Bonfire Review 2016
Community Safety Committee

Date: 20 January 2017
Submitted By: Deputy Chief Fire Officer and Director of Service Delivery

Purpose
To inform Members of the events leading up to and throughout the bonfire period.

Recommendations
That Members note the content of this report

Summary
The bonfire period is historically a time of increased activity for West Yorkshire Fire and Rescue Service (WYFRS). It is also a period that we know has the potential to see an increase in attacks on Firefighters. This year also saw November 5th fall on a Saturday night which focussed all the activity on to one weekend. These factors, combined with dry relatively mild weather, did result in a busy weekend, but one that was comparable to similar bonfire periods in the last few years.

This report provides an overview of the work that was carried out leading up to the bonfire weekend, including all the pre-planning with partner agencies and the broad spectrum of prevention initiatives that were carried out. It also covers the main periods of activity that occurred over the weekend itself and how the planning enabled us to deal with this busy period effectively.

This report covers the attacks on Firefighters that occurred during this weekend; however there is a separate report that details how we are taking this particular area forward and how we continue to learn from our experiences.

Local Government (Access to information) Act 1972
Exemption Category: None
Contact Officer: AM Jim Butters 01274 655783
Background papers open to inspection: WYFRS – Operational Response Plan
Annexes: None

Making West Yorkshire Safer
www.westyorkshirefire.gov.uk
1 Introduction

1.1 The bonfire period has always been a relatively busy time of year for the Fire and Rescue Service. However work carried out by staff from Fire Prevention, Fire Protection, Operational Crews and partner agencies have all helped to keep these figures significantly lower than they were 10 years ago. (2006 Data: 936 Secondary fires of which 307 were Bonfires)

1.2 Although bonfire night fell on a Saturday this year, and was accompanied by dry mild weather conditions, activity levels were generally in line with previous years (2015 being the exception with bonfire night falling on a Thursday and heavy rain fell throughout the night).

<table>
<thead>
<tr>
<th>1-9th November</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary Fires (including Bonfires)</td>
<td>299</td>
<td>243</td>
<td>359</td>
<td>248</td>
<td>360</td>
</tr>
<tr>
<td>Bonfires</td>
<td>39</td>
<td>77</td>
<td>36</td>
<td>24</td>
<td>36</td>
</tr>
</tbody>
</table>

2 Information

2.1 Specific planning for the bonfire period started towards the end of the summer but much of the prevention work builds on the educational themes and initiatives that have been on going throughout the course of the year. The success we have had relies heavily on the strong links that we have developed over a number of years with schools, community groups, local authorities and the other blue light partners.

2.2 Prevention Activity

Each District, led by their District Prevention Manager, working under the direction of the District Commander, carries out a range of prevention. Whilst this will vary slightly in each district relative to the risk it will involve the following activities:

**Environmental audits** – crews and prevention officers are aware of the likely areas where waste materials can be left that have the potential to be ignited creating a nuisance fire. Via local authorities these are cleared away to minimise opportunities for unwanted fires. This is an on-going process throughout the bonfire period. In addition to the clearing away of waste materials we will also go out to inspect bonfires where concerns are raised. Advice is given around proximity to buildings, content of bonfires, safe ignition etc.

**School talks** – in addition to the Year 5 talks that are carried out in every school bonfire themed talks are given to schools in areas of known high activity. These talks will detail the dangers of fireworks, giving some quite graphic examples of the injuries that can occur through the misuse of fireworks. A strong element of the message is encouraging people to attend organised bonfires and firework displays rather than letting them off themselves in their back garden.

**Data sharing with partners** – as part of the development of the response plan for the night details of attacks that have occurred in previous years are shared with Police as well as any activity / tensions that crews have experienced. Combined with the Police’s own intelligence picture this helps to provide a focus for policing in the run up to and during bonfire night.

**Community engagement** – talks are given at local youth groups and we also engage with local Imams in hot spot areas who give out safety messages at prayers. Whilst the youths we want to target the most may not always be in attendance the message does prove effective, whether that be via parents or other relatives who pass the message on. One particular area we focussed on was the Manningham / Girlington area where we had previously experienced attacks on Firefighters.
Visits to shops selling fireworks – whilst the larger supermarkets are well run and do not give cause for concern Fire Protection staff inspect smaller shops, some of which just start up for the bonfire period, to ensure they are complying with the laws around safe storage and are only selling fireworks that conform to British Standards.

Social media campaigns – this year saw us undertake a joint campaign with West Yorkshire Police where they led during the Halloween period and we led during the Bonfire period. Messages were put out on our website, Facebook site and the corporate Twitter account as well as through individual officer’s Twitter accounts. Messages ranged from safety messages for pets (using our own search dogs) to graphic images of some of the injuries that could be sustained.

Organised bonfires – one of our key safety messages was to encourage people to attend an organised bonfire and firework display rather than trying to put on one of their own. In the spirit of practising what you preach we put on our own organised bonfire and fireworks display on the HQ site. This saw thousands of people attend, raising just short of £12,000 for charity.

2.3 Operational Response

WYFRS’ planning teams and our counterparts from West Yorkshire Police (WYP) have developed very close links having worked together on numerous other events. This close partnership ensures that information is shared readily between the two organisations and Yorkshire Ambulance Service. However the pre-planning starts on a local level in each district where local district teams liaise with Police partners to determine the level of response required. This is based upon local intelligence and then fed in to the respective planning teams where all the local information is drawn together in to an organisational response plan.

2.4 The key elements of the response plan include the additional resources that were stood up during the course of the weekend. This includes additional officers that were brought in and the specific roles that officers would carry out. These include the positioning of a Fire Officer in our own Control room and in the two Police Special Operations Rooms in Leeds and Bradford.

2.5 In conjunction with West Yorkshire Police (WYP) we also put on two additional fire cars. These are staffed by a police driver, Sergeant and FRS Watch Manager. These were both operating in the Bradford area and are principally used to be able to carry out a fast on scene assessment of whether a fire appliance is needed. If the incident turns out to be an appropriately supervised bonfire then this prevents the mobilisation of an appliance and keeps them available for other calls. Having a Police Sergeant in the car also provides the authority to direct individuals who may be causing a public nuisance.

2.6 The final elements of the additional resource were appliances. We had seven additional resilience appliances stood up for the evenings of the bonfire weekend. In addition to this we also had Silsden’s Retained Duty System (RDS) appliance stood up, in effect making it a wholetime appliance with immediate turnout capability. As well as providing greater resources to turnout to
incidents crews were also given a specific brief by district liaison officers to go out and be visible on the streets, and to ensure crews were aware of the location of any last minute bonfires. This approach is one that has been utilised to good effect over a number of years now and provides good support to the usual operational cover.

2.7 During the course of the bonfire weekend there were 21 attacks on Firefighters (11 in 2015 and 16 in 2014) with the vast majority being objects (sometimes fireworks) thrown at crews whilst dealing with incidents, the remainder of the attacks took the form of verbal abuse.

2.8 The attacks have been broken down in to districts and it can be seen from the table below that Bradford was the location for many of the attacks. In particular the Undercliffe area of Bradford was a particular hot spot.

<table>
<thead>
<tr>
<th>District</th>
<th>Attacks 4th - 6th November 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Bradford (Girlington/Lidget Green)</td>
<td>6</td>
</tr>
<tr>
<td>East Bradford (Undercliffe/Laisterdyke)</td>
<td>6</td>
</tr>
<tr>
<td>Leeds</td>
<td>4</td>
</tr>
<tr>
<td>Calderdale</td>
<td>3</td>
</tr>
<tr>
<td>Kirklees</td>
<td>2</td>
</tr>
<tr>
<td>Wakefield</td>
<td>0</td>
</tr>
</tbody>
</table>

Annex A provides a more detailed breakdown of the Attacks on Firefighters.

2.9 The Operational Response Plan (based upon our Operational Procedure for Public Order) has a clearly defined operating model should such circumstances occur. As these events unfolded on the evening of the 5 November the full command structure was put in place in liaison with WYP. The FRS Silver Commander was mobilised in to the Police Operations room at Trafalgar House in Bradford to Command the incident alongside the Police Silver Commander. In addition a number of fire appliances were also re-located to Bradford should the situation escalate. This ensures that the operations of both organisations are complementary and all FRS mobilisations in to the affected area receive a Police escort.

2.10 Whilst it was pleasing to note that there were no injuries to FRS personnel as a result of these attacks WYFRS are taking the opportunity to review all our operations around the bonfire period and in particular in relation to Public Order events. It should be noted though that this will extend to the prevention activity that is carried out in the run up to and throughout the bonfire period.

2.11 There is a separate report on the work associated with ‘Attacks on Firefighters’ so it is not intended to go in to this in any more detail in this report.

2.12 Look forward Bonfire Period 2017

The planning for this year’s Bonfire Period starts now in terms of the debriefing of last year’s events and the lessons that can be learned. Potentially next year could be equally busy as Bonfire Night itself falls on a Sunday so as with this year the large majority of the activity will be focussed on one weekend. Discussions have already been had with West Yorkshire Police as to how we can manage this event. As with previous years ourselves and partners will work to ensure that the Bonfire Period can be enjoyed safely, both by members of the public and emergency service personnel.

3 Financial Implications

3.1 The planning and debriefing of this operation was picked up by the Operations Support Team as part of their normal day to day business therefore no additional cost was incurred.

3.2 The total cost for the additional staff working overtime was met from the existing overtime budget.
4 Human Resources and Diversity Implications

4.1 Consideration will be made to the implications on community relations that any proposed action might have. This should be considered as part of the concerted effort with partner organisations. A future Equality Analysis may be required to document this consideration.

5 Health and Safety Implications

5.1 Firefighter and public safety remains our number one priority which is why so much planning goes in to this period. As in previous years we continually look to learn from events and work with our partners to reduce further still the risk of injury to Firefighters or the public.

6 Service Plan Links

- Deliver a proactive fire prevention and protection programme
- Deliver a professional and resilient emergency response service
- Provide a safe competent and diverse workforce

7 Conclusions

7.1 The bonfire period is always a challenging time but with a combination of effective prevention work, close working with partner agencies, and a well briefed and prepared operational response we continue to rise to that challenge. However the number of attacks on Firefighters experienced this year is concerning and certainly warrants further work to look at how we can reduce and hopefully eliminate this kind of behaviour in the future. We have run successful initiatives in areas that have been previous hot spots for similar events and along with new initiatives we can look to build on this work in the future.
## Incidents from 17/10/16 to 15/11/16

<table>
<thead>
<tr>
<th>Incident Date</th>
<th>Site</th>
<th>Exact Location</th>
<th>Actual Impact</th>
<th>Details Of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>17/10/2016</td>
<td>Fairweather Green</td>
<td>Thornton Road at junction of Agar Street</td>
<td>2. Firework Thrown</td>
<td>Travelling slowly in traffic heading towards Bradford town centre on Thornton Road passing the junction of Agar Street when a lit firework hit the side of my Fire service van.</td>
</tr>
<tr>
<td>20/10/2016</td>
<td>Huddersfield</td>
<td>Junction of Albert St &amp; Victoria St</td>
<td>1. verbal abuse</td>
<td></td>
</tr>
<tr>
<td>24/10/2016</td>
<td>Idle</td>
<td>Peel Park Cliffe Road Bradford BD2 4LP</td>
<td>2. Firework Thrown</td>
<td>When attending an incident in Peel Park off Cliff Road we were approached by several youths who threw fireworks at the appliance.</td>
</tr>
<tr>
<td>25/10/2016</td>
<td>Fairweather Green</td>
<td>Rear of number 89 Westfield road, Lilycroft,</td>
<td>2. Firework Thrown</td>
<td>3 fireworks were thrown in our direction by the youths. We made up and returned to station to complete the necessary paperwork.</td>
</tr>
<tr>
<td>27/10/2016</td>
<td>Fairweather Green</td>
<td>Salt Street BD8 8BH</td>
<td>2. Missile Thrown</td>
<td>Whilst attending to fire in open both 4401 &amp; 4201 had missiles thrown at the appliance, none of which hit the appliance or Firefighters. Police not informed as crews left the scene as it was happening, PDA increased to 2 pumps in BD8. This involved about 10 youths aged approx. between 15-20</td>
</tr>
<tr>
<td>Date</td>
<td>Location</td>
<td>Type</td>
<td>Incident Details</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------</td>
<td>---------------------------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Killingbeck Harehills lane</td>
<td>2. Firework Thrown</td>
<td>Whilst extinguishing a skip fire came under attack from fire works.</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Fairweather Green Thornton Road between Allerton Road and Girli</td>
<td>2. Missile Thrown</td>
<td>On the way to a fire call, our appliance was egged by youths in the Girlington area of Bradford.</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Fairweather Green Clayton Road Lidgett Green Bradford</td>
<td>2. Firework Thrown</td>
<td>On return from a fire call the appliance was targeted by children / youths with fire works.</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Fairweather Green Girlington Road junction with Thornton Road B</td>
<td>2. Missile Thrown</td>
<td>On return from a fire call, our appliance had a missile thrown at it.</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Killingbeck Harehills Road opp Elford Place East Is8 Shs</td>
<td>2. Firework Thrown</td>
<td>crews were targeted with a large amount of fireworks by a group of over 100 people there was also some verbal abuse. a large amount of police were present and they had called the incident in. they closed the road and surrounded us and allowed us to put the fire out. I made pumps two so that I could avoid getting into a hydrant. we put out the fire and left the scene in the care of the police.</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Halifax Plum street</td>
<td>2. Firework Thrown</td>
<td>When responding to a fire call on Plum Street, Halifax. (off Parkinson Lane)crews were subjected to verbal abuse and when dealing with a small bonfire a firework was aimed towards firefighters and it exploded approx. 5m away from one crew member.</td>
<td></td>
</tr>
<tr>
<td>31/10/16</td>
<td>Hunslet Basketball courts of Cross Flatts Park</td>
<td>1. Racist Abuse</td>
<td>Incident on 31/10/16, 19:02. Whilst extinguishing the fire we were verbally and racially abused from approximately 15-20 youths.</td>
<td></td>
</tr>
</tbody>
</table>
### Incident 1/11/16

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/11/2016</td>
<td>Keighley, Parson Street</td>
<td>We were at an incident when we were attacked with fireworks, which were hitting the fence next to us, landing at our feet and going off in all directions. As we attempted to retreat I realised a lit firework was on the floor between my feet, I tried to extinguish this with the hose reel in my hand but before I could turn the branch on it exploded causing temporary loss of vision and tinnitus, which has continued on return to station. We turned the pump around and as we drove away from the incident several more fireworks struck the fire engine. There doesn't appear to be any damage to the vehicle.</td>
</tr>
</tbody>
</table>

### Incident 2/11/16

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/11/2016</td>
<td>Leeds, Kelsall Terrace, Hyde Park, Leeds</td>
<td>In attendance at a small fire on Kelsall Terrace, Hyde Park, Leeds. Police also in attendance. No sign of any youths in area so fire was extinguished. On make up a firework was thrown at us and exploded approx. 5m away, causing ringing in the crews ears</td>
</tr>
</tbody>
</table>

### Incidents 04/11/16

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/11/2016</td>
<td>Bradford, Undercliffe Lane, Pollard Lane, Newlands Place.</td>
<td>21:54 - Large group teenagers started throwing stones/bricks at the Fire Car when attending the area, no injuries but vehicle damaged</td>
</tr>
<tr>
<td>04/11/2016</td>
<td>Leeds, Aldi Store rear yard, Stainbeck Avenue, Meanwood</td>
<td>Fireworks thrown at Fire Crews and Aldi Staff when attending 2 large bin fires to the rear of store</td>
</tr>
<tr>
<td>Incident Date</td>
<td>District</td>
<td>Exact Location</td>
</tr>
<tr>
<td>---------------</td>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Calderdale</td>
<td>Plum Street, Parkinson Lane, Halifax, HX1</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Leeds</td>
<td>Alexandra Road, Hype Park, Leeds, LS6</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Kirklees</td>
<td>Rashcliffe Hill Road, Huddersfield HD1 3NA</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Newlands Place, BD3 QB</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Bonn Road, Bradford, BD9 5DY</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Hinchcliffe Steet, Bradford BD3 0PT</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Paten Street, Bradford, BD9 SAD</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Legrams Lane, Bradford, BD7 2DN</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Keighley</td>
<td>Belgrave Road, Keighley</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Florence Street, Bradford, BD3 8EX</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Amberley Street, Seaton Street, BD3 8BW</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Agar Street, Bradford, BD8 9QQ</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Seaton Street, Bradford, BD3</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Swinton Place, BD7 3AT</td>
</tr>
<tr>
<td>Incident Date</td>
<td>District</td>
<td>Exact Location</td>
</tr>
<tr>
<td>---------------</td>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Bradford</td>
<td>Lister Mills, Heaton Road, BD9</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Halifax</td>
<td>Vickerman Street, Halifax</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Halifax</td>
<td>St Augustines, Terrace, Halifax, HX1</td>
</tr>
<tr>
<td>05/11/2016</td>
<td>Huddersfield</td>
<td>Rashcliffe Hill Road, Huddersfield</td>
</tr>
</tbody>
</table>

### Incident 07/11/2016

<table>
<thead>
<tr>
<th>Incident Date</th>
<th>District</th>
<th>Exact Location</th>
<th>Actual Impact</th>
<th>Details Of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/11/2016</td>
<td>Shipley</td>
<td>Wrose Road, Wrose, Bradford.</td>
<td>2. Missile Thrown</td>
<td>Whilst returning from an incident a small group of white males threw eggs striking the N/S door and rear cab as the appliance as it passed the playing fields in Bradford BD18.</td>
</tr>
</tbody>
</table>

### Incident 13/11/16

<table>
<thead>
<tr>
<th>Incident Date</th>
<th>District</th>
<th>Exact Location</th>
<th>Actual Impact</th>
<th>Details Of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>13/11/2016</td>
<td>Bradford</td>
<td>Crediton Avenue, Allerton, Bradford</td>
<td>Racial Abuse</td>
<td>Attending a fire in the open, was confronted by 6-7 youths shouting racial abuse to crew.</td>
</tr>
</tbody>
</table>

### Incident 15/11/16

<table>
<thead>
<tr>
<th>Incident Date</th>
<th>District</th>
<th>Exact Location</th>
<th>Actual Impact</th>
<th>Details Of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>15/11/2016</td>
<td>Bradford</td>
<td>Opp No 54/56 Rhodesway, Thornton Road, Bradford</td>
<td>Missiles</td>
<td>Teenagers throwing stones at vehicle, this was also directed at passing motorists. Reported to the Police (15/11/16)</td>
</tr>
</tbody>
</table>
Attacks on Firefighters
Community Safety Committee

Date: 20 January 2017

Submitted By: Deputy Chief Fire Officer and Director of Service Delivery

Purpose
To inform Community Safety Committee of the establishment of an ‘Attacks on Firefighters’ working group to identify ways to reduce the risks to Firefighters from attacks whilst they are undertaking response duties by;
1. Maximising community engagement to prevent attacks happening in the first place.
2. When attacks do occur, introducing procedures and training which best ensures firefighter safety during the attack.
3. Adopt procedures, equipment and partnership working to maximise opportunities to bring the offender to justice when attacks occur.

