



# Minutes

## Community Safety Committee

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Date: 12 July 2019

Time: 10.30 am

Venue: Fire and Rescue Headquarters, Birkenshaw

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Present: Councillor G Almas (in the chair), M Akhtar, T Austin (with the exception of agenda item nos. 8 and 9 Min nos. 8 – 9 refer), S Benton, R Grahame (as substitute for Councillor K Renshaw), L Holmes, R Hunt (with the exception of agenda item 9 Min no. 9 refers), D Jenkins, M Pervaiz, M Pollard and A Tait

In Attendance: None

Apologies: Councillor K Renshaw

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### 1 Minutes of the last meeting

Councillor Jenkins sought further information relating to the formal external audit of Safeguarding in respect of Min. no. 40 (Safeguarding report 2018).

#### RESOLVED

That the Minutes of the last meeting held on 29 March 2019 be signed by the Chair as a correct record.

### 2 Urgent items

None.

### 3 Admission of the public

There were no items which required the exclusion of the public and press.

## **4 Declarations of interest**

There were no declarations of disclosable pecuniary interest made in any matter under consideration at the meeting.

## **5 Arson convictions 2018 – 19**

Consideration was given to a report of the Deputy Chief Fire Officer and Director of Service Delivery which detailed those arson convictions which had been made during the 2018 – 19 period in which the West Yorkshire Fire and Rescue Service Fire Investigation Team had provided expert witness statements.

Members were advised that the Fire Investigation Team was available 24/7 and were called automatically to serious fires, fire fatalities, locations of repeated fire incidence and / or where there were unusual circumstances involved.

The report detailed 17 cases which had been either brought before or which were due to be heard in the Crown Court and Members commented on the differing sentencing tariffs.

### **RESOLVED**

- a) That consideration be given to the inclusion of the following information, where practical, in the next subsequent arson convictions annual report;
  - Delay between date of incident and court hearing
  - Specific extenuating circumstances, and
  - Number of arson incidents where no conviction was made, and
- b) That the report be noted.

## **6 Moorland Fires – Ilkley and Marsden Moor**

The Deputy Chief Fire Officer and Director of Service Delivery submitted a report which presented more detailed information relating to the three moorland fires which had occurred over the Easter Bank Holiday weekend on the moors above Ilkley and Marsden.

It was reported that three arrests had been made in respect of the Ilkley fires and one individual had been charged in June with sentencing expected on 21 August.

The incidents had initiated cross-border assistance and tested the national resilience structure with enhanced logistical support provided from Staffordshire Fire and Rescue Service. Members were advised that, as with all large incidents, a post-incident review had been undertaken and consideration would be given to the outcome of the reviews. One of the issues highlighted by the moorland fires was the reliability of the communications networks in remote locations.

In response to a query about the availability of groundwater in these locations, Members were advised that local knowledge of the officers was vital in relation to the known water supplies overground and the variety of techniques would could be employed in the extraction of water.

A large West Yorkshire-wide press campaign was due to be launched in July (#bemooraware) which supported the public space protection orders which had been implemented by some of the West Yorkshire District Councils.

## **RESOLVED**

- a) That Members' best wishes be sent to the firefighter from Merseyside who had been injured during the moorland fires;
- b) That all members of staff involved in the incidents be congratulated,
- c) That the outcome of the post-incident reviews be reported to Members as appropriate, and
- d) That the report be noted.

## **7 2018 – 19 performance management information – outcome targets – final report**

Members received a report of the Deputy Chief Fire Officer and Director of Service Delivery submitted a report which advised of the detail of performance against outcome targets for West Yorkshire Fire and Rescue Service and each District in 2018 – 19.

It was reported that the long-term trend continued downwards but that there had been a small increase in overall activity of 14.1% in 2018 – 19 over the 3-year average target which had been due, in the main, to secondary arson. Partnership work to counter this form of activity was continuing with both the West Yorkshire Police, and also the District Councils as some of the firesetting could be attributed to an increase in fly tipping.

Members were advised that false fire alarms accounted for 50% of the total activity and partnership working continued in this regard together with ongoing work by the fire protection team to support premises.

Members commented on the following specific issues;

- False alarms and charging policy
- Arson and anti-social behaviour work
- Cell fires at Wetherby Youth Offenders Institution
- Road traffic collisions and Fire Service representation on the Safer Roads Executive Board

## **RESOLVED**

That the report be noted.

## **8 Fire Safety – Government consultation**

Consideration was given to a report of the Deputy Chief Fire Officer and Director of Service Delivery which advised Members of the following Government consultations;

- Proposals for reform of the building safety regulatory system (following the Hackitt review into the Grenfell Tower incident), and
- Regulatory Reform (Fire Safety) Order 2005 – to examine whether these remained fit for purpose

Members were advised that two of the main issues covered in the consultations were the reduction in the scope of the building safety regulatory system from buildings over 30 m down to 18 m in height and, in respect of the Regulatory Reform (Fire Safety) Order, the nomination and identification of the official duty holders / named persons as being those directly responsible for any particular building in the application of fire safety regulations. It was reported that the proposals for changes to the building safety regulatory system would not apply currently to Houses in Multiple Occupation and would, therefore, not impose additional burdens on the relevant landlords of such properties.

## **RESOLVED**

That the report be noted.

## **9 Service Delivery “Spotlight on” case studies**

Members considered a report of the Deputy Chief Fire Officer and Director of Service Delivery which provided examples of the following areas of work which were being undertaken to meet the needs of the communities of West Yorkshire in the delivery of prevention, protection and response activity;

- Leeds Partnership event (with a view to increasing and improving the quality of referrals)
- Prince’s Trust team programme at Dewsbury (completion of the first Prince’s Trust programme) – it was reported that of the 13 young people who had participated in the 12-week programme, 4 had gone into employment, 3 were working as volunteers whilst seeking employment and 2 had secured places at college on Public Service courses

## **RESOLVED**

- a) That the report be noted; and
- b) That the young people who participated in the Prince’s Trust programme be congratulated on their dedication and commitment to the course.

Chair

**AGENDA ITEM NO 4**

**DRAFT**

**EXCLUSION OF THE PUBLIC - SECTION 100A LOCAL GOVERNMENT ACT 1972**

**RESOLVED :** That the public be excluded from the meeting during the item of business specified below as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during this time, there would be disclosure to them of exempt information of the description respectively specified.

<b>AGENDA ITEM NO.</b>	<b>TITLE OF REPORT</b>	<b>MINUTE NUMBER (to be added)</b>	<b>Description of exempt information by reference to the paragraph number in Schedule 12a of the Local Government Act 1972</b>
None			

**Disclosure of Disclosable Pecuniary Interests (DPI's)**

- 1 Members present at the meeting who are aware that they have a DPI in a matter being considered must disclose the details of that DPI to the meeting unless it is already recorded on the Authority Members DPI Register.
- 2 Any Member with a DPI may not participate in any discussion or vote and under Authority Standing Orders is required to leave the meeting during any discussion or vote unless they have been granted a dispensation from exclusion from the meeting by the Executive Committee or in certain circumstances by the Monitoring Officer before any consideration of the item by the committee starts.

**Footnote:**

- (1) Members are referred to the Authority Constitution and to the provisions of sections 30-34 of the Localism Act 2011 and to the statutory regulations made thereunder which define the meaning of a DPI.
- (2) Members are reminded of the potential criminal sanctions and disqualification provisions under Section 34 of the Act applicable to breaches of disclosure and non- participation requirements.
- (3) A Member with a sensitive DPI need not disclose the details of that interest with the Monitoring Officers agreement but must still disclose the existence of a DPI and must withdraw from the meeting.

*Application for dispensation to vote*

*Attached is a blank "application for dispensation" form which Members of the Committee may use to seek the grant of an individual dispensation on any item on the agenda.*

*Where possible, the completed form should be returned to the Monitoring Officer in advance of the meeting so that he can consider whether a dispensation should be granted. Block dispensations affecting a significant number of Members will be referred to the Executive Committee for approval, if time permits.*

West Yorkshire Fire and Rescue Authority

Sections 31 and 33 Localism Act 2011

**Member Participation & Voting Dispensation Request**

**Section for completion by Member**

Name of Member:

Correspondence/ email address:

Dispensation applied for: (1) Participation (2) Voting (3) Both

Details of Meeting/agenda Item:

Full details of why you are applying for a dispensation:

Signed:

Dated:

Please send your application to the Monitoring Officer at Fire & Rescue Service  
Headquarters Birkenshaw BD11 2DY – [Michael.barnes@westyorksfire.gov.uk](mailto:Michael.barnes@westyorksfire.gov.uk)

**Section for completion by Monitoring Officer:**

No in Register:

Received on:

Granted/ Refused

Reasons for refusal / Statutory Grounds relied upon for grant:



OFFICIAL

# District Action Plans - 6 Month Update

## Community Safety Committee

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Date: 25 October 2019

Agenda Item:

7

Submitted By: Director of Service Delivery

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<b>Purpose</b>	This report provides Members of the Community Safety Committee with an update from each District Commander in relation to their respective annual District Action Plans.
<b>Recommendations</b>	That Members of the Community Safety Committee note the contents of this report.
<b>Summary</b>	This report provides information on the progress of the District Action Plans for the 2019/20 period.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer:

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Background papers open to inspection: None

Annexes: 5 x District Action Plan Updates

## **1 Introduction**

- 1.1 The attached District Action Plans allow the District Command team to set the key actions for the upcoming year.
- 1.2 The plans were presented to Members of the Community Safety Committee on 29 March 2019 with a commitment to deliver an update after 6 months and then a final update at the end of the year.

## **2 Information**

- 2.1 The attached Action Plans set the strategic objectives and actions for each district in 2019/20. The plans follow the same format as previous years and give detail of the range of activities and objectives to be carried out across the year in support of the Your Fire and Rescue Service 2019-2022 Integrated Risk Management Plan.
- 2.2 The Plans are developed following a Service Delivery Planning Day and consultation with staff across districts.
- 2.3 Members of the Fire and Rescue Authority are encouraged to seek regular updates on key areas of work across their areas through discussions with their respective District Command team.
- 2.4 The District Action Plans have proved useful in that they allow local activity to be monitored and updates to be provided to senior managers and members of the Fire and Rescue Authority.
- 2.5 The Plans are available on the District pages of the West Yorkshire Fire and Rescue Service (WYFRS) internet site.

## **3 Financial Implications**

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

## **4 Legal Implications**

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

## **5 Human Resource and Diversity Implications**

- 5.1 There are no internal HR or Diversity implications arising from this report.

## **6 Health, safety and wellbeing implications**

- 6.1 Each District has plans in place to cover the health, welfare and wellbeing of staff in line with the service priorities.

## **7 Environmental Implications**

- 7.1 The District Action Plans make reference to specific environmental challenge in relation to the preparation for and response to notable weather events such as flooding and wildfires.

## **8 Your Fire and Rescue Service Priorities**

- 8.1 The District Action Plans support the following Service Priorities 2019-2022:

- Reduce the risk to the communities of West Yorkshire
- Continue to keep our firefighters safe
- Work smarter throughout the service
- Make better use of technology and innovate where possible
- Support, develop and enable our people to be at their best

## **9 Conclusions**

- 9.1 The attached District Action Plan updates are provided to inform Members of the Community Safety Committee how each District is progressing with the actions and objectives set out in the respective plans for 2018/19.



## REDUCE THE RISKS TO THE COMMUNITIES OF WEST YORKSHIRE



### *We will:*

**Promote and enforce the fire safety measures required by law to prevent emergencies and reduce vulnerability**

**Raise awareness about the risks people face to prevent emergencies and reduce vulnerability**

### **Apply our guiding 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**

### *Our action:*

Focus the Operational Risk Visit programme to target Protection activity towards higher risk commercial premises in the District in order to support the reduction of non-domestic building fires and obtain operational risk information.

Bradford crews continue to focus on high risk commercial premises within the District, currently they are assisting and supporting the properties within the city centre as a priority. Each watch is being allocated a block of flats to monitor as part of the 'adopt a block' initiative. Information gathered from high risk premises is then shared amongst all Bradford stations.

Support the delivery of objectives within the Safer Communities Strategy and the development of operational crews for the delivery of Safe and Well visits, whilst targeting the most vulnerable members of the community.

All six 'Safe and Well' modules have now been completed within the Bradford District. Prevention staff have each been assigned a fire station in order to support the operational crews with the delivery of the safe and well strategy and also to monitor quality. From 1<sup>st</sup> April to 31<sup>st</sup> August almost 1500 visits have been carried out. Fire prevention staff will work closely with crews to target the most vulnerable members of the community and ensure that referral pathways are working effectively.

Work with the young people of Bradford to enhance opportunities for youth engagement. The engagement will be primarily through the Youth Intervention team along with collaboration with West Yorkshire Police and other partners.

Bradford District team is working very closely with the Youth Intervention team and other partners to deliver targeted interventions within the district. Our experienced youth intervention trainers have delivered 12 interactive sessions to young people across Bradford in the last 6 months and there are plans to deliver more of these interventions throughout next 12 months.

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Gather information and data from partners to ensure we continue to focus resources on the most vulnerable people in Bradford.

Data is shared through the partnerships which supports the prevention team and operational crews in targeting the most vulnerable. Data has been shared by Public Health for people at risk from falls, fuel poverty and social isolation which enables us to map out the areas and focus our resources accordingly. Further analysis of public health profile data and the Strategic Health Asset Planning and Evaluation (SHAPE) will be carried out over the next 6 months period to support our planning of resources.

Develop projects and interventions with partners along with the community of Bradford to reduce risk and improve health and wellbeing.

Bradford Prevention team have been working closely with Neesie group to deliver fire safety in the home presentations. Prevention staff have also played a key role in the delivery of the 'Prison Me No Way' programme and the Safety Rangers project. Crews have planned and delivered a number of joint projects with partners such as the operation 'Op Torch' to tackle ASB and anti-social fires within the Bingley area.

Review and strengthen district partnerships to ensure we receive quality 'safe and well' referrals.

The District Prevention Manager continues to review partnerships to ensure that quality referrals are received. The 'hazard spotting' training has been delivered to all partners centrally at FHSQ and further sessions are being planned. Prevention staff are also arranging joint visits with partners to enhance the quality of service and to improve consistency.

Continue to support the Bradford Road Safety Partnership and Operation Steerside to deliver education programmes aimed at improving road safety in Bradford.

Bradford District is a key partner in the Operation Steerside project which is a multi-agency led project. The local stations are also delivering road safety education to school children and are involved with a number of projects. Keighley Fire Station is currently trialling a new road safety presentation aimed at 16-17 year olds. The theatre in education by "Riot Act" has delivered presentations across ten schools

within the district. The project was commissioned by WYFRS in partnership with West Yorkshire Police and Bradford council road safety team.

Support, design and deliver targeted risk reduction campaigns in line with the Service Campaign Calendar and other national and local initiatives to reduce risk. Bradford crews are actively involved with a number of national campaigns such as the Drowning Awareness week and Boat fire safety week, providing water safety education to the general public. The district prevention team is also attending the 'freshers' fair at Bradford university to provide fire safety education to students.

Build on the previous success from last years Bonfire Campaign and continue to develop a community engagement strategy in partnership with West Yorkshire Police and other partners to reduce anti-social behaviour and attacks on firefighters in Bradford.

Bradford district continues to work with partners and the local community to plan and develop education materials and initiatives to reduce the number of ASB related incidents particularly around the bonfire period. Once again there will be a particular focus on community engagement and building strong relations with the public. Weekly partnership meetings are already underway in the lead up to the Bonfire period.

We will work with multi-agency partners and the statutory Safeguarding Boards to reduce harm and vulnerability.

The District prevention manager attends a number of statutory board meetings, safeguarding board being one of them. Bradford district also has representation on the subgroup that oversees the SAR's that come through to local authority. Bradford prevention team also attends the falls prevention group.

## BE READY FOR AND RESPOND TO EMERGENCIES



### *We will:*

**Work with blue-light partners and other agencies to provide a safe and effective emergency response**

### *Our action:*

Deliver the 2019/20 Performance Management Visit (PMV) programme across Bradford district stations to assess knowledge and skills across a range of key performance indicators.

The skills and knowledge of the Bradford's firefighters is being tested through the development of a local risk presentation which allows for a consistent approach to our

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**Ensure emergency response is dynamic and resilient reflecting changes to the level of risk and demand**

**Continuously improve our emergency response by learning from our, and others, experiences**

assurance process. As we move towards 2020 and move from PMV to SAV (Station assurance visit) we have seen the transition from a single annual performance visit to more regular interaction with crews – this allows greater opportunity to deliver the district training strategy and it can be more reactive to emerging risks.

Build and maintain excellent working relationships with key partner agencies, particularly West Yorkshire Police and Bradford local authority to develop response plans.

Working with key partners through exercises and incidents has allowed us to build on the relationships we had previously developed within Bradford district. An example of this was the Ilkley moor fire incident where Bradford local authority supported the response plan. We are also working with other partners testing COMAH plans at both the Nufarm and Solenis chemical sites in Bradford.

Deliver the district exercise programme; district training sessions will continue to develop officers and firefighters in their technical and command skills and focus on team building.

The exercise program was embedded in 2019 within the district and we continue to strive to create realistic and meaningful training. The relationship we have with Incommunities is helping support the delivery of our exercise programme as they provide us with disused buildings, creating a realistic environment for firefighters to train.

Bring crews together for district training days allowing input and training from various support departments both internal and external.

The District training days are now an annual CPD event delivered to all Bradford fire crews. Talks from external partners such as 'Hope for Justice' on human trafficking have been well received by our teams. We also support local crews with input and discussion from other departments on a wide range of topics such as fire protection and fire investigation.

Continue to improve RDS availability in the Wharfe Valley. This will be achieved through targeted support of existing personnel at these locations and an on-going recruitment campaign.

We are beginning to see improvements with availability in the Wharfe valley by new personnel being recruited onto the stations at Ilkley and Silsden. RDS recruitment remains a priority at both our RDS stations.

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Identify best practise and act on recommendations following incident and exercise debriefs.

We continue to support operational debriefs such as the Ilkley moorland fire and then feedback recommendations to our operational learning teams and crews. Crews are encouraged to highlight issues that arise at incidents as well as feeding back on best practise so it can be shared across the district.

Support the implementation of new equipment and procedures; this includes the replacement of the Bradford CARP with a new Aerial Ladder Platform.

The new Aerial platform (ALP) for Bradford is due to arrive in December 2019. The training of our teams will be undertaken by the driver training department and we will build exercises into our district plans for 2020. This will allow the crews to familiarise themselves with the ALP.

Support and assist with the organisations structured work experience programme.

This was successfully undertaken with fantastic feedback from the delegates. Following the successful delivery programme, the debrief process has enabled a number of adjustments to be made to ensure future programmes continue to be a success. Planning for the next students is now underway.

Support and evaluate the six month pilot of 'medical break-ins' along with other blue light partners.

Bradford crews have been actively involved with the pilot so far and are continually feeding back information to our operations learning team to ensure any issues are considered and best practice shared.

## PROVIDE A SAFE SKILLED WORKFORCE THAT SERVES THE NEEDS OF A DIVERSE COMMUNITY



### *We will:*

#### **Our Values:**

- **Teamwork**
- **Integrity**
- **Learning**
- **Responsibility**
- **Communication**

**Promote the health, safety and well-being of all employees**

**Provide training and development to maintain a skilled and flexible workforce**

**Create an environment that enables our staff to develop and embrace organisational and cultural change**

### *Our action:*

Support all employees with their fitness and welfare and encourage use of the Employee Assistance Programme (EAP).

All employees are encouraged to maintain fitness and operational personnel are tested bi-annually. The use of the EAP program has been championed in the last ¼ due to a bereavement within district.

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts.

Personnel are monitored following critical incidents through our occupational health department and a welfare officer is used at critical incidents to support personnel. The brigade chaplain has also visited Bradford crews to offer support when needed.

Facilitate the implementation of the Command, Leadership and Management (CLM) proposal as part of the IRMP and provide support to all station personnel.

District has supported the implementation of the CLM program by engaging with personnel and supporting them throughout the process. This has been achieved through individual meetings with managers who are affected by the organisational change.

Identify and develop talent within the district and ensure individuals have the necessary support and exposure to assist them with the promotion process.

Managers are consulted on talent within their teams and suitable personnel encouraged to apply for promotion. Updates have been sent to personnel on how they can achieve Initial command award (SFJ) and the process that is required for them to become accredited, allowing them to take charge of an appliance and crew.

Support the awareness, recruitment (including positive action) and training of whole-time and retained duty system firefighters during 2019/20.

Work experience for young people was hosted in Bradford and this helps to support positive action in our communities. RDS recruitment has been supported through working with Silsden and Ilkley personnel and a number of campaigns with our Corporate Communications team and the RDS Liaison officer. This has improved the recruitment of RDS personnel.

Assist and support the HMICFRS inspection and recognise 'best practise' to further improve our own organisation and workforce.

Bradford District have contributed significantly to the inspection programme by taking part in meetings, interviews and focus groups, providing evidence of the work we are undertaking.

Support the implementation of the 2019/20 Operational Training Strategy.

The District training strategy compliments the organisation's training plan. It has been cross mapped to ensure the risk profile is considered, training resources are available, station assurance visits are planned and 'themes' set for training. Crews have been updated and the implementation of the brigade strategy monitored on our visits during SAV's which are being phased in over 2019/2020.

Work with Central Prevention to implement the Mobile Working solution.

Mobile working is already successfully embedded within the district prevention team undertaking Safe and Well visits.

Mobile working is being rolled out to fire crews shortly to support increased efficiency and lean working.

## WORK SMARTER, BE MORE EFFICIENT ACROSS ALL AREAS OF THE SERVICE



*We will:*

**Adapt and improve what we do**

**Provide buildings, vehicles, equipment and technology that is fit for purpose to maximise organisational effectiveness**

**Provide effective systems of control, performance and assurance to ensure the service operates efficiently**

*Our action:*

Explore opportunities for further collaboration with local partners.

Working with local housing providers, Incommunities, has provided excellent opportunities to develop new working relationships to enhance our operational training delivery. We have collaborated with 'Hope for Justice' charity to deliver training to our teams on the indicators of human trafficking.

Provide information to support Key Lines of Enquiry from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

Information has been provided by operational personnel and managers to assist HMICFRS – initial feedback has been positive around the interaction with Bradford district personnel.

**Demonstrate transparent and accountable decision-making throughout the organisation**

**Identify and implement strategic change to reflect the economic environment**

Pilot delegated district budgets that support more efficient management of services. This has allowed greater flexibility in delivering services to our teams and communities. Allowing district personnel greater autonomy when making decisions about where to allocate resources. An example of this is the “Riot Act” theatre company delivering road safety education to 16+ age group. Also allows local initiatives for the Bonfire Campaign to be formulated and planned.

Promote the use of ICT solutions such as Skype and video conference to aid communications and training sessions within Bradford District.

Due to the implementation of new ICT solutions being delivered by FHSQ in the final quarter of 2020 – progress has been limited to ensure we do not negatively impact on ICT strategy. Our District stations are all in the first phase of updates due in late 2019.

Support the ‘Lean’ working project and work with other departments to reduce bureaucracy and implement new solutions such as the new HR systems (Gartan and Access).

This has been actively supported with great outcomes from our District. Stations have made substantial cost savings by undertaking work locally without the need for external contractors to be appointed. The property department has championed the efforts of our teams in supporting this project and has featured examples of their work in bulletins.



## REDUCE THE RISKS TO THE COMMUNITIES OF WEST YORKSHIRE



### *We will:*

**Promote and enforce the fire safety measures required by law to prevent emergencies and reduce vulnerability**

**Raise awareness about the risks people face to prevent emergencies and reduce vulnerability**

**Apply our guiding 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**

### *Our action*

Deliver joint fire safety initiatives with the Fire Protection Team and Calderdale Council that target HMOs in Halifax.

