Appendix 2

Lancashire Fire and Rescue Service



Shaping our Services for the Future: Consultation (Phase Two).

Public Consultation Report

October 2026

ps research

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Summary.

Introducing the consultation.

The aim of the consultation was to gather feedback on the proposed Community Risk Management Plan

The Community Risk Management Plan (CRMP) is a five-year plan for how LFRS will make Lancashire safer, adapting to changing risks so that LFRS can prevent, protect and respond effectively. The phase two consultation shared the plans and proposals within the CRMP for feedback.

Consulted with staff, stakeholders and the public between 16 July and 9 October 2026

The consultation was communicated and shared in various ways, such as through social media, including targeted adverts, direct invites to email subscribers and key stakeholders, and by contacting service users.

2,411 responses received across the public survey and direct letters or emails

The majority of responses are from local residents (2,013 responses). Responses were also received from current employees and stakeholders including town/parish councils, local authorities and neighbouring fire and rescue services. A number of letters were received and these have been considered as part of the consultation analysis.

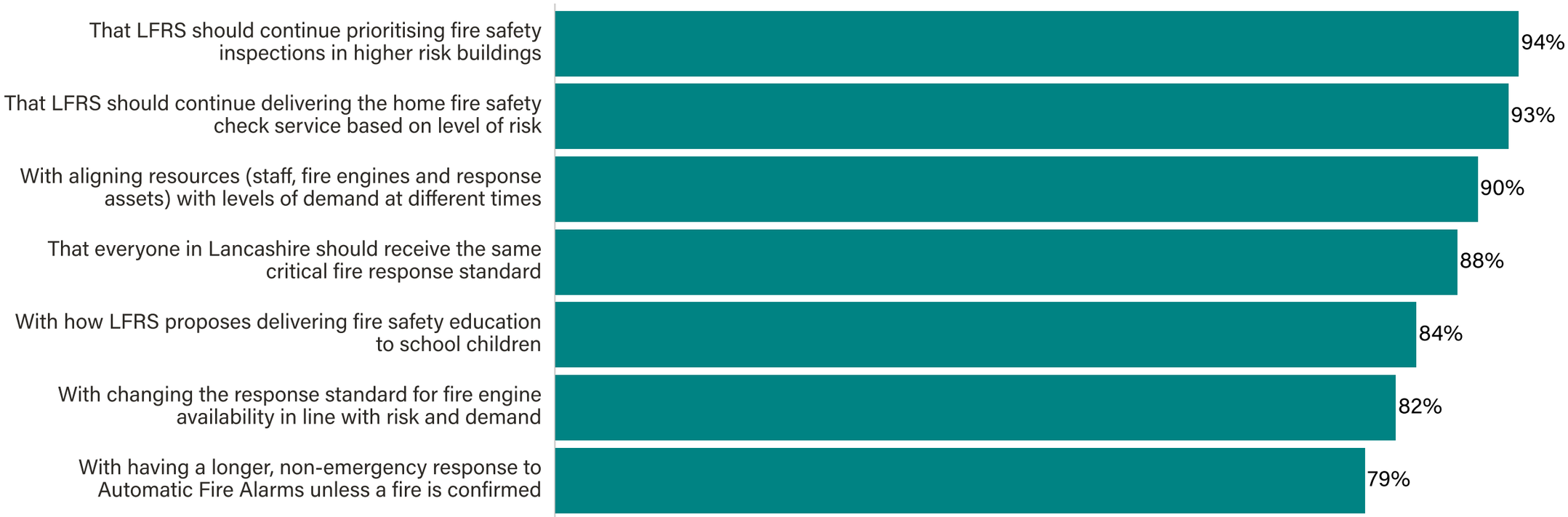
Feedback from residents.

Nine in ten (88%) residents agree with LFRS's vision for managing risk in Lancashire

- Virtually all (96%) agree that the risks identified in the plan are the main risks in Lancashire
- And they consider many of the drivers and challenges important, particularly workforce sustainability, partnership working and demand; use of digital and data is considered less important relative to the other drivers and challenges

Generally, there are high levels of agreement across the range of proposals in the consultation

% strongly or tend to agree....



Summary of key themes amongst open-text feedback.

Open-text questions were asked to all respondents, whether they agreed or disagreed with the proposals; not all respondents provided a comment to each question.



Although most residents agree with the proposals, some still have concerns:

- Residents raised concerns that incidents can be unpredictable and feel there should be 24/7 cover
- There are particular concerns about any reduction in service, such as to specific areas, overnight or off-peak
- Some are concerned about the potential impact of a delayed or reduced attendance, e.g. to Automatic Fire Alarms
- Whilst most feel all areas should have the same response times, there is a recognition that this could be difficult to achieve in some of the more rural and remote areas
- Not all respondents felt they sufficiently understand the proposals, or did not feel that the public are knowledgeable enough to comment and feel it is up to LFRS to make more informed decisions



Throughout the survey, some comment that LFRS should prioritise those who are most vulnerable and at risk

- Prioritise fire safety inspections in higher-risk buildings such as hospitals, care homes, HMOs etc.
- Provide more home fire safety checks to the elderly and other vulnerable members of the community
- Increase fire prevention work, but some feel this should be offered to all children equally and preferably face-to-face



Comments also suggest residents feel that the community should take more responsibility, for example:

- There should be a charge or penalty for repeated false alarms (for Automatic Fire Alarms)
- Premises and alarm operators should take greater responsibility for maintaining alarms
- Business owners should take more responsibility in checking premises for fire safety and/or contribute to costs of inspections

Feedback from stakeholders.

Employees

- Most agree with the vision and risks identified in the plan
- But typically lower levels of agreement for a number of proposals compared to other stakeholders, particularly around changing the response standard for fire engine availability in line with risk and demand (37% disagree with this proposal)
- Feedback focused on the need for sufficient cover 24/7, demand being unpredictable and staffing/appliance availability issues
- Agreement is also lower for proposals relating to the use of smaller vehicles and crews when responding to AFAs and how fire safety education would be delivered to school children

Businesses

- The majority agree with the vision and risks identified in the plan
- And agreement with each proposal is broadly in line with feedback from residents
- Feedback from business owners focused on the need for 24/7 availability and cover; business owners also felt that LFRS could provide more support to help businesses understand their fire safety responsibilities, e.g. more inspections and clear, practical information

Partners and community organisations

- Again, most agree with the vision and risks identified in the plan
- And agreement is high across proposals within the plan, with 83% agreeing with changing the response standard for fire engine availability in line with risk and demand
- Overall, feedback backs up the agreement to allocate resources based on risk and demand, although some feel 24/7 cover should be maintained and that response standards should be equal across all areas

Introduction.

Consultation background, methodology and response

Introducing the Community Risk Management Plan.

What is the Community Risk Management Plan?

Lancashire Fire and Rescue Service's (LFRS) Community Risk Management Plan (CRMP) is a five-year plan for how LFRS will make Lancashire safer. LFRS have started work on their next CRMP, which will set out the direction of the Service from 2027 to 2032, based on the greatest risks to the people and communities of Lancashire. The CRMP 2022-27 can be viewed on the LFRS website.

The environment LFRS operates in is constantly changing and new risks frequently emerge in communities. It is the service's job to make sure they are equipped to deal with these changing risks by adapting their services and skills to prevent, protect and respond effectively. This is the purpose of the CRMP. It will be supported by six core strategies: Response, Prevention, Protection, People, Digital and Finance.

Visit lancsfireresCue.org.uk/future for more about the consultation and plan

Consultation

To help shape the CRMP and options for how LFRS may deliver services in the future, LFRS has engaged and consulted with residents, businesses, partner agencies, community groups, and employees across two phases.

Phase one consultation focused on understanding the needs and expectations of the people who live and work in Lancashire. The consultation explained the challenges and drivers for change and invited views on the proposed direction of travel. LFRS used this feedback to develop a draft plan and proposals for how services may be delivered in the future.

Phase two consultation focused on sharing the plan and these proposals to understand what residents and stakeholders think about them, to provide an opportunity to share their views and to consider any potential issues or impact before a final version is produced.

Consultation approach.

Consultation methodology

Lancashire Fire and Rescue Service commissioned PS Research to develop and host a public survey for phase two of the CRMP consultation. The survey was aimed at residents, businesses, partner agencies, community groups and employees.

Supporting the consultation survey was an information document and videos explaining the vision for the CRMP, drivers and challenges shaping the plan, community risk considerations and an overview of each proposal. These videos were signposted within the online survey and further information was available on the Lancashire Fire and Rescue Service website.

The consultation launched on 16 July and closed on 9 October 2026, a period of over 12 weeks.

How the consultation was shared

Public

- Available on service website and social media channels
- Sent to 85,000+ public email subscribers
- Promoted at LFRS and community events
- Press release sent to the media
- Facebook adverts
- Letters and emails sent to 2,000+ service users
- Survey shared in communities by community safety teams
- Sent to young people via The Prince's Trust and Fire Cadets teams

Stakeholders

- Sent directly to 350 key stakeholders including authorities, town and parish councils, MPs and other emergency services
- Featured in several stakeholder newsletters
- Shared with partners via community safety teams

Staff

- Available on service intranet and staff newsletter
- Shared with representative bodies
- Sent to the service's employee voice groups
- Sent to text message subscribers

Consultation response.

2,411 responses were received to the consultation. Almost all (95%) respondents were residents of Lancashire.

84%

of respondents are residents of Lancashire with no other stakeholder connection

2,013 respondents are residents who are not also stakeholders, i.e. they do not also work at LFRS, do not own a business in Lancashire and do not represent a stakeholder organisation. Feedback from residents throughout the rest of this report is based on this 'resident only' group.

Other responses came from staff, local businesses and a range of stakeholder organisations

A breakdown of these responses and feedback from each stakeholder group is included later in this report. This includes two letters/emails sent by a parish council and neighbouring fire and rescue service.

Understanding the analysis

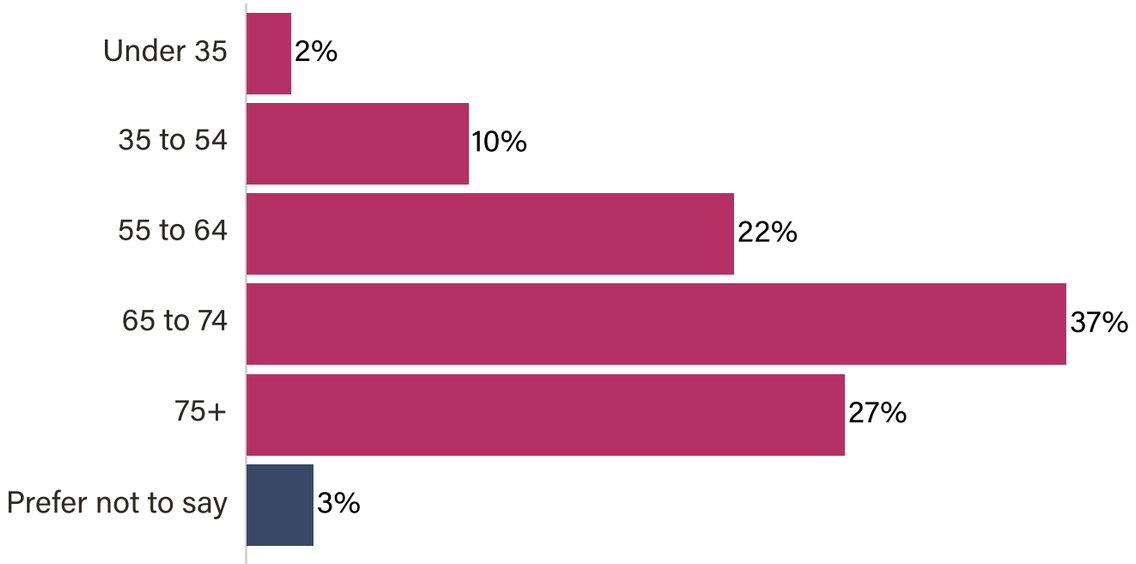
- Open-text feedback to key questions has been coded into themes, complemented by analysis using Copilot
- Quotes from open-text feedback used in this report are not intended to be representative of the analysis; they are for illustrative purposes only
- Where different views amongst a particular resident group are highlighted, this is because it is a statistically significant difference
- Percentages in charts may not total 100%, either due to rounding or because respondents were able to select more than one option
- Where 'n = xxx' is used, this indicates the base sample size for a particular question, i.e. the number of respondents who answered that question

Resident feedback.