Recommendations
That Community Safety Committee note the content of the report and that consideration be given to the appointment of a Member to the Attacks on Firefighters working group.

Summary
The Attacks on Firefighters Working Group will work with partners e.g. West Yorkshire Police (WYP), local councils and social housing providers, to identify effective means to prevent attacks on Firefighters from occurring, respond to attacks in the most effective way to ensure Firefighter safety when they do occur, and ensure effective action is taken against the perpetrators.
1 Introduction

1.1 This report provides Members with information on the formation of the Attacks on Firefighters Working Group. The aim of the working group is to increase Firefighter safety by:

- preventing attacks from occurring where possible
- ensuring the response by crews to attacks, whilst they are occurring, best protects the safety of those crews; and
- ensuring that when attacks occur procedures and equipment give West Yorkshire Fire and Rescue Service (WYFRS) the best opportunity to bring the offender(s) to justice.

2 Information

2.1 During the 2016 bonfire period, and the immediate run up to it, WYFRS operational crews were subjected to both physical and verbal abuse, whilst responding to incidents. These were mainly in the Bradford and Leeds Districts. Whilst this is not unusual the frequency of these attacks and the severity of some of them, has prompted a review of our arrangements for how we manage such risk and ensure the health and safety of our firefighters. This is also against the backdrop of a gradual increase in the number of attacks over the last 3 years. Annex 1 shows the attacks on firefighters over the last 3 years, by station area and type.

2.2 The scope of the working group is to investigate methods of training, policy, procedures, equipment and partnership working, that will Improve the safety of firefighters from the risks associated with attacks on them whilst they are undertaking their duties.

2.3 The group will achieve this by making recommendations to improve training, policy, procedures, equipment and partnership working to ensure that:

- Where possible attacks on FF’s are prevented
- When attacks do occur crews react to those attacks in a way that minimises the risk they face
- Where attacks occur we effectively identify the perpetrators and work effectively with partners to ensure they are brought to justice

2.4 Specifically the group will have objectives to review and make recommendations to improve:

- Community engagement in the areas where most attacks tend to occur, to form effective partnerships which minimise the risk of attacks in those areas.
- Operational policies and procedures to ensure they encourage actions and behaviour at operational incidents which will minimise the risk of an attack on crews
- Communication with local media outlets to ensure that we work in partnership with them to use media reporting in the most effective way to help prevent attacks from occurring.
- Training for firefighters, Crew Commanders and Watch Commanders in conflict management
- Equipment for crews and appliances to first minimise the risks of and from attacks and second help identify offenders when attacks occur e.g. use of body worn cameras to help identify attackers.
- Partnership working with other agencies e.g. West Yorkshire Police, Local Authorities and Housing Associations to ensure that where offenders are identified then positive, concerted effort is made to ensure action is taken against them.
2.5 The objectives will be achieved by the working group delegating work streams to sub groups. These work streams will include:

- Communication with other FRS’s which are affected by attacks on firefighters to identify best practice, when it comes to protecting firefighters from attack.
- Communication with WYP to discuss their view on how to best prevent and deal with attacks.
- Research into and, where necessary, recommendations to improve procedures and policies dealing with response to fires and other incidents.
- Review of equipment both on and off fire appliances and carried by the individual e.g. body worn cameras which may assist in the prevention of attacks.

2.6 The working group will be co-chaired by the Occupational Health and Safety Manager and the District Commander for Bradford District and will include Watch Commanders and Station Managers from fire stations, Protection & Prevention representatives and a manager from the Visual Services department. We also ask for assistance from Community Safety Committee to provide a representative from the Committee to sit on the working group.

2.7 The working group will report their findings before June 2017 in a report to the Community Safety Committee which will include specific recommendations. This should ensure sufficient time for action to be taken before the Bonfire period in 2017.

3 **Financial Implications**

3.1 The recommendations from the working group may include the provision of new or improved equipment for individuals and appliances. These costs will be included in separate reports requesting approval.

4 **Human Resources and Diversity Implications**

4.1 The working group will aim to produce a workplace in which firefighters, who are engaged on response duties, can work free from the risk of violence. Consideration will also be made to the implications on community relations that any proposed action might have. This should be considered as part of the concerted effort with partner organisations. A future Equality Analysis may be required to document this consideration.

5 **Health and Safety Implications**

5.1 The working group will recommend the introduction of measures which will reduce the risk of injury through violence to firefighters when they are engaged on response duties.

6 **Service Plan Links**

6.1 This work supports the Service Plan priority to: Provide a safe skilled workforce that serves the needs of a diverse community. An objective will be added 2017/18 Action Plan to 'Review and develop our procedures and ways of working with partners to reduce attacks on firefighters'.

7 **Conclusions**

7.1 Firefighter safety is at the heart of all our response activities. The Attacks on Firefighters Working Group will investigate ways to improve firefighter safety, specifically in regard to violence against them whilst they are undertaking response duties.
7.2 The group will target its work on three specific areas: Preventing attacks; responding to attacks in the most effective way to maintain firefighter safety whilst attacks are occurring; and the introduction of procedures, equipment and partnership working to best ensure the person responsible for an attack is identified and dealt with through prosecution or other sanctions.
Annex 1

Violence - OPS - 1st Oct 13 to 30th Nov 16

Violence - OPS - Station - 1st Oct 13 to 30th Nov 16

Violence - OPS - Severity - 1st Oct 13 to 30th Nov 16
Update on Cost recovery for Persistent False Alarms

Community Safety Committee

Date: 20 January 2017

Submitted By: Deputy Chief Fire Officer and Director of Service Delivery

Purpose

To inform Members of the progress being made in relation to the charging policy for cost recovery of attendance to persistent false alarms.

Recommendations

That Members of the Community Safety Committee note the contents of this report.

Summary

In November 2013 approval was given to commence an 18-month pilot charging policy for persistent false alarms from April 2014. That policy was then fully adopted in October 2015. This report provides a detailed update on the progress made since the introduction of the scheme and provides information on the impact the policy has had in terms of the number of false alarms attended, the benefits gained to organisations within West Yorkshire and the level of costs recovered.
1 Introduction

1.1 On 8 November 2013 the Community Safety Committee (CSC) approved the implementation of a charging policy for the cost recovery of attending persistent false alarms. The policy commenced on 1 April 2014 as a pilot which ran for 18 months and was then fully adopted in October 2015.

1.2 The purpose of cost recovery is to drive down the number of false alarms and unwanted fire signals by encouraging those responsible for fire alarms to manage them in an appropriate manner.

1.3 This paper provides an update on the progress of the pilot and details the benefits to organisations within West Yorkshire, West Yorkshire Fire & Rescue Service and the charges that have been issued and the appeals received. It also looks at the feasibility of adopting the policy on a permanent basis.

1.4 In order for this report to be available to members at the CSC meeting on 20 January 2017, the information in this update is limited to the period 1 April 2014 to 30 September 2016 inclusive.

2 Information

2.1 All cost recovery charges are made under section 18C of the Fire and Rescue Services Act 2004 (as amended), which states a fire and rescue authority may charge a person for responding to a report of fire when:

(i) the report of fire is at premises that are not domestic premises;

(ii) the report is false;

(iii) the report is made as a direct or indirect result of warning equipment having malfunctioned or been mis-installed,

And

(iv) there is a persistent problem with false reports of fire at the premises that are made as a direct or indirect result of warning equipment under common control having malfunctioned or been mis-installed.

2.2 “Persistent problem” is defined by the West Yorkshire Fire & Rescue Service as more than three occasions within a rolling twelve-month period.

2.3 During the period from 1 April 2014 up to and including 30 September 2016, 1262 charges have been issued totalling £444,590 excluding VAT.

2.4 The total figure of £444,590 can be broken down as follows:

<table>
<thead>
<tr>
<th></th>
<th>Total attendances</th>
<th>No of charges</th>
<th>Value of Invoices</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>7311</td>
<td>320</td>
<td>£112,000.00</td>
</tr>
<tr>
<td>2015/16</td>
<td>7255</td>
<td>600</td>
<td>£211,180.00</td>
</tr>
<tr>
<td>2016/17</td>
<td>3809</td>
<td>342</td>
<td>£121,410.00</td>
</tr>
<tr>
<td>Total</td>
<td>18375</td>
<td>1262</td>
<td>£444,590.00</td>
</tr>
</tbody>
</table>

2.5 The introduction of the charging process was always to focus on achieving a reduction in false alarms and not income generation.

2.6 During the period 1 April 2014 to 30 September 2016, false alarm incidents due to apparatus in non-domestic premises totalled 18375.
2.7 During the 30 months preceding the implementation of the pilot there were 20,175 false alarm incidents due to apparatus in non-domestic premises.

2.8 Since the launch of the charging policy on 1 April 2014 there has been a reduction of 1800 attendances to false alarms, this equates to a reduction of 9%.

2.9 Whilst it is not possible to place a financial savings figure on attendances not made as this would only include savings on fuel, the reduction of 1800 attendances to false alarms ensures that our crews are available for genuine emergencies when needed. This also allows the authority to be more confident in the application of its IRMP proposals.

2.10 Currently a false activation of the fire alarm and subsequent down time in evacuation costs a business/organisation £2900, this is based on the Building Research Establishment (BRE) document “The Causes of False Alarms in Buildings”. This figure is significantly higher for NHS premises such as hospitals.

2.11 Based on these figures, the introduction of the charging policy has prevented businesses within West Yorkshire from losing over £5.2 million, ensuring WYFRS continues to support the local economic region. This financial benefit to the region far outweighs that which WYFRS see’s in terms of cost recovery, demonstrating that the original focus of the policy “to reduce false alarms” has exceeded all expectations.

2.12 During the introduction of the policy an appeals process was developed which allows for a fair challenge should organisations wish to dispute a charge. This appeals procedure is a robust facility which allows organisations to appeal if they feel they have been charged incorrectly.

2.13 The main reasons for the appeals being upheld have been that the occupier has either taken remedial actions (usually at a cost) to prevent further false alarms or the false alarm did not meet the chargeable criteria. To date 36 appeals have been received which represents 2.8% of all charges. 8 of these appeals were dismissed and 28 upheld. Details of the appeals are detailed within Annex A.

2.14 During the pilot it was evident that there were insufficient resources available in Fire Protection to continue with the cost recovery scheme on a permanent basis. This resulted in an approach which was purely reactive as resources were engaged with invoicing work.

2.15 In October 2015 approval was gained to create a new post “False Alarm Reduction Officer”. This post was filled and the individual is currently undergoing training to allow them to fully understand the design and management of fire alarm systems.

2.16 In November 2015 Kirklees Council carried out an internal audit on the AFA process, this audit highlighted some amendments which would allow a greater number of premises to be covered by the policy. This was as a result of adopting a rolling 12 month period rather than a fixed one which had been implemented for the pilot. As a result the audit scored Limited Assurance.

2.17 Following the audit, changes were implemented immediately to the policy and supporting documents and following a re-audit in November 2016 the process achieved a Substantial Assurance rating.

3 Financial Implications

3.1 The total amount of income generated from persistent false alarms as analysed in 2.4 was £444,590.00.

3.2 The current charge of £375 is reviewed annually in line with fees and charges.
3.3 Over the duration covered by this report the rate at which monies are received back to the authority is exceptionally high. Currently there is £31,433 outstanding (over 31 days old) which represents 7% of the overall costs recovered through the scheme, these outstanding debts are being dealt with by Kirklees Council who will escalate the debt recovery process.

4 Human Resources and Diversity Implications

4.1 Analysis of the type of organisation/sector incurring charges would identify any negative equality impacts associated with the charging policy. This analysis should assess whether vulnerable or at risk groups with protected characteristics are being placed more at risk by the organisation's behaviour following the introduction of the Authority's AFA charging policy.

5 Health and Safety Implications

5.1 The reduction of attendances to false alarms reduces the risk to fire-fighters and members of the public through a reduction in blue light movements.

5.2 Employees and visitors within organisations who produce persistent false alarms become complaisant and tend to ignore the fire alarm, by actively dealing with these issues and driving down the number of false alarms we are reducing this risk and ensuring people react in a positive manner when the fire alarm actuates.

6 Service Plan Links

6.1 Cost recovery charges for attending persistent false alarms provide an effective system of control which ensures the service operates efficiently enabling us to achieve value for money through better management of resources.

7 Conclusions

7.1 The adoption of the policy has been a huge success making employees, visitors and the public safer in building by ensuring businesses and organisations within West Yorkshire manage their fire alarms in a proactive manner. This has prevented them from losing in excess of £5.2 million which would have been lost through staff down time, loss of production, loss of sales and wasted stock.

7.2 WYFRS have also seen benefits through availability of resources, reduction of blue light movements and a reduction in fuel costs but it has also recovered costs to the value of £444,590.00.

7.3 Due to the reporting process the statistics are only able to be reviewed up to and including 30 September 2016.

7.4 The charges for the period 1 April 2016 – 30 September 2016 are showing an increase year on year by 15%. Whilst there is a reduction of 9% in attendances the premises which fall in to the charging criteria are continually changing and, therefore, there is currently no evidence to suggest that the number of charges will significantly reduce.

7.5 West Yorkshire Fire and Rescue Service recognise the value of fire alarms in protecting people from fire and reducing the numbers of fire deaths and injuries. Cost recovery for persistent false alarms is an effective means to encourage those responsible for fire alarm systems to manage them appropriately and to ensure they have adequate management systems in place, so as to reduce the number of false alarms caused by these systems.

7.6 Following the audit recommendations the average cost recovery per annum is currently £220,000.00. This now allows us to utilise the new post of False Alarm Reduction Officer to proactively support organisations in reducing false alarms, this will be one of the key work areas for the Officer following successful completion of all relevant training.
Annex 1

Appeals

Appeal No 1
Alarm Invoice 8800018566
Lister Mills, Bradford
Outcome – Upheld – Proactive approach taken

Appeal No 2
St. Augustine’s Court, Harehills Place, Harehills, Leeds
Alarm Invoice – pre-invoice and liaison with Leeds CC
Outcome – Upheld – Proactive approach taken

Appeal No. 3
Alarm invoice 8800020994
Whitkirk Primary School
Templegate Walk
Leeds
LS15 0EU
Outcome - Upheld
The two calls were out of their control
Willingness to work with us the prevent further calls

Appeal No. 4
Invoice Number 8800021058
Nostell Priory and Parkland
Outcome - Dismissed
No grounds received for appeal

Appeal No. 5
Invoice Number 8800021058
Nostell Priory and Parkland
Outcome upheld
Proactive approach and cost

Appeal No. 6
Invoice Number 8800020981
Cleckheaton Library
BD113DX
Outcome - Upheld
Proactive approach and cost

Appeal No. 7
Invoice 8800022895
Interplay Theatre
LS12 3LF
Outcome – Dismissed- No Grounds

Appeal No. 8
Invoice 8800023014
Snydale Care Home
New Road Old Snydale
WF7 6HD
Outcome – Dismissed – No grounds
Appeal No. 9
Invoice 8800022714
Linthwaite Clough J I & E/Y School
Outcome – Upheld – Crews still on premises at time of second call

Appeal No. 10
Invoice 8800022523
Nostell Priory and Parkland
Outcome – Upheld – Proactive works at a significant cost

Appeal No. 11
Invoice 8800022905
12 New Street Huddersfield
Outcome – Upheld – Occupier KNH moved out after 3 calls – 1 qualifying event was a break glass

Appeal No. 12
Invoice 8800022523
Nostell Priory and Parkland
Outcome – Upheld - Proactive works at a significant cost

Appeal No. 13
Robert McBride Ltd, Rook Lane, Bradford, BD4 9NU
Invoice 8800023085
Outcome – Upheld – 3 Buildings with same UPRN

Appeal No. 14
Invoice – Number 8800023137
Carleton Court Care Ltd
Pontefract
WF8 3NQ
Outcome – Partly upheld – One call removed from total

Appeal No. 15
Invoice 8800022808
Budget Greeting Cards
BD4 6SE
Outcome – Upheld – Proactive approach at a significant cost

Appeal No. 16
Snydale Care Home
Invoice No. 8800023014
Outcome – Upheld – calls not as a result of malfunction or mis-installed

Appeal No. 17
Silk Warehouse
Invoice No. 8800022510
Outcome – Upheld 2 events (Call Points) and credit note issued

Appeal No. 18
Invoice 8800022536
Castle Hill Primary School
Outcome - Upheld - Proactive approach at significant cost

Appeal No. 19
Invoice 8800025766
GNE, Treefield Industrial Estate
Outcome - Upheld - Proactive approach at significant cost
Appeal No. 20
Invoice 8800025782
Enviro Wipes
Outcome - Upheld - Proactive approach at significant cost

Appeal No. 21
Invoice 880002640
Raskelf Ltd T/A Duvalay
Outcome - Upheld - Proactive approach at significant cost

Appeal No. 22
Invoice No. 8800027777
DILBAG CLOTH HOUSE
Outcome - Upheld - Proactive approach at significant cost

Appeal 23
Invoice 8800027751
Airedale Academy
Outcome - Upheld - Proactive approach at significant cost

Appeal 24
Invoice Number – 8800028307
Card Factory
Outcome - Upheld
Separate buildings with same UPRN

Appeal 25
Invoice 8800028394
Greenwood & Brown Veterinary Clinics Ltd, Pontefract.
Outcome - Upheld - Proactive approach at significant cost

Appeal 26
Invoices 88002848 & 880028417
Bidvest, Wakefield
Outcome - Upheld - Proactive approach at significant cost

Appeal 27
Invoice 8800031190
Carlton Croft
Outcome - Upheld Not meeting the charging criteria

Appeal 28
Invoice 8800030939
Webprint DM
Outcome – Dismissed no grounds

Appeal 29
Invoice 8800030365
Shade School
Outcome - Upheld - Proactive approach at significant cost

Appeal 30
Invoice 8800032034
Dilbag Cloth House
Outcome – Dismissed, persistent fault – No grounds for appeal
Appeal No. 31
Invoice 8800031721
Lister Primary School, Bradford - Invoice
Outcome Upheld – Proactive Actions

Appeal No. 32
Invoice 8800031459
Curtis Furniture Ltd
Outcome – Dismissed – No grounds

Appeal No. 33
Invoice 8800032429
Menzies, Waterside Industrial Estate
Outcome – Dismissed, no grounds

Appeal No. 34
Invoice No. 8800033363
Trinity Academy Halifax
Outcome – Upheld, Proactive Works

Appeal No. 35
Invoice No. 8800031284
Castle Hill Primary, Todmorden,
Outcome – Dismissed, no grounds

Appeal No. 36
Invoice No.880003253
Wortley Beck Health Centre
Outcome – Upheld, Proactive Works and “False Alarm Good Intent”
Purpose

Recommendations
That the report be noted.

