



West Yorkshire  
Fire & Rescue Service

# Performance Management and Activity Report 2020/21

Period covered: 1 April 2020 – 31 March 2021  
Date Issued: 24 June 2021



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### 1. Introduction/Summary

The purpose of this report is to provide information regarding the performance of West Yorkshire Fire and Rescue Service against selected national and local targets to enable the Authority to measure, monitor and evaluate performance.

In this report, monthly statistics have been utilised to identify trends in performance. Information regarding a selection of local performance targets has also been provided in this report and comparisons have been made with the previous year's performance.

All data, unless specified, is for the reporting period 1 April 2020 – 31 March 2021.

A traffic light system has been employed to provide a straightforward visual indicator of performance against each of the FRS indicators.

Graphical representation of the performance of West Yorkshire Fire and Rescue Service is available through the Performance Management Information System (PMIS), which is accessed via the Service's intranet site.

## 2. Service Delivery Targets

	Not achieving target (by more than 10%)
	Satisfactory performance (within 10% of target)
	Achieving or exceeding target

This data is based on incident reports that have been completed and/or checked but will not include data from incident reports which have not been completed or have been opened for amendment.

	Three Year Average Target (2017/20)	Quarter 1 (Apr-Jun)		Quarter 2 (Jul-Sep)		Quarter 3 (Oct-Dec)		Quarter 4 (Jan-Mar)		Actual Data to date		Performance Against Three Year Average (2020/21)	End of Year (2020/21)
		2019/20	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21		
Arson	6641	1845	1802	1538	1475	1075	1213	1017	1157	5475	5647	-15.0%	5647
Actual Rescues	862	241	174	285	237	299	244	275	225	1100	880	2.0%	880
Total Activity	23987	6131	6743	6475	6303	5565	5558	5189	5126	23360	23730	-1.1%	23730
Dwelling Fires	1139	270	286	283	223	304	270	280	287	1137	1066	-6.4%	1066
Non-Domestic Building Fires	409	108	73	128	94	96	64	93	65	425	296	-27.6%	296
Prevalence of False Alarms	10439	2384	2842	2972	3031	2772	2669	2349	2265	10477	10807	3.5%	10807
Fire-Related Injuries	191	47	47	47	33	28	27	52	46	174	153	-20.0%	153
Road Traffic Collisions	629	168	75	184	113	178	137	143	110	673	435	-30.8%	435
Malicious False Alarms	348	73	55	78	75	82	83	82	61	315	274	-21.3%	274

## Service Delivery Indicators

Description	Quarter 1 (Apr-Jun)		Quarter 2 (Jul-Sep)		Quarter 3 (Oct-Dec)		Quarter 4 (Jan-Mar)		Cumulative	
	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
Accidental Dwelling Fires (per 10,000 dwellings)	2.33	2.54	2.32	1.91	2.70	2.26	2.48	2.45	9.83	9.16
Number of deaths arising from accidental fires in dwellings (per 100,000 population)	0.04	0.09	0.09	0.00	0.00	0.13	0.04	0.04	0.39	0.26
Number of Fire-Related Deaths (per 100,000 population) arising from fires other than Accidental Dwelling Fires	0.13	0.04	0.04	0.04	0.00	0.04	0.00	0.09	0.22	0.22
Number of Injuries arising from accidental fires in dwellings (per 100,000 population)	1.30	1.39	1.13	0.65	0.95	0.74	1.60	1.04	4.98	3.81
(a) Number of Serious Injuries (per 100,000 population)	0.04	0.26	0.04	0.09	0.13	0.04	0.13	0.17	0.35	0.56
(b) Number of Slight Injuries (per 100,000 population)	1.26	1.13	1.08	0.56	0.82	0.69	1.47	0.87	4.64	3.25
The percentage of dwelling fires attended where there was a working smoke alarm which activated	52.22%	56.99%	57.95%	54.26%	56.25%	56.67%	54.64%	56.10%	55.32%	56.10%
The percentage of dwelling fires attended where a working smoke alarm was correctly fitted but did not activate	16.30%	17.48%	20.49%	19.73%	18.09%	19.26%	21.07%	16.38%	19.00%	18.11%
The percentage of dwelling fires attended where a smoke alarm, because it was faulty or incorrectly sited, did not activate	5.19%	3.50%	4.59%	6.28%	5.59%	4.44%	4.29%	4.18%	4.93%	4.50%
The percentage of dwelling fires attended where no smoke alarm was fitted	26.30%	22.03%	16.96%	19.73%	20.07%	19.63%	20.00%	23.34%	20.76%	21.29%
Number of calls to malicious false alarms (per 1000 population) – attended	0.03	0.02	0.03	0.03	0.04	0.04	0.04	0.03	0.14	0.12
False alarms caused by automatic fire detection equipment (per 1000 non-domestic properties)	8.10	8.14	11.03	10.53	9.79	9.66	7.95	8.29	36.86	36.62

False alarms caused by automatic fire detection equipment (per 1000 domestic properties)	<b>0.92</b>	<b>1.00</b>	<b>1.18</b>	<b>1.22</b>	<b>1.17</b>	<b>1.03</b>	<b>0.90</b>	<b>0.86</b>	<b>4.17</b>	<b>4.11</b>
Fires in non-domestic premises (per 1000 non-domestic premises)	<b>1.28</b>	<b>0.87</b>	<b>1.52</b>	<b>1.11</b>	<b>1.14</b>	<b>0.76</b>	<b>1.10</b>	<b>0.77</b>	<b>5.04</b>	<b>3.51</b>
Number of Primary Fires (per 100,000 population)	<b>35.20</b>	<b>33.68</b>	<b>35.98</b>	<b>32.99</b>	<b>32.68</b>	<b>30.73</b>	<b>29.13</b>	<b>29.13</b>	<b>132.99</b>	<b>126.53</b>
Number of Fire Casualties – excluding Precautionary Checks (per 100,000 population)	<b>1.86</b>	<b>1.91</b>	<b>1.91</b>	<b>1.39</b>	<b>1.17</b>	<b>1.00</b>	<b>1.99</b>	<b>1.86</b>	<b>6.94</b>	<b>6.16</b>
Arson Incidents – All Deliberate Fires (per 10,000 population)	<b>8.00</b>	<b>7.81</b>	<b>6.67</b>	<b>6.40</b>	<b>4.66</b>	<b>5.25</b>	<b>4.41</b>	<b>5.02</b>	<b>23.73</b>	<b>24.48</b>
Arson Incidents – Deliberate Primary Fires (per 10,000 population)	<b>1.49</b>	<b>1.19</b>	<b>1.55</b>	<b>1.39</b>	<b>1.38</b>	<b>1.41</b>	<b>1.13</b>	<b>1.10</b>	<b>5.55</b>	<b>5.09</b>
Arson Incidents – Deliberate Secondary Fires (per 10,000 population)	<b>6.51</b>	<b>6.62</b>	<b>5.11</b>	<b>5.01</b>	<b>3.28</b>	<b>3.84</b>	<b>3.28</b>	<b>3.92</b>	<b>18.18</b>	<b>19.39</b>

### 3. Operational Risk Visits (including Fire Safety)

Below is a summary of operational risk visits (ORV) undertaken in the financial year 2020-21. The visits were generated from operational liaison referrals, post fire visits and what crews identified as perceived risks within their station area.