The District Team is working in partnership with Calderdale MBCs Environmental Services Department, and the Fire Protection Team. Several joint visits have been completed to HMOs in the Halifax area. WYFRS and Calderdale MBC employees are providing fire safety advice, and information about smoke alarms during these visits. Halifax Green Watch have delivered two targeted interventions days and are planning more, as part of this project

Deliver a programme of Operational Risk Visits across the district using the new Risk Matrix developed by ORMT. Ensure significant risks are identified, information on those risks is recorded and then training material is produced and delivered, so crews understand the risks they face from these premises during incident operations.

Operational crews are completing Operational Risk Visits at sites that present greater risk to firefighters. Fire crews are also supplementing risk information with risk presentations for sites which present significant risk and carryout training and exercises against those risks. This work is guided by the Training to Risk strategy. These risks are not only buildings, but include water courses, Wildfire site and Railway Tunnels. Risk information is shared across all watches and Stations in the district.

Lead on delivering the Calderdale Road Safety Strategy.

The District Commander continues to lead on behalf of the Community Safety Partnership. The strategy comprises four main themes; education,

engagement, enforcement, and engineering. Local initiatives are proving to be very successful. However, the number of RTC's has increased in the last six months, so is an area of focus for the district team. The district has been supporting Operation Hawmill and has expanded the Road Safety Roadshow into the lower valley this year.

Deliver the Care Workers Project - A Task & Finish group including NHS, Together Housing and Adult Care will promote better risk mitigation for providers of care for those who are immobile and smoking, and using emollient creams.

This project has been completed.

Deliver the Translation Project which will support non-English speaking families in the Halifax Central neighborhood with access to interpreters and translation material, to assist them in understanding key safe and well messages.

This project has been passed to the central Prevention Team who are working with specialist providers to provide a product that can assist in the delivery of Prevention activities to individuals and groups who do not use English as their first language.

Develop a Hoarding protocol within the district to ensure joint working to tackle this increasing problem within Calderdale.

The Hoarding protocol has been completed and the District Prevention Manager chairs the Hoarding Panel that reports into Calderdale Councils Adult Safeguarding Board.

Deliver Targeted Youth work interventions in Park Ward. These will include targeted days and will be offered to Queens Road Neighbourhood Centre youth group on the subjects of Road Safety and Anti-Social Behaviour, following statistical information highlighting concerns for this area of Halifax. The 'Grit' programme delivered by our Youth Intervention team will be offered to Halifax Academy students as part of an initiative to encourage team work and resilience.

There have been a number of events to date, these have included Get

Started with Boxing at Halifax Fire Station, and Youth interventions at the Queens Road Neighbourhood Centre within Park ward, Halifax Red Watch are providing Antisocial behaviour talks to year six students. Byland estate within the Illingworth area has been of concern with a large increase in secondary fires; this has resulted in a specific initiative which is highlighted in the “Spotlight on” article contained within this report.

Support Calderdale Council initiatives “Calderdale Cares” and “Calderdale Vision 2024” where ever possible and deliver specific information to fire crews about Calderdale Vision 2024.

The District Command attends regular Calderdale Leaders Group meetings and Gold Group meetings, The district have an officer undertaking their ILM Level 5 qualification on the future Leaders course at Calderdale College

Support delivery of the Social Isolation Safe and Well training programme across the district.

The social isolation project is currently being delivered in the Mytholmroyd and Rastrick station areas; this will expand across the district later in the year. The project has identified a number of isolated vulnerable residents, that have benefited from Safe and Well visits and referrals on to other agencies for additional support.

Support the outcomes of the Tri Service Collaboration Board.

Calderdale District continues to support the outcomes of the Tri Service Collaboration Board. This work currently includes the Medical Break protocol.

## BE READY FOR AND RESPOND TO EMERGENCIES



*We will:*

**Work with blue-light partners and other agencies to provide a safe and effective emergency response**

*Our action*

Organise and deliver operational training initiatives with all Blue light partners within in the district and inter-district training. This will include many multi-pump exercises with other agencies. The district will run an eight pump exercise at Calderdale Royal Hospital in the Autumn to test Mass Decontamination at an Accident and Emergency Unit.

**Ensure emergency response is dynamic and resilient reflecting changes to the level of risk and demand**

**Continuously improve our emergency response by learning from our, and others, experiences**

There has been four multi agency / District exercises carried out the year. These have included YAS HART and The Technical Rescue Team from Cleckheaton.

Calderdale District has organised 16 Mutli-pump / Station exercise of various themes including High-rise, Trench Rescue, Building Fire, Rope Rescue and Hazmat. Stations have also arranged numerous mutli pump exercises.

Planning for the exercise at Calderdale Royal Hospital is in the advanced stages. The exercise will take place in Spring 2020.

Develop a new partnership with Calder Valley Mountain Rescue Team.

There has been an introduction meeting and a training session carried out with Calder Valley Mountain Rescue team. These have proven very beneficial for both organisations. These session have resulted in shared understanding of organisational roles and responsibilities. Further work is being carried out develop joint training opportunities in the future.

Continue to exercise with Calderdale Council Emergency Planning in relation to flooding events.

Calderdale District has recently reviewed the District Flood Plans in coordination with the Ops Resilience Team. Calderdale District is supporting and attending Calderdale Council's Strategic 2 day flood exercise that is being held in Oct 2019.

Ensure the delivery of four Multi agency Wildfire courses within district.

All Wildfire Training was delivered by Todmorden Fire Crews. Calderdale District will play a full role in the Wildfire review following the significant incidents that occurred earlier in the year.

We will support the 6 month trial of medical break-ins.

ADC Rose is lead for the project and is the Ops and Training ADC for Calderdale District, The project is on track and will report to Fire Authority in Nov 2019. The project is embedded with Fire crews across the District.

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Calderdale district crews have been feeding back via the debrief process and directly to ADC Rose.

Deliver and embed the new Station Assurance Visit (SAV) programme across the district to provide robust operational assurance.

The SAV programme is 50% complete within Calderdale. Calderdale District has contributed to the SAV Dashboard project, and is currently using a Dashboard to manage district performance for operational training, ORV and prevention activity.

Deliver various themed off-site multi-pump district exercises.

This action has been covered above

Organise and deliver inter-station awareness days targeting operational specialisms from across the organisation.

The District has specialism awareness training in the areas of Fire Investigation, HART and Technical Rescue to date. Future training is currently being arranged in other specialisms.

Ensure EMOC version 3 is rolled out across the district and the changes to the system are understood.

This has been delivered. District officers carry out quarterly auditing and provide support to stations to ensure the accurate recording of training.

Promote organisational learning following operational incidents and encourage open dialogue with personnel to improve operational effectiveness within the organisation and with our multi-agency partners.

Each Watch and RDS station has quarterly visits from the District Commander and have many interactions with other district officers. These meetings include discussions around both operational learning and joint organisational learning. Debrief forms are reviewed by the Ops Training ADC to ensure quality and quantity. Calderdale District has volunteered to trail the Local debrief process. This involves chairing smaller incidents debriefs, where opportunities to learn have been identified by crews.

Implement a new district Assurance model that will provide a greater level of assurance of district performance through an increase in the number of operational scenarios and greater interactions between the operational crews and the district team.

Covered above with the new SAV and Ops assurance processes.

## PROVIDE A SAFE SKILLED WORKFORCE THAT SERVES THE NEEDS OF A DIVERSE COMMUNITY



*We will:*

### Our Values:

- Teamwork
- Integrity
- Learning
- Responsibility
- Communication

**Promote the health, safety and well-being of all employees**

**Provide training and development to maintain a skilled and flexible workforce**

*Our action*

Support all employees with their fitness and welfare, and encourage use of the Employee Assistance Programme

The District is continuing to support its employees with their fitness and welfare. This includes assisting employees to recover from absence and return to full operational duties. The Team receives regular updates regarding the Employee Engagement Programme. It is pleasing to see that there is a good uptake for the programme in Calderdale, particularly the telephone counselling service.

Support the delivery of the firefighter safety programme

The District has supported the Firefighter Safety programme and rolled out the training across the district

**Create an environment that enables our staff to develop and embrace organisational and cultural change**

Support WC development by putting all WC's in the district through the EQI 2.0 Emotional Intelligence assessment and providing feedback to support individual and team development.

Watch Commanders, ADC's and the District Prevention Manager will all complete out an EQI 2.0 programme this year.

Provide training, coaching, and mentoring to enable employees to understand new ways of working.

Support is being provided to all employees to understand CLM and the new ways of working. All CLM selection processes have taken place. All WC's in the district know what roles they will be carrying out following the introduction of CLM

Deliver Corporate HR updates to District Watch Commanders.

The HR Business Partner provides WC's with HR training following the district meeting on a Bimonthly basis.

Support managers at all levels throughout District when dealing with HR issues to ensure a consistency of approach across all HR matters.

The HR Business Partner is being utilised by both the District team and watch commanders across Calderdale District.

Ensure fairness, consistency and transparency in all matters affecting people.

The District is currently reviewing the Calderdale District HR strategy, so employees understand the District's commitments fairness, consistency and transparency. All district officers champion the Values and Behaviours of WYFRS.

Support the development and implementation of approved IRMP interventions within the district.

Calderdale District has supported the development of the IRMP proposals for 20/21, and will continue to consult with the Strategic Development Dept. on

those proposals. Specifically the removal of the Ariel appliance at Halifax Fire Station in 2023.

## WORK SMARTER, BE MORE EFFICIENT ACROSS ALL AREAS OF THE SERVICE



*We will:*

**Adapt and improve what we do**

**Provide buildings, vehicles, equipment and technology that is fit for purpose to maximise organisational effectiveness**

**Provide effective systems of control, performance and assurance to ensure the service operates efficiently**

**Demonstrate transparent and accountable decision-making throughout the organisation**

**Identify and implement strategic change to reflect the economic environment**

*Our action*

Embed mobile working practices within Prevention and Protection work streams.

Calderdale District will support the role out and training for the mobile working devices. Prevention Officers have been using the devices with success for the last 12 months. The training for operational staff has been scheduled in over the next two months.

Ensure the successful role out of GARTAN and ACCESS HR systems across the district.

The District has supported the role out of Access through CPD and training sessions delivered via SKYPE and by the HR Business partner. The District awaits the roll out of GARTAN but will support its introduction at the time.

Provide information to support Key Lines of Enquiry from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

The District Team supplied comprehensive evidence to help support the HMICFRS Key Lines of Enquiry. Two watches within Calderdale provided information to the HMICFRS inspectors during their visits to watches.

Support the development of a new Performance Management Framework and Dashboard that will be a central point for all information relating to the district.

Calderdale District has contributed to the SAV Dashboard project, and is currently using a Dashboard to manage district performance for operational training, ORV and prevention activity.

Continue to engage and support the Prevention quality assurance process within the district and encourage ownership of prevention activity at a watch level.

The ADC for Prevention in Calderdale District has provided QA feedback to 13 of the 14 Watches in Calderdale. The Prevention SAV's are starting 1<sup>st</sup> Oct 2019, to further embed understanding and provide support where required.

Provide budget training to District officers, to improve understanding and better budget controls.  
Pilot delegated district budgets that support more efficient management of services.

Budget Training has not yet been provided to district officers, but will be completed later in the year. The District will await the outcomes of the Lean working project and direction from the finance dept. before making significant changes to budget management.



## REDUCE THE RISKS TO THE COMMUNITIES OF WEST YORKSHIRE



### *We will:*

**Promote and enforce the fire safety measures required by law to prevent emergencies and reduce vulnerability**

**Raise awareness about the risks people face to prevent emergencies and reduce vulnerability**

**Apply our guiding 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**

### *Our action:*

Carry out Operational Risk Visits on high-risk buildings to maximise operational knowledge and firefighter safety.

Deliver Safe and Well visits to vulnerable members of the community; prioritising high risk and complex cases such as Hoarding.

Deliver actions leading from Serious Incident Reviews around partnership training and media campaigns incorporating key partners such as Age UK and Care-phone.

Refine Kirklees District's partnership directory to establish robust referrals that focus on vulnerable members of our community.

### *Progress:*

Operational Risk visits schedule continue across Kirklees with process being re-affirmed to ensure the higher risk ORV's take precedence. Such visits have also been incorporated into the District Operational Training schedule with engagement being sought from sight owners to allow use of sights for realistic training of Crews.

Training for the core Safe and Well modules has now been completed across the district stations. Through the District Prevention Station Assurance Visits (SAV) themes around arson reduction and associations with broader anti-social behaviour have been delivered to all staff. The training will ensure more robust reporting and detail is captured allowing required support to the most vulnerable members of our community.

A Safe and Well workshop for key partners within Kirklees took place in September 2019 with another event being planned for the New Year.

The refining of Kirklees Partnership directory is well underway with key partners identified through Serious Incident Reviews and the embedding of our District Team into the Local Authority Structures / Groups. We will continue the cycle of reviewing partnerships to ensure we are able to target the most vulnerable members of our community.

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Re-align District structure to match Kirklees Council's Community Partnership delivery framework to improve focus on key areas such as reduction of anti-social behaviour and arson.

Implement the Safe and Well quality assurance process within our established Prevention PMV sessions focusing on the development of staff and teams.

Refresh Kirklees District's Risk Reduction strategy to focus on key performance areas that complement or influence each other, including refocused attention on incident reporting standards.

Establish regular WC / CC briefings focused on developing ways of working and operating with an emphasis on the Prevention Quality Assurance Framework and key locality focus areas.

Establish the Fire Liaison Officer role seconded within Kirklees Council to drive key focus areas such as arson reduction and youth engagement

Kirklees District structure has been aligned to the Communities Board structure of Service Delivery to ensure focus is maintained on driving down risk and connecting its association with broader societal issues. The seconded Fire Prevention Liaison WC is also embedded in role and within Kirklees Council Communities Board structure.

The Safe and Well quality assurance process is now integrated into the Kirklees District Station Assurance Framework (What was the PMV). This means that Prevention SAV are now focused on Watch's that are identified as requiring support and further assurances.

Kirklees District has focused a lot on implementing leadership around Risk Reduction. A focus on the requirement to report incident in the correct way and also ensure that all community support elements are referred to key partners or followed up has been integrated into the Kirklees District Risk Reduction Strategy. This has been delivered in the form of Watch and WC engagement video briefings to ensure all staff know the expectation placed around their role.

Kirklees District has initiated Watch Officer briefings through video conference calls. This has allowed a robust engagement with staff around developing areas within the Service or areas that require further assurance. This has also been incorporated into the SAV proves for overall staff engagement.

The role of the of the WC Fire Liaison Officer seconded within Kirklees Council has been seen to pay dividends in bringing key partners together to deal with individual high risk cases or broader societal issues. Focused on driving the Kirklees District (WYFRS) agenda through key partner engagement has shown significant improvement in areas such as arson and malicious false alarm incidents.

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Develop a Bonfire plan with partners with a focus on prevention, community engagement and emergency response.

Establish engagement with schools within the District looking at the reduction of anti-social behaviour outputs such as arson and malicious false alarms.

Re-affirm the partnership presence and focus around road safety through leading on the Kirklees Safer Roads group looking at collaborative community engagement via road safety campaigns.

Deliver nuanced District based projects focused on targeted areas such as the AFA protocol and Arson reduction initiatives.

Kirklees District Bonfire Plan is near completion and will be heavily weighted on a pre-period prevention campaign through the engagement of key partners. Focus will also be made on the 'more than a uniform' campaign to protect our staff in periods of heightened tension.

We have seen real success in this area with Scholl around the Wilton Estate being targeted to reduce issues Crews were identifying around ASB and arson. Whilst the challenge of ASB and youth engagement is broader than this area, we have the ability to pull together partners quite quickly to combine a joint approach when dealing with such issues. The success for this has also been observed in the District PMI figures for Secondary arson and malicious false alarms.

The Kirklees Safer Roads group is now established and led by WYFRS. We have initiated (Through funding made available within Kirklees Council) academic study through Huddersfield University on how to change behaviour of drivers within Kirklees. This study will be used to bolster targeted campaigns around road safety.

A report outlining the issues within Kirklees around arson and its association with broader societal problems was delivered by Kirklees District through the Kirklees Council Communities Board. Following recommendations, a multi partnership group has been formed (Arson Reduction Task and Finish Group) that is focused on reducing arson, identifying patterns and delivering community outcomes through a collaborative partnership approach. Kirklees District are proud of the progress made and the positive impact this has had both through feedback from staff and partners too improved PMI targets for the same period last year.

Support the outcomes of the Tri Service Collaboration Board.

Kirklees District supports Tri Service Collaboration and maintains links to other key partners – This information is collated though the District Meeting minutes which are utilised when required for broader Organisational examples of Collaboration.

**BE READY FOR AND RESPOND TO EMERGENCIES**



*We will:*

*Our action:*

*Progress:*

**Work with blue-light partners and other agencies to provide a safe and effective emergency response**

Work in partnership with Huddersfield University to progress opportunities for academic studies linked to District initiatives around community vulnerability and profiles.

This work is progressing well with funding being made available through Kirklees Council Communities Board to enable the academic study to be completed. We are hopeful that once this study is complete, it will greatly influence founded areas of focus around changing dangerous driving behaviours through key campaigns.

**Ensure emergency response is dynamic and resilient reflecting changes to the level of risk and demand**

Continue to work with Solenis UK Ltd (Previously BASF), Syngenta and HRI regarding training to risk and off-site exercises.

A schedule of exercises have taken place with more in train. We have embedded these exercises within the SAV proves to which shared exercises now take place with other Districts to adopt a smarter more effective way of Operational Training And assurance.

**Continuously improve our emergency response by learning from our, and others, experiences**

Trial and evaluate the SurgiVet pet recovery oxygen masks to review application of equipment from a response perspective.

The review of SurgiVet pet recovery oxygen masks is complete. This review will be taken to Senior Operations Team (SOT) for a decision whether more equipment should be procured for other front line Appliances. Whilst there was only one incident where the equipment was used, this was a house fire with 3 cats and a dog, which were affected by smoke inhalation. Through the use of the equipment, all animals were rescued with some initially not breathing. Kirklees District will continue to look at initiatives ways of trialling equipment to make the community (And its pets) of Kirklees safer.

Continue to work with Holme Valley Mountain Rescue and Police around JESIP and Continuous Personal Development (CPD) training sessions.

Deliver the Kirklees District Training and Development Strategy 2019/20 with a golden thread approach to staff development, leadership and CPD underpinned by focused District assurances aims.

Progress the newly formed Waste Site Tac Advisor role within Kirklees and wider service.

Encourage and facilitate the sharing of key learning points from smaller and more significant incidents.

Support the 6-month pilot for medical break-ins.

Kirklees District staff Continuous Personal Development (CPD) sessions have been a real success. They are now structured and themed to look at areas such as staff health or JESIP.

West Yorkshire Police Counter Terrorism Unit has delivered training on PREVENT and Holme Valley Mountain Rescue have discussed their roles. We have had very complimentary feedback from Staff regarding these session. More are scheduled for the future.

The Kirklees District Training and Development Strategy is now in place and being delivered. The incorporation of a golden thread approach around SAV, CPD sessions and required District Assurance focus within various areas have developed the Strategy into a framework that compliments the direction the District is heading. The focus on working on the fundamental background infrastructure of staff engagement and by-in has also been one of the key focuses for the District Team.

Assistance District Commander with Kirklees District has now taken up the role of Waste Site Tac Advisor – This role is in the process of being embedded in the required areas of the Organisation.

The sharing of information has been an integral part of Kirklees District SAV, this has been maintained through internal Operational learning And also inter-agency learning through CPD / debrief sessions with local partners such as the Police.

Kirklees District has seen a total of 76 mobilisations within the trial. The District team continue to support such progressive areas of work and ensure all operational learning is captured and acted upon.

**PROVIDE A SAFE SKILLED WORKFORCE THAT SERVES THE NEEDS OF A DIVERSE COMMUNITY**



*We will:*

*Our action:*

*Progress:*

**Our Values:**

- **Teamwork**
- **Integrity**
- **Learning**
- **Responsibility**
- **Communication**

**Promote the health, safety and well-being of all employees**

**Provide training and development to maintain a skilled and flexible workforce**

**Create an environment that enables our staff to develop and embrace organisational and cultural change**

Support all employees with their fitness and welfare and encourage use of the Employee Assistance Programme (EAP).

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts.

Conduct exercises that incorporate cross border risk and training. We will deliver a brigade rail exercise incorporating other FRS' and agencies that seeks to test response procedures.

Progress the opportunity to have National Trust assets based at Slaithwaite complimented by an MoU and training for WYFRS staff.

Work with the Fire Protection Team to deliver partner training within local authority buildings in the areas of malicious false alarms and arson.

Kirklees District have formed a break out room for staff to utilise a welfare space away from workspace. This is intended to ensure that all staff are able to find a quiet space if required to compliment welfare and well-being. The District Commander discussed with all staff, on Station visits or one to ones, around ensuring welfare and well-being is managed.

Huddersfield Green Watch are undertaking the 'Medicine Ball Challenge' which will see them attached (Removable when required) to a cord and medicine ball to depict the weight of carrying Post Traumatic Stress Disorder (PTSD) to which many events are planned to ensure the raising of awareness of such a worthy subject area.

Exercises incorporating cross border and cross District have either taken or are programmed to take place – Such exercises are intended to bolster the SAV process and compliant Kirklees District Training Strategy.

Following the Marsden Moor incident 6 months ago – Initiatives and opportunities around the involvement of key partners and local community during such incidents are being reviewed. An element of this piece of work is assessing how the use of other Organisations equipment such as the National Trust can be used and also what the local community can be involved in outside of Fire Fighting.

The piece of work has been successfully completed. All educational establishments within Kirklees received a letter explaining the issues around false and malicious false alarms. Educational input and training was offered and provided to a number of schools and

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Support Huddersfield crews to maintain CARP capability through District based training and assurance.

Enhance the already established District based CPD sessions that have incorporated HR and other elements such as professional standards.

Utilise video conferencing to enhance the District based communications strategy incorporating Prevention, Operational Training and focused assurance areas.

Focus training for RDS Stations in the areas of Command and Breathing Apparatus (BA).

colleges with the aspiration of reducing such un-necessary incidents in the future. Kirklees District has seen significant reduction in such incidents with this success being seen within a comparison of the District PMI target set for the same period last year.

Kirklees District continue to embrace and utilise its aerial capability. A process has been put in-place to ensure that all operator and instructor qualification are maintained to which Kirklees resources are relied upon in other Districts to maintain short falls in staff qualifications. Exercises in Slaithwaite and Huddersfield have been carried out incorporating the aerial capability.

Kirklees District has received a lot of compliments from staff around the revised but now established staff CPD sessions. A golden thread approach is adopted ensuring that such input is focused around themes and Organisational priorities. Recent input has been given from Occ Health Unit around staff welfare and well-being, current themes are around Counter Terrorism and community tension plus JESIP which is intended to assist crews when working out in the community.

Video conferencing is now utilised significantly within Kirklees. This has allowed District to engage all staff and also seek opportunities to turn engagement and briefings round in a timely manner. We have also identified positives in how Stations contact and engage with each other. We will continue to embed video conferencing in varied aspects of work where appropriate.

Focus on RDS training around BA and incident Command has been in-place for a while now – This has seen an increase in RDS availability within Kirklees District. Further training is scheduled for the future.

