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Agenda item: 06

Performance Against Response Indicators

Community Safety Committee

Date: 3 October 2025

Submitted by: Director of Service Delivery

Purpose: To inform Members of Community Safety Committee of the performance against the 2024 / 25 performance outcome targets. The report specifically looks at performance covering 01 April 2025 – 5th September 2025

Recommendations: That Members of the Community Safety Committee note the contents of the report

Summary: The driest year on record has led to a large upturn in demand for our service. Smaller secondary fires have seen the largest increase. The incidence of dwelling fires, non-domestic fires and road traffic collisions has remained consistent with the last 3 years.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, Area Manager Service Delivery
Scott.Donegan01@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: Appendix One – Performance Indicator Overview

1. Introduction

1.1 This performance report covers the period from 01 April 2024 to 05 September 2025.

1.2 A suite of nine Authority approved metrics provide a view of operational activity in the current financial year. These metrics are measured against a three-year average to demonstrate how the service is performing in comparison to previous years.

1.3 The nine performance indicators are:

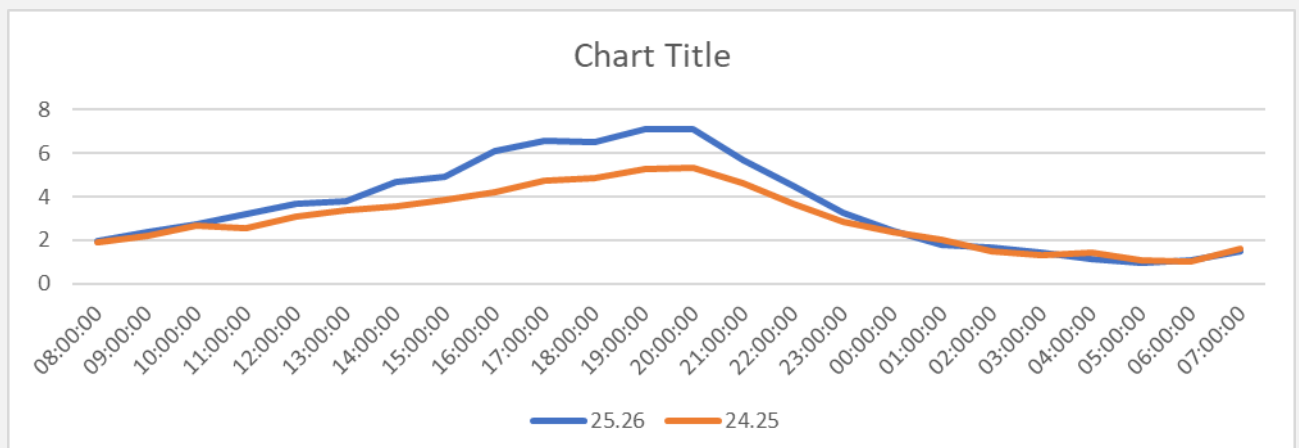
- All Incidents
- Injuries and Fatalities
- Non - Fires
- Incident Demand
- False Alarms
- Fires
- Victims Rescued
- Fire Related Injuries and Fatalities
- Road Traffic Collisions

2. Information

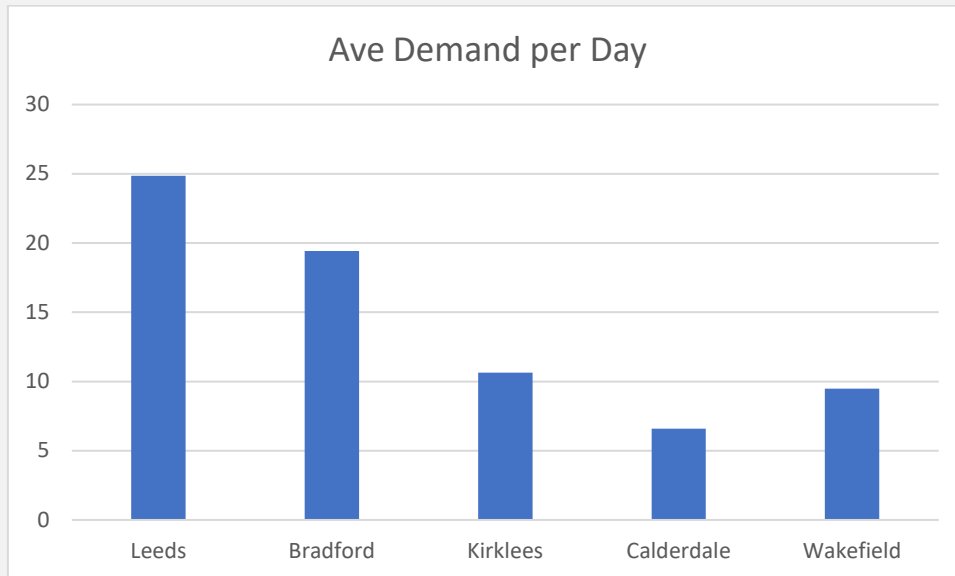
2.1 All Incidents

In this reporting period, the service has responded to 13557 incidents. This is 2410 (21.2%) more incidents than the same reporting period for 2024/25 and 1266 more than the three-year average.

2.2 The peak period for operational mobilisations is between 19:00 and 20:00.



- 2.3 Through this reporting period the service has attended an average of 86 incidents per day compared to 71 incidents for the same reporting period in 2024/25.
- 2.4 Leeds sees the highest levels of operational demand and Calderdale the lowest. This is consistent with our understanding of risk and the related resourcing.



- 2.5 Performance against the Authority approved risk-based planning assumptions currently sits at 88.74%. This is 4.52% lower than the same period last year. The average response to incidents across West Yorkshire is 8 minutes 39 seconds.

Risk Score	Incidents	Met RBPA	Missed RBPA	% Met	% Missed	Av Response mm:ss
Very High	1822	1691	131	92.81	7.19	00:07:25
High	2054	1895	159	92.26	7.74	00:07:36
Medium	2542	2315	227	91.07	8.93	00:08:03
Low	3130	2769	361	88.47	11.53	00:08:50
Very Low	3629	3023	606	83.30	16.70	00:10:09
Total	13177	11693	1484	88.74	11.26	00:08:39

- 2.6 The planned response times (below) are published in Your Fire and Rescue Service 2025 -2028. It can be seen by comparing our average response time to the Authority approved standard that our performance is strong.

Risk Band	Risk to Life	Risk to Properties	Other
Very High Risk	7 minutes	9 minutes	15 minutes
High Risk	8 minutes	10 minutes	15 minutes
Medium Risk	9 minutes	11 minutes	15 minutes
Low Risk	10 minutes	12 minutes	15 minutes
Very Low Risk	11 minutes	13 minutes	15 minutes

Fires

- 2.7 The service has responded to 6977 fires in this reporting period, this is 2554 (57.7%) more than the same period last year and 1646 more than the three-year average. 51% of all incidents attended are fires.
- 2.8 Of the 6977 fires, 4216 are thought to have been started deliberately and 2761 are considered accidental.
- 2.9 1555 (22%) are considered primary fires and 5408 (78%) are secondary fires. This is compared to 1340 primary fires (30%) and 3078 secondary fires (60%) in 24.25. This aligns to Spring 2025 being the driest on record for the UK.
- 2.10 There have been 61 deliberately set fires in secure accommodation compared with 63 in 2024/25. As of the 20th October 2025 tamper proof vapes will be released across all the prisons in our area.
- 2.11 The service is actively involved with the NFCC Prison Working Group and the next areas of focus will be tamper-proof kettles and learning from arson conviction involving cell fires.
- 2.12 There have been eight more dwelling fires (412) compared to the same period last year and 11 more than the three-year average. This shows that although we have seen a significant increase in fires for the year to date, our communities continue to be safe in their homes.
- 2.13 We continue to target our Safe and Well visits to those most at risk of fire. However, due to the increase in operational demand we have seen the number of Safe & Well visits undertaken reduce by 13%. Four new dedicated prevention officers joined the service in July and will shortly complete their training. This will increase the capacity in our prevention officer team by approximately 1500 visits per year.

Non-Fires

- 2.14 Non-fires include incident types such as effecting entry for partners, RTC's, lift rescues and other technical rescues. Non-fires make up 20% of operational demand. The breakdown of the 20 most common non-fire incidents can be seen below:

Initial Incident Type	Non-fires
ASSIST AMBULANCE - GAINING ENTRY	595
PERSONS LOCKED IN	247
PERSONS STUCK	190
RTC SMALL VEHICLE(S) INV.	150
ASSIST POLICE	122
PERSONS IN LIFT	115
PERSONS REMOVAL OF OBJECTS	106
OTHER ASSISTANCE	81
VEHICLE SMALL ON FIRE	64
ASSIST AMBULANCE	51
URGENT SAFE AND WELL	51
RESCUE OF SMALL ANIMALS	48
RESCUE FROM WATER (OR ICE)	37
RESCUE OF LARGE ANIMALS	30
BARIATRIC PERSON	21
RTC LARGE VEHICLE(S) INV.	21
SMELL / FUMES	16
DANGEROUS STRUCTURE	15
FIRE SAFETY ISSUE	14
FLOODING INTERNAL	13
ASSIST OTHER AGENCY	11
PERSONS LOCKED OUT	11
FUEL SPILLAGE	10
SAFE SPOT	9
ASSIST GP GAINING ENTRY	6
RTC SMALL VEHICLE(S) ELECTRIC/HYBRID INV	6

2.15 The service has attended 1704 non-fire incidents. This is 82 more than the three-year average and 17 fewer than the same period last year.

