



OFFICIAL

# Spotlight On Community Safety Committee

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Date: 29 October 2021

Agenda Item:

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Submitted By: Director of Service Delivery

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<b>Purpose</b>	To provide Members with examples of how the service meets the needs of vulnerable people within the community in its service delivery functions of prevention, protection and response.
<b>Recommendations</b>	That Members of the Community Safety Committee note the contents of this report
<b>Summary</b>	The 'Spotlight On' case studies highlight just some of the excellent work that is being delivered across the communities of West Yorkshire.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer:

AM Service Delivery - Scott Donegan  
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Background papers open to inspection: None

Annexes: Spotlight On case studies

## 1 Introduction

1.1 West Yorkshire Fire and Rescue Service (WYFRS) 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 and individuals 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.

1.2 The Spotlight On case studies allow the Service to demonstrate to Members of the Community Safety Committee how we often go above and beyond in order to provide an excellent service to the people of West Yorkshire and keep vulnerable people safe

## 2 Information

2.1 The cases attached to this report showcase how our staff are working across districts in order to reduce risk and where required, respond to emergencies to provide a first-class service to people in their time of need.

## 3 Financial Implications

3.1 There are no financial implications arising from this report. The activities carried out in the development of the work described come from existing revenue budgets and are supporting through collaboration with key partners.

## 4 Legal Implications

4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## 5 Human Resource and Diversity Implications

5.1 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.

## 6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorksfire.gov.uk)</a> )	<u>No</u>
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## **7 Health, Safety and Wellbeing Implications**

- 7.1 The activities described demonstrate our commitment to improving the health, safety and wellbeing of target groups across the respective districts. All such initiatives will have a focus around our key service priorities.

## **8 Environmental Implications**

- 8.1 Several the risks highlighted in these documents could potentially have a significant impact on the environment locally and service wide, the plans show we have considered these risks and the actions we will take to mitigate the impact.

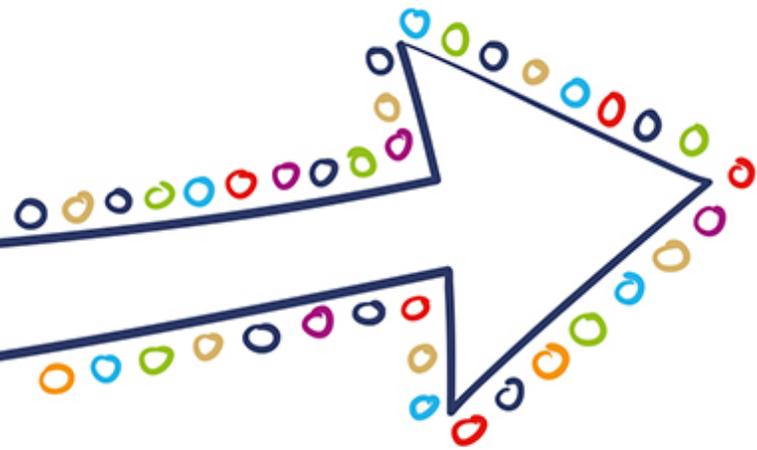
## **9 Your Fire and Rescue Service Priorities**

- 9.1 The Spotlight On case studies attached provide examples of how we deliver against the following key service priorities 2020 - 23:

- We will reduce the risks to the communities of West Yorkshire
- We will work efficiently to provide value for money and make the best use of reserves to provide an effective service
- We will be innovative and work smarter throughout the service
- We will support, develop and enable our people to be at their best
- We will continue working towards delivering a more inclusive workforce, which reflects and serves the needs of the diverse communities of West Yorkshire

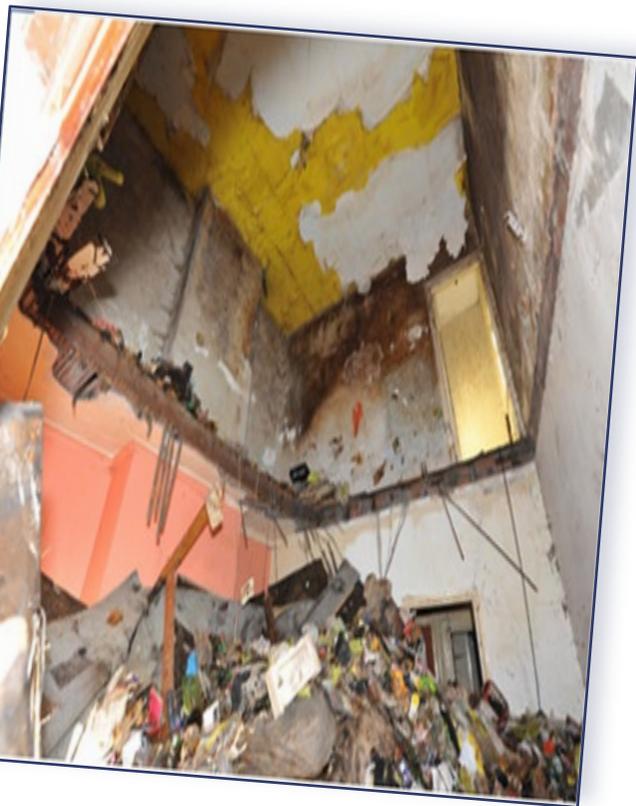
## **10 Conclusion**

- 10.1 The documents presented to Community Safety Committee demonstrate how West Yorkshire Fire and Rescue Service have found innovative ways to make a positive contribution to the communities of West Yorkshire amidst the challenges posed by Covid.



# Spotlight on...

## Calderdale Hoarding Panel



### What was the need, how was it identified?

The introduction of the Safe & Well programme in the community has raised the profile of some high level risks which occur within properties and with service users.

Hoarding has been recognised as a risk to both communities and firefighter health & safety for quite some time and has been addressed through varying partnerships.

Some hoarding cases are so severe that they pose a risk operationally in the event of an incident. Over recent years there have been recorded cases of floors collapsing under the weight of a hoard on the first floor which puts Firefighters and other agencies at significant risk when entering a property.



### What did we do?

At the end of 2019 key partners in Calderdale came together to design a framework which enables agencies to view such cases on a multi-agency platform. The aim of the panel is:

- To produce and promote guidance around effective and appropriate information sharing by practitioners / frontline
- To support effective multi agency working;
- To provide guidance and direction for staff requiring support and advice
- To provide a clear referral pathway;

- To identify practical solutions, support and innovation for vulnerable people with hoarding tendencies

Every 6 weeks WYFRS, Police, NHS, housing, Environmental Health, Mental Health, Safeguarding & adult service, Age UK and other support groups come together to hear cases being presented by frontline workers, sharing their concerns about the people they are visiting each and every day.

The Panel and its members offer a single point of contact for cases to be heard and support offered to both the service user and referring agency.

### ➔ What difference did we make?

The pandemic impacted on the first year of referrals seeing only a small number coming through to Panel, but the panel has taken this opportunity to reflect and review on the referrals process and ensure that it is fit for purpose and fulfils the aims.

unprecedented way therefore it is critical that effective pathways for support and referral of these service users exist to ensure the support and actions are put into place as soon as possible. By having established working relationships with with Mind & other support groups we are able to offer that short, medium and long term assistance that vulnerable members of our communities need.

“*The Hoarding Panel makes it so much easier to get a positive outcome, all the agencies in one place, enabling us agree actions that will make a difference, which is what makes it so worthwhile.*”

Lisa Rowe

Supported Housing Manager

Together Housing Group

### ➔ What are the keys to our success?

Calderdale Hoarding Panel has a vision to make aftercare a key priority in this service. By ensuring service users get access to the right support for their needs to establish the root cause of their hoarding. We are privileged to have many groups willing to work with us – Staying well, Healthy minds & Age UK to name a few....

### ➔ What are we doing next?

After a challenging first year, not least because of the pandemic, we're launching a support leaflet for frontline workers to give them easy access and guidance held in a manageable folded document the size of a credit card. We are also planning a selection of talking head videos from all members highlighting the part they play in the Hoarding Panel and then training for frontline workers to ensure they are fully confident in recognising and signposting.

### ➔ Contact



Karina Gonzalez



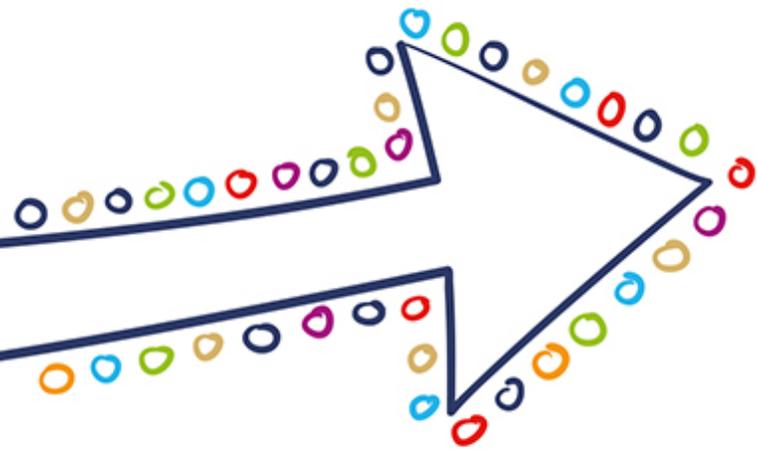
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The pandemic has impacted some vulnerable communities in an



# Spotlight on...



## Leeds Falls Response Service – Coming to a close



### What was the need, how was it identified?

Yorkshire Ambulance Service within Leeds was under consistent and increasing pressure to attend 999 calls, but upon triage it was clear not all calls were immediately life threatening and could be suitable for alternative management. These 999 calls that were lower risk could be waiting in excess of 4 hours to receive help. The nature of help required from some calls being not of immediate medical need but rather assistance after a fall, created an opportunity to look at how else these might be managed to alleviate YAS pressures and reduce waiting times for callers to receive help.

Considerations around the risk of waiting for assistance to be lifted after a call can create medical complications such as pneumonia and rhabdomyolysis. Therefore, a swift response could lead to fewer medical complications and additional pressures on YAS and NHS.



### What did we do?

The need for a falls response team that could support YAS with the non-medical emergency 999 calls led to an 18-month partnership agreement between WYFRS and YAS as part of 'Making West Yorkshire Safer'.

April 2020 saw the launch of the Leeds Falls Response Team. Leeds put a call out for volunteers to our green book staff to join the new team. The purpose was to have a dedicated team of volunteers who, when contacted by Control, would respond to 'falls calls' to assist in helping people back to their feet.

This required these volunteers to undergo training in specialist lifting techniques and equipment use. They also had to have up to date first aid training and access to a special 'Falls' vehicle that contained all the specialist equipment needed. We had an agreed system in place where the 999 calls would be medically triaged and assessed by YAS's Control and then through our own WYFRS control room. These incidents would then be allocated to the on duty falls

# “support vulnerable members of our communities throughout Covid and when they needed us most”

team that day, with YAS Control remaining in contact with the team as needed.

The team consisted of 22 volunteers over the course of our partnership with YAS, all committed to representing WYFRS with professionalism and pride whilst also maintaining their daily roles.

As we handover the service on 1<sup>st</sup> October to Care-Link our attendance is still ongoing. At the time of print the team have responded to over 110 callouts,

## ➡ What difference did we make?

successfully lifting 100+ service users. Our average response time to these individuals was just 53 minutes, a considerably shorter wait than the 4-hour average if YAS attended, freeing up YAS to attend other medical emergencies.

As an additional benefit through the team being trained in making referrals, we also made a total of 119 referrals into our own Safe & Well service and the Leeds falls team collectively, reducing the risk to those individuals from future falls and fires.

It has allowed for strong partnership working and additional community engagement, expanding the safety services we offer. Furthermore, it has been a great opportunity to diversify the service and potential provided by green book staff.

## ➡ What are the keys to our success?

The key to success was consistent partnership working with YAS to ensure we were notified of the falls calls and that they were within our means to assist.

Regular partnership meetings were held to make sure all partners were working together effectively and to assess if we were all meeting the objectives of the service.

Providing the team with specialist equipment and initial training (plus ongoing refresher training) was essential to the competency of service given. The additional YAS helpdesk support and information on assessing the incident criteria to make sure moving the person was appropriate and safe was vital.

The real key to success, however, was the effort and passion the volunteers had for the service. The level of care, compassion, dignity and respect they showed to service users shows the exemplary values we hold at our core.

## ➡ What are we doing next?

We are currently in the final process of handing over to Care-Link, who are taking over the partnership with YAS and providing a 24/7 service. WYFRS will have ongoing monthly partnership meetings to help with supporting the transition and maintain strong partnerships with both YAS and Care-Link.

We are also developing our evaluation document for the Leeds Falls Response Service, in which we will review in full the scheme and the learning outcomes for Leeds District, WYFRS and YAS and acknowledgment of the wonderful initiative that was borne within Leeds District to support vulnerable members of our communities throughout Covid-19 and when they needed us most!

**Contact**

 **Naomi Hirst - Leeds District Prevention Manager**

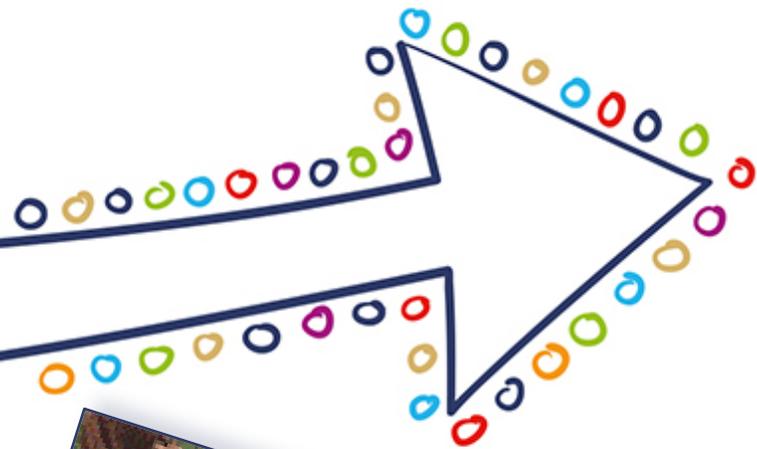
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# Spotlight on...

## Get Started with Survival



### ➡ What was the need, how was it identified?

WYFRS partners with the Prince's Trust to deliver a range of Get Started Programmes for 16 – 25 year olds not in employment, education or training.

The 1 week Get Started programmes support young people to discover new talents, develop the confidence and skills needed to make the next positive step in their lives.

The Get Started programmes that have been delivered by WYFRS include Boxing, Health and Fitness and Emergency Response. But what better way to support young people emerging from the pandemic than by getting young people out in the fresh air for our Get Started with Survival programme?!

### ➡ What did we do?

In August 2021 we delivered a practical, 1 week programme from Stanningley Fire Station and Bramhope Activity centre.

While on station the young people took part in teamwork activities, explored resilience, and learned basic first aid.

During their time at Bramhope they learnt basic survival skills including orienteering, shelter building, water filtration, cooking on an open fire and also completed a rescue mission.

All the skills they learned during the week were put to the test in the final challenge of the week - to sleep out overnight in the wood at Bramhope under a shelter that they had made themselves.

After cooking their dinner on a fire they had built and some songs around the campfire, the group headed back to their shelters for a night in the wilderness.

When they returned to station the following day they shared their experiences and achievements via a digital celebration event.

### ➡ What difference did we make?

10 young people engaged with the week long programme. At the end of the week not only had the young people developed a

range of new skills that will benefit them in the future, they also came away with a new friendship group.

They young people that engaged with this programme came from diverse backgrounds and throughout the week they took the time to learn about each other and supported each other to achieve.

The pandemic has had a massive impact on the lives, mental health and wellbeing of young people. This programme enabled young people to get outside, learn new skills, discover new talents, make new friends and take the next positive step in their lives.

### ➡ What are the keys to our success?

In addition to our specialist Youth Intervention Trainers, the operational Youth Intervention Instructors that deliver this programme have a background and passion for outdoor education which is contagious.

We also had a wonderful group of young people on this programme who were willing to step outside of their comfort zones and made the most of every opportunity presented to them during the week.

Since completing the Get Started with Survival programme 1 young person has progressed on to our Prince's Trust Team programme at Dewsbury Fire Station. Another 2 hope to join our Team programme in January 2022.

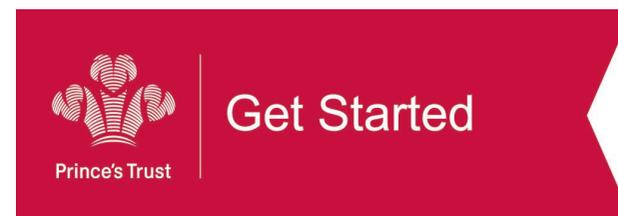
Others have progressed into employment or education.

For those still requiring it, Prince's Trust will support them in finding and accessing opportunities for the next 6 months.

### ➡ What are we doing next?

This programme enables young people to gain an insight into the Fire and Rescue Service and other blue light services, take part in fire service drills and develop confidence, teamwork and new skills.

If you know of any young people who may be interested, please contact Kelly Walsh who will be delivering this programme.



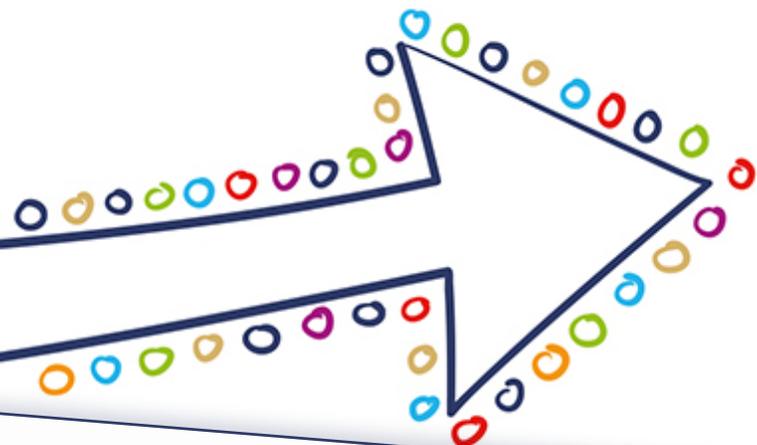
### ➡ Contact

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# Spotlight on...

## Safe Space (Safe Spot)



### ➡ What was the need, how was it identified?

Working in partnership with Bradford Council and our Domestic Violence Team, there was a specific request to assist them with providing support to the most vulnerable members of our community.

Throughout the Covid pandemic, the restrictions that were placed upon us in 'lockdown', gave way to a marked rise in Domestic violence. This increase in cases was both nationally and locally and, in the main, due to victims being confined to their homes where most are at risk.

To localise and develop a bespoke approach to this provision, Bradford Council have named their domestic violence project 'Safe Spot'

'Safe Spots' are premises throughout the district, such as libraries, community halls, and other accessible buildings. This allows victims to approach companies to ask to use their provision of a safe spot – providing them with privacy, access to a telephone and contact details of agencies and organisations who they can confide in and where support can be provided.

### ➡ What did we do?

Many of our stations are in the heart of the community and accessible to many people. Fire stations have the facilities to allow anyone at risk to make a telephone call and be given access to specific resources that will support them and assist them in their journey.

All Bradford District stations are Safe Spots for victims and are identified by a visual aid on the door of each station. Each safe space usage will be logged with control to ensure we follow the procedures in place.

Bradford Domestic Violence has provided each station with a fully accessible resource pack that can be given to anyone using the safe spot. This resource pack provides telephone numbers that can be called to seek support.

## ➔ What difference did we make?

West Yorkshire Fire & Rescue are a trusted service within our communities and our role holds a duty of care to those at risk. Those who are most vulnerable may be looking for assistance and support – and we are able to offer that in the form of providing a safe environment and signposting to specialist organisations.

Although primarily this began as a local Domestic Violence project, it did highlight that a direct station approach in relation to all potential crisis support is often used by members of the public across the whole of West Yorkshire.

Several Safe Space uses have been recorded throughout the year for varying reasons. Bradford crews that have received the Domestic violence awareness and guidance on how to deal with safe space incidents, reported having felt more “informed” and “confident” in how we deal with vulnerable people. This is awareness that can be given throughout each district should the project become regional.

For all safe space occurrences, a structure has now been implemented to help crews feel supported should someone approach their station seeking help for other issues

When an incident occurs, a fire crew will be assigned to the Safe Space incident type; guidance will be passed to the crew by the control operator and further assistance requested if required

## ➔ What are the keys to our success?

Working in partnership with key agencies throughout Bradford allows us to access the most vulnerable members of our community.

Working collaboratively allows us to provide those at risk with protection from both fire and safeguard their well-being.

## ➔ What are we doing next?

This is the beginning of our journey and we plan on monitoring the use of the safe spot. We will assess the effectiveness of the project and strive to improve the service where possible.

The following photo shows an example of posters displayed on fire station doors and windows across Bradford. The posters give ‘support’ information in various languages:



## ➔ Contact



**Jemma Burgess (District Prevention Manager)**

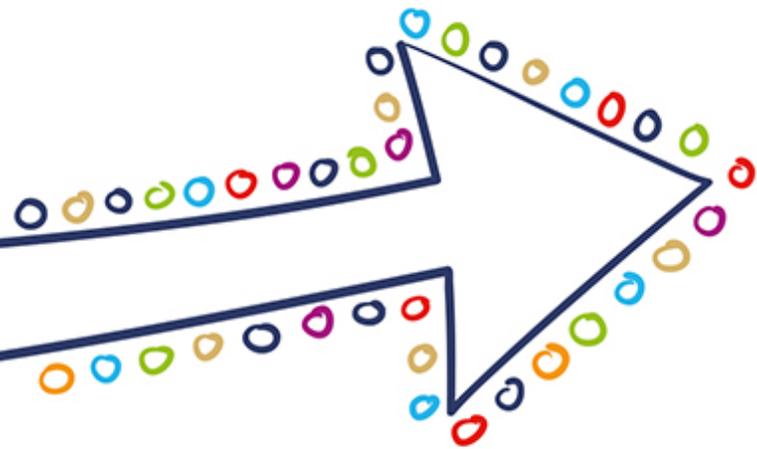


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# Spotlight on...