**WORK SMARTER, BE MORE EFFICIENT ACROSS ALL AREAS OF THE SERVICE**



<i>We will:</i>	<i>Our action:</i>	<i>Progress:</i>
<p><b>Adapt and improve what we do</b></p> <p><b>Provide buildings, vehicles, equipment and technology that is fit for purpose to maximise organisational effectiveness</b></p> <p><b>Provide effective systems of control, performance and assurance to ensure the service operates efficiently</b></p> <p><b>Demonstrate transparent and accountable decision-making throughout the organisation</b></p> <p><b>Identify and implement strategic change to reflect the economic environment</b></p>	<p>Provide information to support the key lines of inquiry from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).</p> <p>Work with the SDAT to support and inform the organisational assurance process complimented by District and Station based Assurance processes.</p> <p>Trial a District based link to Corporate Communications looking at the delivery of District based media and robust links to the centralised team.</p> <p>Progress the Station Assurance Visit process to provide a fundamental assurance process that can influence, flatter and rationalise performance management – Look to progress this area throughout all Districts complimented by ICT solutions.</p> <p>Monitor the RDS staffing situation within Kirklees District and support and contribute to the RDS Review.</p>	<p>Kirklees District both provided and took part in HMICFRS the field and main inspection. This saw inspectors interviewing 4 x Stations and District staff. Kirklees District were proud to discuss and demonstrate the positive elements being driven through District with showcase evidence returns being requested by the inspectorate following interviews.</p> <p>We have worked closely with the SDAT both within Organisational assurance requirements and in progressing the SAV process, which Kirklees is leading on. It is envisaged this work will become further integrated in the future as tiered assurances become more robust.</p> <p>This piece of work hasn't been progressed for various reasons but we will seek to try and gain progress in this area to ensure Stations and District have more autonomy and trust when it comes to localised media.</p> <p>This piece of work is being led within Kirklees District. A group within the Ops and Training ADC's has been formulated led by the Kirklees Ops &amp; Training ADC. Other Districts are now on-board with this following approval at SOT to progress. Benefits to the SAV system are already being observed with engagement with staff being one of the main successes. We will continue to drive the SAV process and ensure it is spread across all Districts and embedded in elements such a SDAT.</p> <p>RDS steering and oversight will now sit within Kirklees District with the District Commander leading. Oversight will be maintained around all RDS Station staffing levels and associated influencing factors. We</p>

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Improve access to social media within all District Stations and teams

are looking forward to embedding this area within Operations and also other departments as required.

Whilst Kirklees Stations have access to Twitter other platforms already used within the Organisations are not available – We will continue to try and engage with Corporate Communications to seek all positive aspects from all available social media platforms.



### REDUCE THE RISKS TO THE COMMUNITIES OF WEST YORKSHIRE



**We will:**

**Promote and enforce the fire safety measures required by law to prevent emergencies and reduce vulnerability**

**Raise awareness about the risks people face to prevent emergencies and reduce vulnerability**

**Apply our guiding 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**

**Our action**

Carry out Operational Risk Visits on high risk buildings to maximise operational knowledge and firefighter safety.

Deliver Safe and Well visits to vulnerable members of the community; prioritising high risk and complex cases.

Deliver a Safe and Well workshop for partners to improve awareness of the Safe and Well strategy and delivery in Leeds.

Develop a comprehensive directory of key partners and local support services in Leeds.

Become a member of the Health and Wellbeing board to understand the wider impact of Safe and Well.

Implement the Safe and Well quality assurance process, focusing on quick wins and gradual improvement.

**Progress**

Operational risk visits continue across Leeds District and work is being undertaken to reaffirm that very high risk ORV's have a PowerPoint presentation using the new template.

Training for the core Safe and Well modules has now been completed across the district stations. Additional training on arson reduction has also been given to Prevention staff and is currently being delivered to all crews. This training will enable staff to provide more support to the vulnerable people within our communities.

A Safe and Well workshop for our partners in Leeds District is planned for January 2020.

The Safe and Well referral pathway has been updated to improve the efficiency and effectiveness of our service delivery. This has given more ownership and responsibility to stations to make their own referrals. Crews and Prevention staff continue to collate the Interventions Directory.

Due to staff movements and changes within the Leeds Prevention Team, there is no progress to report on this action.

All Leeds District watches have been quality assessed by the Central Prevention Team. A small number of watches are still awaiting their feedback. The evaluation process is underway to identify best practice and limitations from this year's process.

Allocate risk reduction priorities across Leeds District Stations and monitor the implementation of the safer communities (prevention) strategy.

Develop a Bonfire plan with partners with a focus on prevention, community engagement and emergency response.

Support the delivery of the Safer Leeds Community Partnership, understanding the ability to impact on the reduction of arson concerns.

Continue to work with HMP service to reduce the number of deliberate cell fires.

We have already identified an improvement in the quality of the wider team's visits as a result of this improvement process.

Risk reduction priorities have been allocated out to all Leeds stations. Crews have been positively engaging with their priorities and are building positive relationships with partners and the local community. Moortown crews have developed a range of initiatives, including a community garden and a loneliness tea-dance. Stanningley crews are also proactively engaging with issues of crime and arson in their station area.

Bonfire planning commenced in June, and we have since been the driver in developing a new multi-agency planning forum across the three key areas of Leeds (East, West and South). This forum has brought together key agencies such as West Yorkshire Police, Youth Provisions and Leeds City Council (Including Localities and Street Cleansing teams). This plan will see communication improve over the period leading up to bonfire night and ensure our preventative work is impactful. We are committed to targeting a number of priority high schools across the city, delivering a range of bonfire inputs. PCSO's and Safer Schools Officers have received training to support the education delivery across a number of primary schools and non-priority high schools. Stations will also continue to engage with the community in our hotspot areas.

The Assistant District Prevention Manager (ADPM) post has been vacant for six months and we have continued our work with the Safer Leeds with limited resources. The ADPM post will be occupied in October and work with Safer Leeds will progress over the next six months.

As the ADPM post has been vacant, work with HMYOI Wetherby and neighbouring HMP sites has continued with limited resources. Fire Investigation are proactively engaging with the Prison Governor and supplying CPS with FI Statements to use for prosecutions against individuals starting deliberate cell fires. This is completed on every deliberate fire at Armley Prison.

Support the outcomes of the Tri Service Collaboration Board.

We will work with multi-agency partners and the statutory Safeguarding Boards to reduce harm and vulnerability.

No action to report against this objective during this reporting period.

We remain key partners in the Leeds Adult Safeguarding Board supporting the wider vision of the Board's priorities. We continue to influence our partners in the Learning and Development sub-group and support them to understand the impact of fire-risk in the safeguarding process.

**BE READY FOR AND RESPOND TO EMERGENCIES**



*We will:*

**Work with blue-light partners and other agencies to provide a safe and effective emergency response**

**Ensure emergency response is dynamic and resilient reflecting changes to the level of risk and demand**

**Continuously improve our emergency response by learning from our, and others, experiences**

*Our action*

Support the organisational initiatives to improve fire cover in Wharfedale.

We will support the 6 month pilot of medical break-ins.

Continue to work with Leeds Bradford Airport and deliver joint response training.

Continue to work with HART to deliver joint water training.

Encourage and facilitate the sharing of key learning points from smaller and more significant incidents.

*Progress*

The Leeds District Team continues to support the arrangements to maintain fire cover across Wharfedale. Otley staff routinely monitor appliance availability and report shortfalls to the Central Staffing Team. Opportunities to attract and recruit new staff to the RDS Fire fighter role continue.

District staff continues to monitor and provide feedback regarding the medical break-ins. This is done by reporting through the formal debrief process which is overseen by the Assistant District Commander for Operations and Training.

A new draft response plan has been developed to reflect the recent changes at the airport. District staff will be evaluating the training package which will be delivered to crews by LBA staff.

Leeds District stations continue to train alongside the HART team to improve operational effectiveness. Stations are encouraged to use the HART training facilities in Hunslet to train alongside YAS paramedics.

Leeds district stations continue to submit debrief outcome forms to share further learning from smaller incidents. This process is monitored by the District Team.

Relaunch the 'Adopt a Block' initiative to improve operational awareness of local authority high rise properties and support the ongoing commissioning of sprinkler systems.

The 'Adopt a Block' initiative is underway across Leeds district with the support of LCC. Operational crews evaluate their response plans to specific high rise life risks and where necessary, report identified issues to LCC for rectification. Training regarding commissioned sprinkler systems is on-going.

**PROVIDE A SAFE SKILLED WORKFORCE THAT SERVES THE NEEDS OF A DIVERSE COMMUNITY**



*We will:*

**Our Values:**

- **Teamwork**
- **Integrity**
- **Learning**
- **Responsibility**
- **Communication**

**Promote the health, safety and well-being of all employees**

**Provide training and development to maintain a skilled and flexible workforce**

**Create an environment that enables our staff to develop and embrace organisational and cultural change**

*Our action*

Support all employees with their fitness and welfare and encourage use of the Employee Assistance Programme (EAP).

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts.

Carry out cross border training in relation to WYFRS' capabilities and differing procedures across neighbouring Fire & Rescue Services (e.g. BA).

Arrange and carry out training to support the development of the Hunslet Foam capability.

Work with the Fire Protection Team to develop and deliver smoke shaft awareness training to improve operational staff understanding.

*Progress*

The District continues to support staff with their fitness and welfare. This includes supporting staff to recover from absence and return to role. The Assistant District Commanders and Watch Commanders continue to provide early welfare support as and when required.

Crews from Leeds District have attended a number of significant incidents which have unfortunately resulted in the loss of lives and significant injuries to surviving casualties. Operational Staff who attend these incidents are initially supported by a Welfare Officer. Further welfare support is available to both crews and individual employees through the OHSU and the Employee Assistance Programme.

The District Team has developed a cross boarder training programme with North Yorkshire FRS. A multi pump exercise will occur every six months with appliances from WYFRS and NYFRS. The initial exercises will cover the scenarios which will test our interoperability of BA and Hazmat procedures.

Hunslet crews continue to train and develop the foam capability at Teesside Airport. During this reporting period, crews from Hunslet and Leeds have undertaken foam training with the new ALP to assess the application of foam from high level.

The District Team are working with the ORMT to produce a package to deliver familiarisation of smoke shafts for all firefighters. The package will included pre learning in the form of a PowerPoint supported by a familiarisation visit to high rise buildings in Leeds District.

Support Leeds crews to complete the ALP training programme.

Arrange and carry out training to continue to improve operational understanding and awareness of HVP capabilities.

Develop HR CPD sessions in liaison with the district HR Assistant District Commander to upskill district based Watch Commanders.

Support and develop new ADC's transferring into the district role and develop a HR induction pack.

Support the development and implementation of approved IRMP initiatives.

Initial training on the new ALP is now complete and crews continue to maintain competence for the resilience aerial appliance.

Stanningley and Cookridge stations have a training programme for the HVP which is carried out on a monthly basis. This includes training with neighbouring stations within WYFRS and occasionally with other brigades. During this reporting period crews from these stations have deployed to national events in Lincolnshire and Derbyshire.

Awaiting full CLM implementation to reflect new responsibilities before WCs can be upskilled. In the interim, HR tasks are being re-aligned to appropriate levels, e.g. WC's undertaking investigations which were previously conducted by ADCs.

The HR business partner will be delivering induction training to the Leeds ADC's during November.

The Leeds district team are currently supporting the implementation of the CLM and the command development of Watch Commanders.

## WORK SMARTER, BE MORE EFFICIENT ACROSS ALL AREAS OF THE SERVICE



### *We will:*

**Adapt and improve what we do**

**Provide buildings, vehicles, equipment and technology that is fit for purpose to Maximise organisational effectiveness**

### *Our action*

Provide information to support the key lines of inquiry from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

Work with the SDAT to support and inform the organisational assurance process.

### *Progress*

Staff across the district contributed to the HMICFRS inspection process with the inspection team carrying out visits to Leeds, Morley, Rawdon and Otley stations. The visits made by the inspection team were received well by crews.

We continue to work with the SDAT to support the organisational assurance process.

**Provide effective systems of control, performance and assurance to ensure the service operates efficiently**

**Demonstrate transparent and accountable decision-making throughout the organisation**

**Identify and implement strategic change to reflect the economic environment**

Monitor the Day Crew staffing situation in Leeds District and forecast short/mid-term staffing issues.

Revised and new permanent day crewing contracts are now being issued to new staff. Re-engaged personnel following retirement and 'transfer ins' have also been undertaken. Short-term and mid-term staffing is currently good. A recent day crewing recruitment drive has resulted in the offer of employment to six successful candidates to this duty system.



**REDUCE THE RISKS TO THE COMMUNITIES OF WEST YORKSHIRE**



***We will:***

**Promote and enforce the fire safety measures required by law to prevent emergencies and reduce vulnerability**

**Raise awareness about the risks people face to prevent emergencies and reduce vulnerability**

**Apply our guiding 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**

***Our action:***

Focus Operational Risk Visits on higher risk premises in the District to support the reduction of non-domestic building fire, obtain operational risk information, increase operational knowledge and firefighter safety.

Support the delivery of objectives within the Safer Communities (Prevention) Strategy and the delivery of national campaigns utilising all available data sources to ensure a targeted approach.

Aid in the implementation of a structured work experience programme.

Review the outcomes of the changes to the Integrated Risk Management Modelling and identify the areas of highest risk within the district to target community safety initiatives.

Continue to strengthen the links within the third sector of Wakefield District.

***Progress:***

We are currently focussing on buildings with specific risks such as large and/or complex basements, high risk processes and very large warehouses.

The data from partners is helping us target our interventions and campaigns, to allow us to identify the most vulnerable in our society and build relationships with hard to reach communities.

The work experience work was a great success in the district and we are actively working on the planning for the next group of young people in the district.

The new modelling has brought a sharper focus to some specific areas in the district, with initiatives either under way or being planned by local crews within the various different areas.

The Wakefield District Commander has recently joined the Wakefield Third Sector Strategy Group, which is helping to build relations within various areas of the voluntary sector.

Deliver Safe and Well visits to vulnerable members of the community; prioritising high risk and complex cases such as Hoarding.

Strengthen existing partnerships to deliver high quality referrals for prevention visits which will identify the most vulnerable people and allow us to target our prevention activities effectively by delivering Safer Communities Programme update training.

Continue to embed the Safer Communities Programme and increase the locally driven crew based initiatives.

Complete and deliver the Wakefield District Risk Reduction strategy.

Develop a bonfire plan working with partners to focus on prevention, arson reduction and effective response.

Explore opportunities to work with partners to improve wider health and social care outcomes.

Continue to work with schools to reduce of anti-social behaviour and increase the aspirations of school children within Wakefield District.

Deliver road safety campaigns and training targeted at those communities identified through

We continue to identify and prioritise the highest risk and most vulnerable people within our communities, the partnerships and links with other agencies are continuing to grow which further aid our cause.

We have reviewed our most significant partnerships and provided additional training in the first half of the 2019. This has increased the number of referrals into district.

Each watch within the district now has at least one dedicated initiative they are driving to build better relationships within their local communities and to identify the greatest areas of need.

We continue to work within the wider WYFRS Safer Communities Strategy, whilst the Wakefield District Strategy is completed.

Bonfire planning is well under way with partner agencies particularly West Yorkshire Police to ensure we are targeting the most suitable areas.

We have a number of local initiatives within health and social care settings, to see how these can be built to provide benefits to the services and communities.

We are working closely with high schools around areas of fire safety as well as anti-social behaviour.

The Riot Act – Theatre in Education have been commissioned to deliver high impact learning

<p>the Wakefield Safer Roads group.</p> <p>Investigate the scope for other organisations and volunteers to deliver Safe and Well visits within the District.</p> <p>Support and implement the outcomes of the Tri Service Collaboration Board.</p> <p>We will work with multi-agency partners and the statutory Safeguarding Boards to reduce harm and vulnerability</p>	<p>experiences to schools in our higher risk areas.</p> <p>Limited progress has been made in this area.</p> <p>The Gaining Entry: Cause for Concern Protocol has been widely accepted as area we are best served to provide support to our colleagues in West Yorkshire Police and Yorkshire Ambulance Service.</p> <p>We continue to work closely with the Safeguarding Boards within the district, allowing us to support vulnerable people throughout the area.</p>
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**BE READY FOR AND RESPOND TO EMERGENCIES**



***We will:***

**Work with blue-light partners and other agencies to provide a safe and effective emergency response**

**Ensure emergency response is dynamic and resilient reflecting changes to the level of risk and demand**

**Continuously improve our emergency response by learning from our, and others, experiences**

***Our action:***

Embed the use of Resilience Direct as command support software at Featherstone and Pontefract.

Establish partnership training with selected agencies to support the development of our operational response to emergency incidents and increase interoperability (JESIP) within the District.

Deliver the district training strategy, including multi-agency exercises, cross border training and the Firefighter Safety Programme to support the development and competence for Wakefield based personnel.

Continue to exchange information with Category 1 and 2 responding agencies within local tactical, operational,

***Progress:***

This area is planned to start within quarter 3 and 4 of 2019/2020.

We are continuing to look for opportunities to train with blue light and other partners to ensure we are able to work together more effectively.

Planning is underway for a large multi-agency exercise later in the year. We are working to enhance the cross border training with our outlying stations.

The depth and breadth of partnerships and multi-agency meeting we attend at all levels continues

and strategic groups to encourage and facilitate the sharing of key learning points from significant incidents/exercisers.

Continue to improve the availability of the retained duty system fire appliance at Featherstone with targeted support of existing personnel, introduction of on-station initial training for new staff and the establishment of a recruitment campaign.

Support the delivery of new equipment, personal protective equipment and procedures.

Support the 6 month trial of medical break-ins.

to enhance our capabilities to work with partners.

A number of new staff have started in the last few months, which has made a positive impact on the station.

We continue to work with the Operations Equipment Team to support the delivery and rollout of equipment and training.

Our crews have been involved in a variety of incidents associated with this trial and are sharing their feedback with the project team.

**PROVIDE A SAFE SKILLED WORKFORCE THAT SERVES THE NEEDS OF A DIVERSE COMMUNITY**



***We will:***

**Our Values:**

- **Teamwork**
- **Integrity**
- **Learning**
- **Responsibility**
- **Communication**

**Promote the health, safety and well-being of all employees**

**Provide training and**

***Our action:***

Provide training, coaching, and mentoring to enable employees to absorb additional responsibilities.

Support all employees with their fitness and welfare and encourage use of the Employee Assistance Programme (EAP).

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts.

***Progress:***

We have various staff throughout the district that are both providing and receiving coaching/mentoring.

Health, welfare and fitness are a priority for the district team, with managers undertaking regular meetings and updates with staff with regards to the Employee Assistance Programme.

We follow up all significant incidents in a number of ways, this includes the offer of hot debriefing post incident to more dedicated and long term support where required.

**development to maintain a skilled and flexible workforce**

**Create an environment that enables our staff to develop and embrace organisational and cultural change**

Support the replacement of the Wakefield CARP (version 1) with a version 2 CARP.

Develop the District Command Team following the recent changes throughout the team.

Support Watch Commanders with the integration and development of Trainee Firefighters.

Raise awareness of the HR Business Partner role within the district.

Work with Central Prevention to implement the Mobile Working solution.

Work with the Fire Protection Team to reduce unwanted fire signals and malicious false alarms.

Deliver local positive action campaigns to support the recruitment and the selection of new firefighters.

Continue to empower supervisory managers to support decentralisation of routine roles and responsibilities.

The version 2 CARP went on the run at Wakefield in May 2019.

We run Continuous Professional Development (CPD) sessions within the district covering a variety of areas from incident command to HR and are continuing to develop the team.

The district has a small number of new firefighters, the district team works with the trainees and junior officers to support the various aspects of all their roles.

The HR Business Partner role is becoming embedded within the district team and we are continuing to increase the understanding of the role with front line crews by meeting with staff on a regular basis to provide information about the role and main policies and procedures within/around the HR function.

The mobile working training is ongoing throughout the district with positive feedback from crews around the ease of use of the tablet/system.

Where patterns are identified we work closely with Fire Protection to reduce them.

We are engaging with schools throughout the district as part of a long term engagement strategy and are working with specific employers within our RDS area.

The implementation of CLM continues to gather pace, this is one of the areas that will benefit, once we see it implemented within the district. We continue to empower managers across the district

Support the development and implementation of approved IRMP initiatives.

at all levels to make decisions at the lowest possible level.

The district team are working hard to ensure the rollout of CLM and the changes that crews will see are being considered and developed with staff on the front line.

**WORK SMARTER, BE MORE EFFICIENT ACROSS ALL AREAS OF THE SERVICE**



***We will:***

***Our action:***

***Progress:***

**Adapt and improve what we do**

Commence the construction of a new fire station at Wakefield (same location as existing fire station).

The build project started in May, with the demolition of the old appliance bays now completed and ground works are underway.

**Provide buildings, vehicles, equipment and technology that is fit for purpose to maximise organisational effectiveness**

Work with the Property Management Unit to improve the meeting room facilities at the Wakefield district offices at Ossett.

The scoping and design are now completed; we are awaiting confirmation of the works to start.

**Provide effective systems of control, performance and assurance to ensure the service operates efficiently**

Utilise ICT solutions such as video conferencing/online meetings to influence communications and training sessions within Wakefield District.

The new station based ICT hardware will enable this to be phased in throughout the district over the coming months and years.

**Demonstrate transparent and accountable decision-making throughout the organisation**

Provide information to support the key lines of inquiry from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

The district was host to a number of visits from the HMICFRS during the reality testing and inspections in June 2019.

**Identify and implement strategic change to reflect the economic environment**

Refine and embed the Station Assurance Visit programme working with the other Districts and the Service Improvement and Assurance Team to support and inform organisational assurance.

Work is continuing to within the district and along with the other districts to embed the Station Assurance Visit programme. We are working with the Service Improvement and Assurance Team to provide a wider view on the organisational assurance this gives us.

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Work with other districts and departments to reduce bureaucracy and implement new solutions (Gartan, district assurance dashboard etc.).

Work is underway in the areas we can influence locally to reduce bureaucracy. The implementation of Gartan in late 2019 will allow more local flexibility of staffing, once its full potential is realised.

Improve access to social media within the District.

The district team now have access to a Twitter account and actively use it to promote the work we undertake.

# Quality of Service Surveys 2018-19

## Community Safety Committee

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Date: 25 October 2019

Agenda Item:

8

Submitted By: Chief Legal and Governance Officer

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**Purpose** To inform Members of the feedback from the annual Quality of Service, Home Fire Safety Check and School Fire Safety Visit Surveys 2018/19.

**Recommendations** That Members note the contents of the report

**Summary** The attached reports provide Members with feedback from consultation on service delivery carried out during 2018/19.

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: After the Incident Survey: Incidents in the Home and Non-domestic Incidents 2018/2019, Final Benchmarking Report for West Yorkshire Fire and Rescue Service (May 2019)

Quality of Service: After the Incident Survey Domestic Incidents Quarters 1-4, 2018/19 (May 2019)

Quality of Service: After the Incident Survey Non-domestic Incidents Quarters 1-4, 2018/19 (May 2019)

Home Fire Safety Check Follow-up Survey, Quarters 1-4, 2018/19 (May 2019)

School Talks 2018-19 feedback

Annexes: None

## 1. BACKGROUND

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

The questionnaire covers areas such as:

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

- 1.2 A Home Fire Safety Check 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 Home Fire Safety Check.

The questionnaire covers the following topics:

- Initial contact
- The Home Fire Safety Check visit
- Fire safety measures
- Overall Service
- About You

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

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

The questionnaire covers the following areas:

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

## 2 INFORMATION

### Quality of Service Survey 2018/19

- 2.1 During 2018/19, 109 completed questionnaires were returned from domestic properties and 51 from non-domestic properties. 964 questionnaires were sent out, 672 to domestic and 292 to commercial giving a response rate of 16% for the domestic surveys and 17% for the non-domestic.

- 2.2 Overall, the feedback is positive with 98% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 98% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.

### **Home Fire Safety Check Survey 2018/19**

- 2.3 During 2018/19 1,500 questionnaires were sent out, of which 539 were completed and returned. This is a response rate of 36% which is good for the type of consultation.
- 2.4 Overall, the feedback is positive with 99% of respondents satisfied with the Home Fire Safety Check, of whom, 94% were very satisfied.
- 2.5 A summary of each survey results is attached which also details a comparison with the results from the previous year's feedback.
- 2.6 These survey results will be used to address any areas for improvement in order to continue positive satisfaction levels in the 2019/20 consultation exercise.
- 2.7 Other fire and rescue authorities use the same surveys. In order to benchmark the WYFRS' performance with that of other fire and rescue services, Opinion Research Services provide a benchmarking report of the comparisons of the other fire and rescue services performance with WYFRS. Details of this benchmarking are included within the attached reports as appropriate.

### **School Fire Safety Visit 2018/19**

- 2.8 During 2018/19 41 completed questions were returned.
- 2.9 Overall the feedback is positive with 100% of respondents satisfied with the School Fire Safety visit.