2.16 477 incidents result from the 'Effecting Entry' support we provide to the Yorkshire Ambulance service. This is 110 fewer when compared to the same period last year.

2.17 A new non-fire type was created for the year 2025/26, 'Urgent Safe and Well' relates to our new process of responding to credible threats of arson. This is process change does address a concern raised during our last inspection by His Majesties Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

False Alarms

2.18 In this reporting period the service has attended 3537 false alarms. This is 361 fewer than the three-year average and 189 fewer than last year. False alarms are responsible for 42% of all operational demand for this reporting period.

False Alarm Reason	Number
Faulty	901
Cooking/burnt toast	691
Controlled burning	462
Other	213
Accidentally/carelessly set off	210

Figure 4. Top 5 False Alarm Causes

Fire Related Injuries and Fatalities

- 2.19 In this period there has been 50 fire related injuries. This is eight fewer than the three-year average and 24 less than the same period last year. Given the significant increase in fires it is positive to report a 32% reduction in injuries. This suggests individuals experiencing a fire are taking the appropriate actions on discovery.
- 2.20 Unfortunately, there have been three fire related domestic fatalities. One of these is subject to Police investigation.
- 2.21 Local campaigns are undertaken following the more serious fires and wider safety campaigns linked to the National Fire Chiefs Council Calendar are delivered county wide. Quarter three will see campaigns on Candles, road safety and safe electrical equipment including Li – Ion Batteries.
- 2.22 Injuries and Fatalities

In this reporting period there have been 106 non-fire related fatalities and 440 injuries. This is a reduction of 55 compared to last year and 12 more than the three-year average. 86 fatalities resulted from supporting the Yorkshire Ambulance Service and other blue light partners.

- 2.23 Other significant incident types resulting in a fatality include attendance at suicide (6), and water related incidents (2), RTCs (5).

Road Traffic Collisions

- 2.24 There have been 242 RTCs in this reporting period, 8 fewer than the three-year average and 12 more than the same period last year. RTCs are responsible for 2% of the service's overall operational demand.
- 2.25 The main activities undertaken by firefighters include full extrication techniques (60), ensuring scene safety (109) and precautionary stand-by (20).

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. People 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 risk reduction

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

- 6.1 Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? No

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 Your Fire and Rescue Service 2025-2028.
- 7.2 The District Command teams actively monitor the health and safety of staff following incidents and have welfare provisions in place for any specific incident type where crews may witness distressing scenes with support available through local managers and the Occupational Health and Safety Unit.
- 7.3 Trauma Risk Management Sessions continue to be delivered across the service with the aim of delivering a resilient, trauma-aware workplace culture.

8. Environmental Implications

- 8.1 Warm, dry weather dramatically increases the risk, severity, and speed of fires. Through 2025/26 the climate has led to conditions which make fuels easier to ignite, fires which spread more rapidly, higher intensity fires and environment conditions which result in erratic fire behaviour. This has led to large areas of our moorland and other open spaces experiencing fires which have destroyed protected habitats.

9. Risk Management Implications

- 9.1 There are no Risk Management Implications arising from this report

10. Duty to Collaborate Implications (Police and Crime Act 2017)

- 10.1 None

11. Your Fire and Rescue Service Priorities

- 11.1 This report links with the Community Risk Management Plan 2025-28 strategic priorities below:
- Provide a safe, effective and resilient response to local and national emergencies.
 - Focus our activities on reducing risk and vulnerability.

- Enhance the health, safety, and well-being of our people.
- Prioritise a people first mindset through ethical and professional leadership and management
- Work with partners and communities to deliver our services.
- Use resources in an innovative, sustainable, and efficient manner to maximise value for money.
- Further develop a culture of excellence, equality, learning, and inclusion.

12. Conclusions

- 12.1 The driest year in over a century resulted in a large increase in the number of secondary fire we have attended. This is a pattern recognised by fire and rescue services across the UK.
- 12.2 Our understanding of risk underpins our resourcing, and this has enables us to continue delivering a high level of performance against our risk- based planning assumptions. There has been a detrimental impact on the number of Safe & Well and site-specific risk information visits we have been able to undertake.
- 12.3 Incident types which impact on life and property have remained stable, with injuries resulting from fire reducing.



West Yorkshire Fire & Rescue Authority



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Agenda item: 07

Quality of Service Surveys 2024-25

Community Safety Committee

Date:	3 October 2025
Submitted by:	Head of Corporate Services
Purpose:	To inform Members of the feedback from the annual Quality of Service surveys 2024-25
Recommendations:	That Members note the content of the report.
Summary:	The attached reports provide Members with feedback from consultation on service delivery carried out during 2024-25.

Local Government (Access to information) Act 1972

Exemption Category:	None
Contact Officer:	Alison Davey, Head of Corporate Services. Telephone: 01274 682311. Email: alison.davey@westyorksfire.gov.uk

Background papers open to inspection:

Quality of Service: After the Incident Survey Domestic Incidents 2024-25 (28 May 2025)

Quality of Service: After the Incident Survey Non-Domestic Incidents 2024-25 (28 May 2025)

Quality of Service: Safe and Well Visit Survey 2024-25 (28 May 2025)

Annexes:	Quality of Service Surveys After the Incident Report 2024-25
	Safe and Well Visit Follow Up Survey Report 2024-25
	School Safety Talk Visits Survey Report 2024-25

Making West Yorkshire Safer
www.westyorksfire.gov.uk

1. Introduction

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.

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.

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.

During 2024/25, 13 School Safety Talk feedback surveys were returned with overall positive feedback and all confirming they would recommend to other schools booking in a fire service visit.

Feedback suggested the idea to introduce small group interactive activities within the classroom to help keep the children engaged over a long period of time.

2. Information

Quality of Service Survey 2024-25

During 2024/25, 114 completed questionnaires were returned from domestic properties and 28 from non-domestic properties. 1,129 questionnaires were sent out: 891 to domestic premises and 238 to commercial premises giving a response rate of 13% for the domestic surveys and 12% for the non-domestic.

Overall, the feedback is positive with 100% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 95% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.

Safe and Well Visit Follow Up Survey 2024-25

During 2024/25 1,502 questionnaires were sent out and 226 were completed and returned, which is a response rate of 15%.

Overall, the feedback is positive with 99% of respondents satisfied with the Safe and Well Visit, of whom, 93% were very satisfied.

A summary of each survey results is attached which also details a comparison with the results from the previous year's feedback.

These survey results will be used to address any areas for improvement in order to continue positive satisfaction levels in the 2025/26 consultation exercise.

School Safety Talk Feedback Survey 2024-25

During 2024/25 School Safety Talk Visits continued to take place with 13 online feedback surveys returned.

Overall, feedback was positive with 11 of the 13 stating they were satisfied with the visit.

The feedback form has been updated and is now included in all school resource packages. The feedback link is positioned at the end of each package to make it more accessible and encourage greater response rates in the 2025/26 academic year.

3. Financial Implications

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

4. Legal Implications

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

5. People and Diversity Implications

Equality data is collected as part of this survey.

6. Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance?: No

7. Health, Safety and Wellbeing Implications

There are no Health, Safety and Wellbeing implications arising from this report.

8. Environmental Implications

There are no environmental implications arising from this report.

9. Risk Management Implications

9.1 None

10. Duty to Collaborate Implications (Police and Crime Act 2017)

10.1 None

11. Your Fire and Rescue Service Priorities

11.1 This report links with the Community Risk Management Plan 2025-28 strategic priorities below:

- Provide a safe, effective and resilient response to local and national emergencies.
- Focus our activities on reducing risk and vulnerability.
- Enhance the health, safety, and well-being of our people.
- Prioritise a people first mindset through ethical and professional leadership and management
- Work with partners and communities to deliver our services.
- Use resources in an innovative, sustainable, and efficient manner to maximise value for money.
- Further develop a culture of excellence, equality, learning, and inclusion.

12. Conclusions

That Members note the contents of the report.



West Yorkshire
Fire & Rescue Service

Quality of Service Survey 2024/25 (After the Incident)



Ownership: Corporate Services

Date Issued: 16/09/2025

Making West Yorkshire Safer
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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	891	238	1129
Completed Questionnaires returned	114	28	142
Response Rate	13%	12%	13%

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)

114 completed questionnaires were returned to the independent research company out of the 891 sent out (13% return), which is a 5% decrease on last year.

	2024/25	2023/24
Completed questionnaires	114 (13%)	140 (18%)

- 100% (62) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 55% (54) said that the Fire Service arrived at the incident quicker than expected and 41% (41) said that the arrival time was as expected.
- 100% (99) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 99% (88) of respondents felt that WYFRS kept the effects of the incident to a minimum.
- 88% (85) of respondents received fire safety information at the scene, 51% (55) were offered a Safe and Well Visit and 35% (37) received an advice booklet.
- Overall, 100% (113) of respondents expressed satisfaction with the service they received from WYFRS, of whom 96% (108) said they were very satisfied.

