



OFFICIAL

Performance Against Response Indicators

Community Safety Committee

Date: 13 October 2023

Agenda Item:

06

Submitted By: Director of Service Delivery

Purpose	To inform Members of Community Safety Committee of the performance against the 2023 / 24 performance outcome targets. The report specifically looks at performance covering 01 April 23 – 13 September 2023.
Recommendations	That Members of the Community Safety Committee note the contents of the report.
Summary	Members of the Community Safety Committee are presented this report as part of an ongoing commitment to demonstrate how the service delivery activities undertaken by WYFRS contribute to 'Making West Yorkshire Safer'.

Local Government (Access information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, AM Operations Response
Scott.Donegan01@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 This performance report covers the period from 01 April 2023 to 13 September 2023.
- 1.2 A narrative against key performance indicators is provided at whole service level and by district.

2 Information

- 2.1 The OneView system allows managers and staff to monitor incident activity using real time data sets. Incidents are plotted geographically which allows for the identification of trends and a more thorough understanding of what is driving the indicators.
- 2.2 The attached reports provide a narrative alongside the performance indicators against the three year average for the period.
- 2.3 It must be acknowledged that when comparing against the three year average we are considering 'Covid Years' which are not representative of 2023 / 24. Due to this a comparison to the same period 2022 / 23 will also be provided.

Service Level Performance Indicators

All Incidents

- 2.4 In 2023 / 24 we have responded to 12,494 incidents. This is 437 fewer than the three year average and 1896 fewer than the same period last year. Summer activity tends to be weather driven and although we have seen the eight warmest summer on record, a period of unsettled weather through July and August will have contributed to a reduction in secondary fires.

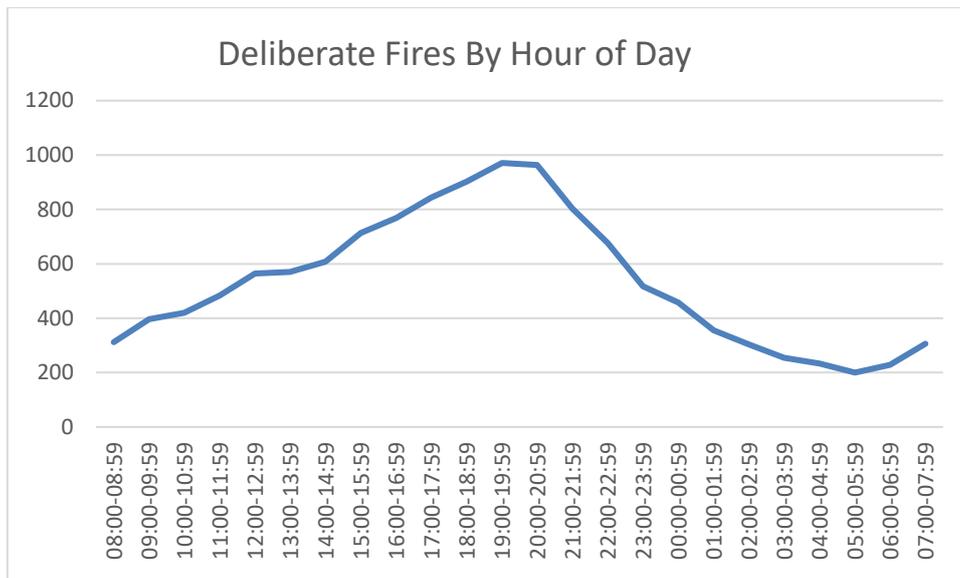
Incident Demand

- 2.5 The peak period for operational mobilisations is between 15:00 and 22:00. During this reporting period, on average, operational demand over the weekend increases by 6% when compared to weekday.
- 2.6 Performance against the agreed Risk Based Planning Assumptions (RBPA) continues to be strong with the RBPAs being met for 94% of mobilisations.

Fires

- 2.7 We have responded to 5089 fires since 01 April 2024, this is 437 fewer than the three yearly average and 1896 fewer than the same period last year. 41% of all emergencies attended are fires.

2.8 Deliberate fires account 2999 mobilisations this is 403 few than the three year average and 1265 fewer than the same period last year. The chart below shows the number of deliberate fires by hour of day. We are working in partnershp to tackle antisocial behaviour which leads to fire setting.



2.9 Since 01 April 2023 we have responded to 402 accidental dwelling fires. This is 20 fewer than the same period last year and 34 fewer than the three year

2.10 We continue to provide safe and well visits for the most vulnerable in our communities and we will soon be including the option to install heat detection where deemed appropriate by prevention officer and operational crews.

2.11 During this reporting period we have completed 5444 safe and well visits. This is an 11% increase on the same period last year.

2.12 Non-Fires – Non fires were previously reported as Special Service Calls and include incident types such as effecting entry for partners, RTCs, lift rescues, technical rescues etc.

2.13 There have been 2162 non-fires in this reporting period. This is 156 more than the three year average and 138 more than the same period last year. Non-fires account for 17% of total operational demand.

2.14 Over the reporting period, we have supported the Yorkshire Ambulance Service at 723 gaining entry incidents.

2.15 The top fire non-fire types are:

- Assisting Agencies / Effecting Entry (953)
- RTCs (274)
- No Action Required (143)
- Lift Release (111)

- 2.16 False Alarms – During this period we have attended 5304 false alarms. This is 18 additional false alarms when compared to the three year average and 149 fewer than the same period last year. False alarms account for 40% of operational demand during this reporting period.
- 2.17 Of the false alarms attended 1502 have been in non-domestic properties
- 2.18 Fire Related Injuries and Fatalities – In this reporting period there have been 55 fire related injuries and three fire related fatalities. This is 14 few injuries compared to the three year average and nine fewer than last year. Of the injuries, six were considered severe, 33 were breathing difficulties, nine people had minor burns and seven were taken to hospital with minor injuries.
- 2.19 Fire investigation indicates two of the fatalities were a result of unsafe smoking and one was as a result of accidental ignition of clothing. All three individuals lived in Leeds.
- 2.20 Injuries and Fatalities – In this reporting period there have been 85 non-fire related fatalities. Eight resulting from RTCs, 56 from effecting entry support to partners, five following removal from water courses, five from other incident types and 11 from suspected suicide.
- 2.21 There have been 420 non fire related injuries, 10 fewer than the three year average and 29 less than last year. The major contributors are 211 linked to RTCs and 138 linked to effecting entry and cause for concern from members of the public.
- 2.22 Victims Rescued – Over the reporting period 516 people have been rescued by firefighters. This 22 fewer when compared to last year and 20 more than the three year average. 496 of these were by firefighter not wearing breathing apparatus. This continues to demonstrate how the balance has shifted in terms of ‘fire’ compared to ‘rescue’ service. That said, the requirement to train operational to the highest standard of firefighting will always remain a key priority.
- 2.23 Road Traffic Collisions – There have been 274 RTCs in this reporting period, 38 more than the three year average and eight more than last year. RTCs are responsible for 2% of the service’s overall operational demand. Of these RTCs 77 have required firefighters to employ full extrication techniques.
- 2.24 We continue to work in partnership with District Road Safety Partnership and the service is represented at the West Yorkshire Vision Zero Board. In this period a new road safety partnership has been established in Wakefield and work is ongoing with Huddersfield University to develop working relationships between the fire service and newly qualified paramedics. There is innovative prevention and education activities being undertaken across the districts and by the Youth Intervention Team with aim of tackling the fatal five and reducing RTCs.

3 Financial Implications

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

4 Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority’s Constitution

5 Human Resource and Diversity Implications

- 5.1 It has been identified through national datasets that higher levels of deprivation are a key factor in the occurrence of fire and other emergencies. By targeting prevention activities to those most vulnerable we are likely to support and reduce risk in the most diverse communities across the county.

6 Equality Impact Assessment

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

The EIA is available on request from the report author or from diversity.inclusion@westyorksfire.gov.uk

7 Health, Safety and Wellbeing Implications

- 7.1 The health, safety and wellbeing of all WYFRS staff involved in responding to emergency incidents is one of the key priorities contained within the Your Fire and Rescue Service 2022-2025. 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.

8 Environmental Implications

- 8.1 Working in partnership has enabled WYFRS to relaunch the Bemooraware campaign to reduce the risk of wildfire across our moorland areas. This has proven extremely successful this summer in preventing significant wildfires and opened networks which we will use to improve our prevention and response activities in the future.
- 8.2 We will continue to monitor response activity related to climate change and through the CRMP process develop our operational response and prevention resource to manage the risk.

9 Your Fire and Rescue Service Priorities

- 9.1 This report links with the Community Risk Management Plan 2022-25 strategic priorities below:
- Improve the safety and effectiveness of our firefighters.
 - Plan and deploy our resources based on risk.
 - Focus our prevention and protection activities on reducing risk and vulnerability.
 - Collaborate with partners to improve all of our services.
 - Continuously improve using digital and data platforms to innovate and work smarter.

10 Conclusions

- 10.1 Members of the Community Safety Committee are presented this report as part of an ongoing commitment to demonstrate how the service delivery activities undertaken by WYFRS contribute to 'Making West Yorkshire Safer'.
- 10.2 Although a number of indicators are not currently achieving the three year average, performance compared to 2022 /23 is strong. In this reporting period, the service has responded to significantly fewer incidents overall, fires, false alarms, dwelling fires, non-domestic building fires and accidental dwelling fires. The number of water related fatalities has tragically remained the same, however, we have seen a 14% reduction in fire related injuries.
- 10.3 Road traffic collisions continue to be a challenge, we are working in partnership and by applying the five principles of vision zero we will improve in this area.

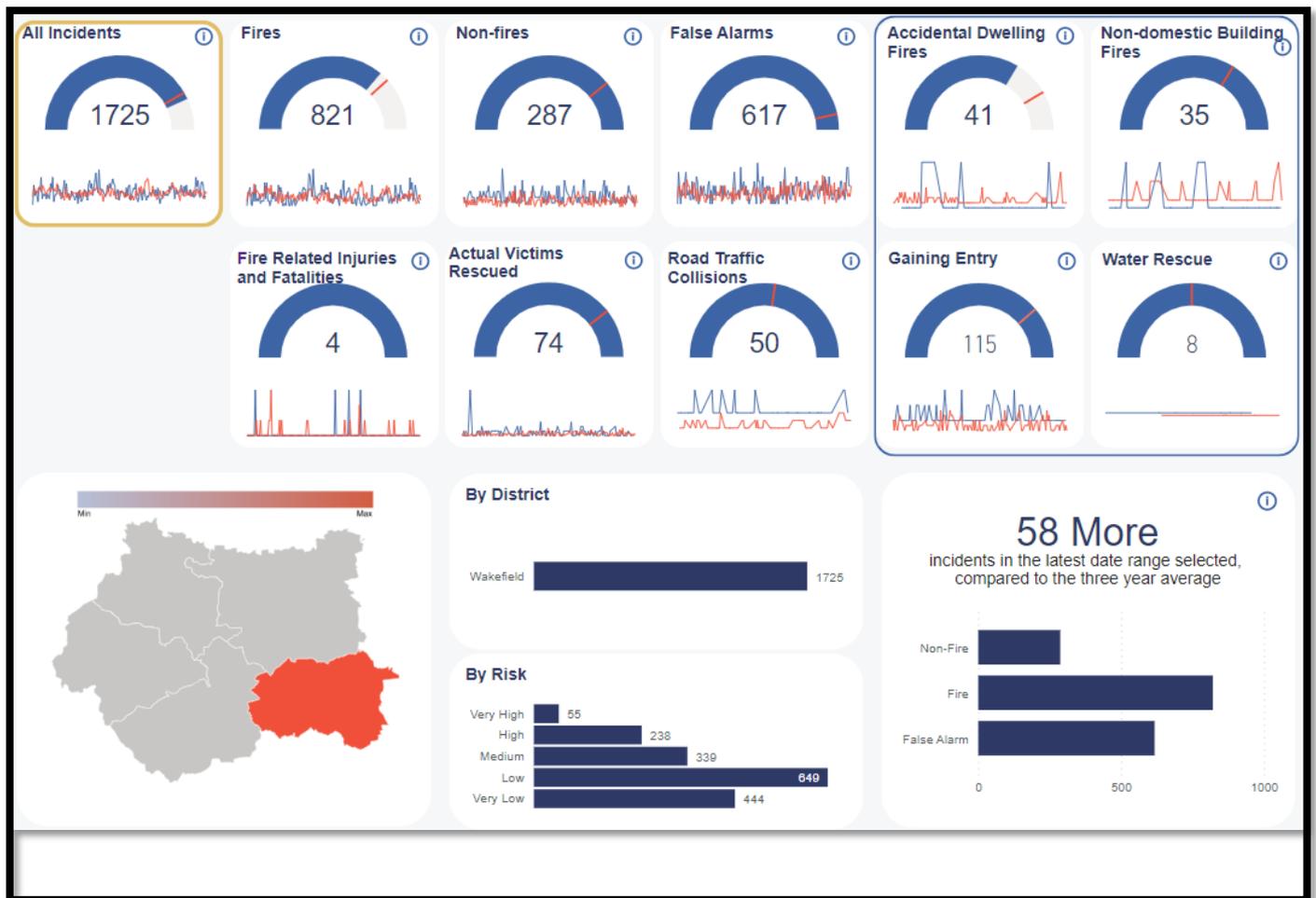
Performance 2022 / 23



Performance 2023 / 24



Performance Management Wakefield District 1st April – 13th September 2023



All incidents

There have been a total of 1725 incidents across the District this financial year. This is 58 more incidents compared to the 3-year average.

