

**LANCASHIRE COMBINED FIRE AUTHORITY  
PLANNING COMMITTEE**

Meeting to be held on 18 July 2016

**OPERATIONAL ASSESSMENT (OpA) IMPROVEMENT ACTION PLAN  
No.11 'Development of a Business Support Strategy'  
(Appendix 1 refers)**

Contact for further information: Assistant Chief Fire Officer David Russel  
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**Executive Summary**

At its meeting held 20 July 2015, the Planning Committee signed off as complete the Improvement Action Plan (IAP) with the agreement that action **No.11 'Development of a Business Support Strategy'** be brought back to the Planning Committee following the implementation of the prevention and protection (P&P) review (resolution 03/15 refers).

**Business Support Strategy (Action No.11)**

The Authority is ideally placed to make a wide and valuable contribution in support of a safer society and to support businesses to comply with fire safety regulations. It also allows us to better focus and target our resources on areas where the risk from fire is greatest. By supporting businesses within Lancashire we are promoting the regeneration of the economy within our local communities whilst at the same time reducing the burden on business from regulation.

As part of the outcomes of the prevention and protection review more resources were allocated for business support: a Protection Support Officer is now in place at Service HQ and four Crew Manager Business Safety Advisors (BSA) whose role is to support businesses, follow-up on unwanted fire signals and follow-up on post fire inspections are now in place. (See BSA job description in appendix 1). These roles along with the rest of the now Functional Protection department will develop and deliver on the Business Support Strategy below.

**Decision Required**

Members are requested to approve No.11 'Development of a Business Support Strategy' be signed off as complete.

**Background**

The Operational Assessment (OpA) process began in 2009 and was developed by the Chief Fire Officers Association (CFOA), in partnership with the Local Government Association (LGA) and the Chief Fire and Rescue Advisor (CFRA).

Lancashire Fire and Rescue Service (LFRS) undertook an Operational Assessment and Fire Peer Challenge 1 – 4 April 2014.

At the CFA meeting on 28 April 2014 Members requested that oversight and scrutiny of LFRS OpA Improvement Action Plan (IAP) is performed by the Planning Committee. It was agreed that progress reports will be submitted to all future Planning Committee meetings until delivery of the IAP is complete and signed off by the Committee. This is the fourth progress report submitted.

The report indicates that 22 of the 23 improvement actions have been completed. The one outstanding action is No.11 'Development of a **Business Support Strategy**' (BSS) the delivery of which is directly linked to the outcome of the prevention and protection review and as such is viewed as a longer term piece of work.

## **Business Support Strategy**

The Authority is ideally placed to make a wide and valuable contribution in support of a safer society and to support businesses to comply with fire safety regulations. It also allows us to better focus and target our resources on areas where the risk from fire is greatest. By supporting businesses within Lancashire we are promoting the regeneration of the economy within our local communities whilst at the same time reducing the burden on business from regulation.

### We will assist business by:

- Following the principles of better regulation set out in the Statutory Code of Compliance for Regulators, and the Enforcement Concordat. Also introduce the short audit form.
- Setting out our commitment to priorities and planned interventions through our inspection programme.
- Establishing Primary Authority Schemes (PAS) to both support strategic businesses and learn how to improve our support.
- Operating systems to train, appoint, authorise, monitor, and maintain a competent inspection programme, including operational personnel.
- Using interventions, including enforcement action, in accordance with our enforcement policy and within the principles of proportionality, accountability, consistency, transparency and targeting.
- Our enforcement action. This will be achieved through the use of an Enforcement Management Model (EMM). Fundamental to this is the principle that enforcement action should be consistent and proportional to the fire safety risks and the seriousness of the breach.
- Enforcing strongly against businesses that are unprepared to do their best to comply.
- Taking account of previous attitude to Fire Safety when planning inspection programmes.
- Providing fire safety advice to businesses where necessary or requested.

- Supporting and recognising business partnerships; aiming to work with them to improve standards and understanding.
- Developing our website to assist business to comply, and to promote fire safety to the business environment.

This strategy is integral to how Protection services are delivered by LFRS.

### **Financial Implications**

No additional costs other than those already approved by the Authority as part of the Protection and Prevention Review.

### **HR Implications**

None – all resolved through the Protection and Prevention Review.

### **Business Risk**

The Business Support Strategy will support our organisational business delivery.

