

| 2016 Annual Service Plan Item | Progress |
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| The Springboard Pilot. | This Priority Activity is complete. A successful pilot of data sharing with local authorities has led to the implementation of new data sharing agreements with Lancashire County Council, Blackpool & Blackburn with Darwen Authorities. Through these agreements we will continue to receive data that enables us to target the most vulnerable in our communities with our prevention activities. |
| Development of a Home Fire Safety direct marketing campaign. | This Priority Activity is ongoing. Work continues as enriched information is collected from our customers and data is received from our partners. The ability to undertake targeted campaigns will improve and enhance our prevention activities throughout the coming year. |
| Develop a fire safety business support scheme. | This Priority Activity is complete. A Business Support Strategy has been developed and Business Fire Safety Advisors are now in post. Further work is ongoing to develop and expand this service. |
| Deliver two Primary Authority Schemes | This Priority Activity is complete. Four Primary Authority schemes are now in place helping businesses to comply with fire safety regulations. |
| Pilot of Safe & Well Visits. | This Priority Activity is complete. Whilst the pilot is complete the project is ongoing within 17/18. Safe & Well visits will ultimately replace the Service's Home Fire Safety Check visits to offer a broader range of interventions to the people of Lancashire. |
| Local Authority Strategic Partnership Development. | This Priority Activity is complete. Various strands of this work are to continue as activities outlined within the Annual Service Plan 2017 and the Service Development Department Plan. |
| Implement the changes arising from P+P review. | This Priority Activity is complete. The changes arising from the P&P review have been successfully implemented. |
| Day Crewing Plus at Skelmersdale Fire Station. | This Priority Activity is complete. The station successfully changed to the Day Crewing Plus shift system on the 1 st April 2016. |
| Replacement of Airwave through the Emergency Services Mobile Communications Project (ESMCP). | This Priority Activity is ongoing. This large programme of work will continue throughout 17/18 at both a regional and national level. |
| Trial a Water Tower vehicle. | This Priority Activity is ongoing. The Water Tower was introduced into the Service for a 12 month trial period in February 2017. This new appliance is currently performing well at a variety of incidents and has also supported neighbouring authorities. Capabilities and outcomes will be evaluated during 17/18. |
| Emergency First Responder – Extend Pilot. | This Priority Activity is ongoing. The Emergency First Responder Pilot is currently operating from 7 stations. |
| Change of crewing system at Lancaster. | This Priority Activity is complete. The change of crewing arrangements successfully went live on 5 October 2016. |
| A new Community Fire & Ambulance Station at Lancaster. | This Priority Activity is ongoing. The build of the new Fire & Ambulance station is underway and is progressing well. |
| Improved use & management of the Provision of Risk Information to Staff (PORIS). | This Priority Activity is ongoing. The PORIS data capture method has undergone significant changes and improvements. A training package is currently being delivered with an anticipated completion date for the project in the Autumn 2017. |

