



West Yorkshire
Fire & Rescue Service

Customer Service Guide



Welcome to the Customer Service Guide which has information on the services provided by West Yorkshire Fire and Rescue Service (WYFRS).

Within this guide you will find useful information on how services are delivered, how you can access them and how you can make yourselves safer from fire and other incidents.

Our ambition



Making West Yorkshire Safer

Our aim



Improve community safety and wellbeing and reduce the risk to life, property and the environment from fire and other emergencies

To achieve this, we follow these principles:

- Focus on risk and vulnerability.
- Be part of our communities.
- Work in partnership.
- Be at our best and strive to improve.
- Make a positive difference in everything we do.
- Promote diversity and create an inclusive workplace.



Who we are

West Yorkshire Fire and Rescue Authority is required by law to provide a number of functions including the provision of fire stations, fire engines and trained people in order to deliver a fire and rescue service. We have a duty to provide information and advice on fire safety, and we enforce fire safety legislation. We also make provision for other emergency incidents such as vehicle collisions, building collapses and chemical contaminations.

We have a statutory duty to plan and prepare for incidents that may affect the people of West Yorkshire, such as terrorist-type incidents or natural occurrences like landslips, earth tremors or wide-area flooding.

We serve a population of more than 2.2 million people within an area of 800 square miles, covering each of the five local authority districts across the county: Bradford, Calderdale, Kirklees, Leeds and Wakefield, with the headquarters based at Birkenshaw.

Services we provide

We operate a professional and skilled emergency response service 24 hours per day, every day of the year, but we also provide a range of other services.



Preventing

Fire Prevention

The most effective way to save lives, reduce injuries and other losses through fire and other emergencies is to reduce the number of incidents that occur in the first place.

We play a key role in a range of partnership initiatives that aim to prevent incidents.

We focus on risk reduction for vulnerable people and we raise awareness about risk to the wider community.

Education

We are committed to educating people about fire safety. To do this we:

- Work with local and national agencies to identify good practice to improve our services and community safety activity.
- Work with the local community, talking to other organisations to identify and reduce risks from fire and other hazards which affect people's lives.

- Provide engaging and interactive educational resources to schools across West Yorkshire to attract students from an early age in becoming more safety aware.
- Visit schools to support teachers with their delivery of fire safety awareness as part of the national curriculum.
- Visit those people most vulnerable to fire to provide information, education and additional safety measures where needed.

Our Youth Interventions Team specialises in delivering targeted interventions for young people who are most likely to use or instigate the use of blue light services at some point in their lives. The team, made up of experienced youth intervention trainers and operational firefighters, aim to be a catalyst for change in the lives of targeted young people by providing opportunities for young people to develop their character, resilience and determination and increase their safety awareness.

To find out more about our fire prevention work and access FREE fire safety advice, please visit our website **westyorksfire.gov.uk**



Protecting

Fire Protection

Our Fire Protection Team utilise the Regulatory Reform Fire Safety Order 2005 to ensure premises within West Yorkshire are safe for those who use them.

We achieve this by consulting at the time when buildings are built or renovated and by carrying out audits of premises that present the greatest risk to people should a fire occur.

We ensure our resources are directed to deal with the highest risks, this is normally where we receive information to suggest a building does not comply with fire safety law placing undue risk on people. Whilst we prefer to work with building owners to bring about compliance, if these initial efforts do not achieve the right outcome, we have powers of enforcement, prohibition and prosecution to bring about safety to the communities of West Yorkshire.

If you are concerned about a fire risk, please contact your local fire station or district fire safety office. All contact numbers can be found on our website westyorksfire.gov.uk



Responding

Firefighting

To report a fire of any size dial 999 and ask for 'FIRE'

You will be put through to our Control Centre who will request further information before sending out firefighters and appliances.

All our fire engines are equipped with state-of-the-art rescue equipment. We also have several specialist appliances which are sent to larger or more complex incidents.

Our highly trained firefighters will use their expertise to extinguish the fire and work to minimise damage to property and the environment.

Following a fire, those affected will be offered advice and a Safe and Well visit. This will help to guide you to get things back to normal and reduce the chance of another fire.

We rescue animals

By working closely with the RSPCA, if an animal is in distress, we may assist with its rescue.

We can deal with other incidents

We also provide other services which are referred to as 'Special Service Calls' and may be emergency or non-emergency.

There may be a charge for these services, for example, lift rescues, domestic flooding or making safe / removal of dangerous structures.

Resilience

We are trained and equipped to deal with a wide range of major emergencies such as:

- Spillages of hazardous chemicals.
- Major fires.
- Localised and wide-area flooding.
- Road traffic collisions.
- Aircraft incidents.
- Railway incidents.
- Building collapse.

At events like these we work closely with the police, ambulance service and local councils to deal with the incident safely and effectively, together.

We are classed as 'Category One' responders under the Civil Contingencies Act 2004 and have plans ready to deal with many different types of emergency incidents.

As well as our own fleet, we also have equipment provided by the Government, to assist in dealing with national incidents such as wide-area flooding, other natural disasters and terrorist attacks.

Our commitment to the environment

We are committed to safeguarding the environment. We have a responsibility to protect the community we serve and to nurture the natural environment.