## **3 FINANCIAL IMPLICATIONS**

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

## **4 LEGAL IMPLICATIONS**

- 4.1 The Chief Legal and Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and / or respond to any request by Members for legal advice made at the meeting.

## **5 HUMAN RESOURCES AND DIVERSITY IMPLICATIONS**

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

## **6 HEALTH, SAFETY AND WELLBEING IMPLICATIONS**

6.1 There are no health, safety or wellbeing implications associated with this report.

## **7 ENVIRONMENTAL IMPLICATIONS**

7.1 There are no environmental implications arising from this report.

## **8 SERVICE PLAN LINKS**

8.1 This report links to all of the Service priorities.

## **9 RECOMMENDATIONS**

9.1 That Members note the contents of the report.



## Quality of Service Survey 2018/19 (After the Incident)

Ownership: Corporate Services



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## 1 After the Incident Survey

In order to monitor performance, a Quality of Service survey is undertaken on a monthly basis. Each month, a questionnaire is sent to a 10% random selection of the locations of incidents attended the previous month by fire stations 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.

	<b>Domestic</b>	<b>Non-Domestic</b>	<b>Total</b>
Questionnaires issued	672	292	964
Completed Questionnaires returned	111	52	163
Response Rate	17%	18%	17%

The questions in the survey cover such areas as:

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

## 2 Summary – Domestic Incidents (in the Home)

111 completed questionnaires were returned to the independent research company out of the 672 sent out (17% return), which is the same as last year.

	<b>2018/19</b>	<b>2017/18</b>
Completed questionnaires	111 (17%)	110 (17%)

- 96% (66) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service
- 55% (48) said that the Fire Service arrived at the incident quicker than expected and 34% (30) said that the arrival time was as expected
- 98% (88) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene

- 98% (84) of respondents felt that WYFRS kept the effects of the incident to a minimum
- 90% (98) of respondents received fire safety information at the scene, 56% (58) were offered a Home Fire Safety Check and 41% (42) received an advice booklet
- Overall 98% (108) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (103) said they were very satisfied

### 3 Summary – Non Domestic Incidents

52 completed questionnaires were returned to the independent research company out of the 292 sent out (17% return), a 6% decrease on 2017/18.

	2018/19	2017/18
Completed questionnaires	52 (18%)	61 (23%)

- 100% (30) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 31% (13) said that the Fire Service arrived at the incident quicker than expected and 64% (27) said that the arrival time was as expected.
- 100% (42) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 100% (45) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 93% (42) of respondents received fire safety information at the scene and 23% (12) received an advice booklet.
- Overall 98% (51) of respondents said that they were satisfied with the service received from WYFRS, of whom 90% (47) were very satisfied.

### 4 Interpretation of data

In an ideal world, respondents to the questionnaires would answer every question, but in practice they do not, answering some questions with a “don’t know”, overlooking questions, or simply declining to answer. For this reason, the data considered here is the ‘valid data’ i.e. the views of those respondents that expressed an actual opinion on a question.

As a result of the above, the number of respondents for individual questions can fall below the total of completed questionnaires. Where this fall is significant, an appropriate comment is made in the text.

Finally in this section, it is worth noting that the percentage for the different replies to a question might add up to a figure other than 100%. This is because the percentages have been rounded to whole numbers and have not been presented as their exact figures.

## 5 Domestic Incidents Questionnaire

The questionnaire was sent out to a selection of appropriate incidents, covering a range of incident types. Although 64% of the questionnaires returned related to internal or building fires, the remainder represented a wide range of other incidents, including flooding, external fires and the rescue of animals.

### 5.1 Domestic - Initial Contact

The number of valid responses is smaller for these questions, as only 68 respondents contacted the emergency services themselves.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2017/18 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	2018/19	2017/18
Polite	100% (68)	100% (80)
Helpful	99% (66)	100% (80)
Efficient	99% (67)	100% (80)
Reassuring	96% (64)	99% (79)
Informative	95% (63)	99% (79)

Overall, 96% (66) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 91% (63) said that they were very satisfied.

This reflects a decrease in very satisfied respondents since 2017/18 when 97% (78) expressed they were very 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 88 respondents were present at the scene at the time of the incident.

	<b>2018/19</b>	<b>2017/18</b>
Arrived at incident quicker than expected	55% (48)	55% (49)
Arrived at incident as was expected	34% (30)	37% (33)
Kept informed of what was happening during the incident	98% (83)	94% (83)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2017/18 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).

<b>Qualities</b>	<b>2018/19</b>	<b>2017/18</b>
Polite	100% (88)	100% (89)
Helpful	100% (85)	100% (89)
Informative	99% (82)	100% (89)
Efficient	100% (86)	100% (89)
Sensitive	96% (81)	97% (86)

98% (84) of respondents felt that WYFRS kept the effects of the incident to a minimum; which is lower than the 100% in 2017/18. The qualities demonstrated by the firefighters have remained similar to the 2017/18 results.

Overall, 98% (88) of respondents said that they were satisfied with the service provided at the scene, which is slightly lower than the 100% (89) in 2016/17.

### **5.3 Domestic- Information and Advice Given**

90% (78) of respondents received information at the scene, in the form of general safety advice, and found this useful.

This is slightly lower than the 2017/18 results where 91% (81) of respondents received general safety advice at the scene, however one of these did not find the advice useful.

56% (58) of respondents had been offered a Home Fire Safety Check after the incident. Most accepted the offer, but 8% (8) of these declined it, mostly saying they had sufficient cover.

This is the same as the 2017/18 results, when 56% (50) of respondents were offered a Home Fire Safety Check, even though seven of these respondents declined the check.

69% (68) of respondents had acted upon the advice given at the scene and/or in the Home Fire Safety Check, with just 4% (4) not acting upon it.

41% (42) of respondents received a FRS advice booklet after the incident. 100% (39) found it informative, 98% (40) easy to understand, 100% (37) helpful and 100% (38) found it relevant.

This is a decrease upon the 2017/18 results where 45% (40) of respondents received a booklet after the incident.

## 5.4 Domestic - Overall Service

Overall, taking everything into account, 98% (108) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (103) said that they were very satisfied.

These figures are lower than 2017/18 where 100% (110) of respondents expressed satisfaction with the service received and 96% (106) who said that they were very satisfied.

The demographic profile of the responses is as follows:

- 57% (62) female, 43% (47) male
- 15% (17) respondents were aged 60 or above
- 27% (29) have a long standing illness, disability or infirmity
- 44% (49) were households with children, 56% (62) with households without children
- 87% (92) White, 13% (14) Other Ethnic Group

## 6 Non Domestic - Incidents Questionnaire

52 completed questionnaires were returned from the 292 sent out (18% return), a six percent decrease on 2017/18.

	2018/19	2017/18
Completed questionnaires	52	61

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 1 to 1,000.

Although 63% (33) 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.

## 6.1 Non Domestic - Initial Contact

The number of valid responses is smaller for these questions, as in 24% (12) of the incidents; the emergency services were contacted through an automatic fire alarm system.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2017/18 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	2018/19	2017/18
Polite	100% (30)	100% (51)
Helpful	100% (28)	100% (51)
Efficient	100% (28)	100% (51)
Reassuring	96% (27)	90% (46)
Informative	96% (27)	90% (46)

Compared with the 2017/18 results, two have increased and three have remained the same.

Overall, 100% (30) of respondents were satisfied with their initial contact with the Fire Service, of whom 93% (28) said they were very satisfied.

These results are the same as those in 2017/18 where 100% (51) of respondents were satisfied with their initial contact with the Fire Service, of whom 93% (47) said they were very satisfied.

## 6.2 Non Domestic - At the Scene

The number of valid responses is fairly high for these questions, as either the respondent or a colleague was present at the scene in 43 (86%) of the incidents.

	2018/19	2017/18
Arrived at incident quicker than expected	31% (13)	48% (25)
Arrived at incident as was expected	64% (27)	44% (23)
Kept informed of what was happening during the incident	95% (42)	100% (52)
Not Kept informed of what was happening during the incident	5% (2)	0% (0)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2017/18 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).

<b>Qualities</b>	<b>2018/19</b>	<b>2017/18</b>
Polite	98% (44)	100% (52)
Helpful	100% (43)	98% (51)
Informative	99% (42)	98% (51)
Efficient	98% (42)	98% (51)
Sensitive	93% (40)	94% (49)

100% (42) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 4% increase on last year where 96% (50) of respondents felt that WYFRS kept the effects of the incident to a minimum.

The majority of results demonstrate a comparable position to 2017/18.

Overall, 100% (45) of respondents said that they were satisfied with the service provided at the scene, with 91% (41) being very satisfied.

Overall satisfaction results in 2017/18 showed 96% (50) were satisfied with the service provided. We have seen an 6% decrease in those respondents who were very satisfied from 97% (73).

### **6.3 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 2017/18 results included for comparison.

	<b>2018/19</b>	<b>2017/18</b>
General safety advice provided at the scene	93% (42)	84% (51)
Adopted the advice given	85% (35)	79% (48)
Advice given was already in place	7% (3)	17% (10)

Only 23% (12 respondents) received a FRS advice booklet after the incident. However, all of these agreed that the information contained in the booklet was helpful, informative, relevant and easy to understand. .

These results show a increase compared to the 2017/18 figures where 21% (13) of respondents received a FRS advice booklet after the incident.

## 6.4 Non Domestic - Overall Service

Overall, taking everything into account, 98% (51) of respondents expressed satisfaction with the service they received from WYFRS, of whom 90% (47) said that they were very satisfied.

This result shows an increase on the 2017/18 survey results where 95% (58) of respondents expressed satisfaction with the service they received from WYFRS.

The profile of the responses is as follows:

- **Incident type:** Deliberate fire/Arson 2% (1); Internal/Building fire with flames 45% (23); Internal/Building fire -smoke only 18% (9); Chemical incident 2% (1); Flood 2% (1); Rescue of animals 2% (1); False alarm 8% (4); Other 12% (6)
- **Premise type:** Hotel / Boarding house 6% (3); Care home 2% (1); Offices 8% (4); Factory 35% (18); Retail 15% (8); Education 12% (6); Restaurant / Café 4% (2); Surgery 2% (1); Sheltered Accommodation 2% (1); Community building 2% (1); Childcare/Nursery 2% (1); Church 2% (1); Dentist 2% (1); Leisure / Leisure centre 2% (1); Warehouse / Storage 2% (1); Other 4% (2)
- **Number of people present:** 1-50 people 62% (32); 51-200 people 25% (10); 201 or more people 12% (6) and no-one present 8% (4)

## 7 Benchmarking

A total of 6 Fire and Rescue Services (FRS) commissioned Opinion Research Services to monitor the views of their users who experienced Domestic Incidents between 1 April 2018 and 31 March 2019 attended by the FRS.

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

The questions which were benchmarked are as follows:

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

## 7.1 Incidents in the home

The table below shows West Yorkshire Fire and Rescue Service's ranking against the six Fire and Rescue Services who commissioned ORS, showing the results for 2018/19 and a comparison against 2017/18. 24 questions were asked as performance indicators in the questionnaire.

	2018/19 Results	2017/18 Results
Total 1 <sup>st</sup> place ranking	<p>3 Indicators</p> <ul style="list-style-type: none"> <li>• Firefighters were Informative</li> <li>• Offered booklet</li> <li>• Booklet was Helpful</li> </ul>	<p>1 Indicator</p> <ul style="list-style-type: none"> <li>• Effect of Incident Kept to Minimum</li> </ul>
Total 2 <sup>nd</sup> & 3 <sup>rd</sup> place ranking	<p>11 Indicators</p> <ul style="list-style-type: none"> <li>• Satisfaction with Initial Contact</li> <li>• Initial Contact Informative</li> <li>• Speed of Response</li> <li>• Informed During Incident</li> <li>• Firefighters Helpful</li> <li>• Firefighters Efficient</li> <li>• Received Safety Advice at Scene</li> <li>• Advice at Scene Useful</li> <li>• Offered Home Fire Safety Check</li> <li>• Booklet was Informative</li> <li>• Booklet was Relevant</li> </ul>	<p>6 Indicators</p> <ul style="list-style-type: none"> <li>• Satisfaction with Initial Contact</li> <li>• Satisfaction with Service at Scene</li> <li>• Received Safety Advice at Scene</li> <li>• Advice at Scene Useful</li> <li>• Offered Booklet</li> <li>• Satisfaction with Overall Service</li> </ul>
Total 4 <sup>th</sup> place and below.	<p>10 Indicators</p> <ul style="list-style-type: none"> <li>• Initial Contact Polite</li> <li>• Initial Contact Helpful</li> <li>• Initial Contact Efficient</li> <li>• Initial Contact Reassuring</li> <li>• Firefighters Polite</li> <li>• Firefighters Sensitive</li> <li>• Effect of Incident Kept to Minimum</li> <li>• Satisfaction with Service at Scene</li> <li>• Booklet was Easy to Understand</li> <li>• Satisfaction with Overall Service</li> </ul>	<p>17 Indicators</p> <ul style="list-style-type: none"> <li>• Initial Contact Polite</li> <li>• Initial Contact Helpful</li> <li>• Initial Contact Efficient</li> <li>• Initial Contact Reassuring</li> <li>• Initial Contact Informative</li> <li>• Speed of Response</li> <li>• Informed during Incident</li> <li>• Firefighters Polite</li> <li>• Firefighters Helpful</li> <li>• Firefighters Informative</li> <li>• Firefighters Efficient</li> <li>• Firefighters Sensitive</li> <li>• Offered Home Fire Safety Check</li> <li>• Booklet was Easy to Understand</li> <li>• Booklet was Informative</li> <li>• Booklet Helpful</li> <li>• Booklet was Relevant</li> </ul>

The results show 3 performance indicator areas were significantly above the National Score, with 0 performance indicators significantly below.

The areas that were significantly above are:

- Firefighters Informative
- Offered Booklet
- Booklet was Helpful

## 7.2 Non-Domestic Incidents

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

	2018/19 Results	2017/18 Results
Total 1st place ranking	5 indicators	6 indicators
Total 2nd or 3rd place ranking	14 indicators	7 indicators
Total below 3rd place ranking	Nil	6 indicators

The results show 4 performance indicator areas were significantly below the National Score, with no performance indicators significantly above.

The areas that were significantly below are:-

- Initial Contact Polite
- Initial Contact Helpful
- Speed of Response
- Satisfaction with Overall Service

# Home Fire Safety Check Follow-Up Survey 2018-19

Ownership: Corporate Services



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## 1 Introduction

In order to monitor performance, a follow up survey is sent out to a sample of residents who have had a Home Fire Safety Check (HFSC).

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.

1,500 questionnaires were sent out during 2018/19 of which 539 were returned giving a response rate of 36%.

	2018/19	2017/18
Completed questionnaires	539	414

The questionnaire covered the following topics:

- Initial Contact
- The Home Fire Safety Check Visit
- Fire Safety Measures
- Overall Service
- About You

## 2 Initial Contact

The questionnaire asks a number of specific questions about how HFSCs are requested. The results are shown below along with the 2017/18 results for comparison.

	2018/19	2017/18
Completed HFSCs at request of resident	65% (335)	68% (281)
Completed HFSCs following unscheduled visit	5% (26)	8% (33)
Completed HFSCs requested by an external authority	24% (124)	20% (89)
Completed HFSCs following incident / fire	7% (36)	7% (29)

We have seen a 3% decrease in the number of HFSCs at the request of the resident and unscheduled visits have also reduced by 3%. The process of requesting a HFSC has been refined as unscheduled visits were not targeting the members of the community that are most at risk or vulnerable.

The majority of people 12% (52) found out about the HFSC from a recommendation by a friend or neighbour, followed by 11% (48) via social services/health visitor.

Following initial contact 48% (232) of respondents had their HFSC within one week, which is an 6% decrease on 2017/18 (54% 224). Those respondents who had to wait five weeks or more for their HFSC following initial contact has remained the same at 3% (14).

The questionnaire asks a number of specific questions about the qualities displayed by the FRS in the initial contact. The results are shown below along with the 2017/18 results included for comparison.

(Results are based on the number of respondents who strongly agreed or tended to agree that the FRS personnel displayed these qualities).

Qualities	2018/19	2017/18
Polite	99% (505)	100% (414)
Helpful	99% (507)	99% (410)
Efficient	99% (493)	99% (410)
Informative	99% (491)	98% (406)

Overall, 100% (523) of respondents were satisfied with the service received during initial contact, of whom, 96% (502) were very satisfied.

This represents an increase on the 2017/18 figures where 99% (410) of respondents were satisfied with the service received during initial contact.

### 3 The Home Fire Safety Check Visit

WYFRS managed to keep 98% (401) of its appointments made for a HFSC. Of the ten respondents whose HFSC was not kept, eight were given an advanced warning, a reasonable explanation and an apology.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff who visited the home, with the following results and 2017/18 results included for comparison:

(Results are based on the number of respondents who strongly agreed or tended to agree that the FRS personnel displayed these qualities). Results are the same across both years.

Qualities	2018/19	2017/18
Polite	100% (499)	100% (414)
Helpful	100% (496)	100% (414)
Efficient	100% (484)	100% (414)
Informative	99% (480)	99% (410)

In the main, WYFRS personnel spent between 16 and 45 minutes inside a resident's home for 77% (383) of the visits.

The HFSCs carried out to the 75 or over age group generally took longer than 15 minutes, only 13% (26) took less. This is good to note as it would be more appropriate to spend more time with this vulnerable age group, particularly as they have a poor rate of implementing fire safety measures (implementation of fire safety measures covered later in the report).

Thinking about the advice given by WYFRS to residents, 99% (491) of respondents agreed it was useful and easy to understand. These represent the same percentage results from 2017/18.

In 99% (469) of visits new smoke alarms were fitted into the resident's home. This is a slight increase on 2017/18 where new smoke alarms were fitted into the resident's home in 82% (339) of visits.

In 98% (414) of visits, advice was given about smoke alarms fitted in the home. The top four areas of advice given to respondents on smoke alarms is categorised into the following results.

Advice on Smoke Alarms	2017/18
How to test the unit	84% (341)
Advice on the 10 year battery life	80% (325)
How often to test the units	68% (276)
Cleaning of the unit	55% (223)

The advice was understood by 99% (427) of the respondents. In 84% (388) of visits a safety leaflet was left with the resident.

Thinking about the HFSC visit itself, 99% (515) of respondents were satisfied with the service received, of whom, 95% (494) were very satisfied. These are the same as 2017/18 when 99% (410) were satisfied and 95% (393) were very satisfied.

## 4 Fire Safety Measures

77% (373) of respondents said they check their smoke alarms at least once every six months.

The next question asks “which fire safety measures do you currently have/do you take in your home?” responses are as follows:

- Close internal doors at night/when out 81% (433)
- A planned escape route 66% (353)
- A fire extinguisher 10% (54)
- Turn off/remove plugs at night 55% (294)
- Stopped using a chip-pan 47% (251)
- Fire blanket 7% (37)

49% (246) of respondents said they have adopted some of the ‘new’ fire safety measures in their home. 85% of those who responded (216) feel that their current fire safety measures are sufficient. 45% (66) of respondents aged 75 and over have not adopted any of the new fire safety measures and 5% (3) of these have not done so because they do not feel at risk from fire.

Of those who have adopted measures, the majority of the responses are detailed below.

Responses	2018/19
Closing internal doors at night and when out	31% (73)
Check / test alarm regularly	21% (50)
Door and window keys placed where easily accessible	17% (40)
Planned escape route	10% (24)
Switch off electric at plugs not in use/at night	8% (19)
Replace square block multi-plug adaptors with extension leads	6% (14)
Take mobile phone to bed at night	6% (14)
Remove plugs when not in use/at night	3% (7)

## 5 Overall Service

Taking everything into account, 99% (518) of respondents were satisfied with the Home Fire Safety Check Service, of whom, 94% (492) were very satisfied.

The satisfaction result is in line with 2017/18 when taking everything into account 99% (410) of respondents were satisfied with the Home Fire Safety Check Service, however there has been a slight decrease from the 95% (393) who were very satisfied.

The demographic profile of the responses is as follows:

- 68% (346) female, 32% (165) male
- 70% (369) respondents were aged 60 or above
- 15% (76) smokers, 85% (424) non-smoker
- 52% (268) have a long standing illness, disability or infirmity
- 83% (425) own the property themselves
- 89% (467) White, 11% (60) Other Ethnic Group

## 6 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.



# School Fire Safety Visit 2018/19

Ownership: Corporate Services





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## Introduction

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

41 completed questionnaires were returned during terms 1-3 2018/19. This is lower than the 82 returned during 2017/18.

## Age Group

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

## Topics Covered

On 100% of occasions fire behaviour was covered; 97% covered escape plan; 94% covered hoax calls and 89% covered incar safety and seat belts.

## Materials Used

97% of respondents agreed that the overall lesson was appropriate for the age of the class, 89% agreed that the materials were appropriate to the age of the class, 87% of respondents agreed that the materials used were appropriate to the lesson.

The comparison with 2017/18 results is detailed in the table below:

	2017/18	2018/19
	Agree	Agree
Overall lesson appropriate	99% (81)	97%
Visual aids and support material appropriate to age	95% (78)	89%
Visual aids and support material appropriate to lesson	96% (78)	87%

One person commented that 'the new style activities which involved role play seemed to take away the seriousness of the intended message'.

Other comments received regarding suggested teaching resources/materials were as follows:

- 7 suggested that the video was out dated and should be re-done
- 1 suggested we should provide the materials rather than them having to print them
- Bringing fire equipment along
- Something for the kids to write on to embed learning
- Mix of old style and a group discussion rather than role play
- Small/short activities
- We didn't receive the email containing the resources needed for the talk and therefore it was harder to explain some of the topics.
- Maybe a little more modern. The video looked a little dated. Also, the name of the family - who chooses?
- Having the resources (videos) available when visiting.

- A leaflet to take home so that the children can discuss what they have covered with their parents may be beneficial.
- Work booklets / worksheets?

## Pupils

The levels of pupil engagement in comparison to 2017/18 are shown below:

	2017/18	2018/19
	Agree	Agree
Pupils understood what they were taught	100% (82)	100%
Pupils were interested in the talk	95% (80)	97%
Pupils were able to recall what they were taught afterwards	98% (81)	87%
Messages were communicated well to the class	99% (81)	87%

## The Presenters

94% of respondents agreed that the presenters engaged with the group, 97% agreed that the presenters were approachable, 97% of respondents agreed that the presenters were professional. 94% agreed that the presenters were well informed.

The comparison with 2017/18 results is detailed in the table below.

	2017/18	2018/19
	Agree	Agree
Presenters engaged with the group	99% (81)	94%
Presenters approachable	100% (82)	97%
Presenters professional	99% (81)	97%
Presenters well informed	100% (82)	94%

## Length of visit

97% of respondents felt the length of the visit was “about right” whilst 3% (1) thought it was “too long”.

## Appointment

89% of respondents answered that the original appointment was kept. 11% (4) of respondents answered that the original appointment for the school fire safety visit was not kept by the Fire and Rescue Service.

Of the appointments not kept one was not kept because the Fire Service was called out to an emergency, one stated that it clashed with something, one was due to other commitments, one appointment was slightly late arrival which resulted in a shortened time slot.

These results are higher than in 2017/18 where 85% (70) of respondents answered that the original appointment was kept.

## Overall Satisfaction

100% of respondents were satisfied with the overall School Fire Safety visit, of whom 59% stated they were very satisfied.

The comparison with 2017/18 results is detailed in the table below:

	2017/18		2018/19	
	Satisfied	Very Satisfied	Satisfied	Very Satisfied
Overall Satisfaction	97% (78)	86% (69)	100%	59%

## Follow up

46% of respondents answered that they would carry out follow up activities with their class, 46% did not know and 8% said they would not. Most follow up activities involved discussions around what they have learnt, creating fire plans, completing booklets, setting homework and one involved the children writing a letter to their parents telling them what they had learnt and what their parents should do. This result is higher compared with the 2017/18 result where 36% (39) of respondents answered that they would carry out follow up activities with their class.

