

Public Document Pack

Lancashire Combined Fire Authority

Monday, 26 June 2023 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, Principal Member Services Officer 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, and tea/coffee will be available in the Canteen from 0845 hours.

Conservative Group - Pendle Room
Labour Group - Lancaster House 2

Agenda

Part 1 (open to press and public)

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

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

1. **Appointment of Chair**
2. **Appointment of Vice-Chair**
3. **Chair's Welcome and Introduction**

Standing item.
4. **Composition of the CFA (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 Chairs and Vice-Chairs of Committees (Pages 3 - 4)**
8. **Representation on Outside Bodies (Pages 5 - 6)**
9. **Minutes of Previous Meeting (Pages 7 - 12)**

10. **Minutes of meeting Thursday, 20 April 2023 of Member Training & Development Working Group (Pages 13 - 18)**
11. **Programme of Meetings for 2024/25 (Pages 19 - 20)**
12. **Reports from Members on Outside Bodies (Pages 21 - 26)**
13. **Safety During Hajj Campaign**

Presentation.
14. **Annual Safety Health and Environment Annual Report 2022/23 (Pages 27 - 48)**
15. **Policy on Dealing with Habitual and Vexatious Complaints - Annual Update (Pages 49 - 56)**
16. **Member Champion Activity Report (Pages 57 - 60)**
17. **Fire Protection Report (Pages 61 - 64)**
18. **Operational Incidents of Interest (Pages 65 - 68)**
19. **Member Complaints**

Standing item.
20. **Date of Next Meeting**

The next meeting of the Authority will be held on **Monday 18 September 2023** 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.

Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

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 2023/24.

Recommendation(s)

The Authority is asked to note the report.

Information

The composition approved by the Constituent Authorities for the Combined Fire Authority for 2023/24 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) L Beavers (Lab)
- 2) S Clarke (Con)
- 3) L Cox (Con)
- 4) M Dad BEM (Lab)
- 5) N Hennessy (Lab)
- 6) D Howarth (L/D)
- 7) T Hurn (Con)
- 8) A Kay (Con)
- 9) H Khan (Lab)
- 10) J Mein (Lab)
- 11) S Morris (Con)
- 12) D O'Toole (Con)
- 13) M Pattison (Lab)
- 14) P Rigby (Con)
- 15) S Serridge (Lab)
- 16) J Shedwick (Con)
- 17) J Singleton JP (Con)
- 18) R Woollam (Con)
- 19) B Yates (Con)

Blackburn with Darwen Council Members

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

Blackpool Council Members

- 1) G Baker (Con)
- 2) J Hugo (Lab)
- 3) F Jackson (Lab)

Business Risk

None

Environmental Impact

None

Equality and Diversity Implications

None

HR Implications

None

Financial Implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

Reason for inclusion in Part 2 if appropriate: N/A

Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Appointment of Chairs and Vice-Chairs of Committees

Contact for further information – Diane Brooks – Principal Member Services Officer –
Tel No 01772 866720

Executive Summary

The appointment of Chairs and Vice-Chairs of Committees and Working Groups of the Combined Fire Authority and the appointment of Member Champions for the year 2023/24.

Recommendation

The Authority is asked to: -

1. Confirm appointments of Chairs and Vice-Chairs to the Authority's Committees and Working Groups for 2023/24; and
2. Confirm the appointment of the four Member Champions for 2023/24.

Information

Standing Order 5.1 (b) of the Authority requires the Authority at its annual meeting to appoint a Chair and Vice-Chair for each Committee created under Standing Order 4.1(a).

The Authority is asked to consider Chair and Vice-Chair appointments for its Committees and Working Groups for 2023/24 as set out below:

Committee/Working Group	Proposed Chair	Proposed Vice-Chair
Appeals Committee	Cllr Jean Rigby	CC Margaret Pattison
Audit committee	CC John Shedwick	CC Nikki Hennessy
Performance Committee	CC Terry Hurn	CC Paul Rigby
Planning Committee	CC Stephen Clarke	CC John Singleton
Resources Committee	CC Ron Woollam	CC David O'Toole
Strategy Group	CFA Chairman	CFA Vice-Chairman
Member Training and Development Working Group	CC Stuart Morris	Cllr Dave Smith
Resources Sub-Committee for Injury Pensions	CC Sean Serridge	
Service HQ Relocation Working Group	CC David O'Toole	

The Authority is also asked to consider appointments to Member Champion roles as set out below:

Champion Role	Proposed CFA Member
Community Safety	Cllr Jean Rigby
Equality, Diversity and Inclusion	Cllr Zamir Khan
Health and Wellbeing	CC Andrea Kay
Road Safety	CC Ron Woollam

Business Risk

The Authority's Standing Orders require the appointment of Chairs and Vice-Chairs 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: CFA Constitutional Standing Orders
Date: 22 February 2021
Contact: Diane Brooks, Principal Member Services Officer

Paper: Members' Allowance Scheme
Date: 1 April 2023
Contact: Diane Brooks, Principal Member Services Officer

Reason for inclusion in Part 2 if appropriate: N/A

Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Representation on Outside Bodies 2023/24

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 2023/24 municipal year.

Recommendation

The Authority is asked to consider and approve the representatives as set out in the report for 2023/24.

Information

The Authority approves representation on outside bodies at its AGM each year. 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.

Detailed below is the membership approved by the Authority for the 2022/23 municipal year: -

Appointment	Membership
LGA Annual General Assembly	Fire Commission representative (Chairman is authorised to cast the Authority's vote)
LGA Fire Commission	Chairman of the Authority Vice-Chairman of the Authority
North West Fire and Rescue Forum	Chairman of the Authority Vice-Chairman of the Authority Leader of the Opposition
North West Fire Control Board of Directors	Chairman of the Authority Vice-Chairman of the Authority

The Chairman has subsequently approved CC Hennessy and Cllr Hugo attend the LGA Fire Commission and Fire Services Management Committee meetings (as required) until the end of the LGA municipal year (September 2023).

Proposed representation for 2023/24

The Authority is now requested to determine its representation on outside bodies for the 2023/24 municipal year:

LGA Annual General Assembly 2023/24

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

LGA Fire Commission representatives 2023/24

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

North West Fire & Rescue Forum

The Authority is requested to appoint representatives for 2023/24 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 2023/24: -

- 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: CFA Minutes
Date: 27 June 2022
Contact: Diane Brooks, Principal Member Services Officer

Reason for inclusion in Part 2 if appropriate: N/A

Lancashire Combined Fire Authority

Monday, 24 April 2023 at 10.00 am in Washington Hall, Service Training Centre, Euxton

Minutes

Present:

D O'Toole (Chair)

Councillors

J Shedwick (Vice-Chair)
 L Beavers
 S Clarke
 M Dad
 N Hennessy
 J Hugo
 T Hurn
 F Jackson
 A Kay
 H Khan
 J Mein

S Morris
 M Pattison
 J Rigby
 P Rigby
 S Rigby
 R Scott
 S Serridge
 J Singleton
 R Woollam
 B Yates

80/22	Chairman's Welcome and Introduction
	<p>The Chair welcomed Mr Steven Brown as the new Director of Corporate Services and Treasurer to the Authority.</p> <p>The Clerk undertook a roll call and reminded Members that the Authority was in the pre-election period (known as purdah).</p>
81/22	Apologies for Absence
	Apologies were received from County Councillor David Howarth and Councillors Zamir Khan and Dave Smith.
82/22	Disclosure of Pecuniary and non-Pecuniary Interests
	None received.
83/22	Minutes of Previous Meeting
	Resolved: That the Minutes of the CFA held on 20 February 2023 be confirmed and signed by the Chairman.
84/22	Presentation - UKs International Search and Rescue Team - deployment to Turkey
	The Chief Fire Officer introduced Group Manager Mark Warwick and Crew Manager Lindsay Sielski who had been invited to provide a presentation to

Members on the UKs International Search and Rescue Team (ISAR) deployment to Southern Turkey which had been discussed at the last meeting.

GM Warwick advised that Lancashire Fire and Rescue Service (LFRS) had been a member of UK International Search and Rescue (ISAR) for a number of years and had been deployed to many countries to provide humanitarian support to unexpected disasters.

This incident was a quick, same day deployment to Turkey following a huge earthquake on the morning of 6 February 2023. The team consisted of 77 firefighters from across the UK, 4 dogs, structural engineers and medical teams. There were around 6,000 ISAR personnel attending from across the world to help, working alongside local people who provided intelligence and aid.

LFRS had 6 firefighters who were part of the UK ISAR team. These volunteers were vaccinated, had undergone rigorous and ongoing training (on processes and equipment) to gain specialist knowledge and skills to operate in hazardous conditions and were available to respond at short notice on behalf of the Government Foreign Commonwealth and Development Office. For example, CM Sielski's specialist role was the management of the canine team.

GM Warwick advised that on arrival the team set up base, electronic communications were down and moving around the collapsed buildings and rubble was a challenge. In addition, Turkey continued to be hit by thousands of after-shocks with risk assessments needing to be fluid.

CM Sielski advised that she co-ordinated the national canine response and she had chosen the 4 strongest dogs (which included Davey who was present at the meeting). On arrival, senses were overwhelmed by dust and people in disarray. The dogs were a great asset and did not let the team down. They were able to cover large areas of ground which reduced the risk to firefighters, and they were able to find signs of life to provide those searching with information to assist with digging locations. They did sadly find a number of bodies however, on his first day, Davey undertook 40 searches including the successful extraction of a survivor shown by the media.

GM Warwick advised that Lancashire received calls from the families and friends of those who were trapped. Unfortunately, overall there have been over 60,000 fatalities and 130,000 people injured with over 18 million people affected by the disaster.

GM Warwick expressed his pride in the UK ISAR team and advised that a member of the team had recently been deployed to East Africa.

In response to a question raised by County Councillor Singleton regarding any communication barriers, CM Sielski advised that the predominant language used was English alongside the use of interpreters. She paid tribute to one interpreter who had an understanding of search and rescue, had empathy when speaking with local people and had translated for the team. Undoubtedly support from these unsung heroes helped to find people alive.