### **Sustainability or Environmental Impact**

N/A

### **Equality and Diversity Implications**

N/A



**LANCASHIRE FIRE AND RESCUE SERVICE**

**JOB DESCRIPTION  
AND  
EMPLOYEE SPECIFICATIONS**

<b>JOB TITLE:</b>	<b>Business Fire Safety Advisor (Crew Manager)</b>
<b>DUTY SYSTEM:</b>	<b>42 Hours per week</b>
<b>BASE:</b>	<b>LANCASHIRE FIRE AND RESCUE SERVICE HEADQUARTERS</b>
<b>Outposted:</b>	<b>SERVICE DEVELOPMENT DEPARTMENT</b>
<b>Outposted:</b>	<b>Functional Hub</b>
<b>DATE OF ISSUE:</b>	<b>April 2016</b>

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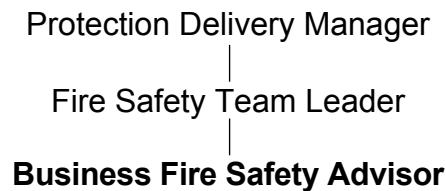
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## 1. ROLE

To support businesses to understand and comply with their statutory duties relating to fire safety legislation and to increase the presence of LFRS in the business community across Lancashire. To gather operational intelligence to support the safety of firefighters and others working for LFRS and to signpost businesses to other relevant enforcing authorities where appropriate.

## 2 REPORTING ARRANGEMENTS

The Business Fire Safety Advisor is directly accountable to the Fire Safety Team Leader.



## 3 SCOPE

The Business Fire Safety Advisor will provide a more proactive approach to support businesses to comply with fire safety regulations with the minimum of financial burden. It is important that LFRS do as much as possible in ensuring economic sustainability whilst minimising risk and keeping safe.

### Our Aim

The intended result of all our efforts is to: **make Lancashire safer**

This is what we are here to achieve. We seek to do this by delivering prevention, protection and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

### Our Priorities

We have FOUR main priorities: -

1. **Preventing** fires and other emergencies from happening and **protecting** people and property when they do;
2. **Responding** to emergencies quickly and competently;
3. **Engaging** our staff;
4. **Delivering value for money** in how we use our resources.

The way we work to achieve Our Priorities is as important as what we do. **‘STRIVE’** reflects the Service’s on-going desire to make great effort to achieve our purpose of making Lancashire safer:

<p><b>Service</b> – delivering the best service at all times <b>Trust</b> – being open and honest with each other <b>Respect</b> – treating people fairly <b>Integrity</b> – accepting responsibility and accountability for performance <b>Valued</b> – engaging people and recognising achievements <b>Empowered</b> – giving people the support they need to deliver change</p>
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You can read our full Integrated Risk Management Plan here <http://www.lancsfirerescue.org.uk/wp-content/uploads/2011/01/Final-IRMP-sept-update.pdf>

#### **4 PRINCIPAL RESPONSIBILITIES**

1. To provide advice and education to support business owners and Responsible Persons to meet their statutory obligations under fire safety legislation.
2. To assist business owners and Responsible Persons with business continuity and emergency planning advice by signposting them to relevant areas of the Service's website.
3. To assist business owners by signposting them to other regulatory bodies or trade organisations.
4. To ensure that complaints are acknowledged and passed to an appropriate officer or partner agency to be investigated in accordance with organisational policy.
5. To visit regulated premises that have experienced a fire and provide fire safety and business continuity advice to business owners
6. To visit regulated premises in the vicinity of non-domestic fires and provide post incident advice and support.
7. To work with businesses to deliver specific fire safety enforcement campaigns and where appropriate signpost or provide home safety advice to employees.
8. To identify and capture relevant information on regulated premises not currently on the Service's community safety database and record details as appropriate.
9. To visit premises recorded as unoccupied on the Service's community safety database system to confirm their status and gather relevant information where their status has changed.
10. To work with businesses groups and associations to advise and influence businesses in the implementation of better fire safety management.
11. To engage with businesses and business organisations to facilitate surgeries to enable businesses to access fire safety advice.