Summary
This report informs Community Safety Committee of the recently published Police and Crime Plan 2016 – 2021 and highlights those areas of mutual interest.
1 Introduction

1.1 In May 2016 Mark Burns-Williamson was re-elected as the Police and Crime Commissioner for West Yorkshire, he has pledged to work with West Yorkshire Police (WYP) in partnership with others to improve the lives of people and their families across the diverse communities of West Yorkshire.

1.2 In order to understand the needs and aspirations of the communities, a new Police and Crime Plan 2016–2021 has been developed in consultation with the public and WYP partner organisations.

1.3 The 2016 – 2021 Plan recognises and reflects the views of its partner organisations as we work together to deliver on shared outcomes and priorities that cannot be delivered by the police alone.

1.4 The vision set out in the Plan is ‘Keeping West Yorkshire Safe and feeling Safe’. This is a vision very similar to our own and that of many of our West Yorkshire Partners.

1.5 The West Yorkshire Police and Crime Plan 2016-2021 is available by following this link https://www.westyorkshire-pcc.gov.uk/our-business/the-police-crime-plan.aspx, and the ‘Plan at a glance’ page has been attached as Annex 1 to this report.

2 Information

2.1 The Plan is built around four outcomes, some of which have a clear mutual benefit, these have been highlighted in bold:

1. Tackle crime and anti-social behaviour
   - Significantly reduce the volume of crimes committed in West Yorkshire
   - Significantly reduce the reoffending rate in West Yorkshire
   - More people will feel safe in West Yorkshire
   - Front line policing will be protected and resourced to deter, detect and deal with criminals
   - More people will think the police are doing a good or excellent job in their local area
   - More people will be confident that the police and partners will prevent crime and anti-social behaviour

2. Safeguard vulnerable people
   - HMIC PEEL inspections will grade West Yorkshire Police as Good or outstanding at protecting the vulnerable
   - The most vulnerable people will be identified and supported
   - Safeguarding boards in West Yorkshire will be working to a good or outstanding standard

3. Make sure criminal justice works for communities
   - Increase the confidence of communities in their community safety partners
   - Ensure all relevant partners are working together to achieve effective results
   - Have a police service that is more representative of the people it serves

4. Support victims and witnesses
   - More victims will be satisfied with the level of service they receive from the police
   - More victims who choose to access victims services will be satisfied with the service they receive
   - Improve the outcomes for victims of crime
2.2 The priorities for delivering the plan are dynamic, recognising the requirement to respond to changing policing, partnership and public need over the next five years. Some of the priorities in the plan will require support from WYFRS. Areas we cover with our own Safer Communities Prevention work are highlighted in bold

- Burglary
- Cyber crime
- Child sexual abuse
- Community cohesion
- Domestic abuse
- Hate crime
- **Drugs and alcohol misuse**
- “Honour” based abuse
- Human Trafficking and modern slavery
- **Mental health**
- Major threats
- Missing people
- Radicalisation
- Sexual abuse
- **Road safety**
- Strategic policing requirement

2.3 The plan provides clear opportunities for us to continue with the Government priorities of closer working between the emergency services. Mark Burns-Williamson chairs the recently established Tri-service Collaboration Board between WYP, WYFRS and Yorkshire Ambulance Service (YAS) where project teams will be encouraged to collaborate more to deliver integrated services. The role of Chair will rotate through the constituent organisations on an annual basis.

2.4 Collaboration work along with our own Safer Communities Programme strand of delivering crime prevention advice will ensure that WYFRS continues in the support our WYP colleague’s aim of ‘Keeping West Yorkshire Safe and feeling Safe’.

3 **Financial Implications**

3.1 There are no financial implications associated with this report

4 **Human Resources and Diversity Implications**

4.1 There are significant similarities between WYFRS and WYP’s objectives relating to equality and diversity. Corporate Diversity is already engaged with informal tri-service collaboration, and will continue to share best practice with both YAS and WYP.

5 **Health and Safety Implications**

5.1 There are indications within the plan that would support the reduction of incidents which would reduce the risk to both the community and to firefighters.

6 **Service Plan Links**

6.1 The collaboration opportunities that will be developed through the projects that are supported by the Strategic Tri Services Collaboration Board will aim to support the Service Ambition of Making West Yorkshire Safer.
7 Conclusions

7.1 The development of the Tri-Service Collaboration forms an essential part of the move toward more integrated services. The Police and Crime Bill will place a statutory duty on all emergency services to work more collaboratively and some of the key outcomes highlighted in the new Police and Crime Plan 2016-2021 have clear links to the Service Aims of West Yorkshire Fire and Rescue Service.
Plan at a glance

Annex 1

Keeping West Yorkshire safe and feeling safe

Our vision
Keeping West Yorkshire safe and feeling safe

Our outcomes
- Tackle crime and anti-social behaviour
- Safeguard vulnerable people
- Make sure criminal justice works for communities
- Support victims and witnesses

Our priorities
- Burglary
- Child sexual abuse
- Community cohesion
- Cyber crime
- Domestic abuse
- Drug and alcohol misuse
- Hate crime
- "Honour" based abuse
- Human trafficking and modern slavery
- Major threats
- Mental health
- Missing people
- Radicalisation
- Road safety
- Sexual abuse
- Strategic Policing Requirement

How we are going to deliver
- Listening to people
- Understanding our communities
- Working together
- Preventing and intervening earlier
- Improving our services
- Providing resources

How we will know we have delivered
- More people will feel safe in West Yorkshire
- The volume of crimes committed will reduce
- The reoffending rate will reduce
- Inspections will grade West Yorkshire Police as GOOD or OUTSTANDING
- Frontline policing will be protected and resourced
- More people will think the police and partners are doing a GOOD or EXCELLENT job
- The understanding and identification of vulnerability will improve
- Safeguarding boards in West Yorkshire will comply with their statutory roles and responsibilities
- More victims will be satisfied with the level of service they receive from the police
- More victims will be satisfied with the outcome of their case
- More people will be confident in the police and other agencies
- The ineffective trial rate will reduce as the criminal justice system becomes more effective
- The average time for a case to reach resolution will reduce as the criminal justice system becomes more efficient

Keeping West Yorkshire safe and feeling safe
Service Delivery 'Spotlight On' Case Studies
Community Safety Committee

Date: 20 January 2017
Submitted By: Director of Service Delivery and Director of Service Support

Purpose
To update Members on two examples of how the Authority meets the service delivery needs of vulnerable and at risk groups or individuals

Recommendations
That Members note the report

Summary
The report brings to the attention of Members initiatives across the entire County which are innovative examples of how West Yorkshire Fire and Rescue Service (WYFRS) seeks to reduce risk and improve partnership working.

Exemption Category: None
Contact Officer: Chris Kirby, Area Manager Fire Safety
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Background papers open to inspection: None
Annexes: Annex 1: Spotlight On – Calderdale Cherished Event
Annex 2: Spotlight On – South Kirkby RTC Hub
1 Introduction

1.1 The Fire Authority is committed to meeting the needs of West Yorkshire’s diverse communities. Members are aware that we direct our resources particularly towards the most vulnerable groups or individuals: those who are most at risk because of their lifestyles, behaviours or the way their protected characteristics, such as race, or religion or belief, influence their day-to-day life.

2 Information

2.1 The different geographical, historical, socio-economic, cultural and ethnic profile of West Yorkshire means that WYFRS must target resources appropriately to address the specific risks.

2.2 Committee Members receive updates on the delivery of District Action Plans and performance against targets.

2.3 The ‘Spotlight On’ case studies attached provide examples of how these Action Plans and targets are delivered by firefighters and fire safety employees. They demonstrate how the Service tailors its services to achieve positive outcomes for vulnerable/at risk individuals and groups in West Yorkshire, who have protected characteristics.

2.4 The case studies also explicitly link to the organisation’s Strategic Objectives and the Equality Act protected characteristics. They will be made available to the public on the "Why We're Excellent" section of the www.westyorksfire.gov.uk web site.

2.5 The process of ‘Spotlight On’ has previously been reported to Human Resources Committee as part of the Public Sector Equality Duty – Annual Update, however, the detail of the activities that are presented sit more reasonably with reporting at Community Safety Committee.

3 Financial Implications

3.1 There are no financial implications associated with this report.

4 Human Resources and Diversity Implications

4.1 The ‘Spotlight On’ Case studies illustrate how the Authority meets the needs of service users who share a protected characteristics and how it fosters good relations, two keys requirements of the Public Sector Equality Duty.

5 Health and Safety Implications

5.1 There are no health and safety implications directly associated with this Report.

6 Service Plan Links

6.1 The ‘Spotlight On’ case studies provide examples of the following priorities;

• Delivery of a proactive fire prevention and protection programme.

In particular the case studies highlight how staff are constantly seeking out new means by which to engage with members of the community to share safety messages. It is well evidenced that innovation is all important to access the most vulnerable who are often beyond the reach of more traditional and mainstream communication channels. By engaging in this way we seek to influence individual members of the community to both adopt safer behaviours and to promote healthier living.
7 Conclusions

7.1 The Spotlight On case studies provide Members of the Community Safety Committee with a richer picture of the excellent work that is delivered across West Yorkshire to help achieve our ambition of Making West Yorkshire Safer.
Spotlight on Cherished Event

What is the issue?

Loneliness is a state of mind and causes people to feel empty, alone and unwanted. People who are lonely often crave human contact, but their state of mind makes it more difficult to form connections with other people. Research shows that loneliness and social isolation are harmful to our health: lacking social connections is a comparable risk factor for early death as smoking 15 cigarettes a day, and is worse than well-known risk factors such as obesity and physical inactivity. Loneliness increases the likelihood of mortality by 26%.

According to new figures published by Age UK around 1.2 million older people are chronically lonely. Further research by The Campaign to End Loneliness shows that over half of all people aged 75 and over live alone and two fifths (about 3.9 million) say the television is their main company.

Coupled with a chronic loneliness problem, Britain has one of the worst winter death rates in Europe. On average at least 25,000 older people in the UK die prematurely from cold related illnesses each year. This equates to over 200 preventable deaths a day, compared to an average of less than one fire related death per day. Older people are particularly vulnerable to cold temperatures and this often leads to serious health problems. Poverty, poor quality housing, and inappropriate clothing all increase the risk of death from cold related illnesses.

Locally, Calderdale Council has completed a private sector housing study. The study presents findings from research into housing conditions in each ward and their impact upon health. It considers 29 different categories of housing hazards, but clearly identifies that the two main hazards are cold, and danger of falls. By using the research, it is also easy to identify wards where these two hazards are more prevalent, for example Park Ward and Todmorden Ward.
How are WYFRS involved?

On 1st October 2015 West Yorkshire Fire and Rescue Service (WYFRS) launched its ‘Cherished’ campaign. The campaign promotes wellbeing using the slogan “kindness in a cuppa” and urges people to visit older people to reduce social isolation.

Last year the Calderdale District Team joined forces with the Salvation Army to run its local Cherished Campaign. Firefighters from across the District visited several older people during the Christmas period in their own homes. They shared a cup of tea while providing fire safety advice and giving out information regarding about available support for winter cold and loneliness.

Since launching the Cherished Campaign in 2015 all Districts have been working with their partners to develop a new safe and well check service. The safe and well checks will continue to deliver fire safety messages, but these will be form part of a wider package. Calderdale is currently piloting its safe and well check service in the Upper Valley. The service includes an assessment of health issues like loneliness, winter cold, and the risk of falls.

This year’s Cherished Campaign therefore complements the partnership work that the District currently enjoys associated with the safe and well concept. The opportunity to engage with members of our community, particularly those with a degree of vulnerability, is very valuable and often difficult to arrange. It is important that we utilise these face to face events to develop the understanding of how we can all work together to promote safety in the home, with the consequence of longer and healthier lives.
Case Study

The Calderdale District Team has a good relationship with Tesco. This is partly due to the close proximity of a large superstore to Halifax Fire Station. Tesco are committed to helping local groups in the community and fund this through the “Bags of Help” initiative. The District Team have therefore linked in with the community champions for Tesco to run several partnership events, including home and road safety promotions.

For 16 years the Tesco superstore in King Cross has provided a Christmas get-together for senior citizens. The event is aimed at residents aged over 60 who live in the vicinity of King Cross. During September this year, Tesco approached the District Team about running the event in partnership and changing the venue to the community room at Halifax Fire Station to accommodate more guests. Naturally the Team snapped up the opportunity.

The District Team met with Tesco’s community champion, Tracy Smith, and agreed to run the event on 14th December. Tesco stated that they would supply food and non-alcoholic drinks for around 50 people. The District Team pledged to host the event and to liaise with other partners to provide support on the day. The Team spoke with Tesco about inviting some of the “safe and well” partners to help promote the work that they do to support healthy lifestyles. Following on from these discussions the District Team invited members of the Staying Well, and Falls Prevention Teams, Trading Standards, and members of the Dementia Sowerby Group to attend.

On 14th December, around 50 senior citizens visited Halifax Fire Station and were treated to an afternoon of fun, games, bingo, and company. White Watch did a splendid job in assisting Tesco’s staff with serving food and drinks to guests and providing all round entertainment. Meanwhile, the safe and well and falls prevention teams mingled with the guests to pass on information about their respective services.

Following on from the day’s success, Calderdale firefighters will be helping the Staying Well Team to deliver presents to elderly people over the Christmas period. These presents will be
given to people identified as lonely and isolated by the Staying Well Team. The District Team will also be joining forces with Tesco to run similar events throughout 2017.

**What difference has this approach made?**

This was not a huge initiative which required a great deal of planning. It did however make a big difference to the people who attended the event. Many of the elderly visitors to the fire station do not have day to day contact with other people. This simple get together therefore provided them with company and the opportunity to talk to others.

This target group are the most vulnerable from cold related illnesses, frailty, and falling. The day therefore provided a great opportunity to provide prevention information. One of the Staying Well Team workers promotes services within the Park Ward, Halifax. As many of the guests live in this locality, it was an excellent opportunity for her to talk about what Calderdale Council are doing to combat loneliness and social isolation. According to the private sector housing study, Park Ward residents are also at highest risk from falls in the District. The Falls Prevention Team was therefore able to speak to several people about their range of services. These included the new strength and balance exercise classes taking place in the community room during December and January 2017.

Each attending agency left the event with several referrals and requests for support services.

During the afternoon we also spoke to several of our guests about how they felt about their community and the Christmas party. Ms Yvonne Taylor said, “It's a wonderful event that brings people of my age together at a very special time that can often be lonely.” This quote is priceless feedback and shows what a big impact a little amount of fuss makes.
Keys to success

- Buy in from all stakeholders, and partners
- Leadership, energy, and innovation
- Effective communication and using methods suitable for older people
- Commitment to the community
The pictures below were taken during the event at Halifax Fire Station.
# South Kirkby Arson and RTC Hub Case Study

<table>
<thead>
<tr>
<th>Role</th>
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<td>Mussarat Suleman</td>
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What was the need, how was it identified

Over the past 12 years WYFRS has undertaken an intense programme of risk reduction interventions aimed primarily at reducing fire and road related injuries and deaths.

Despite the success in reduction in the overall number of call outs and the associated injuries for the organisation as whole, it has been evident from research that Arson and RTC related incidents remain high within Wakefield Rural and South East area compared to the rest of the district. The last two years has seen an upward trend of these incidents within the area.

2015-16 fiscal year RTC related incidents within the Wakefield Rural and South East area accounted for 41% of the total district incidents, with arson accounting for 32%. This was a great concern for the district and partners.

Although good partnership links had already been established within the local area, it was identified that more work was still required to develop a successful and sustainable product that could help address the identified issues.

As a result Wakefield District started exploring the opportunity of recruiting a Project Officer to develop and deliver an innovative multi-agency Arson and RTC Hub at South Kirkby Fire Station. The main purpose of the Hub being ‘The identification and delivery of appropriate interventions for the reduction of arson and RTC incidents’.

What we have done and the difference this has made

Wakefield District was successful in securing part funding for a Project Officer through Community Safety Partnership (CSP) for the fiscal year 2016/17. A Crew Manager from Wakefield District commenced the role in April 2016. Due to local knowledge and operational experience the officer has been able to progress work against the nine deliverables as agreed by CSP.

