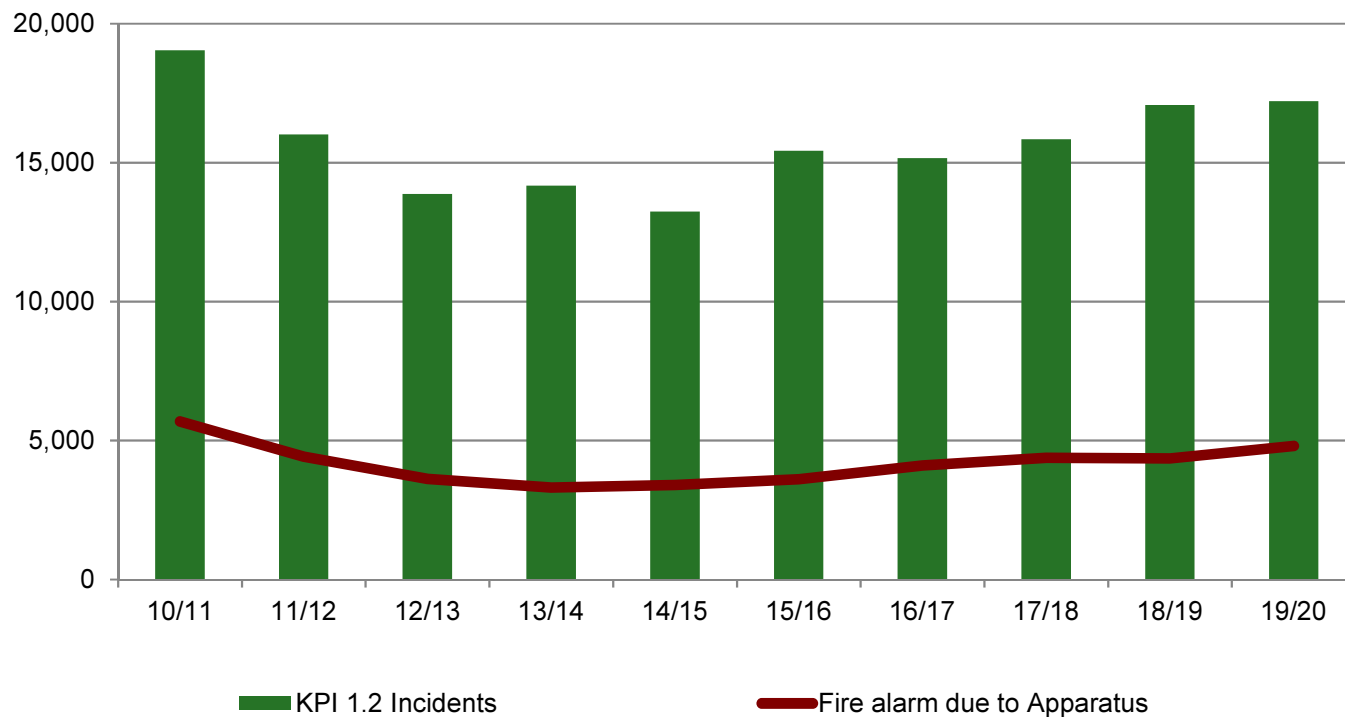
|                                 |     |
|---------------------------------|-----|
| Accidental Dwelling Fires (1.3) | 47% |
| Accidental Building Fires (1.5) | 16% |
| Dwellings (1.6.2)               | 6%  |
| Non Dwellings (1.6.3)           | 6%  |
| Other Primary                   | 25% |



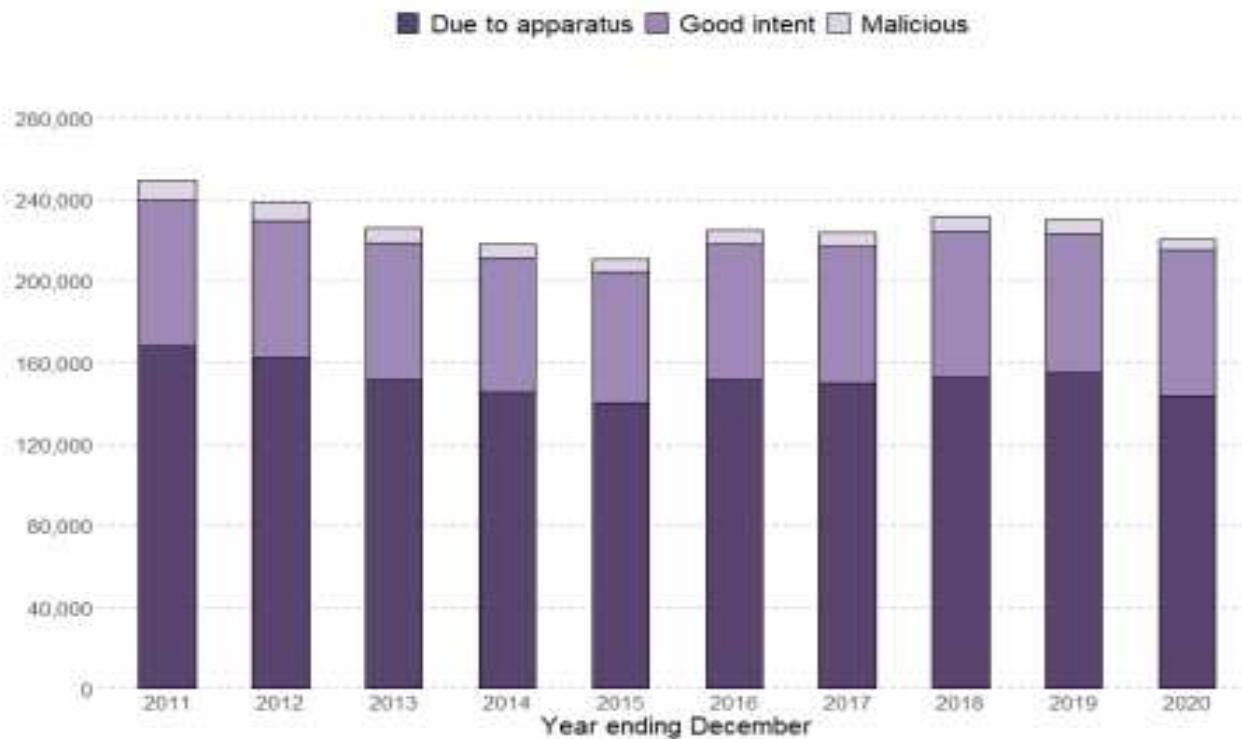


# LFRS UWFS demand as a proportion of overall incident activity over 10 years

Overall Appliance attendance at incidents (KPI 1.2) and proportion of which are 'False alarm due to Apparatus'



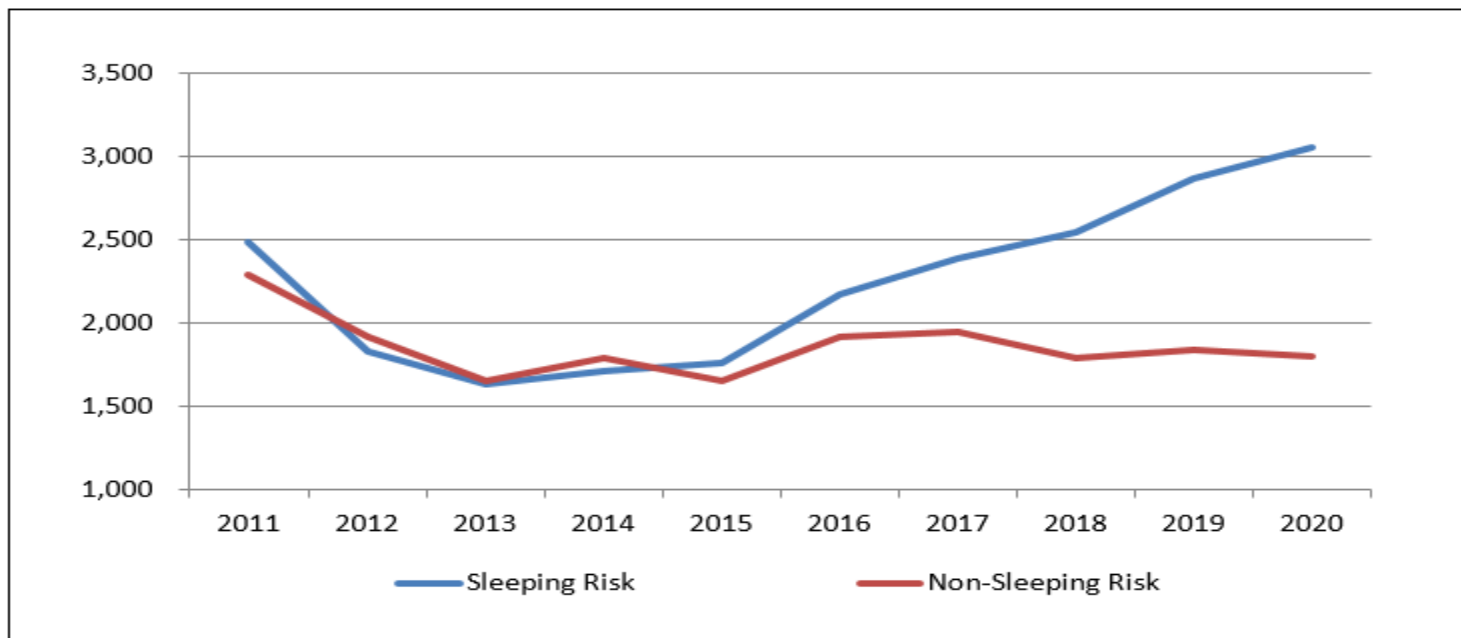
**Figure 3.1: Total fire false alarms by type of false alarm, England; year ending December 2011 to year ending December 2020**



False Alarm due to apparatus (UWFS) performance nationally has remained broadly stable at circa 150k per annum

# Lancashire Performance by premises type

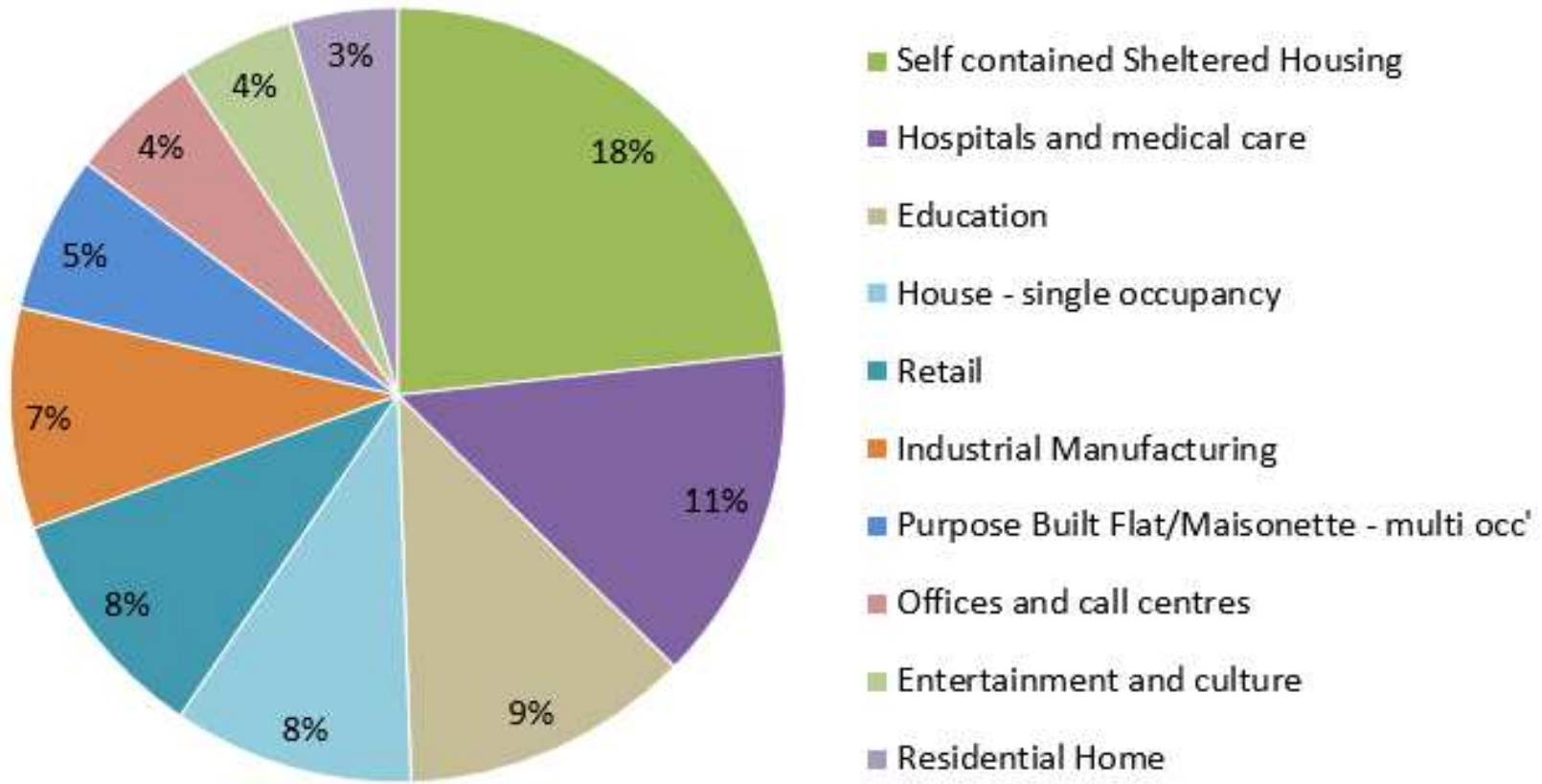
| Year              | 2011  | 2012  | 2013  | 2014  | 2015  | 2016  | 2017  | 2018  | 2019  | 2020  | Total  |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Sleeping Risk     | 2,483 | 1,833 | 1,635 | 1,708 | 1,766 | 2,170 | 2,388 | 2,548 | 2,870 | 3,053 | 22,454 |
|                   | 52%   | 49%   | 50%   | 49%   | 52%   | 53%   | 55%   | 59%   | 61%   | 63%   | 55%    |
| Non-Sleeping Risk | 2,285 | 1,917 | 1,652 | 1,790 | 1,654 | 1,916 | 1,946 | 1,786 | 1,841 | 1,798 | 18,585 |
|                   | 48%   | 51%   | 50%   | 51%   | 48%   | 47%   | 45%   | 41%   | 39%   | 37%   | 45%    |
| Total AFA         | 4,768 | 3,750 | 3,287 | 3,498 | 3,420 | 4,086 | 4,334 | 4,334 | 4,711 | 4,851 | 41,039 |