## Wakefield Connecting Care Hubs



### What was the need, how was it identified?

Although the challenge of Covid is still present within our communities. Wakefield District is continuing to develop and deliver innovative solutions

To meet the devastating effect of Covid on the health and well-being of our communities within Wakefield we are looking at more effective and efficient partnership working

We are currently in negotiation with our Health and Social Care Partners across the District to become part of the Connect and Care Multi Agency Hubs

Connect and Care is a partnership of health, social care, housing, private and voluntary organisations from across Wakefield, which aims to drive integration of services to deliver supportive, co-ordinated person-centred care.

The vision is to ensure that local people receive person-centred care, which is

delivered at the right time, in the right place and by the right person. The Integrated Care System allows the sharing of information, resources, learning and support to all the partner agencies to enable them to provide the best care possible and solutions to problems shared by all

WYFRS within Wakefield will have a place within the Integrated Care System and give access to all the partners forming the hubs to make effective and robust referrals for vulnerable individuals presenting fire risk



## ➔ What did we do?

Approaches were made to the key stakeholders within the Connect and Care System to negotiate a place at the table. These stakeholders range from hospital trusts; large housing providers; mental health trust; carers; dementia support organisations; social care; social prescribing; GP practices; end of life providers. The Partners have a robust information sharing protocol and after agreement on both sides the way has been paved for Wakefield District to enter the hubs and give access to those partners to make referrals to us for their vulnerable clients who are presenting fire risks

## ➔ What difference did we make?

“Working Together in effective partnerships  
we will make a difference”



## ➔ What are the keys to our success?

Co-located partnership will result in an effective and efficient collaboration producing quality Safe and Well referrals.

The model means patients who may otherwise receive fragmented care, with multiple referrals and handovers, can be seamlessly supported with health and social care needs.

## ➔ What are we doing next?

## ➔ Contact



Name DPM Donna Wagner

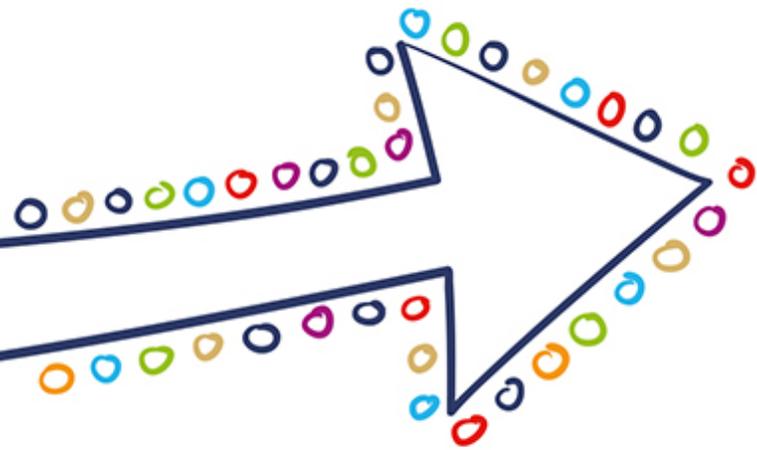


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# Spotlight on...

## Dairy Mill Project



### What was the need, how was it identified?

Dairy Mills, Mill street east is an area made up of a variety of businesses within the Dewsbury area. We have attended 22 secondary fires within this area since the 1<sup>st</sup> of January 2020.

There have been problems with fly tipping and burning off waste on this site for a long time. The security on site was inadequate and was not contributing to the prevention these incidents taking place.

Dewsbury Green watch identified that businesses didn't have a full understanding of measures that they could put in place to reduce these types of incident. The watch identified 10 individual units that hadn't received an Operational risk visit within the area.



### What did we do?

Dewsbury Green watch initially visited the site to take photographs, gather information by talking to the different companies that rent units from the site owner & gain an understanding of the different uses the units.

A multi-agency on site meeting allowed all stakeholders to gain an appreciation of the ongoing issues in the area.

The watch maintained a physical presence on site over a period of time to reinforce the message about careless disposal of large amounts of waste products & the regular illegal burning off of these items to the rear of the site. After the hard work by both the fire service, council and environment agency the site has now been cleared.



# Quality of Service Surveys 2020-21

## Community Safety Committee

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Date: 29 October 2021

Agenda Item:

**7**

Submitted By: Chief Employment Services Officer

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<b>Purpose</b>	To inform Members of the feedback from the annual Quality of Service survey 2020/21.
<b>Recommendations</b>	That Members note the contents of the report
<b>Summary</b>	The attached report provides Members with feedback from consultation on service delivery carried out during 2020/21.

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: Quality of Service: After the Incident Survey Domestic Incidents 2020/21 (7 June 2021)

Quality of Service: After the Incident Survey Non-domestic Incidents 2020/21 (8 June 2021)

Annexes: None

## **1. Background**

- 1.1 In order to monitor performance, a Quality of Service survey is undertaken on a monthly basis. Each month, a questionnaire is sent to a random selection of the locations of incidents attended the previous month by fire stations throughout West Yorkshire.

The questionnaire covers areas such as:

- Satisfaction with the initial contact with the Fire Service
- Service provided at the scene
- Information and advice given
- Follow-up contact from the Fire Service after the incident
- Overall satisfaction with the service

- 1.2 The questionnaires are sent by West Yorkshire Fire and Rescue Service (WYFRS) and returned directly to an independent research company via a freepost envelope. The returned questionnaires are analysed and a feedback report is sent to WYFRS.

- 1.3 A Safe and Well Visit Follow-up survey is normally undertaken on a monthly basis. However, during 2020/21 no questionnaires were sent out due to the suspension of visits because of the COVID19 pandemic.

- 1.4 A School Fire Safety Visit Survey is normally undertaken after carrying out the visit by sending to the teacher, a link to an electronic survey on the internet. Again, during 2020/21 no questionnaires were completed due to the suspension of visits because of the COVID19 pandemic.

## **2 Information**

### **Quality of Service Survey 2020/21**

- 2.1 During 2020/21, 187 completed questionnaires were returned from domestic properties and 59 from non-domestic properties. 1137 questionnaires were sent out; 859 to domestic premises and 278 to commercial premises giving a response rate of 22% for the domestic surveys and 21% for the non-domestic.
- 2.2 Overall, the feedback is positive with 99% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 98% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.

## **3 Financial Implications**

- 3.1 The costs of carrying out these surveys is £4,000 to £4,500 for the full year including printing questionnaires, freepost charges and analysis.

## **4 Legal Implications**

- 4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **5 Human Resources and Diversity Implications**

5.1 Equality data is collected as part of this survey.

## **6 Health and Safety Implications**

6.1 There are no health and safety implications associated with this report.

## **7 Environmental Implications**

7.1 There are no environmental implications arising from this report.

## **8 Your Fire and Rescue Service Priorities**

8.1 This report links to all of the 'Your Fire & Rescue Service' priorities.

## **9 Recommendations**

9.1 That Members note the contents of the report.



West Yorkshire  
Fire & Rescue Service

## Quality of Service Survey 2020/21 (After the Incident)

Ownership: Corporate Services



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## 1 After the Incident Survey

In order to monitor performance, a Quality of Service survey is undertaken on a monthly basis. Each month, a questionnaire is sent to a random selection of the locations of incidents attended the previous month by operational fire service personnel throughout West Yorkshire.

The questionnaire is sent out by West Yorkshire Fire and Rescue Service (WYFRS), and is returned directly to an independent research company via a freepost envelope. The returned questionnaires are processed and the information obtained is analysed and a feedback report is sent to WYFRS.

	<b>Domestic</b>	<b>Non-Domestic</b>	<b>Total</b>
Questionnaires issued	859	278	1137
Completed Questionnaires returned	187	59	246
Response Rate	22%	21%	21%

The questions in the survey cover such areas as:

- Satisfaction with the initial contact made with the Fire Service
- Service provided at the scene
- Information and advice given
- Follow-up contacts from the Fire Service after the incident
- Overall satisfaction with the service

## 2 Summary – Domestic Incidents (in the Home)

187 completed questionnaires were returned to the independent research company out of the 859 sent out (22% return), which is a 2% increase on last year.

	<b>2020/21</b>	<b>2019/20</b>
Completed questionnaires	187 (22%)	132 (20%)

- 99% (119) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service
- 64% (108) said that the Fire Service arrived at the incident quicker than expected and 30% (67) said that the arrival time was as expected
- 99% (171) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene
- 99% (161) of respondents felt that WYFRS kept the effects of the incident to a minimum
- 80% (137) of respondents received fire safety information at the scene, 30% (52) were offered a Safe and Well Visit and 23% (41) received an advice booklet

- Overall 99% (179) of respondents expressed satisfaction with the service they received from WYFRS, of whom 95% (172) said they were very satisfied.

### 3 Summary – Non Domestic Incidents

59 completed questionnaires were returned to the independent research company out of the 278 sent out (21% return), a 2% decrease on 2019/20.

	2020/21	2019/20
Completed questionnaires	59 (21%)	64 (23%)

- 100% (34) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 42% (19) said that the Fire Service arrived at the incident quicker than expected and 53% (24) said that the arrival time was as expected.
- 98% (48) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 98% (48) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 80% (40) of respondents received fire safety information at the scene and 15% (9) received an advice booklet.
- Overall 98% (58) of respondents said that they were satisfied with the service received from WYFRS, of whom 95% (56) were very satisfied.

### 4 Interpretation of data

In an ideal world, respondents to the questionnaires would answer every question, but in practice they do not, answering some questions with a “don’t know”, overlooking questions, or simply declining to answer. For this reason, the data considered here is the ‘valid data’ i.e. the views of those respondents that expressed an actual opinion on a question.

As a result of the above, the number of respondents for individual questions can fall below the total of completed questionnaires. Where this fall is significant, an appropriate comment is made in the text.

Finally in this section, it is worth noting that the percentage for the different replies to a question might add up to a figure other than 100%. This is because the percentages have been rounded to whole numbers and have not been presented as their exact figures.

### 5 Domestic Incidents Questionnaire

The questionnaire was sent out to a selection of appropriate incidents, covering a range of incident types. Although 56% of the questionnaires returned related to internal or building fires,

the remainder represented a wide range of other incidents, including external fires, flooding and the rescue of persons or animals.

## 5.1 Domestic - Initial Contact

The number of valid responses is smaller for these questions, as only 68 respondents contacted the emergency services themselves.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2019/20 results included for comparison:

(Results are based on the number of respondents who strongly agreed or tended to agree that the FRS personnel on the telephone displayed these qualities).

Qualities	2020/21	2019/20
Polite	99% (118)	98% (91)
Helpful	98% (116)	98% (93)
Efficient	99% (114)	96% (91)
Reassuring	96% (109)	93% (88)
Informative	96% (108)	92% (85)

Overall, 99% (119) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 97% (116) said that they were very satisfied.

This reflects a slight increase in satisfied respondents since 2019/20 when 97% (94) expressed they were satisfied with their initial telephone contact with the Fire Service.

## 5.2 Domestic - At the Scene

The number of valid responses is slightly smaller for these questions, as only 179 respondents were present at the scene at the time of the incident.

	2020/21	2019/20
Arrived at incident quicker than expected	64% (108)	51% (53)
Arrived at incident as was expected	30% (51)	39% (40)
Kept informed of what was happening during the incident	97% (166)	94% (97)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2019/20 results included for comparison:

(Results are based on the number of respondents who strongly agreed or tended to agree that the firefighters at the scene displayed these qualities).

<b>Qualities</b>	<b>2020/21</b>	<b>2019/20</b>
Polite	99% (165)	98% (99)
Helpful	98% (160)	97% (96)
Informative	98% (156)	92% (91)
Efficient	99% (163)	94% (94)
Sensitive	97% (155)	93% (92)

99% (161) of respondents felt that WYFRS kept the effects of the incident to a minimum; which is higher than the 97% (94) in 2019/20. The all qualities demonstrated by the firefighters are higher than the 2019/20 results.

Overall, 99% (171) of respondents said that they were satisfied with the service provided at the scene, which is higher than the 98% (99) in 2019/20.

### **5.3 Domestic- Information and Advice Given**

83% (142) of respondents received information at the scene, in the form of general safety advice, and 80% (137) found this useful.

This is slightly lower than the 2019/20 results where 84% (84) of respondents received general safety advice at the scene.

30% (52) of respondents had been offered a Safe and Well Visit after the incident. Most accepted the offer, but 3% (5) of these declined it.

This is lower than the 2019/20 results, when 54% (56) of respondents were offered a Home Fire Safety Check, however 2% (2) of these respondents declined the check.

53% (90) of respondents had acted upon the advice given at the scene and/or in the Safe and Well Visit with 6% (10) not acting upon it and 15% (26) stating the advice was already in place.

23% (41) of respondents received a FRS advice booklet after the incident. This is a decrease upon the 2019/20 results where 40% (49) of respondents received a booklet after the incident. Compared with 2019/20 respondents stated they found the booklet:

<b>Qualities</b>	<b>2020/21</b>	<b>2019/20</b>
Informative	97% (28)	100% (44)
Easy to understand	97% (32)	100% (46)
Helpful	97% (30)	98% (43)

Relevant	97% (28)	98% (43)
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#### **5.4 Domestic - Overall Service**

Overall, taking everything into account, 99% (179) of respondents expressed satisfaction with the service they received from WYFRS, of whom 95% (172) said that they were very satisfied.

These figures are higher than in 2019/20 where 98% (124) of respondents expressed satisfaction with the service received but lower than the 88% (112) who said that they were very satisfied.

## 6 Respondent Profile – Domestic Incidents

The demographic profile of the 187 domestic incident responses in 2020/21 can be broken down as follows:

Gender			Age					Ethnicity			Long standing illness/disability			Household Type		
Male	Female	Unknown	16-39	40-59	60-74	75 & over	Unknown	White	Non-white	Unknown	Yes	No	Unknown	With children	Without children	Unknown
41%	59%		23%	31%	46%	0%		93%	7%		33%	67%		31%	69%	
74	107	6	43	57	86	0	1	170	13	4	60	122	5	57	126	4

Looking at the responses relating to overall satisfaction the respondent profiles are as follows:

	Response	Gender		Age			Ethnicity		Long standing illness/ disability		Household Type		Total responses to question
		Male	Female	16-39	40-59	60-74	White	Non-white	Yes	No	With children	Without children	
Taking everything into account those who expressed they were:	Satisfied	71	102	43	54	81	162	13	56	120	56	119	181
	Neither satisfied or dissatisfied		2		1	1	4		2			2	
	Fairly dissatisfied												
	Very dissatisfied												
In regard to service received at the scene those who expressed they were:	Satisfied	68	99	39	56	76	155	13	53	115	54	114	173
	Neither satisfied or dissatisfied	1				1	1		1			1	
	Fairly dissatisfied		1			1	1		1			1	
	Very dissatisfied												
In regard to initial telephone contact those who expressed they were:	Satisfied	50	64	32	38	49	107	9	31	87	39	78	120
	Neither satisfied or dissatisfied												
	Fairly dissatisfied												
	Very dissatisfied		1			1	1		1			1	

## 7 Non Domestic - Incidents Questionnaire

59 completed questionnaires were returned from the 278 sent out (21% return), a two percent increase on 2019/20.

	2020/21	2019/20
<b>Completed questionnaires</b>	59 (21%)	64 (23%)

The responses received covered a cross-section of commercial and industrial premises, together with a number of schools, retail outlets and care homes. Consequently, the number of people on site at the time of the incident covered a broad range, from zero to 201 or more.

Although 56% (32) of the questionnaires returned related to internal or building fires, the remainder represented a wide range of other incidents, including chemical incidents, external fires and the rescue of persons.

### 7.1 Non Domestic - Initial Contact

The number of valid responses is smaller for these questions, as in 16% (9) of the incidents; the emergency services were contacted through an automatic fire alarm system.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2019/20 results included for comparison.

(Results are based on the number of respondents who strongly agreed or tended to agree that the FRS personnel on the telephone displayed these qualities).

Qualities	2020/21	2019/20
Polite	100% (35)	97% (36)
Helpful	100% (34)	97% (36)
Efficient	100% (34)	97% (36)
Reassuring	91% (31)	95% (35)
Informative	97% (33)	89% (33)

Compared with the 2019/20 results, most have increased.

Overall, 100% (34) of respondents were satisfied with their initial contact with the Fire Service, of whom 91% (31) said they were very satisfied.

These results are higher than those in 2019/20 where 97% (38) of respondents were satisfied with their initial contact with the Fire Service, of whom 90% (35) said they were very satisfied.

## 7.2 Non Domestic - At the Scene

The number of valid responses is fairly high for these questions, as either the respondent or a colleague was present at the scene in 84% (49) of the incidents.

	2020/21	2019/20
Arrived at incident quicker than expected	42% (19)	31% (16)
Arrived at incident as was expected	53% (24)	60% (31)
Kept informed of what was happening during the incident	98% (49)	94% (49)
Not kept informed of what was happening during the incident	2% (1)	6% (3)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2019/20 results included for comparison.

(Results are based on the number of respondents who strongly agreed or tended to agree that the firefighters at the scene displayed these qualities).

Qualities	2020/21	2019/20
Polite	98% (47)	100% (51)
Helpful	96% (45)	100% (51)
Informative	96% (45)	98% (50)
Efficient	96% (45)	98% (51)
Sensitive	93% (43)	90% (46)

98% (48) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 2% increase on last year where 96% (49) of respondents felt that WYFRS kept the effects of the incident to a minimum.

The majority of results demonstrate a lower position to 2019/20.

Overall, 98% (48) of respondents said that they were satisfied with the service provided at the scene, with 96% (47) being very satisfied.

Overall satisfaction results in 2019/20 showed 100% (53) were satisfied with the service provided, with the 96% (51) of respondents stating they were very satisfied.

## 7.3 Non Domestic - Information and Advice Given

The questionnaire asks a number of specific questions about information and advice given by the Firefighters at the scene, giving the following results and 2019/20 results included for comparison.

	2020/21	2019/20
General safety advice provided at the scene	80% (40)	70% (37)
Adopted the advice given	70% (28)	83% (29)
Advice given was already in place	25% (10)	17% (6)

Only 15% (9 respondents) received a FRS advice booklet after the incident. However, all of these agreed that the information contained in the booklet was helpful, informative, relevant and easy to understand.

These results show a decrease compared to the 2019/20 figures where 20% (12) of respondents received a FRS advice booklet after the incident.

#### 7.4 Non Domestic - Overall Service

Overall, taking everything into account, 98% (58) of respondents expressed satisfaction with the service they received from WYFRS, of whom 95% (56) said that they were very satisfied.

This result remains the same as the 2019/20 survey results where 98% (63) of respondents expressed satisfaction with the service they received from WYFRS.

The profile of the responses is as follows:

- **Incident type:** Deliberate fire/Arson 2% (1); Chimney Fire 1% (1); Internal/Building fire with flames 24% (14); Internal/Building fire -smoke only 28% (16); External Fire including vehicles, rubbish etc. 9% (5); Chemical incident 3% (2); Flood 14% (8); Rescue of persons 3% (2); Rescue of animals 2% (1); False alarm 5% (3); Other 9% (5)
- **Premise type:** Hotel / Boarding house 5% (3); Care home 10% (6); Offices 7% (4); Factory 32% (19); Retail 7% (4); Education 8% (5); Entertainment 3% (2); Agriculture / Farming 5% (3); Pub 3% (2); Restaurant / Café 2% (1); Garage 2% (1); Leisure / Leisure centre 3% (2); Warehouse / Storage 5% (3); Other 5% (3)
- **Number of people present:** 1-50 people 68% (39); 51-200 people 17% (10); 201 or more people 7% (4) and no-one present 9% (5)



OFFICIAL

# Performance against PMI targets 2021 - 22

## Community Safety Committee

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Date: 29 October 2021

Agenda Item:

8

Submitted By: Director of Service Delivery

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<b>Purpose</b>	To inform Members of Community Safety Committee of the performance against the 2021/22 performance outcome targets. The reports specifically looks at performance covering 01 April 21 – 27 September 2021.
<b>Recommendations</b>	That Members of the Community Safety Committee note the contents of the report.
<b>Summary</b>	This report provides details of the performance against the outcome targets. The appendices show the performance across West Yorkshire and then broken down into the five districts with additional commentaries from the District Commanders.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer:

AM Service Delivery - Scott Donegan

Scott.Donegan01@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: District Plans

## **1 Introduction**

- 1.1 The attached commentaries show the performance across West Yorkshire and the five Local Authority Districts against the outcomes targets that were agreed for the year 2021 / 22.
- 1.2 The performance report covers the reporting period from 1st April 2021 to 27<sup>th</sup> September 2022.
- 1.3 Members of the Community Safety Committee approved the methodology for setting the annual targets against a range of incident types using a 3-year rolling average. The District Management teams measure, monitor, manage and evaluate the performance against these targets at regular intervals throughout the year.
- 1.4 It must be noted that targets for the year 2021 / 2022 have not taken 2020 / 21 into account due to the impact of Covid and how this would skew the figures.

## **2 Information**

- 2.1 The Performance Management System and the WYFiremap tool allows managers and staff to monitor incident activity using real time data sets. Incidents are plotted geographically which allows for the identification of trends and the monitoring of prevention activity.
- 2.2 The attached reports provide the data sets against the annual targets for a range of incident types in 2021/22. There is a summary report showing the figures for the whole of the service and then subsequent performance sheets present the district reports with a commentary from each respective District Commander.

