



Quality of Service Surveys 2019-20

Community Safety Committee

Date: 30 October 2020

Agenda Item:

Submitted By: Corporate Services Manager

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Purpose To inform Members of the feedback from the annual Quality of Service, Safe and Well Visit and School Fire Safety Visit Surveys 2019/20.

Recommendations That Members note the contents of the report

Summary The attached reports provide Members with feedback from consultation on service delivery carried out during 2019/20.

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: After the Incident Survey: Incidents in the Home and Non-domestic Incidents 2019/2020, Final Benchmarking Report for West Yorkshire Fire and Rescue Service (June 2020)

Quality of Service: After the Incident Survey Domestic Incidents Quarters 1-4, 2019/20 (May 2020)

Quality of Service: After the Incident Survey Non-domestic Incidents Quarters 1-4, 2019/20 (May 2020)

Safe and Well Visit Follow Up Survey, Quarters 1-4, 2019/20 (May 2020)

School Fire Safety Visit Survey, Terms 1-3, 2019/20 (July 2020)

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 A Safe and Well Visit Follow-up survey is undertaken on a monthly basis. Each month, a questionnaire is sent to approximately 125 randomly selected residents who have had a Safe and Well Visit.

The questionnaire covers the following topics:

- Initial contact
- The Safe and Well visit
- Fire safety measures
- Overall Service
- About You

1.3 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.

1.4 A School Fire Safety Visit Survey is undertaken after carrying out the visit by sending to the teacher, a link to an electronic survey on the internet.

The questionnaire covers the following areas:

- Age Group
- Planning and Visual Aids
- The Presenters
- Pupils
- Overall Satisfaction
- Appointment
- Follow Up

2 Information

Quality of Service Survey 2019/20

2.1 During 2019/20, 132 completed questionnaires were returned from domestic properties and 64 from non-domestic properties. 921 questionnaires were sent out, 644 to domestic and 277 to commercial giving a response rate of 20% for the domestic surveys and 23% for the non-domestic. However the data for the year 2019-20 only covers the period April 2019 –

Jan 2020 as the COVID19 lockdown prevented surveys from being sent in February and March 2020.

- 2.2 Overall, the feedback is positive with 98% 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.

Safe and Well Visit Follow Up Survey 2019/20

- 2.3 During 2019/20 1,375 questionnaires were sent out, of which 483 were completed and returned. This is a response rate of 35% which is good for the type of consultation. However only 11 months were completed due to the COVID19 lockdown preventing the March 2020 survey from being sent out.
- 2.4 Overall, the feedback is positive with 98% of respondents satisfied with the Safe and Well Visit Follow Up survey, of whom, 92% were very satisfied.
- 2.5 A summary of each survey results is attached which also details a comparison with the results from the previous year's feedback.
- 2.6 These survey results will be used to address any areas for improvement in order to continue positive satisfaction levels in the 2020/21 consultation exercise.
- 2.7 Other fire and rescue authorities use the same surveys. In order to benchmark the WYFRS' performance with that of other fire and rescue services, Opinion Research Services provide a benchmarking report of the comparisons of the other fire and rescue services performance with WYFRS. Details of this benchmarking are included within the attached reports as appropriate.

School Fire Safety Visit 2019/20

- 2.8 During 2019/20 26 completed questions were returned during terms 1 and 2 of the school year 2019/20. This is lower than the 41 returned during 2018/19 (terms 1 to 3). This lower number is due to the COVID19 lockdown which stopped any talks being delivered during term 3 and prevented the responses to the talks delivered in February and March being pursued.
- 2.9 Overall the feedback is positive with 96% of respondents satisfied with the School Fire Safety visit.

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 Human Resources and Diversity Implications

- 4.1 Equality data is collected as part of this survey.

5 Health and Safety Implications

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

6 Environmental Implications

- 6.1 There are no environmental implications arising from this report.

7 Your Fire and Rescue Service 2019 -2023 Priorities

- 7.1 This report links to all of the 'Your Fire & Rescue Service 2019 – 2023' priorities.

8 Recommendations

- 8.1 That Members note the contents of the report.



West Yorkshire
Fire & Rescue Service

Quality of Service Survey 2019/20 (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.

	Domestic	Non-Domestic	Total
Questionnaires issued *	644	277	921
Completed Questionnaires returned	132	64	196
Response Rate	20%	23%	21%

*The data for the year 2019-20 only covers the period April 2019 – Jan 2020 as the COVID19 Lockdown prevented surveys from being sent in February and March 2020.

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)

132 completed questionnaires were returned to the independent research company out of the 644 sent out (20% return), which is a 3% increase on last year.

	2019/20	2018/19
Completed questionnaires	132 (20%)	111 (17%)

- 97% (94) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service
- 51% (53) said that the Fire Service arrived at the incident quicker than expected and 39% (40) said that the arrival time was as expected
- 98% (99) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene
- 97% (94) of respondents felt that WYFRS kept the effects of the incident to a minimum

- 81% (81) of respondents received fire safety information at the scene, 54% (67) were offered a Home Fire Safety Check and 43% (53) received an advice booklet
- Overall 98% (124) of respondents expressed satisfaction with the service they received from WYFRS, of whom 88% (112) said they were very satisfied.

3 Summary – Non Domestic Incidents

64 completed questionnaires were returned to the independent research company out of the 277 sent out (23% return), a 6% increase on 2018/19.

	2019/20	2018/19
Completed questionnaires	64 (23%)	52 (18%)

- 97% (38) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 31% (16) said that the Fire Service arrived at the incident quicker than expected and 60% (31) said that the arrival time was as expected.
- 96% (49) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 100% (53) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 70% (37) of respondents received fire safety information at the scene and 20% (12) received an advice booklet.
- Overall 98% (63) of respondents said that they were satisfied with the service received from WYFRS, of whom 94% (60) 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 58% 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 2018/19 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	2019/20	2018/19
Polite	98% (91)	100% (68)
Helpful	98% (93)	99% (66)
Efficient	96% (91)	99% (67)
Reassuring	93% (88)	96% (64)
Informative	92% (85)	95% (63)

Overall, 97% (94) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 92% (89) said that they were very satisfied.

This reflects a slight increase in satisfied respondents since 2018/19 when 96% (66) 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 104 respondents were present at the scene at the time of the incident.

	2019/20	2018/19
Arrived at incident quicker than expected	51% (53)	55% (48)
Arrived at incident as was expected	39% (40)	34% (30)
Kept informed of what was happening during the incident	94% (97)	98% (83)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2018/19 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	2019/20	2018/19
Polite	98% (99)	100% (88)
Helpful	97% (96)	100% (85)
Informative	92% (91)	99% (82)
Efficient	94% (94)	100% (86)
Sensitive	93% (92)	96% (81)

97% (94) of respondents felt that WYFRS kept the effects of the incident to a minimum; which is lower than the 98% (84) in 2018/19. The qualities demonstrated by the firefighters are lower than the 2018/19 results.

Overall, 98% (99) of respondents said that they were satisfied with the service provided at the scene, which remains the same as the 98% (84) in 2018/19.

5.3 Domestic- Information and Advice Given

84% (84) of respondents received information at the scene, in the form of general safety advice, and found this useful.

This is lower than the 2018/19 results where 90% (78) of respondents received general safety advice at the scene, however three of these did not find the advice useful.

54% (56) of respondents had been offered a Home Fire Safety Check after the incident. Most accepted the offer, but 2% (2) of these declined it, saying they had sufficient cover.

This is lower than the 2018/19 results, when 56% (58) of respondents were offered a Home Fire Safety Check, however 8% (8) of these respondents declined the check.

65% (79) of respondents had acted upon the advice given at the scene and/or in the Home Fire Safety Check, with just 3% (4) not acting upon it.

40% (49) of respondents received a FRS advice booklet after the incident. This is a slight decrease upon the 2018/19 results where 41% (42) of respondents received a booklet after the incident. Compared with 2018/19 respondents stated they found the booklet:

Qualities	2019/20	2018/19
Informative	100% (44)	100% (39)

Easy to understand	100% (46)	98% (40)
Helpful	98% (43)	100% (37)
Relevant	98% (43)	100% (38)

5.4 Domestic - Overall Service

Overall, taking everything into account, 98% (124) of respondents expressed satisfaction with the service they received from WYFRS, of whom 88% (112) said that they were very satisfied.

These figures are the same as 2018/19 where 98% (108) of respondents expressed satisfaction with the service received but lower than the 94% (103) who said that they were very satisfied.

6 Respondent Profile – Domestic Incidents

The demographic profile of the 132 domestic incident responses in 2019/20 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
46%	54%		26%	39%	36%	0%		85%	15%		29%	71%		39%	61%	
59	70	3	33	50	46	0	3	111	20	1	37	89	6	50	78	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	75 & over	White	Non-white	Yes	No	With children	Without children	
Taking everything into account those who expressed they were:	Satisfied	58	64	31	49	42		106	18	37	82	46	75	127
	Neither satisfied or dissatisfied			1		1			1			1		
	Fairly dissatisfied	1				1		1			1	1		
	Very dissatisfied													
In regard to service received at the scene those who expressed they were:	Satisfied	44	52	24	36	36		82	16	29	64	40	55	100
	Neither satisfied or dissatisfied			2		1	1		2			2		
	Fairly dissatisfied													
	Very dissatisfied													
In regard to initial telephone contact those who expressed they were:	Satisfied	38	54	26	39	27	9	79	14	24	65	38	53	97
	Neither satisfied or dissatisfied	2	1		2	1		2	1		3	1	2	
	Fairly dissatisfied													
	Very dissatisfied													

7 Non Domestic - Incidents Questionnaire

64 completed questionnaires were returned from the 277 sent out (23% return), a five percent increase on 2018/19.

	2019/20	2018/19
Completed questionnaires	64 (23%)	52 (18%)

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 58% (37) 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 15% (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 2018/19 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	2019/20	2018/19
Polite	97% (36)	100% (30)
Helpful	97% (36)	100% (28)
Efficient	97% (36)	100% (28)
Reassuring	95% (35)	96% (27)
Informative	89% (33)	96% (27)

Compared with the 2018/19 results, all have decreased.

Overall, 97% (38) of respondents were satisfied with their initial contact with the Fire Service, of whom 90% (35) said they were very satisfied.

These results are lower than those in 2018/19 where 100% (30) of respondents were satisfied with their initial contact with the Fire Service, of whom 93% (28) 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 82% (50) of the incidents.

	2019/20	2018/19
Arrived at incident quicker than expected	31% (16)	31% (13)
Arrived at incident as was expected	60% (31)	64% (27)
Kept informed of what was happening during the incident	94% (49)	95% (42)
Not kept informed of what was happening during the incident	6% (3)	5% (2)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2018/19 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	2019/20	2018/19
Polite	100% (51)	98% (44)
Helpful	100% (51)	100% (43)
Informative	98% (50)	99% (42)
Efficient	98% (51)	98% (42)
Sensitive	90% (46)	93% (40)

96% (49) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 4% decrease on last year where 100% (42) of respondents felt that WYFRS kept the effects of the incident to a minimum.

The majority of results demonstrate a comparable position to 2018/19.

Overall, 100% (53) of respondents said that they were satisfied with the service provided at the scene, with 96% (51) being very satisfied.

Overall satisfaction results in 2018/19 showed 100% (45) were satisfied with the service provided. We have seen a 5% increase in those respondents who were very satisfied from 91% (41).

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 2018/19 results included for comparison.

	2019/20	2018/19
General safety advice provided at the scene	70% (37)	93% (42)
Adopted the advice given	83% (29)	85% (35)
Advice given was already in place	17% (6)	7% (3)

Only 20% (12 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 2018/19 figures where 23% (12) of respondents received a FRS advice booklet after the incident.

7.4 Non Domestic - Overall Service

Overall, taking everything into account, 98% (63) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (60) said that they were very satisfied.

This result remains the same as the 2018/19 survey results where 98% (51) 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 3% (2); Internal/Building fire with flames 39% (25); Internal/Building fire -smoke only 19% (12); External Fire including vehicles, rubbish etc. 11% (7); Chemical incident 3% (2); Flood 8% (5); Rescue of persons 2% (1); Rescue of animals 3% (2); False alarm 3% (2); Other 8% (5)
- **Premise type:** Hotel / Boarding house 3% (2); Hospital 6% (4); Care home 3% (2); Offices 8% (5); Factory 30% (19); Retail 11% (7); Education 10% (6); Agriculture / Farming 5% (3); Pub 2% (1); Restaurant / Café 3% (2); Garage 2% (1); Dentist 2% (1); Leisure / Leisure centre 3% (2); Warehouse / Storage 5% (3); Other 8% (5)
- **Number of people present:** 1-50 people 64% (40); 51-200 people 16% (10); 201 or more people 15% (9) and no-one present 5% (3)

8 Benchmarking

A total of 6 Fire and Rescue Services (FRS) commissioned Opinion Research Services to monitor the views of their users who experienced Domestic Incidents between 1 April 2019 and 31 March 2020 attended by the FRS.

5 also commissioned ORS to monitor Non-Domestic Incidents. The same questionnaire used by West Yorkshire was used by these other FRS.

The questions which were benchmarked are as follows:

- Initial contact with the FRS: Five questions plus overall satisfaction for incidents in the home and non-domestic incidents
- Service provided at the scene: Eight questions plus overall satisfaction for incidents in the home and non-domestic incidents
- Information and advice: Eight questions for incidents in the home and three questions for non-domestic incidents
- Overall Satisfaction for Incidents in the Home and for Non-domestic Incidents

8.1 Domestic Incidents

The table below shows West Yorkshire Fire and Rescue Service's ranking against the six Fire and Rescue Services who commissioned ORS, showing the results for 2019/20 and a comparison against 2018/19. 24 questions were asked as performance indicators in the questionnaire.

	2019/20 Results	2018/19 Results
Total 1st place ranking	0 indicators	3 indicators
Total 2nd or 3rd place ranking	5 indicators	11 indicators
Total below 3rd place ranking	19 indicators	10 indicators

The results show no performance indicator areas were significantly above the National Score, with 11 performance indicators significantly below.

8.2 Non-Domestic Incidents

Non-Domestic results are based on five FRS who commissioned ORS with a total of 19 questions asked as performance indicators.

	2019/20 Results	2018/19 Results
Total 1st place ranking	7 indicators	5 indicators
Total 2nd or 3rd place ranking	12 indicators	14 indicators
Total below 3rd place ranking	Nil	Nil

The results show three performance indicator areas were significantly below the National Score, with two performance indicators significantly above.

Safe and Well Visit Follow-Up Survey 2019-20

Ownership: Corporate Services



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1 Introduction

In order to monitor performance, a follow up survey is sent out each month to a sample of residents who have had a Safe and Well Visit (S&WV).

Following the introduction of Safe and Well Visits, the previous Home Fire Safety Check follow up survey form was replaced this year by a new survey form. The survey now asks questions which include the additional areas covered within home visits.

As the scope of the questions differ from the previous year not all have comparable data from 2018-19 but where this does exist the previous year's figures are given as a comparison.

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.

	2019/20	2018/19
Completed questionnaires	483	539

1,375* questionnaires were sent out during 2019/20 of which 483 were returned giving a response rate of 35%.

**This compares with 1500 questionnaires in 2018/19 (response rate 36%) and differs due to only 11 months being completed due to the COVID19 lockdown preventing the March 2020 survey from being sent out.*

The questionnaire covered the following topics:

- Initial Contact
- The Safe and Well Visit
- After Your Safe and Well Visit
- How Did We Do?
- About You

2 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.

3 Initial Contact

The questionnaire asks a number of specific questions about how S&WVs are requested. The results are shown below along with the 2018/19 results for comparison.

	2019/20	2018/19
Completed S&WVs at request of resident	53% (224)	65% (335)
Completed S&WVs following unscheduled visit	8% (37)	5% (26)
Completed S&WVs referred or recommended by another organisation	23% (106)	24% (124)
Completed S&WVs following incident / fire	6% (28)	7% (36)

The majority of people 19% (88) found out about the S&WV having telephoned WYFRS with an issue, followed by 18% (83) from a recommendation by a friend or family member.

Following initial contact 49% (208) of respondents had their S&WV within one week, which is a 1% increase on 2018/19 (48% 232). Those respondents who had to wait more than a month for their S&WV following initial contact has remained the same at 3% (13).

The questionnaire asked how polite were our staff during the initial contact to which 98% (414) responded that they were satisfied, compared to 99% (505) in 2018/19.

Overall, 100% (458) of respondents were satisfied with the service received during their initial contact with WYFRS, which remains the same as the 100% (523) of respondents in 2018/19.

4 The Safe and Well Visit

Pre-arranged appointments were given to 76% (350) of respondents and of these 97% (335) of the visits took place as arranged, with 3% (10) arriving late but apologising. There was no indication of appointments not being kept.

Smoke detectors were installed into 83% (393) of residents homes, compared to 99% (469) in 2018/19. A total of 366 of respondents confirmed they were given advice regarding these, which included the following:

Advice on smoke detectors	2019/20	2018/19
How to test the smoke detector	89% (326)	68% (276)
Cleaning and maintenance of the detector	55% (201)	55% (223)
How to replace the detector *	37% (135)	-

*Not on previous Home Fire Safety Check and is a new question on Safe and Well Visit survey

92% (328) of respondents confirmed they had been given information leaflets, which is higher than the 84% (388) in 2018/19. They were also asked if they had received any further equipment with 3% (11) indicating they had been given flame retardant bedding or throws and 1% (4) a flaplock or blanking plate.

Residents also stated that they were given fire safety advice about the following:

Smoking safely	90% (178)
Cooking safely	86% (323)
Candles	90% (303)
White goods appliances (tumble dryer, fridge etc.)	80% (271)
Smaller electrical devices (laptop, hair dryer, mobile phone, chargers etc.)	74% (241)
Electrical wiring, sockets, adaptors etc.	83% (305)
Safe use of emollient skin care products	64% (186)
Safe use of oxygen equipment and/or air flow mattress	58% (108)
Housekeeping/hoarding	57% (123)
Lifestyle behaviours such as drinking or drug taking	57% (101)

Additionally as part of the Safe and Well visit 344 respondents said they were given further advice on:

Carbon monoxide detectors	67% (230)
Slip, trips and falls	36% (124)
Smoking cessation	14% (48)
Keeping your home warm	34% (117)
Your health and wellbeing	44% (151)
Crime prevention	26% (89)
Other	6% (21)

45% (197) of residents were advised to contact another agency for further information, advice or support with the above and 40% (171) were informed that WYFRS would give their details to another agency so they could support with this.

Thinking about the advice given by WYFRS to residents, 98% (452) of respondents agreed it was useful, which is the same percentage result as in 2018/19. The advice was understood by 98% (458) of the respondents, which compares with 99% (427) in 2018/19.

When asked about the length of the visit 98% (443) stated they were satisfied; 99% (455) were satisfied with the amount of information given and 100% (468) were satisfied with the politeness of staff during the visit.

5 After the Safe and Well Visit

Since the Safe and Well visit 45% (209) of respondents said they now check their smoke alarms weekly.

When asked if they had made any changes within their home or to their behaviour since the visit the responses were as follows:

- | | |
|---|-----------|
| • Clean smoke alarm regularly | 23% (107) |
| • Close internal doors at bedtime | 68% (316) |
| • Leave door keys in an accessible place at night | 74% (344) |
| • Access to a phone in the bedroom at night | 64% (298) |
| • Make sure escape route is clear and uncluttered | 61% (284) |
| • Shared fire safety information with others | 39% (181) |

17% (72) of respondents indicated that based on the fire safety advice received they had also made other changes, however 384 stated that they had made no changes. The main reasons for not doing so were due to respondents stating none were required 92% (353), and 5% (19) because they do not feel at risk from fire. The same figures for 2018/19 were 85% (216) and 5% (3) respectively.