In response to a question raised by County Councillor Hennessy, CM Sielski advised that sites for training were difficult to find however, as the UK ISAR team

	<p>was Government funded it was possible to travel to sites across the country to re-create realistic training for example in rubble piles, disused buildings and woodlands.</p> <p>In response to a further question raised by County Councillor Hennessy, CM Sielski advised that although it was a hot, dusty and difficult environment for the dogs there was a vet available at the base, the dogs wore paw protectors and saw their searches as play.</p> <p>The Authority applauded the efforts of the highly motivated and dedicated ISAR teams.</p> <p>Resolved: That the report be noted.</p>
85/22	Reports from Members on Outside Bodies
	<p>The Clerk presented a report received on behalf of County Councillor Hennessy which detailed key points raised at Local Government Association meetings of the Fire Service Management Committee attended on behalf of the Authority and of meetings of the Fire Commission.</p> <p>Resolved: That the report be noted.</p>
86/22	Minutes of meeting Wednesday, 15 March 2023 of Performance Committee
	Resolved: That the proceedings of the Performance Committee held on 15 March 2023 be noted and endorsed.
87/22	Minutes of meeting Tuesday, 28 March 2023 of Audit Committee
	Resolved: That the proceedings of the Audit Committee held on 28 March 2023 be noted and endorsed.
88/22	Minutes of meeting Wednesday, 29 March 2023 of Resources Committee
	Resolved: That the proceedings of the Resources Committee held on 29 March 2023 be noted and endorsed.
89/22	Member Champion Activity Report
	<p>The concept of Member Champions was introduced in December 2007. A review of the areas of focus for Member Champions was considered at the Authority meeting held in June 2017 where new areas of responsibility were agreed. The current Member Champions and their areas of responsibility were:</p> <ul style="list-style-type: none"> • Community Safety – Councillor Jean Rigby • Equality, Diversity and Inclusion – Councillor Zamir Khan; • Health and Wellbeing – County Councillor Andrea Kay; • Road Safety – County Councillor Ron Woollam. <p>Reports relating to the activity of the Member Champions were provided on a regular basis to the Authority. This report related to activity for the period up to</p>

	<p>31 March 2023. During this period all had undertaken their respective role in accordance with the defined terms of reference.</p> <p>Resolved: That the Authority noted the report and acknowledged the work of the respective Champions.</p>
90/22	<p>Fire Protection Report</p>
	<p>The report summarised Lancashire Fire and Rescue Service prosecutions pertaining to fire safety offences and set out convictions resulting from arson incidents which had progressed via the criminal justice process.</p> <p>An update on fire protection and business support was included in the report to provide Members with an update on how the Service was adapting delivery whilst developing the workforce to ensure it kept pace with regulatory changes in building fire safety and improve public and firefighter safety.</p> <p>The Assistant Chief Fire Officer drew Members' attention to the number of Business Fire Safety Checks that had been undertaken to the end of March 2023, which was c2.5k, with 462 identifying significant fire safety concerns resulting in follow up action by Fire Safety teams which had resulted in both enforcement and prohibition activity thereby highlighting the significant value of this service.</p> <p>In response to a question raised by County Councillor O'Toole regarding the action taken at a Business Fire Safety Check, the Assistant Chief Fire Officer advised that all visits were undertaken by operational crews. Some visits resulted in the identification of defects which were passed through to the fire safety teams. Action taken under the Fire Safety Order could range from the provision of advice or light touch support to enforcement, prohibition and prosecution of the responsible person in the most serious of cases, and in line with the Fire Safety Concordat.</p> <p>In response to a further question raised by County Councillor O'Toole regarding houses of multiple occupancy (HMOs), the Assistant Chief Fire Officer advised that the responsibility for HMOs was shared with the relevant local authority housing departments. Under the Fire Service Act, the Service was responsible for communal areas only. He reassured Members that the Service worked in partnership, undertaking joint visits with any enforcement action being taken by either the Service or local authority housing team.</p> <p>In response to a comment from County Councillor Mein regarding the depth of partner knowledge of what was involved in a home fire safety check the Assistant Chief Fire Officer advised that the Service worked extensively with all partner organisations to ensure they were kept informed of what the Service delivered including interventions.</p> <p>In response to a question from Cllr Scott regarding Airbnb properties, the Assistant Chief Fire Officer advised that there were wide variations in the types of properties offered from full houses to rent, to house shares or individual rooms. Nationally NFCC recognised this is an emerging area of risk; the Assistant Chief Fire Officer went on to highlight that in the main such properties were covered by local authority housing guidance and legislation. One of the</p>

	<p>challenges for the regulating authorities was in being able to identify the locations of such properties and incorporate them into risk reduction activities.</p> <p>Resolved: That the Authority noted and endorsed the report.</p>
91/22	<p>Operational Incidents of Interest</p>
	<p>The report provided Members with information relating to operational incidents of note over the period 1 February 2023 – 31 March 2023.</p> <p>Members discussed the waste fire attended in Preston (as detailed on page 87 of the agenda pack) and noted the increased likelihood of lithium-ion power sources finding their way into waste recycling plants which thereby increased fire risk.</p> <p>The Assistant Chief Fire Officer advised that this issue was a challenge for the industry given lithium-ion batteries emitted toxic gasses, were unstable when damaged and could auto-ignite. Battery packs used in electric vehicles were large however, incidents were often from smaller batteries such as used in e-cigarettes, e-scooters and many other household devices. He added that many waste sites screened waste to identify the presence of power sources and sift them out, however, the prevalence from a myriad of appliances which used them, resulted in some finding their way into the system. In response to a question from County Councillor Woollam, he advised this was a national issue which required end-to-end analysis to improve processes together with support from the Fire Sector and Environmental Agency to reduce fire risk.</p> <p>In response to a question from County Councillor Hennessy regarding the Chorley fire (detailed on page 86 of the agenda pack) the Assistant Chief Fire Officer advised that the Service always endeavoured to identify the cause of a fire however, where there were hundreds of tonnes of waste alight, and sometimes deep seated, there were cases where the cause could not be determined due to the extent of damage. Nonetheless even in such cases, certain possible causes could often be eliminated.</p> <p>In response to a question from County Councillor Mein regarding a further lithium-ion batteries fire (as detailed on page 87 of the agenda pack), the Assistant Chief Fire Officer confirmed that as part of the follow-up work, the Fire Protection team met with lead members of such establishments to provide advice, check fire risk assessments and ensure that risk control measures were suitable and in place.</p> <p>Resolved: That the Authority noted the report.</p>
92/22	<p>Member Complaints</p>
	<p>The Monitoring Officer confirmed that there had been no complaints since the last meeting.</p> <p>Resolved: That the current position be noted.</p>

93/22	Date of Next Meeting
	The next meeting of the Authority would be held on Monday 26 June 2023 at 10:00am at the Training Centre, Euxton.
94/22	Exclusion of Press and Public
	Resolved: That the press and members of the public 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.
95/22	Business Continuity - Industrial Action
	<p>(Paragraph 4)</p> <p>The Chief Fire Officer confirmed to Members that members of the FBU had accepted a revised pay offer which formally closed down the potential for Industrial Action.</p> <p>Resolved: The report was noted.</p>

**LFRS HQ
Fulwood**

**M Nolan
Clerk to CFA**

Lancashire Combined Fire Authority

Member Training & Development Working Group

Notes of virtual meeting held via 'Teams', on Thursday, 20 April 2023.

Present:	
Councillors	
S Morris (Chair)	
D Smith (Vice-Chair)	
N Hennessy	
A Kay	
Z Khan	
J Rigby	

Officers
B Warren, Director of People and Development (LFRS) L Barr, Member Services Officer (LFRS)

Apologies For Absence
There were none.

Notes Of Previous Meeting
<p>The notes of the previous meeting held on 03 November 2022 were confirmed as a correct record.</p> <p>It was noted, as a question from the previous minutes, that King Charles would stay President of the Prince's Trust and the name of the Trust would remain the same.</p> <p>Councillor Smith advised that, on Page 31, the word 'addition' should be replaced by the word 'edition'.</p>

Review Of Member Training And Development Strategy
<p>The Authority has had a Member Training and Development Strategy in place since 2006 which had been reviewed regularly.</p> <p>Members reviewed and approved the strategy as presented.</p> <p>County Councillor Hennessy commented that the Member Training and Development Strategy was detailed and supported Members. The Chair stated that it was fantastic how Members were given the opportunity to have a meeting with the Chief Fire Officer who welcomed them to the Authority. Station visits were also very interesting and revealed the important work of the Fire Safety Team in terms of community work and guidance provided</p>

to support local businesses against a variety of inspection criteria. The strategy in its entirety supported the purpose of the Fire service which was to make Lancashire safer.

Regarding community events, Members were impressed by the Service's ability to turn a negative into a positive such as demonstrations of crushed cars from road traffic accidents.

In her remit as Member Champion for Health and Wellbeing, County Councillor Kay informed Members that a wellbeing event would take place at Wyre Estuary with the TRiM (Trauma Risk Management) group and the wellbeing dogs.

County Councillor Hennessy queried whether the Climate Change element of the Health and Wellbeing Member Champion role should be split into a separate responsibility as it was a substantial subject. The Director of People and Development explained that the Authority was already well positioned due to the excellent work of County Councillor Kay who was very involved with all areas of the Champion role. In addition, the Fire Service was committed to taking action on Climate Change which was monitored by the HMICFRS (His Majesty's Inspectorate of Constabulary and Fire and Rescue Services), and the Local Government Association (LGA).

Members agreed, in relation to climate change, that there should be a focus on training Members to effectively use the Mod.Gov app with a view of moving away from printing papers copies of committee documents.

The Director of People and Development reiterated the importance of Members adhering to the Member Code of Conduct, to be aware of how their behaviour was perceived and how they expressed themselves. This area of perception had been highlighted in the HMICFRS report on culture and values in fire services. Lancashire Fire and Rescue had a rating of 'Outstanding' in culture and values and wished to maintain its standards. County Councillor Hennessy requested that further training on Member conduct be available for Members at the next Strategy meeting.

In relation to Equality and Diversity, County Councillor Hennessy advised that, in previous years, the LGA held an equality and diversity session in Lancashire and asked if it could be held in Lancashire again. The Director of People and Development advised that he was the North West Lead for People and was the Chair of the North West HR Directors Group where he could raise this. He could also raise it with the Chief Fire Officer.

Resolved:- That Members reviewed and approved the Member Training and Development Strategy.

Member Training & Development - Update Report

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

Personal Development Plans

Personal Development Plans were being held face to face, although they could be held over the telephone and electronically to support Members with busy diaries.

Two new Councillors had joined the CFA since the November 2022 meeting, of which both had received an initial Personal Development Plan and discussion. Of the 25 elected Members of the Authority, 100% had met with a Democratic Services Officer to draw up or review their Personal Development Plan.

e-Learning

Members were encouraged through the Member Information Bulletin and emails, to view North West Employers Organisation and the Local Government Association websites to access training opportunities.

Members' Handbook

The handbook for the municipal year 2022/23 had been issued to all Members. The handbook for the municipal year 2023/24 would be updated following the elections with any subsequent changes to the Authority's Membership.

Member Information Bulletin

Further to Member discussion at previous meetings, the Member Information Bulletin had been reformatted to web-based and was accessed via an electronic link with tabs for information. Although the bulletin was continuously in development, the first digital bulletin had been emailed to Members on 01 April 2023.

In addition to providing meeting dates, Member Training and Development opportunities, news and events, it was intended that the Bulletin would also provide upcoming safety campaign information for Members to forward as appropriate to their constituents and key partners using their social media channels together with reporting to Members on the success of these campaigns in subsequent issues. Members were also actively encouraged to provide information to officers for inclusion in the Bulletin and provide feedback on any improvements they would like to see.

Co-ordination of Training

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

The Chair highlighted it was excellent that 100% of Councillors, (including 2 new Councillors) had received an initial or review of their Personal Development Plan.