## 2.1 Performance 1<sup>st</sup> April 2021 – 27<sup>th</sup> September 2021

WEST YORKSHIRE FIRE AND RESCUE SERVICE - PERFORMANCE MONITORING SYSTEM					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
SAME PERIOD LAST YEAR (Previous Year)	Cumulative total for the same period in the previous year				
TOTAL SO FAR (Current Year)	Cumulative total for current year so far				
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
END OF YEAR PROJECTION (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2020-27/09/20)	[values to 27 Sep 2021 23:59:59]		
			TOTAL SO FAR (2021/22)	AGAINST 3 YEAR AVG (2021/22)	END OF YEAR PROJECTION (2021/22)
Arson	6641	3228	3193	-2.5%	6475
Arson - Primary Fires	1445	583	540	-24.2%	1095
Arson - Secondary Fires	5196	2645	2653	3.5%	5380
Actual Rescues	1655	400	601	-26.4%	1219
Total Activity	23990	12818	12946	9.4%	26252
Dwelling Fires	1141	499	543	-3.5%	1101
Non-Domestic Building Fires	416	163	164	-20.1%	333
Prevalence of False Alarms	10439	5758	5556	7.9%	11266
Fire Related Injuries	193	76	72	-24.4%	146
Road Traffic Collisions	655	186	289	-10.5%	586
Malicious False Alarms	348	127	190	10.7%	385
COMMENTS RELATING TO PERFORMANCE INDICATORS					

*Performance across West Yorkshire for the following indicators exceed the set targets:*

### **Arson**

- 2.4 The performance across all arson incidents has improved when compared to the same period last year. We have attended 3193 recorded deliberate fires through 2021 / 22 compared to 3228 in the previous year. Covid has impacted on our ability to tackle arson in the way we would like. However, we have still shown good performance throughout the year to date and this is represented in the target being achieved by 1.7%. Strong prevention work around wildfires and the partnership working to tackle antisocial behaviour has contributed to this performance.

### **Arson – Primary Fires**

- 2.5 Primary fires are the more serious fires that harm people or cause damage to property.

Primary fires have one or more of the following characteristics:

- Fires in buildings and vehicles that are not derelict or in outdoor structures
- Any fire involving casualties or rescues
- Any fire attended by more than 5 pumping appliances

- 2.6 During the period 1<sup>st</sup> April – 27<sup>th</sup> Sept 2021 / 22, we attended 540 primary deliberate fires, compared to 583 in the same period of the previous year. Of the 540 deliberate fires, 304 involved vehicles, 84 involved dwellings, 63 were non-domestic properties and 89 classed as other type.

### **Dwelling Fires**

- 2.7 WYFRS has attended 543 dwelling fire to date in 2021 / 2022, this is 44 more than the previous year, however this has achieved the target by 3.5%. Throughout the pandemic we continued to deliver our safe and well programme in a restricted format. We have now resumed a more normal service and this will contribute to making people safer in their homes.
- 2.8 We are currently exploring options to further improve how we identify those who most need our support
- 2.9 Dwelling fires have significant and wide-reaching impacts on individuals, families and communities. WYFRS will continue to prioritise our prevention resources and work in partnership to identify those most in need to further drive down this type of emergency.

### **Non-Domestic Building Fires**

- 2.10 There has been one additional fire in this category compared to the figure from the previous year (164 compared to 163). Performance against the target has been achieved by 20.1%, This is excellent performance and demonstrates the work undertaken by fire protection teams and operational crews to reduce the risk in our built environment contributes to safe working conditions and an effective operational response.

## **Fire Related Injuries**

- 2.11 The figures for fire related injuries demonstrates an improvement compared to the previous year and the target has been achieved by 24.4%. There have been 72 fire related injuries in 2021 / 2022 to date compared with 76 for the same period last year. It is disappointing to report that there have been 5 fatalities at fire incidents since April 2021. Of the 3 accidental dwelling fires, two resulted from smoking and one from an electrical fault.
- 2.12 Mental health continues to be a prominent factor in fatalities resulting from deliberate actions. We will continue to work with partners to provide specialist training to fire service staff and where possible work with safeguarding teams and mental health services to provide the required support.
- 2.13 Every fire resulting in a fatality is subject to a multiagency serious incident review to enable us to learn and improve how we deliver our services.

## **Road Traffic Collisions**

- 2.14 During the Covid Pandemic, the reduction of traffic on the county's road network led to the most significant improvement across all our performance indicators in comparison (40%). As we have seen drivers return to our road networks we have worked hard alongside other agencies in district road safety partnerships to deliver against this target. We have attended 103 additional RTCs in 2021 / 22 compared to the same period in 2020 / 21, However we are achieving the agreed target by 10.5%.

## **Arson – Secondary Fires**

- 2.15 Secondary fires are less serious and generally less information is collected following a secondary fire. They tend to involve accumulations of rubbish and 'vegetation'. The bulk of the incidents are mainly grass fires during warm, dry periods. Compared to the 2020 - 21, there has been a slight increase in secondary fires, however we have achieved the target by 14%. When undertaking service delivery activities operational staff will report instances of fly tipping, unsecured areas and particularly on our moorlands, challenge irresponsible behaviour to reduce the occurrence of this incident type.

## **Actual Rescues**

- 2.16 This target is currently being achieved by 26.4%. The primary reason for this performance is a reduction in road traffic collisions which results in a significant proportion of the rescues we undertake. The effecting entry protocol which we provide for the Yorkshire Ambulance Service has now been included in our target setting which has resulted in a more achievable target.

***Performance across West Yorkshire for the following indicators is projected to be within 10% the set targets:***

### **Total Activity**

- 2.17 Overall, there has been a slight increase in the total number of incidents attended during 2021 / 22 compared to the same period in 2020 / 21, this was expected as the country emerged from the Covid pandemic and our businesses and infrastructure returned to more normal ways of working. Through April and May we saw a spike in secondary fires in public spaces and the summer is traditionally a busy period for the service. As we move into the colder months, we will see performance against this target improve. We are underperforming against this target by 9.4% and have recorded total activity of 12,946. This is 128 incidents more than the same period last year.

### **Prevalence of False Alarms**

- 2.18 There has been a 4% (202) reduction in false alarms compared to performance in the previous year. In 2020 / 21 the false alarm mobilising policy was amended to meet the risk posed by premises laying empty due to the furlough scheme. We are currently underachieving against his target by 7.9% we will continue to work with the responsible person, local authorities and tenants to reduce the occurrence of false alarms.

***Performance across West Yorkshire for the following indicators is projected to be greater than 10% set targets:***

### **Malicious False Alarms**

- 2.19 The performance for malicious false alarms is currently over target by 10.7%. This is a 33% increase compared to the same period in 2020 / 21. We continue to work across the districts to identify premises where repeat malicious false alarms are generated and deliver training to staff (and pupils in the case of schools and colleges) on the issues with these types of incidents as they take resources away from being available for real life emergencies. A significant proportion of these alarms (27) originate from one apartment building. Work is ongoing with tenants and the building owners to prevent further occurrences.
- 2.20 Our staff within the Control Function will challenge callers if they suspect it is a hoax or malicious caller and have the facility to pinpoint the location of repeat hoax callers.

## **3 Financial Implications**

- 3.1 There are no financial implications resulting from this report.

## 4 Legal Implications

- 4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## 5 Human Resource and Diversity Implications

- 5.1 All initiatives to reduce the numbers of incidents we attend are focussed on those more vulnerable. Effective working with key partners across the districts has continued throughout 2020 / 21 and continues to develop and improve. WYFRS recognises that our strategy of concentrating our resources towards risk and vulnerability is increasing our effectiveness at tackling fire related injuries and accidental dwelling fires.
- 5.2 Throughout 2020 / 21 we have spent less time with people who are at lower risk from fire and have worked hard to develop covid safe ways of working to continue delivering our services to the most vulnerable people in our diverse communities.
- 5.3 The WYFRS Youth Intervention Team have bucked the national trend through covid and have continued to deliver programmes to a diverse group of young people. It has been recognised that this demographic has been particularly hard hit by the pandemic and the work undertaken by this team should not be undervalued.
- 5.4 The Safer Communities Board continues to provide oversight and governance for the implementation of prevention strategies and this forum ensures that stakeholders from departments across the service have a say in how the prevention service is being delivered.

## 6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorksfire.gov.uk)</a> )	<u>No</u>
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## **7 Health, Safety and Wellbeing Implications**

- 7.1 The health, safety and wellbeing of all WYFRS staff involved in responding to emergency incidents is one of the key priorities contained within the Your Fire and Rescue Service 2020-2023 document. The District Command teams actively monitor the health and safety of staff following incidents and have welfare provisions in place for any specific incident type where crews may witness distressing scenes with support available through local managers and the Occupational Health and Safety Unit.
- 7.2 All service delivery staff reinforced by support teams have worked tirelessly through the Covid Pandemic to continue delivering prevention intervention to those most likely to be affected by fire. This has been achieved adherence to covid risk assessments and adapted ways of working.

## **8 Environmental Implications**

- 8.1 Working in partnership has enabled WYFRS to relaunch the Bemooraware campaign to manage the risk of wildfire across our moorland areas. This has proven extremely successful this summer in preventing significant wildfires and opened networks which we will use to improve our prevention and response activities in the future.

## **9 Your Fire and Rescue Service**

- We will reduce the risks to the communities of West Yorkshire
- We will continue to develop ways of working which improve the safety & effectiveness of our firefighters
- We will work efficiently to provide value for money and make the best use of reserves to provide an effective service
- We will be innovative and work smarter throughout the service
- We will invest in information and communication technology, digital and data, to deliver our service in smarter ways

## **10 Conclusion**

- 10.1 Members of the Community Safety Committee are presented this report as part of an ongoing commitment to demonstrate how the service delivery activities undertaken by WYFRS contributes to 'Making West Yorkshire Safer'
- 10.2 We started 2021 / 2022 with a great deal of uncertainty and when the lockdown measures began to ease in April we saw members of the community return to enjoy our public places. A minority of people engaged in irresponsible behaviour, and this can be seen in the rise in secondary fires and total activity.
- 10.3 As we have progressed through the year, staff have worked hard to reengage with the public, deliver our safety messages and provide advice where required. We are now seeing performance against our targets improve and we will continue working our district priorities to further drive down risk.

## Brigade Summary Report 2021 – 22 (1<sup>st</sup> Apr – 27<sup>th</sup> Sept)

WYFRS SUMMARY REPORT - PERFORMANCE MONITORING SYSTEM												
DEFINITIONS												
3 YEAR AVG TARGET (Previous 3 Years)			Average performance from the previous 3 financial years, used as the target for this current year									
AGAINST TARGET SO FAR (Current Year)			Comparison of activity so far against the target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)									
01 April 2021 to 27 September 2021 23:59:59	BRADFORD		CALDERDALE		KIRKLEES		LEEDS		WAKEFIELD		WYFRS TOTAL	
	TARGET (2021/22)	SO FAR (2021/22)	TARGET (2021/22)	SO FAR (2021/22)	TARGET (2021/22)	SO FAR (2021/22)	TARGET (2021/22)	SO FAR (2021/22)	TARGET (2021/22)	SO FAR (2021/22)	TARGET (2021/22)	SO FAR (2021/22)
Arson	2193	6.5%	382	15.7%	982	-9.6%	2103	-16.2%	981	-0.8%	6641	-3.6%
Arson - Primary Fires	448	-24.9%	82	21.2%	228	-32.4%	493	-35.4%	194	-9.1%	1445	-24.9%
Arson - Secondary Fires	1745	14.6%	300	14.2%	754	-2.6%	1610	-10.3%	787	1.3%	5196	2.3%
Actual Rescues	379	-16.0%	161	7.1%	279	-36.0%	663	-40.1%	173	-18.0%	1655	-27.0%
Total Activity	6348	9.8%	2075	19.3%	4058	5.5%	8519	5.8%	2990	8.2%	23990	8.3%
Dwelling Fires	316	-3.1%	105	-7.3%	183	-5.8%	410	-9.5%	127	7.0%	1141	-5.1%
Non-Domestic Building Fires	97	-22.7%	36	-4.2%	63	-6.7%	169	-29.2%	51	-20.5%	416	-21.0%
Prevalence of False Alarms	2502	7.0%	889	11.8%	1823	7.0%	4084	6.8%	1141	1.5%	10439	6.7%
Fire Related Injuries	52	-41.5%	23	-47.1%	37	-28.8%	57	13.8%	24	-40.9%	193	-23.3%
Road Traffic Collisions	141	0.7%	64	-1.8%	129	-2.5%	228	-12.8%	93	-41.1%	655	-10.8%
Malicious False Alarms	123	50.0%	29	4.9%	58	-44.1%	111	2.3%	27	-17.4%	348	10.1%
COMMENTS RELATING TO PERFORMANCE INDICATORS												

# Wakefield District – Performance 2020 / 21

WAKEFIELD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
<b>3 YEAR AVG TARGET</b> (Previous 3 Years)		Average performance from the previous 3 financial years, used as the target for this current year			
<b>SAME PERIOD LAST YEAR</b> (Previous Year)		Cumulative total for the same period in the previous year			
<b>TOTAL SO FAR</b> (Current Year)		Cumulative total for current year so far			
<b>PROJECTION AGAINST 3 YEAR AVERAGE</b> (Current Year)		Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)			
<b>END OF YEAR PROJECTION</b> (Current Year)		Projected value at the end of the financial year based on Total So Far and the number of days remaining			
<i>[values to 27 Sep 2021 23:59:59]</i>					
	<b>3 YEAR AVG TARGET</b> (2018/21)	<b>SAME PERIOD LAST YEAR</b> (2020-27/09/20)	<b>TOTAL SO FAR</b> (2021/22)	<b>AGAINST 3 YEAR AVG</b> (2021/22)	<b>END OF YEAR PROJECTION</b> (2021/22)
Arson	981	515	480	-0.8%	973
Arson - Primary Fires	194	99	87	-9.1%	176
Arson - Secondary Fires	787	416	393	1.3%	797
Actual Rescues	173	43	70	-18.0%	142
Total Activity	2990	1642	1595	8.2%	3234
Dwelling Fires	127	45	67	7.0%	136
Non-Domestic Building Fires	51	20	20	-20.5%	41
Prevalence of False Alarms	1141	642	571	1.5%	1158
Fire Related Injuries	24	7	7	-40.9%	14
Road Traffic Collisions	93	19	27	-41.1%	55
Malicious False Alarms	27	3	11	-17.4%	22
COMMENTS RELATING TO PERFORMANCE INDICATORS					

***The District performance in the following areas either meets or exceeds the target:***

**Arson**

Recorded arson overall is relatively comparable to the previous year; 0.8% below target. Spring and early summer saw similar periods of dry, warm weather to 2020. The main contributory factor was the continuation of covid lockdown restrictions. In partnership, we identified 'hotspot areas' within the district and worked with West Yorkshire Police, Council anti-social behaviour teams, youth outreach workers and local schools/colleges to reduce the incidents of arson and anti-social behaviour. We have seen a significant reduction in these incidents since March/April when incident numbers were very high and performance indicators identified 41.5 % above target on 31<sup>st</sup> May 2021; Therefore, the figures now are pleasing and show we are reducing the occurrence of these incidents effectively with local partner agency assistance.

**Arson - Primary Fires**

Primary fires generally cause damage to property, non-derelict buildings, or vehicles. Recorded arson - Primary Fires numbers are encouraging being 9.1% below target. Most of the incidents are deliberately set fires to vehicles (52%). These types of incident have occurred across the district with no identified links or trends. Anecdotally some of these incidents are related to organised criminal gangs but the majority are abandoned vehicles in remote locations. Deliberately set dwelling fires are low and these tend to involve either persons with mental health illness or secondary fires spreading to a property; examples being rubbish or bins being ignited then damaging a property. In both cases we work regularly with our partners from the health and wellbeing setting, local authority, education, and police to prevent further occurrences.

**Actual Rescues**

The district saw a large decrease in actual rescues across the period compared to the same period last year by 18%. We are pleased with the continuing decrease in this indicator given that normality is resuming in society after the lockdown period. Only one rescue was from a fire incident and 14 rescues from road traffic collisions (the majority not resulting in serious injury); this is encouraging as they are the most impactful on the persons involved. The reason for most of these incident types is the 'Gaining Entry Cause for Concern' workstream, assisting YAS with entry into properties. Looking forward we will strength our education to younger drivers through our engagement with colleges and partners to try and reduce rick from RTCs.

**Non – Domestic Building Fires**

Non-domestic building fires are impactful to businesses and WYFRS. We are pleased with a projection of 41 incidents, resulting in a 20.5% below target outcome non-domestic buildings fires. Incidents have been recorded across the district with no specific trends identified. Most of the fires were processes or equipment/machinery that had failed causing overheating, smouldering or limited fire development, resulting in insignificant damage to the buildings or businesses. None of the fires resulted in a large scale, protracted fire service operation. Only one of the incidents was due to a deliberate act. The reduction in these incident types is beneficial not only to us as a service but more importantly to the businesses, community, and employees; we will continue to identify risk on our Operational Risk Visits, educate businesses and ensure our firefighters are well trained and equipped to deal with such fires.

## **Fire Related Injuries**

Fire related Injury statistics are very encouraging 40.9% below the set average. The six injuries sustained were thankfully minor, resulting in precautionary check-ups either on scene or at hospital. As a district we are pleased with such low numbers and severity of injuries; but any fire related injury no matter how serious is stressful for those involved. We will continue to deliver our safe and well programme to those vulnerable in society to educate on the risks of fire and install detectors, where required, to ensure early notification of a developing fire.

## **Road Traffic Collisions (RTC)**

The number of RTC's recorded has risen, as expected; but only by eight incidents, from the same period in 2020 as life returns to some normality and traffic gets busier on our roads. Encouraging though is that the figures are 41.1% below the set three-year average target. Reducing RTCs continues to be a district priority. We will implement local initiatives delivering impactful safety training and safety messages; when applicable. We will continue to work in collaboration with Safer Roads Wakefield and various other local agencies to increase engagement with young adult drivers.

## **Malicious False Alarms**

Although we have had an increase of 8 incidents compared to the same period in 2020, In 2020 the closure of schools, colleges and business during the pandemic will have attributed to the smaller numbers. Given the lifting of restrictions and resumption of normality the performance figures are positive, we will continue to engage with local schools and colleges to deliver educational programmes focused on raising awareness of fire safety and the impacts and consequences of inappropriate behaviour and the malicious use/activation of alarms.

***Performance in the following areas is outside of the target set:***

## **Arson - Secondary Fires**

Secondary Fires include vegetation (grass, corn etc.), refuse, bonfires and wheelie bins. Recorded Arson - Secondary Fires decreased by 23 incidents compared to the previous year and is slightly above the set target by 1.3%. Although these figures are disappointing, and we would like to be below the set targets; the improvement from the start of the financial year is extremely pleasing. Secondary arson fires were significantly high; at the end of April figures were 135% above target and by the end of May 54%. These figures were due to anti-social behaviour, the dry spell of weather and the ongoing covid restrictions. We worked with a variety of partners to reduce nuisance fires with great success.

## **Dwelling Fires**

The district disappointingly saw an increase of 20 in the number of dwelling fires over the previous period last year. The occurrence of dwelling fires is spread across the district with Wakefield, Castleford and Pontefract seeing a higher number of incidents compared to the other areas in the district. Analysis of the incidents has revealed that the majority of them were small fires limited to item first ignited, cooking incidents or contained within the room of origin. We will continue to monitor dwelling fire trends, identify risk reduction initiatives, and follow up

campaigns to drive the figure down including a full return to Safe and Well visits post covid restrictions.

## **Prevalence of False Alarms**

Prevalence of False Alarms remains the single largest area of operational business in the district, therefore it is encouraging that we have attended 72 fewer incidents in the same period compared to last year. Most of the reduction was with false alarms good intent. These types of incident include fumes from cooking, accidental actuation of alarms or controlled burning by households within gardens etc. This reduction may be accounted for by easing of lockdown restrictions and people returning to the workplace, school, and socialising away from home. During lockdown we did see a significant rise in false alarms as households were at home (cooking and people used fire as a way of disposing of refuse). We also sent appliances to businesses during that period which wouldn't normally attract an attendance. The false alarms caused by apparatus (equipment faults) was relatively static. Stations and the district team continue to work with fire protection inspectors and partners to drive down unwanted fire signals and target premises with a high number of false alarms calls.

## **Total Activity**

Although Wakefield district has seen a decrease of 52 incidents in comparison to the same period in 2020 overall, we are projected to be 7.8% above the three-year set target. This can be accounted for by the extremely busy period at the start of financial year and the significant rise in arson secondary fires. The implications of the Covid pandemic, lockdown and prolonged dry, warm weather are significant factors in the rise in activity. The figures in this area have improved dramatically and continuation of effectively working with partners will hopefully see these figures within target as we move through the year. We have started to reset and implement the proactive measures for the continued reduction of incidents include engaging with local schools, community anchors/hubs, businesses, and partner agencies now that covid restrictions have eased.

## **Summary**

Wakefield District experienced large decreases in certain areas of operational activity through the pandemic and it is encouraging to see that these figures are continuing to be within set targets as normality resumes within society. Although some indicators are outside the set targets, positively, we have seen dramatic improvements in these areas as we have moved through the year. A priority is to ensure that our work and initiatives within the community are restarted supplemented with new ways of working picked up during the pandemic. Station based personnel and district prevention staff continue to actively engage with partners and local community-based groups in identifying vulnerable people and reinforcing fire and road safety messages through our safe and well programme.

## Bradford District – Performance 2020 / 21

BRADFORD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year				
<b>TOTAL SO FAR</b> (Current Year)	Cumulative total for current year so far				
<b>PROJECTION AGAINST 3 YEAR AVERAGE</b> (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
			<i>[values to 27 Sep 2021 23:59:59]</i>		
	<b>3 YEAR AVG TARGET</b> (2018/21)	<b>SAME PERIOD LAST YEAR</b> (2020-27/09/20)	<b>TOTAL SO FAR</b> (2021/22)	<b>AGAINST 3 YEAR AVG</b> (2021/22)	<b>END OF YEAR PROJECTION</b> (2021/22)
Arson	2193	1187	1152	6.5%	2336
Arson - Primary Fires	448	182	166	-24.9%	337
Arson - Secondary Fires	1745	1005	986	14.6%	1999
Actual Rescues	379	88	157	-16.0%	318
Total Activity	6348	3463	3436	9.8%	6967
Dwelling Fires	316	146	151	-3.1%	306
Non-Domestic Building Fires	97	41	37	-22.7%	75
Prevalence of False Alarms	2502	1341	1320	7.0%	2677
Fire Related Injuries	52	29	15	-41.5%	30
Road Traffic Collisions	141	47	70	0.7%	142
Malicious False Alarms	123	58	91	50.0%	185
COMMENTS RELATING TO PERFORMANCE INDICATORS					

**The district performance in the following areas has met or exceeded the target set:**

### **Arson – Primary Fires**

Primary Arson is predicted to reduce by 25.3% in comparison to the three-year average. A new performance management recording system now enables fire crews to record and identify where trends occur, and it allows us to track progress of any action or initiatives set up to tackle the issues.