Note: Of the 114 respondents only 100 indicated that they were at the scene at the time of the incident.

4. Summary – Non Domestic Incidents

28 completed questionnaires were returned to the independent research company out of the 238 sent out (12% return), a 7% decrease on last year.

	2024/25	2023/24
Completed questionnaires	28 (12%)	49 (19%)

- 95% (19) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 64% (16) said that the Fire Service arrived at the incident quicker than expected and 32% (8) said that the arrival time was as expected.
- 91% (21) of respondents felt WYFRS kept the effects of the incident to a minimum.

- 92% (23) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 71% (17) of respondents received fire safety information at the scene and 19% (5) received an advice booklet.
- Overall, 96% (27) of respondents said that they were satisfied with the service received from WYFRS, of whom 86% (24) were very satisfied.

Note: Of the 28 respondents only 25 indicated that they, or a colleague, 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 58% of the questionnaires returned related to internal or building fires, the remainder represented a wide range of other incidents, including external fires, flooding, chimney fires, false alarm and the rescue of persons or animals.

5.1 Domestic - Initial Contact

The number of valid responses is smaller for these questions, as only 61 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 2023/24 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	2024/25	2023/24
Polite	100% (60)	99% (88)
Helpful	100% (59)	98% (83)
Efficient	100% (60)	98% (85)
Reassuring	97% (59)	96% (81)
Informative	97% (57)	100% (83)

Overall, 100% (62) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 98% (61) said that they were very satisfied.

This is an increase in the number of satisfied respondents compared to 2023/24 when 97% (89) 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 100 respondents were present at the scene at the time of the incident.

	2024/25	2023/24
Arrived at incident quicker than expected	55% (54)	72% (89)
Arrived at incident as was expected	41% (41)	22% (27)
Kept informed of what was happening during the incident	96% (94)	97% (118)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2023/24 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	2024/25	2023/24
Polite	100% (93)	98% (118)
Helpful	100% (94)	97% (115)
Informative	97% (91)	95% (112)
Efficient	100% (93)	97% (113)
Sensitive	98% (90)	96% (108)

99% (88) of respondents felt that WYFRS kept the effects of the incident to a minimum, which is slightly lower than the 100% (112) in 2023/24. All qualities demonstrated by the firefighters at the scene are higher than the 2023/24 results.

Overall, 99% (126) of respondents said that they were satisfied with the service provided at the scene, which is slightly lower than the 100% (139) in 2023/24.

5.3 Domestic- Information and Advice Given

88% (85) of respondents received information at the scene, in the form of general safety advice, and all found this useful.

This is slightly lower than the 2023/24 results where 89% (107) of respondents received general safety advice at the scene.

51% (59) of respondents had been offered a Safe and Well Visit after the incident. Most accepted the offer, but 5% (5) of these declined it.

This is higher than the 2023/24 results, when 49% (65) of respondents were offered a Safe and Well Visit, however 2% (3) of these respondents declined this.

63% (66) of respondents had acted upon the advice given at the scene and/or in the Safe and Well Visit with 6% (6) not acting upon it and 12% (12) stating the advice was already in place.

35% (37) of respondents received an FRS advice booklet after the incident. This is a decrease upon the 2023/24 results where 39% (52) of respondents received a booklet after the incident. Compared with 2023/24 respondents stated they found the booklet:

Qualities	2024/25	2023/24
Informative	96% (26)	98% (40)
Easy to understand	97% (36)	96% (45)
Helpful	97% (28)	98% (40)
Relevant	88% (23)	98% (39)

5.4 Domestic - Overall Service

Overall, taking everything into account, 99% (112) of respondents expressed satisfaction with the service they received from WYFRS, of whom 96% (108) said that they were very satisfied.

These figures are higher than in 2023/24 where 98% (137) of respondents expressed satisfaction with the service received and 91% (127) who said that they were very satisfied.

6. Respondent Profile – Domestic Incidents

The demographic profile of the 114 domestic incident responses in 2024/25 can be broken down as follows:

Gender		Age					Ethnicity		Long standing illness/disability		Household Type	
Male	Female	18-24	25-39	40-59	60-74	75 or over	White	Non-white	Yes	No	With children	Without children
35%	65%	3%	10%	34%	24%	29%	92%	8%	42%	58%	27%	73%
38	71	3	11	38	27	32	101	9	45	63	36	96

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

	Response	Gender		Age			Ethnicity		Long standing illness/ disability		Household Type		Total responses to question
		Male	Female	16-39	40-59	60-74	White	Non-white	Yes	No	With children	Without children	
Taking everything into account those who expressed they were:	Satisfied	37	71	13	38	60	100	9	45	62	20	86	113
	Neither satisfied or dissatisfied	1	-	1	-	-	1	-	-	1	-	1	
	Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
	Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
In regard to service received at the scene those who expressed they were:	Satisfied	30	65	10	34	54	88	8	44	50	17	77	99
	Neither satisfied or dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
	Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
	Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
In regard to initial telephone contact those who expressed they were:	Satisfied	20	39	8	23	31	56	6	24	35	11	46	62
	Neither satisfied or dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
	Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	
	Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	

7. Non Domestic - Incidents Questionnaire

28 completed questionnaires were returned from the 238 sent out (12% return), a 7% decrease on 2023/24.

	2024/25	2023/24
Completed questionnaires	28 (12%)	49 (19%)

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 30% (8) 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 11% (3) of the incidents; the emergency services were contacted through an automatic fire alarm system or by others.

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 2023/24 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	2024/25	2023/24
Polite	100% (21)	97% (29)
Helpful	95% (20)	93% (28)
Efficient	95% (19)	93% (27)
Reassuring	95% (18)	89% (25)
Informative	95% (18)	89% (24)

Overall, 95% (19) of respondents were satisfied with their initial contact with the Fire Service, of whom 90% (18) said they were very satisfied.

This is the higher than in 2023/24 where 93% (27) of respondents were satisfied with their initial contact with the Fire Service, with 83% (24) who said they were very satisfied.

7.2 Non Domestic - At the Scene

The number of valid responses is higher for these questions, as either the respondent or a colleague was present at the scene at 89% (25) of the incidents.

	2024/25	2023/24
Arrived at incident quicker than expected	64% (16)	49% (18)
Arrived at incident as was expected	32% (8)	43% (16)
Kept informed of what was happening during the incident	100% (25)	97% (36)
Not kept informed of what was happening during the incident	0% (0)	3% (1)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2023/24 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	2024/25	2023/24
Polite	100% (24)	97% (34)
Helpful	100% (25)	97% (34)
Informative	96% (23)	97% (34)
Efficient	96% (23)	97% (34)
Sensitive	96% (22)	91% (31)

91% (21) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 9% decline on last year where 100% (33) of respondents felt that WYFRS kept the effects of the incident to a minimum.

Overall, 92% (23) of respondents said that they were satisfied with the service provided at the scene, with 80% (20) being very satisfied.

In 2023/24 the overall satisfaction results showed 97% (36) were satisfied with the service provided, with 89% (31) 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 2023/24 results included for comparison.

	2024/25	2023/24
General safety advice provided at the scene	71% (17)	65% (24)
Adopted the advice given	71% (12)	88% (21)
Advice given was already in place	24% (4)	8% (2)

28% (13 respondents) received an 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 2023/24 figures showed 20% (15) of respondents received an FRS advice booklet after the incident.

7.4 Non Domestic - Overall Service

Overall, taking everything into account, 96% (27) of respondents expressed satisfaction with the service they received from WYFRS, of whom 86% (24) said that they were very satisfied.

This overall satisfaction result is lower than the 2023/24 survey results where 100% (49) 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 11% (3), Internal/Building fire -smoke only 19% (5)
External Fire including vehicles, rubbish etc. 30% (8), Other 11% (3), Deliberate/Arson 6% (3), Rescue of animals 4% (1), Chimney 7% (2), Flood 4% (1), Chemical incident 4% (1), False alarm 4% (1).

Premise type

Factory 25% (7), Other 11% (3), Retail 11% (3), Agriculture/Farming 4% (1), Education 7% (2), Entertainment 7% (2), Care home 11% (3), Warehouse/Storage 7% (2), Restaurant/Café 4% (1), Prison 4% (1), Hotel/Boarding House 7% (2), Pub 4% (1).

Number of people present

1 - 50 people 64% (18), 51 - 200 people 21% (6), 201 or more people 11% (3), no-one present 4% (1).



West Yorkshire
Fire & Rescue Service

Safe and Well Visit Follow Up Survey Report 2024/25



Ownership: Corporate Services

Date Issued: 16/09/2025

Making West Yorkshire Safer
www.westyorkshire.gov.uk

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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.

	2024/25	2023/24
Completed questionnaires	226	473

1,502 questionnaires were sent out during 2024-25 of which 226 were returned giving a response rate of 15%. This compares to 1,517 questionnaires which were sent out during 2023/24 of which 473 were returned giving a response rate of 31%.

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 2023/24 results for comparison.

	2024/25	2023/24
Completed S&WVs at request of resident	46% (103)	48% (222)
Completed S&WVs following unscheduled visit	5% (11)	5% (23)
Completed S&WVs referred or recommended by another organisation	33% (74)	34% (157)
Completed S&WVs following WYFRS attending an incident	11% (25)	5% (23)

33% (74) of visits were the result of a referral. 13% (29) of people found out about the S&WV having telephoned WYFRS with an issue, followed by 17% (38) from a recommendation by a friend or family member.