Members thanked Democratic Services and Officers for their hard work as it was appreciated. The Chair added that the Member handbook and bulletin kept Members well informed and thanked Democratic Services for keeping Members updated.

The Director of People and Development thanked Members for helping to share safety messages online as well as in their own areas.

Resolved:- That Members noted and endorsed the content of the report.

Monitoring, Review & Evaluation Of Activities

The report provided an update on Member Training and Development activities since the previous meeting. The report showed opportunities and outcomes of activity taken by Members to support the achievement of Service objectives or positive outcomes for communities. Some activities such as visits to local stations, involvement at local open days and other leadership events were now open to Members following the ending of Covid-19 restrictions.

Attended Local Fire Stations

Members were encouraged to make contact with area personnel to visit their local fire station to discuss key issues. Members had undertaken station visits since the last meeting which had included three Members meeting with the Prevention and Protection teams to find out about the work carried out around local issues.

Involvement at Area Level

Members were routinely invited to attend local events including Open Days, Opening Ceremonies, and 'Safe Drive Stay Alive' events. Through the Member Information Bulletin, Members had been invited to and had attended Prince's Trust Presentation events in their local communities.

LGA Annual Fire Conference 2023

Three Members had attended the LGA Annual Fire Conference which had been held in Nottingham. Conference activity included nine plenaries consisting of presentations and two workshops consisting of presentations.

LGA Fire and Rescue Leadership Essentials

New Councillors had been invited to attend the LGA Fire and Rescue Leadership Essentials Programme. Other sessions Councillors had been invited to attend included Data and Managing Council Performance and Finance without Numbers – an introduction to Local Government Finance.

Events and Visits

- **Annual LFRS Open Day**
Due to the potential strike action at the beginning of the year, plans for the return of the Open Day / Mayoral day were postponed until 2024.
- **Drone and Dog Demonstrations at Service Training Centre**
Members had attended a drone and dog demonstration at Service Training Centre following the Strategy meeting in November 2022.
- **BA School and Fleet Garages Tour**
Members took place in a tour of the new BA School and Fleet Garages took place at Training Centre in December 2022.

Member Information Bulletin

Following a proposal at the last meeting, an evaluation of Member use / engagement with the new format Member Information Bulletin had been brought to the meeting for analysis.

IT and Mileage Claim Sessions

Ongoing support on a 1-2-1 basis was provided to Members by Democratic Services Officers to access the internet, assist to submit mileage claims, and access the Mod.Gov app to view private papers.

Members agreed that the new format of the Member Information Bulletin worked as it was interesting and informative. In addition, Members felt that it was easy to navigate through.

It was agreed that the new layout for Member Training and Development Activity would continue as Members found it easy to monitor their training and progress.

It was agreed that Democratic Services would explore sourcing and providing informative videos in relation to the Service which would improve their operational knowledge.

In relation to a question from County Councillor Morris regarding whether firefighters wore body cameras, the Director of People and Development advised that firefighters did not wear body cameras, however, some appliances did have CCTV. He also informed that there could be problems with body cameras in incidents involving fire due to the heat and also issues with funding.

Members were advised that, regarding attendance at passing out parades, the Chair of the Authority had confirmed that the Chair, Vice-Chair and Leader of the opposition would be invited to attend future passing out parades. This was due to the capacity in Washington Hall and giving priority to recruits' families to attend. County Councillor Hennessy queried whether other Members could meet separately with the recruits, and it was agreed this would be explored by Democratic Services.

In terms of the Leadership Essentials Fire and Rescue training session, it was noted that new Members would be invited to attend the course as a priority which would then be extended to other Members (a maximum of 3).

Resolved:- That the Group noted and endorsed the content of the report as presented.

Future Meeting Dates

The next meeting of the Working Group will be held on 02 November 2023 and 25 April 2024.

LFRS HQ
Fulwood

B Warren
Director of People and Development

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Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Programme of Meetings for 2024/25

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 2024/25.

Recommendation

The Authority is asked to agree the programme of meetings for 2024/25 as set out in the report now presented.

Information

At the meeting of the Combined Fire Authority held 27 June 2022, the CFA agreed a programme of Meetings for 2023/24. It is now necessary to agree a programme of dates for 2024/25.

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 1st April and the 30th 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 2023/24: -

24 April 2023

26 June 2023 (Annual Meeting of the CFA)

18 September 2023

18 December 2023

19 February 2024 (Budget Meeting)

Proposed dates for 2024/25 are: -

22 April 2024
24 June 2024 (Annual Meeting of the CFA)
16 September 2024
16 December 2024

24 February 2025 (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: CFA Constitutional Standing Orders
Date: 22 February 2021
Contact: Diane Brooks, Principal Member Services Officer

Paper: CFA Minutes
Date: 27 June 2022
Contact: Diane Brooks, Principal Member Services Officer

Reason for inclusion in Part 2 if appropriate: N/A

Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Reports from Members on Outside Bodies

Contact for further information – (Mark Nolan, Clerk and Monitoring Officer)

Tel: 01772 866720

Executive Summary

The full Authority receive appropriate reports from Members who sit on outside bodies to provide feedback on key topics discussed in other forums such as Local Government Association meetings.

Recommendation

The Authority is asked to note the report for information.

Information

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

Fire Services Management Committee (FSMC) (Virtual)

- Friday 9th December 2022

Finance update – Chief Finance Officer Ben Ansell, National Fire Chief Council (NFCC) Finance Lead, updated members on the latest financial situation for Fire and Rescue Authorities (FRAs). He thanked all the members who had engaged in the recent lobbying for greater funding and financial flexibilities for FRAs. The letters had been well coordinated and well received. The continued focus was on an inflationary Consumer Price Index (CPI) uplift in the Business Rates Multiplier and Revenue Support Grant and £5 precept flexibility for Band D properties.

Accountability and Transparency - Lucy Ellender, Senior Adviser, and Jonny Bugg, Head of Fire Strategy and Reform Unit - Home Office. Ms Ellender reported that the Home Office had originally agreed to hold a discussion on governance at the current meeting but, given that the response to the Fire Reform White Paper consultation had not yet been released, they had asked, (after the agenda had been circulated), for it to be postponed to the following meeting. Mr Bugg said that the new Minister, Chris Philp, had already shown some positive engagement on the fire agenda and remained committed to reform through the White Paper response. The London Fire Brigade's Culture Review had ignited significant interest in Parliament and the Minister was keen to address the problems it had highlighted. The Minister was also focused on the finance and productivity agenda and Mr Bugg considered that this was key to future funding Wildfires.

Paul Hedley, NFCC Wildfires Lead, delivered a presentation. He ran through the unprecedented extent and impact of the wildfires during the 2022 season and the

measures being taken by NFCC to try to mitigate risk. He reported that he had just launched a survey of FRSs on the impact of the 2022 wildfires, and on resilience in the sector more broadly.

Members discussed the pros and cons of increased regulation to restrict the sale of high-risk items such as disposable barbecues, Chinese lanterns, and fireworks. It was agreed that it would be useful to develop a wider evidence-based national strategy to look at the issues involved, and the possibility of holding a summit with all interested stakeholders (e.g., local authorities, supermarkets, FRAs) was suggested as a means of taking this forward in the first instance.

Stronger public education/information campaigns were considered vital in highlighting the risks. Additional resources would need to be found for local authorities to support effective enforcement if regulation was to be increased. It was agreed that: FSMC work with the NFCC to push for more national capacity to support Fire and Rescue Services (FRS) in fighting wildfires and support and promote NFCC's work around wildfires including an updated and enhanced Wildfire Prevention Toolkit and National Training Packages. FSMC amplifies national messages around wildfire awareness and safety and encourages government to launch a national awareness campaign around the risks of wildfires. Officers to carry out further research to enable FSMC to develop a position on the sale of disposable barbecues and other high-risk items such as lanterns and fireworks.

Emergency Services Mobile Communications Programme (ESMCP) - Ian Taylor, Senior User and Business Change Lead, NFCC, and Simon Parr, Senior Responsible Owner, Home Office, introduced the update. Mr Parr updated members on developments with ESMCP since the previous report on the Business Case in March 2021. The Competition and Markets Authority (CMA) had carried out an investigation into Motorola, the suppliers of the current Airwave system, in relation to excess profits and possible deliberate delays to the introduction of the less profitable Emergency Services Network (ESN). The CMA published provisional findings in October 2022 and concluded that Motorola were making supernormal profits – at current prices, the opportunity to earn just under £1bn of excess profits between now and 2029. The CMA announced their intention to impose a price control to restrict excess profit, to require Motorola to facilitate a workable transition between Airwave and ESN and to instruct the Home Office to fully introduce ESN by 2029 at the latest. Motorola had decided to step away from delivering ESN at the end of their current contract in 2024 and were currently negotiating early release (Dec 2022). Market engagement had begun on reprocurring the ESN contract with a view to formally launching the process in early 2023 and starting a new contract in early 2024. The network contract with EE was also due to expire in 2024 and conversations were taking place about how to proceed on this front. Mr Parr concluded that, despite all the problems, the strategic case for an Emergency Services Network (ESN) remained very strong as the Airwave technology gets closer to becoming obsolete.

Mr Taylor added that in the light of the Motorola contract termination, those FRSs that had been early adopters of ESN would unfortunately have to be transitioned back off early in 2023. The report advised FRAs not to anticipate any Airwave related savings in their budget setting due to the possibility of legal challenge by Motorola.

The logic behind taking early adopter services off ESN was queried. Mr Taylor confirmed that once the Motorola contract ended, the data centres that enabled the

system to function would no longer be accessible and so continuing would not be possible. This was very disappointing for those FRS's as ESN had proved extremely effective. It was suggested that the developments with Motorola might provide an opportune moment to review the whole project and the rationale behind it. Mr Parr ran through the benefits of ESN and explained that it would combine the benefits of standard mobile phones with new robust devices with access to reliable high bandwidth broadband. The FSMC representative on the ESMCP Fire Customer Group, reiterated the huge potential of ESN and reassured members that, despite the setback with Motorola, everything was being done by officers to bring the system to fruition.

Manchester Arena Inquiry - Emergency Response. Mark Norris, Principal Policy Adviser, introduced the report. Mr Norris reported that one of the key findings from the second report of the Inquiry was that interoperability between the emergency services, in particular the Joint Emergency Services Interoperability Principles (JESIP), broke down on the night of the attack. The report recommendations were largely designed to ensure that this process worked better in practice in future. The NFCC had set up a working group to take forward the Inquiry's recommendations. The report set out how the FSMC could work to support FRAs to assure themselves their service was responding to the Inquiry's recommendations and successfully embedding the JESIP principles. This would include developing a guidance document for FRA members and working with the NFCC, Home Office and HMICFRS to implement the Inquiry's recommendations.

- Monday, 6 March 2023 Hybrid Meeting - Crowne Plaza Hotel, Nottingham

Cllr. Jane Hugo and CFO Justin Johnson attended in person.
CC Nikki Hennessy (virtual).