As an example, Issues were identified by crews at Warrenton Place playing fields – multiple attendances for ‘fire in the open’ which were recorded as Arson. A local Watch Commander briefed all other crews of this repeated occurrences and record all activity including attacks on fire crews. During the month of May, the Watch Commander liaised with the District Ward Officers to increase patrols and the crew would continue to monitor the situation. Throughout May it was recorded that the fires had become less frequent however the crew continued to monitor the area. Only one fire was recorded over a three-month period from June. This case is now closed and requires no further action.

### **Actual Rescues**

Bradford District has observed a decrease so far in actual rescues throughout this period with a reduction of 16% against the three-year average.

However, we have experienced significant incidents in relation to water rescues:

#### **Goits stock reservoir**

During the month of March and a spell of increased temperatures resulted in a water fatality of a student from the district. As a result, all secondary schools were provided with a WYFRS water safety package that was issued prior to the spring break to educate young people on the dangers of water. Additional support was given to the school that the young boy attended; Bingley water rescue crew attended the school assembly to show support to the teachers and those affected by educating on the hazards and risks associated with open water sites.

Extra signage was posted at scenic areas that posed risk. Crews identified their local water sites and patrolled these areas regularly to give safety warnings to those in and around the area.

A strategic water safety group is now being established in Bradford to ensure that we provide a targeted approach to all aspects of water safety.

## **Dwelling Fires**

There has been a reduction in dwelling fires of more than 3% against the three-year average. Safe & Well visits continue to be carried out in Bradford, targeting the most vulnerable individuals, and mitigating the chance of a fire occurring. We continue to assess any request via the telephone to collect and manage data. This is in line with our Covid policy to ensure the safety of our staff before arrival to the address. We continue to provide a full fire safety education visit – providing fire protection and interventions where required and offer further assistance via other agency support if needed. The Prevention Team will provide educational messages regarding portable heating appliances in the home over the winter period as we know older style heater do increase the risk of fire. Additionally, we will assess all properties for fuel poverty and refer to our partnership agency to ensure that this risk is reduced throughout the colder months.

## **Non-Domestic Buildings Fires**

Incidents in Non-Domestic Buildings are currently showing a significant reduction of more than 20% against the three-year average figure.

Bradford Fire crews had reduced their visits to commercial premises throughout the pandemic to protect staff but are now returning to complete the Operational risk visits. The crews give advice and guidance to building owners /occupiers to reduce the risk of a fire starting – they also collect operational information about the premise so they are prepared, should an incident occur.

## **Fire Related Injuries**

It is pleasing that we are seeing a dramatic reduction in fire related injuries, with the predicted figure currently 41.5% below the three-year average. This correlates with the reduction of both dwelling fires and non-domestic building fires. These figures reinforce how effective the safety messages are that fire crews are conveying to the public, whether it be in a commercial property or in their homes.

We continue to analyse significant incidents under the Serious Incident Review (SIR) process with partners - this ensures that we evaluate and learn from the more serious Incidents.

## **The district performance in the following areas where performance indicators require focus**

### **Arson – Secondary Fires**

Secondary Arson has risen over the summer months which is a repeating pattern and currently sits 14.6% above the three-year average. However, the current figure is less than the same period last year and the performance is now expected to improve as we head into the autumn and winter months where historically we experience a reduction in activity.

Fire crews are designated ward areas to monitor and are continually assessing incident trends and how we can potentially reduce them. The action or initiative that takes place would normally involve local ward officers, Neighbourhood police teams and other partners.

Below is an example of some entries made by Odsal station on partnership work which is logged on the Performance Management recording system – this is in relation to secondary fires in Tong Ward:

### **Tong Ward – Odsal Station**

*Fly tipping – in snicket that has led to 8 secondary fires. There has also been a motorbike and car set on fire - Bierley - Snicket between Fawcett Place and Burberry Close*

*30/03/21*

*Contacted Ward Officer who is going to set up a meeting to discuss with partners how to move forward with repeat incidents.*

*08/04/21*

*We feel the waste is being dumped by local residents not fly- tippers but it was agreed that we needed more intel.*

- 1. Police (PCSO's) asked to patrol the area in the evenings.*
- 2. Fence between the footpath and field to be fixed and monitored.*
- 3. Possibility of CCTV footage in area.*
- 4. Check with waste management to see if they have experienced any issues in the local area.*
- 5. Amnesty Day with residents to collect waste and to see how many people are living in the 'in-community' houses which would affect how much waste that residency produces.*

*29/06/21*

*Only one secondary fire in the last 3 months which a resident had all but extinguished on arrival.*

*This small area has vastly improved.*

*The school playing fields to the side has had 3 secondary and 2 primary fires during the early evening. I will contact the police and see if they can up their patrols of the area during this time and I will monitor the area for another month.*

*20/07/21*

*Bradford South Neighbourhood Sergeant has asked the neighbourhood team to attend the school and the playing fields between 16.30 and 22.30 in the evenings to help deter further fires in the area, from the 29/6/21*

## **Prevalence of False Alarms/Malicious False Alarms**

False alarms account for a large percentage of total activity and it's a performance indicator that crews continually monitor and work with building owners to try and reduce. False alarms, in general, are slightly down from the same period last year, however, malicious false alarms have continued to increase.

An analysis of the malicious alarms incidents show that there are two or three premises within the district who have had multiple alarm actuations and local crews are now working with partner agencies, as well as the building owners to reduce these alarms.

Our new PMI recording facility has allowed fire crews to detect and diarise these repeat incidents and to log the proactive work being carried out – an example can be seen below:

*Grattan House, Sunbridge Well, Bradford - 27 False Alarms (this year)*

*03 June 21 – Contacted building owners to inform them of the repeat attendances. Building place under monitoring by operational crews. Contact made with letting agency and building owner. Plans implemented to reduce ongoing ASB issues, this includes tenants actuating the alarm to allow for all doors to unlock and remain unlocked allowing non-tenants to enter the building freely. Police informed and will increase presence and patrols.*

*16 Sept 21*

*Multi Agency Meeting held with attendees., Bradford Council, Property Management Group, Grattan House Management, City wide lettings.*

### *Outcomes*

*New security doors to be fitted 24<sup>th</sup> September – mitigating glass activations.  
Fire safety assessment completed on communal areas – numerous concerns found and documented with Fire Protection department and assurances made by Zenith that these would be rectified. Fire alarm panel showing 7 faults, Zenith called engineer whist on site to investigate.  
Bin area to be cleaned.  
City wide lettings to email their lease holder tenants to stress fire safety issues.*

*Email sent to Police to increase patrols in relation to ASB.*

## **Road Traffic Collisions**

Road Traffic collisions have risen marginally against the three-year average. A contributing factor towards this figure is the return to the 'new normal' following the lockdown period from last year where we experienced a significant reduction. It is projected that RTC numbers will remain at around the three-year average by the end of the financial year.

We continue to work closely with the road safety group and the Steerside board to look at peak flow and risk and collaboratively reduce Road Traffic Collisions.

As part of Op Steerside, Bradford firefighters are attending the apprentice's driver awareness day in October which allows fire crews to demonstrate the reality and impact that RTC's can have on individuals and the community. Appliances will attend to perform an extrication of a casualty to an audience of predominantly young people.

## Summary

As Bradford district continues the return to the 'new normal' we are gathering momentum, providing full 'Safe and Well' visits to people's homes and carrying out operational risk visits to commercial premises. These are services that were much reduced during the lockdown periods to protect both the public and ourselves.

Bradford firefighters and prevention officers continue their partnership working to identify and help the most vulnerable within the district - This includes residents in high rise properties, providing prevention advice and working with fire protection to ensure these buildings are inspected and ensuring compliance with legislation.

A Water Safety Group is now being established in Bradford which will develop a safety strategy for open water sites across the district. The strategy will include education packages and community engagement which will hopefully see a reduction in water related incidents.

As we approach the bonfire period, much of our focus will be around community engagement; working with partners and volunteers to educate the public and ensure people can enjoy themselves in a safe environment.

Fire station personnel and prevention staff within the district have demonstrated tremendous resilience throughout a very challenging period and I am confident everyone will continue to drive forward our district priorities and help to make Bradford a safer place.

## Kirklees District – Performance 2020 - 21

KIRKLEES LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
<b>3 YEAR AVG TARGET</b> (Previous 3 Years)		Average performance from the previous 3 financial years, used as the target for this current year			
<b>SAME PERIOD LAST YEAR</b> (Previous Year)		Cumulative total for the same period in the previous year			
<b>TOTAL SO FAR</b> (Current Year)		Cumulative total for current year so far			
<b>PROJECTION AGAINST 3 YEAR AVERAGE</b> (Current Year)		Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)			
<b>END OF YEAR PROJECTION</b> (Current Year)		Projected value at the end of the financial year based on Total So Far and the number of days remaining			
<i>[values to 27 Sep 2021 23:59:59]</i>					
	<b>3 YEAR AVG TARGET</b> (2018/21)	<b>SAME PERIOD LAST YEAR</b> (2020-27/09/20)	<b>TOTAL SO FAR</b> (2021/22)	<b>AGAINST 3 YEAR AVG</b> (2021/22)	<b>END OF YEAR PROJECTION</b> (2021/22)
Arson	982	428	438	-9.6%	888
Arson - Primary Fires	228	90	76	-32.4%	154
Arson - Secondary Fires	754	338	362	-2.6%	734
Actual Rescues	279	78	88	-36.0%	178
Total Activity	4058	2193	2112	5.5%	4283
Dwelling Fires	183	95	85	-5.8%	172
Non-Domestic Building Fires	63	29	29	-6.7%	59
Prevalence of False Alarms	1823	1067	962	7.0%	1951
Fire Related Injuries	37	8	13	-28.8%	26
Road Traffic Collisions	129	35	62	-2.5%	126
Malicious False Alarms	58	12	16	-44.1%	32
COMMENTS RELATING TO PERFORMANCE INDICATORS					

**The District performance in the following areas is on track to meet or exceed the required target set:**

## **Arson**

Kirklees District is exceeding its target on overall arson by 9.6%. This continued success is attributed to the drive from District to highlight arson and its links to broader societal issues.

Primary fires that are attributed to arson account for 9 dwellings fires, 7 non-domestic properties and 22 vehicle fires. Arson secondary fires are 2.6% below target, with the large proportion being attributed to refuse fires (114).

The Arson Steering Group is now fully embedded within Kirklees Safer Communities, with all partners fully engaged. We are mindful of the challenges due to the link with anti-social behaviour has with arson, we are committed to continually engaging with local communities through several different forums to further drive down arson.

### **Arson Primary Fires**

Kirklees District is currently achieving its target for primary arson by 32.4%, with fewer incidents than the same period last year.

These types of incidents are being monitored Kirklees District and structures are in place to deal with any future trends. The way in which incidents of this nature are picked up and identified in District are then discussed at the Community Outcome Groups.

### **Arson Secondary fires**

Innovative partnership working has been pivotal in driving secondary arson figures below the three-year average. The figure is currently on target by 2.6%. Although there are still challenges ahead, with the commitment and hard work of all partners, and correct reporting procedures embedded, we aim to maintain these levels. The wildfire Environmental Visual Audits' on Marsden Moor, Daisy Mill Project in Dewsbury and the work of the Fire Liaison Officer are all examples of the partnership working embedded within the District.

### **Actual Rescues**

The number of actual rescues compared with the same period last year is slightly up at 88 compared to 78. The projections and current figures suggest that we will achieve our target by 36%. There is a substantial amount of work ongoing with partners to reduce the amount of RTCs. Currently, the Kirklees Road Safety Group (KRSG) are working hard to deliver a partnership response to tackle reports of antisocial driving in Kirklees North (Batley, Heckmondwike and Dewsbury).

### **Non-Domestic Building Fires**

Kirklees is on target to meet the three-year average by 6.7%, This is partly due to identifying incident trends and ensuring that property owners take responsibility for securing their buildings. Dewsbury Green Watch have recently undertaken an inter-agency project in highlighting fly tipping and burning off which has seen a reduction in secondary fires in the area. This template will be rolled out across other parts of the District.

## **Fire Related Injuries**

Kirklees District has seen a reduction in fire related injuries we are on track to meet our target against this indicator by 28.8%. During this reporting period there have only been 13 fire related injuries. Kirklees District continues to improve and refine its 'Safe and Well' strategy and work with partner agencies to reduce the risk of fire and targets the most vulnerable members of our community.

## **Road Traffic Collisions**

There have been 62 road traffic collisions requiring action by fire crews in this reporting period, which is an increase on the same period last year incidents. However, we are currently on track to meet our three-year average target by 2.5%.

WYFRS continue to work with the Kirklees Road Safety Partnership in aiming to make Kirklees roads safer and have been involved in #ProjectEDWARD week (13<sup>th</sup> Sept -17<sup>th</sup> Sept) a range of activities were arranged across District. Several 'Engage and Educate' events were held at supermarkets across the area. and an extrication demonstration held at Springfield college, Dewsbury.

## **Malicious False Alarms**

Kirklees District is achieving the target for malicious false alarms by 40.6%. This is due to the excellent work that has been carried out by the Fire Protection Team partners and the District Team. Several initiatives have been implemented in areas where we have seen repeat incidents. Watch commanders are responsible for wards in their station areas and are monitoring incidents, involving partners and Fire Protections Teams where required to help bring down this type of incidents.

## **Dwelling Fires**

We have seen 10 fewer dwelling fires than the same period last year, Kirklees District is currently 5.8% below the three-year average target. Our S&W program continues to support safety in the home and our teams are delivering quality advice and support to household throughout the district.

**The District performance in the following areas is not on track to meet the target set:**

### **Prevalence of False Alarms**

Kirklees District are forecast to be 6.9% over the three-year average target set, although it is travelling in the right direction and is down from our last report.

We will continue to work with local businesses where we identify repeat occurrences and will utilise support from the Fire Protection Team. Where incidents occur in residential homes the District Team will deliver collaborative initiatives with partners and engage with residents.

### **Total Activity**

We have seen a decrease of incidents compared to the same period last year of 81 incidents. Our projection for total activity for the end of the year is 5.5% above our target. We recognise there is still work to do in all areas to drive down risk further. Through our risk reduction activities and engagement with key partners we will continue to work hard on targeted campaigns in all areas to make the community of Kirklees safer.

## Summary

We continue to see positive indicators where we will achieve our targets at the of year. We recognise increased activity against the same period last year in arson primary, arson secondary, fire related injuries, prevalence of false alarms and road traffic collisions, The majority of this increase in incidents can be attributed to the Covid restrictions' impact on business and infrastructure.

Kirklees District are committed to the challenges around arson primary & secondary, dwelling fires, road safety and false alarms. We will be proactive in these approaches and the sharing of intelligence with key partners to address this through risk reduction activity. Our primary focus continues to be working in partnership to make Kirklees safer and we are in a good position to deliver on this challenge.

Calderdale District – Performance 2020 – 21

CALDERDALE LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year				
<b>TOTAL SO FAR</b> (Current Year)	Cumulative total for current year so far				
<b>PROJECTION AGAINST 3 YEAR AVERAGE</b> (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
[values to 27 Sep 2021 23:59:59]					
	3 YEAR AVG TARGET (2018/21)	SAME PERIOD LAST YEAR (2020-27/09/20)	TOTAL SO FAR (2021/22)	AGAINST 3 YEAR AVG (2021/22)	END OF YEAR PROJECTION (2021/22)
Arson	382	209	218	15.7%	442
Arson - Primary Fires	82	43	49	21.2%	99
Arson - Secondary Fires	300	166	169	14.2%	343
Actual Rescues	161	56	85	7.1%	172
Total Activity	2075	1214	1221	19.3%	2476
Dwelling Fires	105	37	48	-7.3%	97
Non-Domestic Building Fires	36	13	17	-4.2%	34
Prevalence of False Alarms	889	573	490	11.8%	994
Fire Related Injuries	23	5	6	-47.1%	12
Road Traffic Collisions	64	22	31	-1.8%	63
Malicious False Alarms	29	22	15	4.9%	30
COMMENTS RELATING TO PERFORMANCE INDICATORS					

**The District performance in the following areas either meets or exceeds the required target:**

### **Dwelling Fires**

Calderdale District is achieving the target for dwelling fires by 7.3 %, with a total of 48 dwelling fires recorded for this period. There have been 40 accidental dwelling fires and 8 deliberate dwelling fires.

We have been closely aligning our prevention activities to manage the risk from Covid. As the risk from covid has reduced we have been able to undertake an increasing amount of community safety work. Operational and Prevention staff have increased their presence within the community over the last few months. These teams have completed 505 safe and well visits throughout the District This will contribute to further driving down the number and severity of dwelling fires across Calderdale.

### **Non-Domestic Fires**

We are achieving the target for non-domestic fires by 4.2% so far this year. There has been a total of 17 reportable non-domestic building fires. This achievement is attributed to the work of operational crews and the Protection team working with partners to target specific risk particularly around waste sites and fly tipping located in derelict buildings and undertaking 71 ORV's and 56 Environment Visual Audits within Calderdale.

### **Fire Related Injuries and Deaths**

There have been no fire deaths in Calderdale this financial year. Calderdale District is significantly below the set target by 47.1%. Calderdale District continues to work with local community groups and partners to provide fire safety education. We promote the importance of having working smoke detectors and a fire escape plan. Strong partnership links with Adult Social Care, Together Housing, Care Providers and NHS have seen a development through communication & training and have led to improvement in quality and quantity of the right kind of referral and so enabled us to deliver a better more joined up service to the community.

### **Road Traffic Collisions**

Calderdale District is below the target set by 1.8 % with 31 incidents recorded so far this year. Calderdale District continues to support the Calderdale Road Safety Delivery Group with operation Hawmill which tackles anti - social use of vehicles and offences on the road networks of Calderdale. We will be delivering a Road Safety Roadshow alongside partners to all year 11 students in schools across Calderdale in November.

## **Performance in the following areas which fall below the target set:**

### **Malicious False Alarms**

The number of false alarms is 4.9% above the set target, with a total of 15 incidents recorded for the year so far. We have seen an increase over the last couple of months which were deliberate actuation of break glass points within Together Housing properties, we are working with partners to look at methods of deterring anti social behaviour in these premises.

### **Actual Rescues**

Calderdale District has not achieved the target for actual rescues by 7.1 % with 85 rescues recorded for this period. 22 of these rescues result from 13 road traffic collisions and 25 from lift rescues, a number are also related to effecting entry into properties. Reducing road traffic collisions continues to be an area of focus for engagement activities with the Calderdale Road Safety Delivery group as well as working with businesses where we receive repeat calls for lift rescues..

### **Arson**

Calderdale District is above the target set for arson by 15.7 %. with a total of 218 arson incidents recorded. Primary fires as a result of arson equates to 8 dwellings, 3 non-domestic properties, and 19 vehicle fires. The majority of secondary fires are attributed to refuse and vegetation. Due to the Public Space Protection Orders in place when we encountered members of the public using BBQs on the moors over the summer we did we record these as deliberate fires. This has impacted on this performance indicator.

The District has highlighted arson as a priority and are working on projects within Park and Ovenden wards to tackle this issue. We are working with the highways section of Calderdale Council to ensure that areas identified through EVAs are dealt with quickly and that areas that are prone to these types of incidents are visited by ourselves and partners on a regular basis.

### **Prevalence of False Alarms**

The number of false alarms is 11.8 % above the target set, with a total of 490 incidents recorded for the year so far. Following the easing of lockdown we have seen an increase in false alarms from business premises, we are working with local businesses and partners to ensure that alarm systems are regularly maintained by offering advice. False alarms which are attributed to human behaviours such as smoking or cooking practices are being addressed through education and advice in the most prevalent premises. Operational crews continue to work with both Fire Protection, Prevention teams and partners to identify premises where issues arise.

### **Total Activity**

The total number of incidents attended across Calderdale is 19.1 % above the target figure set. This is reducing on a monthly basis as restrictions have eased and work with partners and the community has increased. We have attended 1219 incidents this period. The District Team ensure that areas of high activity are brought to the attention of partners and solutions sought on these parts of the District. The District Team will continue to monitor trends and target resources based on intelligence and the variety of data sets/mapping systems to further reduce the activity over the coming year.

## Summary

In Calderdale, we work with local partner agencies to educate people on how to prevent fire and where necessary, safely respond to an emergency. We continue to utilise partnership involvement in a number of performance indicators, particularly the indicators involving life and property (dwelling fires, building fires, fire related injuries and RTCs). These reductions are a direct result of the on-going partnership work carried out by operational crews and prevention staff. We currently have a plan in place to tackle the secondary fires within the District, this will involve education, community engagement and further partner involvement. These projects aim to reduce the nuisance fires within Calderdale and continue the downward trend within the District.