Fires

There have been 821 fires during this period, this is 47 fewer compared to the 3-year average. This is split into 217 primary fires and 601 secondary fires. 384 were reported as deliberate and 437 accidental.

Non Fires

There have been 287 non fire incidents, this is 62 more compared to the 3-year average. The main type of incident in this category is giving assistance to other agencies (74).

False Alarms

There have been 617 false alarm in this period, this is 43 more compared to the 3 year average. The majority of these are 'false alarm good intent' with only 16 being reported as malicious false alarms.

Accidental Dwelling Fires

There have been 41 accidental dwelling fires, this is 10 fewer compared to the 3-year average.

Non-domestic Building Fires

There have been 35 non-domestic building fires, this is 11 more than the 3-year average. We currently have a Watch Commander working on a project to evaluate and hopefully reduce these figures.

Fire Related Injuries and Fatalities

There have been 4 fire related injuries during this period and no fatalities, this is 3 fewer compared to the 3-year average.

Actual Victims Rescued

There have been 74 rescues during this period, this is 16 more compared to the 3-year average. This figure is high due to our crews assisting partner agencies to evacuate blocks of flats due to a gas leak earlier this year.

Road Traffic Collisions

There have been 50 Road Traffic Collisions during this period, 23 more compared to the 3-year average. We have set up a Wakefield District Safer Roads Group to work alongside the wider West Yorkshire Safer Roads Group which will hopefully have a positive effect on these figures.

We have also delivered several intervention days at local colleges where we have engaged with over 4500 students.

Gaining Entry

There have been 115 incidents where crews have assisted other agencies to gain entry to buildings, this is 26 more compared to the 3-year average.

Water Rescue

There have been 8 Water Rescue incidents across the District, this is 4 more than the 3-year average.

Performance Management Bradford District 1st April – 13th September 2023

All Incidents

In 2023 / 24 we have responded to 37 fewer incidents when compared to the three-year average. Over the reporting period we have attended more non-fires, false alarms and RTCs whilst attending less fires, fire related Injuries, fatalities, and rescues.

Incident Demand

The peak period for operational mobilisations in Bradford District is between 20:00 and 21:00. On average, operational demand is similar over the weekdays but increases slightly over the weekend with the busiest season being summer months of June to August.

Bradford district attended 965 deliberate fires which accounts for 66% of all fire related incidents – this was 166 fewer incidents than the 3-year average. False alarms account for 1276 incidents of which 64% are due to apparatus. This is a district concern as it is an increase of 35. This is mostly due to apparatus faults which require servicing or modernising.

We are working with building owners and responsible people such as In Communities in highlighting our attendance at incidents due to false alarms and we offer advice around how they might reduce false alarms.

Bradford District will continue to look for trends and identify problem areas through data and provide building owners with support and guidance to reduce unwanted false alarms.

Fires

Bradford District have responded to 1469 fires since 01 April 2023, this is a pleasing reduction of 158 fewer than the three yearly average. We have attended 109 accidental dwelling fires with single occupancy dwellings accounting for 86 of these incidents, slightly less than the three-year average.

Deliberate fires in Bradford are amongst the highest in the country and account for 965 mobilisations. There are many social and economic factors that influence the prevalence of arson and deliberate fire setting and therefore it is vital we work with the local authority, neighbourhood policing Teams and other partners in Bradford.

Demand from responding to arson and deliberate fires also has a negative impact on the capacity to deliver prevention and protection activities so it is paramount we work to drive these incident numbers down.

The National Fire Chiefs Council (NFCC) has produced the Arson and Deliberate Fire Reduction strategy. This strategy will support and inform Bradfords actions to reduce risk and vulnerability, adopt best practice seen in other parts of the country with a view of reducing arson and deliberate fire setting and develop sustainable long-term strategies.

Refuse & waste has been identified as a problem across Bradford. Bradford District team acknowledge the scale of the problem and have been working hard with our ward officers and cleansing teams to literally 'clean up Bradford'. A data led approach is used to target areas and we have seen some positive results in the worst hit areas.

Depravation mixed with anti-social behaviour has led to high numbers of deliberate secondary fires in areas such as Bowling & Barkerend, Eccleshill, Tong and City ward. Crews have been able to track patterns from data and share this information with partners. E.g., Bowling & Barkerend have more incidents on Wednesdays between 19:00 – 20:00 & Saturdays between

17:00 – 18:00. Bradford district team have been working with local authority Youth Intervention teams to educate more than 350 pupils. This has allowed targeted input to those students that may have been drawn into ASB over the bonfire period. This information is extremely valuable especially when shared with WYP. This allows them to provide extra patrols at the appropriate locations and times.

Non-Fires

Non fires (previously reported as Special Service Calls) include incident types such as effecting entry for partners, RTCs, lift rescues, technical rescues etc.

Bradford District have responded to 537 non-fires since 01 April 2024, this is 86 more than the three yearly average. Majority of the non-fires incidents we attended were effecting Entry/Exit (137 Incidents) and Assist Other Agencies (94 Incidents). This clearly shows the high demand from partner agencies and the support we provide within the district.

Crews from Bingley (water specialist station) FWG and Shipley arranged a simulation held on the river at Ilkley with representatives from Yorkshire Ambulance Service, West Yorkshire Police, Bradford Council, and local Ward Officers. This exercise was to simulate several people getting into difficulty in the water. This tested the initial crew's response to a water rescue with support from the water specialists from Bingley, as well as the communication and response from YAS and the Police.

False Alarms

False alarms continue to be a concern in Bradford district, and we have attended 35 more Incidents compared to the three-year average. We attended 1276 false alarm incidents, of which 816 were down to 'Fire Alarm Due to Apparatus'. This overwhelming majority of false alarms prove to be unwanted fire signals i.e., an actuation of a detection device due to fault, poor maintenance, or careless behaviour.

Bradford District crews have been working alongside the local authority in with a view of reducing these calls. In City ward we have been working with management companies making them aware of the time spent at these incidents and holding regular meetings to resolve these issues. We attended 10 incidents at City Exchange in a 3-month period, this was down to damp and mould within the basement area. Through consistent work with management teams this has been resolved allowing crews more time for operational training, prevention, and protection work.

We are committed to driving down the number of false alarms within Bradford and will continue to provide education to building occupiers – we will identify repeat offenders and apply charges if and when required.

We have seen some excellent results in respect of reducing malicious false alarms. There have been 34 incidents this financial year which has almost halved from the three- year average. Fire officers will continue to drive this number down further and continue working with building owners and giving them guidance when required.

Fire Related Injuries and Fatalities

Bradford District continues to see this figure reduce year on year and there have been 12 fire related Injuries this year, 8 fewer than the three yearly average. Of the injuries, one was

considered severe, 7 were due to smoke inhalation, two people had minor burns. There have been no fire related fatalities this financial year.

Bradford District have been proactive this year continuing with fire prevention campaigns with an aim to reducing injuries. As of 20th August 2023, we received 1909 safe & well referrals, completing 1342 visits. There has been a slight decline in referrals received from partner agencies since the pandemic. To raise our profile within the community and to adapt to external agency ways of working, Bradford District have held a partnership day to promote collaborative working and to reinvigorate 2023 referrals both internally and externally. We continue to respond to all approaches for Safe and Well advice in a timely and risk-based manner.

Victims Rescued

Bradford district firefighters have rescued 122 victims, of these, there have been only 2 fire related rescues 10 fewer compared to the three-year average. 119 of these incidents were non-fire related incidents for example, RTC's, lift rescues, assisting partners, rescues from height, water rescues, animal rescues. This continues to demonstrate how the balance has shifted in terms of fire related incidents compared to rescues. Many of these rescues resulted from calls to support partner agencies and members of the public.

Bradford District are keen to support and build on our partnerships which has led to all crews in Bradford receiving training from external partners to understand what they can do to help those vulnerable people most at risk. Bradford District Care Trust Falls Team, West Yorkshire Police and Age UK with updates provided by Green Doctor. These provided updates to crews on the main referrals, falls, social isolation, cold homes, crime and smoking cessation. This will allow us to help the most vulnerable and sign post them before it leads to support requiring emergency intervention.

Road Traffic Collisions

Bradford District have attended 69 RTCs in this reporting period, 10 more than the three-year average. There have been 20 that have required firefighters to employ full extrication techniques.

Bradford District teams continue to work with District Road Safety Partnerships such as the Stay Safe Event held at Bradford City Football Club. Bradford Local Authority identify schools based on a series of metrics such as deprivation, 39 schools across Bradford and 4 in Keighley were deemed priority 1. These schools were invited to attend the Stay Safe event held over an eight-day period. A wide range of partners attend including British Transport Police, Bradford Road Safety Team, Northern PowerGrid, Bradford Royal Infirmary, Railway Children and St Giles Trust. Sixteen-minute sessions were held in a carousel, allowing the fifteen students in each group to attend all partner workshops.

We have been working with partners to educate 16 to 24-year-olds on the dangers of Nitrous Oxide. We held an event at Centenary Square in Bradford back in March to highlight the dangers of using the gas whilst driving. Local partners from West Yorkshire Police, Bradford New Vision, YAS, and the local authority Road Safety team worked together to provide the public with the health implications that come with inhaling Nitrous Oxide. This led to local, regional, and national interest which has been supported by Labour MP for Bradford West. The government has just announced that as of December possession of nitrous oxide will carry a sentence of up to two years in prison.

As a result of our new 'One view' data sets, we are now providing more detailed data to the Safer Roads steering group in West Yorkshire. This data helps partners understand exactly where

WYFRS are responding to RTCs; it allows them to identify problem junctions, stretches of road etc where there are repeat incidents.

Summary

Bradford district staff continue to work extremely hard to reduce the risk of incident, in and around Bradford and ultimately make Bradford a safer place to live. It is evident from the performance summary we have had success at reducing some incident types such as accidental house fires and fire related injuries but conversely, some areas remain stubbornly high and have been more challenging to reduce such as false alarms.

Numbers of deliberate secondary fires remains high in Bradford, but it is pleasing to see numbers reduce over this last 12 months and we are committed to working on sustainable initiatives with partner agencies to continue to drive these incidents down further.

We have witnessed some effective preventative work over the summer months around wildfire and water safety and we will continue develop education packages to help keep the community of Bradford educated and safe.

As we approach the bonfire period, much of our focus will be around community engagement; working with partners and volunteers to educate the public and ensure people can enjoy themselves in a safe environment. We continue to take a 'zero tolerance' approach to firefighter attacks and remain committed to working with community leaders to ensure everyone has a safe and fun bonfire period.



Key Performance Indicators Leeds - 1st April 2023 to 13th September 2023.

All Incidents

In 2023 / 24 we have responded to 81 fewer incidents when compared to the three-year average. Over the reporting period we have attended two more road traffic collisions (RTC), 18 more false alarms and five additional water rescues. In all other areas we are performing better in comparison to that average.

Incident Demand

The peak period for operational mobilisations is between 15:00 and 22:00. Over the week, operational demand is relatively consistent, with slightly more demand on Friday and Sundays.

Fires

We have responded to 1570 fires since 01 April 2023, this is 77 fewer than the three yearly average. 36% of all emergencies attended in Leeds are fires.

Primary fires accounted for 471 (30%) of fire incidents. 190 (40%) of these were deliberate, almost 50% of these were vehicle fires. 41 involved buildings, 20 within the prisons and secure accommodation with Leeds District. We will continue to work with our partners in WYP to reduce vehicle fires and the justice system to try and reduce cell fires.

Deliberate outdoor (secondary fires) accounted for 841 mobilisations, which is 35 lower than the three-year average. We continue to work with local authority anti-social behaviour teams and neighbourhood policing team to identify hotspot locations and reoccurring issues through an intelligence led approach and local monitoring of performance indicators.