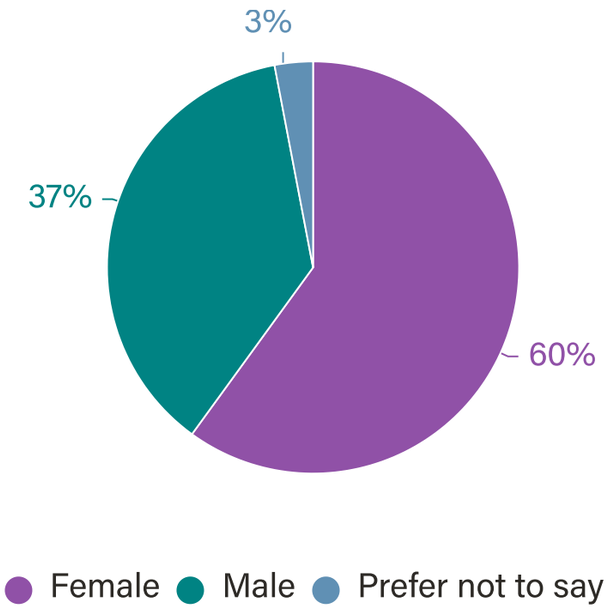
Results from 'resident only' respondents

More about local resident respondents.

The majority of residents responding to the survey are aged 55+ (n = 1,971)



More females than males responded to the survey (gender identity, n = 1,958)



Around a quarter (28%) indicated that they have a disability

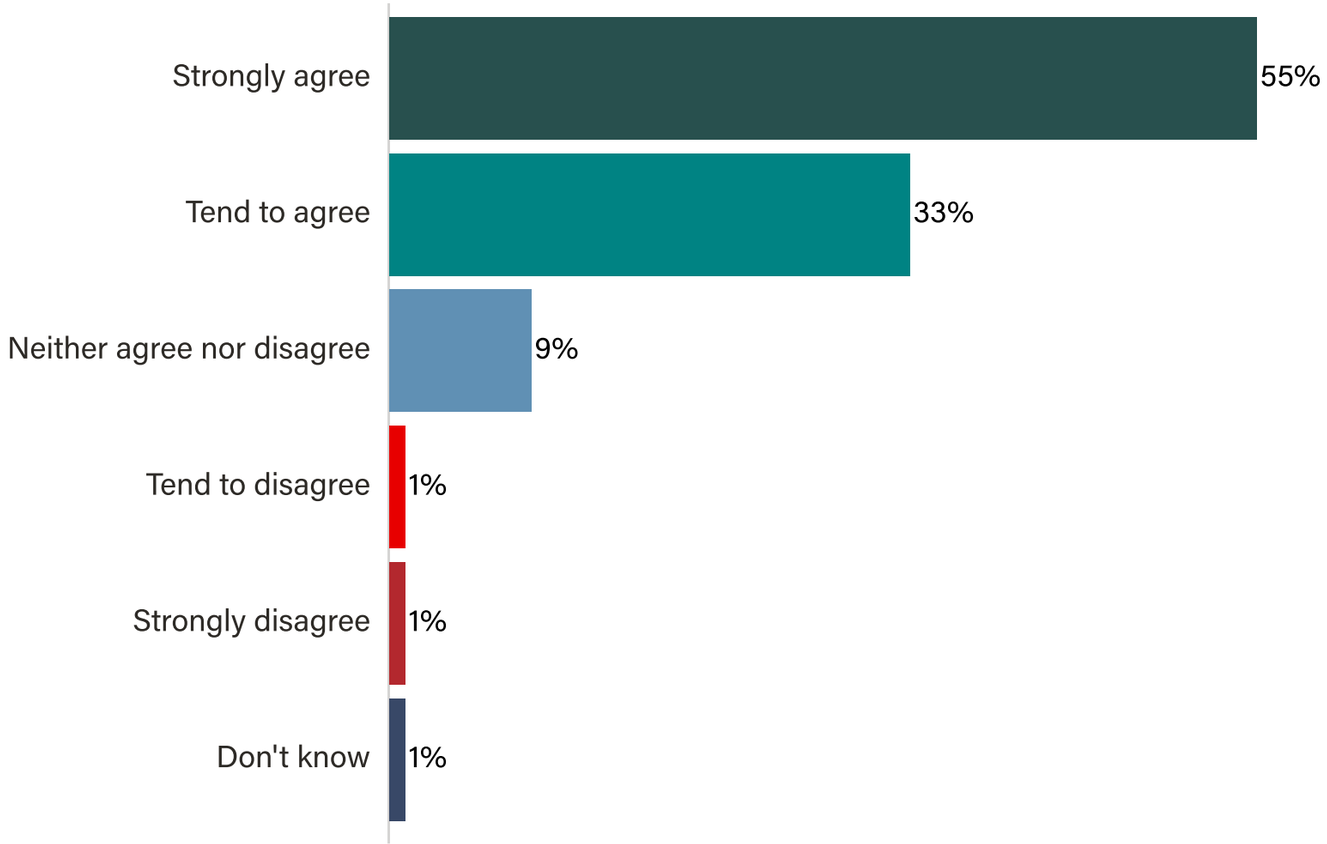
67% selected 'no' and 5% 'prefer not to say'

The majority (94%) of respondents are of English, Welsh, Scottish, Northern Irish or British White ethnicity

5% are another ethnicity and 2% selected 'prefer not to say'

Overall, nine in ten (88%) residents agree with LFRS's vision for managing risk in Lancashire.

And just over half (55%) of residents strongly agree with the vision



Q. To what extent do you agree or disagree with our vision for managing risk in Lancashire? (n=2,010)

Agreement drops to 80% amongst 35 to 54 year olds

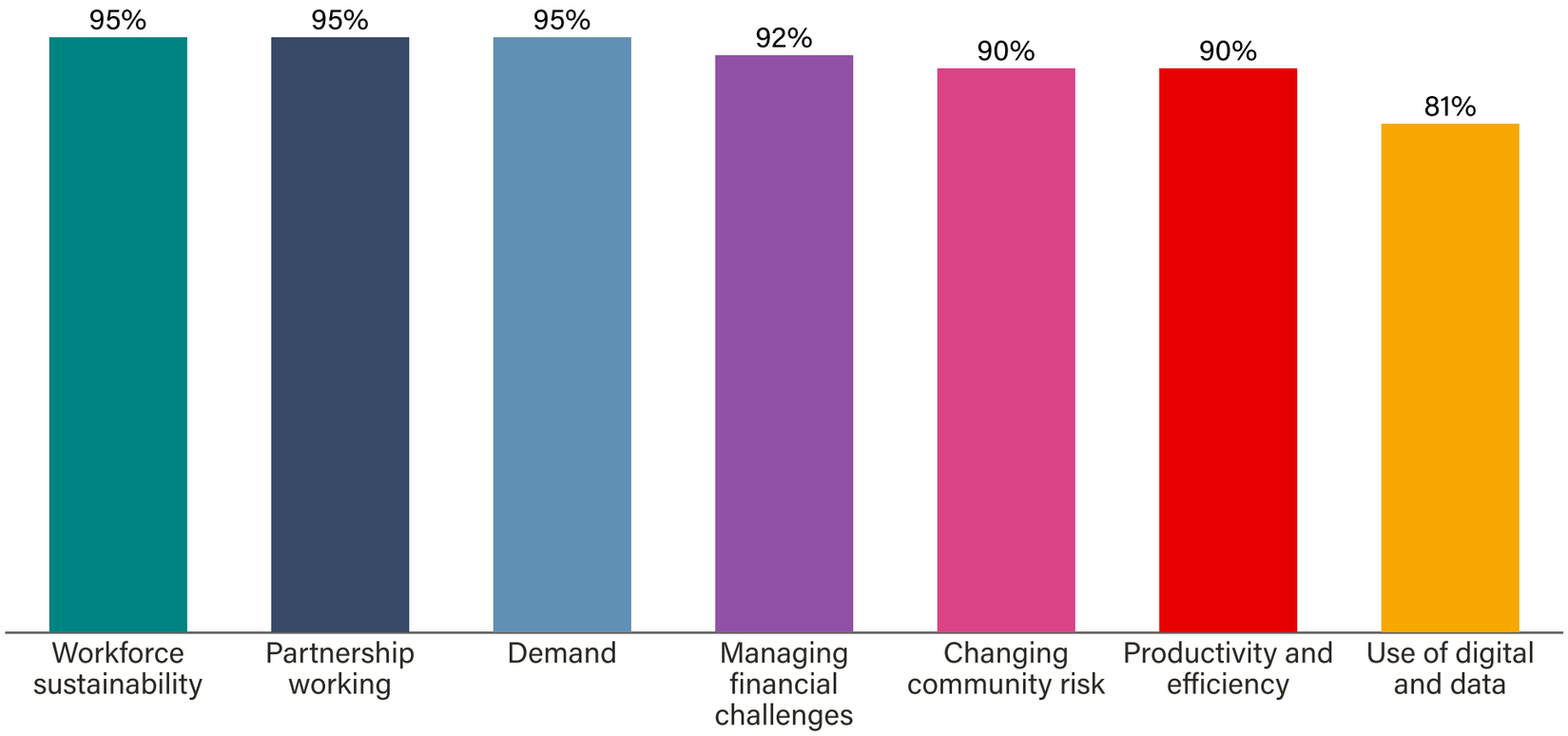
- 16% of 35-54 year olds are neutral and 4% disagree
- 91% of respondents aged 75+ agree with the vision

Agreement is even higher amongst Blackburn with Darwen residents

95% of Blackburn with Darwen residents agree with the vision (strongly or tend to agree) compared to 88% of all residents.

Residents feel the different drivers and challenges impacting on services are important.

% feeling the following drivers and challenges are very important or important in how LFRS delivers services:



Q: How important do you feel each of these drivers and challenges are in how we deliver our services? (n=1,987-2,002)

Female respondents are typically more likely to consider the various drivers and challenges 'very important'

Four in five (80%) feel partnership working is very important, compared to 63% of male respondents

The majority of residents agree that the risks identified in the plan are the main risks in Lancashire.



Main risks based on data, intelligence and feedback:

- Fires, e.g. fires in the home, vehicle fires, deliberate fires
- Environment, e.g. wildfires, flooding
- Rescues, e.g. road traffic collisions, rescues from water, assisting other agencies
- Malicious attacks and terrorist incidents



96%

of residents strongly or tend to agree that the risks identified in the plan are the main risks in Lancashire

- 72% of all residents strongly agree and 24% tend to agree
- Agreement is even higher amongst Burnley residents (where 100% strongly/tend to agree) and Ribble Valley (99% strongly/tend to agree)

Q. To what extent do you agree or disagree that the risks we have identified in the plan are the main risks in Lancashire? (n=2,010)



Other community risks that residents feel the plan should consider

Common themes amongst suggestions of 'any other community risks we should consider' include:

- Fireworks, barbecues, bonfires and garden fires
- Ensure plans address needs of older, disabled and vulnerable people
- Deliberate fires, arson and antisocial behaviour
- Obstructive parking and restricted access for emergency vehicles
- Fire-safety education, prevention and community awareness
- Lithium batteries, e-bikes, e-scooters and EVs

Q. Are there any other community risks that you think the plan should consider? n=476 (Open question)

The majority of residents agree with aligning resources with levels of demand at different times.