## Leeds District – Performance 2020 – 21

LEEDS LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year				
<b>TOTAL SO FAR</b> (Current Year)	Cumulative total for current year so far				
<b>PROJECTION AGAINST 3 YEAR AVERAGE</b> (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
	<b>3 YEAR AVG TARGET</b> (2018/21)	<b>SAME PERIOD LAST YEAR</b> (2020-27/09/20)	[values to 27 Sep 2021 23:59:59]		
			<b>TOTAL SO FAR</b> (2021/22)	<b>AGAINST 3 YEAR AVG</b> (2021/22)	<b>END OF YEAR PROJECTION</b> (2021/22)
Arson	2103	889	869	-16.2%	1762
Arson - Primary Fires	493	169	157	-35.4%	318
Arson - Secondary Fires	1610	720	712	-10.3%	1444
Actual Rescues	663	135	196	-40.1%	397
Total Activity	8519	4306	4446	5.8%	9016
Dwelling Fires	410	176	183	-9.5%	371
Non-Domestic Building Fires	169	60	59	-29.2%	120
Prevalence of False Alarms	4084	2135	2151	6.8%	4362
Fire Related Injuries	57	27	32	13.8%	65
Road Traffic Collisions	228	63	98	-12.8%	199
Malicious False Alarms	111	32	56	2.3%	114
COMMENTS RELATING TO PERFORMANCE INDICATORS					

## **The District performance in the below areas exceeds the set target:**

### **Arson**

Leeds District has seen a continued reduction against the performance target set for arson by 13.4%. Risk Reduction activities, partnership working, and the development of engagement opportunities with community groups and Neighbourhood Policing Teams may be attributed to this continued reduction across all arson categories. This is real testament to the robust Risk Reduction process that is now in place within Leeds District.

### **Arson – Primary Fires**

We continue to address domestic arson concerns via Safe & Well referrals, visiting properties and working closely with Police colleagues and a range of partners. The District's approach to Risk Reduction and Prevention activities were reviewed, which included building a District initiatives framework and local ownership of specific actions for our Watch Commanders to progress. This approach has contributed to a continued reduction of primary fires across the District by 35.3%.

### **Arson – Secondary Fires**

Leeds has again seen a reduction of 6.7% in secondary arson fires over this reporting period when compared with the target. We maintain our close working relationship with Safer Stronger Leeds City Council partnership to report, and have excess waste removed from across the District as a priority. We have a revised data driven approach which allows us to analyse and review trends and patterns of incident activity and category to establish potential new ways of working and take progressive steps to reduce the risk. Planning with our Police and LCC colleagues is at advanced stages for upcoming periods such as Halloween and Bonfire Night.

### **Actual Rescues**

Restrictive Covid-19 measures around movement and travelling may be attributed to the reduction in rescues from RTC's, water and other incidents, meaning we have surpassed the target for this reporting period by 38.0%.

As we move towards a 'new normal', pivotal to a continued reduction in this area is working in partnership with Safer Leeds on projects to address water and road safety issues. To drive this agenda, Leeds District has established a Leeds Water Safety Group to contribute to the development and delivery of a safer water network, with the aim being to reduce the number of water related deaths, injuries, and incidents within the city and surrounding areas.

### **Dwelling Fires**

Leeds has seen a 5.6% reduction against the annual target for this reporting period in dwelling fires. Safe & Well telephone calls have been conducted during the reporting period, along with the return of physical home visits, offering fire safety education and advice at every opportunity. Home Safe & Well visits have still taken place, ensuring the most vulnerable members of our community are identified and targeted to support them and reduce their risk of fire or harm.

New data analysis utilised within Leeds District indicates that cooking related fires are still most prevalent and require a continued campaign and education message to the elderly and their carers/relatives. Social media and partnership working has been utilised to promote positive fire safe practices.

## **Non-Domestic Building Fires**

Leeds has continued to achieve a significant reduction in this performance area by achieving 31.5% under the target set. This has been attributed to the established secondment of the Assistant District Prevention Manager / Prison liaison role into Her Majesty Young Offenders Institute, Wetherby. All MoU's for Prisons are undertaking a review with a focus on setting agreed partnership key performance indicators to again drive down risk and incident activity in these areas.

Crews have also used ICT platforms to engage with educational establishments and community groups during the pandemic, finding new ways to connect with individuals and groups which has contributed to maintaining a sub 30% reduction in this area against target following the previous report.

## **Road Traffic Collisions**

During the previous reporting period our attendance at RTC's reduced, which was in line with the reduction of road usage during periods of lockdown during the Covid pandemic. As road users return to using local road networks, we have seen an increased number of RTC's attended by crews totalling 90 incidents. However, this still represents a continued reduction in this area against the target by 13.7%.

As the city returns to normal, our continued support of the Leeds Safer Roads Partnership and 'Vision Zero' becomes ever more required. The Leeds District Prevention Team continues to support and be an influential member of the Leeds Safer Roads Steering Group.

## **The performance in the following areas are outside of the target set:**

### **Prevalence of False Alarms**

Leeds District have observed a slight increase against this performance objective of 7.9%. This is likely to be attributed to the businesses across the Covid-19 period have been vacant and the ability to call challenge and seek confirmation has been hindered, therefore a response is required. The demolition and building works at the Leeds General Infirmary have seen a significant rise in false alarms at the site. Leeds District is working with the LGI to support the reduction of false alarms. This work will be conducted alongside the Fire Protection False Alarm Reduction Officer and the District Risk Reduction Team.

### **Total Activity**

Leeds District has seen an overall increase in activity during this period by 7.7%, this increase in activity reflects the overall increase in activity across the service post Coronavirus pandemic as the county returns to some degree of normality.

### **Fire Related Injury**

During this reporting period we have seen a significant increase in fire related injuries at 18.9% above the target. This is largely attributable to one dwelling fire in Micklefield that involved 7 self-rescues. Without this incident Leeds District would be at -7.6% under target average. We acknowledge there is still work to do in this area.

## **Malicious False Alarms**

Whilst the malicious false alarm target for this reporting period is 6.3% above target (54 incidents year to date), this represents an increase over our previous report of 25 incidents during that reporting period. This is likely to be attributed to the re-opening of educational establishments and the hospitality sector. With the large-scale prevalence of commercial risk within Leeds, and whilst we acknowledge there is work to do, the numbers are quite low in comparison to the numbers of premises within the Leeds area.

## **Summary**

As the District Commander I am extremely proud of the way Leeds District has achieved positive results within the PMIs in what have been very challenging times for the Service and our community. I would like to acknowledge the dedicated and professional work carried out by the District team and Crews on Fire Stations throughout the Covid-19 pandemic and beyond in making Leeds and West Yorkshire communities safer.



OFFICIAL

# District Priorities - 6 Monthly Update

## Community Safety Committee

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Date: 29 October 2021

Agenda Item:

9

Submitted By: Director of service Delivery

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<b>Purpose</b>	This report provides Members of the Community Safety Committee with an update from each District Commander in relation to their respective annual district priorities.
<b>Recommendations</b>	That Members of the Community Safety Committee note the contents of this report.
<b>Summary</b>	This report provides information on the progress against the District Action Plans for the 2021 / 22.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Area Manager Scott Donegan

Background papers open to inspection: District Plans

Annexes: None

## 1 Introduction

- 1.1 This report provides an update against the district priorities which form part of the annual district plan. The district priorities were presented to members of the Community Safety Committee on 30<sup>th</sup> April 2021 with a commitment to deliver an update after six months and then a final update at the end of the year.

## 2 Information

- 2.1 The West Yorkshire Community Risk Management Plan, 'Your Fire and Rescue Service 2020 – 2023' identifies 10 strategic objectives which will contribute to West Yorkshire Fire and Rescue Service achieving its ambition of 'Making West Yorkshire Safer'.
- 2.2 Each of the district commanders has articulated in their local district plan how they will deliver these strategic priorities at a local authority level. This report provides an update from the district commanders on the progress they have made in achieving these local priorities.
- 2.3 Members of the Fire and Rescue Authority are encouraged to seek regular updates on key areas of work across their areas through discussions with their respective district command team.
- 2.4 The district priorities have proved useful in that they allow local activity to be monitored and updates to be provided to senior managers and members of the Fire and Rescue Authority.
- 2.5 The plans are available on the district pages of the West Yorkshire Fire and Rescue Service internet site.

## 3 Financial Implications

- 3.1 There are no financial implication resulting from this report.

## 4 Legal Implications

- 4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## 5 Human Resource and Diversity Implications

- 5.1 There are no internal HR or Diversity implications arising from this report.

## 6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorksfire.gov.uk)</a> )	<u>No</u>
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

## **7 Health, Safety and Wellbeing Implications**

- 7.1 There are no direct health, safety and wellbeing implications resulting from this report.
- 7.2 Each district has plans in place to cover the health, welfare, and wellbeing of staff in line with the service priorities.

## **8 Environmental Implications**

- 8.1 The district plans refer to specific environmental challenges in relation to the preparation for and response to notable weather events such as flooding and wildfires. By responding more effectively to these types of emergencies the service mitigates the impact on the environment.
- 8.2 As we have implemented smarter ways of working we are seeing a reduction in road travel and a move away from paper based systems which improves the sustainability of the organisation.

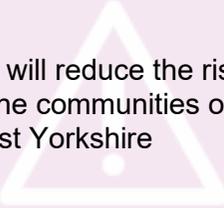
## **9 Your Fire and Rescue Service Priorities**

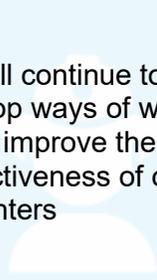
- We will reduce the risks to the communities of West Yorkshire
- We will continue to develop ways of working which improve the safety & effectiveness of our firefighters
- We will work efficiently to provide value for money and make the best use of reserves to provide an effective service
- We will be innovative and work smarter throughout the service
- We will invest in information and communication technology, digital and data, to deliver our service in smarter ways
- We will support, develop and enable our people to be at their best
- We will use the HMICFRS assessment of 'Good' in all areas as a foundation to implement our improvement action plan with the aim of delivering an outstanding service
- We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events
- We will actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks
- We will continue working towards delivering a more inclusive workforce, which reflects and serves the needs of the diverse communities of West Yorkshire

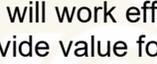
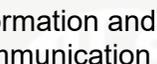
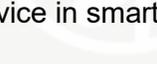
## **10 Summary**

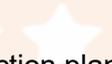
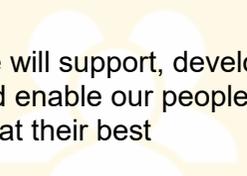
- 10.1 The attached priority updates are provided to inform members of the Community Safety Committee how each district is progressing with the actions and objectives set out in the respective plans for 2021/22.
- 10.2 These plans show how each of the district are contributing to achieving West Yorkshire Fire and Rescue Service's Strategic Priorities and how community risk management is delivered at local level.

## Leeds District Priorities Update – GM Toby May

<p>We will reduce the risks to the communities of West Yorkshire</p> 	<p>We will continue to deliver the Safer Communities Prevention Strategy.</p>	<p>Whilst Covid has had an inevitable impact on how we delivered risk reduction and prevention within Leeds, the safer communities strategy continues to be delivered within Leeds. Our District prevention team have continued to visit the most vulnerable members of our communities. Following the pandemic, Leeds had an outstanding referral que of over 800 cases, through the team's hard work and dedication, all these visits and cases have now been contacted and visited where required.</p>
	<p>Actively engage with the community and partners to identify risk, reduce vulnerability, and support those most in need.</p>	<p>Engagement with key partners and members of our community whilst inevitably impacted by Covid have continued within Leeds. We have maintained close contact with Leeds City housing and other close partners to ensure referrals of vulnerable members of our communities are followed up and dealt with. We have also maintained contact with cross border partners in North Yorkshire Fire and Rescue Service to exchange operational learning following an incident. We have enhanced the district social media stream to match our requirements of wanting to reach as many people and partners as possible, we will look at building on this work with the widening of social media platforms within district as part of our community engagement process.</p>
	<p>Deliver a close working relationship with Safer Leeds and Housing Leeds.</p>	<p>We have maintained a close working relationship with Leeds City Housing and have welcomed new secondees from the Council into the District Team to progress and enhance our collaborative approach in supporting occupants and reducing risk in Leeds City housing properties.</p>
	<p>Learn from Serious Incident Reviews and lead in the development of improved service delivery.</p>	<p>We have conducted three serious incident reviews (SIR's) and have ensured that joint learning from a partnership perspective are emphasised and acted upon.</p>
	<p>We will continue to support, deliver, and progress the Falls Response.</p>	<p>Falls response has continued to be operated and progressed through Leeds District. The response has a multi-agency stakeholder agreement to cease in October this year. This response has been a credit to WYFRS demonstrating the culture of wanting to pull out all the stops to support the most vulnerable in their hour of need – A full review will be conducted around the project and acknowledgment will be given to all staff members involved.</p>

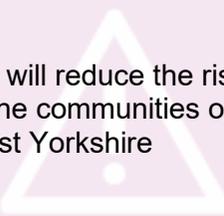
<p>We will continue to develop ways of working which improve the safety &amp; effectiveness of our firefighters</p> 	<p>Through our Station Assurance process, we will undertake training and exercises to ensure a safe response to the risks identified within Leeds.</p>	<p>Leeds has contributed to delivering the Station Assurance Programme and supported work to align the finalised process that will eventually become a computerised solution or dashboard for the whole organisation. Covid has meant that adjustments were required to re-set elements of the SAV process but following trials within Leeds and other Districts these were then factored into the process. Due to being invested from a professional and personal level within Leeds.</p> <p>We trialled initially three fire appliance exercises that were Covid secure but operationally rewarding and challenging for crews. We then undertook six fire engine exercises due to the success of the original exercise; these again were well received and incorporated Crews from across all districts. It was pleasing to note that there were no Covid impacts or implications following these exercises. This successful process then culminated in a number of Highrise Cladded building exercises at the Highways site in Leeds focusing on objectives of Grenfell team operational objectives.</p> <p>We continue to focus on delivering the district training strategy with other exercise venues already being identified.</p>
	<p>We will create unique ways of maintaining staff competencies throughout Leeds District.</p>	<p>We have maintained oversight and developed assurance processes throughout the pandemic. This has meant we utilised the data for assurance processes to support staff and Watch's that required development.</p>
	<p>We will undertake a series of training days to further develop working relationships with the partners to improve how we respond to operational incidents within Leeds.</p>	<p>We have conducted cross border exercises with North Yorkshire FRS to collaborate and share operational learning around Highrise cladded building fires. We have also undertaken training with West Yorkshire Police in Water safety and rescue incidents. Other partnerships have been maintained through groups Leeds District lead on such as the newly formulated Water Safety group which we chair and lead on.</p>

 <p>We will work efficiently to provide value for money and make the best use of reserves to provide an effective service</p>	<p>We will work efficiently to provide value for money and make the best use of reserves to provide an effective service.</p>	<p>Stations have continued to conduct low risk and cost reactive repairs to buildings which is seen as very cost effective.</p> <p>We have set up a new process of monitoring budgets across all the Fire Stations and District to ensure finances are managed and used efficiently and effectively.</p>
	<p>We will embed the Command Leadership and Management programme within Leeds to enhance more effective ways of working.</p>	<p>Command Leadership and Management programme (CLM) is in the initial stages of being transitioned into the Leeds for oversight and progression across the Organisation. Focus groups and key focus areas are being formulated to ensure the CLM model has a stable platform in which to operate and progress opportunities in the future.</p>
 <p>We will be innovative and work smarter throughout the service</p>	<p>We will continue to support the delivery of lean working projects.</p>	<p>Leeds District has been reviewing all its operations and process that were adjusted during Covid to assess whether they were leaner or are now more effective. We have a robust process now for driving initiatives and work areas within District that cuts our Email chains and in-efficient ways of working and communications of the past.</p>
	<p>We will look for opportunities to build and learn from how the service responded to Covid.</p>	
 <p>We will invest in information and communication technology, digital and data, to deliver our service in smarter ways</p>	<p>We will continue to utilise effective ICT solutions to deliver innovative ways of engagement and support to members of our team.</p>	<p>Leeds District has been keen to develop video calling and now has a new engagement process throughout the District. These new briefings have been fundamental in ensuring the work force is supported and informed whilst allowing a quick turnround of information matched to the Covid pandemic.</p>
	<p>We will support the integration of VOIP and agile ways of working for District-based staff.</p>	<p>Leeds district staff have been flexible working through the pandemic and are now all back in the workplace but still have an option of remote or flexible working to support welfare, health and well-being or individual cases.</p>
 <p>We will invest in information and communication technology, digital and data, to deliver our service in smarter ways</p>	<p>We will continue to contribute and support the implementation of the Performance Dashboard which will support the organisation improvement.</p>	<p>Leeds District has supported the progression of the performance dashboard by both trialling certain elements and also being part of the stakeholder consultations around the framework that underpins the process.</p>

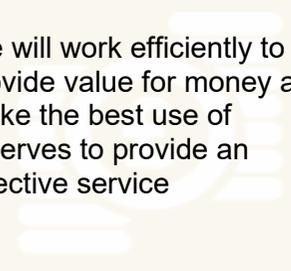
	<p>We will support, develop, and enable our people to be at their best.</p>	<p>Leeds District have focused on staff development and throughout support the pandemic and beyond. We have had a number of staff that have trialed a 'District based talent management' process where they have been asked or have asked to work out of the district office to enhance, support or develop there learning of the Organisation or elements of their role.</p>
<p>We will use the HMICFRS assessment of 'Good' in all areas as a foundation to implement our improvement action plan with the aim of delivering an outstanding service</p> 	<p>Leeds District will focus on operational exercising that will prioritise foreseeable risk within Leeds and West Yorkshire.</p>	<p>We trialed three fire appliance exercises that were Covid secure but operationally rewarding and challenging for Crews. We then undertook six fire engine exercises due to the success of the original exercise; these again were well received and incorporated Crews from across all Districts. It was pleasing to note that there were no Covid impacts or implications following these exercises. This successful process then culminated in a numbers of Highrise Cladded building exercises ay the Highways site in Leeds focusing on objectives of Grenfell team operational objectives. We continue to focus on delivering the district training strategy with other exercise venues already being identified. We have also undertaken cross border exercising with bordering FRS'.</p>
	<p>We will continue with staff development through a programme of themed CPD sessions.</p>	<p>Leeds District has rolled out a CPD process that looks at underpinning CLM structure and ways of working. We have established Watch Commander CPD session with a suite of topical areas looking at supporting both individuals and cohorts within Leeds. Other Districts within West Yorkshire have adopted these sessions which we will obviously support all staff moving forward.</p>
<p>We will support, develop and enable our people to be at their best</p> 	<p>We will nurture talent and provide support for those willing to develop in the service.</p>	<p>Leeds District have focused on staff development and throughout support the pandemic and beyond. We have had a number of staff that have trialed a 'District based talent management' process where they have been asked or have asked to work out of District to enhance, support or develop there learning of the Organisation or elements of their role.</p>
	<p>We will continue to maintain the competence of all service delivery staff.</p>	<p>Leeds District has established an assurance process to allow competencies of staff to be maintained and supported. We have overcome challenges around training brought through the Covid pandemic To be at the forefront of enabling training especially in key areas such as district based National Resilience assets.</p>
	<p>We will underpin assurances and professional standards through the Station Assurance Process.</p>	<p>Leeds has supported the development of the Station Assurance Programme. Leeds has undertaken work to align the finalised process that will eventually become and computerised solution or dashboard for the whole organisation. Covid has meant that adjustments were required to re-set elements the SAV process but following being tested within Leeds and then other Districts these were then factored into the process. Due to being invested from a professional and personal level within Leeds, we will continue to drive the SAV process.</p>

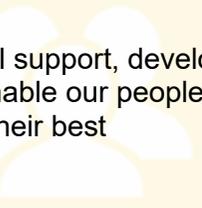
We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events	We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events.	Leeds District has established a professional standard ethos across its stations, this means there is an expectation of a reduction in waste and non-required , previously essential equipment on fire stations.
	We will continue to be a partner and positive contributor within the Leeds Clean Air initiative.	Leeds District still continue to be engaged and part of the Leeds clean air initiative and also is assessing what this will mean from a foreseeable risk perspective for WYFRS such as the use of lithium batteries in vehicles.
	We will train to response to the areas at highest risk of flooding.	Leeds District has continued to undertake water rescue training to ensure its response arrangements are ready to respond and in a robust manner.
We will actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks	We will undertake inspections of all Highrise residential buildings as part of the Building Risk Review Programme centred around Leeds.	Building Risk Review work has been undertaken by Leeds District with a list of building receiving inspections and operational risk information gathering, this has been a great piece of work within Leeds and one the staff should be proud of delivering against. Along with being the only District to undertake this work due to the scale of building falling within the criteria of BRR within Leeds, we have also undertaken familiarisation visits to the Hospitals and Prisons within Leeds to gain and assure operational awareness of such buildings and occupancy.
	We will continue to implement and train against new procedures which improve our operational effectiveness.	The operational training plan has been refreshed in Leeds District with a focus on new policies, procedures, national learning and foreseeable risk within Leeds City.
	A focused theme for Leeds District will be high-rise exercises to underpin the learning from Grenfell and improve operational response and Fire Fighter safety.	We trialed initially three fire appliance exercises that were Covid secure but operationally rewarding and challenging for Crews. We then undertook six fire engine exercises due to the success of the original exercise; these again were well received and incorporated Crews from across all Districts. It was pleasing to note that there were limited Covid impacts or implications following these exercises. This successful process then culminated in a numbers of Highrise Cladded building exercises ay the Highways site in Leeds focusing on objectives of Grenfell team operational objectives. We continue to focus on delivering the district training strategy with other exercise venues already being identified.
We will continue working towards delivering a more inclusive workforce, which reflects and serves the needs of the diverse communities of West Yorkshire	We will continue to positively represent the service when working in our unrepresented communities.	Positive action has formed part of a district work initiative looking at community cohesion in our most high-risk and deprived areas. Engagement and integration is a key focus and whilst this is a new initiative, it is expected to be a progressive and valuable work stream for positive action and WYFRS.
	We will undertake a review of staffing within Leeds seeking to ensure the district has resources where they are needed the most.	Leeds District has undertaken a complete refresh of staffing oversight and management. We now have a robust mechanism to map out vacancies and ensure that staff are in the right locations from an Organisational capability and staff development perspective. This process has meant a complete upturn in Crew Commander numbers and an easing on previous staffing issues around specialist resources.