Within Leeds District we had 141 accidental dwelling fires, 8% of all fires attended. 73 single occupancy house – 48 Flat/Maisonette – 6 Bungalow- 5 Sheltered Housing. Most accidental dwelling fires are limited to the item first ignited or to within the room of origin. Cooking or items left near hobs is a significant contributory factor.

6.2 % of all fires attend were to non-domestic building fires (97 incidents), 45 were deliberate and 52 accidental. A large proportion of non-domestic accidental fires occur within garages/sheds, processes with industry or premises damaged from an outdoor fire. Thankfully very few of these develop into large incidents require a significant response.

Non-Fires

There have been 22 less mobilisations compared to the three-year average and non-fires account for 17% of total operational demand (728 incidents). Over the reporting period, we have supported the Yorkshire Ambulance Service at 226 incidents 30%, attended 81 RTCs, 2 lift rescues and 15 water rescues. At 49 incidents, we took no action. We assisted in 98 incidents (13%) for persons locked in their properties and vehicles a high proportion of these were young children, persons in distress or vulnerable members of the community. Water safety is a key district priority we are working in collaboration with crews, key partners, business owners and the RNLI to try and reduce these rescues within Leeds City Centre.

False Alarms

There have been 41 more false alarms attended compared to the three-year average. Within Leeds with accounts for 47% of all operational incidents. Almost 74% of false alarms prove to be unwanted fire signals. 566 Faulty alarms – 364 Cooking/burnt toast – 144 Controlled burning –

125 Accidentally set off – 122 Other cause. Automatic detection with non-domestic premises accounted for almost 30% of false alarms. Almost 35% of incidents occurred within sheltered housing and purpose-built flats. We had 47 malicious calls; we actively work with WYP to reduce these types of call and had a recent success with an arrest within a hotspot location in Bramley. As a district this is a key area to reduce incident demand to enable operational crews to be more productive in other areas of service delivery.

Fire Related Injuries and Fatalities

Within Leeds we had 21 fire related injuries, unfortunately three resulted in a fatality. Fire investigation indicates two of the fatalities were a result of unsafe smoking and one was because of accidental ignition of clothing. Of the injuries, 16 went to hospital with injuries appearing to be slight, two were considered to have severe burns. Six people suffered with minor burns four due to smoke inhalation, 3 with other breathing difficulties and five unknown.

Injuries and Fatalities

In this reporting period there have been 37 non-fire related fatalities and 100 non – fire related where an injury occurred. Three- quarters of fatal incidents attended were assisting other agencies and gaining entry for YAS. One resulting from RTC, one following removal from a water course, four from suspected suicide and four other incident types. The health, wellbeing and welfare of our staff that attend these difficult incidents is a priority and we have procedures and services in place to ensure the impact of these is monitored.

Victims Rescued

Leeds Firefighters rescued 10 fewer people in comparison to the three-year average, this year we rescued 160 people. (94%) were related to a non-fire incidents by fire fighters not wearing breathing apparatus. 62 were from within a building, mainly supporting partner agencies or calls to support vulnerable people from members of the public. 46 from a road vehicle and we had 10 rescues from the waterways in Leeds.

Road Traffic Collisions

There have been 81 RTCs in this reporting period, to more than the three-year average. RTCs are responsible for 2% of the incidents Leeds Firefighters attend. 30% of the incidents require people to be extricated from the vehicle whilst 50% of times our involvement was to make the scene or vehicle safe, or no action was taken. Most injuries (83%) sustained through an RTC were slight, first aid given or a precautionary check-up. Unfortunately, 11 did result in serious injuries and we had one fatality. We continue to work in partnership with Leeds Road Safety Partnership and the local authority in highlighting trends or hotspot locations to ascertain any root causation. It is a key district risk to lower, and we are delivering several initiatives to various community groups and schools through station-based work.



Key Performance Indicators Kirklees - 1st April 23 to 13th September 2023.

All Incidents

To date we have responded to 1970 incidents which is 186 fewer incidents when compared to the three-year average. Over the reporting period we have attended 4 more road traffic collisions (RTC) and rescued 16 more people.

Over half of the incidents are to low or very low risk properties / areas. It is positive to report 12 fewer accidental dwelling fires and 5 fewer non-domestic building fires in this period. Kirklees District have worked with local partner agencies to educate people on how to prevent incidents. This resulted in fire safety advice and awareness being delivered with partners to multi-occupied properties across the district. Operational crews and Prevention personnel have also undertaken 866 safe and well visits so far this year.

Fires

We have responded to 789 fires since 01 April 2024, this is 116 fewer than the three yearly average. Secondary fires account for 569 mobilisations with 409 classed as deliberate. The reporting of occurrences of fly-tipping and burning off has benefitted in the production of a multi-agency leaflet by Kirklees personnel. This early identification of incident trends and ensuring that property owners take responsibility for securing their buildings has been well received by partners and building owners.

Non-Fires

There have been 335 mobilisations to incidents classed as non-fire. In this reporting period we have assisted other agencies at 78 incidents, effected entry at 75 incidents and attended 51 RTCs. We have enhanced our partnership with YAS with a series of training and exercises to ensure a safe response to these types of incidents within Kirklees.

False Alarms

There have been 104 fewer false alarms attended compared to the three-year average. The 2 main reasons are fault on system or cooking caused the alarm. We will continue to work with businesses where we identify repeat occurrences and will utilise support from the Fire Protection false alarm reduction inspector. We persist in raising safe cooking practices at community events and safe and well visits in the home.

Fire Related Injuries and Fatalities

In this reporting period there have been 8 fire related injuries. 6 were in dwellings with 5 people suffering from smoke inhalation and 1 with minor burns. One incident was an attempted suicide.

Injuries and Fatalities – In this reporting period there have seen 99 non-fire related injuries and fatalities. RTCs have accounted for 51 occurrences the majority of these injuries were back / head injuries and bruising.

Victims Rescued

Over the reporting period 97 people have been rescued by firefighters. 89 were at non - fire incidents and the majority of these rescues were to support partner agencies and members of the public. Kirklees crews took part in the NFCC Be Water Aware week 24th to 30th April at

Dewsbury College and the NFCC Boat Safety Week 29th May to 4th June. These were supported by operational water demonstrations and delivery of safety messages at locations in Dewsbury, Slaithwaite and Mirfield.

Road Traffic Collisions

There have been 51 RTCs in this reporting period. RTCs in Kirklees have only required firefighters to employ full extrication techniques at 11 of these incidents. Kirklees District continues to support and be an influential member of the Kirklees Road safety Group. Kirklees crews delivered RTC awareness to students at Royds Hall High, Kirklees College Waterside, Kirklees College Engineering and Dewsbury College. We have also supported Community SID work which is being rolled out across schools and community groups in key locations.

Summary

There is little doubt that the Kirklees prevention, protection, and response activities have started the year well. Educating people about the hazards of fires, water and road safety both in people's homes and with our community engagement activities are good examples of where we continue to make a difference. Moving forward into the next quarter we will change our focus to the Bonfire period. We will increase our engagement with schools and our teams are currently working closely with Safer Kirklees and the Police in relation to youth anti-social behaviour. Community engagement is key to reducing incidents around this period.



Key Performance Indicators Calderdale - 1st April 2023 to 13th September 23.

All incidents

Calderdale District has responded to 1185, this is 20 fewer incidents since 1st April 2023 than we have during that time period in the last three years. We have responded to 20 more false alarms than we have during the same period over the last three years. This is an area we continuously monitor.

Fires

Calderdale have responded to 45 fewer fires when compared to the three year average for the same period. We have attended 434 fire related incidents of these fires 116 were primary fires and 313 secondary fires. 204 have been classified as deliberate and 230 as accidental.

There have been 39 accidental dwelling fires which have been followed up with a direct home approach safe and well visit. There have only been 38 deliberate primary fires, which is 8 fewer than the average.

Non Fires

Calderdale have attended 214 non fire related incidents including assistance ambulance, persons stuck, persons locked in, assist police, persons in lift and RTCs. Of these 23 were RTCs and 4 were water rescues.

We continue to work with WYP to reduce the number of RTCs and make our roads safer. We are planning our road safety roadshow for November with a new element being a focus around NOx and drug driving which WYP have reported to use has seen a significant increase within the district. We will also be carrying out a roadshow event at Todmorden High School early next year. Keighley Road and Burnley road have both seen a significant number of incidents since April, these will be our areas of focus as we enter into our road safety campaign. We have unfortunately seen three fatalities since April this year resulting from RTCs

False Alarms

Calderdale have attended 537 false alarms since 1st April this is 20 more than the same period three year average. Only 10 of these incidents are malicious which is a significant decrease when compared to last year. The top two reasons for the false alarm were cooking/burnt toast or faulty alarms we are consistently working with the properties where these occur to ensure they receive safe cooking information and have correctly sited smoke alarms. 126 false alarm attendances were in non domestic premises of these education was the highest, particularly over the school summer holidays.

Within the false alarm figures 29 were incidents where we were no longer required and 48 were incidents of controlled burning

Fire related injuries and fatalities

Calderdale have had 8 fire related injuries since 1st April 2023 and no fire related fatalities. The 8 injuries resulted from 7 incidents. 7 of the injuries were due to smoke inhalation and the casualties were taken to hospital for precautionary checks, 1 of the injuries was due to burns from throwing accelerant onto a fire in the open.

Injuries and Fatalities

Three of the 8 fatalities recorded are only recorded for crew welfare purposes, there was no fire service intervention at the incident. The remaining four were body retrieval from RTC, property and water.

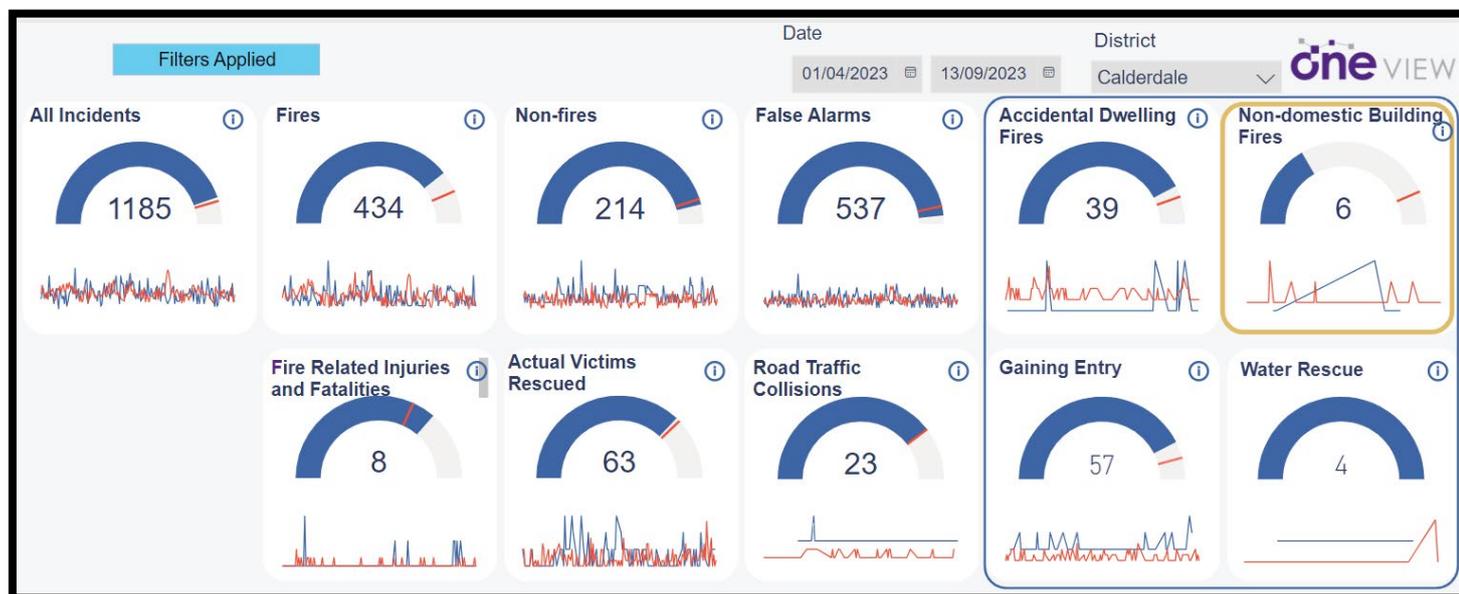
The 54 injuries recorded are as a result of attending gaining entry incidents with YAS and RTCs. We continuously review our attendance at gaining entry incidents as per our MOU with YAS

Actual Victims Rescued

There have been 58 incidents which required rescues to be carried out since 1st April this year, this resulted in 63 victims being rescued which is 1 fewer than our 3 year average. These incidents which have resulted in rescues have included RTCs, water rescues, assist ambulance, and assist police.