90%

of residents agree with aligning resources (staff, fire engines and response assets) with levels of demand at different times

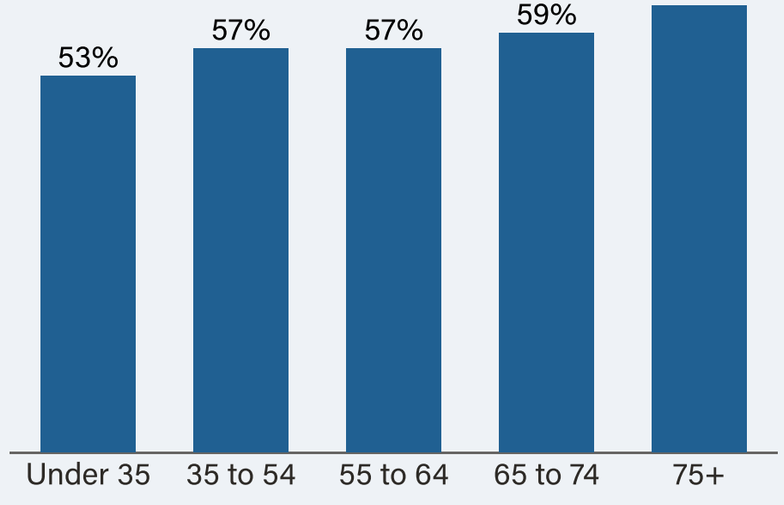
- 59% strongly agree and 31% tend to agree
- 6% are neutral and 4% strongly or tend to disagree

Agreement (strongly/tend to agree) is higher amongst residents in:

- Blackburn with Darwen: 99% agree
- Burnley: 95% agree
- Hyndburn: 95% agree

Strength of agreement rises through the age groups

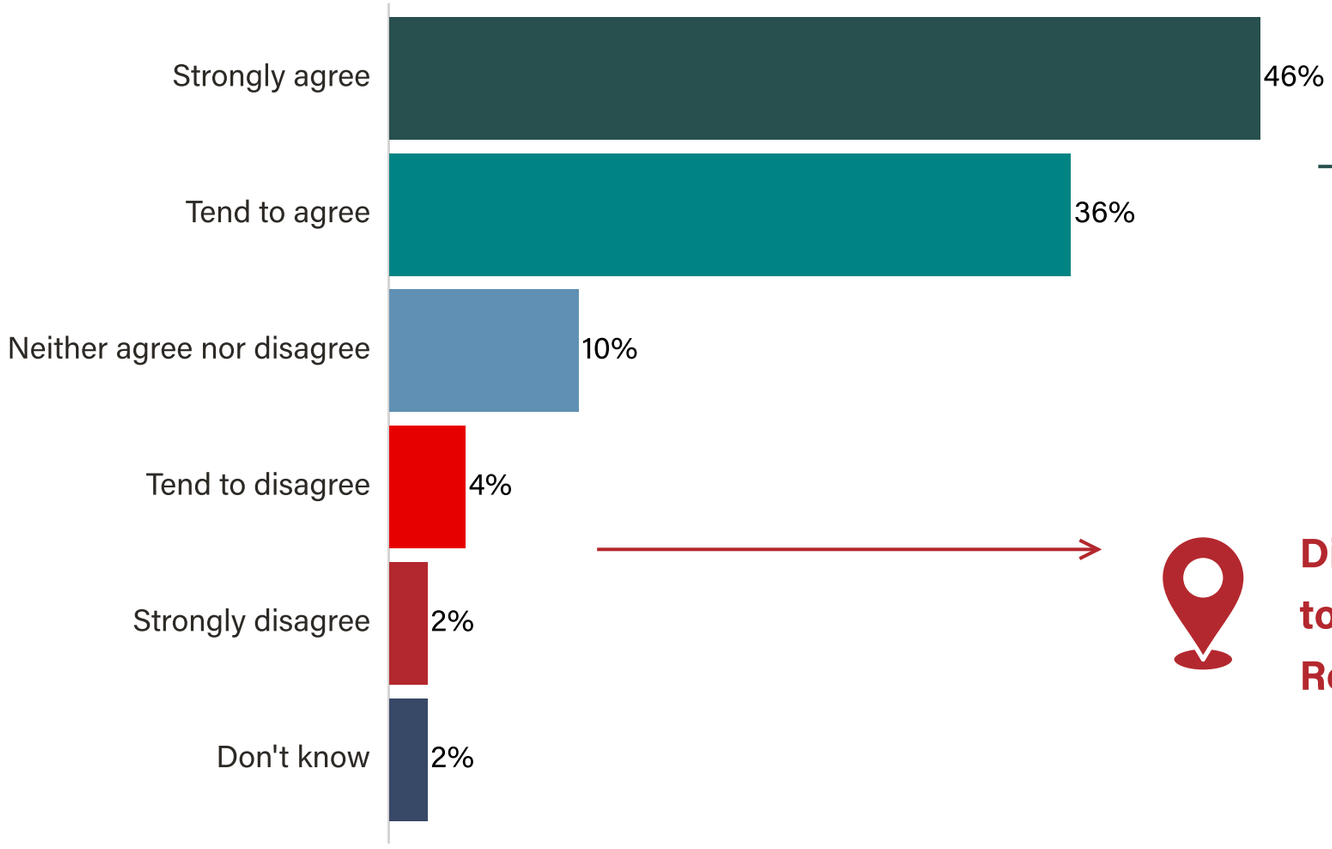
% strongly agree:



Q. To what extent do you agree or disagree with aligning our resources (staff, fire engines and other response assets) with levels of demand at different times? (n=2,002)

82% agree with the proposal to change the response standard for fire engine availability in line with risk and demand.

46% strongly agree and 36% tend to agree; 6% disagree (strongly or tending to disagree)



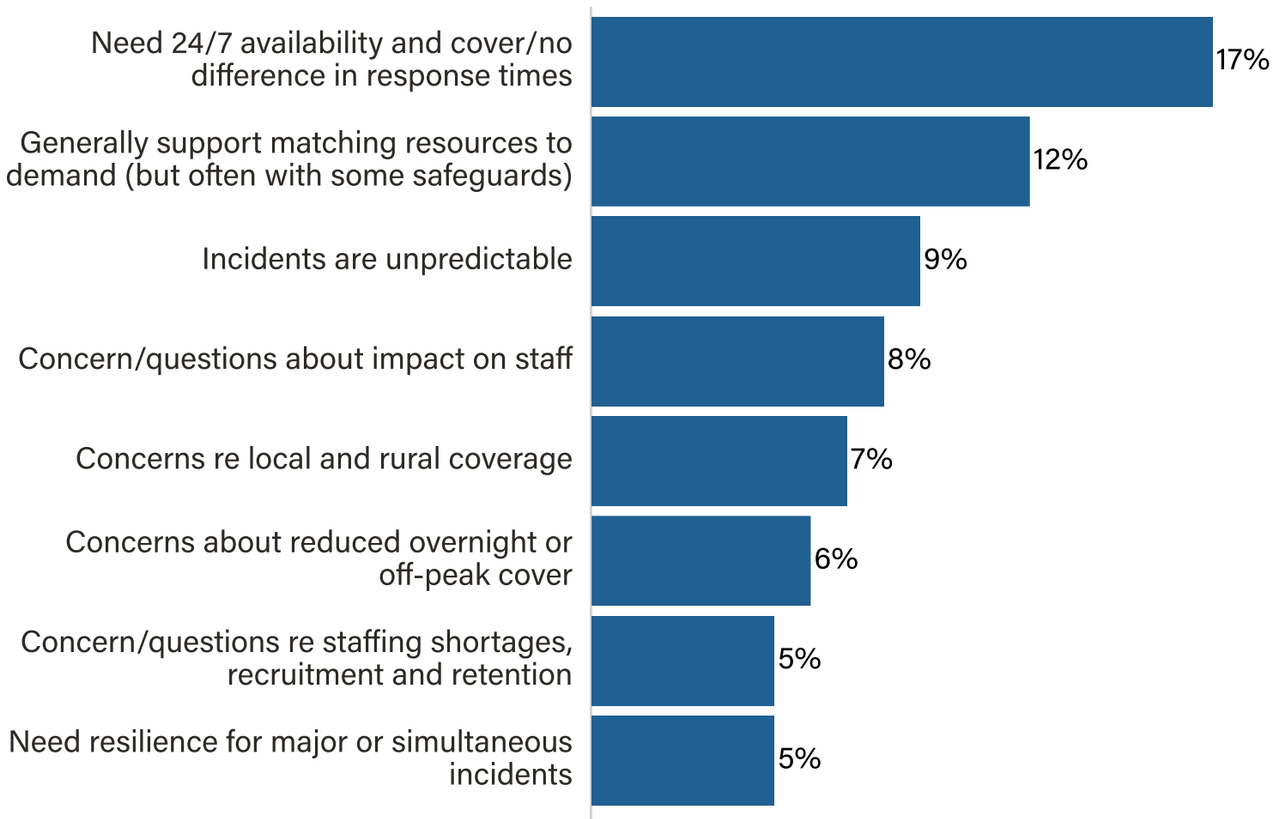
Agreement (strongly or tend to) is higher in Blackburn with Darwen (92%) and Ribble Valley (90%)

Disagreement (strongly or tend to) is highest in Wyre (14%) and Rossendale (13%)

Q. To what extent do you agree or disagree with the proposal to change our response standard for fire engine availability in line with risk and demand? (n=2,002)

But comments suggest some residents have concerns and feel maintaining 24/7 cover for all is important.

Key themes amongst comments on how LFRS should respond to different levels of risk and demand:



> Fire appliances should be available at anytime of day not just for peak periods.