# Breakdown by occupancy type (10 yrs)

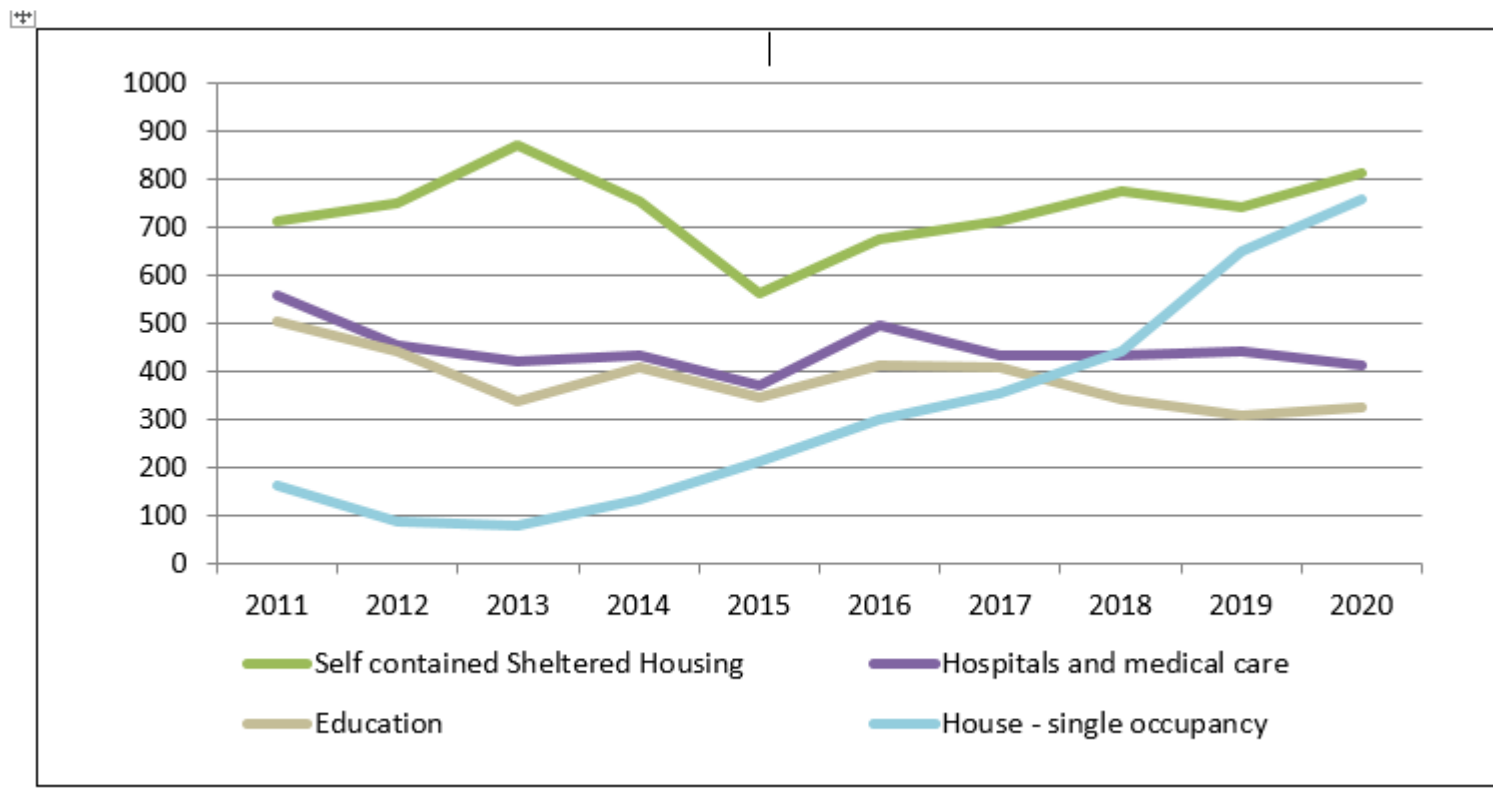
†

Top 10 Property Types Sleeping and Non-Sleeping



# Impact of Domestic Alarms (Telecare)

Top 4 property types (which account for 46% of all UWFS)  
over a 10 year period.



In their first full inspection HMICFRS observed:

*“We found that Lancashire FRS may be attending more false alarm calls than it needs to.*

*It shares the North West Fire Control Centre with other services but does not use the call challenging protocols they use”.*





## IMPROVEMENT OPTION 1: Remove attendance to AFA at non-sleeping premises

### Performance Benefits

- Would immediately realise circa 40% reduction in attendances
- Aligns LFRS to other FRS in NW Fire Control
- Improves NWFC call handling process and associated KPI
- Improves availability & speed of response to real emergencies
- Introduction could be staged i.e. During Day in Y1, Night in Y2

### Resource Implications

- Public Consultation (could be part of IRMP) & Media campaign

# IMPROVEMENT OPTION 1: Remove attendance to AFA at non-sleeping premises

## Risks

Non attendance at a fire in a non-sleeping risk premises

Given the high number of AFAs received the frequency of fires is very low

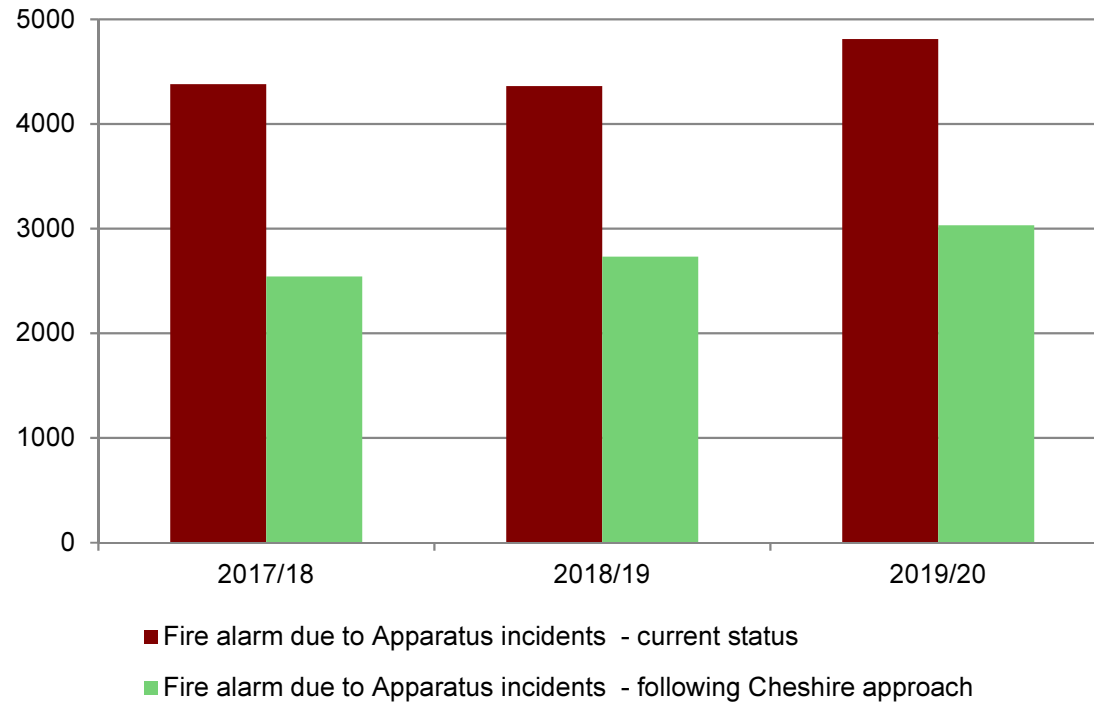
AFA incidents in non-sleeping risk premises classified as a fire on arrival by year

|                                  | 2016 | 2017 | 2018 | 2019 | 2020 | Total |
|----------------------------------|------|------|------|------|------|-------|
| Automatic Fire Alarms actuations | 4599 | 4815 | 4608 | 4700 | 4086 | 22808 |
| Number of Primary Fires          | 17   | 14   | 8    | 6    | 3    | 48    |
| % of Primary Fires               | 0.4  | 0.3  | 0.2  | 0.1  | 0.1  | 0.2   |

Mitigation comes in the form of effective business engagement emphasising the importance of back-up 999 calls from occupied premises and 'double knock' systems in unoccupied ones.

Double knock systems are those which are agreed to fire alarm systems which will autodial only on actuation of two fire detection devices

# Benefit of Alignment to other NWFRS (Cheshire FRS used as the example)



| Year    | Fire alarm due to Apparatus incidents | AFA incidents following Cheshire approach | Difference | % Difference |
|---------|---------------------------------------|---|------------|--------------|
| 2017/18 | 4,379                                 | 2,543                                     | -1,836     | -41.9%       |
| 2018/19 | 4,362                                 | 2,731                                     | -1,631     | -37.4%       |
| 2019/20 | 4,810                                 | 3,032                                     | -1,778     | -37.0%       |
| Total   | 13,551                                | 8,306                                     | -5,245     | -38.7%       |

## IMPROVEMENT OPTION 2: Introduce a Domestic False Alarm Policy



This would be a very different type of policy to other UWFS:

- AFAs from Single Domestic Dwellings & those within Sheltered Housing Schemes are generated from Telecare systems (new installations will increase year on year)
- The Policy would focus on close collaboration with Lancashire's Social Care Commissioners and Providers
- The Objective would be to: Reduce UWFS to LFRS and Risk to vulnerable persons who rely on Telecare for their safety
- Focus on poor installations and improvements that reduce UWFS but don't increase risk to the occupier/s

Questions?

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## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held 28 June 2021

### **ANNUAL SAFETY, HEALTH AND ENVIRONMENT REPORT 2020/21 (Appendix 1 refers)**

Contact for further information: Bob Warren, Director of People and Development  
Tel: 01772 866804

#### **Executive Summary**

Attached in full at Appendix 1 is the Annual Safety, Health and Environment Report for Lancashire Fire & Rescue Service (LFRS) covering the period 1st April 2020 to 31st March 2021.

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

#### **Recommendation**

The Authority is asked to note the report and associated safety, health and environment performance outcomes.

#### **Information**

As the Health and Safety Management System and the Environment Management System continue to be integrated this report is part of that integration process. This report includes performance information for health and safety and the environment.

#### **Business Risk**

Significant - From a legal, economic and moral standpoint, several 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.

#### **Environmental Impact**

Due to the changing climate and types of incidents being attended such as flooding, wildfire and prevention activities this has an impact on utility and energy use. Fuel use this year has started to see a steady decrease again from fleet vehicles. Gas use has increased but still has benefitted from the upgrading of heating systems over the last few years. Electricity remains constant with an ever-increasing demand on battery powered equipment and technology. Since the introduction of PFI stations electricity use increased mainly due to the build specification which utilises air-control systems.

## Equality and Diversity implications

None

## Financial Implications

None

## HR Implications

Significant – The Authority is committed to providing a safe and healthy workforce which is particularly important in the context of emergency service operations, and which requires ongoing and effective health and safety management arrangements.

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

| Paper   | Date                            | Contact  |
|---|---------------------------------|--|
| Annual Health and Safety Report 2009/10<br>LFRS Sustainability Report 2009/10 | 20 <sup>th</sup> September 2010 | Director of People and Development<br>Bob Warren<br>Telephone 01772 866804 |
| Annual Health and Safety Report 2010/11<br>LFRS Sustainability Report 2010/11 | 20 <sup>th</sup> June 2011      |  |
| Annual Health and Safety Report 2011/12<br>LFRS Sustainability Report 2011/12 | 18 <sup>th</sup> June 2012      |  |
| Safety, Health and Environment Annual Review Report 2012/13                   | 17 <sup>th</sup> June 2013      |  |
| Safety, Health and Environment Annual Review Report 2013/14                   | 23 <sup>rd</sup> June 2014      |  |
| Safety, Health and Environment Annual Review Report 2014/15                   | 22 <sup>nd</sup> June 2015      |  |
| Safety, Health and Environment Annual Review Report 2015/16                   | 20 <sup>th</sup> June 2016      |  |
| Safety, Health and Environment Annual Review Report 2016/17                   | 19 <sup>th</sup> June 2017      |  |



|   |                                 |  |
|---|---------------------------------|--|
| Safety, Health and Environment Annual Review Report 2017/18 | 18 <sup>th</sup> June 2018      |  |
| Annual Safety, Health and Environment Report 2018/19        | 17 <sup>th</sup> June 2019      |  |
| Annual Safety, Health and Environment Report 2019/20        | 14 <sup>th</sup> September 2020 |  |
| Reason for inclusion in Part II, if appropriate:            |                                 |  |

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Lancashire Fire  
and Rescue Service

# Annual Safety, Health and Environment Report 2020-2021

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making Lancashire safer

## Introduction

This report summarises the arrangements in place to deliver the Service's Safety, Health and Environment Policy and provides a summary of safety, health and environment performance data.