RTCs

There have been 23 RTCs since the start of April this year. These incidents have resulted in 17 injuries and 3 fatalities. 18 incidents have been single car incidents, 4 multi vehicle and 1 HGV involved. We have identified areas where we are seeing a large amount of collisions and continue to work with police to reduce the risk and assist with Operation Hawmill across the district. There have been a number of themes arising in the suspected causes of RTC including the use of NOS and excessive speed. These will now be the main themes in our Road Safety Roadshow in November.





OFFICIAL

West Yorkshire Local Resilience Forum Update

Community Safety Committee

Date: 13 October 2023

Agenda Item:

07

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

Purpose	To update members on the activities undertaken by the West Yorkshire Local Resilience Forum in the period 2022/23
Recommendations	That members note the content of the report
Summary	The accompanying annual report provided members with an overview of the role of the West Yorkshire Local Resilience Forum. It also provides details of some of the issues which the Forum has been involved in.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Dave Walton, Deputy Chief Fire Officer

Dave.walton@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: Appendix A – West Yorkshire Prepared Annual Report 2022/2023

1 Introduction

- 1.1 The Civil Contingencies Act 2004 requires that in every Police force area a Local Resilience Forum must operate. In West Yorkshire this forum is referred to as the West Yorkshire Resilience Forum (WYRF) and is branded as 'West Yorkshire Prepared'
- 1.2 West Yorkshire Fire & Rescue Service are deemed as a Category One Responder under the provisions of the act, and as such the service has specific duties relating to contingency planning. These duties are met utilising personnel from across the service and strategic representation at WYRF meetings is maintained via the Director of Service Delivery, who also acts as the co-chair of the forum.
- 1.3 Other members of the forum include other Emergency Services, Local Authorities, the NHS and other public bodies. Other organisations such as utility and transport agencies/companies and the voluntary sector are also represented on the forum.
- 1.4 The purpose of the LRF is:
- To provide a local forum for local resilience issues
 - To help co-ordinate risk assessment through the production of the Community Risk Register
 - To facilitate Category 1 and 2 responders in the delivery of their CCA duties
 - To help deliver government policy by co-ordinating responses to government initiatives
 - To help determine a procedure for the formation of a Strategic Coordinating Group (SCG) by the relevant local responders at the time of an emergency.
- 1.5 The fundamental role, and first purpose of the LRF in England & Wales, is as a coordinating group for the local responders engaged in preparedness for emergencies at the Police force area level. Such emergencies may include severe weather, widespread flooding or a major terrorist attack. The LRF will coordinate the planning and preparedness for major pre-planned events.

2 Information

- 2.1 Following a hiatus of a few years when the efforts of the LRF were diverted to the pandemic and planning for an EU exit, WYRF has now restarted the production of a formal annual report.
- 2.2 A copy of the report is attached as Appendix A to this report, and is available electronically at [THIS LINK](#) on the West Yorkshire Prepared website.

3 Financial Implications

- 3.1 In common with other Category 1 responders, WYFRS contribute to the funding of the WYRF secretariat and management function. This contribution is £8080 per annum.

4 Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution

5 Human Resource and Diversity Implications

- 5.1 There are no Human Resource and Diversity implications arising from this report

6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorkfire.gov.uk))	Yes / No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

The EIA is available on request from the report author or from diversity.inclusion@westyorkfire.gov.uk

7 Health, Safety and Wellbeing Implications

- 7.1 There are no Health Safety and Wellbeing implications arising from this report

8 Environmental Implications

- 8.1 A significant workstream of the LRF is to mitigate the effects of climate change as the manifest in severe weather conditions,

9 Your Fire and Rescue Service Priorities

- 9.1 This report links with the Community Risk Management Plan 2022-25 strategic priorities below;

- Improve the safety and effectiveness of our firefighters.
- Encourage a learning environment in which we support, develop, and enable all our people to be at their best.
- Focus our prevention and protection activities on reducing risk and vulnerability.
- Collaborate with partners to improve all of our services.
- Work in a sustainable and environmentally friendly way.
- Plan and deploy our resources based on risk.

10 Conclusions

- 10.1 Whilst the establishment of, and participation in, the West Yorkshire Local Resilience Forum is required by law there are many tangible benefits for the communities of West Yorkshire that arise from the WYFRS commitment to the WYRF.

In a county where 'things happen' we have seen on multiple occasions how the multi-agency response has been successful in significant part down to the establishment and utilisation of a pre-plan, and the tested and exercised capability of the individual agencies in working and learning together.



WEST YORKSHIRE **PREPARED**

YOUR SERVICES WORKING TOGETHER

WEST YORKSHIRE RESILIENCE FORUM

ANNUAL REPORT

2022 / 2023



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Foreword

It is with great pleasure that we introduce the West Yorkshire Resilience Forum Annual Report for 2022/23, which rightfully acknowledges the hard work, wider collaboration and achievements of the forum over the previous twelve months.

It is essential that all organisations responsible for responding to emergencies and helping those affected, continue to get better at working together to minimise the impact of such occurrences, and ensure an effective and coordinated response. The Local Resilience Forum enables all responsible organisations to plan effectively and ensure that we in West Yorkshire are equipped and prepared to deal with any emergency that may occur. Emergencies can have a huge impact on residents, communities and businesses and cause great distress through injury, loss of life, damage to property and people being forced out of their homes, as well as longer-term serious disruption to everyday normality.

The previous twelve months have seen an exceptionally busy period for the West Yorkshire Resilience Forum. We responded to a number of live operational incidents, as well as developing and delivering the busiest multi-agency training and exercising schedule since before the COVID-19 pandemic. It is essential we continue to learn from these combined experiences to ensure we have a coordinated partnership approach to managing critical incidents, with the safety of our neighbourhoods and communities remaining our clear priority.

It is vital we are prepared, and to do that we need to understand the challenges facing us and identify and address any gaps in our capacity and capability to deal with those challenges. The National Security Risk Assessment and our local risk registers help us focus on what really matters to the people of West Yorkshire and empower us to deal with emergencies should they arise.

We would like to take the opportunity to thank all colleagues within the West Yorkshire Resilience Forum, the sub-group teams and the Secretariat for their continued hard work and commitment over the last year. We are sure that 2023/24 will bring more challenges to test our resilience, but by working together, and in striving to achieve the highest standards for the people of West Yorkshire, we will continue to serve our communities and provide them with the response they deserve.



Ed Chesters

T/Assistant Chief Constable
West Yorkshire Police



Dave Walton

Deputy Chief Officer
West Yorkshire Fire & Rescue Service



Kersten England CBE

Chief Executive
Bradford Local Authority

Introduction & Partner Organisations

West Yorkshire Prepared is the region's Local Resilience Forum (LRF) and is a multi-agency partnership, working to identify, plan and prepare for major civil emergencies, to ensure the region is better prepared to cope with potential risks and able to recover following a major incident.

The LRF assesses the types of hazards that might affect the region, puts plans in place to address different types of emergencies, delivers training and exercises to test the plans, ensures staff in all organisations are kept up to date and provides advice, information and assistance to the public, business community and voluntary organisations.

The organisations in West Yorkshire Prepared work collaboratively to ensure there is co-ordination, co-operation, and efficiency within the partnership, working together for the benefit of the communities they serve.

Partner Organisations of the West Yorkshire Resilience Forum

Category 1



Organisations are at the core of the response to most emergencies.



Category 2



Organisations provide support to Category 1 organisations when and where required during an emergency incident.



Cooperating Bodies



West Yorkshire Prepared Subgroup Activity

West Yorkshire Resilience Forum has a number of sub-groups, which take responsibility for different areas of work. Each sub-group is required to produce plans and guidance relevant to their work area. The following pages summarise a selection of the activity currently being undertaken within each group.

Risk and Capabilities Subgroup

Subgroup Type:	Tactical
Chair:	West Yorkshire Fire & Rescue Service
Deputy Chair:	Leeds City Council

The aim of this subgroup is to identify, assess and prioritise risks that arise from hazards and threats which may impact West Yorkshire, and enable the West Yorkshire Resilience Forum and associated groups to deliver appropriate programmes of work aimed at treating these risks.

Activity over the last twelve months has included the continued review and localised risk assessment of risks identified under the National Security Risk Assessment 2019, and also the identification of risks which require multi-agency exercising. This includes, but is not limited to, extreme weather events, fluvial flooding and counter terrorism related incidents.

Interoperability Subgroup

Subgroup Type:	Tactical
Chair:	West Yorkshire Fire & Rescue Service
Deputy Chair:	Yorkshire Ambulance Service

The aim of this subgroup is to ensure the West Yorkshire Resilience Forum is able to respond to malicious attacks, as per the National Risk Register, in an efficient and effective manner and enable a swift return to normality with minimal disruption to services and community activities. This subgroup is also responsible for embedding the Joint Emergency Services Interoperability Principles (JESIP) within all partner agencies.

Activity over the last twelve months has included maintaining an oversight of the progress against the Manchester Arena Inquiry recommendations, reviewing multi-agency major incident response plans to ensure they work with each other, and establishing memorandums of understanding (MOU) between partners (e.g. an MOU has been established between West Yorkshire Police and British Transport Police to outline which agency takes primacy for certain incidents).



**ENSURING
RESPONSES TO
INCIDENTS ARE
EFFICIENT AND
EFFECTIVE**





Business Continuity Subgroup

Subgroup Type:	Operational
Chair:	Wakefield Council
Deputy Chair:	West Yorkshire Police

The aim of this subgroup is to implement the National Resilience Standard for Business Continuity Management and fulfil the requirements of the Cabinet Office document 'The role of Local Resilience Forums: A reference document'.

Activity over the last twelve months has included maintaining an overview of industrial action across partner agencies, and planning and developing a response plan in the event of power outages and cyber resilience.

Training, Exercising and Development Subgroup

Subgroup Type:	Tactical
Chair:	West Yorkshire Fire & Rescue Service
Deputy Chair:	West Yorkshire Police

The aim of this subgroup is to ensure West Yorkshire Resilience Forum members are, through effective training, exercising and development programmes, competent and prepared to undertake their role at a Strategic, Tactical and Operational level to deal with risks, threats, incidents and events in an efficient and effective manner. This subgroup also ensures multi-agency plans are exercised at appropriate levels, providing feedback to LRF Partners and more widely, through debriefs and lessons learned, using Joint Organisational Learning (JOL) where appropriate.

Activity over the last twelve months has included the planning, writing and delivery of several multi-agency exercises covering areas such as: Marauding Terrorist Attacks, Control of Major Accident Hazards (COMAH), Cyber, and the activation of a Strategic Coordinating Group without notice.



BUSINESSES ACROSS BRITAIN FACE A VARIETY OF POTENTIAL EMERGENCIES, SUCH AS CYBER-ATTACKS, FIRE, FLOODING, SEVERE WEATHER, CIVIL UNREST AND SEVERE ILLNESS.

Mass Fatalities Subgroup

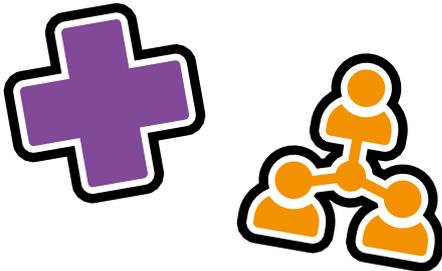
Subgroup Type: Operational

Chair: Leeds City Council

Deputy Chair: HM Coroner's Service

The aim of this subgroup is to ensure the West Yorkshire Resilience Forum has plans in place to respond to an incident involving a large number of unexpected deaths.

Activity over the last twelve months has included the continued development and maintenance of a multi-agency Mass Fatalities and Excess Deaths response plan. Work is currently ongoing to separate these into two distinct plans. The West Yorkshire Prepared Mass Fatalities Subgroup is also responsible for and maintains oversight of the development of Local Authority plans on this subject.



Resources, Evacuation and Recovery Subgroup

Subgroup Type: Operational

Chair: Kirklees Council

Deputy Chair: City of Bradford Metropolitan District Council

The aim of this subgroup is to ensure the region's resources are fully prepared for managing emergencies, evacuation and recovery within or affecting West Yorkshire.

Activity over the last twelve months has included planning and preparation for a fuel shortage exercise later in 2023, the identification of designated fuelling stations for use by the emergency services in the event of a widespread fuel shortage and the continued review of multi-agency plans developed by this subgroup.