6 Overall Service

Taking everything into account, 98% (467) of respondents were satisfied with the Safe and Well Visit, of whom, 92% (439) were very satisfied.

The satisfaction result is slightly lower than 2018/19 when 99% (518) of respondents indicated they were satisfied with the Safe and Well Visit service with 94% (492) who were very satisfied.

7 Respondent Profile

The demographic profile of the 483 responses in 2019/20 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	Owned	Rented	Unknown
166	293	24	42	75	151	187	28	425	27	31	292	151	40	355	92	36
36%	64%		9%	16%	33%	42%		94%	6%		66%	34%		79%	21%	

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	75 & over	White	Non-white	Yes	No	With children	Without children	
Taking everything into account with the S&WV those who expressed they were:	Satisfied	159	291	42	75	152	187	432	26	295	152	363	90	477
	Neither satisfied or dissatisfied	5		1			6	4		3	1	4	3	
	Fairly dissatisfied						2		1		1			
	Very dissatisfied				2					3			2	
In regard to the initial contact to arrange the appointment those who expressed they were:	Satisfied	138	259	40	67	135	167	382	24	258	139	328	79	428
	Neither satisfied or dissatisfied	3	5		1	3	3	8		8		3	2	
	Fairly dissatisfied	1				1	1	1		3		3		
	Very dissatisfied													

School Fire Safety Visit Survey

2019-20

Ownership: Corporate Services



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Introduction

In order to monitor performance, after completion of a school fire safety visit, a questionnaire is available to teachers electronically to complete and submit.

26 completed questionnaires were returned during terms 1 and 2 of the school year 2019/20. This is lower than the 41 returned during 2018/19 (terms 1 to 3). This lower number is due to the COVID19 lockdown which stopped any talks being delivered during term 3 and prevented the responses to the talks delivered in February and March being pursued .

Age Group

All of the data shown relates to visits given to 'key stage two' year groups.

Topics Covered

On 100% of occasions fire behaviour was covered; 88% (22) covered escape plan, hoax calls and in car safety and seat belts.

Materials Used

96% (25) of respondents agreed that the overall lesson was appropriate for the age of the class, 88% (22) agreed that the materials were appropriate to the age of the class, 81% (21) of respondents agreed that the materials used were appropriate to the lesson.

The comparison with 2018/19 results is detailed in the table below:

	2019/20	2018/19
	Agree	Agree
Overall lesson appropriate	96%	97%
Visual aids and support material appropriate to age	88%	89%
Visual aids and support material appropriate to lesson	81%	87%

Four suggested there should be more engaging materials and activities to allow children to participate and be 'hands on'. Three commented that the video was out dated, of poor quality and should be re-done.

In addition comments received suggested:

- smaller group sizes
- how to hold and put out sparklers
- more visual images/ maps of escape plans
- more hands on things eg. clothing
- activities to complete with the children such as sorting and choosing responses
- visual images/ maps of escape plans
- all children should have had materials and opportunities to take part (e.g. the cards to make the 999 phone call)

Pupils

The levels of pupil engagement in comparison to 2018/19 are shown below:

	2019/20	2018/19
	Agree	Agree
Pupils understood what they were taught	100%	100%
Pupils were interested in the talk	88%	97%
Pupils were able to recall what they were taught afterwards	96%	87%
Messages were communicated well to the class	100%	87%

The Presenters

96% (25) of respondents agreed that the presenters engaged with the group, that the presenters were approachable, and that the presenters were well informed. 100% of respondents agreed that the presenters were professional.

The comparison with 2018/19 results is detailed in the table below.

	2019/20	2018/19
	Agree	Agree
Presenters engaged with the group	96%	94%
Presenters approachable	96%	97%
Presenters professional	100%	97%
Presenters well informed	96%	94%

Length of visit

92% (24) of respondents felt the length of the visit was “about right” whilst 8% (2) thought it was “too short”.

Appointment

96% (25) of respondents answered that the original appointment was kept. 4% (1) of respondents answered that the original appointment for the school fire safety visit was not kept by the Fire and Rescue Service giving the reason that the member of personnel had not entered the appointment in their personal diary.

One appointment was cut short because the Fire Service was called out to an emergency.

These results are higher than in 2018/19 where 94% of respondents answered that the original appointment was kept.

Overall Satisfaction

96% (25) of respondents were satisfied with the overall School Fire Safety visit, of whom 58% (15) stated they were very satisfied.

The comparison with 2018/19 results is detailed in the table below:

	2019/20		2018/19	
	Satisfied	Very Satisfied	Satisfied	Very Satisfied
Overall Satisfaction	100%	59%	96%	58%

Follow up

54% (14) of respondents answered that they would carry out follow up activities with their class, 38% (10) did not know and 8% (2) said they would not. Most follow up activities involved giving the children booklets to complete and also having discussions around what they have learnt and the importance of smoke alarms, creating fire escape plans and doing quizzes. This result is higher compared with the 2018/19 result where 46% of respondents answered that they would carry out follow up activities with their class.

Comments

The majority of comments received were positive and were as follows:

- Updated resources might be positive
- We enjoyed the presentation. Well done Red Watch!
- Fire Fighters that delivered the talk were very good with the class
- We thoroughly enjoyed the session. It was very informative and the children really understood the message that was being presented
- It would be better if each class could have their own presentation. It was much better having 2 sessions compared with all 150 children being in 1 session last year
- Practical activities would have helped as well as being able to look at the fire engine
- All the teachers commented that the presenters were very engaging
- Thank you
- It was very good
- Thank you for your time. The children enjoyed the talk
- We would appreciate a re-booking!
- Very informative, thank you for visiting

Interpretation of data

The majority percentages shown for 2019/20 appear to be higher compared to the previous year but may be due to the reduced number of respondents due to the COVID19 lockdown (26 responses in 2019/20 compared to 41 in 2018/19).

[Protective Markings]

District Priorities 6 Monthly Update

Community Safety Committee

Date: 30 October 2020

Agenda Item:

Submitted By: Director of Service Delivery

7

Purpose This report provides Members of the Community Safety Committee with an update from each District Commander in relation to their respective annual district priorities.

Recommendations That Members of the Community Safety Committee note the content of this report.

Summary This report provides information on the progress of the District Action Plans for the 2020/21 period.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, Area Manager Service Delivery

Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 The attached District Priorities (Appendix One) allow the district command teams to set the key actions for the upcoming year.
- 1.2 The District Priorities for 2020 / 21 were presented to Members of the Community Safety Committee on 3rd April 2020 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 attached plans set the strategic priorities and actions for each district in 2020 / 21. The plans give detail of the range of activities and objectives to be carried out across the year in support of the Your Fire and Rescue Service 2020-2023.
- 2.2 The Plans are developed following a service delivery planning day and consultation with staff across districts.
- 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.

3 Financial Implications

- 3.1 There are no financial implication resulting from this report

4 Human Resource and Diversity Implications

- 4.1 There are no internal human resource or diversity implications arising from this report.

5 Health, Safety and Wellbeing Implications

- 5.1 Each district has plans in place to cover the health, safety and wellbeing of staff in line with the service priorities.

6 Environmental Implications

- 6.1 The district action plans refer to specific environmental challenges in relation to the preparation for and response to notable weather events such as flooding and wildfires.

7 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.

8 Conclusions

- 8.1 The attached district 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 2020/21.

Appendix 1 – District Priorities

Bradford District

Bradford District Priorities

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid19 pandemic
- Support the development, health and well-being of all staff within the district
- Deliver the Safer Communities Strategies across district
- Prioritise prevention work towards those who are more vulnerable
- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities
- Deliver the district training strategy
- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents
- Deliver Station Assurance Visit programme
- Support the delivery of the Command, Leadership and Management programme across the District
- Work with partners on a range of initiatives to provide excellent services to the community
- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action
- Facilitate the planning and transition to a new Fire station in Keighley
- Support and facilitate the implementation of the new Aerial Ladder Platform at Bradford
- Continue to improve fire cover in Wharfedale with the on-going recruitment campaign

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid pandemic.

The Covid period has proved a challenging time for all staff and it has been a priority to ensure that we have provided relevant and timely guidance and communication to ensure their safety and provide them with reassurance and confidence in our ‘ways of working’. Flexibility has also been afforded to staff to further support their families and their own welfare.

The district team have supported partner agencies at strategic, tactical and operational levels and provided various agencies with assistance throughout the pandemic. Operational crews have supported the NHS and other partners to help maintain essential services across Bradford, aiding in areas such as PPE and pharmacy deliveries. As a district, we continue to provide support to staff, partners and the community as we move into recovery and the ‘new normal’.

- Support the development, health and well-being of all staff within the district

To better support both the development of staff and their health & wellbeing, we have focussed on communication with staff, ensuring they are well informed and that all staff feel engaged. Although additional measures have put restrictions on ‘face to face’ engagement, we have ensured that the support for all staff is still of the highest priority and we have continued to provide assistance and assurance with training and development of teams and individuals.

- Deliver the Safer Communities Strategies across district & Prioritise prevention work towards those who are more vulnerable

Prevention remains our primary strategy to reduce incidents within the district, however, Covid has impacted somewhat on our ability to deliver 'Safe and Well' in the normal manner. Fire prevention advice is now, in the main, being communicated to the public over the phone whilst still ensuring we provide interventions to the higher risk vulnerable people within Bradford. We are still receiving daily referrals from our partners and providing assistance to ensure those most at risk are being identified and given the relevant support to keep them safe.

Other main areas of prevention that crews have focussed on this year have been around moorland safety and supporting the local authority with the Public Space Protection Order (PSPO) and also around water safety, particularly during the summer months when people are more likely to use open water for swimming.

- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities

The Operational Risk Visit (ORV) programme has been significantly impacted due to the Covid restrictions, however, operational crews are still able to gather risk information, albeit, this would be via an external visit to a premise or via the phone. We are also supporting the on-going Grenfell related work by assisting with response plans and training presentations on cladded buildings within the district.

- Deliver the district training strategy

COVID has significantly impacted on district training since March. Most of the multi-station and any cross-border training has had to be adapted in order to meet restrictions. Operational crews continue to undertake safety critical district training in order to maintain competence.

- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents

Bingley Fire Station hold the water rescue reference within the Bradford District and have continued to maintain their competence throughout the pandemic. The crews have continued to train 'off-site' ensuring all training is Covid risk assessed and they continue to remain available for local and national deployments.

- Deliver Station Assurance Visit programme

The Station Assurance Visit (SAV) has had to be adapted this year due to Covid restrictions. The SAV Lite process has been developed and soon to be rolled out to Fire Stations which will allow the district team to assure operational personnel, albeit, in a more managed environment. The assurance process also scrutinises the Covid measures that staff have implemented on stations and at operational incidents.

- Support the delivery of the Command, Leadership and Management programme across the District

The CLM programme is on course to be fully embedded within Bradford by March 2021. The majority of watch managers have undertaken their driving course and now have line management responsibility for two shifts. The impact and change to both watch and crew

commander roles is significant and support is being given by Assistant District Commanders (ADCs) to individuals throughout this process. The ADCs themselves are now aligning to their functional references within district and this will allow the Watch and Crew Commanders to develop further as their responsibilities on station broaden.

- Work with partners on a range of initiatives to provide excellent services to the community

Despite the challenges that Covid has brought to most agencies, partnership initiatives continue to be at the forefront of our prevention strategy. In one particular ‘hot spot’ area of Bradford, fire crews have worked with the neighbourhood policing team to identify an individual responsible for several fires in the area. We are currently working closely with public health to assist with visiting different venues to help ‘engage’ and ‘educate’ them around the Covid restrictions and ensuring their premise is conforming to fire protection regulations. Initiatives are also ongoing in relation to supporting the moorland PSPOs in Bradford and water safety awareness.

- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action.

Covid has impacted on our ability to engage with the community but crews have remained visible and engaged with the public whilst carrying out initiatives around water safety and Moorland safety. High risk referral pathways are still in place with our partners and we continue to provide a quick and efficient response to those most vulnerable in our community. Bradford have always been heavily involved with positive action campaigns and will continue to support these in the future – ensuring we reach out to and encourage people from all backgrounds and promote opportunities in the fire service.

- Facilitate the planning and transition to a new fire station in Keighley

The new Keighley Fire Station was due to be progressed at the beginning of 2021 – this has unfortunately been delayed due to the Covid lockdown. Planning has now restarted and staff based at Keighley are being consulted on the plans and will provide input around the design and layout.

- Support and facilitate the implementation of the new Aerial Ladder Platform at Bradford

The new Aerial Ladder Platform is now ‘on the run’ and located at Bradford Fire Station. All staff have undertaken an intensive training course and initial feedback has been positive about the new appliance and its functionality. Bradford staff also maintain their competence on the older ‘Bronto’ aerial ladder platform which provides resilience to the service when required.

- Continue to improve fire cover in Wharfedale with the on-going recruitment campaign

The fire cover at Wharfedale continues to be a challenge for the district but recruitment has been positive. There have been several new starters at both Silsden and Ilkley stations over the last few months which has improved availability; we continue to support fire cover using whole-time firefighters where necessary. Covid has impacted recruitment activity in Wharfedale but we continue to seek opportunities to promote the On-Call Duty System and strengthen fire cover across the valley.

Wakefield District Priorities

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid19 pandemic
- Support the development, health and well-being of all staff within the district
- Deliver the Safer Communities Strategies across district
- Prioritise prevention work towards those who are more vulnerable
- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities
- Deliver the district training strategy
- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents
- Deliver Station Assurance Visit programme
- Support the delivery of the Command, Leadership and Management programme across the District
- Work with partners on a range of initiatives to provide excellent services to the community
- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action
- Ensure a smooth transition from the old Wakefield Fire Station into the new building

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid pandemic

We continue to support our staff during this difficult period and assure that Covid guidance, policies and procedures are adhered to protect our staff and keep them safe. The district team are an integral part of the multi-agency Wakefield Covid Command Group. We participate and contribute in the response cells that include Strategic Command, Tactical Command, Intelligence and Communication cells to ensure a collaborative, effective and efficient working strategy to combat the issues brought on by the pandemic.

During the height of the pandemic the district team and operational crews carried out a number of volunteer roles to help the joint effort of providing essential services to those most at need. The recovery aspect is vital and we are part of the Wakefield wide recovery board with aim of assisting and supporting the most vulnerable members of the community and businesses.

- Support the development, health and well-being of all staff within the district

The health and wellbeing of all our staff within the district has been at the forefront of all activities over the past six months. We have improved communications with all staff holding regular, almost daily briefings and engagement at the height of the pandemic. Welfare provisions, monitoring and assurance have been a key priority for managers. We have re-introduced CPD sessions for staff and the first theme was health and wellbeing with occupational health providing an update on available services.

- Deliver the Safer Communities Strategy across district.

Covid has had a big impact in delivering the strategy but we have still delivered vital services in a number of areas to help reduce risk and those vulnerable people within the community in a different way. We have continued to provide Safe and Well advice and risk assessment over the phone and provided interventions for those high risk individuals. During the pandemic we helped in food banks and with the delivery of vital food and medicines ensuring we continued in keeping the community safe in other ways from normal business as usual.

- Prioritise prevention work towards those who are more vulnerable.

Prioritising those most at risk during the covid crisis was paramount in assessing interventions and delivery of those. We continued to work with partners that referred vulnerable cases that required our services, such as high risk individuals or those at threat from arson. We continued to attend properties following risk assessment and delivered smoke alarms or other interventions. Prevention work with partners continued with regards to water safety prevention during the hot weather at open water sites. We worked with partners to reduce the rise in nuisance fires and anti-social behaviour in Haw Park Woods and other identified hotspots within the area.

- Carry out operational risk visits on high risk buildings and facilitate the district watch managers to support fire protection activities.

Operational risk visits were impacted due to the pandemic but external site visits and information gathering over the phone did continue. We have identified five high premises within the district that had failed cladding construction and completed tactical response plans in collaboration with crews and local authority partners for those buildings. Inspection of all our highrise properties resumed in September.

- Deliver the district training strategy.

Inter station, cross border and multi-agency training was impacted significantly during the last six months. We have focused training and development around maintenance of competence records and carried out assurance to ensure that operational staff continue to be competent in core areas of their role. We have identified new virtual ways of training delivery and continued professional development across the district and this will be embedded into the new normality.

- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents.

We have maintained the availability our command unit and water rescue capabilities located within Wakefield to ensure they are competent, well trained and ready to respond to incidents not just within West Yorkshire but regionally and nationally.

- Deliver Station Assurance Visit programme.

During the last six months station assurance has been achieved but in a different format to normal times. Engagement, communication and assurance has continued in a restricted capacity both virtually and face to face; the structured station assurance programme has been resumed with aspects of covid assurance factored into the remaining programme.

- Support the delivery of the Command, Leadership and Management programme across the district.

The CLM programme within Wakefield is expected to be delivered fully in mid-2021. Our 7 stations will fully operate the system by the end of 2020. We have structured support, development, training and mentoring processes in place for watch and crew managers to ensure the new change in leadership and management at station level is effective and efficient. A review of responsibilities and aligned workstreams has been implemented at Assistant District Commander level to reflect the changes in role on station at Watch Manager level.

- Work with partners on a range of initiatives to provide excellent services to the community.

We have continued and started a number of initiatives with partners to provide services and to make the community of Wakefield safer. These have included initiatives to reduce nuisance fires brought on by the warm weather we had during the lockdown period that coincided with the closure of waste recycling facilities.

We worked closely with local authorities, West Yorkshire Police and the Environmental Health to prevent these incidents and to provide support in the investigation and prosecution of repeat offenders. We are leading on a new Wakefield wide multiagency response and strategy towards open water and the emerging risks associated with social gatherings at sites. We are establishing a working group and producing a joint strategy to try and prevent accidental drownings, focusing on groups from various diverse communities that pose a higher risk and are difficult to reach and engage with.

- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action.

Engagement with the community to promote safety messages and reduce vulnerability has been impacted by the pandemic. We have had crews engaging with the community at identified high risk sites such as Horbury lagoon and Haw park woods to deliver safety messages in accordance with covid guidelines and policies. We will support positive action initiatives where possible in the near future and ensure that all engagement with the public is an opportunity to promote the service and encourage those from diverse communities and backgrounds to consider the service as a career.

- Ensure a smooth transition from the old Wakefield Fire Station into the new building.

The new build project for Wakefield Fire Station is progressing well despite a delay due to lockdown. Handover of the building from contractors is due on 18th September with an anticipated 'Go Live' date on 19th October. Various support departments and the district team will work closely with operational crews, youth intervention team and fire protection staff to ensure a smooth transition.

Leeds District Priorities

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid19 pandemic
- Support the development, health and well-being of all staff within the district
- Deliver the Safer Communities Strategies across district
- Prioritise prevention work towards those who are more vulnerable
- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities
- Deliver the district training strategy
- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents
- Deliver Station Assurance Visit programme
- Support the delivery of the Command, Leadership and Management programme across the District
- Work with partners on a range of initiatives to provide excellent services to the community
- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action

Leeds

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid pandemic
- Work with partners on a range of initiatives to provide excellent services to the community

The work undertaken within district through the Corona pandemic was unprecedented. The challenges posed by leading and supporting staff whilst maintaining business continuity was vast, especially when we factor in volunteering and other nuanced work areas outside of the day to service delivery of the Service.

One of the main areas developed within Leeds District was the ‘Falls Response’. This was tailored toward supporting partners to focus on critical work areas whilst WYFRS supported the community in the delivery of lower priority areas such as falls. We recognised the relationship falls have with broader vulnerability and the need to improve required capacity within partner services to focus on the pandemic.