It includes the reporting on occupational safety, health and environmental issues that have arisen during the period 1st April 2020 to 31st March 2021.

## Lancashire Fire and Rescue Service (LFRS) Safety, Health and Environment Management Arrangements

Lancashire Combined Fire Authority (CFA) has overall responsibility for the effective governance of health, safety and environment. The Fire Authority is responsible for agreeing the safety, health and environment policy and for ensuring adequate resources is available for safety, health and environment purposes. The Authority will provide a clear direction for the Executive Board and Senior Management Team to establish policies and procedures and manage safety, health and environment performance effectively.

Whilst individual members of staff, supervisors and managers all have responsibility for safety, health and environment, the Safety, Health and Environment (SHE) Department coordinates and oversees the day-to-day management of health and safety activities and at the same time continues to provide competent professional advice.

The Occupational Health and Safety Management System (OHSMS) is based on the Health and Safety Executive model HS (G) 65 – Successful Health and Safety Management and written and implemented to the International Standard for a Health and Safety Management System (HSMS) ISO 45001:2018. The Environment Management System (EMS) is written and implemented to the International Standard ISO 14001:2015.

During 2020/2021 we have continued to enjoy a positive working relationship with the Representative Bodies, particularly the Fire Brigades Union and UNISON. The Service consults formally on a quarterly basis working together to ensure safety, health and environmental concerns are resolved. In response to the COVID-19 pandemic the Representative Bodies have played a key role within the newly formed Health and Safety Subgroup which was established to safeguard the health, safety, and welfare of our staff, in particular ensuring effective arrangements were implemented, and health screening arrangements embedded to manage COVID-19 risks. Safety Representatives play a vital role in achieving a healthier and safer workplace and improving our health and safety culture whilst reducing our impacts on the environment.

## Controlling Risk within LFRS

The varied nature of the Service's work activities and working environments inevitably means that there is a broad range of risks to manage. The level of risk to both employees and service users can be identified from several the Service's performance measures including the:

- total number of accidents reported by employees and non LFRS employees.
- number of safety events reported to the Health and Safety Executive.
- number of near miss events reported.
- number of days lost following an accident at work.
- type of events that are being reported.
- risks being managed effectively through the development and implementation of policies and procedures contained within the Service's HSMS and EMS.
- carbon emissions from LFRS premises and activities; and
- fitness assessments for operational staff.

The HSMS and EMS and associated policies and procedures are designed to promote safe systems of work and minimise the risk of injury to employees and visitors and reduce the impact to the environment. The SHE Department develops bespoke and proportionate procedures for LFRS, minimising 'red tape' and focusing on controlling real risks in the workplace. Managers, through devolved safety, health and environment responsibilities, ensure that recognised safe systems of work are being applied 'as far as is reasonably practicable'.

To ensure that the Service continues to meet its legal obligations in respect of safety, health and environment we ensure that all policies, procedures, instructions and guidance are regularly reviewed and updated. SHE training is refreshed every three years together with any specific training required by role.

Safety, health and environment performance is reviewed on a regular basis, through high level scrutiny via the CFA Performance Committee and at Director Level through the LFRS Health, Safety & Environment Advisory Group (HSEAG) chaired by the Director of People and Development and Health and Safety Consultation Committee chaired by the Deputy Chief Fire Officer.



## External Audit of the Health and Safety and Environment Management Systems

Since initial certification in November 2011, surveillance visits have been conducted annually and re-certification every three years to maintain external certification for our HSMS and EMS. In April 2021, the auditor from British Assessment Bureau carried out a virtual audit against the international standards for health and safety ISO 45001:2018 and environment ISO 14001:2015.

The scope for both standards was '**The Provision of Fire, Rescue and Supporting Services across Lancashire**'. This included all operational activity with virtual visits to five fire stations operating different duty systems together with several supporting departments including Safety, Health and Environment, Fleet and Engineering Services, Procurement, Training and Operational Response, Human Resources and Property. Continued certification has been granted for ISO 45001:2018 and ISO14001:2015. LFRS received no non-conformances and five opportunities for improvement.

During the audit process, the auditor identified several positive aspects, including:

- The Management Systems are well structured and reflect the operational processes through documented procedures.
- Active worker participation with communications founded on mutual trust ensures that the HSMS is effective in its preventive and protective measures.
- The Service has adopted an integrated approach to managing the risk; thereby ensuring safe systems of work for all employees.
- The Recruitment Process is well managed, and this was demonstrated again during this year's audit.
- Successful external communications are achieved through web content, Facebook, Instagram, Twitter, and YouTube accounts.

As part of the audit, where areas for improvement were identified by LFRS staff, these have been developed into an 'improvement action plan' and taken forward through the Service's Health, Safety and Environment Advisory Group.

## Improvement Actions during 2020/21

LFRS ensures continuous improvement is made in both the HSMS and EMS each year. During 2020/21 the key focus has been on managing the risks from COVID-19. Below are some examples of the improvements carried out during 2020/21:

- Developed workplace guidance and information to manage the risks from COVID-19.
- Developed information and guidance to support staff and their families through the pandemic.
- Introduced Lateral Flow Testing arrangements into service to control the risk of COVID-19.
- Developed arrangements for homeworking.
- Reviewed the organisational arrangements for health and safety and environment to meet revised meeting structures.
- Continued to provide improved PPE for attending operational incidents.
- Continued to implement National Operational Guidance into service.
- In partnership with the FBU developing best practice to mitigate the potential risks of contaminants on dirty fire PPE.
- Made improvements and refurbished our fire stations at Hyndburn and South Shore together with upgrading facilities at Service Training Centre and commencing a replacement programme for Drill Towers.
- Reviewed our arrangements for Controlling Substances Hazardous to Health.
- Reviewed our arrangements for the management of Legionella within our buildings.
- Reviewed and monitored our waste management arrangements across several sites to increase recycling.
- Introduced Clinical Governance into LFRS to provide support and assurance to medical interventions as an element of the Service's emergency response arrangements.
- Reviewed and strengthened our assurance monitoring systems for operational activity.
- Ensured that all LFRS staff had access to the correct PPE and hygiene items to mitigate COVID-19 risks when responding to operational incidents and working in the community.
- Developed the latest generation of fire appliances for the Service with an improved crew cab design which minimises the risks from fire contaminants and provides more comfortable seating arrangements.
- Reviewed incident ground welfare provision as part of research and development with the design of an improved incident ground welfare trailer which provides enhanced toilet facilities and a rest area for staff who have been deployed at operational incidents.

## Health and Safety Performance

Active Monitoring is integrated into day-to-day work. This includes an integrated approach to workplace inspections at station and department level for both health and safety and environmental hazards and risks.

In addition to day-to-day monitoring of health and safety by managers, active monitoring features extensively during operational incidents and forms an essential part of the Incident Command System at all levels. Incidents are monitored, debriefed and outcome reviews are carried out to ensure that continuous learning from incidents is achieved.

The Service has implemented a system of robust reactive monitoring as defined in the accident reporting and accident investigation procedures of the HSMS. The SHE department co-ordinates and controls this system, and heads of department and line managers are responsible for implementation.

During 2020/2021 there were:

- **57 accidents** (55 to LFRS staff and 2 to non LFRS staff) each event being investigated and recorded in line with Service Policy.
- **117 near misses** (92 near misses and 25 near miss attacks on staff) that were investigated, and the recommendations were fed back into the service policy, procedure, or risk assessment as appropriate.
- There were **9 RIDDOR** events that were reported to the Health and Safety Executive; 8 resulting from over 7 day's absence and 1 dangerous occurrence related to a Breathing Apparatus failure.



A summary of the total accident and ill-health statistics for 2020/21 are detailed below in Figure 1.

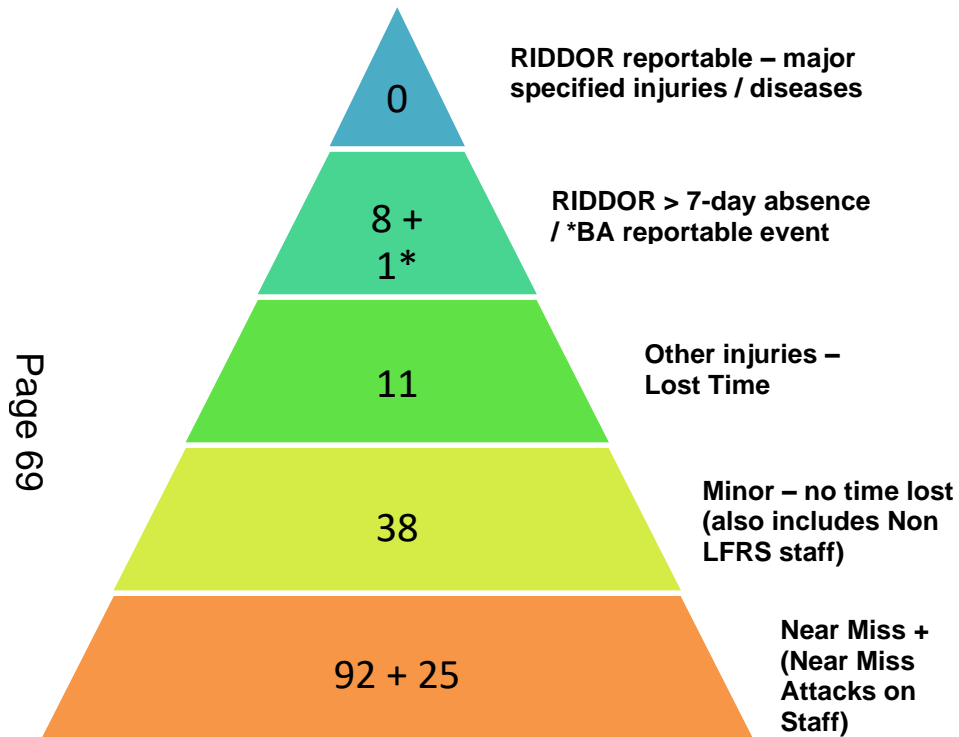


Figure 1 - Hierarchy of safety events

The figures in the following Table 1 relate to working days lost due to work related injury/illness.

The overall trend is downward from absence following work related injury/illness. In 2018/19 one long term absence resulted in 162 days off work which impacted on the performance for that year and in 2020/21 two long term absences impacted the performance.

| Year    | Days Lost |
|---------|-----------|
| 2015/16 | 331       |
| 2016/17 | 205       |
| 2017/18 | 245       |
| 2018/19 | 377       |
| 2019/20 | 264       |
| 2020/21 | 352       |

Table 1 – working days lost to accidents

Figure 2 gives a background position on the safety performance of LFRS since 2016/17:

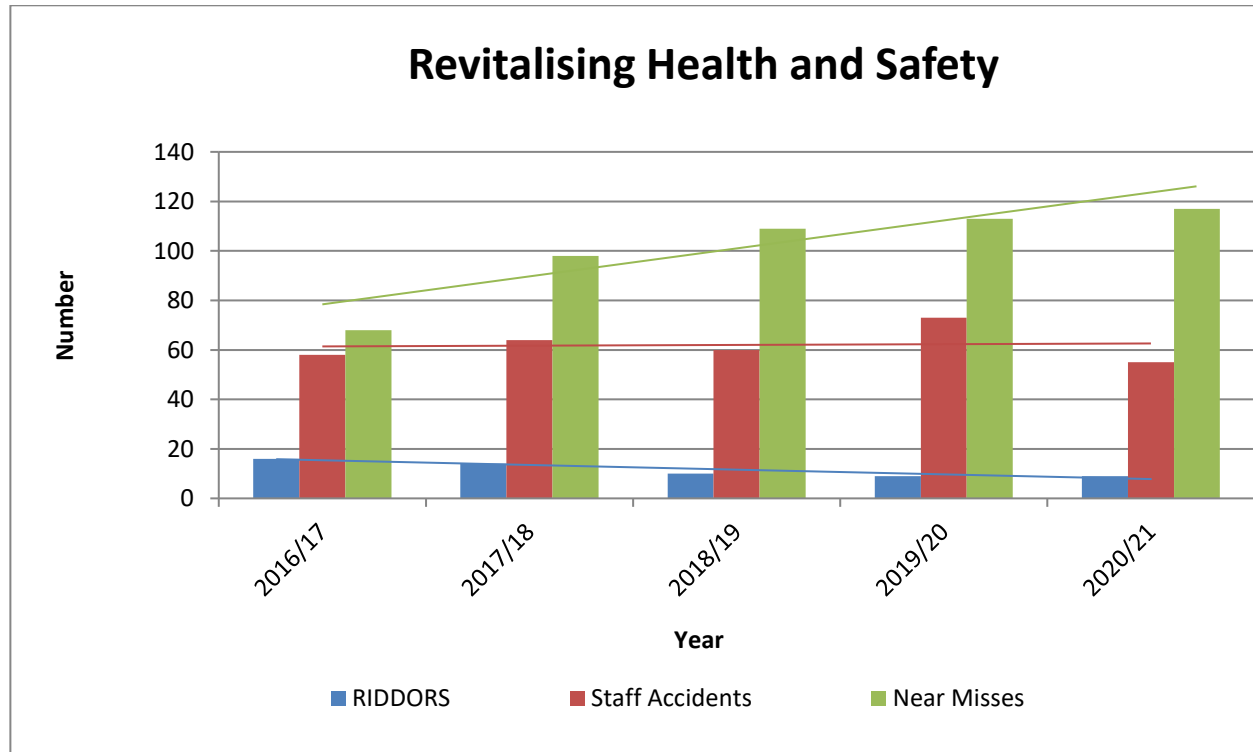


Figure 2 – LFRS Safety Performance 2016/17 to 2020/2021

Table 2 shows the types of accidents that were reported during 2020/21 comparing the last five year's performance with the numbers for each category.