SEVERE WEATHER IS ONE OF THE MAIN CAUSES OF DISRUPTION IN WEST YORKSHIRE. THERE ARE VARIOUS FORMS OF SEVERE WEATHER INCLUDING SNOW, ICE, HEAVY RAIN, HIGH WINDS, FOG AND HEATWAVES.

Severe Weather Subgroup

Subgroup Type: Operational

Chair: Kirklees Council

Deputy Chair: Environment Agency

The aim of this subgroup is to propose a clear, integrated framework for all agencies involved in planning for, and responding to, the consequences of severe weather (e.g. flooding, storms, snow, heatwaves, etc.) and dam inundation incidents.

Activity over the last twelve months has included the development and refresh of the West Yorkshire Resilience Forum Severe Weather Plan. This group has also discussed recent severe weather incidents, including Snow (March 2023), Extreme Heat (Summer 2022) and Drought (2022), as well as the Emergency Alerts service and how it could be used for severe weather alerts (e.g., flooding).

Voluntary, Community and Faith Sector Organisations Subgroup

Subgroup Type: Operational
Chair: Yorkshire 4x4 Response
Deputy Chair: Wakefield Council

The West Yorkshire Prepared Voluntary, Community and Faith Sector Subgroup provides a joint working platform for practitioners for the county’s emergency planning arrangements with voluntary sector partners. Its overall purpose is to support the work of the West Yorkshire Resilience Forum, to identify issues for consideration by the WYRF and/or the WYRF Management Group and to ensure their decisions are implemented.

Activity over the last twelve months has included presentations from partners to outline their response capabilities in the event of an incident, and updates have been made to the activation documentation to ensure the West Yorkshire Resilience Forum has the correct contact details should they be required.

SUPPORTING THE WORK OF THE WEST YORKSHIRE RESILIENCE FORUM.



Warning and Informing Subgroup

Subgroup Type: Operational
Chair: West Yorkshire Resilience Forum (Communications and Projects Lead)
Deputy Chair: Kirklees Council

The aim of this subgroup is to assist responding agencies in fulfilling the requirements of the Civil Contingencies Act 2004 in relation to communicating with the public through the media and any other available channels prior to, during and after an incident, and to assist in building resilient communities through the provision of timely information.

Activity over the last twelve months has included preparation for the launch of Emergency Alerts, regular involvement in the Training and Exercising schedule to test capabilities, and public communications during incidents to ensure a coherent and consistent message across partner agencies.



Exercising and Incidents of Note

Training and exercising are an essential part of the work undertaken by the West Yorkshire Resilience Forum to ensure all partners are trained appropriately and prepared for a wide range of emergency incidents that may occur in the region. The previous twelve-month period has been a busy one in terms of multi-agency exercising and responding to incidents. The below articulates a summary of each.

Exercise SCAPHA

Multi-agency tabletop exercise based on a hijacked aircraft scenario.



APRIL

2022

Exercise BROAD

An ongoing exercise over the twelve-month period for all partner agencies to test the West Yorkshire Resilience Forum Incident Notification System.

MAY

2022

Exercise LEMUR

Multi-agency exercise to test an electricity outage.

JUNE

2022

Exercise ONCHOCERA

A regional tabletop exercise to test CBRN (Chemical, Biological, Radiological and Nuclear) response.

Exercise GALVANIZE

A CBRN decontamination exercise run by Leeds Teaching Hospitals NHS Trust.

Exercise AESTUS ROSE

Multi-agency exercise to test both individual agencies and the overarching West Yorkshire Resilience Forum Severe Weather Plan to an extreme heat incident.

Exercise LARGO

Multi-agency table-top exercise to test the response to a Marauding Terrorist Attack (MTA) at Leeds Train Station.



45

9



JULY
2022

Gold Symposium

This is a multi-agency event held annually and aimed at Gold (Strategic) commanders to provide inputs and Continuous Professional Development (CPD) ahead of the Gold Exercise later in the year. This year's focus was on Marauding Terrorist Attacks (MTA).

Leeds Bradford Airport Table-top Exercise

An exercise to test the district policing response to an aircraft incident/emergency.

Incident: Extreme Heat

A multi-agency response and activation of the West Yorkshire Resilience Forum Severe Weather Plan in response to the extreme heat (Red Weather Warning).

AUGUST
2022

Gold Room Familiarisation

A series of multi-agency sessions to provide an awareness and familiarisation with the facilities available should the Gold Room* require activation during a multi-agency response. (*The Gold room is where strategic leads from different organisations come together during a multi-agency major incident).

Incident: Extreme Heat

A multi-agency response and activation of the West Yorkshire Resilience Forum Severe Weather Plan in response to the extreme heat (Amber Weather Warning).

SEPTEMBER
2022

Incident: Operation London Bridge (Death of HM Queen Elizabeth II)

Following the death of HM Queen Elizabeth II, the West Yorkshire Resilience Forum undertook a multi-agency response with regular meetings and activated its response plan.

Exercise ROCKING CHAIR

A multi-agency Control of Major Accident Hazards (COMAH) tabletop exercise to test the response to an incident at a site in Bradford.

Exercise DARK DAY (Gold Exercise)

Multi-agency table-top exercise to test the strategic response to a Marauding Terrorist Attack (MTA) at multiple locations.

NOVEMBER
2022

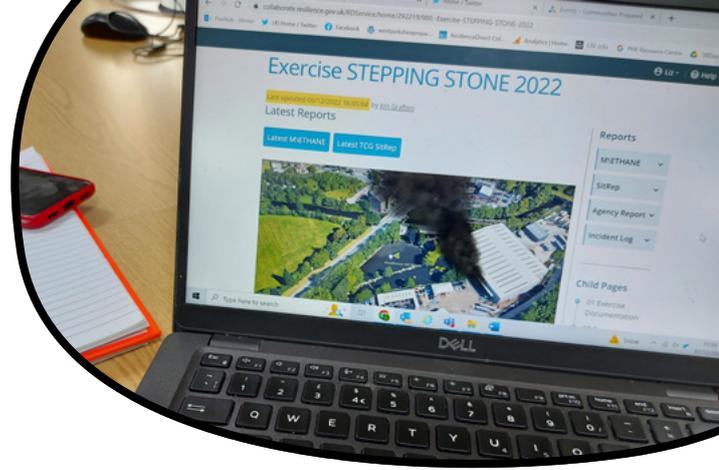
Exercise GREX

A no-notice out of hours activation of a Tactical Coordinating Group to test the ability of partner agencies to mobilise to a virtual meeting outside of working hours.

Crisis Communications Workshop

An external workshop aimed at communications colleagues to test multi-agency communications during an incident.





↑
DECEMBER
2022

Exercise STEPPING STONE

A multi-agency Control of Major Accident Hazards (COMAH) tabletop exercise to test the response to an incident at a site in Huddersfield.

JANUARY
2023

Incident: Excess Deaths

Due to an increase in excess deaths over the Christmas period, multi-agency tactical coordinating groups were established and the West Yorkshire Resilience Forum Mass Fatalities plan was partially activated.

Manchester Arena Inquiry Webinar

Hosted by West Mercia LRF to provide details and insight into the recommendations out of the Manchester Arena Inquiry.

Major Incident: St James' Hospital

Multi-agency response following the declaration of a Major Incident.

FEBRUARY
2023

Extreme Weather Webinar

Attended by partners on the West Yorkshire Resilience Forum Severe Weather subgroup.

Major Incident: HMP Wakefield

Multi-agency response following the declaration of a Major Incident.

Cyber Exercise

Hosted by the Yorkshire and Humber Warning, Advice and Reporting Point (WARP), attended by IT representatives from a range of partner organisations to test their response capability to a cyber-attack within a simulated environment.



MARCH
2023

Exercise GRAND WALL

A multi-agency Control of Major Accident Hazards (COMAH) tabletop exercise to test the response to an incident at a site in Wakefield.



Whilst protracted, the West Yorkshire Resilience Forum has also maintained oversight and coordination on industrial action activity over the previous twelve-month period.

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PREPARE!



westyorkshireprepared.org.uk



OFFICIAL

Arson Convictions 2023/24

Community Safety Committee

Date: 13 October 2023

Agenda Item:

08

Submitted By: Director of Service Delivery

Purpose

This report gives details of the arson convictions for the period covering 01 January 2023 to 31 August 2023, where the Fire Investigation Team from West Yorkshire Fire and Rescue Service (WYFRS) provided expert witness statements to the Crown Prosecution Service.

Recommendations

That members note the content of this report.

Summary

The Arson Convictions where expert witness evidence from the West Yorkshire Fire Investigation Officer was used for prosecution are included within this report

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, Operations Response AM
Scott.Donegan01@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 For the period 1st January 2022 to 31st August 2023, West Yorkshire Fire and Rescue Service (WYFRS) Fire Investigation Unit Officers (FIOs) investigated the origin, cause, and development of fire in 202 incidents.
- 1.2 For a number of these incidents the police required expert witness statements to assist them in the preparation of a case file for consideration by the Crown Prosecution Service (CPS) in relation to individuals being charged with arson offences.
- 1.3 West Yorkshire Police Witness Care routinely update Fire Investigation Officers on the progress of those cases whereby the Fire Investigation Officer has been notified that they may be required to attend court and give evidence. In many of the other cases, a robust expert witness statement has resulted in those accused of arson pleading guilty to the alleged offence and there has been a subsequent conviction.
- 1.4 The fire investigation unit is not routinely updated on the outcome of these cases, but the unit endeavours to follow up on them to ensure we can produce the most accurate statistics that closely reflect our value to West Yorkshire Police and the communities we serve.
- 1.5 This report provides an overview of the cases where expert evidence submitted by the Fire Investigation Team from WYFRS has been used by West Yorkshire Police and the CPS to aid in securing convictions.

2 Information

- 2.1 For 65 of the 202 incidents the WYFRS FIO supplied West Yorkshire Police with expert witness statements.
- 2.2 For the period 1st January 2023 to 31st March 2023 the following outcomes have been established:
- 10 cases have been, or are being, progressed through the judicial system.
 - 4 cases have found 4 defendants guilty. Those 4 cases have resulted in sentences totalling 36 years 9 months.
 - In 2 cases the defendants entered a guilty plea before trial.
 - 1 case resulted in the issue of a hospital order.
 - 3 cases are awaiting trial.
 - Sentencing information is pending on 2 cases.

Incident		Incident Date	Fire Details	Charge / Sentence	Prison / Community Sentence
2147005401		17/03/2021	House	Arson being reckless as to whether life is endangered.	Guilty plea entered. Awaiting sentencing.
2247014664		12/06/2022	Shed, spread to house	Arson being reckless as to whether life is endangered.	Sentenced to 2 years 8 months and restraining order issued.
2247022340		13/08/2022	House	Arson being reckless as to whether life is endangered.	Sentenced to 8 years 8 months and issued with an indefinite restraining order.
2247025490		06/09/2022	Flat	Arson being reckless as to whether life is endangered.	Trial date set for October 2023 - held in remand.
2247008445		10/04/2022	House (HMO)	Manslaughter Arson	Sentenced to 23 years 9 months
2247028568		11/10/2022	House	Arson	Section 37 hospital order with a section 41 restriction.
2347001834		28/01/2023	House	Arson being reckless as to whether life is endangered.	Trial date set for December 2023
2347004382		26/02/2023	Flat	Arson being reckless as to whether life is endangered.	Trial date was set for August 2023 (no updates to date)
2347005724		16/03/2023	House	Arson	Guilty plea entered. Newton hearing was set for August 2023 (no updates to date)
2347000954		15/01/2023	House	Arson being reckless as to whether life is endangered.	Sentenced to 20 months. (No FIO involvement in this case.)

3 Financial Implications

3.1 There are no financial implications resulting from this report.

4 Legal Implications

4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution

5 Human Resource and Diversity Implications

5.1 There are no human resource and diversity implications resulting from this report.

6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorkfire.gov.uk))	Yes / No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

The EIA is available on request from the report author or from diversity.inclusion@westyorkfire.gov.uk

7 Health, Safety and Wellbeing Implications

7.1 The work undertaken by the Fire Investigation Team supports Police investigation and plays a significant role in securing convictions for fire related incidents. Investigating the cause of fires provides the opportunity to identify emerging fire risks, inform prevention initiatives, understand fire development, and supports the West Yorkshire Firefighter Safety Strategy.

8 Environmental Implications

8.1 There are no environmental implications resulting from this report.

9 Your Fire and Rescue Service Priorities

9.1 This report links with the key 2022 – 25 service priorities below:

- Improve the safety and effectiveness of our firefighters.
- Collaborate with partners to improve all of our services.
- Plan and deploy our resources based on risk.
- Focus our prevention and protection activities on reducing risk and vulnerability.