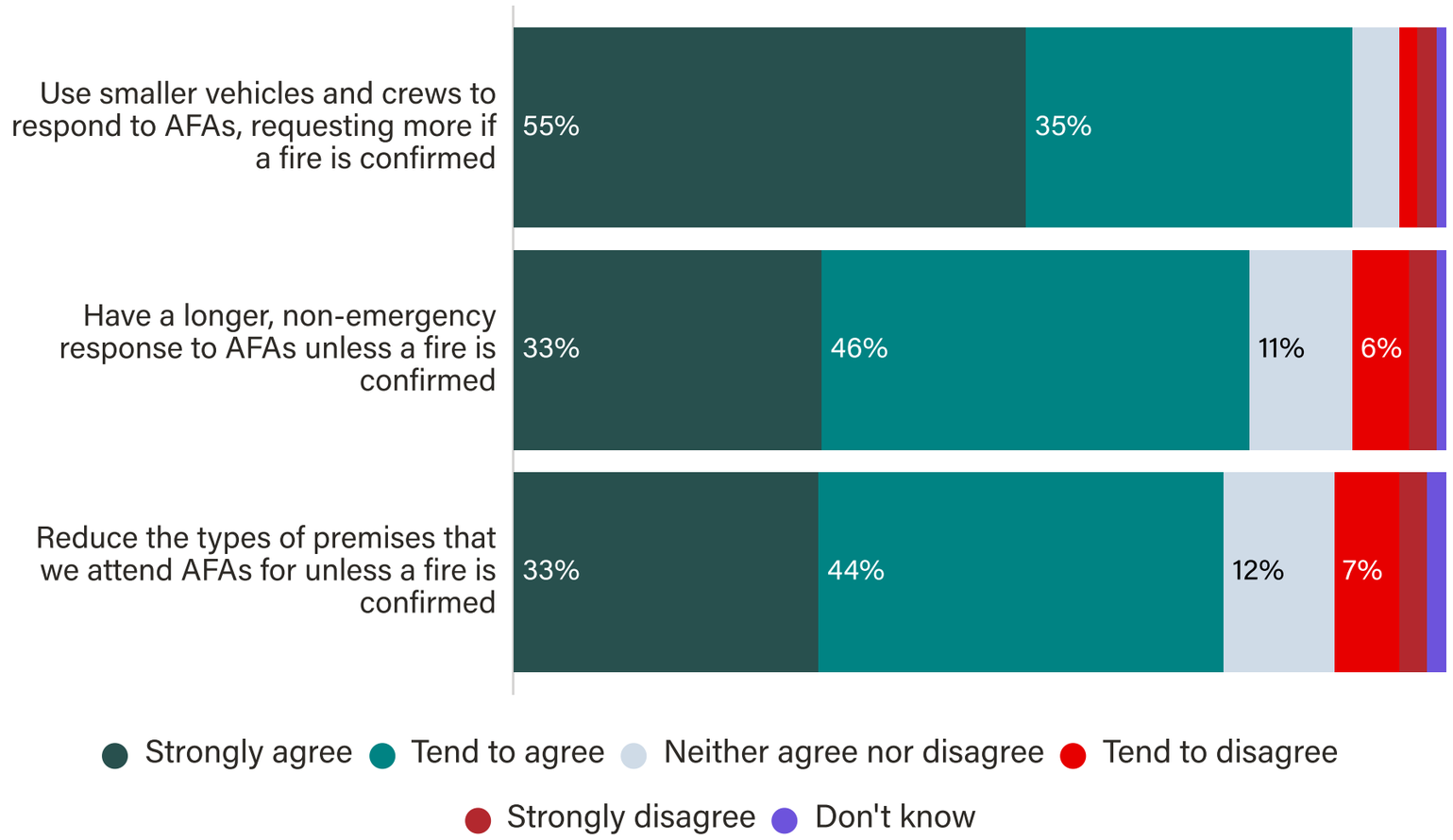
> I tend to agree with both proposals, provided resources are matched to risk as well as demand. It makes sense to have more crews and appliances available when demand is highest, but there must still be enough cover for simultaneous, serious or complex incidents.

> While demand might be higher by day, risk to life may not be. Majority of dwelling and high rise fire life risk is later in day or overnight (some 5-8pm, some later).

Q. Do you have any comments about how we should respond to different levels of risk and demand? n=368. Responses have been manually coded into themes. One comment may appear in more than one theme. All themes representing 5% or more shown. Example comments are for illustrative purposes only.

Residents generally agree with the proposed changes to dealing with automatic fire alarms.

Nine in ten (90%) strongly or tend to agree with using smaller vehicles and crews to respond to AFAs, but agreement is relatively lower for the response time (79%) and types of premises (77%).



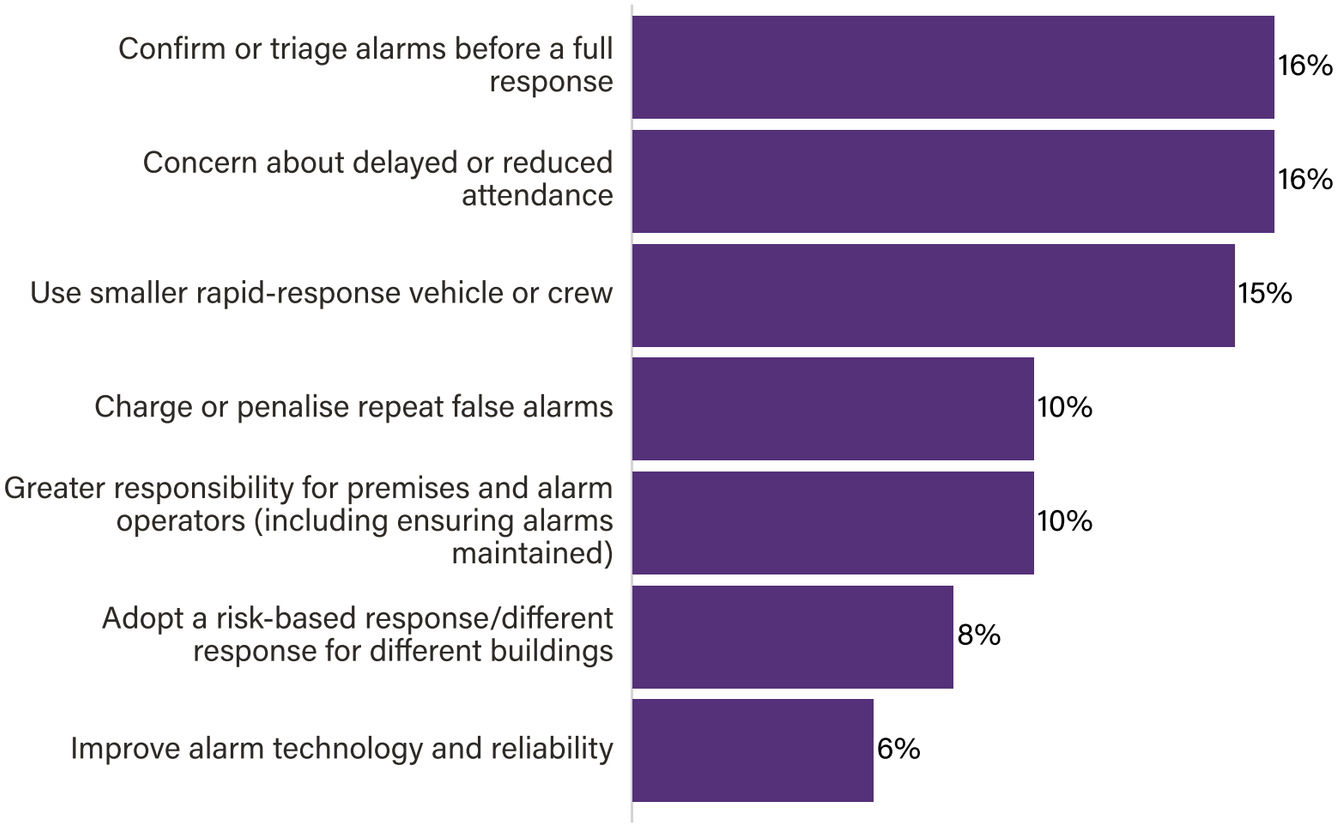
Q: To what extent do you agree or disagree with the following proposed changes to dealing with automatic fire alarms? (n=1,992-1,997)

Residents in a non-white ethnic group have higher levels of disagreement than white respondents

- One in five (19%) disagree that LFRS should reduce the types of premises it attends AFAs for, compared to 10% of white respondents
- 17% disagree with longer, non-emergency response times for AFAs, compared to 8% of white respondents

While most agree with these changes, some raise concerns about the impact of a delayed response.

Key themes amongst comments on how LFRS should respond to automatic fire alarms:



> Working in hospitals I find we get so many false alarms from vapes etc. So having a car to attend first would be more beneficial unless fire already confirmed, but like ambulance cars.

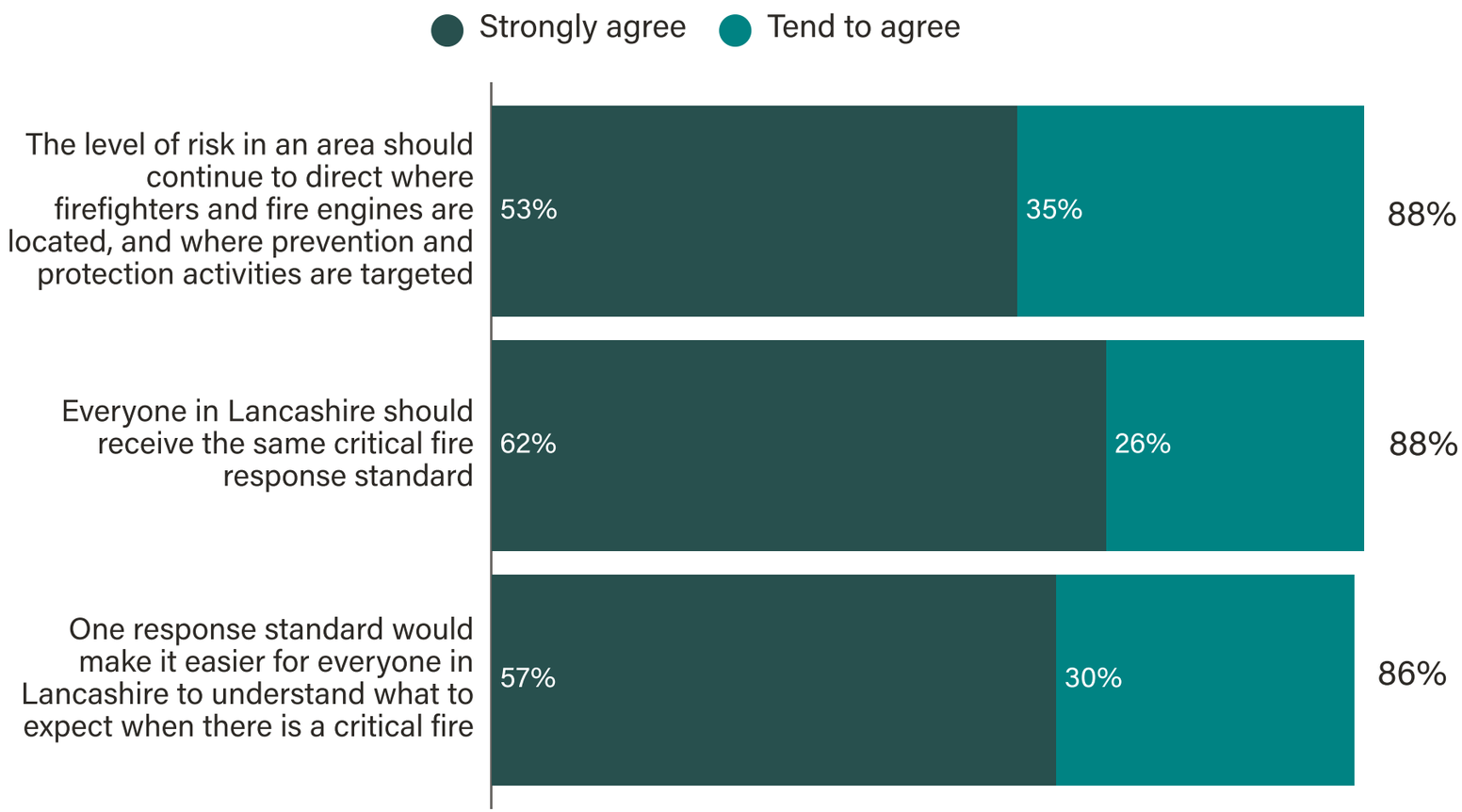
> AFAs should be fully responded to, you do not know if the fire is hidden from sight/smell, you do not know if persons are trapped in any way. Delays in response could lead to deaths.

> Impractical to reduce types but agree with longer response. If any home/business alarm consistently creates call outs consider punitive action even if only a fine.

Q. Do you have any comments about how we should respond to automatic fire alarms (AFAs)? n=333. Responses have been manually coded into themes. One comment may appear in more than one theme. All themes representing 6% or more shown. Example comments are for illustrative purposes only.

The majority of residents agree that everyone in Lancashire should receive the same critical fire response standard.

Agreement is also high that the level of risk in an area should continue to direct where resources are located and targeted, and that one response standard would make it easier for everyone to understand what to expect.



Q: To what extent do you agree or disagree that...? (n=1,989-1,996)

There is some variation by where in Lancashire a resident lives

Agreement (strongly/tend to agree) with everyone having the same critical response standard is higher amongst Hyndburn residents (94% agree compared to 88% of all residents).

Agreement (strongly/tend to agree) that one response standard would make it easier to understand is higher amongst Blackburn with Darwen residents (93% compared to 86% overall) and Pendle residents (94%).