The Operational Risk Visits (ORVs) are allocated to each District which are then allocated to stations/watches. Due to the restrictions put in place to mitigate the risk from Covid 19, operational staff have undertaken 63% fewer visits compared with 2019-20. A recovery plan linked to the government roadmap has been produced. This will see operational staff visiting high and very high-risk premises from May 2021 and returning to a more normal visits programme from June 2021.

The ORMT centrally auditing 100 percent of all ORVs has been successful at standardising the risk information captured on the operational risk visit.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Completed	51	42	66	60	27	24	43	22	21	13	21	25	415

NB. Operational staff are supporting the delivery of the Building Risk Review Programme concentrating on high rise residential buildings, additionally we are undertaking waking-watch visits on a monthly basis.

## 4. Safe and Well Checks

The Safe and Well programme is the flagship prevention activity within WYFRS. We target vulnerability through a simple risk rating process and then visit people in their homes to offer information, advice and safety equipment. The risk rating process is to ensure that we are providing our resources to those who need it most. The ability to risk filter online and over the telephone has improved with a simple risk filtering survey that results in the requester being informed if they qualify for a home visit.

People who are assessed as being very low and low risk will not be offered a home visit, but they will have the opportunity to access advice and information on home fire safety through our website or posted leaflets.

We may also signpost people or refer them on for additional support from other agencies. People can be referred to WYFRS from partner organisations, self-refer or we can identify the need for a Safe and Well Check during operational incidents. For those who qualify for a Safe and Well Check, a visit will be arranged at a mutually convenient time and this involves an assessment of fire risk within the property with appropriate advice and safety equipment delivered at the point of the visit. It also covers a broader assessment of vulnerability against a number of other elements, including:

- Frailty and falls
- Social Isolation
- Winter Cold
- Crime
- Smoking.

When someone is identified as being vulnerable to any of the factors above, our teams deliver basic education and advice with the option of signposting or referring people to specialist support services across the districts.

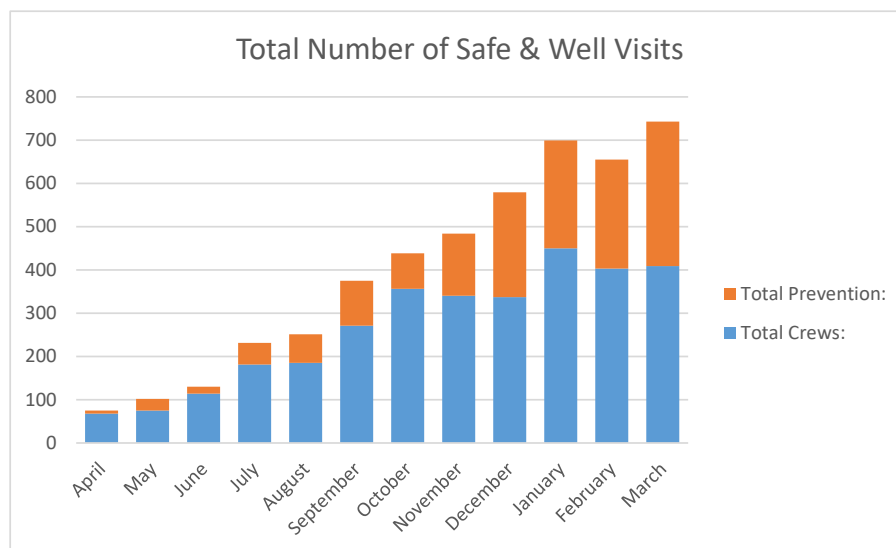
## Performance

Due to the restrictions put in place to mitigate the risk from Covid 19, operational staff and prevention teams have undertaken 60% fewer visits compared with the same period in 2019 / 20. The Safe and Well visits undertaken during the Covid Pandemic have been targeted at the most vulnerable people in our communities following a robust risk assessment.

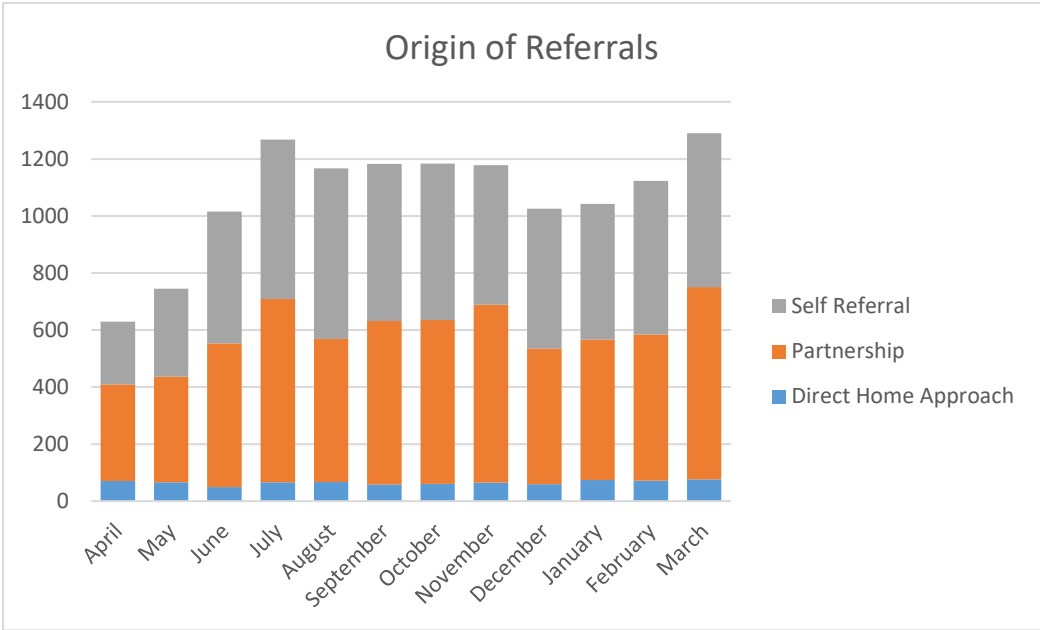
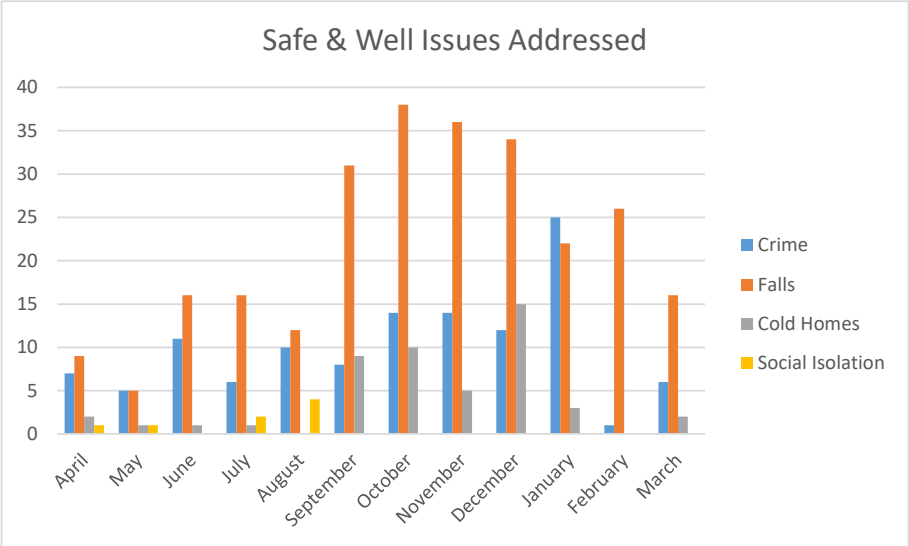
Lower risk members of the community have continued to receive a service which has been provided through telephone consultations.