| TYPE OF ACCIDENT                        | LFRS Staff 2020/21 | LFRS Staff 2019/20 | LFRS Staff 2018/19 | LFRS Staff 2017/18 | LFRS staff 2016/17 | Non LFRS staff 2020/21 | Non LFRS staff 2019/20 | Non LFRS staff 2018/19 | Non LFRS staff 2017/18 | Non LFRS staff 2016/17 |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Handling lifting or carrying            | 11                 | 18                 | 7                  | 15                 | 17                 |                        | 1                      | 2                      | 1                      | 4                      |
| Hit by moving, flying or falling object | 4                  | 12                 | 4                  | 7                  | 5                  |                        | 2                      | 2                      | 4                      |                        |
| Slip trip fall                          | 5                  | 12                 | 11                 | 9                  | 12                 |                        | 2                      | 2                      | 1                      | 4                      |
| Hit something fixed or stationary       | 3                  | 4                  | 10                 | 8                  | 6                  |                        | 5                      | 3                      | 6                      | 1                      |
| Other                                   | 10                 | 15                 | 12                 | 7                  | 11                 |                        | 2                      | -                      | 1                      | 4                      |
| Injured by an animal                    |                    | 2                  | 1                  | 3                  |                    |                        |                        | -                      | -                      |                        |
| Fall from Height                        | 1                  | 1                  | 3                  | 4                  |                    |                        | 2                      | -                      | 1                      | 1                      |
| Exposed to fire                         | 5                  | 1                  | 6                  | 3                  |                    |                        |                        | -                      | 1                      |                        |
| Exposed to harmful substance            | 11                 | 4                  | 4                  | 7                  | 3                  | 1                      |                        | 2                      | -                      | 3                      |
| Exposed to an explosion                 |                    |                    | -                  | 1                  | -                  |                        |                        | -                      | -                      | -                      |
| Contact with Electricity                | 1                  |                    | -                  | -                  | 2                  |                        | 1                      | -                      |                        | -                      |
| Hit by a moving vehicle                 | 1                  | 1                  | 1                  | -                  | 2                  |                        |                        | -                      |                        | -                      |
| Contact with Moving Machinery           | 1                  | 1                  | -                  | -                  | -                  | 1                      |                        | -                      |                        | -                      |
| Drowned or Asphyxiated                  |                    |                    | -                  | -                  | -                  |                        |                        | -                      |                        | -                      |
| Physically assaulted by a person        | 2                  | 2                  | 1                  | -                  | -                  |                        |                        | 2                      |                        | 8                      |
| Trapped by Something Collapsing         |                    |                    | -                  | -                  | -                  |                        |                        | -                      |                        | -                      |
| <b>TOTAL</b>                            | <b>55</b>          | <b>73</b>          | <b>60</b>          | <b>64</b>          | <b>58</b>          | <b>2</b>               | <b>15</b>              | <b>13</b>              | <b>15</b>              | <b>25</b>              |

Table 2 – Types of accidents in 2020/21 compared to 2016/17 – 2019/20.

## Near Miss Reporting

A near miss event is an unplanned and unforeseeable event in which there is no injury, but the potential to cause injury or other form of loss exists should it occur again.

Table 3 below shows the increasing number of near misses being reported each year in the prevention of accidents within the workplace. A wide range of learning opportunities have been captured in relation to stations/building, equipment, appliances, operational procedures and breathing apparatus issues.

| Year    | Number of Near misses |
|---------|-----------------------|
| 2016/17 | 68                    |
| 2017/18 | 98                    |
| 2018/19 | 109                   |
| 2019/20 | 113                   |
| 2020/21 | 117                   |

Table 3 - Near Miss Reporting 2016/17 to 2020/21

## Vehicle Accidents

| Year    | Number of Vehicle Accidents |
|---------|-----------------------------|
| 2016/17 | 67                          |
| 2017/18 | 58                          |
| 2018/19 | 74                          |
| 2019/20 | 69                          |
| 2020/21 | 67                          |

Table 4 Number of Vehicle Accidents

Table 4 shows the number of accidents involving fleet vehicles from 2016/17 to 2020/21

Analysis of the type of accidents LFRS vehicles have been involved in during 2020/21 has shown that most accidents occur during vehicle maneuvering at slow speeds and there is an increasing trend.

To look at ways of help reduce vehicle accidents a working group has been established to examine current working practices and to develop a Management of Occupational Road Risk framework.

## Health and Wellbeing

### Sickness Absence

During 2020/21 sickness absence has remained above the services target of not more than 5 shifts lost. To improve performance, the service aims to continue with:

- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.
- Support to managers in following the Absence Management Policy managing individual long-term cases and dealing with capability off staff due to health issues.
- Encouraging employees to make use of our Employee Assistance Programme provider and The Firefighters Charity.
- HR to attend Stress Risk Assessment meetings, to support managers and to offer appropriate support to the employee along with signposting.
- Support from Service Fitness Advisor/ Personal Training Instructors.

### Health Promotion & Wellbeing Framework

During 2020/21 the focus for health and wellbeing has been on supporting staff, colleagues, families, and friends in response to the COVID-19 pandemic. A range of material has been developed to support staff through this difficult time. This included:

- Developed and promoted wellbeing material jointly with the Firefighters Charity:
  - A short, guided relaxation session led by the Wellness & Behaviour Change Coach.
  - Resilience online workshop.
  - Managing anxiety; returning to work after lockdown, online workshop.
- Information to help managers support staff in adjusting to homeworking.
- Coping with a change in our working environment.
- Coping with grief during the COVID-19 pandemic; how you might feel and support details.
- Support for volunteers during COVID-19; how to access support if you are volunteering at this time.
- 7 steps to creating a new habit; tips to help you create a new habit during COVID-19 that will last.
- Mental health menu (wellbeing) - ideas to support your wellbeing during COVID19 & beyond.
- Wellbeing support during COVID19; Black, Asian & Minority Ethnic (BAME).
- A booklet to support conversations with a child or young person, who may be struggling with their mental health.
- A leaflet for signposting or accessing urgent mental health support.

## Environmental Performance

### Fire-fighters' Charity Recycling Banks

LFRS continues to support the Fire Fighters Charity with eighteen fire stations currently having recycling banks on site and one at a neighbouring B&Q. For each tonne of clothing, a donation is made to the Fire-fighter's Charity.

In 2020/21, the banks had collected over 82 tonnes of textiles. This has raised £10,172 for the charity.



to

### Waste Management

There has been a 2% increase in waste collected from April to March 2019/20 to April to March 2020/21. The total of waste collected is 113 tonnes. The percentage of recycled waste during 2020/21 is 30% which shows a slight decrease from last year with 9 sites having a recycling rate of 40% or above.

There are several sites that stand out with excellent waste management and others where there may be issues which are being investigated. Overall, on-call stations are performing well and have comparatively low waste.



### Carbon Emissions

LFRS updated Carbon Management Plan was agreed by the Combined Fire Authority Resources Committee in September 2020. The plan included a target of 40% carbon emission reduction by March 2030 from a baseline of 4352 tonnes of CO<sup>2</sup> in 2007/08.

The Service achieved an overall reduction of **23%** by March 2021 which equates to **1020** tonnes of CO<sup>2</sup>.

The Carbon Management Team continues to meet and make progress against a new plan and revised target of 40% carbon emission reduction by March 2030. The team will deliver projects accepting these will be fewer and more targeted in the future. The Plan is overseen by the Director of People and Development.

Monthly meter readings for Gas, Electric and Water continue to be collated together with fuel data collated by Fleet and Engineering Services, providing a full picture of carbon emissions for all LFRS premises.

Table 5 shows the carbon emission performance for 2020/21 against the 2007/08 baseline and previous year 2019/20 together with the carbon emissions for 2016/17 to 2018/19.

|  | <b>Baseline<br/>2007/08</b> | <b>2016/17</b>     | <b>2017/18</b>     | <b>2018/19</b>     | <b>2019/20</b>     | <b>2020/21</b>     | <b>% change on<br/>previous<br/>year</b> | <b>% change<br/>since<br/>baseline<br/>2007/08</b> |
|--|-----------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--|--|
| <b>Buildings</b>   | Carbon<br>(tonnes)          | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) |  |  |
| Electricity  | 1600                        | 1581               | 1592               | 1495               | 1478               | 1484               | 0.4%                                     | 7.3%   |
| Gas  | 1594                        | 934                | 1025               | 901                | 988                | 1032               | 4.5%                                     | 35%  |
| <b>Total</b>   | <b>3194</b>                 | <b>2515</b>        | <b>2617</b>        | <b>2396</b>        | <b>2466</b>        | <b>2516</b>        | <b>2.1%</b>                              | <b>21%</b>   |
|  |                             |                    |                    |                    |                    |                    |  |  |
| <b>Transport</b>   | Carbon<br>(tonnes)          | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) |  |  |
| Fuel   | 1158                        | 796                | 858                | 968                | 882                | 816                | 7.5%                                     | 29.5%  |
|  |                             |                    |                    |                    |                    |                    |  |  |
|  | Carbon<br>(tonnes)          | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) |  |  |
| <b>Service Total</b>                                     | <b>4352</b>                 | <b>3311</b>        | <b>3475</b>        | <b>3364</b>        | <b>3347</b>        | <b>3332</b>        | <b>0.4%</b>                              | <b>23.4%</b>                                       |
| <b><i>Shown separately in Carbon Management Plan</i></b> |                             |                    |                    |                    |                    |                    |  |  |
| <b>Water</b>   | Carbon<br>(tonnes)          | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) | Carbon<br>(tonnes) |  |  |
|  | 9.1                         | 5.8                | 5.4                | 4.9                | 6.4                | 5.7                | 10.9%                                    | 37.4%  |

Table 5 Carbon Emissions Reductions 2020/21

## A Look Ahead to 2021/22

Looking to 2021/22, key safety, health and environment priorities are to:

- Continue to manage the impact of COVID-19 on LFRS activities and ensure that LFRS complies with Government COVID-19 workplace safety requirements.
- Rationalise and refresh the existing risk assessments, standard operating procedures/service orders and training requirements following the introduction and publication of National Guidance for Fire and Rescue Services together with legislative changes.
- Reduce the number of accidents and related sickness absence whilst increasing the number of near miss events reported.
- Maintain LFRS certification to ISO 45001:2018 and ISO14001:2015 standards and continually improve the HSMS and EMS.
- Embed Safety, Health and Environment through continued training and interaction with staff to enable proportionate and informed workplace safety, health and environmental decisions to be made.
- Continue to engage our Environmental Champions to assist in reducing carbon emissions from energy and fuel use through a refreshed Carbon Management Plan and reduce waste collected and increase the percentage of waste being recycled.
- Develop the health, safety and wellbeing plan to continue to deliver a program of support to engage staff in maintaining fitness, reducing injury and absence, informing staff about the support available to maintain health and wellbeing whilst promoting ways to enhance personal resilience.
- Develop a Management of Occupational Road Risk policy.
- Embed our Leadership framework.
- Review Climate Change impacts and develop our approach to decarbonisation of our buildings and fleet vehicles.
- Evaluate the current LFRS position for the management of PPE Contaminants against newly released guidance and introduce best practice arrangements to manage the risk.



## Overall Summary

COVID-19 has been a significant challenge to LFRS during 2020/21, requiring significant focus across all areas of the Service to ensure that operational response and safety critical community work within the Lancashire communities could continue to be carried out safely for both LFRS staff and members of the public we meet. Whilst the vaccination programme is providing a route out of restrictions, LFRS will continue to ensure that the Service complies with COVID-19 workplace safety requirements and these are reviewed as restrictions change.

2020/21 has again seen a very positive year in terms of overall safety, health and environment performance of LFRS.

The number of accidents to LFRS staff 55 has decreased from last year however the severity from injury has remained at 17 lost time safety events. HSE were notified under RIDDOR regarding 9 events: 8 over 7-day absences following accidents and 1 dangerous occurrence related to a Breathing Apparatus failure.

LFRS continues to deliver continuous improvement within the HSMS and EMS maintaining ISO 45001:2018 and ISO 14001:2015 certification through external examination receiving no non-conformances and five opportunities for improvement.

Projects and work to manage and improve health and wellbeing, learn from incidents, and provide operational assurance, reduce carbon emissions, review National Operational Guidance, research and develop equipment and firefighting techniques to ensure firefighter safety continue to deliver a safe person and safe working environment.

The good relationship with the Fire Brigades Union and UNISON continues working together to maintain a positive culture within LFRS.

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## **LANCASHIRE COMBINED FIRE AUTHORITY**

Meeting to be held on Monday 28 June 2021

### **POLICY ON DEALING WITH HABITUAL AND VEXATIOUS COMPLAINTS (Appendix 1 refers)**

Contact for further information: Mark Nolan, Clerk and Monitoring Officer  
Telephone: 01772 866720

#### **Executive Summary**

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 is fair and proportionate, yet which does not prevent genuine complaints from being properly investigated and fair and equitable outcomes promulgated (attached as appendix 1).

On an annual basis the Clerk and Chief Fire Officer review the status of complainants judged to be unreasonably persistent or vexatious and reports this to the Authority.

In addition, each year the Clerk reviews the Policy. This year's review concludes that the effectiveness of the Policy is demonstrable, accordingly the Policy remains appropriate, proportionate and effective to the needs of Members, Officers and staff.

#### **Recommendation**

The Authority is asked to note and endorse the report.