The chair introduced the new FSMC Equalities Advocate – Cllr Jane Hugo.

Fire Service Culture. Mark Norris, Principal Policy Adviser, introduced the report. Mr Norris set out some of the recent issues and incidents which had shone a light on culture within several Fire & Rescue Services in England and Wales. The importance of the LGA continuing to work jointly with the National Fire Chiefs Council on addressing the challenges was stressed.

Cllr Jane Hugo, FSMC Equalities Advocate, stated that there was plenty of best practice and skills/expertise both within and outside the sector that could be shared, and stressed the importance of all partners working together to address the worrying situation. Mark Hardingham, NFCC Chair, stated that FRSs were not yet as diverse as they should be and, although there had been progress in recent years, e.g., through establishing a Core Code of Ethics and the Fire Standards Board, there was much work still to be done. The current situation represented a failure of leadership within the sector and the challenge of addressing it ranked alongside the responses to Grenfell and Manchester Arena. Mr Hardingham outlined some of the measures being taken by the NFCC, including internal restructuring, and establishing an external advisory group.

It was important to link this into the wider fire reform agenda currently being taken forward by the Home Office. Alex Hill, HMICFRS, reiterated that their inspection process had highlighted the fact that the people pillar was the one area that FRSs struggled with more than any other. HMICFRS was currently producing a 'spotlight' report on this issue which could feed into the wider work to address the problems.

HMICFRS was also learning and adapting its inspection process in the light of emerging incidents and using learning from recent experiences in police services. Jonny Bugg, Head of Fire Strategy and Reform Unit, Home Office, stated that this was a key issue of concern for the Minister, and the Home Office response to the Fire Reform White Paper would likely contain more about improving values and ethics. A 4th session Bill in Parliament was still on course. He reported that later in the Spring, the vetting system for FRS employees would be upgraded to move it in line with other public facing professions.

The vital importance of maintaining the trust and confidence of the public was emphasized. 24 were performing well and there was plenty of good practice that could be used to support the 20. The Local Government Agency's sector-led support offer was highlighted as a means of helping FRAs and it was suggested that there would be benefits of jointly delivering this with the NFCC.

Support and training for EDI champions and other FRA members was requested to enable proper scrutiny of senior officers.

It was stated that proposed Home Office reforms around governance and operational independence of CFOs were a distraction and would not address the underlying cultural issues in the sector. By contrast, it was stated that two thirds of the White Paper was about people and professionalism, and the FSMC should therefore get behind and embrace these proposed reforms which were essential to drive longer-term cultural change in the sector.

Fire Service Management Commission

Friday, 14 October 2022

CC David O'Toole and CC John Shedwick attended.

CC Nikki Hennessy sent her apologies

LGA Fire EDI Champions Network meeting (virtual)

28th April 2023

Cllr. Jane Hugo (Chair), CC Nikki Hennessy, CC John Shedwick and Liz Sandiford attended.

The meeting was very well attended and included presentations from HMICFRS, Gloucestershire Fire and Rescue Service, and Liz Sandiford from LFRS gave an excellent presentation about "getting the culture right for diversity".

Cllr. Jane Hugo will be chairing an in-person conference on Tuesday 27th June at the LGA HQ focussing on Culture in the Fire and Rescue Service. The conference aims to support members in their leadership role and reinforce the role of governance, supporting members with effective and appropriate scrutiny in driving improvement in culture and equality, diversity, and inclusion.

Business risk

None

Sustainability or Environmental Impact

None

Equality and Diversity Implications

None

Data Protection (GDPR)

N/A

HR implications

None

Financial implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

Reason for inclusion in Part 2 if appropriate: N/A

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Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Annual Safety, Health and Environment Report 2022/23

Appendix 1 refers

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

Executive summary and recommendations

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 2022 to 31st March 2023.

As the body with ultimate responsibility for staff safety, health and environmental compliance it is important that all CFA Members are aware of performance of the Service in this respect. The report therefore provides a summary of overall progress and performance in respect of accidents and near misses, carbon emissions and environmental performance, health and wellbeing initiatives, together with a look forward to planned improvement areas for 2023/24.

Recommendation(s)

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

This report includes performance information for health and safety and the environment.

Business Risk

From a legal, economic and moral standpoint, several health and safety and environmental compliance 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

LFRS continues to manage the environmental risks and issues with impact directly on the Service through the externally accredited ISO14001 Environmental Management System which details our environmental aspects and impacts together with the measures taken to control and mitigate risks. The changing climate continues to impact on the Service response activities, particularly in relation to increasing attendance at flooding and wildfire incidents. Carbon management within the LFRS estate and vehicle fleet is a growing issue, with the impact on utility and energy use which the Service is seeking to mitigate through the Carbon Management Plan.

Equality and Diversity implications

None

Financial Implications

None directly.

HR Implications

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 Safety, Health and Environment Report 2019/20	14 th September 2020	Director of People and Development Bob Warren Telephone 01772 866804
Annual Safety, Health and Environment Report 2020/21	28 th June 2021	
Annual Safety, Health and Environment Report 2021/22	27 th June 2022	

Reason for inclusion in Part 2 if appropriate: N/A



Lancashire Fire
and Rescue Service

Annual Safety, Health and Environment Report 2022-2023

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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, wellbeing and environmental issues that have arisen during the period 1st April 2022 to 31st March 2023.

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 safety, health and environment. The CFA is responsible for agreeing the safety, health and environment policy and for ensuring adequate resources are available for safety, health and environment purposes. The CFA will provide a clear direction for the Executive Board and Service 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 provides competent professional advice and oversees the day-to-day management of health, safety wellbeing and environmental activities.

The LFRS Safety, Health and Environmental Management System is based on:

- Health and Safety Executive model HS (G) 65 – Successful Health and Safety Management
- International Standard for a Health and Safety Management System ISO 45001:2018.
- International Standard for Environment Management Systems ISO 14001:2015.

During 2022/2023 we have continued to enjoy a positive working relationship with the Representative Bodies on health and safety issues. The Service consults formally on a quarterly basis, working together to ensure safety, health and environmental concerns are resolved. Safety Representatives play a vital role in improving our health and safety culture whilst reducing our impacts on the environment.



LFRS Health, Safety and Wellbeing Plan

During 2022 we refreshed our approach to planning in relation to health, safety and wellbeing in the Service with a full revision of the LFRS Health, Safety and Wellbeing Plan. Revising the original version, the new plan sets out a 5-year vision for all aspects of Health, Safety and Wellbeing, covering 2022-2027.

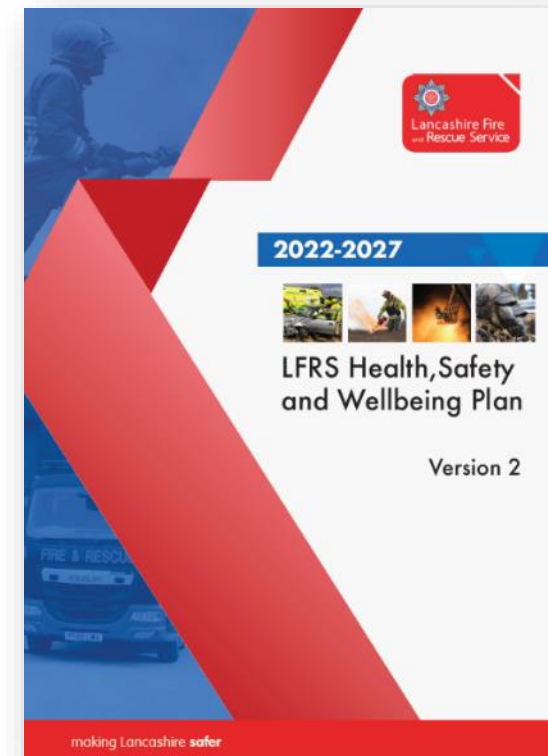
Building on the 1st version published in 2021, we adopted a new approach with the launch of revised version in November 2022, which sets out our approach to dealing with our existing risk profile and looks forward to emerging challenges that could impact on safety and wellbeing of staff.

This document is part of the suite of delivery plans, which support the LFRS People Strategy 2021-2024 and the aims and objectives within the LFRS SHE Policy.

The plan sets out what our drivers and influences are, how we control risks and what are our aspirations for continual improvement, particularly in relation to the key developing areas of risk within the Sector.

With the development of the revised plan we have ensured that the Service has considered the best practice requirements which are outlined in the ISO 45003 document, Psychological health and safety at work — Guidelines for managing psychosocial risks.

The Service's Health, Safety & Environment Advisory Group (HSEAG) is responsible for developing specific objectives and targets relating to LFRS SHE Performance, and outcomes of the SHE Management Review striving for continual SHE improvements over the course of each year.



Controlling Risk within LFRS

The varied nature of the Service's work activities and working environments means that there is a broad range of risks to manage, sometimes in challenging high hazard environments. The level of risk to both employees and service users can be identified from several of 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 under the RIDDOR regulations.
- number of near miss events reported.
- number of days lost following an accident at work.
- type of events that are being reported.
- carbon emissions from LFRS premises and activities.

The SHE Policy and the wider SHE Management System are devised 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 the real risks in LFRS workplaces. 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, a minimum 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 together with the Health and Safety Consultation Committee chaired by the Deputy Chief Fire Officer.



External Audit of the Health and Safety and Environment Management Systems 2023

LFRS utilises a UKAS accredited external audit process to provide assurance of the effectiveness of safety, health and environment management systems to the internationally recognised ISO standards. Since initial certification in November 2011, surveillance visits have been conducted annually and re-certification every three years to maintain the external certification.

In March 2023, the auditor from British Assessment Bureau (BAB) carried out a surveillance audit against the International Standards for health and safety ISO 45001:2018 and environment ISO 14001:2015.

The audit scope for both standards was '**The Provision of Fire, Rescue and Supporting Services across Lancashire**'. This broad scope encompasses all LFRS activities with audit visits to the SHQ site, Service Training Centre, four fire stations operating different duty systems together with several supporting departments including Safety, Health and Environment, Fleet and Engineering Services, Procurement, Training and Operational Review, Human Resources and Property.

Both ISO standards have a range of clause requirements, which identify how an organisation should manage different aspects of safety, health and environmental issues within the workplace.

Continued certification has been granted for ISO 45001:2018 and ISO14001:2015. LFRS received no non-conformances (minor or major) for this audit. One opportunity for improvement was identified related to how we manage the expiry dates of consumable items in fire station first aid kits.

The report from BAB highlighted aspects of our arrangements:

It was confirmed that successful communication was part of the organisations process and vital in driving a sustainable culture of health and safety and increasing environmental awareness.

The organisations commitment to continual improvement was demonstrated throughout the Audit, participation with Chief Fire Officer and Chair of Combined Fire Authority, consultation and participation along with debrief events and lessons learned form part of the organisations resource utilised in their drive towards continual improvement, their aspects and impacts methodology is in place as well as their risk assessment methodology which is managed and reviewed regularly by the senior Team to ensure that the organisations systems are robust.