The trial continues and is in the process of being evaluated for extension as there still appears an obvious need to support the community and partners within what is still a prevalent risk of Covid 19.

- Support the development, health and well-being of all staff within the district

This is an area of work that is being developed into broader sense within Leeds District. Throughout the Covid pandemic it was clear that within the district command team there needed to be clear direction and support to steer and enable associated work activities. The wellbeing and health of staff was of paramount importance with district-based risk assessments and policies being developed. Such documents were subsequently utilised on a wider level

throughout the pandemic and became centralised assessments and policy document for volunteering as a whole.

The health and wellbeing of staff is being factored into the evolving station assurance process and will be a primary focus for district moving forward. Successes within continuous personal development sessions have been observed and will continue.

- Deliver the Safer Communities Strategies across district

Whilst there has undoubtably been an impact within this area associated with the Covid pandemic, the focus within district was to maintain a robust and resilient process for identifying and visiting vulnerable and high-risk people. This continued successfully throughout the pandemic. Now leading into a new normality, the district safer communities work areas are being tailored more towards a data driven approach.

- Prioritise prevention work towards those who are more vulnerable

We continue to link in with broader partners to identify the most vulnerable members of our community and will develop targeted ways of delivering our prevention service and interventions attuned to the prevalent risk of Covid. Obviously more onus was placed on ensuring contact was made with the most vulnerable members our community whilst maintaining Covid protocols and guidance.

- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities

Whilst this is a work area that has been impacted recently, we continue to maintain operational knowledge and understanding of risk within Leeds. We have embedded the 'adopt a block' protocol aligned to the work being undertaken within Grenfell work strands. Whilst shifting towards a new normality we will maintain a focus on operational knowledge and information collation matched to the prevailing risk within Leeds District.

- Deliver the district training strategy
- Deliver Station Assurance Visit programme

Training has continued within district with a focus on Covid influences within operational delivery and capability. The Station Assurance Visit programme has been adjusted within districts to maintain a focus on operational standards and assurance whilst factoring in Covid restrictions and guidance. The station assurance programme has been re-instated within district and will focus on operational training matched to risk. Leeds District is also focusing on staff development through continuous development sessions which are led by assurance indicators stemming from the SAV process and other areas.

- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents

Leeds holds various specialisms and National Resilience assets. We are developing district strategies to match the capabilities within District. We are currently undergoing an assurance review around (HVP) High Volume Pump and driver capabilities. We are also looking at the ever present risk of water safety within Leeds and including this as a priority in our local risk reduction strategy.

A successful review of the foam capability has been delivered which has influenced operational policy. We have observed a number of basement fires which have utilised the foam capability and revised guidance which has borne successful results and feedback from staff.

We will continue to embrace the specialisms within District and align our Risk Reduction and Operational Training strategies to match.

- Support the delivery of the Command, Leadership and Management programme across the District

We continue to support and develop the Command, Leadership and Management (CLM) programme. All Leeds based multi-pump (Fire Appliance) Stations now operate CLM model with other Stations being switched over in the coming months. We have started to develop work initiatives and structures that will complement the re-aligned watch manager roles whilst developing changes to the associated ways of working.

- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action

Community engagement has continued throughout Covid pandemic. The identifying of risk has been drawn down to focus on the most vulnerable members of our community and having a positive influence on the current situation, we have observed greater impacts on the most vulnerable the Covid 19. We are in the process of evolving the District Risk Reduction Strategy incorporating community engagement and the utilisation of partners and joint messages.

Positive action has been initiated again through a steering group led by HR to which we will support and drive required improvements within this area as an objective through District.

Kirklees District Priorities

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid19 pandemic
- Support the development, health and well-being of all staff within the district
- Deliver the Safer Communities Strategies across district
- Prioritise prevention work towards those who are more vulnerable
- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities
- Deliver the district training strategy
- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents
- Deliver Station Assurance Visit programme
- Support the delivery of the Command, Leadership and Management programme across the District
- Work with partners on a range of initiatives to provide excellent services to the community
- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action
- Support On-Call Steering and progression within Kirklees and throughout WYFRS

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid pandemic

The well-being and health of our staff is paramount and we continue to provide support during this difficult period. All District stations are Covid secure and the importance of adhering to guidance is reiterated and enforced and will continue to be a primary focus for district moving forward.

During the height of the pandemic the district team and operational crews carried out a number of volunteer roles. Local arrangements were established for delivering prescriptions and medication. In addition, fire crews delivered PPE to care providers and food parcels to the most vulnerable.

- Support the development, health and well-being of all staff within the district

The health and well-being of all our staff is at the forefront of all activities and this has been factored into the evolving station assurance visit (SAV) process and briefings.

Throughout this difficult period, we have maintained contact with staff via phone, WhatsApp, video calls and Microsoft Teams. Employees have been encouraged to complete E-learning modules and have been invited to participate in partnership training sessions, including Psychological First Aid During Covid-19 (developed by PHE), and SafeTALK training at Dewsbury Fire Station.

Home working assessments have been completed and additional office equipment ordered as required. Office bubbles and appropriate risk assessments have been completed for our Fire Prevention Team and station clerks to ensure their work environments are Covid secure.

- Deliver the Safer Communities Strategies across district

Whilst Covid has had an impact on delivering the Safer Communities Strategy, focus within district was to manage down the impact. We have continued to drive social media messages throughout lockdown, such as #BeMoorAware, and work has been ongoing with Greenspace to reduce the impact of fly tipping. In addition, a non-contact drop-off service has been introduced for people who are able to fit their own smoke detection.

Our new prevention and risk reduction assurance visits continued during this period. This gave crews the opportunity to feedback the impacts Covid was having on their prevention work and highlight additional measures that would need to be implemented to remedy any shortfalls.

Work is ongoing with partners to reduce the amount of road traffic collisions, and our Road Safety Group has commissioned an academic study to look at trends and causation factors; this intelligence will allow for a more targeted approach to road safety initiatives.

- Prioritise prevention work towards those who are more vulnerable

Prioritising prevention work towards those who are most vulnerable is vital in ensuring resources and interventions are received in a timely manner.

We are fitting smoke detection on a risk assessed case-by-case basis and we have prioritised responses to arson referrals and vulnerable people. We strive to ensure that contact is made for every Safe and Well case any that immediate risks are mitigated. Prevention officers and fire crews continue to highlight potential safeguarding concerns and liaise with partners to identify urgent cases.

- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities

Whilst there has undoubtably been an impact within this area associated with the Covid pandemic, crews continue to assess risk information and maintain operational knowledge. Such visits are also incorporated into the District operational training schedule, with engagement being sought from sight owners to allow use of sights for realistic training of crews.

We have identified six high-rise premises within the District that have failed cladding construction and completed tactical response plans in collaboration with crews. We have also nominated a watch commander within District to help produce service wide tactical high-rise plans.

- Deliver the district training strategy

The Kirklees District Training and Development Strategy is being delivered, however, the impact on cross-border, multi-agency and inter-stations training from Covid has been significant, albeit single station exercises and training to competence is ongoing.

The District Team have developed an exercise programme aligned to local and national risk, and support each station with their own unique training requirements. SAVs have been adapted to consider Government and local Covid restrictions and now contain elements of Covid assurance.

- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents

Kirklees District continue to embrace and utilise, not only its aerial capability, but a range of assets and specialist resources, which include:

- Urban search and rescue capability at Cleckheaton
- Detection, Identification and Monitoring support function and Mass Decontamination at Dewsbury
- Personal Welfare Unit at Skelmanthorpe
- Hose Layer at Mirfield

We have wildfire capability across our On-Call stations and are in the process of revitalising our Major Salvage Unit based at Mirfield to incorporate additional logistics equipment.

Bespoke training and exercising is in place to ensure crews are competent, well trained and ready to respond to incidents, not just within West Yorkshire, but regionally and nationally.

- Deliver Station Assurance Visit programme (SAV)

We have worked closely with the Service Improvement and Assurance Team both within Organisational assurance requirements and in progressing the SAV process, which is now embedded within District.

The present Covid climate has had an impact on the station assurance visit programme and as a result, the process has been adapted in line with local and Government guidance, to minimise the risk to employees. Engagement, communication and assurance has continued in limited capacity both virtually and face-to-face.

- Support the delivery of the Command, Leadership and Management (CLM) programme across the District

The district team are working hard to ensure the rollout of CLM and the changes that crews will see are being considered and developed with staff on the front line. The CLM model has been implemented at Cleckheaton, Dewsbury and Huddersfield Fire Stations and the District team are looking to roll out an initiative package to watch managers which will see them take on innovative projects which will drive the district priorities and training strategy. We have structured support, engagement, and training in place to ensure the new change in leadership and management at station level is effective and efficient.

- Work with partners on a range of initiatives to provide excellent services to the community

District continue to drive and build strong links with local partners and stakeholders and have been a key contributor to the Kirklees partnership Covid response, coordinated by Kirklees Council. In recent months, we have assisted with the delivery of over 170 food parcels to vulnerable members of the public.

Our fire liaison officer, who is embedded within Kirklees Council, has continued to attend key partnership meetings around anti-social behaviour, hate crime, modern day slavery, and road safety.

Kirklees Carephones have been a key partner during this period for sharing intelligence about the most vulnerable customers and looking at joint responses. In particular they have been able

to fit linked smoke detection where we have identified additional risks but been unable to visit a property ourselves.

We continue to support the Yorkshire Children's centre with providing year 5 school children safety messages around fire safety, road safety, Anti-social behaviour and mental health and wellbeing. We have also continued to plan for future events whether they be on our fire stations or virtually to ensure key messages are still delivered.

- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action

Community engagement has continued throughout the Covid 19 pandemic, albeit the present climate has reduced face-to-face contact significantly. Focus has been turned to the most vulnerable members of our community.

Specific watches have responsibility for prevention and risk reduction initiatives. Incident data is analysed and in conjunction with partnership data, targeted campaigns are driven which capture areas of heightened risk and vulnerable groups.

- Support On-Call Steering and progression within Kirklees and throughout WYFRS

On-Call steering and oversight sits within Kirklees District. The group analyse relevant performance information and continue to support the improvement of all On-call stations in areas such as recruitment, welfare, retention and availability.

Ongoing work streams continue to develop the use of specialist appliances and the group are progressing the initiative to staff each On-call fire station with three crew commanders, which will improve officer cover and provide additional support to firefighters in development. Work is ongoing around welfare arrangements on station for new recruits and the group are also looking into increasing the allocated hours that firefighters receive for completing their NVQs.

Calderdale District Priorities

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid19 pandemic
- Support the development, health and well-being of all staff within the district
- Deliver the Safer Communities Strategies across district
- Prioritise prevention work towards those who are more vulnerable
- Carry out operational risk visits on high risk buildings and facilitate the district Watch Managers to support fire protection activities
- Deliver the district training strategy
- Maintain our specialist and national asset capabilities and ensure our operational crews are prepared and ready to deploy to local, regional and national incidents
- Support the delivery of the Command, Leadership and Management programme across the District
- Work with partners on a range of initiatives to provide excellent services to the community
- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action
- Ensure the recovery of Mytholmroyd Fire station following flooding damage in Feb 2020
- Evaluate district activities and projects to ensure best use of resources
- Support Calderdale Council "Calderdale Cares" and "Calderdale Vision 2024"

- We will provide support to our staff, our partners and members of the community in response and recovery to the Covid pandemic.

Throughout the Covid pandemic we have maintained regular contact and provided welfare and support to all our staff and teams across the district. All our Fire Stations in Calderdale are Covid secure work places. All the necessary and appropriate safety measures, procedures, risk assessments and protocols are in place to safeguard the safety of all staff. All workplaces are continually monitored and reviewed in order to comply with current guidelines and safety measures. Improvements and amendments will be made to as appropriate following the review.

We have maintained our close partnership working with all key partners and agencies. I believe that our working relationships have improved and strengthened during the current pandemic. We have continued to actively contribute to partnerships including Gold, Silver, Community Safety Partnerships and the District has fully engaged with other key agencies in supporting the local communities. We have supported partners with the delivery of medication, food parcels, PPE and we continue to visit and support the most vulnerable people in the community to provide education and supply risk reduction equipment.

Due to Covid, Calderdale District have introduced a restricted Safe & Well service offering telephone advice. Partnership work has been embraced to support those most vulnerable in our communities. The strong partnerships in Calderdale has meant we have been able to adjust and work collaboratively in our delivery of priorities.

Calderdale District are actively supporting the NHS through the Calderdale Gold Group Partnership by facilitating the Covid testing unit, located at Halifax Fire Station. District staff have widely volunteered to support the communities and have supported other tripartite incentives by undertaking deliveries of essential supplies, providing mortuary support and have assisted in delivery of public safety messages.

- We will support the development, health and well-being of all staff within the District.

The Calderdale District team have made a conscious effort to take every opportunity to support all our staff to support the health and well-being throughout the Covid pandemic. This has presented a number of challenges due to the Covid social distancing measures, reduced physical local contact and has significantly reduced face to face visits. However, the district team have effectively utilised the available ICT platforms such as MS Teams to enable positive visibility and provide clear communication and direction to all staff. The district encourages the effective use of flexible and remote working within the parameters of the role/s and staff undertaking this new concept of working are contacted frequently.

The Calderdale District Team will continue to operate the operational fire station assurance visits (SAVs) which directly supports the physical interface between the District Team, operational crews and support staff. The SAVs process not only provides the opportunity to evaluate and support staff's health and well-being but also provides additional assurance and audit that the necessary Covid safety measures and protocols in place are being managed and adhered to at all stations appropriately. The District Team also facilitate regular watch manager briefings which again provides a valuable opportunity for key communication, updates and discussion between staff and teams.

The District Prevention Manager has introduced individual team member welfare logs to actively support the team. District have provided signposting to wellbeing groups, webinars and encouragement to actively take part in 'Let's talk' sessions and staff briefings.

During the covid pandemic, the district has continued to support the vital development of our staff. Currently we have ten firefighters across the district who are enrolled on the Safe to Command promotion qualification and we also have a number of firefighters developing in to the crew manager role. All our firefighters have continued to maintain their operational safety critical training, qualifications and competencies through training and exercising within their station safety bubbles.

This year, the District are delighted to report that we have five new firefighters working the on-call duty system. These firefighters will work and support Mytholmroyd Fire Station and the local community. This is a real achievement to all the staff who assisted and supported the process.

- Deliver the safer communities' strategy across the District

The District Prevention team and operational crews work together to deliver the District's Safer Communities' Strategy, supporting and educating the community via the Safe & Well programme. The Calderdale Safe & Well programme is delivered in collaboration with other key partners and agencies. We believe that partnership relationships have been reinforced through the development of this safety strategy, paying particular attention to 'Falls' and 'Social Isolation' through community work, and two-way referral pathways. A positive example of this is the 'Isolated properties project' which was introduced in the lower valley. This project soon gained momentum within other areas of the district. A valuable and rewarding piece of work focusing on the more vulnerable people living in rural locations.

Community safety Initiatives such as the 'water safety programme' continued in the earlier part of 2020 during the warmer weather. Calderdale has several bodies of water such as Ogden Water where risk reduction engagement can be targeted. However, Covid has had a huge impact on both Road and Water safety delivery & so our normal routes of education have been reduced.

Due to Covid, the Road Safety Roadshow at the Victoria Theatre, a unique piece of education and specific to Calderdale has been regrettably postponed until 2021. This is disappointing;

however, this provides the delivery team an opportunity to focus on change and to further develop the format, content and delivery for the future.

As expected, partnership work and community engagement has been challenging this year. However, I believe that all the Calderdale firefighters and risk reduction teams have risen to the challenge. We have collectively delivered an effective fire and rescue Service, assisted partners and key agencies with essential deliveries and supported the local communities.

- Prioritise prevention work towards those who are more vulnerable

The covid lockdown restrictions on social movement and physical contact within the community has presented challenges in relation to the delivery of community safety and fire prevention. However, we continue the delivery of essential smoke alarms to those most vulnerable people within the community. People in our community with hearing difficulties are particularly vulnerable in relation to raising the alarm in the case of fire, especially if they are living alone. The Prevention Team and the Sensory Team at Calderdale Council have continued to install vital deaf alarm systems in people's homes to reduce the risk.

- Carry out operational risk visits on high risk buildings and facilitate the district watch mangers to support fire protection activities.

Operational Risk Visits (ORV's) have continued to be completed throughout the pandemic with certain restrictions and appropriate control measures in place to support both the firefighters and members of the public. The majority of the visits are currently being undertaken remotely. If a visit is deemed necessary, the buildings and sites are being checked externally. Telephone consultations with business owners and supporting documentation and plans shared electronically to share important operational information.

During the ORV, firefighters are supporting the Fire Protection Team in relation to reporting serious concerns and dangerous conditions associated with the building or premises. This may well result in the Fire Protection Team issuing prohibition notice/s on the responsible person/s to make fire safety improvements in order to ensure the safety of the residents. A residential building located in Halifax Town Centre was recently prohibited for use by the Fire Protection Team due to some serious fire safety concerns. These concerns and lack of fire protection provisions has now been resolved.

- Deliver the district training strategy

Training has continued whilst observing the additional control measures required due to Covid. Stations Assurance Visits (SAV's) have been modified in district to continue to provide operational assurance and to support the assurance process regarding Covid secure workplaces.

Six and 12 monthly training observations are being carried out by district staff to allow NVQ candidates to progress with their development.

- Maintain our specialist and national resilience asset capability and ensure our operational crews are prepared and ready to deploy to local, regional incidents.

This has been maintained and operational crews have not dropped below requirements. Rastrick have fully maintained their water rescue asset delivering a complete water rescue capability. Firefighters at Halifax Fire Station have continued to maintain readiness and support the Mass Decontamination Unit (MDU) as necessary.

- Support the delivery of the Command, Leadership and Management programme across the District.

Halifax Fire Station has implemented the Command, Leadership and Management (CLM) model. Other displaced managers are being utilised effectively to support staffing levels where they have been affected by Covid. Calderdale District is in the process of developing a suite of initiatives, these will be allocated to CLM watch managers to utilise the flexibility that the CLM system will allow and develop watch managers into the new ways of working. We look forward to Todmorden, Rastrick and Illingworth Fire Station going live with the CLM model which will commence during early 2021.

- Work with partners on a range of initiatives to provide excellent services to the community.

Calderdale District has a long and proud history regarding the strong relationships which have been developed with local partnerships and key agencies. I believe the current Calderdale partnership group provides a robust and effective alliance within the communities we serve.

Calderdale Hoarding Framework; approved by the Safeguarding Adults Board comes together to discuss high risk cases and the most vulnerable within the district. The partnership delivers effective home safety interventions and supports some of the most high-risk people in the community. The partnership includes the emergency services, Calderdale Council, NHS, Together Housing, Environmental Health, Mental Health & Safeguarding.

Arson in north east Halifax; a historically difficult area in Calderdale affected by anti-social behaviour for many years. The district engaged in a multi-agency initiative to tackle the problem by looking at different ways to engage with the community and encourage positive change in culture. This partnership is supported and attended by MP Holly Lynch who is a keen advocate for supporting the emergency services especially around attacks on staff.

Clearly this priority has not been without challenge due to Covid restrictions and local lockdowns. We have observed significant reductions in capacity and resources from across other partners and key agencies who also have staff working remotely/reduced staff.

- Actively engage with the community to identify risk, reduce vulnerability and deliver messages of recruitment and positive action.

Calderdale District have established a positive relationship with the Queens Road Neighbourhood Centre in the Park Ward area of Halifax. This is a community with a rich tapestry of culture which presents a variety of risk issues affecting both the young and older generations. Every opportunity is taken by Calderdale staff in relation to engaging in positive action. However, specific targeted action and recruitment sessions have been significantly reduced due to Covid and the current and ongoing restrictions.