**Bradford District Priorities Update – GM Ben Bush**

 <p>We will reduce the risks to the communities of West Yorkshire</p>	<p>We will continue to deliver the Safer Communities Prevention Strategy</p>	<p>Bradford crews have been delivering a reduced but effective service during the covid pandemic due to restrictions of movement and isolation. The service has still allowed us to interact with the public and partners to promote safety and to engage in reducing risk.</p> <p>We were able to deliver our core business whilst changing our working practices, but we were also very proactive in helping partners with the delivery and distribution of Covid related PPE and were the main contributors in the set up and running of vaccination centres.</p>
	<p>Actively engage with the community and partners to identify risk, reduce vulnerability and support those most in need.</p>	<p>The use of technology was adopted to enable us to maintain contact with our partners to provide continuity in working with vulnerable people across all services and providing interventions where required.</p> <p>We have been preparing to return to work fully where we can return to 'business as usual' on matters such as bonfire planning, water safety and moorland fires.</p>
	<p>We will work with Incommunities, Bradford District Care Trust and Children's Services along with other local partners to identify vulnerable individuals within the District to improve their safety and wellbeing</p>	<p>Further training is on-going for crews engaging with the public and identifying safeguarding issues and how to respond, in conjunction with our partner agencies.</p>

<p>We will continue to develop ways of working which improve the safety &amp; effectiveness of our firefighters</p>	<ul style="list-style-type: none"> <li>• We will provide support to our staff, our partners and members of the community in response to the Covid pandemic.</li> <li>• We will undertake and learn from training and exercises to ensure a safe response to the risks identified within Bradford.</li> <li>• We will undertake a series of training days to further develop working relationships with the Local Authority and other partners.</li> <li>• We will continue to build on our relationships with neighbouring Fire and Rescue Services through training and exercising. • Undertake offsite training to improve our knowledge of local risk</li> </ul>	<p>All Bradford District Stations attend and organise multi-station training and exercise scenarios. To improve and understand multi-agency and cross border working these often include Firefighters, other emergency responders and partner agencies.</p> <p>At an Operational level, Keighley Firefighters recently organised and successfully ran an exercise involving five of the districts fire engines along with Yorkshire water at the treatment facility in Marley. Bingley Fire Station were involved in the planning and exercising of a multi-agency incident involving water rescue of five casualties in the river at Bolton Abbey, this involved West and North Yorkshire Fire and Rescue, Yorkshire Ambulance Service Hazardous Area Response Team and Mountain Rescue. The scenario demonstrated the dangers faced by open water to the public who were observing and to those who saw footage on social media.</p> <p>Over the next few months Bradford District are running multi appliance exercises at two sites across the district to further test our response building fires.</p> <p>At a tactical level, we regularly brief and share information with our local partner agencies. Bradford Council Emergency planning have recently refurbished a facility just outside the centre of Bradford for use as a Strategic Operations Room. We have trained and exercised here recently and have also mobilised officers to attend over the summer when it has been established for an event.</p> <p>As we approach the bonfire period, we are having multi-agency meetings where we share our understanding of the local risks. We discuss our approach to the risk reduction work that is undertaken during October and early November including education on the safe use of fireworks in schools and local youth groups. We are in the process of planning the response around this period with local ward officers and West Yorkshire Police.</p>
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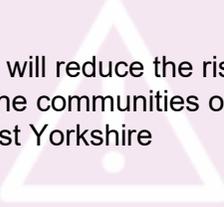
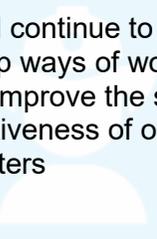
<p>We will work efficiently to provide value for money and make the best use of reserves to provide an effective service</p> 	<p>We will continue to look for opportunities to be more efficient in how we operate.</p> <p>We will replace the Fire Station at Keighley with a more energy efficient new build.</p> <p>We will continue to integrate online training and meetings that can reduce the number of unnecessary journeys and our fuel costs.</p>	<p>The Keighley Fire station new build project is gathering momentum and is due to begin in early 2022. The final floor and site plans for the energy efficient station have been agreed and the layout of the station is designed in line with the new fire station design project; this sets out different 'zones' in the station to reduce fire crews' exposure to contaminants when returning from an emergency. The new station will feature a multi-purpose training 'rig' which includes capability for high rise, line rescue and roof ladder training. This facility will also benefit the nearby On-call stations who can utilise the facility for their own training.</p> <p>The fire crews at Keighley have, themselves, been involved with the development of the new station and have attended every planning meeting. They have given vital input to the architects at each stage of the project and contributed heavily to the final design. A memorial tree outside the station in memory of a firefighter who sadly lost his life, can remain when the new station is built; this was important to both family and friends along with the crews themselves.</p> <p>Bradford district have significantly reduced unnecessary journeys and fuel costs by utilising ICT for meetings and training. This has been a much more efficient way to communicate during the pandemic and has seen new ways of working embedded within the district.</p>
<p>We will be innovative and work smarter throughout the service</p> 	<ul style="list-style-type: none"> <li>• We will continue to support the delivery of lean working projects.</li> <li>• We will look for opportunities to build and learn from how the service responded to Covid.</li> <li>• We will continue to adapt and evolve the way we provide learning, education and engagement with the public and our partners.</li> </ul>	<p>With the introduction of the Command Leadership and Management programme (CLM), and with finding new ways of working through the pandemic, we have developed new strategies that allow for working closely with the public and partners whilst maintaining isolation rules. This lean way of working is effective and will continue to develop and improve over time.</p> <p>Crews and ADCs are now working directly with various members of the partnerships by going direct to source. This allows for work to be timely and of quality by getting information that is 'confirmed' instead of waiting for referrals or appointments that could have time constraints. By working in this manner, we can collectively give the best response and service to the public in a much quicker time by the most appropriate personnel.</p> <p>All initiatives and actions are recorded and logged on the performance management system; results are shared so that further learning can be adopted and improved, to deliver a more proactive and effective service to our partners and ultimately the public we serve.</p>

<p>We will use the HMICFRS assessment of 'Good' in all areas as a foundation to implement our improvement action plan with the aim of delivering an outstanding service</p> 	<ul style="list-style-type: none"> <li>• We will contribute to the HMI Service Action Plan by building on our understanding of JESIP and operational discretion.</li> <li>• We will support and develop our Firefighters through Station Assurance Visits.</li> <li>• We will support and develop our managers using modules from our Leadership Strategy.</li> <li>• We will use the appraisal process to identify future leaders across the district.</li> </ul>	<p>As a district, we are cognisant of the learning identified by the HMICFRS and we continue to build JESIP awareness and Operational discretion into district exercises – it is also discussed with crews at Station Assurance Visits (SAVs). CPD sessions will be held towards the end of the year for fire crews and this will involve further JESIP training along with other topics.</p> <p>ADCs are enrolled on or have completed the modules at the appropriate level within our Leadership Strategy. The IODA course provides our managers with the knowledge and understanding and key leadership theories to help them to manage and lead effectively, in line with our core values.</p> <p>Station Assurance Visits (SAVs) are carried out with all fire stations to provide support, guidance and development to crews. District managers will assess overall performance and teamwork during the visit, we observe leadership skills from the watch and crew commanders and ensure we create a learning environment throughout the visit. We use the SAVs to ensure fire crews are performing to a good standard and they have an adequate understanding of the 'risk' within the area.</p>
<p>We will support, develop and enable our people to be at their best</p> 	<ul style="list-style-type: none"> <li>• We will nurture talent and provide support for those wanting to develop in the service.</li> <li>• We will continue to maintain a safe skilled workforce.</li> <li>• We will support the implementation of a District Performance Dashboard which will support organisational improvement within Bradford District.</li> </ul>	<p>Talent management is an area that I feel we can improve further as a service, and we are now progressing at a local level to develop a framework which should help individuals who are looking to progress in the service and provide some structure to their development. Part of the framework is to run 'have a go' style informal sessions for firefighters to try command scenarios, to identify talented individuals and give them the confidence to apply for promotion.</p> <p>All personnel have had an appraisal this year; this has been a good opportunity to discuss performance with individuals and identify any development requirements.</p> <p>We have a highly skilled workforce and we ensure they work as safely as possible. We monitor Safety Event Reports and implement any necessary recommendations. We ensure our firefighters use the competency dashboard to manage and record training to ensure they maintain their skills, so they are safe and operationally ready.</p> <p>We are now using the District Performance Dashboard to drive organisational improvement through Bradford. We can monitor performance during training, SAVs and by carrying out watch engagement and encouraging open discussion and conversation.</p>

<p>We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events</p>	<ul style="list-style-type: none"> <li>• We will work in partnership to prevent climate driven emergencies and develop ways of working to respond more effectively.</li> <li>• We will work with our partners to mitigate the impact of flooding and wildfire incidents.</li> <li>• We will use innovative technological solutions to reduce unnecessary journeys that impact on our carbon footprint</li> </ul>	<p>Climate change has increased the frequency and impacts of weather events in the UK. In Bradford District we often see the devastation caused by flooding of the rivers Aire and Wharfe and land destruction by Wildfires in the rural areas of Keighley and Ilkley. To mitigate the likelihood and effects of these weather events we work with our partners to advise residents in the risk areas. We have Social Media alerts that we send out when a flooding event is forecast and we work with the local council to assist the vulnerable to prepare their flood defences.</p> <p>We have facilitated multi-agency prevention days on the Moorlands where we invited the media and engaged with the public. Bradford District has also worked with local business who have been supportive of issuing advice leaflets with the sales of all disposable BBQs. We have equipped and trained local crews with improved Personal Protective Equipment, better equipment and increased their knowledge and understanding of Wildfire Firefighting techniques. We have worked with Yorkshire Water to understand and improve water supplies to our moorland risks.</p> <p>Over the coming months Bingley Fire Station will be working with the Police and local Wardens in the Ilkley area to provide water safety training ensuring that first responders to incidents of water rescue or wide area flooding are properly prepared to understand the risks they face.</p>
<p>We will actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks</p>	<ul style="list-style-type: none"> <li>• We will undertake inspections of all High Rise residential buildings as part of the Building Risk Review Programme.</li> <li>• We will continue to implement and train against new procedures which improve our operational effectiveness.</li> <li>• We will undertake high-rise exercises in properties within Bradford to improve our operational readiness and response.</li> <li>• We will undertake exercises at our higher risk sites locations to improve operational response.</li> </ul>	<p>The Building Risk Review (BRR) has been introduced, as a result of the Grenfell enquiry. It will allow us to better understand and help reduce the fire risk in high-rise residential buildings. All high-rise buildings in Bradford district have now been inspected and work continues with building owners to ensure we keep driving down the risk of incident.</p> <p>Bradford fire crews have taken part in various High-rise training exercises in order to test new and improved procedures for this type of incident. The crews have provided good constructive feedback during debriefs and continue to help shape and improve the response to High-rise incidents.</p> <p>Water related incidents have increased this year and there have been several exercises taken place involving key partner agencies including Mountain Rescue teams and the focus has solely been on water rescue and how we can improve our response. As a district, we are committed driving down water related incidents and will continue educating the community on the risks involved. Wildfire is a perennial issue on the moorland in and around Bradford. Our specialist wildfire team at Keighley train with other stations and also partner agencies to demonstrate the specialist capability they have to allow them to tackle wildfire incidents. We also work closely with Bradford Local Authority to educate the public on moorland safety to hopefully mitigate the risk of a fire starting.</p>

<p>We will invest in information and communication technology, digital and data, to deliver our service in smarter ways</p>	<ul style="list-style-type: none"> <li>• We will support the integration of new technologies and agile ways of working for district based staff.</li> <li>• We will use Social Media to promote our District Risk Reduction initiatives.</li> <li>• We will support the implementation of the new Emergency Service Network.</li> </ul>	<p>The pandemic has meant we have had to adopt new ways of working and many of our station briefings and meetings are taking place using video conferencing. Investment has been made at fire stations with ICT equipment and further investment is expected shortly to provide stations with improved equipment which will facilitate the ‘new ways of working’ even more so.</p> <p>The reach of social media is vast, and we are utilising various platforms to engage with our local community around risk reduction and safety messages along with other district news. There are still many areas we can improve on with our community engagement and we will be continuing to seek various means to reach as far as possible across the diverse community of Bradford.</p> <p>All Watch Commanders (WCs) across the district have received training and are now piloting the new Emergency Service Network (ESN) devices. The new devices act as both a radio and telephone; WCs are currently being asked to provide feedback on functionality and useability.</p>
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## Wakefield District Priority Update – GM Lee Miller

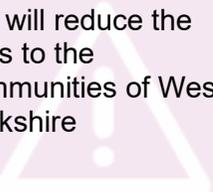
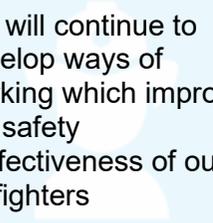
 <p>We will reduce the risks to the communities of West Yorkshire</p>	<ul style="list-style-type: none"> <li>• We will continue to deliver the Safer Communities Prevention Strategy.</li> <li>• Actively engage with the community and partners to identify risk, reduce vulnerability and support those most in need.</li> <li>• We will maintain strong partnerships and develop new relationships to foster effective working relationships to identify and help those most vulnerable in our community.</li> <li>• We will support and drive Road Safety and Water Safety, multi-agency strategies</li> </ul>	<p>In Wakefield we now have an established and embedded multi-agency Water Safety Group chaired by our district team. This group have risk assessed over 120 sites, provided signage and lifesaving equipment, and has a strategic and operational strategy to community engagement and education in periods of warm or extremely cold weather. We have returned to a full safe and well programme to reduce risk within the home.</p> <p>A new performance management system has been introduced to ensure crews deal with partners and relevant agencies to identify incident occurrence and to prevent further incidents by carrying out effective risk reduction work. Watch managers and district team work collaboratively with partners to reduce risk in several areas such as Serious Organised Crime (Precision and Contest) meetings.</p> <p>We have representation and workstreams in several community safety forums such as Health and Wellbeing board, Safeguarding, Community Safety partnership and Road Safety groups. Locally crews and district prevention have links with community anchors/hubs, third sector and close relationships with Neighbourhood Policing teams to work in partnership to reduce risk to the most vulnerable in our community.</p>
 <p>We will continue to develop ways of working which improve the safety &amp; effectiveness of our firefighters</p>	<ul style="list-style-type: none"> <li>• We will provide support to our staff, our partners and members of the community in response to the Covid pandemic.</li> <li>• We will undertake training and exercises to ensure a safe response to the risks identified in this document.</li> <li>• We will implement outcomes and recommendations from the Firefighter Safety Programme and Grenfell Project Team.</li> <li>• We will debrief and learn from all incidents, exercises and training we attend.</li> <li>• We will implement a structured cross border training strategy with neighbouring FRS's</li> </ul>	<p>As a district we have a robust assurance framework to ensure that our firefighters are well trained and ready to respond to a variety of risks within the community. We have three pump exercises focussing on Breathing Apparatus procedures ongoing at Castleford fire station.</p> <p>A six-pump exercise has been developed at Total Oils and incorporates an appliance from North Yorkshire. We also have an exercise planned at Wakefield Prison. A structured and formalised cross border training strategy is being developed to improve safety and effectiveness with crews from other services. All watches have been tasked with organising an off-site three pump training exercise and have taken part in the centrally organised high-rise exercises, associated with the Grenfell outcomes.</p>

<p>We will work efficiently to provide value for money and make the best use of reserves to provide an effective service</p>	<ul style="list-style-type: none"> <li>• We will continue to look for opportunities to be more efficient in how we operate.</li> <li>• We will encourage staff to be innovative and share ideas of new ways of working.</li> <li>• We will continue to communicate and collaborate effectively with our key partners.</li> <li>• We will embed the Command Leadership and Management programme within Wakefield to enhance more effective ways of working</li> </ul>	<p>We continue to evolve and develop new ways of working since the pandemic to ensure we are effective and efficient. Regular budget monitoring, authorisation and challenge processes are in place to ensure we are spending responsibly. We endeavour to utilise the reactive repairs system to reduce property repair costs.</p> <p>We have utilised the district community safety budget to fund heaters in a collaborative prevention initiative which we hope will reduce fires caused by older heaters. If successful it will save money for WYFRS in incident attendance and in the wider community such as insurance payments and costs to owner/occupiers</p>
<p>We will be innovative and work smarter throughout the service</p>	<ul style="list-style-type: none"> <li>• We will continue to support the delivery of lean working projects.</li> <li>• We will look for opportunities to build and learn from how the service responded to Covid.</li> <li>• We will continue to explore and implement new ways of conducting training, engagement and meetings with internal and external stakeholders.</li> </ul>	<p>As normality resumes following the pandemic, we have continued to implement smarter ways of working with the district. We hold internal and external meetings virtually to reduce travelling time and costs to be more effective. During the service assurance visit programme we audit and monitor ways of working to ensure we are delivering in the most efficient way possible. We have progressed new ways of working under the command, leadership, and management programme; the district team have embraced the aligned responsibilities to functional references rather than being station managers. This has brought innovation, efficiencies and allowed them to develop new ideas under their reference aiding partnership and collaborative working. Our day crewing stations within the coming months will be operating the CLM model to give greater flexibility and responsibility to those officers. We have several prevention and risk reduction initiatives such as the heater amnesty and involvement with integrated care hub. We are exploring new ideas of working with partners to ensure we are more effective and smarter in identify risk and those most vulnerable in our community to ultimately deliver in making them safer.</p>
<p>We will invest in information and communication technology, digital and data, to deliver our service in smarter ways</p>	<ul style="list-style-type: none"> <li>• We will support the integration of VOIP and agile ways of working for district-based staff.</li> <li>• We will continue to engage with the community utilising new technology and ways of working.</li> <li>• We will support the implementation of the Performance Dashboard which will support organisational improvement and assurance.</li> <li>• We will embed the use of social media within the district to provide a platform for community engagement.</li> </ul>	<p>As a district we are working collaboratively with IT to ensure that we are using the available technology to our advantage. Examples being moving away from paper-based processes, using tablets for Safe and Well visits. We have implemented a new IT solution for monitoring and reporting incident trends to enable smarter data analysis.</p> <p>As a team we are part of the consultation process for the new performance management system, district, and station dashboards. We are training our command unit operatives to use and embed resilience direct to make incident and command support more digital based including storing all relevant documents electronically.</p>

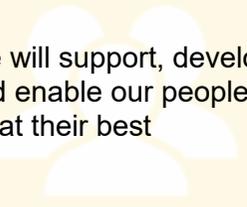
<p>We will use the HMICFRS assessment of 'Good' in all areas as a foundation to implement our improvement action plan with the aim of delivering an outstanding service</p> 	<p>We will provide opportunities to support and develop all staff by implementing training and development opportunities to ensure continuous improvement of services to the public.</p> <ul style="list-style-type: none"> <li>• We will provide regular Continuous Professional Development sessions for all our staff .</li> <li>• We will provide command training scenarios and theoretical input and for all officers within the district.</li> <li>• We will focus on operational exercising that will prioritise foreseeable risk within Wakefield and West Yorkshire.</li> <li>• Support the NVQ, IQA processes across the district and modular training at Featherstone</li> </ul>	<p>The Service Assurance Visit (SAV) programme is well embedded within the district and assures that operational firefighters are effective and efficient at delivering the service priorities around Response, Protection, Prevention, and Resilience.</p> <p>The SAV process is an ongoing year-round process of engagement and assurance; in conjunction with our service assurance self-assessment, it highlights areas of good practice and areas of development so we can strive to develop and be outstanding in all areas.</p> <p>It ensures that our staff are well trained, competent, and ready to respond to fires and other emergencies and understand service requirement in risk reduction, protection and prevention.</p> <p>Through CPD, engagement and the development process we highlight talent and nurture our staff.</p>
<p>We will support, develop and enable our people to be at their best</p> 	<ul style="list-style-type: none"> <li>• We will nurture talent and provide support for those willing to develop in the service.</li> <li>• We will continue to maintain the competence of all staff.</li> <li>• We will support organisational change to ensure continued improvement of service delivery.</li> <li>• We will underpin assurances and professional standards through the Station Assurance process.</li> </ul>	<p>During training exercises, operational incidents and through the service assurance visit (SAV) programme we test that operational discretion and joint working principles are embedded and understood by incident commanders. As a district we have planned continuous professional development sessions for all staff including district officers.</p> <p>During the operational SAV for watches, ADCs hold initial command development and theoretical input sessions with the crew and watch managers, therefore providing opportunities to support and develop them. We hold regular engagement briefings with staff and WMs to ensure we have a two-way communication process to keep them update of areas we would like improvement and to understand their needs and issues.</p>

<p>We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events</p>	<ul style="list-style-type: none"> <li>• Work with partners to mitigate and limit the impact of flooding events within Wakefield District.</li> <li>• Implement recycling programme and environmentally friendly initiatives at all stations.</li> <li>• We will work in partnership to prevent climate driven emergencies and develop ways of working to respond more effectively.</li> </ul>	<p>We are working collaboratively with Wakefield Council and their emergency planning team to ensure we have robust plans and notification mechanisms based on extreme weather and flooding forecasts.</p> <p>We have regular partnership meetings to ensure resilience and business continuity is in place around these types of events. We have created a district flood response plan to ensure and effective response and to mitigate the effects of flooding on our community. Stations have a recycling waste collection, and we will monitor and assure utilities usage and challenge increases to ensure we are being environmentally aware.</p> <p>Wakefield Fire Station new build has electric vehicle charging facilities and Ossett Fire has been surveyed to ensure we have modern facilities to help achieve climate change.</p>
<p>We will actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks</p>	<ul style="list-style-type: none"> <li>• We will undertake inspections of all Highrise residential buildings as part of the Building Risk Review Programme.</li> <li>• We will continue to implement and train against new procedures which improve our operational effectiveness.</li> <li>• We will inspect and gather risk information through the Operational Risk Visit Programme.</li> </ul>	<p>Wakefield Crews and officers have attended several exercises in Leeds to test new evacuation procedures.</p> <p>The command units both located in the district are an integral part of this new strategy and have been involved in several training sessions this year. We are actively working with Wakefield District Housing to identify a suitable venue so we can hold local high-rise exercises.</p>
<p>We will continue working towards delivering a more inclusive workforce, which reflects and serves the needs of the diverse communities of West Yorkshire</p>	<ul style="list-style-type: none"> <li>• We will deliver recruitment messages during all service delivery contact.</li> <li>• We will continue to positively represent the service when working in our unrepresented communities.</li> <li>• We will diversify our staff, promote inclusion and create a fair and equal workplace.</li> <li>• We will promote recruitment opportunities at Featherstone Fire Station and support positive action initiatives</li> </ul>	<p>The Wakefield District Commander has the reference for Human Resources. Members of the district team are proactive in several workstreams around wholtime and on call recruitment. We are working with the National Fire Chiefs Council around point of entry and recruitment projects to drive improvements to ensure we have an inclusive and reflective workforce.</p> <p>A community engagement strategy which improves how we understand and communicate with our diverse communities is being developed. This will contribute to positive action campaigns and improved prevention messaging.</p> <p>We are planning a sustained recruitment campaign for the On-call station at Featherstone which has seen a number of retirements and leaver over the last couple of years.</p>