Risk management and assessments, Risk Assessment operational procedure, have been very well defined within the OH and S. It was evidenced throughout the audit that risk assessments are developed for each element.

Consultation and Participation meetings to include the Union representation, staff representation and senior management representation, interviews with the staff on site during the tour confirmed that consultations are acted upon in relation to health and safety.

The HSMS continues to be developed with reports presented to HSEAG on a quarterly basis. The management system meets requirements outlines in ISO45001 and HSG65.

LFRS has effective arrangements for investigating safety events and continues to learn from accidents and near misses.

The Workplace Wellbeing Toolbox Talk (WWTBT) concept has been developed during 2022, and following approval from HSEAG, a new intervention of a Wellbeing Wednesday is being piloted with a member of the SHE Dept/Trauma Risk Management (TRiM) team spending time on sites to provide the opportunity for wellbeing interventions and refresher input on wellbeing support options available to staff.

The TRiM team has been refreshed and regular development sessions take place to keep the team skilled in peer support.

As part of the audit, additional areas for improvement were also identified by LFRS staff and these have been taken forward through the Service's Health, Safety and Environment Advisory Group meeting.

Health and Safety Performance

Active Monitoring of our health and safety performance is integrated into day-to-day work within the Service. This includes a Service wide 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 our managers, active monitoring features extensively during operational incidents and forms an essential part of the Incident Command System at all levels. Operational incidents are monitored, debriefed and outcome reviews are carried out to ensure that continuous learning from incidents is achieved through our Operational Assurance function.

The Service has implemented a system of robust reactive monitoring of safety events through the accident reporting and accident investigation procedures. The SHE department co-ordinates and controls this system, with line managers being responsible for implementation across the Service.

During 2022/2023 there were:

- **80 accidents** (61 to LFRS staff and 19 to non LFRS staff) each event being investigated and recorded in line with Service Policy.
- **96 near misses** (80 near misses and 16 near miss attacks on staff) that were investigated, and were appropriate learning was fed back into the service policy, procedure, or risk assessment.
- There were **10 RIDDOR** events that were reported to the Health and Safety Executive; 2 major specified injury; 8 resulting from over 7 day's absence.

Following a challenging early-year period, improved performance in Q3 and Q4 has overall resulted in a decrease in the number of accidents to staff members overall by 18% when compared to 2021/22. Strain and sprain type injuries are the most prevalent within LFRS which is the consistent position the Service has seen for some time now.

A summary of the total accident and accident-related absence statistics for 2022/23 are detailed below in Figure 1.

The figures in 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, however the figures reported in 2018/19, 2020/21 and 2021/22 have seen a small number of staff away from work for long term absences related to safety events which has impacted the overall performance.

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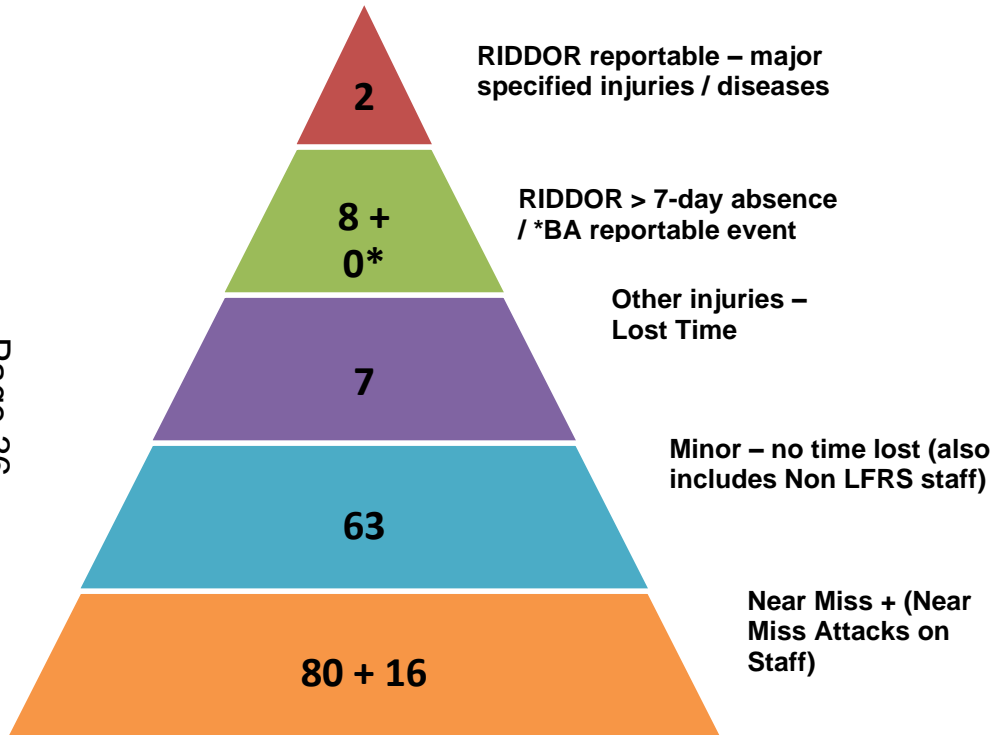


Figure 1 - Hierarchy of safety events

Year	Days Lost
2015/16	331
2016/17	205
2017/18	245
2018/19	377
2019/20	264
2020/21	352
2021/22	511
2022/23	229

Table 1 – working days lost to accidents.

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

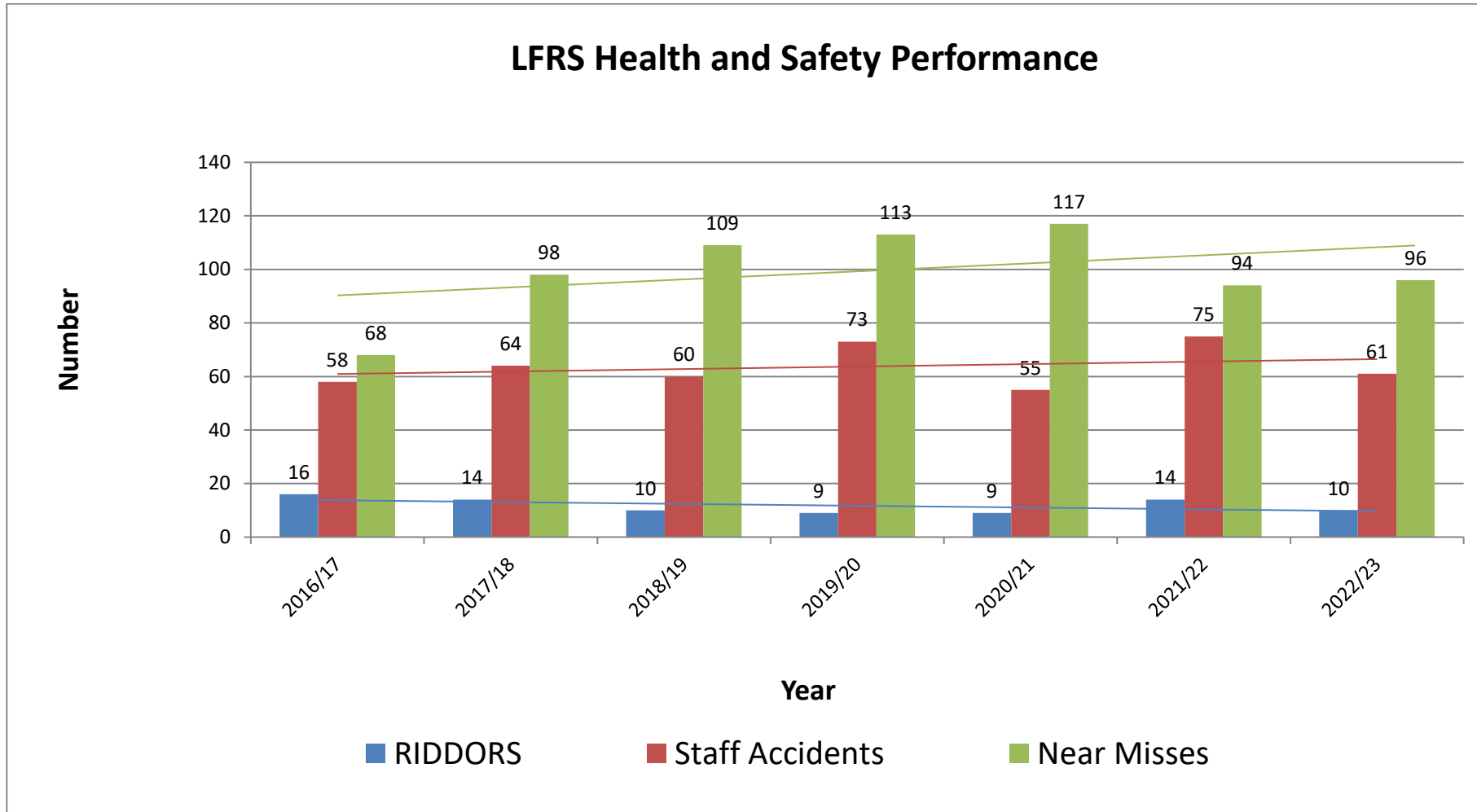


Figure 2 – LFRS Safety Performance 2016/17 to 2022/2023

Table 2 shows the types of accidents that were reported during 2022/23 comparing the last five year's performance with the numbers for each category.

TYPE OF ACCIDENT	LFRS Staff 2022/23	LFRS Staff 2021/22	LFRS Staff 2020/21	LFRS Staff 2019/20	LFRS Staff 2018/19	Non LFRS staff 2022/23	Non LFRS staff 2021/22	Non LFRS staff 2020/21	Non LFRS staff 2019/20	Non LFRS staff 2018/19
Handling lifting or carrying	14	24	11	18	7	2	1	-	1	2
Hit by moving, flying or falling object	7	5	4	12	4	3	-	-	2	2
Slip trip fall	10	12	5	12	11	3	1	-	2	2
Hit something fixed or stationary	8	9	3	4	10	7	2	-	5	3
Other	5	15	10	15	12	3	2	-	2	-
Injured by an animal	1	1	-	2	1	-	-	-	-	-
Fall from Height	1	2	1	1	3	1	-	-	2	-
Exposed to fire	2	2	5	1	6	-	-	-	-	-
Exposed to harmful substance	10	-	11	4	4	-	-	1	-	2
Exposed to an explosion	-	1	-	-	-	-	-	-	-	-
Contact with Electricity	-	1	1	-	-	-	-	-	1	-
Hit by a moving vehicle	2	-	1	1	1	-	-	-	-	-
Contact with Moving Machinery	1	-	1	1	-	-	-	1	-	-
Drowned or Asphyxiated	-	-	-	-	-	-	-	-	-	-
Physically assaulted by a person	-	3	2	2	1	-	4	-	-	2
Trapped by Something Collapsing	-	-	-	-	-	-	-	-	-	-
TOTAL	61	75	55	73	60	19	10	2	15	13

Table 2 – Types of accidents in 2022/23 compared to past performance in 2018/19 – 2021/22.