In relation to youth interventions, the District offer targeted intervention days that have been held in both Halifax Central and NE Halifax. Specific locations and schools have been carefully selected in line with risk data and statistics. The focus of these sessions has been delivering education on road safety, arson and anti-social behaviour. Earlier in the year the prevention team visited Halifax High School effectively delivering people skills, individual resilience, team building & confidence.

- Evaluate district activities and projects to ensure best use of resources.

There is an evaluation programme in place to promote quality assurance for Safe & Well. Central Prevention support the District with the assessment of case notes. Opportunities for training and development are addressed where there are gaps directing the appropriate resources as necessary. A range of new initiatives have been developed which will effectively utilise the watch manager resource within the CLM model.

- Support Calderdale Council's "Calderdale Carers" and "Calderdale Vision 2024".

The Calderdale Partnership within Adult Health & Social Care has been strengthened over this year. Many of the care services in Calderdale are commissioned which has provided a valuable opportunity to engage with some of these key contacts and services. Calderdale Prevention has also developed a working relationship with other 'private' care providers. This has been in response to some serious incidents involving elderly and vulnerable people.

The district is proud to be a part of the 2024 Vision and this dovetails the Safer Communities strategy with an emphasis on health & wellbeing. Resilience and kindness underpin our work on the Safe & Well programme in collaboration with partners enables us to focus our work with a 'person centred' approach.

We have attended the last two 'We are Calderdale' events which attract a varied audience showcasing the everyday way of life in Calderdale. It's always a delight to receive an invitation and be a part of such a wonderful celebration of achievements. Calderdale District contribute to the 'Calderdale Vision 2024' via the Safer Greener Cleaner meetings, Community safety partnership meetings and the Road safety Delivery Group.

Youth Interventions Team - Annual Update

Community Safety Committee

Date: 30 October 2020

Agenda Item:

8

Submitted By: Director of Service Delivery

Purpose This report details the progress of the Youth Interventions Team for the academic year 2019/20.

Recommendations That Members note the content of this report.

Summary The figures achieved this year are significantly different however this is no reflection on the hard work and commitment of the team during this challenging period. Under normal circumstances there is no doubt that the team would have continued to increase the number of high quality programmes delivered and the number of young people engaged across West Yorkshire.

The team is confident that it will make a full recovery from the challenges that Coronavirus has presented and that they will continue to be a catalyst for change in the lives of young people.

Local Government (Access to information) Act 1972

Exemption Category: None.

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Background papers open to inspection: None.

Annexes: None.

1 Introduction

- 1.1 In the 6 months prior to the Coronavirus pandemic (Sept 19 – Mar 20), the training programmes outlined in the youth interventions catalogue were being delivered successfully to young people identified by our partners as most likely to need or instigate blue light services, now or in their futures.
- 1.2 The programmes aim to be a catalyst for change and seek to inspire young people between the ages of 8 to 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.
- 1.3 During the lockdown period the West Yorkshire Fire and Rescue Service (WYFRS) was 1 of only 2 Fire and Rescue Services in the UK to deliver the Prince's Trust programme digitally. This programme was recognised nationally by both the National Fire Chiefs Council and the Prince's Trust. In addition to this team also adapted to the changing environment and delivered digital Firesetter Interventions.
- 1.4 In the last academic year, the team were successful in securing external funding from Police and Crime Commissioner and the Violence Reduction Unit to deliver targeted Intervention Days focusing on Anti-Social Behaviour, Responsible Road Use and Knife Crime.
- 1.5 In 2019 /20, 3 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 5 Princes Trust Programmes and a contract has been secured to deliver a further 3 programmes in the new academic year.

2 Intervention Delivery Update

- 2.1 Due to the Coronavirus pandemic all face to face delivery ceased on 18th March 2020.
- 2.2 In the 6 months from September 2019 to March 2020 the team have delivered structured youth interventions aimed at behaviour change to 29 groups of children and young people. This was a total of 272 children and young people.
- 2.3 A total of 16 programmes, including 3 Prince's Trust Get Started programmes were cancelled due to the pandemic.
- 2.4 In addition to this, 42 funded programmes were unable to be allocated due to the pandemic. The funders are aware of this and understand that these programmes will be allocated and delivered when it is safe to do so.
- 2.5 In the previous academic year 2018 – 2019, 102 programmes were delivered. With the Youth Interventions Coordinator post and 6 Youth Interventions Trainers now in place we are confident we would have the capacity and ability to exceed last year's figures had the pandemic not occurred.

- 2.6 In response to the pandemic the Youth Interventions Team have been managing and delivering all existing and new Firesetter referrals. From March 2020 the team have delivered Firesetter referrals digitally and ensured the families also received a virtual safe and well visit carried out by a member of the team who has joined us on secondment from Wakefield District.
- 2.7 75 Firesetter referrals were received in the last academic year of which 42 were deemed high risk and a Youth Intervention Trainer delivered the Firesetter Intervention. The remaining 33 were deemed medium risk and the Firesetter Intervention was delivered by a pool of officers based in district teams (between September 2019 and March 2020) who are trained and supported by the Youth Interventions Team.
- 2.8 Since March the Youth Interventions Team have worked with 34 of these Firesetters, their families and referral agencies digitally in order to ensure their safety and that of the family during the lockdown period.
- 2.9 By undertaking this work, capacity has been built into the prevention team. This has enabled the service to support the multiagency response to the covid pandemic.
- 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 84 people in 27 separate groups received input on the consequences of arson, road safety awareness and the Impact of anti-social behaviour. This is a reduction on last year's figures where 155 young people accessed these sessions. This is due to partners such as Youth Offending Teams, Probation services and schools, who would normally request these interventions, operating differently during the coronavirus pandemic.
- 2.11 In total the team delivered to 409 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 1050. This is predominantly down to the coronavirus pandemic and the 52 programmes that we were unable to deliver.
- 2.12 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 4 Get Started programmes were due to be delivered consisting of: 2 Get Started with Emergency Response, 1 Get Started with Boxing and 1 Get Started with Survival. 1 of these programmes have run due to the coronavirus pandemic. Get Started with Emergency Response was delivered from Stanningley Fire Station at the beginning of March. 11 young people engaged with this programme.

3

Prince's Trust Team Programme

- 3.1 This year the Youth Interventions Team has delivered a further 3 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 The programmes delivered this year have been hugely successful with 73% of the young people completing the programmes with a Level 1 qualification and, of these, 64% progressing into Education, Employment or Training.
- 3.3 Programmes this year were affected by the coronavirus pandemic with face to face delivery for Team 4 being ceased in week 8 of the programme. The Youth Interventions Teams response to the challenges that coronavirus presented was outstanding and their efforts were recognised nationally by the NFCC and The Prince's Trust as they were 1 of only 2 Fire and Rescue Services in the country that delivered a full digital programme during the pandemic.
- 3.2 As it became apparent that face to face delivery was not going to be possible for Team 5, the Youth Interventions Team entered into discussions with WYFRS, The Prince's Trust and Kirklees College regarding a proposal to deliver the next programme entirely on a digital platform. Due to our contractual obligations with Kirklees College this had to be an 8 week programme. A digital Level 1 qualification in Personal Development and Employability has been produced, comprising of the following key learning areas:
- Personal development and self-management
 - Digital skills
 - Career planning
 - Physical activity and health
 - Interview techniques and presentation skills
 - Community project
- Following the successful delivery of this programme The Prince's Trust are now using our model as an example of good practice for other delivery partners embarking on digital delivery in the coming months.
- 3.3 8 young people from across West Yorkshire accessed the 8 week programme and gained a Level 1 qualification. Each day young people signed into 3 digital sessions, 1 of which being an inspire session where guest speakers from the WYFRS and external partners were invited to speak to the young people.

- 3.4 Each young person was allocated a mentor from the Youth Interventions Team. The mentor conducted door step visits to support individuals to complete their folder work, deliver resources and address any issues they were experiencing.
- 3.5 Twice a week young people accessed live fitness sessions prior to the start of the day. These sessions were key in boosting the mental health and wellbeing of the young people involved.
- 3.6 For their community project the group produced two pieces of work for Fairfield School in Batley. One being a Makaton Fire Safety video involving videos from crews and the other, a seasons themed mural which the school have installed in their outdoor space.

- 3.7 The final digital presentation was attended by 39 guests from WYFRS, Kirklees College, The Prince's Trust, NFCC, family members and other Fire and Rescue Services from across the country.

1 year non-accredited programme

- 3.8 Over the past year, the Youth Interventions Team has phased out the delivery of Btec qualifications. Only 2 schools accessed the Btec provision, this meant it was no longer a financially viable programme for the team to run. Both schools were consulted on this decision and both requested a 1 year non-accredited programme as they felt the year spent with us was a valuable experience for their students. The 1 year programme developed by the team was piloted last year with both schools and was well received with both schools wanting to commission the programme again in the next academic year. The team are currently working on refining this programme and developing resources to accompany it.

Responding to Coronavirus

- 3.9 Throughout the coronavirus pandemic the team have kept up to date with the national research and findings about the impact that the pandemic is having on young people, their mental health and wellbeing and the opportunities available to them. In response to this research the team have developed a Coping in Crisis module which will be integrated into all of our programmes in the future. This module will focus on mental health, coping strategies, support networks and Covid responsible behaviours.

- 3.10 In order to respond to the challenges that we will face in resuming delivery, the team begun the process of developing condensed programmes. This process involves restructuring all the programmes that were previously delivered for 2 hours a week over a 6 or 10 week period into 4 or 5 full days. In line with National Youth Agency guidance, this will help us ensure that only 1 bubble at time accesses a fire station and that a deep clean can take place before another bubble accesses our provision. It will also help ensure we limit exposure to WYFRS staff delivering programmes.

- 3.11 Using the learning we gained from the delivery of the 8 week Prince's Trust digital programme, the team are also looking at how digital delivery can be incorporated into and adapted for youth intervention we offer in the future.

Review of previous years priorities

- 3.12 Last year the Youth Interventions Team Manager set 4 priorities. The progress made against these priorities is as follows.
1. Continue to develop a specialist team.
- 3.13 The Youth Intervention Team now has 6 multi-disciplined specialists. The wealth of knowledge and experience that the new youth interventions trainers have brought with them has been key in the development of existing programmes and the new digital programmes offered during lockdown. The skills, knowledge and experience the team now has will be vital when resuming our programmes in the next academic year.
- 3.14 3 youth interventions trainers and 1 youth interventions instructor extended their skill set by undertaking Prince's Trust Team Leader Training.
- 3.15 In January, Fabtic delivered a 1 day firesetter training for all firesetter officers in West Yorkshire and a further training day for youth intervention trainers who deal with complex high risk cases.
2. Continue to expand Prince's Trust delivery.
- 3.16 Due to a large number of Prince's Trust staff being furloughed during the lockdown period little progress has been made on expanding our existing Prince's Trust portfolio.
- 3.17 The team have continued to maintain a high standard of delivery of the Prince's Trust programme in partnership with Kirklees College and have a further 3 programmes confirmed for the academic year ahead.
- 3.18 Working with the new Head of Public Sector Partnerships for the Prince's Trust in Yorkshire and Humber discussions started regarding the development of a post team programme in order to provide the young people leaving the programme the extra support that some of them need to progress into employment or education.
3. Maintain quality.
- 3.19 Over the past year the team culture of resourcefulness and reflective practice has been nurtured and the team's response to the Coronavirus pandemic demonstrated our ability to be both adaptive and reflective.
- 3.20 During what has been a challenging year, the team have maintained positive relationships with partners and continued to deliver high quality, challenging experiences for vulnerable, at risk young people engaging with our provision.
- 3.21 Considering the challenges faced this year, the team have not made the progress that we would have wanted to in developing meaningful evaluation processes and channels for partner feedback. We have, however, developed new evaluation processes in order to gather and implement the learning that has taken place during the coronavirus pandemic.

- 3.22 The financial efficiency and resilience of the team has been affected this year due to the cancellation of 14 commissioned programmes and being unable to secure any additional bookings for the past 6 months.
4. Team Migration to Wakefield Fire Station
- 3.23 The building work that has been taking place at Wakefield Fire Station over the past year has caused minimal disruption to the team and their delivery. Preparations are now in place for the team to relocate the county wide youth interventions office and equipment into the new accommodation at Wakefield.
- Next steps**
- 3.24 The Youth Interventions team is optimistic about resuming face to face delivery and continues to have high aspirations for growth. Moving into the new academic year the Youth Interventions and Princes Trust Team Manager has identified 5 priorities:
- 3.25 Continue to develop a specialist team by:
- 1 Seeking to increase the number of established posts within the team.
 - 2 Supporting the new members of the Youth Intervention Trainer team to extend their skill set by undertaking Prince's Trust Team Leader Training.
 - 3 Supporting youth intervention instructors working on Prince's Trust programmes to extend their skill set by undertaking Prince's Trust Team Leader Training.
 - 4 Identifying training needs and securing funding for staff training.
- 3.26 Resuming face to face delivery of youth Interventions and Prince's Trust programmes in a Covid safe way by:
- 1 Following WYFRS, local and national guidance regarding Coronavirus.
 - 2 Ensuring all of our delivery sites are Covid secure.
 - 3 Adapting programmes and activities to ensure they can be delivered in a safe manner.
 - 4 Updating risk assessments to identify the measures that are in place to reduce the spread of Coronavirus.
 - 5 Working with partners to ensure they have the adequate measures and risk assessments in place in order to ensure the safety of their young people and WYFRS staff.
- 3.27 Continue to expand Prince's Trust delivery:
- 1 Maintain the Get Started portfolio and continue to deliver these programmes in previously under represented areas.
 - 2 Maintain the high standard of delivery of the Prince's Trust Team programme in partnership with Kirklees College at Dewsbury Fire Station.
 - 3 Explore scope for expanding Prince's Trust Team portfolio.
 - 4 Explore new ways of working with Prince's Trust to develop the existing portfolio.

- 3.28 Maintain quality by:
- 1 Continuing to nurture the team culture of resourcefulness and reflective practice.
 - 2 Continuing to deliver a challenging, thought provoking experience for vulnerable, at risk young people engaged through our partners.
 - 3 Developing meaningful evaluation processes and channels for partner feedback.
 - 4 Maximising financial efficiency and resilience whilst maintaining integrity.
- Office move.
- 3.29 It is anticipated that the Youth Interventions Team county wide office and equipment store will have relocated to the new accommodation at Wakefield Fire Station by 18th October 2020.
- 3.30 It is anticipated that the delivery of youth intervention programmes will be possible from March 2021 when the demolition of the old station has taken place and all building work completed.

4 Financial Implications.

- 4.1 The Coronavirus pandemic has had a significant impact in the financial efficiency and resilience of the team due to the number of commissioned programmes that have had to be cancelled and it not being possible to secure additional bookings during the past 6 months.
- 4.2 Funders such as the police and crime commissioner and violence reduction unit are aware that, under the current circumstances, we have been unable to deliver the programmes that they have funded and are happy for us to resume delivery when it is safe to do so.
- 4.3 It is anticipated that the team will make a full financial recovery from the Coronavirus pandemic.
- 4.4 For a number of years now the team has operated on a cost recovery model and has demonstrated, as the team has grown, that the income generated by the team can sustain the fixed term posts within the team. Currently 4 out of the 8 posts in the team are dependent on external funding. Options to create a fully established team are currently being explored.

5 Human Resources and Diversity Implications

- 5.1 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. 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.
- 5.2 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.

6 Health and Safety Implications.

- 6.1 Last year a Health and Safety Audit was carried out by the Health and Safety Team. The Overall Compliance Result for Youth Interventions was Very Good.
- 6.2 A thorough Risk Assessment was carried out for the 8-week digital programme that was delivered over summer.
- 6.3 Covid 19 Risk assessment have been carried out on the sites currently accessed by the team. Covid 19 risk assessment will be carried out on stations prior to the delivery of any Youth Interventions.
- 6.4 Moving into the new academic year all risk assessments have been reviewed to ensure they are still relevant and fit for purpose for the activities delivered. In light of the coronavirus pandemic all existing risk assessments now include measures to reduce both the spread of coronavirus and risk of infection.
- 6.5 The safe working practices, developed by the Police continues to underpin the delivery of all Youth Interventions and is implemented by the whole team.

7 Your 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.

8

Conclusion

- 8.1 The coronavirus pandemic has affected each and every one of our personal and professional lives over the past 6 months and it continues to do so for the foreseeable future.
- 8.2 For the Youth Interventions Team the impact has been massive, not only for the Youth Interventions Trainers who thrive on their interactions with young people but on the young people we work with. Resilience is a key element to all of our programmes and over the past 6 months the Youth Interventions Trainers have stepped up and demonstrated the resilience we aim to instill in the young people who access our provision.
- 8.3 The team's response to the challenges of the past 6 months is testament to the dynamic culture of the team and their passion for working with young people. They have been resourceful and creative in developing new ways of engaging with young people and having a positive impact on their lives at a time when they need it most.
- 8.4 In addition to this they have also supported local communities by undertaking training and carrying out duties that supported WYFRS delivery of the tripartite agreement.

The figures achieved this year are significantly different however this is no reflection on the hard work and commitment of the team during this challenging period. Under normal circumstances there is no doubt that the team would have continued to increase the number of high quality programmes delivered and the number of young people engaged across West Yorkshire.

The team continues to have high aspirations for the year ahead and is optimistic about resuming delivery and welcoming young people back on station when it is safe to do so. In the year ahead, the delivery of our programmes will look very different however this will not be of detriment to the high quality of the programmes delivered.

The team is confident that it will make a full recovery from the challenges that Coronavirus has presented and that they will continue to be a catalyst for change in the lives of young people.

Service Delivery Spotlight On Case Studies

Community Safety Committee

Date: 30 October 2020

Agenda Item:

9

Submitted By: Director of Service Delivery

Purpose	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.
Recommendations	That Members of the Community Safety Committee note the contents of this report.
Summary	The 'Spotlight On' case studies highlight just some of the excellent work that is being delivered across the communities of West Yorkshire.

Local Government (Access to information) Act 1972

Exemption Category: None.

Contact Officer: Scott Donegan. AM Service Delivery

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Background papers open to inspection: None.

Annexes: Spotlight On SafeTALK

Spotlight On Falls Pick Up

Spotlight On Youth Intervention and Prince's Trust Team Delivery

1 Introduction

- 1.1 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 Human Resource and Diversity Implications

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

5 Health, Safety and Wellbeing Implications

- 5.1 The activities described will hopefully continue to improve the health and safety of target groups across the respective districts. All such initiatives will have a focus around our key service priorities.

6 Your Fire and Rescue Service Priorities

- 6.1 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

SafeTalk Training



safeTALK

After receiving the go ahead to look at how we could start delivery of face to face training again, we looked at potential rooms for delivery that could accommodate social distancing with ease and then looked at potential dates for delivery. Linking in with the recovery group and Health and Safety Department, risk assessments were undertaken at Dewsbury Fire Station, Youth Hub for the specific task of delivery of Safe TALK Training.

The training equips staff with the essential skills to look after their own welfare, whilst being equipped to support others they may come into contact with such as family, friends, whilst on the phone undertaking Safe and Well assessments, in the community or through any of their day to day activities at work.

Looking after the wellbeing of our staff is important to us, and providing this training will give our staff those additional resources and tools to use in someone's hour of need

➡ What difference did we make?

Due to the pandemic it is more important than ever to become more aware of the potential signs that someone may need to talk to someone.