## Comments

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

- The kids found the talk really interesting
- Very professional and informative!
- I can't remember the exact date the firemen turned up, but they were very good at delivering the session
- Would it also be possible to include something on the danger of train lines?
- Great to have the fire fighters with us, very informative. Super chaps!
- In retrospect, I wouldn't book the session again at the end of SATs week, but that's something I should have considered beforehand. Thank you
- This is a very interesting talk which the children respond well to. The people who delivered the session were very good
- It would be better if the session was completed before breaktime. Session ran through break and children were becoming restless

## Interpretation of data

The majority percentages shown for 2018/19 appear to be lower than the previous year mainly due to there being less responses received (41 in 2018/19 against 82 in 2017/18).



OFFICIAL

# Youth Interventions Team Annual Report

## Community Safety Committee

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Date: 25 October 2019

Agenda Item:

9

Submitted By: Director of Service Delivery

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**Purpose** This report details the progress of the Youth Interventions Team for the academic year 18/19.

**Recommendations** That the report be noted.

**Summary** The Youth Interventions portfolio has expanded over the past year to include the successful delivery of the Prince's Trust Team programme. The quality of the core Youth Interventions programmes has been maintained during this time with an increase in delivery in previously underrepresented areas. Working with The Prince's Trust has developed the skill base of both the Youth Intervention Trainers and Instructors.

Focus for the next academic year will be to continue to develop a specialised team in order to continue and develop the delivery of both Youth Interventions and Prince's Trust programmes.

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: None

## 1 Introduction

- 1.1 The interventions outlined in the Youth Interventions Booklet have been delivered across West Yorkshire throughout the year to young people identified by our partners as most likely to need or instigate blue light services, now or in their futures. The programmes aim to be a catalyst for change and seek to inspire young people between the ages of 8 to 25 to change behaviours through a variety of practical, structured interventions. Most focus on personal development such as resilience whilst others are themed towards an issue such as Road Safety.
- 1.2 Last year the team were successful in securing external funding to increase the number of interventions offered in previously underrepresented areas (Kirklees and Bradford) and contributed to the delivery of prevention focused interventions over the 2018 bonfire period.
- 1.3 The appointment of an externally funded Youth Interventions Coordinator has enabled effective management of this growth in delivery, ensuring that appropriate resources are allocated to all interventions. The Coordinator has also been highly effective in developing and managing partnerships and raising the internal and external profile of the Youth Interventions team.
- 1.4 The partnership with the Prince's Trust has expanded through the delivery of the 12 week Team programme from Dewsbury Fire Station in partnership with Kirklees College. So far 2 Team programmes have been successfully delivered and a contract secured for 3 further programmes to be run in the new academic year.

## 2 Intervention Delivery Update

- 2.1 The team have delivered structured Youth Interventions aimed at behaviour change to **102 cohorts** of children and young people. This was a total of **816 children and young people**. This is an increase of 44 cohorts and 195 young people from last year's delivery.
- 2.2 The team have received **99 Firesetter referrals** in the academic year of which **37 were deemed high risk** and a Youth Intervention Trainer attended to deliver the Firesetter Intervention. The remaining 62 were deemed medium risk and the Firesetter Intervention was delivered by a pool of officers based in district teams who are trained and supported by the Youth Interventions Team.
- 2.3 The team continue to deliver educational interventions to extremely high risk groups and individuals for whom a structured youth intervention on a station is not appropriate. This year **155 people** in **72 separate groups** and **42 individuals** totalling **197 young people or convicted Adults** received an educational talk on The Consequences of Arson, Road Safety Awareness or the Impact of Anti-Social Behaviour.
- 2.4 In total the team delivered to **1,050 young people**, the majority of which are deemed as vulnerable and who are most likely to need or instigate blue light services now or in the future. This figure shows a marginal increase on last year's data. This year the team have targeted interventions at higher risk groups. As a result attendance on some programmes have been lower as many of these young people lead chaotic lifestyles which can cause multiple barriers which affect their engagement.

- 2.5 In addition to the core Youth Interventions the team have continued to work in partnership with the **Prince's Trust** to deliver the **Get Started** programmes. This year **4 Get Started** programmes were delivered which consisted of: **2 Get Started with Boxing**, **1 Get Started with Emergency Response** and **1 Get Started with Survival**. Get Started with Boxing was delivered from Halifax Fire Station for the first time this year. **45 young people** engaged with these programmes which are targeted at 16-25 year olds who are unemployed and facing multiple barriers to progression. It seeks to engage them and boost their confidence to enable them to take the next step towards education, training or employment.

### 3 Intervention Development Update

Last year the team concentrated on refining programme content, raising the quality of experience and impact on the young people and raising the profile of what the Youth Interventions Team deliver across West Yorkshire. The impact of this work is clear and has directly contributed to the progress made this year:

#### 3.1 Prince's Trust TEAM programme

This year the Youth Interventions Team have expanded their portfolio to include longer term provision for young people aged 16 – 25 years old who are Not in Education Employment or Training (NEET) through the delivery of the **Prince's Trust Team** programme. The Team programme is a 12 week full time, accredited programme focusing on developing teamwork, communications, confidence and transferrable skills for employment. In partnership with Kirklees College 2 Team programmes have been delivered with 3 more programmes confirmed for the next academic year ahead.

Both of the Team programmes that have already been delivered have been hugely successful with **73% of the young people completing** the programmes with a Level 1 qualification and, of these, **74% progressing** into Education, Employment or Training.

To reflect the significance that Prince's Trust now has in the Youth Interventions portfolio the role of the Youth Intervention Team Manager has been re-evaluated and now includes the management of Prince's Trust provision and the scope for further expansion in future years.

#### 3.2 New Homes Bonus Funding

The delivery of Youth Interventions in the Kirklees district was given a massive boost last year with funding for 68 Youth Interventions being secured through Kirklees Council New Homes Bonus.

The funded sessions which are delivered from Cleckheaton and Huddersfield Fire Station can be accessed by partners and schools in the following areas: Almondbury, Batley and Spennings, Huddersfield North and Huddersfield South.

The funded programmes available are:

4



**46 FireFit** programmes which aim to act as a catalyst for young people to lead healthier and more active lifestyles. **22 programmes delivered to date.**



**14 GRIT** programmes aimed to develop determination and resilience to overcome the challenges young people come up against at school, home and in their day to day life. **8 programmes delivered to date.**



**4 FireWorks** programmes looking at employability skills to ensure young people who may struggle to secure work experience do not miss this essential step and get an inspiring and challenging experience. **0 programmes delivered to date.**



**4 Crash and Burn** programme looking at the skills needed for personal resilience in difficult life circumstances. The programme is delivered to groups of 16-25 year olds who are facing a range of personal challenges and are unemployed and lack the tools to progress. **2 programmes delivered to date.**

The programmes also incorporate key safety messages and aim to inspire behaviour change and promote personal skills so that young people can better engage with their school, community and families.

The programmes delivered to date have been accessed by:

11 primary schools

6 secondary schools

2 Pupil Referral Units.

Sixth Form students from Fairfield school, which specialises in meeting a wide range of complex learning and physical needs, will be accessing a GRIT programme in January 2020.

Feedback from young people and partners has been very positive.

Delivery of all the programmes allocated to Batley and Spennings Dale will be complete by November 2019. A request for additional funding for this area has been submitted to the panel at Kirklees Council. Should this request be approved we will endeavour to engage with partners who have not accessed provision to date.

### 3.3 Targeted Intervention Days

This year saw a significant rise in the number of Targeted Intervention Days delivered across West Yorkshire. A total of **34 Targeted Intervention Days** (TID's) were delivered to high risk groups over the past 12 months. In the previous year the number of Targeted Intervention Days delivered was 15. This increase was partly due to securing funding secured from Police and Crime Commissioner, WYFRS Safer Communities Fund.

A majority of **the Action Strike Back** and **Crackers** TIDs were delivered over the 2018 bonfire period. The team worked with District Prevention Managers to identify hot spot areas and partners who helped identify young people either involved with anti-social behaviour or on its periphery, especially around the bonfire period. These sessions increased awareness of attacks on Firefighters and helped build relations between young people and WYFRS. Over this period we received national press coverage on Channel

4 news for our innovation in promoting an ambassador approach to tackling anti-social behaviour.

Feedback from Oasters school in Bradford:

*“The staff and the Students that attended the day all had an amazing time and thoroughly enjoyed the whole experience! This session was very beneficial to the students not only did it educate them on dangers of fireworks but also anti-social behaviours. The day enabled them to see the effects of what their potentially actions may have for the fire service and for themselves and their local community and they seemed to really take this information on board. This was hands on learning at its best and a day that our students will never forget. The course was delivered brilliantly by Sim and his team. Thank you very much for the whole day.*

Progress has been made this year in developing and refining the **Safe and Sound** Targeted Intervention Day. This session is aimed primarily at the younger age group and focuses on developing confidence and personal safety.

## **4 Review of previous years priorities**

Last year the Youth Interventions Team Manager set 6 priorities. The progress made against these priorities is as follows.

### **4.1 Improve Coordination**

An externally funded Youth Intervention Coordinator was appointed in September 2018 for a 12 month period. Due to the external funding secured this post was extended in November 2018 for a further 12 months.

The Youth Interventions Coordinator has improved coordination by effectively managing the growth in provision and scaling up of delivery across West Yorkshire. This has been done by working closely with the Youth Instructor Coordinator and developing effective partnerships in each district.

The Youth Intervention Coordinator has worked with District Prevention Managers in previously under represented areas (Calderdale and Bradford) to identify hotspot areas and partners working with young people most in need of the interventions that the team offers.

This post has also taken a proactive approach to raising the internal profile of the team by sending out regular updates to District staff and the Senior Management Team.

### **4.2 Maintain Quality**

This year the team have continued to refine programme content to ensure all interventions provide a challenging and thought provoking experience for vulnerable, at risk young people engaged through our partners.

The delivery model of 1 specialist Youth Intervention Trainer and 1 Youth Instructor, introduced in the previous year, has significantly raised the quality of provision. This model provides consistency for groups and enables Youth Instructors to develop their delivery by working closer with the specialist team of Youth Intervention Trainers.

Although there have been changes in the Youth Intervention Trainer Team, it continues to be an energetic supportive unit with a culture of innovative thinking, resourcefulness and reflective practice.

The team has continued to maximise financial efficiency and resilience whilst maintaining integrity.

### 4.3 **Develop the delivery team**

3 new Youth Intervention Trainers have joined the team in the past year. These multi-disciplined specialists have played a key role in refining course content and designing complex and challenging programmes which address anti-social behaviour.

The Youth Instructor pool has increased and a structured **Youth Instructor Induction Session** has now been developed and delivered to all new instructors joining the delivery team. In addition to this a **Youth Instructor Handbook** has been written and distributed. The handbook provides information on the structure of the team and guidance on delivering interventions to vulnerable young people.

A robust **Safe Working Practices Policy** is now being implemented by all staff involved with the delivery, coordination and management of Youth Interventions. This document outlines the safe working practices and risk assessments which underpin the delivery of all interventions.

### 4.4 **Expand Prince's Trust partnership**

The Youth Interventions Team has secured a contract to deliver the 12 week **Prince's Trust Team** programme from Dewsbury Fire Station in partnership with Kirklees College. In the last academic year 2 Team programmes were successfully delivered with a further 3 programmes confirmed for the next academic year.

The Team have maintained delivery of the highly valued **Get Started** portfolio and expanded delivery into Calderdale.

In the past year we trialed the **Mosaic Mentoring programme**. 30 young people engaged with the programme that was delivered by a team of 5 WYFRS staff. The team delivered 9 x 1 hour mentorship sessions.

### 4.5 **Projections**

The team has successfully met the projections set out in last year's report.

The appointment of a Youth Interventions Coordinator and securing external funding has resulted in the anticipated growth in the number of cohorts, young people and delivery hours.

The team has now secured a contract to deliver Prince's Trust Team programme and has successfully delivered 2 Team programmes from Dewsbury Fire Station.

The pool of Youth Instructors has increased and all new instructors have attended a Youth Instructor Induction session.

### 4.6 **Office move**

The demolition work now being carried out at Wakefield has had minimal impact on the delivery of Youth Interventions across west Yorkshire.

Programmes affected by the work starting were relocated to Ossett and Skelmanthorpe. No further interventions will be booked for delivery from Wakefield Fire Station until work is completed in 2020.

Ongoing issues regarding parking at Wakefield while work is carried out will continue to affect the movement of kit around West Yorkshire. However plans are in place to ensure minimal disruption to delivery.

## **5 Next steps**

The Youth Interventions Team continues to have high aspirations for growth. Moving into the new academic year the Youth Interventions and Princes Trust Team Manager has identified 4 priorities:

### **5.1 Continue to develop a specialist team by:**

- Increasing the Youth Intervention Trainer Team to 6 multi-disciplined specialists.
- Supporting Youth Intervention Trainers to extend their skill set by undertaking Princes Trust Team Leader Training.
- Organising a 1 day Firesetter training for all Firesetter officers in West Yorkshire and a further 1 day training for Youth Intervention Trainers who deal with complex high risk cases.
- Identifying training needs and securing funding for training staff.

### **5.2 Continue to expand Prince's Trust delivery:**

- Maintain the Get Started portfolio and continue to deliver these programmes in previously under represented areas.
- Maintain the high standard of delivery of the Prince's Trust Team programme in partnership with Kirklees College at Dewsbury Fire Station.
- Explore scope for expanding Prince's Trust Team portfolio.
- Explore new ways of working with Prince's Trust to develop the existing portfolio.

### **5.3 Maintain quality by:**

- Nurturing the team culture of resourcefulness and reflective practice.
- Continuing to deliver a challenging, thought provoking experience for vulnerable, at risk young people engaged through our partners.
- Developing meaningful evaluation processes and channels for partner feedback.
- Maximising financial efficiency and resilience whilst maintaining integrity.

### **5.4 Office move**

It is anticipated that, in the year ahead, the Youth Interventions Team county-wide office and kit store will be relocated into new accommodation at Wakefield Fire Station. In the interim period team will continue to be affected by the building work taking place at Wakefield Fire Station. Plans are currently in place to ensure minimal disruption to delivery and these plans will be reviewed as necessary. Priority will be to maintain front line service delivery.

## **6 Financial Implications**

- 6.1 There are no immediate financial implications associated with this report, however it should be noted that as the team grows, we become increasingly reliant on external funding and less able to tackle our dependency on a cost recovery model. This is currently managed successfully and sustainably but it means we are increasingly at the will of funders rather than WYFRS.

## **7 Legal Implications**

- 7.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

## **8 Human Resources and Diversity Implications**

- 8.1 The Youth Interventions Team's work demonstrates significant "due regard" to the service's Public Sector Equality Duties. With regards to meeting our equality duties, we have targeted our prevention activities to the most vulnerable in the community who often share protected characteristics. By working so closely with partners from the public and third sector whose goals are to improve outcomes for those with complex social needs, we have made a substantial impact on the community by strengthening their work with groups and individuals. The programmes of behaviour change developed by the Youth Intervention Team are tailored to group and individual vulnerabilities and specifically aim to reduce the development of mental and physical health complications.
- 8.2 There are ongoing HR dependencies due to the nature of externally funded posts which are short term contracts. Recruitment and Induction is time consuming and the dependency on externally funded posts perpetuates this however it is bringing excellent talent to brigade and enabling us to increase delivery more in line with demand.

## **9 Health, Safety and Wellbeing Implications**

- 9.1 A significant review of risk assessments was carried out last year and a robust "safe working Practices Policy" developed. These underpin the delivery of all Youth Interventions and are implemented by the whole team. Moving into the new academic year all risk assessments have been review to ensure they are still relevant and fit for purpose for the activities delivered.
- 9.2 All Youth Intervention staff will also be taking part in Pre Visit training in January 2020.

## **10 Service Plan Links**

- 10.1 West Yorkshire Fire and Rescue Service (WYFRS) Service Plan outlines the overall ambition of "Making West Yorkshire Safer" and the work carried out with vulnerable and at risk young people by the Youth Intervention Team contributes directly to this aim.

## **11 Conclusions**

- 11.1 The Youth Intervention Team has had yet another successful year and continued to have a positive impact on the lives of over 1,000 young people in West Yorkshire.
- 11.2 The team has continued to actively implement improvements and expand their portfolio to reach a wider range of young people and in doing so increase the number of cohorts, young people and delivery hours.
- 11.3 During this year the capacity of the team has been stretched in order to meet the demand that we have committed to when it was fully staffed at the beginning of the year. It is a credit to the team's energetic and dynamic culture that programme delivery has not been affected by reduced staffing in the short term.

- 11.4 The team continues to have high aspiration for growth and is aware that we are still not meeting the demand that exists across West Yorkshire.
- 11.5 In the year ahead the team is optimistic that a high number of quality programmes will continue to be delivered across West Yorkshire and that the team will continue to be a catalyst for change in the lives of young people.



OFFICIAL

# Performance against PMI Targets 2019/20

## Community Safety Committee

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Date: 25 October 2019

Agenda Item:

10

Submitted By: Director of Service Delivery

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- Purpose** To inform Members of Community Safety Committee of the performance against the 2018/19 performance outcome targets. The reports specifically look at performance over the first half of the year.
- Recommendations** That Members of the Community Safety Committee note the contents of the report.
- Summary** This report provides details of the performance against the outcome targets. The appendices show the performance across West Yorkshire and then broken down into the five districts with additional commentaries from the district commanders.

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: PMI Performance Reports and District Commander Commentaries

## 1 Introduction

- 1.1 The attached reports show the performance across West Yorkshire and the five Local Authority Districts against the outcomes targets that were set for the 2019/20 year.
- 1.2 The performance report covers the reporting period from 01 April 2019 to 30 September 2019.
- 1.3 Members of the Community Safety Committee approved the methodology for setting the annual targets against a range of incident types using a 3-year rolling average. The District Management teams measure, monitor and evaluate the performance against these targets at regular intervals throughout the year.

## 2 Information

- 2.1 The Performance Management System and the WYFiremap tool allows managers and staff to monitor incident activity using real time data sets. Incidents can be plotted onto a map so geographical trends can also be identified.
- 2.2 The attached reports provide data for the first 6 months of the year against a range of incident types that we attend. There is a summary report showing the figures for the whole of the service and then subsequent performance sheets show the district performance against their respective outcome targets with a commentary from each District Commander.

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

### **Arson**

- 2.3 The performance across all arson incidents has seen significant reductions compared to the same period in the previous year. We have attended 3384 recorded deliberate fires in the first six months compared to 4983 in the previous year which is a 32% reduction. Overall, arson is on track to meet the target set.

### **Arson – Primary Fires**

- 2.4 Primary fires are the more serious fires that harm people or cause damage to property. Primary fires have one or more of the following characteristics:
  - Fires in buildings and vehicles that are not derelict or in outdoor structures
  - Any fire involving casualties or rescues
  - Any fire attended by more than 5 pumping appliances
- 2.5 In this reporting period, we attended 698 primary deliberate fires, compared to 871 in the previous year. Just over half of the recorded primary fires (373) were in vehicles, with 98 dwelling fires and 135 fires in non-domestic properties and it is pleasing to note that all of these have reduced compared to the previous year.

## **Dwelling Fires**

- 2.6 If the performance after six months continues, we are on track to exceed the target for this year and with the current projection of 1075 dwelling fires, this will be the lowest ever recorded since the new recording system started. We attended 539 dwelling fires over the reporting period. We continue to visit people in their homes to deliver our Safe and Well visit programme and focus our efforts towards those most at risk.

## **Non-Domestic Building Fires**

- 2.7 There has been a slight increase of 5 fires in this category compared to the figure from the previous year (216 compared to 211). Performance is on track to meet the target but we need to ensure that our operational risk visit programme is delivering the arson advice to building owners and managers. We are well aware of the economic cost of fires in commercial properties with many companies failing to recover from a serious fire. It is essential that we continue to work across our business communities to keep fire safety high on the agenda.

## **Prevalence of False Alarms**

- 2.8 There has been a slight reduction in false alarms over the reporting period compared to performance in the previous year and we are on track to meet this target by the end of the year. False alarms still account for almost half of our total calls and we continue to work across our communities to reduce the number of unwanted fire signals.

## **Fire Related Injuries**

- 2.9 The figures for fire related injuries look slightly better compared to the previous year and we are also projected to meet the target. It is disappointing to report that there have been 6 fatalities at fire incidents within first six months and 4 of these incidents were caused deliberately. Of the 2 accidental dwelling fires, one was caused from cooking and the other from a space heating appliance. Our Safer and well checks always assess cooking safety and consider any unusual heating appliances with relevant advice to occupants on how to reduce the chances of a fire starting.

## **Malicious False Alarms**

- 2.10 The performance against malicious false alarms is on track to meet target and there has been a reduction compared to the previous year. We continue to work across the districts to identify premises where repeat malicious false alarms are generated and deliver training to staff (and pupils in the case of schools and colleges) on the issues with these types of incidents as they take resources away from being available for real life emergencies. Our staff within the Control room also challenge callers if they suspect it is a hoax caller.

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

### **Arson – Secondary Fires**

2.11 Secondary fires are less serious and generally less information is collected following a secondary fire. They tend to involve accumulations of rubbish and 'vegetation' which is mainly grass fires during warm, dry periods. Compared to the same period in 2018, there has been a significant reduction of 35% and this will be down to a number of factors. The central prevention team is currently delivering an arson reduction training programme across all operational and prevention staff to support in driving down nuisance fires.

### **Total Activity**

2.12 Although there has been a reduction in the total number of incidents attended in the first six months compared to the previous year, we are still not projected to meet this target. There has been a 17% reduction compared to last year which is a positive result. We have attended 458 incidents within a pilot programme where we are attending incidents on the request of other agencies (YAS and WYP) to support with breaking into properties where there is someone inside requiring medical attention. This pilot started in May and was set to last 6 months with the potential to extend this trial period if it is a success.

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

### **Actual Rescues**

2.13 Performance against this target has been impacted by the 6-month medical break in pilot. Not all of these incidents will have been recorded as an actual rescue, but where a rescue was carried out by fire and rescue service staff, it will have been recorded in these figures. As such, the figures for the first six months in 2019 do show an increase compared to the previous years (490 compared to 405).

### **Road Traffic Collisions**

2.14 Following several years where our attendance at road traffic collisions has generally reduced, we have seen an increase in incidents compared to the previous year. All of our district teams are represented within their respective road safety partnerships and we also hold a seat on the West Yorkshire Road Safety Executive. Our unique offer is within the field of education and we are active and involved across the districts in a range of initiatives to educate young and inexperienced drivers on the dangers of road safety.

## **3 Financial Implications**

3.1 There are no financial implications arising from this report.

## **4 Legal Implications**

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

## **5 Human Resource and Diversity Implications**

- 5.1 All initiatives to reduce the numbers of incidents we attend are focussed towards those more vulnerable. Effective working with key partners across the districts continues to develop and we are starting to recognise that our strategy of concentrating our resources towards risk and vulnerability is increasing our effectiveness. We are spending much less time with people who have little or no risk from fire and an increasing percentage of time on prevention activities is being spent in the right areas, dealing with those most vulnerable.
- 5.2 The Safer Communities Programme Board continues to provide oversight and governance for the implementation of prevention strategies and this forum ensures that stakeholders from departments across the service have a say in how the prevention service is being delivered. This includes diversity and inclusion and representative bodies.

## **6 Health, Safety and Wellbeing Implications**

- 6.1 The health, safety and welfare of all WYFRS staff involved in responding to emergency incidents is one of the key priorities contained within the Your Fire and Rescue Service 2019-2022 IRMP document. The District Command teams actively monitor the health and safety of staff following incidents and have welfare provisions in place for any specific incident type where crews may witness distressing scenes with support available through local managers and the Occupational Health and Safety Unit.