#### **Information**

The Policy on Dealing with Habitual and Vexatious Complaints identifies situations where a complainant, either individually or as part of a group, or a group of complainants might be considered to be habitual or vexatious. It sets out the definitions of habitual or vexatious complainants and the process that the Authority follows.

During the previous 12 months there have been 2 complainants judged to be unreasonably persistent or vexatious. These individuals have given cause for concern within the last 12 months as a result of action taken on their part which unequivocally demonstrates that they are a vexatious and habitual complainant and they will be informed in writing of this status, in open correspondence from the Clerk.

In line with the Policy, the Clerk has reviewed it to ensure that it remains appropriate, proportionate and effective to the needs of Members, Officers and staff.

#### **Business Risk**

The policy will be used to defend the Authority's position in refusing to engage with "vexatious" complainants who may pursue perceived entitlement to make applications to the Authority under, e.g.: Freedom of Information or Data Protection Act legislation, there is a risk that such complaints will be elevated outside the Authority's internal processes. The Authority may therefore be required to defend its position externally in processes governed by, for example; the Information Commissioner's Office ("ICO") or Local

Authority Ombudsman. The exposure to risk can be minimised by virtue of the fact that in such cases the Authority will be given an opportunity by the external arbiter to provide comment with any supporting documentation and ultimately to review or even change its decision. At this point there should be a further assessment of the business and financial risk to the Authority of maintaining its position regarding a decision to declare the relevant complaint as vexatious. Such an assessment should also involve a review of the evidence which has given rise to the conclusion that such complaints are habitual or vexatious in accordance with the criteria set out in the policy.

**Environmental Impact**

None.

**Equality and Diversity Implications**

There is a minor risk that any habitual or vexatious complaints could be driven by mental impairment, with a correspondingly low risk that such impairment amounts to a disability, for which the Authority would be culpable, only if the complainant was an existing employee. In those circumstances the existence and application of the Policy would, in all likelihood consist of a proportionate means of achieving a legitimate aim, which would therefore be capable of rebuttal. Otherwise it is highly unlikely to conflict with the Authority’s public sector Equality Duty.

**HR Implications**

The policy must not conflict with the Authority’s obligations under its own Whistle Blowing Policy, as this may cast doubt on the Authority’s compliance with a whistle blowing policy and obligations. However, given that such disclosures are to be made in good faith, not for personal gain and in the genuine public interest, there should in reality be no conflict or overlap, provided the complaints have been properly evaluated under the criteria outlined in the Habitual and Vexatious Complaints Policy.

**Financial Implications**

In the index example, above, involving the ICO could in theory give rise to a situation where the ICO makes a determination holding the Authority culpable. It has the power to impose fines, should the ICO apply to a court for certification that the Authority has failed to comply with a decision notice, an information notice or an enforcement notice. The matter would be dealt with thereafter as a civil contempt. It is highly unlikely that given the provision for review and conciliation that the Authority would be placed in such a situation and that any risk of such an outcome would occur in no more than 2-5% of any cases and such action could be militated whatever the circumstances if necessary.

**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 HABITUAL AND VEXATIOUS COMPLAINTS

### 1. Introduction

This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious. The Lancashire Combined Fire Authority (“CFA”) policy for dealing with and responding to these situations is set out herein below.

- 1.1 The term habitual means ‘done repeatedly or as a habit.’
- 1.2 The term vexatious is recognised in law and means ‘denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant.’
- 1.3 This policy intends to assist in identifying and managing persons who seek to be disruptive to the CFA or the Lancashire Fire and Rescue Service (LFRS) by pursuing an unreasonable course of conduct.
- 1.4 The term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 1998 and reference to the Complaints Procedure is, where relevant, to be interpreted as meaning a request under those acts.
- 1.5 Habitual or vexatious complaints can be a problem for CFA staff and Members. The difficulty in handling such complainants and their complaints is that they are time consuming and wasteful of resources in terms of Officer and Member time. While the CFA endeavours to respond with patience and sympathy to the needs of all complainants, there are occasions when there is nothing further which can be reasonably done to assist or to rectify a real or perceived problem.
- 1.6 Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonable persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.
- 1.7 The aim of the policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

### 2. Habitual or Vexatious Complainants

For the purpose of this policy the following definitions of habitual or vexatious complainants will be used. The repeated and/or obsessive pursuit of:

- (a.) Unreasonable complaints and/or unrealistic outcomes and/or
- (b.) Reasonable complaints in an unreasonable manner.

Prior to considering its implementation the CFA will warn an individual and will send a summary of this policy to the complainant to give them prior notification of its possible implementation.

Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in section 3, the Clerk, in consultation with the Chief Fire Officer will seek agreement to treat the complainant as a habitual or vexatious complainant for the appropriate course of action to be taken. Section 4 details the options available for dealing with habitual or vexatious complaints.

The Clerk, on behalf of the CFA, will notify complainants in writing of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken.

The status of the complaint will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

The CFA will be advised that a person or their supporter or co-complainant involved in any joint complaint or joint enterprise has been declared vexatious.

### **3. Definitions**

The CFA defines unreasonably persistent and vexatious complainants as those complainants who, because of their or other peoples' complaints interfere with or impede the operation of LFRS. The description 'unreasonably persistent' and 'vexatious' may apply jointly or separately to a particular complainant.

Examples include the way in which, or frequency with which, complainants raise their complaints with staff or how complainants respond when informed of the CFA decision about the complaint.

Features of an unreasonably persistent and/or vexatious complainant include but are not limited to the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category.) An unreasonably persistent and/or vexatious complainant may:

- Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for the reasons that he or she does not admit or make obvious);
- Refuse to specify the grounds of a complaint despite offers of assistance;
- Refuse to co-operate with the complaint's investigation process while still wishing their complaint to be resolved;
- Refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure;
- Refuse to accept that issues are not within the powers of the CFA to investigate, change or influence;

- Insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of this complaint);
- Make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced;
- Make an unreasonable number of contacts with LFRS by any means in relation to a specific complaint or complaints;
- Make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on an immediate response to questions, frequent and/or complex letters, faxes, telephone calls or emails);
- Harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint by use of foul or inappropriate language or by the use of offensive and racist language or publish their complaints in other forms of media;
- Raise subsidiary or new issues whilst a complaint is being addressed that were not part of the original complaint at the start of the process;
- Introduce trivial or irrelevant information whilst the complaint is being investigated and expect this to be taken in to account and commented on;
- Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed;
- Deny a statement he or she made at an earlier stage in the complaint process;
- Are known to have covertly electronically recorded meetings and conversations without the knowledge or consent of the other party or parties involved;
- Adopts a 'scattergun' approach, for example by pursuing a complaint or complaints not only with the CFA with, for example, a Member of Parliament, other Authorities, elected Members of this and other Authorities, CFA Independent Auditor, the Police, other public bodies or solicitors' firms.
- Refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given;
- Make the complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that any minor differences make these 'new complaints' which should be put through the full complaints procedure;

- Persistently approach the CFA through different routes or other persons about the same issue;
- Persist in seeking an outcome which the CFA has explained is unrealistic for legal, policy or other valid reasons;
- Refuse to accept documented evidence as factual;
- Complain about or challenge an issue based on an historic and/or irreversible decision or incident;
- Combine some or all of these features.

#### **4. Imposing Restrictions**

The CFA will ensure that the complaint is being, or has been investigated properly according to the adopted complaints procedure.

In the first instance the Clerk, in consultation with the Chief Fire Officer will, prior to issuing a warning to the complainant, contact the complainant in writing, or by email, to explain why this behaviour is causing concern and ask them to change this behaviour and outline the actions that the CFA may take if they do not comply.

If the disruptive behaviour continues, the Clerk will issue a CFA letter to the complainant advising them that the way in which they will be allowed to contact the CFA in future will be restricted. The Clerk will then make this decision in consultation with the Chief Fire Officer and inform the complainant in writing of what procedures have been put in place and for what period.

Any restriction that is imposed on the complainant's contact with the CFA will be appropriate and proportionate and the complainant will be advised of the period of time over which the restriction will be put in place. The restrictions would be reviewed on a quarterly basis.

Restrictions will be tailored to deal with the individual circumstances of the complaint and may include:

- Banning the complainant from attending or approaching all CFA or LFRS premises, in circumstances where Members' or Officers' safety may be at risk;
- Banning the complainant from making contact by telephone except through a third party, e.g.: a solicitor, a spouse or family member, or a friend acting on their behalf;
- Banning the complainant from sending emails to individuals and/or all CFA Officers and insisting they only correspond by post;
- Requiring contact to take place with one named member of staff only;
- Restricting telephone calls to specified days and or times or duration, requiring any personal contact to take place in the presence of an appropriate witness;



- Letting the complainant know that Lancashire Combined Fire Authority will not respond to or acknowledge any further contact from them on the specified topic of that complaint (in this case, a designated person will be identified to read future correspondence).

When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing to explain:

- Why the decision has been taken;
- What action has been taken.

The Clerk will enclose a copy of this policy in the letter to the complainant.

Where a complainant continues to behave in a way that is unacceptable, the Clerk, in consultation with the Chairman and/or Chief Fire Officer may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, other options will be considered, e.g. the reporting of the matter to the Police or taking legal action; in such cases the complainant may not be given prior warning of that action.

## **5. New Complaints from Complainants treated as Abusive, Vexatious or Persistent**

New complaints from people to whom this policy has already been applied will be treated on their own merits. The Clerk in consultation with the Chief Fire Officer will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor is ignoring genuine service requests or complaints where they are founded.

The fact that a complaint is judged to be unreasonably persistent or vexatious and any restrictions imposed on Lancashire Combined Fire Authority's contact with him or her, will be recorded and notified to those who need to know within the CFA.

## **6. Review**

The status of the complainant who is judged to be unreasonably persistent or vexatious will be reviewed by the Clerk and the Chief Fire Officer after twelve months and at the end of every subsequently twelve months within the period during which the policy is to apply and reported annually to the CFA.

The complainant will be informed of the result of this review if the decision to apply this policy has been changed.

## **7. Record Keeping**

The responsibility for maintaining any time tabling records to trigger reviews will be that of the Clerk. The Clerk will retain adequate records of the details of the case and the action that has been taken. Records will be kept of:

- The name and address of each member of the public who is treated as abusive, vexatious or persistent, or any other person who so aids the complainant;
- When the restriction came into force ends;
- What the restrictions are;
- When the person and the CFA were advised.

The CFA will be provided with an annual report giving information about members of the public who have been treated vexatious/persistent as per this policy, and advised of individuals when those individuals have been declared vexatious.

## **8. Application and Responsibility**

It is the responsibility of all staff to comply with this policy as directed by the Chief Fire Officer and guided by the Clerk.

## **9. Monitoring and Review**

This policy will be reviewed annually by the Clerk to ensure that it is appropriate, proportionate and effective to the needs of the Members, Officers and staff of the CFA.

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on 28/06/2021

### FIRE PROTECTION REPORTS

Contact for further information: ACFO Ben Norman

Telephone number: 01772 866801

#### **Executive Summary**

This report summarises Lancashire Fire and Rescue Service's (LFRS) fire safety prosecutions and arson incidents (where evidence has been provided by Fire Investigators into the Criminal Justice System) where court proceedings have progressed to trial and sentencing stage.

Fire Protection and Business Support Information are included in the report.

#### **Recommendation**

The Authority is asked to note and endorse the report.

### FIRE SAFETY CONVICTIONS

#### **Prosecutions**

##### LFRS v Aheed Sultan

Plaza Beach Hotel, 96 – 98 Albert Road Blackpool, FY1 4PR.

The sentencing of Aheed Sultan was heard at Preston Crown Court on 13/05/2021.

On 04/02/2020 at Preston Crown Court, Mr Sultan pleaded guilty to 7 offences under the Regulatory Reform (Fire Safety) Order 2005.

Mr Sultan received fines totalling £7,700 for the 7 offences of the Regulatory Reform (Fire Safety) Order 2005 and was ordered to pay £7,300 in costs.

### FIRE PROTECTION & BUSINESS SUPPORT INFORMATION

#### **Risk Based Inspection Programme**

The refreshed Risk Based Inspection Programme (RBIP) has been in use since early May. In addition to targeting inspections based on the risk-based approach, Protection Officers are currently focussing activity on premises which are most likely to present greatest risk when they re-open following recent lock-down easing. Typically, these are hotels and licensed premises, and the inspection activity follows a period of business support wherein businesses have been reminded of the importance of ensuring fire safety systems are fully functioning and risk assessments and staff training are reviewed if changes have been made due to Covid.

### Protection Transformation Team

The Protection Transformation team continue to develop the function in line with evolving national expectations and legislation.

April marked a significant moment in the evolution of fire safety law following the Grenfell tragedy with the Fire Safety Act 2021 receiving Royal Assent on 29 April. The Act gives additional powers to Fire and Rescue Services with respect to the suitability of external wall systems (including cladding) and apartment front doors (fire doors opening onto shared escape routes) in all buildings comprising more than two domestic dwellings. Although Royal Assent has been given the Act is not yet fully in force as the Home Office intends to develop a risk prioritisation tool for use by social landlords. The Act is expected to come into force over the summer.

LFRS continues to contribute to the Government's Building Risk Review project. The project requires Fire and Rescue Services to provide a report on the external wall systems of all High-Risk Residential Buildings which, under current definitions, are domestic high-rise premises with upper floors above 18m. Although the review formally concludes in December, Inspectors have completed full audits of all 70 premises meeting these criteria in Lancashire. Technical reports are awaited on the External Wall Systems of 37 premises. To date 6 premises have been found to have unsatisfactory external wall systems and Inspectors are working with responsible persons as they undergo the complex and costly process of remediation. All 6 premises are subject to interim measures (waking watch) and an enhanced operational attendance should one be required.