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. The near miss reporting category also includes events which have resulted in attacks on LFRS staff, but did not result in any injury to them, for example operational staff being subjected to verbal abuse or a fireworks attack.

Table 3 shows sustained number of near misses being reported each year assisting in the prevention of accidents within the workplace. A wide range of learning opportunities have been captured in relation to stations/building, equipment, appliances/vehicles, 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
2021/22	94
2022/23	96

Table 3 - Near Miss Reporting 2016/17 to 2022/23

Vehicle Accidents

Table 4 shows the number of accidents involving fleet vehicles from 2016/17 to 2022/23. Analysis of the type of accidents LFRS vehicles have been involved in during 2022/23 has shown that most accidents occur during vehicle manoeuvring at slow speeds and there is an increasing trend.

Year	Number of Vehicle Accidents
2016/17	67
2017/18	58
2018/19	74
2019/20	69
2020/21	67
2021/22	90
2022/23	61

Table 4 Number of Vehicle Accidents

To look at ways of help reduce vehicle accidents a Road Risk Review Panel (RRRP) been established to examine the trends and outcomes from fleet vehicle accidents, current working practices and to further develop the Management of Occupational Road Risk framework for the Service.

The RRRP group members have been meeting during the year to identify learning from vehicle accidents, identify wider trends about the cause and what measures we can take to improve performance. A key enhancement in the area has been the commencement of vehicle CCTV systems introduction, which have started to be fitted to fleet vehicles.

Improvement Actions during 2022/23

LFRS ensures continuous improvement is made in safety, health, wellbeing and environmental aspects within the Service. We have carried out the following during 2022/23:

- Managed the suite of risk assessments for LFRS activities, reviewing existing assessments and producing new documents to support new activities/risks, equipment and vehicles.
- Continued to maintain and develop the safety, health and environment management system by carrying out programmed reviews of policies and Service Order documents to ensure their currency and continued suitability. During the year we have merged health and safety elements with environment to reduce duplication.
- Continued to provide improved PPE for attending operational incidents, including the roll out of improved wildfire protective equipment for all operational members of staff.
- Reviewed and monitored our waste management arrangements across several sites to increase recycling.
- Ensured joint working on assurance monitoring for operational activity, sharing learning and trends from accidents and near miss events to ensure continual learning within the LFRS operational environment to ensure firefighter safety.
- Continued to develop our approach to managing psychological risks within the workplace and improving health and wellbeing support to LFRS.
- Commenced a review of our Carbon Management Plan with an aspiration to develop a wider Environmental sustainability plan.

SHE Management System

As part of our annual workplan, the SHE Department team undertake a programme of reviews and internal checks to ensure that we manage risk correctly and are implementing Service policies. We have reviewed the following aspects of our SHE systems during 2022/23:

- Visitors, Events and Open Days
- Pressure Systems
- Safety Signs & Signals
- Contractors on LFRS Premises
- Management of Stress at Work
- Climate Change
- Breathing Apparatus & Respiratory Protective Equipment
- Third Party Organisations on LFRS premises
- Health and Wellbeing
- Eyesight and aids to Vision
- Electricity
- Energy, Fuel & Water
- First Aid
- Workplace Transport
- Control of Asbestos
- Significant Event Death/Serious Injury policy
- Adverse Weather
- Construction, Design & Management
- Travel Management
- Waste Management
- Accident/Injury & Near Miss Procedure
- Interceptors
- COSHH – Hazardous Substances

Health and Wellbeing

For the fourth anniversary of TRiM being introduced into Service, a full review of the process was undertaken including how trauma support is promoted, accessed and delivered. As a result of the review, we updated our procedure document which was reviewed and relaunched along with updated leaflets, pull up banners and a new team of trained TRiM Practitioners.

Group TRiMs known as Traumatic Incident Briefings (TIBs) in line with the NICE guidelines were trialled and proved effective, being formally introduced in August 2022, now making up a third of the TRiM referrals received.



With the cost of living being a high priority for our colleagues, we have run a series of articles in the Routine Bulletin and on the Health and Wellbeing pages of the Engine House. These covered financial wellbeing, 'kids eat free' promotions over school holidays, energy reducing tips, and a selection of recipes in various categories:-

- Cooking Together to help reduce social isolation
- Energy Conscious Cooking to help use less energy
- Budget Busting Meals to help food budgets go further, reduce food wastage and how to cook takeaway style food at home for less money.



This year, the TRiM team and the Wellbeing Support Dog Team (WSD), along with our CFA Health and Wellbeing Champion, came together to develop the Wellness Events calendar for 2023/24. Each month members of the TRiM & WSD Teams will lead Wellness events, providing greater engagement across the Service.

We continue to provide a bespoke Health and Wellbeing module for new Apprentice firefighters, focusing on resilience. While the embedding of ISO 45003 (and the Mind Mental Health at Work Commitment) continues to be pivotal to all Wellness events and resources provided across the Service.

Firefighter PPE Contamination

Our work on PPE contamination has continued during 2022/23, progressing through our actions identified after the gap analysis of the University of Central Lancashire (UCLAN), Minimising firefighters' exposure to toxic fire effluents – Interim Best Practice Report. Additional academic research papers on the health impact of contaminants have been released by UCLAN in 2022 which have been considered through our HSEAG meeting.



At Service Training Centre, the facilities for the management of contamination during training have continued to be embedded and the enhanced BA set cleaning machines are having a real impact on the cleanliness of BA sets with the ability to undertake a deep clean when BA equipment is brought into Fleet and Engineering Services workshop facility for repair or annual servicing.

One of our action plan items was to look at measures to enable staff to remove contaminants from their skin at the incident ground. We had previously undertaken some localised trials of a number of different types of skin wipes and at the start of 2023 we issued all operational appliances with a post fire incident hygiene bag to carry out a Service wide trial and understand how useful these products are to staff. We have additionally provided a similar kit bag to the Incident Intelligence Officers for use during fire investigation activities.

Environmental Performance

Carbon Emissions

The current Carbon Management Plan includes a target of 40% carbon emission reduction by March 2030 from a baseline of 4352 tonnes of CO² in 2007/08.



The Service achieved an **overall reduction of 26.3% by March 2022**. This related to our measured carbon emissions for gas, electric and fleet vehicle fuel.

Separately water is currently seeing a 35.2% reduction from baseline year, noting this is not as high as 2018/19, which showed a 46% reduction.

The data has been shared individually with stations involving both Environmental Champions and Station Managers, allowing comparisons to be made by station over several years.

It is recognised that over the 15 years of monitoring, the way carbon emissions are recorded and reported has changed. The Carbon Management Team are currently looking at how our data can be used to better represent LFRS impact on our environment.

Waste Management

LFRS created 101.1 tonnes of waste in 2022/23, a decrease from 102.2 tonnes in 2021/22. The overall recycling rate across the service remains very good at 35%. Again, waste data has been shared with all stations via their Environmental Champions and Station Managers.

Engagement with those identified last year as needing further focus was excellent with some very promising results. The SHE Department continue to work with Station Managers, Environmental Champions, and other staff to better understand the reasons behind these results to assist in improving waste management across LFRS.



Fire-fighters' Charity Recycling Banks

LFRS continues to support the Fire Fighters Charity with 19 Lancashire fire stations currently having a clothing/textile recycling bank. For each tonne of clothing, a donation is made to the Fire-fighter's Charity.

In 2022/23, the banks had collected over 60 tonnes of textiles. This has raised £13,283 for the charity. A further 5 clothing banks are due to be installed on our Stations later in 2023.



Promotions and Wider Engagement

During the 2022-23 period, each quarter saw a key environmental promotion which was displayed and SHQ, communicated via the Engine House intranet, Routine Bulletin and by the Environmental Champions.

We currently have 40 Environmental Champions across the Service. The promotions included Water Saving Week, Recycle Week, COP27 and Living Lent. Focus was also given to reducing single use plastic, the difference between climate change mitigation and climate change adaptation and return for recycling of smoke detectors from Stations.

Looking Ahead

The Carbon Management Team are in the process of developing a new Sustainability Plan which will outline our current position and indicate the path to reaching net zero emissions.

We expect to see many changes over the coming decades and as we approach 2050. Our new Sustainability Plan will reflect and accommodate this vital period of change.



Table 5 shows the carbon emission performance for 2022/23 against the 2007/08 baseline and previous year's performance with the carbon emissions for 2016/17 to 2021/22.

	Baseline 2007/08	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	% change on previous year	% change since baseline 2007/08
Buildings	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)		
Electricity	1600	1581	1592	1495	1478	1484	1457	1379	-5.4%	13.8%
Gas	1594	934	1025	901	988	1032	939	875	-6.9%	45.1%
Total	3194	2515	2617	2396	2466	2516	2396	2254	-6.0%	29.5%

Transport	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)		
Fuel	1158	796	858	968	882	816	872	953	9.4%	17.7%

Service Total	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)		
	4352	3311	3475	3364	3347	3332	3268	3207	-1.9%	26.3%

Shown separately in Carbon Management Plan

Water	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)	Carbon (tonnes)		
	9.1	5.8	5.4	4.9	6.4	5.7	5.3	5.9	11.3%	35.2%

Table 5 Carbon Emissions Reductions 2022/23

A Look Ahead to 2023/24

Looking to 2023/24, the key safety, health and environment priorities are to:

- Maintain the LFRS certification to ISO 45001:2018 and ISO14001:2015 standards and continually improve the SHE Management System.
- Continue to implement the LFRS Health, Safety and Wellbeing 5-year plan and progress the aspirational development items within the Service.
- Focus on the safety, health and environmental issues on our fire stations and other sites to enhance internal checks.
- Reduce the number of accidents and injury related sickness absence, particularly focussing on the strain/sprain type musculoskeletal injuries which are predominant within the Service and look to reduce injuries which occur during local operational training activities within Service Delivery.
- Expand our peer support network by introducing Peer Support Ambassadors (PSAs) to promote and celebrate awareness of mental health and wellbeing. We will give these staff the skills to support someone who may be struggling by listening and signposting to further support if required.
- Develop revised training on health and wellbeing, with a particular focus on ensuring our operational staff have the skills and knowledge to be able to respond to challenging incidents involving mental health.
- Integrate Fitness into the SHE Department to enhance the health and wellbeing resources and further combine the subject areas, to provide a holistic whole person approach to Health and Wellbeing resources for all staff.
- Engage and support our Environmental Champions to assist in the continued reduction of carbon emissions from energy and fuel use and reduce waste collected and increase the percentage of waste being recycled.
- Develop our approach to decarbonisation of our buildings and fleet vehicles and undertake a refresh of the existing Carbon Management Plan to understand our challenges in relation to the UK Government 2050 pathway for reaching net zero emissions.
- Continue to improve how we deal with the management of PPE Contaminants, raising staff awareness to challenge the behaviours which increase risks from contamination. We will review our position against any further released guidance and best practice arrangements.