This training is making a big difference in helping to raise awareness of the signs someone is / maybe considering suicide and providing people with the confidence to ask people out right, to be direct as to whether they are considering suicide. The more

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people that are trained in Safe TALK will help to remove the taboo about the subject and people maybe more confident to talk to one another and get the support they need.

Below is some of the feedback from the last couple of sessions held during the

"Given me more confidence to start up a conversation".

"It makes it so clear on how important opening the conversation about suicide is".

"I will wear my stickers with pride and openly recommend the training to others".



What are we doing next?

To continue with booking in training to raise awareness of suicide prevention across the organisation over the next few years, supporting our Occupational Health & Safety Department's action plan. To ensure our trainers achieve competency as directed by Living Works and continue to maintain this throughout the years to come.



Contact



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Leeds Falls Pick Up

Whilst in the early development stages of Safe and Well, it was identified that WYFRS personnel have the right transferable skills to be able to support our blue light partners and the community in relation to falls concerns. In particular, it was identified that as an alternative response service to non-medical falls calls, WYFRS could prevent further escalation of falls concerns in individuals who are predisposed or becoming increasingly at risk of having a fall. With the Covid-19 pandemic adding additional pressure to our blue light partners when their medical expertise needed to be deployed to medical emergencies, the Falls Steering group for Leeds; which comprises representatives from YAS, PHE, CCG's and Leeds City Council; approached WYFRS for support on a trial basis to take on the delivery of an Alternative Response Service for non-medical falls calls.

What did we do?

The tripartite agreement has provided a platform for all Fire and Rescue Services to engage with their communities. The Alternative Falls Response Service sits outside this agreement. Leeds District were able to find a supportive way to take forward the request of the Leeds Falls Steering Group and developed an MOU with YAS to support the delivery of a trial service.

The Covid-19 volunteer cell took responsibility for the day to day co-ordination of the project, ensuring volunteers received regular contact, updates and welfare support following their call outs.

YAS provided an initial two-day training session to all volunteers to maintain consistency and a professional standard level to that provided by their colleagues. Whilst calls started to trickle in, the Covid-19 volunteer cell supported the training with dummy runs and training exercises. As calls have increased the skills set of the volunteers has gone from strength to strength, with individuals receiving an excellent and timely response service.



What difference did we make?

Imagine one of your family members sat on the floor for up to 8 hours, unable to get themselves up. No clinical need to attend hospital, but as they sit on the floor, their health begins to deteriorate as they wait for an Ambulance. Ambulance arrives, but hypothermia has set in resulting in a hospital admission. This was unfortunately a common occurrence throughout Leeds during times of high YAS demand.

The Alternative Falls Response Service has a non-blue light response time of 45 minutes, alleviating the pressure on our colleagues at YAS. Ambulances are not tided down to low priority calls and are available for high priority, risk to life calls. The response times of the service are that quick that patients do not need to be admitted to hospital, freeing up resources within hospitals to deal with the most vulnerable.

It is important to highlight that our team of volunteers aren't just picking people up, then leaving. They are providing a community focused approach similar to the principles of our Safe and Well programme that focuses on the wider health and wellbeing agenda. This includes onwards referrals and support for Falls, Fire Safety, Loneliness, Cold Homes and Crime. After leaving each property, the volunteers know that they have contributed to making that person safer and enhanced the reputation of the FRS within the community.

What are the keys to our success?

Since the start of the pandemic the enthusiasm from the whole workforce to go outside of their roles to support the West Yorkshire community has been incredible. It is a credit to the work ethic of us all. The falls volunteers have been no different. The commitment and flexibility of the team has been the underlying reason why the project has been so successful. On average each Falls volunteer has committed 160 hours of their own time being

available to assist those most vulnerable. Each volunteer has balanced this responsibility with their day to day role requirements, whilst not compromising their own work output. This project has not only provided reassurances to our partners but also to the community of Leeds highlighting that we are available in their time of need.

Number of Calls 17 since 18 May 2020

Assistance carried out / delivered

3 calls requested YAS for further clinical assessment of patient

1 call stood down on-route by YAS

Locations 7 East Leeds

6 West Leeds

3 South Leeds

1 Out of area



What are we doing next?

It is hoped that the Alternative Falls Response Service will be extended across the winter period, where it is predicted that our partners in Public Health, YAS and NHS resources may become stretched dealing with the second wave of Covid-19. To make this possible and reduce the strain on our current cohort of volunteers, further volunteers will be recruited from across the organisation to support our service response. YAS have committed to offer training to all of our new volunteers.



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Youth Interventions and Prince's Trust Team Delivery



What was the need, how was it identified?

After our Princes Trust Team 4 programme finished on such unusual circumstances, and with a very short gap between Team 5 commencing, the team got to work creating an entirely digital programme which reflects learning in the current climate.

This was an incredible effort from everyone involved! As you all (hopefully) know, we pride ourselves on running engaging, practical interventions and had to re-design every element to be carried out from home, whilst still delivering our 'fire-service' take on the course.

Not only did we have to ensure all learning could be completed in that style, we also had to ensure it was formatted in a way that could reach/engage a vast range of young people who would potentially embark on this 8 week journey.



What did we do?

Design an 8-week programme which could be delivered entirely digitally.

Unfortunately for the young people on this programme, the usual 12-week style of learning would have to be reduced to eight. This meant they no longer had access to their vital practical work

placement weeks, or their residential and crash & burn course. These are quite often some of the main 'selling points' of our usual programme, and therefore it is a credit to the team that they were able to recruit such a fantastic group, who were happy to engage regardless of those areas missing.

In around 2 weeks, a digital Level 1 qualification in Personal Development and Employability programme had been fully formed, comprising of some key learning areas:

- **Personal development and self-management**
- **Digital skills**
- **Career planning**
- **Physical activity and health**
- **Interview techniques and presentation skills**
- **Community project**

The exercise sessions played a vital part in boosting moral and productivity, in what were quite long days sat at desks. Seeing an entire fitness class be run via Microsoft Teams was something new for all of us! (Cue the staff dogs using this as their chance to shine and take-over the yoga mats as their new beds).

Fairfield School in Batley is a fantastic establishment and one which we hope to keep working with in the

future for other community projects. We delivered wood, paint, arts and crafts to the young people in order for them to produce a season-themed mural which would be put up at the school. The Makaton Fire Safety video that the group produced was fantastic. We cannot thank the crews who got involved in that enough! I know some of the prevention team have seen it (and loved it). Hopefully everyone within WYFRS will have a chance to view that at some point...

► What difference did we make?

At a critical time, we were able to continue supporting vulnerable young people. Particularly in a stage which has been proven to take its toll on their mental health. We were one of only two Fire & Rescue Services who delivered an online Prince's Trust programme during lockdown!

Nine young people started the course, and we finished with eight which is fantastic especially under the unusual circumstances. We not only designed a new method of delivery, we went above and beyond to ensure resources, exercises, and activities to boost esteem and positivity were given out on a daily basis. Weekly check-ins have been done consistently too.

► What are the keys to our success?

Having a dedicated, passionate and enthusiastic team of people who are committed to improving the lives of young people across West Yorkshire. The period of uncertainty has been used to maximum benefit with those staff involved in the delivery of our Team programme going above and beyond to ensure young people utilised their time wisely.

We also met a wonderful group of young people, who could not have been a better fit for our first ever digital programme! We have every confidence that they will go on to achieve great things, and we will continue to offer them support and/or opportunities wherever possible or relevant.

► What are we doing next?

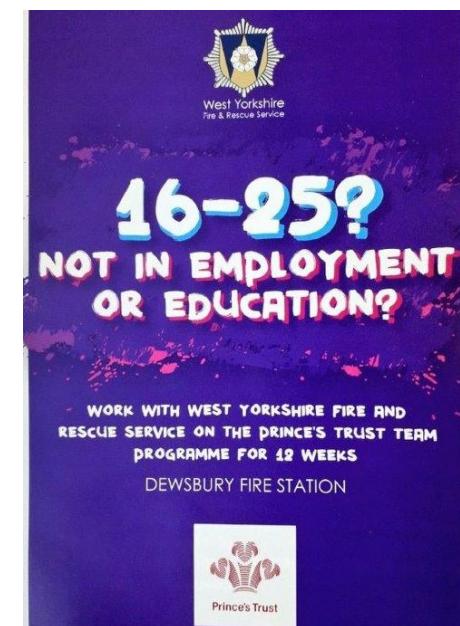
Our next Prince's Trust programme is due to commence on Monday 21st September, which will see our second phase of planning really come to life. This is where we are trying to phase in some elements of 'normality'. Our delivery style will be a blend of three days face-face based from Dewsbury Youth Hub on station, and 2 days digital.

We will keep you up to date via our media streams on Twitter and Facebook, so please give them a follow to see their fantastic work over the next 12 weeks!

If you know of any young people who would benefit from our programmes, please get in touch. Claire Greenwood will be running the next Team programme, and her contact details can be found at the end of this document.

Alternatively, to enable us to continue offering support to young people post-programme we are always grateful for any opportunities sent our way. If you own, or are involved with, a business or company

who would find it rewarding to give our students an opportunity, please get in touch with any member of the Youth Interventions Team!



► Contact

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Occurrence of Hot Oil Fires

Community Safety Committee

Date: 30 October 2020

Agenda Item:

10

Submitted By: Director of Service Delivery

Purpose To inform Members of the current trend in dwelling fires resulting from cooking with oil.

Recommendations That Members note the content of the report.

Summary As a service we are noting a slight increase in the number of fires involving cooking with hot oil. This is a county wide trend occurring across a wide cross section of the community. We will continue to monitor the occurrence of fire caused by hot oil cooking and if significant trends begin to develop in a locality or within a specific community group we will tailor our approach to reduce the risk accordingly.

Local Government (Access to information) Act 1972

Exemption Category: None.

Contact Officer: Scott Donegan. AM Service Delivery

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Background papers open to inspection: None.

Annexes: None.

1 Introduction

1.1 Advice on safe cooking practices has been a long-standing element of the Safe & Well visit and previously the Home Fire Safety Check. This report provides update on the incidence of fire resulting from cooking with hot oil.

2 Information

2.1 West Yorkshire Fire and Rescue Service attend, on average, 980 accidental dwelling fires per year; of these incidents hot oil fires such as chip pans, woks and karahis account for 78 fire per year or 8% of all accidental dwelling fires.

2.2 Research demonstrates that there are three main causes of fires involving hot oil. These are:

- The oil or fat in the pan gets too hot and catches fire
- The oil or melted fat spills onto the cooker either because the pan has been filled too high.
- Being distracted during cooking or leaving the chip pan unattended.

2.3 Advice on safe cooking is provided during our Safe & Well visits and includes:

- Never leave cooking unattended. Take pans off the heat and switch them off if you have to leave the kitchen
- Avoid cooking if you have been drinking alcohol, using recreational drugs or taking medication which makes you drowsy
- Take extra care if you are wearing loose clothing when cooking as it can easily catch fire. Consider wearing an apron
- Keep tea towels, cloths and other flammable materials away from your oven and hob
- Keep your oven, hob, extractor hood and grill clean; a build-up of fat and grease can make a fire spread quickly
- Don't overfill your chip pan; ensure it's no more than a third full of oil when in use
- Never throw water on a deep fat fryer or oil pan

2.4 Additionally, messaging on how to safely cook with oil forms a key part of the prevention advice delivered during fire station open days, the 'Chip Pan Fire' demonstration clearly shows what can happen when guidance isn't adhered to and provides a very visible deterrent.

Please take extra care. - Most house fires start in the kitchen.

Avoid distractions, don't leave cooking unattended & NEVER cook whilst under the influence of alcohol. 

& if a chip pan catches fire:

-  Don't try & put it out yourself
-  Turn off the heat if you can
-  Get out & close the door
-  Dial 999

..and NEVER put water on a pan fire.

<https://www.westyorkshirefire.gov.uk/your-safety/home/>



- 2.5 The underlying principles of the Safer Communities Prevention Strategy 2017 – 22 advocate an intelligence led approach to targeting those who are at greatest risk of injury or death.
- 2.6 From the maps in Appendix 1 it can be seen that hot oil fires occur across the five districts and tend to be concentrated in areas which are home to diverse communities.
- 2.7 Of the 124 wards within West Yorkshire, 7 have seen hot oil fires in each of the last five years.

Ward	District	15/16	16/17	17/18	18/19	19/20	Total
City and Hunslet Ward	Leeds	4	8	1	6	1	20
Middleton Park Ward	Leeds	4	2	4	2	4	16
Armley Ward	Leeds	0	7	2	2	2	13
City Ward	Bradford	2	2	2	2	3	11
Burmantofts and Richmond Hill	Leeds	0	3	2	3	3	11
Beeston and Holbeck Ward	Leeds	3	1	1	4	1	10
Manningham Ward	Bradford	3	1	2	1	2	9

Figure 1 Wards Associated with Hot Oil Fires

- 2.8 These wards have been identified in our current integrated risk management plan as high and very high risk due to population density and levels of deprivation. As such, our prevention activities are focussed on trying to reduce the risk in these areas.
- 2.9 Since 2015 less than 10% (38) of hot oil fires have occurred in high rise buildings and on only 1 occasion did the fire spread from the room of origin. Although we are working to reduce all these fires, it is encouraging that in the majority of cases the fire is confined to the room of origin particularly with the additional complexities posed by fires in high rise buildings.
- 2.10 Of the 393 hot oil fires which have occurred since 2015, a small proportion, less than 1% are recorded as spreading from room of origin. This indicates that safety advice centred on safe cooking, closing doors when exiting to a place of safety and quickly calling the fire service has been well understood.
- 2.11 When we evaluate the occurrence of chip pans by time of day. It is disappointing to see that hot oil fires continue to occur at times traditionally associated with alcohol and cooking (figure 2 below). We will continue to lead with safety messages around the dangers of drinking alcohol and cooking.

Hot Oil Fires by Time of Day

Hour of Day	2015/16	2016/17	2017/18	2018/19	2019/20	Grand Total
0	4	7	5	4	1	21
1	2	4	2	1	1	10
2	1		1	2		4
3	4		3	2	1	10
4	2			1		3
5	1	2			3	6
6	1				1	2
7					1	1
8			1			1
9	1		1		1	3
10	3	1	1	3	1	9
11		2	3	4	1	10
12	4	3	4	1	6	18
13		3	3	5	5	16
14	1	7	8	2	8	26
15	2	4	1	3	4	14
16	6	5	7	3	10	31
17	8	8	2	8	10	36
18	8	6	10	10	6	40
19	4	10	9	6	11	40
20	4	6	3	11	8	32
21	6	8	4	8	7	33
22	3	3	2	2	3	13
23	3	2	3	2	4	14
Grand Total	68	81	73	78	93	393

Figure 2 Hot Oil Fires by Time of Day

3 Financial Implications

3.1 There are no financial implications resulting from this report

4 Human Resource and Diversity Implications

4.1 The occurrence of hot oil fires is moving away from the traditional chip pan fire. We are seeing an increasing trend of hot oil fires occurring in our more diverse communities. The evaluation of incidents as part of our intelligence lead approach to prevention activities will allow us to target our resources to those most at need.

5 Health, Safety and Wellbeing Implications

5.1 There are no health resulting from this report.

6 Environmental Implications

6.1 There are no environment implications resulting from this report.

7 Your Fire and Rescue Service Priorities

7.1 We will reduce the risks to the communities of West Yorkshire.

7.2 We will continue to develop ways of working which improve the safety & effectiveness of our firefighters.

7.3 We will invest in information and communication technology, digital and data, to deliver our service in smarter ways.

7.4 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.

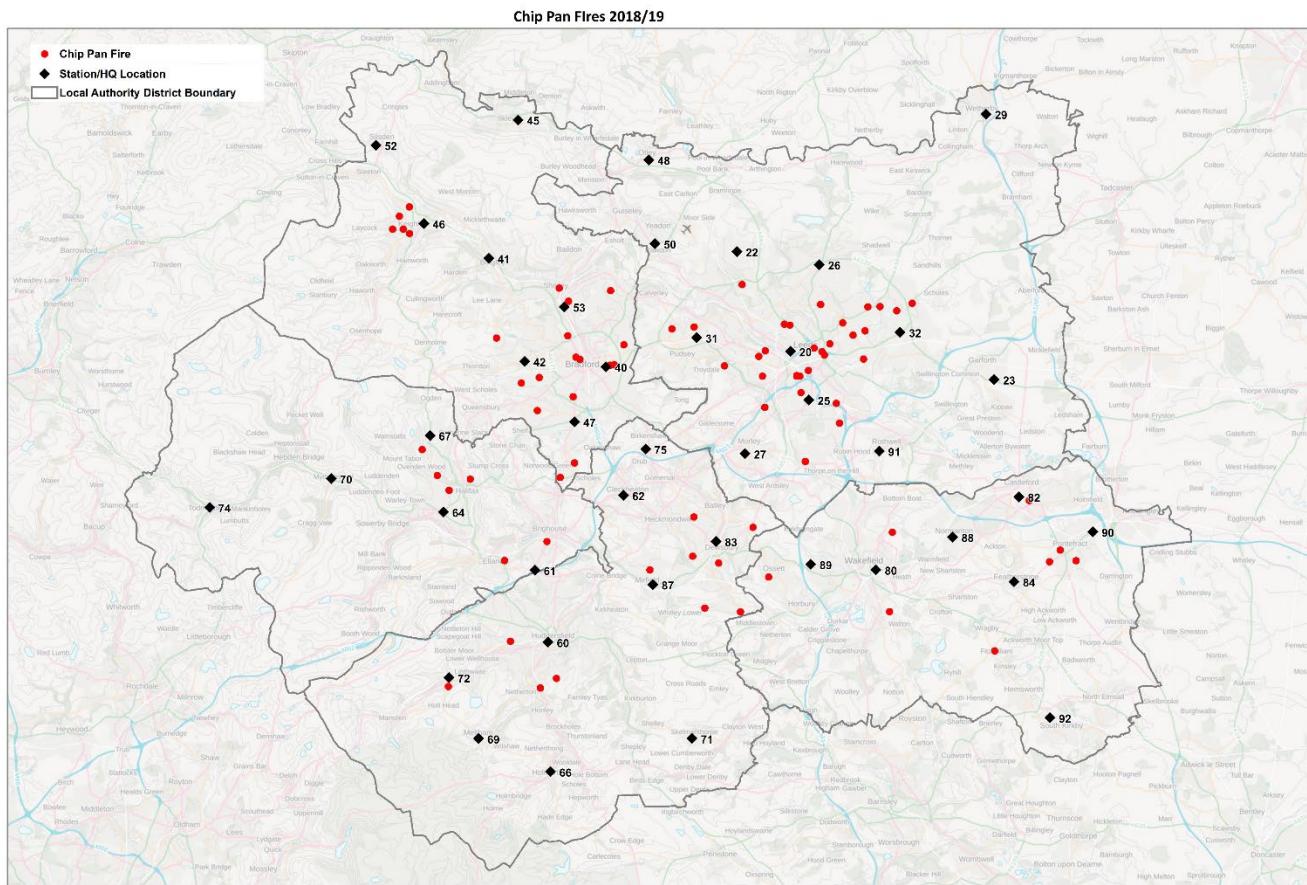
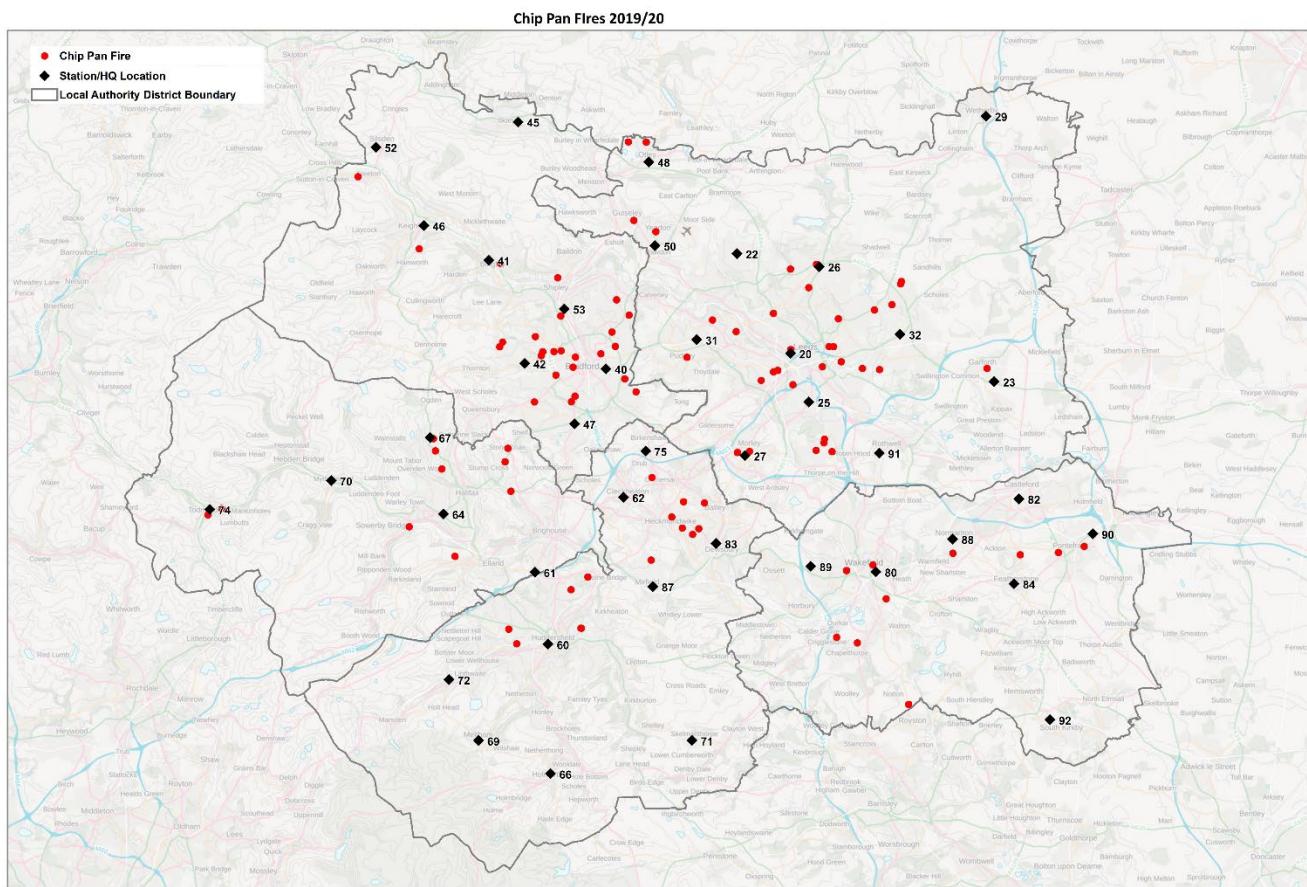
8 Conclusions