The project aims are to:

- Deliver a 10% reduction in the number of RTC related incidents for Wakefield Rural and South East area.
- Deliver a 10% reduction in the number of arson related incidents for Wakefield Rural and South East area.
- Deliver a 10% reduction in the severity of RTC related injuries for incidents within Wakefield Rural and South East area.
- Deliver a 10% reduction in the severity of arson related injuries for incidents within Wakefield Rural and South East area.
- Increase arson and RTC related education delivery by 50% within Wakefield Rural and South East area.
• Identify 3 community champions and expand partnership support within Wakefield Rural and South East area that will assist in delivering the project objectives.
• Enhance the RTC competency of Wakefield district operational personnel through increased extrication training in varied challenging scenarios.
• Quantify the project return on investment that will inform future direction of project.

The Officer working closely with partners is an active member of the newly established off-road/motorcycle working group chaired by WY Police. The Officer is taking the lead co-ordination role in the development of an intervention programme to help address the RTC issues in the area.

In support of the increased educational delivery the Officer has been working closely with operational staff, local Colleges, WY Police and a survivor of a serious RTC to develop a bespoke package tailored to pre-drivers and passengers. The aim has been to raise awareness of the dangers, impact and potential consequences supported through personal experiences of survivors. The delivery is underway and positive feedback is being received by all involved. It is envisaged by the end of the programme a total of approximately 4000 students will have undertaken the course. The development of an effective partnership with the Colleges has been key to this positive progress. To ensure sustainability of messages the programme has implemented a number of sustainability measures.

“This project has been an outstanding project and given the students an experience they would not normally have, whilst also building a level of respect and understanding for the service. As a result we now have a number of students wishing to join the fire service and as a college we have seen a significant improvement in how the students ride their mopeds around the college grounds, this is all thanks to the fire service, James, Blue watch and Brooke. We hope to roll this project out to Wakefield city campus later in the year.”
Jannine Godfrey – Student Experience Manager Castleford Campus

A key part of this role has been to work with partners and the community in creating a safe and pleasant area to work, live and play. A challenge for all involved due to the demographics and historical issues in the area. However a bespoke package is currently being piloted with a repeat offender, working closely with the family. This has been a really good example of inter-agency working helping address both arson and RTC related issues. Lessons learnt from this will help inform future programmes working alongside WY Police, Wakefield Youth Offending and All Age Liaison and Diversion Team as part of the Restorative Justice Programme.

In addition to this, a programme is currently being developed working alongside Shanks, Wakefield Council’s commissioned waste recycling site in South Kirkby, working closely with the schools around arson and community safety.
What are the keys to our success

The key to success has been achieved by scrutinising existing data and developing a focused intervention strategy in the key areas. Establishing and developing links between WYFRS and external partners has been critical. The sharing of intelligence, skills and experience has helped inform the programme developments.

The positive and proactive approach from operational staff has helped in delivering strong and consistent messages. All staff involved have been keen to work closely with the Officer and partners to enhance their RTC competency whilst recognising the important difference the Hub is making in helping create a safer community for all.

What next

A number of programmes are currently in the delivery phase with new areas being developed. The existing funding for the officer finishes in March 2017. To ensure continuation, sustainability and a robust evaluation of the Hub further funding is being sought for 2017/18. A funding application has recently been submitted to CSP to continue this work for the next financial year.

The aim over the next six months is to start the implementation of the Biker Down programme, a course developed by Kent FRS focused on offering people the ability to train in essential life skills and safety knowledge to help them cope should they encounter or be involved in an RTC. Alongside this, a formalisation of a partnership with WY Police and ROSPA based around advanced drivers and bikers is being explored.

Work will continue with Shanks to implement the arson safety package in schools which involves young people taking ownership of their local area and championing the work.

Opportunities will also be sought to enhance joint working with the youth offending team and the restorative justice programme.
Picture taken following RTC demo at Wakefield College.
Purpose
To Inform Community Safety Committee of the indicative Outcome Targets for 2017/18

Recommendations
That the Community Safety Committee notes the content of this report

Summary
This report provides the Community Safety Committee with an indication of the Outcome Targets for 2017/18
1 Introduction

1.1 The attached service delivery outcome targets deliver the mechanism for Service Delivery Board and each District Commander to measure, monitor and evaluate the performance in relation to the key incident categories that are measured within the Performance Monitoring System.

1.2 The figures contained within the annex are provisional, based on a methodology that was used to set the targets for 2016/17. It is intended to confirm the targets for 2017/18 at the Community Safety Committee meeting on 7 April 2017.

1.3 Another report will be presented to Community Safety Committee in the July 2017 meeting with the finalised performance figures against the targets set for 2016/17.

2 Information

2.1 The development of the new Safer Communities Strategy has an objective to introduce a revised performance reporting system for community safety activity. It is proposed that future performance reports will contain an update of the performance against the outcome targets that will be set every year and confirmed through the Community Safety Committee, as has previously been the case. A separate community safety activity report will then be produced which will inform Members of the various community safety initiatives that have been delivered across each district. This will support the existing District Action Plans which will continue to be presented at future Community Safety Committee meetings.

2.2 The Outcomes targets that will be set across the districts will be challenging yet realistic, based on a methodology that looks to average the performance across the previous three years which includes the projected performance of the current year. This figure is then assessed and a professional judgement applied in terms of applying a further stretch target, where appropriate. This methodology has been applied and the targets shown in the annex are, at this stage, indicative. They will be refined and updated as the current year progresses.

2.3 The new Safer Communities Strategy will challenge districts to target their resources at vulnerable groups and future Community Safety Activity Reports will give some detail regarding the demographics and lifestyle factors of those occupants that receive home visits. There will be some ‘direction of travel’ targets around increasing the proportion of visits in the homes of those who are classified as high and very high risk.

2.4 The ultimate assessment is around how WYFRS perform against the outcome targets that are listed within the annex. All of the prevention and protection work that is carried out across the Service aims to reduce the number of calls for service across all of the incident types recorded and ultimately this links through to our ambition of “Making West Yorkshire Safer”.

2.5 One key change that will come into effect in 2017/18 is the separation of primary and secondary arson incidents to show a distinction between the two in the reporting figures. The previous years have shown this as one single target but in future, it is proposed to report total arson figures broken down into primary and secondary deliberate fires.

3 Financial Implications

3.1 There are no financial implications associated with this report.

4 Human Resources and Diversity Implications

4.1 ‘Prevention activities and the partnership working that supports this continues to target the most vulnerable people within our communities.'
5 Health and Safety Implications

5.1 Targeted risk reduction activities reduce the risk to the health and safety of firefighters and the community, supported through effective performance monitoring and management.

6 Service Plan Links

6.1 The activities that are planned to work towards achieving the outcomes targets that we set will all contribute to the following key organisational priorities:

- Delivery of a proactive community safety programme
- Delivery of a professional and resilient emergency response service
- Provision of a skilled workforce that services the need of a diverse community, and
- Provision of effective ethical governance to achieve value for money.

7 Conclusions

7.1 All of the District Action Plans are in development for 2017/18 and will include details on the initiatives, campaigns and work involved in the effort a drive to achieve the challenging targets that we set across the organisation. It is proposed that a more detailed picture will be presented regarding the range of prevention activities that are carried out across West Yorkshire in addition to the performance against the key performance outcomes. The outcomes targets for 2017/18 are included in the appendix and should be treated as indicative at this stage. They will be confirmed at the Community Safety Committee meeting in April 2017.
### WYFRS

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Secondment opportunity - Kirklees MC and Kirklees Neighbourhood Housing team
Community Safety Committee

Date: 20 January 2017
Submitted By: Deputy Chief Fire Officer and Director of Service Delivery

Purpose
To inform Members of the Community Safety Committee of a secondment opportunity with Kirklees to work on collaborative early intervention and prevention programmes.

Recommendations
That approval be given to the secondment of an officer as detailed in the report.

Summary
The Kirklees Community Safety Partnership (CSP) and Kirklees Neighbourhood Housing (KNH) aim to create safer stronger and resilient communities by tackling crime, anti-social behaviour, protecting people from serious harm and reducing the risk to vulnerable groups.

The Kirklees District team, members of Kirklees Council and KNH are represented at each level of the CSP and this report responds to an identified need to collaborate more effectively towards CSP priorities. Kirklees Council and KNH have agreed to provide funding for the secondment of a Watch Manager A into the team for a 12-month period for which WYFRS would commence a selection process.
1 Introduction

1.1 The Kirklees Community Safety Partnership (CSP) membership comprises representatives from several organisations. These include; West Yorkshire Police, Kirklees Council, Kirklees Neighbourhood Housing (KNH), the NHS, and WYFRS. The partnership is a statutory body under the Crime and Disorder Act 1998. It promotes the principles of safer, stronger and resilient communities.

1.2 An opportunity has arisen for a secondment of a Watch Manager A into Kirklees Council and KNH for a period of 12 months as a trial. See Annex A for Job specification.

1.3 The Kirklees District Team is represented at every level within the CSP. The Team is therefore fully engaged within its work streams and is working in partnership with several CSP organisations. The new duty to collaborate has stimulated fresh impetus to expand joint working arrangements. There is also a growing interest in early intervention, prevention and engagement initiatives.

2 Information

2.1 This post contributes towards the delivery of the Kirklees Community Safety Partnership Plan theme of “protecting people from serious harm”, namely reducing the number of dwelling fires / arsons and deaths and serious injuries associated with these.

2.2 In common with other areas in the plan, the aim of the post is to focus on prevention and early intervention of any identified risk factors before they result in serious harm. This work involves collaboration with communities and partners from a range of agencies such as housing providers (in particular KNH) and other community safety partners (primarily WYFRS and Kirklees Council Services) to prevent and reduce risks associated with fire and arsons.

2.3 WYFRS is proposing to carry out a selection process for the secondment. The successful candidate will split their time equally between KNH and Kirklees MBC. The role will initially focus on developing community resilience against arsons and accident prevention. The role will extend to providing greater support to other CSP priorities, including:

- Developing joint youth engagement initiatives
- Improving road safety
- Helping to develop the safe and well visit concept which will be introduced if the Safer Communities Strategy received approval for launch in April 2017

2.4 The role presents an excellent conduit for joint working between services. It also presents excellent development opportunities for the successful candidate.

2.5 The primary outcomes for the post are to prevent and reduce the number of dwelling fires / arsons and deaths / associated with these. This will be achieved by the delivery of interventions at the following four levels although the focus will be on preventing and removing risk at the earliest opportunity.

Prevention

- Develop and convey key communication messages to raise awareness of fire risks and prevention strategies.
- Develop targeted prevention strategies to vulnerable groups such as young people and those with drugs / alcohol issues.
- Research – identifying and testing innovative practice and learning that might be used in other areas.
Early Identification and tackling risks

- Developing materials and co-ordinating training and support for frontline staff (and community contacts) regarding fire risk and what can be done to reduce these.
- Developing Intelligence led approaches
- Contribute to multi-agency problem solving groups to tackle shared issues.
- Undertake geographic and property based risk assessment and implement improvements where required.

High Risk Management and Review

- Develop link with safeguarding and healthcare services to ensure joint working to manage risk and personal safety (e.g. Mental Health / hoarding).
- Participate in undertaking any investigation and action on lessons learnt to inform future practice.

3 Financial Implications

3.1 The annual salary for a Watch Manager (A) is circa £45,638 including on-costs. WYFRS generally seek to recover part, or all of the revenue cost when seconding individuals to other organisations.

3.2 The Finance Department will obtain a purchase order from Kirklees Council and invoice them for circa £30,000 prior to the end of the secondment period thus attributing costs on an equal basis.

3.3 The longer-term benefits of collaboration are such that the financial contribution made to this partnership by WYFRS is anticipated to provide for a much deeper understanding of the roles and areas of influence that are important to the partner organisations by way of improving community safety. Such secondments allow us to explore and develop opportunities that do not manifest in the course of ‘regular’ day to day working.

4 Human Resources and Diversity Implications

4.1 This secondment offers positive opportunity to continue to build and maintain the fostering of good community relations between those who share a protected characteristic and those who do not, as required by the Public Sector Equality Duty. No further implications have been identified at this time.

5 Health and Safety Implications

5.1 Kirklees Council and KNH will undertake a full induction process with the individual selected. This induction will include information, and training regarding their health, safety, and welfare arrangements.

5.2 The seconded individual will receive strategic and operational direction through the Safe and Cohesive Communities Service but will continue to receive line Management via the Kirklees District Team.

6 Organisational Dependencies

6.1 The secondment will result in a Watch Manager (A) or a Crew Commander vacancy. It is essential that this position is back-filled.

7 Service Plan Links

7.1 The secondment will help to support the following strategic priorities:

- Deliver a proactive community safety programme
- Deliver a professional and resilient emergency service
7.2 The Service Plan also includes a section entitled “the local picture.” This highlights how WYFRS works with local authorities to deliver targeted services and specific needs. The secondment role will help to improve upon current arrangements in Kirklees.

8 Conclusions

8.1 The Kirklees CSP and KNH are keen to promote better collaboration between services. They recognise the potential for WYFRS to contribute more to local community safety and resilience priorities.

8.2 Seconding an individual into Kirklees Community Safety Team and KNH will help to develop several initiatives and interventions within the District.
At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

This post contributes towards the delivery of the Kirklees Community Safety Partnership Plan Theme of “protecting people from serious harm”, namely reducing the number of dwelling fires / arsons and deaths and serious injuries associated with these. In common with other areas in the plan, the aim of the post is to focus on prevention and early resolution of any risk factors before they become result in serious harm. In this job you will work with communities and partners from a range of agencies such as housing providers (in particular Kirklees Neighbourhood Housing) and other community safety partners (primarily WY Fire and Rescue Service and Kirklees Council Services) to prevent and reduce risks associated with fire and arsons.

This role is based within the Safe and Cohesive Communities Service which will provide excellent links to Community Safety professionals and Community Engagement specialists which will be vital to the delivery of the post.

The Job

The primary outcomes for the post are to prevent and reduce the number of dwelling fires / arsons and deaths / associated with these.

The post will achieve this by delivery of interventions at the following 4 levels although the focus will be on preventing and removing risk at the earliest opportunity.

**Prevention**
Develop and convey key communications messages to raise awareness of fire risks and prevention strategies.

Develop targeted prevention strategies to vulnerable groups such as young people and those with drugs / alcohol issues.

Research – identifying and testing innovative practice and learning that might be used in other areas.

**Early Identification and tackling risks**
Developing materials and co-ordinating training and support for frontline staff (and community contacts) regarding fire risk and what can be done to reduce these.

**Developing Intelligence led approaches**
Contribute to multi-agency problem solving groups to tackle shared issues.

Undertake geographic and property based risk assessment and implement improvement strategies.

**High risk Management and Review**
Develop link with safeguarding and healthcare services to ensure joint working to manage risk and personal safety (eg Mental Health / hoarding)

Participate in undertaking any investigation and developing set of lessons learnt to inform future practice.

Job Checklist

- Builds strong relationships and works effectively as part of a team with key partners including, Kirklees Neighbourhood Housing, WY Fire and Rescue Services, WY Police, Council Services, elected members and communities.
- Raises awareness in public / partners of fire prevention and risk management strategies.
- Undertakes targeted engagement work with vulnerable groups regarding fire risks.
- Uses intelligence to target interventions and ensures these are based on best practice.
- Implements processes to identify, manage and monitor fire risks at both an operational and strategic level.
- Develops and delivers briefings and training for staff and community contacts on risk management.
- Involvement in audits (both corporate and internal) to ensure procedures fit for purpose.
- Monitor and address key risks in the risk log and keep up to date / actioned as appropriate.
- Attend multi-agency problem solving groups – ensures fire / arson management in place.
- Involved in investigations and ensures any lessons learnt are implemented.
- Produce and present in a variety of formats performance reports to a range of audiences.
- Undertake budget monitoring to ensure effective management of resources to deliver services.
- Works within the Safer Kirklees agenda
This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

**For Recruitment Purposes:** In order to be considered for this role you will need to... **PLEASE COMPLETE**

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### The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will be positive and enthusiastic and be able to deliver outcomes whilst maintaining and building excellent relationships with stakeholders. Your ability to engage and your positive communication style will ensure that the Safer Kirklees approach on reducing risk at the earliest opportunity is understood and embedded in partnership practice. Your approachable manner and respectful, constructive challenge will help you to engender trust and respect from those you are working with.

As a self-starter you will be creative and have the ability to use your own initiative, providing practical guidance and support to partners and communities in a way which self sufficiency.

You will be flexible and confident in your delivery of the role and have the ability to communicate with a variety of individuals to ensure they take responsibility for managing fire risk.

Professional in your approach you will be keenly aware of the importance of strictest confidentiality because of the often very sensitive information you will access.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 2. Click here to find out more ●

### Person Checklist

- Excellent communication skills with previous experience of multi-agency and partnership working.
- Ability to engage with wide variety of people from both professional and community backgrounds.
- Knowledge / awareness of relevant legislation and implementing changes as appropriate.
- Able to understand emerging trends and research and implement innovative practice.
- Ability to develop and deliver training to staff and communities in a way appropriate to the audience.
- Able to work with partners to understand shared issues and implement joint strategies (including policy change) to mitigate risks.
- Experience of undertaking risk assessments and reviews regarding fire risk management.
- Ability to develop and maintain relationships with specialist providers (such as health) to address more complex issues.
- Good understanding of the diverse communities within Kirklees.
- The ability to work in a political environment and manage relationships with community groups and leaders.
- Willingness to work flexible hours, including evenings and weekends.
- Ability to travel to various locations in order to carry out the duties of the job and be flexible in your approach to the days and hours worked.
- To display positive behaviours in all areas of work, acting as an advocate for the service.
- To be safeguarding trained or be willing to undertake appropriate training as directed.
Safer Communities Programme Development - Progress Report

Community Safety Committee

Date: 20 January 2017

Submitted By: Director of Service Delivery

Purpose
To update Members of the Community Safety Committee on the development of the Safer Communities Strategy work and seek approval to progress to the implementation stage

Recommendations
That Members of the Community Safety Committee note the contents of the paper and approve the key changes outlined within the report

Summary
The 2016/17 Action Plan includes an action to develop a comprehensive strategy to include community safety, health and well-being and working practices. The programme of change that is being proposed involves a significant change programme, which is being managed and coordinated through the Safer Communities Programme Board. The new Safer Communities Strategy will launch in April 2017 and will involve fundamental changes to the way WYFRS delivers its prevention activities. It is anticipated that the changes will significantly improve ownership and innovation at a local level and deliver a new offer to the community that will improve collaboration with key partners to deliver high quality services to the communities of West Yorkshire.
1 Introduction

1.1 The purpose of this document is to highlight the progress against the following section of the Action Plan 2016/17:

**Develop a comprehensive strategy to include community safety, health and well-being and working practices**

1.2 The main objectives of the new Safer Communities Strategy will be to support the overall Service Ambition of Making West Yorkshire Safer. Specifically, the new strategy will look to make evolutionary changes to the way community safety activity is carried out across West Yorkshire.