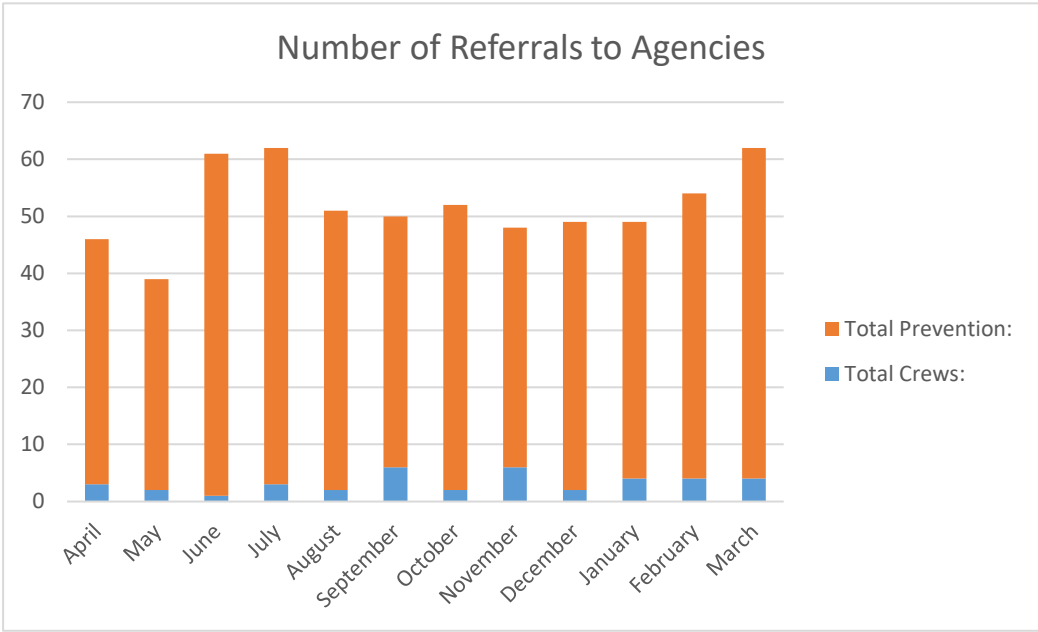
From 1st December 2020 the District Prevention Teams started delivering our full range of interventions. All staff delivering our prevention services have worked incredibly hard to develop new ways of working which has enabled WYFRS to continue engaging with the most vulnerable people within our communities.

The following graphs present a breakdown of performance in respect of prevention and early intervention activity over the reporting period:







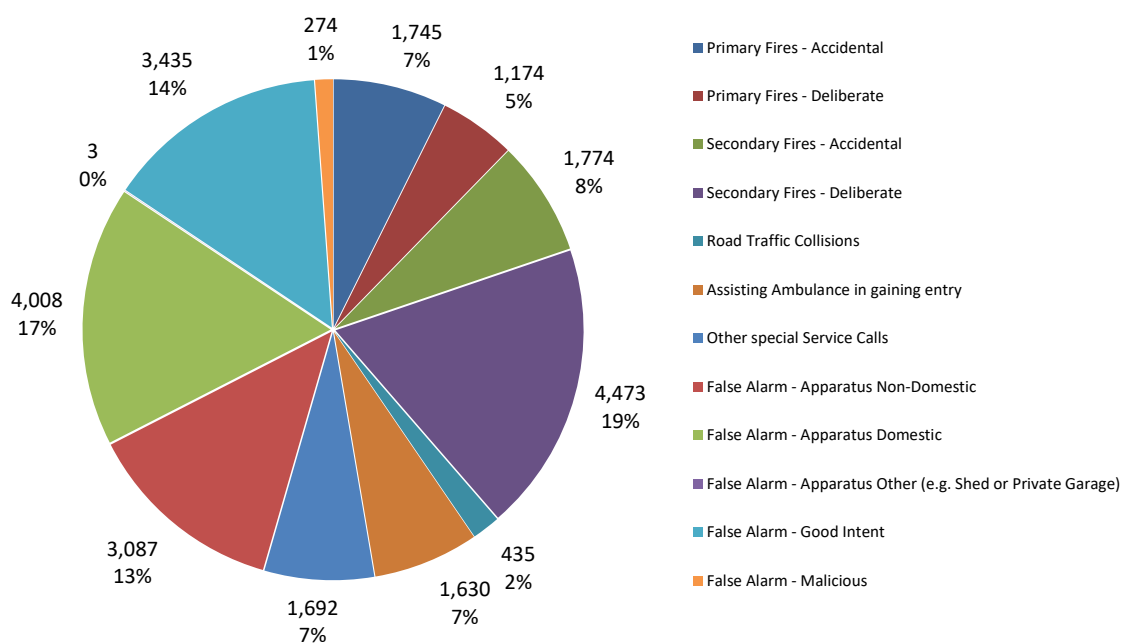


## 5. Incidents

The table and chart below show the operational activity of West Yorkshire Fire and Rescue Service for the financial year so far (1 April – 31 March 2021) categorised by incident type.