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| A new Business Continuity Management System. | This Priority Activity is complete. A robust review of our business continuity arrangements was undertaken and a new suite of supporting plans was developed. Plans have been tested through a complex test scenario. |
| Develop improved analytical risk assessments (ARA). | This Priority Activity is complete. A progress report on the use of ARA's within Service was completed by the Operational Assurance Team in March 2017 and the findings shared across the Service. This has led to further actions to drive continued improvement in the consistent and accurate use of ARA's. |
| A pilot for the use of volunteers. | This Priority Activity is complete. Lancashire County Council volunteers are now in place and assist with the running of the Fire Cadet programme. |
| A new model for the assurance of Service Delivery activity, including the creation of a new team. | This Priority Activity is complete. The Operational Assurance Team is now in place. |
| Strengthen, support and improve the Retained Duty System(RDS). | This Priority Activity is ongoing. Work will progress as business as usual for Service Delivery and the governance has transferred from the Corporate Programme Board to the RDS Research and Intelligence Group. |
| Develop a Specification for the purchase of new incident command units. | This Priority Activity is ongoing. Scoping work continues to develop the specification. |
| Deliver multi compartment fire-fighting unit at Service Training Centre. | This Priority Activity is ongoing. The prop is now in place and is due to go live for crew refresher training in the Autumn 2017. |
| Review of National Operational Guidance. | This Priority Activity is ongoing. The review will continue to develop operational guidance on a national, regional and local level. This work will shape, improve and mature current processes and guidance. |
| Review of operational debriefing processes and incident monitoring. | This Priority Activity is ongoing. Further work is to be undertaken to review and strengthen our Assurance Monitoring System. |
| Research & Review new operational equipment, PPE and techniques to improve firefighter safety. | This Priority Activity is complete. Work will progress as business as usual and will be monitored through the Fleet & Engineering department plan. |
| Review of countywide provision of strategic water resources. | This Priority Activity is complete. This work defined and identified all strategic hydrants and strategic open water supplies across the County with information made available to crews. |
| Review of station audit process to improve assurance structures and process. | This Priority Activity is complete. This work has been incorporated through the work of that OAT team. |
| The Introduction of a new maintenance of skills system. | This Priority Activity is complete. A new maintenance of skills system and Course Management System has been successfully implemented. |
| ICT Development Schedule. | This Priority Activity is complete. Work will progress as business as usual and will be monitored through the ICT department plan. |
| Centralise equipment and BA maintenance at Service Training Centre. | This Priority Activity is complete. The servicing of all breathing apparatus (BA) is now undertaken at Service Training Centre. |

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| Develop the concept of area training Hubs . | This Priority Activity is complete. The concept has been developed and a project to build two further area training hubs has commenced. |
| Review of how we use, store, share and improve access to information within the Service. | This Priority Activity continues; a large programme of work managed through a series of projects with a number of work streams identified. The work will shape, improve and mature current processes and has already delivered a number of policy documents to underpin our approach moving forward. |
| Review of opportunities for sharing locations with other service providers such as NWAS. | This Priority Activity is complete. Work will progress as business as usual and will be monitored through the property department plan. To date we have a number of locations that are shared with NWAS including Morecambe, Preston and through the new build at Lancaster. |
| Review of opportunities to further develop how services are delivered digitally to the public using web technology. | This Priority Activity is complete. Work was undertaken to ensure the Service continues to progress with digital services. Services are currently delivered digitally via the home fire safety check service, the website and the business support site. |
| Review of community use of fire stations. | This Priority Activity is complete. A review was undertaken to maximise the availability and use of Community Rooms at stations. |
| Recruitment of Wholetime Firefighters. | This Priority Activity is complete. The Service has successfully recruited new whole time firefighters. New whole time recruits from the Retained Duty System staff pool commenced in 16/17. Further recruits will commence in 17/18. |
| Deliver action learning sets for Watch and Station Managers. | This Priority Activity is complete. This created an innovative managerial support network for Supervisory Managers utilising the concept of Action Learning to improve staff engagement. |
| Deliver a formal coaching and mentoring programme. | This Priority Activity is complete. Guidance has been developed and a 2 day coaching and mentoring workshop is now running. |
| Deliver information, facilities and support to improve fitness, health and wellbeing amongst the workforce. | This Priority Activity is complete. The Service now has in place a variety of information, facilities and support including an electronic Health and Wellbeing information hub, raised awareness of dementia amongst staff and a Mental Health Policy and Mental Health Champions have been introduced. |
| Review how we recognise and reward staff and organisational achievement. | This Priority Activity is complete. Work was undertaken to review how we recognise and reward staff and organisational achievement. |
| Review progress against the Equality and Diversity (E&D) National Framework. | This Priority Activity is complete. An Equality Diversity and Inclusion Action Plan has been agreed and progress against the plan is monitored through ED&I steering group chaired by the Chief Fire Officer. |
| Review our appraisal system to better align individual tasking with organisational priorities and values. | This Priority Activity is complete. A new appraisal process is now in place, this provides clear links to LFRS's organisational priorities and values. |
| An ICT based social networking tool to enable staff to better support each other and engage with Service issues. | This Priority Activity is ongoing. Work continues to identify a suitable social networking tool for the Service. |