## **7 Environmental Implications**

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

## **8 Your Fire and Rescue Service Priorities**

- 8.1 The activities delivered within district to reduce the number and severity of incidents we attend all contribute towards the following Your Fire and Rescue Service 2019-2022 Priorities:
- Reduce the risks to the communities of West Yorkshire
  - Continue to keep our firefighters safe
  - Work smarter throughout the service
  - Make better use of technology and innovate where possible
  - Support, develop and enable our people to be at their best

## **9 Conclusions**

- 9.1 Members of the Community Safety Committee are presented this report as part of an on-going commitment to demonstrate the priority that WYFRS places in prevention and early intervention and how we judge the success of our activities through the performance 'outcomes' targets that we set each year.
- 9.2 Performance in the first half of the reporting period demonstrate some positive results when compared against the three-year average target and the performance over the same period last year. We continue to work across the districts to identify areas where performance against these targets is reducing and put plans and measures in place to address this through partnership working, prevention campaigns and effective response arrangements.
- 9.3 Our efforts will continue towards targeting our resources to those with most risk and vulnerability through our safer communities strategy, district and local action plans.

## LOCAL AUTHORITIES (DRRTS) - PERFORMANCE MONITORING SYSTEM

### DEFINITIONS

<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year
<b>TOTAL SO FAR</b> (Current Year)	Cumulative total for current year so far
<b>AGAINST TARGET SO FAR</b> (Current Year)	Comparison of activity so far against the target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)
<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining

	3 YEAR AVG TARGET (2016/19)	SAME PERIOD LAST YEAR (2018-30/09/18)	[values to 30 Sep 2019 23:59:59]		
			TOTAL SO FAR (2019/20)	AGAINST 3 YEAR AVG (2019/20)	END OF YEAR PROJECTION (2019/20)
Arson	6811	4983	3384	-0.9%	6750
Arson - Primary Fires	1588	871	698	-12.3%	1392
Arson - Secondary Fires	5224	4112	2686	2.6%	5357
Actual Rescues	775	405	490	26.1%	977
Total Activity	23646	15067	12543	5.8%	25017
Dwelling Fires	1145	597	539	-6.1%	1075
Non-Domestic Building Fires	438	211	216	-1.6%	431
Prevalence of False Alarms	11306	5590	5348	-5.7%	10667
Fire Related Injuries	198	97	93	-6.3%	185
Road Traffic Collisions	618	286	342	10.4%	682
Malicious False Alarms	361	181	151	-16.6%	301

### COMMENTS RELATING TO PERFORMANCE INDICATORS

## BRADFORD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DATE:	VISITING COMMANDERS:
OFFICERS PRESENT:	

## DEFINITIONS

<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year
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<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining

	3 YEAR AVG TARGET (2016/19)	SAME PERIOD LAST YEAR (2018-30/09/18)	[values to 30 Sep 2019 23:59:59]		
			TOTAL SO FAR (2019/20)	AGAINST 3 YEAR AVG (2019/20)	END OF YEAR PROJECTION (2019/20)
Arson	2166	1574	1198	10.3%	2389
Arson - Primary Fires	487	258	209	-14.4%	417
Arson - Secondary Fires	1679	1316	989	17.5%	1973
Actual Rescues	170	100	111	30.2%	221
Total Activity	6225	3915	3309	6.0%	6600
Dwelling Fires	304	156	173	13.5%	345
Non-Domestic Building Fires	104	54	48	-7.9%	96
Prevalence of False Alarms	2731	1326	1216	-11.2%	2425
Fire Related Injuries	60	32	23	-23.5%	46
Road Traffic Collisions	144	67	58	-19.7%	116
Malicious False Alarms	129	66	48	-25.8%	96

## COMMENTS RELATING TO PERFORMANCE INDICATORS

## Bradford District Performance Monitoring Report -1 April 2019 – 25 Sept 2019

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

### **Arson – Primary Fires**

Although the overall arson figure is not on track to meet target, the figures for **primary arson** are looking more positive with 209 recorded deliberate primary fires over the reporting period. This compares to 258 in the previous year which is a 19% reduction. The majority of the primary arson is associated with vehicles (53%). We continue to provide arson advice to residents and commercial property owners and managers during our home and commercial property visits.

### **Non-Domestic Buildings Fires**

Bradford District has seen a reduction in the number of non-domestic building fires compared to the previous year and on current performance, we are on track to meet the annual target. In this reporting period, we had one incident that required more than five appliances, this was at Gatehaus (Leeds Road). In terms of repeated incidents, we had three calls to Bradford District Care Trust (BDCT) during this period and the District prevention team is working closely with the BDCT to reduce the number of incidents. The work we do with partners is invaluable, through the ward partnership team meetings, to identify derelict buildings and we also work with the building owners and managers to educate and prevent arson. Fire crews are continually carrying out operational risk visits to commercial premises across Bradford and giving advice to businesses to help prevent fires starting.

### **Prevalence of False Alarms**

Bradford District has seen a significant reduction in false alarms over the last year and is projected to be more than 300 incidents down on the 3 year average. During this reporting period there have been 1216 false alarms, 60% of which were due to system faults, 36% were 'good intent' and the remaining 4% were malicious. The reduction in false alarms can be attributed to fire crews and fire protection personnel working directly with local businesses, providing education and helping them improve and manage their fire detection systems. Where appropriate, we will continue to apply charges if there is a continual failure to invest in improvements in fire alarm systems.

### **Fire Related Injuries**

Bradford District has seen a reduction in fire related injuries compared with the same period last year and we are on track to meet our target against this indicator. During this reporting period there have been 23 fire related injuries, from which sadly there were two fatalities. The district continues to improve and refine its 'Safe and Well' strategy and work hard with partner agencies to reduce the risk of fire. The multi-agency hoarding panel is now set up in Bradford and meetings have taken place. Early indications are that the panel is working very well in dealing with complex cases through a multi-agency approach. We have carried out Serious Incident Reviews (SIRs) with partner agencies for the fatal incidents and lessons learnt from these are being implemented by various partners with the aim of preventing any further deaths. Any learning from the SIRs is also shared internally with the other districts.

### **Road Traffic Collisions**

There have been 58 road traffic collisions requiring action by fire crews in this reporting period. The district has seen an encouraging reduction so far this year compared with last year and is currently forecasted to see a significant reduction (around 20%) based on the 3 year average.

We are actively involved with Operation Steerside which was set up in 2016 with the focus on the 'fatal four'- Drink/drug, Seat belts, speed and mobile phone offences. The 'Riot Act', who are a theatrical company, has delivered theatre style education to ten schools in Bradford targeting the 6<sup>th</sup> form students. Initial feedback received has been positive and the students have engaged well. We are working closely with Bradford Road Safety Team and partners in preparing for the National Road Safety Week which will be taking place in November.

### **Malicious False Alarms**

There have been 48 malicious false alarms during this reporting period which is a significant reduction from the same period last year and is projected to be down by over a quarter against target by the end of the year. Bradford district are working closely with the owners of one premises where we have received repeated false calls. We are continually pushing out the message to the community via school talks, community engagement etc. around the consequences and impacts of malicious calls and this appears to be having a positive impact.

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

### **Secondary Arson**

There has been 989 recorded secondary fires in the district in the first six months and this accounts for 83% of all recorded arson across the district. The majority of these incidents are recorded as rubbish fires and grass fires. When compared to the same period last year, we have seen a significant reduction in secondary arson incidents with 327 fewer recorded secondary fires. Fire crews are working hard with local ward officers and neighbourhood police to identify areas of concern, particularly around rubbish fires. Bradford district are also an active partner in the "Prison Me No Way" project and through this we deliver talks to young people along with partners on the dangers associated with arson and the consequences of their actions.

### **Actual Rescues**

We have experienced a slight increase in the number of actual rescues compared with the same period last year. Over 66% of the rescues were in the 'other' category which includes rescue from height, water rescue, entrapment from machinery, children locked in cars etc. 21% of rescues are from Road Traffic Collisions and 12% from dwellings. As a district, we continue to educate the community through our safe and well strategy on the importance of having an escape plan in the event of a fire. There is also a significant amount of work ongoing with partners to reduce the amount of RTCs within Bradford; the education is focused towards young people who will start to drive within the next few years. We have also seen an increase in recorded actual rescues due to the ongoing pilot for medical break ins.

## **Total Activity**

The total number of incidents attended across Bradford District is projected to be around 6% above the 3 year average target figure, however, compared to the same period last year we have seen a significant reduction of 606 incidents. Bradford district stations along with the district prevention officers are working hard to drive down incidents by delivering targeted prevention campaigns in the high risk areas. Our fire station action plans highlight specific areas of concern where we focus our attention along with our partners. Throughout next year there may be opportunity to access more resources via our Watch Manager cohort who will be working more flexibly because of the CLM model and able to commit more time on risk reduction in the Bradford district.

## **Dwelling Fires**

Bradford have experienced an increase (17 incidents) in dwelling fires compared to the same period last year. The majority of the fires in the dwellings were recorded as accidental (69%). In terms of the cause, 25% were identified as due to cooking. The fire prevention strategy within Bradford aims to understand areas such as cooking habits of different cultures and attempts to identify any trends that could be addressed. Fire crews and prevention officers are aware of local trends and causes of dwelling fires and will continue to educate the community through the safe and well strategy. We will continue to tie in with national campaigns that target specific areas such as safe cooking, candle awareness, escape routes etc.

## **Summary**

It is pleasing to see some really positive results across all the performance indicators in Bradford and in particular the significant reductions in fire related injuries and road traffic collisions. Our main strategy of 'prevention' to reduce incidents remains the key focus for the district and I feel we are continually improving how we identify and help the vulnerable people of Bradford.

Arson continues to be an issue in certain areas but we are determined in our aim to try and drive down the number of arson incidents. It is vital we continue to tackle the wider issue of anti- social behaviour by using cross partnership strategies and predominantly try and educate young people around the impacts and consequences of their actions.

As we approach the Bonfire period, much of our focus will be around community engagement. The multi- agency work that was undertaken last year appeared to have a significant impact on anti-social behaviour and we thankfully witnessed a reduced number of firefighter attacks. I am hoping we can build on the success of last year and continue to see positive results.

Bradford district, along with the other four districts will see significant changes over the coming year with the implementation of CLM which will see fire stations operate differently. However, as Bradford District Commander I continue to be proud of how all personnel are determined to make Bradford safer and how we operate as a team to ensure we are continually improving and learning.

## CALDERDALE LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DATE:	VISITING COMMANDERS:
OFFICERS PRESENT:	

### DEFINITIONS

<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year
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<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining

	3 YEAR AVG TARGET (2016/19)	SAME PERIOD LAST YEAR (2018-30/09/18)	<i>[values to 30 Sep 2019 23:59:59]</i>		
			TOTAL SO FAR (2019/20)	AGAINST 3 YEAR AVG (2019/20)	END OF YEAR PROJECTION (2019/20)
Arson	444	327	189	-15.1%	377
Arson - Primary Fires	94	50	39	-17.2%	78
Arson - Secondary Fires	351	277	150	-14.8%	299
Actual Rescues	95	38	65	36.5%	130
Total Activity	1977	1316	1126	13.6%	2246
Dwelling Fires	104	67	42	-19.5%	84
Non-Domestic Building Fires	34	20	21	23.2%	42
Prevalence of False Alarms	929	462	464	-0.4%	925
Fire Related Injuries	23	14	7	-39.3%	14
Road Traffic Collisions	62	26	44	41.5%	88
Malicious False Alarms	26	11	13	-0.3%	26

### COMMENTS RELATING TO PERFORMANCE INDICATORS

## **Calderdale District Performance Monitoring Report - 1 April 2019 to 1 Oct 2019**

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

### **Arson**

Calderdale District is on track to meet its target for Arson with just 189 recorded deliberate fires in the reporting period. This is 42% down on the arson figure over the same period in 2018. Targeted intervention work with partners is ongoing to tackle Secondary Arson in several specific areas of the district. The Spot Light on article highlights the excellent work that is taking place in North Byland to tackle secondary Arson and Anti-Social Behaviour.

### **Dwelling Fires**

Calderdale District is also on track to meet the Dwelling Fire target for 2019/20. There have been 42 Dwelling Fires in the first six months, compared to 67 Dwelling Fires in the same reporting period last year. There have also been no fire deaths in Calderdale in the reporting period. The Safe and Well programme targets the most vulnerable members of our society. Calderdale prevention staff and Fire crews work tirelessly to provide important Home Fire Safety advice during safe and well visits and the visits are targeted towards those who are more at risk.

### **Prevalence of False Alarms**

The target for false alarms in Calderdale this year is 929 and at the current rate, the performance is expected to meet this target. There have been 464 mobilisations to false alarms in Calderdale in this reporting period, this is consistent with last year's performance (462) for the same period. Performance is disproportionately affected by repeat false alarms at a small number of buildings. The main cluster of these buildings is in the town centre of Halifax. The District Team is working closely with the Protection Team in following up repeat attendances to automatic fire alarm actuations to address issues with specific premises.

### **Fire Related Injuries**

There have been 7 fire related injuries in the first six months of 2019/20. If this performance continues, Calderdale would exceed its target for this performance indicator by 39.3%. This is a fantastic start but with the numbers being so low, performance can very quickly change against this indicator due to the sensitive nature of this target. The Fire Prevention work the district is carrying out is contributing to this. The staff working in Calderdale will find this statistic particularly motivating.

### **Malicious False Alarms**

There have been 13 Malicious False Alarms within this reporting period against an annual target of 26. Calderdale District has a very small annual target of 26

Malicious False Alarms, which can result in sudden fluctuations in performance and this can be caused by repeat malicious false alarms at just one premises.

***Performance in the following areas has not met the required target:***

**Actual Rescues**

Calderdale District has missed its actual rescues target by 36.5% in the reporting period. There have been 65 recorded rescues in this reporting period which is considerably higher than last year's number (38) over the same period.

The performance on Actual Rescues is disappointing and can be linked to two factors; these are the increase in the number of RTC's in Calderdale in the reporting period and the Making Entry trail for YAS. RTC's have increase significantly and many RTC's have multiple rescues. This has impacted significantly on this area of district performance. The district team are working with partners to provide education on road safety sand we will be delivering the annual road safety roadshow as part of the annual prevention campaign within the district.

**Total Activity**

Calderdale District is not on track to meet the annual target set for the overall number of emergency incidents attended. We attended 1126 incidents in the first six months and this is 14% fewer that the number of incidents attended in the same period last year.

The increase in total activity is consistent with the rest of WYFRS and across the country as a whole.

**Non-Domestic Building Fires**

This performance against this risk indicator is consistent with last year. We attended 21 non-domestic building fires in the first six months of 2019/20, compared to 20 in the same period last year.

The District Team continues to work in partnership to reduce the risk of fires in commercial properties. The main focus will continue to be Halifax town centre, which has the highest risk of non-domestic building fires. We offer arson advice to commercial property owners and managers during our Operational Risk Visit programme.

**Road Traffic Collisions**

We have recorded attendance at 44 RTC's in the reporting period. This compares to 26 in the same period last year. This is a significant increase and there does not appear to be a partner when the data is analysed more closely.

Calderdale District Commander is Chair of the Calderdale Road Safety Partnership Board. The Board is implementing a framework of road safety initiatives that reflect four main themes; education, engagement, enforcement, and engineering. Whilst many of the RTC's attended only required minor actions to resolve (making vehicles safe or supporting police), the upward trend is disappointing.

The District Team is delivering several initiatives to help improve road safety. A good example is the Road safety Roadshow delivered during National Road Safety Week, which targets local sixth form students who are effectively the next generation of drivers.

The District has also been working in partnership with Calderdale Council and West Yorkshire Police to deliver Operation Haw mill. This has proved a very successful project in the past. The district is also implementing the Biker down programme that will be run from Illingworth Fire Station next spring.

### **Summary**

The Calderdale District Team is committed to meeting its service delivery targets. The targets continue to be very challenging because of the low figures which afford limited ability to absorb glitches in performance. The District Team continue to be pragmatic in their approach and are driving and supporting several multi-agency initiatives that are making a real difference to the safety of local communities. Current performance may not reflect the value of these initiatives but they are making a real difference to community safety.

## KIRKLEES LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DATE:	VISITING COMMANDERS:
OFFICERS PRESENT:	

DEFINITIONS	
<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year
<b>TOTAL SO FAR</b> (Current Year)	Cumulative total for current year so far
<b>AGAINST TARGET SO FAR</b> (Current Year)	Comparison of activity so far against the target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)
<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining

	3 YEAR AVG TARGET (2016/19)	SAME PERIOD LAST YEAR (2018-30/09/18)	<i>[values to 30 Sep 2019 23:59:59]</i>		
			TOTAL SO FAR (2019/20)	AGAINST 3 YEAR AVG (2019/20)	END OF YEAR PROJECTION (2019/20)
Arson	1006	823	489	-3.0%	975
Arson - Primary Fires	237	150	122	2.7%	243
Arson - Secondary Fires	768	673	367	-4.7%	732
Actual Rescues	148	66	87	17.2%	174
Total Activity	3929	2697	2137	8.5%	4262
Dwelling Fires	177	94	98	10.4%	195
Non-Domestic Building Fires	69	35	33	-4.6%	66
Prevalence of False Alarms	1908	963	978	2.2%	1951
Fire Related Injuries	29	14	27	85.7%	54
Road Traffic Collisions	114	46	77	34.7%	154
Malicious False Alarms	60	34	21	-30.2%	42

### COMMENTS RELATING TO PERFORMANCE INDICATORS

## **Kirklees District Performance Monitoring Report September 2019**

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

### **Arson**

Currently Kirklees District is on track to exceed its target on arson by -3%. This is a significant improvement for the same period last year with 489 recorded arson incidents in this reporting period compared to 823 in the previous year.

This success is attributed to the drive from District to highlight the issue of arson and its links to broader societal issues to key partners. Following the delivery of a report to Kirklees Communities Board outlining the current issue and required recommendations, Kirklees District has successfully formed the Arson Reduction Steering Group. The group sits as a sub group (Linked to Anti-Social behaviour) within the Kirklees Council Communities Board structure and is chaired by WYFRS combining key partner collaboration, involvement and delivery.

Whilst mindful of the challenges ahead regarding the recognised links between arson and broader societal issues, all key partners are sighted on the need to commit to reducing arson through shared intelligence, appropriate service delivery and engaging with local communities through targeted campaigns.

A District based initiative has been delivered ensuring the reporting of incidents and specifically arson is consistent and appropriate enabling trends to be highlighted in a timelier manner.

### **Secondary fires**

There has been impressive collaborative work in bring secondary arson figures below the target set. The figure currently sits at -4.7% below target which is a reduction of almost 55% against the figure for the same period last year. Although there are still challenges ahead, with the commitment and hard work of all partners, we hope to see this downward trend continue. This is a significant improvement for the same period last year where secondary arson was +100% outside of target.

### **Non-Domestic Building Fires**

Through the great work being carried out across the District identifying owners of both derelict and empty premises, Kirklees is on track to meet its target in this area. There has been a slight decrease in the numbers compared to the previous year. This is due to the great work in identifying the owners of this type of premise ensuring that they remain secure.

### **Malicious False Alarms**

Kirklees District is on track to exceed the target for malicious false alarms by -30.2% which will be a significant improvement on the performance last year. This is due to the focused District initiative in analysing repeat incidents and engaging with occupiers or responsible persons of such premises. Initiatives include engagement with education facilities and

students incorporating assistance to Educational Leadership staff in reducing such incident types.

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

### **Primary Fires**

Kirklees District is currently on track to miss the target for primary arson by 2.7%. The majority of primary arson incidents (56%) are recorded as vehicle fires. There has been a significant improvement when compared to the same period last year with a 19% reduction.

There is a new Arson Reduction Steering Group within Kirklees and the district team work with partners to identify areas of concern and develop action plans to address issues.

### **Total Activity**

Total activity is currently on track to be 8.5% over the target for this year. There has been a reduction from last year's figures after six months, with 2137 incidents in 2019 compared to 2697 in the same period in 2018.

Although Kirklees District has predominantly seen a reduction in activity levels compared to the same period last year, we recognise there is still work to do in all areas in driving down risk further. Through our risk reduction activities and engagement with key partners, we will continue to work hard on targeted campaigns in all areas to make the community of Kirklees safer.

### **Prevalence of False Alarms**

Kirklees District are forecast to be slightly over the 3-year average target set if the current figures after six months continue. We will continue to work with local businesses where we identify repeat occurrences and will utilise support from the Fire Protection Team. Where these are occurring in residential homes the District Team will deliver collaborative initiatives with partners engaging residents incorporating our Safe & Well campaign.

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

### **Fire Related Injuries**

Kirklees District has unfortunately seen a high level of injuries caused by fire and we are not on track to meet the annual target set. Incidents involving multiple casualties suffering smoke inhalation have increased the number of fire related injuries in the first six months. Regretfully we have also attended two fatal fire incidents, one of which was caused by arson to which the offender is now in Police custody. Kirklees District will continue with the Safe and Well programme ensuring that we continue to target the most vulnerable members of our community.

## **Actual Rescues**

Regrettably, Kirklees District is not projected to meet the target set in this area. It is observed that over 60% of these incidents are classed as 'other rescues' (non-fire or RTC related) with almost a third of these been attributed to assisting other agencies. We will continue to work with partners to reduce these incidents over the next 12 months.

## **Road Traffic Collisions**

Kirklees District has experienced an increase in road traffic collisions in the first six months of 2019. As such, we are not on track to meet this target. This is a trend that has been observed across most of the Districts and nationally. We will continue our efforts with key partners to reduce road related injuries and deaths through the established Road Safety Group to which WYFRS lead. Initiatives are planned during Road Safety week at both Kirklees College Dewsbury and Huddersfield campuses.

## **Dwelling Fires**

Kirklees District is projected to be 10.4% over target in this area. Although this figure is slightly higher than the previous year's incident's both crews and prevention staff are working hard to reduce dwelling fires across the District. We have identified in these figures that a high number of these fires have been attributed to both cooking and electrical type incidents. Educational campaigns around the prevention of such incidents are planned and we hope to see the numbers over the next six months reduce.

## **Summary**

The first six months has seen mixed results against our performance targets in Kirklees and although some success has been observed, we are committed to focus on the challenges around all areas to further reduce risk. This cannot be delivered in isolation and we will focus our efforts around proactive approaches and sharing of intelligence with key partners to identify areas of risk and address this through our risk reduction activity.

Areas of focus for the District moving forward will be around continued arson reduction, reduction in dwelling fires and fire related injuries through both targeted campaigns and our Safe and Well campaign. Kirklees District will continue to take the lead within the Arson Reduction Steering Group and Road Safety Partnership.

## LEEDS LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DATE:	VISITING COMMANDERS:
OFFICERS PRESENT:	

## DEFINITIONS

<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year
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<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining

	3 YEAR AVG TARGET (2016/19)	SAME PERIOD LAST YEAR (2018-30/09/18)	[values to 30 Sep 2019 23:59:59]		
			TOTAL SO FAR (2019/20)	AGAINST 3 YEAR AVG (2019/20)	END OF YEAR PROJECTION (2019/20)
Arson	2212	1478	1017	-8.3%	2028
Arson - Primary Fires	553	273	237	-14.5%	473
Arson - Secondary Fires	1659	1205	780	-6.2%	1556
Actual Rescues	257	147	161	24.9%	321
Total Activity	8502	5025	4421	3.7%	8818
Dwelling Fires	424	220	166	-21.9%	331
Non-Domestic Building Fires	180	77	92	1.9%	183
Prevalence of False Alarms	4451	2110	2123	-4.9%	4234
Fire Related Injuries	63	27	23	-27.2%	46
Road Traffic Collisions	207	102	113	8.9%	225
Malicious False Alarms	119	55	52	-12.8%	104

## COMMENTS RELATING TO PERFORMANCE INDICATORS

## **Leeds District Performance Monitoring Report – 1<sup>st</sup> April 2019 to 30<sup>th</sup> September 2019**

**The Districts performance in the following areas in on track to meet or exceeds the set target:**

### **Arson**

Leeds District is on track to exceed the performance target set for arson. Performance in the first six months of 2019 has seen reductions in both primary fires (down by 13%) and secondary fires (down by 35%) compared to the same period in 2018.

#### **Arson - Primary Fires**

Target hardening with our Leeds Front Door Safeguarding Team and collaborating with Police colleagues is proving successful in reducing primary arson in Leeds. We continue to work with Neighbourhood/Crime Prevention Teams, Leeds City Council Teams and local schools to deliver our joint risk reduction initiatives which are proving successful in this area.