8.1 As a service we are noting a slight increase in the number of fires involving cooking with hot oil. This is a county wide trend occurring across a wide cross section of the community.

8.2 Guidance on the safe use of oil when cooking is provided as part of every safe and well visit; the majority of our safe and well visits are targeted into areas which are at higher risk of fire.

8.3 We will continue to monitor the occurrence of fire caused by hot oil cooking and if significant trends begin to develop in a specific area or within a specific community group we will tailor our approach accordingly.

Appendix One - Incidence of Hot Oil Fires



Performance against PMI Targets 2020/21

Community Safety Committee

Date: 30 October 2020

Agenda Item:

12

Submitted By: Director of Service Delivery

Purpose	To inform Members of Community Safety Committee of the performance against the 2020/21 performance outcome targets. The reports specifically look at performance over the first half of the year.
Recommendations	That Members of the Community Safety Committee note the contents of the report.
Summary	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.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan – Area Manager Service Delivery

Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 The attached reports show the performance across West Yorkshire and the five Local Authority Districts against the outcomes targets that were set for the 2020/21 year.
- 1.2 The performance report covers the reporting period from 01 April 2020 to 30 September 2020.
- 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 and evaluate the performance against these targets at regular intervals throughout the year.

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 can be plotted onto a map so geographical trends can also be identified.
- 2.2 The attached reports provide data for the first 6 months of the year against a range of incident types that we attend. There is a summary report showing the figures for the whole of the service and then subsequent performance sheets show the district performance against their respective outcome targets with a commentary from each District Commander.

Performance across West Yorkshire for the following indicators is set to meet or exceed the set targets:

Arson

- 2.3 The performance across all arson incidents has seen significant reductions compared to the same period in the previous year. We have attended 3293 recorded deliberate fires in the first six months compared to 3393 in the previous year which is a 2.94% reduction. Overall, arson is on track to meet the target set.

Arson – Primary Fires

- 2.4 Primary fires are the more serious fires that harm people or cause damage to property.
- 2.5 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 In this reporting period, we attended 597 primary deliberate fires, compared to 698 in the previous year. Over half of the recorded primary fires (364) were in vehicles, with 74 dwelling fires and 160 fires in non-domestic properties and it is pleasing to note that all of these have reduced compared to the previous year

Dwelling Fires

- 2.7 If the performance after six months continues, we are on track to exceed the target for this year and with the current projection of 1007 dwelling fires, this will be the lowest ever recorded since the new recording system started. We attended 504 dwelling fires over the reporting period. It could have been predicted that as people were spending more time confined to their homes during the Covid Pandemic we would see an increase in dwelling fires. This has not been the case and our well-established prevention programmes continue to keep improve safety in the home.

Non-Domestic Building Fires

- 2.8 There have been 75 fewer fires in this category compared to the figure from the previous year (165 compared to 237) and performance is on track to meet the target. As we learn to incorporate Covid into our normal ways of working we will re-establish our operational risk visit programme to ensure we can deliver the arson advice to building owners and managers. We are well aware of the economic cost of fires in commercial properties with many companies failing to recover from a serious fire. It is essential that we continue to work across our business communities to keep fire safety high on the agenda.

Fire Related Injuries

- 2.9 The figures for fire related injuries demonstrate a 19% improvement compared to the previous year and we are also projected to meet the target. It is disappointing to report that there have been 5 fatalities at fire incidents within first six months and 3 of these incidents were caused deliberately. Of the 3 accidental dwelling fires, 1 is subject to an ongoing investigation and 2 involved a space heating appliance. Our Safe and well checks always assess cooking safety and consider any unusual heating appliances with relevant advice to occupants on how to reduce the chances of a fire starting.

Malicious False Alarms

- 2.10 The performance against malicious false alarms is on track to meet target and there has been a 14% reduction compared to the previous year. 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. Our staff within the Control room also challenge callers if they suspect it is a hoax caller.

Actual Rescues

- 2.11 Performance against this target is showing a 22% improvement compared to the same period last year. We have seen a significant reduction in road traffic collisions which results in a large proportion of the rescues we undertake. We are on track to meet this target at the end of the year.

Road Traffic Collisions

- 2.12 During the Covid Pandemic, the reduction of traffic on the county's road network has led to the most significant improvement across all our performance indicators in comparison to last year (46%). That's said, all of our district teams are represented within their respective road safety partnerships and we also hold a seat on the West Yorkshire Road Safety Executive. Our unique offer is within the field of education and we are active and involved across the districts in a range of initiatives to educate young and inexperienced drivers on the dangers of road safety.

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

Arson – Secondary Fires

- 2.13 Secondary fires are less serious and generally less information is collected following a secondary fire. They tend to involve accumulations of rubbish and 'vegetation' which is mainly grass fires during warm, dry periods. Compared to the same period in 2019, there has been a very slight reduction. Throughout the pandemic the Youth Intervention Team has been working hard to continue engaging with young people, whilst also being 1 of 2 FRSs delivering the Princes Trust Programme. Seconded officers working within local authorities are proving effective in combatting antisocial behaviour.

Total Activity

- 2.14 There has been an increase in the total number of incidents attended in the first six months compared to the previous year, this can be attributed to the increase in mobilisations to automatic fire alarms. Without the fire alarm responses, we would be on track to meet this target.

Performance across West Yorkshire for the following indicators is not on track to meet the set targets:

Prevalence of False Alarms

- 2.15 There has been a significant increase in false alarms over the reporting period compared to performance in the previous year and it is unlikely we will meet this target by the end of the year. This increase is due to a change in our fire alarm mobilising policy. Between April and August, we attended all commercial properties where a fire alarm was activated. This was because a large proportion of the workforce had been furloughed and would not be able to confirm the presence of fire. In normal circumstances we would only attend properties deemed high risk due to life or process. We continue to work across our communities to reduce the number of unwanted fire signals.

3 Financial Implications

- 3.1 There are no financial implication resulting from this report

4 Human Resource and Diversity Implications

- 4.1 All initiatives to reduce the numbers of incidents we attend are focussed towards those more vulnerable. Effective working with key partners across the districts continues to develop and we are starting to recognise that our strategy of concentrating our resources towards risk and vulnerability is increasing our effectiveness. We are spending much less time with people who have little or no risk from fire and an increasing percentage of time on prevention activities is being spent in the right areas, dealing with those most vulnerable.
- 4.2 The Safer Communities Programme 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. This includes diversity and inclusion and representative bodies.

5 Health, Safety and Wellbeing Implications

- 5.1 The health, safety and welfare 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 IRMP 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.

6 Environmental Implications

- 6.1 There are no environmental implications arising directly from this report.

7 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

8 Conclusions

- 8.1 Members of the Community Safety Committee are presented this report as part of an ongoing commitment to demonstrate the priority that WYFRS places in prevention and early intervention and how we judge the success of our activities through the performance ‘outcomes’ targets that we set each year.
- 8.2 It is understood that 2020 – 21 will be an anomaly in terms of our performance and future target setting. The challenge will in identifying which performance can be attributed to Covid and which can be attributed to historic and ongoing prevention initiatives.
- 8.3 It is clear that we have seen an increase in false alarm mobilisations due to the pandemic. However, it must also be recognised that people spending more times in their homes, young people not attending school and extended periods of warm weather would normally result in increased activity. This has not been realised and can be attributed to our ongoing prevention and protection activities.
- 8.4 Performance in the first half of the reporting period has demonstrated some extremely positive results when compared against the three-year average target and against the same period last year. We continue to work across the districts to identify areas where performance against these targets is reducing and put plans and measures in place to address this through partnership working, prevention campaigns and effective response arrangements.

West Yorkshire Fire and Rescue Service

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				
		[values to 01 Oct 2020 23:59:59]			
		3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2019-01/10/19)	TOTAL SO FAR (2020/21)	AGAINST 3 YEAR AVG (2020/21)
Arson	6641	3393	3293	-1.9%	6515
Arson - Primary Fires	1408	708	597	-16.1%	1181
Arson - Secondary Fires	5196	2685	2696	2.7%	5334
Actual Rescues	862	532	415	-4.8%	821
Total Activity	23987	12674	13095	8.0%	25907
Dwelling Fires	1139	554	509	-11.6%	1007
Non-Domestic Building Fires	409	237	165	-20.1%	326
Prevalence of False Alarms	10439	5400	5899	11.8%	11670
Fire Related Injuries	191	94	78	-19.3%	154
Road Traffic Collisions	629	352	189	-40.6%	374
Malicious False Alarms	348	151	130	-26.1%	257

Wakefield District

	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2019-01/10/19)	[values to 01 Oct 2020 23:59:59]		
			TOTAL SO FAR (2020/21)	AGAINST 3 YEAR AVG (2020/21)	END OF YEAR PROJECTION (2020/21)
Arson	981	495	520	4.9%	1029
Arson - Primary Fires	196	92	102	3.0%	202
Arson - Secondary Fires	789	403	418	4.9%	827
Actual Rescues	108	71	43	-21.5%	85
Total Activity	2990	1568	1659	9.8%	3282
Dwelling Fires	127	61	46	-28.2%	91
Non-Domestic Building Fires	50	24	20	-20.9%	40
Prevalence of False Alarms	1141	567	655	13.6%	1296
Fire Related Injuries	24	13	7	-41.5%	14
Road Traffic Collisions	89	54	19	-57.9%	38
Malicious False Alarms	27	17	4	-71.0%	8

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

Actual Rescues

The district saw a large decrease in actual rescues across the period compared to the same period last year by 35%. Within this period, there were two rescues from fires and five from road traffic collisions. The reason for the majority of these incident types are the 'Gaining Entry Cause for Concern' workstream and assisting other agencies such as the police. During this period of Covid crisis we also assisted health and social care partners moving vulnerable patients within their homes.

Dwelling Fires

The district saw a decrease of 14 in the number of dwelling fires over the previous period last year, with an overall reduction against the three-year average of 28.2%. 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 or kept within the room of origin; this in conjunction with the decrease is a positive sign but we will continue to monitor dwelling fire trends and identify risk reduction initiatives and follow up campaigns to drive the figure down further.

Non – Domestic Building Fires

The district saw a significant decrease compared to the three-year average and a drop of 2 incidents compared to the same period in 2019. Incidents have been recorded across the district with no specific trends identified. The majority 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. Only two of the incidents was due to a deliberate act. The closure of businesses due to Covid would have accounted for the reduction in numbers.

Fire Related Injuries

Although the fire related statistics are very encouraging reducing by 46% on the previous year and 41.5% below the set average; unfortunately, two of these injuries proved to be fatal incidents. We have conducted serious incident reviews in collaboration with partners regarding these incidents to identify any learning to continue to drive down fire related injuries; given the significant impacts to individuals and the community if people are injured or killed in a fire. Stations and the district team will continue implementing collaborative risk reduction work and local initiatives to strive and reduce this figure further.

Road Traffic Collisions (RTC)

The number of RTC's recorded continues to be a district priority to reduce the number of them. There was a significant reduction in road traffic incidents, a decrease of 31 incidents from the same period last year and 57.9% lower compared to the three-year average. The overriding factor in these reductions will be attributed to the Covid pandemic and subsequent lockdown, resulting in significantly less traffic on our district roads and motorways. Throughout this period, we still had virtual attendance on the West Yorkshire Safer roads steering group and hope to reintroduce local initiatives delivering impactful safety training and safety messages; when applicable. We will be working closely with Safer Roads Wakefield and various other local agencies to increase engagement through other methods with young drivers during the current pandemic situation.

Malicious False Alarms

The district saw a significant decrease of 71.0% below the set target, equating to just 4 incidents within the period compared to 17 in 2019. The closure of schools, colleges and business during the pandemic will have contributed to the reduction in incidents. 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. We will also promote and support brigade and national campaigns regarding this issue.

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

Arson

Recorded arson has increased compared to the period in 2019. The rise can be attributed to the long periods of dry, warm weather in conjunction with schools being closed for the Covid pandemic. Secondary arson was the main contributory fire and we saw a number of repeat locations. Throughout the period we continued to work in collaboration with our police, council and environmental health partners to try and overcome the anti-social behaviour seen in certain areas.

Arson - Primary Fires

Primary fires generally cause damage to property, non-derelict buildings or vehicles.

Recorded arson - Primary Fires is slightly above the set target (3.0%). The majority of the incidents are deliberately set fires to vehicles (67%). We proactively monitor trends with any primary fire and liaise with our police colleagues to aid the investigation and preventative workstreams. Deliberate set dwelling fires tend to involve either persons with mental health illness or secondary fires spreading to a property. In both cases we work regularly with our partners from the health and wellbeing setting, local authority, education and police.

Arson - Secondary Fires

Secondary Fires include vegetation (grass, corn etc.), refuse, bonfires and wheelie bins. Recorded Arson - Secondary Fires increased by 18 incidents compared to the previous year and is above the set average by 4.9%. The majority of secondary fires involved refuse, 242 incidents (59%) this was a rise of 34 incidents compared to the same period last year. The council closures of waste recycling sites are most likely a significant contributory factor in conjunction with school closures and the warm dry spell of weather. During the lockdown we proactively worked in partnership with Environmental Health (EH) and the council to try and reduce these nuisance fires with EH issuing a number of prohibitive and prosecution measures.

Prevalence of False Alarms

Prevalence of False Alarms still remains the single largest area of operational business in the district and is the area of operational activity that has the greatest value above the set three-year target. The most significant rise within this category compared to the same period last year was false alarms good intent (an increase of 98 incidents). These types of incident include fumes from cooking, accidental actuation of alarms or controlled burning by households within gardens etc. This rise can be accounted for by the lockdown period of the Covid pandemic. More households were at home (cooking and people used fire as a way of disposing of refuse). 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

Wakefield district has disappointingly seen an overall increase in total activity compared to the previous period in 2019, a rise of 7.0% and 9.8% above the three-year set target. The implications of the Covid pandemic, lockdown and prolonged dry, warm weather are significant factors in the rise in activity. We continued to work effectively with partners in a new virtual manner. Community engagement was difficult due to the circumstances, but we endeavoured to have a presence at Haw Park Woods and Horbury Lagoon when we identified trends to provide education to the community within Covid guidelines. We hope to restart and implement the proactive measures for the continued reduction of incidents include engaging with local schools, community anchors/hubs, businesses and partner agencies as soon as guidance allows.

Summary

Wakefield District experienced large decreases in certain areas of operational activity and moderate rises in other areas. Both these figures were significantly impacted by the pandemic situation and the reduction of certain services by ourselves and other services. Although, we provided an extremely valuable service in other areas during the crisis such as delivery of vital food and medicine supplies to vulnerable people within our communities. We were integral to the Wakefield multi-agency response and assisted various services with our skills, expertise and equipment. A priority is to ensure that our work and initiatives within the community that was effective and efficient is continued and restarted when normality resumes; in the interim though we are continuing to provide an excellent level of service in other ways utilising new ways of

working and technology. We are pleased with the significant reductions in some of the indicators but will not be complacent and continue to try and reduce the most serious and impactful issues for our community. Station based personnel and district prevention staff will actively continue to 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

	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2019-01/10/19)	[values to 01 Oct 2020 23:59:59]		
			TOTAL SO FAR (2020/21)	AGAINST 3 YEAR AVG (2020/21)	END OF YEAR PROJECTION (2020/21)
Arson	2193	1204	1200	8.2%	2374
Arson - Primary Fires	443	216	186	-16.8%	368
Arson - Secondary Fires	1776	988	1014	13.0%	2006
Actual Rescues	199	121	89	-11.4%	176
Total Activity	6347	3341	3508	9.3%	6940
Dwelling Fires	316	176	145	-9.1%	287
Non-Domestic Building Fires	95	51	41	-14.6%	81
Prevalence of False Alarms	2502	1232	1369	8.2%	2708
Fire Related Injuries	52	23	29	10.3%	57
Road Traffic Collisions	134	60	47	-30.6%	93
Malicious False Alarms	123	48	59	-4.8%	117

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

Arson – Primary Fires

Bradford District has seen some really positive results for Primary arson incidents over the last six months – a reduction of around 16.8% against the three-year average. We feel strong partnership work has contributed significantly to this reduction. Arson dwelling fires have reduced from 40 to 24 and Non-Domestic building fires have reduced from 48 to 41 using the same date comparative of 2019.

The latter part of the financial year saw a rise in arson in a specific area of Bradford where there were repeat arson incidents. Working with West Yorkshire Police and the local housing team, fire crews were able to target the area by gathering evidence in order to prosecute the offender. Using our intelligence and reporting mechanisms, crews were able to identify the regular caller of these incidents and work with the police in finding the perpetrator. A criminal conviction has now been made which has already had a positive impact on incidents in that particular area.