Following initial contact 55% (107) of respondents had their S&WV within one week, which is a 7% increase on 2023/24 48% (208). Those respondents who had to wait more than a month for their S&WV following initial contact decreased to 2% (4) compared to 5% (22) in 2023/24.

The questionnaire asked how polite were our staff during the initial contact to which 100% (214) responded that they were satisfied, which is the same as the 100% (478) in 2023/24.

Overall, 97% (194) of respondents were satisfied with the service received during their initial contact with WYFRS, which is the same as the 97% (412) of respondents in 2023/24.

4. The Safe and Well Visit

Pre-arranged appointments were given to 78% (170) of respondents, and of these 95% (161) of the visits took place as arranged, with 5% (8) arriving late but apologising. No appointments were not kept.

Smoke detectors were installed into 83% (185) of resident's homes, compared to 87% (405) in 2023/24. A total of 168 of respondents confirmed they were given advice regarding these, which included the following:

Advice on smoke detectors	2024/25	2023/24
How to test the smoke detector	95% (160)	90% (329)
Cleaning and maintenance of the detector	59% (99)	54% (198)
How to replace the detector	40% (67)	37% (135)

93% (155) of respondents confirmed they had been given information leaflets, which is higher than the 83% (185) in 2023/24. They were also asked if they had received any further equipment with 3% (5) 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	88% (76)
Cooking safely	87% (156)
Candles	91% (160)
White goods appliances (tumble dryer, fridge etc.)	77% (128)
Smaller electrical devices (laptop, hair dryer, mobile phone, chargers etc.)	75% (125)
Electrical wiring, sockets, adaptors etc.	85% (157)
Safe use of emollient skin care products	60% (85)
Safe use of oxygen equipment and/or air flow mattress	57% (53)
Housekeeping/hoarding	57% (59)
Lifestyle behaviours such as drinking or drug taking	56% (46)

Additionally, as part of the Safe and Well visit 159 respondents said they were given further advice on:

Carbon monoxide detectors	72% (114)
Slip, trips and falls	40% (64)
Smoking cessation	19% (30)
Keeping your home warm	30% (48)
Your health and wellbeing	45% (72)
Crime prevention	16% (25)
Other	1% (2)

43% (90) of residents were advised to contact another agency for further information, advice or support with the above and 43% (91) 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% (216) of respondents agreed it was useful, which is the same as the 98% (445) in 2023/24. The advice was understood by 99% (222) of the respondents, which is the same as the 99% (452) in 2023/24.

When asked about the length of the visit 98% (213) stated they were satisfied; 98% (213) were satisfied with the amount of information given and 100% (218) were satisfied with the politeness of staff during the visit.

5. After the Safe and Well Visit

Since the Safe and Well visit 44% (98) 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 | 24% (53) |
| • Close internal doors at bedtime | 64% (142) |
| • Leave door keys in an accessible place at night | 66% (147) |
| • Access to a phone in the bedroom at night | 61% (135) |
| • Make sure escape route is clear and uncluttered | 56% (124) |
| • Shared fire safety information with others | 42% (93) |

19% (40) of respondents indicated that based on the fire safety advice received they had also made other changes, however, 169 stated that they had made no changes. The main reason for not doing was that 94% of respondents said no changes were required. Other reasons were due to 4% (7) stating the changes were not relevant as they did not feel at risk from fire, 2% (3) because they had forgotten or don't know what to do, 4% (7) because they need support to make the changes, 1% (2) stated the changes need to be carried out by landlord, 2% (3) had not had time to carry out the changes and 1% (2) said the changes required are too expensive.

6. Overall Service

Taking everything into account, 99% (223) of respondents were satisfied with the Safe and Well Visit, of whom, 93% (209) were very satisfied.

The satisfaction result is the same as 2023/24 when 99% (461) of respondents indicated they were satisfied with the Safe and Well Visit service and an increase of 2% with 91% (424) who were very satisfied in 2023/24.

7. Respondent Profile

The demographic profile of the 226 responses in 2024/25 can be broken down as follows:

Gender		Age				Smoker in household		Ethnicity		Long standing illness/disability		Household Tenure	
Male	Female	16-39	40-59	60-74	75+	Yes	No	White	Non-white	Yes	No	Owned	Rented
36%	64%	7%	17%	27%	49%	14%	86%	95%	5%	60%	40%	76%	21%
79	141	15	37	58	105	31	188	204	11	130	86	164	45

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	77	140	15	37	57	105	30	186	128	87	165	45	205	10	225
	Neither satisfied or dissatisfied	1	1			1		1	2	1			1			
	Fairly dissatisfied															
	Very dissatisfied															
In regard to the initial contact to arrange the appointment those who expressed they were:	Satisfied	67	120	14	32	53	85	28	161	109	80	150	34	175	10	200
	Neither satisfied or dissatisfied	3	2	1	1	1	1		5	2	1		3	4		
	Fairly dissatisfied															
	Very dissatisfied		1			1		1		1			1	2		



West Yorkshire
Fire & Rescue Service

School Safety Talk Visits Feedback Survey Report 2024/25



Ownership: Corporate Services

Date Issued: 16/09/2025

Making West Yorkshire Safer
www.westyorkshire.gov.uk

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1. Introduction

In 2024/25, a review of the Year 5/6 school talk was undertaken in response to crew feedback. A revised version was trialled at the end of the school year with crews and the feedback was overwhelmingly positive.

2. Background

Building on this success, the updated school talk has now been formally launched. The session has been streamlined for improved delivery, with enhanced slides to support key discussion points and ensure clearer communication of safety messages.

Alongside this, new Water Safety and Road Safety packages have been introduced for upper Key Stage 2 and lower Key Stage 3, designed to reinforce key messages in target areas.

Partnership work with SDAH has also been established to strengthen follow-up with schools. This approach encourages schools to inform parents/carers when their child has attended a session, prompting discussion at home and directing families to our website for further resources.

3. Feedback

To aid evaluation, the feedback form has been redesigned and is now embedded in all school resource packs, with an accessible link positioned at the end of each package to encourage greater response rates.

While response levels remain limited, the responses provided highlight that the sessions continue to be very well received. We anticipate that recent changes will support greater visibility, engagement and participation in future.

The data below was taken from the 13 responses that have been received.

- Respondents stated that the visit length varied between 30 minutes to 1 hour and 45 minutes.
- 100% of respondents said the firefighters were knowledgeable, engaging, and courteous.
- 92% of respondents said the activities were well received by the children.
- 77% of respondents reported that the children were interested in the subjects and had learnt from the visit.
- 5 of the 13 said the materials provided on the WYFRS website were a useful resource to add to existing lesson plans and that they are age appropriate.
- 1 of the 5 respondents said they did have to amend the resources provided to fit their needs.
- 92% of respondents said they would recommend to other schools booking in a fire service visit, and 12 of the 13 would like to book a visit for the next academic year.

4. Overall Service

Taking everything into account, 11 of the 13 respondents said they were satisfied with the visit, with 10 stating they were very satisfied. Two were neither satisfied nor dissatisfied.

OFFICIAL

Agenda item: 08

Spotlight On Reports

Community Safety Committee

Date: 3 October 2025

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, Area Manager Service Delivery
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 gender, 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 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. People and Diversity Implications

- 5.1 There are no people and diversity implications resulting from this report.

6. Equality Impact Assessment

- 6.1 Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? No

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. Risk Management Implications

- 9.1 There are no Risk Management Implications arising from this report

10. Duty to Collaborate Implications (Police and Crime Act 2017)

- 10.1 None

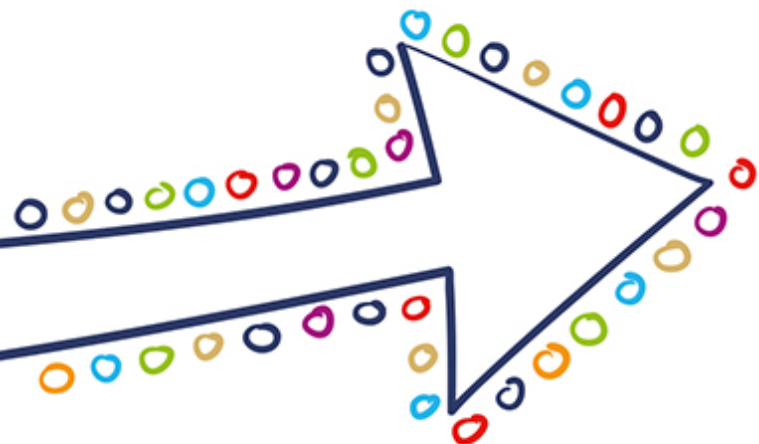
11. Your Fire and Rescue Service Priorities

- 11.1 This report links with the Community Risk Management Plan 2025-28 strategic priorities below:

- Provide a safe, effective and resilient response to local and national emergencies.
- Focus our activities on reducing risk and vulnerability.
- Enhance the health, safety, and well-being of our people.
- Prioritise a people first mindset through ethical and professional leadership and management
- Work with partners and communities to deliver our services.
- Use resources in an innovative, sustainable, and efficient manner to maximise value for money.
- Further develop a culture of excellence, equality, learning, and inclusion.

