

LANCASHIRE COMBINED FIRE AUTHORITY

PLANNING COMMITTEE

Monday 21 March 2016 at 1000 hours in the Main Conference Room, LFRS HQ, Fulwood

MINUTES:-

PRESENT:-

County Councillor M Parkinson (Chairman)

County Councillors

A Barnes  
K Brown  
F DeMolfetta (for T Burns)  
M Green  
J Shedwick  
D Stansfield (for D O'Toole)

Blackpool BC

F Jackson (Vice-Chairman)

Blackburn with Darwen BC

M Khan

Officers:-

J Johnston - Deputy Chief Fire Officer (LFRS)  
D Russel - Assistant Chief Fire Officer (LFRS)  
P Cox – Area Manager Head of Service Development (LFRS)  
D Brooks - Principal Member Services Officer (LFRS)

APOLOGIES FOR ABSENCE

Apologies were received from County Councillors T Burns, D O'Toole and Councillor A Matthews.

DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

MINUTES OF THE LAST MEETING HELD ON THE 16TH NOVEMBER 2015

13/15 RESOLVED: - That the Minutes of the last meeting held on the 16<sup>th</sup> November 2015 be confirmed and signed by the Chairman.

## ANNUAL SERVICE PLAN 2016/17

The Deputy Chief Fire Officer presented a report on the Service's Annual Service Plan for 2016/17.

Whilst austerity, budget reductions and the need to make savings had resulted in challenging times, in 2015/16 Lancashire Fire and Rescue Service had coped well and achieved excellent results. As a result, the organisation was in a strong and stable position; with an engaged workforce and support from partners and the public.

In 2016 there was time and space to consolidate successes, embed the changes already made and to benefit from investment opportunities to make further improvements to how we work and the services delivered. Our mission continued to be to make Lancashire safer from fire and other emergencies by providing excellent prevention, protection and response services.

The Deputy Chief Fire Officer introduced AM Cox to explain the Plan in more detail.

The format in which the information was presented followed the same theme as last year's report and broke down activity against each priority area under the headings of "deliver; develop and review".

The Plan included a section on 'preventing fires and other emergencies and protecting people and property when they happen'. Priority activities included a pilot to use the data that local authorities shared with us about people receiving care in their homes; developing a business support programme to help businesses to comply with fire safety regulations and further partnership arrangements with partners including strategic partnership development for collaboration with local authorities, Clinical Commissioning Groups, Health and the Lancashire Constabulary.

A section on 'responding to emergencies quickly and competently' included the implementation of the changes arising from the prevention and protection review; improved use and management of the provision of risk information to staff; the go live for Day Crewing Plus at Skelmersdale; the replacement of airwave through a national Emergency Services Mobile Communications Project; the trial of a new concept, water tower vehicle; developing activities to strengthen, support and improve the retained duty system and a review of all national operational guidance implementing any amendments or new procedures accordingly.

A section on 'delivering value for money in how we use our resources' included making improvements that make us more efficient or effective, particularly through better processes and the use of ICT. Priority activities included the introduction of ongoing ICT developments including the increased use of geographical information and the introduction of a new skills maintenance system which included developing training hubs to reduce the number of crew visits to the training centre.

A section on 'engaging with our staff' included the recruitment of whole time firefighters; action learning sets for watch and station managers; a review of where we are now against the equality and diversity national framework and of the appraisals system to better align individual tasks with organisational priorities and values and the use of IT to better facilitate internal social networking.

The Plan would also show the Service Key Performance Indicators. It provided a concise summary of the Service's plans for the coming year and was a strong reference point from which to communicate and share progress against each priority activity as the year unfolds. Whilst the primary audience was our staff, a copy of the plan would be available on the Service website.

Members agreed that given the massive changes seen in recent years the time was absolutely right to ensure new systems were embedding.

14/15 RESOLVED: - That the Planning Committee note and endorse the report.

### GAINING ENTRY PILOT OUTCOMES

The Deputy Chief Fire Officer presented a report on the gaining entry pilot outcomes. During 2015 Lancashire Fire & Rescue Service (LFRS) entered into a partnership with Lancashire Constabulary (LanCon) and North West Ambulance Service (NWAS) to form an innovative tri-partite agreement. Traditionally the Police had been requested to gain access to NWAS incidents where they had a member of the public in need of urgent medical care but in a property which NWAS staff were unable to access.

The pilot between the three services utilised LFRS to respond instead of LanCon as preparation work identified that LFRS possessed the necessary legal powers and would in most cases get to the patient significantly quicker than a police officer.

The intention to pilot this arrangement, its progress and as it embedded into our core business had been reported to Members on several occasions. The report shared evaluation outcomes in more detail and noted the significant improvement in outcomes achieved through such an innovative partnership fitting our purpose of "making Lancashire safer".

A 'Gaining Entry' memorandum of understanding (MoU) provided the framework agreement for LFRS to replace Lancashire Constabulary (LanCon) as the supporting agency for NWAS, in gaining entry for medical incidents. As part of the joint work undertaken, early analysis suggested that the deployment of LFRS resources could provide a two-fold improvement to service delivery:

1. by reducing the response time in support of NWAS staff, and
2. by removing the demand from LanCon for attending such incidents.