NOTE: The data on page 3 is based on incident reports that have been completed and/or checked but will not include data from incident reports which have not been completed. The data below is based on all incident reports which have been started at the time of compiling this report.

Incident Category	Number	Percentage
Primary Fires - Accidental	1,745	7.35%
Primary Fires - Deliberate	1,174	4.95%
Secondary Fires - Accidental	1,774	7.48%
Secondary Fires - Deliberate	4,473	18.85%
Road Traffic Collisions	435	1.83%
Assisting Ambulance in gaining entry	1,630	6.87%
Other special Service Calls	1,692	7.13%
False Alarm - Apparatus Non-Domestic	3,087	13.01%
False Alarm - Apparatus Domestic	4,008	16.89%
False Alarm - Apparatus Other (e.g. Shed or Private Garage)	3	0.01%
False Alarm - Good Intent	3,435	14.48%
False Alarm - Malicious	274	1.15%
<b>Total</b>	<b>23,730</b>	<b>100%</b>



The table below shows the total number of incidents ten years ago, five years ago, and last year.

Incident Category	Number of incidents 1 April 2010 to 31 March 2011	Percentage	Number of incidents 1 April 2015 to 31 March 2016	Percentage	Number of incidents 1 April 2019 to 31 March 2020	Percentage
Primary Fires - Accidental	2,209	6.4%	1,826	8.5%	1,786	7.0%
Primary Fires - Deliberate	1,865	5.4%	1,402	6.5%	1,279	5.0%
Secondary Fires - Accidental	1,343	3.9%	1,132	5.3%	1,643	6.4%
Secondary Fires - Deliberate	7,531	21.9%	4,707	22.0%	4,195	16.3%
Road Traffic Collisions	919	2.7%	666	3.1%	672	2.6%
Special Service Calls	2,219	6.5%	1,962	9.2%	3,304	12.9%
False Alarm - Apparatus	10,653	31.0%	7,255	33.9%	7,184	28.0%
False Alarm - Good Intent	4,505	13.1%	2,859	13.4%	2,977	11.6%
False Alarm - Malicious	595	1.7%	331	1.5%	315	1.2%
Total	31,839	100.0%	22,140	100.0%	23,355	100.0%

## **Comments on Fatal Fires**

### **Lay Garth Place, Rothwell, Leeds**

**2<sup>nd</sup> January 2021**

The deceased female was 66 years old and lived in a ground floor flat.

In response to an automatic fire alarm actuation via Telecare, the fire service gained entry to the property where a fire was located in the living room. The fire involved the sofa where the deceased was located.

A fire investigation report has been provided to the Police to support their investigation of this incident.

### **Clare Hill, Huddersfield**

**23<sup>rd</sup> March 2021**

This was a fire in a disused house in multiple occupation. There were 6 casualties involved in the incident two of which later died in hospital, a 24-year-old male and a 31-year-old female. The fire is currently subject to an ongoing Police investigation.

NB: Some incidents may still be awaiting Criminal/Coroner proceedings and if any new evidence or further information is made available it may be necessary to re-evaluate the conclusions.

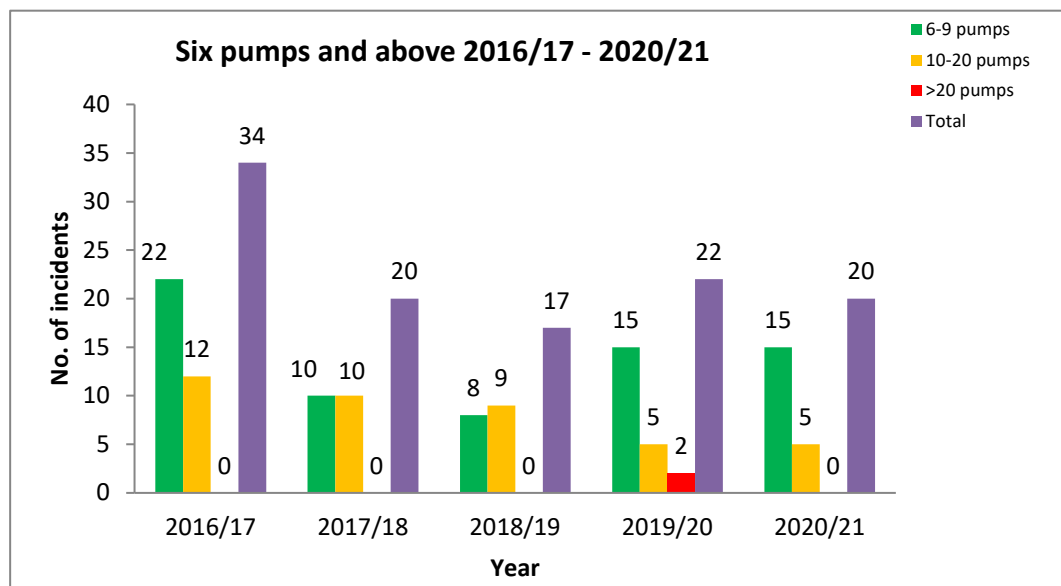
## 6. Fire-Related Incidents attended by Six Pumps and Above

### General Commentary

UK fire and rescue services determine the size of a fire by the final number of pumps mobilised to deal with it.

A number of additional pumping appliances and special appliances are often mobilised to these types of incidents to undertake supporting activities. These are described as support and specials.

The following chart details the numbers and severity of such incidents over the last few years up to 31 March 2021:



Fire-related incidents of this type require the attendance of a fire investigation officer to determine the cause of the fire. The cause is included in the table. For fires identified as deliberate, we work in accordance with a regionally agreed Memorandum of Understanding with the police, who are responsible for the investigation of all deliberate fires.

New incidents added to the table are shaded in white.