However, some residents feel the response should be the same for all; others feel rural areas may make standards difficult to achieve.

Key themes amongst comments about response standards for a critical fire:

Responses should be as fast as possible/equal for all

Some feel that 'every minute counts' and that the standards should be the same for all, regardless of location or local risk level.

> I don't think it's fair that if someone's home is in a low risk area or they crash in a low risk area they are left longer to be rescued.

Challenges for rural and remote areas

Comments were made around the challenges of reaching rural and remote areas and the practicality of achieving one standard for all areas.

> Surely, the same critical fire response standard would be impossible to achieve across rural areas.

Standards and resources should reflect risk

A smaller group feel higher-risk areas, buildings, populations or incidents should be prioritised.

> I agree that the level of risk should determine where fire engines and firefighters are based, but I also think everyone should receive the same response standard when there is a critical fire.

Need for clearer information and public understanding

There was also some uncertainty among residents about the meaning of critical fires, risk categories, response times or the proposals.

Q. Do you have any comments about response standards for a critical fire? n=241. Responses have been grouped into themes. One comment may appear in more than one theme. Example comments are for illustrative purposes only.

The majority of residents agree that LFRS should continue prioritising fire safety inspections in higher risk buildings.

94%

of residents agree that LFRS should continue prioritising fire safety inspections in higher risk buildings and delivering business fire safety checks in lower risk buildings

- 62% strongly agree and 32% tend to agree
- 4% are neutral and 2% strongly or tend to disagree

Agreement (strongly/tend to agree) is higher amongst residents in Blackburn with Darwen (99% agree) and Ribble Valley (99% agree).

Q. To what extent do you agree or disagree that we should continue prioritising fire safety inspections in higher risk buildings and delivering our business fire safety check service in lower risk buildings? (n=2,005)

Comments suggest residents feel these inspections and checks are important and should be carried out regularly

Key themes amongst comments about fire safety inspections or the business fire safety check service include:

- Inspections and prevention are important and should continue
- Inspections should be more frequent, regular or extensive
- Business owners should take responsibility or contribute to costs
- Lower-risk premises should still receive checks
- Prioritise high-risk buildings and use a risk-based approach
- Put a greater focus on vulnerable people and settings, e.g. care homes, HMOs, hospitals

Q. Do you have any comments about fire safety inspections or our business fire safety check service? n=260

Similarly, most residents agree that LFRS should continue delivering the home fire safety check service.

This involves carrying out face-to-face home fire safety checks for higher risk households, including vulnerable individuals, and providing digital or self-service advice for lower risk households.

93%

of residents agree that LFRS should continue delivering the home fire safety check service in this way

- 65% strongly agree and 28% tend to agree
- 5% are neutral and 2% strongly or tend to disagree

Agreement (strongly/tend to agree) is higher amongst residents in Ribble Valley, where 97% agree.

Some feel higher-risk and vulnerable residents should be prioritised for home safety checks

A small number of respondents commented on home safety checks when providing further feedback on prevention. The key themes amongst these comments are:

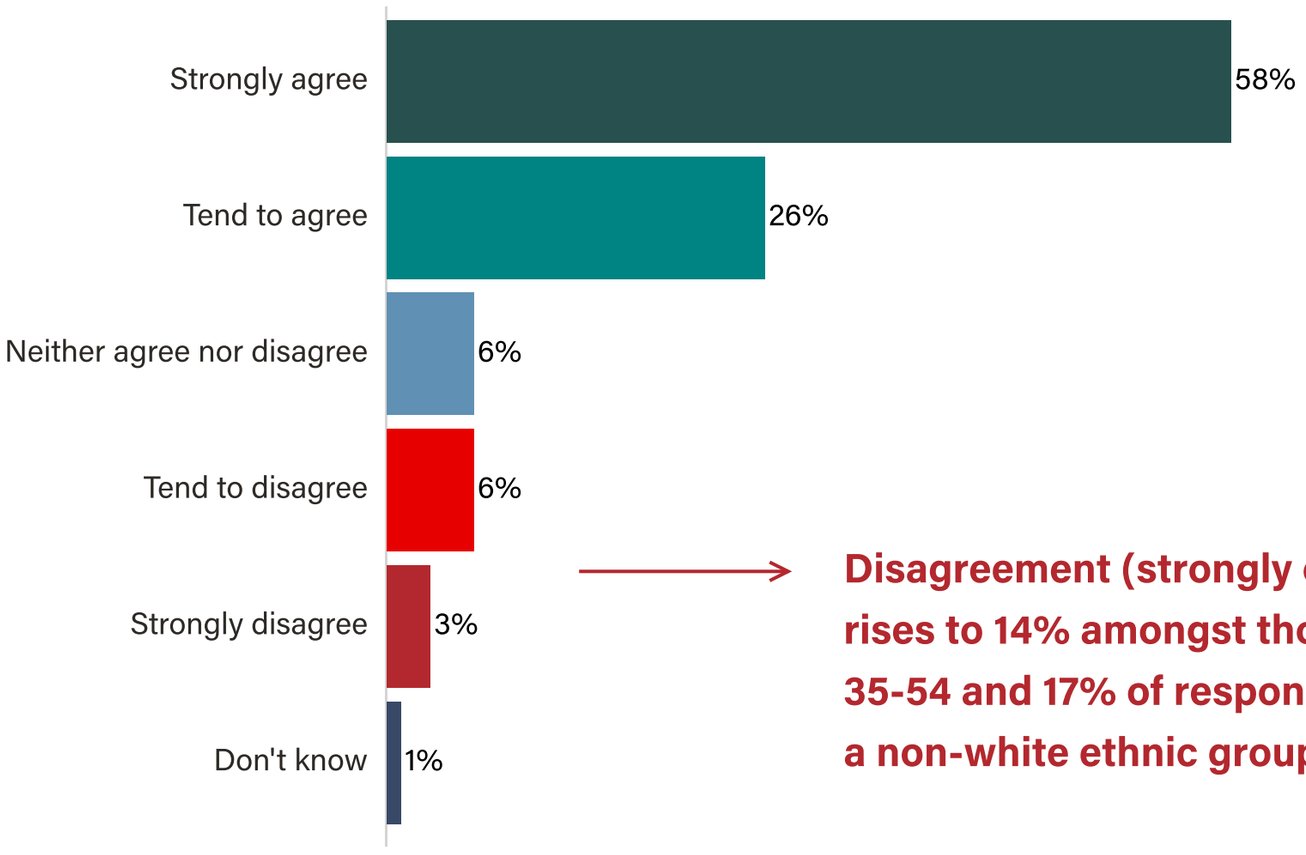
- Prioritise vulnerable and higher-risk residents
- These checks are valuable and effective
- Increase access and awareness (esp. around who is eligible)

> My impression is that many elderly vulnerable people don't benefit from this service because they are unaware of it and of how to access it.

Q. To what extent do you agree or disagree that we should continue delivering our home fire safety check service in this way? (n=1,998)

The majority of residents agree with how LFRS proposes delivering fire safety education to school children.

84% agree overall, whilst 9% disagree



Disagreement (strongly or tend to) rises to 14% amongst those aged 35-54 and 17% of respondents from a non-white ethnic group

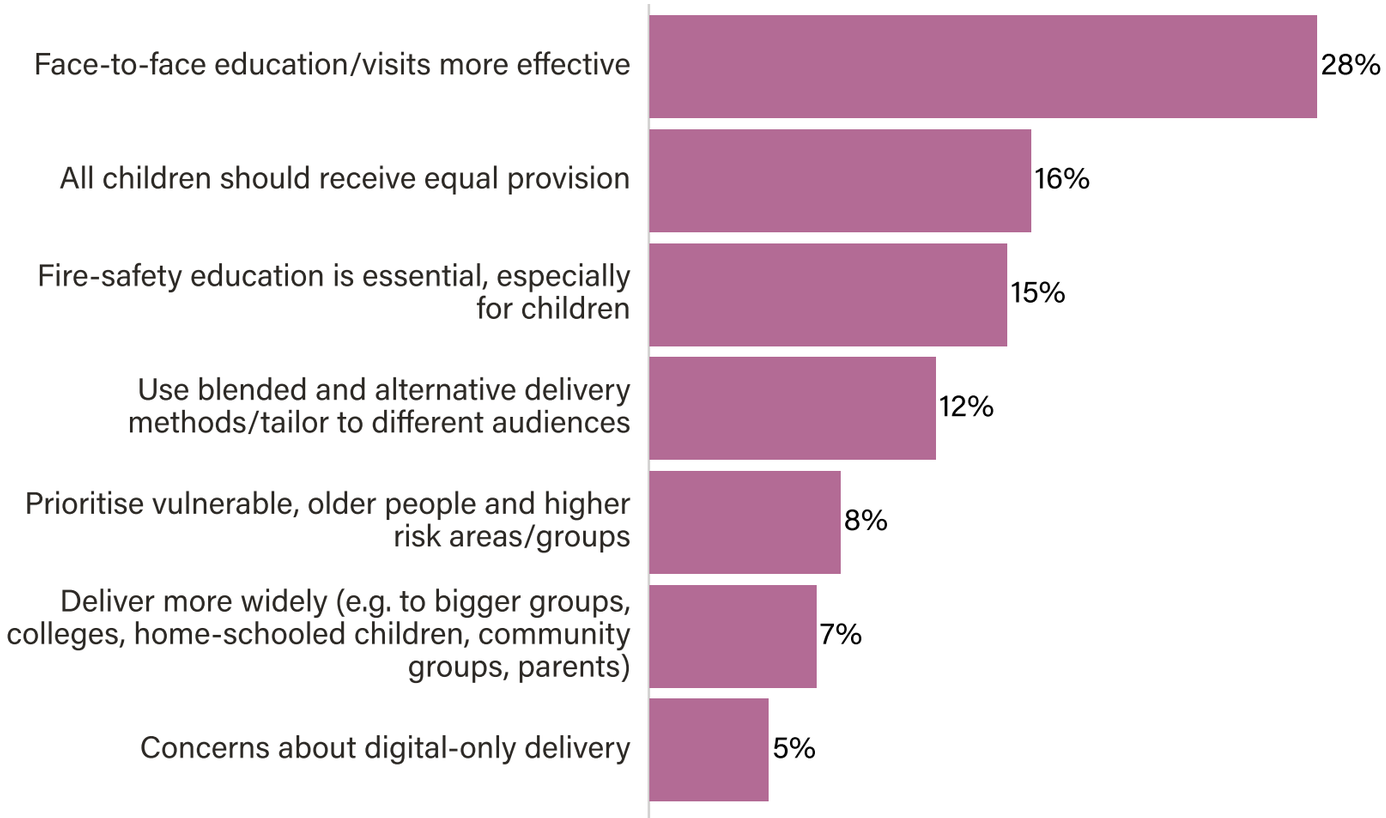
Q. To what extent do you agree or disagree that we should deliver fire safety education to school children in different ways depending on risk levels in the area? (n=1,995)

How would it be delivered?

- It would be delivered in different ways depending on risk levels in the area, from face-to-face prevention sessions in schools located in very high and high risk areas, to digital prevention sessions in schools located in medium and low risk areas (and for home-educated children)
- Targeted prevention sessions and tailored face-to-face prevention would also be delivered in response to specific incidents or emerging risks and for children with special educational needs and disabilities

Amongst those providing further feedback on prevention delivery, 3 in 10 say they feel face-to-face methods are the most effective.

Key themes amongst comments on how LFRS should deliver prevention services:



> As an ex-teacher children absorb information better if an expert is delivering the message. It has a greater impact on their minds.

> While it is important to be aware of higher risk areas, spending more time and resources on those deemed more at risk seems unfair to others in the community.

> Would it be possible to deliver group sessions for adults covering main risks? By addressing a group you could see more people in a shorter time and the safety message would be cascaded.