12. Conclusions

- 12.1 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...

Safer Summer Scheme 2025



A true example of partnership in action, West Yorkshire Police (WYP) and West Yorkshire Fire and Rescue Service joined forces to help build safer futures for young people across



Bradford. Recognising the challenges faced by vulnerable families

and the need for early intervention, both services identified an opportunity to collaborate and deliver a comprehensive programme that would engage, educate and empower youth during the summer holidays.



What was the need, how was it identified?

WYP, through their work with the community, identified a pattern: the summer months often bring increased risk of anti-social behaviour among young people, particularly those from higher-risk households. By teaming up with West Yorkshire Fire and Rescue Service's dedicated youth intervention team and

operational crews, they set out to address these challenges head-on.



What did we do?

The resulting Safer Summer Scheme has been a fantastic example of joint working and community spirit. Delivered across multiple fire stations across Bradford, the programme welcomed young people aged 13–17 from all corners of the district. Each session was thoughtfully co-planned and staffed by personnel from both services,

ensuring expertise and support at every stage.

The scheme combined hands-on learning with vital life skills, offering interactive workshops and practical experiences in areas such as:

- Home fire safety
- Water safety
- Anti-social behaviour awareness
- Knife crime prevention
- Cyber crime and online safety
- Drugs and vaping education

Activities ranged from water flume demonstrations and line rescues to car brake reaction machines and hose handling, making the learning both engaging and exciting. Fire crews worked side-by-side with the youth intervention team, bringing real-world expertise and fostering strong, positive relationships with participants.



educational scheme it would make young people think twice about engaging in that sort of behaviour.” Each group finished with a certificate ceremony attended by proud parents and carers, reinforcing positive achievement and community pride.

By uniting West Yorkshire Police and Fire Service—alongside their youth intervention teams and operational crews—Bradford District is showing that when services work together, the results are powerful, lasting, and truly worth celebrating.

➡ What difference did we make?

Thirty young people have taken part so far, each leaving with practical knowledge, new friendships, and a deeper trust in their local emergency services. The partnership has not only delivered education—it has inspired and empowered. As Charlotte Simpson, Youth Intervention Coordinator, observed, “Getting hands-on experience and practical sessions really highlights the work the fire service does and builds their relationships with the emergency services for safer futures.”

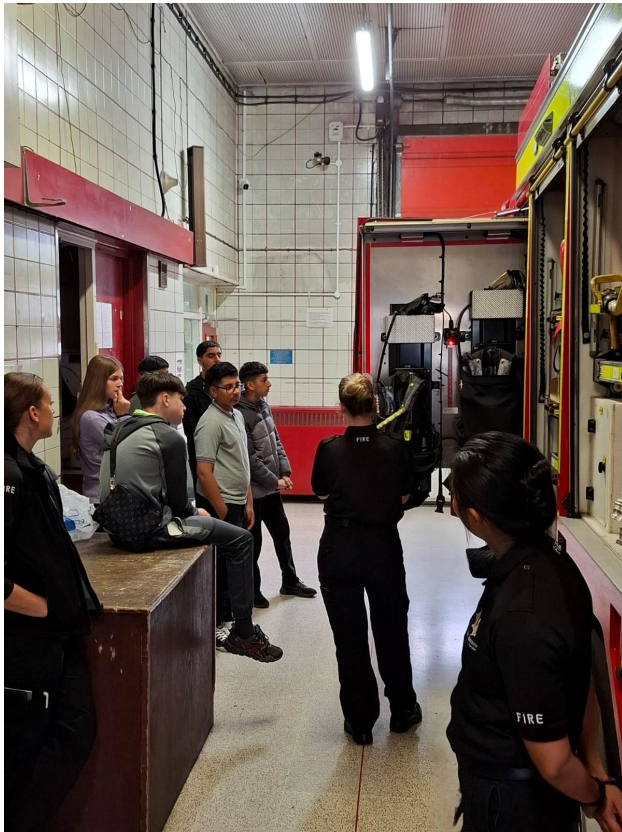
The programme’s focus on early action and joint delivery has been key to its success. PCSO Becky Nolan summed up the spirit of the scheme: “We hope through this fun but



➡ What are the keys to our success?

The Safer Summer Scheme stands as a model for how partnership working can transform lives and strengthen communities.





What are we doing next?

The Safer Summer Scheme is a seasonal programme focused on youth engagement and community safety. The programme will be reviewed and aims to expand opportunities throughout the Bradford District during future holiday periods.



Contact



Name: District Commander Benjy Bush



Telephone: 01274 682311

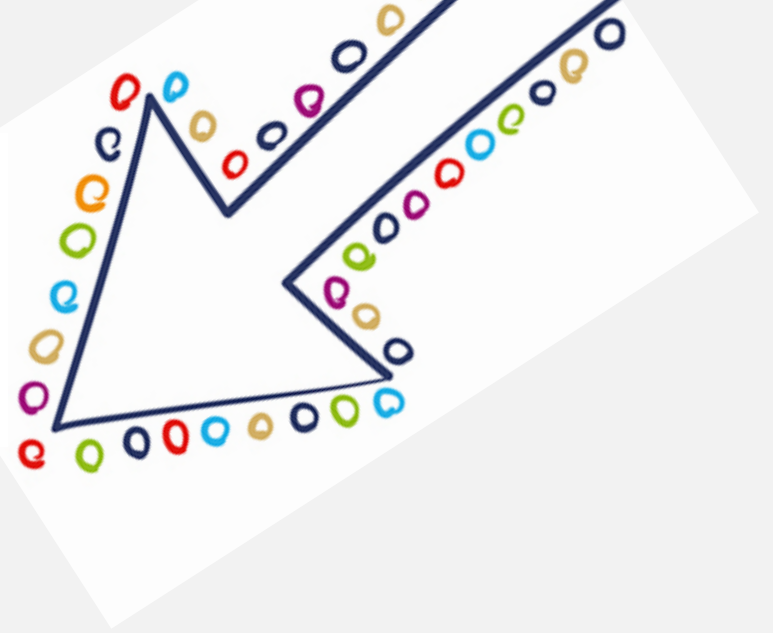


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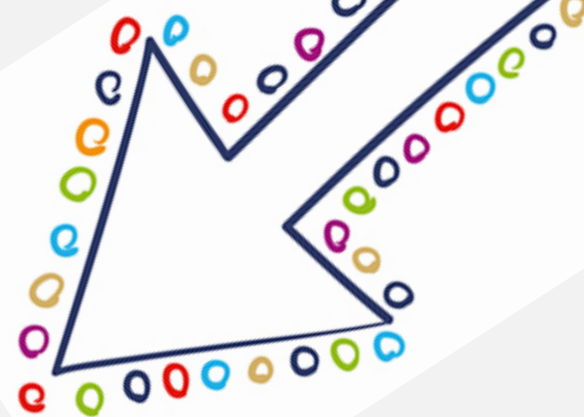
Benjy.Bush@westyorkfire.gov.uk



Spotlight on...



Spotlight on...



Calderdale District - Community Game Changer Event

What was the need, how was it identified?

West Yorkshire Fire & Rescue Service (WYFRS) ambition is 'Making West Yorkshire Safer' and one of the ways we do this is by engaging with members of our community and working with partners to discourage Anti-social Behaviour (ASB).

In advance of a large housing development in the Ovenden area which would result in increased population in that area, Illingworth Blue Watch identified an opportunity to engage with the local community to encourage and inspire young people and promote positive community cohesion.

What did we do?

Crew Commander (CC) Ben Goddard organised a Community Game Changer Event at St Malachy's Primary School. CC Goddard brought together partners from across the District, including, WYFRS Youth Interventions, West Yorkshire Police, Calderdale Council, North Halifax Partnership, and housing developer Keepmoat to highlight local sports clubs, youth groups and other activities.

There were coaches and mentors from local football, rugby, boxing, and other clubs to help people get involved and sign up.

Other attractions included a mobile caving unit, forestry skills, and face painting.

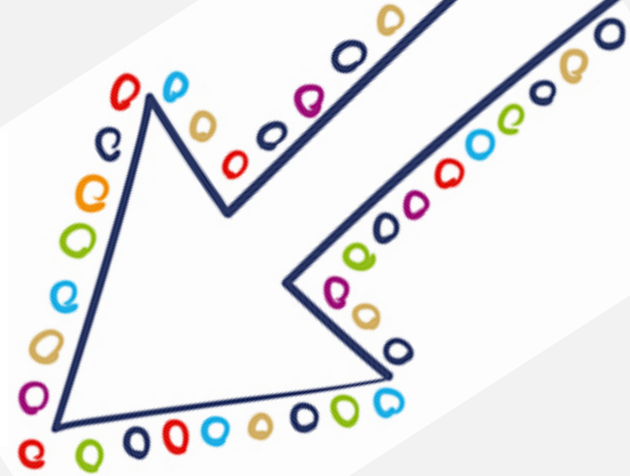
Illingworth is the lead Road Safety Station in the District; therefore, it was an

opportunity to highlight their new Car Break Reaction Test equipment.