Date & Time	Address	Premises Use	Station Area	Cause	Pumps Plus Specials	Number of Personnel
Monday 06/04/2020 16:51	Chain Road Slaithwaite Huddersfield	Moorland	Slaithwaite	Person playing with fire	10 Pumps 4 Support 5 Specials	66 Ffs 6 Officers
Tuesday 14/04/2020 01:38	Telecommunications Mast Lower Quarry Road Bradley Huddersfield	Telecommunications Mast	Rastrick	Deliberate	6 Pumps 1 Support 4 Specials	36 Ffs 5 Officers
Tuesday 21/04/2020 15:46	Heights Farm Heights Lane Silsden	Agricultural (Barn)	Silsden	Child playing with fire	10 Pumps 4 Support 5 Specials	66 Ffs 6 Officers
Wednesday 06/05/2020 11:33	Yorkshire Game Farm Alma Street Woodlesford Leeds	Agricultural	Rothwell	Faulty gas supply	6 Pumps 2 Support 3 Specials	38 Ffs 6 Officers
Monday 29/06/20 17:51	Waldo Engineering Ltd Water Lane Bradford	Industrial	Bradford	Unable to determine	8 Pumps 3 Support 6 Specials	56 Ffs 9 Officers
Friday 03/07/2020 18:58	Platinum Limousines 1a Peace Street Bradford	Car Hire	Bradford	Unable to determine	8 Pumps 2 Support 3 Specials	46 Ffs 5 Officers
Friday 07/08/2020 02:33	Spafield Mill Upper Road Batley	Mill	Dewsbury	Electrical Equipment	6 Pumps 2 Support 1 Special	34 Ffs 4 Officers
Monday 14/09/2020 02:33	Burger Time 47 Great Horton Road Bradford	Takeaway	Bradford	Deliberate	5 Pumps 2 Support 3 Specials	34 Ffs 4 Officers
Tuesday 15/09/2020 10:14	Ultimo Furniture Systems Lidgate Crescent Langthwaite Grange Business Park South Kirkby	Factory	South Elmsall	Natural Occurrence	8 Pumps 2 Support 4 Specials	48 Ffs 5 Officers
Thursday 29/09/2020 15:07	Norquest Industrial Park Pennine View Birstall Batley	Recycling plant	Cleckheaton	Spark from grinding	10 Pump 4 Support 6 Specials	68 Ffs 6 Officers
Monday 09/11/2020 20:54	Roomzzz Ltd 10 Swinegate Leeds	Hotel	Leeds	Deliberate	6 Pumps 2 Support 3 Specials	38 Ffs 5 Officers
Monday 16/11/2020 03:09	Spring Mill Street Bradford	Outdoor storage	Bradford	Deliberate	15 Pumps 4 Support 7 Specials	90 Ffs 7 Officers

<b>Date &amp; Time</b>	<b>Address</b>	<b>Premises Use</b>	<b>Station Area</b>	<b>Cause</b>	<b>Pumps Plus Specials</b>	<b>Number of Personnel</b>
Sunday 03/01/2021 02:44	Annison Street Bradford	Warehouse	Bradford	Faulty electrical supply	14 Pumps 2 Support 7 Specials	78 Ffs 7 Officers
Saturday 23/01/2021 08:16	Jaamiatul Imaam Muhammad Zakaria School Thornton View Road Bradford	Educational	Fairweather Green	Electrical fault	6 Pumps 2 Support 3 Specials	38 Ffs 4 Officers
Friday 12/02/2021 19:33	Crab Lane Armley Leeds	Flats above shops	Leeds	Deliberate	7 Pumps 1 Support 1 Special	24 Ffs 6 Officers
Thursday 25/02/2021 01:25	Castle Grove School Pinfold Lane Wakefield	Derelict school	Wakefield	Deliberate	5 Pumps 3 Support 3 Specials	38 Ffs 5 Officers
Sunday 28/02/2021 00:18	Oxford Bingo Club Dudley Hill Road Bradford	Bingo Hall	Bradford	Deliberate	6 Pumps 2 Support 4 Specials	40 Ffs 5 Officers
Saturday 06/03/2021 18:10	Elmete Wood School Elmete Lane Roundhay Leeds	Derelict School	Killingbeck	Deliberate	8 Pumps 3 Support 2 Specials	48 Ffs 7 Officers
Friday 12/03/2021 21:56	Apex Performance Cars Birkby Hall Road Birkby Huddersfield	Car Sales	Huddersfield	Deliberate	5 Pumps 2 Support 3 Specials	34 Ffs 5 Officers
Friday 19/03/2021 18:28	Naylor Myers Old Corn Road Keighley Road Silsden	Warehouse	Silsden	Overheating of a vehicle inside premises	6 Pumps 3 Support 2 Specials	40 Ffs 5 Officers

### **Further detail on recent six pumps and above fire-related incidents:**

#### **Annison Street, Bradford – 3<sup>rd</sup> January 2021**

This incident occurred in Bradford station area and involved a warehouse.

The initial pre-determined attendance was 3 pumps from Bradford and Shipley, this was increased to 4 pumps and a pump from Fairweather Green was mobilised due to the number of calls. At the height of the incident a make pumps 14, 2 aerials message was received by Control and pumps from the following stations were mobilised: Stanningley, Leeds, Hunslet, Odsal, Cleckheaton, Rawdon, Bingley, Cookridge, Killingbeck, Rastrick, Castleford, Huddersfield, Halifax, Morley, Moortown and Illingworth.



The following support appliances were also mobilised:

The Hose Layer with support from Mirfield, the Personnel Welfare Unit from Skelmanthorpe, the Technical Rescue Unit from Cleckheaton and the Command Unit with support from Featherstone.

Officers were mobilised due to the size of the incident. They were as follows:

Group Manager Hannah was the Officer in Charge, Station Managers Fox and Bruce were the Hazmat and Environmental Protection Officers, Station Managers Earl and Staples were the Command Support Officers, Station Managers Houldsworth, Holdsworth and Lingard were the Operational Assurance Officers, Station Manager Flynn was a Breathing Apparatus Officer and Watch Manager Cavalier was the Fire Investigation Officer. Ten CLM vehicles were also deployed from Bradford, Hunslet, Odsal, Cleckheaton, Rastrick, Illingworth, Dewsbury and Leeds.

The time of call for this incident was 02:44 on 3<sup>rd</sup> January 2021 with the stop being received by Control at 08:27 that day. The incident was closed on 3<sup>rd</sup> January at 17:05.

The cause of the fire is thought to be an overloaded electricity supply.

### **Jaamiatul Imaam Muhammad Zakaria School, Thornton View Road, Bradford – 23<sup>rd</sup> January 2021**

This incident occurred in Fairweather Green station area and involved a school.

The initial pre-determined attendance was 3 pumps from Odsal, Bradford and Fairweather Green and an aerial from Leeds, this was increased to 6 pumps and pumps from Halifax, Illingworth and Shipley were mobilised.