Dwelling Fires

There has been a notable reduction of 9.1 % against the three-year average for dwelling fires in Bradford. This equates to a decrease of 28 incidents compared to the same period in 2019. COVID restrictions have heavily impacted on our ability to carry out Safe and Well visits to the local community. We have continued to deliver a limited service; providing full telephone assessments where all risks are identified and measures put in place to ensure the safety of the occupant. Where it is identified that the occupant has no working smoke detection – a delivery is made within the same day. This contact has emphasised to the community the need to be fire aware during the lock down period and advice on cooking, electrical appliances and other issues such as smoking and alcohol were given.

Non-Domestic Buildings Fires

Bradford District has seen a pleasing reduction in Non-Domestic Building fires again this year in comparison to 2019 and against the three-year average.

West Yorkshire Fire & Rescue conduct Operational Risk Visits (ORV) to each commercial building. In the cases of Medium to High risk buildings, these are conducted on an annual basis and is part of the district plan to ensure building awareness and firefighter safety whilst at incidents. The purpose of the visit is also to speak with building management on their responsibility to themselves and their staff on their awareness of the building regulations, risk assessments and general fire safety awareness.

Actual Rescues

Actual rescues have decreased significantly this year. Out of the 89 recorded incidents of this financial year – 13 of these were rescues from fire, 11 from RTCs and the remainder from other incidents such as machinery entrapment, lift rescues etc. We still continue to assist other emergency services in gaining access to properties; there were 18 of these incident types in this reporting period.

Road Traffic Collisions

Road Traffic collisions have reduced since last year; from 58 to 47 incidents and have decreased significantly by 30.6% against the three-year average. This reduction may be linked to the lockdown restrictions which resulted in fewer cars on the road. In preparation for ‘cultural festivals’, partners collated a joint letter to ask those who can positively influence throughout the district to reiterate the importance of road safety, particularly in high powered cars. West Yorkshire Police focused on several main ‘hot spot’ areas in Bradford to further reduce speeding e.g Leeds road and Great Horton Road. Operation Steerside continue to use resources to enforce when available – using PSPO areas to target and reduce unsafe road behaviours.

Preparations have been underway to build the ‘Road Safety Roadshow’ to the young people of Bradford (Yr12 & Yr13)– planning will still take place shortly, however a live date will be delayed until further restrictions on theatres and students are removed.

Performance in the following areas where indicators require focus;

Arson – Secondary Fires

Bradford district work hard with partners throughout the year to try and reduce secondary arson fires; however, we are still not seeing the reduction in these types of incidents we had hoped for.

Due to the Covid19 lockdown, establishments such as schools, household waste sites were closed as a temporary measure. This was also coupled with unusually hot weather during April & May which saw deliberate/grassland increase. As a direct result, we feel this has had a significant impact on Secondary arson incidents. The breakdown of the overall figure shows that 3/4 of the reported fires were recorded as refuse/fly tipping. In order to try and combat the growth in this area – operational fire crews have conducted Environmental visual audits to identify potential fire risks and fly tipping sites – using the app ‘fix my street’ – we have been able to quickly report any fly tipping to the local council and have found it a successful and efficient way of communicating, providing a quick removal and reducing the risk of fire.

We have continued to use media streams to send out safety messages to residents highlighting the dangers of burning waste at home.

Fire Related Injuries

Although the figure shows a significant increase in fire related injuries – 10.3% against the three-year average, interrogating the data shows that there are no specific trends or particular areas to target. As a result, we will continue to provide Safe & Well education verbally via telephone and will await restrictions to be lifted in order for us to conduct full Safe and Well visits. We will use social media to raise awareness to common causes of fire such as cooking, electrical and heating appliances which equally contribute to the common causes.

As a result of a fatal caravan fire in June this year which involved an elderly gentleman living alone - some research was completed in relation to static caravans that are used as residential homes on private land. Using an experienced member of our prevention team who lives locally to the incident – we were able to locate and approach the farming community via meetings such as the young farmers group, adult farmers group and equestrian groups in order to offer Safe &Well visits to them in their caravans to prevent further possible incidents. This project is ongoing and will be extended throughout the district when restrictions are lifted.

Prevalence of False Alarms

Bradford District has seen this figure slightly increase by 8.2% against the three-year average. Due to the impact of Covid 19 we can speculate that there have been contributory factors such as residents being within their homes more, using cooking facilities more regularly and therefore resulting in an increase of domestic actuated fire alarms.

Businesses that were occupied regularly were also closed during lockdown and therefore testing and maintenance of alarms were limited, staff were not in attendance to identify false alarms and

therefore fire service attendance was compulsory. 95% of incidents attended were due to faulty apparatus or good intent. We can hopefully see this figure reduce over the next six months as businesses get back to some type of normality.

The National Fire Chiefs Council had an expectation that figures would rise in this category and this has been confirmed nationally as a trend throughout commercial businesses.

Malicious False Alarms

It is positive that we continue to see a reduction (4.8% on the three year-average) of malicious false alarms but there is still work to do to reduce these calls further. Some individual premises have been identified as 'repeat' offenders for deliberate actuations of call-points and work is ongoing to support them to try and reduce malicious calls.

We will continue to work with Control to 'call challenge' when appropriate and we will also continue to push the message out via media and through community liaison around the consequences and impacts of malicious activity.

Summary

COVID restrictions have greatly tested the resilience of WYFRS and has impacted heavily on both our Fire Prevention and Fire Protection strategies within Bradford District. We have managed to successfully keep the mechanics of our work within the community and still continued to undertake much of our fire preventative work, albeit, remotely and using alternative communication methods.

We continue to see positive results across many of the performance indicators in Bradford, however, there is still much improvement I feel can be made to reduce incidents further. Our main strategy of 'prevention' to reduce incidents remains a key focus for the district and I feel we are continually improving how we identify and help the vulnerable people of Bradford.

As a district, our focus now turns to the Bonfire period. Community engagement has always been key to reducing incidents around this period but this year will be more of a challenge due to local restrictions. An example of how we have adapted this year is our engagement with schools - we have collaborated with the Theatre in education team to produce a virtual lesson that will teach the dangers of Bonfire period – i.e. fireworks, criminal responsibility among other social influences such as peer pressure and alternate paths.

This year has indeed been a challenging time for everyone and as the District Commander, I have been impressed and proud of the resilience and determination demonstrated by all service delivery and support staff across the district. We will continue to adapt in our 'ways of working', ensuring we can provide a high level of service whilst working to reduce incidents and ultimately keep the community of Bradford safe.

Kirklees District

	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2019-01/10/19)	[values to 01 Oct 2020 23:59:59]		
			TOTAL SO FAR (2020/21)	AGAINST 3 YEAR AVG (2020/21)	END OF YEAR PROJECTION (2020/21)
Arson	982	493	429	-13.6%	849
Arson - Primary Fires	232	122	91	-22.4%	180
Arson - Secondary Fires	750	371	338	-10.8%	669
Actual Rescues	163	93	78	-5.5%	154
Total Activity	4057	2158	2217	8.1%	4386
Dwelling Fires	183	98	96	3.8%	190
Non-Domestic Building Fires	62	36	29	-8.0%	57
Prevalence of False Alarms	1823	980	1085	17.8%	2147
Fire Related Injuries	36	27	8	-56.4%	16
Road Traffic Collisions	124	78	35	-44.0%	69
Malicious False Alarms	58	21	12	-59.1%	24

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

Arson

Currently, Kirklees District is exceeding its target on overall arson by 13.6%. This continued success is attributed to the drive from District to highlight the issue of arson and its links to broader societal issues.

The Arson Steering Group is now fully embedded within Kirklees Safer Communities, with all partners fully engaged. Although we are mindful of the challenges due to the link that both anti-social behaviour and crime have with arson, we are committed to continually engaging with local communities through a number of different forums to further drive down arson. One example of this work was all partner agencies coming together to prevent an escalation of anti-social behaviour in a local park. This work reduced the incidents in this area by almost 100% over a couple of months.

Work is ongoing to ensure that reporting and recording of arson incidents is in line with national guidance. This will provide a more consistent approach and help identify trends and implement initiatives in the correct locations and in a timelier manner.

Primary Fires

Kirklees District is currently surpassing its target for primary arson by 22.4%, with 32 fewer incidents than the same period last year. A data led approach has highlighted that over 60% of these incidents were vehicle fires.

These types of incidents are being monitored by the Arson Steering Group and action plans are in place to deal with any future occurrences. The way in which incidents of this nature are rapidly picked up and identified in District is testament to the robust review and implementation of the revised District Risk Reduction Strategy.

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 10.8%. In addition, we have seen an 8.0% reduction in incidents against the same period last year. Although there are still challenges ahead, with the commitment and hard work of all partners, and correct reporting procedures embedded, we should see this downward trend continue.

Actual Rescues

We have experienced a 10% decrease in the number of actual rescues compared with the same period last year, and current figures suggest that we will meet our target by 5.5%.

As a district, we continue to educate the community through our safe and well strategy on the importance of having an escape plan in the event of a fire. There is also a significant amount of work ongoing with partners to reduce the amount of RTCs. Currently, the Road Safety Group have commissioned an academic study to look at trends and causation factors associated with RTC's, this intelligence will allow the Group to have a more targeted approach to road safety initiatives.

Non-Domestic Building Fires

Early indications suggest that Kirklees is on target to meet the three-year average by 8.0%, with a decrease of eight non-domestic building fires compared to the same period last year. This is partly due to identifying incident trends and ensuring that property owners take responsibility for securing their buildings.

A number of partnership approaches are ongoing across the District to ensure building owners are taking responsibility for their properties.

Fire Related Injuries

Kirklees District has seen a 70% reduction in fire related injuries compared with the same period last year and we are on track to meet our target against this indicator by 56.4%. During this reporting period there have only been eight fire related injuries, from which sadly there was one fatality. The district continues to improve and refine its 'Safe and Well' strategy and work with partner agencies to reduce the risk of fire.

Early indications are that the panel is working very well in dealing with complex cases through a multi-agency approach. We have carried out a serious incident review (SIRs) with partner agencies for the fatal incident and lessons learnt are being implemented by various partners with the aim of preventing any further deaths. Any learning from the SIR is also shared internally with the other districts.

We recognise there is work to do in this area, therefore Huddersfield University have been commissioned to undertake an academic study of behaviours at repeat house fires involving inappropriate cooking habits. It is intended that this piece of work will influence future media campaigns and home fire safety initiatives.

Kirklees District will continue with the Safe and Well programme, ensuring that we continue to target the most vulnerable members of our community.

Road Traffic Collisions

There have been 35 road traffic collisions requiring action by fire crews in this reporting period, which is a 55% reduction on the same period last year. We are currently on track to meet our three-year average target by 44.0%.

The District does currently have a nuisance bike problem, but the Road Safety, and ASB Groups are keen to start running the Biker Lite programme in the areas of concern. Hopefully this will have a positive impact, and the initiative can then be broadened throughout Kirklees, with progress being monitored through the Road Safety and ASB Groups.

The Kirklees Road Safety Group has commissioned an academic review of how to positively influence people's behaviours in driving more safely, this in-turn is intended to influence campaigns within this area moving forward.

Malicious False Alarms

Kirklees District is exceeding the target for malicious false alarms by 57.7% and has seen a 43% reduction in the number of incidents from the same period last year. This is due to the excellent work that has been carried out by Fire Protection, Partners and the District team. A number of initiatives have been implemented in areas where we have seen repeat incidents. Every education facility within Kirklees received a letter and advice on the reduction of false alarms with the offer of support from the District Team, and this approach is paying dividends.

The District performance in the following areas is forecast to be within 10% of the target set:

Total Activity

We have seen an increase of 54 incidents compared to the same period last year, which is largely attributed to the recent change in policy to increase attendance to automatic fire alarms during the COVID period. If the activity trend continues, we will miss our three-year target by 9%.

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.

Dwelling Fires

We have seen seven fewer dwelling fires than the same period last year, albeit Kirklees District is currently 1.7% outside the three-year average target. Intelligence gathering within this area has identified a rise in incidents associated with cooking and electrical fires. District are leading on a 'home fire safety' media campaign, complimented by partnership involvement, which is having a positive impact.

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

Prevalence of False Alarms

The introduction of the revised automatic fire alarm attendance policy during the COVID period has had a negative impact on the figures and as a result we have seen an increase of 101 incidents compared to the same period last year. Kirklees District are forecast to be 17.9% over the three-year average target set.

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.

Summary

The first six months have seen considerable progress and extremely positive results in relation to fire related injuries, primary fires, road traffic collisions and malicious false alarms. Good progress has been made against arson, secondary fires, actual rescues and non-domestic building fires, and we are projected to meet our three-year average target for all of the above.

Although some success has been observed, we are committed to focus on the challenges around arson, dwelling fires, road safety and false alarms. This cannot be delivered in isolation and we will focus our efforts around proactive approaches and sharing of intelligence with key partners to identify areas of risk and address this through our risk reduction activity.

We will continue to take the lead within the Arson Reduction Steering Group and Road Safety Partnership, and through the Road Safety Group, new initiatives will be discussed based on the academic analysis carried out by Huddersfield University.

The team are dedicated to making Kirklees a safer place for our community and will continue to drive this objective and be pragmatic in our approach. We will not rest on our laurels, and the focus moving forward will be to build on the positive results achieved so far.

Calderdale District

	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2019-01/10/19)	[values to 01 Oct 2020 23:59:59]		
			TOTAL SO FAR (2020/21)	AGAINST 3 YEAR AVG (2020/21)	END OF YEAR PROJECTION (2020/21)
Arson	382	190	213	10.3%	421
Arson - Primary Fires	78	41	48	21.7%	95
Arson - Secondary Fires	311	149	165	5.0%	326
Actual Rescues	97	71	57	15.9%	113
Total Activity	2075	1135	1236	17.9%	2445
Dwelling Fires	105	44	38	-28.2%	75
Non-Domestic Building Fires	35	23	13	-27.2%	26
Prevalence of False Alarms	889	468	586	30.4%	1159
Fire Related Injuries	23	7	5	-56.4%	10
Road Traffic Collisions	62	44	23	-26.2%	46
Malicious False Alarms	29	13	23	58.7%	46

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

Dwelling Fires

It's encouraging to note that Calderdale District are below the set target for house fires by 28.2%, with a total of 37 dwelling fires recorded for this period. This achievement is attributed to the continual prevention work carried out by operational crews and prevention staff. We continue to monitor trends and specifically target the most vulnerable within the community. We will continue to work with our partners to identify those people who are in most need of our service and direct appropriate resources as necessary.

Non-Domestic Fires

The number of non-domestic building fires is 27.2% below the target set for Calderdale so far this year. There have been a total of 13 reportable non-domestic building fires. This down turn in incidents is attributed to the close partnership working from the Safer Greener Cleaner groups with the aim of preventing fires in this type of building.

Road Traffic Collisions

Calderdale District has achieved the target set by 30.4% with 21 incidents recorded so far this year. Calderdale District continues to support the Calderdale Road Safety Delivery Group, to identify hot spots and carry out engagement activities.

Fire Related Injuries and Deaths

Calderdale District is significantly below the set target by 56.4%. These injuries occurred across 5 different incidents. It is pleasing to note that each of the properties involved had working smoke detection installed. 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.

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

Arson

Calderdale District is slightly above the target set for arson by 10.3 %. with a total of 213 arson incidents recorded. Primary fires as a result of arson equates to 8 dwellings, 4 non-domestic properties, 10 outbuildings and 24 vehicle fires. The majority of secondary fires are attributed to refuse and vegetation. We continue to work with our partners to prevent anti-social fires and report instances of waste build-up and fly tipping to the council. This is significant priority as we run into the bonfire period.

Malicious False Alarms

The number of false alarms is 58.7 % above the target set, with a total of 23 incidents recorded for the year so far. The majority of these false alarms are attributed to a household with supported independent living arrangements in place. The occupier is known to a variety of partners and we continue to support this individual as required. Calderdale District attends multi agency meetings to highlight these occurrences. We are regularly and collaboratively engaging with Calderdale Council and other agencies in relation to reducing these false alarm calls within properties under their portfolio.

Prevalence of False Alarms

The number of false alarms is 30.4 % above the target set, with a total of 586 incidents recorded for the year so far. The change in mobilising during lockdown where crews attended non-commercial buildings in daytime hours has been a contributing factor on this increase. However, operational crews continue to work with the Fire Protection Team to identify premises where issues arise. The majority of the False alarms are attributed to apparatus and we have prompted the owners to look at the necessary improvements to their system which will hopefully result in fewer false alarms.

Actual Rescues

Calderdale District is above the target for actual rescues by 15.9 % with 57 rescues recorded for this period. A significant proportion of these rescues result from the 78 mobilisations to assist the ambulance in gaining entry to properties in Calderdale. Reducing road traffic collisions continues

to be an area of focus. Ongoing community engagement activities with the Calderdale Road Safety Delivery group will support the reduction in this type rescue.

Total Activity

The total number of incidents attended across Calderdale is 17.9 % above the target figure set. We have attended 1236 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

Overall Calderdale District Team has worked collaboratively to achieve against the performance targets set. We continue to see positive reduction in a number of performance indicators, particularly the indicators involving life and property (dwelling fires, building fires, fire related injuries and RTCs). These overall reductions are a direct result of the on-going partnership work carried out by operational crews and prevention staff. However, we have more work to do around the areas of arson and false alarms. We are working closely with partners to develop an appropriate solution for a resident currently living in the District who is responsible for the high rise in malicious false alarms. We have also been working with Calderdale Borough Market in relation to the fire alarm at the premise being maliciously activated a number of times. We will endeavour to keep Calderdale District a safe place to live and work by actively engaging with key partners to develop innovative ideas and solutions through the available partnerships, agencies and groups.

Leeds District

	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2019-01/10/19)	[values to 01 Oct 2020 23:59:59]		
			TOTAL SO FAR (2020/21)	AGAINST 3 YEAR AVG (2020/21)	END OF YEAR PROJECTION (2020/21)
Arson	2103	1011	904	-14.9%	1788
Arson - Primary Fires	460	237	171	-26.4%	338
Arson - Secondary Fires	1571	774	733	-7.7%	1450
Actual Rescues	295	176	140	-6.0%	277
Total Activity	8518	4472	4388	1.9%	8681
Dwelling Fires	409	175	179	-13.5%	354
Non-Domestic Building Fires	166	103	58	-30.9%	115
Prevalence of False Alarms	4084	2153	2178	5.5%	4309
Fire Related Injuries	57	24	26	-9.2%	51
Road Traffic Collisions	220	116	64	-42.5%	127
Malicious False Alarms	111	52	32	-43.1%	63

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 14.9%. The continued effort by crews and the Prevention team to ensure local targeted initiatives to remove excess waste and maintain productive relationship with in the district is maintaining this lowering trend.

Arson – Primary Fires

As we continue to address domestic arson concerns via safe and well referrals/visits to properties and working closely with our Leeds Front Door Safeguarding Team and Police colleagues, we have seen a continued reduction across the district of 26.4%. It has been noticed that there has been an increase in referrals for arson concerns during the Coronavirus pandemic, as the city has seen an increase in the use of its domestic violence service. However, a rise in actual incidents of this nature has not been observed and our efforts to maintain a level of appropriate service delivery have continued through proactive risk reduction and prevention protocol's and early intervention. Moving forward, a review and initiation of more robust intelligence gathering will enable us to steer The Safer Leeds partnership towards actions which continue to prevent incidents of arson to property.