Recently acquired in Calderdale District, the test is used to promote safe driving practices via interactive workshops and demonstrations by educating and engaging young drivers about the importance of road safety, emphasising the Fatal 5.

As one of the District's two Water Rescue Specialist stations, Rastrick also took the opportunity to promote water safety to young people by highlighting the Water Flume (see image below)

Spotlight on...



The flume is also an interactive tool that is used to recreate river conditions and highlight hydrological features that pose a risk to people of all ages.

➡ What difference did we make?

The event contributed to steering young people away from ASB and highlighting the fantastic opportunities they have in their community.

Participating in more meaningful activities, acquiring new skills, and developing positive role models, the event can be catalyst for change in the lives of young people.

The event also gave WYFRS crews the opportunity to have a long-term impact in reducing road and water related incidents.

Illingworth contributed towards Vision Zero, WYCA's goal of there being no one killed or seriously injured on West Yorkshire's roads by 2040.

Rastrick contributed to the NFCC's nationwide water safety messaging of 'Call 999', 'Cold water Kills', and 'Call Tell Throw'.

➡ What are the keys to our success?

The keys to the event's success were twofold.

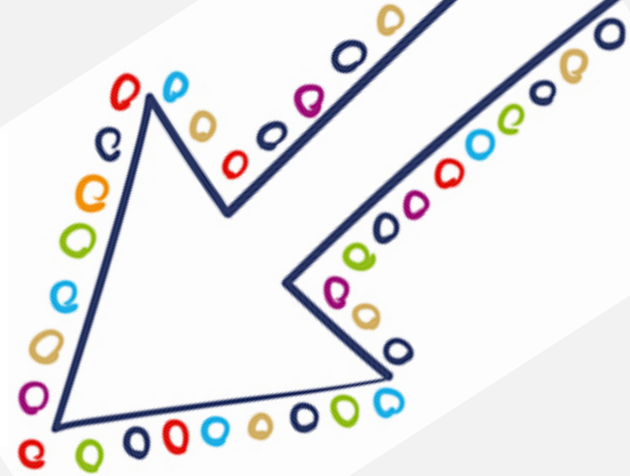
First, Illingworth understanding the risk in their local area, being proactive, and identifying an increase in ASB, in advance of the housing development, which will take up to three years to complete.

Secondly, by collaborating successfully with partners, they were able to bring together key stakeholders in the community. This ensured that the correct people, groups, and subject matter experts were consulted, and their experience utilised effectively.

This was the first time CC Goddard had organised an event like this, or on this scale. He did an excellent job getting it off the ground and making it a success.



Spotlight on...



➡ What are we doing next?

Thanks to the collaboration with partners and stakeholders, Illingworth have established great working relationships with local groups, especially the housing developer that they can take forward and continue to build on whilst the development is in progress.

By working together and identifying any ASB that leads to fire service attendance, they can target the appropriate interventions and ensure that WYFRS contributes to reducing our foreseeable risks.

All stations across the District and WYFRS will use Risk Reduction Logs (RRL) and a data-driven approach to capture incidents and address safety concerns.

The collaborative RRL ensures professionals can access the property or location history, enabling crews to follow up and contact relevant partners if needed.

The collaborative approach will help in promptly addressing any concerns and ensuring the safety and well-being of members of our community.

➡ Contact



Name GM Andy Rose



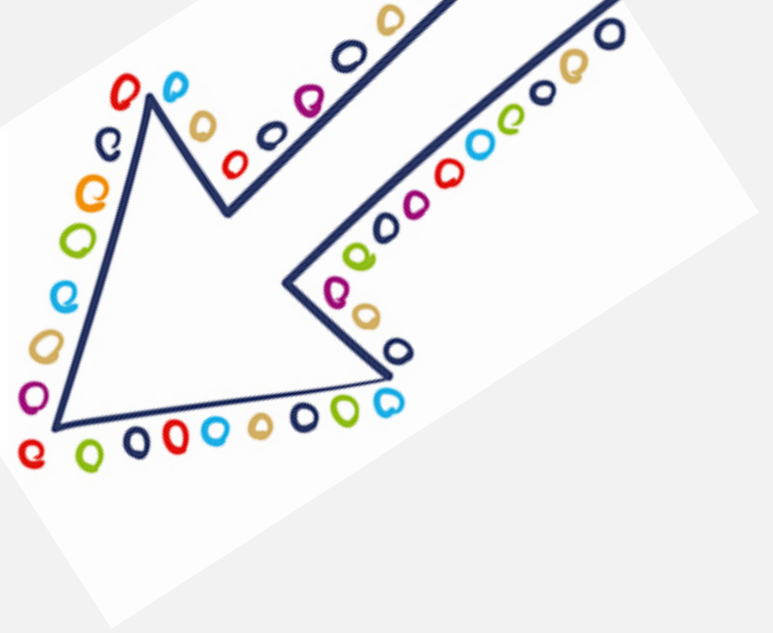
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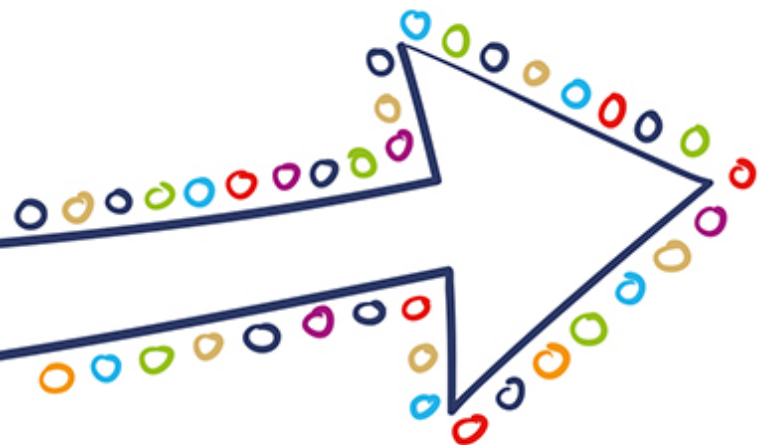


andy.rose@westyorksfire.gov.uk



Spotlight on...





Spotlight on...

Partnership Working in Dalton



What was the need, how was it identified?

Following an increase in secondary fires at Kilner Bank, Dalton, Huddersfield. There have been problems with fly tipping and small fires in the woods on this site for a long time.

The access road to Dalton Bank is severely overgrown, significantly restricting the ability to safely and efficiently respond to incidents in the area. Fire appliances were having difficulties accessing the area due to locked barriers and overgrown vegetation.

The recent weather conditions have led to an increase in incidents, and without urgent improvements to accessibility, the risk of

multiple pump deployments at the location had the potential to increase.

Following discussions Huddersfield blue watch contacted the local NPT team to increase patrols in the area, ensuring a stronger presence in the community. Kirklees District reached out to the local council and partners to ensure a coordinated and effective resolution to the situation.

The matter was raised at the Huddersfield COG meeting and keys were provided to local crews and a date organised for clearing access to the area. This resulted in Huddersfield blue watch attending the local hotspot to carry out proactive maintenance with local volunteers on the access road cutting back the growth to improve appliance access. The crews



integrated community engagement while enhancing operational efficiency for future incidents



➡ What difference did we make?

“

Rubbish fires have a negative effect on the local community and can often be linked to other anti-social behaviour in the area. More than a third of the rubbish fires attended are either started deliberately or the cause of the fire is unknown.

”

ADC Christopher Bell

➡ What are the keys to our success?

The key to the success was utilising the crews to embark on improving collaborative working and ensuring we maintain good relationships with our partners within the district.

Communication was pivotal in ensuring partners were clear on the objectives. The need for co - operation between the different agencies and working together highlighted the great partnerships we have within Kirklees.

➡ What are we doing next?

We will be doing some evaluation work with the station and partners to measure impact and further opportunities.

This will be reviewed to look at other areas within the district to see if this collaborative work can be replicated in other areas.

➡ Contact



Name Dale Gardiner



Telephone 07557006166



Email address
Dale.gardiner@westyorksfire.gov.uk



Spotlight on...



Killingbeck Red Watch– RTC School Events & Summer Camp Leeds District



What was the need, how was it identified?

Based on statistics, there has been an increase in RTCs in the Leeds District from 2021-2024 over the previous three years. The most 'at risk' category for being involved in RTCs were the age group 17-29. 23% of fatalities and 29% of casualties were aged 17 to 29 years old. Initiative created to reach young drivers. It was our vision to create the most realistic scenario for the students to witness.

Manjinder Uppal and Rhiannon Wraith, our Positive Action Officers, designed the Summer Camp programme to reach

out to girls from ethnic minority backgrounds that may not have thought about a career in the fire service. The summer camp was designed to be challenging but rewarding with an emphasis on creating new connections with our community and teaching the girls a variety of new skills whilst building confidence.



What did we do?

School Events - We organised student participation in an RTC demonstration featuring 6 live (student) casualties.

Each one given different injuries, made more realistic with fake wounds and blood. HART then arrived to assist the Fire Service and performed medical procedures in front of the crowds to give them a realistic feel to the incident. Attendance from the Police, HART, Vision Zero, BRAKE and the Red Cross helped us broaden the information given to the students to gain more interest. The Fire service showcased a Water Rescue station, using the water flume, a Lithium-Ion Battery stall, with real life examples and videos and a very interactive Brake Reaction test.