1.3 A progress report was provided to the Community Safety Committee on 22 July 2016 which set the context of the Safer Communities Programme, explained the governance structure and outlined the key development areas within the prevention strand of the existing Fire Safety Strategy.

1.4 It is recognised that the efforts of WYFRS in its early intervention and prevention campaigns has led to significant improvements to the safety of West Yorkshire communities. The existing home fire safety check programme continues to improve the safety of approximately 40,000 homes each year. However, as public sector organisations are challenged to continually improve the services they offer to their communities, collaboration across services is opening new opportunities. The Fire and Rescue Service is recognised for its success in early intervention and prevention activities. Many agencies, including Public Health England and NHS England, now identify the need for better integration and a focus on early intervention and prevention activities. Together with the Local Government Association, the Chief Fire Officers Association and Age UK, the two health agencies signed a Consensus Statement (Annex 1) in 2015 with the headline consensus to 'work together to use our collective capabilities and resources more effectively to enhance the lives of the people we work with and we will support and encourage our local networks to do the same in their communities'.

1.5 The Consensus Statement (attached Blueprint Document Appendix 1) and Safe and Well Principles (attached Blueprint Document Appendix 2) introduced the concept of making every contact count with recognition that there are common underlying risk factors which increase the demands on fire and health services. Examples include people living with long term conditions, smoking, social isolation, the likelihood of suffering from a fall, misuse of alcohol or drugs and poor home conditions including winter cold or excessive storage / hoarding. By considering a whole systems approach to providing early intervention and prevention which is centred on people’s needs, it becomes a strong argument how the Fire and Rescue Service can provide support to the people most vulnerable to fire. Analysis shows that the lifestyle factors that create fire vulnerability, in the examples above, are often those that health services are looking to target with early intervention and prevention programmes.

2 Information

2.1 The requirement to make provision for the purpose of promoting fire safety, including giving information and advice on how to prevent fires is contained within the Fire and Rescue Services Act 2004 (Section 6).

2.2 Section 11 of the Fire and Rescue Services Act 2004 also gives powers to the Fire and Rescue Authority to take any action it considers appropriate if an event or situation causes one or more individual to die, be injured or become ill. This legislation, in addition to the Health and Social Care Act, supports Fire and Rescue Services delivering wider health and well-being programmes which focus on those most vulnerable. One key development in this area is the NHS England and Fire and Rescue Services (in England) Information Sharing Agreement (ISA v 6.5 Oct 2016), which gives a firm foundation for Fire and Rescue Services to transition from the traditional Home Fire Safety Check towards a more comprehensive Safe and Well Check. Such data sharing agreements significantly improve our ability to target vulnerable groups and this agreement allows
Fire and Rescue Services to work with the Exeter data to target resources to those over the age of 65.

2.3 With the movement of Government departments, Fire and Rescue Services will be required to review their service delivery models to ensure that any future inspectorate can be satisfied that it is delivering value for every pound spent. As such, it is now the time to look at a fundamental redesign of our key prevention activities to ensure that we are working collaboratively and providing an appropriate and cost effective service to the communities which must see a clear focus of attention on those most vulnerable.

**Key objectives within the development of the new strategy**

2.4 Some of the key objectives of the new strategy were captured in the Blueprint document (Annex 2) that was presented with agenda item 8 at the Community Safety Committee meeting on 22 July 2016. The document has set the vision which the Safer Communities Programme Board has been working towards and a significant amount of work has been devoted to progressing this change programme. The following section provides an update and key areas of change:

2.5 **Key Objective 1: Clear identification and filtering of those at risk**

Analysis shows that certain lifestyle factors increase the risk of fire. These are:

- Living alone and social isolation
- Age
- Poor household conditions (such as hoarding or cold homes)
- Physical or mental impairment
- Smoking or excessive use of alcohol or drugs

![Figure 1 – Dwelling fire fatalities analysis (2009 to 2016) shows an exponential rise in the likelihood of becoming a victim of fire when the occupant lives alone and this becomes even more significant over the age of 65. The blue bars represent the actual numbers of accidental fire deaths and the black outline bars represent the number of accidental fire fatalities in that range per 100,000 households.](image-url)
2.6  Further analysis the home fire safety checks shows that although we have been making improvements in the way we target vulnerable occupants, though increased partnership arrangements, it is clear that further improvements can be made with policy change. Figure 2 shows the volume of home fire safety checks carried out and how the visits were generated.

![Referrals by Origin/year](image)

*Figure 2 – Showing the origin of referrals from 2011 to 2016*

2.7  Although it can be seen that there is an increase in visits carried out following partner referrals (which generally result in better quality visits), there is still a significant proportion of our visits carried out following direct home approach (cold calls) and self-referral methods (request in person, web based, station telephone). The direct home approach (cold calls) and self-referral methods have been analysed and the table below demonstrates the ratio of visits for each risk category. The pre visit risk score is determined based on risk factors that are present before we deliver any interventions, such as unsafe cooking, unsafe smoking, poor escape route and physical impairment which may compromise an individual's ability to escape in a fire.

![Direct Home Approach & Self Referrals in 2015 by Pre-Visit Rating](image)

*Figure 3 – Showing the proportion of visits carried out across the risk categories*
If we are to deliver a better quality service to those that are most vulnerable, we must be prepared to filter the risk factors during all referrals and it is proposed that there will be a threshold of risk which will trigger a home visit. Those who do not trigger sufficient concern to justify a home visit will receive a service in the form of an education package which will be available on line or via posted leaflets. The filtering process will be carried out by the introduction of a scoring system which will act as an assessment of risk based on the responses to a series of questions which will be asked during the referral process. It is important to note that if an individual has no working smoke detection, they will be placed within the medium occupancy risk level as a minimum. This will ensure that we continue to visit all occupants with no working smoke detection.

The table below explains the risk levels and the proposed service response:

<table>
<thead>
<tr>
<th>Occupancy Risk Level</th>
<th>Proposed Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very High</td>
<td>Safe and Well Check (Very High priority visit)</td>
</tr>
<tr>
<td>High</td>
<td>Safe and Well Check (High priority visit)</td>
</tr>
<tr>
<td>Medium</td>
<td>Safe and Well Check</td>
</tr>
<tr>
<td>Low</td>
<td>No Safe and Well Check – Online or postal education package (NOTE: additional support up to an including a Safe and Well visit is still an option if the homeowner is still concerned following the education package. This will be assessed following a telephone call with a prevention team member)</td>
</tr>
<tr>
<td>(Working smoke alarms present and minimal lifestyle risk factors)</td>
<td></td>
</tr>
<tr>
<td>Very Low</td>
<td>No Safe and Well Check – Online or postal education package (NOTE: additional support up to an including a Safe and Well visit is still an option if the homeowner is still concerned following the education package. This will be assessed following a telephone call with a prevention team member)</td>
</tr>
<tr>
<td>(Working smoke alarms present and no lifestyle risk factors)</td>
<td></td>
</tr>
</tbody>
</table>

Table 1 – Proposed response service relative to risk assessed risk level

In 2015, WYFRS visited 39,525 properties to carry out a Home Fire Safety Check. However, 16,311 of these visits were carried out in the homes of people who were in the ‘low’ and ‘very low’ occupancy risk categories who also had working smoke alarms.

2.10 **Key change 1**

**WYFRS will apply a risk based filtering process which will result in a different level of service, dependant on the occupancy risk level, as described in the table 1 above. This will significantly reduce the number of visits we carry out in low and very low risk properties. Our resources can then focus more time dealing with occupants who are most vulnerable.**
2.11 **Key Objective 2: Introduction of the Safe and Well Check Programme**

2.12 **Existing Points based targets for Home Fire Safety Checks**

2.13 Prior to 2013, home fire safety checks were conducted on a number of checks target. A service wide target to visit 450,000 homes by 2013 was set in 2004 and this target was achieved in 2012. In 2013, a new approach was introduced which set a ‘points’ based target. Points were accrued when risk factors were identified and removed or reduced during the home fire safety check and the intention of the points based target strategy was to deliver more focus on those at greatest risk of fire. However, when discussing the points based targets with operational and prevention staff across the organisation, the implementation of a targeted approach has several drawbacks, such as:

- It only gives reward (in the form of points that accumulate towards an annual target) for individual home fire safety check visits and restricts innovation such as delivering education to a wider audience within a single premises (such as blocks of flats or student accommodation)
- There is no incentive to carry out prevention initiatives in other areas such as road safety, water safety and community resilience – crews get no reward for such activity
- Crews feel pressured to achieve the target if they have been busy on training exercises, incidents or other activity. As such, they find that they ‘cram’ visits to achieve points which impacts on quality
- Crews have admitted to manipulating the points by registering risk factors that don’t exist. This causes further frustration because follow up visits are triggered for the central prevention teams if operational crews identify certain risk factors. This has resulted in wasted follow up visits as the central prevention teams find no risk when they carry out the follow up visits, which also limits their time spent with real high risk cases.

2.14 In the review of organisational culture and values by You & More Ltd. it was identified that several key themes for change should be considered, one of which was that ‘many people feel targets are imposed arbitrarily rather than being discussed and fixed when circumstances change’.

2.15 **Introduction of the new Safe and Well check programme**

2.16 The new Safe and Well Check programme will require more attention to quality and as such, the Safer Communities Programme Board has recommended that no target is set during the initial implementation phase of the new strategy. This represents a fundamental element of the new Safer Communities Strategy and one that will devolve responsibility and decision making to local managers to deliver activity that best meets the requirements of the people living within their local area. This is a real opportunity to demonstrate that the service trusts local teams to work independently to support the overall service ambition. This will also support in the cultural changes that the service is seeking to achieve.

2.17 When making the decision about what key elements to include in the Safe and Well check, the programme team have consulted key health partners and internal employees regarding the design principles. CFOA, in partnership with NHS England, Public Health England, the LGA and Age UK also produced a guidance document detailing the principles of a safe and well visit carried out by the Fire and Rescue Services. Taking account of the guidance and discussions with local health partners and our staff has resulted in the Safer Communities Programme Board agreeing to the following key ‘elements’ of the WYFRS Safe and Well check:
<table>
<thead>
<tr>
<th>Key element (included in every Safe and Well visit)</th>
<th>Element to include, where applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Falls</td>
</tr>
<tr>
<td></td>
<td>Social Isolation</td>
</tr>
<tr>
<td></td>
<td>Winter cold</td>
</tr>
<tr>
<td></td>
<td>Crime prevention</td>
</tr>
<tr>
<td></td>
<td>Smoking cessation</td>
</tr>
</tbody>
</table>

*Table 2 – Key elements of Safe and Well check*

2.18 In addition to the key elements listed above, it is anticipated that additional areas could be included within any district, based on local agreements with key partners and where there is demand due to the local risk profile. The Safe and Well check will be based on observation, assessment, support and signposting to relevant departments within partner agencies. The elements of the Safe and Well check will be communicated to key forums such as the district Health and Well Being Boards to obtain the essential support across the five districts.

2.19 **Key Change 2**

The removal of the existing points based target for home fire safety checks. WYFRS will make a transition from the traditional home fire safety check to the Safe and Well check following the launch of the new Safer Communities Strategy in April 2017.

2.20 **Key Objective 3:** Introduce a revised performance reporting system for community safety activity

An Activity report will include details of the following incident types (outcomes):

- Total Activity
- Arson incidents
- Actual Rescues
- Dwelling Fires
- Non Domestic Buildings
- Fire related injuries
- Road Traffic Collisions
- Prevalence of false alarms
- Malicious false alarms.

2.21 The ‘outcomes’ section of future performance management reports will continue to be delivered in the RAG status format, with the existing methodology applied to the setting of performance targets for all incident types as is currently the case.

2.22 **A key priority for WYFRS** will be to maintain focus on reducing the number of incident types (listed above) we attend which will be reported within all future Activity Reports. The targets set for each incident type will follow the same methodology as previous years.
2.23 Within the Activity report there will be a section covering the prevention and protection activity that is delivered to improve the overall outcomes (incident numbers). The new report format will be delivered in respect of activity from April 2017. This will focus on the following information:

- Number of Safe and well checks completed with detailed breakdown of the categories of groups visited (e.g. number of visits carried out to those living alone, over 65, smokers, people at risk from falls etc.).
- Details of how the Safe and Well visits were generated (e.g. from partners referrals; cold calls; and self-referrals including web based and telephone).
- The number of referrals made to external partners to request additional support for any of the key elements of Safe and Well in table 2 above.
- A district report giving progress against the District Action Plan with details of any prevention campaigns.
- Updates on the Operational Risk Visit programme for protection activity.

2.24 The future performance reports around prevention activity should deliver a more comprehensive picture of the work carried out across the districts to support making our communities safe and well.

2.25 **Key Change 3**

WYFRS will amend its performance reports to separate the outcomes into a single report and the outputs (community safety activity) will be presented in another report that will deliver a more comprehensive overview of community safety activity across the districts.

2.26 **Key Objective 4: Complete the training programme for Safe and Well**

**Internal Training Programme**

2.27 A training needs analysis has identified that there needs to be significant investment in the training for Safe and Well and as such, all elements within table 2, including fire prevention, will have a dedicated training session.

2.28 There is a comprehensive training programme is in design and will be delivered in partnership with health and social care services from across the five districts in addition to West Yorkshire Police supporting the crime prevention training element. The training programme will be delivered to all relevant employees in a modular format within each district. Catch up sessions will be organised for any members of staff who miss the training due to being on leave or sick etc. so that all staff receive the same level of training. There will be a requirement for the training to become part of an employee’s maintenance of competence with annual updates against all Safe and Well elements. In terms of delivering this training programme, adequate time will be allowed between modules for working practices to be developed in one element before the next module is launched. To enable this to happen it is planned to allow approximately 3 months in-between modules, thus enabling personnel to practice and develop the new skills they have just been taught, embedding these into daily routine before completing the next module, until all modules are complete.

2.29 Partners are being consulted to ensure a consistent training package is developed and covers the key elements of Safe and Well across the five districts. The training programme will include information relating to district specific referral pathways for each element of safe and well (except Fire Prevention). These pathways will result in a directory of services within each district who can support the safe and well visit programme by allowing us to refer occupants for additional support if there is clear vulnerability and need.
Key partner agencies will be involved in the delivery the modular training sessions which will increase the credibility of the training. It will also allow questions and concerns to be raised by our employees which can be answered by skilled and experienced professionals from the relevant agencies involved. The training modules will also give details of how each partner agency can support individual occupants and what they will do once they receive a referral. However, due to partner’s availability and the number of potential delivery sessions, partners may not be involved in delivery of every training session. Discussions are taking place with partners around the possibilities of filming training sessions they attend and then using the video to support those training sessions where the partner organisation is not available. These videos will then be made available for all personnel to be able to access and act as points of reference to review and keep knowledge levels up. Initial discussions around this idea with partners are very positive and it is hoped to run a trial training session early in 2017. The training programme is expected to be completed by March 2019, although Safe and Well checks can begin much earlier. It is important to note that once each module is delivered, that element of the safe and well check becomes live and as such, the process will evolve over the timescale of the training programme.

2.31 External Education Programme

To support Key Change 1, WYFRS will develop an online and leaflet based education package to deliver key safe and well messages and education for anyone within the ‘low’ and ‘very low’ risk categories. This will require the development of a filtering assessment which will ask a series of lifestyle questions and the responses to these questions will determine a risk score. This risk score will then place an individual into one of the Occupancy Risk Levels shown in Table 1.

If the individual is within the Low or Very Low risk category, they will be offered an alternative education package that, if completed, will remove the need for a Safe and Well check. This education package is now being designed and will take an online form of an interactive house that delivers key safety messages as you engage with the software. These key messages will be on themes such as:

- Safe cooking
- Electrical safety
- Safe storage of combustible materials
- Ignition sources
- Safe escape routes and making an escape plan
- The external environment around the home.

Once the education package has been completed, we are looking at ways we can then capture the information from the occupant that they have understood the education so we can record that it has been delivered. The same education programme can also be delivered in leaflet form so any direct home approach where the occupant is clearly in the low or very low risk category (with working smoke alarms) will result in the occupant being offered the leaflet package instead of a Safe and Well visit.

It is a new approach for WYFRS to deliver its education to low risk groups in this way. However, for the Safe and Well programme to be delivered effectively and for us to really focus our attention on those who are most vulnerable, we must take the bold decision to offer alternative services to those in the lowest risk categories. This will create more time to spend with those who are more vulnerable and therefore the quality of the service we deliver will ultimately improve.

Key Change 4: To deliver an internal training programme to support the implementation of Safe and Well checks and to design and deliver educational packages for low and very low risk individuals via a web platform and on leaflets.
2.37 **Key Objective 5: Stakeholder Engagement**

2.38 The Safer Communities Programme has identified the key stakeholder groups. These are internal employees and their representatives, members of the WYFRA Community Safety Committee, health and social care partners across all five districts and the communities we serve. A comprehensive stakeholder engagement plan has been in place and regular engagement with all relevant stakeholders has been ongoing during the programme development work.