Although it was anticipated there would be in the region of 600 calls per annum, during the course of the initial 6-month pilot, there had been 441 deployments by LFRS in support of NWAS (an average of 72 incidents per month / 2.33 per day). This had produced improvements in the method of entry gained, with less damage caused by LFRS staff to property and premises. Given LFRS had driven down the total number of annual calls to 13,000 the potential additional 800 calls per annum would make quite a significant difference which would benefit local people.

The success of the pilot was confirmed when LFRS transferred gaining entry work to business-as-usual one month ahead of the planned pilot conclusion at the end of October.

Moving forward, a revised MoU was to be signed, firming up the agreement between the parties for the longer term.

During the pilot stage, the new work stream delivered the following benefits:-

1. Increased public value - Faster deployment and scene attendance achieved by LFRS crews, with 79% of incidents responded to within less than 10 minutes.
2. Better outcomes for patients - both in terms of response time and, on occasion, the initial care provided by LFRS staff at the scene prior to the arrival of NWAS.
3. Strengthened partnership working - LanCon, NWAS and LFRS have worked closely to develop this project and the success of the pilot evidences our strong relationships.
4. Demand management - LFRS have demonstrated the capacity to manage the demand, thus releasing LanCon officers to undertake policing tasks. The reduction in police attendance (for the sole purpose of assisting NWAS with gaining entry) equated to circa 138 hours of police officer time.
5. Reduced damage - Fewer instances of forced entry where damage was caused. This has resulted in less distress for the patient and fewer civil claims for damages; reducing costs of civil litigation, time of LanCon solicitors and a reduction in damage payments.

During the 6-month pilot (which commenced 1st June 2015), it was identified that LanCon's 'Method of Entry' (MOE) equipment was superior to LFRS current provision on pumping appliances. As a result, a gap analysis was conducted and subsequently LanCon agreed to purchase some additional equipment on behalf of LFRS (mirroring their own MOE provision).

The procurement aspect remained ongoing at present. Once received, the additional equipment rollout would be supported by a collaboratively produced video LearnPro training package in which LanCon MOE officers would deliver instruction to a firefighter who would then demonstrate the various techniques. The ancillary benefit of this approach was even greater inter-operability by virtue of shared understanding and commonality in equipment between the services.

Meantime, LFRS crews continued to deliver the service and month on month averages remained fairly consistent at around 70 attendances with overall activity since commencement now heading towards 650 incidents.

In response to a question raised by CC Barnes, the Deputy Chief Fire Officer confirmed that LFRS was the second service, after South Yorkshire, to pilot this scheme with Cheshire adopting it since. He confirmed that LFRS did engage with the Trade Unions at a very early stage and were sharing best practice nationally.

15/15 RESOLVED: That the Planning Committee note and endorse the report.

#### COMMUNITY FIRST RESPONDING PILOT OUTCOMES

The Deputy Chief Fire Officer presented a report on the community first responder pilot outcomes. Lancashire Fire & Rescue Service (LFRS) had recently concluded a 6 month pilot of community first responding with North West Ambulance Service (NWAS). The report informed Members of the significant contribution made towards our purpose of 'Making Lancashire Safer' by engaging in such a partnership and informed Members of the challenges that would need to be addressed if the pilot was to progress beyond the two pilot Fire Stations.

Members considered the benefits for both the LFRS and NWAS, as now presented and noted the comments from both LFRS and NWAS staff.

The benefits to both organisations had been analysed within the pilot review document being discussed between both organisations and trade union representatives from FBU, Unite, Unison and GMB on 15 March 2016. It was the desire of LFRS that the pilot be extended in duration and breadth at that meeting to bring the benefits to more of the population of Lancashire and to allow LFRS appropriate time to overcome the challenges encountered. At that formal review meeting the combined project teams and all of the representative bodies acknowledged that the progress to date had been extremely positive, with clear benefits delivered to our communities and the concept of LFRS response to medical emergencies was effectively proven across the full community first responder call set.

Across the North West Region there were different approaches being applied to this area of emergency medical response. LFRS had attended Red 1 calls (where a patient had stopped breathing). NWAS attended on average 20 – 24 instances per day of this type of call and LFRS would only be called if closest. When LFRS had been called and arrived first, upon NWAS' arrival both partners had worked together well. In addition LFRS had attended Red 2 calls; this type of call gave LFRS the potential to be offered around 100 extra calls per day across the Service.

Given the NWAS footprint covered the North West Region the NWAS representative bodies expressed a preference for a “cardiac arrests only” consistent approach to be used.

LFRS would therefore continue to respond to reported cardiac arrest incidents only from both pilot stations. This would mean fewer calls and to more serious incidents which would have less of an impact on the Service but would continue to add to our purpose of making Lancashire safer.

Members were disappointed that the first responder scheme had been reduced to Red 1 calls only but were really pleased that it evidenced that the collaboration between partners was happening organically.

In response to a question raised by CC Barnes, the Deputy Chief Fire Officer confirmed that further review and assessment of the benefits of the LFRS community first responder scheme were underway with future meetings to be convened between all parties.

16/15 RESOLVED: That the Planning Committee note and endorse the report.

#### DATE OF NEXT MEETING

The next scheduled meeting of the Committee had been agreed for 1000 hours on Monday 18 July 2016 in the Main Conference Room, Service Headquarters, Fulwood and a further meeting was scheduled for 21 November 2016.

M NOLAN  
Clerk to the CFA

LFRS HQ  
Fulwood