The following support appliances were also mobilised:

The Hose Layer with support from Mirfield, the Personnel Welfare Unit from Skelmanthorpe and the Command Unit from Featherstone with support from Stanningley.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Goldwater was the Officer in Charge, Station Manager Thornton was the Hazmat and Environmental Protection Officer, Station Manager Clark was the Command Support Officer and Station Manager Moxon was the Operational Assurance Officer. Three CLM vehicles were also deployed from Bradford, Shipley and Odsal.

The time of call for this incident was 08:16 on 23<sup>rd</sup> January 2021 with the stop being received by Control at 17:32 that day. The incident was closed on 24<sup>th</sup> January at 12:20.

The most likely cause of the fire is thought to be an electrical fault.

### **Crab Lane, Armley, Leeds – 12<sup>th</sup> February 2021**

This incident was a flat fire over a parade of shops in Leeds station area.

The initial pre-determined attendance was 3 pumps from Leeds and Stanningley and an aerial from Leeds, this was increased to 8 pumps and pumps from Hunslet, Moortown, Bradford and Cookridge were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Metcalfe was the Officer in Charge, Station Manager Bell was the Hazmat and Environmental Protection Officer, Station Manager Kovacs was the Command Support Officer and Station Manager Needham was the Operational Assurance Officer, Station Manager Fox was the Breathing Apparatus Officer and Station Manager McCulloch was the Fire Investigation Officer. Three CLM vehicles were also deployed from Leeds, Hunslet and Cookridge.

The time of call for this incident was 19:33 on 12<sup>th</sup> February 2021 with the stop being received by Control at 21:29 that day. The incident was closed on 13<sup>th</sup> February at 15:43.

The most likely cause of the fire is thought to be deliberate.

### **Castle Grove Infants School, Pinfold Lane, Wakefield – 25<sup>th</sup> February 2021**

This incident was a former school fire in Wakefield station area.

The initial pre-determined attendance was 3 pumps from Wakefield, Ossett and Normanton. This was increased to 5 pumps and pumps from Dewsbury and Leeds were mobilised along with an aerial from Leeds.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer and support from Mirfield.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Staples was the Officer in Charge, Station Manager Houldsworth was the Hazmat and Environmental Protection Officer, Station Manager England was the

Command Support Officer and Watch Manager Griffiths was the Fire Investigation Officer. One CLM vehicle was also deployed from Dewsbury.

The time of call for this incident was 01:25 on 25<sup>th</sup> February 2021 with the stop being received by Control at 05:57 that day. The incident was closed on 25<sup>th</sup> February at 07:20.

The most likely cause of the fire is thought to be deliberate.

### **Oxford Bingo Club, Dudley Hill Road, Bradford – 28<sup>th</sup> February 2021**

This incident was a Bingo Hall in Bradford station area.

The initial pre-determined attendance was 3 pumps from Bradford and Shipley. This was increased to 6 pumps and pumps from Fairweather Green, Stanningley and Odsal were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer from Otley with support from Mirfield and an aerial from Leeds.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Goldwater was the Officer in Charge, Station Manager Thornton was the Hazmat and Environmental Protection Officer, Station Manager Nortcliffe was the Command Support Officer, Watch Manager Horsley was the Operational Assurance Officer and Watch Manager Driver was the Fire Investigation Officer. Three CLM vehicles were also deployed from Bradford, Stanningley and Odsal.

The time of call for this incident was 00:18 on 28<sup>th</sup> February 2021 with the stop being received by Control at 04:34 that day. The incident was closed on 28<sup>th</sup> February at 11:56.

The most likely cause of the fire is thought to be deliberate.

### **Elmete Wood School, Elmete Lane, Roundhay, Leeds – 6<sup>th</sup> March 2021**

This incident was at a former school in Killingbeck station area.

The initial pre-determined attendance was 3 pumps from Stanningley, Killingbeck and Moortown. This was increased to 8 pumps and pumps from Leeds, Garforth, Hunslet and Cookridge were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer and support from Mirfield, an aerial with support from Leeds and a high-volume pump from Stanningley.

Officers were mobilised due to the size of the incident. They were as follows:

Group Manager Lawton was the Officer in Charge, Station Manager Hudson was the Hazmat and Environmental Protection Officer, Station Manager Hawley was the Command Support Officer, Station Manager Loney was the Operational Assurance Officer, Station Manager Kilburn was a Working Officer, Station Manager Austin was Breathing Apparatus Officer and Watch Manager O'Hara was the Fire Investigation Officer. Four CLM vehicles were also deployed from Stanningley, Hunslet, Leeds and Castleford.

The time of call for this incident was 18:10 on 6<sup>th</sup> March 2021 with the stop being received by Control on 8<sup>th</sup> March at 04:00. The incident was closed on 8<sup>th</sup> March at 20:23.

The most likely cause of the fire is thought to be deliberate.

### **Apex Performance Cars, Birkby Hall Road, Birkby, Huddersfield – 12<sup>th</sup> March 2021**

This incident was at a commercial garage in Huddersfield station area and affected several buildings.

The initial pre-determined attendance was 3 pumps from Huddersfield. This was increased to 5 pumps and pumps from Halifax and Slaithwaite were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer and support from Mirfield.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Garvey was the Officer in Charge, Station Manager Houldsworth was the Hazmat and Environmental Protection Officer, Station Manager Staples was the Command Support Officer, Station Manager Bruce was the Operational Assurance Officer and Watch Manager Cavalier was the Fire Investigation Officer. Two CLM vehicles were also deployed from Huddersfield and Illingworth.

The time of call for this incident was 21:56 on 12<sup>th</sup> March 2021 with the stop being received by Control on 13<sup>th</sup> March at 01:57. The incident was closed on 13<sup>th</sup> March at 05:57.

The most likely cause of the fire is thought to be deliberate.

## **Naylor Myers, Old Corn Road, Keighley Road, Silsden – 19<sup>th</sup> March 2021**

This incident was warehouse fire in Bingley station area.

The initial pre-determined attendance was 3 pumps from Keighley, Bingley and Ilkley. This was increased to 6 pumps and pumps from Shipley and North Yorkshire were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Ilkley, the Hose Layer from Mirfield and an aerial with support from Bradford.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Kovacs was the Officer in Charge, Station Manager Fox was the Hazmat and Environmental Protection Officer, Station Manager Gardiner was the Command Support Officer, Station Manager Metcalfe was the Operational Assurance Officer and Station Manager Needham was the Fire Investigation Officer. Three CLM vehicles were also deployed from Bingley, Bradford and Shipley.

The time of call for this incident was 18:28 on 19<sup>th</sup> March 2021 with the stop being received by Control at 19:21 the same day. The incident was closed on 19<sup>th</sup> March at 23:02.

The most likely cause of the fire is thought to be an overheated vehicle inside the warehouse.