2.39 **Staff Engagement**

2.40 In May 2016, a series of internal engagement events were carried out. Dates across each district were advertised with an open invite to anyone with an interest in discussing our prevention activities. The events focussed on delivering some context and background to the direction of travel with the new Safer Communities Strategy and allowed open discussion from staff about what their views were, any areas of concern and also, it allowed those attending to discuss and generate new ideas around the development of new prevention initiatives. The events had between 10 and 20 attendees and the findings were presented to the Safer Communities Programme Board. It was decided that further staff engagement was required and so a series of engagement visits are now being carried out with an expectation that every operational crew and support department will be visited in the run up to the strategy go live date of 1 April 2017. These meetings are being well received and the project team are ensuring key themes and feedback is taken into the development programme. Representative Bodies have been consulted throughout the programme and receive invites to attend the Safer Communities Programme Board meetings.

2.41 **WYFRA Community Safety Committee**

2.42 Members of the Community Safety Committee were given a progress update report on 22 July 2016 and the Chair of the Safer Communities Programme Board has arranged a discussion with the Chair and Vice Chair of the CSC on 16 December and members of the CSC are invited to the Safer Communities Programme Board on 9 January 2017 to hear how the various projects are progressing.

2.43 **Partners**

2.44 A partnership workshop was organised on 5 April 2016 which included representatives from Local Authority Public Health teams, Yorkshire Ambulance Service, Clinical Commissioning Groups, Age UK and NHS England. David Bramley (Programme Director for Long Term Conditions in the NHS) delivered an overview from the health service perspective and the workshop then split into district tables where discussion around local priorities took place in relation to the CFOA Safe and Well Principles and Consensus Statement. It was clear from the event that health and social care partners wanted to continue to be engaged as we developed the programme and this has resulted in some excellent networks being developed across the districts. Single points of contact have been established for all respective Public Health departments allowing the development of the safe and well elements in Table 2 to be agreed with contribution from key health agencies across the five districts.

2.45 The Chair of the Safer Communities Programme Board has also developed relationships with the West Yorkshire Sustainability and Transformation Planning team and has the Director for Healthy Futures as a single point of contact to ensure that the work of WYFRS is reflected in the STP submissions for West Yorkshire.

Another partnership event is being planned to celebrate the launch of the new strategy in 2017.

2.46 **Public**

2.47 A comprehensive public engagement programme has been designed in consultation with Leeds City Council’s consultation department. The public consultation will be launched in February 2017 and will be open for 4 weeks. A public engagement questionnaire (Included as appendix 3) has been designed and a video explaining what we intend to deliver with the new Safe and Well check programme will be used to support the consultation at public engagement events across the five
districts which are now being planned. There was a reference group meeting on 17 November in Leeds and this allowed a diverse group to challenge the questionnaire and the video and we have received some valuable feedback which has allowed us to make some amendments to the questionnaire. A report following the public consultation will be produced and presented at relevant meetings / forums to share the feedback and learning.

2.48 **Key Objective 6: Evaluation**

2.49 The critical question, and one that presents us the most significant challenge is the ‘so what’? Delivering the safe and well programme will be challenging but achievable. A greater challenge is delivering the evidence that our efforts are having an impact that delivers justification that our resources are being directed in the most cost effective way. The national consensus for services to collaborate gives the impetus for this type of change programme. The fact that there is recognition of the trust that FRS’s enjoy, allowing access into the homes of those who are vulnerable offers an opportunity for Fire and Rescue Services to make every contact count and deliver a wider safe and well offer to those vulnerable members of the community. However, the collection, analysis and presentation of evidence that gives proof that such a campaign is delivering value for money will need to be designed. It cannot happen in an isolated service. That data and intelligence across services will need to be analysed if we are to develop an effective evaluation process.

2.50 As such, meetings have been organised by members of the WYFRS Safer Communities Project team that have involved the data and analyst teams from across the five district public health teams in addition to members of the WYFRS data team. These initial meetings will discuss the systems that each service uses to collect, store and analyse data and the discussions will progress to understanding how the information around the work for each key elements of the safe and well check can be shared to best target the Safe and Well check visits (to ensure we are focussed on the most vulnerable) and then analyse and evaluate its effectiveness.

2.51 Although the discussions are in the early stages, some promising signs have emerged. One example is how the Public Health analyst teams collect data on falls. This data determines which localities have people living in them with a greater chance of presenting in crisis following a fall. If this information can be overlaid with the Exeter Data (which details the address of all people over the age of 65, registered with a GP) then we can really focus our activity on those vulnerable to falls. This type of targeted activity would also link back to fire prevention because those who are frail and vulnerable to falls are less likely to be able to escape quickly in a fire. If this information sharing can be achieved, then over time, it can also be determined if our Safe and Well visit programme is having any positive effect on the demand for health services. For example, if we deliver a sustained campaign of Safe and Well in areas of the community with a high ratio of vulnerable people (factors would include high average age; low social economic demographic; significant number of people living alone; high prevalence of smoking), then we may be able to determine if our campaign is having a positive impact on the number of people who present in crisis following a fall, or the number of people who access support services to help them stop smoking.

2.52 The development of evaluation tools to support us in delivering the evidence to justify our programme is also being supported by the National Fire/Health Outcomes Group. This group is developing a standard evaluation framework for Fire and Rescue Services to utilise that will support the evaluation of its safe and well programmes and WYFRS is represented on this national group.

2.53 It is important to clarify that the evaluation process is work in progress and developments in the data and intelligence sharing arrangements with key partner agencies and WYFRS is critical to ensure that we can deliver the vital evidence in support of the ‘so what’ question.
3 Financial Implications

3.1 The Safer Communities Programme Board has a development budget of £20,000 which will come from the existing Fire Safety revenue budget for 2016/17. The training programme will be delivered with existing budgets and additional support materials will be procured in line with authority financial governance rules and will also be delivered from existing and future Fire Safety revenue budgets.

3.2 The programme development has included a temporary promotion of a Grade 5 Prevention Advisor to Grade 10 and also the temporary promotion of a Watch Manager into a Station Manager post. These posts will be reviewed regularly and will cease to exist once the programme has been implemented. These costs are from within existing staffing budgets.

4 Human Resources and Diversity Implications

4.1 There is a potential for the new strategy to focus attention on those most vulnerable to fire and other health and wellbeing issues. As such, the triggers for vulnerability will focus on age, mental health, people with limited mobility, people with addictions, and people who are socially isolated and living alone. As such, there may be someone with a protected characteristic who is assessed as being low risk on initial assessment and they would not necessarily receive a home safe and well visit. This rationale behind this decision will be captured within the Equality Analysis.

5 Health and Safety Implications

5.1 This programme is aiming to improve people's safety by increasing awareness of fire prevention and increasing smoke alarm ownership. It is also intended to improve the health of vulnerable people within the community by offering simple advice and education around the other key elements of the Safe and Well check in addition to linking the most vulnerable to key support services in partner agencies to allow more specialist early intervention and support to be delivered which should reduce the chances of people presenting to health services in crisis. The increased knowledge and understanding that our staff will develop over the training programme will also be useful for them in their own lives by giving clear and simple information on what steps can be taken to minimise risks associated with each of the key elements of safe and well. This knowledge and understanding can be applied at work and at home.

6 Organisational Dependencies

6.1 The demand across the service in respect of resources will impact on other internal departments that will be required to support the implementation of this strategy. All District Prevention teams will be required to fully understand and embrace the change programme and be involved in the training of their respective crews to ensure that all elements of the Safe and Well check programme are embedded across the service. The media and public relations team will be supporting the launch of the new Strategy and also the public engagement exercise will demand the support from visual services, corporate services and data team to support the analysis of results.

6.2 Development of mobile working and online education software will require support from the data team, ICT and visual services and all relevant departmental managers are aware of the requirements and respective timescales involved.
7 Service Plan Links

7.1 The introduction of the new Safer Communities Strategy will directly support the overall Service Ambition of Making West Yorkshire Safer and will ensure we deliver a proactive Community Safety Programme working in collaboration with key partners from health and social care and also other blue light services across West Yorkshire. It will also support the following priorities:

- Deliver a proactive community safety programme
- Provide a safe skilled workforce that serves the needs of a diverse community.

8 Conclusions

8.1 The proposals to progress with a new Safer Communities Strategy involve a major programme of change for the way WYFRS delivers its prevention activities. Previous years have seen significant reductions in the numbers of fire related incidents and the significant efforts of all employees involved in delivering prevention activity needs to be recognised and celebrated. However, now is the time to look forward to new approaches that will see WYFRS delivering an even more cost effective service that delivers an appropriate service to each risk category across the communities we serve. The Safe and Well visit programme forms one essential element of the new strategy and will take a significant investment in time and effort to implement. Discussions at Safer Communities Programme Board clearly indicate that service managers across various departments have engaged with and support the direction which the new strategy will take and it is recommended that the key changes within this report are supported throughout the organisation to allow the programme to continue to the implementation stage in 2017.
West Yorkshire Fire and Rescue Service
Safer Communities Programme

Blueprint
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Introduction

The purpose of the West Yorkshire Fire and Rescue Service (WYFRS) Safer Communities Programme is deliver improvements in the safety, health and wellbeing of communities in West Yorkshire through better partnership working with health professionals across the 5 districts. There are already some excellent examples of successful collaboration, but more can be done to improve the safety and well-being of the most vulnerable people within the communities of West Yorkshire.

This Blueprint will set the aims and vision for the Safer Communities Development programme and will act as a live document that will receive updates as the work progresses. For this reason, the document will remain in draft format and will receive updates following feedback from stakeholder engagement and meetings of the Safer Communities Programme Board.

Aims of the Programme

To design, develop and deliver improvements to community safety, health and well-being across West Yorkshire in support of the Authority’s ambition of ‘making West Yorkshire Safer’

Vision

This programme will achieve improvements in the quality of partnership collaboration to deliver the most effective and efficient service to the communities we serve. The health, safety and well-being of vulnerable communities is a key priority for many Public Service providers and a shared vision around collaboration will support the aim to deliver improved outcomes for all communities whilst reducing the burden on the public purse.

To deliver a wider offer from WYFRS to achieve improvements in the safety, health and well-being of vulnerable people across West Yorkshire and reduce the demand on health services through investment in prevention activities.

We recognise the importance of quality referral pathways and understand that whilst everyone has their own role, the simple signs showing that someone may be vulnerable to fire can be easily identified with minimal training and instruction. All public service workers can become health and safety advocates and although we appreciate the value of the referrals we receive, there is more that can be done to strengthen the quality of the referrals we receive. In addition, our staff who enter people’s homes are in a unique position to spot the signs that someone may be vulnerable to other health and well-being issues and to signpost any issues to support services in partner organisations. Our referrals to external agencies can also be improved moving forwards.
Our focus will continue to be on the safety and wellbeing of the communities we serve and the safety of our firefighters. Working in partnership with health professionals will allow better sharing of intelligence and information. This in turn will allow the FRS to target resources to the most vulnerable people in society. The risk factors we have identified will correlate with risk factors that trigger support from many other social services and the people most vulnerable to fire will also be vulnerable to a range of other health issues.

The comprehensive access and trust that the Fire and Rescue Services enjoy across the community place them in a unique position to deliver critical interventions, promote health and safety messages and refer vulnerable people to relevant services. It is clear that national support for the Fire and Rescue Service to broaden its remit into wider public health interventions is increasing and the consensus statement (appendix 1) on Improving Health and Wellbeing between NHS England, Public Health England, Local Government Association Chief Fire Officers Association and Age UK shows a strong commitment towards joint strategies for intelligence led early intervention and prevention activity.

**Background**

The demand for response activity in the Fire and Rescue Service has seen a significant decline in the past ten years. Investment in the fire prevention agenda in West Yorkshire has seen annual incident numbers reduce from over 50,000 in 2004/5 to 21,405 in 2014/15. This reduction in demand for service is due to a number of reasons. Improvements in product safety and furniture safety standards, building regulations (that now require hard wired smoke detection) and a reduction in false alarms due to call challenge and improved maintenance in commercial premises. However, the impact of the fire prevention programme cannot be overlooked. The scale of home visits carried out across West Yorkshire over the past ten to fifteen years has seen WYFRS visit over half of homes across the County. A gradual increase in smoke alarm ownership has resulted in more people being alerted to fire and given an early warning which allows a safe escape. Our prevention strategy has not only increased smoke alarm ownership, but also increased the awareness and education on fire safety in the home and now aims to deliberately target our resources to the most vulnerable people. We do, however, recognise that we can do better.

Statistics from a review of accidental dwelling fire deaths have identified a set of risk factors that would make someone more likely to die in a house fire. These risk factors are:

- Mental Health Issues
- Poor Housekeeping
- Alcohol
- Smoking
- Drugs (prescription and illegal)
- Impairment
- Living Alone.

It is also worth noting that the average age of people killed in preventable dwelling fires over the past ten years was 67. Age therefore is a significant element in determining how likely somebody is to die in a fire. When comparing these risk factors to issues that affect general health and well-being, we feel there is a significant correlation.
National Context

The Fire and Rescue Service is recognised as a highly skilled service in terms of its capacity to respond to emergencies. However, in recent years, more attention has been directed towards a prevention agenda and the FRS is now also recognised for its vital contribution to community safety activities. It has a trusted brand and is successful at gaining access to people’s homes to deliver prevention messages. The prevention approach has been highlighted in the NHS’s strategy document the ‘Five Year Forward View’. The document makes specific reference to the future health of millions, the sustainability of the NHS and the economic prosperity of Britain being dependent upon a radical upgrade in prevention and public health. As demand upon health services increase, the FRS is being viewed as a potential resource for supporting the health prevention agenda. Several documents have been published which highlight and give support to collaboration between the fire and health sectors. All consider expanding the current role of the FRS in support of improving the health and well being of vulnerable communities:

- **Beyond Fighting Fire** – published by the Local Government Association (LGA) and demonstrates how the FRS can use their unique position of trust to improve the public’s health and well-being;
- **Ageing Safely** – published by the Chief Fire Officer’s Association (CFOA) and sets a challenge to FRS’s to plan beyond their traditional emergency response role and deliver wider community safety initiatives aimed at supporting older people
- **A Service for the Future: 670,000 Opportunities to add value** – published jointly by CFOA and LGA highlighting where and how FRS’s can take community safety to the next level
- **Fire Works** – A report by Dr Clare Mansfield of the New Local Government Network and considers 3 critical areas for the future of the FRS. These include widening the prevention agenda, collaboration with other emergency services and how to achieve greater efficiencies.

Governance arrangement of WYFRS

In 11 September 2015, the Government published a consultation paper seeking views on a range of proposals to increase joint working between emergency services. On 26 January 2016, the Government published its findings with an intention to legislate to:

- A high level duty to collaborate on all three emergency services in improve efficiency and effectiveness;
- Enable Police and Crime Commissioners (PCCs) to take on the functions of fire and rescue authorities, where a local case is made.

At time of writing, there is still potential for a devolution deal to be brokered and several devolution ‘asks’ are still being considered for a possible Leeds City Region deal. Reference within those asks was made to the potential for both Police and Fire functions to feature as part of a new Mayoral led Combined Authority arrangement. What is clear from recent meetings of the West Yorkshire Leaders Group, is that these proposals will take some time to fully emerge.
Until there is some clarity on the future governance arrangements for the Fire and Rescue Service in West Yorkshire, efforts will continue to drive better collaboration between the emergency services. The WYFRA also resolved that it would not wait for primary legislation to pursue opportunities for increased collaboration and as such is committed to seeking opportunities to enhance its work with other emergency responders and partner agencies. Part of this involves a significant desire to work better with the health sector and use the FRS’s unique position of trust within the communities across West Yorkshire.

Some examples include sharing buildings with our Police partners and the recent Emergency Fire Responder pilot recently launched between WYFRS and Yorkshire Ambulance Service.

The Health Fire Summits in 2015 brought together the leaders from CFOA, Public Health England, NHS England, the LGA and Age UK. They discussed opportunities for greater collaboration and produced a Consensus Statement which is included as Appendix 1. A key element of this work is development of a broader health and well-being check (Safe and Well) when the FRS carries out its programme of home visits. A set of design principles have also been published (Appendix 2) which form the foundation for discussions between local health professionals and local FRS’s to determine the most effective and appropriate interventions based around local need.

The development of information sharing protocols between fire and health has also allowed the sharing of the ‘Exeter data’ which allows local FRS’s access to the addresses of all individuals registered with a GP who are over the age of 65. This data set allows local FRS’s to target education and prevention work towards one of the most vulnerable groups in society. However, the elderly are not only vulnerable to fire. Information from health partners also suggest that elderly occupants are more susceptible to a range of health issues including falls, excess cold, social isolation and mental health. These are all areas that the FRS home visit could potentially support with a ‘one visit multiple message’ approach where ‘every contact counts’.

There are also other risk groups. Recent fire related incidents raise concerns over vulnerable families with young children and how effective we are as a collective at identifying this vulnerability and engaging with these families to make them as safe as they can be. There is clear collective responsibility here and as such, joint efforts should ensure that more people receive support when it is needed.

Operating Model – Principles of the ‘Safe and Well’ Visits

All FRS should consider extending their approach to safety in the home to include assessments and interventions for risk factors that impact on wider safety, health and well-being issues. The development of this work will involve closer collaboration with partner agencies and an assessment of the length of time allocated to such visits will be made during a series of district pilots during 2016/17.

The content of a ‘safe and well’ home visit should be co-designed with local health authority colleagues and based on local risk and demand.
When considering support for risk factors that are identified during the safe and well check, there will be an activity scale developed that will look at all actions that are applicable to reduce the risk. This will start with basic advice, education and information at one end of the scale, referrals and signposting to support services within partner organisations where the need exists, to carrying our physical interventions during the visit.

A new Safer Communities Action Scale will be developed as shown below:

Referral pathways should be simple, consistent and effective. A particular challenge where FRS and health partners do not share the same geographical boundaries.

Health and Local Authority colleagues are encouraged to support the FRS with any initiatives through delivery of training to increase the knowledge and skills of FRS staff. In the development of training packages to support WYFRS staff to deliver any new initiative, the support of NHS and Public Health partners will be essential to the successful delivery of any new model.

Data sharing and intelligence will be fundamental in identifying the most vulnerable people in the community. New methods of targeting risk will be developed using data sets such as the Exeter Data (Over 65) and this will be stratified using weightings against the age of the individual, the mosaic risk category in which they reside and we will consider any previous visits by the FRS as well as other factors such as living alone. The fundamental difference to the current prevention strategy will be the additional interventions that FRS crews and prevention staff can deliver when they come across an individual or family with more complex needs. Again, the support of relevant agencies from the Health and Social Care sectors will be fundamental to ensuring we can implement such changes successfully.