The next stage in legislative change is the Building Safety Bill which will build significantly on existing fire safety powers in High-Risk Residential Buildings and will see the creation of a new (Joint) Building Regulator with Fire and Rescue Services working alongside the HSE and Building Control. The legislation is complex and is subject to ongoing consultations with key stakeholders. Development of the Building Safety Act, parliamentary processes, and associated guidance means the new Bill is currently likely to receive Royal Assent late in 2022.

### Business Fire Safety Checks

Business Fire Safety Checks (BFSC) are a means to both support businesses and reduce risk at the same time. Undertaken by Operational Fire Crews, the purpose of the 'check' is to examine key aspects of fire precautions in simple premises and provide immediate support and feedback to the responsible person – thereby reducing risk for the business and making Lancashire safer. This is a different activity to Fire Safety 'audits', undertaken by fully qualified Fire Safety Inspectors, as Inspectors have the power to both inspect and enforce whereas Operational Crews can 'check' levels of risk and 'advise' but cannot enforce. Where serious non-compliance is found this will be referred to Fire Safety Inspectors however in all other cases crews have been trained to provide appropriate business support and advice. This is a new activity for LFRS and is being introduced alongside an iPad-based App which has been developed bespoke to LFRS needs, to support crews to deliver consistent checks alongside an allocation portal which enable station managers to target the activity in the areas which will achieve the greatest benefit. The Business Fire Safety Checks also provide an opportunity to provide arson risk reduction advice and to gather risk information for the fire appliance mobile data terminals. The

project has been delayed by Covid but is now in a position to go live on 28/06/2021. Pilot stations in Northern and Western Area will ensure the approach is optimised prior to roll out across Lancashire.

## **ARSON RISK REDUCTION**

### **R v Carlton WATTERS**

43 Cleveleys Avenue, Lancaster LA1 5HB  
INCIDENT – 2005000251

Date and Time of call – 01/05/2020 18:29

This incident involved a fire in a bedroom of a 2-storey semi-detached house. The fire which had been set deliberately spread to the landing, staircase and roof of the house and caused significant damage to the attached neighbouring property.

The occupier of the house Carlton WATTERS initially entered a not guilty plea, and a trial was set to take place in November 2021. Having been presented with the evidence the defendant changed his plea to guilty and was sentenced to 26 months imprisonment and ordered to pay the neighbour whose house was damaged £23,000 within 28 days.

### **R v Jack CLEGG-WALSH**

24 Cherry Tree lane, Aughton, Ormskirk, L39 5EH  
INCIDENT – 2012004116

Date and Time of call – 16/12/2020 06:31

This incident involved a car on the driveway of a domestic property. A recycle bin had been moved next to the vehicle and ignited with the intent of affecting the vehicle.

On Thursday 20th May 2021 at Preston Crown Court Jack CLEGG-WALSH was sentenced to 3 years imprisonment having previously pleaded guilty to Arson being reckless as to whether life is endangered.

### **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 and 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 II, if appropriate: |      |         |

## LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on Monday 28 June 2021

### COMMUNITY FIRE SAFETY REPORTS

(Appendix 1 refers)

Contact for further information:

Deputy Chief Fire Officer Steve Healey, Director of Service Delivery

Tel: 01772 866801

#### Executive Summary

This paper provides an overview of Community Safety activities and incidents of operational interest across the 14 district / unitary authorities.

Furthermore, the report provides an overview of the ongoing Service support to Covid-19 pandemic response.

#### Recommendation

The Authority is asked to note and endorse the report.

#### Information

Included as Appendix 1 are detailed reports relating to activity undertaken within the 14 Lancashire districts / unitary authority areas.

This report covers the period April 2021 – May 2021

#### 1. Summary:

##### Community Safety

1.1 Lancashire Fire and Rescue Service (LFRS) has continued to deliver against our prevention agenda on a risk assessed basis. The Service has made use of digital technology and adapted working practices to ensure our communities continue to receive a high level of service. On 17 May, after careful preparation, various prevention activities were reintroduced across both our community safety teams and operational crews, all subject to ongoing review:

- Control measures, personal protective equipment and training was put in place to allow for Home Fire Safety Check visits (incorporating Safe and Well) to be delivered in people's homes. This is our core prevention product and aligned to the government road map. During the pandemic our community safety teams delivered a modified version of the visit to ensure that risk was still addressed and the necessary equipment provided to keep our communities safe.

- Prince's Trust teams have started their final programmes of the academic year, this includes the hundredth team to be run from Blackburn.
- Fire Cadet units have started to meet up again and are preparing for recruitment for the coming year, as well as celebrating the achievements of the young people over the last year.
- A Service-wide water safety campaign was launched to align with the National Fire Chiefs Council 'Be Water Aware' campaign. This has involved a digital assembly offer to all schools in Lancashire, partnership work at local hot spots for water incidents, new posters created to be displayed at hot spot locations, local radio interviews and a presence on several social media platforms.
- A Service-wide wildfire campaign is ongoing to encourage people to look after our countryside, sites of special scientific interest (SSSI), areas of outstanding natural beauty (AONB) and the fresh water supplies of the county. This has involved a great deal of partnership working, presence at known hot spots to increase awareness and targeting messaging through social media platforms.
- The incident involving composite fencing in Blackburn with Darwen was subject to a comprehensive follow up across Prevention, Protection and Response personnel. This involved an onward referral to the Building Research Establishment, extensive partner communication to raise awareness of certain types of composite materials, consequences for the various organisations and what they should do and sharing the learning nationally through National Operational Learning.

## **Covid-19**

LFRS continues to support the national pandemic response. As previously reported, LFRS was the first Fire and Rescue Service nationally to engage in the roll out of the vaccination programme. Locally, our firefighters, community safety staff and support staff have delivered some outstanding work in support of the national vaccination programme.

As at the end of March 2021, LFRS staff had supported the 5 mass vaccination sites (Blackburn, Blackpool, Lancaster, Burnley and Preston) and our staff assisted in the delivery of 187,000 vaccinations. 21,800 of these were injections delivered directly by LFRS staff.

Staff have also been widely involved in marshalling, administration and coordination at the centres. The Service has received wide ranging praise from members of our communities. There are currently 309 LFRS volunteers and 33 staff repurposed full time to assisting with the vaccination program.

Internally, the health and safety of staff has been a continued priority and the ability to roll out Lateral Flow Testing (LFT) arrangements across our sites was an early ambition. LFT is now in place across all Service locations and integrated into working practices to ensure our staff, their families and our communities can be as safe as possible during this pandemic.

- 1.2 **Operational Incidents of note:** The following summarises the operational incidents of note over the period. Further detail is provided in Appendix 1.



- Gas explosion in Heysham, several casualties rescued, 1 fatality.
- 10 pump fire in derelict nightclub, Preston, with persons reported within the building.
- Large fire involving several houses and composite fencing, Blackburn.
- Derelict industrial unit on fire containing illegal waste in Oswaldtwisle, Hyndburn.
- Fire in disused waste recycling yard, Blackburn.
- Fire involving a row of shops with persons reported in Leyland.
- 8 pump derelict mill fire in Chorley.
- 6 pump fire at a Chinese Takeaway on fire in Blackpool.
- 6 pump commercial garage fire with 1 fatality.

**Business Risk**

N/A

**Environmental Impact**

Potential impact on local environment in relation to operational incidents. Several significant incidents benefitted from the attendance of specialist water tower resources (Stingers) which made a positive impact on firefighting operations and reduced environmental impacts.

**Equality and Diversity implications**

N/A

**Financial Implications**

N/A

**HR Implications**

N/A

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

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

**REPORTING PERIOD: FEBRUARY 2021 – MARCH 2021**

**NORTHERN AREA (Lancaster and Wyre Districts)**

**COMMUNITY SAFETY REPORT**

|   |               |
|---|---------------|
| <b>Area Command Overview:</b>   | Northern Area |
| <b>Campaign:</b>  |               |
| <b>Activities (brief details):</b>  |               |
| <p><b><u>Wyre District</u></b></p> <p>Having received a referral for a Home Fire Safety Check (HFSC), a subsequent telephone call was made by a Community Safety Advisor (CSA).</p> <p>During the initial call, the CSA became aware of issues having a detrimental effect on the mental health of this person. After more probing questions it was determined that this person had suffered a close and sudden bereavement in tremendously difficult circumstances, was under a huge amount of personal stress, in attempting to deal with grief and impending legal issues.</p> <p>After obtaining permission from the householder a referral was made to Lancashire Volunteer Partnership (LVP) befriending service. A volunteer was identified who possessed the necessary skills and knowledge to assist in this complex case.</p> <p>Following a routine follow up call it was established that LVP befriending service had made a huge impact on the health and wellbeing of this person encouraging them to become more active, giving advice on dealing with grief and impending legal issues, which has given them a structure to a very stressful period of their life.</p> <p><b><u>Lancaster District</u></b></p> <p>The Northern Community Safety Team were approached by the Fire Safety Manager for University Hospitals of Morecambe Bay (UHMB) regarding delivering fire safety awareness training to Community Based Hospital Teams.</p> <p>These teams cover an array of Health Professionals, for example District Nurses, Physiotherapists, and Occupational Health Nurses. The teams engage with vulnerable members of the community who may have been recently discharged from hospital or are receiving treatment in the home.</p> <p>A Community Fire Safety presentation was delivered over Microsoft Teams by two Community Safety Advisors (CSA), one delivered the presentation, which then enabled the other CSA to use the chat function to answer any questions.</p> |               |

The presentation was attended by approximately 30 Health Professionals, included was a dedicated and detailed slide of the referral pathway to be followed. The aim was to generate referrals for vulnerable members of the community, who may not have made a referral themselves.

## INCIDENTS OF OPERATIONAL INTEREST

|   |                           |
|---|---------------------------|
| <b>SUMMARY REPORT FOR:</b>  | Northern Area - Lancaster |
| <b>Incident Type:</b>   | Explosion                 |
| <b>Date:</b>  | 16/05/2021                |
| <b>Time of Call:</b>  | 02:40                     |
| <b>Incident Details:</b>  |                           |
| <p>An explosion occurred within a property on Mallowdale Avenue, Heysham. This subsequently caused the collapse of 3 properties trapping several residents. Firefighters, Police and North West Ambulance Service staff worked to locate, free and treat the casualties. In total there were 7 people involved in the collapse, with 2 being critically injured and 1 person killed. A major incident was declared and 10 fire engines, command unit, Urban Search and Rescue (USAR), search dogs comprising of both live search, fire investigation and cadaver dogs from 3 counties and Incident Intelligence Officers were involved.</p> <p>Firefighters worked under arduous conditions for over 3 hours to rescue several casualties trapped by rubble. They were able to usher the residents away from the risk area, whilst reassuring them that fire service would do all they could to rescue and care for their neighbours and friends. The fact that the crews knew they were entering a dangerous risk area, with potential to cause serious harm and injury to them, is credit to their commitment to the communities they serve.</p> <p>The initial crews went about the tasks they were given with calmness, control, professionalism, and determination and rescued three casualties quickly.</p> <p>USAR has worked tirelessly post incident in aiding Police and gas experts, in the collection of evidence within the hazardous environment.</p> |                           |

|  |                           |
|--|---------------------------|
| <b>SUMMARY REPORT FOR:</b>   | Northern Area - Lancaster |
| <b>Incident Type:</b>  | Barn fire                 |
| <b>Date:</b>   | 12/04/2021                |
| <b>Time of Call:</b>   | 06:34                     |
| <b>Incident Details:</b>   |                           |
| <p>The Service was mobilised to Gulf Lane, Cockerham, the nature at the time of the call was two outbuildings on fire. This was a fire involving straw, silage, and hay (baled and loose) within a barn measuring approximately 40m x 70m. In one section of the barn the fire was located on top of a metal drying floor, with a biomass boiler within the premises, which was not affected by the fire. Crews utilised water pumped from nearby fisheries to supply five fire-fighting jets. Two tele-handler tractors were utilised to assist with firefighting, by removing the contents of the barn to gain access and to extinguish the fire. The roof within the barn was confirmed to be asbestos and was subject to a risk assessment by the Hazardous Materials officer.</p> <p>The likely cause of the incident following the fire investigation was sparks caused by farm machinery, which ignited straw bales. The extent of the damage was severe by fire to 10m x 10m section of the roofing within the barn and severe by fire to approximately 100 tonnes of straw, silage, and hay.</p> <p>At the height of this incident there was 6 x Fire Engines, 1 x Aerial Ladder Platform, 1 x Hose Layer Unit with heavy duty pump, 1 x air support unit - drone, 2 x Flexible Duty Officers, one of which was a Hazardous Materials Officer, along with a Command Unit.</p> |                           |

|  |                      |
|--|----------------------|
| <b>SUMMARY REPORT FOR:</b>   | Northern Area - Wyre |
| <b>Incident Type:</b>  | Special Service call |
| <b>Date:</b>   | 11/04/2021           |
| <b>Time of Call:</b>   | 20:26hrs             |
| <b>Incident Details:</b>   |                      |
| <p>Two fire engines from Fleetwood were mobilised to a multiple car collision. It was initially believed that 4 people were trapped, however on arrival it became apparent that no persons were trapped, but eyewitness reported seeing 4 youths running from the scene of the accident, which was passed onto the Police. Crews made the scene safe, isolated the car batteries, prevented fuel and oil run off into the drains and surveyed damage to the garden walls nearby. The crews carried out welfare checks of the residents who reside at these properties.</p> |                      |