## 7. Violence at Work

### Attacks on Personnel

There have been 68 incidents reported by West Yorkshire FRS in the financial year.

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Attacks on Firefighters	77	40	76	64	60	87	92	75	81	68

The table below summarises the events reported by firefighters and other staff. Where stations have not reported any incidents, they are not shown within this table.

For clarification, 'stoning' and 'firework' cover any thrown object identified respectively as a stone or firework; and 'missile' covers any other object used as a projectile.

Attacks on Firefighters as a Percentage of Turnouts										
District / Station	No. of Turnouts	Physical Assault	Weapon Brandished	Missile Thrown	Firework Thrown	Stoning	Aggressive Behaviour	Verbal Abuse	Total	Percentage
<b>Bradford District</b>										
Bradford	3720	1	2	1	3	5	1	2	15	0.40%
Bingley	538	1							1	0.19%
FWG	1219		2	2	2	2		2	10	0.82%
Odsal	1321				2		1	2	5	0.38%
Shipley	1295		1				1		2	0.15%
<b>District Total</b>	<b>9192</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>33</b>	<b>0.36%</b>
<b>Calderdale District</b>									0	
Halifax	1265				2		1	1	4	0.32%
Ilkley	851			1		2	1		4	0.47%
<b>District Total</b>	<b>3281</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>0.24%</b>
<b>Kirklees District</b>										
Huddersfield	2356						2	1	3	0.13%
Cleckheaton	1198							1	1	0.08%
Dewsbury	1803				1			4	5	0.28%
<b>District Total</b>	<b>6176</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>0.15%</b>
<b>Leeds District</b>									0	
Leeds	3918	1						1	2	0.05%
Cookridge	528		1						1	0.19%
Hunslet	2588				1				1	0.04%
Rothwell	350							1	1	0.29%
Stanningley	934						1	1	2	0.21%
Killingbeck	2422			1				3	4	0.17%
<b>District Total</b>	<b>12993</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>11</b>	<b>0.08%</b>
<b>Wakefield District</b>										
Castleford	645							1	1	0.16%
Featherstone	238	1							1	0.42%
Ossett	622						1		1	0.16%
Pontefract	552							2	2	0.36%
South Kirkby	379						1	1	2	0.53%
<b>District Total</b>	<b>3718</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>0.19%</b>
<b>Totals</b>	<b>35560</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>23</b>	<b>68</b>	<b>0.19%</b>

The above table shows the number of incidents in which firefighters were subjected to violence as a percentage of attendance, by station and by district (0.19% overall).

Some stations might appear to suffer a relatively high percentage of attacks, but this is largely due to the number of incidents attended from such stations.

The Chief Fire Officer re-emphasises that even one attack is one too many and that every assistance and encouragement will be given to the police to bring offenders to court. Work is continuing with a variety of agencies from the police and district councils to community groups and youth leaders to address these issues.

### **District Actions to Address Violence**

All districts are undertaking the following actions:

- Communicating a positive image of the fire service in the community
- Taking part in community events to support this image
- Provision of conflict management training to service delivery staff
- Encouraging all staff to use the SCIP when intelligence or other information is received for risk issues
- Encouraging any watch who place the information on SCIP to email other local stations to alert them to the fact that the address has been added and to make sure that they then view the SCIP for the details
- Consistently promoting the knowledge of Silent Witness cameras with crews and to the public at events etc. to discourage anti-social behaviour
- Where incidents do occur, publicising through the media any arrests made by the police and any sentences given by the courts
- Close working with partners services to produce robust multiagency response plans
- Targeted Intervention days led by the Youth Intervention Team

### **Bradford**

In Bradford there were 33 attacks on firefighters at incidents, details of which are available from the District Commander. There were two instances where a firefighter was injured in an attack and four instances where there was damage to an appliance.

### **Calderdale**

In Calderdale there were 8 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to appliances during this attack.

### **Kirklees**

In Kirklees there were 9 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to appliances during these attacks.

**Leeds**

In Leeds there were 11 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters during these attacks, however damage was caused to a fire appliance during one incident.

**Wakefield**

In Wakefield there were 7 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to appliances during these attacks.



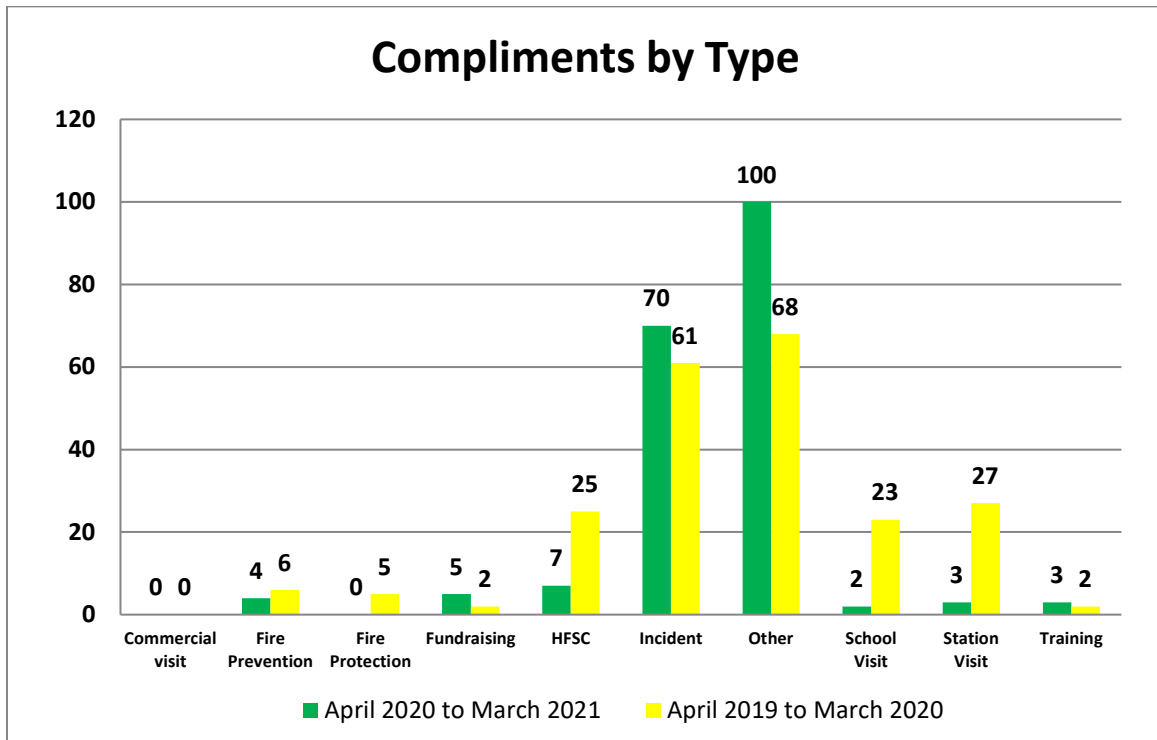
## 8. Corporate Performance Activity

Details of key corporate performance areas are shown below.