Each district will develop better relationships with local authority health partners to identify which of the health factors listed in appendix 2 are worth exploring with regard to WYFRS delivering targeted prevention activity. This could be in the form of advice, signposting or physical interventions during the home visit. There will be a series of projects to develop partnerships with local authority health professionals that will see WYFRS delivering a wider
set of health and well-being interventions during a revised home visit (safe and well check). These projects will take the form of micro trials in specific geographical locations and the projects will aim to deliver an evidence base to identify the value and impact of the interventions being trialled.

Some of the key objectives to the delivery of the new Safer Communities Strategy are discussed below:

**Develop and agree the organisational structure to deliver the new Safer Communities Strategy**

The existing structure for Fire Prevention is a central team that provides a ‘peripatetic’ working model to support prevention activities across the 5 districts. This team is made up of 18 delivery staff, managed by 1 Prevention Team Manager.

There is also a Partnerships team, managed by a Partnerships, Policy and Volunteering Supervisor. The team includes a post for a volunteer coordinator, 2 prevention training staff, a policy assistant and an admin post.

The Youth training team also site within Prevention and includes a Youth Training Manager and 4 Youth Training Officers.

The Safer Communities Programme development will include a review of the existing structure within the Prevention teams and propose any amendments to support the delivery of the new strategy.

**Agree who our key target groups are**

One key aspect of the future operating model is to be able to identify those individuals, families and groups who are most vulnerable to health and safety issues. Vulnerability to fire often has a crossover to other health and well-being issues and if we can successfully target people at the highest risk from fire, there will be more likelihood that they have other care needs. The development of a ‘vulnerability matrix’ will support future working practices and allow more targeted interventions to be delivered to provide more support those who need it most. This may require amendments to the information we collect from incidents regarding lifestyle factors for those who have repeat false alarms, small fires as well as that collected for more serious fires and fatalities. This will allow more informed targeting of risk in future.

**Interventions Directory**

The programme will involve the development of an ‘interventions directory’ which will detail all possible service interventions and support that we can deliver across Community Safety activities. The basic home fire safety checks will still feature on the interventions library in addition to existing community safety initiatives such as Year 5 School talks etc. However, any new intervention, approved through the development of the Safer Communities Programme, can be added to the library and where training to support such interventions is required, it will be designed, developed and completed before WYFRS staff apply any new interventions.
Agreement on policy position for how WYFRS deliver prevention services to each risk category

Another critical requirement of the Safer Communities Programme is a strategy to deal with those individuals and families who are at lowest risk from fire and other health issues. Often, such individuals and families may call on our services as they have heard we offer a home visit service and we need to continue to provide a service to these people, but an agreed level of service provision that may not necessarily involve a home visit. The development of an interventions library will support the selection of appropriate services for people in the lowest risk category.

Design a develop a revised reward scheme for community safety activity

Historically, our prevention activities have only been measured by the number of home fire safety visits we carry out. Prior to 2013, we established a service wide pledge to visit 450,000 homes across West Yorkshire and this target was distributed to community safety teams and operational crews through individual and team targets. The new method uses a more risk based approach where ‘points’ are accrued through identification and reduction of risk during the home visit programme. This new approach aims to target the most vulnerable to fire as they would attract a higher number of points compared to someone who is very low risk.

The new strategy aims to develop a revised reward scheme to recognise the variety of community safety activities that are carried out across the service. This will include all activity that is carried which attempts to making people safer. The Safer Communities Action Scale may be used to develop the new rewards scheme.

Engagement

Engagement with all stakeholders will be fundamental to the development of any new safer communities strategy. As such, engagement events will be organised to discuss the views of external partners, internal employees and the communities we serve. Engagement events will be advertised and the findings from the events captured to inform the strategy development.
WYFRS Safer Communities Programme - Governance

CMPB
FRS / Health Collaboration Board to feed progress into CMPB

Safer Communities Programme
Project Sponsor – DCFO
SRO – AM Fire Safety
PC – Donna Wagner

Programme Admin Support

CMPB
Programme Board
Membership
AM Fire Safety; Chris Kirby; Temp Safer Communities Strategy Development officer DCs; DPM’s Project Coordinators; Central Prevention manager and assistant; Fire Investigation Team; Diversity and Inclusion Officer; Policy, Partnership Manager; Volunteering and work skills coordinator; Youth Training Manager; Public Information; Representative Bodies

WYUEC
Vanguard Project
PC – Chris Kirby

Bradford SC Projects
PM – GM Speed
PC – Thomas Rhodes

Leeds SC Projects
PM – Russ Hepton
PC – Derek Sylvester

Wakefield SC Projects
PM – Tim Jones
PC – Mussarat Suleman

Calderdale SC Projects
PM – Martyn Greenwood
PC – Gareth Atkins

Kirklees SC Projects
PM – GM Farrell
PC – Mohammed Ali
Appendix 1


This consensus statement describes our intent to work together to encourage joint strategies for intelligence-led early intervention and prevention; ensuring people with complex needs get the personalised, integrated care and support they need to live full lives, sustain their independence for longer and in doing so reduce preventable hospital admissions and avoidable winter pressures / deaths.

Headline consensus statement

We will work together to use our collective capabilities and resources more effectively to enhance the lives of the people we work with and we will support and encourage our local networks to do the same in their communities.

Introduction

Demand for health and social care is rising as a result of an increase in the numbers of children and adults with long term conditions, alongside an ageing population. The NHS Five Year Forward View highlights the need for an increased focus on integration and prevention so that resources are utilised more effectively, outcomes are improved and demand is reduced. It also recognises the need to broaden and deepen the involvement of the third sector in developing solutions. At the same time the number of fires has decreased due to preventative work by Fire and Rescue Services (FRS) and regulatory measures. This has resulted in new opportunities for the FRSs to complement and further support the health and social care sector.

Representatives from NHS England, Public Health England (PHE), the Local Government Association (LGA), Age UK and Chief Fire Officers Association (CFOA) met on 14 April 2015 to agree to develop a new working relationship with the shared aim of identifying and improving the quality of life of those who could benefit the most from early engagement with local services; for example, older people and people with multiple long term conditions and complex needs. This consensus statement represents a joined-up multi-agency approach to put into practice the national commitment to more integrated care, closer to people's home. Its emphasis is on local initiatives to deliver preventive interventions to our people who would benefit most in their own homes and supports local action to deliver better health and well-being outcomes.

Shared purpose

There are common underlying risk factors which increase demands on both fire and health services, such as the number of long-term conditions, cognitive impairment, smoking, drugs or substance misuse, physical inactivity, poor diet, obesity, loneliness and/or social isolation, cold homes and frailty. By identifying people with these risk factors and taking a whole system approach to interventions which are centred on peoples’ needs, we intend to make every contact count, irrespective of which service it is from.
Our individual and collective strengths

**FRS:** The 670,000 home visits carried out by the FRS in England provide an opportunity to deliver improved proactive support that delivers improved integrated care between the relevant organisations.

**NHS, Public Health and local government:** Equally health and local government staff have opportunities to identify households with complex conditions/needs and who are at an increased risk of fire

**Age UK:** with and through our network of 165 independent local Age UKs we provide, coordinate and signpost to a range of services for individuals, their families and carers, and with groups of older people in their own homes and in the community to help them to manage their long-term conditions, while improving their health and wellbeing.

**Collectively we can offer** an integrated approach to targeting through the better co-ordination, prevention and early intervention that has been demonstrated to increase the reach and impact of all services. For instance, in areas of best practice, health services have commissioned the fire and rescue service in collaboration with Age UK (and other voluntary sector organisations) to make interventions in people’s homes that have resulted in improved health and reduced risk. Early results have been positive, with a measurable significant impact on improving outcomes. This work could be expanded with the fire and rescue service working with a number of local commissioners.

**Supporting local action and flexibility**

We encourage local organisations to work together more effectively in partnership and to consider seeking greater integration of services where possible, while supporting meaningful local flexibility in the way this happens. FRSs, by working in an integrated way as part of a whole systems approach, can add even greater value and resilience to communities by understanding and responding to local needs and drivers.

Local areas, and the organisations we represent, are too diverse for a ‘one size fits all approach’. However, there are some key actions which we will take nationally to support local action.

Producing this consensus statement between NHS England, CFOA, PHE, Age UK and LGA that sets out how health, public health, the fire and rescue service and the Age UK can work together to encourage local action to prevent and minimise service demand and improve the quality of life of older people and children and adults with long term conditions.

Developing the design principles for a Safe and Well Visit that is informed by existing good practice within the FRS and Age UK network. The visit aims to identify and tackle risk factors that impact on health and wellbeing and which can lead to an increase in demand for health and local authority services. Wider health impacts are also addressed during the visit, such as the identification of frailty, promotion and support of healthy aging, help to avoid trips and falls; and signposting to relevant services through making every contact count and sources of help.

Identifying and exploring opportunities to improve local services, making them more efficient and effective by working more closely together and where appropriate integrating services.
through measures such as better information sharing, the promotion of existing guidance and initiatives, access to inclusion to improvement support programmes and joint communications.

Investigating the opportunities for more effective and appropriate information sharing across NHS England, PHE, Age UK and FRS.

Developing shared communications for our collective networks, the public, professionals, partners and other stakeholders to raise awareness of the benefits of a more connected approach and to provide reassurance about skills and knowledge, appropriate information sharing and joined up pathways.

Promoting and encouraging local collaboration through Health and Wellbeing Boards, Joint Strategic Needs Assessments, System Resilience Groups as well as through the commissioning of collaborative approaches.
Appendix 2

For over 10 years fire and rescue services have been carrying out interventions in people’s homes to reduce their risk from fire and to provide advice on actions to take in the event of fire. These interventions have various names across fire and rescue services but all are based on similar principles and every fire and rescue service delivers them. English fire and rescue services now deliver as many as 670,000 fire safety interventions in people’s homes every year. Although other factors have no doubt also been involved, this approach has resulted in a reduction of risk and dramatic drop in demand for fire and rescue services, and consequent reductions in the number of deaths and injuries from accidental fires in the home.

Our brand and the esteem in which the service is held gives us access to people’s homes that others cannot achieve; people seem more likely to engage in difficult conversations with our staff than with others. Perhaps this is due the public perception of the service as being broadly neutral.

A number of fire and rescue services have begun working more closely with colleagues in health and local authorities; to explore how the FRS might work to support them in improving health and quality of life outcomes for those most at risk in their communities. On many occasions the access that fire and rescue services have to the homes of the most vulnerable is seen as a vehicle to compliment these improvements; with firefighters facilitating direct contact with vulnerable people on behalf of other agencies. The initiatives arising from collaboration have included; falls risk assessments, alcohol and mental health advice and support and improved understanding and access to benefits, to name a few.

These initiatives have proven that there is more that fire and rescue services can do; beyond their current home fire safety role with the potential value this could add if delivered on a wider health and well-being scale.

From this successful fire prevention approach the concept of a ‘Safe and Well’ visit has evolved. It is envisaged that, through their interactions with people in their homes, and with the necessary additional awareness training, firefighters will be able to identify and act upon a significantly wider range of risks. Not only fire risks, but those that predispose people to a number of health issues that can significantly reduce life expectancy and/or quality of life. Of course, these additional factors often result in the need for individuals to access significant levels of support, or services, from social care and the NHS.

To assist in the underpinning of the concept of a ‘safe and well’ visit NHS England, PHE, LGA and CFOA have agreed to produce a framework/set of principles that will inform the design of locally agreed ‘Safe and Well’ visits.

Consequently, the following principles are proposed as a basis for discussion;

- That every fire and rescue service should consider extending its current approach to safety in the home to include risk factors that impact on health and wellbeing and which lead to an increase in demand for health and local authority services.
The content of a ‘Safe and Well’ visit in any fire and rescue service area should be co-designed through discussions with local health and local authority colleagues and should be based on information regarding local risks and demand.

When considering risk factors other than fire, the process should not be confined to merely signposting to other agencies, but also to how these can be mitigated during the initial visit.

Wherever possible the approach adopted should be one of;

- A light touch health check of all individuals in the home;
- Identification of risk while in the home;
- Provision of brief advice;
- Provision of appropriate risk reduction equipment;
- Referral to specialist advice and support where appropriate.

To ensure that referrals to specialist advice and support are limited to those in need of such support; health and local authority colleagues should support fire and rescue services in training and raising the awareness of their staff, where necessary.

Consistent referral pathways into specialist services should be developed across each fire and rescue service areas; CFOA and NHS England will agree principles and guidance to assist in achieving this. However, it is recognised that due to the number and nature of organisations involved absolute consistency is, at this stage, an aspiration.

To ensure that visits improve quality of life outcomes, and lead to reduced demand for services, the quality of the visit should be balanced against the number delivered; with the probability that this will result in fewer than the 670,000 currently delivered nationally by FRSs.

The number and scope of ‘Safe and Well’ visits completed by each fire and rescue service will be determined by the capacity within each organisation, which may differ significantly from service to service.

The adoption of these principles would mean that ‘Safe and Well’ could look significantly different across English fire and rescue services. However this framework would enable all fire and services to introduce new approaches at a pace and scale that takes account of local risks and capacity; rather than attempting to develop a ‘one size fits all’ approach that either cannot be achieved by all, or that does not make best use of the capacity that is held by others.

It must be emphasised that this is not an attempt to reprioritise the work of FRSs away from the duties that they are legally required to address; nor is it designed to create FRS specialists in areas of clinical or social care. Rather it is an agreed attempt by NHS England, PHE, LGA and CFOA to design a Fire contribution that is complementary to and part of, the wider health and public health prevention agenda, adding value to the dedicated work that other professionals already provide.
By way of example, CFOA is now developing an approach to ‘Safe and Well’ that encompasses the following areas;

Fire

- Cooking
- Candles
- Electrical Equipment
- Portable heaters and open fires
- Provision of risk appropriate domestic fire detection and warning
- Escape plans

Health

- Weight
- Mobility
- Falls
- Frailty
- Burns and scalds
- Provision of clinical and other equipment in the home that could increase fire risk
- Mental Health
- Learning disability
- Sensory impairment
- Loneliness/Social Isolation
- Smoking
- E-Cigarettes
- Alcohol
- Drugs
- Prescription medicines
- Hoarding
- Safety of under 5s
- Employment
- Home security
- Consent to share information

This will significantly widen the scope and value of interventions by FRS staff while in the home. It is recognised that with the support of others this could be refined and further developed; however, it is understood that capacity within local FRSs and Health and Social Care organisations will differ, and consequently there will be a variation in the services delivered.
West Yorkshire Fire and Rescue Service (WYFRS)  
Safer Communities Engagement Questionnaire

Purpose of this Questionnaire:

West Yorkshire Fire and Rescue Service (WYFRS) is always trying to improve what we offer to communities.

For the last 20 years we have visited many people in their homes to discuss how to prevent fires happening and we believe this has been really successful.

Our new Safer Communities Strategy will be launched in 2017 and we are now looking at how we can develop our home visits, with the aim of making improvements in people’s health and well-being in addition to the fire safety messages we already deliver.

Fire and Rescue Services have received funding cuts from central Government so we have to change the way we supply our services to the community. We may not be able to visit everyone who would like a prevention home visit. We therefore aim to focus our resources to support the more vulnerable members of the community.

This questionnaire is your chance to shape the service that we offer. It will take around 5 minutes to complete.

Your views are important to us please complete this form and give it to a member of staff or return to the FREEPOST address detailed at the end of the questionnaire. Thank you.

Section one – Your views on our future

1. Home Visits by the Fire and Rescue Service should prioritise the most vulnerable members within the community e.g. older people, people living with a disability.

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Comments

1
2. **Home Visits by the Fire and Rescue Service should be free for the most vulnerable members of the community**

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Comments

3. **Low Risk households where working smoke alarms are present, should receive an alternative service as opposed to a Home Visit by the Fire and Rescue Service e.g. online education or posted education leaflets. This would allow the Fire and Rescue Service to focus on those most vulnerable. Do you agree?**

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Comments
4. During Home Visits, in addition to fire safety messages, we can offer you advice or refer you on to other agencies for a number of health and well-being issues. Would you agree with the Fire Service discussing the following with you? Tick one column for each response.

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<th>Agree</th>
<th>Don’t Know</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help to stop you falling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help to stop crime</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical activity e.g. being more active at home or attending community classes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to food and liquid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keeping warm in winter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol awareness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stopping smoking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loneliness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children’s safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improving the condition of your home e.g. cold and damp</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessing benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for mental health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excessive storage/hoarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. With reference to the previous question, below are the outcomes we are trying to achieve. Do you agree with the outcomes? Tick one column for each response.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Agree</th>
<th>Don’t Know</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved quality of life</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help you to access services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide information to stay safer at home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More independence allowing elderly occupants to stay at home longer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less isolation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Make you feel safer from crime</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Make you feel safer from fire</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More physical activity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less risk of slips, trips and falls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improve wellbeing and health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage an existing condition e.g. diabetes, dehydration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less emergency visits to hospital</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avoid cold winter pressures/deaths</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. WYFRS should train members of the community to be Community Champions to pass safety messages on to community groups. Do you agree?

**Please Tick Yes / No**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**Comments**
Section Two - About you. This information will be treated confidentially and in accordance with the Data Protection Act 1998.