Summer Camp – Sessions were designed to build confidence in the participants, allowing them to push themselves in certain areas and teach them they are capable doing many things. Each session offered something different which built on previous knowledge and experience, culminating in a final session which allowed the participants to put everything they had learned together.



➡ **What difference did we make?**

We delivered to approx. 1900 students.
Quotes from the schools and participants.

On behalf of the school, I would like to extend our sincere thanks to you and all the service personnel involved in our recent Emergency Services Day. The event was a tremendous success, and that is down to the professionalism, expertise, and enthusiasm of everyone involved.

Both students and staff were thoroughly engaged in the activities delivered throughout the day—it was truly impressive. The RTC demonstration was particularly impactful and left a strong impression on everyone who witnessed it. We are confident that the lessons learned, and the experiences shared will have a lasting effect on our students. Please pass on our heartfelt thanks to all your colleagues who contributed to making the event so memorable. We greatly value your partnership and look forward to working with you again in the future.



“The individual stations were very interactive and engaging for all year groups. The staff were extremely well informed and keen to answer questions.”

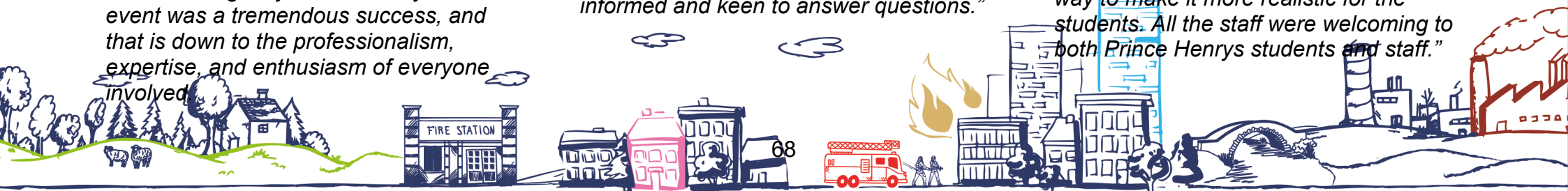
“I think all the different stations went very well. The students as well as I found them interesting and thought provoking.”



“Engagement of providers - they really knew how to talk to students and get them interested.”

“Memorable, impactful, and really engaging for the students I have spoken to.”

“A brilliant exposure for teens who may now think twice once behind a wheel. The RTC demo was clear and engaging; using peers was an excellent way to make it more realistic for the students. All the staff were welcoming to both Prince Henrys students and staff.”





➡ What are we doing next?

The idea is to use these events as templates to pass out to other stations and high schools in the brigade. Visiting a school every two years will give us the opportunity to capture those who have just started driving or are about to. It is a great opportunity to build relationships with young people and the community and talk about other safety messages such as water and battery safety.



➡ What are the keys to our success?

These events require a lot of planning, with multiple moving parts. Having good relationships with the schools really helped overcome these challenges. Working in partnership with Red Cross, Vision Zero and YAS made the day much more informative. The Fire Service staff involved all put in a lot of effort, enthusiasm and energy. These events allowed WYFRS to raise awareness of all careers available within the fire service, not just firefighting.

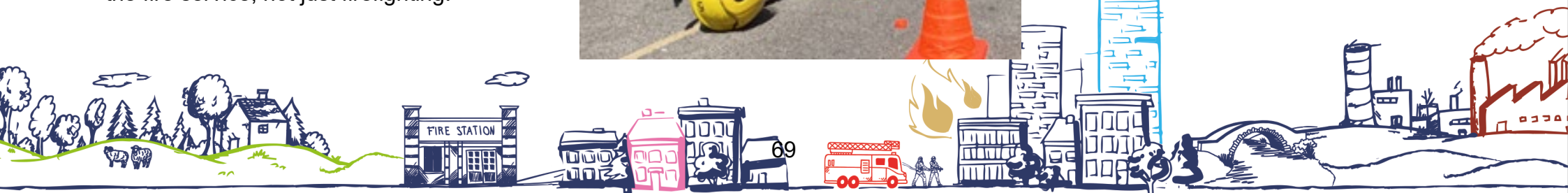


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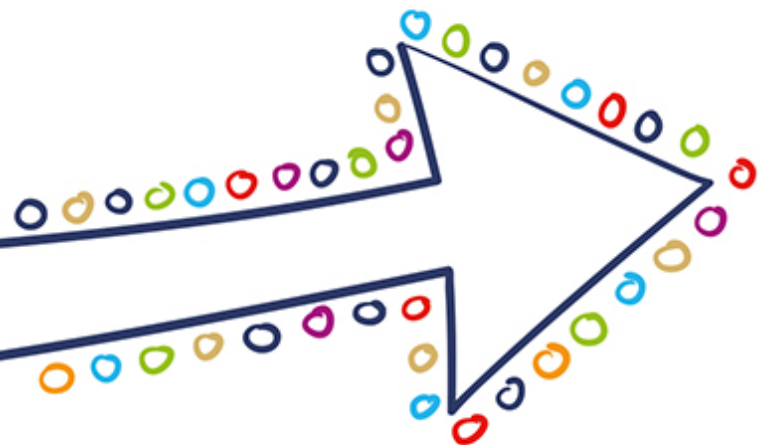
 Lee Miller

 075552283472

 Lee.Miller@westyorksfire.gov.uk







Spotlight on...

Wakefield

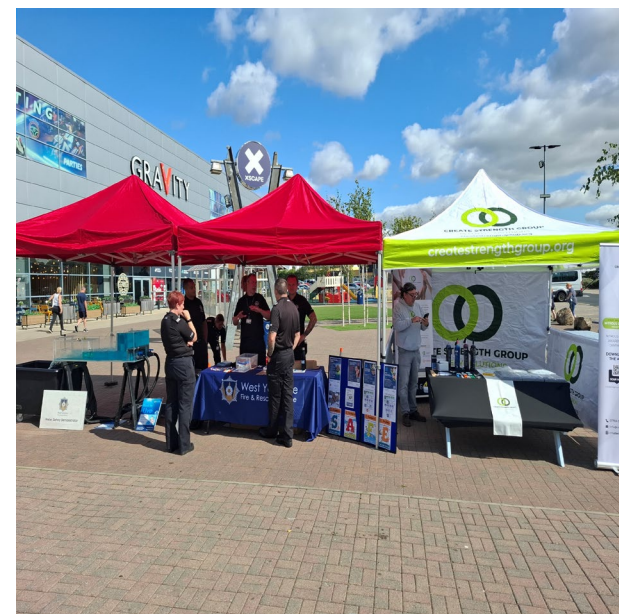


Wakefield District – working within the community to improve safety.....



➡ What was the need, how was it identified?

Working with local partners we continued the Vision Zero Campaign for West Yorkshire Combined Authority on our commitment to reducing the number of people killed and seriously injured (KSI) on our roads by 50% by 2030, and to zero by 2040.



➡ What did we do?

Working in conjunction with Xscape at Castleford we delivered four awareness and education sessions over the summer break. The event attracted people from

across the region due to the location of the venue and its high footfall. Crews carried out various activities from RTC demonstrations, Free Tyre safe checks, Free Car seat checks. Yorkshire Ambulance also attended carrying out CPR training. West Yorkshire Police came and gave road safety advice showing people around their Police vehicles.



A local charity called Create Strength Group, who help deliver addiction recovery advice came and gave advice on substance addiction and the dangers associated with the misuse of drugs.



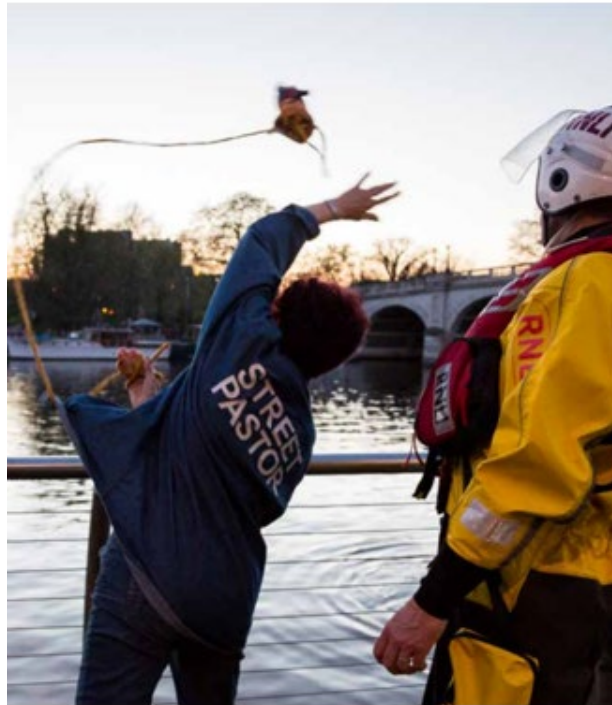


Our West Yorkshire Combined Authority Vision Zero member Pheobe Pitcher kindly volunteered to be a live casualty for the RTC demo.



What was the need, how was it identified?

We have continued our water awareness training delivering multi sessions to various bank side businesses across the district. All the venues received a certificate of attendance and a throwline to act as a first responder in the event of an emergency.