### Compliments

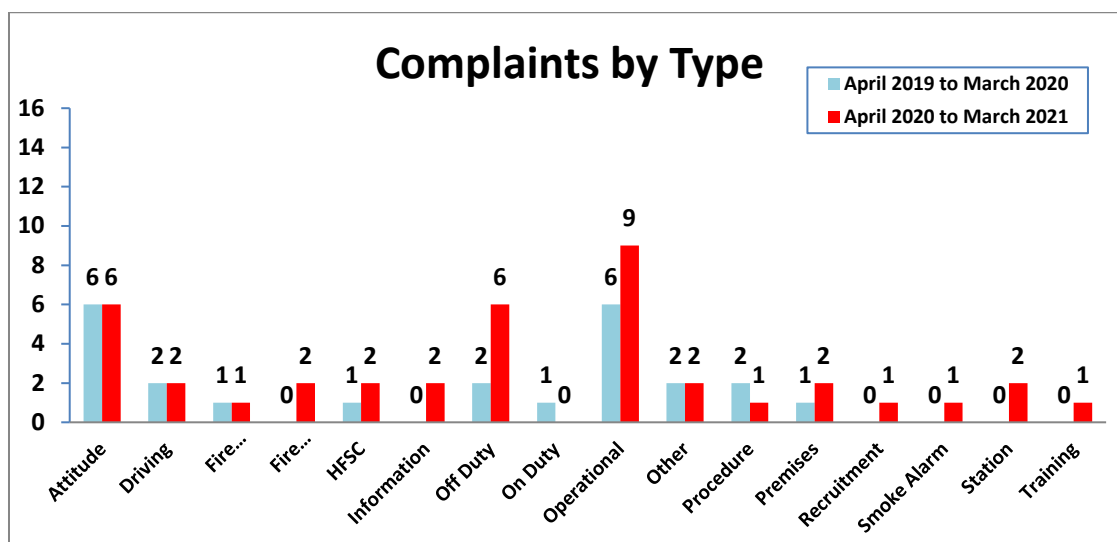
The charts below show the type and the number of compliments and complaints received by West Yorkshire FRS for the period 1 April 2020 to 31 March 2021 and the same period in the year 2019-20.

During this period West Yorkshire FRS has recorded 194 compliments, which is lower than the 219 received in 2019-20.



## Complaints

For the period 1 April 2020 to 31 March 2021, we have received 40 complaints, of which 19 were upheld. This compares to 24 received between the same dates in 2019-20, of which 10 were upheld.



All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action where necessary.

The table below shows the number of complaints received and upheld from 1 April 2020 to 31 March 2021 and a comparison with the same period during the year 2019-20.

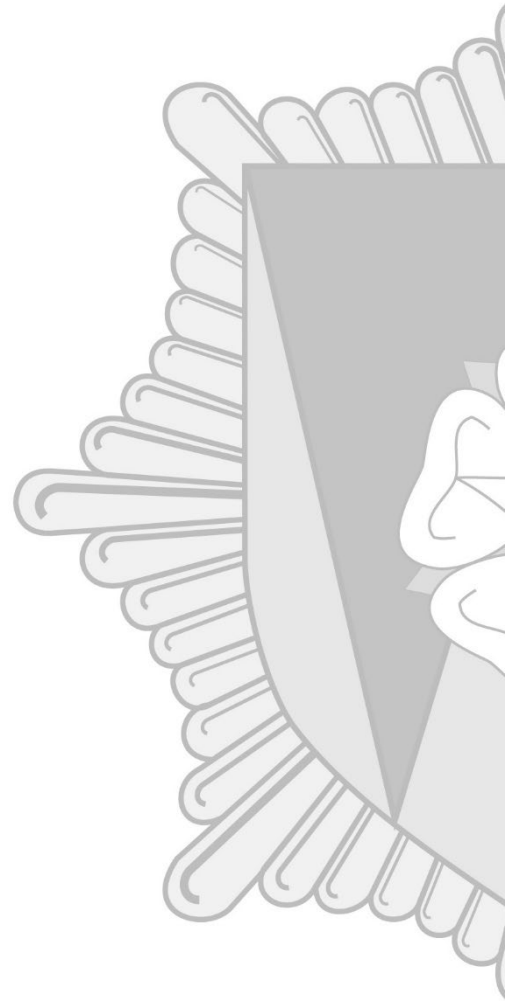
Category	2019-20		2020-21	
	Received	Upheld	Received	Upheld
Attitude	6	3	6	4
Driving	2	1	2	2
Fire Prevention	1	1	1	0
Fire Protection	0	0	2	0
HFSC	1	0	2	1
Information	0	0	2	1
Off Duty	2	2	6	1
On Duty	1	1	0	0
Operational	6	1	9	3
Other	2	0	2	1
Procedure	2	0	1	1
Premises	1	1	2	2
Recruitment	0	0	1	0
Smoke Alarm	0	0	1	0
Station	0	0	2	2
Training	0	0	1	1
<b>Total</b>	<b>24</b>	<b>10</b>	<b>40</b>	<b>19</b>

## Freedom of Information and Data Protection

The tables below show the number of Freedom of Information Requests and Subject Access Requests dealt with within the period 1 April 2020 to 31 March 2021.

<b>Freedom of Information Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>TOTAL</b>
Number due for response	5	7	8	8	5	16	11	3	11	5	19	8	106
Number responded to within time limit	5	7	8	8	5	16	11	3	11	5	19	8	106
Number responded to out of time	0	0	0	0	0	0	0	0	0	0	0	0	0
Number suspended or closed due to no clarification from requester	0	0	1	0	1	0	0	0	0	0	0	2	4
Number of Internal Reviews due for response	0	0	0	0	0	0	0	0	0	1	0	0	1
Number of Internal Reviews responded to within time limit	0	0	0	0	0	0	0	0	0	1	0	0	1

<b>Subject Access Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>TOTAL</b>
Number due for response	0	0	1	2	3	2	0	1	1	0	0	2	12
Number responded to within time limit	0	0	1	2	3	2	0	1	1	0	0	1	11
Number responded to out of time	0	0	0	0	0	0	0	0	0	0	0	1	1



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