Q. Do you have any comments about how we should deliver our prevention services? n=377. Responses have been manually coded into themes. One comment may appear in more than one theme. All themes representing 5% or more shown. Example comments are for illustrative purposes only.

Access to services: many feel access is already good whereas others feel more community engagement is needed.

Key themes amongst comments about improving access to services:

Many comment that they feel access is already good / LFRS is doing a good job

Suggested improvements include:

- Increase community presence and face-to-face engagement, e.g. open days, public events, outreach
- Provide equal or standardised provision for all / opposition to prioritising particular groups
- Increase publicity and awareness of service
- Provide more accessible communications and alternatives to digital-only access, e.g. support for people with no/limited English, printed information
- Provide more education and fire-safety information
- Collaborate more with local organisations, e.g. other emergency services, charities, community groups

> My experience has always been good when trying to access service from Fire Brigade.

> You must treat everyone equally, without bias in any direction.

> Meetings in churches, temples, synagogues and mosque plus any other religious nominations as they could translate for the people who don't speak or read English.

> More easily accessible online training videos or tv programmes/ tv adverts to help positively affect people.

Q. Do you have any comments about improving access to services? n=374. Responses have been grouped into themes. One comment may appear in more than one theme. Example comments are for illustrative purposes only.

Measuring performance: most feel that the existing measures are sufficient.

Key themes amongst comments about measuring performance:

No additional measures / existing measures seem sufficient

The majority of responses do not identify anything further to measure.

Other comments or measures suggested include:

- Concerns raised about burdensome KPIs, excessive measurement or 'tick-box' monitoring
- Staff wellbeing, morale and support
- Community engagement and prevention activity
- Focus more on real-world outcomes and effectiveness rather than activity

> You are the professionals; we have every confidence in your decision making.

> Not a fan of KPI's; too many things can happen that you cannot control.

> I think the KPIs need to be realistic and achievable. They should measure whether the service is making Lancashire safer, not just put pressure on staff to meet targets.

> I just hope that the health and well being of everyone in the fire service is measured, given some of the situations they have to deal with, and the sights they see. Which must sometimes affect them, mentally and emotionally as well as physically.

Q. Is there anything else you think we should be measuring? n=345. Responses have been grouped into themes. One comment may appear in more than one theme. Example comments are for illustrative purposes only.

The majority of final feedback from residents is positive about both the plan and LFRS in general.

Key themes amongst final comments:

Thank you! You are doing a great job!

Final feedback was predominantly positive, with widespread praise for both the plan and LFRS in general.

Other themes amongst final comments include:

- Ensure there is sufficient funding and resources
- Translate the plan into measurable action
- Protect reductions in frontlines staffing, appliances or response coverage
- Don't close stations
- More community engagement, consultation and local visibility

> Amazing service and amazing brave fire fighters. Thank you all for what you do.

> I feel that the service is responding to a changing environment, technology and funding in a thoughtful and efficient manner.

> Please continue to ensure that the required financial and material resources are obtained in order to meet the many pressing demands placed on the Fire & Rescue Service.

> Make sure it results in action & not just talk.

> Don’t close any fire stations. Make sure rural communities are not forgotten.

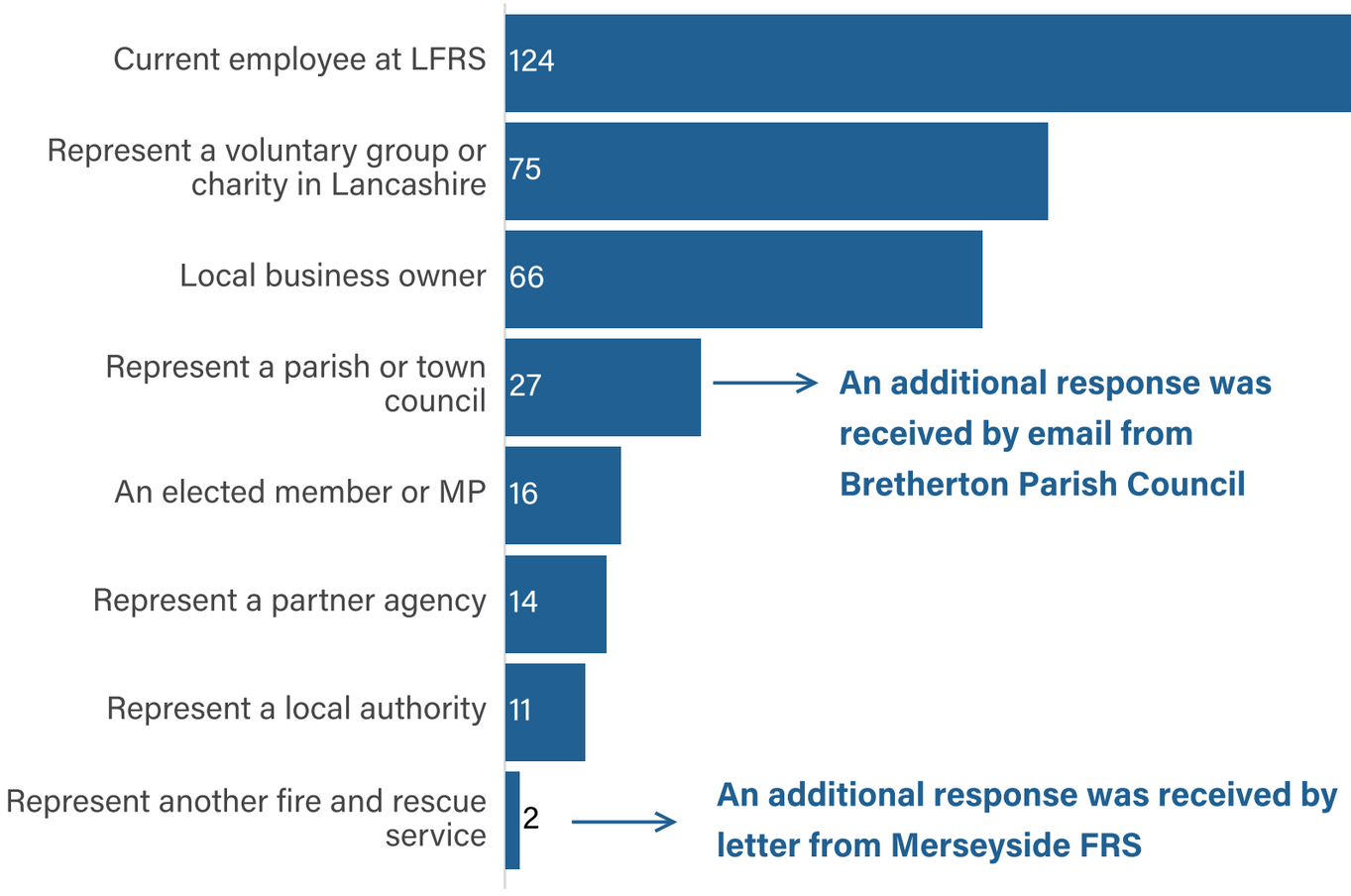
Q. Do you have any final comments on our draft Community Risk Management Plan? n=561. Responses have been grouped into themes. One comment may appear in more than one theme. Example comments are for illustrative purposes only.

Stakeholder feedback.

Results from a range of stakeholder respondents

A range of other individuals and organisations with a connection to Lancashire or LFRS also responded to the survey.

Number of responses from different stakeholders:



Q. Which of the following best describes you? Please select all that apply (n=2,409)

Community and partner organisations

In this section the following stakeholders have been grouped to enable some overall analysis of key questions in the survey:

- Voluntary group or charity
- Parish or town council
- Partner agency
- Local authority
- Elected member or MP
- Another fire and rescue service

LFRS employees: vision, drivers, challenges and risks.

81%

Agree with LFRS's vision for managing risk in Lancashire

11% disagree with the vision

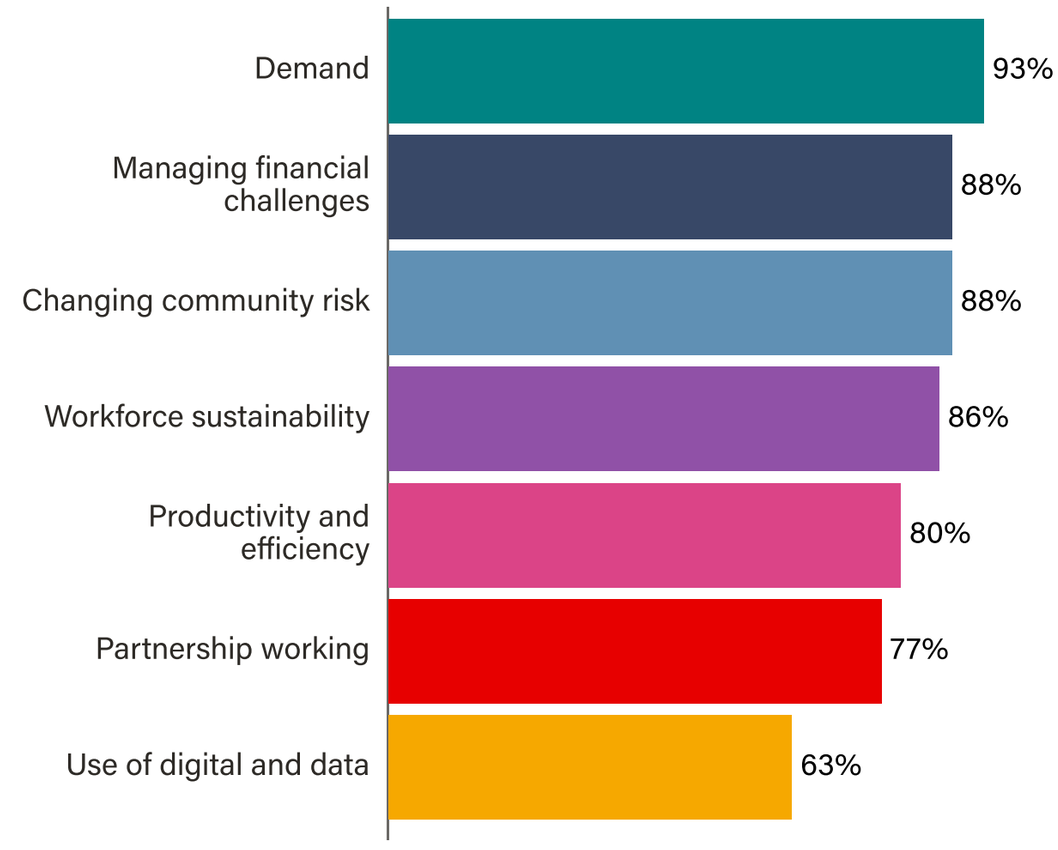
93%

Agree that the risks identified in the plan are the main risks in Lancashire

- 3% disagree
- Lithium battery fires, including from e-bikes and e-scooters, was the most common other risk identified by employees.

> There needs to be much more focus on EVs, training around them should be much more frequent and in depth. E-bikes and scooters have also become a large issue in recent years yet they are not mentioned in the home fire safety visits but we ask about dementia and diabetes?

% feeling the following drivers and challenges are very important or important in how LFRS delivers services:



LFRS employees: proposals relating to risk, demand and response.