7. I am completing this form:

<table>
<thead>
<tr>
<th>On behalf of myself</th>
<th>Please Tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>On behalf of a relative/friend</td>
<td></td>
</tr>
<tr>
<td>On behalf of a service user/patient</td>
<td></td>
</tr>
<tr>
<td>As a carer</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

8. Please tick what applies to you/respective occupant(s)

<table>
<thead>
<tr>
<th>Please Tick</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoker in household</td>
<td></td>
</tr>
<tr>
<td>I need help to escape from a fire because of my mobility</td>
<td></td>
</tr>
<tr>
<td>I have a vision impairment</td>
<td></td>
</tr>
<tr>
<td>I live on my own</td>
<td></td>
</tr>
<tr>
<td>I am Deaf or Hard of Hearing</td>
<td></td>
</tr>
<tr>
<td>I have mental health illness</td>
<td></td>
</tr>
<tr>
<td>I have memory problems</td>
<td></td>
</tr>
<tr>
<td>I use drugs which can make me less alert</td>
<td></td>
</tr>
<tr>
<td>I consume alcohol which can make me less alert</td>
<td></td>
</tr>
<tr>
<td>I take medication that makes me drowsy</td>
<td></td>
</tr>
<tr>
<td>I have had a fire in my home</td>
<td></td>
</tr>
</tbody>
</table>

9. Do you have a working smoke alarm in your home?

<table>
<thead>
<tr>
<th>Please Tick</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Don’t Know</td>
<td></td>
</tr>
<tr>
<td>Have an alarm but not tested</td>
<td></td>
</tr>
</tbody>
</table>
10. Have you had a Home Fire Safety Check and smoke alarms fitted by the Fire and Rescue Service in the last 5 years?

<table>
<thead>
<tr>
<th>Please Tick</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Don’t know</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

11. If yes - Were you happy with this service?

<table>
<thead>
<tr>
<th>Please Tick</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
<tr>
<td>Please write any comments</td>
<td></td>
</tr>
</tbody>
</table>

12. How do you find out about services that WYFRS offer?

<table>
<thead>
<tr>
<th>Please Tick</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Internet</td>
<td></td>
</tr>
<tr>
<td>Social media</td>
<td></td>
</tr>
<tr>
<td>Television</td>
<td></td>
</tr>
<tr>
<td>Newspaper</td>
<td></td>
</tr>
<tr>
<td>Newsletter</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Public meetings</td>
<td></td>
</tr>
<tr>
<td>Family/friends</td>
<td></td>
</tr>
<tr>
<td>Professional people like social workers and nurses</td>
<td></td>
</tr>
<tr>
<td>Neighbours</td>
<td></td>
</tr>
<tr>
<td>Word of mouth</td>
<td></td>
</tr>
<tr>
<td>Faith groups</td>
<td></td>
</tr>
<tr>
<td>Carers</td>
<td></td>
</tr>
<tr>
<td>Other- Please Comment</td>
<td></td>
</tr>
</tbody>
</table>
13. Are there things that stop you accessing a Home Visit from WYFRS?

<table>
<thead>
<tr>
<th></th>
<th>Please Tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

14. If yes, what things stop you from having a Home Visit

<table>
<thead>
<tr>
<th></th>
<th>Please Tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not speak English</td>
<td></td>
</tr>
<tr>
<td>I am deaf/hard of hearing</td>
<td></td>
</tr>
<tr>
<td>I am partially sighted</td>
<td></td>
</tr>
<tr>
<td>My mental or physical health/disability</td>
<td></td>
</tr>
<tr>
<td>Because I am male</td>
<td></td>
</tr>
<tr>
<td>Because I am female</td>
<td></td>
</tr>
<tr>
<td>My sexual orientation and/or gender identity (I am LGBTQ+)</td>
<td></td>
</tr>
<tr>
<td>My ethnic background/culture</td>
<td></td>
</tr>
<tr>
<td>Didn't know about the service</td>
<td></td>
</tr>
</tbody>
</table>

If you have answered yes to any of the above - how can we make this better and improve access to our services?

(Please type your answers below)

15. Where do you live?

<table>
<thead>
<tr>
<th></th>
<th>Please tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradford</td>
<td></td>
</tr>
<tr>
<td>Calderdale</td>
<td></td>
</tr>
<tr>
<td>Kirklees</td>
<td></td>
</tr>
<tr>
<td>Leeds</td>
<td></td>
</tr>
<tr>
<td>Wakefield</td>
<td></td>
</tr>
<tr>
<td>What is your postcode</td>
<td></td>
</tr>
<tr>
<td>Outside West Yorkshire</td>
<td></td>
</tr>
</tbody>
</table>
16. What is your Gender?

<table>
<thead>
<tr>
<th></th>
<th>Please tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>Transgender/Transsexual/Trans*</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

17. Is your home:

<table>
<thead>
<tr>
<th></th>
<th>Please tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privately Owned</td>
<td></td>
</tr>
<tr>
<td>Privately Rented</td>
<td></td>
</tr>
<tr>
<td>Local Authority</td>
<td></td>
</tr>
<tr>
<td>Housing Association</td>
<td></td>
</tr>
</tbody>
</table>

18. Ethnic Origin:

<table>
<thead>
<tr>
<th></th>
<th>Please tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>African</td>
<td></td>
</tr>
<tr>
<td>Arab</td>
<td></td>
</tr>
<tr>
<td>Bangladeshi</td>
<td></td>
</tr>
<tr>
<td>Caribbean</td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td></td>
</tr>
<tr>
<td>European (other than British/Irish)</td>
<td></td>
</tr>
<tr>
<td>Gypsy or Traveller</td>
<td></td>
</tr>
<tr>
<td>Indian</td>
<td></td>
</tr>
<tr>
<td>Pakistani</td>
<td></td>
</tr>
<tr>
<td>White British</td>
<td></td>
</tr>
<tr>
<td>White Irish</td>
<td></td>
</tr>
<tr>
<td>White and Asian (Indian/Pakistani/Bangladesh/Other</td>
<td></td>
</tr>
<tr>
<td>White and Black African</td>
<td></td>
</tr>
<tr>
<td>White and Black Caribbean</td>
<td></td>
</tr>
<tr>
<td>Other Asian</td>
<td></td>
</tr>
<tr>
<td>Other Black/Black British</td>
<td></td>
</tr>
<tr>
<td>Other Mixed Ethnic Origin</td>
<td></td>
</tr>
<tr>
<td>Other White</td>
<td></td>
</tr>
<tr>
<td>Any other ethnic group</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
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</tbody>
</table>
19. Sexual Orientation:  

<table>
<thead>
<tr>
<th></th>
<th>Please tick below</th>
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</thead>
<tbody>
<tr>
<td>Heterosexual/Straight</td>
<td></td>
</tr>
<tr>
<td>Gay</td>
<td></td>
</tr>
<tr>
<td>Lesbian</td>
<td></td>
</tr>
<tr>
<td>Bisexual</td>
<td></td>
</tr>
<tr>
<td>I prefer another term</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
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</tbody>
</table>

20. How old are you?  

<table>
<thead>
<tr>
<th></th>
<th>Please tick below</th>
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</thead>
<tbody>
<tr>
<td>16 – 24</td>
<td></td>
</tr>
<tr>
<td>25 – 34</td>
<td></td>
</tr>
<tr>
<td>35 – 44</td>
<td></td>
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<tr>
<td>45 – 54</td>
<td></td>
</tr>
<tr>
<td>55 – 64</td>
<td></td>
</tr>
<tr>
<td>65+</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

21. Do you consider yourself to be Disabled:  

<table>
<thead>
<tr>
<th></th>
<th>Please tick below</th>
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<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

Thank you for taking the time to fill in this questionnaire which will help WYFRS to plan how we will work with the community in the future. We will store the responses to the questionnaires securely for 1 year in accordance with the Data Protection Act 1998 and we will use your answers to provide a report which will be available on our website.

Please return your completed questionnaire to:  
FREEPOST BD2783  
West Yorkshire Fire and Rescue Service  
Oakroyd Hall  
Bradford Road  
Birkenshaw  
BD11 2DY
Community Advocates Programme

Community Safety Committee

Date: 20 January 2017

Submitted By: Director of Service Delivery

Purpose
To inform the Community Safety Committee of the West Yorkshire Community Advocates Programme

Recommendations
Community Safety Committee approve WYFRS' continued involvement in the Programme

Summary
The Safer Communities Advocates is a multi-agency initiative which aims to support public sector organisations service delivery, while developing skills and offering opportunities to young individuals in West Yorkshire

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Chris Kirby, Area Manager Fire Safety
T: 01274 655720
E: chris.kirby@westyorkshirefire.gov.uk

Background papers open to inspection: None

Annexes: None
1 Introduction

1.1 The Safer Community Advocates programme is an initiative which is supported by four lead partners: West Yorkshire Police, West Yorkshire Fire and Rescue Service, West Yorkshire Trading Standards and Victim Support. The aim of the initiative is to use Community Advocates to support all four partners’ activities within West Yorkshire to make the community safer.

1.2 Five colleges throughout West Yorkshire have signed up to the programme, they are:

- Bradford College
- Calderdale College
- Kirklees College
- Leeds City College
- Wakefield College.

1.3 The programme will engage Public Service course students across the five districts. It is a compulsory requirement for each student on a Public Service course to commit a set number of hours to support activities within Public Sector organisations. The programme is introduced within the second year of a 3 year degree programme. Within the 2016/17 academic year, 39 students throughout the county have signed up to the programme which runs until July 2017.

1.4 Each advocate is required to complete a minimum of four events or activities for each partner. This results in a potential of 468 hours of activity for West Yorkshire Fire and Rescue throughout the academic year. It is intended that the Safer Communities Advocates programme will continue to run in 2017/18 with a new cohort of individuals recruited from the colleges involved. An advocate retention system may result in advocates offering their services again during their final study year.

1.5 Each student has been security vetted to a ‘Police Community Support’ level. All colleges have given permission for students to miss college lessons to support any events/activities associated with the Safer Communities Advocates programme. Students have also been hand-picked by their colleges to support the programme.

2 Information

2.1 Training

2.1.2 The Police provide the training venue and each advocate is given 2 days of training which includes presentations and training sessions delivered by all 4 agencies. The existing cohort have undertaken two full days of training on the 1st and 8th October at West Yorkshire Police Station Carr Gate.

2.1.3 On 1 October 2016, West Yorkshire Fire and Rescue Service delivered Fire Safety training to all advocates enrolled in this academic year. This Fire Safety, Risk Identification training presentation was developed by the Fire Prevention department and is identical to the package delivered to all our referral partners. The training covered the types of ignition sources present within the household, the risk factors which can increase the likelihood of a fire, how the risk factors can increase the severity of a fire and the referral process. The content of the training will be reviewed following initial activities with feedback from the teams who have worked with the advocates.

2.1.4 Safer Communities Advocates may be required to undertake further training if the event/activity requires it. This training will be delivered by West Yorkshire Fire and Rescue Services’ Volunteering and Work Skills Co-ordinator, Fire Prevention Trainer or a supervisor responsible for the requested support. Liaison with our partners and the colleges will take place to ensure that all training is effectively delivered.
2.2 Managing and Requesting Safer Communities Advocates

2.2.1 Safer Communities Advocates will be managed through a system called Duty Sheet. Duty Sheet is a system which West Yorkshire Police use to input duties and activities to manage their Community Support Volunteers and Special Constables. A range of events and activities will be inputted on to Duty Sheet by partners for Safer Communities Advocates to access. Safer Communities Advocates will then ‘accept’ or ‘reject’ events/activities.

2.2.2 Relevant WYFRS staff received training for the software on the 24th October and the 1st November, which was hosted at FSHQ on behalf of West Yorkshire Police. An email has been communicated to District Prevention Managers which highlights the availability of the Safer Communities Advocates. A Safer Communities Advocates mailbox has been created for all requests to be sent to. Events and activities will be assessed and inputted on to the Duty Sheet centrally on request from districts. Each request will require a risk assessment to be completed by the district.

2.2.3 A ‘get to know your district’ session will be run at local fire stations and will be supported by District Commanders, Operational Firefighters and District Prevention Managers. This aims to build positive relationships with the advocates and encourages them to support a number of our activities/events.

2.3 Logistics

2.3.1 The uniform has been agreed upon with Polo Shirts and a waterproof overcoat as the preferred choice of uniform. The uniform has been funded through a bid to the Police and Crime Commissioner. It has been decided that the Safer Communities Advocate programme will display its own branding on the uniform and will also display the logo of the four partners.

2.3.2 It has been discussed and decided by all four partners that advocates will not be issued an ID badge. However this does not preclude WYFRS issuing identification badges to advocates working outside of the Advocate Programme in the future should it become necessary.

2.4 Key Benefits of the Safer Communities Advocates Programme For Participants and WYFRS

2.4.1 Organisational Benefits

- Supports districts to deliver key fire prevention messages to a wider audience in the community
- Supports districts to deliver other priority messages to a wider audience in the community
- Generates realism and professional for operational staff on simulated exercises
- Helps build positive relationships within communities and target hard to reach individuals
- The opportunity to access hard working, enthusiastic individuals wanting to support the work we deliver
- Potentially creates an opportunity for Safer Communities Advocates to become WYFRS employees via direct application or potential future apprenticeship programmes
- Opportunity of utilising special skills from the Safer Communities Advocates which may not be otherwise available
- Generates respect for the WYFRS within the community

2.4.2 Benefits for the Participants

- Develops the personal and professional skills of young individuals
- Develops essentials work skills which make them appealing to potential future employers and / or further education providers
- Creates real-life working examples of issues faced within the work place – assisting them with gaining their college qualifications
Develops potential future employees awareness of the importance of the work WYFRS do within the community

2.5 Potential Tasks within West Yorkshire Fire and Rescue Service

2.5.1 There are a number of activities in which Safer Community Advocates could support and deliver on behalf of WYFRS – this list is not exhaustive and all opportunities will be considered and risk assessed:

- Supporting community events across West Yorkshire
- Delivering education talks
- Station support
- Targeted leafleting
- Community outreach
- Shadowing green book employees
- Open days, galas and events at FSHQ (such as the Emergency Services Gala/ Fireworks extravaganza etc.)

2.6 Current Progress of the Pilot

2.6.1 The Safer Communities Advocates programme is currently being piloted throughout West Yorkshire. A number of districts and departments have been engaged with the programme and have used the Safer Communities Advocates to support a range of activities and events.

- **Bradford** District
  4 Safer Communities Advocates have supported Bradford District Prevention department deliver Fire Safety advice and generate numerous Home Fire Safety Checks for operational crews. Feedback from the District was extremely positive

- **Leeds** District
  3 Safer Communities Advocates supported Leeds District Prevention department deliver Bonfire Safety advice within a local community. This included a targeted leafleting initiative. Feedback from one of the Safer Communities Advocates included ‘Great experience talking to local communities about issues affecting them on bonfire and how to prevent fires’ and a member of the Leeds District team fed back that they were ‘blown away with the effort put in by the advocates’

- **10 Safer Communities Advocates** supported a mock Rail Incident exercise in Ossett as live casualties during exercise Spartan. Feedback from the supervisor for the day was positive and made reference the positive attitude of the Safer Communities Advocates. Feedback from one of the Safer Communities Advocates included ‘The event has been an enjoyable experience and is something I’d happily do again’

- **Safer Communities Advocates** signed up for the Fireworks and Bonfire Extravaganza evening at very short notice.

- **Safer Communities Advocates** were requested by Leeds District to sign up to support Exercise Charlton, a six pump building fire simulation in Leeds. Both available slots were filled up within 30 minutes of the advertisement being sent out.

- **20 advocates** have supported 5 West Yorkshire Fire and Rescue Service Activities, committing **115.5 hours** to the programme. The current enjoyment level of Safer Communities Advocates is **4.7 out of 5.**
3 Financial Implications

3.1 Costs associated with the Community Advocates Programme will be met from within existing budgets.

3.2 Expenses

Safer Communities Advocates will be required to be paid out of pocket expenses including transportation expenses and subsistence upon receipt of out of pocket expenses.

3.3 Budgets

A budget will be required to facilitate the Safer Community Advocates out-of-pocket expenses claims (This includes transportation costs and subsistence). Figures have been calculated on the guidance of public sector and third sector organisations.

Estimated annual costs will be approximately £4,000.

Calculated based on:

- £4 per hour per Safer Communities Advocate
- An average of 6 hours per session
- A minimum of 4 sessions
- 39 Safer Communities Advocates

A budget will be established within the 2017/18 financial year which will be delegated for the management and coordination of the advocates programme. This will be delegated to the Volunteering and work skills coordinator, with spending approvals being managed by the Fire Prevention Manager.

4 Human Resources and Diversity Implications

4.1 The Safer Communities Advocates Programme endeavours to deliver its services in a manner which is tailored to the needs of individuals and communities, this is driven by a robust equality analysis process. The advocates themselves represent a diverse range of the community, although the majority of advocates involved in the programme this year are under 25. Future development will be to assess the diversity of the advocates and support positive action programmes linked to recruitment programmes which is an area to be explored further working with the Corporate Diversity team.

5 Health and Safety Implications

5.1 All activities proposed through the ‘Safer Communities Advocates Referral Form’ require to be accompanied by a valid Risk Assessment. Only once both documents are received will the Volunteering and Work Skills Coordinator and relevant management teams (where applicable) make a decision on whether or not a request will be accepted.

5.2 All activities require a dedicated brief outlining the activities for the event and to highlight any potential risks associated with the activities. The event organiser will receive a briefing pack from the Volunteering and Work Skills Coordinator which will highlight key areas which should be covered in the Briefing. This pack will also prompt the event organiser to make reference to any WYFRS policies where applicable. All events will also require a debrief.

5.3 All Safer Communities Advocates are security cleared to Police Community Support Volunteers level, which is a higher level of clearance than an enhanced DBS check. Safer Communities Advocates will be required to be supervised while supporting WYFRS activities by the event organiser or appropriately trained officer/ individual. OHU Manager to assess
6  Service Plan Links

6.1  This report includes recommendations that supports the Service Ambition of Making West Yorkshire Safer and specifically supports the key objective to deliver a proactive community safety programme.

7  Conclusions

7.1  The Safer Communities Advocates Programme is a multi-agency initiative that looks to develop the skills and opportunities of 39 individuals across West Yorkshire. The programme will support any events where Community Advocates could add value and gain valuable experience from being involved.

7.2  Safer Community Advocates will develop skills throughout the programme which will support future employment prospects with us or other employers.

7.3  In addition to the organisation and Safer Community Advocates benefiting from the programme; Members of the community will have engaged with individuals who represent WYFRS and ultimately may have received lifesaving information. The programme helps promote the organisation’s vision to Make West Yorkshire Safer.