10 Summary

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



OFFICIAL

Spotlight On Reports

Community Safety Committee

Date: 13 October 2023

Agenda Item:

09

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, Operations Response AM
Scott.Donegan01@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: Spotlight On Reports

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 Legal Implications

4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority’s Constitution

5 Human Resource and Diversity Implications

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

6 Equality Impact Assessment

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

7 Health, Safety and Wellbeing Implications

7.1 The activities described demonstrate our commitment to improving the health, safety and wellbeing of target groups across the respective districts. All activities have been fully risk assessed and where necessary control measures implemented.

8 Environmental Implications

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

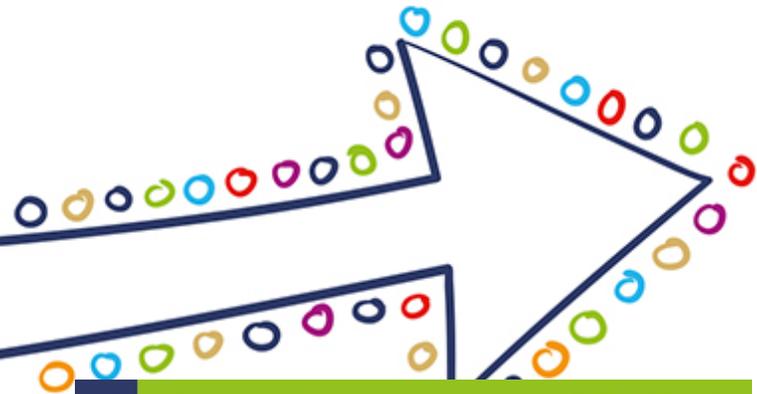
9 Your Fire and Rescue Service Priorities

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

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

10 Conclusions

- 10.1 The documents presented to Community Safety Committee demonstrates how West Yorkshire Fire and Rescue Service have found innovative ways to make a positive contribution to reduce risk for the communities of West Yorkshire.



Spotlight on...

Water Awareness this summer



What was the need, how was it identified?

As part of the National Water Safety Campaign, and our commitment in the Bradford District Plan, we continually aim to reduce the risk of people getting into difficulty in open water sites across the district. This includes rivers, lakes, canal, and reservoirs.

Both nationally and locally many people have regrettably lost their lives after getting into difficulty in water.



What did we do?

This summer we held a district 'day of action', visiting many open water sites, working with partner agencies and the local community to

provide education. This was to launch the water awareness campaign that will be running all summer, with stations visiting these sites to provide engagement and education.



A multi-agency exercise was held on the river at Ilkley with representatives from Yorkshire Ambulance Service, West Yorkshire Police, Bradford Council. This exercise was to simulate several people getting into difficulty in the water, testing the initial crew's response with specialist support from the water rescue team based at Bingley. Emergency service communication was also tested with YAS and the Police.



Another opportunity to engage with the community and really drive home our water safety message was at the annual Dragon Boat Race, held recently at the Roberts Park in Saltaire, Bradford.

On the school's specific day, we engaged with all schools who participated, providing education with the Water Safety Flume and our Specialist Water Rescue teams providing practical education with awareness using throw lines and showing the other specialist equipment they use.



The dragon boat event a great success, WYFRS entered a team and finished a very respectable second on the day.

We have been working hard to understand all water associated risks. The specialist water teams at Bingley have been collaborating with the Canal &

River Trust to set up training for all operational crews throughout Bradford. The training at 5 Rise Locks in Bingley informed crews of how to operate locks if an incident occurred or if there is a need to rescue someone in difficulty within the canal.



➔ What difference did we make?

We engaged with all groups of the community, from school students, youth groups and local sports clubs. These groups were informed about the dangers of entering the water, the hazards within open water and areas of safety. This education also provided information on the best way to get the correct resources to the people in difficulty in water, including our 3 main social media messages with the App What3Words also discussed as the best information tool to pass to our control.

#COLDWATERKILLS #MAKETHERIGHTCALL999ASKFORFIRE #FLOATTOLIVE

By providing this education and advice, the local community will be more informed regarding risks around water and make better choices. Working with our partners we have a better understanding of each other's approach to these types of incidents and provide a common approach to our safety messaging.

➔ What are the keys to our success?

The key to our success is providing the education and information to as many people as possible, in a meaningful and clear manner. Educating as many people as possible of all ages is paramount.

Over the last few weeks, we have been working with the Stay Safe Event at Keighley College which has allowed us to educate 700 students from 17 different schools with help from our Youth Intervention Team (YIT).

The trend of people getting into difficulty in water tends to be young males. By working with local sports clubs like Bradford Bulls development team we are targeting those most likely to be in danger around water.

➔ What are we doing next?

We will continue to visit the open water sites and engage with members of the public to provide education.

Our attention will soon turn to the cold weather and the risks around water change to include Ice. We will continue the education and engagement drive throughout Bradford District working with other responders.

➔ Contact



Name: District Commander – Benjy Bush

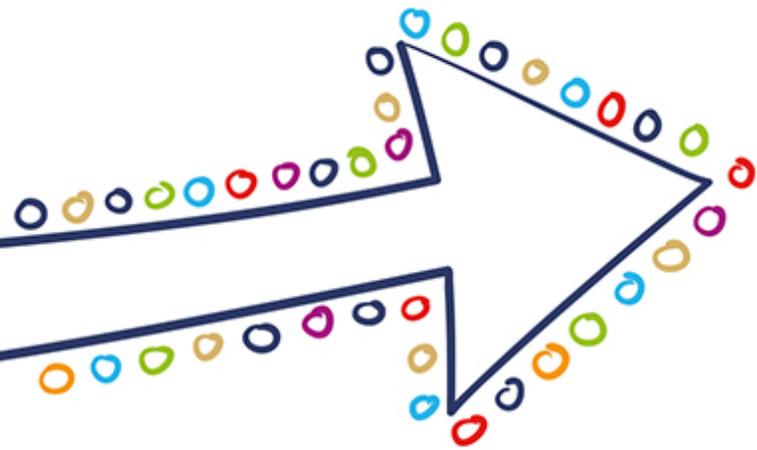


Telephone: 07775221461



Email address:
benjy.bush@westyorksfire.gov.uk





Spotlight on...



Lets Learn Moor Event and Cromwell Bottom Water Safety



What was the need, how was it identified?

Much of the moorland around Calderdale's Upper Valley is owned by private land owners and managed by game keepers. Game keepers are experts on the vegetation, geography and topography of the land. During the lead up to our 'wildfire season' crews work with our local game keepers to put up posters around the access points to our moorlands.

Over recent years we have worked with partners to establish the #bemooraware campaign, through education, events and training.

The British Association for Shooting and Conservation have arranged education events nationally for school children to get out onto the Moors and receive education around the dangers of open fires on moorland and the impact this can have.



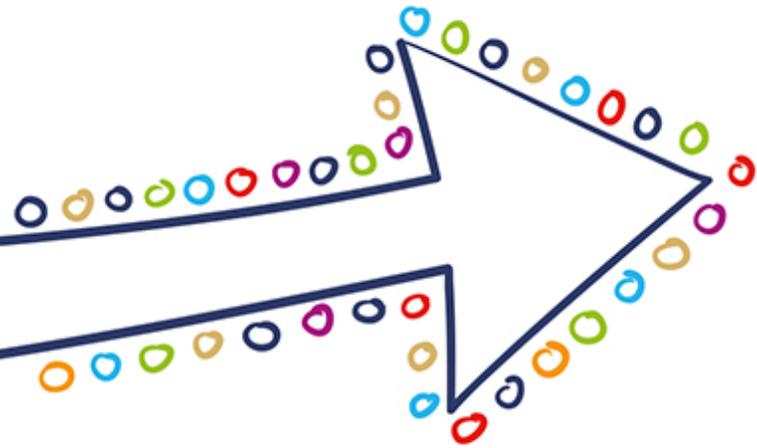
Cromwell Bottom is a Local Nature Reserve in Calderdale which is managed by Calderdale Council Countryside Team. The site includes the River Calder and an old Weir which was built when the power station was in use. The power station has since been dismantled however the weir remains. The area of water above and below the weir is accessible by the public and there have been some incidents in the water resulting from this being an entry point. The incidents have resulted in a full water rescue response from WYFRS with assistance from WYP and YAS.



What did we do?

Lets Learn Moor- The event was organised by the British Association for Shooting and Conservation (BASC) and had partners from WYP, Calderdale Moorland Group, Countryside Learning, Estate staff from Walshaw Moor and local farmers and saw two hundred kids visit the venue

Todmorden crews provided an interactive stand for school children to learn about fire safety on the



Spotlight on...

PAFS Course

(Police & Fire Service – Youth Intervention Course)



➔ What was the need, how was it identified?

We believe that every young person deserves the opportunity to thrive, regardless of his/her background.

This course offered a safe and friendly environment for young people to develop important life skills. The course is free to attend and is being run from Huddersfield Fire Station.

The purpose of the course was to increase confidence, self-esteem and those attending will work as a team, learning vital life skills and receive inputs around crime and the consequences of antisocial behaviour in the community.

Police and WYFRS employees were present throughout and acted as positive role models to inspire the students to become better individuals. Employees present were able to offer advice and answer any relevant questions.



➔ What did we do?

West Yorkshire Police approached WYFRS Kirklees District to see if the PAFS program could be re-introduced and delivered face-face again post pandemic.



The Course consisted of 4 days of action at Huddersfield Fire Station. These will take place every 3 months throughout the year.

Risk assessments were completed and shared between WYP/WYFRS and the schools of the attending children, the group were split into 2 smaller groups and could access a carousel of activities safely during the day.

The programme was enhanced with the addition of the students and children sharing lunch of a BBQ, prepared and made by both the students and Fire & Rescue employees. This was a roaring success!



➔ What difference did we make?

The sessions will help reduce and prevent ASB within Kirklees District. However, more importantly it will boost the confidence, self-esteem, life skills as well as forming healthy relationships as part of a team within those who attended the day.

“Our mission is to be a catalyst for change in the lives of targeted Young People.”

➔ What are the keys to our success?

The key to our success was the planning that went into organising the new format and Police / Fire Service content. This is due to the strong working relationship we have with West Yorkshire Police and our local schools.

➔ What are we doing next?

Based on the success of the re-formatted session on the 17th of July 2023. We are looking at a second tranche of bookings at Huddersfield Station for the new school term. Moving forward Health and wellbeing will be explored with a fitness session as well as Basic Life Support sessions with our qualified instructors will be incorporated into the day.

“We are keen to act as positive Role Models because we are passionate about the experiences Young People have”

➔ Contact



Name: SM Mick Rhodes

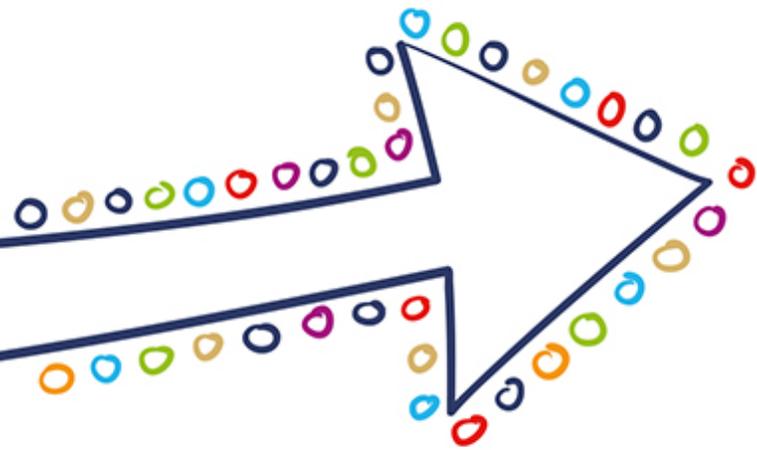


Telephone: 07971906859



Email address
Michael.rhodes01@westyorksfire.gov.uk





Spotlight on...

Hunslet RTC Initiative



What was the need, how was it identified?

Leeds Safe Roads Vision Zero 2040 has an ambition “that by 2040 no one will be killed or suffer serious injuries on Roads in Leeds”. As apart of the safer roads partnership we have a variety of activities to support this vision.

With this in mind FF Neil Shann at Hunslet Blue Watch, was keen to initiate some work in an effort to address the issue of road safety / road risk reduction and the repercussions this can bring. This is something that has a personal element for Neil having tragically lost his mother because of an RTC caused by a third party. This was the driving force that motivated Neil to pursue a career in the Fire Service. He identified that having a personal experience with losing a loved one to an RTC could be used as a tool for better engagement with some of our young people before they become road users and help them understand risk as passengers.



What did we do?