68%

Agree with aligning resources with levels of demand at different times

27% disagree with this proposal

55%

Agree with changing the response standard for fire engine availability in line with risk and demand

37% disagree with this proposal

Amongst those employees providing a comment, the most common themes include:

- Need 24/7 availability and cover/no difference in response times (39% of employees mention this, significantly higher than residents only at 17%)
- That incidents are unpredictable (mentioned by 28% compared to 9% of residents only)
- Impact of local geography and rural coverage (mentioned by 22%)
- Concerns/questions about impact on staff (mentioned by 22%)

% who strongly or tend to agree with proposals relating to response standards

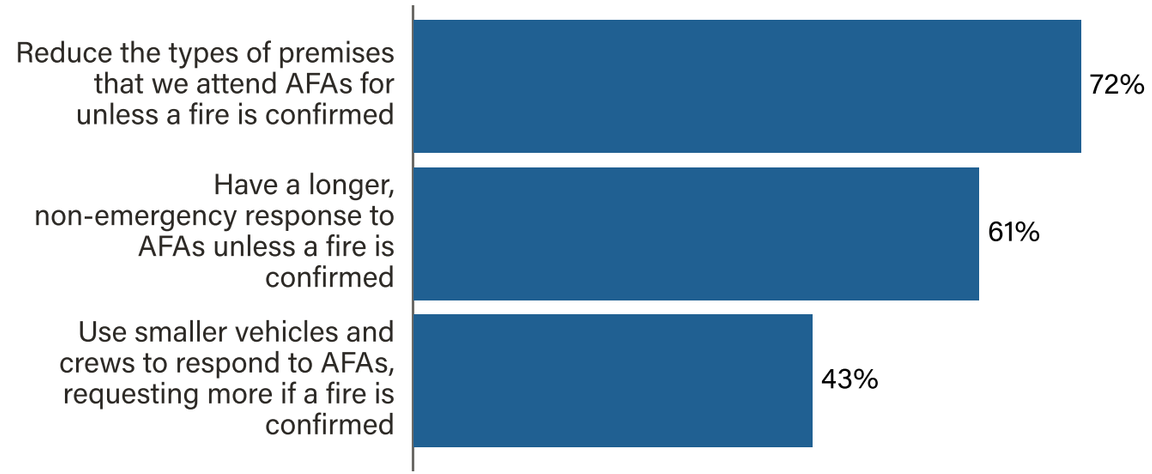


Common themes amongst comments from employees on response standards include:

- Should be a consistent response standard for everyone, regardless of location or area risk level
- Staffing levels, crewing arrangements and rurality can make it challenging to meet standards consistently

LFRS employees: other proposals.

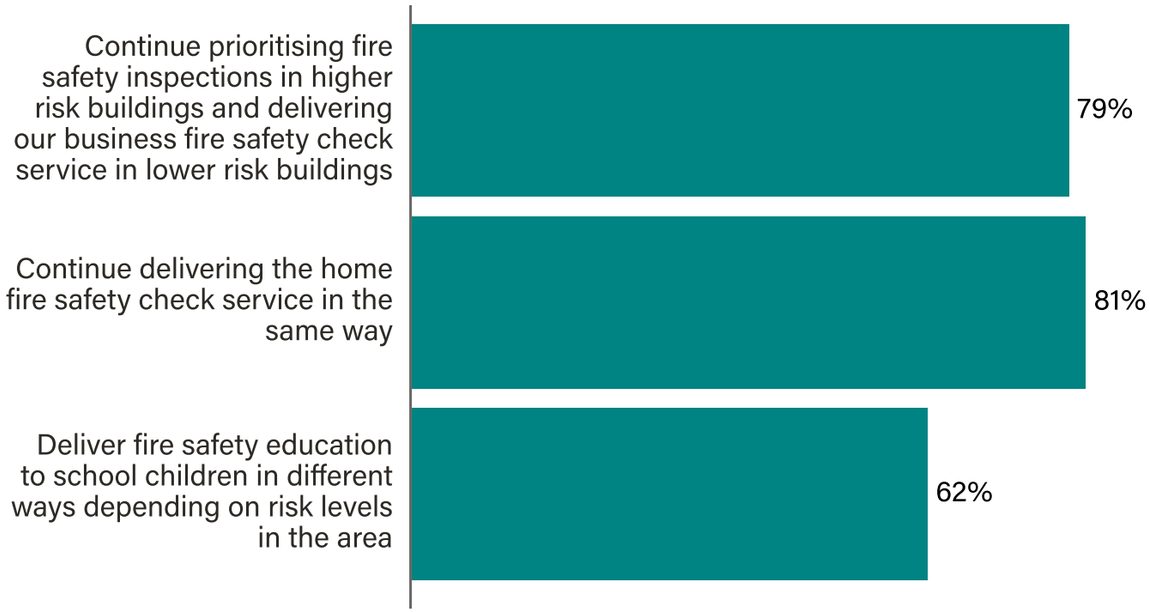
% who strongly or tend to agree with proposals relating to Automatic Fire Alarms (AFAs)



Most common themes amongst comments from employees about how LFRS should respond to automatic fire alarms:

- Concern about delayed or reduced attendance (mentioned by 37% of employees providing a response)
- Charge or penalise repeat false alarms (mentioned by 20% of employees providing a response)

% who strongly or tend to agree that LFRS should...



Key themes amongst comments from employees on fire safety inspections or the business fire safety check service include:

- Should be completed by dedicated, trained teams (not operational firefighters), e.g. Technical Fire Safety Teams
- Should focus on high-risk premises only, e.g. sleeping-risk properties

Business owners: vision, drivers, challenges and risks.

85%

Agree with LFRS's vision for managing risk in Lancashire

5% disagree with the vision

91%

Agree that the risks identified in the plan are the main risks in Lancashire

5% disagree

Business owners identified a range of other community risks, although there were no strong themes. Examples of risks identified include:

- Farming and livestock
- Anti-social behaviour and deliberate fires
- E-bikes

% feeling the following drivers and challenges are very important or important in how LFRS delivers services:



Business owners: proposals relating to risk, demand and response.

86%

Agree with aligning resources with levels of demand at different times

9% disagree with this proposal

75%

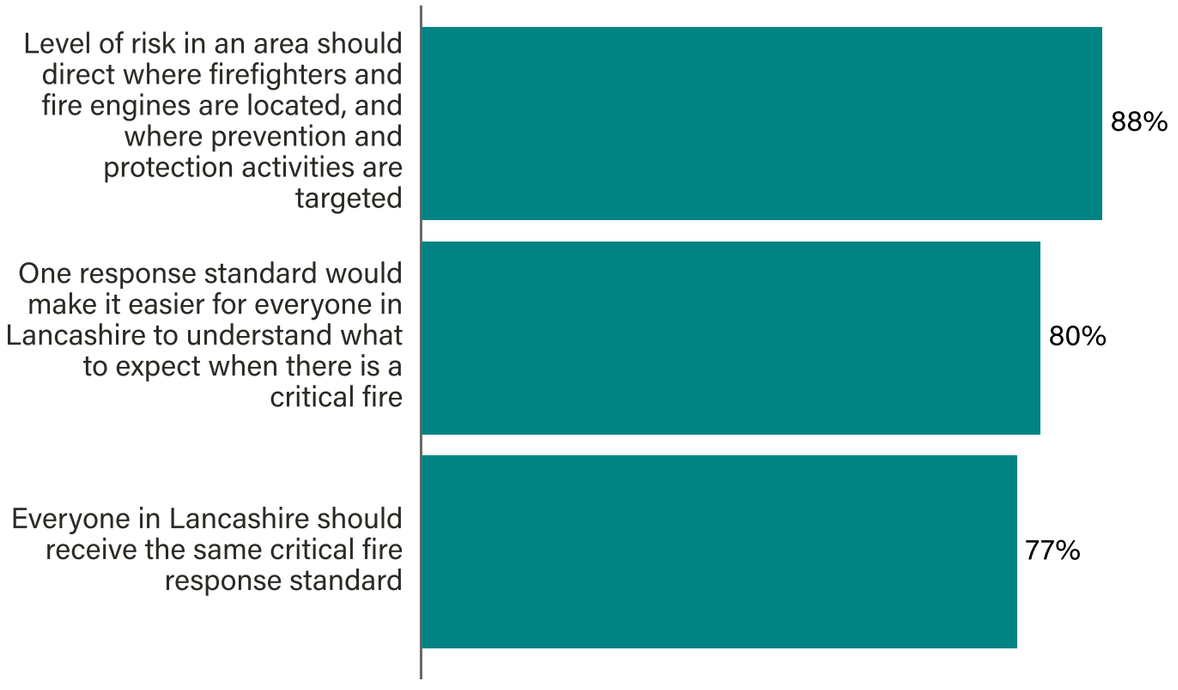
Agree with changing the response standard for fire engine availability in line with risk and demand

15% disagree with this proposal

Amongst business owners who provided a comment, the most common themes include:

- Need 24/7 availability and cover/no difference in response times (35% of business owners providing a comment mention this)
- Need resilience for major/simultaneous incidents (mentioned by 12%)
- Concern/questions about the impact on staff (mentioned by 12%)

% who strongly or tend to agree with proposals relating to response standards

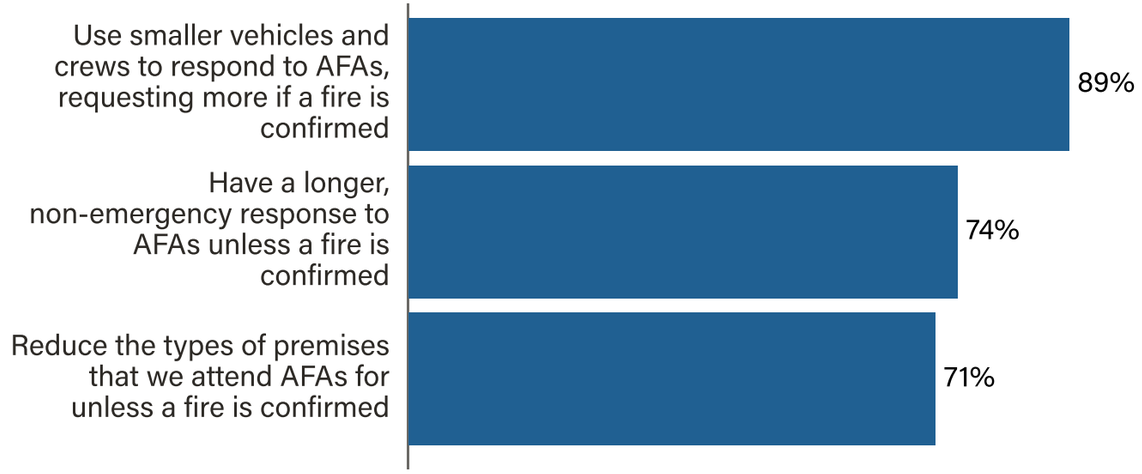


Comments from business owners on response standards varied, with key themes including:

- Staff and engines should be available at all times to all areas
- Rapid response to incidents is paramount
- Agree with the logic of targeting resources to specific areas

Business owners: other proposals.