#### **Arson - Secondary Fires**

The restructure of the City Centre Community Safety Partnership Board now brings both public and private sector representatives together along with members of the Leeds bid team. The group have recently reported a successful reduction in occurrences of city centre fly tipping; which in turn has contributed to a positive impact in the reduction of secondary arson in Leeds centre. This is a positive result for both WYFRS and the Leeds Partnership Board. The district team has been proactively working with our partners to develop plans for the Bonfire Period. Prevention staff have taken the lead in developing a new multi-agency planning forum across the three key areas of Leeds (East, West and South). This planning forum has brought together key agencies such as West Yorkshire Police, Youth Provisions and Leeds City Council – such as Localities and Street Cleansing Teams. This group will improve multi-agency communication over the period leading up to bonfire night and ensure our preventative work is impactful.

#### **Dwelling Fires**

The number of dwelling fires has decreased by 24% compared to the previous year and we are on track to perform well against this target risk indicator. Our local partners have received training on the new referral process at a number of multi-agency Safe and Well workshops in 2019. This support along with the continued dedication of Leeds District crews and prevention staff in the delivery of Safe and Well visits is having a positive effect.

## **Prevalence of False Alarms**

Leeds is on track to meet this target, although there has been a slight increase of just 13 false alarms compared to the numbers experienced in the first half of last year. In addition to monitoring responses and issuing letters to repeat activations in high rise buildings and sheltered housing schemes, we are proactively working in partnership with Telecare. Telecare have recently agreed to refer individuals to us who experience frequent false alarms. Fire lifestyle risk awareness training will be delivered to all Telecare outreach staff. This should support the identification of risk and help reduce false alarms.

## **Fire Related Injury**

We have experienced a reduction of for this performance indicator during this reporting period compared to the same period in 2018 (27 down to 23). The revised district prevention strategy and assurance process in Leeds district is contributing to improvements in our delivery of safe and well visits. Crews and prevention staff continue to deliver fire related safety messages at targeted community events and through the on-going Year 5 school talks. As such, we are on track to meet the target for this indicator.

## **Malicious False Alarms**

There has been a slight decrease in malicious false alarms compared to last year. The district team continues to monitor malicious false alarms as we approach the bonfire period in order to deter any potential rising trend. The district prevention manager will be arranging a host of events and activities to increase our visibility in the local communities of Leeds where presentations and advice will have focus on reducing malicious calls.

***The Districts performance in the following areas is projected to be within 10% of the set target:***

### **Total Activity**

Leeds District has seen decrease in the total activity in the first six months compared to the previous year, although we are projected to be just outside the target by 3.7%.

### **Non-Domestic Building Fires**

We have experienced an increase in non-domestic building fires from 77 last year to 92 in this reporting period. Fire protection visits and Operational Risk Visits continue to help identify any risk areas within the district. We also continue to work with her HM Prison Service to reduce the risk of fire across the prison estates and recently gained approval from the Fire Authority to continue this work through one of our dedicated district support roles.

## **Road Traffic Collisions**

RTCs in Leeds have risen during this reporting period with attendances at 113 incidents compared to 102 in the first six months of last year. Leeds District Prevention Team continues to support and be an influential member of the Leeds Safer Roads Steering Group. This group is currently being restructured to ensure agency members attend who can add the most value towards RTC reduction and ensure any actions are delivered.

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

### **Actual Rescues**

We have experienced an increase over the reporting period in actual rescues. There were 141 actual rescues in the first six months last year compared to 161 this year (increase of 14%). These rescues can be attributed to people rescued from building fires, those extricated from RTCs and those rescued from other situations including: rescues from height, water and entrapments in machinery. In addition to these rescues, Leeds crews have responded to 202 medical break-ins as part of the on-going trial to support West Yorkshire Police and Yorkshire Ambulance Service and some of these incidents will have had an impact on the actual rescue figures. We continue to deliver targeted risk reduction work through Safe and Well visits, supporting road safety initiatives and water safety campaigns around the city centre and Hunslet area.

### **Summary**

We have seen a reduction in the total number of incidents and the number of dwelling fires, fire related injuries, primary arson and secondary arson. In addition, there were slight reductions in the number of malicious false alarms. These reductions are a result of our swift response to rising trends, on-going fire prevention work and the dedication of operational crews and prevention staff across Leeds.

Although Leeds has seen a significant decrease against the performance targets set for arson, looking forward we will still continue to target our prevention work to reduce this type of anti-social behaviour. The approaching Bonfire period traditionally sees an upward trend in both primary and secondary arson fires. The District team will continue to work with other agencies to reduce the risk to the public from arson.

The Leeds District team will aim to expand on our successes by supporting risk reduction initiatives with a focus on the performance indicator of actual rescues. This work will be done in collaboration with other agencies. Work has already started within the Safer Leeds group to further educate the public during night-safe (multi-agency prevention visits). This work has set a foundation for internal collaboration

between WYFRS operational and reduction teams to prevent water rescue responses in the first instance. Further multi-agency training and input will inform and upskill other agency responders (in particular WYP) to be able to take proactive action prior to Fire Service arrival at water rescues in Leeds and prevent any rescue situation developing.

## WAKEFIELD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DATE:	VISITING COMMANDERS:
OFFICERS PRESENT:	

### DEFINITIONS

<b>3 YEAR AVG TARGET</b> (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year
<b>SAME PERIOD LAST YEAR</b> (Previous Year)	Cumulative total for the same period in the previous year
<b>TOTAL SO FAR</b> (Current Year)	Cumulative total for current year so far
<b>AGAINST TARGET SO FAR</b> (Current Year)	Comparison of activity so far against the target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)
<b>END OF YEAR PROJECTION</b> (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining

	3 YEAR AVG TARGET (2016/19)	SAME PERIOD LAST YEAR (2018-30/09/18)	[values to 30 Sep 2019 23:59:59]		
			TOTAL SO FAR (2019/20)	AGAINST 3 YEAR AVG (2019/20)	END OF YEAR PROJECTION (2019/20)
Arson	983	781	491	-0.4%	979
Arson - Primary Fires	216	140	91	-16.0%	182
Arson - Secondary Fires	767	641	400	4.0%	798
Actual Rescues	105	54	66	25.4%	132
Total Activity	3013	2114	1550	2.6%	3092
Dwelling Fires	136	60	60	-12.0%	120
Non-Domestic Building Fires	51	25	22	-14.0%	44
Prevalence of False Alarms	1288	729	567	-12.2%	1131
Fire Related Injuries	24	10	13	8.0%	26
Road Traffic Collisions	91	45	50	9.6%	100
Malicious False Alarms	27	15	17	25.6%	34

### COMMENTS RELATING TO PERFORMANCE INDICATORS

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## **Wakefield District Performance Report from 1st April 2019 – 30th September 2019**

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

### **Arson**

Arson is projected to be slightly under target by 0.4%. Crews and the district team will continue to work with our partners to identify the hot spot areas and put interventions in place to ensure that figure decreases in the future.

### **Arson - Primary Fires**

Primary fires generally cause damage to property, non-derelict buildings or vehicles. Recorded Arson - Primary Fires decreased significantly within the district compared to the 3 year average, with the current end of year projection being 16.0% below the target set. We are continuing to work closely with Police colleagues and work collaboratively with a number of partner agencies following these types of incidents as are they are often highly impactful to the community.

### **Dwelling Fires**

We are currently exceeding the target set, with current data showing we are projected to be 12.0% below the target set. There have been 60 dwelling fires in the recording period, the same as the same period last year. The occurrence of dwelling fires are spread across the district with Wakefield, Castleford and Pontefract showing a higher number of incidents compared to the other areas. This is being closely monitored by district staff and crews are completing Safe & Well programme where we are visiting less dwellings overall but focussing our time and resource on the visits within the areas. The prevention team engage with partner agencies and promote safety campaigns in an effort to reduce the number of dwelling fires.

### **Non – Domestic Building Fires**

Wakefield District is currently exceeding the target set, with current data showing we are projected to be 14.0% below the target set. Whilst the incidents are geographically spread, Wakefield and Castleford have seen higher numbers than other areas of the district. Work continues with multi-agency partners around the most appropriate ways of reducing the fire risk at unused premises.

### **Prevalence of False Alarms**

The district saw a reduction in the Prevalence of False Alarms and is currently projected to be 12.2% below the target set. The number of false alarms was 567 compared 729 to the same reporting period last year; this is a significant drop in attendances of 162. These incidents remain the single largest area of operational business in the district, with a number buildings having repeat false alarms. Stations and district will continue to work with Fire Protection Inspectors and to drive down unwanted fire signals and target premises with a high number of false alarms calls, charging where appropriate.

***The District Performance in the following areas is projected to be within 10% of the target set:***

### **Arson - Secondary Fires**

Secondary Fires include vegetation (grass, corn etc.), refuse, bonfires and wheelie bins. Arson - Secondary Fires are projected to be 4.0% above the target set, although compared to the same period last year the district attended 241 fewer incidents. A number of secondary fires started within the same locations, particularly in the areas of the district identified as being those with higher levels of anti-social behaviour; and in periods when it was school holidays. We are working closely with Police colleagues, schools, youth services and other partner agencies in these areas to reduce the incident rates.

### **Total Activity**

The district is currently projected to be slightly above our target by 2.6%. In real terms we have attended 564 fewer incidents than the same recording period in 2018. Partnership engagement continues to be crucial for the development and implementation of initiatives particularly with those involved in anti-social behaviour and work is on-going to try and reduce the impact of these incidents on the district. These proactive measures include engaging with local schools, colleges and the harder to reach communities.

### **Fire Related Injuries**

Fire related injuries are currently projected to be above our target by 8%, three above the previous year figures. The district team are continuing to work closely with crews to ensure accurate recording of injuries to casualties and that the incidents are fully understood to look for trends and ways to tackle them. Serious Incident reviews will take place with relevant multi-agency partners to fully understand and learn from these types of incidents; lifestyle factors and the preventative measures are researched to hopefully prevent future injuries.

### **Road Traffic Collisions (RTC)**

The number of RTC's WYFRS has recorded has increased within the period and we are projected to be 9.6% above our target, five more than last year. This goes against the Safer Roads statistics for a similar period which has seen a reduction in overall RTC's. Various specific areas of work are being undertaken such as the Riot Act – Theatre in Education which will commence delivery of sessions within the high schools within the district in October 2019. Thirteen schools have been highlighted to receive this education.

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

### **Actual Rescues**

The district is currently projected to be 25.4% above the target set for actual rescues. Following the introduction of the Gaining Entry: Cause for Concern Protocol, we have seen a rise in the number of this type of incidents, 51; which has a direct correlation to rescues.

### **Malicious False Alarms**

Wakefield district is currently projected to be above our target by 25.6%, equating to 17 incidents so far this year, two above last year with a projection of 34. We continue to engage with local schools and colleges to deliver educational programmes focused on raising awareness of fire safety and the impacts and consequences of inappropriate behaviour. We will endeavour to drive and be focused on District initiatives to analyse repeat incidents and engage with occupiers or responsible persons of such premises where multiple false alarms occur.

### **Summary**

The performance data relating to Wakefield district for the first half of the year has highlighted a number of challenging areas where improvement is required, but there is also with some real positive results.

The increase in actual rescues was to be expected following the introduction of the Gaining Entry: Cause for Concern Protocol. The areas of fire related injuries, road traffic collisions and malicious false alarms are being monitored closely and in areas where we have identified trends we are working with our partners both internally and externally to reduce these where possible.

The cooler/wetter summer weather has seen a drop in deliberate secondary fires when measured against the same period last year, however we remain a little over our projected target. With the Bonfire period approaching, work is ongoing by crews and partners to undertake additional environmental audits and identify areas that required rubbish removing before it becomes a risk of ignition.

We are pleased with the reduction in dwelling and commercial related fires along with the reduction in overall false alarms. Station based personnel and district prevention staff are actively engaging with partners and local community based groups in identifying vulnerable people and reinforcing fire and road safety messages through our safe and well programme and other community initiatives; particularly the education currently being delivered in high schools concerning road safety.



OFFICIAL

# Spotlight On Case Studies

## Community Safety Committee

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Date: 25 October 2019

Agenda Item:

11

Submitted By: Director of Service Delivery

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<b>Purpose</b>	To provide Members with examples of how the service meets the needs of vulnerable members of the community in its service delivery functions of prevention, protection and response.
<b>Recommendations</b>	That Members of Community Safety Committee note the contents of this report.
<b>Summary</b>	The 'Spotlight On' case studies highlight examples of the excellent work that is being delivered across the communities of West Yorkshire.

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: 3 x Case studies – Moortown, North Byland and Isolated Homes

## **1 Introduction**

- 1.1 WYFRS is committed to meeting the needs of West Yorkshire's diverse communities. Members are aware that we direct our resources particularly towards the most vulnerable groups and individuals who are most at risk because of their lifestyles, behaviours or the way their protected characteristics, such as race, or religion or belief, influence their day-to-day life.
- 1.2 The Spotlight On case studies allow the service to demonstrate to members of the Community Safety Committee how we often go above and beyond in order to provide an excellent service to the people of West Yorkshire and keep vulnerable people safe.

## **2 Information**

- 2.1 The cases attached to this report demonstrate how our staff are working across districts in order to reduce risk and deliver an excellent service targeting those most vulnerable

## **3 Financial Implications**

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

## **4 Legal Implications**

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

## **5 Human Resource and Diversity Implications**

- 5.1 The Spotlight On case studies illustrate how the service meets the needs of our communities with a focus on those who are more vulnerable.

## **6 Health, Safety and Wellbeing Implications**

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

## **7 Environmental Implications**

- 7.1 There are no environmental implications arising out of this report.

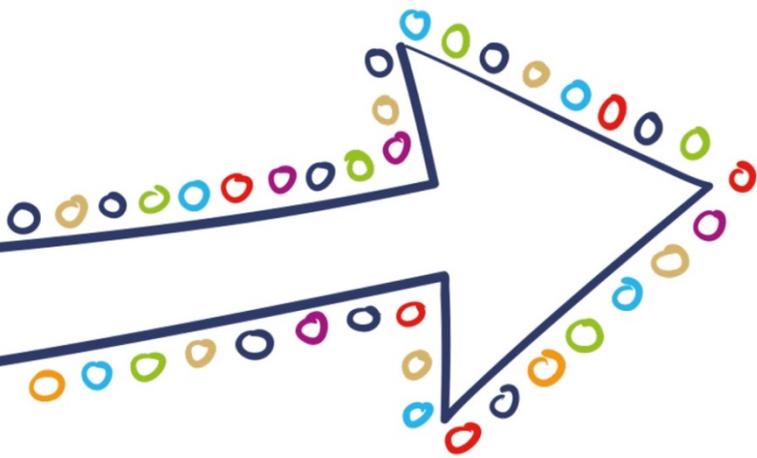
## **8 Your Fire and Rescue Service Priorities**

8.1 The attached case studies provide examples of how we delivery against the following priorities within the Your Fire and Rescue Service 2019-2022 document:

- Reduce the risk to the communities of West Yorkshire
- Continue to keep our firefighters safe
- Support, develop and enable our people to be at their best.

## **9 Conclusions**

9.1 Members are requested to note the contents of the report and attached Spotlight On case studies.



# Spotlight on...



## Moortown Social Isolation Project

West Yorkshire  
Fire & Rescue Service

### ➔ What was the need, how was it identified?

It is no surprise that the implementation of the Safer Communities Strategy has resulted in us identifying more vulnerable people than we have ever previously done before.

The up-skilling of our Operational and Prevention teams in the concept of Safe and Well has equipped us with skills and resources to support vulnerable people with improving their well-being. Taking this into consideration, key demographic indicators and partnership risk data was mapped to form the station Safe and Well priorities that sit within the Leeds District Prevention Strategy.

### ➔ What did we do?

Moortown has an aging population; therefore, it was no surprise that loneliness was one of the key priorities identified for the station. These local priorities allow each station the freedom to explore the issues which people are encountering within their local community and provide opportunities and solutions to these issues.

Bearing that in mind, the teams went about looking to identify key local community assets that could support them with delivering on their local priority. They came across the Leeds Jewish Welfare Board (LJWB), based not far from the Fire Station. The Leeds Jewish Welfare Board's current Hub is at The Marjorie and Arnold Ziff Community Centre. This is primarily a Day Centre that provides a place for socialising to make life for the elderly less lonely. A perfect fit for the station prevention priorities.



## ➔ What difference did we make?

LJWB were delighted that WYFRS wanted to engage with them and agreed to facilitate a monthly tea-dance at their day centre. The tea-dance would be hosted by firefighters from Moortown and would incorporate a tea party setting with a twist. 1940s/50s music was to be played, providing an opportunity for the customers and firefighters to engage with each other.

The tea-dance provided an opportunity for LJWB service user's to directly engage with WYFRS. It was also a perfect referral route for individuals identified as socially isolated on Safe and Well visits to socialise on a regular basis in a welcoming, secure environment.

The current project has been running successfully for over six months, with a fantastic turn out every month and an ever-increasing group size.

The tea-dance has received positive feedback from all members involved, which include firefighters, service users and partners.

Linda has started to attend after she was visited by firefighters for a Safe and Well visit:



*Firefighters came to see me at home because I had no smoke detectors; it was actually something my late husband had always taken care of. They wanted to make sure I was safe. We had a nice little chat and they showed me how to test the new ones and what to do in an emergency. A couple of days later I received a phone call with an invite to join them at a social gathering.*



## ➔ What are the keys to our success?

FF Mitchell from Moortown Fire Station stated that he's seen lots of changes throughout his service.

*"I'm pleased that one of the recent changes has meant we have more time to focus on the importance of prevention work."*

*I have to say that the feeling of helping another person never tires and whether that is on a job or by simply listening to them at Tea Dance it is extremely rewarding and something we should all feel privileged to do.*

*I would like to encourage everyone to please take just ten minutes out of their day to talk to someone in need, sometimes all it takes is an ear."*

## ➔ What are we doing next?

More similar events are scheduled and as people are identified as socially isolated during Safe and Well visits, they are invited to come along and join in.

## ➔ Contact



Derek Milne



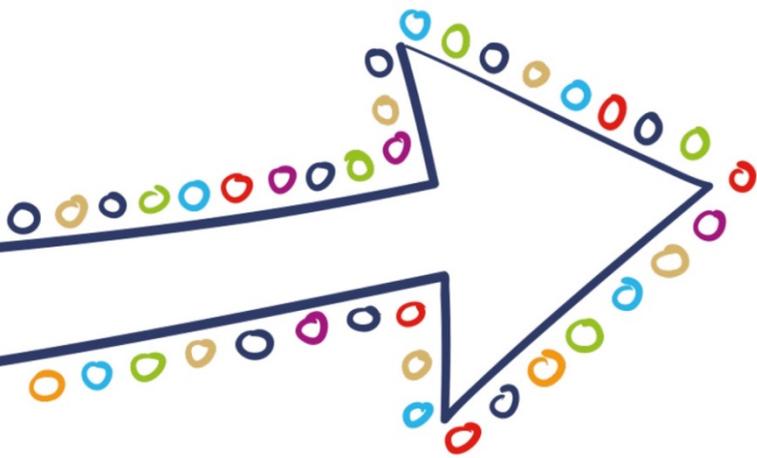
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# Spotlight on...

## North Byland Day of Action



West Yorkshire  
Fire & Rescue Service



### What was the need, how was it identified?

This area of Calderdale has a history of anti-social-behaviour and Arson attacks and this year we have seen a significant rise in statistics, especially secondary arson incidents. There have been 55 secondary fires recorded in Illingworth & Mixenden, with the majority being on the North Byland Estate.

Residents have raised concerns about fire setting on the estate and the operational fire crews have on occasion, had to deal with some hostility when they have responded to incidents within this area.



### What did we do?

WYFRS have been working closely with local Police, Council Wardens, Council enforcement teams and Together Housing, to tackle the problem in a number of different ways.

One of these was a high profile day of action which included rubbish removal, intelligence gathering and community engagement and enforcement.

MP Holly Lynch has shown great interest in this initiative from the start. She has campaigned to reduce attacks on all emergency service workers and has lobbied for higher fines and consequences for anyone carrying out attacks on emergency service personnel.

MP Holly Lynch played a key role from the start, assuring us that she supported the day and what we were trying to achieve. Letters from her office were sent to all residents endorsing the work being done and she was visible on the day for residents to talk to.



## ➔ What difference did we make?

Police Constable Christopher Newton said 'The day was a great opportunity for the Police and other services to engage with the community and listen directly to their voice. The information and intelligence gathered allows partners to work together in tackling issues that directly affect the community.'

Our intention as a group is to recreate similar days of action in other affected areas of Illingworth.

MP Holly Lynch gave this statement after the event:

"West Yorkshire Fire and Rescue service found themselves on the frontline of a long standing social problem in Illingworth, and recognised that only a multi-agency approach would be effective in tackling the deliberate fires which were plaguing the community. Thanks to Karina's leadership as Calderdale's 'District Prevention Manager' a task force was formed which agreed a set of actions in order to get to the heart of the problem and instil confidence in the community to work with us to fix the problem. I was really pleased to see that so many people were keen to speak to us during our day of action and that our partnership is making people feel safer."

“

*I am delighted with the outcomes of this day of action and will now be working towards replicating the work in other areas of NE Halifax –  
Karina Gonzalez – Calderdale District  
Prevention Manager*

”

## ➔ What are the keys to our success?

Since this day of action there have been fewer fires in this area and no further hostility towards crews has been reported.

You can also watch a video on twitter here;  
<https://twitter.com/HollyLynch5/status/1159497035176914946>

## ➔ What are we doing next?

Similar days of action will be used to target other areas of Calderdale, giving a visible multi-agency profile to the communities.

## ➔ Contact



Karina Gonzalez

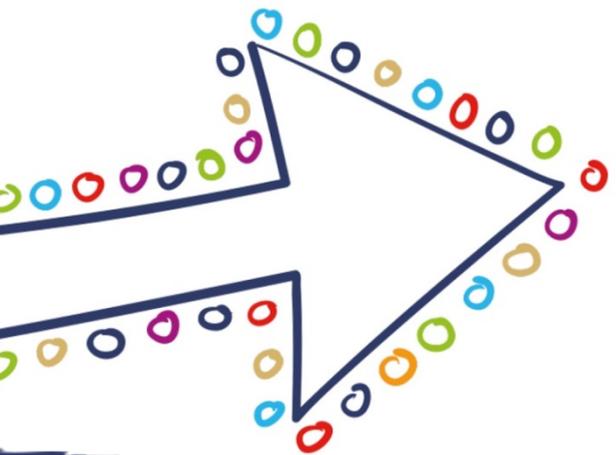


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# Spotlight on...

## Isolated homes and impassable roads



West Yorkshire  
Fire & Rescue Service

### ➔ What was the need, how was it identified?

Calderdale district has a unique demographic and its more affluent rural areas can be in stark contrast to its urban areas, some of which fall inside the top 10% of deprived areas in the UK. The majority of the focus within Calderdale has been in ensuring the risk to those occupants in the urban areas has been reduced through various means, including; Safe and Well target hardening, youth intervention and community engagement.

A recent fatality within a rural part of Calderdale triggered an initiative to identify homes which are extremely isolated and where occupants may live in generally low risk areas but be high risk as individuals due to them living alone or having lifestyle factors that make them more at risk of fire. In addition to this, there is the additional risk of difficult access to these properties and a lack of additional water supplies in the immediate vicinity.



### ➔ What did we do?

Following the tragic incident it was decided that a project would be created in order to identify those homes in which people were at risk due to social isolation, contributing lifestyle factors and fire service access issues. The project was piloted at Rastrick Fire Station and carried out by Tony Rostron, a Crew Commander based at Rastrick.

This project involved interrogation of the WYFire Map and identification of properties known to the council. Once identified that these properties were possibly in remote areas they were then visited in order for a doorstep assessment to be carried out. Operational considerations were also assessed in order to identify any specific tactics which might need to be employed should a fire arise at the address.

Water supplies were checked and crew 'turn out' sheets were amended with the additional considerations for the addresses which were identified. In addition Pre Determined Attendances (PDA's) were increased at some properties in which access was deemed to be a significant issue.