12. To work with other agencies to provide multi agency surgeries to enable businesses to access advice on a range of regulatory matters such as fire safety, health and safety, food hygiene, trading standards and licensing.
13. To visit premises to advise and influence business owners and gather intelligence on fire safety arrangements in low and medium risk premises in order to:
  - Signpost identified breaches of fire safety legislation to a Fire Safety Inspector;
  - Signpost identified breaches of other statutory requirements to the appropriate enforcing authority;
  - Gather operational intelligence and report matters that could pose a potential risk to firefighters attending incidents.
14. To work with businesses and business owners to reduce the number of unwanted fire signals from automatic fire detection and alarm systems.
15. Management of the LFRS 'businessplus' site.

## **5 WIDER RESPONSIBILITIES**

The postholder is expected to contribute to the operation and management of the Service as a whole, examples of which include:

- Attendance of relevant training courses.
- Membership of appropriate meetings, working parties and project groups (if required).
- Supporting Service activities by developing a network of contacts both within and outside the organisation.
- Promoting a positive image of the Service in dealings with all other organisations and members of the public.

The duties and responsibilities included in Part 4 and 5 of this job description should be regarded as illustrative rather than exhaustive and in any organisation, changes in emphasis may occur over time.

## 6 PERSON SPECIFICATION – Business Fire Safety Advisor

Qualifications	Essential	Desirable	Assessed by
Achieved or working towards the Level 3 Certificate in Fire Safety	X		A, I
<b>Knowledge/Achievements</b>			
A clear understanding of the principles of risk assessment combined with operational experience		X	A, I
An understanding of the principles of building construction		X	A, I
An understanding of Business Support and Primary Authority Schemes.		X	A, I
A knowledge of current Fire Safety Legislation		X	A, I
An understanding of Business Support Strategies.		X	A, I
<b>Skills</b>			
Good verbal and written communications skills, including the ability to write and deliver presentations.	X		A, I
Ability to work unsupervised	X		A, I
Able and prepared to undertake fire safety work outside of normal office hours during evenings and weekends as required	X		A, I
Ability to work as part of a team and as a lone worker	X		A, I
Ability to take enforcement action in accordance with the principles outlined in the Local Government Association Enforcement Concordat		X	A, I
Ability to determine solutions to hazards and risks identified through inspection and investigation		X	A, I
Have good basic IT skills and be familiar with operating Microsoft Word, Outlook and Excel software or similar.		X	A, I
<b>Others</b>			
Demonstrate a commitment to promote and support equality and diversity, both internally and externally	X		I
Current driving licence.	X		V
A suitable vehicle in accordance with the attached specification for which Casual Car User Allowances will be paid. See section 8.		X	A, V

### Key

A – Application Form	T = Test	I = Interview	V = Verification at interview
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## 7. FURTHER INFORMATION

The post is based in one of four functional hubs in Service Delivery but can involve County-wide activity

Some meetings take place at premises other than LFRS premises and occasionally outside the County

We are an equal opportunities employer committed to meeting our obligations under the Equality Act 2010 and assess and where appropriate make reasonable adjustments.

Car parking and toilet facilities for people with mobility / disabilities are available at Service Headquarters and other service buildings.

Further information about the post can be obtained by contacting Human Resources department at Lancashire Fire and Rescue Service Headquarters

The selection process will involve a panel interview and practical skills test if appropriate.

Any offer appointment will be subject to satisfactory references and attendance record.

This post is not exempt under the **Rehabilitation of Offenders Act, 1974**, under the provision of the Act you may answer no if you have no current convictions.

It is unacceptable for any LFRS employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues. Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority. LFRS has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their acts or omissions.

To this end, LFRS will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentially. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.

## 8 CAR SPECIFICATION

You are required to hold a current category 'B' (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Technical Services before you can be appointed even if you are successful at interview.

It is also desirable that you provide, at your own expense, a suitable vehicle for use when required on official business journeys.

You will be reimbursed for the use of the vehicle on authorised journeys in accordance with the "LFRS Casual Car User Scheme"

The vehicle provided must be fit for purpose, be approved by the Head of Fleet and Technical Services and meet the following requirements:

1. Maintained in accordance with the manufacturers recommendations, kept in good condition and be fully road legal at all times

2. Insured for you to drive on official business journeys (the certificate and policy must state this and copies must be provided for retention by the Head of Fleet Services)
3. It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation. However, it is a condition of employment that you will have the approved vehicle at your disposal whenever required for official business.

# Organisation Chart