 **Safer Roads**
West Yorkshire



➡ What did we do?

Wakefield Prevention are actively engaged on several community projects, the most notable of these at the present time, being the collaboration with both statutory and third sector partners in the Project - **“Building Healthy and Sustainable Communities”**

The project sees a multi-agency approach to reduce health inequalities; improve access to services; and build sustainable solutions for the future within some of the most deprived areas within Wakefield District.

Government funding has been obtained to support the partners to empower local communities to connect and co-produce initiatives which will ultimately improve the quality of life of its residents and reduce service calls to those areas which are presenting with disadvantage.

This is a 3-year project and WYFRS within Wakefield District have a key role on the core groups that are making shared decisions for positive outcomes future forward.

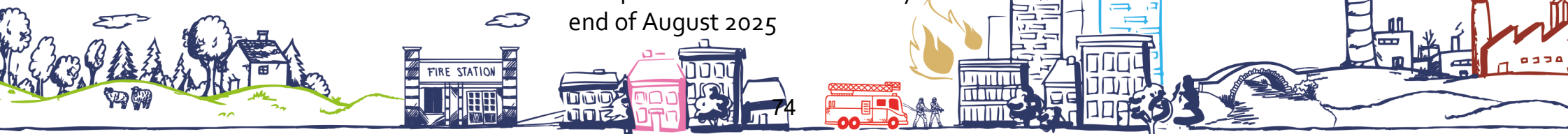
Community Engagement is at the heart of what we do within the district, and the latter days of Summer 2025 have seen our attendance at several Fun Days and Family Events which bring the community we serve together.



The district welcomed our 2 new Fire Prevention Officers – Ben Morris and Grace McConchie who clearly entered the spirit at the Crofton Fun Day at the end of August 2025

➡ What did we do?

Crews attended the Armed Forces Day at Pontefract Racecourse, this event is supported by various crews and teams across our district delivering key education on Road Safety, Water Safety and prevention activities. Over the course of the day, thousands of people from across the district and wider County engaged with teams observing various demonstrations including exposure to cold water shock and how to survive these incidents.





We will be showcasing our response vehicles; water rescue units; search dogs and prevention displays



Contact



Name DC Paul Daly



Telephone 07552283496



paul.daly@westyorksfire.gov.uk



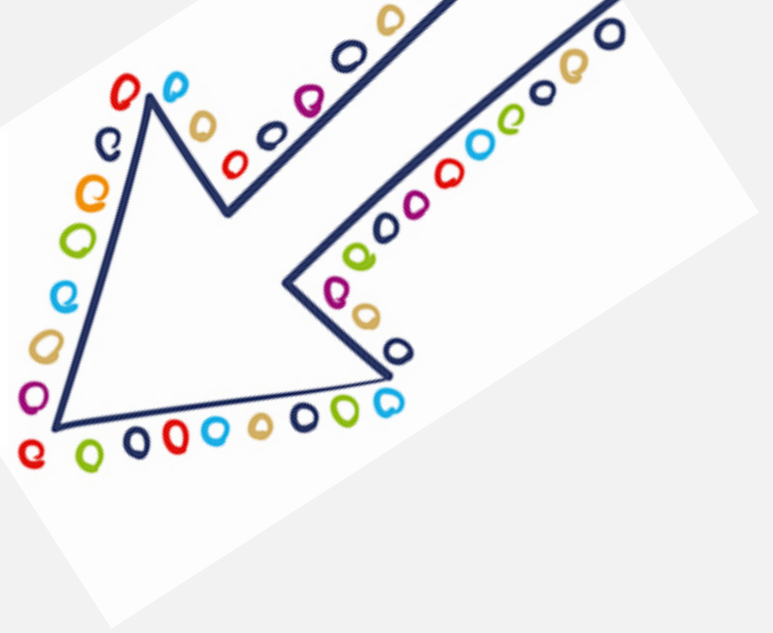
What are we doing next?

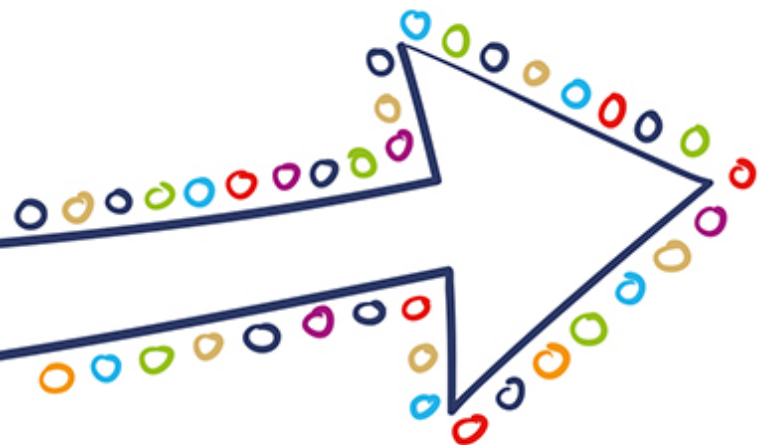
We have lots planned over the next few months, some of the highlights are:

- Emergency Services Day on 6th and 7th of September @ the National Coal Mining Museum.



Spotlight on...





Spotlight on...

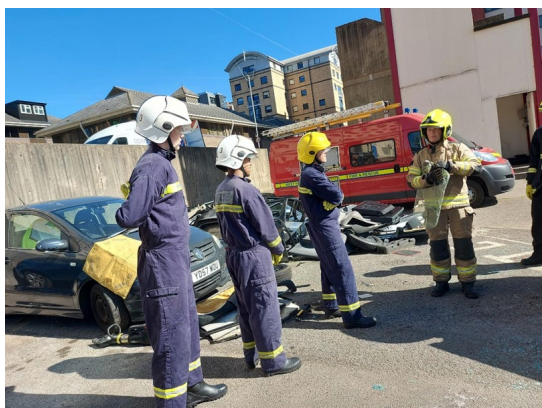
Drive4Life



What was the need, how was it identified?

There is data to show that 16-25year olds are the age group that we see involved in RTC incidents that often result in serious injury and fatalities. These incidents include new drivers and their passengers.

Working with WYFRS Community Risk Reduction Group & West Yorkshire Safer Roads, it was agreed that there is a need for some form of input with new drivers to address over confidence and under experience through education that encourages young people to adopt safer driving behaviours in the future.



What did we do?

In September 2024, the Youth Interventions Team secured funding through West Yorkshire Safer Roads WYSR to deliver interactive educational programmes to new and prospective drivers and young people already engaging in, or on the periphery of, dangerous road behaviours in cars and on power 2 wheels.

The aim of these programmes was to influence the future behaviours of young people who are less likely to engage with



mass education and safety campaigns, therefore creating safer roads and contributing to Vision Zero 2040 to reduce the number of incidents, casualties and fatalities involving young people on the roads of West Yorkshire.

Over this last year, the Youth Interventions Team have developed and delivered a new programme called Drive4Life. This 3-day programme, specifically aimed at new and young drivers and their passengers, blends theory around the Fatal 5 and practical activities that put these into action. The aim of the programme is that Young People have the information they need to adopt safer driving behaviours in the future.

The programme was originally designed so that a Trainer can deliver days 1 and 3 at the partner's own site. Day 1 would explore the current behaviours of new drivers and their passengers whilst educating the young people on the Fatal Five and other factors that contribute to an RTC. Day 2, delivered on an operational fire station with the support of an operational instructor, would provide practical activities that explore the aftermath of an RTC.

Day 3 would then explore the behaviours that can be adopted in the future.

The young people who have accessed the programme so far attend Leeds City College, the Kings Trust Team programme and Huddersfield Town Youth Academy.

➡ What difference did we make?

Feedback from young people and partners following sessions all suggest that young people's behaviours and perceptions have been positively changed through the sessions delivered. Although we are still in the early stages of delivery of the programme, the team are currently in the process of collating pre and post programme responses, which so far are showing an increase in knowledge around safer road use from a driver, passenger and pedestrian perspective.

➡ What are the keys to our success?

The Youth Interventions Team are a dedicated team of specialist youth trainers who can respond to the specific needs of young people and deliver sessions that are meaningful and beneficial to the safety of young people in the future. Also having a team of operational instructors also enables us to deliver high quality sessions on station

and support young people to deliver a positive relationship with their local crews.

➡ What are we doing next?

We have experienced some challenges due to the 3-day structure of the programme. The 3-day time commitment has been problematic for some of our intended partners which include sixth forms, colleges and sports academies as they were reluctant to release students from their learning or training for a 3-day block due to exams and timetabling. However, the team have not let that deter them and where possible we have tried to work around this modifying and adapting the sessions to meet individual partner needs.

Therefore, the Youth Interventions Team are going to continue to source and work with partners to deliver the programmes that we still have available, as we have been fortunate to have the funding for this programme rolled over.

The team are looking at how the programme can be condensed to meet partner needs and retain the valuable messages we need the young people to have.

The team are also updating and adding to the resources and activities to sessions and have had the opportunity to work with Kwik Fit, who came to one of the station days and provided some useful tips and information about car and tyre safety.

➡ Contact



Claire Wright or Charlotte Simpson



07747011916 or 07760992115



Youth.interventions@westyorksfire.gov.uk