Arson – Secondary Fires

Whilst the Coronavirus Pandemic became a reality for all of Leeds, it was expected that deliberate secondary fires may increase as recycling centres closed. However, Leeds has still seen a reduction of 7.7% in secondary arson fires over this reporting period when compared with

the target. We maintain our close working relationship within Leeds City Council partnership to report and have excess waste removed as a priority. We will analyse and review data in this incident category to establish potential new ways of working and progressive steps.

Actual Rescues

As the residents of Leeds maintained the requirements of the Coronavirus Pandemic lockdown, a resulting outcome has been the reduction in rescues from RTC's, water and other incidents, meaning we have exceeded the target for the period by 6.0%. 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. It has been identified over this period that an outcome of restricted social activity is the use of our water ways and reservoirs. Local working groups and a city-wide working group are being established.

Dwelling Fires

It may have been expected that with more people having to remain at home due to the Coronavirus Pandemic, dwelling fires may have increased as cooking and the use of electrical equipment for home working, home schooling and DIY projects increased. However, Leeds has seen a 13.5% reduction against the annual target for this reporting period in dwelling fires. Over 1500 Safe and Well telephone calls have been conducted during the reporting period, with fire safety education and advice being reinforced at every opportunity. Social media channels and working in partnership to promote fire safe practices have been successfully utilised and will continue to do so with the trial of online partnership training from Mid-August in the district. Data analysis identifies that cooking related fires are still most prevalent and require continued campaign and education messages to the elderly and their carers/relatives.

Non-Domestic Building Fires

Leeds has continued to achieve a significant reduction in this particular performance area by achieving 30.9% under the target set. This has been attributed over the last two years to the secondment of the Assistant District Prevention Manager into Her Majesty Young Offenders Institute, Wetherby, which was the greatest contributing establishment. Close working has been maintained with the establishment, with virtual and socially distanced on site meetings.

Fire Related Injury

As there has been a decrease in dwelling fires, it also follows that we have seen a reduction in this performance area of 9.2%. However, it has been anecdotally noted that many of the fires which have been attended have resulted in injury in a higher than normal number of incidents. This will be a point of research for the Leeds Risk Reduction team to identify if our campaign message Get Out, Stay Out, Dial 999, is still effective.

Road Traffic Collisions

Leeds District Prevention Team continues to support and be an influential member of the Leeds Safer Roads Steering Group. The Team continues to be involved in road safety events and campaigns throughout the year, albeit this year it is expected that our presence will be in general virtually. RTCs in Leeds have declined significantly during this reporting period with our attendance at just 64 incidents, a positive outcome of the near 80% reduction in road users. As the city returns to normal following the Coronavirus Pandemic, our continued support of the renamed Leeds Safer Roads Partnership and Vision Zero becomes ever more required. We observed a 42.5% reduction in this area for the target set.

Malicious False Alarms

There has been a significant decrease in this reporting area of 44.1% (25 instances). This is likely to be attributed to the closure of schools since the start of this reporting period. However, this provides Leeds district with an opportunity to reassess our approach to this type of incident and review the current and previous data sets, developing a suitable approach for reduction in the performance area.

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

Prevalence of False Alarms

Leeds has observed a small increase against this particular performance objective of 5.5%. This is likely to be attributed to the fact businesses across the COVID period have been vacant and the ability to call challenge and seek confirmation has been hindered, therefore a response is required. The increase has been recognised and crews throughout the District have been task with establishing risk specific initiatives with the aim of reducing false alarm levels. This work will be conducted alongside the Fire Protection False Alarm Reduction Officer and overseen by the ADC for Risk Reduction.

Total Activity

Leeds District has seen an overall increase in activity over the period by 1.9%, this increase in activity reflects the overall increase in activity at Brigade during the Coronavirus pandemic. The amended false alarm mobilising policy thorough has been the major contributor to this increase.

Summary

As the District Commander it is important for me to note the impressive work and efforts of the team throughout Leeds District in not only maintaining performance but also continuity of service delivery throughout the Corona Virus pandemic. This work involved broader activity to support our community and partners through what was unprecedented times.

Overall, Leeds District has seen a predominantly positive global result in performance indicators in all areas apart from False Alarms during this period. Whilst there are unknown influencing factors associated with the coronavirus pandemic the dedicated hard work and focus on supporting our community was never more prevalent. The pandemic has shown us that behaviours can be affected by social restrictions and that we must be actively able to respond to such unprecedented circumstances and adjust our approach accordingly. Continued work against these performance areas is required to ensure the trend in reducing the risks is maintained as life returns to a new normality. However, we recognise that we must also analyse the effectiveness of our practices to be able to switch our safety messaging or approach to tailor the requirement of the community and our service delivery.

Grenfell Tower Programme Update

Community Safety Committee

Date: 30 October 2020

Agenda Item:

13

Submitted By: Area Manager Grenfell Programme

Purpose	To update the Fire Authority on the objectives, gap analysis and action plan in relation to the Grenfell Tower Inquiry: Phase 1 Report and WYFRS's progress against these.
Recommendations	That members of the Community Safety Committee note the report and progress of the Grenfell Programme.
Summary	This paper provides a brief overview of the gap analysis undertaken following the release of the Grenfell Tower Inquiry: Phase 1 Report and the progress made against the objectives and action plan of the Grenfell Programme along with the wider impacts of the incident.

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 On 14 June 2017 the tragic fire occurred at Grenfell Tower, London which resulted in the loss of 72 lives. The impact of the fire continues to have a devastating and long-lasting effect on the victims' families, survivors, local communities, the firefighters and other agencies that responded to it.
- 1.2 The Grenfell Tower Inquiry (GTI) Phase 1 report was released on 30 October 2019 and identified a variety of findings along with 46 recommendations to London Fire Brigade, HM Government, wider FRS and other Services.
- 1.3 More recently, we received The Cube: Incident Report and Key Observations that Greater Manchester Fire and Rescue Service developed following the fire at The Cube, in Bolton town centre on 15 November 2019. There is a significant amount of cross over with the work currently underway within the WYFRS Grenfell programme, and these findings have been assimilated into the Grenfell action plan.
- 1.4 This paper provides a brief overview of the gap analysis undertaken following the release of the Phase 1 report and the progress made against the objectives and action plan of the Grenfell Programme.

2 Information

WYFRS Grenfell Programme Update

- 2.1 Following publication of the Grenfell Tower Inquiry Phase 1 Report, WYFRS appointed a Temporary Area Manager and a seconded Station Manager to undertake a gap analysis, to identify risks, action owners, the financial impacts and any other implications.
- 2.2 The gap analysis considered all 46 recommendations as though they were directed at WYFRS, regardless of which area/organisation the report was considering. In doing so we have taken account of the widest possible set of assumptions and our action plan includes all recommendations including those that will require legislative changes.
- 2.3 The outcome of this analysis is a wide-ranging action plan that has been developed around ten thematic areas with service leads for each area taking responsibility for their identified actions, including a program timeline with key milestones to deliver the improvements identified. The thematic areas include:
 - Buildings and Fire Safety Measures
 - Operational Pre-planning
 - Command and Control
 - Operations
 - Control
 - Communications
 - Equipment
 - Human Factors
 - Training
 - Miscellaneous

2.4 The key areas of focus within the action plan and relate to:

- Review, amend and improve guidance, policy and procedures around high-rise and complex buildings including fire survival guidance and evacuation.
 - We undertook a review of the pre-determined attendance at high-rise buildings with unsafe external wall systems and remains at six pumps and two aerial appliances.
 - Whilst the receiving of fire survival calls is relatively common place for our Control operators, this is usually in relation to single properties, such as flats or houses. This guidance has been reviewed, tested and further developed to aid the management of large numbers of fire survival calls within Fire Control and on-going transfer to the incident ground. This updated Evacuation and Fire Survival guidance went live in early October 2020 with training ongoing throughout the rest of 2020.
 - Additional guidance has been provided to operational commanders to identify triggers/actions to consider changing the evacuation strategy.
 - We reviewed our operational risk information high-rise guidance and updated this to reflect the new information received.
 - For the specific buildings currently identified with unsafe external wall systems we have carried out additional checks and increased training, knowledge and information of the local crews. Fire Protection (FP) and the Operations Risk Management Team (ORMT) provide assurance of these high-rise buildings working to review and update the relevant information that includes the learning from Grenfell.
- Review equipment and where necessary purchase or replace with fit for purpose equipment. Capital and revenue funding have been approved for the purchase of smoke curtains, a receiver/decoder for the National Police Air Service (NPAS) video feed and the upgrade/review of Breathing Apparatus (BA). Smoke Hoods have previously been procured with two being made available on every front-line fire appliance in August 2020.
- Deliver a service wide, proactive operational training, exercise and learning programme regarding high-rise and complex buildings.
 - All operational staff have undertaken additional high-rise table top exercises highlighting the issues of building failures and external fire spread.
 - FDS officer CPD has recently been undertaken with regards to high-rise building failures and external fire spread.
 - In September 2020 a suite of training packages was released including a case study of Grenfell Tower, the triggers for considering the need to evacuate a building and the management of fire survival guidance calls.
 - Throughout late 2020, the Grenfell Team are providing online seminars to all operational staff, along with live play exercises.
 - The Fire Protection Topic Talks have been ongoing for approx. 5 years and have provided a significant amount of input to operational personnel by our specialist Fire Protection Inspectors (FPIs). Much of this input has been

around the built environment with a significant amount being high-rise related. The most pertinent of these packages have been reviewed and additional input is being given based on the most recent understanding of the changes to the built environment.

- We are working with Leeds University on a Grenfell learning research project, to underpin any changes and our training moving forwards.
- Create a WYFRS Grenfell Practitioner Forum, to allow frontline and other staff to feed into the learning process.
- Create a West Yorkshire High-Rise Residential Buildings Forum working with local authorities and social housing providers to fulfil the recommendations of the Grenfell Tower Inquiry Phase 1 report. This group are working together to share best practice, and standardise procedures and aid with the production of the tactical guidance documents for the buildings they own/manage.
- A regional high-rise forum has been established under the auspices of the Yorkshire and Humber Operational Resilience Group (YHORG) with representation from all services within the Yorkshire and Humber region (including the WYFRS AM) undertaking work related to Grenfell. The regional workstreams include the review and alignment of high-rise policy/guidance including FSG and evacuation. The creation and sharing of training and learning materials. Standardised tactical plans and the joint procurement of equipment.
- WYFRS represent the region on the National Fire Chiefs Council (NFCC) Fires in Tall Buildings Working Group and provides a direct link from the regional forum and allows the alignment of local work with progress made being at a national level.

Buildings with unsafe external wall systems

- 2.5 Within West Yorkshire we have approximately 60 buildings currently identified with inappropriate external components, including cladding, balcony and insulation issues.
- 2.6 WYFRS believe the safest course of action is for any unsafe external wall system to be removed from affected buildings. This is not restricted to specific types of cladding such as Aluminium Composite Material (ACM) or High Pressure Laminate (HPL) but any external wall system that does not meet the requirements of the Governments published advice.
- 2.7 We previously wrote to a number of responsible persons under Article 27 Regulatory Reform (Fire Safety) Order 2005, requesting an action plan and a firm commitment including timeline for when the cladding will be removed.
- 2.8 We continue to work with and assess the ongoing risks and impact to residents and firefighters to determine our future options. These options include Prohibition and/or Restriction Notices if RPs demonstrate a limited commitment and/or are unable to provide a suitable timeline for removing the cladding.
- 2.9 WYFRS are working with the responsible persons (RPs) to remediate the cladding and on the requirements for any interim measures in place such as a waking watch and changes to their existing evacuation strategy.

- 2.10 Updated Simultaneous Evacuation Guidance was released on 1 October 2020 (third edition) and replaces the previous version. This NFCC lead guidance has been produced with many stakeholders including but not limited to HM Government, Representative Bodies, Fire Industry Association, Institution of Fire Engineers and the Local Government Association. The full guidance can be found [here](#).
- 2.11 The key changes within the third edition include:
- Emphasises the need to consider the installation of common fire alarms where measures are now, or are likely to be in place for the longer term.
 - Provides a clear distinction between waking watch and evacuation management as separate roles.
 - Emphasises that residents can carry out waking watches and/or evacuation management duties so long as they are appropriately trained.
- 2.12 The guidance also provides details for the roles of the waking watch and evacuation management, along with person specifications and the training required.

Fire Protection Board Assurance

- 2.13 In March 2020 the Fire Protection Board completed pilot Building Risk Review (BRR) exercise. This provided assurance for those high-rise residential buildings (HRRBs) with ACM cladding had been mitigated to a level to ensure safe occupation of residents.
- 2.14 More recently the Fire Protection Board BRR has been extended to encompass all HRRBs 18m or above in height, these should be inspected or reviewed by the end of 2021.
- 2.15 There are circa 11,000 buildings throughout the UK within this category. The analysis undertaken by WYFRS suggests there are around 550 buildings within West Yorkshire that fit the criteria. They breakdown per district as follows:
- Leeds District = 350
- Bradford District = 97
- Kirklees District = 31
- Calderdale District = 38
- Wakefield District = 17
- 2.16 To deliver this significant piece of work WYFRS has created a multi-disciplinary team with staff from FP, ORMT, Operations and the Grenfell project. This team aims to complete the assurance of all the buildings within the defined scope by the end of 2021.

Legislative Changes

- 2.17 Following the publication of Dame Judith Hackitt's independent review of building regulations and fire safety, the government accepted the review's recommendations, as it

had previously with the Grenfell Tower Inquiry Phase 1 report and concluded that the whole system of building regulation needed major reform.

- 2.18 The Fire Safety Bill will amend the Fire Safety Order 2005 to clarify that the responsible person or duty-holder for multi-occupied, residential buildings must manage and reduce the risk of fire for:
- the structure and external walls of the building, including cladding, balconies and windows
 - entrance doors to individual flats that open into common parts
- and will enable the Government to lay the regulations needed to deliver some of the legislative recommendations within Dame Judith Hackitt's review and the Grenfell Tower Inquiry Phase 1 reports.
- 2.19 In July 2020 the government brought forward the draft Building Safety Bill that is designed to improve building and fire safety. The draft Bill will fully establish the regulator that will enforce new rules, the regulator will have 3 main functions: to oversee the safety and standard of all buildings, directly assure the safety of higher-risk buildings; and improve the competence of people responsible for managing and overseeing building work.
- 2.20 The introduction of the Building Safety Regulator within the Health and Safety Executive will strengthen the regulatory regime, once fully in place. However, it remains to be seen how this mechanism, along with the new and updated legislation will work with the current fire safety legislation.
- 2.21 The Fire Safety Government consultation began in July 2020 and ended on 12 October 2020. WYFRS has worked within the NFCC's Building Safety Programme (BSP) Team to provide a nationally agreed response to the consultation. This consultation includes many areas in relation to the recommendations of the Grenfell Tower Inquiry phase 1 report and includes:
- RP's providing information to FRS' on External Walls, Building Plans, Lifts, Building Evacuation Plans, Personal Emergency Evacuation Plans (PEEP):
 - Fitting of Premises Information Boxes, with copies of up to date documents, including building plans.
 - Information to Residents
 - Checking of Fire Doors
 - Fitting of Wayfinding signage

Grenfell Tower Inquiry: Phase 2 Proceedings

- 2.22 The Phase 2 inquiry returned from the Summer Break on 7 September 2020. It is around 15 weeks behind its original schedule.
- 2.23 The Phase 2 hearings are split into 7 modules; the projected timeline has recently been updated to reflect the time lost due to the closure of the hearings by the COVID19 pandemic. This now extends through to December 2021 with the report expected 12-18 months later.

- 2.24 Module 1 is considering the primary refurbishment of the building, before the later modules consider: Cladding products, Complaints and communication with residents, the aftermath of the fire, Firefighting, Government and further evidence from expert witnesses.

3 Financial Implications

- 3.1 The financial implications of the secondment posts within the Grenfell programme team are £12,000 per annum.
- 3.2 The purchase of Smoke Hoods was via a FRS framework agreement for Respiratory Protective Equipment at of approx. £16,000.
- 3.3 The Grenfell Programme revenue contingency budget includes £35,000 to introduce an updated Breathing Apparatus (BA) capability. However, rather than a separate upgrade/purchase, this will be tied into the wider review and replacement of the current BA sets in 21/22.
- 3.4 The National Police Air Service (NPAS) helicopter is able to provide video footage whilst overflying an incident. A capital budget is approved to purchase a NPAS receiver/decoder to be fitted to Command Unit 1 to allow for the footage to be reviewed live at the incident. The procurement process is underway, with an anticipated cost around £30,000.
- 3.5 The purchase of portable Smoke Curtains at a cost of approx. £35,000 is underway. These are a fire-retardant blanket that is placed into a doorway to reduce the spread of smoke and provide additional tactical options for operational crews at high-rise and other building fires. We are liaising with a number of other services who have recently introduced them to ensure the training and rollout compliment the other areas of work within the service.
- 3.6 A Command Support solution is being progressed regionally with other Y & H FRS', there is a £100,000 capital bid in place for this capability in 21/22.
- 3.7 As identified in 2.21, it is anticipated that in the medium to long term ICT systems will need to be reviewed and upgraded in light of the additional information/data being provided by external partners. These changes will require investment in resources (ICT developers) as well as additional equipment such as server space/capacity and staff to manage the data.
- 3.8 Depending on the nature, volume and format of the information provided, there may be the need for additional work to be undertaken to convert the information provided so as to be suitable for a variety of purposes including operational use and by Fire Protection Inspectors. As an example, this may require amendments to building plans, which WYFRS currently does not have the capability/capacity to undertake.

4 Human Resource and Diversity Implications

- 4.1 The Grenfell programme is working with stakeholders, to understand the impacts on each. As the detailed changes to guidance, training and equipment are implemented, the impacts on each department will change.
- 4.2 Ongoing stakeholder engagement on a monthly basis, allows the departments to review these in more detail. The organisational priorities and demands will be managed closely to ensure this does not place undue stress on any area or individual.
- 4.3 This has recently seen a short-term secondment position within the Operational Policy and Learning Dept to review and consider the wide range of changes to policy and guidance.

- 4.4 The BRR has required the seconding of multiple people from Fire Protection and Operations to work alongside the Operations Risk Management Team and the Grenfell project.

5 Health, Safety and Wellbeing Implications

- 5.1 The updates within this report are intended to provide assurance to the Community Safety Committee that we are working to mitigate the risks to ourselves, our staff and the public of West Yorkshire.
- 5.2 Any proposed changes to training, equipment, guidance, policy or procedure will be undertaken in consultation with staff and representative bodies.
- 5.3 Increasing the provision of equipment, training, knowledge and understanding of fires in the built environment, particularly around high-rise and cladded buildings will reduce the risk to our staff and members of the public within West Yorkshire.

6 Environmental Implications

- 6.1 There are limited environmental implications to do with this report.

7 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 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 actively look for opportunities to implement learning from the Grenfell Inquiry to improve how we respond to high rise emergencies and other foreseeable risks

8 Conclusions

- 8.1 Following the publication of the Grenfell Tower Inquiry Phase 1 Report, there has been and continues to be a ripple of changes through FRSs, locally, regionally and nationally, along with changes to legislation and wider fire safety guidance.
- 8.2 The Grenfell project and action plan provide WYFRS and the Community Safety Committee with assurance that the highest priority Phase 1 recommendations are being actioned, where possible, in a suitable timeframe. However, a number of these are subject to outside influence, such as changes to legislation, and publication of guidance from external sources.
- 8.3 A number of additional areas of spend have been identified within the report/action plan, however further detailed planning and analysis will be required following other changes, such as legislation, before being able to provide costs and timeframes.
- 8.4 I ask that the Community Safety Committee note this report and progress to date of the Grenfell Project. Further updates will be provided at suitable timeframes.