Overall Summary

This year has seen a decrease in the number of accidents to staff members overall by 18% when compared to 2021/22. Severity of staff accident events has also reduced compared to last year, the HSE were notified under RIDDOR regarding 10 events: 2 major specified injuries and 8 over 7-day absences following accidents. Analysis of our safety performance through the Service HSEAG meeting has shown that musculoskeletal strain and sprain type injuries have remained the most prevalent and we will continue to identify opportunities to improve in this area.

During the year, we have refreshed the resourcing and roles within our SHE Department team following an internal promotion and recruitment of a Safety, Health & Environment Advisor to fill a vacancy in the team. To strengthen working relationships on health and wellbeing, the Service Fitness Advisor role has moved to become part of the SHE Department team and we are now working through a plan to enhance effectiveness of our arrangements in relation to staff fitness and related provisions on fire stations across the County.

LFRS continues to deliver continuous improvement within the SHE Management system maintaining ISO 45001:2018 and ISO 14001:2015 certification through external examination receiving no non-conformances and one opportunity for improvement.

Staff wellbeing continues to be developed and improved with the Service having a range of interventions and support mechanisms in place to mitigate risks to psychological health. We have adopted the Mind Mental Health at Work Commitment which is now embedded within our overall Health, Safety and Wellbeing 5-year plan for LFRS.

The good relationship with the Fire Brigades Union (FBU), UNISON, Fire Officers Association (FOA) and the Fire and Rescue Services Association (FRSA) continues, working together to maintain a positive safety culture within LFRS through regular consultation meetings and dialogue on safety, health and wellbeing issues.

During 2023/24, LFRS will consider its approach to the UK Government Net Zero targets and wider Climate Change impacts. We will review options relating to decarbonisation of our buildings and fleet vehicles together with the current targets and objectives set within the existing Carbon Management Plan with a view to moving to a wider environmental sustainability plan for LFRS.

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Lancashire Combined Fire Authority

Meeting to be held on Monday 26 June 2023

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(s)

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 no complainants judged to be unreasonably persistent or vexatious which suggests that it is a useful means of controlling and managing resources and bullying.

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

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 2 if appropriate: N/A

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 26 June 2023

Member Champion Activity Report

Contact for further information:

DCFO Steve Healey – Tel No: 01772 866801

Executive Summary

This paper provides a report on the work of the Member Champions for the period up to 31 May 2023.

Recommendation

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

Information

The concept of Member Champions was introduced in December 2007 with a review of the roles in 2017.

The Authority appoints its Member Champions at its Annual Meeting in June, and the current Member Champions are:

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

Reports relating to the activity of the Member Champions are provided on a regular basis to the Authority. During this period, all have undertaken their respective role in accordance with the defined terms of reference. Their activity to date is as follows:

Community Safety – Councillor Jean Rigby

In April, Lancashire launched a Water Safety Partnership to coincide with the National Fire Chiefs Council “Be Water Aware Week”. The partnership is currently chaired by Lancashire Fire and Rescue Service with a vice chair from HM Coastguard. The partnership brings together a wide range of partners, all with an interest in community safety and reducing water related incidents and fatalities. The previous 12 months have been spent agreeing an action plan for the group so that there can be better and more joined up use of resources. Part of this has involved data sharing across the partners so that the right areas and demographics can be targeted. LFRS have been pivotal to the creation of this partnership and feel that it will really make a difference to how we prevent accidental drownings across the county.

LFRS continue to work with telecare providers and Lancashire County Council following the changes made to telecare charges to ensure provisions are in place to identify and support those Lancashire residents who require it through our Home Fire Safety Check service. This has also provided an opportunity to deliver further training to those who

are responsible for installing telecare and should result in an increase in referrals back to LFRS. This will be monitored and evaluated through our partnership reporting.

LFRS are working as part of the Lancashire Violence Reduction Network and across the Community Safety Partnerships in each area to fulfil our obligations as a specified authority within the Serious Violence Duty. Fire and Rescue services have a longstanding role of engaging with local communities to promote fire safety as well as wider to support citizenship, community cohesion and directly to support vulnerable individuals and communities. Work with children and young people, Prince's Trust, safeguarding as well as fire reduction strategies, such as the sectors work to reduce deliberate fires, will form part of our role under the duty.

Preston Caribbean Carnival was held on the 27 and 28 May; one of the largest and longest running cultural celebrations in Preston. LFRS team members attended to share safety messages, promote diversity within the Fire Service and celebrate the culture of our diverse communities.

Equality, Diversity and Inclusion – Councillor Zamir Khan

As we look to recruit and attract a diversity of applicants we have updated and refreshed our recruitment material promoting Lancashire Fire and Rescue Service as an employer of choice. We continue to attend careers events explaining the role of a firefighter and the varied career opportunities within the Service. As the summer approaches, it presents several opportunities to meet with different communities promoting employment with LFRS over June and July as we commence our positive action to fill our next recruits course planned for February 2024. We attended the Preston Carnival and are planning to attend the Windrush Festival. We are also planning to attend various Pride Events which will be taking place across Lancashire, in addition to attending the mosque at Preston and the Preston City Mela Festival.

Health and Wellbeing & Climate Change Update – County Councillor Andrea Kay

Climate Change and Environment

Our measured carbon emissions (for gas, electric and vehicle fuel) have now seen a 26% reduction from the baseline year (2007/08). Water is currently seeing a 35% reduction from baseline year, noting this is not as high as 2018/19, which showed a 46% reduction. Gas has reduced 6.9% and electric 5.4% compared to last year, whilst vehicle fuel (from fleet) has increased by 9.4%. The data has been shared individually with stations involving both Environmental Champions and Station Managers, allowing comparisons to be made by station over several years. It is recognised that over the 15 years of monitoring, the way carbon emissions are recorded and reported has changed. The Carbon Management Team are currently looking at how our data can be used to better represent LFRS' impact on our environment.

LFRS created 101.1 tonnes of waste in 2022/23, a decrease from 102.2 tonnes in 2021/22. General waste had reduced by 0.9% compared to the previous year whilst dry mixed recyclable waste increased by 3.9%. The overall recycling rate across the service remains very good at 35%. There are many stations that stand out with excellent waste management and others where there may be opportunities for improvement. Some stations have been highlighted for further investigation into the data, and where necessary, measures will be agreed to improve waste management.

Again, data has been shared with all stations via their Environmental Champions and Station Managers.

Health and Wellbeing

This report is to serve as an update of the Health and Wellbeing resources utilisation over the 2022/23 reporting period (Apr 22 – Mar 23).

- Employee Assistance Programme - utilisation of the free and confidential independent support has increased from 12% to 14.3% as a direct comparison to 2021/22 reporting period. The top 3 categories are consistent and include Mental Health, Relationships and Legal advice enquiries (e.g. divorce and separation, childcare, motoring etc.).
- In August 2022 we launched Traumatic Incident Briefings (TIBs), following feedback received from crews that group TRiM sessions would be beneficial. To ensure we are still providing support following traumatic events in line with the National Institute for Health and Care Excellence (NICE) guidelines for trauma support we have expanded the offering from the TRiM team to include TIBs, which are essentially group TRiMs, facilitated by an appropriately trained TRiM Manager/TRiM Co-ordinator/TRiM Practitioner. This reporting period we have undertaken 30 TRiM interventions, including 10 TIBs; evidencing the introduction of TIBs is effective and being utilised well.
- 49 Wellbeing Support Dog requests have been completed in a nine-month period, with a review in progress to evaluate the capability to understand if it can be delivered more effectively and efficiently.

The Wellbeing Wednesday pilot is due to be reviewed in June, evaluating evidence from the six-months of visits that have been undertaken to learn from feedback provided and improve the potential benefits of the visits. This quarter we have undertaken 7 Wellbeing Wednesday visits. The launch of the Peer Support Ambassador initiative is also coming up and will be reported on fully in a future update.

Road Safety – County Councillor Ron Woollam

Road Sense is a Year 6 Road Safety Education Package delivered by LFRS and offered to all primary schools in Lancashire. Delivery since September reached nearly 14,200 pupils. Feedback from teachers continues to be very positive with 76% of teachers selecting they 'strongly agreed' the session would have a positive impact on the student's road user behaviour. The remaining 24% 'agreed' with this. An anonymous evaluation has been introduced for the children to complete following completion of the session. Whilst it is in its infancy feedback is very positive, please see example below:

“My most memorable safety message was to be careful when crossing roads because if you have headphones on while crossing you wouldn't notice a car”

This will allow evaluation of the effectiveness of the delivery from the pupil's perspective and will feed into a wider piece of work Prevention Support are doing into the evaluation of our Prevention activities.

Biker Down continues to grow with a very successful '2 wheels month' in April. 7 courses were run throughout the month with 115 attendees. 9 Short clips were created and released throughout the National Fire Chief Councils 'week of action' promoting the course and highlighting the importance of wearing personal protective equipment when riding, (the theme of the campaign.) They had a total reach of over 4,700 people. In addition to the clips, information posts went out reaching 14,500 people. The most successful month on social media to date.

In May LFRS organised the annual 'Alive to Drive' event at Leyland Tesco which was also used for filming Project Edward – 'Every Day Without a Road Death'. The footage taken was then broadcast nationally as part of the launch of the week of action. 'Alive to Drive' ran over 2 days and attracted a large crowd, allowing members of the public to watch a live road traffic collision demonstration and engage with staff from emergency services and road safety organisations. This event was a partnership that formed with Chorley Institute of Advanced Motorists 15 years ago but has grown bigger each year and has attendance from Lancashire Constabulary, North West Ambulance Service, Blood Bikes, National Highways, Lancashire County Council, Tyre Safe and Mountain Rescue.

Financial Implications

Activities are within budget.

Business Risk Implications

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

Environmental Impact

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

Equality and Diversity Implications

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

Human Resource Implications

Some Member and Officer time commitments.

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact: DCFO, Steve Healey

Reason for inclusion in Part 2 if appropriate: N/A

Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Fire Protection Report

Contact for further information: Assistant Chief Fire Officer Jon Charters

Tel: 01772 866802

Executive Summary

This report summarises Lancashire Fire and Rescue Service (LFRS) prosecutions pertaining to fire safety offences, in addition to convictions resulting from arson incidents which have been progressed via the criminal justice process.

Given the rapidly evolving regulatory change in building fire safety, an update on Fire Protection and Business Support is also provided, detailing how the Service is adapting delivery whilst developing our workforce, to ensure that we keep pace with the changes and improve public and firefighter safety within the built environment.

Recommendation

The Authority is asked to note the report.

FIRE SAFETY CONVICTIONS

Prosecutions

One case is currently within the court system for offences under the Regulatory Reform (Fire Safety) Order 2005. Provisionally set for trial 8 September 2023.