Within the organisation, we encourage environmentally-sound activity and have minimised wasteful and damaging practices. Often, a more environmentally friendly way also means operating more cost-effectively, saving energy means saving money. We can then make better use of our resources to help the people in West Yorkshire to lead safer lives.

National standards

We strive to meet high standards and to improve our services. To achieve this, we regularly undertake both internal and external assurance assessments such as:

Customer Service Excellence

Since 1998 WYFRS has consistently attained the Government's national standard of Customer Service Excellence for organisations delivering public services.

This standard acts as a tool to help us improve quality and deliver high standards of customer service.

The assessment focuses on the service the customer receives and we have continued to achieve high standards of customer satisfaction. The focus is particularly on delivery, timeliness, information, professionalism and staff attitude.





Diversity and Inclusion

WYFRS is committed to meeting and exceeding the requirements of equality legislation and public sector duties. Our achievement of Bronze accreditation in the Inclusion Standard, Disability Confident ranking and our placement in the Top 100 Index of Inclusive Organisations continues to provide the basis for our approach to Diversity and Inclusion.

Customer service standards

Customer service and customer care is an important part of our service and we constantly strive to deliver and maintain high standards.

We set ourselves customer service standards to make sure we provide a friendly, helpful, efficient and consistent service to all our customers.

Telephone standards

We aim to answer non-emergency telephone calls within three rings. You will be greeted with “good morning/afternoon, fire and rescue service” and/or department and name.

Your details will be taken and passed on when necessary. If your call is transferred, you will be given the name of the person you are being transferred to.

When we need to put your call on hold, you will be asked if it is convenient for you to wait and we will keep your waiting time to a minimum.

If we are unable to put your call through, we will check if anyone else is available to help. If not, we will take a message and let you know when the contact will be available.

Written correspondence

We aim to answer all letters, emails and faxes within seven working days. If we cannot reply fully, we will send out an acknowledgement within the same timescale until a full response can be given.

All correspondence received is monitored within the responsible department.

Comments, compliments and complaints

We always want to deliver a high standard and improve where possible. To help us to improve we welcome any comments or compliments you may have. If for any reason you are not satisfied with our performance or service, we would like to hear from you.

We aim to resolve any concerns or complaints at the time it arises. However, if that is not possible, our Corporate Services department can guide you through the procedure for raising a complaint.



Stages of resolving a complaint

Stage 1 - complaint resolved at point of service delivery.

Stage 2 - complaint resolved by Corporate Services.

Stage 3 - complaint resolved by the Fire Authority's complaints appeals panel.

Stage 4 - complaint resolved by the Local Government Ombudsman.

- All correspondence will be dealt with in the strictest confidence and complaints will be acknowledged within three days of receipt.
- All complainants have the right to discuss the issue with a senior officer and, if outside normal office hours, an officer will make contact with the complainant within one hour.
- In all cases, a full reply or an indication of when a full reply can be provided will be given within seven days.

Should you wish to compliment us or make a complaint, you can:

- Contact your local fire station, the telephone number is in the phone book and on our website.
- Contact headquarters on telephone number **01274 682311** and ask for Corporate Services.
- Email us at **complaints.compliments@westyorksfire.gov.uk**
- Write to us at Corporate Services, West Yorkshire Fire and Rescue Service, Oakroyd Hall, Bradford Road, Birkenshaw, West Yorkshire, BD11 2DY.

Full details of the complaints procedure are available on our website:
westyorksfire.gov.uk

Listening to our customers

We regularly consult with the community in order to give local people the opportunity to tell us what they think about the services we provide. Community feedback helps us to provide better and more responsive services. Feedback from consultations can be found on our website:
westyorksfire.gov.uk



Fire safety advice – how you can help

Make the community safer

- If you are aware of someone at risk from fire, particularly the elderly, please contact your local fire station.
- To report a fire, call 999 and ask for 'FIRE'. Do not ring your local fire station.
- Do not make hoax calls – all calls for assistance are monitored and nuisance callers will be challenged and reported to the police.

Make yourself safer

- Fit smoke alarms at home and check your smoke alarm as part of your regular household routine.
- Test your alarm - press the button until the alarm sounds; if it doesn't sound, you need to replace the battery.
- If your smoke alarm starts to bleep on a regular basis, replace the battery immediately.

How to contact us

Emergency calls

In an emergency call 999 and ask for the Fire Service.



West Yorkshire Fire and Rescue Service
Oakroyd Hall
Bradford Road
Birkenshaw
West Yorkshire
BD11 2DY



01274 682311

If you need to contact us regarding fire safety issues (education or legislative) out of normal office hours, you can contact our district offices or local fire stations, telephone numbers are available in the telephone directory and on our website.

Should you require this information in another format or language, please telephone **01274 682311**.

Further information

We aim to communicate well with our customers and make information easily accessible on our website: **[westyorksfire.gov.uk](https://www.westyorksfire.gov.uk)**

If you would like this information in another format or language, please telephone **01274 682311**.

We promote a culture of transparency, openness and accessibility and comply with the Freedom of Information Act 2000.

Should you require further information please email:
information@westyorksfire.gov.uk

For FREE safety advice, visit **[westyorksfire.gov.uk](https://www.westyorksfire.gov.uk)**

