

LANCASHIRE COMBINED FIRE AUTHORITY

Meeting to be held on Monday 16 September 2019

ANNUAL SERVICE REPORT 2018/19

(Appendix 1 refers)

Contact for further information: Acting Assistant Chief Fire Officer Ben Norman

Telephone: 01772 866801

Executive Summary

Attached in full at Appendix 1 is the Annual Service Plan Report for Lancashire Fire & Rescue Service (LFRS) covering the period 1 April 2018 to 31 March 2019.

The Annual Service Report continues to provide LFRS with the platform to highlight the successful delivery of planned priority activities and projects as defined within the Annual Service Plan for 2018/19.

Additionally the report highlights the innovations shaped within the year in response to emergent partnership arrangements and also to describe the significant operational challenges that were resolved including the Winter Hill moorland fire.

Recommendation

The Combined Fire Authority is asked to note the publication of the Annual Service Report as approved by the Performance Committee at their June 2019 meeting.

Background

The Annual Service Report is a core part of our planning framework which defines the outcomes against the activities we intended to deliver in the format of the Annual Service Plan for 2018/19. The Annual Service Report is built around the Service's four corporate priorities, which are detailed in the Integrated Risk Management Plan. These are:

1. **Preventing** fire and other emergencies from happening and **Protecting** people and property when fires happen
2. **Responding** to fire and other emergencies quickly and competently
3. **Valuing** our people so they can focus on making Lancashire safer
4. **Delivering** value for money in how we use our resources

Role in the planning framework

The Annual Service Report sits at the heart of our framework and informs on activities that have been delivered across the Service, as well as locally within district plans.

As in previous years, detailed under each corporate priority is a series of activities and projects with a brief description of each item to give further clarity and context. The narrative defines if the work stream was delivered completely within the 2018/19 year or if there are any carry forwards items. For items that are more long term the report confirms that progress was delivered in year and that the item remains ongoing within the 2019/20 Annual Service Plan. This ensures that all staff and the public are informed of the changes and activities the Service progressed in the previous year and how these items fit within our priorities. This provides the opportunity for the Service to ensure that we continue to provide transparency and visibility of our deliverables in a clear and concise format.

The report also provides an overview of the salient business as usual activities delivered; this includes details of the year in numbers whereby examples include over 17,000 incidents, recruitment of 87 On Call firefighters and more than 45,000 school pupils receiving prevention education.

As part of our engaging communications strategy a short video has been commissioned, this will summarise the salient aspects of the Annual Service Report in a succinct format. It is anticipated that in this digital format we will be able to engage directly with a larger section of Lancashire's communities when compared to those who previously read the formal documents. The video is expected to be published upon the internal media channels and external website in September 2019.

Business Risk

The Annual Service Report forms an integral part of the Service's corporate planning process. It defines and communicates success delivery of key objectives and projects for the previous 12 months. The provision of such a document ensures that proper corporate planning evaluations have taken place.

Sustainability or Environmental Impact

None.

Equality and Diversity Implications

The Annual Service Report has been produced in accordance with accessibility guidelines.

HR Implications

No implications

Financial Implications

The Annual Service Report and associated video footage will be made available digitally through both the LFRS website and social media platforms. However, a small number of hard copies will also be made available to staff, partners or members of the public upon request. The printing cost will be incurred under the Corporate Communications department budget.

Local Government (Access to Information) Act 1985
List of Background Papers

Paper	Date	Contact Ben Norman Tel. 01772 866801
Reason for inclusion in Part II, if appropriate:		