Fire safety teams continue to investigate and build files in relation to ten further cases wherein offences are believed to have been committed under the Regulatory Reform (Fire Safety Order) 2005, involving the following types of premises:

- Specialised Housing / Supported Living Scheme
- Care & Nursing Home
- House in Multiple Occupation used as Student Accommodation
- Mixed commercial and Residential (akeaway with sleeping above) x2
- Residential Flats x3
- Commercial car repair garage
- Mixed commercial and Residential (in-dining restaurant with sleeping above)

FIRE PROTECTION & BUSINESS SUPPORT INFORMATION

Business Fire Safety Checks (BFSC)

To date, (end of May 2023) circa 3131 BFSCs have been undertaken across Lancashire with 532 identifying significant fire safety concerns resulting in follow up action by Fire safety teams. This follow-up action has resulted in both enforcement and prohibition activity highlighting the significant value of this service.

Legislation Changes Update

The new Fire Safety England Regulations 2022 came into effect on the 23 January 2023. These regulations have been introduced under Article 24 of the Regulatory Reform Fire Safety Order 2005, which will now be enforced by LFRS protection officers. To support the introduction of the regulations, LFRS Built Environment Team has written to all building owners affected by the legislative changes and hosted engagement sessions with owners of tall buildings, housing authorities and managing agents to discuss the changes and how LFRS will approach these changes from an enforcement perspective.

The LFRS website has been updated to ensure premises' responsible persons can digitally report critical fire safety defects under the new regulations. This information is then used to update operational risk information for crews.

From April 2023 all residential buildings at least 18m or 7 storeys and above must legally be registered with the Building Safety Regulator (BSR). Failure to do so may result in prosecution by the BSR.

LFRS continue to engage with responsible persons to ensure registration is completed and the relevant information is available. The deadline for registration is 1st October 2023.

ARSON RISK REDUCTION

R v James PURCELL

Banks Street, Blackpool

Date and Time of call – 19/11/2021, 07:07

This incident involved the deliberate ignition of three fires within a flat at a two-storey premises.

The fire caused severe damage by direct burning to the entrance door, kitchen appliances, clothing, and furniture. The entire flat also suffered severe damage by smoke. The first-floor communal area suffered light damage by smoke.

Following a guilty plea to arson reckless as to whether life was endangered the defendant was sentenced to 45 months imprisonment.

R v Christopher HARRISON

Mill Close, Thornton Cleveleys

Date and Time of call – 11/11/2021, 19:57 and 02/12/2021, 22:29

Both these incidents involved petrol attacks at two neighbouring domestic properties, the second of which was a mistaken address next door to the intended target.

The first incident involved petrol being introduced through the front door letterbox and caused severe damage by direct burning and heat to the door, hallway and landing area. The entire property also suffered severe smoke damage. The house was occupied at the time of the attack but thankfully the occupants managed to escape unhurt through the rear of the property.

The second attack occurred at the neighbouring property and involved petrol being introduced through the ground floor living room window. The fire caused severe damage by direct burning and heat to the living room and severe smoke damage to the entire house and contents. Thankfully the occupier was out at the time of the attack.

The defendant appeared at Preston Crown Court and following a guilty plea was sentenced to 8 years for GBH, 5 years and 7 months for arson with intent to endanger life for the first arson attack, 4 years for arson with intent to endanger life at the neighbour's house (mistaken address targeted) and 12 months for possession of a bladed article, to run concurrently. He will serve 2/3 of the 8-year total sentence before serving the remainder on licence.

R v Sarah MCRUDDEN

Clifton Street, Darwen

Date and Time of call - 02/11/2021, 00:07

This incident involved the deliberate ignition of a bed within the bedroom of mid terraced property. The room of origin suffered severe damage by fire, heat and smoke. The remainder of the property and contents suffered moderate smoke damage. The neighbouring property suffered light damage by smoke.

The defendant was sentenced to 22 months imprisonment having entered a guilty plea for arson reckless as to whether life was endangered.

Business Risk

Moderate – Members are made aware of prosecutions related to fire safety activity and/or arson within Lancashire 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 2 if appropriate: N/A

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Lancashire Combined Fire Authority

Meeting to be held on 26 June 2023

Operational Incidents of Interest

Assistant Chief Fire Officer Jon Charters, Director of Service Delivery

Tel: 01772 866801

Executive Summary

This report provides Members with information relating to operational incidents of interest since the last report to the Authority.

Recommendation

The Authority is asked to note the report.

Information

This report provides Members with information relating to operational incidents of interest over the period 1 April 2023 – 31 May 2023.

The following summarises the incidents with further detail provided within the body of the report:

- 10 fire engines attend a car sales showroom in Preston (7/4/23)
- 6 fire engines attend an outbuilding fire in Bleasdale (10/4/23)
- 8 fire engines attend a commercial building fire in Preston (11/4/23)
- 4 fire engines attend gas cylinders on fire in Warton (20/4/23)
- 12 fire engines attend a derelict hotel fire in Blackpool (24/4/23)
- 6 fire engines attend a derelict building fire in Preston City Centre (1/5/23)
- 8 fire engines attend a commercial building fire in Lathom (3/5/23)
- 10 fire engines attend a fire in a retail store in Blackburn (6/5/23)

LFRS station area:	C52 Fulwood
Date:	7th April 2023
Time:	01:04

Ten fire engines from Fulwood, Preston, Penwortham, Bamber Bridge, Longridge, Darwen, Blackburn, Hyndburn, and Chorley, together with two aerial ladder platforms from Preston and Hyndburn, attended a commercial building fire on Bluebell Way, Preston. The incident involved a car showroom, approximately 100m x 100m in size. Further assistance was obtained from a water tower, bowser, command unit, high volume pump and drone.

The fire involved rooms within the building, which had spread to the roof and approximately 160 solar panels. Damage was also caused to new and used vehicles within the showroom.

Firefighters wearing breathing apparatus tackled the fire internally, whilst the fire on the roof was extinguished via the aerial ladder platforms.

Crews were on scene for over 30 hours, damping down and conducting a fire investigation. The cause of the fire was recorded as accidental.

LFRS station area:	E59 Longridge
Date:	10th April 2023
Time:	05:45

Six fire engines from Fulwood, Preston, Garstang, Penwortham and Lancaster attended a building fire on Bleasdale Lane, Bleasdale. The incident involved an outbuilding approximately 40m x 50m in size. Firefighters used four breathing apparatus, one hose reel, one triple extension ladder, two light portable pumps and three firefighting water jets to extinguish the fire. The fire involved a bio-mass boiler and the associated fuel, in several bays within the building.

Due to the lack of water supplies in the area, the bowser was used to shuttle water to the scene. Fire crews were in attendance for approximately 8 hours. The incident was recorded as accidental.

LFRS station area:	C52 Fulwood
Date:	11th April 2023
Time:	16:57

Eight fire engines, the aerial ladder platform, command unit and drone attended a fire involving a large amount of cardboard in a recycling waste plant on Wallend Road, Preston. Firefighters used six breathing apparatus, two firefighting water jets and one hose reel to extinguish the fire, which involved 17 tonnes of cardboard within the storage building.

The fire took approximately 7 hours to extinguish, with the cause believed to be accidental from an unknown source within the cardboard pile.

LFRS station area:	W35 Lytham
Date:	20th April 2023
Time:	16:37

Four fire engines from St Anne's, Blackpool and Bispham, supported by the hazardous material unit from South Shore, Command Unit from Fulwood, drone team, hose laying lorry and the water bowser, attended a commercial fire on Hillcock Lane in Warton.

The fire involved a quantity of natural gas cylinders, which formed part of a larger bank of 60 cylinders. Firefighters used 2 ground monitors to cool the surrounding building and isolated the gas supply internally. A water relay was established from an open water supply in the vicinity, so that there was enough water available to prevent the flame jets from the gas cylinders spreading to the building. The remaining gas was allowed to burn out, whilst firefighters continued the application of cooling water and monitored the temperature of the building and cylinders.

Crews were in attendance over 6 hours, with the cause being determined as accidental, from an ignited gas leak. Two buildings were damaged by heat, but fire teams were successful in preventing fire spread to the commercial buildings.

LFRS station area:	W31 Bispham
Date:	24th April 2023
Time:	14:46

Twelve fire engines, two aerial ladder platforms, one stinger and the drone team attended a large fire at the former Hackett's York House Hotel. This was a four-storey derelict building on Queens Promenade, Blackpool. Firefighters wearing breathing apparatus, using four firefighting water jets, tackled the fire externally, with the aerial ladder platform and water tower, making access to the roof from above.

The incident led to the closure of the tram line and traffic in both directions on Queens Promenade, whilst firefighting was taking place.

Fire crews were on scene for over 3 days, damping down and conducting the fire investigation. The cause was recorded as deliberate, due to information being received that youths had been entering and exiting the building, just before the fire was discovered. Due to the uncertainty as to whether anybody was still inside, the LFRS victim recovery dog attended and searched the debris. From the information received by the police and the dog search, it was determined that there was nobody left in the building when the fire took hold.

LFRS station area:	C50 Preston
Date:	1st May 2023
Time:	17:53

Six fire engines from Penwortham, Preston, Fulwood, Bamber Bridge, and Leyland, along with two aerial ladder platforms from Preston and Blackpool were called to the former St Joseph's Orphanage on Mount Street, Preston. Firefighters used two firefighting water jets to bring the incident under control. As the building is under demolition, all firefighting was conducted externally, to maximise firefighter safety.

Crews were on scene for over 24 hours. Although there have been several deliberate fires at this address, the cause on this occasion was recorded as accidental from workers operating within the roof space.

LFRS station area:	S51 Ormskirk
Date:	3rd May 2023
Time:	08:07

Eight fire engines from Skelmersdale, Ormskirk, Chorley and Bamber Bridge, along with the aerial ladder platform from Preston, drone team, water tower and bowser from Leyland attended a commercial building fire on Carr Lane, Lathom.

The incident involved a multi-occupied building, consisting of 3 commercial workshops, 50m x 40m in size. The workshop contained farm machinery and gas cylinders, including acetylene. Firefighting water jets were secured in place, so that the cylinders could be cooled and the fire extinguished from relative safety.

The entire unit was destroyed by fire, with crews being on scene damping down for over 14 hours. A joint fire investigation was undertaken with insurers, with a definitive cause yet to be established.

LFRS station area:	E71 Blackburn
Date:	6th May 2023
Time:	20:17

Ten fire engines, two aerial ladder platforms, water tower, command unit, bowser, drone team, hazardous materials unit and the high-volume pump attended a commercial building fire on Lower Audley Street, Blackburn. The fire started in the warehouse area of B & M Bargains on the retail estate. The building is a single storey row of retail stores, covering 80m x 40m. The fire quickly spread to the roof of the store, with the main priority being to prevent fire spread into the adjoining premises.

Fire crews wearing breathing apparatus, carrying firefighting water jets tackled the fire internally. The aerial ladder platforms were used to make fire breaks in the roof and apply water from above.

Fire crews were on scene for 2 days, damping down and assisting with the fire investigation. The cause of the fire has been recorded as accidental.

Business Risk

None

Environmental Impact

Potential impact on local environment in relation to operational incidents. Significant incidents benefit from the attendance of specialist water tower resources (Stingers) which make a positive impact on firefighting operations and reduce the environmental impact.

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 2 if appropriate: N/A