Whilst crews were in attendance a member of the public offered their CCTV footage as their camera was positioned in view of the incident. When crews entered the house, it was discovered that the elderly occupant was living alone, had no smoke alarms and was hoarding a large quantity of paper throughout the property. Smoke alarms were fitted inside the property. Community Fire Safety were notified of this incident and a more in depth 'Safe and Well' visit was conducted the day after.

|   |                      |
|---|----------------------|
| <b>SUMMARY REPORT FOR:</b>  | Northern Area - Wyre |
| <b>Incident Type:</b>   | Special Service Call |
| <b>Date:</b>  | 11/05/2021           |
| <b>Time of Call:</b>  | 09:23                |
| <b>Incident Details:</b> Tram Incident  |                      |
| <p>This incident involved a tram that had collided with a transit van on a tram line level crossing. Both Fire Engines from Fleetwood were mobilised to this incident. Damage was sustained to the tram and van, with traffic lights also knocked over during the collision.</p> <p>The officer in charge requested that the overhead electrical cables were isolated before any staff approached the tram. The tram had sustained a significant damage to the front and nearside section. Police and paramedics were requested to attend the scene.</p> <p>The driver of the tram was treated at the scene by medics but was not conveyed to hospital. Fire Service Staff checked on the medical condition of the passengers and assisted them from the damaged tram. Once the scene had been made safe and all passengers medically checked, the fire service staff handed the scene over to the Police for accident investigation.</p> |                      |

## EASTERN AREA (Blackburn with Darwen, Hyndburn and Ribble Valley)

### COMMUNITY SAFETY REPORT

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| <b>Area Command Overview:</b>   | Eastern Area                                     |
| <b>Campaign:</b>  | Cooking Safety through Ramadan and Garden Safety |
| <b>Activities (brief details):</b>  |  |
| <p>Due to Covid restrictions the 'Eastern Cooking Safely through Ramadan' campaign was restricted to using digital Microsoft Teams and Zoom, to broadcast our safety messages via the Lancashire Council of Mosques.</p> <p>Community Safety Advisors also used local community radio to highlight hot oil cooking issues and loose clothing across Eastern Lancashire.</p> <p>Supplementing this, many staff from Eastern area also took part in "I am not a Muslim – but I am fasting for a day", which also reached out via social media and appeared on the front-page slide show of our LFRS website.</p> <p>Following the composite fencing incident in Blackburn, the Community Fire Safety Team and operational crews quickly followed up the emergency phase of the incident with a 2-day reassurance leafleting campaign, highlighting barbeque, bonfire and garden safety. Operational crews also conducted environment visual audits and reported hazards to Blackburn with Darwen council for removal.</p> <p>A joint community clean-up day with Together Housing Group, enabling residents to ask safety related questions and dispose of bulky items from back gardens has taken place at the end of May.</p> |  |

### INCIDENTS OF OPERATIONAL INTEREST

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| <b>SUMMARY REPORT FOR:</b>  | Eastern Area – Blackburn with Darwen |
| <b>Date:</b>  | 25/04/2021                           |
| <b>Time of Call:</b>  | 17:30                                |
| <b>Incident Details:</b>  |                                      |
| <p>Initially this incident was reported as a small fire in the open, however, on route the attendance was increased due to the volume of smoke and quantity of calls being received by North West Fire Control (NWFC).</p> <p>Upon arrival at the incident the first attending appliance was presented with a large well-developed fire that consisted of composite fence panels, garden furniture and outbuildings. The crew's initial actions were to apply water from the rear of the affected properties to stop the fire spreading any further along the composite fence</p> |                                      |

panels. The second fire appliance in attendance attacked the fire from the front of the properties using firefighting jets to control the fire, protect the houses and reduce further damage.

Crews were deployed wearing Breathing Apparatus to search affected properties and no casualties were located. The Aerial Ladder Platform and Stinger were used to extinguish the fire from an aerial vantage.

The incident consisted of 8 fire engines, 1 Aerial Ladder Platform, 1 Stinger and the Command Support Unit.

The cause was confirmed as an occupier of one of the properties emptying hot ashes from a barbeque over their rear fence. The hot ash and embers subsequently set fire to composite fencing, causing rapid fire growth, involving approximately 100m of fencing. The radiated heat from the fencing severely damaged five properties and two purpose-built flats.

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| <b>SUMMARY REPORT FOR:</b>   | Eastern Area – Blackburn with Darwen |
| <b>Date:</b>   | 18/04/2021                           |
| <b>Time of Call:</b>   | 17:06                                |
| <b>Incident Details:</b>   |                                      |
| <p>Crews were mobilised to an abandoned recycling plant, which has been subject to numerous large fires over the last few years. It quickly became apparent that this incident involved large amounts of plastic waste (approximately 500 tonnes) left by the owners and over time, security had become compromised.</p> <p>Crews utilised 4 Breathing Apparatus wearers with 2 fire-fighting jets and the Stinger water tower supported by the High-Volume Pump to bring the fire under control. Issues relating to contaminated water running into the canal were reported to the Environment Agency and United Utilities. An external contractor was engaged to use an excavator to move the waste and enable firefighting procedures to be fully effective.</p> <p>Following this incident, the LFRS Waste Tactical Advisor, has liaised with Blackburn with Darwen Borough Council and Environment Agency, jointly agreeing an action plan to prevent further incidents at this site.</p> |                                      |

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| <b>SUMMARY REPORT FOR:</b>   | Eastern Area - Hyndburn |
| <b>Date:</b>   | 06/05/2021              |
| <b>Time of Call:</b>   | 17:55                   |
| <b>Incident Details:</b>   |                         |
| <p>Crews were mobilised to a derelict mill which contains approximately 2500 tonnes of baled household waste. Crews with fire-fighting jets were initially deployed, however upon receipt of local information, breathing apparatus crews were</p> |                         |

committed to carry out search and rescue activities in the basement, where a male casualty was located.

He left the scene before he could be medically assessed for any injuries. The Stinger water tower and fire-fighting jets were utilised to control the fire. The Drone carried out an aerial search of the scene, attempting to locate the male casualty and to provide an overview of the fire scene to the Operational Commander. A risk assessment by an LFRS Hazardous Materials Officer was also completed due to contaminated water entering a nearby water source. Operational Merlin was declared due to the potential for asbestos in the smoke plume.

The site has been subject to ongoing discussions with LFRS, Lancashire Police, Hyndburn Council and the Environment Agency, to agree an action plan with the owners. This team will continue to work towards a solution which is acceptable to all involved.

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| <b>SUMMARY REPORT FOR:</b>   | Eastern Area - Blackburn |
| <b>Date:</b>   | 24/04/2021               |
| <b>Time of Call:</b>   | 18:36                    |
| <b>Incident Details:</b>   |                          |
| <p>Crews from Blackburn Fire Station were mobilised to a car workshop on fire. On arrival crews reported that the 30m x 50m building was well alight, involving 16 cars, 1 forklift truck, with identified risks including acetylene, LPG cylinders and asbestos sheeting.</p> <p>The incident involved six fire engines, one aerial ladder platform and one stinger. Firefighters were engaged at the incident overnight to maintain cooling jets on the acetylene cylinders.</p> <p>One male fatality was found in the mezzanine area of the building, which was used as office space. An LFRS Incident Intelligence Officer and Lancashire Constabulary continue to work together to determine the cause of fire.</p> |                          |



## SOUTHERN AREA (Chorley, South Ribble and West Lancashire)

### COMMUNITY SAFETY REPORT

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| <b>Area Command Overview:</b>  | <b>Southern Area</b> |
| <b>Campaign:</b>   | <b>Various</b>       |
| <b>Activities (brief details):</b>   |                      |
| <p><b>South Ribble:</b><br/>A community fire safety advisor joined up with the community safety team from Lancashire Police and South Ribble Council in the Lostock Hall area. The aim was to carry out an anti-social behaviour assessment, within a known problem area. LFRS staff aimed to establish key areas of concern around Fire Safety. This was a good example of collaborative working, sharing knowledge of how deliberate anti-social behaviour fires can spread, affecting both residential and commercial properties.</p> |                      |
| <p><b>West Lancashire:</b><br/>A Post Incident referral was made from operational crews to community fire safety teams following a 'late fire call' in the Skelmersdale area. A young person had set fire to bedding in a domestic property, as a result, the community team carried out a Fire Intervention Response Education Scheme (FIRES) referral with the young person and provided the family with key home fire safety information, along with additional smoke alarms for the property.</p>                                    |                      |
| <p><b>Chorley:</b><br/>The community fire safety team have been involved with the review and development of the updated child safe package, going forward the package will be trialled and tested in selected primary schools and developed further, for a September roll-out.</p>   |                      |
| <p><b>All Team Members:</b><br/>During the current Pandemic, the community safety team have continued to engage with our multi agency partners within South Ribble, Chorley and West Lancashire, generating referrals for home fire safety checks, for the vulnerable people in the communities.</p>   |                      |
| <p>As an area there has been an increase in Fire Intervention Response Education Scheme (FIRES) referrals, which is targeted education for young people aged 4 – 17 who have engaged in fire play, fire setting/arson, hoax calls and attacks on fire service personnel. These referrals have generally focussed on setting fires in the open and misadventure with fire around the home. Currently we are managing 7 active referrals.</p>  |                      |
| <p>The team have been involved with the delivery of the community safety training module to the apprentice firefighters at service training centre. There is continued support for the vaccination programme, with 4 members providing a minimum of 2 days per week at the centres.</p>  |                      |

## INCIDENTS OF OPERATIONAL INTEREST

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| <b>SUMMARY REPORT FOR:</b>   | Southern Area - West Lancashire |
| <b>Date:</b>   | 11.05.2021                      |
| <b>Time of Call:</b>   | 01:24                           |
| <b>Incident Details:</b>   |                                 |
| <p>Initially 2 fire engines along with a Flexible Duty Officer (FDO) were mobilised to reports of a house on fire in Skelmersdale. On arrival of the first fire crew, they observed the 1<sup>st</sup> floor and roof of a semi-detached house was ablaze, which was spreading to the adjacent property. It was recognised that additional fire service resources would be required to safely and effectively, deal with the situation.</p> <p>Firefighters wearing breathing apparatus entered the building to fight the fire and to search the property for the occupiers who were reported to be inside. However, due to the intensity of the fire and concerns about the building's stability, fire crews had to be withdrawn from the building.</p> <p>Despite a thorough search of the property the Incident Commander was unable to confirm that there were no persons within the building. To gain that certainty, the attendance of a search dog was required. The LFRS Cadaver dog, gave the all-clear.</p> <p>In total, four fire engines from Skelmersdale (including a 'Stinger' appliance) and Wigan, with support from the Aerial Ladder Platform from Preston, two Flexible Duty Officers, a specialist fire investigation officer, a search dog plus handler attended to bring the fire to a successful conclusion.</p> |                                 |

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| <b>SUMMARY REPORT FOR:</b>  | Southern Area - Chorley |
| <b>Date:</b>  | 13.05.2021              |
| <b>Time of Call:</b>  | 01:42                   |
| <b>Incident Details:</b>  |                         |
| <p>Two fire engines from Chorley Fire Station mobilised to reports of a fire involving a derelict five storey mill in Chorley town centre. On arrival, the first fire crews found a fire on the 3<sup>rd</sup> floor, which was developing and spreading up towards the roof.</p> <p>Due to their local knowledge, the crews were aware the building was in a state of disrepair and that it would be very labour intensive to deal with the incident. They also knew the building was occasionally used as an overnight shelter by homeless persons.</p> <p>The incident was declared 'persons reported', and an additional six fire engines and an aerial ladder platform (ALP) were requested along with three Flexible Duty</p> |                         |

Officers, a 'Command Unit' and Hazardous Materials and Environmental Protection Officer (HMEPO). The role of the HMEPO was to assess the incident and the impact firefighting operations would have on the environment, and the implications for the presence of asbestos on the attending crews and members of the public.

Firefighters wearing breathing apparatus entered the building to fight the fire and to search the property for anybody inside. However, due to the complex internal layout and areas of unsafe structure, the Incident Commander requested the attendance of a specialist search dog, to assist in identifying the presence of any persons involved. The resulting search confirmed no persons were inside.

In total, eight fire engines from across the county supported by an aerial appliance from Preston, a command unit from Blackburn, four flexible duty officers, a fire investigation officer, and a search dog plus handler attended to bring the fire under control and resolve the incident. Crews were in attendance for just over thirteen hours before finally declaring the fire as being extinguished and handing responsibility for the building back to the owner. Specialist Fire Protection officers and the local fire station manager are liaising with the building's owner and the Local Authority, to ensure appropriate measures are put in place to prevent any further fires at the address.

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| <b>SUMMARY REPORT FOR:</b>   | Southern Area - South Ribble |
| <b>Date:</b>   | 20.05.2021                   |
| <b>Time of Call:</b>   | 00:22                        |
| <b>Incident Details:</b>   |                              |
| <p>North West Fire Control (NWFC) received a 999-call indicating that there was a building fire in the Towngate area of Leyland. As the caller provided information to suggest the fire was in a commercial building, NWFC mobilised a 4 fire engine 'pre-determined attendance', which saw fire engines, from Leyland, Bamber Bridge and Penwortham along with the nearest Flexible Duty Officer being dispatched.</p> <p>On arrival, the first fire crews found a ground floor retail unit 'well alight', with the fire spreading to 2 further shops and into occupied residential flats located above. Other shops and flats were also affected by smoke. To ensure adequate resources were available at the scene, a further four 4 engines, a specialist 'stinger' appliance, and an aerial ladder platform were requested. To support the incident a Control Unit, a drone and a Hazardous Materials and Environmental Protection officer were also mobilised. Cognisant that persons may be involved in the fire, the Incident Commander declared the fire to be persons reported.</p> <p>Firefighters wearing breathing apparatus undertook a systematic search of the properties affected by this incident. In total 7 casualties were assessed and treated at the scene for smoke inhalation by North West Ambulance Service. One casualty also suffering from smoke inhalation, was taken to hospital for further assessment.</p> |                              |

Operational Crews remained in attendance for approximately 17 hours, initially firefighting, but as the day progressed, supporting the various investigations being undertaken by both the Service and Lancashire Constabulary.