**The following statistics showcase our achievements during the pilot:**

Number of properties identified as possibly remote- **295**

Properties identified as not remote upon visit- **28**

Doorstep assessments carried out- **116**

Safe and Well (S&W) visits generated- **30**

Properties requiring additional information on turn-out sheet- **72**

Alternative hydrants identified which are not available on MDT- **12**

Properties requiring an increased PDA for water/additional resources- **54**

Properties requiring Todmorden Landrover due to impassable track- **10**



### What difference did we make?

The project was gratefully received by the residents of the isolated areas and the presence of the fire service left them feeling reassured that crews are proactive in "Making West Yorkshire Safer".

Mrs Bevilacqua of Bradley said "It was a very good service and I now feel safer"

Mr. Lumb of Scammonden said "service was very good, very helpful and very efficient. I've never had a fire but it's now peace of mind"



*As an organisation we need to continue to be proactive in identifying persons at risk. This project is an example that there are people out there in isolated and remote areas that need our support.*



SM Craig Hill – Calderdale District Risk Reduction Lead

The key has been community engagement and a proactive approach to identifying persons at risk within our communities. The district support has ensured that time and resources have been proportionately allocated to this.



### What are we doing next?

The project is now set to be rolled out across Calderdale stations and will be supported by a Watch Commander and the Assistant District Commander with the Risk Reduction reference will act as project lead.



### Contact



Craig Hill



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### What are the keys to our success?





OFFICIAL

# Community Engagement Strategy

## Community Safety Committee

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Date: 25 October 2019

Submitted By: Director of Service Delivery

Agenda item no.

12

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<b>Purpose</b>	To present Members of the Community Safety Committee with the WYFRS Community Engagement Strategy
<b>Recommendations</b>	That Members of the Community Safety Committee approve the new Strategy for release.
<b>Summary</b>	<p>The development of the Community Engagement Strategy was a key element of the Service Action Plan 2018/19. Our service ambition is Making West Yorkshire Safer and our ability to effectively engage with the communities we serve will support in the achievement of this ambition. The attached strategy outlines how we will delivery community engagement, what we will deliver, who we will work with and how we will measure our success. There will also be another supporting document developed giving guidance to all staff on how best to engage with members of the community in order to promote our safety messages and achieve the priorities set out in our Integrated Risk Management Plan. The strategy has been developed in consultation with teams from Service Delivery, Corporate Communications and Diversity and Inclusion. Representative Bodies have also been sent copies of the strategy for comment.□</p>

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Chris Kirby, Area Manager Service Delivery  
E: [chris.kirby@westyorkshire.gov.uk](mailto:chris.kirby@westyorkshire.gov.uk)  
T: 01274 655867

Background papers open to inspection: None

Annexes: Community Engagement Strategy

## **1 Introduction**

- 1.1 The 2018/19 Service Action Plan had a commitment to develop a Community Engagement Strategy.
- 1.2 Whilst it is recognised that our service delivery inevitably requires us to engage with the community, we did not have a specific strategy that captured all of the reasons why we would proactively engage with members of the community in order to delivery our services and Make West Yorkshire Safer.
- 1.3 The attached Strategy sets the reasons why we engage with the community and subsequent work on developing a toolkit will support teams from service delivery to develop effective engagement practices aimed at improving our services to the communities across West Yorkshire.

## **2 Information**

- 2.1 The Strategy will support other key Safer Communities Strategies and assist us in delivering our services to communities.
- 2.2 The document will be accessible to staff via the intranet and available for members of the public on our service website. It will form part of a suite of service delivery strategies.
- 2.3 The toolkit will be developed through a dedicated project that will be supported from the service delivery function.

## **3 Financial Implications**

- 3.1 The provision of a dedicated project post will be funded from existing service delivery staffing budgets.

## **4 Legal Implications**

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

## **5 Human Resource and Diversity Implications**

- 5.1 There is a proposal to allocate a project post for 1 day per week to develop the Community Engagement Toolkit. This post will be funded from a current underspend in the central prevention team due to a vacancy (secondment). It is expected that an internal advert will go out for this project post with the specific requirement to develop a toolkit for effective community engagement practices that will be used by staff to provide additional support and guidance on how to set up and evaluate their community engagement activities. The project will also include an Equality Impact Assessment.

## **6 Health, Safety and Wellbeing Implications**

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

## **7 Environmental Implications**

7.1 There are no environmental implications arising directly from this report.

## **8 Your Fire and Rescue Service Priorities**

8.1 This strategy supports the following Service Priorities 2019-2022:

- Reduce the risk to the communities of West Yorkshire
- Support, develop and enable our people to be at their best
- Work smarter throughout the service.

## **9 Conclusions**

9.1 Members of the Community Safety Committee are asked to approve the introduction of the Community Engagement Strategy and support the development of the Community Engagement Toolkit. Active involvement in developing the toolkit is encouraged and members are requested to discuss this with Chris Kirby or their respective District Commander in the first instance.



West Yorkshire  
Fire & Rescue Service

# Community Engagement Strategy

## 2019 - 2022



# Introduction

This Community Engagement Strategy sets out why we feel it is so important to work with the communities we serve in order to provide the best possible service that we can.

West Yorkshire Fire and Rescue Service covers a diverse population of over 2 million people across 5 Local Authority districts. Our vision, **Making West Yorkshire Safer**, continues to be our main focus.

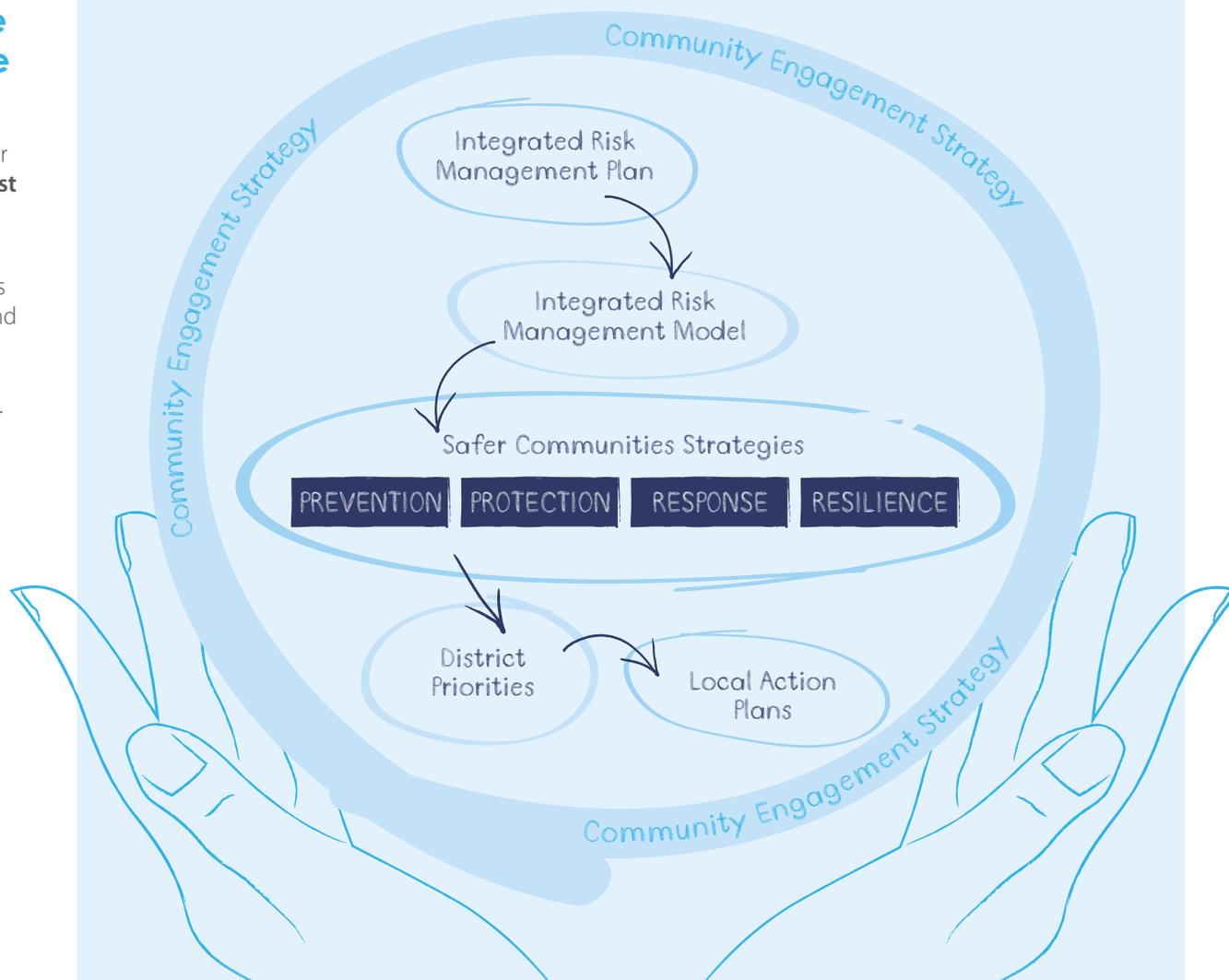
We are required by law to carry out certain essential functions. These include providing fire safety information to prevent fires and emergencies from happening in the first place. We must prepare and be able to respond to emergencies when they do occur and our firefighters are trained and equipped to deal with a wide range of emergency incidents from fires, road traffic collisions, and technical rescues to flooding and terror incidents. We are also required to set out an Integrated Risk Management Plan and within this plan we must demonstrate how we plan to deliver some key priorities, such as:

- **Identify and assess** the full range of foreseeable fire and rescue related risks, make provision for prevention and protection activities and respond to incidents appropriately
- **Working in partnership with communities** and a wide range of partners locally and nationally to deliver the service
- **Being accountable to communities** for the service we provide.



**John Roberts**  
Chief Fire Officer/Chief Executive

Our Service is delivered through the following key strategies and action plans



The Community Engagement Strategy will influence the work across all other strategies and plans where we engage with members of the community. Our services are delivered in order to make our communities safer.

The Fire and Rescue Services Act 2004 placed a statutory duty on West Yorkshire Fire and Rescue Service (WYFRS) to promote fire safety, placing fire prevention activity at the heart of what we do.

The success of our fire prevention programme has, over the last 10 years, seen a significant decrease in the number of fire related incidents and a dramatic increase in the number of homes with fitted smoke detectors. But fires and other emergencies still occur. Our analysis shows that fire risk is not the same across all of our communities.

“  
Our priority is to keep you  
safe from fire and other  
emergencies”

## We use a variety of data sources to understand risk within our communities:



### Index of Multiple Deprivation (IMD)

The Index of Multiple Deprivation 2015 is the official measure of relative deprivation in England. There is a strong correlation between the likelihood and severity of fire (risk) and deprivation. The higher the level of deprivation, the higher the likelihood of a severe fire.



### Mosaic

Mosaic is a nationally recognised commercial profiling tool that is designed to identify groupings of consumer behaviour for households and postcodes. It is designed to describe the UK population in terms of their typical demographics, social, economic, cultural and lifestyle behaviour. The population is classified into 66 'Types' that identify groups of individuals or households that are as similar as possible to each other and as different as possible from any other group. Each incident attended by WYFRS over the last four years has been allocated one of the 66 type sets. Evaluation of this data has allowed us to identify groups which are at significantly higher risk than others. We can also indicate where these groups are most likely to reside.

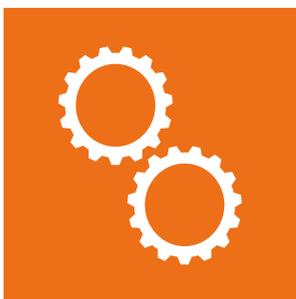


### Partnership Data

WYFRS has arrangements in place with relevant partners to share data that may support in the effective allocation of resources. This supports our aim to work with our partners to identify and improve the safety, health and well-being of the most vulnerable people within our communities.

# How we achieve our goals

To deliver successful community engagement, we will:



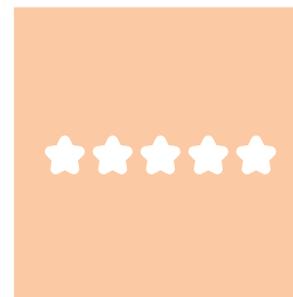
Use a shared **intelligence-led approach** to improve our understanding of risk to identify vulnerability. Using quantitative and qualitative data and intelligence supplied by our partners, via information sharing protocols, we will analyse our existing data and utilise it more effectively.



**Target our resources** towards those who are at the greatest risk of injury or death from fire or road. We will ensure that these resources are used effectively and efficiently and achieve **best value**.



Be **consistent** in our service delivery across West Yorkshire but we will also be **flexible** in our approach at a local level so that differing needs of diverse communities can be met.



Be **professional** in our approach, ensuring our staff are informed, confident and skilled to deliver a high quality service.



**Learn** from our experience. We will actively seek feedback from our partners and the people of West Yorkshire, and use it to continually improve the service we offer. We will evaluate what we do so that we can assess the impact of our services.



Aim to be **innovative** in our approach encouraging our staff and local communities to suggest new ideas and create local solutions. We will explore examples of cross-sector good practice to help inform the way forward.



Improve our **accessibility** through the effective use of technology and social media to better engage with individuals and communities.

# What we deliver

In order to deliver community engagement, we will carry out:



Our services are delivered through our Prevention, Protection and Response activities



PREVENTION PROTECTION RESPONSE RESILIENCE

Essentially, we want to stop emergencies happening in the first place and through education, advice and basic interventions provided in homes, businesses, schools and other community settings we can reduce the likelihood of fires and other emergencies occurring across our communities.

However, we need to also consider the wider objectives of community engagement. It is a method for local people to get involved in the services we deliver, to influence our activities and to support and become advocates for our key work around safety, health and well-being. Effective engagement with our communities will allow us to focus on the needs of the public that we serve. It will develop trust and confidence in our service and every interaction with members of the public will allow us to do the following:

- **Listen** – to the views of members of our community
- **Support** – in safety campaigns
- **Advise** – on areas where we have expertise (fire prevention, road safety, water safety, health and well-being)
- **Signpost** – to other local services who may be able to offer more support (e.g. to stop smoking)
- **Refer** – to support agencies where we have identified a specific risk or vulnerability
- **Deter** – attacks on emergency service workers
- **Promote** – our service as an inclusive employer and carry out positive action to attract under-represented groups with the aim of becoming more reflective of the community we serve.

We recognise our role within the community to actively support the aims and objectives of our partner organisations. These include Police, Ambulance and Public Health services. Our trust and respect across the community can be used effectively to deliver a wide variety of public safety messages and we will continue to work with and support our partners in order to make West Yorkshire Safer.

Our operational firefighters and dedicated fire prevention and fire protection teams will be working in the community to make people safer. The preferred model of engagement is face to face. This is the best way of providing education, advice and support and we deliver this through targeted visits to homes, businesses, schools and other community groups. It is also a good way to get feedback about the services we are delivering to the community.

The ability to communicate through our numerous social media accounts and other digital platforms allows us to interact with the community to deliver our key messages. We develop fire safety awareness communications campaigns which are designed for our communities and are planned to reach them in the most appropriate ways in order to deliver those messages well and make people safer.

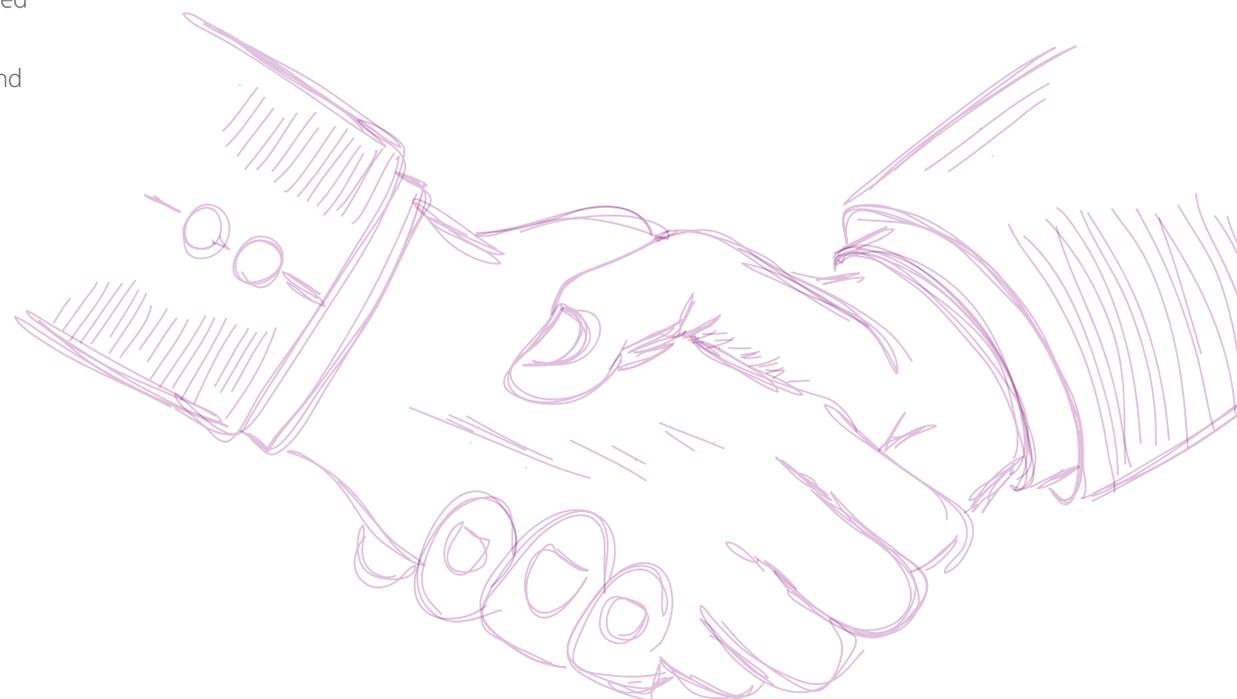
**We will deliver specific engagement around any proposals for significant changes to the way we deliver our services. Such changes may be triggered following service reviews or due to significant changes in the way we are funded. We will seek the views of the communities we serve through a process of public consultation. Each significant service change will be considered by management and members of the Fire and Rescue Authority in regards to the relevance for collecting the views of members of the community through formal and informal consultation. There will be a detailed communication and consultation plan in line with relevant Government Consultation principles.**

# Partnership working

**Our positive impact, in creating safer and healthier communities within West Yorkshire, will be dependent on the success of our relationships with partners. We will ensure that we maintain strong partnerships with local authorities and other statutory services and develop new relationships with other public and third sector organisations.**

**Working collaboratively with our partners, we will develop:**

- A person-centred service based on an assessment of an individual's risk of injury or death in the home by fire.
- Shared referral pathways which ensure our interventions are integrated and delivered at the earliest opportunity and in the most effective way.
- Data and intelligence sharing protocol agreements which will enable us to share and exchange information so that we can target resources effectively and evaluate our activity to demonstrate we are delivering best value.
- Joint training programmes which will ensure our staff and partners are able to identify high risk and vulnerability cases appropriately.
- Community based initiatives which will improve the safety of the people of West Yorkshire on our roads and on or near our waterways.



# Who we work for

Specific groups, such as:

## Children and Young People



Early intervention and prevention programmes aimed at children and young people form a key component to our prevention work. We have a dedicated, highly skilled Youth Interventions Team that specialise in delivering targeted interventions with the aim of being a catalyst for change in the lives of young people.

“  
Our ambition is to Make  
West Yorkshire Safer ”

## Vulnerable Communities



Through the identification of risk and vulnerability, we aim to target our resources and work with those members of the community who are at greatest risk. We will visit people in their homes and in community groups and invite groups and individuals to our fire stations to better understand their needs and then offer our advice and provide interventions in order to reduce their risk and vulnerability. This work requires a strong commitment to the training and development of our staff to ensure they are capable of identifying the signs of vulnerability. We must then ensure that our staff offer the most appropriate advice or signpost (or refer) people to agencies where they can receive additional support.

We will deliver specific safety and awareness campaigns aimed at vulnerable groups to reduce accidents, injuries and fatalities caused through:



**Fires in the home**



**Road related incidents**



**Water incidents**

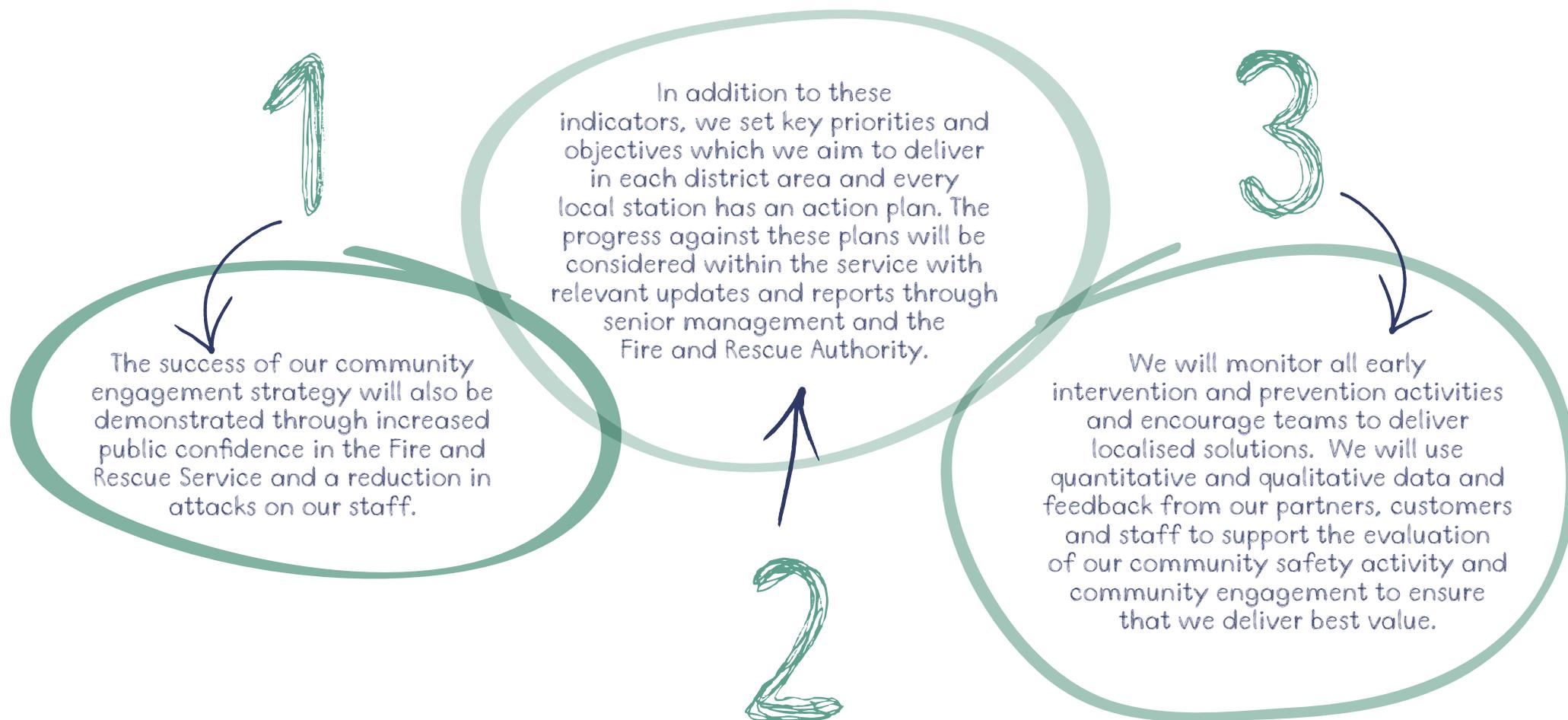


**Significant weather events**



# How we measure success

We will monitor our overall service performance through a set of key performance indicators that are reported to Members of the Fire Authority. These indicators, such as the number of dwelling fires and the number of fire-related injuries, are also monitored in each of the local authority areas across West Yorkshire.





West Yorkshire  
Fire & Rescue Service

# Contact us



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[www.westyorksfire.gov.uk](http://www.westyorksfire.gov.uk)



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