## Kirklees District Priority Update – GM Dale Gardiner

<p>We will reduce the risks to the communities of West Yorkshire</p> 	<ul style="list-style-type: none"> <li>• We will continue to deliver the Safer Communities Prevention Strategy.</li> <li>• Actively engage with the community and partners to identify risk, reduce vulnerability and support those most in need.</li> <li>• We will work together with Kirklees Neighbourhood Housing to identify vulnerable individuals within their properties and improve their safety and wellbeing.</li> <li>• We will support and drive road safety multi-agency strategies through the Kirklees Road Safety Group</li> </ul>	<p>Kirklees District crews have delivered 710 safe and well visits to date in 2021. Kirklees Prevention team have dealt with 171 High Risk cases. All this work is geared towards supporting individuals in the home. Kirklees District have provided a range of community safety activities including targeted home visits, social media campaigns, awareness sessions on wildfire and road traffic collisions within local communities. Joint working arrangements have been established during this period with Kirklees Council's newly integrated Homes and Neighbourhoods Department (was previously KNH) who have created a new Fire Safety (Partnerships) team to focus on communications and consultation with residents within their high-rise blocks partly as a response to the Social Housing White paper January 2021. We have been able to disseminate Safe and Well guidance across the blocks and share targeted safety messages via their monthly newsletter starting with the June 2021 version for Bishops Court &amp; Holme Park Court in Berry Brow, with reference to regular testing of smoke detection and highlighting the impact of prevalence of false alarms on WYFRS.</p> <p>WYFRS continue to work with the Kirklees Road Safety Partnership in aiming to make Kirklees roads safer and have been involved in #ProjectEDWARD week (13<sup>th</sup> Sept - 17<sup>th</sup> Sept) a range of activities were arranged across District. Several 'Engage and Educate' events were held at supermarkets across the area. and an extrication demonstration held at Springfield college, Dewsbury. The group are developing a working action plan in support of implementing the 'Vision Zero' strategy across the district.</p>
<p>We will continue to develop ways of working which improve the safety &amp; effectiveness of our firefighters</p> 	<ul style="list-style-type: none"> <li>• We will support our staff, our partners and members of the community in response to the Covid pandemic and provide volunteer staff to work alongside our NHS and Council colleagues at the John Smith's mass vaccination centre.</li> <li>• We will undertake training and exercises to ensure a safe response to the risks identified within Kirklees</li> </ul>	<p>During the Covid pandemic, the NHS and our healthcare partners were under significant strain and pressure to vaccinate the communities of Kirklees. West Yorkshire Fire and Rescue Service personnel from across Kirklees district, volunteered to provide assistance at the John Smiths Stadium. The programme saw over 100,000 vaccinations administered in the first 6 weeks across Kirklees. Between 25<sup>th</sup> of January and 16<sup>th</sup> of May 2021, 2 appliances with up to 8 personnel were made available to Locala and the NHS partners. Our crews provided assistance setting up the venue and performed duties including the marshalling of vehicles and people around the site, supporting the vulnerable and monitoring of people post vaccination. Crews have undertaken several 2 pump exercises to deal with domestic property incidents over the months of July to September.</p> <p>Kirklees crews have also taken part in high rise evacuation exercises following the Grenfell recommendations to ensure a safe response to these types of incidents. Additional training and exercises will now look at the predominant risks within the district such as our large chemical sites, hospitals and high rise buildings.</p>

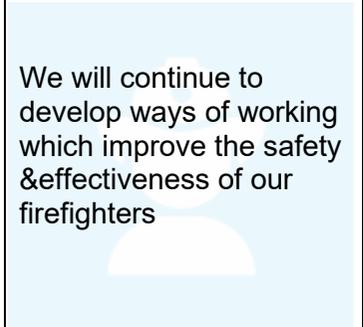
<p>We will work efficiently to provide value for money and make the best use of reserves to provide an effective service</p>	<ul style="list-style-type: none"> <li>• We will continue to look for opportunities to be more efficient in how we operate.</li> <li>• We will carry out an extensive renovation project at Huddersfield Fire Station and manage the relocation of Cleckheaton Fire Station to Birkenshaw</li> </ul>	<p>We are utilising ICT solutions such as video conferencing to influence communications and training sessions both within Kirklees District and external partners, resulting in less travel time within the District. The role of the of the WC Fire Liaison Officer seconded within Kirklees Council has been seen to pay dividends in bringing key partners together to deal with individual high-risk cases or broader societal issues. Focused on driving the Kirklees District (WYFRS) agenda through key partner engagement has shown significant improvement in areas such as arson and malicious false alarm incidents. These projects are at the initial stages with project managers allocated and meetings scheduled. We are creating a communication plan to involve the local communities and staff in the development of the new fire station. We also work with local communities in Cleckheaton to make sure they safe in their homes following the move.</p>
<p>We will be innovative and work smarter throughout the service</p>	<ul style="list-style-type: none"> <li>• We will continue to support the delivery of lean working projects.</li> <li>• We will look for opportunities to build and learn from how the service responded to the Covid pandemic.</li> <li>• We will undertake a series of interactive training sessions to ensure operational crews are prepared to respond and are kept up to date with key national and local issues.</li> <li>• Support the delivery of the Command, Leadership and Management programme across the District and the implementation of a District Performance Dashboard.</li> </ul>	<p>Lean working principles were undertaken within Kirklees over the last year. Teams meetings by the District to brief watches and hold training sessions have been provided within the District. Kirklees District will play an active role in developing the new District Dashboards with trials at Huddersfield and Meltham.</p> <p>The pandemic allowed us to further strengthen the relationships with external partners such as Locala, Kirklees Homes and Neighbourhoods service as well as Kirklees Council. The District based CPD sessions have been in place for a number of years now. Sessions planned for the next six months include professional standards, discipline, Mental Health and the Grievance procedure.</p> <p>The CLM structure is now fully implemented within Kirklees District in both the Assistant District Commander and watch manager roles. Making the most of the model has We will now work to make the role effective and improve how we deliver our service.</p>
<p>We will invest in information and communication technology, digital and data, to deliver our service in smarter ways</p>	<ul style="list-style-type: none"> <li>• We will support the integration of VOIP and agile ways of working for district-based staff.</li> <li>• We will assist with the rollout of the station assurance visit and key performance indicator dashboard.</li> </ul>	<p>The switch over to the new VoIP system for Kirklees District was carried out at the beginning of the year. District based staff have been utilising agile working to carry out training sessions, briefings, and watch engagements to keep crews updated within the District. As a district we are now consulting with the Human Resource Team and Staff to support the implementation of hybrid working for staff in suitable roles.</p> <p>Kirklees District have completed 7 station assurance visits this year. These were undertaken with Covid restrictions which limited the full range of activities. The rest of the visits scheduled in for the rest of the year will include 3 pump exercises. We are working with the smarter working team to integrate these into a more intuitive dashboard which supports consistent performance management across the service.</p>

<p>We will use the HMICFRS assessment of 'Good' in all areas as a foundation to implement our improvement action plan with the aim of delivering an outstanding service</p> 	<ul style="list-style-type: none"> <li>• We will contribute to the HMICFRS Service Action Plan by building on our understanding of JESIP and operational discretion.</li> <li>• Kirklees District will undertake a series of exercises with operational crews which will develop their knowledge of operational discretion</li> </ul>	<p>The schedule of SAV's planned for the year ahead will include both JESIP principles and discussions on operational discretion. Kirklees District has multi agency exercise planned in October for Stanedge Tunnel and the new year for Wildfire where JESIP principles will be tested.</p> <p>Kirklees District will undertake a series of exercises with operational crews which will develop their knowledge of operational discretion.</p> <p>The schedule of SAV's planned for the year ahead will include both JESIP principles and discussions on operational discretion. The District is also planning a series of practical training in the coming year for high rise, RTC and water incidents.</p>
<p>We will support, develop and enable our people to be at their best</p> 	<ul style="list-style-type: none"> <li>• We will nurture talent and provide support for those willing to develop in the service.</li> <li>• We will continue to maintain the competence of all service delivery staff.</li> <li>• Support the development, health and well-being of employees within the district</li> </ul>	<p>Kirklees District currently have 20 NVQ candidate's and 11 firefighters within the Ff-CC development program. The ADC's oversee this work with regular observations, assessments, and face to face meetings. The appraisal process undertaken every year within the service also highlights the need and support required for individuals within the district. Kirklees District has delivered training, exercises in a variety of topics to ensure the competency of staff Kirklees District started engagement with landowners and game keepers in relation to passing on their knowledge in fire suppression, topography, and access to moorland areas. This resulted in joint training take place in April and June. Station assurance visits have focused on breathing apparatus techniques and practical firefighting methods.</p> <p>Kirklees District regularly discuss workloads, fitness, welfare, priorities, and commitments with employees at individual, team, and watch briefings. Following attendance at significant incidents Kirklees District focus on potential mental health impacts through welfare checks and structured debriefing with support from OHSU.</p>

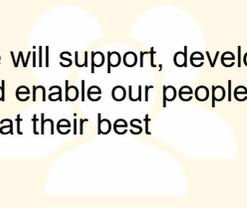
<p>We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events</p>	<ul style="list-style-type: none"> <li>• We will work in partnership to prevent climate driven emergencies and develop ways of working to respond more effectively</li> </ul>	<p>Kirklees retained crews undertook visual audits of high-footfall areas to engage with the public at peak times to support our partners' prevention work. These visits were undertaken regularly through periods of warm weather from March to September.</p> <p>We have seen a significant decline in wildfire numbers compared to previous years.</p> <p>In October, Slaithwaite and Meltham crews worked with the National Trust planting over 2000 sphagnum moss on Marsden Moor following the damaging wildfire earlier in the year.</p>
<p>We will actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks</p>	<ul style="list-style-type: none"> <li>• We will undertake inspections of all high-rise residential buildings as part of the building risk review programme.</li> <li>• We will continue to implement and train against our foreseeable risks to improve our operational effectiveness.</li> <li>• Prioritise and understand the 46 recommendations and work that we will need to undertake to ensure that we learn from the Grenfell Tower incident.</li> </ul>	<p>The BRR team continue to focus on high rise buildings within the District, currently 12 have a completed TIP for the District. The information gathered from high-risk premises is then shared amongst all Kirklees stations. The District is looking to undertake a series of training exercises at High rise properties to ensure that crews are familiar with the risks within their station area.</p> <p>Operational risk visits continue across Kirklees District and work is being undertaken to reaffirm that very high risk ORV's have a PowerPoint presentation to share with local stations. The District has several foreseeable risks such as wildfire, high rise and COMAH sites. Future training is currently being arranged on these risks in the form of tabletops and practical training.</p> <p>All Kirklees personnel have undertaken the WYFRS Grenfell programme this has involved scenario training, presentations, and discussions with the Grenfell team on the recommendations. Kirklees crews have also taken part in high rise evacuation exercises to ensure a safe response to these types of incidents.</p>
<p>We will continue working towards delivering a more inclusive workforce, which reflects and serves the needs of the diverse communities of West Yorkshire</p>	<ul style="list-style-type: none"> <li>• We will deliver recruitment messages through our central Communications Team.</li> <li>• We will continue to positively represent the service when working in our unrepresented communities</li> </ul>	<p>Whilst Kirklees Stations have access to various social media platforms already used within the organisation. We continue to work with the On Call liaison officer in undertaking face to face engagement to enhance the On-Call positions within the District. We have planned recruitment days at Huddersfield in October highlighting the on call and wholtime vacancies. A recent audit of the structures in place regarding recruitment and availability of on call staff resulted in a substantial assurance rating.</p> <p>Kirklees District are firmly committed to promoting a positive culture that values equality, diversity and inclusion both within our workforce and the communities of Kirklees. The district is not just about responding to emergencies we want to make a positive difference to the communities we serve. This is evident in the charity car washes at Meltham, MAGIC sessions at Slaithwaite, Princes Trust at Dewsbury and annual Children in Need event at Huddersfield.</p>

## Calderdale District Priority Update – GM Laura Boocock

<p>We will reduce the risks to the communities of West Yorkshire</p> 	<ul style="list-style-type: none"> <li>• We will continue to deliver the Safer Communities Prevention Strategy.</li> <li>• Calderdale Prevention will reduce the number of partnership referrals to ensure the most vulnerable are referred into the service.</li> <li>• We will work with Together Housing to identify vulnerable individuals within their properties to improve their safety and wellbeing.</li> </ul>	<p>Covid has had a large impact on delivering the Safer Communities Strategy across Calderdale. We have still delivered critical part of the strategy as far as possible. Safe and Well visits have continued and numbers increased inline with the easing of restrictions. High Risk interventions have continued throughout the pandemic with increased risk assessments to ensure our most vulnerable members of the community were still seen. As restrictions continue to ease Calderdale personnel are using lessons learnt from the pandemic and new ways of working to ensure the Safer Communities Strategy delivery is back on track. Calderdale District crews have delivered 400 safe and well visits since April and the prevention team have delivered 176 High Risk Interventions</p> <p>Prioritising those most at risk during the COVID-19 crisis was critical in ensuring intervention continued to be delivered. Work continued with partners who were able to submit referrals, for some partners this was no longer an option and work continued with them remotely to identify how we could support them. We still attended properties following risk assessment and delivered smoke alarms or other interventions. Emerging risks around increasing prevalence of water safety events and wildfire was supported by prevention work with partners especially during periods of hot weather. We worked with partners to identify areas and groups of people at increased risk and ensured that we had a prevention strategy in place.</p> <p>We have worked with Together Housing to look at their most vulnerable residents and any issues arising within their residential areas. Access to these residents has been limited throughout the COVID pandemic, however those highlighted as high risk have been seen by the prevention team who have continued to deliver high risk interventions throughout the pandemic. As restrictions are lifted we will continue to work with together housing to identify any changes of circumstances and ensure Calderdale District is involved in improving their safety and well being</p>
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 <p>We will continue to develop ways of working which improve the safety &amp; effectiveness of our firefighters</p>	<ul style="list-style-type: none"> <li>• We will provide support to our staff, our partners and members of the community in response to the Covid pandemic.</li> <li>• We will undertake training and exercises to ensure a safe response to the risks identified within Calderdale.</li> <li>• We will undertake a series of training days to further develop working relationships with the Local Authority and flood wardens to improve how we respond to flooding across Calderdale</li> </ul>	<p>Crews have continued to train on station, virtually and at Training Centre with increased risk assessments during the height of restrictions. As restrictions have eased multi pump exercises involving different stations and multiagency partners have started to be developed and rolled out. There are numerous larger scale exercises involving other agencies and cross borders FRS planned for the next six months focussing on the main risks and priorities in Calderdale.</p> <p>Several CPD days are planned over the next couple of months with both Community and Flood Wardens. This will involve crews meeting the wardens and carrying small scale exercises to ensure there is mutual understanding of each others roles and capabilities. Calderdale District is also involved in a large scale Calderdale Council Flood Exercise planned for later this year. Operational and District teams have visited the council control room in Halifax to understand how their command and control functions work and how they can aid working during flood periods.</p> <p>Additionally, the Calderdale Emergency Planning team delivered an awareness and training session to all operational officers with the aim of improving effectiveness when responding to future flooding.</p>
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<p>We will work efficiently to provide value for money and make the best use of reserves to provide an effective service</p>	<ul style="list-style-type: none"> <li>• We will continue to look for opportunities to be more efficient in how we operate.</li> <li>• Facilitate and plan the new ways of working at Todmorden fire station</li> </ul>	<p>Partnership working within Calderdale has allowed us to identifying areas where we can be more efficient particularly in regard to communication pathways between partners. Key stakeholders in partner agencies are now identified on any project meaning that decision making, and communication structures are more easily identified and carried out. Regular Safer Greener Cleaner meetings are held which members of the district team and CLM watch managers attend this identifies areas where partners can assist each other's working practices resulting in a more efficient approach. Through provided accommodation within Todmorden station turn in area is being developed. An ADC sits on the working group looking at developing an approved template for districts to rent an appropriate property which would provide a housing solution for personnel that don't live in the station area.</p>
<p>We will be innovative and work smarter throughout the service</p>	<ul style="list-style-type: none"> <li>• We will continue to support the delivery of lean working projects.</li> <li>• We will look for opportunities to build and learn from how the service responded to Covid.</li> <li>• We will undertake a series of interactive training sessions via Teams to ensure operational crews are prepared to respond.</li> </ul>	<p>Lean working has been implemented in Calderdale as a result of some of the changes to ways of working brought about by the COVID pandemic. Monthly briefings, training sessions and updates are regularly delivered via teams lessening the impact on both operational cover and travel time around districts. Illingworth and Mytholmroyd will undertake an active part in trialling the new district SAV dashboard which look to pull together a number of different workstreams into one location. Some of the new ways of working which were necessary during COVID have been adopted as future working practices. This includes training and briefings being delivered via Teams, multiagency briefings at more regular intervals, sharing of community information over several key areas. All of these have resulted in a more cohesive and efficient approach to many of the tasks which previously required a greater resource/time period. It has also highlighted the importance of face to face meetings with teams and partners at regular intervals as to ensure the engagement and buy in that previously may have been taken for granted. Hybrid and flexible working practices for district based staff has also been adopted based upon individual needs and welfare.</p>
<p>We will invest in information and communication technology, digital and data, to deliver our service in smarter ways</p>	<ul style="list-style-type: none"> <li>• We will support the integration of VOIP and agile ways of working for district-based staff.</li> <li>• We will support the implementation of the Performance Dashboard which will support the organisation improvement with Calderdale District</li> </ul>	<p>VOIP has been fully integrated into Calderdale and district based staff are agile working where appropriate for their role and workloads. Hybrid and flexible working continues to be monitored as personnel return to work. The benefits of VOIP are being put to use by establishing communication groups across the district which allow station clerks to become more involved in the delivery and administration of Safe and Well visits. The Performance Dashboard is currently being implemented across Calderdale District both prevention and risk reduction teams are working with crews to ensure they understand and can interrogate the dashboard in order to improve their teams working and set their own priorities and objectives in line with districts.</p>

<p>We will use the HMICFRS assessment of 'Good' in all areas as a foundation to implement our improvement action plan with the aim of delivering an outstanding service</p> 	<ul style="list-style-type: none"> <li>• We will contribute to the HMI Service Action Plan by building on our understanding of JESIP and operational discretion.</li> <li>• Calderdale District will undertake a series of exercises with operational crews which will develop their knowledge of operational discretion.</li> </ul>	<p>Both JESIP and operational discretion have been included within the SAVs for operational crews across district. This involves a professional discussion around both JESIP principles and understanding of operational discretion during the command element.</p> <p>Calderdale District will undertake a series of exercises with operational crews which develop their knowledge of operational discretion. Operational discretion exercises are being developed, with a planned roll out in November. These will build on information from the Ops Learning team regarding incident debriefs submitted declaring ops discretion and the actions taken at those incidents.</p>
<p>We will support, develop and enable our people to be at their best</p> 	<ul style="list-style-type: none"> <li>• We will nurture talent and provide support for those willing to develop in the service.</li> <li>• We will continue to maintain the competence of all service delivery staff</li> </ul>	<p>The Calderdale District Team is supporting a number of firefighters currently in development towards Crew Manager and a number of Crew Managers currently in the Watch Manager promotion process. Members of the district team and district prevention team have identified both personal and organisational development opportunities which are being supported through district and headquarters based teams. Calderdale strives to be supportive to all personnel from both a personal and professional standpoint.</p> <p>Competence of our service delivery teams is of the utmost importance. Opportunities to support crews in achieving competence are undertaken by the district teams as well as carrying out audits of the competency dashboard to identify any development areas.</p>