## WESTERN AREA (Blackpool and Fylde Districts)

### COMMUNITY SAFETY REPORT

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| <b>SUMMARY REPORT FOR:</b>  | Western Area                         |
| <b>Campaign:</b>  | Anti-Social behaviour Brunswick Ward |
| <b>Activities (brief details):</b>  |                                      |
| <p>Following a spate of anti-social behaviour fires within the Brunswick Ward, specifically Gorton and Counce Street, the Western prevention team embarked on a multi-agency campaign in response to the incidents.</p> <p>The prevention team created an action plan, with a co-ordinated response to the ASB activity and have carried out subsequent planning meetings. Liaison has taken place with Lancashire Constabulary, to arrange joint visits within the area, providing a visual presence. The team have also been working with Blackpool Council in relation to the CCTV cameras in the area, informing of hotspots that require attention.</p> <p>The Western prevention team have engaged with partners, such as the Families in Need team, offering assistance with youth/family interventions, including fire safety, delivery of Home Fire Safety Checks and fire reduction strategies.</p> <p>Western Area operational crews have also been supporting the team by conducting environmental visual audits in the area, reporting findings to Blackpool Council.</p> <p>Vaccination Response –</p> <p>The Western Area prevention team have continued to support the vaccination response to the Covid-19 pandemic at the Blackpool Winter Gardens.</p> |                                      |

## INCIDENTS OF OPERATIONAL INTEREST

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| <b>SUMMARY REPORT FOR:</b>  | Western Area – Blackpool |
| <b>Date:</b>  | 22.04.21                 |
| <b>Time of Call:</b>  | 05:24                    |
| <b>Incident Details:</b>  |                          |
| <p>Four fire engines were mobilised to a commercial fire in a large warehouse on Squires Gate Industrial Estate. Crews were met with a large amount of smoke issuing from the roof of the premises, prompting a request for a further 6 fire engines and an Aerial Ladder Platform (ALP).</p> <p>Access was gained to the building via a roller shutter door using the power saw, which enabled a breathing apparatus team to enter with a hose reel and thermal imaging camera. The ALP was set up initially as an observation point for the top of the building, but also available as a water tower if required.</p> <p>The fire was brought under control, preventing fire spread to the surrounding bales of recycled waste. The cause of the fire was identified as an electrical wiring fault in the control panel of a large bailing machine. The external electricity supply was isolated making the building safe and to prevent any further issues. The Environment Agency were made aware of the incident due to the large amounts of recycled waste on site and the wider effects this could have on other businesses/the local community.</p> |                          |

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| <b>SUMMARY REPORT FOR:</b>  | Western Area – Blackpool |
| <b>Date:</b>  | 21/04/2021               |
| <b>Time of Call:</b>  | 14:39                    |
| <b>Incident Details:</b>  |                          |
| <p>Following repeat calls to a commercial building fire involving a Chinese takeaway, four pumps were mobilised to the address. Upon arrival and noting the severity of the fire, the Crew Manager initially in charge requested the attendance of a further two fire engines.</p> <p>The seat of the fire involved a commercial frying range within the takeaway. Six firefighters were deployed into the property with firefighting jets and breathing apparatus. When inside the property, the firefighters established that the ventilation ducting from the range had carried heat and smoke into a nearby storeroom, subsequently engulfing the entire room. The fire was quickly extinguished, preventing serious damage to the upstairs domestic flat.</p> <p>The domestic flat on the upper floors of the property was searched and it was noted that a quantity of smoke had entered the property, which was due to</p> |                          |

inadequate fire separation. As a result, a fire safety inspector was notified due to these fire safety concerns.

Smoke was cleared from the property using ventilation units and the scene was made safe.

Following the fire, firefighters fitted several smoke detectors into the flat, which would enable the occupants of the flat to return with safety measures in place, should another fire occur.

In total seven pumping appliances and the command unit attended the incident.

## CENTRAL AREA (Preston District)

### COMMUNITY SAFETY REPORT

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| <b>Area Command Overview:</b>  | Central Area   |
| <b>Campaign:</b>   | Water Safety - Incorporates <ul style="list-style-type: none"><li>• NFCC Be Water Aware – Drowning Prevention and Water Safety Week (26 April – 3 May 2021)</li><li>• Royal Life Saving Society’s Drowning Prevention Week (19 – 26 June 2021)</li></ul> |
| <b>Activities (brief details):</b>   |  |
| <p>Work has been carried out within Central Area to support the NFCC water safety initiative. This has been a coordinated piece of work with support from prevention support, Central community fire safety (CFS)/operational crews and corporate communications department.</p> <p>Literature from the LFRS virtual library has been shared with all local partnerships/community groups and distributed through the community safety partnership, for inclusion on the Lancashire schools portal. In addition, posters have been displayed in identified local hotspots to provide education and raise awareness.</p> <p>Central CFS staff have been contacting local schools with the offer of logging on to a virtual session, providing education prior to the summer break and to coincide with the RLSS Drowning Prevention Week.</p> <p>Vaccination Assistance/Core Prevention Work –</p> <p>CFS staff have continued to support the mass vaccination sites in Blackburn and Burnley, whilst also encouraging the local community within Burnley to attend the Jinnah Centre for their COVID vaccinations. Feedback from the community has</p> |  |

been extremely positive and well received and this has resulted in an uplift in the number of local vaccinations.

Central CFS staff have continued to deliver essential core work such as fire intervention visits, post fire home fire safety checks, community risk updates and attendance at all relevant virtual meetings. As lockdown restrictions begin to ease, plans are in place to recommence external care provider training, which is essential for keeping vulnerable members of the community safe.

Eid Celebrations –

CFS Staff from Central/Eastern have been able to provide essential safety information for this year's Eid Celebrations including road safety, cooking safety and general fire safety advice. This was delivered through a local Lancashire radio station and was well received by the community.

Further local safety initiatives will also be programmed within the Central Area Mosques, to coincide with the lifting of the national lockdown. Information will be provided in future reports.

## INCIDENTS OF OPERATIONAL INTEREST

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| <b>SUMMARY REPORT FOR:</b>  | Central Area – Preston |
| <b>Date:</b>  | 1/5/2021               |
| <b>Time of Call:</b>  | 02:13hrs               |
| <b>Incident Details:</b>  |                        |
| <p>Four fire engines were mobilised to reports of smoke issuing from an unoccupied nightclub, measuring 50m x 80m.</p> <p>The initial four crews recognised the need for additional resources and requested an additional six fire engines, a Stinger and an Aerial Ladder Platform (ALP), to ensure that the fire did not spread to adjoining buildings. Two Station Managers, one Group Manager and the Command Unit also attended.</p> <p>The incident was made persons reported due to witnesses stating that they often see a male up on the roof area. The building had a complex layout with crews having to gain entry from several points to locate the seat of the fire and to ensure that all areas had been searched.</p> <p>The LFRS drone helped identify the seat of the fire utilising its thermal imaging camera, which was also utilised to search the roof area where the male had been reported. The stinger was set up to prevent the fire spreading to neighbouring buildings, which were in close proximity within the city centre location, whilst the ALP was used as a working platform.</p> <p>The incident was scaled back to two fire engines and one ALP at 05:15hrs.</p> |                        |

LFRS worked closely with partner agencies at the scene throughout the incident. The police maintained the road closure and the outer cordon; Cadent and Electricity North West both attended, to make the gas and electric safe, due to meter bypasses from the adjoining unoccupied public house.

The LFRS cadaver dog was utilised to search the sections of the building that was deemed unsafe for personnel to enter. A multi-agency decision was made that all possible avenues had been exhausted and “all persons were accounted for” was declared at 14:03hrs, with crews remaining in attendance until 17:07hrs.

Prevention and protection teams have worked with Preston City Council, to help ensure that the building remains secure. Protection teams have continued to work with the building owners due to concerns about compartmentation issues caused by squatters. Prevention team leaders are working with the Preston Community Safety Partnership regarding the security of the unoccupied buildings and squatters within the area.

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| <b>SUMMARY REPORT FOR:</b>  | Central Area – Preston |
| <b>Date:</b>  | 29/4/2021              |
| <b>Time of Call:</b>  | 18:45 hrs              |
| <b>Incident Details:</b>  |                        |
| <p>Two fire engines were mobilised to a fire in an unoccupied former restaurant measuring 70m by 20m. Due to the severity of the fire, the crews quickly requested an additional two fire appliances and an Aerial Ladder Platform (ALP).</p> <p>Early decisive firefighting tactics prevented the roof from becoming fully involved in fire. Firefighters wearing breathing apparatus were deployed into the building with firefighting jets, with the ALP being deployed as a safe working platform to gain access to the roof.</p> <p>Crews remained on scene until 22:03hrs.</p> <p>Due to the condition of the building, Preston City Council have used their legal powers (under Section 78 of the Building Act 1984) to ensure the danger is removed as soon as possible, by requesting that the building is demolished. Fencing has been erected around the site, with security also put in place until the site work has been completed.</p> |                        |



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| <b>SUMMARY REPORT FOR:</b>   | Central Area – Preston |
| <b>Date:</b>   | 07/05/21               |
| <b>Time of Call:</b>   | 16.46hrs               |
| <b>Incident Details:</b>   |                        |
| <p>Three fire engines and the boat from Preston were called to an incident involving a male in a reservoir in Longridge. On arrival at the incident several Police units, Police Air support Unit and North West Ambulance Service (NWAS) were already on scene.</p> <p>The briefing from the Police Sergeant, stated that a male had committed an assault and when police had arrived on scene, produced a knife then made off through the nearby fields. He then stripped down to his underwear and jumped into the reservoir.</p> <p>Initial priorities included confirmation as to whether the male still had the knife, the length of time the male had been in the water and if at any time he had disappeared under the water and out of sight. The officer in charge of the incident initiated the launching of the Boat and Swift Water Rescue Technicians (SRT) crews to carry out a snatch rescue of the casualty, with two boat trained Police Officers to restrain the casualty.</p> <p>A cordon was established around the perimeter of the reservoir with two further SRT operatives in full SRT kit inside the cordon ready to receive the casualty on return to the bank. The boat was deployed with two SRT/Boat operatives and two Boat trained Police Officers.</p> <p>The casualty was pulled from the water and placed in handcuffs and returned to the bank, where two SRT operatives escorted the male to the waiting police officers. He was then assessed by NWAS Paramedics before being placed under arrest.</p> <p>A multi-agency debrief was held on conclusion of the incident and learning points were highlighted and discussed. The incident highlighted the benefits of a multi-agency approach and how working together and good communications can lead to a successful outcome to an incident.</p> |                        |

## PENNINE AREA

### COMMUNITY SAFETY REPORT

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| <b>Area Command Overview:</b>  | Pennine Area |
| <b>Campaign:</b>   |              |
| <b>Activities (brief details):</b>   |              |
| <p>Fire crews from Burnley attended a deliberate fire involving waste. On investigation the property nearest to the fire was occupied by a person with severe hoarding tendencies. Within the yard of the house, there were household items several metres deep. If ignited this would likely spread to the property and other adjoining houses, with the potential for significant damage.</p> <p>On returning to the station, crews discussed the incident with the community fire safety department. This was followed up by a Home Fire Safety Check and a referral to the environmental health team. The owner had extreme hoarding issues and the house was dangerously loaded with items, which could contribute to a fire quickly developing. The Service is now working closely with multi-disciplinary teams, including the district council and landlord. This was a good example of operational fire crews, whilst attending an incident, recognising potential issues whilst carrying out an environmental visual audit at the scene.</p> |              |

### INCIDENTS OF OPERATIONAL INTEREST

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| <b>SUMMARY REPORT FOR:</b>   | Pennine Area - Burnley |
| <b>Date:</b>   | 15/04/2021             |
| <b>Time of Call:</b>   | 08:06hrs               |
| <b>Incident Details:</b>   |                        |
| <p>Two fire engines from Burnley were mobilised to a road traffic collision on the Long Causeway, Cliviger, Burnley. The incident involved one car and one van, with one male casualty in each vehicle.</p> <p>LFRS fire engines arrived just after the Police and Ambulance, and a multi-agency meeting took place to agree priorities as is normal practice. North West Ambulance Service took the lead on casualty care of both occupants, who were still within their respective vehicles. Firefighters utilised cutting equipment to remove the door of one vehicle, whilst using other techniques to create space in the second vehicle.</p> <p>Both casualties were successfully released and taken to hospital for a precautionary check-up.</p> |                        |

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|--|---------------------------|
| <b>SUMMARY REPORT FOR:</b>   | Pennine Area - Rossendale |
| <b>Date:</b>   | 25/04/2021                |
| <b>Time of Call:</b>   | 11:40 hrs                 |
| <b>Incident Details:</b>   |                           |
| <p>Two fire engines from Bacup assisted with a large house fire involving three terraced houses well alight. This incident was over the border into West Yorkshire and was also attended by a crew from Todmorden (West Yorkshire FRS) and one from Littleborough (Greater Manchester FRS).</p> <p>The fire had started in the middle-terraced property and quickly spread into the adjacent properties. Firefighters used breathing apparatus to enter the houses either side and quickly extinguished the fire, limiting the damage.</p> <p>The cause of the fire is being investigated by West Yorkshire FRS fire investigators but is not believed to be suspicious.</p> |                           |

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