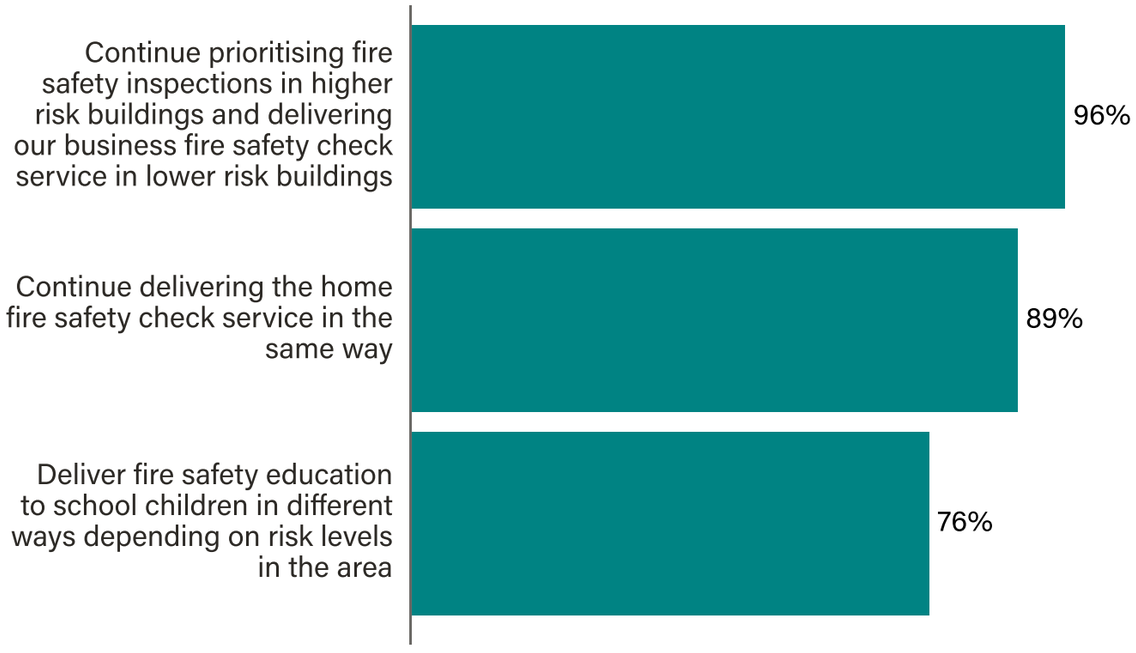
% who strongly or tend to agree with proposals relating to Automatic Fire Alarms (AFAs)



Most common themes amongst comments from business owners about how LFRS should respond to automatic fire alarms include:

- Should confirm or triage alarms before a full response (mentioned by a third)
- Use a smaller rapid-response vehicle or crew (mentioned by 24%)
- Concern about delayed or reduced response (mentioned by 19%)

% who strongly or tend to agree that LFRS should...



Comments from business owners on fire safety inspections or the business fire safety check service varied. Several asked questions about or made suggestions on what would be classed as high risk, e.g. food service businesses, HMOs, pubs and nightclubs.

Business owners: helping businesses understand responsibilities.

Business owners were asked what more LFRS could do to help businesses understand their fire safety responsibilities. Key themes amongst the 30 responses include:

- Conduct more visits, inspections and follow-up checks
- Provide clearer, more accessible practical information, e.g. simple advice sheets and information packs
- Support should be tailored to type and size of business and level of risk
- Provide more training and education, e.g. online sessions and in-house training
- Should be stronger enforcement for businesses that do not comply, including fines or prosecution
- Improve awareness and provide more proactive communication, e.g. via social media, direct or postal communications, videos at business events

> Public awareness campaigns. Videos at the start of business conferences, like adverts in cinemas. Fines imposed for those businesses repeatedly breaching or neglecting their duties. Prosecuting owners and publicising cases more widely so people are aware and feel safe because you and the courts are clearly protecting them.

> Make info and help more widely available with helpful designated contact.

> Offer on line forums by Zoom or similar from time to time. Publicise via council tax or business rates communications.

Q. What more could we do to help businesses understand their fire safety responsibilities? n=30

Community and partner organisations: vision, drivers, challenges and risks.

89%

Agree with LFRS's vision for managing risk in Lancashire

4% disagree with the vision

94%

Agree that the risks identified in the plan are the main risks in Lancashire

2% disagree

Community and partner organisations identified a range of other community risks. The most common were:

- Vulnerable and isolated people
- Climate change, wildfires and severe weather
- Unsafe, empty or poorly managed buildings

% feeling the following drivers and challenges are very important or important in how LFRS delivers services:



Community and partner organisations: proposals relating to risk, demand and response.

90%

Agree with aligning resources with levels of demand at different times

6% disagree with this proposal

83%

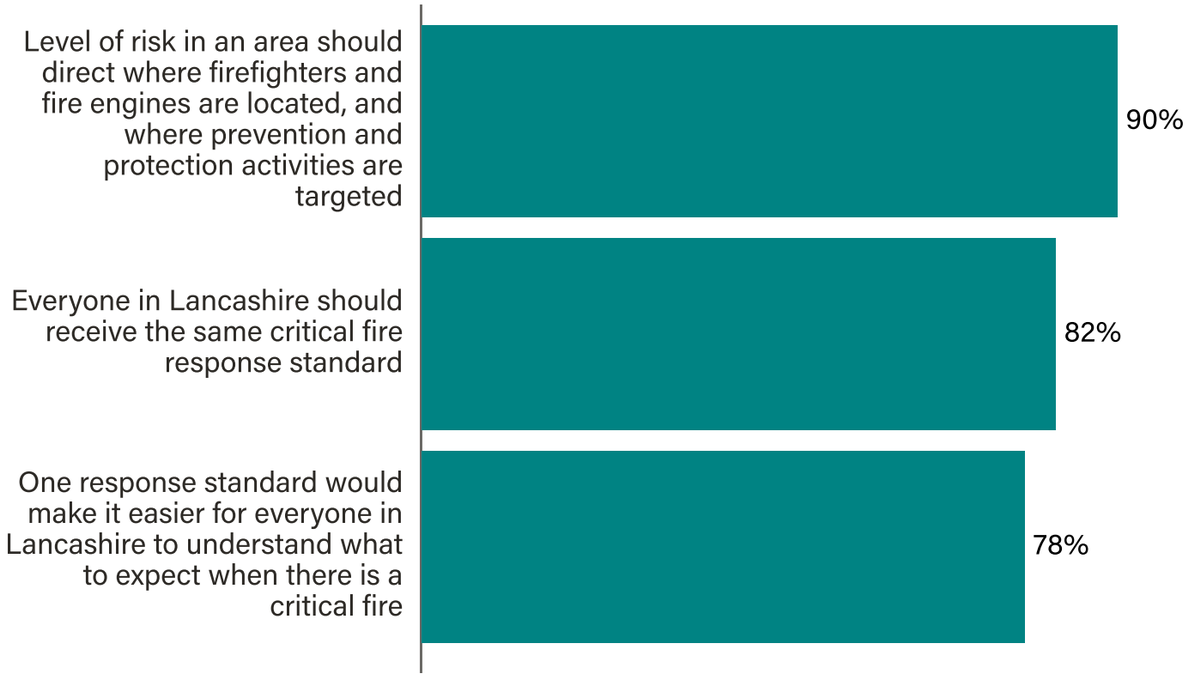
Agree with changing the response standard for fire engine availability in line with risk and demand

7% disagree with this proposal

Amongst community and partner organisations who provided a comment, the most common themes include:

- Need 24/7 availability and cover/no difference in response times (18% of community and partner organisations providing a comment mention this)
- Incidents are unpredictable (mentioned by 18%)
- Generally support matching resources to demand, often with safeguards (mentioned by 15%)
- Need resilience for major or simultaneous incidents (mentioned by 15%)

% who strongly or tend to agree with proposals relating to response standards

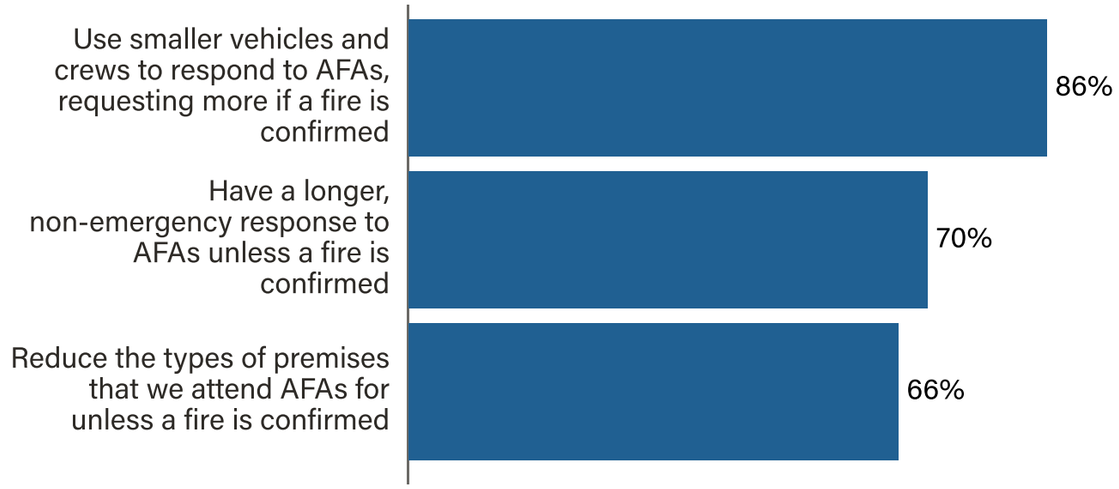


Key themes amongst comments from community and partner organisations on response standards include:

- Response standards should be equal, fair and consistent across areas
- Base decisions on both risk and what is practical (i.e. is it possible to meet standards in rural areas)

Community and partner organisations: other proposals.

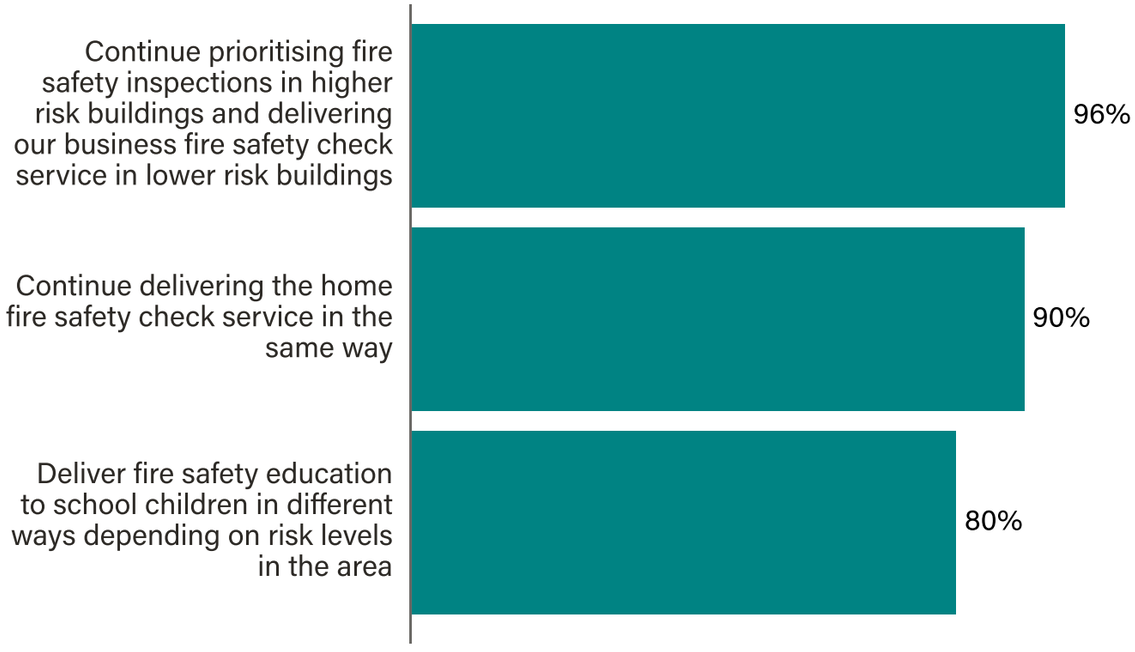
% who strongly or tend to agree with proposals relating to Automatic Fire Alarms (AFAs)



Most common themes amongst comments from community and partner organisations about how LFRS should respond to automatic fire alarms include:

- Should confirm or triage alarms before a full response (mentioned by 22% of community partners providing a comment)
- Use smaller rapid-response vehicle or crew (mentioned by 20%)
- Improve alarm technology and reliability (mentioned by 12%)

% who strongly or tend to agree that LFRS should...



Key themes amongst comments from community and partner organisations on fire safety inspections or the business fire safety check service include:

- Need for regular inspections
- Business owners should be funding or managing safety and should be held accountable and penalised if they don't comply
- Clearer guidance, advice and communication

ps research

Report by Adam Pearson and Emma Slater.

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