Through existing partnerships Neil contacted tutors from the local college to deliver the package to students on the Public Services course. The key objective was to highlight the dangers associated with over confidence in young drivers and individuals new to driving. Neil created and delivered a power-point which centres around an RTC and the repercussions this can have along with a live extrication demonstration. The uniqueness that FF Shann’s education presentation brings, is that it is a timeline of events that lead to the RTC in which his mother lost her life and the subsequent effect on those involved. This is then followed by a practical scenario to simulate a multi-vehicle collision with some of the students taking an active role as casualties. Before leaving, students are asked to complete a short feedback form to capture any learning or views that may benefit future sessions.



➔ What difference did we make?

The tutors have responded positively with an emphasis on how the information delivered by Neil has bolstered their own curriculum and given the students a deeper understanding of the working practices of the Fire and Rescue Service.

The project has already been delivered to 2 groups (40+ individuals) and participants have commented on its value and highlighted the personal link incorporated by Neil to give the input a greater depth and gravity.

“Making this a person story increases the engagement from our young people!”

➔ What are the keys to our success?

The key to the success of this initiative has been that combination of practical education with a tangible human element. It takes the risk judgement elements of our learning and delivers them in a way that is open and relatable and demonstrates that RTC's are not something that is remote and distant as can often be perceived by our young people but something that can be very close to home and change lives forever.



➔ What are we doing next?

Further sessions are planned once the college recommence their timetable of study following the summer break. WM Lee Burrows said “we see this as a longer term commitment that should see all students from the Public Services course attending and receiving the road risk reduction input from Neil with the assistance of Hunslet Blue Watch”.

➔ Contact



ADC Andrew Shaw

DPM Naomi Hirst



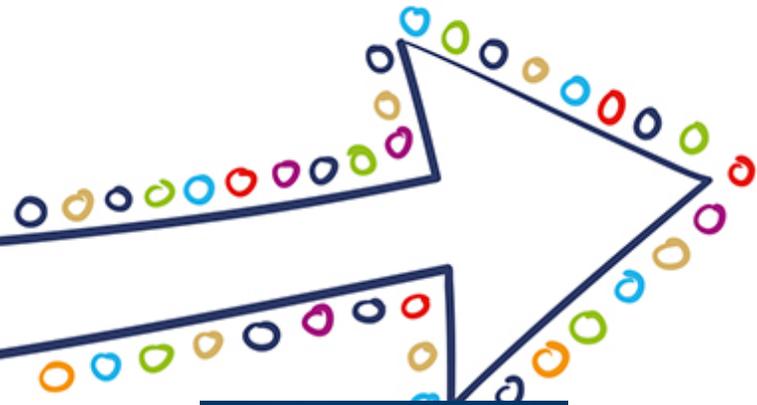
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07552283577



Leeds.DistrictRiskReduction@westyorkfire.gov.uk





Spotlight on...

Wakefield District – September 2023



➔ What did we do?

It has been a summer of community engagement across the district with operational crews and prevention staff alike. This has been supporting gala's, community fun days and health and wellbeing events. Areas and groups with bespoke educational packages.

The largest event attended in June 2023 was the Armed Forces Day which attracted between 5- 10,000 people from the local communities across Wakefield and the county as a whole. This is a key event in our calendar where residents and professionals alike show their wholehearted support for our Armed Forces Personnel and we use as a platform to deliver those all important safety messages.

Re-connecting with our communities across the district has always been a priority and this was recently show cased at the Featherstone Fire Station Open Day in July 2023. The event drew a large response from the local residents. Amongst all the fun activities were professional displays from the operational crews with ladder drills and the use of the hot oil unit to

deliver the all-important fire safety message around safe cooking and the consequences of unsafe cooking practices. Health and Wellbeing events were attended at venues across the Wakefield District. The purpose of these events was to connect with the local community and give specialist advice and information to those at high risk of having a fire and finding the most vulnerable within the community to support with tailored interventions.



Normanton Town Hall held a similar event on a slightly smaller scale but nonetheless as enthusiastic in August 2023 whereby we supported key local health and social care

partners to deliver safety advice and signposting to local residents and give them the confidence to feel that they can approach a number of services without fear of being judged or feeling they did not have a voice within their local area.

A joint collaboration between Wakefield District Prevention and Wakefield Council Public Health are currently looking to develop an effective mechanism for targeting the most at risk, vulnerable individuals with the combined use of health and social care data and our fire risk data. It is very much in the developmental stage and will be reported upon after further in depth analysis . If successful this will inform best practice across the other districts and give an efficient, effective and more importantly a local approach to using data to inform decision making by using targeted intelligence .

➔ **What are we doing next?**

Wakefield District Risk Reduction team constantly review data, this critical data is steering our response to tackling local issues. Road traffic collisions across the district are still an area for concern, Wakefield District have now implemented a ‘Safer Roads

agenda, terms of reference and strategy. This approach is multi-agency and will feed directly into the County’s safer roads group striving for the vision zero aim. Wakefield District have also recently procured a ‘Water Flume’, this equipment will be used at schools, colleges and events across the county to demonstrate the many dangers of entering our open water courses. This equipment can recreate.

- Swift water.
- Weirs.
- Canal locks.
- Underwater hazards.
- Bridges.
- Stepping stones.



➔ **What did we do?**

Earlier this year we worked together with partners to produce a water safety video which could be showcased in schools, colleges, workplaces and events across the district.

The film was launched at Wakefield Town Hall in June. The film has proved to be a success and has been used widely across the District and beyond.



Wakefield Council @My... · 04 Sept

On a warm day like today, please don't be tempted to cool off in open **water**

#BeWaterWise orlo.uk/qUvIT

This video shows the tragic consequences

YouTube

Be Water Wise



➔ What are we doing next?

We are carrying out road safety weeks at Castleford, Wakefield & Selby colleges. We are targeting the generation of future drivers to give them education on the dangers of the road and safety measures they can take. Each week culminates in a realistic RTC demonstration by WYFRS and YAS crews. We are hoping to reach up to 4500 students.



We are also working with partners from our Wakefield Safer Roads Group to deliver road safety education at Ferrybridge services to encourage safer driving and safer vehicles.

➔ Contact



Name DC Paul Daly



Telephone 07552283496



paul.daly@westyorksfire.gov.uk





OFFICIAL

Quality of Service 2022-23

Community Safety Committee

Date: 13 October 2023

Agenda Item:

10

Submitted By: Head of Corporate Services

Purpose	To inform Members of the feedback from the annual Quality of Service surveys 2022-23.
Recommendations	That Members note the content of the report.
Summary	The attached report provided Members with feedback from consultation on service delivery carried out during 2022/23.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Alison Davey – 01274 682311
Head of Corporate Services
alison.davey@westyorksfire.gov.uk

Background papers open to inspection: Quality of Service: After the Incident Survey Domestic Incidents 2022/23 (11 July 2023)
Quality of Service: After the Incident Survey Non-Domestic Incidents 2022/23 (11 July 2023)
Quality of Service: Safe and Well Visit Survey 2022/23 (11 July 2023)

Annexes: 2022/23 Quality of Service After the Incident Report
2022/23 Safe and Well Visit Follow Up Survey Report

Introduction

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

The questionnaire covers areas such as:

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

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

- 1.3 A Safe and Well Visit Follow-up survey is 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 Home Fire Safety Check visit
- Fire safety measures
- Overall Service
- About You

- 1.4 A School Fire Safety Visit Survey was previously undertaken after carrying out the visit via a link to an electronic survey on the internet. However, since the re-introduction of School Visits following the suspension due to the COVID19 pandemic, the number of surveys submitted has been too low to provide any meaningful data. As a result a review of the school visits package to redevelop and improve the process and feedback is currently underway.

Information

Quality of Service Survey 2022/23

- 2.1 During 2022/23, 154 completed questionnaires were returned from domestic properties and 80 from non-domestic properties. 1,331 questionnaires were sent out: 1,006 to domestic premises and 325 to commercial premises giving a response rate of 15% for the domestic surveys and 25% for the non-domestic.
- 2.2 Overall, the feedback is positive with 99% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 99% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.

Safe and Well Visit Follow Up Survey 2022/23

- 2.3 During 2022/23 1,504 questionnaires were sent out and 509 were completed and returned, which is a response rate of 34%.
- 2.4 Overall, the feedback is positive with 99% of respondents satisfied with the Safe and Well Visit, of whom, 91% 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 2023/24 consultation exercise.

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.

Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution

Human Resource and Diversity Implications

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

Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorksfire.gov.uk))	No
Date EIA Completed	N/A
Date EIA Approved	N/A

The EIA is available on request from the report author or from diversity.inclusion@westyorksfire.gov.uk

Health, Safety and Wellbeing Implications

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

Environmental Implications

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

Your Fire and Rescue Service Priorities

9.1 This report links with all the Community Risk Management Plan 2022-25 strategic priorities below:

- Improve the safety and effectiveness of our firefighters.
- Promote the health, safety, and wellbeing of all our people.
- Encourage a learning environment in which we support, develop, and enable all our people to be at their best.
- Focus our prevention and protection activities on reducing risk and vulnerability.
- Provide ethical governance and value for money.
- Collaborate with partners to improve all of our services.
- Work in a sustainable and environmentally friendly way.
- Achieve a more inclusive workforce, which reflects the diverse communities we serve.
- Continuously improve using digital and data platforms to innovate and work smarter.
- Plan and deploy our resources based on risk.

Recommendations

10.1 That Members note the contents of the report.



West Yorkshire
Fire & Rescue Service

Quality of Service Survey 2022/23 (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	1006	325	1331
Completed Questionnaires returned	154	80	234
Response Rate	15%	25%	18%

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. 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.

3. Summary – Domestic Incidents (in the Home)

154 completed questionnaires were returned to the independent research company out of the 1006 sent out (15% return), which is a 1% increase on last year.

	2022/23	2021/22
Completed questionnaires	154 (15%)	137 (14%)

- 99% (96) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 64% (88) said that the Fire Service arrived at the incident quicker than expected and 28% (38) said that the arrival time was as expected.
- 100% (139) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 100% (131) of respondents felt that WYFRS kept the effects of the incident to a minimum.
- 77% (104) of respondents received fire safety information at the scene, 42% (60) were offered a Safe and Well Visit and 28% (40) received an advice booklet.
- Overall 99% (151) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (144) said they were very satisfied.

Note: Of the 154 respondents only 142 indicated that they were at the scene at the time of the incident.

4. Summary – Non Domestic Incidents

80 completed questionnaires were returned to the independent research company out of the 325 sent out (25% return), a 9% increase on 2021/22.

	2022/23	2021/22
Completed questionnaires	80 (25%)	54 (16%)

- 100% (42) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 47% (24) said that the Fire Service arrived at the incident quicker than expected and 51% (26) said that the arrival time was as expected.
- 98% (53) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 100% (55) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 54% (42) of respondents received fire safety information at the scene and 20% (15) received an advice booklet.
- Overall 99% (78) of respondents said that they were satisfied with the service received from WYFRS, of whom 86% (68) were very satisfied.

Note: Of the 80 respondents only 55 indicated that they were at the scene at the time of the incident.

5. Domestic Incidents Questionnaire

The questionnaire was sent out to a selection of appropriate incidents, covering a range of incident types. Although 55% 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 97 respondents indicated that they had 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 2021/22 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	2022/23	2021/22
Polite	99% (95)	96% (90)
Helpful	99% (95)	97% (84)
Efficient	100% (95)	97% (83)
Reassuring	95% (92)	94% (94)
Informative	94% (88)	94% (76)

Overall, 99% (96) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 92% (89) said that they were very satisfied.

This is an increase in the amount of satisfied respondents as in 2021/22 when 97% (91) 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 142 respondents were present at the scene at the time of the incident.

	2022/23	2021/22
Arrived at incident quicker than expected	64% (88)	55% (69)
Arrived at incident as was expected	28% (38)	35% (44)
Kept informed of what was happening during the incident	96% (135)	96% (121)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2021/22 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	2022/23	2021/22
Polite	99% (138)	96% (119)
Helpful	99% (137)	97% (115)
Informative	97% (130)	96% (112)
hEfficient	100% (136)	96% (114)
Sensitive	97% (129)	95% (111)

100% (131) of respondents felt that WYFRS kept the effects of the incident to a minimum; which is higher than the 97% (114) in 2021/22. All qualities demonstrated by the firefighters at the scene are higher than the 2021/22 results.

Overall, 100% (139) of respondents said that they were satisfied with the service provided at the scene, which is higher than the 96% (120) in 2021/22.

5.3 Domestic- Information and Advice Given

77% (104) of respondents received information at the scene, in the form of general safety advice, and 76% (79) found this useful.