<p>We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events</p>	<ul style="list-style-type: none"> <li>• We will work in partnership to prevent climate driven emergencies and develop ways of working to respond more effectively.</li> <li>• Calderdale District will implement a recycling program at all stations.</li> </ul>	<p>Operational crews and the district team continues to work with partners to improve our response to climate driven events such as flooding and wildfire. Crews have worked with our corporate comms and partner agencies to deliver the #bemooraware campaign over the summer months during the wildfire season. Work to identify areas of emerging risk is ongoing throughout the year looking at both fire and partner response and prevention strategies. This summer has seen an increase in the need for water safety communications following a number of events, crews have identified high risk areas and increased their presence as well as passing communications to communities around water safety and the dangers of cold water. We are now in the process of planning for future flooding and working with the Calderdale emergency planning team to ensure a safe effective response that meets the needs of the community. The recycling project is underway in Calderdale with two stations now having separate recycling bins. A CLM watch manager is looking at the process of standardising across all stations and working with the waste collection service to ensure the end product is processed correctly.</p>
<p>We will actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks</p>	<ul style="list-style-type: none"> <li>• We will undertake inspections of all Highrise residential buildings as part of the Building Risk Review Programme.</li> <li>• Calderdale District will work with Together Housing on a vulnerability project to highlight tenants. in high rise accommodation.</li> <li>• All Calderdale watches will undertake a high-rise exercise at a high-rise property within Calderdale to improve operational response.</li> </ul>	<p>All high rise premises in Calderdale have been inspected as part of the BRR programme. Crews have been allocated a high rise building which they are responsible for producing and maintaining Tactical Information Plans for. Illingworth are now high rise evacuation trained and will support any high rise incidents across the service.</p> <p>All watches have carried out a high rise evacuation exercise with a rolling programme of district based exercises planned for the next 6 months. This means that crews from Calder can respond to any high rise building across the service and form and effective wider response to a fire in a high rise building.</p>
<p>We will continue working towards delivering a more inclusive workforce, which reflects and serves the needs of the diverse communities of West Yorkshire</p>	<ul style="list-style-type: none"> <li>• We will deliver recruitment messages during all service delivery contact.</li> <li>• We will continue to positively represent the service when working in our unrepresented communities.</li> <li>• We will undertake a recruitment campaign for Mytholmroyd station to bolster the station availability</li> </ul>	<p>We continue to promote a positive recruitment message to all of our communities. We have received a number of requests to visit education facilities and be involved with careers fairs and education events, we are currently liaison with corporate communications and HR to ensure that we are passing a single message around recruitment and the timescales and opportunities available We continue to engage with our underrepresented communities to highlight the role of a firefighter and their role within their communities. Watch managers, members of the prevention team and district teams continue to attend meetings with our local communities to promote WYFRS. We are holding two recruitment awareness sessions at Halifax in October highlighting both wholetime and on call vacancies We continue to work with the On Call liaison officer undertaking numerous recruitment activities to enhance recruitment into Mytholmroyd. Since April we have 5 new starters undertaking either the modular or full trainee course. Availability is currently 70.6% between June and August, this is up by 30% from the same period 2 years ago.</p>



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# Arson Convictions 2021

## Community Safety Committee

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Date: 29 October 2021

Agenda Item:

10

Submitted By: Director of Service Delivery

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<b>Purpose</b>	This report gives details of the arson convictions for the year 2020 - 21, where the Fire Investigation Team from West Yorkshire Fire and Rescue Service (WYFRS) provided expert witness statements to the Crown Prosecution Service.
<b>Recommendations</b>	That Members of the Community Safety Committee note the contents of this report.
<b>Summary</b>	The Arson Convictions where expert witness evidence from West Yorkshire Fire Investigation Officer was used for prosecution are included within this report

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Area Manager Scott Donegan

Background papers open to inspection: None

Annexes: None

## **1 Introduction**

- 1.1 In 2021 West Yorkshire Fire and Rescue Service (WYFRS) Fire Investigation Unit Officers (FIOs) investigated the origin, cause and development of fire in 166 incidents.
- 1.2 For a number of these incidents the police require expert witness statements to assist them in the preparation of a case file for consideration by the Crown Prosecution Service (CPS) in relation to individuals being charged with arson offences.
- 1.3 West Yorkshire Police Witness Care routinely update Fire Investigation Officers on the progress of those cases whereby the Fire Investigation Officer may have been required to attend court and give evidence. In many of the other cases, a robust expert witness statement has resulted in those accused of arson pleading guilty to the alleged offence, and there has been a subsequent conviction.
- 1.4 The fire investigation unit is not routinely updated on the outcome of these cases, but the unit endeavours to follow up on them to ensure we can produce the most accurate statistics that closely reflect our value to West Yorkshire Police and the communities we serve.
- 1.5 This report provides an overview of the cases where expert evidence submitted by the Fire Investigation Team from WYFRS has been used by West Yorkshire Police and the CPS to aid in securing convictions.

## **2 Information**

- 2.1 For 44 of the 166 incidents, the WYFRS FIO supplied West Yorkshire Police with an expert witness statement. Additionally, in one case, an in-depth report, legislatively compliant with Part 19 of the Criminal Procedure Rules, was produced.
- 2.2 From the 1 January 2021 to 22 September 2021, the following new outcomes have been established:
- 20 cases are being progressed through the judicial system.
  - Six of which resulted in sentences totalling 20 years and 10 months.
  - One Hospital Order.
  - One restraining order for 10 years.
- 2.3 WYFRS continues to provide Fire Investigation Officers 24/7 to a range of incidents to support response arrangements. The FIO's often return to scene and work with Police investigators and/or the Health & Safety Executive to establish the cause of fire.
- 2.4 Understanding the cause of fire also informs our prevention, protection and response activities.
- 2.5 The table below shows the cases whereby the Fire Investigation Unit has obtained an update on the progress of cases currently being progressed through the judicial system.

INCIDENT	DATE	FIRE DETAILS	SENTENCE	PRISON/ COMMUNITY SENTENCE
2047017491	July 20	3rd Floor flat.	Arson with intent to endanger life	2nd July, 2021 pleaded guilty to Arson with intent to endanger life sentence S37 Hospital Order with S41 restriction
2047023142	Sep 20	House and car		4 years imprisonment , Restraining order for 10 years in connection with effected parties.
1947022301	Sep 19	Vehicle	Arson and criminal damage	1 adult 3 juveniles 1 x adult and one juvenile gave guilty plea. Sentencing 13 May 2022
2047029140	Feb 21	Shed	Arson	36 months
2147001307	Jan 21	Hospital	Arson being reckless as to whether life was endangered	Guilty plea – sentencing April 22
1947028280	Dec 19	Building/flat	Arson with intent to endanger life	8 years 6 months
2047014955	Apr 21	Flat	Arson with intent to endanger life, assault by beating of an emergency worker, arson with recklessness as to whether life was endangered	Guilty plea made on 21/5/21. Sentencing date to be fixed.
2047006819	Mar 20	Night club	Arson	Guilty plea- sentencing 14/05/22
2047030755	Dec 20	Hotel room	Arson with recklessness as to whether life was endangered	Pleaded guilty to was sentenced to 40 months imprisonment.
2047029210	Nov 20	Flat – Student		Court date set for 21st October 2021
1947029278	Dec 19	Hotel room		Hearing 15 November 2021
2047024971	Oct 20	Flat		The defendant has been sentenced for 2 years in imprisonment
2147012250	May 21	House		Hearing 22 November 2021
2147015875	Jun 21	House		Arson (further clarification to follow)
2147006046	Mar 21	House	Murder	Hearing 17 November 2021
2147018442	Jul 21	Sheltered Accommodation	Arson (further clarification to follow)	Guilty plea, hearing date pending.
147021407	Aug 21	House		Hearing date pending.
2147022109	Sept 21	House	Arson	Hearing date pending.
2047029210	Nov 20	Flat	Arson being reckless as to whether life is endangered	RD Court attendance 21st October 2021
2147000876	Jan 21	Flat		RD Court attendance 8th November 2021

### **3 Financial Implications**

3.1 There are no financial implications arising from this report.

### **4 Legal Implications**

4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

### **5 Human Resource and Diversity Implications**

5.1 There are no human resource or diversity implications arising from this report.

### **6 Equality Impact Assessment**

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorkfire.gov.uk)</a> )	No
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### **7 Health, Safety and Wellbeing Implications**

7.1 This report links with the key 2020 – 23 service priorities below:

- Reduce the risks to the communities of West Yorkshire
- Support, develop and enable our people to be at their best
- We will continue to develop ways of working which improve the safety & effectiveness of our firefighters

### **8 Environmental Implications**

8.1 Understanding the cause of fire does support West Yorkshire Fire and Rescue Service in learning from the emergencies we respond to. This allows the service to develop prevention activities, advice and training which reduces the likelihood of future incidents and supports a more effective response.

## **9 Your Fire and Rescue Service Priorities**

9.1 This report links with the key 2020 – 23 service priorities below:

- Reduce the risks to the communities of West Yorkshire
- Support, develop and enable our people to be at their best
- We will continue to develop ways of working which improve the safety & effectiveness of our firefighters

## **10 Conclusions**

10.1 The Fire Investigation Officers working within WYFRS are often provide vital evidence at court for criminal prosecution of arson cases. Their training and experience of dealing with fire investigation work is an essential element of the judicial process.



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# Youth Interventions Team Annual report

## Community Safety Committee

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Date: 29 October 2021

Agenda Item:

11

Submitted By: Director of Service Delivery

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### Purpose

This report details the progress of the Youth Interventions Team for the academic year 2020 to 2021.

### Recommendations

That Members note the content of this report

### Summary

This academic year the Youth Interventions Team have started a cautious but steady resumption of the face to face delivery of their youth intervention programmes across West Yorkshire.

During this time the team have worked hard to ensure programmes can be delivered in a Covid safe manner and that the interventions we offer meet the changing needs of young people following the pandemic to ensure they can continue to be a catalyst for change in the lives of the young people we work with.

With a month on month increase on the number of interventions delivered the team are confident, that while Covid still presents challenges, we are well on the way to making a full recovery from the pandemic and that our work with the young people of West Yorkshire is needed now more than ever before.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Area Manager Scott Donegan

Background papers open to inspection: None

Annexes: None

## **1 Introduction**

- 1.1 The programmes offered by the Youth Interventions Team (YIT) aim to be a catalyst for change and seek to inspire young people between the ages of 8 - 25 to change behaviours through a variety of practical, structured interventions. Most focus on personal development and resilience whilst others are themed towards specific areas such as road safety.
- 1.2 The team have worked extensively to ensure the training programmes outlined in the Youth Interventions catalogue can be delivered safely and successfully, following the pandemic, to young people identified by our partners as most likely to need or instigate blue light services, now or in their futures.
- 1.3 The traditional catalogue of interventions has been refined and new interventions developed to ensure we meet the changing needs of young people following the pandemic and support them to reintegrate into their school and home communities. In addition to the traditional safety messages, we now include education on mental health and wellbeing, and coping strategies.
- 1.4 Since May 2021 there has been a steady increase in the number of face-to-face interventions delivered from our Covid secure delivery sites on operational fire stations across West Yorkshire. Bookings are in place, and continue to be taken, for the new academic year ahead.
- 1.5 In 2020 – 2021, three Prince's Trust Team programmes were delivered from Dewsbury Fire Station in partnership with Kirklees College. To date, the WYFRS Youth Intervention Team have delivered eight Princes Trust Programmes and a contract has been secured to deliver a further three programmes in the new academic year ahead.
- 1.6 In February 2021, four fixed term posts became fully established. This has provided stability and security to the team and will be key in the team's recovery and future planning.

## **2 Intervention Delivery Update**

- 2.1 The resumption of face-to-face delivery of youth interventions on operational fire stations commenced in May 2021.
- 2.2 Covid Risk Assessments were completed for all delivery sites and the Covid measures, including lateral flow testing, were communicated with partners to ensure the safe delivery for young people and WYFRS staff.
- 2.3 Between May 2021 and September 2021, the team have delivered 25 structured Youth Intervention programmes to 198 children and young people.
- 2.4 The RescYOU Targeted Intervention Day, designed to support young people emerging from the pandemic and reengaging with school and communities has been popular with both partners and young people.
- 2.5 The team delivered outstanding commitments to the Violence Reduction Unit and Police and Crime Commissioner funders following the suspension of delivery due to the pandemic.

- 2.6** Unfortunately, our pool of operational instructors depleted as a result of us not being able to deliver due to the pandemic. Following a recent recruitment drive for instructors we received 35 expressions of interest from operational staff with an extensive skill set and who are passionate about working with young people. 23 of these are now inducted and ready to deliver youth interventions.
- 2.7** The Youth Interventions team continue to manage and deliver all fire setter referrals for WYFRS. These interventions continue to take place in Covid secure environments such as schools, children's homes, or Youth Justice Centres.
- 2.8** The delivery of fire setter interventions by District Prevention staff will resume when it is deemed safe to carry out these interventions in a residential setting.
- 2.9** This year the Youth Intervention team has delivered 56 fire setter interventions.
- 2.10** The team has continued to deliver educational interventions to extremely high-risk groups and individuals for whom a structured youth intervention on a station is not appropriate. This year 67 young people in 44 separate groups received input on the consequences of arson, road safety awareness and the impact of anti-social behaviour.
- 2.11** In addition to the core youth interventions, the team continue to work in partnership with the Prince's Trust to deliver the Get Started programmes. These programmes are targeted at 16-25 year olds who are unemployed and facing multiple barriers to progression. It seeks to engage them and boost their confidence to enable them to take the next step towards education, training or employment. This year we delivered a fully digital Get Started with Health and Fitness in April and a face to face Get Started with Survival from Stanningley Fire Station in August. The next Get Started programme is due to run from Stanningley Fire Station in November. This will be the Get Started with Emergency Response programme.
- 2.12** As with the digital delivery that took place last year, we found the delivery of a digital Get Started programme enabled us to engage with young people who would not normally access our face-to-face provision. This includes young people with social anxieties, personal insecurities or rural isolation.
- 2.13** In total the team delivered to 341 young people, the majority of which are deemed as vulnerable and who are most likely to need or instigate blue light services now or in the future. This figure shows a reduction on last year's figure of 409 young people, which is a result of the three months face to face delivery that has been possible this year in comparison to six months last year.

### **3 Prince's Trust Team Programme**

- 3.1** This year the Youth Interventions Team has delivered a further three Prince's Trust Team programmes from Dewsbury Fire Station in partnership with Kirklees College. The Team programme is a 12 week full time, accredited programme for 16 – 25 year olds who are Not in Education, Employment or Training (NEET). The programme focuses on developing teamwork, communications, confidence and transferrable skills for employment.
- 3.2** This year the delivery of the programme has been a blend of digital and face to face delivery in order to respond to the challenges still presented by Covid. For Team 6 in September 2020 and Team 8 in May 2021, digital delivery days helped us ensure all young people could access the provision digitally should periods of self-isolation be required. Team 7 in January was entirely digital until March due to the second lockdown.
- 3.3** 20 young people completed the programmes this year and achieved a Level 1 qualification in Teamwork, Employability and Community Skills. 17 of these young people have positively progressed into education, employment or volunteering opportunities.
- 3.4** A contract has been secured with Kirklees College to deliver a further three programmes in the new academic year ahead.

### **4 Review of last year's priorities**

- 4.1** Last year the Youth Interventions Team manager set 5 priorities for the year ahead. The progress made against these priorities is as follows:

#### **Continue to develop a specialist team**

- 4.2** Following the HR process in February 2021, the team is now fully established. The only fixed term contract existing within the team is to back fill for a secondee to the NFCC.
- 4.3** Over the past year the skills, experience and expertise of this team have enabled us to refine and develop programmes to meet the needs of young people who have been adversely affected by the pandemic. The team have completed training to expand their expertise. This includes Trauma Informed Practice training as well as internal skill sharing sessions.

#### **Resuming face to face delivery of youth Interventions and Prince's Trust programmes in a Covid safe way.**

- 4.4** The Youth Interventions team has followed WYFRS, local and national guidance regarding coronavirus throughout the last academic year.

- 4.5 Thorough Covid Risk assessments have been undertaken for all delivery sites. Practical activities have been reviewed and every possible step has been taken to ensure all activities are delivered in a Covid safe manner for young people, delivery staff and operational crews on station.
- 4.6 Discussions have taken place with partners and amendments made to our contracts to ensure they fully subscribe to the safety measure we have in place. The team intend to keep all Covid safety measures in place until October half term when they will be reassessed. This is to ensure safe delivery into the new academic year where a rise in cases is anticipated with young people returning to school and colleges.

### **Continue to expand Prince's Trust Delivery**

- 4.7 Due to continued disruption caused by the pandemic, little progress has been made on the expansion of Prince's Trust delivery. However, discussions have resumed with Kirklees college regarding increasing Team delivery and it is hoped that a business case to deliver an additional team programmes will be submitted to the college in February 2022.
- 4.8 Discussions with the Head of Public Sector Partnerships for the Prince's Trust in Yorkshire and Humber are due to resume regarding the development of a post team programme to provide the young people leaving the programme the extra support that some of them need to progress into employment or education

### **Maintain Quality**

- 4.9 Over the past year the team culture of resourcefulness and reflective practice has been nurtured and the team have continued to demonstrate their ability to be both adaptive and reflective.
- 4.10 The team have maintained positive relationships with partners and continued to deliver high quality, challenging experiences for the vulnerable, at risk young people engaging with our provision.
- 4.11 The team have developed a minimum standard of delivery to ensure all young people accessing our provision have the same quality of experience.
- 4.12 Over the next year we are looking forward to working with a Leeds Trinity University psychology student to develop a meaningful and robust evaluation process for partners and young people.

### **Facilities Upgrade**

- 4.13 The team have successfully completed their move to their new accommodation at Wakefield fire station. The team have made a safe and phased return to working from the office environment. Several Youth Intervention programmes have been successfully delivered from the new accommodation at Wakefield.
- 4.14 The Youth Intervention Team have engaged with the primary school that neighbours the new Wakefield Fire Station and will be delivering a session to promote relationships between the school and the station.

## 5 Next Steps

- 5.1 The Youth Interventions team has begun to make a steady recovery from the Coronavirus pandemic and is optimistic about making a full recovery in the year ahead. Moving into the new academic year, the Youth Interventions and Princes Trust Team Manager has identified 4 priorities.

### **Make a full and safe recovery from the coronavirus pandemic.**

- 5.2 With an established team and an increased pool of instructors we now have the capacity to increase the number of programmes delivered across West Yorkshire. This will be done by:
1. Continuing to follow WYFRS, national and local guidance regarding coronavirus.
  2. Continue to review and update risk assessments to identify the measures that are in place to reduce the spread of Coronavirus.
  3. Continue to work with partners to ensure they have the adequate measures and risk assessments in place and that they fully subscribe to our measures to ensure the safety of their young people and WYFRS staff.
  4. Actively promoting Youth Interventions across West Yorkshire.
  5. Maintaining relationships with existing partners.
  6. Develop new partnerships in currently underrepresented districts.

### **Team Development**

- 5.3 Continue to develop a specialist team by:
1. Supporting the new members of the Youth Interventions team to extend their skill set by undertaking Prince's Trust Team Leader Training.
  2. Supporting Youth Intervention instructors working on Prince's Trust programmes to extend their skill set by undertaking Prince's Trust Team Leader Training.
  3. Identifying training needs and securing funding for staff training.

### **Maintain and Improve Quality:**

- 5.4 We will do this by:
1. Continuing to nurture the team culture of resourcefulness and reflective practice.
  2. Embedding the Minimum Standards for delivery across all programmes.
  3. Continuing to deliver a challenging, thought provoking experience for vulnerable, at risk young people engaged through our partners.
  4. Developing meaningful evaluation processes and channels for partner feedback.
  5. Maximising financial efficiency and resilience whilst maintaining integrity.

## **Expand Prince's Trust Delivery**

- 5.5 To expand our Princes Trust Delivery, we will:
1. Maintain the high standard of delivery of Prince's Trust Team programme with Kirklees College at Dewsbury Fire Station
  2. Explore scope for expanding Prince's Trust Team programme.
  3. Maintain the Get Started portfolio

## **6 Financial Implications**

- 6.1 The number of commissioned programmes delivered this year was reduced due to partners being unable to access offsite provision and us being unable to deliver programmes between March 2020 and May 2021.
- As part of the Sales, Fees and Charges compensation scheme which was introduced by government during Covid to reimburse authorities for income lost due to the pandemic, the authority claimed £82k for the loss of Youth Intervention training income.
- 6.2 The YIT are optimistic that the number of commissioned programmes will continue to increase over the academic year ahead.
- 6.3 The YIT continue to seek funding opportunities to fund their work with young people across West Yorkshire.
- 6.4 Since the YIT resumed face to face delivery in May 2020 they have met all outstanding commitments to the Violence Reduction Unit and Police and Crime commissioner.

## **7 Legal Implications**

- 7.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **8 Human Resource and Diversity Implications**

- 8.1 The intervention work delivered by the team demonstrates significant "due regard" to the service's Public Sector Equality Duties. We have targeted our prevention activities to the most vulnerable in the community who often share protected characteristics.
- 8.2 By working closely with partners from the public and third sector, whose goals are to improve outcomes for those with complex social needs, we continue to make a substantial impact on the community by strengthening their work with groups and individuals.

- 8.3 The programmes of behaviour change developed by the Youth Intervention team are tailored to group and individual vulnerabilities and specifically aim to reduce the development of mental and physical health complications.

## 9 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorksfire.gov.uk)</a> )	No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

The EIA is available on request from the report author or from [diversity.inclusion@westyorksfire.gov.uk](mailto:diversity.inclusion@westyorksfire.gov.uk)

## 10 Health, Safety and Wellbeing Implications

- 10.1 Covid Risk Assessments are in place for each site where Youth Intervention programmes are delivered.
- 10.2 All risk assessments for the delivery of Youth Interventions now include Covid safe measures.
- 10.3 All risk assessments are reviewed and updates to ensure the measures in place are relevant, necessary and effective.
- 10.4 The team have a safe working practices policy which continues to underpin the delivery of all Youth Interventions and is implemented by the whole team.

## 11 Your Fire and Rescue Service Priorities

- We will reduce the risks to the communities of West Yorkshire
- We will be innovative and work smarter throughout the service
- We will invest in information and communication technology, digital and data, to deliver our service in smarter ways
- We will support, develop and enable our people to be at their best
- We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events

## **12 Conclusions**

- 12.1** Over the past academic year, the Youth Interventions Team have continued to be resourceful and creative when engaging with, and developing new ways of engaging with young people and having a positive impact on their lives at a time when they need it most. This is testament to the dynamic culture of the team and their passion for working with young people.
- 12.2** Since May 2021 when we were able to welcome young people back on to station, and partners were in a position to access off site provision, the need for our work with young people is more evident now than ever before.
- 12.3** The YIT have demonstrated a cautious but steady recovery from the challenges the past 18 months have presented. The YIT are confident that this will continue into the new academic year and that they will continue to be a catalyst for change in the lives of young people.