This is the same as the 2021/22 results where 77% (94) of respondents received general safety advice at the scene.

42% (60) of respondents had been offered a Safe and Well Visit after the incident. Most accepted the offer, but 2% (3) of these declined it.

This is higher than the 2021/22 results, when 41% (54) of respondents were offered a Safe and Well Visit, however 5% (7) of these respondents declined this.

51% (72) of respondents had acted upon the advice given at the scene and/or in the Safe and Well Visit with 6% (9) not acting upon it and 15% (21) stating the advice was already in place.

27% (39) of respondents received a FRS advice booklet after the incident. This is a decrease upon the 2021/22 results where 33% (42) of respondents received a booklet after the incident. Compared with 2021/22 respondents stated they found the booklet:

Qualities	2022/23	2021/22
Informative	100% (36)	97% (28)
Easy to understand	100% (36)	97% (35)

Helpful	94% (33)	96% (27)
Relevant	94% (33)	96% (26)

5.4 Domestic - Overall Service

Overall, taking everything into account, 99% (151) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (149) said that they were very satisfied.

These figures are higher than in 2021/22 where 96% (131) of respondents expressed satisfaction with the service received and remains the same as the 94% (128) who said that they were very satisfied.

6. Respondent Profile – Domestic Incidents

The demographic profile of the 154 domestic incident responses in 2022/23 can be broken down as follows:

Gender			Age				Ethnicity			Long standing illness/disability			Household Type		
Male	Female	Unknown	16-39	40-59	60-74	Unknown	White	Non-white	Unknown	Yes	No	Unknown	With children	Without children	Unknown
39%	61%		23%	39%	38%		86%	14%		33%	67%		29%	71%	
59	92	3	34	59	58	3	131	21	2	48	98	8	43	107	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 question response
		Male	Female	16-39	40-59	60-74	White	Non-white	Yes	No	With children	Without children	
Taking everything into account those who expressed they were:	Satisfied	59	89	34	57	58	130	31	48	97	42	106	153
	Neither satisfied or dissatisfied		1		1					1	1		
	Fairly dissatisfied												
	Very dissatisfied												
In regard to service received at the scene those who expressed they were:	Satisfied	54	83	31	55	50	120	17	44	88	41	96	139
	Neither satisfied or dissatisfied												
	Fairly dissatisfied												
	Very dissatisfied												
In regard to initial telephone contact those who expressed they were:	Satisfied	39	56	22	41	33	82	13	27	65	25	70	97
	Neither satisfied or dissatisfied		1	1			1			1	1		
	Fairly dissatisfied												
	Very dissatisfied												

7. Non Domestic - Incidents Questionnaire

80 completed questionnaires were returned from the 325 sent out (25% return), a nine percent increase on 2021/22.

	2022/23	2021/22
Completed questionnaires	80 (25%)	54 (16%)

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 49% (39) 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 18% (13) 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 2021/22 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	2022/23	2021/22
Polite	100% (42)	97% (28)
Helpful	100% (42)	100% (28)
Efficient	100% (41)	100% (28)
Reassuring	100% (41)	93% (26)
Informative	95% (39)	93% (26)

Overall, 100% (42) of respondents were satisfied with their initial contact with the Fire Service, of whom 90% (38) said they were very satisfied.

This is the same in 2021/22 where 100% (29) of respondents were satisfied with their initial contact with the Fire Service, though lower than the 93% (27) who said they were very satisfied.

7.2 Non Domestic - At the Scene

The number of valid responses is lower for these questions, as either the respondent or a colleague was present at the scene at 69% (55) of the incidents.

	2022/23	2021/22
Arrived at incident quicker than expected	47% (24)	41% (18)
Arrived at incident as was expected	51% (26)	59% (26)
Kept informed of what was happening during the incident	100% (53)	91% (40)
Not kept informed of what was happening during the incident	0	9% (4)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2021/22 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	2022/23	2021/22
Polite	100% (54)	98% (43)
Helpful	100% (54)	98% (43)
Informative	96% (52)	93% (41)
Efficient	96% (52)	100% (43)
Sensitive	94% (52)	95% (40)

98% (53) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 3% improvement on last year where 95% (40) of respondents felt that WYFRS kept the effects of the incident to a minimum.

Overall, 100% (55) of respondents said that they were satisfied with the service provided at the scene, with 87% (48) being very satisfied.

In 2021/22 the overall satisfaction results showed 100% (44) were satisfied with the service provided, with the 86% (38) of respondents stating they were very satisfied.

7.3 Non Domestic - Information and Advice Given

The questionnaire asks a number of specific questions about information and advice given by the Firefighters at the scene, giving the following results and 2021/22 results included for comparison.

	2022/23	2021/22
General safety advice provided at the scene	78% (42)	77% (34)
Adopted the advice given	73% (30)	70% (23)
Advice given was already in place	24% (10)	27% (9)

20% (15 respondents) received a FRS advice booklet after the incident. All agreed that the information contained in the booklet was informative, relevant, helpful and easy to understand.

In comparison, the 2021/22 figures showed 18% (9) of respondents received a FRS advice booklet after the incident.

7.4 Non Domestic - Overall Service

Overall, taking everything into account, 99% (78) of respondents expressed satisfaction with the service they received from WYFRS, of whom 86% (68) said that they were very satisfied.

This overall satisfaction result is higher than the 2021/22 survey results where 98% (52) of respondents expressed satisfaction with the service they received from WYFRS.

The profile of the responses is as follows:

Incident type

Internal/Building fire with flames 31% (25), Internal/Building fire -smoke only 19% (15), External Fire including vehicles, rubbish etc. 11% (9), Other 11% (9), False alarm 10% (8), Deliberate/Arson 8% (6), Chimney 4% (3), Flood 3% (2), Chemical incident 1% (1), Rescue of persons 1% (1), Rescue of animals 1% (1).

Premise type

Factory 26% (21), Retail 19% (15), Agriculture/Farming 16% (13), Education 8% (6), Care home 5% (4), Church 5% (4), Dentist 5% (4), Other 5% (4), Restaurant/Café 5% (4), Leisure/Leisure centre 3% (2), Offices 3% (2), Entertainment 1% (1), Garage 1% (1), Hotel/Boarding house 1% (1), Hospital 1% (1), Sheltered accommodation 1% (1).

Number of people present

1 - 50 people 76% (58), 51 - 200 people 12% (9), 201 or more people 5% (4), no-one present 9% (7).

Safe and Well Visit Follow-Up Survey 2022-23

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).

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.

	2022/23	2021/22
Completed questionnaires	509	365

1504 questionnaires were sent out during 2022-23 of which 509 were returned giving a response rate of 34%. This compares to 1,496 questionnaires were sent out during 2021/22 of which 365 were returned giving a response rate of 24%.

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.

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.

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 2021/22 results for comparison.

	2022/23	2021/22
Completed S&WVs at request of resident	52% (257)	57% (202)
Completed S&WVs following unscheduled visit	5% (25)	4% (14)
Completed S&WVs referred or recommended by another organisation	31% (153)	26% (92)
Completed S&WVs following WYFRS attending an incident	4% (20)	5% (18)

The majority of visits 31% (153) were the result of a referral. 20% (100) of people found out about the S&WV having telephoned WYFRS with an issue, followed by 17% (84) from a recommendation by a friend or family member.

Following initial contact 47% (212) of respondents had their S&WV within one week, which is a 5% decrease on 2021/22 52% (170). Those respondents who had to wait more than a month for their S&WV following initial contact remained the same at 6% (27) compared to 6% (20) in 2021/22.

The questionnaire asked how polite were our staff during the initial contact to which 100% (478) responded that they were satisfied, which is the same as the 100% (353) in 2021/22.

Overall, 97% (451) of respondents were satisfied with the service received during their initial contact with WYFRS, which is the same as the 97% (341) of respondents in 2021/22.

4 The Safe and Well Visit

Pre-arranged appointments were given to 80% (394) of respondents, and of these 95% (363) of the visits took place as arranged, with 4% (15) arriving late but apologising. 2% (8) appointments were not kept.

Smoke detectors were installed into 83% (416) of residents homes, compared to 86% (304) in 2021/22. A total of 387 of respondents confirmed they were given advice regarding these, which included the following:

Advice on smoke detectors	2022/23	2021/22
How to test the smoke detector	93% (360)	94% (257)
Cleaning and maintenance of the detector	57% (221)	56% (153)
How to replace the detector	37% (143)	38% (104)

94% (334) of respondents confirmed they had been given information leaflets, which is higher than the 93% (227) in 2021/22. They were also asked if they had received any further equipment with 4% (14) indicating they had been given flame retardant bedding or throws and/or a flaplock or blanking plate.

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

Smoking safely	80% (161)
Cooking safely	83% (338)
Candles	85% (317)
White goods appliances (tumble dryer, fridge etc.)	72% (281)
Smaller electrical devices (laptop, hair dryer, mobile phone, chargers etc.)	70% (269)
Electrical wiring, sockets, adaptors etc.	80% (338)
Safe use of emollient skin care products	54% (171)
Safe use of oxygen equipment and/or air flow mattress	56% (133)
Housekeeping/hoarding	51% (132)
Lifestyle behaviours such as drinking or drug taking	48% (106)

Additionally as part of the Safe and Well visit 338 respondents said they were given further advice on:

Carbon monoxide detectors	70% (237)
Slip, trips and falls	41% (139)
Smoking cessation	17% (57)
Keeping your home warm	34% (115)
Your health and wellbeing	41% (139)
Crime prevention	21% (71)
Other	4% (14)

36% (174) of residents were advised to contact another agency for further information, advice or support with the above and 33% (157) 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% (485) of respondents agreed it was useful, which is lower than the 100% (348) in 2021/22. The advice was understood by 99% (490) of the respondents, which the same as the 99% (347) in 2021/22.

When asked about the length of the visit 98% (471) stated they were satisfied; 97% (468) were satisfied with the amount of information given and 100% (476) were satisfied with the politeness of staff during the visit.

5 After the Safe and Well Visit

Since the Safe and Well visit 45% (221) 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 | 22% (108) |
| • Close internal doors at bedtime | 64% (314) |
| • Leave door keys in an accessible place at night | 69% (338) |
| • Access to a phone in the bedroom at night | 66% (323) |
| • Make sure escape route is clear and uncluttered | 56% (274) |
| • Shared fire safety information with others | 37% (181) |

16% (73) of respondents indicated that based on the fire safety advice received they had also made other changes, however, 397 stated that they had made no changes. The main reason for not doing was that 88% of respondents said no changes were required. Other reasons were due to 6% (24) stating the changes were not relevant as they did not feel at risk from fire, 2% (8) because they had forgotten or don't know what to do, 3% (12) because they need support to make the changes, 1% (4) stated the changes need to be carried out by landlord, 1% (4) had not had time to carry out the changes and 1% (4) said the changes required are too expensive.

6 Overall Service

Taking everything into account, 99% (491) of respondents were satisfied with the Safe and Well Visit, of whom, 91% (451) were very satisfied.

The satisfaction result is the same as 2021/22 when 99% (355) of respondents indicated they were satisfied with the Safe and Well Visit service with 91% (327) who were very satisfied.

7 Respondent Profile

The demographic profile of the 509 responses in 2022/23 can be broken down as follows:

Gender			Age					Smoker in household			Ethnicity			Long standing illness/disability			Household Tenure		
Male	Female	Unknown	16-39	40-59	60-74	75+	Unknown	Yes	No	Unknown	White	Non-white	Unknown	Yes	No	Unknown	Owned	Rented	Unknown
34%	66%		8%	18%	29%	46%		13%	87%		93%	7%		56%	44%		83%	17%	
167	327	15	38	90	142	228	1	64	432	13	460	36	13	269	214	26	411	82	16

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

	Response	Gender		Age				Smoker in household		Long standing illness/ disability		Household Type		Ethnicity		Total responses to question
		Male	Female	16-39	40-59	60-74	75+	Yes	No	Yes	No	Owned	Rented	White	Non-white	
Taking everything into account with the S&WV those who expressed they were:	Satisfied	159	321	38	86	140	219	63	419	262	211	399	82	448	35	496
	Neither satisfied or dissatisfied	1			2			1							1	
	Fairly dissatisfied	1			1											
	Very dissatisfied	1	3			1	2			3		4		4		
In regard to the initial contact to arrange the appointment those who expressed they were:	Satisfied	144	298	34	81	126	202	59	379	236	194	368	73	410	30	465
	Neither satisfied or dissatisfied	4	6	1	3	5	3		12	9	4	11	1	8	2	
	Fairly dissatisfied		3			1			4		1	4		4	1	
	Very dissatisfied															